

# Card readers

## You should have a box containing:

**2 card readers (Zettle Reader 2)**

**2 card reader bases (Zettle Dock 2)**

**2 mini-USB cables**

## **IMPORTANT!**

- ⇒ Your group must set up an Zettle account and install the app before you can use the card readers (see page 7 for instructions)
- ⇒ Ensure the card machines are fully charged before use (up to 8 hours battery life)
- ⇒ Ensure you have access to smart devices (phone/tablet) with Bluetooth, and that you have installed the Zettle app on them.
- ⇒ Ensure you have access to 3G, 4G, or WiFi in the location where you want to use the card readers.



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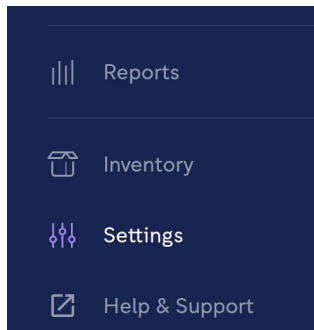


# Instructions

(if your group already has a Zettle account)

## Pairing the card reader to your device

1. Install the Zettle Go app on your phone.
2. Sign in to Zettle.
3. Turn the card reader on – the display should show a 3 digit number.
4. Make sure you are in a location that has access to 3G, 4G or WiFi.
5. Make sure your phone has Bluetooth and it is switched on
6. Go to the  symbol in the app (top left)

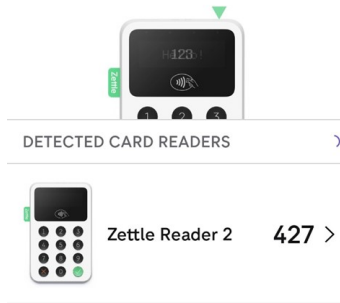


7. Select Settings

← Zettle Reader 2

### Start and select your reader

If you don't see its number, tap on the power button



8. Select Card readers

9. Your device should detect the reader. If it doesn't, try switching off Bluetooth on your phone then switching it back on again.

← Card Reader

### SELECT YOUR CARD READER




10. Choose the type of card reader from the list: Zettle Reader 2

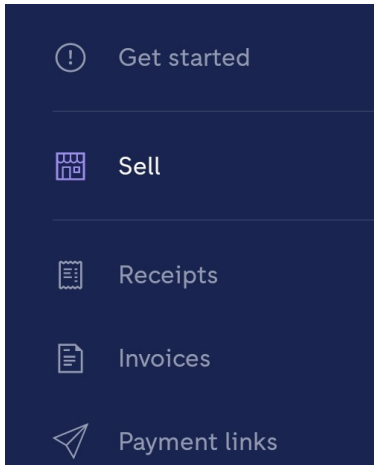
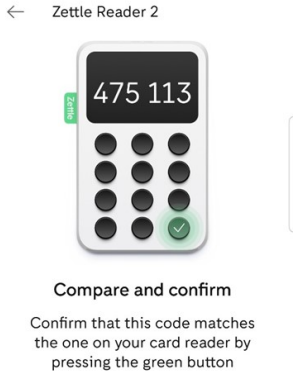
11. Tap the reader when it comes up under detected card readers

← Zettle Reader 2



Connecting to card reader ...


12. Press green  button on card reader to confirm matching 6 digit

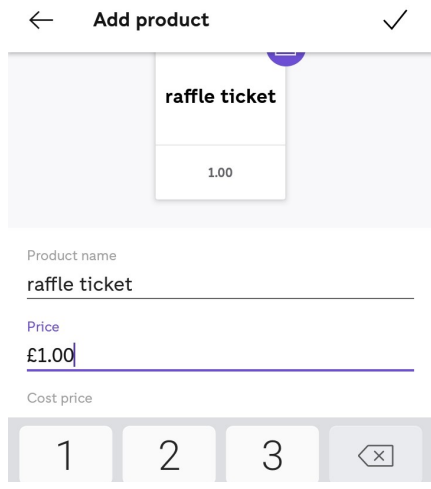
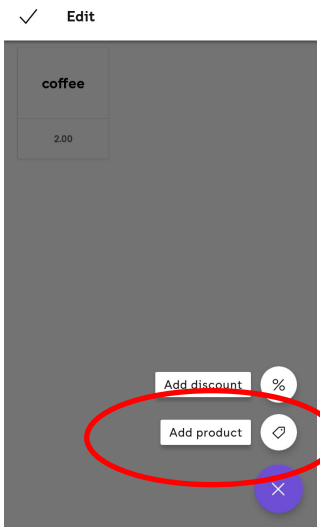


codes

13. Now you are ready to take payments.

## Taking payments

1. Go to the  symbol in the app (top left).
2. Select "Sell"



# Instructions

**(If your group does not have a Zettle account)**

## **Set up your Zettle account well in advance of your event**

Zettle will do credit and ID checks on the account holder, and any named directors/committee members linked to the 'business' name, and may ask for documents (passport/driving licence) to be provided to confirm ID.

## **Decide who will be the named account holder**

If you are a registered charity or limited company, the named account holder should be a director or trustee.

If you are an informal community group, choose someone who doesn't already have a Zettle account in their own name (and who isn't already a Zettle account holder for another group).

## **Step by step instructions**

1. Install the Zettle Go app on your phone or find Zettle online (<https://www.zettle.com>) on a computer.
2. "Sign up" to create an Zettle account.
3. Enter the email you want to use for Zettle and create a password.
4. Give information about business type:
  - If a registered charity, choose **non-profit**
  - If limited company, choose **limited company**
  - Otherwise choose **sole trader/self employed**

5. Answer the remaining questions.
  - You will be asked for your name, business address, home address, phone number, date of birth and nationality.
  - If you are a limited company or registered charity, you will have to give your charity/company registration number(s) and details of your trustees/directors
  - There are also a series of questions about how you expect to use Zettle
  - You will be asked to confirm that you are not a politically exposed person (someone, or a family member or close associate of someone, who has, or has had a prominent public function in a state or international organisation).
6. Enter bank account details to finalise the account set up (you may need to enter password again here).
  - A bank account can only be registered on Zettle once.
  - Should you have more than one Zettle account, you will need to connect a different bank account to each.
  - The bank account that you register with Zettle must be registered in the company's or the director's name.
  - If you register as a limited company, the bank account you connect must be in the name of the company.

## Troubleshooting

If you have trouble opening an account, check the information on this web page:

**<https://www.zettle.com/gb/help/articles/1084695-problems-creating-an-account>**

You can contact Zettle via this page:

**<https://www.zettle.com/gb/help/contact>**