



ICBC (USA) NA Corporate Security Token User Manual



Turn on the Token:

- Press and hold the power key  for 3 seconds.

Turn off the Token:

- Press power key  to turn off while the Token is on.
- The Token will automatically turn off after 60 seconds.

1. Token Activation

- A new Token must be activated before it can be used. Turn on the Token and enter the activation code. The activation code will be provided separately.
- Follow the prompt in Fig.1 and enter 12-digit activation code to complete the activation process.
- If an incorrect activation code is being entered, simply press any key to return, and re-enter the code to continue.



Fig. 1

2. Set Up PIN Number

■ After activation is successful, new user is required to set up a 6-digits PIN number. The PIN number will need to be verified by entering again as per Fig.2 and Fig.3 to complete the PIN number setup process.

■ If the PIN verification failed, press any key to restart the setup process.



Fig. 2



Fig. 3

3. Obtaining Authentication Code

- 1) When the Token is on, as Fig.4, enter the PIN number.
- 2) If the PIN number entered is correct, the Token will be displayed as Fig.5. Press OK to generate a random authentication code as shown in Fig. 7.
- 3) To obtain another authentication code, wait a short period of time until the authentication code expires. A new authentication code will display automatically.
- 4) If the PIN number entered is incorrect, an error message indicating the number of failures will be shown as Fig. 6. Press any key to return and re-enter the PIN.
- 5) If the PIN number failures reach the maximum number allowed, the Token will be locked. To unlock, please refer to section 5. **Unlock the Token** for recommended solution.



Fig.4



Fig.5




Fig.6



Fig.7

4. Modify PIN Number

■ To modify your PIN number, see Fig.7, where the authentication code is shown. Hold down the OK button  until a reset screen is shown.

■ Refer to section 2.**Set Up PIN Number** to reset the PIN number.

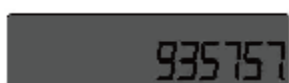


Fig. 7

5. Unlock the Token

If the Token is locked, a set of numbers will be shown on the token, refer to Fig.8. This number is for bank use only.



Fig.8

Option 1:

- The Token will automatically unlock after 24 hours after it's locked.
- The Token will be disabled after being locked consecutively, contact your local ICBC (USA) branch to unlock the Token if this occurs.

Option 2:

- To unlock the token immediately, please visit your local ICBC (USA) branch.

6. Incorrect Authentication Code

Authentication codes are automatically refreshed after a short period of time. An indicator on the left side of the screen will show the time remaining until the next authentication code will become invalid.

- Ensure the authentication code entered is as shown on the token.
- If the correct authentication code is entered twice correctly but still fails to authenticate the user, refer to section 7. **Calibrating Token Clock Deviation** to reset the timer of the token.

7. Calibrating Token Clock Deviation

Step1: Log in to your e-banking account.

Step2: Go to **Customer Services** and select **Calibrate Token**.

Step3: Follow the instructions and enter the required authentication code.

Step4: Click Confirm to complete the process.

8. Low-Battery Warning

When battery is low, the upper left side battery level indicator will blink (Fig.10). A replacement Token should be obtained within one month. Contact your local branch for details. The battery usually lasts for approximately 5 years.



Fig.10

Security Tips

1. Please store and secure your Token appropriately.
2. In case of loss, please immediately report loss to your local branch.
3. Select a PIN number that is difficult for others to guess. DO NOT use your birthday, Social Security Number or ID card number as PIN.
4. ICBC (USA) NA will never ask for your PIN number under any circumstance.
5. Do not access the ICBC (USA) NA E-Banking through any third party links. Always log in from the ICBC (USA) NA homepage.

FAQ

1. Why is ICBC (USA) offering the Corporate Security Token to our corporate E-banking users?

ICBC (USA) commits to protecting the security of our customers. The Corporate Security Token adds an extra layer of security when users make online transactions.

2. How does the Corporate Security Token work?

The Corporate Security Token randomly generates an Authentication Code to verify the user as an extra layer of security when performing online transactions. Please refer to the Corporate Security Token User Manual for more detailed information.

3. How do I activate my Corporate Security Token?

A new Token must be activated before it can be used. Turn on the authenticator and enter the activation code given by the bank. Please refer to the Corporate Security Token User Manual for more detailed information.

4. Is my information secure without the Security Token?

Yes. We use different methods to protect your security. The Token will be an additional layer of security.

5. What is the life expectancy of the Security Token?

The Security Token has the battery life of at least 5 years. Please refer to the Corporate Security Token User Manual for more detailed information.

6. What should I do if I need an extra Security Token?

If you need an extra Security Token, you must contact your local branch and speak with a customer representative.

7. How should I dispose of my Security Token?

If the security token has stopped working, the battery has run out, or you would like to dispose of it for any other reason, please do so at your location.

****Bank Contact Information****

Industrial and Commercial Bank of China (USA) NA

MEMBER FDIC

Website: WWW.ICBC-US.COM