

Notifications

- Email notifications come from notifications@shelterlock.com
- Text Notifications come from: 855-999-7021

FOB Notifications Available

- **Critical Battery** (Lock button on the FOB will flash red every 30 seconds)
- **Lockdown Button Pressed**
- **Self-Test Button Pressed**

Lock Notifications Available

- **Critical Battery** (Also, to be noted, the LED on the lock will long flash red and the lock will beep when the 9KX has reached critical battery)
- **Lockdown event**
- **Lockdown hardware failure** (The notification should also note which lock failed)
- **Self-Test Failure** (Lock Failed Self-test – No notifications for self-test = good news)
- **Tamper Activated** (Electronics removed from lock)
- **Tamper Deactivated** (Electronics returned to door)
- **Communication Offline** (Offline for more than 40 hours per the manual page 15)

Gateway Notifications Available

- **Communication Offline** (Offline more than 25 minutes, per manual page 15.)

Repeater Notifications Available

- **Lockdown Event** (Locked down through FOB lock button being depressed or via repeater switch)
- **Lockdown Switch Activated** (Locked down by switch wired to repeater)
- **Lockdown Restored Switch Activated** (Locked down restore via switch at repeater.)
- **Communication Offline** (offline more than 1 hour per manual page 15.)

Examples of Notifications



Wed 8/23/2017 11:04 AM

notification@shelterlock.com

SHELTER system alert at Clevz: Tamper Inactive: Device:B10 19ee: Time: 8/23/2017 11:04 AM

To

SHELTER system alert at Clevz: Tamper Inactive: Device:B10 19ee: Time: 8/23/2017 11:04 AM

- Notification Example: Tamper Inactive
 - ❖ Company = Clevz
 - ❖ Tamper Inactive = Type of Notification (tamper alarm has cleared)
 - ❖ Device: B10 09ee = The name of the lock

SHELTER system alert at Clevz: Offline: Device:Nicks Test Repeater: Time: 8/22/2017 10:11 AM

- Notification Example: Repeater Offline
 - ❖ Company = Clevz
 - ❖ Offline = Type of Notification (Check device or portal for network/power)
 - ❖ Device: Nicks Test Repeater (Name of the offline hardware)

SHELTER system alert at Clevz: Lockdown Button Pressed: Device: 00:00:6F:FF:FF:32: Gateway: Damon's APU2: Time: 7/28/2017 4:44 PM

- Notification Example: Lockdown Button Pressed
 - ❖ Company = Clevz
 - ❖ Device = 00:00:6F:FF:FF:32 (name of the FOB, this FOB was not assigned a friendly name (Jan Doe or Bob Smith) so the default MAC address is used.) This notification tells you who signaled the lockdown.
 - ❖ Gateway:Device: Damon's APU2 (Portal Gateway name)

SHELTER system alert at Clevz: Lockdown! Check device status: Gateway: Damon's APU2: Time: 8/2/2017 3:42 PM

- Notification Example: Lockdown!
 - ❖ Company = Clevz
 - ❖ Check Device Status: Doors (Either 9KX or Repeaters or both) were locked down through a gateway
 - ❖ Gateway:Damon's APU2 = The portal Gateway that received the lockdown, helpful if you have multiple portals or facilities with portals under the same company.

SHELTER system alert at Clevz: Self-Test Failure: Device: B1 19B0: Time: 8/28/2017 12:57 PM

- Notification Example: Self-Test Failure
 - ❖ Company = Clevz
 - ❖ Self-Test Failure: Lock failed self-test.
 - ❖ B1 19B0: Device that failed the self-test.