

# HiPro User Guide

Handpoint

# HiPro User Guide

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# 1 QUICK GETTING STARTED GUIDE

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This guide will help you get to know your HiPro and make your first transaction.

## 1.1 WHAT'S IN THE BOX?

When you receive the box, check if the Handpoint seal is still intact. It should show you if someone has opened the box before you. Inside the box you should find your HiPro and a USB mini-B connector.



## 1.2 GETTING TO KNOW YOUR HiPRO

Here is your HiPro from all angles. The table below explains each feature.



#	Name	Description
1	Clock	Shows the time - hours : minutes : seconds
2	Icons	Here on the screen are icons which show battery life and other info (see section 2.1)
3	Serial number	The device's serial number is displayed here
4	Keypad	To input the pin number or other info
5	Power	To turn on and off, hold button down for a couple of seconds
6	Up/down arrows	To move up and down menus, to select press OK
7	OK	To select or confirm actions
8	Back	To erase keyed numbers
9	Cancel	To cancel transactions when applicable, or other actions
10	Magnetic stripe reader	Swipe card with the magnetic stripe facing forward
11	Hardware label	Shows the Hardware Version (HW ver), Serial Number (SN) and barcode
12	iPhone Lightning connector	To connect to your iPhone
13	Barcode Scanner	To scan product barcodes
14	EMV chip reader	Insert card with chip into the slot
15	USB mini-B plug	Plug in the USB mini-B connector to charge the battery using a computer or a USB charger
16	Scanner button	Push this to activate the scanner if it's in single-scan mode (see section 3.2.3)

### 1.3 HOW IT WORKS

Here is the short version of how the Handpoint solution works:





1. The Point of Sale application (POS app) on your device initiates a transaction on the HiPro
2. Customer inserts card and follows the directions on the HiPro screen
3. The HiPro sends the transaction information encrypted via the iPhone's Lightning port to the POS app
4. The POS app forwards the encrypted transaction information to the Handpoint gateway via an internet connection which processes the transaction using your acquirer
5. The Handpoint gateway receives a response from the acquirer and forwards the encrypted response to its internet connection
6. The POS app forwards the encrypted response to the HiPro via the iPhone connection
7. The HiPro reads the response, finalizes the transaction and sends a receipt to the POS app
8. Customer removes card and the merchant provides the customer the receipt through the POS app

## 1.4 GET STARTED

The first time you connect, you have to register the HiPro to the point of sale application. Please follow the instructions in your POS app to connect and register. This process can vary between POS applications.

The first transaction:

1. Make sure that the iPhone you're using with the HiPro is fully inserted into the case and connected via the Lightning port
2. Turn on the HiPro by pressing and holding  (power button) for a couple of seconds
3. Follow the instructions on your POS app to register the HiPro
4. Initiate a transaction in the POS app on the smart phone, computer or tablet
5. When the message "**UPDATING READER**" appears, the HiPro will start downloading and installing the update. When the HiPro has finished, the message "**UPDATE COMPLETE**" will appear
6. When the message "**INSERT CARD**" is displayed, insert the card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
7. Enter PIN using the keypad and press **OK** (use  [back button] to erase and then the keypad to re-enter pin if you make a mistake), or cancel by pressing **C**
8. When message "**REMOVE CARD**" appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

## 2 HiPRO SPECIFICATIONS

Here below are the technical specifications of the HiPro and information about the software and configurations.

### 2.1 HARDWARE TECHNICAL SPECIFICATION

<i>Display</i>	LCD, monochrome, 128x32
<i>Card readers</i>	Landingtype smart card reader, triple track bi-directional magnetic card reader
<i>Barcode Scanner</i>	EM3095 embedded 2D barcode scan engine
<i>Battery</i>	Rechargeable Li-po 3.7V, 620 mAh
<i>Connectivity</i>	USB mini-B
<i>Certifications</i>	CE, FCC, PCIPTS 3.x, EMV Level 1 Contact, EMV Level 2 Contact, EMV Level 1 Contactless, VISA payWave, MasterCard Contactless, American Express Expresspay, Discover Zip, Apple® MFi
<i>Dimensions (LxWxH), mm</i>	110 x 69 x 17
<i>Weight, g</i>	123
<i>Operational temperature range</i>	-10 °C to +40 °C / 5 to 90% RH
<i>Storage temperature range</i>	-15 °C to +50 °C / 5 to 90% RH
<i>Drop test</i>	1.5 m, 6 faces + 4 edges on concrete
<i>Power Supply</i>	5V through mini USB

### 2.2 TERMINAL SOFTWARE AND CONFIGURATIONS

Handpoint develops the terminal software as well as the terminal configurations. The terminal software communicates with your POS app (Point of Sale application) through the iPhone's Lightning port.

The configuration is specific to each merchant and cannot be seen or modified by you. The configurations are created by the Handpoint system and remotely pushed to your HiPro.

In the case of a critical update, Handpoint can automatically and remotely push the latest software or configuration version onto your HiPro.

Section 3.3 shows you how to find which software and configuration versions your HiPro has.

### 2.3 SECURITY

All card information is encrypted using 3DES with a DUKPT key management process. Each transaction is encrypted with 3DES using a unique key per transaction before being sent to the Handpoint gateway through the POS app. The Handpoint's terminal software is certified as PCI P2PE (point-to-point encryption) compliant.



## 3 HiPRO USER GUIDE

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Here are further instructions how to use the different functions of your HiPro.

### 3.1 CONNECTING YOUR HiPRO

To be able to take payments your HiPro needs to be connected by inserting your iPhone into the cradle via the Lightning port with the POS app (Point of Sale application) which works with it.

The first time you connect you have to register the HiPro to your POS app. Please follow the instructions from your POS app to connect and register. Each POS app does this differently.

### 3.2 TRANSACTIONS

Transactions are initiated by the POS app on your iPhone. Depending on your acquirer and or agreement with your POS app provider, the following features may be enabled.

#### 3.2.1 Chip & Pin

The HiPro supports chip & pin cards. For chip & pin transactions use the EMV chip reader (see #12 in section 1.2).

This is an example of what happens in a chip & pin transaction:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. Enter PIN using the keypad and press **OK** (Use ← [back button] to erase and then use the keypad to re-enter pin if you make a mistake), or cancel by pressing **C**
4. When message **"REMOVE CARD"** appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

#### 3.2.2 Chip & Signature

The HiPro supports chip & signature cards. For chip & signature transactions use the EMV chip reader (see #12 in section 1.2).

This is an example of what happens in a chip & signature transaction:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. Confirm the amount by pressing **OK** or cancel by pressing **C**

The POS app is responsible for providing the customer with the receipt created by the HiPro. The customer should sign the receipt.

### 3.2.3 Fallback to Magnetic Stripe

If the HiPro cannot read the chip for some reason it will fallback to magnetic stripe. The HiPro will prompt you to remove the card from the EMV chip reader (see #12 in section 1.2) and swipe the card using the magnetic stripe reader (see #11 in section 1.2). The HiPro might ask you to remove and insert the card into the EMV chip reader a couple of times before falling back to magnetic stripe.

This is an example of what happens if a transaction falls back to magnetic stripe:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. If the HiPro cannot read the chip message **"REMOVE CARD"** appears, remove the card
4. When message **"INSERT CARD"** appears, insert card in the EMV chip reader
5. If the HiPro cannot read the chip message **"REMOVE CARD"** appears, remove the card
6. When message **"INSERT CARD"** appears, insert card in the EMV chip reader
7. If the HiPro cannot read the chip message **"REMOVE CARD"** appears, remove the card
8. When message **"SWIPE CARD"** appears, swipe card using the magnetic stripe reader with the magnetic stripe facing to the front
9. Confirm the amount by pressing **OK** or cancel by pressing **C**

The POS app is responsible for providing the customer with the receipt created by the HiPro. The customer should sign the receipt.

### 3.2.4 Magnetic Stripe

The HiPro supports cards that only have magnetic stripes. To do a transaction with a magnetic stripe card use the magnetic stripe reader (see #11 in section 1.2). If the card has a chip the HiPro will prompt you to use the EMV chip reader.

This is an example of what happens in a magnetic stripe transaction:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, swipe card using the magnetic stripe reader with the magnetic stripe facing to the front
3. Confirm the amount by pressing **OK** or cancel by pressing **C**

The POS app is responsible for providing the customer with the receipt created by the HiPro. The customer should sign the receipt.

### 3.2.5 Pin Bypass

Pin bypass is only enabled for specific acquirers. Pin bypass allows the customer to choose if they want to enter pin or not.

This is an example of what happens in a chip & pin transaction with pin bypass:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. To bypass the pin, press **OK** instead of entering the pin (if pin bypass is not enabled, the HiPro will show the message **"NOT ALLOWED"**)

4. When message “**REMOVE CARD**” appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

### 3.2.6 Gratuity/Tips

To get the gratuity/tips feature you have to ask for it especially from your POS app provider. The menu appears before pin entry where the customer can choose how much he wants to tip. Here is an example of the default gratuity/tip menu for a £20,00 sale:

Menu item
No tip
18% GBP3,60
20% GBP4,00
25% GBP5,00
Enter amount

This is what happens in a chip & pin transaction with gratuity/tips enabled:

1. Transaction is initiated in the POS app on the smart phone, computer, or tablet
2. When message “**INSERT CARD**” appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. When the gratuity/tips menu appears, scroll menu using ▲ (up arrow) and ▼ (down arrow) to select how much you want to tip
4. Press **OK** to select tip amount, if you select “**ENTER AMOUNT**”:
  - a. Enter tip amount using the keypad (use ← [back button] to erase and then the keypad to re-enter amount if you make a mistake)
  - b. Press **OK**
5. Enter PIN using the keypad and press **OK** (use ← [back button] to erase and then the keypad to re-enter pin if you make a mistake)
6. When message “**REMOVE CARD**” appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

### 3.2.7 Account Type Selection

The account type selection is only enabled for specific acquirers and only appears for cards that have multiple accounts. The menu appears before pin entry where the customer can choose which account he wants to use for that transaction. Here is an example of menu items, they differ between acquirers and cards:

Menu item
Default
Savings
Cheque/debit
Credit

This is what happens in a chip & pin transaction with the account type selection enabled:

1. Transaction is initiated in the POS app on the smart phone, computer or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. When the account type menu appears, scroll menu using ▲ (up arrow) and ▼ (down arrow) to find the right account type
4. Press **OK** to select account type
5. Enter PIN using the keypad and press **OK** (use ← [back button] to erase and then the keypad to re-enter pin if you make a mistake)
6. When message **"REMOVE CARD"** appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

### 3.2.8 Cardholder Point of Sale Application Selection

The cardholder POS app selection is only enabled for specific acquirers. The menu appears before pin entry where the customer can choose which payment application he wants to use for that transaction. Here is a list of menu items:

Menu item
Credit
Debit
Cash Benefit
Food Stamp
Gift Card
Private Label

This is what happens in a chip & pin transaction with the cardholder point of sale application selection enabled:

1. Transaction is initiated in the POS app on the smart phone, computer, or tablet
2. When message **"INSERT CARD"** appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro

3. When the POS application menu appears, scroll menu using ▲ [up arrow] and ▼ (down arrow) to find the right POS app
4. Press **OK** to select POS app
5. Enter PIN using the keypad and press **OK** (use ← [back button] to erase and then the keypad to re-enter pin if you make a mistake)
6. When message “**REMOVE CARD**” appears, remove the card from the EMV chip reader

The POS app is responsible for providing the customer with the receipt created by the HiPro.

### 3.2.9 Barcode Scanner

The HiPro comes with a built-in barcode scanner. The scan engine supports 2D barcode scanning as well as all mainstream 1D, PDF417, QR Code (QR1, QR2, Micro QR), Data Matrix, and GS1-DataBar™ (RSS) (RSS-Limited, RSS-14, RSS-14 Stacked and RSS-Expand).

There are three different read modes:

1. **Single read mode:** When a barcode has been successfully read, the scanner stops
2. **Multi read mode:** Multiple barcodes can be read in succession. The user must manually stop the scanner
3. **Button mode:**
  - 3.1. **FALSE** = user does not have to use left or right button on PPAD to scan
  - 3.2. **TRUE** = user must press left or right button on the PPAD to scan

The Scanner’s modes can be configured through the mPOS app on your iPhone. The timeout counter can also be set through the app. The default number of seconds before the scanner deactivates after use is zero.

## 3.3 ADMINISTRATION MENU

To access the administration menu:

1. Press **C** and ← (back button)
2. Enter password: **746723** and press **OK**
3. Scroll menu using ▲ (up arrow) and ▼ (down arrow)
4. To go into sub-menus press **OK**
5. To select menu items press **OK**
6. To go out of menus press **C**

Administration menu password: **746723**

About each menu item:

Menu item	Sub-menu items	Description
<b>Version info</b>	-	Terminal software version e.g. mPOS v.1.7.1 (236)
<b>Device type</b>	Serial	A connection type, <b>not supported by HiPro</b>
	USB Mode	A connection type
	Bluetooth	A connection type, <b>not supported by HiPro</b>
	Save and Reset	Select to save any changes you have made in this sub-menu, the HiPro restarts.
<b>Config</b>	Reset flash	Resets to factory settings, next time you do a transaction the HiPro will download and install the software and configurations again.
	Save and Reset	Select to save any changes you have made in this sub-menu, the HiPro restarts.
<b>Screen</b>	Font	Select either Normal (6x8) or Big (8x16).
<b>Beep</b>	Toggle	Turn beep on or off by selecting toggle.
<b>Save and Reset</b>	-	Select to save any changes you have made in the administration menu, the HiPro restarts.

### 3.4 VIEW INFORMATION

To view information about your HiPro:

1. Press **C** then ▲ (up arrow) on the keypad
2. Scroll to see information using ▲ (up arrow) and ▼ (down arrow)
3. To exit, either wait a couple of seconds or press **C**

About the information you see:

Menu item	Description
<b>SN</b>	Serial number of HiPro e.g. 615009227
<b>mPOS</b>	Terminal software version e.g. v.1.7.1(236)
<b>COMs</b>	Type of connection used e.g. USB
<b>Config</b>	Configuration version e.g. 1
<b>Flash</b>	This has information about the flash memory, used by Handpoint quality assurance
<b>EMV</b>	EMV version e.g. 1.09 03 210514

## 3.5 Backlight & Display Control

By clicking the up arrow or down arrow on the card reader you can access a settings menu which has 3 options:

- backlight
  - ON (backlight on at all times, that is the default behavior)
  - OFF (backlight off at all times)
  - AUTO (backlight on ONLY when a transaction has been started from the POS)
- invert display – changes the display from black background with white letters to white background with black letters
- Reset to default - backlight on at all times with normal display (black background and white letters)

## 3.6 UPDATING THE HiPRO

It depends on the POS app (Point of Sale application) if you can update the HiPro manually. Then the update is initiated through the POS app on your smart phone, computer or tablet.

Handpoint pushes updates automatically and remotely to your HiPro.

This is what happens when Handpoint pushes a non-critical update to your HiPro:

1. Transaction is initiated in the POS app on the smart phone, computer, or tablet
2. When message “**INSERT CARD**” appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. Enter PIN using the keypad and press **OK** (use ← [back button] to erase and then the keypad to re-enter pin if you make a mistake)
4. When message “**REMOVE CARD**” appears, remove the card from the EMV chip reader
5. The message “**UPDATING READER**” appears and the HiPro starts downloading and installing the update, this only takes a couple of seconds. When the HiPro has finished the message “**UPDATE COMPLETE**” appears.

This is what happens when Handpoint pushes a critical update to your HiPro:

1. Transaction is initiated in the POS app on the smart phone, computer, or tablet
2. When message “**INSERT CARD**” appears, insert card in the EMV chip reader (see #12 in section 1.2) with the chip facing up and towards the HiPro
3. Enter PIN using the keypad and press **OK** (use ← [back button] to erase and then the keypad to re-enter pin if you make a mistake)
4. The gateway declines the transaction and tells the HiPro to update, message “**TRANS. DECLINED**” appears
5. When message “**REMOVE CARD**” appears, remove the card from the EMV chip reader
6. The message “**UPDATING READER**” appears and the HiPro starts downloading and installing the update, this only takes a couple of seconds. When the HiPro has finished the message “**UPDATE COMPLETE**” appears.
7. After the HiPro has finished updating initiate the transaction again to charge the customer

## 4 TROUBLESHOOTING

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In this section are tools to help you troubleshoot. It includes instructions on how to troubleshoot communication errors between the HiPro and your smart phone, computer, or tablet, and flash corruption issues. There is also a section with tables with some of the possible messages that can appear on your HiPro. If you are having a problem, you can try searching these tables for the message and see what you can do.



### 4.1 TROUBLESHOOTING ISSUES

Here are some instructions to help you troubleshoot issues.

#### 4.1.1 Communication Errors

If the HiPro shows a communication error message it means that the HiPro detected a communication failure between itself and the device that it was connected to. Here is what you can do to try to troubleshoot it:

First thing to try – turn the HiPro off and on again:



1. Make sure that the smart phone you're using with the HiPro connected
2. Turn off the HiPro by pressing and holding  (power button) for a couple of seconds and pressing **OK**
3. Turn the HiPro back on by pressing and holding  (power button) for a couple of seconds
4. Try to initiate a transaction again

If the problem persists, please contact support (see section 5).

#### 4.1.2 Flash Corruption Errors

If the HiPro isn't working the way it's supposed to, it is always a good idea to reset the flash to see if it fixes the issue. Resetting the flash erases the working memory of the card reader clearing out any corrupted flash. After the flash has been reset on a card reader it needs to fetch the terminal software and terminal configurations again.

Resetting the flash:

1. Press **C** and  (back button)
2. Enter password: **746723** and press **OK**
3. Scroll menu using  (down arrow) to **Config** and press **OK**
4. Select "**RESET FLASH**" and press **OK**
5. Scroll down to "**Save and Reset**" and press **OK**
6. The card reader should now restart

If the problem persists then please contact support (see section 5).



## 4.2 HiPro Messages

Here are tables with some of the possible messages that can appear on your HiPro. If you are having a problem you can try searching these tables for the message and see what you can do.

### 4.2.1 Transaction Messages

These are messages that can appear during transactions in alphabetical order. This is not an exhaustive list.

HiPro display text	Why it is displayed	Required action
<b>AMOUNT:</b> [amountvalue]	The HiPro needs the cardholder to validate that the correct amount has been used.	The cardholder must confirm that the amount is correct by pressing <b>OK</b> or cancel by pressing <b>C</b> .
<b>APP. BLOCKED</b>	The card application that was selected has been blocked.	The cardholder must select another application to continue or press the <b>C/Cancel</b> button to abort.
<b>APP. NOT AVAILA.</b>	The card application that was selected is not supported.	The cardholder must select another application to continue or press the <b>C/Cancel</b> button to abort.
<b>APP. SELECTION-&gt;</b>	Two or more supported card applications have been detected.	The cardholder must select the correct card application from the list to continue (e.g. VISA, MASTERCARD, AMEX, et cetera).
<b>AUTHORISED</b>	A transaction has completed successfully.	No further actions are required.
<b>CANCELLED</b>	The current operation was cancelled by either the cardholder or the merchant. Or the HiPro timed out while waiting for the card and automatically cancelled the operation.	No further actions are required.
<b>CARD BLOCKED</b>	The card that was used has been blocked.	Please retry the transaction with a non-blocked card.
<b>CARD REMOVED</b>	The card was removed too soon during a financial transaction operation.	Please restart the operation.
<b>COMM. ERROR CHECK CONNECTION</b>	Indicates that the HiPro detected a communication failure between itself and the device that it was paired/connected to.	If a SALE or a REFUND transaction was in progress when this occurred then you <b>MUST</b> contact support (see section 5) and verify whether the transaction went through or not. <i>If you fail to do so then you may be liable for any costs incurred due to any double charges.</i> Once you have verified that the transaction did not go through then please retry the operation.

<b>COMPLETING TRANSACTION</b>	The HiPro is finalizing a completed transaction with your device.	Please wait for further instructions on the HiPro display.
<b>CONFIRM -&gt;</b>	A card application has been selected that requires confirmation before it can be used.	The card holder must confirm the application selected by pressing the <b>OK</b> button or cancel the selection by pressing the <b>C/Cancel</b> button.
<b>FALLBACK TO MSR</b>	The cards chip has failed. The data on the magnetic stripe will be used instead.	Please wait for further instructions on the HiPro display.
<b>ICC NOT AVAILAB.</b>	The card application that was selected has failed to load properly.	The cardholder must select another application to continue or press the <b>C/Cancel</b> button to abort.
<b>INCORRECT PIN</b>	An incorrect PIN was entered.	The cardholder must re-enter their PIN.
<b>INVALID CARD</b>	The HiPro could not read any data from the card.	Please retry the operation. If the issue persists the card may be faulty, please try another card. If the issue still persists the HiPro may require replacement, please contact support (see section 5).
<b>LAST ATTEMPT</b>	The retry counter for PIN entry is about to be exhausted, this is your last chance.	Please do one of the following: <ul style="list-style-type: none"> <li>• Enter the correct PIN.</li> <li>• Press the '<b>C/Cancel</b>' button to abort the transaction.</li> <li>• Press the <b>OK</b> button to activate PIN bypass mode (if available).</li> </ul>
<b>NOT ALLOWED</b>	PIN bypass has been selected by the cardholder, but it is not allowed.	The card holder must enter their PIN to continue.
<b>NOT PROCESSED</b>	This is a generic error message that indicates that the current operation was not completed due to an unexpected error. Reasons can include: <ul style="list-style-type: none"> <li>• Communication failure between the HiPro and the back end system during an update operation.</li> <li>• Invalid request object from the POS app at the start of an operation.</li> <li>• Invalid response object from the POS app during an operation.</li> </ul>	Please retry the operation. If the issue persists please contact support (see section 5).

<b>PIN BYPASS SELE.</b>	PINbypasshasbeen selectedbythe cardholder.	No further actions are required; in most cases a cardholdersignature will be required.
<b>PIN ISBLOCKED</b>	The maximum number of PIN entry retries has been reached.	Please wait for further instructions on the HiPro display (The HiPro may fall back to signature processing).  The cardholder needs to contact their bank/issuer for instructions on how to get the PIN unblocked.
<b>PIN VERIFIED</b>	The PIN has been verified successfully.	No further actions are required.
<b>PIN: [amountvalue]</b>	The HiPro is waiting for the card PIN.	The cardholder must enter their PIN and press the <b>OK</b> button to continue or press the <b>C/Cancel</b> button to cancel the transaction.
<b>PLEASE SIGN</b>	The cardholder must sign their name on the slip.	The cardholder must sign the slip.
<b>PLEASE WAIT...</b>	The HiPro is processing an operation.	Please wait while the HiPro completes the operation.
<b>PRESS OK or C</b>	The HiPro needs confirmation to continue.	The cardholder must read all information on the display and then press either the <b>OK</b> or <b>cancel</b> button as applicable.
<b>PROCESSING ERROR</b>	An unexpected error was encountered during transaction processing.	Please retry the operation. If the issue persists please contact support (see section 5).
<b>PROCESSING...</b>	Cardholder authentication has completed and a financial card transaction is being processed.	Please wait for further instructions on the HiPro display.
<b>READ ERROR</b>	The HiPro was unable to establish a valid communication channel with the cards chip.	Please wait for further instructions on the HiPro display.
<b>REFUND</b>	Indicates that the current operation is a REFUND transaction.	No further actions are required.
<b>REFUND ACCEPTED</b>	A REFUND transaction has completed successfully.	No further actions are required.
<b>REFUND VOID</b>	Indicates that the current operation is a reversal/voiding of a REFUND transaction.	No further actions are required.
<b>REMOVE CARD</b>	The card is in the HiPro and either the transaction has completed or the HiPro cannot read the chip.	Please remove the card from the HiPro.
<b>REQUEST INVALID</b>	A financial transaction was attempted with a magnetic stripe card that is cash only.	No further actions are required.

<b>REVERSAL ACCEPT.</b>	Reversal/voiding of a SALE/REFUND transaction has completed successfully.	No further actions are required.
<b>SALE</b>	Indicates that the current operation is a SALE transaction.	No further actions are required.
<b>SALE VOID</b>	Indicates that the current operation is a reversal/voiding of a SALE transaction.	No further actions are required.
<b>SELECTED APP.</b>	A card application has been selected for this transaction.	No further actions are required.
<b>SWIPE CARD</b>	The HiPro is waiting for a card to be swiped against the magnetic stripe reader.	Please swipe a card through the magnetic stripe reader.
<b>TRANS. DECLINED</b>	A transaction has been declined.	No further actions are required. Further information may be displayed on the HiPro screen or receipt that might indicate why the transaction was declined.
<b>TRANSACTION VOID</b>	A financial transaction was cancelled due to a cardholder not responding in time to an action or directly, by the cardholder or the merchant or the card itself. Or a signature was rejected by the merchant.	No further actions are required.
<b>UNSUPPORTED CUR.</b>	A currency has been selected in the POS app that the HiPro has not been configured for.	Select the correct currency and retry the operation.  Alternatively, please contact support (see section 5) and ask for the specific currency to be supported.
<b>USE CHIP READER</b>	The HiPro is waiting for a card to be inserted into the chip reader.	Please insert a card into the chip reader.
<b>USING SIGNATURE</b>	The card has indicated that cardholder signature is required. This can be either due to fall back (e.g. max PIN retries reached) or because the card is a signature or a signature & PIN card.	Please wait for further instructions on the HiPro display.

#### 4.2.2 Updating Messages

These are messages that can appear while the HiPro is updating in alphabetical order. This is not an exhaustive list.

HiPro display text	Why it is displayed	Required action
<b>CONNECTION ERROR</b>	The HiPro detected a communication failure between itself and the backend system during an update operation.	Please verify that your device has an internet connection and then retry the operation.

<b>DOWNLOADING</b>	Indicates that the HiPro is downloading its update.	No further actions are required.
<b>INSTALLING</b>	A configuration update for the HiPro has been validated and the HiPro is applying it.	Please wait for the completion of the update process.
<b>NO UPDATE</b>	An update procedure was started, but there is no pending update on the backend system.	No further actions are required.
<b>RESTARTING...</b>	The HiPro is about to restart after a software update.	Please wait for further instructions on the HiPro display.
<b>SOFTWARE x%</b>	The HiPro is updating itself and has completed x% of the update.	Please wait for the completion of the update process.
<b>UPDATE COMPLETE</b>	An update operation has completed successfully.	No further actions are required.
<b>UPDATE FAILURE!</b>	An update has failed to complete.	Please retry the operation. If the issue persists please contact support (see section 5).
<b>UPDATES x%</b>	The HiPro is updating itself and has completed x% of the update.	Please wait for the completion of the update process.
<b>UPDATING READER</b>	Indicates that the HiPro has started an operation to update itself.	No further actions are required.
<b>VALIDATING</b>	A configuration update has been found for the HiPro and the HiPro is verifying its correctness.	Please wait for the completion of the update process.

### 4.2.3 Administration Messages

These are messages that can appear while the HiPro is idle or while you are in the administration menu. This is not an exhaustive list.

HiPro display text	Why it is displayed	Required action
----- no config ----	No configuration is present on the HiPro and the operator has entered the administration menu and selected the version information option.	No further actions are required.
--- no ipek loaded ---	No cryptographic keys can be found on the HiPro and the operator has entered the administration menu and selected the version information option.	Please return the HiPro back for replacement.
<b>BATTERY LOW</b>	The battery charge level is low.	Please recharge the HiPro.
<b>BATTERY TOO LOW</b>	An operation was started, but the battery charge level is too low to complete the operation.	Please recharge the HiPro.
<b>TO TURN OFF PRESS OK or C</b>	The power button has been pressed.	Please press the OK button to turn off the HiPro or press the C/Cancel

		button to keep the HiPro turned on.
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## 5 GETTING SUPPORT

The POS app (Point of Sale application) provider should provide you with support for the whole solution, including the HiPro. They can contact Handpoint on your behalf, if needed.

Here is a table of information you can provide which can help the POS app provider or Handpoint solve your issue:

Information	Details	How it helps
<b>Clear description of issue</b>	step by step description of what you do and how the HiPro behaves	The support provider can follow your directions to reproduce the issue and experience it themselves
	error message(s)	Error message(s) give an indication of where the issue lies, the support provider can look up the error message(s) in the HiPro message List to get more details
	where and when the error is appearing	The error can be coming from: Terminal (HiPro) POS app (Point of Sale application) Gateway Acquirer
	contact information of the parties involved	Issues get resolved faster when all contact information is available.
<b>Information about the solution</b>	Type of terminal	Handpoint has two types of terminal, HiPro and HiPro which have different features.
	Serial number of terminal (see no.3 in section 1.2 or section 3.3)	Information about terminals configurations and their transactions can be retrieved by using the serial number.
	Terminal software version (see section 3.3)	New versions of the terminal software may fix known issues
	Info about device connected to the terminal e.g. iphone6 with iOS 9.2, samsung galaxy S6 edge with Android 5.1.1 etc...	Type of device and operating system version may not be supported or some known issues with the operating system version
	Connection type e.g. Bluetooth, Lightning	Different connection types may have various issues such as connectivity, driver problems, configuration etc.
<b>Log files</b>	Terminal Software Audit log files. It is the responsibility of the POS app to fetch logs from the terminal. Your POS app	Logs are used for troubleshooting.

	provider should be able to help you send them to support.	
<b>Screenshots of issue</b>	error/warning messages or receipts	The receipts can include both information and error messages from the Handpoint gateway or the acquirer.

## 6 FAQ

<b>Questions</b>	<b>Answers</b>
<b>Are smart phones and tablets secure enough to accept card payments?</b>	Not by themselves. That is why we have a separate device for reading the card and PIN entry. We never store card detail information on the smart-phone or tablet. All card information is encrypted with P2PE encryption and stored in a Handpoint PCI-DSS certified environment.
<b>Can I accept MOTO (mail order/telephone order) payments with my card reader?</b>	No. The card must be present to make a transaction with the card reader.
<b>Can someone borrow my card reader and use it?</b>	No. Your card reader is set up for your business, and your business only. The same security measures that we've taken to ensure that your card reader can't be stolen and used by a malicious party make lending the card reader to someone else, even a trusted party, not possible.
<b>Can I use Handpoint abroad?</b>	Yes, Handpoint can be used anywhere in the world as long as there is access to a 3G/4G or Wifi network.
<b>Can I use multiple phones with my card reader ?</b>	Yes you can. But everytime you connect the HiPro to a new device you need to register it according to the POS app instructions.  However the HiPro can only connect with one device at a time.
<b>Do I need an internet connection to use the HiPro?</b>	Yes, you will need to connect to the internet through 3G or Wifi on your smart phone, computer or tablet for the card reader to process payments. The HiPro sends the encrypted transaction to your smart phone via the Lightning port and the POS app forwards the transaction to the Handpoint gateway using 3G or Wifi.
<b>How do I close and send batches?</b>	The Handpoint gateway closes the batches automatically and sends to the acquirer for settlement at midnight each day.

<p><b>What about receipts?</b></p>	<p>The HiPro creates a receipt for each transaction and sends to the POS app.</p> <p>The POS app is responsible for showing you and providing you a way to access the receipt e.g. through text message, email or printer</p>
<p><b>What happens if my card reader is lost or stolen?</b></p>	<p>Have no fears. There is no way to access money or card information through the card reader, so your money will stay safe. If your card reader is lost or stolen let your POS app provider know.</p>
<p><b>Why a separate card reader?</b></p>	<p>We use a separate secure card reader for reading the chip and entering the PIN to protect your customers card details. This method is the most secure way to accept payments today. No card data is ever stored on the HiPro, smart-phone, computer or tablet.</p>
<p><b>What barcode formats are supported by the scanner?</b></p>	<p>The scanner supports following barcode formats in different sizes: • UPC-A • UPC-E • UCC/EAN 128 • EAN/JAN-8 • EAN/JAN-13 • CODE 93 • CODE 39 • CODE 128 • Four segment Data Matrix 2D • Aztec Code • QR Code • MaxiCode • Interleaved 2 of 5</p>
<p><b>I dropped my card reader/tried to open the casing, and now it doesn't work.</b></p>	<p>Our card readers have an inbuilt security fail safe mechanism which wipes the stored encryption keys if it's tampered with. This is just an additional level of security in case someone tries to alter the hardware or functionality of the card reader for nefarious purposes. For this reason, you really shouldn't attempt to open the card reader for any reason. If it isn't working, contact your vendor and order a replacement. The same goes for accidental damage. Our card readers are pretty tough and have been subjected to durability tests, but accidents do happen. In the event of accidental damage that is severe enough to cause the card reader to wipe the encryption keys, contact your provider to have a replacement sent.</p>