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CARDNET

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# STARTER GUIDE

Pay-as-you-go mobile card reader  
March 2024

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LLOYDS BANK

## What you need

You'll need:

- the card reader and micro USB charging cable we sent you.
- a mobile device, such as a smartphone or tablet.

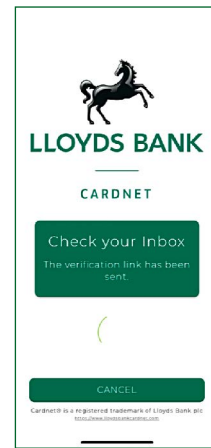
The card reader battery should last up to 8 hours before needing a charge. You can take payments while the card reader is charging.



## Set up your card reader

Follow these steps on your mobile device:

1. Go to the app store.
2. Download the Lloyds Bank Cardnet app.
3. Open the app and enter the email address you used when you applied.
4. Look out for an email from **no-reply@handpoint.com**.
5. Select the link in that email to confirm your email address.

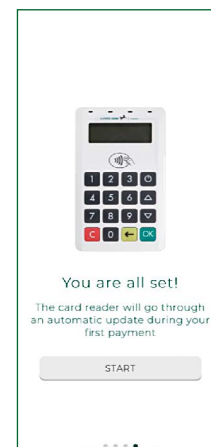
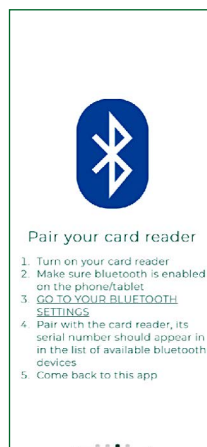
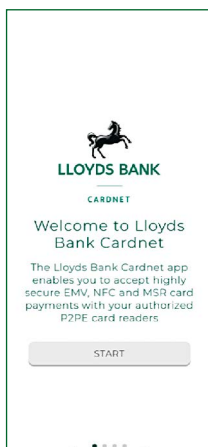
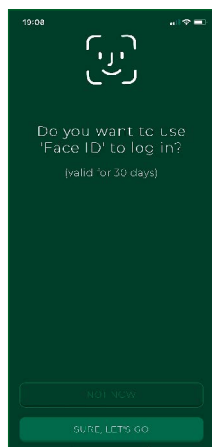


## Pair the card reader with your mobile device

Before you pair your devices, download any pending software updates to your mobile device. Your card reader may force an update on your first sale if you don't do this. This can delay the sale, as updates can take 15-20 minutes on Apple and 5 mins on Android devices. Then, follow these steps:

1. Switch on your card reader.
2. Turn on Bluetooth on your mobile device.
3. Make sure your mobile device is connected to the internet.
4. In the app, Handpoint will ask for touch or face ID if you've enabled those.
5. Select 'START' on the welcome page.
6. 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. Press 'Pair'.

Set up video can be accessed below via scanning the QR code



## If the pairing doesn't work


If you're still having issues after following the steps above, try:

- disconnecting the card reader from your mobile device before pairing it again;
- restarting 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 this happens, email us on the address below.

## How to take payments

You can take payments as follows:

1. Open the app.
2. Select the third tab  in the app.
3. Enter the total charge or add up individual items.
4. Select 'PAY'.

Then, there are three ways a customer can pay.

### Chip and PIN

Insert the customer's chip card into the slot at the bottom of the card reader. The chip has to face upwards.

Follow the instructions on the card reader and app.

### Contactless

Contactless cards must be close to the card reader, with the card centre over the contactless symbol. Four lights on the card reader will come on.

Follow the instructions on the card reader and app.

### Magnetic stripe

You may receive a prompt to swipe the card through the magnetic stripe reader. This is a slot at the top of the card reader. Swipe the card from left to right in a smooth motion.

Follow the instructions on the card reader and app.


## Further support

If you need more support, take a look at the other guides we sent you or email us on [LloydsBankCardnetmPOS@lloydsbanking.com](mailto:LloydsBankCardnetmPOS@lloydsbanking.com).

## Find out more

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 Go to [lloydsbankcardnet.com](https://lloydsbankcardnet.com)

 Call us on 01268 567100  
lines 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 March 2024.

### 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 [lloydsbankcardnet.com/forms/contact-us](https://lloydsbankcardnet.com/forms/contact-us)



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