

Common Troubleshooting Guide for Bluetooth Access Credentials

Is your Bluetooth Credential not working? Please try the following recommendations.

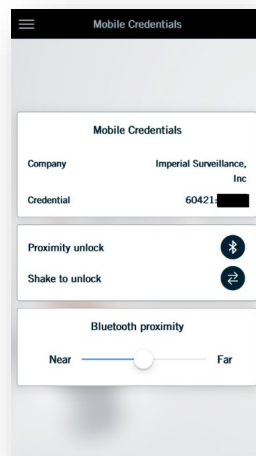
- 1) **Verify your Phone's Bluetooth is ON.**

This is a very common problem we observe frequently as this does happen to get turned off by the phone user from time to time.

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- 2) **Make sure the ICT – ProtegeMobile application is selected ON your phone.**

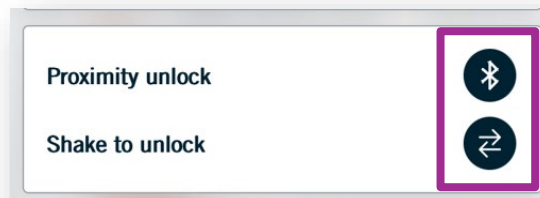


Your screen should look like this below



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- 3) **Make sure both the "Proximity unlock" and "Shake to unlock" options are selected.**

Your screen should look like this below



- 4) **With the application running on your phone, TAP the card reader with your phone to trigger the access control system.**

A **GREEN** light on the keypad will illuminate if access is granted and the phone will vibrate signaling a valid entry.

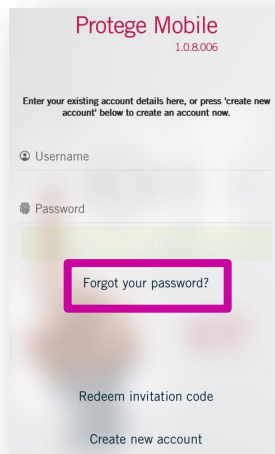
A **RED** light on the keypad signals a denied entry.

**Chicago Executive Airport recommends TAPPING the card reader with your phone instead of the “shake to unlock” function.*



Additional Points of Consideration;

- **ICT Protégé Mobile Application Username:** This would be the email address that was provided on your access application.
- **ICT Protégé Mobile Application Password:** This is chosen by the End User.
 - **Chicago Executive Airport does not have access to the End User selected passwords.*
 - **If the password is forgotten, please follow the “Forgot your password?” prompt.*



- **ICT Protégé Mobile Application PIN:** *This is chosen by the End User.*
 - **Chicago Executive Airport does not have access to the End User selected PINs*
- If you have logged in with more than one device (phone/tablet) say if you upgraded or lost your phone, please notify ops@chiexec.com as there are restrictions on the number of devices for security purposes.
- *Any additional questions and guidance can be directed to ops@chiexec.com.*