Site Link: [VHQ](https://vhq.connect.verifone.com/VHQ.Authentication.Federation/Account/Email?wa=wsignin1.0&wtrealm=https%3a%2f%2fvhq.connect.verifone.com%2f&wctx=rm%3d0%26id%3dpassive%26ru%3d%252f&wct=2022-04-13T13%3a20%3a40Z%23verifone/dashboard/vhq)

Email ID or Company : POINTNA-HIBBETT

Graphical user interface

Description automatically generated

Main Dashboard:

Graphical user interface, application

Description automatically generated

Searching for Devices :

Graphical user interface, text, application

Description automatically generated

Search for Devices by Store number / Serial number or Mac address

(Next Screen)

Graphical user interface, application

Description automatically generated

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

Graphical user interface, application

Description automatically generated

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)

Graphical user interface, application

Description automatically generated

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

Graphical user interface, application

Description automatically generated

* 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)

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

Graphical user interface, text, application, email

Description automatically generated

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.

Graphical user interface, text, application, email

Description automatically generated

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

Graphical user interface, text, application

Description automatically generated

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.

A screenshot of a computer

Description automatically generated

Graphical user interface, table

Description automatically generated with medium confidence

Graphical user interface, application

Description automatically generated

(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.

A screenshot of a computer

Description automatically generated with medium confidence

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.

Graphical user interface, text, application, email

Description automatically generated

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

Graphical user interface, application, table, Excel

Description automatically generated

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

Graphical user interface, text, application, email

Description automatically generated

Select the device the click next.

Graphical user interface, text, application, email

Description automatically generated

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.

Graphical user interface, text, application

Description automatically generated

Graphical user interface, application

Description automatically generated

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.

Graphical user interface, application

Description automatically generated