What you have received:

PIN Pad and attached curly cable (optional)

Terminal (complete with paper roll)

Telephone cable (optional)

Power supply (region specific)

Network cable (optional)

Step 1. Terminal connections

fig. 1 — fig. 2 — fig. 3

- Place the terminal face down and use both thumbs to slide the cable tidy upwards as indicated by the unlock arrow. *(fig. 1)*

- Thread the black power supply cable carefully around the routing post and insert the plug into the rear of the terminal. *(fig. 2)*

- Plug the telephone cable into the socket identified with the blue LINE label.

- Alternatively if you are connecting the terminal to an Internet connection point, connect the network cable to the socket identified with a white LAN label.

- If a PIN Pad has been supplied, plug the black curly PIN Pad cable into the socket identified with the yellow PIN PAD label.

- Ensure all cables are located in the recesses moulded in the rear of the terminal and re-fit the cable tidy by sliding downwards until you hear a 'click'. *(fig. 3)*

- Connect the telephone cable to the telephone socket, and the network cable (if required) to your Internet connection point.

Step 2. Paper roll installation

fig. 4 — fig. 5 — fig. 6

- With the terminal facing up, place finger and thumb on either side of the printer door and pull upwards. *(fig. 4)*

- Discard any packing material from the paper roll.

- Fit the roll as shown in the diagram. **The correct orientation of the paper is critical.** *(fig. 5)*

- Pull 10cm of paper until it protrudes from the top of the terminal.

- Close the printer door until a 'click' is heard.

- Remove the excess paper by pulling down and tearing along the serrated edge. *(fig. 6)*

Step 3. Turning on the terminal

- Connect power supply to a nearby electrical outlet.

- Hold down the power key on the left hand side of the terminal until the display illuminates *(fig. 7)*.

- Remove the protective film from the display.

- Your terminal may prompt you to enter your MID as a security check.

fig. 7 — fig. 8 — fig. 9

Step 4. Performing a Chip Card sale transaction with PIN

- Insert the customer's Chip Card into the card slot in the terminal with chip facing upwards. or, if a PIN Pad is fitted, ask the customer to insert the Chip Card into the PIN Pad. (fig. 8 or fig. 9)

- Enter the transaction amount into the terminal when prompted.

- Pass the terminal or PIN Pad (if fitted) to the customer for PIN entry.

- The terminal will automatically contact the acquirer and approve/decline the transaction.

- A merchant copy of the receipt will be printed. Tear off and retain for your records.

- Confirm display prompt to print the customer's receipt.

- Once printing is complete, tear off receipt and pass to customer. If the card is in the PIN Pad ask the customer to remove it, otherwise pass it to the customer.

Step 5. Other transaction type

- Please refer to the User Manual for performing all transaction types and reading card data by Swipe, Keyed and Contactless.

Step 6. End of day/shift change procedures

- **It is essential to perform specific processes at the end of a working day, and possibly between shifts for internal records.**

  Please refer to the User Manual for more details.

PABX/Prefix digit(s)

- If the phone line you intend to use needs a PABX/prefix digit(s) in order to dial out, your terminal will need to be configured for this. Please read the User Manual for more information or call the helpdesk for assistance.

DHCP *(relevant if you are using a network connection)*

- Your terminal will be pre-configured for use on standard networks featuring DHCP (automatic allocation of IP address). In the unlikely event that your network does not have this feature, please call the helpdesk for assistance.

Troubleshooting

In the unlikely event you experience issues with this product, please follow the relevant procedure detailed below. If this does not resolve the issue, please visit **www.spirepayments.com** for further assistance.

No display on terminal or PIN Pad *(if fitted)*

- Check terminal is switched on.

- Check connection between terminal and PIN Pad (if fitted).

Poor printing performance

- Check the printer door is closed fully.

- Ensure the paper roll is installed correctly.

- Refer to User Manual for additional printer set-up options.

Communication problems

- Ensure the telephone cable is connected correctly.

- Use a telephone to ensure there is dial tone on the telephone line.

- Reset the terminal by powering off and on.

- Ensure the Internet connection is operational.

- If connecting to a broadband phone line, ensure the terminal is connected to the link through a DSL filter.

Cannot read Cards

- Ensure the magstripe card has swiped in the correct orientation.

- Ensure the Chip Card has been inserted in the correct orientation.

- Ensure the contactless card has been placed at a distance of 0 to 4cm from the terminal display.

- Test with another card of the same type.

Caution and Safety Instructions

- Do not attempt to disassemble, service or repair any part.

- Do not use if damaged or with signs of tampering.

- Only use the supplied power adapter with an electrical outlet of the correct rating.

- To avoid the potential hazard of electrical shock do not use in wet environments or during an electrical storm.

- Do not use in proximity of potentially flammable gases or substances.

- Ensure cables used do not cause a trip hazard or risk the device being dropped on to a hard surface.

- Do not expose to excessive heat or cold. Only operate between 0 °C and 40 °C.

- Before cleaning, disconnect from the electrical outlet. Use only a dry or dampened soft cloth.

- Do not immerse, use liquids, sprays or aerosol cleaners. Clean all spillages quickly.

- Dispose any part in an environmentally sound manner and in accordance with local laws.

- Spire Payments will not be held liable for any damage resulting from user operation that does not comply with the guidance stated.

- This device must only be operated when held in the hand or in a desktop position with a minimum separation distance of 20cm from the user's body.

Declaration of Conformity and Compliance

EU Compliance Statement:
Spire Payments Holdings S.a.r.l. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive.

A copy of the EU Declaration of Conformity is available online at: **www.spirepayments.com**

PCI PTS
The PCI Notice and Installation Guidance is available online a**t:**
www.spirepayments.com

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