



# SPg7 Wi-Fi Portable Terminal

## Quick Reference Guide

### What you have received:



## Installing your equipment

DO NOT POWER ON YOUR TERMINAL UNTIL INSTRUCTED.

### Step 1. Terminal battery installation

- Place the terminal face down on a flat surface and remove the battery cover by applying pressure on the tab and pulling upward. (fig. 1)
- Insert the battery into the terminal. (fig. 2)
- Replace the cover. (fig. 3)

### Step 2. Paper roll installation

- With the terminal facing up, 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 10 cm of paper until it protrudes from the top of the terminal.
- Close the printer door until a 'click' is heard.
- Remove the excess paper by pulling down and tearing along the serrated edge. (fig. 6)

### Step 3. Charging stand connection

- Do not turn the power on until instructed.
- Plug the power supply into the charging stand (if supplied). (fig. 7)
- A red light on the charging stand will show power is present.

### Step 4. Wi-Fi access point connection

- Ensure your terminal remains switched off.
- Plug the power cable into the back of the access point before proceeding to the next step. (fig. 8)
- The Wi-Fi network cable must be plugged into the blue LAN socket on the access point. (fig. 8)
- Plug the other end of the network cable into your internet source.
- If there is a successful Ethernet connection the WAN light on the front of the access point will be solid green and the SYS light will flash on and off. (fig. 9)
- Do not proceed until there is a successful Ethernet connection.

### Step 5. Charging the terminal

- Place the terminal on the stand (if supplied) (fig. 10) or insert the power supply connector directly into the rear of the terminal. (fig. 11)
- Plug the power supply into the electrical outlet and switch power supply on.
- Charging of the battery will take between 2 and 4 hours.
- When not in use leave the terminal on the stand (if supplied) or connected to the power supply to maintain charge.

### Step 6. Turning on the terminal

ENSURE STEPS 1-5 HAVE BEEN COMPLETED SUCCESSFULLY.

- Hold down the power button (located on the right of the menu buttons) until the display illuminates and the terminal beeps. (fig. 12)
- Remove the protective film from the display if present.

## Important battery information

- Do *not* remove the black strip from the battery.
- Battery charge will be indicated in the top left hand corner of the display when the terminal is switched on.
- Low battery can affect connectivity, printing and reading cards.
- Charging of the terminal overnight is recommended.

## Frequently asked questions

### Sale transaction

- Enter the transaction amount into the terminal.
- Present, insert, swipe the customer's card or type in the card details.
- Follow the on screen instructions depending on the type of transaction.
- The terminal will approve/decline the transaction.
- A merchant copy of the receipt will be printed. Tear off and retain for your records.
- Confirm display prompts to print the customer receipt. (If Contactless transaction, only a merchant copy will print.)
- Tear off the customer's receipt and give to the customer.

### Refund

- Press the **main menu** button.
- Select **NEW TRANS.**
- Select **REFUND.**
- Enter password and press the green **Enter** button.
- Enter the amount and press the green **Enter** button.
- Present, insert, swipe the customer's card or type in the card details (if customer not present).
- The terminal will approve/decline the transaction.

### Reconciliation

- Press the **main menu** button (white square).
- Select **BATCH.**
- Select **SETTLE/End Of Day.**
- Enter password and press the green **Enter** button.
- The terminal will print out the report.

## 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/library](http://www.spirepayments.com/library) or contact your technical help desk for further assistance.

### No display

- Check the battery is fitted and no packing material is interfering with the battery contacts.
- Insert power supply into rear of terminal and confirm charging is in progress.
- Check power supply and all connections.

### Poor battery life

- Ensure the power is being 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 an approved paper roll is installed correctly.
- Ensure the printer roller is securely fitted to the printer lid.

### Communication problems

- Reset your Wi-Fi access point by powering off and on.
- Reset the terminal by powering off and on and ensure the Wi-Fi signal is strong.
- Ensure the Internet is operational.

### Cannot read Cards

- Ensure the Chip Card has been inserted in the correct orientation.
- Ensure the contactless card has been placed at a distance of 0 to 4 cm from the terminal display.
- Ensure the magnetic stripe card has swiped in the correct orientation.
- 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 the terminal shows 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.

## Frequency bands and power

Maximum radio-frequency power transmitted in the frequency bands in which this radio equipment operates is below the limit values specified in the corresponding Harmonized Standards.

The frequency bands and power limits applicable to this radio equipment are: Wi-Fi 2.4G: 20 dBm, NFC 13.56 MHz: 60 dBuA/m at 10 m.



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**EU Compliance Statement** • Hereby, Spire Payments Holdings S.à.r.l. declares that the radio equipment type SPg7 is in compliance with Directive 2014/53/EU and Directive 2011/65/EU.

The full text of the EU declaration of conformity is available at the following internet address: [www.spirepayments.com/library](http://www.spirepayments.com/library).

**PCI PTS** • The PCI Notice and Installation Guidance is available online at [www.spirepayments.com/library](http://www.spirepayments.com/library).

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