

Security Device user guide



Our digital banking solutions make it easy for you to access your business accounts anytime, anywhere. To protect your account, you need to use your Security Device to log on to your company accounts and confirm your online transactions.

Click the below to refer to the step-by-step instructions accordingly:

How do I activate my new Security Device?

(existing Security Device has a low battery)

How do I activate my new Security Device?

(existing Security Device is lost or not working)

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

How do I activate my new Security Device? (existing Security Device has a low battery)

Step 1

When you receive the new Security Device, set up the PIN for it.



1. Turn on your device by pressing the green button for 2 seconds.



2. Enter a 4 to 6 digits PIN. For security, we recommend a 6-digit PIN.
Then press the yellow button.



3. Enter your new PIN again to confirm.

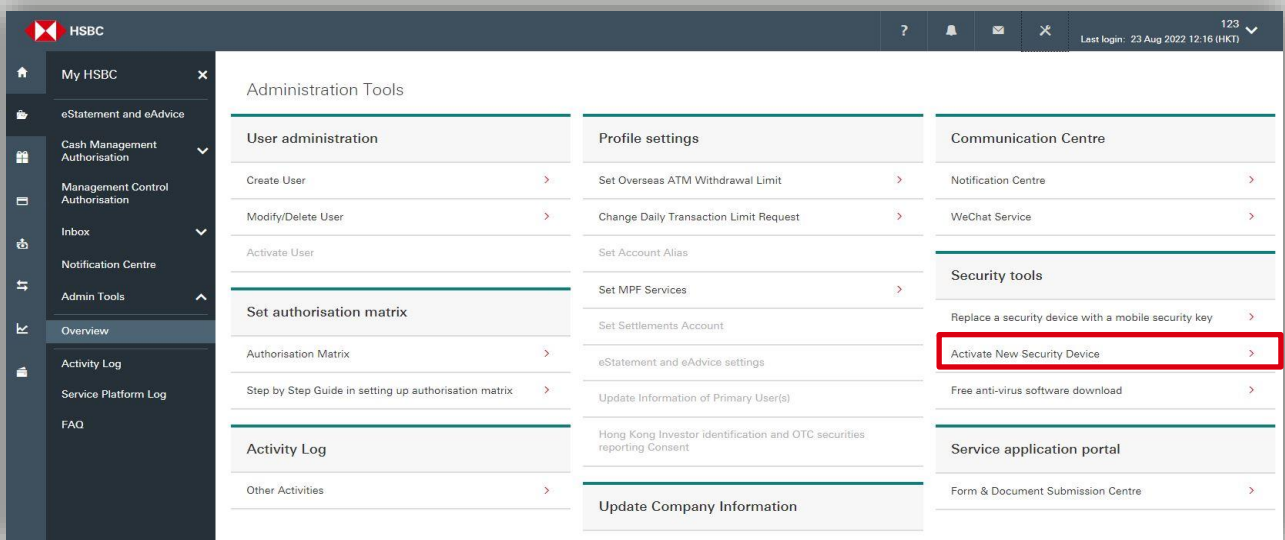
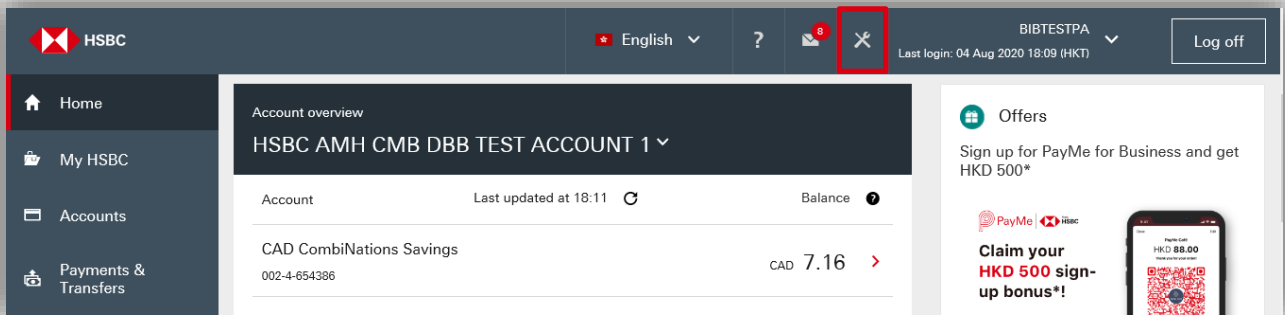


4. If the PIN setup is successful, it will show 'NEW PIN CONF' and 'HSBC' for 2 seconds.
If the PIN setup is unsuccessful, it will show 'FAIL PIN'. Press the green button to start the PIN setup process again



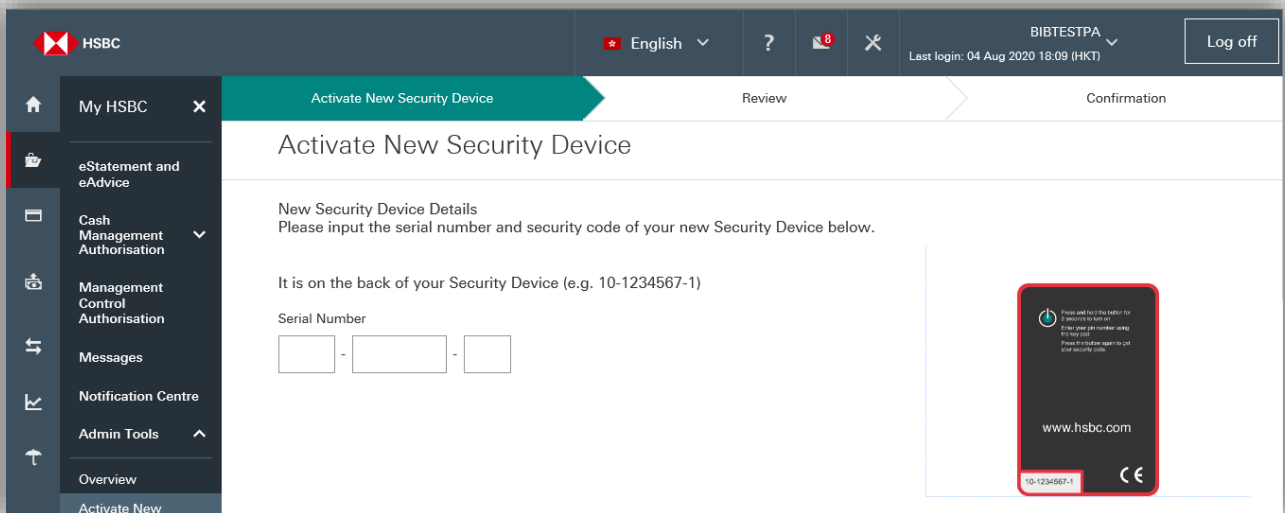
Step 2

Log on to Business Internet Banking, go to 'Admin Tools', then select 'Activate New Security Device'.



Step 3

Enter the serial number of the new Security Device. You can find it at the back of the device.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my PUBLIC security Device?

How do I change the PIN of my Security Device?

Step 4

Generate a security code from your new Security Device and enter it on the below screen to verify the activation, then click 'Confirm'.



1. Turn on your device by pressing the green button for 2 seconds.



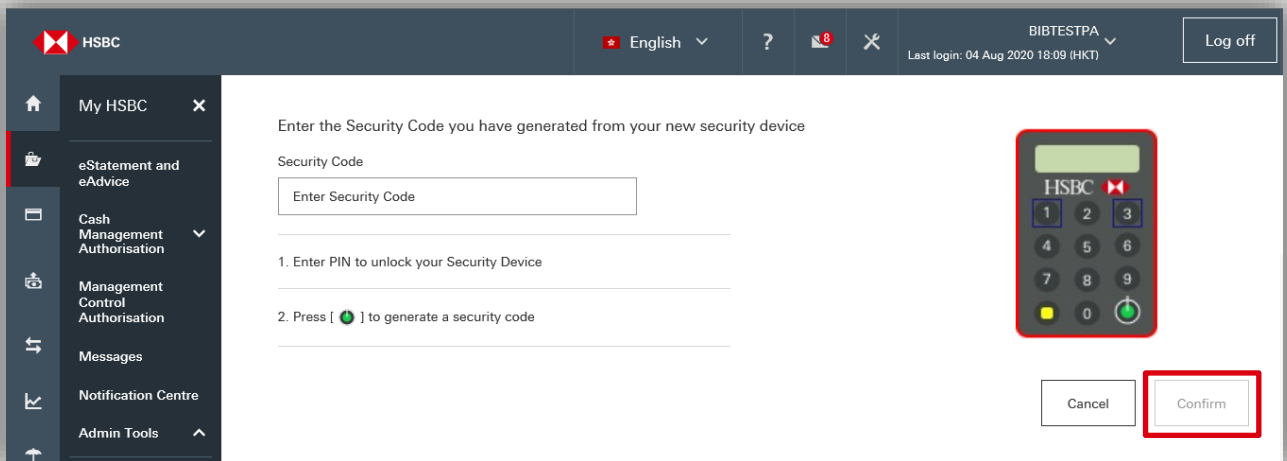
2. Enter your PIN.



3. Press the green button once.



4. A 6-digits security code will appear on the screen



Tips:

Once you have activated your new Security Device, your existing Security Device will be immediately deactivated.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my PUBLIC security Device?

How do I change the PIN of my Security Device?

How do I activate my new Security Device? (existing Security Device is lost or not working)

Step 1

When you receive the new Security Device, set up the PIN for it.



1. Turn on your device by pressing the green button for 2 seconds.



2. Enter a 4 to 6 digits PIN. For security, we recommend a 6-digit PIN.
Then press the yellow button.



3. Enter your new PIN again to confirm.



4. If the PIN setup is successful, it will show 'NEW PIN CONF' and 'HSBC' for 2 seconds.

If the PIN setup is unsuccessful, it will show 'FAIL PIN'. Press the green button to start the PIN setup process again



My existing Security Device has a low battery

My existing Security Device is lost or not working

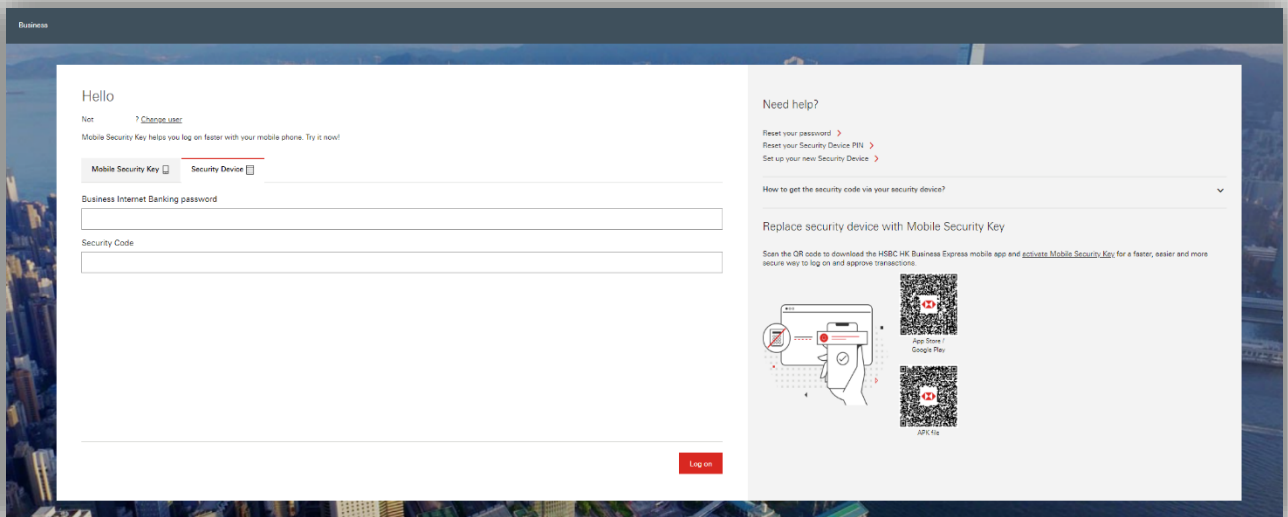
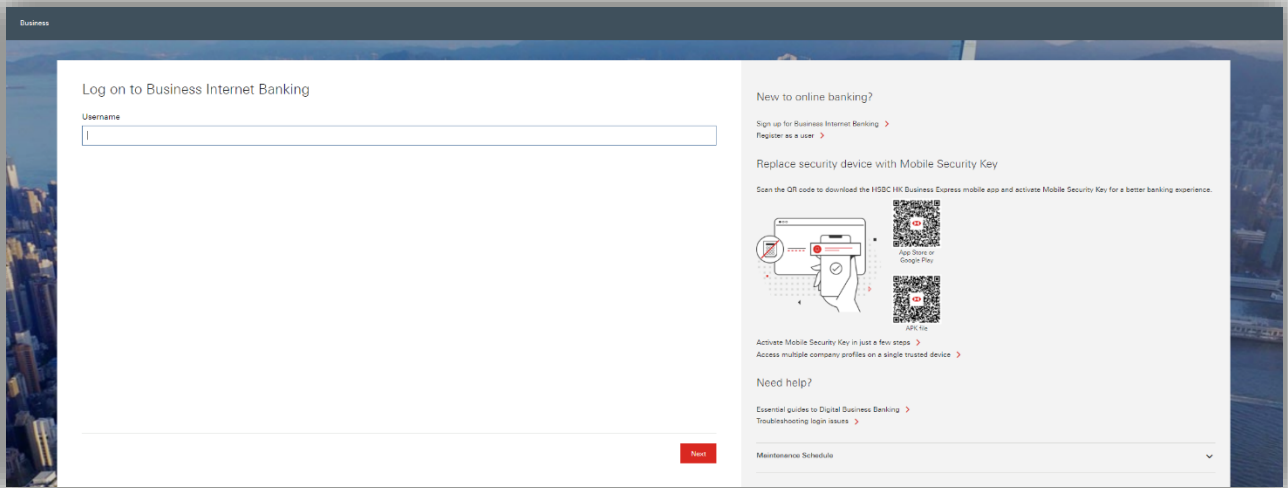
PUBLIC

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

Step 2

Go to Business Internet Banking log on screen, enter your username and password as usual.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

Step 3

You will be directed to the 'Activate New Security Device' page. Fill in the information as below, then click 'Continue' to review the details.

The screenshot shows the 'Activate New Security Device' page on the HSBC Business portal. The page has a progress bar at the top with three stages: 'Activate New Security Device' (active), 'Review', and 'Confirmation'. The main form contains the following fields:

- Principal Account Number:** A text input field with a red question mark icon to its right.
- User Short name:** A text input field with a red question mark icon to its right.
- Activation PIN:** A text input field with a red question mark icon to its right.
- Security Device Serial Number:** A field with three sub-inputs separated by dashes, with a red question mark icon to its right.
- Authentication code:** A text input field with a red question mark icon to its right. Below it is a note: "Please input the 6-digit authentication code we have sent to you by SMS. (This authentication code is not applicable to customers who - register for Mandatory Provident Fund service only; or - received Activation PIN at branch)".

Three callouts are present:

- Callout 1:** Points to the 'Activation PIN' field. Text: "1 Input the information from your Activation PIN mailer. Note: PIN activation allows 3 attempts only."
- Callout 2:** Points to the 'Security Device Serial Number' field. Text: "2 You can find it at the back of your Security Device." An image of the back of a security device is shown next to it.
- Callout 3:** Points to the 'Authentication code' field. Text: "3 We sent it to you via SMS." An image of an SMS message with the code '10-1234567-1' is shown next to it.

At the bottom right, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red border.



Tips:

If you have lost your activation PIN mailer, please call (852) 2748 8288 to request for a new activation PIN mailer.



My existing Security Device has a low battery

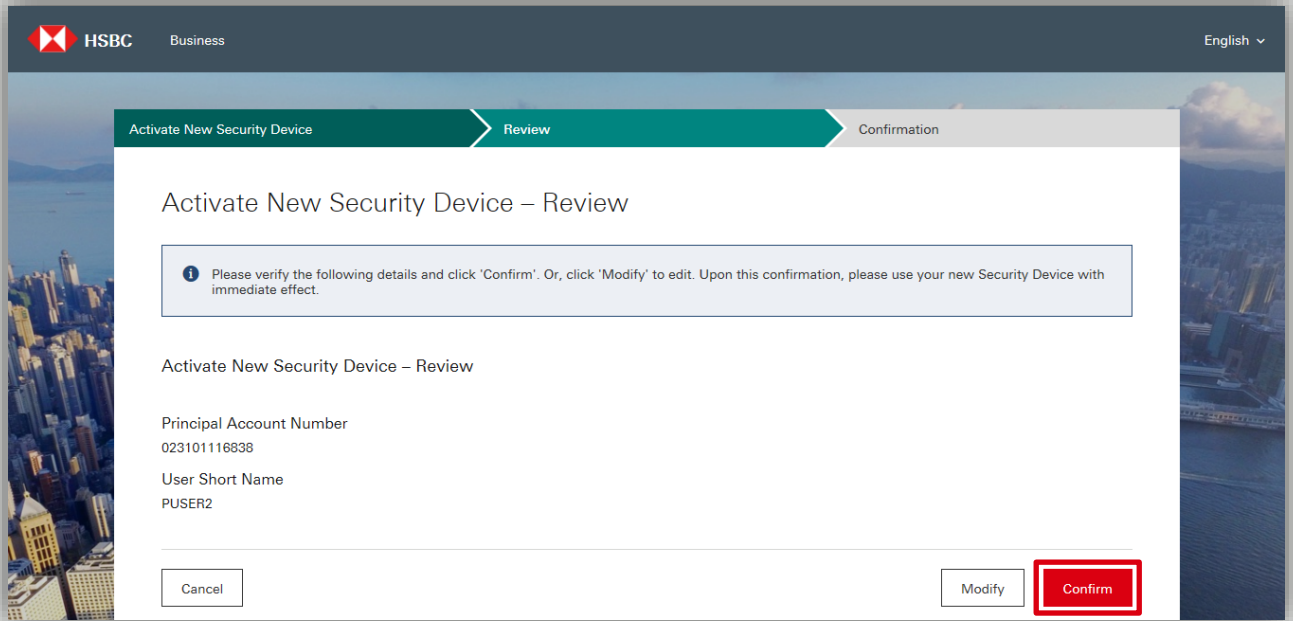
My existing Security Device is lost or not working

How do I generate security code from my Security Device?

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Step 4

Review your activation details, then click 'Confirm'.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

Step 5

Generate a security code from your new Security Device and enter it on the below screen to verify the activation, then click 'Confirm'



1. Turn on your device by pressing the green button for 2 seconds.



2. Enter your PIN.



3. Press the green button once.



4. A 6-digits security code will appear on the screen



My existing Security Device has a low battery

My existing Security Device is lost or not working








How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

How do I generate a security code from my Security Device?

According to the model of your Security Device, please refer to the below steps to generate security code for different purposes.

Generating a security code for logging on to Business Internet Banking

| | | | | |
|--|---|---|---|--|
|  |  | <p>1. Turn on your device by pressing the green button for 2 seconds.</p> |  | <p>2. Enter your PIN.</p> |
| |  | <p>3. Press the green button once.</p> |  | <p>4. A 6-digits security code will appear on the screen</p> |
|  | <p>Press the green button once and a 6-digit security code will appear on the screen.</p> | | | |
|  | <p>Press the grey button once and a 6-digit code will appear on the screen.</p> | | | |



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

Generating a security code for making payment to an unregistered beneficiary or creating a designated beneficiary



1. Turn on your device by pressing the green button for 2 seconds.



2. Enter your PIN.



3. Press the yellow button once.



4. You will see a dash sign on the screen. Enter the last 8 digits of the beneficiary account number.

If the beneficiary account number is less than 8 digits, input all the digits.



5. Press the yellow button again.



6. A 6-digit security code will appear on the screen.



1. Press the yellow button.
2. Enter last 8 digits of the beneficiary account number.
3. Press the yellow button again.
4. A 6-digit security code will appear on the screen.



You cannot use this Security Device to make payment to an unregistered beneficiary or create a designated beneficiary.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

Generating a security code for making an autoPay payment



1. Turn on your device by pressing the green button for 2 seconds.



2. Enter your PIN.



3. Press the yellow button once.



4. You will see a dash sign on the screen. Enter the number of entries followed by the total amount (excluding decimal), limiting to the first 8 digits. Example:

Total entries: 153
Total amount: 1,234,567.80
Please input 15312345



5. Press the yellow button again.



6. A 6-digit security code will appear on the screen.



You cannot use this Security Device to make autoPay payment.



You cannot use this Security Device to make autoPay payment.



My existing Security Device has a low battery

My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

How do I change the PIN of my Security Device?



1. Turn on your device by pressing the green button for 2 seconds, then enter your existing PIN



2. Press and hold button '8' for 2 seconds



3. Enter a new 4 to 6 digits, then press the yellow button. For better security, we recommend a 6-digit PIN.



4. Re-entering your new PIN to confirm.



5. If the PIN is successfully changed, it will show 'NEW PIN CONF' and 'HSBC' for 2 seconds.

If the PIN update is unsuccessful, it will show 'FAIL PIN'. Press the green button to start the PIN setup process again

Information and images displayed on the smartphone screen, laptop and Business Internet Banking interface are provided for illustrative purposes only.

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My existing Security Device has a low battery

My existing Security Device is lost or not working

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How do I change the PIN of my Security Device?