BEST
dormakaba Group

Switch Tech APP

7   SWITCH TECH APP

The Switch App is an essential part of your Switch Tech system as it allows the access data to flow between the Switch Deck portal all the way to the Switch Core, allowing you to unlock the door, configure the device and retrieve Audit Logs from the Switch Core.

There are 2 different Roles available for Users of the Switch App:

- User and Installer **(Administrator)**.
- The Roles are determined in the Switch Deck portal.
  See "1.1 Understanding Roles in the Switch Tech Architecture" for more details.

The Switch App User and Installer (Administrator) can:

- Sync a Switch Fob – "7.3 Syncing a Switch Fob"
- Unlock a Switch Core – "7.5 Unlocking a Switch Core"

The Switch App Installer (Administrator) can:

- Perform Administrator functions – "7.6 Switch App Admin Functions"
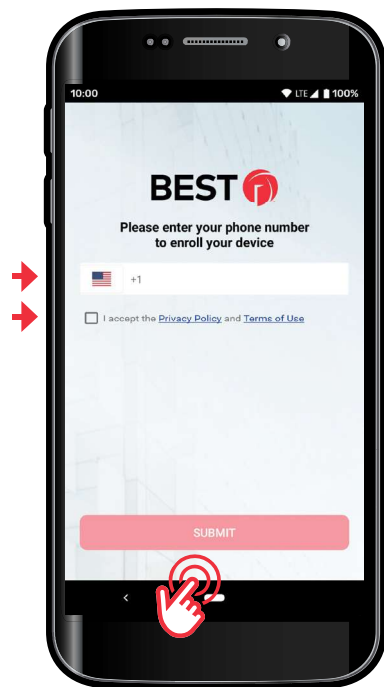
NOTE: Both Roles have access to the Settings menu in the Switch App.

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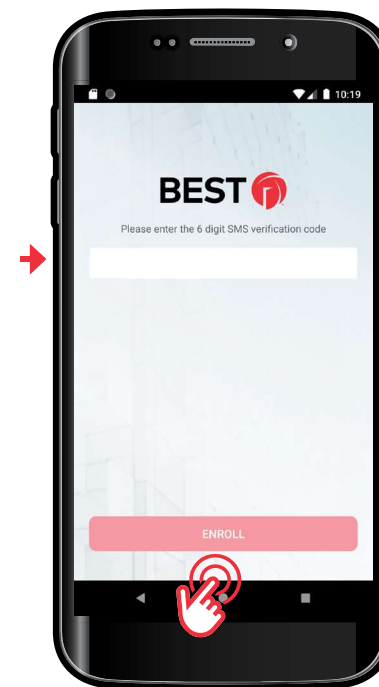## 7.1 Switch Tech Registration

Once you have downloaded the Switch Mobile App onto your mobile device, launch the app and perform the following steps:

Figure 53   Registration-Privacy Policy

- Enter your **mobile phone number**.
- Accept the **Privacy Policy**.
- Tap the **Submit** button.

Figure 54   Registration-SMS Verification Code

- A **Verification Code** will be sent by SMS to the mobile number above.
- Enter the 6-digit **SMS Verification Code**.
- Tap the **Enroll** button.
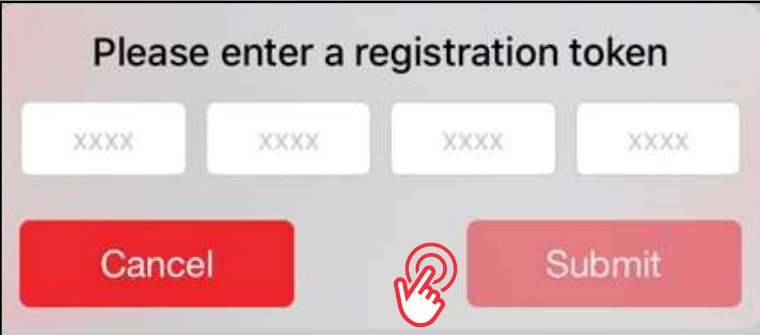
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7.2 Adding a Registration Token to the Switch App

Once you have installed the Switch App, you will need to enter a Registration Token in order to register the mobile device with the Site and allow it to be used as a Mobile Credential.

A Registration Token is a 16-digit alphanumeric code that is provided by the Account Owner or Site Owner of your Switch Tech system.

- To add a **Registration Token** to your Switch App, select **Keys** on the bottom left of the main screen and then the **"+"** at the top right.

- Enter your **Registration Token** and tap **Submit**. You may repeat these steps to register additional tokens for more Sites as needed.

Figure 55   Registration Token

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7.3 Syncing a Switch Fob

Credential Keys can be assigned to the Switch Fob in the same way that they are assigned to a mobile device.

NOTE: Any mobile device can be used to sync a Switch Fob. No Administrator privileges are needed. Once the sync is completed, the mobile device is not required for everyday use.

Figure 56   Syncing a Switch Fob
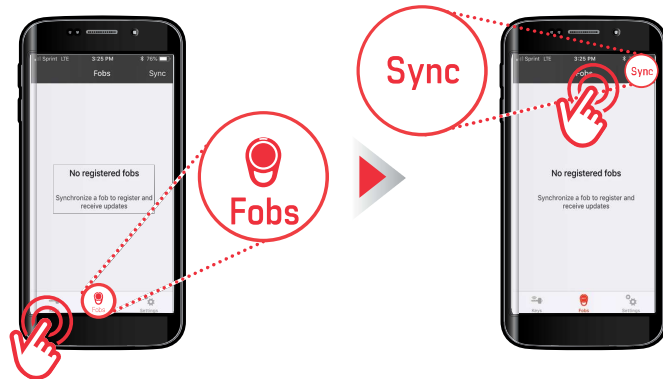
- From any Switch Tech app, tap the **Fobs** tab at the bottom of the screen.
- Tap **Sync** in the upper right-hand corner.

Figure 57   Syncing a Switch Fob

- Press and hold the **Fob** button until the app screen changes from **Pairing** to **Paired**.
- Enter a **16-digit Registration Token** that has been provided by the Account Owner or Site Owner of your Switch Tech system.
- Once the token has been accepted, an **Update** will shorty become available in the **Fobs** tab of your Switch App.
- Tap **Sync** in the upper right-hand corner, press and hold the **Fob** button to apply the update. This update will register your fob.
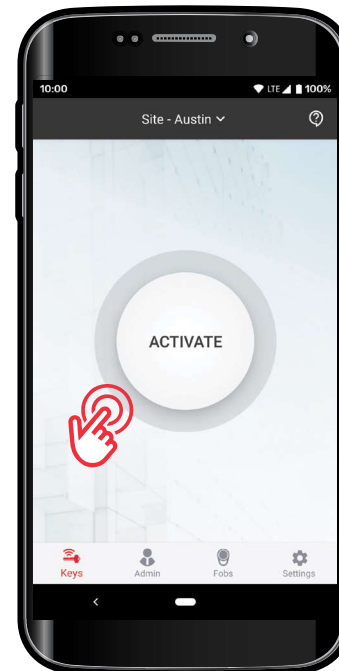
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- Once the **Fob** has been **Registered**, another **Update** will shorty become available in the Fobs tab of your Switch App.

- Tap **Sync** in the upper right-hand corner, press and hold the **Fob** button to apply the update. This update will contain the appropriate access rights as assigned by your ACS.

NOTE: The Fob is now in sync with this mobile device, any updates to the Credentials Access Rights will be displayed on this phone. Updates can be applied from any Switch Tech mobile device you just need to sync with that device to receive the updates.

7.4 Switch Fob Firmware Updates

Firmware updates are performed by a Switch Tech User with installer privileges.

Figure 58   Switch Fob Firmware Updates

- From the Switch Tech App, tap the **Admin** tab at the bottom of the screen.

- Select **Setup Fob** from the drop-down menu at the top of the screen.

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- Select the **Update Firmware** command and then tap **Start** in the upper right-hand corner.

- Sync the **Fob** to the **mobile device**.

NOTE: When the firmware update is complete the Fob will now be in an unregistered state.
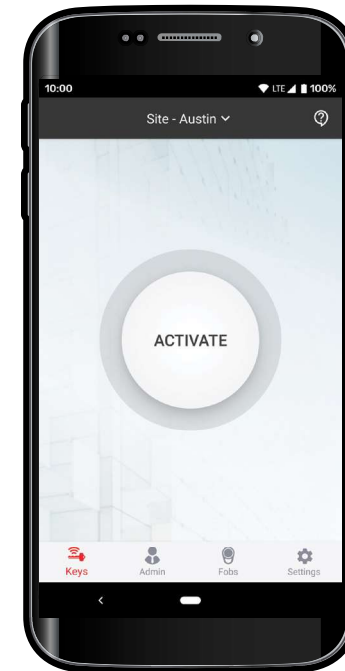
- Follow the steps to register the Fob and enter the same 16-digit Registration Token that was originally claimed by the Fob.

7.5 Unlocking a Switch Core

To activate a Switch Core, launch the Switch Mobile App on your mobile device and perform the following steps:

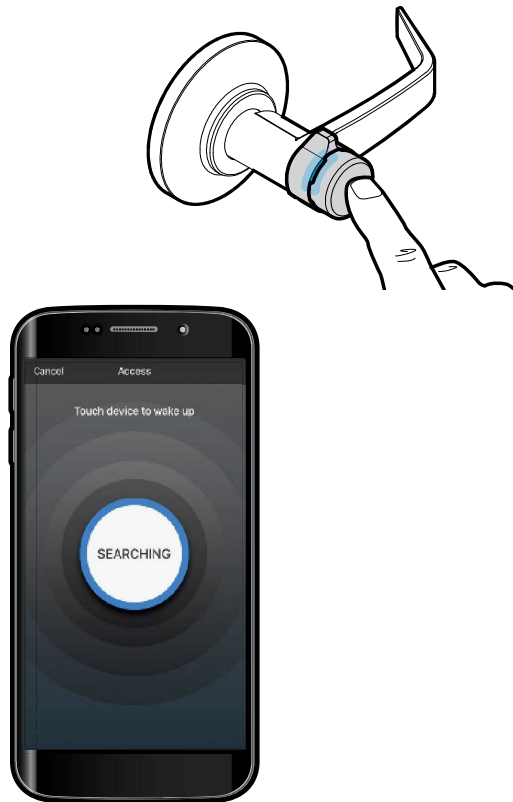- Open the **Switch Tech App**.

Figure 59   Unlocking a Switch Core

- If you only have a single Key registered, tap the **Activate** button.

- If you have multiple Keys for different Sites, select the desired Site from the drop-down menu and tap **Activate**. The Switch Tech App will default to the last Key selected when reopened.
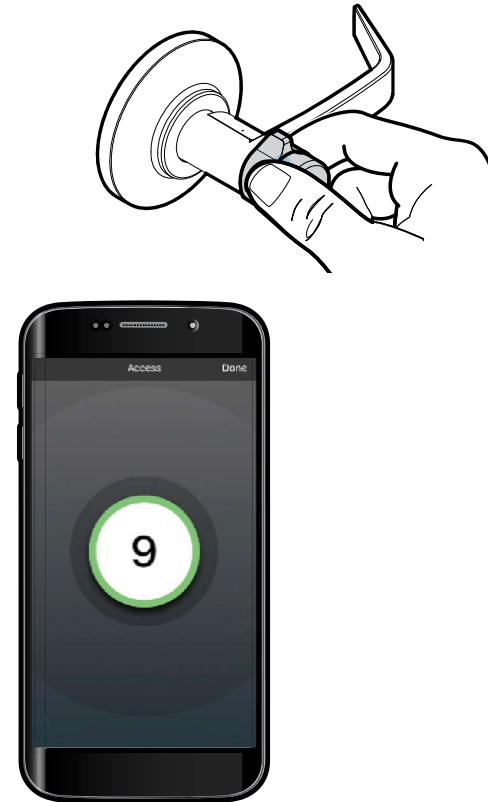
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Figure 60   Unlocking a Switch Core

- Touch the **Switch Core** to wake it up. The blue light in the Switch Core will light up.

Figure 61   Unlocking a Switch Core

- When the Switch Core turns green, turn the **knob** to enter.

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7.6 Switch App Admin Functions

7.6.1 Switch Core Admin Functions

7.6.1.1 Factory Reset

Restore a core to the factory default state.

7.6.1.2 Set Time

Sets the core's internal date and time to the current date and time.

7.6.1.3 Control Mode Engage

Sets the state of the core to one where the control lug is able to be rotated to install or remove the core from the door.

7.6.1.4 Control Mode Disengage

Sets the state of the core back to normal operation after being installed or removed from a lock.

7.6.1.5 Initialize

Required in order to assign account specific encryption and security keys.

7.6.1.6 Update Firmware

Utilized to update the firmware in a Switch Core as assigned in the Switch Deck for the site.

7.6.1.7 Configure

• Select the configuration to download into the Switch Core.

• For cores that are already configured and just need updated you are able to utilize the '**auto select**' option.

7.6.1.8 Override Door Mode

Set the Switch Core to a different authentication mode either for a period of time or indefinitely.

• Locked – no credentials work

• Credential and Pin – both the credential and the pin assigned to the cardholder are needed to authenticate the user

• Credential Only – only the credential is needed to authenticate the user

7.6.1.9 Clear Override Door Mode

Restore the Switch Core to the default authentication method configured.

7.6.1.10 Set Read Range

Utilized to set the acceptable range for communication to credentials.

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• Options

—Low

—Medium

—High

—Max

7.6.1.11 Set Search Duration

Set how long the Switch Core will search for a valid credential when woken up.

• Options

—1 second

—3 seconds

—5 seconds

7.6.1.12 Set LED Intensity

Set the LED brightness for the Switch Core.

• Options

—Low

—Medium

—High

7.6.1.13 Pull Audits

Request audits that have been stored locally within a selected time period.

7.6.1.14 Reboot

Reboot the Switch Core.

7.6.1.15 View Status

Displays the current status of the Switch Core.

7.6.1.16 Access – Admin

Utilized by admin personnel to access doors that they do not have access to normally or for locked doors. Activity will be logged in the ACS.

7.6.2 Switch Fob Admin Functions

7.6.2.1 Update Firmware

Utilized to update the firmware on a Switch Fob as assigned in the Switch Deck for the site. See section "7.4 Switch Fob Firmware Updates" for instructions.

7.6.2.2 View Status

Display the current status of the Switch Fob.

7.6.3 dormakaba Switch Reader Admin Functions

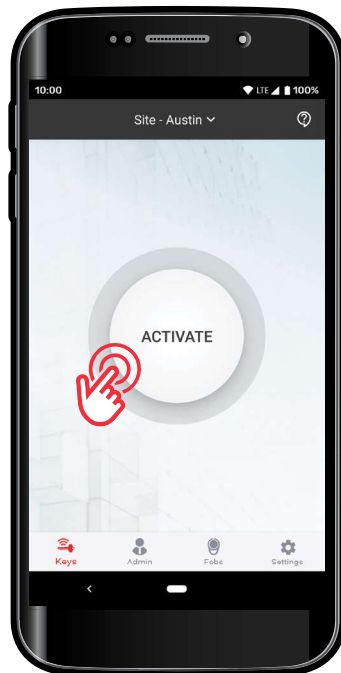### 7.6.3.1 Configure – dormakaba Reader

Configure the dormakaba Reader to desired Switch Tech site.

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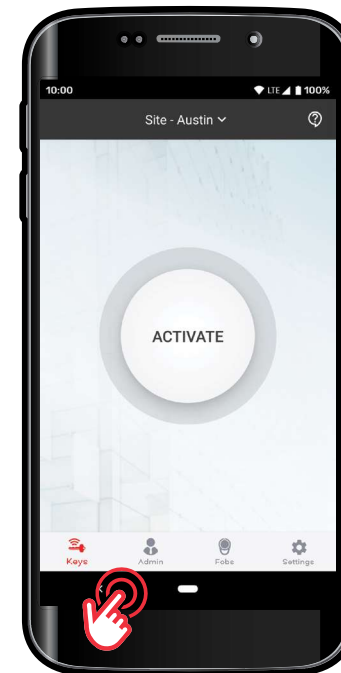## 7.7 Switch Core Initial Configuration

This section will guide you through the initial configuration of a Switch Core. You will need Administrator (Installer) rights to the app in order to complete the following steps. After the Switch Core is installed, it will flash red. This is an indication that the capacitor in the core is charging. Average time is 30 seconds for the capacitor to reach a full charge. When the lights start flashing blue, that is the indication that the capacitor is charged and the core is ready to be programmed.

Figure 62   Open Switch Tech App

Figure 63   Tap Admin App

- Open the **Switch Tech App**.

- Tap the **Admin** tab located at the bottom of the screen.

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Select the following from the list of Admin commands to process.

   Set Time

☐   Initialize

☐   Configure

- Select the **Switch Core name** from the list and then click **OK**.

- Tap **Start** button in the upper right corner.

Read the disclaimer.

- Select **OK** if it is appropriate to proceed.

Ensure that the device is close to the Switch Core.

- Wake up the core to start the exchange of information.

- When the configuration is complete, tap **Done**.

- Tap **Keys** at the bottom and test the operation of the core following the instructions. See "7.5 Unlocking a Switch Core".

7.8 Switch Reader Initial Configuration

7.8.1 dormakaba Switch Reader Configuration

This section will guide you through the initial configuration of a dormakaba Switch Reader. You will need Administrator (Installer) rights to the app in order to complete the following steps. After the dormakaba Switch Reader is installed you will have 60 seconds to apply the desired configuration.

- Power on the dormakaba Switch reader, once done you will have 60 seconds to apply the configuration.

- Open the **Switch Tech App**.

- Tap the **Admin** tab located at the bottom of the screen.

- Tap the dropdown menu at the top of the screen and select **Setup dormakaba Reader**.

- Select **Configure – dormakaba Reader** from the list.

- Tap **Start** in the upper right corner.

- Ensure that the device is close to the dormakaba Switch Reader.

- When the configuration is complete, tap **Done**.

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7.9 Switch App Settings

You can make the Switch Mobile App your own by using the **Settings** menu to enable or disable certain functions.

Figure 64   Switch Mobile App Settings Screen
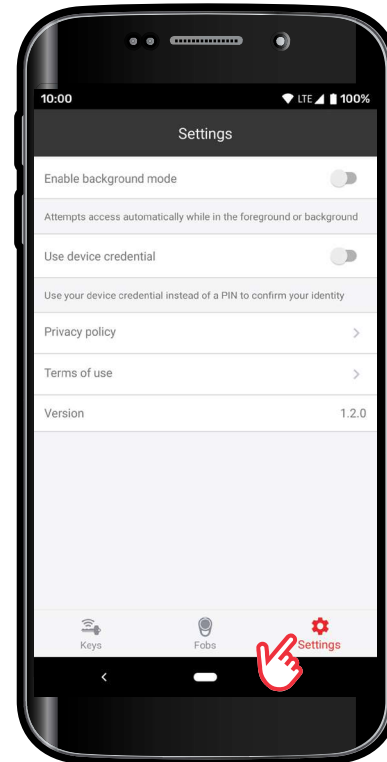
- **Background** mode allows you to activate the Switch Cores without having to push the **Activate** button. Simply wake up the Switch Core and have your mobile device close to unlock. The Switch Mobile App must be open and running in the background.

- **Use Device Credential** allows you to use your device credential instead of a PIN to confirm your identity.

For questions regarding the functionality of this integration, please contact dhw.support.us@dormakaba.com with the subject line: **Switch Tech - (question or issue encountered)**.

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