2025.10 Webinar - The New Benchmark for Authentication Q&A Report

Question 1: Can you please explain how the Apple Wallet feature works? Are YSoft also able to distribute passes for the Apple Wallet, if so, how is this achieved?
Answer: MFX/4 and MFX/4 Ultimate readers support authentication using Apple Wallet for users who already have an account, such as those with HID Mobile credentials. At this time, Y Soft cannot issue its own passes or credentials for Apple Wallet, but this capability is being considered for the future.

Question 2: Will the MFX4 readers fit into the HP or other vendors Hardware integration pockets?
Answer: MFX4 reader will fit within the pocket, when used and bought together with the specific holding stand (ask your Y Soft representative for more details and how to order). The reader will stay a few mm above the pocket/top line of the printer, so that the LED stripe will be visible for the user.

Question 3: Will there be any changes for users, like re-configuration and installation?
Answer: No, from the end-user's standpoint, the MFX4 maintains the same easy setup and configuration processes they are accustomed to. Installation, configuration cards, and user interaction remain unchanged to ensure a smooth transition without requiring retraining or additional effort.

Question 4: How does the YSoft mobile technology work? Is there a YSoft mobile app that gets installed on the user's mobile device?
Answer: Y Soft mobile authentication enables users to access devices with their smartphones instead of traditional cards. Users receive a Y Soft mobile ID—distributed and managed through SAFEQ or email—which they install onto their phone. They then use the YSoftMobileConnect app to authenticate. The process is secure, with all communication encrypted. Y Soft mobile authentication is supported on MFX/4 Mobile and MFX/4 Ultimate readers.

Question 5: Will it be possible to perform authentication with iOS via Wallet without an additional App?
Answer: Yes, it is possible. Users will need to use existing Apple Wallet credentials for authentication.

Question 6: Is it possible to get a free MFX4 card reader tool kit as a partner?
Answer: Yes, please request it from your local Y Soft representative.

Question 7: What is the compatibility with the NFC, using the mobile phone NFC?
Answer: MFX/4 Mobile and MFX/4 Ultimate readers are compatible with NFC used for authentication however NFC is enabled to be used only on Android devices. Mobile authentication on Apple devices is done via Bluetooth.

Question 8: Will biometric fingerprint reader be released in future by Y Soft or the wave? Is there a way we can configure biometric with Y Soft?
Answer: We don't currently have the biometric feature on our roadmap. However, we are monitoring the market trends and needs and may add this feature in the future. We are open to discussion to make our readers compatible with third-party devices to support biometric authentication capabilities.

Question 9: The test you were executing when presenting cards, what card formats was the reader testing for? All of them that the card reader knows? What in the demo was new versus previous generation card reader?
Answer: The card testing feature can recognize nearly all major authentication technologies currently used in the market. It also suggests which Y Soft readers are compatible with the tested card. During the demonstration, we showcased popular card formats like Mifare and HID Prox. For more detailed information, or to replicate the demo and perform your own card testing on-site, please contact your Y Soft representative and request the MFX4 briefcase.

Question 10: Is there any roadmap for android wallet?
Answer: MFX/4 and MFX/4 Ultimate readers will support Google Wallet under similar conditions as Apple Wallet—users must have an account, such as HID Mobile or a compatible service. Customization can be offered for other types of accounts. To enable Google Wallet functionality, users need new programming cards from HID (issued after November 8, 2024), which include the necessary Google Wallet keys (Gen 3 cards for OMNI key secure element). As for Samsung Wallet, integration with HID Mobile is expected in early 2026. We are open to discussing further customization options.

Question 11: How do I create a profile / save a profile on a programming card?
Answer: You can use the card reader to tool create and save a profile onto the configuration card.

Question 12: Will the MFX 4 readers fit in Fujifilm devices?
Answer: Yes, it will fit there, along with many other popular printer brands and devices.

Question 13: If you configure the reader with an already-programmed card, the protocol will show as "user specified" and at a later point we can't see which protocol has been really configured. Is there any solution?
Answer: Use the reading configuration feature in the Card Reader Tool. Choose either a pre-defined protocol or manual input. Within this setup, you can specify exactly what protocol information will be visible on the configuration card.

Question 14: We currently have a SAFEQ 6 enterprise customer using MFX3 card readers. Can MFX4 card readers be deployed in the same setup with combination of MFX3 and MFX4 card readers?
Answer: Yes, MFX3 and MFX4 readers are compatible with each other within one deployment and/or project.

Question 15: Is the MFX4 range priced differently from the previous line?
Answer: The price remains at the same level as MFX3, or lower.

Question 16: What is the warranty period for the new MFX4 reader?
Answer: We will have the same six-year warranty, just like we do with MFX3.

Question 17: Is there any conversion tool from Elatec?

Answer: The Y Soft Card Reader Tool includes a Card Conversion Helper for importing and converting card data from other readers (e.g., Elatec). It supports defining custom protocols, auto-detecting conversions from customer card swipes, and testing output formats.

Question 18: Is it possible to upload a customized firmware through the programming card. If yes, have the reader to be sent in some specific way during the first delivery?
Answer: No, it is not possible to update firmware using the configuration card, due to the size of the firmware file. We are currently considering alternative ways for firmware update, including a mobile app or remote management.

Questions 19: Are MFX4 readers compatible with SAFEQ Cloud?
Answer: Yes, the readers are compatible with all Y Soft products, as well as with any other print management software.

Question 20: Do you provide options to order reader fixing bracket for Ricoh devices for MFX4 card readers?
Answer: We currently don't offer a fixing bracket for readers deployed onto Ricoh devices, as the reader can be fixed easily directly. We are monitoring the requirements continuously and may change our offering in the future.