

Pure Mobile FAQ's

How does the mobile credential send a signal to the reader?

The reader and mobile phone communicate via Bluetooth Low Energy ®. The power-efficiency of Bluetooth® with low energy functionality makes it perfect for devices that run for long periods on power sources, such as a mobile device.

What happens when a user loses their phone?

The mobile credential is just like a physical credential. If a badge is lost the user's credential should be disabled from the head end software and then a new enrollment and assignment to the new mobile device should be established.

Why isn't my phone being read at a reader?

Always make sure your Bluetooth is enabled on your mobile device, without this the reader and device cannot communicate. Also make sure the Pure Mobile app is running in the background.

Why does the app on my phone say Idle?

When the mobile device is not near a reader and therefore not sensing a signal it will read Idle. If there is a reader in range and your app says Idle double check that your BLE is enabled on your mobile device.

Why does my device read at multiple ranges?

The read range and BLE strength varies between hardware devices. The mobile app has a learned read range capability and it will learn over a period of reads what the correct read range should be for your specific device.

How do I order Pure Mobile credentials?

You can reach out to your local distributor or integrator and they can contact ISONAS and place an order for you. Once you receive the email confirmation, your users can download the app from the app store by searching ISONAS Pure Mobile.

Can I really 'buy' an unlimited number of Free credentials before October 1, 2017?

You can, but these credentials need to be assigned to a user and enrolled in Pure Access before October 1, 2017.