planet

PAX A30

User Guide

Version 2.00

Notice

Version history

Version	Modification(s)
2.00	Added: ▪ Notice ▪ Version history ▪ Preface ▪ Section 8, "Accessibility" Updated: ▪ Minor improvements
1.00	First version

Table of contents

Preface

This document provides the setup instructions and user guide for the PAX A30.

> **i** The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.

Customer support

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**

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

i
- Network cable is not included.

- USB-C cable is not included.

Multi-purpose cable

Cable adapter for power

AC/DC power adapter

A30 Terminal

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 the power cord into the power adaptor.

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

3) Insert the LAN cable into its corresponding port on the underside of the terminal, ensuring it clicks into place.
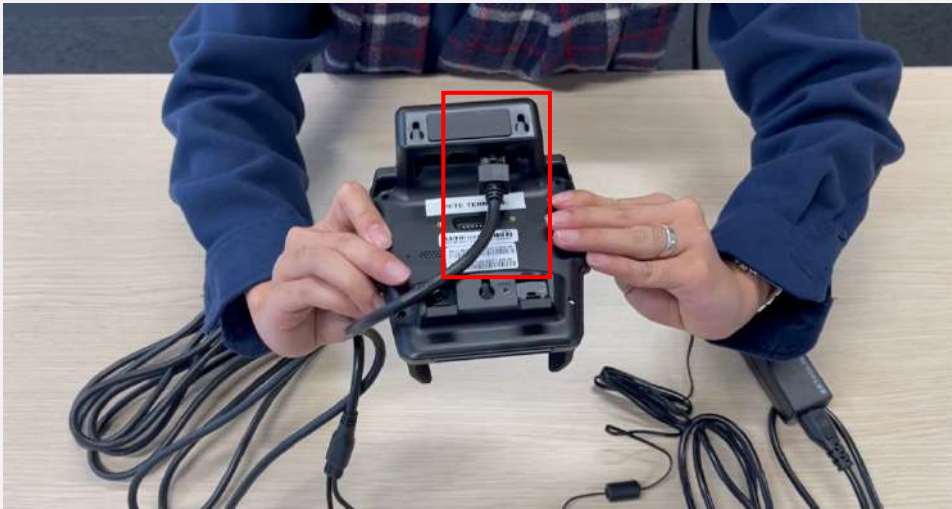
4. Checking IP connection settings

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 the password and press the green Enter button.

3) Then, select "Config/Configuration".

4) Next, select "Network".
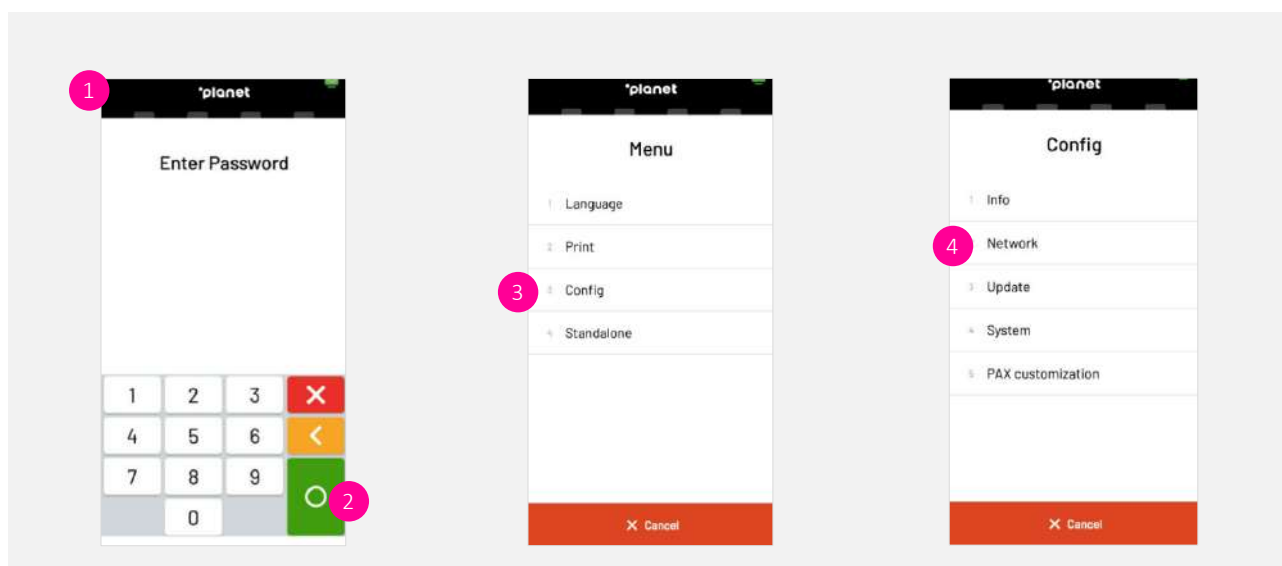
5) Now, select: WLAN – If WIFI is enabled. LAN – If Ethernet (LAN) is enabled

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, and you will need to press and hold the 'Planet' icon at the top of the screen.

2) When "Please Enter Password" is displayed, enter the 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.
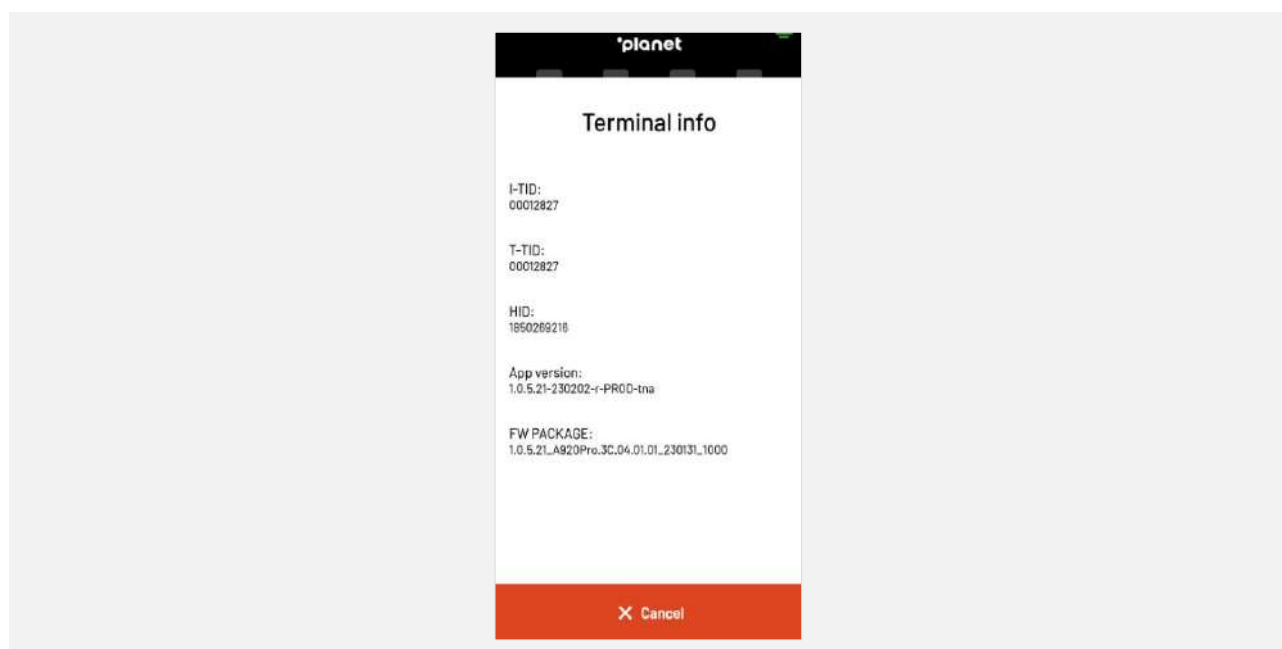
6. Downloading software/firmware
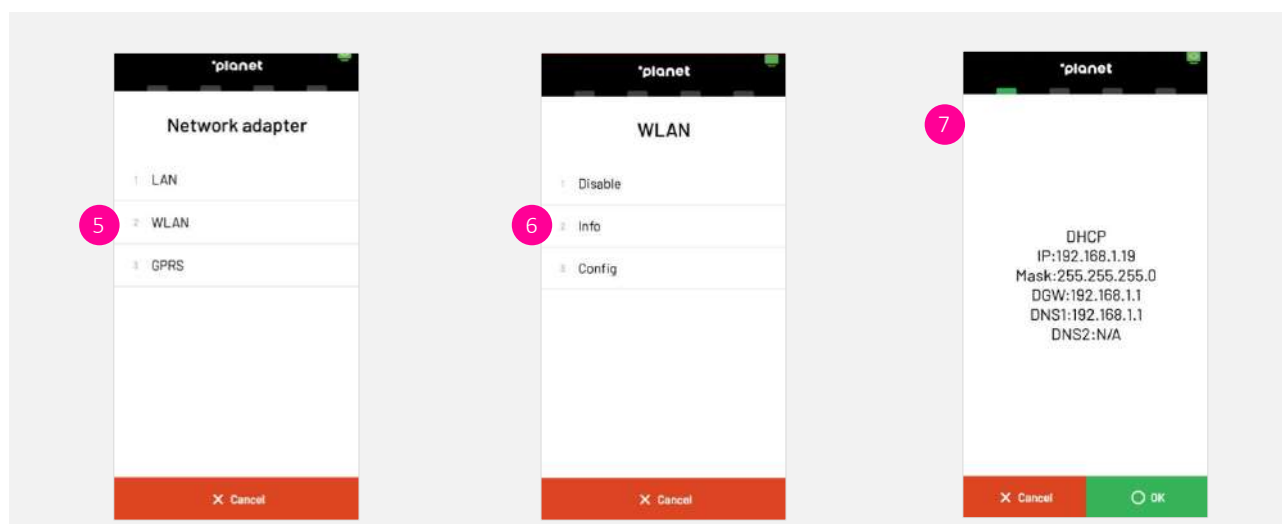
1) To enter the IntegraTE_Pax menu, you will need to press and hold the 'Planet' icon at the top of the screen.

2) When "Please Enter Password" is displayed, enter the password and press the green Enter button.

3) Then, select "Config/Configuration".

4) Select "Update".
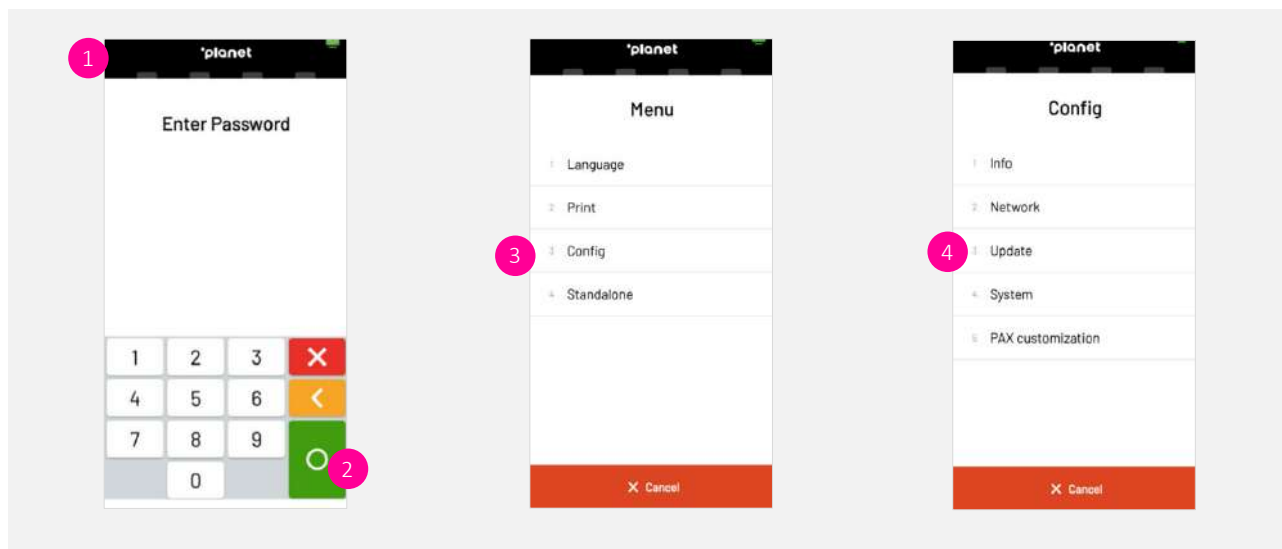
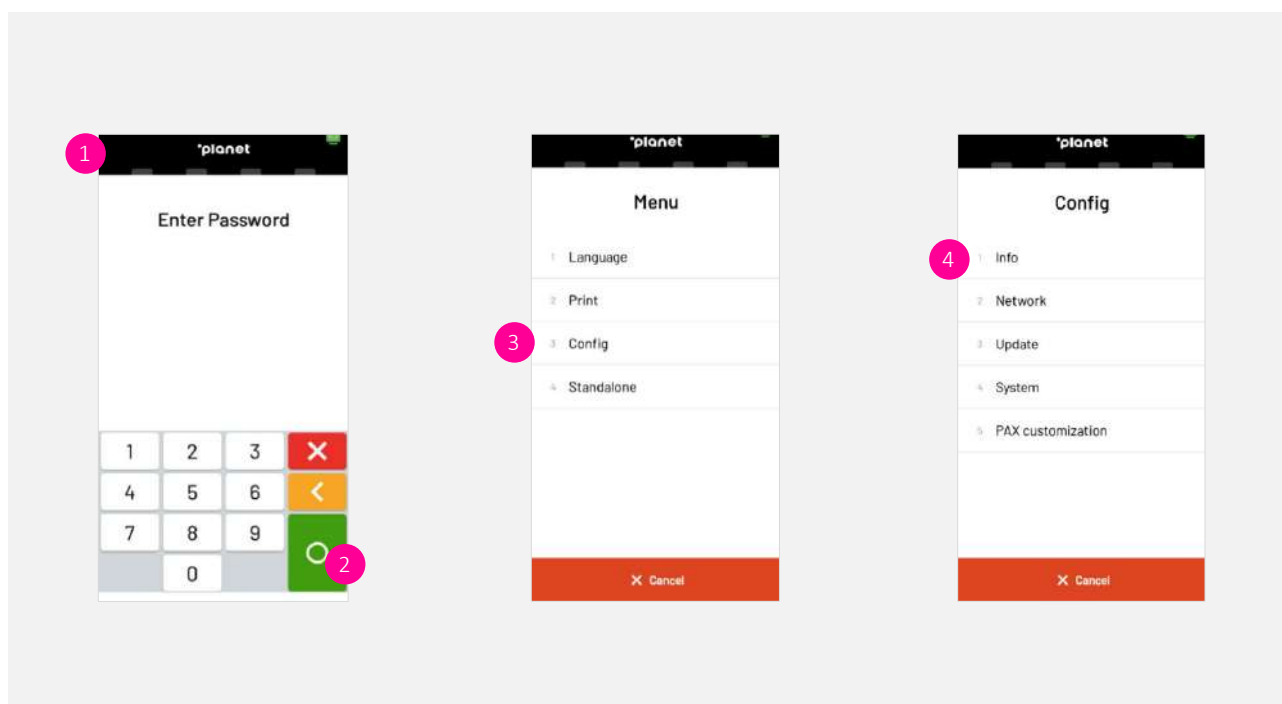5) Select "Firmware".

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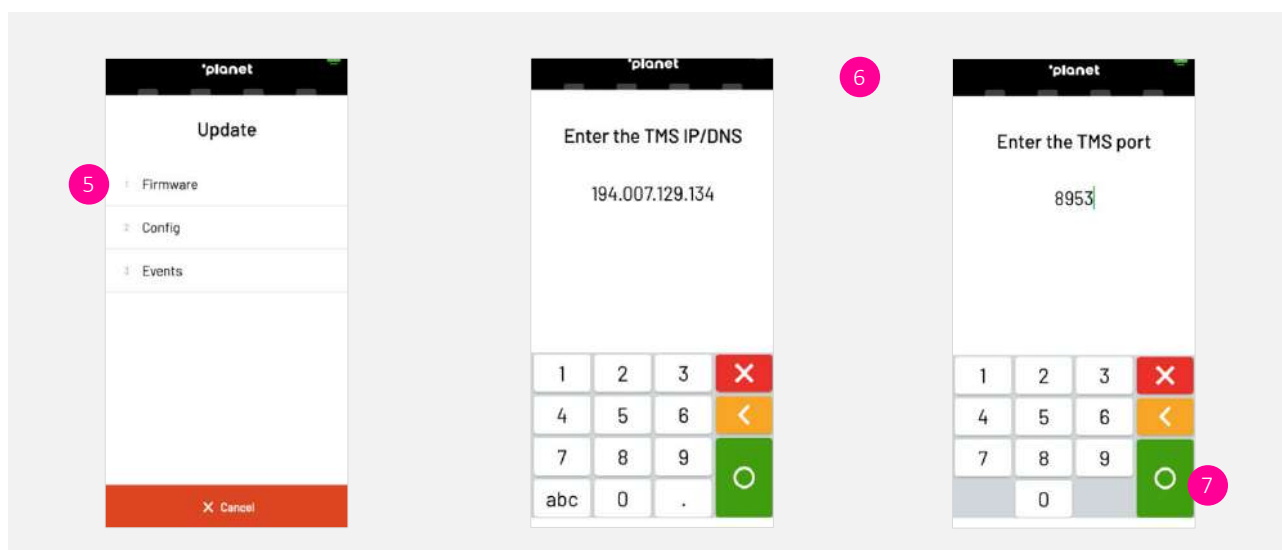
7) Assuming the information matches, the user can proceed by tapping the green "Enter" button on both screens.

> *i* 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 the password and press the green Enter button.
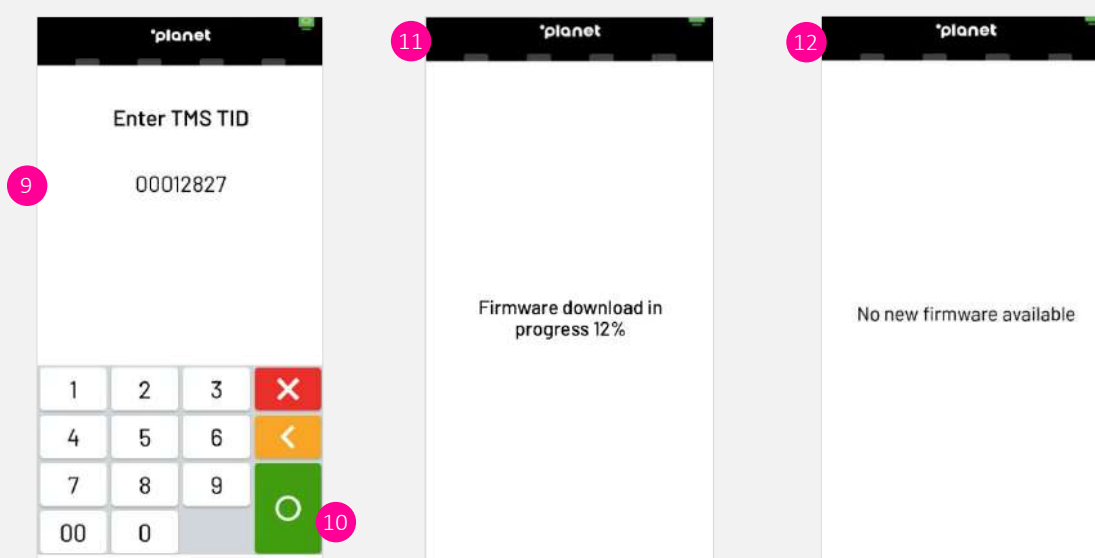
3) Select "Config/Configuration".
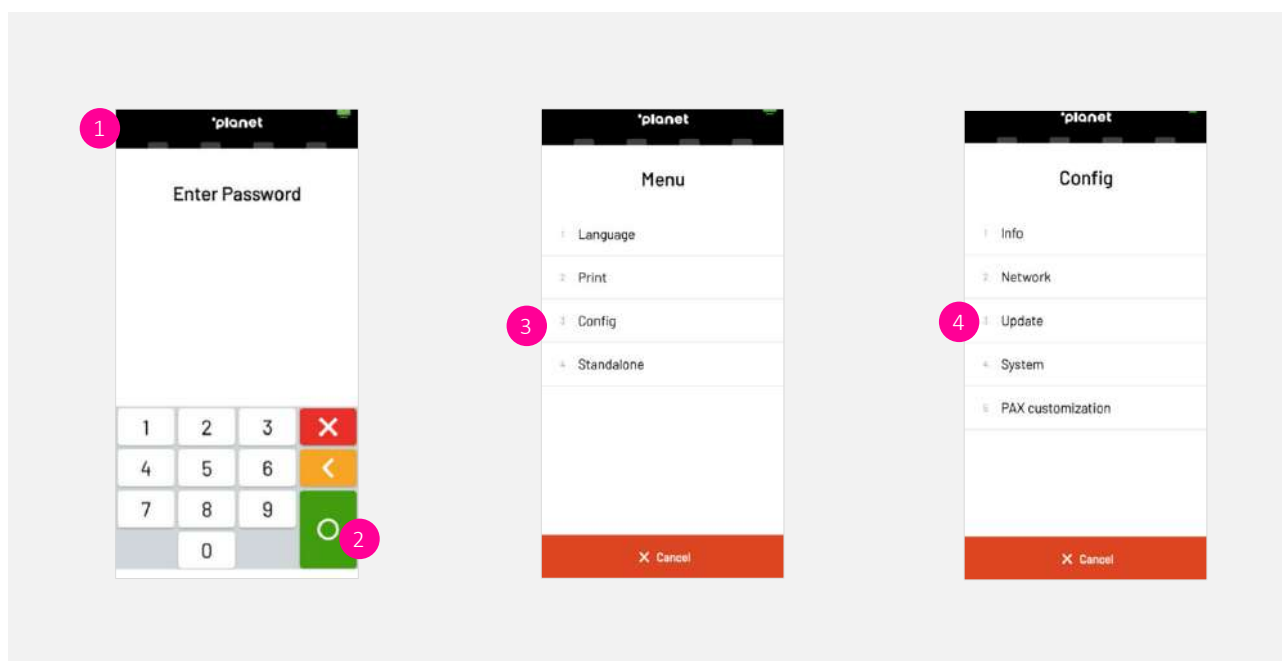
4) Select "Update".

5) Select "Config".

6) Verify "TMS TID" and select the green button

7) Terminal will display "configuration download in progress".
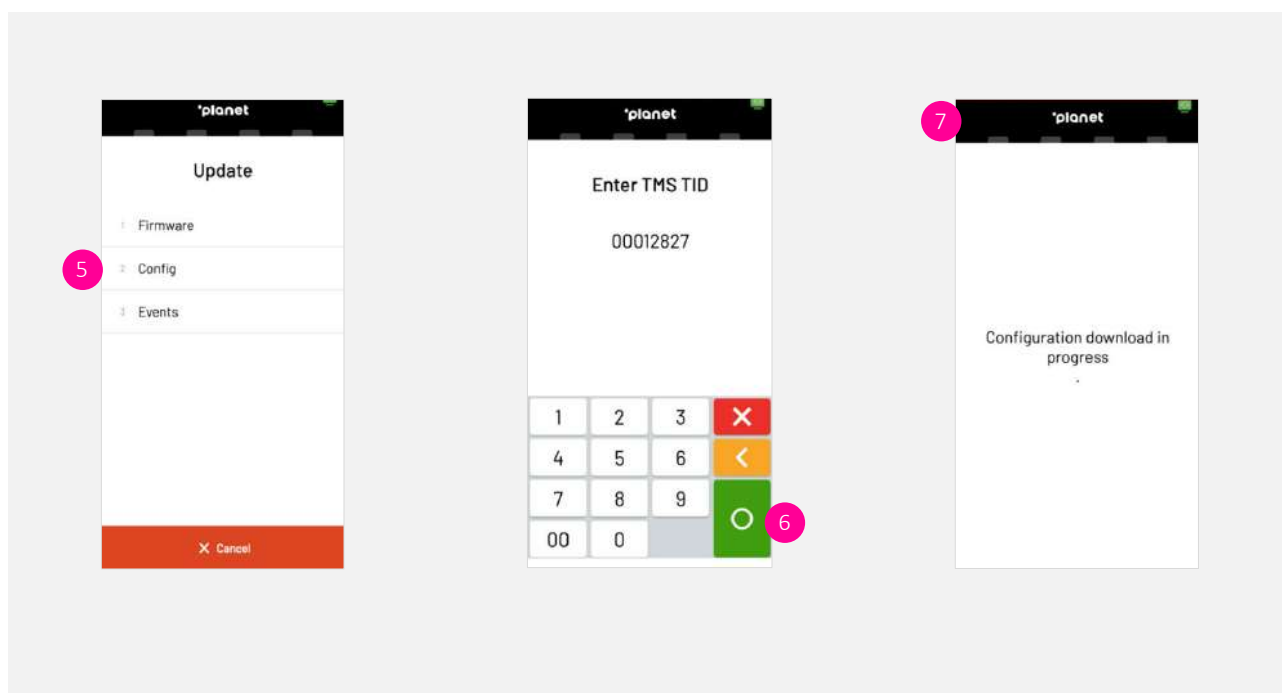
8) Should your Terminal not have any configuration updates available, it will display "No new configuration available".
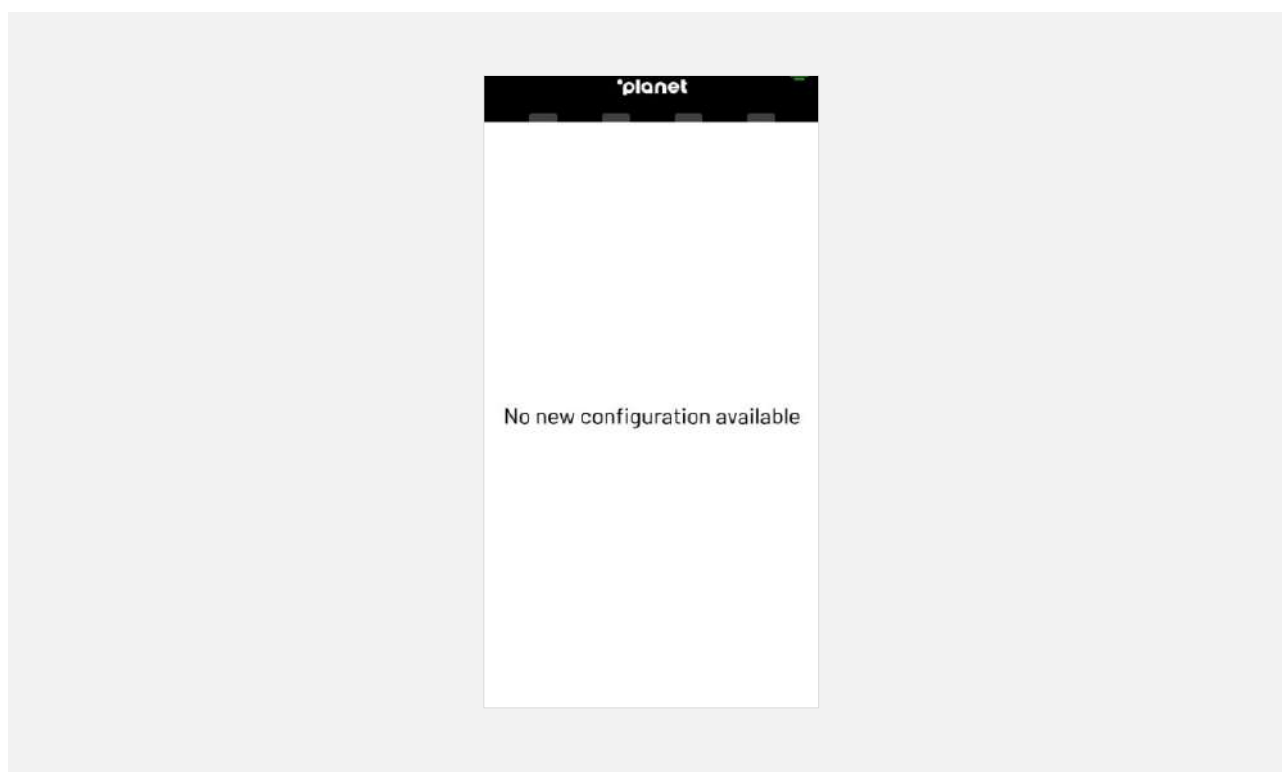
8. Accessibility

The A30 includes features specifically designed to support customers with visual impairments, ensuring secure, independent, and inclusive payment experiences.

8.1 Accessibility mode

The A30 features a customer-facing display designed to be as visually accessible as possible. To open the Accessibility menu, tap the Accessibility Mode icon on the card entry screen.

> *i* Accessibility Mode must be enabled directly on the terminal — not from the point of sale (POS), property management system (PMS), or the cash register.

- **Voice-over:** Provides audio guidance during the payment flow (see Section 8.1.1 for more details on Voice-over).

- **Text size:** Digit and text size are increased for better readability.

- **Colour inversion:** Inverts screen colours to improve readability for users with visual impairments, such as light sensitivity or low vision.

- **Colour correction:** Adjusts on-screen colours to improve visibility for users with colour blindness.

- **High contrast:** Buttons and numbers are clearly defined with strong contrast between the text and background.

- **User training:** Accessibility Mode provides all necessary features and instructions for visually impaired users to complete payments. No additional information is required.

These features make it easier for customers with low vision to navigate the terminal visually and can be activated through the Accessibility Mode menu.

> ⚠ The following are known limitations of the Accessibility Mode:
> - Only available in English.
> - Only card payments are accepted — no alternative payment methods (such as AliPay and WeChat Pay).
> - Payments are processed in the merchant's local currency only (no PYC/DCC).
> - Tipping is not supported.
> - Charity donations are not supported.
> - Partial approvals are not supported.
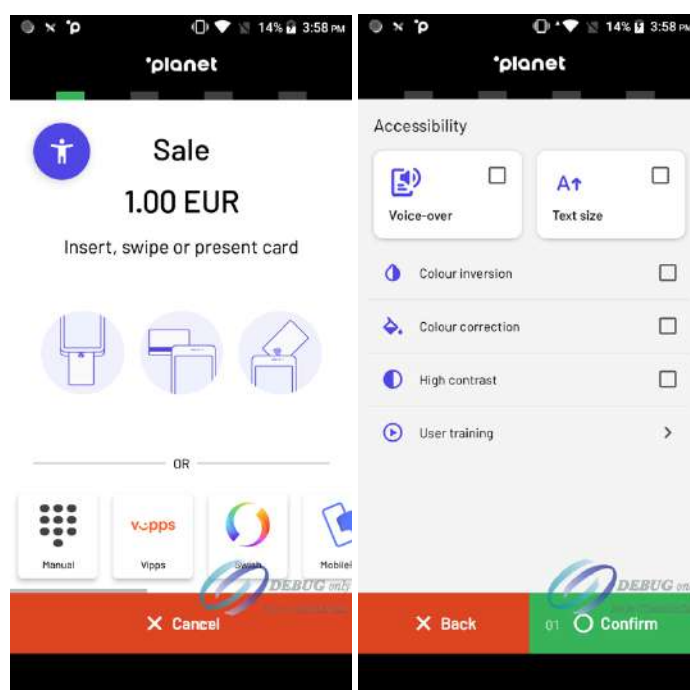> - Signature-only cards are not accepted.

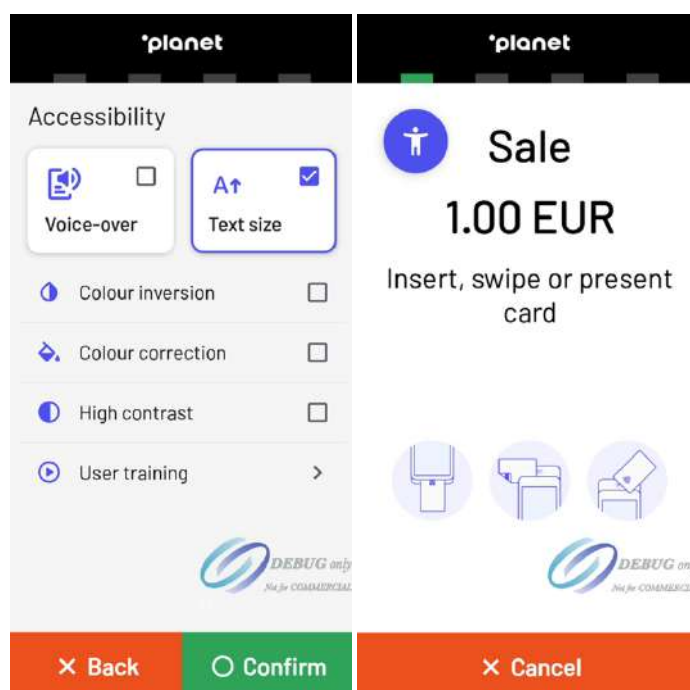**Figure 1** Card entry screen and Accessibility Mode menu.

Figure 2 Text size feature.
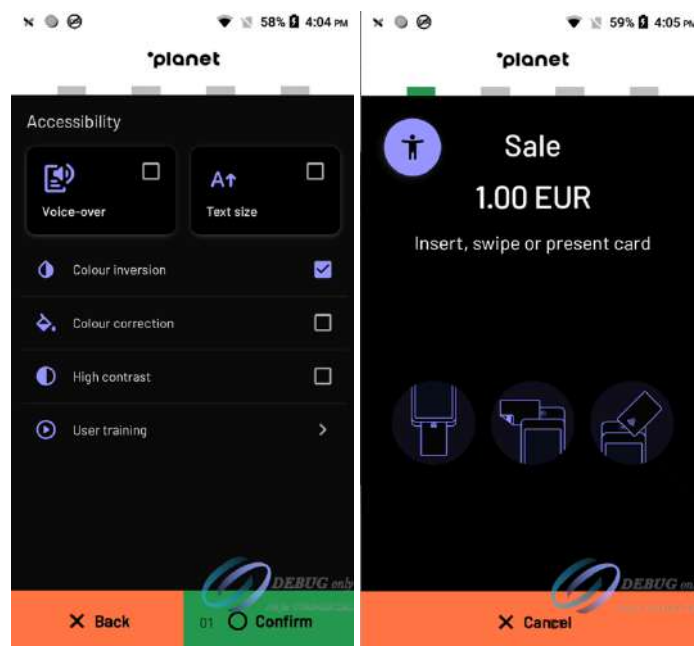
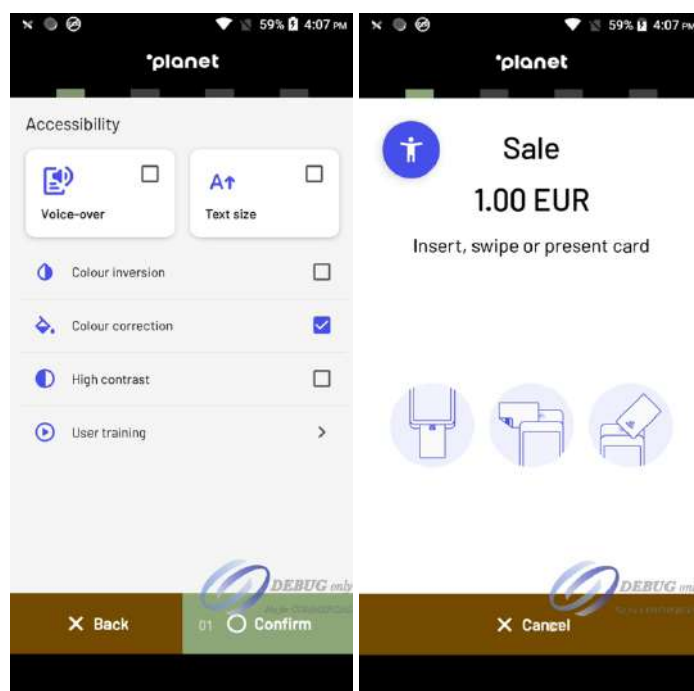**Figure 3** Colour inversion feature.

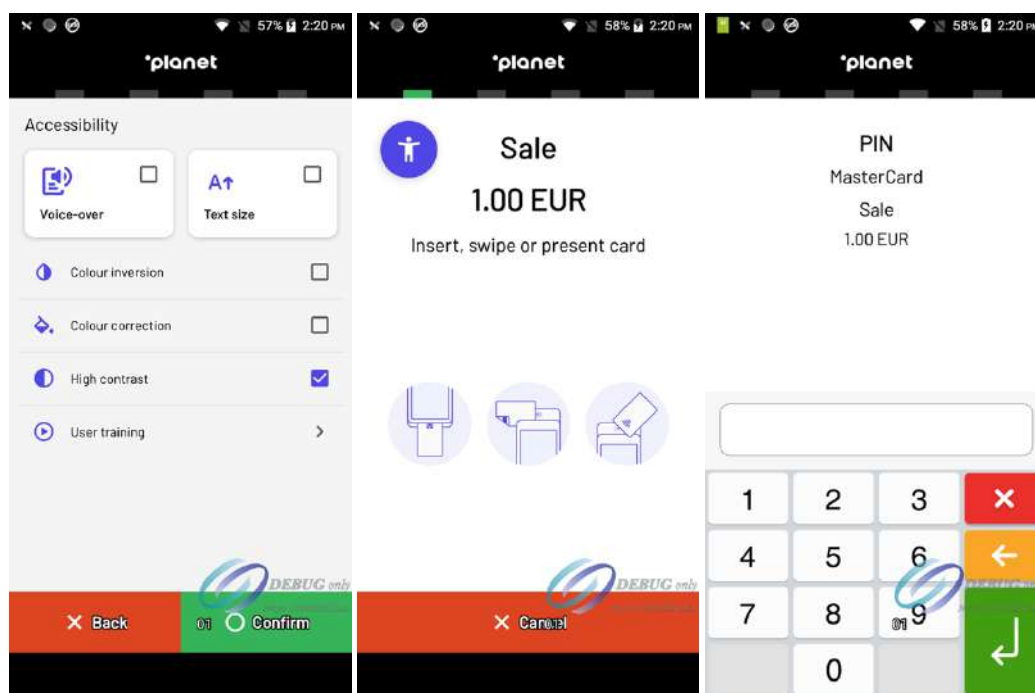**Figure 4** Colour correction feature.

Figure 5 High contrast feature.

8.1.1 Voice-over

Voice-over can be activated at any time through the Accessibility Mode menu on the A30 touchscreen when a visually impaired customer is ready to pay. The following configuration options are also available for this feature:

- Long press activation: Enables the voice-over to be triggered by a long press (approximately 4 seconds) anywhere on the card entry screen.

- Prompt message: Plays the message "Long press anywhere on the screen to activate screen reader." This message can:
  □ be enabled or disabled.
  □ have a configurable delay before it plays.

- Volume control: Allows adjustment of the voice-over volume level.

For configuration, please contact Customer support (details available in the **Preface** section).

Once voice-over is activated:

- The device provides clear, spoken instructions guiding the customer through the payment steps (card usage, reader location, payment amount, and PIN entry using the on-screen keypad).

- The terminal uses audio beeps technology to support navigation of the on-screen keypad.

- After each digit entry, the terminal says "One/Two/Three/Four digit(s) entered." to help track progress and know when PIN entry is complete.

- For security reasons, PIN digits are not spoken aloud.

- If the user taps outside the on-screen keypad area, voice instructions are provided to guide them.

- Cancel and Ok buttons are spelt out.

- Audio feedback confirms whether the PIN and transaction were accepted or declined, for example, "Transaction approved, remove card."

This mode ensures the customer can complete the transaction independently, with minimal assistance.

> i After a transaction is completed or cancelled, the terminal will automatically reset any selected accessibility mode options.
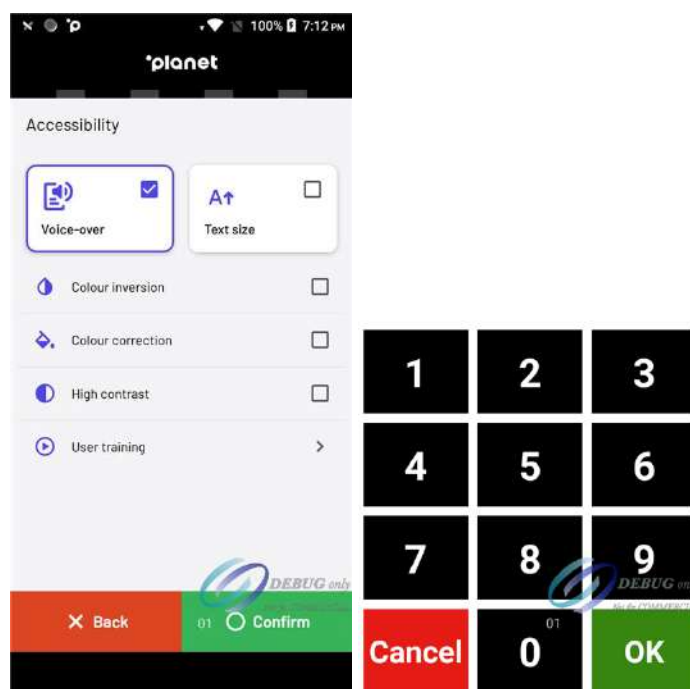

Figure 6 Voice-over feature and on-screen keypad.