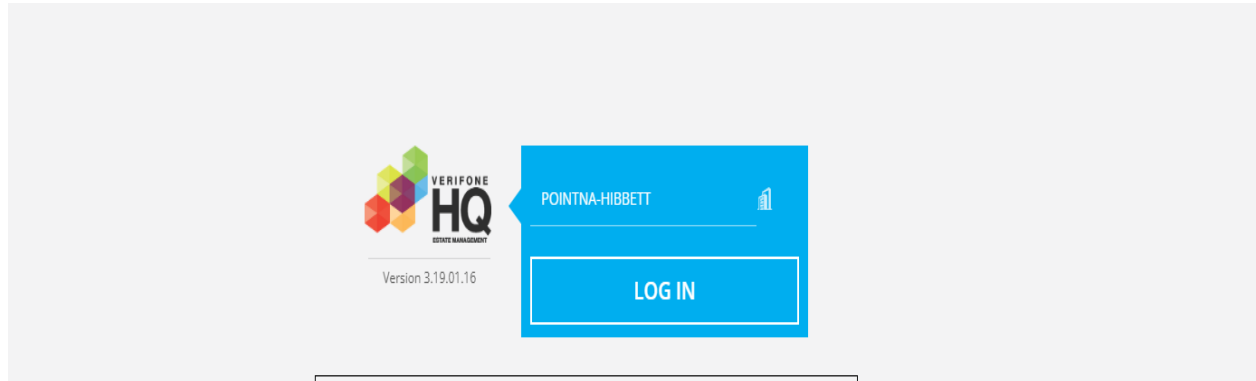
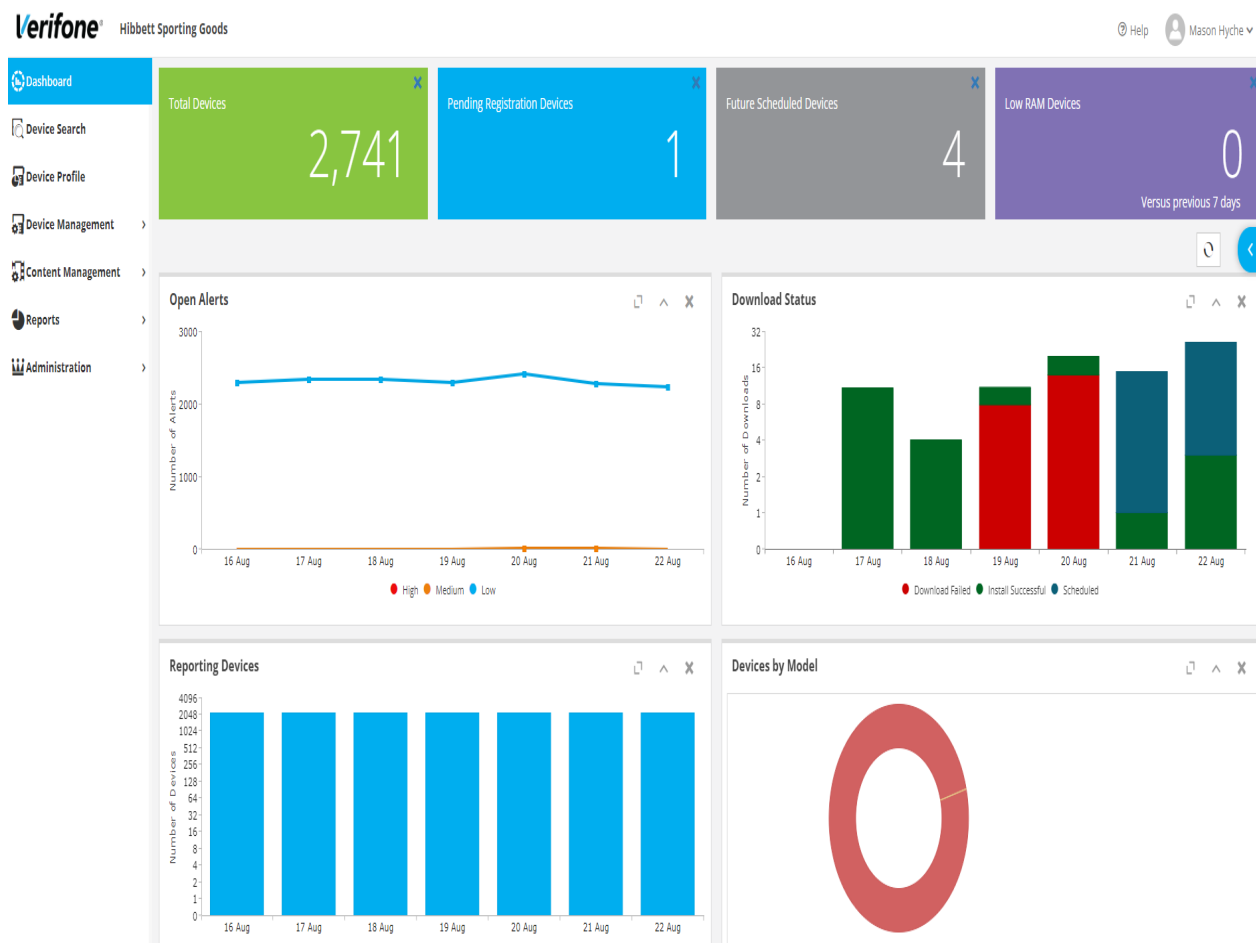


Site Link: [VHQ](#)

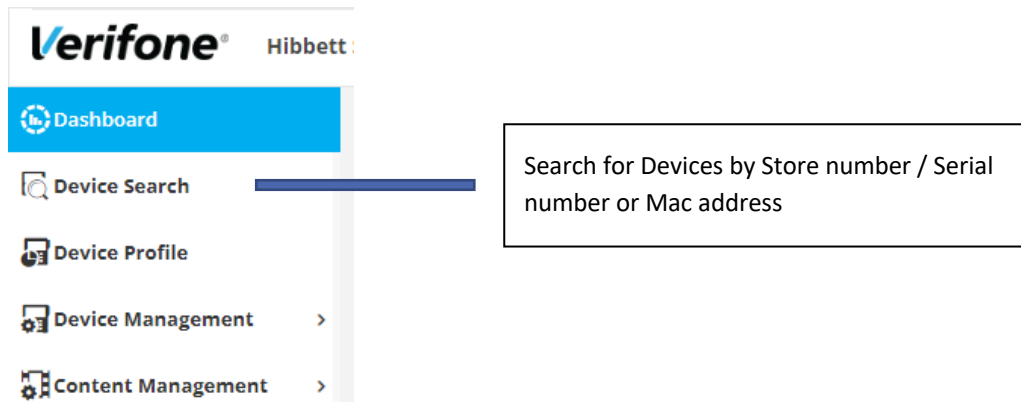
Email ID or Company : POINTNA-HIBBETT



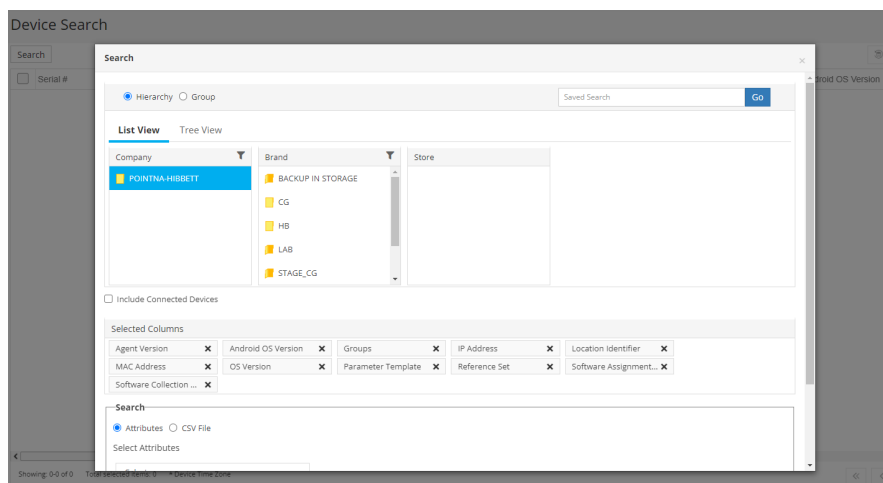
Main Dashboard:



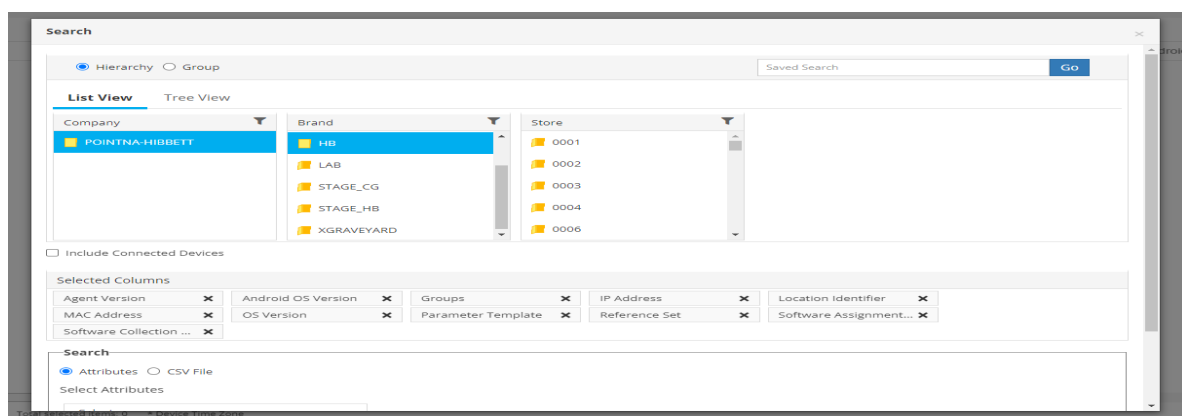
Searching for Devices :



(Next Screen)



Select Brand (CG for City Gear, HB for Hibbett)



Make sure to click the text not the “+” icon when selecting the brand. Doing to will filter in all HB/CG store respectively.

After Selecting the Store number scroll down and click apply filter to search for all devices with that store's hierarchy (Store Number)

On this screen you can see the base level information for this store's devices.

Device Search

Search [Reset] [Filter] [Check] [Uncheck] [List]

Search Criteria

Hierarchy: POINTNA-HIBBETT >... X

Attribute:

<input type="checkbox"/>	Serial #	Device ID	Model	Device Status	Hierarchy Path	Last Heartbeat*	Agent Version	Android OS Version	Groups
<input type="checkbox"/>	804-806-311	HIBXST0039R01	M400 WIFI/BT	✓ Active	POINTNA-HIBBETT >> HB >> 0039	22/Aug/2022 03:36:05 PM	3.2.16-653		
<input type="checkbox"/>	804-806-314	HIBXST0039R02	M400 WIFI/BT	✓ Active	POINTNA-HIBBETT >> HB >> 0039	22/Aug/2022 03:36:12 PM	3.2.16-653		

- Serial number: Unique ID assigned by Verifone distinguishing each device
- Device ID: Used as a reference to help determine which device is assigned to a particular register. (Manually assigned by POS HD)
- Model Number: Should always be M400.
- Hierarchy Patch: Shows which store each device is assigned to. When installing a new pinpad the device may automatically assign itself to the correct hierarchy. Otherwise, you will have to assign it manually.
- Last Heartbeat: Last connection response between the device and VHQ. This can be manually requested from the device. (see M400 guide)

VERIFONE – VHQ QUICK GUIDE AND TIPS

Clicking on the device check box allows for some quick actions like assigning the device ID or setting the Hierarchy.

The screenshot shows a table of devices with columns: Serial #, Device ID, Model, Device Status, Hierarchy Path, Last Heartbeat, Agent Version, and Android. Two devices are listed, both with status 'Active'. A 'Device Actions' dropdown menu is open, showing options: Status (Active, Inactive, Pending Registration), Schedule, Edit Hierarchy, Group, Parameters, Software and Key Assignment, and Export.

Serial #	Device ID	Model	Device Status	Hierarchy Path	Last Heartbeat	Agent Version	Android
<input checked="" type="checkbox"/> 804-806-311	HIBXST0039R01	M400 WIFI/BT	Active	POINTNA-HIBBETT >> HB >> 0039	22/Aug/2022 03:36:05 PM	3.2.16-653	
<input type="checkbox"/> 804-806-314	HIBXST0039R02	M400 WIFI/BT	Active	POINTNA-HIBBETT >> HB >> 0039	22/Aug/2022 03:36:12 PM	3.2.16-653	

Clicking on the Device ID or serial number takes you to the Device profile screen. This gives a higher-level view of the device and more advanced selection of tasks.

The screenshot shows the 'Device Profile' screen for device 804-806-311. It includes a sidebar with navigation options: Dashboard, Device Search, Device Profile (selected), Device Management, Content Management, Reports, and Administration. The main content area shows device details: Model (M400 WIFI/BT), Serial Number (804-806-311), Device ID (HIBXST0039R01), and status (Active). It also displays a 'Payment Device' section with 'Flash Available' at 50% and 'Ram Available' at 80%. A 'Hierarchy' section shows the device's location within the organization. A table at the bottom lists various attributes and their values.

Attribute	Value
Agent Version	3.2.16-653
Built-in Battery	Yes
Built-in Battery Level	30%
Clock Setting*	08/22/2022 03:31:30
DT Name	M400-FPGA-BT-WIFI-ev1-1
GUI Manager Version	
HW Device	SmartCardReader (01.34.07/2020)
IP Address	10.200.38.179

The Dashboard section of this menu gives more details on the pin pads status.

This screenshot is similar to the previous one, showing the 'Device Profile' screen for device 804-806-311. The 'Dashboard' tab is highlighted in the sidebar. The main content area shows the same device details and 'Payment Device' status. The 'Hierarchy' section shows the device's location within the organization. A table at the bottom lists various attributes and their values.

Attribute	Value
Agent Version	3.2.16-653
Built-in Battery	Yes
Built-in Battery Level	30%
Clock Setting*	08/22/2022 03:31:30
DT Name	M400-FPGA-BT-WIFI-ev1-1

The Detail section offers more details about each application on the device. This is where things like the device's digital payment parameters and payment authorization keys are located.

Device Profile

Model : M400 WIFI/BT Serial Number : 804-806-311 Device ID : HIBXST0039R01 Active Schedule Software & Keys Device Swap

Dashboard **Details** History Jobs

Software Software Status Parameters Diagnostic Profile Custom Identifiers Ports Connectivity Custom Attributes Security

Software

Name	Version	Type	Application Id	Bundle Name	Bundle Version	Component	Activation Status	Location
000_notifysvc	1.19.1	OS		notifysvc	1.19.1	Payment Device		
01_Remove_Config_USI	3.0.0	Application		01_Preinstall_Remove	3.0.0	Payment Device		
adk_pm	0.16.0	Application		pm_cfg	0.16.0	Payment Device		
adkfonts	1.1.0	OS		adkfonts	1.1.0	Payment Device		
alsa-lib	1.0.0	OS		rfsbundle	1.89.29.13429-3	Payment Device		
alsa-utils	1.0.0	OS		alsa-utils	1.0.0	Payment Device		
apm_cfg_svc	1.2.1	Application		apm_cfg_svc	1.2.1	Payment Device		
apm_cfg_svc	1.2.1	CPAApplication	apm_cfg_svc			Payment Device	✓ Active	
apm_cfg_svc_log	1.2.1	Application		apm_cfg_svc	1.2.1	Payment Device		
apm_cfg_svc_res	1.2.1	Application		apm_cfg_svc	1.2.1	Payment Device		
app_settings	3.0.5	Application		app_config	3.2.21	Payment Device		
AppM	14.0.18.13419	OS				Payment Device		
base.flash	1.62.0.13400-3	OS		rfsbundle	1.89.29.13429-3	Payment Device		

Device Profile

Model : M400 WIFI/BT Serial Number : 804-806-311 Device ID : HIBXST0039R01 Active Schedule Software & Keys Device Swap

Dashboard **Details** History Jobs

Software Software Status **Parameters** Diagnostic Profile Custom Identifiers Ports Connectivity Custom Attributes Security

Parameters

Applications	Versions	Parameters Sync Status	Actions	
klarna	1.7.0	In Sync	Edit	Restore Default
paypal	1.5.0	In Sync	Edit	Restore Default
venmo	1.5.0	In Sync	Edit	Restore Default
SCA-UGP_debitpref	3.2.22	In Sync	Edit	Restore Default
FD_debit_pref_config	3.2.8		Edit	Restore Default
adk_pm	0.16.0		Edit	Restore Default
vkb-res	1.0.0		Edit	Restore Default
alsa-utils	1.0.0		Edit	Restore Default
basectrl-requests	1.0.0		Edit	Restore Default
bluetooth-fw-20707	1.0.0		Edit	Restore Default
bluetooth-wifi-fw-43340	1.0.0		Edit	Restore Default
bluetooth-wifi-fw-4343w	1.0.0		Edit	Restore Default

VERIFONE – VHQ QUICK GUIDE AND TIPS

Edit Parameter for Application: klarna Version : 1.7.0

☐ Update parameters across all instances

APM Params

Server : PROD

Merchant ID : 001653

Polling Interval : 4

Identity check : Customer facing terminal

Settings Password : 166831

Terminal ID : 011972

Demo Mode : Off

Timeout for successful transaction result : 5

Store ID : 0039

Timeout : 180

Automatic Cancel : On

Timeout for not successful transaction result : 20

Save Cancel

(This information is needed for the device to authorize digital payments)

Security – Encryption Keys section is where the devices keys are listed. Without this device key the pin pad isn't authorized to make transactions.

Device Profile

Model: M400 WIFI/BT

Serial Number: 804-806-311

Device ID: HIBXS19039R01

Active

Schedule

Software & Keys

Device Swap

Dashboard

Details

History

Jobs

Software

Software Status

Parameters

Diagnostic Profile

Custom Identifiers

Ports

Connectivity

Custom Attributes

Security

Encryption Keys

Type	Name	Slot	Key Information
MasterSession	KEY NOT PRESENT	2	
MasterSession	KEY NOT PRESENT	3	
MasterSession	KEY NOT PRESENT	4	
MasterSession	KEY NOT PRESENT	5	
MasterSession	KEY NOT PRESENT	6	
MasterSession	KEY NOT PRESENT	7	
MasterSession	KEY NOT PRESENT	8	
MasterSession	KEY NOT PRESENT	9	
DUKPT	KEY PRESENT	0	KSN: 012601B117C01C28
DUKPT	KEY NOT PRESENT	1	
DUKPT	KEY NOT PRESENT	2	
RKL	KEY PRESENT	0	
User	KEY NOT PRESENT	0	

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VERIFONE – VHQ QUICK GUIDE AND TIPS

The Jobs Tab is a list of all the update packages the device has installed. On this screen you can see the jobs status, its scheduled information, and who created/scheduled the installation etc.

Device Profile

Model : M400 WiFi/BT

Serial Number : 804-806-311

Device ID : HIBXST0039R01

Active

Schedule

Software & Keys

Device Swap

Dashboard

Details

History

Jobs

Download

VRK

Diagnostic

Content

Download Jobs

Serial #	Component	Job Name	Job Status	Job Reason	Package(s)	Download Schedule*	Install Schedule*	Schedule Information	Created By	Created On	Download Type	Referen
804-806-311	Payment Dev...	Job#289899...	Success...		Packages: 0...	25/Apr/2022 10:08:14 ...	25/Apr/2022 10:08:11 ...	Download scheduled at ...	John Stegem...	25/Apr/2022 10:08:1...	Manual	
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 3...	10/Feb/2022 05:14:14 ...	10/Feb/2022 05:14:14 ...	Download scheduled at ...	System Syste...	10/Feb/2022 05:14:1...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	28/Jan/2022 02:06:28 ...	28/Jan/2022 02:06:28 ...	Download scheduled at ...	System Syste...	28/Jan/2022 02:06:2...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	14/Jan/2022 11:29:35 ...	14/Jan/2022 11:29:35 ...	Download scheduled at ...	System Syste...	14/Jan/2022 11:29:3...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	13/Jan/2022 12:10:59 ...	13/Jan/2022 12:10:59 ...	Download scheduled at ...	System Syste...	13/Jan/2022 12:10:5...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	12/Jan/2022 02:06:43 ...	12/Jan/2022 02:06:43 ...	Download scheduled at ...	System Syste...	12/Jan/2022 02:06:4...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	05/Jan/2022 02:11:24 ...	05/Jan/2022 02:11:24 ...	Download scheduled at ...	System Syste...	05/Jan/2022 02:11:2...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	14/Dec/2021 10:47:34 ...	14/Dec/2021 10:47:34 ...	Download scheduled at ...	System Syste...	14/Dec/2021 10:47:3...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 4...	09/Dec/2021 03:58:53 ...	09/Dec/2021 03:58:53 ...	Download scheduled at ...	System Syste...	09/Dec/2021 03:58:5...	Automatic	HB_Eng
804-806-311	Payment Dev...	AutomaticJo...	Success...		Packages: 0...	08/Dec/2021 10:26:08 ...	08/Dec/2021 10:26:08 ...	Download scheduled at ...	System Syste...	08/Dec/2021 10:26:0...	Automatic	HB_Eng

You can also scroll over and click on view results to list each download in the entire package.

Device Profile

Model : M400 WiFi/BT

Serial Number : 804-806-311

Device ID : HIBXST0039R01

Active

Schedule

Software & Keys

Dashboard

Details

History

Jobs

Download

Download Jobs

Job Reason

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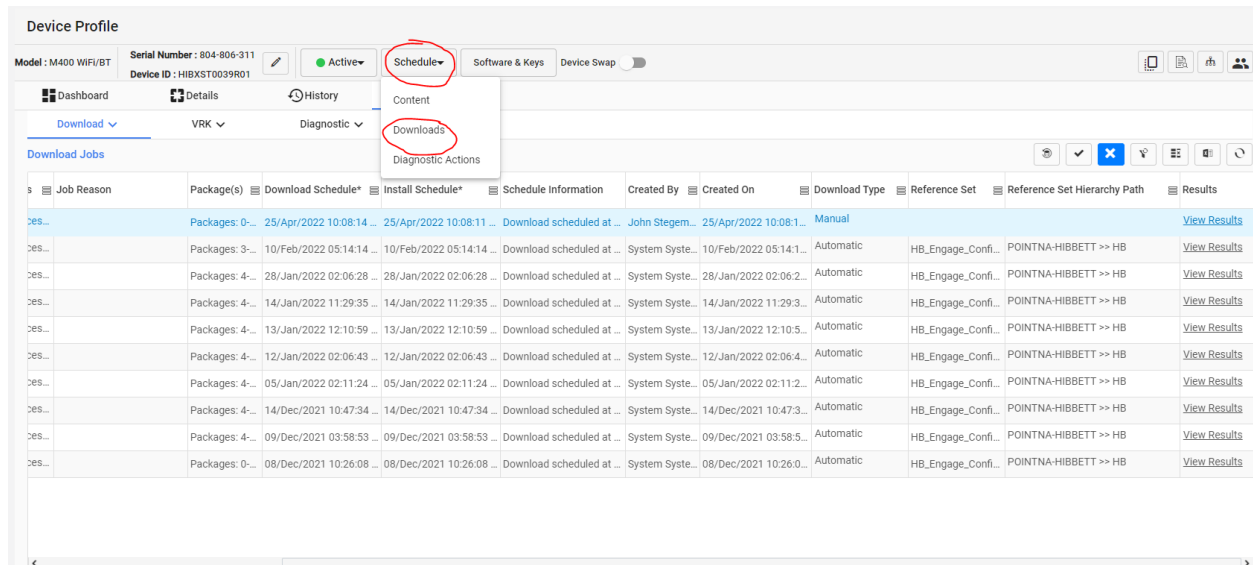
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VERIFONE – VHQ QUCIK GUIDE AND TIPS

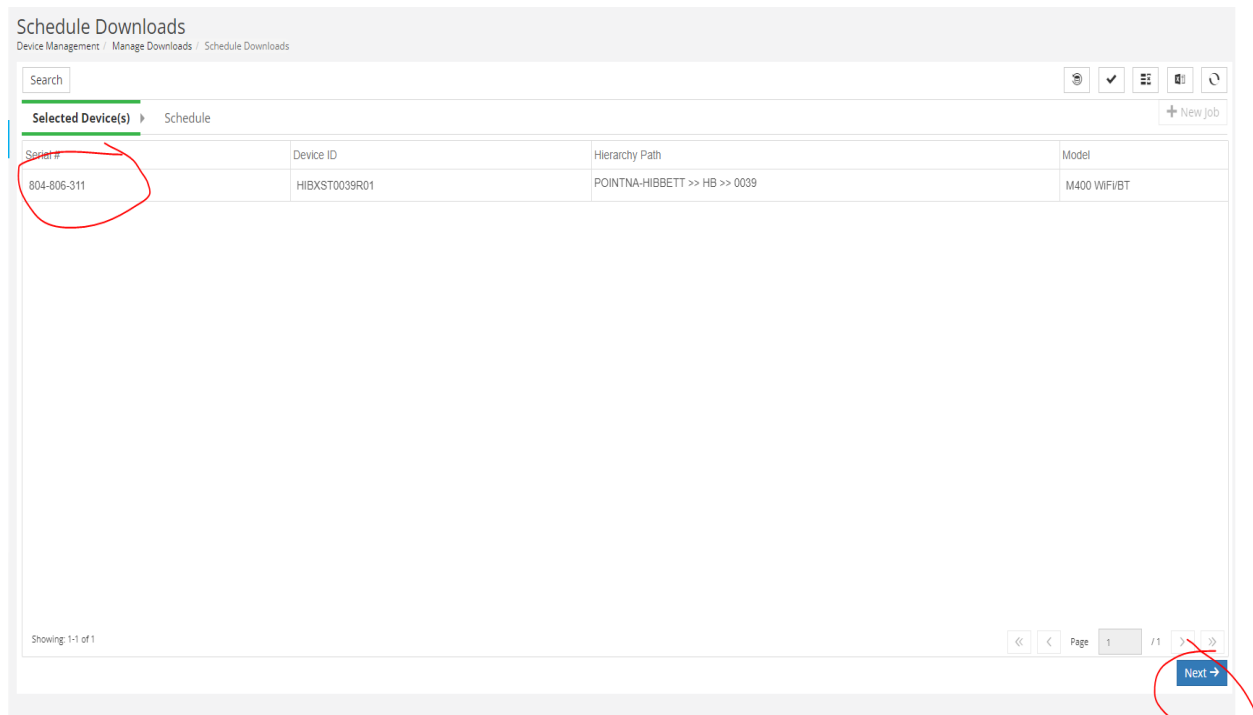
To schedule your own packages/updates Click on the Schedule drop down then select downloads.



The screenshot shows the 'Device Profile' page for a device with Model: M400 WIFI/BT and Serial Number: 804-806-311. The 'Schedule' dropdown menu is open, and the 'Downloads' option is selected. Below the menu, a table lists various download jobs with columns for Job Reason, Package(s), Download Schedule*, Install Schedule*, Schedule Information, Created By, Created On, Download Type, Reference Set, Reference Set Hierarchy Path, and Results.

Job Reason	Package(s)	Download Schedule*	Install Schedule*	Schedule Information	Created By	Created On	Download Type	Reference Set	Reference Set Hierarchy Path	Results
es...	Packages: 0-...	25/Apr/2022 10:08:14 ...	25/Apr/2022 10:08:11 ...	Download scheduled at ...	John Stegem...	25/Apr/2022 10:08:1...	Manual	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 3-...	10/Feb/2022 05:14:14 ...	10/Feb/2022 05:14:14 ...	Download scheduled at ...	System Syste...	10/Feb/2022 05:14:1...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	28/Jan/2022 02:06:28 ...	28/Jan/2022 02:06:28 ...	Download scheduled at ...	System Syste...	28/Jan/2022 02:06:2...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	14/Jan/2022 11:29:35 ...	14/Jan/2022 11:29:35 ...	Download scheduled at ...	System Syste...	14/Jan/2022 11:29:3...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	13/Jan/2022 12:10:59 ...	13/Jan/2022 12:10:59 ...	Download scheduled at ...	System Syste...	13/Jan/2022 12:10:5...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	12/Jan/2022 02:06:43 ...	12/Jan/2022 02:06:43 ...	Download scheduled at ...	System Syste...	12/Jan/2022 02:06:4...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	05/Jan/2022 02:11:24 ...	05/Jan/2022 02:11:24 ...	Download scheduled at ...	System Syste...	05/Jan/2022 02:11:2...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	14/Dec/2021 10:47:34 ...	14/Dec/2021 10:47:34 ...	Download scheduled at ...	System Syste...	14/Dec/2021 10:47:3...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 4-...	09/Dec/2021 03:58:53 ...	09/Dec/2021 03:58:53 ...	Download scheduled at ...	System Syste...	09/Dec/2021 03:58:5...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results
es...	Packages: 0-...	08/Dec/2021 10:26:08 ...	08/Dec/2021 10:26:08 ...	Download scheduled at ...	System Syste...	08/Dec/2021 10:26:0...	Automatic	HB_Engage_Confi...	POINTNA-HIBBETT >> HB	View Results

Select the device the click next.



The screenshot shows the 'Schedule Downloads' page. A table lists device information, with the 'Serial #' column circled in red. The 'Next' button at the bottom right is also circled in red.

Serial #	Device ID	Hierarchy Path	Model
804-806-311	HIBXST0039R01	POINTNA-HIBBETT >> HB >> 0039	M400 WIFI/BT

Showing: 1-1 of 1

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This section shows a list of all available packages that can be sent to the device. You can select a file individually or filter by entire packages. To simple download a single file click the check box to the right of the file the click the move arrow in the middle of the screen to move it to the selected packages section.

The screenshot shows the 'Select Package(s)' interface. On the left, under 'Available Package(s)', there is a table with columns for Package Name, Folder, and File. The 'Device Key Removal Engage' package is selected, indicated by a blue checkmark in the first column. A red circle highlights the move arrow button between the two sections. On the right, under 'Selected Package(s)', the 'Device Key Removal Engage' package is listed with its folder 'Root' and file 'reregister_PROD-43514.TGZ'. A red circle highlights the selected package in this section.

Package Name	Folder	File
<input type="checkbox"/> HIBBETT_3.2.8_UGP_4.0.20-3_VOS2_Debit_POINT_210205	xHIB_CONFIG_ARCHIVE	3.dl.HIBBETT_3.2.8_UGP
<input type="checkbox"/> HIBBETT_3.2.8_UGP_4.0.20-3_VOS2_Debit_POINT_210212	xHIB_CONFIG_ARCHIVE	3.dl.HIBBETT_3.2.8_UGP
<input type="checkbox"/> HIBBETT_3.2.8_UGP_4.0.20-3_VOS2_Debit_POINT_210216	xHIB_CONFIG_ARCHIVE	3.dl.HIBBETT_3.2.8_UGP
<input type="checkbox"/> PRX_Loading_OFF_Prod_Engage_211104-48858	Root	PRX_Loading_OFF_Prod
<input type="checkbox"/> PRX_Loading_ON_Prod_Engage_211104-48858	Root	PRX_Loading_ON_Prod
<input type="checkbox"/> SCA_Debug_ADK_CPL_PRX_Loading_OFF_Prod_211201-4927	Root	SCA_Debug_ADK_CPL_F
<input type="checkbox"/> SCA_Debug_ADK_CPL_PRX_Loading_ON_Prod_211201-49278	Root	SCA_Debug_ADK_CPL_F
<input type="checkbox"/> vos2_load_solutions_dl.adk-4.7.11.2.1-1120-vos2-en	xOS_ARCHIVE	vos2_load_solutions_dl
<input checked="" type="checkbox"/> Device Key Removal Engage	Root	reregister_PROD-43514

This screenshot shows the 'Select Package(s)' interface with the 'Device Key Removal Engage' package selected. A red circle highlights the selected package in the 'Selected Package(s)' section, which shows the package name 'Device Key Removal Engage', folder 'Root', and file 'reregister_PROD-43514.TGZ'.

Package Name	Folder	File
<input checked="" type="checkbox"/> Device Key Removal Engage	Root	reregister_PROD-43514.TGZ

With the file selected you can scroll down to the select schedule section. For most installations just select the next contact option and press submit.

The screenshot shows the 'Select Schedule' interface. It has two main sections: 'Download On' and 'Apply On'. Under 'Download On', the 'Next Contact' option is selected. Under 'Apply On', the 'Immediately after download' option is selected. There are date and time pickers for both sections. A 'Submit' button is at the bottom right.

Download On

☐ Maintenance Window

☐ Date: 08/22/2022 4:07 PM

☒ Next Contact

☐ Next Available free time slot

☐ Next: 1 day(s)

☐ Download period

Downloads will be scheduled after 120 minutes from now. You can change this duration by setting System configuration - Average Heartbeat Frequency.

☐ From

☐ Now

☐ Date: 08/22/2022 6:07 PM

☐ To

Date: 08/22/2022 6:07 PM

☐ Download during maintenance window

Apply On

☒ Immediately after download

☐ Date: 08/22/2022 4:11 PM

☐ Force installation

[Back](#) [Submit](#)