



### What you have received:



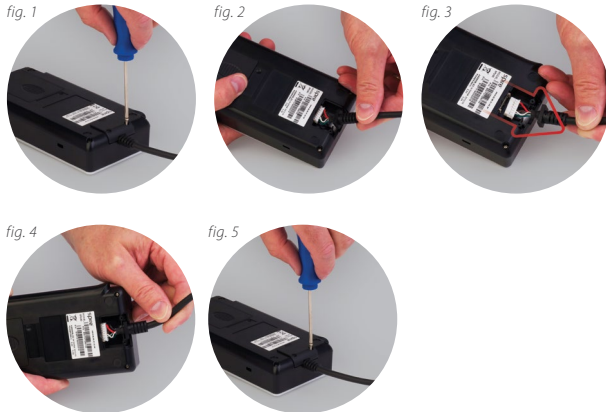
PIN Pad with attached cable

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### Step 1. PIN Pad cable exchange



- The SPp30 PIN Pad is designed to be connected to various types of device and is consequently supplied with a pre-fitted cable.
- If an alternative cable is to be fitted (supplied separately) please follow the procedure below. Alternatively go to step 3.
- The interface with the PIN Pad is identical regardless of cable type.
- Place the PIN Pad face down on a flat surface and remove the two small pozidriv screws located on the small hatch at the top of the casing. (fig. 1)
- Remove the small hatch by pushing upwards on the tab located at its base. Pull gently to remove the pre-fitted cable. (fig. 2)

- Push the white 12-way connector of the alternative cable into the PIN Pad. It will only fit in one orientation. **Do not use unnecessary force.** (fig. 3)
- Locate the rubber strain relief moulding into the recess in the PIN Pad's top cover. (fig. 4)
- Re-fit the small hatch and replace the two pozidriv screws. (fig. 5)

### Step 2. PIN Pad cable termination



There are various different cable options, each of which has its own unique terminations.

- Option 1 (fig. 6) has a single USB termination.
- Option 2 (fig. 7) has a double USB termination.
- Option 3 (fig. 8) has as an RS232 connector and an additional spliced USB power supply cable.
- Option 4 (fig. 9) has an Ethernet connector and an additional spliced USB power supply cable.

### Step 3. SAM(s) fitment



- If your installation requires the fitment of SAMs, place the PIN Pad face down on a flat surface and remove the SAM cover by applying pressure with your thumb on the ribbed oval and sliding downwards. (fig. 10)
- Insert the SAM(s) following your installation procedures. (fig. 11)
- Replace the cover. (fig. 12)
- Remove the protective film from the display.

# SPp30 Retail PIN Pad

## 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](http://www.spirepayments.com) or your solution provider for further assistance.

#### No display

- Check the cable is secure with the EFTPOS device.
- If the cable has an external power supply ensure it is turned on and operational.

#### 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 4 cm from the device 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.
- 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.

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### Declaration of Conformity and Compliance

#### EU Compliance Statement:

Spire Payments Holdings S.à.r.l. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive and the Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

A copy of the EU Declaration of Conformity is available online at: [www.spirepayments.com](http://www.spirepayments.com)

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

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[www.spirepayments.com](http://www.spirepayments.com)

Spire Payments Holdings S.à.r.l. Proprietary Information

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