

### System Overview

VIZpin is a cloud-based access control solution that utilizes a smartphone to unlock doors rather than a physical key, card, or keypad. Users download the VIZpin SMART app and register. Managers then login to the cloud-based account portal to grant the appropriate access. Once granted, users can open the app and tap the Smartkey to unlock the door via Bluetooth.

### Basic System Components

The VIZpin PLUS service is available with the Entegrity Smart™ Lock, VP1 and the Solar Kit. There is no network or Wi-Fi required at the door location, however each device may require additional components that are sold separately.

#### Entegrity Smart Lock Specifications:

- Available for cylindrical door prep (fits standard 2 1/8")
- Door thickness between 1 3/8 inches" and 2"
- 2 3/4" or 2 3/8" backset
- 4 AA batteries (lithium recommended – not included)

#### VP1 Specifications:

- Electric lock required (door strike or mag lock)
- 12VDC power supply (required) and battery backup (recommended) for each door or gate<sup>1</sup>

#### Solar Kit Specifications:

- Outdoor-rated electric strike required
- All other parts included (VP1 device, enclosure, etc.)

VIZpin PLUS service is a paid annual service enabling cloud-based access, custom schedules, 30-day activity history, custom device settings, First-in feature and more. When a PLUS account is first created it begins with 500 Smartkeys.

### What Users Need

All users must download and register the VIZpin SMART app in order to unlock a door with their smartphone. Registration simply requires their name, phone number and a password for the app. Then their device is verified using an SMS security code. Lastly, they can enter a Location ID code to automatically associate with an account and notify any managers/administrators.

#### A Few Considerations:

- If a user upgrades their phone and keeps the same phone number, they can simply download the VIZpin SMART app and login as an existing user, re-verify their device and their Smartkeys will be in the app. **NOTE: If a user changes phone numbers, they will need to re-request access and a manager must grant new access, utilizing a Smartkey.**
- Because there is no network connection at the door, a manager cannot remotely unlock a door from the portal. However, a user can simply download and register the app, managers can then grant access, and the user can unlock the door in a matter of 2-3 minutes.
- While almost all users with a smartphone can download the VIZpin SMART app, there are a few older devices with outdated operating systems that may run into issues. Please reference our **VIZpin System Minimum Requirements<sup>2</sup>**.

<sup>1</sup> A building manager should always have an alternate access method, like a physical key, in case of a power failure.

<sup>2</sup> [vizpin.com/minimum-requirements](http://vizpin.com/minimum-requirements)



## How Smartkeys Work

Managers/Administrators can grant access from the VIZpin portal anytime, anywhere by simply logging into VIZpin.net from any browser on their laptop, iPad or smartphone. VIZpin Smartkeys under the PLUS service can be 24x7 or have a custom schedule.

**Each time you grant access in the portal, it will deduct one Smartkey per user. Smartkeys do not come back into your account once you revoke access. You can purchase additional Smartkeys at any time.**

To grant access to users in the VIZpin account portal, managers can use the Grant by Roles function. Roles enable you to save an access setting to apply over and over again to users who have the same exact access (ex. Employees, Managers, Cleaning Staff). You can edit roles at any time and those changes will automatically apply to any user associated with that role and will not deduct any additional Smartkeys.

**NOTE: If you grant a different role to a user that already had access it will deduct another Smartkey.**

## Unlocking a Door

Users simply open the VIZpin SMART app on their phone when they are within Bluetooth range and tap the appropriate Smartkey to unlock the door. For quick access to frequently used Smartkeys the app offers a favorites feature. Users can designate Smartkeys as a favorite on the info page and show only favorite keys using the star icon.

### A Few Considerations:

- Users can enable the “Auto Login” feature found in the app settings so that login is not required on the app each time they open it for use.
- Users can sort Smartkeys by closest using the pin icon so that the Smartkey for the door closest in Bluetooth range will appear at the top of the list of any Smartkeys the user has in the app.
- Bluetooth and Location Services must be enabled on a smartphone in order to connect and unlock a VIZpin smart device. (Users will be prompted if not turned on)
- Bluetooth Range<sup>3</sup>: Standard Bluetooth read range for a smartphone is approx. 15’ for the smart lock and approx. 30’ for the VPI and Solar Kit.
- VIZpin Smartkeys require a refresh to ensure access is still valid if it has been more than approximately four hours since the last time that phone has unlocked a door. The app will automatically refresh to regenerate encrypted Smartkeys which does require either a data or WiFi connection. This typically happens automatically and in milliseconds when a user opens the app.

## How First-in Works

The First-in feature allows a door to remain open during designated hours on the smart device settings. You can designate a unique time each day of the week (ex. M-F 7am-9pm, Sat, Sun 8am-2pm). A user with a valid Smartkey must unlock the smart device at or after the designated start time to begin First-in. The door will remain unlocked until the set close time. At the set close time, the door will automatically lock.

<sup>3</sup> Door and enclosure materials may impact the Bluetooth range.

### A Few Considerations:

- The door will NOT automatically open at the set start time. A smartphone or FOB user with a valid Smartkey must trigger the device.
- If needed, First-in can be overridden on an Entegriety Smart Lock, VP1 or Solar Kit by tapping the info button next to the Smartkey for that device in the app and then tapping the red lock button. For the VP1 and Solar Kit, you can also override First-in by pressing the green indicator light on the smart device (if accessible). **NOTE – If a user with a valid Smartkey triggers the smart device, it will go into First-in mode again and doors will remain open until the set close time.**
- When using First-in, the electronic lock must be rated for continual use.
- If you want to remove First-in for holidays, this must be adjusted on the smart device settings the week prior to the holiday, and then reset the week after the holiday to resume normal First-in schedule.

### How FOBs Work

VIZpin Bluetooth FOBs can be used when you have a user who does not have a smartphone or one that does not meet the minimum requirements. FOBs utilize Bluetooth to unlock the door, however there are limitations in the type of access they can have.

#### There are two options for each FOB you have on your account:

- **24/7:** FOBs granted 24x7 access will be able to open the door at all time, 24 hours a day, 7 days a week.
- **Follow the Device Schedule:** Every smart device has an associated schedule. This schedule can be used just for FOBs or it can be used for FOBs and First-in as indicated above. If you're using both FOBs and the First-in schedule, they will be the same schedule.



### A Few Considerations:

- **Granting Access:** after granting access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and unlock the device(s) in order for the device(s) to recognize the FOB and allow an unlock.
- **Revoking Access:** after revoking access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and unlock the device(s) in order for the device(s) to now block the FOB from unlocking the door.
- **Activity History:** events for each time a FOB unlocks a door will not show up in the portal until a smartphone user has unlocked the door and their activity is sent back to the cloud portal as well. If there are several FOB unlocks before the next smartphone user unlocks, it may take a few unlocks and refreshes to push that information to the cloud portal.
- **80/20 Rule:** At least 80% of your total users must be smartphone users. FOBs are limited to 20%. In addition, each smart lock can only support 32 FOBs, and each VP1 can only support 512 cards/FOB's.
- **Bluetooth Range:** Standard read range for a FOB is approx. 12-15' when using a VP1 or Solar Kit and up to 5' with a smart lock.

### How 3rd Party Devices Work

Third party Wiegand devices can be used with the VP1 smart device. These devices can be authorized to unlock the door, however there are limitations in the type of access they can have.

## A Few Considerations:

- **24x7 Access Only:** third party device users can only have 24x7 access. You cannot designate a schedule for these users.
- **Granting Access:** after granting access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and unlock the device(s) in order for the device(s) to recognize the Wiegand code and allow an unlock.
- **Revoking Access:** after revoking access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and unlock the device(s) in order for the device(s) to now block the Wiegand device from unlocking the door.
- **Activity History:** events for each time a Wiegand user unlocks a door will not show up in the portal until a smartphone user has unlocked the door and their activity is sent back to the cloud portal as well. If there are several Wiegand user unlocks before the next smartphone user unlocks, it may take a few unlocks and refreshes to push that information to the cloud portal.
- **80/20 Rule:** At least 80% of your active users must be smartphone users. Wiegand device users are limited to 20%. In addition, each VPI can only support 512 cards/FOBs.

## How Revoking Smartkeys Works

Managers can remove access at any time by logging into their cloud portal and revoking access for the user(s). If it has been less than four hours since that user has unlocked the door, it is recommended to have the user open the app and manually refresh the app. This will remove all Smartkeys from the app. If it has been more than four hours since the last use, the app will automatically require a refresh and Smartkeys will not be regenerated.

**NOTE: Smartkeys do not come back into your account once you revoke access. You can purchase additional Smartkeys at any time.**

## How Activity History Works

VIZpin managers and administrators can view up to 30 days of activity history in the cloud portal. Simply enter a start date (up to 30 days prior from the current date) and an end date and click search. Activity can be exported to a .csv file in order to retain longer history if desired. Managers and administrators can also choose to have activity emailed monthly.

## Future Enhancements and Features

Because VIZpin is a cloud-based access control solution, any future enhancements or new features will be automatically available to existing accounts. You will not need to replace any smart devices or pay for additional service or features.