Parishes of Bickleigh & Shaugh Prior

How to use the Card Reader

This short guide will help you set up the Card Reader and connect it to a Phone and use it to take donations. It uses a very tiny amount of data to process a transaction (much less than a single webpage) and works for credit, debit and contactless (including ApplePay and GooglePay) donations. Once set up it should not need to be repeated.

You will be given a login to our account, so don't worry, the donation isn't going anywhere near your own money!

I recommend that all who wish to donate by card do so either at the beginning before the Service starts, or at the end over coffee.

Roborough Team Ministry
Parishes of Bickleigh & Shaugh Prior

Direct Giving Card

The parish is grateful for your generous giving through your bank

"If you give to others, you will be given a full amount in return. It will be packed down, shaken together, and spilling over into your lap. The way you treat others is the way you will be treated." Luke 6:38

If a card giver feels awkward not putting anything in the collection, there are cards available (above) for them to put in the bag.

These should be redistributed to card givers as often as possible when the collection is tallied up.

Connecting to the Card Reader

Normally your card reader connects to your smartphone/tablet on its own. But fret not, here's a quick guide on how to do it yourself:

1. We will send you a link to install the App on your Phone. There are versions for both Apple and Android. Open the SumUp and log in with the email and password we send you.

2. Tap on the "Account" tab (iOS) or menu symbol (Android) in the top left corner.

3. Please open "Payment methods"/ "Choose card reader" and choose "Air" as your card reader to start with the set up.

4. Connection successful! Your card reader is now preparing for its first transaction. This process takes about 2 minutes.

5. You can now proceed as usual and accept card payments

Charging the Air Card Reader

We will keep each Card Reader in Church.

You can charge the SumUp Air Card Reader with the Micro USB cable in Church. Just plug it into a power supply or a computer. Even while charging you can keep transacting. After it's fully charged, you're good to go for about 500 transactions.

The battery level is shown on the display of the card reader as well as through the blue LEDs at the bottom of the reader. One LED equals about 25%.

OLED display

NFC antenna for contactless cards

EMV chip reader

Capacitive keypad

Rechargeable battery (500+ transactions)

SumUp

Micro-USB charging port

Taking a Donation

This is a step-by-step guide on how to take card payments with the SumUp Air. It's easy. We promise:

1. Open the SumUp App on your smartphone or tablet and log in with your email address and password.
2. Enter the wanted amount. You can also type in a description in the corresponding field underneath. After you're all done, press "Charge".
3. The card reader will automatically turn on and connect to your device.
4. Your customer now has the option to pay with an NFC (near field communication) enabled card or a chip card.

Contactless, Apple or Google Pay
If your customer wants to pay with a contactless payment option via an NFC enabled card, they only need to tap their card on the card reader.

If paying by Apple/Google Pay, then they just have to do the same with their phone.

Since the NFC antenna is located at the top of the card reader they should tap their card flat onto the upper half of the card reader. After tapping the card onto the reader a beep will be heard as well as 4 LEDs will light

up to signal a successful data transfer. The customer might now need to authorise the payment with a PIN.

Chip & PIN

If your customer wants to pay with a chip card they only need to insert their card into the slot on top of the reader (chip-side first with the front of the card facing up). The customer now needs to authorise the payment with a PIN.

To authorise the payment, your customer either enters their 4-digit PIN on the card reader and then selects the green checkmark and confirms the payment by tapping the "Enter" button. The card reader will tell you whether PIN or signature is requested.

SumUp automatically sends a request to the card issuer to make sure that your customer has enough balance in their account as well as a to check, if the payment is within your customer's specified limits. Your card reader and your app will show a notification to confirm that the transaction was successful.

If you want, you can now send a receipt to your customer by entering their email address or mobile number into the corresponding field.

Congratulations! You just made a successful payment with the SumUp Air. It's easy, right?

Help! My phone won't connect to the Card Reader!

First: close the SumUp App on your device. and make sure your card reader is not charging.

Step 1: Reset your Air Card Reader

1. Turn off your card reader.
2. Now hold down the power button of your card reader for about 10 seconds. On the screen, you should see "Hold for BT". Then, another message will pop up saying "Release for BT".
3. Release the power button once you hear a beep. Now the Bluetooth chip in your card reader is reset.

Step 2: Turn off Bluetooth on your smartphone/tablet

1. Open the settings of your smartphone/tablet.
2. Click on device connection or Bluetooth connection. Please check here whether the card reader appears on the Bluetooth list. If so, please remove the reader from this list.

3. If no SumUp device is shown here, please turn off the Bluetooth of your smartphone or tablet. Keep the Bluetooth connection disabled for at least 10 seconds to ensure that all connections are disabled. Then turn it on again.

Step 3: Connect your Air Card Reader manually

1. Open the SumUp App and log in with your SumUp email and password.
2. Tap on the settings symbol in the bottom right corner (iOS) or the menu symbol in the top left corner (Android).
3. Please open "Payment methods"/ "Choose your card reader" and choose whichever card reader you have to start the setup process.
4. If you have a SumUp Air, please confirm the pairing request on your smartphone/tablet and 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. Tap "Connect".
5. You might need to confirm the connection by tapping the green tick on the Air Reader.

Connection successful!

*Note: In the rare case that you were not able to re-connect your card reader, please repeat Step 3.