InstaFob ® Standalone Manual

Hillman Group Inc. Company

Last Updated 3/01/2021 Version 04

General Grounding Safety

Grounding Safety Instruction In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This tool is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided – if it will not fit the outlet, have the proper outlet installed by a qualified electrician. Improper connection of the equipment-grounding conductor can result in a risk of electric shock. The conductor with insulation having an outer surface that is green with or without yellow stripes is the equipment-grounding conductor. If repair of replacement of the electric cord or plug is necessary, do not connect the equipment grounding conductor to a live terminal. Check with a qualified electrician or service personnel if the grounding instructions are not completely understood, or if in doubt as to whether the tool is properly grounded. Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the tool's plug. Repair or replace damaged or worn cord immediately. This tool is intended for use on a circuit that has an outlet that looks like the one illustrated in figure 1. The tool has a grounding plug that looks like the

plug illustrated in sketch A of figure 1 from UL 987. A temporary adapter, which looks like the adapter illustrated in Sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in Sketch B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet can be installed by a qualified electrician. The gree0colored rigid ear, lug, and the like, extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. CAUTION: If (the internal battery must be replaced, or) internal fuses are blown and require replacement, return the equipment to the manufacturer. These components are not intended to be serviced in the field. In the event of a malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

Grounding Methods from UL 987
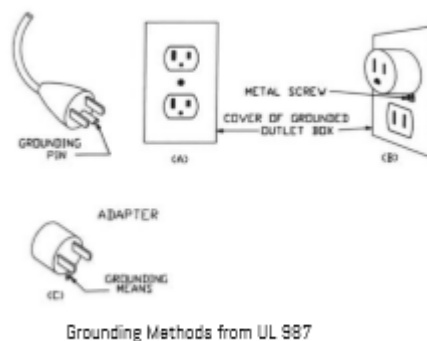
FC TESTED TO COMPLY
WITH FCC STANDARDS

FCC ID: 2AYY8THGINSTFB

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated within a minimum distance of 20 cm between the radiator and your body.

InstaFob Product Copy Capabilities

The InstaFob Machine has the capabilities to read, write and upload to the cloud Access Key Fobs with the frequency of 125Khz. These Fobs are typically used for Access points for HOA common areas, GYMS, POOLs, BOAT GATES and Commercial/Business Accesses.

The Device contains an easy to use graphical user interface with a smooth and friendly touch screen. The InstaFob Logo is used to identify the perfect placement target to guarantee a quick, easy and affordable Key Fob copy.

InstaFob Machine Layout
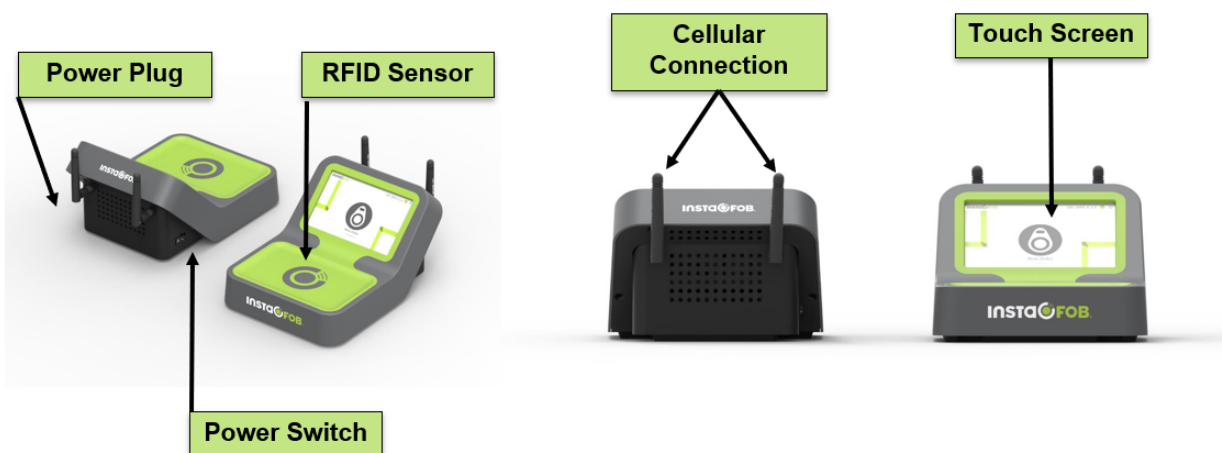
Machine is indented to be used Interior ONLY. Do not use in exterior conditions.

Only Use the provided Power Supply, 5V 8A, 40W that comes with the product. Plug the Power Supply into the "Power Plug" on the machine, and then plug into a max 120V wall plug and please follow the GROUNDING SAFETY recommendation provided in this manual.
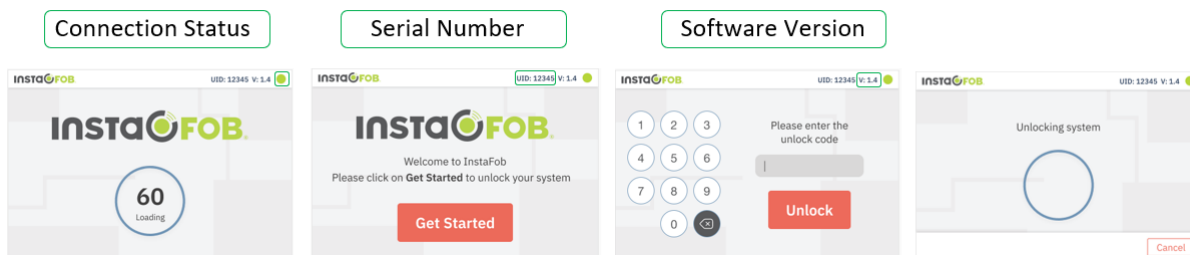

POWER SUPPLY

InstaFob Machine Operations

FIRST TIME START UP PROCEDURE:

1) **Turn the Machine on by flipping the ON/OFF switch on the back of the device**

2) **Once the Machine has been turned on and Operating System has been fully loaded select "Get Started"**
3) **Enter the Unlock Code which is the serial number in reverse – machine will unlock and be ready to operate**

Connection Status	Serial Number	Software Version	
Once Powered ON the system GUI will automatically load and connect to the Cloud	SELECT "Get Started"	Enter the One-Time Unlock Code [Reverse Serial Number] **e.g.** Serial number 12345 Unlock number 54321	System will Unlock and user is ready to program Fobs

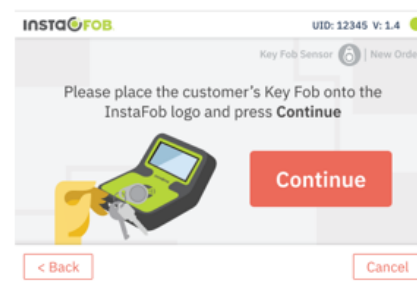**No Touch Operations | New FOB Copy**

Step 1:
Check for Connection
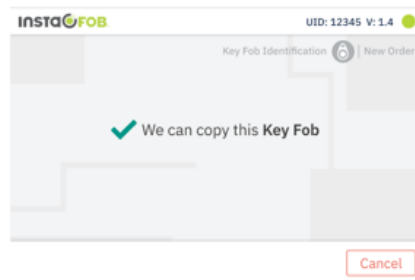(Green Dot = connected)
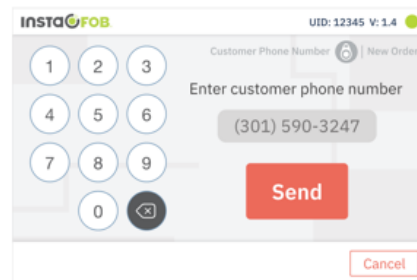

Step 2:
Associate selects New Order
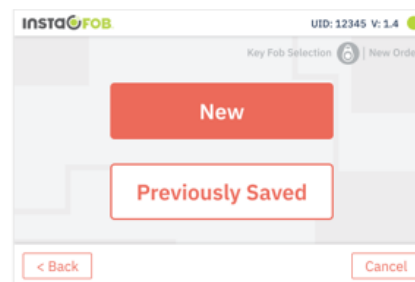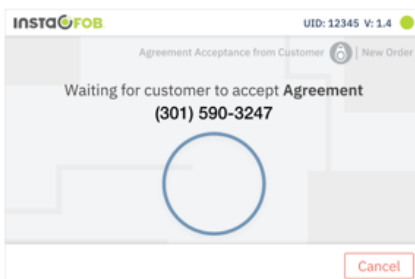

Step 3 :
Associate selects NEW

Step 4 :
Customer to place their Fob, logo down onto the
InstaFob Logo. Select Continue to
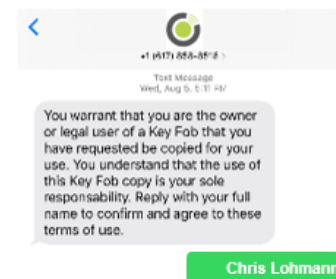check to see if the KEY FOB can be copied

Step 5 : Confirms the Fob can be copied

Step 6 : Associate enters Customer's
Phone Number, will be used for
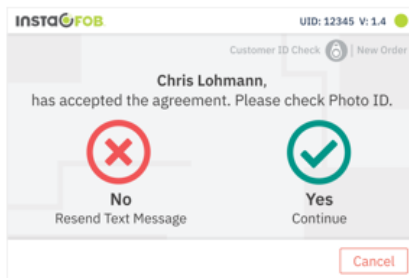verification of Identity

Step 7 : Text message sent to the
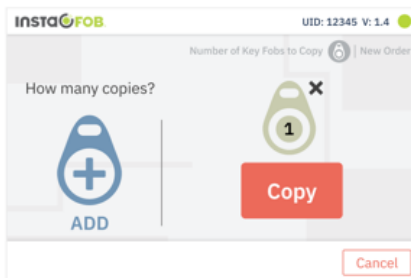customer, customer must respond with
full name

Step 8 : Customer Accepts the
agreement by replying with their full
name

InstaFOB   UID: 12345 V: 1.4

Customer ID Check | New Order

Chris Lohmann,
has accepted the agreement. Please check Photo ID.

❌   ✅
No   Yes
Resend Text Message   Continue

Cancel

Step 9 : Associate checks the customer Photo ID (like a Drivers License)

InstaFOB   UID: 12345 V: 1.4

Number of Key Fobs to Copy | New Order

How many copies?   ✕
                      1
ADD   Copy

Cancel

Step 10: Associate "Add" the number of Copies wanted to create

Tear Open

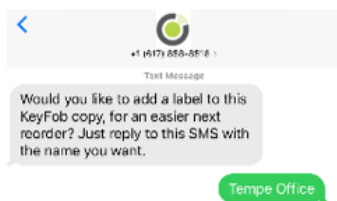**Step 11: Customer tears Open Packaging and Remove New Fob**

InstaFOB   UID: 12345 V: 1.4

Copy New Key Fob | New Order

Please place a blank Key Fob with the logo facing down onto the InstaFob logo and press **Copy**

Copy

< Back   Cancel

Step 12: Customer places Blank Fob with the Logo down onto the InstaFob Logo

InstaFOB   UID: 12345 V: 1.4

Copying and Testing | New Order

Copying and Testing **New Key Fob**

Copying 1/1 ▬▬▬▬▬▬

🔒 Testing New Copy
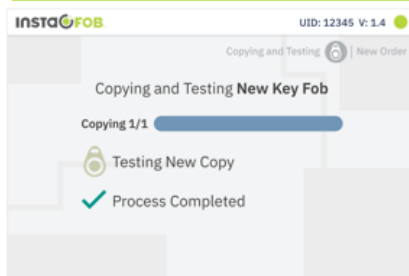
✔ Process Completed

**Step 13:
Machine will copy and test the Fob.
If more than one copy needed repeat Steps 11 and 12**

InstaFOB   UID: 12345 V: 1.4

Done | New Order

Process Completed
Thank you for using InstaFob

Insta FOB
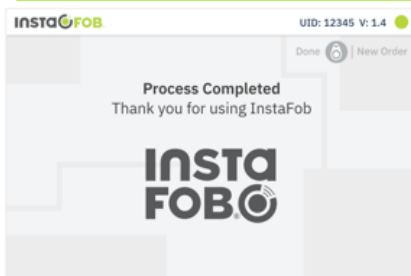
**Step 14: Confirmation of Fob Duplication process completed.
Customer to remove Fob from machine**

<
+1 (617) 888-8818 >
Text Message

Would you like to add a label to this KeyFob copy, for an easier next reorder? Just reply to this SMS with the name you want.
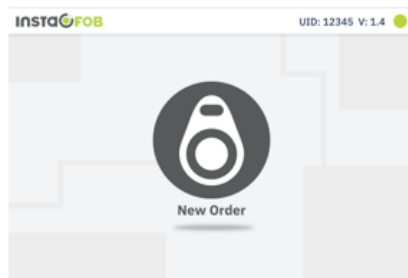
Tempe Office

Step 15: Customer Receives a Text Message to label their Fob for future copies
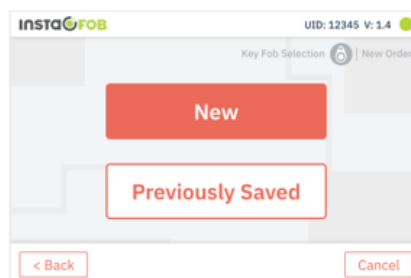
InstaFOB.

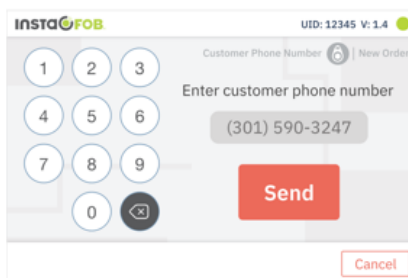**No Touch Operations | Previously Saved FOB Copy**
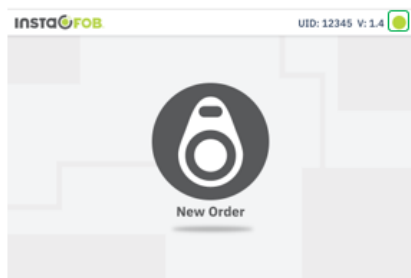
Step 1: Check for Connection
Green Dot = connected
Red Dot = Do not proceed
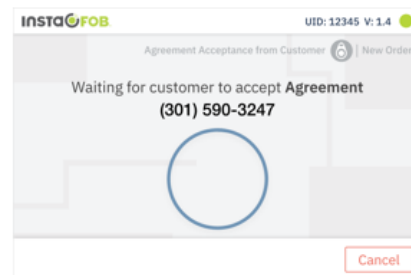

Step 2:
Associate Selects New Order

Step 3 :
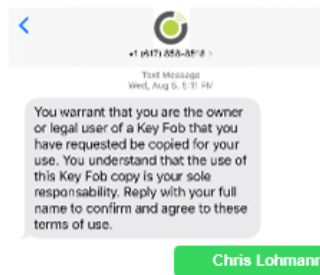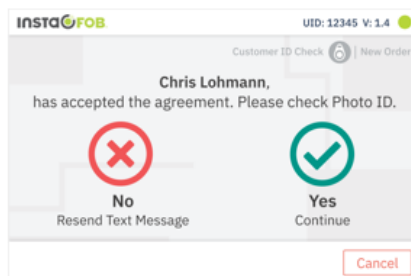**Associate** Selects Previously Saved

Step 4 : Associate enters Customer's Phone Number, will be used for verification of Identity
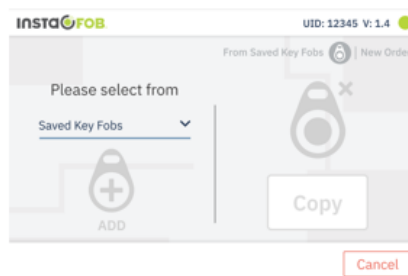

Step 5 : Text message sent to the customer, customer must respond with full name

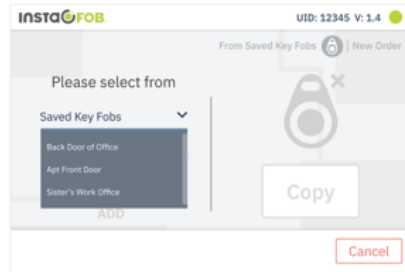**Step 6 : Customer** Accepts the agreement by replying with their full name

Step 7 : Associate checks the customer Photo ID (like a Drivers License)
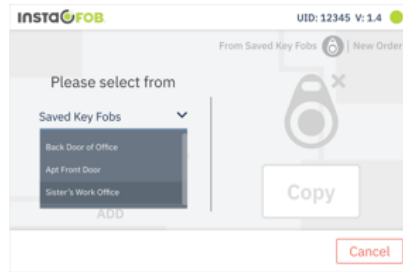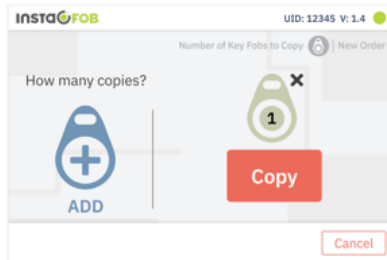

Step 8 : Saved Key Fob are listed on the drop-down menu

Step 9: Review Previously Saved Fobs with the custom customer labels

Step 10: Associate selects Previously Saved Key Fob to be copied

Step 11: Associate "Add" the number of Copies wanted to create

Step 12: Customer tears Open Packaging and Remove New Fob
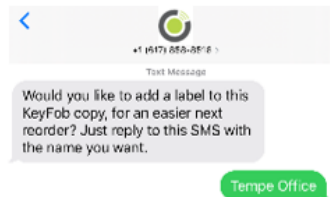

Step 13: Customer place Blank Fob with the Logo down onto the InstaFob Logo

**Step 14:
Machine will copy and test the Fob.
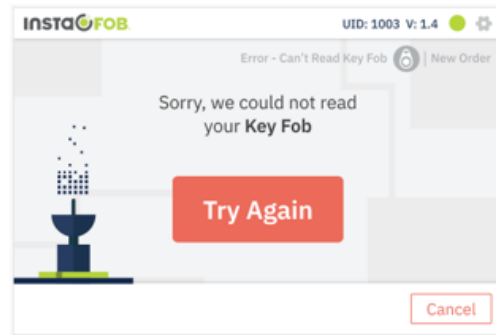If more than one copy needed repeat Steps 12 and 13**

**Step 15: Confirmation of Fob Duplication process completed.
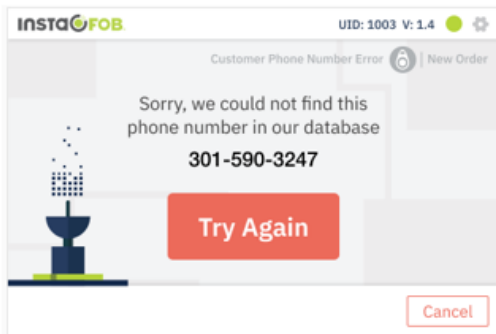Customer to remove Fob from machine**

Step 16: Customer Receives a Text Message to label their Fob for future copies

Errors & Troubleshooting

While reading the Fob something goes wrong

1) Fob needs to be centered on the InstaFob Icon
2) Fob should have the logo down
3) We do not copy Auto Key Fobs

When Copying From a Previously Saved

1) Employee entered the incorrect phone number
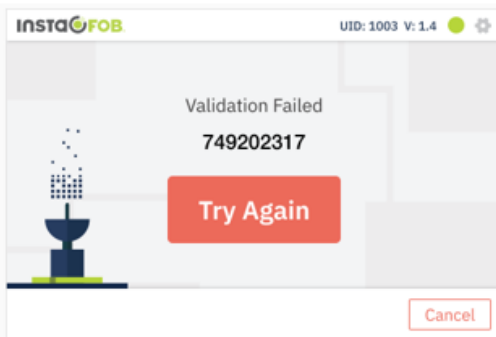
Customer Agreement Process

1) Customer took too long to respond to the text message with their full name
2) Employee entered the incorrect phone number
3) Machine lost service during the text message process
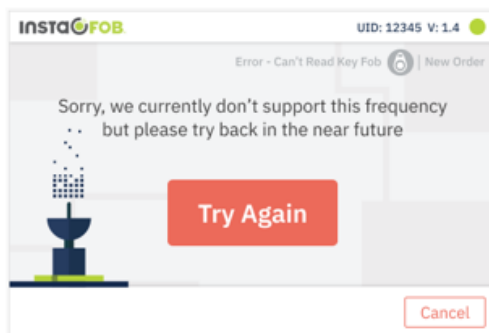
If High Frequency

1) Message that would say we currently don't support this frequency but please try back in the near future

No Connection

- Making New Key Fob with an original key fob and there is no internet the system will proceed to duplicate the fob – system will automatically move to the next page

- Making New Key Fob with a previously saved key fob DO NOT PROCEED
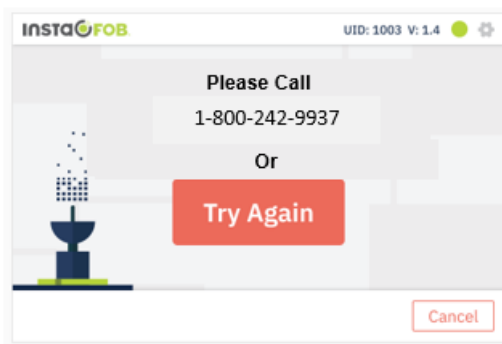
Incorrect Unlock Code

1) Try Again or call customer service number

Frequently Asked Questions

Q | How long does it takes to copy my Key Fob?

A | The entire process, including text message validation and copy time is usually no more than 1 minute per copy.

Q | Are you associated with any HOAs or building management?

A | No, we are not associated with any building/HOA's and our customers information if completely private.

Q | Do you copy any credential cards (that's not the customers) or credit cards?

A | ABSOLUTELY NOT! InstaFob follows all local laws and does not copy any kind of suspicious credentials like Government/Military Identification cards, student identification cards and anything that clearly does not look like a simple Key Fob access card.

Q | I'm concerned about the safety of my apartment complex in relation to this service.

A | To copy a Key Fob, it is safer and more secure then copying a physical key.

> **#1 You must HAVE the original Key Fob (first time) for the process to work.**

> **#2 If the building management cancels the original Key Fob code, ALL copies will be <u>canceled</u> as well.**

Q | What should I do if someone makes an unauthorized copy of my Key Fob?

A | Just simply go to your building management or HOA and report a stolen Key Fob. They will cancel the original Fob which automatically deactivates any copies made without your authorization.

Q | If my original Key Fob is deactivated, will my copies still work?

A | No! Our copies are duplicates of the original Key Fob, if the main one is deactivated, all copies will also stop working.

Q | Can a Key Fob copy be detected by the access system?

A | Your duplicated Key Fob is an identical copy of your original one. The access control system will not register any difference between your original and the duplicate.

Q | Is the Key Fob and my information kept secure?

A | Absolutely! All customer data is saved in 3 layers of security under AWS services (amazon services).

Q | Can any Key Fob copy be made?

A | No! Although we can copy about 80% to 90% of the Key Fobs on the market, there are some high frequency technologies we cannot duplicate at this current time. All InstaFob machines offer a FREE Key Fob check service, that checks to see if we can duplicate your Key Fob which takes less then 20 seconds.

Q | Can I get in trouble with my building's management or HOA if using a Key Fob copy?

A | Always refer to, and follow your buildings or HOA's rules and regulations for this answer. Most of the lease agreements (even for new buildings) do not mention any restriction on making Key Fob copies outside of their own services. The most common referral on leases denotes replacement fees if you lose your original Key Fob which range from $150-$250 per Key Fob. We suggest to create a copy and put your original in a safe place!

Q | I'm concerned about the safety of my apartment complex in relation to this service.

A | To copy a Key Fob, it is safer and more secure then copying a physical key.

   #1 You must HAVE the original Key Fob (first time) for the process to work.

   #2 If the building management cancels the original Key Fob code, ALL copies will be <u>canceled</u> as well.

Q | What's InstaFob and who can I contact in case of other questions?

A | If you have any additional questions, please contact our customer service 1-800-242-9937

Q | Can I copy a Key Fob if the machine does not have WiFi?

A | No! Part of the security InstaFob offers is a two-way verification process with a text message confirmation

Q | Can I make a copy from a copied InstaFob?

A | Absolutely Not! All InstaFob machines will not allow InstaFob Copies to be duplicated as part of our security service we provide.

Q | Can I copy Automotive Key Fobs?

A | No! We do not copy Automotive Key Fobs of any type

Q | What is Two Factor Authentication?

A | A secure method of establishing the original owner of a previously saved Key Fob. By submitting the Phone Number that is linked to the saved Fob and the Full Name and Photo ID ensures the Saved Fob belongs to the customer.

Q | Is a photo ID required as verification from the customer?

A | Yes! This is a critical part to the Two Factor Authentication process to ensure the customer's information is secure

Please call 1-800-242-9937