

**ACCENTRA**

**ASSA ABLOY**

Experience a safer  
and more open world

# Multi-Family Management System

Configuration Application  
User Guide



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## 1. INTRODUCTION

The ASSA ABLOY ACCENTRA™ Multi-Family Management System Configuration Application (referred to as Mobile App) is used to assign system, door ID, time, date and group information to doors. It can show lock configuration status, retrieve audit information locally from individual locks, reset locks to factory defaults and communicate lock firmware versions to the cloud. It can also be used to change local lock settings.

System Integrators and local site administrators or property managers need this Mobile App for lock maintenance and service. It is recommended that a configuration device is available on-site for basic maintenance tasks.

### COMPATIBLE DEVICES

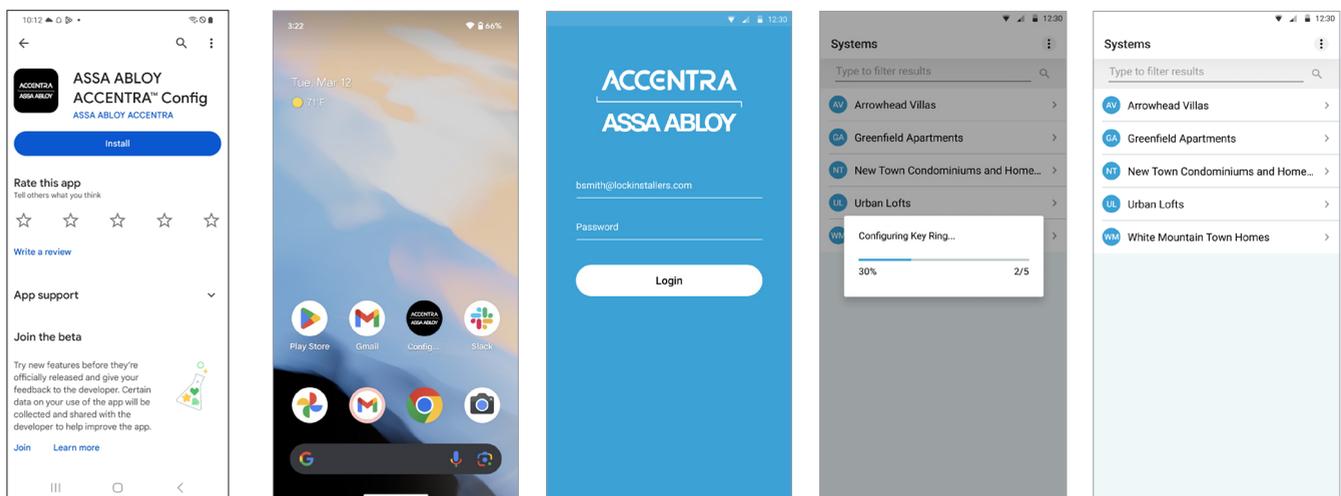
Please see the ACCENTRA Multi-Family FAQ page for the most up-to-date list of devices. Please note that the device must be an Android device (with NFC or BLE capabilities) and no cell plan is required, only WIFI access is needed. Internet connectivity is required at the time of hardware configuration. Also it is required to have location permission and location setting enabled to use BLE capabilities.

## 2. INSTALLATION AND LOGIN

Install the Mobile App either from the link provided in the on-boarding emails, or directly from the Play store (search ASSA ABLOY ACCENTRA Configuration).

Once the Mobile Configuration App installation is complete, login with the username and password assigned for the site or system. Key Ring configuration automatically occurs. This is where the setup information is housed securely on the phone. A list of systems appears after login. Select the desired system and site for configuration.

Note that this should be done AFTER the units, doors, access areas, updaters, etc. are set up in the ACCENTRA Multi-Family Management System Cloud-based application.



### 3. CONFIGURATION

#### CONFIGURATION NOTES

Before configuring, nexTouch locks compatible with the ACCENTRA Multi-Family Management System can be used as stand-alone locks (access with PIN code). During this time the master PIN code can open the lock.

After configuring, the master PIN code and all user codes previously programmed will no longer work to open the lock. The master PIN code still accesses the programming menus.

When a lock is configured, the options for 'Update' and 'Advanced Settings' in the mobile application become available for that lock in the app.

Some of the screen images in this manual may be different than what is displayed. The information or options displayed depends on the lock type, locks with mobile credential capability, or locks without mobile credential capability. Where possible both screen images are shown.

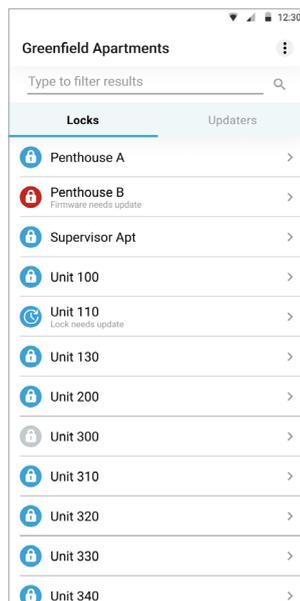
#### CONFIGURATION

After selecting the desired system/site for configuration, a list of locks and updaters available for installation appears on the screen. If a desired lock or updater does not appear, check that it is set up and saved in the ACCENTRA Multi-Family Management System Cloud-based application.

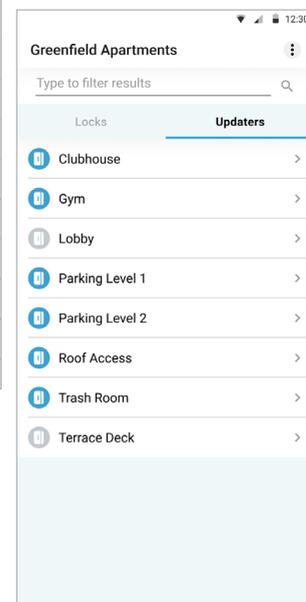
Unconfigured locks or updaters have a gray icon, configured locks or updaters have a blue icon. Locks that need a firmware update have a red icon. It may be necessary to log out and log back in to fully refresh a lock's status.

When a lock or updater is selected, determine if the operation is configuring a new lock/updater, or updating an existing one.

The following sections detail procedures for lock and updater configuration.



Lock List



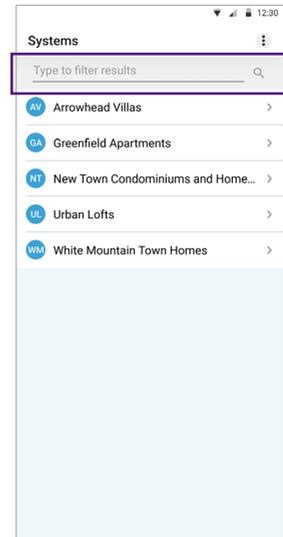
Updater List

## SEARCH FOR SYSTEM

The Mobile App is capable of managing multiple Multi-Family Management systems. This function is used to search for system where doors and updaters require configuration or updating.

### To find a system, do the following:

1. Upon login to the Mobile App, in the search bar above the list of systems, type in any part of a system name.
2. A list of systems with matching criteria is displayed.
3. Select the desired system from the list, scroll if necessary.

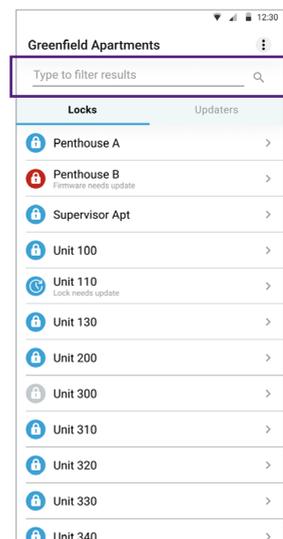


## SEARCH FOR LOCK

This function is used to find a lock in a list to perform configuration functions.

### To find a system, do the following:

1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the search bar above the list of locks, type in any part of a lock label.
3. A list of locks with matching criteria is displayed.
4. Select the desired lock from the list, scroll if necessary.

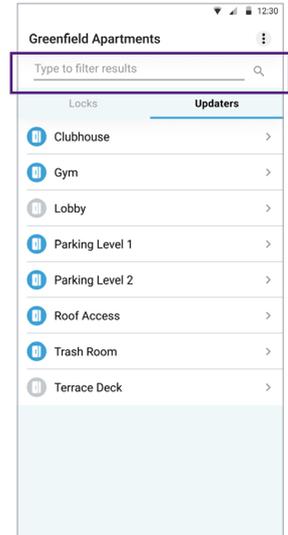


## SEARCH FOR UPDATER

This function is used to find an updater in a list to perform configuration functions.

### To find a system, do the following:

1. In the Mobile App, select the **Updaters** tab from the desired system.
2. In the search bar above the list of updaters, type in any part of an updater label.
3. A list of updaters with matching criteria is displayed.
4. Select the desired updater from the list, scroll if necessary.

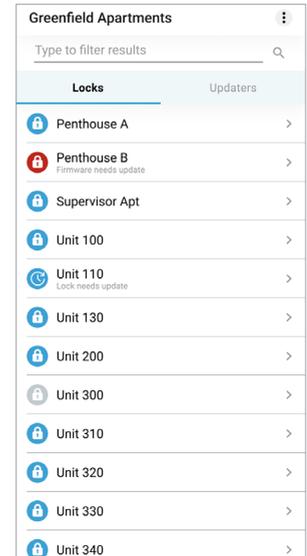


## CONFIGURE NEW LOCK

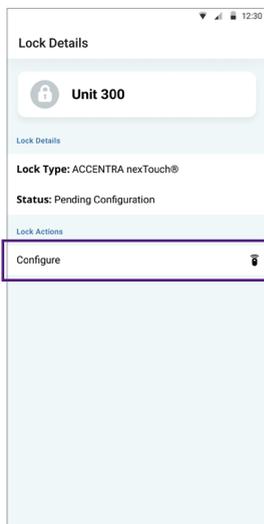
This function is used to configure a new lock (gray icon) that has been set up in the Cloud-based application and will be configured for the first time.

### To configure a new lock, do the following:

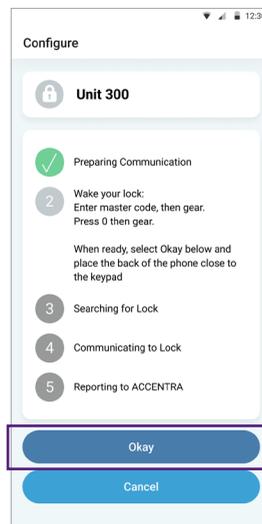
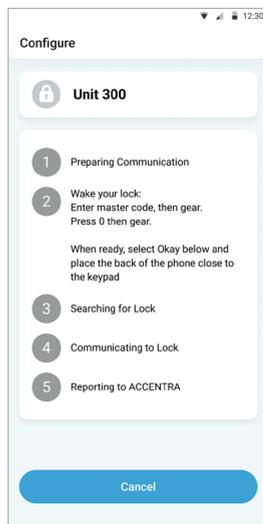
1. On the lock to be configured for the first time, ensure the Master PIN has been previously set up in the lock (refer to the lock manual for detailed instructions).
2. In the Mobile App, select the **Locks** tab from the desired system.
3. In the Locks list, select the desired lock to configure.
  - a) Scroll through the list for the desired updater
  - OR
  - b) Use the **Search** bar at the top of the screen.
4. When the lock details screen appears, tap the **Configure** button. The configure screen appears.
5. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.
6. On the Mobile App, tap the **Okay** button on the bottom of the screen.
7. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark) and an Operation Successful message to appear.
8. Tap the **Done** button to complete configuration.



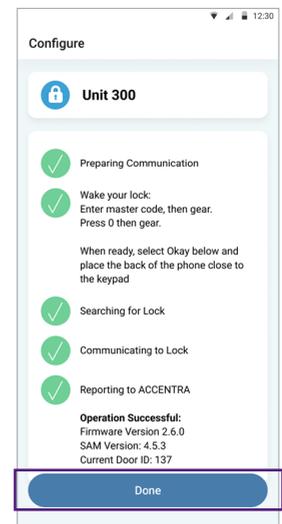
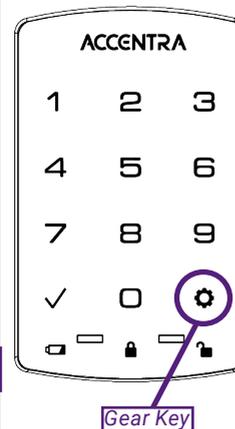
Step 2-3



Step 4



Step 5-6



Step 8

## CONFIGURE NEW UPDATER

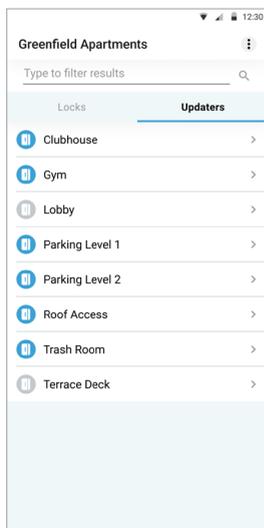
This function is used to configure a new updater (gray icon) that has been set up in the Cloud-based application and will be configured for the first time. When this process is complete, the icon turns from gray to blue.

### To configure a new updater, do the following:

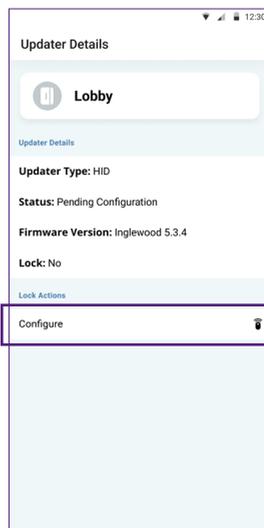
1. In the Mobile App, select the **Updaters** tab from the desired system.
2. In the Updaters list, select the desired updater to configure.
  - a) Scroll through the list for the desired updaterOR
  - b) Use the **Search** bar at the top of the screen.
3. When the updater details screen appears, tap the **Configure** button.
4. Wait for step 1 on the screen to complete (green check mark). On the Mobile App, tap the **Okay** button.
5. Hold the mobile device up to the updater (pressed against the updater and held still) and wait for all the steps to complete (green check mark) and and Operation Successful message to appear.
6. Tap the **Done** button to complete configuration.

During the configuration process the updater displays different colors.

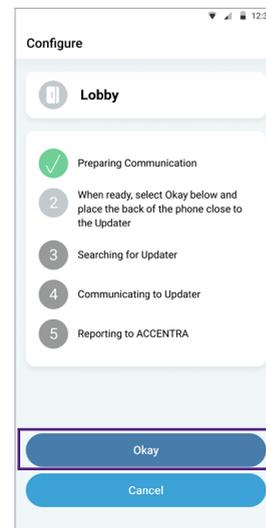
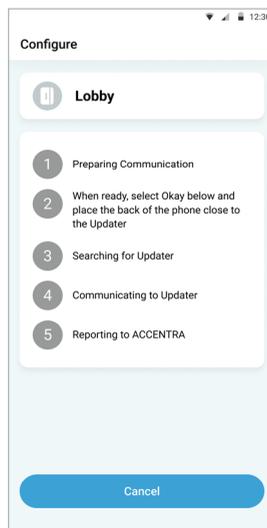
- Solid purple - fully powered, ready to be configured
- Flashing yellow - configuration in process
- Solid red or solid green - configuration complete  
Red-not within auto-unlock time period  
Green-within auto-unlock time period



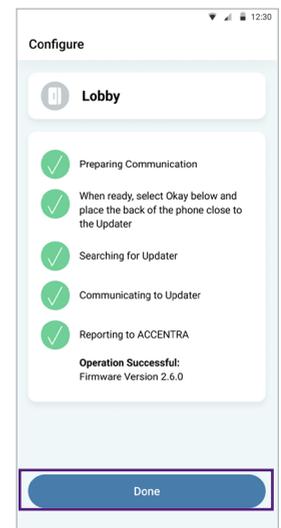
Step 1



Step 3



Step 4



Step 6

UPDATE LOCK

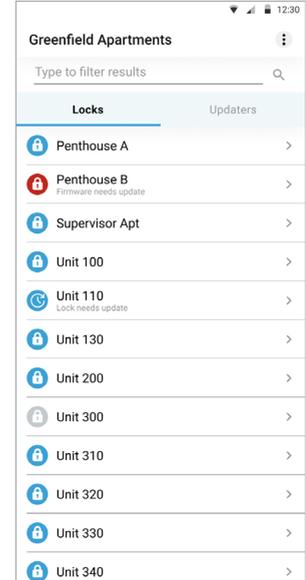
This function is used to update an existing (blue icon) lock's configuration with changes made to its status in the Cloud-based application. Changes can include a lock's addition to, or removal from, access groups(s), updating the lock time, or changes to the lock's One-Time PIN settings.

When the lock requires an update, the lock icon changes to a clock with an arrow.

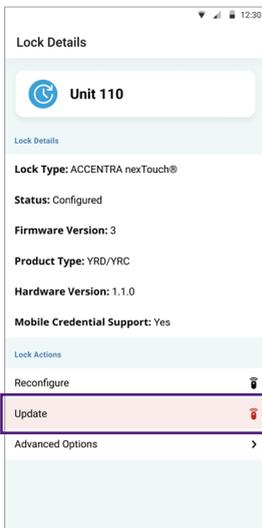


To update a lock, do the following:

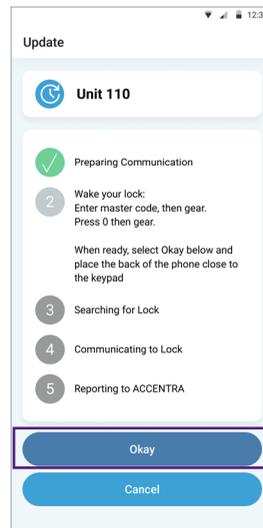
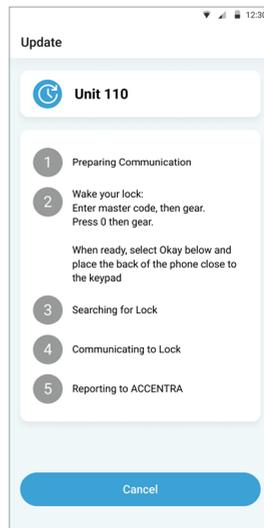
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to configure.
3. When the lock details screen appears, tap the **Update** button.
  - a) Scroll through the list for the desired lock
  - OR
  - b) Use the **Search** bar at the top of the screen.
4. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button) and then press the **gear** key.
5. On the Mobile App, tap the **Okay** button on the bottom of the screen.
6. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
7. Tap the **Done** button to complete configuration.



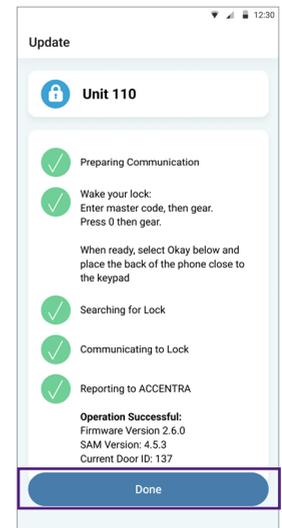
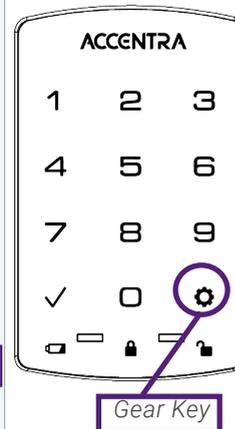
Step 1-2



Step 3



Step 4-5



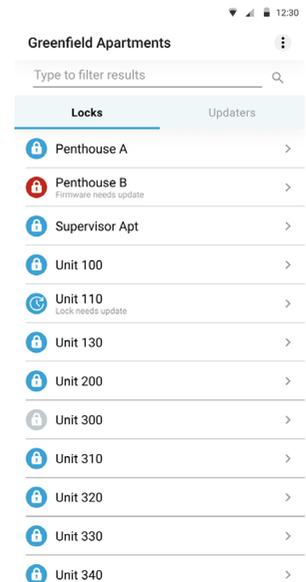
Step 7

## RECONFIGURE LOCK

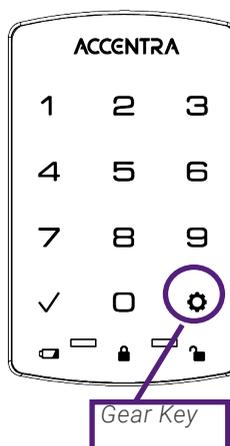
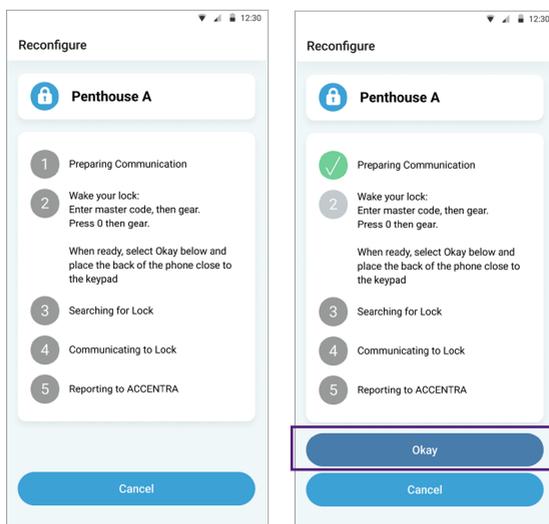
This function is used to restore a previously configured lock's configuration to a lock that is in factory default mode. A lock must be in factory default mode in order for the Reconfigure Lock function to complete successfully. A Master PIN code must be set on lock prior to proceeding with this function (See Creating Master PIN Code in lock instructions). This function is used after a manual reset or a hardware replacement. The lock icon is blue. If the lock was reset using the app, the lock icon will be gray.

### To reconfigure a lock, do the following:

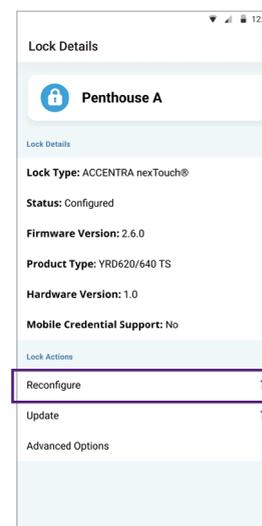
- In the Mobile App, select the **Locks** tab from the desired system.
- In the Locks list, select the desired lock to reconfigure.
  - Scroll through the list for the desired lock  
OR
  - Use the **Search** bar at the top of the screen.
- When the lock details screen appears, tap the **Reconfigure** button. (Lock details are different for mobile enabled/non-mobile enabled locks.)
- Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.



Step 1-2

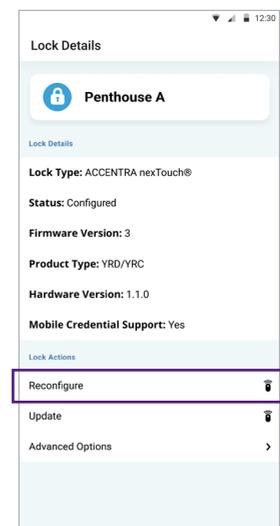


Step 4-5



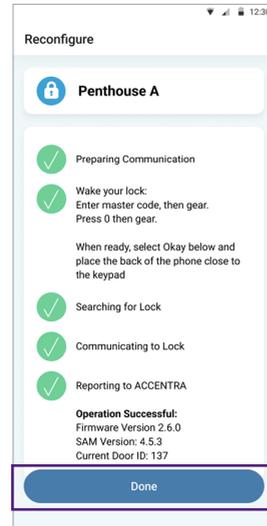
Non-Mobile  
Enabled Lock

Step 3

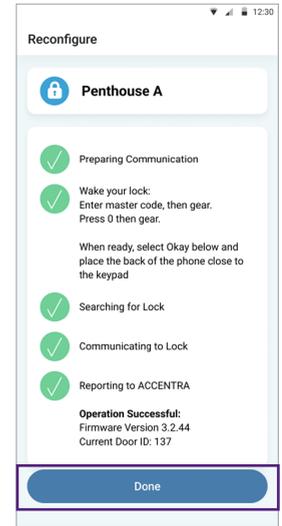


Mobile  
Enabled Lock

5. On the Mobile App, tap the **Okay** button on the bottom of the screen.
6. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
7. Tap the **Done** button to complete configuration.



*Mobile  
Enabled Lock*



*Non-Mobile  
Enabled Lock*

*Step 7*

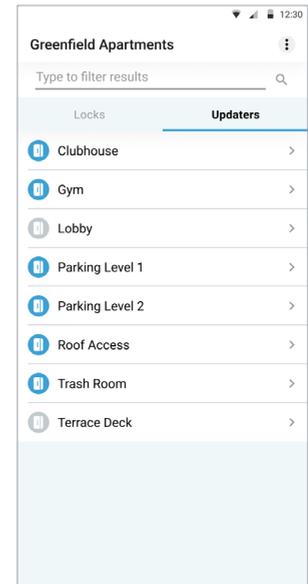
## RESET UPDATER

This function is used to reset an existing, configured updater (blue icon). This function is used when hardware (such as the controller) is changed or relocated. This removes the configuration from the updater and turns the updater icon from blue to gray.

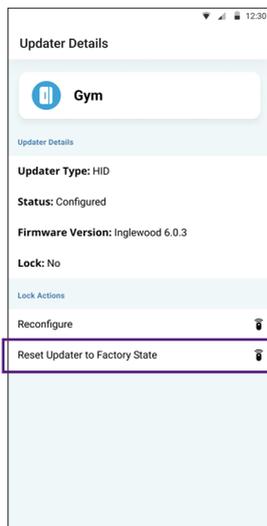
**NOTE:** This functionality only available with firmware version Inglewood and later, not supported with GG firmware.

To reset an updater, do the following:

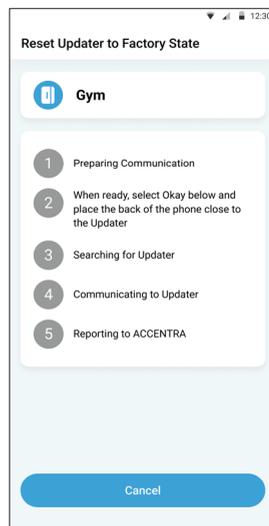
1. In the Mobile App, select the **Updaters** tab from the desired system.
2. In the Updaters list, select the desired updater to reassign.
  - a) Scroll through the list for the desired updaterOR
  - b) Use the **Search** bar at the top of the screen.
3. When the updater details screen appears, tap the **Reset** button.
4. Wait for step 1 on the screen to complete (green check mark). On the Mobile App, tap the **Okay** button.
5. Hold the mobile device up to the updater (pressed against the updater and held still) and wait for all the steps to complete (green check mark).
6. Tap the **Done** button to complete configuration.



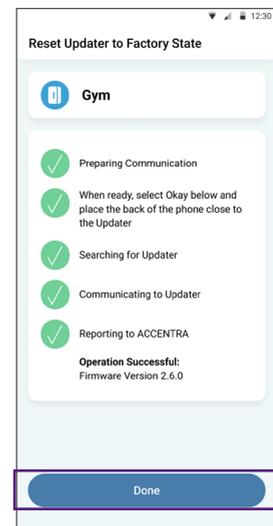
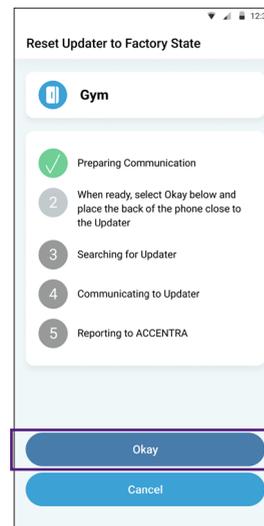
Step 1



Step 3



Step 4



Step 6

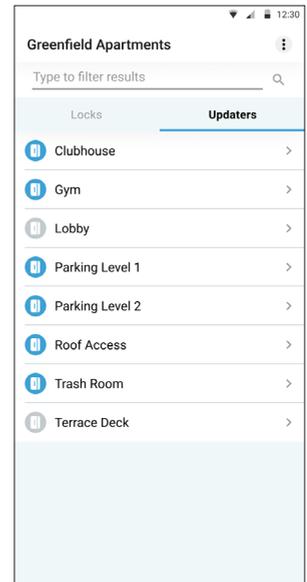
REASSIGN UPDATER

This function is used to reassign an existing, configured updater (blue icon) as another new updater (gray) in the system. It is also used when the reader portion of the updater is replaced.

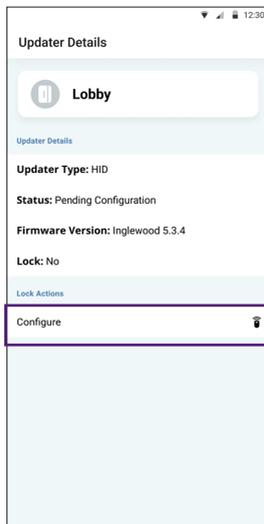
**NOTE:** The updater must be RESET before reassigning and the new updater configuration must be set up in the Multi-Family Management System cloud app first.

To reassign an updater, do the following:

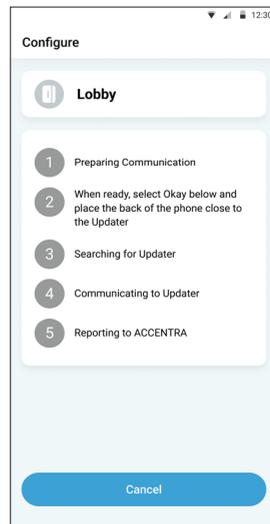
1. In the Mobile App, select the **Updaters** tab from the desired system.
2. In the Updaters list, select the desired updater to reassign.
  - a) Scroll through the list for the desired updater
  - OR
  - b) Use the **Search** bar at the top of the screen.
3. When the updater details screen appears, tap the **Configure** button.
4. Wait for step 1 on the screen to complete (green check mark). On the Mobile App, tap the **Okay** button.
5. Hold the mobile device up to the updater (pressed against the updater and held still) and wait for all the steps to complete (green check mark).
6. Tap the **Done** button to complete configuration.



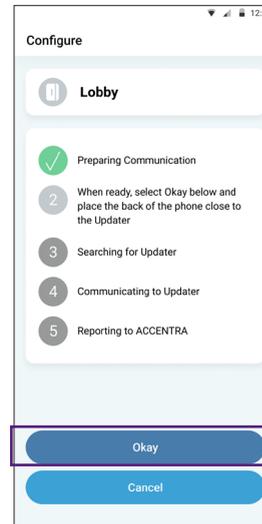
Step 1



Step 3



Step 4



Step 6

RECONFIGURE UPDATER

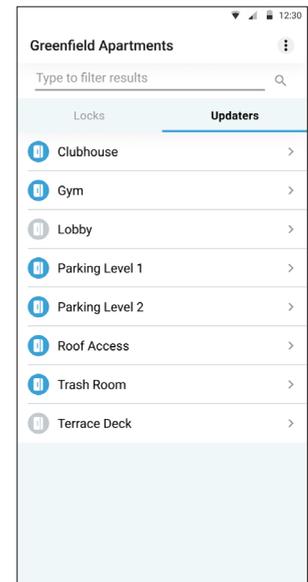
This function is used to reconfigure an existing, configured updater (blue icon) as another existing updater (blue) in the system. This is used when hardware (controller, reader or both) needs to be replaced. The updater is configured but offline.

Be sure the previous updater has been powered down/unplugged prior to reconfiguration.

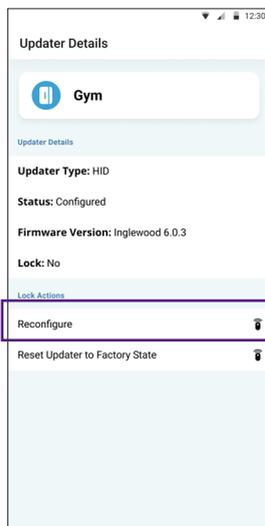
**CAUTION:** Do not use the same updater profile as an existing updater. Doing so will cause conflict in the system. Each updater must have its own unique profile.

To reassign an updater, do the following:

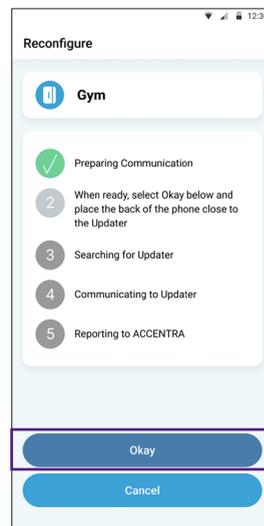
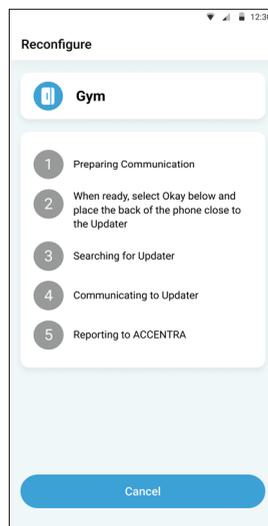
1. In the Mobile App, select the **Updaters** tab from the desired system.
2. In the Updaters list, select the desired updater to reconfigure.
  - a) Scroll through the list for the desired updater
  - OR
  - b) Use the **Search** bar at the top of the screen.
3. When the updater details screen appears, tap the **Reconfigure** button.
4. Wait for step 1 on the screen to complete (green check mark). On the Mobile App, tap the **Okay** button.
5. Hold the mobile device up to the updater (pressed against the updater and held still) and wait for all the steps to complete (green check mark).
6. Tap the **Done** button to complete configuration.



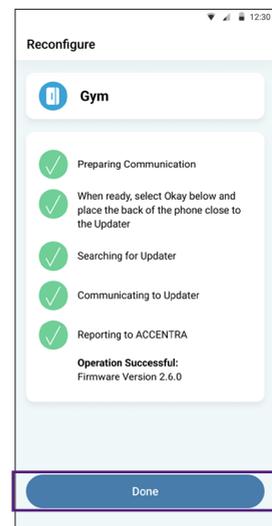
Step 1



Step 3



Step 4



Step 6

## ADVANCED CONFIGURATION

Advanced configuration options are accessed by touching Advanced Options on the door screen.

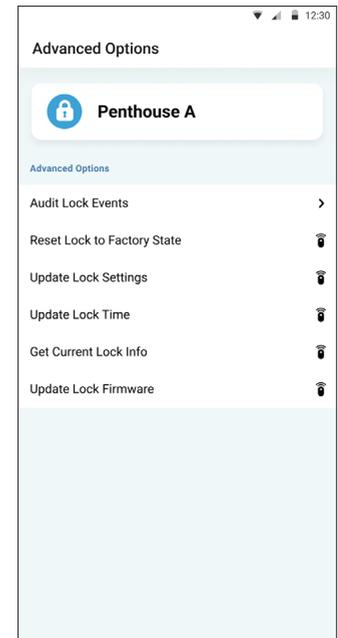
The advanced configuration options are:

- Audit Lock Events
- Reset Lock to Factory State
- Update Lock Settings
- Update Lock Time
- Get Current Lock Info
- Update Lock Firmware (only applicable to mobile enabled model locks)

All advanced configuration options are performed by putting the lock into “learn mode”.

To put the lock into “learn mode” do the following:

1. Enter the master code in the lock to be configured followed by the gear symbol.
2. Choose option 0 on the lock and then the gear symbol again.
3. Choose the advanced option desired and place the mobile device over the keypad of the lock until the operation is complete.

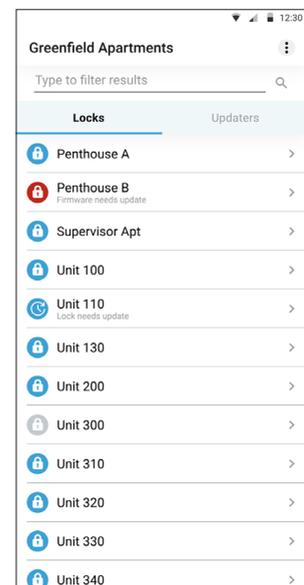


## AUDIT LOCK EVENTS

This function downloads all of the events that took place in the lock directly from the lock’s memory. A full audit trail is up to 200 events.

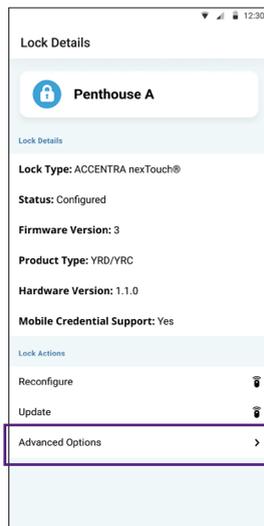
To collect audit trail information, do the following:

1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to audit.
  - a) Scroll through the list for the desired lockOR
  - b) Use the **Search** bar at the top of the screen.

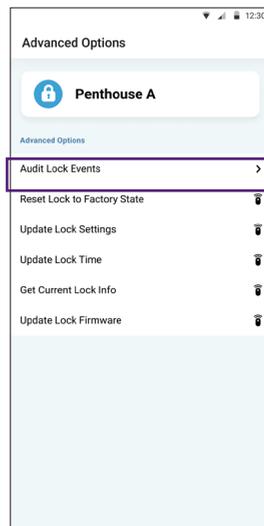


Step 1-2

- When the lock details screen appears, tap the **Advanced Options** button.
- Tap the **Audit Lock Events** button.
- Tap the **Read from Lock** button. If the keyboard is showing, tap the **down arrow** button to clear the keyboard from the screen.



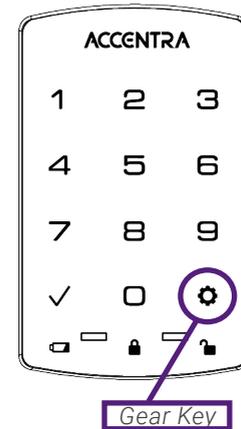
Mobile Enabled Lock  
Step 3



Mobile Enabled Lock  
Step 4

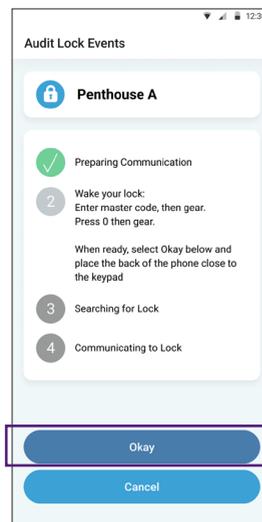


Step 5

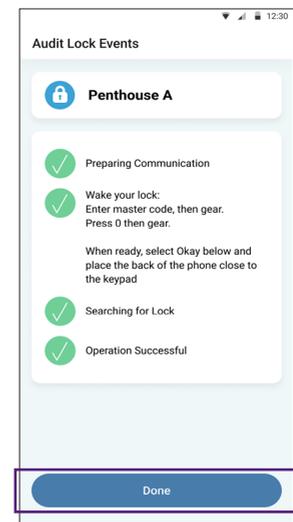


Step 6

- Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.
- On the Mobile App, tap the **Okay** button on the bottom of the screen.
- Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
- Tap the **Done** button to complete the audit operation. The audit event list appears on the screen.



Step 7

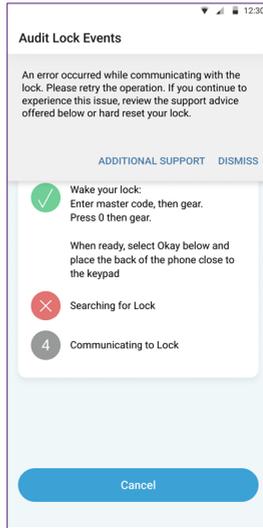


Step 8-9

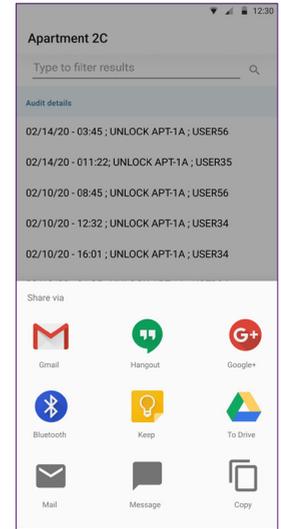
10. Tap the **Export Lock Activity** button to share the audit trail report to email or a printer.

**NOTE:** The audit information will not sync with the Multi-Family Management System cloud reporting service.

If the **Export Lock Activity** button is tapped when no audit trail is generated, the following error occurs.



Step 9-10



Step 10

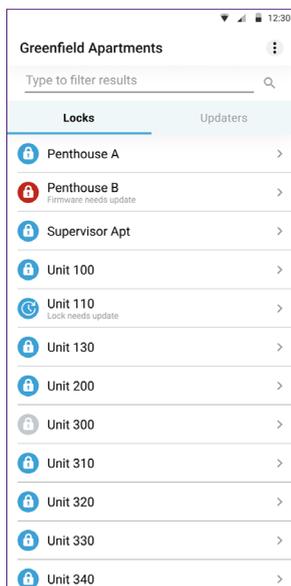
## RESET LOCK TO FACTORY STATE

This function returns the lock to factory settings. All configurations, time, and audit trail information are removed from the lock. Note that this will NOT reset the current language settings on the lock. Before resetting the lock, ensure that the desired language is set for redeployment. Voice commands for lock setup will be in the language set prior to reset.

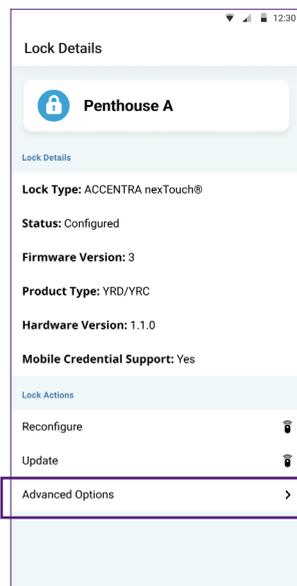
**NOTE:** The mobile app will see the lock as unconfigured (gray icon) after reset.  
If the lock was reset manually (pressing reset button on the lock) the system will still see the lock as configured (blue icon) even though the configuration is removed during manual reset.

To restore the lock to defaults, do the following:

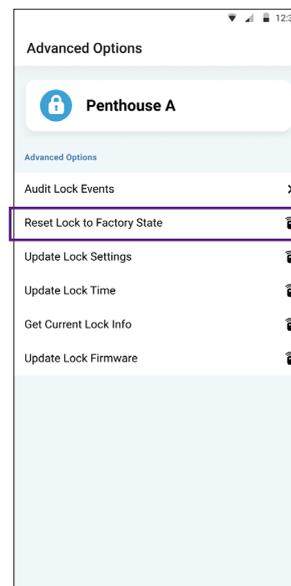
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to reset.
  - a) Scroll through the list for the desired lockOR
  - b) Use the **Search** bar at the top of the screen.
3. When the lock details screen appears, tap the **Advanced Options** button.
4. Tap the **Reset Lock** button.



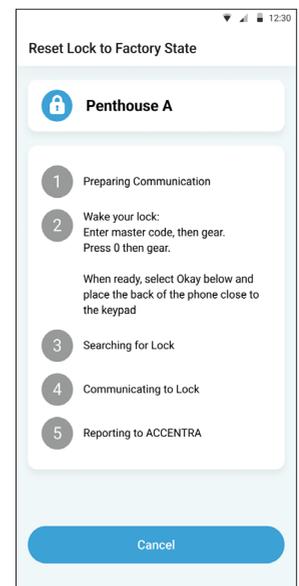
Step 1-2



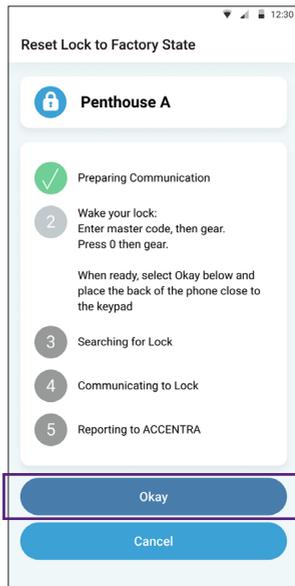
Mobile Enabled Lock  
Step 3



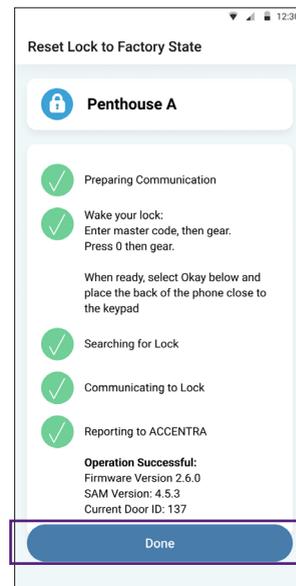
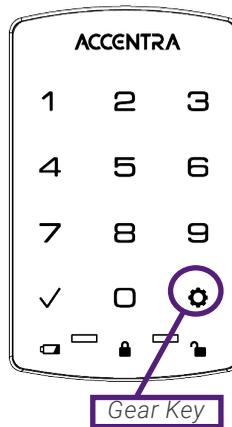
Mobile Enabled Lock  
Step 4



5. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.
6. On the Mobile App, tap the **Okay** button at the bottom of the screen.
7. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
8. Tap the **Done** button on the screen to complete the operation.



Step 5-6



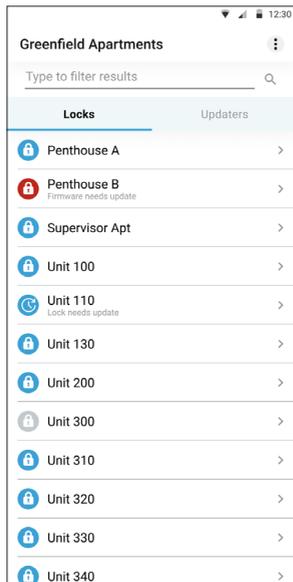
Step 8

## UPDATE LOCK SETTINGS

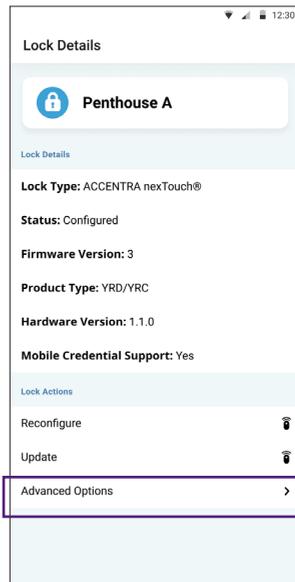
This function is used to change local programming on a lock. It should be performed after changing any of the lock settings. See “Lock Settings” on page 25.

To update the lock settings, do the following:

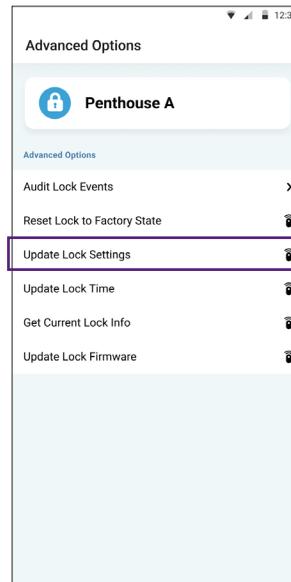
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to update lock settings.
  - a) Scroll through the list for the desired lockOR
  - b) Use the **Search** bar at the top of the screen.
3. When the lock details screen appears, tap the **Advanced Options** button.
4. Tap the **Update Lock Settings** button.



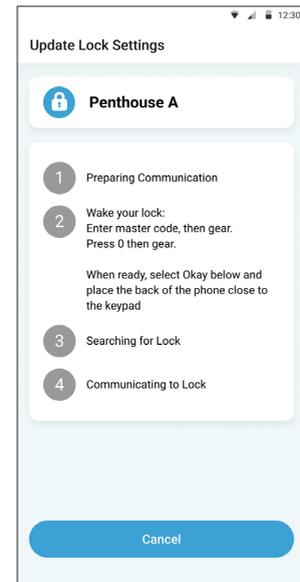
Step 1-2



Mobile Enabled Lock



Mobile Enabled Lock

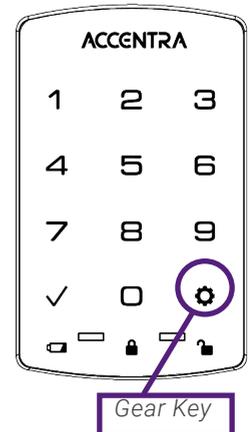
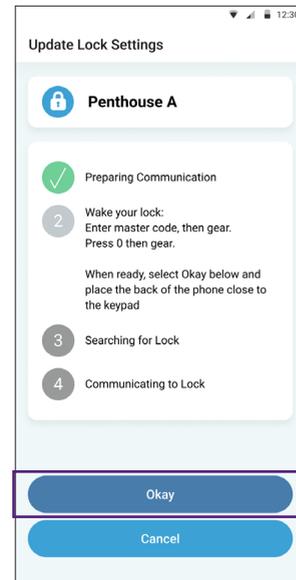
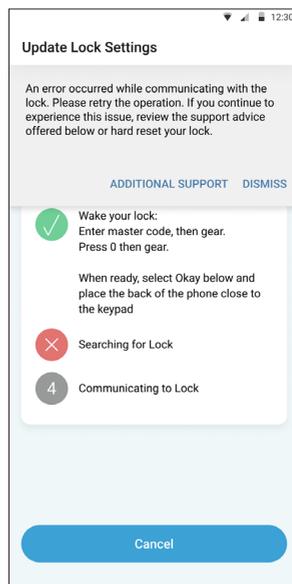


Step 3

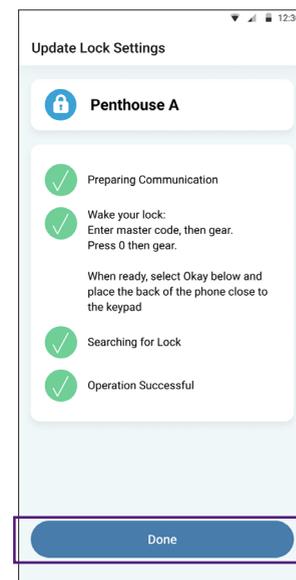
Step 4

5. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.
6. On the Mobile App, tap the **Okay** button at the bottom of the screen.
7. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
8. Tap the **Done** button on the screen to complete the operation.

During any of the processes, if the mobile device does not connect to the lock during the process, the following Timed Out error message can appear.



Step 5-6



Step 8

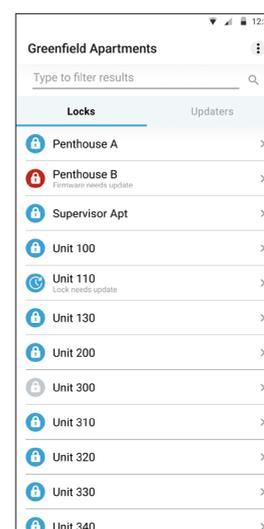
UPDATE LOCK TIME

All offline locks have an internal clock. The clock settings are determined by the time and date set in the mobile device used for lock configuration. The lock time and date are stored in volatile memory. If the lock batteries have drained, or the batteries are removed for more than three (3) minutes, the lock date and time must be updated. This function updates the configured lock's time to the current date and time. It is recommended to update the lock time every time batteries are removed.

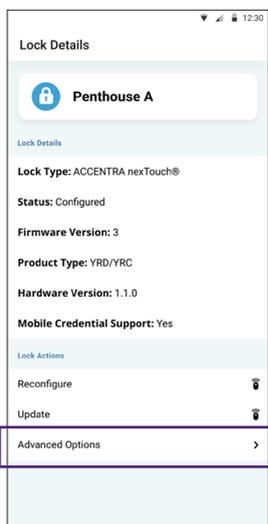
**NOTE:** Failure to update the lock time/date after battery drainage or removal for 3 or more minutes will result in denied access. The amount of time can vary depending on many factors and could be as low as 1 minute.

To update lock time, do the following:

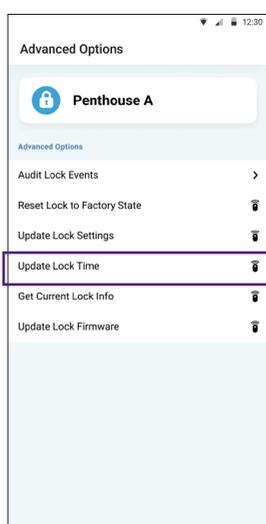
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to get information about.
  - a) Scroll through the list for the desired lock
  - OR
  - b) Use the **Search** bar at the top of the screen.
3. When the lock details screen appears, tap the **Advanced Options** button.
4. Press the **Update Lock Time** button.
5. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.



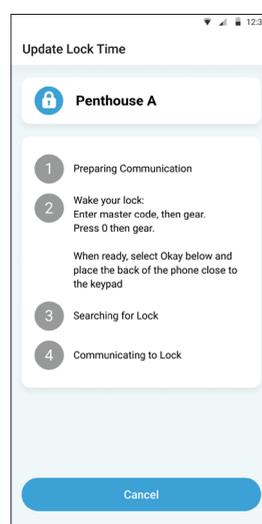
Step 1



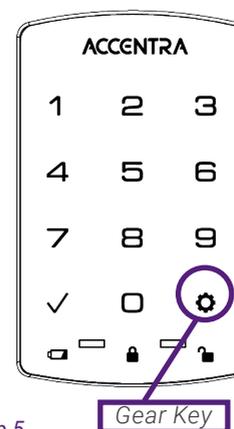
Mobile Enabled Lock  
Step 3



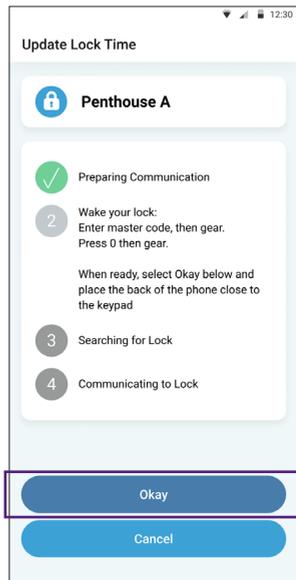
Mobile Enabled Lock  
Step 4



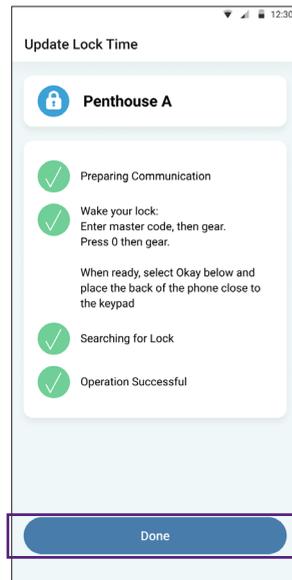
Step 5



6. On the Mobile App, tap the **Okay** button at the bottom of the screen.
7. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark).
8. Tap the **Done** button on the screen to complete the operation.



Step 6



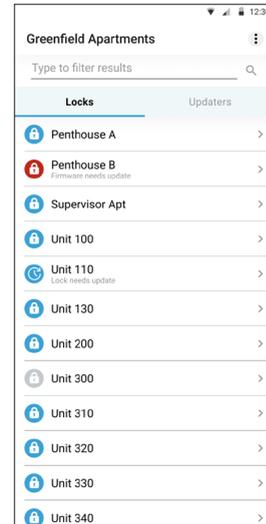
Step 8

## GET CURRENT LOCK INFO

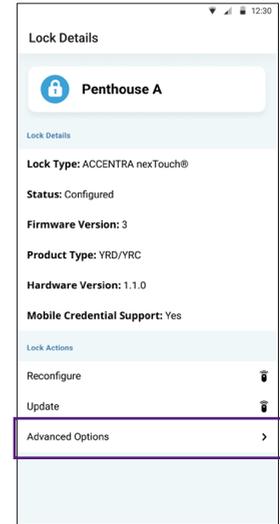
This function provides details of the selected lock.

To get current lock info, do the following:

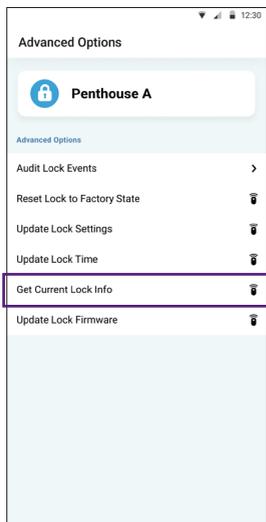
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to get information about.
  - a) Scroll through the list for the desired lock
  - OR
  - b) Use the **Search** bar at the top of the screen.
3. When the lock details screen appears, tap the **Advanced Options** button.
4. Tap the **Get Current Lock Info** button.



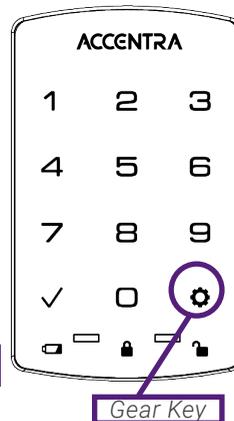
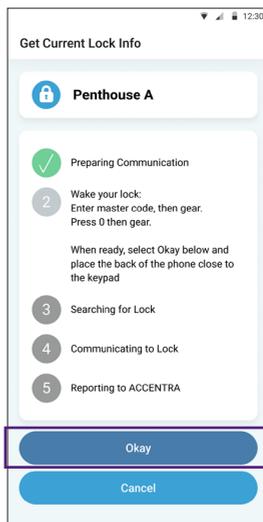
Step 1-2



Mobile Enabled Lock  
Step 3

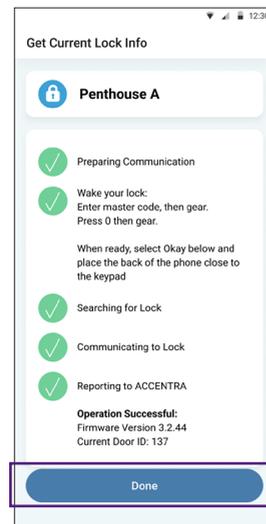


Mobile Enabled Lock  
Step 4

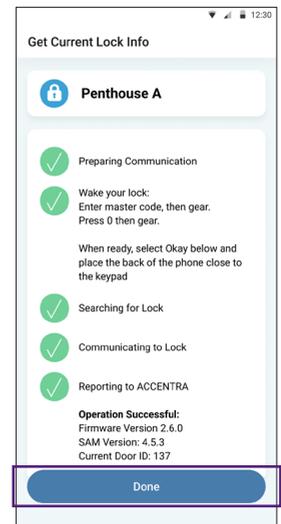


Step 5-6

5. Wait for step 1 on the screen to complete (green check mark) and then follow the instructions for step 2 on the screen. On the lock, enter the Master PIN code, press the **gear** key, press **0** (zero button), and then press the **gear** key.
6. On the Mobile App, tap the **Okay** button at the bottom of the screen.



Non-Mobile Enabled Lock



Mobile Enabled Lock

7. Hold the mobile device up to the lock (pressed against the lock keypad and held still) and wait for all the steps to complete (green check mark). The lock info appears at the bottom of the screen.
8. Tap the **Done** button on the screen to complete the operation.

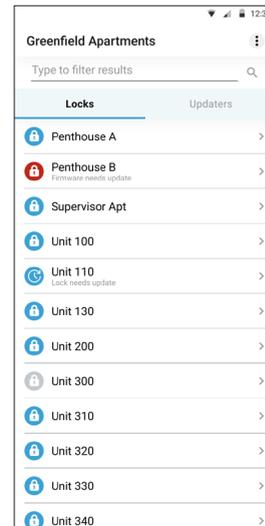
Step 8

## UPDATE LOCK FIRMWARE

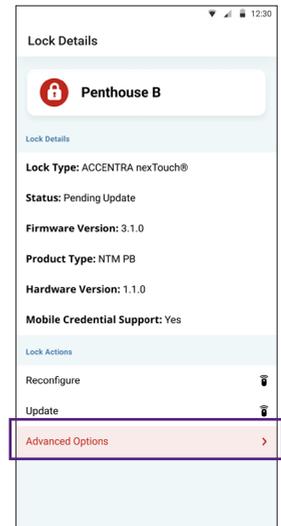
This function is used to update the lock firmware in mobile enabled locks only. This functionality works only with BLE. To update the firmware in non-mobile enabled locks, contact your Certified Integrator or call 1-800-810-9473.

### To update lock firmware, do the following:

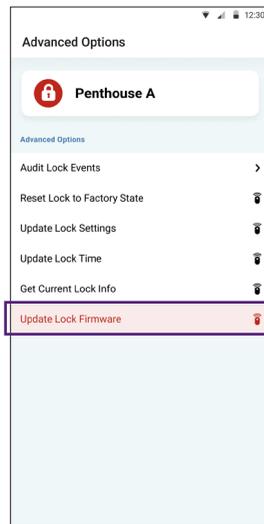
1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, select the desired lock to update firmware.
  - a) Scroll through the list for the desired lock
  - OR
  - b) Use the **Search** bar at the top of the screen.
3. When the lock details screen appears, tap the **Advanced Options** button.
4. Tap the **Update Lock Firmware** button, the Downloading Firmware progress bar appears.
5. When the firmware download is complete, wait for all of the steps on the screen to complete (green check mark). Keep the phone close to the lock during this process.



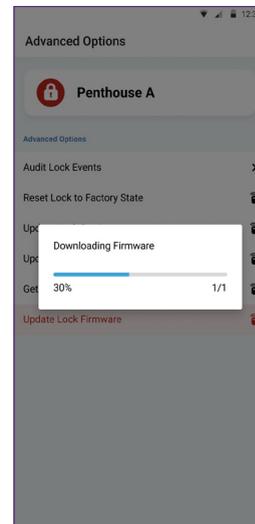
Step 1-2



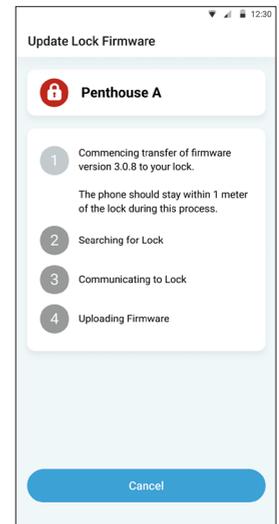
Mobile Enabled Lock  
Step 3



Mobile Enabled Lock



Step 4

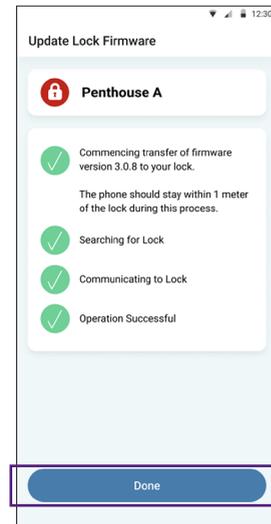


Step 5

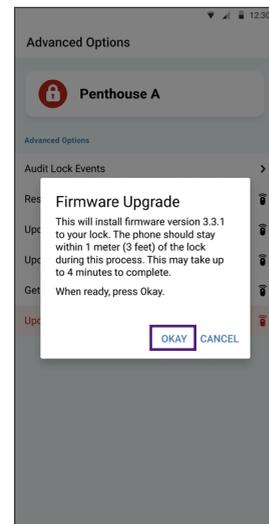
6. On the Mobile App, tap the **Done** button at the bottom of the screen.
7. A Firmware Upgrade message appears. Tap **Okay** to continue the upgrade process.
8. The firmware install process starts. A series of status message appears on the screen.

**NOTE:** Be sure to keep the mobile device within 1 meter (3 feet) of the lock during the upload process.

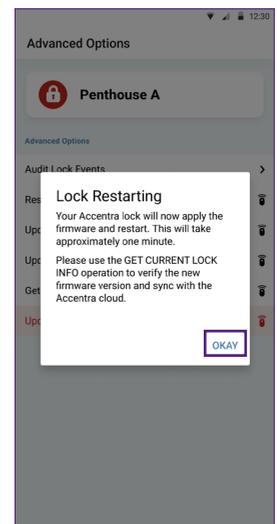
9. When the install process is complete, the Lock Restarting screen appears. Tap the **Okay** button to complete the operation and wait for the lock to restart.
10. When the lock restarts, follow the Get Current Lock Info procedure to verify the lock firmware version. (See "Get Current Lock Info" on page 22.)



Step 6



Step 7



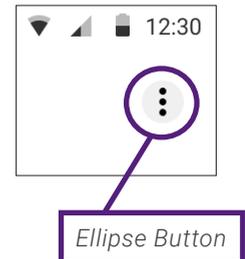
Step 9

## SYSTEM MENU

System menu is accessed by tapping the ellipse in the upper right hand corner of the screen.

The menu options are:

- Lock Settings
- Additional Support
- Sign Out
- About



Some of the System Menu options are performed by putting the lock into “learn mode”.

To put the lock into “learn mode” do the following:

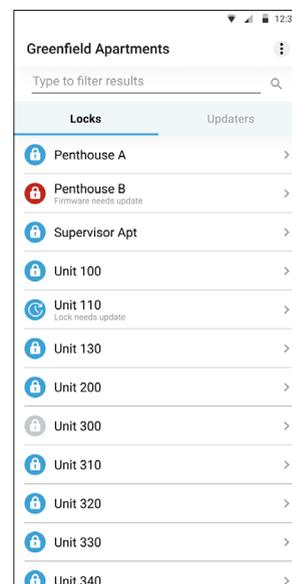
1. Enter the master code in the lock to be configured followed by the gear symbol.
2. Choose option 0 on the lock and then the gear symbol again.
3. Choose the advanced option desired and place the mobile device over the keypad of the lock or reader portion of the updater until the operation is complete.

## LOCK SETTINGS

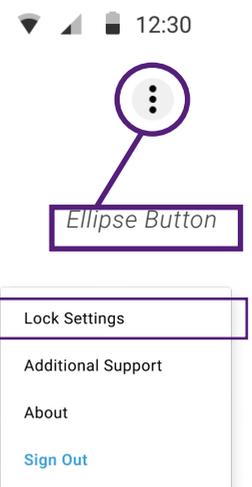
This function updates all lock settings selected in the menu for the target lock. Any changes made to the settings menu will be performed on the lock the next time the command Update Lock Settings (See “Update Lock Settings” on page 18) is executed.

To change lock settings, do the following:

1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, tap the **ellipse** button in the upper right corner of the screen and select **Lock Settings** from the menu.
3. The following settings list appears, tap the slider for each item (blue to the right is enabled, white/grey to the left is disabled) use drop-down menus, or enter information as required to change the setting.
4. Tap the **Save & Apply** button to complete the operation.



Step 1



Step 2

- a) Privacy Button - enabling this function in the app will allow the Privacy Button on the inside of the door to set lock to Privacy mode. When enabled, pressing the Privacy Button on the door for 1- 3 seconds will disable the lock's keypad, deny access to all valid credentials, and disable the lock for One-Time PIN access. Note the door must be in a closed position to enable Privacy mode. Once the door is opened from the inside, Privacy mode is disabled.

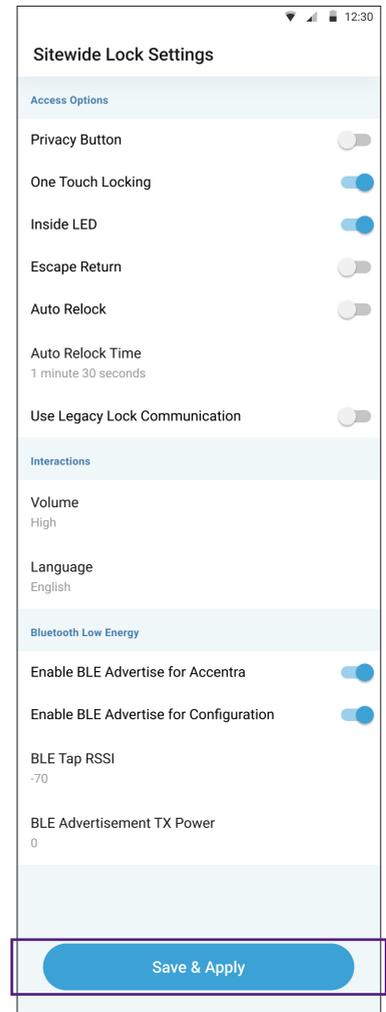
**NOTE:** This may vary between lock types and may require the use of an optional Door Position Switch or that the deadbolt be thrown if included.

- b) One Touch Locking - enabling this function allows an unlocked door to be relocked by pressing any key on the keypad. If this function is disabled a valid credential is required to lock the door.
- c) Inside LED - enabling this function indicates that the door is locked (flashes red every 8 seconds) or that Privacy mode is currently enabled (flashes blue every 8 seconds).
- d) Escape Return - enabling this function allows the door to remain unlocked in the case of an emergency. Escape Return will cause the door to automatically unlock upon leaving a space and remain unlocked even if the door swings closed. The locking action requires at least one intentional user interaction to return to the locked state.

**NOTE:** Auto Re-lock and One Touch Locking cannot be enabled when Escape Return is enabled.

- e) Auto Re-lock - enabling this function causes the unlocked lock to re-lock after a specified number of seconds. When the function is enabled, enter a value between 3 and 180 seconds in the Auto Re-lock Time field. Default is 3 seconds.
- f) Use Legacy Lock Communication - this function allows the app to communicate with a lock that is using a firmware version earlier than 2.2.  
If the lock is using old firmware (pre 2.2) it will be required to use this function (See "Get Current Lock Info" on page 22).
- g) Volume - use the drop-down menu to select a volume level, High, Low, or Silent.
- h) Language - use the drop-down menu to select the language for the audible commands on the lock, English, Spanish, or French.
- i) Enable BLE Advertise for ACCENTRA - enables Bluetooth communication between the access app and lock. To only use NFC communication, toggle this feature off.
- j) Enable BLE advertise for Configuration - enables Bluetooth communication between the configuration app and lock. To only use NFC communication, toggle this feature off.
- k) BLE Tap RSSI - (Bluetooth Low Energy Tap Received Signal Strength Indicator) The distance, expressed in RSSI, on which the phone should connect using Tap.
- l) BLE Advertisement Tx Power - The transmission power, expressed in dBm, with which the lock should advertise.

**NOTE:** Both of the BLE settings affect the range of BLE communication. Changing these settings is not recommended without guidance from Technical Support.



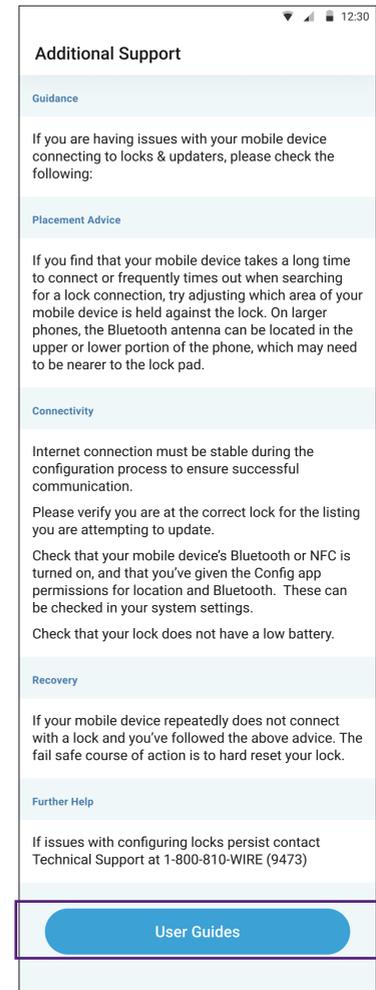
Step 3-4

## ADDITIONAL SUPPORT

This function displays helpful information for some of the more common functional issues using the configuration application.

To view the **Additional Support** information, do the following:

1. In the Mobile App, select the **Locks** tab from the desired system.
2. In the Locks list, tap the **ellipse** button in the upper right corner of the screen and select **Additional Support** from the menu.
3. The Additional Support page appears with some quick help information for using the Configuration app.
4. For more detailed information, tap the **User Guides** button to access the full set of user guides for the system.

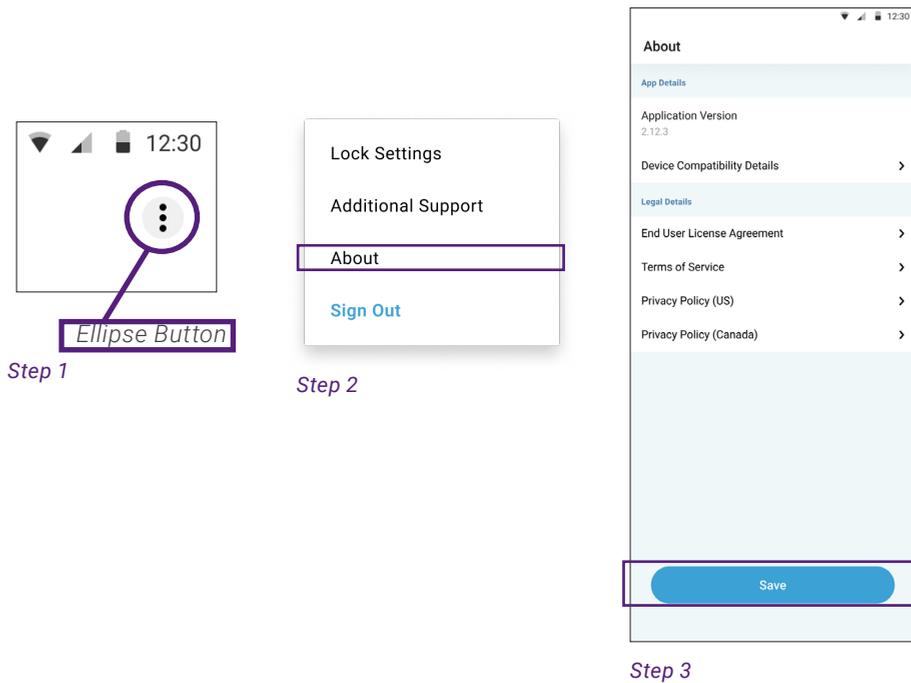


## ABOUT

This function displays details on the Multi-Family Management System Configuration Tool mobile application, including application version.

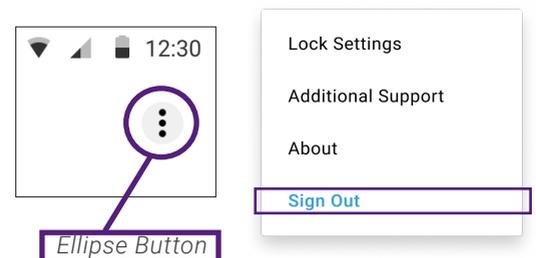
To view the About information, do the following:

1. In the Mobile App, tap the **ellipse** button in the upper right corner of the screen.
2. Select **About** from the menu. The Mobile App software details are displayed.
3. Tap the **Save** button to close the screen.



## SIGN OUT

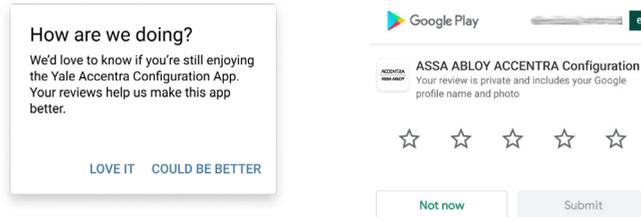
To sign out of the application, tap the ellipse button in the upper right corner and then select **Sign Out** from the menu.



FEEDBACK

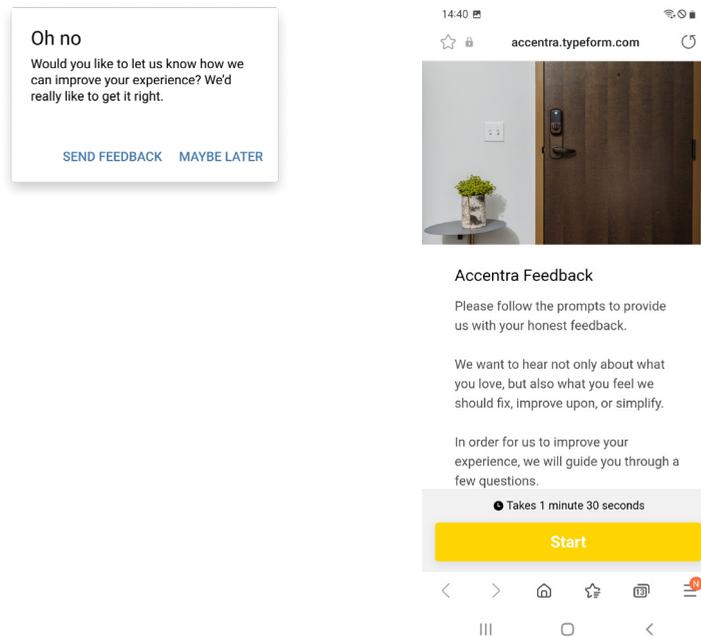
The feedback pop-up appears when the app has been open/closed 15 times. Tap **LOVE IT** or **COULD BE BETTER**.

When **LOVE IT** is selected the pop-up is closed and the Google Play store review appears.



When **COULD BE BETTER** is selected, a second pop-up appears. Tap **MAYBE LATER** or **SEND FEEDBACK**.

When **MAYBE LATER** is selected the pop-up is closed and will appear again after the app is opened/closed 15 more times. When **SEND FEEDBACK** is selected, the ACCENTRA Feedback website is opened. Tap **Start** on the screen to provide feedback about ACCENTRA Multi-Family Management System Configuration app.



#### 4. TROUBLESHOOTING AND COMMON ISSUES

Problem	Common Causes	Solution
Application fails to “retrieve setup card”	Incompatible NFC/BLE device	Check phone or tablet to ensure it is a compatible Android based NFC/BLE device and that NFC and/or BLE is enabled
	Newer app version is available	Download the latest app from the Google Play store and install
	New configuration device operating system is available	Check device operating system and download the latest available
	Limited or no internet connectivity	Connect to a reliable WiFi network or ensure cell signal connectivity at the time of login and configuration
	Other applications are running that are in conflict with the Multi-Family Management System configuration app	Close all other open applications and retry
	The system is temporarily unavailable	Wait a few minutes and try again

<b>Problem</b>	<b>Common Causes</b>	<b>Solution</b>
Lock will not configure	Lock is already configured	Test by entering the master code on the lock and then press the check button. If the lock unlocks it is not configured. If the lock does not unlock it is already configured.
	Incompatible NFC/BLE device	Check phone or tablet to ensure it is a compatible Android based NFC/BLE device and that NFC and/or BLE is enabled
	Lock is not a compatible lock with the Multi-Family Management System	Check lock model and ensure the yellow Network Module is installed if attempting to configure a nexTouch version lock.
	Lock is not in "Learn Mode"	Follow lock instructions to put the lock into "Learn Mode" and retry
	Configuration device placement	Place the configuration device against the face of the lock when it is in Learn Mode and hold until the operation is complete. Each mobile phone or tablet has a different NFC antenna placement. It may take a few attempts to locate the placement with your device for the best results
	Low battery	Replace the batteries in the lock or charge the configuration device and retry
	There was an error in the configuration process	Reset the lock to factory defaults and retry
	Lock wires are damaged or not fully connected	Assess wires for a full connection or look for crimped or damaged wires

<b>Problem</b>	<b>Common Causes</b>	<b>Solution</b>
Online updater will not configure	Incompatible NFC/BLE device	Check phone or tablet to ensure it is a compatible Android based NFC/BLE device and that NFC and/or BLE is enabled
	Online updater configuration lock is on at the controller (only for controllers with GG firmware version)	Check DIP switch #5 on the controller to ensure the configuration lock is not on
	Online updater configuration lock is on at the controller (only for controllers with Inglewood 5.0.7 or above)	Reset controller and then configure using the mobile app
	Improper wiring between the controller and the updater	Check wiring for proper connections or wire damage and retry
	Interference with online updater mounted on a metal surface	Check to ensure the online updater is not mounted on a metal surface. Unscrew the updater from the bracket, pull away from the wall and retry. If this resolves the issue, install a spacer between the updater and the wall to reduce or eliminate metal interference
	Online updater is booting up	Online updater may need to complete the boot up process before configuration can begin
	Network connectivity	Ensure that the network switch providing internet connection to the controller is online and the ethernet cable is connected at both the network switch and at the controller
Online updater configures but does not show as online in the Multi-Family Management System software	Online updater is booting up or changing status	Online updater may need to complete the boot up process and download the latest firmware before it shows as online
		Refresh the Multi-Family Management System cloud user interface page or log out and log back into the Multi-Family Management System to refresh the page
Configuration app is showing Firmware Upgrade Available for a lock	A firmware upgrade may be available for your lock	If you are an integrator, contact 1-800-810-9473 to determine if a firmware upgrade is necessary for your lock.

<b>Problem</b>	<b>Common Causes</b>	<b>Solution</b>
Lock or online updater configures and configuration app configuration status changes at the individual lock or updater but not in the main tabs or in Multi-Family Management System	Configuration device was offline at the time of configuration	Check internet connection and try again
	App needs to be refreshed	Log out and log back in to refresh the app
Configuration app error - Lock using version XXX	App is using a communication mode that is incompatible with the current lock version	Toggle "legacy Communication" mode to the opposite setting. Click Save, and then retry
I cannot find my system when I log into the app	User access permissions	Check in the SuperAdministrative service to ensure that your user name is associated as a user with role access to Configuration service for the system you are trying to manage with the app.
Unable to configure "Access Area Locks" after configuring so many	Created too many "Access Groups" reaching over 126	Look in the system and verify if so many different groups are required, update lock firmware to version 3.3.0.

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