



3 Step Guide to setting up your INGENICO Terminal to accept American Express® Cards

(MODELS – 5100 / 7700 / 1800 / Barclays “Classic” / IWL500)

We've created this easy 3 step guide so you're able to start taking American Express transactions as soon as possible.

The following instructions explain how to download American Express on to your existing point of sale terminal (POS), activate American Express and complete a test transaction to make sure you're ready to start accepting our Cards.

In order to make sure that American Express downloads successfully, please make sure that:

- Your terminal has a strong signal strength before following these instructions
- Your terminal is back in its base unit (if it has one)
- If you have multiple portable machines, you have completed the download on each individual POS.

If at any point you need extra assistance setting up your terminal, call us on **0800 032 7216***, select option 2 and we can guide you through the set up process.

1



Download

- Press **MENU** twice
- Use the down arrow to highlight **SELECT FUNCTION** (If this is not an option press MENU again)
- Press **ENTER**
- Key in the function code **81**
- Press **ENTER**
- Swipe the **SUPERVISOR CARD** or enter your **SUPERVISOR CODE**
- Press **ENTER**
- The terminal will display “Contact GEMS (Y/N)?” – choose **YES**
- The terminal screen will go blue, and print out a receipt showing which cards you can now accept.

2



Log on / Self install

- Press **MENU** twice
- Use the down arrow to highlight **SELECT FUNCTION** (If this is not an option press MENU again)
- Press **ENTER**
- Key in the function code **82**
- Press **ENTER**
- Swipe the **SUPERVISOR CARD** or enter your **SUPERVISOR CODE**
- Press **ENTER**.



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3



Test Transaction

To make sure that you are now ready to accept American Express, you will need to complete a test transaction. Your terminal will know that this is a test transaction, and as such this will not affect your end of day reconciliation. American Express will neither credit nor debit the amount that you enter.

- Press **MENU**
- Press **SALE**
- Key in the American Express Dummy Card No. **37 999 999 999 999 4** (**check the terminal is asking for the card number first, as opposed to the sale amount**)
- Key in the expiry date changing the date accordingly, for example **12/15**
- **ENTER** or **CLEAR** to “Is Customer Present?”
- Enter the default security code **0000**
- At this point you will be asked for the numerics from your address and postcode - please press **ENTER** through these questions
- Key in the correct **TEST AMOUNT** as detailed in the table on the right and press **ENTER**
- Press **ENTER** to confirm

Terminal should display “**Test Complete**” / “**Init Complete**”

- Press **ENTER** after the message is displayed and then **CANCEL** to revert to the start screen

Your terminal is now set up and ready to accept American Express Cards.

Note – If after completing the download, your terminal shows a BAD MAC error message, please call us on **0800 032 7216**.

Remember to place your American Express stickers in your window and by your point of sale to let Cardmembers know that you welcome our Cards. You can also register your merchant account online at americanexpress.co.uk/mymerchantaccount so you have 24/7 access to view submissions and payments in one secure location.

Test transaction amounts:

Barclays	
BARC	£850.01
Streamline/Cardsave/ Handepay	
SMS	£900.01
LTSB/Cardnet/FDGL	
LTSB	£955.01
FDMS/Payment Sense/ Merchant Rentals	
HBOS	£470.01
Allied Irish	
AIB	£440.01
HSBC	
HSBC	£325.01

*We're here to help Monday to Friday, 8am to 6pm, and Saturday and Bank Holidays (excluding Christmas Day and New Year's Day), 9am to 5pm. Please have your merchant account details to hand and be prepared to answer some security questions before we can discuss your account. Because we want to make sure we're doing a good job, we may monitor or record our calls.

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