
CARDNET

USER GUIDE

PAX A50 card reader

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LLOYDS BANK

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Safety

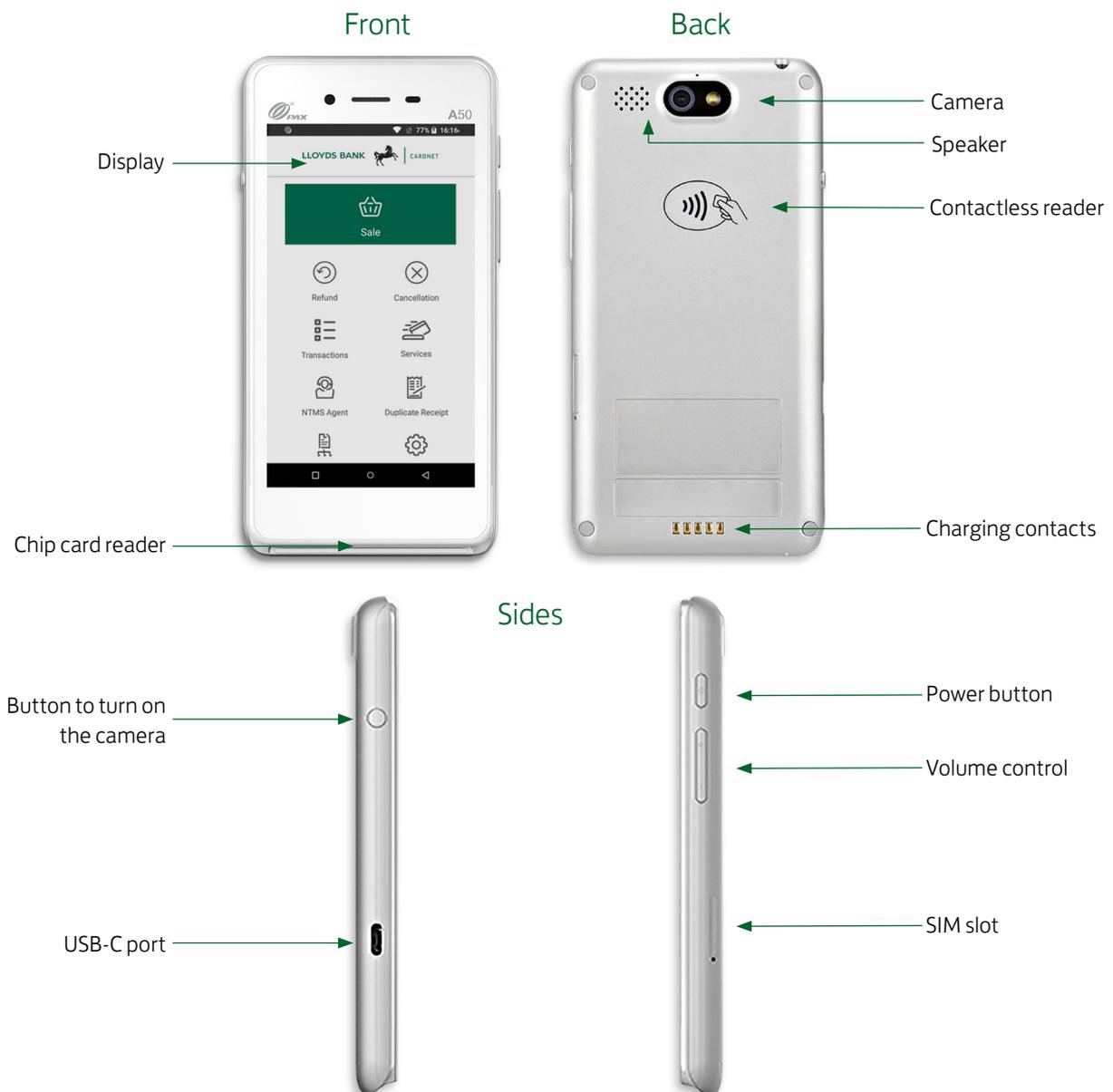
The security guide we sent separately explains how to protect your card reader, business and customers' payment data from fraud.

To make sure you get the most out of your card reader, please avoid:

- removing any parts of the card reader, such as the screws
- trying to repair the card reader yourself, as this could damage it
- placing or holding the card reader near liquids or wet areas
- putting anything made of steel into the card reader
- dropping the card reader.

You may have to pay for the card reader if you don't follow the above.

Your card reader



Unlock your card reader

For security, your card reader will be locked when it arrives.

You'll receive a PIN over email to unlock it. If you don't receive it, call us on the number at the end of this guide.

Set up a secure PIN to lock your card reader

1. Select 'Settings'.
2. Enter the settings PIN 'pax9876@@'.
3. Select 'Security & location'
4. Select 'Screen lock'.
5. Choose a screen lock option.
6. Set your preferred security method/code.

Connect your card reader to Wi-Fi

1. Select the 'home' button (circle icon at the bottom).
2. Select 'Settings'.
3. Enter the settings PIN 'pax9876@@'.
4. Select 'Network & Internet'.
5. Select 'Wi-Fi'.
6. Select your network.
7. Enter your Wi-Fi password.
8. A 'Connected' message should appear.



Set up a mobile connection

1. Pull out the SIM slot on the side of the card reader using the ejector pin.
2. Insert the SIM card that came with your card reader into the SIM slot.
3. Slide the tray back in. The card reader will connect to the mobile network on its own.

Home screen

What the status bar icons mean

Icon	Name/Description
	The payment app is running
	Quick settings
	Wi-Fi strength
	Network
	Battery strength

Take a card payment

1. Open the Nexo app.
2. Select 'Sale'.
3. Select 'Payment' or 'Payment with Gratuity'.
4. Enter the sale amount.
5. Enter a description or skip this step.
6. Ask the customer to insert or tap their card.
7. Ask the customer to enter their PIN if necessary.
8. Ask the customer to enter their email address for a receipt or select the cross to move to the next screen.
9. Select 'Done'.

Issue a refund

1. Open the Nexo app.
2. Select 'Transactions'.
3. Select the transaction to be refunded.
4. Select 'Show actions'.
5. Select refund.
6. Enter the supervisor password we sent over email.
7. Select 'Cardholder present'.
8. Enter the refund amount.
9. Enter a description or skip this step.
10. Ask the customer to present their card.
11. Ask the customer to enter their email address for a receipt or select the cross to move to the next screen.
12. Select 'Done'.

Cancel a sale

You can cancel a sale if it was the last one on the card reader. If it wasn't, you'll have to issue a refund.

1. Open the Nexo app.
2. Select 'Cancellation'.
3. Review the amount and select 'Confirm'.
4. Ask the customer to enter their email address for a receipt or select the cross to move to the next screen.
5. Select 'Done'.

Update your card reader software

Check your card reader for software updates regularly.

1. Select 'NTMS Agent'.
2. Select 'Update Application'.
3. Select 'YES'.
4. A message about the update will appear.

Reboot your card reader

1. Press and hold the power button for three seconds.
2. Select 'Restart'.
3. Select 'Restart' again to confirm.
4. The card reader is rebooting.

Issue the same receipt again

You can issue the same receipt for the latest payment that has gone through. You can do this if you entered the wrong email address, for example.

1. Open the Nexo app.
2. Select 'Duplicate Receipt'.

Contact us

Email us on support@loydsbankcardnet.com

Or call us on **01268 567100**. Lines are open from 8am to 9pm Monday to Saturday.

Find out more

 Go to lloydsbank.com/business/take-payments-with-cardnet

Please contact us if you'd like this in an alternative format such as large print, Braille or audio.

 Call us on 01268 567100
lines open from 8am to 9pm
Monday to Saturday

Important Information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Please remember we cannot guarantee the security of messages sent by email.

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Lloyds Bank plc is covered by the Financial Ombudsman Service. (Please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered.)

This information is correct as of January 2023.

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at lloydsbank.com/business/take-payments-with-cardnet/forms/existing-customer/raisingacomplaint



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