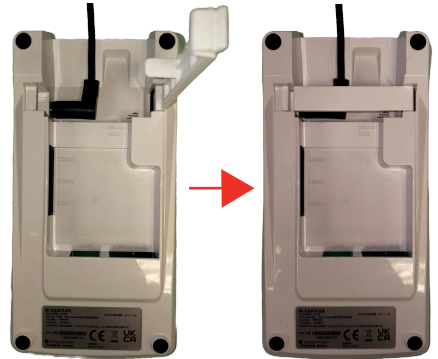


Please ensure the power outlet is switched off before any of the steps below are attempted!

Power Cable Installation

Connect the power supply to the 9V socket at the back of the charging dock.

Plug the other end of the cable into an electrical socket, then switch on the power (if applicable).



Connect to Wi-Fi

From within the **CastlesPay** application **Sale** screen, press the **white arrow** in the **top left** corner of the screen.

Select **Menu**.

Select **Wi-Fi Settings**.

Nearby networks will be displayed in a list below, **select the network from the list & enter the Wi-Fi password**.

You should see a **Wi-Fi signal symbol** appear in the top right corner of the screen.

If you do not see the network appear, toggle the **"Use Wi-Fi"** switch off and back on (**Green = ON**).

Navigate back to the **Sale** screen using the arrow in the top left corner, perform a 1p test transaction.

To disable Wi-Fi and use mobile signal only, turn off the "Use Wi-Fi" toggle. A **4G or 3G** symbol will be displayed instead of the **Wi-Fi signal symbol**.

If you have any problems connecting to the Wi-Fi using these instructions. Please scan the QR code overleaf to talk to an agent, or call your technical helpdesk for further support.

Starting up your terminal



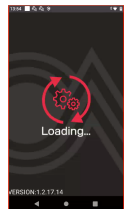
Push and hold the power button on the left hand side of the terminal for 3-5 seconds.



You will see the Castles Technology logo appear on screen and then animate.



Select the "CastlesPay" application icon on the screen.



The "Loading..." screen will appear and you will soon be presented with the "Sale" screen.

Scan the QR code below to access our support site, where you can contact our helpdesk via **web chat**, and view our additional guides and videos.



Settlement Report

(End of Day)

Starting from the 'Enter Amount' screen:

- Press the **white arrow** in the **top left** corner of the screen.
- Select **Others**.
- Select **Batch**.
- Select **Settle**.
- Key in the merchant password (default: 0000) and press the green **OK** button.
- **If prompted:** Select **All** to settle all acquirers simultaneously.
- If successful, the terminal will display "Totals Agreed" and print your report. If you see any other message, please contact the technical support helpdesk, or your acquirer bank.

Please note:

If your terminal is pre-configured for auto-batch, this will occur by default between **21:00** and **23:59** daily.
Please ensure you leave your terminal powered on, and on the **Sale** screen, for this to occur.
To disable or enable the auto-batch feature, or change the time - please contact the technical support helpdesk.

Enabling & Disabling Training Mode

Please note:

Any transactions processed with training mode enabled are not live transactions, and you will not receive any funds to your account. Please ensure you disable this mode if you are taking any real payments.

When training mode is **ENABLED**, the screen background will be **ORANGE** in colour with **"WARNING! TRAINING MODE"** moving along the top of the screen, and printouts will show ***Training Mode*** at the top.

Enabling Training Mode

Starting from the 'Enter Amount' screen:

- Press the **white arrow** in the **top left** corner of the screen.
- Select **Menu**.
- Select **Training**.
- Key in the merchant password (default: 0000) and press the green **OK** button.
- Select **Enable**.
- Select **YES** to confirm.
- Press the **white arrow** in the **top left** corner of the screen twice to return to the sale screen.

Disabling Training Mode

Starting from the 'Enter Amount' screen:

- Press the **white arrow** in the **top left** corner of the screen.
- Select **Menu**.
- Select **Training**.
- Key in the merchant password (default: 0000) and press the green **OK** button.
- Select **Disable**.
- Select **YES** to confirm.
- Press the **white arrow** in the **top left** corner of the screen twice to return to the sale screen.

Who should I contact?

Acquirer (Bank)

- No funds are coming into my account.
- There is a discrepancy between funds I have received, and what I was expecting.
- Queries about specific transactions.

ISO (Leasing Company)

- I want to order new or additional equipment.
- I need to add/remove functionality on the terminal.
- I have a question about my contract (fees, charges, length, etc.)
- I need to update my details (address, contact, bank account, etc.)

Technical Support

- Training (how to use the terminal).
- Technical issues (terminal is not functioning properly).
- Tracking and delivery queries.