



FREQUENTLY ASKED QUESTIONS

CONEXT™ MOBILE SMARTPHONE ACCESS CONTROL SOLUTION

FAQ FOR PURCHASING MANAGERS

Thank you for your interest in Conekt and Farpointe Data! CONEXT™ is Farpointe's new mobile smartphone access control solution. With Conekt the smartphone is the credential. The Conekt solution consists of Mobile Access Credentials and Readers. This FAQ is tailored specifically for purchasing professionals, with information to assist with the Conekt ordering and activation process.

What are the specific products available today with the Conekt solution?

Today there are two Conekt reader models:

- **CSR-35P** Presentation Mobile-Ready Contactless Smartcard Reader (up to 1.5-inches (38mm));
- **CSR-35L** Long-Range Mobile-Ready Contactless Smartcard Reader (up to 15-feet (4.6m)).

And the current model of the Conekt mobile access credential is:

- **CMC-2** Conekt Mobile Access Credential.

What is the ordering process for the new Conekt readers and mobile access credentials?

The process today for ordering Conekt readers and mobile access credentials is the same as the process with all Farpointe readers and credentials. No changes need to be made. PO's should be sent via email to support.usa@farpointedata.com, or faxed to +1-408-731-8705.

What specific access control coding is required when ordering Conekt mobile access credentials?

To process a PO for CMC-2 Conekt Mobile Access Credentials, or MAC for short, the same access control programming details are required as when ordering traditional access credentials. This includes format, facility code and ID's, including starting number and quantity. MAXSecure™ is also supported.

What formats are supported by Conekt mobile access credentials?

MACs can be programmed to support the industry standard 26-Bit Wiegand format, as well as custom Wiegand and ABA Track II magnetic stripe formats, as well as other more custom emulations.

Are custom graphics an option?

Yes, MACs can be ordered with full-color custom graphics on both the front- and back-side of the credential. Examples of custom graphics can range from logos and text, to URLs, images, messaging and more. Custom credentials, traditional or mobile, are helpful in building brand equity, as well as encouraging credential reorders. Additional information can be found on our [Custom Print Credentials Process Guidelines](#) document.



What is the price of the Conekt readers and mobile access credentials?

Please contact your Farpointe sales professional directly. A listing of Farpointe sales professionals can be found on our [website](#).

What is the minimum order quantity (MOQ) for Conekt readers and mobile access credentials?

Farpointe's MOQ is 1-unit, reader or MAC.

What is the lead-time on Conekt readers and mobile access credentials?

Farpointe strives to maintain lead times of 72 hours, or less.

What are the shipping method options with the Conekt mobile access credentials?

Registration Key Certificates representing each MAC can be emailed as a pdf or shipped as printed paper hard copies.

Will we, or our customers, be required to sign-up for a portal service?

No. With the Conekt solution there are no portal accounts or sensitive personal information required.

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What about security, as this is a real concern today for our customers?

Unlike other mobile access solutions that may require an intrusive on-boarding process, submission of sensitive personal end user information, or the maintenance of portal accounts, Conekt avoids these common cyber pitfalls with its straight-forward activation process. Further, Conekt takes advantage of strong encryption, such as AES, to hardened digital communication techniques including HTTPS with TLS, certificate pinning, API keys, as well as an EAL5+ compliant hardware core, to insure the validity and integrity of the solution.

What are the step-by-step instructions to activate the mobile access credential?

1. Using the target smartphone (Apple iPhone® or Google Android® supporting BLE), download and follow the directions to install the Conekt Wallet App. The App can be found on the Apple App Store or Google Play Store.
2. Once installed, launch the Conekt Wallet App on the target smartphone, then press the "+" button to load the new MAC.
3. When prompted, enter the 16-character Conekt Registration Key found on the Registration Key Certificate (The Registration Key Certificate is the physical link to the MAC.). This will download and activate the MAC. Note the Conekt Registration Key may be manually entered or using the associated QR code, scanned with the smartphone's camera.
4. The MAC will now appear in the Conekt Wallet app, ready for use.

Can a mobile access credential be moved from one smartphone to another?

No. Each MAC is registered to a single device. Additionally, to prevent duplication the Registration Key Certificate can be used just once.

Can both traditional access credentials and mobile smartphone credentials be used on the same Conekt reader?

Yes, both Delta® smartcard credentials and MACs will work with the Conekt readers; however, CMC-2 Conekt Mobile Access Credentials will only work with Conekt readers, and not necessarily other BLE-based readers.

Will Bluetooth need to be turned on?

Yes, as Bluetooth BLE is the method the smartphone communicates the MAC to the Conekt reader, Bluetooth must be turned on.

If I still have questions, who should I contact?

Always feel free to contact the Customer Support team here at Farpointe. Our telephone number is +1-408-731-8700. Additionally, we can be reached at email support.usa@farpointedata.com. Please know we are here to help.

Thank you again for your interest in Conekt and Farpointe Data!



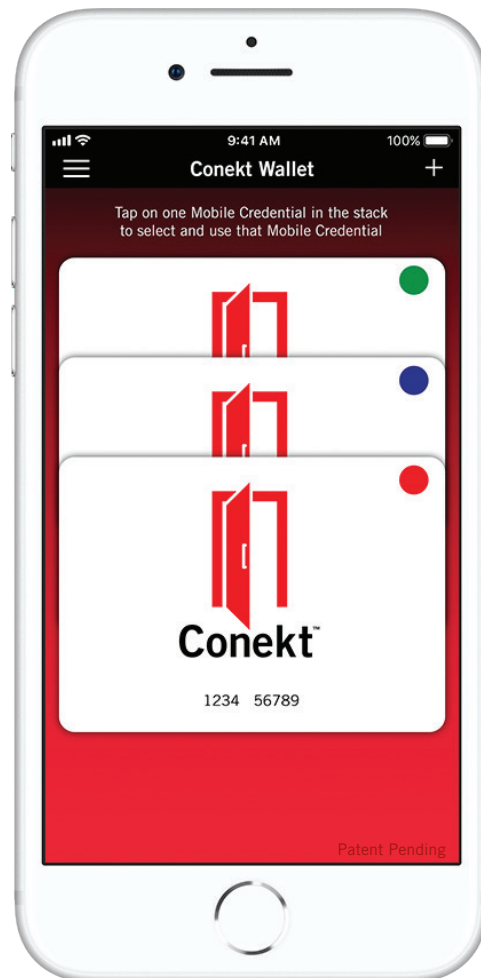
Look for Conekt on the App Store and on Google Play

Please enter "Registration Key" to receive the requested Mobile Credential

xxxx xxxx xxxx xxxx

Cancel QR Scan Submit

Enter the 16-character Registration Key to download and activate a new mobile access credential



Store multiple credentials in one convenient wallet app

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