

# PAX A920 Pro – AMEX Troubleshooting

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.

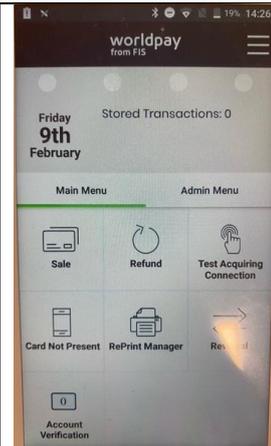
If a customer has an AMEX MID, and they are not able to accept AMEX this may be the reason why they are seeing issues.

## How to cycle keys for AMEX:

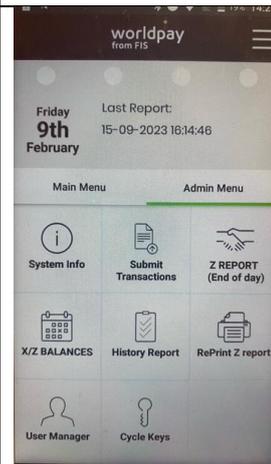
1. Walk the customer through how to cycle the keys on the device. The customer will need to have the device present, turned on and connected to WIFI or GPRS:

Click on the Payments App	
Enter User ID & Password (Default is User ID: 1234, Password: 0000, but the user may have changed this)	

Swipe right to left to access the 'Admin Menu'

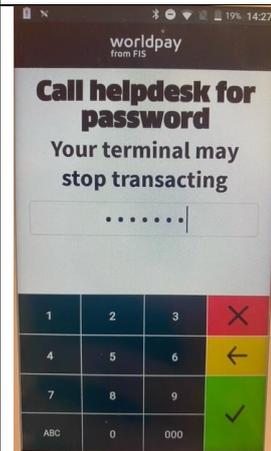


Click on 'Cycle Keys'

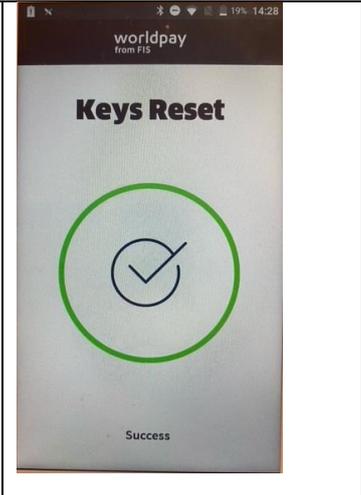


Enter password 3123XXX (XXX = Julian date for today)

- The Julian date is the numerical day of the year  
<https://landweb.modaps.eosdis.nasa.gov/browse/calendar.html>



Click AMEX. The keys should cycle through and show a green tick



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

**AMEX boarding not yet complete on AMEX side:**

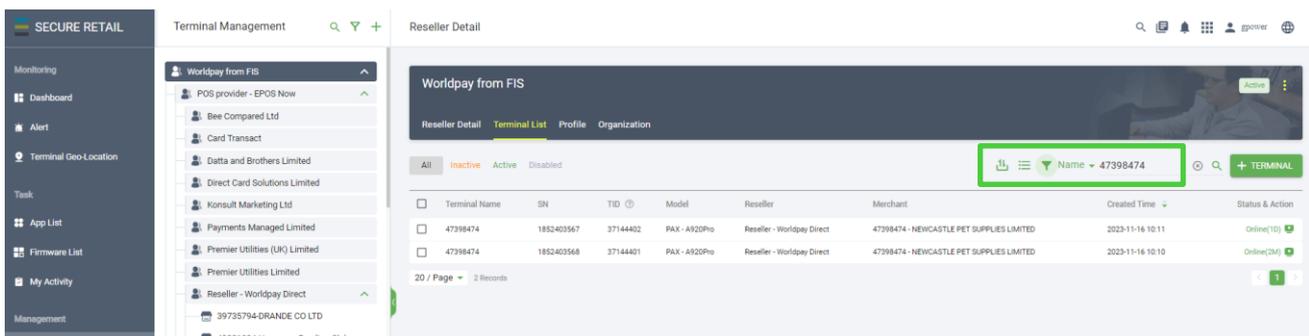
- The account set up may not have been completed by AMEX and manual intervention from the acquirer may be needed.

**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:



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

**Terminal Details**

47398474  
Reseller: Reseller - Worldpay Direct / Merchant: 47398474 - NEWCASTLE PET SUPPLIES LIMITED / SN: 1852403567 / TID: 37144402 / Model Name: A920Pro

Basic Information **App & Firmware** Push Task Setting Parameter Variables AirViewer

Installed Firmware

PayDroid\_8.1.0\_Sagittarius\_V11.1.48\_20230513  
Modern Package:A920Pro\_PayDroid\_8.1.0\_Sagittarius\_modern\_V04.2.06

Installed Apps

#	App	Size	Today Data / This Month Data	Source	Update Time	Installation Time	Type & Action
1	POSiveWebLink(1.23)	16.03MB	-/-	App Store	2023-11-16 10:49	2023-11-16 10:49	🔒
2	POSive(1.00.36.5914)	7.92MB	-/-	App Store	2023-11-16 10:37	2023-11-16 10:37	🔒
3	ETp2api(1.00.14.0827)	5.42MB	-/-	App Store	2023-11-16 10:17	2023-11-16 10:17	🔒
4	POSiveSvc(0.00.36.5910)	5.84MB	-/-	App Store	2023-11-16 10:17	2023-11-16 10:17	🔒 Launcher
5	Res(3.06)	3.23MB	-/-	App Store	2023-11-16 10:16	2023-11-16 10:16	🔒
6	MAXSTORE(9.1.1)	12.19MB	-/-	System App	2023-11-16 10:11	2023-07-11 03:23	🔒
7	Launcher3(8.1.0)	1.11MB	-/-	System App	2008-12-31 16:00	2008-12-31 16:00	🔒

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

**App Detail**

POSitive

Version: 1.00.36.5914  
OS: Android 5.0+  
Size: 7.9 MB  
Type: Parameter App

Parameter File: Worldpay-SecureRetail-TemplateLive.xml

Business Category: Point of Sale Management-Ordering  
Model: A35  
Android OS Authorization: 27 Permissions  
PayDroid Authorization: 5 Permissions

**Template Detail**

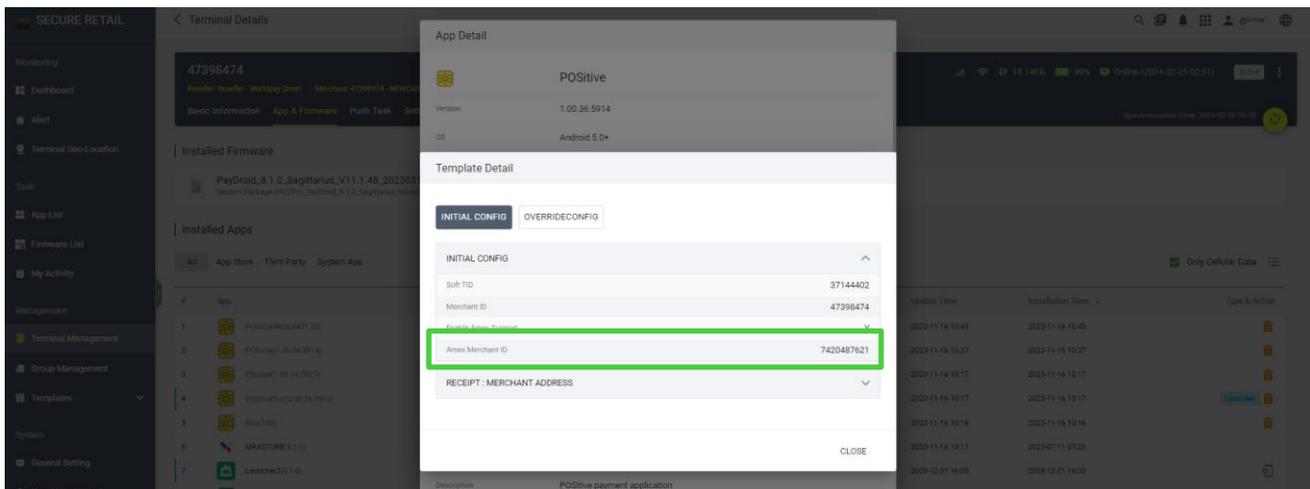
INITIAL CONFIG | OVERRIDECONFIG

INITIAL CONFIG

RECEIPT: MERCHANT ADDRESS

CLOSE

- Check AMEX MID details:



- 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).