If an AMEX MID has been provided to us and been sent to AMEX to enable on their side, once this has been actioned and the AMEX MID added into the PAXStore, the keys will need to be cycled for AMEX on the PAX device.

If a customer has an AMEX MID, and they are not able to accept AMEX this may be the reason why they are seeing issues.

How to cycle keys for AMEX:

1. Walk the customer through how to cycle the keys on the device. The customer will need to have the device present, turned on and connected to WIFI or GPRS:



Swipe right to left to access the 'Admin Menu'	A Count Verification Refund Card Not Present Refund Refund Refund Refund Card Not Present Refund Refund Refund Refund Card Not Present Refund Refund Refund Refund Card Not Present Refund Refund Refund Refund Card Not Present Refund Refun
Click on 'Cycle Keys'	Worldpay Friday Pebruary Last Report: 15-09-2023 16:14:46 Main Menu Main Menu Admin Menu System Info System Info System Info System Info Worldpay History Report Worldpay VZ BALANCES History Report User Manager Oycle Keys
Enter password 3123XXX (XXX = Julian date for today) The Julian date is the numerical day of the year https://landweb.modaps.eosdis.nasa.gov/browse/calendar.html 	Image: Non-Idea Worldpay Worldpay Call helpdesk for password Your terminal may stop transacting 1 2 3 4 5 6 7 8 9 ABC 0 000



If the keys do not cycle correctly this could be due to the following:

AMEX boarding not yet complete on AMEX side:

• The account set up may not have been completed by AMEX and manual intervention from the acquirer may be needed.

MAC error:

• The MAC keys may not yet be live or the MAC key may not have been added and manual intervention from the acquirer may be needed.

AMEX MID incorrect or not boarded into PAXStore:

 Navigate to merchant's terminal record in the PAXStore by selecting Name and searching by Worldpay MID:

SECURE RETAIL	Terminal Management Q Y +	Reseller Detail	Q 📴 🌲 🏭 🛓 gpower 🕀		
Monitoring	🖹 Worldpay from FIS 🔨	Worldow from FIS			
Dashboard	POS provider - EPOS Now				
Mr. Alext	Bee Compared Ltd	Reseller Detail Terminal List Profile Organization			
	Card Transact		Annual I wanted		
Terminal Geo-Location	Datta and Brothers Limited	All Inactive Active Disabled	14 := ▼ Name - 47398474 ③ Q + TERMINAL		
	Direct Card Solutions Limited				
Task	Konsult Marketing Ltd	Terminal Name SN TID 🗇 Model Reseller Merchant	Created Time 🗘 Status & Action		
😫 App List	Payments Managed Limited	47398474 1852403567 37144402 PAX - A920Pto Reseller - Worldpay Direct 47398474 - NEWCASTLE PET St	UPPLIES LIMITED 2023-11-16 10:11 Online(1D) 📮		
Firmware List	Remier Utilities (UK) Limited	47398474 1852403568 37144401 PAX - A920Pio Reseller - Worldpay Direct 47398474 - NEWCASTLE PET St	UPPLIES LIMITED 2023-11-16 10:10 Online(2M)		
My Activity	Premier Utilities Limited	20 / Page = 2 Records			
	Reseller - Worldpay Direct 🔨				
Management	39735794-DRANDE CO LTD				
	43321824-Hopeman Bowling Club				

• Select a terminal and navigate to App & Firmware, select POSitive app:

SECURE RETAIL	< Terminal Details					Q 🖪 🌲 🏭 L spower 🌐		
Monitoring Bi Dashboard Mi Alert	473 Rese Basi	198474 Her: Reseller - Worldgey Direct. / Merchant: 47398474 c Information App & Firmware Push Ta	- NEWCASTLE PET SUPPLIES LIMITED SN. 18524035 sk Setting Parameter Variables AirView	567 / TID: 37144402 / Model Name: A920Pro 1er			.al Ҿ ⊫0 44%. 🥥 Onlir Sy	Ne (2024-02-25 02:51) Active :
Terminal Geo-Location	Insta	lled Firmware						
Task		PayDroid_8.1.0_Sagittarius_V11.1.48_ Modern Package:A920Pro_PayDroid_8.1.0_Sagitta	20230513 rius_modem_V04.2.06					
🗱 App List	Insta	lled Apps						
 Firmware List My Activity 	All	App Store Third Party System App						Only Cellular Data :=
Menagement	#	Арр	Size	Today Data / This Month Data	Source	Update Time	Installation Time 🔍	Type & Action
Terminal Management	1	POSitiveWebLink(1.22)	16.03MB	-/-	App Store	2023-11-16 10:49	2023-11-16 10:49	â
Orou in Monogoment	2	POSitive(1.00.36.5914)	7.92MB	-/-	App Store	2023-11-16 10:37	2023-11-16 10:37	â
Group Management	3	Eftp2pe(1.00.14.0827)	5.42MB	-/-	App Store	2023-11-16 10:17	2023-11-16 10:17	â
🗟 Templates 🗸 🗸	4	POSitiveSvc(0.00.36.5910)	5.84MB	-/-	App Store	2023-11-16 10:17	2023-11-16 10:17	Launcher 💼
System	5	Res(3.06)	3.23MB	-/-	App Store	2023-11-16 10:16	2023-11-16 10:16	â
	6	MAXSTORE(9.1.1)	12.19MB	*/*	System App	2023-11-16 10:11	2023-07-11 03:23	
General Setting	7	Launcher3(8.1.0)	1.11MB	-/-	System App	2008-12-31 16:00	2008-12-31 16:00	<u>ଶ</u>

• Select eye logo next to Parameter File, and expand Initial Config:

SECURE RETAIL	< Terminal Details	App Detail		_		۹	🛛 🗍 🔛 🛨 (power 🕀
Monitoring	47398474 Reseller - Workspay Direct / Merchaett 47398474 - NEWC		POSitive		al 😤	(† 18.14K8 🛲) 99% 🗐 Online (2024-02-25 02:51) Active [
W Alex	Basic Information App & Firmware Push Task S	Version	1.00.36.5914				onization Time: 2024-02-26 09:30
		os	Android 5.0+				
Y Terminal Geo-Location	Installed Firmware	Size	7.9 MB				
Task	PayDroid_8.1.0_Sagittarius_V11.1.48_20230 Modern Package A920Pro_PayDroid_8.1.0_Sagittarius_mod	ST Type	Parameter App				
業 App List 語 Firmware List	Installed Apps	Parameter File	Worldpay-SecureRetail-TemplateLive.xml	0			
My Activity	All App Store Third Party System App	Business Category	Point of Sale Management-Ordering				🖬 only Central Data 🖂
Management	* App	Model	A35 🔻		Update Time	Installation Time 🜩	Type & Action
Terminal Management	1 POSitiveWebLask(1.22)	Android OS Authorization	27 Parmissions		2023-11-16 10.49	2023-11-16 10.49	â
Errun Management	2 POStive(1.00.36.5914)		E Perminana a		2023-11-16-10.37	2023-11-16 10:37	â
	3 Efg2pe(1.00.14.0827)	Payorolo Admontation	5 Permissions +		2023-11-16 10:17	2023-11-16 10:17	â
SECURE RETAIL	Terminal Details	App Detail				٥	. 🖻 🌲 🏢 ᆂ spower 🕀
Monitoring			POSitive		al 🗢		
Dashboard		Sett Version	1.00.36.5914				
Alert		OS	Android 5.0+				
Verminal Geo-Location		Size	7.9 MB				
Task		507 Ture	Connector Ann				
🗱 App List		Template Detail					
Firmware List My Activity		INITIAL CONFIG	ERRIDECONFIG				🖸 Only Cellular Data 🗮
Management							
Innai Iongel Heilit.		INITIAL CONFIG		~	Update Time		
Terminal Management		INITIAL CONFIG	ADDRESS	~	Update Time 2023-11-16 10:49		
Terminal Management		INITIAL CONFIG	ADDRESS	~	Update Time 2023-11-16 10:49 2023-11-16 10:37		
Terminal Management Group Management		INITIAL CONFIG	ADDRESS	~ ~	Update Time 2023-11-16 10:49 2023-11-16 10:37 2023-11-16 10:17		
Terriplates Terriplates		INITIAL CONFIG	ADDRESS	~ CLOSE	Update Time 2023-11-16 10:49 2023-11-16 10:37 2023-11-16 10:17 2023-11-16 10:17		

• Check AMEX MID details:

- SECURE RETAIL		App Detail				🖻 🌢 III 🕹 prove 🗇
Monitoring	47398474 Inseline Inseline Workson Direct - Maintaine 47004114, between	POSitive		al 👳		24 02-25 02:51) (Marrier) 🗄
Alert	Basic Information App & Firmware Push Task Ser	Version 1.00.38.8914				
Terminal Geo-Location		os Android 5.0+				
Tank		remplate Detail				
III Applied		INITIAL CONFIG OVERRIDECONFIG				
📰 Finnware List		INITIAL CONFIG	^			
 My Activity 		Soft TID	37144402			
Management		Merchant ID	47398474 V	2023-11-16-10-45		
III Terminal Management		Amer Merchant ID	7420487621	2023-11-16 10:37		
all Group Monagement		RECEIPT : MERCHANT ADDRESS	~	2023-11-16 10:17		
🔛 Templates. 🗸 🗸				2023-11-16 10 17		
System	4 XAXSTORE(11)		CLOSE	2023-11-16 10:11		
Beneral Setting Line Management	7 💼 Laussterd(110)	Description POSitive payment application		2008-32-51 16:00	2009-12-31 16:00	ଶ

 If AMEX MID details missing or incorrect, the POSitive app will need to be re-pushed to the device with correct AMEX details, and AMEX keys cycled. (See separate document on pushing apps to PAX device).