

# WorldPay PAX A920 Integration Guide

**Note:** Before the integration can begin, you may need to obtain your **MID number** (8 Digits) from **WorldPay Total**. You can contact them on **0845 366 6015** for this information. This integration may not request the MID, if it doesn't you can continue with the integration steps as normal.

This WorldPay guide is **only** compatible with Android till systems.

## Installing the app

The steps below will need to be completed via **Google Chrome** using a laptop/PC/smartphone.

1. Log into your **Epos Now Back Office** via Google Chrome (**eposnowhq.com**)
2. Select **APPS** (left hand side)
3. Click onto **any** app (the URL bar will look something like this - **https://www.eposnowhq.com/Apps/App/111**); remove the numbers from the end of the URL bar and replace them with **1192** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**

The WorldPay app will now be installed on your Back Office.

## Physical card reader setup

### Configuring the card reader

1. Power on the card reader by pressing the **single white button** on the side
2. **Swipe down** from the top of the screen using your finger
3. Hold down on the **wifi symbol** to load the **WiFi Settings**, turn on the WiFi
4. Select your **network name** and enter in your password
5. You will then be presented with an app screen, select the **Worldpay UK** app (it may be called **BroadPOS**)
6. You may see a message on the screen that says **Permit Drawing over other Apps**. If you do see this, switch this on by using the toggle to accept
7. You will then be directed to a screen which shows the **IP address** i.e. 192.168.1.100. (take note of this IP address as you will need it later)

# Back Office setup

1. Head to your **Back Office**
2. Go to the **WorldPay** app you installed earlier (Apps > My Apps > WorldPay > Select **SETUP** on the WorldPay app)
3. Under **Location**, use the dropdown to select which location this card reader will be used at
4. Enter the name of the card reader i.e. WorldPay0 (this will need to be unique if you are using multiple card readers)
5. Select the **Network Option** for the **Semi-Integrated** option (card reader and till)
6. Enter the **IP address** of the A920, this is the IP address you noted down earlier
7. Enter the **Port number** as **10009**
8. Use the **Add Terminal** button to add the card reader to the **Available Terminals** section
9. You can change the **Tender Name** to WorldPay or you can choose what you would like to name it
10. Select **Save Settings**

# Epos Now till app

## Enabling WorldPay

You will now need to enable WorldPay in the **Front Till** settings.

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Cloud Sync** (performing a cloud sync will sync all saved data/changes from the **Back Office** to the **Front Till**)
4. Once synced, go back to the **3 lines** (top left corner)
5. Select **Settings**
6. Select **Peripherals** along the top of the screen
7. You will see WorldPay Payments, toggle this on (the toggle will appear **blue** when on)
8. Select the **back arrow** (top left corner) to save your changes

## Testing a transaction

You can now test a transaction on your **Front Till** to make sure your new WorldPay card reader is communicating with your till system.

1. Log in to your **Front Till**
2. Select the **Misc. Product** action button found at the bottom right and click the **+** sign on the top left of the screen. Enter any product name and enter a small amount (1p/cent) and press **Add**. The product will appear in the **transaction panel** on the right.
3. Select **PAY**

4. Select the **tender** as WorldPay (or whatever you set this to in the **Back Office**)

You will then see a pop up on the screen confirming that Epos Now software is connecting to the WorldPay card reader, be sure to check the card reader screen to see if it's showing the amount. If the transaction amount is showing on the card reader, you can now take payment. The till system will receive a signal from the WorldPay card reader and will cash off the payment on the Epos Now software.

## FAQ's

### ***I cannot find the IP address on my card reader, how can I find it?***

If you are unable to find the IP address of the card reader using the steps above, you may see a payment screen instead. If you do, select Settings > System Settings > Scroll down to ECR-Terminal Integration Mode > Set to External POS > Use the back arrow to go back > You should then be able to locate the IP address.

**Note:** If you are still unable to locate the IP address after attempting the above steps, please contact WorldPay for support.

### ***I'm getting an error on my card reader when I try to process a transaction, what do I do?***

If you are seeing an error on the card reader screen, you will need to contact WorldPay directly. Any errors that appear on the card reader screen indicate an issue with the card reader rather than the till system.

***I'm getting an error when processing an integrated payment, why?***

Try restarting the till system and the card reader.

***My card reader is declining payments, what can I do?***

If the card reader is declining payments, you will need to contact WorldPay for troubleshooting.