

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:

My existing Security Device has a low battery

(ie You still have a usable Security Device)

My existing Security Device is lost or not working

(ie You do not have a usable Security Device)

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

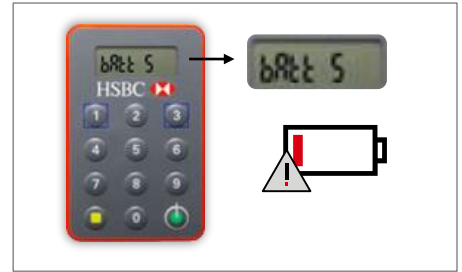
My existing Security Device has a low battery.

If [bAtt] shows on your physical Security Device after it's switched on, it means that its battery may run out soon, but you can still use it.



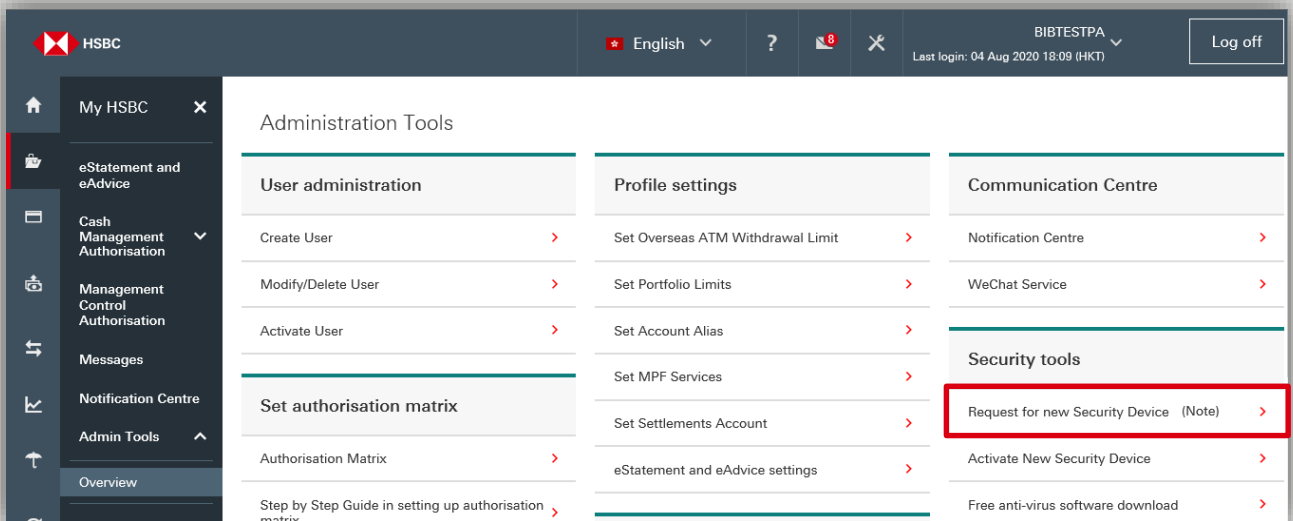
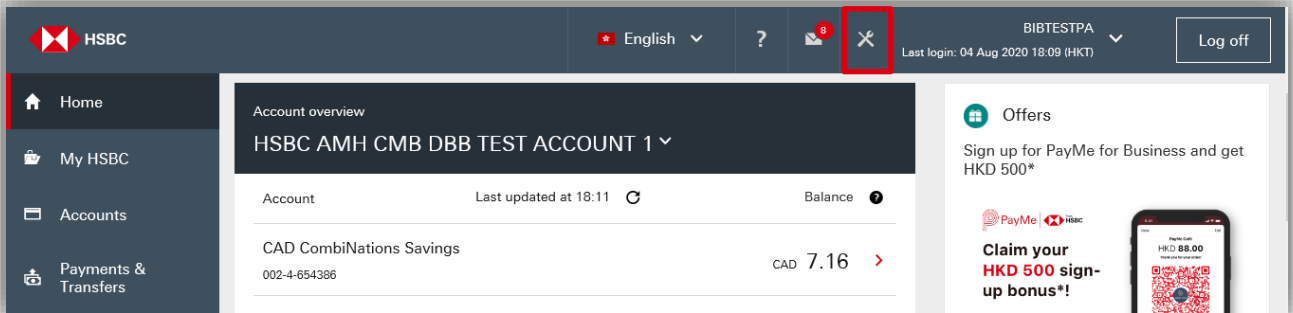
Tips:

You can still use this Security Device until the battery completely runs out, or until you have activated a new one. Please follow the below steps to request for a new Security Device online **free of charge**.



Step 1

Log on to Business Internet Banking, go to "Admin Tool", then click "Request for a new Security Device".



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Step 2

Follow the on-screen instructions to generate and enter the security code, then click “Confirm” to submit the request. The new Security Device will be delivered to you via your company’s preferred channel, which is shown on the page as well.

Step 3

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

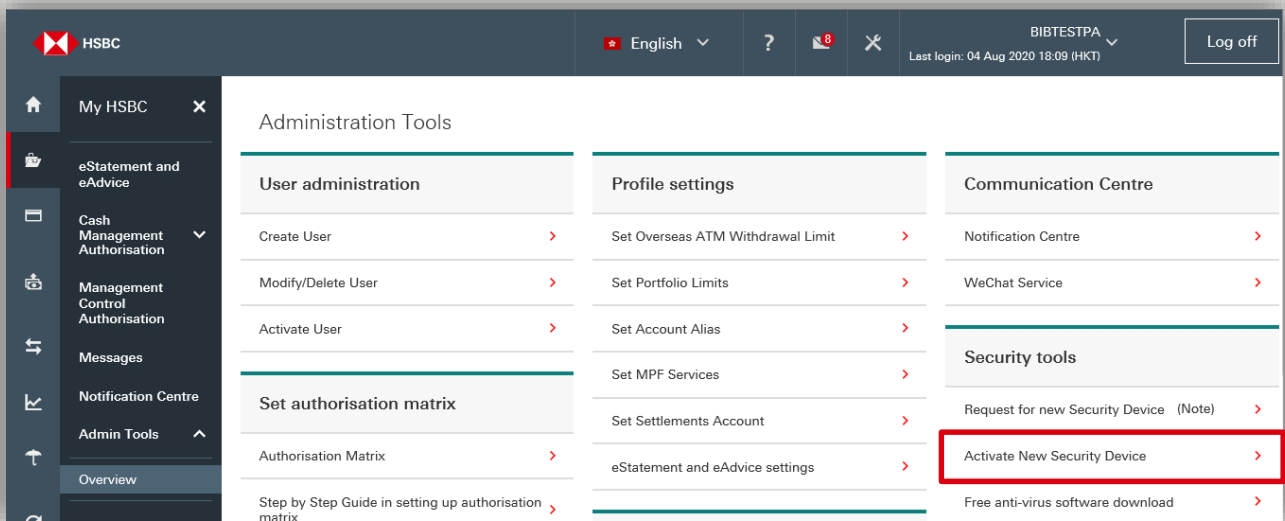
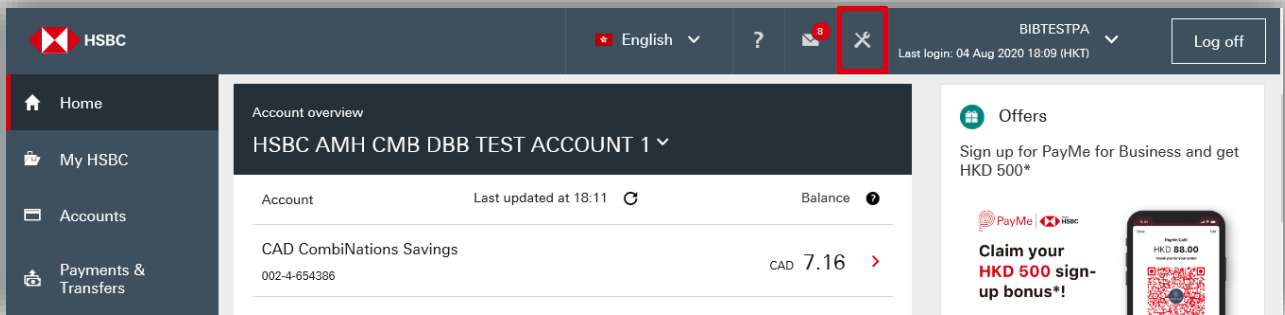
My existing Security Device is lost or not working

How do I generate security code from my Security Device?

How do I change the PIN of my Security Device?

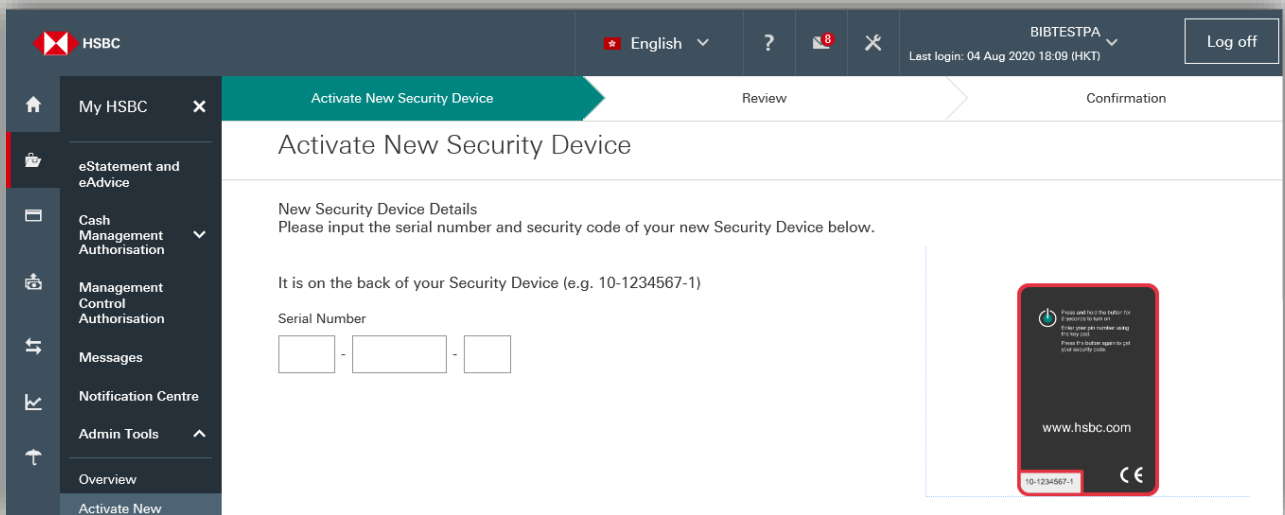
Step 4

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



Step 5

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



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Step 6

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.



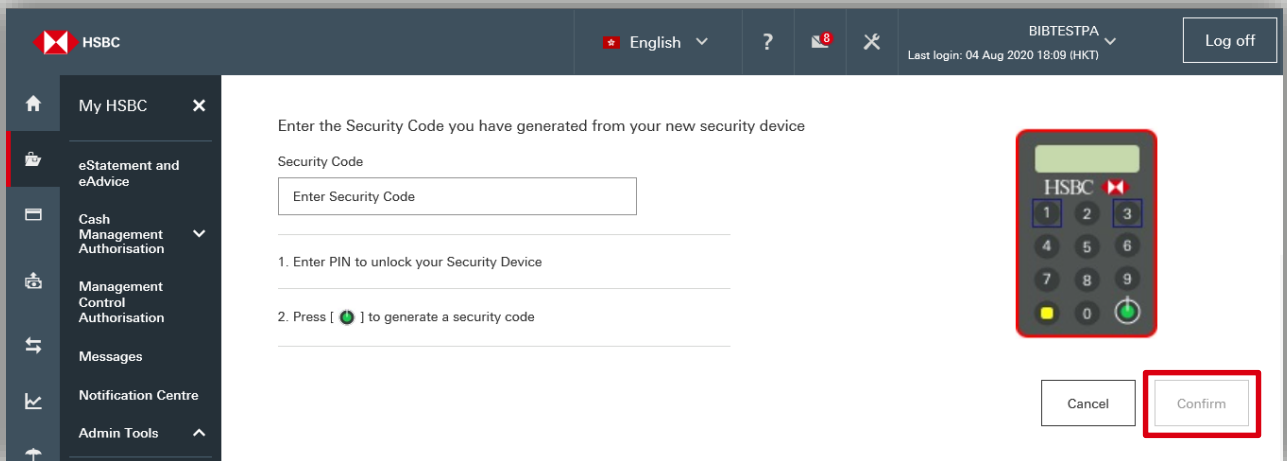
2. Enter your PIN.



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 Security Device?

How do I change the PIN of my Security Device?

My existing Security Device is lost or not working.

Step 1

Request a new Security Device **for free** at [Business Internet Banking logon page](#).

Enter the below information, then follow the on-screen instructions to complete the request.

Alternately, you can also download and return the [Business Internet Banking Special Instruction form](#) to request for a new Security Device. However, applications to re-issue or replace Business Internet Banking security device via HSBC branches, PhoneBanking or mail-in to HSBC will be charged with **a fee of HK\$100 per device**. For details, please [click here](#). To protect your account, please also call us on (852) 2748 8288 to report lost, so that we can deactivate your Security Device immediately.



My existing Security Device has a low battery

My existing Security Device is lost or not working

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Step 2

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

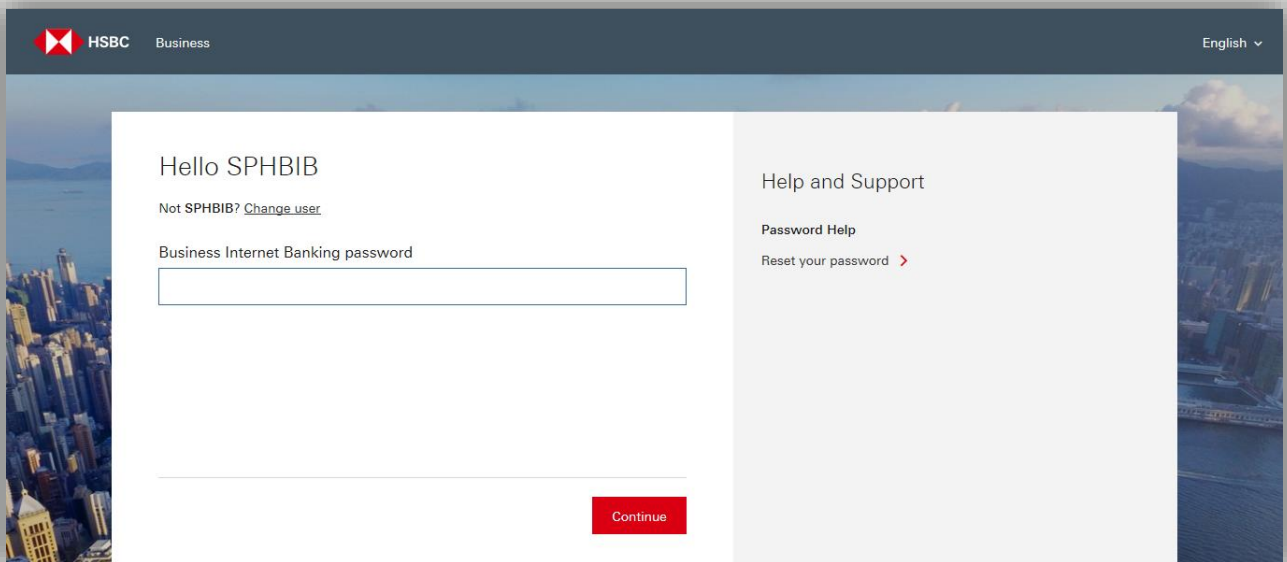
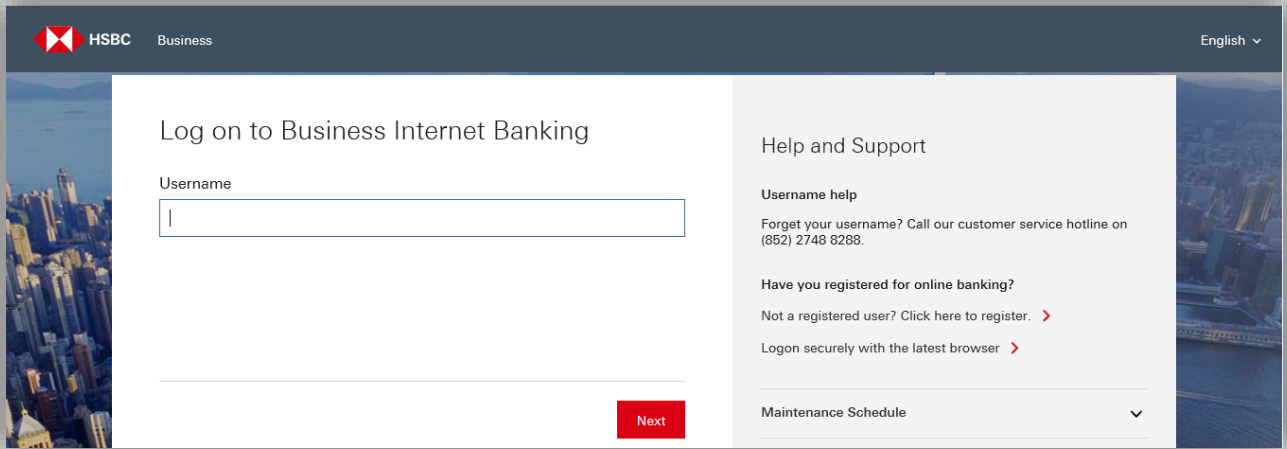
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Step **3**

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



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Step 4

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 HSBC Business 'Activate New Security Device' page. It features a progress bar at the top with 'Activate New Security Device' (active), 'Review', and 'Confirmation'. The main form includes the following fields:

- Principal Account Number**: A text input field with a red question mark icon.
- User Short name**: A text input field with a red question mark icon.
- Activation PIN**: A text input field with a red question mark icon.
- Security Device Serial Number**: A field with three sub-inputs separated by dashes, with a note: "It is on the back of your Security Device (e.g. 10-1234567-1)".
- Authentication code**: A text input field with 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:

- 1**: "Input the information from your Activation PIN mailer. Note: PIN activation allows 3 attempts only." (Points to the Principal Account Number field)
- 2**: "You can find it at the back of your Security Device." (Points to the Security Device Serial Number field)
- 3**: "We sent it to you via SMS." (Points to the Authentication code field)

An image of the security device is shown, displaying the HSBC logo, the URL www.hsbc.com, and the serial number 10-1234567-1. At the bottom right, there are 'Cancel' and 'Continue' buttons, with 'Continue' highlighted in a red box.



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

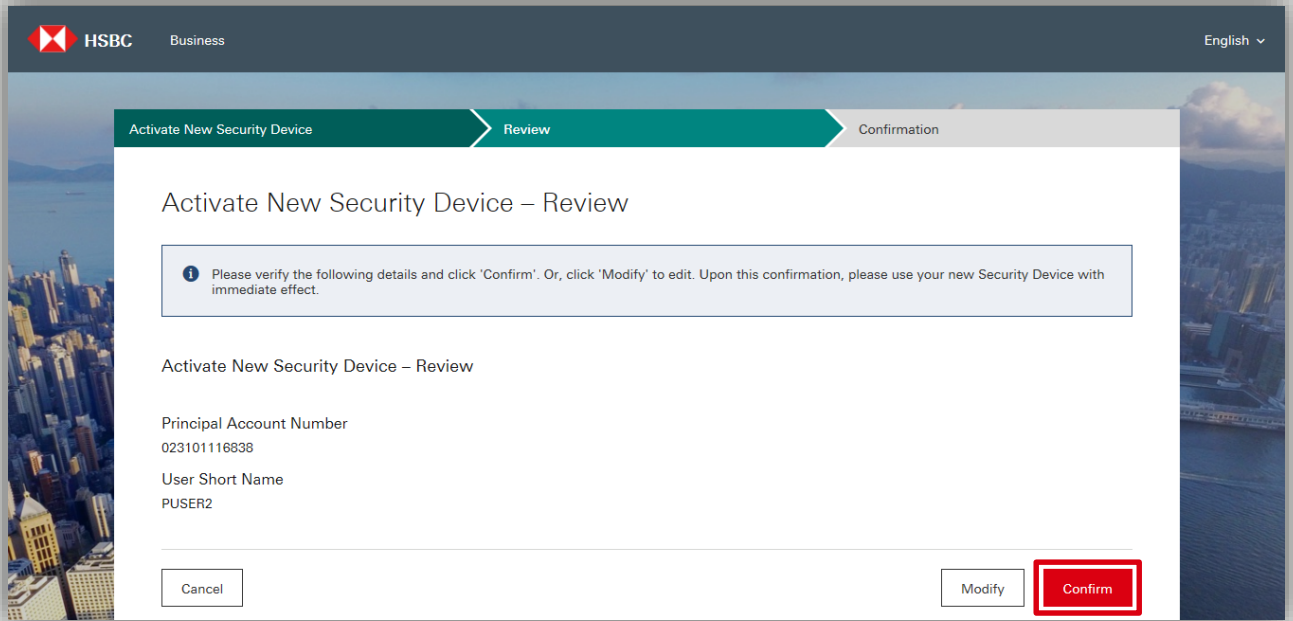
My existing Security Device is lost or not working

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Step **5**

Review your activation details, then click "Confirm".



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?

Step 6

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



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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>4. A 6-digits security code will appear on the screen</p>
	<p>3. Press the green button once.</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>	



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.



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.



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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



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

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