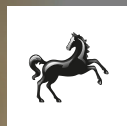




CARDNET

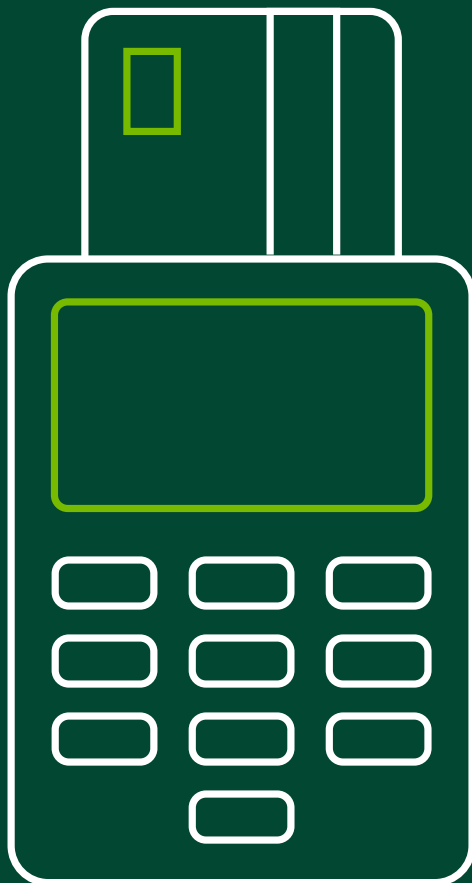


Set-up guide

For your pay-as-you-go
mobile card reader



LLOYDS BANK



Your new Cardnet pay-as-you-go mobile card reader is ready to set up.

You'll soon be able to process payments,
and this guide will help you through each step.



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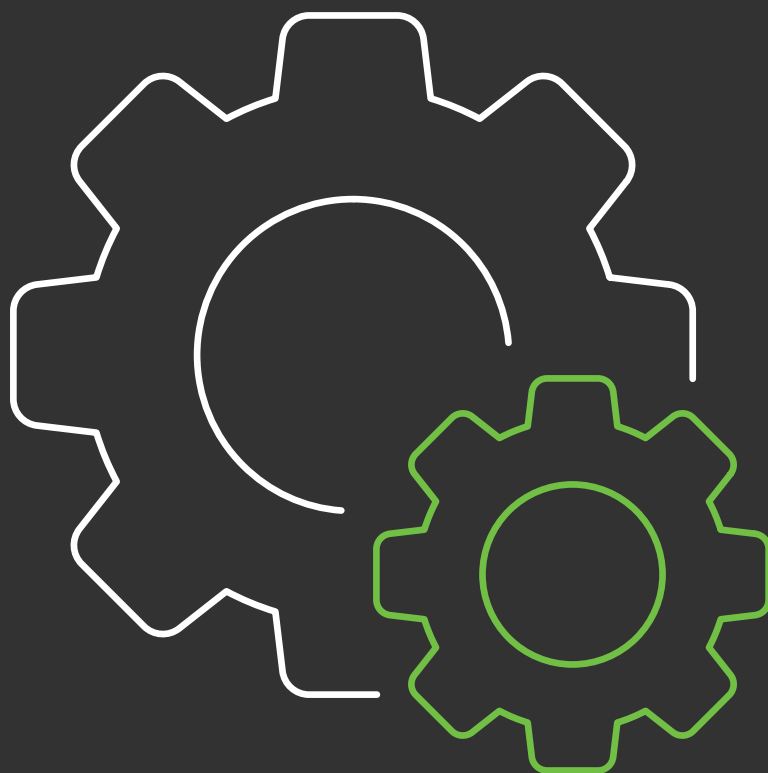
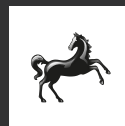
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1. Setting up

6-minute read



1.1

What you need to get started

To get your card reader set up and working, you'll need:



your card reader device



the micro-USB charging cable we've sent you



your mobile device, such as a smartphone or tablet.

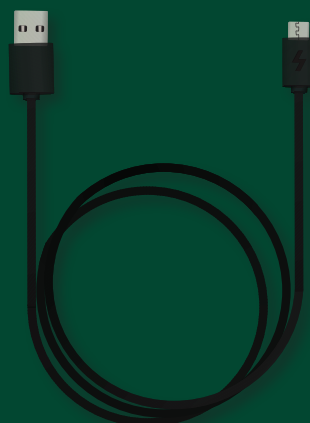
Your card reader should already be charged, and your battery should last up to 8 hours. You'll need to charge your reader at least once every three months. Each charge will take about two hours to complete.



Your pack should include the following:



Card reader



Charging cable



1.2

How to prepare your mobile device

To get your card reader set up, follow these steps on your mobile device:



Step 1:

Go to the app store on your mobile device.



Step 2:

Find and download the Lloyds Bank Cardnet app.



Step 3:

Open the app and enter the email address you used when you applied.



Step 4:

Check your inbox for an email from noreply@handpoint.com



Step 5:

Use the link in that email to confirm your email address.



1.3

How to pair your card reader with your mobile device

Once you've downloaded the app to your mobile device, follow these steps.



1: Switch on your card reader.



2: Turn on your Bluetooth on your mobile device.



3: Make sure your mobile device is connected to the internet.



4: In your app, Handpoint will ask for your touch or face ID if enabled.



5: On the welcome page, select 'START'.



6: Follow the steps to pair your card reader with your mobile device.

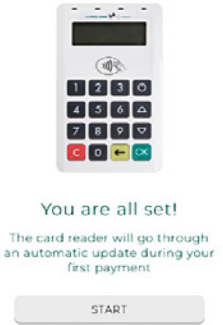
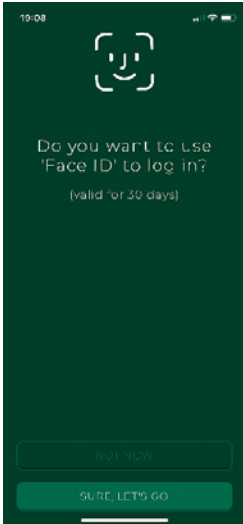


7: When you first try to pair the card reader with your mobile device, you may be asked for a pairing code. If so, press 'PAIR'.



1.3 Cont.

How to pair your card reader with your mobile device



If your pairing doesn't work, try one of the following:

- Disconnect the card reader from your mobile device before pairing again.
- Restart the card reader if it isn't showing up on your Bluetooth list.

Some phone models may not work with the app. This is rare, but if you think you have this issue, please [email us](#).



1.4

How to keep your devices updated

We'll push updates to your card reader and app. Turn on your card reader and open the app regularly to allow these to run.

To update the app, follow these steps:



1: Go to the app settings on your mobile device.



2: Select 'device'.



3: Select 'update device'.

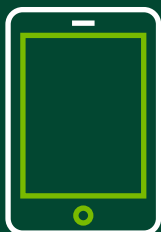
You'll need to pair your card reader with your mobile device before you update the app.



1.5

How to take payments with your card reader

Once your devices are set up, you are ready to take payments:



Step 1:

Open the app.

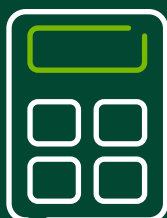


Step 2:

Select the third tab



in the app.



Step 3:

Enter the total charge or add up items.



Step 4:

Select 'PAY'.




1.5 cont.

There are three ways your customers can pay:

Contactless



The customer must hold their card close to the reader, with the centre of the card over the contactless symbol . Four lights on the reader will come on. Then, follow the steps on the card reader and app.

Chip and PIN



The customer can insert the card into the slot at the bottom of the card reader, with the chip facing upwards, and follow the steps.

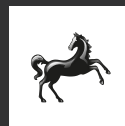
Magnetic stripe



You may receive a prompt to swipe the card through the magnetic stripe reader. Swipe the card through the slot at the top from left to right in a smooth motion. Then, follow the steps on the card reader and app.



You can still take payments while the card reader is charging.



Troubleshooting and further support

2-minute read



2.1/2.2

Troubleshooting



Why won't my card reader turn on?

If your card reader won't turn on, it might be that it has run out of battery. Charge it with your charging cable and then turn it back on by holding down the power button for a few seconds.



What if a payment doesn't go through?

If you think a payment hasn't gone through, check the payments log in your app. If there's no record of the payment, then ask the customer to either try again or use a different card.










2.3 Cont.

Troubleshooting



What if I need to reset my device?

If the card reader isn't working as expected, you can reset it. This will erase its working memory, so it'll need to fetch the software and configurations again. Here's how to do it:

1. Press  [cancel button] and  [back button].
2. Enter password 746723 and press  [OK button].
3. Scroll through the menu using  [down arrow] to configure and then press  [OK button].
4. Select 'RESET FLASH' and press  [OK button].
5. Scroll down to 'SAVE AND RESET' and press  [OK button].
6. The card reader should now restart.



2.4

Further support

You can find [set-up instructions on video](#).

If you have any questions or feedback, please email us at LloydsBankCardnetmPOS@Lloydsbanking.com

We'll do our best to respond within two business days.

You can also call us on **01268 567 100**.

Lines are open from 8am to 9pm Monday to Saturday.

Please contact us if you'd like this in an alternative format such as large print, Braille or audio.



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Important Information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Please remember we cannot guarantee the security of messages sent by email.

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Lloyds Bank plc is covered by the Financial Ombudsman Service. (Please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered.)

This information is correct as of August 2022.

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at

lloydsbank.com/business/take-payments-with-cardnet/forms/existing-customer/raisingacomplaint.

CRD00194 (08/22)