HongLeong Bank

Merchant Guide
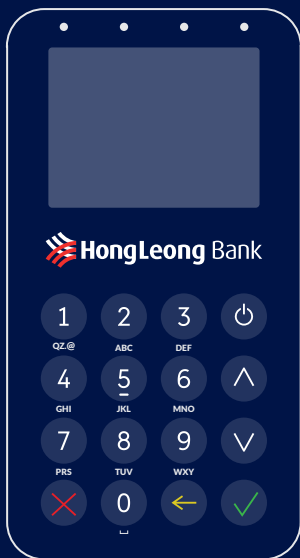
Lighthouse Reader

((•)) Contactless

[•___] Chip

Magstripe

HongLeong Bank

Getting Started

Charging

Note: Charge the Lighthouse reader for 2 hours before using.

Charge the card reader using the enclosed USB type-C cable or a "Charging Dock" (sold separately). The Lighthouse reader can be used while it's being charged.

Charging time   Approx. 2 hours

Battery life   Approx. 500 transactions per charge

First Time Activation

- Press and hold the Power button until the reader starts up, make sure the reader's mobile network is available.

- Login with your User ID and temporary PIN received through email when you register.

- Key in the activation code sent to your registered mobile number.

- Key in your new 6 digit User PIN.

Integration with Point of Sales (POS) system

For POS integration with our Lighthouse reader kindly get in touch with us.

Get to know your Lighthouse reader

Magstripe swipe slot

Contactless payment indicators

SIM card slot

Charging port

Touch screen

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1 QZ.@
2 ABC
3 DEF
Power button

4 GHI
5 JKL
6 MNO
Up / Down selection

7 PRS
8 TUV
9 WXY

X
0
←
✓

OK

Clear

Chip-card slot

Cancel

Accessory connector

50% 🔋 **Battery status**

⚡🔌🔋 **Battery charging**

🔋 **Battery fully charged**

📶 **Mobile network status**

✳ **Bluetooth connection**

Card Payments

1 Press any button to start, select "**Sale**" and enter total amount .
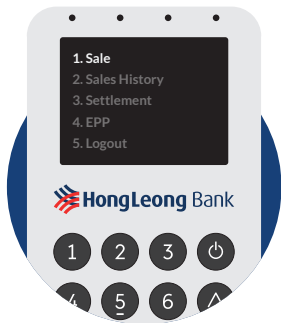
2 Ask the customer to insert, swipe or tap their card.

Contactless

Tap on the card reader display.

Insert card

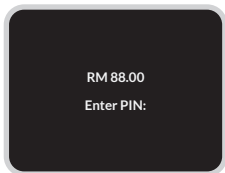Insert the card at the bottom of the reader. (Chip first)

Swipe card

Swipe the card at the back of the reader. (Magstripe in front)

3 When prompted ask the customer to enter their PIN or sign on the display and press '**OK**' to process the payment.

RM 88.00

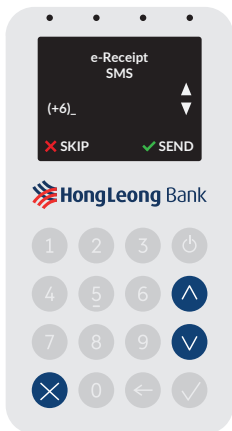Enter PIN:

Please Sign

Signature

✕ Cancel   ‹ Clear   ✓ OK

4 Sending an e-Receipt.

💬 **Send via SMS**

Enter customer's mobile number.

✉ **Send via E-mail**

Press the '**Up**' or '**Down**' buttons and enter customer's email address.

e-Receipt
SMS

(+6)_

✕ SKIP   ✓ SEND

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1 2 3 ⏻
4 5 6 ⋀
7 8 9 ⋁
✕ 0 ← ✓

Perform Easy Payment Plan (EPP)

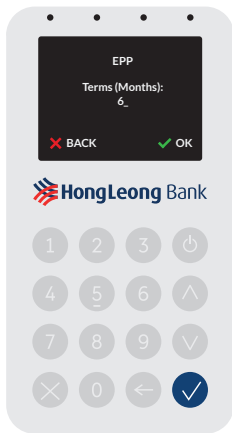**1** Select "**EPP**" and enter the total amount.

Note: For EPP transactions, only card insert method is accepted.

2 Enter the EPP terms (Months) and press '**OK**'.

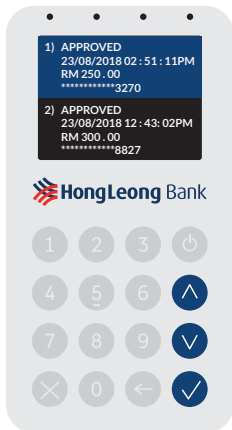- To send an e-Receipt, refer to step 4 from **Card Payments**.

Note: For Easy Payment Plan (EPP) enablement kindly get in touch with us.

# View sales history, Resend e-Receipts and Void transactions

1 Press any button to start and select "**Sales History**".

- Enter your User PIN.

- View the sales history by navigating the list with the '**Up**' or '**Down**' buttons and press '**OK**' to select.

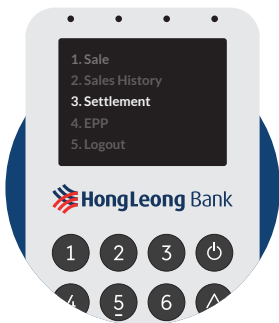**2** Resending an e-Receipt or voiding a transaction.

- To resend an e-Receipt press '**1 : Receipt**'.

- To void a transaction press '**2 : Void**'.

- To send a voided e-Receipt, refer to step 4 from **Card Payments**.
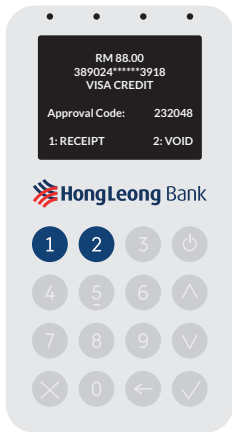
Credit Settlement

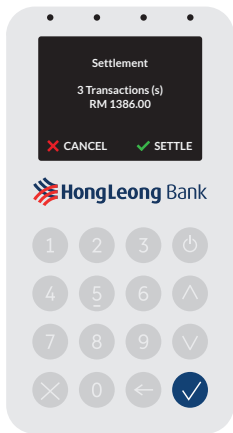**1** Press any button to start and select "**Settlement**".

- Enter your User PIN.

2 Confirm the settlement amount and press '**OK**'.

Note: Credit settlements are automatically done at the end of the day.

You may also choose to perform manual credit settlements.

Security

Soft Space deals with payments and transactions every day, hence security risk management and data protection require high level of security and regulatory compliance - we want to build a foundation of trust with our clients.

Our platforms and products adhere to the highest level of global security standards. Our solutions has been through numerous penetration tests, strict scrutiny compliance and meticulous procedures before being adopted by financial institutions all over Asia.

We are certified by EMVCo, PCI DSS and other major card schemes, making our card readers secured and recognized globally.

EMV approved, PCI DSS compliant, PCI PTS 4.X and SRED certified
EMV® APPROVED mark and logo are owned by EMVCO, LLC.

Start selling with lighthouse today