YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON CASTLES (SPIRE) SPC MODEL TERMINALS

All you have to do is check your terminal is as ready as you are.

This guide will help you start welcoming new customers as soon as possible.

If at any point you need extra assistance, give us a call on **0800 032 7216, select option 2** and we can guide you through the set-up process.

For information on screen messages go to **https://www.spirepaymentssupport.com/screenmessages**

STEP 1: DOWNLOAD

Option 1

- Press the key with the **SQUARE** symbol. This will bring you to the 1st page.
- Push the **SQUARE** key again to reach the 2nd page.
- Press the Right Arrow Key to get to the Function Option.
- **FUNCTION** is 3rd on the list.
- Enter Function Code **92**.
- Supervisor Code is default **0000** (Terminal may ask to swipe the Supervisor **CARD**).
- Follow on screen instructions (e.g. Swipe Supervisor Card if needed).*

Option 2

- Press the key with the **SQUARE** symbol. Note – depending on model, you may need to press key twice.
- Click on **4** for **TERMINAL**.
- Click on **1** for **PROG LOAD**.
- Enter Pass Code **0000** (Terminal may ask to swipe the Supervisor **CARD**).
- Terminal will display "Prog Load Correct".
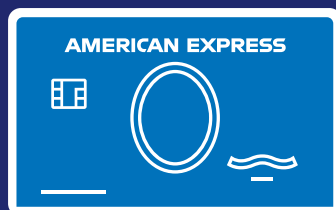- Enter **YES** to start the Download.*

STEP 2: LOGON

- Press the Middle Key with the **GREEN** Square. This will bring you to the 1st page. Function is on the 2nd page.
- Press the Right Arrow Key to reach 2nd page.
- **FUNCTION** is 3rd on the list.
- Enter Function Code **77**.
- Supervisor Code is default **0000** (Terminal may ask to swipe the Supervisor **CARD**).
- Click on the Option for **AMEX**.
- Click on the Option for **DELETE**.
- Terminal will display "Logon Amex". Choose **YES**.

STEP 3: TEST PAYMENT

- Choose **SALE** (or CNP option).
- Key in the Amex dummy Card number: **37 999 999 999 999 4** (check the terminal is asking for the Card number first, as opposed to the Sale amount).
- Key in Expiry date **12/18**. Expiry date will always be the current year.
- Terminal will display "Is customer present". Press **ENTER**.
- Key in correct **TEST AMOUNT** and press **ENTER**.
- Press **ENTER** to confirm.
- If terminal asks for a security code, input **0000**.
- If asked for address details, use the building number for **1 John Street** and the numbers within post code **BN88 1YR**.
- Terminal will display "Test Complete" / "Init Complete", Not Authorised.

This is your American Express Test Card

Card No - 37 999 999 999 999 4
Expiry Date - 12/calendar year*
Please keep these details safe.

TEST TRANSACTION AMOUNTS:

Barclays (BARC)	£850.01
WorldPay/Cardsave/Handepay (SMS)	£900.01
LTSB/Cardnet/FDGL (LTSB)	£955.01
Clover/Payment Sense/Merchant Rentals (FDMS/HBOS)	£470.01
Allied Irish (AIB)	£440.01
Rapyd (Valitor/Chip&Pin)	£325.01
TakePayments	£505.01
Pax	£200.01

Your terminal is now set up and ready to accept American Express Cards.

DON'T *do business* WITHOUT IT ™

PLEASE REMEMBER TO SET THE DATE AND TIME ON YOUR DEVICE PRIOR TO USE.

1. From the **FUNCTION** menu.
2. Key in Function Code **10**.
3. Enter Pass Code (default is **0000**).
4. Enter correct Date & Time.

RECONCILIATION

1. Press the Middle Key with the **GREEN** Square.
2. From the Reports & Terminal Menu:
   Select **BATCH**, then Select **SETTLE**.
3. Enter the Pass Code (default is **0000**).
4. You can choose **ALL HOSTS**.
5. Alternatively you can select which Acquirer you wish to reconcile separately

If you have been unable to activate using our set-up guide, please contact your terminal provider for assistance.

If you experience non set-up related problems,
view our **Common Errors and Issues guide.**

*Please use the calendar year of your test transaction.

We're here to help Monday to Friday, 8am to 6pm, and Saturday and Bank Holidays (excluding Christmas Day and New Year's Day), 9am to 5pm. Please have your Merchant Account details to hand and be prepared to answer some security questions before we can discuss your Account. Because we want to make sure we're doing a good job, we may monitor or record our calls. American Express Payment Services Limited. Registered Office: Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. Registered in England and Wales with Company Number 06301718. American Express Payment Services Limited is authorised in the United Kingdom by the Financial Conduct Authority under the Payment Services Regulations 2017 with Reference Number 484347 for the provision of payment services.