



PAX IM30 Setup and User Guide

2023



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1. IM30 box contents

Each IM30 is supplied with the following items:

1. IM30 pin pad
2. Mounting Bracket (plastic)
3. AC/DC power cord
4. AC/DC power adapter (variable by region)
5. Power supply splitter cable
6. GPRS/4G Antenna
7. USB-A to USB-C cable
8. Quick setup guide

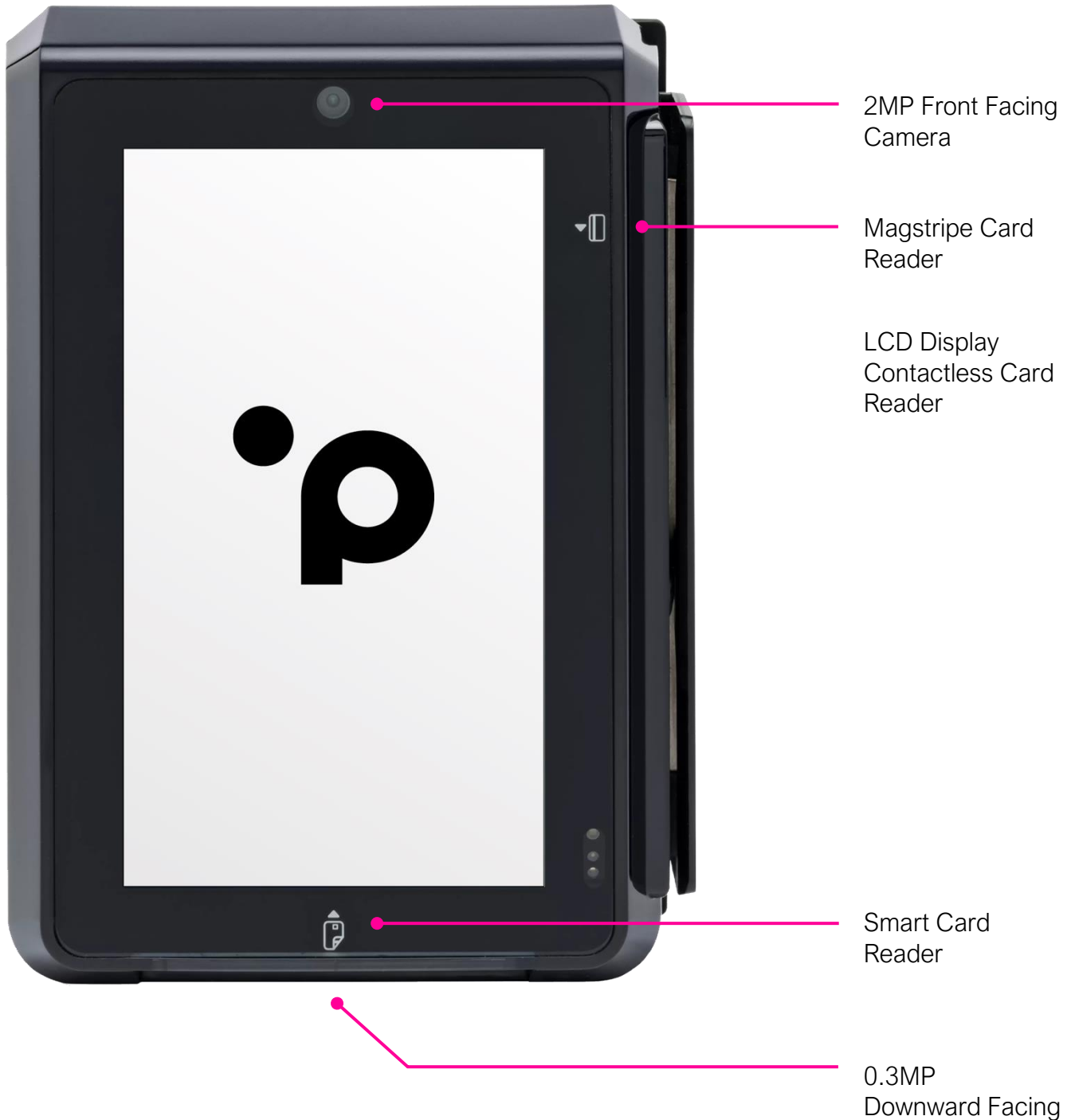
*Network cable is not included



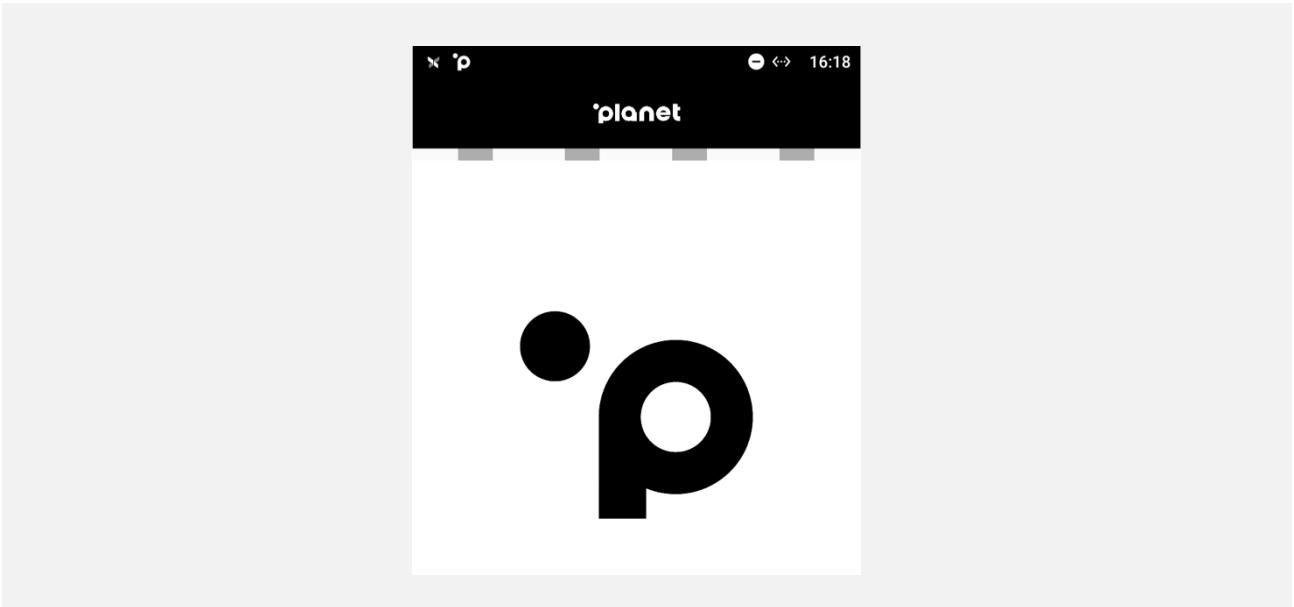


2. IM30 terminal details

Power can be supplied to the IM30 by connecting the AC power cord and adapter to the communication cable.



3. Menu access from the Planet application



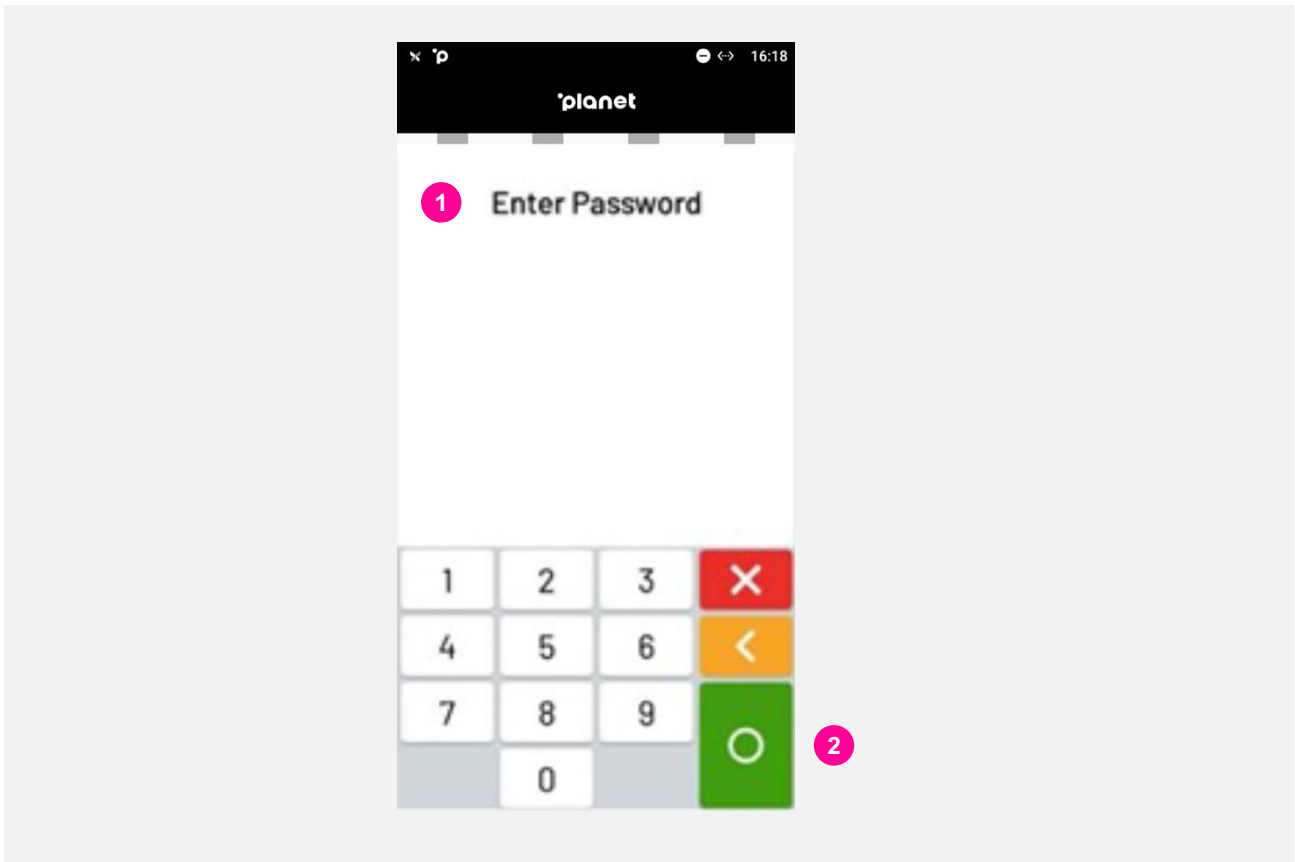
Push the service button which can be found on the back of the terminal (right hand-side).



Enter the admin password on the following screen.



When “Please Enter Password” is displayed, enter password, and press the green Enter button.



4. Network configuration.

Ethernet (LAN)

Before setting up the Ethernet (LAN) connection, you must connect an Ethernet cable into the LAN port on the back of the terminal.

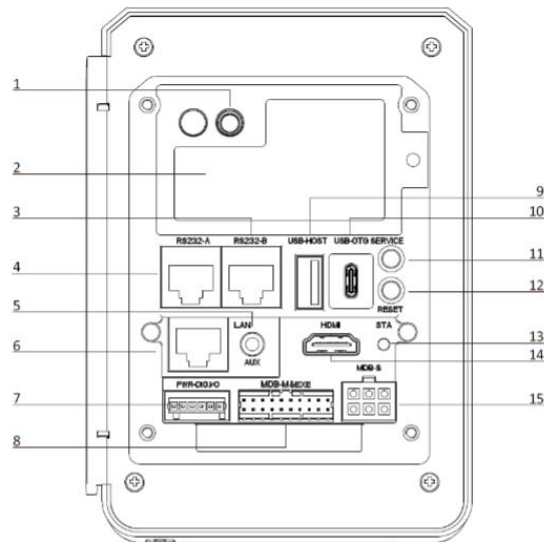
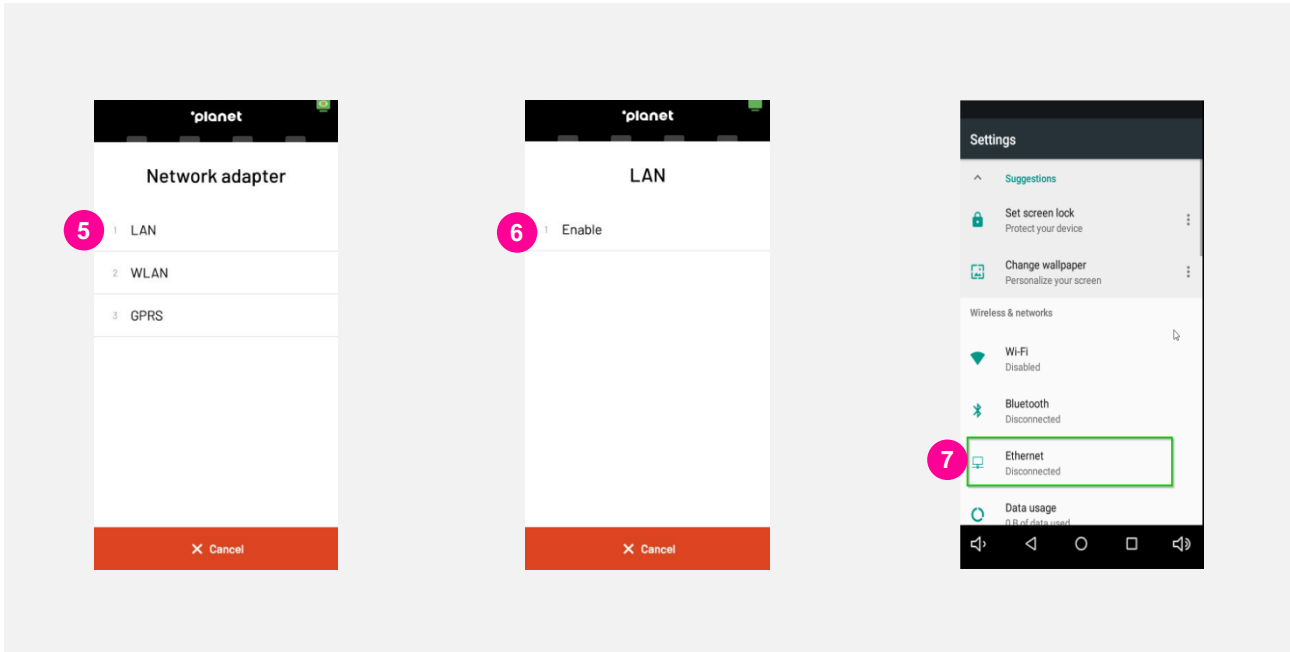


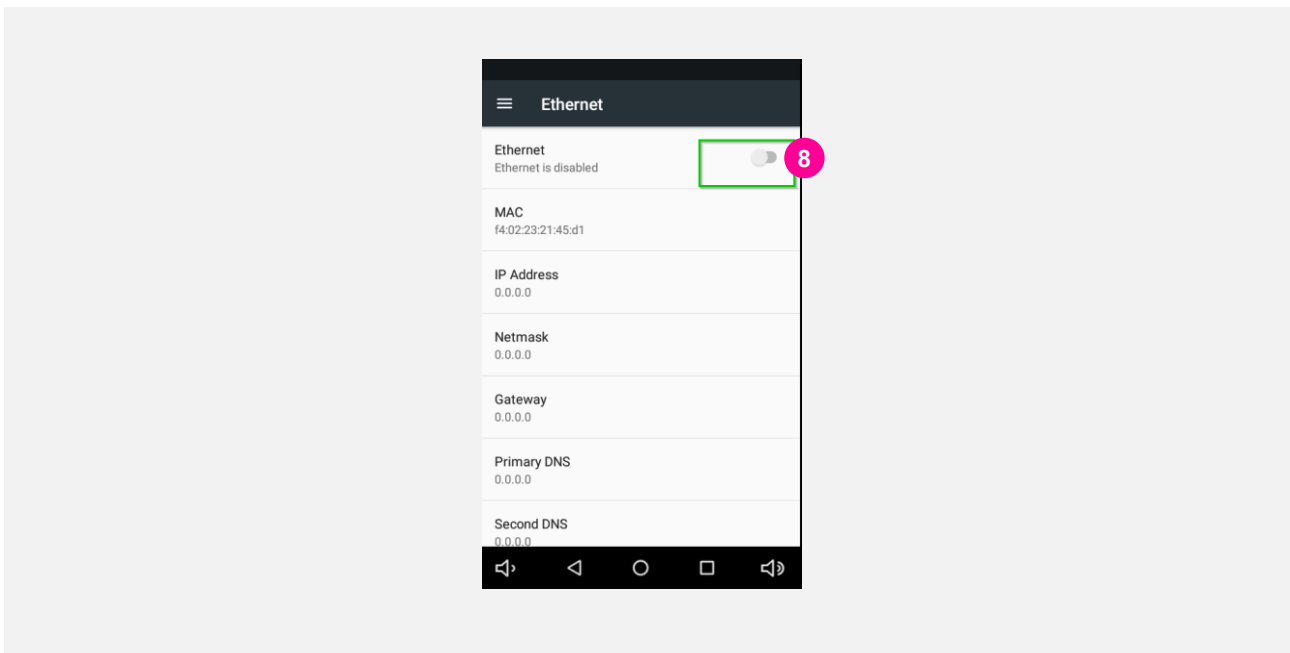
Figure 3: components, interface, and ports (back)

- | | |
|-----------------------------------|--------------------------|
| 1. 4G antenna (optional) | 9. USB Type-A port |
| 2. 4G module & SAM/SIM card slots | 10. USB Type-C port |
| 3. RS232-B (host) | 11. service button |
| 4. RS232-A (device) | 12. reset button |
| 5. auxiliary port (mic & speaker) | 13. status indicator LED |
| 6. Ethernet port | 14. HDMI port |
| 7. digital IO port | 15. MDB Slave port |
| 8. Executive & MDB Master port | |

1. To enter the IntegraTE_Pax menu, you will need to press and hold the 'Planet' icon at the top of the screen
2. When "Please Enter Password" is displayed, enter password, and press the green Enter button.
3. Then, select "Config/Configuration".
4. Next, select "Network".
5. Now, select "LAN".
6. Select Enable.
7. In the settings you will see Ethernet as 'disconnected'. You need to select Ethernet. This will take you to the Ethernet settings.

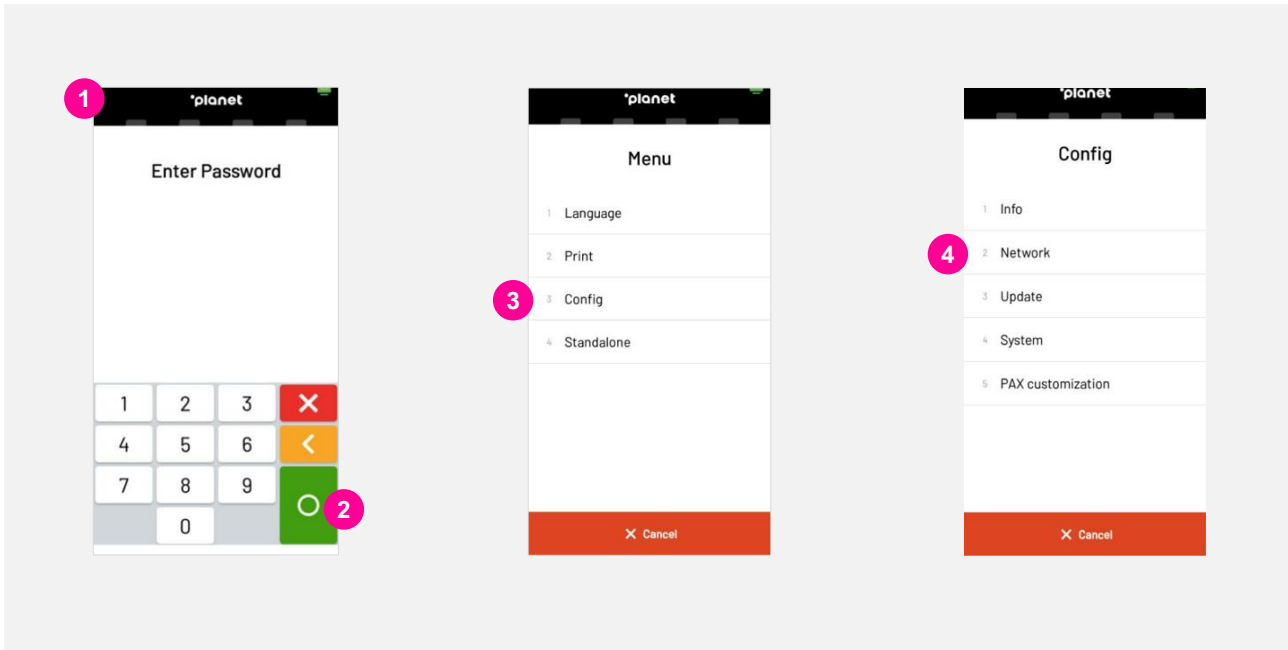


8. To enable Ethernet, you will need to toggle/Enable Ethernet

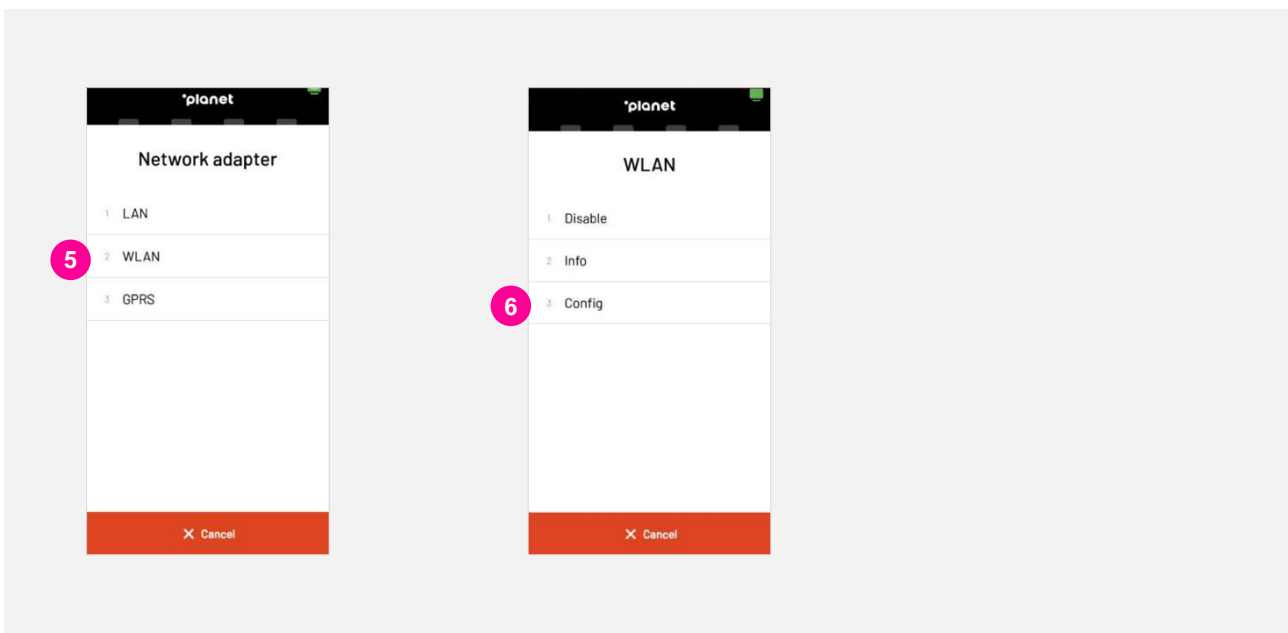


Wi-Fi Setup - (DHCP) – only applicable to specific IM30 terminal models, see above.

1. To enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When “Please Enter Password” is displayed, enter password, and press the green Enter button.
3. Then, select “Config/Configuration”.
4. Next, select “Network”.



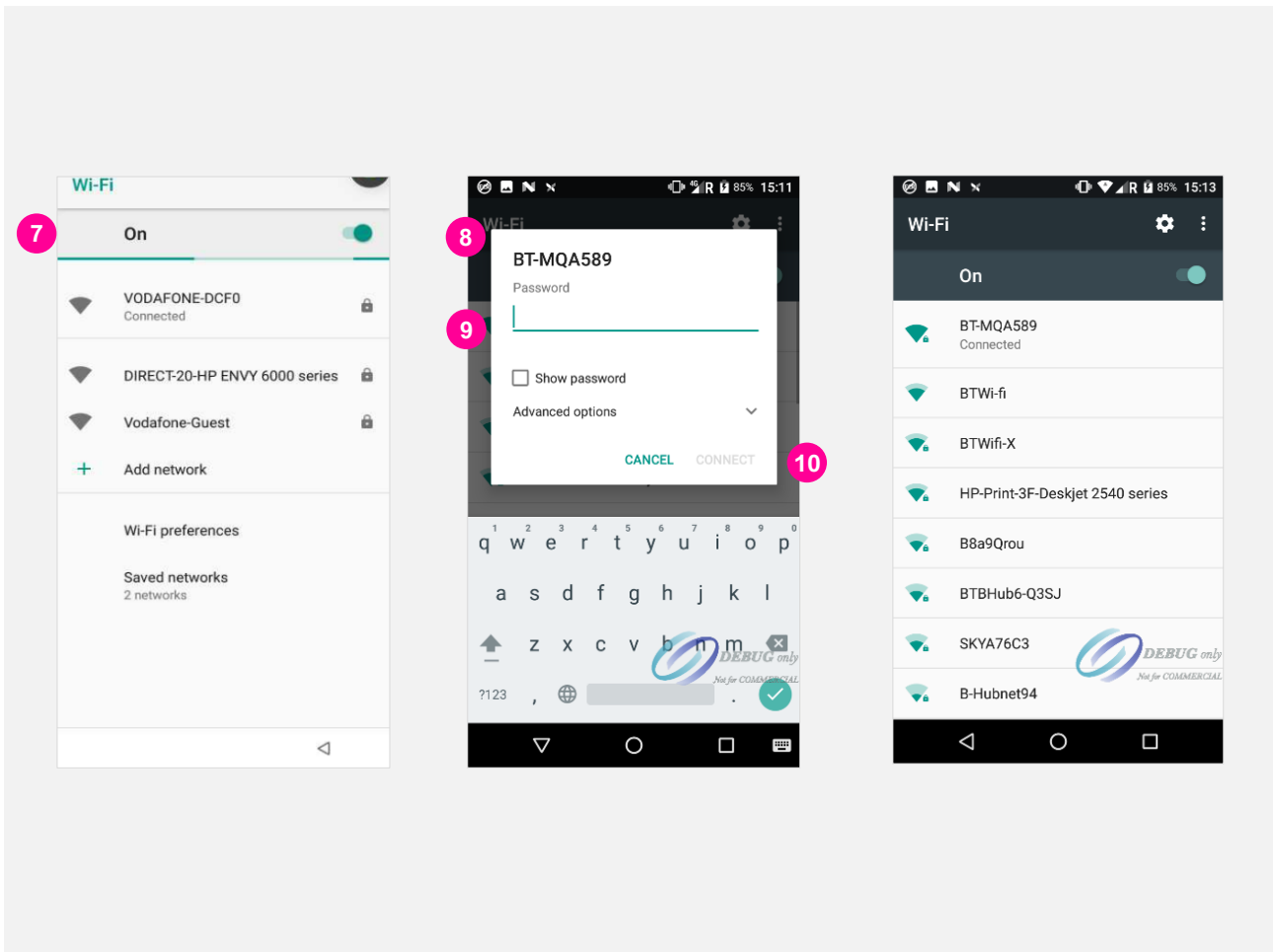
5. Now, select “WLAN”.
6. Select “Config”.



At this stage, Android will take over and you will see the following screen.

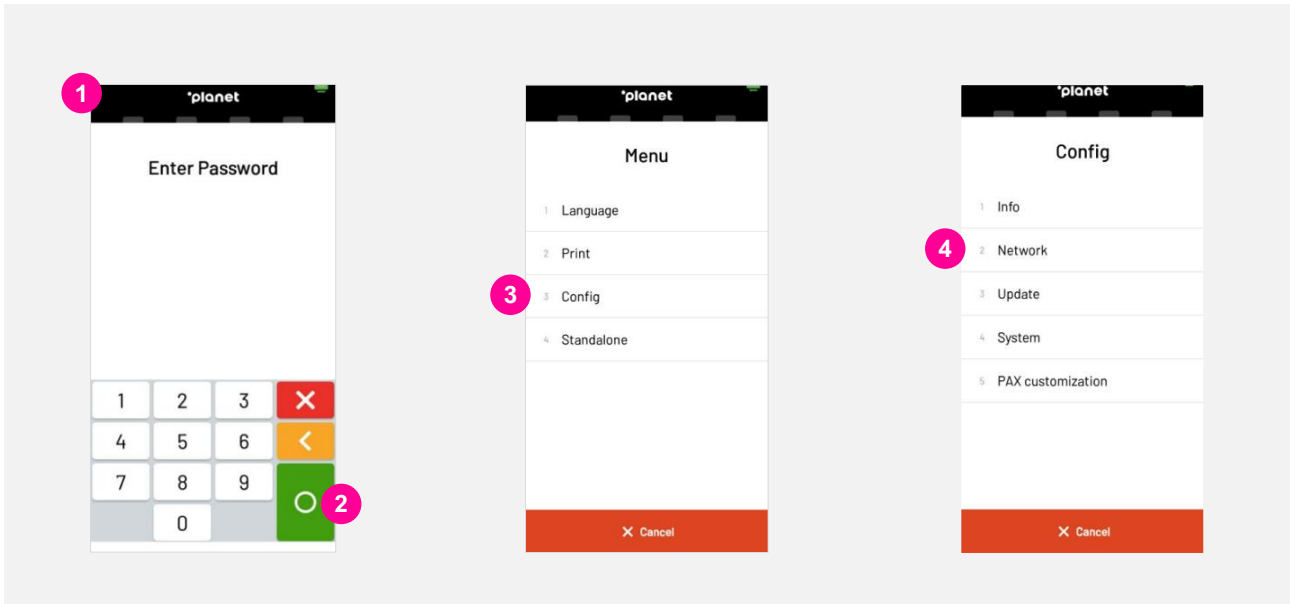
7. Ensure the “Wi-Fi” option is set to “On”. The terminal will display all available Wi-Fi networks.
8. At this stage, select the Wi-Fi network of your choice.
9. When prompted, enter your Wi-Fi network password.
10. Then press “Connect” once you’ve entered your Wi-Fi password.

The terminal will display “Connected” underneath the chosen Wi-Fi network if the authentication process was successful.

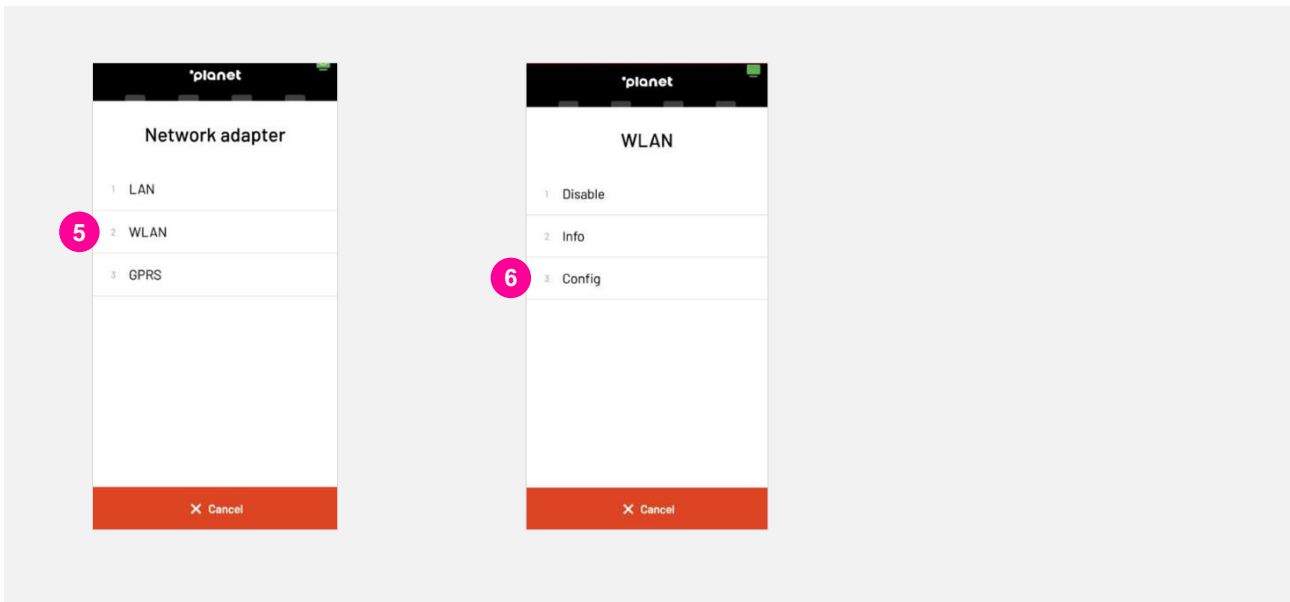


Wi-Fi Setup - (Static)

1. To enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Then, select "Config/Configuration".
4. Next, select "Network".

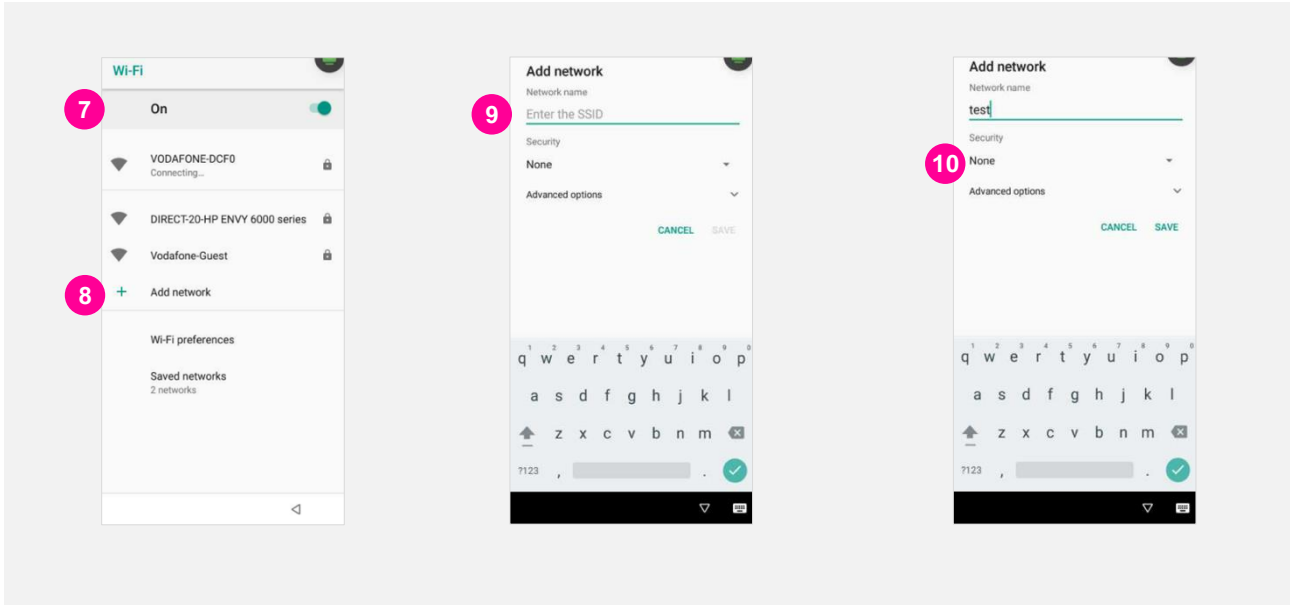


5. Now, select "WLAN".
6. Select "Config".



At this stage, Android will take over and you will see the following screen.

7. Ensure the “Wi-Fi” option is set to “On”. The terminal will display all available Wi-Fi networks.
8. Then, select “Add Network” at the bottom of the screen.
9. When prompted, enter the network name of your Wi-Fi network.
10. Next, select “Security”.



11. From the dropdown list, select the security type related to your Wi-Fi network.

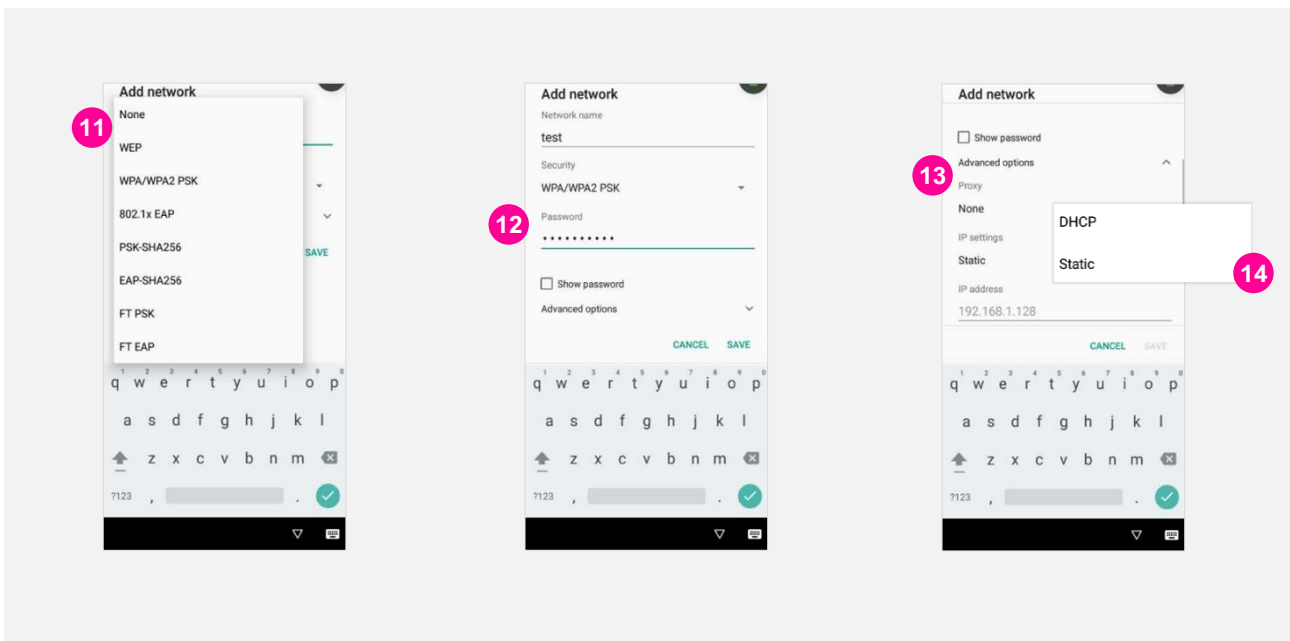
From a Security perspective Planet recommend using WPA/WPA2 PSK

12. Then, enter the Wi-Fi password.

You can select the “Show Password” option should you wish to view the password being entered.

13. Now, select “Advanced Options”.

14. IP Settings choose “Static”.



15. When prompted, enter the following information:

- IP Address
- Gateway IP Address
- Network Prefix Length (if applicable)

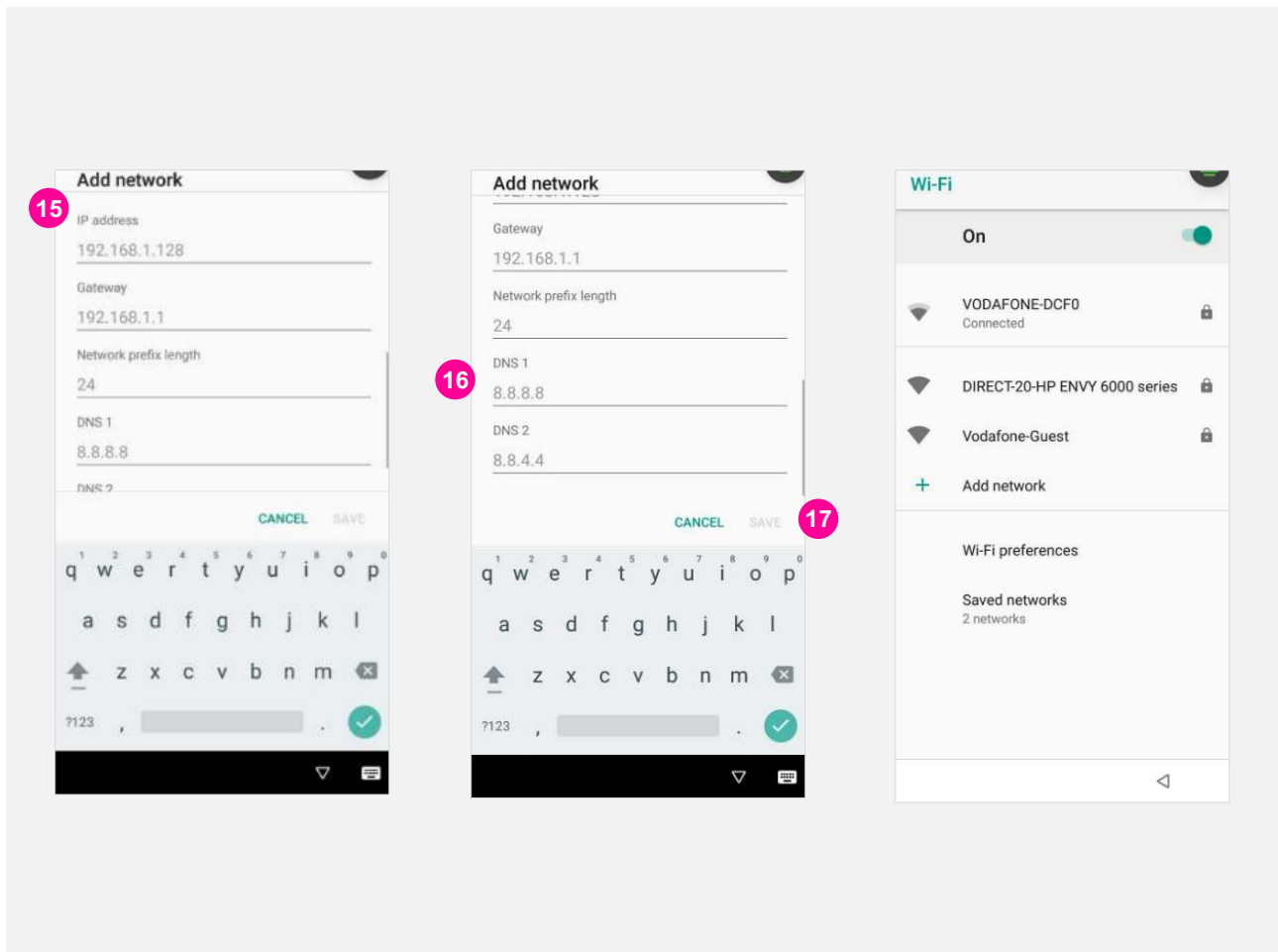
Scroll down using the bar on the right-hand side of the screen to reveal further options.

16. When prompted, enter the following information:

- DNS 1
- DNS 2

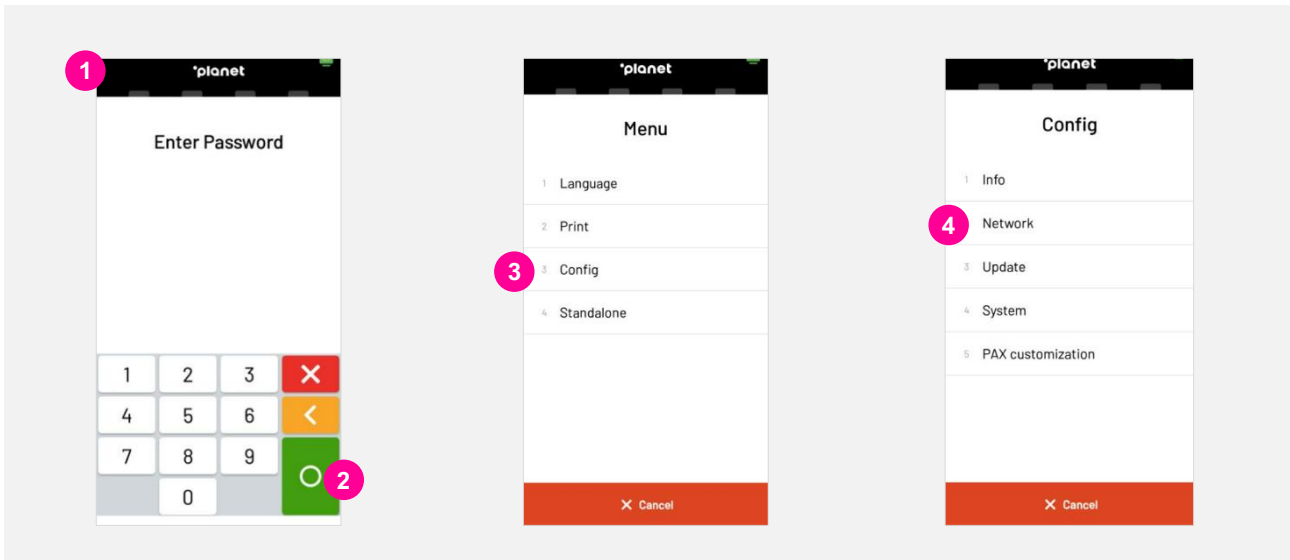
17. Then, when all details have been entered, press “Save”.

The terminal will display “Connected” underneath the chosen Wi-Fi network if the authentication process was successful.

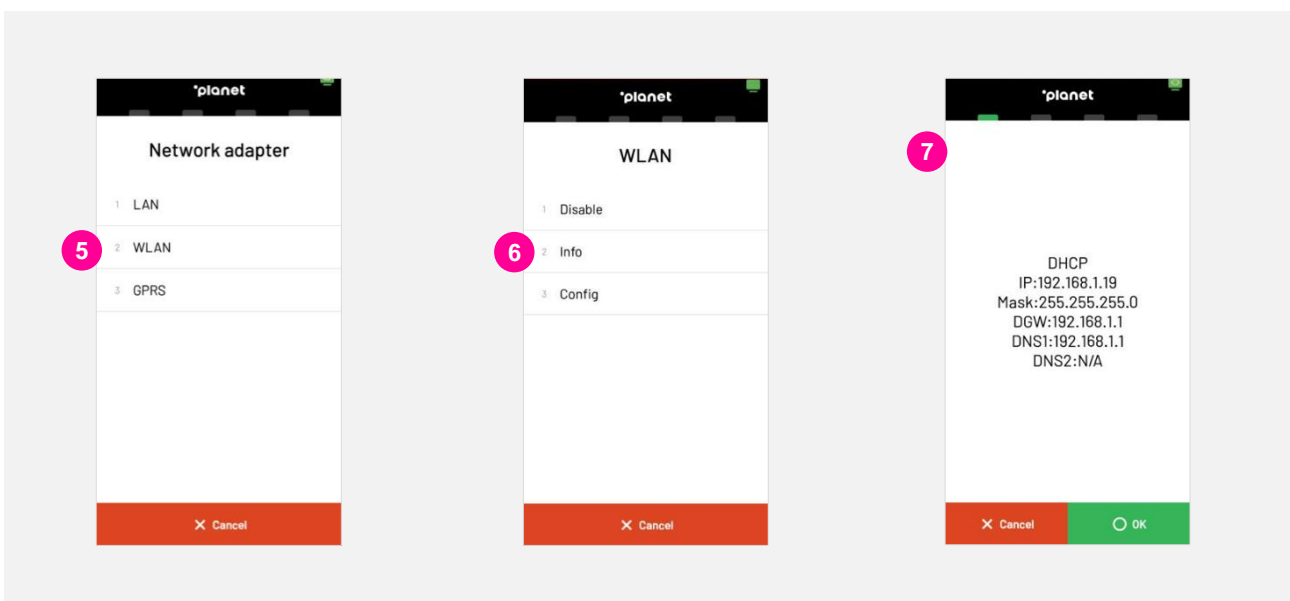


5. Checking IP connection settings

1. To enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Then, select "Config/Configuration".
4. Next, select "Network".

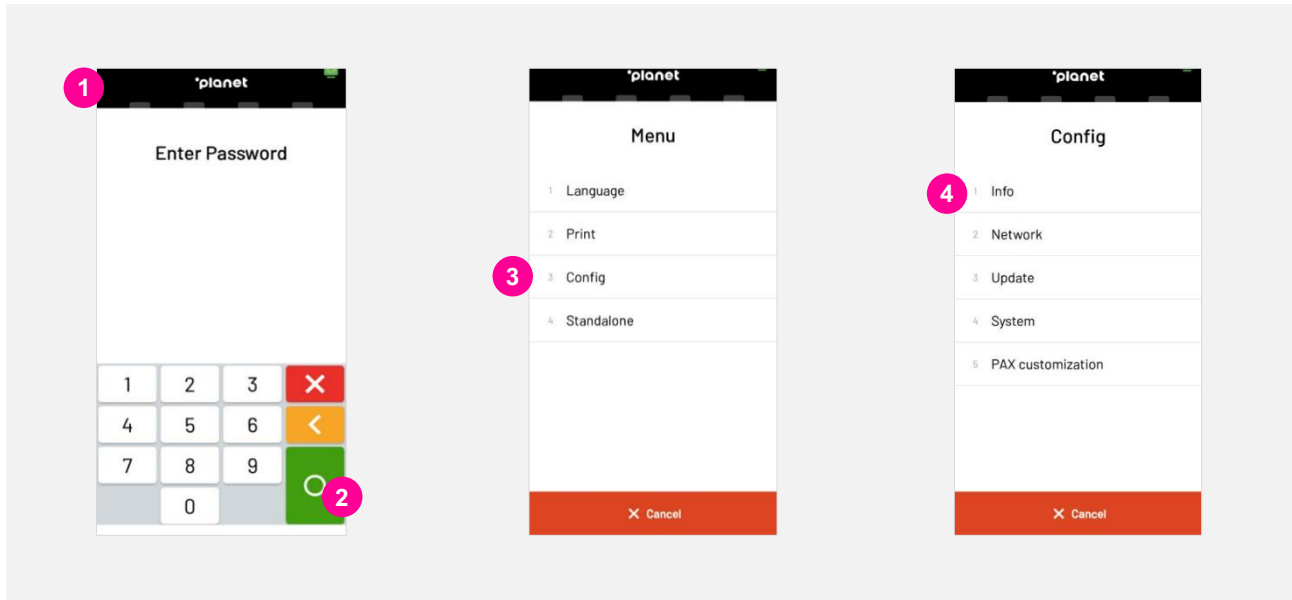


5. Now, select: WLAN – If WIFI is enabled. LAN – If Ethernet (LAN) is enabled. GPRS – If GPRS is enabled.
6. Select "Info".
7. The following information will be displayed:
 - DHCP/Static - Default Gateway IP Address
 - IP Address - DNS 1
 - Subnet Mask - DNS 2

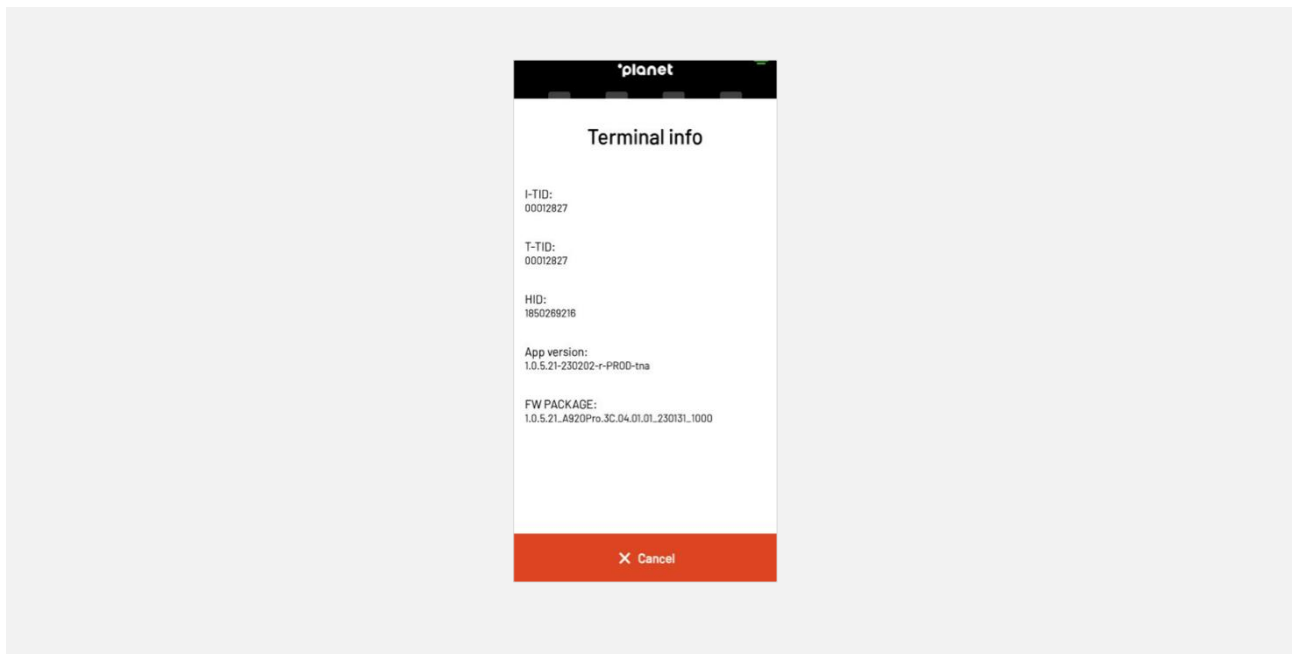


Viewing Software Version

1. To view the Software version on your terminal you will need to enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Select "Config/Configuration".
4. Then, select "Info".

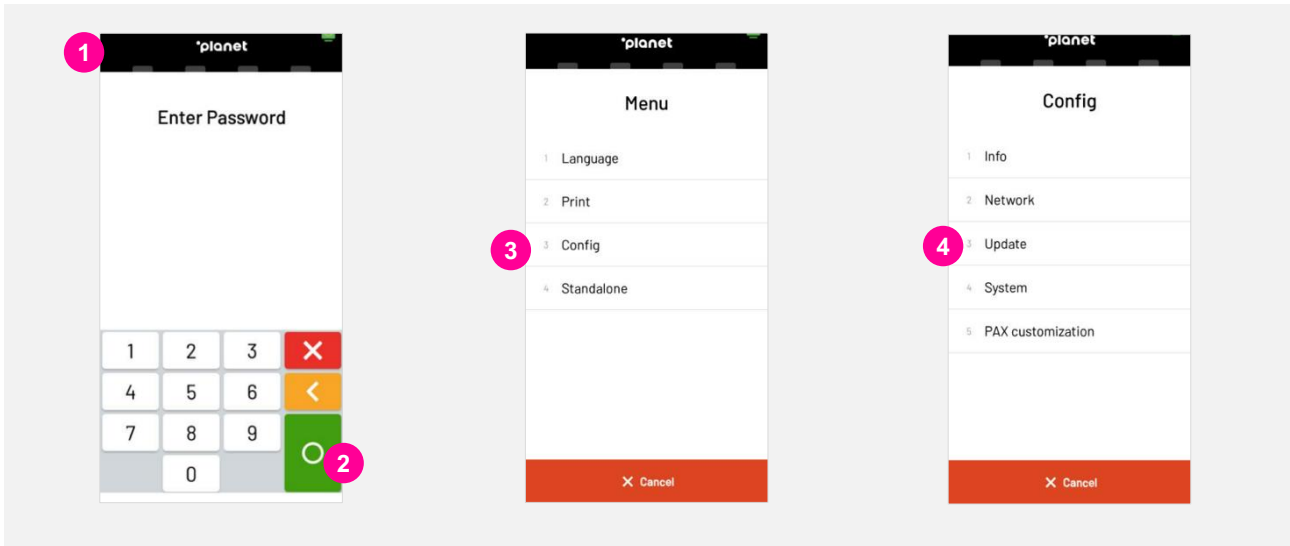


5. The relevant software version will be displayed, along with the Terminal ID and Hardware ID

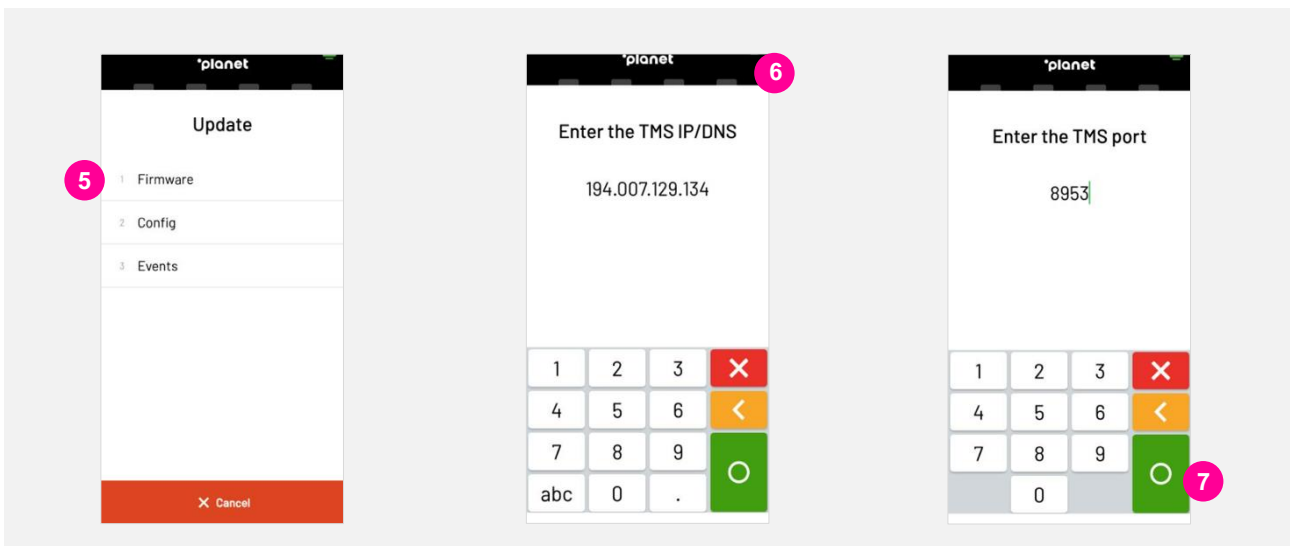


6. Downloading software/firmware

1. To view the Software version on your terminal you will need to enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green button.
3. Select "Config/Configuration".
4. Select "Update".



5. Select "Firmware".
6. The user must then verify that the information on the "Enter the TMS IP/DNS" and "Enter the TMS port" screens match the information shown below.

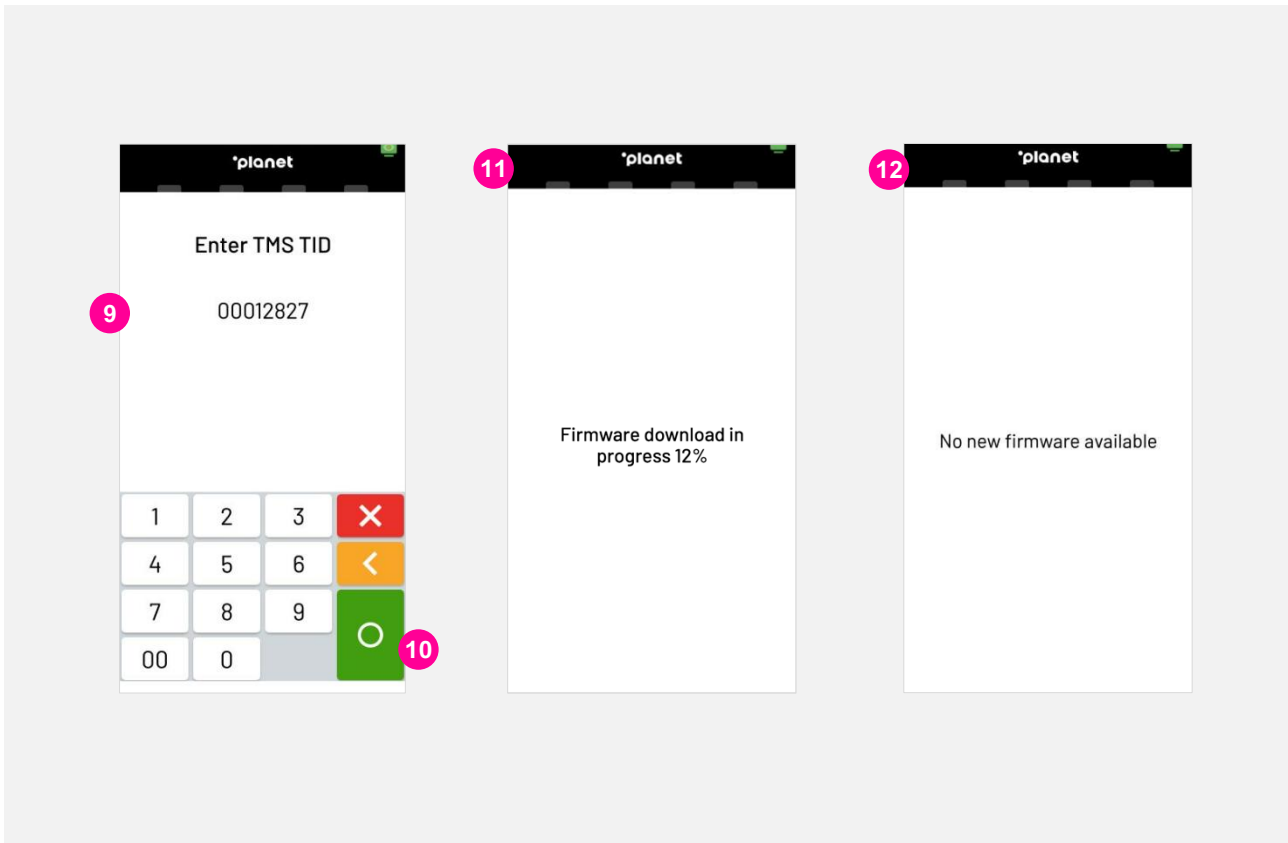


7. Assuming the information matches, the user can proceed by tapping the green "Enter" button on both screens.

***TMS IP depending on the use case. In production we have 194.7.129.134 for global use, and 065.216.73.214 as alternative in the US. The TMS Port is 8953 for Global and US use.**

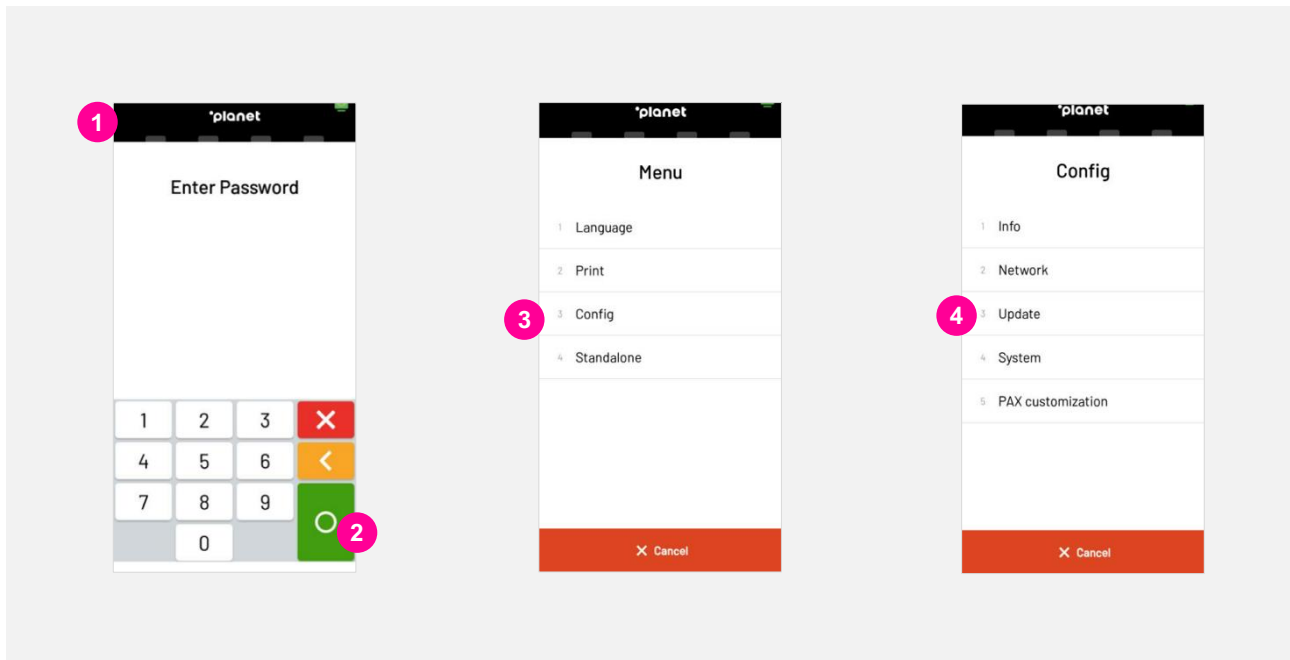
8. This will take you to the "Enter TMS TID" screen.

9. On the “Enter TMS TID” screen, the user must enter the unique terminal ID provided by Planet. This ID will consist of 8 digits. **There is only ONE TMS TID per pin pad.**
10. Once entered, the user must confirm by tapping on the green “Enter” button.
11. The terminal will now perform the “Firmware download in progress xx%”
12. Should no firmware be available the terminal will display “no new firmware available”.

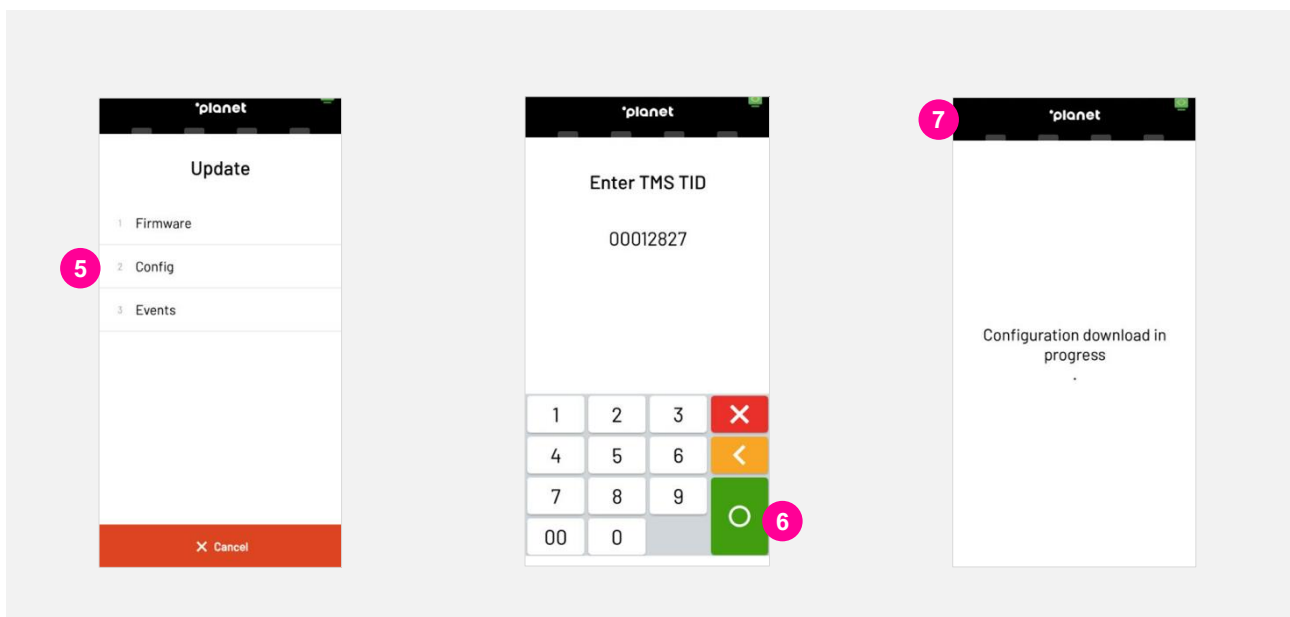


7. Downloading configuration

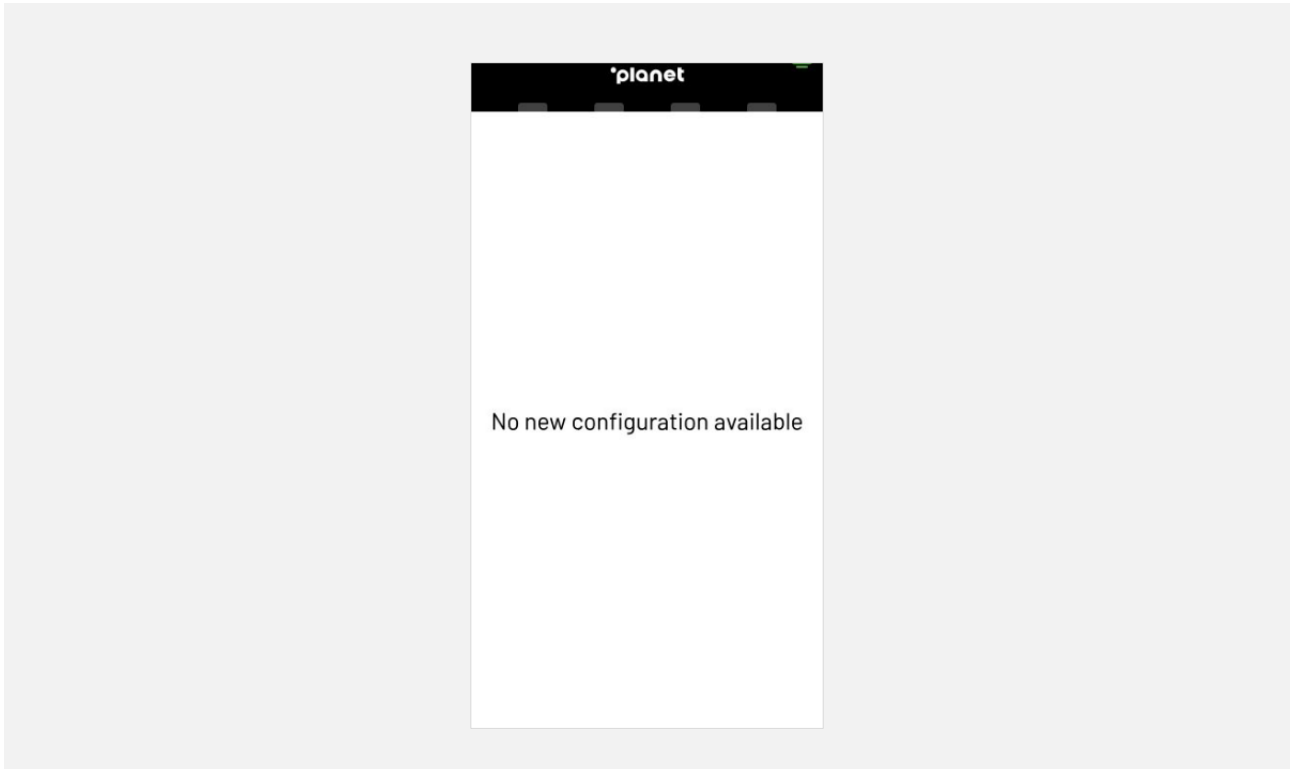
1. To complete a configuration, download the user will need to enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password, and press the green Enter button.
3. Select "Config/Configuration".
4. Select "Update".



5. Select "Config".
6. Verify "TMS TID" and select the green button.
7. Terminal will display "configuration download in progress".



8. Should your Terminal not have any configuration updates available it will display "No new configuration available".



8. Contact us



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support

Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.