

Frequently Asked Questions

Mobile Access

The global leader in
door opening solutions

1. Does mobile access work with all phones?

Bluetooth Smart-enabled locks from ASSA ABLOY Group brands can be used with all mobile devices supported by the HID Mobile Access® program. Today, this includes Android 4.4+ using Bluetooth Smart and iOS 8+ using Bluetooth Smart. The HID Mobile Access app is available on Android app store and Apple app store.

Mobile devices supported by HID Mobile Access are added on a continual basis per HID Global's discretion. For more information, contact your local HID Global representative or reference the [HID Mobile Access data sheet](#).

2. Does HID Mobile Access work at the same speed and distance as traditional cards?

ASSA ABLOY recommends read distances on the locks be adjusted to a maximum of 6 inches. Administrator users can adjust read distance at their discretion, per instructions in the ASSA ABLOY Mobile Access User Guide (available in the Partner Area on IntelligentOpenings.com).

Due to differences in operating systems, loaded software, and settings, there may be variations in read speed between mobile devices. Depending on the configuration, read speed may be longer than a physical credential because of encryption and the nature of the virtual credential.

3. In addition to HID wall readers, what locks does HID Mobile Access work with?

Bluetooth Smart and NFC:

- Corbin Russwin Access 700 PIP1 and PWI1
- Corbin Russwin IN120 and IN220
(IN220 available Q1 2016, Bluetooth Smart support available Q2 2016)
- Corbin Russwin SE LP10
- SARGENT Passport 1000 P1 and P2

- SARGENT IN120 and IN220
(IN220 available Q1 2016, Bluetooth Smart support available Q2 2016)
- SARGENT SE LP10

NFC only:

- HES K100 and KS100
- Securitron R100

Locks ordered with the Bluetooth Smart option will be shipped in a "mobile ready" configuration. Mobile-ready locks and readers are populated with all the necessary hardware and firmware to work with Bluetooth Smart and/or NFC mobile devices, but require site-specific programming. Customers must contact their HID Global representative for configuration cards.

4. Can I still use my existing HID Global credentials?

Yes, multiCLASS SE® technology allows our locks to support a wide range of industry leading credentials as well as Bluetooth Smart and NFC-enabled mobile phones.

5. Will it work with my access control system?

Bluetooth Smart-enabled devices will work with all access control systems that support Seos technology.

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6. Apple Pay displays when using my iPhone 6, 6S, 6 Plus or 6S Plus. Is this an issue?

The launch of Apple Pay has no impact on the performance of the iPhone when used as a credential for physical access control with HID Mobile Access. If you have access issues, please confirm the HID Mobile Access application is running. For additional information about interoperability with Apple Pay, please reference the Apple Pay with Contactless Smart Card Reader Technical Note from HID Global on IntelligentOpenings.com.

7. How is the ASSA ABLOY Mobile Access solution different from other solutions available today?

ASSA ABLOY Group brands offer the industry's only mobile access solution that offers native support for iOS® and Android™ mobile devices in both wired and wireless locks.

Our solutions are powered by Seos, a breakthrough credential technology that manages secure identity solutions and represents a new way of thinking about the end-user experience. Invest with confidence knowing our best-in-class security and privacy protection can evolve to meet secure identity needs. For more information about breakthrough credential technologies, please contact your local HID Global representative.

8. How do I begin using mobile access at my site?

The transition to HID Mobile Access® begins with the on-boarding process with HID Global. Proper on-boarding ensures that you have the ability to enroll end-users to the HID Secure Identity Services™ Portal and the capability to issue Mobile IDs to the HID Mobile Access App with confidence. For more information, visit: <https://www.hidglobal.com/solutions/mobile-access> or contact your local HID Global representative.

Additional configuration information and troubleshooting guides will be available soon on IntelligentOpenings.com.