ButterflyMX

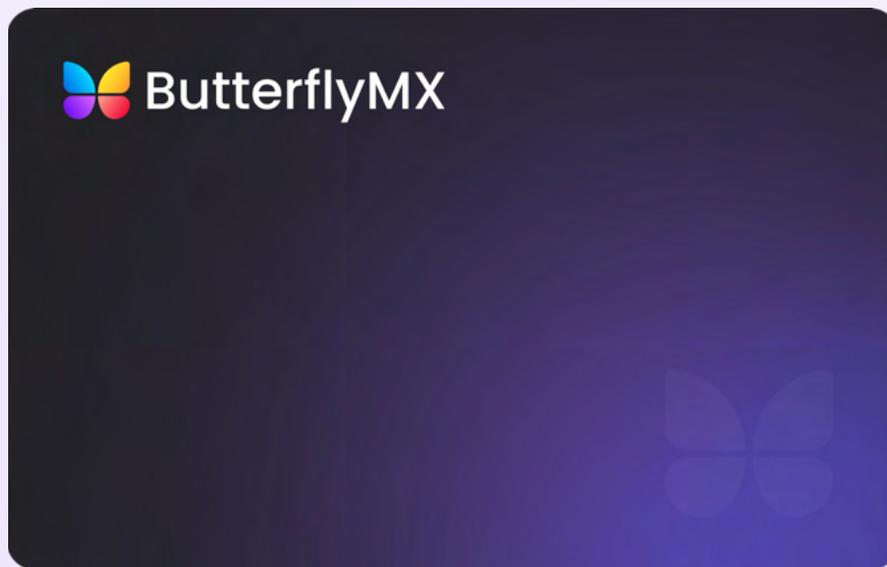# Apple Wallet Integration

Property Manager's Guide to resident key in Apple Wallet

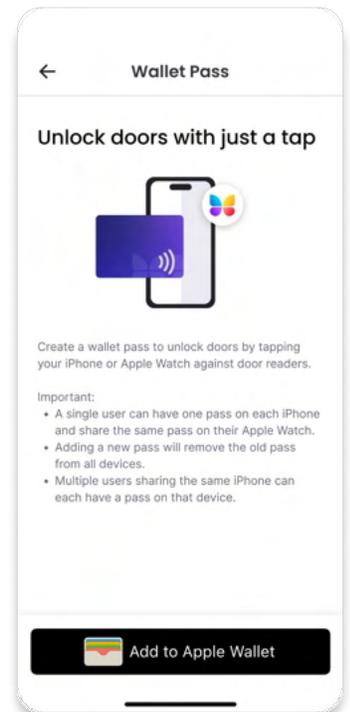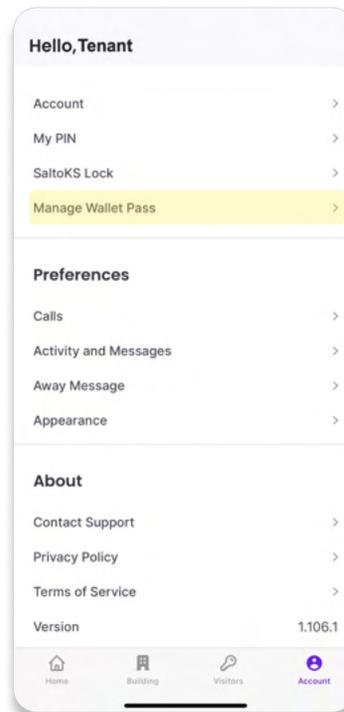# The Property Manager's Guide to the Apple Wallet Integration

Unlock ButterflyMX doors with just a tap of your iPhone or Apple Watch.

- With Express Mode, you don't need to wake or unlock your iPhone or Apple Watch to unlock the door.

- If the iPhone battery is dead, your iPhone will still unlock the door for up to 5 hours.

Enabling Apple Wallet

1. Contact your ButterflyMX representative to turn resident key in Apple Wallet on at your property.

2. Keys will be activated within 5 days after the paid invoice has been received.

3. Choose which tenants and Access Points can use resident key.

4. Registered users can add resident key to their Apple Wallet from the ButterflyMX mobile app. Users only need one resident key to control all ButterflyMX-enabled doors or gates.

The Property Manager's Guide to the Apple Wallet Integration: FAQ

Restoring Resident Key on a New Apple Device

If a resident gets a new iPhone or Apple Watch, they can easily retrieve their existing Resident Key — no property manager action required. They must be signed in with the same Apple ID used on their previous device.

How residents restore their Key

1. On the new iPhone, using the same iCloud account as your previous device, open the Wallet app.
2. Tap the Add button (+).
3. Select Previous Cards.
4. Tap their Resident Key.
5. Follow the onscreen instructions.

Once restored, their Resident Key will immediately function at all authorized access points.

If the Key doesn't appear

- Confirm the resident is signed into the same iCloud account.
- Ensure iCloud Keychain is enabled.
- Restart the device and try again.
- If the Resident Key still isn't visible, contact Apple support.

Do **NOT** remove and re-add the key. This will incur an additional charge.

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The Property Manager's Guide to the Apple Wallet Integration: FAQ

What happens if my phone dies?

Apple's power reserve allows keys in Express Mode to work for up to 5 hours after an iPhone battery has died.

Which ButterflyMX devices is resident key with Apple Wallet compatible with?

Resident key in Apple Wallet is compatible with the ButterflyMX 8" and 12" Intercoms and our Access Controller's Keypad, Single-Gang, and Mullion Readers.

How much does resident key in Apple Wallet cost?

Contact your ButterflyMX sales representative for pricing.

What happens if I run out of keys?

You will receive an email alerts when you have 10, 1, and 0 keys left so you can purchase more as needed.

How can I check to see how many keys are still available for use?

View how many keys are left for your building in building settings.

If a tenant moves out mid-year, can I transfer their key to a different tenant?

Unfortunately, keys cannot be transferred. If a key is removed from one tenant, it can't be used again.

Can I choose which Access Points allow Apple Access?

Yes. All Access Points are enabled by default, but you can reach out to support@butterflymx.com to disable this feature for specific access points.

Can I choose which tenants can use Apple Access?

Yes. Resident key in Apple Wallet will be disabled for all tenants by default. You simply need to edit the tenant to enable this feature.

How do I remove a key from a tenant?

Removing access is as simple as granting access. Turn off the "Apple Access" entry method on the tenant's settings page.

Only remove a key if you no longer want the tenant to have access. Do **NOT** remove and re-add the key. This will incur an additional charge.

BorflyMX OS Tenant Settings

Entry methods

Swipe to Open		Enabled
Delivery Pass		Enabled
Visitor Pass		Enabled
Apple Access		Enabled