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ACCESS CONTROL | infinias

Frequently Asked Questions about infinias® Mobile Credential

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What are the requirements to use Mobile Credential?

- infinias Access Control Management 4.0 software or higher.
- Free downloadable iOS/Android for smartphones.
- Mobile Credential Server installed and configured.
- Mobile Credential License Pack (available in 10, 20, 50, or 100-packs).
- Mobile Credential for infinias CLOUD is licensed per credential at the time of use on a smartphone. Billing for each Mobile Credential license used is automatically billed a one time fee for the month that it is first used.

How does Mobile Credential work?

Mobile Credential works with infinias Access Control Management 4.0 (or higher) software to provide a smartphone based credential that can be used in one of two ways; either by requiring the smartphone be on the corporate network directly via WiFi, thus requiring proximity to the building, or via any internet connection allowing use of Mobile Credential from anywhere a data connection can be made with the smartphone (at the administrator’s discretion).

Network administrators can add a Mobile Credential License Pack (not required for infinias CLOUD), create temporary activation keys for any person in the system, and define the activation date/time range for the credential. For example, a credential can be active only for a few hours. Once activated on the smartphone the temporary key is replaced with a permanent key unknown to the user and locked to the device. All communication is over SSL ensuring a secure conversation with the access control system.

People with a Mobile Credential only get the list of doors they have access to downloaded to their device and all decisions are made by the access control system, not on the smartphone device. If a Mobile Credential is disabled in the access control system, the effect is immediate and the information on the device is no longer of any use.

How do I set up infinias Access Control Management to work with Mobile Credential?

Two steps are required for configuring infinias Access Control Management software for the Mobile Credential feature:

- Add a Mobile Credential license pack to infinias Access Control Management (Not required for infinias CLOUD).
- Configure users to their Mobile Credential license number within infinias Access Control Management.

Please refer to your manual on the exact steps on how to set up infinias Access Control Management to work with Mobile Credential.

How do I activate Mobile Credential on a phone?

In order to activate a smartphone, you will need:

- The free Mobile Credential iOS/Android mobile app, installed.
- Mobile Credential license and system information.

After inputting the Mobile Credential license information into infinias Access Control Management, enter the unique license code, IP address of the server, and the port information into the smartphone itself.

Can I use cell data with Mobile Credential?

Yes. Using cell data requires a different setup. Please contact 3xLOGIC for more information.

Can I deactivate Mobile Credential on a device?

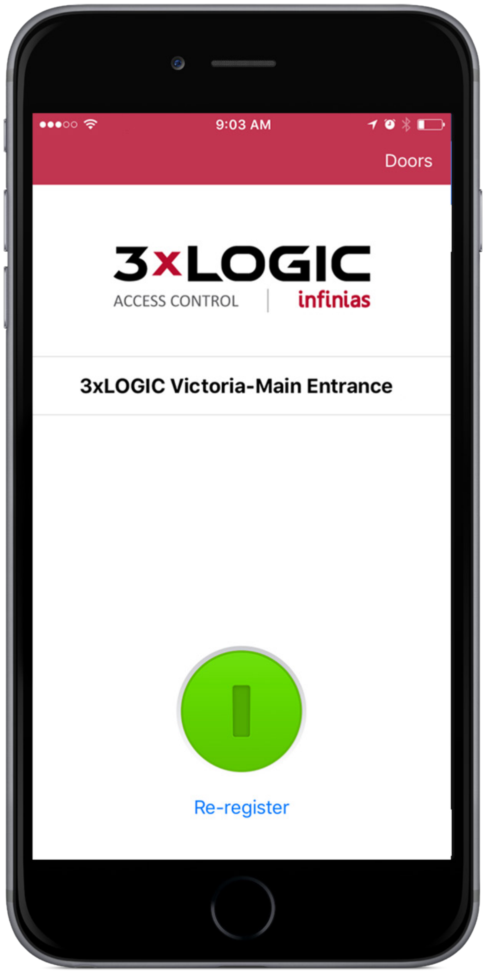
Yes. You can deactivate a license anytime from infinias Access Control Management and access will be denied immediately. Administrators may also set a future activation or expiration date & time for a Mobile Credential so that activation and expiration occur automatically.

Can I transfer a Mobile Credential license to another smartphone?

No. You cannot re-activate a license after it has been deactivated or have two licenses running simultaneously. Once a credential has been activated on a device, it is permanently tied to the device, and cannot be transferred or replicated. This is a safety feature of Mobile Credential that ensures the integrity of your system.

Will Mobile Credential still work if my network goes down?

No. Unlike physical access cards, Mobile Credential requires a network connection to function properly. The Mobile Credential server must be able to communicate with the software in order to request access to a door. infinias Access Control Management allows multiple credentials for each person, and having a physical access card is encouraged.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