

## Maximizing the performance of your HiLite

As with all mobile devices, the **HiLite** is battery-powered. It requires 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 device becomes unusable and will need to be replaced.

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

### 1) Using Your HiLite

When in use, the device'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 HiLite 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 HiLite as soon as possible and no later than 25 days after the message was first displayed. When charging your HiLite, 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 device and deletion of all stored encryption keys.*

### 2) Storing Your HiLite

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 HiLite every three months.

For long-term storage of your HiLite, 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.

#### **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 in detail in order to identify any trace of fraud. You should look for examples of signs that a device might have been tampered with or substituted, include unexpected attachments or cables plugged into the device, missing or changed security labels, broken or differently colored casing, or changes to the serial number or other external markings (to verify that it has not been swapped with a fraudulent device).

Preventive actions to detect fraudulent behaviors (attempted tampering or replacement of devices):

- 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 devices without verification.
- Be aware of suspicious behavior around devices for example, attempts by unknown persons to unplug or open devices).
- Report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or security officer).

#### **Warranty Information:**

The HiLite's limited warranty covers defects when used normally for a period of twelve (12) months after purchase. Wear and tear is not covered by the warranty. Any mishandling of or tampering with the device which either causes damage to the device or triggers the deletion of the encryption keys voids the warranty.