HID Mobile Access App User Guide

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Contents

1 Overview 4
2 App Basics 5
2.1 HID Mobile Access Menu 5
3 Download the Application and Connect Device 6
4 Open Doors with HID Mobile Access 7
5 Configuration 7
5.1 Android Application 7
5.2 Bluetooth Sensitivity 9
5.3 iOS Application 10
6 User Feedback 12
7 Background Operation 13
7.1 Android Device 13
7.2 iOS Device 13
8 General Information 13

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Revision History

Date	Description	Version
9/25/14	Initial release	A.0

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1 Overview

HID Mobile Access complements the company's existing access control solution. Instead of using cards or fobs to access the building, individuals with access to the site, will be able to use an Android or iOS mobile phone to access the secured area.

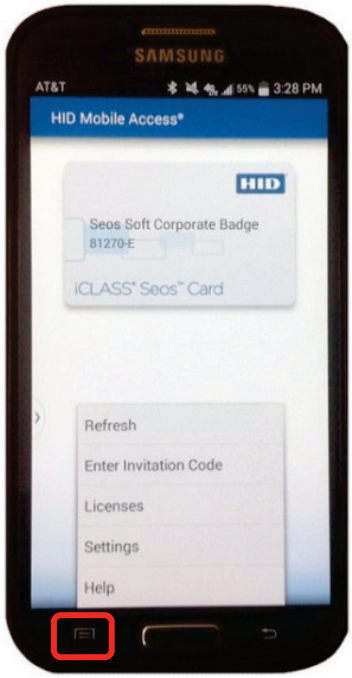
As approaching the reader, the user can either *Tap* the phone to the reader, as you would an access card, or once within range of the reader, turn the phone as if turning a door knob (*Twist and Go* feature) and access will be granted.

TAP **Twist and Go**

2 App Basics

2.1 HID Mobile Access Menu

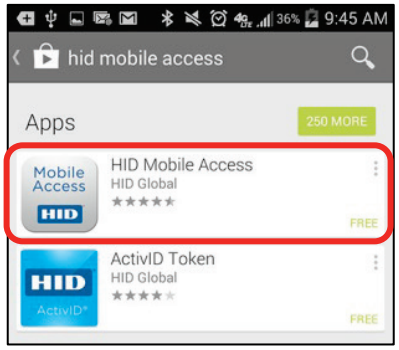
Depending on the Android device version, the **Menu** icon may be a three dot icon at the top of the screen, or appear at the bottom left of the device.



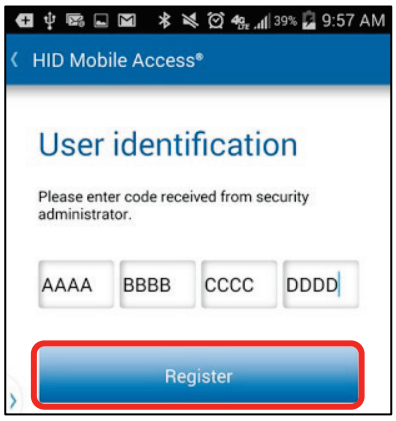
Option	Description
Refresh	Simply refreshes the screen.
Enter Invitation Code	Enter the invitation code provided via email, to set up the phone.
Licenses	Displays the Privacy Policy and License and User Agreement.
Settings	Sets up the HID Mobile Access configuration. See *Section 3: Configuration*.
Help	Provides application information, warnings, Twist and Go demo, and contact information.

3 Download the Application and Connect Device

1. Ensure your mobile phone is connected to the internet (either via mobile data network or Wi-Fi) during phone registration and Mobile ID delivery.
2. Open the invitation email you received from your site administrator, inviting you to participate in HID Mobile Access.
3. Follow the instructions in the email to download the **HID Mobile Access** application from Google Play or App Store depending on the device.



4. Enter User Identification code (provided in the email noted above) into the phone (**HID Mobile Access > Menu > Enter Invitation Code**). Click **Register**.



5. Your site administrator will now add you to the site Access Control System, to allow this phone access to the site.

4 Open Doors with HID Mobile Access

To open an access door, with HID Mobile Access:

1. Unlock the phone screen and open the HID Mobile Access Application.
   Note: The application uses negligible battery power and can be left running in the background.
2. *Tap* the phone to the reader, similar to how you use an access card today.
   Note: All readers will work using the *Tap* functionality.

   Doors may be enabled for long read range; check with the Security Administrator for this information. Doors that have been enabled for long read range are opened by using the *Twist and Go* feature, instead of *Tap*.

   To open a door using *Twist and Go*, unlock the phone and use a twist motion (similar to twisting a door knob) within the read range. A demo of the *Twist and Go* is available on the mobile phone at: **HID Mobile Access > Menu > Help > Twist and Go**.

   Note: If a Reader out of range error message is received, move closer to the reader and try the *Twist and Go* gesture again.

The HID Mobile Access application offers additional features:

Note: There may be differences in the user experience across Android and iOS devices:

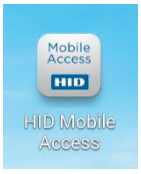
- Open doors by just lighting up the screen (application runs in the background)
- Some users love this feature for its convenience, but not all Operating Systems support this feature reliably. The iOS will shut down applications as the phone memory fills up with more recently used applications. You may find that you have to restart the application regularly.
- For additional options, see *Section 4: Configuration* for a list of the configuration options.

5 Configuration

5.1 Android Application

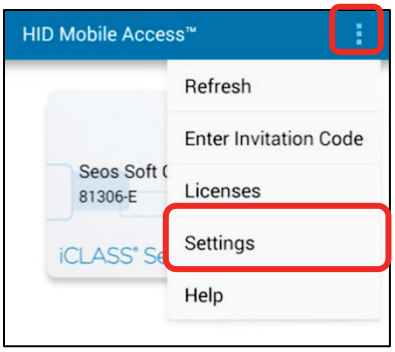
The following setup configuration example is shown on an Android phone.

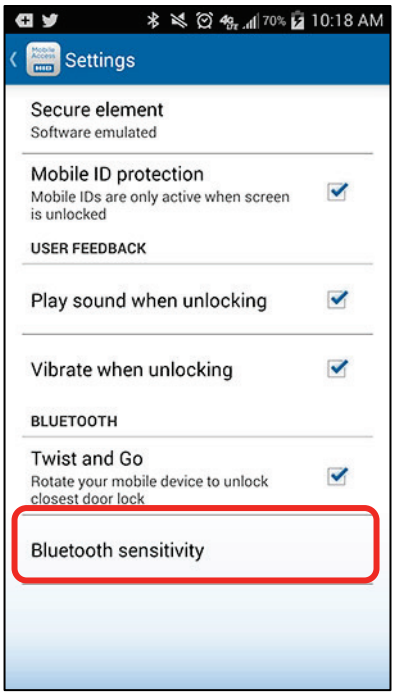
1. Open the **HID Mobile Access** Application.



2. Select the **Menu** icon. See *Section 2.1: HID Mobile Access Menu* for Menu instructions.

3. Select the **Settings** option.



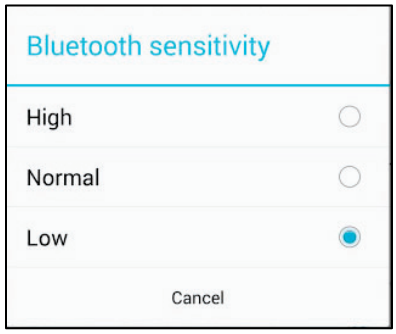


Setting	Description
Secure Element	Displays the key store location. **Note:** This may show different locations if the phone has an embedded secure memory, or the keys are held on the phones SIM. Normally this will not be changed
Mobile ID Protection (see your site administrator for site requirement)	With this option enabled mobile access is not allowed unless the phone is unlocked. If this option is not enabled, the phone will operate by simply waking up the screen (press power button). **Note:** This option of disabling Mobile ID Protection may not be available on all devices.
Play sound when unlocking	This option sets the phone to emit a click when access is allowed.
Vibrate when unlocking	This option set the phone to emit a vibration when access is allowed.
Twist and Go	This option enables/disables the *Twist and Go* function on the phone.
Bluetooth Sensitivity	This option set the Bluetooth power level. Options are High/Normal/Low. Default is Normal. For more information, see *Section 9.1.2 Bluetooth Sensitivity*. **Note:** This functionality resides in Android devices only.

5.2 Bluetooth Sensitivity

The *Bluetooth Sensitivity* option adjusts the Power of the phone's Bluetooth interface (not for Range adjustment). This option allows the application to remove/reduce false reads or false triggering due to the Bluetooth chip sensitivity. Default is **Normal**.

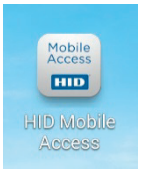
- If a user phone triggers readers at longer than expected distances, or by simply walking past the reader, then set to **Low**.
- If there is an unreliable read or read distance is very short, then set to **High**.



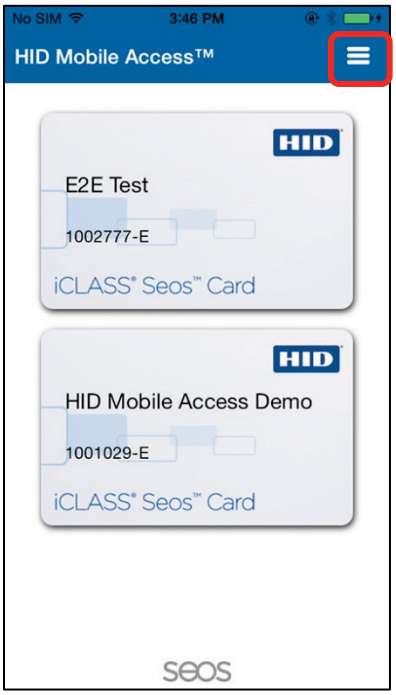
5.3 iOS Application

The following setup configuration example is shown on an iOS phone.

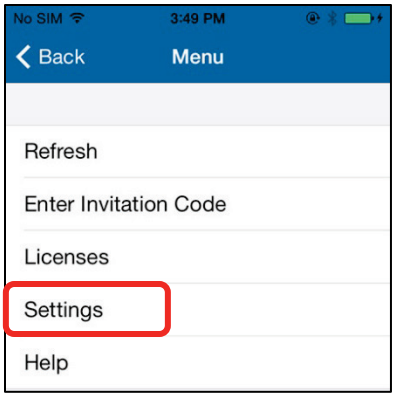
1. Open the **HID Mobile Access** Application.

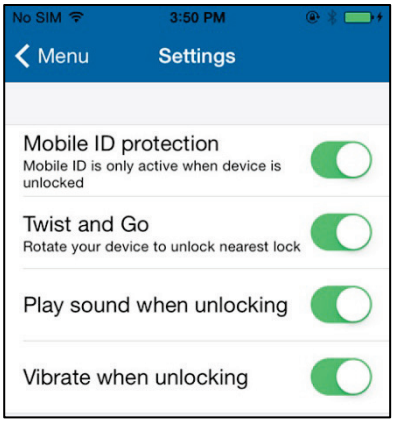


2. Select the **Menu** icon.



3. Select the **Settings** option.





Setting	Description
Mobile ID Protection (see your site administrator for site requirement)	With this option enabled mobile access is not allowed unless the phone is unlocked. If this option is not enabled, the phone will operate by simply waking up the screen (press power button). **Note:** This option of disabling Mobile ID Protection may not be available on all devices.
Twist and Go	This option enables/disables the *Twist and Go* function on the phone.
Play sound when unlocking	This option sets the phone to emit a click when access is allowed.
Vibrate when unlocking	This option set the phone to emit a vibration when access is allowed.

6 User Feedback

Use Case	Message(s)	Android Vibrations	iOS Vibrations	Comment
Success	Communication with reader	1	1	Transaction is typically concluded by green or red reader LED.
Logical Error	No reader in range	0[1]	0	When user is in line of sight but not within *Twist and Go* distance.
	Mobile ID rejected			When antipassback kicks in or if no Mobile ID for site.
	Twist and Go not supported by reader			When closest reader is configured to not support *Twist and Go*.
	Tap not supported by reader			When Tapping reader which is configured to not support *Tap*.
Major Error	Communication error	0[2]	0	Failure at the BLE layer or in the communication layer.

Note: The iOS only supports a maximum of a single vibration per notification message, and the Android app is designed to align with this. The apps have been designed so that a vibration and a sound/click will only be triggered when a communication channel is opened to the reader. For the use cases **Mobile ID rejected** and **Communication error**, the reader will first enter the use case **Communicating with reader** with a single vibration and click but then immediately switch to the error message triggered by the error state.

[1] From Seos Android 2.2.3. Earlier versions used 2 vibrations in this case.

[2] From Seos Android 2.2.3. Earlier versions used 3 vibrations in this case.

7 Background Operation

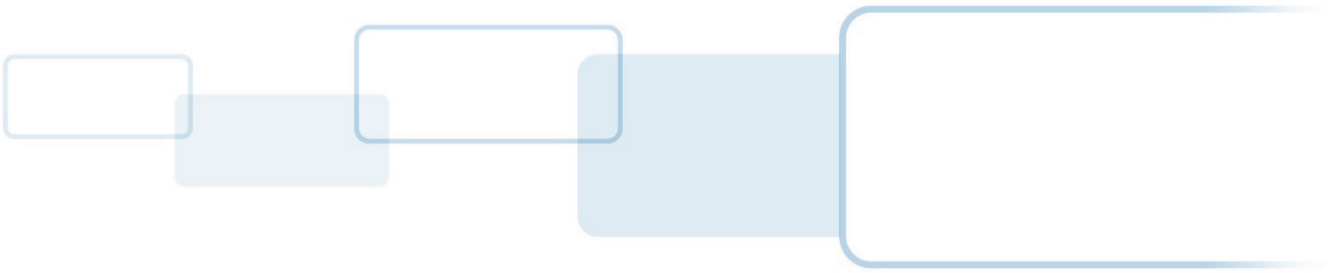
7.1 Android Device

The *HID Mobile Access App* is started automatically after reboot on an Android phone, and it runs seamlessly and consistently in the background. If the App is forced to close, it will be necessary to restart the App.

7.2 iOS Device

The *HID Mobile Access App* is not automatically started after reboot on an iOS phone. Once started, it will run seamlessly in the background but with exceptions and clarifications listed in the table below. If the App is forces to close, it will be necessary to restart the App.

Operating Mode	Comments
Success App in foreground	Preferred mode of operation that works consistently
App in background + unlocked screen	This mode works well but if issues occur, start or bring the App to the foreground.
App in background + screen locked but lit up	This background mode needs to be manually enabled in the App **Settings** to work properly. If the **Mobile ID protection** setting is disabled, doors can be opened without unlocking the phone if the screen is lit up. Issues can occur depending on which apps are installed, and running, and how they operate. If issues occur, unlock the screen and bring the App to the foreground.
App in background + black screen	This is not supported due to limitations in the phone OS

8 General Information

- Do not delete the HID Mobile Access application from your mobile device unless instructed to do so by your Security Administrator. If the application is deleted, or if you backup and restore the contents of your phone, the Mobile ID(s) will be deleted permanently and new IDs will need to be issued.
- Mobile ID(s) cannot be transferred to a new or different phone. If you change/replace your phone, contact your Security Administrator to register the phone and issue Mobile IDs.
  Note: This enhances the security of the Mobile ID(s).
- Mobile ID(s) will be preserved if the HID Mobile Access Application or the phone's Operating System (OS) is upgraded.
- If your phone is lost or stolen, this should be treated as a lost access badge, and notify the Security Administrator immediately.