





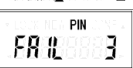





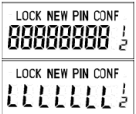
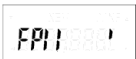


## How do I troubleshoot Security Device issues?

**Did you know you can use your mobile device instead of a Security Device?** Users enabled with HSBCnet Mobile authentication can use their mobile device instead of a Security Device to log on and use HSBCnet services. To learn how to enable and use this feature, refer to the Mobile authentication section on our [HSBCnet Mobile page](#).

Use the information and examples in the table below to troubleshoot issues you may encounter when using your new Security Device.

Message Displayed	Symptom	Probable Causes	Action Required
  	<p><b>bAtt 2</b> message followed by <b>bAtt1</b> and <b>bAtt0</b> messages appear in the device window</p>	<p>This is a low battery message. The low battery counter starts at 2 indicating a battery life of about 2 months. After its first appearance, the <b>bAtt</b> message appears for 2 seconds each time the device is powered on. After 2 seconds, the device resumes normal operation.</p>	<p>Request your System Administrator to allocate a new Security Device. Your existing Security Device must first be deactivated before a new device can be allocated.</p> <p><b>Note:</b> Please dispose of the deactivated device in an environmentally safe manner.</p>
	<p><b>button</b> message appears in the device window</p>	<p>This indicates that a button is being pressed and held (accidentally) for a certain time (between 7-9 seconds). It results in the device switching off to preserve battery life.</p>	<p>Ensure that a button is not being accidentally held down.</p>
	<p>When selecting a new PIN, a <b>not SAFE</b> message appears briefly in the device window before reverting to <b>NEW PIN</b> message.</p>	<p>The new PIN you have selected is unsafe or weak.</p>	<p>Resume selecting a new PIN and ensure that the PIN you select does not contain numbers that are repetitive or sequential (example 11111 or 123456). <b>Note:</b> The new PIN should be four to eight digits in length.</p>
  	<p>PIN FAIL message appears in the device window (for example, PIN FAIL 1, PIN FAIL 2, PIN FAIL 3)</p>	<p>1. You have entered an invalid PIN.</p>	<p>1. Press the Green Circle button briefly and, when prompted, enter the correct PIN again.</p>
		<p>2. Lost or forgotten PIN.</p>	<p>2. Reset your Security Device PIN. To unlock the device, refer to the guide on 'How do I reset my security device PIN?' in the Help Centre</p>
		<p>3. This Security Device may not have been allocated to you.</p>	<p>3. Check with your System Administrator to ensure the device you are using is allocated to you.</p>
 	<p>When entering the unlock code into the device, it displays a <b>LOCK PIN FAIL</b> message. (For example, <b>LOCK PIN FAIL 1</b>, <b>LOCK PIN FAIL 2</b>)</p>	<p>You have entered the incorrect unlock code</p>	<p>Wait for the device to turn off. Press the Green Circle button briefly and, when prompted, enter the correct unlock code again.</p>

Message Displayed	Symptom	Probable Causes	Action Required
	1. When unlocking my Security Device, It displays a <b>LOCK PIN FAIL 3</b> message that will not go away	1. You have entered the unlock code incorrectly into the device three times. As a result, for security reasons, you will not be allowed to operate the device for one hour. (Also called <b>Unlock Retry Delay</b> period) If after one hour, you again enter the incorrect unlock code, the device will display a <b>LOCK PIN FAIL 4</b> message preventing you from operating the device for an additional hour (you have to wait for two hours before you can again attempt to enter the unlock code). This will continue to occur for up to 6 hours if you keep entering the incorrect unlock code.	1. Wait till the device turns off after the Unlock Retry Delay period. Press the Green Circle button to turn on the device. Then enter the correct Unlock Code.  Note: The <b>Unlock Retry Delay</b> period is determined by the number of unsuccessful attempts to enter the unlock code.
	2. The Device displays a <b>LOCK PIN FAIL 3</b> message briefly before displaying a 7-digit code.	2. You have entered the incorrect PIN three times and your device is locked for security reasons	2. Unlock your device and reset your Security Device PIN. To unlock the device, refer to the guide on 'How do I reset my security device PIN?' in the Help Centre.
	When entering a new PIN a second time to confirm, my Security Device displays a <b>FAIL Pin</b> message	The PIN you have entered does not match the previous PIN entry.	Ensure that the PIN you have entered matches the previous entry.
	The Device window displays multiple incoherent messages one after another (see some sample messages on the left)	The device is no longer working.	1. Ask your System Administrator to deactivate the device and issue a new device. 2. Ask your System Administrator to contact your local HSBCnet Support Helpdesk to record this issue.
	The Device window displays messages with incomplete characters	The device display is no longer working.	1. Ask your System Administrator to deactivate the device and issue a new device. 2. Ask your System Administrator to contact your local HSBCnet Support Helpdesk to record this issue.
<p><b>Error(s) occurred.</b> The details you have entered do not match our records. We may suspend access to your service if there are too many unsuccessful attempts to log on. (LOG_0010)</p>	HSBCnet does not recognise the security code entered.	1. This Security Device may not have been allocated to you.	1. Check with your System Administrator to ensure the device you are using is allocated to you.
		2. Security code has timed out. Each generated code is only valid for a few seconds.	2. Turn off and turn on the Security Device and generate a new code. Enter this code immediately into the on-screen field.
		3. Security Device needs re-synchronising	3. System Administrator must resynchronise the Device.
Not applicable	User Security Device has been lost or cannot be accounted for	User has lost or not returned his/her Security Device.	Deactivate the Security Device, and if necessary, set up the User with a new Security Device.

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