

Seal One 3200  
User manual



# 1 Signing transactions with Seal One

Thank you for choosing a product of Seal One®. In order to familiarise yourself with the Seal One device, please read this user manual carefully before using the device.

Seal One technology combines maximum security with effortless ease of use for the very first time. All Seal One devices are developed to authorize transactions through the use of digital signatures (e.g. as part of online / mobile banking or payments). Through a secure connection via USB to a PC / laptop with an internet connection, the Seal One device presents transactions on its own display and finally lets you authorize them by the push of a button.

Your Seal One device is ready for immediate use and offers comprehensive protection against viruses, trojans, phishing attacks, and other types of malware during transaction authorization. The Seal One devices are compatible with all major operating systems. For a complete, up-to-date list of supported operating systems, see <https://www.seal-one.com/os>.

## 1.1 Seal One functionality

The operation of Seal One devices is simple, secure and convenient. After enrolling with one or more acceptance partners, you can authorize a transaction following these 3 steps:

- 1. Connect:** Connect your Seal One device to your PC / laptop via USB and initiate a transaction from within an acceptance partner's application.
- 2. Review:** Verify the transaction data on the display of the device.
- 3. Confirm:** Authorize the transaction by pressing the button for 1 second.

# 2 Enrollment with an Acceptance Partner

## 2.1 Seal One Acceptance Partner

Where can I use my Seal One device?

Seal One devices can be used in conjunction with any acceptance partner of Seal One AG. An acceptance partner will indicate its partnership with Seal One AG using the Seal One acceptance logo:



You can find a list of acceptance partners at: <https://www.seal-one.com/partner>

## 2.2 Enrolling the Seal One device with an Acceptance Partner

Seal One device must be enrolled with an acceptance partner prior to use. Since this process may differ from one acceptance partner to another, we kindly ask you to follow the instructions outlined by the respective partner.

Please contact the customer service of the acceptance partner should any questions or concerns arise with regard to the enrollment of the Seal One device within their application.

## 2.3 Display of the Seal One ID

The Seal One ID is needed in order to enroll the Seal One device with an acceptance partner. To see it on the display complete the following steps:

### Step 1:

Make sure that the device is ready for use and there is no transaction displaying on the device. When in this state, you see the following:



### Step 2:

Press and hold the button on your Seal One device for at least 3 seconds until the Seal One ID appears on the display. The Seal One ID is shown in 3 blocks of 5 characters as exemplified here:



During the registration process with an acceptance partner, the Seal One ID must be displayed on the Seal One device. As soon as your Seal One device is successfully registered, it changes to the mode „ready to use“.

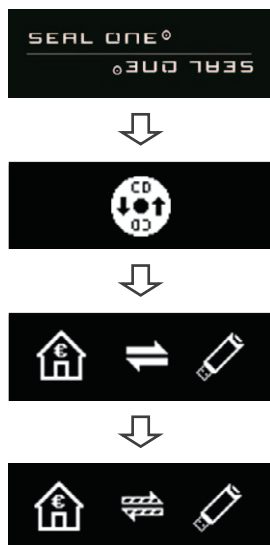
N.B. To avoid mistakes the letters are NOT used: I (India), M (Mike), O (Oscar), W (Whiskey)

## 3 Seal One Usage

**Step 1:** Make sure that your PC / laptop is connected to the internet.

**Step 2:** Connect your Seal One device to an available USB port on your PC / laptop.

The device will display the following symbols one after another as shown below:



If the CD icon continues to show (e.g. because auto start is disabled), you need to start the Seal One application manually. Refer to section 3.1.1 / 3.2.2 for more information.

Once you have successfully established a connection to your PC / laptop, you will be directed to a screen informing you that your Seal One is ready for use. The following symbols will appear on the display of your Seal One device.

N.B. The animation of the arrows is moving.



### 3.1 Seal One with Microsoft® Windows

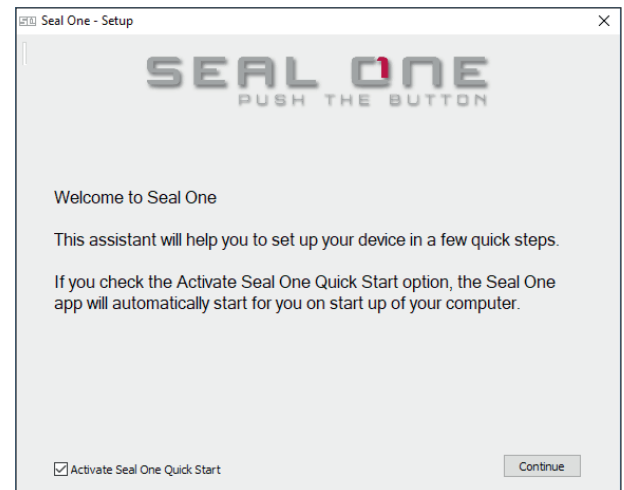
A setup wizard will appear on application startup when a new device is detected.

The wizard guides you through the configuration of your Seal One device. The quick start option can be enabled in this menu. During the installation, you can rotate the display if the screen is upside down.

If the wizard has been completed successfully, the following is shown on the display of your device.



N.B. The animation of the arrows is moving.

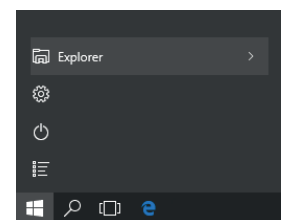
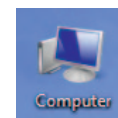
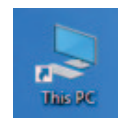


#### 3.1.1 The CD Symbol remains permanently on the Display of Seal One device

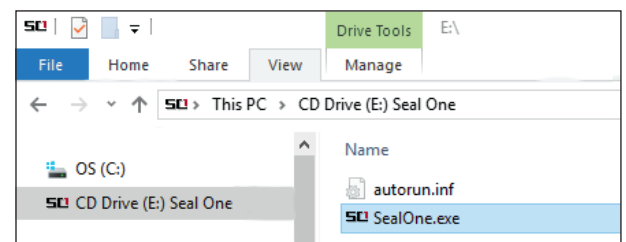
By default, the application launches directly from the Seal One device when you connect it to your PC / laptop via USB. When the application does not start automatically after connecting via USB (e.g. auto start is disabled), you must start the application manually.



Open “This PC” or “Computer” on your desktop or in the start menu, option “Explorer”



Seal One device is mounted as a virtual CD-ROM. Start the program by double clicking the application icon labeled “SealOne”.



After the application has been started successfully, the following message will appear on the display of your Seal One device. Your Seal One is ready for use.



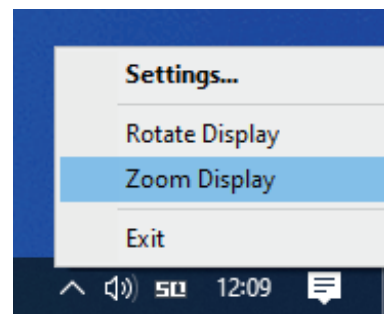
Alternatively you can also download and start the Seal One application from the following website:  
[www.seal-one.com/start](http://www.seal-one.com/start)

### 3.1.2 Change font size

You can change the font size of the text on your Seal One device. This can be done by clicking the  symbol on the taskbar and selecting/deselecting “Zoom Display”.

If the  symbol is not visible on the taskbar, you can find it by pressing the “Show hidden icons” arrow where all applications are displayed.

N.B. When lines to be shown are larger than the screen size, the text will be displayed as a horizontally scrolling ticker.

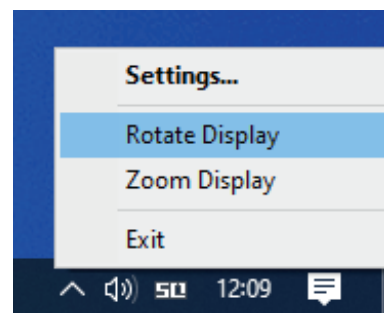


### 3.1.3 Rotate Display

You can change the display orientation by clicking on the  symbol on the taskbar, and selecting „Rotate display“.

If the  symbol is not visible on the taskbar, you can find it by pressing the “Show hidden icons” arrow where all applications are displayed.

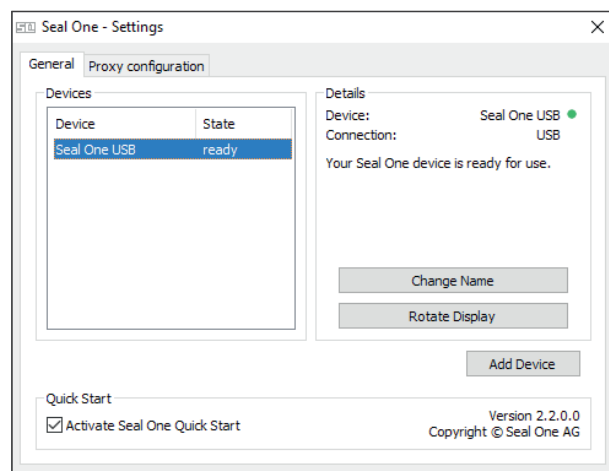
N.B. It is possible that the Seal One tray icon is hidden until you click the Up arrow to show all tray icons.



### 3.1.4 Settings

The settings for your Seal One device are managed under the “Settings” menu option. Click on the  symbol on the taskbar, and select „Settings“ to open the menu. Available settings include changing the device’s name, enabling Quick Start and configure proxy settings.

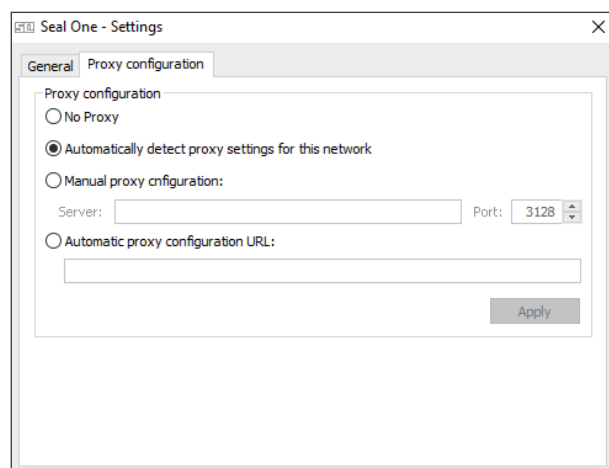
N.B. It is possible that the Seal One tray icon is hidden until you click the Up arrow to show all tray icons.



### 3.1.3 Proxy-Server

By default, the proxy setting is “Automatically detect proxy settings for this network”. Normally, you should not need to change this setting. In exceptional cases, you may need to manually configure the proxy settings here.

If you have any questions with regards to proxy settings, contact your system administrator.



## 3.2 Seal One with macOS®

After connecting your Seal One device to your Mac, the CD-symbol shown on the right will appear on your desktop. Double-click on the CD icon.



Start the Seal One application with another double-click on the Seal One application icon.



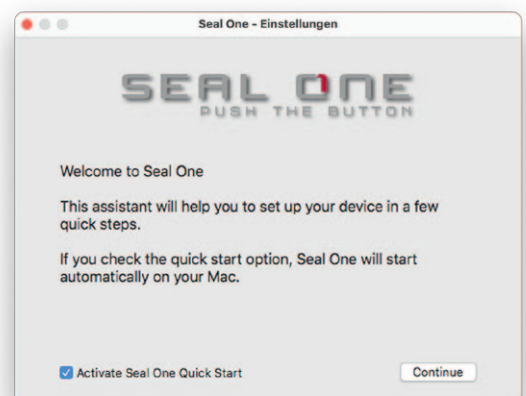
A setup wizard will appear on application startup when a new device is detected.

The wizard guides you through the configuration of your Seal One device. The quick start option can be enabled in this menu. During the installation, you can rotate the display if the screen is upside down.

If the wizard has been completed successfully, the following is shown on the display of your device. The device is ready for use.



N.B. The animation of the arrows is moving.



### 3.2.1 The CD Symbol remains permanently on the display of Seal One device

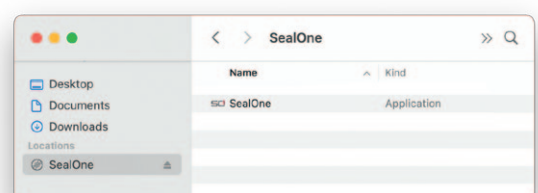
The CD symbol will appear and persist on the display of your Seal One device if the Seal One application is not currently running. In this case, you will need to manually start the application.



**There are two ways to start the application.**

#### First option:

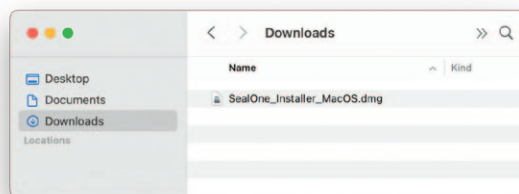
The Seal One application is located on the device and can be executed there using the "Finder". To do this, click on the CD drive "SealOne" and then double-click on the "SealOne" application.



## Second option:

Download the Seal One application from the following website: [www.seal-one.com/start](http://www.seal-one.com/start)

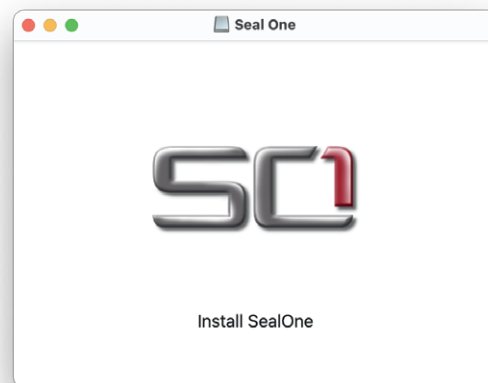
After download, open the Seal One image with a “double click”. The image is then automatically mounted and the “SealOne\_Installer\_MacOS” can be started.



Start the Seal One application with another double-click on the Seal One application icon. After the application has been started successfully, the following message will appear on the display of your Seal One device. Your Seal One is ready for use.



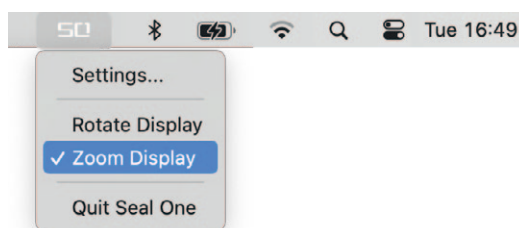
N.B. The animation of the arrows is moving.



### 3.2.2 Zoom Display

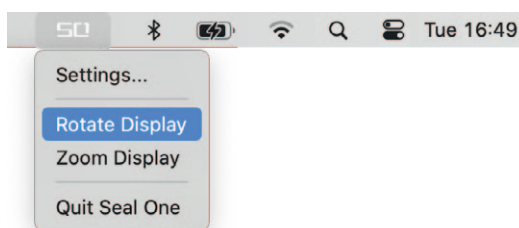
If the default font size of the display data on the Seal One device's screen is too small for you, you have the option to enlarge the font size. You can enable / disable display zoom via the “Zoom Display” dropdown menu option by clicking on the  symbol on the taskbar.

N.B. When lines to be shown are larger than the screen size, the text will be displayed as a horizontally scrolling ticker.



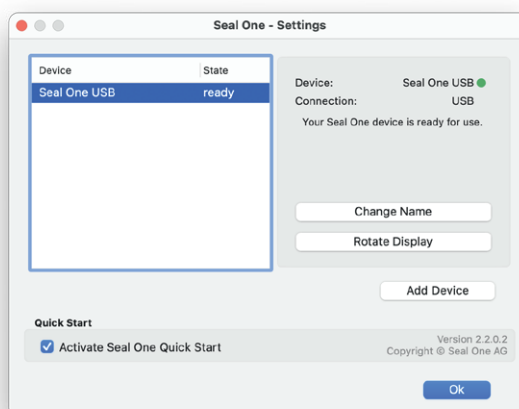
### 3.2.3 Rotate Display

It may occur that displayed text of the Seal One device is shown upside down. You can change the display orientation by clicking on the  symbol on the taskbar, and selecting „Rotate display“.



### 3.2.4 Settings - macOS

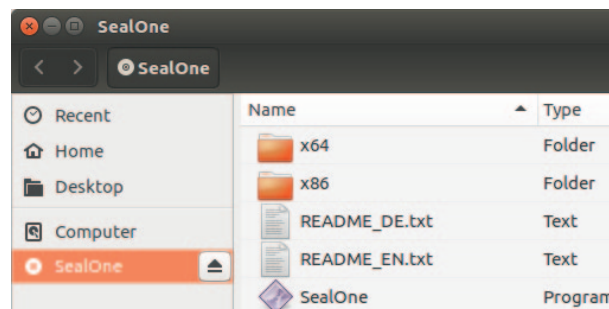
The settings for your Seal One device are managed under the “Settings” dropdown menu option (click the  symbol in the menu bar to display the full menu). Available settings include changing the device's name and enabling Quick Start.





### 3.3 Seal One with Linux

Depending on the Linux distribution and configuration, the virtual Seal One CD drive will automatically mount itself. When that's not the case, you must do this step manually. Once done, you can find the virtual CD drive from your File Manager and start the Seal One application by double clicking on it.



Alternatively, you can download the latest version of the Seal One application from and start it: [www.seal-one.com/start](http://www.seal-one.com/start)

After the application has been started successfully. The following message will appear on the display of your Seal One device. Your Seal One is ready for use. N.B. The animation of the arrows is moving.



In order to have a full featured experience on Linux, you will need a Linux Distribution which contains the GTK graphics library. You can also use the application without a Graphical User Interface, in which case you would need to manage the necessary settings for your Seal One device via the command line. For more details, see the README.txt on the virtual CD ROM drive.

## 4 Firewall

If you see the following icon on the screen, firewall settings might have to be adjusted. Maybe the internet connection is blocked by a firewall. Allow all incoming and outgoing Seal One connections.

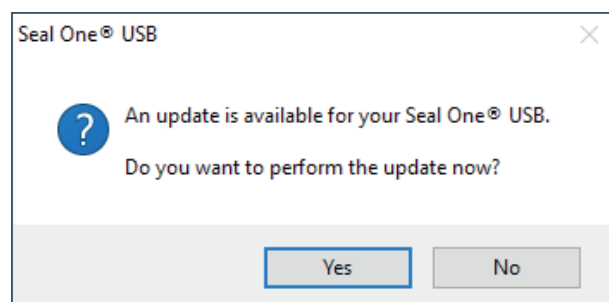
N.B.: The warning symbol is blinking.



## 5 Automatic Updates

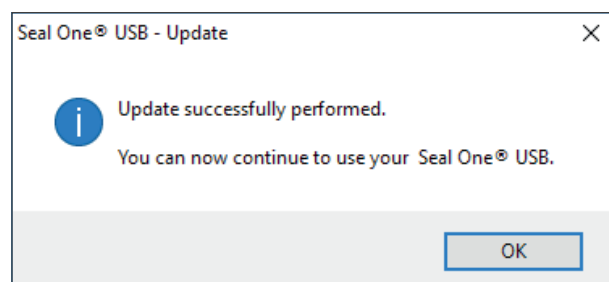
To keep your Seal One device up-to-date, you will be notified of any available firmware updates. We recommend that you always update to the latest version when prompted. When an update is available, you will be presented with the following dialog asking if you would like to update now.

If you would prefer to defer the update to a later date, click "No" when the dialog appears. The update prompt will be displayed again in regular intervals.



During the update process, you will see a progress bar displayed in the update window and on the device's display. After a successful update, your Seal One will automatically restart, reconnect, and be ready for use.

Please take special care not to disconnect your Seal One device from USB during the update process.





## 6 Symbols and their meaning

| Display screen                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | If the device logo remains permanently on the display during the start-up process, the USB port of your PC / Laptop may be disturbed or blocked. In this case, use the supplied USB cable or use another USB port of your PC / laptop. If the Seal One device is used inside a company, please contact your administrator. He is able to unlock the Seal One device based on the USB Vendor/Product ID. |
|    | Seal One device is connected via USB but cannot communicate with the PC / laptop. A possible cause is that the Seal One application has not been started. Start the Seal One application (Note: There is no physical CD required to start the application, a virtual CD drive is provided automatically). For details see chapter 3.1.1 / 3.2.1.<br>Always use the original cable supplied by Seal One. |
|    | The connection between Seal One device and the internet is being established.<br>Hint: The arrows are blinking.                                                                                                                                                                                                                                                                                         |
|    | Seal One device is connected to the internet and ready to use.<br>Hint: The animation of the arrows is moving.                                                                                                                                                                                                                                                                                          |
|   | There is no connection between the Seal One device and the internet. Please check if the PC / laptop has an active connection to the internet. Maybe the internet connection is blocked by a firewall. Allow all incoming and outgoing Seal One connections.<br>Hint: The warning sign is blinking.                                                                                                     |
|  | You can change the display orientation.<br>Details can be found in chapter 3.1.3 / 3.2.3.                                                                                                                                                                                                                                                                                                               |
|  | The Seal One ID is needed to enroll with an acceptance partner. It will show when you press and hold the "OK" button for at least 3 seconds. As soon as your Seal One device is successfully registered, it changes to the mode „ready to use“.<br>Note: In case you want to discontinue displaying the Seal One ID without enrolling with a partner, push the button for at least 3 seconds once more. |
|  | Seal One device sets itself into an energy saving mode after few minutes, in order to increase its operating lifetime. As soon as a transaction arrives in this state, the energy saving mode is discontinued automatically and the arriving transaction is displayed.                                                                                                                                  |

For further enquiries (e.g., difficulties experienced due to special individual PC / laptop settings, please refer to: [www.seal-one.com/service](http://www.seal-one.com/service)

## 7 Handling and safety Instructions

CAUTION: Failure to observe the following safety guidelines may under certain circumstances result in fire, electrical shock, other injury or damage to the Seal One device or other components. Please ensure that children do not have any access to the hardware and packaging materials. Never let children play with the device. Children can swallow the device and the accessories. The device is designed and manufactured with great care and should be treated with care.

The following recommendations and operating instructions should help you to ensure a longlasting operation:

- Avoid dropping the device and never open it.
- Protect against direct sunlight, high temperatures and severe temperature changes, this could damage movable and electronic components and the functionality is no longer guaranteed.
- Never throw the device in a fire.
- The housing of the device can break through substantial impact.
- The use of the device once it has been damaged is prohibited.
- Use the device at a clean and dry place.
- Protect the device from dust, vapors, humidity, liquids, and never put paint on it.
- To clean, use slightly damp, lint-free cloth and do not use harsh cleaners or solvents.

### 7.1 Legal Disclaimer

Seal One AG disclaims all liability for damages resulting due to improper use. Opening the Seal One device and any changes on the device are strictly prohibited and will void the warranty.

### 7.2 Disposal of old electrical and electronic Equipment



This symbol indicates that according to local laws and regulations your product and its rechargeable battery must be recycled separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities for the recycling of electronic equipment. The improper disposal of waste electronic equipment by the consumer may be subject to fines. The separate collection and recycling of your product and its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. The device and its battery should be handed over to the appropriate collection point for the recycling.

### 7.3 EC-Declaration of Conformity



Simplified EU Declaration of Conformity

Seal One AG hereby declares that the Seal One 3200 conforms to the EU directives, harmonized standards, and technical specifications for this device. The full text of the EU Declaration of Conformity is available at the following Internet address: [www.seal-one.com/conformity](http://www.seal-one.com/conformity)

## 8 Return form

Please use a sturdy packaging for return, such as a padded envelope or shipping bag. For the return form, return address, and further information, please visit: <https://www.seal-one.com/return>

## 9 Package Contents

- **Seal One device**

- **USB extension cable**

Please note that the USB cable is designed for exclusive use with Seal One devices.  
The manufacturer assumes no liability for any use not in connection with Seal One devices  
You can also use a standard USB cable with Seal One devices.

- **Quick start guide**

This quick start guide contains all necessary steps for installation, usage and maintenance of your Seal One device.

- **The package does NOT include a CD.**

The entire operating software is already included on the Seal One device and a virtual CD drive is provided automatically.  
The software is NOT available on CD.

