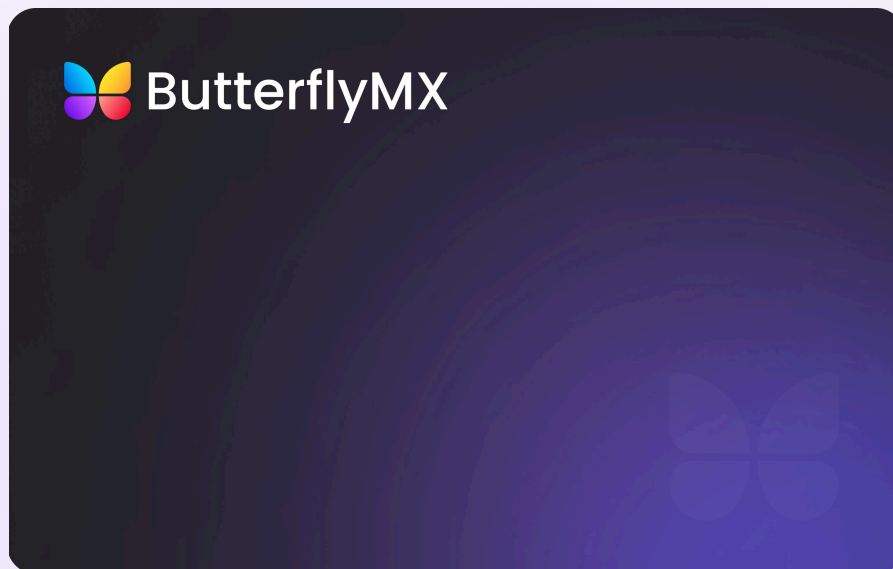


Apple and Google Wallet Integrations

Property Manager's Guide to NFC Wallet Credentials



The Property Manager's Guide to Wallet Integrations

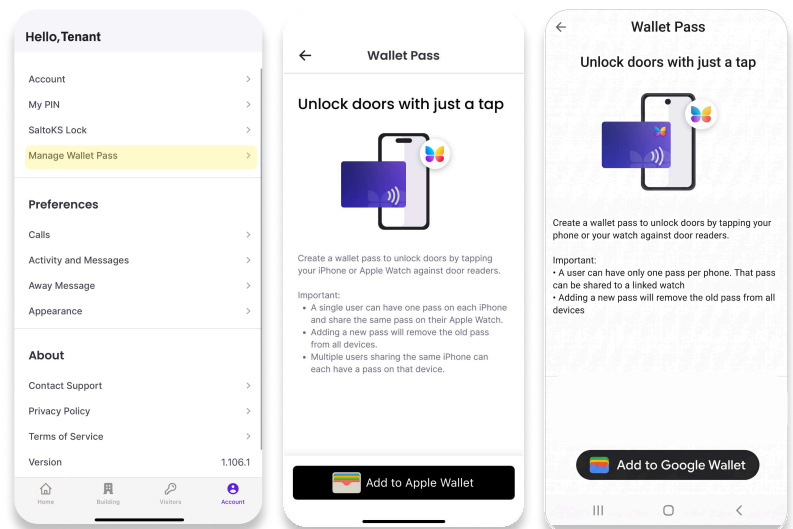


Unlock ButterflyMX doors with just a tap of your iPhone, Apple Watch, or Android phone.

- With Express Mode, your residents don't need to wake or unlock your device to unlock the door.
- If the iPhone battery is dead, your iPhone will still unlock the door for up to 5 hours.

Enabling Wallet Credentials

1. Contact your ButterflyMX representative to enable Wallet Access Credentials at your property. Keys will be activated within 5 days after the paid invoice has been received.
2. You can choose which tenants and Access Points can use Wallet Access Credentials.
3. Registered users can add their key to their Apple Wallet or Google Wallet from the ButterflyMX mobile app. Users only need one resident key to control all ButterflyMX-enabled doors or gates.
- 4.



The Property Manager's Guide to Wallet Integrations: FAQ

How does a resident add their key for the first time?

Residents can add their key directly from the ButterflyMX mobile app. Go to Account > Manage Wallet Pass > Add, then follow the on-screen instructions to save the key to Apple Wallet or Google Wallet.

What should I do if a resident gets a new phone?

If a resident gets a new phone, they'll need to provision a new pass. Wallet Access Credentials cannot currently be migrated to a new device. Apple and Google are actively working to support pass migration in the future for these key types, but this functionality is not yet available. To avoid being charged for an additional pass in the meantime, please contact your ButterflyMX representative. They'll make sure your billing is adjusted accordingly.

What should I do if a resident's phone is lost or stolen?

The property manager can immediately remove the resident's key from the tenant's settings page in ButterflyMX OS. Residents can also remotely remove the key themselves using Find My for Apple devices or Google Find My Device for Android devices.

How many devices can a resident use their key on?

A resident can use their key on one iPhone and one Apple Watch, or one Android phone. They cannot use one key across both Apple and Android platforms.

What happens if my phone dies?

For iPhone: Apple's power reserve allows keys in Express Mode to work for up to 5 hours after the battery has died.

Which ButterflyMX devices are Wallet Access Credentials compatible with?

Wallet Access Credentials are compatible with the ButterflyMX 8" and 12" Intercoms, as well as our Access Controller's Keypad, Single gang, and Mullion Readers.

Does Express Mode need to be set up?

On iPhone and Apple Watch, Express Mode is enabled automatically, so residents can use their key without unlocking their device. On Android, residents need to toggle off "Require device unlock for use" in their key settings to enable Express Mode.

How much do Wallet Access Credentials cost?

Contact your ButterflyMX sales representative for pricing.

What happens if I run out of keys?

You will receive email alerts when you have 10, 1, and 0 keys remaining so you can purchase more as needed.

How can I check to see how many keys are still available for use?

You can view how many keys are left for your building in building settings in the OS.

The Property Manager's Guide to Wallet Integrations: FAQ

Can I see a log of when Wallet keys are used to unlock doors?

Yes. ButterflyMX logs all access activity, so property managers can see when and where Wallet keys are used.

If a tenant moves out mid-year, can I transfer their key to a different tenant?

No, keys cannot be transferred. If a key is removed from one tenant, it can't be used again.

What happens to a resident's key if they are deleted from the system?

If a tenant is deleted from ButterflyMX OS, their key is automatically revoked and will no longer work at any access point.

What if a resident accidentally removes their key from their wallet?

If a resident removes their key from Apple Wallet or Google Wallet, they will need to re-add it. Re-adding a key will incur an additional charge. Remind residents not to remove their key unless they intend to permanently give it up.

Can I choose which Access Points allow Wallet Access Credentials?

Yes. All Access Points are enabled by default, but you can contact support@butterflymx.com to disable Wallet Access Credentials for specific access points.

Can I choose which tenants can use Wallet Access Credentials?

Yes. Wallet Access Credentials are disabled for all tenants by default. To enable the feature, edit the tenant's settings.

How do I remove a key from a tenant?

Removing access is as simple as granting access. Turn off the "Wallet Access Credentials" entry method on the tenant's settings page.

Only remove a key if you no longer want the tenant to have access. **Do NOT remove and re-add the key. This will incur an additional charge.**