

PAX A920 Pro 8 and 10 Setup and User Guide

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1. How to distinguish an A920pro 8.1 terminal and an A920pro 10.0 terminal.

Distinguish between Android 8 and 10. This could be done using the part number on the label on the back of the terminal.

Terminal	Android Version	Terminal Label
A920PRO-xxx-xx 5 -xxxx	Android 8	A920Pro-0AW RD5 OKEU
A920PRO-xxx-xx 6 -xxxx	Android 10	A920Pro-2AW-RD6-02EU

*Though all terminals will receive periodic Android updates, it is not possible to convert an Android 8 terminal to Android 10.

2. A920 Pro 8 and 10 box contents

Each A920 Pro is supplied with the following items:

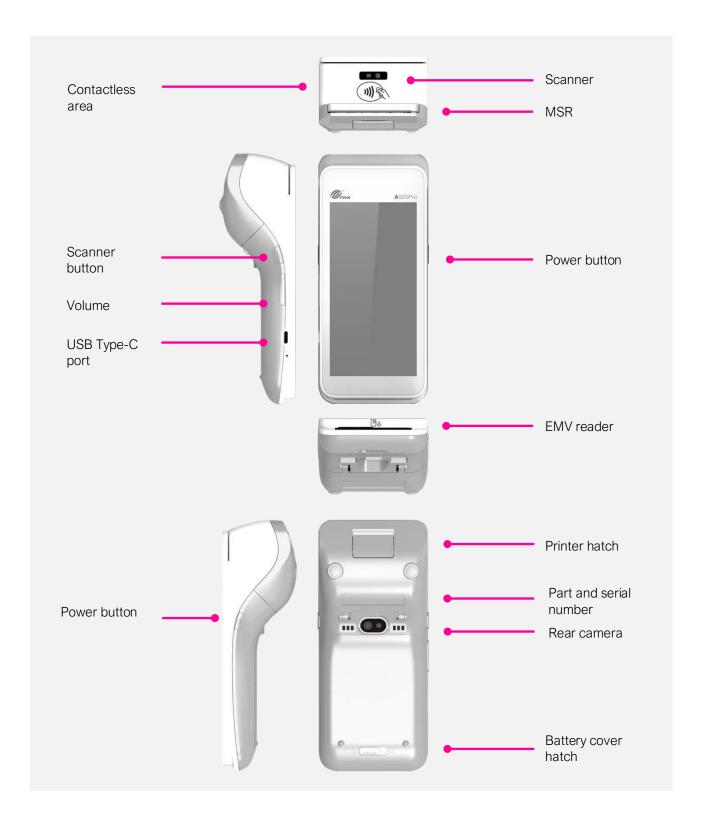
1 x A920 Pro 10 terminal

- 1 x Tactile Sticker
- 1 x Tactile Sticker Guide
- 1 x Charger
- 1 x USB-A to USB-C cable adapter for power supply
- 1 x Type C Plug adapter
- 1 x Type G Plug adapter



3. A920 Pro 8 and 10 terminal details

Power us supplied via a 5150mAh battery. The battery can be charged using the USB cable provided by connecting it to the charger or by purchasing a charging cradle.



4. A920 Pro 8 and 10 Charging cradle

Planet may supply the A920 Pro individually or with a charging cradle. In case the customer wants to purchase the cradle separately at a later point, they can get them directly from local suppliers: EMEA: <u>Secure Retail</u> USA & Canada: CDE/TPG



*Additional A920Pro batteries can be purchased.

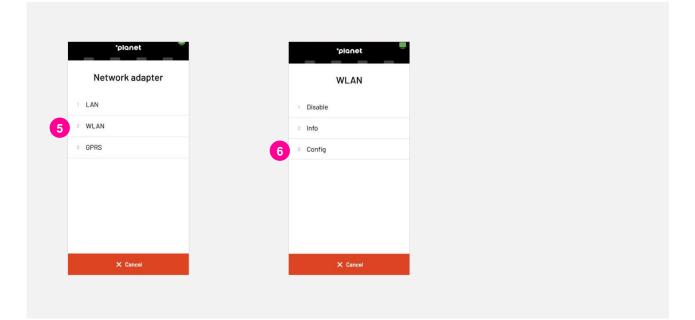
5. Network configuration

Wi-Fi setup - (DHCP)

- 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".

_	•plo	inet	_		*planet		*planet
Enter Password			d		Menu		Config
					Language		1 Info
					2 Print	4	2 Network
				3	3 Config		3 Update
					4 Standalone		4 System
1	2	3	X				5 PAX customization
4	5	6	<				
7	8	9					
	0		02		× Cancel		× Cancel

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

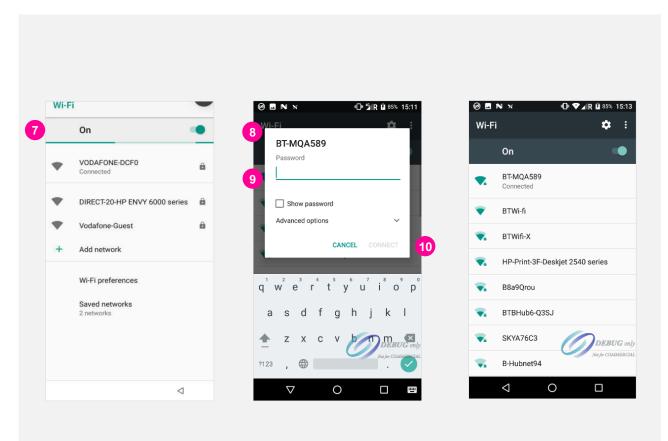


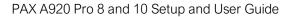


At this stage, Android will take over and you will see the following screen.

- 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 1235789 and press the green Enter button.
- 3. Then, select "Config/Configuration".
- 4. Next, select "Network".

_	•plo	anet			'planet	-	'planet
Enter Password			d		Menu		Config
					Language		1 Info
					2 Print	4	2 Network
				3	3 Config		3 Update
					4 Standalone		4 System
1	2	3	×				5 PAX customization
4	5	6	<				
7	8	9	02				
	0				× Cancel		× Cancel

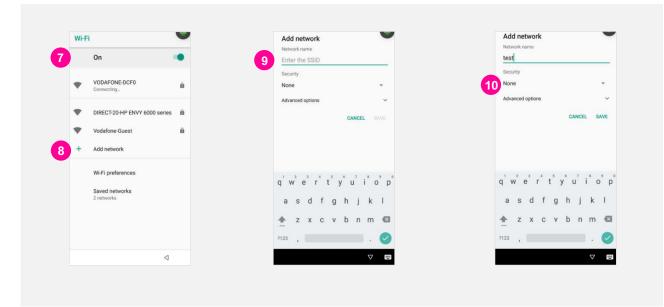
- 5. Now, select "WLAN".
- 6. Select "Config".

	°planet		*planet
	Network adapter		WLAN
	LAN		Disable
5	2 WLAN		2 Info
	3 GPRS	6	3 Config
	× Cancel		× Cancel



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.

Select the "Show Password" option should you wish to view the password being entered.

- 13. Now, select "Advanced Options".
- 14. IP Settings choose "Static".

Add network	Add network	Add network
None	Network name	
WEP	test	Show password
WPA/WPA2 PSK	Security WPA/WPA2 PSK ~	Advanced options
802.1x EAP ~	Password	None DHCP
PSK-SHA256	12 Password	IP settings
PSR-SHA250 SAVE		Static Static
EAP-SHA256	Show password	IP address
FT PSK	Advanced options V	192.168.1.128
FT EAP	CANCEL SAVE	CANCEL SAVE
a ¹ wertyuiop	$q^{^{1}}w^{^{2}}e^{^{3}}r^{^{4}}t^{^{5}}y^{^{6}}u^{^{7}}i^{^{8}}\mathfrak{o}^{^{9}}\mathfrak{p}^{^{6}}$	$q^{1}w^{2}e^{3}r^{4}t^{5}y^{6}u^{7}t^{8}o^{9}t^{7}t^{8}$
asd fghjkl	asd fghjkl	asd fghjkl
🛉 z x c v b n m 🖾	🚖 z x c v b n m 🖾	🛧 z x c v b n m 🖾
123 , 🔤 . 🥑	7123 ,	7123 ,
	∇	



- 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.

Add network	-	Add network Wi-Fi	
IP address		Gateway On	
192.168.1.128		192.168.1.1	
Gateway 192.168.1.1		Network prefix length 24 VODAFONE-DCF0 Connected	1
Network prefix length		16 DNS 1 8.8.8.8 DIRECT-20-HP ENVY 6000 series	
DNS 1		0.0.0.0	
8.8.8.8		DNS 2 Vodafone-Guest	1
DNS 2		+ Add network	
CAN	CEL SAVE	CANCEL SAVE 17	
1 w e r t y u	i o p	1 2 3 4 5 6 7 8 9 0 q w e r t y u i o p	
	jkl	asdfghjkl Saved networks	
z x c v b i	n m 🖾	🛖 z x c v b n m 🖾	
123		7123	

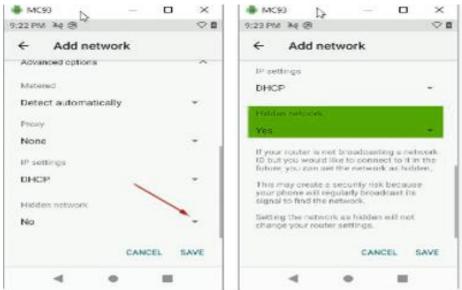
6. Pax A920pro 10 Hidden Network (Applies to Android 10 model only)

For Hidden Networks on the Pax A920pro Android 10, a user must select an additional option to connect to a hidden network which needs to be activated should a Merchant wish to use a hidden network. Otherwise, the customer will not be able connect (if they have a hidden network) error message – NOT IN RANGE will appear.

- 1. Navaigate Settings > Network & Internet > WI-FI
- 2. Scroll down and select "Add Netowrk".
- 3. Enter the SSID and the revelant secuirty and password details. Note: These must be the same details as the Network configuration on site, otherwise, the terminal will not connect.
- 4. Select Advanced Options

● №СКО Ср. — П × 0:20 РМА № ФО О В	
Add network	
ZEBRAwife	
Security	
WPA/WPA2-Personal *	
Paratorspot	
Show password	
Advanced options	
CANCEL SAVE	
4 0 0	

- 5. Scroll down and select "Hidden Nework". By default this is No.
- 6. Change Hidden Network to Yes
- 7. Select Save





7. 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".

	*pic	anet	=	*planet	'planet
	Enter Password			Menu	Config
				Language	1 Info
				2 Print	4 Network
				3 Config	3 Update
				4 Standalone	4 System
1	2	3	×		5 PAX customization
·					
4	5	6			
7	8	9	0		
	0			× Cancel	× Cancel

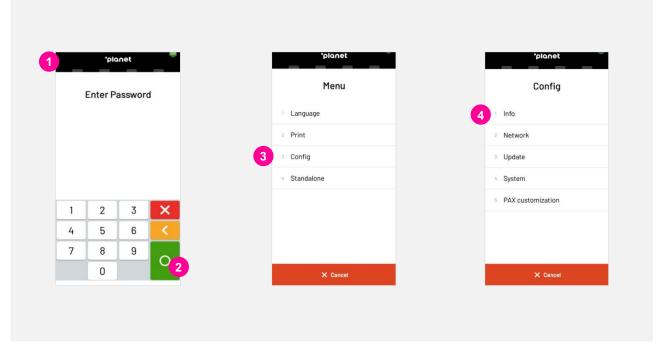
- 5. Now, select: WLAN If WIFI is enabled. LAN If Ethernet (LAN) is enabled. GPRS If GPRS is enabled.
- 6. Select "Info".
- 7. The following information will be displayed:
 - DHCP/Static
- Default Gateway IP AddressDNS 1
- IP Address Subnet Mask
- DNS 2

*planet	*planet		• 010*	inet
Network adapter	WLAN	7		
LAN	Disable			
2 WLAN	6 2 Info		DH	ICP
3 GPRS	3 Config			.255.255.0
				2.168.1.1 (2.168.1.1 2:N/A
× Cancel	× Cancel		× Cancel	О ок



8. 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

*planet =
Terminal info
I-TID: 00012827
T-TID: 00012827
HID: 1850269216
App version: 1.0.5.21-230202-r-PR0D-tna
FW PACKAGE: 1.0.5.21_A920Pro.3C.04.01.01_230131_1000
× Cancel



9. 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 Enter button.
- 3. Select "Config/Configuration".
- 4. Select "Update".

_	•plo	net		*planet	'planet
	Enter Password			Menu	Config
				Language	Info
				2 Print	2 Network
				3 Config	4 ³ Update
				4 Standalone	4 System
1	2	3	×		5 PAX customization
<u>.</u>					
4	5	6	<u> </u>		
7	8	9	0		
	0			× Cancel	× Cancel

- 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.

'planet			net		6	_	*plo	inet	_
Update	Ent	er the T	MS IP/I	DNS		E	nter the	TMS p	ort
Firmware		194.007	.129.134	÷			89	153	
2 Config									
3 Events									
	1	2	3	×		1	2	3	X
	4	5	6	<		4	5	6	<
	7	8	9	0		7	8	9	0
× Cancel	abc	0					0		

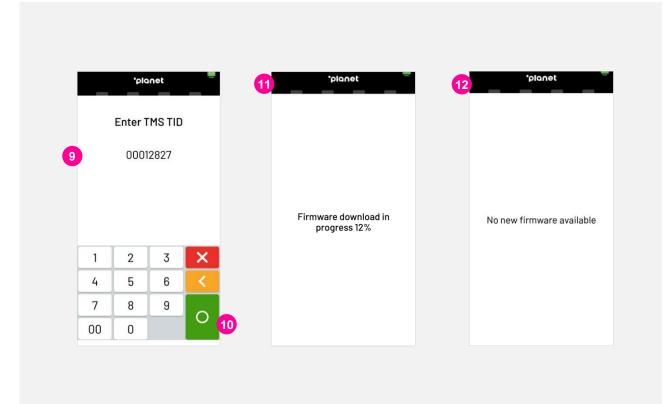
7. Assuming the information matches, the user can proceed by tapping the green "Enter" button on both screens.

*TMS IP depending on a 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.

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- 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"





10. 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".

_	•plo	anet	_	'planet	-	*planet
	Enter P	assword	d	Menu		Config
				Language		1 Info
				2 Print		2 Network
				3 Config	4	3 Update
				4 Standalone		4 System
1	2	3	×			5 PAX customization
4	5	6	<			
7	8	9				
	0		2	× Cancel		× Cancel

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

		Enter T	MS TID			
Firmware		0001	2827			
2 Config						
3 Events						
						Configuration download in progress
	1	2	3	×		· ·
	4	5	6	$\hat{}$		
	7	8	9			
× Cancel	00	0	-	0	6	

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

No new configuration available
No new configuration available

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11. SIM card setup (Only applicable for Planet supplied Sim Cards)

Before proceeding, please ensure Wi-Fi is disabled from within the IntegraTE menu.

- 1. 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 "Network".

		1.	Common Common				-	
Enter Password						Menu		Config
						Language		Info
						2 Print	4	2 Network
					3	3 Config		3 Update
						4 Standalone		4 System
1	2	3	x					5 PAX customization
4	5	6	<					
7	8	9						
	0		0	2		× Cancel		× Cancel

- 5. Select "GPRS".
- 6. Users will be presented with the following screen. To proceed, please select the three vertical dots in the top right-hand corner of the screen.

'planet	Data usage
Network adapter	Usage
	170 мв Wi-Fi data
LAN	Feb 28 - Mar 29
2 WLAN	0 B 170 MB
3 GPRS	Wi-Fi
	Wi-Fi data usage 170 MB used Feb 28 - Mar 29
	Network restrictions 0 restrictions
	Theoretical uplink rate: 54 Mbps,Current uplink rate: 70.24Kbps
	Theoretical downlink rate: 54 Mbps,Current downlink rate: 1.52Kbps
	Data sent: 4.70Mb,Data received: 0.91Mb
× Cancel	



Then, select "Mobile Networks or Cellular Networks" when prompted.

Data usage	Mobile networks	Data usage Cellular networks	
Usage		Usage	6
170	/IB Wi-Fi data	23 MB cellular data	
Feb 28 - M		Mar 8 – Apr 8	
0 B	170 MB	0.8	2.00 GE
Wi-Fi		2.00 GB Data warning	
Wi-Fi data 170 MB use	usage d Feb 28 – Mar 29	Data saver Off	
Network re 0 restriction		Cellular	
Theoretical uplink rat 80.41Kbps	e: 54 Mbps,Current uplink rate:	Cellular data	
Theoretical downlink rate: 1.73Kbps Data sent: 9.32Mb,Da	rate: 54 Mbps,Current downlink ata received: 1.02Mb	Cellular data usage 22.67 MB used between Mar 8 ~ Apr 8	
		Billing cycle	

- 7. You will be displayed with the following screen.
- 8. Toggle on Mobile Network and Data Roaming.
- 9. Select your appropriate APN.

4	Mobile network	← Cellular netv	vork settings		← APNs	\oplus
)	Mobile data Access data using mobile network	SIM SLOT 1	CARD 2	0	Mobistar Internet mworld.be	¢
	Roaming Connect to data services when roaming	 Data roaming Connect to data services w	hen roaming	•	selfridges m2m.tns.prod1	0
	Data usage 0 B mobile data used Mar 1 – 31	Preferred network type Preferred network mode: 6			10 tns m2m.tns.prod1	۲
	Mobile data always online Uses more battery power on some mobile networks	System select Change the CDMA roaming	a mode		Mobistar MMS mms.be	
	Advanced	CDMA subscription Change between RUIM/SIM	4 and NV			
		Access Point Names				
		Network operators Choose a network operator				



10. You can add an APN by selecting the "+" symbol in the top right-hand corner.

- Name: You can insert the APN name of your choice.
- APN: Please add the necessary APN provided to you by the SIM provider.
- Username: Please add the necessary Username provided to you by the SIM provider.
- Password: Please add the necessary Password provided to you by the SIM provider.

11. Now, scroll down the page until "Authentication Type" is displayed.

- Authentication Type: Please set this variable to "PAP or CHAP."

The remaining variables can be left as they are. They are not required.

← APNs	⊕ ÷ <mark>11</mark>	Edit access point :	Edit access point
Mobistar Internet mworld.be	0	Name Not set	12 Authentication type
selfridges m2m.tns.prod1	0	APN Not set	APN type Not set
tns m2m.tns.prod1	۲		Not set
Mobistar MMS mms.be		Proxy Not set	APN protocol IPv4
		Port Not set	APN roaming protocol
		Username Not set	APN enable/disable APN enabled
		Password Not set	Bearer Unspecified
		Server Not set	MVNO type None
0 Þ		< 0 □	< 0 □

- 12. To save changes, select the three vertical dots in the top right corner of the screen.
- 13. Select "Save" when prompted.
- 14. The terminal will display your newly created Access Point Name within the list.
- 15. Simply select your Access Point Name. You'll see a green dot appear next to your selected Access Point Name.

Authentication type Not set	APN type Discard		lobistar Internet C)
APN type Not set	APN protocol		NS 2m.tns.int1	16
APN protocol	APN roaming protocol IPv4		Iobistar MMS Ims.be	
APN roaming protocol IPv4	APN enable/disable APN enabled			
APN enable/disable APN enabled	Bearer Unspecified			
Bearer Unspecified	MVN0 type None	0		
MVNO type None	MVNO value Not set	DEBUG only Net for COMMERCEN		



- 16. Now, select the soft square button across the bottom of the terminal screen.
- 17. Proceed by closing the "APNs" screen and the "Data Usage" screen
- 18. This will take you back to the home screen.
- 19. You will see a GPRS Signal and "R" symbol displayed on the notification bar.





12. Contact us

