

# User manual

For new customers:

## I. Set up the Air Card Reader

1. Open the SumUp App and login using your email address and password.
2. Enter £1.00 into the keypad and tap 'Charge'. The reader turns on automatically.
3. Please confirm that your card reader was found in the app: By tapping on 'Connect', you confirm that the 3 digit number shown in the app matches the last 3 digits of the serial number on the back of the card reader.
4. Pairing successful! The card reader will now sync your account information. The process takes about 2 minutes.

**IMPORTANT: If you have issues to set up your Air Card Reader, please follow the instructions 'for existing customers' below.**

## II. Accepting payments

1. You're now ready to accept your first payment (tap, insert or swipe card).
2. Now your customer authorises the transaction (e.g. by PIN)
3. The green tickmark indicates that the payment was successful. You will receive the payout in the next 2-3 business days.

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For existing customers:

### Set up the Air Card Reader

1. Open the SumUp App and login using your email address and password.
2. Tap on 'Account' (Android: menu symbol in the top left corner).
3. Now open 'Payment methods' and tap to 'Air' to start the set up.
4. Please confirm that your card reader was found in the app: By tapping on „Connect“, you confirm that the 3 digit number shown in the app matches the last 3 digits of the serial number on the back of the card reader.
5. Pairing successful! The card reader will now sync your account information. The process takes about 2 minutes.

Subsequently, you can accept card payments as usual.

### Troubleshooting

If you can't connect the reader as described in the instruction slideshow above, please try the following:

- Please check [here](#) if your smartphone/tablet meets the requirements.
- Start a new pairing by opening the Account section of the app on the top left (iOS: Account, Android: menu-symbol), tapping on „Payment methods“ and choosing „SumUp Air“ as your card reader.
- Restart your smartphone/tablet: by doing so, the Bluetooth chip is restarting.
- Check if an update of the SumUp App is available in the Apple App Store or Google Play App Store.
- Please check in the settings of your smartphone/tablet if there's an update available for your operating system. If yes, we recommend to install it (due to the data volume please install the update at the end of your business day).

### Payment methods

With our SumUp Air Card Reader you're technologically up-to-date. Here you may find further information on how to accept card payments with the device:

### Which cards are accepted?

- Credit cards (Mastercard, Visa, American Express)
- Debit cards (V PAY, Maestro)

### How are the cards read?

- Contactless (NFC): Tap the card for 1-2 seconds flat in front of the display of the reader
- Chip: Card will be inserted in the slot at the top of the card reader. The front with the chip of the card is facing you

### How does the customer authorize the payment?

- Enter 4-digit PIN on the card reader and confirm with the green tickmark
- Signature in the SumUp App (on the display of the smartphone/tablets)
- Contactless transactions below £30 don't need any authorisation - above £30 the transaction needs to be confirmed by either entering the PIN or signing in the SumUp App (on the screen of the smartphone/tablet)

Please note that you, your customer and SumUp can't decide which option will be chosen to authorise the payment, as it depends on the settings of the card.

### **Charging the Air Card Reader**

Please make sure that the card reader is charged at least 25% to make sure that card payments can be processed optimally.

The battery level is shown on the screen of the Air Card Reader as well as via the LED on the card reader (see section „LED“).

You can charge the Air Card Reader with the Micro USB cable included in the package (either connecting it to your computer or by connecting it with a power supply). Even while charging, you can already use the card reader. You can do about 500 transactions with a fully charged device.

### **Setup of the Air Card Reader**



**OLED display**

**NFC antenna for contactless cards**

**Magnetic stripe card reader**

**EMV chip reader**

**Capacitive keypad**

Which function do the blue lights/LEDs on the card reader have?

The LEDs are the 4 blue lights at the bottom of the card reader.

- As soon as you turn on the card reader, the 4 LEDs briefly flash. Afterwards the first LED blinks every 4 seconds to signalise that the device is turned on.
- In addition, the LEDs blink once the connection between the card reader and smartphone/tablet is set up.
- If you're processing an NFC transaction, the first LED shines permanently. Once the card is tapped by the cardholder, all 4 LEDs blink.
- On top of it, the LEDs show you the battery level of the reader. If you press the power button briefly, the LEDs blink: all 4 LEDs indicate a battery level of 100%, if only 3 lights are on, it's at 75% and so on. If only one LED is blinking, please charge the card reader.

## **General handling**

- We can ensure a functionality of the device with a temperature between -10°C and +45°C. Therefore we recommend not to leave your card reader over long time, e.g. in your car, in midsummer or winter.
- Even when you don't use your card reader on a regular basis, we recommend to charge it once per month.
- The card reader is designed with security sensors to protect it from manipulation and tampering. For this reason, you should always handle your card reader with great care. Be sure to avoid using the device with force or impact (including dropping it on the ground or knocking it across the table) to prevent an automatic security lock being enabled. Once this is triggered, the card reader is permanently locked and cannot be used.