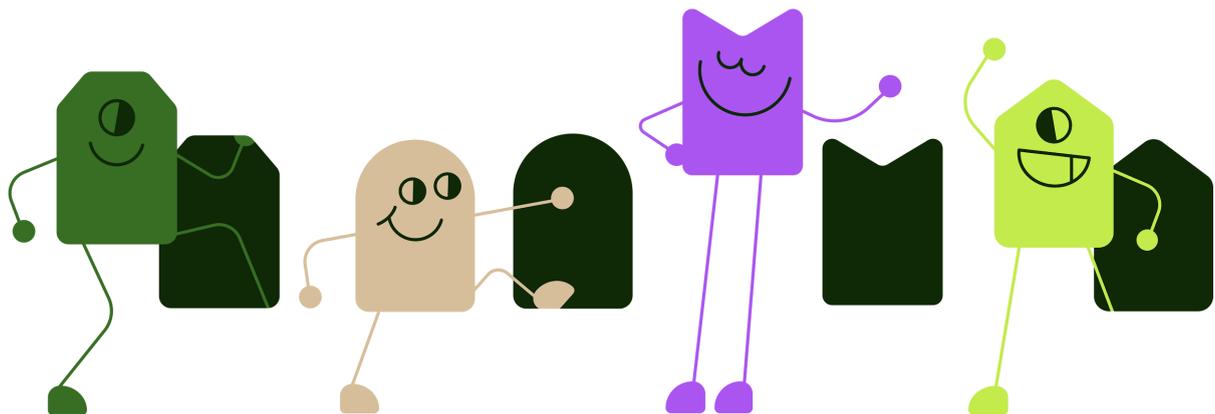# How to onboard
Dormakaba dKey with Unloc
# [Project Context]

unloc ::

Installer - Step-by-step guide

NB! Make sure to use your <u>mobile phone</u> to access the Installer website below, because you need to test the dKey lock in question using appSwitch from Unloc Control Center.

Login

Through the website link you have received you should now be able to log in to the Unloc Control Center with your email address and choose the Installer context of the project in question.

An Installer Context looks like this:
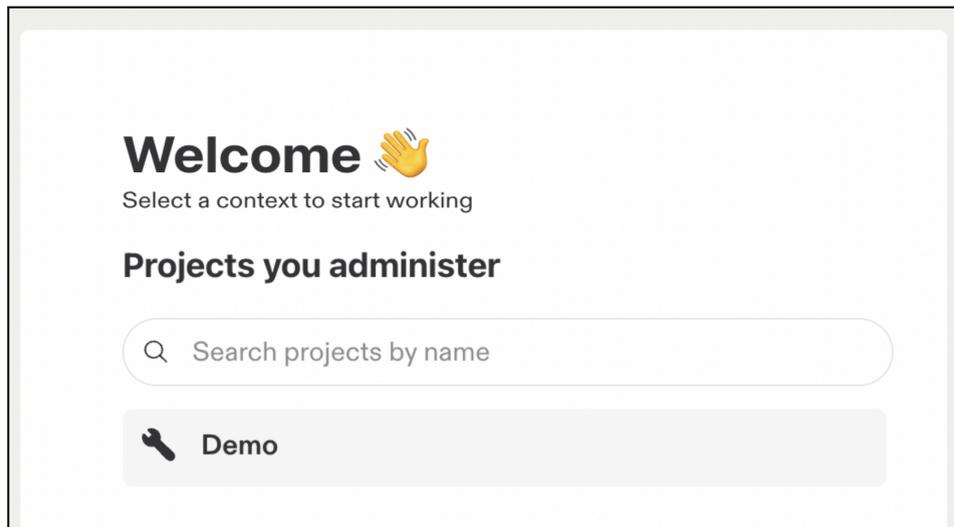
Creating a Lock Connection

To create a Lock connection in the Unloc Control Center click on the Installer context you have been given first.

Then you should follow these steps:

1. Click on "Lock connections" at the top of the page
2. Then click "Add new connection"
3. Choose "Dormakaba dKey" in the dropdown menu
4. Give the lock connection a name (e.g. "Building A or Apartment H101")
5. Click "Create connection"
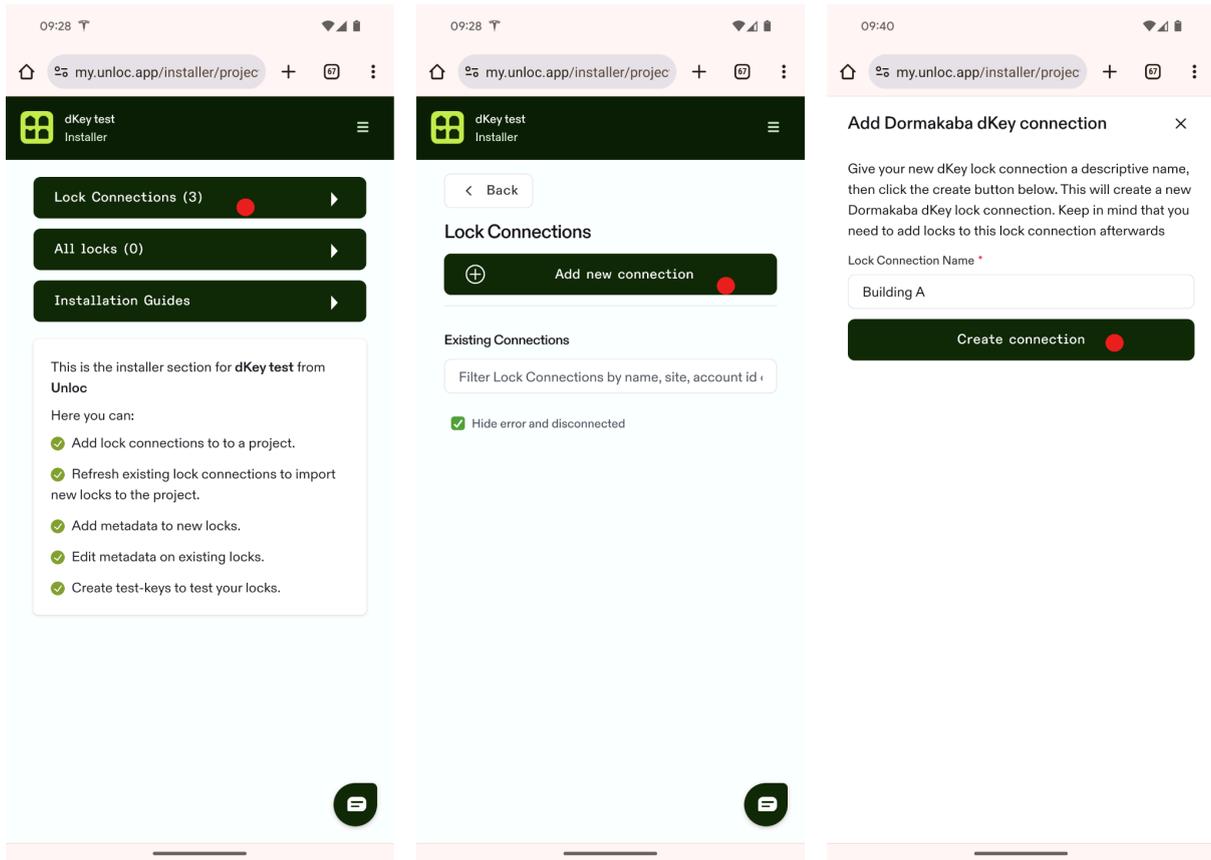
Adding a Lock

To add a lock, click the "Install new locks" button.
If you can't see this button, then:

1. Go to "Lock Connections"
2. Click on the lock connection you just created (e.g. "Building A")
3. Now you should see the "Install new locks" button, click it.

Follow the instructions registering a new dKey lock.

PS: This step, "Adding a Lock", can be repeated for as many locks that need to be added to the specific lock connection.
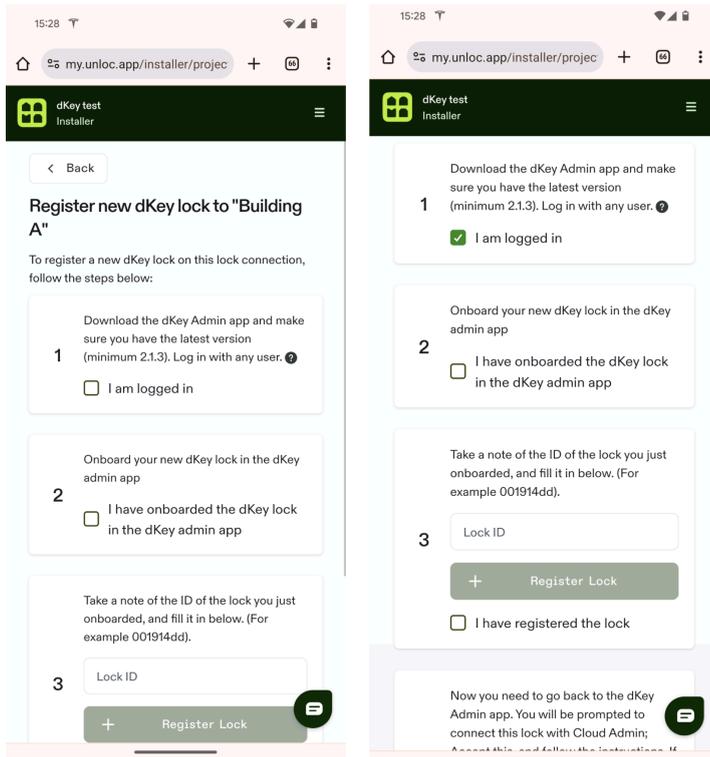
1. First make sure you have the dKey admin app (latest version) and that you are logged in to it. It does not matter what account you are logged in with, **but you have to log in**.
2. Next, connect to the lock in the dKey admin app:
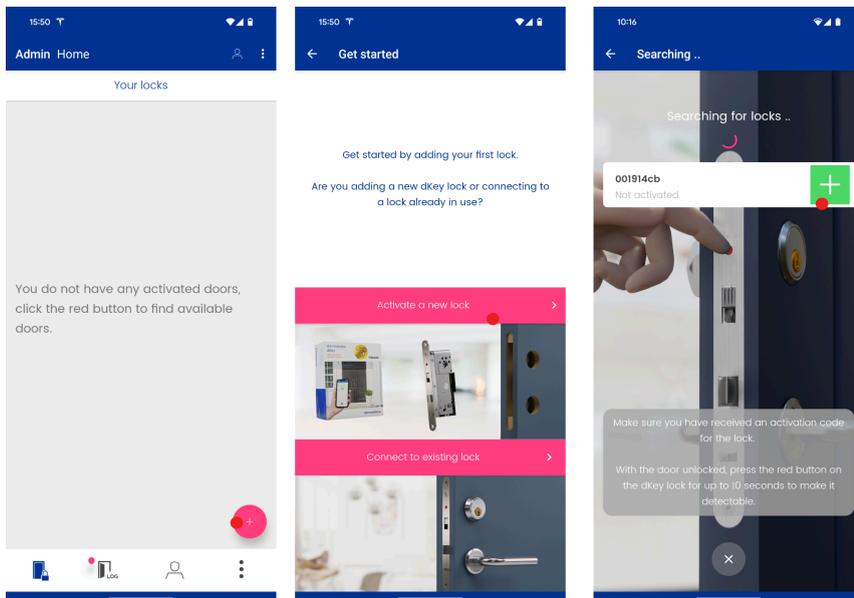
3. Press the red + sign to add the new dKey lock
4. Click "Activate a new lock"
5. Hold in the red button on the lock, and the lock should show up
6. Click the green button to connect to the lock
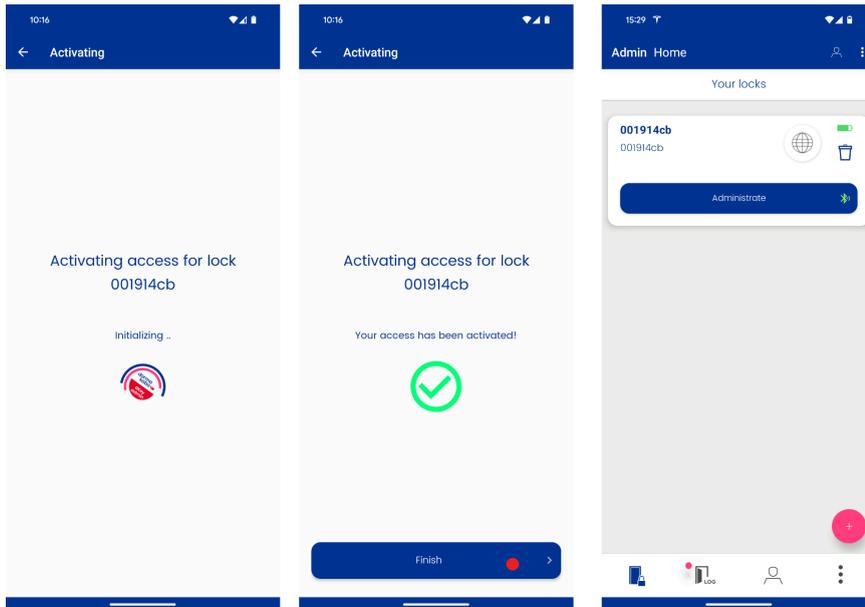
7. Click "Finish", which should take you back to the dKey app home screen. One new lock should now be showing here. Make sure the lock has at least firmware version 2.5 by clicking "Administrate", then "Settings".

8. Function test the lock by clicking on this in the settings.

9. Go back to the home screen ("Your locks") and copy the lock id (001914cb in the example) by holding down the lock id on the screen. Alternatively just note down the id.

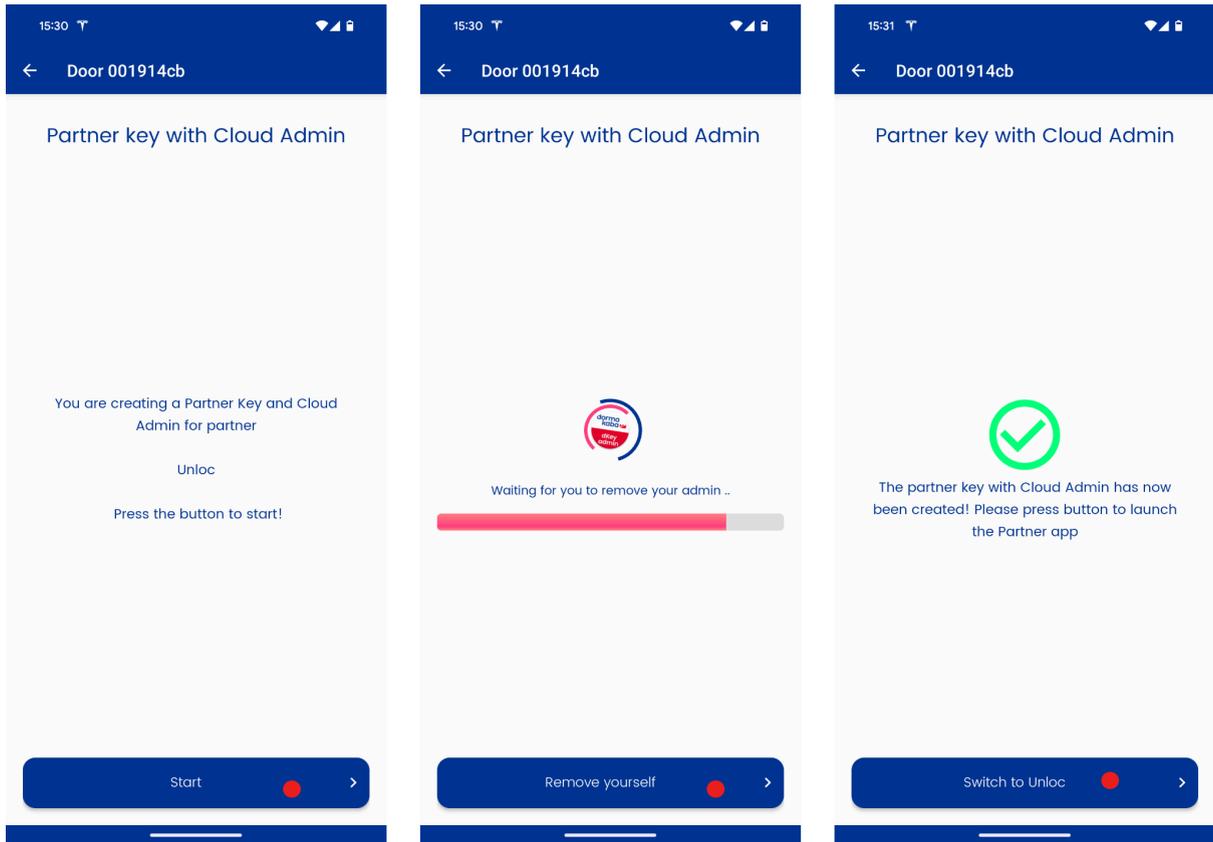10. Now switch back to Unloc control center to continue the onboarding process.
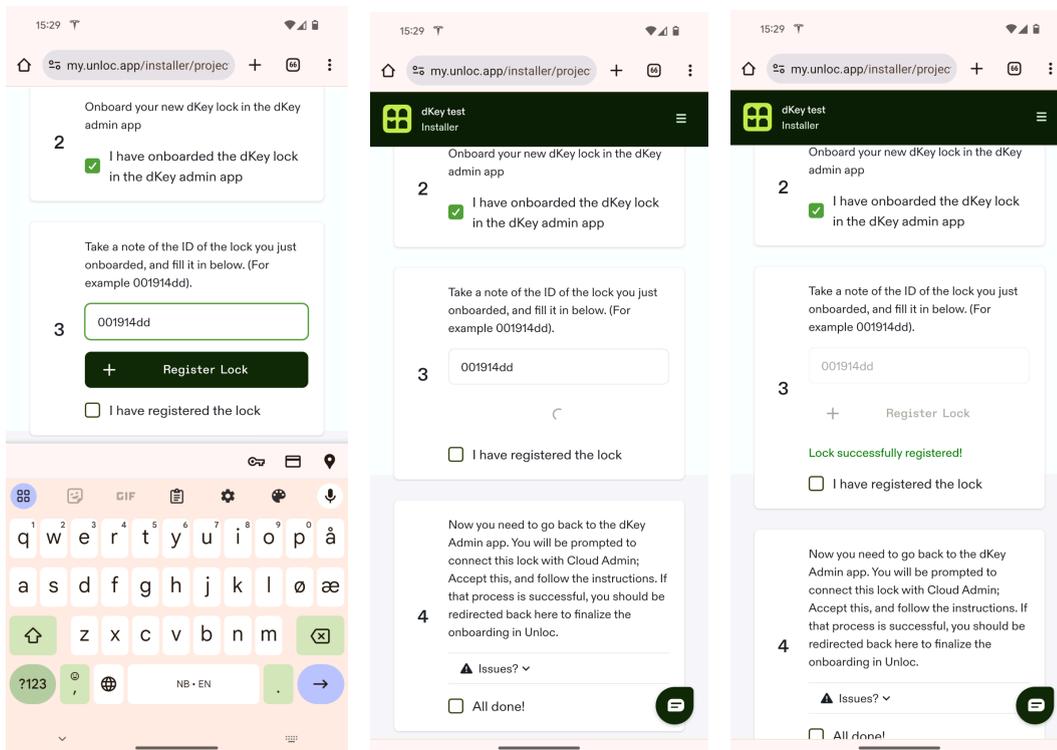
11. Fill in the lock id as in the example above, and click the "Register Lock" button.

12. Next step is to switch back to dKey admin app
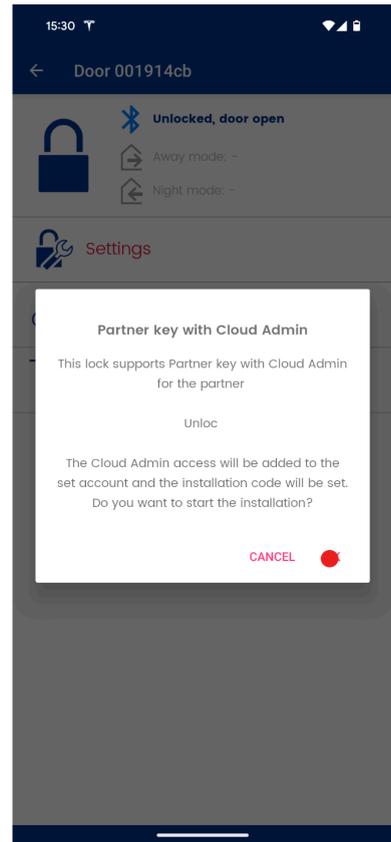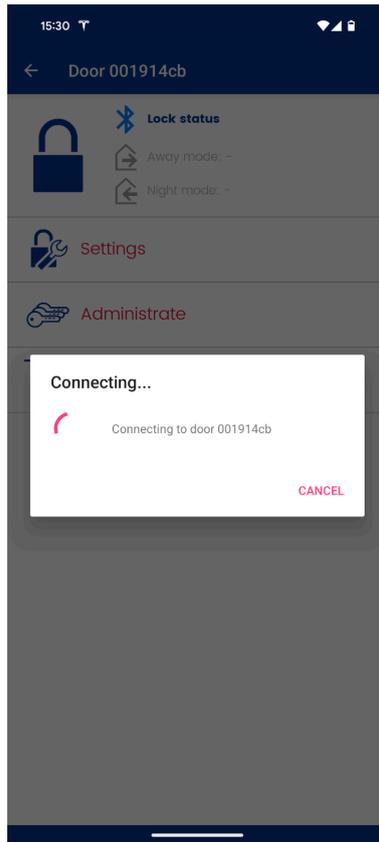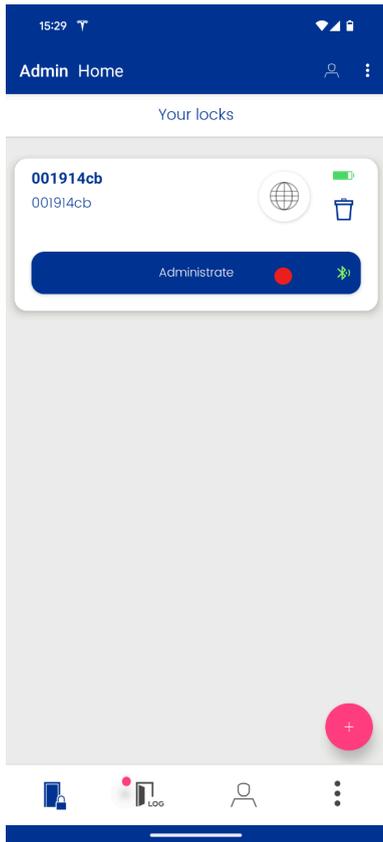
13. Click "Administrate"
14. Wait for a bit and then a popup will appear with the title "Partner key with Cloud Admin". Click Ok in this dialog.

15. You should be taken to the screen to the left above. Click "Start"
16. Wait for the lock to be setup with a Partner Key
17. Once the setup is complete, you will be asked to remove yourself from the lock. Click that button.
18. Finally the partner key has been created. You should see a green check mark. Click the "Switch to Unloc" button to finish the onboarding in Unloc Control Center.
19. Now you are redirected to a page called "Onboard new dKey lock" on Unloc. If all information from dKey admin app looks correct, then click on "Validate Partner key" (See picture below)
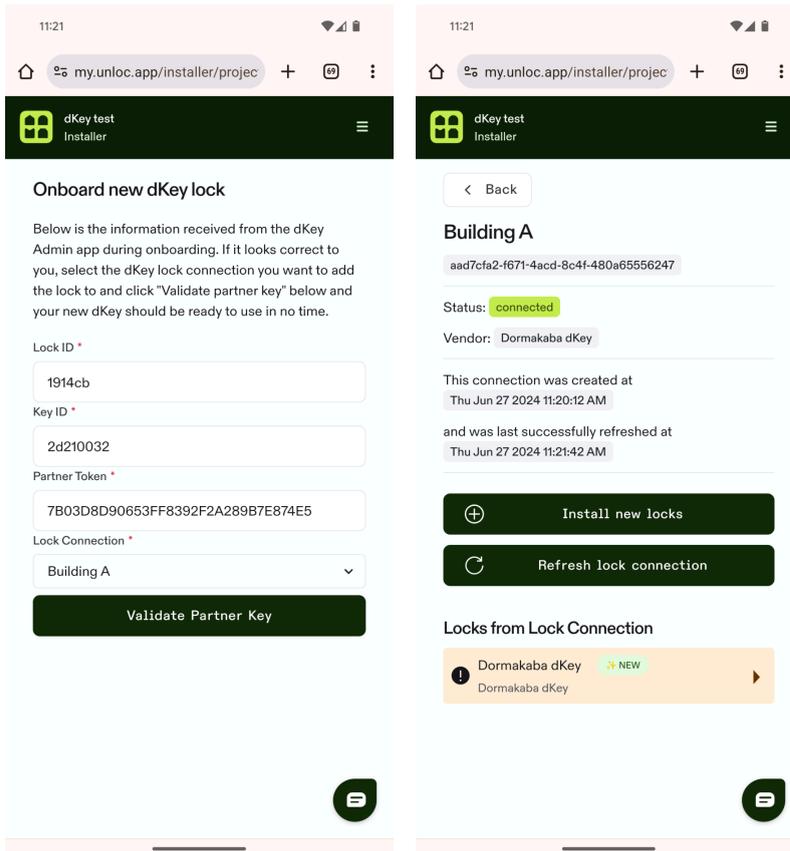
20. Now you should be sent back to the lock connections page (right screenshot), and a new lock should show up at the bottom, marked with a "NEW" tag.
21. Now you can proceed to configure and test the lock. See next section.

If you want to install more locks, you can click the "Install new locks" button and repeat the process for a new lock. Consider if you should create a new lock connection, or reuse the one you have created. There is no big downside to creating a new lock connection other than a small overhead in work. The advantage of using the same lock connection is that you can group a set of locks together, like all dKey locks in one building, or one floor.

Setting up and testing the new dKey lock

For the last step you need to add lock name, address, image for the dKey and test the lock can be opened via the Unloc app.

1. Click on the dKey lock that you just onboarded to the lock connection
2. Add lock name, lock address and lock image
3. Click on "Test" and add your phone number to test opening of the dKey lock via the Unloc app
4. **Congratulations! You have successfully onboarded the dKey lock 🎉🎉**
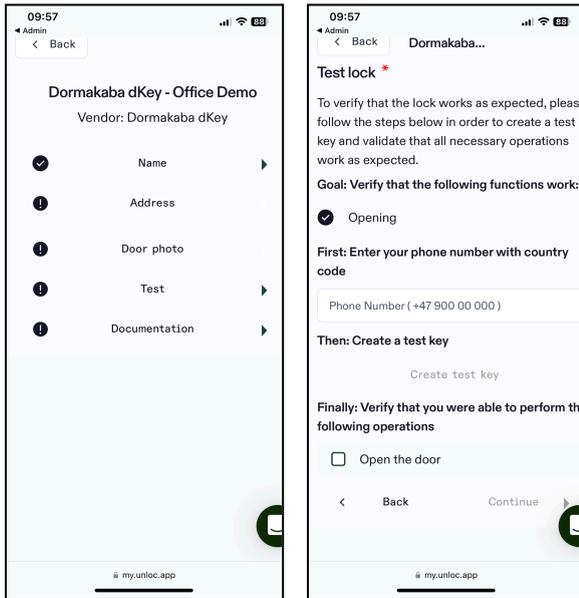
Troubleshooting

Not able to onboard the lock? Some error occurred at some point in the process? The most likely way to successfully handle this is to start from scratch. To do that, start by removing "Partner keys", "Keys" and "Administrators" from the dKey admin app:

1. Go to the dKey admin app, and connect to the lock by clicking the red pluss button down in the right corner.
2. If you get prompted for an installation code (referred to as both "aktiveringskode" and "dørkode" in the dKey Admin app), this can be found in Unloc Control Center, by starting the process of registration of a new lock, filling in the lock id, then instead of clicking "Register lock", instead scroll down to the issues section at the bottom. Expand that section and look for the "View" link in bullet point # 2. This should show you the installer code for the lock id you input above.
3. If you get an error when using the installer code to connect to the lock, then you first need to reset the lock (also explained in detail in the installation documentation provided with the lock)
   a. Take the battery out of the lock
   b. Hold down the red button for 10 seconds to clear the lock
   c. While holding the red button down, re-insert the battery in the lock and hold it for approximately 20 seconds, until you hear it operate
   d. Now you should be able to use the installer code to connect to the lock
4. Once you are connected to the lock in dKey admin app, click on "Administrate" on lock. **If you get any popups, click cancel. We are not ready for those just yet.**
5. Click "Adminstrate" once again. You should see something like this:
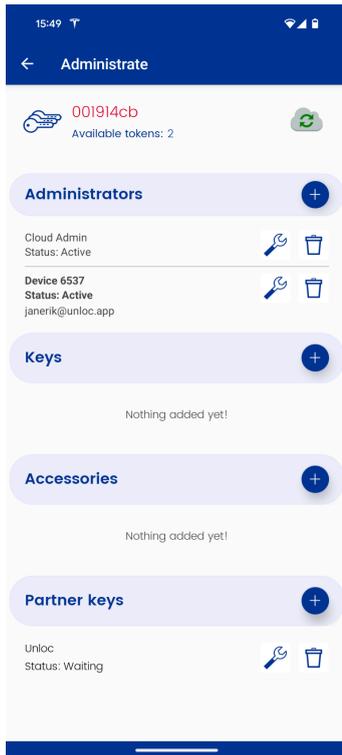
6. Click the trash icon next to any "Parner keys".
7. Click the trash icon next to any "Keys" (none in the example above)
8. Click the trash icon next to the "Cloud Admin" Administrator in "Administrators"
9. That's it. You should now be ready to start the process over. Go back to the Unloc Control Center and start the process by clicking the "Install new locks" button.⌷ You have already connected to the lock, so you can go straight to the "Register lock" step (step 3).