

What you have received:

PIN pad



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Step 1. Disconnecting the T4220 terminal's power supply

- Ensure the terminal is in its idle state.
- Unplug the terminal's power supply from the electrical outlet.
- If it is difficult to locate the terminal's electrical outlet, an alternative is to remove the plug from the socket on the rear of the terminal identified by a red **POWER** label. To remove rotate the plug clockwise until it points to a 3 o'clock position at which point it can be pulled out. If a serial cable is connected to the socket identified by a green **SERIAL** label, this will need removing first. (fig. 1)



Step 2. Removing the cable tidy

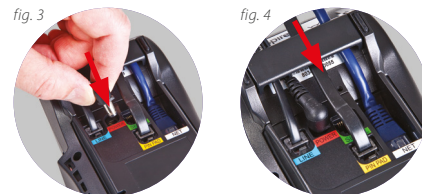
- Place the terminal face down and slide the cable tidy upwards until it becomes detached from the terminal. (fig. 2)

Step 3. Removing the existing PIN Pad

- Unplug the existing PIN Pad from the terminal by pressing the small tab on the plug and pulling upwards. The socket is identified by a yellow PIN PAD label.

Step 4. Connecting the new SPp10 PIN Pad

- Remove the new SPp10 PIN Pad from its packaging.
- Push the new SPp10 PIN Pad's plug into the socket on the rear of the terminal identified by a yellow PIN PAD label. Once it is correctly located you will hear a soft click. (fig. 3)
- Remove the protective film from the display.



Step 5. Replacing the cable tidy and turning the terminal on

- If disconnected, reinsert the power plug into the socket on the rear of the terminal identified by a red **POWER** label. Insert the plug by pointing it at a 3 o'clock position and rotating anti-clockwise until at the 12 o'clock position. Reconnect the serial cable if present.
- Neatly route all the cables over the top of the terminal so they do not overlap one another.
- Ensure the cable tidy is orientated with the notches on either side sliding in first to the slots on the side of the terminal's feet and slide home until you hear a click. Ensure both sides of the cable tidy are correctly located. (fig. 4)
- Turn the terminal over and, if required, switch the electrical outlet on.

Step 6. Performing a Chip Card sale transaction with PIN



- Ask the customer to insert the Chip Card into the PIN Pad. (fig. 5)
- Enter the transaction amount into the terminal when prompted.
- Ask the customer to confirm the amount and enter their PIN on the PIN Pad.
- 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.
- Confirm display prompt to print the customer's receipt.
- Once printed, tear off, pass to the customer and ask the customer to remove the card from the PIN Pad.

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.

SPp10

Quick Reference Guide

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 or solution provider for further assistance.

No display

- Check terminal is switched on.
- Check connection between terminal and PIN Pad.

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

- Ensure the telephone cable is connected correctly.
- Use a telephone to ensure there is dial tone on the telephone line.
- Reset the terminal by powering on and off.

Cannot read Cards

- Ensure the Chip Card has been inserted in the correct orientation.
- Ensure the Contactless card has been placed between a distance of 0 to 4 cm from the PIN pad 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.
- Do not connect to a PC or unapproved device. To avoid damage the PIN Pad must only be connected to an approved Spire terminal.
- 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.
- 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.
- 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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