

# PAX IM30

## User Guide

Version 3.00

## 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. ©2026 Planet Payment, Inc. All Rights Reserved.

## Version history

Version	Modification(s)
3.00	<ul style="list-style-type: none"><li>▪ Added</li><li>▪ PAX IM30 Rev 2 Details added</li><li>▪ PAX IM30 Rev 1 and PAX IM30 Rev 2 Product Differences</li><li>▪ PAX IM30 Rev 1 and IM30 Rev 2 Terminal and Mounting details.</li><li>▪ GPRS Connection details added</li></ul> <p>Updated:</p> <p>Minor improvements</p>
2.00	<p>Added:</p> <ul style="list-style-type: none"><li>▪ Notice</li><li>▪ Version history</li><li>▪ Preface</li><li>▪ Section 12, "Accessibility"</li></ul> <p>Updated:</p> <ul style="list-style-type: none"><li>▪ Minor improvements</li></ul>
1.00	First version

# Table of contents

<b>Version history</b>	<b>3</b>
<b>Table of contents</b>	<b>4</b>
<b>Preface</b>	<b>5</b>
Customer support	5
<b>1. PAX IM30 Rev 1 Box contents</b>	<b>6</b>
<b>2. PAX IM30 Rev 2 Box contents</b>	<b>7</b>
<b>3. PAX IM30 Rev 1 and Rev 2 terminal details</b>	<b>8</b>
<b>4. PAX IM30 Rev 1 and Rev 2 Product Differences</b>	<b>9</b>
<b>5. PAX IM30 Terminal Dimensions</b>	<b>10</b>
<b>6. PAX IM30 Mounting Details/Device Installation</b>	<b>11</b>
<b>7. Menu access from the Planet application</b>	<b>12</b>
<b>8. Network configuration</b>	<b>14</b>
8.1 Ethernet (LAN)	14
8.2 Wi-Fi Setup - (DHCP) – only applicable to specific IM30 terminal models	16
8.3 Wi-Fi Setup - (Static)	18
8.4 GPRS Configuration	21
<b>9. Checking IP connection settings</b>	<b>28</b>
9.1 Viewing Software Version	29
<b>10. Downloading software/firmware</b>	<b>30</b>
<b>11. Downloading configuration</b>	<b>32</b>
<b>12. Accessibility</b>	<b>34</b>
12.1 Accessibility mode	34
12.1.1 Voice-over	37

## Preface

This document provides the setup instructions and user guide for the PAX IM30.



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](http://www.weareplanet.com/support)

# 1. PAX IM30 Rev 1 Box contents

Each PAX IM30 Rev 1 is supplied with the following items:

- 1) IM30 Rev 1 terminal
- 2) Mounting Bracket (plastic)
- 3) AC/DC power cord
- 4) AC/DC power adapter (variable by region)
- 5) Power supply splitter cable
- 6) GPRS/4G Antenna (**Note:** Specifically, for IM30 Rev 1 terminals that support GPRS)
- 7) USB-A to USB-C cable
- 8) Quick setup guide

**i** Network cable is not included.



## 2. PAX IM30 Rev 2 Box contents

Each PAX IM30 Rev 2 is supplied with the following items:

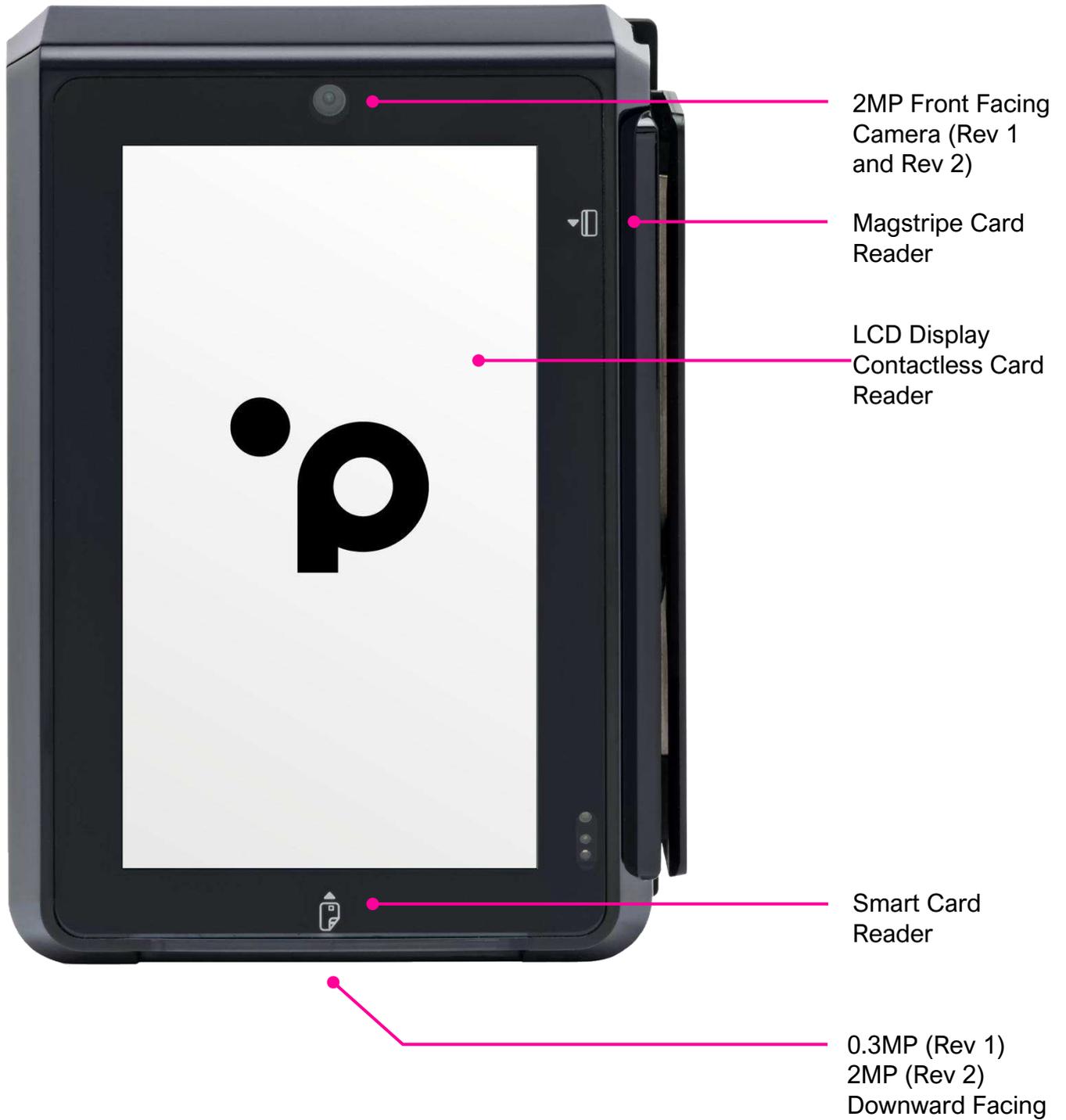
- 1) IM30 Rev 2 terminal
- 2) Mounting Bracket (metal)
- 3) AC/DC power cord
- 4) AC/DC power adapter (variable by region)
- 5) Power supply splitter cable
- 6) GPRS/4G Antenna (**Note:** Specifically, for IM30 Rev 2 terminals that support GPRS)
- 7) USB-A to USB-C cable
- 8) Accessibility brail/tactile sticker and user guide
- 9) Screws

**i** Network cable is not included.



### 3. PAX IM30 Rev 1 and Rev 2 terminal details

Power can be supplied to the IM30 by connecting the AC power cord and adapter to the communication cable.



## 4. PAX IM30 Rev 1 and Rev 2 Product Differences

The below table illustrates the differences between the PAX IM30 Rev 1 and PAX IM30 rev 2 terminals in each market.

There is one difference between the IM30 Rev 2 EU/UK and PAX IM30 Rev 2 US variants is the memory. This is illustrated in the above table.

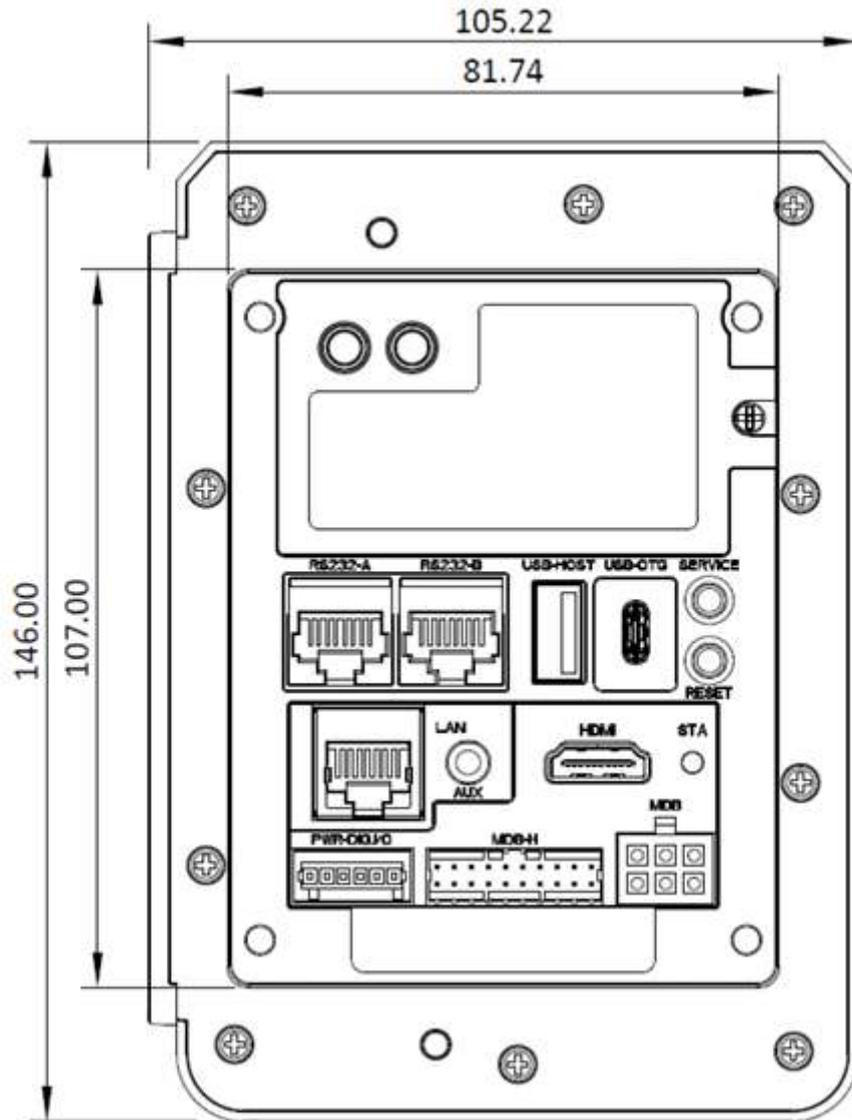
	PAX IM30 Rev1	PAX IM30 Rev 2 Android 10 (EU Model)	PAX IM30 Rev 2 Android 10 (US Model)
Paydroid (Android)	Paydroid 7	Paydroid 10	Paydroid 10
Processor	Quad-core Cortex A53 1.2GHZ	Quad-core Cortex A53 1.6GHZ	Quad-core Cortex A53 1.6GHZ
Memory	8GB Flash 1GB DDR3 RAM	8GB Flash, 1GB LPDDR4 SD RAM	32GB Flash 4GB LPDDR4 SD RAM
COMMS*	LAN, WI-FI + GPRS (4G)**	LAN, WI-FI + GPRS (4G) **	LAN, WI-FI + GPRS (4G) **
Terminal Display:	5" 720x 1280 Touch Screen display	5" 720x 1280 Touch Screen display	5" 720x 1280 Touch Screen display
Screen orientation:	Portrait	Portrait	Portrait
Camera	2MP Front/ 0.3MP for 1D/2D	2MP Front/ 2MP for 1D/2D	2MP Front/ 2MP for 1D/2D
IP Rating	IP55	IP65	IP65
IK Rating/UL Rating	IK08	IK09/ UL121201	IK09/ UL121201
PCI	PCI PTS 5.x	PCI PTS 6.x	PCI PTS 6.x
Dimensions (W x H x D)	105x146x57mm	105x146x47mm	105x146x47mm
Installation/ Tilt Display	8 Degrees	Parallel to display	Parallel to display

**Note:** \*Planet do not support Bluetooth COMMS.

**Note:** \*\* Support of WI-FI and GPRS comms on PAX IM30 Rev 2 Android 10 terminals require a specific terminal model to be ordered.

## 5. PAX IM30 Terminal Dimensions

See the below details that illustrate the PAX IM30 rev 1 and PAX IM30 Rev 2 terminal dimensions.



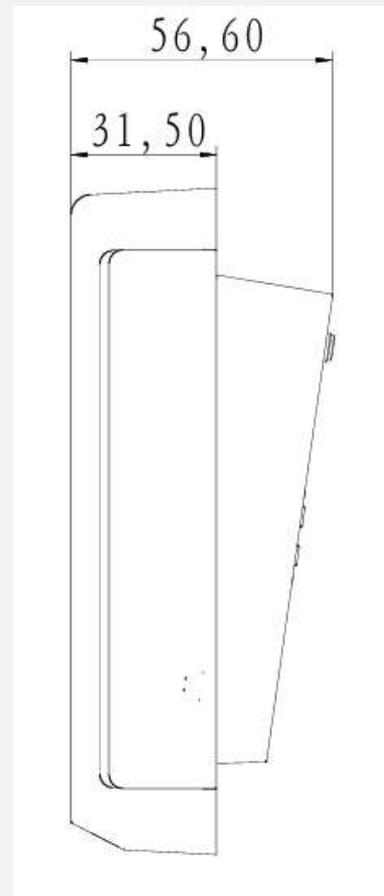
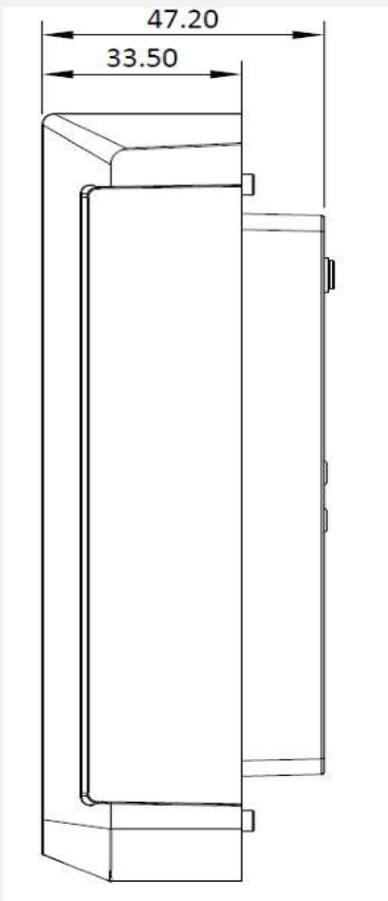
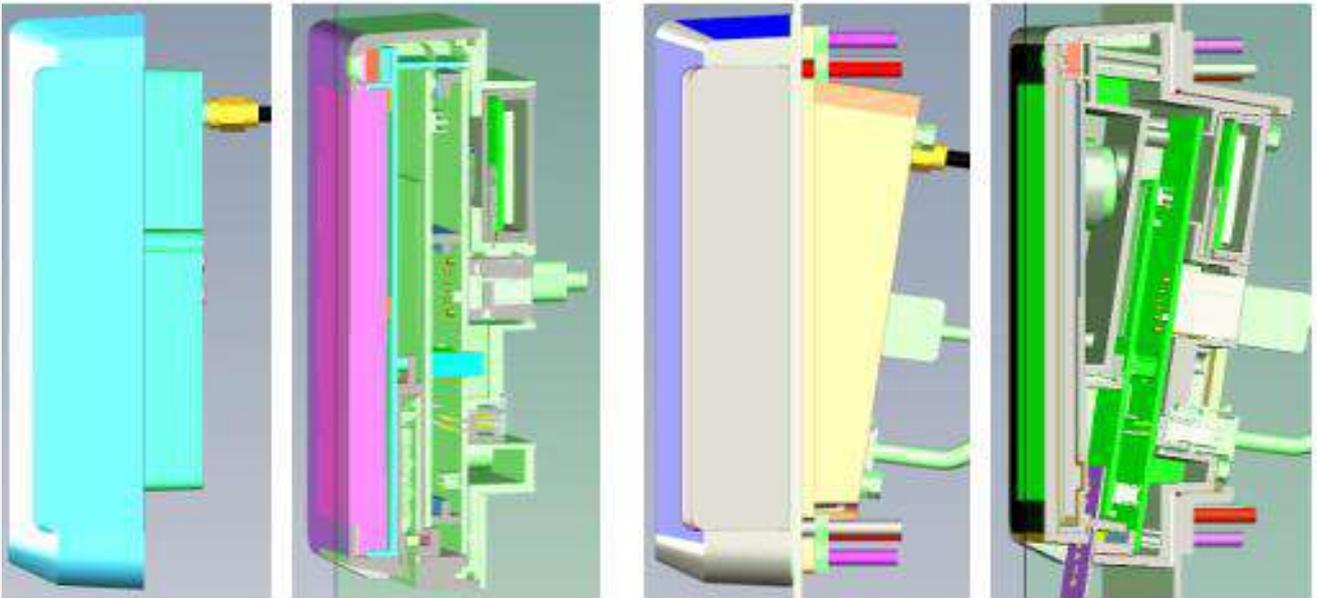
**Note:** Should you require details on the mounting bracket measurements or CAD drawings of either the PAX IM 30 Rev 1 or Rev 2 terminals, please reach out to your Planet Account/Commercial manager

## 6. PAX IM30 Mounting Details/Device Installation

The current (IM30 REV 1) has an 8-degree tilt to display, compared to the IM30 REV 2 where the IC card slot is vertically instead of 8 degrees tilted, simplify mechanical design.

PAX IM30 Rev 2

PAX IM30 Rev 1



## 7. Menu access from the Planet application

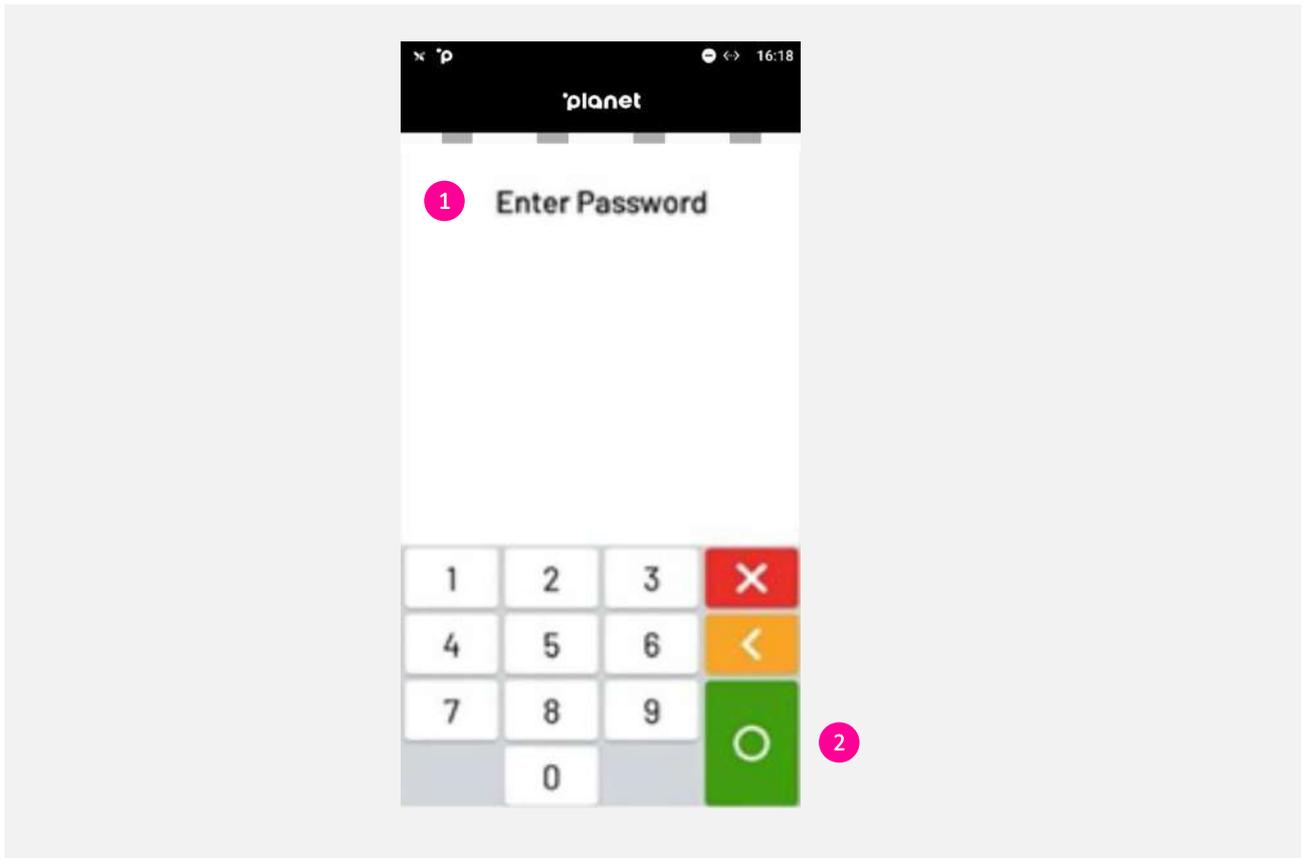


Push the service button, which can be found on the back of the terminal (right side).



Enter the admin password on the following screen.

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



## 8. Network configuration

### 8.1 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. The Power cable must be inserted/connected into the back of the terminal.

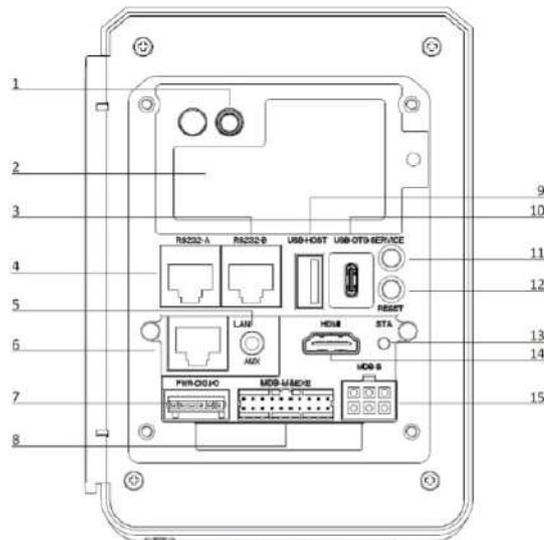
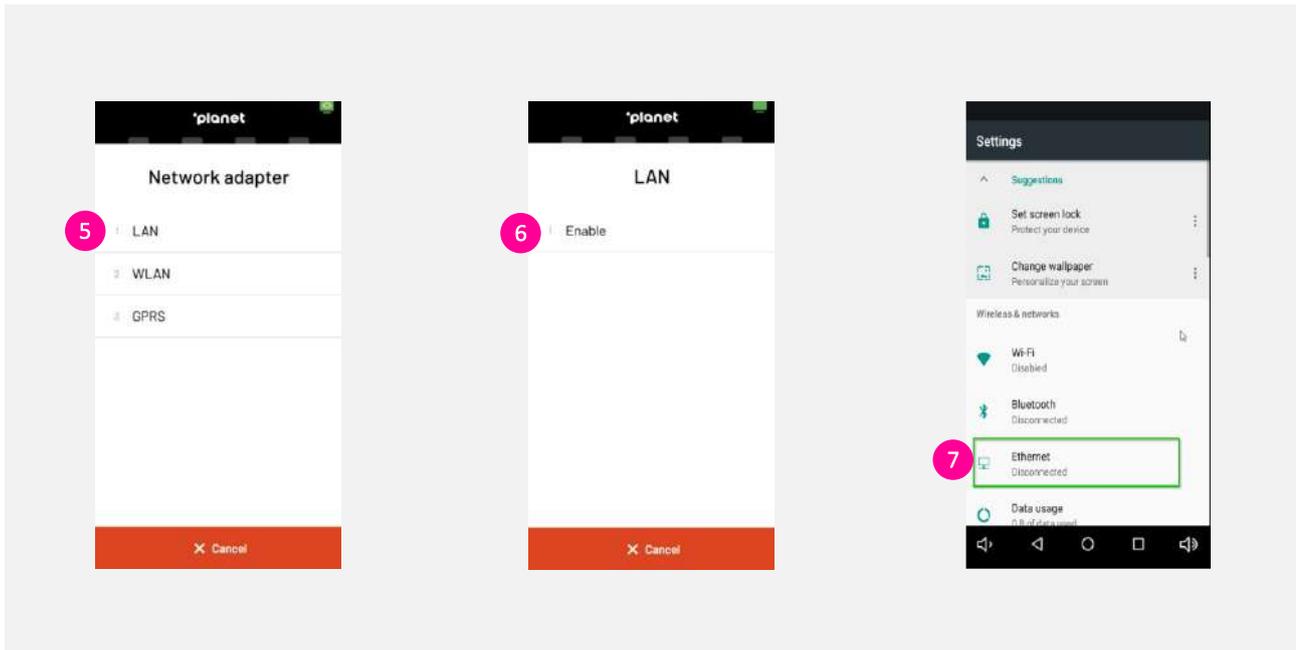


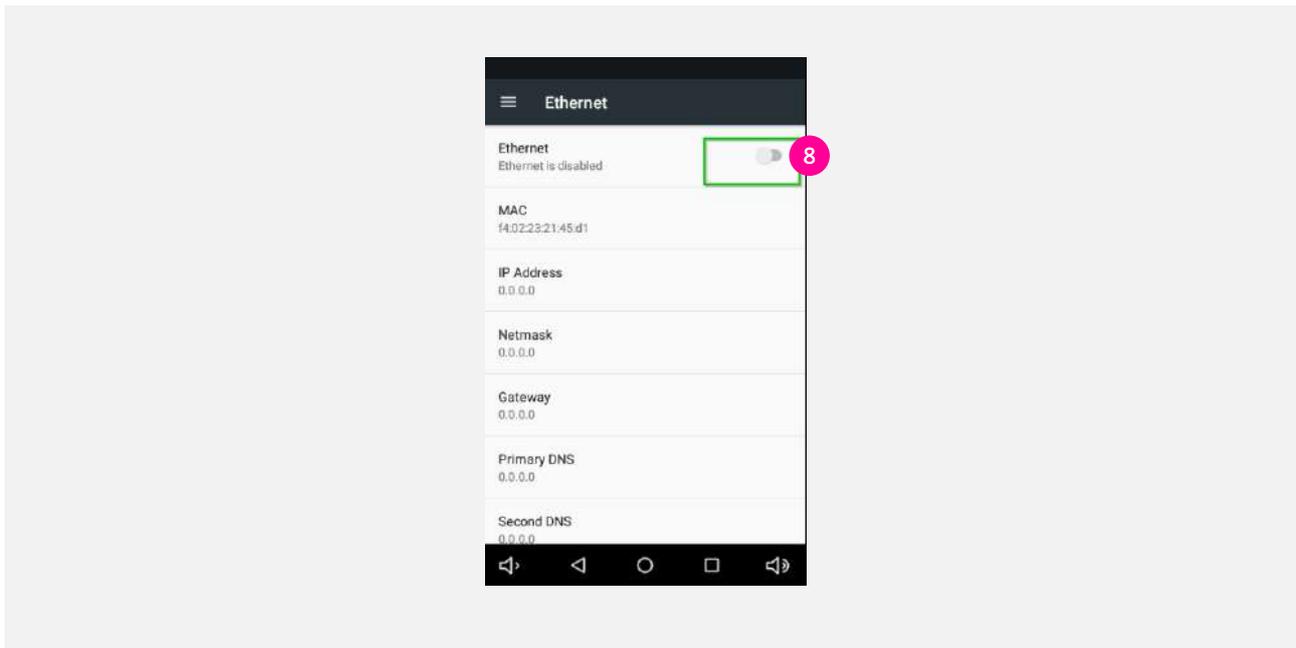
Figure 3: components, interface, and ports (back)

- |                                   |                          |
|-----------------------------------|--------------------------|
| 1. 4G antenna (optional)          | 9. USB Type-A port       |
| 2. 4G module & SAM/SIM card slots | 10. USB Type-C port      |
| 3. RS232-B (host)                 | 11. service button       |
| 4. RS232-A (device)               | 12. reset button         |
| 5. auxiliary port (mic & speaker) | 13. status indicator LED |
| 6. Ethernet port                  | 14. HDMI port            |
| 7. digital IO port                | 15. MDB Slave port       |
| 8. Executive & MDB Master port    |                          |

- 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.

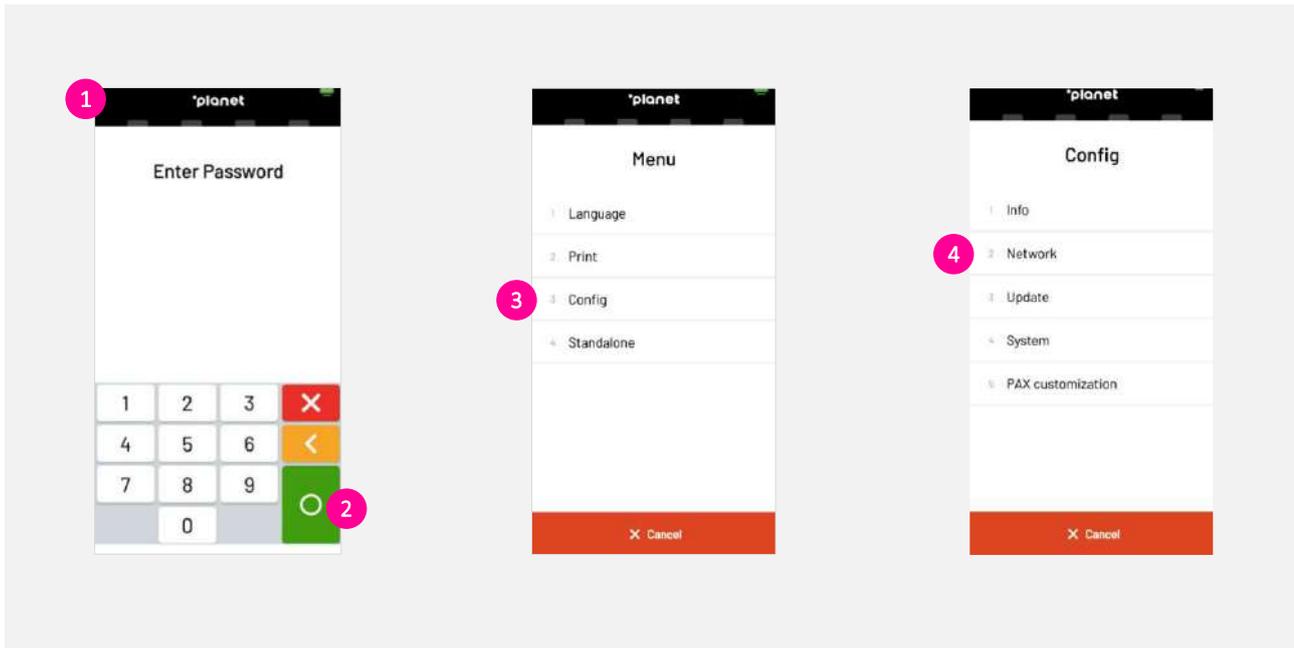


8) To enable Ethernet, you will need to toggle/enable Ethernet.

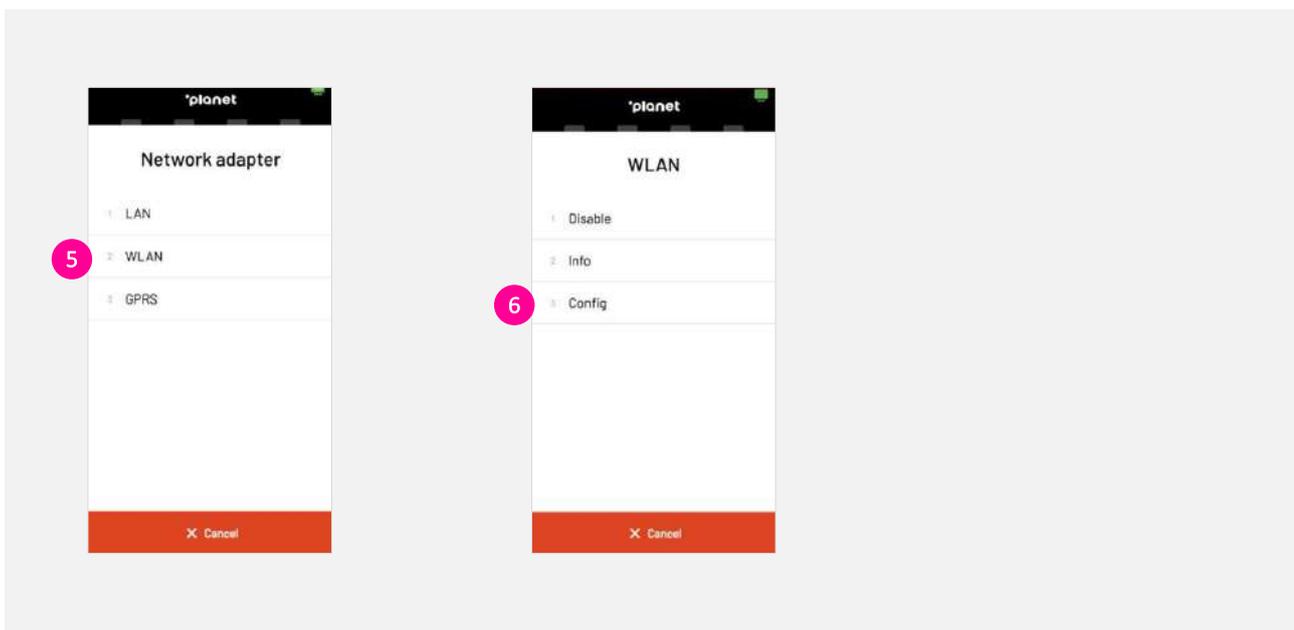


## 8.2 Wi-Fi Setup - (DHCP) – only applicable to specific IM30 terminal models

- 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".

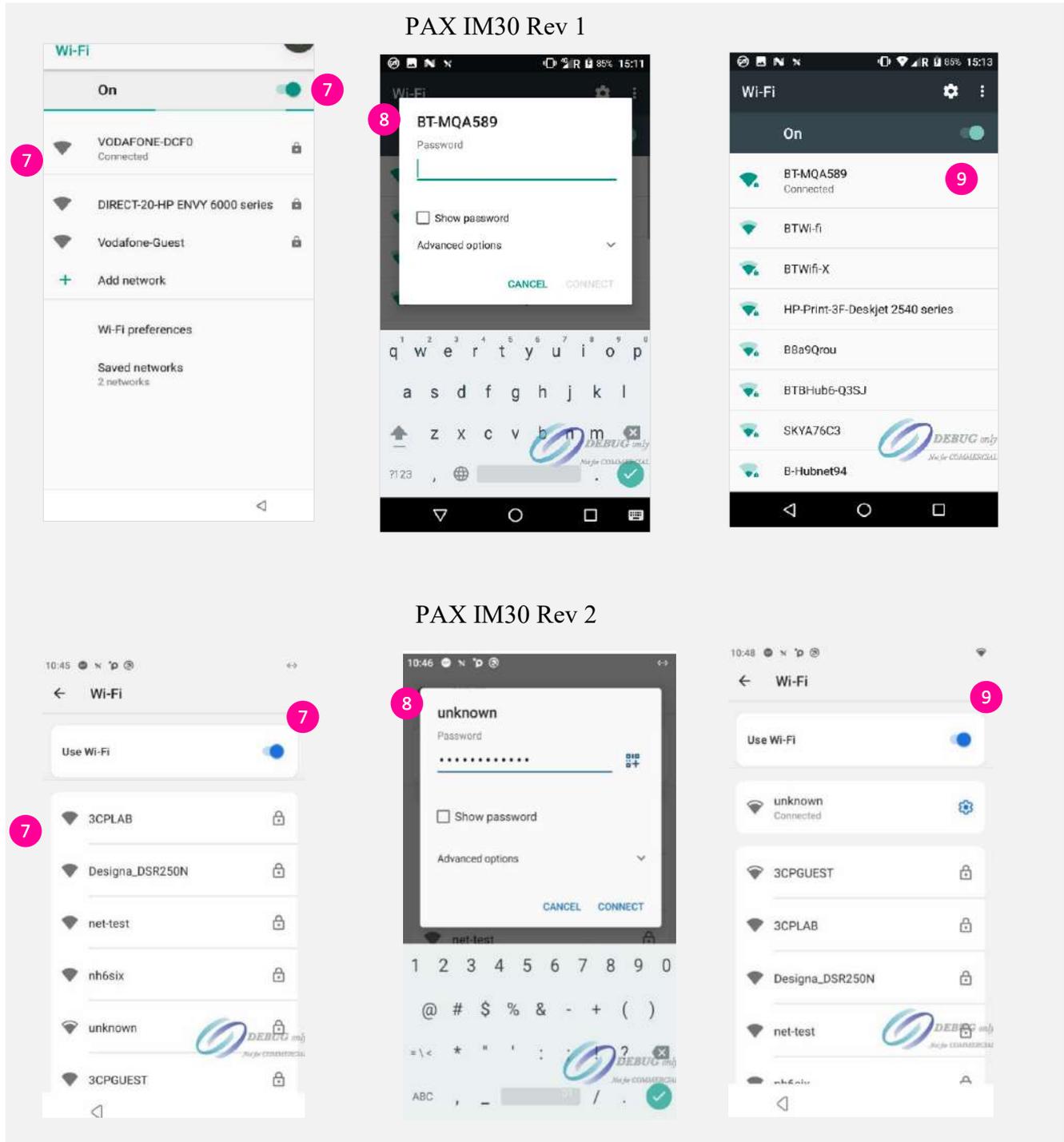


- 5) Now, select "WLAN".
- 6) Select "Config".



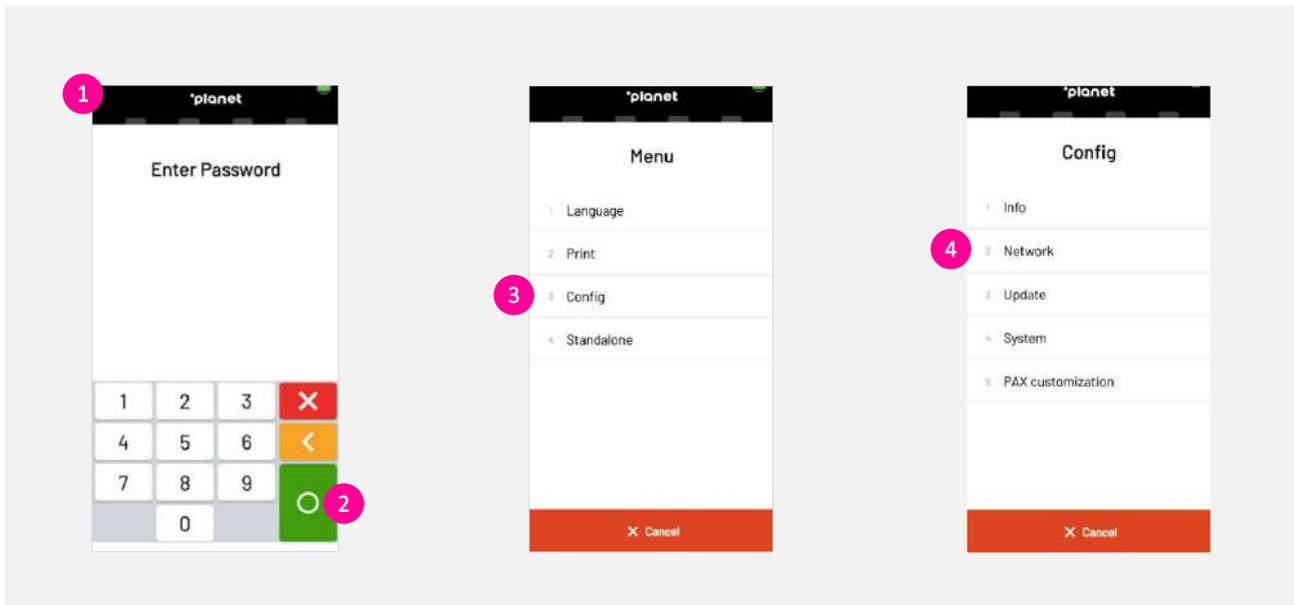
At this stage, Android will take over, and you will see the following screen.

- 7) Ensure the “Wi-Fi” option is set to “On”. The terminal will display all available Wi-Fi networks. At this stage, select the Wi-Fi network of your choice.
- 8) When prompted, enter your Wi-Fi network password and then press connect once you’ve entered your Wi-Fi password.
- 9) The terminal will display “Connected” underneath the chosen Wi-Fi network if the authentication process was successful.

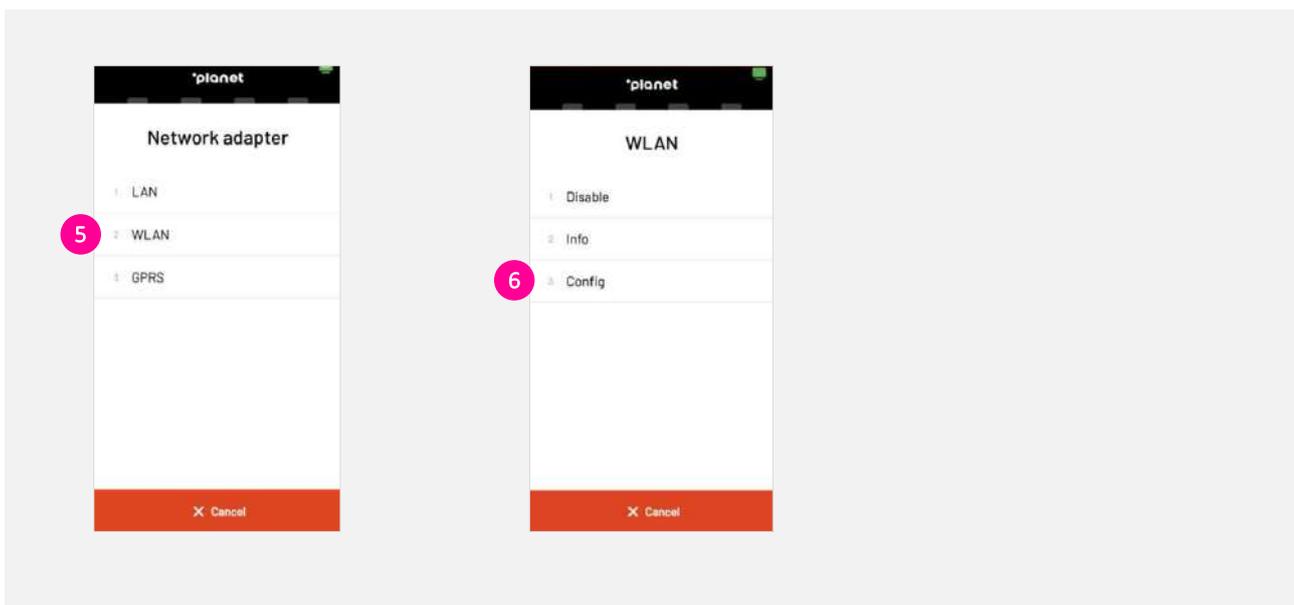


## 8.3 Wi-Fi Setup - (Static)

- 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".



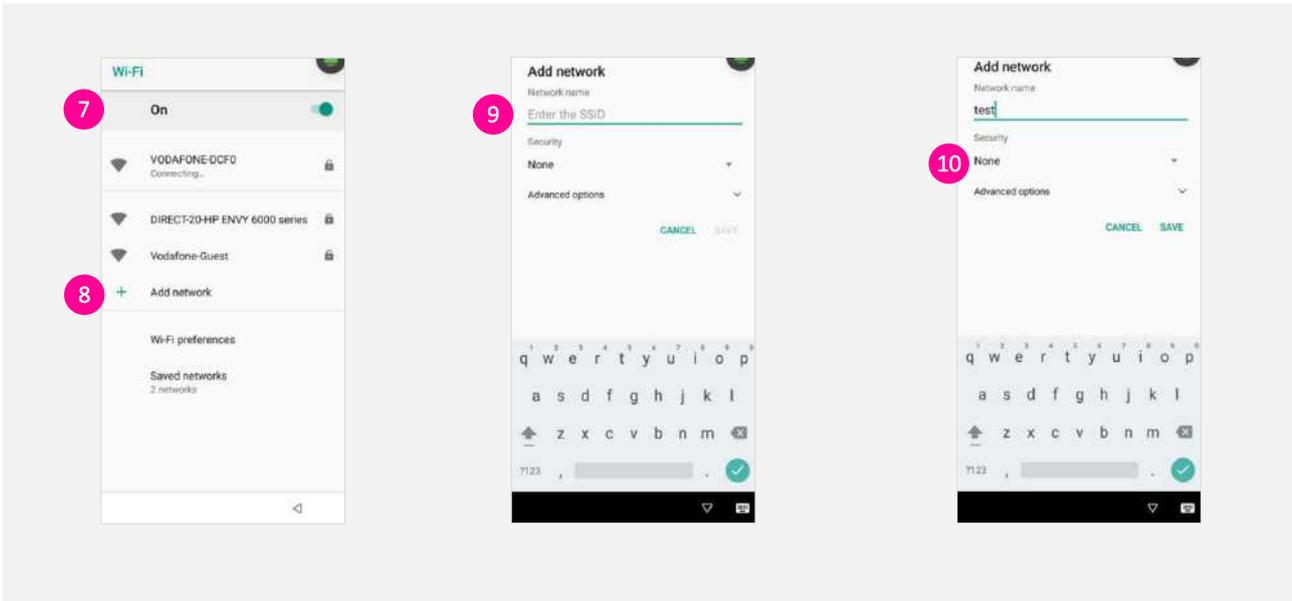
- 5) Now, select "WLAN".
- 6) Select "Config".



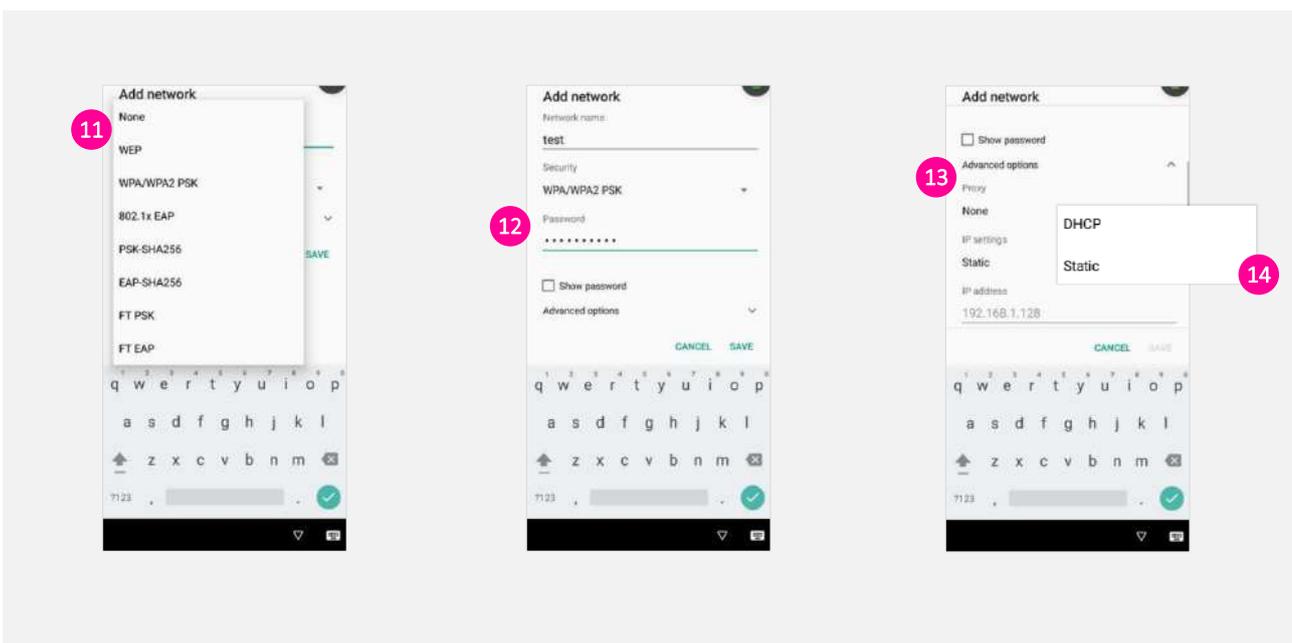
At this stage, Android will take over, and you will see the following screen.

- 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.  
**Note:** From a Security perspective, Planet recommends using WPA/WPA2 PSK.
- 12) Then, enter the Wi-Fi password.  
**Note:** 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)

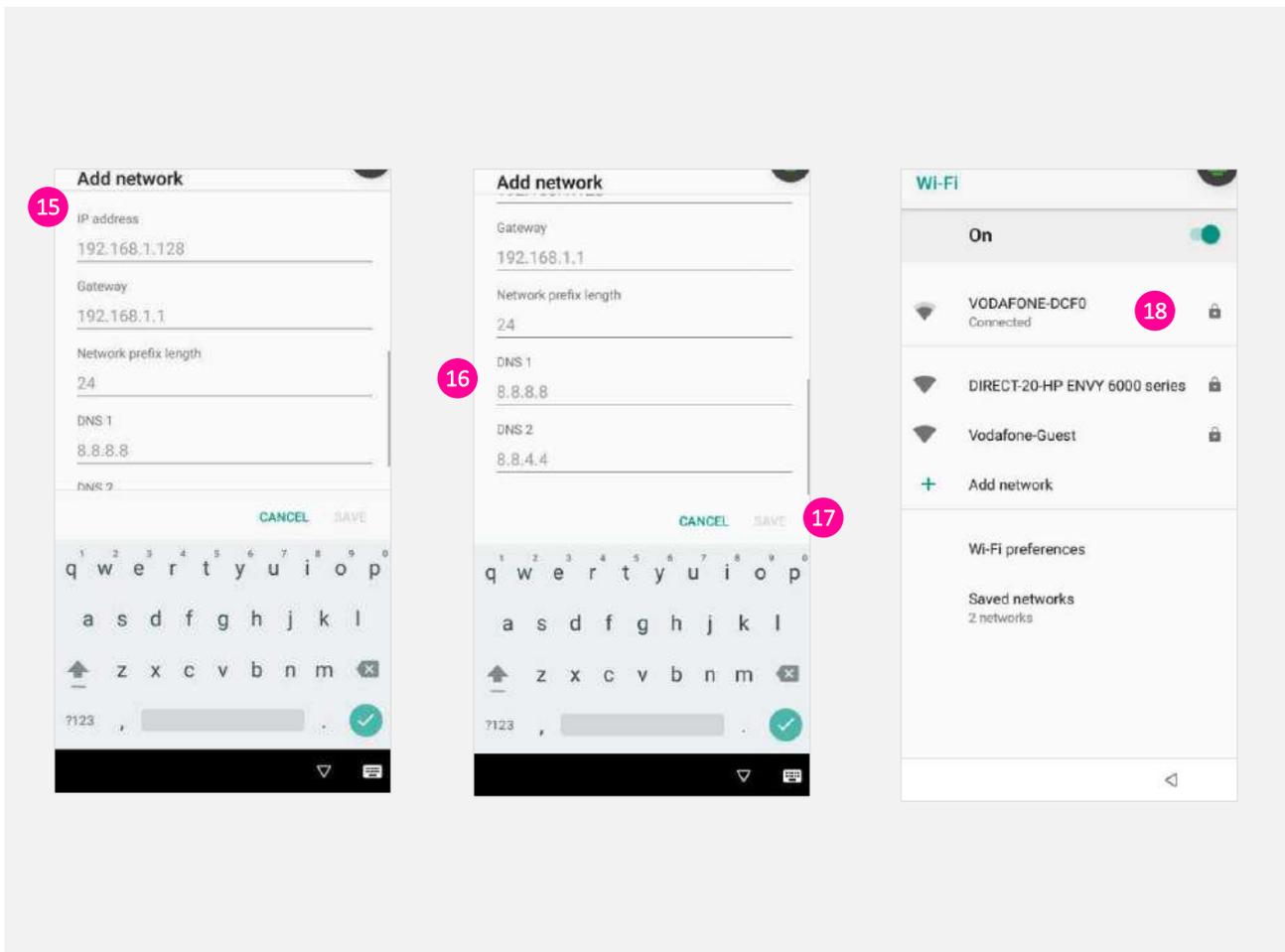
Scroll down using the bar on the right-hand side of the screen to reveal further options.

16) When prompted, enter the following information:

- DNS 1
- DNS 2

17) Then, when all details have been entered, press “Save”.

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



## 8.4 GPRS Configuration

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

To install the mobile SIM card, follow the below instructions

1. Make sure the terminal is powered off and turn the terminal over.
2. On the back of the terminal in the middle, use a small Phillips screwdriver to loosen (turn left) the screw that secures the card slot module.

**Note:** Philips screwdriver not included in the box.



3. Lift the card slot module from the terminal.
4. Locate the SIM slot on the long side of the module.

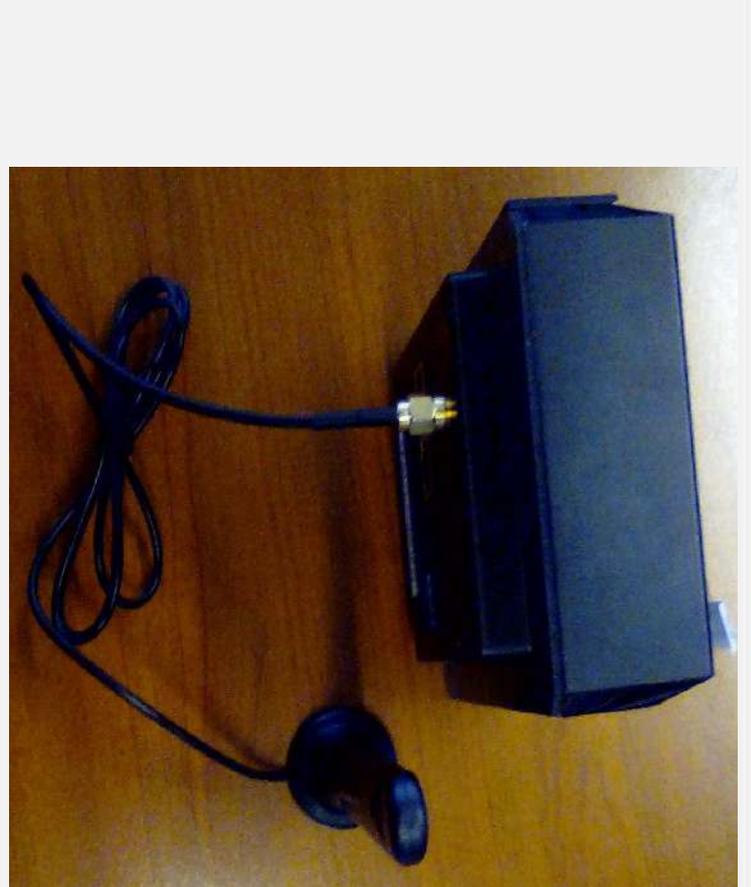
5. Insert the Micro SIM card as illustrated (clipped corner at the top right).



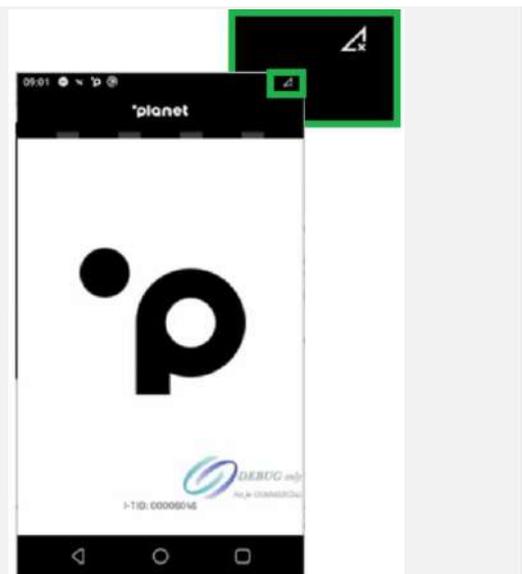
6. Re-install the card slot module and tighten (turn to the right) the screw using a small Phillips screwdriver to secure the module to the terminal.  
**Note:** Philips screwdriver not included in the box.



- Attach the LTE antenna to the threaded connector on the card slot module. This is not a requirement for GPRS to work. However, the signal strength is dependent on the network availability.



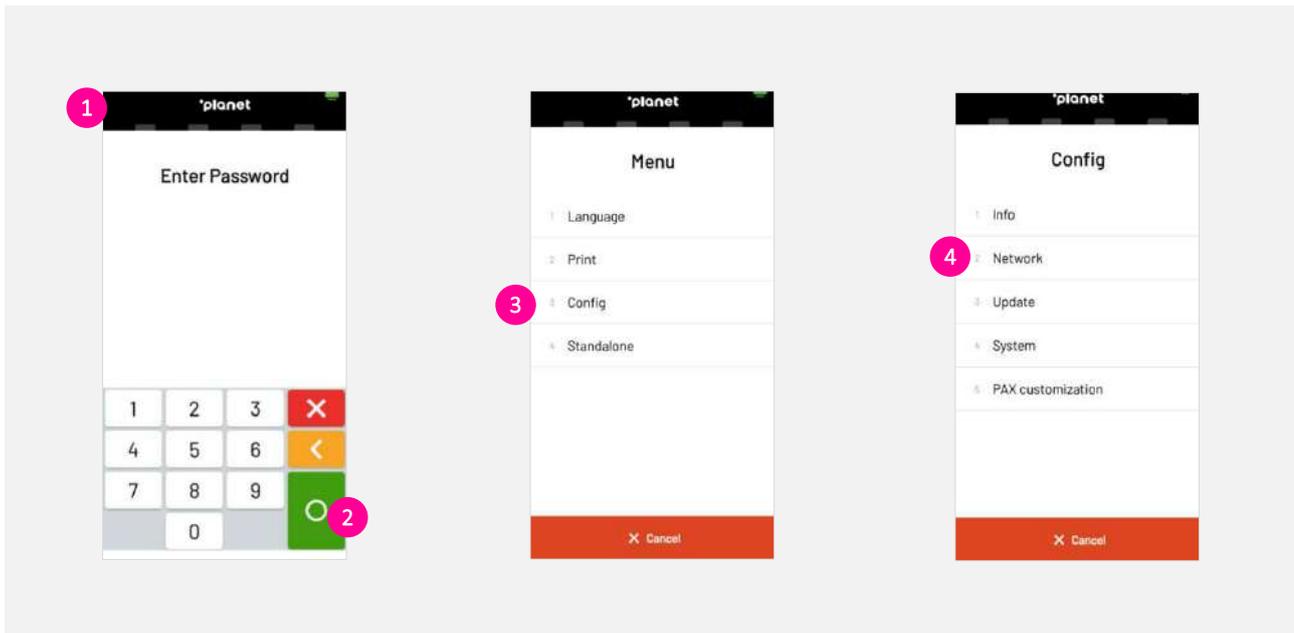
- Re-connect the power cable to power up the terminal. Upon powering on the terminal, the terminal recognises there is a sim card inserted, however, it may need to be configured.



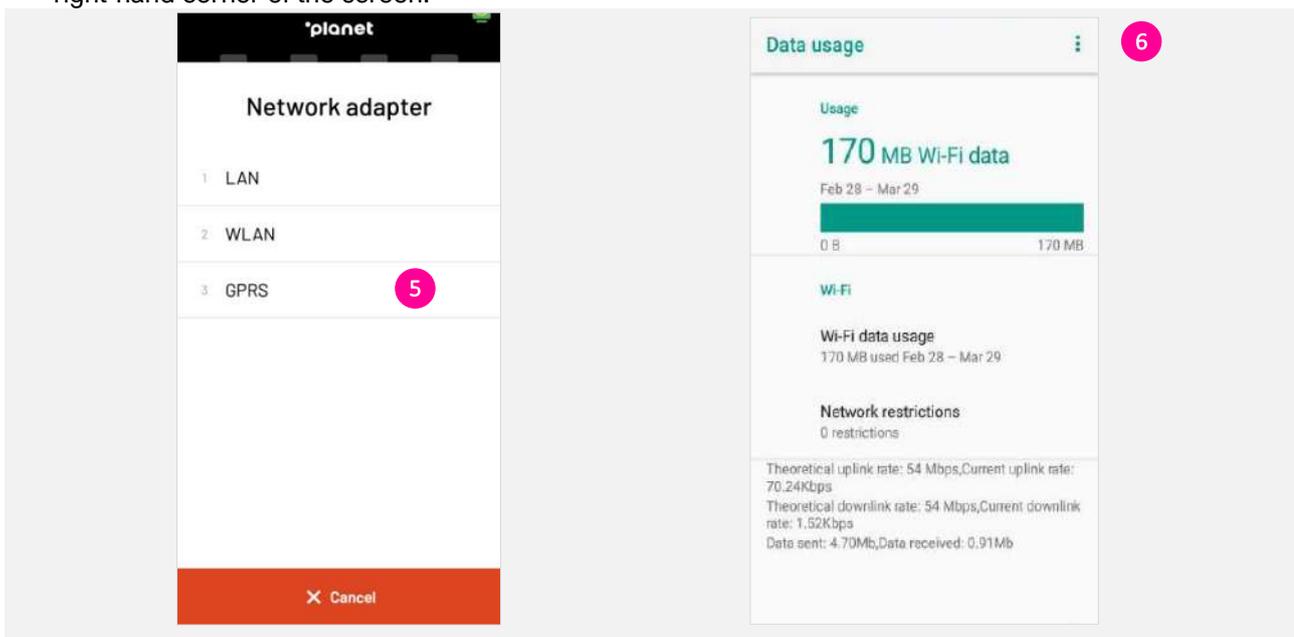
If you received the SIM card from your wireless provider, the terminal should identify the SIM card and configure the mobile network settings automatically. If you received the SIM card from Planet, you need to configure the Access Point Name (APN) information explained in the following section.

**i** Before proceeding, please ensure Wi-Fi is disabled from within the IntegraTE menu. Applicable to PAX IM30 REV 1 & IM30 Rev 2

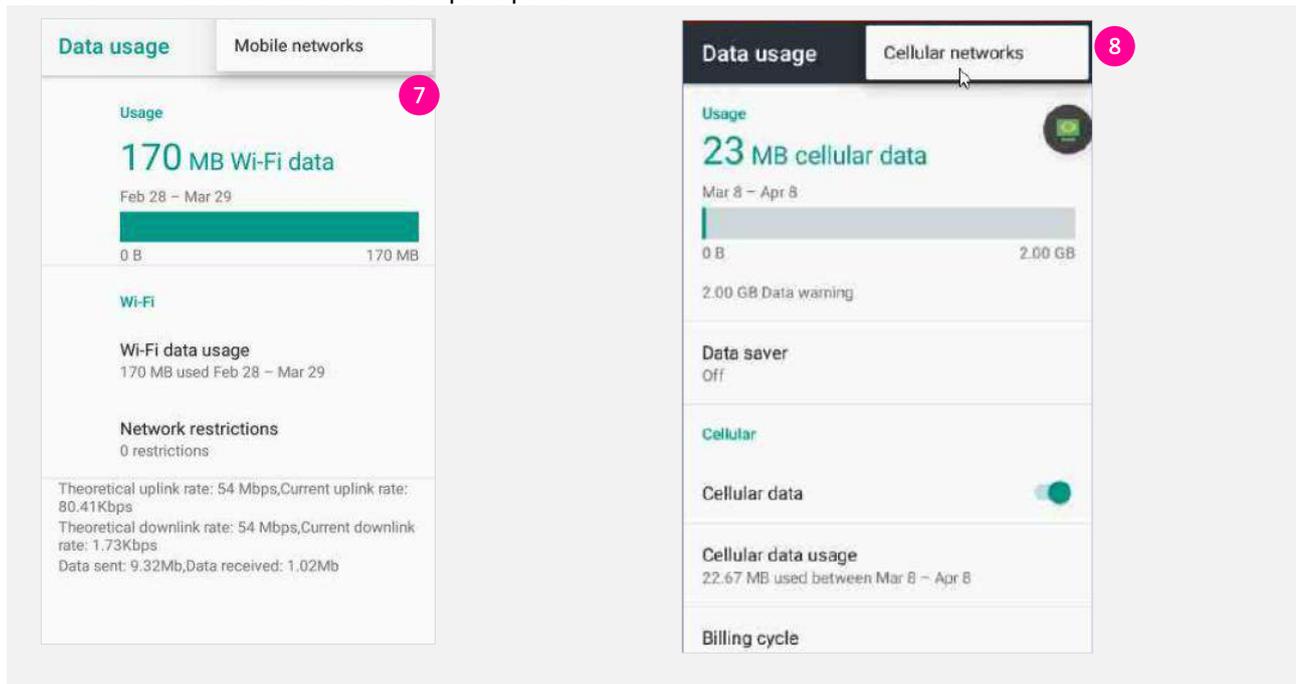
1. You will need to press and hold the 'Planet' icon at the top of the screen.
2. When "Please Enter Password" is displayed, enter password and press the green Enter button.
3. Select "Config/Configuration".
4. Select "Network".



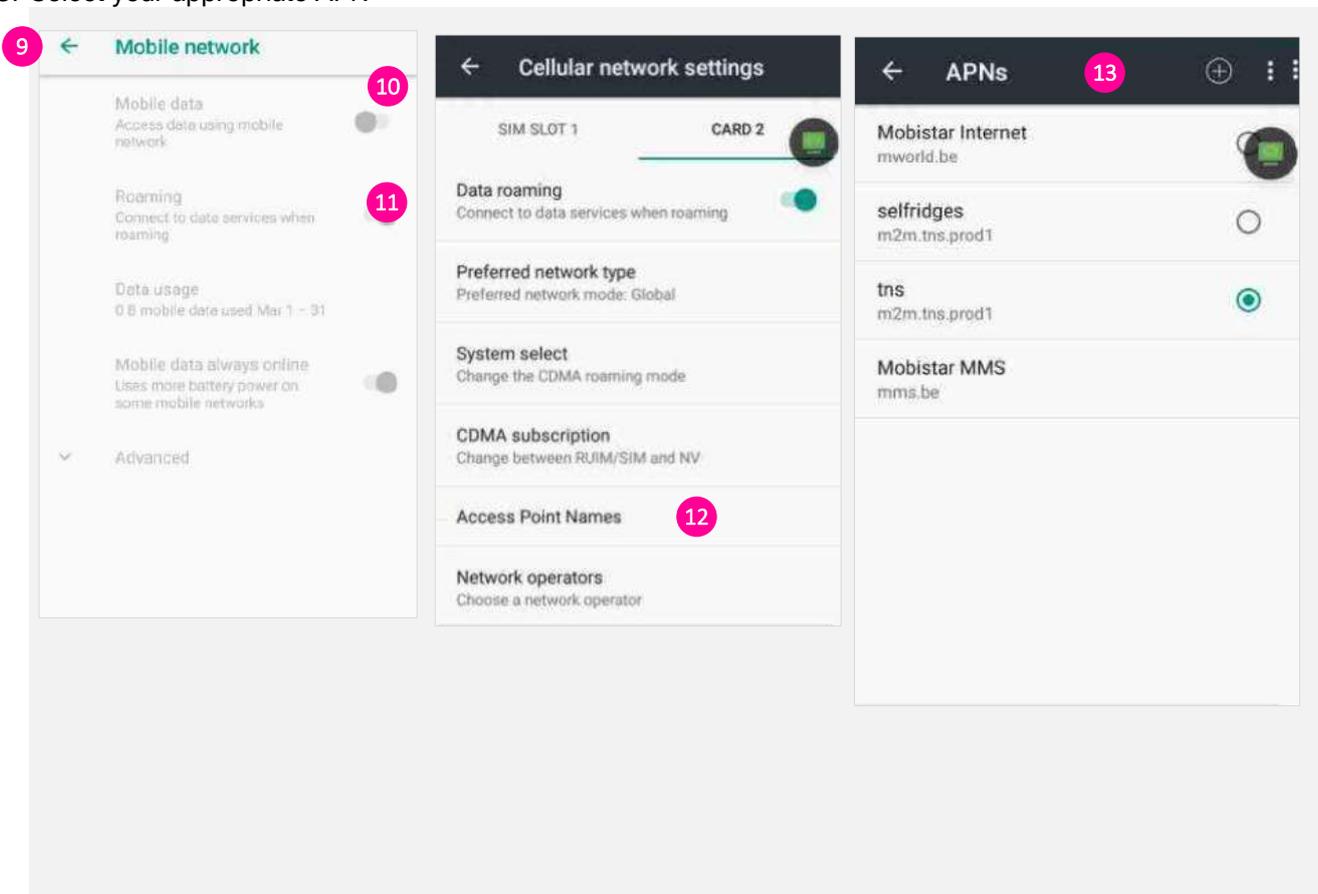
5. Select "GPRS".
6. Users will be presented with the following screen. To proceed, please select the three vertical dots in the top right-hand corner of the screen.



7. Then, select “Mobile Networks
8. Select “Cellular Networks” when prompted.

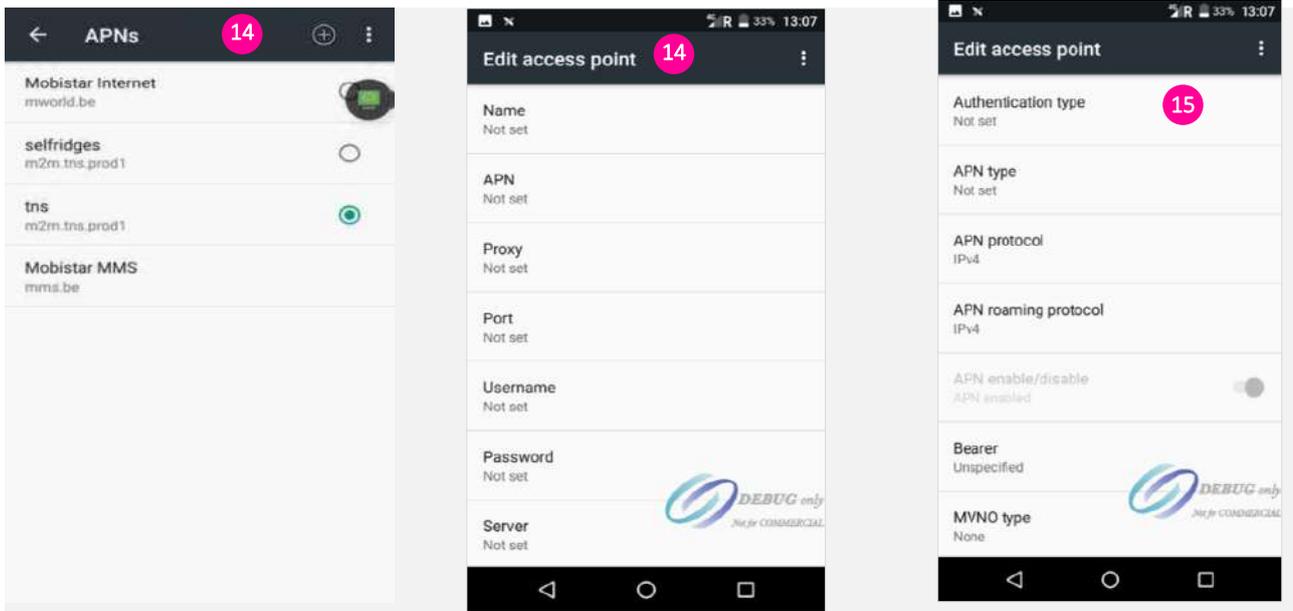


9. You will be displayed with the following screen.
10. Toggle on Mobile Network
11. Toggle on Data Roaming
12. Select Access Point Name your appropriate APN.
13. Select your appropriate APN

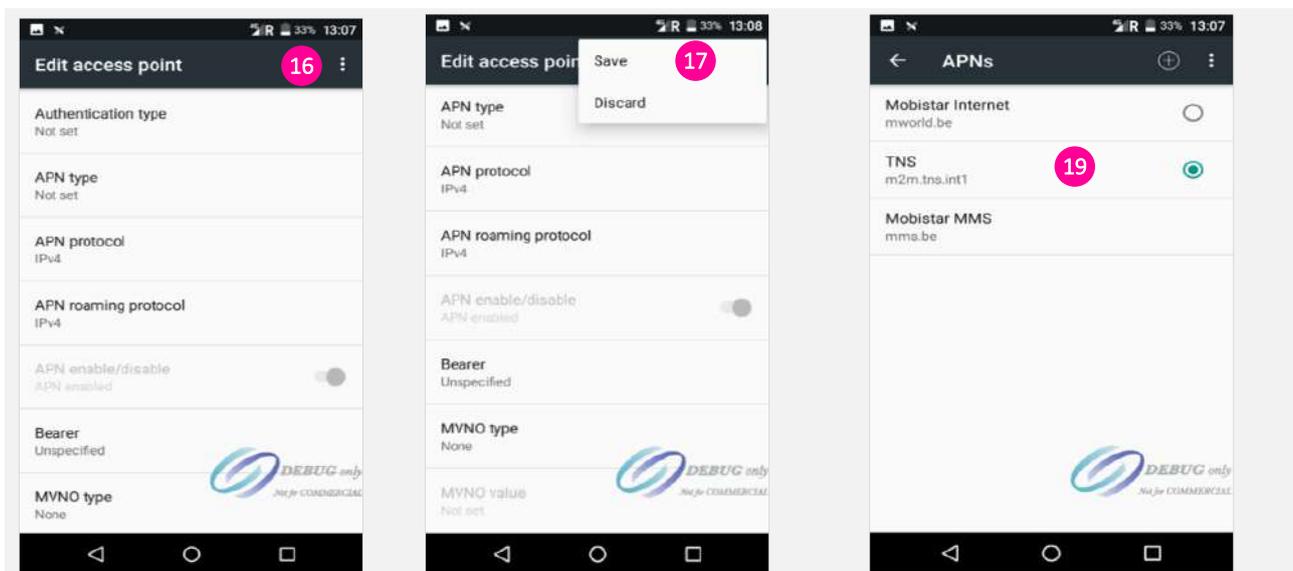


14. You can add an APN by selecting the “+” symbol in the top right-hand corner.
  - **Name:** You can insert the APN name of your choice.
  - **APN:** Please add the necessary APN provided to you by the SIM provider.
  - **Username:** Please add the necessary Username provided to you by the SIM provider.
  - **Password:** Please add the necessary Password provided to you by the SIM provider.
15. Now, scroll down the page until “Authentication Type” is displayed.
  - **Authentication Type:** Please set this variable to “PAP or CHAP.”

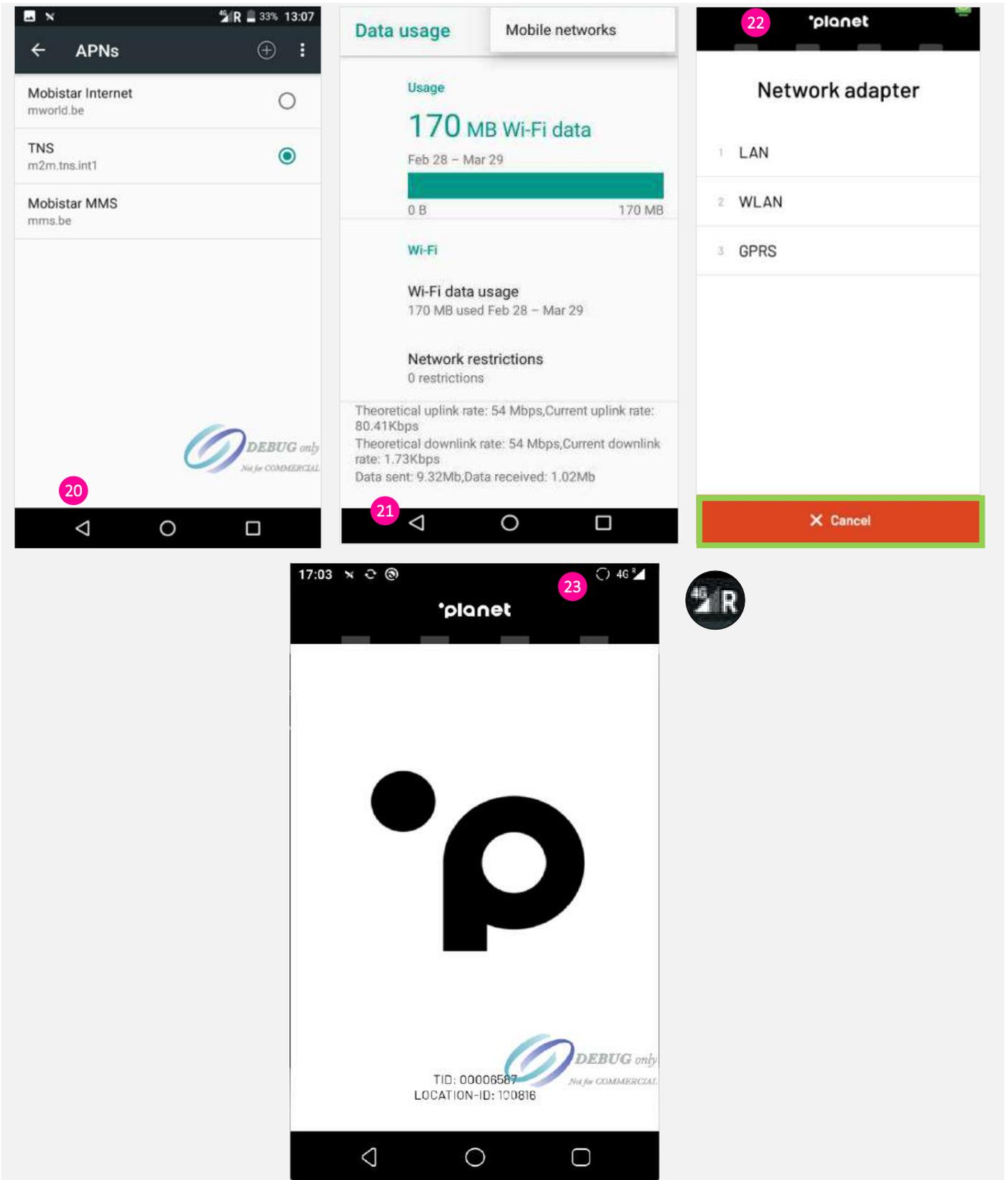
The remaining variables can be left as they are. They are not required.



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

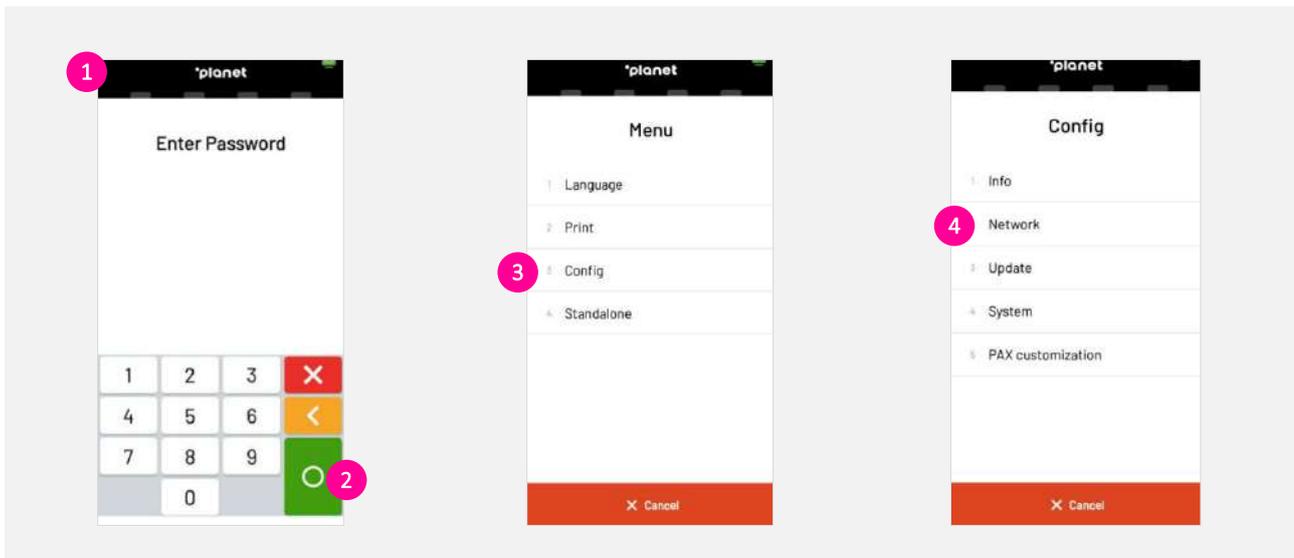


- 20. Now, select the soft square button (back space) across the bottom of the terminal screen.
- 21. Proceed by closing the “APNs” screen and the “Data Usage” screen by selecting back space
- 22. This will take you back to the network screen. Where you will need to press cancel.
- 23. You will see a GPRS Signal and “R” symbol displayed on the notification bar.



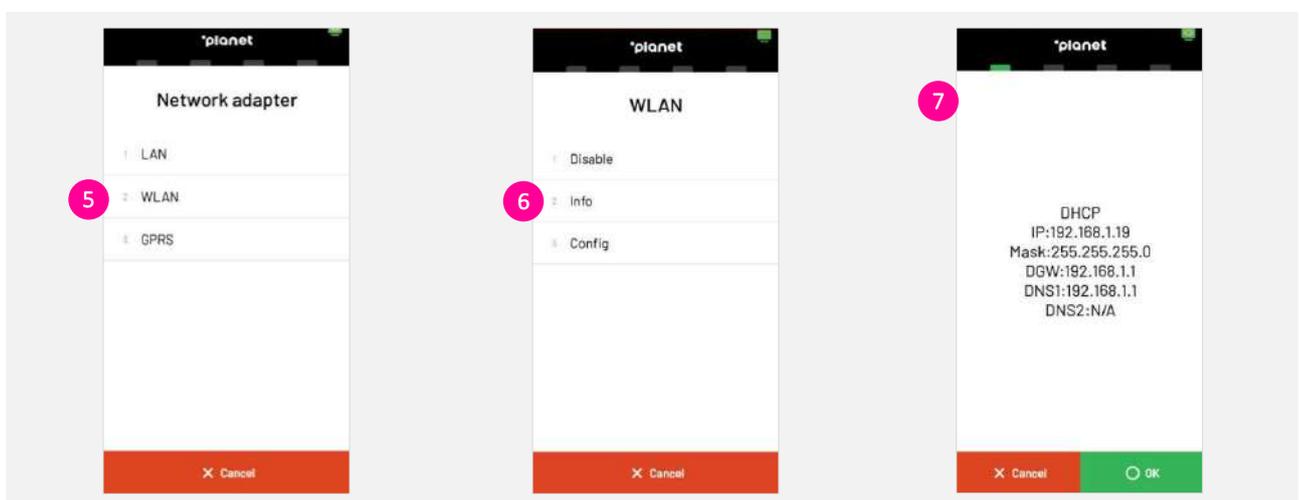
## 9. Checking IP connection settings

- 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".



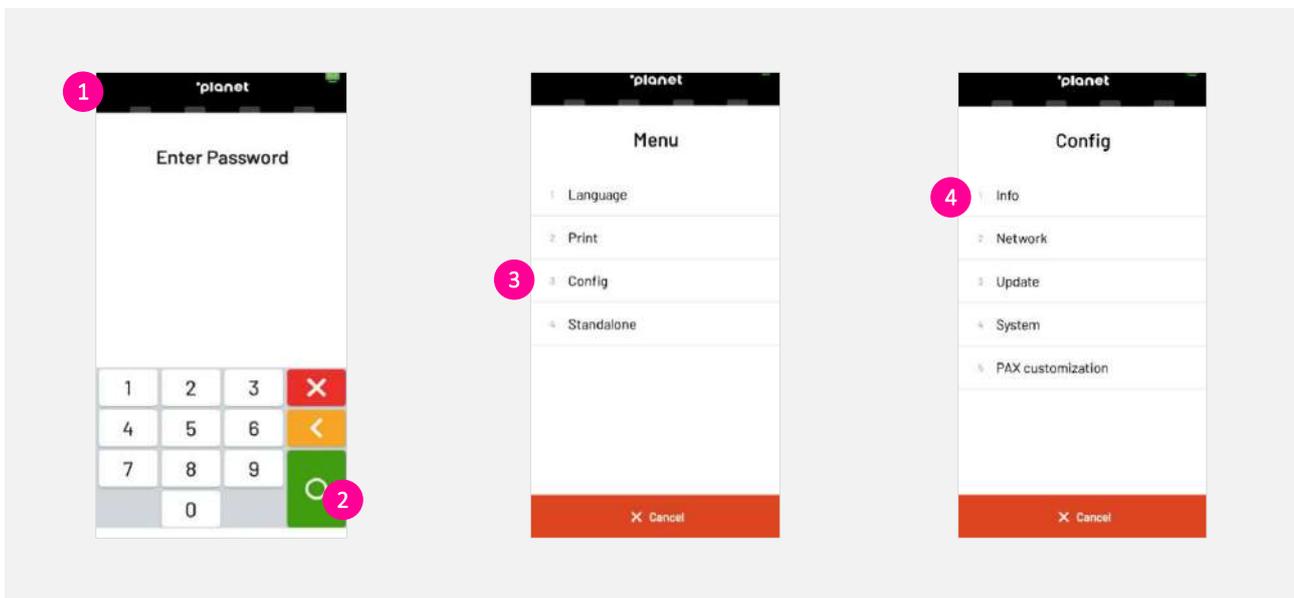
- 5) Now, select: WLAN – If WIFI is enabled. LAN – If Ethernet (LAN) is enabled. GPRS – If GPRS is enabled.
- 6) Select "Info".
- 7) The following information will be displayed:

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

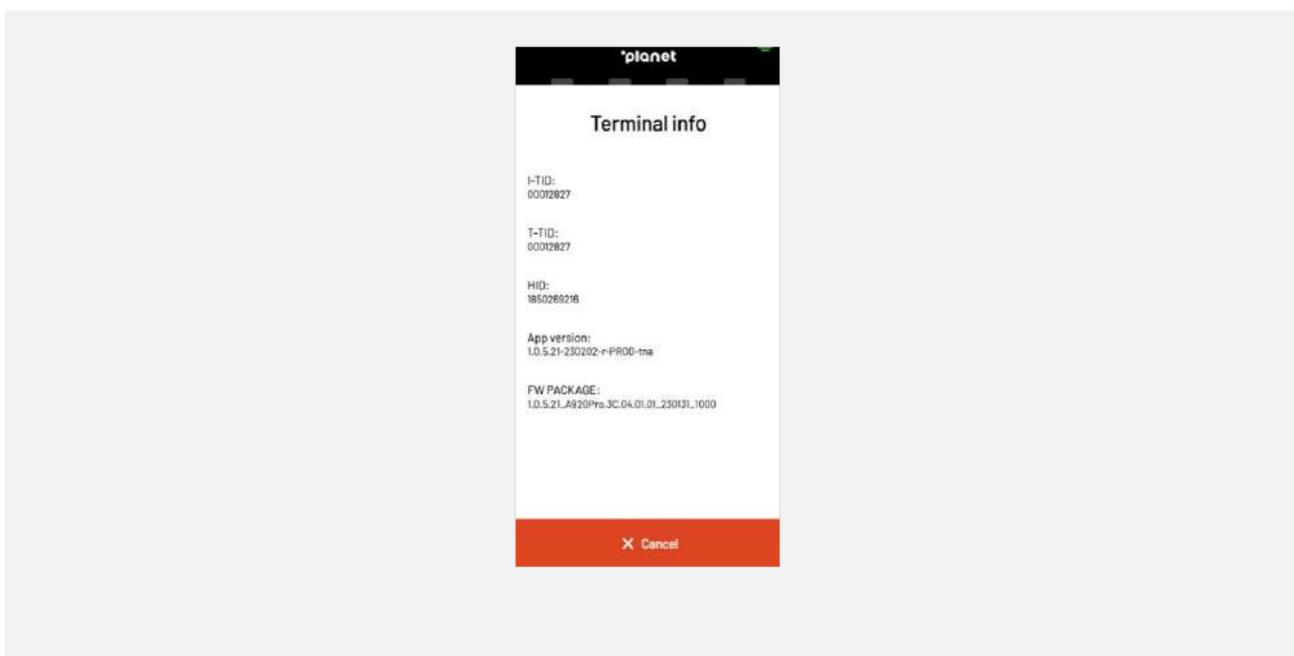


## 9.1 Viewing Software Version

- 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".

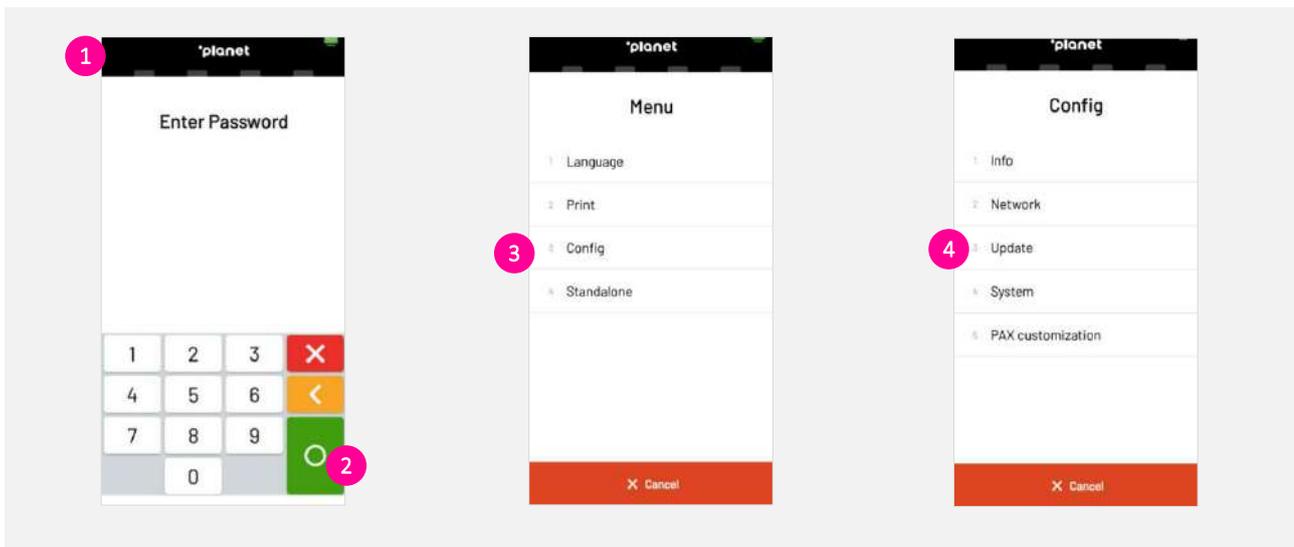


- 5) The relevant software version will be displayed, along with the Terminal ID and Hardware ID.

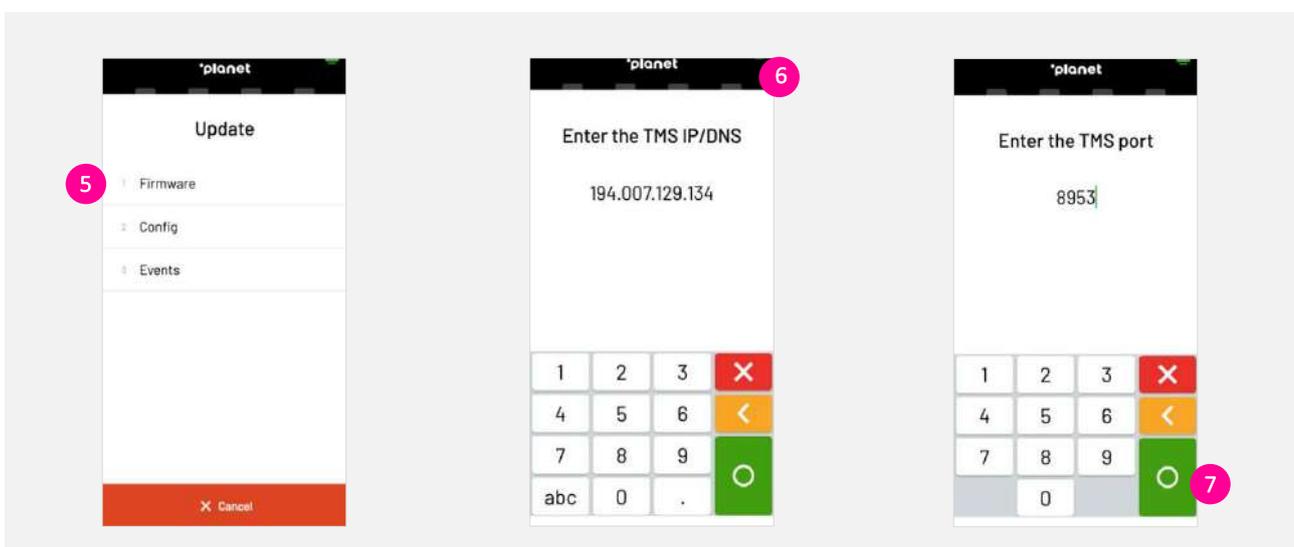


## 10. Downloading software/firmware

- 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".



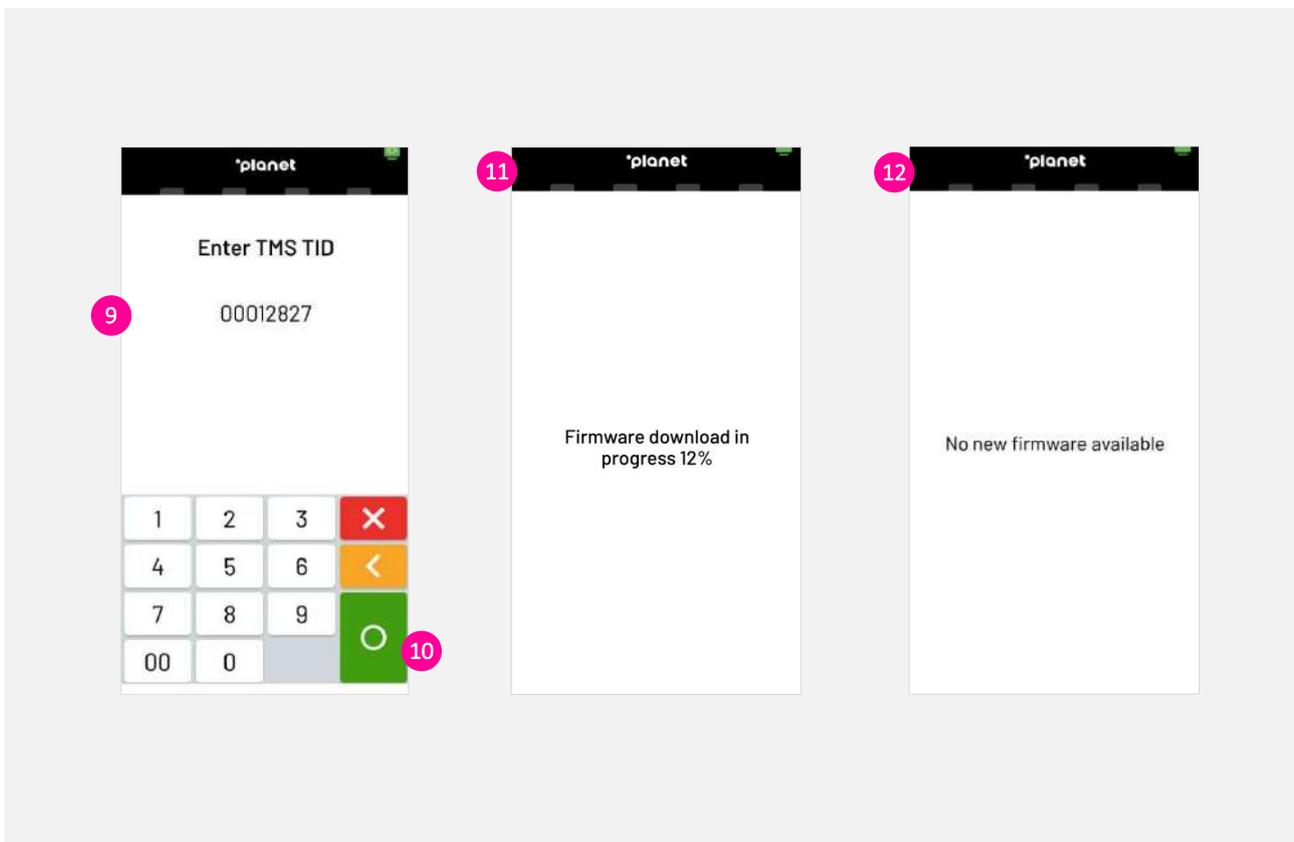
- 5) Select "Firmware".
- 6) The user must then verify that the information on the "Enter the TMS IP/DNS" and "Enter the TMS port" screens matches the information shown below.



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

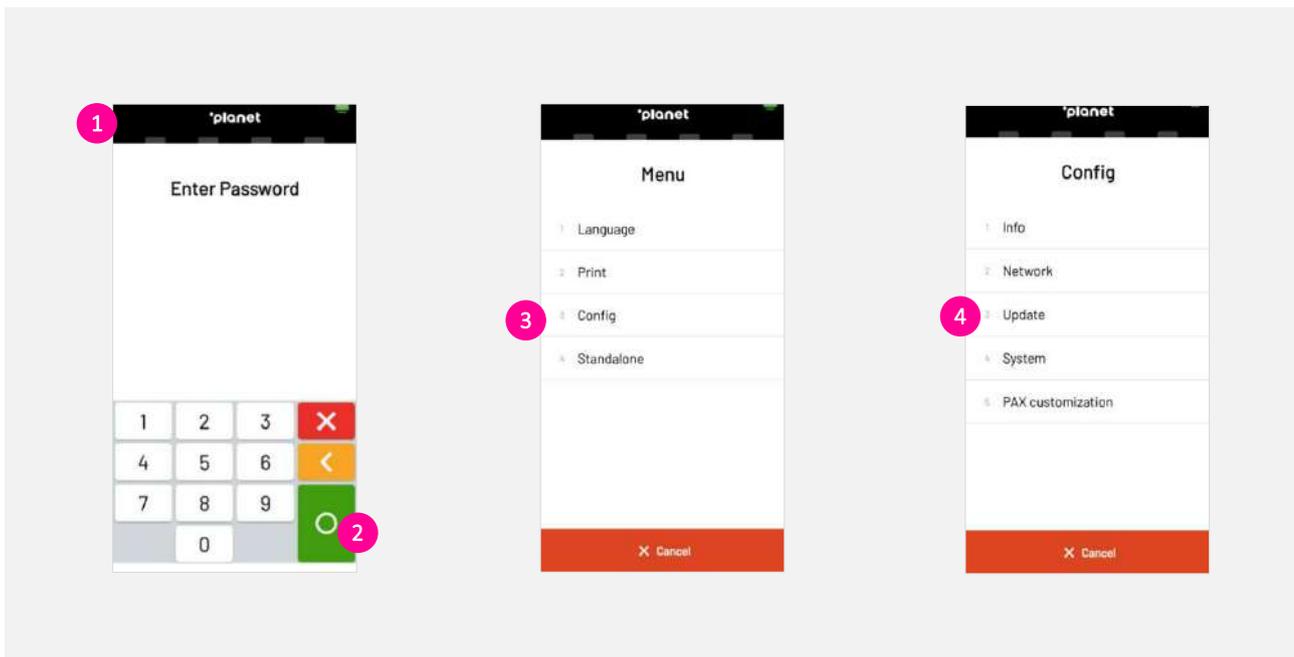
**i** TMS IP depending on the use case. In production we have 194.7.129.134 for global use, and 065.216.73.214 as alternative in the US. The TMS Port is 8953 for Global and US use.

- 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”.

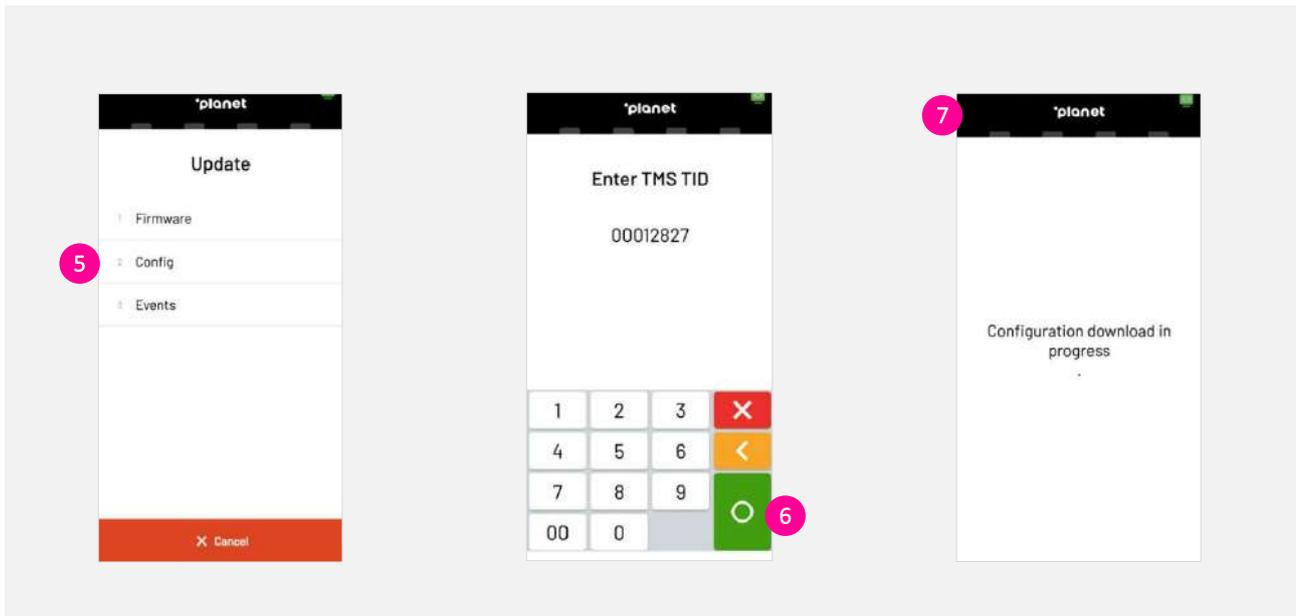


## 11. Downloading configuration

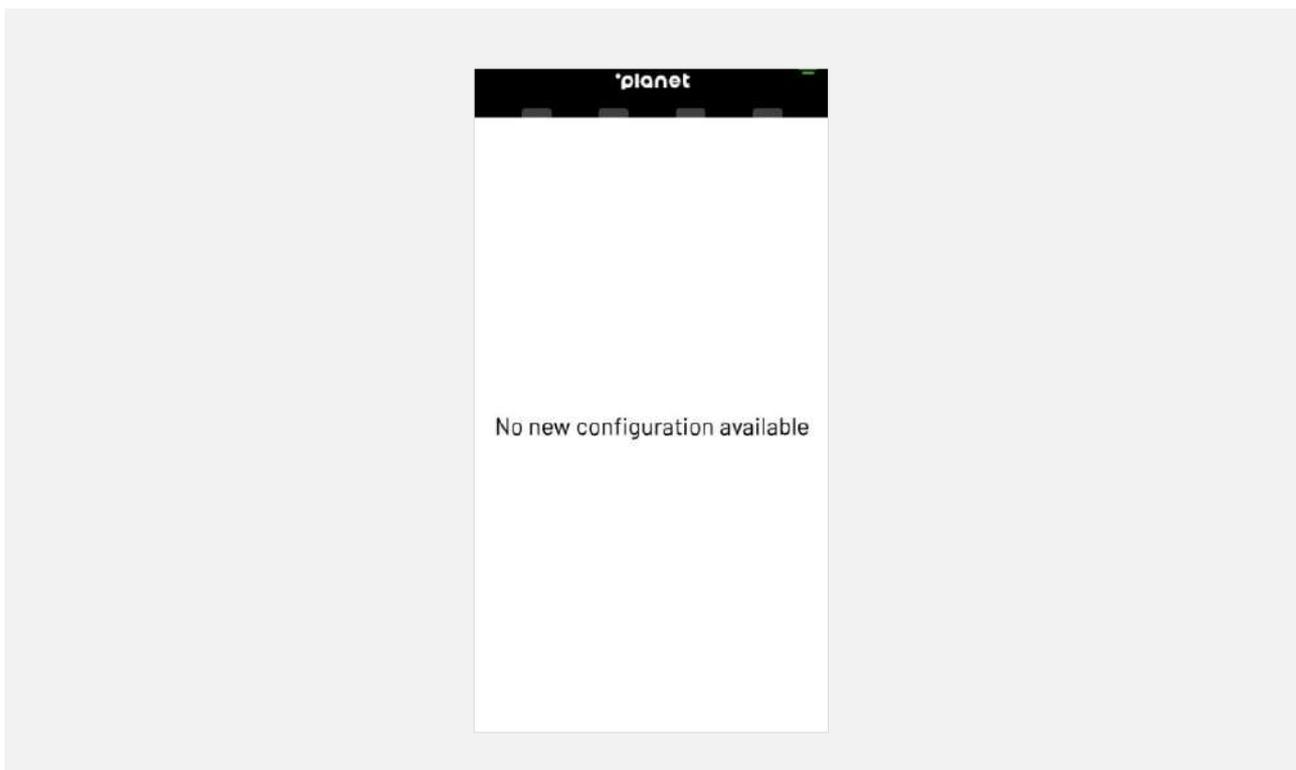
- 1) To complete a configuration, the user will need to enter the IntegraTE PAX menu, you will need to press and hold the 'Planet' icon at the top of the screen.
- 2) When "Please Enter Password" is displayed, enter the password, and press the green Enter button.
- 3) Select "Config/Configuration".
-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



## 12. Accessibility

The IM30 includes features specifically designed to support customers with visual impairments, ensuring secure, independent, and inclusive payment experiences.

### 12.1 Accessibility mode

The IM30 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 12.1.1 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.

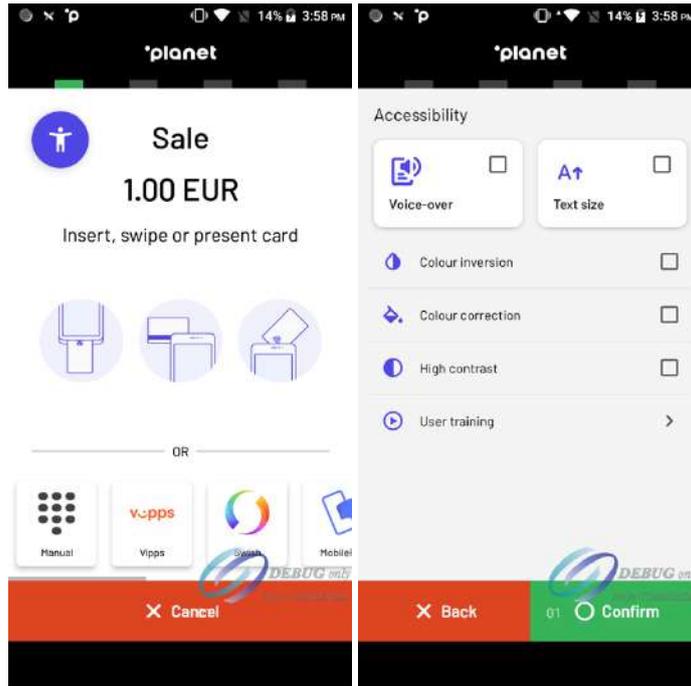


Figure 1 Card entry screen and Accessibility Mode menu.

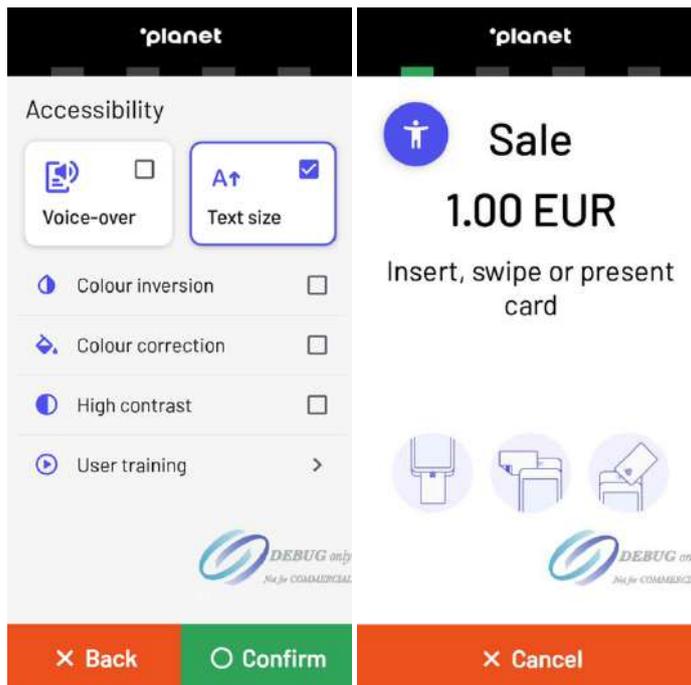


Figure 2 Text size feature.

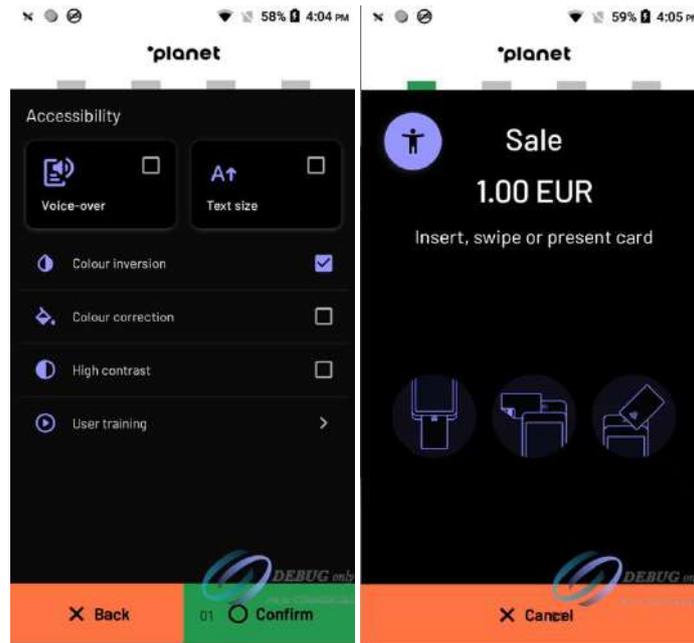


Figure 3 Colour inversion feature.

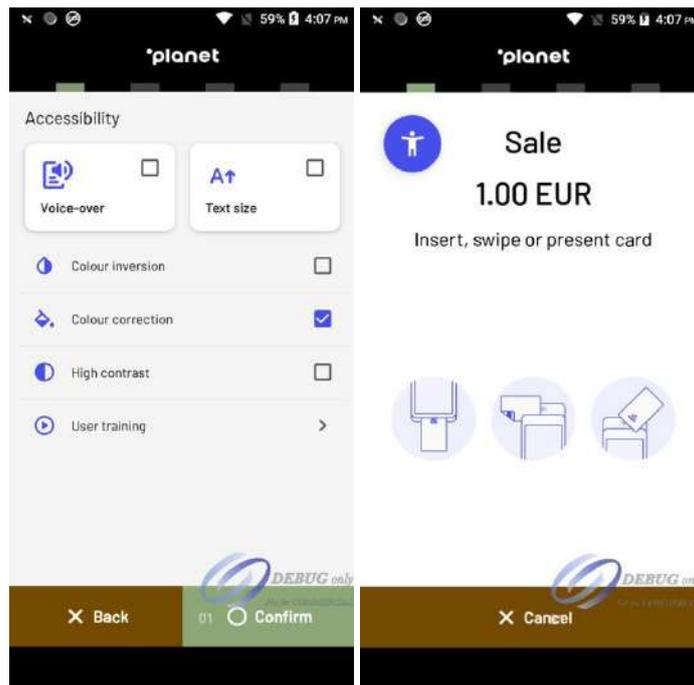


Figure 4 Colour correction feature.

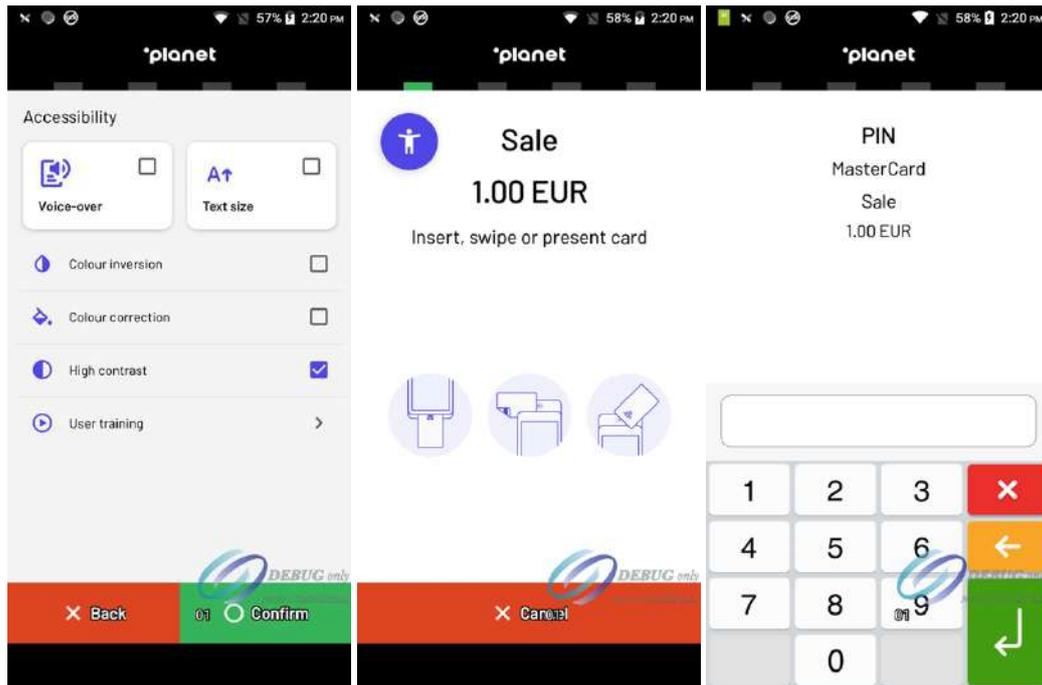


Figure 5 High contrast feature.

### 12.1.1 Voice-over

Voice-over can be activated at any time through the Accessibility Mode menu on the IM30 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.

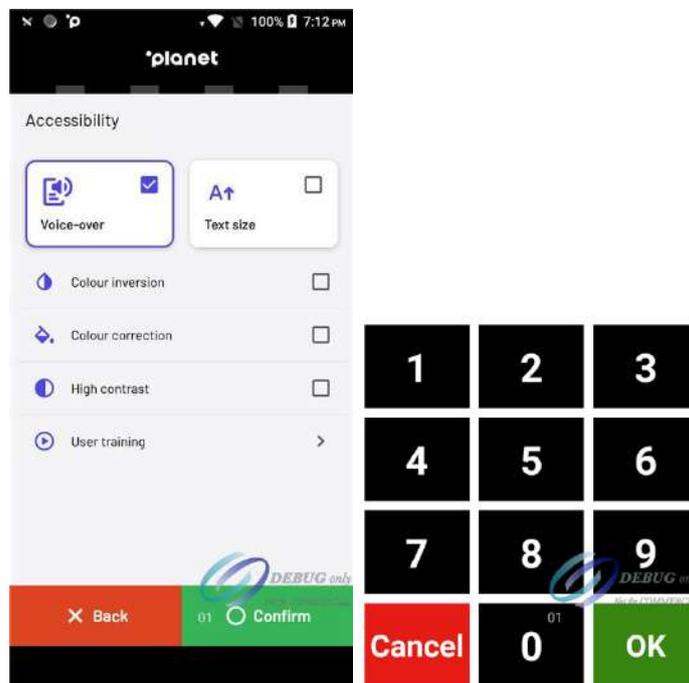


Figure 6 Voice-over feature and on-screen keypad.