



INCEPTION MOBILE ACCESS GUIDE

INNERRANGE.COM

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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.

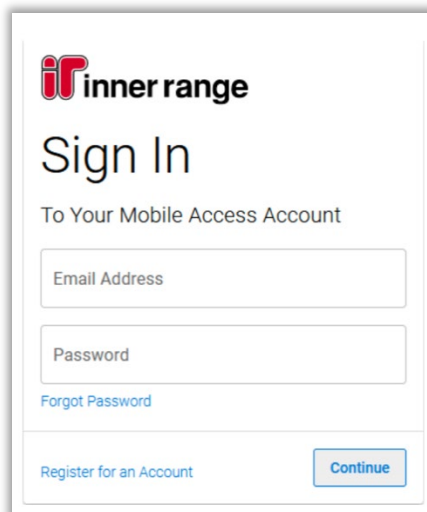
PREREQUISITES

- Inception Firmware V6.2.0 or Above
- Mobile Access Credential License/s **994635ICP**
 - 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:
 - 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.
<https://account.innerrange.cloud/>
****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

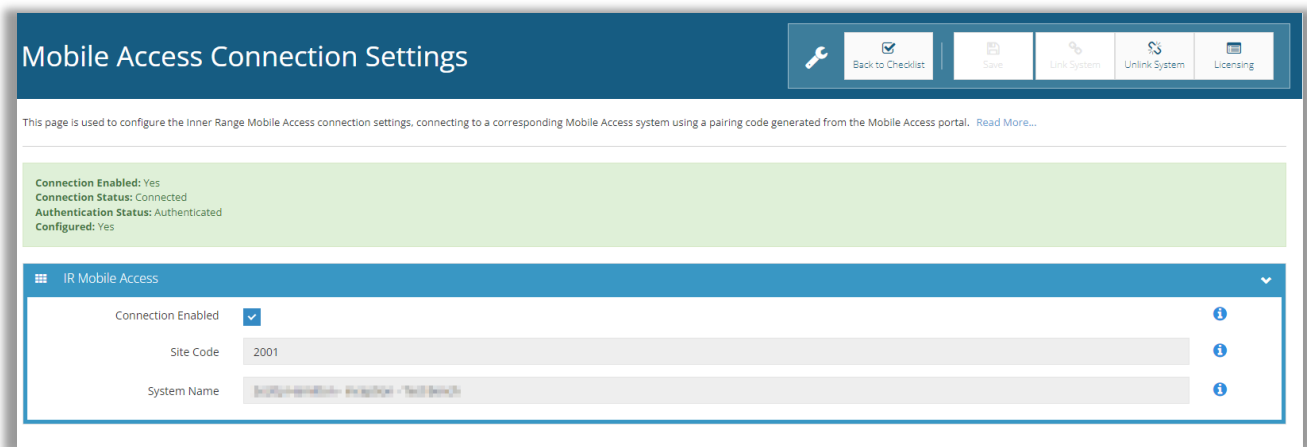
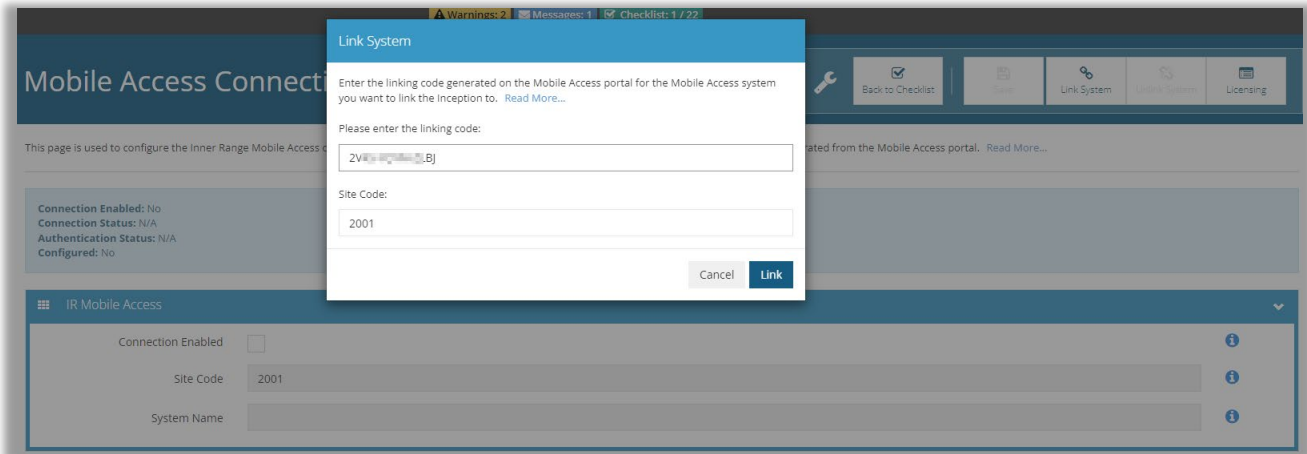
First, a system must be created on the Mobile Access platform. To set this up, first navigate to <https://mobileaccess.innerrange.cloud/> and either login with an existing account, SkyCommand account or register for a new account.



The screenshot shows the 'Sign In' page for the Inner Range Mobile Access Cloud Portal. The page features the 'ir inner range' logo at the top left. Below the logo, the text 'Sign In' is prominently displayed, followed by 'To Your Mobile Access Account'. There are two input fields: 'Email Address' and 'Password'. A link for 'Forgot Password' is located below the password field. At the bottom left, there is a link for 'Register for an Account', and at the bottom right, there is a blue 'Continue' button.

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*.



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:

The screenshot shows the Inception web interface. The left sidebar contains a navigation menu with 'Configuration' selected. The main content area is titled 'Licensing' and includes a 'Feature Summary' table and a 'License Keys' table. The 'License Keys' table has the following data:

License Type	License Key	Quantity	Status
Inner Range Mobile Credentials	91T18... ..	10	Permanent
Inner Range Mobile Credentials	P7J... ..	5	Permanent
Inner Range Mobile Credentials	B8C... ..	1	Permanent
Inner Range Mobile Credentials	0Y1... ..	5	Permanent

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>



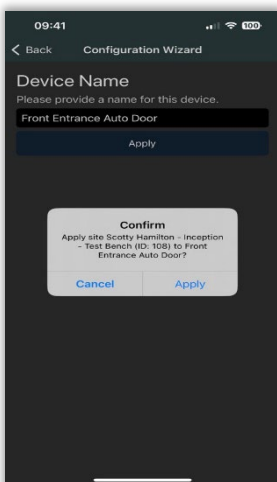
Configuring an IR Mobile Access Reader/Keypad

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.

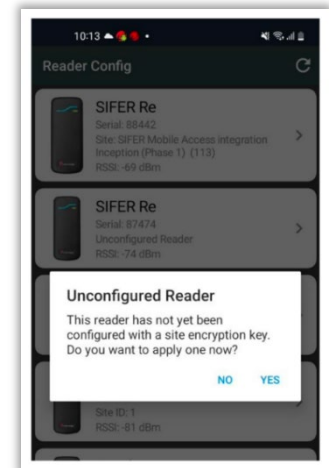
Ensure the *Reader Config* app has been downloaded and installed, using the [Link](#) provided above. Login with the same details used to login into the Mobile Access Portal.

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.



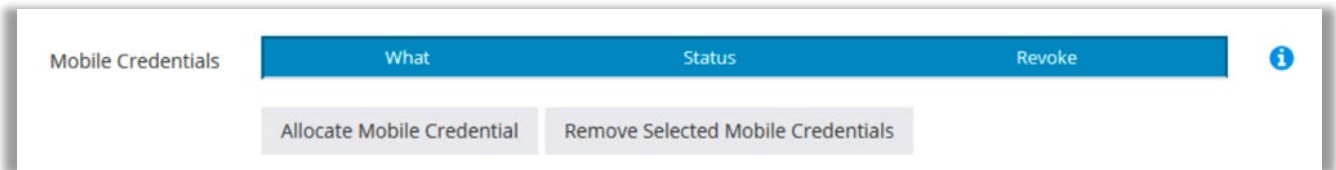
Once the site encryption has been selected, a prompt to name the door will be shown. Take the time to name the door appropriately to ensure the end users interaction with the correct door is easily identifiable.



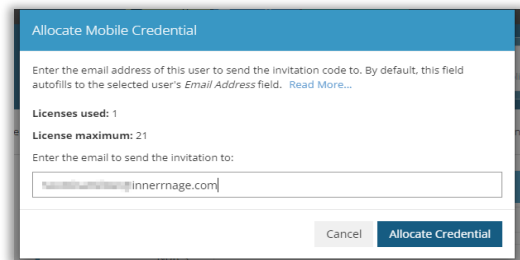
Mobile Credential Management

Configuring a User's Mobile Credentials

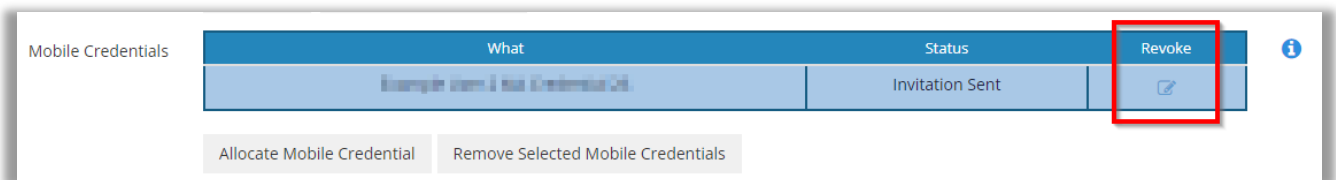
A user's mobile credentials can be issued, viewed and revoked in the *Manage Users* page ([**Configuration > Users > Manage Users**]). A *Mobile Credentials* table contains all mobile credentials currently allocated to the user.



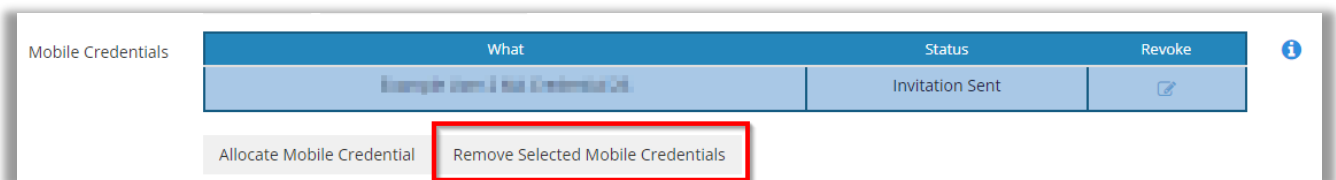
Clicking the Allocate Mobile Credential will prompt a confirmation window where an email can be added or edited. A code will be sent to the email address and populated in the same window, once the operator has clicked "Allocate Credential".



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

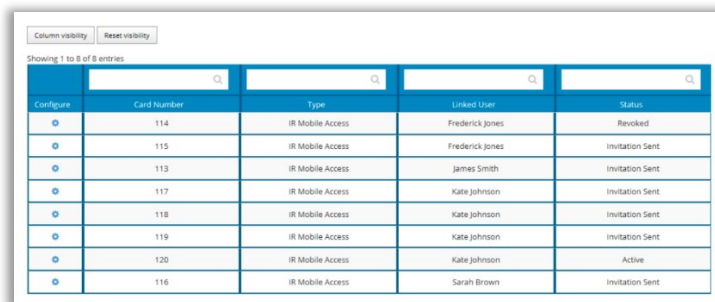


The credential can be removed from the user completely by clicking *Remove Selected Mobile Credentials*. Note that this action will also revoke the selected credentials.



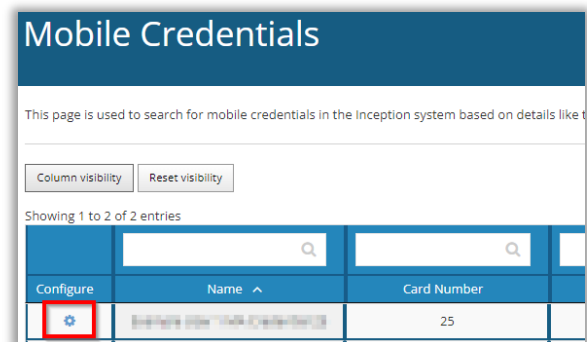
Viewing All Mobile Credentials

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.



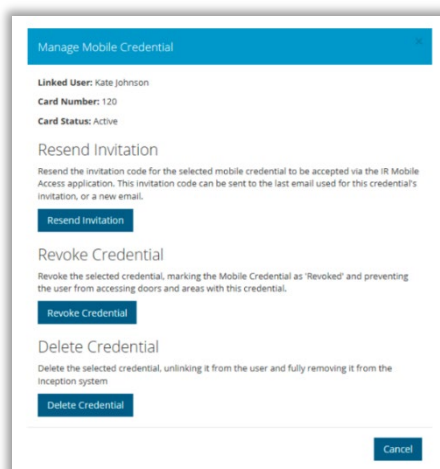
Configure	Card Number	Type	Linked User	Status
	114	IR Mobile Access	Frederick Jones	Revoked
	115	IR Mobile Access	Frederick Jones	Invitation Sent
	113	IR Mobile Access	James Smith	Invitation Sent
	117	IR Mobile Access	Kate Johnson	Invitation Sent
	118	IR Mobile Access	Kate Johnson	Invitation Sent
	119	IR Mobile Access	Kate Johnson	Invitation Sent
	120	IR Mobile Access	Kate Johnson	Active
	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.



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.

Revoke Credential

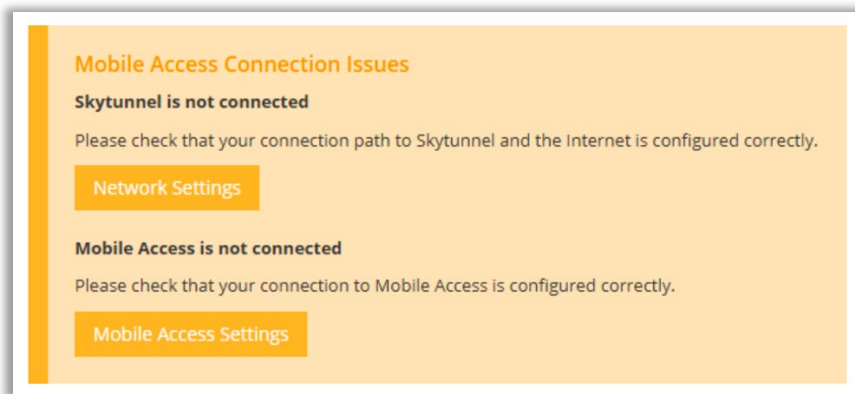
Credentials can also be revoked from this dialog. When the credential is *Revoked* it will prevent the user from accessing doors using the Mobile Access Credential. However, the credential will still be listed in the user's list of credentials on the user page, allowing for the history of the credential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

Delete Credential

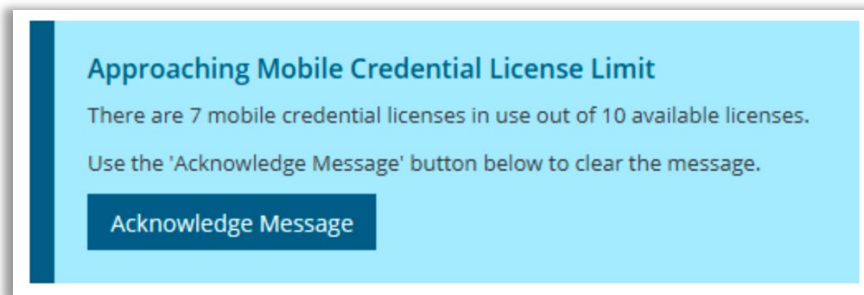
Delete Credential from the system. This both unlinks the credential from the user and then deletes the credential from the system. Please note, deleting credentials will not remove previous access history or event logs relating to the credential or user currently stored by the Inception controller. Deleting 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.



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).

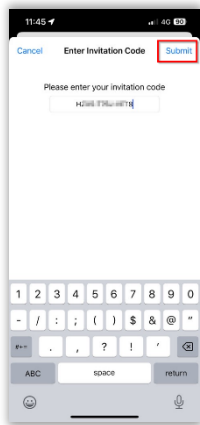
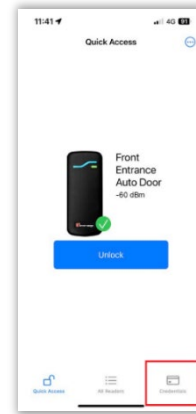
Apple: <https://apps.apple.com/us/app/mobile-access/id1605706021>



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 [Mobile Access Credential License](#) 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 [Mobile Credential management](#) 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 [Mobile Access Connection Settings](#).

Not Linked

Make sure to set the Connection Code has been generated in IR Mobile Access and has been saved [Mobile Access Connection Settings](#). Ensure the following port is not inhibited

- PORT: 40844 – Connection to Skytunnel



Global Headquarters

Inner Range **Australia**

+61 3 9780 4300

sales.au@innerrange.com

Inner Range **United States**

+1 (844) 588-0874

sales.usa@innerrange.com

Inner Range **United Kingdom**

+44 (0) 845 470 5000

sales.uk@innerrange.com

Inner Range **Canada**

+1 (844) 588-0874

sales.canada@innerrange.com

Inner Range **Middle East**

+971 4 8067100

sales.me@innerrange.com

Inner Range **India**

+91 80 4070 3333

sales.india@innerrange.com

INNERRANGE.COM