planet

PAX A920 Pro Setup Guide
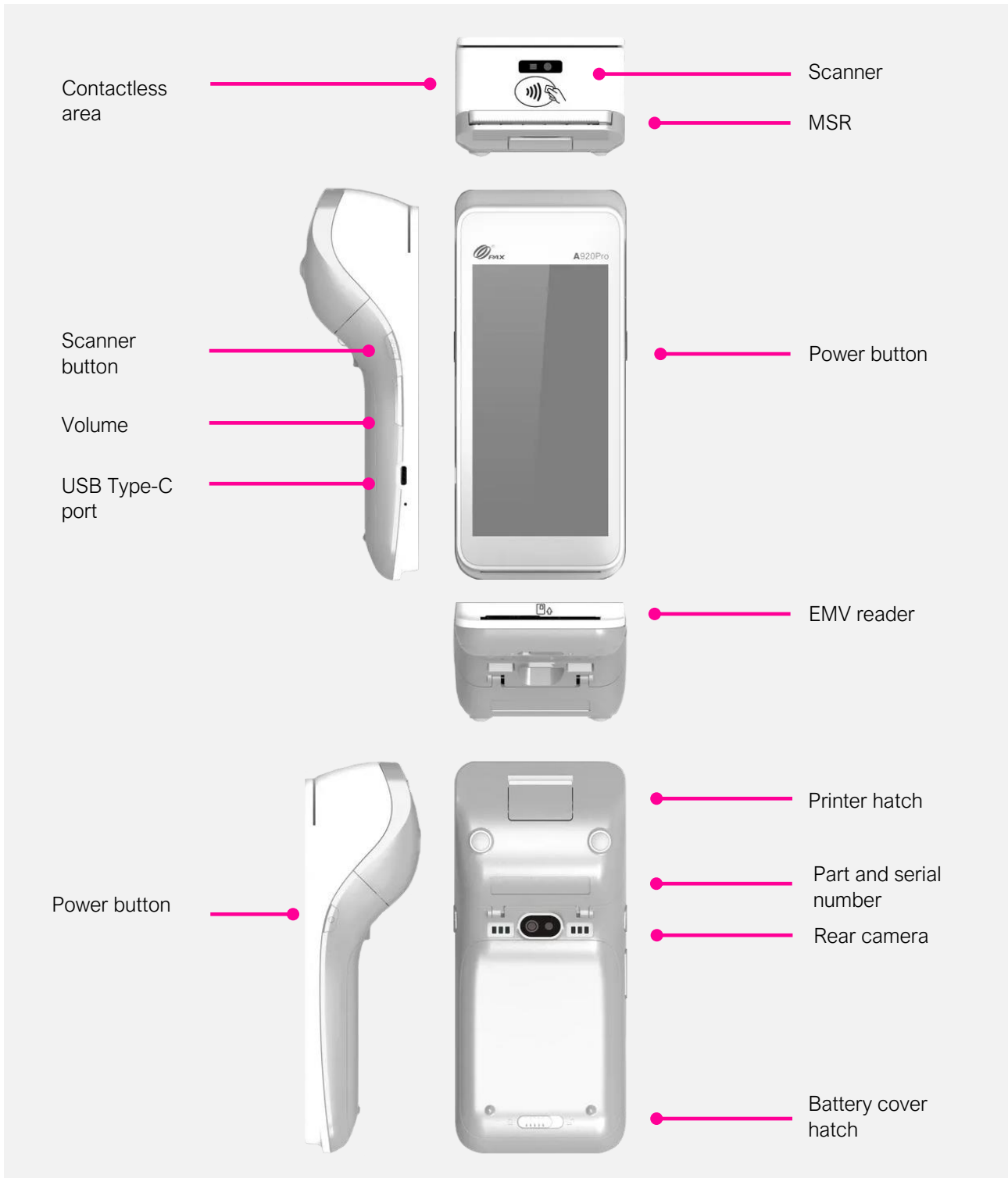
2023

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1. A920 Pro box contents

Each A920 Pro is supplied with the following items:

1 x A920 Pro 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

2. A920 Pro 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.

Contactless area

Scanner button

Volume

USB Type-C port

Power button

Scanner

MSR

Power button

EMV reader

Printer hatch

Part and serial number

Rear camera

Battery cover hatch

3. A920 Pro 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:
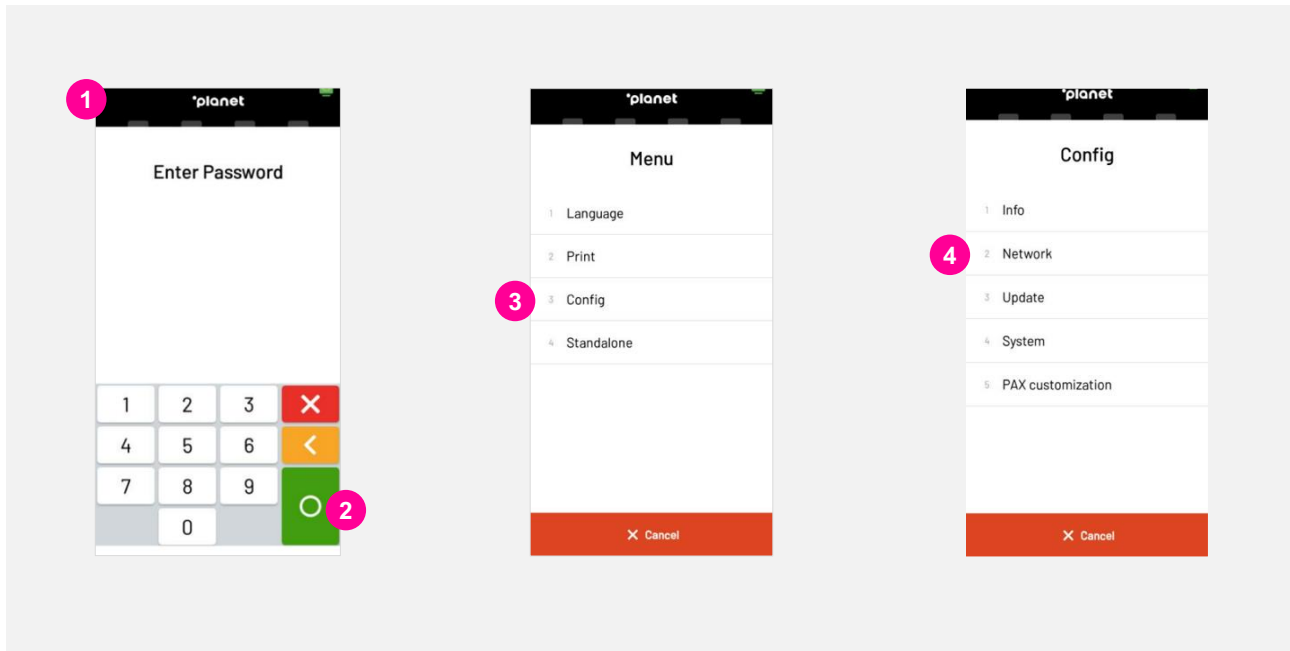EMEA: Secure Retail
USA & Canada: CDE/TPG

*Additional A920 batteries can be purchased.

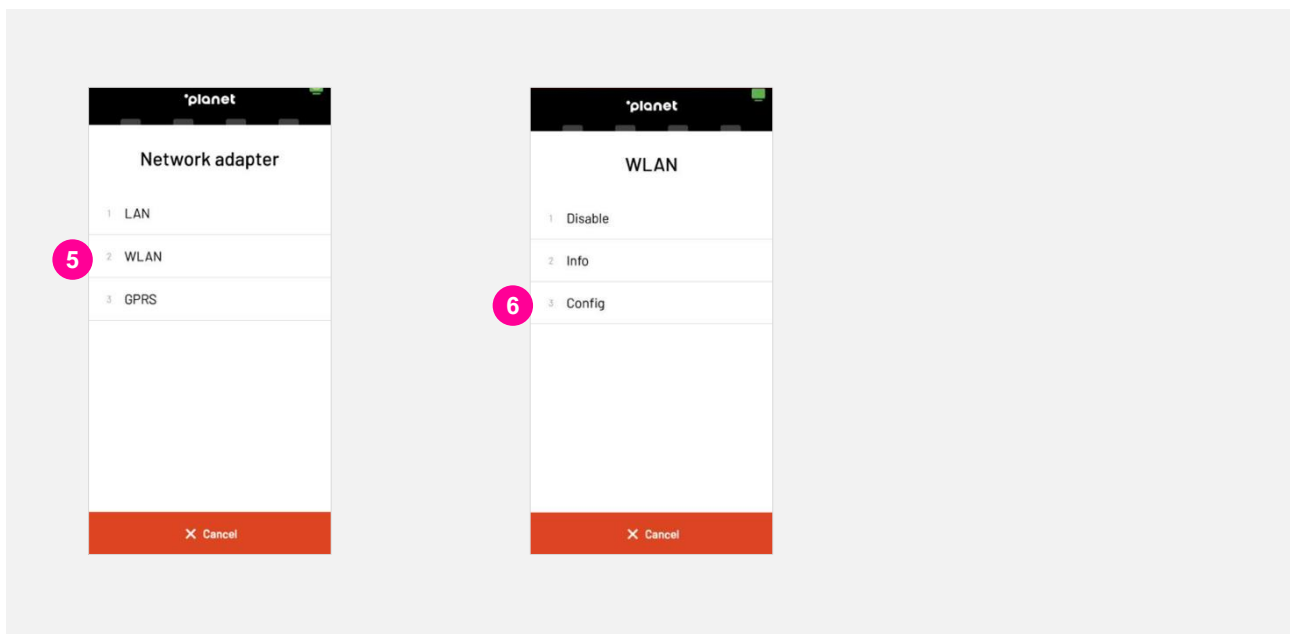# 4. Network configuration

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".
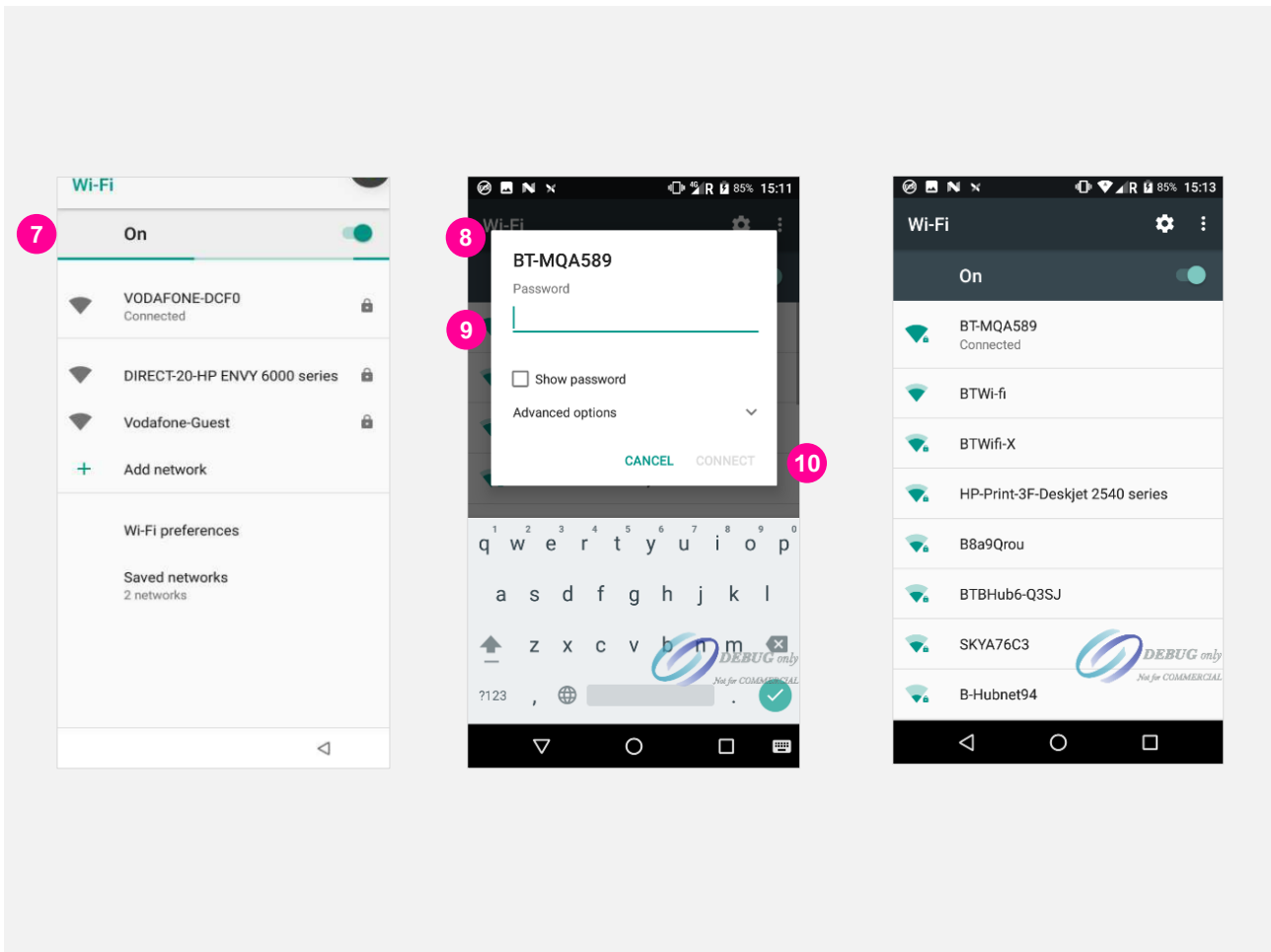4. Next, select "Network".

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

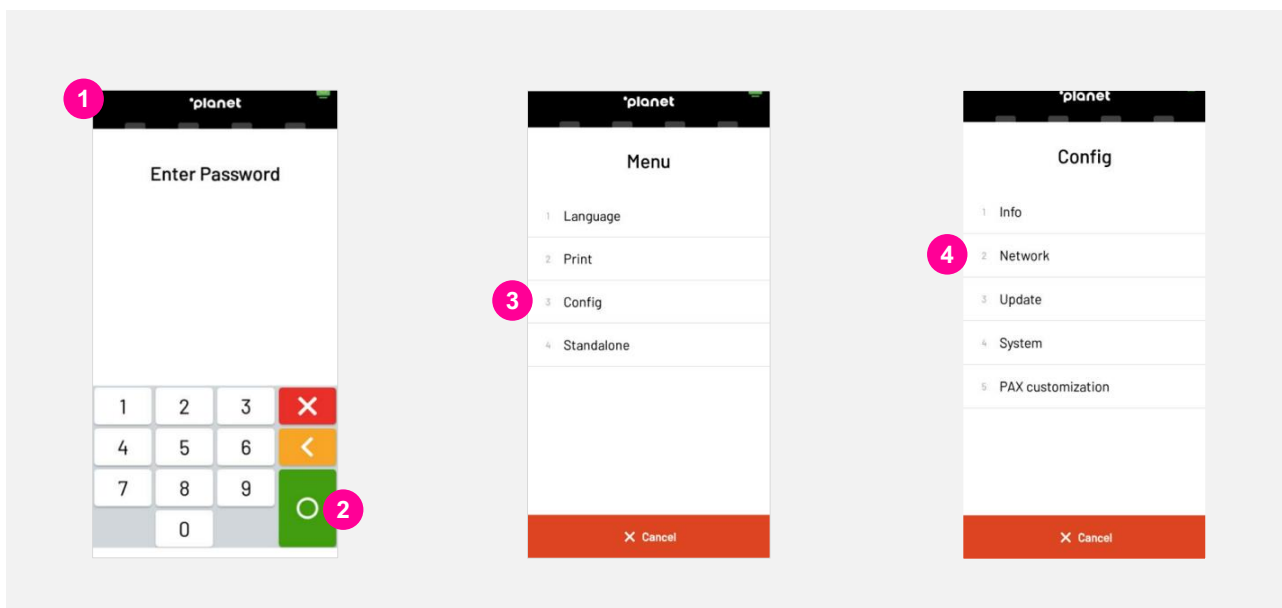**At this stage, Android will take over and you will see the following screen.**

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.
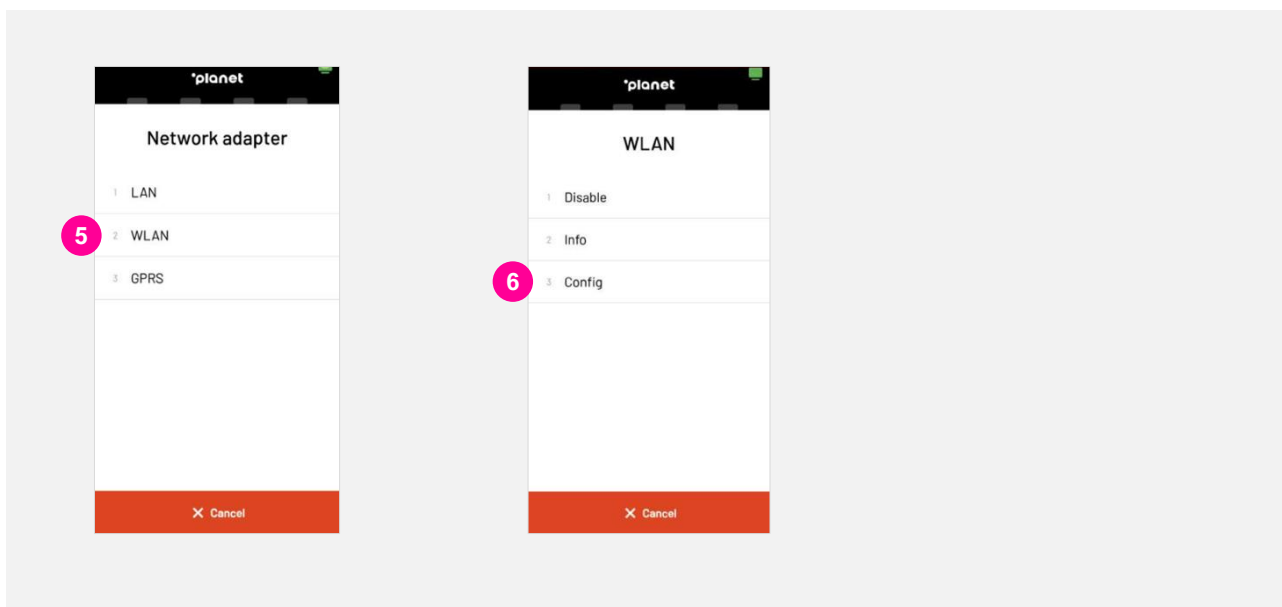
Wi-Fi setup - (Static)

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.
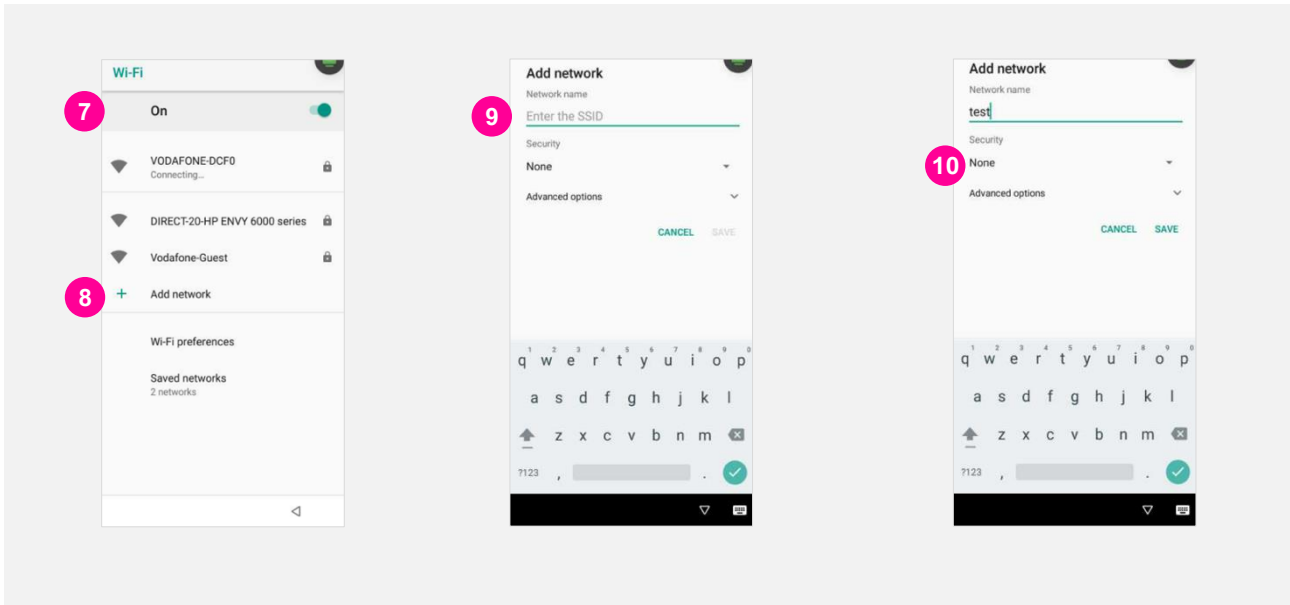3. Then, select "Config/Configuration".
4. Next, select "Network".

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".

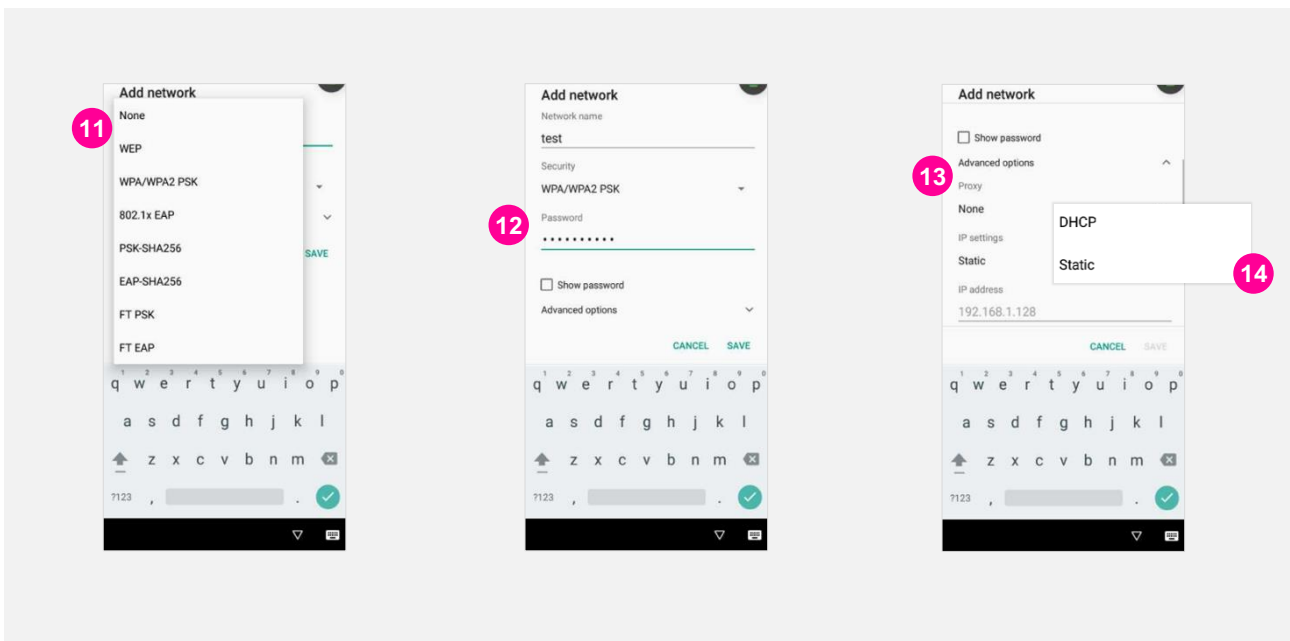11. From the dropdown list, select the security type related to your Wi-Fi network.
From a Security perspective Planet recommend using WPA/WPA2 PSK.

12. Then, enter the Wi-Fi password.
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
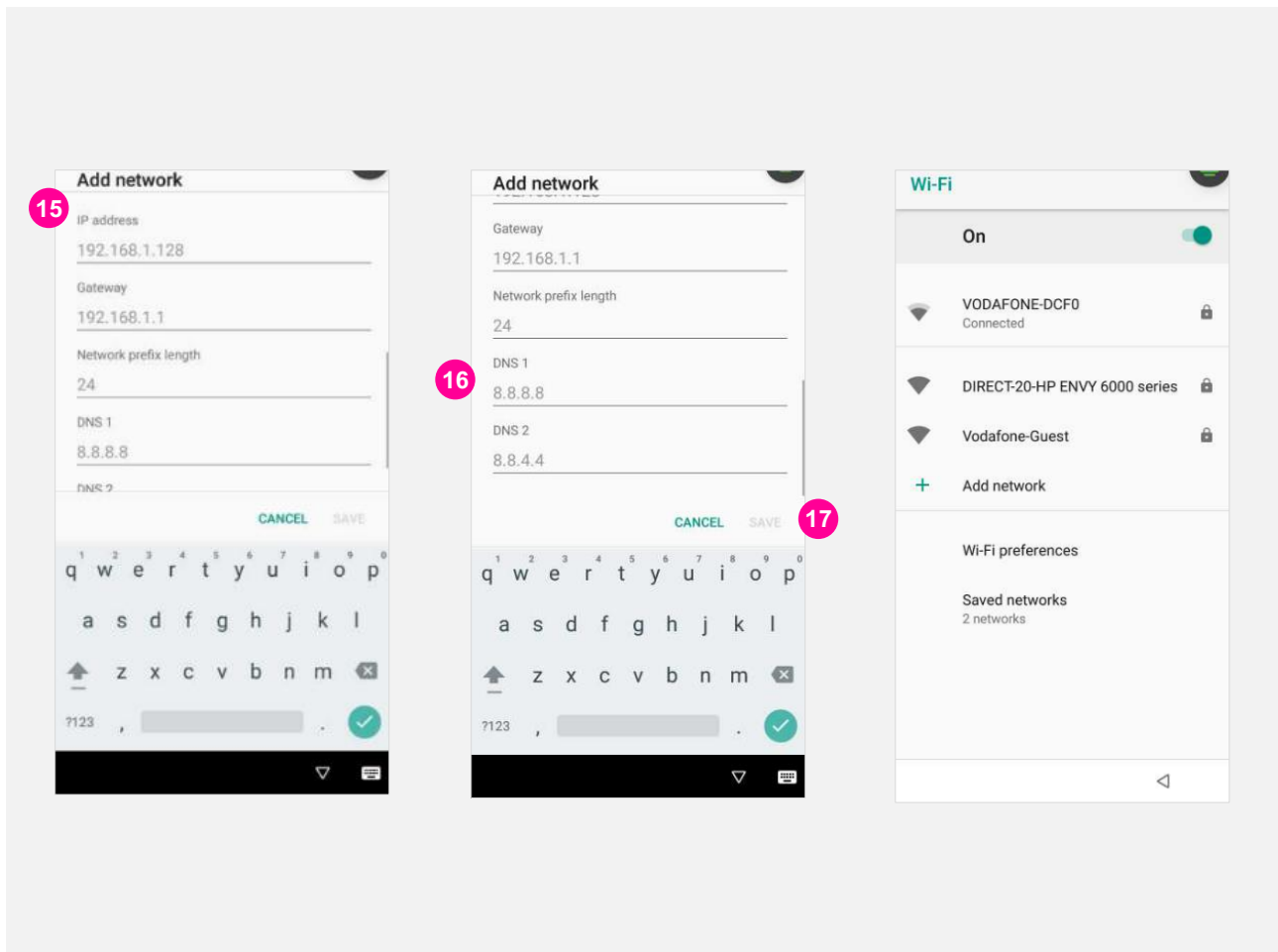- Network Prefix Length (if applicable)

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

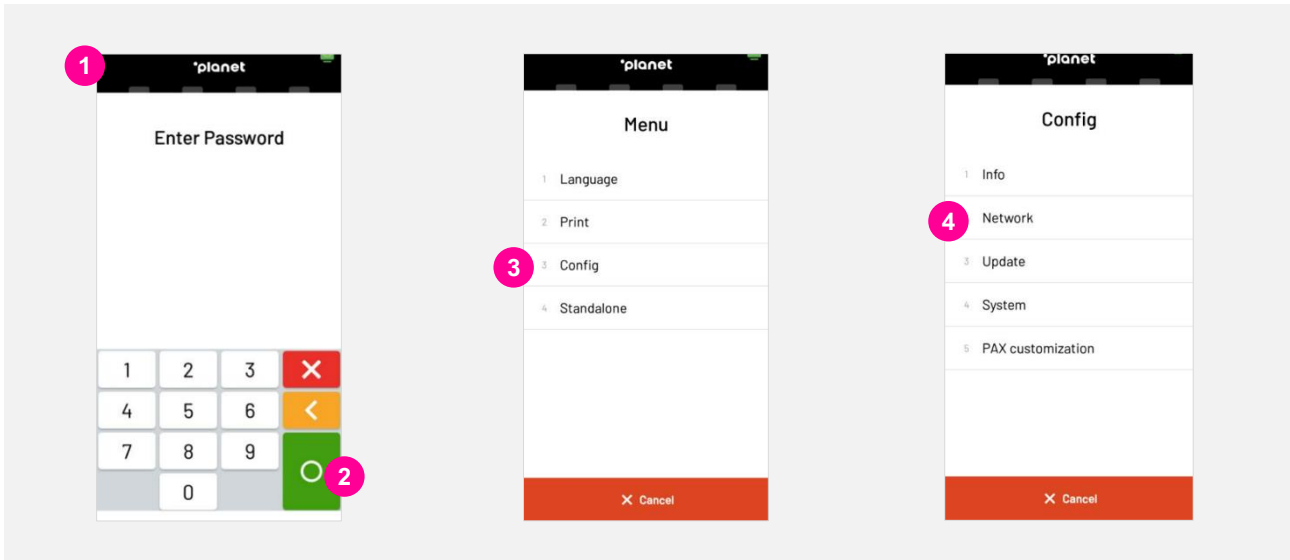16. When prompted, enter the following information:

- 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.
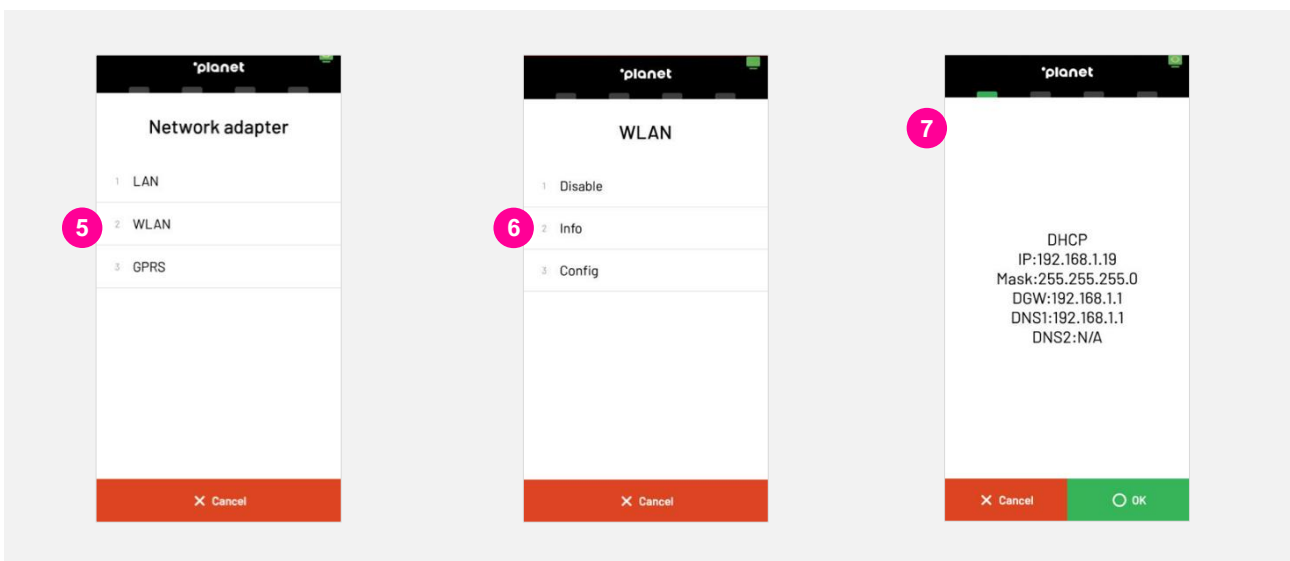
5. Checking IP connection settings

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.
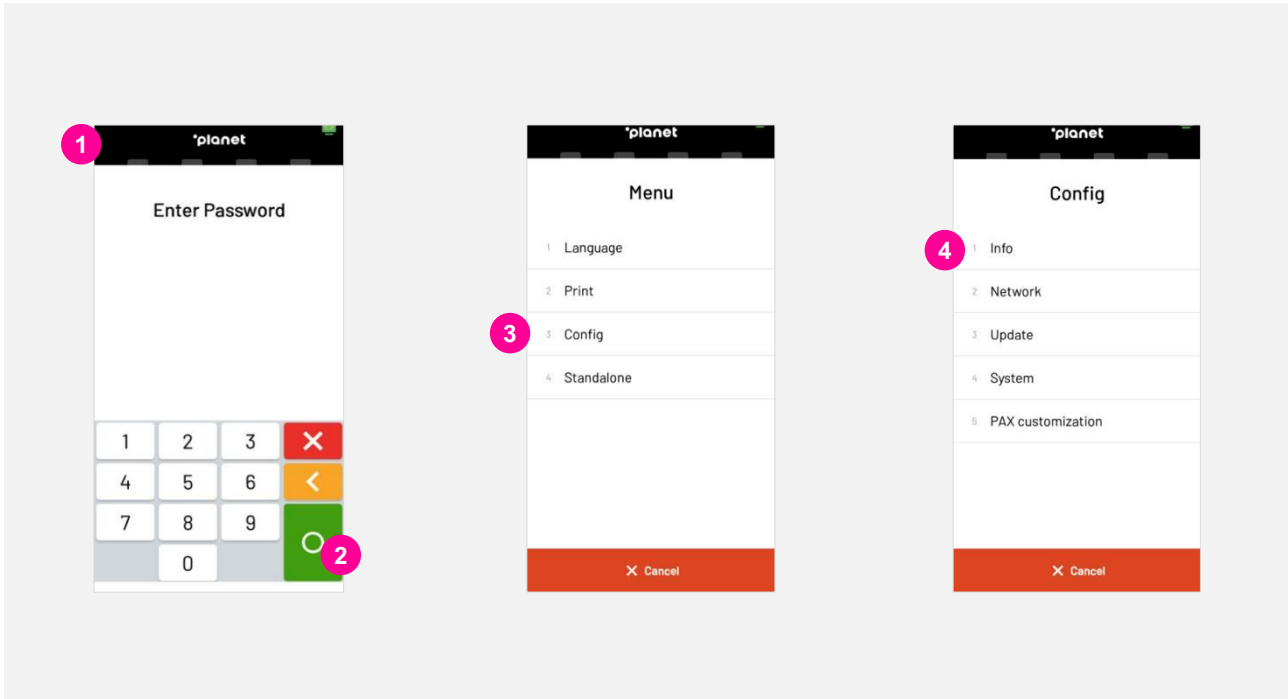3. Then, select "Config/Configuration".
4. Next, select "Network".

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
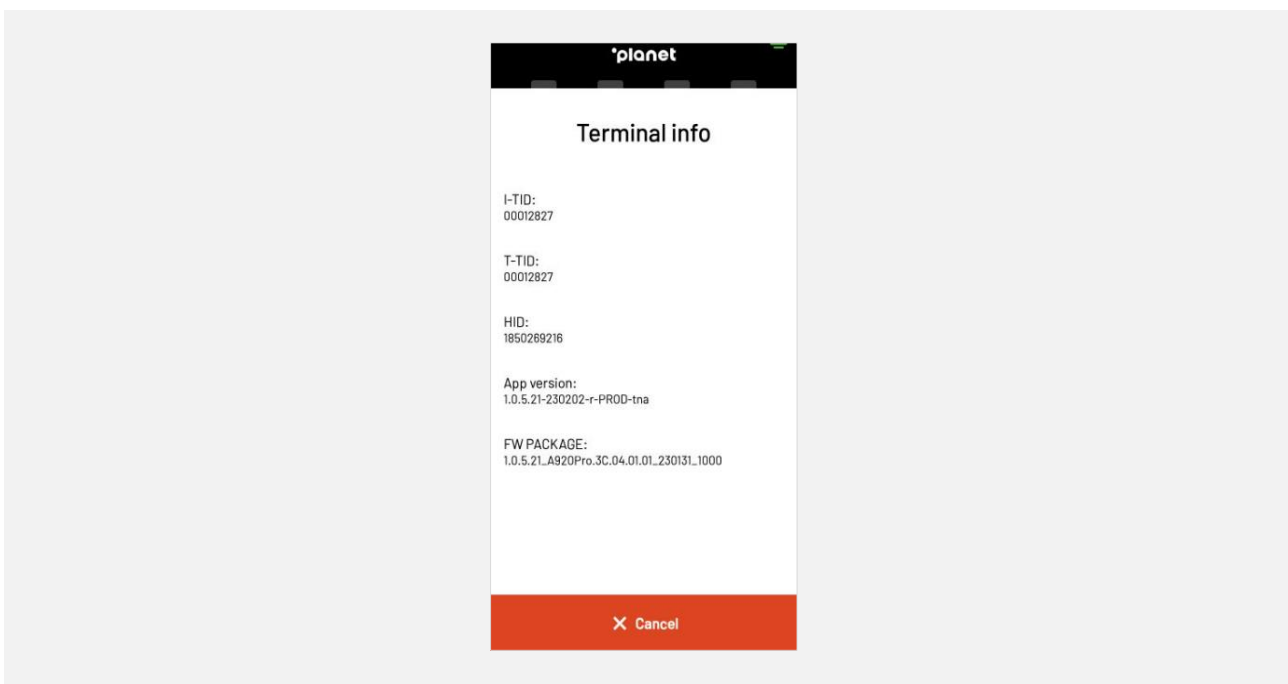   - Subnet Mask   - DNS 2

6. 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".
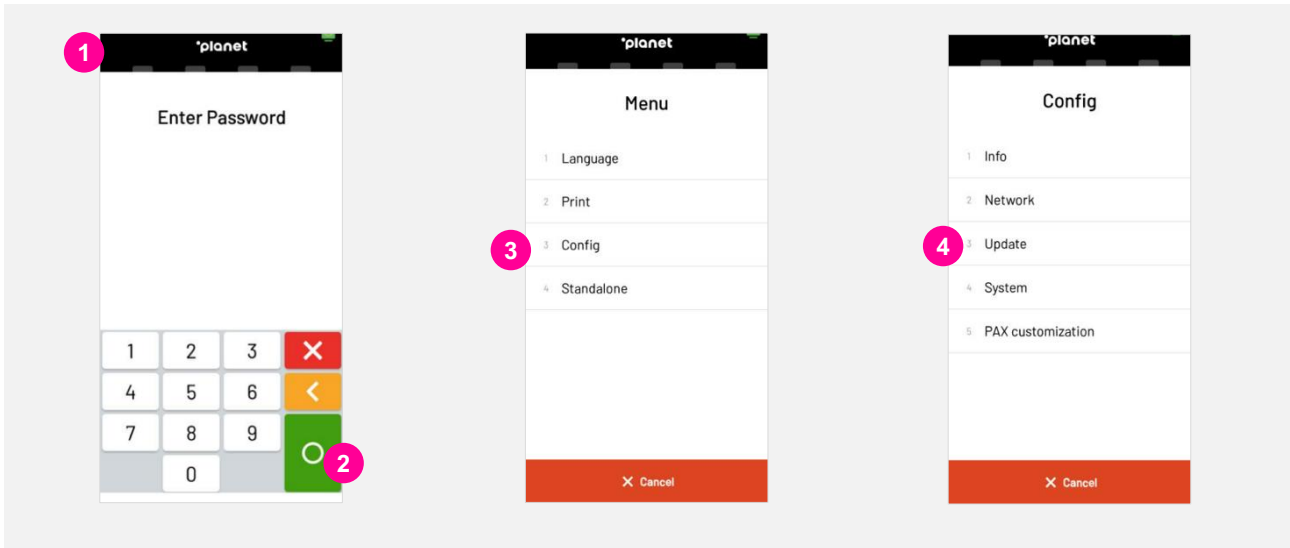4. Then, select "Info".

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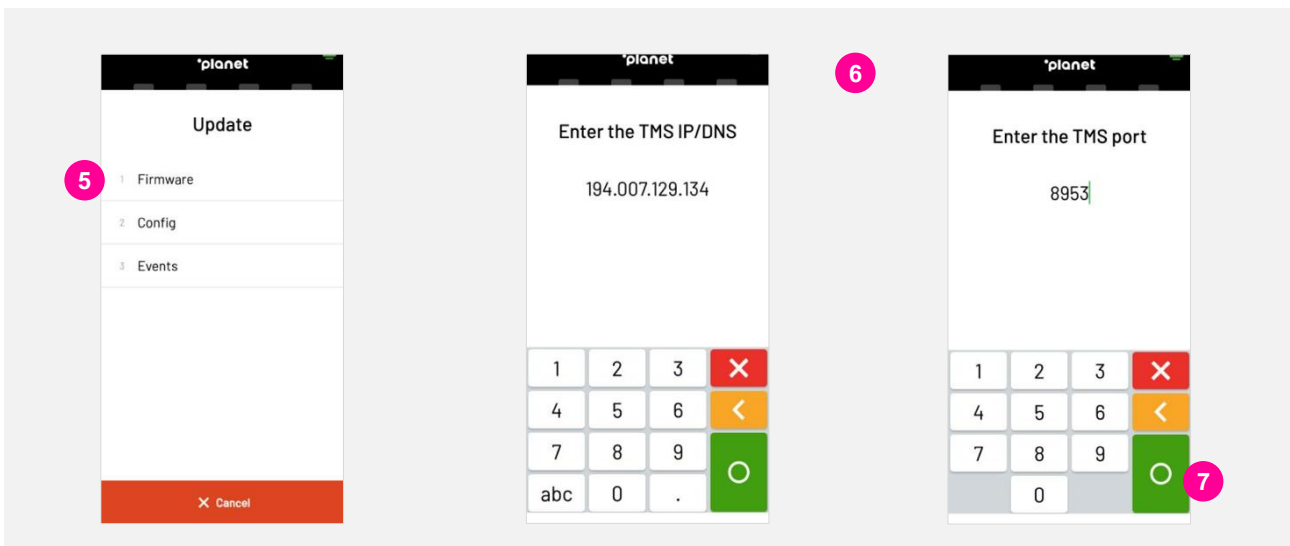
7. Downloading software/firmware

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".

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.
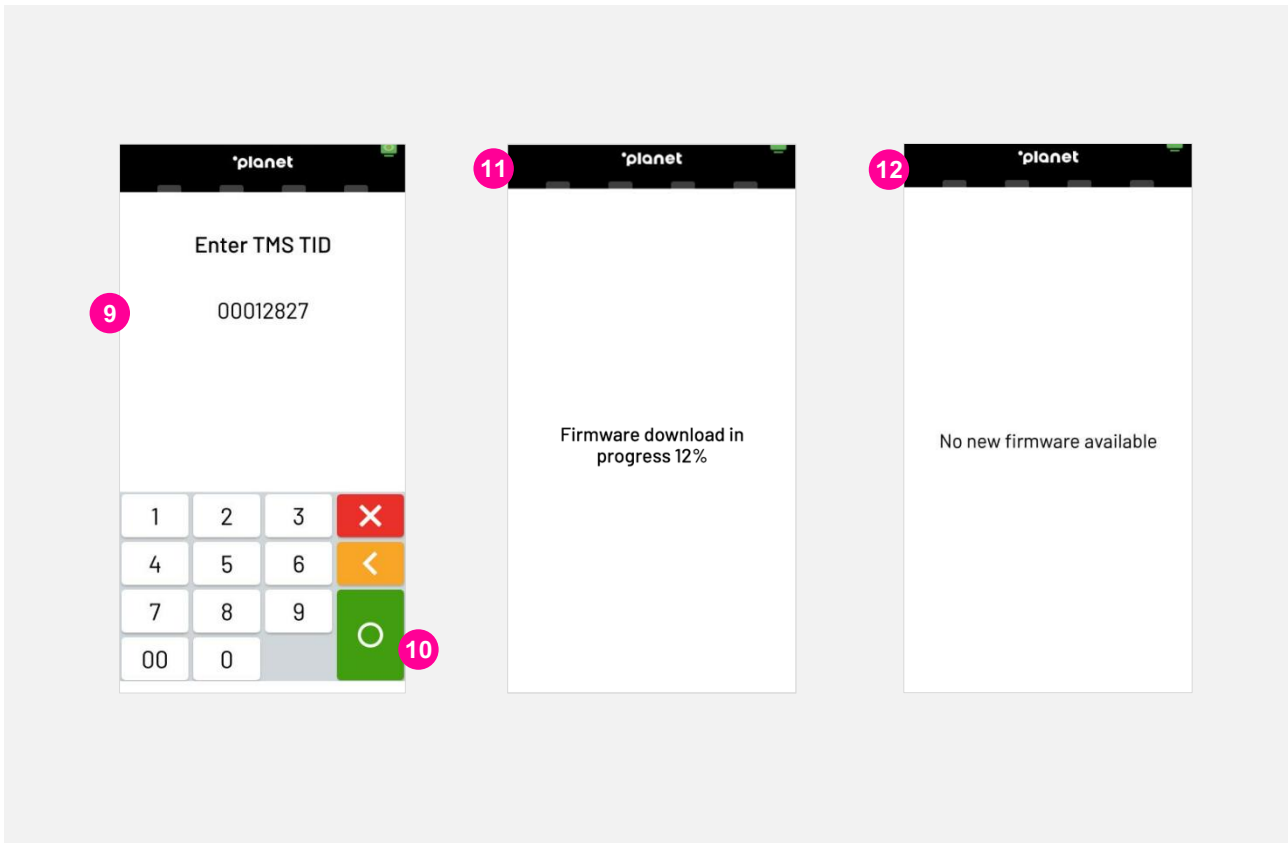

7. Assuming the information matches, the user can proceed by tapping the green "Enter" button on both screens.

*TMS IP depending on 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.
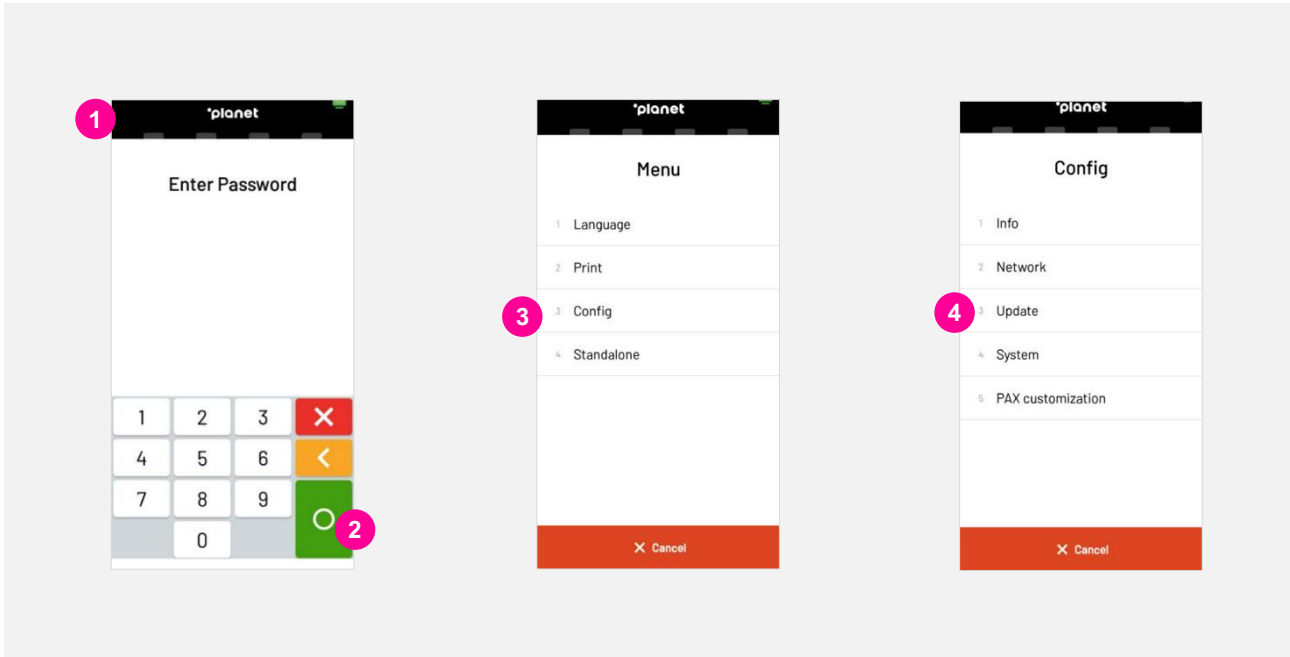
8. This will take you to the "Enter TMS TID" screen.

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"
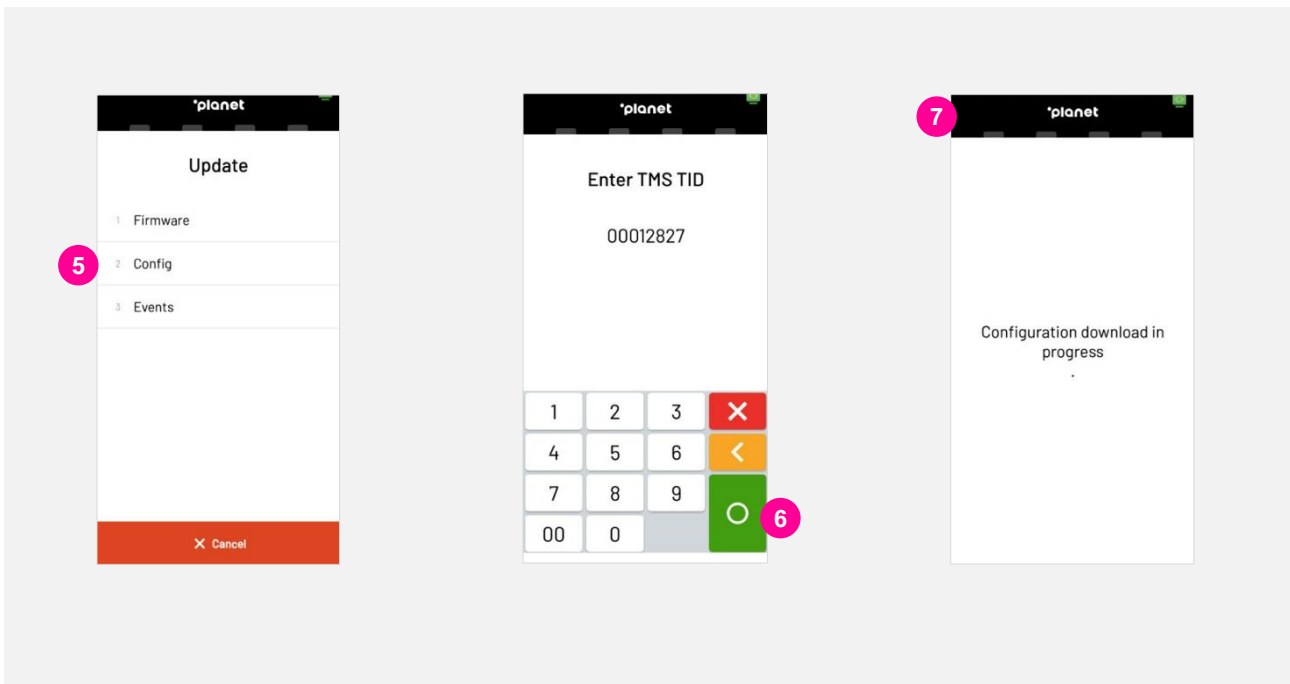
8. Downloading configuration

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".
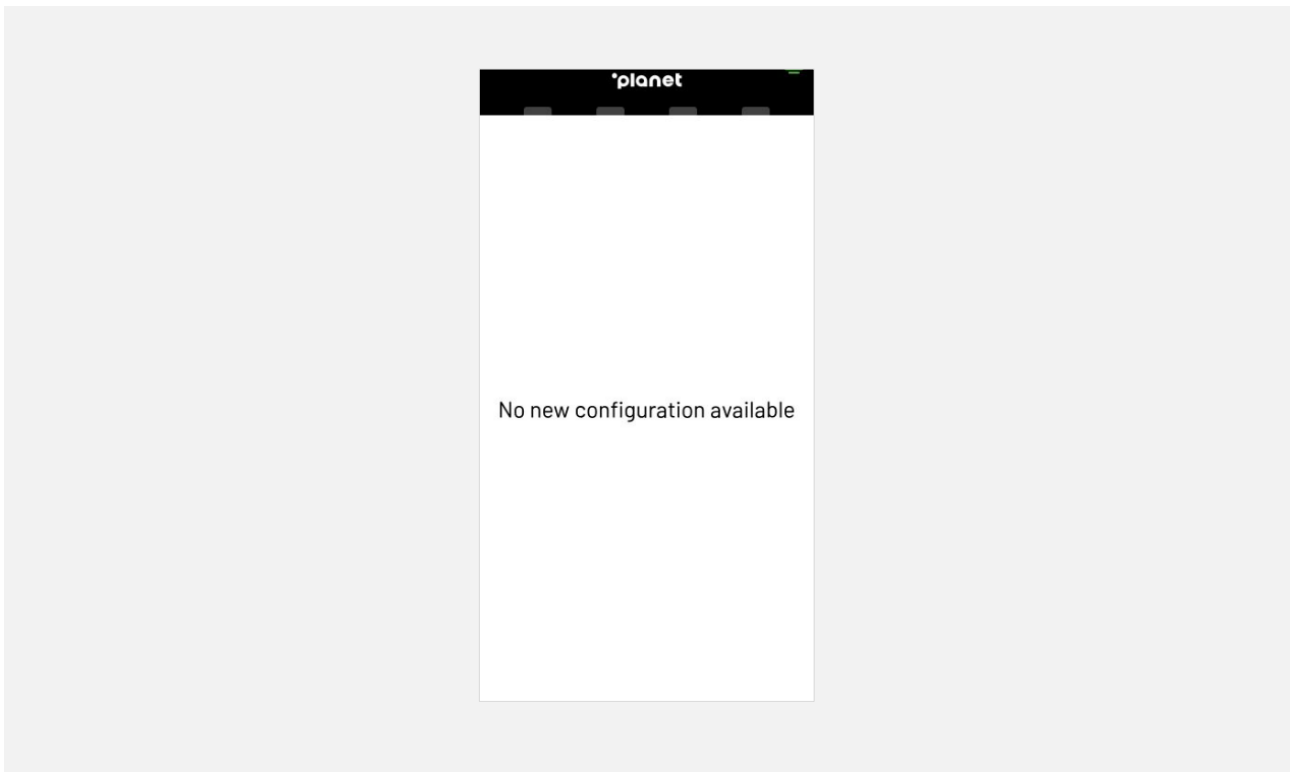4. Select "Update".

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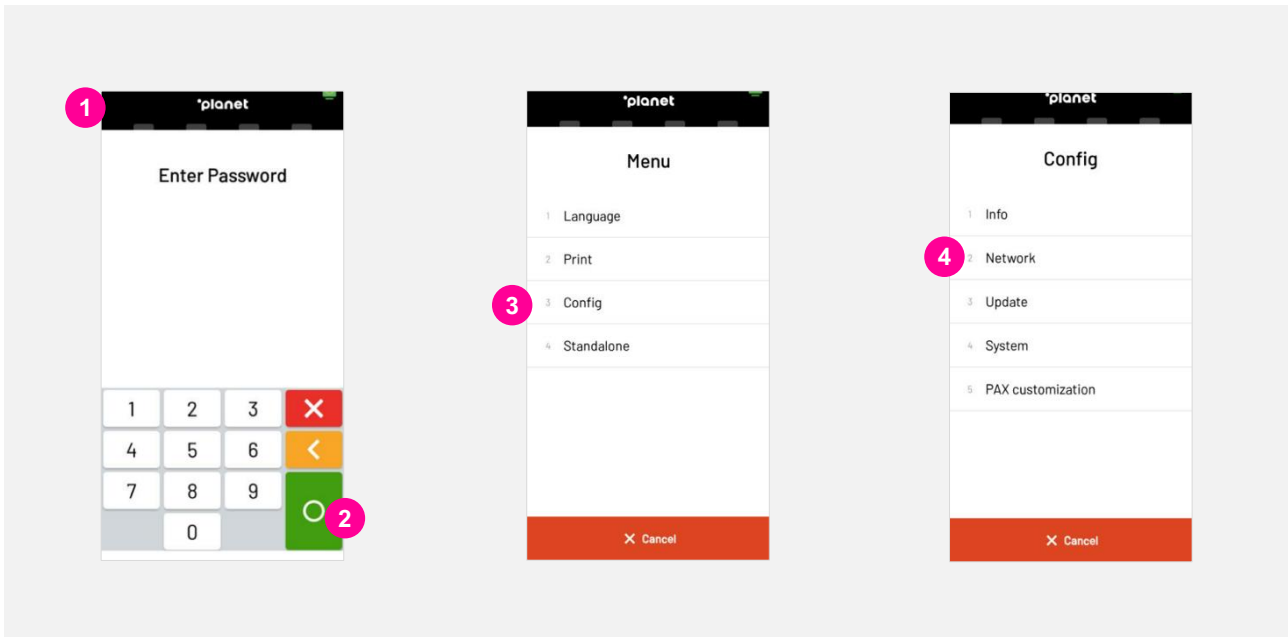7. Terminal will display "configuration download in progress".

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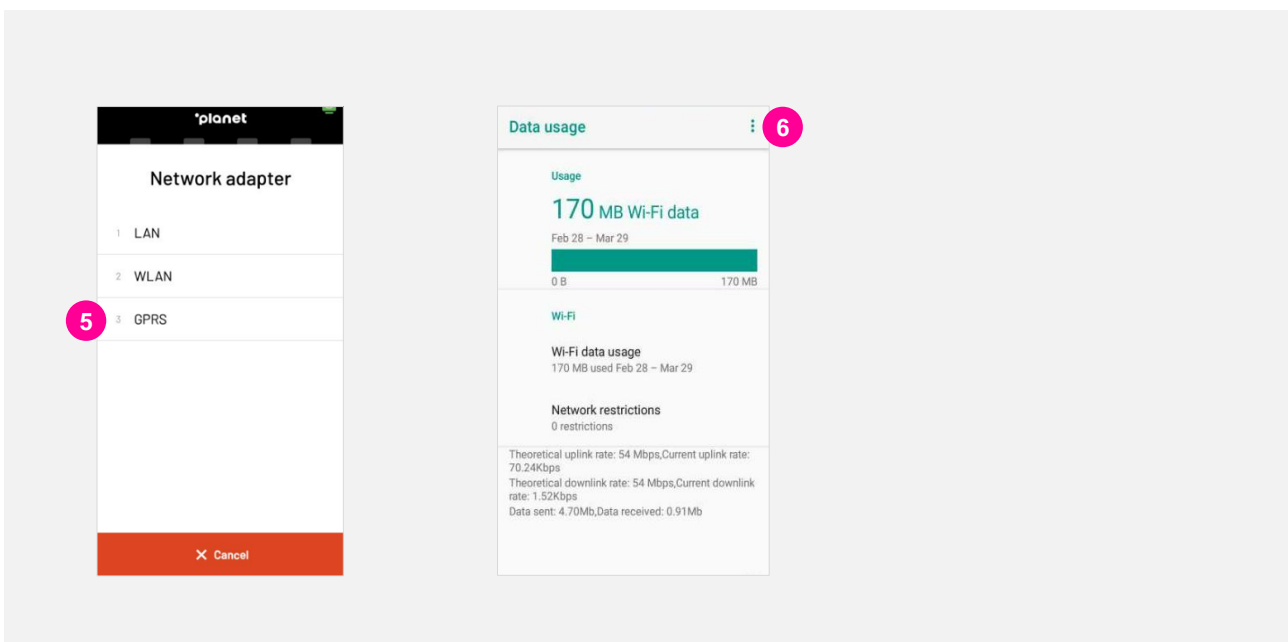
9. SIM card setup

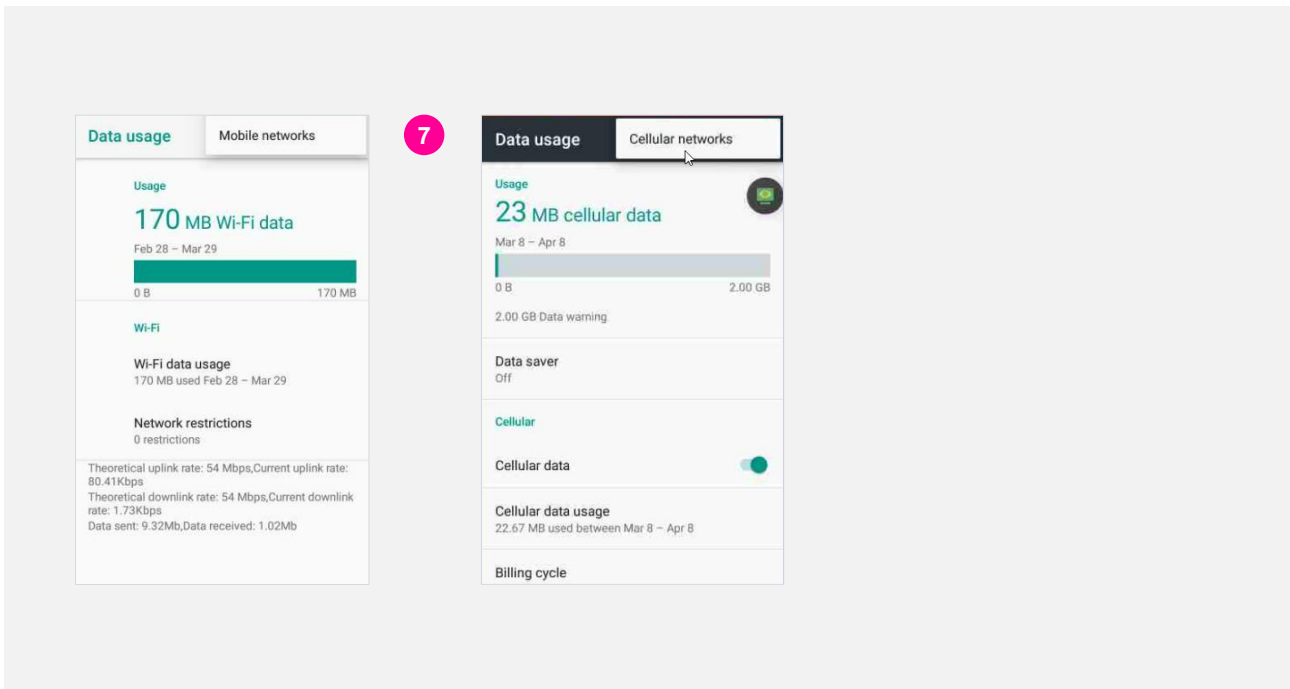**Before proceeding, please ensure Wi-Fi is disabled from within the IntegraTE menu.**

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".

5. Select "GPRS".
6. You'll be presented with the following screen. To proceed, please select the three vertical dots in the top right-hand corner of the screen.
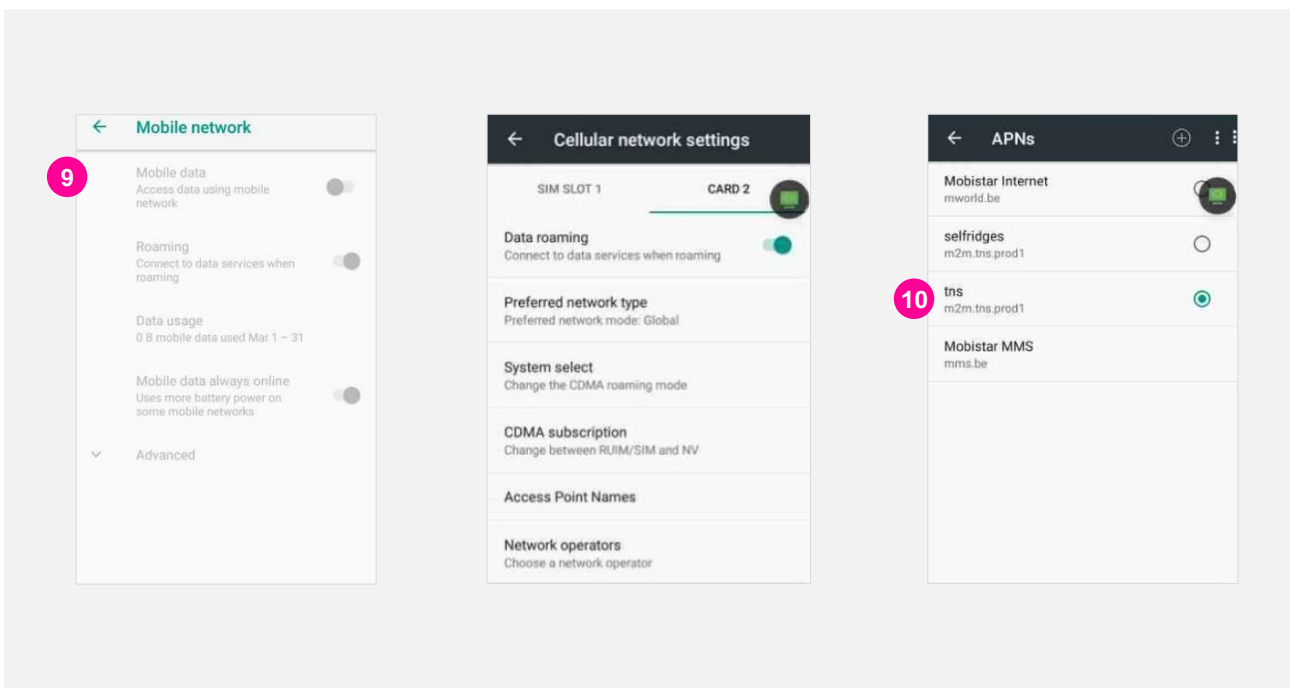
7. Then, select "Mobile Networks or Cellular Networks" when prompted.

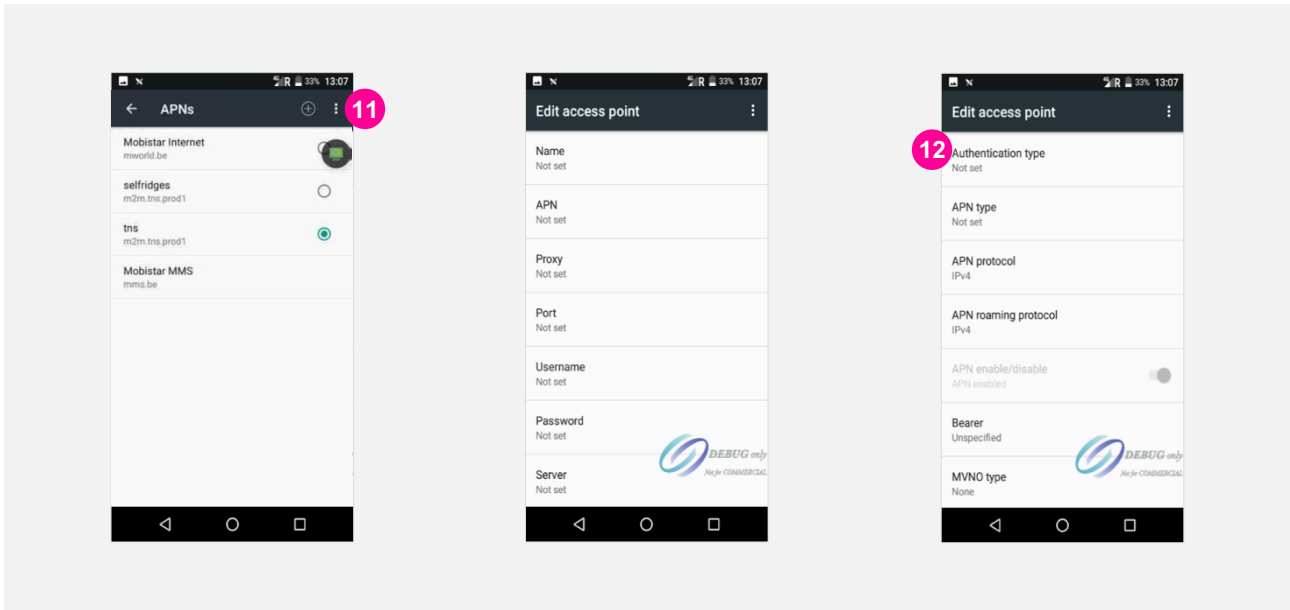8. You will be displayed with the following screen.
9. Toggle on Mobile Network and Data Roaming.
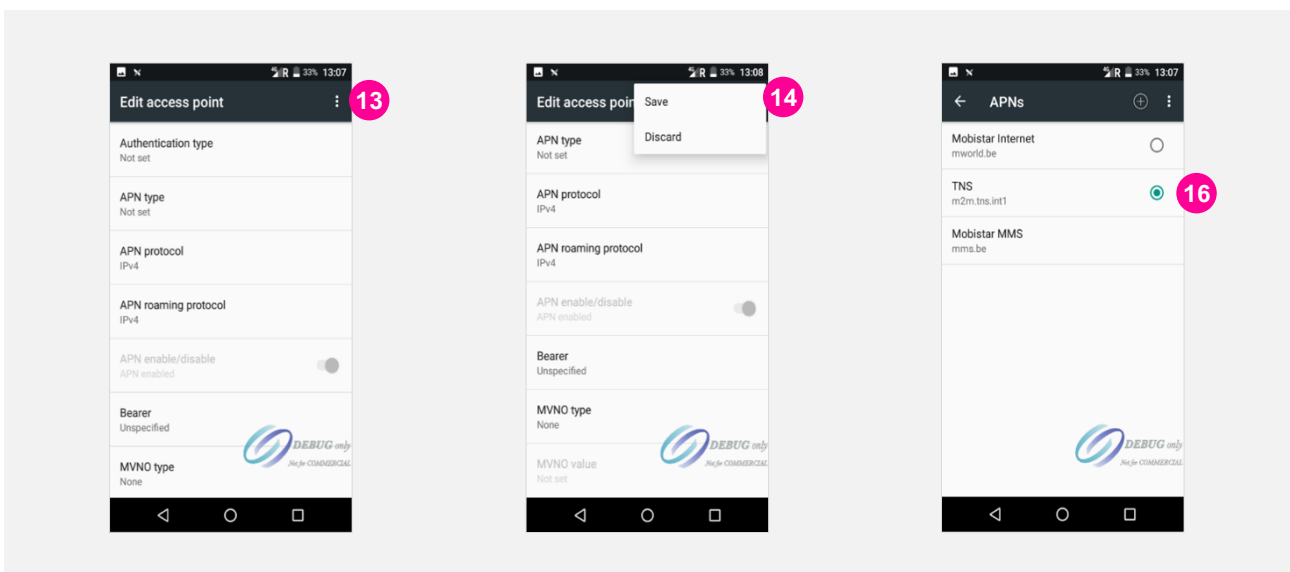10. Select your appropriate APN.

11. 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.

12. Now, scroll down the page until "Authentication Type" is displayed.
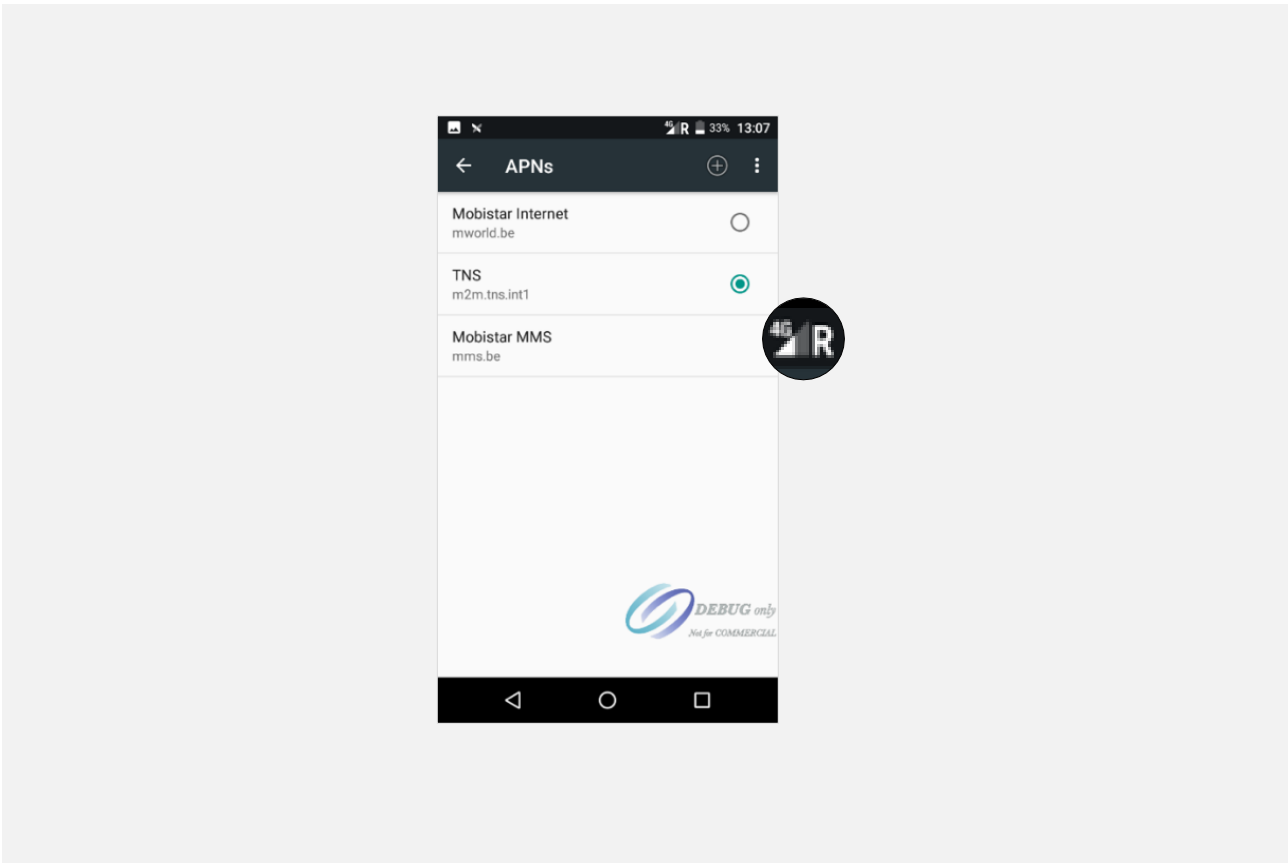   - **Authentication Type:** Please set this variable to "PAP or CHAP".

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

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

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

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.