

Handpoint*

Hi5 GPRS Standalone Set-up Guide



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QUICK GETTING STARTED GUIDE

This short guide will help you to activate your Hi5 with GPRS as a standalone card reader (i.e. where you enter an amount on the device rather than using it via Bluetooth to a POS app).

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 the following: your Hi5 card reader, a USB connector (either a mini USB or macro USB depending on which version you have) and a charger.



GETTING TO KNOW YOUR Hi5

Here are the product details for your Hi5 card reader:



#	Name	Description
1	Printer paper slot	Receipts print out from here. The printer paper should be inserted with the paper sticking out of this slot before use.
2	Clock	Shows the time, hours : minutes : seconds

3	Charging port	The round port is for battery charging, using the included charger
4	USB port	The USB cable used for this port is for device programming and debugging so not relevant for live card transactions
5	Up/down arrows	Move up and down the menus, then select by pressing the OK button (see n. 10)
6	Cancel button	To cancel transactions when applicable, or other actions
7	NFC Status Lights	These lights indicate the status of a contactless transaction
8	EMV chip reader	Insert card with chip into the slot (facing up)
9	Back button	To erase keyed numbers
10	OK button	To select or confirm actions
11	Power button	To turn on and off, hold button down for a couple of seconds and follow commands
12	Magnetic stripe reader	Swipe card with the magnetic stripe facing left
13	Icons	Here on the screen are icons which show battery life and other info such a signal strength bar

GET STARTED

To enable the GPRS standalone feature and start a transaction you and/or your merchants will need to follow the below steps:

1. Set up the terminal/card reader in the Handpoint TMS. You can find the tutorial on how to assign terminals to a merchant on the TMS. If you cannot see the terminal under the “unassigned terminals” list in your TMS, please contact your hardware distributor to request it to be added.

Now it is possible to deliver a device to a merchant and have the merchant go through steps 2-11.

2. Insert the sim card at the back of the device. It is a regular size slot and does not fit micro or nano sim cards.
3. Turn on the device and it will prompt you to enter the date and time settings. Please configure both accurately.
4. Once the clock is set, the reader will try to connect automatically to the mobile network using default parameters.
5. Just in case:

If the device can't connect to the mobile network it means that your sim card needs some specific APN settings or username/password which can be entered manually by clicking: the up arrow --> settings --> mobile network --> setup a new network

6. Once the reader has successfully connected to the mobile network, a signal strength bar should appear on the top right corner of the device screen (next to the battery sign). If the signal strength bar isn't displayed, it unfortunately means the connection to the mobile network was unsuccessful. So please turn off the device and try again.
7. At this point, with the device connected to the mobile network, you are ready to fetch the initial update.

To do that you just need to press the green 'OK button' to start the update. Alternatively you can go to the main menu (click 'up arrow') then choose: settings --> update card reader.

Press the green 'OK button' to initiate download of the correct payment terminal software and merchant configuration.

8. Once the card reader has downloaded the software and configuration, it should re-start automatically. If the reader does not re-start automatically and just turns off

after download, you will need to push the 'Power button' to re-start the device and finish the installation.

9. At this point you should be prompted to enter the first 6 digits of the merchants shared secret. These 6 digits can be numeric from 0 - 9 or one or more of the following letters: a, b, c, d, e, f. As you have probably noticed the keypad on the Hi5 only contains numbers so in order to enter the alphanumeric characters please use:

The '1' key to enter characters: a, b, c.

You get 'a' by pressing '1' twice,
'b' by pressing '1' three times,
'c' by pressing '1' four times.

The '2' key to enter characters: d, e, f.

You get 'd' by pressing '2' twice,
'e' by pressing '2' three times,
'f' by pressing '2' four times.

10. Once the first 6 digits of the shared secret have been successfully entered, the merchant will be asked to create a 4 digits password to protect the refund/reversal menu. **This is important to prevent just anyone stealing a device and refunding to his own card.**

If you are planning on managing this process from step 1 - 11 entirely on behalf of merchants and simply handing them a device ready to transact, Handpoint recommends selecting a random 4 digit password (not easily guessable, such as: 1,2,3,4 or 1,1,1,1) and share it with a merchant via phone or email.

11. Once the shared secret key and the refund menu password have been entered, the device is fully set up and ready to start transacting.

Please remember and remind your merchants that in order to start a transaction you have to **click the green 'OK button' before entering an amount.** Alternatively you can also go to the main menu (by selecting the 'up arrow' and clicking "sale").

**Enjoy accepting payments with the
Hi5 GPRS Standalone solution.**