



Making Payments
Work Perfectly



Spire Customer Support Document - EVO Manual Software Update



Transaction. Interaction. Convergence.™

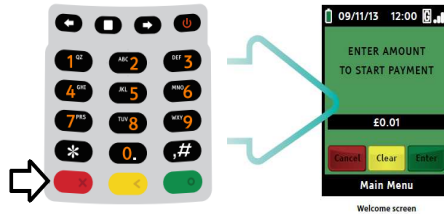


EVO Payments, Inc.
0800.032.5658 | www.EVOpayments.co.uk

Simplifying Payments AROUND THE GLOBE
130+ CURRENCIES ACROSS 50 MARKETS WORLDWIDE

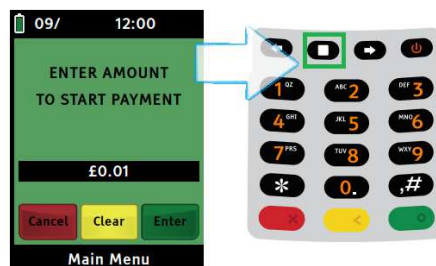
7 Step Terminal Update Process:

1. Press red cancel button at the bottom of the key-pad for 'Enter amount' screen

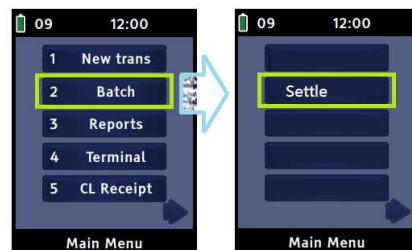


If there are no transactions in the terminal batch journal – go straight to step 'E'

2. Press Main Menu button (square button below the screen)



3. Select 'Batch' followed by settle

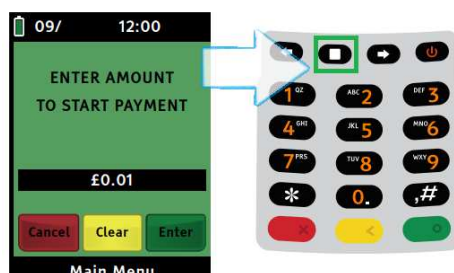


4. Type in '4 digit password' (by default - '0000') and press green enter button

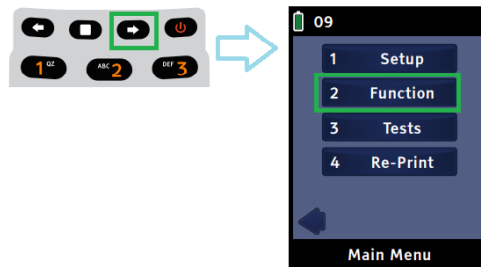


Your terminal now should complete the end of day process.

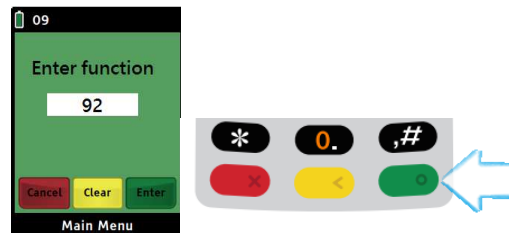
5. Once completed - Press 'Main Menu' button (square button below the screen)



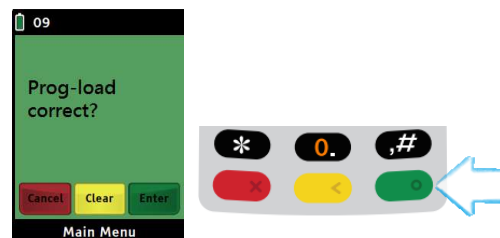
6. Press right arrow (underneath the screen) and select 'Function'



7. Type in 92 and press green 'Enter' button on the terminal keypad



- Terminal will ask for a 4 digits password (by default – '0000') - press enter
- Press 'Enter' button on the terminal keypad for 'Prog.-Load. correct?' message:



Your terminal will now start software update. You should see percentage on the screen. Once completed, a message 'Success' will be displayed on the screen; the terminal will restart and return to the 'Enter amount' screen automatically.

If any assistance is required – please call 0333 005 0999 – Option 1 followed by Option 1 for 24/7 technical support.