YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON CASTLES (SPIRE) T&M 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.

Castles
T&M Models

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

- If "**UPDATE**" is displayed next to one of the buttons on the screen, press the button next to **UPDATE*** on the screen (this should be at the bottom left of the screen)*
- The terminal will ask you for a pass code – the default pass code is **0000**.
- The terminal will display **PROG LOAD** (yes / no) – choose **YES**.

Option 2

- Press the **HOME** button (this is white).
- Press the **FUNCTION** button (this is blue).
- Choose **1** – Deployment Config.
- Choose **3** or **4** – Download Now.
- Press **ENTER** (this is green).

STEP 2: LOGON

- Press **FUNCTION** (this is blue).
- Key in the number **77**.
- Press **ENTER**.
- Key in pass code **0000** (default code).
- Press **ENTER**.
- Swipe **SUPERVISOR CARD**.
- Choose **YES**.
- Choose **AMEX**.

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.
- Key in correct **TEST AMOUNT** and press **ENTER**.
- If terminal displays "Is customer present (Y/N)?" Choose **YES**.
- 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.

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* If UPDATE is not displayed press the ENTER (green) button.
† Some Spire terminals will ask if you want to "SETTLE FIRST" before doing this download. Press ENTER through this message.

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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.

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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.**

AMERICAN EXPRESS DON'T *do business* WITHOUT IT ™

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

- From the **FUNCTION** menu.
- Key in Function Code **10**.
- Enter Pass Code (default is **0000**).
- Enter correct Date and Time.

RECONCILIATION

1. Press the **RECONCILIATION** button.
2. Swipe **SUPERVISOR CARD**.
3. Terminal should display **RECONCILE ALL, ACQUIRERS (Y/N)**
4. Choose **YES** for General Banking or, **NO** then choose **AMEX** to reconcile **AMEX** only.
5. The default pass code is **0000**.

Note: the **FUNCTION** key (this is blue) turns the terminal **ON**.

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.