SWITCH™ TECH
USER GUIDE

BEST
dormakaba Group

MECHANICAL MADE DIGITAL

TURNING STANDARD KEYED LOCKS
INTO SMART DIGITAL LOCKSETS

A SIMPLE SWITCH
A SMARTER LOCK

SWITCH TECH SUPPORT

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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)**.

CREDITS | COPYRIGHT

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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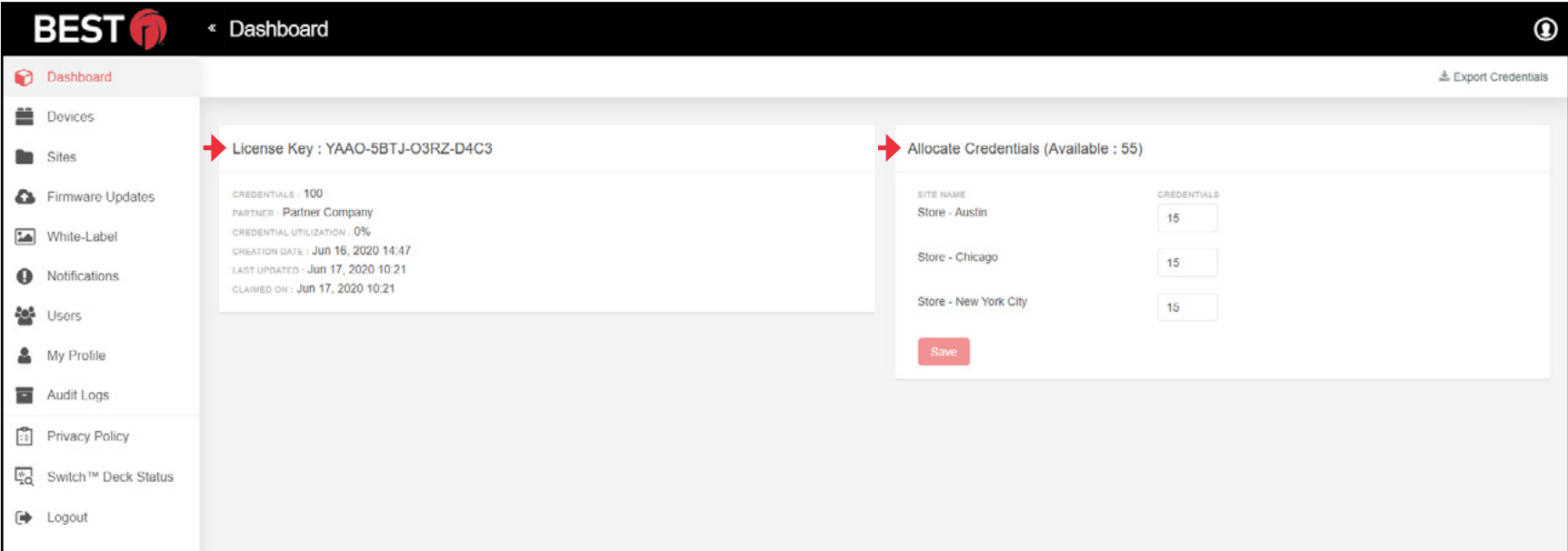
6.1 Overview of Switch Deck Portal

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.

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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 1   Site Owner Dashboard

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6.3 Devices

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

Figure 2   Devices Tab
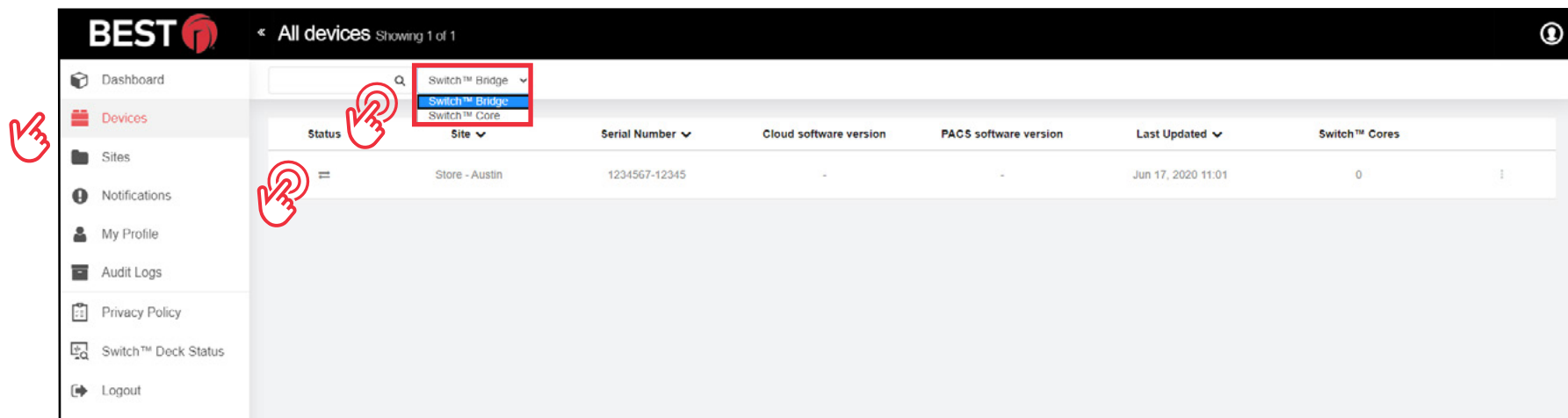
If needed, choose the device—**Switch Bridge, Switch Core or Switch Reader**—to filter items and find the device you want to manage more easily.

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

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Figure 3   Devices Bridge
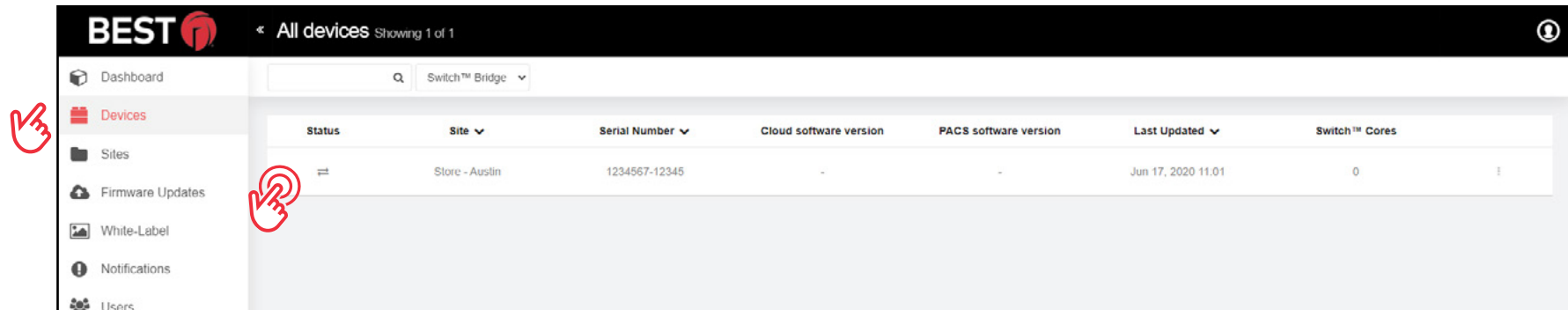
- Select the **Status** button to view status of your device.

Figure 4   Devices Core
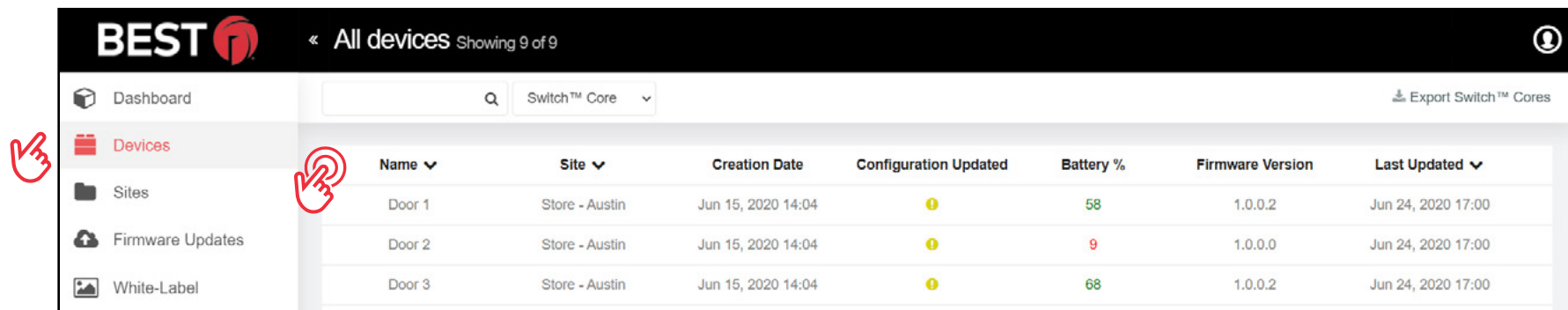
- Select the **Status** button to view status of your device.

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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 5   Devices Status Bridge

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Figure 6   Devices Status Core
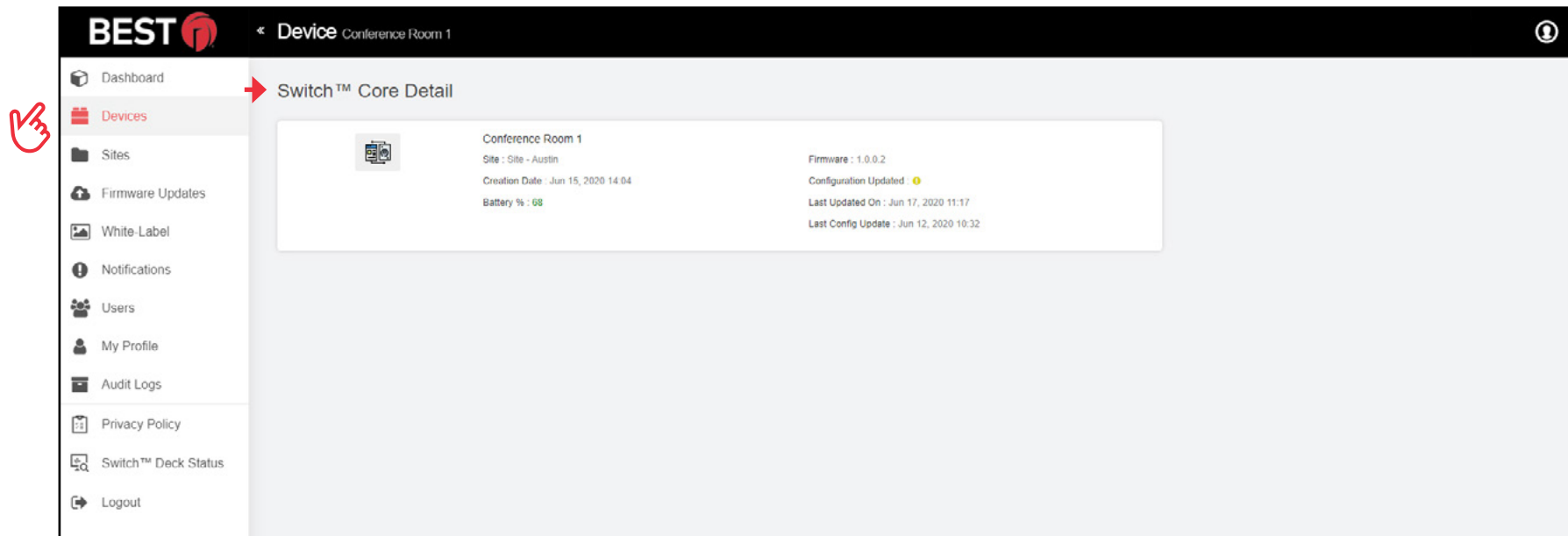
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6.4 Managing Credentials at a Site

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 7   Sites Tab
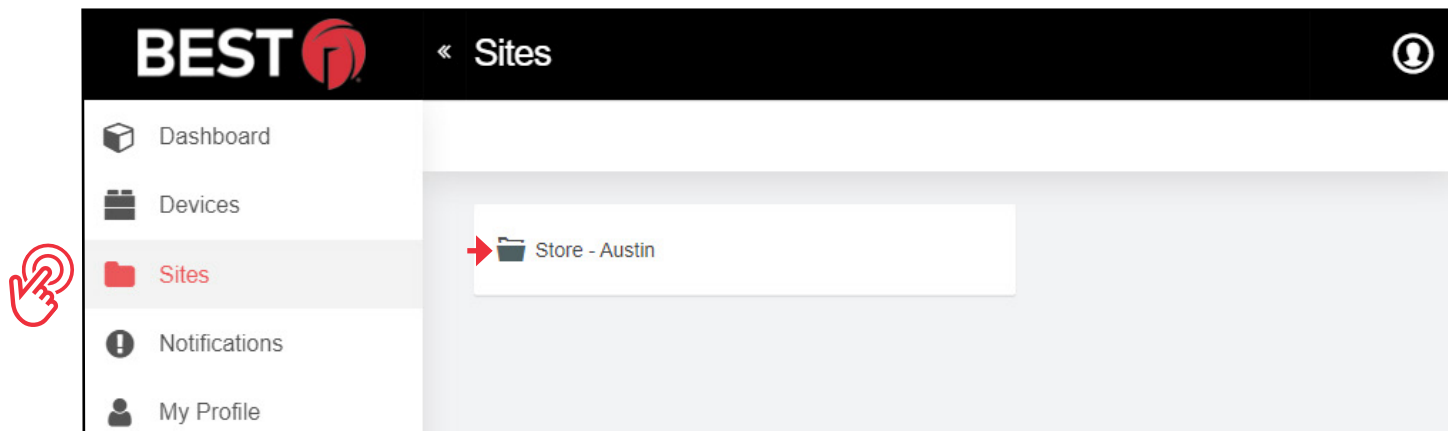
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6.4.1 Generating Credentials

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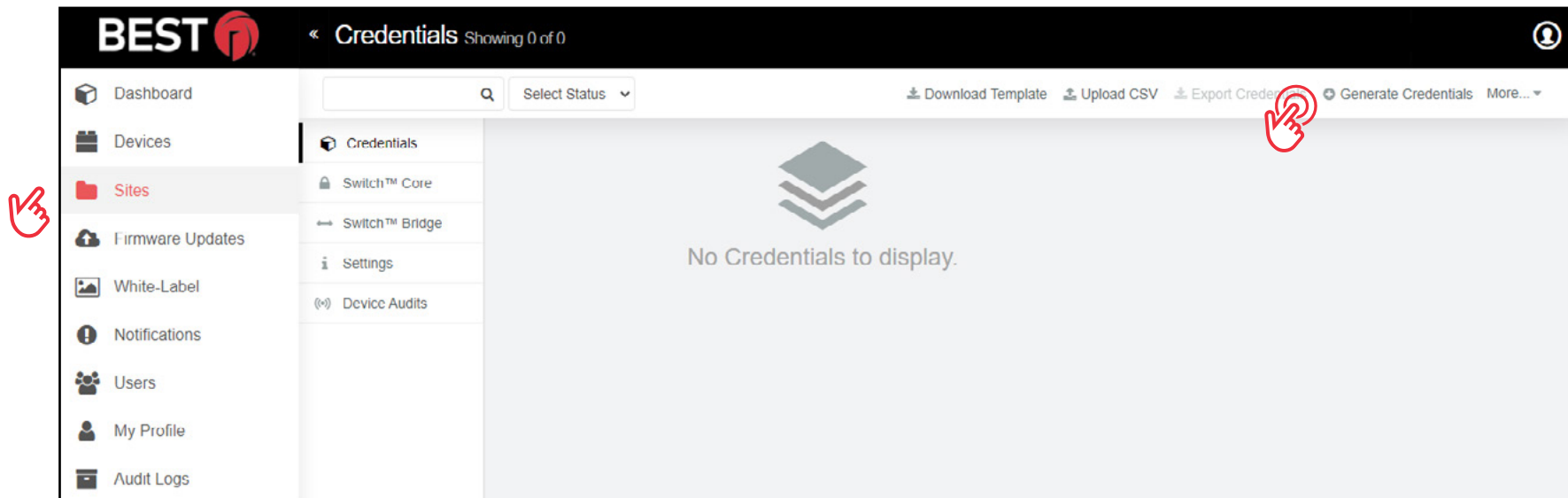
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- In the screen below, enter the number of **Credentials** you want to generate. The remaining Credentials you have available on your License is indicated.

- 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 9   Generate Credentials

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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.

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.

6.4.3 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 10   Credentials

CREDENTIAL NUMBER	REGISTRATION TOKEN	ROLE	LAST UPDATED	STATUS
60	L997-GSCR-G7IY-A4CK	USER ▾	Jan 21, 2020 17:29	⊗ UNCLAIMED

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.

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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.

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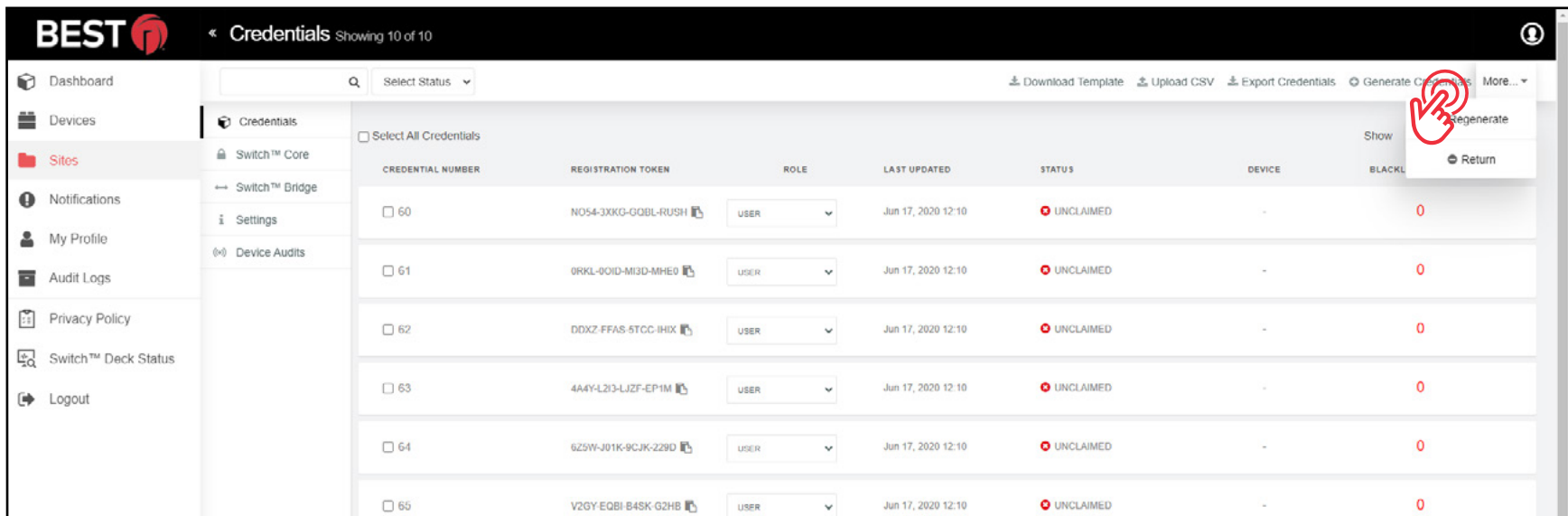
- To see the available options, select **More** at the top right of the **Credential** screen.

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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**.
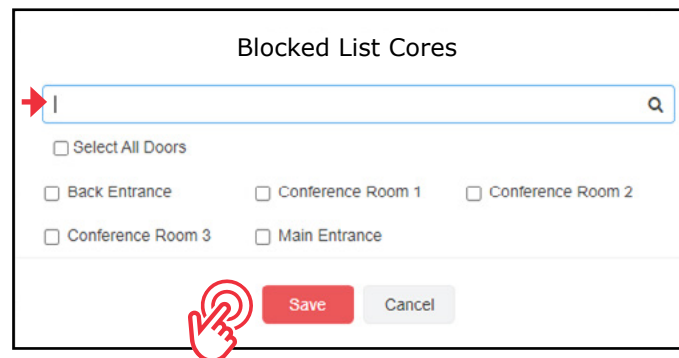
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6.4.4.3 Blocked List

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 12   Blocked List Cores

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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**.
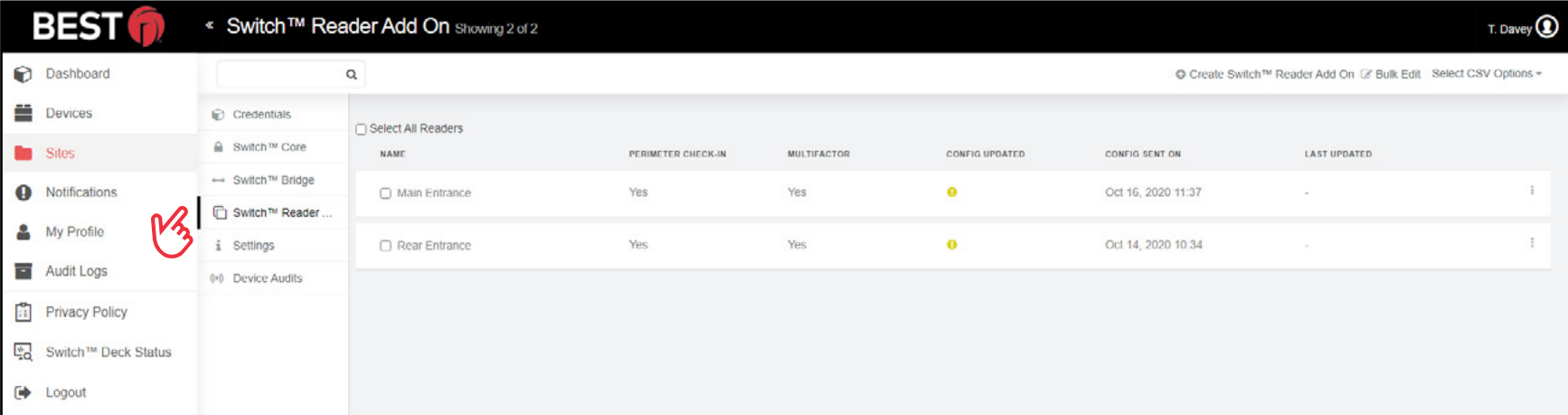
6.5 Switch Bridge

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"

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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 13   Switch Deck Reader Site Owner

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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 14   Site Settings
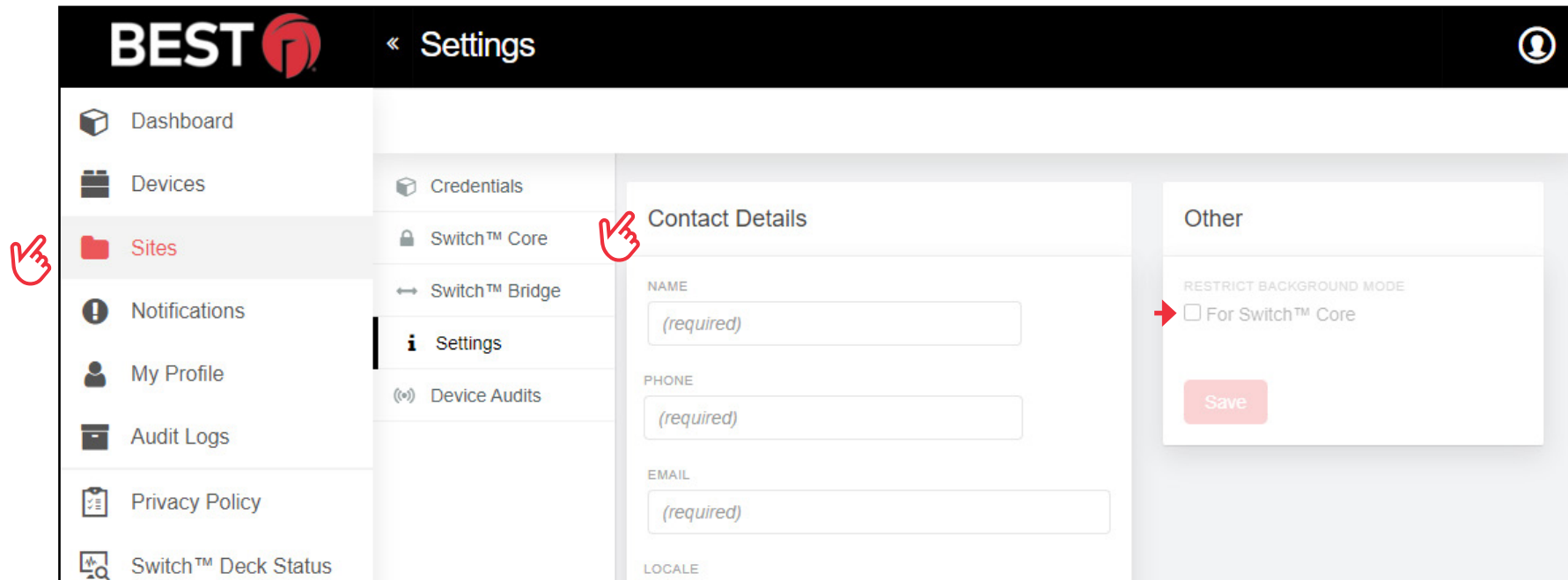
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6.8 Device Audits

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.

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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	

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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 15   Notifications

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

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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.

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)**.