INNERRANGE.COM

INCEPTION MOBILE ACCESS GUIDE



CONTENTS

OVERVIEW	2
PREREQUISITES	3
INITIAL SETUP	3
Mobile Access Cloud Portal Configuration	3
Inception System Configuration	5
Mobile Access Credential Licencing	6
Configuring Readers/Keypads for IR Mobile Access	6
Mobile Access Reader Configuration	6
Configuring an IR Mobile Access Reader/Keypad	7
Mobile Credential Management	8
Configuring a User's Mobile Credentials	8
Viewing All Mobile Credentials	9
Mobile Access Specific Warnings and Messages	10
Using a Mobile Credential	11
Setup and use of the Access Mobile App	11
TROUBLESHOOTING	13
No Licenses or Licensing issue	13
No Readers Displayed in Reader Config App	13
Did Not Receive Email with Invitation Code	13
Cannot connect to configured readers using the Configuration app	13
The Phone is not unlocking the door when presenting to the reader	14
Linking code is invalid or has expired	14
Not Linked	14

OVERVIEW

The Inception system now includes support for Inner Range Mobile Access readers, allowing users to enrol and use SIFER credentials on their mobile devices, via the *Inner Range Mobile Access* app. This is done by linking the Inception system to the Inner Range Mobile Access portal, then allocating mobile credentials to users using the Inception web interface.



PREREQUISITES

- Inception Firmware V6.2.0 or Above
 - Mobile Access Credential License/s 994635ICP
 - o A Mobile Access Credential license is required for each mobile credential used.
 - Licenses are automatically used upon generation of a new credential of a mobile credential. Revoking a credential will 'free' the corresponding license. This allows for the reuse of mobile credential licenses, without concern of the licenses being consumed forever upon first use.
- For the use of an IR Mobile Credential, each door requires either one of the below:
 - o 994723 IR Mobile Access Reader
 - 994726 IR Mobile Access Keypad
- Mobile Access Cloud Account
 - A Mobile Access Cloud account is a cloud service for Security Integrators to create and manage their respective sites and manage internal staff permissions. <u>https://account.innerrange.cloud/</u>

*If you have an existing SkyCommand account, you don't need to Register, you can login using the same credentials as your existing SkyCommand account.

INITIAL SETUP

Mobile Access Cloud Portal Configuration

First, a system must be created on the Mobile Access platform. To set this up, first navigate to <u>https://mobileaccess.innerrange.cloud/</u> and either login with an existing account, SkyCommand account or register for a new account.

F inner range	•
Sign In	
To Your Mobile Acces	ss Account
Email Address	
Password	
Forgot Password	
Register for an Account	Continue



After logging into the Mobile Access Portal, navigate to Systems and click Add New System.

=			î	Mobile Access	
A	Systems	Systems			
.4	Your Company Inner Range Sales and Marketing	List of all your systems			
θ	Your Profile scott.hamiltonginnerrange.com	Q Search			+ Add New System
Ð	Change Log	Name 🛧	Site Id	Number Of Credentials	
⊡	Logout	ASIAL 2023 - Inception 3rd Party Doors	95	10	
		ASIAL 2023 - Integriti	90	27	
		Ben Webster Demo System	123	19	

Provide a system name and click Create.

≡		Mobile Access
A	Systems	New System
ч Ө	Your Company Your Profile	Name Example System The name of the customer system
Ð	Change Log	Create
€→	Logout	

Once this system has been created, ensure it is selected, navigate to the *Integration* page, and click the *Link Access Control System* button.

Take note of the linking code that is provided, as this will be needed for the next step.

=	ff Mobile Access
🛔 Systems	Example System
Example System	Integration
O Credentials	Integration
Configure Readers	Access Control System for Example System has not been configured.
1 Integration	Link Access Control System
Settings	Linking Code
Your Company Inner Range Sales and Marketing Your Profile scott hamilton@innerrange.com	YY
Ochange Log	
[→ Logout	



Inception System Configuration

On the Inception system, navigate to **[Configuration > Access Control > Mobile Access > Mobile Access Connection Settings]**. This is where the Inception system is linked to the Mobile Access platform, which is done by clicking the *Link System* button. In the dialog that appears, enter the linking code retrieved earlier from the Mobile Access platform, then click *Link*.

		A Warnings: 2 Messages: 1 Gr Checklist: 1/22					
		Link System				N	
Mobile Access Co	onnecti	Enter the linking code generated on the Mobile Access portal for the Mobile Access system you want to link the Inception to. Read More	se.	Back to Checklist	% Link System	E3 Until Artighterry	Licensing
		Please enter the linking code:					
This page is used to configure the Inner Range	e Mobile Access o	2V	rated from the Mobile Access portal. Read More				
Connection Enabled: No Connection Status: N/A Authentication Status: N/A Configured: No		Site Code:					
		2001					
		Cancel Link					
IR Mobile Access							*
Connection Enabled							0
Site Code	2001						0
System Name							0

Mobile Access Co	onnection Settings	Checklist	E Save	% Link System	S Unlink System	Licensing			
This page is used to configure the Inner Range Mobile Access connection settings, connecting to a corresponding Mobile Access system using a pairing code generated from the Mobile Access portal. Read More									
Connection Enabled: Yes Connection Status: Connected Authentication Status: Authenticated Configured: Yes									
IR Mobile Access							*		
Connection Enabled	v						0		
Site Code	2001						0		
System Name	http-millio- ingdor - Schools						0		

System Linking Complete



Mobile Access Credential Licencing

After system linking has been completed, it's a good time to check credential licenses are available for the Inception controller. The Inception controller periodically checks for licenses, however, update requests can be actioned by the operator. This is either via internet "Update License" or manually added via "Apply License Key" **[Configuration>General>Licensing]** Refer to Screen shot below:

inception	▲Warnings:4 ■ Messages:2 & Checklis	st: 1 / 22 🏝 New Firmw	are Available		
Dashboard	Licensing		1	Back to Checklist	Apply License Key
Commissioning Checklist State / Control	This page is used to view the licensed feature summary and license keys for this inception system. Read More			L	
Configuration	Feature Summary				
⊖ Hardware	Licensed Feature Inner Range Mobile Credentials		21 Maz	Availability imum (21 Available)	
← Inputs 〈 → Outputs 〈	License Keys	Licer	nse Kev	Quantity	Status
	Inner Range Mobile Credentials	91Th: 00000	10.1 CTT 10.5P8	10	Permanent
Scheduling < Scheduling <	Inner Range Mobile Credentials	P7J B8D	WV 173	5	Permanent
 Scheduled Tasks 	Inner Range Mobile Credentials	BJY		5	Permanent
General 2 Network Date and Time System Connections System Connections					

Configuring Readers/Keypads for IR Mobile Access

Mobile Access Reader Configuration

For use by installers, this app is used to apply the Mobile Access system's site key to the Inner Range Mobile Access readers on the site. Additionally, this app can also be used to perform a firmware update of the readers over Bluetooth.

Apple: https://apps.apple.com/us/app/reader-config/id1611294521



Android: https://play.google.com/store/apps/details?id=com.innerrange.mobileaccessconfig





Configuring an IR Mobile Access Reader/Keypad

First, ensure that an IR Mobile Access reader has been correctly configured on the Inception system and linked to a door. Refer to Inception manual.

Ensure the *Reader Config* app has been downloaded and installed, using the <u>Link</u> provided above. Login with the same details used to login into the Mobile Access Portal.

A list of nearby readers will be shown that can then be selected for actual configuration. If no readers are shown but there are physical Mobile Access readers nearby, confirm that Location and Bluetooth are enabled on the mobile device and able to be used by the *Reader Config* app, as these are required to look for the readers.

Find the reader to be configured, which should be marked as "Unconfigured". Select this Reader, a prompt will appear, explaining that the reader has not yet been configured with an encryption key and if one should be applied. Tap Yes, and a list of available sites will be shown. Select the correct site that was setup previously on the Mobile Access Portal above.





Once the site encryption has been selected, a prompt to name the door will be shown. Take the time to name the door appropriately to ensure the end users interaction with the correct door is easily identifiable.



Mobile Credential Management

Configuring a User's Mobile Credentials

A user's mobile credentials can be issued, viewed and revoked in the *Manage Users* page ([Configuration > Users > Manage Users]). A *Mobile Credentials* table contains all mobile credentials currently allocated to the user.

Mobile Credentials	What	Status	Revoke	0
	Allocate Mobile Credential	Remove Selected Mobile Credentials		

Clicking the Allocate Mobile Credential will prompt a confirmation window where an email can be added or edited. A code will be sent to the email address and populated in the same window, once the operator has clicked "Allocate Credential.

Allocate Mobile Credential
Enter the email address of this user to send the invitation code to. By default, this field autofills to the selected user's <i>Email Address</i> field. Read More
Licenses used: 1
e License maximum: 21
Enter the email to send the invitation to:
innerrnage.com
Cancel Allocate Credential

The *Revoke* button will mark the selected credential as *Revoked*; however, the credential will remain in the user's *Mobile Credentials* table.

Mobile Credentials		What	Status	Revoke	0
	linep	R Dave J Ball Desired at Dil.	Invitation Sent	Ø	
	Allocate Mobile Credential	Remove Selected Mobile Credentials			

The credential can be removed from the user completely by clicking *Remove Selected Mobile Credentials*. Note that this action will also revoke the selected credentials.

Mobile Credentials		What	Status	Revoke	0
	Europi	P Devi Mit Destenis (28.	Invitation Sent	Ø	
	Allocate Mobile Credential	Remove Selected Mobile Credentials			



Viewing All Mobile Credentials

Mobile credentials can also be viewed by navigating to the Mobile Credentials page ([Configuration > Access Control > Mobile Access > Mobile Credentials]). The Mobile Credential search table displays all the mobile credentials in the system in a format that enables the sorting and filtering of the data to see specific mobile credentials. The search boxes above the table header for each column allow the searching for matches in individual fields. Multiple search filters can be used at once to get even more specific results.

	enuries			
	Q	Q	Q	Q
Configure	Card Number	Туре	Linked User	Status
0	114	IR Mobile Access	Frederick Jones	Revoked
0	115	IR Mobile Access	Frederick Jones	Invitation Sent
0	113	IR Mobile Access	James Smith	Invitation Sent
0	117	IR Mobile Access	Kate Johnson	Invitation Sent
0	118	IR Mobile Access	Kate Johnson	Invitation Sent
0	119	IR Mobile Access	Kate Johnson	Invitation Sent
0	120	IR Mobile Access	Kate Johnson	Active
0	116	IR Mobile Access	Sarah Brown	Invitation Sent

Each mobile credential can be configured by clicking the configure button (Cog Icon) in the corresponding row. This will bring up a dialog allowing various actions to be performed on the credential.

Mobile Credentials

This page is used to search for mobile credentials in the Inception system based on details like t
Column visibility
Showing 1 to 2 of 2 entries
Configure Name
25

In this Window, the various actions an operator can perform are as follows:

- Resend Invitation
- Revoke Credential
- Delete Credential





Resend Invitation

A mobile credential's invitation code can be resent to the user, in the cases where the credential has expired, or the email was entered incorrectly. The email address can be changed to a different email address if necessary.

inter the email to res	end the invitation to.	Read More	
kate.johnson@coi	mpany.test		

Revoke Credential	
Are you sure you want to revoke the credential for user ℓ The credential will still be linked to this user, however will have a s cannot be used to access any doors or areas on the inception syst	status of <i>Revoked</i> and tem.
	Cancel Revoke

Revoke Credential

Credentials can also be revoked from this dialog. When the credential is *Revoked* it will prevent the user from accessing doors using the Mobile Access Credential. However, the credential will still be listed in the user's list of credentials on the user page, allowing for the history of the credential to be retained.

Delete Credential

Delete Credential from the system. This both unlinks the credential from the user and then deletes the credential from the system. Please note, deleting credentials will not remove previous access history or event logs relating to the credential or user currently stored by the Inception controller. Deleting a Mobile Access Credential from a user will also free up a license so another user can be allocated a Mobile Access Credential.



Mobile Access Specific Warnings and Messages

Mobile Access Connection Issues is a system warning which will alert the administrator when the Inception system has encountered a problem that is preventing the Mobile Access functionality from working correctly.



Skytunnel is not	t connected
Please check that	t your connection path to Skytunnel and the Internet is configured correctly
Network Setti	ngs
Mobile Access is	not connected
Please check that	t your connection to Mobile Access is configured correctly.

License availability, when the licensing limit is being approached a system prompt will be issued requiring operator acknowledgement.



This advisory message will only appear once, and once acknowledged will not display again until the system has new credentials allocated.

Using a Mobile Credential

Setup and use of the Access Mobile App

This section covers to setup of the intended Credential User. Ensure the user being issued the Mobile Credential has the Mobile Access App installed using the links below.

Intended for end users, this app allows users to enter an invitation code sent to them from Mobile Access, then storing a credential on the app. This then allows the users to gain entry through a door with a compatible mobile access reader / keypad (refer to prerequisites).

Apple: <u>https://apps.apple.com/us/app/mobile-access/id1605706021</u>





Android: https://play.google.com/store/apps/details?id=com.innerrange.mobileaccess



Open the Mobile Access App and Select "Credentials"





Enter the Invitation code issued to the user (Refer to the "Inner Range Mobile Access Credential Invitation" email) or Scan the QR Code to auto populate the invitation code within the Mobile Access app. Then Select **Submit**.

Once a Credential has been successfully registered, the Credential will be available for use.







You can now select Quick Access and then select Unlock

TROUBLESHOOTING

No Licenses or Licensing issue

Credential Licenses are a purchased item. If credential licenses have been purchased but you are receiving an error (or an issue regarding credential license/s). Then please refer to <u>Mobile Access</u> <u>Credential License</u> section.

No Readers Displayed in Reader Config App

Confirm both Location and Bluetooth services are active, and the Reader Config App has permission to use the services. Once this has been configured, tap the refresh button in the app to see readers populate.

Did Not Receive Email with Invitation Code

Confirm that the email has not been automatically moved to the junk or spam folders of your email client. Confirm correct email address by using <u>Mobile Credential management</u> and re-issue credential.

The invitation can be resent by navigating to **[Configuration > Access Control > Mobile Access > Mobile Credentials]**, clicking the desired credential's configure button, then clicking *Resend Invitation*. An alternate email can be provided, allowing the remedying of situations where an incorrect email was originally provided.

Cannot connect to configured readers using the Configuration app

If the Mobile Access Configuration app fails to connect to an existing configured reader (ie. time out) then the encryption between the Mobile Access Configuration App and Mobile Access reader has changed. This can be caused from relinking a controller from either a defaulted controller or a replacement controller without restoring a DB backup. Restore the Controller Back up.



The Phone is not unlocking the door when presenting to the reader

The Mobile Access App is designed to ensure the correct user is interacting with the door. Therefore, the app is required to be open, with the user unlocking the door by a deliberate action of selecting the Unlock button within the app on the corresponding door. Background use is not permitted. The phone must be unlocked and the app open (running in the foreground) for correct use.

Linking code is invalid or has expired

Regenerate a new Connection code on IR Mobile Access's website under the Integrations tab and relink to this Integration. Refer to <u>Mobile Access Connection Settings</u>.

Not Linked

Make sure to set the Connection Code has been generated in IR Mobile Access and has been saved <u>Mobile Access Connection Settings</u>. Ensure the following port is not inhibited

• PORT: 40844 – Connection to Skytunnel



inner range

Global Headquarters

Inner Range Australia

+61 3 9780 4300 sales.au@innerrange.com

Inner Range Canada

+1 (844) 588-0874 sales.canada@innerrange.com Inner Range United States

+1 (844) 588-0874 sales.usa@innerrange.com

Inner Range Middle East +971 4 8067100 sales.me@innerrange.com Inner Range United Kingdom +44 (0) 845 470 5000 sales.uk@innerrange.com

Inner Range India

+91 80 4070 3333 sales.india@innerrange.com