FAQ - Frequently Asked Questions

Please select your area of interest:

1. A-B
   - airid
   - airid1
   - airid2
   - airid2mini
   - airid_bridge
   - airid_central
   - android
   - apple
   - autolock
   - bluetooth
   - bluetooth_le
2. C
   - ccid
   - ce
   - certgate
   - certificate
   - certification
   - cgcard
   - cgphone
   - coverage
   - cross_product
   - cryptotokenkit
   - ctk
   - custom
3. D-G
   - datasheet
   - debugging
   - distance_sensor
   - documentation
   - driver
   - error
   - evaluation_kit
   - fcc
   - firmware
   - flyer
   - gids
4. H-O
   - howto
   - installation
   - ios
   - linux
   - logfiles
   - macos
   - mini
   - nfc
   - onekey
   - onekey_id_4
   - opensc
5. P-T
   - pcsc
   - publication
   - quickstart
   - readme
   - rma
   - rohs
   - sas
   - sdk
   - smartcard
   - support
   - troubleshooting
6. U-Z
   - update
   - usb
   - virtual
   - warranty
   - windows
   - windows10
   - windows7
   - wlan
7. 0-9
   - 2fa

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

- "Card Unreadable" message on AirID Mini?
- 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?
- Which applet does certgate recommend for use with Java Cards?
- How to load and initialize the GIDS applet on a Java Card?
- 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?
- AirID Compatibility & Known Limitations
- Which Bluetooth USB adapter (dongle) are recommended for using with AirID devices on a Windows10 PC?
- What can I do if my AirID device is not available after standby on my Windows device?
- How to create a Windows event log?
- Can the smart card be damaged when using the AirID reader?
- How can the work schedule in advertising mode be activated?
- Which smart cards are supported by AirID devices?
- Which platforms support AirID devices?
- 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

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AirID BRIDGE

- What to do if AirID Bridge is shown as a HP Printer on Windows 7 in the Windows device manager?
- 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?](#)