



Farpointe Data Bluetooth Reader and Mobile Credential

What is the order process for the new Bluetooth reader and mobile credential?

The fastest and easiest way to place orders is online at Buy.DMP.com. You can order 24 hours a day, seven days a week. You can also order by phone from 8 a.m. to 5 p.m. CST on business days, or via e-mail or fax at any time. Credentials are available to order in packs of 10 and 100. When you order credentials, we will send you the number of paper certificates you ordered, along with step-by-step instructions to provide to your customers.

How long will it take to receive my credentials?

As long as your order is in our system by 6 p.m., we will strive to ship it out that same day.

What are the step-by-step instructions to activate the mobile access credential?

1. Using the target smartphone (iPhone or Android), download and install the Conekt Wallet app. The app can be found on the Apple App Store or Google Play Store.
2. Once installed, launch the Conekt Wallet app, then select the "+" button to load the new Conekt Mobile Access Credential.
3. When prompted, enter the 16-character Conekt Registration Key. This will download and activate the Conekt Mobile Access Credential. The Conekt Registration key may be manually entered or using the associated QR code, scanned with the smartphone's camera.
4. The Conekt Mobile Access Credential will now appear in the Conekt Wallet app, ready for use.

Can I move a credential from one phone to another?

No, each credential is registered to a single device.

Do I need to pair my Bluetooth phone to the reader before using the credentials?

No, there's no pairing of devices required with BLE. It works instantly.

Can I use both normal credentials and Bluetooth credentials on the same reader and system?

Yes, the DE2 smartcard will work with the Bluetooth reader; however, Bluetooth credentials will only work with the Bluetooth reader.

Do I need to have my Bluetooth on at all times?

Yes, you will. That is the way it communicates with the reader.

What is the format of the Bluetooth credentials?

The Bluetooth credentials are in DMP format with facility code 127 like the standard credentials we carry.

Who should my customers contact if they need help installing the app or loading the credential?

You are their primary contact.

What is my process to order additional cards later?

Like all DMP orders, you'd need to contact Customer Service to place additional orders.