



FAQ

Here you will find the answers to the most frequently asked questions related to the dormakaba mobile access app.

How do I download the dormakaba mobile access app?

The mobile access app is available for Android and iOS devices. Search for "dormakaba mobile access".

<p>Android The app for Android can be downloaded in Google Play Store.¹⁾</p> 	<p>iOS iOS users can download it from App Store.²⁾</p> 
<p>Legal notice: ¹⁾ Google Play and the Google Play logo are trademarks of Google LLC.</p>	<p>²⁾ App Store is a trademark of Apple Inc.</p>

Why must I specify my telephone number to register with the dormakaba mobile access app?

To be able to use the mobile access app, it must be registered in the cloud. This is done by sending a text message to your smartphone, for which purpose it is necessary to specify the telephone number. The registration code that is received by text message has to be entered once in the app, whereupon registration is complete. Then, later, digital keys can be activated for your smartphone via the cloud.

This registration serves for your safety, so that a digital key, which is intended for you, can be activated from your smartphone.

Are special settings required to protect the app?

Yes, we recommend activating the smartphone lock, so that it can be unlocked only with a PIN Code or with biometrics.

Can I open a door with my smartphone without installing a mobile app?

You need the dormakaba mobile access app for opening doors. Opening doors without the app is not possible.

Which app do I have to install?

The dormakaba mobile access app is available in the App Store for Android and iOS and works with door components from dormakaba. Alternatively (if offered), you can also use your company app. Ask about this in your company.

How secure is my smartphone as an access medium as compared to the RFID badge?

For the end user, a smartphone has a high personal value and therefore implicitly offers a higher security standard than a smart card, for the following reasons:

- If a card is lost, it can be used for unauthorised access by the finder. The smartphone is protected from unauthorised access with additional security measures, for example PIN Code or biometric sensors.
- Usually, the company name is printed on the badge. If it is lost, it is easy for the finder to locate the company and the doors and get access. A smartphone does not usually have a company stamp and therefore does not provide any information about the company.
- A badge is often lent to other persons without any "doubts". Therefore, with it, even unauthorised persons can potentially get access to areas in the company that they are not authorised to enter. You always retain your personal smartphone with you and do not generally lend it to other persons.
- As compared to a smart card, access permissions can be actively withdrawn from a smartphone.

Is access possible with a smartphone that is offline?

In principle, an Internet connection is not required for opening the door as such. Depending on the access right, it can, however, be necessary for it to be regularly renewed, to ensure that it remains valid and does not expire. Access is only possible with a valid access right.

If the smartphone is offline only for a short time, that is generally not a problem. However, if the smartphone is offline continuously or over a prolonged period, any access permissions can expire. As a result, access is not possible anymore. This is a security mechanism. The smartphone must then have an Internet connection once again to get renewal of the access right.

If the smartphone is lost or stolen, can the thief/finder then grab unauthorised access?

This case is rather unlikely, unless the thief/finder has the following information:

- PIN Code or biometrics with which the smartphone is secured
- The company where access is possible
- The doors for which there are access permissions on the smartphone

In any case, please report the loss to the company immediately. The company will then be able to withdraw the access rights via the access control software.

Why can't I find the mobile access app in the App Store or in Google Play store?

Mobile access app is compatible with certain OS versions, which are stated in Google Play or App Store. Please use a web browser in order to get the information.

Please update the OS to the required minimum version.

I use the Android mobile access app. Sometimes I get a notification when opening the mobile access app that Bluetooth® (or Near Field Communication) is switched off and sometimes not. The settings of my smartphone are the same. How can it be?

This behaviour depends on how you exit from the mobile access app. You can exit by either clicking the "Back" button or the "Home" button.

By clicking the "Back" button, the mobile access app will be closed. If the mobile access app is opened again, Bluetooth® (and Near Field Communication) settings are checked and a notification is displayed.

By clicking the "Home" button, the mobile access app app is still active in the background. If the mobile access app is opened again, Bluetooth® (and Near Field Communication) settings are not checked and no notification is displayed.

I can not access with my smartphone. It seems that the door component does not react. What can I do?

All door components which are mounted to the door are battery driven. In order to guarantee a high battery lifetime, those components need to be woken up. In order to wake up the door component, click the button in the mobile access app and place and hold the smartphone close to it.

If you ever have used a badge to get access with door components, use a similar approach speed with your smartphone. There is also a huge difference between smartphone types. Try different positions of the smartphone on the component to get access.

Do I need an Internet connection to get access?

No, an Internet connection is only needed to refresh digital keys.

The mobile access app icon shows a number in the upper right corner. What does it mean? And how can I remove it?

The number is a notification and informs about an update of the digital keys (either added, changed or deleted access permissions).

You can remove the number by refreshing the digital keys (open the mobile access app → Digital keys → "Refresh").

I cannot access with my smartphone. It seems that the door component does not react. What can I do?

All door components which are mounted to the door are battery driven. In order to guarantee a high battery lifetime, those components need to be woken up. In order to wake up the door component, click the button in the mobile access app and hold the smartphone close to it.

Use a similar approach and speed to the door component with your smartphone like if you were using a normal badge to get access.

Also, there are huge differences between smartphone types.

Try different positions of the smartphone on the door component to get access.

Do I need an Internet connection to get access?

No, an Internet connection is only needed to refresh the access rights of digital keys.

Does the mobile access app support dual SIM cards (identical phone numbers on multiple mobile phones)?

In principle, yes, but the dormakaba mobile access app can only be registered once per mobile device.

I have a Xiaomi smartphone and I cannot open the door?

On Xiaomi smartphones, "HCE Wallet" must be selected for the Near Field Communication setting "Secure Element Position".

The SIM Wallet option is not supported by the dormakaba mobile access app.

I did not receive a confirmation text message when I registered?

Please check with your network provider to ensure that messages are not being blocked. If there are no automatic blocks in place, contact the dormakaba support team.

What is the TapGo function?

TapGo is a convenience function – it allows the user to open electronic door locks by holding out the smartphone without having to activate the app manually each time. You only need to start the dormakaba mobile access app once and it runs automatically in the background. TapGo is currently available with digital key pro (access systems: exos, MATRIX PRO).

Can I transfer my assigned digital key to my new device when I change my mobile phone?

No, digital keys are non-transferable and can only be used on one mobile phone. If you change your smartphone, you will need a new digital key.

What happens to my digital key if I uninstall the mobile access app or reset my smartphone to factory settings?

Uninstalling the mobile access app will result in the loss of your digital key. In this case, the previously specified access rights are also lost.

The biometric security option (for example Face ID) is not working. What could be the reason?

When the administrator activates TapGo in the host system (exos, MATRIX PRO, MATRIX ONE, exivo), the extra biometric security option in Mobile Access will not work anymore.

The decision of the administrator about the security overrules that of individual Mobile Access users.