

How to troubleshoot your SumUp device.

Troubleshooting steps

If you're experiencing issues with your card reader, try these steps to try to fix the problem.

Step 1: Reset the card reader

Follow these steps to reset the Bluetooth chip in your reader:

1. Turn off Bluetooth on your phone or tablet.
2. Close the SumUp App on your device.
3. Make sure your card reader is not charging.
4. Turn off your reader.
5. Now press and hold down the power button of your card reader until you see "Release for BT" on the display.
6. Release the power button once you hear a beep.

Now the Bluetooth chip in your card reader is reset. Please wait for a second beep before reconnecting the reader to your phone.

Step 2: Reconnect the card reader

Reconnect the SumUp Air to accept card payments again:

1. Enable Bluetooth on your phone or tablet.
2. In the SumUp App, tap on the profile icon in the top corner of the screen.
3. Go to “Payment Methods” and tap on “SumUp Air”.
4. Make sure that the last 3 digits that are shown on your screen match the last 3 digits of your card reader’s serial number.
5. Confirm the pairing request on your smartphone or tablet by tapping “Connect”. You might need to confirm the connection by tapping the green tick on your card reader.

If you’re still experiencing connectivity issues, please restart your smartphone or tablet. Once you log in to the SumUp App again, try to take a card payment to see if your card reader connects to your device.

If you continue to have issues, please contact our Support Team.

Either:

<https://help.sumup.com/en-GB/articles/2Zhi4G9QqmfnsJ25U8GftR-sumup-air-troubleshooting-guide>

Or, use our ‘Live Chat; available on the same page.