1 2 3

3 Step Guide to setting up your VERIFONE / VERIFONE VX EVO Terminal to accept American Express® Cards

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.

VERIFONE GUIDE

1

Download

On a Verifone terminal there is an ALPHA button in the centre underneath the screen. The first purple button on the left is the scroll button. The purple button on the right hand side, directly next to the ALPHA key is the download button. The purple button on the far right is the log on button.

- Press the third **PURPLE** key along from the left (the **DOWNLOAD**) button. (Directly next to the ALPHA button on the right hand side)
- When you push the log on button it will display **"Start TMS"** and prompt for the pass code
- Enter the pass code **123456** and press **ENTER**.

2

Log on / Self install

- Press the first purple button from the right hand side
- Terminal will display "log on process / resume self install" and prompt you for the pass code
- Enter the pass code **123456** and press **ENTER**

Once back on the ready screen the terminal may start to make a short TMS call. This is normal and the terminal will revert back to the start screen after another 60 seconds.

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.

- Select **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**
- Key in correct **TEST AMOUNT** as detailed in the table on the right and press **OK / ENTER.**

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

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

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.
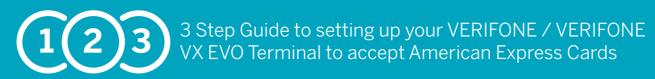
VERIFONE VX EVO GUIDE

1

Download

- Ensure that the terminal is on the main idle screen
- Press the third icon along from the left on the screen (which looks like a pawn on a chess piece) to initiate a VeriCentre download and key in the password as **'999999'**
- The terminal will say 'download' while it cycles through several screens before initiating the download
- Once the download has completed, key in the merchant ID number when prompted and then press the green '**Enter**' button to return back to the idle screen
- If the order stipulates that contactless is to be enabled then verify that the leftmost LED is intermittently flashing. This indicates that the VX680's internal contactless reader is armed.

AMERICAN EXPRESS

2

Log on / Self install

- Ensure that the terminal is on the main idle screen

- Press the key on the far right labelled 'Log' and enter the password as '**999999**'

- The terminal will now dial to the acquiring bank and perform a log-on transaction. A slip of paper will then print out which will display the acquirer name and either '**ENABLED**' or '**FAILED**'

- If '**ENABLED**' is displayed then the terminal has been successfully configured and is ready to dispatch

Your terminal is now set up and ready to accept American Express Cards.
Note – If '**FAILED**' is displayed then 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.