



SPg7 Wireless Terminal FAQs

All of my transactions are declining / failing – what can I do?

Check that the internet or phone line is working.
Hold down the power button, scroll to restart and press enter.

Blank Screen or loss of power

SPg7 with dock - Check that there is a red light on the charging dock before the terminal is placed on the dock. Place terminal on the dock, after 2-3 minutes attempt to power on the terminal with the power button on the side. If the terminal powers on check the battery symbol as there should be a lightning bolt to indicate charging. If the terminal still fails to power on please call helpdesk.

SPg7 without dock – Plug the power lead into the underside of the terminal. Press the power button on the side. If the terminal powers on check the battery symbol as there should be a lightning bolt to indicate charging. If the battery still fails to power on please call helpdesk.

How do I complete my End of Day Banking Procedure / Settlement?

It is best practice to complete this at the end of every business day.

When the terminal is displaying the 'SALE' screen:

1. Press 'Batch' and enter password 0000 and then press enter
2. Follow instructions on the screen

The terminal will display 'Processing' whilst it communicates with the acquirer. A confirmation will then appear on the screen of the terminal and a report will print out for your records.

Terminal displays 'Acquirer Disabled'

Please call helpdesk.