iLOQ S50 iOS Application User Guide

Introduction

The iLOQ S50 Mobile App for iOS is a digital key that allows you to use your iPhone to open the iLOQ S50 NFC locks that you have valid access 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. However, considering the variety of form factors and designs in different iPhone models affecting NFC performance, it is not guaranteed that the app works seamlessly in all iPhone models. Therefore, it is recommended to 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. NFC tag read/write function is required for lock opening. This function 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 NFC locks.
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 an 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 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.
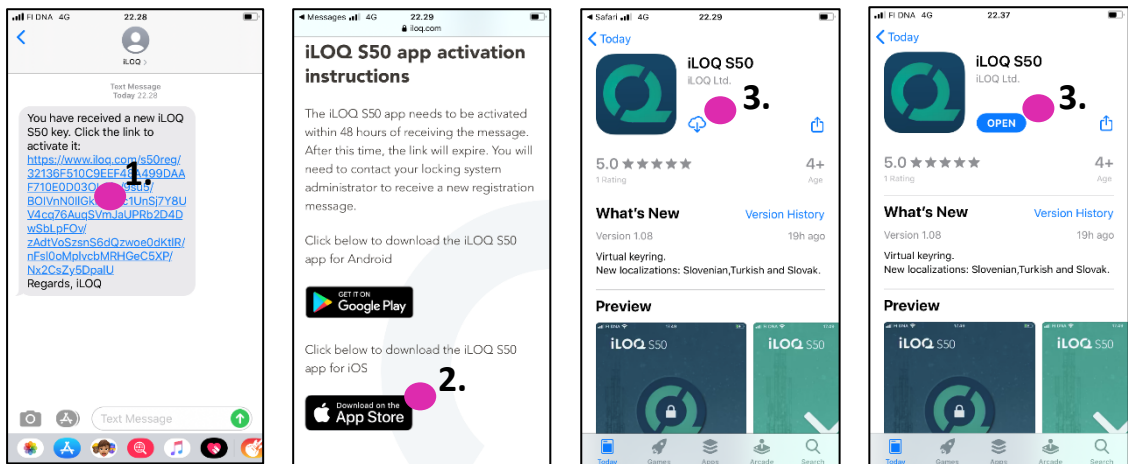
4. The iLOQ S50 Mobile App opens and asks your permission to send you notifications. Notifications are used to inform users that there is something new happening with the app (e.g. access rights have been updated, the app has got new lock programming tasks or admin has sent you a message). Press *Allow* to receive notifications from the app.

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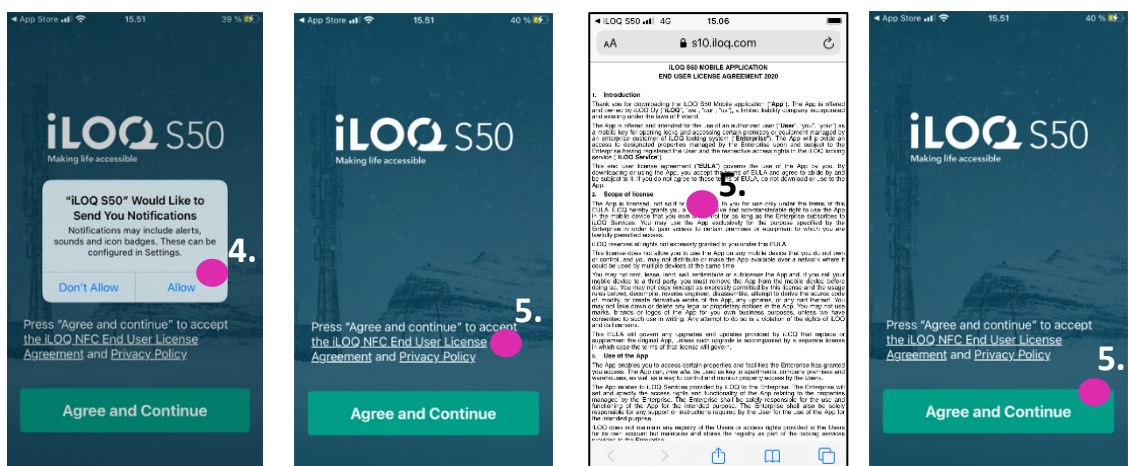
6. The app opens and shows *Not registered.* This is because the app is installed but has not yet been registered as a key to any locking system. Continue to chapter 2.

## 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 the installed app can be used, the app must be registered as a key to a locking system. The registration is always initiated by a locking system administrator who sends you a registration SMS or email. If you are registering the app to a particular locking system for the first time after installing it, in addition to the registration message, you will also receive an activation code by SMS or email. When you have received the registration message, follow the steps below:

1. Open the iLOQ registration message and press the link. The app opens and starts registration.
2. If this is the first registration to a particular locking system after installing the app, the app will ask for an activation code. Enter the one-time activation code that you received in a separate SMS or email and press *Activate*.
3. If the entered one-time code was valid, your phone key is now activated. Press *OK.* The app is now ready for use.
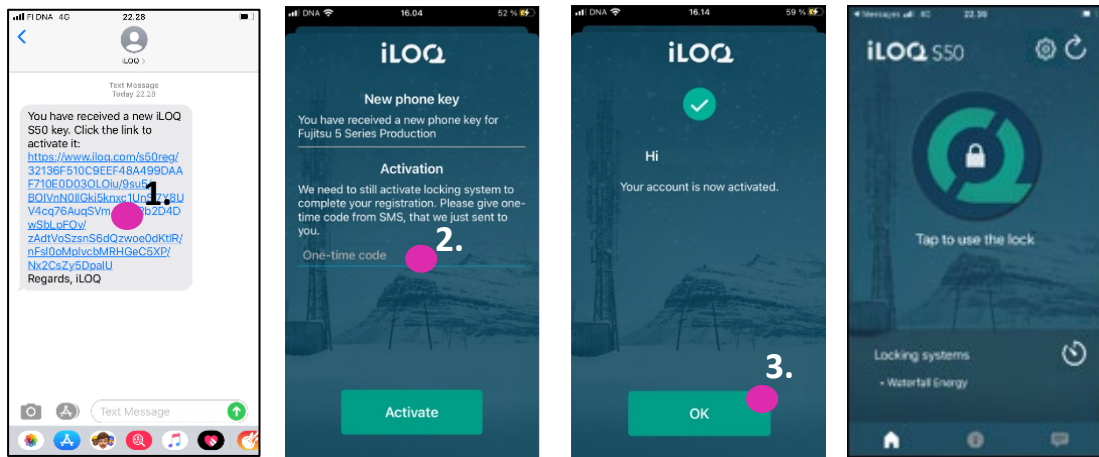
## 2.1 Registering the app to multiple locking systems

It is possible to register the app as a key in up to four different locking systems. The registration to additional locking systems works in the same way as for the first locking system. Follow the 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.
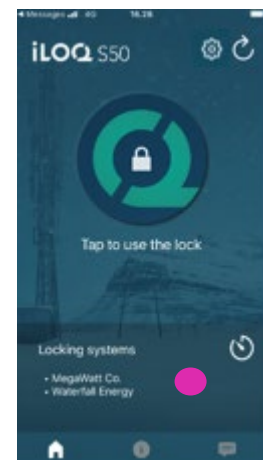
3 Opening locks with the app

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 administrator in the locking system management software 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 iLOQ S50 Mobile App. If there are updates pending for the phone key, the starts to update the key. Wait until this process is completed and then continue to the next step.
2. Press the lock opening button to activate NFC. The *Ready to Scan* notification is shown.
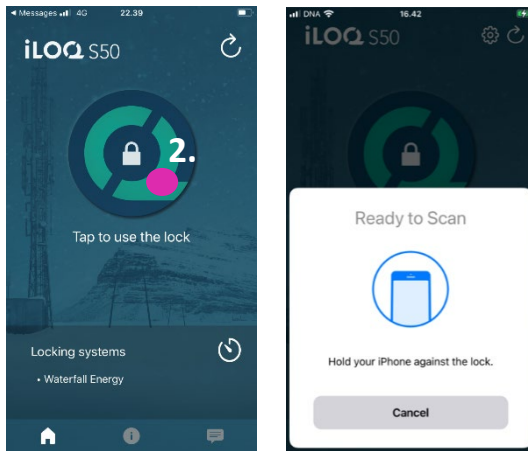
3. Place your phone's NFC antenna area close to the lock's antenna knob.
    *   To check the location of the NFC antenna, refer to your phone's operating instructions or contact the manufacturer.
4. When the app starts to communicate with the lock, hold the phone still until the app shows the *Access Granted* screen. The internal locking mechanism of the lock is now activated, and you can open the lock.
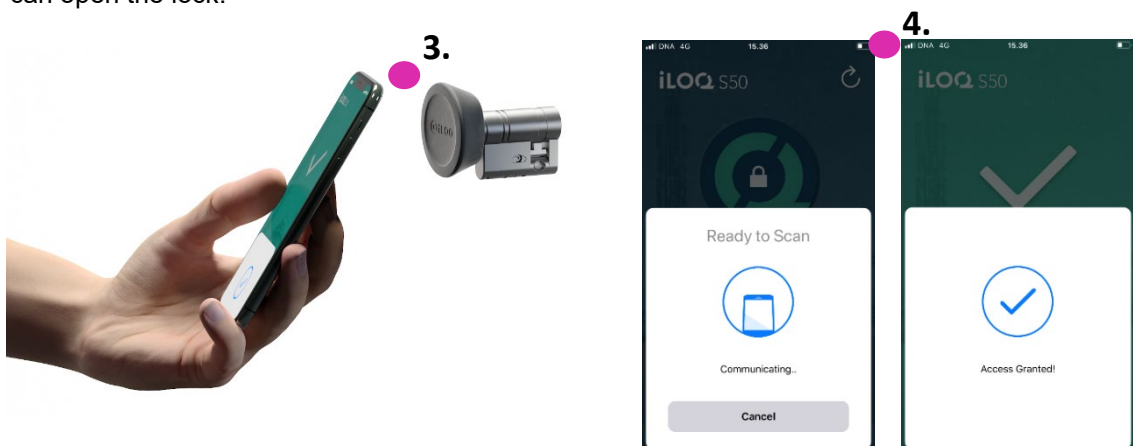

Notes:

The communication time (*Communicating..* screen) may be a little longer if the app has a programming task, an audit trail fetching task for the lock, or if the lock is configured to require server validation from the key during opening. If the lock is configured to require server validation from the key, the phone must have a network connection.

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 system 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 (clock icon) in the *Locking Systems* view.
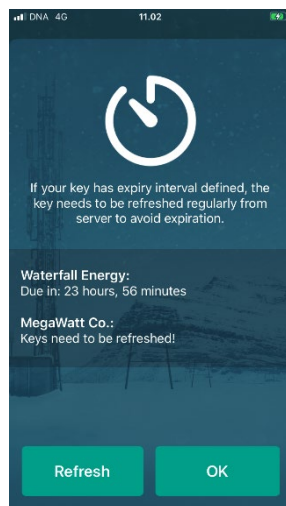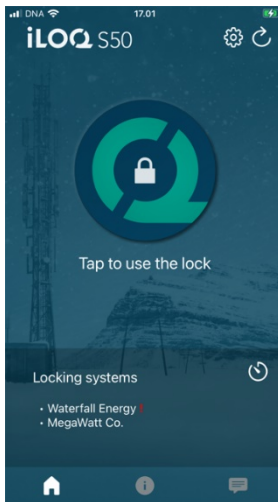
Pressing OK returns to main screen without refreshing keys from the server.

Pressing REFRESH button refreshes keys from the server and reset the expiry interval counter for all locking systems.

# 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 (*i* icon)
2. Press the *Read* button to activate NFC. The *Ready to Scan* notification is shown.
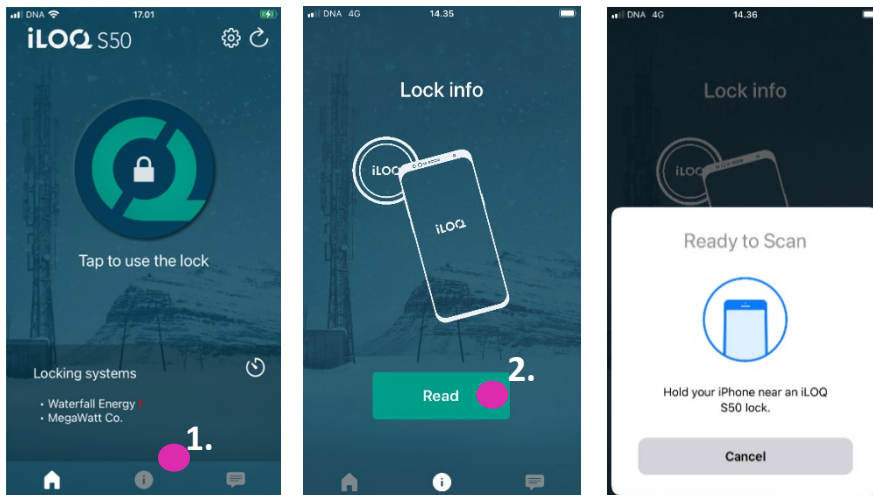
3. Place your phone's NFC antenna area close to the lock's antenna knob. Hold the phone still until the app shows the lock information.
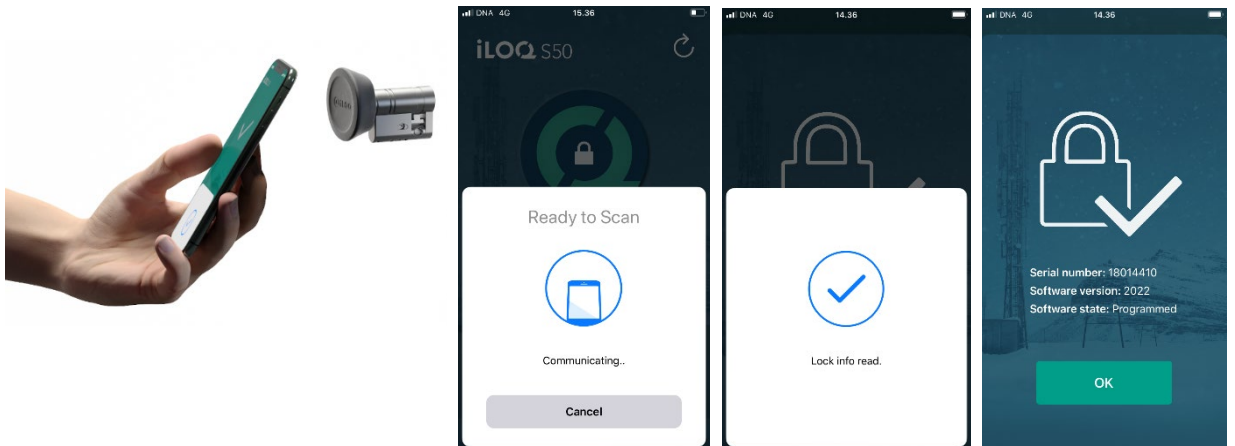

4. Press *OK* to exit from reading the lock info or scan another lock by repeating step 2

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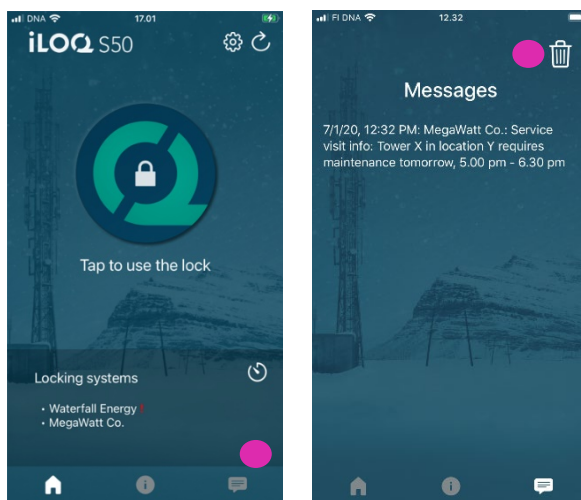
You can delete messages by pressing the *Trashcan* button on the top right corner of the messages view. Note: all messages will be deleted at once.