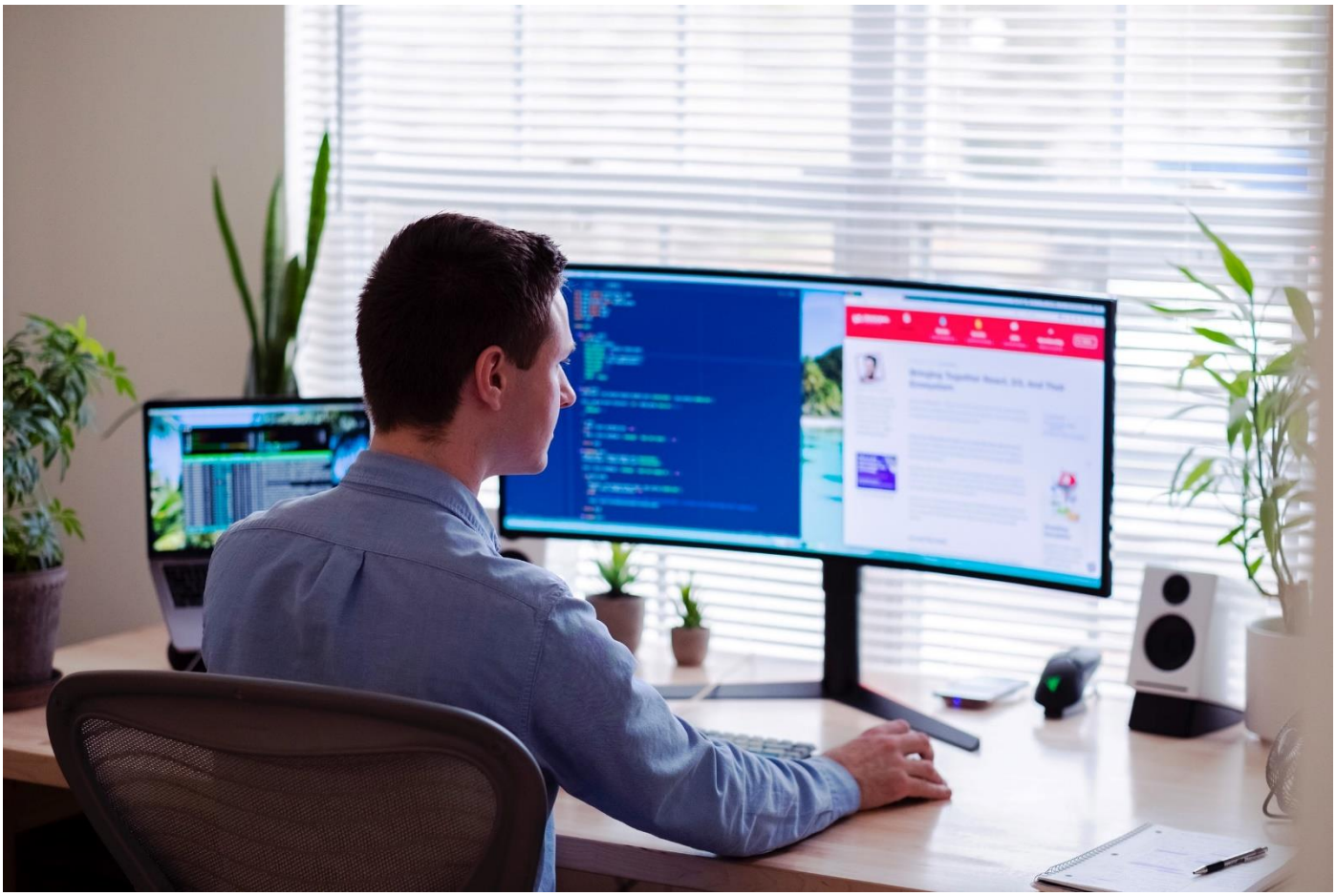
DIGITALKEYS Smart Access Management Software User Guide



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About this User Guide

Copyright 2021 by Digital Keys Pty Ltd.
Level 1, 1 Tonsley Blvd,
Tonsley South Australia, Australia 5042

https://www.digitalkeys.io/

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Safety and warning instructions

- This document is meant as a user guide describing the process of connecting your DIGITALKEYS smartlocks to software, apps and local network.
- The DIGITALKEYS smartlocks may only be used for the purpose specified
- This User Guide should be kept accessible.
- Illegal changes and the use of spare parts as well as accessories that have not been sold or recommended by the manufacturer of this unit can cause fires, electric shocks and injuries. Such measures lead to an exclusion of liability, and the manufacturer accepts no responsibility.
- Repairs may only be carried out by the manufacturer or accredited distributor/re-seller.
- Basis for the guarantee of the manufacturer is the version of the warranty policy for the unit at the time of purchase. No liability is accepted for inappropriate, incorrect manual or automatic setting of the parameters for the device, or its improper use.
- The distributor/re-seller in conjunction with the lock purchaser (if required), is responsible for ensuring that the device is assembled and mounted according to the recognised technical guidelines as well as other valid regulations in the country of use

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1.0 PURPOSE

This document is meant as a user guide describing how to use the DIGITALKEYS Smart Access Management Software to manage all of your DIGITALKEYS smartlocks, using features such as ‘Create Digital Keys’, ‘Add New Users’, ‘View Events’, ‘Remote unlock’ and more.

This document is also a minimal one-time process guide to register and attach DIGITALKEYS smartlocks to your software/app accounts and to connect to your local 5G IoT network (NB-IoT, LTE-M networks).

2.0 SIGN UP AND CONFIGURE SMART ACCESS MANAGEMENT SOFTWARE TO YOUR SMARTLOCK

When you place your order for a smartlock from DIGITALKEYS (or an official local distributor/re-seller) you will be asked to provide one name and email address to be your nominated ‘account administrator – this is usually the person buying the locks. Only one person can take on the role of account administrator.

When you receive your smartlock, you will receive instructions in the box on how to signup for your Smart Access Software Account at AWS marketplace.

After registering your account at the AWS marketplace (just one time), log into your Smart Access Software account everytime by clicking the log-in button at the top of the DIGITALKEYS website https://www.digitalkeys.io/

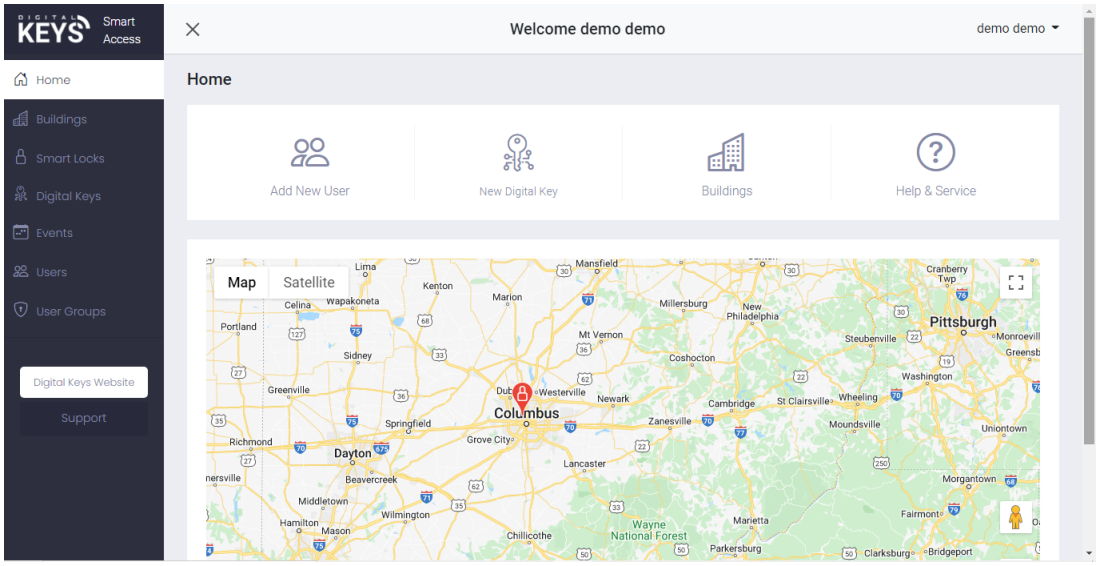
After you have signed up for your software account, you can also use the same username and password to sign in to the Digital Keys app (available to download for free in the App Store (Apple iPhone) and Google Play Store (Android).

NOTE; As account administrator you can add anytime other users and their roles to the smart lock management software/system. Whenever the account administrator adds a ‘new user’ in the system to access the smart management software the new user will receive an email from info@digitalkeys.co inviting them to set up a new username and password. Please check all inboxes including SPAM for the email invite from info@digitalkeys.co to initially set up password and log in.

3.0 DASHBOARD HOMEPAGE

The Dashboard Homepage provides shortcuts to the features of the Management Software such as ‘Create Digital Key’, and ‘Add New User’.

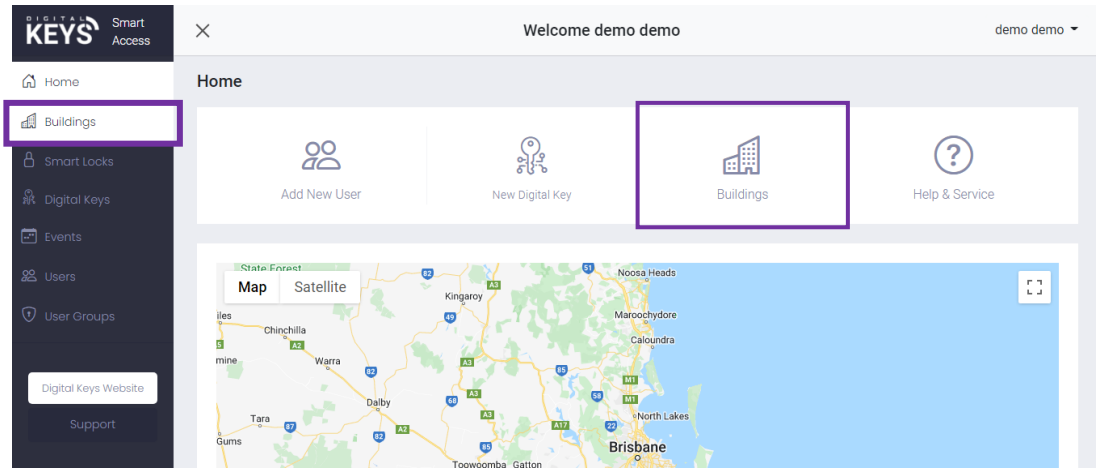
You can also view maps with the drop PIN marker highlighting the location of all your smartlocks (whether they be in one location or multiple locations, or moving around (tracking with GNSS). By clicking the drop PIN you can bring up a list of all of your smartlocks and interact with them, such as clicking on the remote unlock button to unlock.



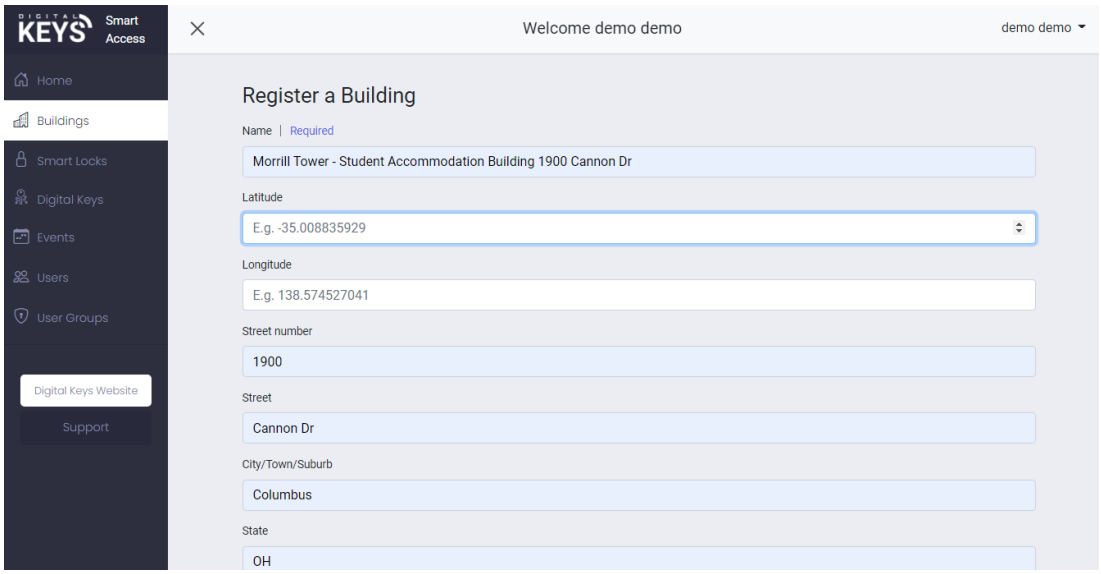
4.0 SET UP YOUR SMARTLOCK (ONE TIME ONLY)

After you have received your smartlock, you will need to attach it to your software account, digital keys apps and get it connected to your local 5G IoT network. The first step is to attach your smartlock to a building or site in the software, and to add mapping.

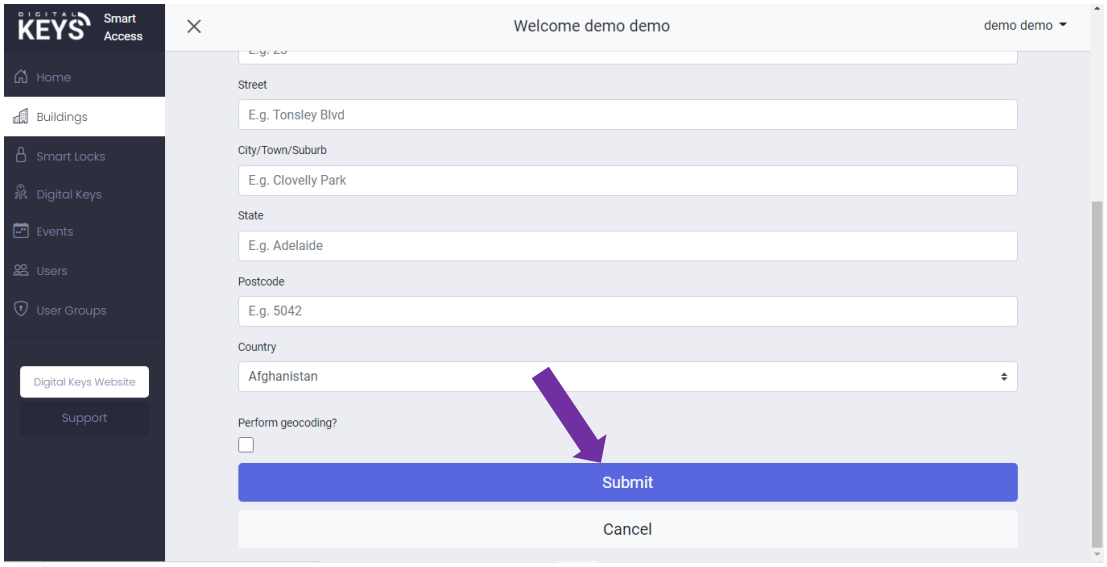
1. Choose the building page from the left-hand menu or on the dashboard home page



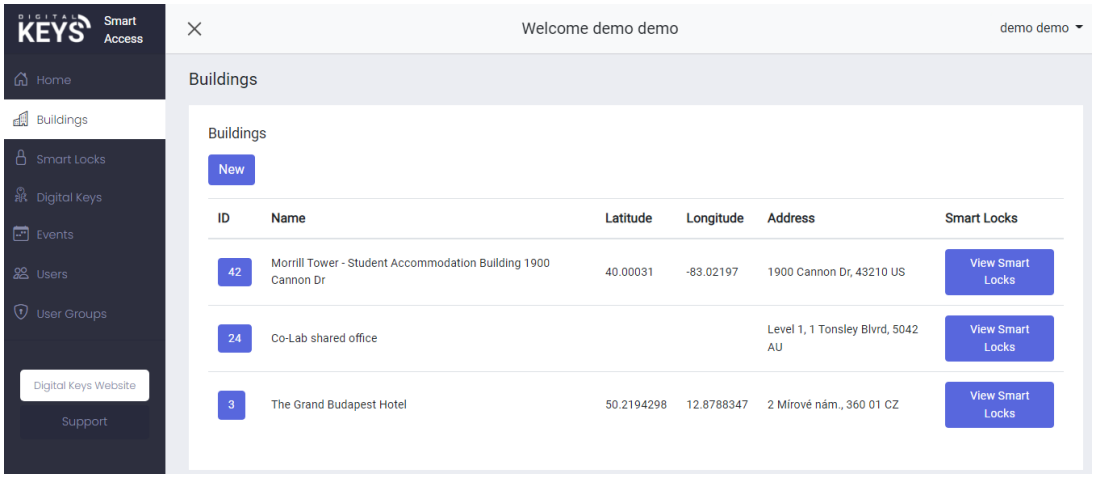
2. Enter the details about the building/site in all the fields.
NOTE: If you want to drop a PIN on the maps and then click on this PIN to open all the smartlocks at this building/site, then enter the latitude and longitude coordinates (OPTIONAL). The latitude and longitude details can be found by selecting your building/site in Google Maps and then right clicking on a drop PIN will bring up a window with the latitude and longitude coordinates.



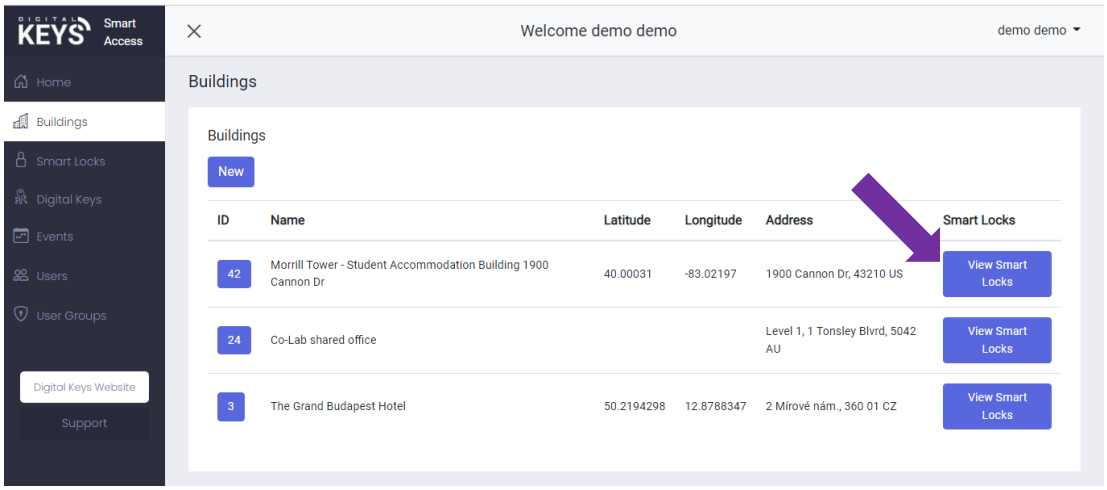
3. When you have finished entering in the details about the building or site where the smartlock will be located, then click the ‘Submit’ button.



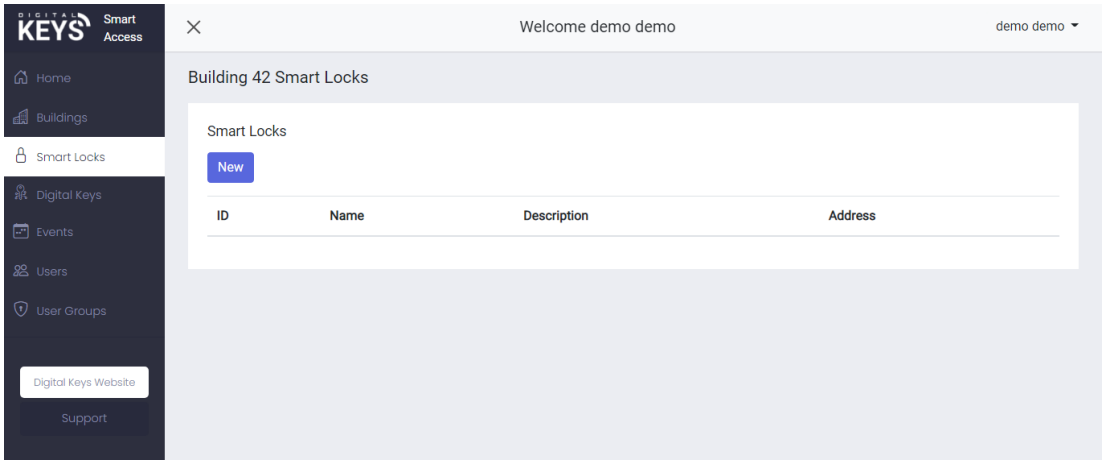
4. The details of your building/site will then be listed in the buildings table such as outlined below. These details will also show up in the events table as events occur.



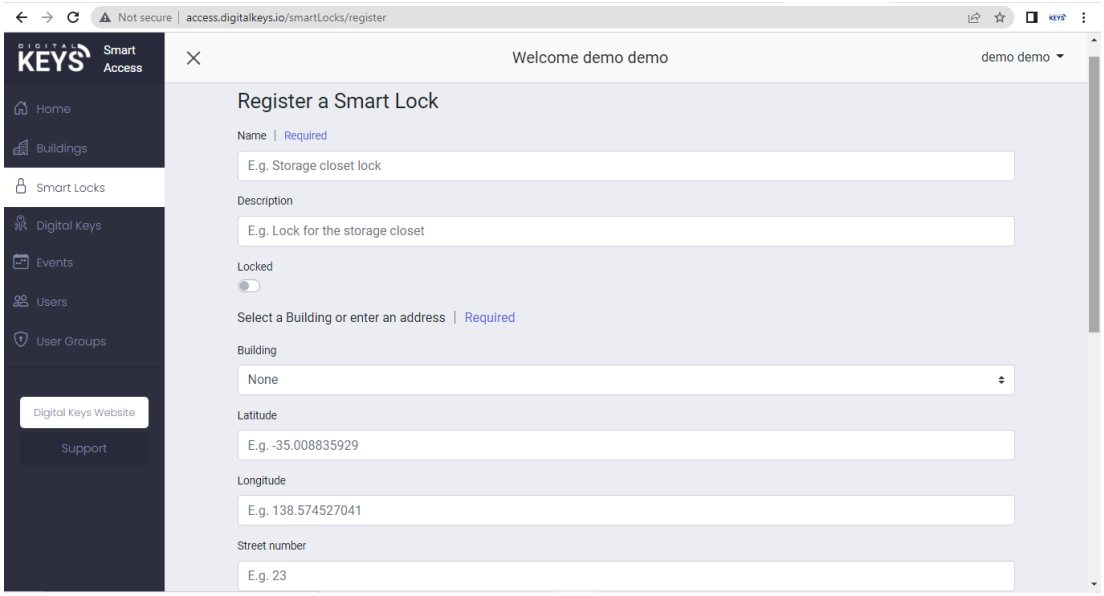
5. Now you need to attach your smartlock to your building/site you just created in the software. Click on the view smart locks button next to the building/site you have just created.



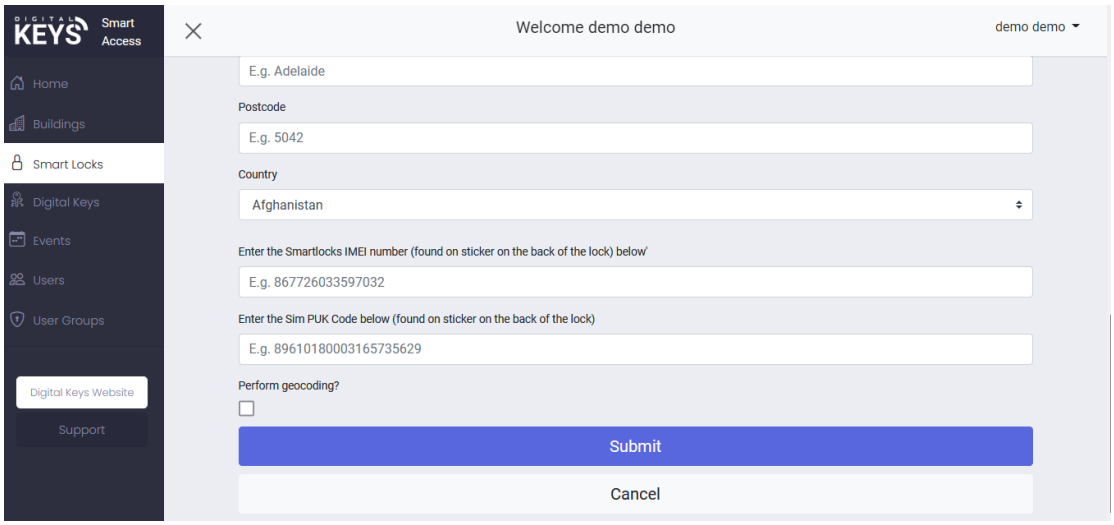
6. This will pull up an empty list of smartlocks attached to this building/site. Click on ‘New’ button.



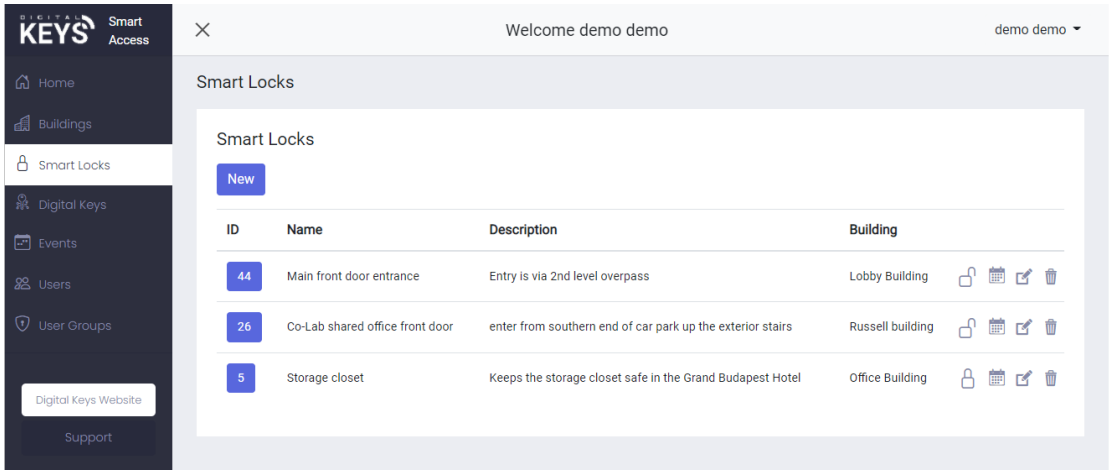
7. Begin filling out details about your smartlock. Give it a name such as ‘Front door’ or Smartlock 101, and give the lock a description to help you and your users know what they are looking for – e.g ‘2nd door on left of ground hallway’



8. Add the smartlock IMEI and SIM PUK code (found on a sticker on the back of your smartlock). If you have multiple smartlocks when the time comes to install them, use them in the field, make sure you physically install each one in the locations you have specified in the software, using the IMEI as a unique device ID. Click the submit button when you have finished entering all the details.



9. If you have entered all details correctly, your smartlock will show up on the list of smartlocks attached to that building/site (e.g see below)



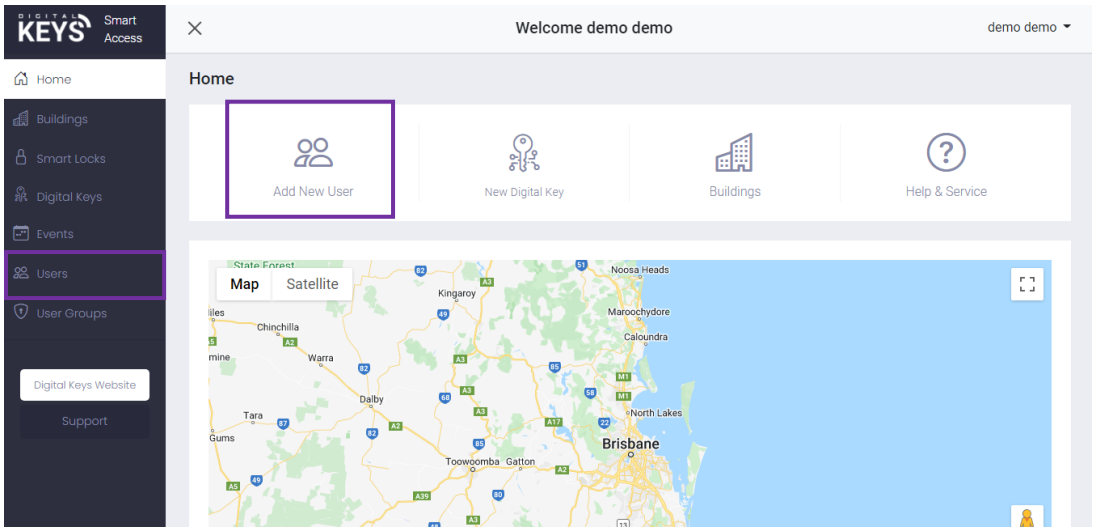
10. Congratulations your smartlock is now set up and ready to use! Please move onto the next section to see what you can now do with your smartlocks.

5.0 MANAGING YOUR SMARTLOCKS

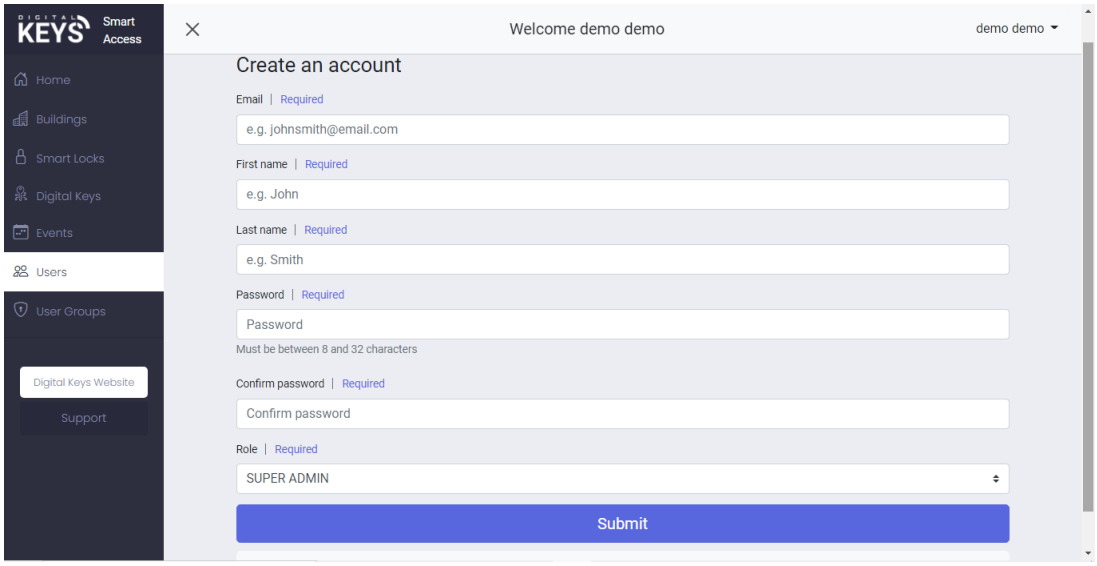
5.1 CREATE NEW USERS

The ‘Users’ feature enables the account administrator to add permanent or semi-permanent users to their account, in addition to being able to great 'user groups' such as visitors or contractors (see next section for adding user groups). Adding new users is required to track their events, and so they can receive their digital keys in their Digital Keys smartphone app.

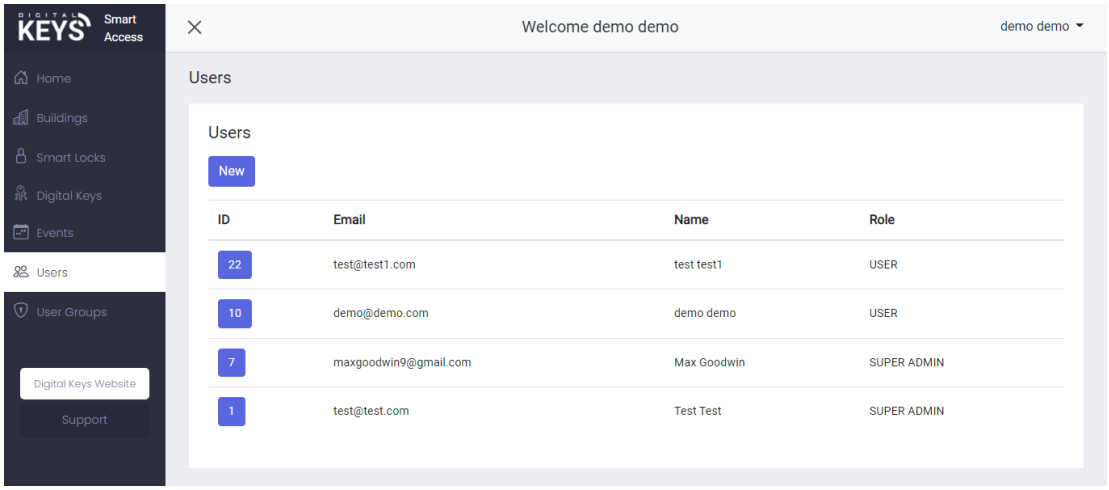
1. Create new 'User’ by selecting the left menu item named ‘Users’, or click the ‘add new user’ button on the home dashboard.



2. Fill in all details for your new user. For your new user to receive their digital key in their digital keys app, you will need to create a new account for them, and they will need to user their email and the password you create for them to log into their Digital Keys app account. Unless you want the new user to access all features of your account, select ‘user’ in the role field. Click submit when finished entering the details in all the fields.



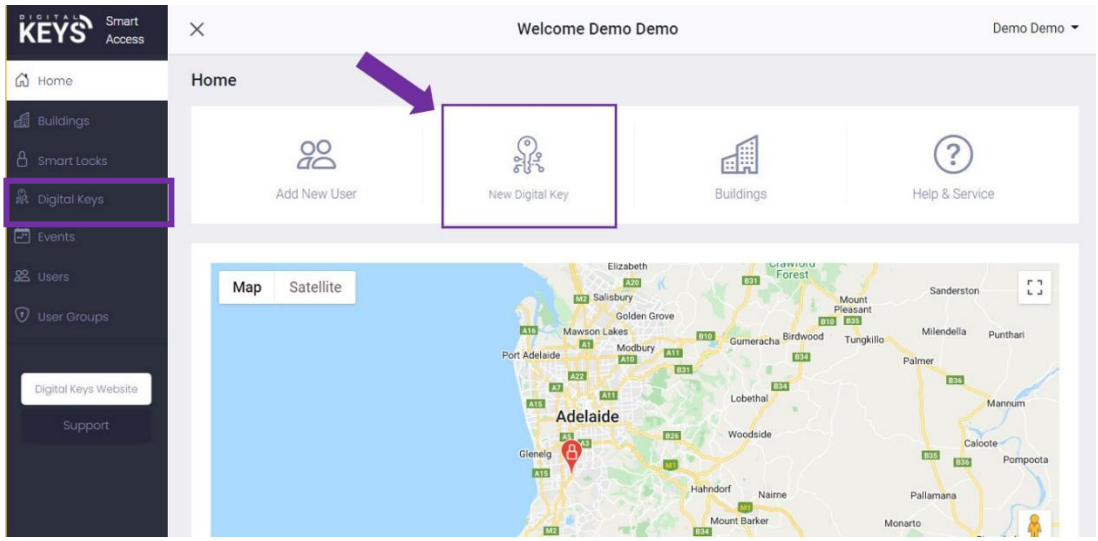
3 After clicking ‘submit’ the user is added to the system, and is listed amongst other Users in a table and stored in the system (e.g see below). You are ready now to create time-sensitive digital keys for this user, and track their events.



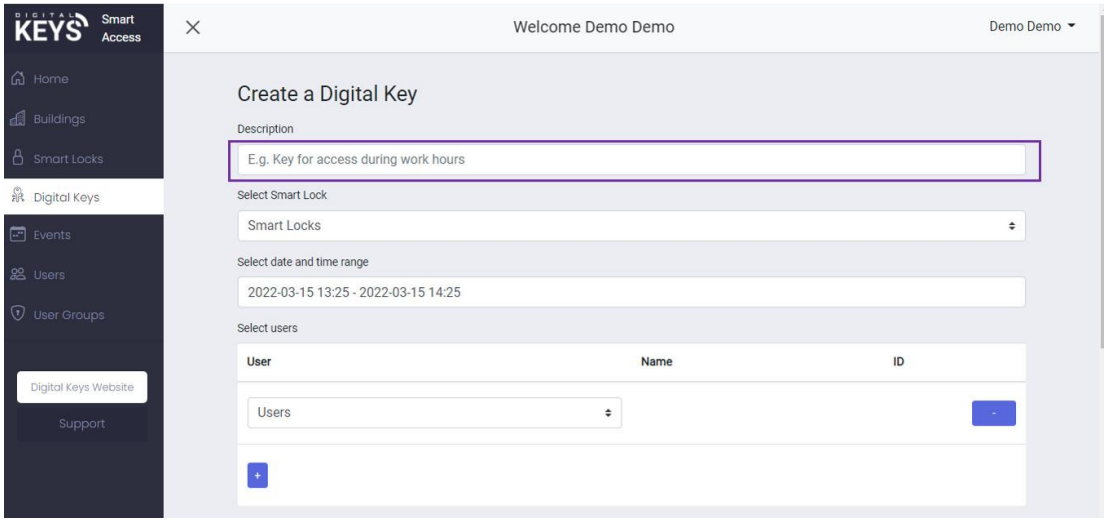
5.2 CREATE DIGITAL KEYS

Account Managers can create time-sensitive Digital Keys for users they have added to the system within the Management Software.

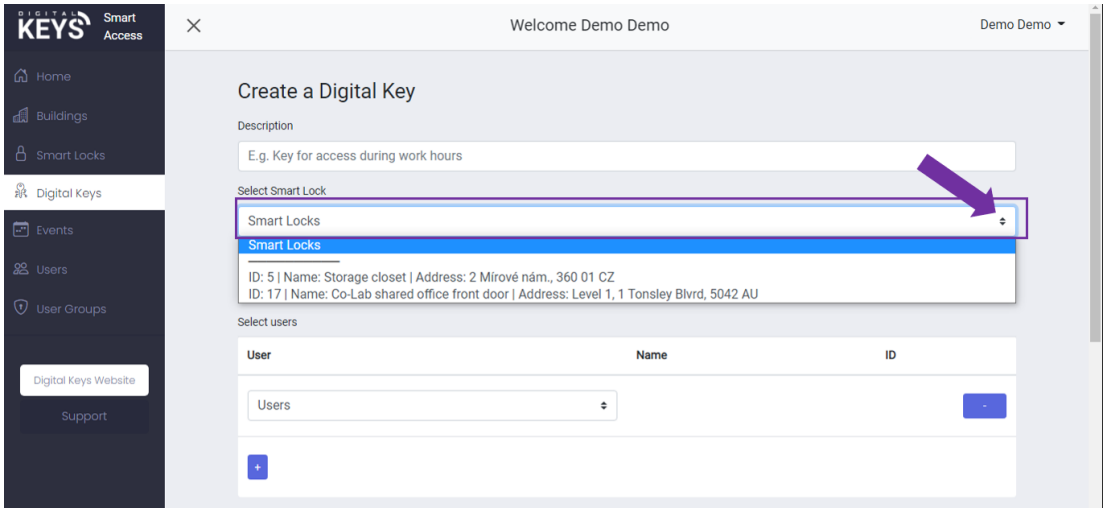
1. Click on the 'New Digital Key' box on the dashboard homepage (or on the left side menu)



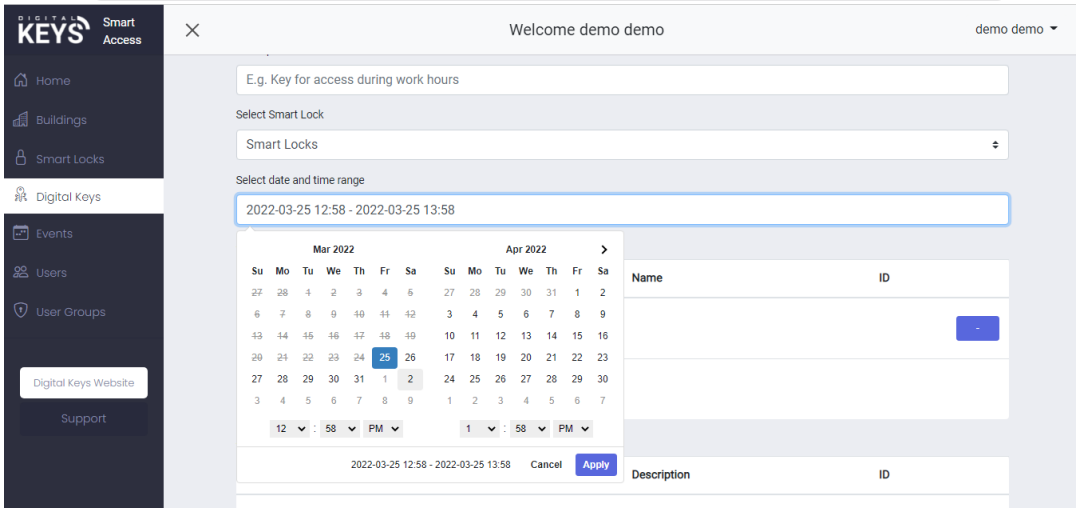
2. Describe what this key is to be used for (OPTIONAL). This field provides an extra note for yourself/system as to who/where/when you are creating the digital key for. For example key for technician for Friday business work hours.



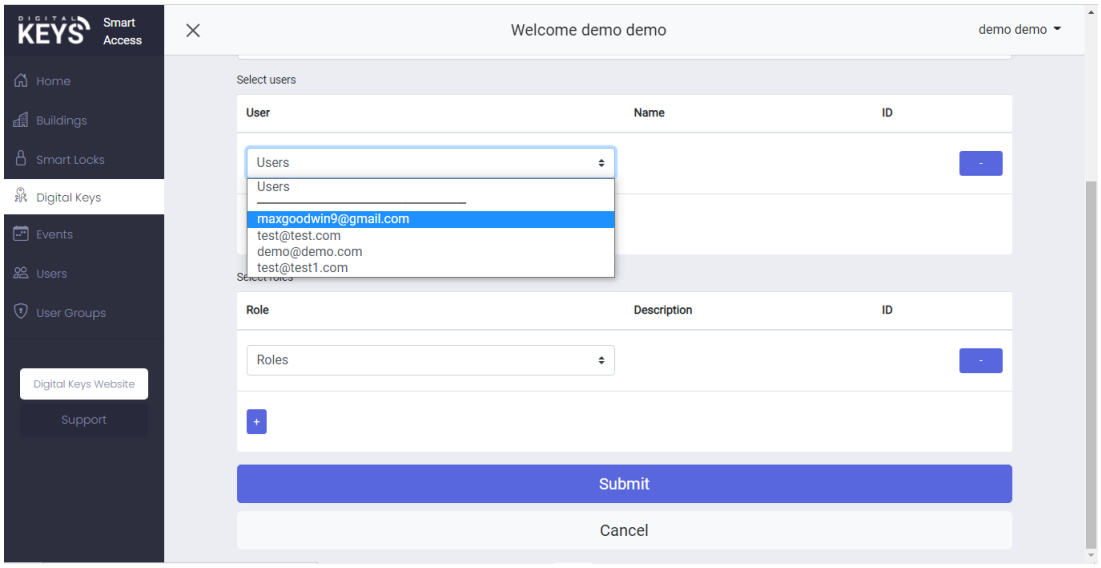
3. Select the smartlock for which you want to make the digital key for by clicking the button in the ‘Select Smart Lock’ field. A drop-down list of all the smartlocks in your account will appear (registered previously as outlined in section 4) - choose the smartlock on your list you want to create the digital key for.



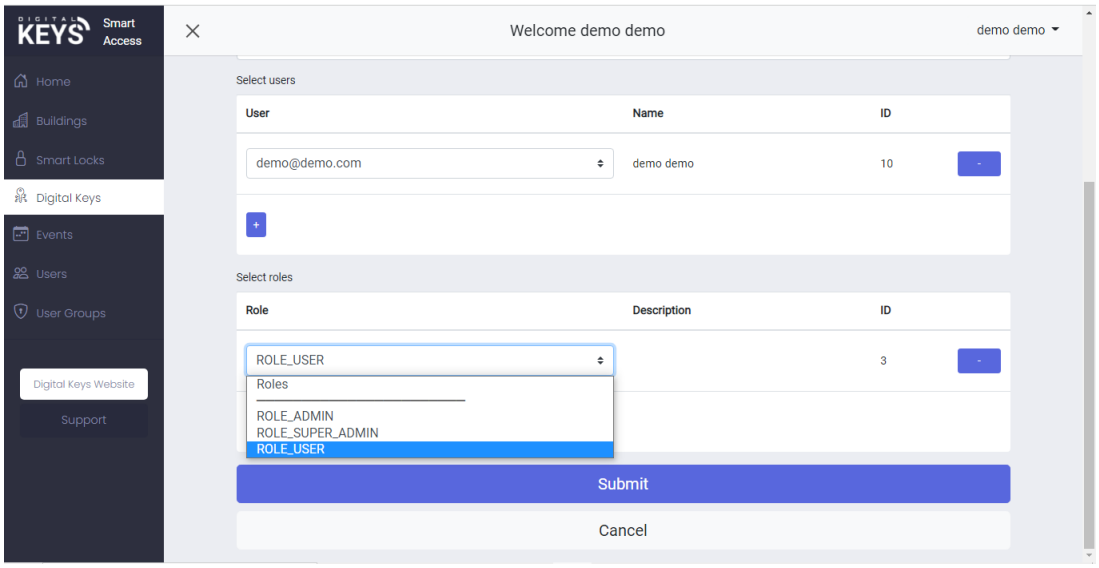
4 Select the date and time you want the digital key to work for by clicking anywhere inside the field box titled ‘Select date and time range’. This brings up the **date and time picker**.
4. Click on the **date** you want the digital key to start working on
5. Click the date you want the digital key to **expire** (the dates will highlight)
6. Select the time you want the digital key to start working on **by clicking on the drop down time field boxes**
7. Select the time you want the digital key to expire on the right time boxes.



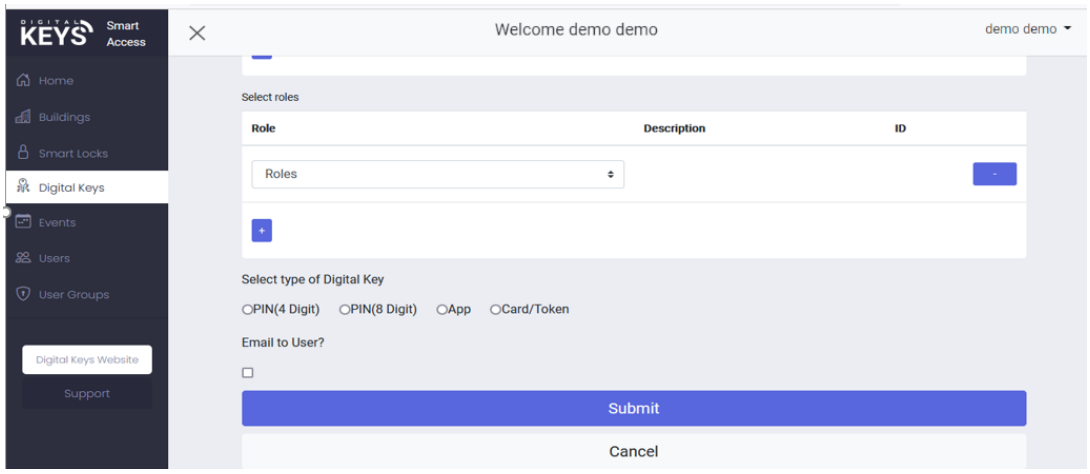
8. Select the user that you want to make the digital key for in the drop-down user list (all users previously added to your system will be displayed here)



9. Select the role of your user. Choose ‘ROLE-USER’ unless you want them to receive additional features in their digital keys app such as ‘write to keycard’ (this is typically done by the account administrator).

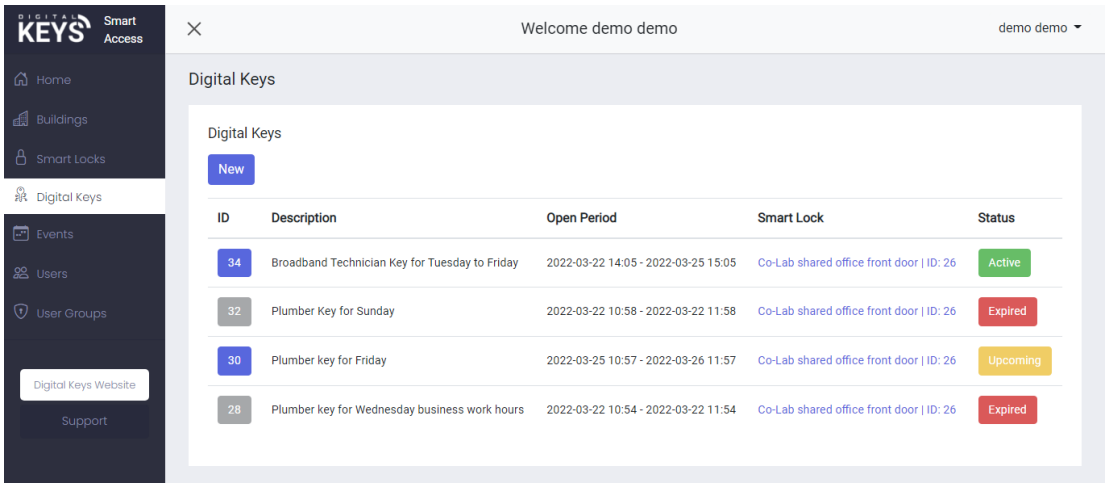


10. Choose the type of digital key you would like to create (PIN (4 digit) PIN (8 digit), app, keycard) by clicking in the corresponding boxes. Select if you would like an automatic email go out to the user telling them a digital key has been created for them, and how to download the digital keys app if they are a first time user, and/or displaying the PIN. When all fields are filled in, click the submit button.



11. The digital key is created and appears in the digital keys table list (e.g see below) - this is a list of all digital keys that have been created) - if the dates for the digital key created is current to the local time, the digital key will display as “ACTIVE”, or if you log back in during the exact times the digital key is set for, it will display “ACTIVE”. Digital Keys that have expired are displayed in the table as “EXPIRED”. All other digital keys coming up in the future are displayed as “UPCOMING”.

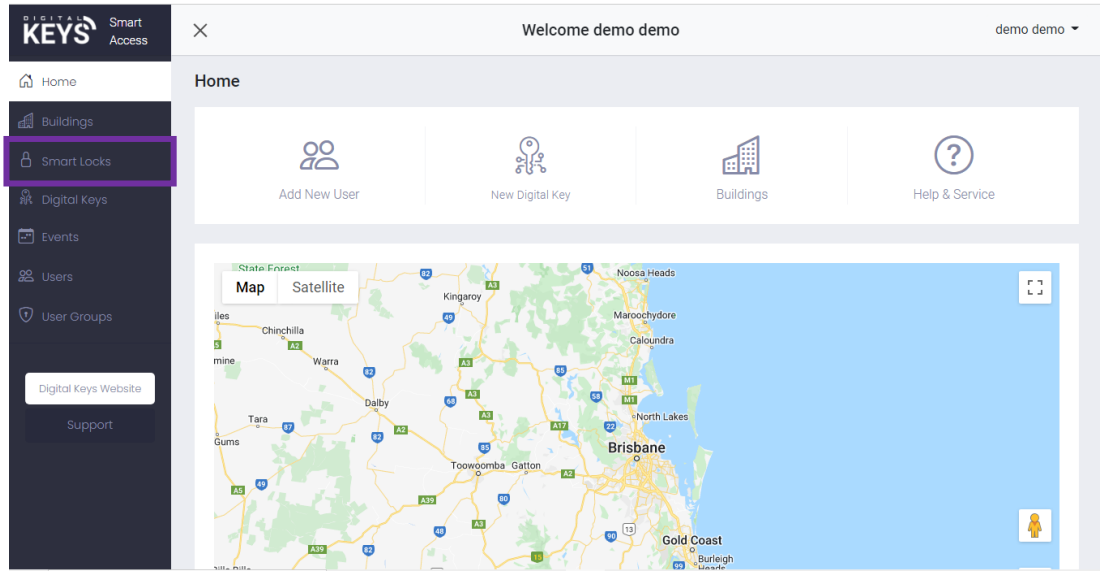
    The user will receive their digital key immediately in the digital keys app in the form of an unlock button after you have generated the screen (if there app is open, they simply refresh the screen). NOTE; The user you have created the digital key for will have to log into the app with the email address you used when you added that user



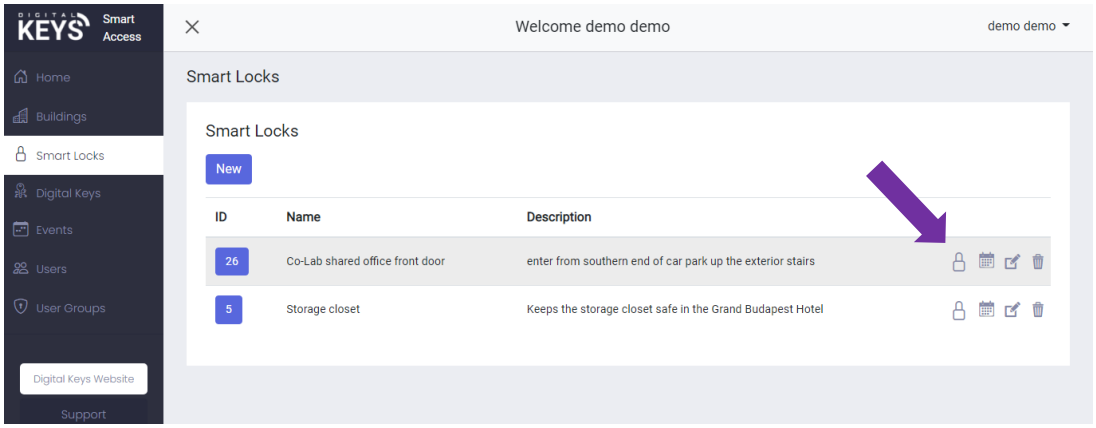
5.3 REMOTE UNLOCK BUTTON

The ‘REMOTE UNLOCK BUTTON feature enables authorized users to unlock their locks/doors at anytime without having to generate a digital key. This feature is handy if you have infrequent visitors and you don’t want to generate a digital key and/or for an end user who does not have the digital keys app.

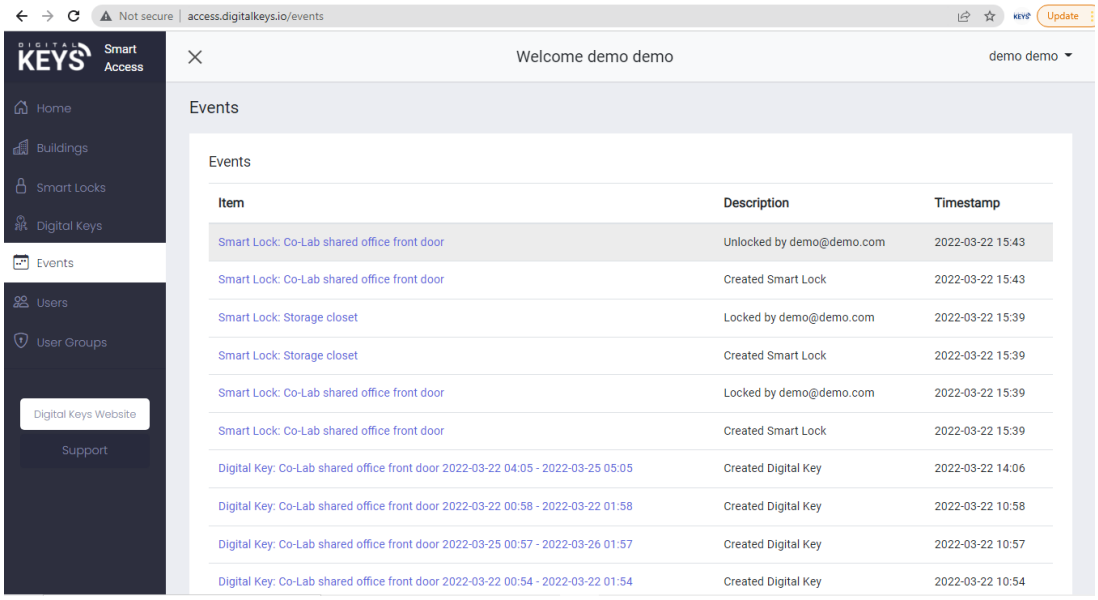
1. Select smartlocks from the left side menu.



2. Click the padlock icon (see arrow) next to the smartlock you want to unlock and that lock will unlock (the end-user will need to press a physical wake up button on the lock for the unlock command to execute).



3. This unlock will feature in the events table (in addition to all other events) as shown below.

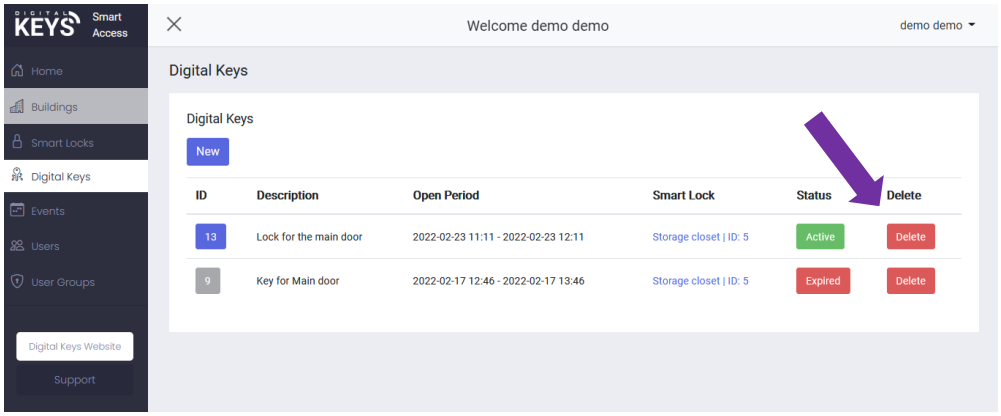


NOTE: After you hit unlock, someone will need to be on site at the padlock to touch the ‘wake-up button’ on the lock (number 1 on the numberpad) which wakes it up, so the unlock can be executed.

5.4 DELETE DIGITAL KEYS

1. The ‘Delete Digital Key’ feature enables the account administrator to delete a users digital key at any time. This feature is handy if the users end their need to have a digital key in the original time span you selected for them (such as ending of a lease, or if you don’t want a family or friend to have the digital key anymore for whatever reason).

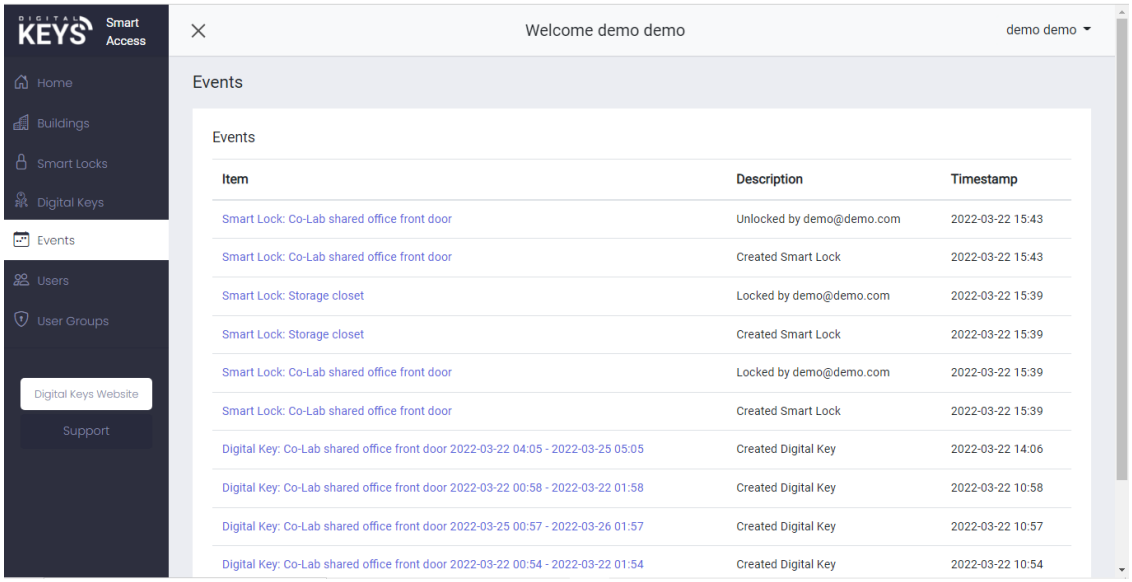
   To delete a digital key select ‘delete’ from side menu bar as shown below. This will then delete the digital key from the end users app, and wipe their PIN code from the locks memory.



   Of course to delete a digital key, you need to first generate a digital key – see previous section titled ‘Create digital key’.

5.5 VIEW LIVE EVENTS

The Live event feature shows who opened which door/which smartlock at which time. The Live Audit is useful for tracking movements of users throughout buildings/sites and for arriving and leaving on sites. This feature is also useful for knowing who has entered a room/space secured by the smartlock at what time – similar to an employee time-card punch-in system.



NOTE: The unlock event, and all events automatically updates into the table within a few seconds the event. This a view only feature.

FOR MORE INFORMATION PLEASE CONTACT DIGITAL KEYS

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Level 1, 1 Tonsley Blvrd, Tonsley,
South Australia, Australia
https://www.digitalkeys.io/
info@digitalkeys.co