PIN calculator user manual

The PIN calculator will help us to securely identify you in the Mobile Bank and Internet Bank, as well as at the Swedbank Consultation Centre. Each time the PIN calculator will generate an eight-digit password that can only be used once (it is visible on the screen for 30 seconds).

Setting and changing the PIN

You must choose a five-digit PIN for using your PIN calculator. For security reasons, choose a number combination that is difficult to guess and memorise it.

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<td><strong>2</strong> Enter the initial PIN 11111 (&quot;NEW PIN&quot; is displayed)</td>
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<td><strong>3</strong> Enter the new 5-digit PIN of your choice (&quot;PIN CONF&quot; is displayed)</td>
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How to use a PIN calculator?

Turn the PIN calculator on (the text “PIN” will be displayed on the screen) and enter the 5-digit PIN (“APPLI –” will appear on the screen). Act according to what you wish to do next.

If you are logging in to the Internet Bank

1. Press button 1.
2. The calculator will display an 8-digit password which you must enter into the Internet Bank.

If you are confirming a payment or other transaction

1. Press button 2.
2. The calculator will display a dotted line --------. Enter the displayed 8-digit number onto the dotted line in the Internet Bank below the payment order / transaction.
3. The calculator will display an 8-digit password which you must enter into the Internet Bank.

Press button 1 for the password required to log in to the Internet Bank.

Press button 2 for the password required to confirm a transaction.

ON/OFF button

Good to Know

What should I do if I entered the wrong PIN?
The calculator displays the error message “FAIL 1-3” if an incorrect PIN is entered. The number from 1 to 3 indicates how many times an incorrect PIN has been entered. Turn the calculator off after receiving the error message and then try again. After entering an incorrect PIN for the third time, the calculator will display the message "LOCK PIN" and lock thereafter. In order to unlock the PIN calculator, go to your nearest Swedbank branch, and bring your calculator and a personal identification document.

What should I do if the calculator screen remains blank, displays eight zeros or something else that does not resemble a password?
Your PIN calculator has most likely been damaged or the battery has gone flat. If this happens, go to your nearest Swedbank branch, and bring your calculator and a personal identification document. You will be given a new calculator at the bank branch.

What should I do if I lose my calculator?
If you lose your calculator then contact our Consultation Centre by phone on 6 310 310 or turn to your closest Swedbank branch to block it.