

# ANZ TRANSACTIVE 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. Turn your token on
2. Enter the 7-digit response code obtained by calling your local [ANZ Customer Service Centre](#)
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)
4. You will know your PIN has successfully been set when the following screen is displayed, prompting you to select the function you require 

### 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.

### LOG ON TO ANZ TRANSACTIVE - GENERATE A ONE TIME PASSWORD (OTP)

1. Switch on your token and enter your 6-digit PIN
2. The token will display 
3. Press  on the Token keypad to generate a 6-digit **One Time Password (OTP)**
4. Enter this OTP into the One Time Password field displayed on the ANZ Transactive log on screen

### RELEASE A PAYMENT - GENERATE A TRANSACTION SIGNATURE CODE

1. Select Release in **ANZ Transactive** to release the payment
2. Switch on your token and enter your 6-digit PIN
3. The token will display 
4. Press  on the Token keypad
5. When  is displayed, type in the 6-digit value displayed in the **Token Entry Field** in ANZ Transactive
6. Once the token displays enter  press 
7. A 7-digit 'transaction signature' will be displayed on the token. Enter this into the **Token Signature Code** field in ANZ Transactive

For more information about releasing a payment, please refer to instructions in the ANZ Transactive Online Help guide, under Payments > Working with Payments > Releasing a Payment



#### 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 has become blocked.	You must contact your <a href="#">ANZ Customer Service Centre</a> to obtain a 7-digit unblock code.
	Your token is blocked and cannot be used without being unblocked.	Enter the 7-digit unblock code provided to you by an <a href="#">ANZ Customer Service Centre</a> representative.
	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.
	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 application to log on or to complete a transaction.
	The token is expecting you to enter a code required to generate a transaction signature.	Enter the 6-digit value displayed in the ANZ Transactive <b>Token Entry Field</b> into the token and press 
	You can now proceed to generate the transaction signature.	Press 
	A 7-digit transaction signature is displayed on your token	Type the 7-digit code into the <b>Token Signature Code</b> field in ANZ Transactive.
	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.