

iLOQ S50 iOS Application User Guide

Introduction

The iLOQ S50 Mobile App for iOS is a digital key that allows you to use your phone to open the iLOQ S50 locks that your key has valid access rights to. The access rights are sent to your phone and managed remotely over the air by a locking system administrator. This guide helps you get started with the app and walks you through its functions.

1 Installing the app

The iLOQ S50 Mobile App for iOS works with iPhone 7 and newer models running iOS 13 or a later version. NFC antenna performance is a crucial factor for opening locks; it is recommended that you test the application in your phone before taking it into full use.

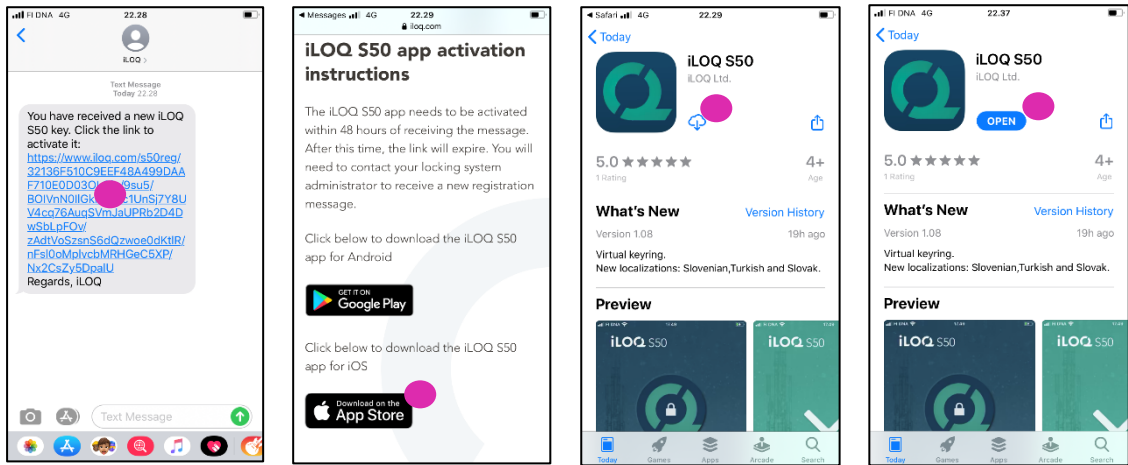
Before installing the app, make sure that:

1. Your phone is NFC compatible and supports NFC tag read/write functions.
 - a. Lock opening requires NFC tag read/write, which is supported by Apple in iPhone 7 and newer models and iOS 13 or later versions. iOS smartphones older than the iPhone 7 cannot write NFC tags and will therefore not work with iLOQ S50.
2. Your phone is not rooted.
 - a. Rooting exposes devices to security threats. The iLOQ S50 Mobile App cannot be installed and used in rooted devices.
3. Your phone operating system is running the latest available version.
 - a. This is to ensure your phone is protected by the latest security patches. For security reasons, it is important to always keep the operating system updated to the latest version.

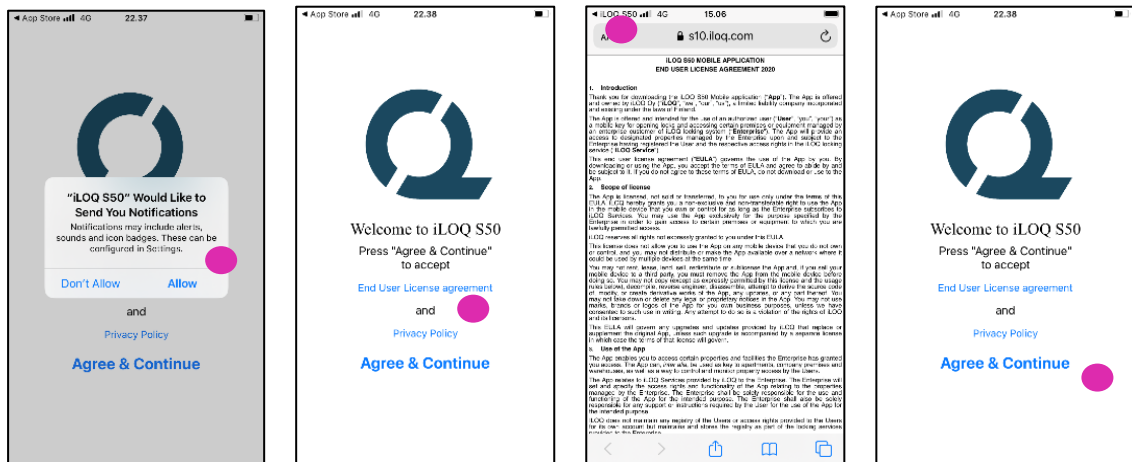
The iLOQ S50 Mobile App is free to install from the Apple App Store. Note: you must have a valid Apple ID account on your device to install apps from the App Store. After installation, the app must be registered as a key to a locking system before it can be used.

1.1 Installing the app from iLOQ's registration message (SMS or email)

1. Open the iLOQ registration message and press the link. The instruction page opens in your default browser.
2. Press the *Download on the App Store* button. You will be directed to the iLOQ S50 app installation page on the App Store.
3. Press the *GET* button (or *Download if you are re-installing the app*). Once the app has been downloaded, press the *OPEN* button.



4. The iLOQ S50 Mobile App opens and asks your permission to send you notifications. Notifications are used to inform users that there is something new happening with the app (e.g. access rights have been updated, the app has got new lock programming tasks or admin has sent you a message). Press *Allow* if you want to receive notifications from the app. Press *Don't allow* if you do not want to receive notifications from the app. Note: you can change the notification settings for the app in the future from your phone settings.
5. Read the EULA and Privacy Policy. After reading both documents, navigate back to the app and press *Agree & Continue* to accept the terms and to continue using the app.



6. The app opens and shows *Not registered*. This is because the app is installed but has not yet been registered as a key to any locking system. Continue to chapter 2.

1.2 Installing the app directly from the App Store

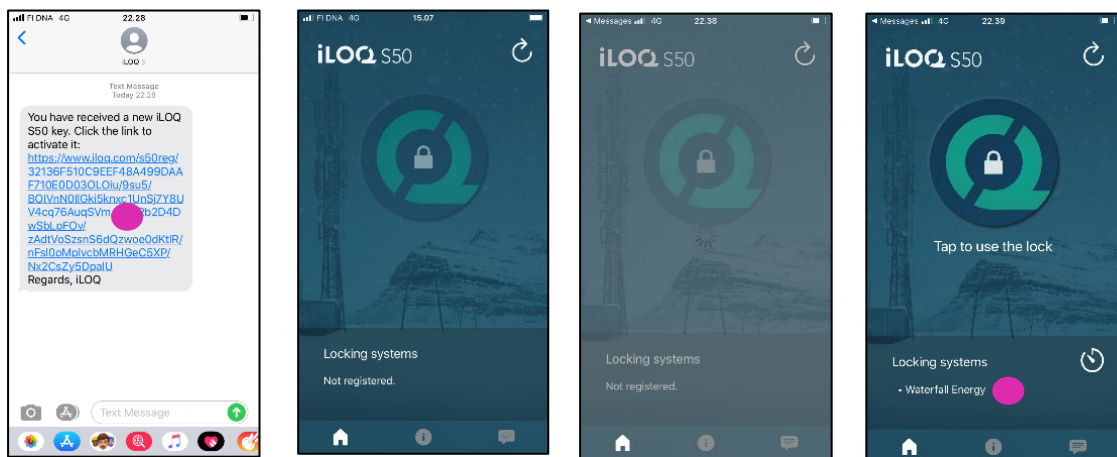
You can also install the app directly from Apple's App Store instead of installing it from the registration message.

1. Open the App Store
2. Search for "iLOQ S50" and click the app icon
3. Follow steps 3 – 6 described previously in chapter 1.1

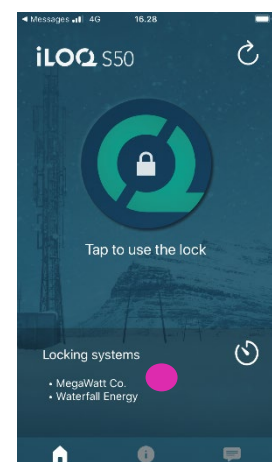
2 Registering the app as a key to a locking system

Before it can be used, the app must be registered as a key to a locking system. The registration is initiated by a locking system administrator who sends you a registration SMS or email. When you have received the registration message, follow the steps below:

1. Open the iLOQ registration message and press the link.
2. The app opens and starts registration; the screen is inactive during this time.
3. When the registration is completed, the locking system name appears in the locking systems view. The app is now ready for use.



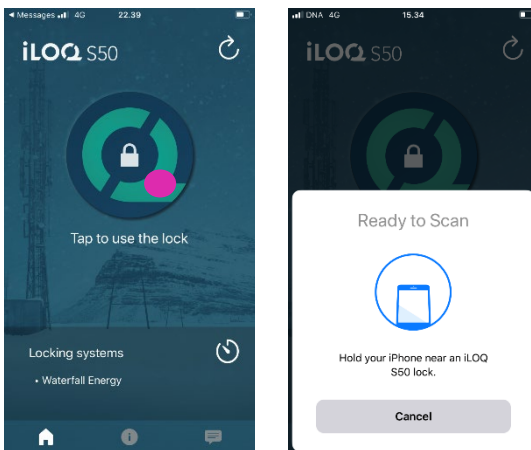
It is possible to register the app as a key in up to 4 different locking systems. The registration to additional locking systems works in the same way as the first registration. Follow the 3 steps described above to register the app as a key to other locking systems. The locking systems to which the app is registered as a key are listed in the *Locking systems* view on the bottom of the screen.



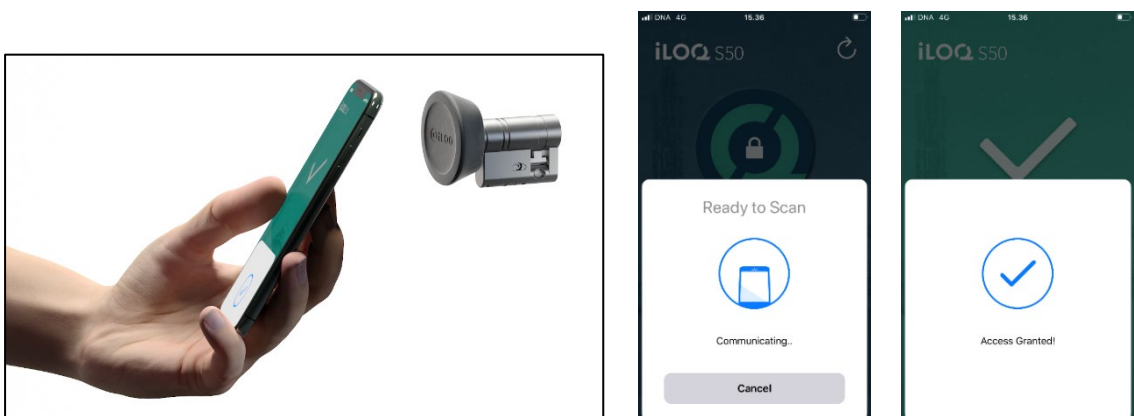
3 Opening locks with the app

Access rights determine which locks can be opened with the app, at what times and with what conditions. User's access rights are defined by the locking system administrator and given to the app during registration. The administrator can trigger forced updates to access rights at any time. For security reasons, the app does not show which locks it has access to. You can get this info from your locking system administrator. To open a lock with the app:

1. Open the app
 - If the phone is online, the app will check and update its access rights from the server. The screen will be dimmed for a moment and a circular progress bar is shown.
 - If the phone is offline, you can still open the app but the app will not check the updates from the server and existing access rights will apply in lock opening as long as the phone stays in offline mode.
2. Ensure that your key has not expired. If there is a red exclamation mark shown in front of the locking system name, you will need to refresh keys from the server. Press the Refresh button to refresh the keys. (Read more about the key expiry interval from chapter 4).
3. Press the lock opening button to activate NFC. The *Ready to Scan* notification is shown.



4. Place your phone's NFC antenna area near to the lock's antenna knob. To check the location of the NFC antenna on your phone, refer to the operating instructions or contact the manufacturer. When the app starts to communicate with the lock, hold the phone still until the lock opens and the app shows the successful opening screen. Note: the communication time may be a little longer if the lock is configured to require server validation for the key during opening or the app has a programming task or audit trail fetching task for the lock.

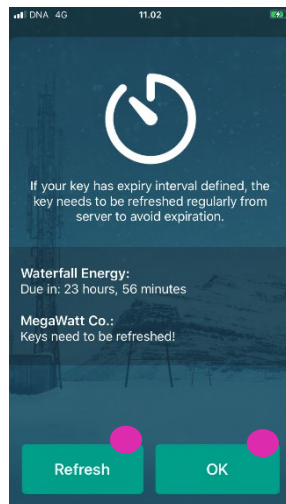
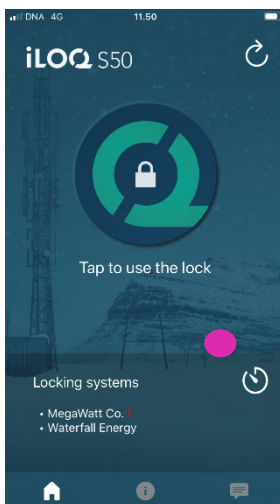


4 Key expiry intervals

The locking system administrator may set a key expiry interval for your key. The key expiry interval is a security feature that requires the user to refresh keys from the server at regular intervals to ensure that the access rights are always up to date.

If a key expiry interval is set for your key, you will see a red exclamation mark in front of the locking system name. The key expiry interval is a locking-system-specific setting. If the app has been registered as a key to multiple locking systems, some locking systems may have key expiry intervals set whereas others may not. There can also be different expiry intervals set in different locking systems.

To check the key expiry details for each locking system, press the key expiry interval button on the top right corner of the locking systems view.



Press **OK** to go back to main screen without refreshing keys from the server.

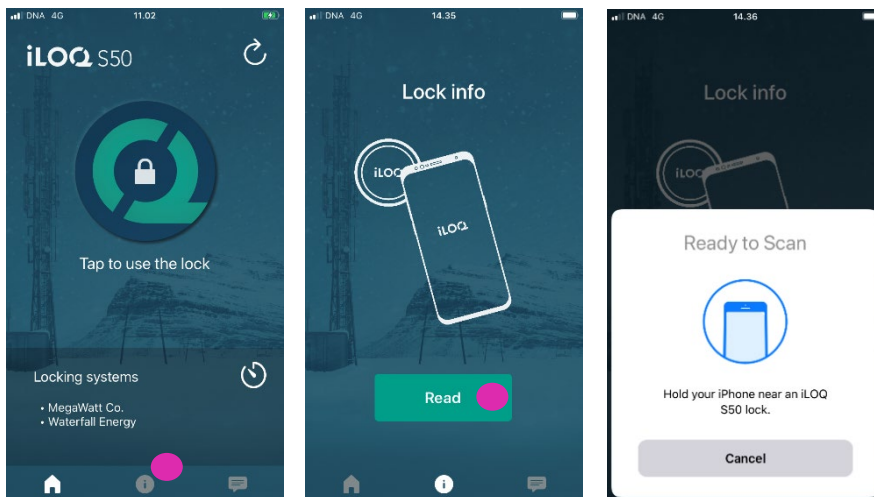
You also have an option to refresh keys in the Key expiry details view by pressing the *Refresh* button. This will refresh keys from the server and go back to main screen.

5. Reading lock information with the app

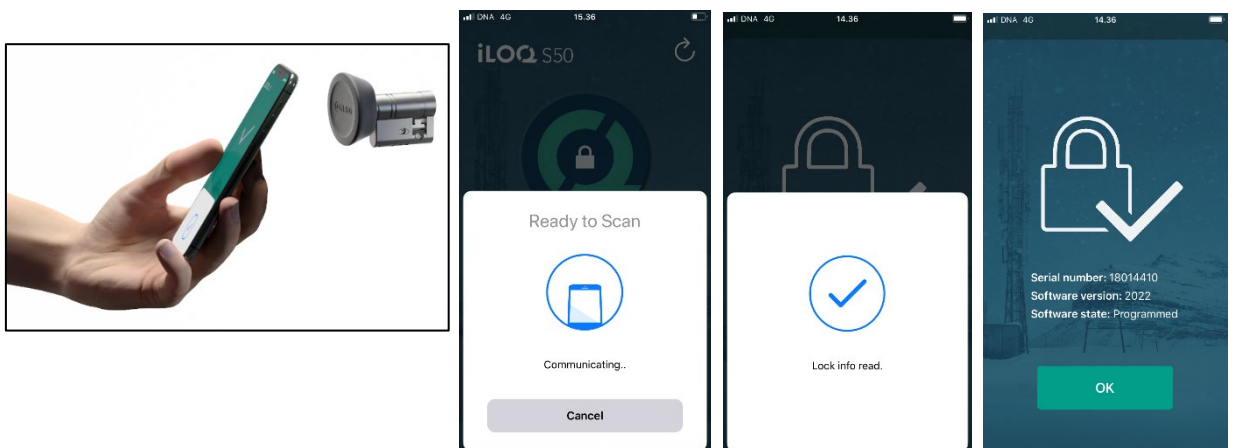
In addition to opening locks, you can also use the app for reading lock information such as the lock's serial number, software version and programming state.

To read lock info:

1. Press the *Info* button
2. Press the *Read* button to activate NFC. The *Ready to Scan* notification is shown.



3. Place your phone's NFC antenna area near to the lock's antenna knob. When the app starts to communicate with the lock, hold the phone still until the lock opens and the app shows the successful *Lock info read* screen with lock information.

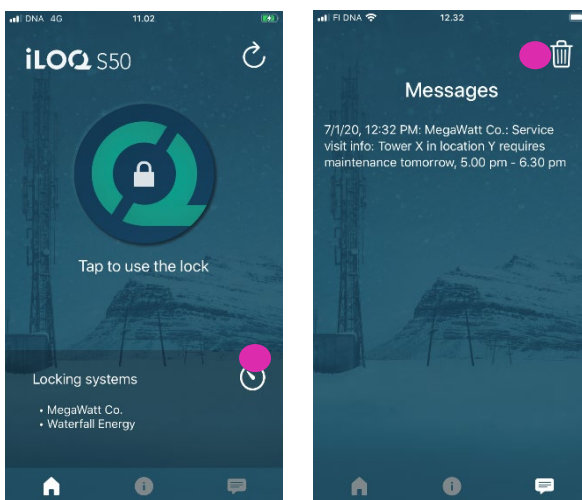


6. Locking system admin messages

The locking system administrator can send messages to phone key users from the management system. Messages can be, for example, general information sharing, additional info related to received keys, etc. Messaging in the app is one-way, which means that the app can receive admin messages from the management system, but you cannot reply to them.

To view received messages:

1. Open the app
2. Press the *Messages* button to view received message



You can delete messages by pressing the *Trashcan* button on the top right corner of the messages view. Note: all messages will be deleted at once.