

PAX A920 Pro 8 & 10

User Guide

Version 2.00

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Version history

Version	Modification(s)
2.00	<p>Added:</p> <ul style="list-style-type: none">▪ Notice▪ Version history▪ Preface▪ Section 12, “Accessibility” Updated:▪ Minor improvements
1.00	First version

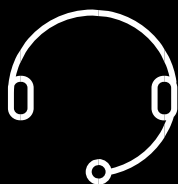
Table of contents

Version history	3
Table of contents	4
Preface	5
Customer support	5
1. How to distinguish an A920pro 8.1 terminal and an A920pro 10.0 terminal	6
2. A920 Pro 8 and 10 box contents	7
1.1 A920 Pro 8 and 10 terminal details	7
3. A920 Pro 8 and 10 Charging cradle	8
4. Network configuration	9
4.1 Wi-Fi setup - (DHCP)	9
4.2 Wi-Fi setup - (Static)	11
5. Pax A920pro 10 Hidden Network (Applies to Android 10 model only)	15
6. Checking IP connection settings	16
7. Viewing software version	17
8. Downloading software/firmware	18
9. Downloading configuration	20
10. SIM card setup (Only applicable for Planet supplied Sim Cards)	22
11. WI-FI/LAN Recommendations	26
12. Accessibility	28
12.1 Accessibility mode	28
12.1.1 Voice-over	31
12.2 Tactile screen sticker	32

Preface

This document provides the setup instructions and user guide for the PAX A920 Pro 8 & 10.

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. 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-xx5-xxxx	Android 8	
A920PRO-xxx-xx6-xxxx	Android 10	



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 QR code to the guide and reference to Accessibility
- 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 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 it directly from local suppliers:

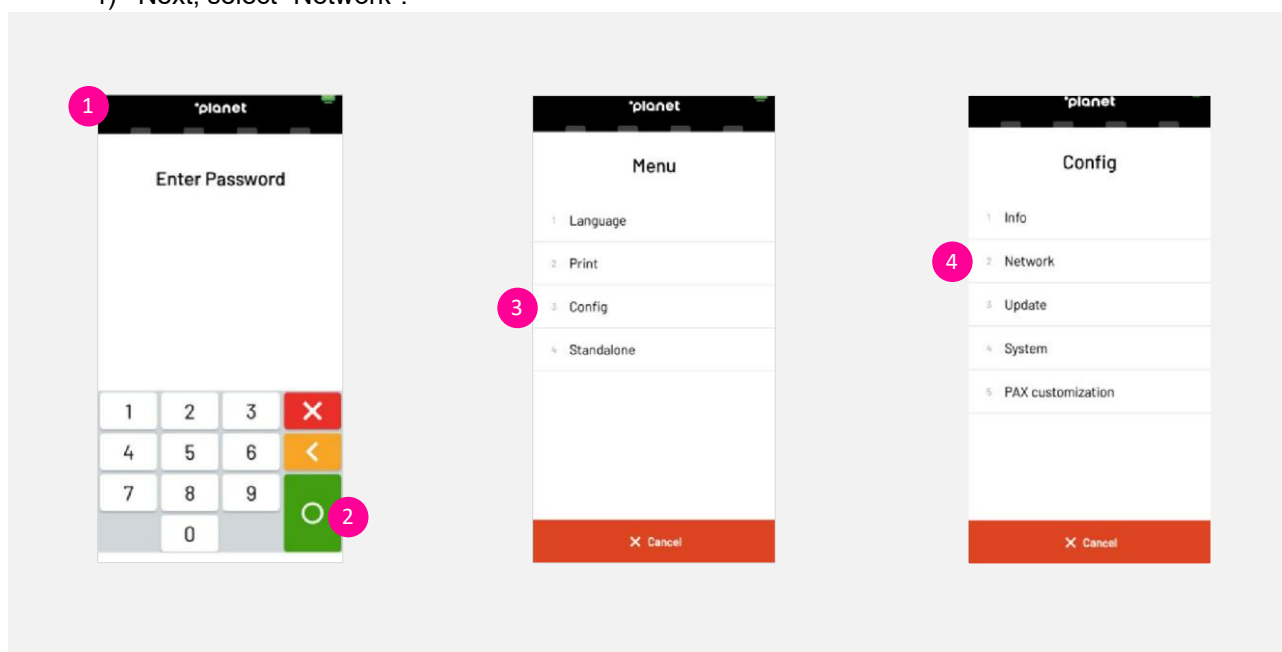
- EMEA: [Secure Retail](#)
- USA & Canada: [CDE](#)

i Additional A920 Pro batteries can be purchased.

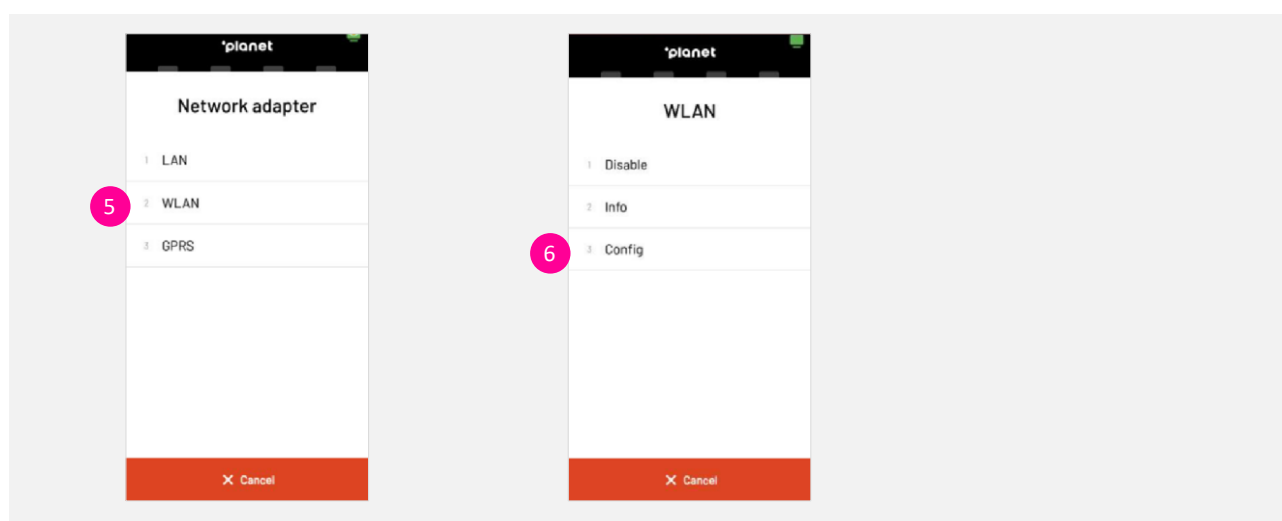
4. Network configuration

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



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



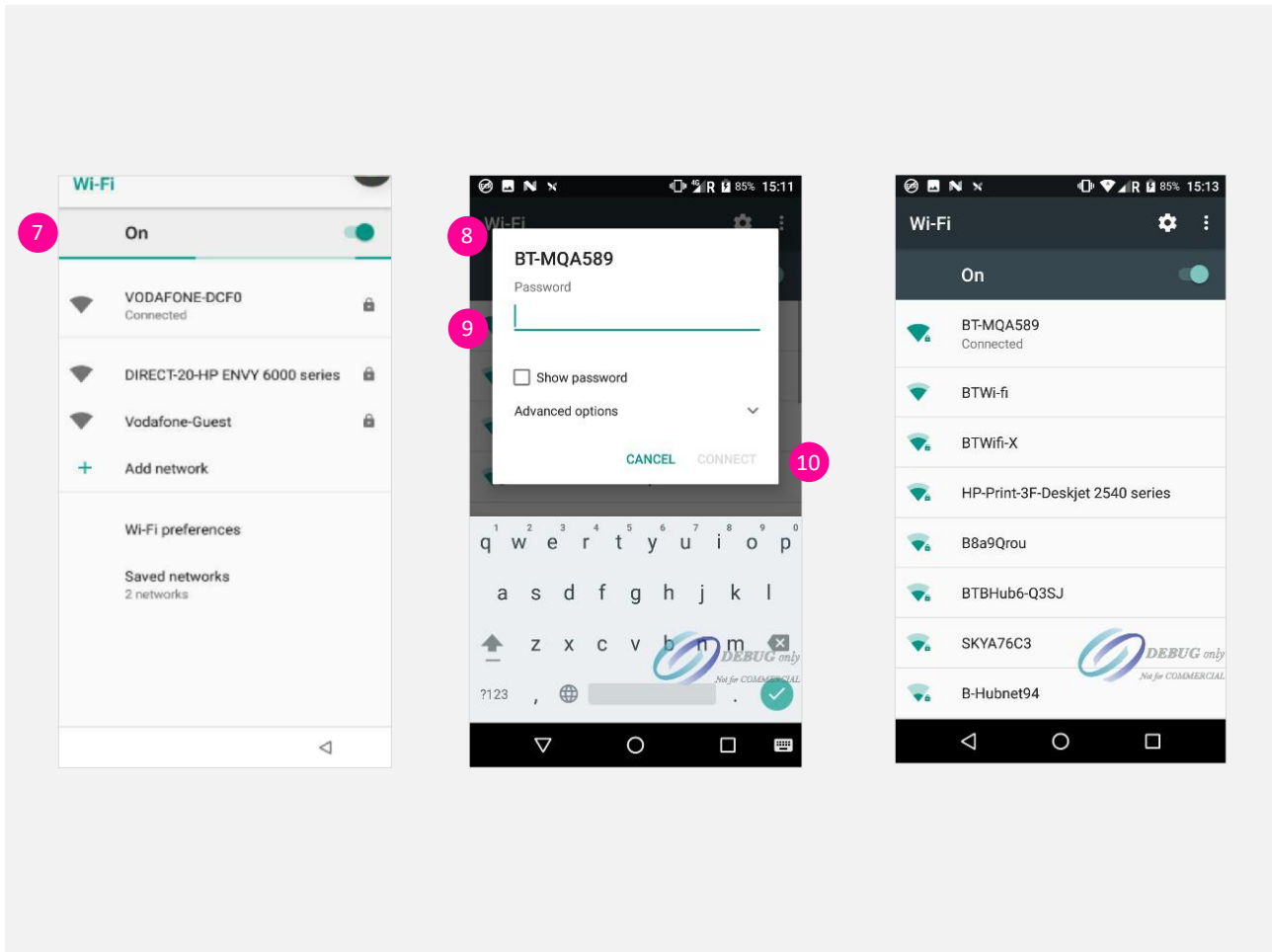
At this stage, Android will take over, and you will see the following screen.

- 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.

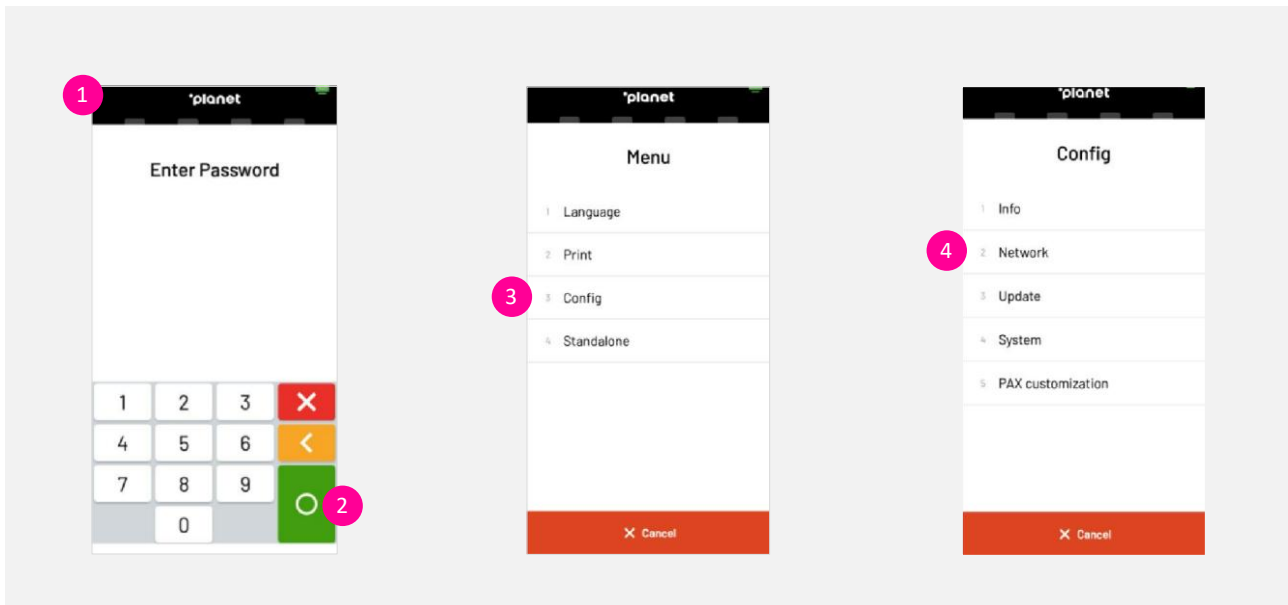
10) Then press “Connect” once you’ve entered your Wi-Fi password.

The terminal will display “Connected” underneath the chosen Wi-Fi network if the authentication process was successful.



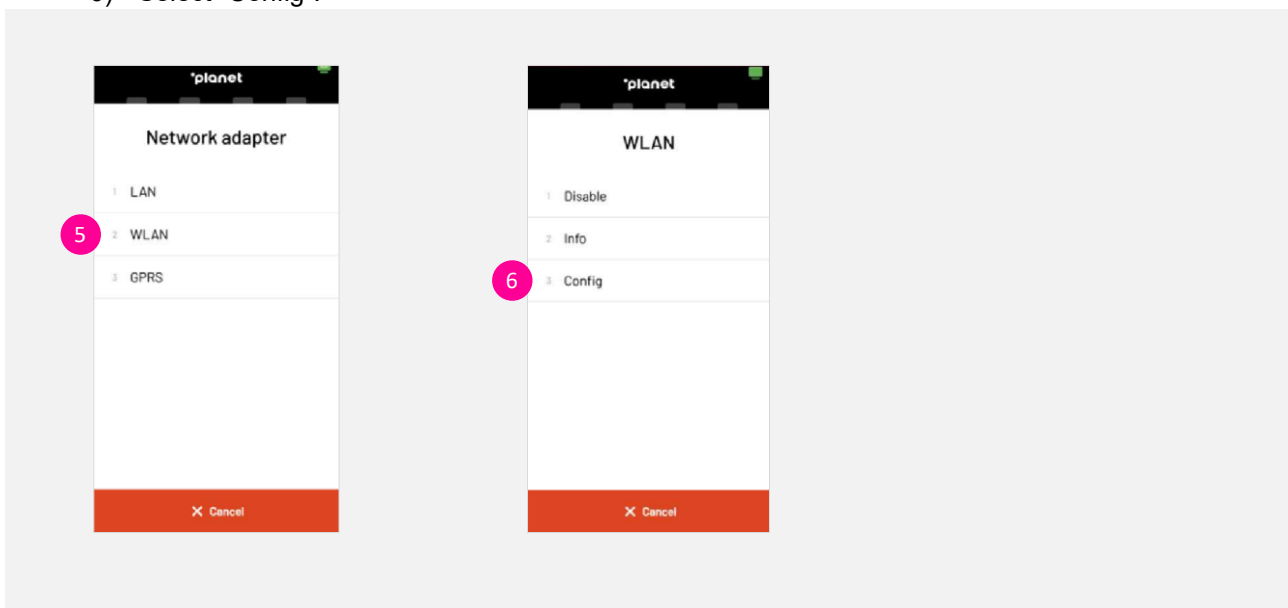
4.2 Wi-Fi setup - (Static)

- 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”.



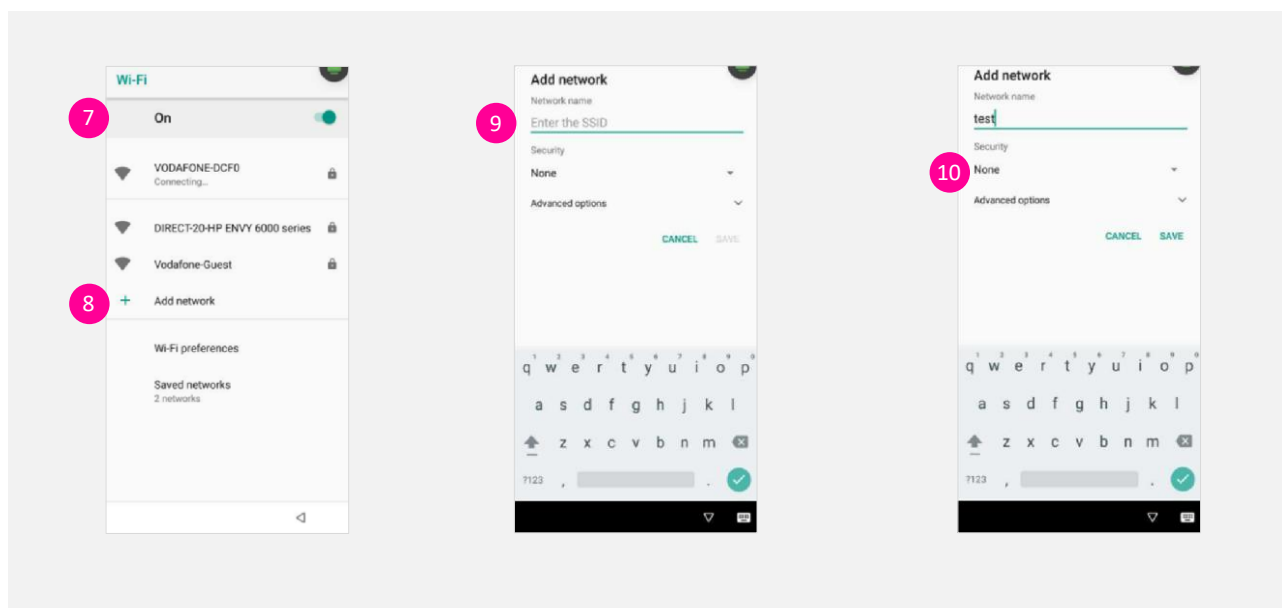
5) Now, select “WLAN”.

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.

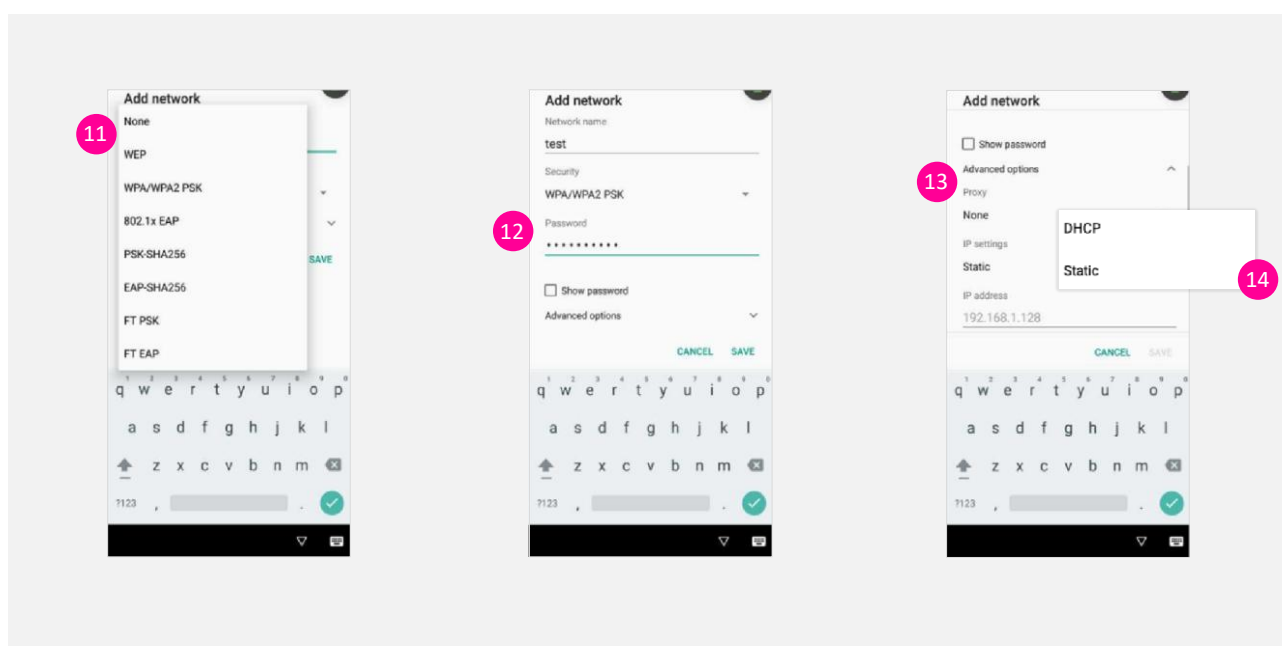
From a Security perspective, Planet recommends using WPA/WPA2 PSK.

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)

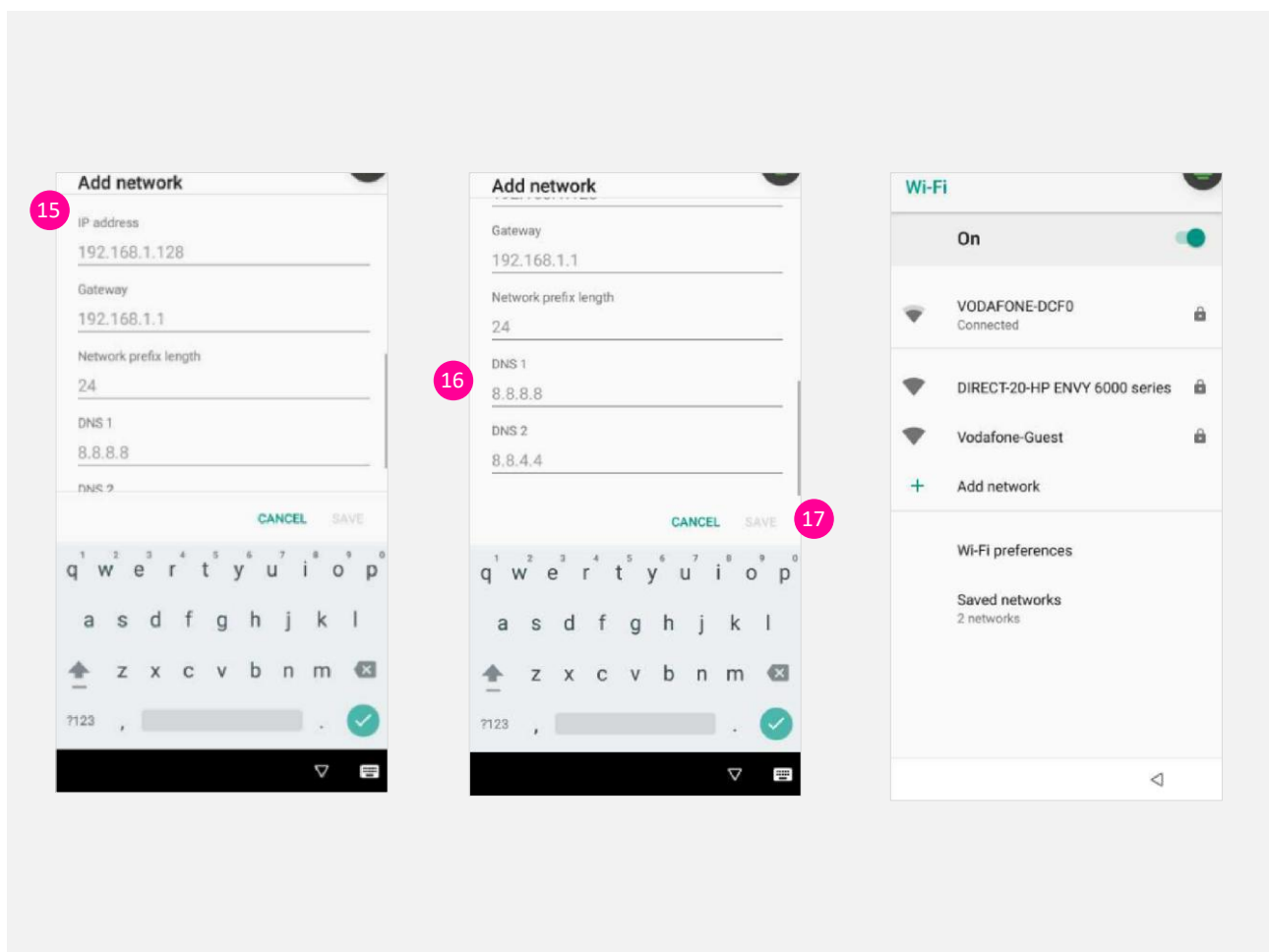
Scroll down using the bar on the right-hand side of the screen to reveal further options.

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.

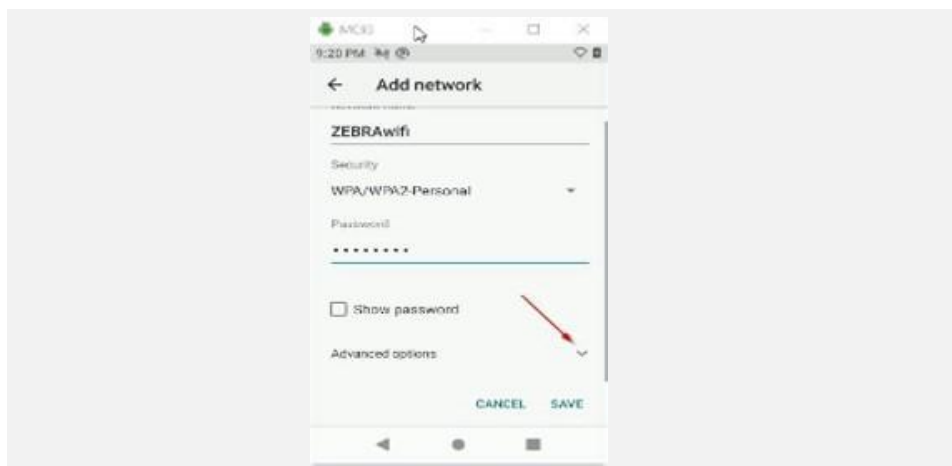


5. Pax A920pro 10 Hidden Network (Applies to Android 10 model only)

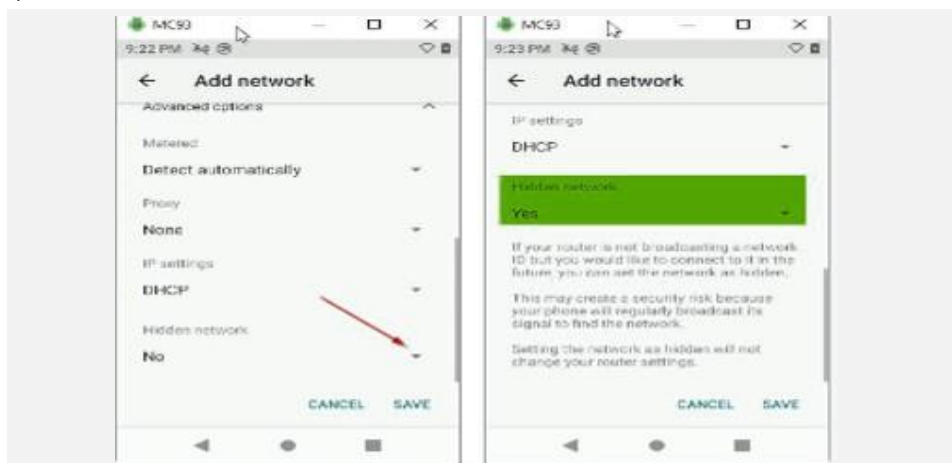
For Hidden Networks on the Pax A920pro Android 10, a user must select an additional option to connect to a hidden network, which needs to be activated should a Merchant wish to use a hidden network.

Otherwise, the customer will not be able to connect (if they have a hidden network) error message – NOT IN RANGE will appear.

- 1) Navigate Settings > Network & Internet > WI-FI
- 2) Scroll down and select “Add Network”.
- 3) Enter the SSID and the relevant security 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

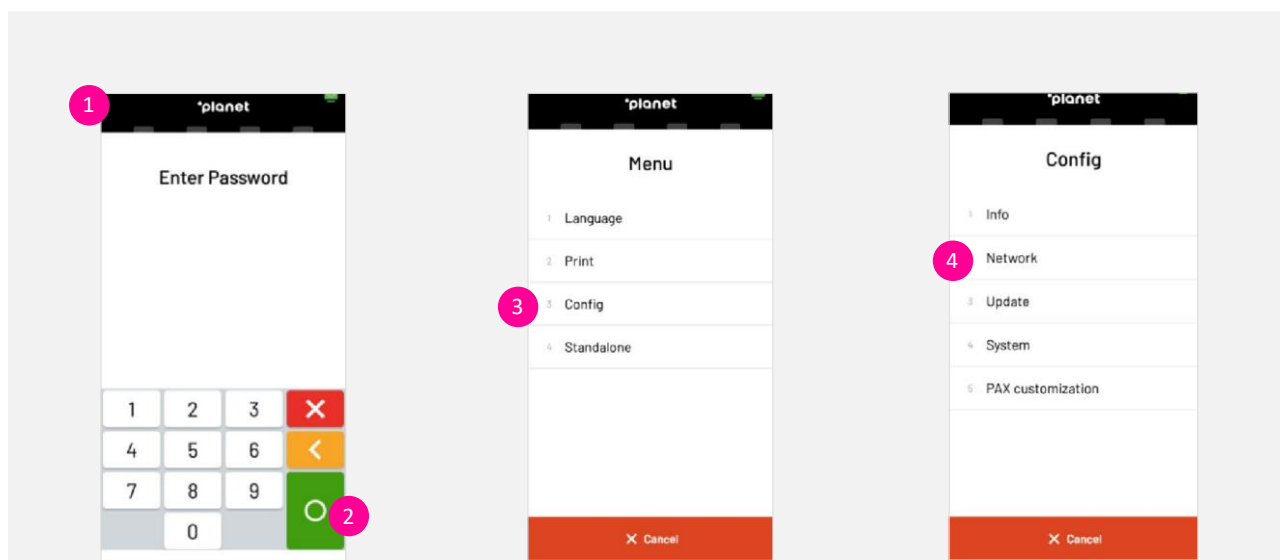


- 5) Scroll down and select “Hidden Network”. By default, this is No.
- 6) Change Hidden Network to Yes
- 7) Select Save



6. 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”.

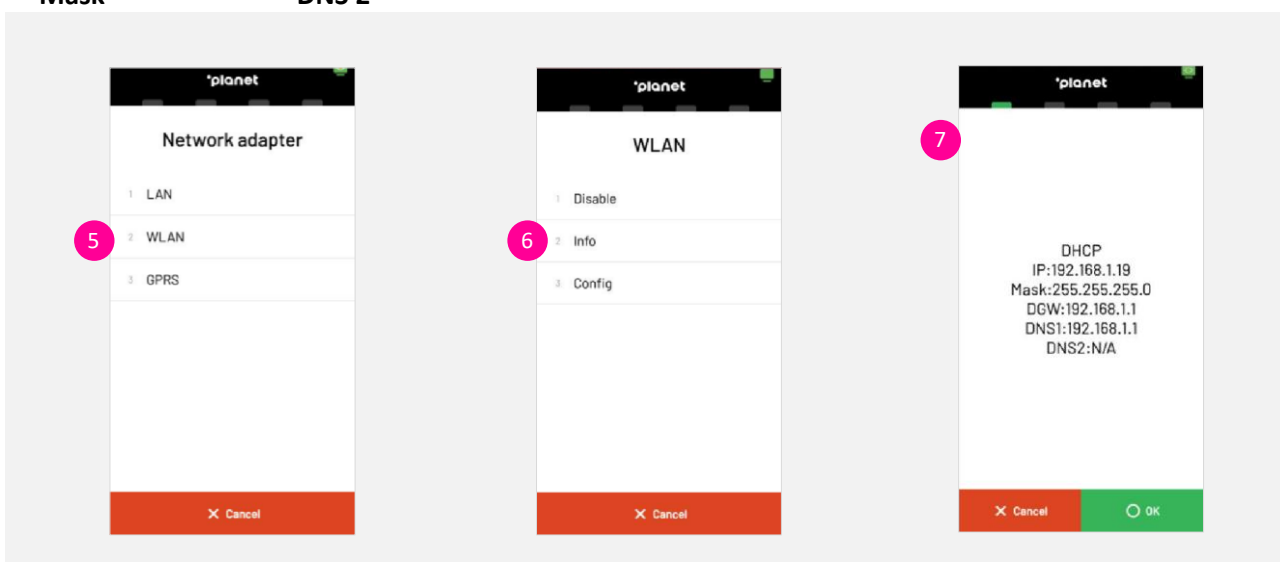


5) Now, select: WLAN – If WIFI is enabled. LAN – If Ethernet (LAN) is enabled. GPRS – If GPRS is enabled.

6) Select “Info”.

7) The following information will be displayed:

- | | |
|-----------------------|----------------------|
| - DHCP/Static Address | - Default Gateway IP |
| - IP Address Mask | - DNS 1 - Subnet |
| | - DNS 2 |



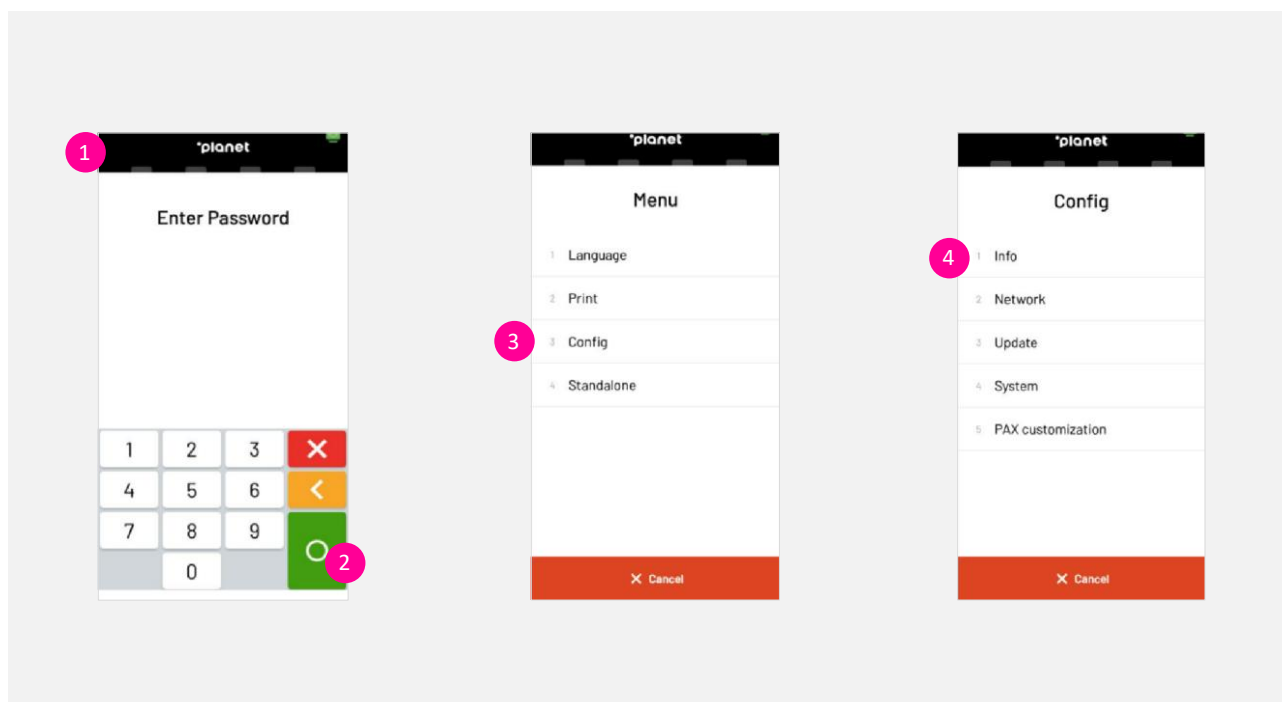
7. Viewing software version

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.

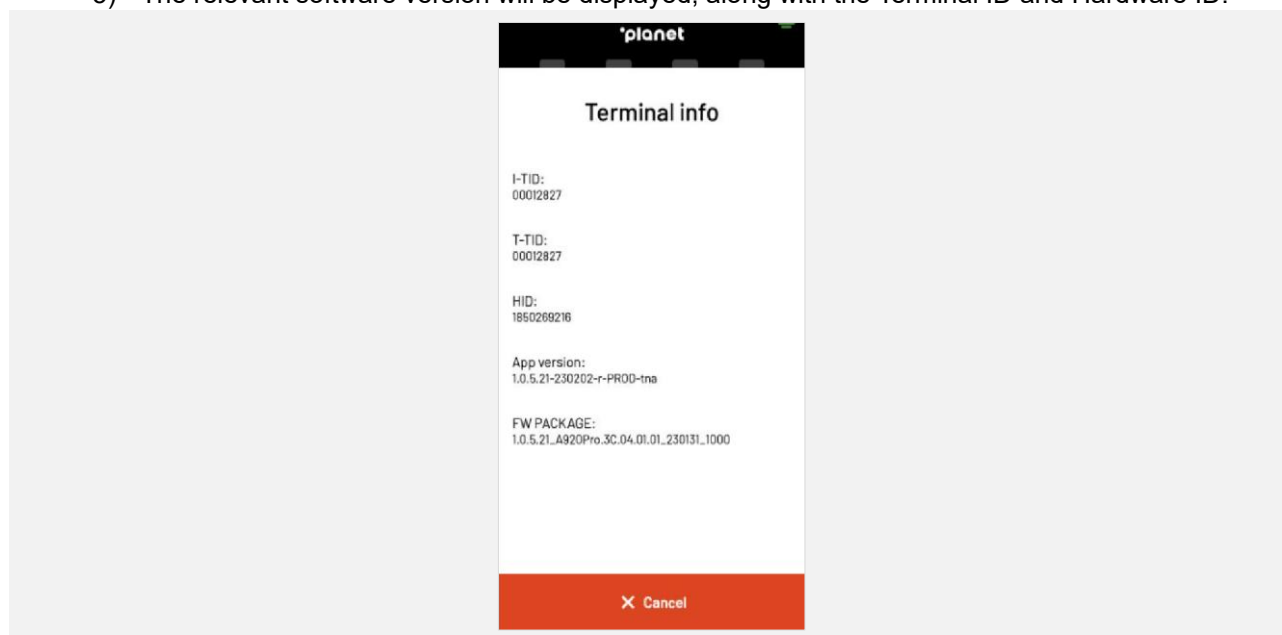
2) When “Please Enter Password” is displayed, enter the password and press the green Enter button.

3) Select “Config/Configuration”.

4) Then, select “Info”.

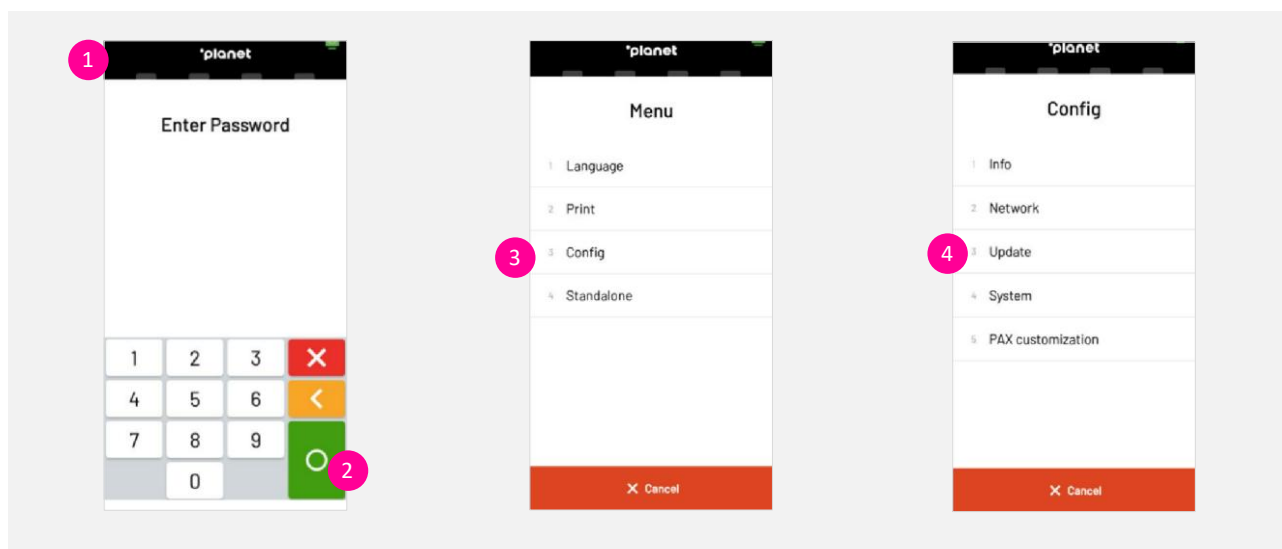


- 5) The relevant software version will be displayed, along with the Terminal ID and Hardware ID.

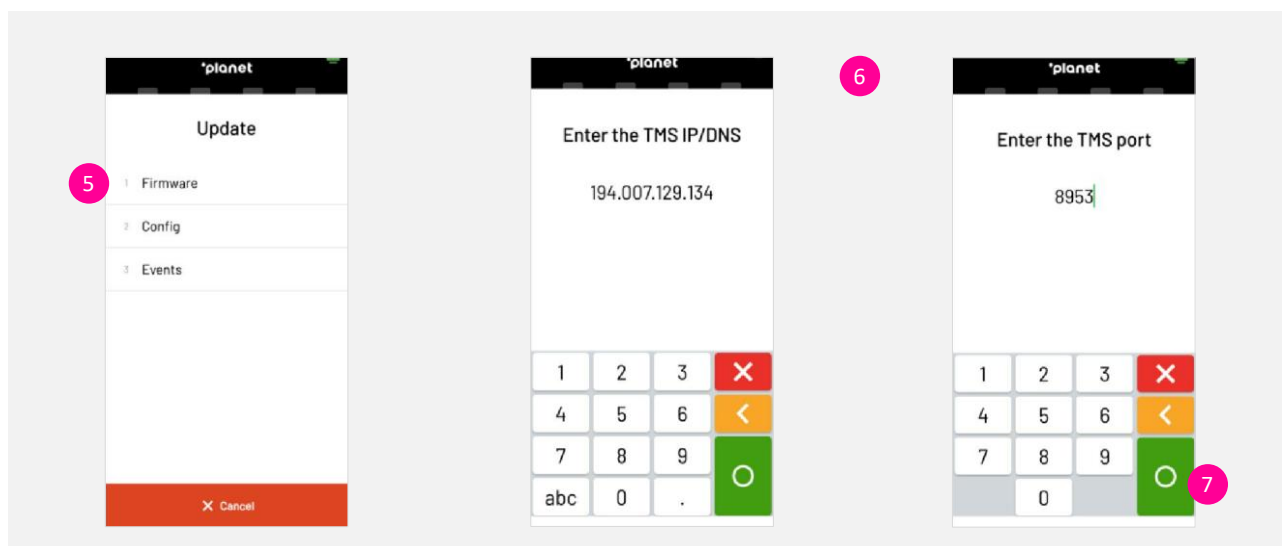


8. Downloading software/firmware

- 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) Select "Update".



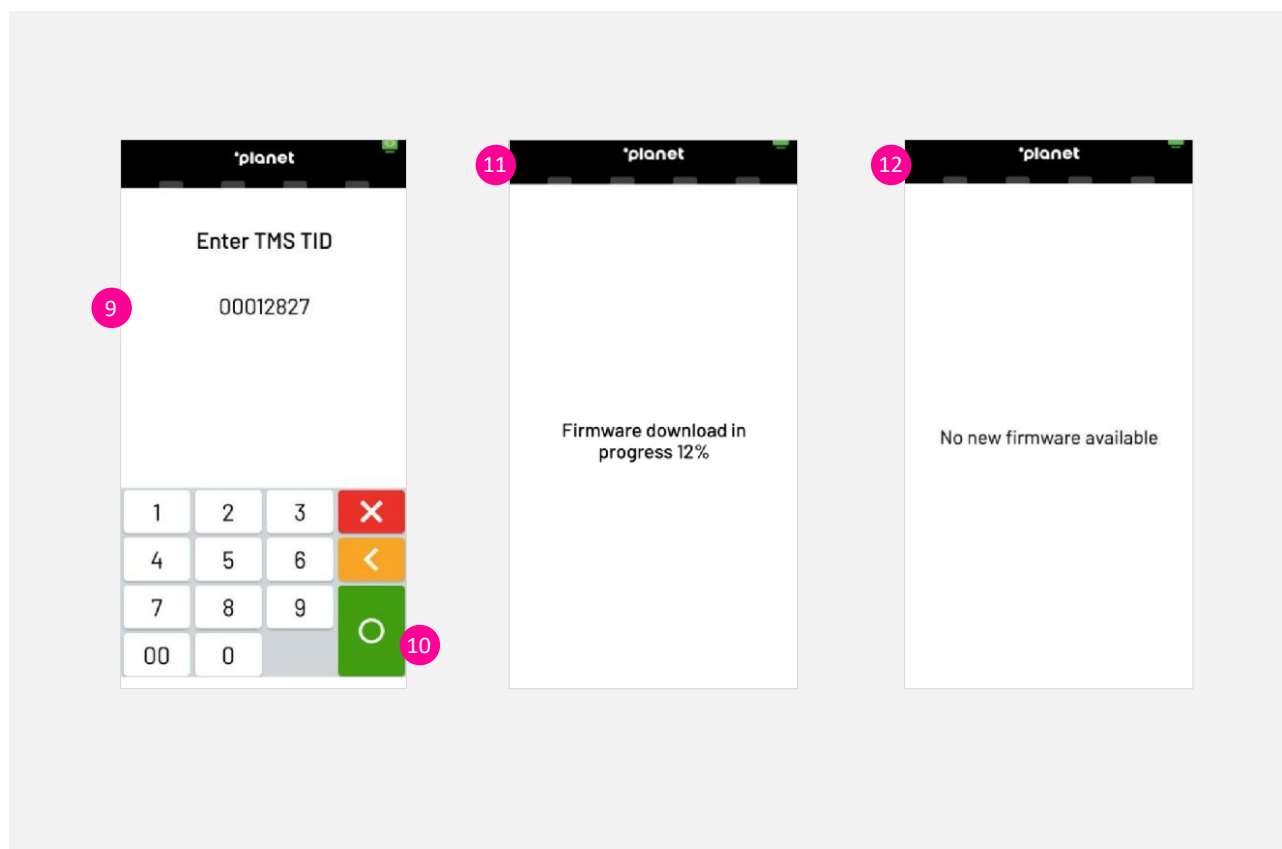
- 5) Select "Firmware".
- 6) The user must then verify that the information on the "Enter the TMS IP/DNS" and "Enter the TMS port" screens matches the information shown below.



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

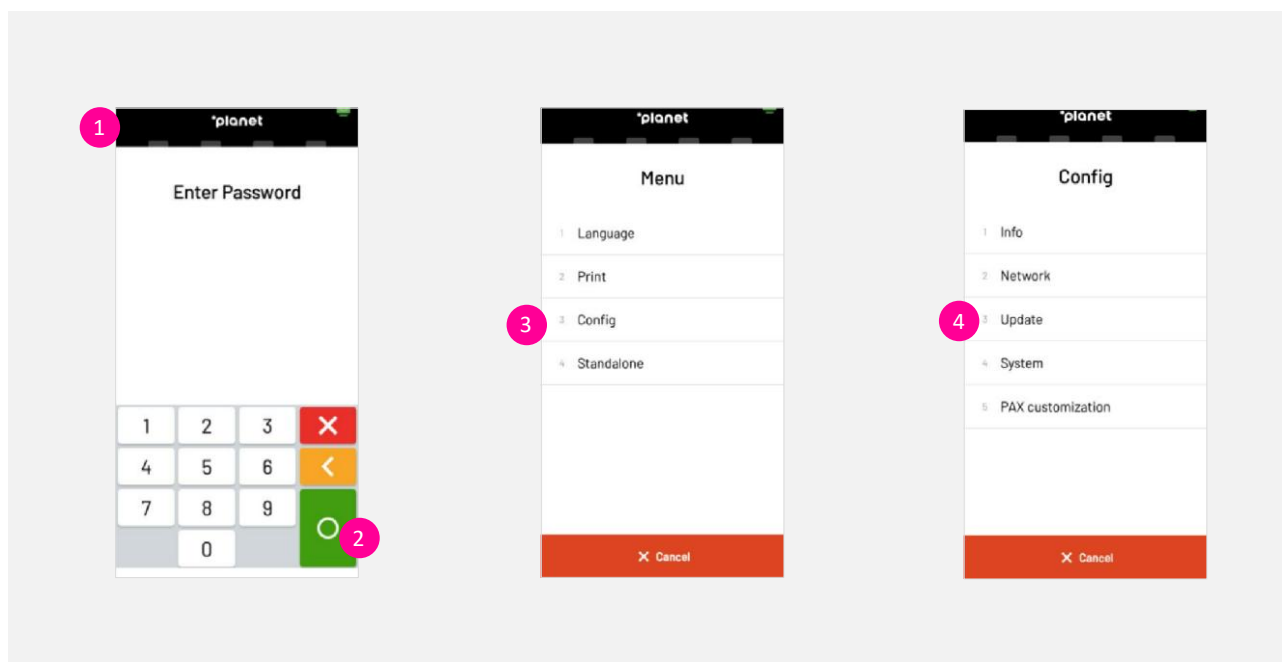
i TMS IP depending on a use case. In production we have 194.7.129.134 for global use, and 065.216.73.214 as alternative in the US. The TMS Port is 8953 for Global and US use.

- 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"

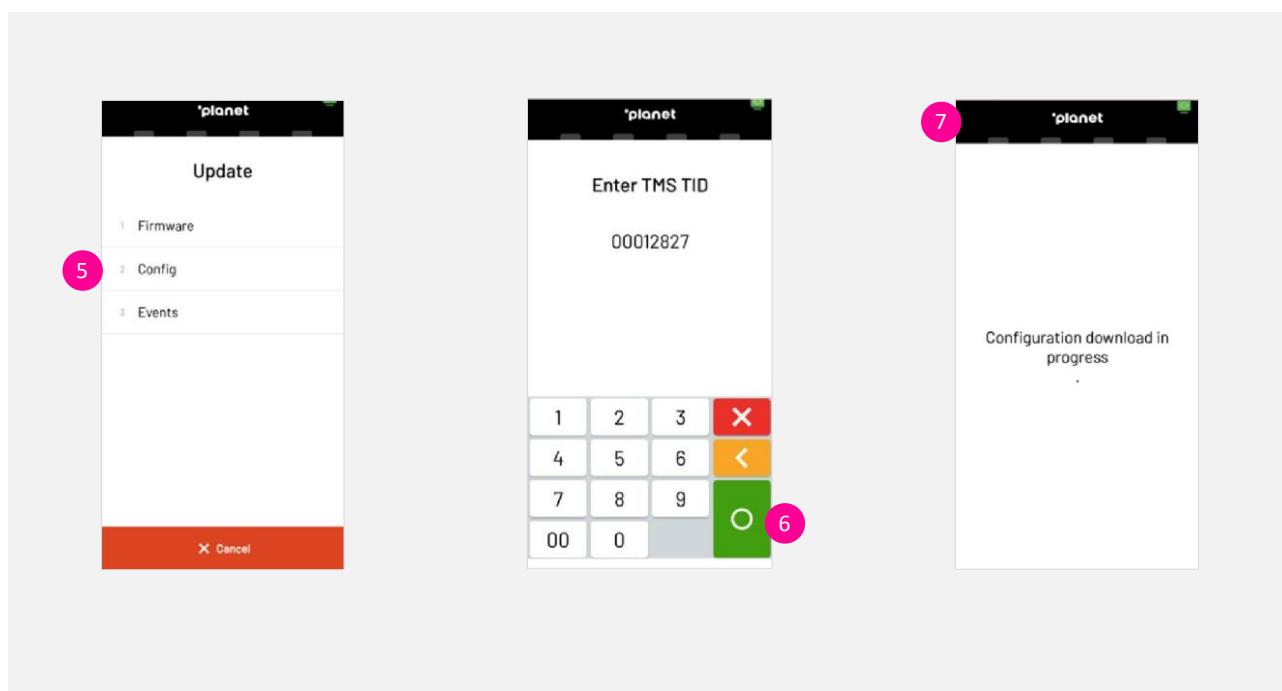


9. Downloading configuration

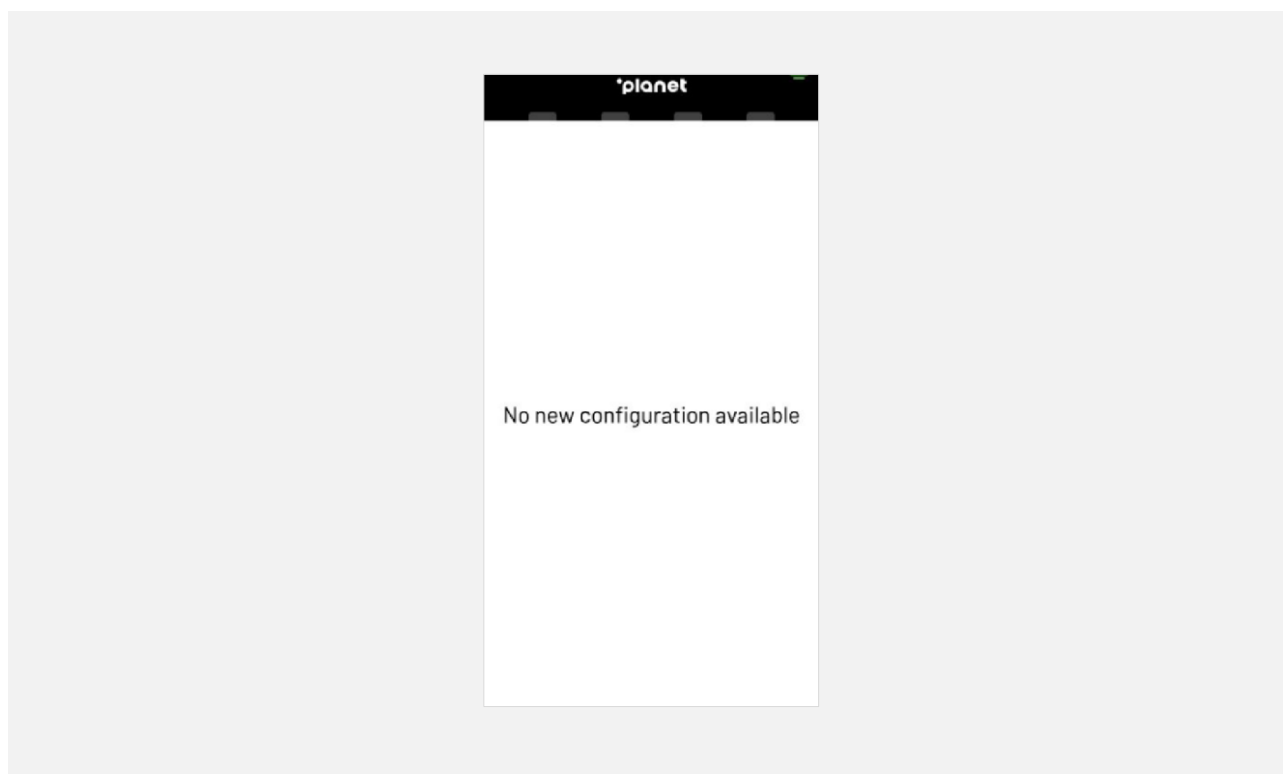
- 1) To complete a configuration, the user will need to enter the IntegraTE_Pax menu, you will need to press and hold the 'Planet' icon at the top of the screen.
- 2) When "Please Enter Password" is displayed, enter the password and press the green Enter button.
- 3) Select "Config/Configuration".
-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



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



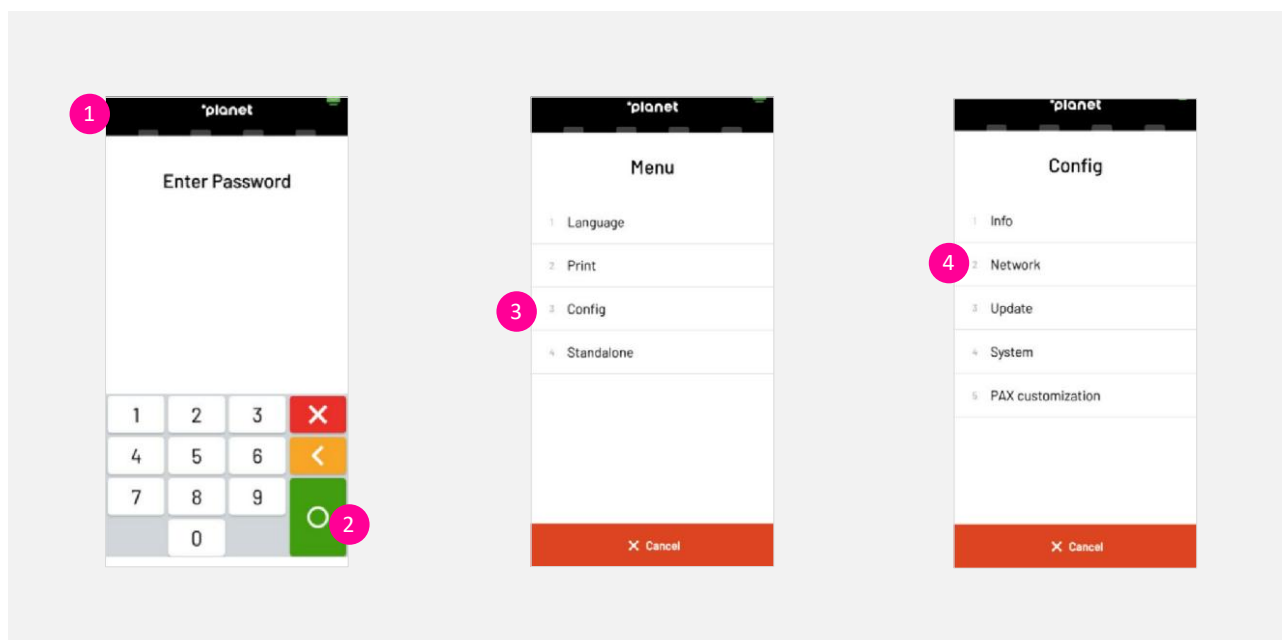
- 8) Should your Terminal not have any configuration updates available, it will display "No new configuration available".



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

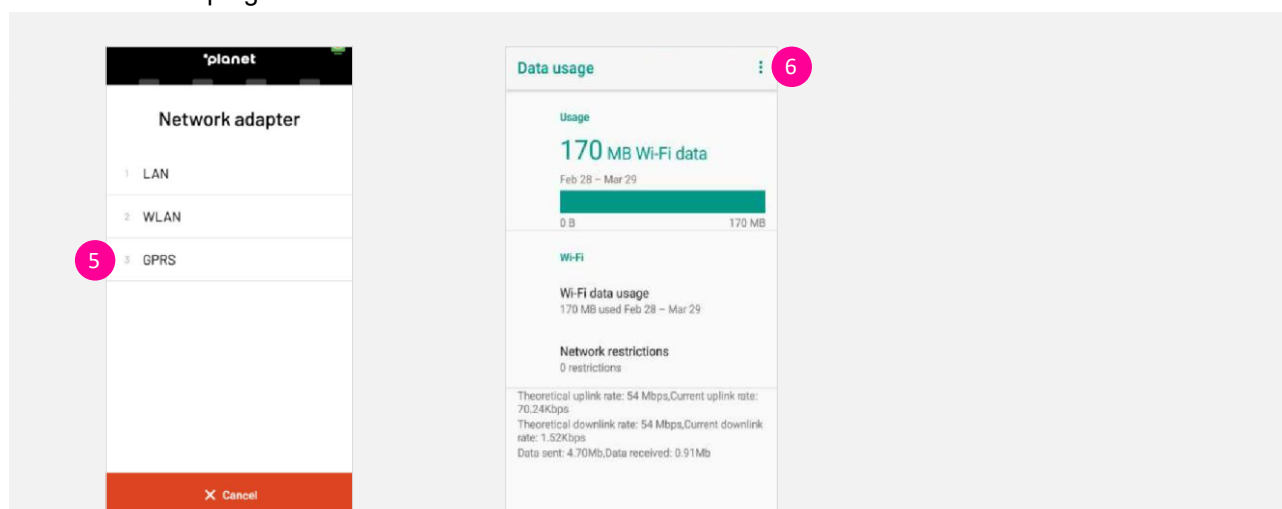
Before proceeding, please ensure Wi-Fi is disabled from within the IntegraTE menu.

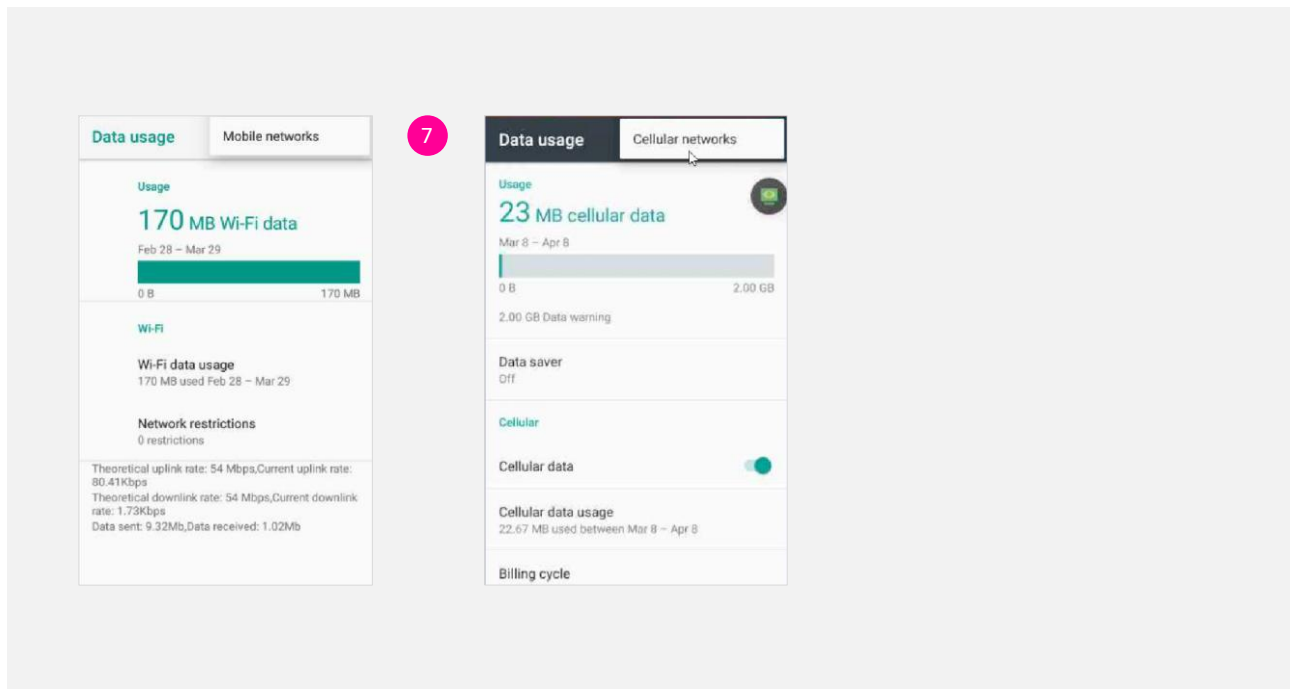
- 1) You will need to press and hold the 'Planet' icon at the top of the screen.
- 2) When "Please Enter Password" is displayed, enter the password and press the green Enter button.
- 3) Select "Config/Configuration".
- 4) Select "Network".



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.

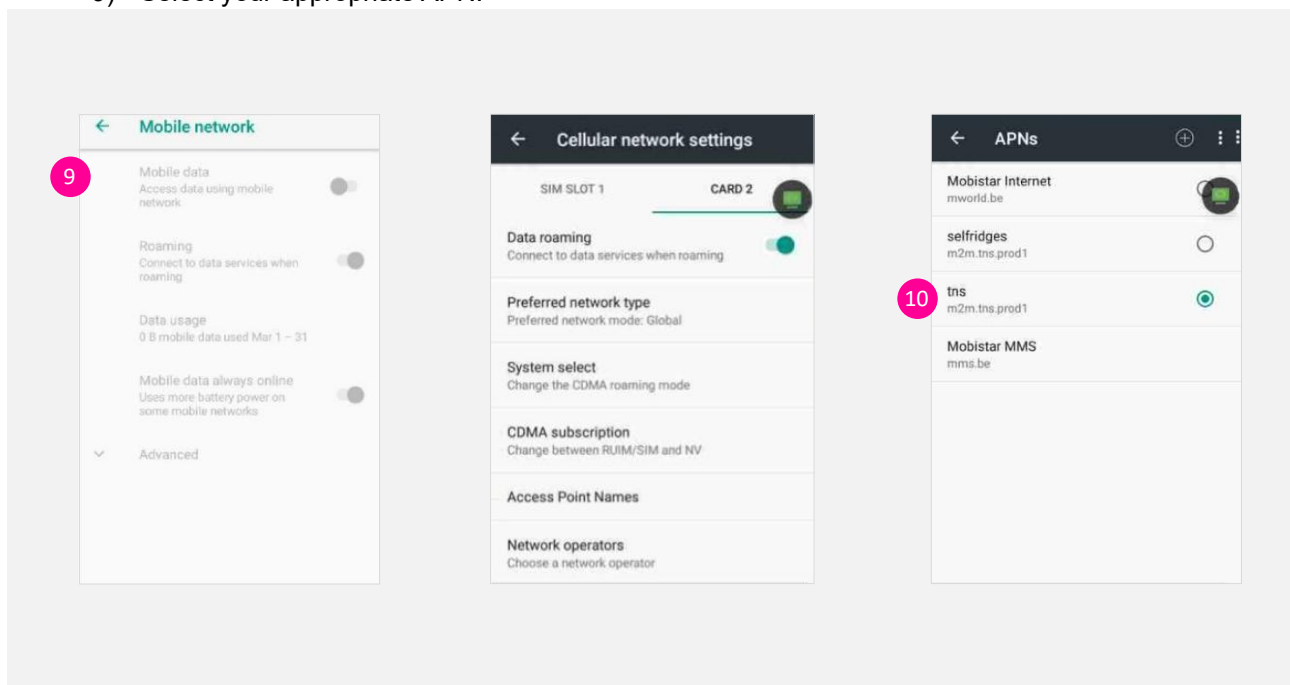




7) You will be displayed with the following screen.

8) Toggle on Mobile Network and Data Roaming.

9) Select your appropriate APN.

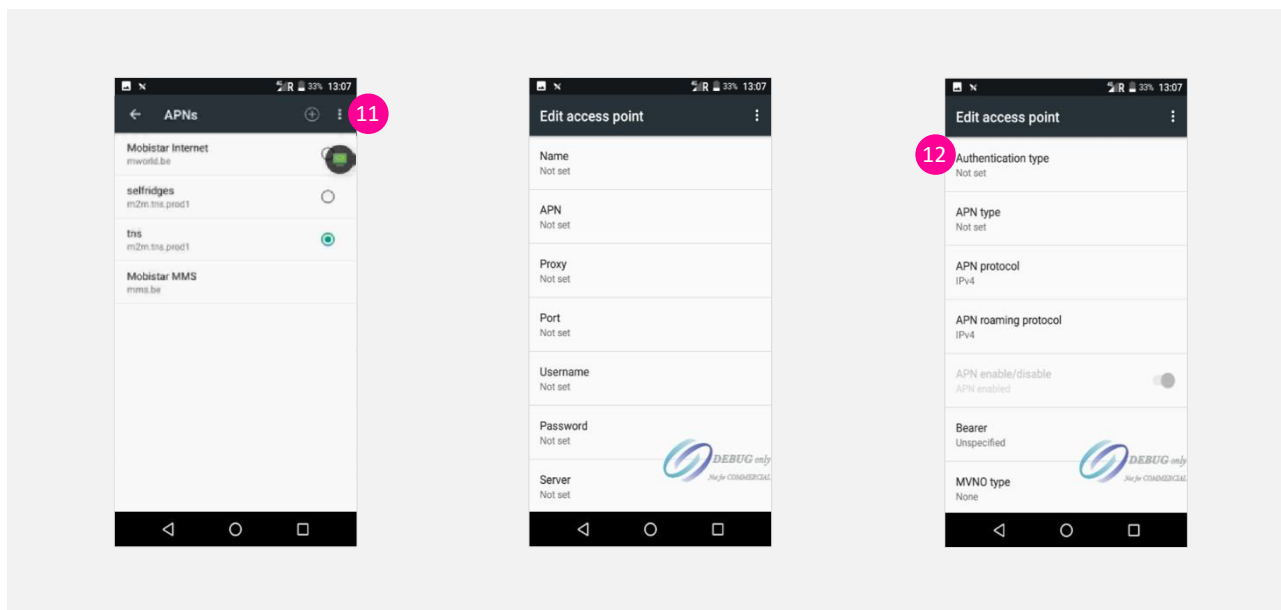


10) You can add an APN by selecting the “+” symbol in the top right-hand corner.

- 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.

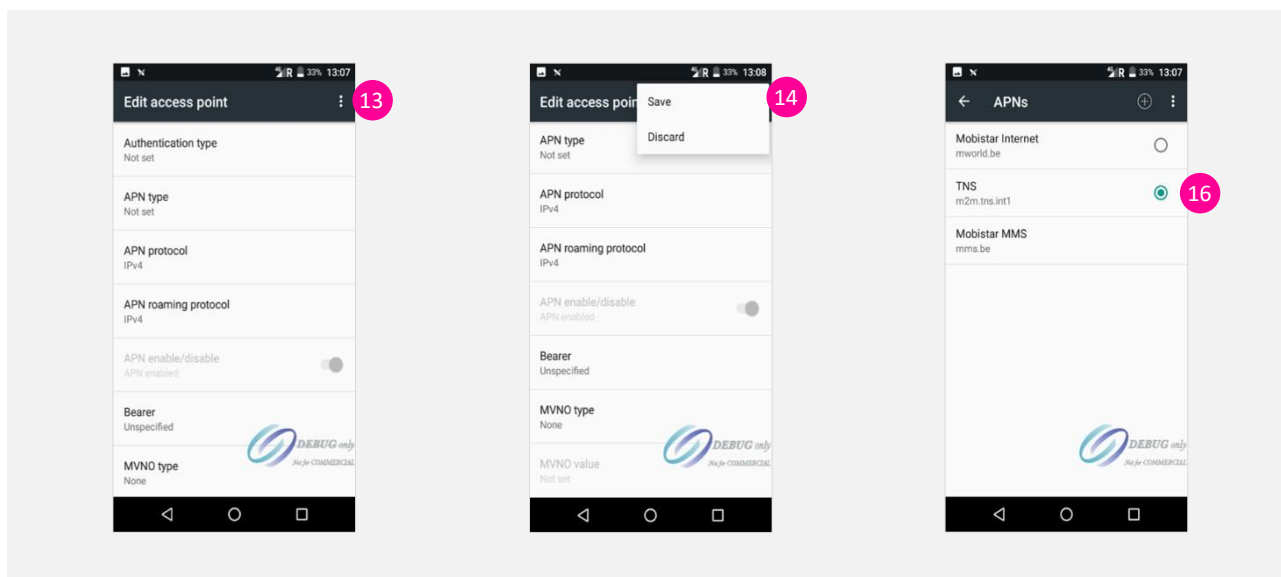


12) To save changes, select the three vertical dots in the top right corner of the screen.

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.

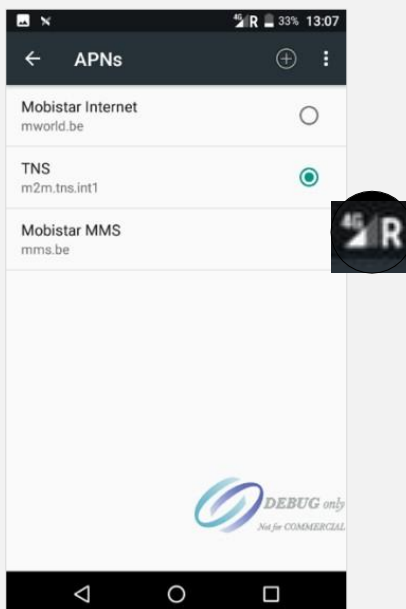


16) Now, select the soft square button across the bottom of the terminal screen.

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.



11. WI-FI/LAN Recommendations

The table below illustrates the WI-FI specifications and channels that each PAX device supports.

PAX Model	WI-FI	Spec	Channels
A920pro	2.4GHz & 5GHz	IEEE 802.11a/b/g/n/ac	Ch1 ~ Ch13, Ch36 ~ Ch64, Ch100 ~ Ch140, Ch149~ Ch165

Planet has put together recommended tips that should be followed by Merchants regarding the setup of their WI-FI/Access Point (AP) on site.

WI-FI:

- For Wi-Fi-based solutions, it is recommended that a separate SSID be created, not guest or corporate WIFI, but a unique SSID for payment terminals.
- This SSID should have WPA2/AES as a minimum level of encryption.

- The SSID should be visible for initial installation of clients, but then hidden (if required).
- PAX A920pro terminals are Enterprise compliant, meaning they can be set up using either key or certificate/MAC association.
- For 2.4Ghz band config, please ensure 1-6-11 channels are used and consider having a minimum data rate of 12mbps on the 2.4Ghz radio, as this will stop older legacy devices from associating with the network and causing the modulation to slow down for ALL clients. Even after removing 802.11b from the config altogether, this change has had significant impacts at other locations and needs to be considered (not mandatory)
- If access points share payments SSID with guest/corporate SSID (normal), please enable band balance/steer or the equivalent, this will cause 5Ghz capable clients (guest phones, etc) to be shunted onto the 5Ghz radio if the 2.4 side gets busy.
- Roaming set-up, create a rule for RSSI at -75/79dBm (Roughly 30% signal) to force the APs to drop the clients and consequently make the clients search out and connect to a closer AP, with a stronger signal.
- Create a QoS (Quality of Service) rule that prioritises the payments SSID, no throttling of payments network, etc, the priority is for a fast, smooth payments flow.
- Network should have a reliable DNS service available (some of Planet's endpoints use URL, but we normally have clients configured to use IP and URL, so we need an active DNS)
- 802.11r (Fast roaming) is not compatible with any Planet payment device out of the box and should not be enabled unless a separate package is pushed to the terminal(s).
- 802.11ax (Wi-Fi 6) is not supported on any payment device that Planet offer (if 802.11ax is active, please disable)
- Deactivate device isolation if active.
- Any integration that requires local communication to a POS server network (Pay at Table) will need WLAN to be routable to L.A.N., in this flow, the payment device is the client and starts the query to the POS server (Symphony OPI or Rquest pay, for example), so this routing is essential for the integration to work.
- If PAX devices with GPRS capability are being used with installed 4G SIM cards in an integrated solution, then mobile data should be disabled until needed, the PAX device will behave exactly like a mobile phone, if mobile data is left enabled and all outbound com's are lost (ISP failure etc) the device will remain connected to Wi-Fi but have no connectivity outbound to Planet endpoints (*connected no internet), the integration locally would still work, so checks could be retrieved but the payment auth to Planet would fail, in this instance this would leave the unit useless, as the device will not 'Auto switch' to 4G for standalone use unless its connection to Wi-Fi is lost, either by walking out of range of the access point(s) or manually disabling Wi-Fi. *Note this is what is normally displayed on a mobile device connected to Wi-Fi but has no outbound access to the internet.
- So best practice is to leave mobile data off, until needed, and when needed, the Wi-Fi should be disabled from Integra menu and 4g enabled, this will enable standalone sale/refund to be used, note that the local integration will be disabled and all checks, once paid, must be manually closed off in the POS system.

12. Accessibility

The A920 Pro 8 & 10 includes features specifically designed to support customers with visual impairments, ensuring secure, independent, and inclusive payment experiences. These accessibility features meet key recommendations from accessibility organisations such as the Royal National Institute of Blind People (RNIB), support compliance with UK Finance requirements, and EEA regulations.

12.1 Accessibility mode

The A920 Pro 8 & 10 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.



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 transactions (see Section 12.1.1 for more details on Voiceover).
- 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.

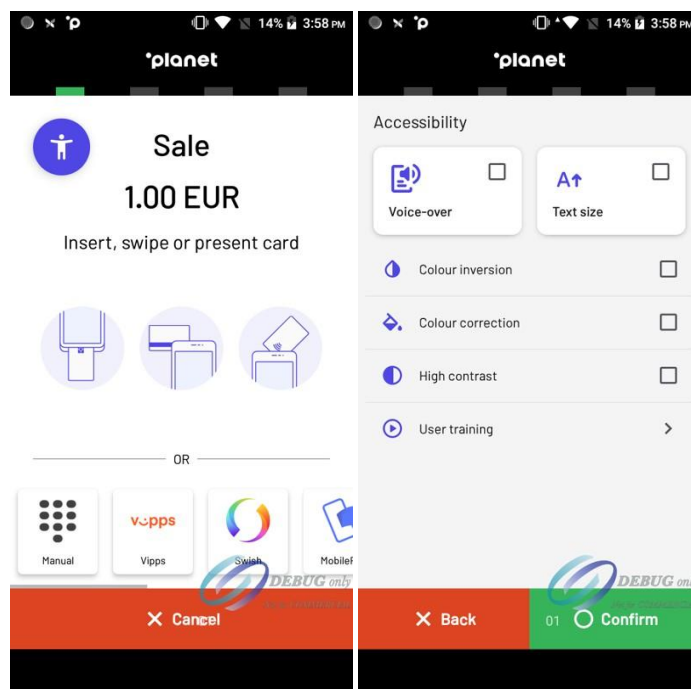


Figure 1 Card entry screen and Accessibility Mode menu.

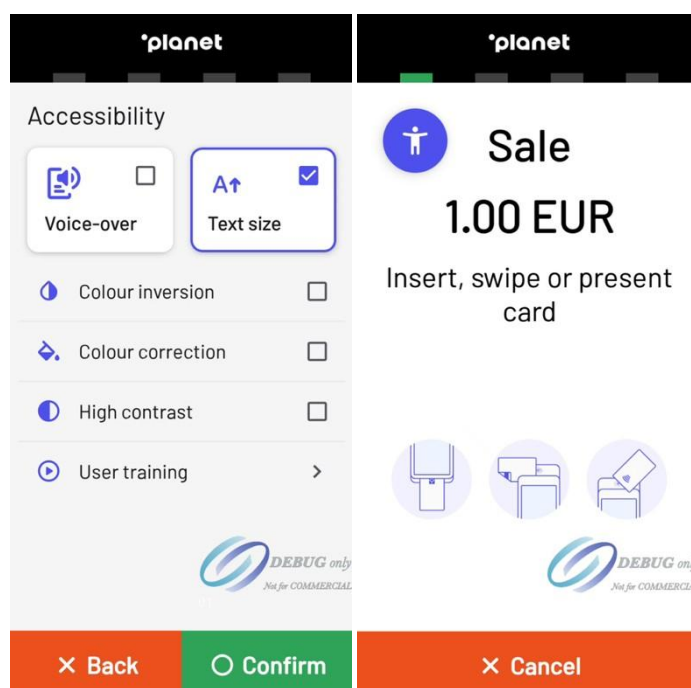


Figure 2 Text size feature.

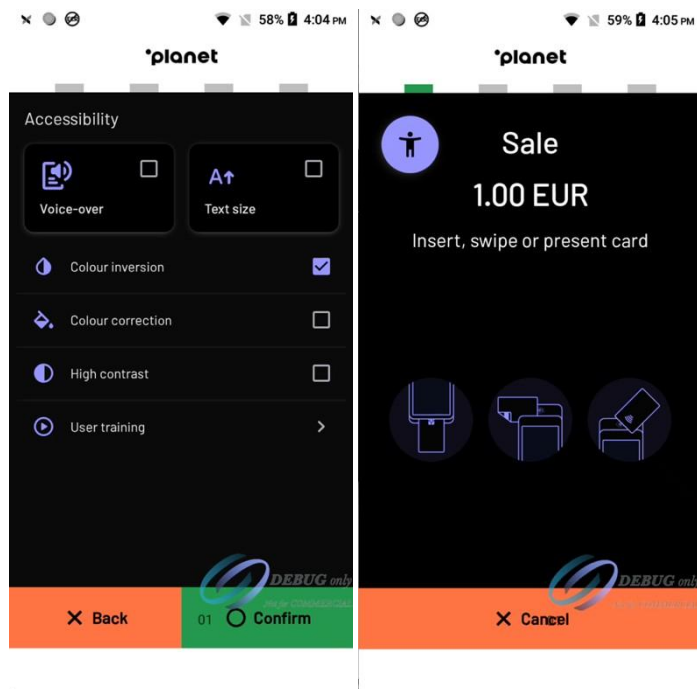


Figure 3 Colour inversion feature.

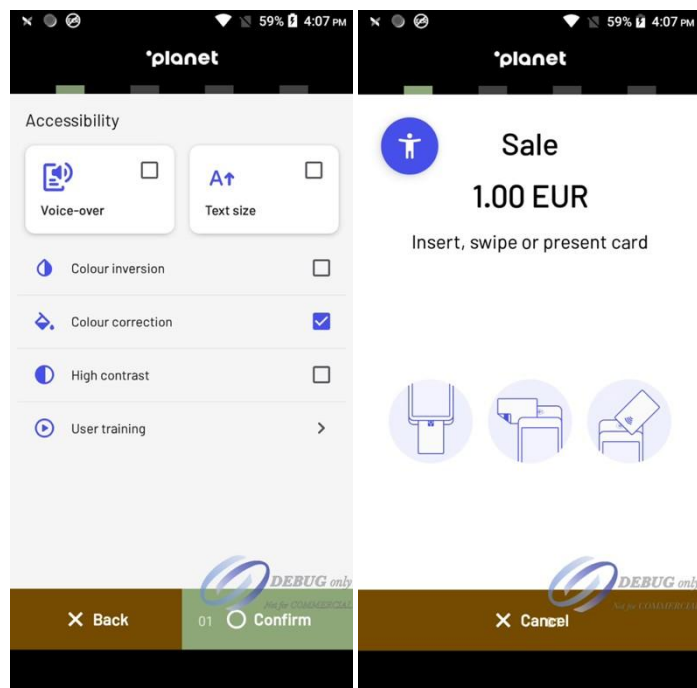


Figure 4 Colour correction feature.

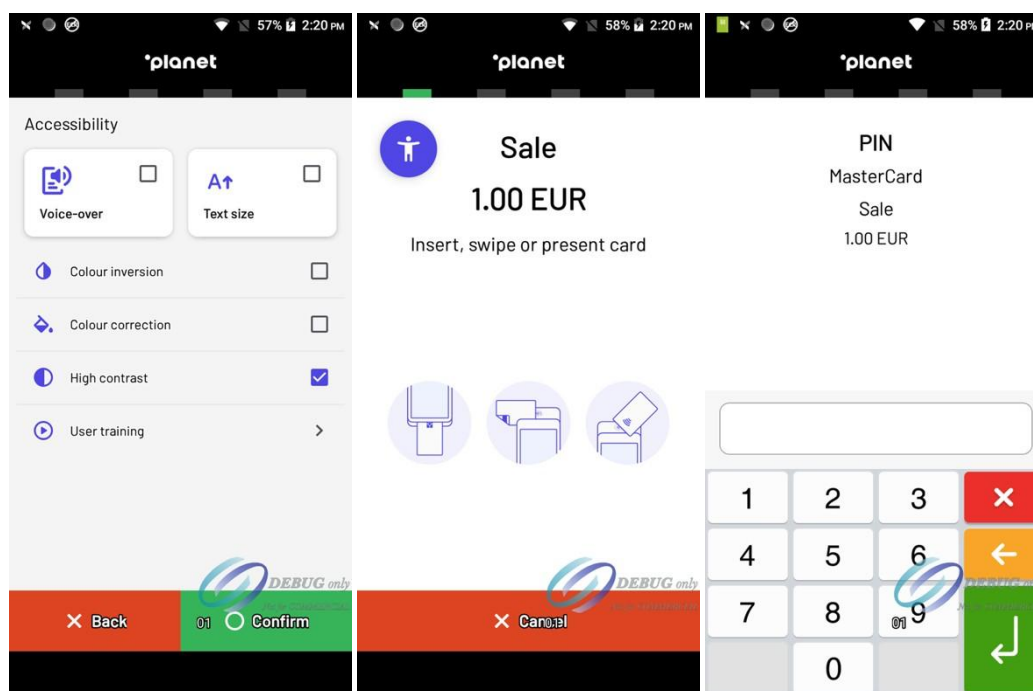


Figure 5 High contrast feature.

12.1.1 Voice-over

Voice-over can be activated at any time through the Accessibility Mode menu on the A920 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).

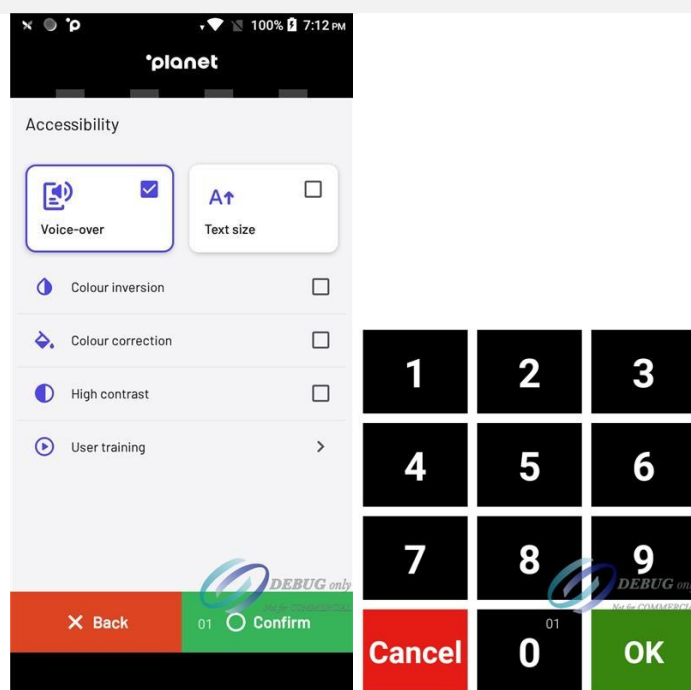
Once voice-over is activated:

- 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.

12.2 Tactile screen sticker

To further support accurate PIN entry, a tactile sticker is included with the A920 Pro 8 & 10 as part of UK Finance's approved accessibility package.

- This tactile guide is designed to be placed around the touchscreen bezel.
- It provides physical reference points so that blind or partially sighted customers can more easily find and press the correct keys.
- The RNIB recommends placing this sticker on the devices.

This tactile aid complements the audio and visual guidance, creating a multi-sensory payment experience.