

[BioStar 2] How to Use Suprema Mobile Access

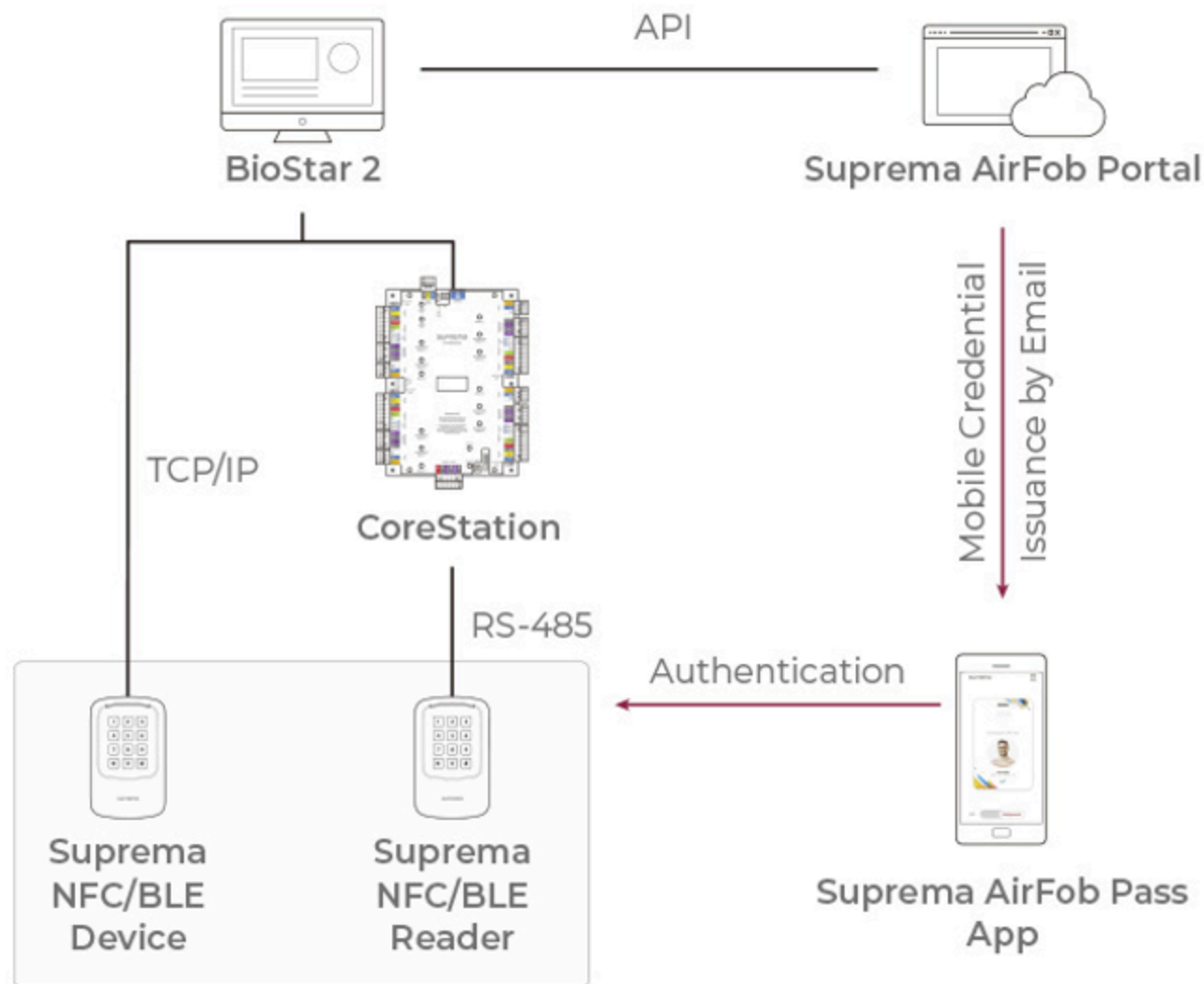
Modified on: Wed, Jul 12, 2023 at 2:31 AM

<Overview>

Suprema Mobile Access service began from BioStar v2.7.12. However, some inconveniences have been identified through the previous version. So, Suprema has upgraded its features to be more user-friendly in BioStar 2 version 2.7.14. In addition, the service name was changed from Suprema Mobile Credential to Suprema Mobile Access, and Suprema Mobile Credential App and Portal to Airfob Pass and Airfob Portal, providing customers with better service than before.

Throughout this article, we would like to focus on new customers interested in Mobile Access and also previous users of Suprema Mobile Credential on BioStar v2.7.12.

We would like to introduce the changes and upgrades of the BioStar v2.7.14 criteria and guide you on how to use them.



[Data Flow of Suprema Mobile Access from BioStar 2 SW to a device]

Caution

- **Suprema Mobile Access** and **Suprema Mobile Credential** are the **same** products. Branding has been changed since April 27, 2020. ([Related Article](https://support.supremainc.com/en/support/solutions/articles/24000054376) (<https://support.supremainc.com/en/support/solutions/articles/24000054376>))

- **Suprema Mobile Access** and **BioStar 2 Mobile Card** are **different** products. Links for detailed information are listed at the bottom of this page. Or, you can read that first before reading the below. ([Related Article 1](https://support.supremainc.com/en/support/solutions/articles/24000050105) (<https://support.supremainc.com/en/support/solutions/articles/24000050105>) / [Related Article 2](https://support.supremainc.com/en/support/solutions/articles/24000050338) (<https://support.supremainc.com/en/support/solutions/articles/24000050338>))
- **CANNOT** enroll a new Suprema Mobile Access directly from Suprema devices; *assign through the BioStar 2 or manually input the card number.*
- **The way of registering a device is different** in **BioStar v2.7.12** and **v2.7.14**. If you are using **BioStar v2.7.12**, you need to remove all user data in the device, delete the device from BioStar 2 and reset the device to factory default before starting Mobile Credential. But if you are using **BioStar v2.7.14**, you can register the device in Airfob Portal even though the device was already in use in BioStar 2.

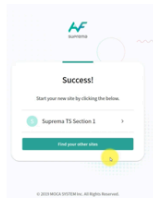
<How to Use Suprema Mobile Access with BioStar 2 SW>



1. Overall procedure for registering a device in BioStar 2

- This is a brief explanation of the setup procedure.
- For more details, skip this and go to the below **3. Detail Procedure for BioStar 2.7.14.**

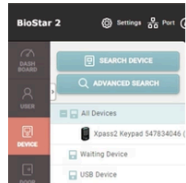
1. Join Airfob Portal



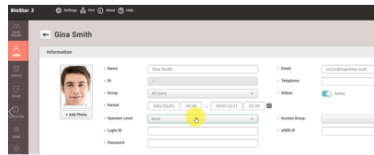
2. Configure Airfob Portal Information to BioStar 2 Settings



3-1. Add the device to BioStar 2



3-2. Add the device in BioStar 2 Settings > Mobile Credential page

4-1. Add a user with an **email** and **card** number in mobile credential4-2. Confirm the email on a mobile
4-3. Activate Mobile Access

5. Authenticate the Mobile Access on the device

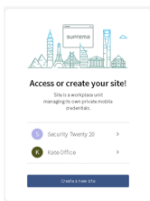


2. Overall procedure for registering a device on Airfob Pass App.

If you are using BioStar 2.7.12 or you want to register a device through Airfob Pass App, refer to the below overall procedure.

- This is a brief explanation of the setup procedure.

1. Join Suprema Mobile Credential Portal



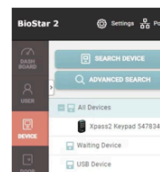
2. Register a device on Suprema Mobile Credential App



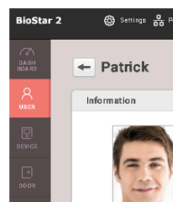
3. Configure Suprema Mobile Credential Portal information to BioStar 2 Settings



4. Add the device to BioStar 2



5.1 Add a user with an email and card number

5.2 Confirm the email on a mobile
5.3 Activate mobile credential

6. Authenticate the mobile credential on the device



3. Detail procedure for registering a device in BioStar 2

Notice

- **From BioStar 2.7.14, you no longer need a clean factory default condition device.**

1) Join Airfob Portal

- Portal address: <https://portal.airfob.com/en> (<https://portal.airfob.com/en>)
- Click [Get Started] to sign up and create your site. You may need to purchase credits.
- From BioStar 2.7.14 to v2.8.8, the '**Regular**' card is only supported in BioStar 2. ([Related Article](https://support.supremainc.com/en/support/solutions/articles/24000054376) (<https://support.supremainc.com/en/support/solutions/articles/24000054376>))
- From BioStar 2.8.9, the '**Dynamic**' card is supported in BioStar 2. If you want to use Mobile Access as Dynamic, please refer to the relevant article. ([Relevant Article](https://support.supremainc.com/en/support/solutions/articles/24000064482--biostar-2-supports-dynamic-site-configuration) (<https://support.supremainc.com/en/support/solutions/articles/24000064482--biostar-2-supports-dynamic-site-configuration>))
- 50 free Credits are given when a new 'Regular' site is created for demo and test purposes. No Maintenance Credits are given.

2) Configure Airfob Portal information to BioStar 2 Settings

- Go to [BioStar 2 → Settings → MOBILE ACCESS].
- BioStar 2's Mobile Access setting should be based on the portal site data.
- Email & Password: the user's data who signed in to the portal.

- Site ID: the Site ID that the user created through the portal.

The screenshot shows the Airfob Portal website with the URL portal.airfob.com/sitemanager/site/detail. The left sidebar contains navigation options: Current Site (Suprema), Users, Control Center, Monitoring, Settings (selected), User Template, Card Template, Credential Settings, Admin, Site, License, and Notice. The main content area is titled 'Site' and contains a 'Site Profile' section with the following fields:

- Site ID: [Text input field]
- Site Name: [Text input field] with an 'Apply' button
- Site Type: [Dropdown menu showing 'Dynamic']
- Country: [Dropdown menu]
- Messaging Option: [Toggle switch for 'Email']
- Long-Press (Touch & Hold): [Toggle switch for 'Activate']

- The domain and the port below are default. Please don't change it.
- Domain: <https://api.mc.suprema.io> (<https://api.mc.suprema.io>) (default)
- Port: protocol port number of the portal site (default)

The screenshot shows the 'Mobile Access' configuration page. The 'General' tab is selected, showing the following settings:

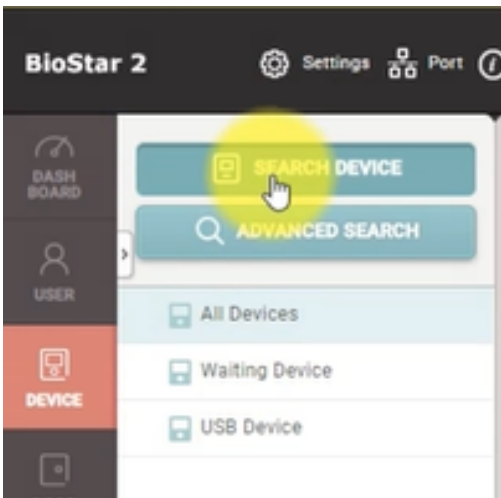
- Mobile Access Setting: [Toggle switch for 'Use']
- Domain: <https://api.mc.suprema.io>
- Site ID: [Text input field]
- Password: [Text input field]
- Site Type: [Text input field]
- Port: 443
- Email: [Text input field with email address]
- Connect button

- If you want to know more details about the configuration of Mobile Access, click **[BioStar 2] Enhancement in Suprema Mobile Credential Usage in 2.7.14** (<https://support.supremainc.com/en/support/solutions/articles/24000053875--biostar-2-enhancement-in-suprema-mobile-credential-usage-in-2-7-14>).

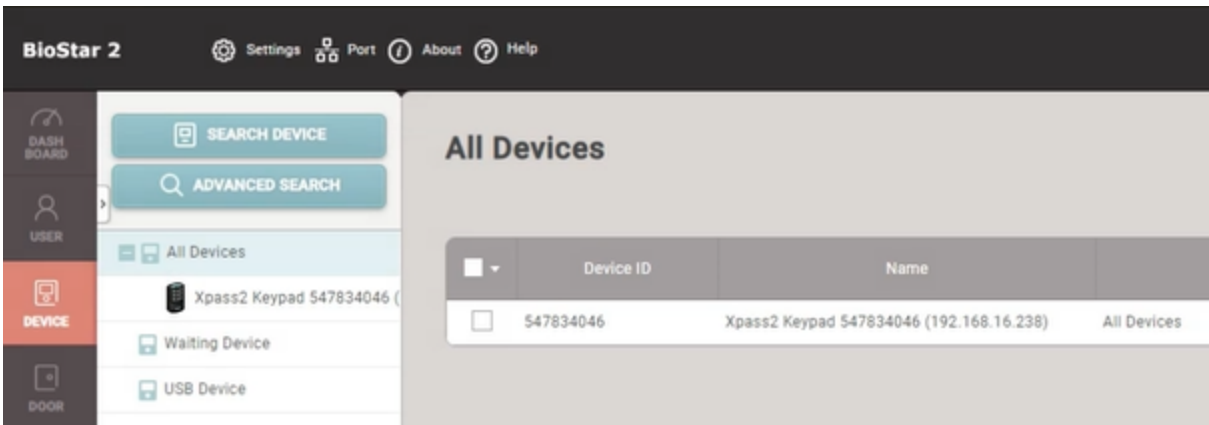
Note: XPass 2, XPass D2 (Rev 2), and BLN2 are available to use Suprema Mobile Access. Suprema has released the feature for other devices in order. For more information on Mobile Access supported devices, please refer to **[Suprema Mobile Access] Supported Devices List of Mobile Access** (<https://support.supremainc.com/en/support/solutions/articles/24000058364>).

3) Add a device to BioStar 2 SW and Airfob Portal

- Go to BioStar 2 → Device → Search Device or Advanced Search to search for a connected device.

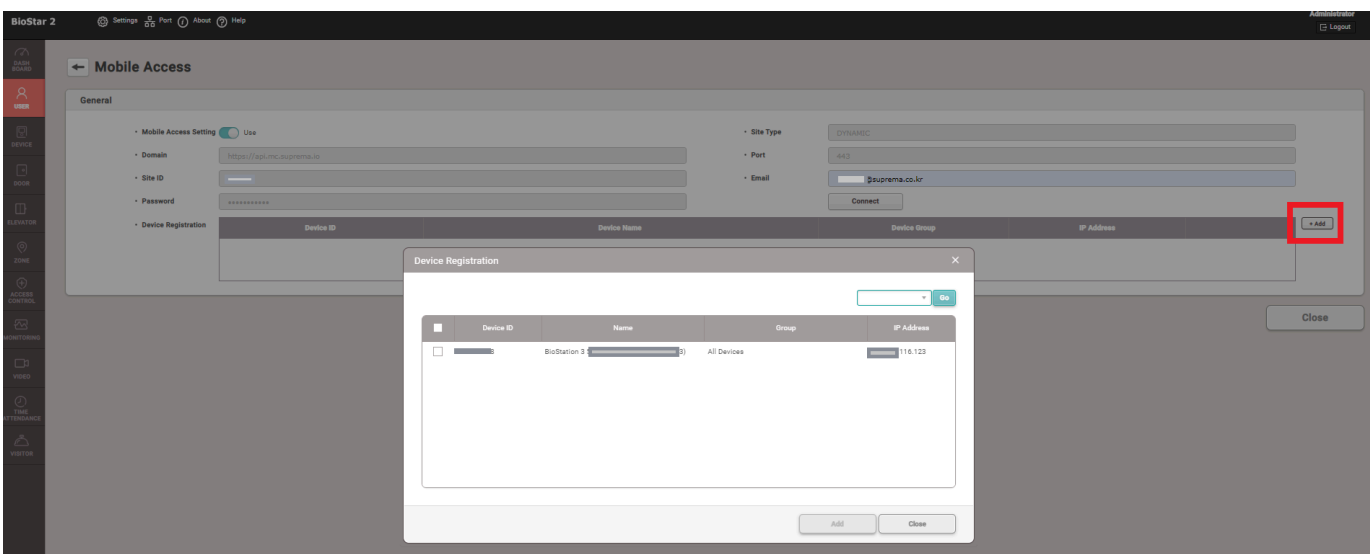


[Device → Search Device or Advanced Search]



[Device → Add device]

- Go to [BioStar 2 → Settings → MOBILE ACCESS] and click the '+ Add' button from Device Registration.
- The device will communicate with Airfob Portal and obtain a certificate.



4) Add a new user to BioStar 2

- Go to [BioStar 2 > User > Add User].
- Enter a username and email address. (essential)
- Click [Credential > Mobile] and enter the card ID to register the Suprema Mobile Access card.

Gina Smith

Information

Name Gina Smith

ID 5

Group All Users

Period 2001/01/01 00:00 ~ 2030/12/31 23:59

Operator Level None

Login ID

Password

Email @suprema.co.kr

Telephone

Status Active

Access Group

USER IP

Credential

☐ PIN

Auth Mode Device Default

Credential + Fingerprint + Face + Card + Mobile

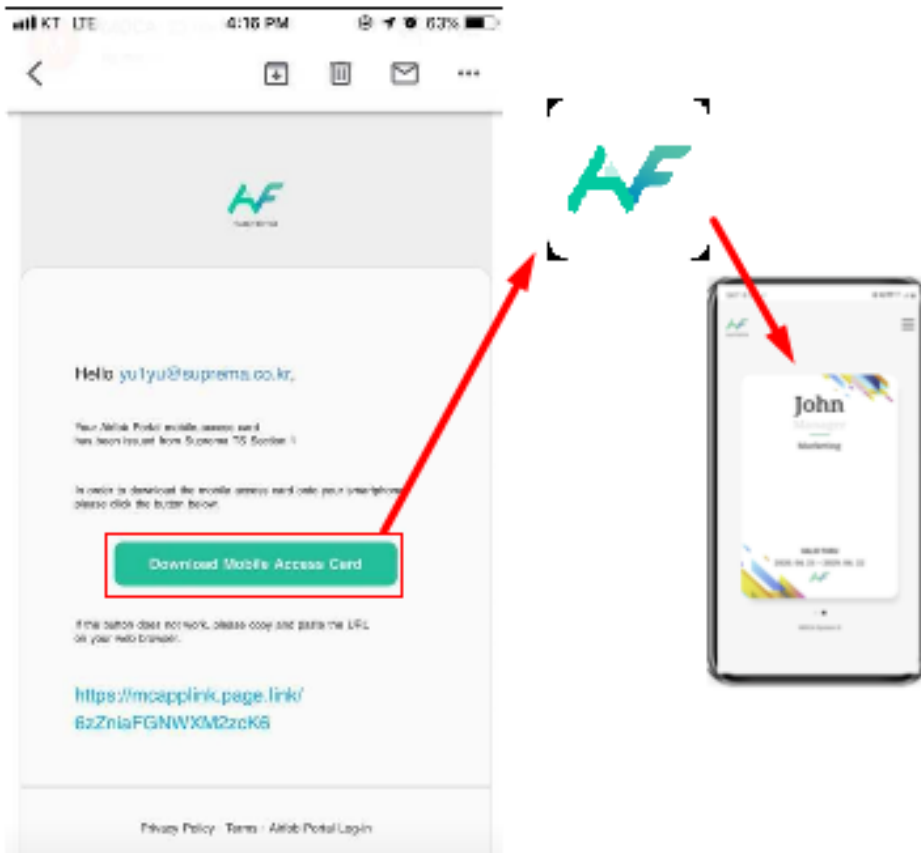
1:1 Security Level Device Default

Type	Card Data Format	Summary	Card History
CSN	Mobile Credential	ID: 5	Reissue Block

5) Confirm the email and authenticate the created mobile access on a mobile.

5-1) Please confirm the email of the new user of BioStar 2 to his or her mobile and click the download link from the email content.

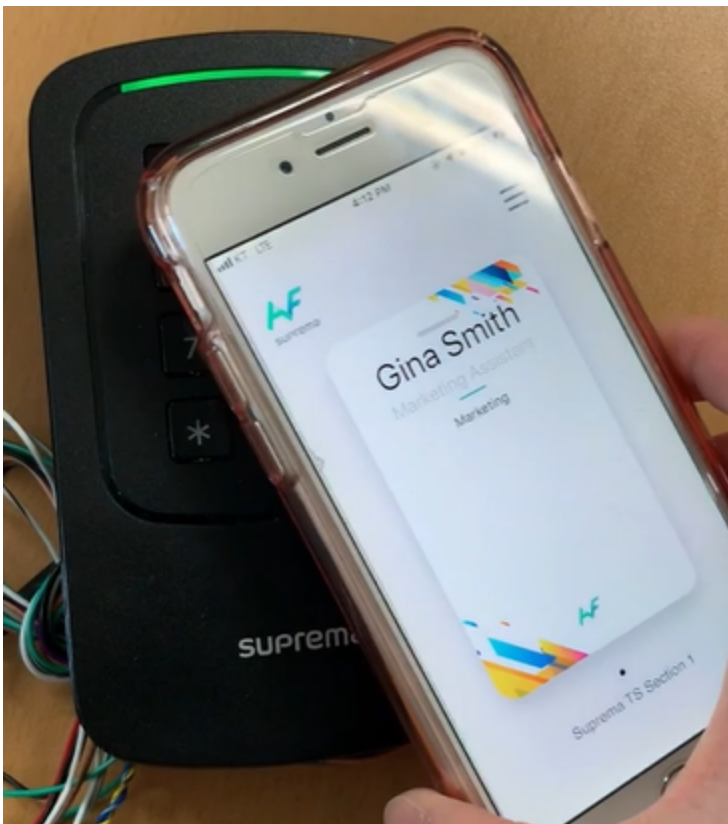
5-2) You must ensure the requested field is correctly filled in.



[Confirmation of the download link to an email account of a mobile]

5-3) Turn on the BLE or NFC of your mobile configuration.

5-4) Place your Mobile Access card on the device.



4. Additional information for Suprema Mobile Access

- 1) When you issue the Mobile Access card, you can put characters, ' ' (space), number, and '_' (underbar) for the user name.
- 2) If the card is blocked, the card number will be updated in 'Setting → Card → Blacklisted Card.'
- 3) If you delete users (delete selected users / delete all users), then issued cards will be automatically deleted from the Airfob Portal.
- 4) Even though you delete all users, the Administrator users will remain, and the Mobile Access card for the Administrator will be kept.

5. Suprema Mobile Access Q&A

Q 1 > How can we get the Mobile Access License Policy, and how can we purchase Mobile Access (Credential) Credits?

A 1 > Please contact your Suprema regional sales representative. If you do not know the exact sales representative, please contact Suprema through our official website. ([Link \(https://www.supremainc.com/en/about/contact-us.asp\)](https://www.supremainc.com/en/about/contact-us.asp))

Q 2 > Can we keep using BioStar 2 Mobile Card if it has been used? How does the policy go for BioStar 2 Mobile Card?

A 2 > You can keep using the old version as long as you do not uninstall the application. But we recommend you should use the new mobile access card, due to better performance and lots of improvements on user interfaces. BioStar 2 Mobile card will be discontinued from September 2020. Once you upgrade the new FW to the devices, you will be not available to use the current BioStar 2 Mobile Card. Please visit the site and find more information. ([Link \(https://support.supremainc.com/en/support/discussions/topics/24000011247\)](https://support.supremainc.com/en/support/discussions/topics/24000011247) - Login Required)

Q 3 > What if we use XPass 2 and other Suprema devices, such as BioStation A2 and want to use Suprema Mobile Access?

A 3 > You must use the different credentials (Mobile Card, Fingerprint, RF card, etc) for BioStation A2. (April 2020)

Q 4 > The reader just has to be a Mifare device type, correct? Or could the FOB reader be added to use multi-technology?

A 4 > The reader must be working with 13.56 MHz frequency, So the multi-technology reader does have 13.56 MHz, and Airfob Patch will work on it.

Q 5 > For the mobile access to work, must the system where the BioStar SW installed be on the internet always, or can it work offline?

A 5 > If you want to manage everything from BioStar2, then the BioStar2 server needs an internet connection. But in the case of BioStar 2 in the local network, you will need to manually enroll all of the user information on the Airfob portal.

Q 6 > Are there firmware upgrades available for all models to become the master devices of XPass D2 (Rev 2) and provide a Mobile Access feature to the solution? Or only XPass 2 at the moment?

A 6 > Currently, XPass 2, XPass D2 (Rev 2), and BioLite N2 support Suprema Mobile Access. We are going to expand supporting devices that can use Suprema Mobile Access.

- The relevant article: [\[BioStar 2\] Upgraded Hardware Introduction : XPass D2 \(Rev 2\)](https://support.supremainc.com/en/support/solutions/articles/24000054221)
(<https://support.supremainc.com/en/support/solutions/articles/24000054221>).

[\[Suprema Mobile Access\] Supports Suprema Mobile Access on Suprema Device](https://support.supremainc.com/a/solutions/articles/24000058364?lang=en)
(<https://support.supremainc.com/a/solutions/articles/24000058364?lang=en>).

Q 7 > What happens to the URL address after Airfob Portal is changed?

A 7 > The previous <https://mc.suprema.io> (<https://mc.suprema.io/>) will redirect to the new portal address, <https://portal.airfob.com/en> (<https://portal.airfob.com/en/>).

Q 8 > Would multi-card work for regular cards?

A 8 > Yes, multi-card is supported regardless of regular or dynamic cards.

Q 9 > What are the correct terms for Suprema Mobile Access?

A 9 > Check the table below,

Service Name	Suprema Mobile Access
Card Name	Mobile Access Card
Portal Name	Airfob Portal
App Name	Airfob Pass
Patch Name	Airfob Patch

Q 10 > Does BioStar 2 support both regular and dynamic sites?

A 10 > No, currently(BioStar 2.8.2) it does only support regular sites. BioStar 2 will support dynamic in the future but no version plan yet.

6. Useful Links for information about Suprema Mobile Access

- Airfob Portal: [Link](https://portal.airfob.com/en) (<https://portal.airfob.com/en/>).
- Airfob Support Page: [Link](https://mocasystemen.crunch.help/) (<https://mocasystemen.crunch.help/>).
- Related Webinars :

[\[BioStar 2\] Overview of BioStar 2's Latest Release and How To Use Suprema Mobile Access](https://support.supremainc.com/en/support/solutions/articles/24000054883)
(<https://support.supremainc.com/en/support/solutions/articles/24000054883>).

[Overview of Suprema Mobile Access's Features](https://support.supremainc.com/en/support/solutions/articles/24000055757)
(<https://support.supremainc.com/en/support/solutions/articles/24000055757>).

- SUPREMA Official Website - [Suprema Mobile Access](https://www.supremainc.com/en/platform/suprema-mobile-access.asp)**
(<https://www.supremainc.com/en/platform/suprema-mobile-access.asp>).