### **Support Information**

Supervisor Password

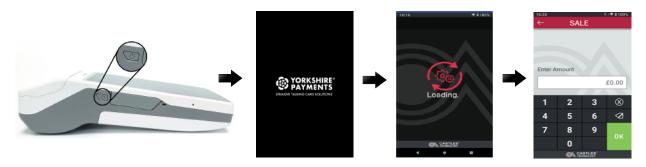
For a full user guide please visit - www.yorkshirepayments.com

Contact the Yorkshire Payments Office info@yorkshirepayments.com 01422 323785

#### 1. Your Terminal



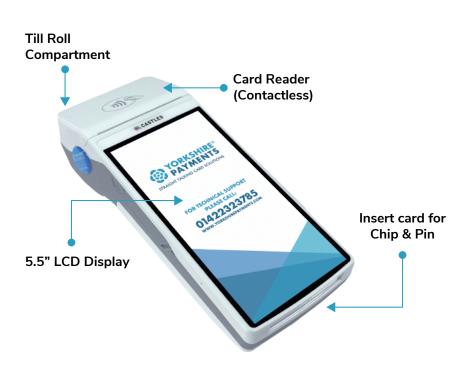
# 2. Starting Up Your Terminal



Press and hold the power button (on the left side of the terminal) until the screen lights up. The terminal will power on and initialise for use. When the 'Enter amount' message is displayed, the terminal is ready to use!



### 3. Terminal Interface





## 4. Charging Options

#### **Option 1 - Charge With Cable**

Connect the power supply to the port with a lightning symbol. Connect the other end to the power outlet.

#### **Option 2 - Charge With Base**

Connect the 'USB type C' cable to the terminal port with the USB symbol. Connect the other end of the cable into the USB power plug, into an electrical outlet.





## 5. Clearing Screensaver

To clear the Yorkshire Payments screensaver, please tap the screen.

The screen may enter power saving mode, in this case the screen turns dark. To wake up your terminal tap the power button (do not hold).





# 6. Setting Up WiFi

- Press on MENU icon, then press the black arrow from the bottom of the screen, then click on Wi-Fi setting icon.
- The terminal will display a list of the available networks, select the one you wish to connect to by clicking on it, the terminal will prompt to type in the password. Click on the horizontal line to open the keyboard. Key in the password as required.
- Once password entered press CONNECT; once successfully connected, the terminal will display message 'STATE CONNECTED'
- Click on the back-arrow from the top left side of the screen to return to Enter amount screen.











# 8. Setting Up GPRS

Turn off the 'USE WIFI' toggle, the device will roam through the best available networks and auto select.



Once password entered press CONNECT; once successfully connected, the terminal will display message State: CONNECTED



### 9. Switch Network Type

- Follow the steps for setting up your Wi-Fi
- Select the network you want to switch to
- Enter the Wi-Fi password and press CONNECT





#### ACQUIRER (Bank)

- No funds are coming to my business account
- There is a discrepancy between funds I have received and what I was expecting I need to change my bank details

#### **Yorkshire Payments**

- · Order new or additional equipment
- Add/remove functionality on the terminal
- Questions about contract (fees, charges, length, etc.)
- Update your details (address, contact, etc.)
- Training (how to use the terminal)
- Technical issues (terminal is not functioning properly)
- Tracking and delivery queries

