

Using a phone to access a door

Overview

With Solo, there is no need to use a keyfob or card, your phone is the key.

To gain access to a door secured by Solo, you will just need to present your phone to a Solo DoorTag. There are subtle differences between the behaviour of iOS and Android devices to note.

Users are still able to gain access to a door if the user's phone has no internet access or there is a cloud outage.

Offline Access

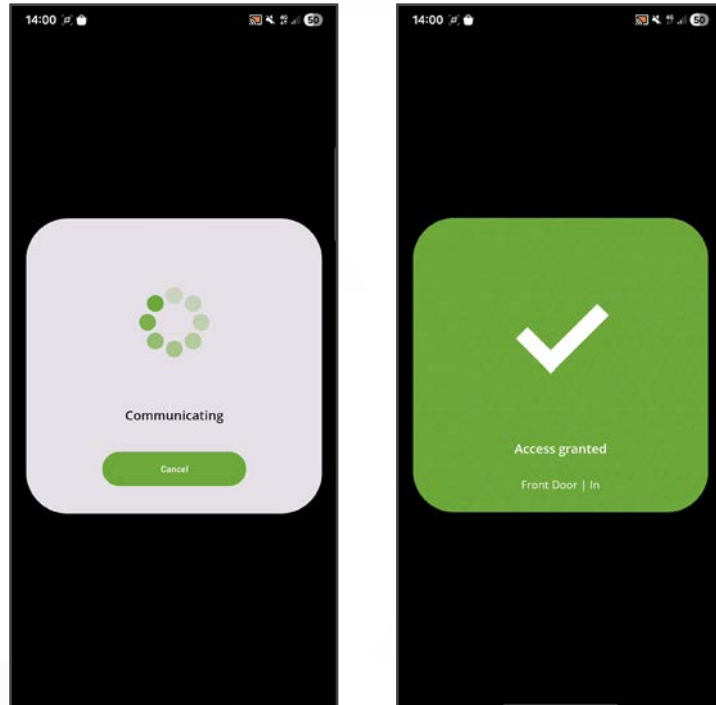
If a user's phone loses internet connection, or there is a cloud outage affecting Solo services, they can still access doors they have permission to for up to four and a half hours.

A special permission called '**keyholder**' can be given to select users. Keyholders can access all doors at any time, and their offline access lasts up to seven days. This permission should only be assigned to trusted users.

Gaining access with an Android device

To gain access through a door on an Android device with Solo, simply present your phone to the Solo DoorTag and select Solo as the app you wish to use. The app will launch and grant you access if you have the correct access level.

Note: The Android phone must be unlocked to read the Solo DoorTag.



Here are a few tips to streamline this action:

- The NFC reader in an Android phone is typically on the back in the middle, so ensure your phone is held to the Solo DoorTag correctly.
- Android phones must be unlocked to read an NFC tag.
- When you present your phone to the Solo DoorTag, select '**Always**' when prompted to use Solo. This ensures the app launches automatically and grants you access immediately in future.

Gaining access with an iPhone

There are several methods to gain access through a door on an iPhone.

Lock screen/home screen

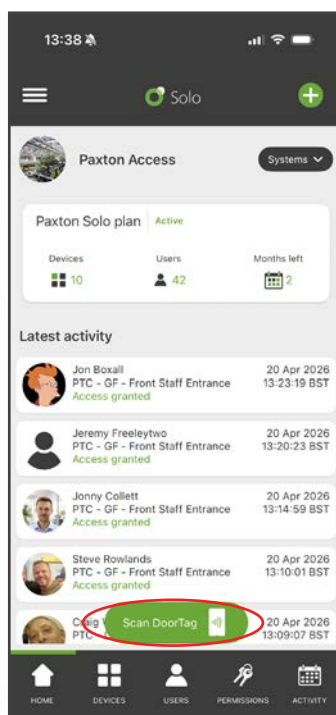
The first method is the same as using an Android phone, simply present your phone to the Solo DoorTag and tap the notification that pops up to launch the app and gain access to the door.

Note: Unlike Android, iPhones do not need to be unlocked to read the Solo DoorTag, however you must always tap the notification.

In-app

Within the Solo app, on the home screen tap on '**Scan DoorTag**'. This will trigger an active scan of the Solo DoorTag, which will enable the Solo DoorTag to be read at much greater range.

This can be used in situations where the Solo DoorTag may be difficult to be read due to environmental factors.



Widgets

To trigger the '**Scan DoorTag**' function from outside the app, you can add a Widget to your home screen. There is also a lock screen widget you can add.

To add the widget, press and hold on an empty space on your phone's home screen, tap '**edit**' in the top and select add widget.

