SWITCH™ TECH
USER GUIDE

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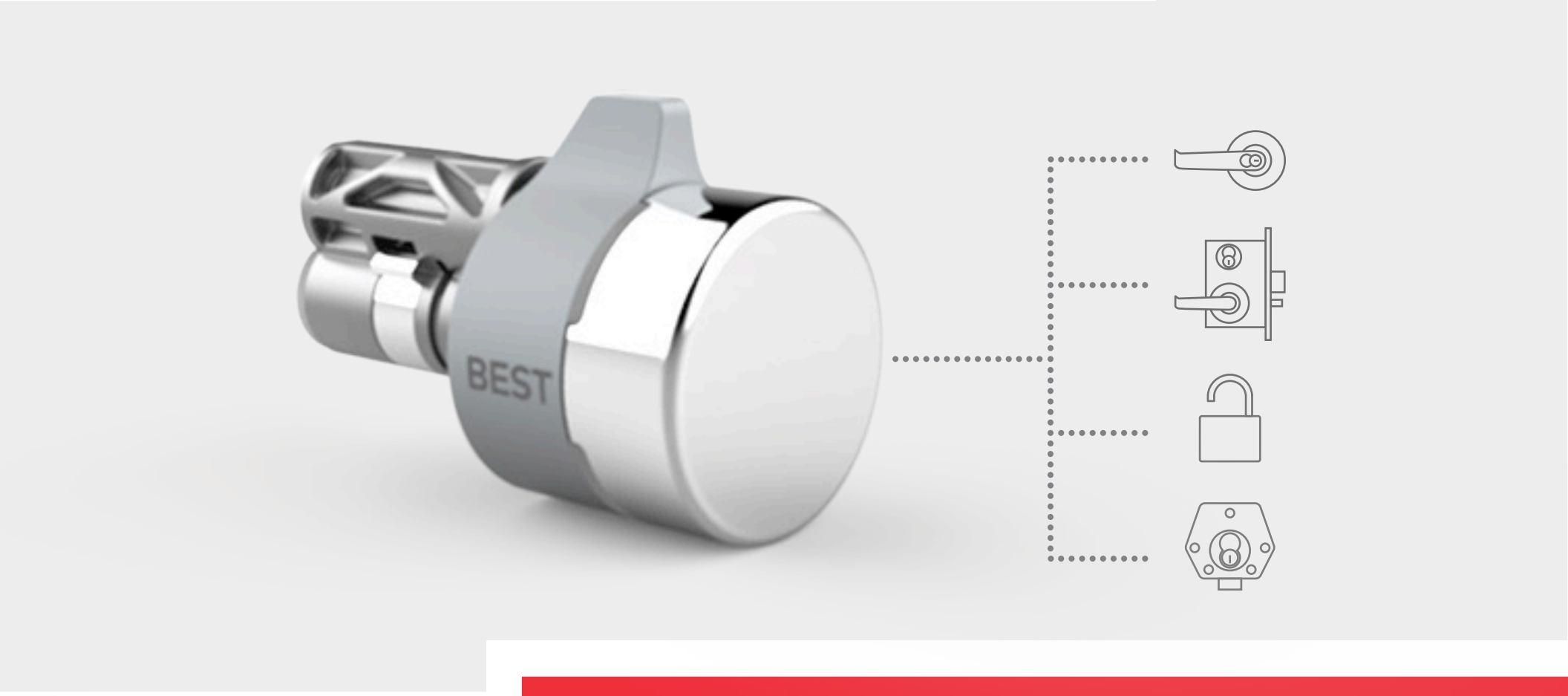

TURNING STANDARD KEYED LOCKS INTO SMART DIGITAL LOCKSETS

MECHANICAL MADE DIGITAL

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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

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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 interferences pouvant causer un mauvais fonctionnement du dispositif.

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

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SECTION 1

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What is Switch Tech?

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!

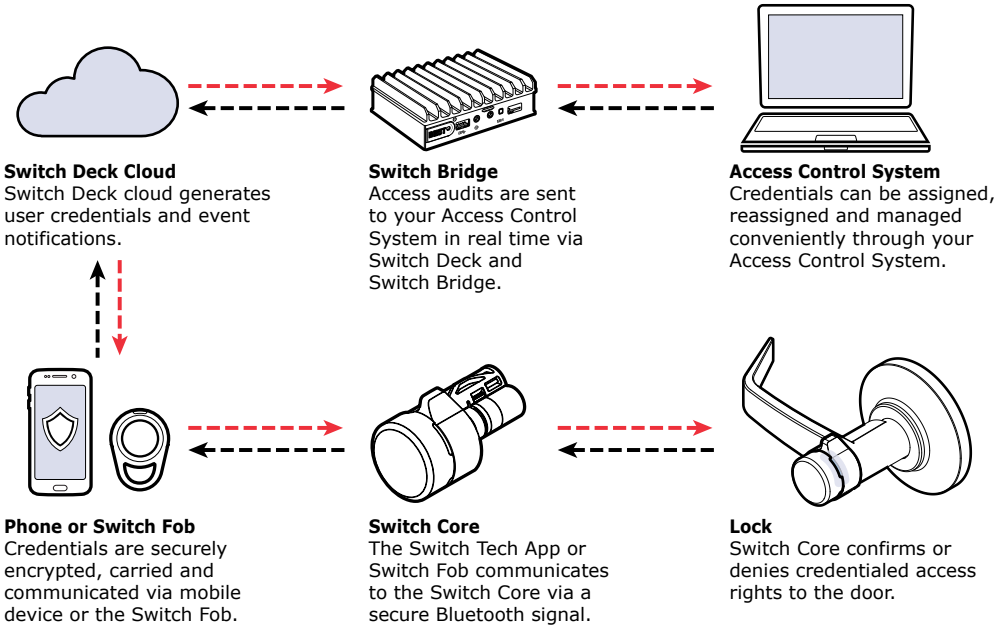
OVERVIEW

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.

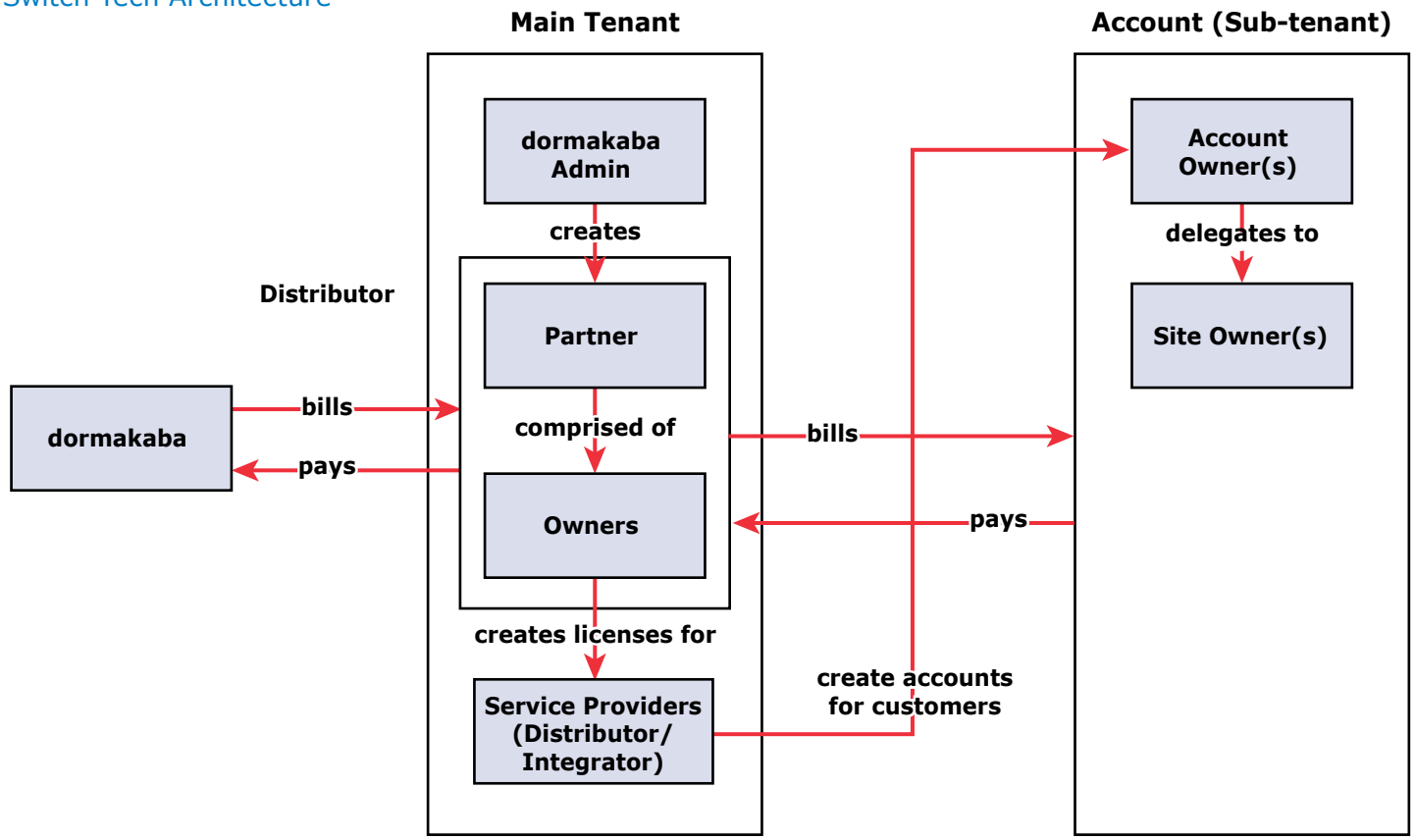
1 WHAT IS SWITCH TECH?

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



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.

SECTION 2

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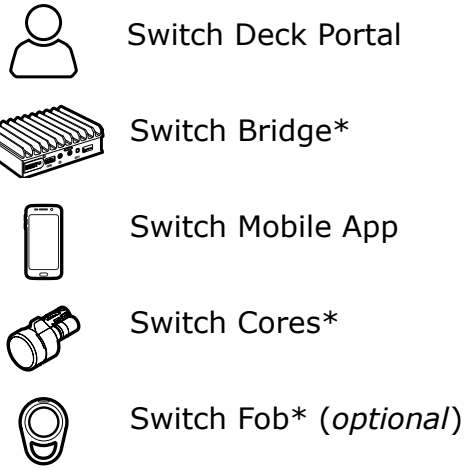
What do I need to make it work?

2 WHAT DO I NEED TO MAKE IT WORK?

What do I need to get started with Switch Tech?

Figure 3 To Get Started



* These items are provided by your Switch Tech preferred vendor. If you do not have any of these items, please contact your vendor or dormakaba USA Inc. at 1-800-392-5209 for assistance.

2.1 Switch Deck Portal

Switch Deck is the configuration portal for items that are not available for the Switch Tech solution in the ACS. Typically, these configurations will be set and then the management of the system will be from the ACS. The primary exceptions to this are the Credentials and getting Registration Tokens to distribute to Users.

2.2 Switch Bridge

Due to the nature of access control, systems are often on-premise and function behind highly secure firewalls. Switch Bridge creates a secure link between BEST's Switch Deck cloud software and the Customer's primary Access Control System. This enables greater efficiency and single-point, day-to-day management through the Customer's primary Access Control System without compromising security or creating vulnerabilities in the system.

For Complete Online Instructions Visit: BEST.

2 WHAT DO I NEED TO MAKE IT WORK?

2.3 Switch Mobile App

The Switch Mobile App is an essential part of your Switch Tech system as it allows the access data to flow between the Switch Deck portal all the way to the Switch Core, allowing you to unlock the door, configure the device and retrieve Audit Logs from the Switch Core.

Apple App Store

Android Play Store

2.4 Switch Core

Switch Core easily replaces the mechanical SFIC in your existing locksets, transforming them into smart digital locks.

Switch Core stays in sleep mode to conserve battery power and is free spinning. When Switch Core is touched, it wakes up and uses Bluetooth Low Energy to connect with the Switch Mobile App to grant or deny access. If access is granted, Switch Core will illuminate in green and the User turns the knob to unlock the lockset.

For Complete Online Instructions Visit: BEST.

2 WHAT DO I NEED TO MAKE IT WORK?

2.5 Switch Fob

Switch Fob is an alternative Credential option for Users who wish to use Physical Credentials in place of, or in addition to, Mobile Credentials on a mobile device. The Fob is an active Bluetooth Fob which contains the Switch Mobile Credential.

For Complete Online Instructions Visit: BEST.

SECTION 3

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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

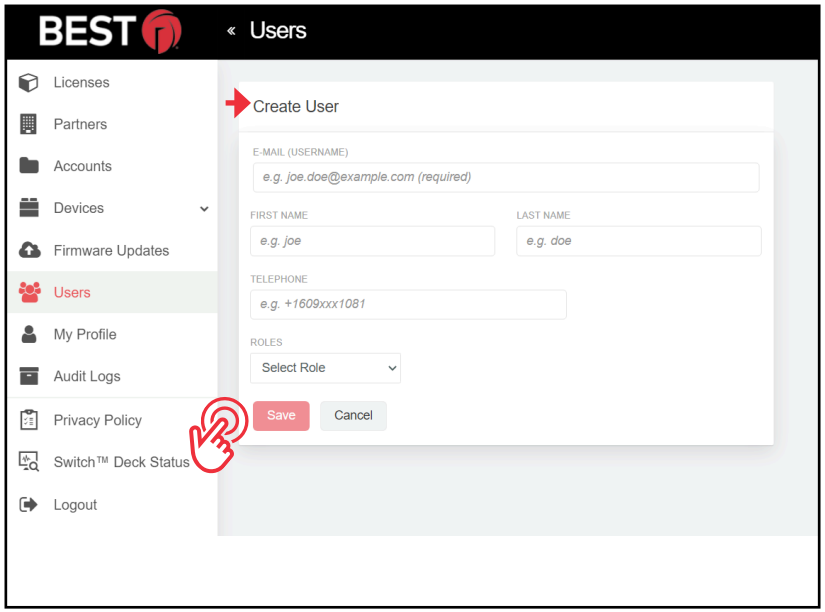
The Switch Deck is your portal for the setup and management of System Licenses. It is the utility that you will use when Integrators or Service Providers contact you for new Licenses or changes to existing Licenses.

3 SWITCH TECH PARTNER

3.2 Setting Up Your Switch Deck

3.2.1 Users

Figure 4 Create New User

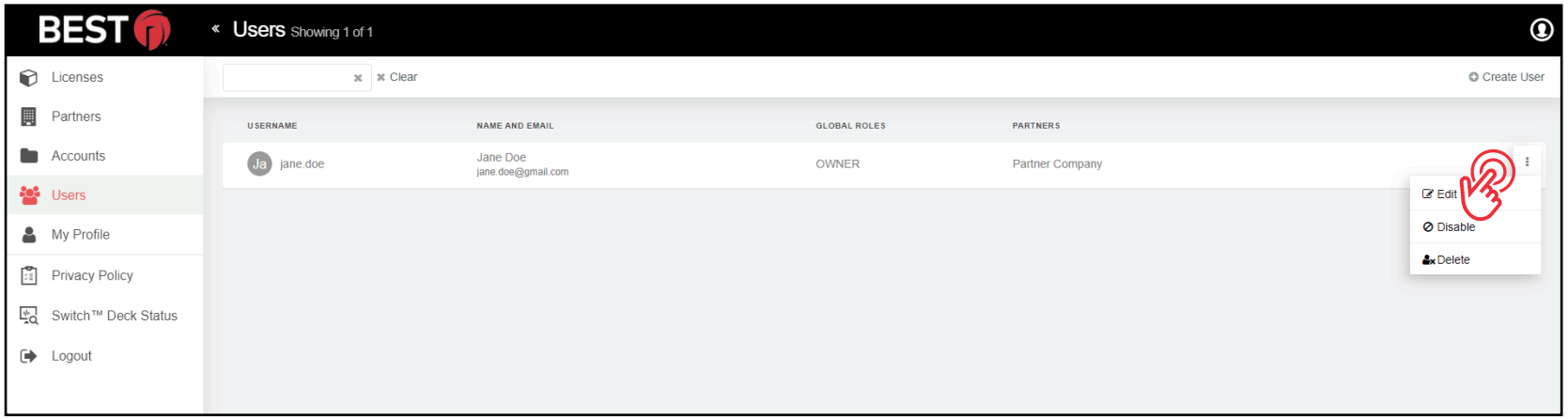


- To view and manage the Users that have access to your Switch Deck instance, select the **Users** tab.
- To create new Users, select the **Create User** in the upper right-hand corner.
- Enter the required information for the **User**.
- Select the appropriate **Role** for the User. (For definition, 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 5 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

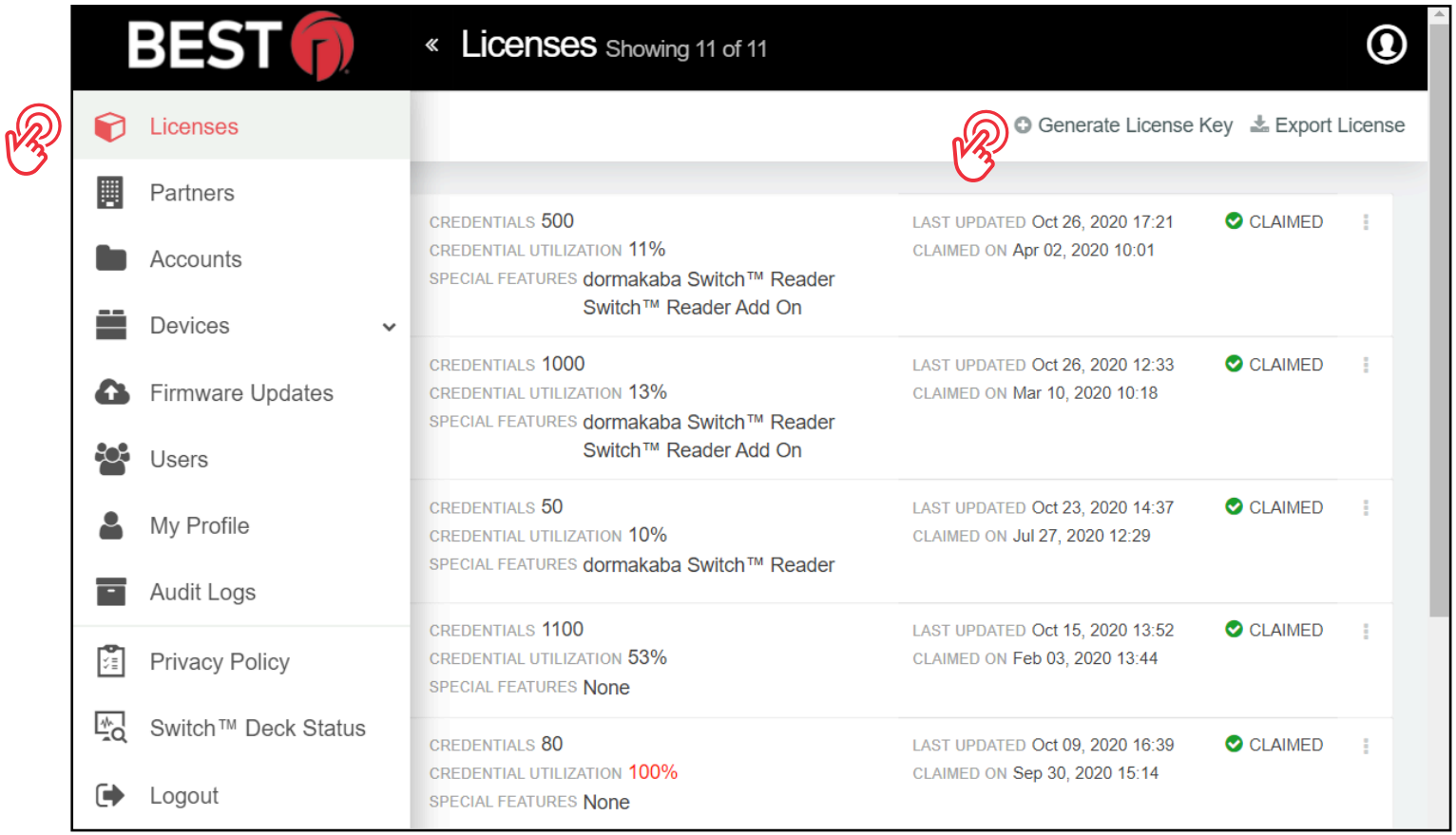
3 SWITCH TECH PARTNER

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.

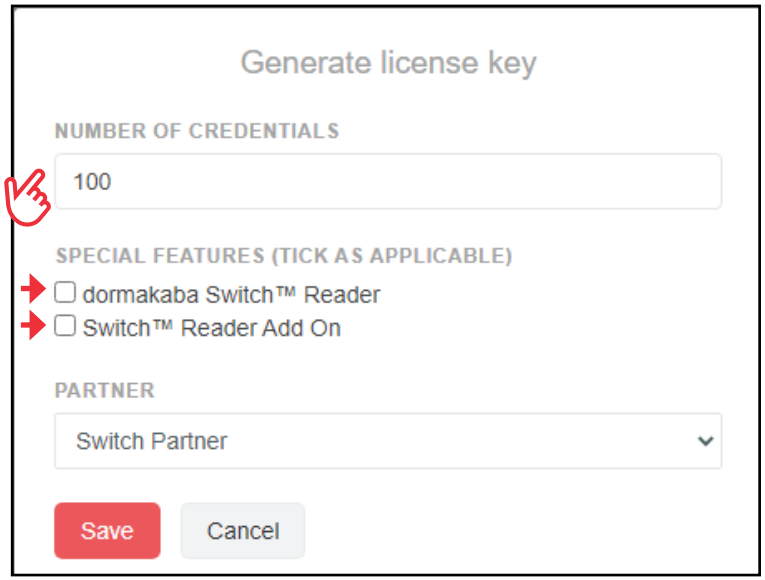
Figure 6 Licenses Tab



3 SWITCH TECH PARTNER

- Enter the **License Key information**.

Figure 7 Generate License Key



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.

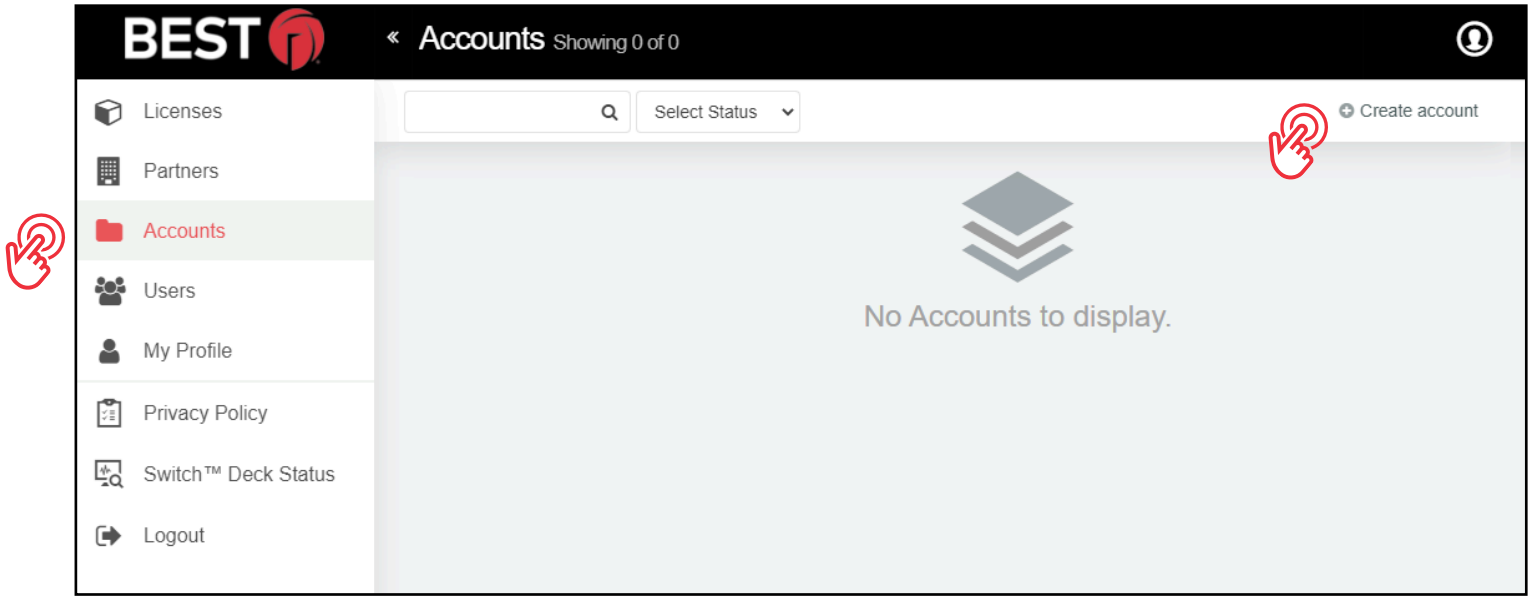
Once the License is claimed, to create an Account see page 29. The applicable Credential License fees will apply.

3 SWITCH TECH PARTNER

3.2.3 Accounts

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

Figure 8 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 9 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 10 Account Options

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

SECTION 4

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Switch Tech Service Provider

4 SWITCH TECH SERVICE PROVIDER

A Switch Tech Service Provider is associated to a Partner or multiple Partners in the Switch Tech solution. The Service Provider is the organization that is supporting the Accounts for the Switch Tech solution and is the initial management of the Account.

4.1 Overview of Switch Deck

As a Service Provider, the Switch Deck is utilized for the management, monitoring and configuration of Accounts and their components.

4.1.1 Account

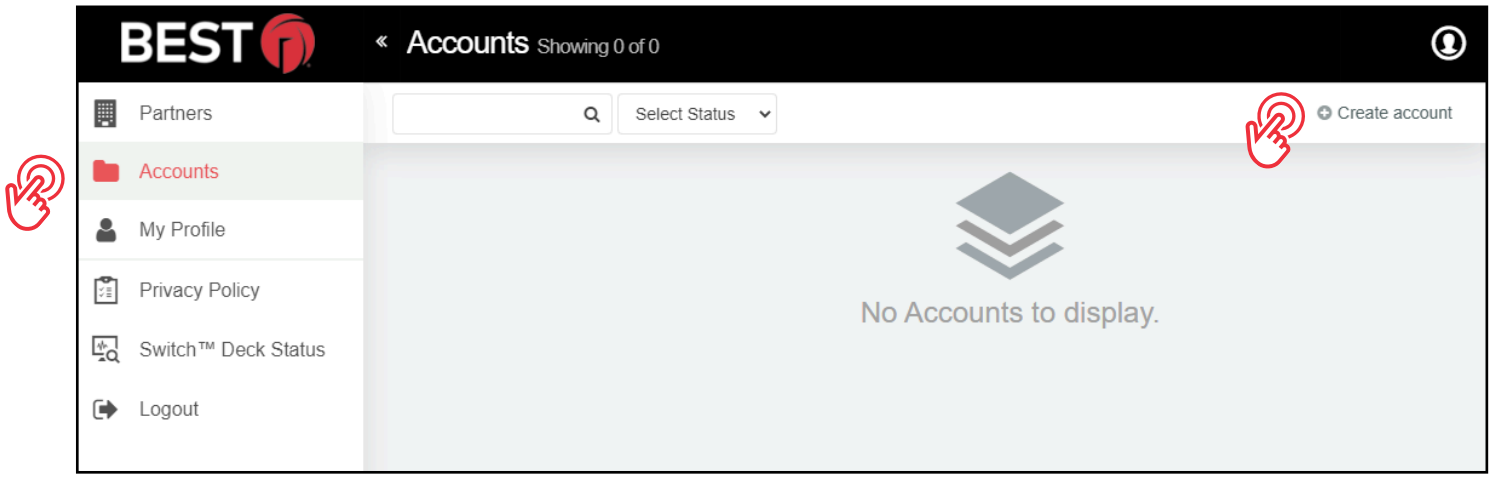
The Switch Tech Service Provider is responsible for obtaining an Account License from a Switch Tech Partner and creating an Account for the Switch Tech Account Owner. Serivce Providers will only be able to see accounts created by them in Switch Deck.

4 SWITCH TECH SERVICE PROVIDER

4.1.1.1 Manage Accounts

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

Figure 11 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**.

4 SWITCH TECH SERVICE PROVIDER

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

Figure 12 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 13 Account Options

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

4 SWITCH TECH SERVICE PROVIDER

4.2 Deploying a System

As a Service Provider, when deploying a system, you will need to claim the Switch Bridge in order to integrate Switch Tech with the on-site ACS system.

Additional configuration may be needed for the set up of Sites, Credential allocation and Generation. These items can be found in "SECTION 5".

4.2.1 Switch Bridge

As a Service Provider, in order to set up communication with PACs, you will need to plug the Bridge into a DHCP connection, claim the Bridge to the Site in Switch Deck and obtain the IP address from the Bridge Details page in Switch Deck.

4.2.1.1 Setting a Static IP

OPTIONAL: Setting a static IP in Switch Deck may be required in different situations.

If the Switch Bridge is being installed onto a network without a DHCP server (i.e. requires a static/reserved IP), perform the following steps:

- Ensure the Switch Bridge is claimed to a site in Switch Deck using the serial number located on the Switch Bridge's informational sticker.
- Temporarily connect the Switch Bridge on an Internet-facing network with DHCP via Eth 1.
- Navigate to the Switch Bridge's status page in Switch Deck and confirm its connectivity. Click IP Settings and provide the network information required for the Switch Bridge to connect and establish outbound Internet connectivity.

Assuming the Switch Bridge is online, indicated by both the LED 1 and the LED 2 being illuminated green, the changes will take effect immediately on Eth 2; otherwise, the changes will take effect when the Switch Bridge next connects to Switch Deck. Eth 1 can now be disconnected.

NOTE: Eth 1 will still continue to support network connectivity via DHCP.

SECTION 5

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Switch Tech Account Owner

5 SWITCH TECH ACCOUNT OWNER

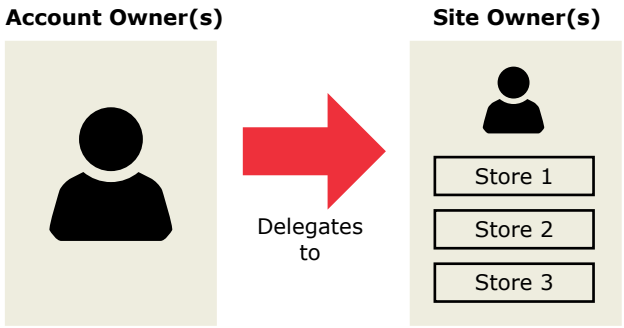
The most important Role needed to manage your Switch Tech system is an Account Owner. The Account Owner is typically the main Security resource for the Account and has access to all functionalities of the system. The Account Owner Role will be set up by your Switch Tech Service Provider as part of the initial set up of the system.

5.1 Overview of Switch Deck Portal

Account Owner

An Account Owner will have access to all the functionalities offered in the Switch Deck portal, including the creation of Sites and Site Owners as needed. The hierarchy of the Account Owner and Site Owner Roles are illustrated in the graphic below.

Figure 14 Hierarchy of Roles



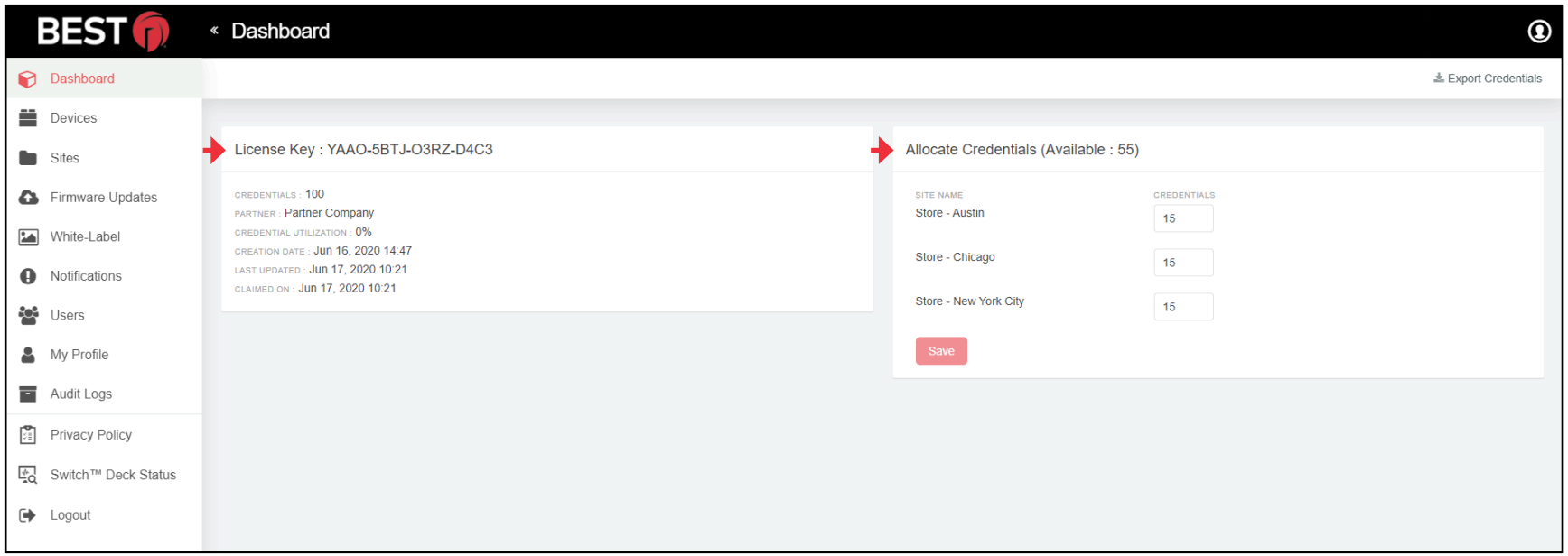
5 SWITCH TECH ACCOUNT OWNER

Switch Deck is the configuration portal for items that are not available for the Switch Tech solution in the ACS. Typically these configurations will be set and then the management of the system will be from the ACS. The primary exception to this is the Credentials and getting the Registration Tokens to distribute to Users.

5.2 Dashboard

The **Dashboard** status page includes two sections. Section one provides an overview of your System's License information, including the License Key, Credentials, Partner, Credential Utilization, Creation Date, Last Updated and Claimed On information. Section two allows you to manage and allocate your organization's Credentials.

Figure 15 Account Owner Dashboard

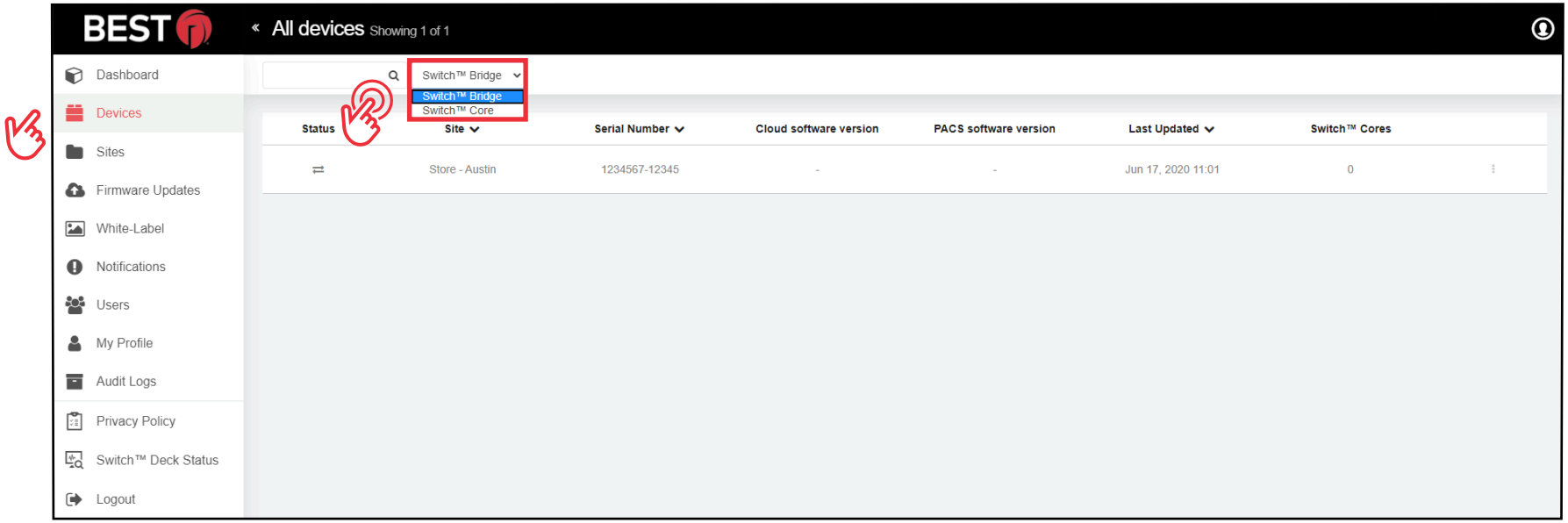


5 SWITCH TECH ACCOUNT OWNER

5.3 Devices

- Under the **Devices** tab, you can view and manage devices that are currently available within your Account.

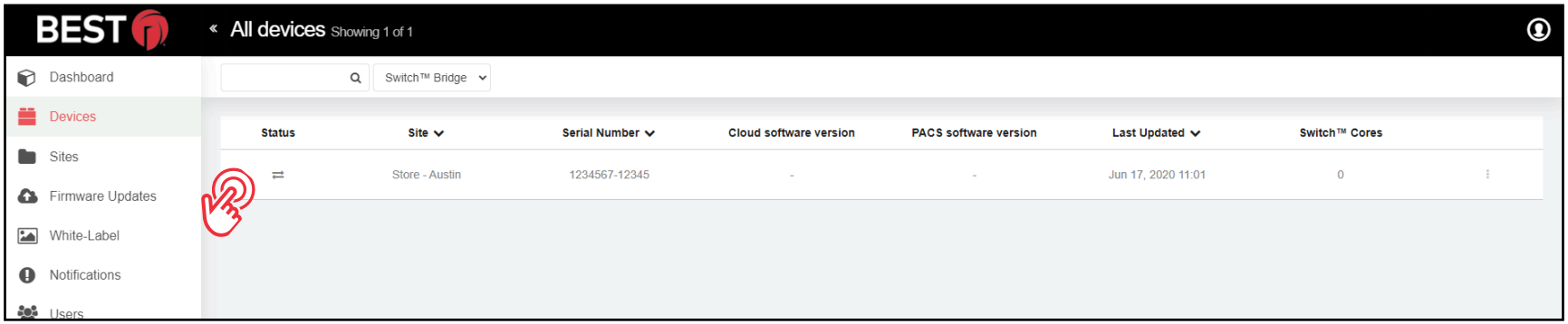
Figure 16 Devices Drop-down



- If needed, choose the device—**Switch Bridge, Switch Core or Switch Reader**—to filter items and find the device you want to manage more easily.

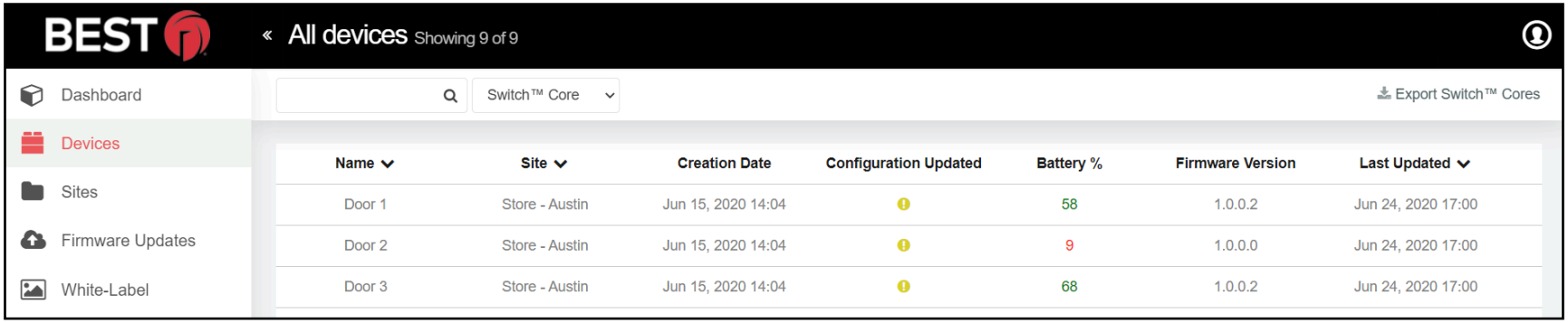
5 SWITCH TECH ACCOUNT OWNER

Figure 17 Devices Bridge



- Select the **Status** button to view status of your device.

Figure 18 Devices Core



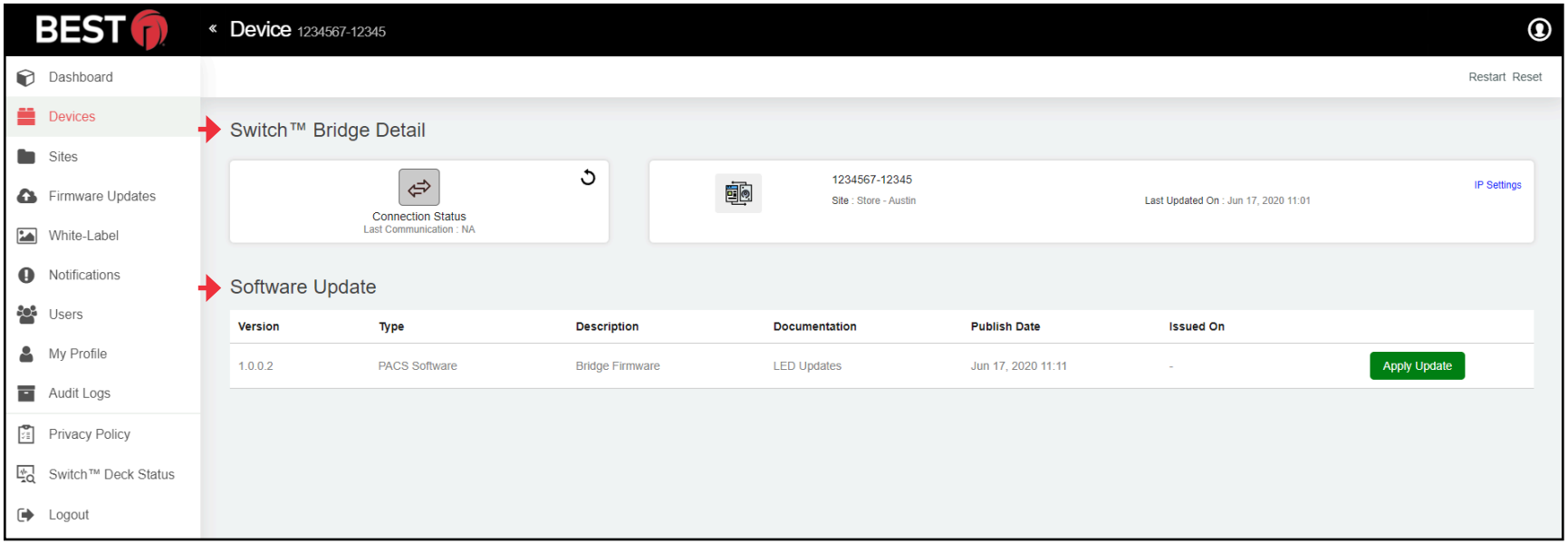
- Select the **Status** button to view status of your device.

5 SWITCH TECH ACCOUNT OWNER

The **Device status** page includes two sections:

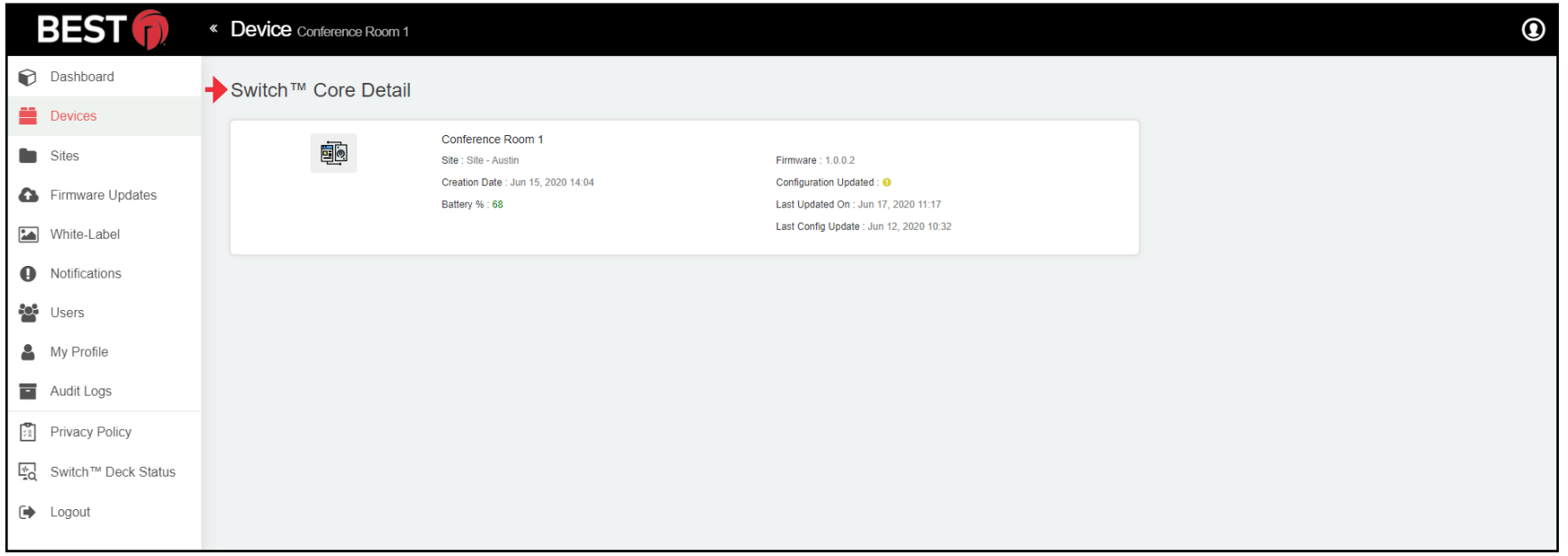
- Section one provides Device Details, such as Connection Status and Serial Number.
- Section two allows you to manage and apply available updates if applicable.

Figure 19 Devices Status Bridge



5 SWITCH TECH ACCOUNT OWNER

Figure 20 Devices Status Core



5 SWITCH TECH ACCOUNT OWNER

5.4 Setting Up Sites

- To add a new Site to your Account, click on the **Sites** tab, select **Add Site** and fill out the details needed.

Figure 21 Sites Tab

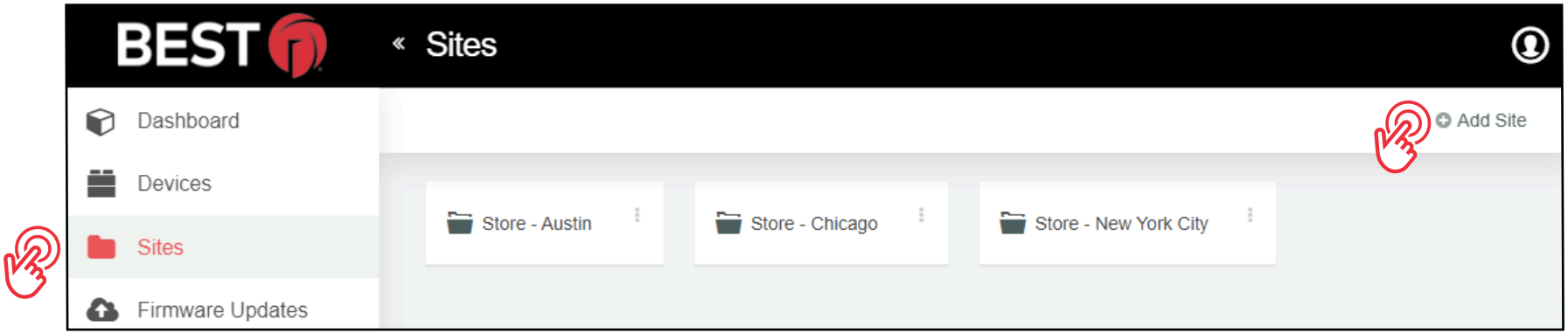
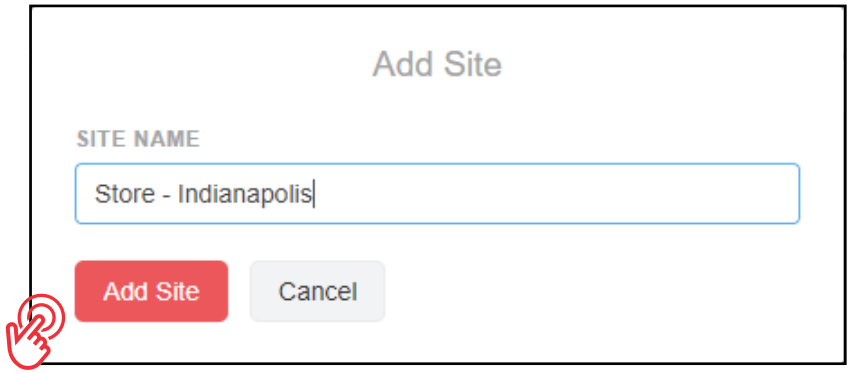


Figure 22 New Site



NOTE: Once the Site is created, it will appear in your Dashboard screen.

5 SWITCH TECH ACCOUNT OWNER

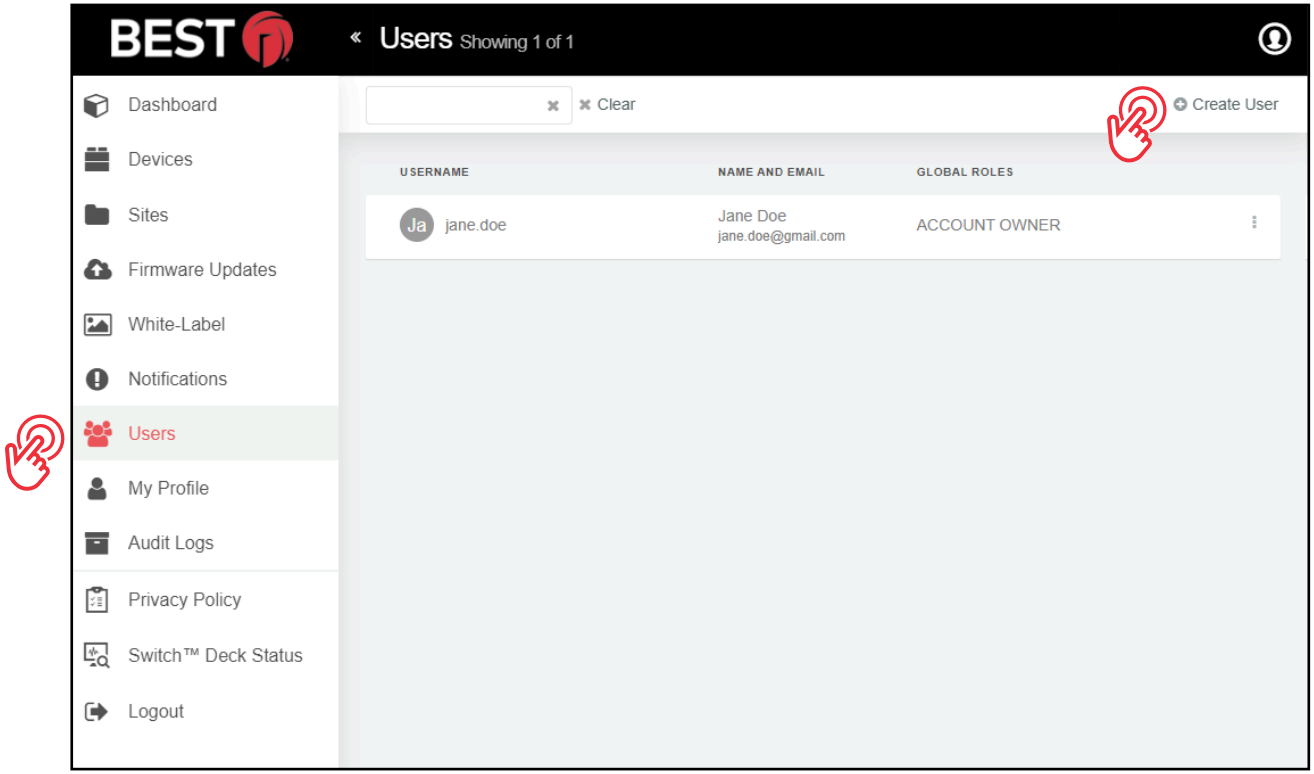
5.5 Setting Up Users

- To view and manage the Users that have access to the Switch Deck, select the **Users** tab.

NOTE: As an Account Owner, it is only possible for you to create fellow Account Owners or Site Owners.

- To create new Users, select **Create User** and provide the required information for the User Role and which Sites the User has access to.

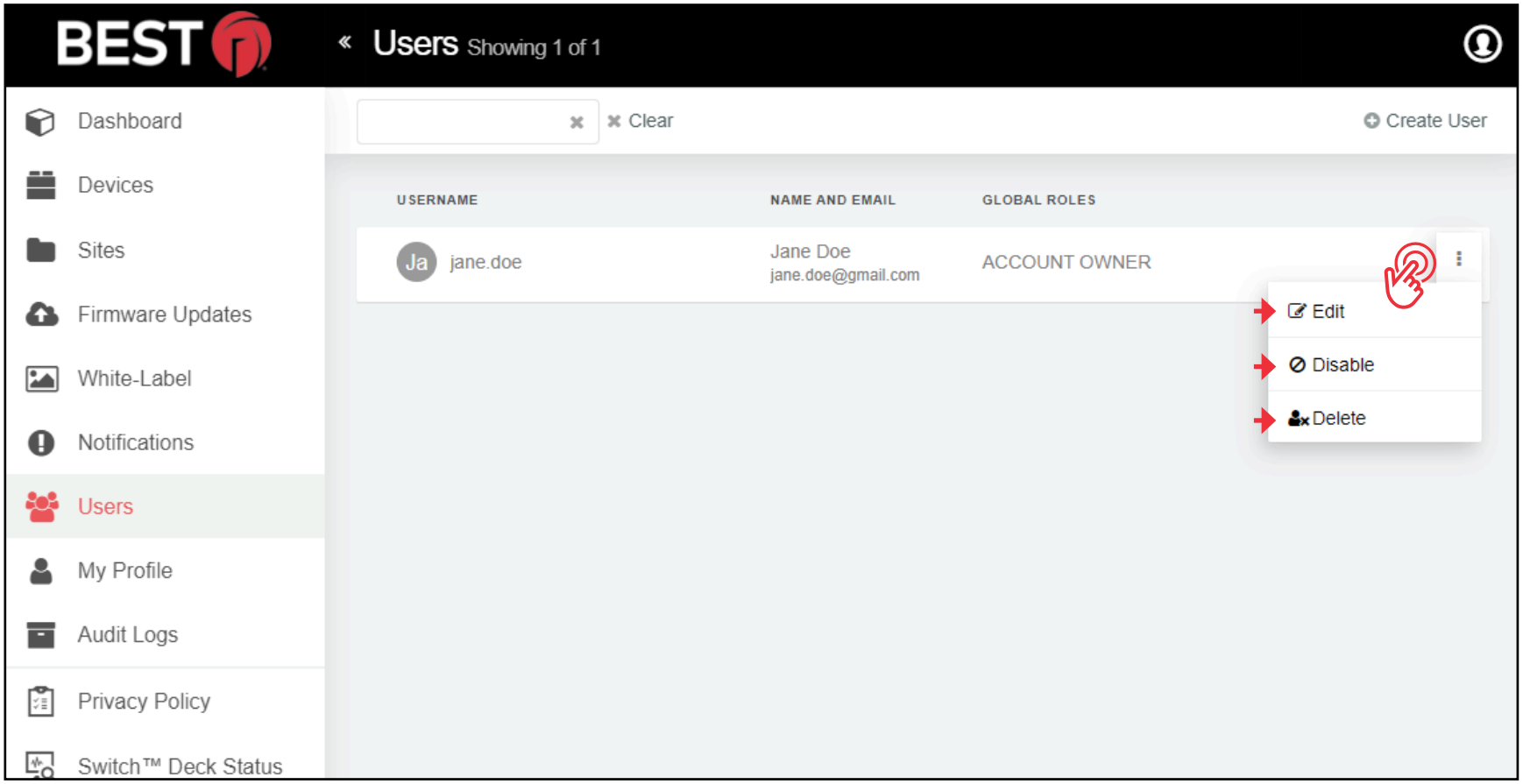
Figure 23 Users Tab



5 SWITCH TECH ACCOUNT OWNER

- You can also edit, disable or delete Users by selecting the **icon** on the right.

Figure 24 Editing a User



5 SWITCH TECH ACCOUNT OWNER

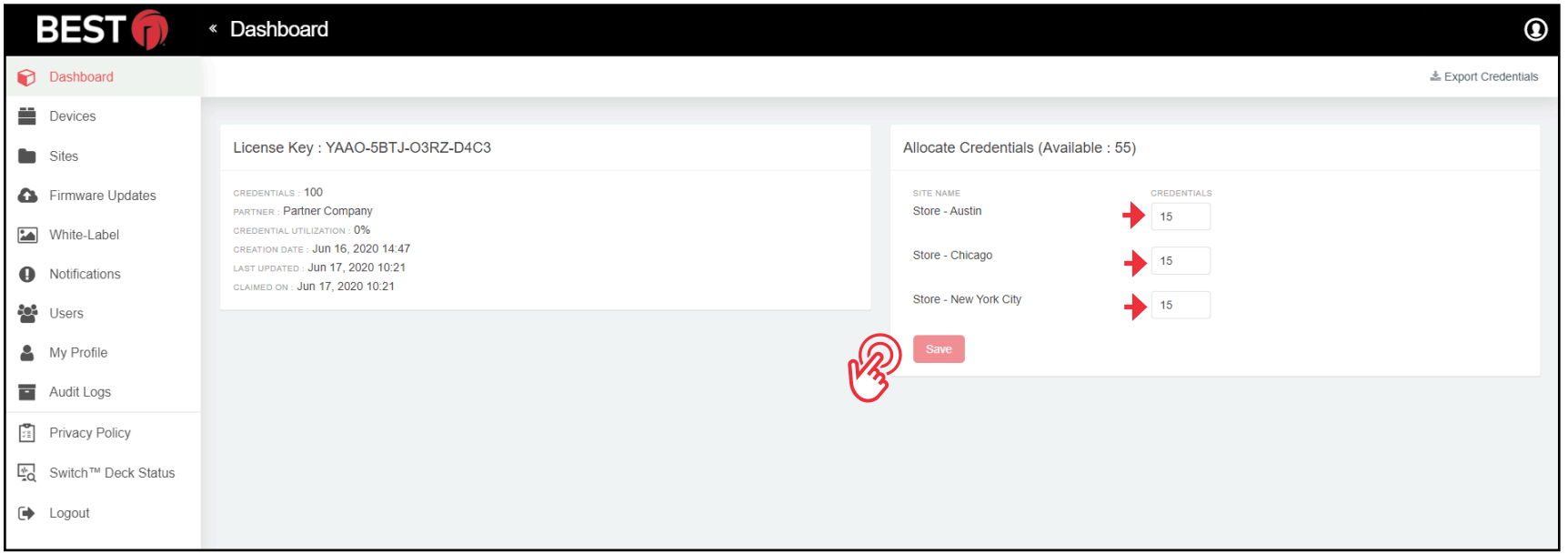
5.6 Allocating Credentials to a Site

Allocating Credentials to each Site is done through the Dashboard screen visible when you first logged into Switch Deck.

When allocating Credentials, review the total number of available Credentials to help determine how to distribute your Credentials adequately.

NOTE: You cannot distribute more Credentials than what shows as available on the Dashboard screen. If you require more Credentials, please contact your Switch Tech Service Provider.

Figure 25 Account Owner Dashboard



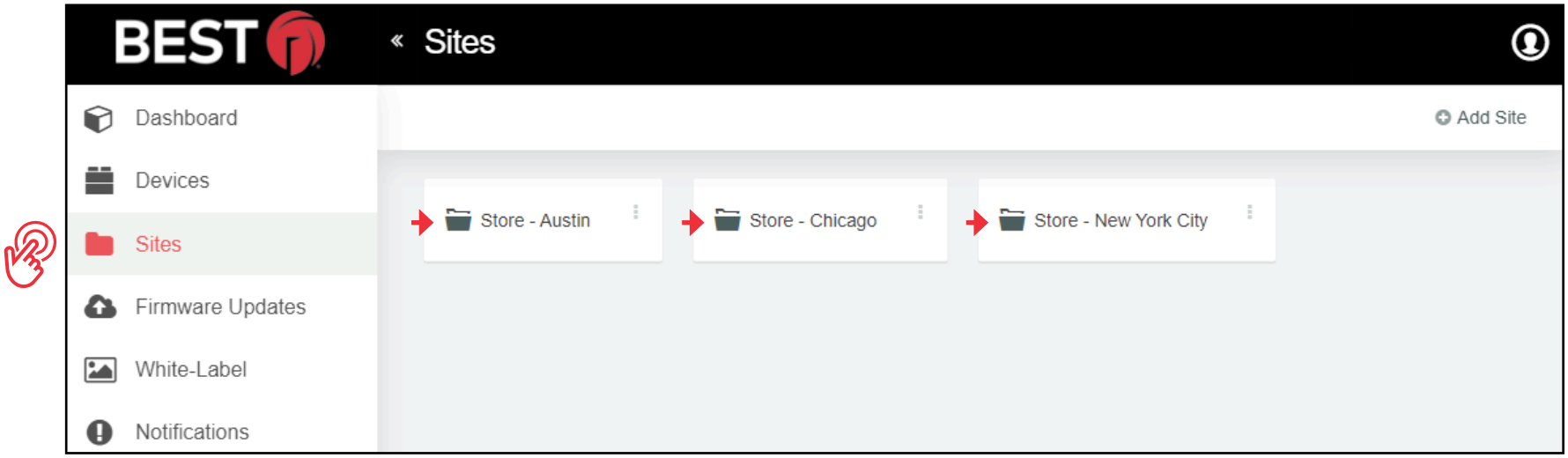
- Enter the **Site's Credentials**.
- Select the **Save** button.

5 SWITCH TECH ACCOUNT OWNER

5.7 Managing Credentials at a Site

- Once you have allocated the available Credentials to each Site, you can manage the Credentials at each Site by going to the **Sites** tab and selecting the appropriate Site you want to manage.

Figure 26 Sites Tab



5 SWITCH TECH ACCOUNT OWNER

5.7.1 Generating Credentials

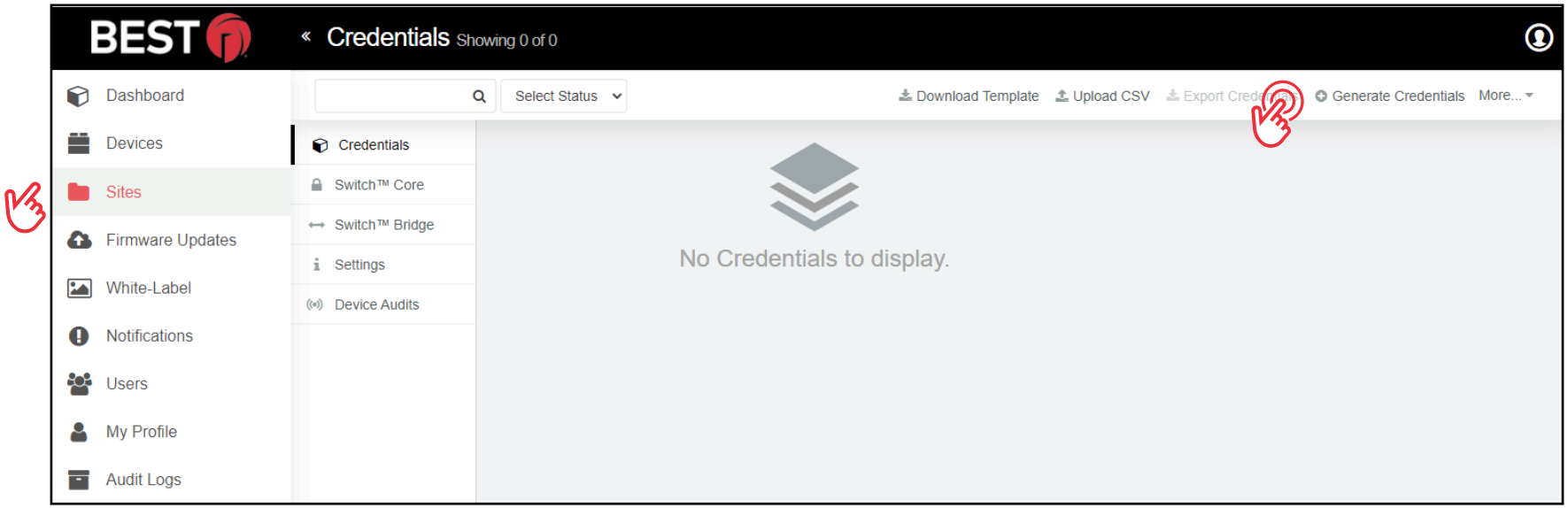
When Credentials are generated, there are always two numbers created.

One is a Credential Number that is used to assign rights in your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit BEST.

The other number is a random 16-character Registration Token used to register the Mobile Apps or Fobs to the specific Site. These numbers are linked in the cloud so that access rights created and assigned in the ACS are delivered to the appropriate Switch Mobile App or Switch Fob.

- To begin, select **Generate Credentials** at the top of the screen.

Figure 27 Generating Credentials

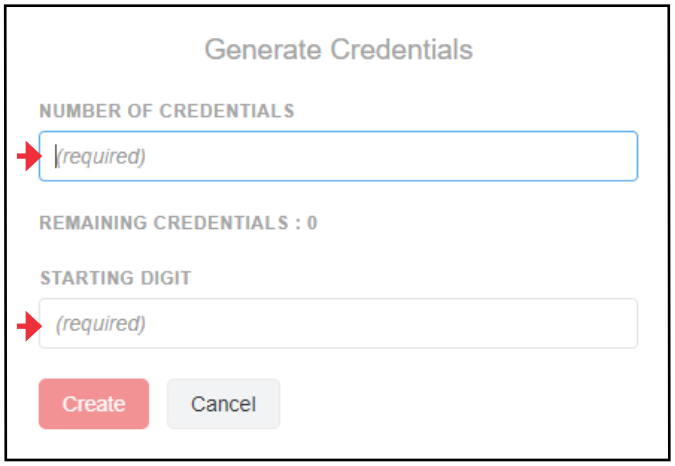


5 SWITCH TECH ACCOUNT OWNER

- In the screen below, enter the number of **Credentials** you want to generate. The remaining Credentials you have available on your License is indicated.

- You will also need to select the **Starting Digit** of the Credential you are generating. The Starting Digit should be in reference to your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit BEST.

Figure 28 Generate Credentials



5 SWITCH TECH ACCOUNT OWNER

5.7.2 Importing and Exporting Credentials

If you wish to import Credential information for the Site you are managing, select **Download Template**, fill out the CSV template, then select **Import Credentials** and upload the CSV file.

If you wish to export the Credential information for the Site you are managing for easier distribution and management, select **Export Credentials** and save the CSV file generated in your preferred folder.

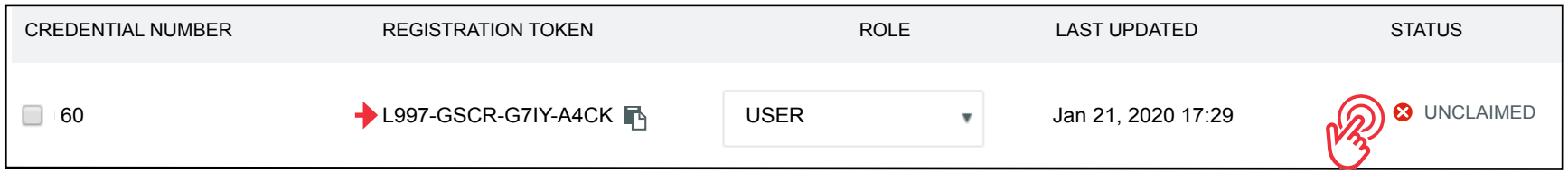
5.7.3 Sending Credentials to the Switch Tech App

In order to use the Switch Tech App to unlock the Switch Core, a Registration Token must be provided to the Mobile User so it can be entered in the Switch Tech App.

- From the **Site** screen, select the desired **UNCLAIMED** Credential Number you wish to assign to the specific User as well as the Role this Mobile User requires. Mobile User Roles can be changed at anytime.
  - Mobile Users who only needs to operate the Switch Core and sync Switch Fobs, select the **User** Role.
  - For an Administrator Mobile User who requires additional Administrator functionalities, select the **Admin** Role.

NOTE: The Credential Number selected should correspond to the same User in your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit BEST.

Figure 29 Credentials



For convenience, you can copy the Registration Token to your computer's clipboard and send it to the User, their manager or others by email.

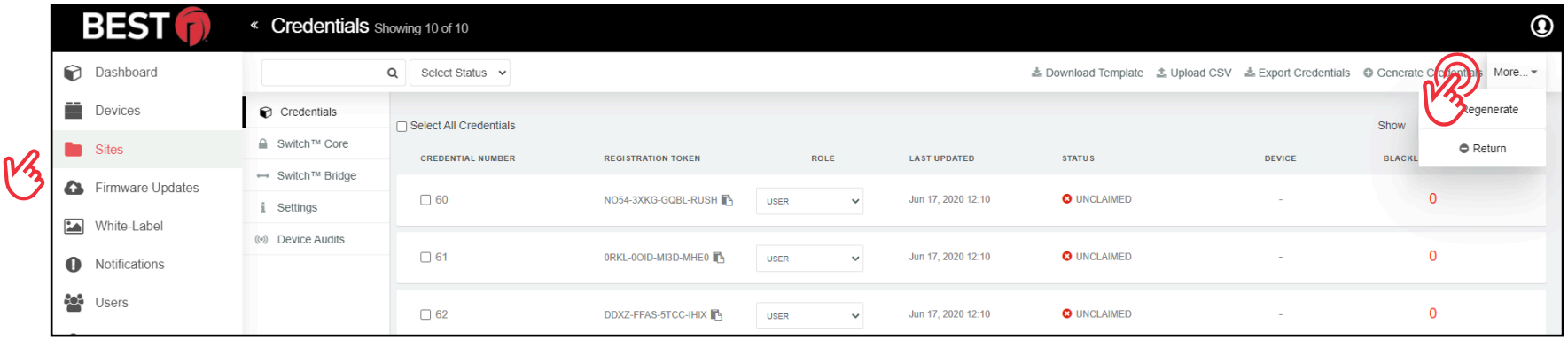
5 SWITCH TECH ACCOUNT OWNER

Switch Deck also allows you to export your Credentials into a spreadsheet so you can choose how you would like to distribute them. You could then track your usages or print out the Registration Tokens to hand them out to individuals. See "5.7.2 Importing and Exporting Credentials" for details.

5.7.4 Additional Credential Actions

In addition to generating, exporting and sending Credentials, there are more actions that are available for Account Owners.

Figure 30 Additional Actions



- To see the available options, select **More** at the top right of the **Credential** screen.

5 SWITCH TECH ACCOUNT OWNER

5.7.4.1 Regenerate

Once a claimed Registration Token is assigned to a mobile device, it must be regenerated in order to be reused with another mobile device.

For example:

- If a User changes their mobile device, the Registration Token will need to be regenerated and re-entered into the Switch Tech App on the new mobile device.
- If a Mobile User no longer needs access to the Site, the Registration Token can be regenerated and entered in the Switch Tech App for another Mobile Device User.

5.7.4.2 Return

The amount of Credentials available for creation is limited by the amount allocated to the specific Site. If too many Credentials have been generated, or were generated in error, you can delete the Credential and make it available to be generated again by selecting the Credential(s) in question and clicking **Return**.

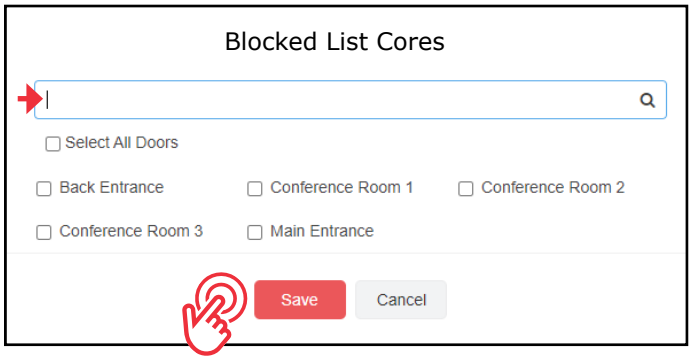
5 SWITCH TECH ACCOUNT OWNER

5.7.4.3 Blocked List

Switch Deck allows Account owners (or Site Owners) to Blocked List Credentials from specific cores or all cores. This means that the selected Credential will no longer be able to access any of the selected cores. Performing the Blocked List operation will result in a configuration update, therefore the Site Administrator will need to visit the core and apply the update in order for the Blocked List action to take effect.

- If you would like to stop the Credential from operating the Switch Core, yet you still want to know if the User is trying to access, select the **Credential** in question and select **Blocked List**.

Figure 31 Blocked List Cores



5.7.4.4 Activate

If you choose to remove a Credential from the Blocked List, select the **Credential** and select **Activate** to return to regular operation.

5.7.4.5 Perimeter Check-In

If you would like to require a User to use their Credentials at a Perimeter Check-In Readers before they can operate the Switch Core, select the **Credential** and select **Perimeter Check-In**.

5.8 Switch Bridge

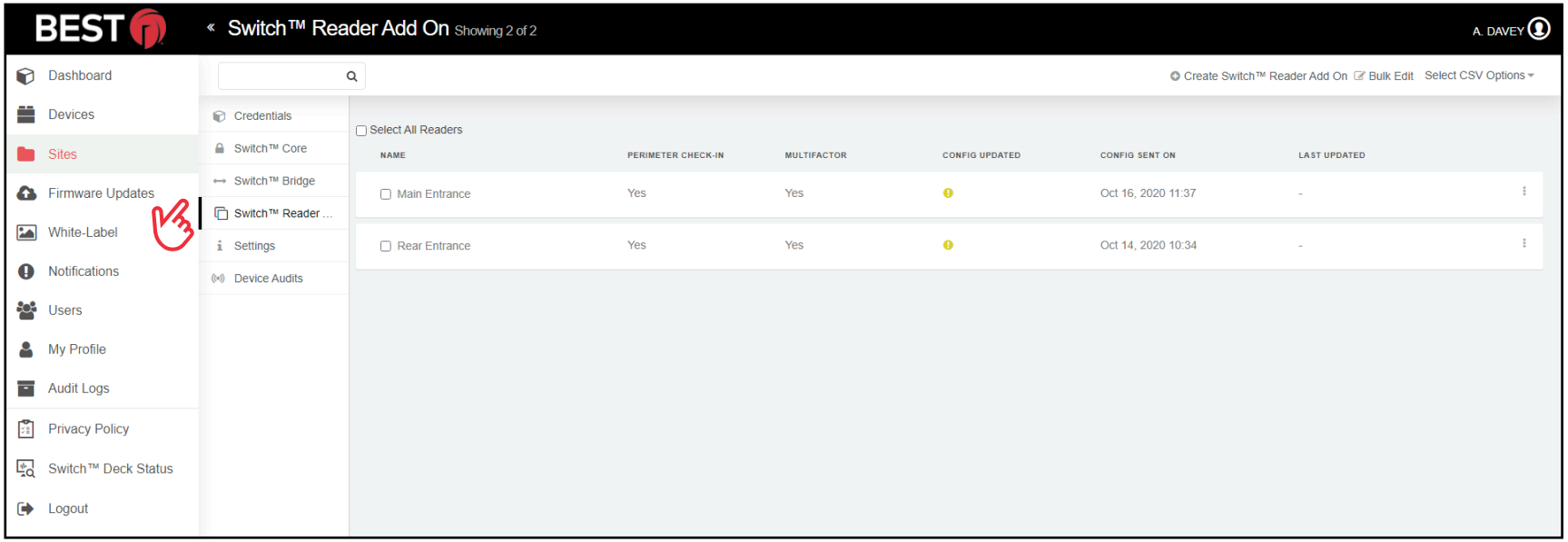
Switch Bridge is the device that is claimed to an Account and communicates between the ACS and the Switch Deck. Firmware Updates will be listed to this page to apply to the Switch Bridge. Configuration information, the IP Address that the DHCP server assigned for instance, is available on this page. See "Figure 19 Devices Status Bridge"

5 SWITCH TECH ACCOUNT OWNER

5.9 Switch Reader

The dormakaba Switch Reader and Switch Add-On Reader allows the User to bring Switch Tech credentials to perimeter doors without losing existing RFID functionality. Readers can be added and configured in the Sites tab of Switch Deck.

Figure 32 Switch Deck Reader Account Owner



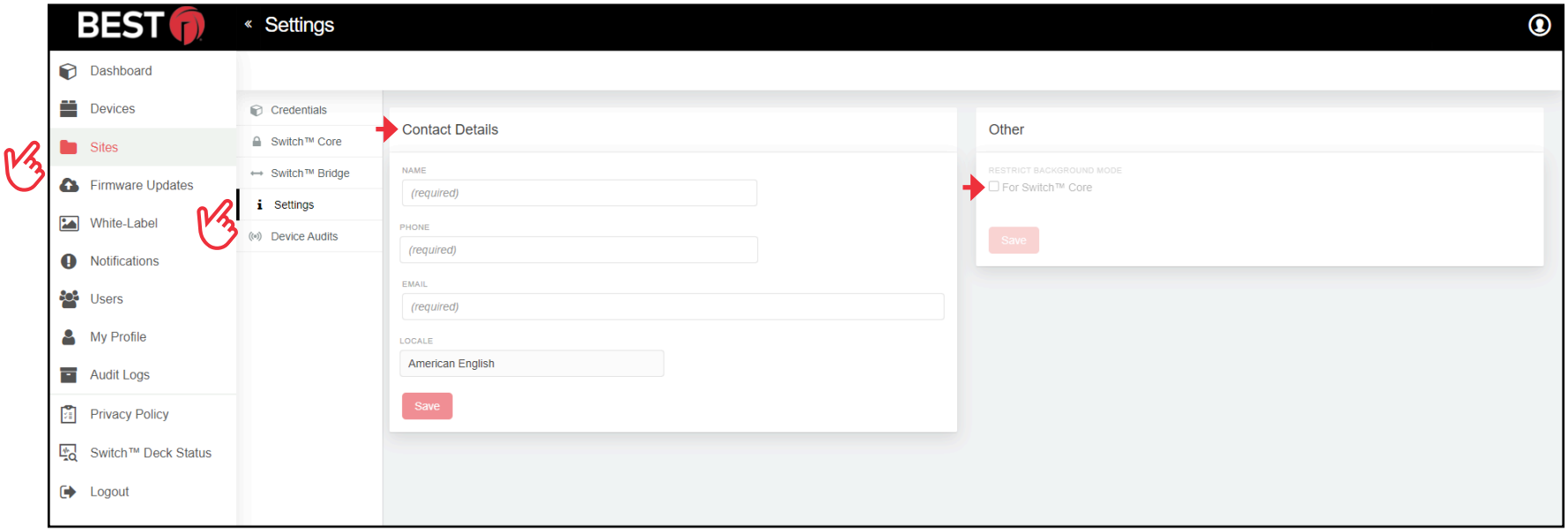
5 SWITCH TECH ACCOUNT OWNER

5.10 Settings

Each Site within the Account can have different information and settings specific to that Site.

- You can update **Contact Details** for the Site by entering new information and make changes to the available settings by clicking the checkboxes. See "SECTION 7" Switch Tech App for more details.

Figure 33 Site Settings



5 SWITCH TECH ACCOUNT OWNER

5.11 Device Audits

In addition to your ACS, Switch Core audits can also be viewed in Switch Deck and are stored up to 30 days. Some of the more common audits can been seen in the table below.

Table 1 Device Audits

Event	Potential Cause
Battery Low	Core battery percentage is lower than 15%.
Battery Failure	
Battery Restored	Most likely to occur when a battery is replaced or the core is rebooted.
Access Granted	User is granted access to the core.
Access Denied	User is denied access to the core.
Access Denied - Credential Inactive	Current date is earlier than the credential's activation date in OnGuard. Or, Current date is earlier than the Access Level's activation date.
Access Denied - Credential Expired	Current date is later than the credential's deactivation date in OnGuard. Or, Current date is later than the Access Level's deactivation date.
Access Denied - Outside Schedule	User does not have access to the core at the current time.
Access Denied - Outside Holiday Schedule	User does not have access to the core at the current time, holiday is active.

5 SWITCH TECH ACCOUNT OWNER

Access Denied - Device Locked	Access attempted while the Switch Core is in a Locked state.
Access Denied - No PIN Presented	No PIN provided when prompted by the Switch App. Request times out.
Access Denied - Incorrect PIN	Incorrect PIN provided by the user when prompted by the Switch App.
Access Denied - No Privilege	Improper access level has been assigned to the credential in OnGuard.
Access Denied - Time Not Set	
Factory Reset	
Set Time	
Initialized Failed - Invalid State	Admin attempted to run the Initialize a core that is not in Factory Mode.
Configured	
Configure Failed - Already Configured	Admin is attempting to apply a configuration file that is old or current.
Firmware Update	
Reboot	
Door Mode Overridden	
Door Mode Override Cleared	
Read Range Set	
Set Scan Duration	
Set LED Intensity	
Rebooted	
Installing - Disengaged	
Installing - Engaged	

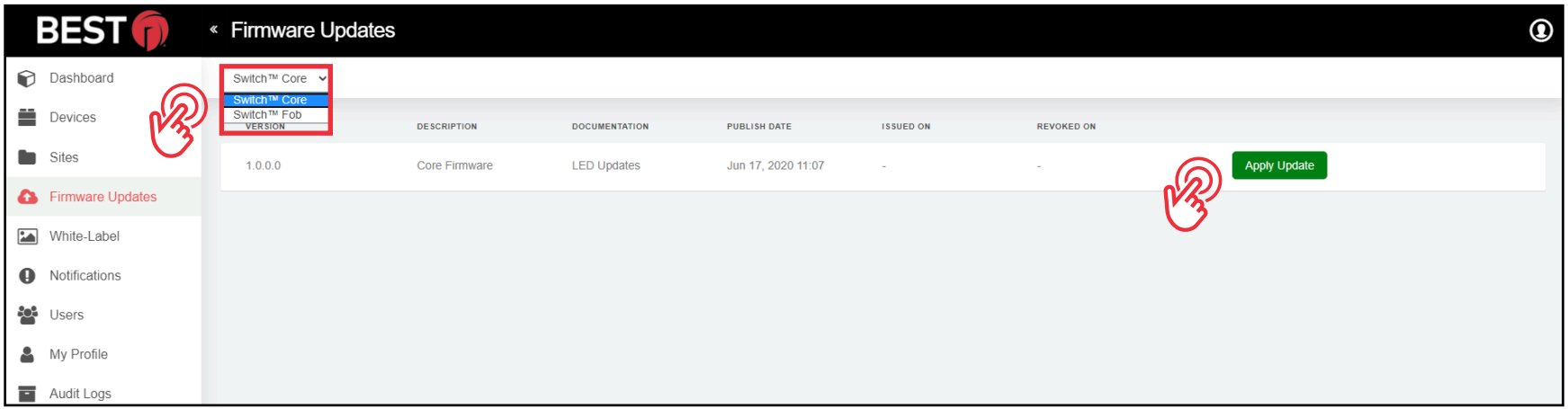
5 SWITCH TECH ACCOUNT OWNER

5.12 Firmware Updates

New Firmware versions are periodically made available for your Switch Tech products. All available Firmware Updates are listed under this **Firmware Updates** tab.

NOTE: In order to successfully deploy the Firmware to the devices, you will need to visit the devices.

Figure 34 Firmware Updates



- Select the **Type of Device** you wish to update. Once the Device selection has been made, Switch Deck will display all applicable Firmware Updates.

- Choose an applicable **Firmware Update** to deploy and select **Apply Update**.

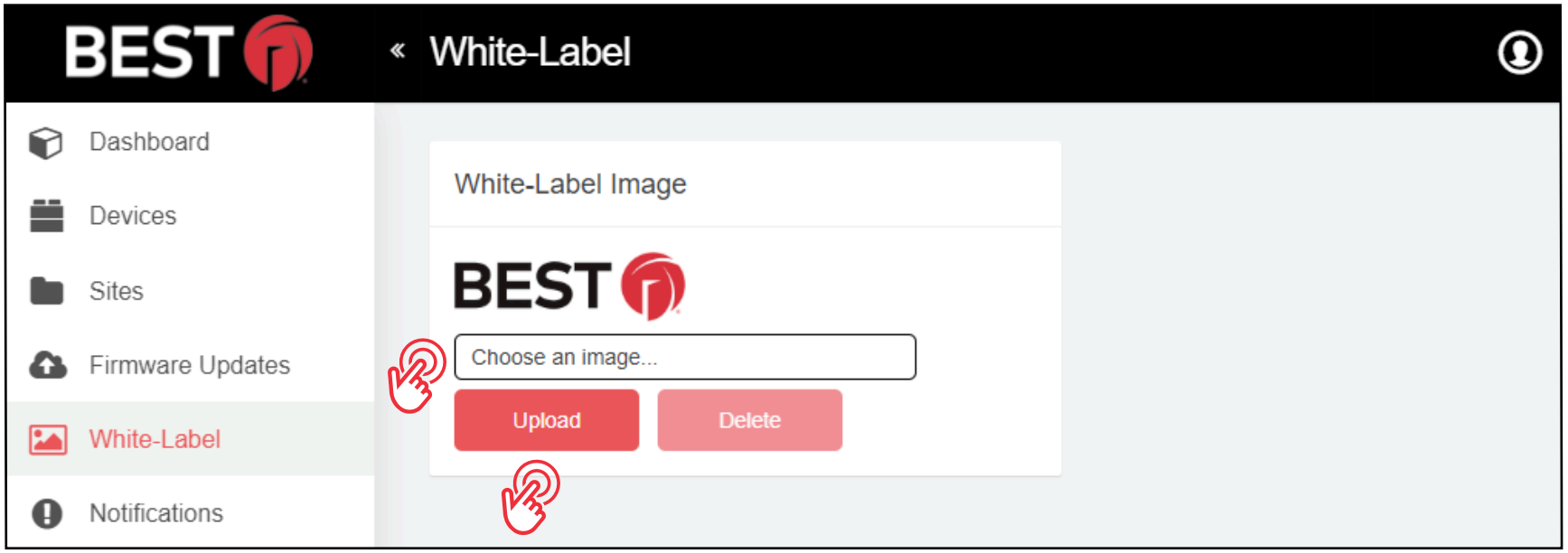
5 SWITCH TECH ACCOUNT OWNER

5.13 White-Label

Customize the Switch Mobile App experience for your organization by adding an image, icon or logo using the Switch Tech **White-Label** feature.

NOTE: If an image is uploaded using the **White-Label** feature, it will be deployed to all Switch Mobile App Users in all Sites within your Account.

Figure 35 White-Label



- Select the **White-Label** tab and click on **Choose an image**.
- Select your preferred image and click the **Upload** button.

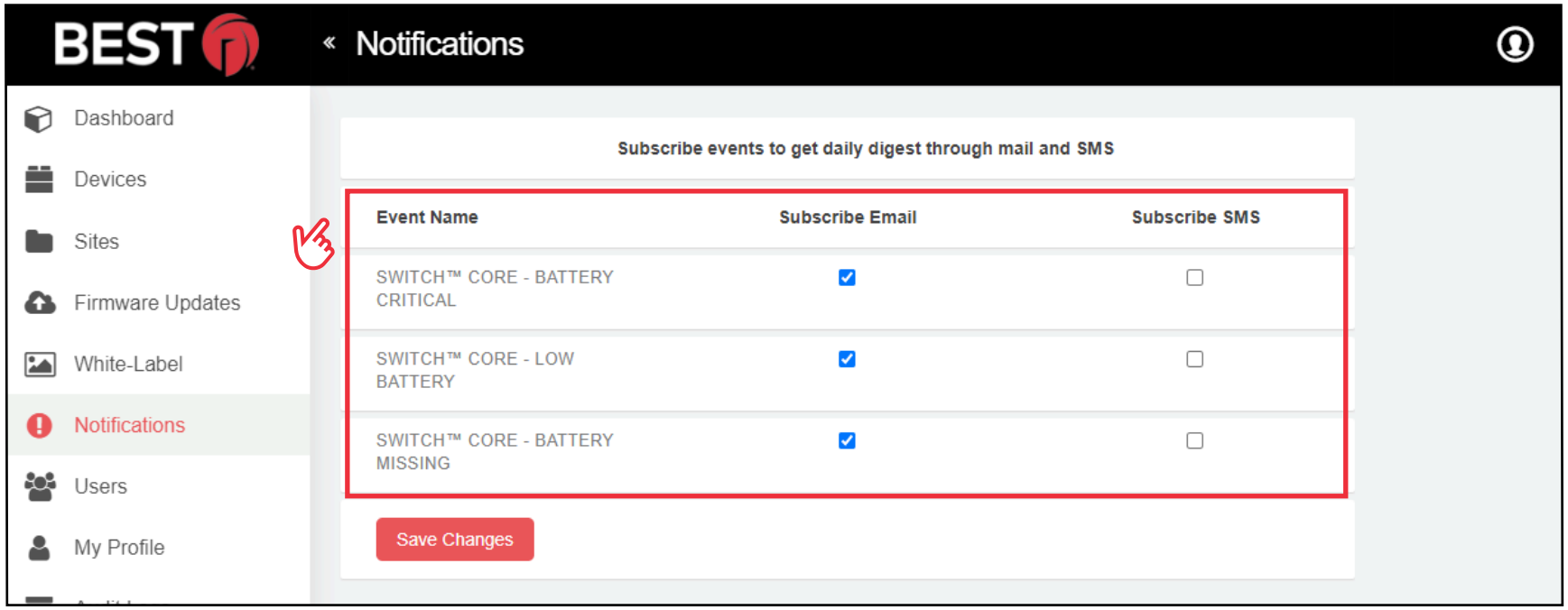
5 SWITCH TECH ACCOUNT OWNER

5.14 Notifications

Your Switch Tech system can send you Notifications for certain events that are affecting your system, to ensure you are adequately informed and can plan your system maintenance accordingly.

NOTE: Changes made to the **Notifications** tab only affect your own profile, not any other Users of Switch Tech.

Figure 36 Notifications Copy



- From the **Notifications** status page, you can choose from listed **events** and **subscribe** to get daily digest through Email and /or SMS.

5 SWITCH TECH ACCOUNT OWNER

5.15 My Profile

If you need to update or confirm your personal information, Use the **My Profile** tab to confirm or update your personal information.

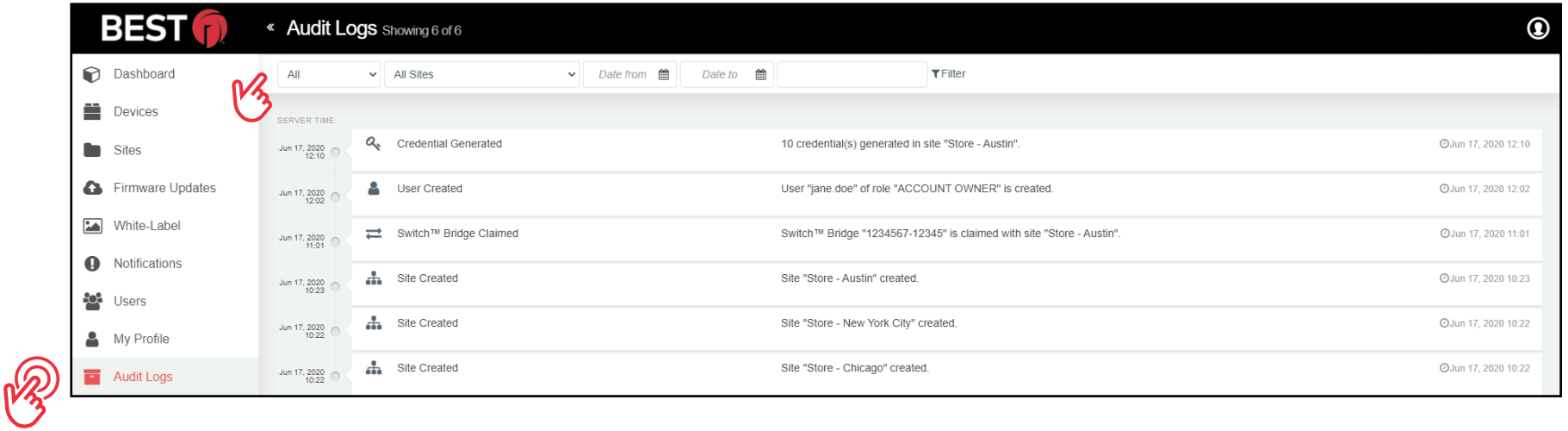
NOTE: User Name and Roles cannot be updated.

5.16 Audit Logs

The Audit Logs give you information about the activities happening on your Switch Tech system.
If you require specific information to be found quickly, filter the logs by:

- Device or function
- Sites
- Date
- Name

Figure 37 Audit Logs



SECTION 6

BEST
dormakaba Group

Switch Tech Site Owner

6 SWITCH TECH SITE OWNER

6.1 Overview of Switch Deck Portal

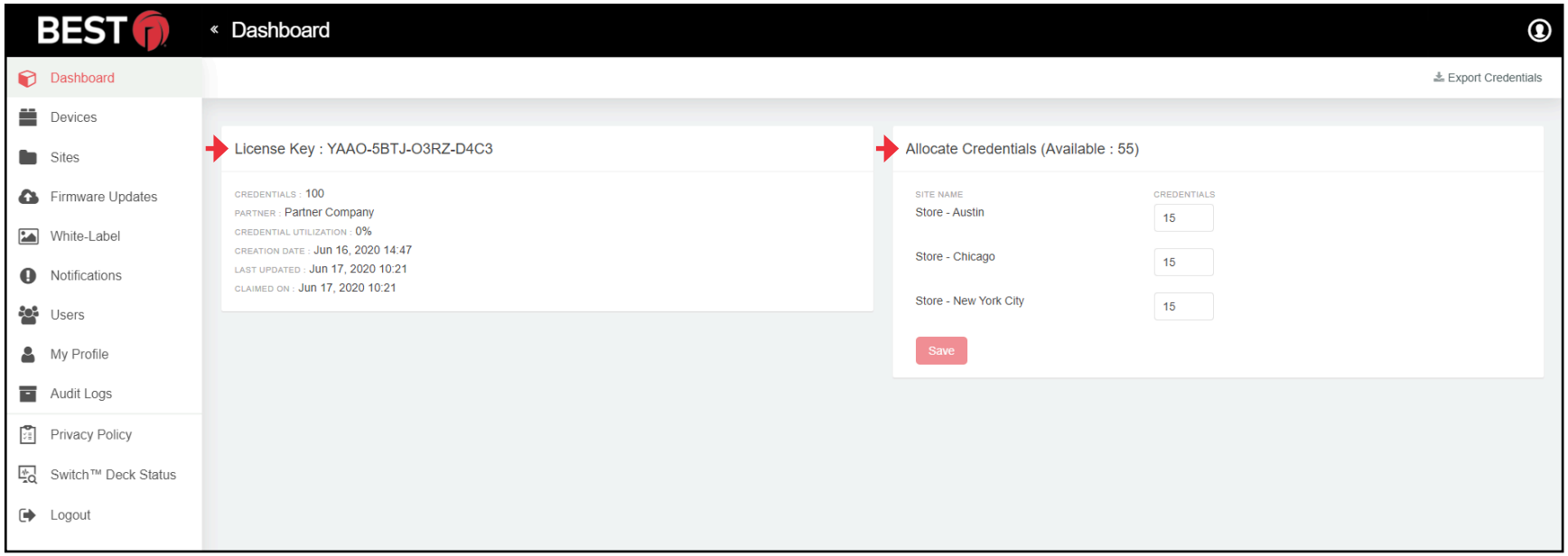
Switch Deck is the configuration portal for items that are not available for the Switch Tech solution in the ACS. Typically these configurations will be set and then the management of the system will be from the ACS. The primary exceptions to this are the Credentials and getting Registration Tokens to distribute to Users.

6 SWITCH TECH SITE OWNER

6.2 Dashboard

The **Dashboard** status page includes two sections. Section one provides an overview of your System's License information, including the License Key, Credentials, Partner, Credential Utilization, Creation Date, Last Updated, and Claimed On information. Section two allows you to manage and allocate your organization's Credentials.

Figure 38 Site Owner Dashboard

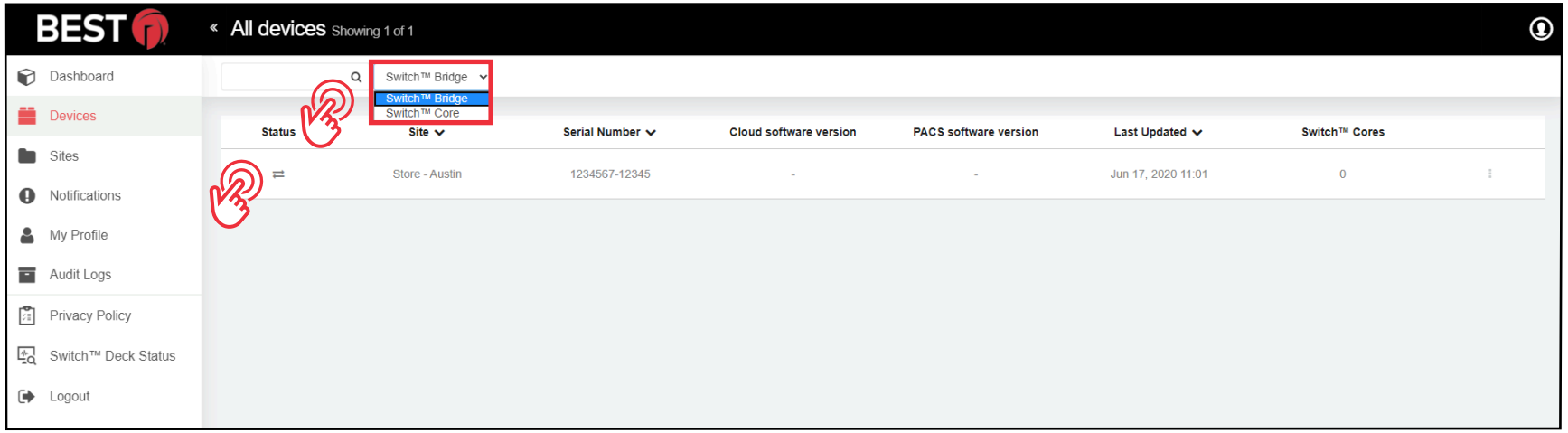


6 SWITCH TECH SITE OWNER

6.3 Devices

Under the **Devices** tab, you can view and manage devices that are currently available within your Account.

Figure 39 Devices Tab

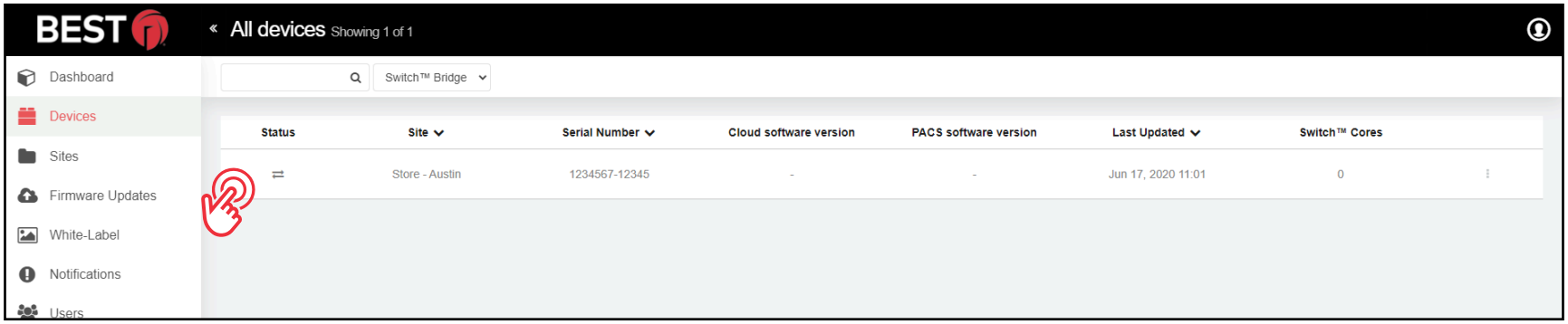


If needed, choose the device—**Switch Bridge, Switch Core or Switch Reader**—to filter items and find the device you want to manage more easily.

- Select the **Status** button to view status of your device.

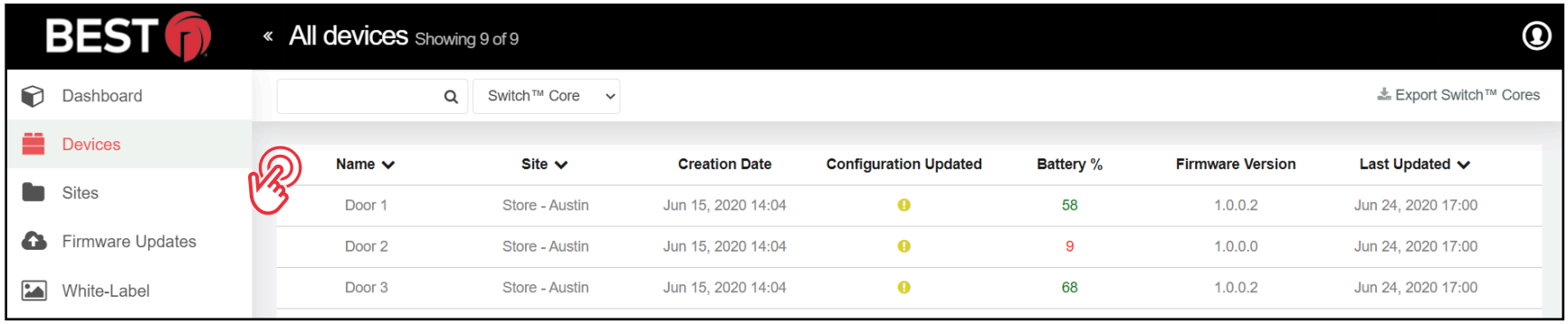
6 SWITCH TECH SITE OWNER

Figure 40 Devices Bridge



- Select the **Status** button to view status of your device.

Figure 41 Devices Core



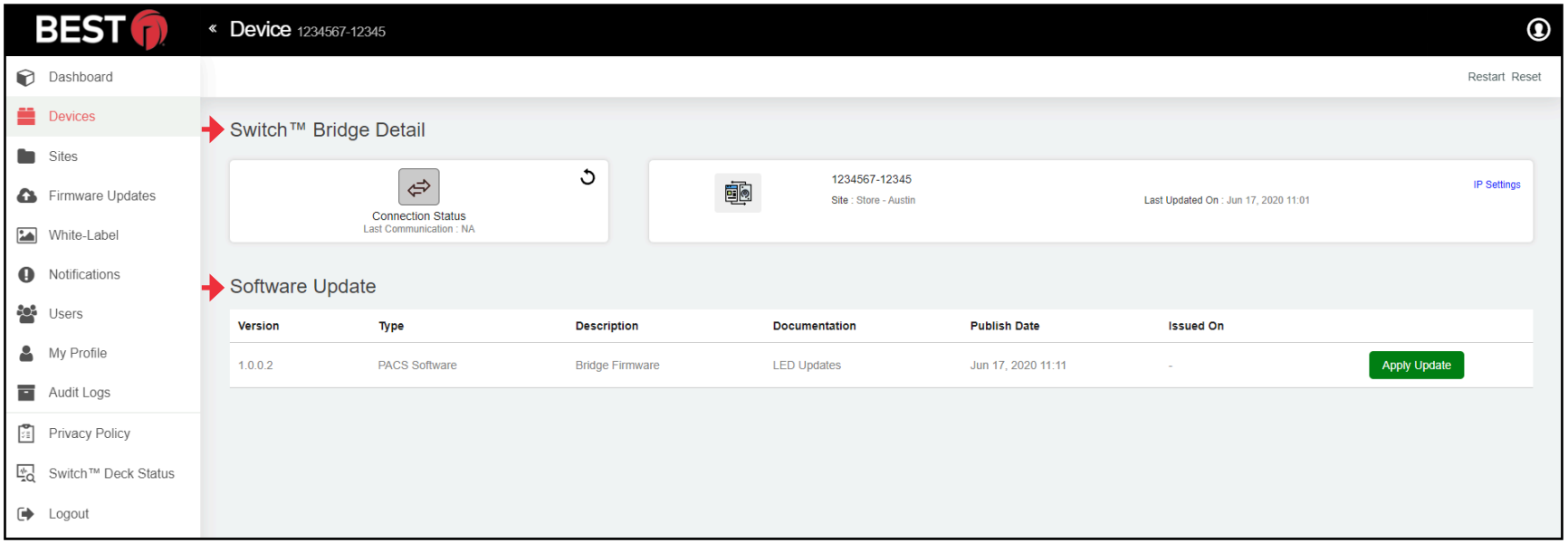
- Select the **Status** button to view status of your device.

6 SWITCH TECH SITE OWNER

The **Device status** page includes two sections:

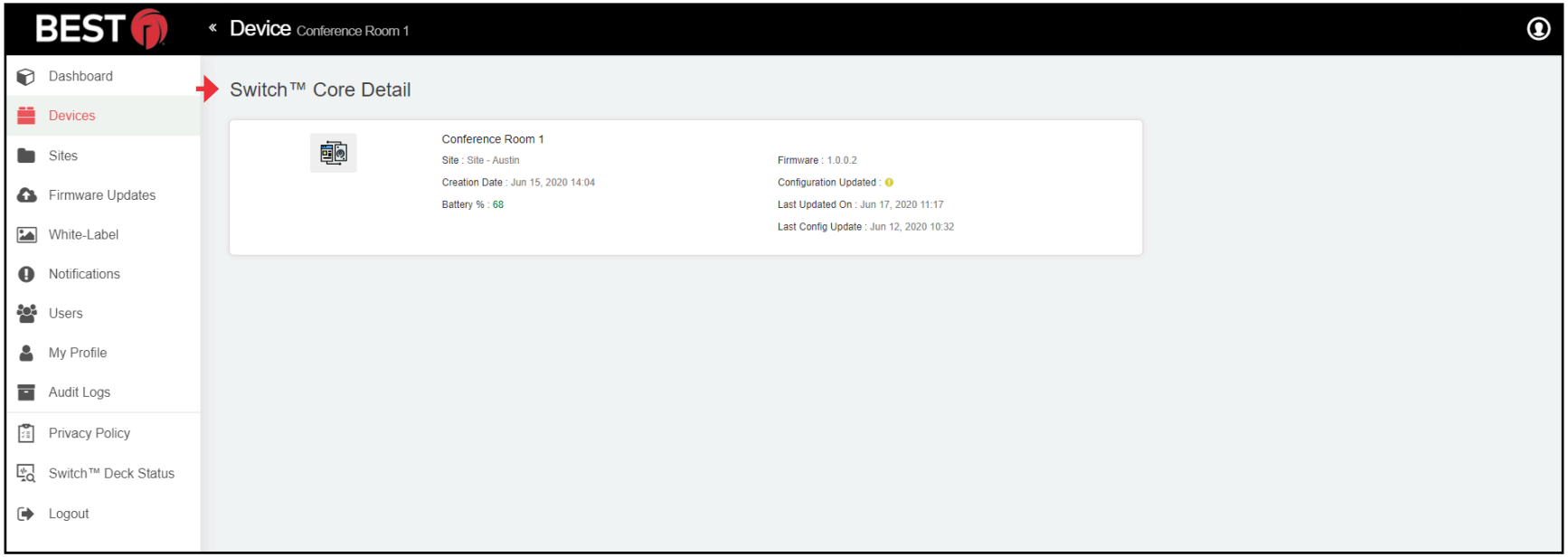
- Section one provides Device Details, such as Connection Status and Serial Number.
- Section two allows you to manage and apply available updates if applicable.

Figure 42 Devices Status Bridge



6 SWITCH TECH SITE OWNER

Figure 43 Devices Status Core

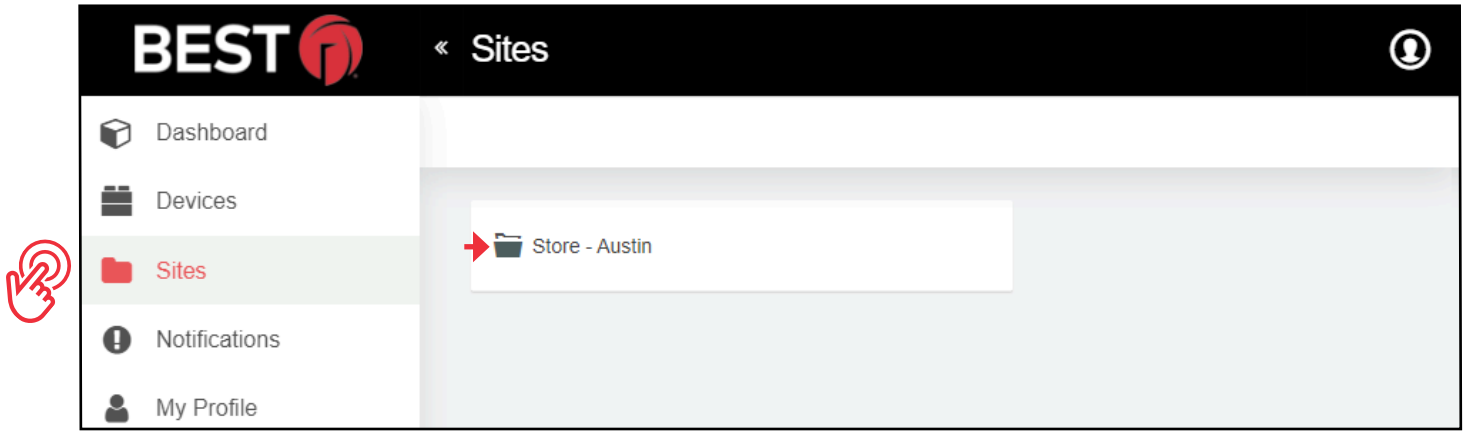


6 SWITCH TECH SITE OWNER

6.4 Managing Credentials at a Site

Once you have allocated the available Credentials to each Site, you can manage the Credentials at each Site by going to **Sites** and selecting the appropriate Site you want to manage.

Figure 44 Sites Tab



6 SWITCH TECH SITE OWNER

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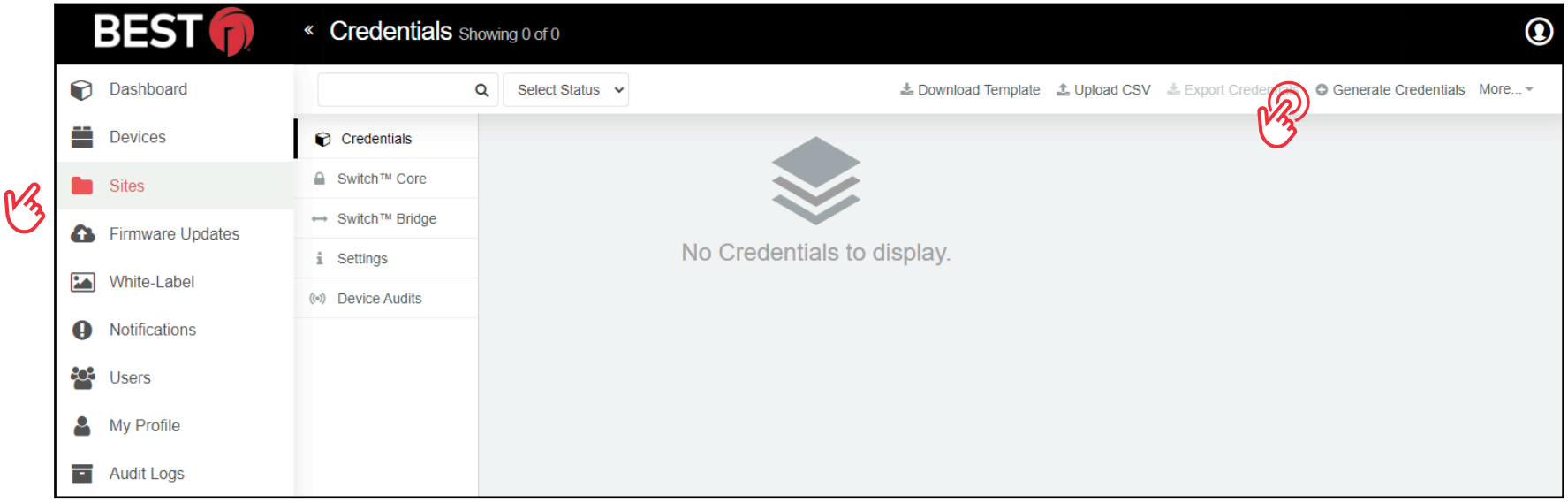
The other number is a random 16-character Registration Token used to register the Mobile Apps or Fobs to the specific Site. These numbers are linked in the cloud so that access rights created and assigned in the ACS are delivered to the appropriate Switch Mobile App or Switch Fob.

- To begin, select **Generate Credentials** at the top of the screen.

Figure 45 Generating Credentials

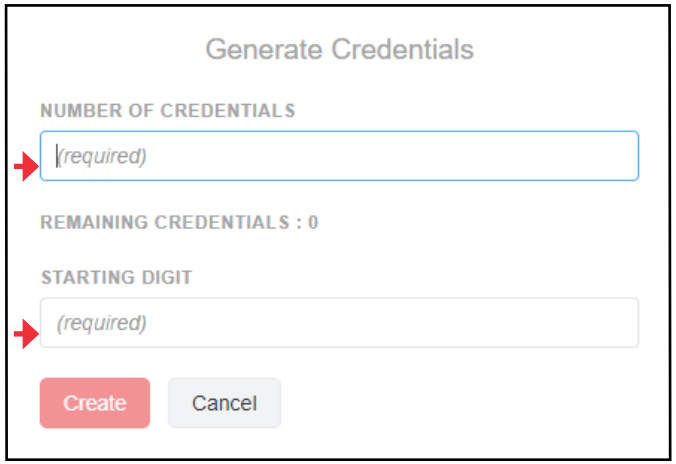


6 SWITCH TECH SITE OWNER

- In the screen below, enter the number of **Credentials** you want to generate. The remaining Credentials you have available on your License is indicated.

- You will also need to select the **Starting Digit** of the Credential you are generating. The Starting Digit should be in reference to your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit BEST.

Figure 46 Generate Credentials



6 SWITCH TECH SITE OWNER

6.4.2 Importing and Exporting Credentials

If you wish to import Credential information for the Site you are managing, select **Download Template**, fill out the CSV template, then select **Import Credentials** and upload the CSV file.

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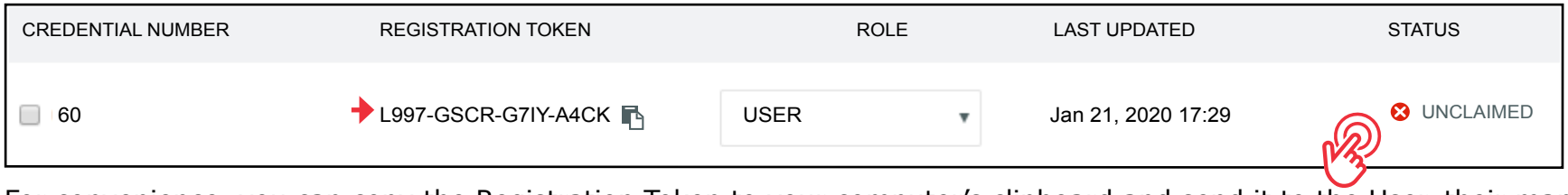
In order to use the Switch Tech App to unlock the Switch Core, a Registration Token must be provided to the Mobile User so it can be entered in the Switch Tech App.

- From the **Site** screen, select the desired **UNCLAIMED** Credential Number you wish to assign to the specific User as well as the Role this Mobile User requires. Mobile User Roles can be changed at anytime.
  - Mobile Users who only needs to operate the Switch Core and sync Switch Fobs, select the **User** Role.
  - For an Administrator Mobile User who requires additional Administrator functionalities, select the **Admin** Role.

NOTE: The Credential Number selected should correspond to the same User in your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit BEST.

Figure 47 Credentials



For convenience, you can copy the Registration Token to your computer's clipboard and send it to the User, their manager or others by email.

6 SWITCH TECH SITE OWNER

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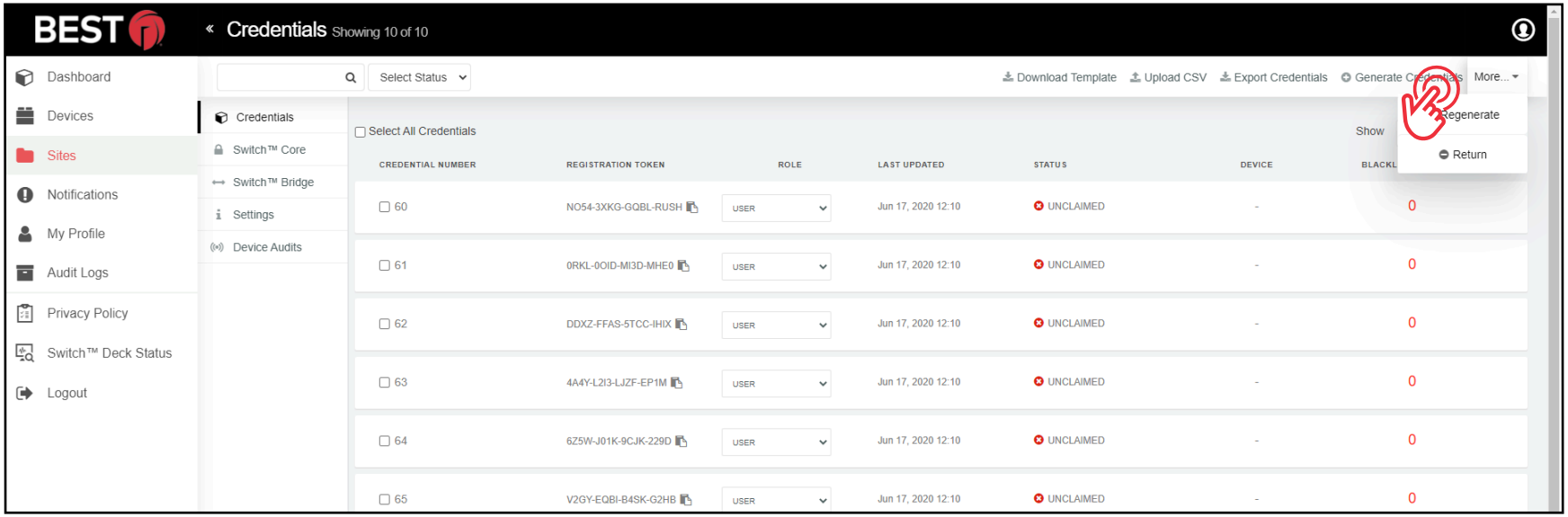
6.4.4 Additional Credential Actions

In addition to generating, exporting and sending Credentials, there are more actions that are available for Account Owners.

Figure 48 Additional Credentials Actions



- To see the available options, select **More** at the top right of the **Credential** screen.

6 SWITCH TECH SITE OWNER

6.4.4.1 Regenerate

Once a claimed Registration Token is assigned to a mobile device, it must be regenerated in order to be reused with another mobile device.

For example:

- If a User changes their mobile device, the Registration Token will need to be regenerated and re-entered into the Switch Tech App on the new mobile device.
- If a Mobile User no longer needs access to the Site, the Registration Token can be regenerated and entered in the Switch Tech App for another Mobile Device User.

6.4.4.2 Return

The amount of Credentials available for creation is limited by the amount allocated to the specific Site. If too many Credentials have been generated, or were generated in error, you can delete the Credential and make it available to be generated again by selecting the Credential(s) in questions and clicking **Return**.

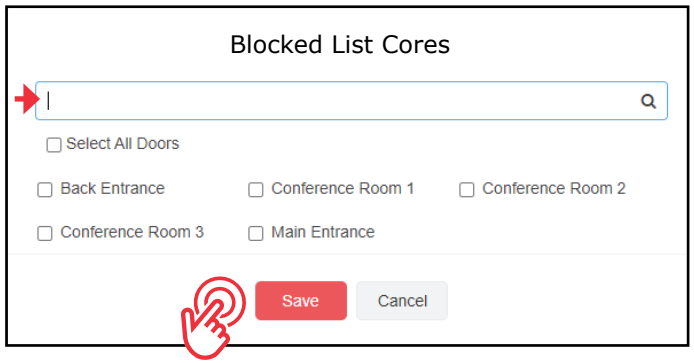
6 SWITCH TECH SITE OWNER

6.4.4.3 Blocked List

Switch Deck allows Account owners (or Site Owners) to Blocked List Credentials from specific cores or all cores. This means that the selected Credential will no longer be able to access any of the selected cores. Performing the Blocked List operation will result in a configuration update, therefore the Site Administrator will need to visit the core and apply the update in order for the Blocked List action to take effect.

- If you would like to stop the Credential from operating the Switch Core, yet you still want to know if the User is trying to access, select the **Credential** in question and select **Blocked List**.

Figure 49 Blocked List Cores



6 SWITCH TECH SITE OWNER

6.4.4.4 Activate

If you choose to remove a Credential from the Blocked List, select the **Credential** and select **Activate** to return to regular operation.

6.4.4.5 Perimeter Check-In

If you would like to require a User to use their Credentials at a Perimeter Check-In Readers before they can operate the Switch Core, select the **Credential** and select **Perimeter Check-In**.

6.5 Switch Bridge

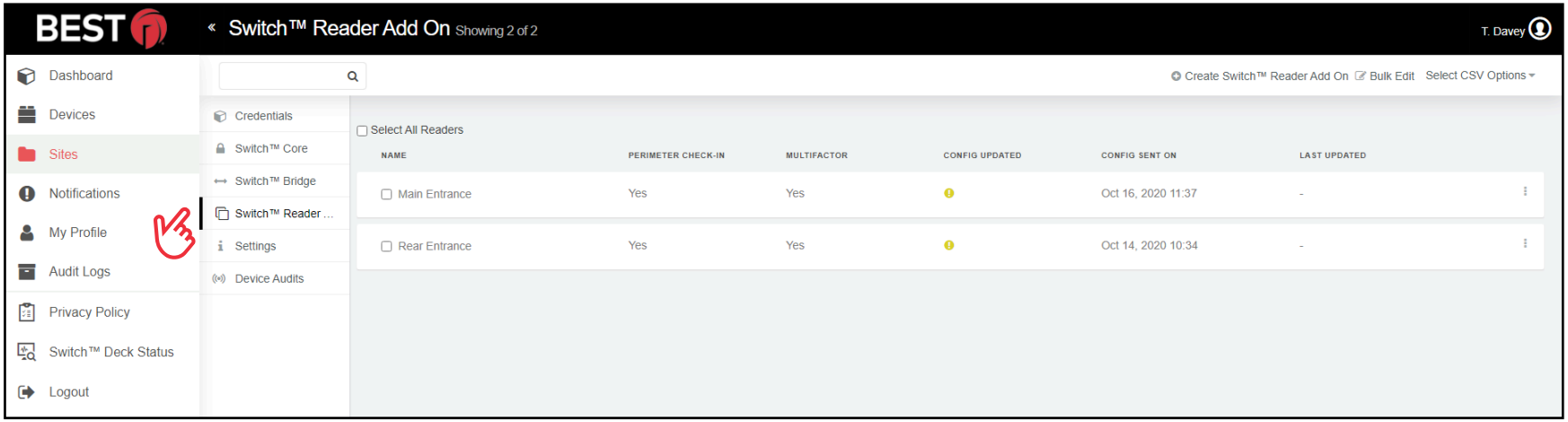
Switch Bridge is the device that is claimed to an Account and communicates between the ACS and the Switch Deck. Firmware Updates will be listed to this page to apply to the Switch Bridge. Configuration information, the IP Address that the DHCP server assigned for instance, is available on this page. See "Figure 19 Devices Status Bridge"

6 SWITCH TECH SITE OWNER

6.6 Switch Reader

The dormakaba Switch Reader and Switch Add-On Reader allows the User to bring Switch Tech credentials to perimeter doors without losing existing RFID functionality. Readers can be added and configured in the Sites tab of Switch Deck.

Figure 50 Switch Deck Reader Site Owner



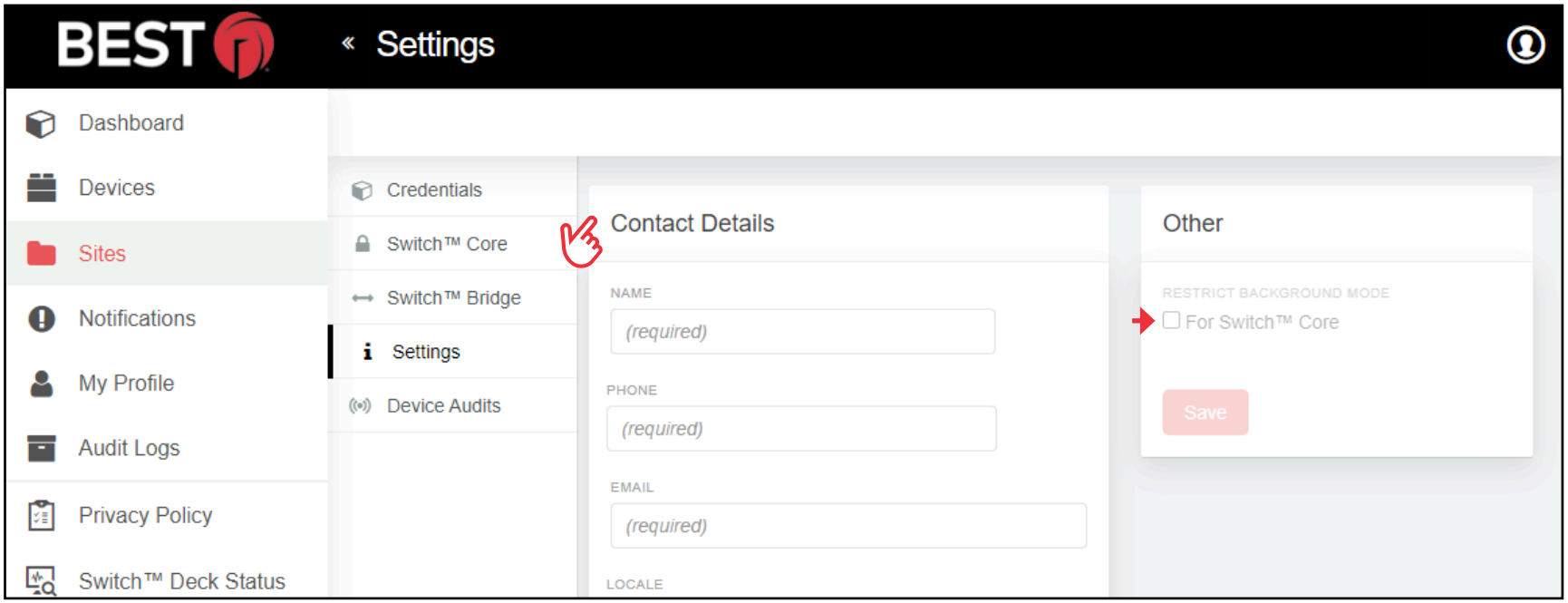
6 SWITCH TECH SITE OWNER

6.7 Settings

Each Site within the Account can have different information and settings specific to that Site.

You can update **Contact Details** for the Site by entering new information and make changes to the available settings by clicking the checkboxes. See "SECTION 7" Switch Tech App for more details.

Figure 51 Site Settings



6 SWITCH TECH SITE OWNER

6.8 Device Audits

In addition to your ACS, Switch Core audits can also be viewed in Switch Deck and are stored up to 30 days. Some of the more common audits can been seen in the table below.

Table 2 Device Audits

Event	Potential Cause
Battery Low	Core battery percentage is lower than 15%.
Battery Failure	
Battery Restored	Most likely to occur when a battery is replaced or the core is rebooted.
Access Granted	User is granted access to the core.
Access Denied	User is denied access to the core.
Access Denied - Credential Inactive	Current date is earlier than the credential's activation date in OnGuard. Or, Current date is earlier than the Access Level's activation date.
Access Denied - Credential Expired	Current date is later than the credential's deactivation date in OnGuard. Or, Current date is later than the Access Level's deactivation date.
Access Denied - Outside Schedule	User does not have access to the core at the current time.
Access Denied - Outside Holiday Schedule	User does not have access to the core at the current time, holiday is active.

6 SWITCH TECH SITE OWNER

Access Denied - Device Locked	Access attempted while the Switch Core is in a Locked state.
Access Denied - No PIN Presented	No PIN provided when prompted by the Switch App. Request times out.
Access Denied - Incorrect PIN	Incorrect PIN provided by the user when prompted by the Switch App.
Access Denied - No Privilege	Improper access level has been assigned to the credential in OnGuard.
Access Denied - Time Not Set	
Factory Reset	
Set Time	
Initialized Failed - Invalid State	Admin attempted to run the Initialize a core that is not in Factory Mode.
Configured	
Configure Failed - Already Configured	Admin is attempting to apply a configuration file that is old or current.
Firmware Update	
Reboot	
Door Mode Overridden	
Door Mode Override Cleared	
Read Range Set	
Set Scan Duration	
Set LED Intensity	
Rebooted	
Installing - Disengaged	
Installing - Engaged	

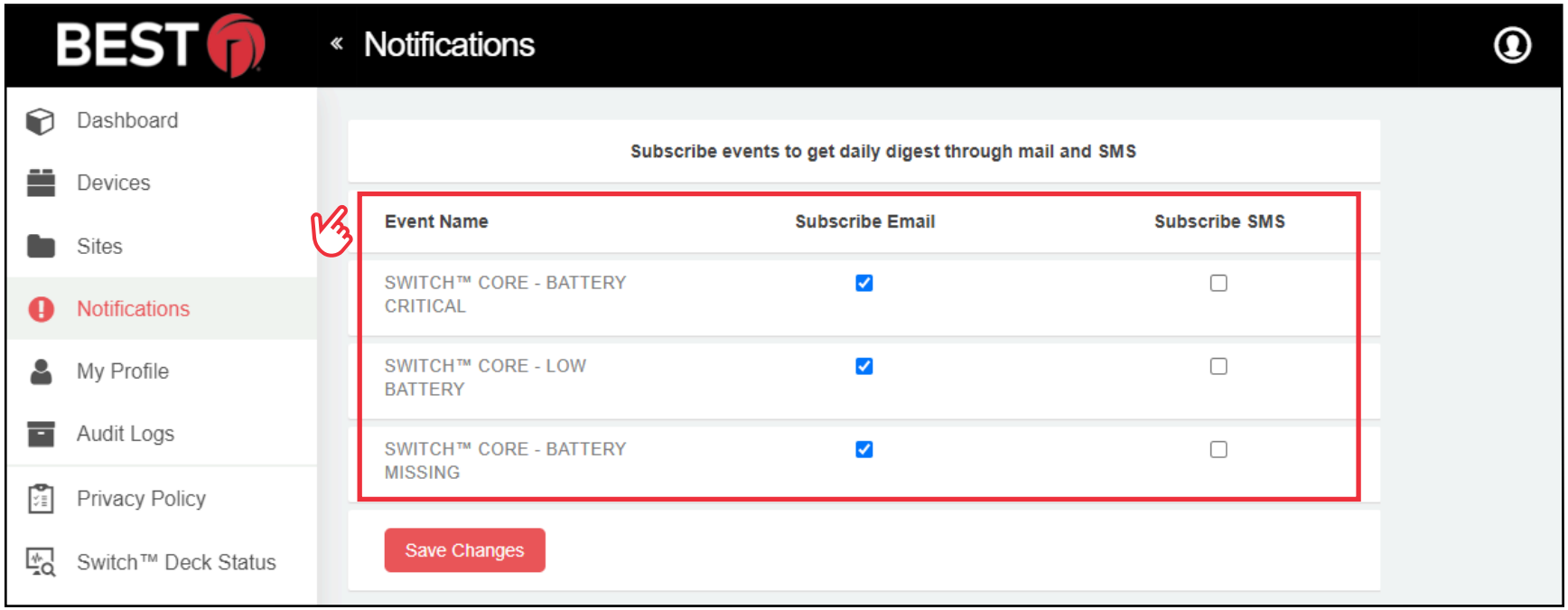
6 SWITCH TECH SITE OWNER

6.9 Notifications

Your Switch Tech system can send you Notifications for certain events that are affecting your system, to ensure you are adequately informed and can plan your system maintenance accordingly.

NOTE: Changes made to the **Notifications** tab only affect your own profile, not any other Users of Switch Tech.

Figure 52 Notifications



- From the **Notifications** status page, you can choose from listed **events** and **subscribe** to get daily digest through Email and /or SMS.

6 SWITCH TECH SITE OWNER

6.10 My Profile

If you need to update or confirm your personal information, Use the **My Profile** tab to confirm or update your personal information.

NOTE: User Name and Roles cannot be updated.

SECTION 7

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Switch Tech APP

7 SWITCH TECH APP

The Switch App is an essential part of your Switch Tech system as it allows the access data to flow between the Switch Deck portal all the way to the Switch Core, allowing you to unlock the door, configure the device and retrieve Audit Logs from the Switch Core.

There are 2 different Roles available for Users of the Switch App:

- User and Installer **(Administrator)**.
- The Roles are determined in the Switch Deck portal.
  See "1.1 Understanding Roles in the Switch Tech Architecture" for more details.

The Switch App User and Installer (Administrator) can:

- Sync a Switch Fob – "7.3 Syncing a Switch Fob"
- Unlock a Switch Core – "7.5 Unlocking a Switch Core"

The Switch App Installer (Administrator) can:

- Perform Administrator functions – "7.6 Switch App Admin Functions"

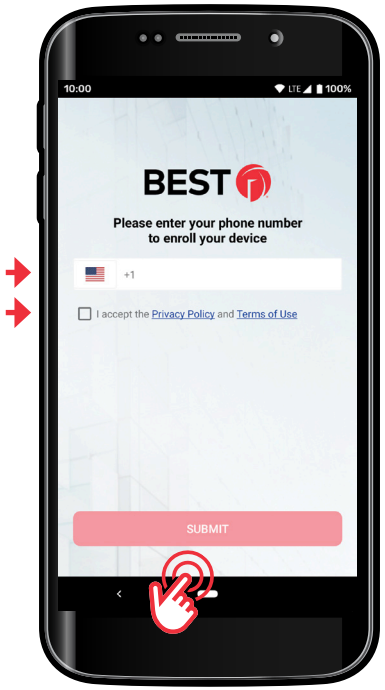
NOTE: Both Roles have access to the Settings menu in the Switch App.

7 SWITCH TECH APP

7.1 Switch Tech Registration

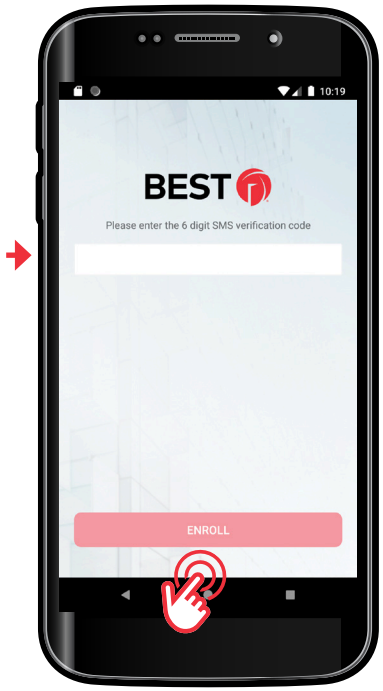
Once you have downloaded the Switch Mobile App onto your mobile device, launch the app and perform the following steps:

Figure 53 Registration-Privacy Policy



- Enter your **mobile phone number**.
- Accept the **Privacy Policy**.
- Tap the **Submit** button.

Figure 54 Registration-SMS Verification Code



- A **Verification Code** will be sent by SMS to the mobile number above.
- Enter the 6-digit **SMS Verification Code**.
- Tap the **Enroll** button.

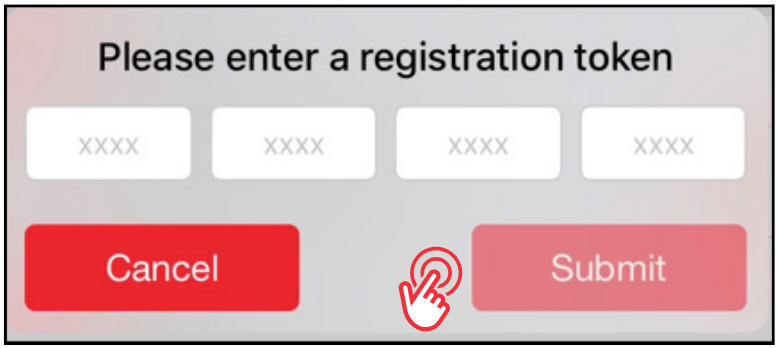
7 SWITCH TECH APP

7.2 Adding a Registration Token to the Switch App

Once you have installed the Switch App, you will need to enter a Registration Token in order to register the mobile device with the Site and allow it to be used as a Mobile Credential.

A Registration Token is a 16-digit alphanumeric code that is provided by the Account Owner or Site Owner of your Switch Tech system.

Figure 55 Registration Token



- To add a **Registration Token** to your Switch App, select **Keys** on the bottom left of the main screen and then the **"+"** at the top right.
- Enter your **Registration Token** and tap **Submit**. You may repeat these steps to register additional tokens for more Sites as needed.

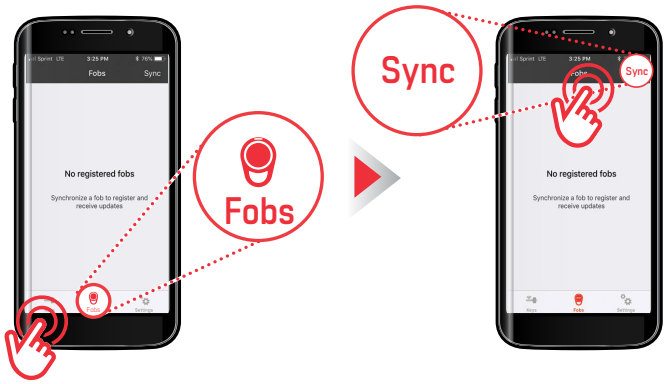
7 SWITCH TECH APP

7.3 Syncing a Switch Fob

Credential Keys can be assigned to the Switch Fob in the same way that they are assigned to a mobile device.

NOTE: Any mobile device can be used to sync a Switch Fob. No Administrator privileges are needed. Once the sync is completed, the mobile device is not required for everyday use.

Figure 56 Syncing a Switch Fob



- From any Switch Tech app, tap the **Fobs** tab at the bottom of the screen.
- Tap **Sync** in the upper right-hand corner.

Figure 57 Syncing a Switch Fob

- Press and hold the **Fob** button until the app screen changes from **Pairing** to **Paired**.
- Enter a **16-digit Registration Token** that has been provided by the Account Owner or Site Owner of your Switch Tech system.
- Once the token has been accepted, an **Update** will shorty become available in the **Fobs** tab of your Switch App.
- Tap **Sync** in the upper right-hand corner, press and hold the **Fob** button to apply the update. This update will register your fob.

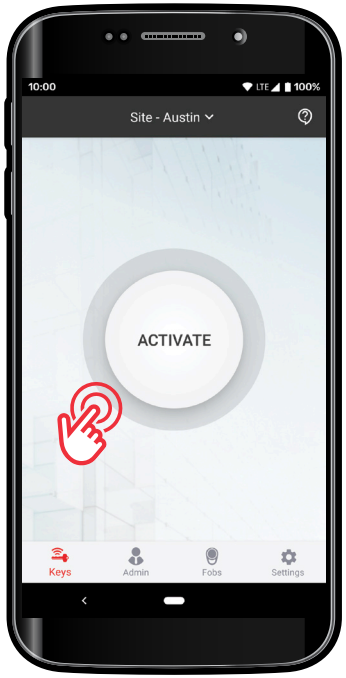
- Once the **Fob** has been **Registered**, another **Update** will shorty become available in the Fobs tab of your Switch App.
- Tap **Sync** in the upper right-hand corner, press and hold the **Fob** button to apply the update. This update will contain the appropriate access rights as assigned by your ACS.

NOTE: The Fob is now in sync with this mobile device, any updates to the Credentials Access Rights will be displayed on this phone. Updates can be applied from any Switch Tech mobile device you just need to sync with that device to receive the updates.

7.4 Switch Fob Firmware Updates

Firmware updates are performed by a Switch Tech User with installer privileges.

Figure 58 Switch Fob Firmware Updates



- From the Switch Tech App, tap the **Admin** tab at the bottom of the screen.
- Select **Setup Fob** from the drop-down menu at the top of the screen.

- Select the **Update Firmware** command and then tap **Start** in the upper right-hand corner.
- Sync the **Fob** to the **mobile device**.

NOTE: When the firmware update is complete the Fob will now be in an unregistered state.

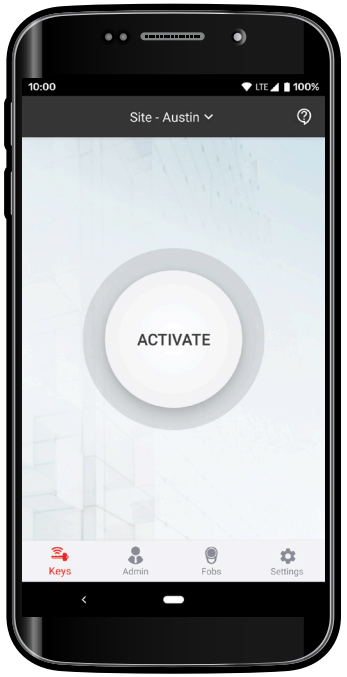
- Follow the steps to register the Fob and enter the same 16-digit Registration Token that was originally claimed by the Fob.

7.5 Unlocking a Switch Core

To activate a Switch Core, launch the Switch Mobile App on your mobile device and perform the following steps:

- Open the **Switch Tech App**.

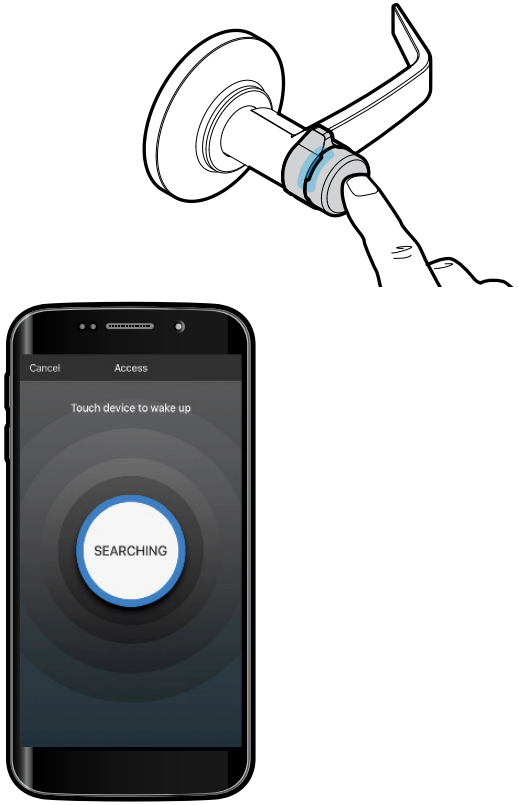
Figure 59 Unlocking a Switch Core



- If you only have a single Key registered, tap the **Activate** button.
- If you have multiple Keys for different Sites, select the desired Site from the drop-down menu and tap **Activate**. The Switch Tech App will default to the last Key selected when reopened.

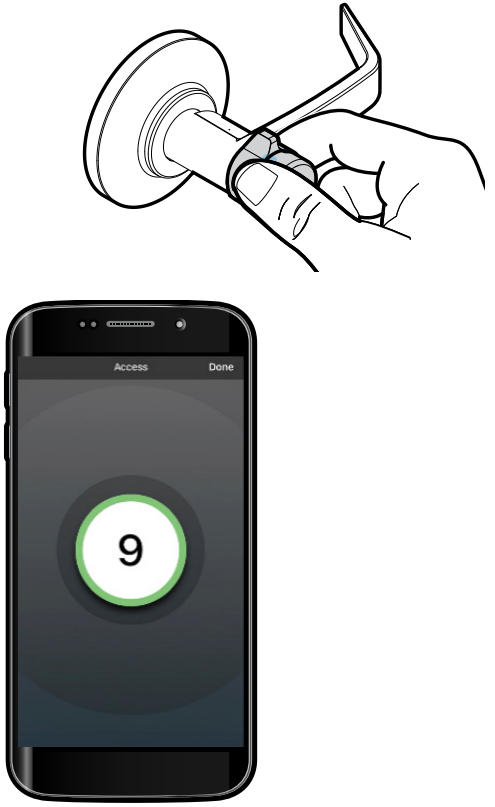
7 SWITCH TECH APP

Figure 60 Unlocking a Switch Core



- Touch the **Switch Core** to wake it up. The blue light in the Switch Core will light up.

Figure 61 Unlocking a Switch Core



- When the Switch Core turns green, turn the **knob** to enter.

7 SWITCH TECH APP

7.6 Switch App Admin Functions

7.6.1 Switch Core Admin Functions

7.6.1.1 Factory Reset

Restore a core to the factory default state.

7.6.1.2 Set Time

Sets the core's internal date and time to the current date and time.

7.6.1.3 Control Mode Engage

Sets the state of the core to one where the control lug is able to be rotated to install or remove the core from the door.

7.6.1.4 Control Mode Disengage

Sets the state of the core back to normal operation after being installed or removed from a lock.

7.6.1.5 Initialize

Required in order to assign account specific encryption and security keys.

7.6.1.6 Update Firmware

Utilized to update the firmware in a Switch Core as assigned in the Switch Deck for the site.

7.6.1.7 Configure

- Select the configuration to download into the Switch Core.
- For cores that are already configured and just need updated you are able to utilize the '**auto select**' option.

7.6.1.8 Override Door Mode

Set the Switch Core to a different authentication mode either for a period of time or indefinitely.

- Locked – no credentials work
- Credential and Pin – both the credential and the pin assigned to the cardholder are needed to authenticate the user
- Credential Only – only the credential is needed to authenticate the user

7.6.1.9 Clear Override Door Mode

Restore the Switch Core to the default authentication method configured.

7.6.1.10 Set Read Range

Utilized to set the acceptable range for communication to credentials.

- Options
  - —Low
  - —Medium
  - —High
  - —Max

7.6.1.11 Set Search Duration

Set how long the Switch Core will search for a valid credential when woken up.

- Options
  - —1 second
  - —3 seconds
  - —5 seconds

7.6.1.12 Set LED Intensity

Set the LED brightness for the Switch Core.

- Options
  - —Low
  - —Medium
  - —High

7.6.1.13 Pull Audits

Request audits that have been stored locally within a selected time period.

7.6.1.14 Reboot

Reboot the Switch Core.

7.6.1.15 View Status

Displays the current status of the Switch Core.

7.6.1.16 Access – Admin

Utilized by admin personnel to access doors that they do not have access to normally or for locked doors. Activity will be logged in the ACS.

7.6.2 Switch Fob Admin Functions

7.6.2.1 Update Firmware

Utilized to update the firmware on a Switch Fob as assigned in the Switch Deck for the site. See section "7.4 Switch Fob Firmware Updates" for instructions.

7.6.2.2 View Status

Display the current status of the Switch Fob.

7.6.3 dormakaba Switch Reader Admin Functions

7.6.3.1 Configure – dormakaba Reader

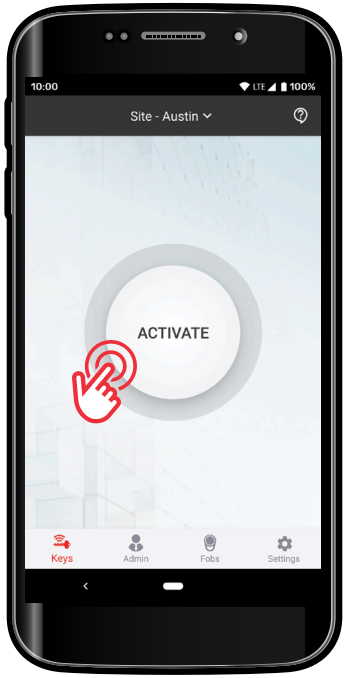
Configure the dormakaba Reader to desired Switch Tech site.

7 SWITCH TECH APP

7.7 Switch Core Initial Configuration

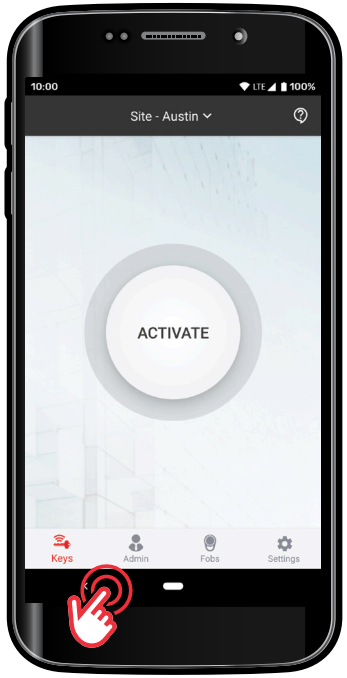
This section will guide you through the initial configuration of a Switch Core. You will need Administrator (Installer) rights to the app in order to complete the following steps. After the Switch Core is installed, it will flash red. This is an indication that the capacitor in the core is charging. Average time is 30 seconds for the capacitor to reach a full charge. When the lights start flashing blue, that is the indication that the capacitor is charged and the core is ready to be programmed.

Figure 62 Open Switch Tech App



- Open the **Switch Tech App**.

Figure 63 Tap Admin App



- Tap the **Admin** tab located at the bottom of the screen.

7 SWITCH TECH APP

Select the following from the list of Admin commands to process.

Set Time

- ☐ Initialize
- ☐ Configure

- Select the **Switch Core name** from the list and then click **OK**.
- Tap **Start** button in the upper right corner.

Read the disclaimer.

- Select **OK** if it is appropriate to proceed.

Ensure that the device is close to the Switch Core.

- Wake up the core to start the exchange of information.
- When the configuration is complete, tap **Done**.
- Tap **Keys** at the bottom and test the operation of the core following the instructions. See "7.5 Unlocking a Switch Core".

7.8 Switch Reader Initial Configuration

7.8.1 dormakaba Switch Reader Configuration

This section will guide you through the initial configuration of a dormakaba Switch Reader. You will need Administrator (Installer) rights to the app in order to complete the following steps. After the dormakaba Switch Reader is installed you will have 60 seconds to apply the desired configuration.

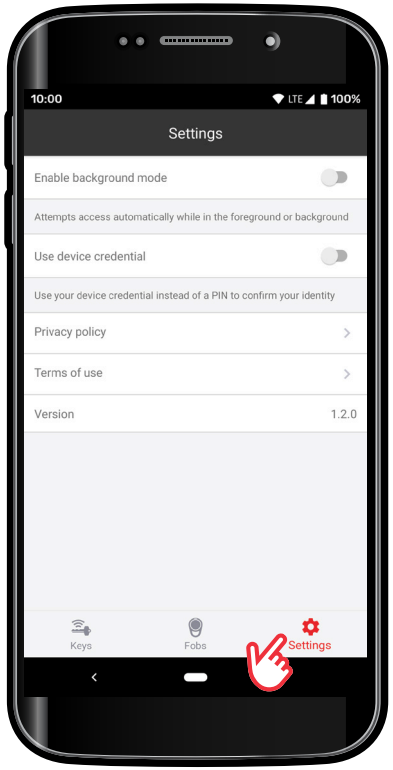
- Power on the dormakaba Switch reader, once done you will have 60 seconds to apply the configuration.
- Open the **Switch Tech App**.
- Tap the **Admin** tab located at the bottom of the screen.
- Tap the dropdown menu at the top of the screen and select **Setup dormakaba Reader**.
- Select **Configure – dormakaba Reader** from the list.
- Tap **Start** in the upper right corner.
- Ensure that the device is close to the dormakaba Switch Reader.
- When the configuration is complete, tap **Done**.

7 SWITCH TECH APP

7.9 Switch App Settings

You can make the Switch Mobile App your own by using the **Settings** menu to enable or disable certain functions.

Figure 64 Switch Mobile App Settings Screen



- **Background** mode allows you to activate the Switch Cores without having to push the **Activate** button. Simply wake up the Switch Core and have your mobile device close to unlock. The Switch Mobile App must be open and running in the background.

- **Use Device Credential** allows you to use your device credential instead of a PIN to confirm your identity.

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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)**.

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