# SumUp 3G: Setup guide

To begin accepting card payments with your new 3G Card Reader, you must first set it up.

## How to set up my 3G Card Reader

1. Make sure that you have completed your registration.
2. Turn on the device by pressing the power button.
3. Select your preferred language.
4. Choose WIFI or cellular connection. For a WIFI connection, search for your network and connect to it by entering your WIFI password.
5. Please enter the email and password associated with your SumUp profile. You can also use the buttons on the device to enter numbers if you wish.

You may now enjoy **accepting card payments** with your 3G Card Reader.

# SumUp 3G: Accepting card payments

As soon as your 3G Card Reader has been set up, you can begin accepting card payments. Here's how to do it.

## How to accept payments with the 3G

1. Turn on your 3G Card Reader. You should be automatically logged in once you have entered your credentials during the 3G Card Reader setup.
2. Enter the transaction amount (minimum £1.00) and press the green tick.
   - You can add a sales description to identify the payment easily in your reports.
   - You can also enable tipping.
3. Once "Please tap" appears on the screen, you customer can pay by either:
   - Tapping their NFC-enabled card or device on the card reader's screen
   - Inserting their card at the bottom of the card reader chip end first.
4. If prompted, have the customer authorise the payment by entering their PIN or by signing the screen when requested. Then simply press the green tick to confirm.

You should then see the notification "Send receipt". You can now choose to send the receipt, print it or dismiss. To send the receipt:

1. Select the receipt option: "Email receipt" or "SMS receipt"
2. Depending on their receipt preference, ask the customer to enter their email or mobile number.
3. Confirm by pressing "OK" on the screen.

You can also choose to print the receipt with the 3G printer.

# SumUp 3G Printer: Manual

The SumUp 3G printer is a mobile all-in-one printer, charging station and cradle for your 3G Card Reader. Find out everything you need to know about maintaining and using your device right here.

**Note:**

Printing is only possible when the 3G Card Reader is connected to WiFi or a cellular network.

# Printing receipts
### Print on demand vs auto-print

You can choose between printing on-demand or printing automatically after every transaction. You can change your settings at any time like this:

1. First, use the arrows on your 3G to scroll to "Device settings" in the menu.
2. Then select "Printer".
3. Choose "Auto-print receipts".
4. Then switch it "On" or "Off".

When auto-print is switched off, receipt options will appear after the "Payment approved" message. Just hit "Print receipt" to print. Otherwise, if auto-print is turned on, receipts will print automatically after the "Payment approved" screen.

**Important:**

Ensure you <u>attach your card reader to the printer</u> prior to pressing the green tick to charge a transaction in order to print. If you attach it after a transaction has begun, printing will not be possible.

**Print receipts from prior transactions**

You can print a receipt at any time from your sales history:

1. Scroll to "Sales history" with the arrows and select the relevant transaction.
2. Select the "Receipt" option.

3. Here you can choose to either print the receipt or send it via email or SMS.

**Tearing off receipts and paper jam error**

Tear your receipts across and upwards, toward yourself. Check the diagram below for clarification.

If torn wrong, an error message may state the printer is out of paper. Here's how to fix it:

1. Push open the printer lid
2. Pull out some paper.
3. Close the lid again.

# Replacing the paper roll

Each printer comes with 3 paper rolls (1 inserted in the printer and 2 refills). Afterwards, rolls of 57mm in width and 30mm in diameter are compatible as refills.

When the printer is out of paper, a message will appear on your card reader. You'll notice faint red lines appearing on printed receipts as you begin to run out. You can replace the roll as follows:

1. Push open the lid.
2. Insert a new paper roll as shown on the image below.
3. Close the lid again.

## Charging cradle

When plugged into a power supply the printer will charge both itself and any attached 3G Card Reader. A red LED beside the printer's charging port will light up while charging. When fully charged the light will turn green.

To check the battery level of your printer, follow these steps:

1. Insert your 3G Card Reader into the printer.
2. Go to "Menu".
3. Select "Device settings".
4. Choose "Printer".

Your device comes with a charging adapter. Be sure any 3rd party adapter supports USB C to USB C charging and fulfils the following voltage and amperage criteria: 5V/3A, 9V/2A, 12V/1.5A.

Using an adapter that is not in accordance with these specs may damage the printer.

# SumUp 3G: Manual

Get to know your 3G Card Reader. From features to general operating tips, the manual below offers a comprehensive look at our reader.

**Note:**

For help setting up your 3G Reader, check out the article <u>SumUp 3G: Setup Guide</u>.

# Charging

Charge the SumUp 3G Card Reader with the included USB type C cable by connecting it to your computer or another power source. Note: The reader is able to accept transactions while charging.

# Internet connection

In order for the SumUp 3G Card Reader to operate and process payments, it requires an internet connection. The device comes with an integrated SIM card and a WiFi feature so you can choose to <u>connect your card reader</u> via a local cellular network or to WIFI.

# Sales history

View all of your transactions with details such as date, time and amount. You can also see whether your transactions were successful, failed, refunded, paid-out, or charged-back in one glance.

**To view the sales history**

1. Go to "Menu" by clicking the upwards or downwards arrow on the card reader.
2. Click on "Sales history".
3. Select a transaction from the list to view transaction details and payout details.

**Issuing refunds**

To issue a partial or full refund from your device, simply follow the steps:

1. Select a transaction in your "Sales history".
2. In "Transaction details" select the transaction by clicking the green tick on the reader (the payout will show a bank symbol).
3. Scroll to "Refund transaction" using the downwards arrow and confirm by clicking the tick.
4. Choose between "Full refund" or "Partial refund".
5. Confirm the refund by entering your password.

# Settings

Check out the 3G Card Reader's menu options.

## How to access the menu

To find any of the features below, simply go to the "Menu" by clicking the upwards or downwards arrow on the card reader.

## Device settings

Connection type

Once your first connection has been set up, you can always change the connection type by following these steps:

1. Go to "Device settings".
2. Select "Connection type".
3. Choose between "Wi-Fi", "Cellular (3G)", or "Bluetooth".
4. You can now select "On" to enable or "Off" to disable the selected connection type.
5. To confirm, click on the green tick on the reader.

Change language

To change the language of your card reader, select "Device settings" and then "Change language" where you can choose your preferred language.

Sleep mode

Standby mode allows the card reader to remain connected to the network which enables you to be ready for a transaction at a moment's notice. Briefly press the power button and the device will change to Sleep mode.

**Note:** The card reader will automatically go into standby mode after 4 minutes without use.

To completely turn off the device, hold down the power button for around 4 seconds or until the 4 green LEDs turn off. After the device has been switched off, it will need to reconnect to the cellular network once it is turned on again.

## Profile settings

Profile details

To see which profile you are logged into on your 3G Card Reader, go to "Profile details" in the menu. Your company name, Merchant ID and email address will be displayed.

Tipping

To enable or disable the tipping function go to "Profile settings", select "Tipping" and then select "On" or "Off".

Your card reader's screen will now display a tipping option after the amount for a transaction has been entered, allowing your customers to enter the amount they wish to tip.

Taxes

Should you need to add a tax to your products, you can now do so by following these steps. To enable the tax feature, simply:

1. Go to "Profile settings".
2. Click on "taxes".
3. Select "On".

To edit the current tax rates:

1. Select "Edit tax rate".
2. Choose the rate you wish to change.
3. Click on "Change tax rate".
4. Enter the new tax rate.
5. Confirm by clicking in the green tick on the reader.

## Sales description

Enter a description of the goods/services you sell. To activate this feature on your device, go to "Profile settings" followed by "Sales description". Here you can enable the feature by tapping "On".

**Note:** You can always disable the feature by tapping "Off".

To add a description, simply enter an amount then click on the green tick and the description field will appear on the screen. Key in the description and confirm by tapping "OK" or the green tick on the card reader. The device will now prompt your customer to tap or insert their card.

Logout

To log out of the card reader, select "Profile settings" and then "Log out".
This option is useful when sharing the card reader among employees.

All other guides relating to other devices, your online dashboard, your
online shop can be found in the left hand column using the link below.
Or, by going to sumup.co.uk/support.

[https://help.sumup.com/en-GB/articles/7GesyOhIUeFadzevwNSnsb-3g-setup-guide](https://help.sumup.com/en-GB/articles/7GesyOhIUeFadzevwNSnsb-3g-setup-guide)