

SPIRE HOME WORKING GUIDE

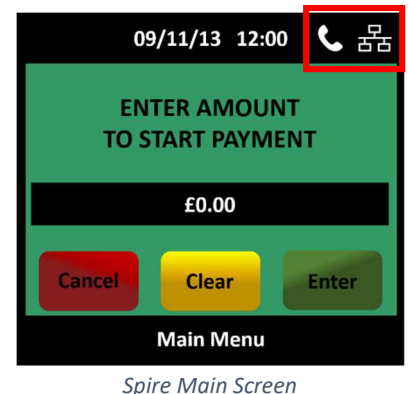
WHAT'S IN THIS GUIDE

The following guide is to assist anyone planning on using their Spire Payments terminal from home for short or long term. The guide covers:

- How to set up respective machines to their communications sources.
- How to take a Cardholder Not Present payment.
- How to manually download an update on the machine.
- How to manually settle the machine.

SETTING UP TERMINALS FOR HOME USE

The installation of your terminal will depend on how it communicates with the banks, you can tell what model of terminal you have by looking at the home screen of your terminal (i.e. when it says "Enter Amount to Start Payment") and in the top right corner (pictured) you will see some symbols. The symbols indicate the type of terminal you have:

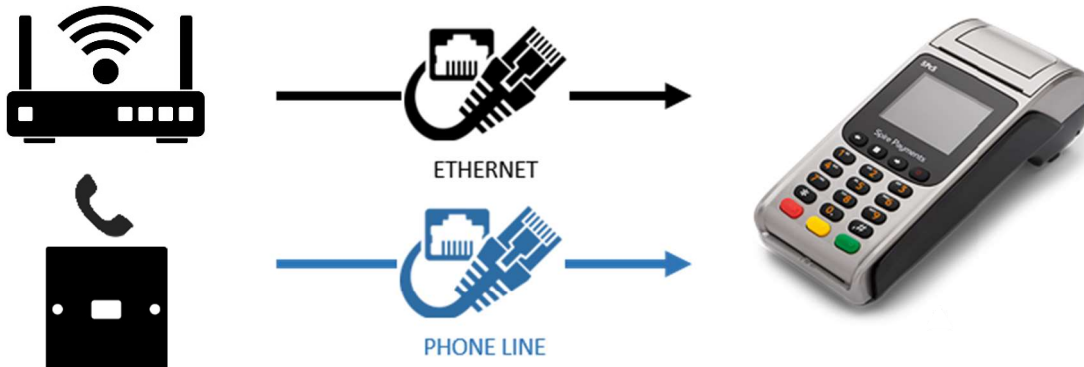


Please now proceed to the section based on your communications type:

- SPC-5 / SPC-50 Fixed Terminal
- SPG-7 / SPW60 WIFI Terminal
- SPG-7 / SPW70 Mobile Terminal

SPIRE SPC-5 / SPC-50 FIXED TERMINAL

The Spire Fixed Terminal (hereafter just referred to as “the terminal”) can communicate via the internet or a telephone line, although the latter is more designed as a back-up rather than a main comms means, this guide will cover how to install both comms means.



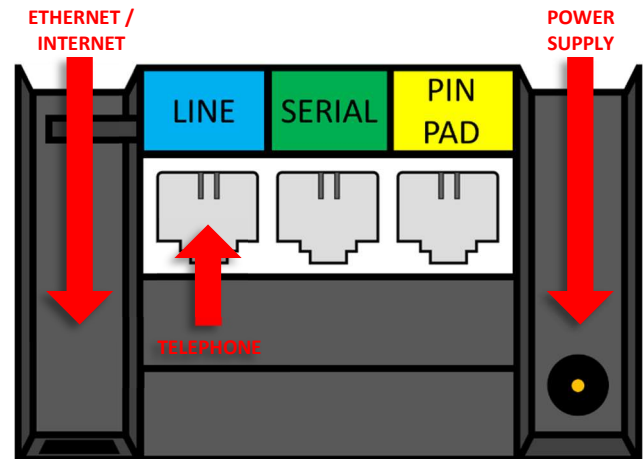
Basic Connection Diagram for Fixed Spire Terminals

Internet Connection:

Take one end of the ethernet cable and plug into a spare socket on your internet router (usually labelled 1 – 4) and the other end plugs into the terminal’s ethernet socket, found either under the removable panel on the back of the terminal (SPC-5) or in between the “Line” and “Serial” sockets marked “LAN” (SPC-50). Make sure the two ends are all the way home and have locked / clicked into place.

Telephone Connection

Plug the standard telephone cable end into your phone line master socket (the BT Connector end) and the cube-like end into the blue “Line” socket on the back of your terminal. Make sure the two ends are all the way home and have locked / clicked into place.



SPC-5 Back, showing connection sockets.

Note that you can use both connection types on a fixed model but the terminal will prioritise the internet as the communication means by default.

SPIRE SPG-7 WIFI / SPW-60 WIFI TERMINAL

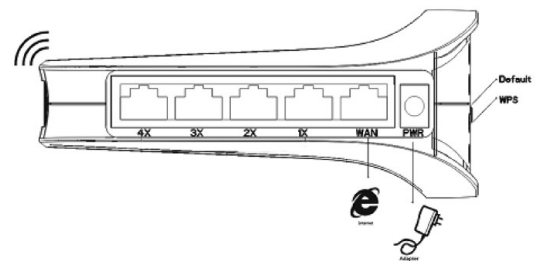
The Spire WIFI Terminal (hereafter just referred to as “the terminal”) can communicate via the internet via your own WIFI router or a Netis Access Point sometimes provided with the machine as standard, this guide will cover how to install both comms means.



WIFI terminal setup with Netis Access Point

Connection via Netis Access Point

The Netis Access Point acts as the primary source of communication for a Spire WIFI terminal if it was installed with one originally. Unlike a standard router from an internet provider the Netis Access Point is not provided with WIFI connection credentials, in other words only the terminal can connect to it. Setup is simply a case of connecting the Access Point from its WAN socket to one of your router’s LAN sockets (usually labelled 1 – 4) via an ethernet cable and power it up (see picture). Once the Access point is fully powered the terminal will connect to it.



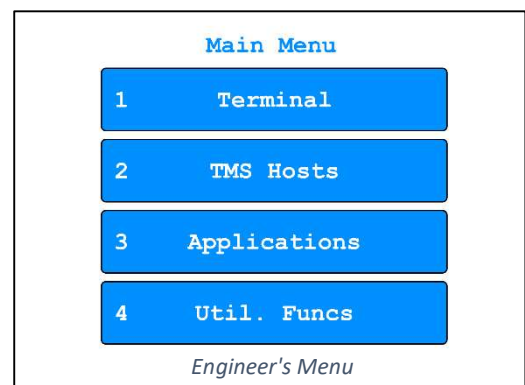
Back of a Netis Access Point, models vary but the socket layout remains the same.

Connection directly to your router

Connecting to your router requires quite a few steps but is not overly complicated so long as they are followed clearly:

1. Make sure the terminal is switched on and displays the “Enter Amount to Start Payment” screen (if the Yorkshire Payments screen saver is displayed, clear it by pressing any key).
2. Press the Square Symbol button at the top of the keypad to access the main menu. Now press the Right Arrow key and select “Function” from the menu list by pressing the corresponding number on the keypad.
3. This will bring up a little text box, please press “3” on the keypad and then the green enter button. It will prompt you
4. for a pin, which by default is 0000, input your pin and press the green enter button again.

If the default PIN doesn’t work and you are not sure what your PIN is then please call the office line for further assistance before proceeding.

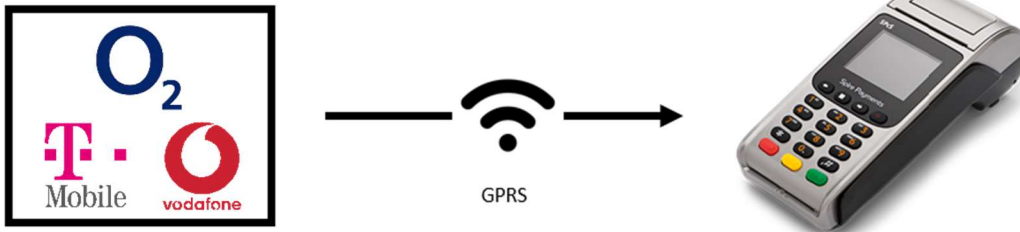


5. You will have a further prompt asking if you want to “Restart” or “Exit”, select “Exit” by once again pressing the corresponding number on the keypad.
6. When the terminal has finished, you should be on the engineer’s menu (pictured) with 4 possible options (it may take a few minutes to load to please be patient), please select “1. Terminal”.
7. When the “Terminal” menu loads, look for “WIFI Settings” on the list (if it is not listed press the Right Arrow key, it should be on the second page), select “WIFI Settings”; this will start up the WIFI adapter in the machine (Initialization) and then search for what WIFI networks are available nearby, again this may take a few minutes so please be patient.
8. A list will eventually generate of available networks (note that the Spire machines will list its “Remembered” networks first so you may have to scroll through the pages using the arrow keys to find your network. When you have found it, press the corresponding number on your keypad to select it.
9. You may be prompted to select an “Encryption Type” or something to that effect, if so please select “WPA2”. If you are not asked for this then please skip to 9.
10. You will now have to put the WIFI password in, this is where it gets a bit tedious. You need to use your Terminal Keypad as a means of inputting numbers, letters and symbols (similar to texting on an old mobile phone) and you use the “#” button to change your input type which you can check by looking in the bottom right corner of the screen, i.e. numbers (1 2 3), uppercase letters (A B C), lowercase letters (a b c) and symbols (S Y M). Make sure that you input your WIFI password exactly as it appears, uppercase, lowercase, etc and check that it matches before proceeding that way if you get it wrong you can amend before proceeding. If you are happy that it matches and is correct press the green enter key, so long as everything matches you should see a message that says you have been successful. If it didn’t connect, repeat steps 7 – 9 again, it could be that the password was incorrect, otherwise proceed to 10.
This is arguably the most problematic and tedious part of the process so if you are not sure about something or need assistance then please call the office line.
11. Press the red cancel button once and then press the Square Symbol button to take you back to the main menu. Press the red cancel button one more time, it will ask if you are sure you want to leave the engineers menu, select yes. The terminal will now reboot on its own, please wait for it to fully restart and get to the “Enter Amount to Start Payment” screen. The Spire terminals show their current network connection at the top of the screen, it should display your home network name if it has successfully connected and you should have a full WIFI signal.



Spire Keypad, you will need to use this to input your WIFI password

SPIRE SPG-7 GPRS / SPW-70 GPRS TERMINAL



The Spire GPRS, or mobile, terminal (hereafter just referred to as “the terminal”) connect to the acquirer banks via a mobile phone signal. This terminal **should not** require any special setting up, so long as you are in a place where you get a mobile phone signal the machine **should** work.

However please bear in mind that things such as steel girders, metal corrugated roofs or old thick-walled buildings can cause interference with mobile phone signals so please bear this in mind when choosing where to set up the machine.

If you are having difficulty getting a signal and/or need to change the network you are connected to, please call the office for assistance.

TESTING YOUR TERMINAL

Once you are happy everything is connected correctly, hold down the power button on your terminal, this may be on the front of the terminal (top right corner of the keypad) or on the left side of the terminal, and wait for the terminal to boot up. If you have a connection the terminal should boot up without any error messages and the connections will be clear and white (or green if using WIFI). If you had red lines, red WIFI or no “G” symbol then please call the office for assistance.

You can run a connection test on the machine by doing one of the following:

1. Process £0.01 on a debit card you have in the household.
2. Run a settlement/reconciliation. If you are not sure how; press the Square Menu button and select Batch > Settle > PIN (Enter) and the terminal should connect to the bank and settle.

If either or both of those approaches don't work then please get in touch and we will troubleshoot with you.

CARDHOLDER NOT PRESENT (CNP)

Running a Cardhold Not Present transaction is pretty simple on a Spire terminal; you input the amount you want to charge the customer and press the green enter button (same as any other transaction). Once you see the “Please Present your Card” screen (pictured) start inputting the long card number from the front of the credit / debit card. This will change the screen to CNP mode, continue inputting the card number and when you have finished press the green enter button. You will then be prompted the following in order:

1. Input the expiry in the MMY, press green when input.
2. Confirm if the cardhold is present by pressing the corresponding coloured function button, yellow for “No” and green for “Yes”. Select “No” (pictured)
3. Input the CVV2 Secutiy Code from the back of the card, press green when input.
4. Input the numerics of the post code of the card’s registered address, e.g. the postcode “HD1 2AB” would be input as “12”, note that there are no letters or spaces. Press green when input.
5. Input the numerics of the address of the card’s registered address, i.e. the door number. You only need the numerics so “18 Smith Road” would just be “18”, “18a Smith Road” would also just be “18”. If the address contains a house name rather than number, e.g. “Old House, Smith Road”, you input “0”. Press green when input.

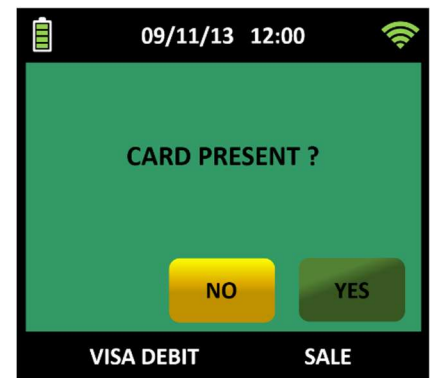
Please note you can skip the address and post code inputs but we recommend that you don’t skip these steps as it is an additional security check.

6. The transaction will process and you will get a screen prompt showing you the result of the security checks, if everything matches and you are happy to proceed select yes to the “Capture Transaction” prompt (pictured). If anything says “Not Matched” we would recommend you select no and advise the customer they have failed the security check. If address or postcode says “Not Checked” it means that the Post code and Address fields were left blank in the security checks.

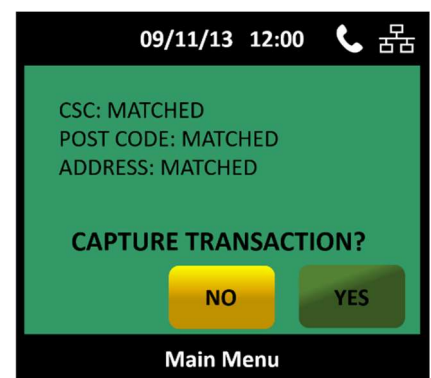
That’s it, you have successfully taken a CNP transaction, your merchant copy will print first and the customer copy second which will need to be given to the customer at a later date. If you need to process a refund over the phone you just follow the same steps above with one difference; instead of starting the transaction by inputting an amount, press the Square Symbol button and select “New Trans” > “Refund” > PIN (default 0000) and press enter > Input the amount to refund then press green > Once on the “Please Present your Card” screen (pictured) start inputting the long card number from the front of the credit / debit card, just as before and continue to follow the steps above.



Please Present Your Card screen.



Cardholder Present confirmation screen

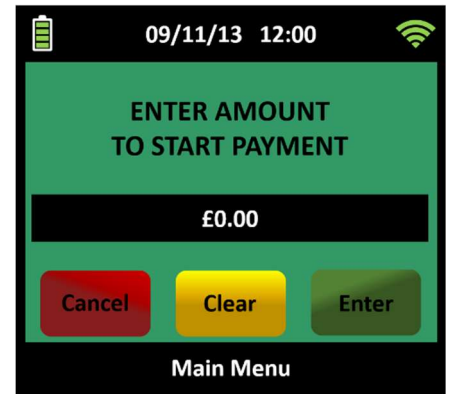


Security Results screen

MANUAL DOWNLOAD

Spire terminals periodically complete their own software updates and downloads however you may be prompted to complete a software update by the machine, or a download by a member of Yorkshire Payments staff. To do so just follow the below steps:

1. Make sure the terminal is on the “Enter Amount to Start Payment” screen (pictured).
2. Press the Square Symbol button to access the main menu.
3. Press the corresponding number on the keypad for the “Terminal” option (default 4).
4. Press the corresponding number on the keypad for the “Prog Load” option (default 1).
5. Input your PIN (default 0000) and press the green enter button.
6. You will get a prompt asking if you want to proceed, press the green enter button.



Enter Amount to Start Payment / "Home" screen

That's it, the terminal will look for an update and if one is available, download it and install it, then restart itself once finished. You should get a receipt print out saying it has completed a software update if everything was successful.

MANUAL BATCH

Spire terminals are usually set to automatically settle themselves every day, however you may be prompted to complete a reconciliation (settlement) by the machine or by a member of Yorkshire Payments staff. To do so just follow the below steps:

1. Make sure the terminal is on the “Enter Amount to Start Payment” screen (pictured).
2. Press the Square Symbol button to access the main menu.
3. Press the corresponding number on the keypad for the “Batch” option (default 2).
4. Press the corresponding number on the keypad for the “Settle” option (default 1).
5. Input your PIN (default 0000) and press the green enter button.

That's it, the terminal will connect with the bank and settle itself, then print off a receipt showing takings and what has been processed. Please note that takings on the terminal may not correlate with what is banked as most acquirer banks will settle machine takings manually after 3 – 5 working days.

If you struggle with any of the above or any issues not covered in this guide then please get in touch with the tech support team by calling the office on 01422 323785. Support is available Monday – Saturday 8am – 11pm and Sunday / Bank Holidays 10am – 4pm.