SCHLAGE

March 28, 2018

Schlage Control™ START UP GUIDE

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SCHLAGE

Schlage Engage System Requirements / Pre-Training Checklist

□ 1. A strong wi-fi signal is needed at the location where fob programming will take place. This is typically in the property managers' office. See important notes below:

- □ a. Confirm the information below with your IT specialist!
- □ b. Router must have a 2.4 GHz band. Devices will not connect on 5.0 GHz.
- □ c. Router must have a data rate speed setting of "AUTO" (automatic). Our components will need to connect at a slower rate speed of 24 Mbps. When set to AUTO, it still allows faster speeds to those devices that can handle it while allowing slower speed devices to connect as well.
- □ d. Make sure to know the name and password of the wireless network.
- □ e. No splash pages or "click here to accept our conditions" pages are allowed. Our devices must be able to connect to wi-fi immediately after entering log in info.
- □ f. If the property has any NDE, CTE or LE locks, it is recommended that a wi-fi signal reach these openings. Note the CTE controller is what connects to wi-fi not necessarily the opening it is managing. CTE can be up to 500 ft. from opening.

2. Trainer: Get a copy from supplier on all the Engage products ordered, ie, locks, fobs and readers.

□ 3. If NDE, CTE or LE products are being installed on the property at the perimeter and common areas, discuss the following before training:

- □ a. Confirm that a strong wi-fi signal can reach each of these locks and CTE controllers.
- □ b. Establish user schedules, if required. Are there any amenity spaces that require residents only get in during specific hours, ie, fitness room, laundry, etc.
- □ c. Establish device schedules. Are there any doors that require auto unlocking/locking? What times?
- □ d. Confirm all locks are installed. All powered up? Is any wiring needed at CTE openings?

□ 4. Confirm if master fobs are required. If so, how many?

□ 5. Confirm that user fobs and MT20W enrollment reader is on site.

□ **6. ** Confirm that the "Do Not Remove" stickers on the face of the BE467/FE410 deadbolts are still intact and NOT removed. ****

□ 7. Confirm Property Manager must have smart phone or tablet with data plan. Either iOS or Android is acceptable. Major Android brands are preferred.

□ 8. Confirm a laptop or desktop computer with internet is onsite for training.

□ 9. Confirm that customer has set up their Engage account and downloaded the Engage mobile app on their phone(s) prior to training date. Send instructions on this process.

By checking the boxes above I have read and confirmed all the conditions needed to manage this system are met.

____________________	____________________	____________________	__________
Name, printed	Signature	Company	Date

Watch installation video at www.youtube.com:
Search "How to install Schlage Control Smart deadbolt"

Critical Installation Tips for BE467/FE410 Smart Locks

Installation instructions for Schlage Control™ Smart Deadbolt and Interconnect Locks are contained in the box along with the product.

1 DO NOT use a power drill for installation. Overtightening the inside cover and inside plate can bend the inside battery case causing the batteries to not make a proper connection.

2 Tools needed: Phillips screwdriver.

3 Documenting of the lock serial number is located in two places. (See Fig. 1) It is very important that the installers do not remove this sticker from the face of the lock. The lock serial number is needed when commissioning the lock into the system.

4 Route the cable from the exterior side **over** the top of the latch body and through the door. (See Fig. 2)

5 **IMPORTANT: Bolt is to be retracted (not extended) during installation. Tailpiece to go through the cam while it is in the vertical position, NOT pushed to one side or the other. Incorrect cam alignment will not allow for lock programming and will require you to take the lock off the door and re-install properly. (See Fig. 3)**

6 When connecting the cable to the inside assembly, the connector fits only one way. Do not force. The red wire is on the bottom. (See Fig. 4)

7 Once the smart lock is installed it will be in "construction mode". The 9651 construction fobs will work during this phase. The installer should present a construction fob to the reader to ensure the lock works properly. Once property management programs the locks for leasing the units the construction fobs will no longer work. All construction fobs will have a hot stamp starting with "S48X" (See Fig. 5 for image of a sample construction fob)

8 For Schlage Control Interconnect Locks, handing in the field will be required. Be sure to follow the instructions on to perform this handing procedure.

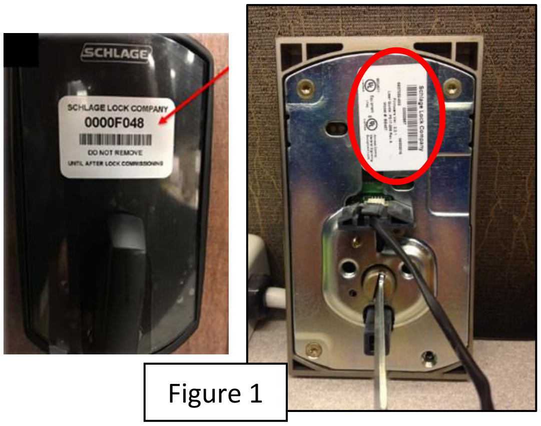


Figure 1

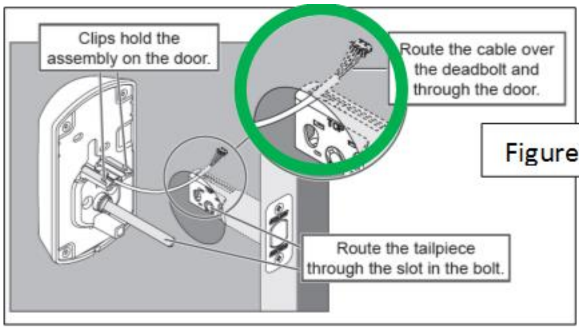
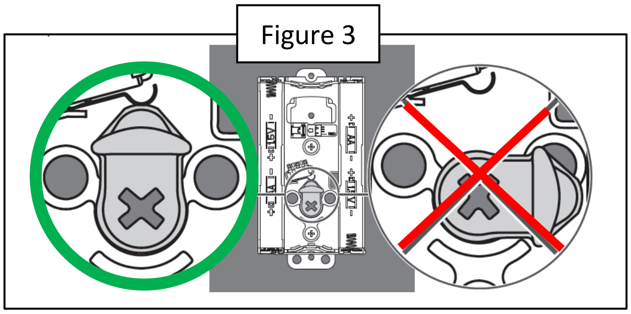

Clips hold the assembly on the door.
Route the cable over the deadbolt and through the door.
Route the tailpiece through the slot in the bolt.

Figure 2

Figure 3



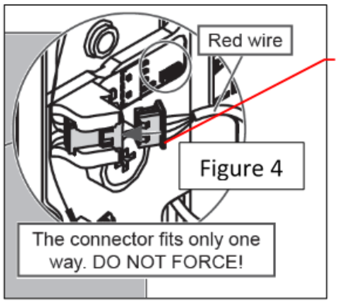
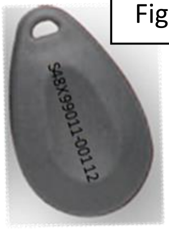


Figure 4

Red wire is on the bottom.

Figure 5



The ENGAGE™ Mobile Devices

The ENGAGE™ property administrators will need a commercially available mobile phone or tablet to perform many mobile ENGAGE™ functions with nearby devices.

Mobile Devices compatible with ENGAGE™ can be either iOS or Android devices and both mobile phones and tablets are supported.

> NOTE: Tablets must have an internet connection, either Wi-Fi or cellular service to be used as an ENGAGE™ mobile device.

iOS

- iPhone 5 or newer
- iOS 9 or newer

Android

- Lollipop (5.x) or newer
- For optimum performance a flagship device from a major manufacturer is recommended
  - Samsung Galaxy S5 or newer
  - Google Nexus 5 or newer
  - LG G3 or newer
  - HTC One M8 or newer
  - Sony Z3 or newer

Search "Allegion Engage" from your app store

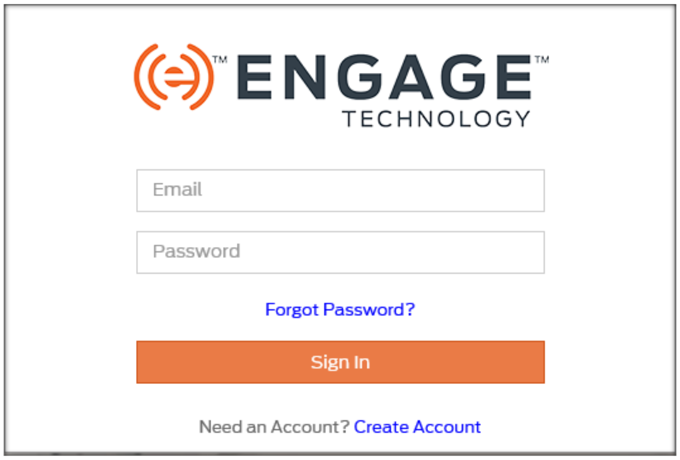
Communication from a mobile device to an installed device is accomplished wirelessly using either, low energy Bluetooth (BLE) communication or standard (2.4 GHz 802.11 b/g) Wi-Fi network depending on the device and function being performed.

> NOTE: No cabling is ever required between the Mobile Device and the ENGAGE™ enabled products

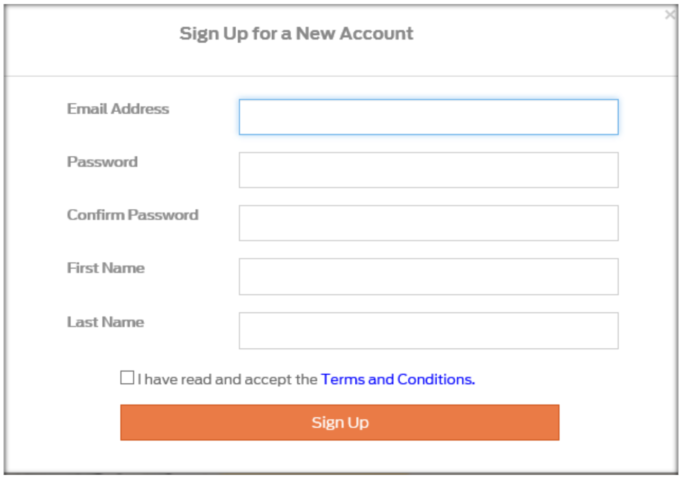
Initial Account Setup

Creating an ENGAGE™ Managed Account

- Enter the URL https://portal.allegionengage.com/signin into your web browser.



- Select **Create Account**

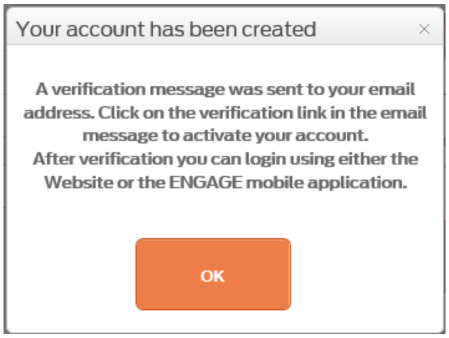


□ I have read and accept the Terms and Conditions.

- Enter the requested information
  - **Email Address**: must be unique and not used in any other ENGAGE Property
  - **Password** and **Password confirmation**

  - **First Name** and **Last Name**

- Select **I have read and accept the Terms and Conditions "**check box" to acknowledge
- Select **Sign Up**
- Acknowledge **Your account has been created** message



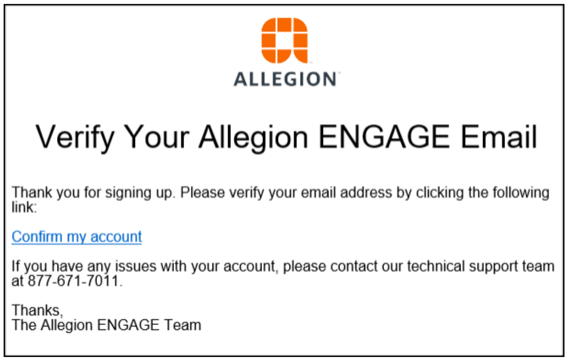
Your account has been created

A verification message was sent to your email address. Click on the verification link in the email message to activate your account.
After verification you can login using either the Website or the ENGAGE mobile application.

- Select **OK**
- To continue the process, sign on to the property administrators email account and OPEN this verification email.

*Subject: **Verify Your Allegion ENGAGE Email***

*From: **tickets@allegionengage.uservoice.com***



Verify Your Allegion ENGAGE Email

Thank you for signing up. Please verify your email address by clicking the following link:

Confirm my account

If you have any issues with your account, please contact our technical support team at 877-671-7011.

Thanks,
The Allegion ENGAGE Team

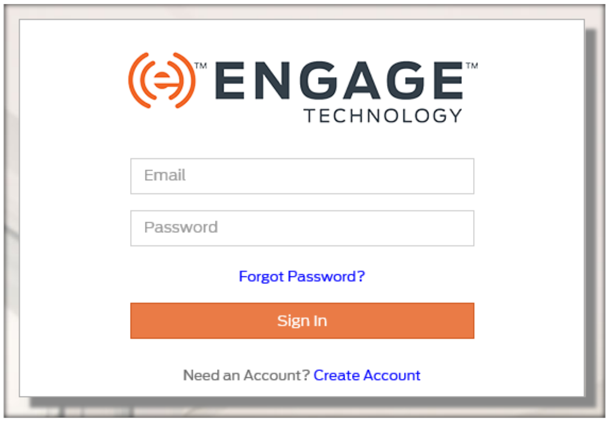
NOTES:

  - If no verification email arrives in your email
    - Check the SPAM and TRASH folders
    - Verify the original email address was entered correctly
  - In addition to the Technical Services Support number provided in the message above (**1-877-671-7011**), you may also contact Technical Services Support at **1-800-847-1864 opt 3** for additional assistance.

- Click on the **Confirm my account** link in the email message (Above) to activate your account.

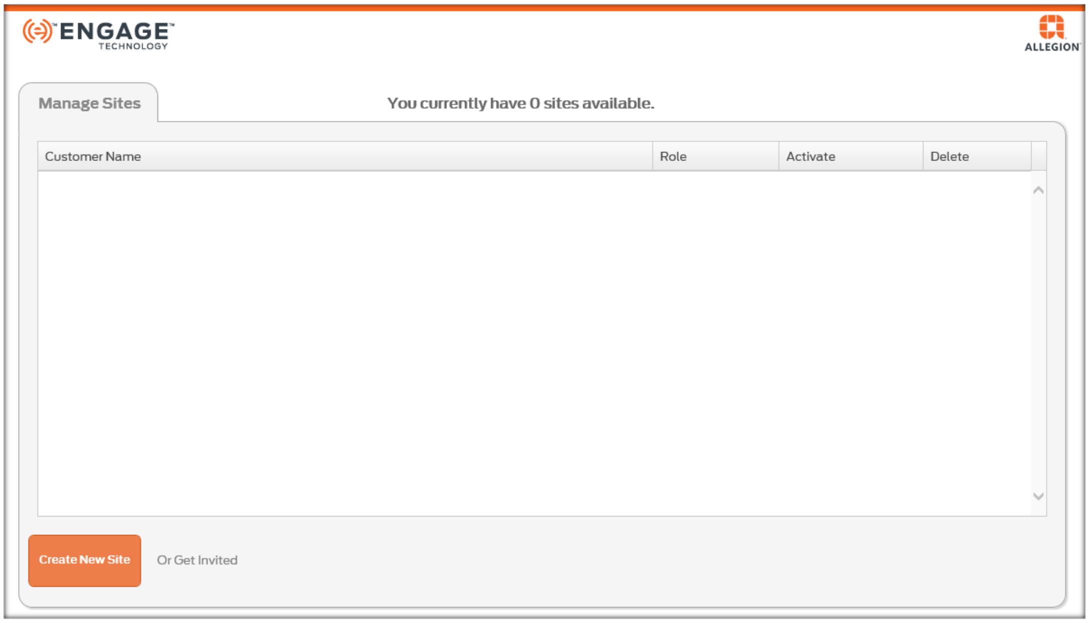
To continue the process:

- Log into your new ENGAGE™ Account using the new account Email and Password.



Need an Account? Create Account

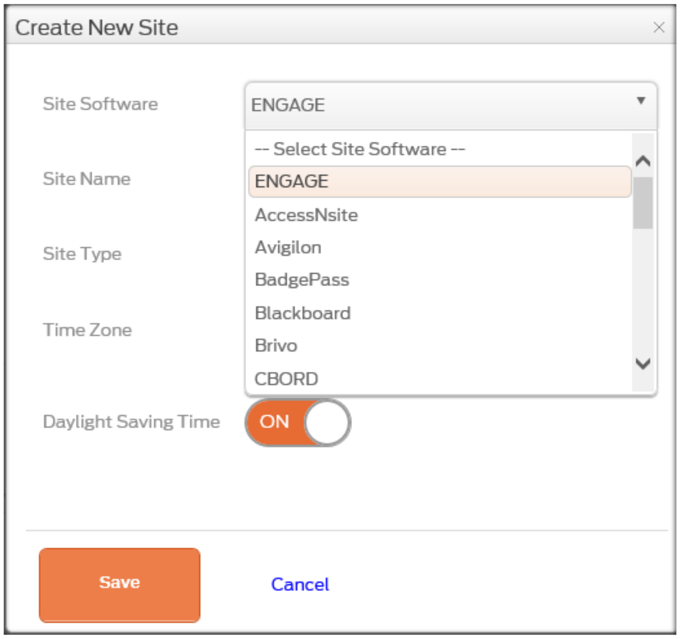
- Select **Sign In**



You currently have 0 sites available.

Customer Name	Role	Activate	Delete

- Select **Create New Site**


Create New Site

Site Software: ENGAGE

Site Name

Site Type

Time Zone

Daylight Saving Time: ON

- Select the **Site Software** pull-down

  NOTE: The **ENGAGE** option is listed first, followed by alternate Software Alliance Members (SAM).

  In this case we will choose the **ENGAGE** Site Software.

  Remember to consult with your Software Alliance Member (SAM) account manager before selecting any SAM Site Software

- Enter the **Property (Site) Name.** We chose “A1 Properties”
- Select **Property (Site) Type** from the Pull-Down menu

  Education K-12
  Education - Higher Education
  Health Care
  Commercial Office
  Government/Public Building
  Retail
  Lodging/Hospitality
  Food Service
  Religious
  Warehouse
  Multi-Family residence
  Other

- Enter your local **Time Zone**
- Select the **Daylight Savings Time** (DST) setting (**ON/OFF**) based on your property's Time Zone

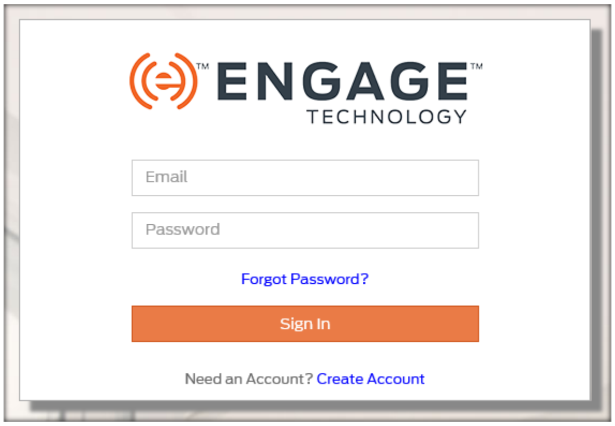
  HINT: Default DST setting is **ON.** Setting DST to **OFF** will disable automated device adjustments for DST

- Select **Save** to complete the initial account setup

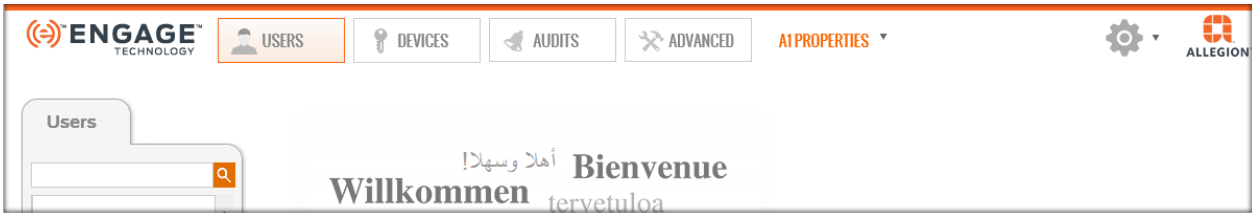
Now that your account has been setup and verified, you can now **Sign In** to your account and begin to manage your property.

Verify SUCCESS:

- Log into your new ENGAGE™ Web application account



- Enter **Email** and **Password**
- Select **Sign In** to begin using your new **ENGAGE™ Managed account**



Device Commissioning

Overview

Commissioning a device enrolls the device into ENGAGE™, it defines the device name and prepares the device for later setup steps.

IMPORTANT NOTES:

- All devices are commissioned using the ENGAGE™ Mobile application using Bluetooth communication.

  NOTE: Commissioning using the ENGAGE™ Web application is not possible.

- The device must be "Out-Of-The-Box" or recently Factory Default Reset (FDR) in order to be available for commissioning and selection for commissioning.

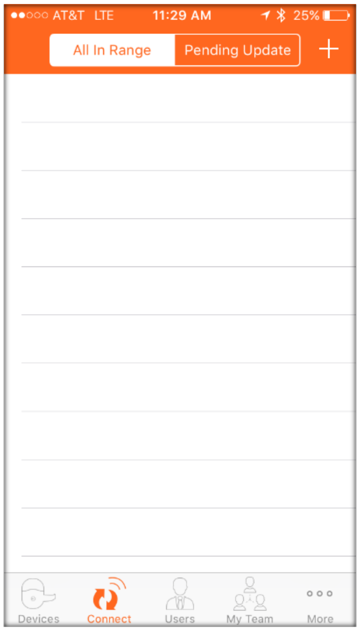
- If a device has already been commissioned into another ENGAGE™ account, it MUST be deleted from the previous account before it can be reused and commissioned into a different account.

MT20W Commissioning

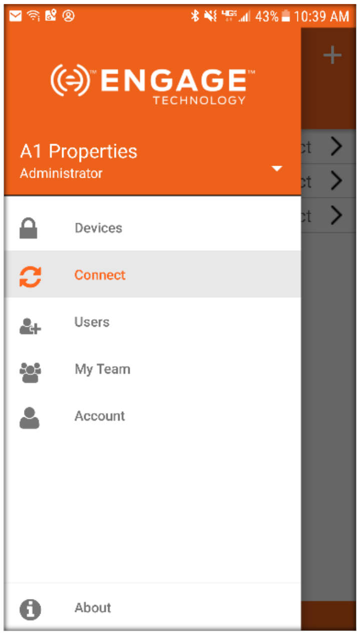
- Ensure the MT20W is powered and has completed its boot-up process. The MT20W LED will be solid RED when ready.

- Log into the ENGAGE™ Mobile application while nearby the MT20W to be commissioned.

- Connect to the device to be commissioned.
  - For iOS mobile devices
    - Go to the **Connect** menu at the bottom of your screen
    - Select the **+** sign in the upper right hand corner
  - For Android mobile devices
    - Select the main menu ICON ☰
    - Then Select the **Connect** Menu

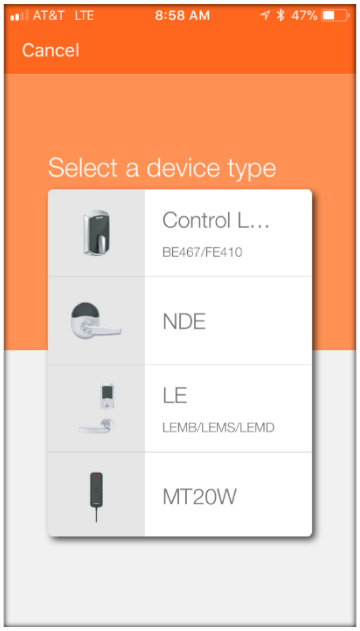


iOS Connect Menu

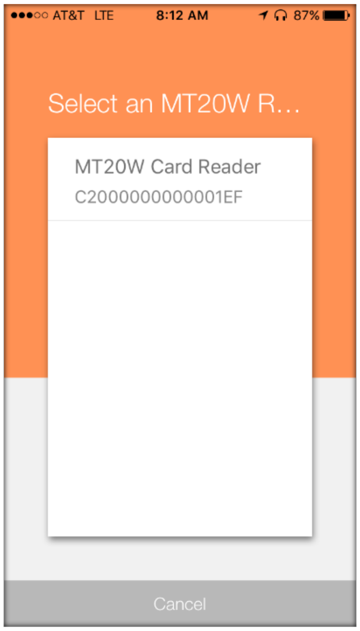


Android Connect Menu

- Select the **MT20W** Device Type in the screen to continue.



- Select the specific MT20W device to be commissioned from the list of nearby devices provided.



●●●○○ AT&T LTE 8:12 AM 87%

Select an MT20W R…

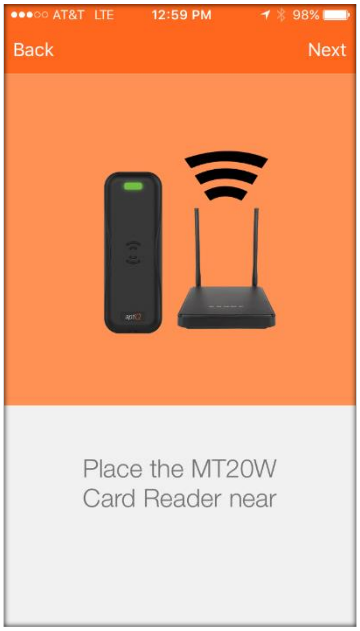
MT20W Card Reader

C2000000000001EF

Cancel

NOTE: All nearby and not commissioned MT20W devices will be displayed. If multiple devices are present, confirm the device serial number(s) displayed and located on the back of the MT20W, or just pick one and confirm it in the following steps.

- ○ Place the MT20W in range of the local Wi-Fi network.



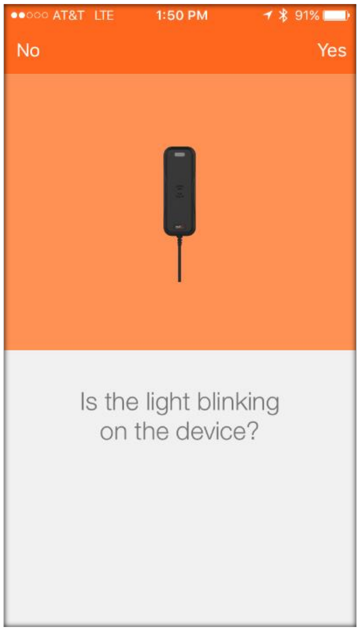
●●●○○ AT&T LTE 12:59 PM 98%

Back Next

Place the MT20W
Card Reader near

- ○ Select **Next**

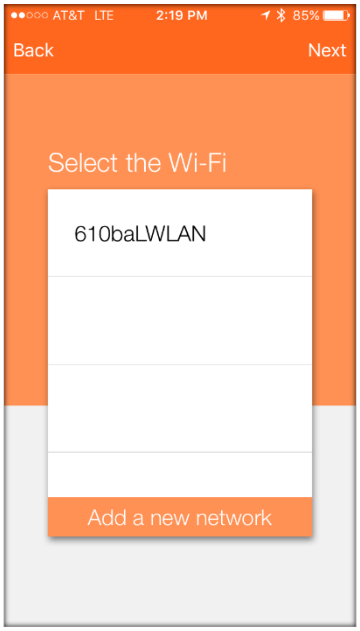
- Confirm the MT20W Credential Reader selected for Commissioning.



Is the light blinking on the device?

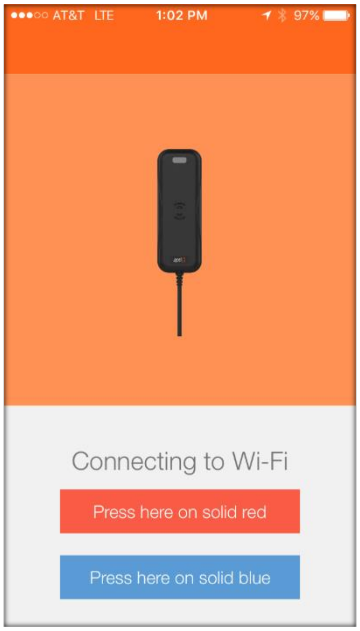
- Select **YES**
- **Select a Saved Network**: In this case we will select the saved **610aLWLAN** Wi-Fi network.

  NOTE: Use this option to quickly configure the Wi-Fi network settings to a known **Saved Network** when available. See **Assign a New Wi-Fi Network** below, for entering new network settings.



- Select the **Press if Solid Blue (Connected)** Blue bar to continue

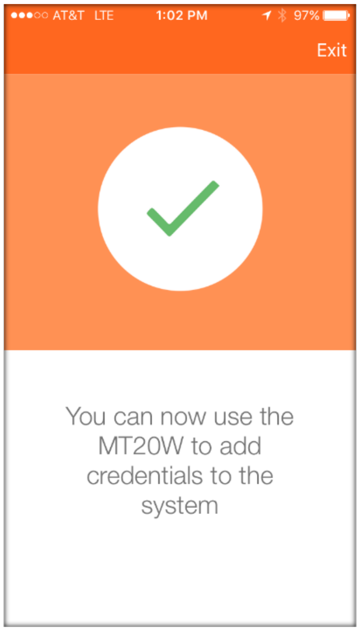
  NOTE: The Wi-Fi network setting will be saved to the MT20W and it will connect to the local Wi-Fi network using the **Saved Network** settings.
  Wait a few moments until the MT20W connects to the local Wi-Fi (fast Blue LED blinking) and then provides a solid Blue LED (Connected) indicating it has successfully connected to the local Wi-Fi network.



Connecting to Wi-Fi

WARNING: If the MT20W does not provide solid Blue LED and tries to reconnect but fails, the Wi-Fi network settings are not correct or the local Wi-Fi network is not present. **Recheck the Wi-Fi network settings and Try Again**.

HINT: You can also verify the local network security settings by using your Mobile Phone to enter the network settings and temporarily connect to verify local Wi-Fi network connection requirements.

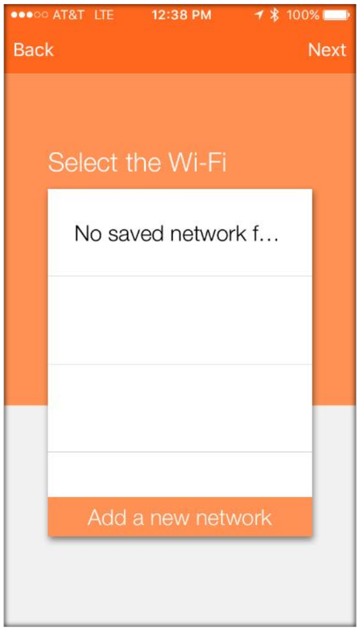


You can now use the MT20W to add credentials to the system

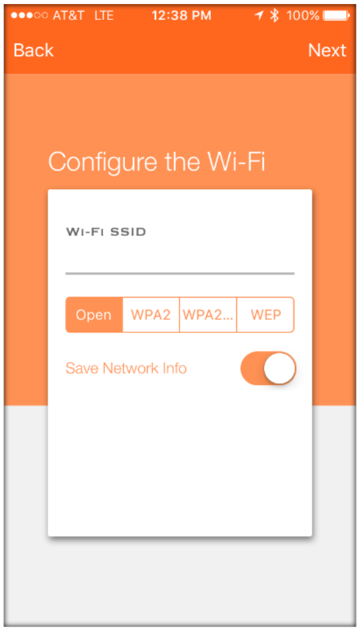
- Acknowledge the Setup Complete message
- Select **Exit**

- **Assign a new Wi-Fi Network:**

  NOTE: You may need to **Add a new network** initially or when a saved Wi-Fi network is not available.



- Select **Add a new network** to enter Security Settings.



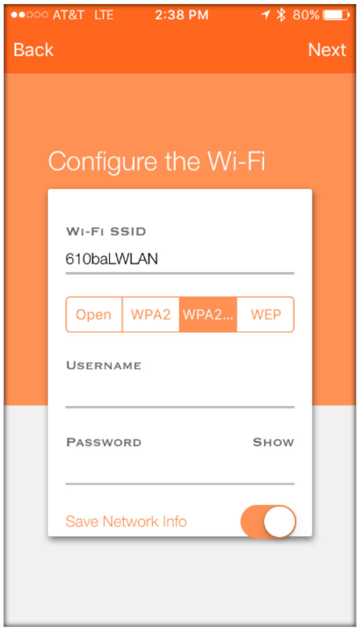
Wi-Fi SSID

[✓ Open] WPA2 WPA2... WEP

Save Network Info ●

- ○ Enter the Wi-Fi **SSID**. This must be EXACT and is CASE SENSITIVE
- ○ Select the **Wi-Fi Security** to be used

NOTE: Depending on the Wi-Fi network security chosen, you may need to also enter a **User Name** and **PASSWORD**. In this case we chose Wi-Fi **SSID 610baLWLAN** and the **WPA2 (PEAP)** network security protocol which requires both Username and Password



Wi-Fi SSID 610baLWLAN

Open WPA2 [✓ WPA2...] WEP

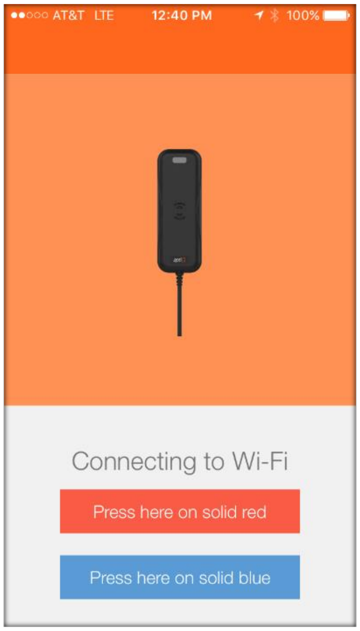
Username

Password

Save Network Info ●

- Select **Next**

NOTE: The Wi-Fi network settings will be programmed into the MT20W and it connect to the local Wi-Fi network using the new network settings. Wait a few moments until the MT20W provides a solid Blue LED indicating it has successfully connected.

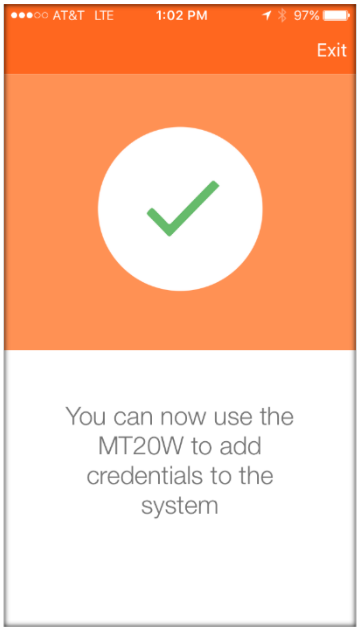


Connecting to Wi-Fi

WARNING: If the MT20W does not provide solid Blue LED and tries to reconnect but fails, the Wi-Fi network settings are not correct or the local Wi-Fi network is not present. **Recheck the Wi-Fi network settings and Try Again**.

HINT: You can also verify the local network security settings by using your Mobile Phone to enter the network settings and temporarily connect to verify local Wi-Fi network connection requirements.

- Select the **Press if Solid Blue (Connected)** Blue bar to continue.



You can now use the MT20W to add credentials to the system

- Acknowledge the “Setup Complete” message
- Select **Exit**

Verify SUCCESS

- The MT20W device is now shown in the ENGAGE™ Mobile application **Connect** menu when nearby.

- MT20W LED will illuminate solid BLUE after power is applied and boot-up is completed.

  NOTES:

  - The MT20W solid BLUE “Connected” LED display requires local Wi-Fi network to be present and operating.

  - The MT20W will flash BLUE quickly while trying to connect with the local Wi-Fi network server.

  - When the local Wi-Fi connection fails, the MT20W will display a solid RED LED.

  - When the local Wi-Fi network is not available (failed or down for maintenance), the MT20W will automatically retry to reconnect to the local Wi-Fi network every few minutes.

Check and update Firmware on Enrollment reader if needed

- ✓ After you have successfully set up the MT20W enrollment reader, double check the firmware on this reader.
  - ▪ Log into the engage account on the computer.
  - ▪ Go to Advanced Tab
  - ▪ Select Firmware
  - ▪ Verify if current firmware version equals latest firmware version.
  - ▪ If not, connect to enrollment reader via mobile app and once connected, select Update firmware. Firmware can take up to 10 minutes so allow for it to complete before proceeding.

Troubleshooting the enrollment reader

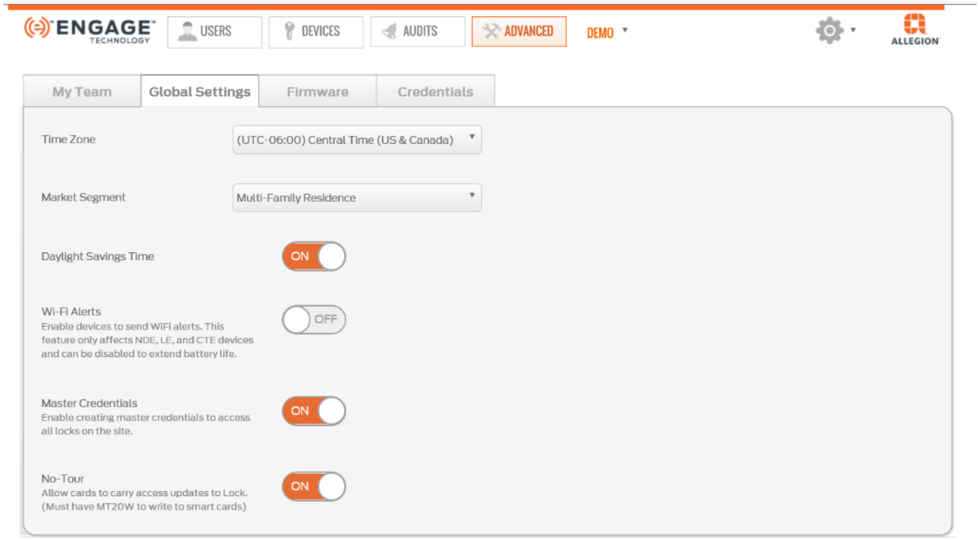
- ✓ If there are any errors commissioning the enrollment reader, please conduct a factory reset on the enrollment reader. Errors include:
  - ▪ If it doesn't allow you to set up the wi-fi information during the commissioning process
  - ▪ Re-names your enrollment reader "captured ….."

<u>How to facotry re-set the MT20W enrollment reader</u>

1. If the enrollment reader is listed in your devices from the Engage application, please delete this device.
2. Once the device is deleted from the Engage account, cycle power to the reader by unplugging the USB from the power source and reconnecting it.
3. The reader will initially go solid red on the LED, you will then hear a single beep followed by 3 red flashes with additional beeps from the reader. This is the reader completing the power-on self-test, do not present the reset card before this occurs or the data will not be read from the card.
4. Present the factory reset card to the reader and hold it in place, when the reset card is read you will see 2 red LED flashes accompanied by 2 beeps and followed by a green LED flash. This is the indication that the data was read successfully and the card can now be removed.
5. The reader will perform another power-on self-test after clearing the settings, once complete the LED will turn solid red. At this time the internal settings are cleared and the reader can be re-commissioned again.

Establish Global Setting

1. Turn OFF wi-fi alerts
2. If Master Credentials are requested, turn ON this feature
3. Turn ON no tour programming



Time Zone (UTC-06:00) Central Time (US & Canada)

Market Segment Multi-Family Residence

Daylight Savings Time ON

Wi-Fi Alerts
Enable devices to send WiFi alerts. This feature only affects NDE, LE, and CTE devices and can be disabled to extend battery life. OFF

Master Credentials
Enable creating master credentials to access all locks on the site. ON

No-Tour
Allow cards to carry access updates to Lock. (Must have MT20W to write to smart cards) ON

Schedules Overview

The administrator can define three types of Schedules with ENGAGE™. User Schedules, Door Schedules and Holiday Schedules. Each schedule type is described below:

Schedules can ONLY be created within the ENGAGE™ Web application.

> **BEST PRACTICE: Property schedules should be defined before any device is commissioned into your account. This is necessary because any schedules made or changed after a device is commissioned, will require device updates before the new or updated schedule will be honored.**

User Schedules

- User Schedules are defined to limit User access to specific times of day and days of the week.
- The default User Schedule assigned to every new user is 24/7 for access all the time.
- A maximum of 16 User Schedules can be defined for your property.

> **WARNING: When assigning User Schedules for Control, Users exiting a room will not be able to relock a Control device deadbolt when outside their scheduled access time**.

Device Schedules

- Device Schedules can be defined to schedule automatic lock/unlock operations at a door.
- A maximum of 16 Device Schedules are available for your property.

> NOTE: Control devices do not support Device Schedules.

Holiday Schedules

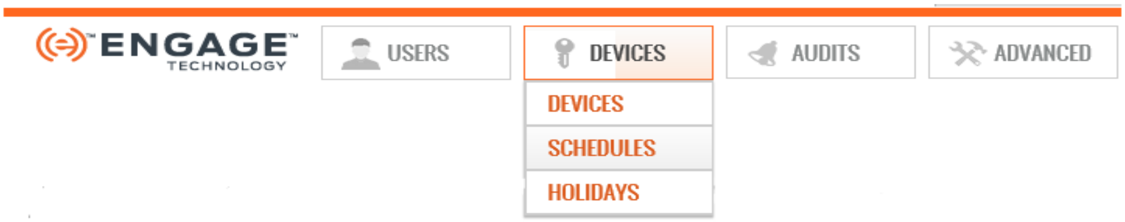
- Holiday Schedules can be used to specify the Start and Stop times of a holiday
- The desired State of the lock during the holiday is defined (Locked/Unlocked)
- User access during a Holiday Schedule can be also specified:
    - Restricted Access - PASS-THROUGH credential access ONLY
    - Locked - Credential access required
    - Unlocked - No credential required for access

- A maximum of 32 Holiday Schedules are available for your property.
    - Holidays can be defined to span multiple days when necessary

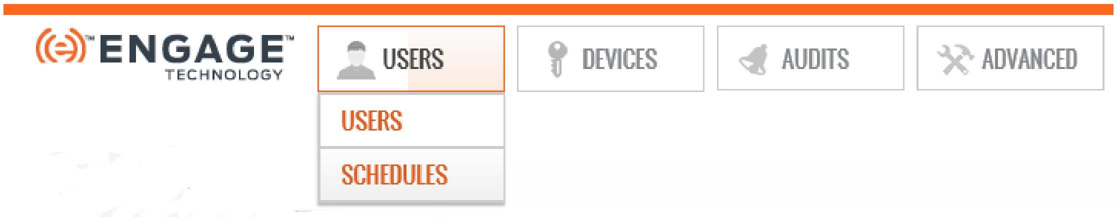
> NOTE: Control devices do not support Holiday Schedules

Creating Device and User Schedules

- Log into the ENGAGE™ Web application
  - For **Device Schedules**, select **DEVICE** then **SCHEDULES** tab



  - For **User Schedules**, select **USERS** then **SCHEDULES** tab

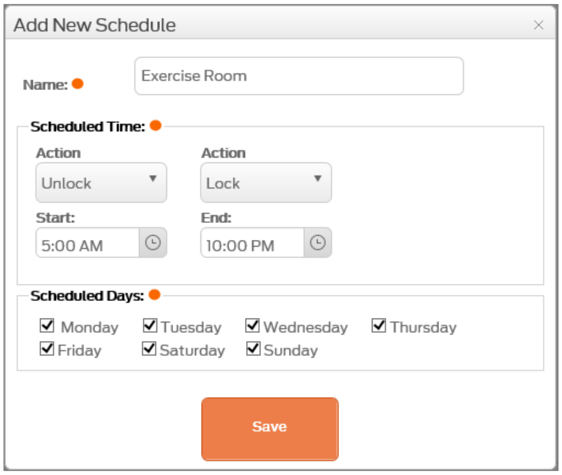


- Select the **Add New Event Schedule** or the **Add New User Schedule** button at the top right of the screen

Or

- Enter Schedule **NAME, START TIME** and **END TIME**

Device Schedule *or* *User Schedule*



Add New Schedule

Name: ● Exercise Room

Scheduled Time: ●

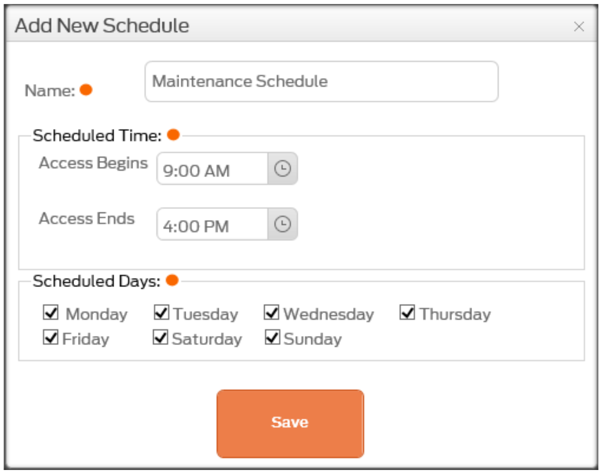
Action: Unlock
Start: 5:00 AM

Action: Lock
End: 10:00 PM

Scheduled Days: ●

☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday
☑ Friday ☑ Saturday ☑ Sunday

Save



Add New Schedule

Name: ● Maintenance Schedule

Scheduled Time: ●

Access Begins 9:00 AM

Access Ends 4:00 PM

Scheduled Days: ●

☑ Monday ☑ Tuesday ☑ Wednesday ☑ Thursday
☑ Friday ☑ Saturday ☑ Sunday

Save

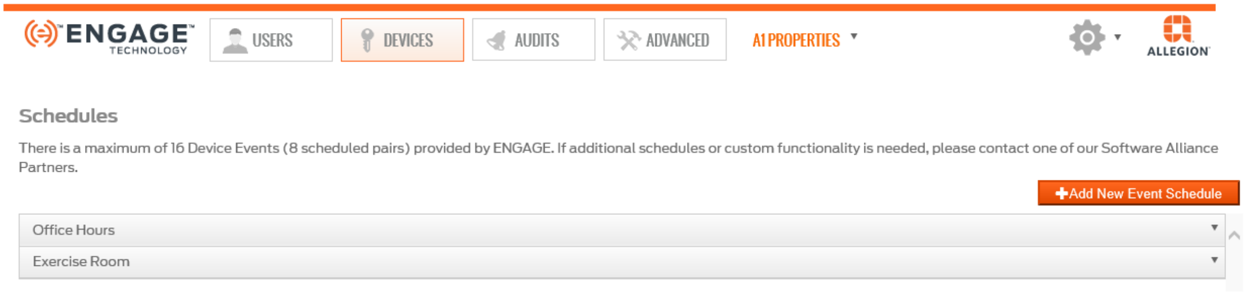
- For Device Schedules, enter the desired **ACTION** to be taken at the schedule Start and End times
- Select the **Scheduled Days** of the week for the schedule to be active
- Select **Save**

Verify SUCCESS

- See the momentary **Device (or User) Schedule added successfully** message

Schedule added successfully.

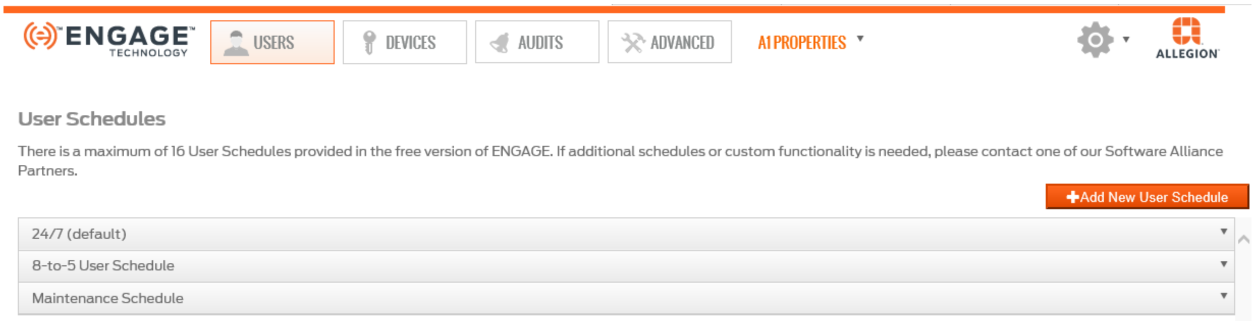
- See the new schedules are now listed on the User or Device Schedules Screens.



Schedules

There is a maximum of 16 Device Events (8 scheduled pairs) provided by ENGAGE. If additional schedules or custom functionality is needed, please contact one of our Software Alliance Partners.

- Office Hours
- Exercise Room



User Schedules

There is a maximum of 16 User Schedules provided in the free version of ENGAGE. If additional schedules or custom functionality is needed, please contact one of our Software Alliance Partners.

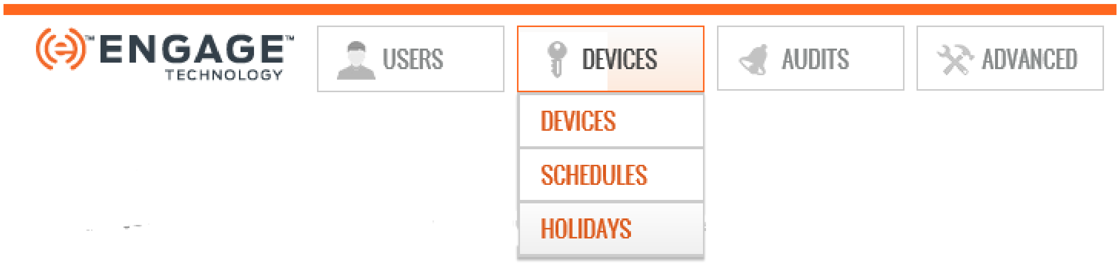
- 24/7 (default)
- 8-to-5 User Schedule
- Maintenance Schedule

NEXT STEPS:

- The above process merely defines the User and Device Schedules to be used in ENGAGE™.
- Each schedule will now be selectable for assignment to individual User(s) or Door(s) when performing those assignments.
    - See **Assigning Lock Access and User Schedules** for assignment of a User Schedules for a resident.
    - See **Device Settings** and **Assigning Device Settings** for assignment of Door Schedules to a particular door.

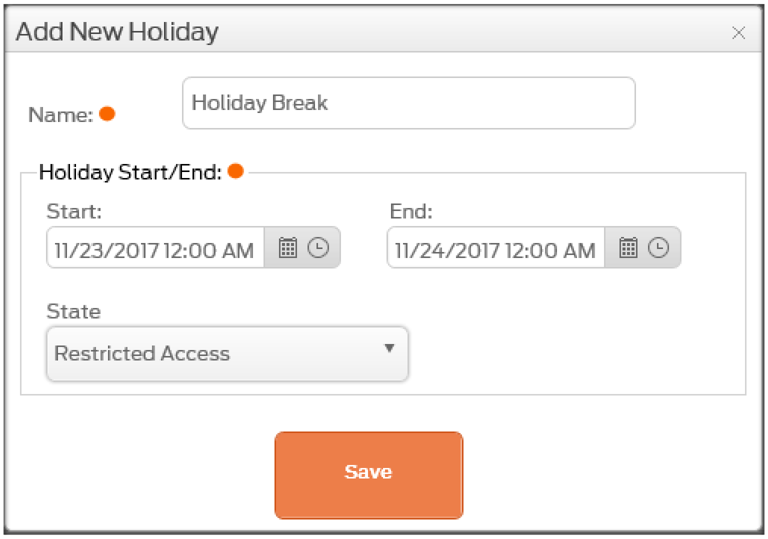
Creating Holiday Schedules

- Log into the ENGAGE™ Web application
- Select **Devices** and then **Holiday** tab



- Select **Add New Holiday** at the top right of the screen

- Enter Schedule **NAME, START** and **END** time



Name: ● Holiday Break

Holiday Start/End: ●

Start: 11/23/2017 12:00 AM

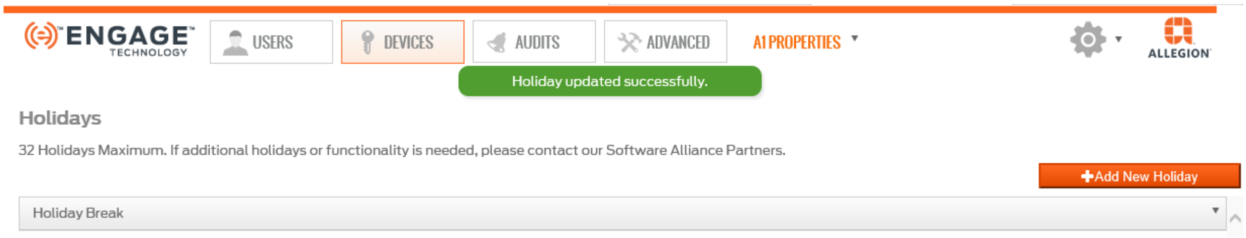
End: 11/24/2017 12:00 AM

State: Restricted Access

- Select **Save**

Verify SUCCESS

- See the momentary **Holiday added successfully.** message
- See the new Schedule listed on the Holiday Schedule Screen



Holiday updated successfully.

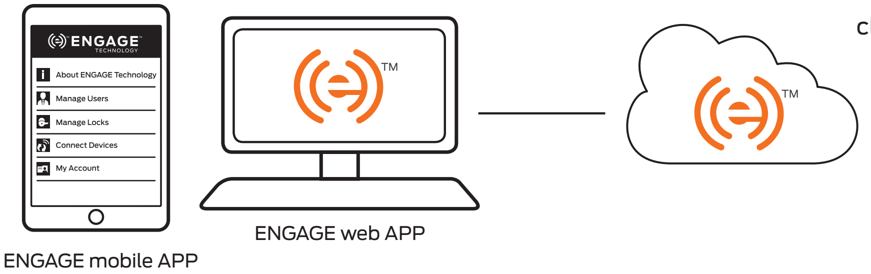
Holidays

32 Holidays Maximum. If additional holidays or functionality is needed, please contact our Software Alliance Partners.

NEXT STEPS:

- The above process merely defines the Holiday Schedules to be used in ENGAGE™.
- Each schedule will now be selectable for assignment to individual Door(s) when performing those assignments.
    - See **Device Settings** and **Assigning Device Settings** for assignment of Door Schedules to a particular door.

Engage System Overview



Manage access

Manage your site from anywhere with ENGAGE cloud-based web and mobile applications.

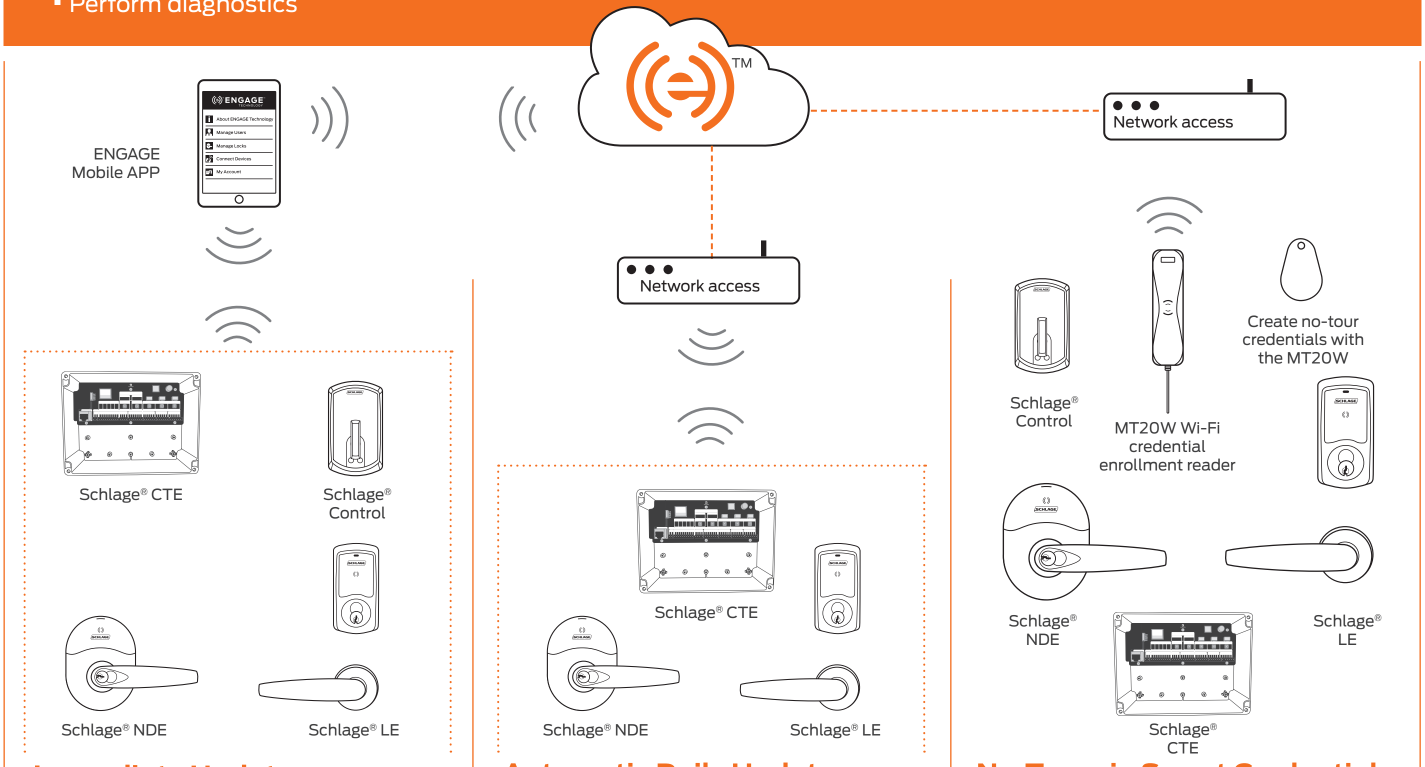
- Configure lock/device settings
- Add new users and enroll credentials
- Manage users and assign access privileges
- New! Set lock schedules, holidays, user schedules
- View and export audits and alerts
- Invite others to assist with administration

For more information, download the ENGAGE™ web and mobile app data sheet from allegionengage.com

Update locks and devices

Send updates wirelessly at the lock with the ENGAGE mobile application on a Bluetooth® enabled smart phone or tablet. Or leverage the existing Wi-Fi network or built-in No-Tour capability to send periodic updates without visiting the lock.

- Update access rights
- Update lock/device settings
- Update firmware
- Perform diagnostics



Immediate Updates

Send updates at the lock, anytime, with the ENGAGE mobile app. Available on Schlage Control,™ LE, NDE and CTE.

Automatic Daily Updates

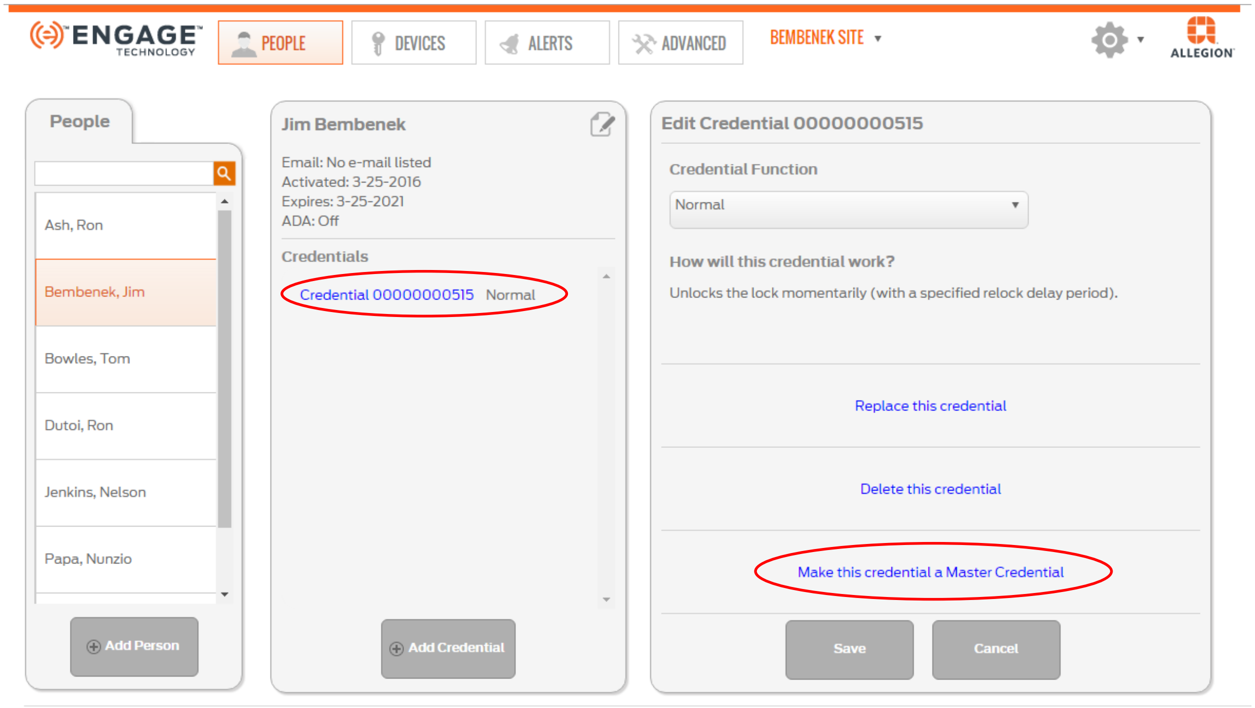
Connect locks to the Wi-Fi network for automatic daily updates. Available on Schlage NDE, LE and CTE.

No-Tour via Smart Credentials

Eliminate the need to visit the locks by using smart credentials to deliver updates to access rights. Available on Schlage Control™, LE, NDE and CTE.

Creating Master Fobs

You will need to go to sections "adding residents" and "enrolling and assigning fobs to residents" first. When establishing master fobs, these will be the first people you enter into the system. Once you have assigned a fob to this person, click on the blue linked credential assigned to them. From here, select "Make this credential a Master Credential".



Jim Bembenek

Email: No e-mail listed
Activated: 3-25-2016
Expires: 3-25-2021
ADA: Off

Credentials

Credential 00000000515 Normal

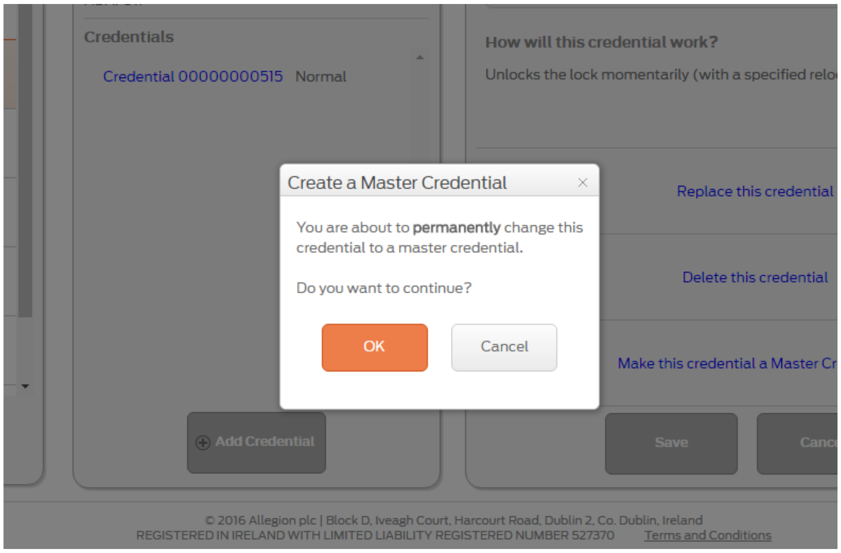
Edit Credential 00000000515

Credential Function: Normal

How will this credential work?

Unlocks the lock momentarily (with a specified relock delay period).

A warning box will now be displayed. Please select OK or Cancel.


Credentials
Credential 00000000515 Normal
How will this credential work?
Unlocks the lock momentarily (with a specified relo
Replace this credential
Delete this credential
Make this credential a Master Cr
Add Credential
Save
Canc
OK
Cancel

Create a Master Credential

You are about to **permanently** change this credential to a master credential.

Do you want to continue?

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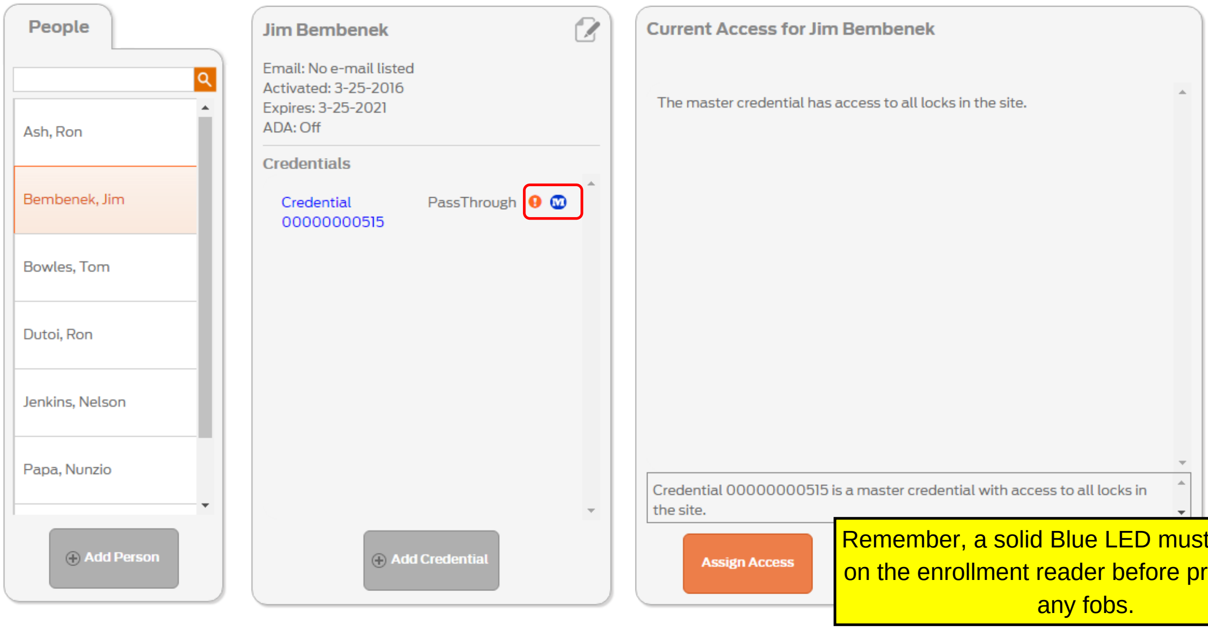
REGISTERED IN IRELAND WITH LIMITED LIABILITY REGISTERED NUMBER 527370 Terms and Conditions

After selecting OK, the credential will show the Pending Indicator (instructions ready to be written to credential) along with the Master Access icon (access to all devices within the ENGAGE site). The Credential is also assigned a Pass Through function.



Ash, Ron
Bembenek, Jim
Bowles, Tom
Dutoi, Ron
Jenkins, Nelson
Papa, Nunzio

Jim Bembenek

Email: No e-mail listed
Activated: 3-25-2016
Expires: 3-25-2021
ADA: Off

Credentials

Credential 00000000515 PassThrough ! M

Current Access for Jim Bembenek

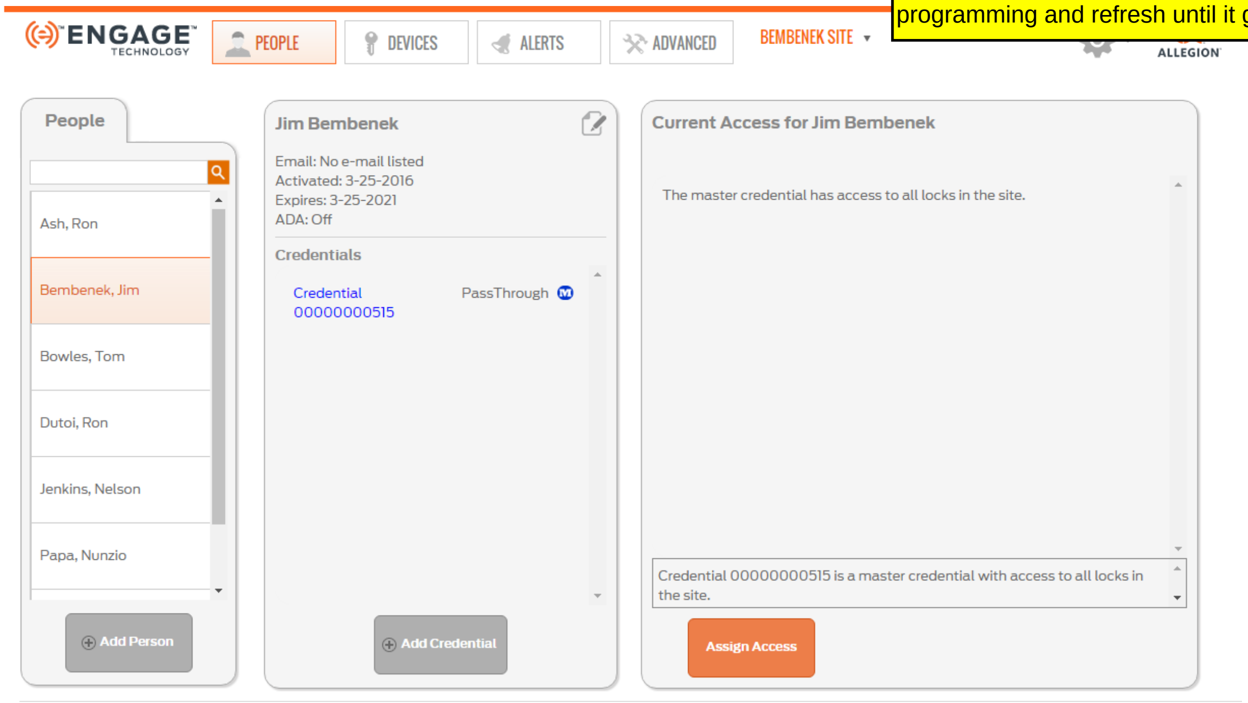
The master credential has access to all locks in the site.

Credential 00000000515 is a master credential with access to all locks in the site.

Remember, a solid Blue LED must be present on the enrollment reader before programming any fobs.

To complete the process, place the credential on the MT20W to assign access. Wait for the three beeps before removing. Refresh the screen to make sure the Pending Indicator is no longer present. The credential will now have access to all locks within the ENGAGE site.

If the Pending indicator is still there, repeat programming and refresh until it goes away.



Ash, Ron
Bembenek, Jim
Bowles, Tom
Dutoi, Ron
Jenkins, Nelson
Papa, Nunzio

Jim Bembenek

Email: No e-mail listed
Activated: 3-25-2016
Expires: 3-25-2021
ADA: Off

Credentials

Credential 00000000515 PassThrough M

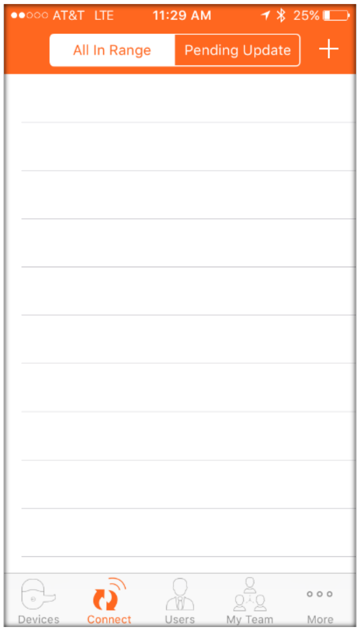
Current Access for Jim Bembenek

The master credential has access to all locks in the site.

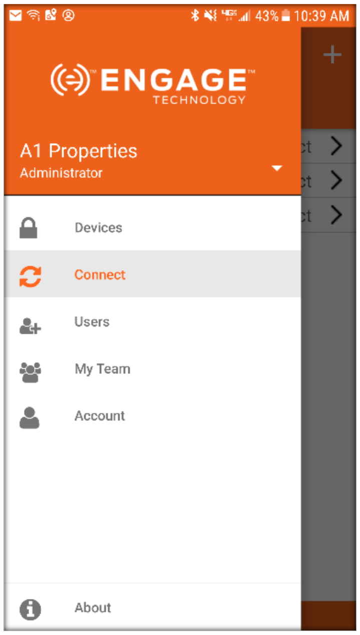
Credential 00000000515 is a master credential with access to all locks in the site.

CTE Commissioning

- Log into the ENGAGE™ Mobile application while near the device to be commissioned.
- Apply CTE Power (+12Vdc/+24Vdc) and ensure all other accessories (Credential Readers and locking devices) are also properly powered.
- On the ENGAGE™ Mobile application, connect to the CTE to be commissioned
    - For iOS Mobile devices
        - Go to the **Connect** menu at the bottom of your screen
        - Select the **+** sign in the upper right hand corner
    - For Android Mobile devices
        - Select the main menu ICON ☰
        - Then Select the **Connect** Menu



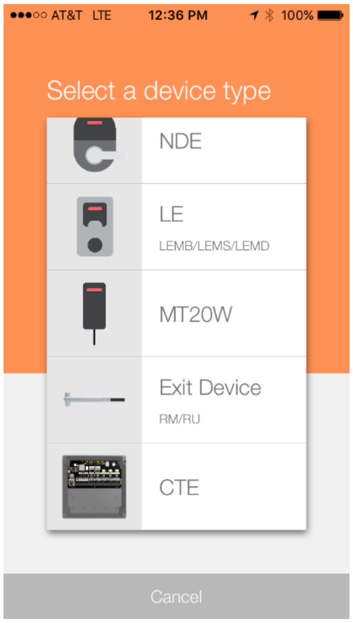
iOS Connect Menu



Android Connect Menu

- Select the **CTE** Device Type from the list

Note: Scroll down to the bottom of the list



Select a device type

NDE

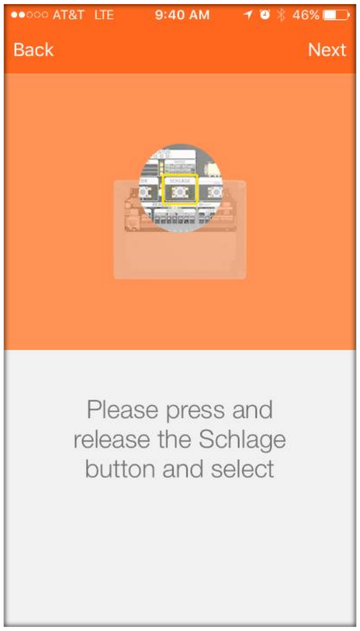
LE
LEMB/LEMS/LEMD

MT20W

Exit Device
RM/RU

CTE

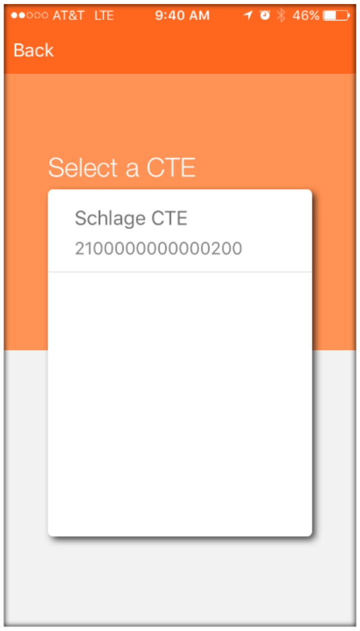
- Follow the Pop up message instruction to enable Bluetooth "Advertising" for the desired LE device.



Please press and release the Schlage button and select

WARNING: The CTE will "Advertise" for two minutes to allow selection in the next Commissioning step. If the "Advertising" timeout occurs, Repeat this step again – Turn and release the inside lever to try again.

- Select **Next**
- Select the CTE to be commissioned from the nearby list



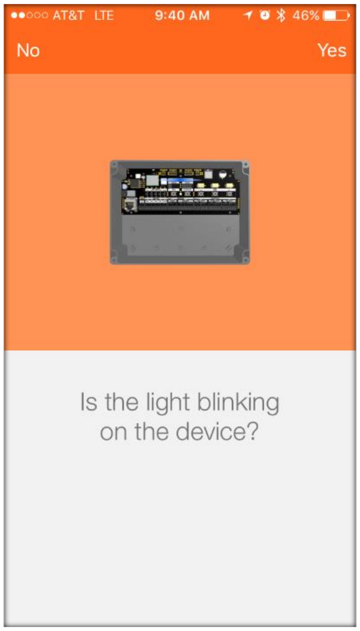
Select a CTE

Schlage CTE
2100000000000200

NOTE: If no device is displayed check for the following conditions

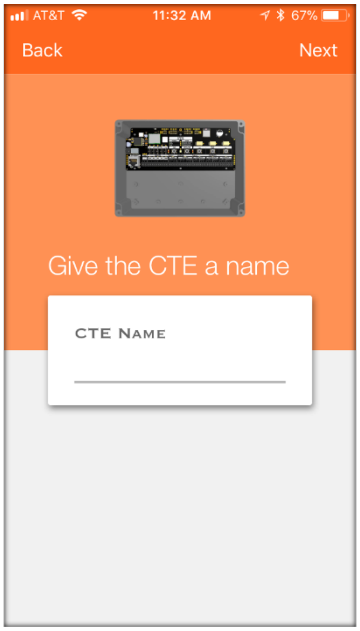
- ○ Be sure the CTE is Out-Of-The-Box or recently Factory Default Reset (FDR)
- ○ Be sure you are in wireless Bluetooth communication (BLE) range of the CTE
- ○ Select **BACK** to return to the Device Type selection screen and **Try Again**

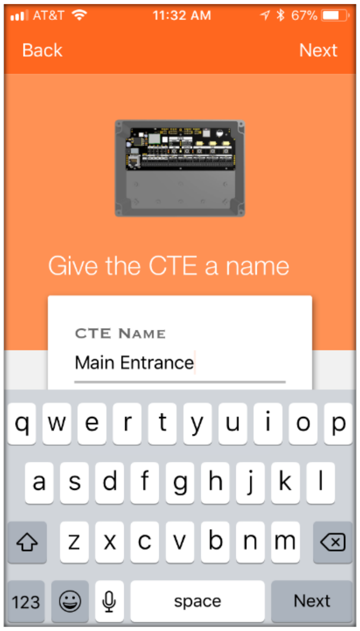
- Answer the following question to verify the CTE being commissioned.



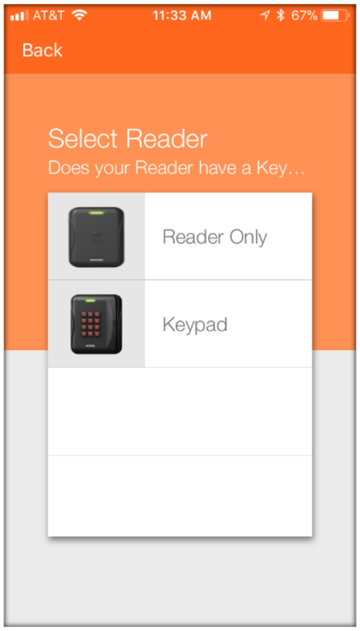
Is the light blinking on the device?

- Select **Yes**



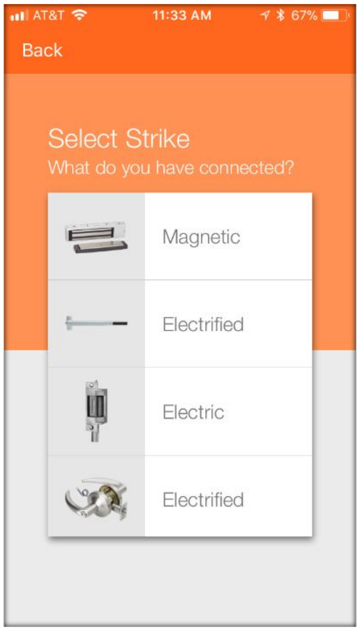


- Enter a **Name for** the CTE (required). In this case we chose **Main Entrance**
- Select **Next**



- Select **Reader Only**

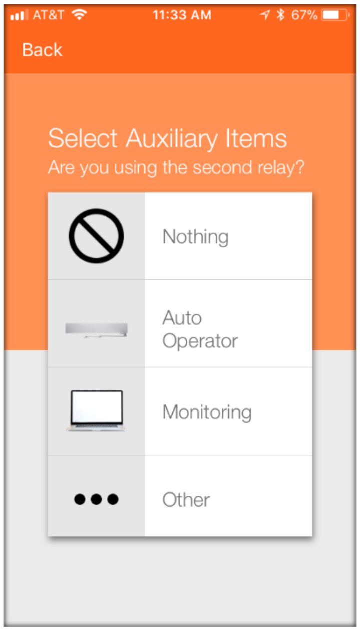
  NOTE: CTE does not support Keypad readers – yet



Select Strike

What do you have connected?

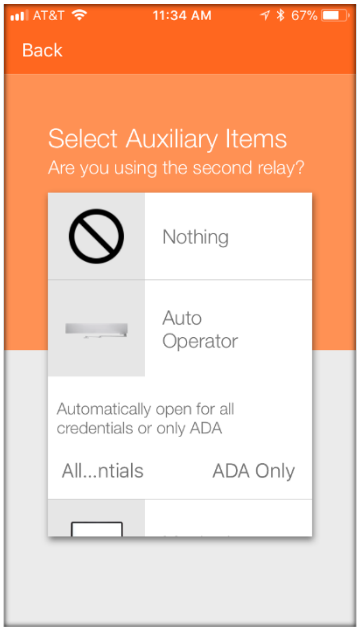
- Select the locking Device Type installed at this opening. In this case we have an **Electrified Exit**



Select Auxiliary Items

Are you using the second relay?

- Select any **Auxiliary Items**. In this case we have an **Auto-Operator**

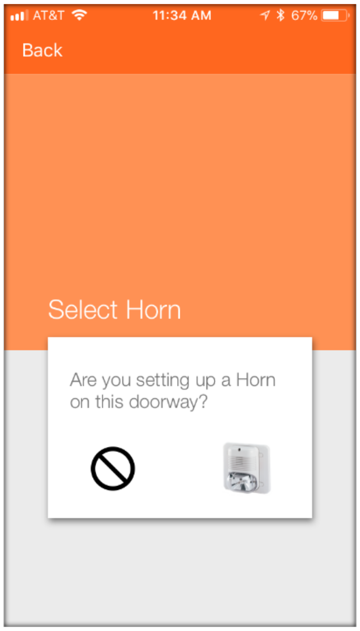


Select Auxiliary Items

Are you using the second relay?

Automatically open for all credentials or only ADA

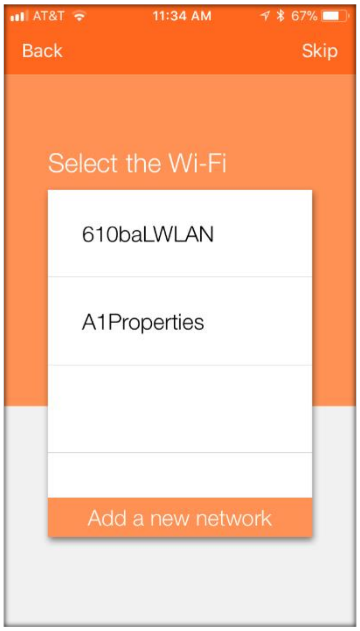
- Select how you want this Auto-Operator (Aux Relay) to perform. In this case we chose **ADA Only.**
  - Select **ADA Only** to enable to Auto-Operator for only those Users with their ADA their setting enabled.
    - See Creating Users to view/set ADA requirements for a user.
  - Select **All Credentials** when the Auto-Operator is to be used for all User accesses



Select Horn

Are you setting up a Horn on this doorway?

- Select if a **Horn** (alarm) is also connected to the CTE.
    - In this case we chose **No Horn.** Select the ⊘ symbol.



AT&T 11:34 AM 67%

Back Skip

Select the Wi-Fi

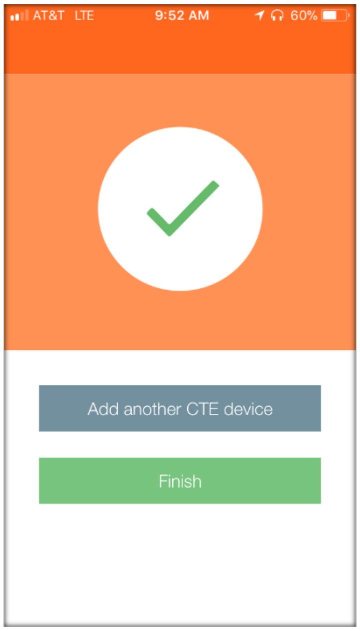
610baLWLAN

A1Properties

Add a new network

- Select the desired **Wi-Fi network connection** setup. In this case we chose **Skip.**
    - Select **Skip** to use the CTE without a Wi-Fi connection or to setup the Wi-Fi network, later.
        - Wi-Fi settings can be updated after this initial setup is completed by connecting to the device an enabling Wi-Fi settings
    - Select a **Saved Wi-Fi Network,** if locally available at the door opening. In this case there are two previously saved Wi-Fi networks available.
    - Select **Add a new network,** initially or when the displayed Saved Wi-Fi networks are not available locally at the door

NOTE*: If you intend to take advantage of the CTE Wi-Fi network capabilities, see **Update a door File or Firmware – Overnight – NDE, LE and CTE**.



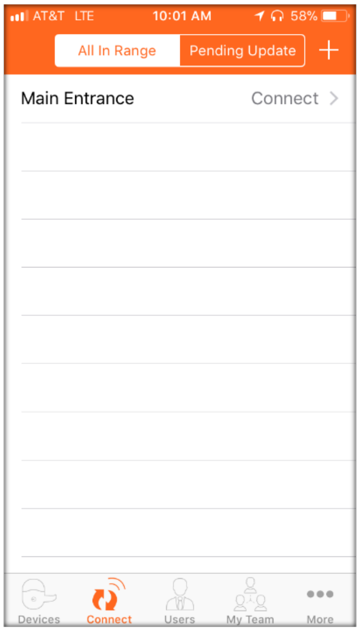
Add another CTE device

Finish

- Select **Finish** to complete the CTE initial setup and return to the **Connect** screen.

Verify SUCCESS

- See the new CTE door **Main Entrance** is now listed and available.



Main Entrance Connect >

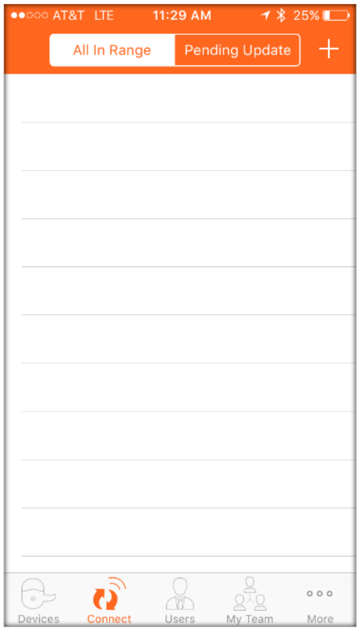
NOTE: If you are a No-Tour property, it is recommended that the unused proximity credential types be disabled.

Disabling the unused proximity credentials will provide for improved battery life and quicker access response when the device does not have to also “look” for proximity cards when a credential is presented.

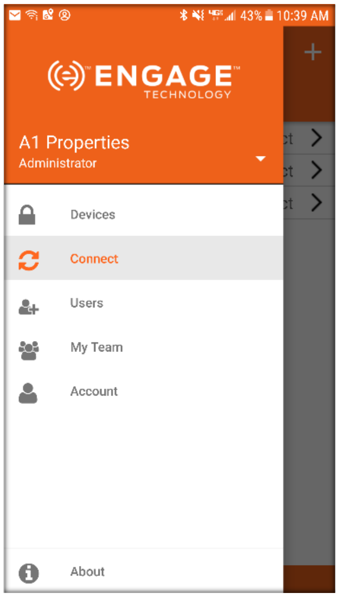
To disable Proximity credentials on a CTE Credential Reader (MT11 or MT15), a “Configuration Card” part number **CE-401-101** – Disable All Proximity Card Technologies - is required.

NDE Commissioning

- Log into the ENGAGE™ Mobile application while nearby the NDE device to be commissioned.
  - For iOS Mobile devices
    - Go to the **Connect** menu at the bottom of your screen
    - Select the **+** sign in the upper right hand corner
  - For Android Mobile devices
    - Select the main menu ICON ☰
    - Then Select the **Connect** Menu

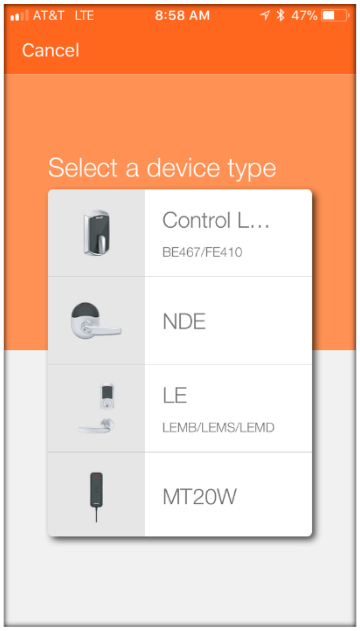


iOS Connect Menu



Android Connect Menu

- Select the **NDE** Device Type from the list



Select a device type

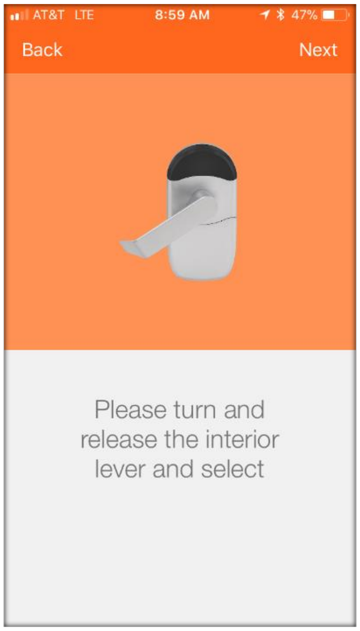
Control L…
BE467/FE410

NDE

LE
LEMB/LEMS/LEMD

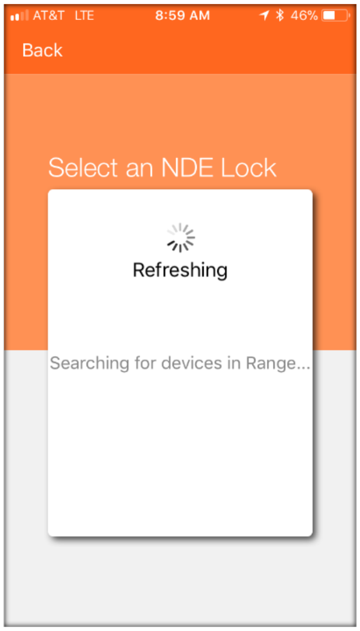
MT20W

- Follow the Pop up message instruction to enable Bluetooth “Advertising” for the desired NDE.



Please turn and release the interior lever and select

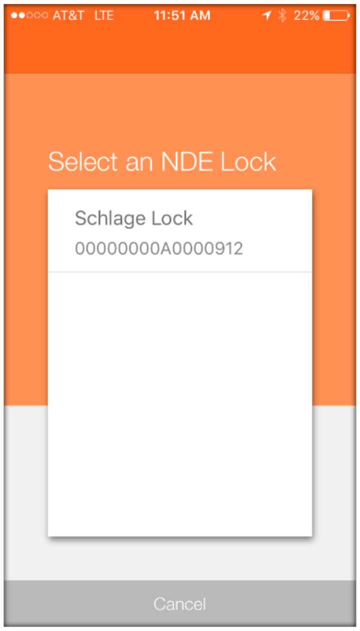
- Select **Next**
- Select the new **Schlage Lock** to be commissioned from the nearby list provided.



Select an NDE Lock

Refreshing

Searching for devices in Range...



Select an NDE Lock

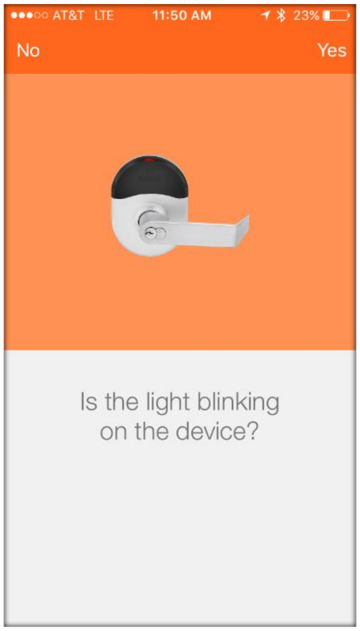
Schlage Lock
00000000A0000912

WARNING: The NDE will "Advertise" for two minutes to allow selection in this Commissioning step. If the NDE is not listed, turn the inside lever again and refresh the screen to try to connect again.

NOTE: If no device is displayed

- ○ Be sure the NDE battery cover is properly installed. NDE will not "Advertise" when the battery cover is not installed properly
- ○ Be sure the lock is Out-Of-The-Box or recently Factory Default Reset
- ○ Be sure you are in wireless Bluetooth communication (BLE) range of the lock
- ○ Select **Cancel** to return to the Device Type selection screen and **Try Again**

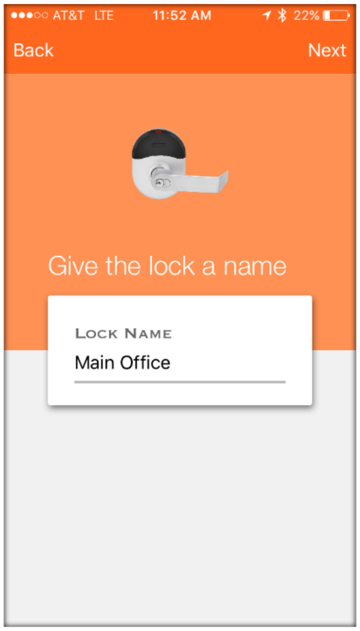
- Answer the following question to verify the NDE device being commissioned.



Is the light blinking on the device?

- Select **Yes**
- **Name** the Device (required)

NOTE: In this case we chose **Main Office** for the lock name



Give the lock a name

LOCK NAME
Main Office

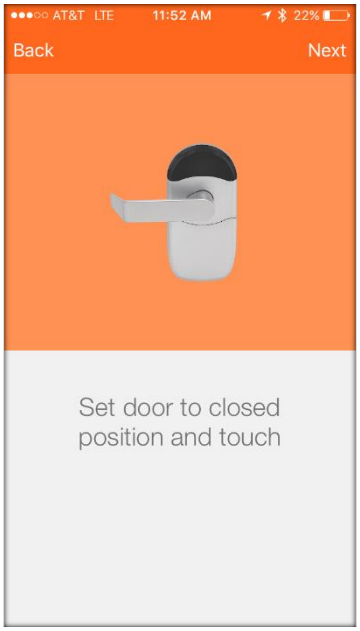
IMPORTANT NOTES:

NOTE*: NDE only supports the Storeroom lock function

- Select **NEXT**

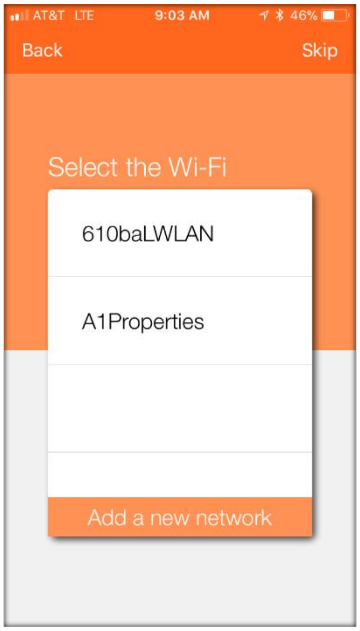
- The NDE now requires the Door Position Sensor (magnets) to be calibrated so that the NDE "Knows" when the door is actually closed.

WARNING: The next step requires the door to be physically closed with the Door Position Magnet(s) properly installed into the door frame.



Set door to closed position and touch

- Select **NEXT**



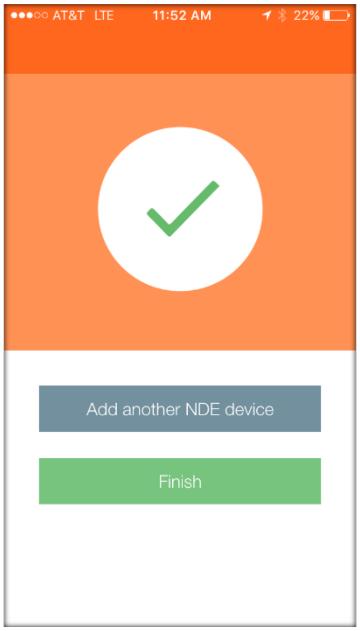
IMPORTANT NOTES:

- ➢ The NEXT step in the commissioning process will ENABLE the Wi-Fi network connection capability of the NDE lock.
- ➢ However, administrators may also elect to **SKIP** the WI-FI network setup when a network is not available or not needed.
- ➢ The Wi-Fi network connection may be ENABLED at any time.

- For now, Select **Skip**

NOTE: To take advantage of the NDE Wi-Fi network capabilities and ENABLE its Wi-Fi network connection:

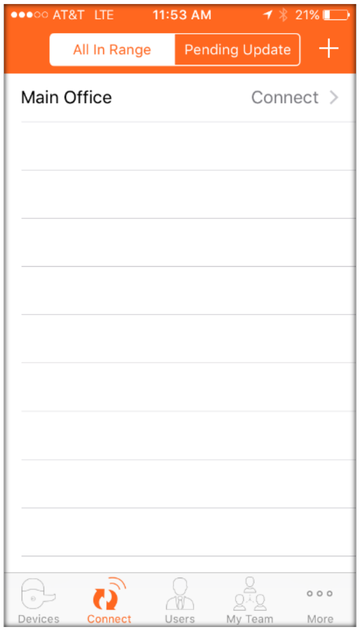
- Select a **SAVED Wi-Fi Network** (when locally available), or
    - In this case there are two saved networks available for selection. **610baLWLAN** and **A1Properties**
- Select **Add a new network**, or
    - To manually enter the new Wi-Fi network settings
- See **Update a Door File or Firmware – Overnight – NDE, LE and CTE**



- Select **Finish** to complete the commission process or, select "**Add another NDE device**" to continue enrolling NDE devices.

Verify SUCCESS

- The nearby NDE lock is shown in the ENGAGE™ Mobile application "Connect" screen with its new name.



HINT: If you are a No-Tour property, it is recommended that the unused proximity credential types be disabled.

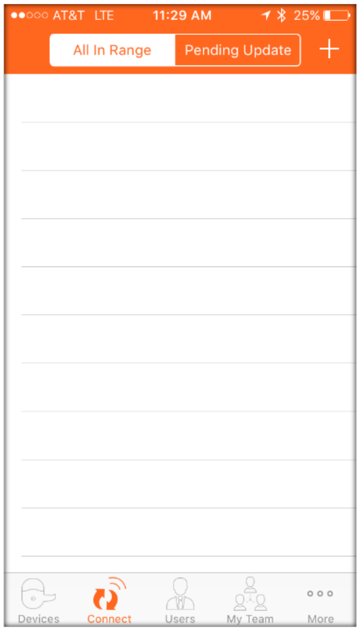
Disabling the unused proximity credentials will provide for improved battery life and quicker access response when the device does not have to also “look” for proximity cards when a credential is presented.

To disable Proximity credentials now, follow these steps:

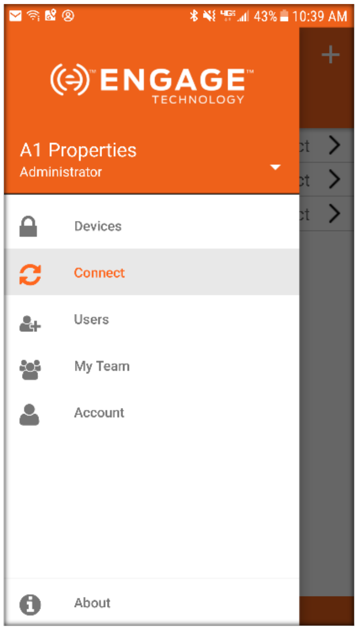
- Connect with the device
- Select the **Configure Device** menu
- Select **Advanced** at the bottom of the “Commission Devices” screen
- Select **Credential Types Accepted** under “Reader Settings”
- Acknowledge the **WARNING!** message
- Select **Continue**
- Deselect (uncheck) all Proximity formats
- Select **SAVE,** then **SAVE** again

LE Commissioning

- Log into the ENGAGE™ Mobile application while near the device to be commissioned.
- Apply Device Power (install batteries)
- On the ENGAGE™ Mobile application, connect to the device to be commissioned
    - For iOS Mobile devices
        - Go to the **Connect** menu at the bottom of your screen
        - Select the **+** sign in the upper right hand corner
    - For Android Mobile devices
        - Select the main menu ICON ☰
        - Then Select the **Connect** Menu

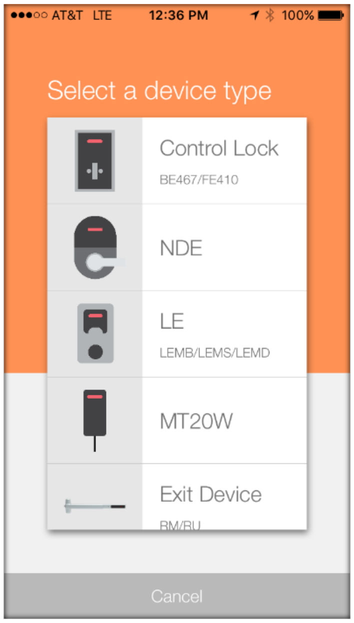


iOS Connect Menu

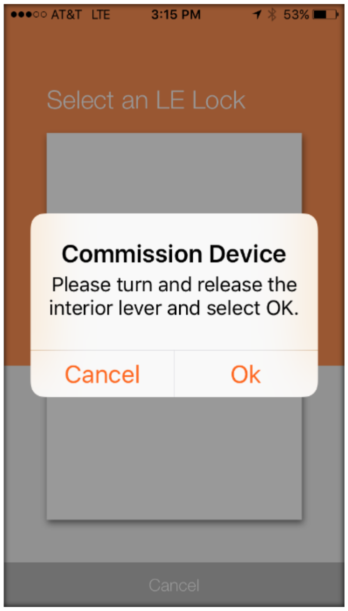


Android Connect Menu

- Select the **LE** Device Type from the list



- Follow the Pop up message instruction to enable Bluetooth "Advertising" for the desired LE device.

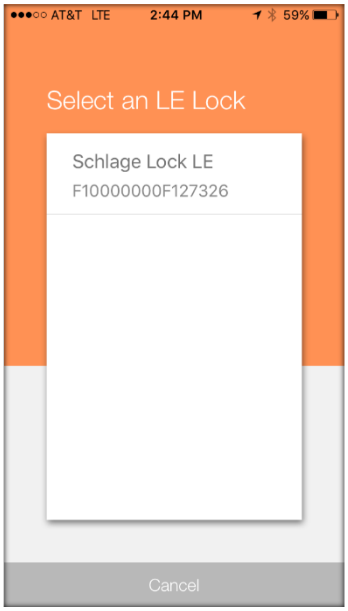


Commission Device

Please turn and release the interior lever and select OK.

WARNING: The LE will "Advertise" for two minutes to allow selection in the next Commissioning step. If the "Advertising" timeout occurs, Repeat this step again – Turn and release the inside lever to try again.

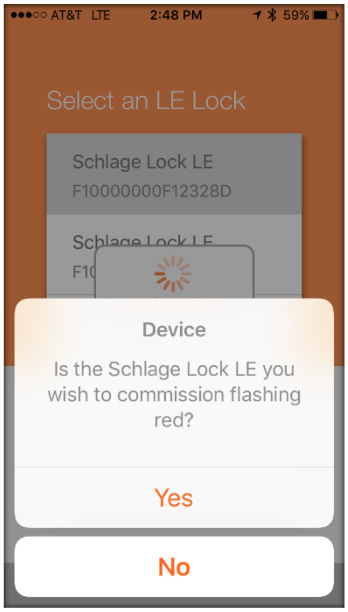
- Select **OK.**
- Select the LE to be commissioned from the nearby list



NOTE: If no device is displayed check for the following conditions

- Be sure the LE battery cover is properly installed. LE will not “Advertise” when the battery cover is not installed properly
- Be sure the lock is Out-Of-The-Box or recently Factory Default Reset (FDR)
- Be sure you are in wireless Bluetooth communication (BLE) range of the lock
- Select **Cancel** to return to the Device Type selection screen and **Try Again**

- Answer the following question to verify the LE device being commissioned.

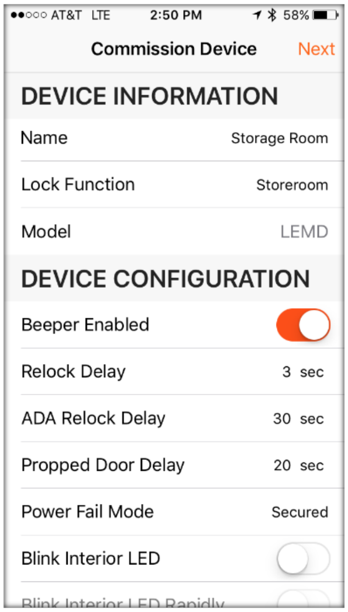


Device

Is the Schlage Lock LE you wish to commission flashing red?

- Select **Yes**
- **Name** the Device (required)
- Select the **Lock function** from the pull-down list
- Adjust any **Device Configuration** Settings**

NOTE: In this case we chose **Storage Room** for the lock name



DEVICE INFORMATION

Name: Storage Room

Lock Function: Storeroom

Model: LEMD

DEVICE CONFIGURATION

Beeper Enabled: ●

Relock Delay: 3 sec

ADA Relock Delay: 30 sec

Propped Door Delay: 20 sec

Power Fail Mode: Secured

Blink Interior LED: ○

Blink Interior LED Rapidly

HINT: If you are a No-Tour property, it is recommended that the unused proximity credential types be disabled.

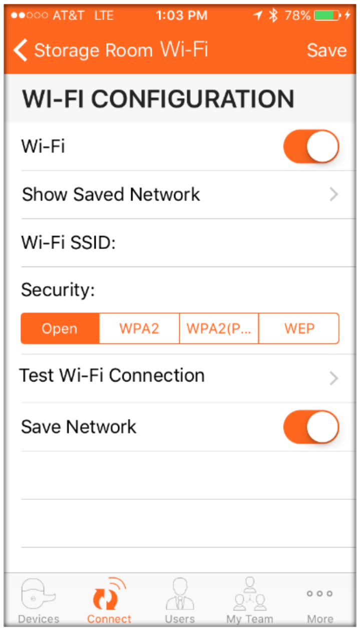
Disabling the unused proximity credentials will provide for improved battery life and quicker access response when the device does not have to also "look" for proximity cards when a credential is presented.

To disable Proximity credentials now, follow these steps:

- Connect with the device
- Select the **Configure Device** menu
- Select **Advanced** at the bottom of the "Commission Devices" screen
- Select **Credential Types Accepted** under "Reader Settings"
- Acknowledge the **WARNING!** message
- Select **Continue**
- Deselect (uncheck) all Proximity formats
- Select **SAVE,** then **SAVE** again

- Select **NEXT**
- If not using the LE Wi-Fi capabilities, slide the Wi-Fi button to Disable Wi-Fi.

NOTE: If you intend to take advantage of the LE Wi-Fi capabilities, see the “**Automated Wi-Fi Updates”** section below.



WI-FI CONFIGURATION

Wi-Fi: On

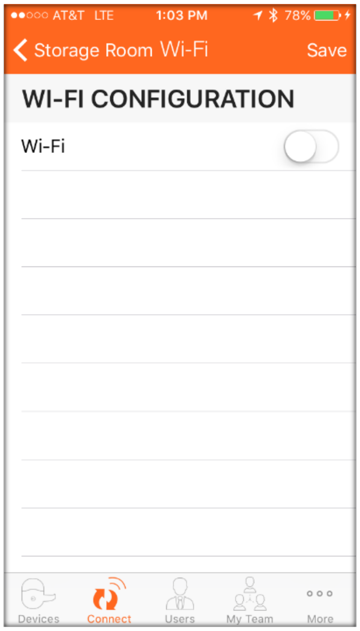
Show Saved Network

Wi-Fi SSID:

Security: [✓ Open] WPA2 WPA2(P... WEP

Test Wi-Fi Connection

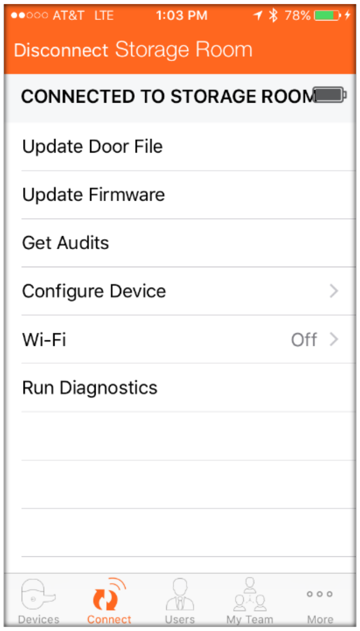
Save Network: On



WI-FI CONFIGURATION

Wi-Fi: Off

- Select **Finish**



Disconnect Storage Room

CONNECTED TO STORAGE ROOM

Update Door File

Update Firmware

Get Audits

Configure Device

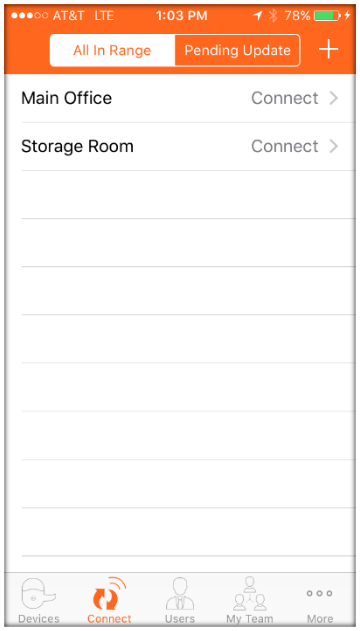
Wi-Fi Off

Run Diagnostics

- Select **Disconnect**

Verify SUCCESS

- The LE lock is shown in the ENGAGE™ Mobile application "Connect" screen with its new name



Main Office Connect

Storage Room Connect

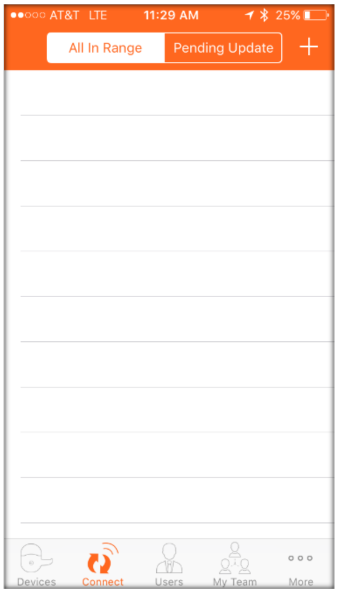
Control Commissioning

- Log into the ENGAGE™ Mobile application while near the Control device to be commissioned.
- Apply power to the Control device. (install batteries)

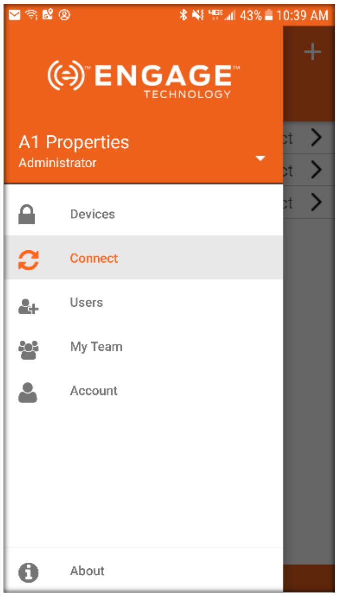
  NOTE: The device must be “Out-Of-The-Box” or recently Factory Default Reset (FDR) in order to be available for commissioning and selection for commissioning

- On the ENGAGE™ Mobile application, connect to the device to be commissioned
- For iOS Mobile devices
  - Go to the **Connect** menu at the bottom of your screen
  - Select the **+** sign in the upper right hand corner

- For Android Mobile devices
  - Select the main menu ICON ☰
  - Then Select the **Connect** Menu

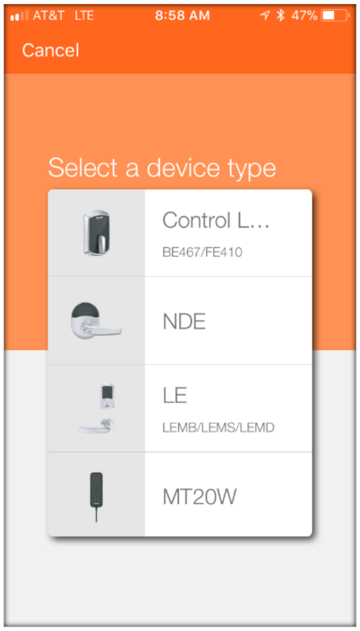


iOS Connect Menu



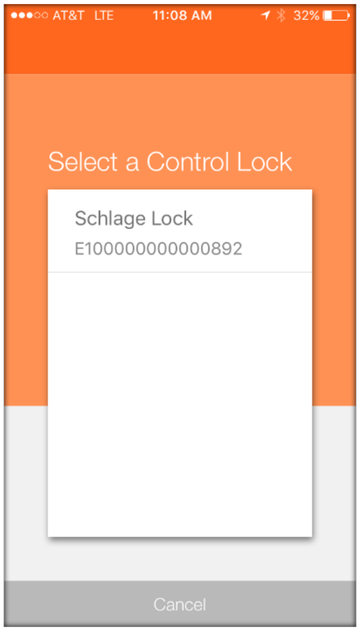
Android Connect Menu

- Select the **Control Lock** Device Type from the list to continue

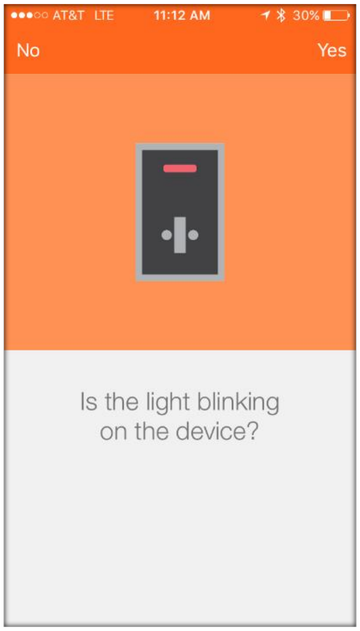


- Select a Control Lock to be commissioned from the list provided

NOTE: All nearby Control devices that are available for commissioning will be displayed. If multiple devices are presented, select the appropriate device by serial number, or just pick one and go to the next step to identify the selected device.



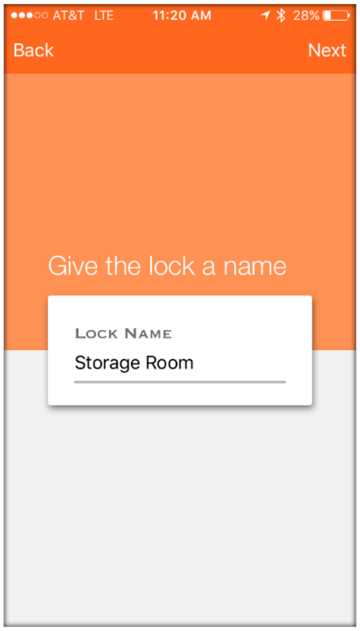
- Verify that the selected device LED is flashing RED.
- Select **YES** to continue.



Is the light blinking on the device?

- Enter the **Lock Name** for this Lock.

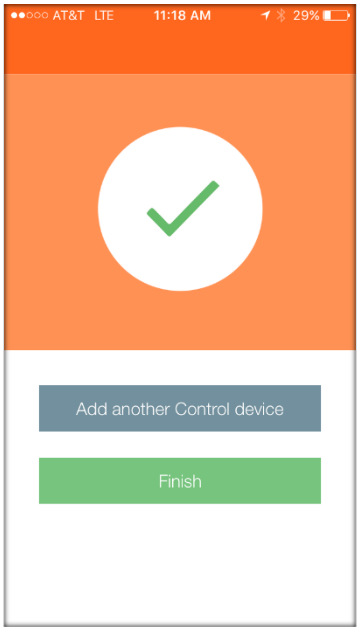
NOTE: In this case we chose "Storage Room".



Give the lock a name

Lock Name
Storage Room

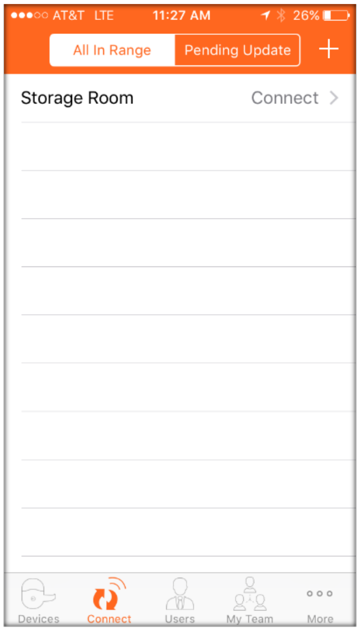
- Select **Next**
- View the Control device commissioned successfully **Check Mark** message



- Select **Finish** to complete the commission process or, select “**Add another Control device**” to continue enrolling Control devices.

Verify SUCCESS

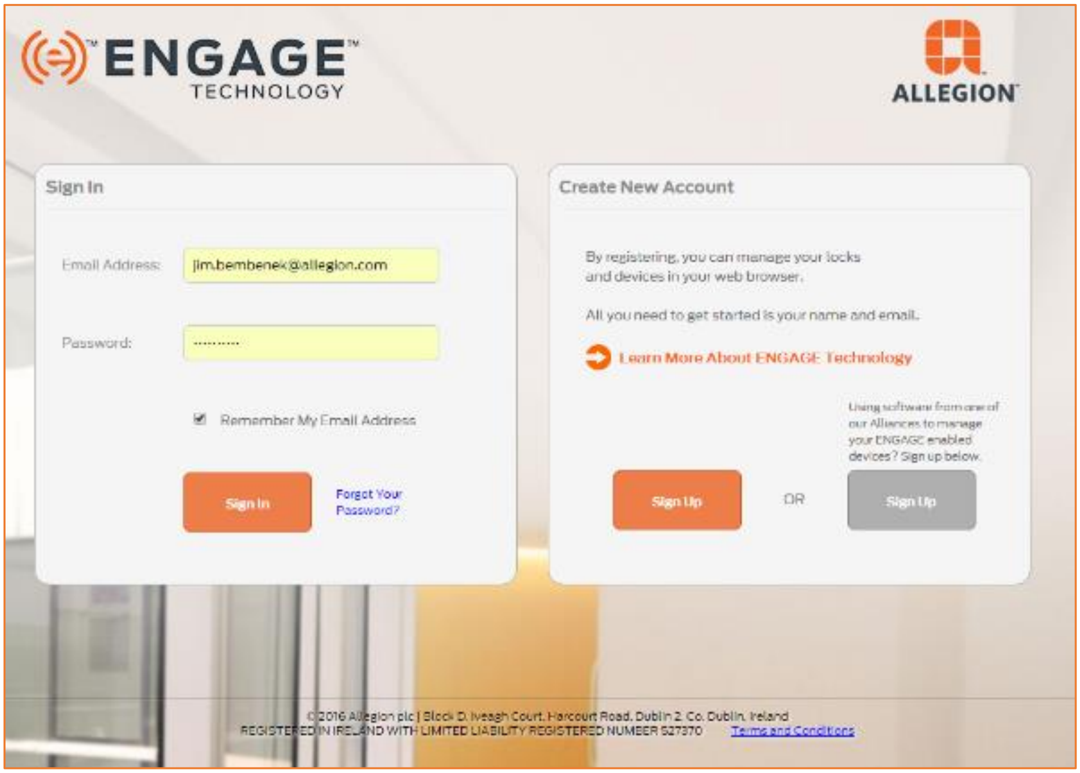
- When in connect range, the newly enrolled Control device is now shown in the ENGAGE Mobile application "Connect" screen with its new lock name



Storage Room Connect >

4. Adding Residents/People to your ENGAGE™ Technology Account

a. Log-in to the ENGAGE web portal using your email and password



Sign In

Email Address: jim.bembenek@allegion.com

Password: ....

☑ Remember My Email Address

Create New Account

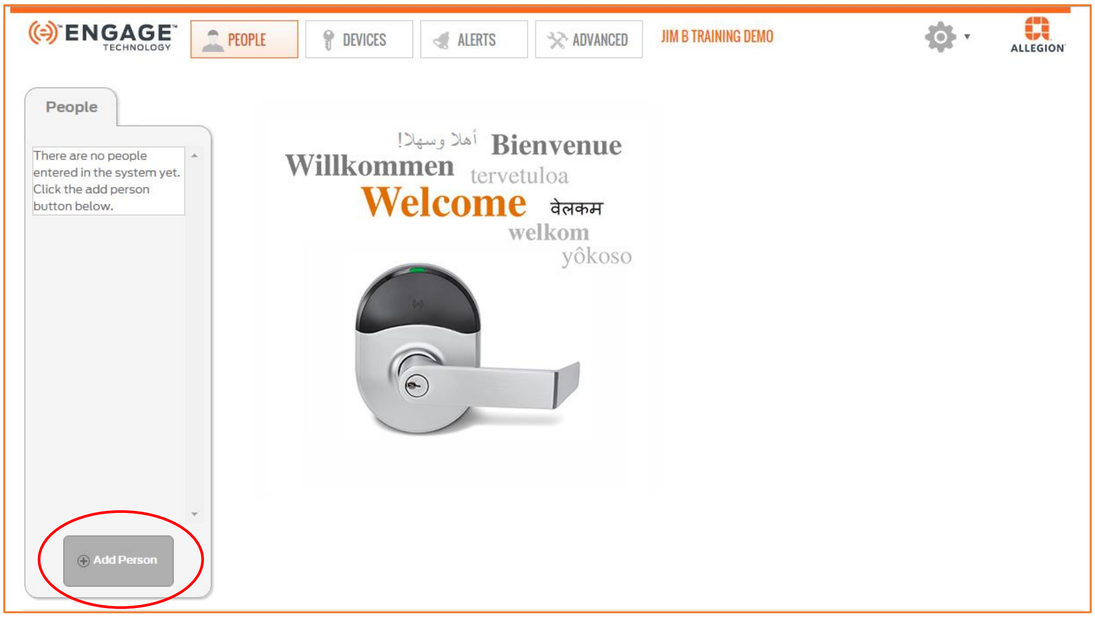
By registering, you can manage your locks and devices in your web browser.

All you need to get started is your name and email.

Using software from one of our Alliances to manage your ENGAGE enabled devices? Sign up below.

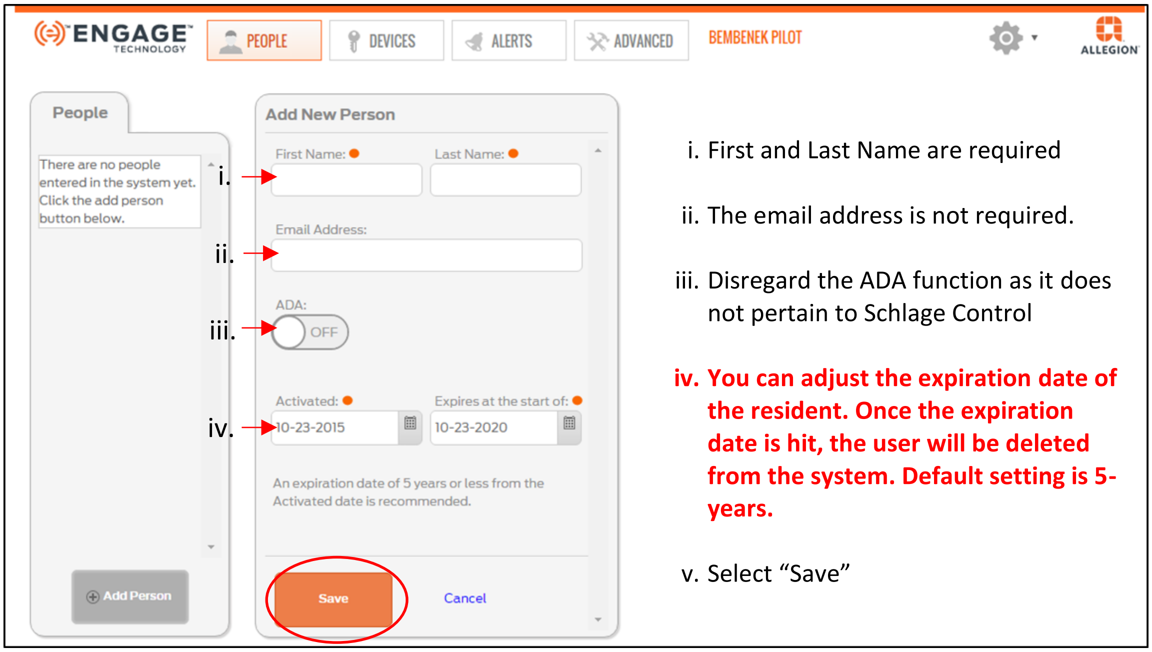
©2016 Allegion plc | Block D, Iveagh Court, Harcourt Road, Dublin 2, Co. Dublin, Ireland
REGISTERED IN IRELAND WITH LIMITED LIABILITY REGISTERED NUMBER 527370 Terms and Conditions

b. Once logged in, you will see this screen. Select “Add Person”



There are no people entered in the system yet. Click the add person button below.

c. Enter the information for the new person.



There are no people entered in the system yet. Click the add person button below.

First Name:

Last Name:

Email Address:

ADA: OFF

Activated: 10-23-2015

Expires at the start of: 10-23-2020

An expiration date of 5 years or less from the Activated date is recommended.

i. First and Last Name are required

ii. The email address is not required.

iii. Disregard the ADA function as it does not pertain to Schlage Control

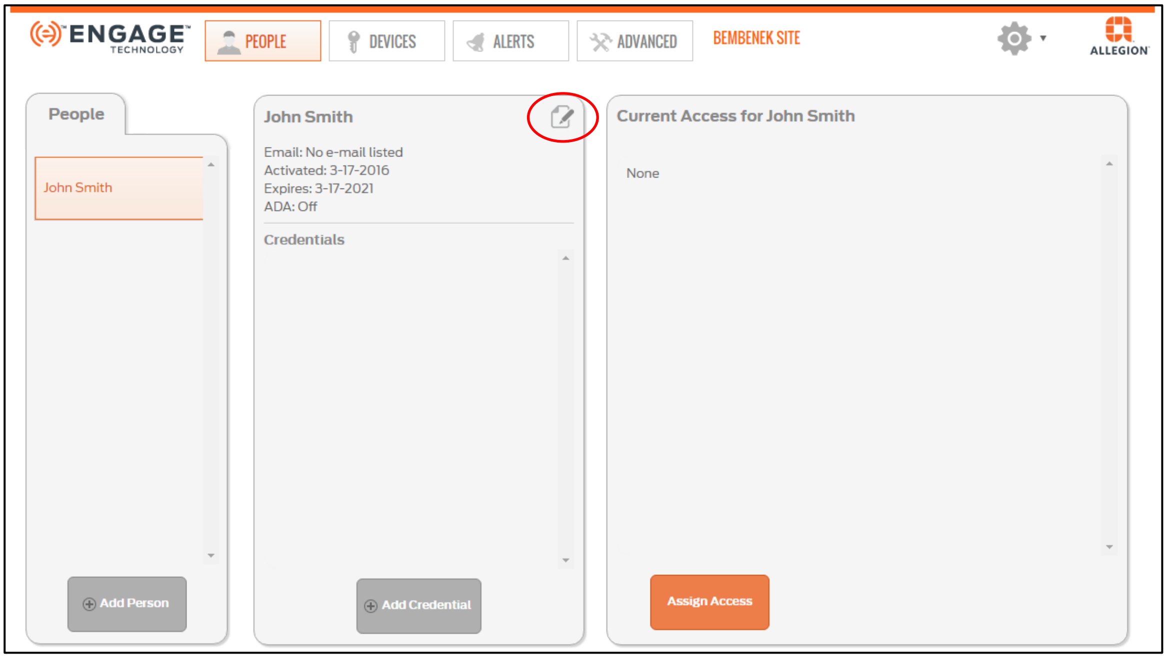
iv. You can adjust the expiration date of the resident. Once the expiration date is hit, the user will be deleted from the system. Default setting is 5-years.

v. Select “Save”

d. The person is now added to your ENGAGE™ Account. At this point no locks or credential have been assigned to this person.

e. To edit their information, select the “Edit Icon”.

f. Repeat Step 4 to add additional people/residents.



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

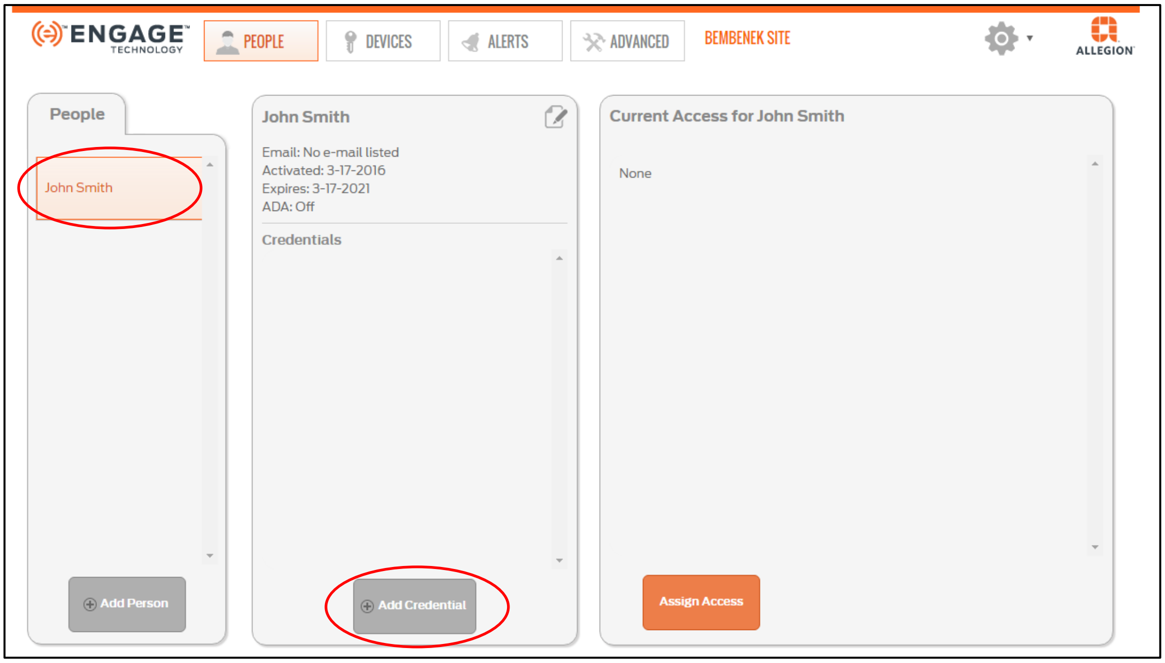
None

5. **Enroll Credentials to the Stock List within your ENGAGE Site**

   a. This step involves using the MT20W Credential Enrollment Reader. The MT20W must be commissioned to your ENGAGE site and be connected to a wireless network. For more instructions on this, see Section 2.

   b. Select a Person from your People List by clicking on their name in the Tab titled "People". The person's information will now appear. Select the "Add Credential" button at the bottom of the screen.

A Solid Blue LED on the enrollment reader must be present to enroll or program any fobs.



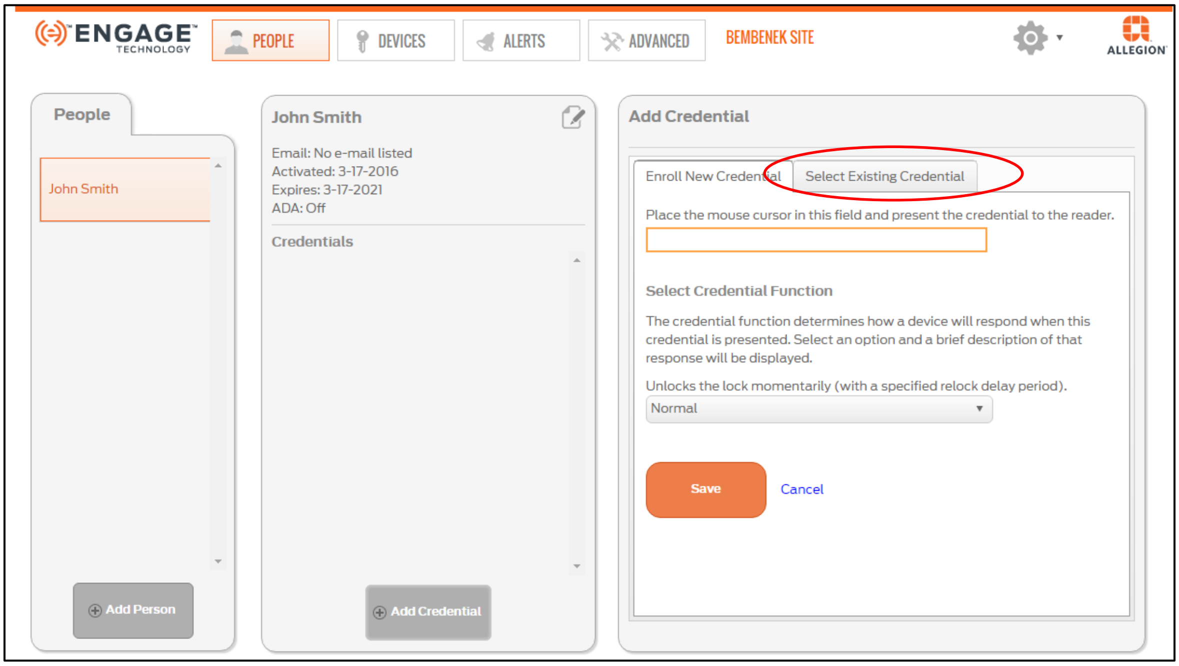
John Smith

John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

None

c. Within the “Add Credential” screen, choose the “Select Existing Credential” tab.



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Add Credential

Place the mouse cursor in this field and present the credential to the reader.

Select Credential Function

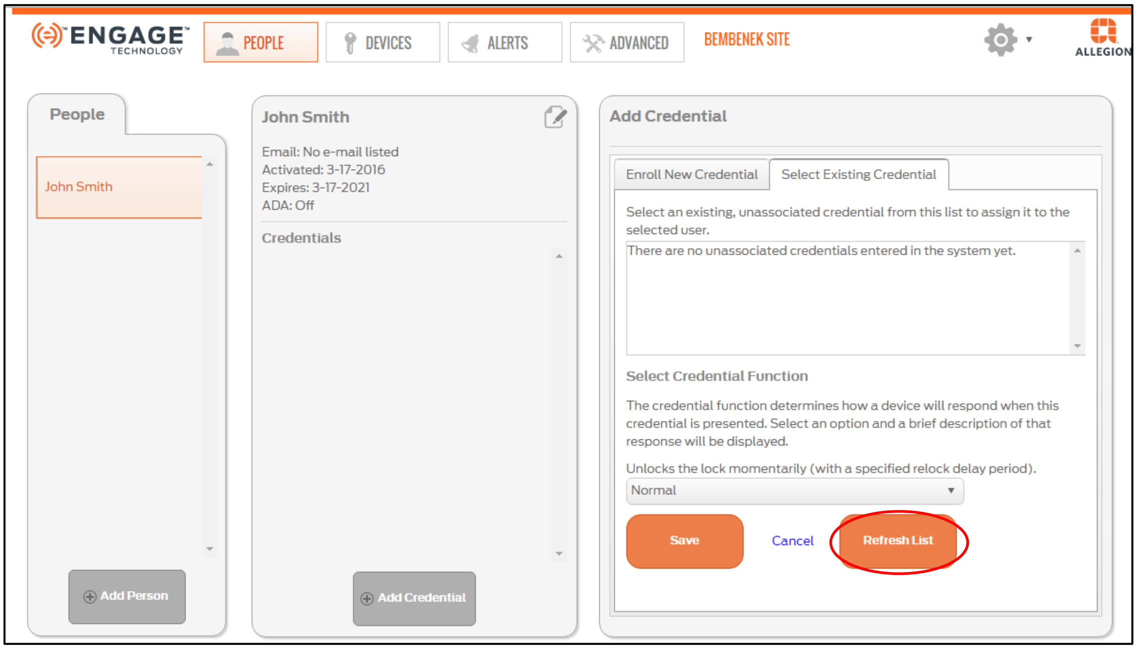
The credential function determines how a device will respond when this credential is presented. Select an option and a brief description of that response will be displayed.

Unlocks the lock momentarily (with a specified relock delay period).

Normal

d. From the “Select Existing Credential” screen, you now enter credentials into your site’s stock list. In the picture below, no credentials have been enrolled yet.

e. Place a credential on the MT20W Reader. It will beep once and turn green. After the second beep remove the credential



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Add Credential

Select an existing, unassociated credential from this list to assign it to the selected user.

There are no unassociated credentials entered in the system yet.

Select Credential Function

The credential function determines how a device will respond when this credential is presented. Select an option and a brief description of that response will be displayed.

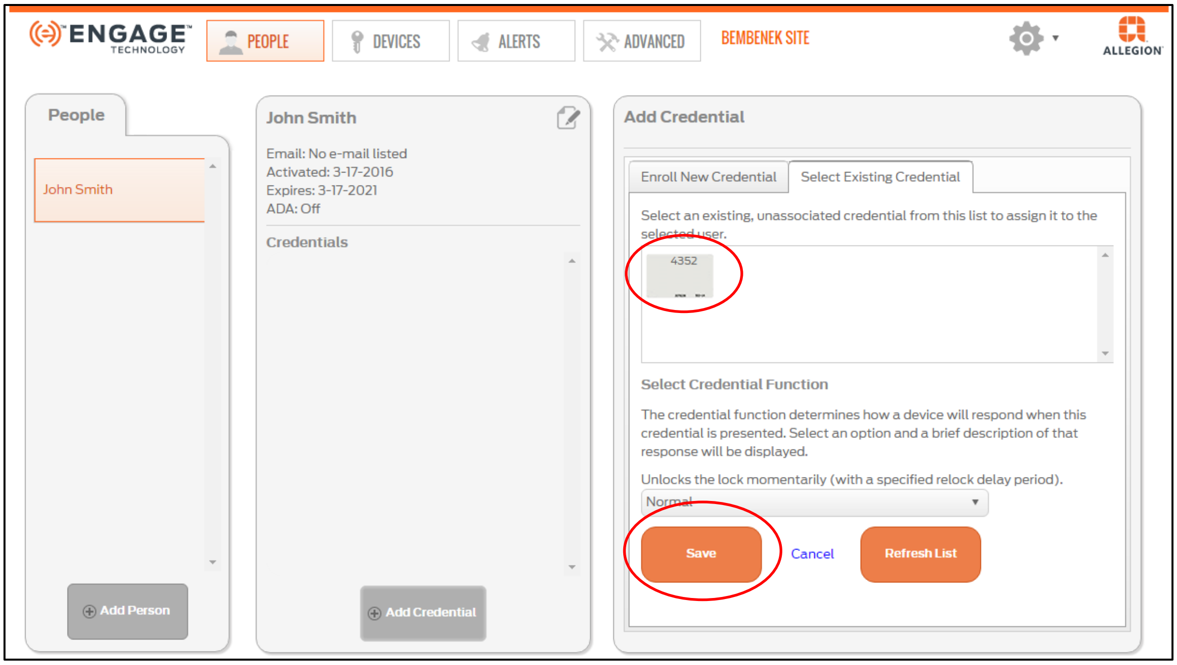
Unlocks the lock momentarily (with a specified relock delay period).

Normal

f. Select “Refresh List”. You should now see the credential you enrolled in the stock list. The credential shows the last few digits of the badge ID.

When adding credentials to your stock list, be patient.
It may take up to 15-20 seconds for it to appear in your stock list.

g. Click on the credential in the stock list and hit “Save”.



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Add Credential

Select an existing, unassociated credential from this list to assign it to the selected user.

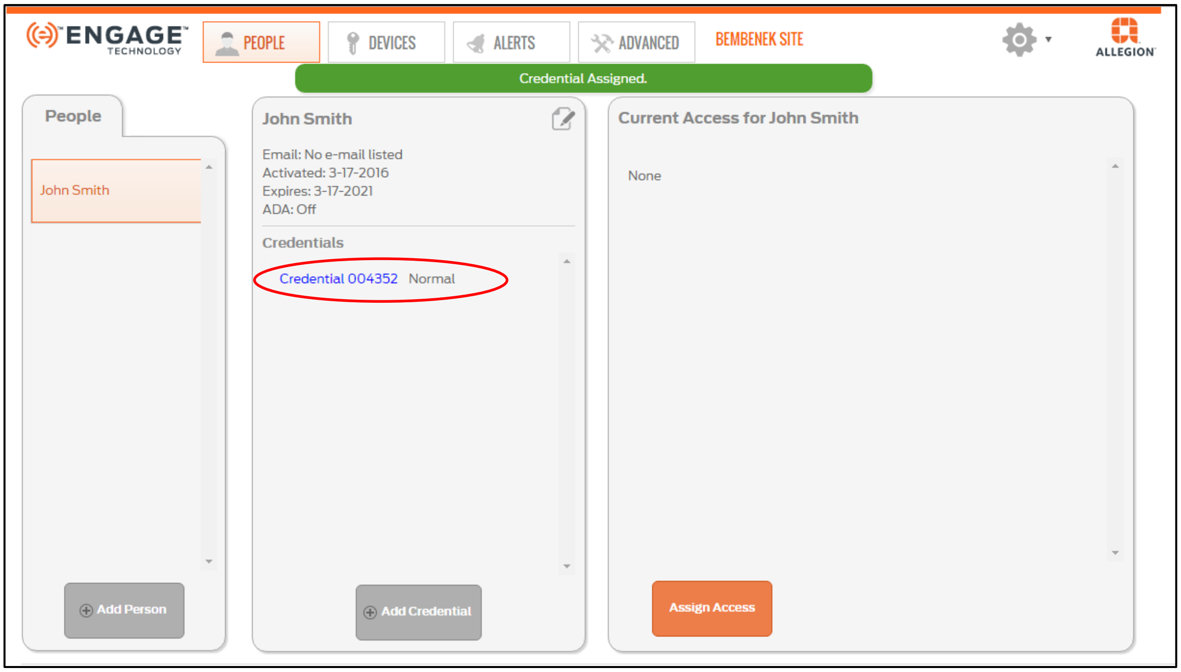
Select Credential Function

The credential function determines how a device will respond when this credential is presented. Select an option and a brief description of that response will be displayed.

Unlocks the lock momentarily (with a specified relock delay period).

Normal

h. The credential is now assigned to the person/resident. However, the resident has not been assigned access to any doors.



Credential Assigned.

John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004352 Normal

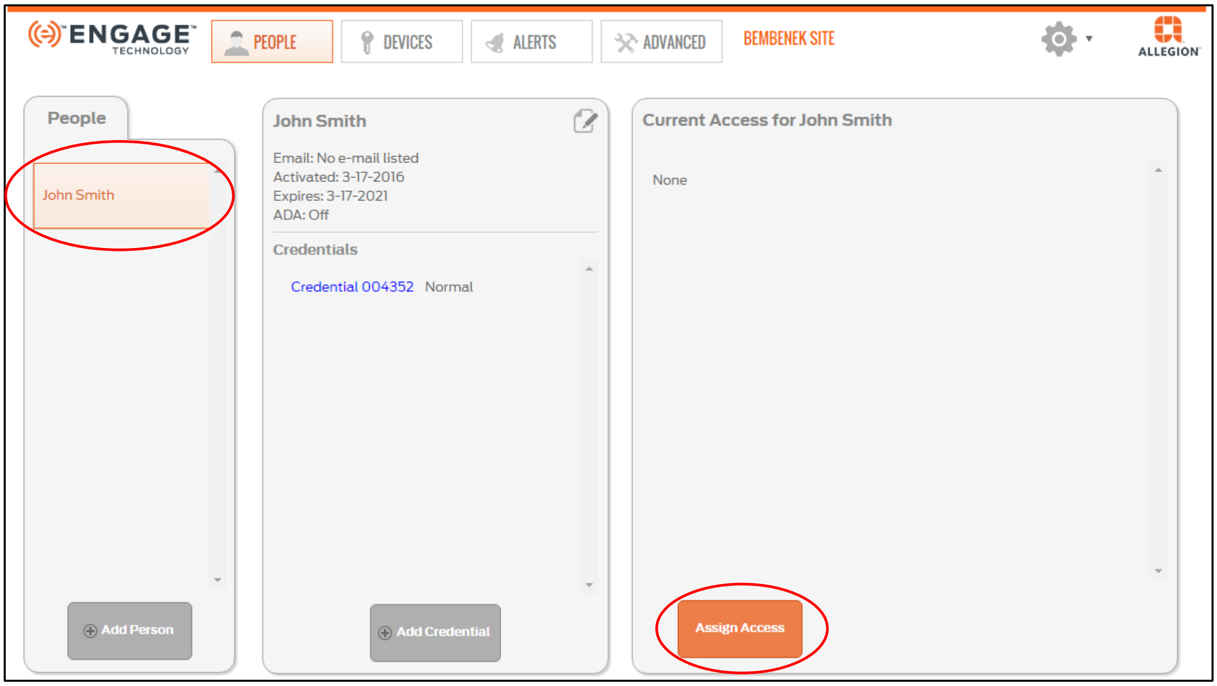
Current Access for John Smith

None

6. Assigning Door Access to People / Residents within the ENGAGE™ Technology web portal

a. Select a person from the “People” list tab

b. Select “Assign Access” button



John Smith

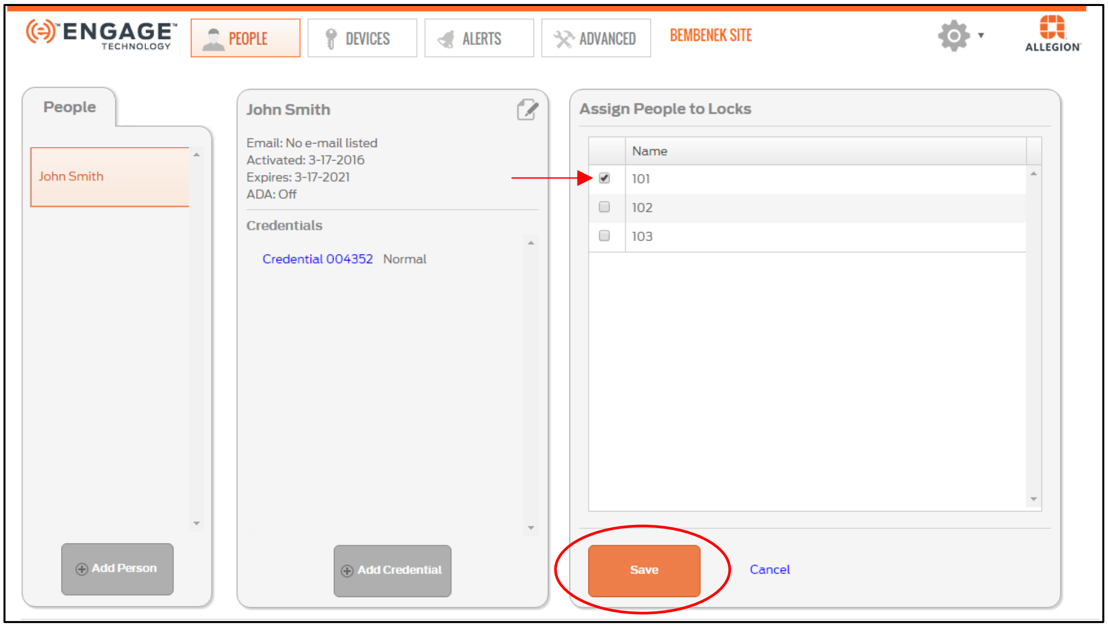
Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004352 Normal

Current Access for John Smith

None



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

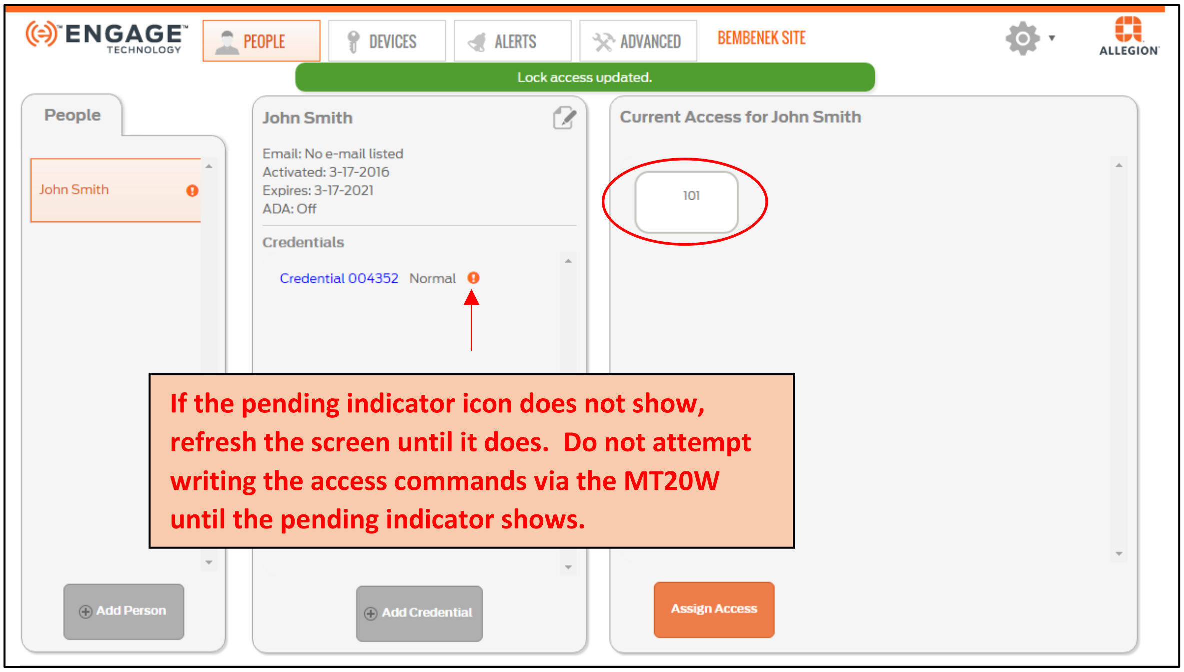
Credential 004352 Normal

Assign People to Locks

	Name
☑	101
□	102
□	103

c. Select the door or doors you would like to assign access to by clicking in the appropriate box next to the door name. Then hit “Save”.

d. After hitting “Save”, you will see a pending indicator icon appear next to the credential. This is instructing you that access rights need to be written to the credential. The assigned lock also appears in the “Current Access” area for the resident.



Lock access updated.

John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004352 Normal

If the pending indicator icon does not show, refresh the screen until it does. Do not attempt writing the access commands via the MT20W until the pending indicator shows.

Do NOT proceed with programming the fob until you have a solid Blue LED on your enrollment reader.

e. To complete the process for the credential and lock assignment, place the credential on the MT20W again. This will write the access commands you just created.

i. The MT20W will flash green 3 times accompanied by 3 beeps to indicate the update completion. The credential is now programmed with up-to-date access information, and can be removed by your MT20W.

ii. The person may now present the credential to the supported lock to complete the update via no-tour.

iii. You can also refresh the screen by selecting the person from the “People Tab”. The pending indicator should now be removed from the credential.

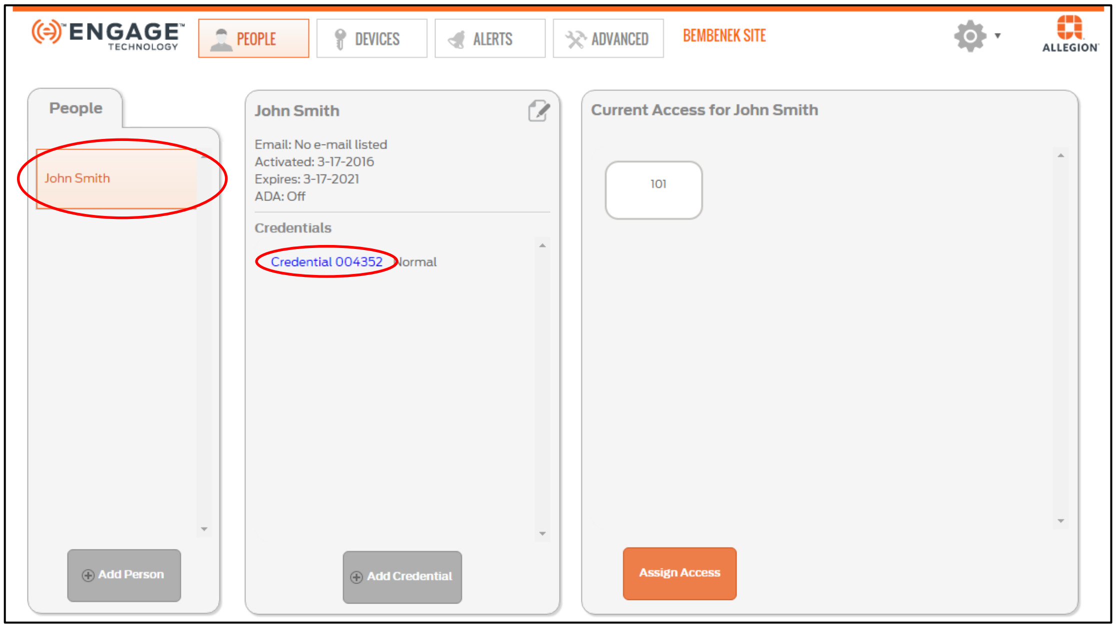
If the Pending indicator is still there, repeat programming and refresh until it goes away.

7. Replace an existing credential

a. If a person loses their credential, follow this process for replacing the lost credential.

i. Select the person who has lost their credential

ii. Next, select the credential you want to replace.



People

John Smith

John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

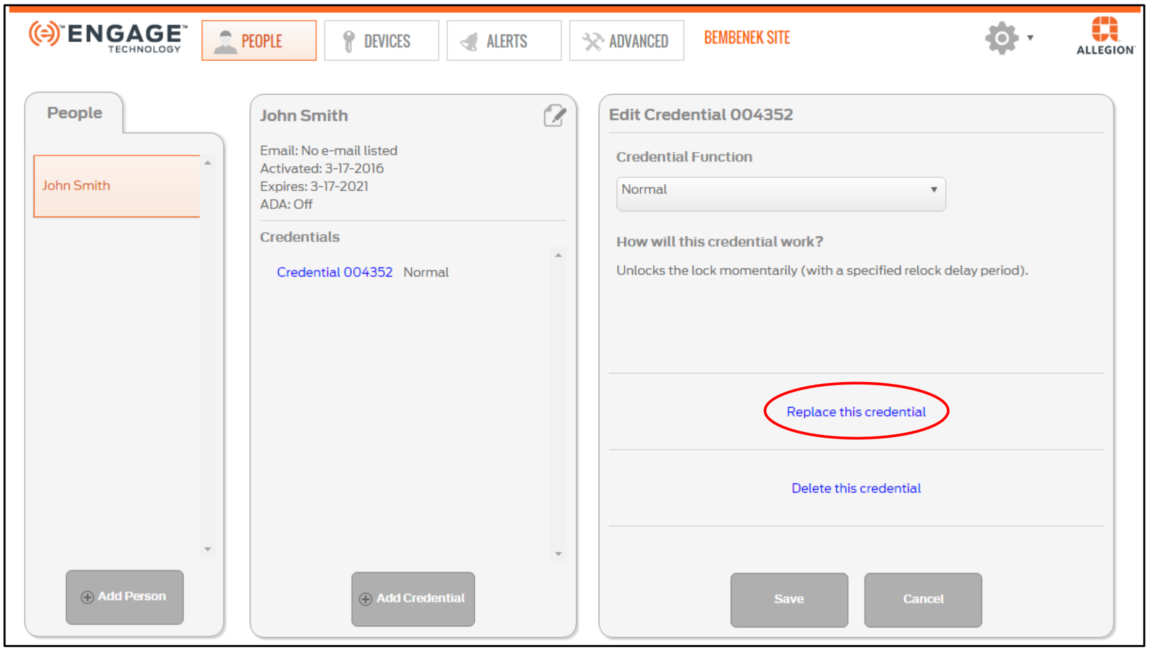
Credentials

Credential 004352 Normal

Current Access for John Smith

101

b. Select “Replace this credential”.



People

John Smith

John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004352 Normal

Edit Credential 004352

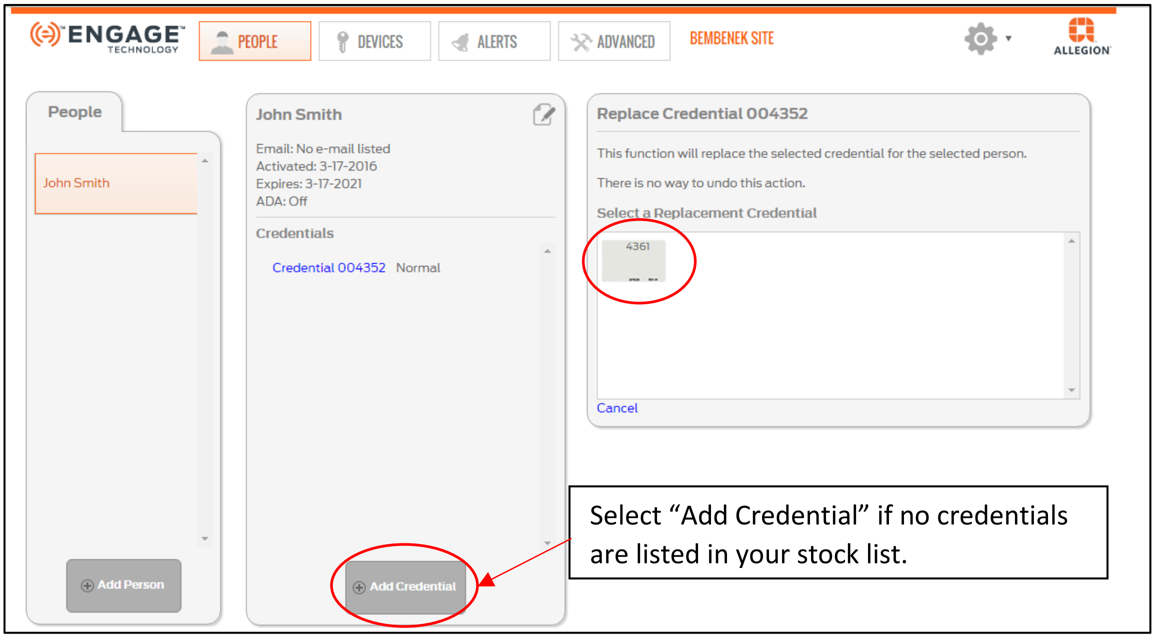
Credential Function

Normal

How will this credential work?

Unlocks the lock momentarily (with a specified relock delay period).

c. This will bring up the "Replace Credential" screen showing your stock list. **If no credentials are in the stock list, select "Add Credential". This will take you to the Credential Screen. Choose the "Select Existing Credential Tab" and go through the process of adding a new credential to the stock list. Then continue with the Replace Credential process.**



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credential 004352 Normal

Replace Credential 004352

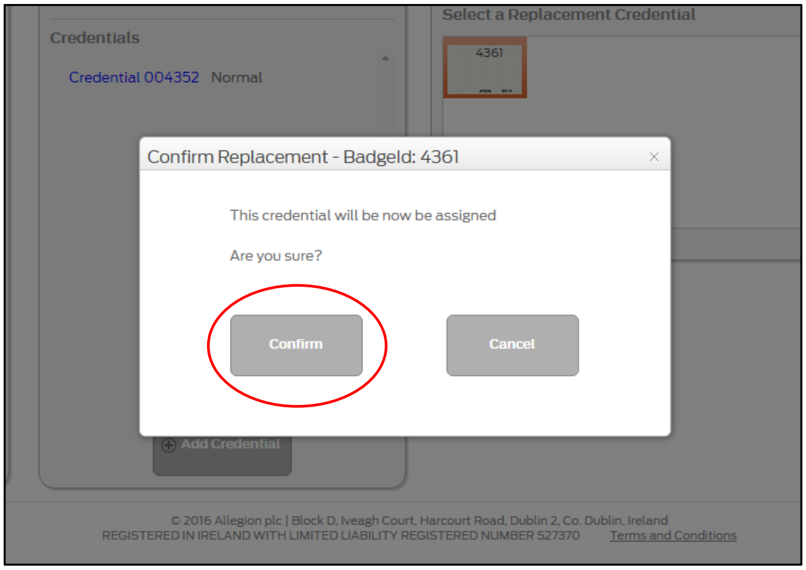
This function will replace the selected credential for the selected person.

There is no way to undo this action.

Select a Replacement Credential

Select "Add Credential" if no credentials are listed in your stock list.

d. Select a credential from the stock list.
e. Confirm you still want to replace the existing credential.



Confirm Replacement - BadgeId: 4361

This credential will be now be assigned

Are you sure?

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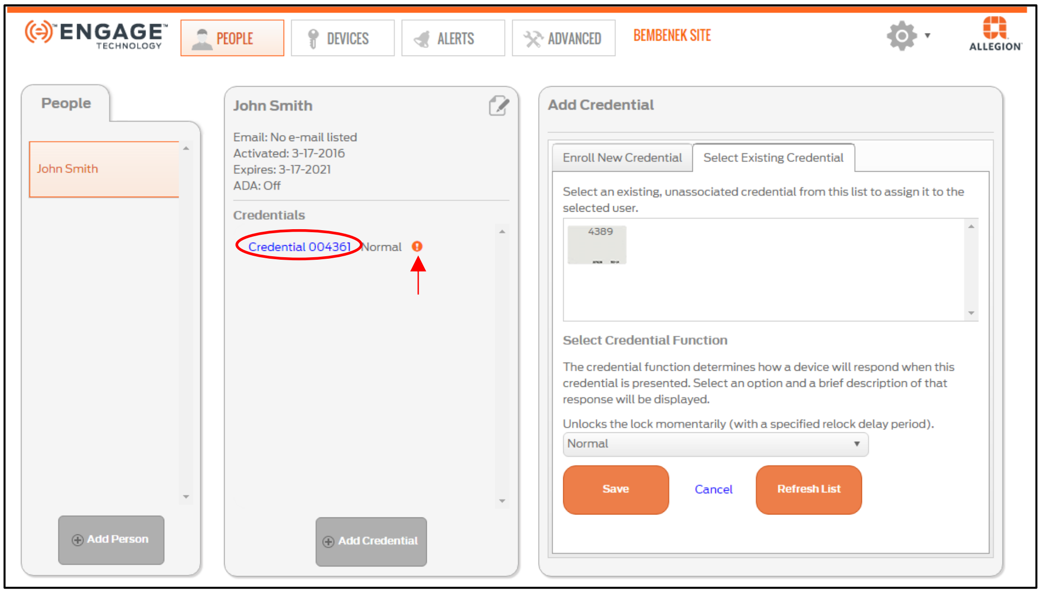
REGISTERED IN IRELAND WITH LIMITED LIABILITY REGISTERED NUMBER 527370 Terms and Conditions

f. The new credential and the pending indicator icon will now appear.



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004361 Normal

Add Credential

Select an existing, unassociated credential from this list to assign it to the selected user.

Select Credential Function

The credential function determines how a device will respond when this credential is presented. Select an option and a brief description of that response will be displayed.

Unlocks the lock momentarily (with a specified relock delay period).

Normal

g. To complete the process for the credential and lock assignment, place the credential on the MT20W again. This will write the access commands you just created.

i. The MT20W will flash green 3 times accompanied by 3 beeps to indicate the update completion. The credential is now programmed with up-to-date access information, and can be removed by your MT20W.

ii. The person may now present the credential to the supported lock to complete the update via no-tour. The old credential will now be blocked from the lock.

iii. You can also refresh the screen by selecting the person from the “People Tab”. The pending indicator should now be removed from the credential.

If a resident were to later find their lost credential after you have established a new one to replace it, always discard this into the trash. Once a credential has been blocked it will no longer work that lock.

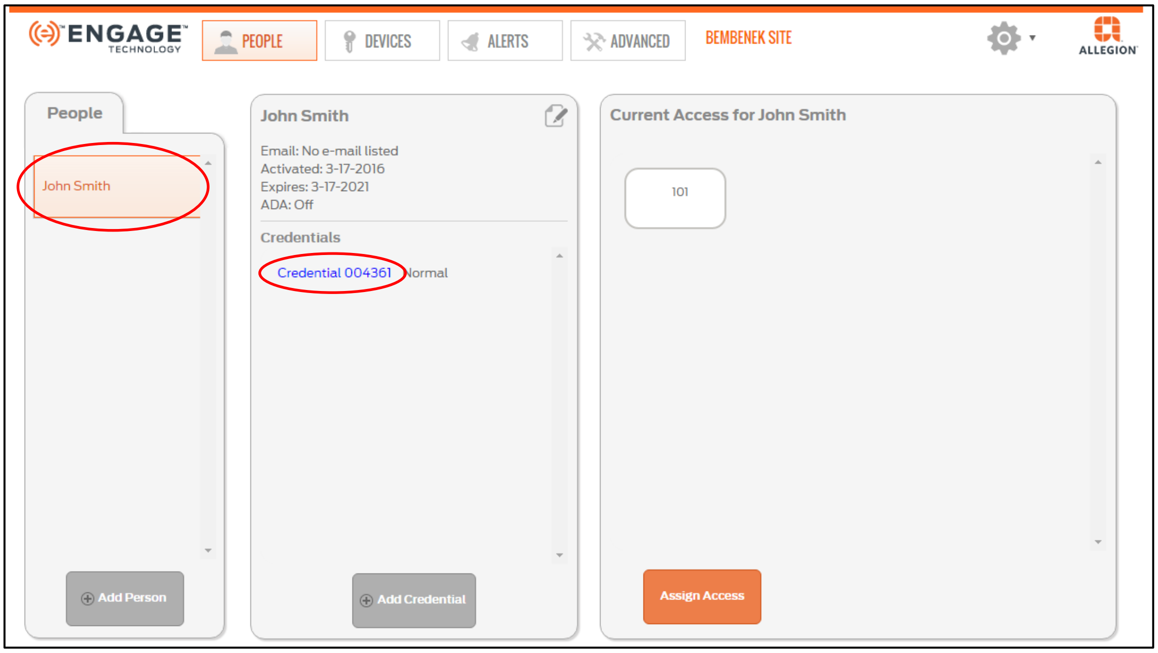
IMPORTANT: Deleting a credential requires you to go to the lock and update the door file. Many times choosing REPLACE is the better option. For example, if someone loses a fob, and needs another one, you should choose REPLACE. Using replace will allow you to program the new fob with the exact same door access as the lost one and will stop the lost one from working.

8. Deleting a Credential

a. This process deletes a credential from the person and the ENGAGE site. It is similar to the Replace Credential process.

i. Select the person who has the credential you would like to delete

ii. Next, select the credential

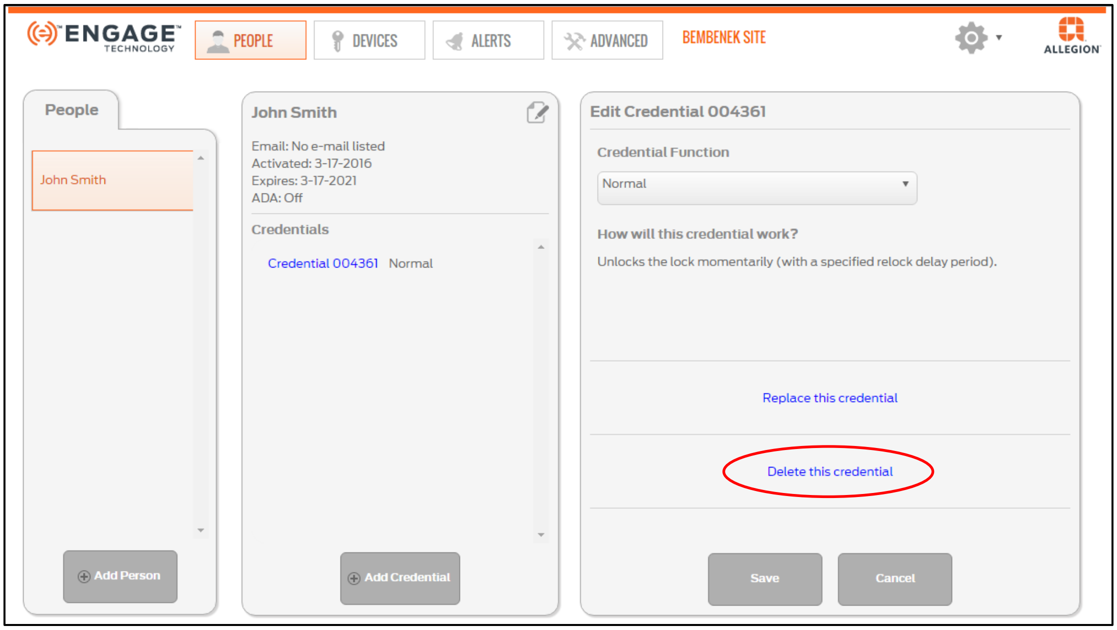


John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credential 004361 Normal

b. Select “Delete this Credential”



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credential 004361 Normal

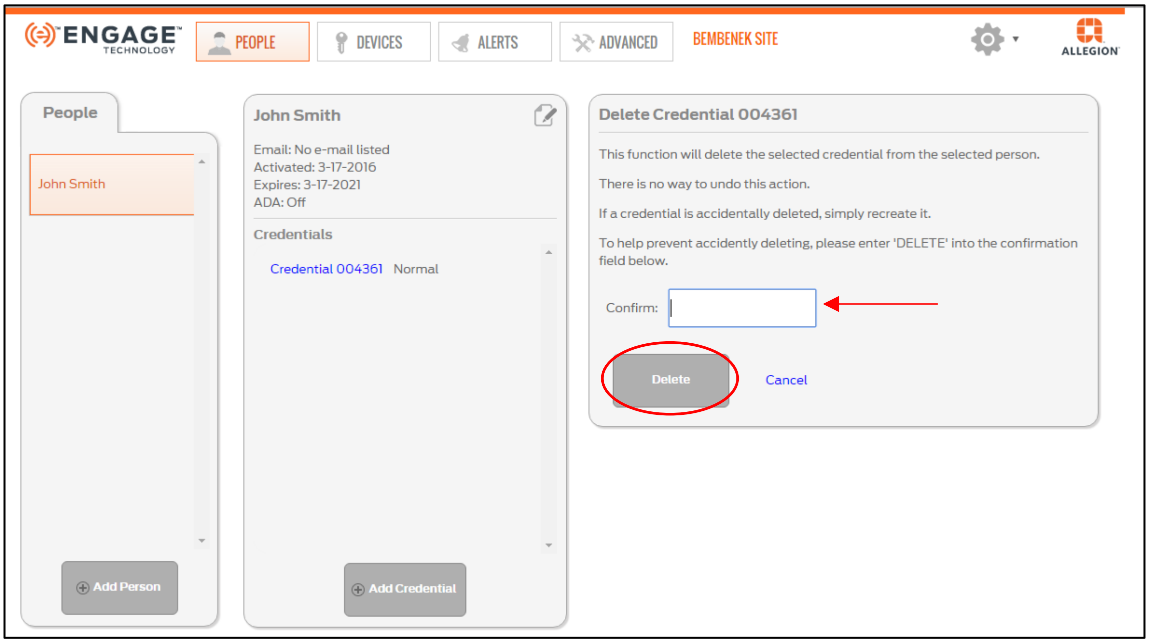
Edit Credential 004361

Credential Function: Normal

How will this credential work?

Unlocks the lock momentarily (with a specified relock delay period).

c. You will now be asked to confirm the deletion of the credential.



John Smith

Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Credential 004361 Normal

Delete Credential 004361

This function will delete the selected credential from the selected person.

There is no way to undo this action.

If a credential is accidentally deleted, simply recreate it.

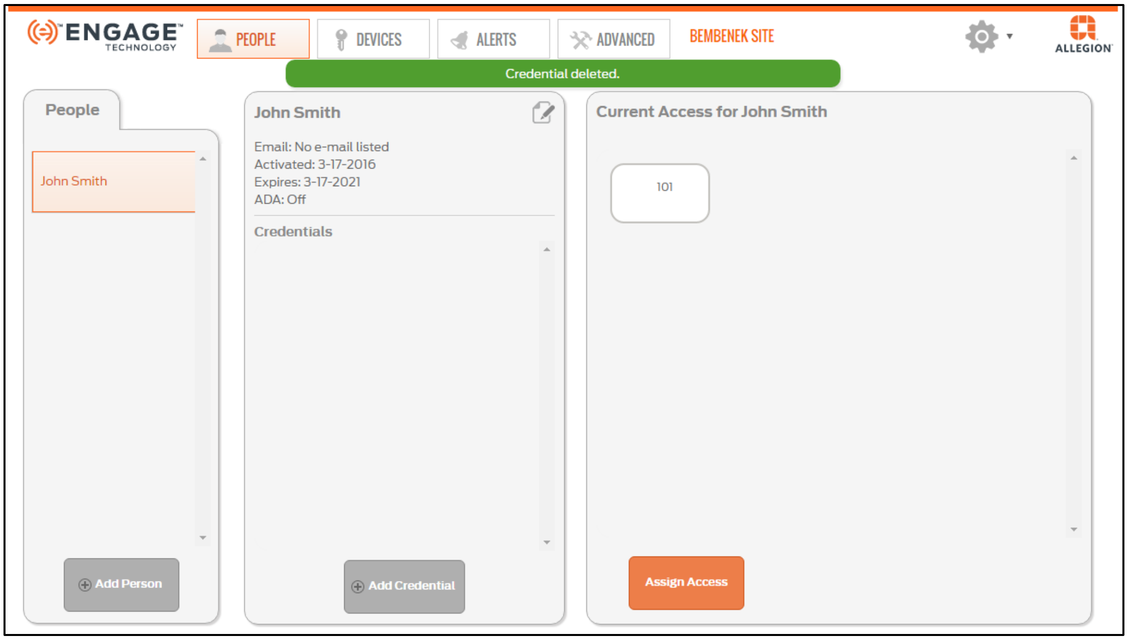
To help prevent accidently deleting, please enter 'DELETE' into the confirmation field below.

Confirm:

i. Type “Delete” in the Confirm Box.

ii. Select the “Delete” button

d. The Credential is now deleted within the ENGAGE application and will no longer show under the person’s name. **IMPORTANT: TO COMPLETE THE DELETE PROCESS, TOUR THE DOOR WITH THE MOBILE APP ON YOUR PHONE OR WI-FI/CELL CONNECTED TABLET AND UPDATE THE DOOR FILE.**



Credential deleted.

John Smith

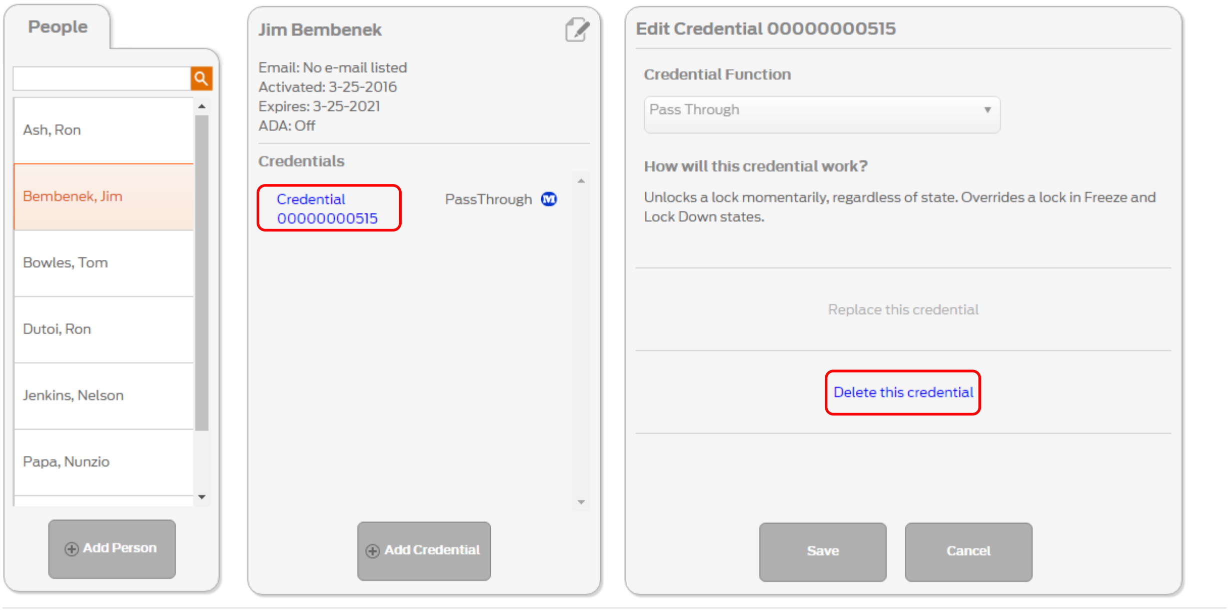
Email: No e-mail listed
Activated: 3-17-2016
Expires: 3-17-2021
ADA: Off

Credentials

Current Access for John Smith

Steps for Deleting a Master Credential.

a) Select the Credential and then select "Delete this Credential."



People

Ash, Ron

Bembenek, Jim

Bowles, Tom

Dutoi, Ron

Jenkins, Nelson

Papa, Nunzio

Add Person

Jim Bembenek

Email: No e-mail listed
Activated: 3-25-2016
Expires: 3-25-2021
ADA: Off

Credentials

Credential 00000000515 PassThrough

Add Credential

Edit Credential 00000000515

Credential Function

Pass Through

How will this credential work?

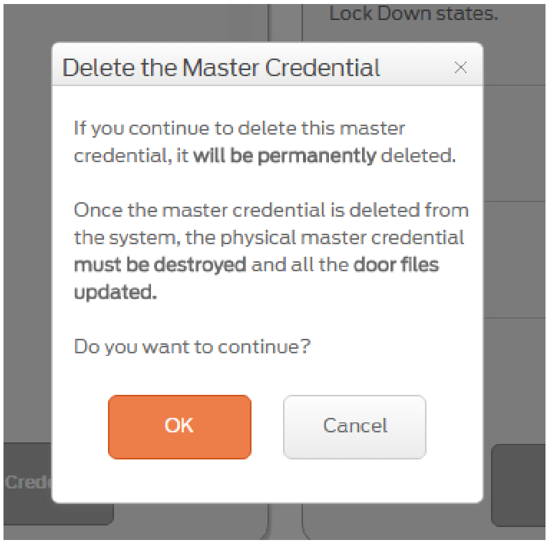
Unlocks a lock momentarily, regardless of state. Overrides a lock in Freeze and Lock Down states.

Replace this credential

Delete this credential

Save Cancel

A pop-up warning will now appear telling you that **if you continue to delete this master credential, it will be permanently deleted. Once the master credential is deleted from the system, the physical master credential must be destroyed and all the door files updated. Do you want to continue?**



Delete the Master Credential

If you continue to delete this master credential, it will be permanently deleted.

Once the master credential is deleted from the system, the physical master credential must be destroyed and all the door files updated.

Do you want to continue?

OK Cancel

Select OK if you wish to continue.

If you proceed, the Credential will be deleted from the ENGAGE account. **However, ALL DOOR FILES must be updated to permanently remove access.**

Update the door file by touring each lock with the ENGAGE mobile application. Connect to the lock and select Update Door File.

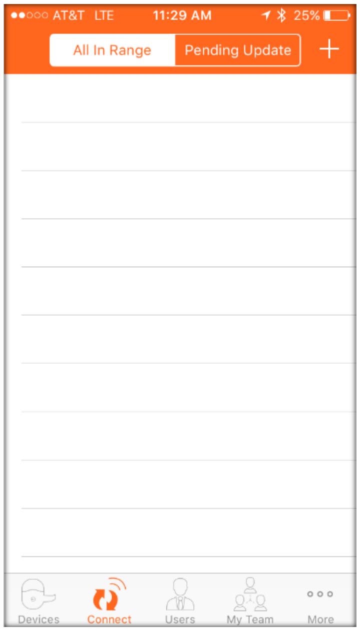
Retrieving Audit data from devices

Overview

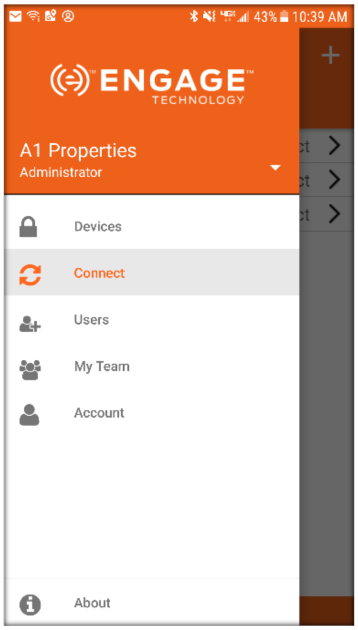
Device and User Audits are information collected by the lock whenever any action is taken. For Control, audits can only be retrieved locally at the door using the ENGAGE™ Mobile application, while NDE, LE and CTE device audits may <u>also</u> be gathered nightly via a Wi-Fi network connection.

Using the ENGAGE™ Mobile application (Control, NDE, LE and CTE)

- On the ENGAGE™ Mobile application, connect to the device to be updated
    - For iOS Mobile devices
        - Go to the **Connect** menu at the bottom of your screen
        - Select the **+** sign in the upper right hand corner
    - For Android Mobile devices
        - Select the main menu ICON ☰
        - Then Select the **Connect** Menu

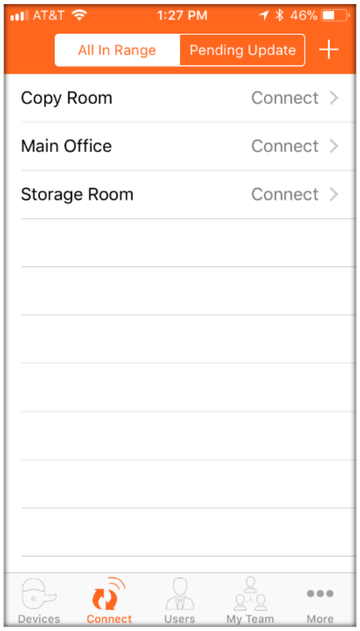


iOS Connect Menu



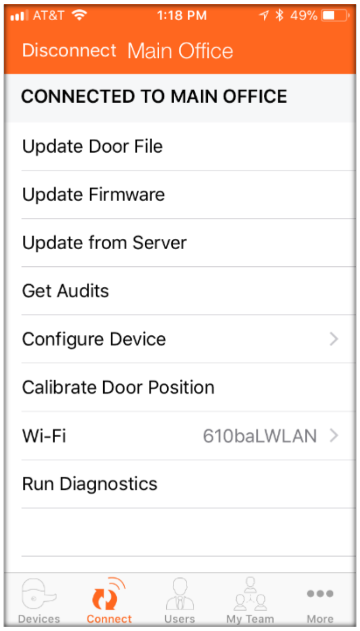
Android Connect Menu

- Select a nearby device to retrieve its audits (**Main Office**)

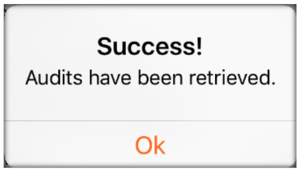


NOTE: The selected device will begin flashing the RED LED when connected and communicating

- Select **Get Audits**



- Select **OK** to acknowledge the **Audits have been Retrieved - Success!** message

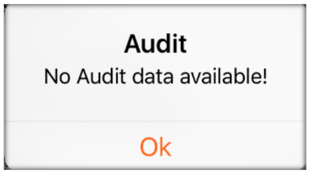


Success!

Audits have been retrieved.

IMPROTANT NOTES:

- The retrieved Audits are now available for viewing on either the ENGAGE™ Web application or the ENGAGE™ Mobile application.
- If you receive this message after selecting “Get Audits”, there are no new Audits available, all existing device audits have already been retrieved.



Audit

No Audit data available!

Using nightly Wi-Fi Updates (NDE, LE and CTE ONLY)

NDE, LE and CTE devices will call in to ENGAGE™ every night when the Wi-Fi network communication settings are properly enabled. New or updated access rights, schedules and any Audits will be returned during the nightly Wi-Fi network call in.

NOTE: No actions other than ensuring proper Wi-Fi network settings are initially installed and working, are required by the administrator to automatically receive nightly device audits from NDE, LE and CTE devices.

Use the devices' Test Wi-Fi feature to verify network settings and proper communication. See Update_a_Door_File_Overnight_LE_NDE_CTE

Viewing Audit Information

Overview

Device and User Audits are information collected by the lock when any action is taken. For Control, audits can only be retrieved locally at the door using the ENGAGE™ Mobile application, while NDE, LE and CTE device audits may also be gathered nightly via a Wi-Fi network connection.

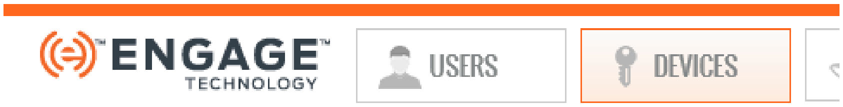
Audits may be reviewed by either of the ENGAGE™ Web or Mobile applications. Audit data may be filtered and exported for easier review and data analysis while using the ENGAGE™ Web application

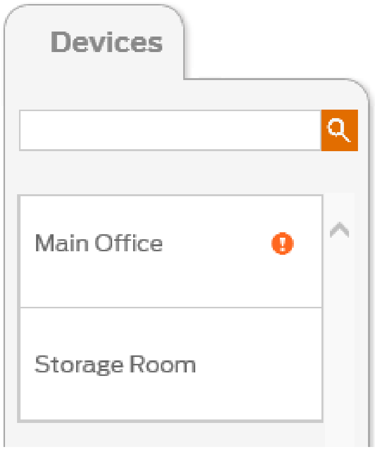
Using the ENGAGE™ Web application

- Open the ENGAGE™ Web application

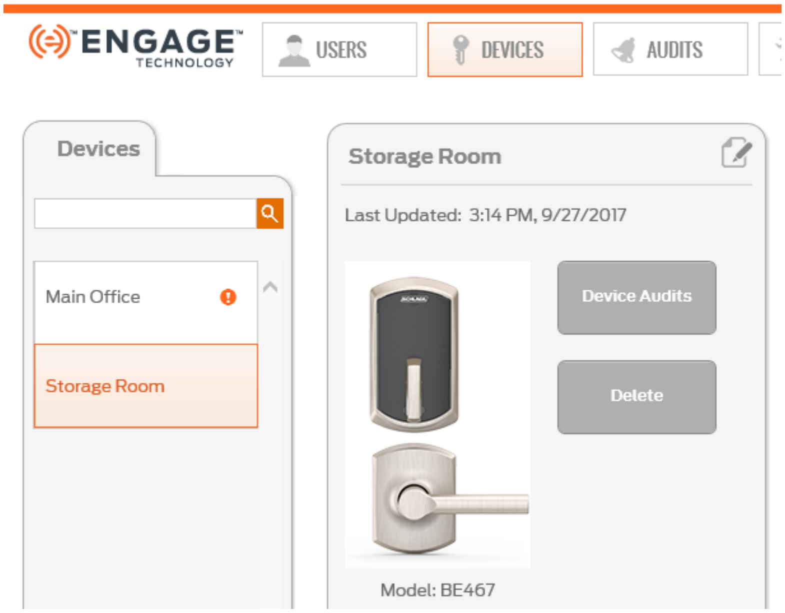
Displaying Audits for an individual device

- Select the **DEVICES** and the **Devices** tab





- Select desired lock from the list – we chose **Storage Room**

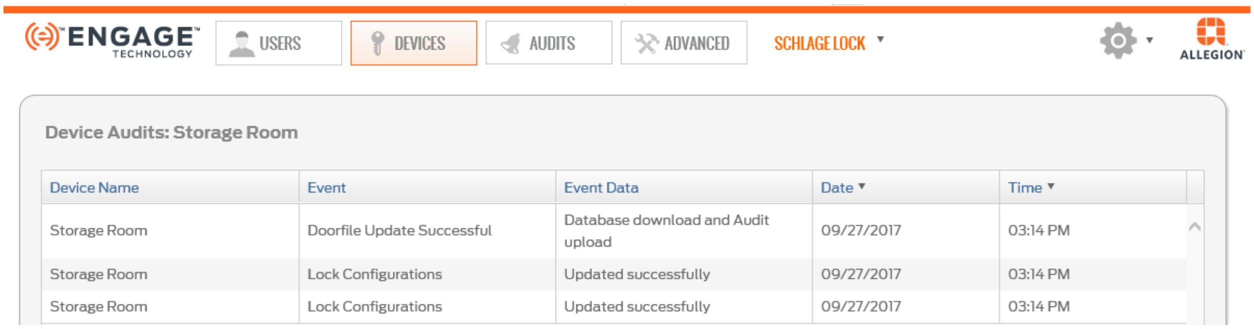


Storage Room

Last Updated: 3:14 PM, 9/27/2017

Model: BE467

- Select **Device Audits.**



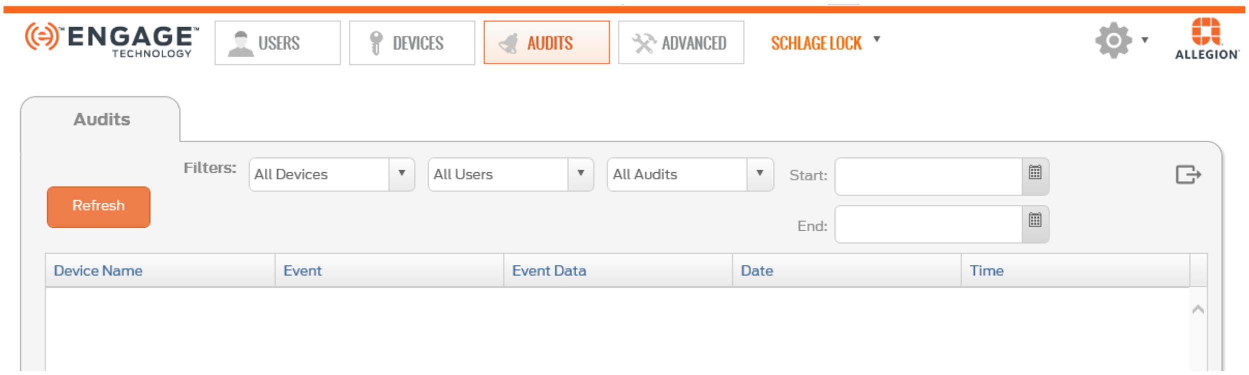
Device Audits: Storage Room

Device Name	Event	Event Data	Date ▾	Time ▾
Storage Room	Doorfile Update Successful	Database download and Audit upload	09/27/2017	03:14 PM
Storage Room	Lock Configurations	Updated successfully	09/27/2017	03:14 PM
Storage Room	Lock Configurations	Updated successfully	09/27/2017	03:14 PM

NOTE: Sort the displayed data as necessary using the SORT feature at the top of each column

Displaying Audits for property wide Audits

- Open the ENGAGE™ Web application.
- Select **AUDITS.**



Filters: All Devices ▾ All Users ▾ All Audits ▾

Start:

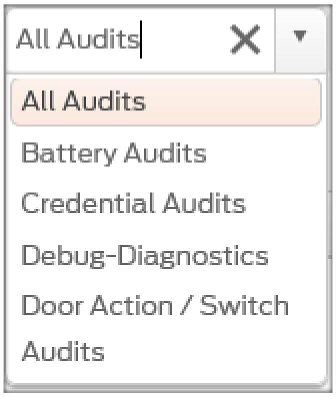
End:

Device Name	Event	Event Data	Date	Time

- Use the available Sort and filter options, as desired.

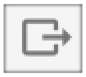
  NOTE: Data can be sorted or filtered numerous ways.

  - By Device or User
  - By Audit Type



  - START and END times

- Export Audits using the square EXPORT button (Top-Right corner of screen)



  - Data will be is saved into a .csv file for easy spreadsheet analysis
  - Save your audit file to disk for archive and analysis

    NOTE: You may need to select the **Refresh** button for the latest information to be displayed

Account Team Members

Overview

Adding property Team Members will allow others to help the Administrator mange the property. Team members can be assigned Administrator, Manager or Operator roles to allow or limit specific capabilities. See Appendix A for a listing of ENGAGE™ features and capabilities available for each of the Team Member Roles.

Team Members assignments and changes can be managed in both ENGAGE™ Web and Mobile applications, however the ENGAGE™ Web application is preferred for ease of data entry.

Administrators:

- Administrators will have unrestricted access to create, modify and delete users, devices and to manage property and device settings.
- Administrators can invite other Administrators, Managers or Operators to the property.

Managers:

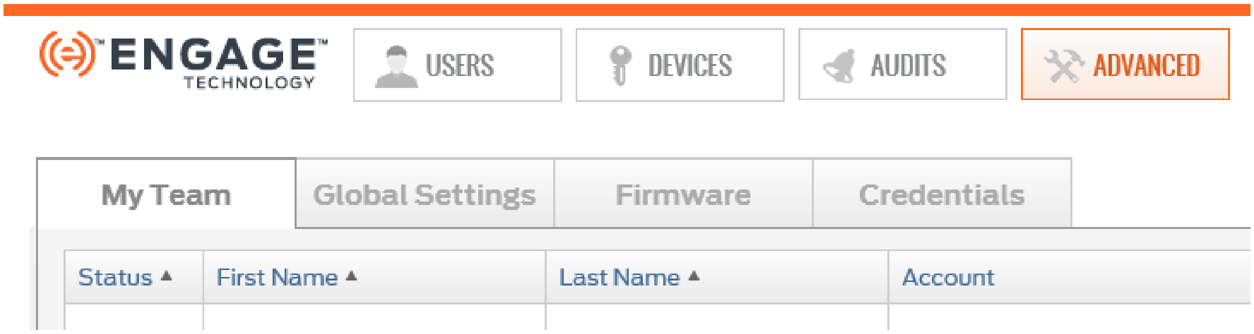
- Managers will have unrestricted access to create, modify and delete users, devices and manage settings.
- Managers CANNOT invite new Administrators or new Managers to the property.
- Managers can add new Operators to the property.

Operators:

- Operators will have the most restricted capability.
- Operators manage daily maintenance operations like Updating Door Files, uploading Audits at the door into ENGAGE™.
- Operators may also perform some maintenance items like updating devices at the door with new firmware or new settings.
- Operators CANNOT invite other Administrators, Managers or Operators to the property.

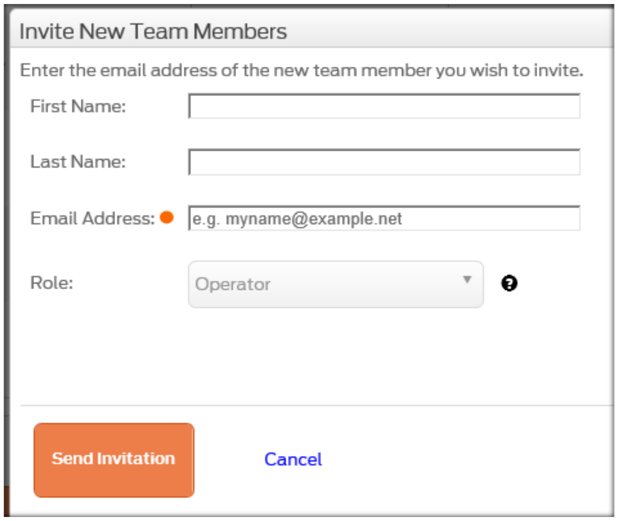
Assigning Team Members

- Open the ENGAGE™ Web application
- Select the **Advanced** tab
- Select the **My Team** tab



- Select **Add Team Member** button at the bottom of the screen and enter the details

- **First** and **Last** Name
- **Email Address**
- Select the Team Members **Role**



Invite New Team Members

Enter the email address of the new team member you wish to invite.

First Name:

Last Name:

Email Address: ● e.g. myname@example.net

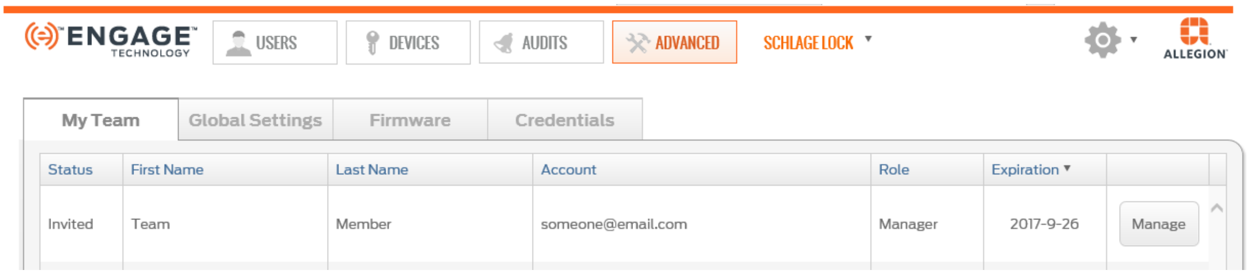
Role: Operator ▾ ❓

HINT: You may hover over the "?" next to Role: to see their definitions

- Select **Send Invitation**

Verify Success

- See the new Team Member is now listed in the **My Team** tab as Invited.



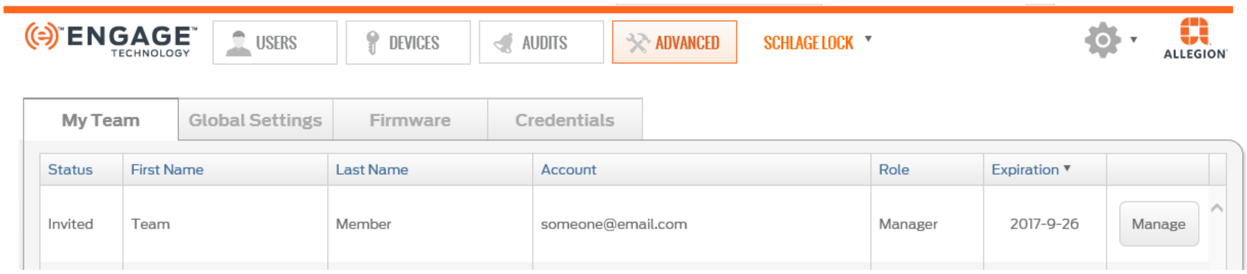
Status	First Name	Last Name	Account	Role	Expiration ▾	
Invited	Team	Member	someone@email.com	Manager	2017-9-26	Manage

NOTE: If a new Team member does not receive the Invitation email - check the **SPAM** / **TRASH** email folders and check that the email address was originally entered correctly

Verifying the Invitation email Address (resend)

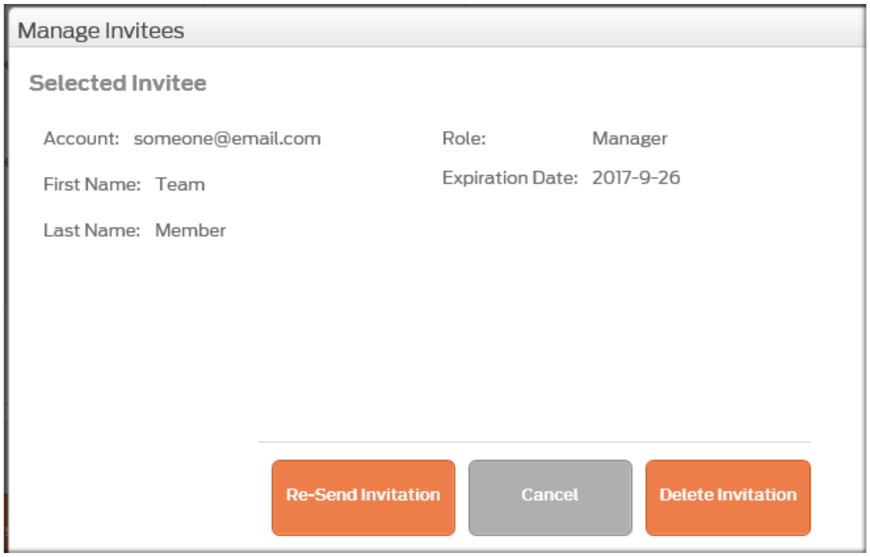
To verify the correct email address was entered and to re-send the invitation open the ENGAGE™ Web application to review the data entered.

- Select **Advanced** tab
- Select **My Team** tab
- Select the **Manage** button for the "Invited" Team Member



Status	First Name	Last Name	Account	Role	Expiration	
Invited	Team	Member	someone@email.com	Manager	2017-9-26	Manage

- Verify the email address is correct for this Team Member



Account: someone@email.com

First Name: Team

Last Name: Member

Role: Manager

Expiration Date: 2017-9-26

- Select **Re-Send Invitation** to **try again**

APPENDIX A – Property Role Assignment and Capabilities

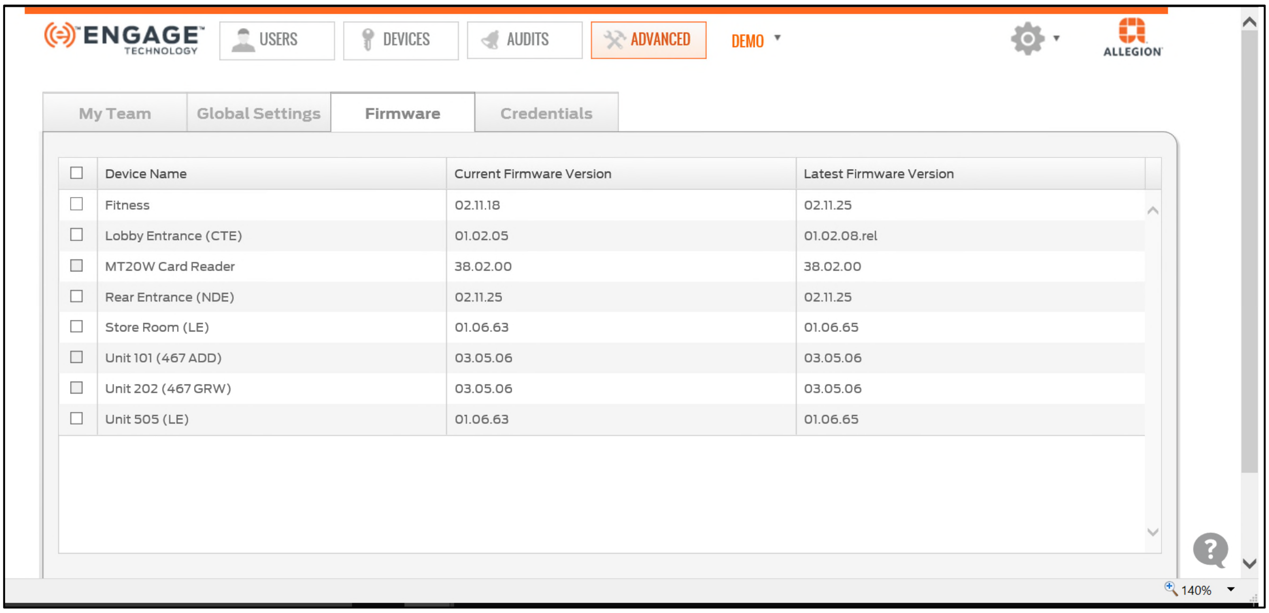
Administrator – Manager – Operator

ENGAGE™ Feature and Role Assignment	***Administrator***	***Manager***	***Operator***
Multiple Roles per property account	X	X	X
Access Multiple property accounts	X	X	X
Default role for new accounts	X		
Mobile application Access	X	X	X
Web application Access	X	X	X
Manage property information	X		
Invite users as Administrators	X		
Invite users as Manager	X		
Invite users as Operator	X	X	
Manage Invited users as Administrator	X		
Manage Invited users as Manager	X		
Manage Invited users as Operator	X	X	
Assign users as Administrator	X		
Assign users as Manager	X		
Assign users as Operator	X	X	
Delete Property Administrators	X		
Delete Property Managers	X		
Delete Property Operators	X	X	
Commission Devices	X	X	
Manage Devices	X	X	
Delete Devices	X		
Manage People	X	X	
Connect to Devices	X	X	X
Update Door Files	X	X	X
Update Firmware	X	X	X
Update from Server	X	X	X
Run Diagnostics	X	X	X
Get Audits	X	X	X
View Wi-Fi Settings	X	X	X
Change Wi-Fi settings	X	X	
View Audits / Alerts	X	X	

Determining if your device needs a firmware upgrade, requires you to go to the Advanced tab, then Firmware. From this screen you will see your devices current firmware and what the latest firmware version is available for download.

Notes:

1. Firmware downloads can take up to 10 minutes per device to fully complete. After the download occurs from the mobile app there is an "unpacking" of the firmware that takes place and the lock will blink multiple colors and beep. Again, total time for completion is about 10 minutes.
2. It is best to ensure your MT20W enrollment reader always has the most current firmware installed. This process is located in Step 6 of this manual.
3. Just because there is a newer firmware version available on various locks, it doesn't mean you need to do this immediately. It is recommended that firmware is done annually and best to schedule it when you have routine preventative maintenance at the unit or at resident turnover.
4. If you have any CTE, NDE or LE locks on your property and they are connected to wi-fi, you can select the box to the left of them which will signal Engage to download the latest firmware version. This does not apply to Control deadbolts or the MT20W enrollment reader.



□	Device Name	Current Firmware Version	Latest Firmware Version
□	Fitness	02.11.18	02.11.25
□	Lobby Entrance (CTE)	01.02.05	01.02.08.rel
□	MT20W Card Reader	38.02.00	38.02.00
□	Rear Entrance (NDE)	02.11.25	02.11.25
□	Store Room (LE)	01.06.63	01.06.65
□	Unit 101 (467 ADD)	03.05.06	03.05.06
□	Unit 202 (467 GRW)	03.05.06	03.05.06
□	Unit 505 (LE)	01.06.63	01.06.65

Updating Device Firmware

Overview

Device firmware should be kept up to date to ensure property wide device compatibility and operations and to ensure the latest features and updates are provided at the door and your property.

Individual device firmware updates are available for Control, NDE, LE, CTE and the MT20W using the ENGAGE™ Mobile application.

> WARNING: If you are using a **Software Alliance Member** (SAM) account, be sure to consult your SAM before updating firmware on your devices. Ensure your SAM software version is compatible with the latest ENGAGE™ device firmware.

IMPORTANT NOTES:

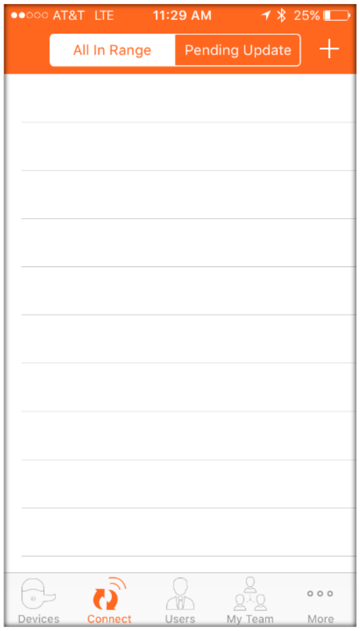
- Control device firmware must always be updated at the door using the ENGAGE™ Mobile application and **Firmware Updates** at the nearby door.
- For NDE, LE and CTE devices, overnight Wi-Fi network firmware updates can be scheduled by the ENGAGE™ Mobile application when a Wi-Fi network connection is properly enabled.
- NDE, LE and CTE firmware nightly Wi-Fi updates are scheduled by ENGAGE™ in the early morning hours during low Wi-Fi network client activity and to reduce user issue opportunities while the device is actually being updated.
- NDE, LE and CTE nightly Wi-Fi updates require Wi-Fi network availability over night for the scheduled firmware updates to be successful.
- Firmware updates will take some time to complete. The devices will flash the “Amber” LED while the firmware file is being sent to the device. Then the device will parse the file into its memory while flashing the LED RED and GREEN. This process will take several minutes to complete – be patient.

All Device Firmware Updates - at the door

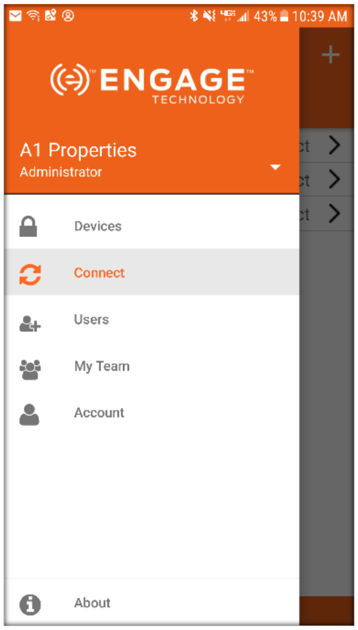
ENGAGE™ Mobile application.

- On the ENGAGE™ Mobile application, connect to the device to be updated
    - For iOS Mobile devices
        - Go to the **Connect** menu at the bottom of your screen
        - Select the **+** sign in the upper right hand corner
    - For Android Mobile devices
        - Select the main menu ICON ☰

- Then Select the **Connect** Menu

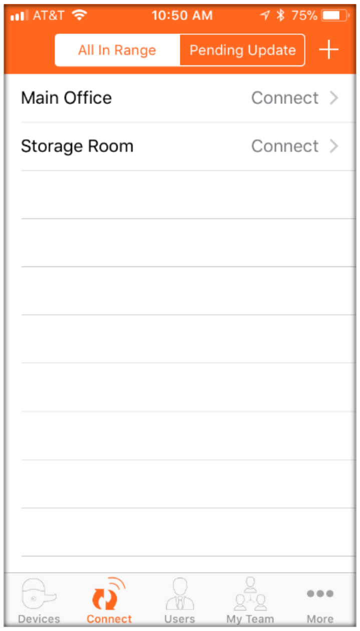


iOS Connect Menu



Android Connect Menu

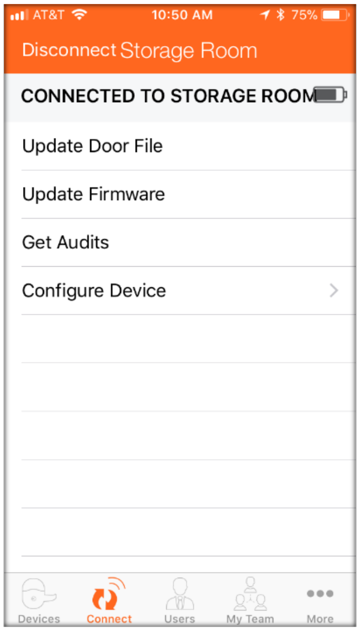
- Connect to the local device to be updated. In this case we chose **Storage Room**
  - The device will begin flashing the RED LED when connected and communicating.



- Select **Update Firmware** in the connected device menu.

  NOTE: Depending on the device selected the Connect Screen will be different.

Control Device Connect Screen



AT&T 10:50 AM 75%

Disconnect Storage Room

CONNECTED TO STORAGE ROOM

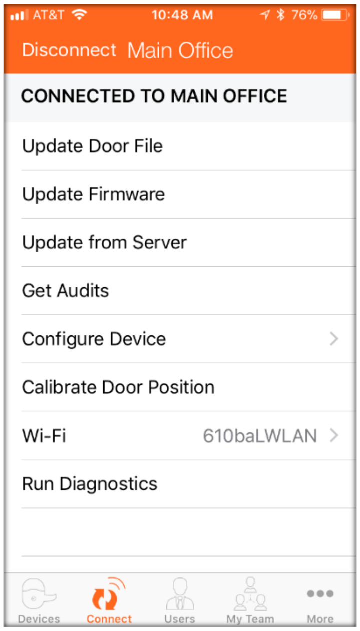
Update Door File

Update Firmware

Get Audits

Configure Device >

NDE Device Connect Screen



AT&T 10:48 AM 76%

Disconnect Main Office

CONNECTED TO MAIN OFFICE

Update Door File

Update Firmware

Update from Server

Get Audits

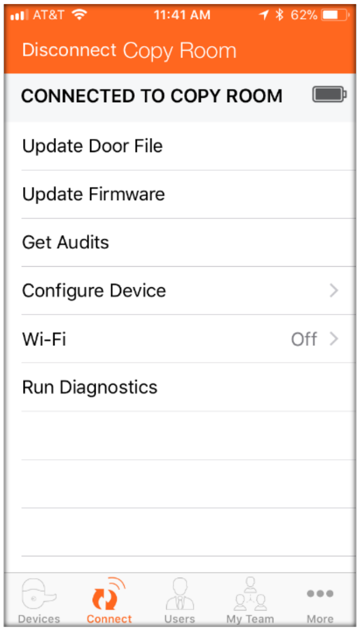
Configure Device >

Calibrate Door Position

Wi-Fi 610baLWLAN >

Run Diagnostics

LE Device Connect Screen



AT&T 11:41 AM 62%

Disconnect Copy Room

CONNECTED TO COPY ROOM

Update Door File

Update Firmware

Get Audits

Configure Device >

Wi-Fi Off >

Run Diagnostics

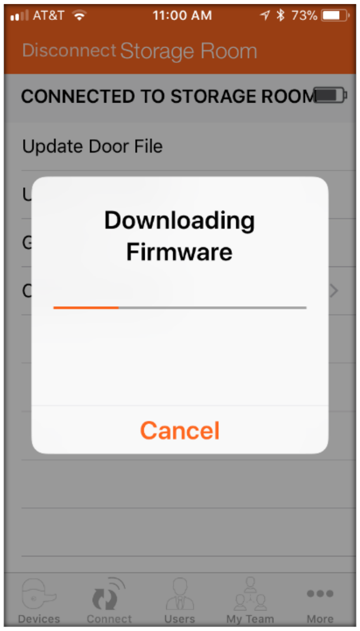
- Tapping **Update Firmware** will begin the firmware update process using the latest ENGAGE™ device firmware available.

NOTE: The next portion of the Firmware update process is different depending on the device being updated and the device Wi-Fi network availability.

➢ Control devices will follow the process outlined here, because Control devices must always use Bluetooth communication for the firmware update. See **For Control Devices** below.

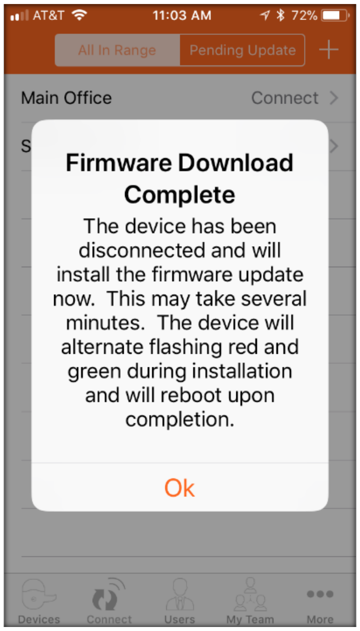
➢ NDE, LE and CTE devices that may also have the local Wi-Fi network connection available, will follow the process outlined below. See **For NDE, LE and CTE Devices** below.

For Control Devices: Tapping on the **Update Firmware** (above) starts this process



Downloading Firmware

- When the firmware is download is completed to the device the following message will be provided.



Firmware Download Complete

The device has been disconnected and will install the firmware update now. This may take several minutes. The device will alternate flashing red and green during installation and will reboot upon completion.

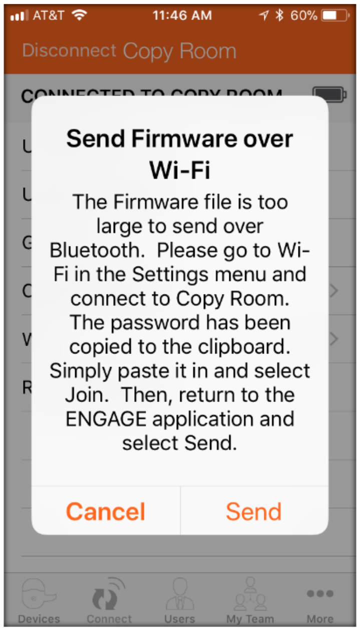
- Acknowledge the **Firmware Download Complete** message
- Select **OK**
- See **Verify SUCCESS** below:

For NDE, LE and CTE Devices: (with Wi-Fi disabled)

NOTE: When the device *does not* have the Wi-Fi network connection enabled. The firmware download will be performed by temporarily enabling a Wi-Fi connection with the mobile device.

In this case the **Copy Room** Wi-Fi is not enabled (See the **LE device Connect** screen above)

- Tap on the **Update Firmware** (see Connect screen above) to continue the Firmware Download process

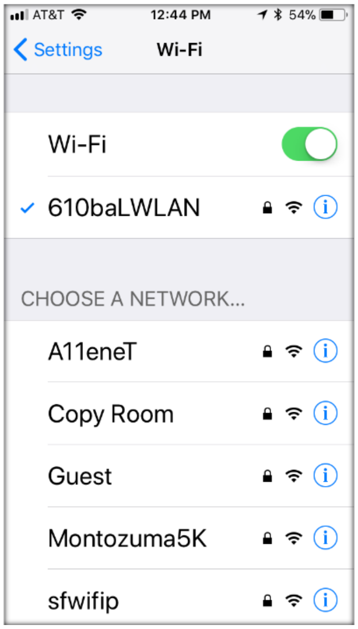


Send Firmware over Wi-Fi

The Firmware file is too large to send over Bluetooth. Please go to Wi-Fi in the Settings menu and connect to Copy Room. The password has been copied to the clipboard. Simply paste it in and select Join. Then, return to the ENGAGE application and select Send.

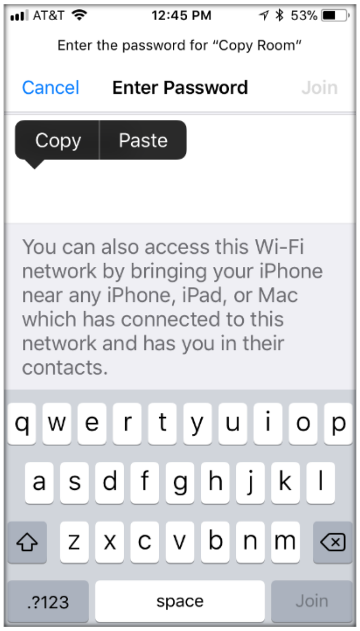
NOTE: Acknowledge the message provided and perform the required steps as directed.

- Select the **Settings Menu** (on your **Mobile Device**)
- Select **The Wi-Fi menu** (on your **Mobile Device**)

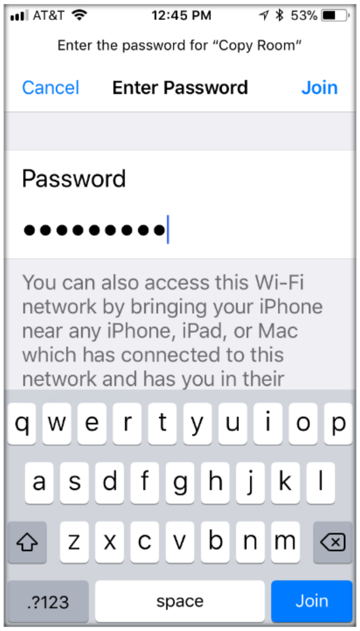


NOTE: Choose the network with the same name as your device. In this case we need to choose Copy Room

- Select **Copy Room**
- Copy (Paste) the Network Password from the mobile device clipboard into the mobile device Wi-Fi network password

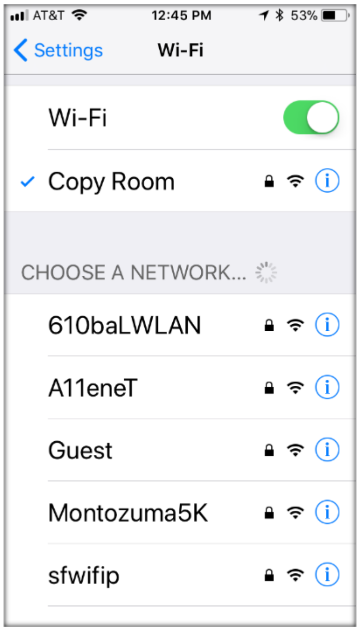

Enter the password for "Copy Room"

You can also access this Wi-Fi network by bringing your iPhone near any iPhone, iPad, or Mac which has connected to this network and has you in their contacts.

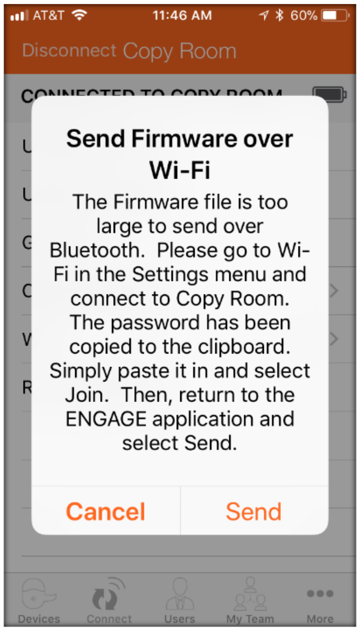

Enter the password for "Copy Room"

You can also access this Wi-Fi network by bringing your iPhone near any iPhone, iPad, or Mac which has connected to this network and has you in their

- Select **Join**
- Verify the **Copy Room** Wi-Fi connection is successfully completed with the mobile device



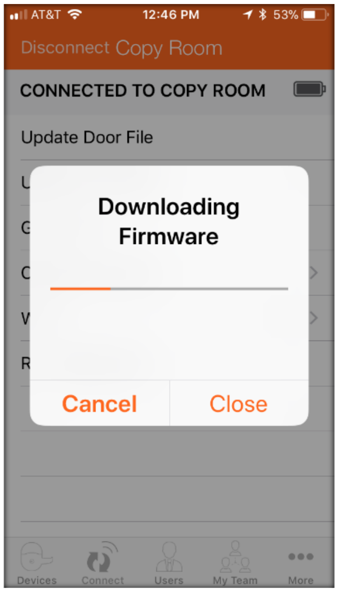
- Re-open the ENGAGE Mobile application to return to the **Send Firmware over Wi-Fi** screen



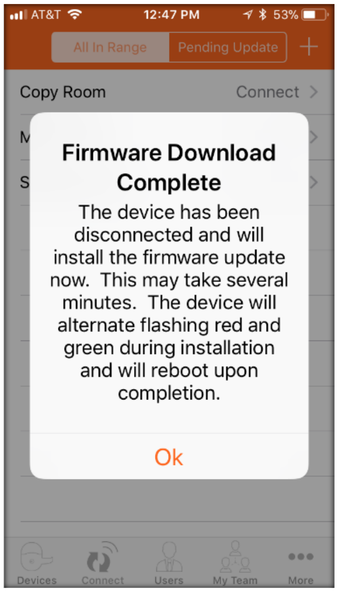
Send Firmware over Wi-Fi

The Firmware file is too large to send over Bluetooth. Please go to Wi-Fi in the Settings menu and connect to Copy Room. The password has been copied to the clipboard. Simply paste it in and select Join. Then, return to the ENGAGE application and select Send.

- Select **Send**



Downloading Firmware



Firmware Download Complete

The device has been disconnected and will install the firmware update now. This may take several minutes. The device will alternate flashing red and green during installation and will reboot upon completion.

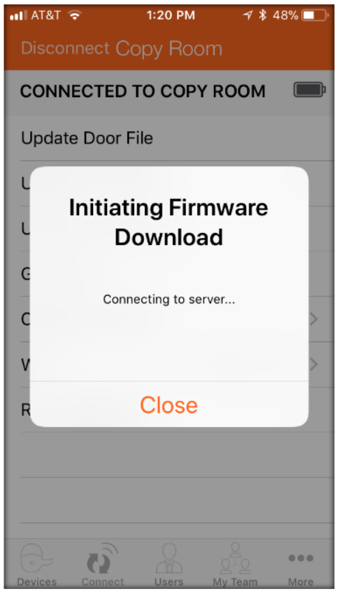
NOTE: The Firmware download process will begin. This download will take a few minutes – be patient. When completed, the **Firmware Download Complete** message will be provided.

- Select **OK**

For NDE, LE and CTE Devices: (with Wi-Fi enabled)

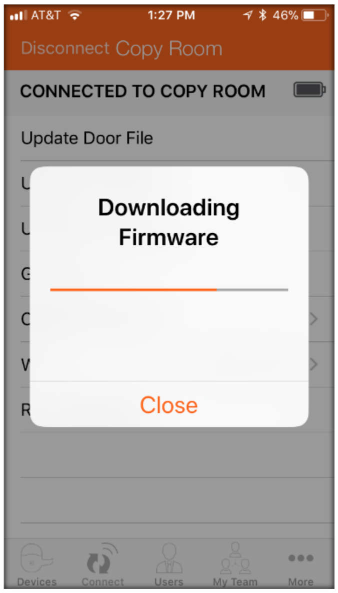
NOTE: When the device *does* have the Wi-Fi network connection enabled. The firmware download will be performed using the device Wi-Fi network connection. In this case the Main Office Wi-Fi is enabled (See the NDE **device Connect** screen above)

- Tap on the **Update Firmware** (see Connect screen above) to continue the Firmware Download process

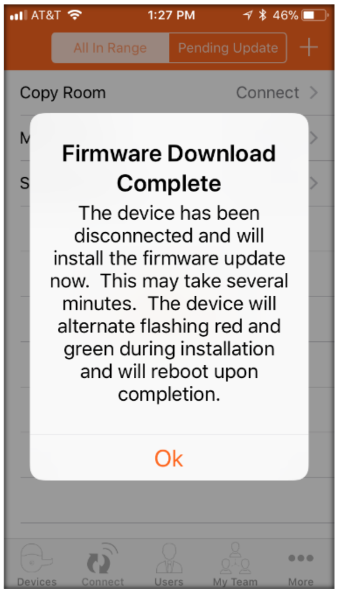


Initiating Firmware Download

Connecting to server...



Downloading Firmware



Firmware Download Complete

The device has been disconnected and will install the firmware update now. This may take several minutes. The device will alternate flashing red and green during installation and will reboot upon completion.

- Select **OK**

Completing the Firmware installation

The new firmware that was just downloaded into the device is not usable until the device installs the update into its memory.

The device will follow the successful firmware download with an additional firmware installation process. When installing new firmware the device will blink the LED RED and GREEN for a few minutes – be patient.

After the RED and GREEN flashing is completed, the firmware update process is completed. The device will perform a RESET and begin normal operation.

WARNING: The firmware installation will take a few minutes to complete as indicated by the flashing RED and GREEN LED. During this time the device will not act as a lock when the firmware is being installed. Wait for the RED and GREEN LED flashing to stop before using the lock for normal access again.

Verify SUCCESS

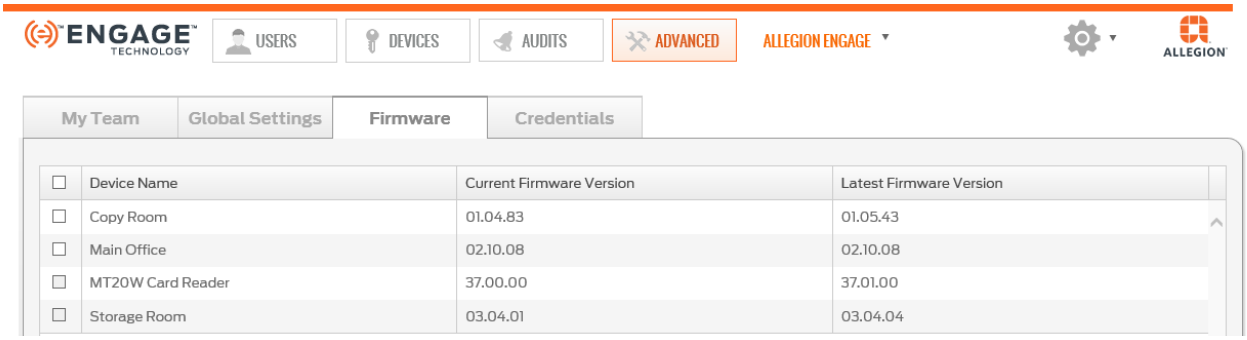
- Open the ENGAGE™ Mobile application.
- Connect to the nearby device with new firmware
- Select the **Configure Device** menu
- Select the **Advanced** menu, view the currently installed firmware version

Scheduled Firmware Updates - NDE, LE and CTE

Firmware update scheduling is available for NDE, LE and CTE devices using the ENGAGE™ Web application. Administrators will use this feature to automatically keep their devices updated with the latest firmware revision and operational functionality. To schedule automatic firmware updates for your NDE, LE and CTE devices, follow these steps.

> WARNING: NDE, LE and CTE must have their Wi-Fi network configurations set and working with the local Wi-Fi network before automated firmware updates are possible.

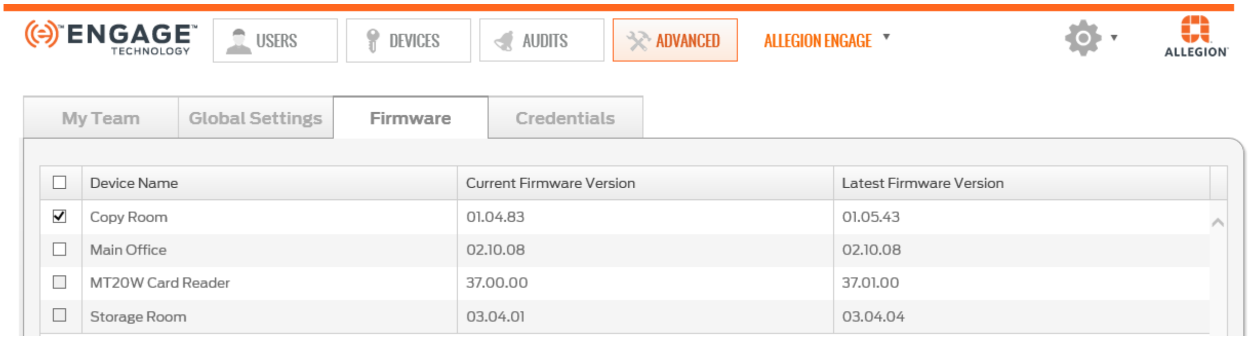
- Open the ENGAGE™ Web application
- Select **Advanced** tab
- Select the **Firmware** tab



☐	Device Name	Current Firmware Version	Latest Firmware Version
☐	Copy Room	01.04.83	01.05.43
☐	Main Office	02.10.08	02.10.08
☐	MT20W Card Reader	37.00.00	37.01.00
☐	Storage Room	03.04.01	03.04.04

- Compare the "Current Firmware Version" on each device and the "Latest Firmware Version" available
- When a firmware update is available, Check each device(s) that require a firmware update

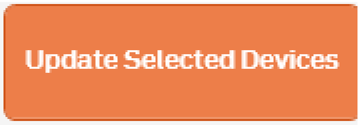
> NOTE: In this case the **Copy Room** firmware is not at the latest revision (01.05.43). Also note that the **Storage Room** has outdated firmware as well, but that device is a Control device and cannot be selected for scheduled firmware updates.



☐	Device Name	Current Firmware Version	Latest Firmware Version
☑	Copy Room	01.04.83	01.05.43
☐	Main Office	02.10.08	02.10.08
☐	MT20W Card Reader	37.00.00	37.01.00
☐	Storage Room	03.04.01	03.04.04

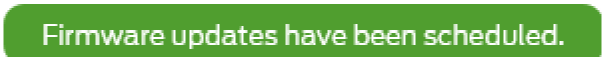
> NOTE: In this case the **Copy Room** is the only <u>available</u> device for a firmware update and has been "Checked" or scheduled for overnight update.

- Select the "**Update Selected Devices**" button at the bottom of the screen to complete the schedule event



Verify SUCCESS

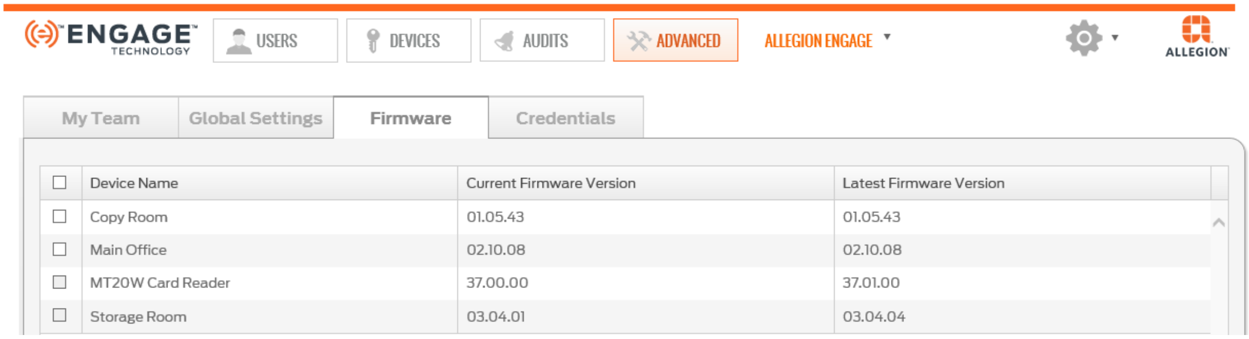
- See the momentary **Firmware updates have been scheduled** message


Firmware updates have been scheduled.

- Wait until the next day to review the device firmware status to confirm the process was completed.

Verify SUCCESS using the ENGAGE™ Web application

- Open the ENGAGE™ Web application
- Select the **ADVANCED** and **Firmware** tabs to review the device firmware status.
- The **Current Firmware** Version listed should now be the **Latest Firmware** Version available for any device that was scheduled for an overnight firmware update

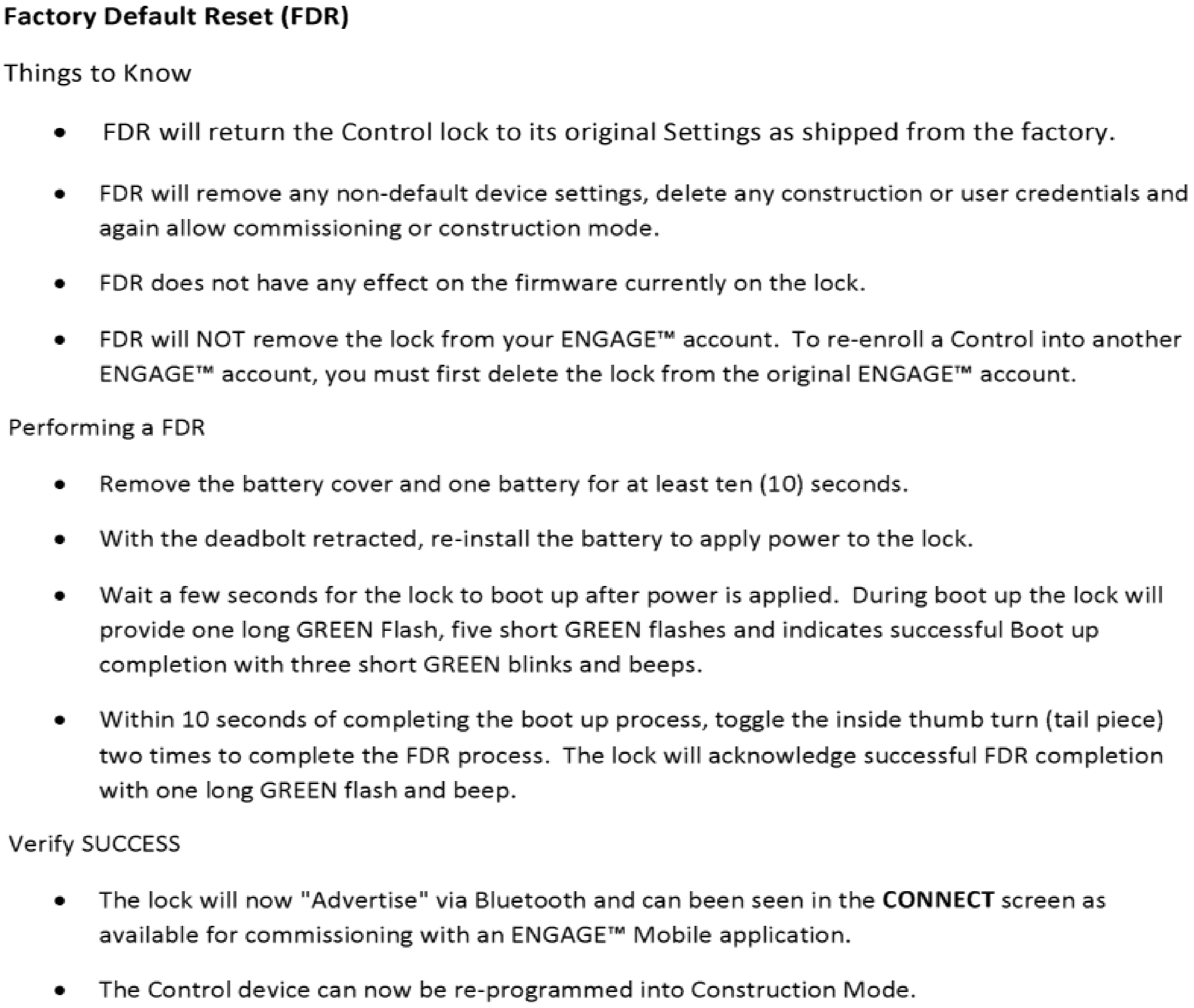


□	Device Name	Current Firmware Version	Latest Firmware Version
□	Copy Room	01.05.43	01.05.43
□	Main Office	02.10.08	02.10.08
□	MT20W Card Reader	37.00.00	37.01.00
□	Storage Room	03.04.01	03.04.04

NOTE: If a selected device still has an old firmware version installed

- Check the local Wi-Fi network availability overnight - it may have been down
- Verify Wi-Fi network communication and settings in the device are correct. SE verify Wi-Fi network Connection
- Reschedule the device firmware update to **try again**

Control Deadbolts



Factory Default Reset (FDR)

Things to Know

- FDR will return the Control lock to its original Settings as shipped from the factory.
- FDR will remove any non-default device settings, delete any construction or user credentials and again allow commissioning or construction mode.
- FDR does not have any effect on the firmware currently on the lock.
- FDR will NOT remove the lock from your ENGAGE™ account. To re-enroll a Control into another ENGAGE™ account, you must first delete the lock from the original ENGAGE™ account.

Performing a FDR

- Remove the battery cover and one battery for at least ten (10) seconds.
- With the deadbolt retracted, re-install the battery to apply power to the lock.
- Wait a few seconds for the lock to boot up after power is applied. During boot up the lock will provide one long GREEN Flash, five short GREEN flashes and indicates successful Boot up completion with three short GREEN blinks and beeps.
- Within 10 seconds of completing the boot up process, toggle the inside thumb turn (tail piece) two times to complete the FDR process. The lock will acknowledge successful FDR completion with one long GREEN flash and beep.

Verify SUCCESS

- The lock will now "Advertise" via Bluetooth and can been seen in the **CONNECT** screen as available for commissioning with an ENGAGE™ Mobile application.
- The Control device can now be re-programmed into Construction Mode.

CTE Controller

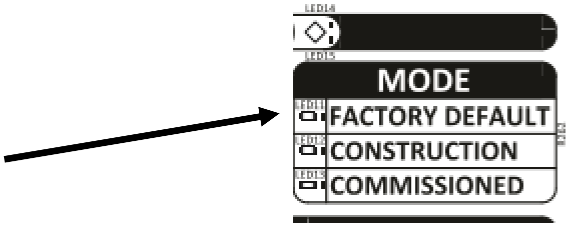
Factory Default Reset (FDR)

Things to Know

- FDR will return the CTE to its original Settings as shipped from the factory.
- Factory Default Reset (FDR) will remove any non-default device settings, delete any construction or user credentials and allow for construction mode to be entered again.
- FDR does not have any effect on the firmware currently on the CTE or in the Credential reader

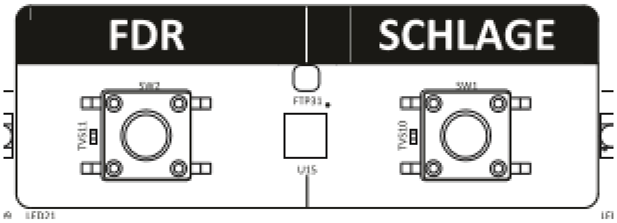
> NOTE: FDR will not remove the CTE from your ENGAGE™ account. To re-enroll a CTE into another ENGAGE™ account, you must first delete the CTE from the original ENGAGE™ account and perform a Factory Default Reset (FDR)

- The CTE MODE indicator will illuminate when the CTE is in Factory Default.

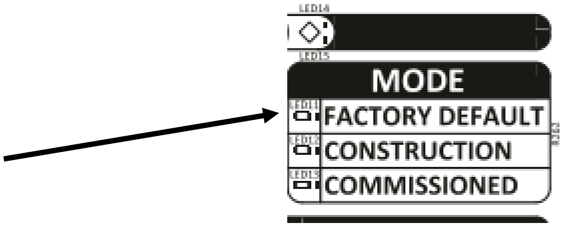


Perform a FDR

- Remove the lid, and **PRESS and HOLD** the **FDR** button for **5 seconds – then RELEASE it**



- Press the **SCHLAGE** button three (3) times, there will be a beep with each button press.
- After a few seconds, the CTE STATUS and Credential Reader LED will blink GREEN for one second. This is indicating that the FDR process has been successfully completed.
- The CTE MODE indicator will illuminate when the CTE is in Factory Default.



- Replace the CTE lid

LE Lock

Factory Default Reset (FDR)

Things to Know

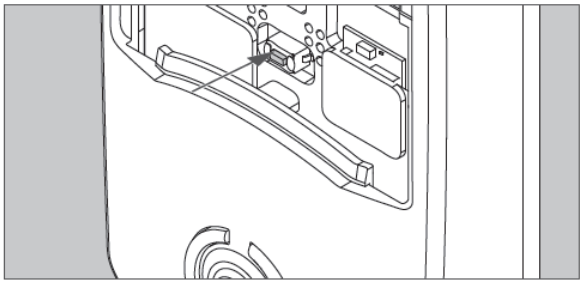
- FDR will return the LE to its original Settings as shipped from the factory.
- LE will beep when in FDR mode anytime the inside lever is turned
- Factory Default Reset (FDR) will remove any non-default device settings, delete any construction or user credentials and allow for construction mode to be entered again.
- FDR does not have any effect on the firmware currently on the lock

  NOTE: FDR will not remove the lock from your ENGAGE™ account. To re-enroll a lock into another ENGAGE™ account, you must first delete the lock from the original ENGAGE™ account

Perform a FDR

- Remove the LE battery cover and Press and HOLD the FDR button for 5 seconds. The LE will beep and blink two (2) times.

Press and hold the FDR button for five seconds.



- Then turn the inside lever three (3) times within 20 seconds. The LE will blink RED and beep on each lever turn and then provide two GREEN flashes and beeps to indicate success

Verify SUCCESS

- Turning the inside lever will cause the LE to beep.
- Use the ENGAGE™ Mobile application and see the LE is now available for Commissioning
- The LE will now "Advertise" and be available in the ENGAGE™ Mobile for Commissioning

  NOTE: “Advertisement” Bluetooth communication requires the LE battery cover to be properly installed.
- A new Master Construction Credential can now be created

NDE Lock

Factory Default Reset (FDR)

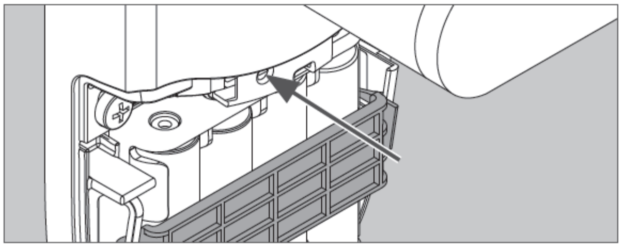
Things to Know

- FDR will return the NDE to its original settings as shipped from the factory.
- FDR will remove any non-default device settings, delete any construction or user credentials, and, allow construction mode to be entered again.
- FDR does not have any effect on the firmware currently on the NDE.

  NOTE: FDR will NOT remove the NDE from your ENGAGE™ account. To re-enroll a NDE into another ENGAGE™ account, you must first delete the NDE from the original ENGAGE™ account.

Perform a FDR

- Remove the NDE battery cover and Press and HOLD the FDR button for 5 seconds. The NDE will beep and blink two (2) times.



Press and hold the FDR button for five seconds.

- Then turn the inside lever three (3) times within 20 seconds.
  - The NDE will blink RED and beep on each lever turn and then provide two GREEN flashes and beeps to indicate success.

Verify SUCCESS

- The NDE will now "Advertise" via Bluetooth communication and can been seen in the **CONNECT** screen as available for commissioning with an ENGAGE™ Mobile application.

  NOTE: Bluetooth communication requires the battery cover to also be properly installed.

- A new Master Construction Credential can be created.

How to facotry re-set the MT20W enrollment reader

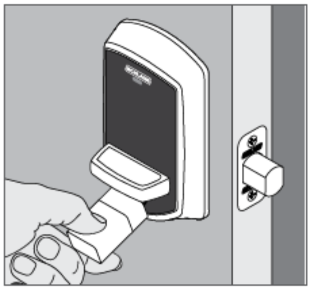
1. If the enrollment reader is listed in your devices from the Engage application, please delete this device.
2. Once the device is deleted from the Engage account, cycle power to the reader by unplugging the USB from the power source and reconnecting it.
3. The reader will initially go solid red on the LED, you will then hear a single beep followed by 3 red flashes with additional beeps from the reader. This is the reader completing the power-on self-test, do not present the reset card before this occurs or the data will not be read from the card.
4. Present the factory reset card to the reader and hold it in place, when the reset card is read you will see 2 red LED flashes accompanied by 2 beeps and followed by a green LED flash. This is the indication that the data was read successfully and the card can now be removed.
5. The reader will perform another power-on self-test after clearing the settings, once complete the LED will turn solid red. At this time the internal settings are cleared and the reader can be re-commissioned again.

Battery Jump

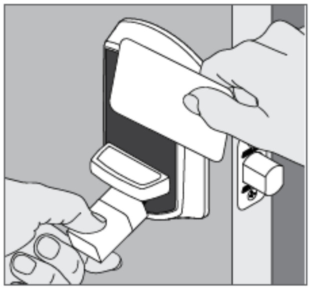
The emergency battery jump start can be used to unlock the door if the batteries are dead.

ⓘ **WARNING: The lock will remain unlocked until you change the battery and relock the door!**

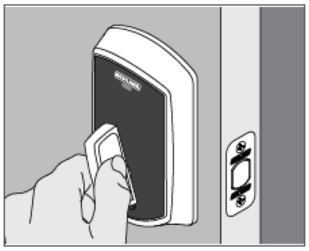
1. Touch a new high-quality alkaline 9-volt battery to the contacts below the bolt throw.
   ⓘ **There is no specific way the battery has to touch the connection points.**



2. Wait for 1 red light and then 3 green lights with 3 beeps.
   ⓘ **The lights are below the Schlage logo.**
3. Present a valid credential.



4. Rotate the bolt throw away from the door edge.



5. Replace the batteries. See **Changing the Batteries** on page **6**.
6. **Present a valid credential and relock the lock to ensure proper lock operation.**
   ⓘ **The lock will remain unlocked until you change the battery and relock the door!**

Suggested Annual Maintenance

□ Connect to lock via Bluetooth and pull audit from lock.
□ Change the (4) AA batteries annually.
□ Connect to the lock via Bluetooth and perform firmware update. This can take up to 10 minutes.

Trouble Shooting Control Deadbolts

1. No power at the lock
   a. Confirm locks are not screwed on too tight. Remove inside cover and loosen through bolt screws and hand tighten.
   b. Verify that the cables are connected in properly. See “Critical installation tips” on proper wire alignment when connecting cables.
   c. Change batteries.
2. Lock is not showing up during commissioning process
   a. Confirm there is power at the lock. If it blinks red or green with a fob then there is power.
   b. Verify the deadbolt is UNLOCKED . If that doesn’t work, extend the bolt to a LOCKED or extended position and try again.
   c. Perform a factory default reset and try procedures again.
3. Getting error message when blue tooth connecting to a lock or device via the mobile app.
   a. Turn off your wi-fi setting and only use your cell phones data plan.

Things to remember

1. Understand how the system communicates:
   - ✓ Programming of locks is either done by programming the fob OR walking to the door and connecting via the mobile app and updating the door file
2. Make sure the enrollment reader is solid blue before enrolling or programming fobs.
3. One beep and green blink enrolls a fob.
4. Three beeps and blinks completes the programming of a fob.
5. At a minimum, check the firmware on the enrollment reader to ensure you have the latest version. Update as necessary via the mobile app.
6. Change batteries and update firmware on the locks annually.
7. Understand the difference between DELETE and REPLACE.
   - ✓ REPLACE will allow you to program a lost fob with a new fob that will have the exact same programming on it. No going to the locks are necessary.
   - ✓ DELETE will require you to go to the door and update the door file via the mobile app
8. NEVER re-use a deleted or replaced fob. Always throw it away and keep any deposit monies.
9. When connecting to the locks via mobile app, always disconnect from wi-fi and only connect via cellular data plan.
10. Call Schlage Tech support if you run into any snags. Always get a CASE number after speaking with them. 800-847-1864, prompt #3