ANZ TOKEN USER GUIDE

DIGIPASS® 276

TURN TOKEN ON AND OFF

To turn on:

Hold down ◀ then press ⊜

To turn off:

Your token will automatically switch off if you have not pressed any buttons for 20 seconds.

Alternatively, you can hold down ◀

UNBLOCK YOUR TOKEN

Your token will arrive blocked, and will also become blocked if you enter your PIN incorrectly 5 times. You will know the token is blocked because the following screen will be displayed `1234567`

To unblock your token:

1. Turn your token on

2. Enter the 7-digit response code obtained by calling your local <u>ANZ Customer Service Centre</u> and press ◀

3. Enter and re-enter a 6-digit number you wish to use as your personal PIN (this PIN will be used each time you turn your token on) and press ◀

4. You will know your PIN has successfully been set when the following screen is displayed, prompting you to select the function you require `CHOOSE`

CHANGE TOKEN PIN

You can change your token PIN at any time.

To change your PIN:

1. Switch on your token, enter your current 6-digit PIN and then press ◀

2. The token will display `CHOOSE`

3. Hold down ⑧ for 2 seconds

4. Enter your current PIN and press ◀

5. Enter a 6-digit number you wish to use as your new PIN and then press ◀

6. Re-enter the new PIN and press ◀

7. You will know your PIN has successfully been set when the following screen is displayed, prompting you to select the function you require `CHOOSE`

The token will not accept PINs it determines to be weak or unsafe, such as 987654 and 111111. If the token displays the following message `not SAFE` you must enter and re-enter a different 6-digit number.

GENERATE A ONE TIME PASSWORD

1. Switch on your token, enter your 6-digit PIN and press ◀

2. The token will display `CHOOSE`

3. Press ① to generate a 6-digit OTP.

GENERATE A 1-VALUE TRANSACTION SIGNATURE RESPONSE CODE

1. Switch on your token and enter your 6-digit PIN

2. The token will display `CHOOSE`

3. Press ② to generate an **Online Response Code** or ③ to generate an **Offline Response Code**

4. Enter the 6-digit value displayed in your application into the token and press ◀

5. Once the token displays enter `2-------` press ◀

6. A 7-digit value will be displayed on your token. Enter this value into the Response Code field in your application.

GENERATE A 3-VALUE TRANSACTION SIGNATURE RESPONSE CODE

1. Switch on your token and enter your 6-digit PIN

2. The token will display `CHOOSE`

3. Press ② to generate an **Online Response Code**

4. Enter the 6-digit value displayed in your application into the token and press ◀

5. The token will then prompt you to enter the second 6-digit value displayed in your application

6. Enter the second value into the token and press ◀

7. The token will then prompt you to enter the third 6-digit value displayed in your application. Enter the third value into the token and press ◀

8. A 7-digit value will be displayed on your token. Enter this value into the **Response Code** field in your application.

! IMPORTANT

To protect yourself against cybercrime, you must:

- Protect your Token as you would your credit card
- Store your Token securely when you have finished your online banking session
- Not share your Token or PIN with anyone
- Immediately advise ANZ if your Token is lost or has been stolen.

MESSAGES YOU MAY SEE ON YOUR TOKEN

Message	What does this mean?	What do I do?
LOCK PIN 1234567	Your token has become blocked.	You must contact your ANZ Customer Service Centre to obtain a 7-digit unblock code.
LOCK PIN --------	Your token is blocked and cannot be used without being unblocked.	Enter the 7-digit unblock code provided to you by an ANZ Customer Service Centre representative.
NEW PIN ------	The correct 7-digit unblock code has been entered successfully and you must now enter a new PIN.	Enter a 6-digit number you wish to use as your new PIN each time you turn on your token.
PIN CONF ------	The new PIN you entered needs to be confirmed.	Re-enter the same 6-digit number you just entered.
NEW PIN CONF	You have successfully set your PIN.	Select the function you wish to perform with the token by pressing either ① , ② or ③
PIN ------	Your token is unblocked and requires your PIN to be entered.	Enter the 6-digit PIN you have previously set.
NEW PIN not SAFE	The PIN you have attempted to set is not secure.	The PIN you set must be 6 digits, and cannot consist solely of sequential or repeating numbers (for example 987654 or 111111). Please enter a different PIN that does not have these characteristics.
FAIL 1 PIN	Your PIN has been entered incorrectly.	Re-enter your PIN. Be aware that if you enter your PIN incorrect 5 times, your token will become blocked.
CHOOSE	Your PIN has been successfully entered.	Select the function you wish to perform with the token by pressing either ① , ② or ③
123456	A 6-digit number displayed on the token is a One Time Password.	Enter the 6-digit code into your application to log on or to complete a transaction.
1------	The token is expecting you to enter the 1st value from your application.	Enter the first value displayed in your application into the token.
2------	The token is expecting you to enter the 2nd value from your application.	If your application displays 2 values to be entered into your token, enter the 2nd value into the token. If your token does not display 2 values, press ◄ to display the token **Response Code**.
3------	The token is expecting you to enter the 3rd value from your application.	If your application displays 3 values to be entered into your token, enter the 3rd value into the token. If your token does not display 3 values, press ◄ to display the token **Response Code**.
1234567	A 7-digit number displayed on the token is a Response Code, also known as a Transaction Signature.	Enter the 7-digit code into your application to complete a transaction.
bAtt 5	Your token has low battery life remaining.	Depending on frequency of use, your token battery will last up to 5 years. As the battery life continues to diminish, the value shown on-screen will drop from 5 to 0. When the battery life is low, prior to it becoming completely exhausted, the token will continue to function normally. It is recommended that you contact the ANZ Customer Service Centre as soon as you see the low battery warning to ensure you receive a new token before your current one is no longer able to be used.
bAtt 0	Your token battery life has completely diminished.	Contact your ANZ Customer Service Centre to request a replacement token.