

Solo User guide

Getting started





SumUp Solo User Guide

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0. Version control

Version	Date	Changes	Author
1	20th October 2021	Initial version	Jon Arzadun
2	14th January 2022	UKCA, FCC update	Jon Arzadun
3	18 th January 2022	Minor corrections	Jon Arzadun
4	18 th May 2022	UL lab corrections added	Jon Arzadun

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2. Introduction

2.1 FCC Supplier's Declaration of conformity

FCC ID: **2A39U-SOLO002**

- **Model name:** SOLO
- **HW Version:** OXDTXXXXX - XX
- **Suppliers Name:** SumUp Inc
- **Suppliers Address (USA):** 2000 Central Ave Ste 100, Boulder, CO 80301 United States
- **Brand:** SumUp
- **Website:** <https://sumup.com/>

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference,

and (2) this device must accept any interference received, including interference that may cause undesired operation.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory that contains no metal and that positions the bottom of the device a minimum of 5 mm from the body.”

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

To access to FCC ID e-label please access from main screen to [Settings > About](#)

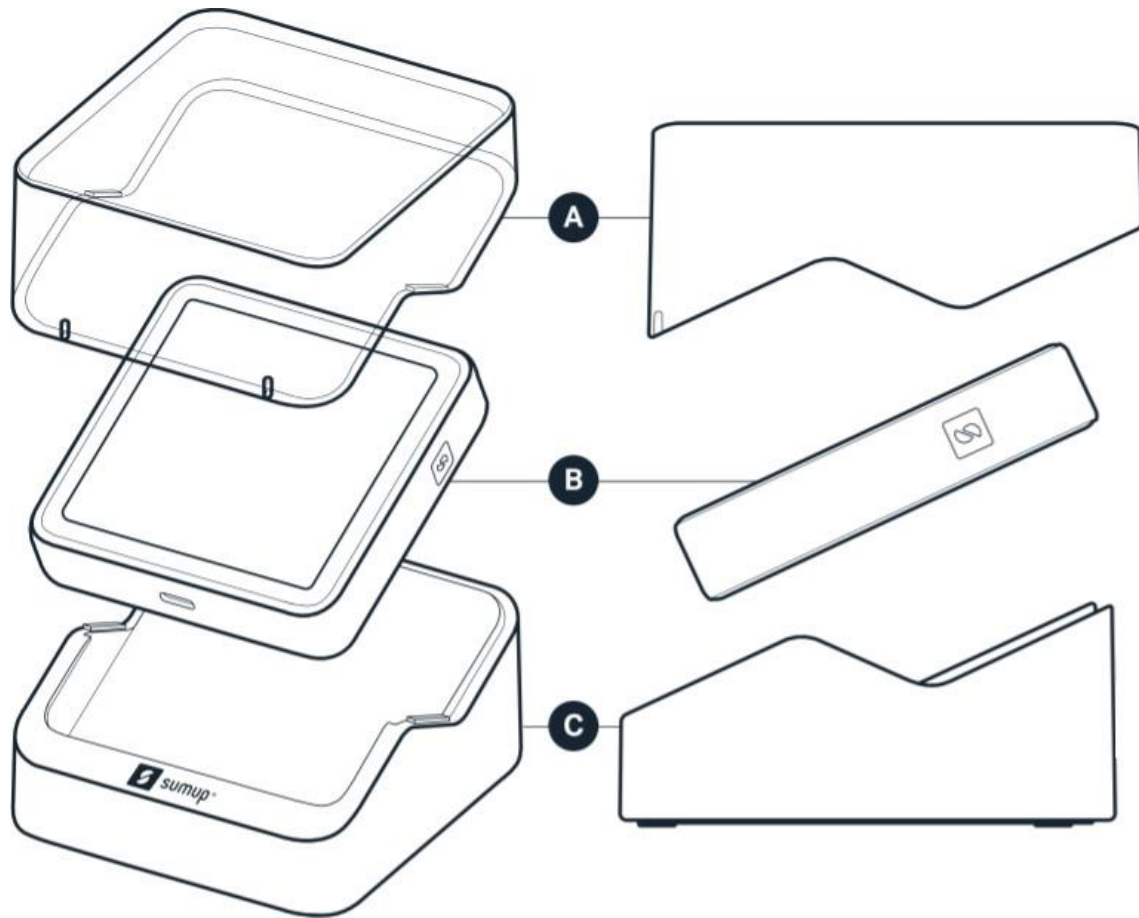
3. Product Specifications

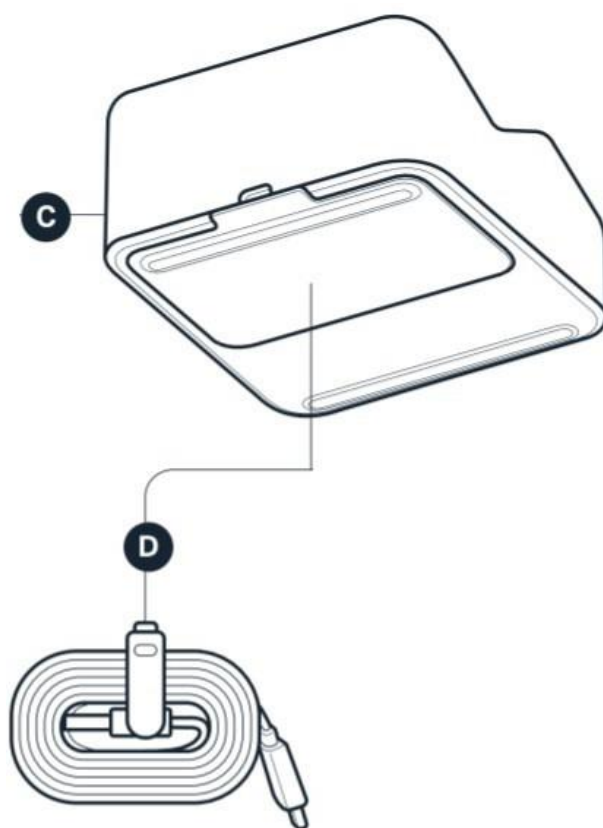
RAM:	256 MB, LPDDR2
Processor:	ARM, 32bits, 600MHz, 3D graphics
Memory:	Embedded, Multimedia, 4GB
Dimmensions (l x h x w):	83,16 x 83.02 x 17.6mm
Weight:	147g
Battery:	Rechargeable Li-Po 6.16Wh
LCD touchscreen:	480x480 resolution 3.62" 24 bits colours Viewing angle 78 degrees
Connectivity:	BLE (not active yet) Port USB type C female Wireless WiFi module, supported protocols: 802.11 b/g/n
Audio indication:	Electro-Magnetic buzzer
Certifications:	CE, UKCA, ANATEL, TQM, EMVCo L1, EMVCo L2, PCI PTS 5.x
Compatibility:	Android, Windows, iOS
Environmental:	Operating: -10°C to +40°C / 5 to 90% RH Storage: -10°C to +45°C / 5 to 90% RH
Power Supply:	5V through USB-C 5V through Solo Cradle
Accessories:	Solo cradle, Solo USB-C Cable

4. Product operation

4.1 SumUp Solo: Getting started

4.1.1 What's in the box?





A: Top of Solo cradle

B: Solo card reader

C: Base of the Solo cradle

D: USB 2.0 type C cable


Also included:

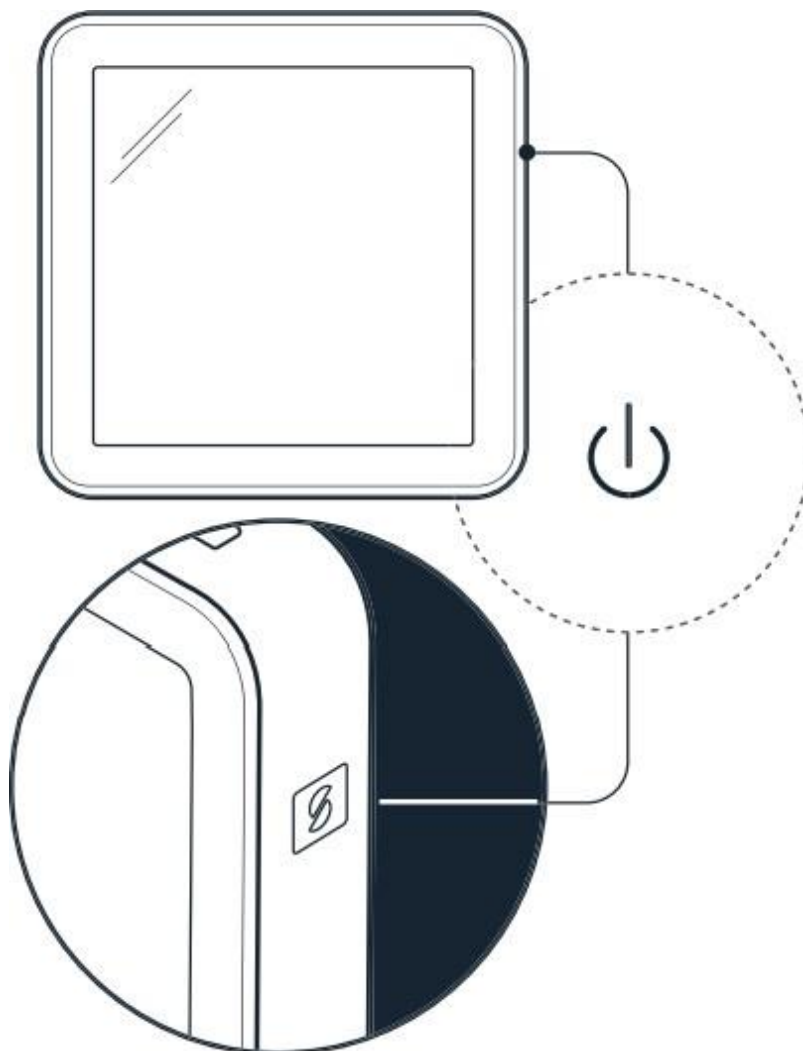
User guide

Safety guide

Accepted payments sticker and table stand

4.1.2 Turning on/off

SumUp Solo in turned on/off pressing button 



4.1.3 Charging

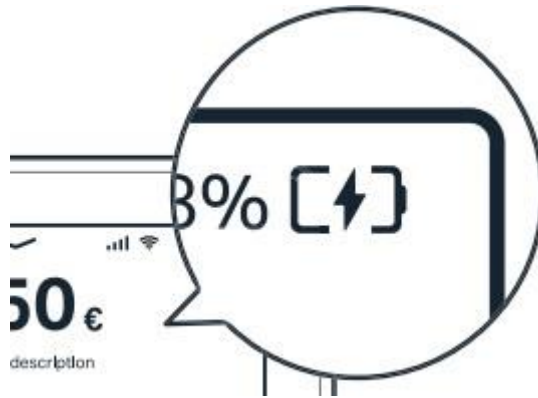
To Charge SumUp Solo using the cradle



To charge SumUp Solo using the USB 2.0 type C cable directly



In both cases the symbol charging should be on



4.2 SumUp Solo: How to connect

Your SumUp Solo Card Reader needs either Wi-Fi or a mobile network connection to [accept payments](#). Check out this guide to get connected and learn how to solve a few common connectivity issues.

4.2.1 How to connect to WiFi

1. Tap or drag down the arrow at the top of your Solo's screen and choose "Connections".
2. Ensure the Wi-Fi On/Off toggle is set to "On" and your Solo will scan for Wifi networks.
3. Select the network you'd like to connect to and enter the Wi-Fi password.
4. Tap "Done" to confirm and your Solo will connect to your chosen Wi-Fi network.

4.2.2 Connect by mobile network

Your Solo's integrated SIM comes with unlimited data and never needs to be topped up, so you can [start accepting payments](#) with your Solo even without a Wi-Fi connection.

4.2.3 SIM card issues

If you can't connect to a mobile network or your connection is weak, try the following:

- Reset your Wi-Fi. Access the "Connections" screen then turn your Solo's Wi-Fi off and on again.
- Restart the device. Hold the power button for a couple of seconds until the option to shut down appears, then tap "Shut down". Wait a few seconds and then power your device back on.



- Change your location. Open areas and near windows are often better for connection.

4.3 How to accept payments with the Solo

1. Turn your Solo on with the power button on the right side.
2. Enter the charge amount (minimum €1.00) and tap "Charge".
 - a. Before tapping "Charge", hit "Add description" to include a product description to help identify the transaction later.
 - b. After hitting "Charge", Customers will also have the option to tip if you enable tipping. Optionally, select a tip or add a custom amount and tap "Pay" to continue. Remove any selected tip with "Reset tip".
3. When "Tap or insert card" appears on the screen, prompt your customer to pay by either:
 - a. Tapping their contactless card or device on your Solo's screen
 - b. Inserting their chip card into the slot on top of your Solo
4. Some payments will need to be confirmed with the customer's pin code.

4.4 How to provide a receipt

After a transaction, an option to provide a digital receipt via email or SMS will pop up automatically.

4.4.1 Send receipts

After a successful transaction, a screen will automatically pop up, prompting you to enter your customer's email address and/or phone number. Add your chosen contact details, hit "Send Receipt" and that's it: your customer will receive their receipt directly to their inbox.

Alternatively, when the green send receipts screen pops up, you can print the receipt or share it with another app (such as WhatsApp) using the share button in the top corner.

Contact information used to send receipts is not stored within the SumUp App for privacy reasons so it's best to make a note of important information you may need later.

4.4.2 Resend receipts

You can easily resend a receipt with the SumUp App at a later date. Just follow these simple steps:

1. On the SumUp App, tap "Sales" at the bottom of the screen.
2. Browse your Sales History and locate the transaction you would like to send a receipt for.
3. Select the relevant transaction.
4. Click on the 3 dots in the top corner of the transaction field and choose "Send receipt".



5. You can now enter an email address or phone number. Tap “Send receipt” and your customer will receive the receipt. You can also print your receipt via a cloud printer or share it by WhatsApp using the share symbol in the corner.

5. Safety information

5.1 Important safety information

- Read all the safety information below before using your device.
- Using unauthorized cables, power adapters, or batteries can cause fire, explosion, or pose other risks.
- This device’s operating temperature range is 0 °C~40 °C. Using this device in the environments outside of this temperature range may damage the device.
- If your device is provided with a built-in battery, don’t attempt to replace the battery yourself to avoid damaging the battery or the device.
- Charge this device only with the included or authorized cable and power adapter. Using other adapters may cause fire, electric shock, and damage the device and the adapter.
- After charging is complete, disconnect the adapter from both the device and the power outlet. Do not charge the device longer than 12 hours.
- The device must be recycled or disposed of separately from household waste. Mishandling the device may cause fire or explosion. Dispose of or recycle the device, its battery and accessories according to the local regulations.
- Do not disassemble, hit, crush, or burn the battery. In case of deformation, stop using the battery immediately.
- Overheating may cause explosion.
- Do not disassemble, hit, or crush the battery to avoid battery leaks, overheating, or explosion.
- Do not burn the battery to avoid fire or explosion.
- In case of deformation, stop using the battery immediately.
- Keep your device dry.
- Do not try to repair the device yourself. If any part of the device does not work properly, contact SumUp customer service.

5.2 Safety precautions

- Observe any law and rule which restricts using radio devices in specific cases and environments.
- Do not use your device in petrol stations and explosive atmospheres and potentially explosive environments include fueling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders.



- Obey all posted signs to turn off radio devices. Turn off your wireless device when in a blasting area or in areas posted turn off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.
- Comply with the current rules and regulations of hospitals and health centers. Please consult your doctor and the device manufacturer to determine if operation of your device may interfere with the operation of your medical device. To avoid potential interference with the pacemaker, maintain a separation of 15cm between the device and the pacemaker. To achieve this, do not carry it in a breast pocket. Do not use your device near hearing aids, cochlear implants, etc., to avoid interference with medical equipment.
- To avoid lightning strike, do not use your device outdoors during thunderstorms.
- Do not use your device while it is charging.
- Do not use your device in places with high humidity such as bathrooms. Doing so may result in electric shock, injury, fire, and charger damage.

6. Battery replacement

To replace Solo battery please contact your local customer support center:

[SumUp Help](#)

Do not attempt to open the device as it will get blocked as security anti-tamper measure.

7. Service and Support

For Solo service and support please contact your local customer support center:

[SumUp Help](#)