

# SWITCH™ TECH

USER GUIDE



dormakaba Group



TURNING STANDARD KEYED LOCKS  
INTO SMART DIGITAL LOCKSETS

MECHANICAL MADE DIGITAL

A SIMPLE SWITCH  
A SMARTER LOCK

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## SWITCH TECH SUPPORT

### Address

dormakaba Americas Headquarters  
6161 East 75th Street  
Indianapolis, IN 46250

### Web Page

<https://dhwsupport.dormakaba.com/hc/en-us>

### Phone

1-800-392-5209

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



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**T92180\_A May 2021**

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# SOFTWARE LICENSE AGREEMENT

## **Software License Agreement**

Refer to the End User License Agreement (EULA) when you first log in to the Switch™ Deck portal or the Switch™ App. If required, we can provide a copy of the EULAs upon request.

### **Contact:**

**dormakaba USA Inc. at (855) 365-2407**

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# WARRANTY

## Warranty

Refer to the BEST price list for warranty details when you install the Switch Tech software.

## Contact:

**dormakaba USA Inc. at (855) 365-2407**

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## FCC | IC CERTIFICATION

### FCC | IC Certification

#### **THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES.**

##### **Operation is subject to the following two conditions:**

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for Class B Digital Device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, you can try to correct the interference by taking one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician or help.

#### **THIS DEVICE COMPLIES WITH INDUSTRY CANADA LICENSE-EXEMPT RSS STANDARD(S).**

##### **Operation is subject to the following two conditions:**

1. This device may not cause interference.
2. This device must accept any interference, including any interference that may cause undesired operation of the device.

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## FCC | IC CERTIFICATION

This Class [B] digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

**CET APPAREIL EST CONFORME À LA NORME RSS  
INDUSTRIE CANADA EXEMPT DE LICENSE.**

**Son fonctionnement est soumis aux deux conditions  
suivantes:**

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences pouvant causer un mauvais fonctionnement du dispositif.

Cet appareil numérique de la classe [B] respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



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# SECTION 1

## What is Switch Tech?

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# 1 WHAT IS SWITCH TECH?

The Switch Tech platform includes all the items needed to make your transition from mechanical keys to digital credentials easy, cost-effective and available for almost any lock!

## OVERVIEW

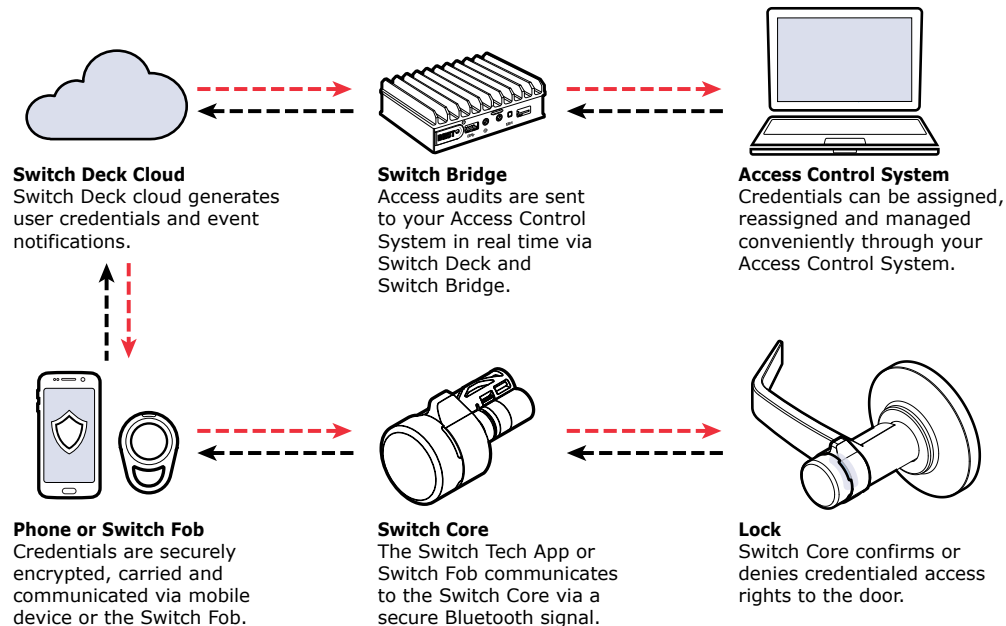
With Switch Tech, you no longer need to 'fumble around' with mechanical keys to administer the security of your doors that are not connected to your Access Control System. And since Switch Tech integrates with your supported Access Control Systems, you can continue to use the same Access Control Software you already use every day!



# 1 WHAT IS SWITCH TECH?

## HERE IS AN OVERVIEW OF SWITCH TECH AND HOW IT WORKS:

Figure 1 Switch Tech Overview



- All your door access permissions are assigned using your existing Access Control Software.
- The Switch Tech system is connected to your ACS using the Switch Bridge, allowing access information to securely flow to the Switch Deck portal and into the Switch Mobile App.
- Your Switch Mobile App is then used to unlock the Switch Core at the door.
- If you are an authorized Account Owner or Site Owner, you can also use the Switch Deck portal and Switch Mobile App to configure the Switch Core device.
- If requested, Switch Fobs are also available for non-mobile phone Users. These are synced using the Switch Mobile App and can be re-synced as many times as you need.

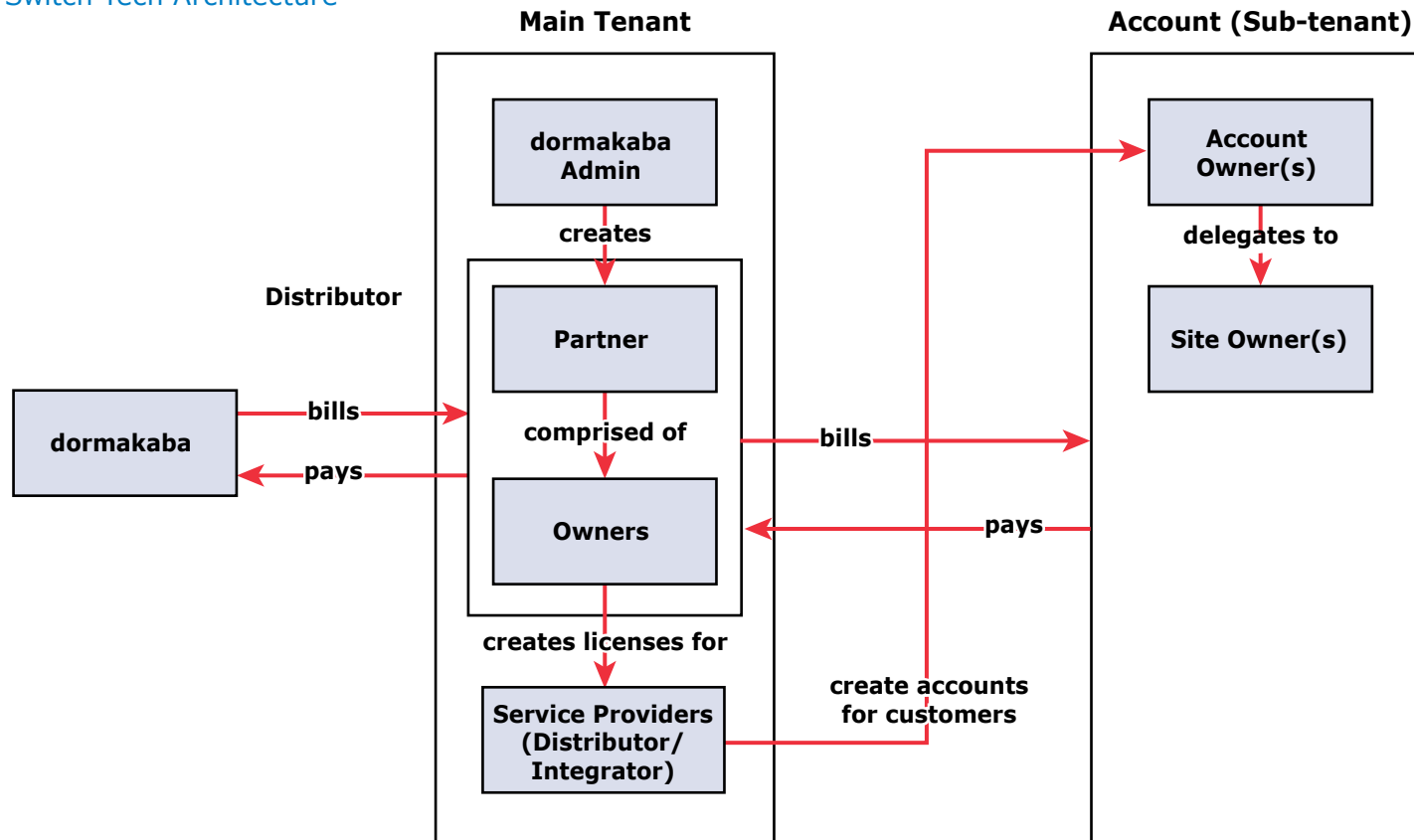
# 1 WHAT IS SWITCH TECH?

The Switch Tech platform contains several Roles within the hierarchy of the system. Each Role has defined functions that can be performed based on their User permissions.

## 1.1 Understanding Roles in the Switch Tech Architecture

Below is a graph that shows the hierarchy of the Roles along with a description:

Figure 2 Switch Tech Architecture



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# 1 WHAT IS SWITCH TECH?

## **Switch Tech Partner**

A Switch Tech Partner has direct contact with dormakaba. The Partner creates the required information for a Switch Tech system such as User logins, Licenses and Account information. The Partner will provide the required information for the Service Provider to install and service the Switch Tech account.

If you are a Switch Tech Partner, please go to ["SECTION 3"](#) of this User Guide.

## **Switch Tech Service Provider**

The Service Provider installs and services the Switch Tech system. They are responsible for installing the Switch Tech hardware, setting up the integration to the ACS system and providing the User information and training for the Account Owner.

If you are a Switch Tech Service Provider, please go to ["SECTION 4"](#) of this User Guide.

## **Switch Tech Account Owner**

The Account Owner is the onsite Administrator for the Switch Tech system. They are responsible for day-to-day operations of the Account, including creating and allocating Credentials to each Site, distributing Credentials to Users and Auditing the system if needed. The Account Owner has access to all Sites within the Account.

If you are a Switch Tech Account Owner, please go to ["SECTION 5"](#) of this User Guide.

## **Switch Tech Site Owner**

The Site Owner is similar to the Account Owner, but can only operate within the Site assigned by the Account Owner.

If you are a Switch Tech Site Owner, please go to ["SECTION 6"](#) of this User Guide.

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

