

What you have received:

Terminal
(complete with paper roll)



Charging stand
(optional)



Battery



Power supply
(region specific)



WiFi access point power
supply (region specific)



WiFi access point (Optional)
(Actual model may vary)



Network cable
(WiFi access point)

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Step 1. Terminal battery installation



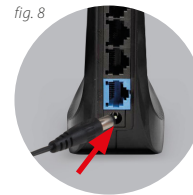
- Place the terminal face down and remove the battery cover by applying pressure on the ribbed oval and sliding it in the direction shown. (fig. 1)
- Remove the packaging and insert battery into the terminal. (fig. 2)
- Replace the cover. (fig. 3.)

Step 2. Paper roll installation



- With the terminal still facing down, gently pull upwards on the lever located in the middle of the printer door. (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.
- Turn the terminal over and remove the excess paper by tearing along the serrated edge. (fig. 6)

Step 3. Charging stand (if supplied) and WiFi access connection



- Do not turn the power on until all connections are made.
- Plug the power supplies into the charging stand (if supplied) (fig. 7) and WiFi access point (fig. 8). **Note: The power supplies for the devices are different so ensure they are not confused.**
- A red light on the charging stand will show power is present.
- Connect the network cable to the WAN port on the supplied WiFi access point and to your Internet connection point.

Step 4. Charging the terminal



- Place the terminal on the stand (if supplied) (fig. 9) or insert the power supply plug directly into the rear of the terminal. (fig. 10) Only then plug the power supply into the electrical outlet.
- Charging of the battery will take between 2 and 4 hours.
- Battery condition is indicated in the top left hand corner of the display when the terminal is switched on. (fig. 11)
- When not in use leave the terminal on the stand (if supplied) or connected to the power supply to maintain charge.

Step 5. Turning on the terminal

- Hold down the power key on the left hand side of the terminal until the display illuminates (fig. 12).
- Remove the protective film from the display.
- Your terminal may prompt you to enter your MID as a security check.



Step 6. Performing a Chip Card sale transaction with PIN

- The terminal does not have to be placed on the charging stand (if supplied) to perform a transaction.
- Insert the customer's Chip Card into the slot at the foot of the terminal with the chip facing upwards. (fig. 13)
- Enter the transaction amount when prompted and pass the terminal to the customer for PIN entry.
- The terminal will automatically contact the acquirer and approve or decline the transaction.
- A merchant copy of the receipt will be printed. Tear off and retain for your records, then confirm display prompt to print the customer's receipt. Once printed, tear off, remove card and pass both to the customer.

SPw60 Portable Terminal

Quick Reference Guide

Step 7. Other transaction types

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

Step 8. 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.

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

- Check the battery is fitted and no packing material is interfering with the battery contacts.
- Place terminal on stand (if supplied) or insert power supply into rear of terminal and confirm charging is in progress.
- Check power supply and all connections.

Poor battery life

- Refer to User Manual for expected battery life.
- Ensure the power is being supplied to the charging stand (if supplied).
- Check battery charge indicator is at maximum.
- Charge for 2 to 4 hours to ensure a full charge.

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

- Turn the terminal on and ensure the wireless signal is present.
- Reset the terminal by powering off and on.

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.
- Only use a rechargeable battery supplied or specified by Spire and follow caution instructions printed on it.
- 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.
- This device is intended for handheld use only.
- 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.

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 at: www.spirepayments.com



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