

Internet gateway for connected doorlock

INSTALLATION AND
USER GUIDE



Ver. A_02-17

www.somfy.com

somfy[®]

 **Building
happiness**

INTERNET GATEWAY FOR CONNECTED DOORLOCK*

Control your doorlock remotely
at any time and from anywhere!

- Manage your connected doorlock and your card reader on-line
- Bluetooth® Low Energy connectivity and Wifi
- Receive notifications when your guests lock/unlock your door
- Lock and unlock your doorlock from anywhere
- Create and cancel cards for family, friends and guests any time and anywhere
- Manage the access rights to your doorlock for your family, friends or guests.

** Requires an installed and configured Somfy connected doorlock*

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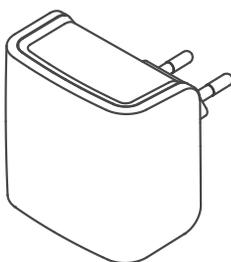
General safety instructions

- This product is not designed to be used by persons (including children) with reduced physical, sensory or mental capacities, or persons lacking in experience or knowledge, unless they have received, from a person responsible for their safety, monitoring or prior instruction regarding the use of the product.
- Do not let children play with this product.
- Do not immerse the product in liquid.
- Do not drop, drill or dismantle this equipment, as this will invalidate the warranty.
- Do not expose this equipment to high temperatures or leave it in direct sunlight.

Contents of the pack

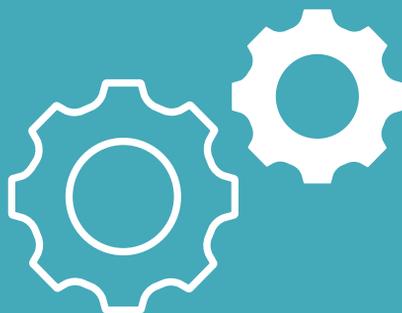
Contents of the pack	Qty
1 Internet Gateway	×1
2 Safety instructions	×1

1



2





Installation

INSTALLATION PROCEDURE

1. Open the gateway parameters in the application and connect to your Wifi network



2. Enter your Wifi network information.

Have your internet network Wifi key with you before launching the configuration procedure.

3. Connect the gateway to a mains power socket



4. Connect to the gateway's internet network and confirm



1. Connect to your Wifi network

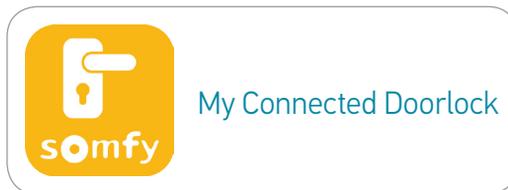
A. Open the application



Note:

The gateway can only be configured from the "My Connected Doorlock" mobile application. No action can be taken on the connected doorlock's web portal.

"My Connected Doorlock" is an application available free-of-charge on Google Play™(Android) and App Store™ (iOS).



B. Identify yourself with your log-in and Connected Doorlock account password.

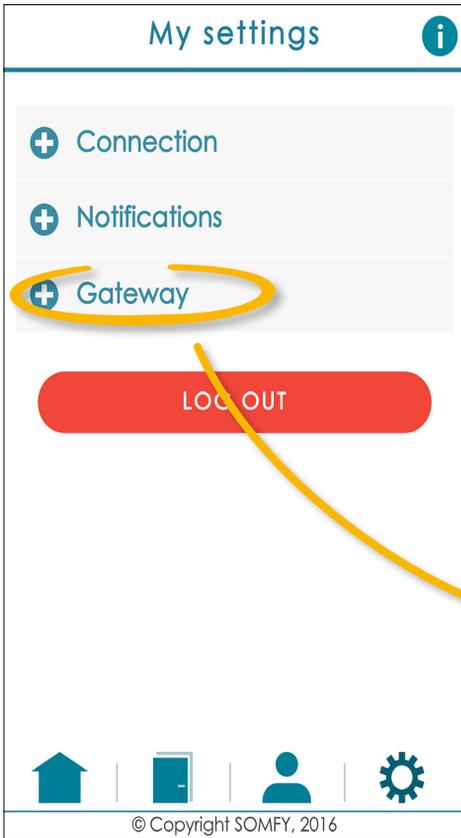
You must have at least one connected doorlock associated to your account and you must be the administrator of this lock in order to connect to the gateway.

C. Enter the Parameters menu

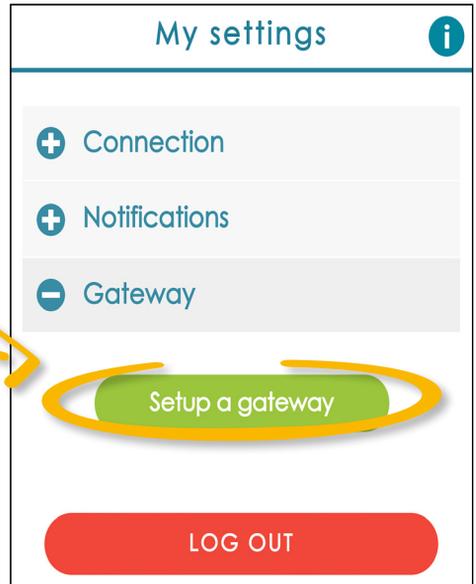
Enter the application's "My Settings" menu



and click on the "Gateway" sub-menu:



Click the "Setup a gateway" button to launch the installation process:



2. Enter the name and password of your local internet network



The Wifi and Bluetooth functionalities must be activated on your smartphone.

If you are already connected to your local internet network, the name of the network shall be automatically displayed in the “Name of WiFi network” field. If you are connected to another Wifi network (not to your normal network) or if you are still not connected to a Wifi network, enter the name and password manually.

Gateway setup

2. Connection to the gateway's network

WiFi network name
SFY_WIFI_NoProxy

Network password

Show password

open wireless settings

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3. Connect your gateway to a mains power socket

The internet gateway is in the shape of a C-type wall socket (European without earth). Once the gateway is connected, you have 2 minutes (to modify the configuration you have unlimited time when first using it) to pair your smartphone.



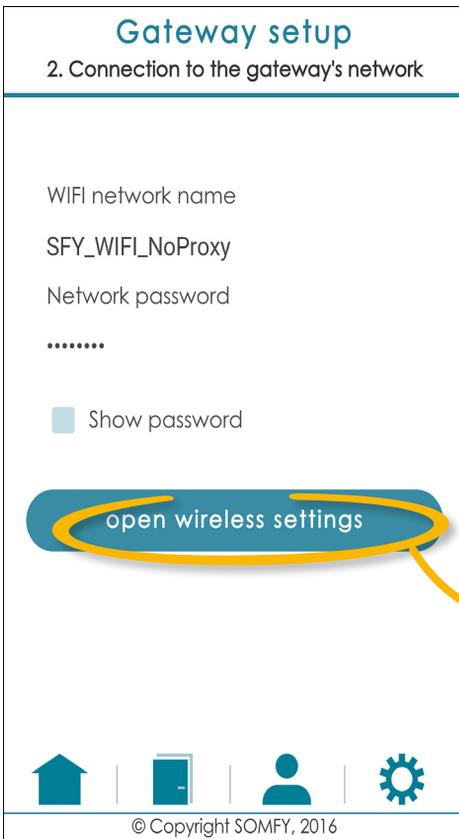
Figure 1: Lateral view of the internet gateway

4. Connect to the gateway's internet network and confirm

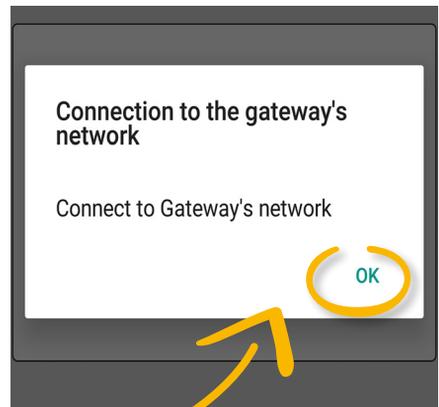
A. Return to the “My Connected Doorlock” application.

You have already entered the name and password of your local internet network.

Now click on the “open wireless settings”.



Press OK



B. Connect to the "GATEWAY" Wifi network

1 - On an Android smart phone

You are automatically redirected to the Wi-Fi parameter menu of your smartphone.



You will see the name of the network "GATEWAY_XXXXXXX", and XXXXXXX is your gateway's serial number.



Press the return button to go back to the application's 'My Settings' menu.



INSTALLATION IN DETAIL

2 - On an iPhone (iOS)



The iOS system does not permit automatic redirection to the Wifi parameters menu.

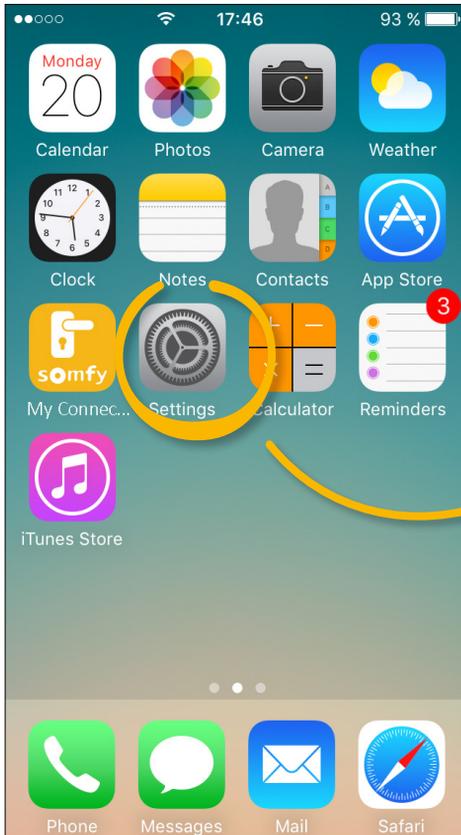
To connect to the "GATEWAY" Wifi network:

- a. Exit the application

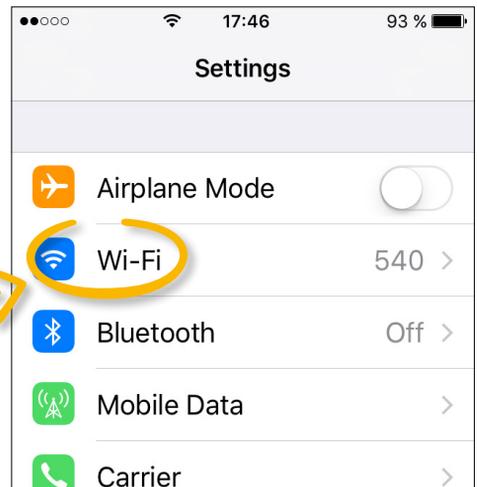


Do not close it definitively

- b. Enter the Settings menu from the main screen on your iPhone

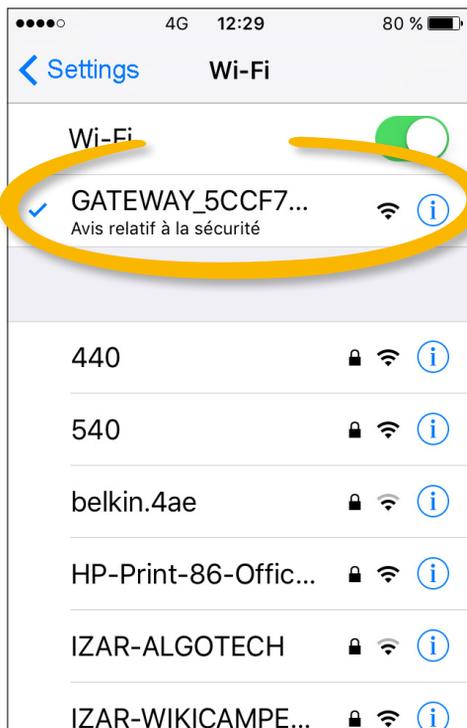
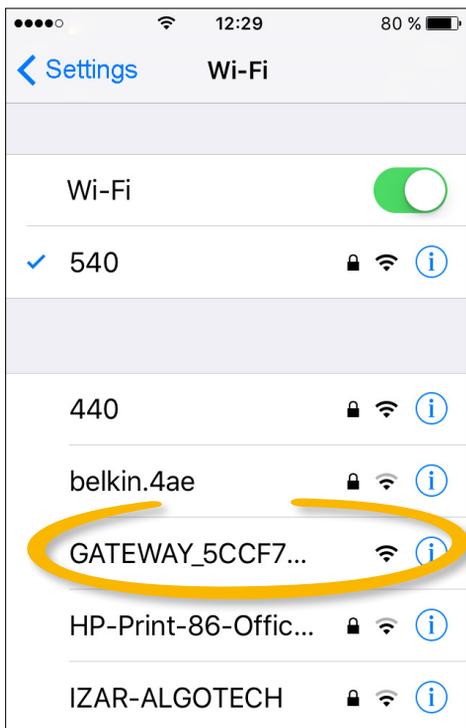


- c. Then enter the Wi-Fi menu



INSTALLATION IN DETAIL

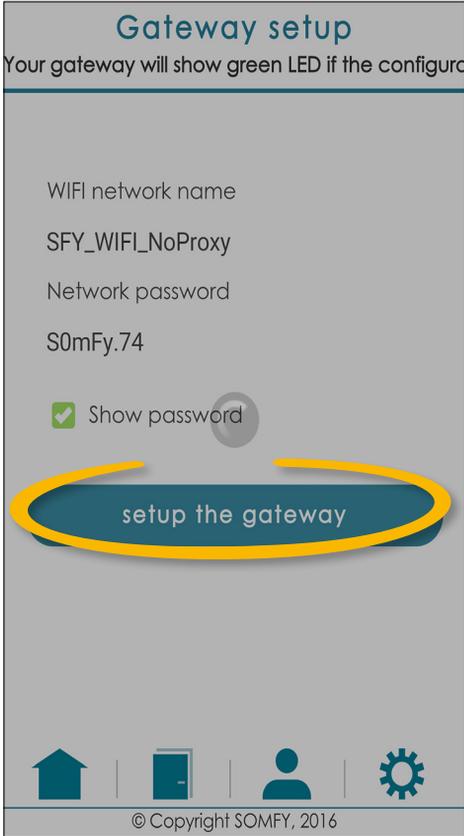
d. Choose the GATEWAY_XXXXXX network from the list of available networks (XXXXXX is your product's serial number) and click on it to launch the connection.



e. Once the connection is established, return to the "My Connected Doorlock" application to continue the gateway configuration process.

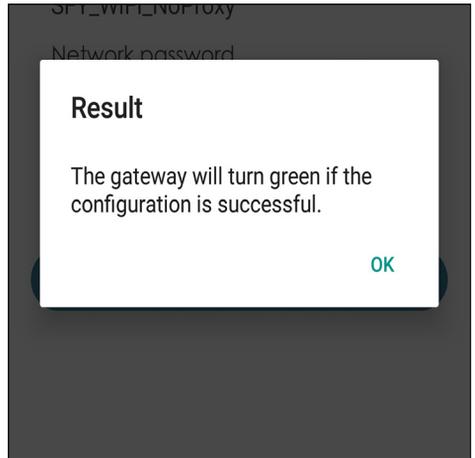
C. Finish configuration

Press the "setup the gateway" button to complete configuration of the gateway.



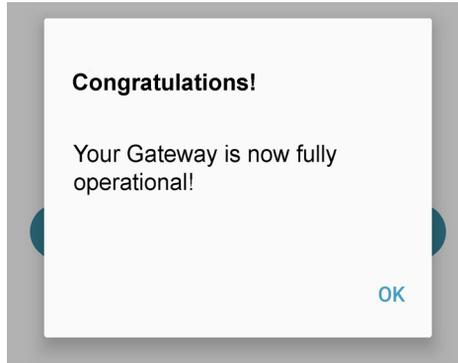
 *The message on the screen indicates the expected status of the gateway.*

If configuration is successful, the gateway's indicator light lights up green.



INSTALLATION IN DETAIL

If the configuration is correct, you will see a confirmation message on the screen. If not, repeat the configuration procedure.



If the gateway is disconnected from the wall socket, connection with the doorlock will be interrupted. You just need to reconnect the gateway to the socket. Configuration takes place automatically, there is no need to repeat the installation procedure.



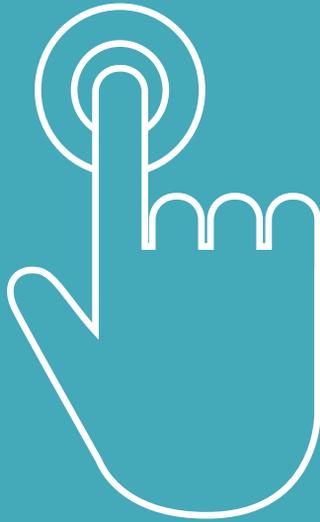
If you have attached an internet gateway to your account, you can check it is operating correctly by looking at its indicator light.

A three-colour LED indicates the status of the Internet gateway:

- **Flashing yellow and blue:** gateway never configured, waiting for its first configuration
- **Flashing yellow and blue:** gateway waiting for configuration
- **Green :** all is OK
- **Red :** faulty
- **Blue:** Update



The gateway does not appear in the list of equipment on the web portal ("Manage my equipment" menu). This is completely normal, as there are no actions available for managing the gateway. Once configured, it remains automatically connected.



Operation

YOUR DOORLOCK IS NOW CONNECTED TO THE GATEWAY!



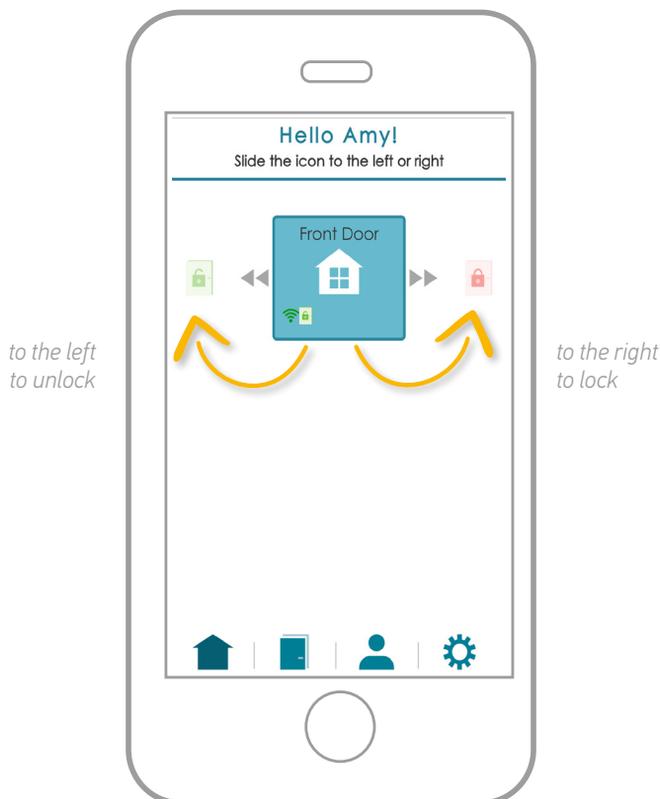
You can now control it remotely. Every time "My Connected Doorlock" is connected, you will see an "on-line" symbol on the door's image if the doorlock is connected correctly to the gateway.



Only the doorlock's administrative account will be able to access the remote functions via the gateway. Guest users may be able to manage the doorlock only if in Bluetooth range.

Lock & unlock your doorlock

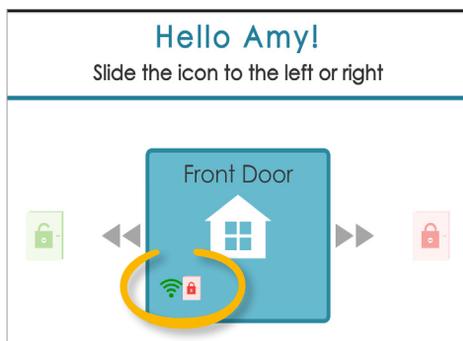
Drag the image of the door



Make sure you want to lock and unlock your doorlock. The action can often be definitive: after unlocking, the door may be slightly open which will prevent you from closing it if you have made a mistake with the action.

Lock statuses

Next to the icon connection, you can lock the status of the doorlock (the symbol appears after an action is performed):



- The doorlock is locked



- The doorlock is unlocked



- Unknown status of the doorlock (if its is manually actuated)

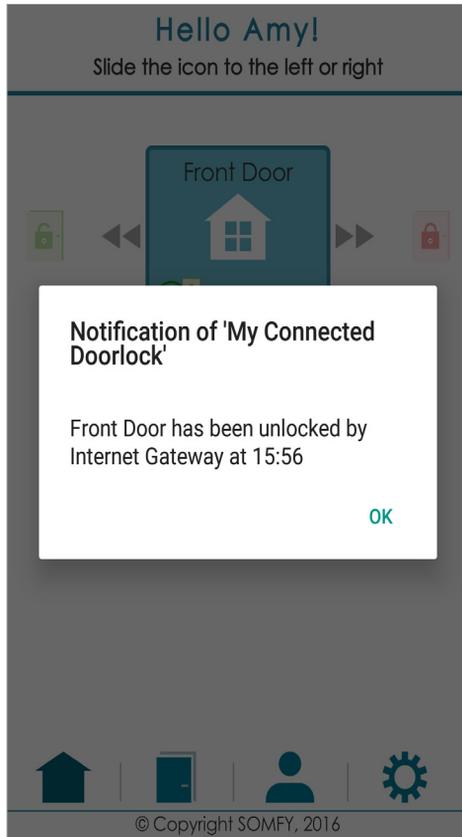


Somfy's connected doorlock is not recommended if you have a door lifting handle, as you always need to close your door correctly to trigger the mechanism. If the door is not correctly closed, the doorlock will receive the action, but the door may remain open. The status of the doorlock will be false. The SOMFY solution motorises only the cylinder and does not replace the necessary movement on the handle.

Notifications

For each action performed via the gateway, you will receive notification:
The notification indicates that the doorlock has been locked/unlocked by "Internet Gateway".
The user is not stated as the doorlock administrator is the only user with access to remote operations.

The action history is available in the "My doors" tab via the internet gateway any time!



IT'S SO EASY
TO MANAGE YOUR DOORLOCK
AT ANY TIME AND FROM ANYWHERE!

FIND OUT ABOUT
THE NEW WEB INTERFACE
FOR THE DOORLOCK AND
ITS FUNCTIONALITIES!

Web portal

New functionalities are available on the web portal via the gateway.

Here are the new remote actions:

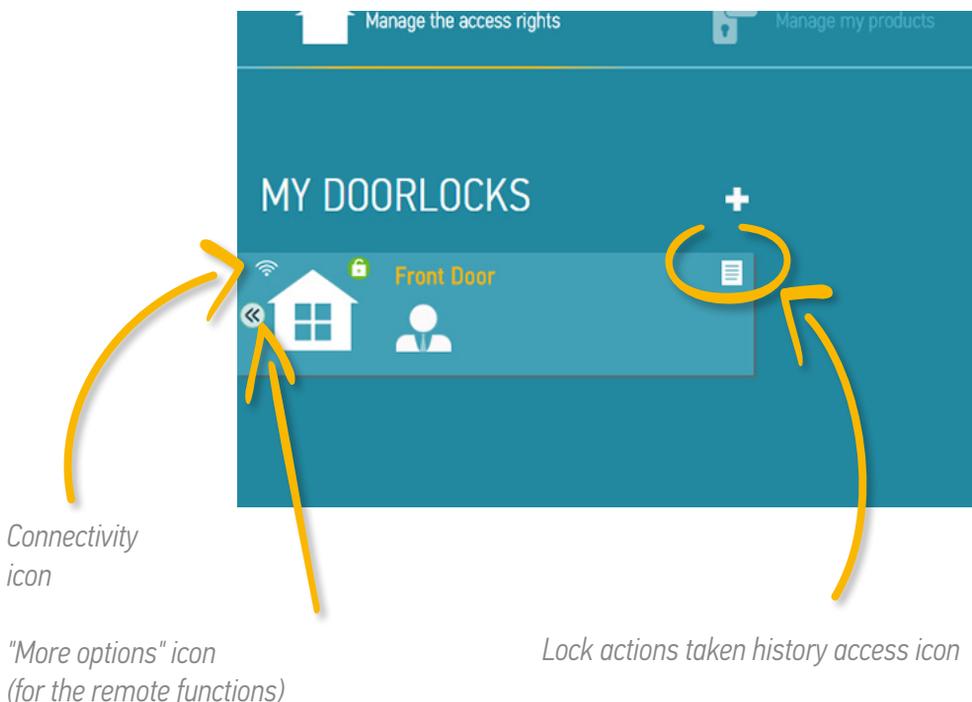
1. Lock management (locking and unlocking)
2. Access to the opening/closing history of your doorlock
3. Automatic synchronisation of the doorlock

1. Managing the doorlock

A. Functionalities

In the "manage my access" menu, you have a list of all the doorlocks linked to your account ("My doorlocks").

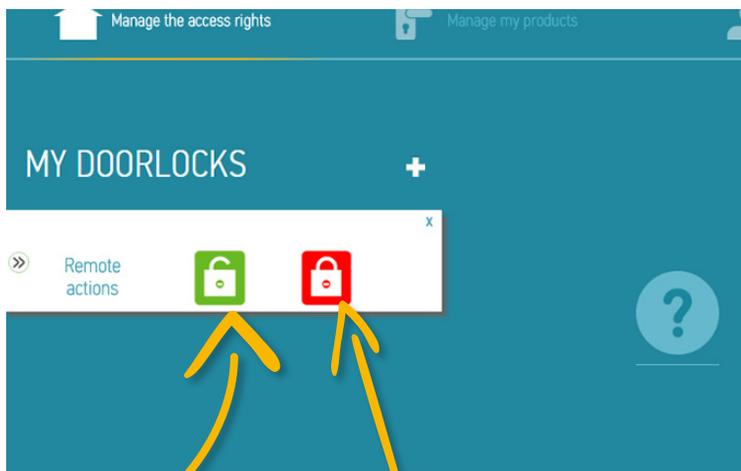
New icons with the image of each doorlock are available:



B. Lock or unlock the doorlock

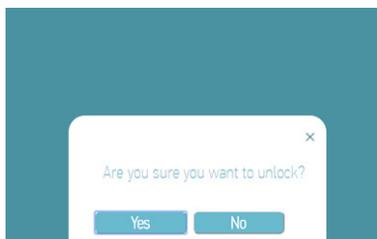
If you wish to lock or unlock your remote doorlock, click on the icon <<<.

You will see the available actions:



*Press to unlock
the doorlock*

*Press to lock
the doorlock*



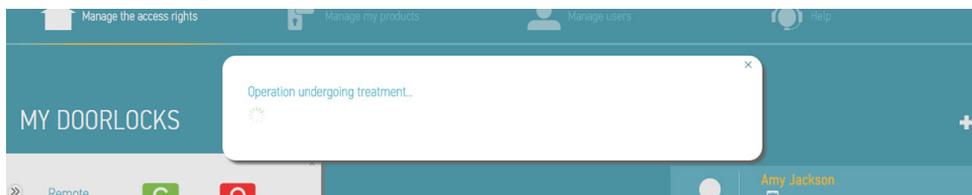
i Click on the action that you want to perform. The confirmation message will be displayed. Click **Yes** to confirm or **No** to cancel.

WEB PORTAL INTERFACE

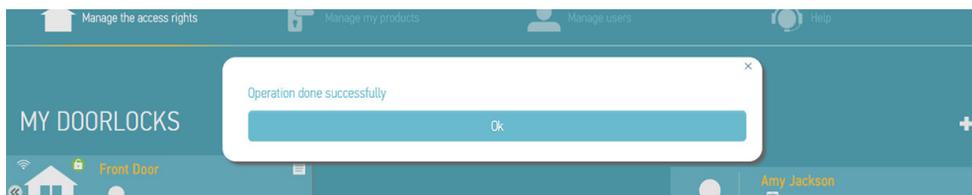
If you confirm the action, the server will connect to the gateway, this may take a few seconds.



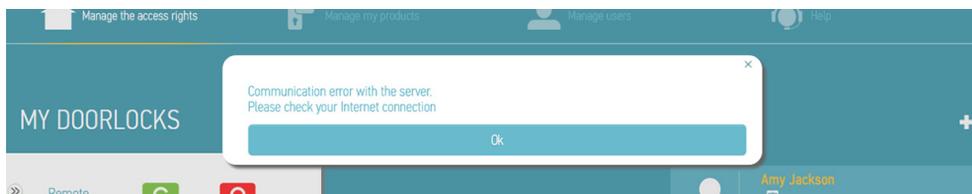
Once the connection is established, the action will be sent to the doorlock.



The confirmation message will be displayed on the screen if the action is performed successfully.



If the action has failed, you will see the message below. This may be caused by a weak internet connection. In this instance, try again.



C. Lock status

In the “My doorlocks” menu, on the image of the doorlock, the doorlock status icon appears:



The doorlock is in an unknown status
(manually actuated)



The doorlock is locked



The doorlock is unlocked

2. Access to the history

You can now, via the gateway, consult the history of actions performed by your doorlock.



To access the history, click on the **History** of the selected doorlock.

The list of actions is displayed. You will see the last 150 actions carried out by your doorlock.

You can also see the actions carried out by the cards, as well as any manual operations. The synchronisation processes are also included in the history.

The screenshot shows the 'My Connected doorlock' web portal. The header includes the logo and 'my account'. Below the header is a navigation bar with four items: 'Manage the access rights' (house icon), 'Manage my products' (doorlock icon), 'Manage users' (person icon), and 'Help' (headset icon). The main content area displays a table with the following data:

Date	Action	Key	User
21/02/2017	Doorlock unlocked		Internet Gateway
21/02/2017	Manual Lock/Unlock	-	-
21/02/2017	Doorlock unlocked		Amy Jackson
21/02/2017	Manual Lock/Unlock	-	-
21/02/2017	Doorlock locked		Internet Gateway
21/02/2017	Doorlock unlocked		Internet Gateway
21/02/2017	Doorlock unlocked		Internet Gateway
20/02/2017	Manual Lock/Unlock	-	-

WEB PORTAL INTERFACE

06/12/2016 14:33:43	Doorlock locked	-	-
06/12/2016 14:32:56	Doorlock unlocked	-	-
05/12/2016 11:18:22	Doorlock unlocked	 000UD011	Amy Jackson
05/12/2016 10:37:59	Doorlock unlocked	 000UD011	Amy Jackson
05/12/2016 10:37:27	Manual Lock/Unlock	-	Amy Jackson
05/12/2016 10:30:46	Manual Lock/Unlock	-	Amy Jackson
05/12/2016 10:30:18	Doorlock locked		Amy Jackson



If you see the **“Unauthorised access”** message in a notification, this indicates an attempt at access using the card reader by a user outside the authorised hours.

3. Automatic synchronisation

With the gateway, your doorlock will be automatically synchronised with the server every time that you make a change to the web portal parameters.

The “Update” logo will appear until the doorlock is synchronised.

THAT'S ALL THAT YOU NEED TO KNOW IN
ORDER TO USE YOUR DOORLOCK WITH THE
INTERNET GATEWAY!

GET THE MOST OUT OF YOUR PRODUCT!

Technical data

Radio frequency	2.4 GHz
Wi-Fi range	30 m in open space 2400 to 2483.5 MHz e.r.p <100mW
Bluetooth (BLE) range	10 m in open space 2400 to 2483.5 MHz e.r.p <2.5mW
Simultaneous multiple power supply	230 V/50 Hz/10mA
Battery	No

Accessibility

Accessible to the operator, not concerned by an installation and used restrictively by the authorised personnel.

Warranty

This product has a warranty for

2 years from date of purchase. If a technical malfunction is observed by the customer whilst using the equipment, they must then check that the system has been correctly installed in accordance with the instructions in the installation guide provided with the equipment. If the malfunction is still present, the customer may invoke the warranty by formulating a request by telephone or post to the relevant after-sales department.

After dealing with the request, which will involve checking whether the equipment comes under the warranty, the supplier will send an equipment return note to the customer.

Once the equipment is received, the after-sales department will confirm the follow-up to their request by email.

In the event that the equipment is not covered by the warranty, it will be returned to the customer.

Part number	5128651
Distributor	Somfy F-74300 CLUSES
Place of manufacture	Spain
Dimensions	60 × 71.5 × 62 mm
Weight	75 g

Conditions for use

Altitude: 2000 m

Pollution index 2, Pol.2

Safety rating against ingress of foreign bodies IP30, EN 60529 2000 (A1).

Temperature: 0°C/ +60°C

Hydrometry: 85% RH at 30°C.

Recycling



Do not dispose of this product with the household waste.

Please take it to a collection point or an approved centre to ensure it is recycled correctly.

Please separate batteries from other types of waste and recycle them via our local collection system.



Somfy hereby declares that this product is in compliance with the requirements of Directive 2014/53/EU. The full text of the declaration of conformity is available at www.somfy.com/ce

The images contained in this booklet are for illustrative purposes only.



Insulation category II: Equipment that does not possess protection and is fully protected against dangerous voltages by reinforced insulation.



Danger electricity: presence of dangerous voltage inside the device.



Product for indoor use

Somfy SAS

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F-74300 CLUSES

www.somfy.com

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Images are for illustrative purposes only.

Somfy SAS, with capital of 20,000,000 Euros, RCS Annecy - 02/2017

