Contents:

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.

Update:

If you have a wifi and/or bluetooth enables printer you can easily connect to that to print a receipt if your 3G printer is broken. Follow the instructions below:

Connect a printer

Connect a printer to use with SumUp so you can start printing receipts after transactions or reprint receipts from previous sales.

Connect to a printer

1. Prepare your printer for connection by powering it on and disabling iOS mode if necessary.
2. Enable Bluetooth on your smartphone or tablet.
3. On the [SumUp app](), click the profile symbol in the corner of the screen and select "Printing".
4. Ensure the "Printing enabled" toggle is active. The app will automatically scan for printers if it is. Tap "Printer" below to manually scan.
5. Select your printer to connect. If a PIN is requested, enter 0000.
6. Tap "Print test page" to check the connection.

Alternatively, use a USB cable for wired printer connections or connect an ethernet cable between your printer and the Wi-Fi router you're using. Then simply select the printer in the printers section of your app.

Is my printer compatible?

Not all printers work with SumUp. [Check your printer's compatibility](#) to see if your printer will work.

Configure printer settings

You can either choose to print receipts for every transaction by enabling automatic printing or choose to only print select receipts.

1. On the [SumUp app](#), tap the profile symbol in the top corner.
2. Tap "Printing".
3. Enable "Always print receipts" to automatically print all receipts, or disable it to choose which receipts you print.

Start printing

Once connected, you can [print receipts while accepting payments](#) or [reprint receipts from past transactions](#).

Other ways of printing receipts:
Connect to any printer by downloading your printer app onto your mobile phone. For HP printers (instructions below). Though other brands would connect the same way.

1. Open the Sumup App on your phone and login to your dashboard.
2. Tap on transactions.
3. Tap on the transaction you want to receipt.
4. Tap on the share icon which is located top right on your phone.
5. Another window will open giving you options of ways to share. Find and tap on print on your phone.
6. Tap on your printer.
7. Print.

Whats New with Sumup Printers?

The Sumup 3G Printer has fallen out of favour to the Sumup Solo and New Sumup Solo Printer Kit. Which is a sturdy little standalone device. Whilst the £G Printer is a great little piece of kit, it is our older option. The Solo is much more interactive, with lots of added features which the 3G doesnt have.

To look at the current promotions we have for The Solo device and the Sumup Solo Printer Kit follow the link below:

https://www.sumup.com/en-gb/manx_design/