PAX A35 Setup and User Guide

2023

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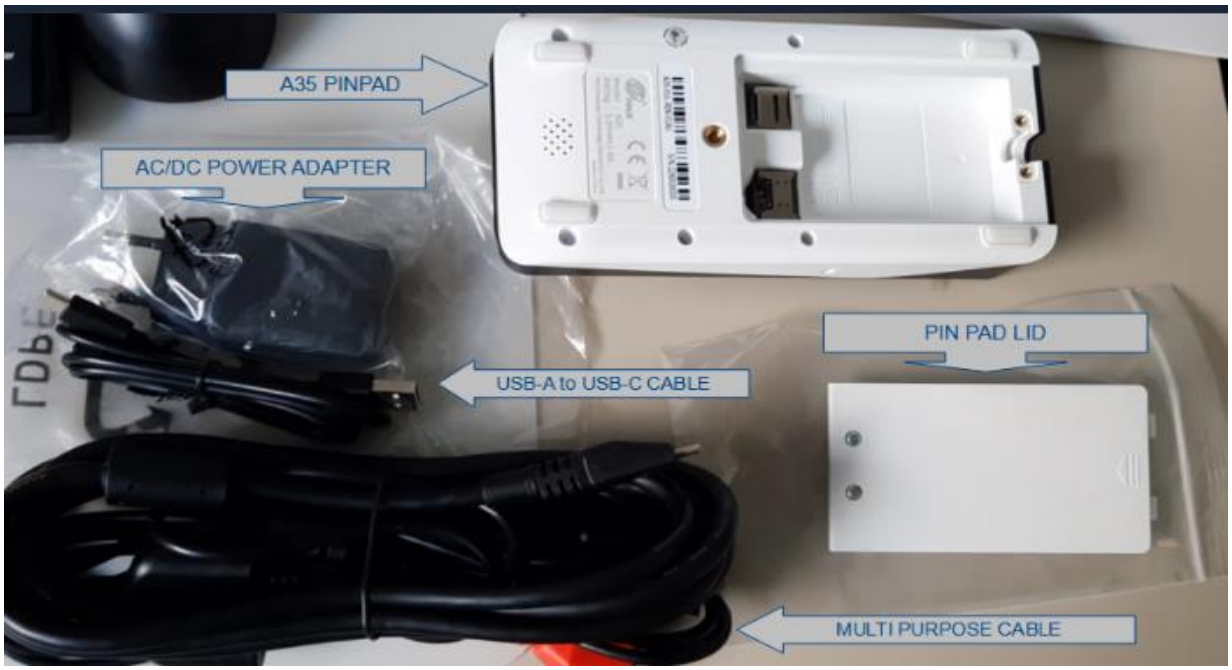
1. A35 box contents

Each A35 is supplied with the following items:

- 1 x A35 pin pad
- 1 x pin pad back lid, with fixation screws
- 1 x multi-purpose cable
- 1 x AC/DC power adapter (variable by region)
- 1 x USB-A to USB-C cable adapter for power supply

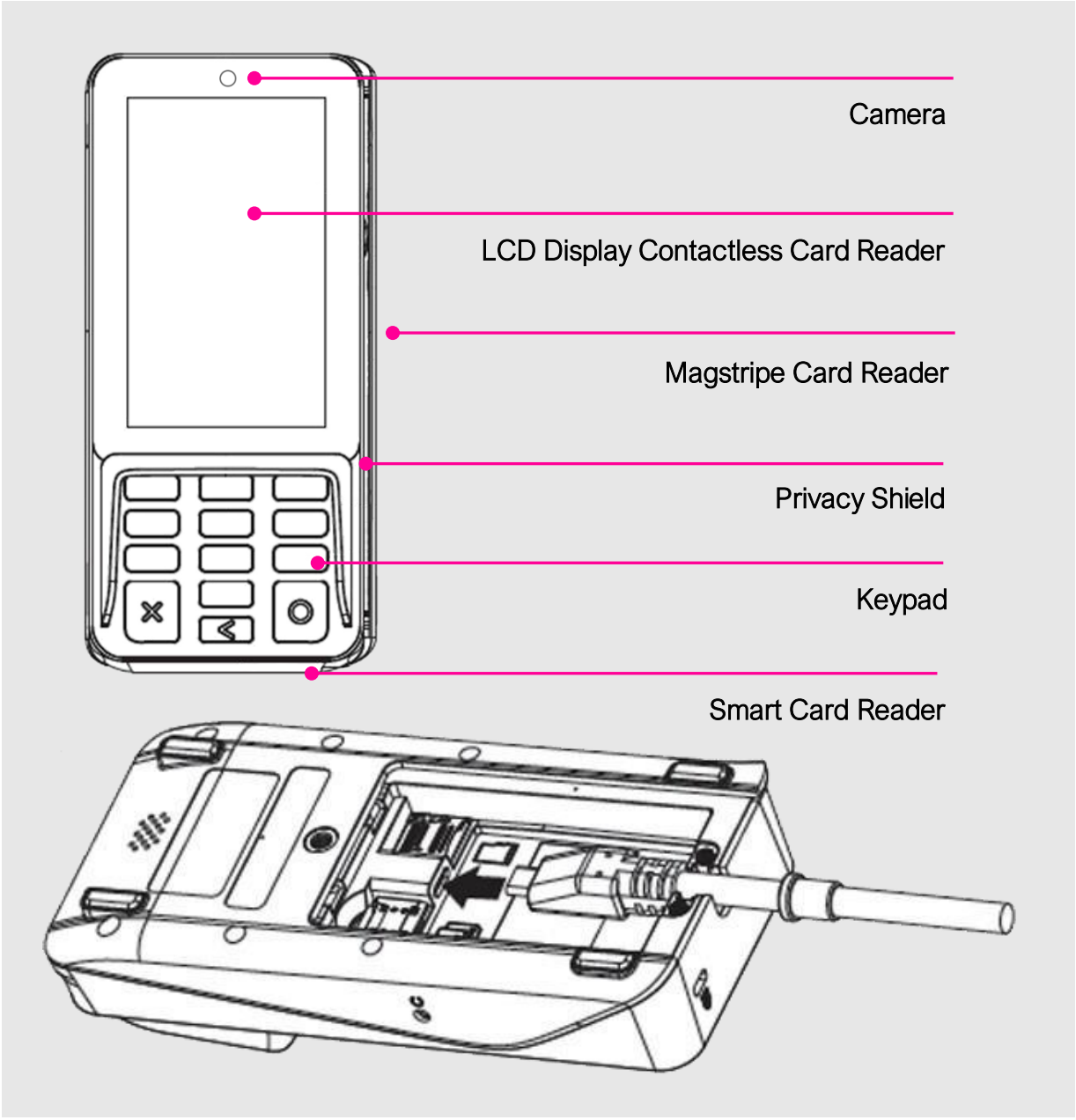
*Network cable is not included
*Small Philips/Crosshead Screwdriver not included



2. A35 Terminal Details

Power can be supplied to the A35 by connecting the AC power adapter to the communication cable

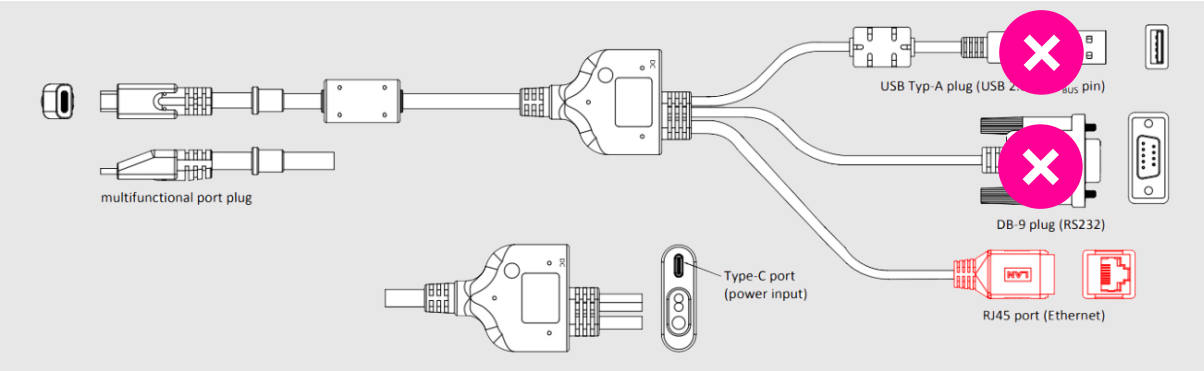
1. Remove the back cover (At the bottom of the terminal). *Will need Phillips screwdriver*
2. Put the communication cable head to the Type-C interface as shown on the image below.
3. Now connect the provided 5.0v USB power adapter to the other end of the communication cable marked DC.
4. Lastly, connect the ethernet cable to the ethernet port in the communication cable marked LAN.

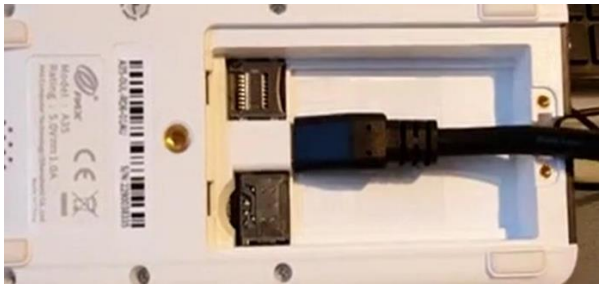


3. Connecting the Pin Pad

The multi-purpose cable has 2 ends: on one side there is an USB-C-like male connector, while on the other end there are a multitude of connectors.

To assemble the A35, please connect the single-connector side of the multi-purpose cable to the pin pad





Place the plastic lid on the pin pad in place and fix and tighten the screws with a small screwdriver.

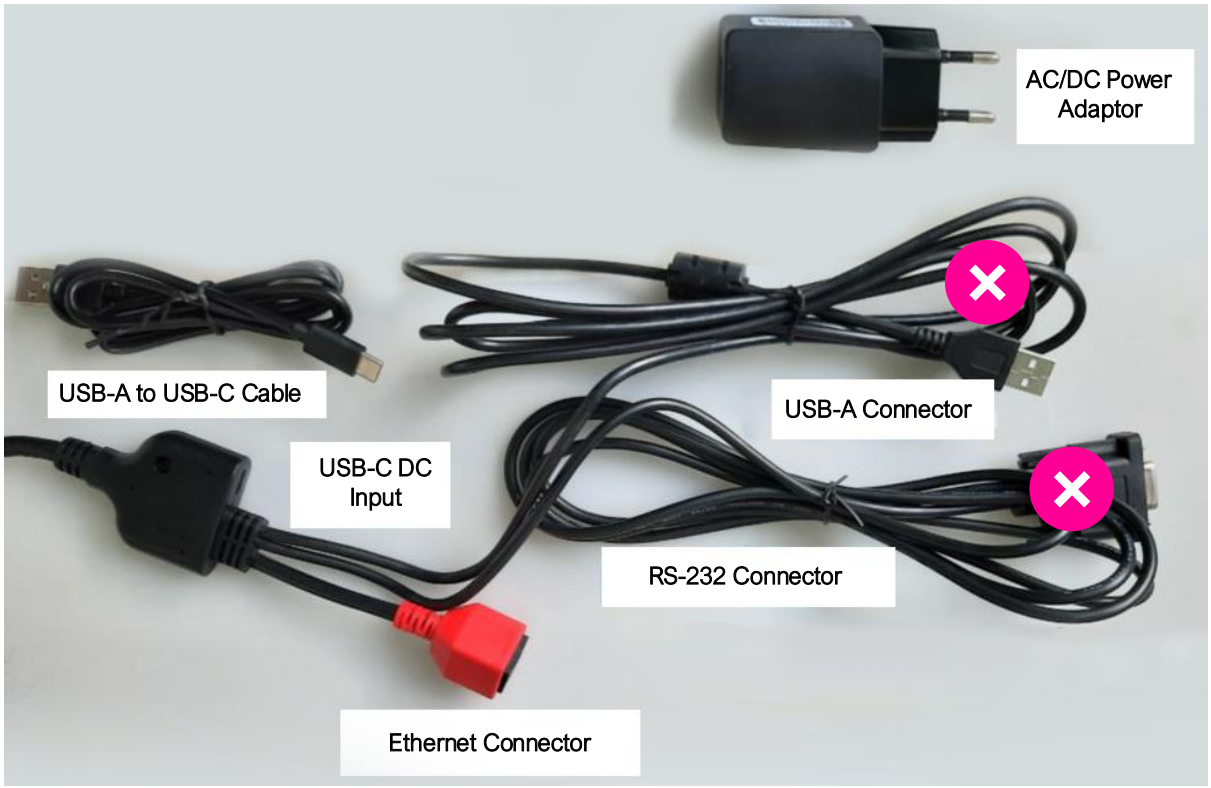
Video

4. Power

The multi-purpose cable provides an USB-C power plug and includes several connectivity options for the A35.

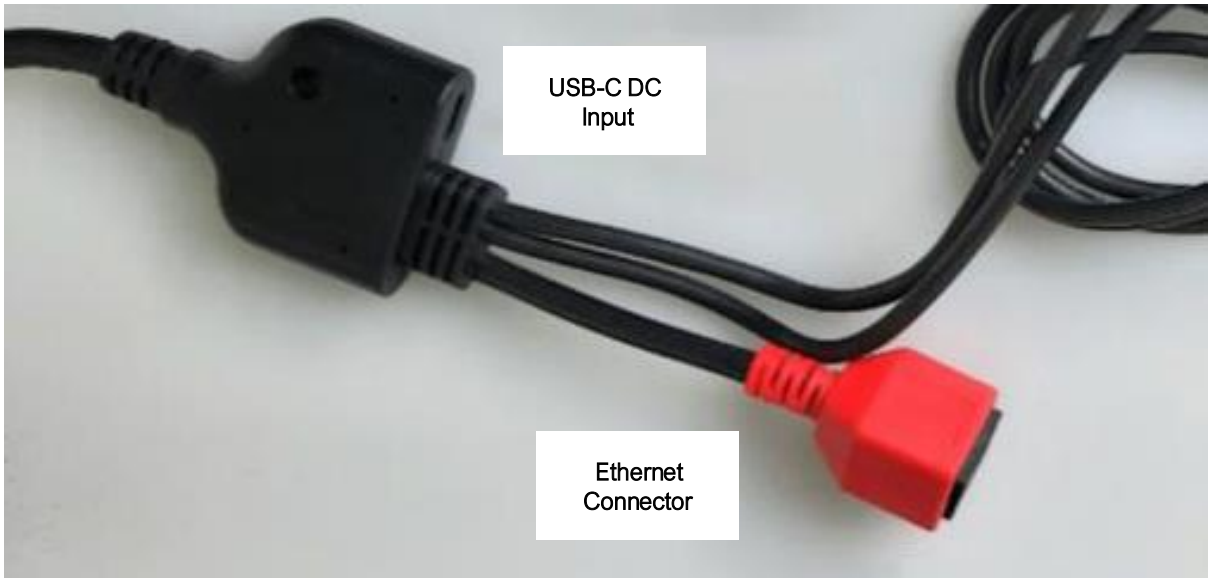
To power the A35 you need to use the provided AC/DC power adapter and the USB-A to USB-C cable. Connect the USB-C end of the cable to the DC Input and the USB-A side to the AC/DC adapter as shown in the pictures.

Note: The Serial and USB-A ends of the multi-purpose cable are not used and cannot be removed. Make sure these are safely tied and do not get in contact with any active power source.

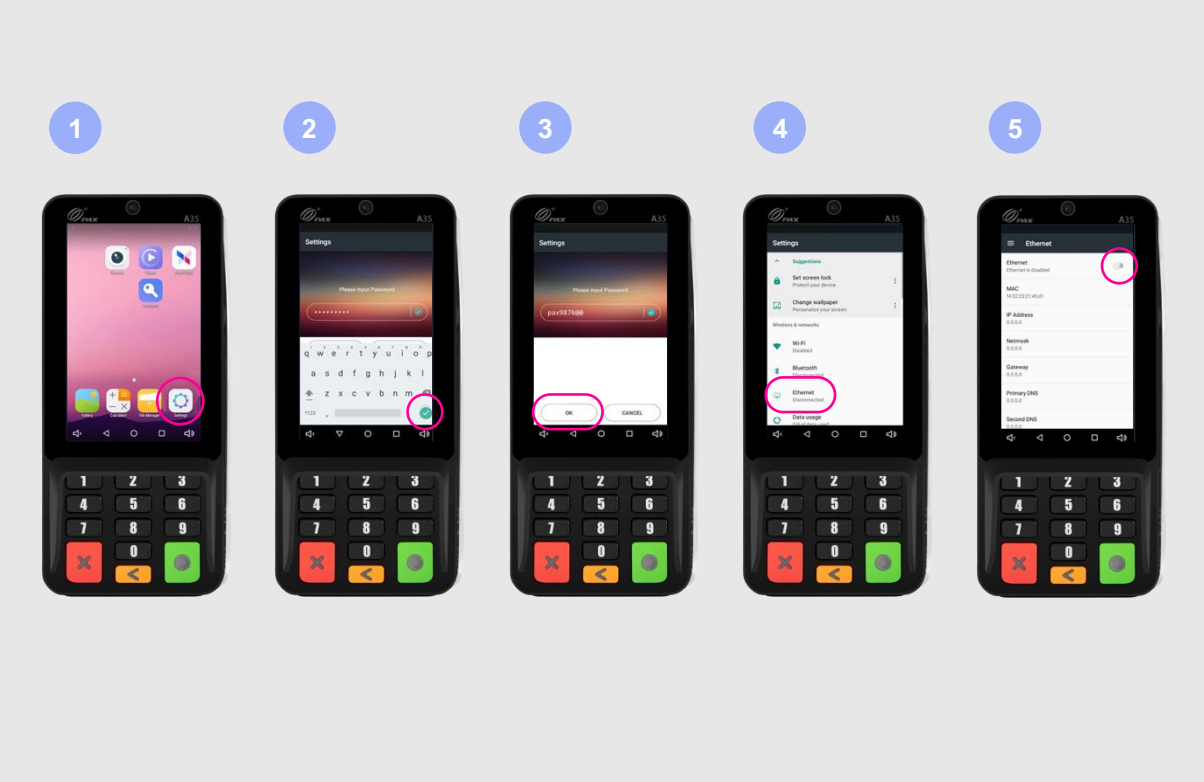


5. Connecting a LAN network

Connect your Ethernet connection to the Ethernet connector (Red Port – illustrated below) to connect your network.



1. Home page > Select Settings App
2. Pin pad prompts for a password.
   a. Then select the tick – bottom right-hand corner
3. Press OK.
4. In the Settings > select Ethernet.
5. This takes you to the Ethernet Setting where you can now toggle Ethernet enabled. DHCP is set by default



6. Static IP address configuration

1. Once Ethernet is toggled to Enabled, within the same screen you can swipe up to reveal **Ethernet IP mode.**
2. Click on Ethernet IP Mode and select Static. Now you can enter your Static IP values
    - IP address
    - Gateway
    - DNS 1
    - DNS 2
3. The network prefix length should be left as 24 (default) unless advised otherwise.

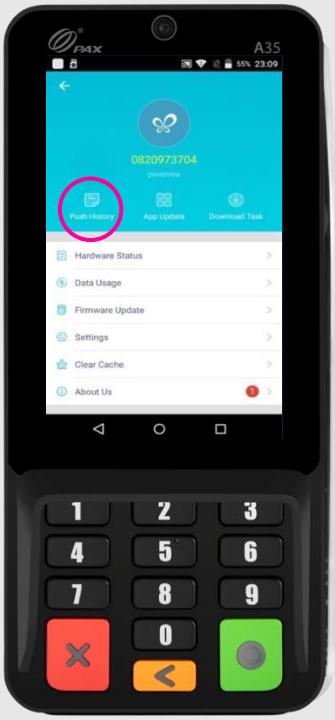
7. Software download on the terminal

1. Open Pax Store App
2. Once the PAX Store app is open, the terminal will be authenticated to PAX Store and will automatically download the following:
    a. Planet app,
    b. Encrypt Services,
    c. RKI.

A notification will be displayed in the terminal.

3. The download will be automatically done, and the new app should be visible in the main screen. The download history can be checked via the menu Push History as described below:

A35
APPLICATION MARKETPLACE
Featured
All
Purchased
PAXSTORE SDK Demo
AirViewer
NeptuneService


A35
0820973704
Push History
App Update
Download Task
Hardware Status
Data Usage
Firmware Update
Settings
Clear Cache
About Us

A35
Push History
RKI
RKI Injection
Processing

A35
Calculator
Gallery
Files
Camera
Clock
Settings
PaxInject
PAXSTORE

8. Configuration

Accessing the Configuration menu

1. Select the “Planet Integra Terminal” application (circled below, figure 1).
2. Once the application has been loaded, the user will be presented with the “Invalid terminal config” screen.
3. To access the configuration menu, the user must press and hold the Planet logo until the pin pad prompts “Please enter password” screen loads (figure 2).
4. The user must enter the password and then confirm using the green “Enter” button (circled below, figure 2).

Figure 1 – Application Load

Figure 2 – Password Menu

Downloading Firmware and Configuration files

1. From the initial configuration menu (figure 1) the user must select “3. Config”
2. User then must select “3. Update” (figure 2)
3. Then the user must select “1. Firmware” (below, figure 3).

Figure 1 – Config

Figure 2 – Update

Figure 3 – Firmware

4. 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.
5. Assuming the information matches, the user can proceed by tapping the green “Enter” button on both screens.
    a. This will take you to the “Enter TMS TID” screen (next page).

6. On the “Enter TMS TID” screen, the user must enter the unique terminal ID provided with by Planet.
    a. This ID will consist of 8 digits. **There is only ONE TMS TID per pin pad.**
    b. Once entered, the user must confirm by tapping on the green “Enter” button

7. The terminal will now perform various operations where the user will see the following screens
   a. “Firmware download in progress xx%”
   b. “Configuration download in progress” and
   c. “Event upload in progress”.

In-between each of these operations, the terminal will restart the “Integra Terminal” application. The user should not interact with the terminal until it displays 3C Payment followed by the TID number provided by Planet (figure 4).

Figure 4 – Ready to use

9. Troubleshooting

Invalid Terminal Config

Should the A35 terminal display ‘invalid terminal config’ on screen (either out of the box or after the initial configuration and use).

Solution is to perform a TMS Call from the integra menu on the device, by following the below steps.

1. Press and HOLD the ‘Planet’ logo in the middle of the top bar until prompted to enter a password.
2. Enter 12357896
3. Enter CONFIG
4. Enter UPDATE
5. Enter CONFIG
6. ENTER GREEN OK TO CONFIRM TID
7. Wait for the config to process ‘Please wait’ > CONFIG successful > app will restart
8. The device will restart, and the screen should show the TID and main menu.

Integra App Closing

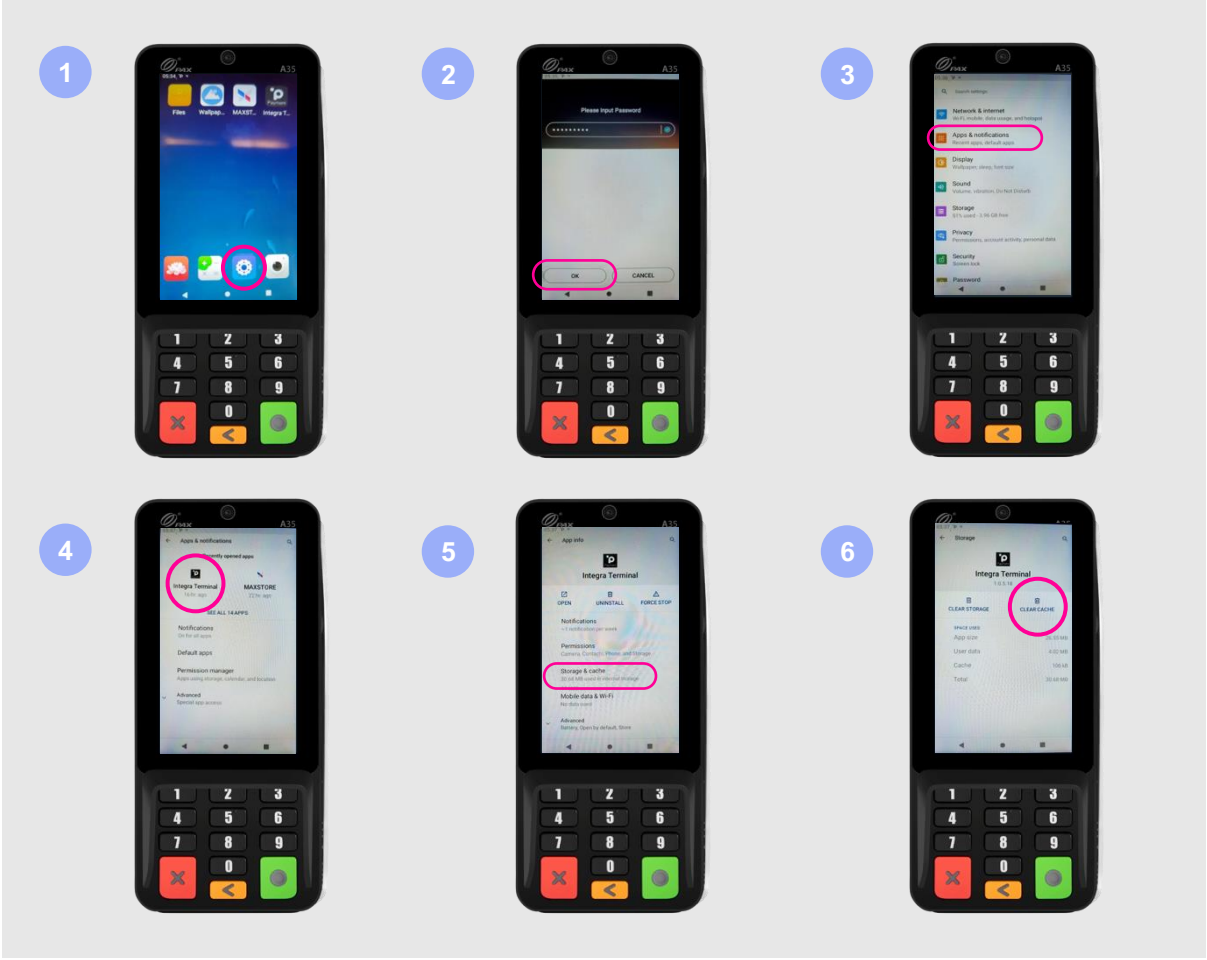
1. Integra app instantly closing when opened.
    a. See the below video as an example.

Video

Solution

To fix this issue follow the below steps:

1. Pax settings
2. Enter Password
    a. Press OK
3. Apps & Notifications
4. Select integra application
5. Select Storage & Cache
6. Select Clear memory cache



After all packages were installed from PAX store Integra TE was not starting up automatically.

This issue is a result of an incorrect initialization of TE the first time it starts up.

If this happens to you, please follow the steps below:

1. Launch the Integra Terminal application manually by tapping on the screen
2. If the terminal prompts for a password and on the top of the screen it reads “Display over other apps”, please insert the PAX password.
3. and confirm
4. You should now be shown a screen where it reads “Allow display over other apps” with a toggle switch on the right. Please enable it and leave this screen
5. The application will then ask for permissions to access contacts, phone calls, take pictures and access photos – allow them all (one by one, in sequence)
6. After these steps, the Integra TE application should be ready to be initialized as any other PAX.

Video

10. 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.

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