



# ENFORCER *Bluetooth*® Access Controller User FAQ

Edited September 25, 2020

## 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 is via a visual, intuitive smartphone app.

### What's the advantage of using a phone app?

For the ADMIN, it is vastly easier to setup 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 and 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 smart phone, 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). With app-based management, there is no need to call the installer. All management and changes can be handled the device owner/administrator.

### Where is the main controller installed?

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

### Do you provide PC-based software? Are the data accessible by 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](http://www.seco-larm.com) for more detail.

### 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 toggled between ON and OFF.

### Can I limit the access of some users?

Yes. The ADMIN can set any user to permanent (default, unlimited access), scheduled (by choosing the days and starting/ending times), number of times (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 can set the output mode that will be the global default (timed relock for a certain relock time or toggle) for all users, but can also set certain individual users to a different output mode that overrides the global setting.

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## **ENFORCER *Bluetooth*<sup>®</sup> Access Controller User FAQ**

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### **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. In addition, the ADMIN can choose what method an individual user can use. For example, a visitor can be limited to using the keypad, an 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 to set it to remain unlocked at opening time and then return it to normal at the end of the day. Or you can set up one or more User IDs to "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](http://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 including entries (showing User IDs), egress button presses (anonymous), and various error/warning messages. You can also download this list as a .CSV file to save to your phone, share to common folder (Dropbox, etc.) or messaging app, or send 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 maximum?**

When the Audit Trail reaches 1,000 events, it will delete the oldest event when a new event is recorded. If you want to keep a longer term record, it's important that you regularly download the Audit Trail. After downloading, 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.

### **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.

### **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 smart watch?**

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, *Bluetooth* LE devices 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 those that you have authority 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). In addition, we provide a User Instruction template that the ADMIN can give to users with their ID, passcode, and other basic information, as well as a short instructional video.

### **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 dropdown box on the home screen, or 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 will 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 will be logged out.

### **Are the devices weather resistant?**

Yes, all devices have an IP67 rating.

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

The devices have a two-step reset process. The first step resets the ADMIN passcode and the second 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 a device, they can backup that device' 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 (currently only on Android phones). Simply login and ADMIN to the other device and restore the backup from the first device. After finishing, change the second devices device name.

### **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 and log in as ADMIN and import the saved user list.

### **Can individual users have different access schedules?**

Yes. The default for all users is permanent access, 24/7. However, each individual may be scheduled for different times and dates. 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.

## **ENFORCER *Bluetooth*<sup>®</sup> Access Controller User FAQ**

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### **Can someone be given temporary access?**

Yes. Temporary access can be given from a certain date and time to another date and time. You can also give access limited to a certain 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 simply deletes the user. No data is stored on their phone and after deleting them, they will have no access (whether card, keypad, or app).

### **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 from the ADMIN phone. When the time changes, the ADMIN will need to log in and open the settings screen to update the device clock to the new time.

### **Can users just 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 near the device, 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, including 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 download the app 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.

### **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.

## **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 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 dropdown list.**

Only ENFORCER *Bluetooth* Access Controllers that are currently within *Bluetooth* range will show in the dropdown list. In other words, you may be logged into 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 dropdown 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. However, you 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 from the ADMIN phone. When the time changes, the ADMIN will need to log in and open the settings screen to update the device clock to the new time.

**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 that. If 24-hour time, the app will use that 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 to set it to remain unlocked at opening time and then return it to normal at the end of the day. Or you can set up one or more User IDs to "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](http://www.seco-larm.com).

**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?"

**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. And, one ADMIN could change anything, including the passcode, without the other's knowledge, so 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 certain days and times.

**Can I schedule a user to different hours on different days?**

No. You can schedule the days and hours for those days, 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 someone who comes to work at 11:00 PM and gets off the next morning at 7:30 AM?**

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, and if they need to be able to exit and re-enter after midnight, you would need to create a separate User ID.

## **ENFORCER Bluetooth® Access Controller User FAQ**

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### **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 to common folder (Dropbox, etc.), or send by email for an archive.

### **What happens when the Audit Trail reaches its maximum?**

When the Audit Trail reaches 1,000 events, it will delete the oldest event when a new event is recorded. If you want to keep a longer term record, it's important that you regularly download the Audit Trail. After downloading, 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 saved to their phone and then save it to a shared folder, share it with a messaging app, or email it for archive, analysis or editing. This list can be imported into Excel or other spreadsheets to view or edit on the computer and then re-imported. For details, download the detailed *Installation Manual and Administrator Guide* from the product page at [www.seco-larm.com](http://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 the 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 and the download will continue in the background while you start viewing the latest entries or first users. However, you can't search until the download is complete.

### **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 certain names.**

The ADMIN can search the User List for a name based on any sequence of characters in the name. So, 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 level only resets the ADMIN passcode. The second level 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](http://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.

**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 dropdown box on the home screen, or 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. 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 dropdown list. In other words, you may be logged into 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.

**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. However, you will not be able to log in 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.

## ENFORCER *Bluetooth*<sup>®</sup> Access Controller User FAQ

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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. Make sure that you are logged in. To do this, click on the Log In icon and log in again.
3. The device administrator may have given you scheduled access, only on certain days and certain hours.
4. You may have been given only temporary access from a certain date/time to another date/time.
5. You may have been limited only to a certain number of times, between 1 and 255 times.
6. The device administrator may 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 UserID on both phones?**

Yes. However only one phone can be logged in 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, including 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 download 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 even 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 certain number of times (1-255 times) or to a certain time period (beginning at a particular date/time and ending at a particular date/time).

### **I have a consultant who will 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. Give the administrator the starting and ending date and time that you wish to give them access.

### **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 or a phone. 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) log in credentials to you or some other person responsible for your location. It is important that the 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 and if there is a discrepancy, you can review the list to find what user may have been added.

### **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.