



AuthPoint Hardware Tokens FAQ

Q: I received a box of hardware tokens, but when I try to activate the it doesn't work. Is this part of a beta?

A: No. There is no beta for AuthPoint hardware tokens. If you received a box of tokens, there is no testing required. Please know that functionality and ordering will be available starting August 1st 2020.

Q: What are AuthPoint hardware tokens?

A: AuthPoint hardware tokens are electronic devices that generate one-time passwords (OTPs). When you authenticate, you can use a hardware token as an alternative to the token in the AuthPoint mobile app.



Q: Why should I buy hardware tokens?

A: While mobile tokens in the AuthPoint app are free, there are several reasons that you might buy hardware tokens:

- Users might not want to install mobile tokens for work on their personal devices.
- Users might not own a smartphone.
- Some people believe that hardware tokens are more secure than mobile tokens (while this might be true if you only use OTP authentication, we strongly recommend Push-based authentication for better security and ease of use).



Q: WatchGuard already supports third-party hardware tokens. What are the benefits of AuthPoint hardware tokens?

A: We offer our own hardware tokens so that WatchGuard Partners can conveniently buy everything from the same vendor. When you purchase AuthPoint hardware tokens, they are automatically added to your inventory (no activation required).

You can still buy and use third-party hardware tokens that meet the [requirements](#).

Q: Are AuthPoint hardware tokens produced by an OEM?

A: No. AuthPoint hardware tokens are 100% WatchGuard products. We have our own production infrastructure in Brazil, where we currently make large numbers of hardware tokens for the local eBanking market.

Q: What are the main features of AuthPoint hardware tokens?

A: The main features of AuthPoint hardware tokens include:

- Generates six-digit OTPs with a 30 second time interval (OATH – RFC 6238)
- Two buttons:
 - On / Off (show the OTP)
 - Change the OTP format: 123456 / 12 34 56 / 123 456
- Water resistant
- Tamper evident

Q: Do AuthPoint hardware tokens have any certifications?

A: AuthPoint hardware tokens have these certifications:

- FCC
- CE
- RoHS
- KCC

Q: How are AuthPoint hardware tokens sold?

A: AuthPoint hardware tokens are sold in sets of 10.



Q: Can I buy individual AuthPoint hardware tokens, or a quantity that is not a multiple of 10?

A: You can only buy AuthPoint hardware tokens in sets of 10. However, our MSP partners might provide our tokens in different quantities.

Q: Is there a discount if I purchase in bulk?

A: No. AuthPoint hardware tokens have a fixed price.

Q: Why doesn't WatchGuard sell hardware tokens in any quantity, with different prices based on volumes?

A: Simplicity and convenience. OTP hardware tokens are only meant to enable the use of AuthPoint as a service. This is why we enable you to purchase any hardware tokens that meet the [requirements](#).

Q: Can I test AuthPoint hardware tokens for free with an NFR box or a trial?

A: No. OTP hardware tokens all work in the same way. OTP authentication with a hardware token is the same as it is with a mobile token.

Q: I bought AuthPoint hardware tokens. How do I activate them?

A: To assign tokens to an account, log in and navigate to the Hardware Tokens page and click Import WatchGuard Tokens. Then type the serial number of the token or box of tokens that you want to allocate to the account.

Q: How is the seed file protected?

A: There is no seed file with AuthPoint hardware tokens. The hardware tokens are produced in our own factory and added to WatchGuard Cloud directly. This is a secure process that protects the token from becoming compromised ([see what happened to RSA in 2011](#)).



Q: Are AuthPoint hardware tokens protected by a warranty?

A: Yes. AuthPoint hardware tokens have a three-year warranty. The warranty starts when you first assign the hardware token to a user.

Q: Will I lose time on the warranty if I buy tokens that I won't use immediately?

A: No. The warranty for each AuthPoint hardware token does not start until you assign the token to a user in WatchGuard Cloud. You can safely purchase extra hardware tokens that you will not use immediately, such as replacement tokens or tokens for new employees.

Q: If I purchase tokens that will not be used immediately, do I have to worry about the battery life?

A: No. The battery in our hardware tokens is only used for the display and to maintain the internal clock. When not in use, the hardware tokens consume very little battery power and will last for a long time.

Q: What is the life expectancy of an AuthPoint hardware token?

A: With constant use, our hardware tokens will last for a minimum of seven years (longer if used less frequently).

Q: Do AuthPoint hardware tokens expire?

A: No. Some vendors assign an expiration date to their tokens, which forces customers to replace tokens even if they have not been used or still have significant battery life. Our tokens do not have expiration dates and include a warning light that indicates when the token has a low battery and should be replaced.

Q: What is not covered by the warranty?

A: The warranty does not cover issues related to misuse or negligence, such as:

- Damage to the LCD display.
- Cosmetic damage (scratches or cracks).
- Damage caused by dropping the token.
- Products with the serial number removed.
- Damage caused by food or liquid. This includes exposure to rain, excessive humidity, or extreme temperatures (below 0°C/32°F or above 40°C/110°F) for an extended period of time.

Q: Are defects common among AuthPoint hardware tokens?

A: No. Our observed defect rate is less than 0.1%.



Q: *How do I start the RMA process?*

A: Call WatchGuard Customer Support. The RMA process for AuthPoint hardware tokens is the same as any other hardware product.

Q: *Which RMA location is closest to me?*

A: Customer Support will provide you with an RMA address. We plan to have RMA centers in Singapore, Germany, Brazil, and the United States.

Q: *Can I send individual of tokens for RMA?*

A: Yes. You can send any number of AuthPoint hardware tokens for RMA. You do not have to send tokens in sets of 10. Replaced tokens are sent back individually.