

# Application Note

## Fluid Access Phone Setup

### Overview

This document provides instructions on how to set up Fluid Access functionality with Brivo Mobile Pass credentials. Instructions for both iOS and Android phones is provided. For information and support using Brivo Mobile Pass beyond Fluid Access, please contact Brivo Customer Care at [customercare@brivo.com](mailto:customercare@brivo.com).

### Is Fluid Access active on my device?

Depending upon your device, below are listed the methods by which you can confirm fluid access is successfully running on your device.

- On iOS, you can see the location icon is visible.
- On Android, you can see the notification is still present.
- Make certain that Enable Fluid Access is checked in your Brivo Mobile Pass App.

### Important Notes

On Android devices, you cannot do back to back Fluid Access unlocks. You need to wait for the supervisory timeout to complete (roughly 20 seconds) between unlocking attempts. Additionally, if you attempt multiple Fluid Access unlocks, the operating system may stop the unlock attempt because it considers the multiple attempts to involve "too frequent scanning." In this case, you have to wait until the operating system allows you to scan again. This applies to both Bluetooth Low Energy (BLE) or Internet doors.

Fluid Access may not work reliably if your phone is in your back pocket, a purse, a backpack, or other location not immediately near the ACS100 reader. Fluid Access works best if your phone is in your hand or a front pocket and the distance to the ACS100 reader is less than two (2) feet.

Fluid Access does not currently work with doors that have two-factor authentication (2FA) enabled.

## How to setup on iOS Devices

### iPhone

Follow the instructions below for iPhone configuration:

- Install the Brivo Mobile Pass app.
- Redeem the new Brivo Mobile Pass with the Fluid Access credentials.
- Go to the Settings page.
- Check Enable Fluid Access option.

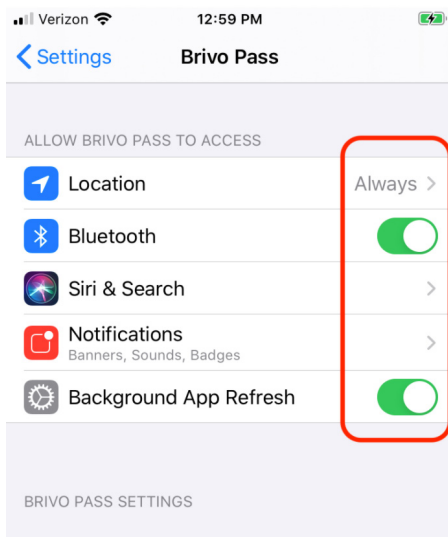
Apply the following settings inside the permission page:

- Click on the Location and select Always and then click on the Back button.
- Turn on Bluetooth switch.
- Turn on Background App refresh switch.

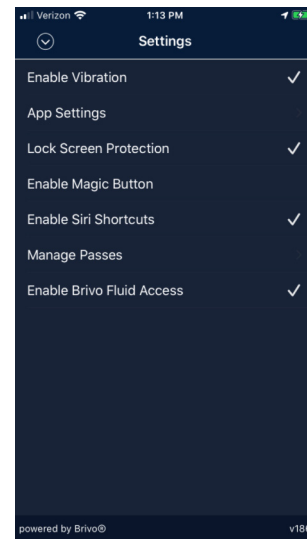
**Note:** If the permission page did not open, follow the instructions below:

- Background the app and go to the phone Setting.
- Scroll down to the Brivo Pass.
- Click on Brivo Pass.

Final **ACCESS SETTINGS** should look like.



Final **BMP app SETTINGS** should look like.



**Note:** If on an iOS device, background the app, but do not swipe it away; and if you restart your device, remember to open the app once again after restarting.

## How to setup on Android

Follow the instructions below for Android configuration:

- Install the Brivo Mobile Pass app.
- Redeem the new Brivo Mobile Pass.
- Go to the Settings page.
- Check Enable Fluid Access option.

**Note:** You may need to change some of the settings in your Android device so it will not disable your Brivo Mobile Pass app when you place it in the background.

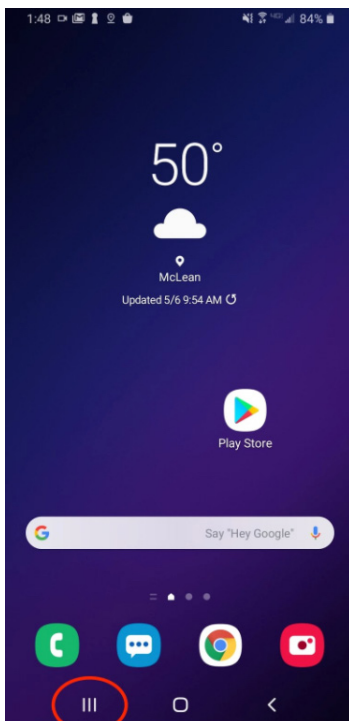
## Pinning Brivo Mobile Pass

To best use Fluid Access, you must pin the Brivo Mobile Pass app in your phone's background.

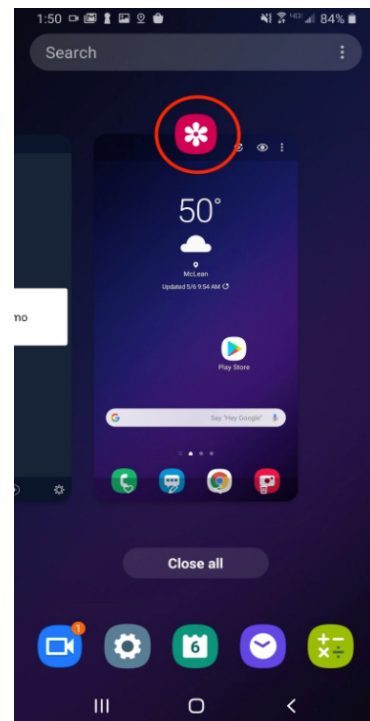
- If on an Android device, pin the app, and do not force quit it. Some Android devices may not support app pinning, such as the Google Pixel.

Below is an example of pinning the app on a Samsung Android device.

1. Tap on the Recents Button.  
(circled in red)

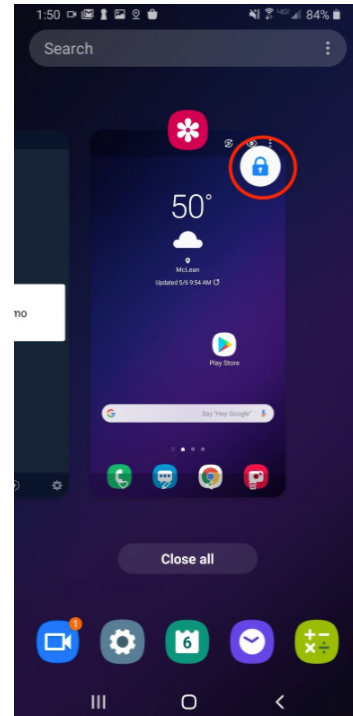
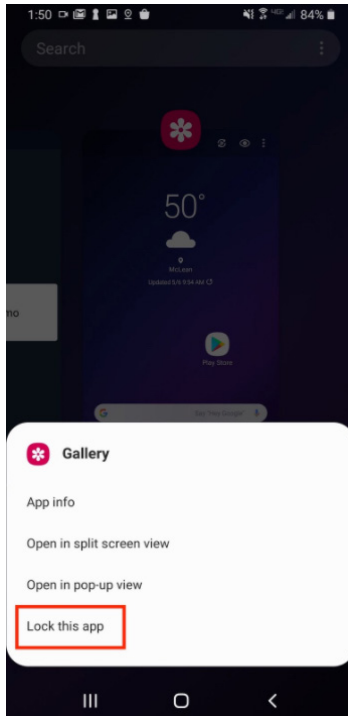


2. Tap and hold on the top of the window.  
(circled in red)



Below is an example of locking the app on a Samsung Android device.

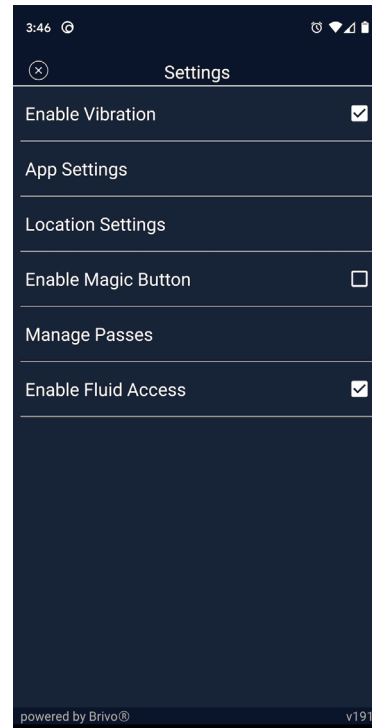
1. In the menu, tap on "Lock this app".  
(highlighted in red)
2. Verify the Lock icon appears in the top right corner.  
(circled in red)



## Pixel

Go to **Settings > Apps > Brivo Mobile Pass > Advanced > Battery > Background restriction/Battery Optimization/Background Limitations**. Disable this option. If a user accidentally enables this option, it will cause Brivo Mobile Pass to not function properly.

Final **BMP app SETTINGS** should look like.

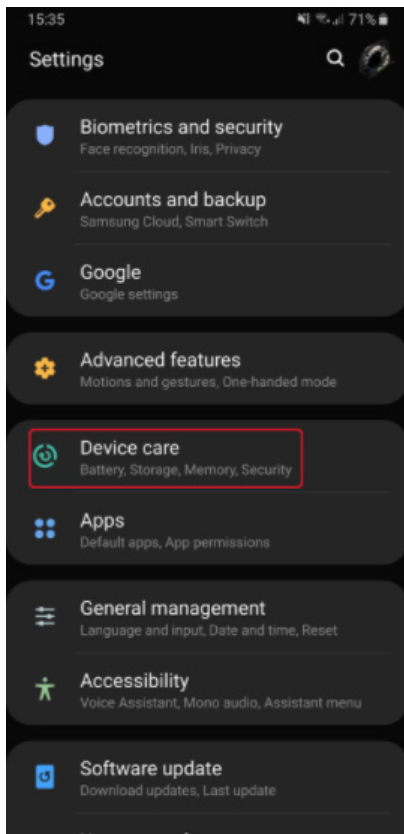


## Samsung

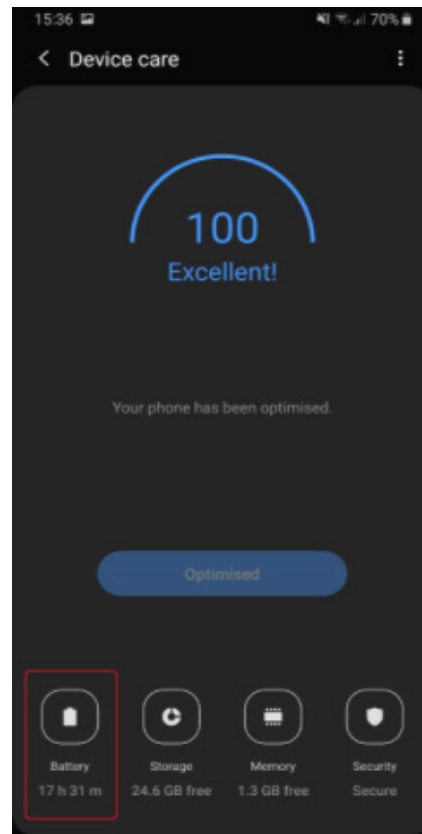
**Note:** Samsung frequently disables unused applications automatically. The instructions below prevent Brivo Mobile Pass from being automatically disabled.

- Disable **Put unused apps to sleep**.
- Disable **Auto-disable unused apps**.
- Remove Brivo Mobile Pass from the list of sleeping apps.
- Disable **background restrictions** for Brivo Mobile Pass.

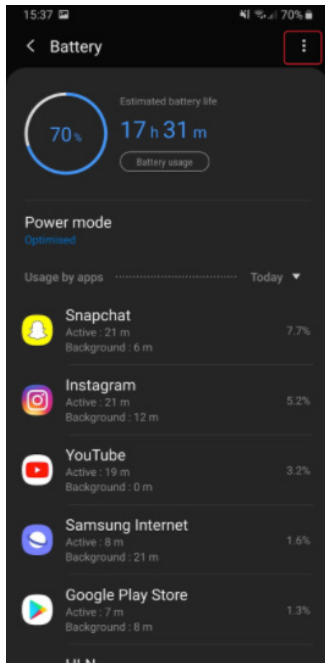
1. Start Device care from phone settings.  
(highlighted in red)



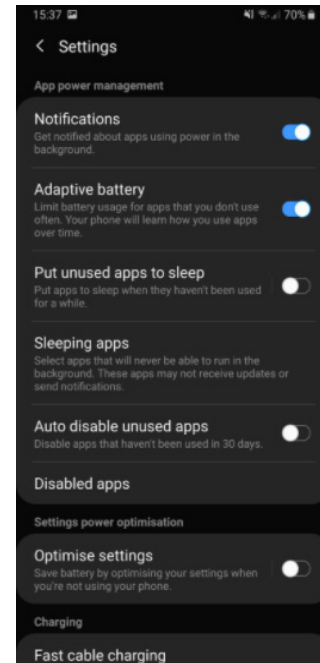
2. Tap Battery.  
(highlighted in red)



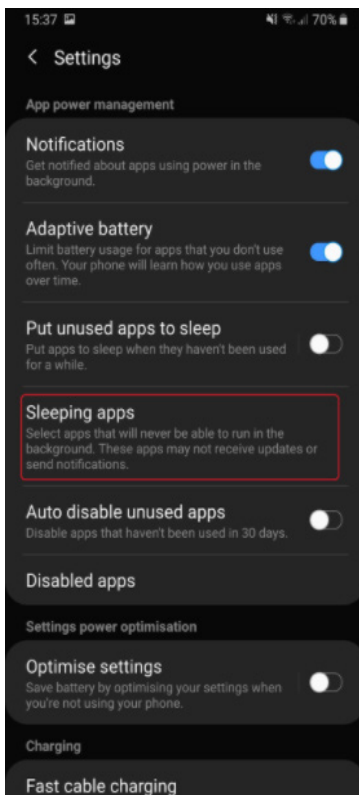
3. Tap the 3-dot menu and select Settings.  
(highlighted in red)



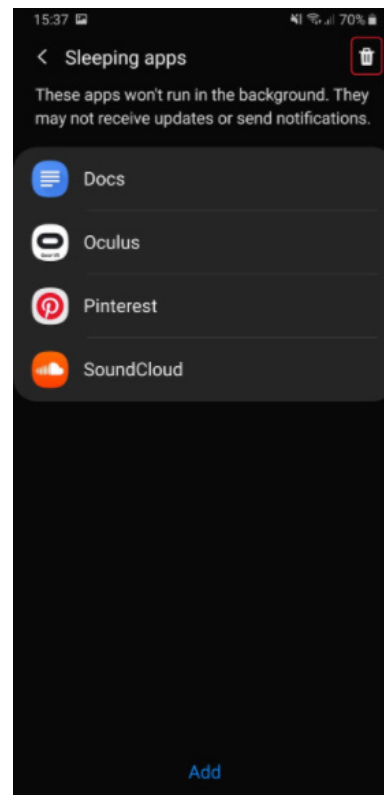
4. Disable all toggles (except Notifications).



5. Tap Sleeping apps.  
(highlighted in red)

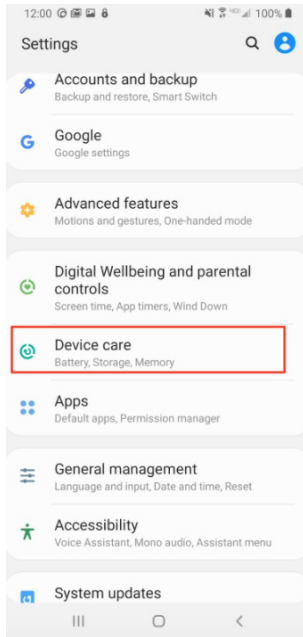


6. Wake up Brivo Mobile Pass using the trashcan icon.  
(highlighted in red)

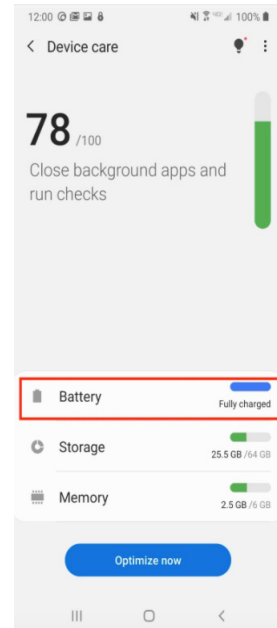


The following set of instructions is required for Samsung devices after you remove Brivo Mobile Pass from the Sleeping Apps list. These instructions apply to the most recent version of the operating system.

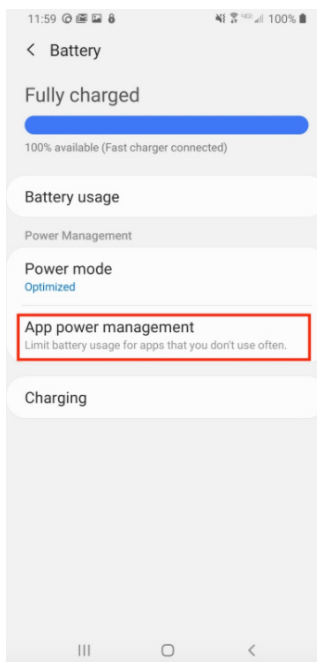
1. Start **Device care** from phone settings.  
(highlighted in red)



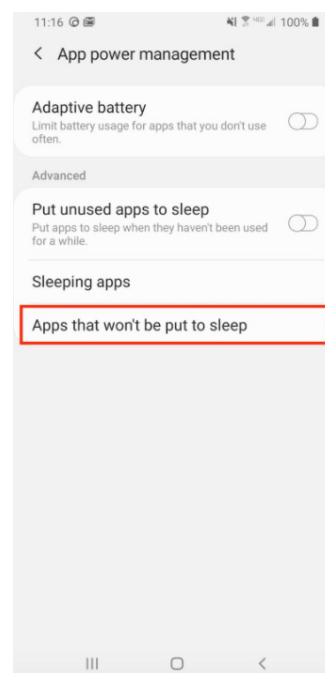
2. Tap **Battery**.  
(highlighted in red)



3. Tap on **App power management**.  
(highlighted in red)

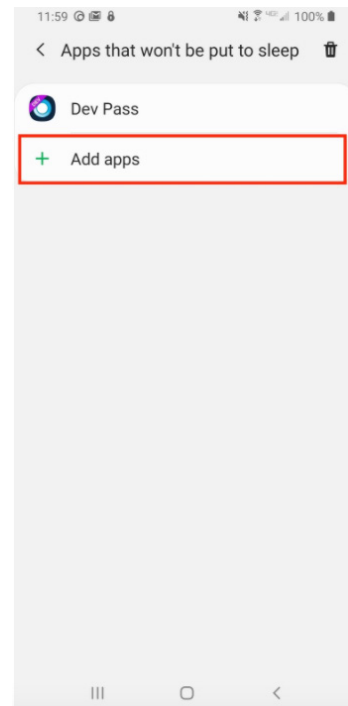


4. Tap on **Apps that won't be put to sleep**.  
highlighted in red)





5. Tap on **Add apps** and add Brivo Mobile Pass to the list.  
(highlighted in red)



## Galaxy S8 and later

Follow the instructions below for Galaxy S8 and later:

With the introduction of the Galaxy S8, Samsung has introduced a feature for prolonging battery life called **App Power Monitor**.

For Brivo Mobile Pass to work correctly, please whitelist it in the **App Power Monitor**.

Please follow the instructions below:

Open **Settings > Device maintenance > Battery** and at the bottom, you should see a list of your most frequently used apps. You can manage Brivo Mobile Pass by selecting it and then tapping the **Save power** button. Apps that are sleeping will appear in the **Sleeping apps** list at the bottom (tap it to expand the list). Scrolling all the way to the very bottom of the list will show **Unmonitored apps**. These are apps that you specifically want to exclude (white list) from **App Power Monitor**.

When inside the **Unmonitored apps** menu, you can tap the 3-dot menu to add or delete Brivo Mobile Pass from the list. Brivo recommends instead that you simply turn off the **App Power Monitor** feature completely as it can handicap the normal functioning of Brivo Mobile Pass.

On other Samsung phones, the path may look like this:

**Phone settings > Applications > select three-dot menu (top right corner) > Special Access > Optimize Battery usage >** Find Brivo Mobile Pass on the list and make sure that it is not selected.

**Note:** If you enable Edge Lighting for your any app on your Samsung device, then Brivo Mobile Pass will be unable to wake up your screen. To allow Brivo Mobile Pass to wake up your screen, please remove it from the Edge Lighting applications list.

## Revision List

Date	Description
July 29, 2020	Initial Draft
August 7, 2020	Updated layout