

# Handpoint Card Reader Care Guide

## Maximizing the performance of your Handpoint Card Reader.

As with all mobile devices, Handpoint Card Readers are battery-powered. They require a constant source of power in order to protect the encryption keys that keep your transactions secure. To prevent unintentional or unexpected deactivation, it is important to keep the device charged.

Deactivation could lead to the deletion of stored encryption keys, which will prevent the device from performing transactions. If this happens, the card reader becomes unusable and will need to be replaced.

To prevent the loss of your card reader's encryption keys, refer to the following guidelines:

### 1) Using Your Handpoint Card Reader

When in use, the card reader's battery is expended constantly. During periods of frequent use, please ensure that the ambient temperature stays between 14° and 135° Fahrenheit (between -10° and 55° Celsius). When the device doesn't have enough power to function, a "BATTERY LOW" message will display on the screen. If you see this message, it is recommended that you charge your card reader as soon as possible and no later than 25 days after the message was first displayed. When charging your card reader, ensure that the ambient temperature stays between 32° and 113° Fahrenheit (between 0° and 45° Celsius).

Failure to charge the device within the 25-day time period may lead to deactivation of the card reader and deletion of all stored encryption keys.

### 2) Storing Your Handpoint Card Reader

All batteries gradually lose their charge, even when not in use. Because long-term storage may lead to the deactivation of your device and the loss of its stored encryption keys, it is recommended that you charge your card reader every three months.

For long-term storage of your card reader, it is recommended that you maintain an environmental temperature between 64° and 83° Fahrenheit (between 18° and 28° Celsius) with a relative humidity between 35% and 85%.

To lessen the chance of deactivation and encryption key loss, the device should be stored between 4° and 77° Fahrenheit (between -10° and 25° Celsius). Failing to do so may decrease its overall maximum charge capacity, but this can be reversed by running it through multiple charge-depletion cycles.

### Security

As a merchant you are responsible for the security at the point-of-sale: At least once every three months you should inspect your card reader carefully for signs of fraud. Look for examples of signs that the card reader might have been tampered with or substituted, such as: unexpected attachments or cables plugged into the card reader, missing or changed security labels, broken or differently-colored casing, or changes to the serial number or other external markings in order to verify that it has not been swapped with a fraudulent device.

Preventive actions to detect fraudulent behaviors include:

- Verify the identity of any third-party persons claiming to be repair or maintenance personnel, prior to granting them access to modify or troubleshoot devices.
- Do not install, replace, or return card readers without verification.
- Be aware of suspicious behavior around card readers such as attempts by unknown persons to unplug or open devices.
- Report suspicious behavior and indications of card reader tampering or substitution to appropriate personnel (for example, to a manager or security officer).

### Warranty

The Handpoint Card Reader's limited warranty covers defects when used normally however wear and tear is not covered by warranty. Please consult with your supplier of the Handpoint terminal for length and conditions of warranty. Except as expressly provided in this section, Handpoint provides no warranty, express, implied, statutory or otherwise specifically disclaims any warranty of merchantability, non infringement or fitness for a particular purpose, with respect to the products, Handpoint software and services.