

Token

Next-Generation MFA
for the Strongest Security

Token BioStick

User Guide



Token

Congratulations on choosing the strongest MFA with the greatest user convenience.

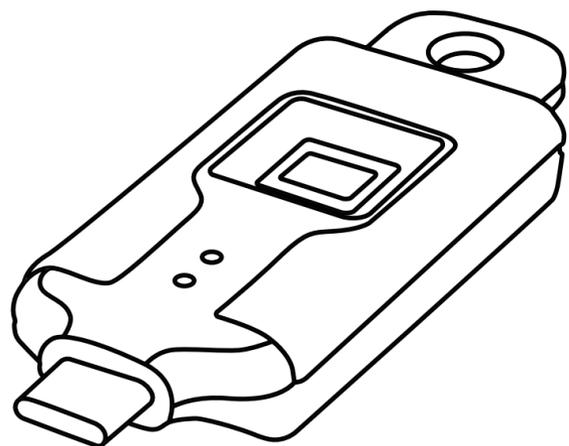
Token BioSticks provide protection against phishing and social engineering, malware attacks including ransomware, and data breaches.



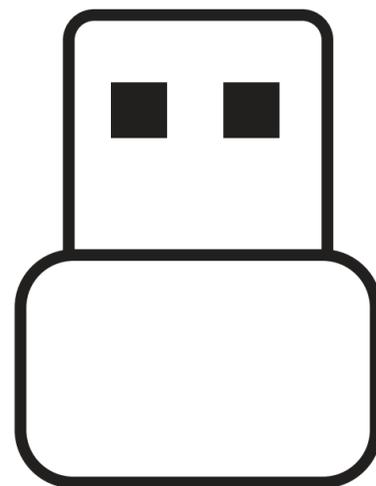
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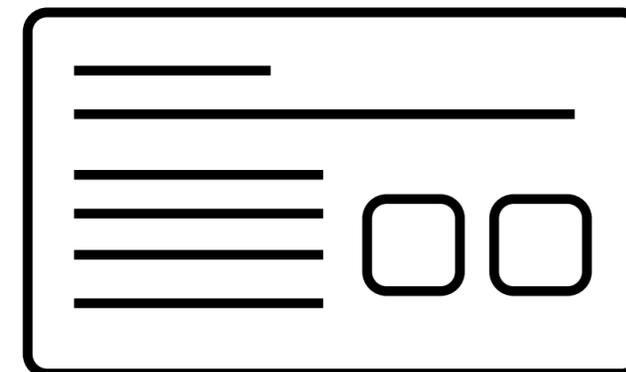
What's in the Box?



Token BioStick



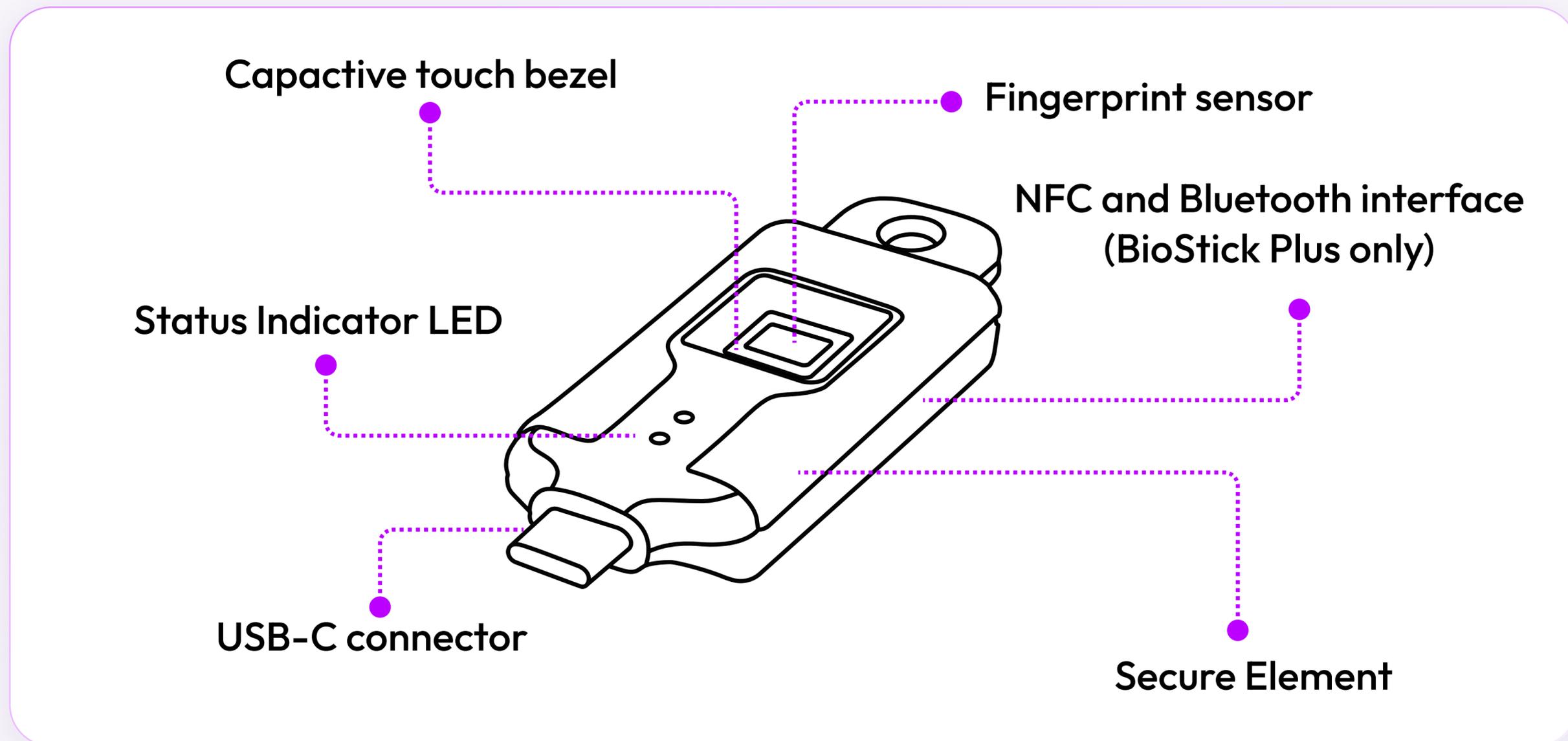
USB-C to USB-A Adapter



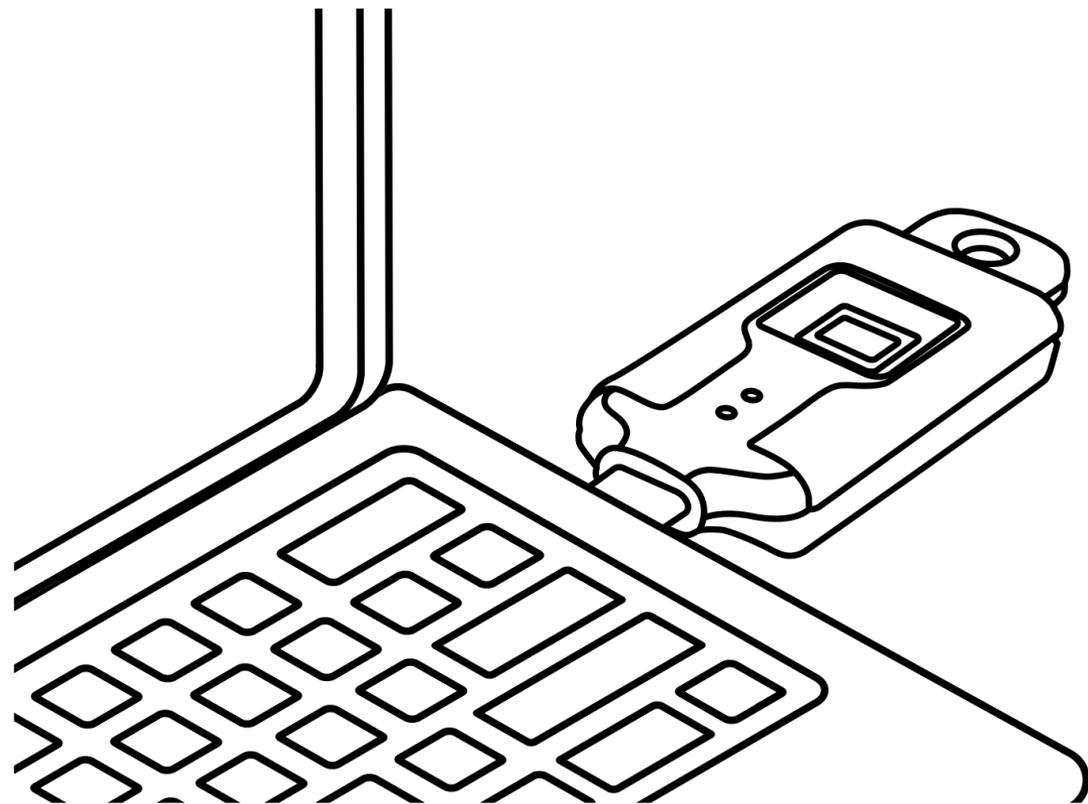
Quick Start Guide

Your Token BioStick

There are two models in the BioStick Series:
BioStick Plus and BioStick (USB only)



Getting Started



A I 1 9 Z 0 0 7 5 9

Token BioStick Plus

To begin setup of your BioStick Plus the battery must be charged - plug the device into any USB-C power source; or with the included USB-C to USB-A adapter.

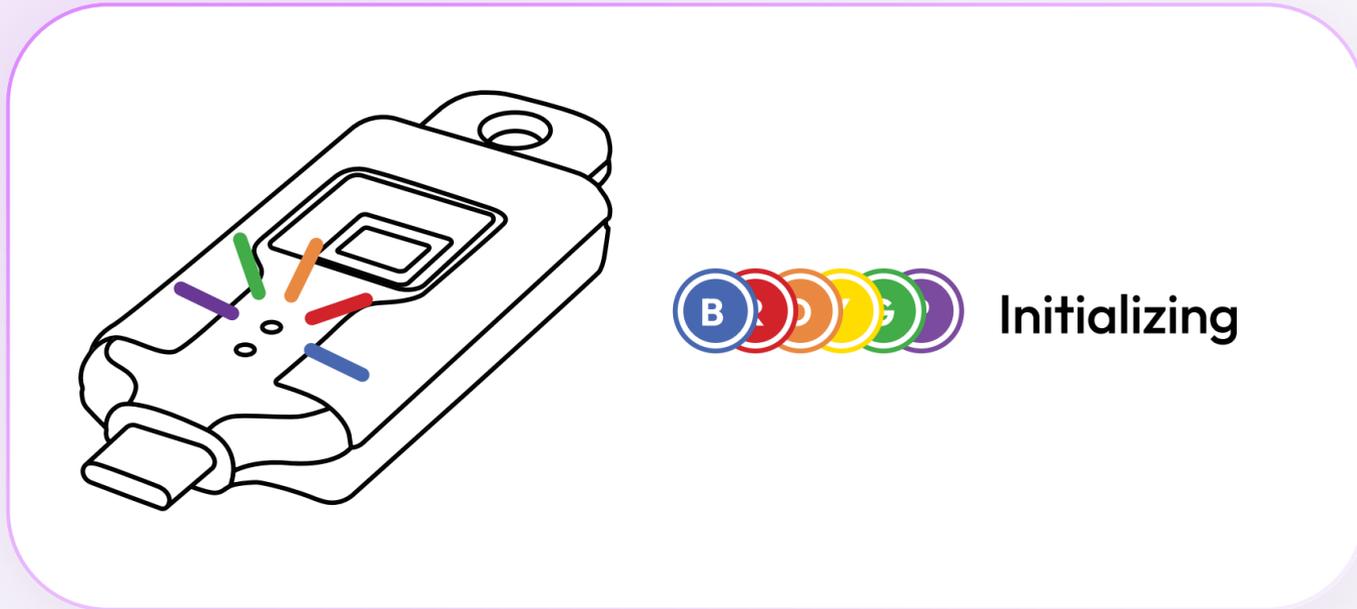
Token BioStick

The BioStick does not have a battery. Power and authentication is achieved through the USB-C connection to your device. Please continue to page 8 for setup guidance.

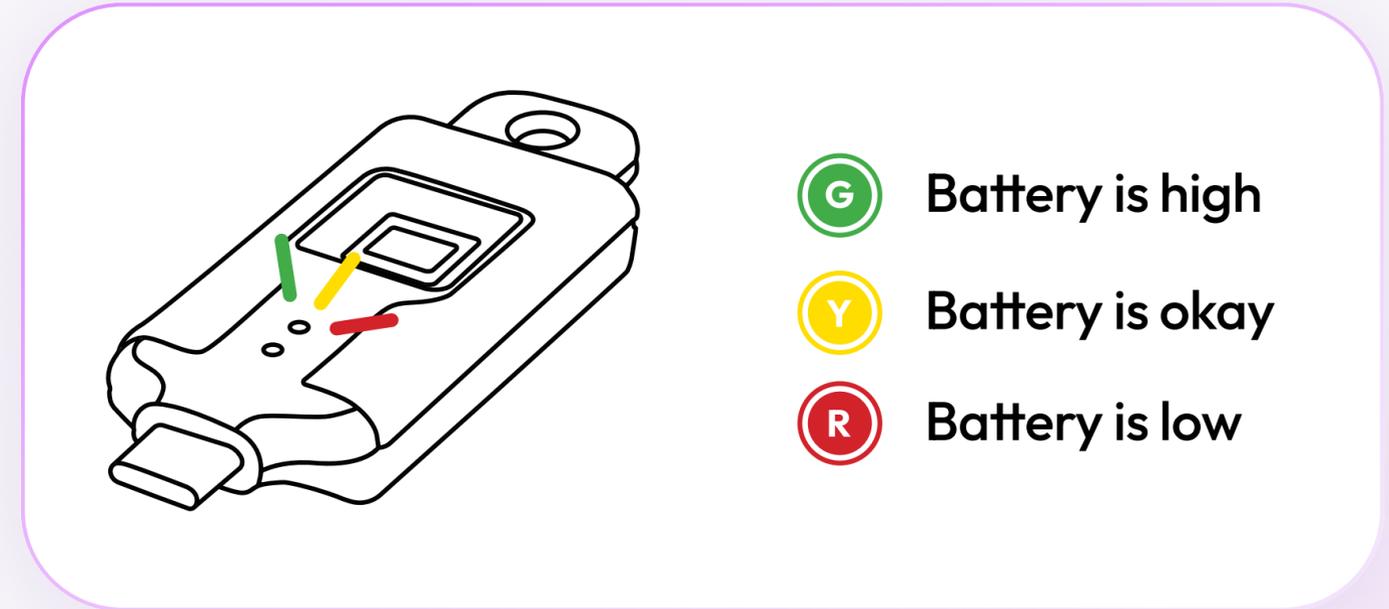
Locate your PIN

The PIN number is located on the product box and inside the packaging. It can also be derived from the serial number engraved on the BioStick.

Charging the BioStick Plus



When the BioStick Plus is plugged into a charging port, a rainbow pattern will display on the LEDs indicating charging will begin.



During charging, the LEDs will pulse with the battery status color. When the LEDs turn solid green the charge is full and you may continue with first time setup. The BioStick Plus fully charges in about 2 hours.

Download the Token App or Utility

Once the BioStick Plus is fully charged and displays solid green LEDs, you are ready to begin setup. Biostick Basic users may begin as soon as the device is plugged in.

The Token Application is available on multiple platforms. It contains a simple step-by-step guide to completing the first-time setup and fingerprint enrollment with your BioStick.

The desktop versions for Windows and Mac also include steps to complete the Bluetooth pairing process, please visit tokenring.com/downloads for access. Mac users, see page 10 for more details.

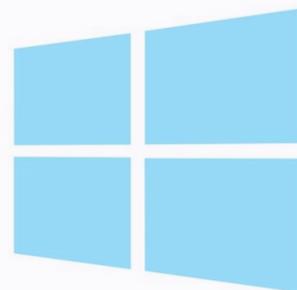
Mobile device users can complete setup by downloading the 'Token Ring' app, or scanning the QR code below.



Android



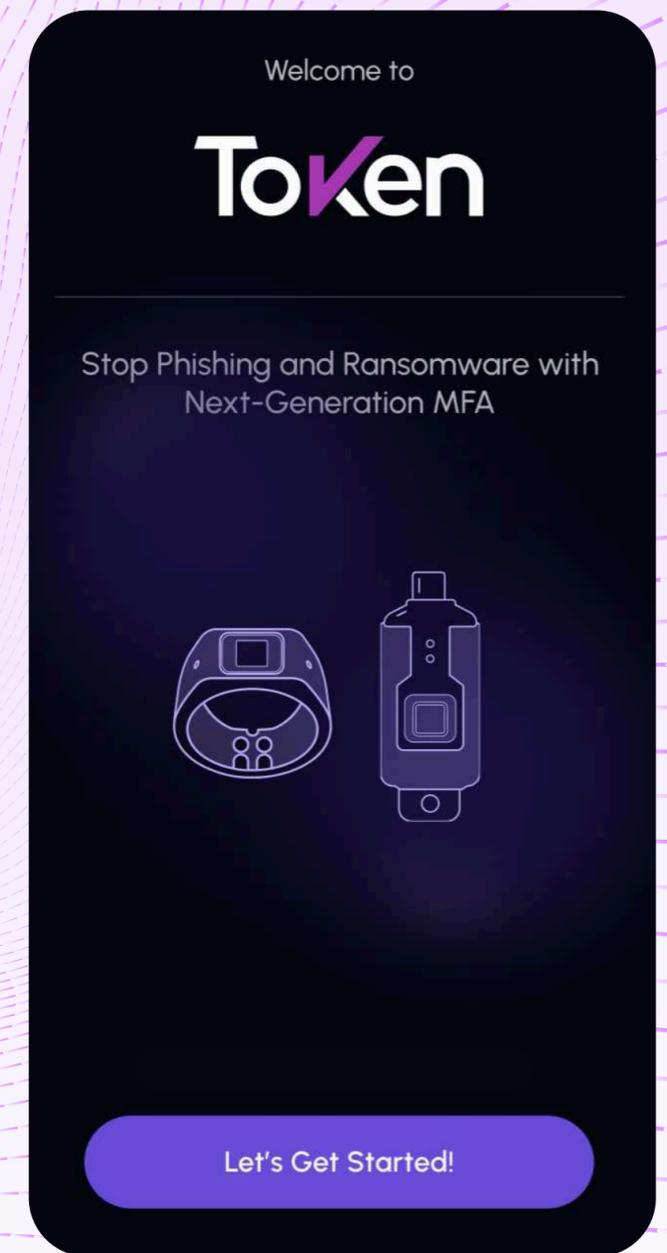
IOS



Windows



Mac



Fingerprint Registration Tips & Setup Video

Watch the Setup Tutorial

For optimal fingerprint registration, avoid applying excess pressure to the sensor during scans. Think ‘touches’ not pressing a button.

It is best to perform fingerprint registration when both your finger and the sensor are clean, dry, and not overly cold.

If your hands take a lot of abuse due to hobbies try selecting a finger for scanning that is less likely to be damaged.



tokenring.com/setup

At this time the video tutorial features the Token Ring; but please note the setup is identical to the BioStick.

Token BioStick and Mac

Mac does not natively support FIDO authentication over Bluetooth.

Token Desktop Utility



What Is It?

- The Token Desktop Utility provides Mac users with the Bluetooth functionality for FIDO authentication.
- It is also a simple step-by-step guide to setting up and using your Token BioStick.
- Once setup is complete, the Token app is not needed for authentications, its primary use is for updating the firmware of your Token device when available.

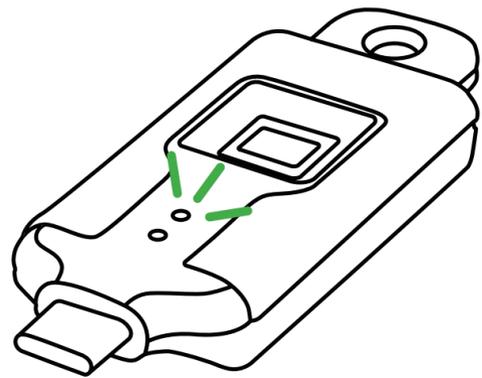
Getting Started

1. Download the Token Desktop Utility from the Mac App Store or visit tokenring.com/downloads.
2. Open the app and accept the Autofill & Passwords permissions presented by the Token Identity Service pop up.
3. Follow the on-screen prompts to complete setup; which includes Bluetooth pairing and fingerprint enrollment.

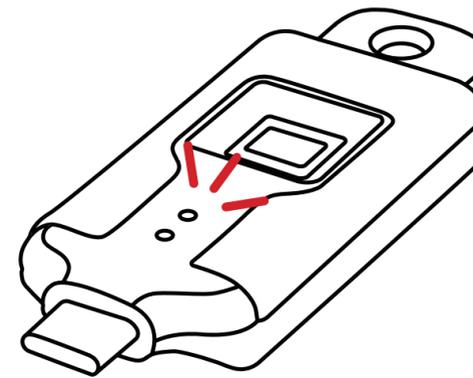
How to Authenticate

Authentication is performed the same way for both models of the BioStick.

Note: USB only BioStick must be plugged into your device, and does not have the NFC and BLE functionality.



x2  = Authenticated



x2  = Authentication Failed

How to Authenticate

- Double tap the fingerprint sensor
- The LEDs will turn solid white — this means it's ready to scan your fingerprint.
- Place the finger you registered on the sensor.
- When you see two green blinks, you've successfully authenticated.
- Biostick Plus: The LEDs will then pulse purple or blue (NFC or BLE) if not plugged into your device.

Seeing Red LEDs?

If the LEDs blink red twice, your fingerprint was not recognized.

Try again:

- Double tap the sensor.
- Adjust your finger position slightly.

If it fails again:

- Make sure your finger and the sensor are clean, dry, and not overly cold.

Switching Authentication Modes

The Biostick Plus supports NFC, BLE (Bluetooth), and USB for authentication. The three modes are interchangeable; you have the choice of which one you want to use.

After a successful fingerprint scan, if not plugged into a functioning USB port, the BioStick Plus will display its current mode with pulsing lights:

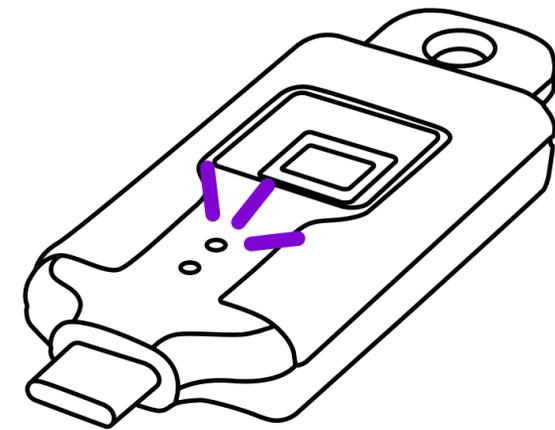
 Purple = NFC

 Blue = BLE

To switch the mode, tap the sensor once.

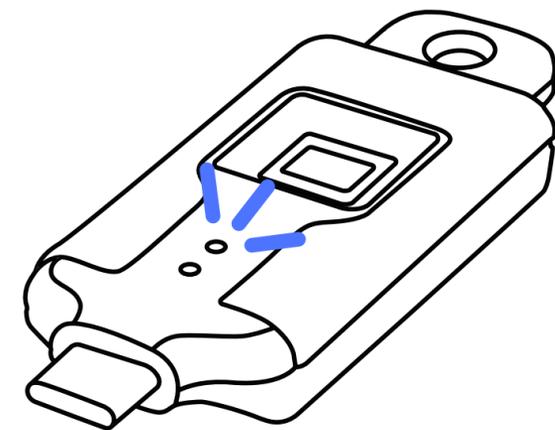
The BioStick Plus will remember your last used mode and start in that mode at the next authentication.

TAP



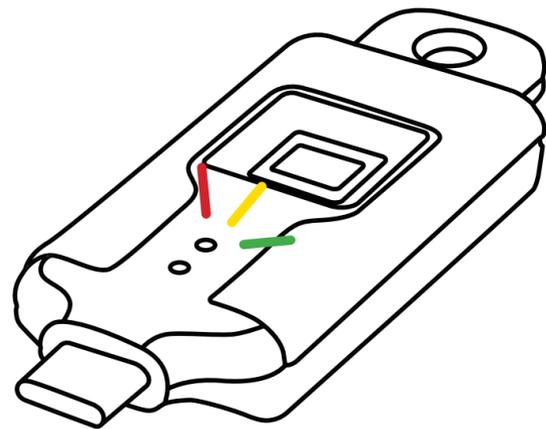
NFC

TAP



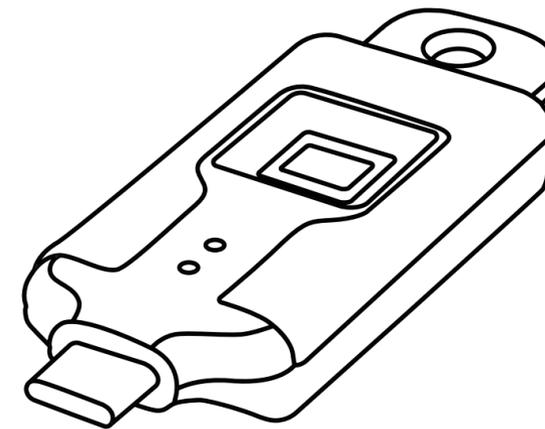
BLE

Other Tap Gestures



TAP

x **1** **G** **Y** **R**



HOLD

Checking Battery Status

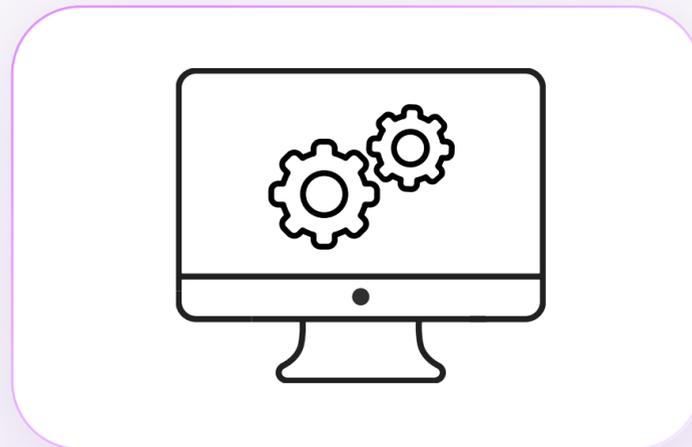
To check your battery status, do a single tap on the fingerprint sensor. The LEDs will illuminate with the corresponding battery status color.

Cancelling Any Action

Any active function can be canceled by pressing and holding the fingerprint sensor until the LEDs turn off (approximately 1 second).

Bluetooth Pairing Your BioStick Plus

If a Token Desktop App was used during first-time setup, the Bluetooth pairing process is complete. If a Token Mobile App was used for setup, or pairing with a different device, Bluetooth pairing can be achieved with the steps below.

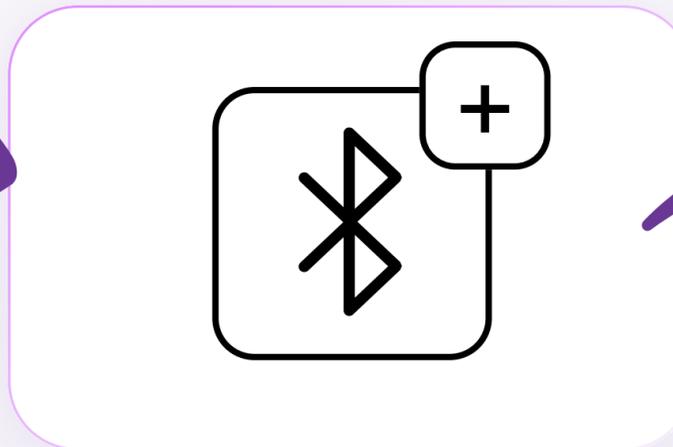


Navigate to your Bluetooth settings.

Windows: Locate the **Device Settings** section. If “Bluetooth devices discovery” is present, switch Default to ‘**Advanced**’.

*Note: If you do not see this section you may continue to the next step.

Mac: The Token Desktop Utility is needed to perform BLE pairing with your device (see page 10).

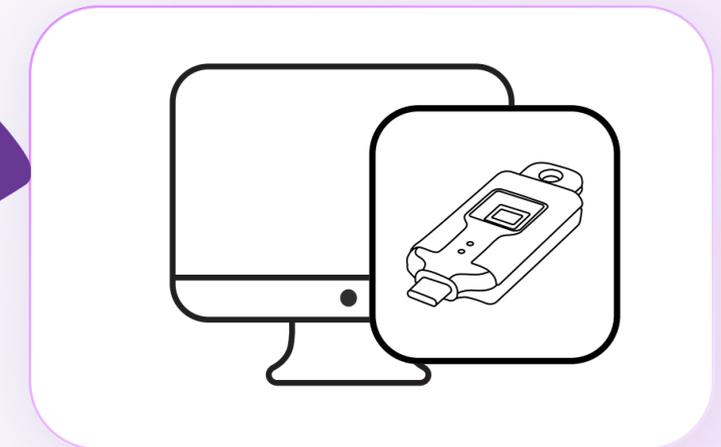


You are now ready to pair your BioStick.

Select “**Add device**” then in the pop up window choose “**Bluetooth**”.

Authenticate to your BioStick and put it into Bluetooth mode.

i.e. Double tap and scan your fingerprint during the solid white LEDs. Pulsing blue LEDs indicate Bluetooth mode, if you see purple LEDs, tap once to switch modes (see page 12).



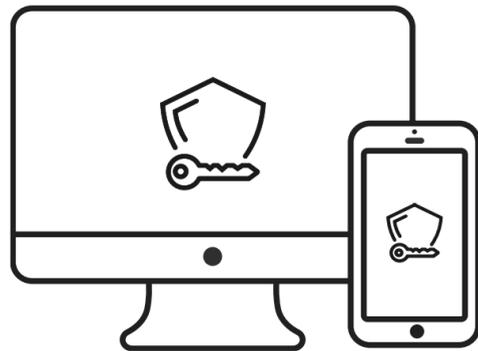
With your BioStick in Bluetooth mode, **double tap** the fingerprint sensor to enter pairing mode. Indicated by red and blue flashing LEDs.

Select your BioStick, labeled **TBK-#####** from the list of available devices, enter your **PIN**, and click “**Connect**”.

*Note: Your PIN can be found inside the box or derived from the serial number engraved on the BioStick (see page 6).

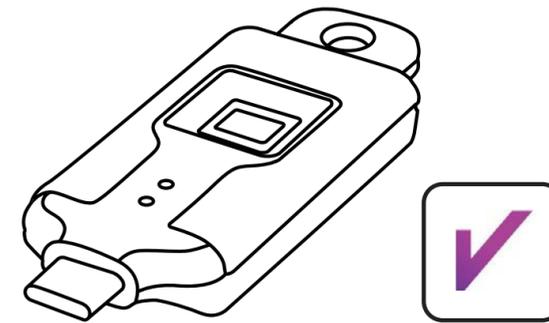
Setting Up Token BioStick as Your MFA

Secure your online accounts and applications in 3 easy steps



Step 1

Login to the app or service you wish to secure and verify that it supports the use of FIDO2 security keys.



Step 2

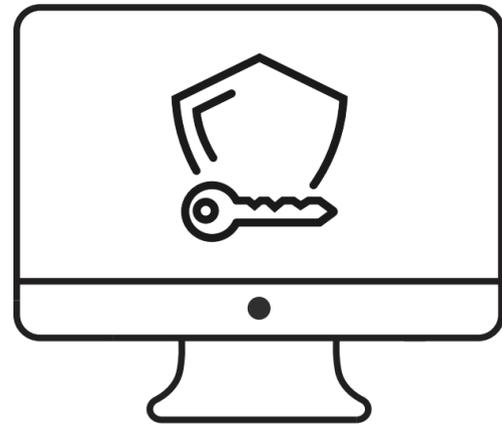
Navigate to the Account Security settings and find the option to add a security key as your two or multifactor authentication. If security key is not an option, choose passkey.

Step 3

Follow the on-screen prompts. You may use NFC, BLE or USB to register your BioStick Plus - USB only for the BioStick. Note: BLE requires pairing first (see page 14).

Visit tokenring.com/works-with for a full list of supported applications.

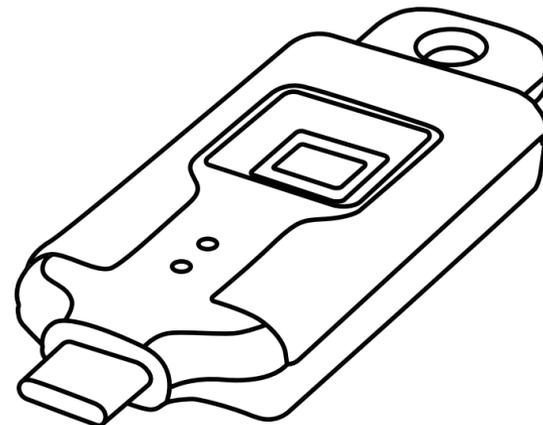
How to Login With BioStick Plus & BLE



Choose an App or Service

Go to the login screen. Make sure your BioStick Plus is paired to your device (see page 14) and registered with the service (see page 15). Select the option to login using a security key or passkey - instructions may vary between operating systems.

TAP

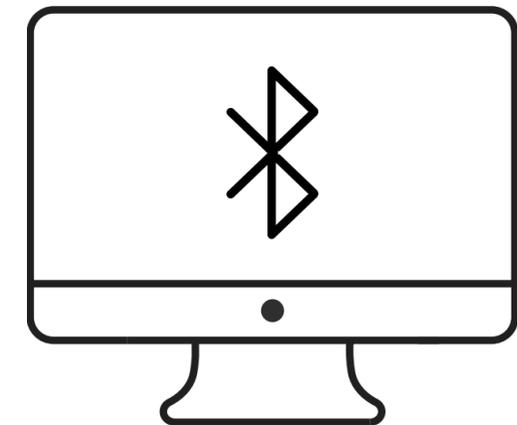


Logging In

When prompted to turn on your Bluetooth security key, **tap once** on the sensor, this will initiate the connection.

During the next prompt, “touch your security key” the LEDs will display solid white, indicating it’s ready for fingerprint authentication.

Scan your fingerprint.

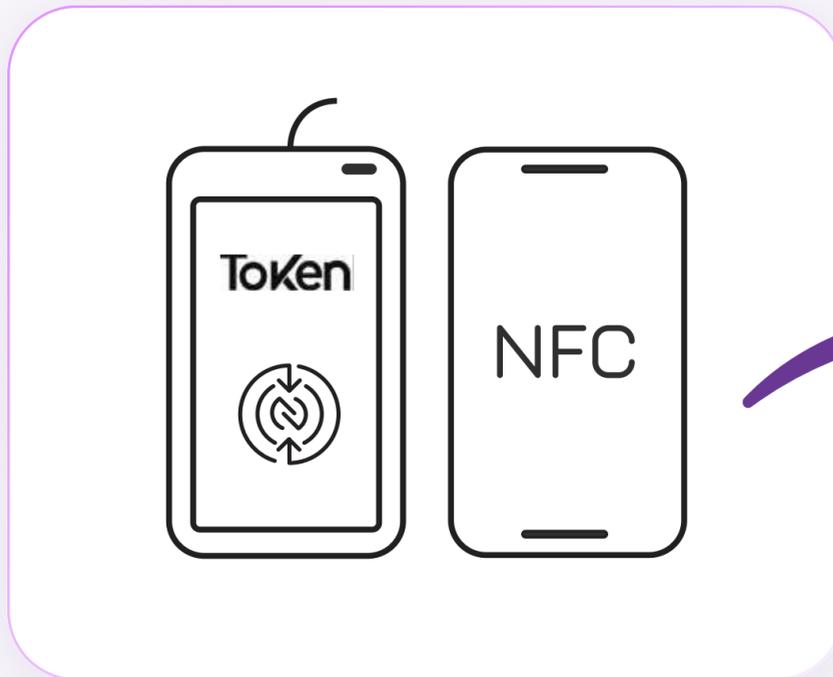


Successful Authentication

Successful authentication will display two green blinks, you are now securely logged in!

If authentication was not successful, you will be prompted to try again, the BioStick Plus will display solid white LEDs for another fingerprint scan.

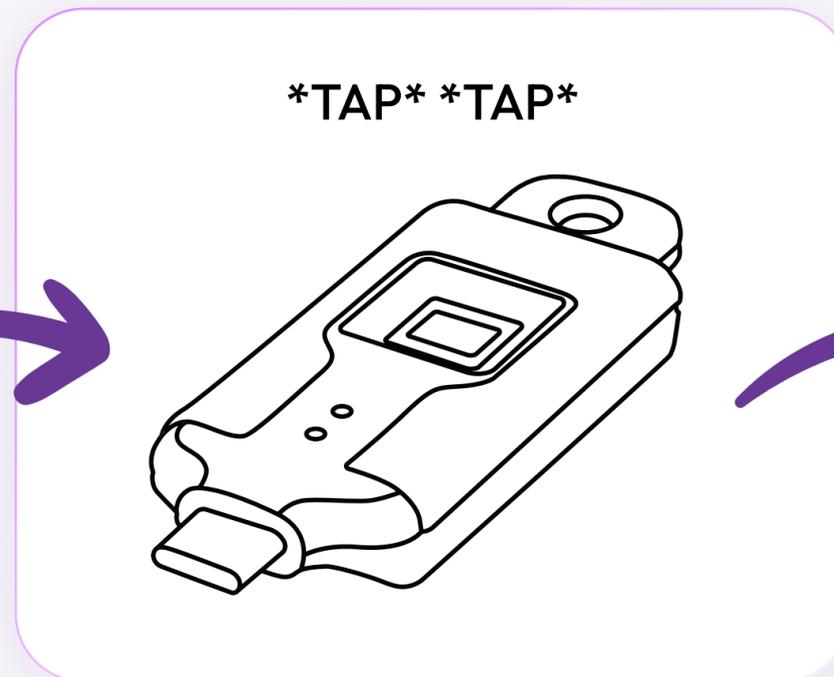
How to Login With BioStick Plus & NFC



Enable NFC on Your Device

You may use your device's built-in NFC or connect an external reader.

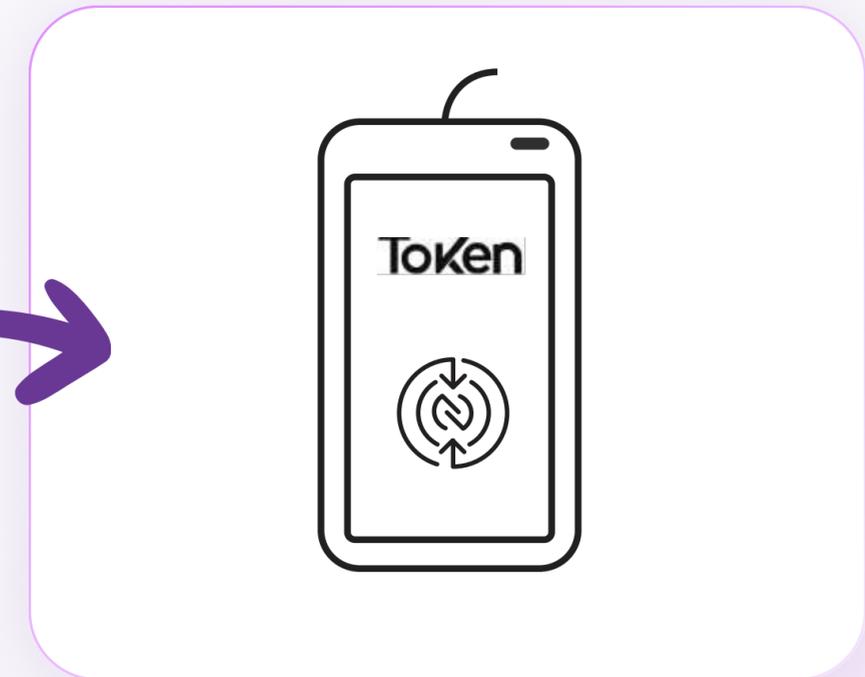
Be sure NFC communication is enabled in your device settings.



Activate NFC Mode

Authenticate to your BioStick Plus by **double tapping** the sensor and scanning your fingerprint during the solid white LEDs.

Successful authentication will display two green blinks then pulse **purple** indicating NFC mode. If the pulse is blue, tap once (see page 12 for more details).



Complete Login Using NFC

Place the bottom of the BioStick Plus very close to or touch the NFC reader for 3–4 seconds. Some readers may beep upon scanning, leave the device in place until the login prompt clears.

You are now securely logged in!

How to Update Your Token BioStick

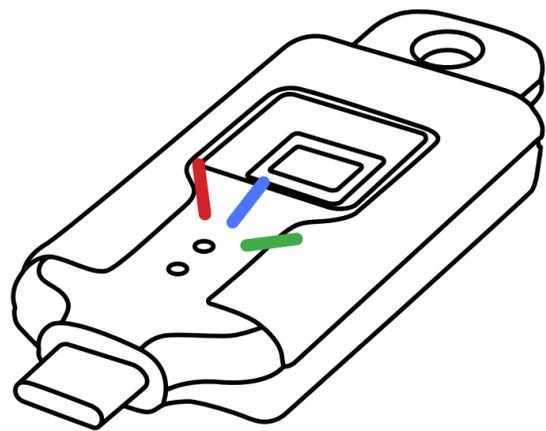
The Token BioStick can easily be updated over a secure Bluetooth or USB connection.



How to Update your BioStick:

1. Open the Token App.
 2. Locate the Details section.
 3. If an update is available, select Update.
 4. You will be prompted to place the Ring on the charger and click Let's do it!
- The Token Apps are updated in the same way other applications are; when an update is available it appears in your App store or automatically updates depending on your device settings.

Extra Token Tips



Using the Biostick Plus While Charging

If the BioStick Plus is plugged into a functioning USB port on your device and authentication is attempted, you may initially be prompted to complete the FIDO authentication via USB. If connected to a charging port not on your device, BLE authentication can be used while charging.



Changing Your Scanned Fingerprint

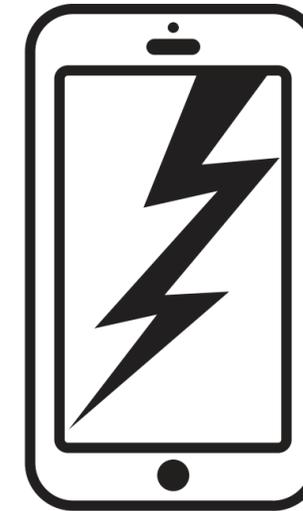
To use a different finger, at this time you'll need to do a factory reset. Warning! This will erase all stored credentials. Go to Settings > Factory Reset in the Token App to begin. See page 9 for fingerprint registration tips.

Extra Token Tips



Logging into Multiple Accounts

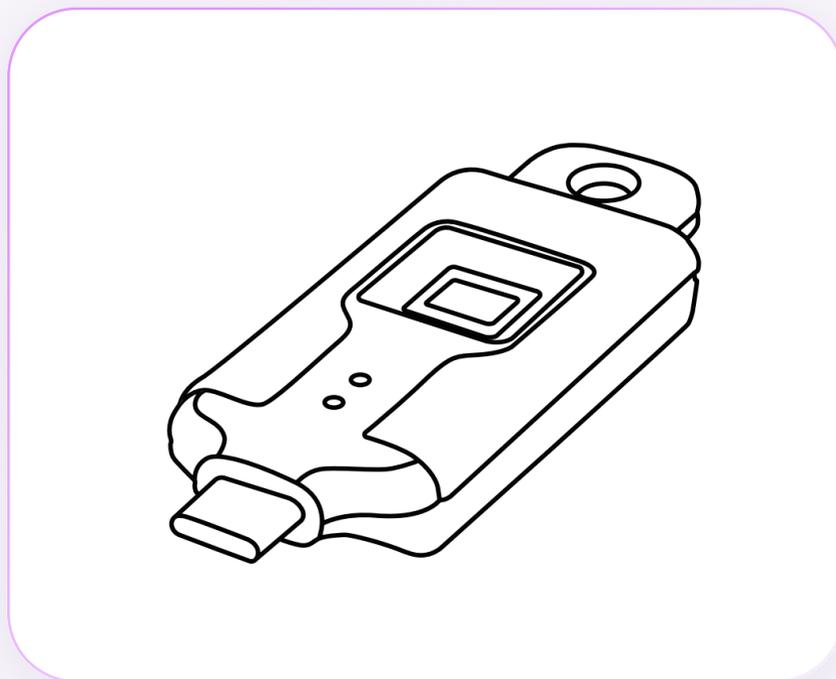
Token BioSticks can store up to 100 digital credentials, which can be used with many accounts—personal, work, or managed. Simply set it up as your security key in each application (see page 15).



Replacing Your Phone or Laptop?

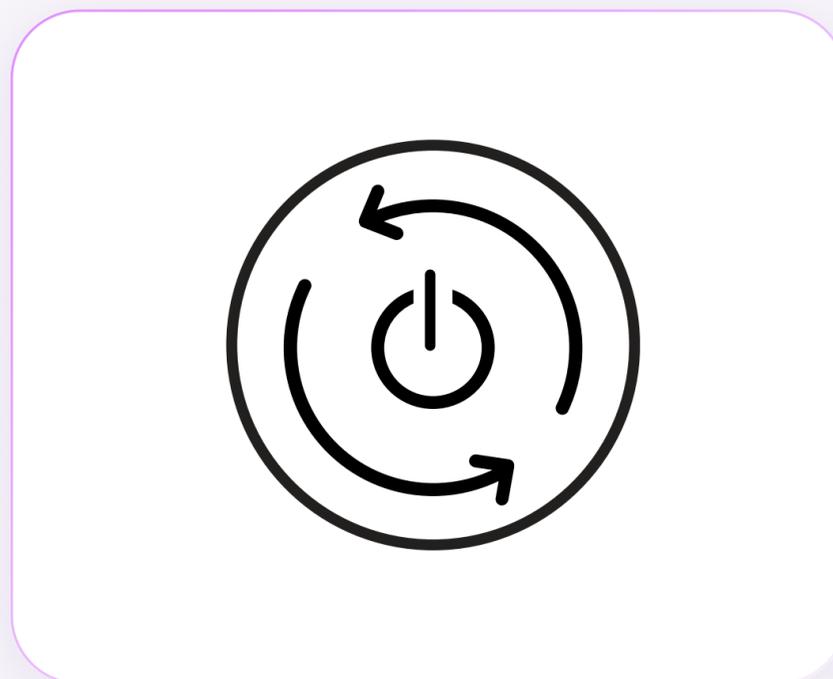
No problem! The Token BioStick stores all credentials and biometric data inside its Secure Element. To pair your BioStick with a new phone or device, simply download the corresponding Token App and during setup select “Pair a registered device”. If your device is lost or inaccessible, you can still use your BioStick for authentication.

Troubleshooting



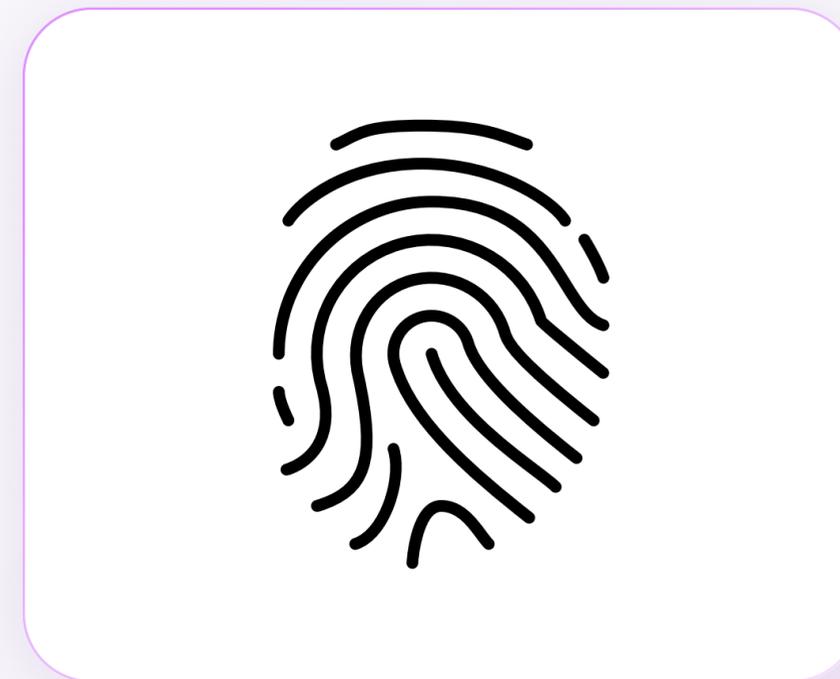
If the BioStick Doesn't Power On

If the LEDs don't rainbow when the BioStick is plugged in, double check the power source. If sufficient, leave it plugged in for at least 30 minutes, then try again. If the LEDs still don't turn on, please contact support.



Repeated Issues or 'Stuck' LEDs?

If you're experiencing repeated unexplained issues or your BioStick is 'stuck', plug your device into a charger. The rainbow lights indicate charging has begun, but also performs a 'soft reset' of the device.



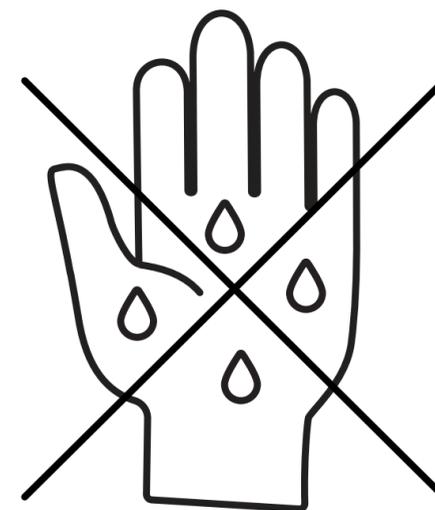
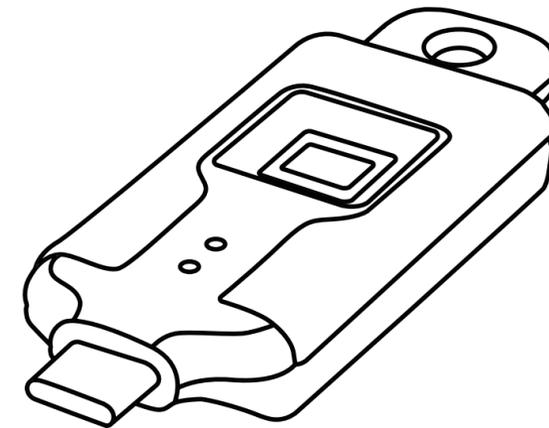
Trouble Authenticating

Token Biostick scans your finger multiple times in less than a second. If you are consistently failing fingerprint authentication try using a clean cloth to ensure both your finger and the sensor are clean, dry, and not overly cold. Also be sure you are using the correct finger.

Caring for Your Sensor

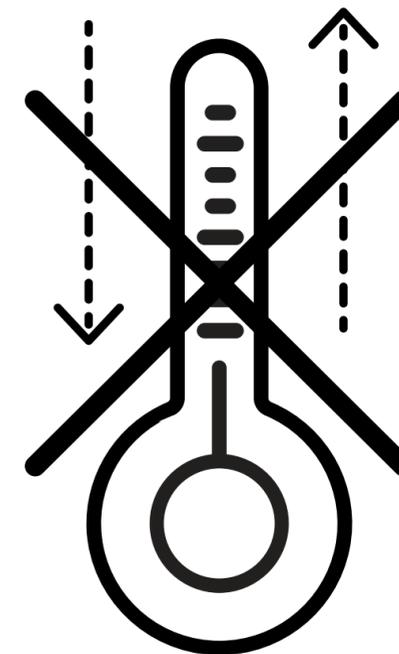
The fingerprint sensor works best when it's clean.

- Use the included purple microfiber cloth to wipe the sensor.
- For deeper cleaning, you may use isopropyl alcohol or a small amount of mild hand soap. Dry the device completely.
- **Warning!** Do not use ultrasonic cleaners or jewelry-grade solvents - these can damage the sensor and void the warranty.
- For best results, use the BioStick with clean, dry, and warm hands.



Protecting Your BioStick

- Avoid leaving the BioStick exposed to extreme hot or cold environments, such as in a car during the heat of summer or the cold of winter.
- To avoid scratching the finish of the BioStick, avoid coarse, rough surfaces (such as brick, sand, concrete) and sharp metal (such as car keys, key chains, other jewelry).



LED Reference Guide

Authentication

Waiting for fingerprint



Authenticated



Authentication failed



NFC mode - BioStick Plus



BLE mode - BioStick Plus



Other

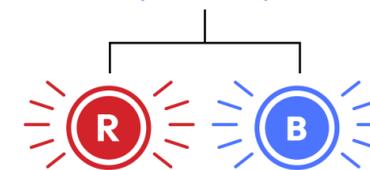
Battery level



BLE mode



Bluetooth pairing mode



LED Reference Guide

Power Management - BioStick Plus

Battery

Battery level high
40-100%



Battery level medium
20-39%



Battery level low
<20%



Battery while charging

Soft reset/
charging



Battery fully charged



Battery level high



Battery level medium



Battery level low



Errors

Verification failed

—long— —long—



Critical error



Note: The Token App will display the exact battery percentage with a single tap or anytime using BLE.

Thank You!

If you need further guidance, a refresher on setting up security keys, or you encountered any issues, please contact us:

Visit our support page: tokenring.com/support

Email us at: support@tokenring.com

Call us at: [\(866\) 328-7464](tel:(866)328-7464) for assistance.

We regularly add additional written and video implementation guides to our support page. Please let us know if your favorite software is missing and we will assist you.

FCC Regulatory Information

This device (FCC ID: 2AVVU-TOKEN-TR3TBK) complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause regulatory harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: Changes or modifications to this device not expressly approved by Tokenize, Inc could void the user's authority to operate the device. Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

RF exposure safety

This product is a radio transmitter and receiver. It's designed not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Responsible party for FCC Compliance:

Tokenize, Inc
4545 East River Road, Suite 310
West Henrietta, NY 14586
585-625-8059
support@tokenring.com

Canada

Innovation, Science and Economic Development Canada (ISED) regulatory information

This device (CAN ICES-1 (B)/NMB-1(B), CAN ICES-3 (B)/NMB3(B); CAN IC: 34578-TOKENR3TBK) contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil (CAN ICES-1 (B)/NMB-1 (B), CAN ICES-3 (B)/NMB3 (B); CAN IC : 34578-TOKENR3TBK) contient des émetteurs/ récepteurs exempts de licence qui sont conformes aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RF exposure safety

This product is a radio transmitter and receiver. It is designed not to exceed the emission limits for exposure to radio frequency (RF) energy set by the ISED. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

Ce produit est un émetteur et un récepteur radio. Il est conçu pour ne pas dépasser les limites d'émission pour l'exposition à l'énergie radiofréquence (RF) établie par l'ISDE. L'émetteur ne doit pas être colocalisé ni fonctionner conjointement avec à autre antenne ou autre émetteur CAN ICES-1 (B)/NMB-1(B), CAN ICES-3 (B)/NMB-3(B)

This Class B digital apparatus complies with Canadian ICES-001 and ICES-003.

Cet appareil numérique de classe B est conforme à la norme Canadienne ICES-001 and ICES-003.

Token

Next-Generation MFA
for the Strongest Security

SKU: BioStick-User-Guide-V1.2