

Using Engage Integration

Wireless Solution

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Overview

Feenics has developed a communication service which effectively allows the Engage Gateways a secure outbound connection to the API. This service resides on the local area network and initiates communication to local Engage Gateways as well as outbound only connections as an IP Client.

This document will demonstrate how to configure service containers, create a site, import Engage devices, configure door access, as well as provide common troubleshooting steps. This guide assumes the customer has met all hardware and network requirements.

For information specific to Allegion hardware please visit their website directly.



1.0 SERVICE CONTAINERS

The Service Container is used to configure the communication appliance being used with the Engage integration. The physical appliances are preconfigured with the required communication services.

1.1 Adding A Service Container

Once the appliance has been received it must be configured within Keep under the General Configuration Tab.

	Quality Assu
Access Control Access Configuration General Configuration Hardware Provisioning Video Managemen	nt Visitor Management
Alexa Defaulte Function Alexand Alexand Security Function Reduce Edites Have Granter LDAN	Reg
Defaults Definitions Definitions Actions Templates Effects Forms Types Floorplans Containers Agents	Settings
Type Global Search	Settings
Service Containers in Quality Assurance	* X
R Add Service Container	
Search	
Instance / Folder Display Name	Tags
Quality Assurance QA Engage Service Container	A
R OA Engage Service Container in Quality Assurance	
Display Name: QA Engage Service Container	
Authenticated 7	
Save Delete Cancel	
	-
Step 1: Select The General Configuration Tab	
Step 2: Choose "Service Containers"	
Step 3: Click "Add Service Container"	
Step 4: Provide a friendly Display Name	
Step 5: Enter the serial number of the appliance	
Step 6: Select "SAVE" (The Authenticated flag will auto-enable upon c	onnection)
	onneedony

2.0 THE ENGAGE SITE

Each instance will support a single Engage Site. Once a site has been created users must then launch their Engage mobile app to begin configuring devices. After all Gateways, LE, NDE, and/or Schlage Control Locks have been added a simple import can be performed. Once devices are saved within Keep the user can perform all actions within.

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Access Control	Access Configuration	on General Co	onfiguration Ha	ardware Provis	ioning		
			🔜 🤹	}			
Controllers Downstreams Re	aders Inputs Outputs	Site Gateway	s Panels Bosch Services	Triggers & Procedures			
Devices	;	Engage	Intrusion	Local I/O			
Туре	Global Search						
🔋 QA Engage Site in Quali	ty Assurance				▼ ×		
Display Name:							
OA Engage Site		Invite Team Men	nber				
Import Devices							
Туре	Display Name	:	Status				
Tags		Save	Save & Close	Cance	1		

2.1 Creating A New Site

An Engage Site must first be created in Keep as the Allegion API does not allow for importing of existing sites.



2.2 Importing Your Site

Once all devices have been configured within the Engage mobile app they are ready for import into Keep by Feenics.

Step 1: Select the Hardware Provisioning Tab

Step 2: Choose "Site"

Step 3: Click "Import Devices"

Step 4: Verify Devices in the Data Grid

Step 5: Select Save or Save & Close

3.0 NDE GATEWAYS

The NDE Gateway is an IP Server Device that is used as an access point for Engage wireless devices. Up to 10 locks can be linked to a single gateway and utilize BLE communications. The Gateway is wired to the LAN via ethernet where the Keep Service Agent can contact it for real-time control and event publishing.

	Access Co	ntrol A	ccess Configuratio	on General (Configuratio	n Ha	rdware Provisioning	Video	Management	Visitor Management		
響							₽					
Controlle	ers Downstream	ns Readers	Inputs Outputs	Site Gateway	ys Panels	Bosch	Triggers &					
	De	evices		Engage	Intri	Services usion	Procedures Local I/O					
Туре		- Glot	bal Search									
📄 Firs	st Gateway in Qı	uality Assur	ance									* X
Displa	v Name:	First Gatev	vay				1					
Serial	Number:	B1000000	00000256			A						
Host N	lame:	192.168.10	0.115									
尾 Ser	vice Container:	QA Engage	e Service Container	r		-						
Time 2	lone:	(UTC-05:00)) Eastern Time			-						
Versio	n:	1.52.20			Update F	irmware						
	Assign Reader											
	Display Name)							Signal Quality	Type	Firmware Vers	sion
*	1185C								all a	SC	03.05.06	
* 7	7156									SC	03.05.06	
* 1	le 1								000	LE	01.06.65	
* 1	Le 2								000	LE	01.06.65	
× 1	Le 3								000	LE	01.06.65	
								_				
Tags									Save	Save & Close	elete	Cancel

3.1 Configuring Gateways

The Service Container connects to Gateways on the Local Area Network. A single Keep appliance should have no more than 50 gateways connected at one time.

Step 1: Select the Hardware Provisioning Tab

Step 2: Choose "Gateways"

Step 3: Double-Click the desired gateway

Step 4: Set the Display Name of the Gateway

Step 5: Verify the serial number of the Gateway

Step 6: Enter the Local IP Address of the Gateway (This can be found in the Allegion Engage Application while connected to the device).

Step 7: Choose the Service Container that will be communicating to this device.

Step 8: Save or Save & Close

3.2 Assigning Readers to Gateways

An Allegion Gateway supports up to 10 locks in a 30' radius. Once imported, locks are linked to their gateways using Keep by Feenics Software.

Step 1: Select the Hardware Provisioning Tab
Step 2: Choose "Gateways"
Step 3: Double-Click the desired gateway
Step 4: Click "Assign Reader"
Step 5: Choose an available reader
Step 6: Save or Save & Close

4.0 CONFIGURING DOORS

The Engage solution is used for cases where doors are isolated to 1 or 2 cardholders, common in dorm or apartment settings. Due to this architecture doors must be configured individually, but can also share some common parameters by using Feenics' Configuration Templates.

4.1 Reader Information

When configuring the reader settings capabilities vary between styles of locks (SC, NDE, LE), but will primarily contain information such as Types, display names, serial numbers, strike time, as well as card formats. Below is a table of definitions for all items found on the Reader Information page.

Type: LE Display Name: Le 1 Serial Number: A0F10000001A0039 Normal Grant Access Time: 3 Extended Grant Access Time: 0 Door Held Time: 30 Reader Sensitivity: Normal Battery Fail Behaviour: No Change Log Invalid Access Attempts: Imable Door Position Audits: Imable Beeper: Imable Beeper: Ork Function Mode: Store Beam		
ype: LE bisplay Name: Le 1 erial Number: A0F10000001A0039 lormal Grant Access Time: 3 axtended Grant Access Time: 0 boor Held Time: 30 eader Sensitivity: Normal attery Fail Behaviour: No Change og Invalid Access Attempts: Image nable Door Position Audits: Image ock Eugration Mode: Stars Beage		
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Normal Mattery Fail Behaviour: No Change og Invalid Access Attempts: Image nable Door Position Audits: Image nable Beeper: Image ock Eugetion Mode: Stars Page		
No Change og Invalid Access Attempts: Inable Door Position Audits: Inable Beeper: Image: Image: <		
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ock runction wode: Store Room		
13.56 MHz Formats		
14443 UID: 🔽 14443 M	liFare: 🗸	
14443 MiFare Plus: 🗹 14443 N	OC: 🔽	
14443 MiFare Plus: ✓ 14443 M 15693 UID: ✓ iClass U	OC: 🗹 D 40 bit CSN: 🗹	
14443 MiFare Plus: ✓ 14443 M 15693 UID: ✓ iClass U iClass Format: ✓	OC:	
14443 MiFare Plus: ✓ 14443 M 15693 UID: ✓ iClass Format: ✓ 125 kHz Formats	OC: 🔽 D 40 bit CSN: 🗹	
14443 MiFare Plus: ✓ 14443 M 15693 UID: ✓ iClass U iClass Format: ✓ 125 kHz Formats GECASI: ✓ GE4001: ✓	OC: ♥ D 40 bit CSN: ♥ GE4002: ♥	

Configuration Item	Definition
Туре	Displays the Type of Allegion Lock
Display Name	The Friendly name of the Reader
Serial Number	Unique Identifier of the Lockset
Normal Grant Access Time	Strike Duration upon Access Granted
Extended Grant Access Time	Extended Strike Duration if cardholder is configured as
	such.
Door Held Time	Number of seconds until Door Held Open alarm is
	triggered
Reader Sensitivity	Sets the reader range power
Battery Fail Behavior	Fail Safe & Fail Secure options upon battery failure
Log Invalid Access Attempts	Can be disabled to mask invalid attempts
Enable Door Position Audits	Can be disabled to mask door position events

Enable Beeper	Can be disabled to mask audible beeper			
Lock Function Mode	Allows Users to set lock function based on supported			
	modes.			
13.56 MHz Card Formats	Available card formats for use with Engage Locksets,			
	consult credential manufacturer for more information.			
125 kHz Card Formats	Available card formats for use with Engage Locksets,			
	consult credential manufacturer for more information.			

4.2 Reader Status

The reader status page can be viewed to learn the last reported status of the locks. Below is a table of all available status items, different types of locks will support various information.

Le 1 in Quality Assura	nce	
Version:	01.06.65	Update Firmware
Firmware Update Status:	Completed	
Battery Level:	05.34	
Signal Quality:	900	
Online:	V	
Battery Low:		
Critical Battery:		
Door Open:	V	
Door Held Open:		
Door Forced Open:		
Deadbolt Extended:		
Tampered:		
Magnetic Tampered:		
Nefresh		

Status Item	Definition			
Version	Displays the current Firmware Version			
Firmware Update Status	Shows Update Status after a user has clicked "Update			
	Firmware"			
Battery Level	Displays Battery Voltage (recommend 6V+ upon install)			
Signal Quality	Wireless Strength			
Online	Communication Status			
Battery Low	Battery is Low (4.6V)			
Critical Battery	Battery is Critically Low			
Door Open	Door Position			
Door Held Open	Door Held State			
Door Forced Open	Door Has been Forced Open			
Deadbolt Extended	Deadbolt position status			
Tampered	Tamper Status			
Magnetic Tamper	Magnetic Tamper Status			
Refresh	Refresh button to query the locks for current status.			

4.3 Reader Schedules

Each lock maintains its own set of schedules (up to 16) to be used for cardholder access. Supported locksets (LE & NDE) can also be configured for Unlock Schedules, note that unlock schedules for Engage are trigger events so you will need 2 unlock schedules to perform a daily unlock/secure configuration.

I L	🛛 Le 1 in Quality Assurance* 📃 🗖 🗴																	
	Add Schedule Duration																	
			Display Name	Sunday	Monday	Tuesday	Wedne	esday T	hursday		Friday		Saturday	Star	rt Time		End Time	
8		~	Schedule 1		V	V		V	\checkmark		\checkmark			7:00	D AM	-	7:00 PM	-
*		~	Schedule 2	V									\checkmark	8:30	MA (-	5:00 PM	-
	Add Uplock Schedule																	
			Sunday	Monday	Tuesday	Wednesda	ау	Thursday	F	riday		Satur	day	Start Tir	me		Action	
×		~		V	V	V		V		[V			8:30 AN	Λ	-	Unlock	-
*		~		\checkmark	\checkmark	V		V			V			5:00 PM	4	-	Secure	-
	Reader Information																	
-	Rea	ader	rinformation		schedules	Holidays 000 A	ccess	Scamera	35							_		
Tag	gs									Save		Save &	& Close	De	elete		Cancel	

4.4 Reader Holidays

LE & NDE locksets support holidays (up to 32) which behave like schedule overrides. Holidays can be given a start & end date along with the desired door behaviour, Secure or Unlock.

	Le 1 in Quality Assurance*			_ 🗆 X
	Add Holiday Duration			
	Starting On 🔺	Ending On		Action
	🔀 06/25/2018 12:00 AM 🔫	06/25/2018 12:00 AM	•	Unlock 👻
:	💥 06/25/2018 12:00 AM 🔫	06/25/2018 12:00 AM	-	Secure -
	Reader Information 🛛 🌍 Status 🛛 🚍 Schedules	토 Holidays 🔐 Access 🗟 Cameras		
1	Tags	Save Sav	e 8	Close Delete Cancel

4.5 Reader Access

Each lockset has its own set of person access. Schlage control can maintain up to 2000 credentials while LE & NDE locks can maintain up to 5000. People can be given access on the reader configuration page (as shown below) or on their person.

C	Le	1 in Quality Assurance*		_ ¤ ×
	000	Add Access		
		🚨 Person ⁹	Schedule 1	Schedule 2
	×	Butterworth, Mrs	\checkmark	
	×	Martin , Christina		V
			— • • • • — • • • •	
	R	eader Information 🦷 🌍 Stat	us Schedules 🗾 Holiday	's Access 🏹 Cameras
	Tags	Save	Save & Close	Delete Cancel

5.0 CONFIGURATION TEMPLATES

Configuration Templates can be used to quickly load many locksets with the same schedules and/or holidays. This is especially useful when a group of locks share an unlock schedule or similar access timeframes. Please note that by applying a configuration template to a lock it will overwrite any existing schedules/holidays.

k	☆	- 🔒 🖺 🗐 🦙 🔒 🔓 =							Quality Assurance - Keep
	∎ -	Access Control Access Configu	rati	ion General Configuratio	n Hardware	Provisioning	Video Management	Visitor Management	
Ca Forr	ard mats	Schedules Holidays Access Elevator Levels Access Configuration	Ass In	Area Configuration signments Engage					
Type Global Search Global Search									
Reader Config in Quality Assurance									
Display Name: Reader Config									
		Reader		Schedule Durations		Unlock Schedul	es	Holidays	
	×	1185C	•	2		0		0	
	×	7156	*	2		0		0	
	×	Le 1	•	16		16		0	
	×	Le 2	-	2		2		0	
	×	Le 3	•	2		2		0	
	Ter	mplate Information Schedules	. F	Holidays			Save Save & C	Delete	Cancel