

DIGIPASS 250 User Manual

DIGIPASS is an electronic device that generates codes for customer identification upon the use of the bank's remote account management services.

Access to DIGIPASS device is protected by a 4-digit PIN code. The initial PIN code is provided to the customer when the DIGIPASS device is issued, and must be changed by the customer to their own PIN code. This combination of digits may not be disclosed to anyone (including the bank employees). If you suspect that the PIN code has become known to another person, then the PIN code must be changed immediately.

If the PIN code is entered incorrectly, the error message "FAIL" and a number from 1 to 3 appear on display. The digit indicates the amount of attempts to enter the incorrect PIN code. After pressing ON/OFF key, you can enter the PIN code again. In order to protect the device from unauthorised use, after 3 unsuccessful attempt to enter the PIN code, the message "LOCK PIN" will appear on display and DIGIPASS will be permanently blocked.

DIGIPASS switches off automatically if no action is performed within 30 seconds.

DIGIPASS uses a battery with a life of up to 5 years, depending on the frequency of use. After its expiration, you must contact the bank to replace the device. DIGIPASS device must not be open, and you must not replace the battery yourself. If the DIGIPASS device has been opened, it becomes unusable.

In case of loss or theft of the device, contact the bank immediately.

1. Entering and replacing the initial PIN code

The first time you switch on the DIGIPASS device, you will be prompted to create a new 4-digit PIN code. This indicates that the device has not been used before.

If the entered PIN code is too simple (for example, 1111), a message "not SAFE" will appear on display, and you will be prompted to enter another PIN code.

The new PIN code should be memorised. For security reasons, it is not recommended to write it down.

ACTION	MESSAGE ON DISPLAY
Press ON/OFF key 	PIN
Enter the initial PIN code	NEW PIN
Enter a new 4-digit PIN code	PIN CONF
Repeat the new PIN code	NEW PIN CONF

This procedure has to be completed only once. After this procedure, the initial PIN code is not used anywhere, and when requested by the device, enter the new PIN code. You can change the PIN code at any time.

2. Changing current PIN code

ACTION	MESSAGE ON DISPLAY
Press ON/OFF key 	PIN
Enter the current PIN code, press and hold ON/OFF key	NEW PIN
Enter a new 4-digit PIN code	PIN CONF
Repeat the new PIN code	NEW PIN CONF

3. Generating codes

Codes are generated for using the remote account management services, or for customer identification during a telephone conversation.

ACTION	MESSAGE ON DISPLAY
Press ON/OFF key 	PIN
Enter your PIN code	8-digit number is generated
Use the code	-

Codes generated by the device are unpredictable, unique, and depend on the time of their generation and the serial number of the device.

The received code is not reusable after its verification by the bank. The generated code becomes invalid after 30 minutes, after that a new code shall be generated and used.

Documents and orders confirmed by the code generated by the Digipass device in accordance with the bank's procedure for remote account management services, are authentic and binding on the customer and the bank, and are equivalent to documents that are executed in written (paper) form and signed pursuant to the Civil Law of the Republic of Latvia with full legal force and legal effect arising from it.