



The **INDALA** Difference

QUESTION / CATEGORY	ANSWER
TECHNOLOGY	TECHNOLOGY
What formats can Indala readers be supplied in?	All Indala cards and readers can be formatted in Wiegand (1 to 172 Bits), ABA Track 2, and RS232 (TTL).
What is Wiegand?	Wiegand technology originated from an arrangement of magnetic wire strips inserted within a card and read by a Wiegand magnetic swipe reader. Wiegand communication protocol, first introduced by the Wiegand swipe reader, is an industry standard for how any type of reader sends information to a control panel. This protocol allows most control panels to easily determine ID and Facility code regardless of the system. A Wiegand format is the name given to a specific arrangement of ones and zeros programmed into proximity (or other technology) card that when read and sent to an access control panel complies with the Wiegand protocol. Formats can be open, such as 26-bit Wiegand, or custom for higher security.
What is ABA Track 2?	ABA stands for "American Banking Association," and Track 2 is the 2nd of 4 magnetic lines or tracks of data on the card's magnetic strip. Track 2 is read by ATMs and Point of Sale readers. ABA track 2 is a worldwide communication protocol standard. It contains the cardholder's account, encrypted PIN, plus other discretionary data. For access control and time and attendance systems, a blank magstripe card is encoded with a site/facility code and user ID number and is compliant to the ABA protocol. When using a proximity reader in ABA Track 2 mode, the data output of the reader is the same as if it were a magnetic swipe reader. This format is ideal for customers who wish to upgrade from Magstripe solutions without changing their ID numbers or controllers.
What is RS232 ?	RS232 is another protocol that is typically used when alphanumeric characters are needed by the host system. This format is programmed into cards and readers and can be 20 characters long if using the FlexSecur feature or up to 24 without.
What is FlexSecur™ and how does it make Indala products better?	FlexSecur™ is a method which eliminates duplicate or "foreign" card IDs that can cause false alarms or unauthorized access situations. FlexSecur is designed to be transparent to the host system and the user. Readers and Cards are programmed with this password. Upon presentation of the card to the reader, a password is sent for authentication. This local authentication validates the card to the reader before any information is sent to the host system. FlexSecur is a strong encryption technique with over one billion possible password configurations.
Do all Indala products have FlexSecur technology?	All standard FlexPass products can be used in FlexSecur mode.
What is the FlexEnterprise Program?	FlexEnterprise is a FREE customized format and credential ID management system based on extended length formats and FlexSecur encryption technology. FlexEnterprise allows Dealers, Integrators and End Users to securely and automatically manage the issuance of secure ID cards from site to site. Typically an end user will register a format with Indala and then authorize contractors to purchase cards and readers programmed with the FlexEnterprise format and encryption. No other readers can decrypt the card's data and, most importantly, cards that do not belong to the system cannot be read.
What technology advantages do Indala products have over competitors?	Using our own in-house design and engineering team, Indala quickly adapts to customers' security requirements. Indala programs readers on a job order basis with format and password initialization being the last step before testing and shipping. The security between card and reader is unique to Indala FlexPass products. Indala does not sacrifice ease of use or longer lead times to provide added security benefits. FlexSecur technology reduces false alarms and eliminates the risk of duplication and possible unauthorized access. Using Indala's trademarked "QuickFlash" field programming technology, the readers can be Flashed in the field to read any Indala "FlexSecur" Password-protected format. Our biggest competitors sell "Pass Through" proximity readers, which means they will read any of that manufacturer's cards without any authentication at the reader. This means they run the risk of false alarms and, in the worst cases, unauthorized access being granted. This is a serious and growing problem that Indala alone has solved.
How long is the cable on the readers?	All Indala FlexPass readers are fully potted with 18 inches (46 cm) cable tails as standard or 10 foot (approx 3 m) option.
Is the reader monitored?	They can be programmed to send a watchdog signal to the control panel. If the panel is capable of monitoring this signal, then the reader's status can be monitored remotely.
I heard that Indala's CX cards do not work on CASI readers. Is this true?	No, Indala's CX range of credentials works on ALL CASI ProxLite readers. This range includes many options not available from CASI (GE) themselves including combination CX and MIFARE/DESFire cards, our XT "Xtra Tough" range of strengthened cards with a lifetime warranty as well as stick-on "TAGs" and key fobs. Because we build many more cards than CASI, our cost savings is passed directly to the market. Put us to the test and request a free sample today.

SERVICE	SERVICE
Can Indala provide international support?	Yes, we have worldwide offices and a very knowledgeable group of agents and distributors in virtually every market. We are the world's #2 brand and are #1 in many markets. Though we are a market leader, we strive to work like a local company in every market by adapting to our customers' unique needs.
Does Indala provide products faster than its competitors?	Due to Indala's flexible approach, we can ship product in less than two days in many circumstances. Is that faster than our competitors? You tell me and put us to the test.
How long has Indala been around?	Indala has been in existence since 1985. We are the first successful RFID reader and card manufacturer in the industry.
Can I order Indala products online?	The Indala online ordering and tracking options are available to all integrators and dealers who have been signed up into the Indala program.
Does Indala warrant its products for a lifetime?	All of our encapsulated readers and many of our cards and tags have Lifetime warranties. Check our sales policy for the full details.
COMPETITIVE	COMPETITIVE
What product families does Indala sell?	Indala sells FlexSmart 13.56 MHz products including Indala IX Intro (ISO 15693) entry level, MX MIFARE® (ISO 14443), DX DESFire™ (ISO 14443) GSC Compatible Solution; LEGIC® 13.56 MHz; FlexPass 125 kHz Proximity cards and readers; CASI-compatible proximity cards and readers; EM-compatible proximity cards and readers; and MR Series Magstripe cards and readers.
What new products does Indala market?	The newly expanded FlexSmart range of high frequency products brings the widest range of open, highly secure technology to our customers.
Does Indala have patents on its technology and, if so, when do they run out?	We have a rich portfolio of intellectual property including registered international patents as well as trade secrets.
What is the difference between the Indala "FlexEnterprise" program and other corporate format programs?	Many corporate format programs are actually just different versions of the same format in terms of length and structure. This limits the choice of Integrators and the ID range of the end user. The FlexEnterprise program from Indala can work with any Wiegand format, from 1 to 172 bits as well as ABA Track 2 and RS232 (TTL) keeping the end user free to integrate with his existing systems with no hardware or integrator change.
Why would an integrator recommend Indala over other brands?	We offer a degree of security at the door level no one else offers. We can customize the product specifically for the end user so they can be assured that no one else's cards will work on their readers. Indala provides customized solutions, customer service excellence, quality products, flexible bezel options and a committed team to support your every need. All Indala products are tested 100%, and most are tested 200%, before leaving the Indala factory.
What does Indala do differently with products/customer service, etc. that its competitors do not?	Indala listens and asks customers what they want to achieve rather than tell them what they are going to get. We then offer focused solutions with future flexibility to grow and expand as customers inevitably do. Indala provides fast delivery and direct dealer sales. Further, we are flexible enough with our products to engineer products to meet our customer's day to day needs. Our experienced customer service team knows our products and customers and how best to serve them. Except on rare occasions, Indala customers work with the same customer service expert providing continuity of service, understanding your needs, and ownership of your special requirements.
How are Indala high-frequency products and customized offerings better than others?	We have the ability to provide custom solutions quickly and securely using Indala's expertise to offer features that others cannot. For instance, Indala FlexSmart readers can output data in ABA Track 2 and RS232 formats in addition to Wiegand.
I heard Indala is owned by HID. Is that correct?	No, Indala is a member of the Assa Abloy group. This Group also owns HID Corporation along with about 100 other companies around the world. All are independent business units that are responsible for their own success. Indala has been a leading performer within the group since its acquisition in 2002.
What are Indala advantages overall compared with other companies that provide similar products?	Two words: Experience Counts. Indala has been providing RFID readers and cards for over 20 years—much longer than our competitors. Our team's quality and depth of experience is reflected in the products you see today. Our quality control is superior and our response to problems is immediate and complete compared to our competitors'.