

SWITCH™ TECH

USER GUIDE



dormakaba Group



TURNING STANDARD KEYED LOCKS
INTO SMART DIGITAL LOCKSETS

MECHANICAL MADE DIGITAL

A SIMPLE SWITCH
A SMARTER LOCK

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 with the subject line: **Switch Tech - (question or issue encountered)**.



CREDITS | COPYRIGHT

Credits | Copyright

©2021 dormakaba USA Inc. All rights reserved.

Information in this document is subject to change without notice and does not represent a commitment on the part of dormakaba USA Inc. The software described in this document are furnished under a license agreement or nondisclosure agreement.

This publication is intended to be an accurate description and set of instructions pertaining to its subject matter. However, as with any publication of this complexity, errors or omissions are possible. Please call **dormakaba USA Inc. at (800) 392-5209** if you see any errors or have any questions. No part of this manual and/or databases may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval systems, for any purpose, without the express written permission of dormakaba USA Inc.

This document is distributed as is, without warranty of any kind, either express or implied, respecting the contents of this book, including but not limited to implied warranties for the publication's quality, performance, merchantability, or fitness for any particular purpose. Neither dormakaba USA Inc., nor its dealers or distributors shall be liable to the user or any other person or entity with respect to any liability, loss, or damage caused or alleged to be caused directly or indirectly by this publication.

The BEST logo is a trademark of dormakaba USA Inc.

**Written and designed by:
dormakaba Americas Headquarters
6161 East 75th Street
Indianapolis, IN 46250**

T92180_A May 2021

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

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

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.

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.

TABLE OF CONTENTS

Switch Tech Support	3
Credits Copyright	4
Software License Agreement	5
Warranty	6
FCC IC Certification	7
3 Switch Tech Partner	10
3.1 Overview of the Switch Deck Portal	11
3.2 Setting Up Your Switch Deck	12
3.2.1 Users	12
3.2.2 Systems Licenses	14
3.2.3 Accounts	16

SECTION 3

Switch Tech Partner

3 SWITCH TECH PARTNER

As a Switch Tech Partner, you will be responsible for the setup, configuration and distribution of System Licenses. These Licenses will be claimed by Integrators or Service Providers for Accounts.

3.1 Overview of the Switch Deck Portal

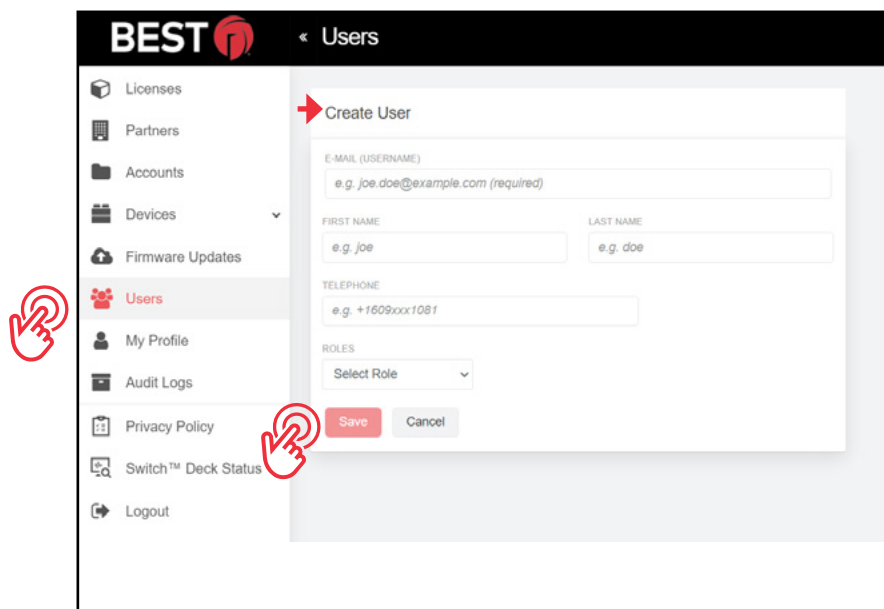
The Switch Deck is your portal for the setup and management of System Licenses. It is the utility that you will use when Integrators or Service Providers contact you for new Licenses or changes to existing Licenses.

3 SWITCH TECH PARTNER

3.2 Setting Up Your Switch Deck

3.2.1 Users

Figure 1 Create New User



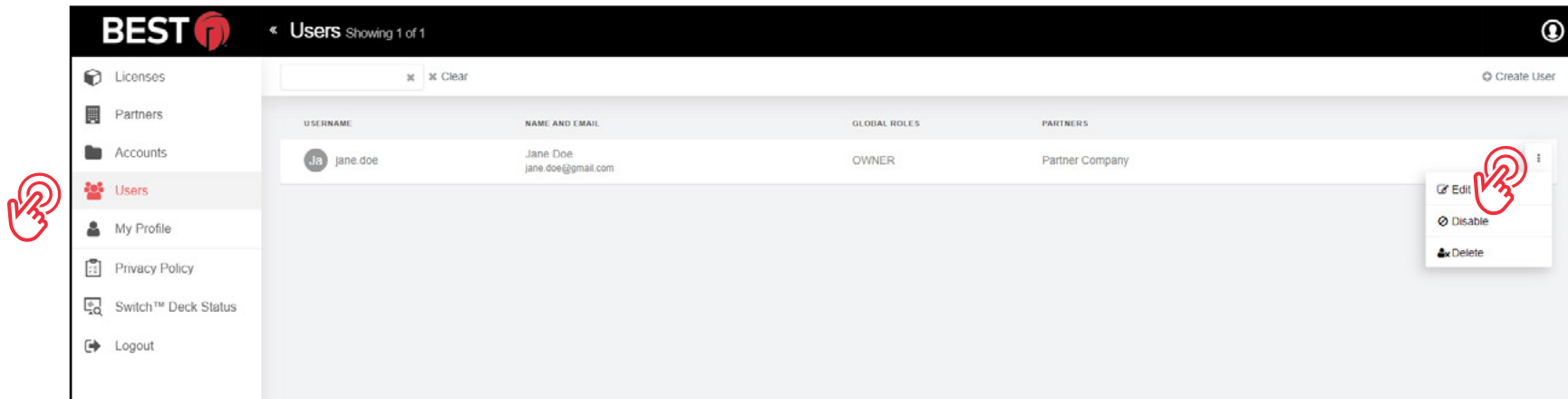
- To view and manage the Users that have access to your Switch Deck instance, select the **Users** tab.
- To create new Users, select the **Create User** in the upper right-hand corner.

- Enter the required information for the **User**.
- Select the appropriate **Role** for the User. (For definition, refer to [page 17.](#))
- Based on the Role, select the appropriate **Partners**.
- Click **Save** to complete the setup. An email will be sent to the User with a link to Switch Deck so they can set up their Password.

3 SWITCH TECH PARTNER

Once configured you can edit, disable or delete Users by selecting the **icon** on the right of the User.

Figure 2 User Options



- Edit – make changes to the entered information, change the Role or the Partners associated to the User
- Disable – temporarily suspend access for the User to the Switch Deck
- Delete – permanently remove access to the Switch Deck

3 SWITCH TECH PARTNER

3.2.2 System Licenses

Licenses are used to allocate Credentials and Features that will be made available to an Account once they are claimed to that Account by the Integrator or Service Provider.

- To manage System Licenses, go to the **Licenses** tab.
- Click on **Generate License Key** in the upper right-hand corner.

Figure 3 Licenses Tab

The screenshot displays the 'BEST Licenses' interface. The sidebar on the left contains the following navigation items: Licenses (highlighted), Partners, Accounts, Devices, Firmware Updates, Users, My Profile, Audit Logs, Privacy Policy, Switch™ Deck Status, and Logout. The main content area shows a list of licenses with the following details:

License Details	Last Updated	Status
CREDENTIALS 500 CREDENTIAL UTILIZATION 11% SPECIAL FEATURES dormakaba Switch™ Reader Switch™ Reader Add On	OCT 26, 2020 17:21	CLAIMED
CREDENTIALS 1000 CREDENTIAL UTILIZATION 13% SPECIAL FEATURES dormakaba Switch™ Reader Switch™ Reader Add On	OCT 26, 2020 12:33	CLAIMED
CREDENTIALS 50 CREDENTIAL UTILIZATION 10% SPECIAL FEATURES dormakaba Switch™ Reader	OCT 23, 2020 14:37	CLAIMED
CREDENTIALS 1100 CREDENTIAL UTILIZATION 53% SPECIAL FEATURES None	OCT 15, 2020 13:52	CLAIMED
CREDENTIALS 80 CREDENTIAL UTILIZATION 100% SPECIAL FEATURES None	OCT 09, 2020 16:39	CLAIMED

Additional actions visible in the top right corner include 'Generate License Key' and 'Export License'.

3 SWITCH TECH PARTNER

- Enter the **License Key information**.

Figure 4 Generate License Key

Generate license key

NUMBER OF CREDENTIALS

100

SPECIAL FEATURES (TICK AS APPLICABLE)

dormakaba Switch™ Reader

Switch™ Reader Add On

PARTNER

Switch Partner

Save Cancel

Number of Credentials

- This is the maximum number of Credentials requested by the Customer.
- This number can be updated at any time to increase or decrease the number of Credentials for the Customer.

Special Features

- dormakaba Switch Reader
 - This option enables features for customers who have purchased dormakaba Switch Readers for their Switch Tech System.
- Switch Add-On Reader
 - This option enables features for customers who intend to bring Switch Tech functionality to existing exterior readers with the Switch Add-On Reader.

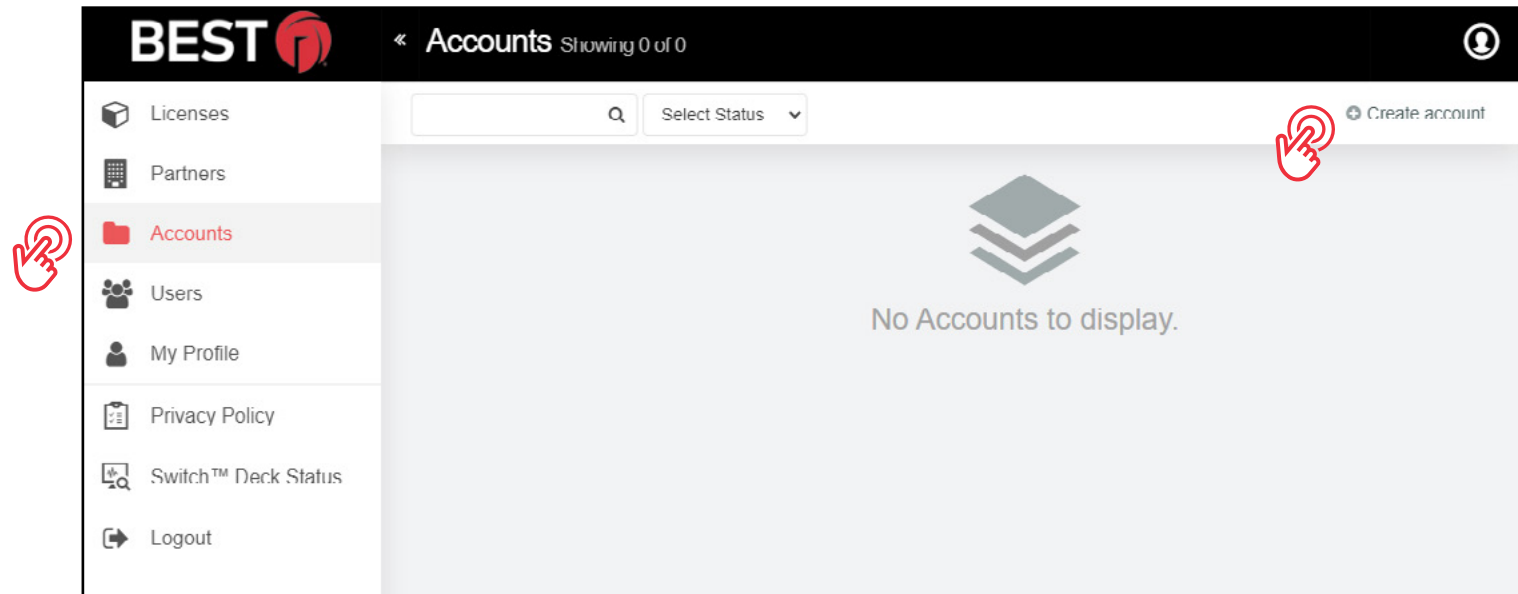
Once the License is claimed, to create an Account see [page 16](#). The applicable Credential License fees will apply.

3 SWITCH TECH PARTNER

3.2.3 Accounts

- To manage the Accounts that are tied to this Partner, select the **Accounts** tab.

Figure 5 Accounts Tab



NOTE: Copy the 16-digit License Token before creating the Account.

- To create an Account, click on **Create Account**.

NOTE: Creating an Account can be completed by either Partners or Service Providers.

- Enter the required **Account information**.

3 SWITCH TECH PARTNER

- For the License Key, enter the License Key from the **Licenses** tab. Make sure that the License used is indicated as **Unclaimed**.

Figure 6 License Key



- Once the Account has been created, it is possible to edit or suspend the Account by clicking the **icon** on the right.

Figure 7 Account Options



NOTE: Creating an Account can be completed by either Partners or Service Providers.

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).

