

# ANZ TOKEN USER GUIDE

## DIGIPASS® 270 XPRESS




### 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 

#### To unblock your token:




1. On the Token Log On Method section of your ANZ digital channel log on page, click the **Unblock Token** link
2. Follow the instructions on screen to unblock your token and set your PIN
3. You will know your PIN has successfully been set when the following screen is displayed, prompting you to select the function you require 

If you require assistance unblocking your token, please contact your local [ANZ Customer Service Centre](#)



### CHANGE TOKEN PIN

You can change your token PIN at any time.







#### To change your PIN:

1. Turn your token on and enter your current PIN
2. Hold down  for 2 seconds
3. Enter and re-enter a 6-digit number you wish to use as your new PIN
4. You will know your PIN has successfully been set when the following screen is displayed, prompting you to select the function you require 
5. 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  you must enter and re-enter a different 6-digit number.





### GENERATE A ONE TIME PASSWORD

1. Switch on your token and enter your 6-digit PIN
2. The token will display 
3. Press  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 
3. Press  to generate an **Online Response Code** or  to generate an **Online Response Code**
4. Enter the 6-digit value displayed in your ANZ digital channel into the token and press 
5. Once the token displays enter  press 
6. A 7-digit value will be displayed on your token. Enter this value into the Response Code field in your ANZ digital channel

### GENERATE A 3-VALUE TRANSACTION SIGNATURE RESPONSE CODE

1. Switch on your token and enter your 6-digit PIN
2. The token will display 
3. Press  to generate an **Online Response Code**
4. Enter the 6-digit value displayed in your ANZ digital channel into the token
5. The token will then prompt you to enter the second 6-digit value displayed in your ANZ digital channel
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 ANZ digital channel. 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 ANZ digital channel




#### 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?
	Your token is blocked and cannot be used without being unblocked.	You can unblock your token by clicking on the <b>Unblock Token</b> link on your ANZ digital channel logon page and following the on-screen instructions.  If you require assistance unblocking your token, please contact your local <a href="#">ANZ Customer Service Centre</a> .
	Your token is blocked and cannot be used without being unblocked.	Press  and enter the 8-digit activation code provided to you via SMS or by an <a href="#">ANZ Customer Service Centre</a> representative.
	The correct 8-digit activation 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.
	The new PIN you entered needs to be confirmed.	Re-enter the same 6-digit number you just entered.
	You have successfully set your PIN.	Select the function you wish to perform with the token by pressing either <b>1</b> , <b>2</b> or <b>3</b>
	Your token is unblocked and requires your PIN to be entered.	Enter the 6-digit PIN you have previously set.
	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.
	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.
	Your PIN has been successfully entered.	Select the function you wish to perform with the token by pressing either <b>1</b> , <b>2</b> or <b>3</b>
	A 6-digit number displayed on the token is a One Time Password.	Enter the 6-digit code into your ANZ Digital Channel to log on or to complete a transaction.
	The token is expecting you to enter the 1st value from your ANZ Digital Channel.	Enter the first value displayed in your ANZ digital channel into the token.
	The token is expecting you to enter the 2nd value from your ANZ digital channel.	If your ANZ Digital Channel 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 <b>Response Code</b> .
	The token is expecting you to enter the 3rd value from your ANZ Digital Channel.	If your ANZ Digital Channel 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 <b>Response Code</b> .
	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 ANZ Digital Channel to complete a transaction.
	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 <a href="#">ANZ Customer Service Centre</a> 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.
	Your token battery life has completely diminished.	Contact your <a href="#">ANZ Customer Service Centre</a> to request a replacement token.