FREQUENTLY ASKED QUESTIONS V1.1

Is there a limit to the number of Live Locks supported by a single BLE Bridge?

Locks must be within the BLE signal range. There is no limit on the number of locks per gateway. Unlock commands are sent sequentially, so there is a performance/ latency consideration for the number of locks serviced per gateway.

Please consider also that the BLE range is environment dependent. Generally, wide open with few objects between the bridge and the locks (especially metal or liquid objects), would be the best environment.

What is the minimum infrastructure required for Live Locker?

The infrastructure requirements are power (AC or PoE) and network (ethernet or Wi-Fi).

What happens in case of a power outage? Network connectivity drop.

Locks remain locked in case of power or network outages. Power and network connectivity for the gateway is required to unlock locks. Lock keys are preserved on the gateway across power outages.

Does our server communicate with the customer or receive any customer information at all?

No. The customer application handles the interface with the end consumer. The customer needs to develop an application that will send a command to the InVue Gateway to open a lock. How the app does this is completely outside of InVue's domain.

Is there a minimum requirement for the end consumer's device to use LIVE Locks? (Smartphone vs. analog, or any other technology limiting LIVE Lock usage)
The end consumer's device is never in communication with any lock. The consumer's device communication is handled by the integrator's application. Typically, the end customer communicates with the vendor through either a website or a mobile app. When the end customer wants to unlock a lock, they communicate with the integrator's application, who after verification of the validity of the request, sends a command to the InVue Bridge to open the appropriate locker.

When a Live Locker is opened by a customer, how does that link/passcode expire? Is it time-limited, one-time use, or something else? What happens if a customer accidentally closes the lock without opening the locker and retrieving merchandise?
This is completely under the control of the integrator's software. The integrator controls the InVue Gateway and can send or re-send commands as necessary.

The customer can always open the LIVE Locks through an associate device or OneKEY.

LIVE Locks for Consumer-Facing Retail Applications

How does our security work to prevent an attack such as spoofing a customer link and getting the merchandise?
This is completely under the control of the integrator. The integrator is responsible for the development of the end customer-facing application.

In addition, you cannot spoof the commands from the bridge to the lock because we have rolling encryption on that communication.

Customers will use a Key or the App to stock the merchandise in the locker, would this require a separate Live Access License or is this included in the same (single) subscription service new "Professional" offering?

The integrator's application can open any lock at any time. Live Access is not used with this application.   Stockers could use an application from the merchandiser to open locks or they could use a OneKEY.

How does the Bridge get connected to the Locks? What is the setup process?

InVue will send a manual command to the bridge to register the lock. The plan with the MVP is that InVue will do this ourselves for any installs. This will change for final production.

What are the best practices to build the actual lockers (if not already built)?

Avoid/minimize metal. Nothing else matters much.

Qualifying questions for the appropriate customer:

1. Qualify candidates for the solution:
    a. Audit the customer's Buy Online Pick Up In-Store (do they have a shopping system for omnichannel?)
        i. Do they have a process today (pretend to be the end consumer)
        ii. Can we depict how InVue's solution would interject into this process?
    b. Do they have the resources or aptitude to update their workflow?
        i. Either internal resources or professional services willing to pay for
        ii. Demonstrated ability to do things like this in the past/nimbleness to play with innovation.
    c. How are they building the lockers, do they have the resources / know where to go to get these built?
2. Sales to schedule a meeting with Paige / Hilmer / Jeff to present the customer use case (Do NOT include the customer in this call - Internal Conversation only)
    a. Kick-off meeting: show us the customer's process and bring us up to speed on the above
    b. Determine the next steps as a team.