

FAQ - Frequently Asked Questions

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Missing a Question?



To suggest an entry that is not available at the moment, please drop a mail to support@certgate.com.

Cross product related questions

- [How can I change the smart card in AirID Mini?](#)
- [Which smart cards are supported by AirID devices?](#)
- [Do AirID devices support contactless smart cards?](#)

- [How to import a certificate onto a GIDS smart card using Certutil?](#)
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- [How to delete a certificate from a smart card with GIDS applet?](#)
- [How to switch between GIDS applet and cv applet on a smart card in Windows 10?](#)
- [How to import a key pair into a smartcard using cryptovision cv act sc/interface Manager?](#)
- [How to generate a smart card logon certificate with a Microsoft Active Directory Certificate Service?](#)
- [How to change the User PIN of a smart card with GIDS applet?](#)

AirID

- [How do I update the AirID device firmware on Windows 10 and MacOS?](#)
- [How to create a AirID device driver log-file with Windows?](#)
- [Do AirID devices have a NFC functionality?](#)
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- [What can I do if my AirID device is not available after standby on my Windows device?](#)
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- [Have AirID devices been certified?](#)
- [Can I use my AirID device via Bluetooth when not being paired with my host device, i.e. laptop, smartphone, tablet?](#)
- [How can the distance to the device be configured for the auto-lock?](#)
- [Do AirID devices supports the CCID standard?](#)

AirID Mini

- [How can I change the smart card in AirID Mini?](#)
- [How do I update the AirID device firmware on Windows 10 and MacOS?](#)
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AirID BRIDGE

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- [How do I update the AirID BRIDGE firmware on Windows 10, Windows 7 and MacOS?](#)

cgPhone

- [Does the Android power saving mode affects the cgPhone App?](#)
- [How does the cgPhone APP activation work?](#)
- [What mobile devices are supported by cgPhone?](#)
- [What is SaS?](#)
- [Why can't I send a message to my friend? Says we need to exchange keys first.](#)
- [Where can I get cgPhone?](#)
- [What can I do with cgPhone?](#)
- [Why is cgphone not working when the device is connected through WLAN?](#)

cgCard

- [How can I use cgCard on Android?](#)