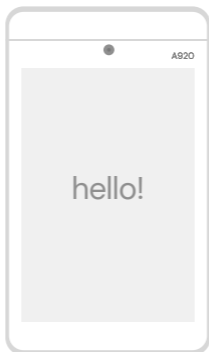
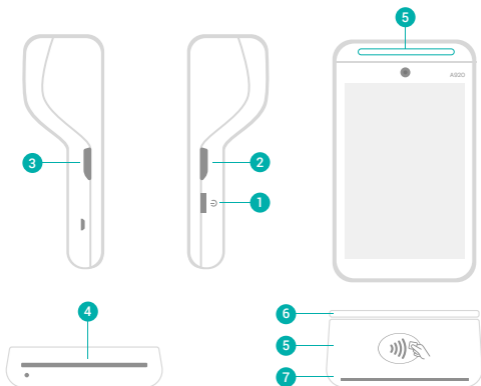


## Quickstart guide

A920



- 1 Power button
- 2 Volume up
- 3 Volume down
- 4 Chip reader (insert card)
- 5 Contactless reader (tap card)
- 6 Magnetic stripe (swipe card)
- 7 Receipt printer

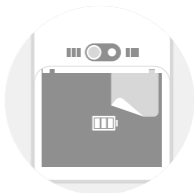


## Get started

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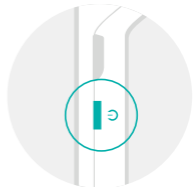
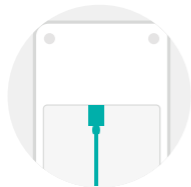
### 1 Remove the battery protection sticker

Open the back of the card machine to remove the battery and peel off the protective sticker.



### 2 Power it up

Connect the USB cable to the power adapter and plug into the charging base. To power on your machine, hold down the power button for 2-4 seconds.



### 3 Connect to Wi-Fi

You'll need to connect to Wi-Fi to set up your machine - simply follow the steps on-screen. Make sure your Wi-Fi is password protected. Once connected, you'll need to enter the activation code we sent you to complete setup.

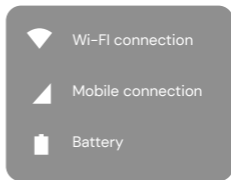
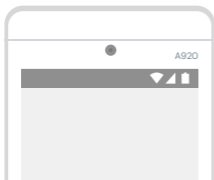


## Mobile connectivity

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If your Wi-Fi connection goes down, your machine can switch to mobile data so payments aren't interrupted.

If you don't already have mobile connectivity enabled, contact us and we'll get you up and running.



### Tip

It's best to keep your card machine on its base when you're not using it. This will keep the battery charged and make sure you've always got the latest software. Your machine takes around 2-3 hours to charge from empty.

## Taking payment

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Your customers can choose to pay by tapping or inserting their card.

Contactless cards can be used for transactions up to £45 and smart devices such as phones can be used for any amount.



## Troubleshooting tips

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Having problems? Try these steps:

### 1 Restart your machine

Hold down the power button, then select 'Reboot'.

### 2 Check your power and connection

Make sure all cables are firmly connected and the battery is in place.

**No internet?** There could be a problem with your connection. Check your router, and contact your network provider if it still won't connect.

**No mobile connection?** If you chose to enable this feature and your machine isn't showing a mobile connection, get in touch with us.

### We're here to help

Your customer reference:

Write your customer reference here to keep it handy, as we may ask for it when you call us. You'll find it on the welcome email we sent you.

Visit: [support.dojo.tech](https://support.dojo.tech)

Call: **0800 044 3550**

The **Dojo app** is a free insight tool that offers a 24/7 view of your business performance – as well as the ability to view transactions in real-time.

Search 'Dojo' in the app store to download.

