

Thetis MB000497

Thetis Pro FIDO2 Security Key with PinPlex User Manual

Model: MB000497

INTRODUCTION

The Thetis Pro FIDO2 Security Key with PinPlex is a multi-factor authentication device designed to enhance your online security. It supports FIDO2, U2F, PIV, TOTP, and HOTP protocols, offering a robust defense against phishing, hacking, and cyber scams. This key features dual USB-A and USB-C connectors for broad compatibility, along with NFC for mobile device connectivity. Its durable design includes a 360° rotating metal cover, making it water and crush resistant.

This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your Thetis Pro FIDO2 Security Key.



Image: The Thetis Pro FIDO2 Security Key, showcasing its compact design and dual USB connectors.

SETUP

Before using your Thetis Pro FIDO2 Security Key, ensure your device and accounts are configured for multi-factor authentication (MFA) or FIDO2/Passkey support.

1. Initial Connection

The security key is equipped with both USB-A and USB-C connectors for versatile compatibility. Simply plug the appropriate connector into your computer or mobile device.



Image: The Thetis Pro FIDO2 Security Key featuring dual USB-A and USB-C ports for broad device compatibility.

2. Software Installation (Optional)

For advanced features like HOTP and certain PIV functionalities, the Thetis Key Management Tool for Windows may be required. Visit www.thetis.io/start for download and installation instructions.

3. Account Registration

Follow the instructions provided by your online service (e.g., Google, Microsoft, Amazon) to register your Thetis Pro FIDO2 Security Key as a security method. This typically involves navigating to your account's security settings and selecting 'Add a security key' or 'Set up Passkey'.

OPERATING INSTRUCTIONS

1. FIDO2/Passkey Authentication

When prompted by a FIDO2-compatible service, insert your security key and touch the sensor on the key (if applicable) to confirm your identity. This provides a passwordless login experience.

FIDO/PASKEY COMPATIBLE ONLY

FIDO2 L1 Protect Wide Range Service
Check Your Account FIDO Compatibility before purchase

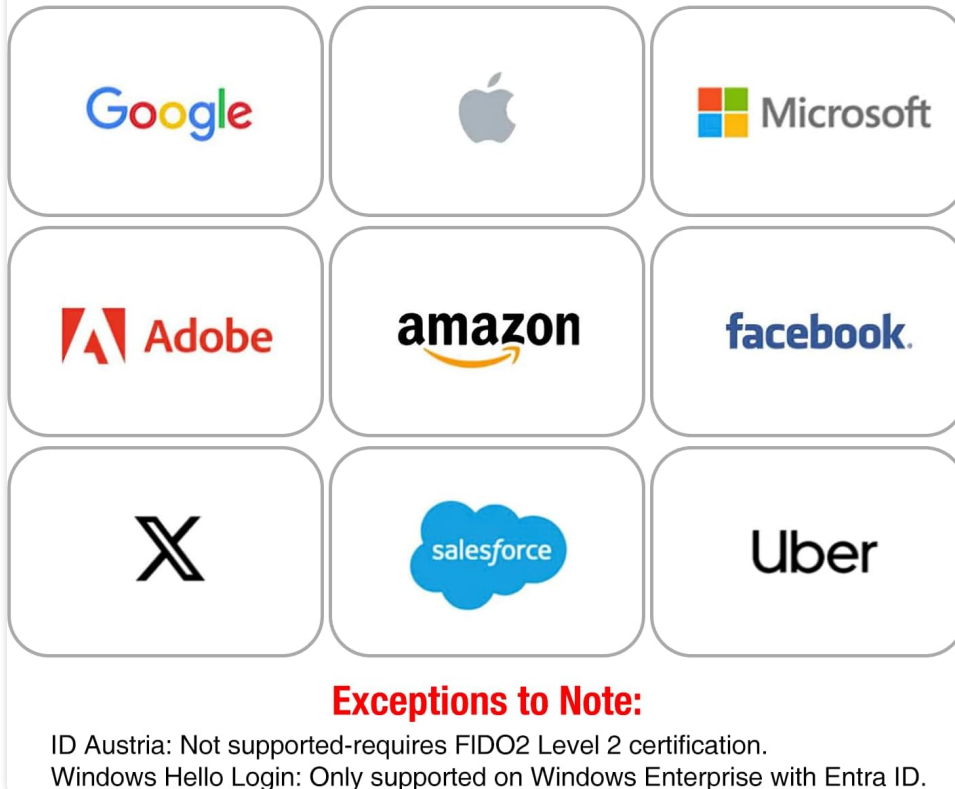


Image: The Thetis Pro FIDO2 Security Key is compatible with a wide range of online services supporting FIDO/Passkey authentication.

2. PinPlex Enabled Passkeys

The PinPlex feature allows for enhanced security by requiring a complex PIN. When setting up a passkey with PinPlex, you will define a PIN according to the following rules:

- **Numeric-Only PIN Rules:**

- Minimum Length: Must be at least 6 digits long.
- Prohibited Patterns: Avoid sequential (e.g., 123456), repeated (e.g., 111111), or palindromic (e.g., 321123) patterns.
- Limit on Repeating Digits: No more than 3 of the same digit (e.g., 111123 is not allowed).

- **Alphanumeric PIN Rules:**

- Minimum Length: Must be at least 6 characters long.
- Exemption: No restrictions like numeric PINs; can use any combination of letters and numbers.

PinPlex Enabled

Passkeys with complex PIN for enhanced security and convenience.

Numeric-Only PIN Rules

- **Minimum Length**
🔒 Must be at least 6 digits long.
- **Prohibited Patterns**
 - 🚫 Sequential
(e.g. 123456 / 654321)
 - 🚫 Repeated
(e.g. 111111)
 - 🚫 Palindromes
(e.g. 321123 / 69233296)
- **Limit on Repeating Digits**
⚠️ No more than 3 of the same digit
(e.g. 111123 ❌)

Alphanumeric PIN Rules

- **Minimum Length**
✍️ Must be at least 6 characters long.
- **Exemption**
 - ✅ No restrictions like numeric PINs.
Can use any combination of letters & numbers.

Image: PinPlex PIN rules for enhanced security, detailing requirements for numeric and alphanumeric PINs.

3. NFC Connectivity

For mobile devices, the key supports NFC (Near Field Communication). To activate NFC, unfold both USB ports to form a 'T' shape. Then, tap the key against the NFC reader on your mobile device when prompted for authentication.

NFC Ready

Built-in NFC for connectivity between your desired mobile devices.

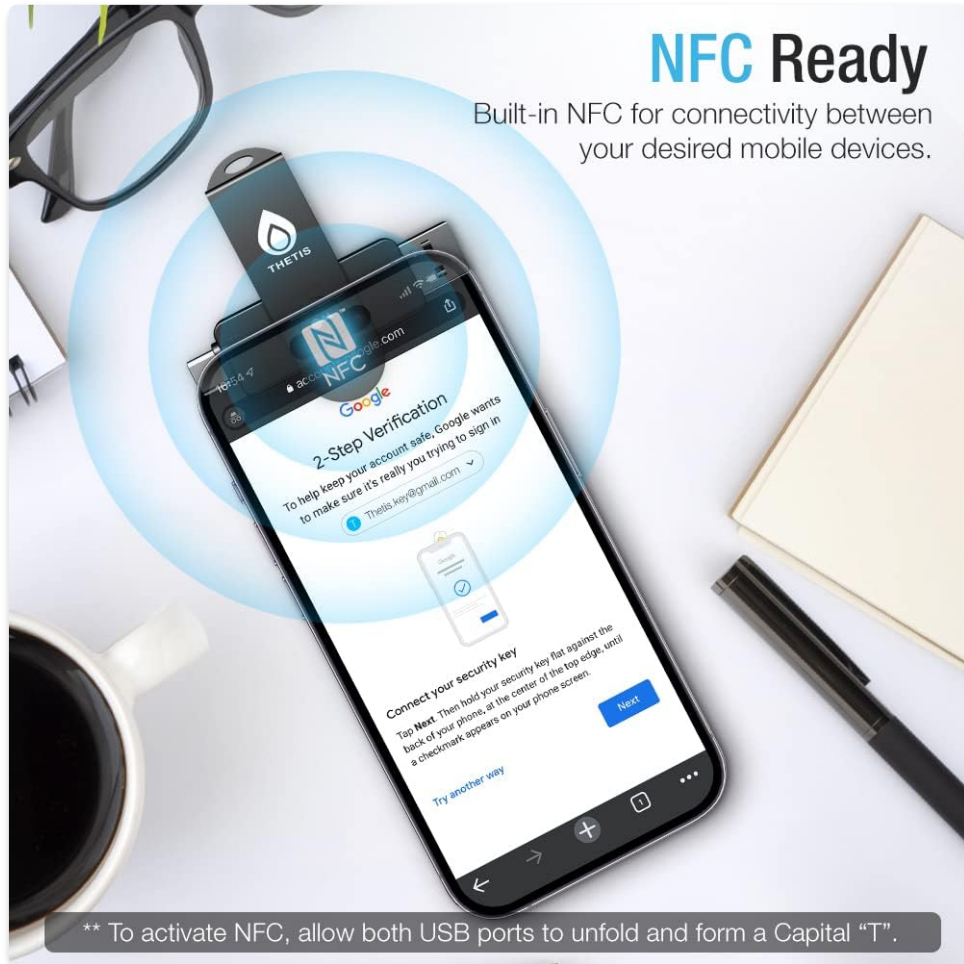


Image: Using the Thetis Pro FIDO2 Security Key for NFC authentication with a mobile device.

4. TOTP/HOTP Authentication

The key can generate Time-based One-Time Passwords (TOTP) and HMAC-based One-Time Passwords (HOTP). This functionality often requires the Thetis Key Management Tool for Windows to configure and manage the secret keys.

Multi-Factor Authentication

With U2F and HOTP (Thetis Key Management Tool for Windows Required)

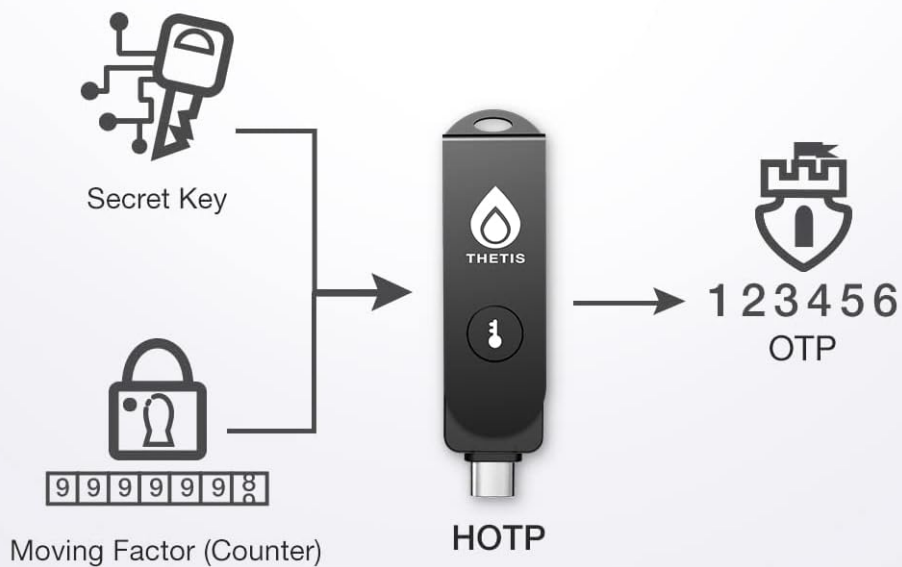


Image: Multi-Factor Authentication process using HOTP with the Thetis security key.

5. Smart Card Functionality (PIV)

The Thetis Pro FIDO2 Security Key is PIV certified, enabling smart card functionality for secure login to PCs, Macs, iPhones, and Android devices via USB-C. This allows for advanced identity verification and digital signature capabilities.

Smart Card Functionality

Connects to PCs, Macs, iPhones, and Android devices via USB-C for effortless security



Image: The Thetis Pro FIDO2 Security Key providing smart card functionality for secure login on a laptop.

MAINTENANCE

1. Cleaning

To clean your security key, gently wipe it with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials, as these can damage the device.

2. Storage and Durability

The Thetis Pro FIDO2 Security Key features a durable 360° rotating metal cover that protects the USB connectors. It is designed to be water and crush resistant for daily use. For added protection and ease of carrying, utilize the provided aluminum shield and carrying case.

Aluminum Shield and Carrying Case

Protect your key from daily use and is easy to carry.



Image: The Thetis Pro FIDO2 Security Key with its aluminum shield and carrying case for protection and portability.

TROUBLESHOOTING

1. Key Not Recognized

- Ensure the key is fully inserted into the USB port.
- Try a different USB port on your device.
- Restart your computer or mobile device.
- Verify that your operating system (Windows, macOS, Linux, Chrome OS) is up to date.

2. Authentication Failure

- **FIDO2/Passkey:** Confirm that the online service you are trying to access supports FIDO2 or Passkeys. Some services may have specific compatibility requirements (e.g., Windows Hello Login only supported on Windows Enterprise with Entra ID).
- **PinPlex:** Ensure you are entering the correct PIN and that it adheres to the PinPlex rules established during setup.
- **NFC:** Make sure both USB ports are unfolded to activate NFC, and that you are tapping the key correctly against your mobile device's NFC reader.
- **TOTP/HOTP:** Verify that the Thetis Key Management Tool is correctly configured and synchronized.

3. PIV Certificate Issues

If you encounter issues with PIV certificates, ensure you have the necessary software or drivers installed. Refer to the Thetis support website for specific guidance on PIV certificate management.

SPECIFICATIONS

Feature	Detail
Brand	Thetis
Model Name	Thetis Pro Fido2 Security Key with PinPlex
Model Number	MB000497
Hardware Interface	USB (USB-A, USB-C)
Connectivity Technology	NFC, USB
Special Features	Compatible PinPlex and PIV, Dual USB Connector, Lightweight
Compatible Devices	Windows, MacOS, Linux, Chrome OS, iPhone, Android
Product Dimensions	71P x 18l x 13H millimeters
Item Weight	1 Ounce
Color	Black
GTIN/UPC	850065774022

WARRANTY AND SUPPORT

Warranty Information

For detailed warranty information regarding your Thetis Pro FIDO2 Security Key, please refer to the official Thetis website or the documentation included with your purchase. Warranty terms may vary by region.

Customer Support

If you require further assistance, technical support, or have questions not covered in this manual, please visit the official Thetis support website:

www.thetis.io/support

The Thetis support team can provide up-to-date information and solutions for any issues you may encounter.