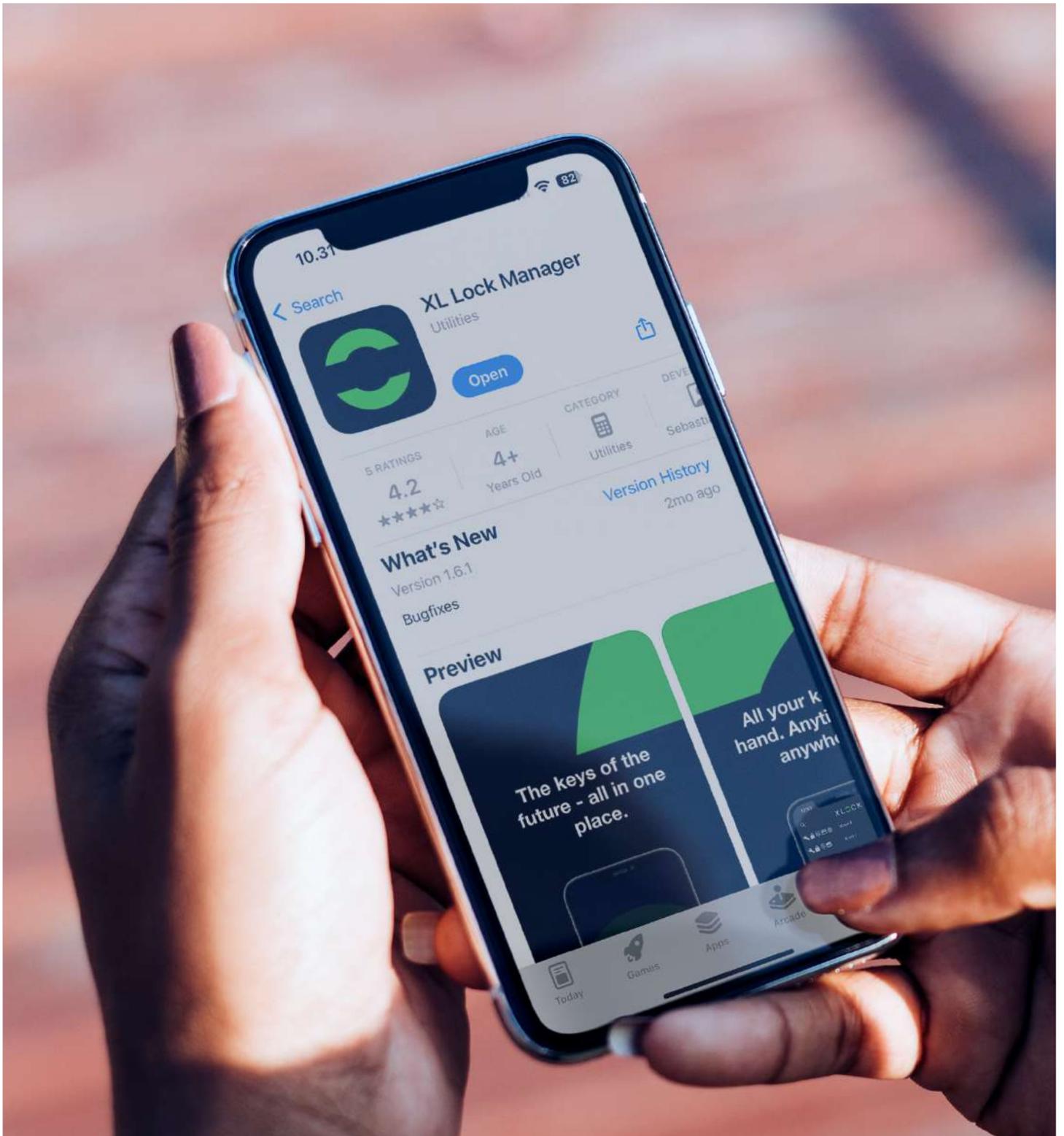# X L○CK

SOFTWARE GUIDE

MANAGE ALL ACCESS CONTROL THROUGH OUR APP, WHILE OPERATING ON MAXIMUM SECURITY STANDARDS – SMART AND SIMPLE!

WEB APP
www.xlock.app

// CREATE ACCOUNT -

The XLOCK software (iOS version) can be downloaded from the APP Store and the Android version can be downloaded from the application store of Google play.

- Scan the QR code to download the app
- You can also search for XL Lock Manager in the APP Store or Google Play store
- Register a new account (email) or login to an existing account

XLOCK users can register the account Email. The verification Email will be sent to user's Email, and the registration will be successful after the verification. After the verification you can login with your Email and chosen password.

ATTENTION FOR ANDROID DEVICES:

For Android devices, unrestricted access to Location and Bluetooth permissions is required for setting up Bluetooth devices.

To set up an XLOCK lock, both Location and Bluetooth must be enabled in the Android system.

If these permissions are not granted initially, some devices may not allow changes afterward. In such cases, you will need to uninstall and reinstall the app, then restart your device.

1. Register your profile.
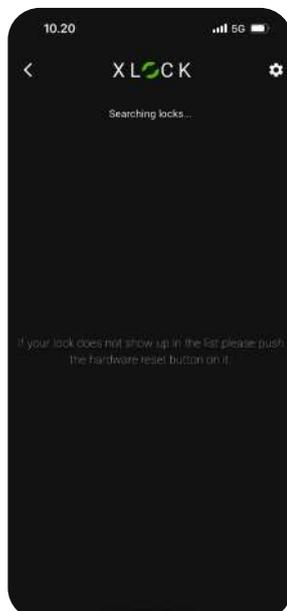
2. Login.

// ADD LOCK

XLOCK supports various lock types. The lock should be added via the app, entering addition mode by pressing a button on the keypad.
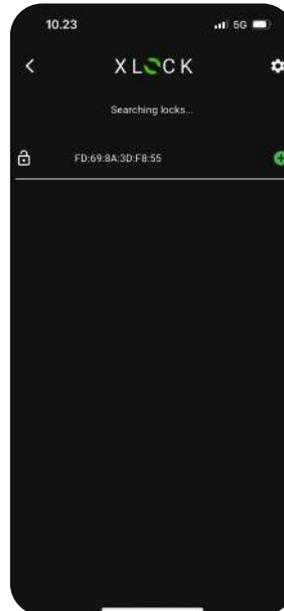
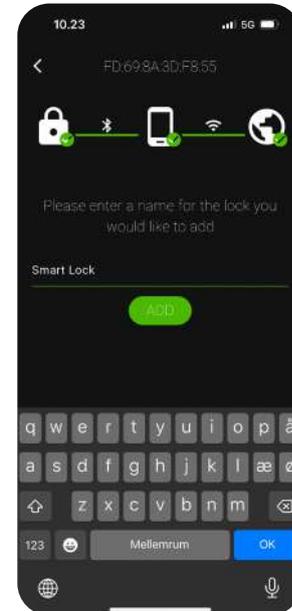1. Click the Menu in the lower right corner, and then click New Lock.
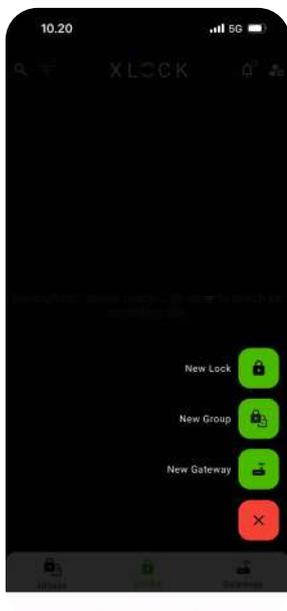
2. Search for new locks. Awakening your lock by touching the keypad or fingerprint area.

3. Click "+" to program the lock.

4. Name your lock and click ADD. The lock is now added and will appear in your list.

## // USER MANAGEMENT

BLUETOOTH CONTROL

Make sure that Bluetooth is turned on, and ensure there are no issues with the Bluetooth communication. The phone must be within Bluetooth range to the lock.
Important: Make sure to turn on "location" services when using Android devices.
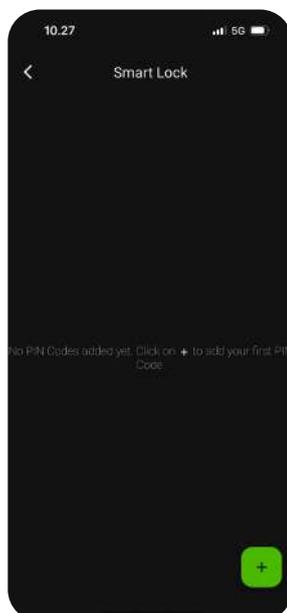
PROGRAM PIN CODES

PIN codes are also a way to unlock. After entering the PIN code on the lock's keypad, press "#" in the bottom right corner to unlock. Access codes are Timed, Permanent and One-Time use. You can share the PIN code via SMS, Email etc.
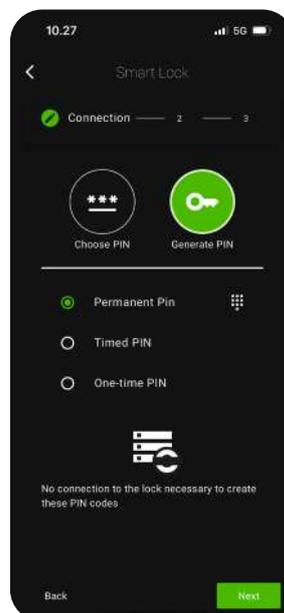
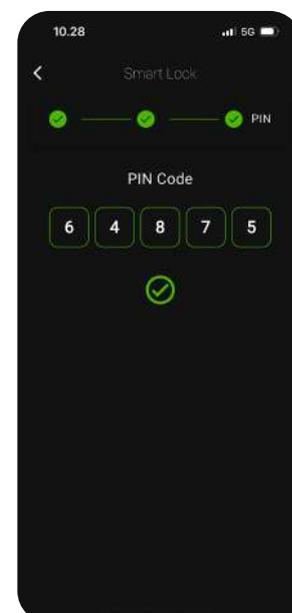1. Click PIN Codes to add a new PIN Code to the lock.
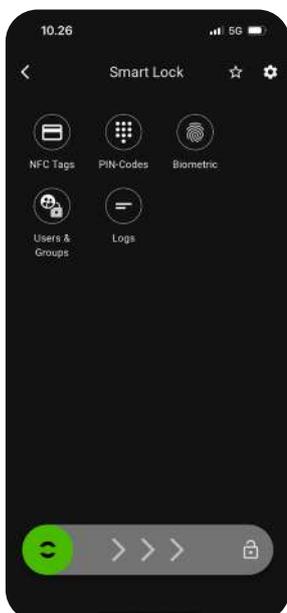
2. Click "+" in the lower right corner to setup a PIN Code.

3. Choose your preferred settings and click Next.

4. A PIN Code is now generated for you, or you can choose it yourself.

XLOCK is a registered trademark of XLOCK GmbH, declares that the product meets the essential requirements and directives European regulations.

SEND USER AND ADMIN RIGHTS

Click Users & Groups to grant admin or user rights to other XLOCK users. Insert the Email of the XLOCK user. Fill the permissions the XLOCK user should have, as shown in the figure below. Press Next and choose the start and end time of the chosen permissions. The recipient's account now has the chosen permission.

Note: If the chosen Email has no account yet, you will have the possibility to create an account and send an invite to the admin/user.

1. Click Users & Groups.

2. Click "+" and insert the Email of the XLOCK user.

3. Fill the permissions and click Next.

4. Choose the start and end time and click Next. The permissions are now granted.

PROGRAM CARD

You have to program the RFID card before it can open the lock. Choose different RFID validity; it can be permanent, time-limited, or recurring.

Program via Bluetooth: must be withing Bluetooth range.
Program via Gateway: must have Gateway installed.

1. Click NFC Tags.

2. Click "+" to add a new connection.

3. Choose between Bluetooth or Gateway (requires that you got a gateway, sold separately).

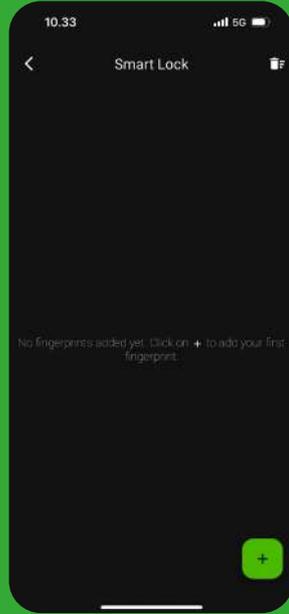4. Choose the start and end time and click Next. The NFC Tag is now programmed.

PROGRAM FINGERPRINT

For a fingerprint to open a door, add it first. The app must do the addition process at the lock (within Bluetooth range). You can set the fingerprint's time profile to either permanent or limited. Follow the instructions in the app.
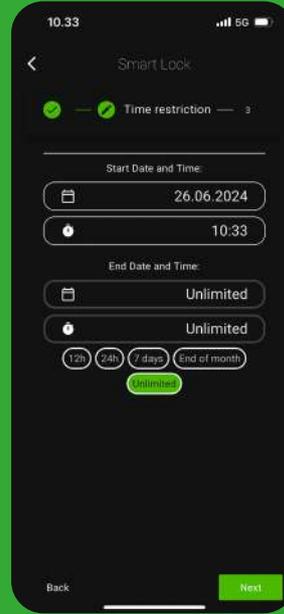
1. Click Fingerprint.
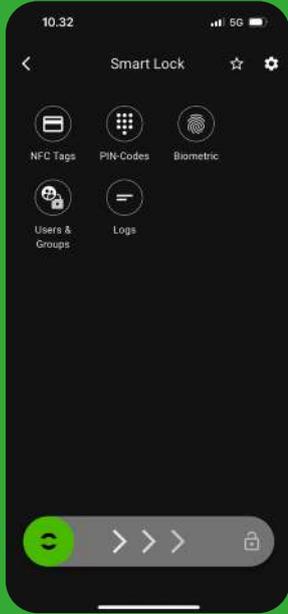
2. Click "+" to add a new connection and choose a name for the Fingerprint, click Next.

3. Choose the start and end time and click Next. The user is now created.

4. Scan your fingerprint several times to finish the process.

// ADMIN MANAGEMENT

The owner and the administrator(s) can delete access rights, reset the access rights, send new and adjust access rights. Meanwhile, he can search the log file.

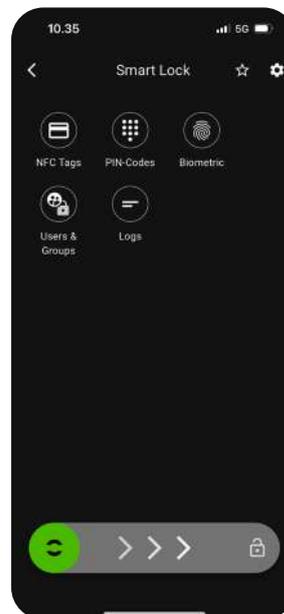**PIN CODE, CARD AND FINGERPRINT MANAGEMENT**

All programmed PIN Codes, Cards and Fingerprints can be viewed and managed in the app. This includes deleting, updating and programming new ones.
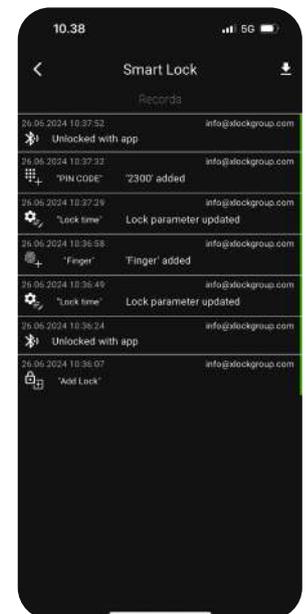
LOG FILE

Click LOGS and follow all actions taken incl. all unlocking.

The log files are updated via Gateway or with each Bluetooth unlocking of the lock.

1. Click Logs.

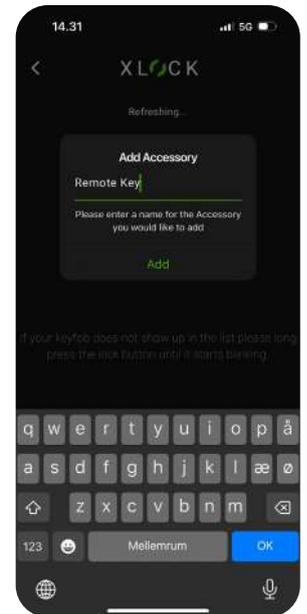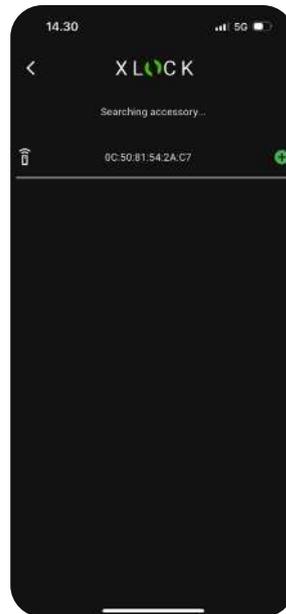2. A log list of actions is now shown.

// ADD ACCESSORIES

XLOCK offers more than just advanced security solutions. Our range of accessories is designed to complement and enhance your access control systems, providing convenience and flexibility for all users. Note: one accessory can be connected to one lock.

BLUETOOTH ACCESSORIES:

- Bluetooth remote key
- Bluetooth remote keypad
- Bluetooth door sensor

1. Go into the lock's settings and click Manage Accessory.

2. Click the green symbol in the lower right corner and choose the type of accessory you wish to add to the lock.

3. Follow the instructions given in the app and press "+".

4. Give the accessory a name and press ADD. Your accessory is now connected to the lock.

© XLOCK. Errors and misprints excepted.

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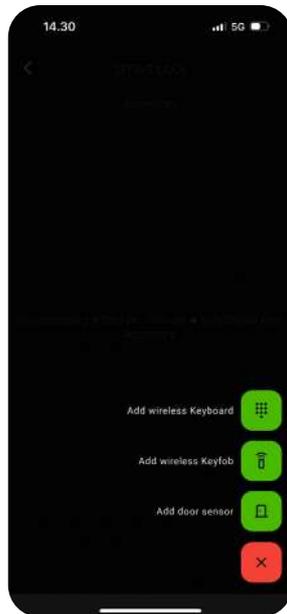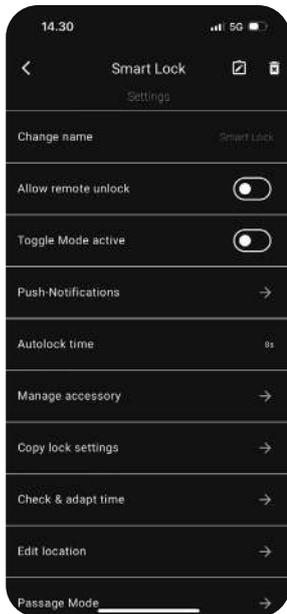
// GATEWAY MANAGEMENT ------------

The gateway is a bridge between smart locks and the XLOCK Cloud through internet. The gateway lets the user remotely unlock and control. Meanwhile, it can remotely program, delete and modify PIN Codes and ID cards.

After a short period, you can see which locks are in their coverage in the app. Once the lock is bound to the gateway, the lock can be managed through the gateway.

Important: Make sure that 'allow remote unlocking' in the lock settings is turned on.

LIGHT STATUS

When the gateway is powered on:
Light flashes alternately in red and blue: Stand-by mode, ready for pairing
Blue light: Working mode
Red light: Network failure

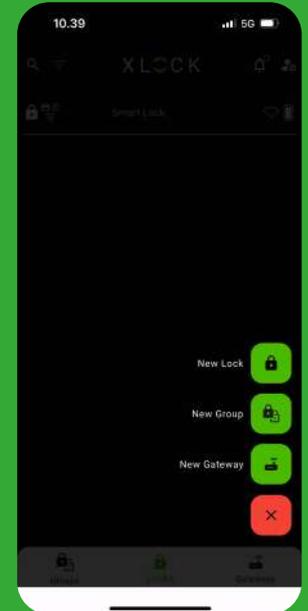### PAIR THE GATEWAY WITH APP

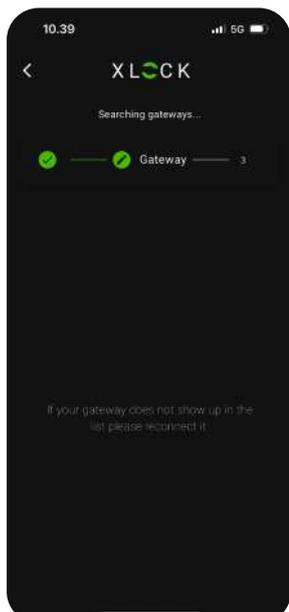Follow the procedure from step 1 - 6 below:
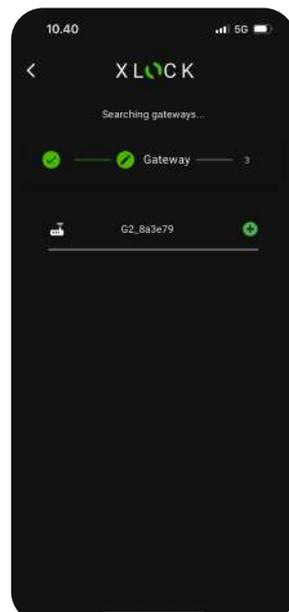
1. Click the Menu lower right corner.

2. Select "New Gateway".

3. Plug in the gateway and power it on, while the light flashes alternately in red and blue.
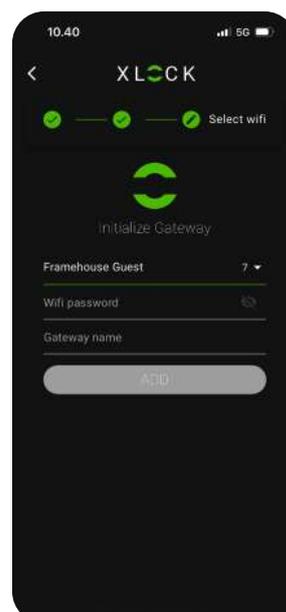
4. Press + sign.

5. Select the network and fill in the password.

6. Click ADD to complete the setup.

Notice: If times out, please power off and try it again.

// XLOCK APP FAQ

Here, you'll find answers to the most frequently asked questions about our innovative app. Whether you're looking for information on programming, available features, compatibility, or troubleshooting, we've got you covered. Our goal is to provide you with all the details you need to experience a seamless and secure experience. If you can't find the answer you're looking for, feel free to contact the STROXX team for further assistance.

WHAT SECURITY FEATURES DO XLOCK LOCKS OFFER?

XLOCK locks come with various security features, including Bluetooth, NFC, PIN code access, fingerprint recognition, and real-time activity reporting via the XLOCK app.

HOW DO I MANAGE USER ACCESS AND PERMISSIONS?

User access and permissions can be easily managed through the XLOCK Lock Manager app. Administrators can grant, update, or revoke access rights in real-time from anywhere.

HOW DO I KNOW IF THE BATTERY IS LOW?

The owner of the lock will recieve a notification when the battery level is low. In due time to change the batteries. You can always see the battery status in the App. The battery level is automatically updated when a bluetooth connection happens.

CAN I ADMINISTRATE MY LOCKS ON A COMPUTER?

Yes, via the XLOCK Web Interface you can manage your locks on a PC. (www.xlock.app)

HOW DO I TRANSFER OWNERSHIP OF A LOCK TO ANOTHER ACCOUNT?

In the settings of the lock you can choose "transfer to other account" to transfer the ownership of a lock to another account. IMPORTANT: the e-mail address must be registered in the app.

WHY CAN I NOT PROGRAM A LOCK IN THE APP WITH MY ANDROID DEVICE?

To program a new lock in the app on an Android device, the LOCATION and BLUETOOTH connection must be switched on.

WHY DOES THE GENERATED TIME-BASED PIN CODE NOT WORK?

For all time-based PIN codes it is very important that the lock has programmed the right date and time. Check the date and time of the lock in the settings.

CAN I PROGRAM ID CARDS REMOTELY?

Yes, via the XLOCK app ID cards can be programmed remotely. (Gateway required)

CAN I BE NOTIFIED ON EVERY UNLOCKING?

Yes, push notifications can be turned on for each lock.

CAN I ADMINISTRATE MY LOCKS IN GROUPS?

Yes, you can create groups of locks for easier administration.

WHY ARE MY LOG FILES NOT UPDATED?

The log files of a lock are updated with each Bluetooth unlocking. Alternatively, the log files can be continuously updated via a Gateway.

CAN I PROGRAM A PIN CODE WITHOUT ANY CONNECTION TO THE LOCK?

Yes. Permanent, time-based and one-time PIN codes can be generated and shared with users without any connection to the lock.

HOW MANY SMARTPHONE USERS AND ADMINISTRATORS CAN I ADD TO A LOCK?

Unlimited smartphone users and administrators can be added to a lock.

FAQ PAGE
www.xlockgroup.com/faq
Includes how to videos of
the most used functions.