

PAX A30 Setup Guide

2023



Table of contents

1. A30 box contents	2
2. A30 terminal details	Error! Bookmark not defined.
3. Power and network	4
4. Checking IP connection settings	6
5. Viewing software version	7
6. Downloading software/firmware	8
7. Downloading configuration	10
8. Contact us	12

1. A30 box contents

Each A30 is supplied with the following items:

- 1 x A30 Pinpad
- 1 x multi-purpose cable
- 1 x AC/DC power adapter (variable by region)
- 1 x Cable adapter for power supply

Please note:

- Network cable is not included.
- USB-C cable is not included.



2. A30 terminal details

Power is supplied via the AC/DC power adapter supplied.



3. Power and network

To power and connect the terminal to the network follow these steps:

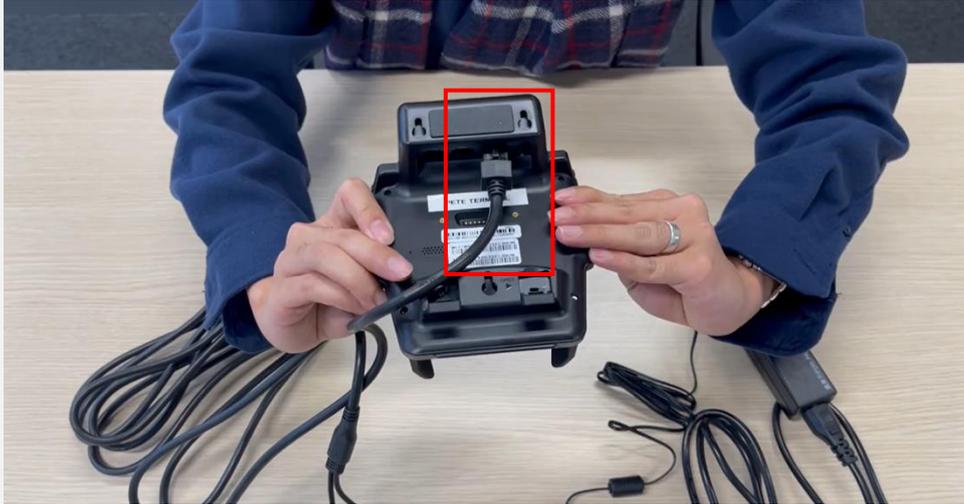
1. Insert power cord into power adaptor.



2. Insert the Green connection into the corresponding port and twist to lock into place.

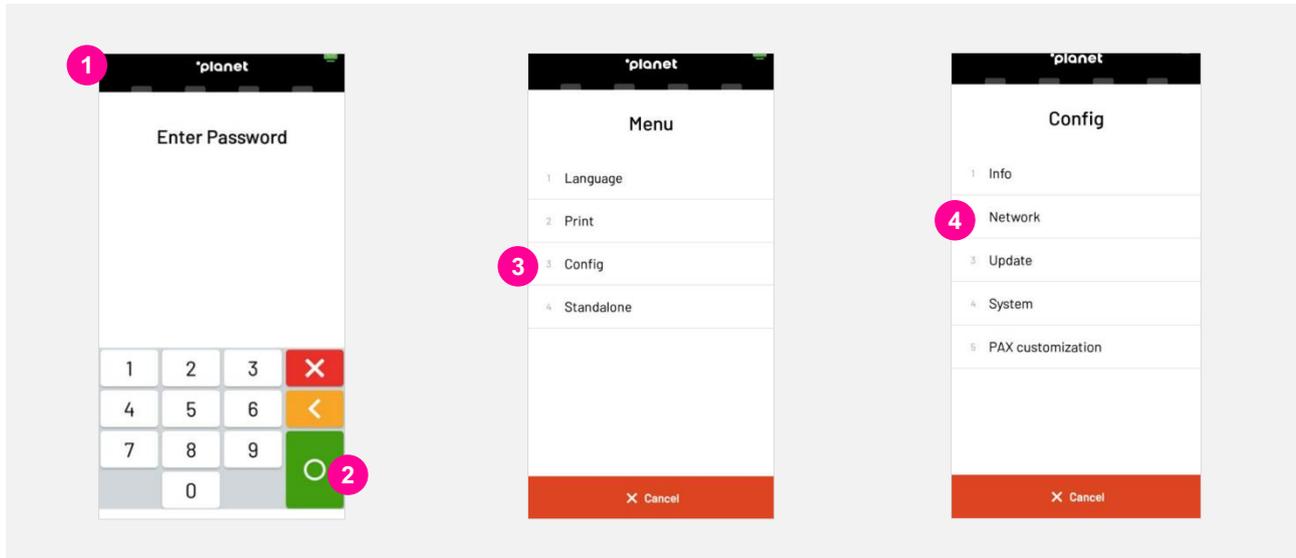


2. Insert LAN cable into its corresponding port on the underside of the terminal, ensuring it clicks into place.

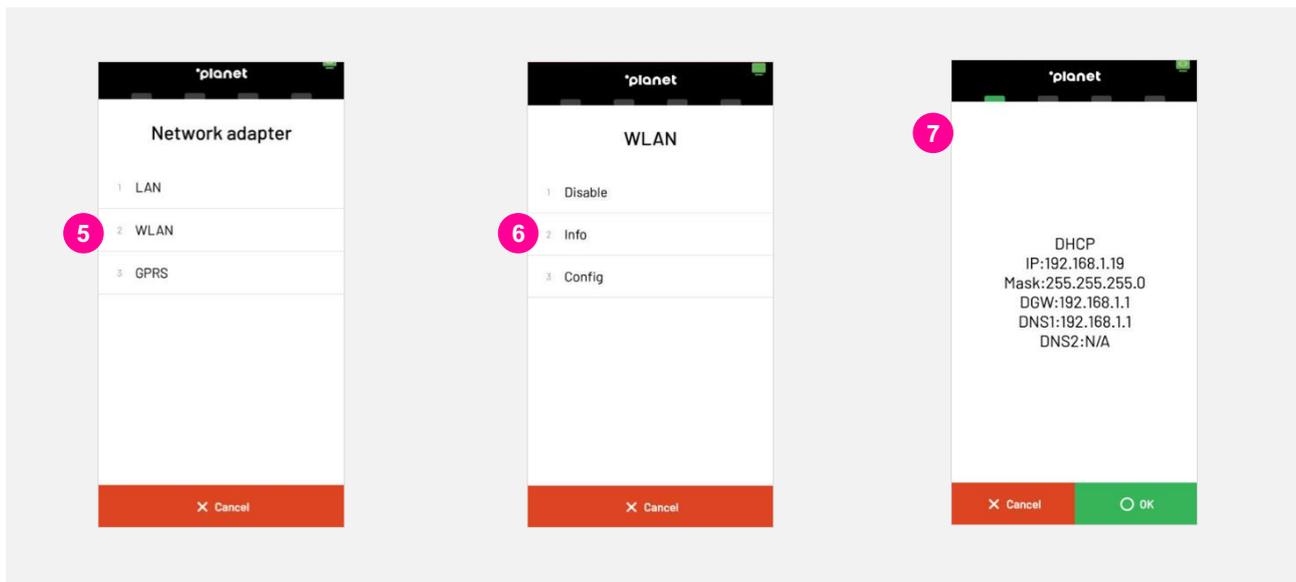


4. Checking IP connection settings

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".

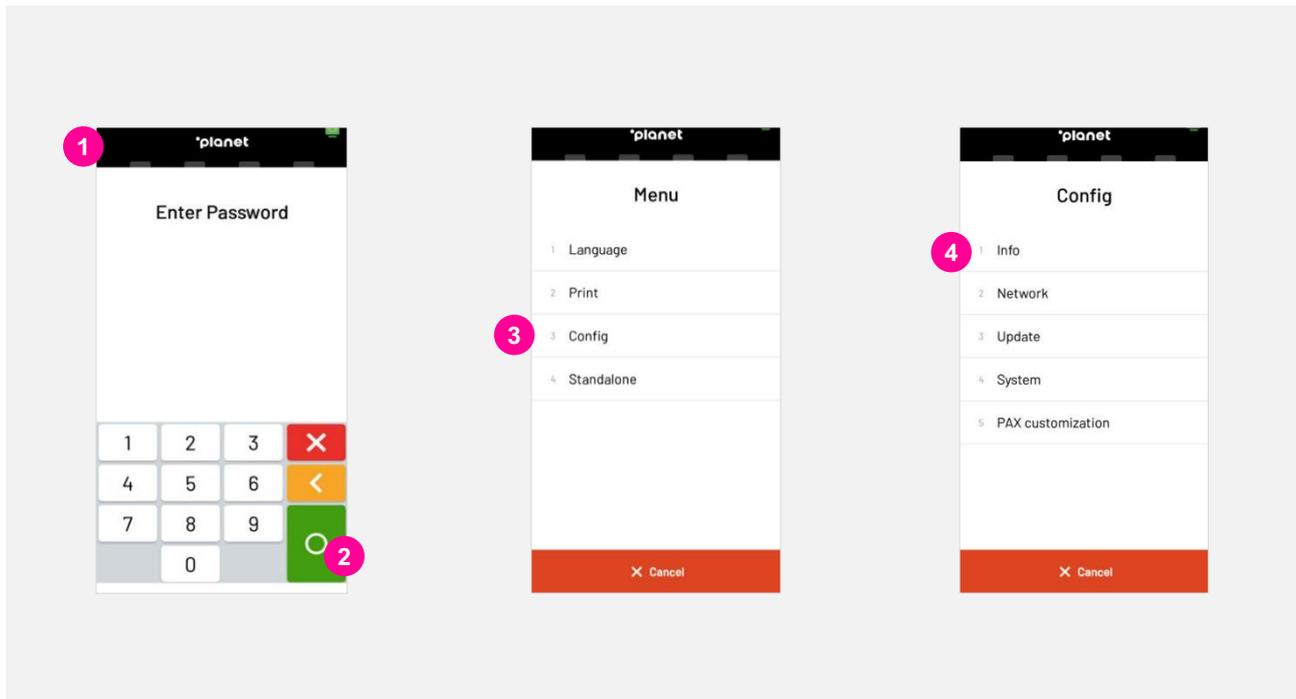


5. Now, select: **WLAN** – If WIFI is enabled. **LAN** – If Ethernet (LAN) is enabled
6. Select "Info".
7. The following information will be displayed:
 - DHCP/Static - Default Gateway IP Address
 - IP Address - DNS 1
 - Subnet Mask - DNS 2

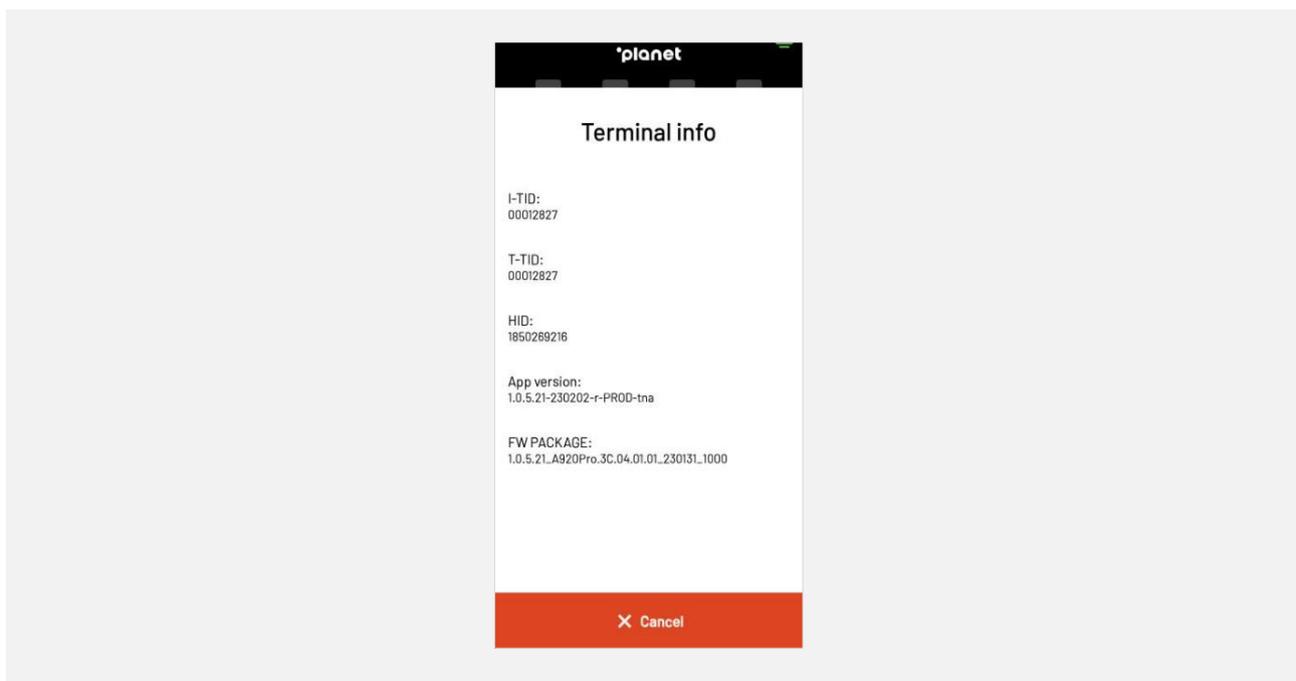


5. Viewing software version

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".

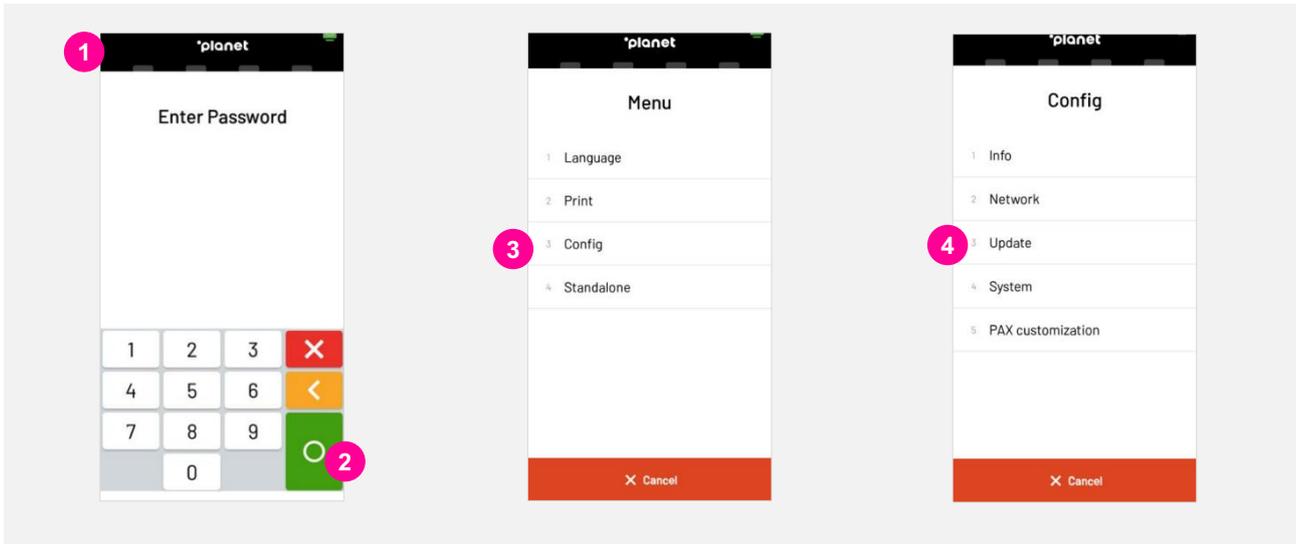


5. The relevant software version will be displayed, along with the Terminal ID and Hardware ID

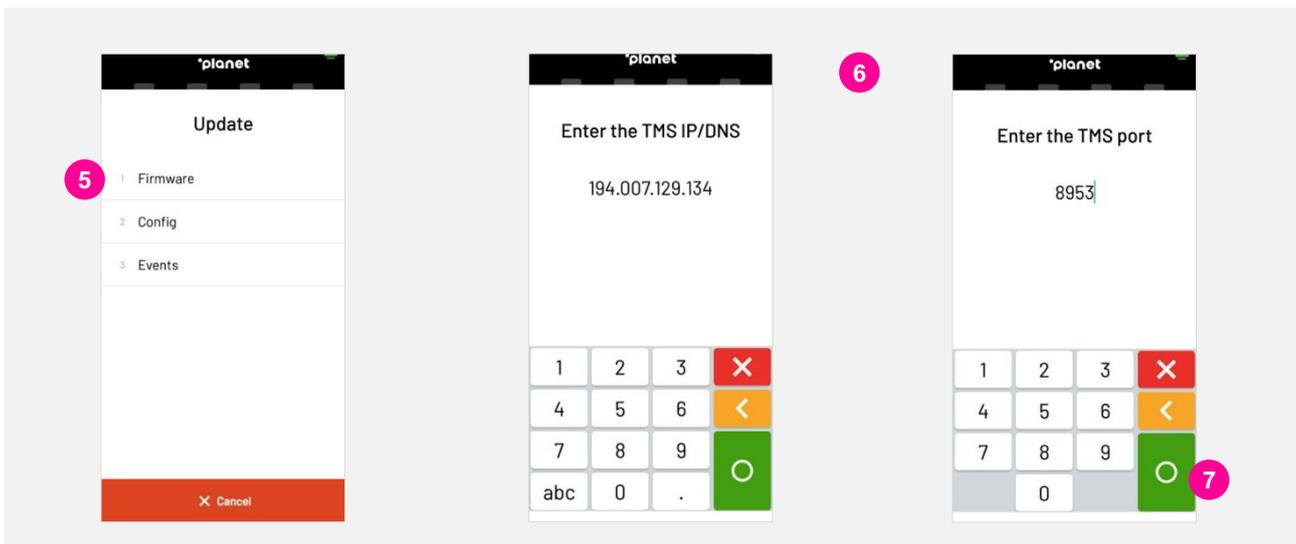


6. Downloading software/firmware

1. To 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. 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.

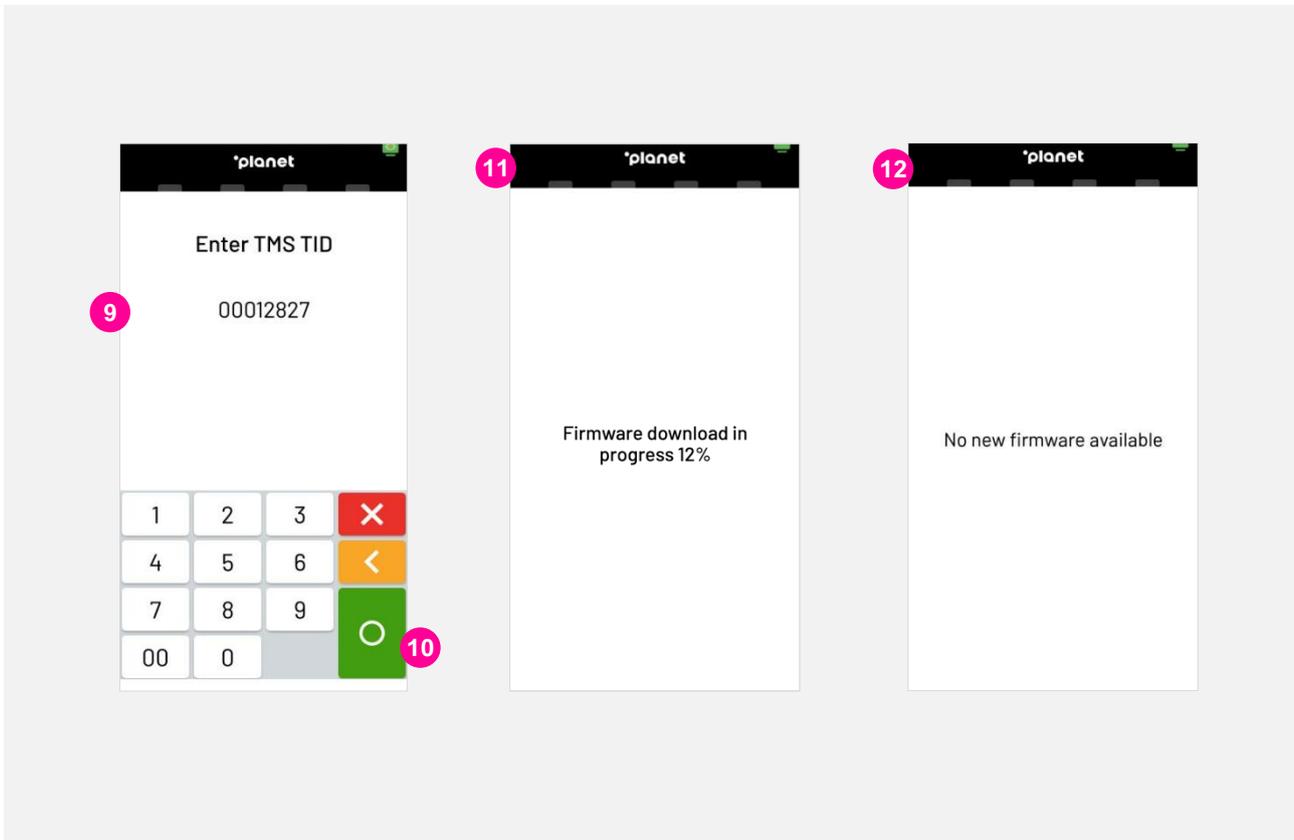


7. Assuming the information matches, the user can proceed by tapping the green "Enter" button on both screens.

***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.**

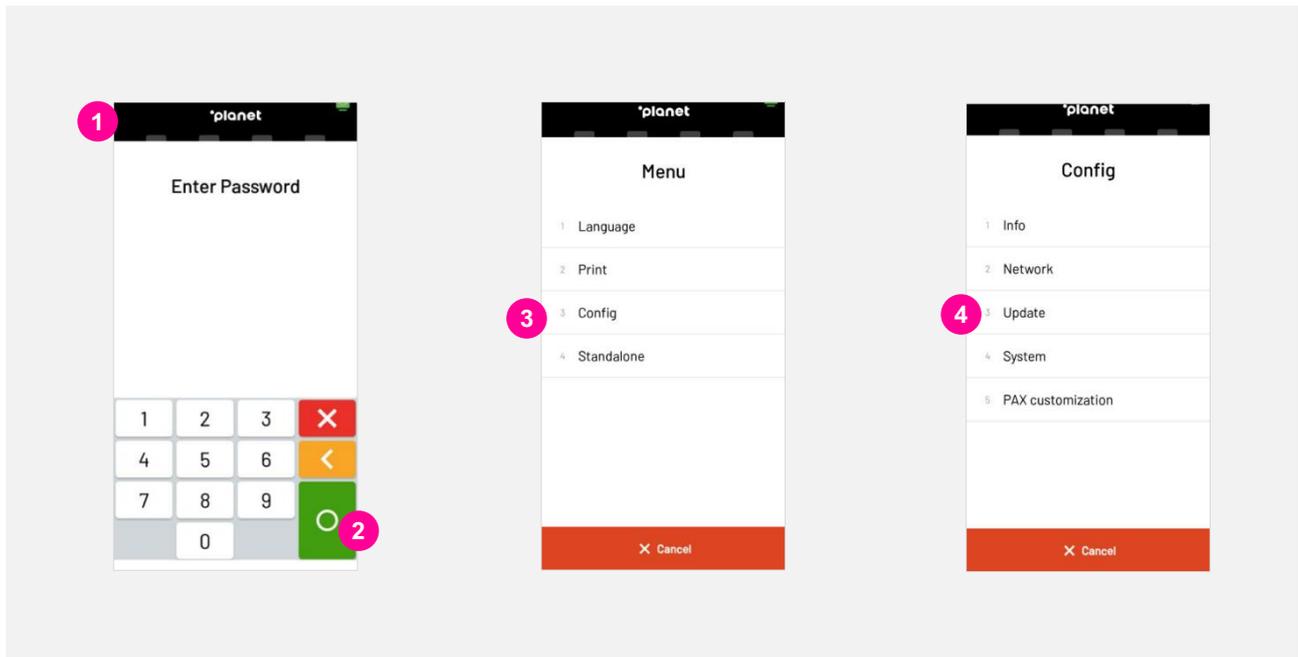
8. This will take you to the "Enter TMS TID" screen.

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”

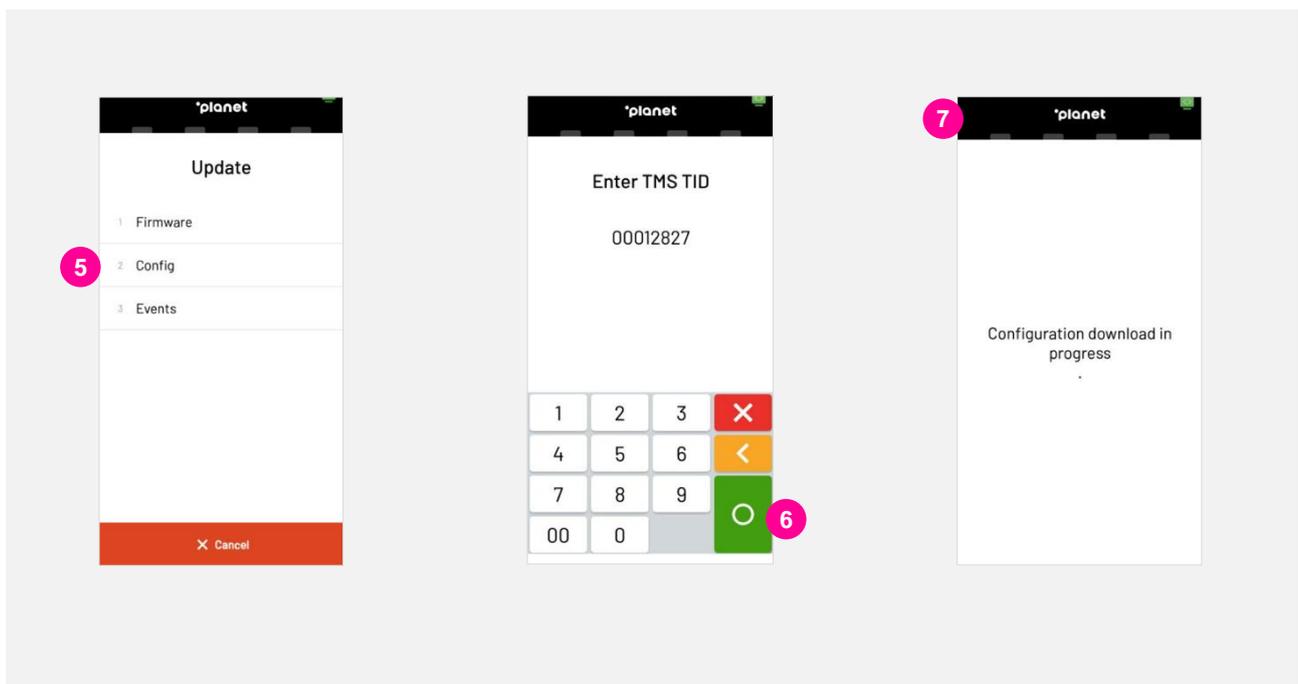


7. Downloading configuration

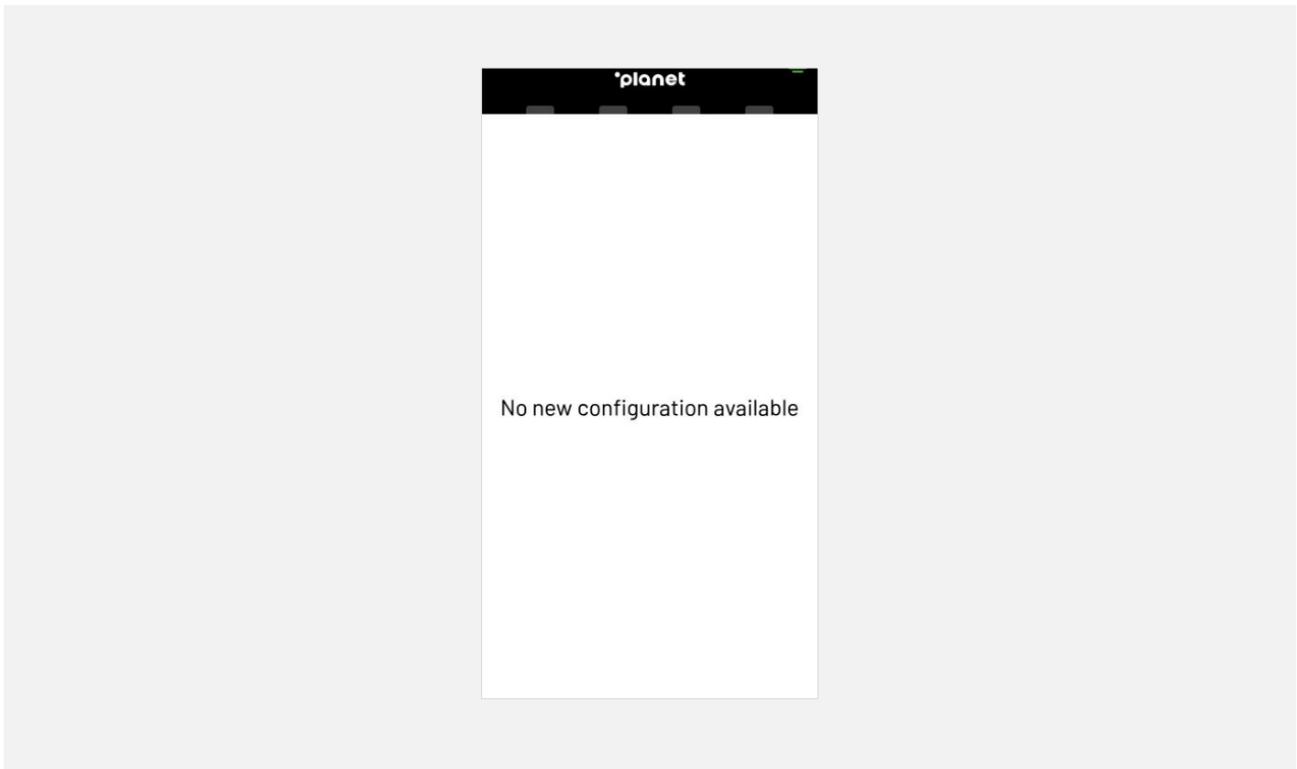
1. To complete a configuration download the user will need to enter the IntegraTE_Pax menu, you will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Select "Config/Configuration".
4. Select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