

VI Mobile ID

User Guide



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1 Getting started

The VI Mobile ID app enables you to authenticate at Bluetooth readers connected to an ACT Enterprise system using your mobile phone.

To get started with the VI Mobile ID app:

1. Download the VI Mobile ID app from the App Store (iOS) or Google Play (Android).
2. Launch the app on your phone.
3. When prompted:
 - a. Agree to the terms of use.
 - b. Allow the app to send you notifications.
 - c. Authorize the app to use your phone's Bluetooth.
4. Request authorization from your ACT Enterprise administrator to use the VI Mobile ID app to authenticate at Bluetooth readers in your organization. See *Authorizing the VI Mobile ID app* on page 5.

2 Authorizing the VI Mobile ID app

You must request an authorization token before you can use the VI Mobile ID app to authenticate to Bluetooth readers. This token associates a card number and validation period with your mobile phone.

You can submit an authorization request via email from the app, or request authorization in person by bringing your phone to your Bluetooth administrator.

To request authorization via email:

1. In the VI Mobile ID app, tap **Settings > Authorization > Authorization**.
2. Tap **Authorization Request**.

The **Authorization Request** screen displays.

Note: The **Phone Code** displayed by the app is an automatically generated value to identify your phone to ACT Enterprise.

3. Enter the **Administrator's Email Address**. This is the email address of the ACT Enterprise Bluetooth administrator.
4. Tap **Submit** to send the authorization request via email from your phone.

Note: The email address from which you submit the authorization request must match the email address registered for your account in ACT Enterprise. When your authorization request is approved, you will receive an email to this address from the Bluetooth administrator: the email contains a QR code that is required to complete authorization (see below).

To request authorization in person:

1. In the VI Mobile ID app, tap **Settings > Authorization > Authorization**.
2. Tap **Authorization Request**.

The **Authorization Request** screen displays.

Note: The **Phone Code** displayed by the app is an automatically generated value to identify your phone to ACT Enterprise.

3. Show the screen to your Bluetooth administrator. They will enter the code into ACT Enterprise.

To complete authorization, you must scan an authorization QR code:

1. Obtain the authorization QR code from your Bluetooth administrator.

How the QR code is provided will depend on organization policy. For example, the code may be emailed to you, provided on paper, or your administrator may ask you to scan the code directly from ACT Enterprise.

2. To scan the QR code from a screen/page:

- a. In the VI Mobile ID app, tap **Settings > Authorization > Authorization**.

- b. Tap **Scan QR Code**.

- c. Point your mobile phone camera at the QR code, aligning it inside the indicated frame in the app.


When the VI Mobile ID app detects a QR code in the expected format, it scans the code automatically.

3. To scan the QR code from an image file:

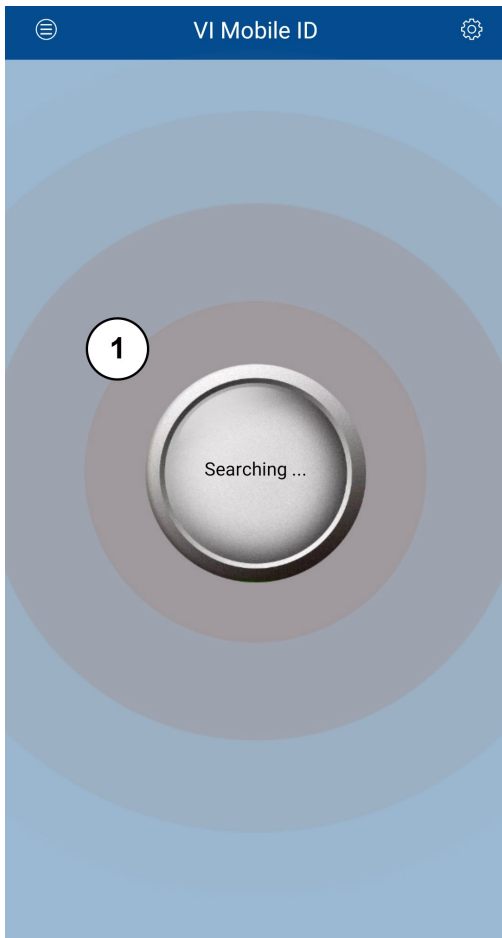
- a. Save the QR code image to your phone (**Photos** on iPhone, or **Gallery** on Android).

- b. In the VI Mobile ID app, tap **Settings > Authorization > Authorization**.

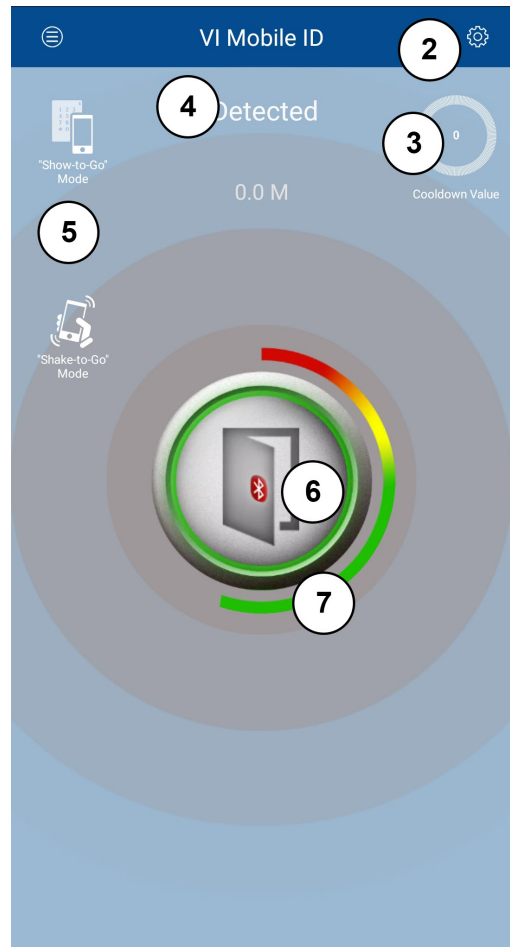
- c. Tap **Scan QR Code**.

- d. Tap the  icon.
- e. Browse to and select the QR code image file on your phone. The VI Mobile ID app scans the QR code detected in the image file.

3 The Home screen



No reader detected




Reader detected

| | |
|---|--|
| 1 | Waves indicate that the app is searching for Bluetooth readers. |
| 2 | Settings icon. Tap to configure the app (see <i>Configuration settings</i> on page 8). |
| 3 | The amount of time remaining in the current cooldown period. The cooldown period prevents multiple accesses on a reader in quick succession. From the time the reader first detects your mobile phone, until the cooldown period has elapsed, the reader will not make additional data transmissions associated with your mobile phone. |
| 4 | Name of detected reader. |
| 5 | Icons indicate supported access modes. Possible modes are: <ul style="list-style-type: none"> • Show-to-Go: Use your phone like an access card. • Shake-to-Go: Shake your phone to authenticate at a Bluetooth reader. • Hands-Free: Authenticate automatically once within proximity of the Bluetooth reader. |
| 6 | Tap the main button to transmit your app card number to the Bluetooth reader. |
| 7 | The Bluetooth signal strength indicator wraps around the main button. If the indicator ends in the red zone, this indicates poor signal strength. The further round into the green the indicator goes, the better the signal strength. |

4 Configuration settings

This section describes the configuration settings in the VI Mobile ID app.

To access the **Settings** screen, tap the  icon on the main app screen.

4.1 Changing the app language

To change the app language:

1. On the **Settings** screen, tap **Set Language**.
2. Select the language you want to use.

You are returned to the **Home** screen with the app language changed.

4.2 Enabling background mode and event notifications

To run the app in background mode, turn on the **Run in Screen-Lock/Background mode** option on the **Settings** screen.

To receive popup messages when the app is running in background mode, turn on the **Activate Event notification** option on the **Settings** screen.

4.3 Configuring Advanced Settings

During Bluetooth registration, the Bluetooth administrator can optionally assign you a **PIN** to access the advanced app settings; if you have no PIN, you can access the advanced settings without entering a PIN.

To configure advanced app settings, on the **Settings** screen tap **Advanced Settings**, enter your PIN if prompted, then select one of the following settings to edit.

| Setting | Description |
|--|---|
| RSSI Calibration | <p>The RSSI (Received Signal Strength Indicator) value represents the Bluetooth signal strength of the phone.</p> <p>To calibrate the signal strength, hold the phone 15–20cm from a Bluetooth reader for 3 seconds, then press the Set button.</p> |
| "Show-to-Go" Read Range Setting | <p>The Show-to-Go access mode allows you to use your phone like an access card.</p> <p>Set the required read range between the Bluetooth reader and the phone. Vanderbilt recommends a read range of 10cm.</p> <p>Notes:</p> <ul style="list-style-type: none">• If the read range is too large, you may accidentally unlock doors.• This value applies to Show-to-Go mode only. The read range for other modes is set on the reader hardware. |
| "Shake-to-Go" Sensitivity Setting | <p>The Shake-to-Go access mode allows you to shake your phone to authenticate at a Bluetooth reader. Rotate your phone by 60 degrees or more while shaking it.</p> <p>Adjust the sensitivity of your phone to shaking by dragging a slider to make the phone more or less sensitive.</p> <p>Note: If the sensitivity is set too high, you may accidentally unlock doors.</p> |

| Setting | Description |
|-------------------------------------|--|
| App's Cooldown Value Setting | <p>This setting prevents multiple accesses on a reader in quick succession. From the time the reader first detects your mobile phone, until the cooldown period has elapsed, the reader will not make additional data transmissions associated with your mobile phone.</p> <p>To adjust the cooldown value:</p> <ol style="list-style-type: none"> 1. Drag the slider until the required value is shown (Inactivated, or a duration between 1 second and 10 minutes). 2. Click Set. 3. Click Confirm when the app confirms successful setting. <p>Note: This setting applies to <i>all</i> Bluetooth readers. If any Bluetooth readers are configured with a long read range, configure a cooldown value that will minimize false readings from the app due to Bluetooth signal bounce. Typically, a value of 5–10 seconds should be sufficient, but an optimal value will be determined by the environment in which readers are installed.</p> |

4.4 Viewing app data

To view information about your app, on the **Settings** screen tap **About**. This data may be required by technical support if you experience problems using the app. The following details display:

- Phone O/S version
- App version
- Number of Authorization Times – The number of times this app has been authorized on this phone.
- Run in screen-lock/background mode – Whether your app is configured to run in background mode.
- Number of Card Data Transmission Times – The number of times this app has transmitted card data to Bluetooth readers.
- Authorization Expires – The date and time when the app authorization expires.
- Card number – The card number assigned to the app authorization in ACT Enterprise.



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