WorldPay P400 Integration Guide

Note: Before the integration can begin, you will need to obtain your **Emboss MID** (5 digits) and **TID** (8 digits) from **WorldPay Total**. WorldPay will typically email this information across to you, however if you have not yet received this you can contact them on **0845 366 6015**.

Currently this WorldPay card reader is **only** compatible with Windows till systems.

Installing the app

The steps below will need to be completed via **Google Chrome** using a Windows till system or 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 **554** 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

Connecting to Epos Now

You will receive a Card reader and a USB Cable.

Note: Do **not** connect the USB to the till system until you reach step 8 in the **Configuring the Card reader** section of this guide.

1. Plug one end of the **USB cable** into the card reader

Note: The other end of the USB cable will plug into one of the USB ports on the underside of the till system. Do not do this until you reach step 9 of the configuring the card reader section of this guide.

Configuring the card reader

First, you will need to download the card reader software. **Click here** to download the software, follow the steps below for installation:

1. Select the download in the bottom left corner
2. When the new window opens, select **Extract all**
3. Select **Extract**
4. Once the folder is extracted, install the **Java** file (**Please note**: Different drivers will be needed for Windows 7 & 10. In folder file **JavaSetup8u131** is for Windows 10, **jre-8u241-windows-i586** is Windows 7)
5. Next, install the **VerifoneUnifiedDriverInstaller**
6. Then install **Integrated_Payment_Client_2-V2.2.6-32Bit.exe**
7. Install **IPC2 software** - **Integrated_Payment_Client_2-V**
8. Next, install **2.2.6-32Bit.exe** in the Installer for Windows folder
9. You can now plug the card reader into one of the USB ports on the underside of the till system using the supplied USB cable
10. Once the software has been installed, you will need to access the **C:/ drive** by clicking on the **Windows icon** in the bottom left corner > Locate and select **File Explorer** > Select **C:/ drive Epos Now**
11. Inside the C:/ drive, open the **YESEFT** folder
12. Locate and double click on the **EMBOSS-Setup.bat**

☐ ConfigHash.class	20/11/2017 15:18	CLASS File	4 KB
☑ EMBOSS-Setup	11/06/2018 14:36	Windows Batch File	2 KB
EMBOSS-Setup-NC	11/06/2018 14:36	Windows Batch File	2 KB

13.
14. The **Command Prompt** window will open, it will ask you to **Enter Instance ID**, press **enter** on your keyboard to bypass this step
15. It will then ask you to **Enter Merchant ID**, you will need to type in your **Emboss MID** (5 digits) and then press **enter** on your keyboard
16. You will then be asked to **Enter Terminal ID**, you will need to type in your **TID** (8 digits) and then press **enter** on your keyboard

17. Press **any key** to continue and the Command Prompt will close
18. Go back to the **YESEFT** folder and double click on **YESEFTConfig.bat**
19. Under the **General Tab**, tick **Always send Transaction Results**
20. Then select **Verifone P400** as the **Pin Pad**
21. Then tick **AutoSensing COM Port**
22. Under the **Receipt tab**, tick **Print Merchant Receipt**
23. Then tick **Print Receipt**
24. Then Select your **Receipt Printer** as the Printer using the drop down
25. Under **Look 'n' Feel**, select **Always on Top**
26. Now click **Apply** and **OK**
27. Go back to the **YESEFT** folder
28. Right click on **StartPOSServer** and select **Copy**
29. Right click on the **Windows icon** in the bottom left corner
30. Select **Run**
31. Type in **shell:startup**
32. Once **shell:startup** has been opened, right click and select **Paste Shortcut**
33. Double click on the pasted shortcut to start the software, you will see a grey box appear that says **Starting Integrated Payment Client**

Epos Now till app

Enabling WorldPay

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

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

7. If you wish to use **Customer Not Present Transactions**, you can also toggle on **WorldPay CNP**
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

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'm getting an error on my card reader when I try to process a transaction, how can I fix it?

 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 on my till system when processing an integrated payment, what do I do?

Try restarting the till system and the card reader.

My card reader is declining payments, why?

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