

SPIRE TERMINAL QUICK REFERENCE GUIDE

Your Password:

Default Password: 0000

Contact Us: 01422 323785

Please use this Quick Reference Guide for information regarding basic terminal usage from changing a till roll to running your End of Day process. If you encounter a problem, need clarification on a terminal function or simply need more till rolls then please contact use on the attached number.

TERMINAL INTERFACE

Status Bar

Displays the date, time and terminal status.


Middle Screen

The middle of the screen (largest area) is used to display choices for data entry requests, instructions, transaction progress and any other relevant information.

Application Bar

Black & White bar that displays data about the transaction in progress.

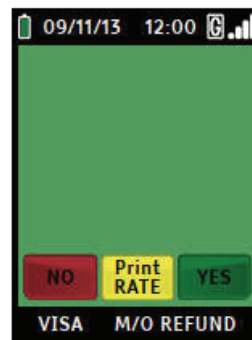
Menu Buttons

Press -  to access the terminal's main menu

Use arrow keys -   to navigate the menu


Numeric Keypad

Used to input transaction amounts and make selections on the main menu.



Input Buttons

Has two functions;

Confirm/Enter (Green) 

Clear (Yellow) 

Cancel (Red). 

The other is to help with selections in relation to the main screen, for example in the diagram pressing RED CANCEL will select "NO" on the main screen.

CHANGING TILL ROLLS

With the terminal facing up, gently pull upwards on the lever located in the middle of the printer door. (Fig 1.)

Fit the roll as shown in the diagram. The correct orientation of the paper is critical. (Fig 2.)

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

Ensure the printer roller is installed. Close the printer door until a 'click' is heard.

Remove the excess paper by pulling down and tearing along the serrated edge. (Fig 3.)

Fig 1.

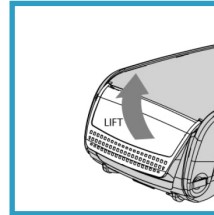


Fig 2.

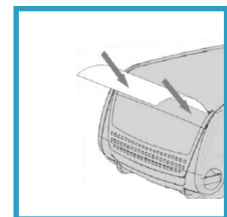
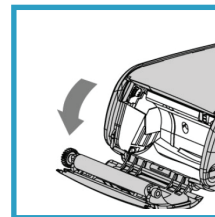
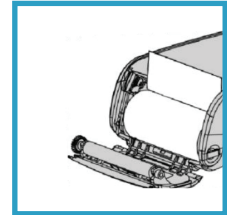



Fig 3.

CLEARING THE SCREEN SAVER

Press any key on the keypad to clear the screensaver.

Sales and Transactions (Use the Numeric Keypad to input the value of the transaction you are processing, input the value in order from left to right, e.g £12.34 input 1234, and press the green "Enter" button) 

Contactless

After inputting your sales value you will see a screen similar to [Figure 4](#), to proceed with contactless payment simply touch the screen with the customer's card until the machine completes a long beep. You will then get a Merchant Receipt **ONLY**, no Customer Receipt. **Contactless payments only work on transactions under £30.00. (Contactless limit will increase to £45 as of 01/04/2020)**



Fig 4.

Chip n Pin

After inputting your sales value you will see a screen similar to [Figure 4](#), to proceed with Chip n Pin payment simply input the customer card into the terminal and hand the terminal to the customer to input their pin. When the transaction completes you will get a Merchant and Customer receipt (in that order).

Telephone Payment

After inputting your sales value you will see a screen similar to [Figure 4](#), to proceed with telephone payment simply begin to enter the customer's credit/debit card number into the terminal and press the Green Enter button. Next input the expiry and press the Green Enter button. The terminal will ask if the customer is present, press the Yellow Clear button to say No. Then input the CVV2 (Security) code that is on the back of the customer's card and press the Green Enter button. You can skip the address input by pressing the Green Enter button whilst leaving the fields blank, however if you wish to note the addresses then input the numbers of the customer's Post Code only (for example LS3 4ET you'd simply put 34) and press the Green Enter button and then finally the customer's door number only followed by the Green Enter button. When the transaction completes you will get a Merchant and Customer receipt (in that order).

- **Refunds:** Press menu and press the number, on the numeric keypad, which corresponds to "New Transaction", this will open a sub menu where you can press "Refund", from here it is the same as a standard sale.
- **Printing Contactless Customer Receipt:** Press menu and press the number, on the numeric keypad, which corresponds to "CL Receipt".
- **Re-printing the previous transaction:** Press menu and press the number, on the numeric keypad, which corresponds to "Re-Print".
- **Reports:** These give you a summary of sales since the machine was last settled or zeroed, an "X Report" will give you a summary since being settled, a "Z Report" will also do this but will reset all the totals on the machine so your next "X Report" will be the totals since you last ran the "Z Report".
Press menu and press the number, on the numeric keypad, which corresponds to "Reports". This will open a sub menu where you can select "X Report" or "Z Report". You will need your password.
- **Settling:** This is also known as "End of Day", when your business is finished for the day you can settle the machine, which zeroes all the totals and informs the bank of the finalised transactions. Press menu and press the number, on the numeric keypad, which corresponds to "Batch". This will open a sub menu where you can select "Settle". You will need your password.