

Hang Seng HSBCnet Tips

What is the “bAtt” message displayed on my Security Device?

This is a low battery message. The “bAtt 2” message followed by “bAtt 1” and “bAtt 0” message appear on the device window. The low battery counter starts at 2 indicating a battery life of 2 months.

After its first appearance, the “bAtt” message appears for 2 seconds each time the device is powered on. After 2 seconds the device resumes normal operations.

Action Required

1) For End Users:

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.

2) For System Administrators:

If new Security Device is available:

Access the **User Management** tool under the User and Account Management tab and select **Manage Security Devices**, link up the Security Device to the designated user.

*To learn more, please refer to **Setting up Security Device** section of the **System Administration: User Management User Guide on Help Center**.*

If new Security Device is not available:

Please order the Security Devices via Hang Seng HSBCnet by:

Prepare the order

1. Access the **User Management** tool under the User and Account Management tab and select **Manage Security Devices**
2. Authenticate yourself using your Security Device and select **Continue**
3. Select **Order Security Devices** under the **Order** tab of Security Device Management
4. Fill in the information of the **Order Security Devices** Page
5. Select **Submit** upon completion
6. Receive **Acknowledgement** upon completion. Pending for **authorisation**.

Authorise the order

1. Select **Order** tab under Security Device Management, **Authorize** Security Device order and Select **Submit** to process the order.

The Security Device will be delivered to your designated address shortly. Once the Security Device are received, please kindly deactivate the existing Security Device, and allocate the new Security Device to the staff accordingly.