YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON CASTLES (SPIRE) V3C & V3M2 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 V3C Models

Castles V3M2 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
- Please batch (reconcile) the terminal before proceeding with the download.
- From **ENTER AMOUNT** screen.
- Press **F3**.
- Enter merchant password (Default is **0000**).
- Prog load correct will appear; press **ENTER** to begin downloading.

Option 2
- Please batch (reconcile) the terminal before proceeding with the download.
- From **ENTER AMOUNT** screen.
- Press **F4**.
- Enter **92** and click **ENTER**.
- Enter merchant password (Default is **0000**).
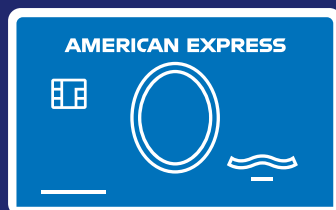- Once displayed "Prog load correct" press **ENTER**.

STEP 2: LOGON

- From **ENTER AMOUNT** screen.
- Press **F4**.
- Enter **78** and click enter.
- Click **AMEX**.
- Click **DELETE**.
- When prompted, Press **ENTER** to Login.

STEP 3: TEST PAYMENT

- Enter amount.
- Enter Amex dummy Card number = **37 999 999 999 999 4**.
- Enter Expiry Date **12/23**. Expiry date will always be the current year.
- Once displayed "Is customer present" Select **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.

AMERICAN EXPRESS

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.

AMERICAN EXPRESS

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.

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. From **ENTER AMOUNT** screen.
2. Press **F1**.
3. Click **BATCH**.
4. Click **SETTLE**.
5. Enter password (Default password **0000**).
6. Click **ALL HOSTS**.

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.**