

PAX IM25

User Guide

Version 1.00

Notice

This document contains confidential, trade secret information, which is proprietary to Planet Payment, Inc., and its affiliates (collectively "Planet") and is provided solely for the recipient's use in connection with the recipient's use of Planet's services. Planet reserves the right to make changes to specifications at any time and without notice. The information furnished by Planet in this publication is believed to be accurate and reliable as of the date of its release; however, no responsibility is assumed by Planet for its use, nor for infringements of patents or other rights of third parties resulting from its use, nor for the violation, misinterpretation, or misapplication of any laws, or any regulation of any card association including Visa or Mastercard. No general license is granted under any patents, copyrights or other intellectual property rights owned by Planet and the recipient is only granted an end user license to use this information for the purposes of receiving services from Planet, pursuant to an agreement with Planet or one of its authorized partners. All modifications or improvements to any of the information and specifications in this document shall belong exclusively to Planet. No unauthorized copying, disclosure or use of this document is permitted without the express written consent of Planet Payment, Inc. or its affiliate(s). Planet®, **planet** and Planet Payment®, are registered trademarks of Planet. ©2025 Planet Payment, Inc. All Rights Reserved.

Version history

Version	Modification(s)
1.00	First version

Table of contents

Version history	3
Table of contents	4
Preface	6
Customer support	6
1. IM25 box contents	7
2. IM25 terminal details	8
3. Terminal Dimensions and Mounting	10
3.1 Device Dimensions	10
3.2 Mounting Brackets	11
3.3 Mounting Plate Dimensions	12
4. SIM Card Installation	13
4.1 4G module	14
5. Menu access from the Planet application	16
6. Network configuration	18
6.1 Ethernet (LAN)	18
6.2 Wi-Fi Setup - (DHCP)	20
6.3 Wi-Fi Setup - (Static)	22
6.4 GPRS Configuration	26
7. Checking IP connection settings	30
7.1 Viewing Software Version	31
8. Downloading software/firmware	32
9. Downloading configuration	34
10. Accessibility	36
10.1	Accessibility mode
36	
10.1.1 Voice-over	39

Preface

This document provides the setup instructions and user guide for the PAX IM25.

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. IM25 box contents

Each IM25 is supplied with the following items:

- 1) IM25 Terminal
- 2) Mounting Bracket (metal)
- 3) AC/DC power cord
- 4) AC/DC power adapter (variable by region)
- 5) Power supply splitter cable
- 6) GPRS/4G Antenna
- 7) USB-A to USB-C cable

i Network cable is not included.

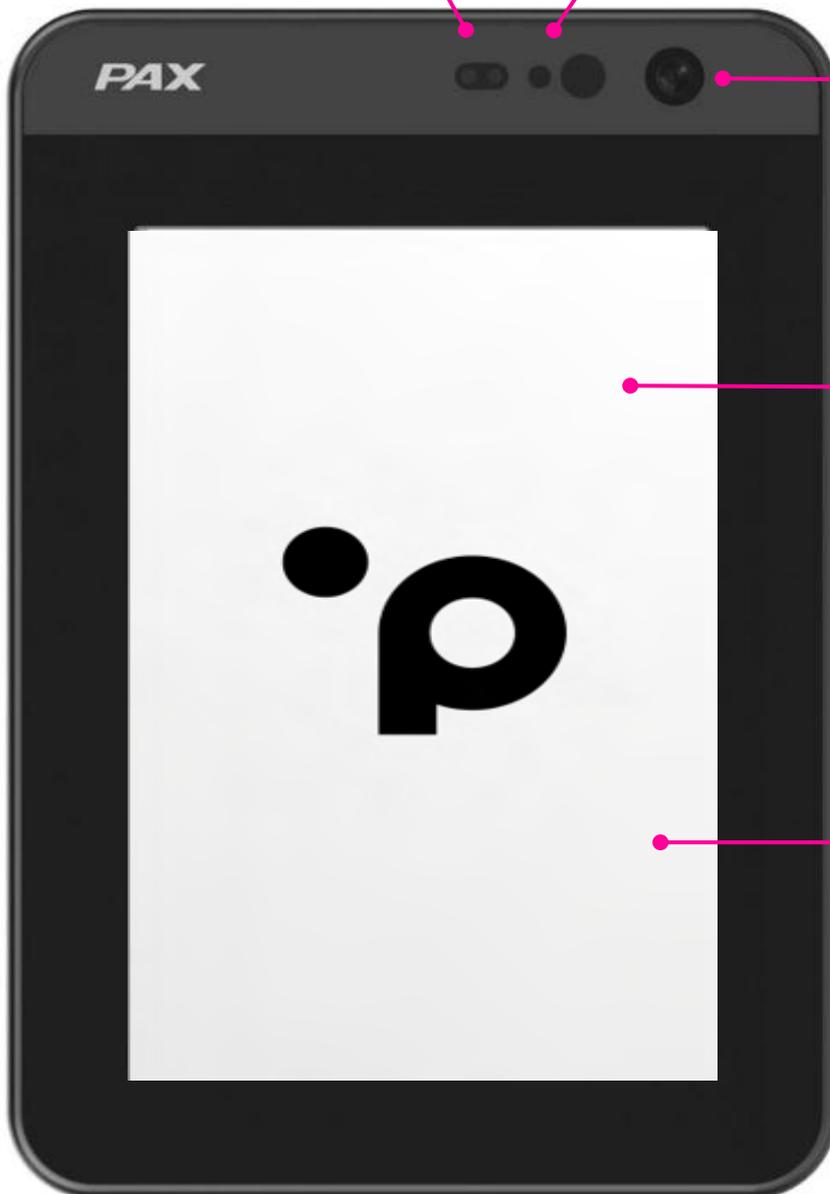


2. IM25 terminal details

Power can be supplied to the IM25 by connecting the AC power cord and adapter to the communication cable.

Proximity and
Light sensor

LED indicator

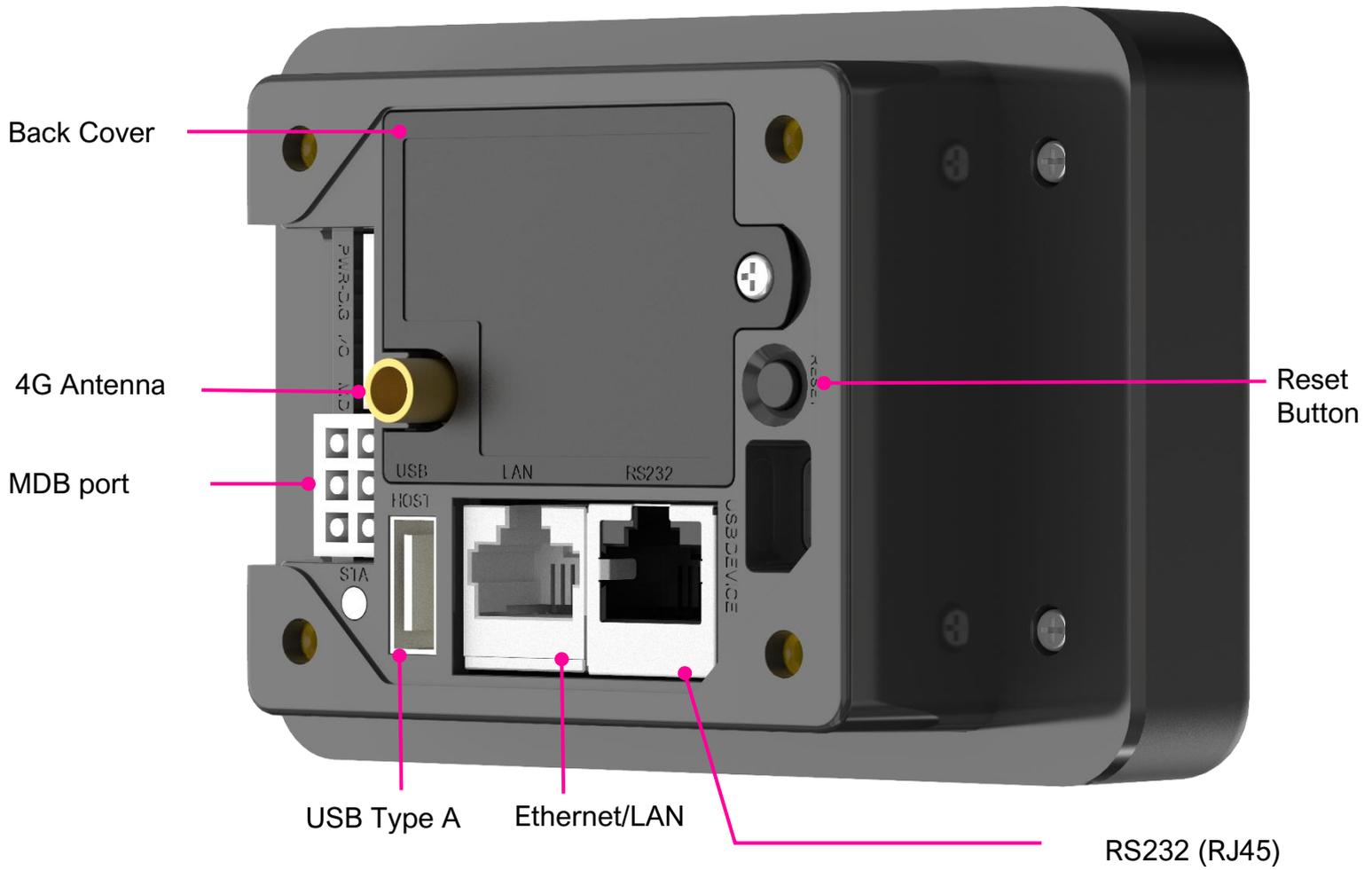


Camera

Contactless Card
Reader

LCD Screen

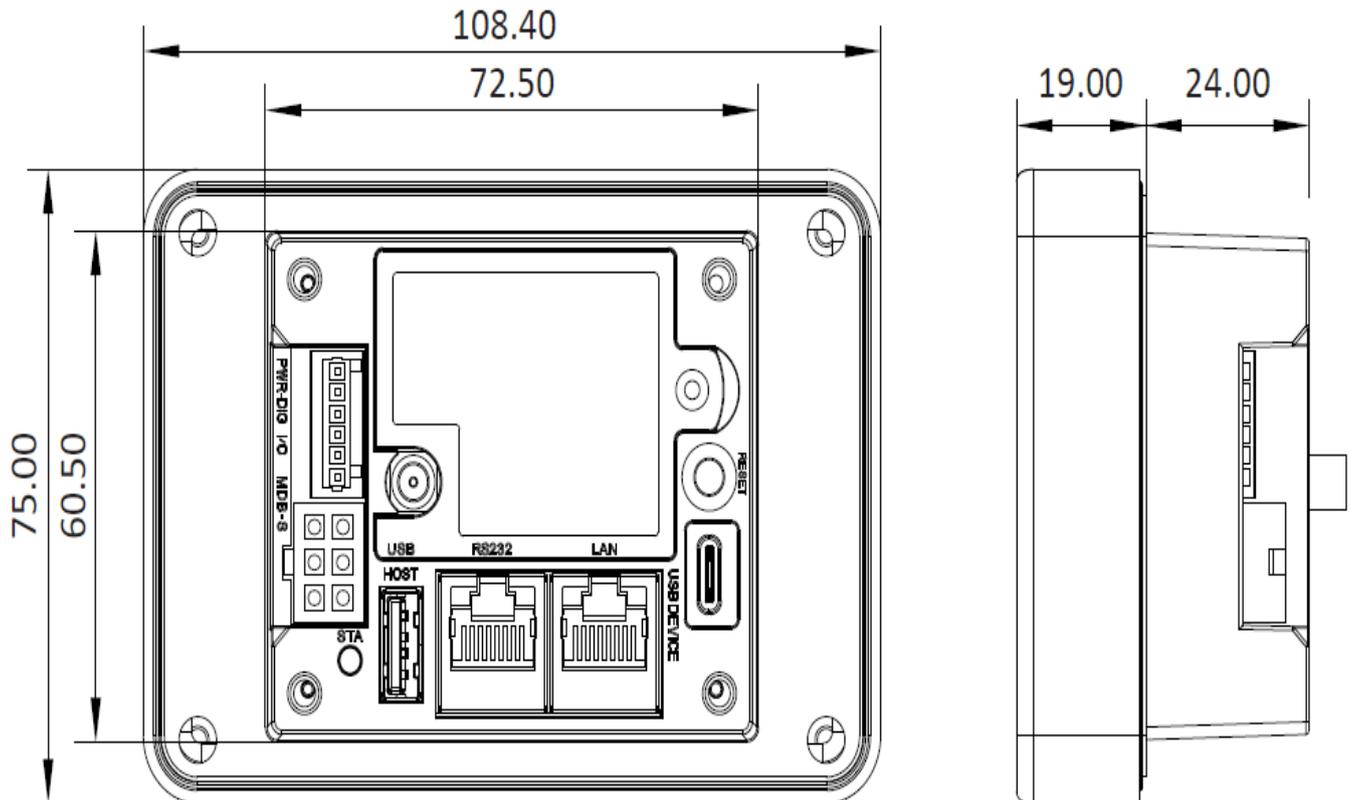
Speaker



3. Terminal Dimensions and Mounting

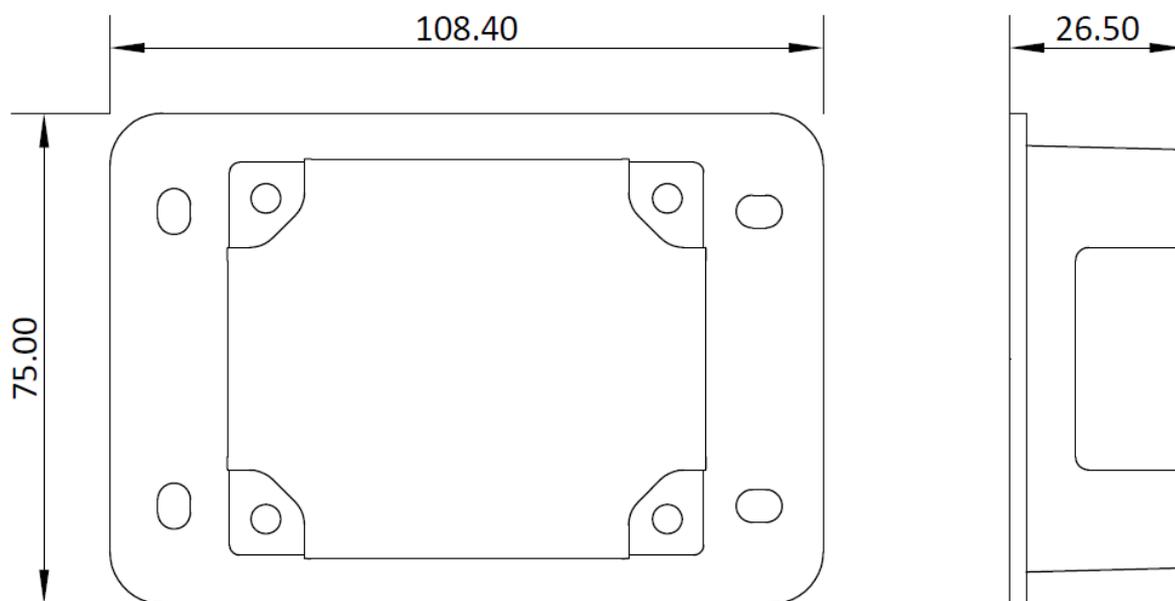
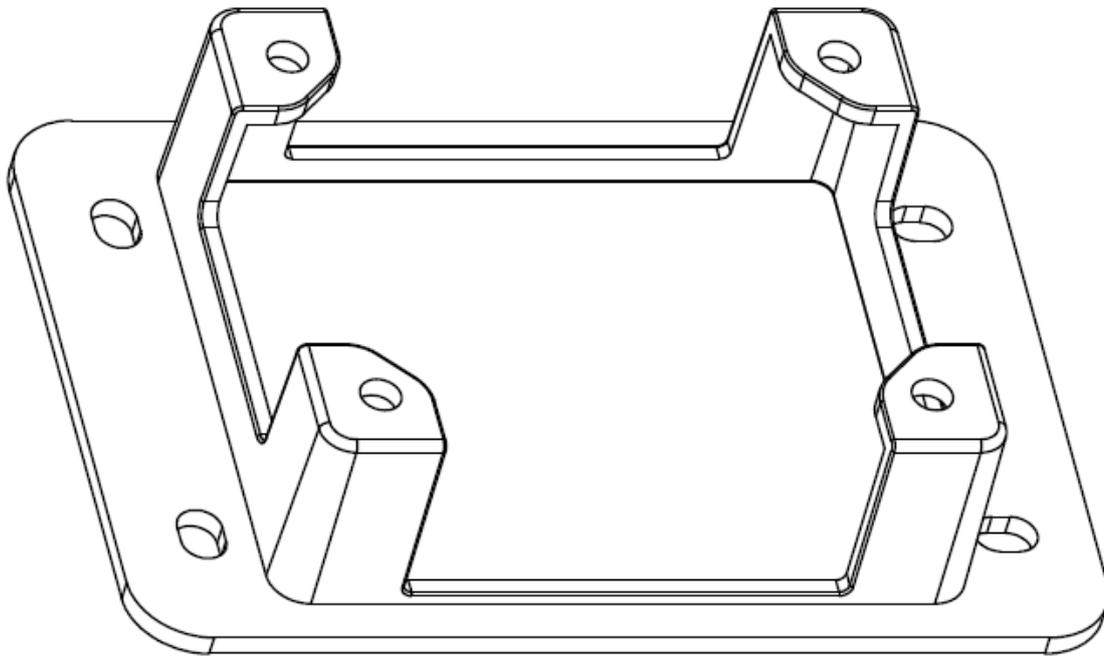
3.1 Device Dimensions

The IM25 standard version has the following dimensions.



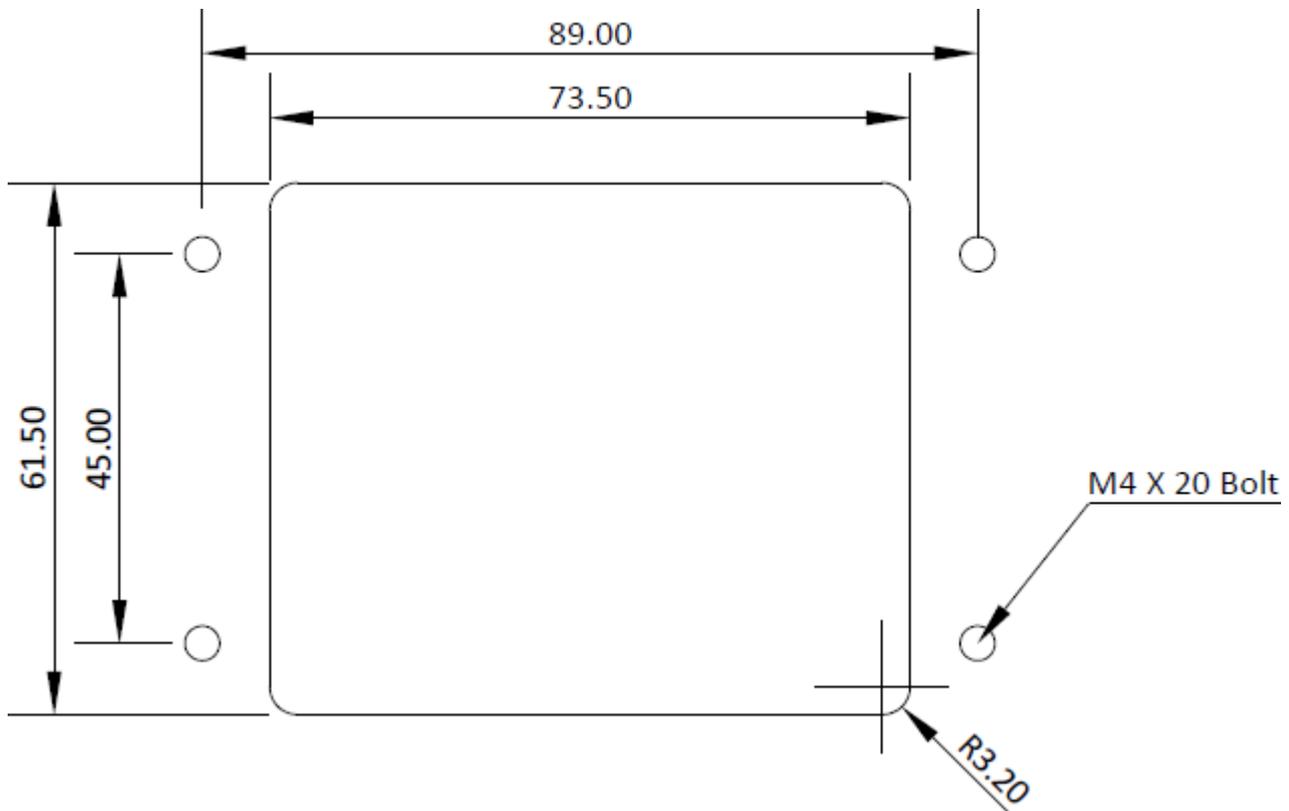
3.2 Mounting Brackets

The IM25 is equipped with a metal mounting bracket that allows it to be fixed into place on a mounting plate.



3.3 Mounting Plate Dimensions

The IM25 standard version is designed to be mounted on vertical surfaces through a mounting plate. The dimensions of this mounting plate are shown in the following figure.

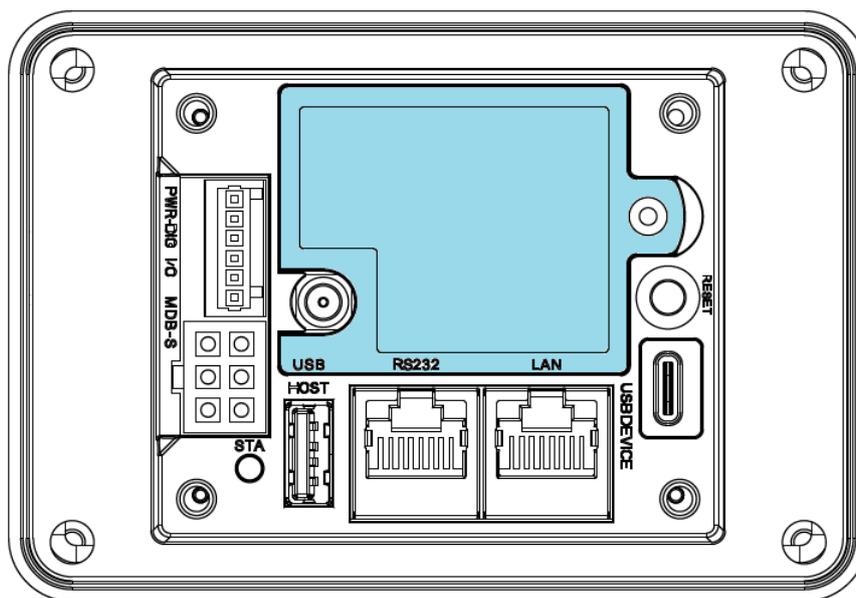


Note: Should you require details on the mounting bracket measurements or CAD drawings, please reach out to your Planet Account/Commercial manager

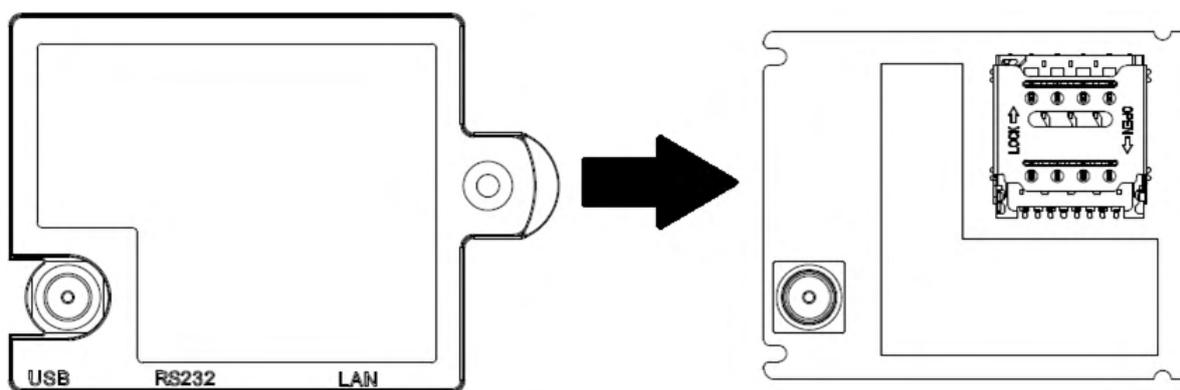
4. SIM Card Installation

i Before installing SIM, make sure terminal has downloaded all files from MAXSTORE via LAN.

IM25 has a 4G network board which have 1 micro-SIM(3FF) sized SIM card slot available for use.



IM25 back cover



SIM card installation (back cover and 4G network board)

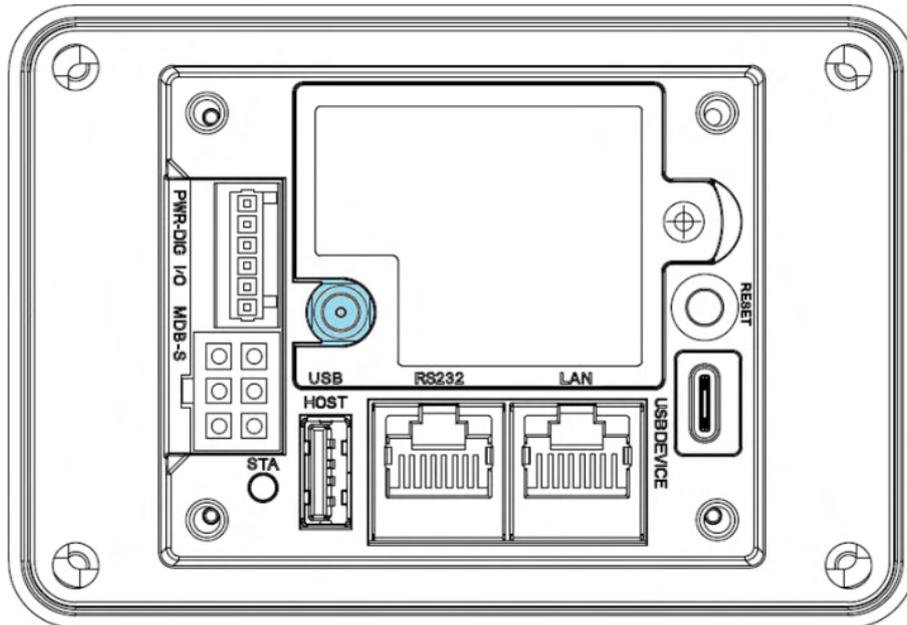
The SIM card slot is located on the 4G network board of the IM25. Take the following steps to install a SIM card in the IM25:

1. Remove the back cover of the IM25 by unscrewing it from the body of the device.
2. Once the cover is removed, the 4G network board and the SIM card slot are visible.
3. Open the card mount and insert a card with the contacts facing the board and the clipped corner of the card aligned with the card slot, then lock the mount with the card inside.
4. Reassemble the IM25 by replacing the back cover and screwing it in place.

Note: Before closing the cover make sure the 4G module is securely connected to the rest of the device. The board to board connector should snap into place, securing the 4G module to the body of the IM25.

4.1 4G module

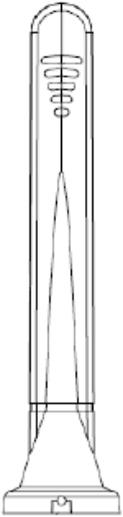
IM25 has a 4G network module. There is a SMA antenna connector located on the back of the IM25 to which a 4G antenna can be attached. There are multiple possible 4G module configurations depending on the locality the IM25 is designed to be used in.



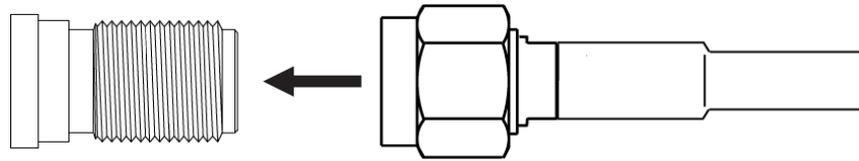
SMA Antenna connector

PAX antenna

- dipole antenna with magnetic base
- 1 meter cable



Dipole antenna



Attaching the dipole antenna

To install an antenna simply screw the SMA plug at the end of the antenna cable onto the SMA connector jack at the back of the IM25. The base of the dipole antenna is magnetized and can adhere to appropriate surfaces, it is also capable of standing on most flat surfaces so long as too much force isn't applied to the cable.

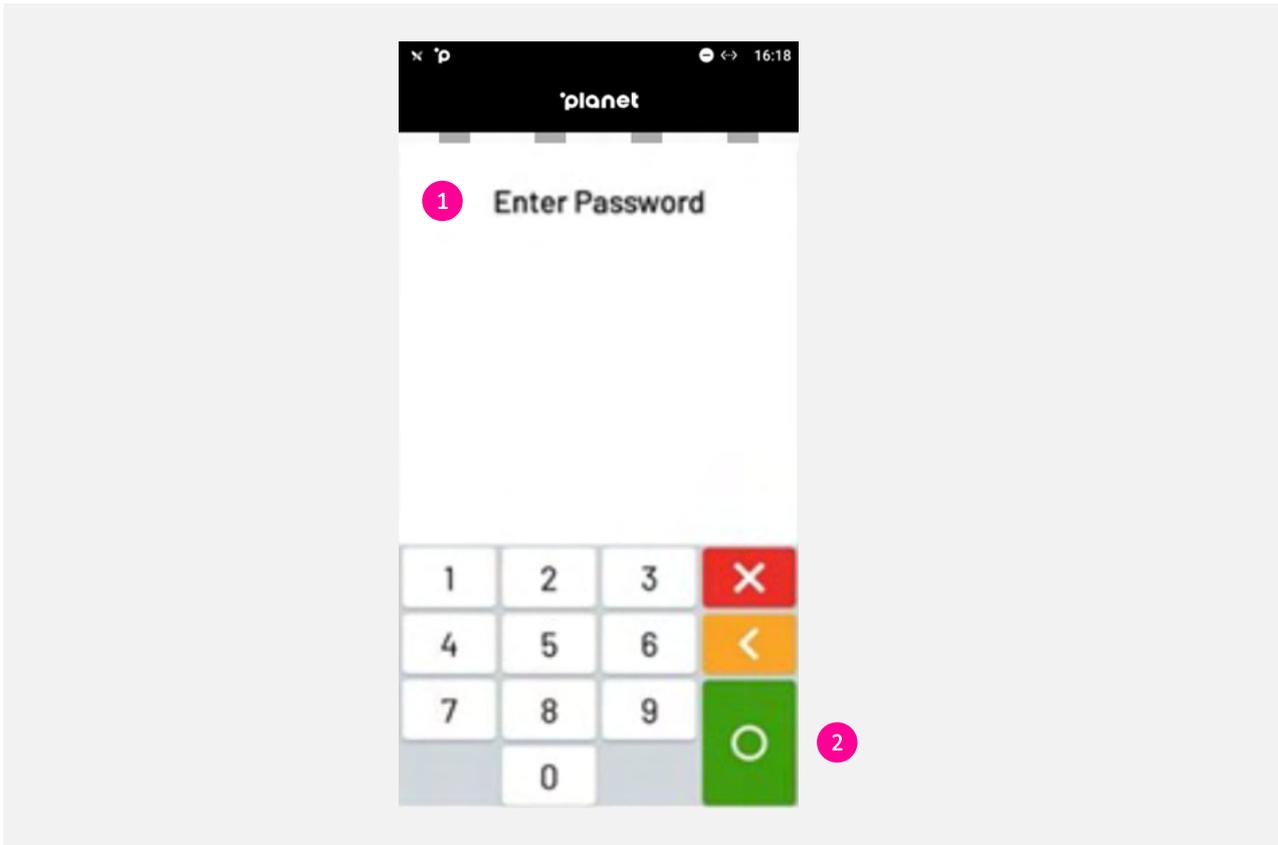
5. Menu access from the Planet application



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

Enter the admin password on the following screen.

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



6. Network configuration

6.1 Ethernet (LAN)

Before setting up the Ethernet (LAN) connection, you must connect an Ethernet cable to the LAN port on the back of the terminal.

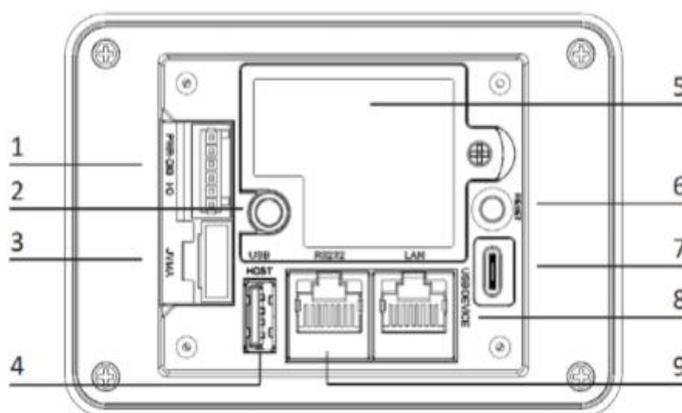
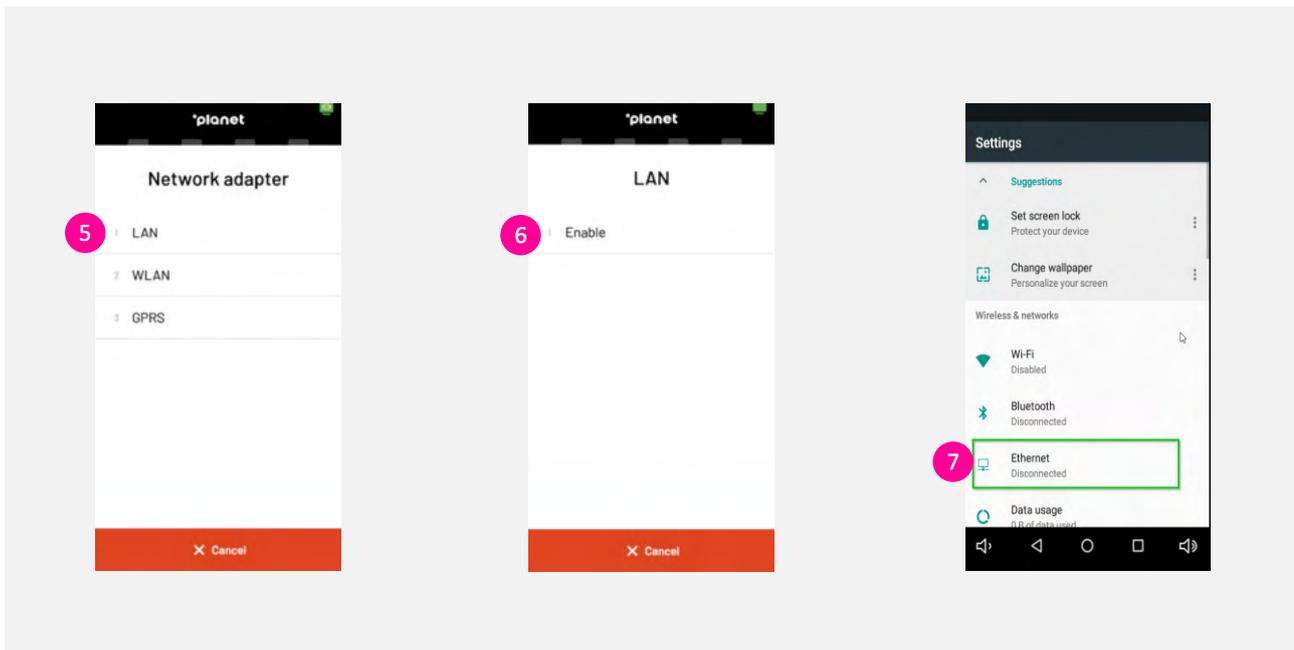


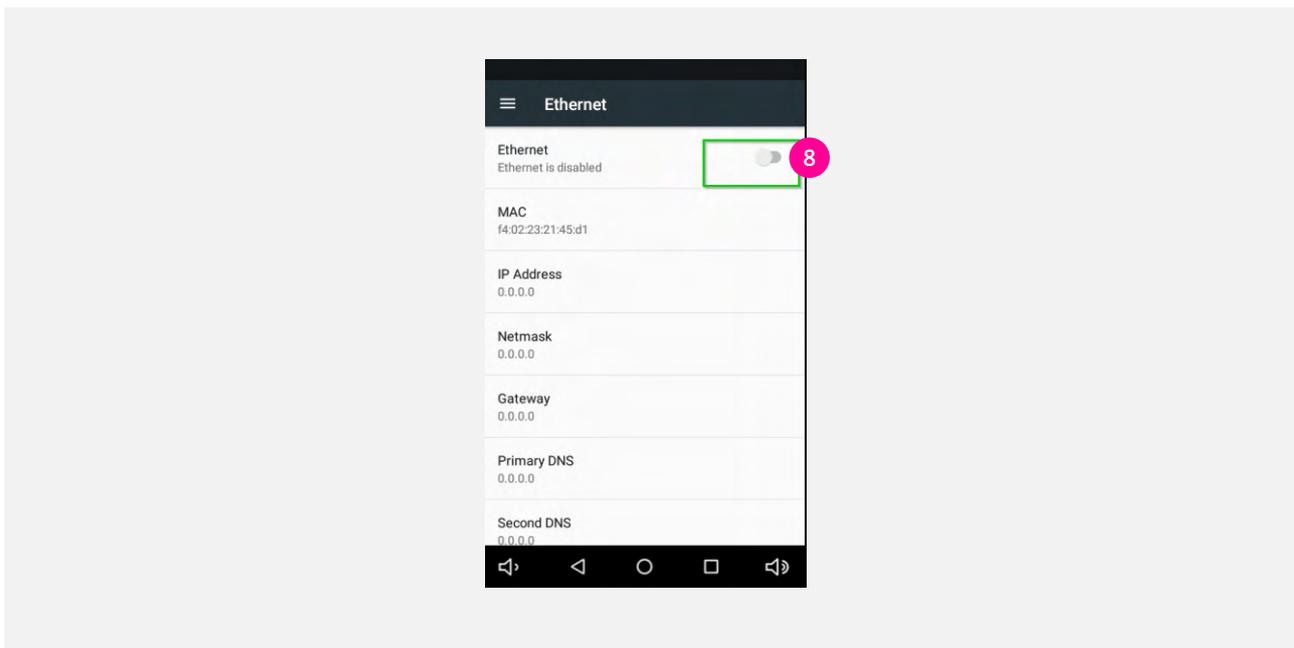
Figure 6: components, interface, and ports (back; JVMA)

- | | |
|---------------------------|-----------------------------|
| 1. digital IO port | 6. reset button |
| 2. 4G antenna (SMA) | 7. USB Type C port (device) |
| 3. JVMA port | 8. Ethernet port (RJ45) |
| 4. USB Type A port (host) | 9. RS232 (RJ45) |
| 5. back cover | |

- 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 "LAN".
- 6) Select Enable.
- 7) In the settings, you will see Ethernet as 'disconnected'. You need to select Ethernet. This will take you to the Ethernet settings.

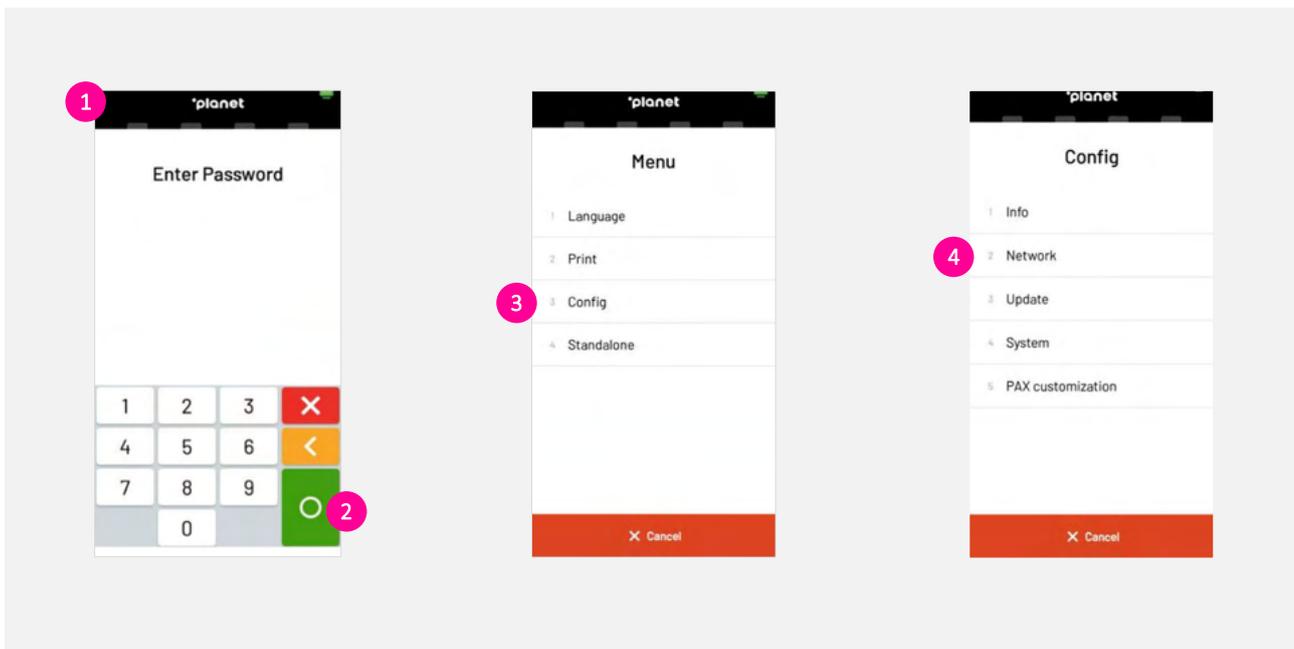


8) To enable Ethernet, you will need to toggle/enable Ethernet.

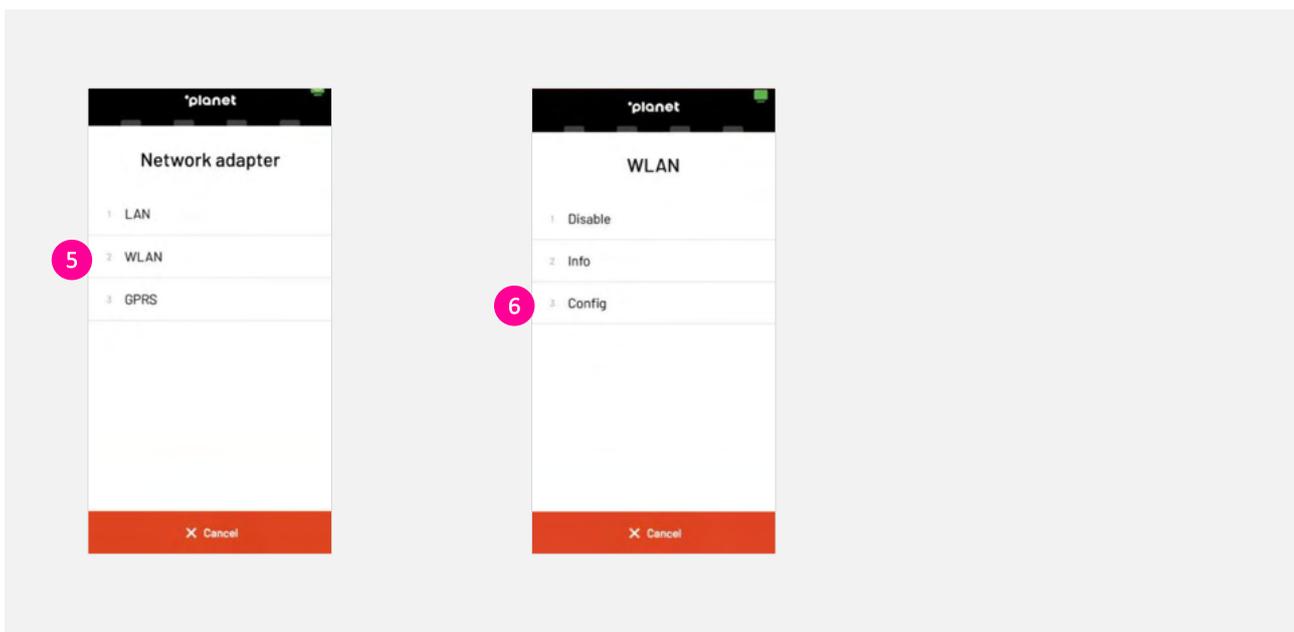


6.2 Wi-Fi Setup - (DHCP)

- 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".



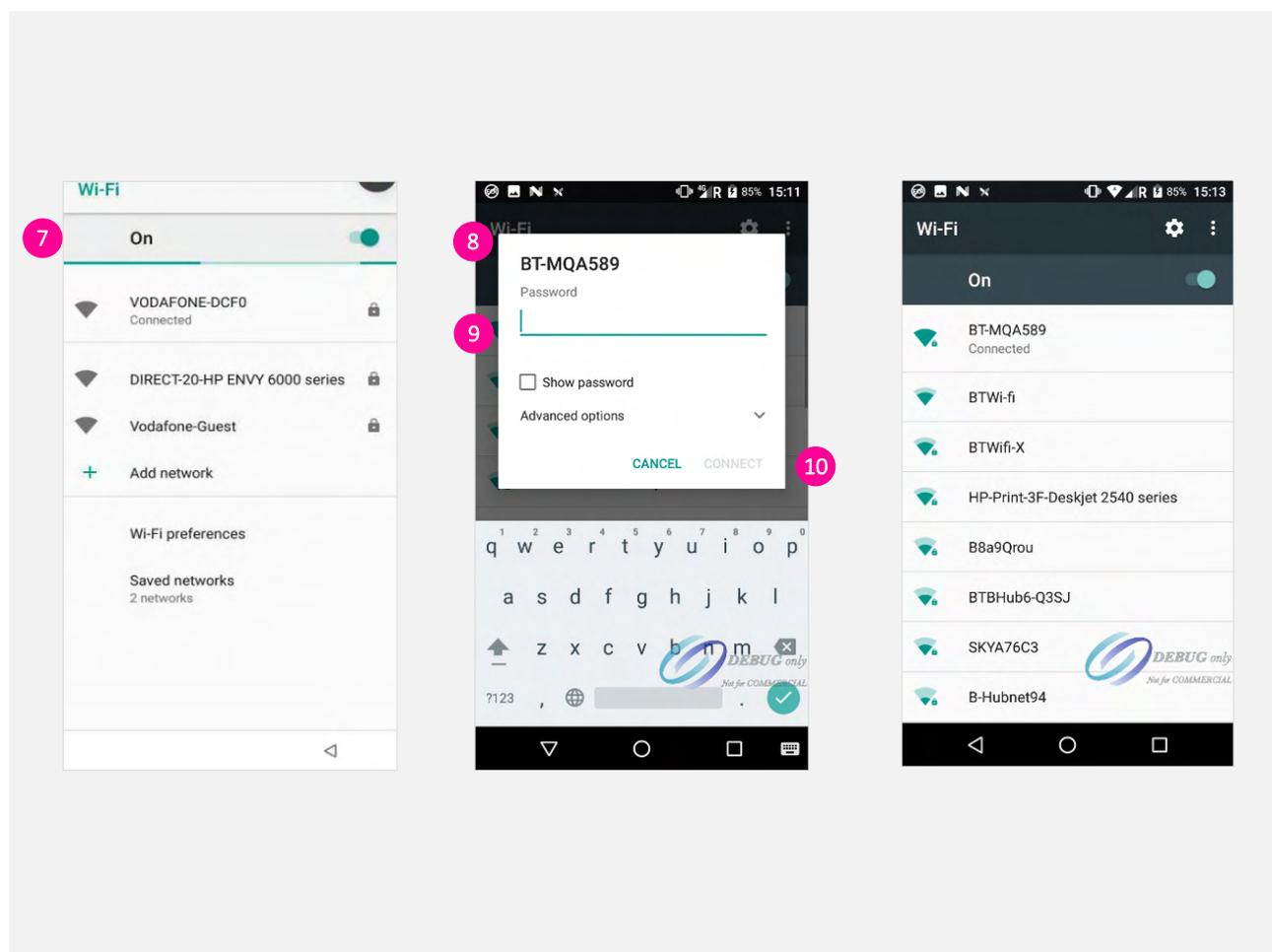
- 5) Now, select "WLAN".
- 6) Select "Config".



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

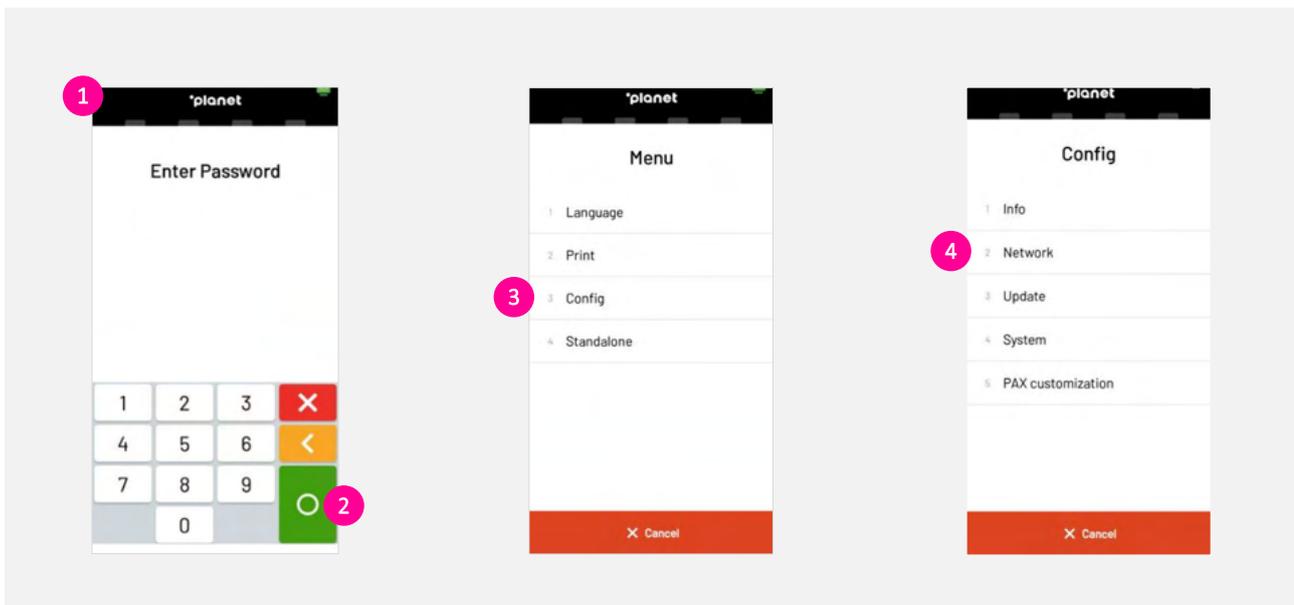
- 7) Ensure the “Wi-Fi” option is set to “On”. The terminal will display all available Wi-Fi networks.
- 8) At this stage, select the Wi-Fi network of your choice.
- 9) When prompted, enter your Wi-Fi network password.
- 10) Then press “Connect” once you’ve entered your Wi-Fi password.

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

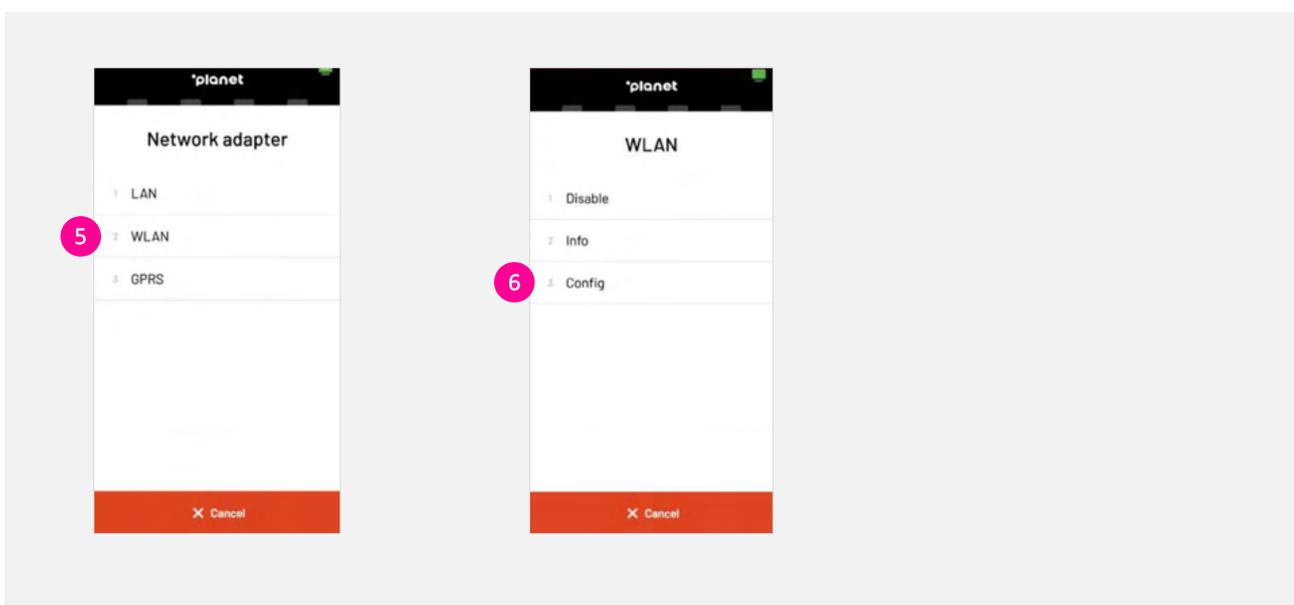


6.3 Wi-Fi Setup - (Static)

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

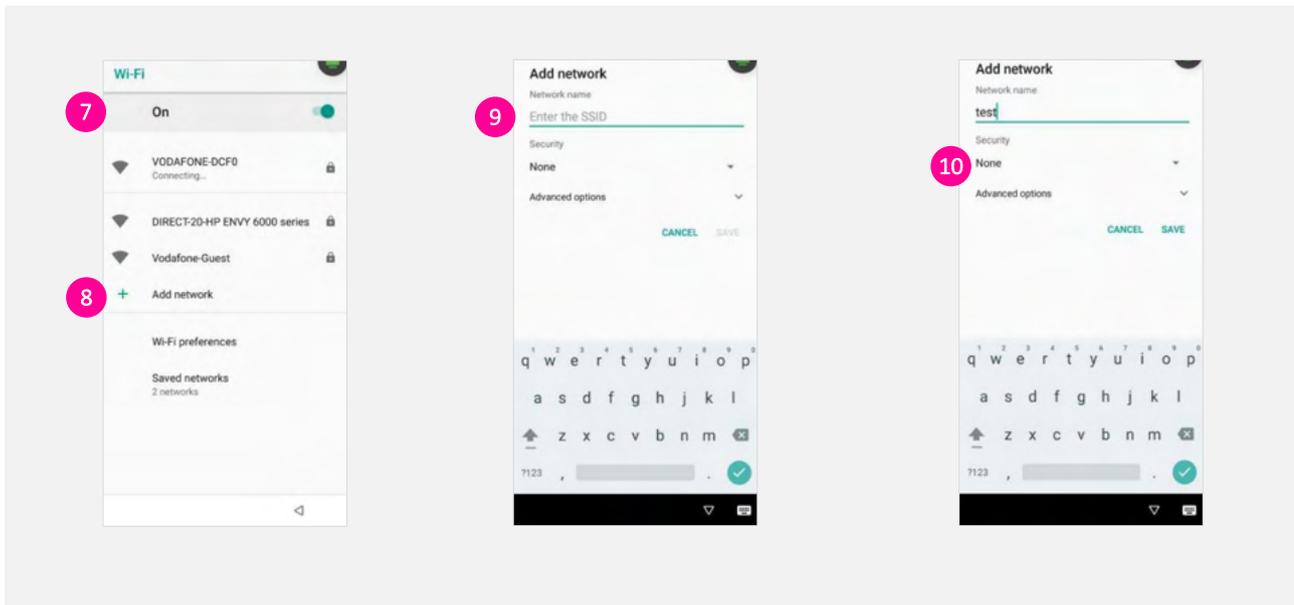


- 5) Now, select "WLAN".
- 6) Select "Config".



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) 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.

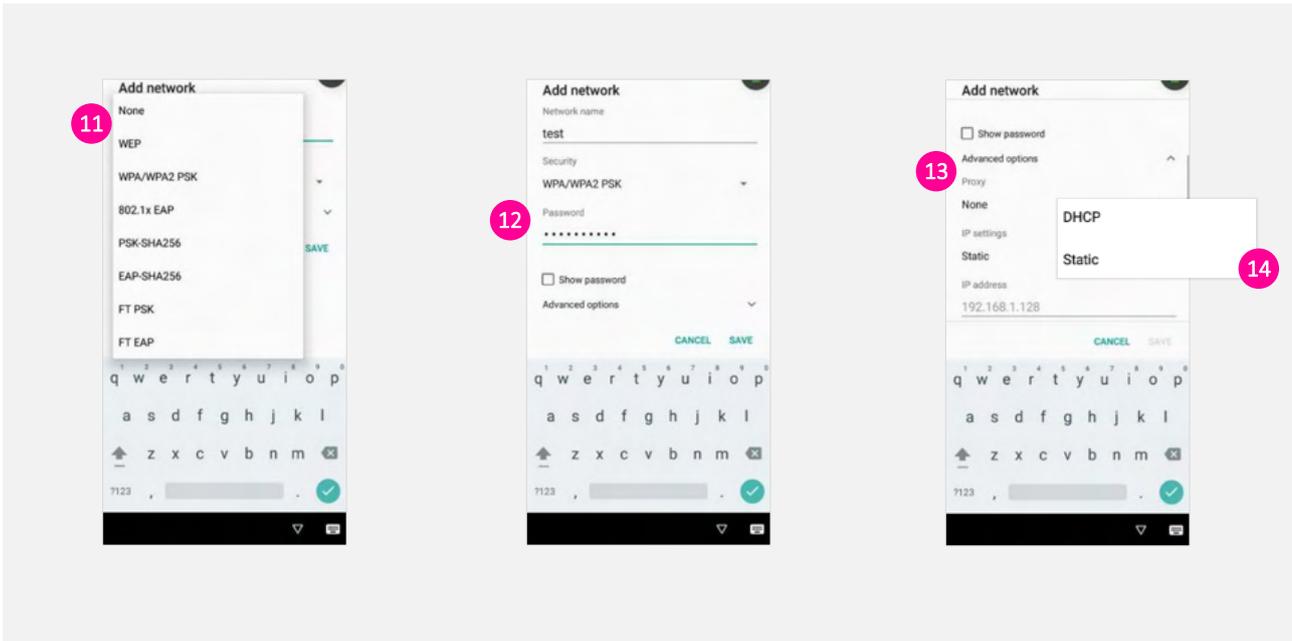
From a Security perspective, Planet recommends using WPA/WPA2 PSK.

- 12) Then, enter the Wi-Fi password.

You can 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)

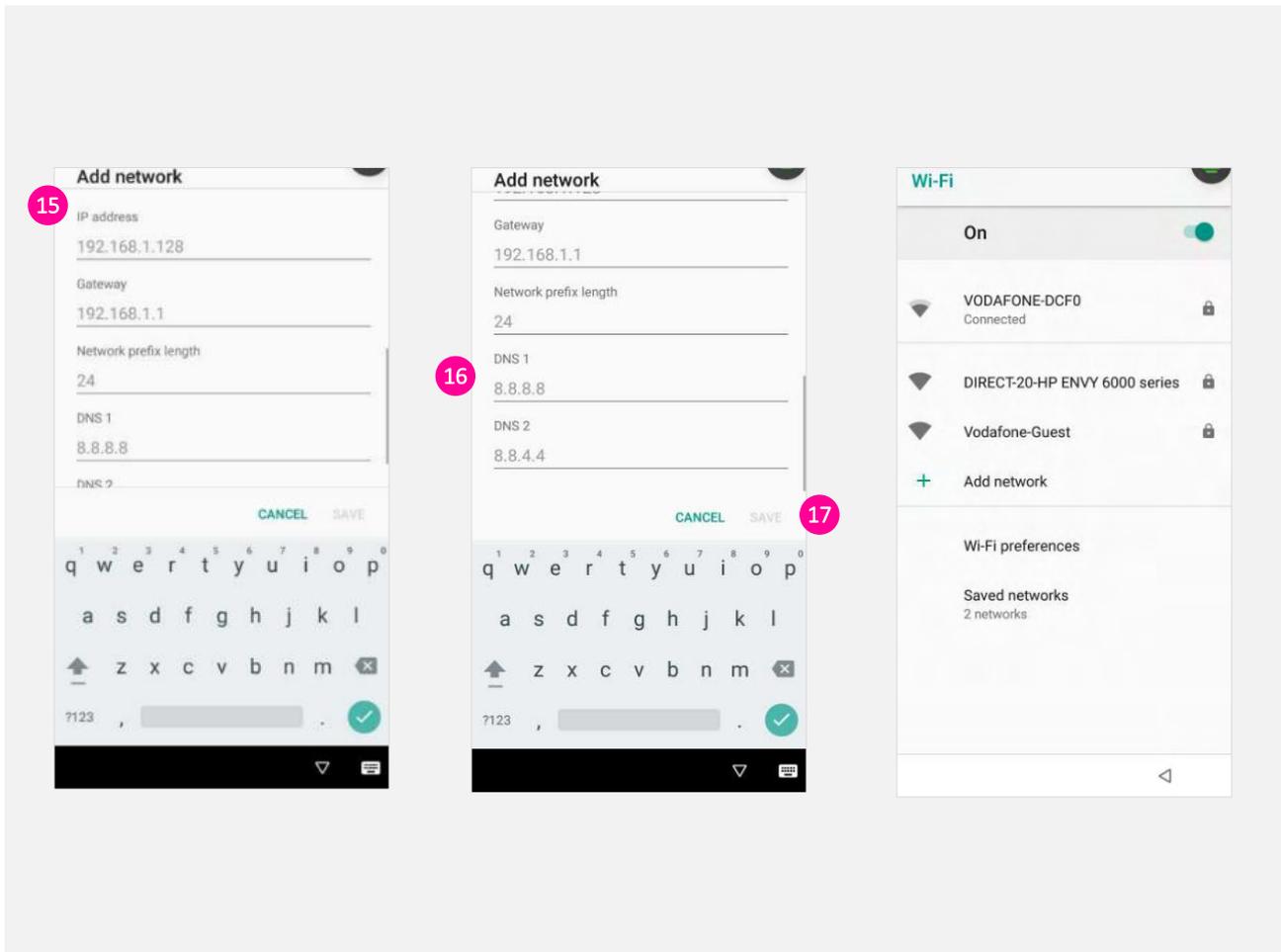
Scroll down using the bar on the right-hand side of the screen to reveal further options.

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.



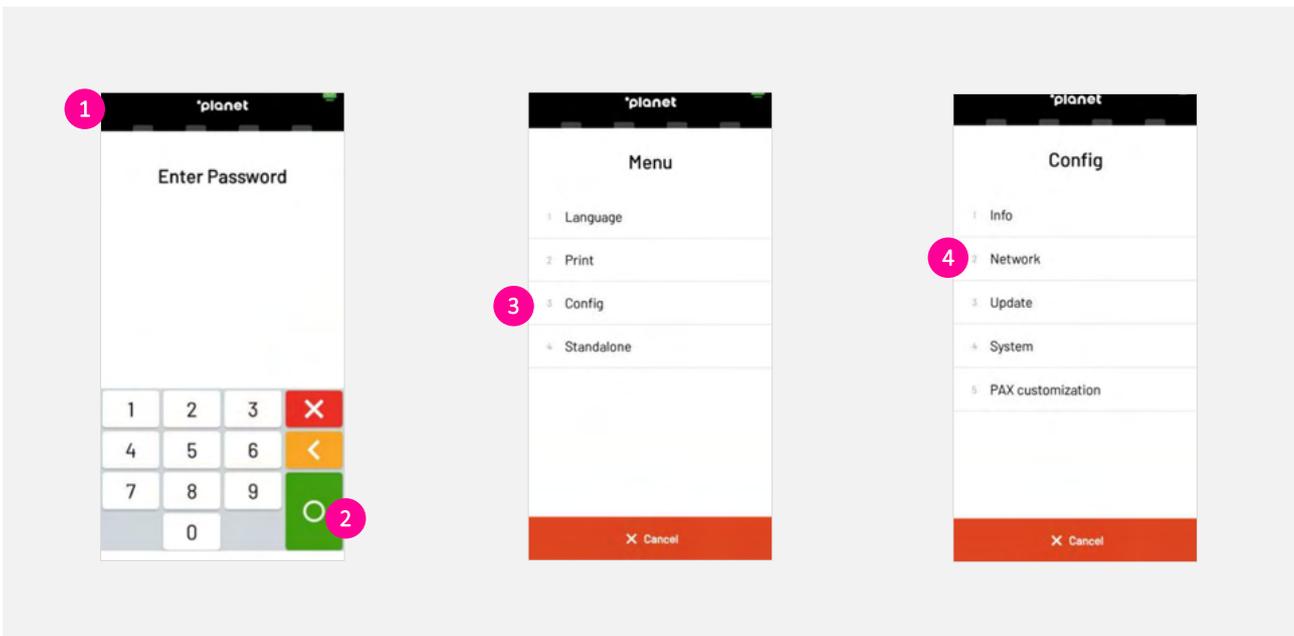
6.4 GPRS Configuration

If you received the SIM card from your wireless provider, the terminal should identify the SIM card and configure the mobile network settings automatically. If you received the SIM card from Planet, you need to configure the Access Point Name (APN) information explained in the following section.

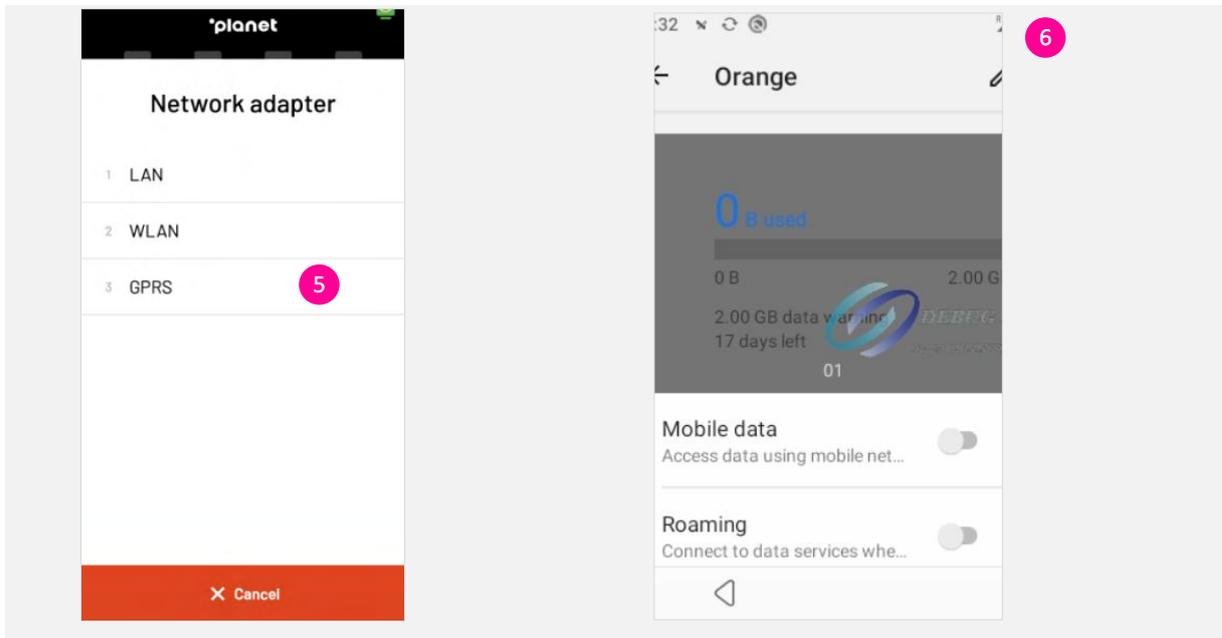


Before proceeding, please ensure Wi-Fi is disabled from within the IntegraTE menu. Applicable to PAX IM25 terminals

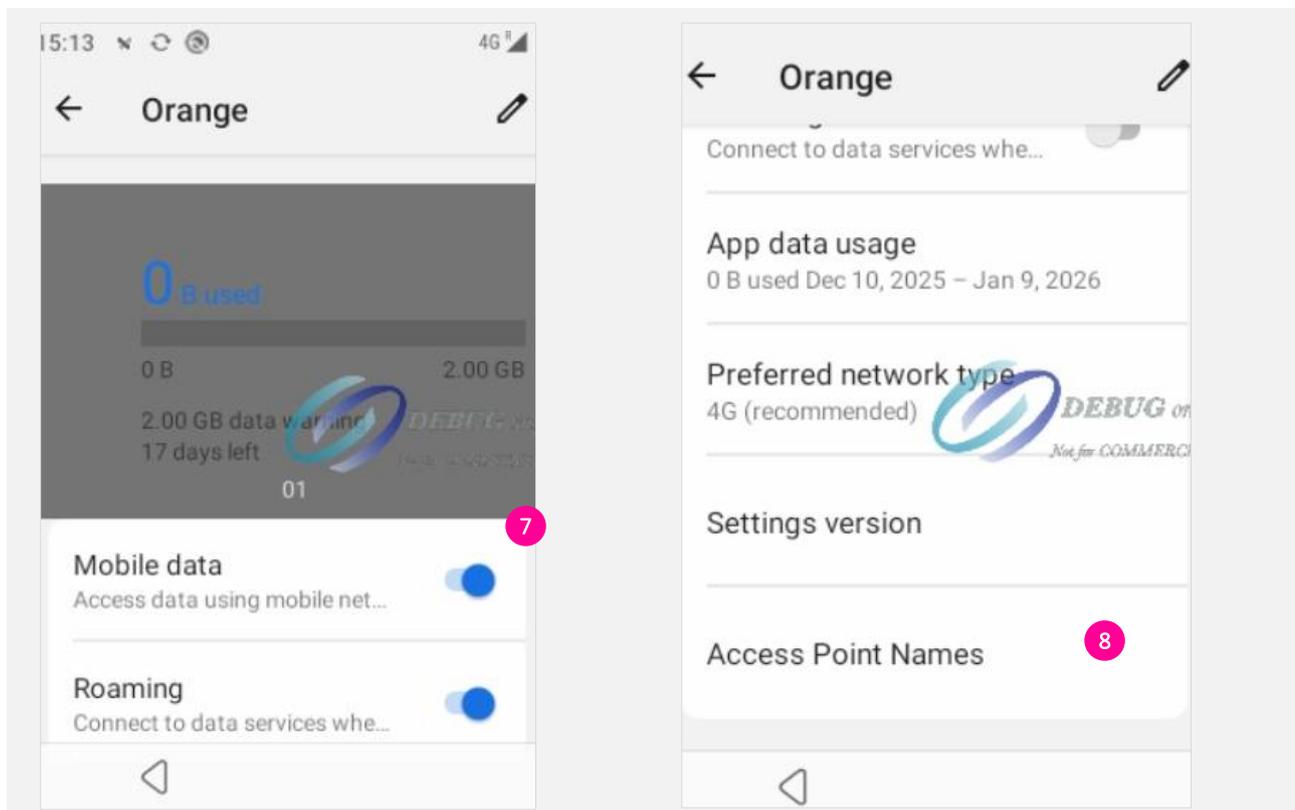
1. You will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Select "Config/Configuration".
4. Select "Network".



5. Select "GPRS".
6. Users will be presented with the following screen.

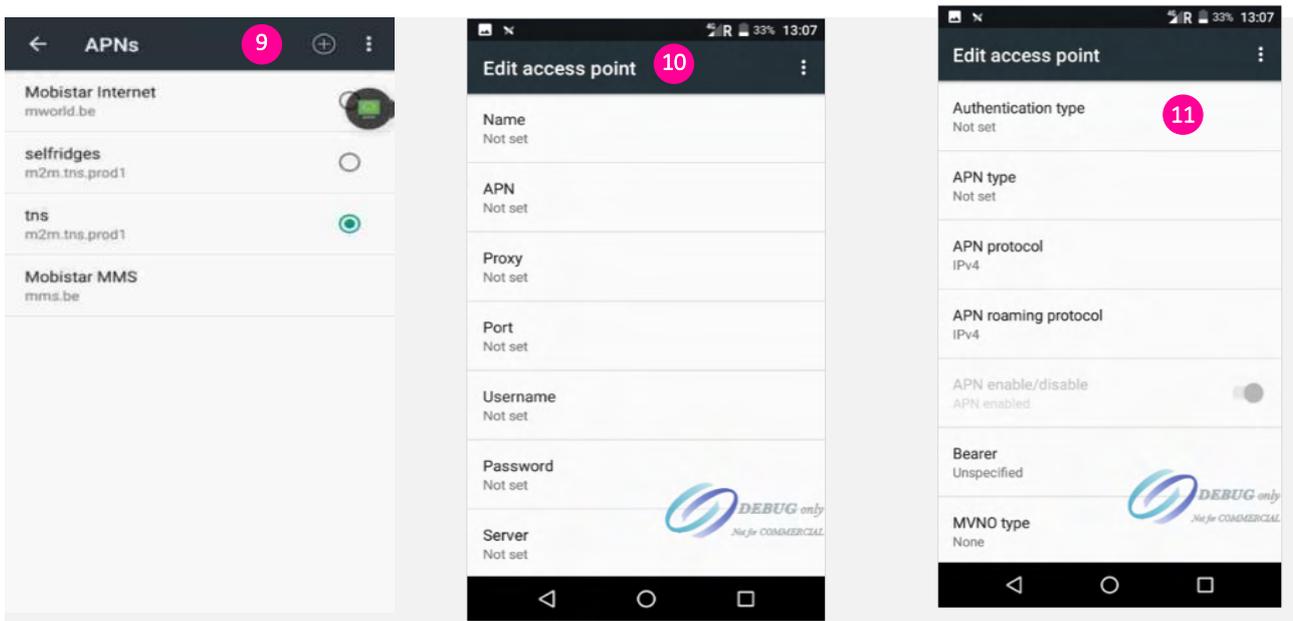


7. Toggle on Mobile Data and Roaming
8. Scroll down at the end of the screen and select Access Point Names

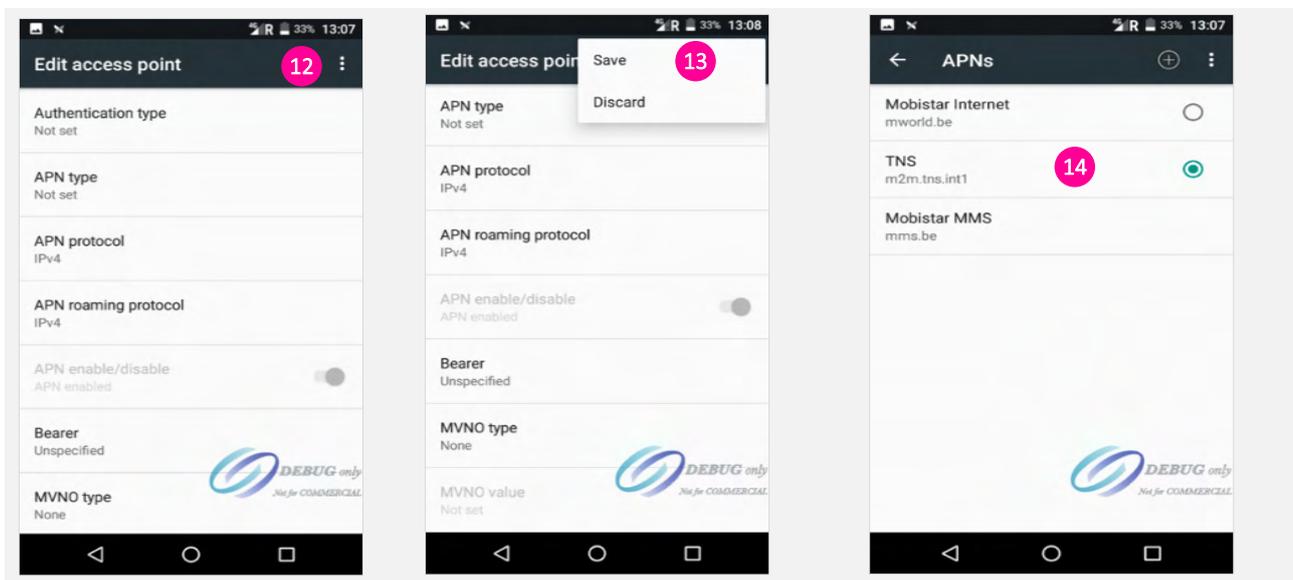


9. Select your appropriate APN
10. You can add an APN by selecting the “+” symbol in the top right-hand corner.
 - **Name:** You can insert the APN name of your choice.
 - **APN:** Please add the necessary APN provided to you by the SIM provider.
 - **Username:** Please add the necessary Username provided 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.
 - a. **Authentication Type:** Please set this variable to “PAP or CHAP.”

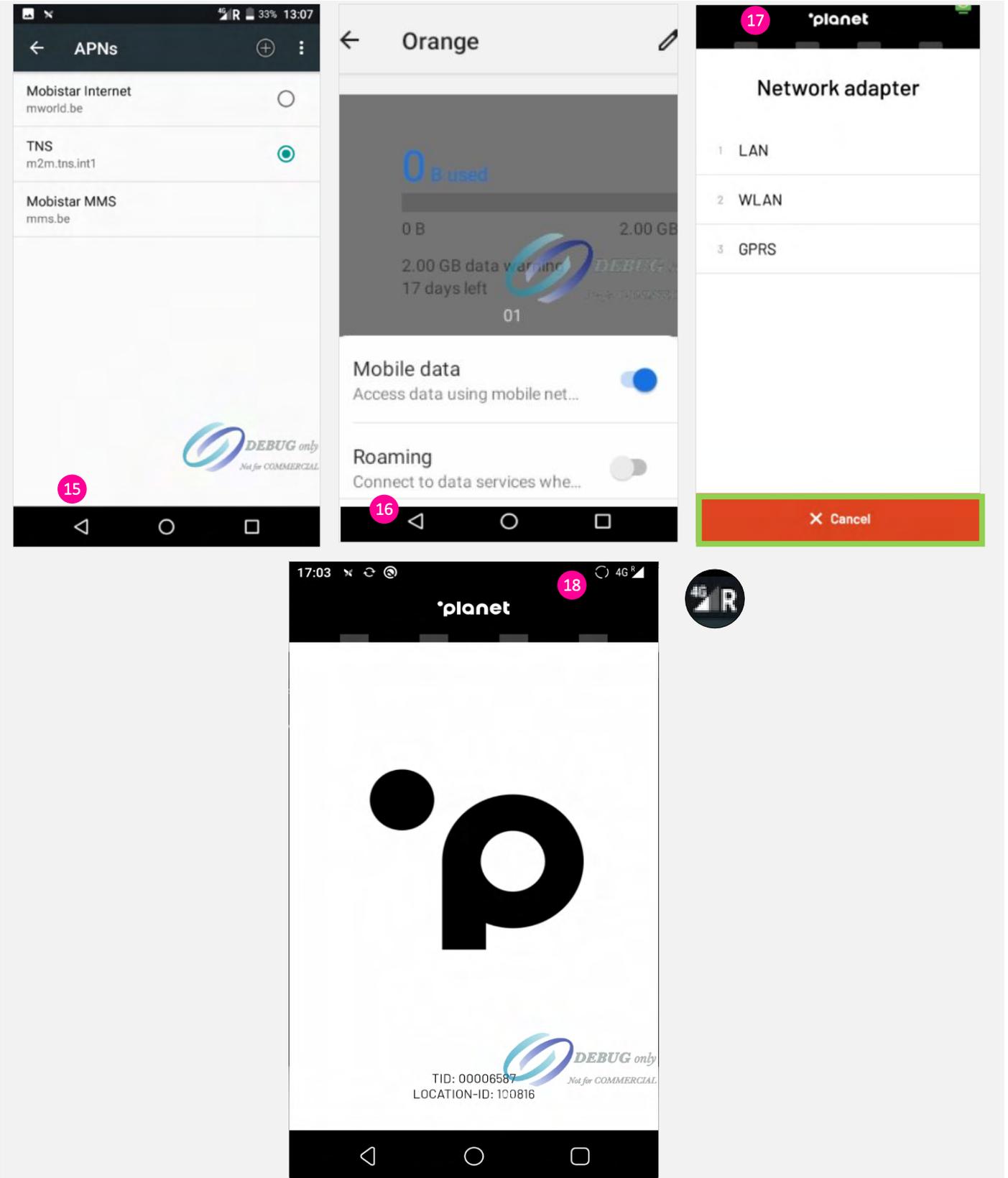
The remaining variables can be left as they are. They are not required.



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. Simply select your Access Point Name. You’ll see a green dot appear next to your selected Access Point Name.

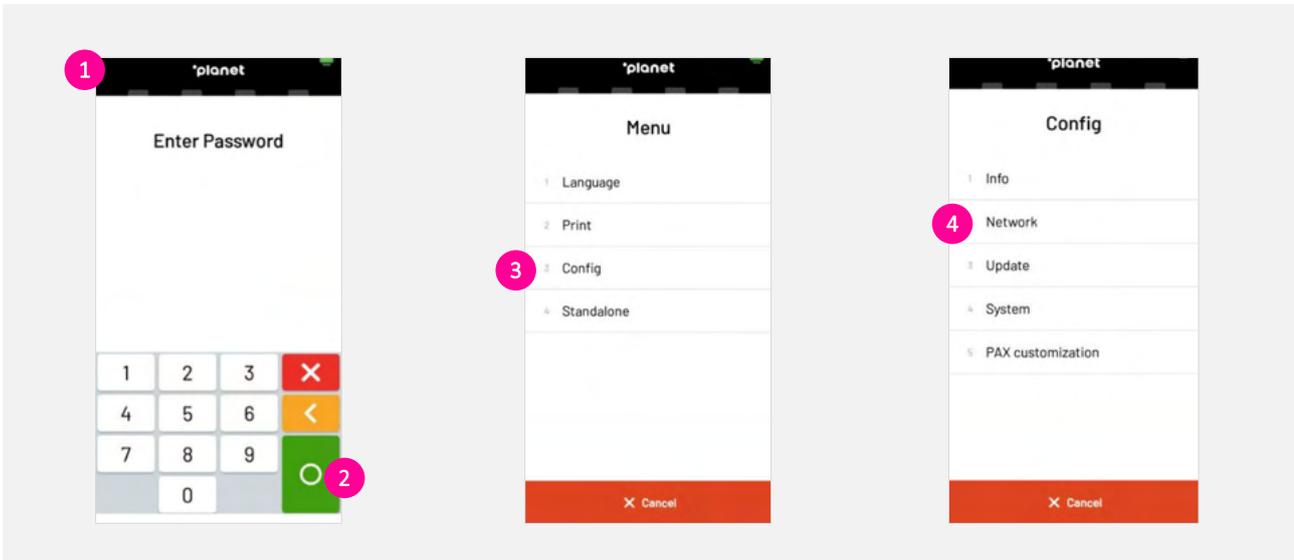


- 15. Now, select the back button (back space) across the bottom of the terminal screen.
- 16. Proceed by closing the "APNs" screen and the "Data Usage" screen by selecting back space
- 17. This will take you back trtto the network screen. Where you will need to press cancel.
- 18. You will see a GPRS Signal and "R" symbol displayed on the notification bar.



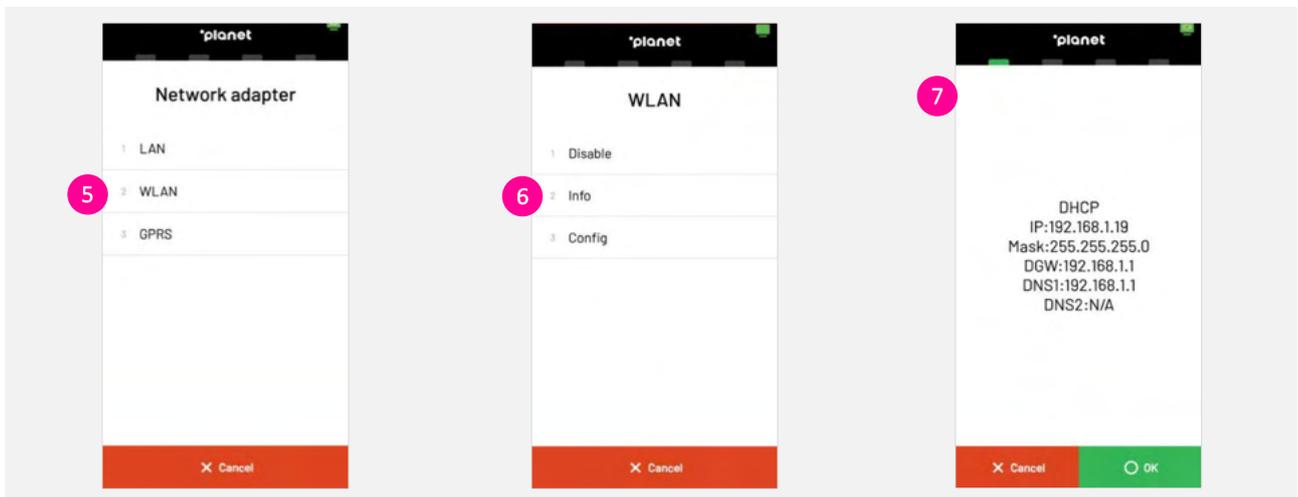
7. Checking IP connection settings

- 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".



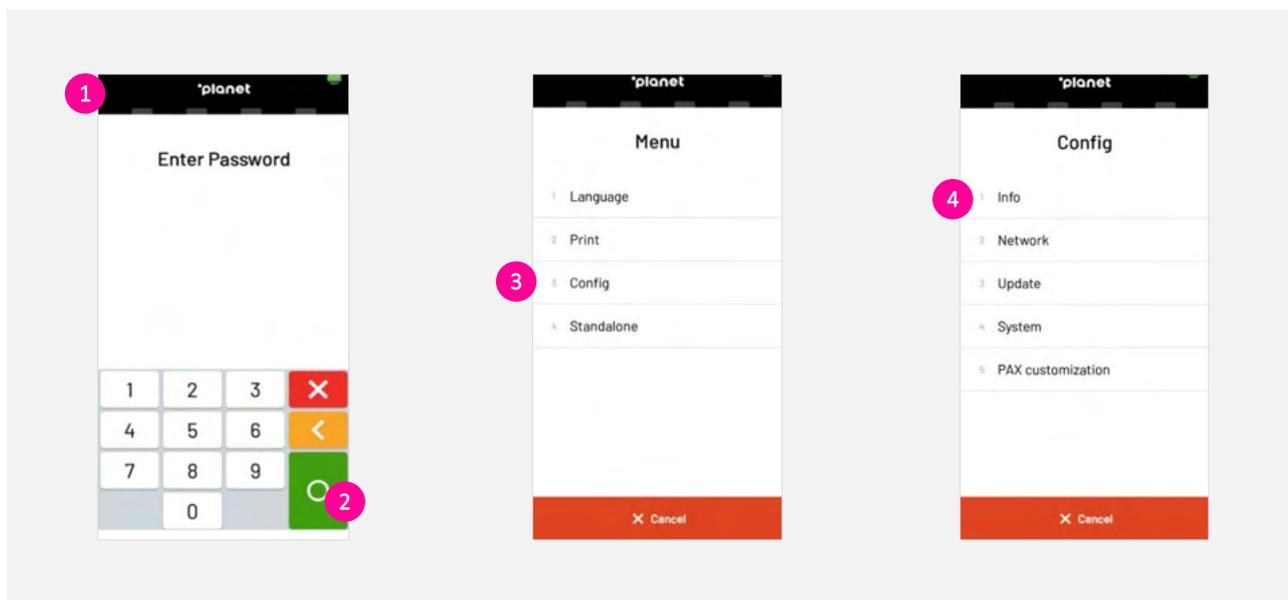
- 5) Now, select: WLAN – If WIFI is enabled. LAN – If Ethernet (LAN) is enabled. GPRS – If GPRS is enabled.
- 6) Select "Info".
- 7) The following information will be displayed:

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

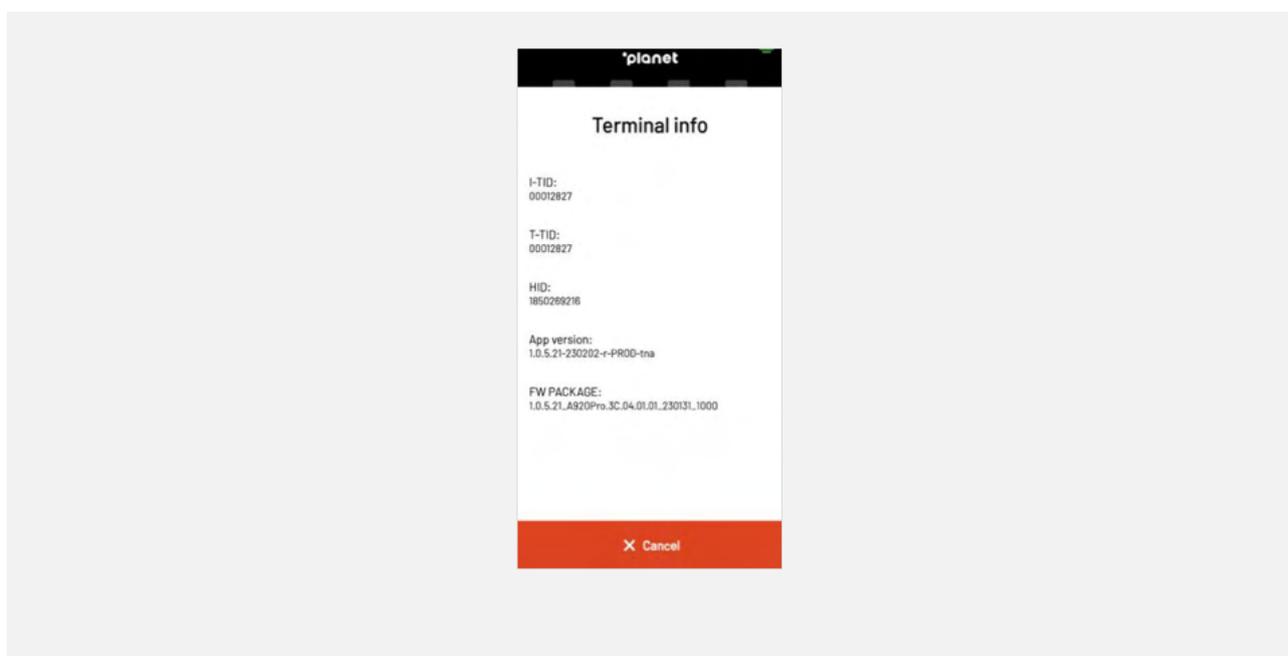


7.1 Viewing Software Version

- 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".

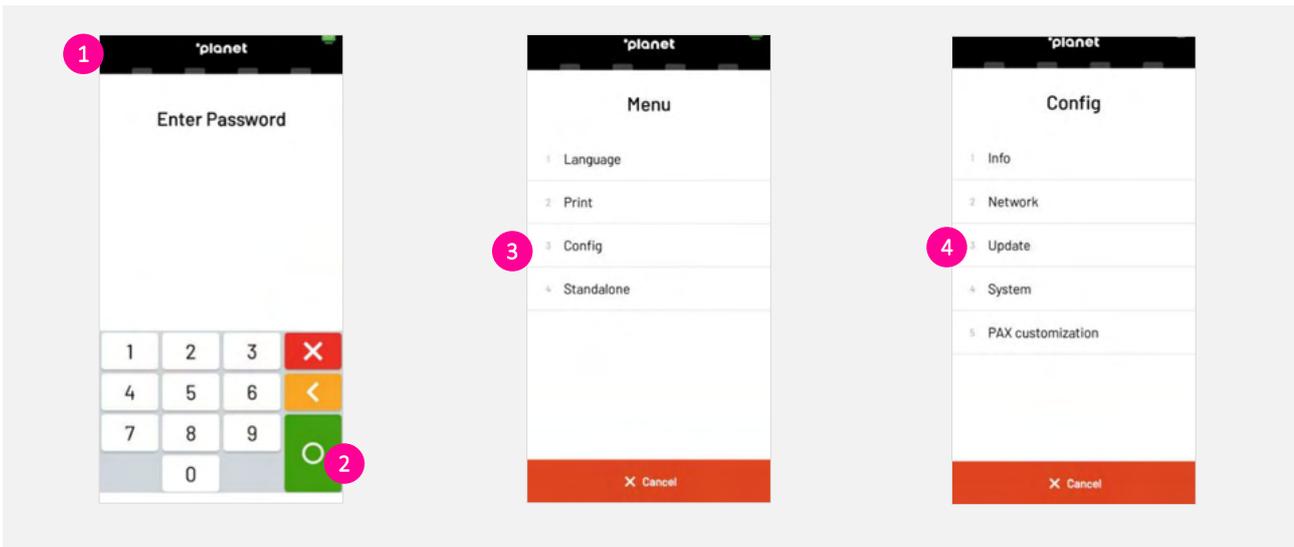


- 5) The relevant software version will be displayed, along with the Terminal ID and Hardware ID.

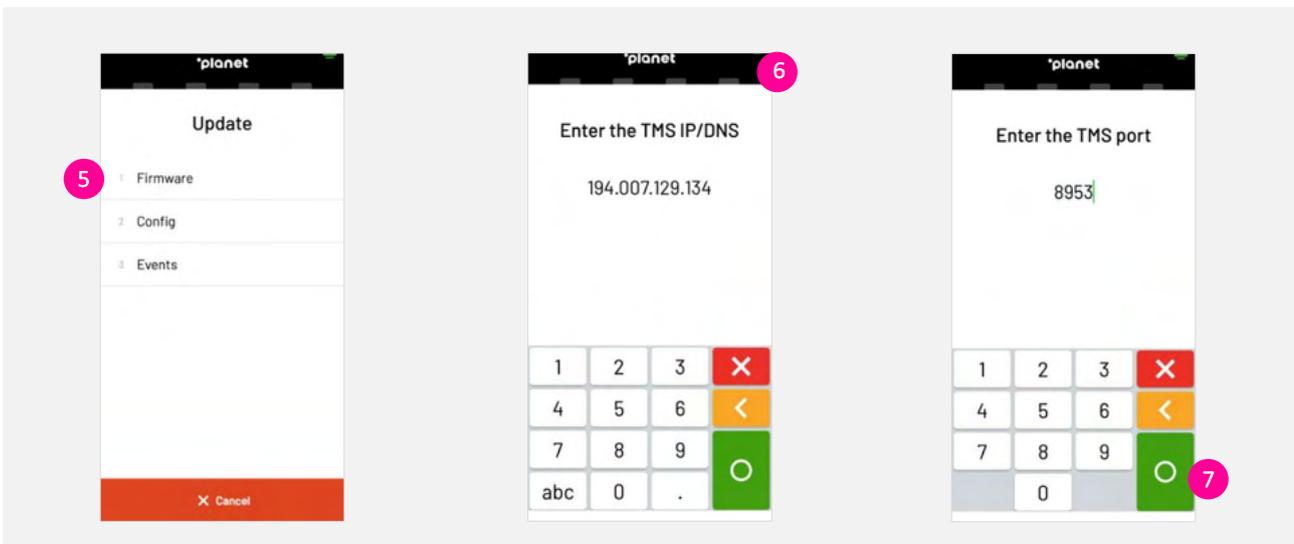


8. Downloading software/firmware

- 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 button.
- 3) Select "Config/Configuration".
- 4) Select "Update".



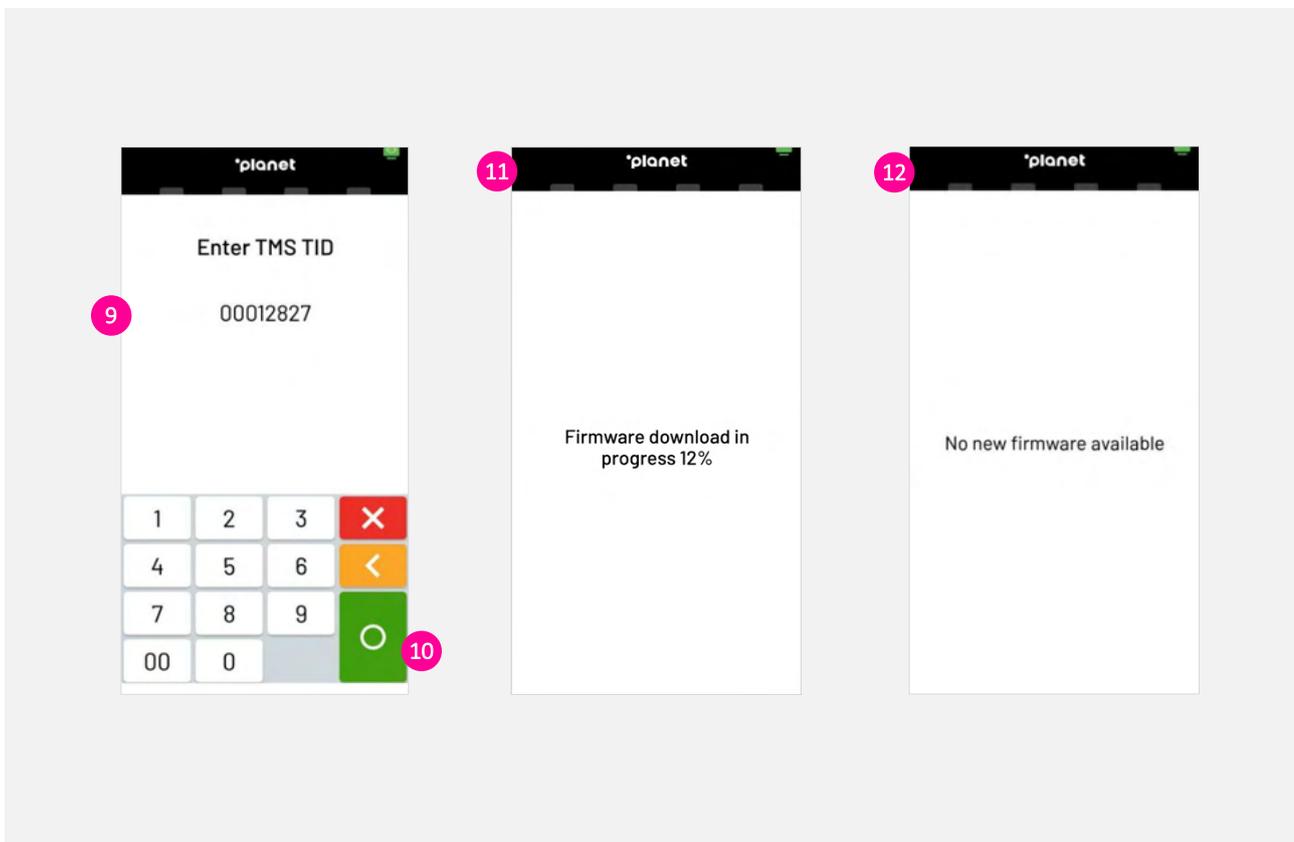
- 5) Select "Firmware".
- 6) The user must then verify that the information on the "Enter the TMS IP/DNS" and "Enter the TMS port" screens matches the information shown below.



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

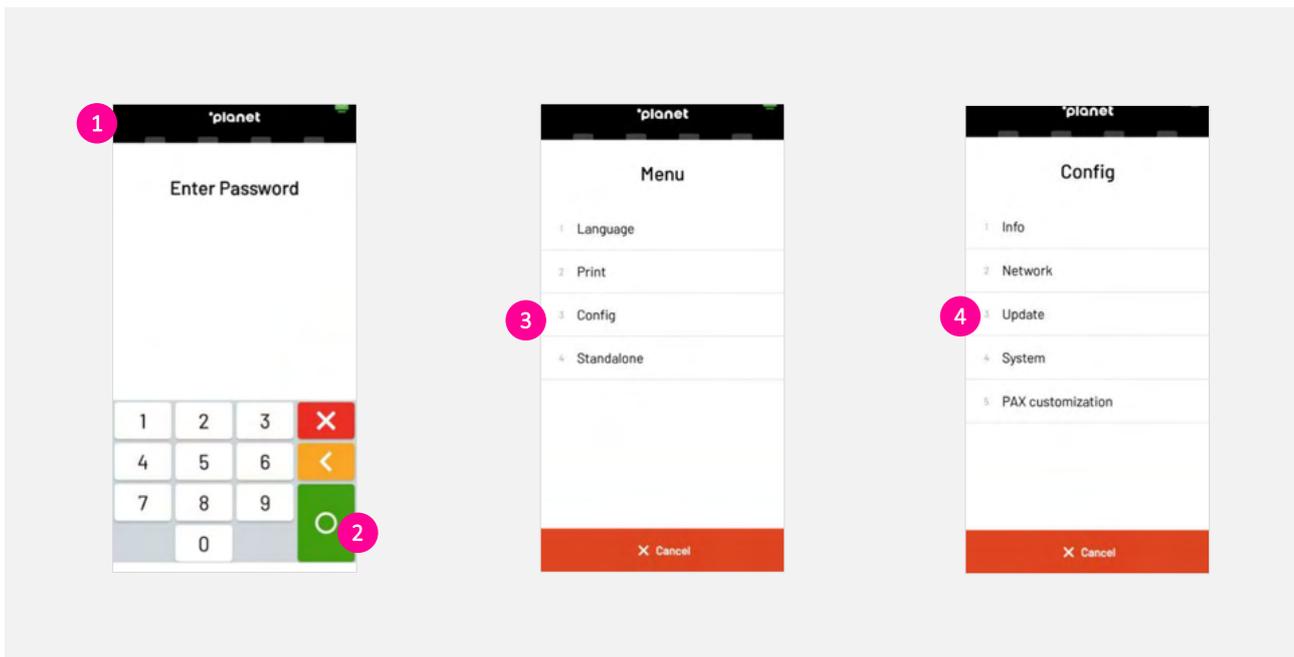
i TMS IP depends on the use case. In production we have 194.7.129.134 for global use, and 065.216.73.214 as alternative in the US. The TMS Port is 8953 for Global and US use.

- 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”.

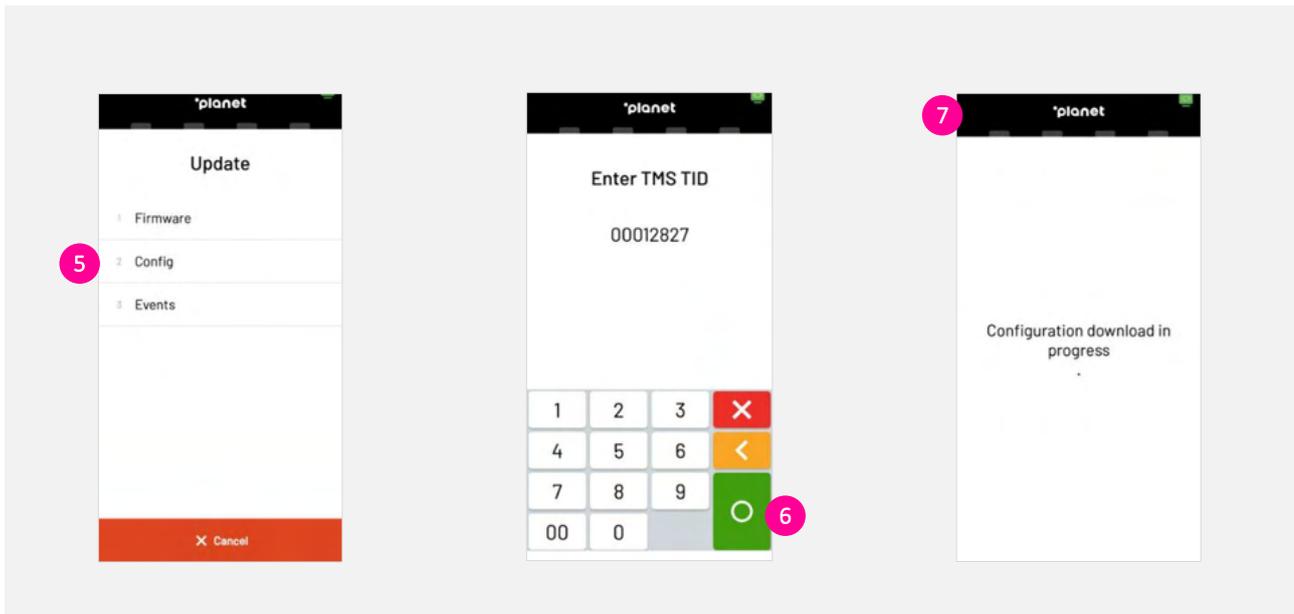


9. Downloading configuration

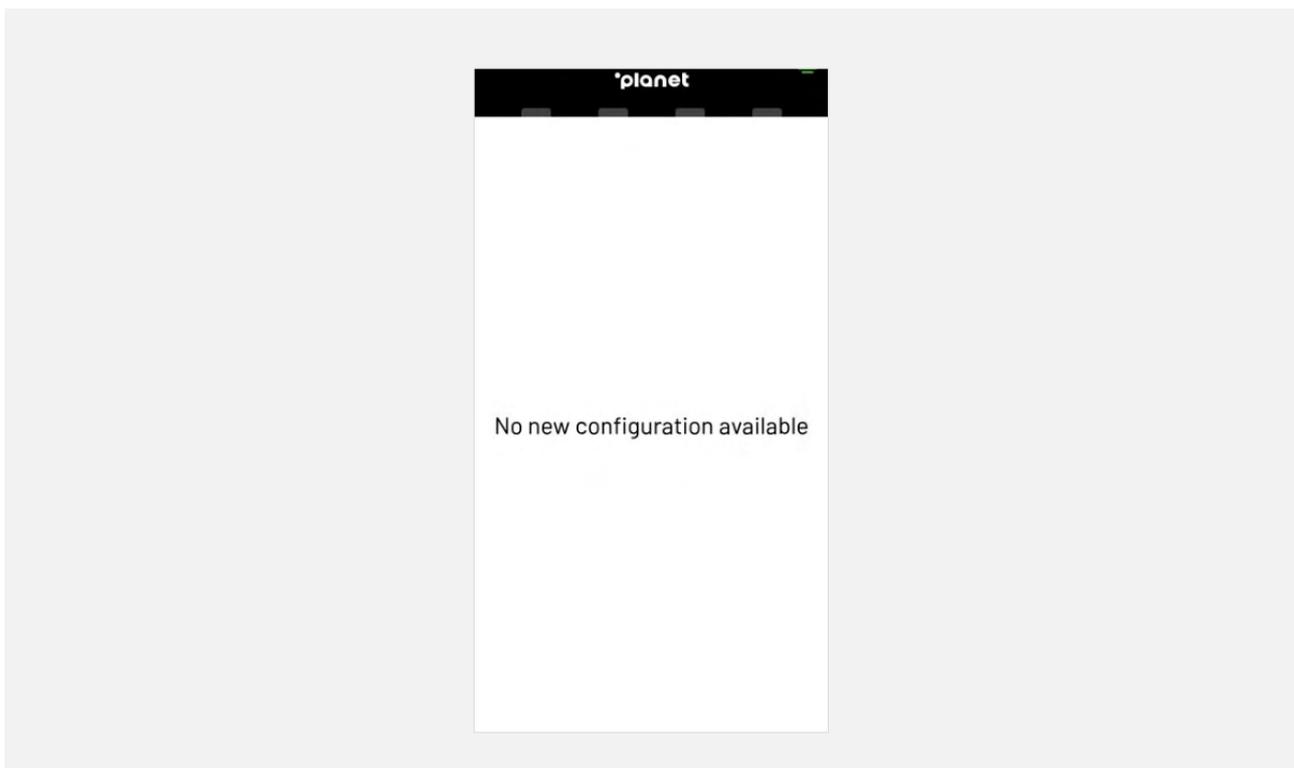
- 1) To complete a configuration, the user will need to enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
- 2) When "Please Enter Password" is displayed, enter the password, and press the green Enter button.
- 3) Select "Config/Configuration".
-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

The IM25 includes features specifically designed to support customers with visual impairments, ensuring secure, independent, and inclusive payment experiences.

10.1 Accessibility mode

The IM25 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 the payment flow (see Section 10.1.1 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.

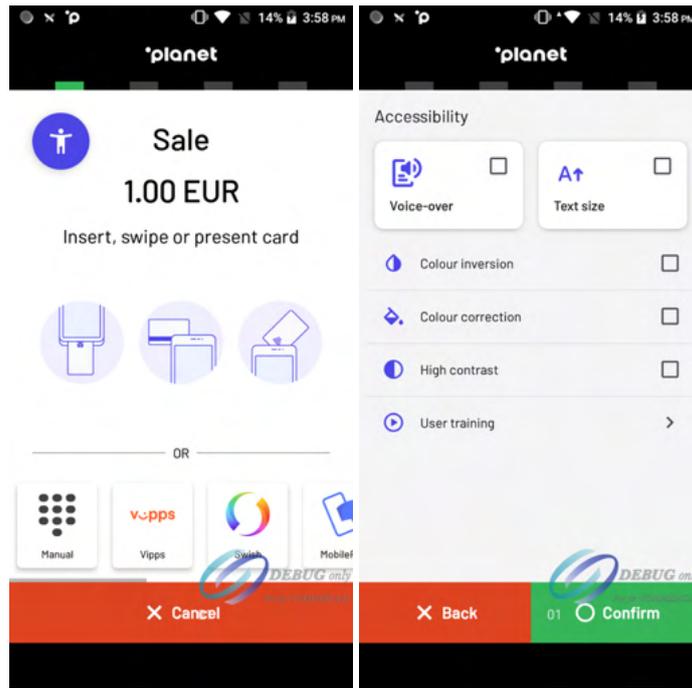


Figure 1 Card entry screen and Accessibility Mode menu.

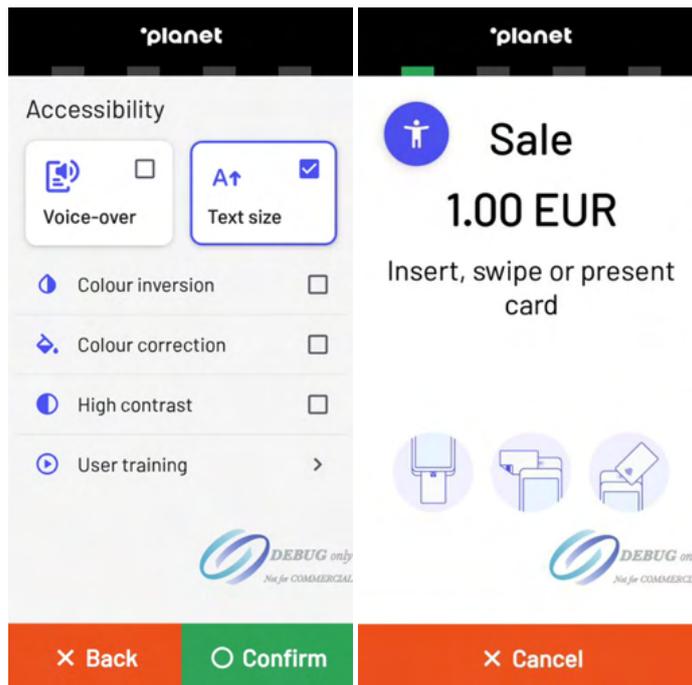


Figure 2 Text size feature.

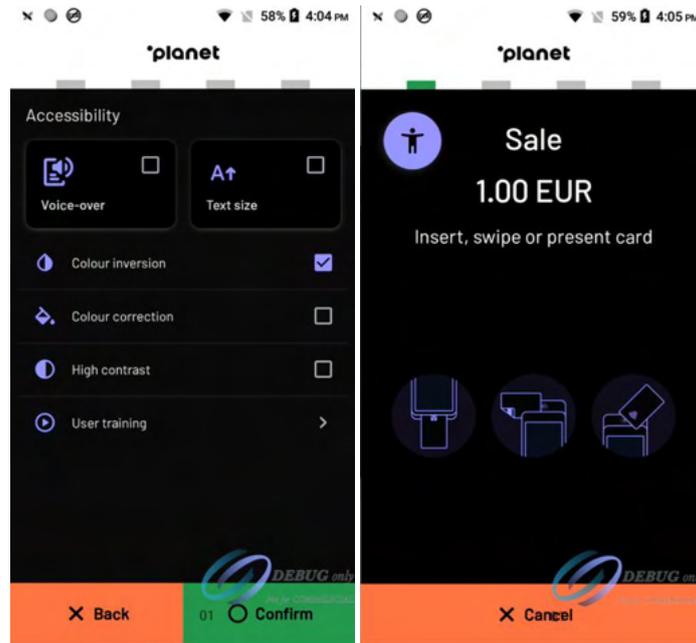


Figure 3 Colour inversion feature.

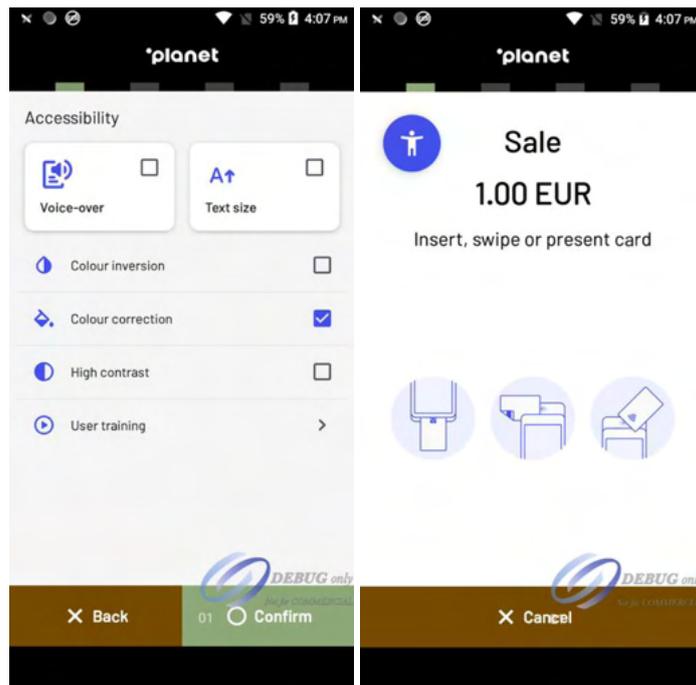


Figure 4 Colour correction feature.

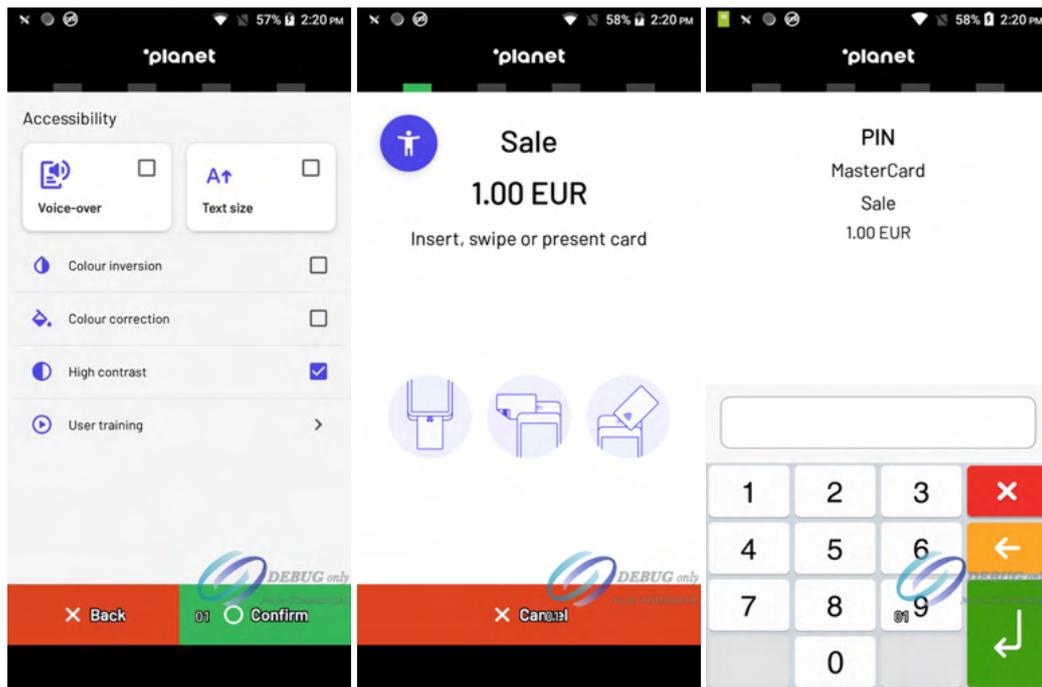


Figure 5 High contrast feature.

10.1.1 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.



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

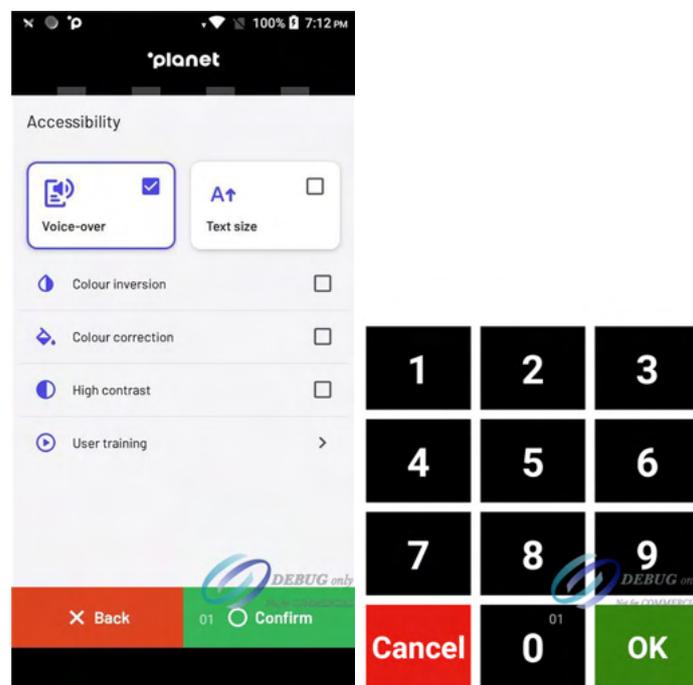


Figure 6 Voice-over feature and on-screen keypad.