

A NetPay Guide to...  
**Using your  
Spire Terminal**



Models:  
SPc50 / SPw60 / SPw70 / SPp10 / SPc5 / SPg7

**intelligent  
payments**

[www.netpay.co.uk](http://www.netpay.co.uk)

**NetPay**

# A guide to using your Spire terminal

This booklet will explain how to setup and use your NetPay Terminal.

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If there is anything else you'd like to know, please call our customer service team (see useful numbers opposite). We are more than happy to help.

# Welcome

Welcome to the NetPay terminal guide, this document will take you through setting up your new NetPay terminal step by step, processing your first transactions and troubleshooting your device.

Before setting up your terminal it is important to identify the model number and follow the correct set up instructions.

**The model numbers are as follows\*:**

|              |                     |              |                     |
|--------------|---------------------|--------------|---------------------|
| <b>SPc50</b> | Countertop Terminal | <b>SPp10</b> | PIN-pad             |
| <b>SPw60</b> | Wi-Fi Terminal      | <b>SPc5</b>  | Countertop Terminal |
| <b>SPw70</b> | GPRS Terminal       | <b>SPg7</b>  | GPRS Terminal       |

The model number of your terminal will be printed on a sticker on the underside of the terminal keypad. \*Models may be subject to change depending on Country.

## Important Numbers

**Keep these numbers to hand should you need to speak to the team.**

If you want to query any orders, change aspects of your service or enable additional services call our customer service team between 9:00am and 5.30pm Monday to Friday.

### **UK Customer Services - 0333 311 0200 (option 2)**

If you need technical assistance setting up or using your service call our technical support team 24 hours a day, 7 days a week.

### **UK Technical Support - 0843 455 5555**

If you have chosen the card acquiring service and have issues with the banking element of the service, perhaps a query with a specific transaction then call your acquiring bank available 24 hours a day, 7 days a week.

### **UK Merchant Service Support (First Data Merchant Services) - 0845 964 5055**

### **UK Merchant Service Support (Global Payments) - 0845 702 3344**

If you have any accounts or billing queries call our accounts team between 9:00am and 5.30pm Monday to Friday

### **NetPay Accounts Team - 0333 311 0200 (option 4)**

# PIN-Pad - Spire SPp10



## QUICK SETUP GUIDE

1. Ensure the terminal is in its idle state and unplugged from the electrical socket.
2. Remove the cable tidy from the terminal.
3. Remove the new SPp10 PIN-Pad from its packaging.
4. Push the new SPp10 PIN-Pad's plug into the socket on the rear of the terminal identified by a **PIN PAD** label. Once it is correctly located you will hear a soft click.
5. Plug in the terminal into the power socket.
6. Neatly route all the cables over the top of the terminal so they do not overlap one another.
7. Ensure the cable tidy is orientated with the notches on either side sliding in first to the slots on the side of the terminal's feet and slide home until you hear a click. Ensure both sides of the cable tidy are correctly located.
8. Turn the terminal over and, if required, switch the electrical outlet on.
9. Turn on the terminal by pressing on the power key located on the left hand side of the terminal.
10. Please proceed to page 12 – Using your terminal.

# Corded Terminal - Spire SPc5

## What's in the box?

- The SPc5 terminal
- Paper Roll
- The Power Supply Unit (PSU)
- Telephone (PSTN) Cable
- Ethernet Cable



## QUICK SETUP GUIDE

1. Install the paper roll by opening the printer door using the lever located in the middle of the printer door and removing any packaging from the printer compartment. Fit the paper roll as shown below leaving 10cm of paper protruding from the top of the terminal and close the printer door. **Please Note:** The paper must feed from underneath the roll. The correct orientation of the paper is critical (if you experience blank receipts, the paper may be incorrectly inserted or of the wrong specification).



2. Turn over the terminal and plug the telephone cable into the socket identified with the LINE label and connect to a working telephone socket. If a PIN Pad has been supplied, plug its black curly cable into the socket identified with the PIN PAD label. If you are connecting the terminal to a routing device, connect the black or yellow Ethernet cable to the socket identified with a LAN label, then plug into your router.
3. Insert the power supply plug directly into underside of the terminal and route the cables into the cable tidy to keep all of the cables secure. Plug the power supply into a live electrical socket
4. Please proceed to page 12 – Using your terminal.

# GPRS Terminal - Spire SPg7

## What's in the box?

- The SPg7 terminal
- Battery
- Paper Roll
- The Power Supply Unit (PSU)
- Your SIM Card will be sent separately



## QUICK SETUP GUIDE

1. Install the paper roll by opening the printer door using the lever located in the middle of the printer door and removing any packaging from the printer compartment. Fit the paper roll as shown below leaving 10cm of paper protruding from the top of the terminal and close the printer door. **Please Note:** The paper must feed from underneath the roll. The correct orientation of the paper is critical (if you experience blank receipts, the paper may be incorrectly inserted or of the wrong specification).



2. With the terminal face down remove the battery cover and battery. Remove the battery packaging. Insert your SIM (sent separately) into the slot marked **SIM1 SLOT**. Insert the battery in to the terminal and replace the cover.
3. Insert the power supply plug directly into the rear of the terminal and plug the power supply into the electrical socket. Charging of the battery will take between 2 and 4 hours. The battery condition is indicated in the top left hand corner of the display when the terminal is switched on. When not in use keep connected to the power supply to maintain charge.
4. Turn on the terminal by pressing on the power key which is on the front right of the terminal, signified by the power symbol.
5. Please proceed to page 12 – Using your terminal.

Your terminal will require charging for at least 4 hours prior to 'Performing First Time Setup' (p12)



# Installing your Spire Wi-Fi Access Point

## What's in the box?

- Wi-Fi Access Point
- An Ethernet Cable
- The Power Supply Unit (PSU)

## QUICK SETUP GUIDE

1. Plug the network cable into the blue socket located at the rear of the access point. Connect the other end of the network cable to your broadband router or a network wallsocket. (fig.1)
2. Insert the power supply plug into the side of the access point. Plug the power supply into the mains power socket and switch on. The lights on the front of the access point will flash. The bottom light indicates that the power is on. The WAN light will flash until it has made a connection. Once both lights have stabilised (and remain on) you can switch on your Spire Wi-Fi terminal. (fig.2)
3. Turn the terminal on by pressing the power button until the screen lights up. The terminal will automatically scroll through several screens of information until the Welcome screen is displayed.
4. Ensure the terminal is displaying the Welcome screen.
5. Press the **MAIN MENU** key to display the Reports and Terminal Menu.
6. Press the **RIGHT ARROW** key to show the additional menu items.
7. Press **3** for **FUNCTION** (or **4** if Mobile Top-Up installed).
8. Enter function **3** and press the **ENTER** key.
9. Enter the supervisor password (0000 by default) and press the **ENTER** key.
10. Press **2** for **EXIT**.
11. The menu will load, please wait for 2 minutes before continuing.
12. Press **1** for **TERMINAL**.



13. Press **5** for **WI-FI SETTINGS**. The terminal will display a list of available Wi-Fi networks.
14. Press the number next to the Wi-Fi network you would like to connect to.
15. Enter your password, by default the keyboard will be set for numbers, to cycle through different characters, press the **HASH (#)** key, the terminal will cycle in the following order:

Numbers - Uppercase letters - Lowercase letters - Symbols

16. Once the password has been entered press the **ENTER** key.
17. To connect to the network, press the **ENTER** key to say yes.

Should the Wi-Fi connection fail at this point displaying **ERROR 44** the screen will return to the Wi-Fi list and perform the following:

18. Your Wi-Fi network should be displayed as option **1**.
19. Press **1** then **1** again to **CONNECT**.

Should the Wi-Fi connection fail again at this point displaying **ERROR 44**.

20. Press **CANCEL** twice.
21. Exit the application by pressing **1** for Yes.
22. The terminal will restart. Your Wi-Fi network should now be connected with a green Wi-Fi symbol displayed in the top right hand corner of the screen.

If you see a red cross that means the access point cannot be found – please call the NetPay Customer Services team.

### **Wi-Fi Access Point Placement**

The design of the Wi-Fi access point allows it to be placed on a counter or shelf. Please bear the following in mind when choosing an installation location:

- Select a location close to an electrical power outlet
- Select a location close to a broadband router or a network wall socket
- Select a location where there will be minimal physical obstructions between the Wi-Fi access point and the Spire Wi-Fi terminal
- To maximise your Wi-Fi range, placement away from brick and block walls and metal surfaces is recommended
- We recommend you avoid installing your device in close proximity to cordless phones, Bluetooth devices, microwaves and any other mobile device

Please proceed to page 14 – Configuring Wi-Fi Connections

# Using Your Spire Terminal

Turn the terminal on by pressing the power button until the screen lights up. You will need to enter your full merchant ID on first installation and you will also need to create a 5 digit security code. This code cannot be sequential (i.e. 12345). The terminal will automatically scroll through several screens of information until the Welcome screen is displayed.

To turn the terminal off press the power button for three seconds, ensure **SHUTDOWN** is highlighted and press the green **ENTER** key.

PLEASE NOTE: Highlighting **RE-START** will re-start the payment application.

## Changing and replacing the battery on SPw60 and SPg7 terminals

If you have a portable terminal it will use a removable, rechargeable lithium ion battery module. The battery module will need to be charged when you receive a new terminal, a replacement battery, and during day-to-day use.

### Battery Module Installation and Replacement

1. Place the terminal face down on the counter and remove the battery cover by applying pressure and sliding it backwards as shown below.
2. If a battery module is already fitted, place your thumb nail into the recess at the base and pull upwards. The battery module will lift out of the compartment. See section 'Safety Information and Battery Guarantee' in the introduction for battery module disposal instructions.
3. Remove the packaging from the new battery module and ensure the connections are aligned with those in the battery compartment. The Spire Payments logo should be facing upwards.
4. With the contacts aligned, insert the module into the battery compartment by pushing downwards.
5. Slide the battery compartment cover back into position.



## Battery Maintenance

The standby time for the battery fitted to the SPw60/70 and SPg7 is approximately 120 hours depending on settings and operational environment. It is recommended to always return the terminal to the charging base or connect to the power supply when not in use, to maintain maximum charge. While handling the battery module ensure you do not short the connections with metallic objects.

## The Terminal Screen

- Models SPc50, SPw60, SPw70, SPc5 and SPg7 all share a common screen layout and do not have touch screens

## The Terminal Keypad

- The **MAIN MENU**, key represented by a square and positioned above the **2** key, toggles between menus.
- The 'ARROW' keys either side of **MAIN MENU** key are used to move to the next and previous menu screens. When activated, an arrow will also be seen on the display above the appropriate key.
- The numeric keys.

The '#' key allows the cycling of character selection on the numeric keys during text entry. For example pressing **1** and then **#**, **#**, **#** will cycle through **1**, **Q**, **Z**, **1**.

The star key is used to cycle through the following nine characters: **, / @ \* # ( ) -** during text entry

The action of the green **ENTER** key will be displayed in a green box at the bottom of the display.

The action of the red **CANCEL** key will be displayed in a red box at the bottom of the display.

The action of the yellow **CLEAR** key will be displayed in a yellow box at the bottom of the display.

The green **ENTER** key will select **YES**.

The yellow **CLEAR** key will select **NO**.

# Configuring your Wi-Fi Connection

1. Ensure the terminal is displaying the Welcome screen.
2. Press the **MAIN MENU** key to display the Reports and Terminal Menu.
3. Press the **RIGHT ARROW** key to show the additional menu items.
4. Press **3** for **FUNCTION** (or **4** if Mobile Top-Up installed).
5. Enter function **3** and press the **ENTER** key.
6. Enter the supervisor password (0000 by default) and press the **ENTER** key.
7. Press **2** for **EXIT**.
8. The menu will load, please wait for 2 minutes before continuing.
9. Press **1** for **TERMINAL**.
10. Press **5** for **WI-FI SETTINGS**. The terminal will display a list of available Wi-Fi networks.
11. Press the number next to the Wi-Fi network you would like to connect to.
12. Enter your password, by default the keyboard will be set for numbers, to cycle through different characters, press the **HASH (#)** key, the terminal will cycle in the following order:  
Numbers - Uppercase letters - Lowercase letters - Symbols
13. Once the password has been entered press the **ENTER** key.
14. To connect to the network, press the **ENTER** key to say yes.

Should the Wi-Fi connection fail at this point displaying **ERROR 44** the screen will return to the Wi-Fi list and perform the following:

15. Your Wi-Fi network should be displayed as option **1**.
16. Press **1** then **1** again to **CONNECT**.

Should the Wi-Fi connection fail again at this point displaying **ERROR 44**.

17. Press **CANCEL** twice.
18. Exit the application by pressing **1** for Yes.
19. The terminal will restart. Your Wi-Fi network should now be connected with a green Wi-Fi symbol displayed in the top right hand corner of the screen.

# Configuring Basic Terminal Security

You may be required on certain functions to enter a password. It is best to change these from the factory default to protect against potential fraudulent usage of the terminal.

## Merchant Password

The merchant password is used to protect certain terminal functions. This password comprises of four digits and has a factory default of 0000. If you forget this password, please contact our technical support team (see page 3).

### Changing your merchant password

1. Ensure the terminal is displaying the Welcome screen.
2. Press the **MAIN MENU** key to display the Reports and Terminal Menu.
3. Press the **RIGHT ARROW** key to show the additional menu items.
4. Select **SETUP** from the menu.
5. Select **PASSWORD** from the menu.
6. Select **CHANGE** from the menu.
7. Type in the old password and press the green **ENTER** key.
8. Type in the new local password (default is 0000) and press the green **ENTER** key.
9. Repeat the previous step.
10. The terminal will beep and display **TRANSACTION ACCEPTED**.
11. Your merchant password is now set up.

## Supervisor (Maintenance) Password

This password is used to protect supervisory functions including changing some options and, most commonly, authorising refunds.

You will need to call our technical support team to obtain this password (see page 3).

# CHIP & PIN Transaction

## To process a standard CHIP & PIN transaction on an Spire Terminal

### Option 1

1. Enter the sale amount and press and press the green **ENTER** key PLEASE NOTE: If a mistake is made entering data, the last digit can be deleted by pressing the yellow **CLEAR** key.
2. When prompted, pass the terminal to the customer to insert their card and enter their PIN.

### Option 2

1. Insert the Chip Card into the terminals Chip Card reader or PIN Pad (if fitted). A Sale transaction will be initiated. Type in the Sale amount and press the green **ENTER** key. PLEASE NOTE: If a mistake is made entering data, the entire field can be deleted by pressing the yellow **CLEAR** key once.
2. When prompted, pass the terminal to the customer to insert their card and enter their PIN.

### Then continue

3. Take the terminal back from the customer and follow the onscreen prompts to complete the transaction.
4. Tear off the receipt, retaining the **MERCHANT** copy yourself and passing the customer version to the customer.
5. The terminal will then return to the idle screen.

If the cardholder enters an incorrect PIN 3 times the card will lock and the transaction will be cancelled.

If a card has a faulty chip it will need to be swiped through the magnetic card reader; the strip should face the body of the terminal and be swiped from one end of the track to the other in one smooth motion, top to bottom.

In the event that the card still fails to read, it is possible to process the card by manually entering the card details. This is done by entering the long card number from the "Insert or Swipe Card" prompt and then following the onscreen instructions.

Please be aware that using the magnetic stripe or entering the details manually may incur additional fees.

# Contactless Transaction

## To process a contactless transaction under £30/€30 on a Spire Terminal

For security reasons, Contactless enabled cards do occasionally require PIN entry. If the terminal prompts for this, process the transaction as a normal CHIP & PIN transaction. If gratuities are added, the total must still be under £30/€30. Cashback cannot be added to a contactless transaction.

1. From the Idle screen (Welcome), key in the sale amount.
2. The customer should present the card holding it across the screen of the terminal device. The 4 LEDS will turn green when the transaction is completed.
  - 2.1. A contactless card may prompt for PIN entry – process this as a normal CHIP & PIN transaction.
3. Take the terminal back from the customer and follow the onscreen prompts.
4. If receipts are printed (this is optional for contactless transactions) retain the **MERCHANT** copy for yourself and pass the customer version to the customer.
5. Terminal will return to the idle screen.

# Referrals

Occasionally when performing transactions, you will be required to perform a referral. These are rare, but a key part of preventing card fraud.

1. The cardholder will attempt to pay for their purchase. The terminal will display a warning message (the exact text depends on the terminal model) informing you that a referral is needed. Call the displayed number. **Do not return the card** until the referral is completed.
2. Follow all directions from the Authorisation Centre and any on-screen prompts on the terminal – you may need to enter your Referral Password at some point during the process.
3. During the call, you may need to quote business details such as your Merchant ID number and be required to pass the phone to the customer. When the details are confirmed and the phone returned to you, the Authorisation Centre will issue you an authorisation code if successful – **do not accept an authorisation code from the customer**.
4. In the event that the transaction is declined, you may also be asked to retain the card. If this occurs, do not return the card to the customer. The Authorisation Centre will advise you on what to do with the card.

If you feel that retaining the card presents a threat to yourself or others, safety is your primary concern – return the card without hesitation.

There are many reasons why a card might fail this authentication and it is not always the customers fault – if they have questions as to why they were declined, refer them to their card issuer.

5. Do not allow the customer to try again using the same card, or split the transaction. to avoid an authorisation call.

# Refunds and Reversals

## Refunds

Card refunds cannot be performed contactlessly.

Refunds should only be processed on the card which made the original purchase (check that the last 4 digits match their receipt).

Do not give cash refunds for card purchases – this is a common fraud technique.

1. Select **REFUND** from the **TRANSACTION MENU**.
2. Key in the amount to be refunded.
3. Enter the Supervisor Code or swipe the Supervisor Card.
4. The cardholder inserts their card.
5. The refund is then transferred back to your customers account.

## Reversals

If a transaction is processed incorrectly, it is possible to reverse it, so long as it has not been more than thirty seconds since the transaction was processed and it is the next transaction from that terminal device.

1. Select **REVERSAL** from **TRANSACTION MENU**
2. The cardholder inserts the card used on the transaction into the reader.
3. A receipt will print detailing whether or not the Reversal was successful.
4. It is always possible to perform a Refund if the Reversal did not go through in time.

# Totalling and End of Day Banking

At the end of a business day, the settlement procedure must be performed on the terminal unless set to automatically settle at a particular time of day (if you are unsure whether your terminal settles automatically, please contact your helpdesk). Automatic Settlement is not usually permitted.

For the totals to display correctly, this must be done during the **Banking Window** time set by your acquirer. During a settlement, the terminal will connect to your acquirer and ensure that all transactions processed have been received.

The terminal may contain stored transactions for a number of reasons such as low-risk and contactless transactions. If any transactions are stored in the terminal, a successful settlement will automatically send them to your acquirer(s)

1. From the Welcome screen press the **MAIN MENU** key to display the Reports and Terminal Menu. Select **BATCH** and then select **SETTLE**.
2. You may be requested to enter the Merchant Password.
3. Select the acquirer you want to settle if you have multiple acquirers we would recommend you select **ALL HOSTS**. The terminal will connect to the selected acquirer(s) and print out the settlement report. The settlement totals will be reset to zero once this process is complete.

3.1 The Terminal will dial out and return one of three results;

**Totals Agreed:** The totals between your acquiring bank and the terminal match.

**Totals Not Agreed:** The totals do not match. The most common cause of this is that the terminal has offline transactions stored. These transactions will have uploaded during the banking window, so performing the end of day banking again should resolve the issue. If they still do not match, you will need to contact the Merchant Services Support at your acquiring bank (see Page 3).

**Cannot Confirm Totals:** The terminal was unable to contact your acquiring bank and so End of Day banking will need to be performed again.

If you do not complete this procedure, it may result in your terminal failing to automatically update and may expose you to the risk of charge-backs.

- 3.2 **X-Total** shows the total value of the transactions passed through the terminal since the last End of Day banking or Z-Total. It does not reset the totals.
- 3.3 **Z-Total** shows the same data as an X-Total but also resets the totals for both functions. It does not affect the End of Day banking total.

## Re-Initialising your Battery (Wireless Models)

1. Ensure the terminal is displaying the Welcome screen.
2. Press the **MAIN MENU** key to display the Reports and Terminal Menu.
3. Press the **RIGHT ARROW** key to show the additional menu items.
4. Press **3** for **FUNCTION** (Assuming Mobile Top-Up is not installed).
5. Enter function **63** and press the green **ENTER** key.

The screen will now display;

**1. DOWNLOAD**

**2. APACS**

6. *(In quick succession)* Press **CLEAR, \*, 8, 1**
7. When the menu appears select **8. BATTERY**.
8. Unplug the terminal (and base if applicable) from the mains power.
9. Now Press **1** to begin the re-initialisation process.
10. If the re-initialisation is successful, the terminal will display **INIT OK, PLEASE REBOOT THE POS**. If this message does not display please revert back to step one.
11. Press and hold the power button on the left hand side of the terminal until the terminal displays **SHUT DOWN, RESTART, CANCEL**.
12. Select **SHUTDOWN** from the menu
13. Press and hold the **POWER** button on the left hand side of the terminal until the screen lights up
14. The **BATTERY ICON** should then display its battery level in the top left hand corner of the screen

## Changing GPRS Network Provider

1. Ensure the terminal is displaying the welcome screen.
2. Press the **MAIN MENU** key to display the Reports and Terminal Menu.
3. Press the **RIGHT ARROW** key to show the additional menu items.
4. Press **3** for **FUNCTION** (Assuming Mobile Top-Up is not installed).
5. Enter function; **11** and press the green **ENTER** key.
6. Press the green **ENTER** key again.
7. Press **CLEAR** to select **NO** to **AUTOMATIC REGISTRATION**.
8. The terminal will then scan for networks and display the list of found networks
9. Select a network to connect to.
10. When connected the terminal will display:  
**COMMAND SUCCESSFUL, CURRENT STATUS NETWORK:** *'network selected in step 9'*
11. A successful GPRS connection is indicated by a **G** in the top right hand corner of the screen

# NetPay Shop

Visit the **NetPay shop** for all of your card terminal supplies

1. Till Rolls
2. Printer Roller Bars
3. Supervisor Cards
4. In Car Charger

**FREE** Delivery

**FAST, SECURE** checkout

Visit UK: [shop.netpay.co.uk](http://shop.netpay.co.uk) IE: [shop.netpay.co.uk](http://shop.netpay.co.uk)



## Transaction and Management Reporting

Our Online Platform Revolution provides businesses with high level commercial and transactional information enabling them to make informed decisions based on what is happening in their business.

### The platform gives merchants access to:

- Multi-channel reporting combining in-store and online performance to view statistics across both aspects of a merchants business through one-consolidated platform segmented by location
- Reports consisting of the following:
  - Card sales performance, you can break down by county, region, sub-region, postcode area etc.
  - Monitor best performing hours, days, weeks, months and years
  - Card type usage
  - Best performing reports showing, best performing counties, regions, postcodes etc.
  - Trend analysis incorporating, average transaction values, comparisons against earlier trading periods etc.
  - Geo-mapping of service orders showing the location of merchants
  - Geo-mapping providing a live insight into online payment sales as they happen

# Connectivity Troubleshooting

The errors that are most likely to occur are communication errors where the terminal cannot contact the acquiring bank. For Bluetooth handsets, this can be caused by moving out of range of the assigned base; this can be resolved by either moving back in range or assigning the handset to a nearer base.

## Terminal screen is blank

### Countertop models (SPc50 and SPc5)

Check that the power supply or mains cable is plugged into a working electrical wall socket and that any switch is on. If an extension cable is being used, check the fuse.

Check that the power supply is connected to the socket on the base of the terminal.

### Mobile models (SPw60, SPw70 and SPg7)

Ensure a battery module is fitted.

Press the power button until the screen lights up.

#### **If the terminal does not beep and turn on:**

Connect the power supply into the power socket on the rear of the terminal or place on a powered charging stand. Hold down the power button until the screen illuminates.

#### **If the terminal still does not beep and turn on:**

Check the power supply or mains cable is plugged into a working electrical wall socket and that any switch is on. If an extension cable is being used check the fuse.

Press the power button until the screen lights up.

If the problem persists please contact our technical support team (see page 3).

|  |  |
|--|--|
| <p><b>Screen appears frozen or Terminal does not react to inserting a card</b></p> | <p><b>If the screen appears frozen and doesn't react to key presses or inserting a card:</b></p> <p>Switch off the power by unplugging at the wall electrical socket.</p> <p>Leave the terminal off for ten seconds.</p> <p>Restore the electrical supply and wait for the terminal to complete rebooting and return to the idle screen.</p>   |
| <p><b>Problems connecting</b></p>  | <p><b>The terminal has detected the presence of a line and attempted to dial but is experiencing a problem connecting:</b></p> <ul style="list-style-type: none"> <li>■ The line may require a prefix number to dial out on, for example a 9.</li> <li>■ The number the terminal dials may not be working on your phone line.</li> <li>■ The terminal may be connected to a broadband line without a DSL filter.</li> <li>■ A third party call service may be in use on the line.</li> </ul> |
| <p><b>Line Busy, Wait</b></p>  | <p>The terminal is not detecting a normal dial tone on the telephone line.</p>   |

## Powering Down and Restarting the Terminal

### To power down your Spire Terminal

To turn the terminal off press the power button for three seconds, ensure **SHUTDOWN** is highlighted and press the green **ENTER** key.

### To power up your Spire Terminal

Press the power button until the screen lights up. The terminal will automatically scroll through several screens of information until the Welcome screen is displayed.

# Inserting your SIM

1. Remove battery as per instructions on page 12.



2. Slide the SIM with the chip facing down and the cut corner bottom left underneath the metal bar in the slot marked SIM2 or SIM.
3. Replace the battery.

## Notes

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## My MID

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*(Please fill in your information above)*

## Terminal Model

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*(Please fill in your information above)*

## Terminal ID - *The Terminal ID can be found by selecting function 27 on the terminal*

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*(Please fill in your information above)*

## Important Numbers

### **UK Customer Services - 0333 311 0200 (option 2)**

If you need technical assistance setting up or using your service call our technical support team 24 hours a day, 7 days a week.

### **UK Technical Support - 0843 455 5555**

If you have chosen the card acquiring service and have issues with the banking element of the service, perhaps a query with a specific transaction then call your acquiring bank available 24 hours a day, 7 days a week.

### **UK Merchant Service Support (First Data Merchant Services) - 0845 964 5055**

### **UK Merchant Service Support (Global Payments) - 0845 702 3344**

If you have any accounts or billing queries call our accounts team between 9:00am and 5.30pm Monday to Friday

### **NetPay Accounts Team - 0333 311 0200 (option 4)**

## NetPay Merchant Services

UK

T +44 (0)333 311 0200

E [getintouch@netpay.co.uk](mailto:getintouch@netpay.co.uk)

W [www.netpay.co.uk](http://www.netpay.co.uk)



NetPay are the first payment processor in the UK and Ireland to offer 'green payments' and offset the carbon emissions of our payments network.



FACE TO FACE



ONLINE



MOTO



REVOLUTION



MOBILE APPS

My MID:

My Terminal Model:

My Terminal ID:

intelligent  
payments

NetPay