



<Major Q&A List>

## Session 1: Overview of BioStar 2's Latest Release

Q.1) Will there be any consequence if customer upgrade Java version to latest and map in Environment Variables?

**Yes, there should be updated path in System Environment variables. I would like to provide the guide with the several screenshot. please refer to <https://support.supremainc.com/en/support/solutions/articles/24000042687--biostar-2-biostar-2-web-page-is-not-open-with-error-msg-in-nginx-service-log>.**

Q.2) What is difference between CSN card and smart card

**CSN Card is Card Serial Number and it's based on "device/server matching" for the card number. Smart card is based on matching information is stored into card memory.**

Q.3) Can we upgrade our current D2 rev.1? We need them to use mobile credential actually  
**I am sorry, but it is not possible. You can not use Suprema Mobile Access to D2 Rev 1. To support Suprema Mobile Access, we implemented XPass D2 (Rev 2.)**

Q.4) Do you need your phone to connected internet all the time while using to access door?

**Regular card is one-time download. It means that your smartphone doesn't need to connect Internet all time except downloading Airfob pass and activation that. On the other hand, Dynamic Card usage is required to connect Internet all time.**

Q.5) What if I'm not able to access internet, will it still able to access?

**We have two types of mobile card and each card has it action against internet,  
1. Regular Card, the mobile card will remain work and you can block it from BioStar2  
2. Dynamic Card, it will provide only 10 minutes disconnection time and after that the mobile card will be deactivated**

Q.6) Are you planning to upgrade hardware in for example BSA2 or BSL2 to read BLE?

**No, we do not have the plan for supporting BLE to A2 and L2. W2 will support BLE by Q3-2020.**

## Session 2: How To Use Suprema Mobile Access

Q.1) Since there is Suprema Mobile Access, what will happen to the existing customers who are using BioStar 2 Mobile Card?

**Even though we will discontinue the old solution, but the existing customer with the previous BioStar2 Mobile Card can keep using the solution, unless they delete or update the system or the application.**

Q.2) Also many projects which are proposed with mobile credentials how we will handle when the project is awarded?

**If you mean Suprema Mobile Credential and Suprema Mobile Access, nothing changed. The mobile credential is the same one but only the brand name and UI are a bit updated.**

Q.3) Regarding Suprema Mobile Access, I don't think it's fair to charge, as the customer already purchased BioStar 2 license.

**Unless they delete or update the system or the application, they can keep using the solution. But if they want to change it to the new mobile access system, then, we can provide some compensation. The amount should be discussed with your sales manager.**

Q.4) Is there a plan to include Access on Card or Secure Credential card in Mobile Access in the future?

**No, we do not have plans to support afore-mentioned formats in the future. Instead, we are considering a different concept, Intelligent Mobile.**

Q.5) Is it possible to install wearables?

**No, it is not possible at the moment. Each wearable must install an app and download the card issued to that user for secure access just like smartphones. We do not have plans yet for wearables.**

Q.6) Can we share dynamic credit for several mobile phone with same ID?

**No, each user ID and card ID cannot overlap. A site can hold one unique user ID and one unique card ID that cannot overlap. On that note, if you are a user, you can have more than one card on your app each issued from different sites.**

Q.7) Do you have plans to put in also at Regular Credit the custom card design feature?

**Yes, we are considering the custom card design feature for the Regular site in the future, but the specific date has not been fixed yet.**

Q.8) As there is no Secure Credential or Access on Card by now, would it be possible to enable Mobile Access Credential + Fingerprint auth on the device?  
**Yes, it will be ready to support [Suprema Mobile Access Credential]+[Fingerprint] like [Card] + [Fingerprint]. For more details, we will keep you updated if there is any change for the concept and we release new firmware.**

Q.9) Airfob pass will be available on apple store?

**You can download it from App Store of iPhone. For Android, it will take time to download it from Google Playstore of Android. It's under examination**

Q.10) It's not possible to create a site with both dynamic and regular cards? must be different sites?

**Yes, you cannot create a single site for both dynamic and regular card. Please create each site for that.**

Q.11) Is it on Suprema's roadmap to have mobile access card be transferable from one device to another device unlimitedly? Let us say I have changed my mobile phone 3x a year due to some unexpected reasons and I wish to retain my original mobile access card number?

To keep the security, we do not allow to move the issued Airfob pass to another user or other smartphone. Once a user replaces a smartphone which downloaded and activated Airfob pass, then the user should request to re-issue the Airfob pass again to the administrator of Airfob portal. The card of Airfob pass can be provided until the administrator deletes the card information from Airfob portal.

Q.12) Why there is no maintenance credit at all as default? that means we won't be able to reissue a credential to a user? just credit for new users up to 50?

**As we have simplified the credit to one concept, we have increased the number of free credits to 50 instead of 5 credits and 5 maintenance credit. If you would like to deliver maintenance credit to the user, it is still feasible and that can be done through Partner Portal.**

Q.13) Does it have expiration for the 50 free credit?

**No, there is no expiration date for the free credits.**

Q.14) If the mobile card has only card ID, if 2 people have the same ID but different sites, do they allow to access to the different site? For example, Kate and Shannon have mobile card whose ID is 123. but Kate is issued by Suprema and Shannon is issued by Bricomp. then when Shannon try to authenticate with her mobile card to Suprema site, does it allow to access grant as Kate or no reaction?

**Each site has its own unique site ID. Even if two people have the same card ID, each person can only access the sites which their cards were issued from.**

**In the case of Shannon and Bricomp, if Shannon tries to authenticate on Suprema site, there will be vibration or sound on Shannon's phone but no reaction on the reader since it is not the site his or her card was issued from.**

Q.15) What if the Airfob portal suddenly down, how can we issue or revoke mobile access cards? for regular or dynamic?

If your card has been issued from a Regular site, it is not possible to revoke the card. It will only be available on the Dynamic site. If Portal goes through an abrupt server issue, it will be hard to issue a new card, so we have designed and setting up servers worldwide for distributed server system for stable operation and have our dedicated server team ready to prevent such cases to operate 24/7. The only time you will have difficulty accessing the portal is when we have a system maintenance which will be carried out with prior notice. If you have on-premise servers set up and run our in-app SDK, this may not be an issue.

Q.17) Can the Card Design be defined by END USER or be customized?

**It can be defined by End User which has own site to Airfob portal. You can easily check to <https://mc.mocainc.com/signin>. Try to create a new site.**

Q.18) You app need to work with your reader and software, or also can work with all other brand reader?

**Our app is working with Suprema readers, but there is "Airfob" patch. With using Airfob patch, Suprema Mobile Access can be used, it isn't ready to release now, but it will be released soon. Please review this site. <https://mc.mocainc.com/en>**

Q.19) If Airfob portal down, what will be alternate solution or resolution? cos user may not be access it

**Regarding the regular and already downloaded/activated to Airfob pass, it 's OK.**

Q.20) Are the mobile credential re-usable and transferrable?

**It depends on the card type. Regular : It's not re-usable because of the credit is # of card. Dynamic: It's re-usable, because of the credit is # of device and the dates.**

Q.21) What are the smart phone compatible devices?

**Please refer the below our test result. NFC depends on the chip manufacture of the smartphone. This test result could be changed by the environment. We will try to improve further.**

\*BLE Background function can be stopped without an alert by the mobile OS. In this case, it's necessary to restart the app to reactivate the background functionality.

**Suprema Mobile Credential App Compatibility Test Result**

Version: 1.1.0

Tested Device: XPass 2 (FW Version 1.1.0)

Manufacturer	Mobile Device	Model Name	OS Version	Test Result			
				NFC		BLE	
				Standard Mode	Card Mode	Foreground	Background
Apple	iPhone XR	-	12.1.4	N/A	N/A	O	O
Apple	iPhone XS	-	12.1.4	N/A	N/A	O	O
Apple	iPhone 8 PLUS	-	11.4.1	N/A	N/A	O	O
Apple	iPhone X	-	12.3.1	N/A	N/A	O	O
Apple	iPhone XS MAX	-	12.1.4	N/A	N/A	O	O
Apple	iPhone 6S PLUS	-	12.1	N/A	N/A	O	O
Apple	iPhone 7	-	11.4	N/A	N/A	O	O
Apple	iPhone 7 PLUS	-	12.1	N/A	N/A	O	O
Apple	iPhone SE	-	12.2	N/A	N/A	O	O
Apple	iPhone 7	-	12.1.1	N/A	N/A	O	O
Apple	iPhone 11	-	13.2	N/A	N/A	O	O
LG	V30 PLUS	LGM-V300S	26(8.0.0)	X	X	O	O
LG	Q8	LM-Q815S	27(8.1.0)	O	O	O	O
LG	Q7	LM-Q725S	27(8.1.0)	O	O	O	O
LG	Q6	LGM-X600S	27(8.1.0)	O	O	O	O
LG	X4 PLUS	LM-X415S	27(8.1.0)	O	O	O	O
LG	V35 ThinQ	LM-V350N	28(9)	O	O	O	O
LG	G7 ThinQ	LM-G710N	28(9)	O	O	O	O

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Manufacturer	Mobile Device	Model Name	OS Version	Test Result			
				NFC		BLE	
				Standard Mode	Card Mode	Foreground	Background
Xiaomi	Redmi Note 4	Redmi Note 4	24(7.0)	N/A	N/A	O	O
Xiaomi	MI MAX 3	MI MAX 3	27(8.1.0)	N/A	N/A	O	O
Xiaomi	Redmi Note 5	Redmi Note 5	27(8.1.0)	N/A	N/A	O	O
Xiaomi	MI A1	MI A1	27(8.1.0)	N/A	N/A	O	O
Xiaomi	POCOPHONE F1	POCOPHONE F1	28(9)	N/A	N/A	O	O
Xiaomi	Redmi Note7	Redmi Note7	28(9)	N/A	N/A	O	O
Xiaomi	Redmi Note8	Redmi Note8	28(9)	X	X	O	O
Samsung	Galaxy S6	SM-G920S	24(7.0)	O	O	O	O
Samsung	Galaxy S6 Edge	SM-G925S	24(7.0)	O	O	O	O
Samsung	Galaxy S6 Edge PLUS	SM-G928S	24(7.0)	O	O	O	O
Samsung	Galaxy S7 Edge	SM-G935S	26(8.0.0)	O	O	O	O
Samsung	Galaxy S7	SM-G930S	26(8.0.0)	O	O	O	O
Samsung	Galaxy A5 2017	SM-A520S	26(8.0.0)	O	O	O	O
Samsung	Galaxy A8 Star	SM-G885S	26(8.0.0)	O	O	O	O
Samsung	Galaxy A8 2016	SM-A810S	26(8.0.0)	O	O	O	O
Samsung	Galaxy Wide 3	SM-J737S	26(8.0.0)	O	O	O	O
Samsung	Galaxy ON 7 2016	SM-G610S	27(8.1.0)	O	O	O	O
Samsung	Galaxy S8	SM-G950N	9.0	O	O	O	O
Samsung	Galaxy Note 8	SM-N950N	9.0	O	O	O	O
Samsung	Galaxy S8+	SM-G955N	9.0	O	O	O	O
Samsung	Galaxy A8 2018	SM-A530N	9.0	O	O	O	O
Samsung	Galaxy S9	SM-G960N	9.0	O	O	O	O
Samsung	Galaxy S9 PLUS	SM-G965N	9.0	O	O	O	O
Samsung	Galaxy Note 9	SM-N960N	9.0	O	O	O	O
Samsung	Galaxy Note 10	SM-N970N	9.0	O	O	O	O

Q.22) Are there 50 credits for free or just 5? so far it's been 5 only.

**If you create new site in the renewed portal, you will get 50 credits.**

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