



ENFORCER Bluetooth® Access Controller User FAQ

For SK-B141-DQ, SK-B141-PQ, SK-B241-PQ, and PR-B1124-PQ

Edited August 20, 2021

Pre-Sale Questions

Are there any monthly fees, subscriptions, or additional software to purchase?

No. Everything is app-based with no other software required. The app is free and there are no subscriptions or "Advanced Feature" fees.

Do I need to memorize program codes to set up or manage the device?

No. All setup and management are accomplished via a visual, intuitive smartphone app.

What's the advantage of using a phone app?

For the ADMIN, it is vastly easier to set up and manage. No codes to remember. No need to call an installer. Just open the app and go through the menus to find what you want to change, update, or enable/disable, as well as add, delete, and manage users. The downloadable audit trail provides an event history. You can export or backup everything for archive or replication. For users, it gives them another choice to open the door. Most people are seldom without their smartphone, so they can leave the card at home.

Do I have to call the installer to make changes?

Once installed, the owner can log in as the device administrator (ADMIN) to make changes. With app-based management, there is no need to call the installer. All management and changes can be handled by the device owner/administrator.

Where is the main controller installed?

It's an all-in-one design so there is no need for a separate controller. The ADMIN's smartphone is the controller.

Do you provide PC-based software? Are the data accessible by a web browser?

No, all programming and data are accessible only through the app. See the *Installation Manual and Administrator Guide* on the product page at www.seco-larm.com for more details.

Is my device safe from internet attacks?

The device is *Bluetooth* only and has no internet connection.

Can this device be used to control other devices besides doors and gates?

Yes. The ENFORCER *Bluetooth* Access Controller can control lighting, machinery, forklifts, or almost anything with a relay. It can be set to *timed* (1~1,800 seconds) or *toggle* (between ON and OFF).

Can I limit the access of some users?

Yes. The ADMIN can set any user to *permanent* (the default, giving unlimited access), *scheduled* (limiting access only to specific days and specific hours), *number of times* (a limited number of times between 1~255 times after which access will end), and *temporary* (from a starting date/time to an ending date/time).

Can individual users have different output settings?

The ADMIN sets the output mode which will be the global default (either timed relock or toggle) for all users but can also set specific users to a different output mode overriding the global setting.

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ENFORCER *Bluetooth*[®] Access Controller User FAQ

How many ways are there to unlock a door? Do users have to use the app?

Besides the app, users can use their passcode on devices with a keypad or use a card/fob on devices with a proximity reader. The ADMIN can also choose what method an individual user is permitted to use. For example, a visitor can be limited to using the keypad, a particular employee can be limited to using either a card or keypad, while another can use any of the three options—app, keypad, or card.

How can I set the door to stay unlocked during business hours (also called "Hold Open" or "Passage")?

The ADMIN can use the app at opening time each day to set the door to remain unlocked and then return it to normal at the end of the day. Or you can set up one or more User IDs to the *toggle* output mode (using the app, keypad, or card). When these are used, the device will toggle the door to *unlocked* if locked and to *locked* if unlocked. For more detail, download the detailed *Installation Manual and Administrator Guide* from the product page at www.seco-larm.com.

Can I check the access history of a door?

Yes, the ADMIN (and only the ADMIN) can access the Audit Trail, a record of the last 1,000 events. The events include entries (showing User IDs), egress button presses (anonymous), and various error/warning messages. You can also download this list as a CSV file to your phone. This file can then be shared to a common folder (Dropbox, etc.) or messaging app, or sent by email for archive. CSV files can be imported into Excel and other spreadsheet programs for further analysis.

What happens when the Audit Trail reaches its limit?

When the Audit Trail reaches 1,000 events, it will delete the oldest event as each new event is recorded. If you want to keep a longer-term record, you should regularly save the Audit Trail. After saving, you can delete all records in the Audit Trail on the device to start fresh so that you will have no overlap between Audit Trail files.

Can I check how many users there are? How can I know that someone hasn't secretly added another user without my knowledge?

Only the ADMIN can add/delete/modify users, but the app's Authorized User Monitor shows the total number of users at the top of the user list page. Compare that number to your known number of users to ensure that no unauthorized user has been added.

Can I remotely unlock a door for someone?

No. Your access control device relies on *Bluetooth* wireless technology for operation and is not connected to the internet, giving you greater security. You must be within *Bluetooth* range (which will depend on your phone specifications and physical obstacles or interference) to perform any device functions.

Can this app be used on any smartphone?

The app is compatible with smartphones running iOS 11.0 and higher and Android 5.0 and higher.

Can I use the app on a tablet?

You can use the app on iOS or Android tablets, but the app is not optimized for tablet use.

Is the app compatible with a smartwatch?

No, not at this time.

Can I change phones from iOS to Android or vice versa?

Yes, no data is stored on your device (other than what you download if you are the device administrator). If you change phones or convert to a different OS, you just need to download the app again and log in.

Do I have to pair my phone to the *Bluetooth* Access Controller?

No. Unlike regular *Bluetooth* devices, devices using *Bluetooth LE* wireless technology don't need to be paired. Your app will automatically recognize compatible devices any time you are within range. You will only need to know your User ID and passcode to log in and use devices that you have been authorized to use.

How much training is required to use the app?

The app is very simple and intuitive for users and most users can start using it within 3 minutes. For basic use, they just need to log in the first time and then press "Unlock" from the app home screen. Of course, they can use the keypad and proximity card as well (not available on all devices). We also provide a User Instruction template that the ADMIN can give to users with their ID, passcode, and other basic information for use.

What if I have a device at home and at work? Can I use the same phone for both?

Yes, you can easily switch between devices through the drop-down box on the home screen. In this case, since only one device would be in range at the same time, when you arrive at the office, the office device would automatically connect. When you arrive at home, the home device would automatically connect.

How many doors/devices can I control with the app? Can I use the same phone?

The app can control an unlimited number of devices on the same phone but can be connected to only one device at the same time. If you have logged in to multiple devices, you'll be able to switch between those that are in range with the drop-down box at the top of the app home page.

Can a single user use multiple phones?

Yes. However, only one phone can be logged in at the same time. When you switch between devices, you may have to log in again on the previous device the next time you use it.

Can a single phone have multiple User IDs?

Yes, but a phone can only be logged in to the same device as one user at a time. If you later log in to the same device with another User ID, the previous User ID will be logged out on that phone.

Are the devices weatherproof?

Yes, all devices have an IP67 rating.

What if my administrator forgets the passcode or suddenly leaves without giving us the ADMIN passcode?

The devices have a two-step reset process. The first step resets the ADMIN passcode only while leaving all data and settings as they were. The second step resets the device to factory settings, while also deleting all users and the Audit Trail.

I have multiple devices that I want to set up with the same settings.

After the ADMIN has set up one device, they can back up that device's settings to their phone for restoration to the device at a later date. However, this backup can also be used to replicate the settings to other devices. Simply log in as ADMIN to the second device, temporarily give that device the same device name as the first, and click Restore Settings, which will use the backup from the first device. After finishing, change the second device's device name to a unique name and then backup again. This will not delete the first device's backup file. Both will remain on your phone.

Can I transfer a user list from one device to another?

Yes, if you are the ADMIN. Simply export the user list from one device, connect to the second with the same phone, log in as ADMIN, and import the saved user list. You will be able to choose from any user list that you have previously exported to this phone.

ENFORCER Bluetooth® Access Controller User FAQ

Can individual users have different access schedules?

Yes. The default for all users is permanent access, 24/7. However, any individual may be scheduled for different times and dates. For example, one might be limited to weekdays from 9:00 AM to 5:00 PM, another might be Tuesday and Friday from 2:30 PM to 9:30 PM, while another could be Saturday only from 8:00 AM to 10:00 PM, etc.

Can someone be given temporary access?

Yes. The ADMIN can grant temporary access (from a specific date and time to another date and time) or grant access limited to a specific number of times (1~255 times).

What if someone leaves the company? Do I need to be concerned about the data they have on their phone?

If a user leaves the company, the ADMIN can simply delete the user. No data is stored on their phone and after deleting them, they will have no access (whether via card, keypad, or app).

How is the device's clock kept up to date?

The clock is automatically synchronized to the ADMIN's phone each time the ADMIN accesses the device settings.

How does the device handle Daylight Savings Time (DST)?

Since the device has no internet exposure, it can only get time changes when the ADMIN logs in and opens the device settings. When DST starts or ends, the ADMIN will need to log in after the time change and open the settings screen. Doing this will automatically update the device clock to the new time. The time cannot be changed manually. Alternatively, if the ADMIN wants to go ahead and make the time change the evening before, they can manually change the time on their phone to the new time, log in to the device, and open the settings screen. After closing the app, then return the phone's date/time settings to automatic.

Can users set the app to auto-unlock when they are close to the door?

Yes, but the app will need to be open and the screen on for this to work. This is convenient for times when your hands are full. You can also adjust the range so that it only unlocks when you are within your set range, preventing accidental unlocking as you just pass by the door.

I have a limited data plan on my phone. Will this use any data?

The app does not use the internet and does not use any mobile phone data during use. The only time it could use data is when a new version of the app is downloading. Check with your phone's manufacturer to find out how to force it to only update apps when connected to Wi-Fi.

Are other languages besides English available?

The app is available in English, Spanish, French, Portuguese, German, Russian, Vietnamese, and Chinese (Traditional or Simplified) and will adjust based on the language settings of each person's phone. If the phone's language is not one that is supported by the app, the app will default to English.

Does everyone have to use the same language?

No. The language the app uses is based on the phone's language, not the access device. If the app is translated into the language that the phone is set to, then it will display in that language and will vary from one person to another.

If there is a power loss or if we have to reinstall a keypad/reader, will it keep the codes and other data that were programmed into it or if we will have to start from scratch once power is reconnected?

No. All settings and data are stored in EEPROM memory on the device and will be retained even when power is lost.

General – Owner/Administrator

Who can manage the device?

Once installed, the owner can log in as the device administrator (ADMIN). With app-based management, there is no need to call the installer. All management and changes can be handled by the device owner/administrator.

Can I add/delete/modify users myself?

Yes. With app-based management, there is no need to call the installer. All user management can be handled by the ADMIN.

I have logged in to multiple access devices, but I don't see some of them in the app's device drop-down list.

Only ENFORCER *Bluetooth* Access Controllers that are currently within *Bluetooth* range will show in the drop-down list. In other words, you may have logged in to a device at your home and your office, but when you are at home, you will not see your office device in the dropdown since it is not in range.

I see some access control devices in the device drop-down list that I don't recognize.

The app will show any ENFORCER *Bluetooth* Access Control device within range, which could include a neighbor's device if you are very near. However, you (or anyone else) will not be able to log in to or use any of those devices without their login credentials.

Can I remotely unlock a door for someone?

Your access control device relies on *Bluetooth* wireless technology for operation and is not connected to the internet, giving you greater security. You must be within *Bluetooth* range, which will depend on your phone specifications and physical obstacles or interference, to perform any device functions.

When I press the button to unlock, the icon changes to *Unlocked*, then back to *Locked* even before the door actually relocks.

This is normal behavior. Due to limitations with *Bluetooth LE*, the device cannot signal the open/closed or locked/unlocked status back to the phone, so the icon is only able to indicate that a signal was sent to the device and then return to normal.

How is the device's clock kept up to date?

The device clock is automatically synchronized to the ADMIN's phone each time the ADMIN accesses the device settings.

How does the device handle Daylight Savings Time (DST)?

Since the device has no internet exposure, it can only get time changes when the ADMIN logs in and opens the device settings. When DST starts or ends, the ADMIN will need to log in after the time change and open the settings screen. Doing this will automatically update the device clock to the new time. The time cannot be changed manually. Alternatively, if the ADMIN wants to go ahead and make the time change the evening before, they can manually change the time on their phone to the new time, log in to the device, and open the settings screen. After closing the app, then return the phone's date/time settings to automatic.

Can I choose between 12-hour time and 24-hour (military) time?

The app will automatically follow your phone's settings. If your phone is set to 12-hour time, the app will use the 12-hour format. If 24-hour time, the app will use the 24-hour format.

How can I set the door to stay unlocked during business hours (also called "Hold Open" or "Passage")?

The ADMIN can use the app at opening time each day to set the door to remain unlocked and then return it to normal at the end of the day. Or you can set up one or more User IDs to the *toggle* output mode (using the app, keypad, or card). When these are used, the device will toggle the door to *unlocked* if locked and to *locked* if unlocked. For more detail, download the detailed *Installation Manual and Administrator Guide* from the product page at www.seco-larm.com.

ENFORCER Bluetooth® Access Controller User FAQ

Can the device be set to automatically unlock/lock for business hours?

No. Because the device has no internet connection to update the time when Daylight Savings Time begins or ends, the device has not been programmed to automatically unlock/lock for business hours. For help with handling business hours, see *How can I set the door to stay unlocked during business hours (also called "Hold Open" or "Passage")?*

Can I have more than one device administrator?

The app provides for only one ADMIN account. You can give the ADMIN login credentials to more than one person, though they may not connect at the same time. Since one ADMIN could change anything, including the passcode, without the other's knowledge, this should be done only after serious consideration.

I have a business and don't want my staff to have permanent 24/7 access.

The default access type is "permanent," but each individual user can be scheduled to only specific days and times.

Can I schedule a user for different hours on different days?

No. You can schedule the days and hours when they are allowed access, but the hours will be the same for each day. However, you can give that person more than one User ID, for example, one when they are working in the mornings on certain days and another when they are working afternoons on other days.

How do I schedule an employee who works from 11:00 PM through 7:30 AM the following morning?

The app does not allow for the starting and ending time to be on different days. You can give the person access from 11:00 PM until 11:59 PM for their arrival time, but if they need to be able to exit and re-enter after midnight, you would need to create a separate User ID.

What if someone leaves the company? Do I need to be concerned about the data they have on their phone?

If a user leaves the company, you simply delete the user. No data is stored on their phone.

I have logged in, but how can I log out?

You cannot manually log out. However, when you are out of Bluetooth range, you are disconnected from the device. Also, for each device, only one User ID can be logged in at the same time on the same phone.

Can I check the access history of a door?

Yes, the ADMIN (and only the ADMIN) can access the Audit Trail, a record of the last 1,000 events including entries (showing User IDs), egress button presses (anonymous), and various error/warning messages. You can also download this list to your phone, save it to a common folder (Dropbox, etc.), or send it by email for archive.

What happens when the Audit Trail reaches its limit?

When the Audit Trail reaches 1,000 events, it will delete the oldest event as each new event is recorded. If you want to keep a longer-term record, you should regularly save the Audit Trail. After saving, you can delete all records in the Audit Trail on the device to start fresh so that you will have no overlap between Audit Trail files.

Can I check how many users there are? How can I know that someone hasn't secretly added another user without my knowledge?

Only the ADMIN can add/delete/modify users, however, the app's Authorized User Monitor shows the total number of users at the top of the user list page. Compare that number to your known number of users to ensure that no unauthorized user has been added.

I have a very large number of users. Can I edit the list on a computer?

Yes. The ADMIN can export the user list to a CSV file which will automatically be saved to their phone, but can also be saved to a shared folder, shared via a messaging app, or emailed for archive, analysis or editing elsewhere. This list can be imported into Excel or other spreadsheets to view or edit on the computer and can then re-imported. For details, download the detailed *Installation Manual and Administrator Guide* from the product page at www.seco-larm.com.

The audit trail / user list download takes a long time.

The download for a full audit trail (1,000 events) or a very large user list (up to 1,000 users) may take several minutes, depending on your phone's Bluetooth specifications, so different phones may download at different speeds. To start viewing the audit trail or user list immediately, click the "Hide" button on the download popup. The download will continue in the background while you start viewing the latest entries or first users. You can't search until the download is complete, however.

No one was able to access the device when I was downloading the Audit Trail.

All access will be temporarily cut while the Audit Trail is downloading. It's best to download when it's less likely that someone will need to enter. However, note that, due to fire-safety regulations, the egress button will always be active, even during a download of the Audit Trail. However, that egress event will not be recorded in the Audit Trail.

Can I search the Audit Trail to find only what I need?

Yes, the ADMIN can search the Audit Trail based on any sequence of characters in the *ID/Event* and the *By* columns.

I need to search the User List for specific names.

The ADMIN can search the User List for a name based on any sequence of characters in the name. So, for example, searching for "am" would find *Samuel, Pam, and Amadeus*.

My ADMIN left without leaving us the passcode. How do I reset the device?

There are two levels of device reset. The first step resets the ADMIN passcode only. The second step restores the device settings to factory default removing the users, the audit trail, and clearing all custom settings. To perform either type of reset, see the instructions in the *Installation Manual and Administrator Guide* on the product page at www.seco-larm.com.

How do I set the language?

The app will use each individual phone's language settings if it has been translated into that phone's display language. If your phone (or any user's phone) is set to any language for which we don't have a translation, it will default to English.

If there is a power loss or if we have to reinstall a keypad/reader, will it keep the codes and other data that were programmed into it or if we will have to start from scratch once power is reconnected?

No. All settings and data are stored in EEPROM memory on the device and will be retained even when power is lost.

General – User

What if I have a device at home and at work? Can I use the same phone for both?

Yes, you can easily switch between devices through the drop-down box on the home screen. In this case, only one device would be in range at the same time. When you arrive at the office, the office device would automatically connect. When you arrive at home, the home device would automatically connect.

I have logged in to multiple access devices, but I don't see some of them in the app's device drop-down list.

Only ENFORCER *Bluetooth* Access Controllers that are currently within *Bluetooth* range will show in the drop-down list. In other words, you may have logged in to a device at your home and to another at your office, but when you are at home, you will not see your office device in the dropdown since it is not in range.

ENFORCER *Bluetooth*[®] Access Controller User FAQ

I see some access devices in the device dropdown that I don't recognize.

Bluetooth will show any ENFORCER *Bluetooth* Access Controller within range, which could include a neighbor's device if you are very near. However, you (or anyone else) will not be able to log in to or use any of those devices without their login credentials.

What if I forget my User ID or passcode?

Contact the device administrator.

When I press the button to unlock, the icon changes to *Unlocked*, then back to *Locked* even before the door actually relocks.

This is normal behavior. Due to limitations with Bluetooth LE, the device cannot signal the open/closed or locked/unlocked status back to the phone, so the icon is only able to indicate that a signal was sent to the device and then return to normal.

Do I have to always use my phone to unlock the door?

All of our access control devices have at least one other way of unlocking, either by proximity card, keypad (using your passcode), or both.

Can I change my passcode to something that I can more easily remember?

Only your device administrator can change any user information. For better security, it should not be a number that someone might easily guess or know (your phone number, birthday, repeated/consecutive numbers, etc.).

Can I remotely unlock my door for someone?

Your access control device relies on *Bluetooth* wireless technology for operation and is not connected to the Internet, giving you greater security. You must be within *Bluetooth* range which will depend on your phone specifications and physical obstacles or interference.

I tried to unlock my door, but it won't let me in?

There could be multiple reasons for this problem. Check the following options and if this doesn't help, please contact your device administrator.

1. Make sure that the device you want to unlock is the device that is showing in the device dropdown at the top of the home page.
2. Try logging in again with your user name and passcode. A message will pop up to show whether the login was successful or not.
3. The device administrator may have given you scheduled access only on specific days and specific hours.
4. You may have been given only temporary access from a specific date/time to another date/time.
5. You may have been limited only to a specific number of times, between 1 and 255 times.
6. The device administrator may have restricted your access to disallow use of the keypad, card, or app. Try a different method.
7. The device administrator may have temporarily set the device to "remain locked" to allow no user access.
8. The lock may be defective. Please contact your device administrator to check.
9. Check all power connections to the ENFORCER Access Controller and the lock.

I have logged in, but how can I log out?

You cannot manually log out. However, when you are out of *Bluetooth* range, you are disconnected from the device.

I have more than one phone. Can I use the same User ID on both phones?

Yes. However, only one phone can be logged in and connected to the same device at the same time. When you switch between devices, you will have to log in again on the previous device the next time you use it.

I have a limited data plan on my phone. Will this use any data?

The app does not use the internet and does not use any mobile phone data during use. The only time it could use data is when a new version of the app is downloading. Check with your phone's manufacturer to find out how to force it to only update the app when connected to Wi-Fi.

How do I set the language?

The app will use each individual phone's language settings if it has been translated into that phone's display language. If your phone (or any user's phone) is set to any language for which we don't have a translation, it will default to English.

Sharing with Others

Can I share my User ID and/or passcode with others?

This is a great security risk and *not recommended*. In doing so, you are giving that person the same access that you have and they can unlock your door, give to another person, or accidentally lose the paper that they wrote it on. Instead, contact your device administrator for a separate User ID/passcode for that person which could be permanent, temporary, or scheduled.

I need to give temporary access to a service technician or delivery person. How can I do that?

There are two ways to give temporary access, depending on your needs. However, both can only be done by the device administrator. They can create a temporary User ID and limit the person to a specific number of times (1-255 times) or to a specific time period (beginning at a specific date/time and ending at a specific date/time).

I have a consultant who will be working with us for a few days. How can I give them access during that time?

Ask your device administrator to create a User ID/passcode for that person and set their user type to *temporary* (for a single day) or to *scheduled* on specific days and times. Remember to remove them when their work is finished.

Can I share my access key (User ID/passcode) with someone over the internet?

You cannot directly do so since your access control device is not exposed to the internet. You can ask your device administrator to create a temporary User ID/passcode and email that information to them.

Privacy and Security

Does SECO-LARM or anyone else have access to my data?

Your ENFORCER *Bluetooth* Access Control device has no connection to the internet and thus no information can be remotely shared with SECO-LARM or any third party. All data is stored on the device and not on the internet. The only person with data access is the device administrator.

Is the data encrypted between the phone and device?

The devices have integrated Bluetooth with AES128 encryption. All access is passcode protected and monitored by the ADMIN only. Nothing is sent to any third party or stored in the cloud.

My ENFORCER *Bluetooth* Access Controller was installed and set up by a professional installer. How can I ensure that he didn't add an extra user and can't return and unlock my device later?

After installation, the installer should have given the device administrator (ADMIN) login credentials to you or some other person responsible for your location. It is important that the new ADMIN change that passcode immediately.

You can also make use of the *Authorized User Monitor* feature. The user list shows the total number of users at the top of the page. Compare this to the number of users that you have authorized. If there is a discrepancy, you can review the list to find what user may have been added.

ENFORCER *Bluetooth*[®] Access Controller User FAQ

What if I lose my phone? If someone finds it, can they unlock the door?

We strongly recommend that your phone security settings be set to lock your device when the screen is turned off and require authentication to unlock the phone. If the phone is locked, it cannot be used to unlock your door. However, we still recommend you ask your device administrator to change your passcode as soon as possible.

I'm changing phones. How can I make sure that no one can use my old phone to unlock my door?

No data is stored on the phone. A UUID is used for authentication and is stored on the device, not on your phone. However, for general security precautions, all phone manufacturers suggest that you always do a hard reset of your phone to remove all data when you discard it.

What if the ADMIN loses their phone?

Login information is not stored on the phone but for increased security, the ADMIN should log in to the device with a different phone and change the ADMIN password. Many phones allow the user to remotely erase or lock a lost phone. We recommend you do that immediately, if possible.