# planet

# PAX A920 Configuration Guide
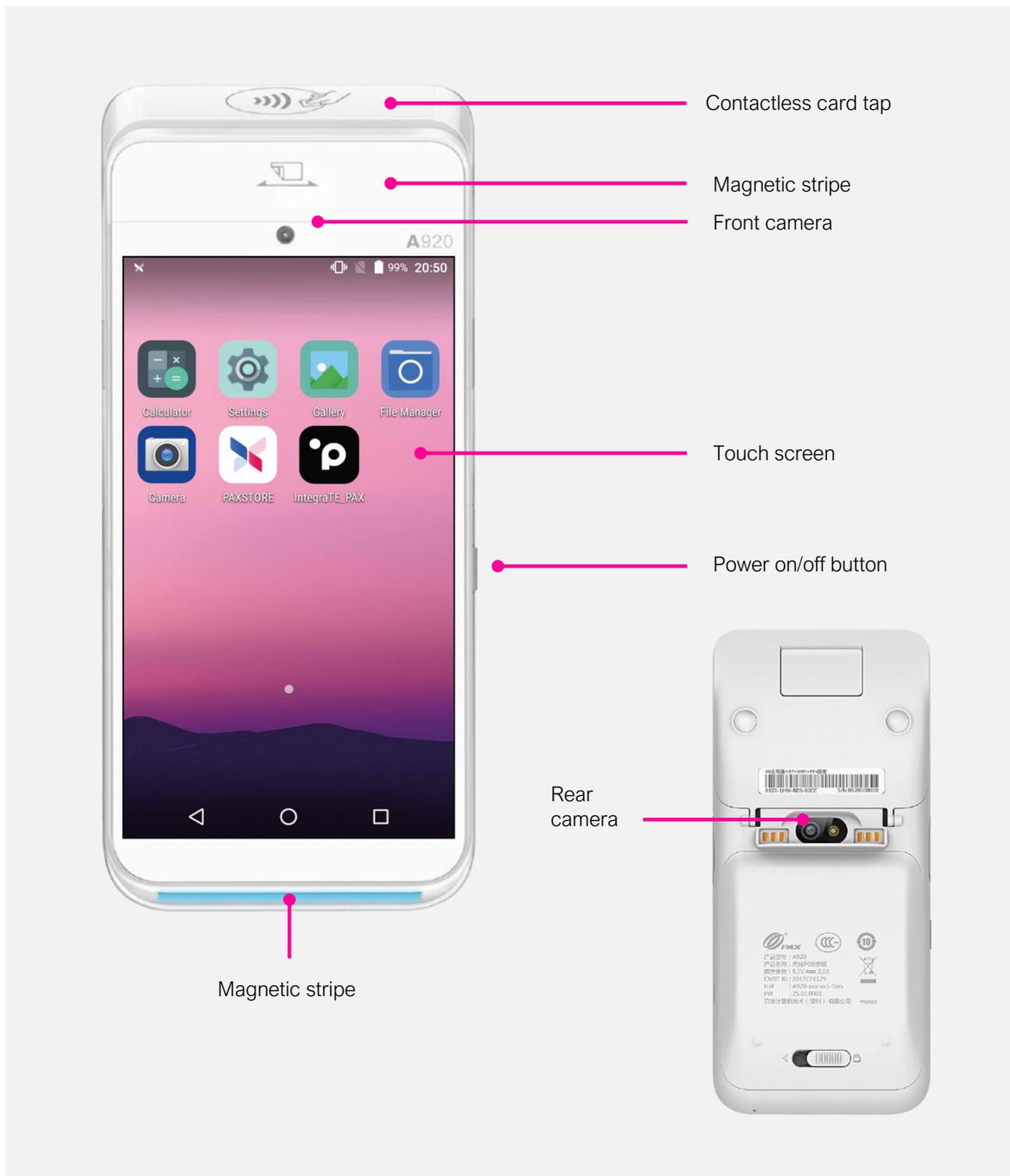
2023

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# 1. Switching on the A920 terminal

**Power On:** Press and hold the Power button for 3 seconds until the LED beside the IC card slot is lit, to indicate the terminal is initialising.
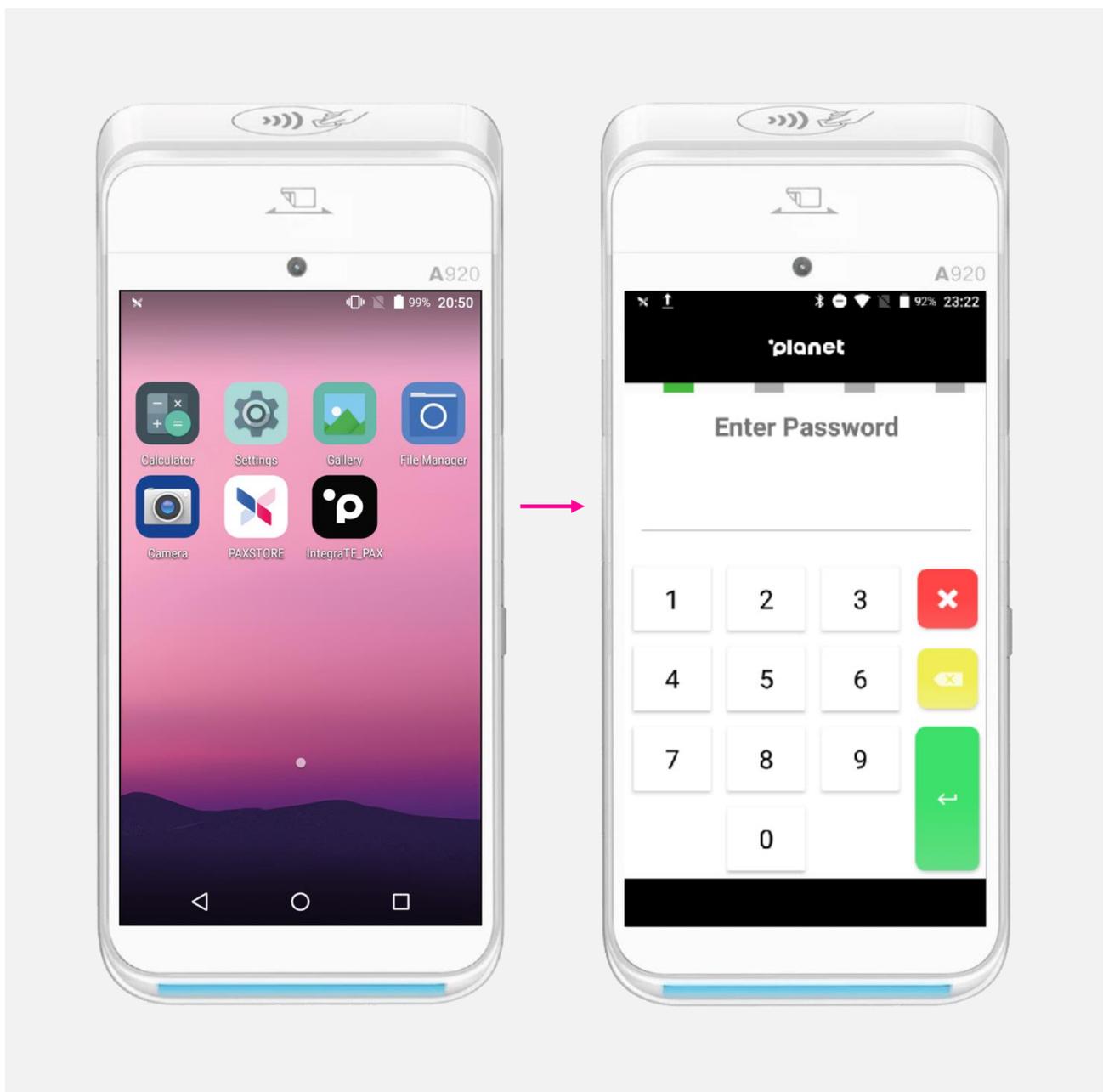
**Power Off:** Press and hold the Power button for 3 seconds until the shutdown menu appears, tap Power off > Click Power off and then "shutting down…." appears as the terminal powers off.



Contactless card tap

Magnetic stripe

Front camera

Touch screen

Power on/off button

Rear camera

Magnetic stripe

# 2. Connecting the terminal to a wireless network

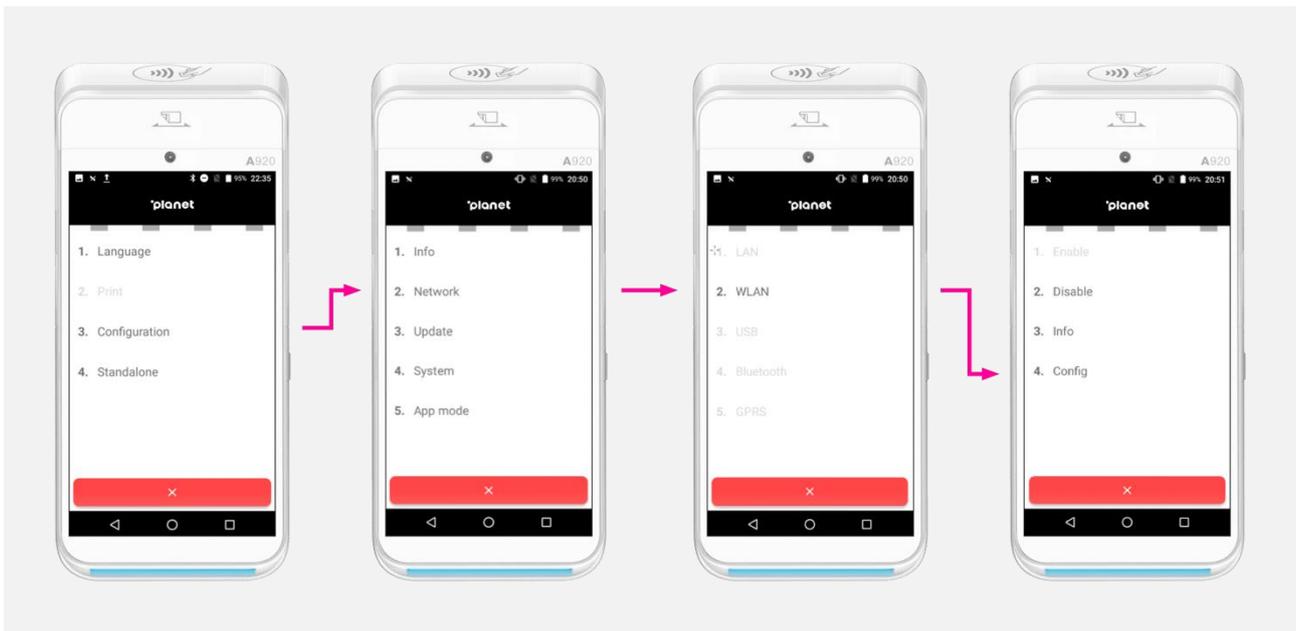**When first turned on, the terminal will display the main Android menu.**

1. To proceed, the user must open the "IntegraTE_PAX" application by tapping on its icon.
2. Once the application has been loaded, the user is presented with the "Invalid terminal config" screen.
3. To access the configuration menu, the user must press and hold the Planet logo until the "Enter password" screen loads.
4. The user must enter "12357896" as the password and then confirm using the green "Enter" button. Use this password on initial setup. Password can be changed via request to Planet Technical Support and thereafter use the new password.

# 3. Navigating the configuration menus

**Upon successfully entering the password, the user is presented with four options within the initial configuration menu.**
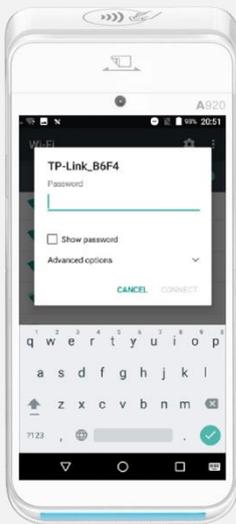
1. The user must select option 3 "Configuration" to proceed.
2. From the next menu, the user must select option 2. "Network"
3. On the next two screens, the user should select option 2 "WLAN" followed by option 4 "Config"
4. If the Wi-Fi option is disabled, upon selecting "WLAN" the terminal will prompt the user to enable the module.
5. **The user must select "Yes".**

# 4. Finding and selecting the Wi-Fi network

**The user will now see the "Wi-Fi" menu and should see a list of available wireless networks.**

1. Find and select the network associated with the location where the terminal will be in use.
2. When selected, the terminal will require the user to enter the network password. For compliance purposes, all networks used with payment terminal should be password protected.
3. If the terminal will be utilising DHCP (Dynamic Host Configuration Protocol), the user can tap on the "Connect" button after entering the network password.
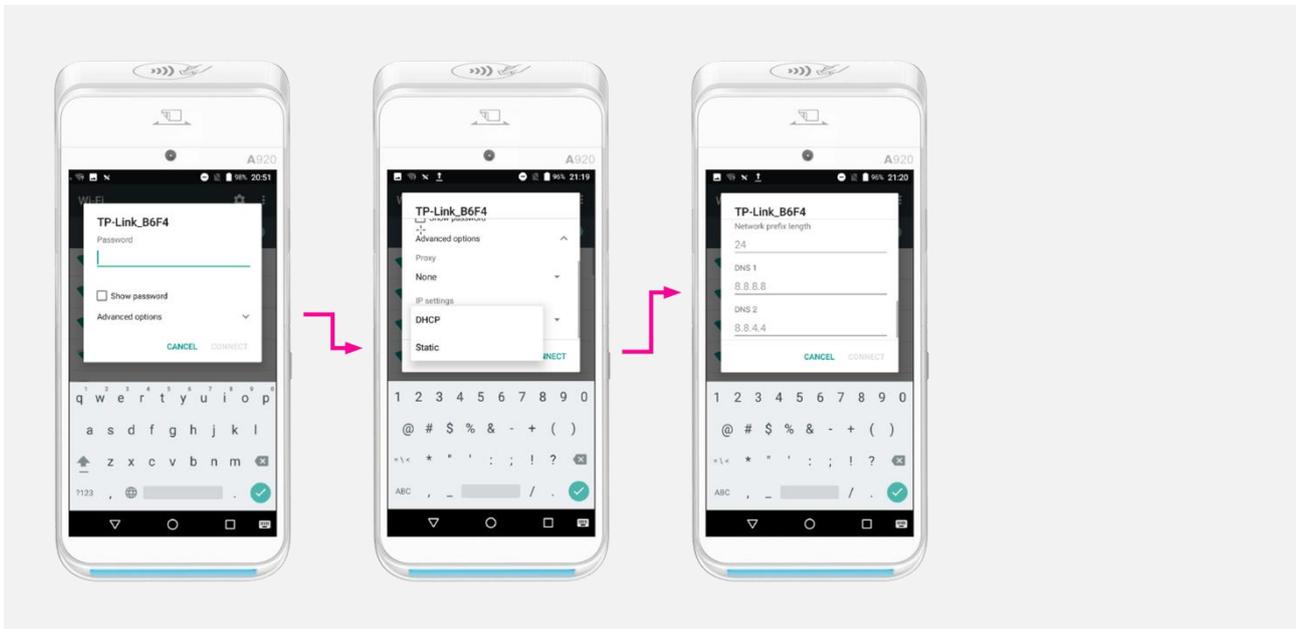
**If the terminal will be using a static IP address that has been pre-assigned, the user should read the following steps.**
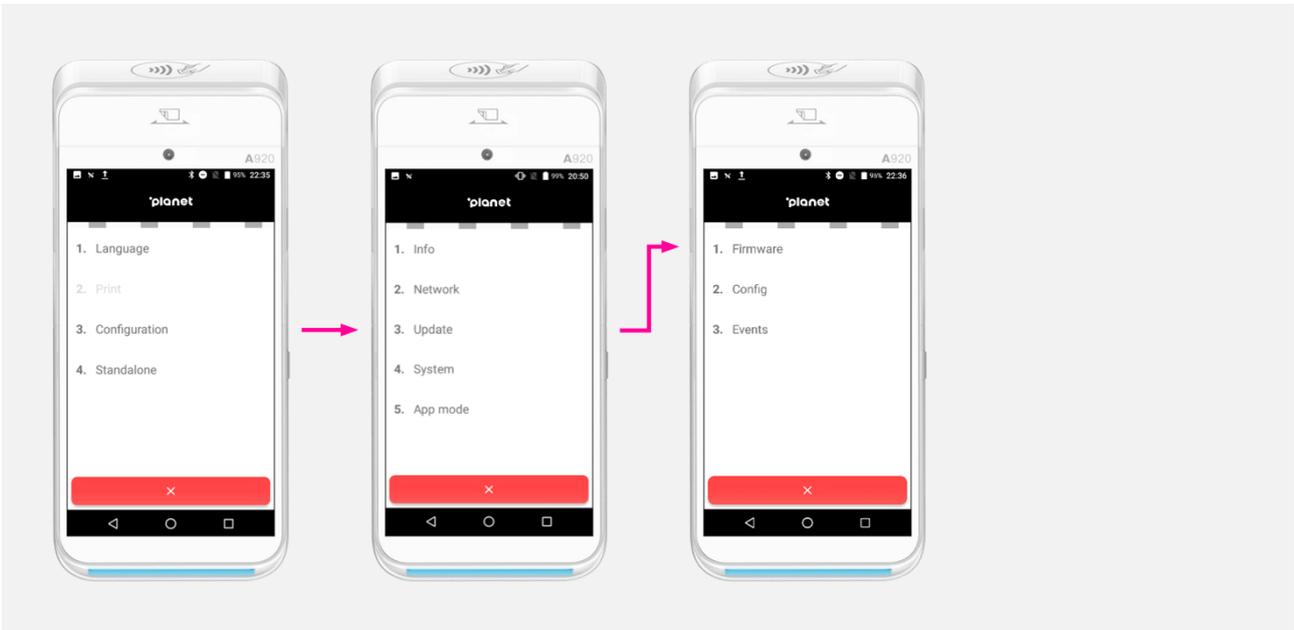
# 5. Static IP address configuration

1. On the network password screen, the user must expand the "Advanced options" drop down menu.
2. The user then must expand the "IP settings" drop down menu and select "Static".
3. Upon selecting "Static", the terminal will bring up a screen where the user must enter the following information:
   - IP address
   - Gateway
   - DNS 1
   - DNS 2

**The network prefix length should be left as 24 (default) unless advised otherwise.**
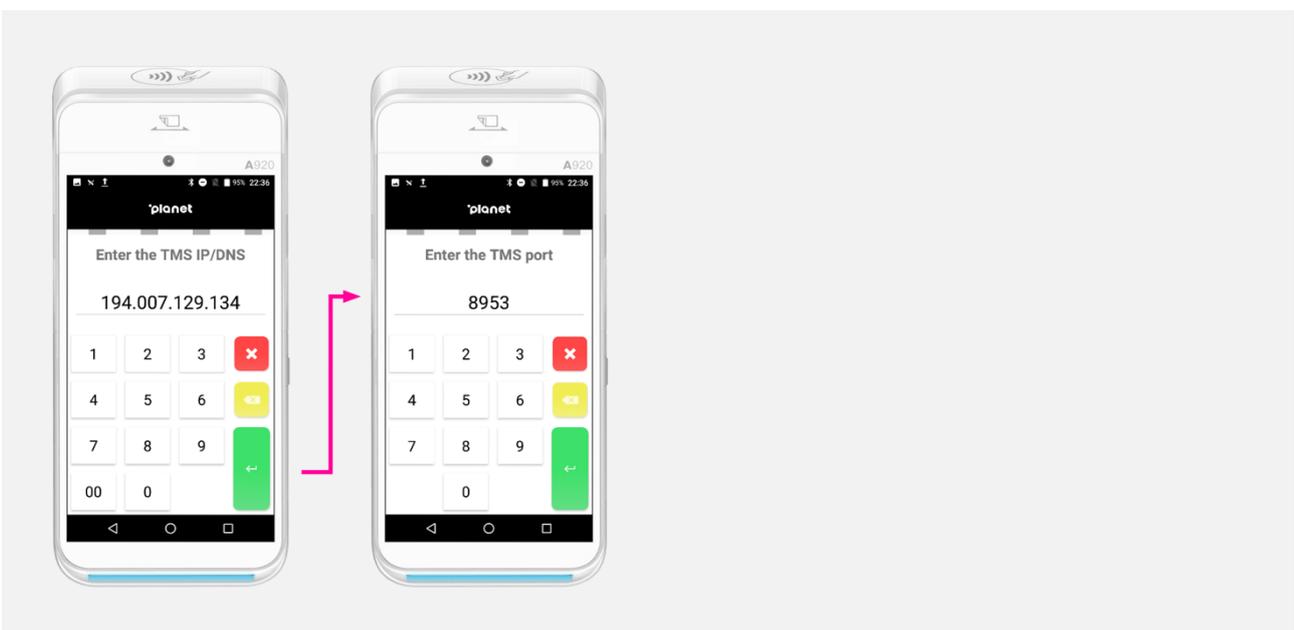
# 6. Downloading firmware and configuration files

1. From the initial configuration menu, the user must select option 3: "Configuration".
2. Followed by option 3: "Update".
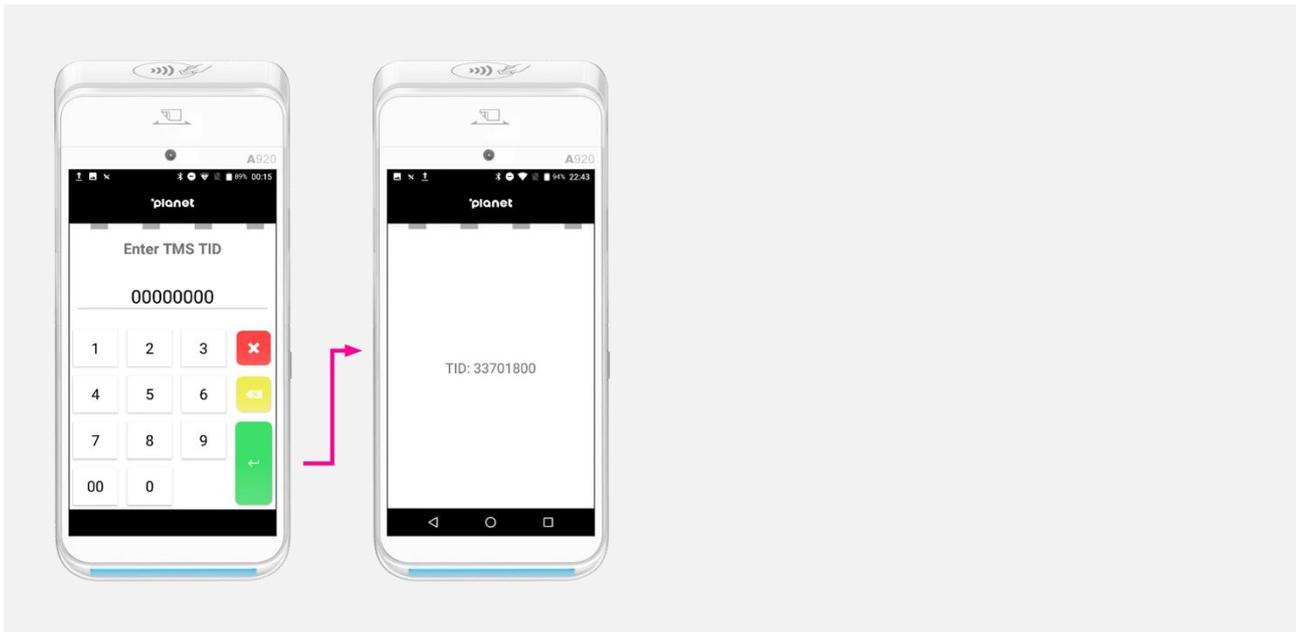3. Then option 1: "Firmware".



4. **The user must then verify that the information on "Enter the TMS IP/DNS" and "Enter the TMS port" screens matches the information below.**

   If so, the user can proceed by tapping the green "Enter" button on both screens to go to "Enter TMS TID" screen.

5.  On the "Enter TMS TID" screen, the user must enter the terminal ID provided by Planet. This ID will consist of 8 digits.
    Once entered, the user must confirm by tapping on the green "Enter" button.
6.  The terminal will now perform various operations where the user will see on screen "Firmware download in progress xx%", "Configuration download in progress" and "Event upload in progress".
    In-between each of these operations, the terminal will restart the "IntegraTE_PAX" application.
    The user should not interact with the terminal until it displays the TID number.
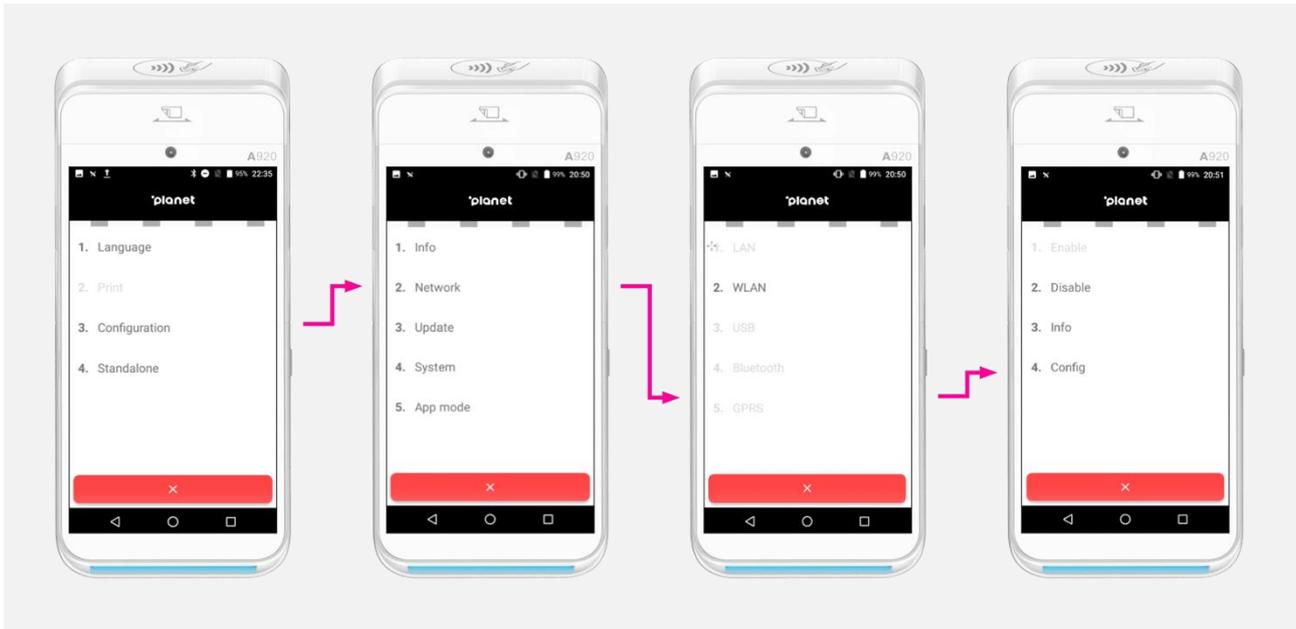
# 7. Installing the SIM and cellular network

Before doing anything with the SIM set up process, ensure that a valid SIM card is inserted into the SIM1 slot and that it is correctly positioned.
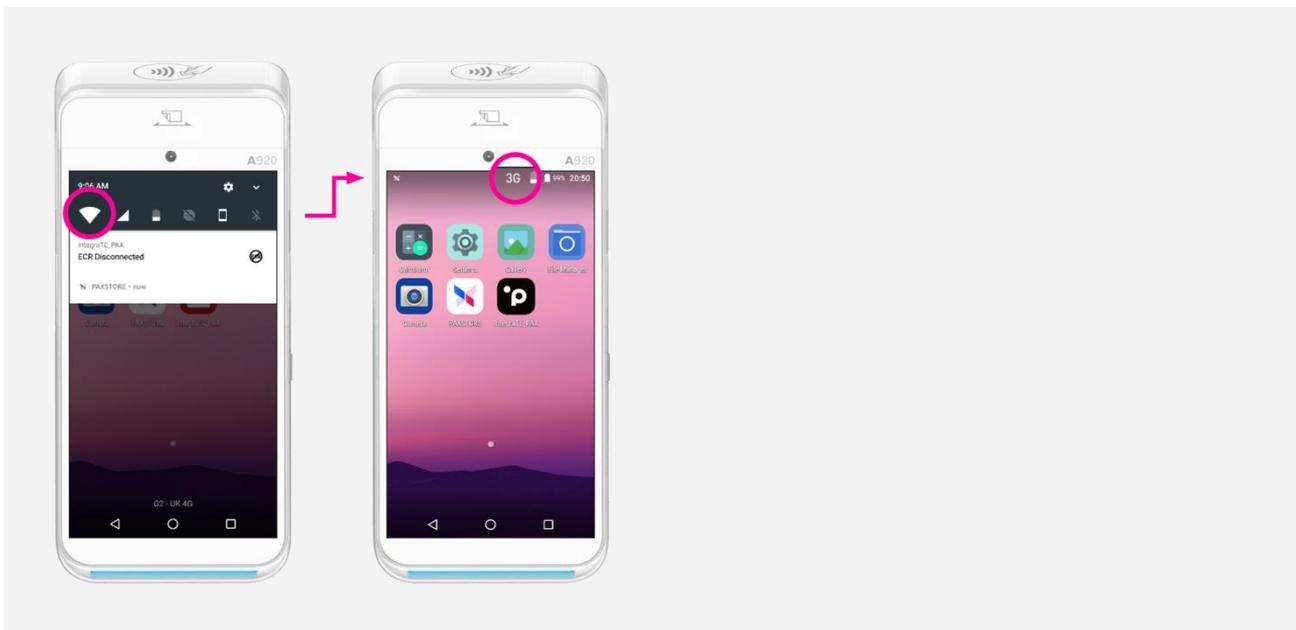
1. The user must select option 3 "Configuration" to proceed.
2. From the next menu, the user must select option 2. "Network"
3. On the next two screens, the user should select option 2 "GPRS" followed by option 4 "Config"
4. If the Wi-Fi option is disabled, upon selecting "GPRS" the terminal will prompt the user to enable the module.
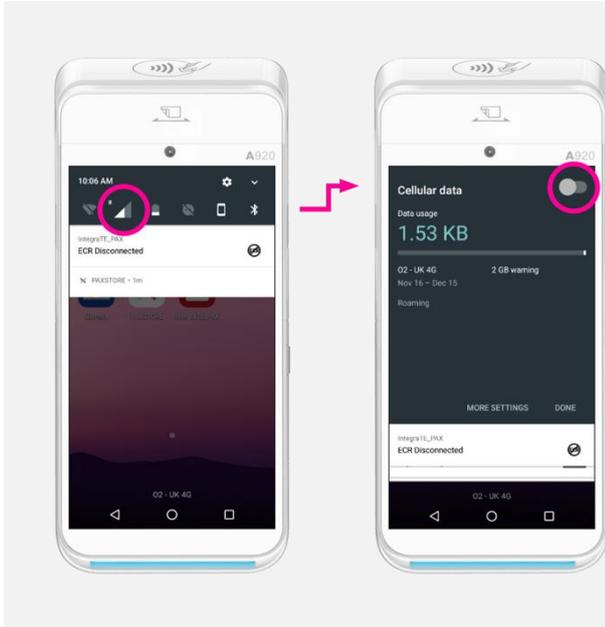   **The user must select "Yes".**



5. Pull down notification bar by dragging your finger down from the top of the screen then tap on the Wi-Fi icon to disable it.
6. Go back to the main home screen. **In the top right corner above the signal strength icon, it will display either 3G or 4G.**

7. To enable Cellular Data (also called Mobile Data on some models), pull down the notification bar from the top, then press and hold on the Signal strength icon.

8. Under the Cellular Data menu, tap the slider to enable it.



**If both Wi-Fi and GPRS are enabled, the terminal will always prioritise Wi-Fi.**

If the signal strength does not show 3G or 4G, it could potentially be:

- Incorrect APN
- Incorrectly inserted SIM
- Poor signal
- Cellular data (also called Mobile data on some models) being switched off. By default, it should be turned on but it's worth checking.

## 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.