

DOM Tapkey

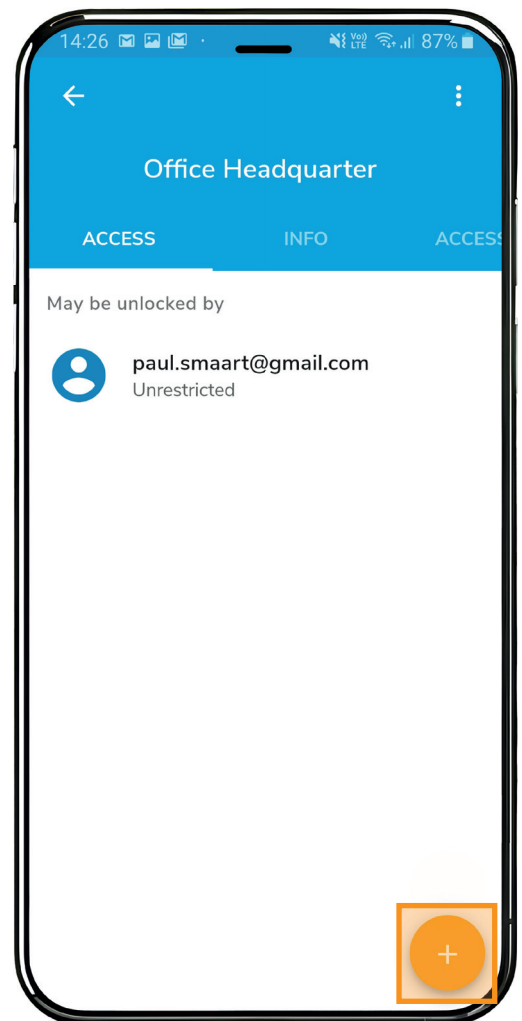
User manual

How can I grant weekly recurring access permissions?

DOM TAPKEY - USER MANUAL

You do not only have the option of assigning time-limited permissions, but also give weekly recurring authorisations. In order to grant weekly recurring access permissions, just follow these steps:

1. Tap + button
in details of the specific lock



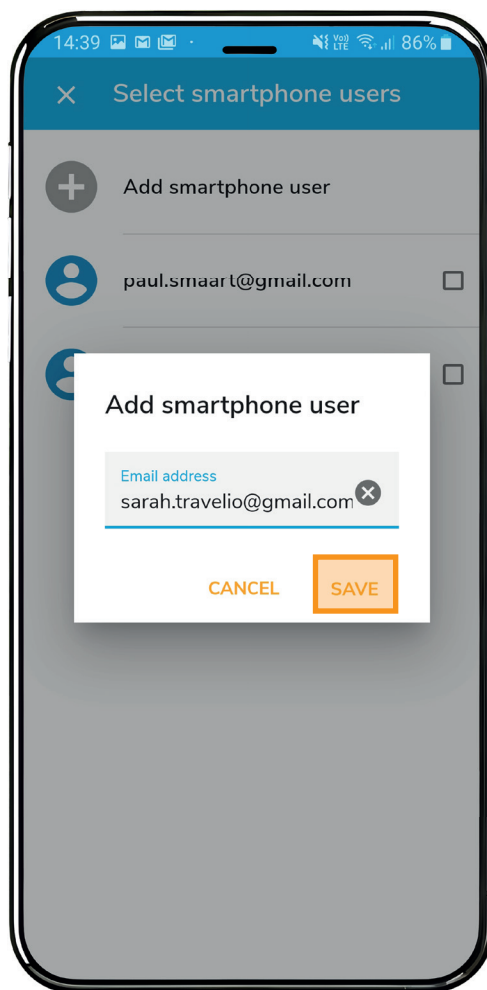
1.

How can I grant weekly recurring access permissions?

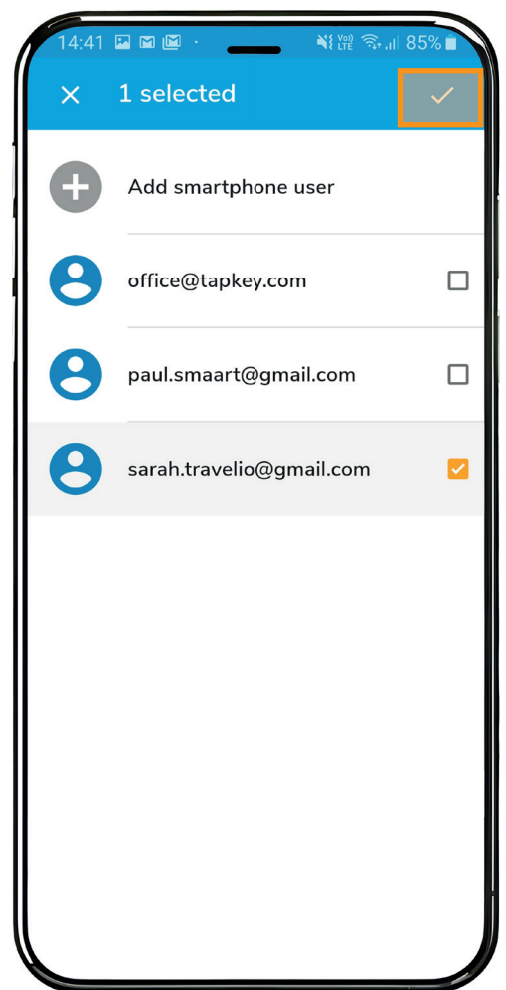
DOM TAPKEY - USER MANUAL

2a. Type the person's mail address and save it to add a new smartphone user

2b. Select a person from the suggestion list to add an existing smartphone user



2a

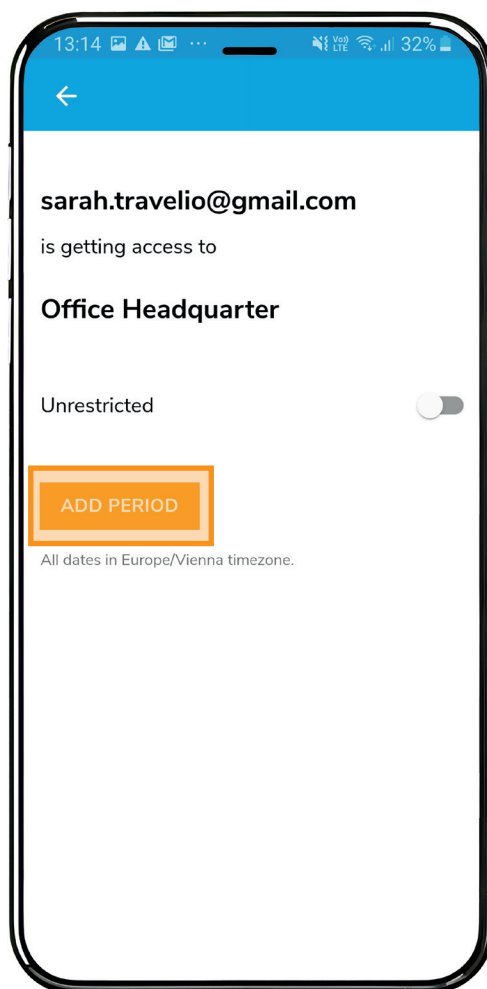


2b

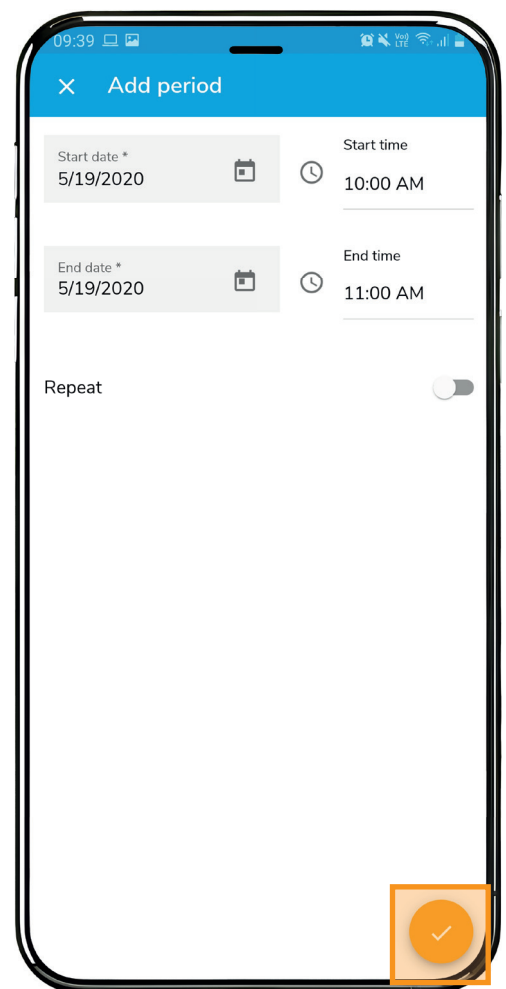
How can I grant weekly recurring access permissions?

DOM TAPKEY - USER MANUAL

3a. + 3b. Add period
Deactivate the button
Unrestricted and add a period.



3a



3b

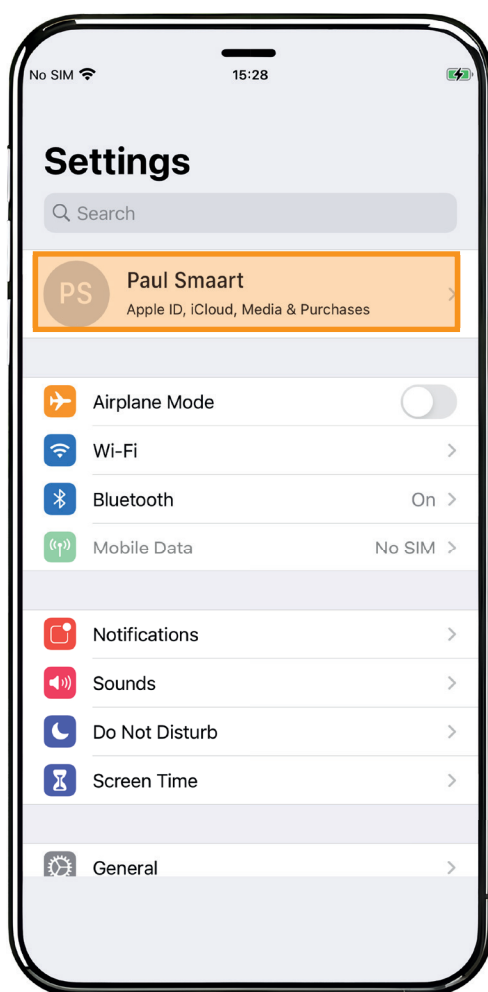
How to cancel a smartphone user pack on iOS devices

DOM TAPKEY - USER MANUAL

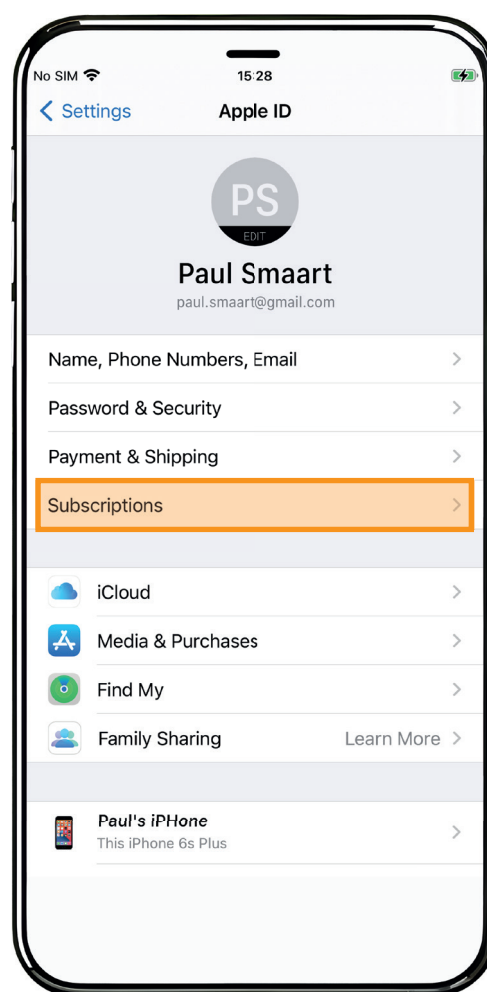
There are many reasons why a user pack just doesn't fit anymore. We understand that. So here are the instructions on how to cancel a smartphone user pack on iPhones.

First of all, open the system settings on your iPhone and follow these steps:

1. Select the settings of your Apple ID in this case Paul Smaart
2. Open the section Subscriptions



1.



2.

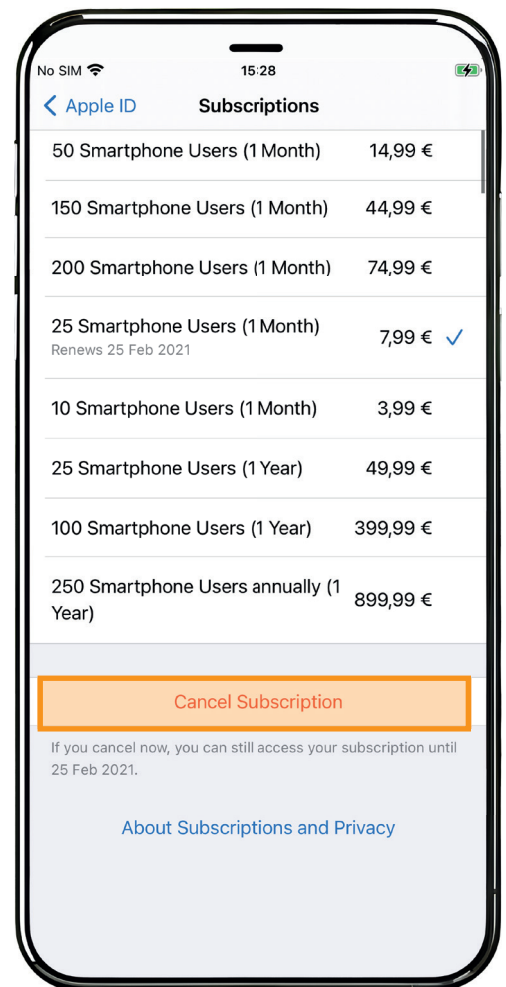
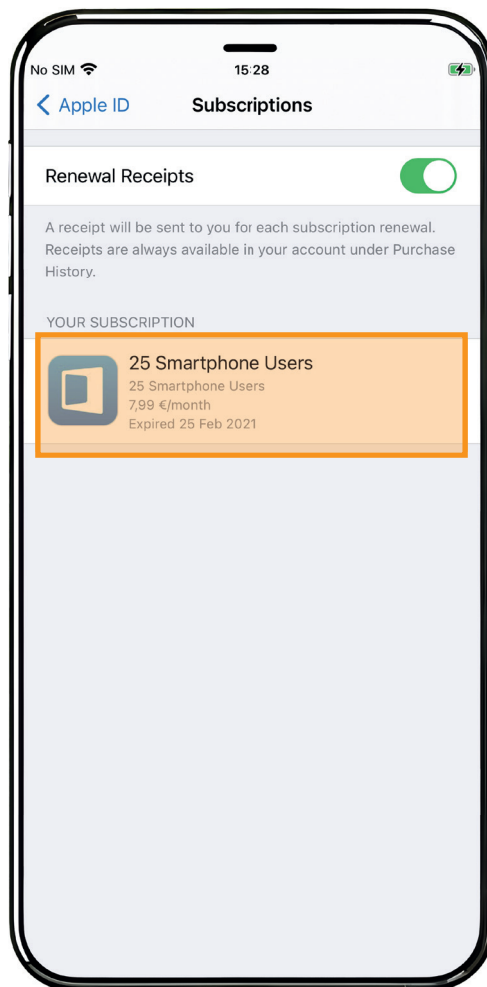
How to cancel a smartphone user pack on iOS devices

DOM TAPKEY - USER MANUAL

3. Choose your Tapkey subscription

Scroll down and choose
Cancel Subscription

Your subscription is now cancelled,
but you can reactivate your
smartphone user pack at any time.



3.



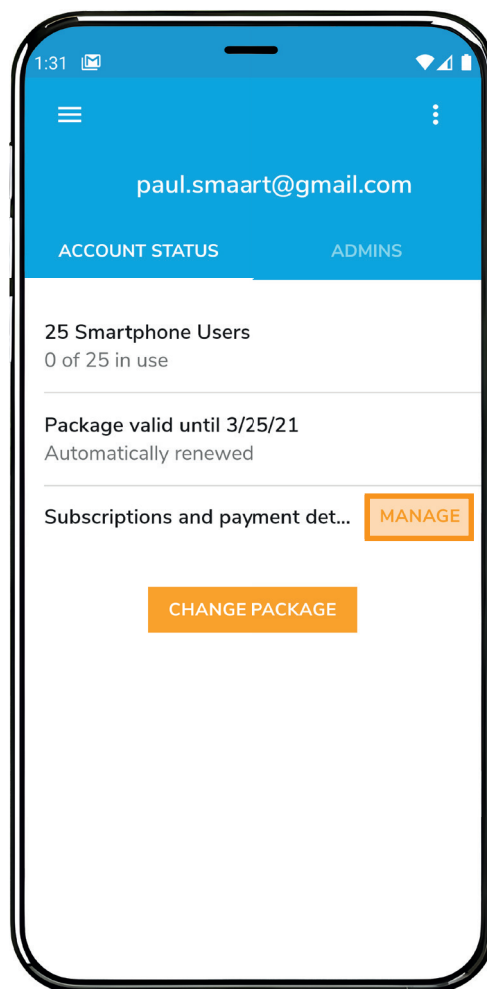
How to cancel a smartphone user pack on Android devices

DOM TAPKEY - USER MANUAL

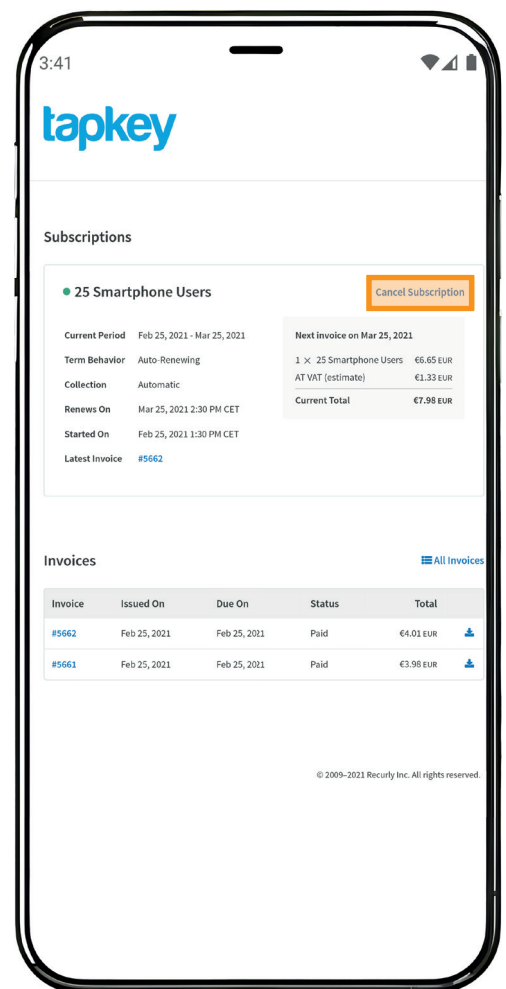
There are many reasons why a user pack just doesn't fit anymore. We understand that.

So here are the instructions on how to cancel a smartphone user pack on Android devices:

1. Press Manage in subscriptions and payment details under your settings in the Tapkey app
2. Tap on Cancel Subscriptions



1.



2.

How to cancel a smartphoner user pack on Android devices

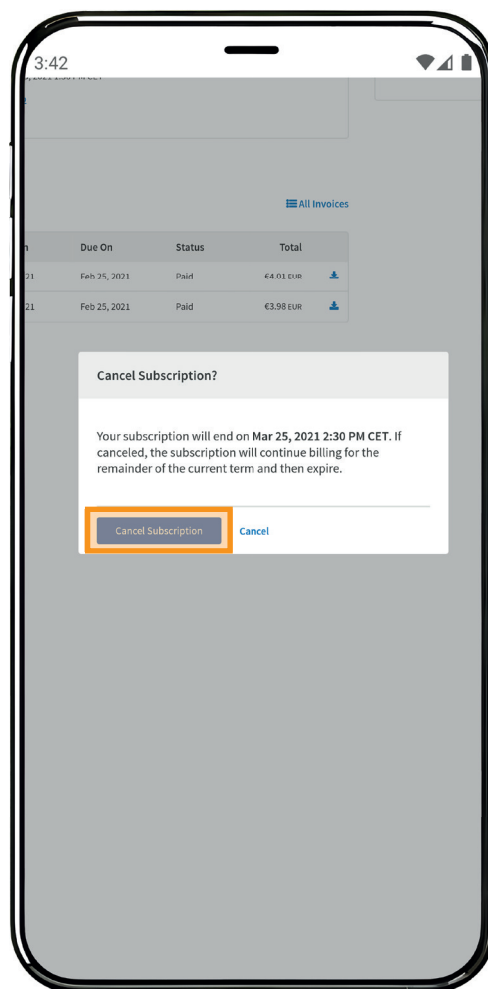
DOM TAPKEY - USER MANUAL

3. Confirm the cancellation

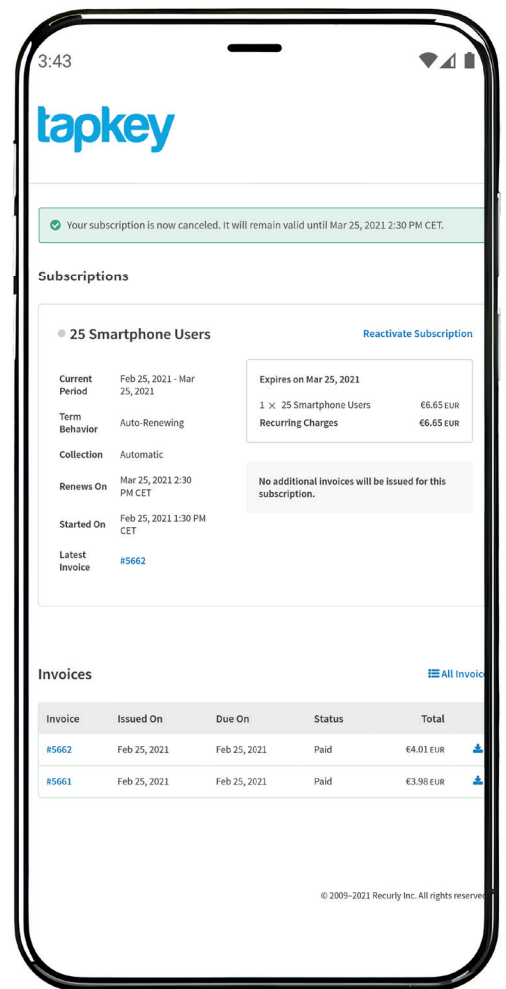
Please be aware that the subscription will continue billing for the remaining of the current term and then expire.

Your subscription is now cancelled.

You can reactivate your smartphone user pack at any time.



3.

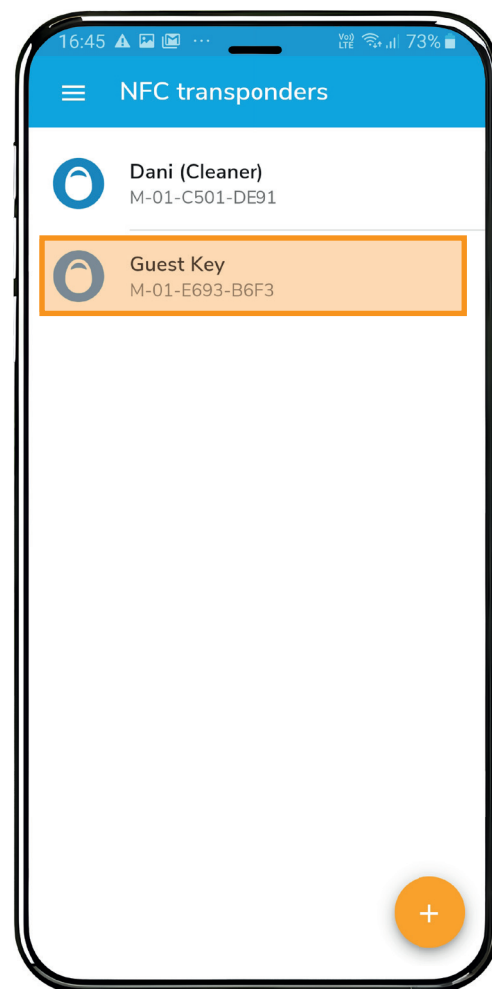


How to deactivate a lost or stolen NFC transponder

DOM TAPKEY - USER MANUAL

In case you lose a NFC Transponder or it gets stolen, you can deactivate it at the push of a button.

1. Select lost transponder in NFC Transponders list

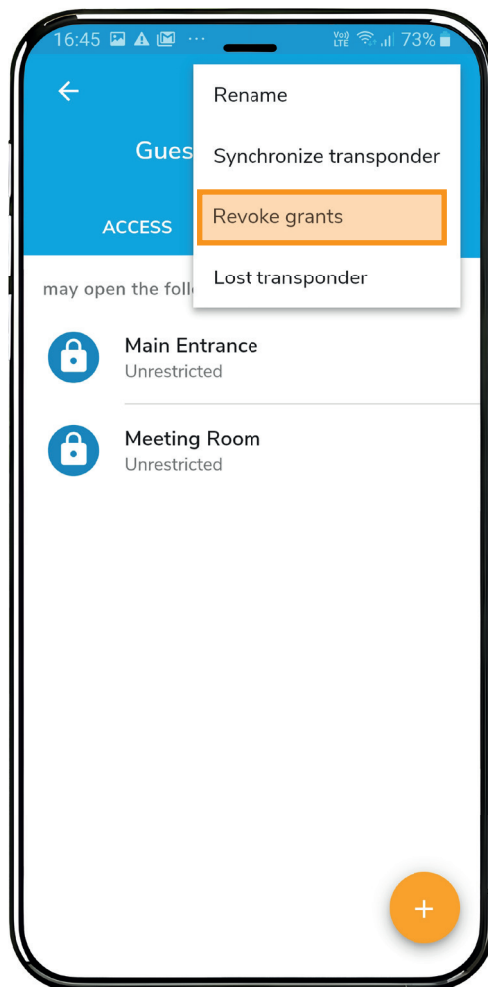


1.

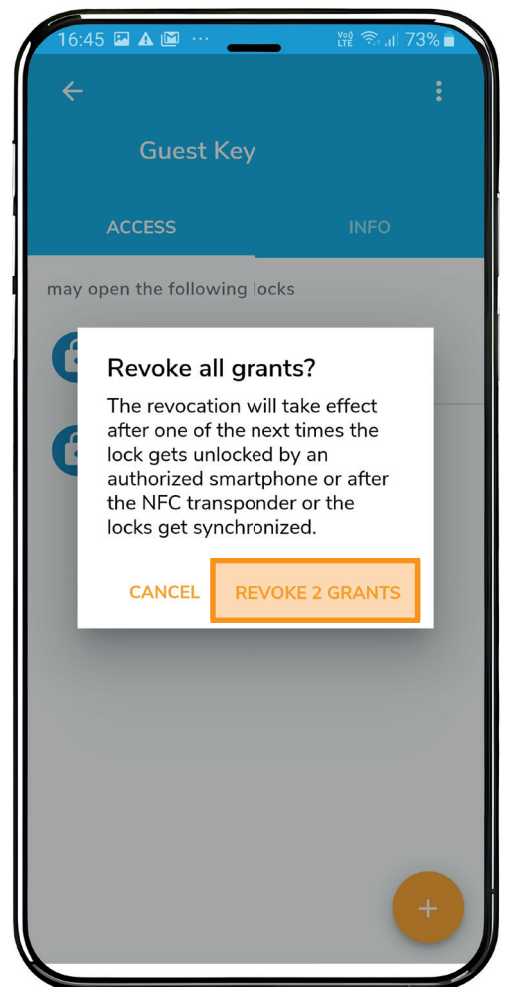
How to deactivate a lost or stolen NFC transponder

2. Tap More button and select Lost transponder in the right corner

3. Revoke all grants on the transponder



2.



3.

How to deactivate a lost or stolen NFC transponder

4. Tap More button and select Delete

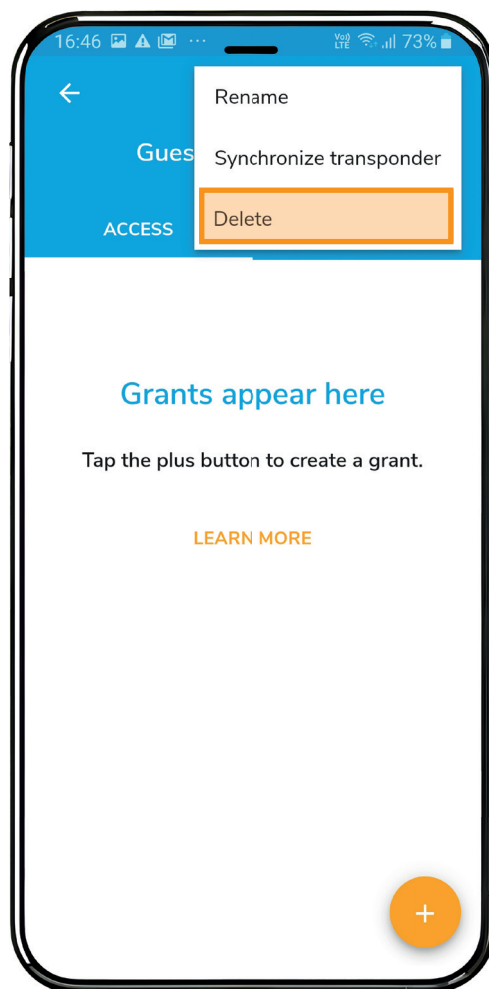
This field only appears, if there are no more grants on the transponder.

The transponder has been deleted

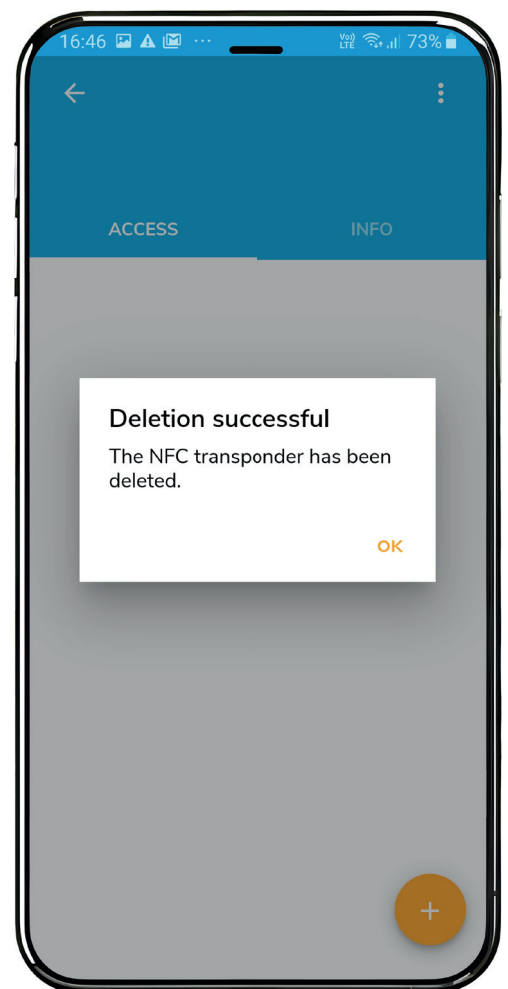
Please note that this change only becomes active after one of the next unlock activities with a smartphone that has internet connection or

another active NFC transponder.

Alternatively you can manually synchronise the lock under Maintain Lock.



4.



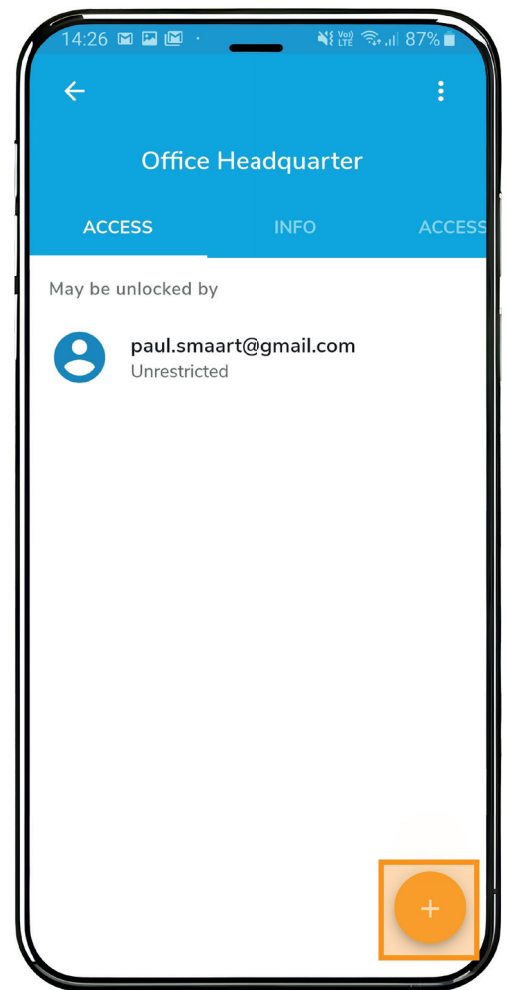
How to grant access to a new or existing contact

DOM TAPKEY - USER MANUAL

Regardless of your locking product (Smart Lock, Smart Reader or Padlock) you can manage access with the

Tapkey app. Learn how to grant mobile access to a new or existing person.

1. Select specific lock and tap + button under the menu item Locks



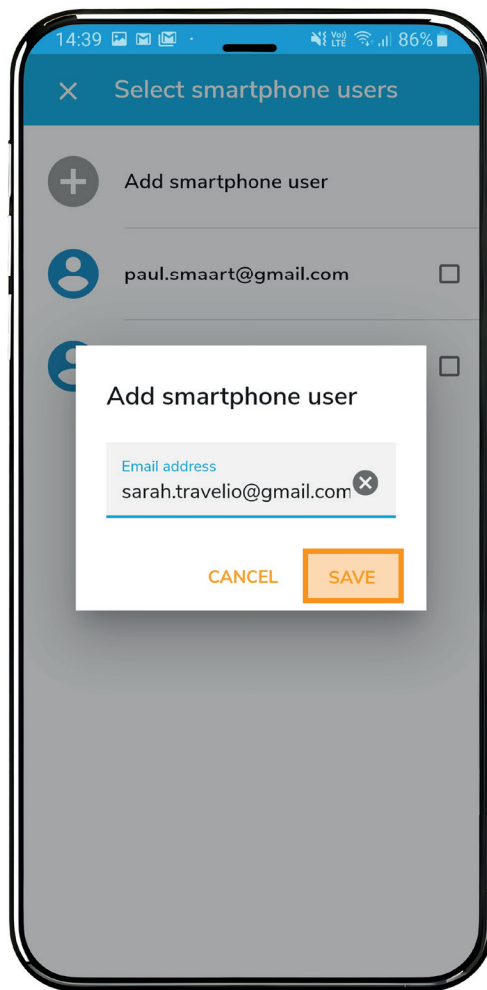
1.

How to grant access to a new or existing contact

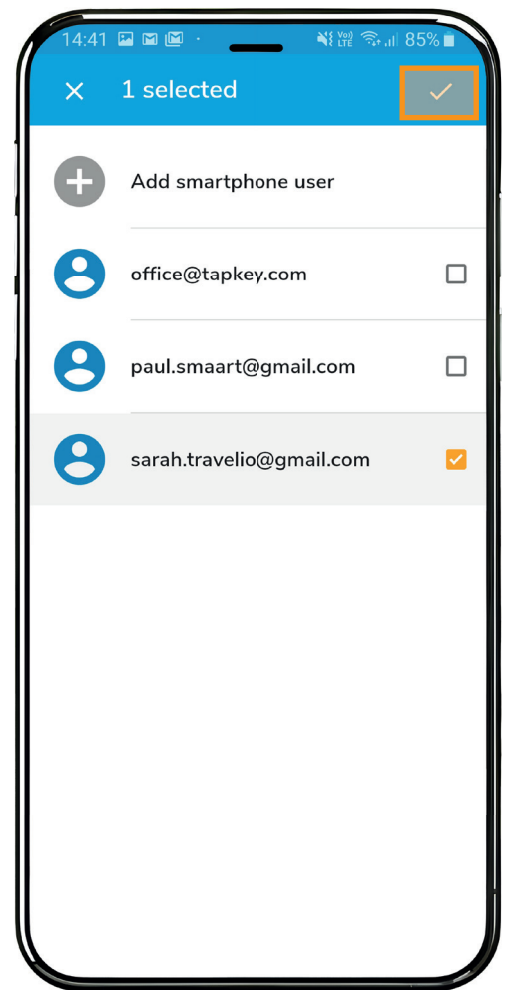
DOM TAPKEY - USER MANUAL

2a. Type the person's mail address and tap add to add a new contact (smartphone user)

2b. Select a person from the suggestion list to add an existing contact (smartphone user)



2a

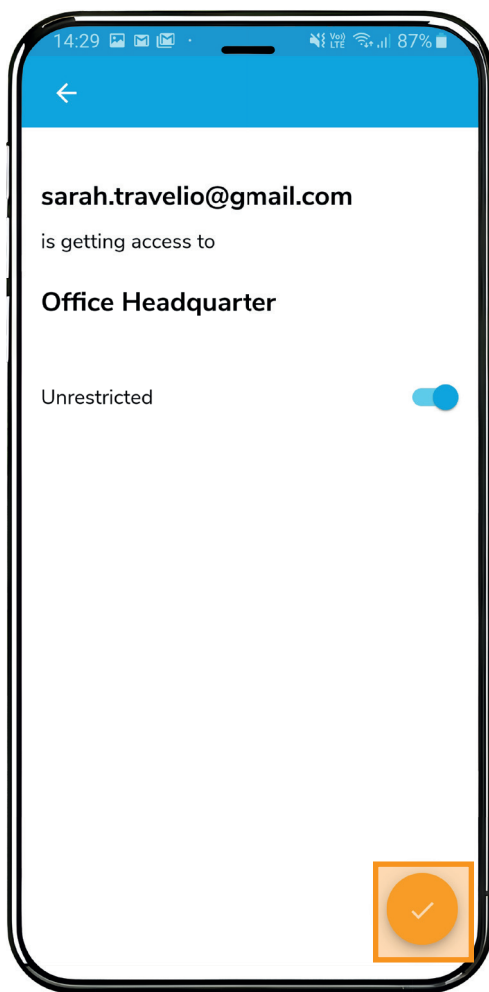


2b

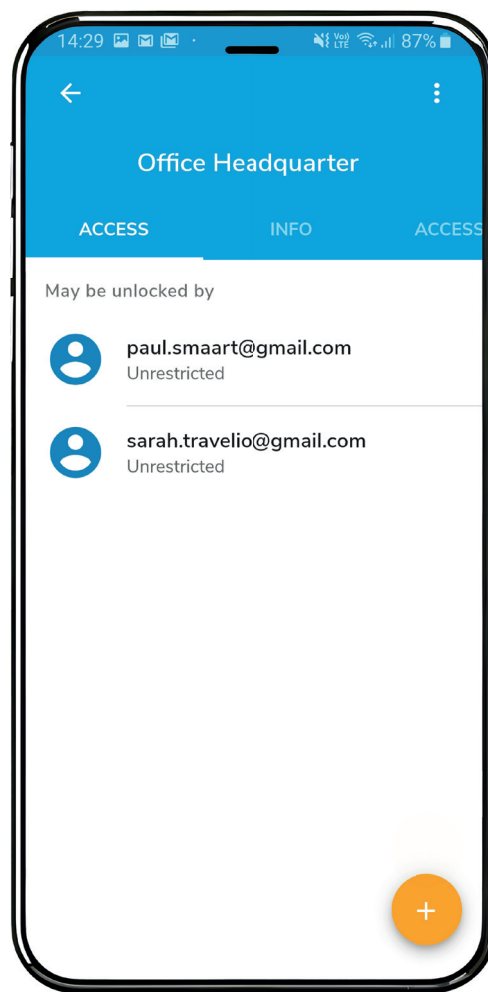
How to grant access to a new or existing contact

DOM TAPKEY - USER MANUAL

- 3. Tap button to grant access
 - Optionally restrict validity.
 - Find out how to set time restrictions.
 - Access is now granted!



3.



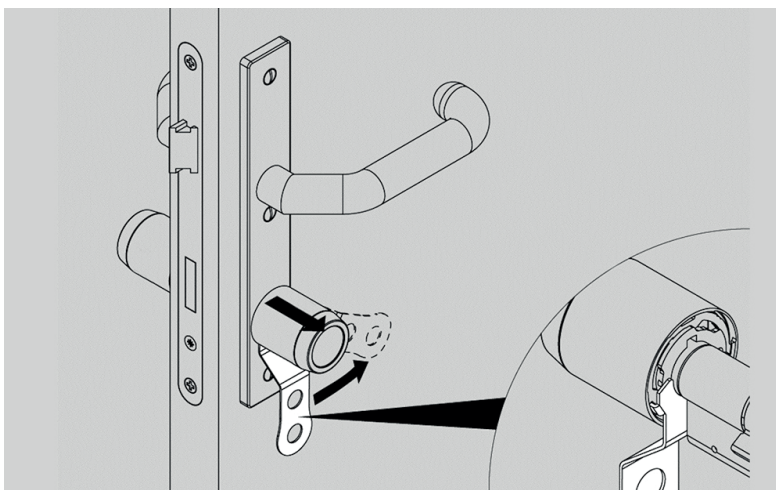
How to replace a battery

DOM TAPKEY - USER MANUAL

No worries. The battery of your smart lock can be replaced from the outside, even with your door locked. An empty battery does not let anyone

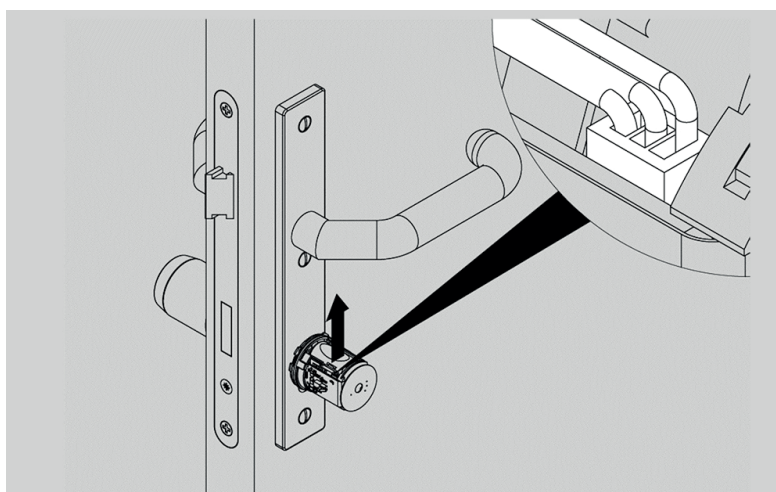
access your premises. This guide shows you how to replace your smart lock's battery. Make sure to take proper measures to avoid

electrostatic discharge that can destroy your device, e.g. by touching a radiator.



1. Remove Cap

Release the knob's cap using the tool shipped with your smart lock, as shown in the picture above. Gently pull off the cap from the knob.

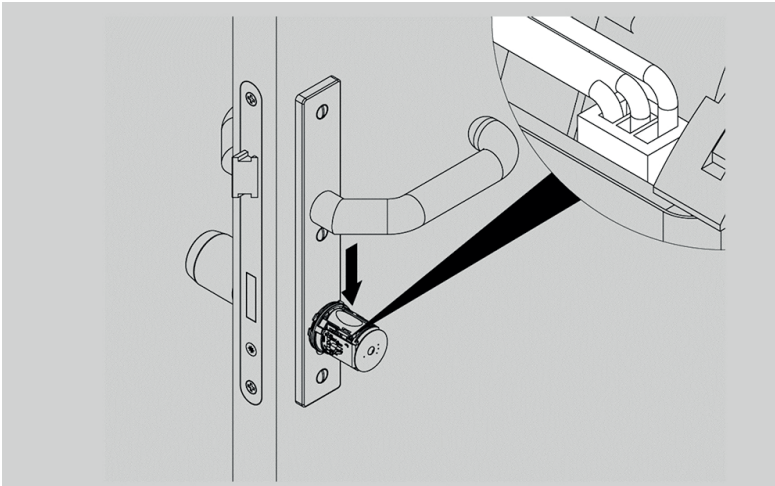


2. Remove Old Battery

Disconnect the battery by unplugging the battery connector and removing the old battery. Try getting a grip on the connector itself rather than just the cable, to avoid tearing it off.

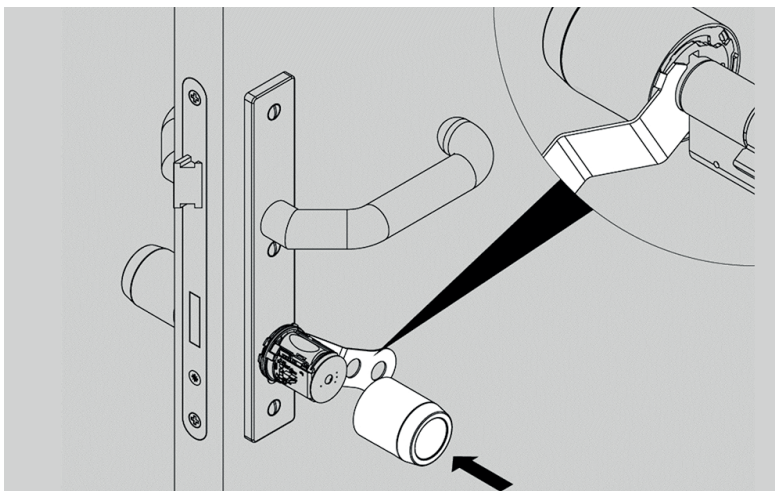
How to replace a battery

DOM TAPKEY - USER MANUAL



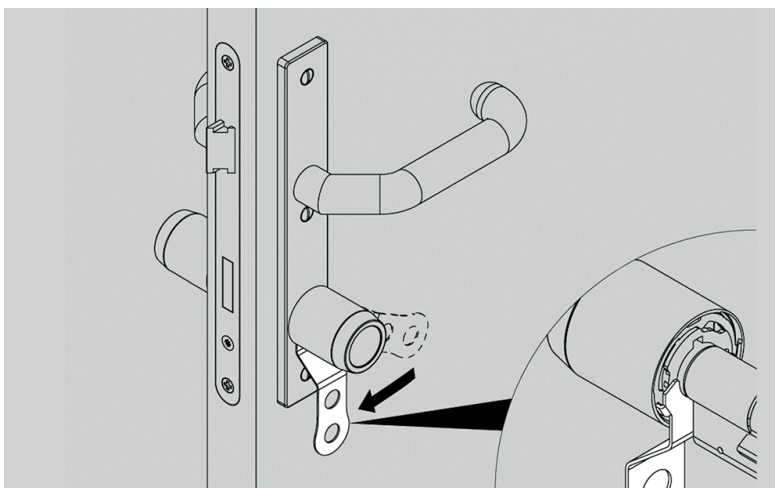
3. Insert New Battery

Insert the new battery and connect it with the device. The connector only fits in one orientation for reverse battery protection. Make sure everything works as desired by presenting an authorized transponder or smartphone.



4. Put the Cap Back On

Position the tool on the back of the knob as shown in the picture. Now, gently put the cap back on. The cap can only be put on in one specific orientation. Take a look at the two notches at the top and the bottom inside of the cap, that mark the middle position. They also have a different width and will only allow the cap to go onto the knob in the proper position. Be careful!



5. Latch the Cap

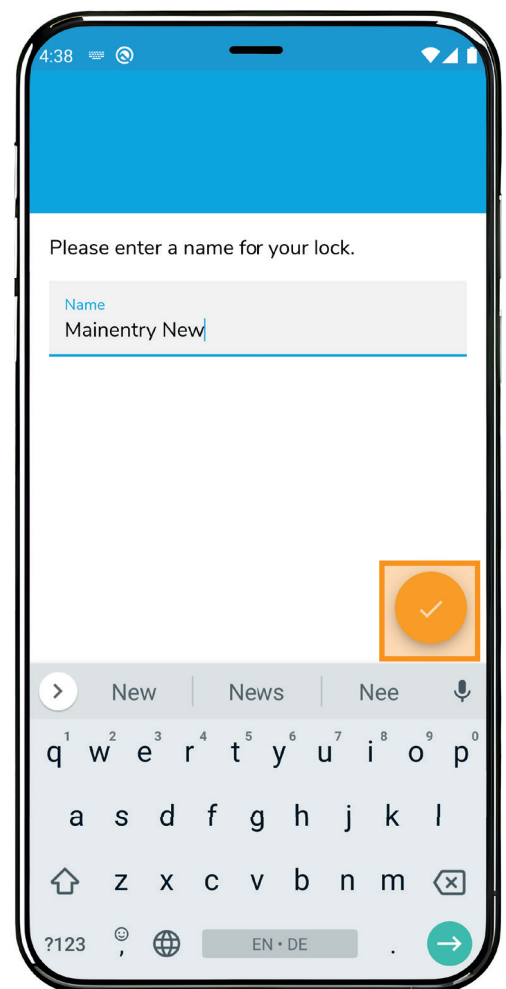
Latch the cap by using the tool as shown in the picture above. Again, make sure that everything works as desired by presenting an authorised transponder or smartphone.

How to replace a broken lock

DOM TAPKEY - USER MANUAL

If a lock is broken for any reason, you can replace it in just a few steps—without losing the access permissions on it.

1. Register your new lock and name it
example: Mainentry New



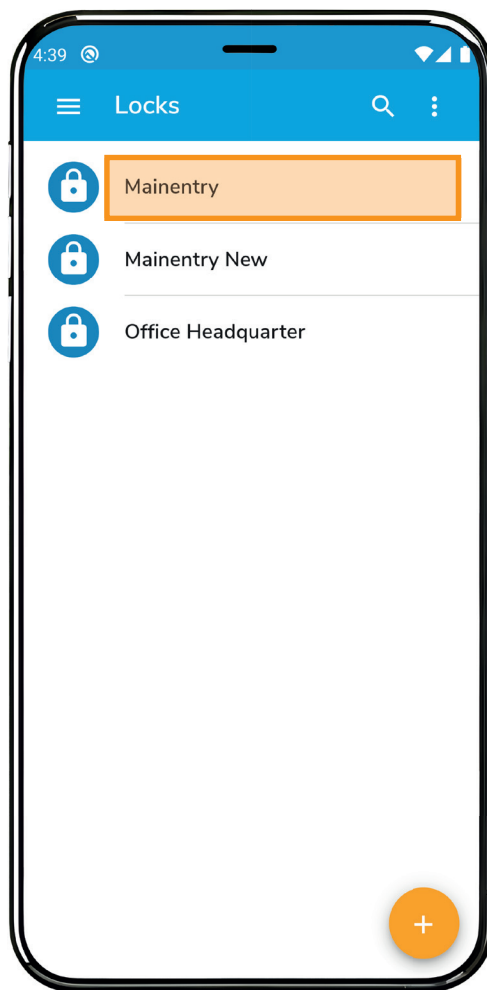
1.

How to replace a broken lock

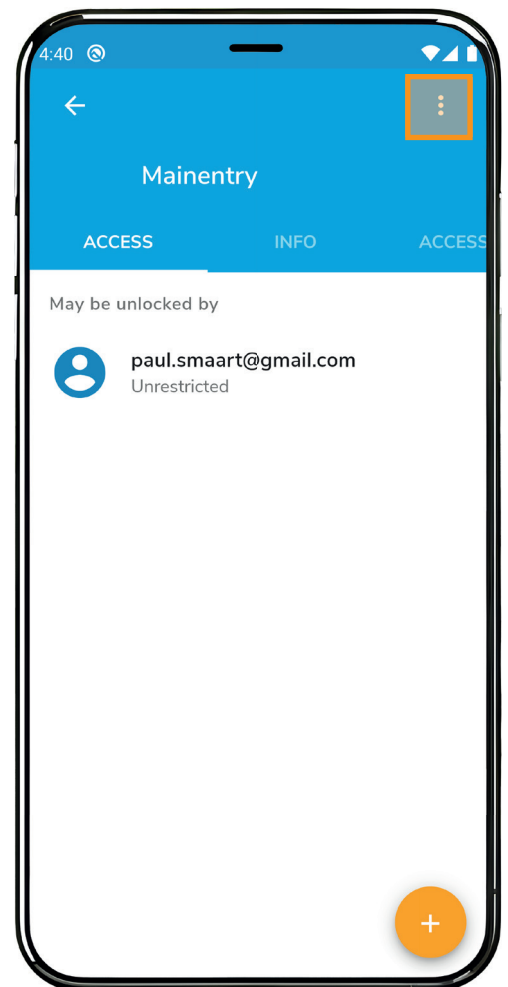
DOM TAPKEY - USER MANUAL

2. Choose the old lock, that you want to replace
example: Mainentry

3. Press the button More in the right corner



2.



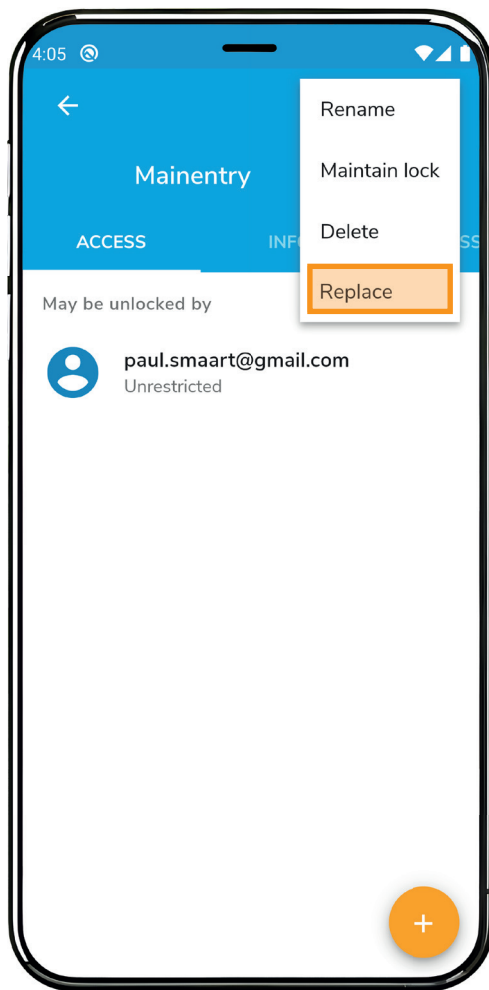
3.

How to replace a broken lock

DOM TAPKEY - USER MANUAL

4. Press the button Replace

5. Choose the newly registered lock
example: Mainentry New



4.



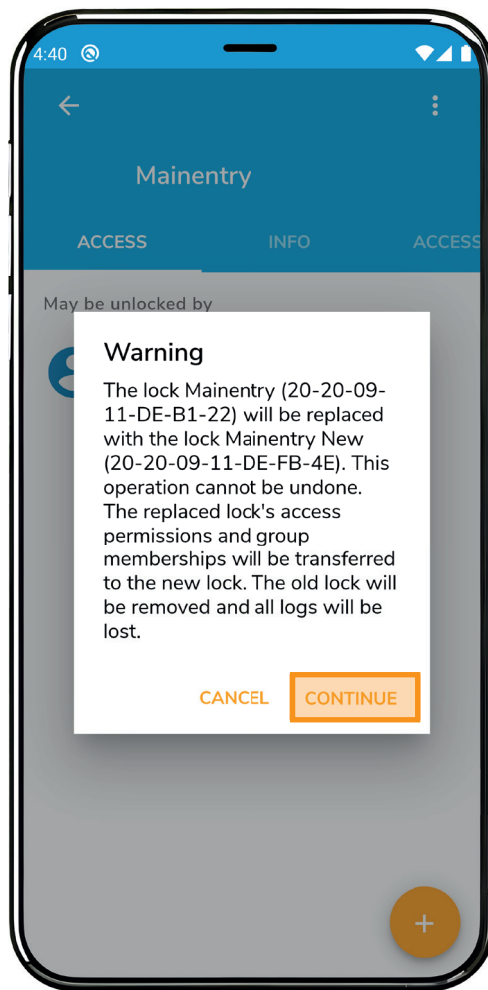
5.

How to replace a broken lock

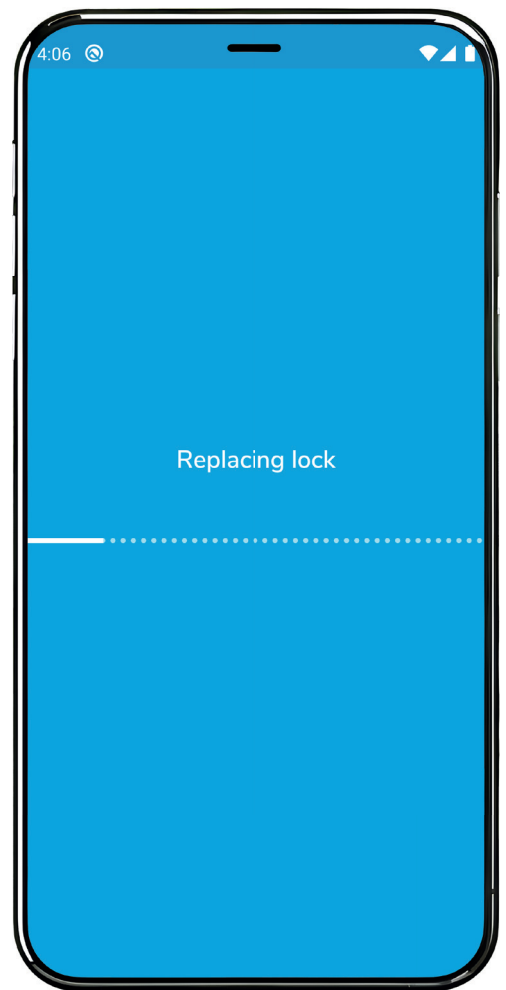
6. Click Continue

Note that this operation cannot be undone. The access log of the old lock will be deleted.

7. Wait till the lock is replaced



6.



7.

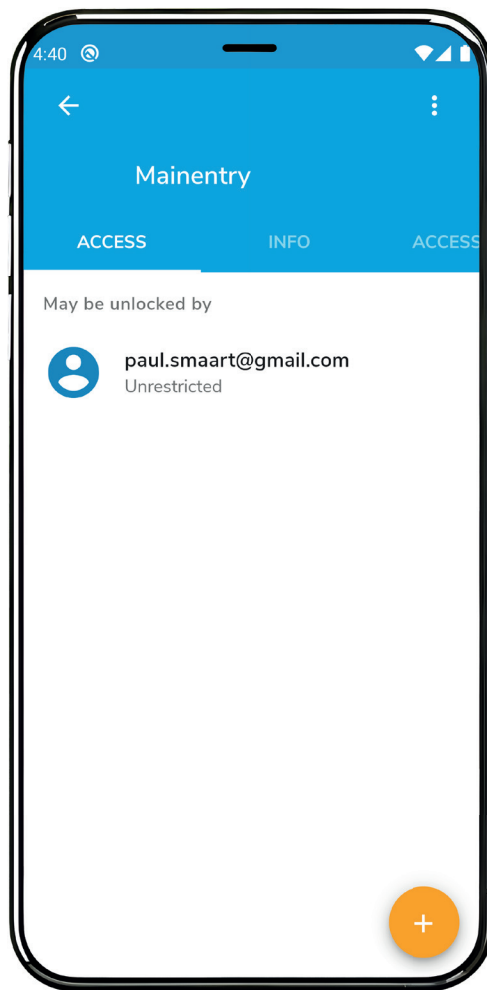
How to replace a broken lock

DOM TAPKEY - USER MANUAL

8. The permissions of the old lock have been adopted now

lock name is shown example: Mainentry

In the lock overview the original



8.

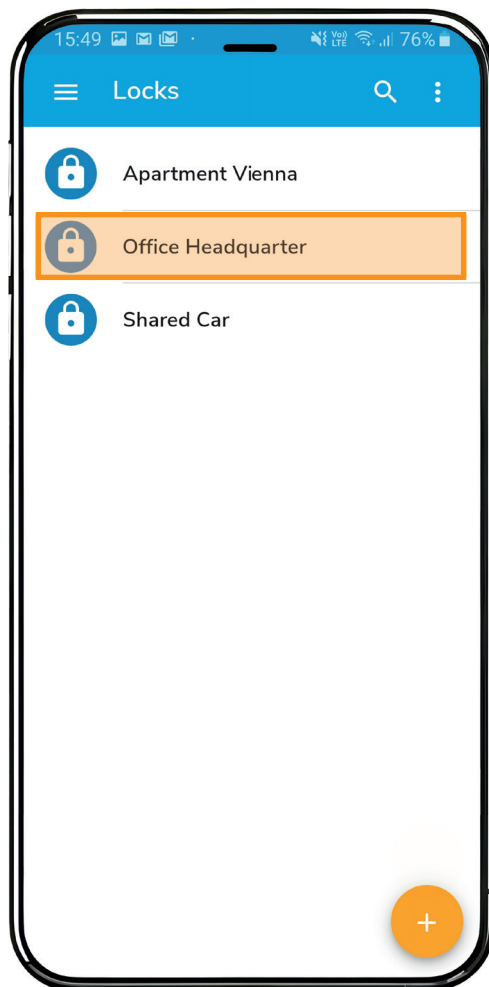


How to revoke access

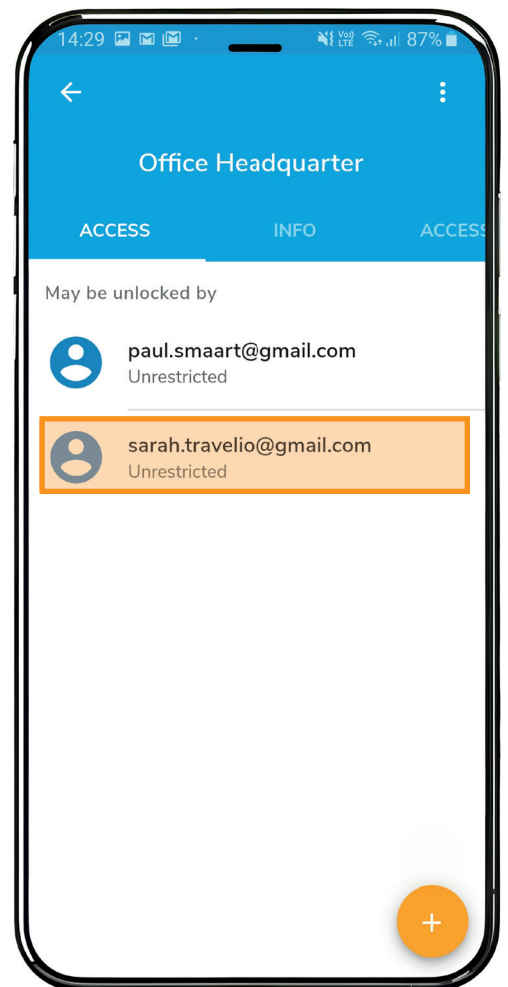
DOM TAPKEY - USER MANUAL

As an admin you're allowed to revoke access from a specific person. See how easy it is.

1. Select lock in Locks list
2. Select person from which access should be revoked



1.

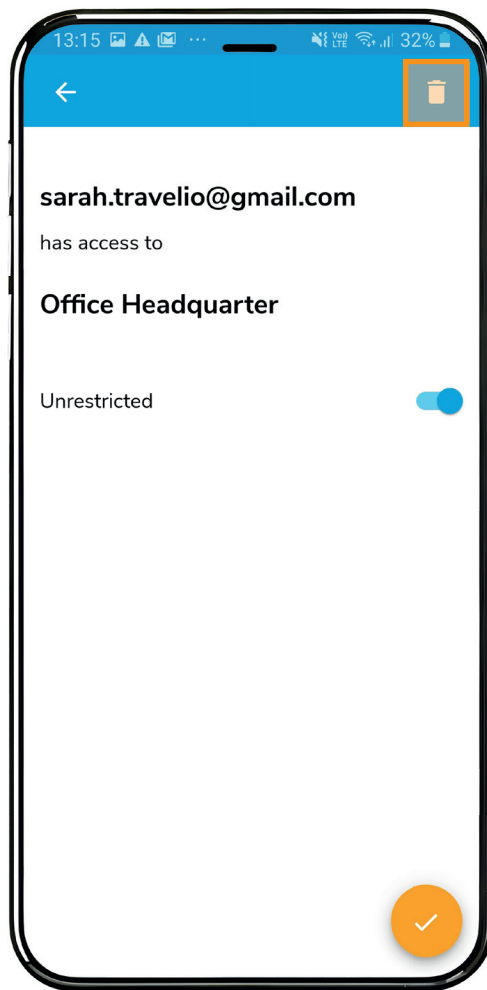


2.

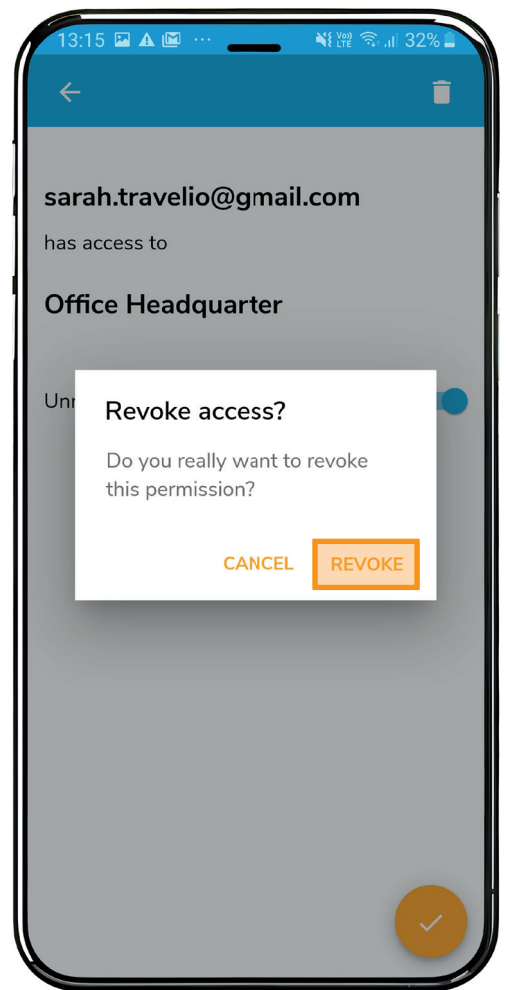
How to revoke access

3. Tap bin button to revoke access at the right corner

Confirm revocation!
You revoked access permission successfully.



3.

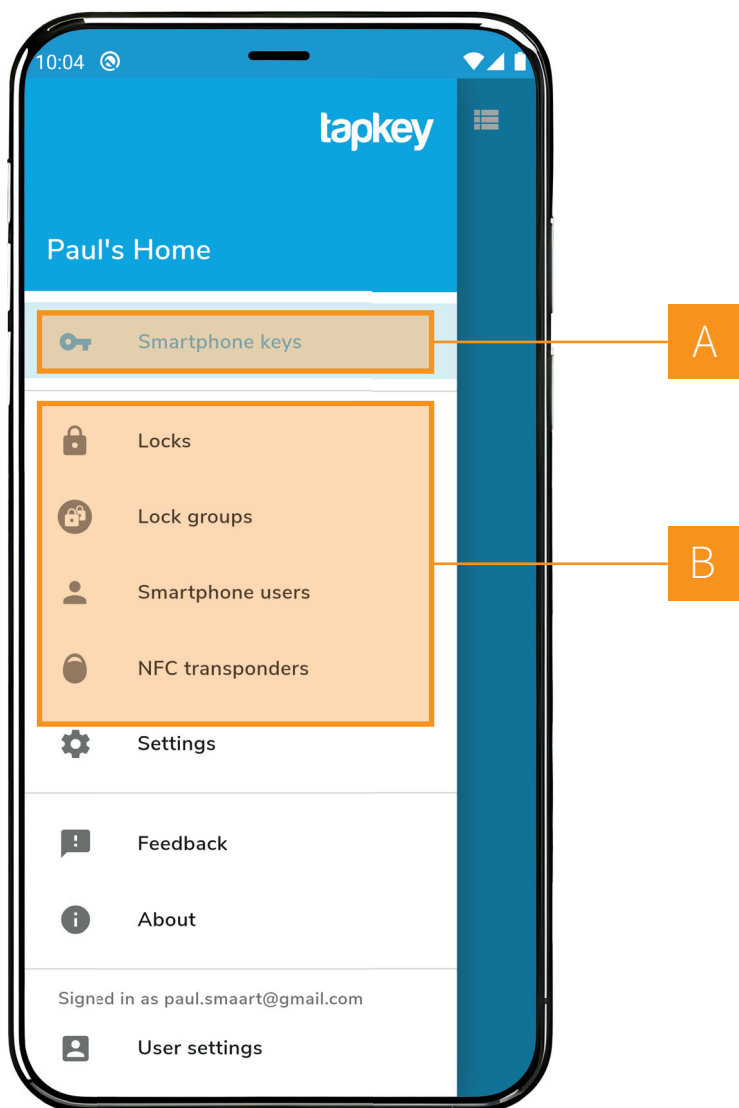


About Tapkey app

DOM TAPKEY - USER MANUAL

The Tapkey App can be downloaded for free. With the Tapkey App you can assign smartphone keys and keep track of all access permissions.

It can be used by a private person to unlock doors (A), but also by lock owners who want to manage access (B).



About Tapkey app

DOM TAPKEY - USER MANUAL

If you grant access to other persons, e.g. coworkers, following areas in the Tapkey app are relevant for you:

A. Locks

View and manage your own locks.

B. Smartphone users

Manage people who you granted

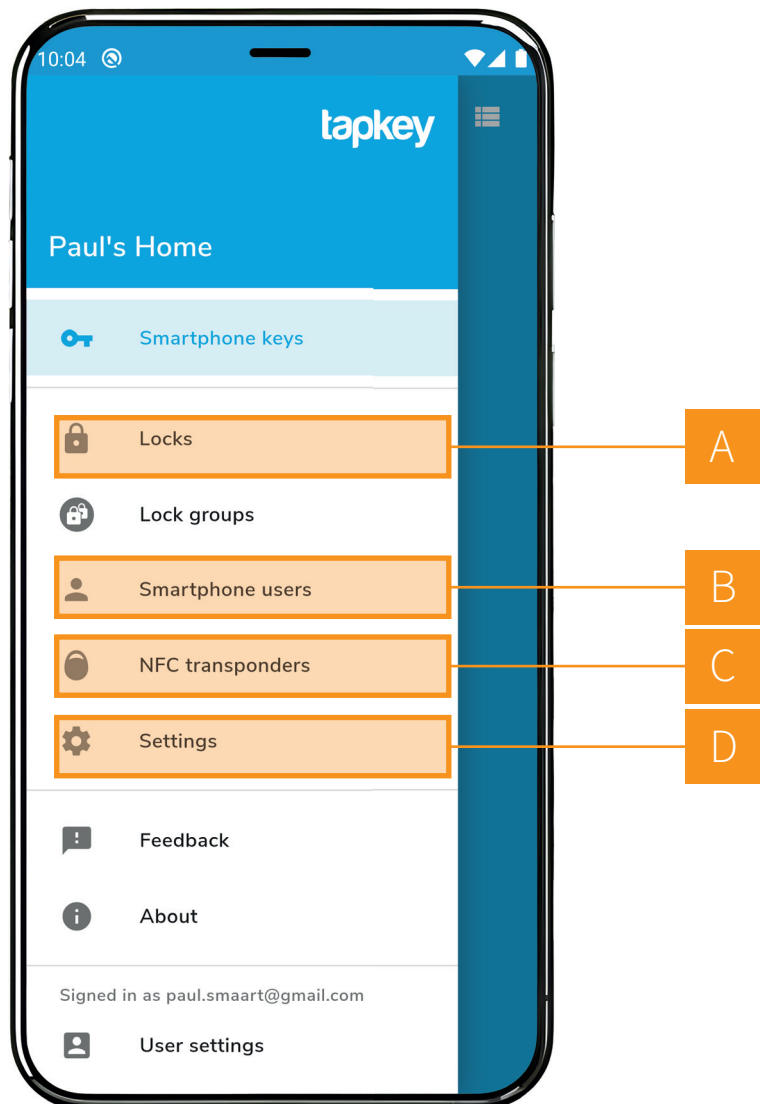
access for your locks.

C. NFC Transponders

Manage NFC Cards, NFC Stickers or NFC Tags that you issued.

D. Settings

You can check your account status and your admins here.

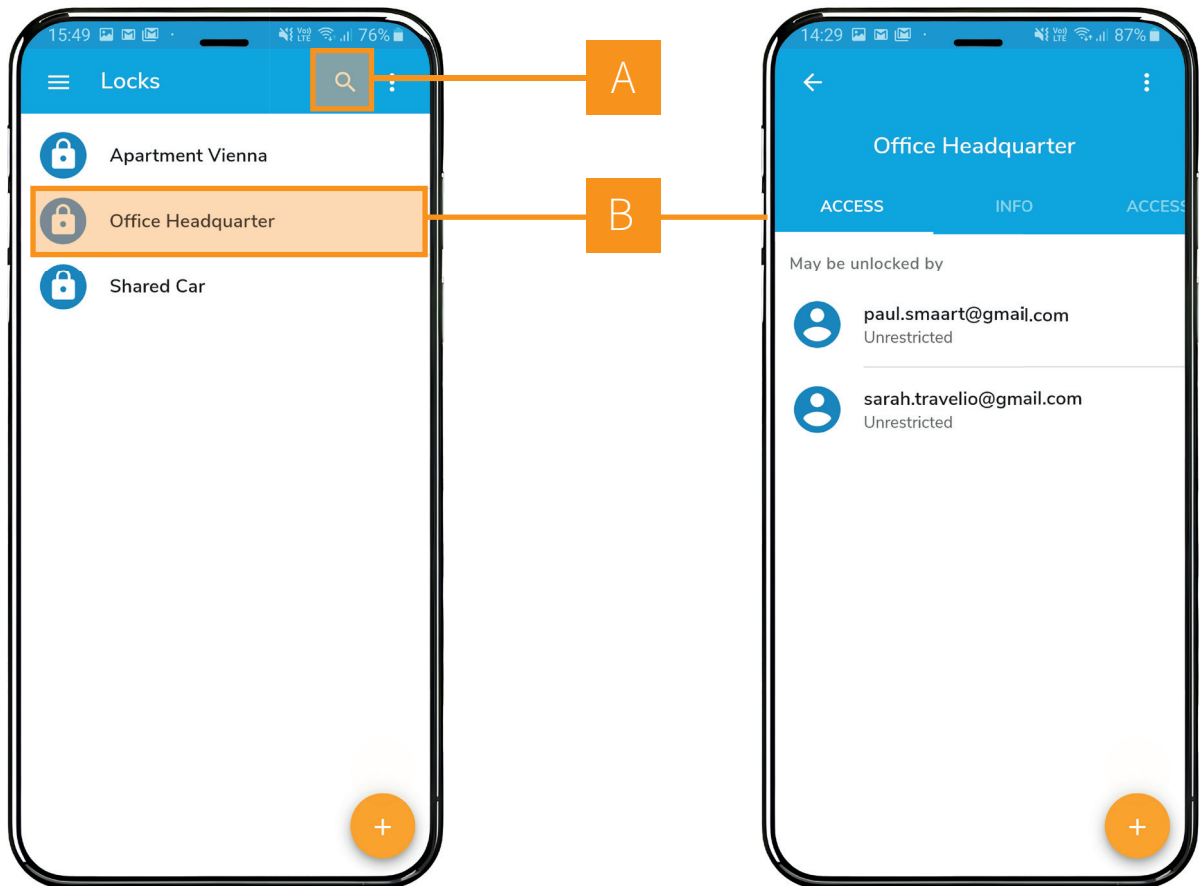


About Tapkey app

DOM TAPKEY - USER MANUAL

To check whom you granted access, you first have to press Locks in the menu. Tap on the lock you are interested in (B). Here you will find the list of people

who can open the lock in the category: access. In case you have many lock, just tap the Search button (A) and enter the locking device you are interested in.

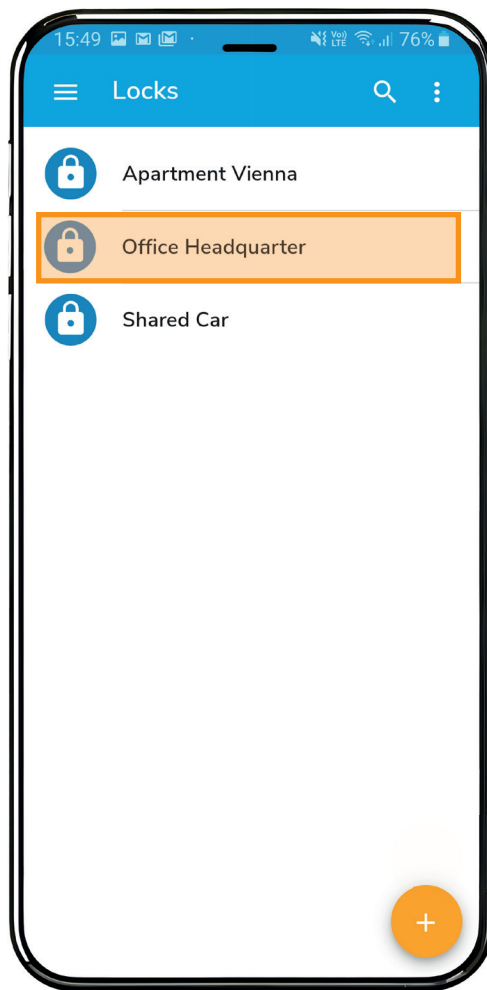


How to conduct firmware updates

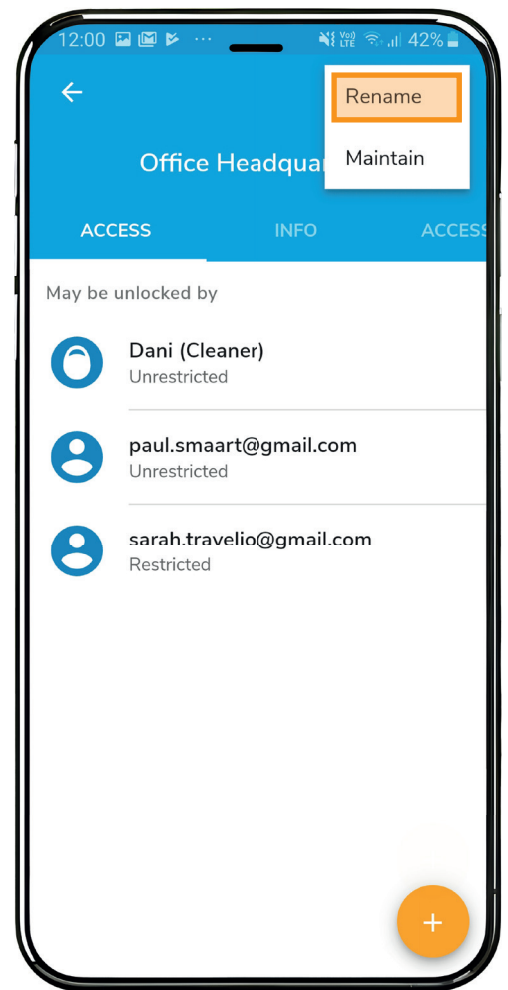
DOM TAPKEY - USER MANUAL

In case there is a new firmware update available, follow these steps to install it:

1. Click on the lock you want to update under the menu item Locks
2. Select Maintain in the right corner



1.



2.

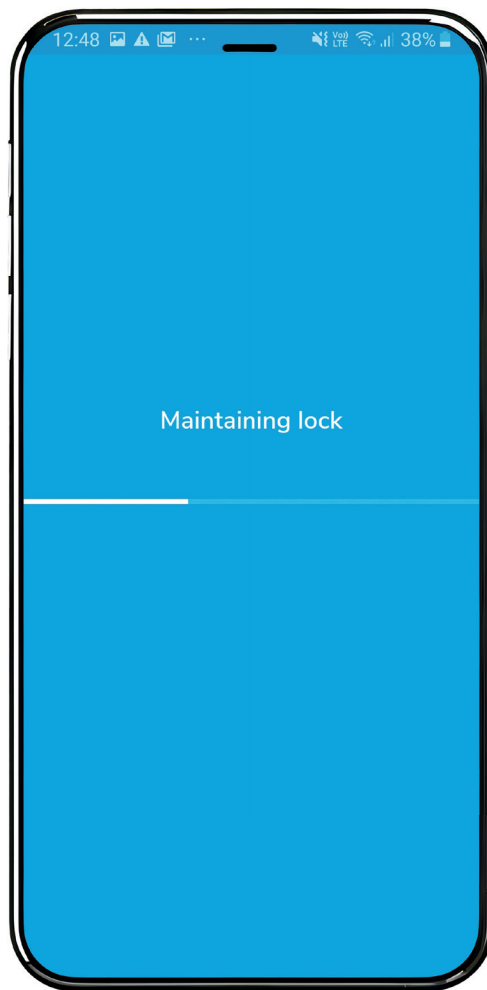
How to conduct firmware updates

DOM TAPKEY - USER MANUAL

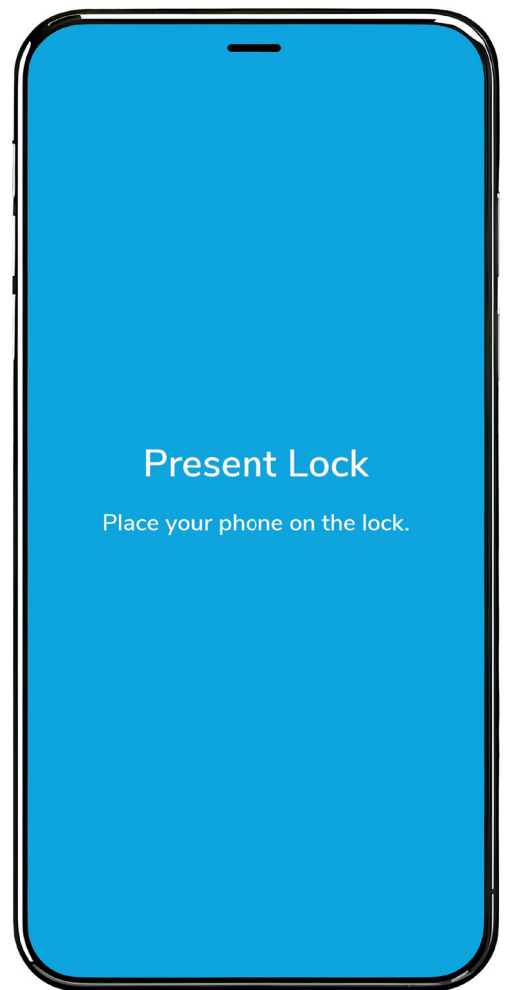
A. If you use Bluetooth, maintenance will be done automatically.

B. If you have a NFC-only product (Smart Locks before September 2018),

place your phone on the lock. By touching the lock on the back of your smartphone, the information can be read.



A.



B.

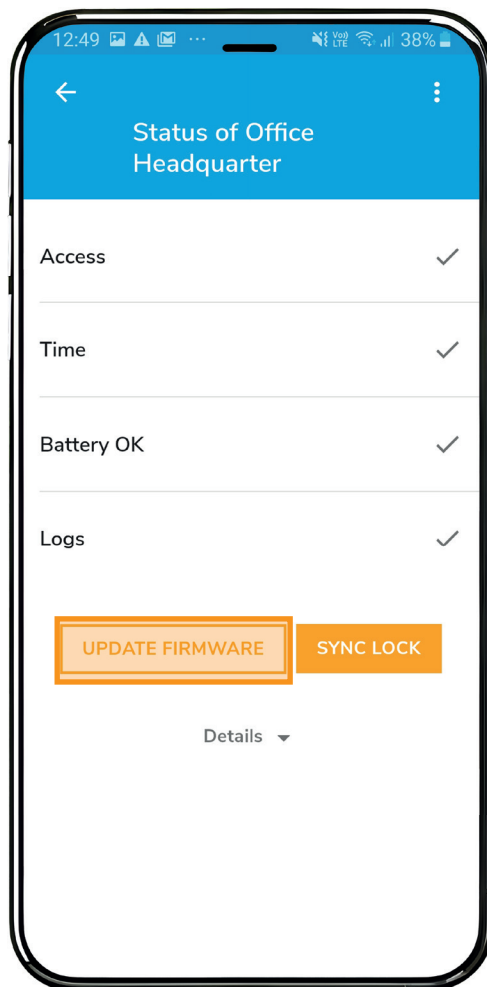
How to conduct firmware updates

DOM TAPKEY - USER MANUAL

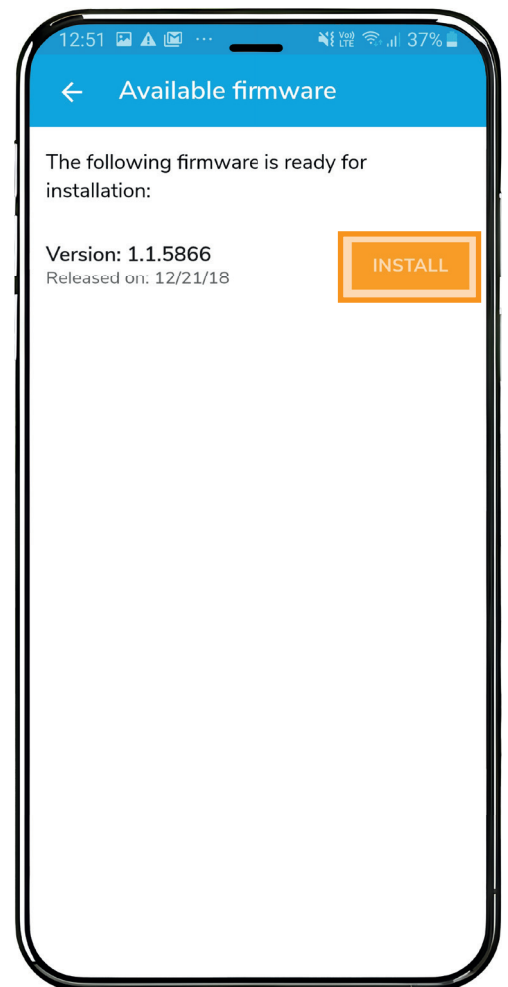
3. Press Update Firmware

Available firmware updates are shown in the specific lock under menu item Maintain lock

4. Tap Install button to download new firmware



3.



4.

How to conduct firmware updates

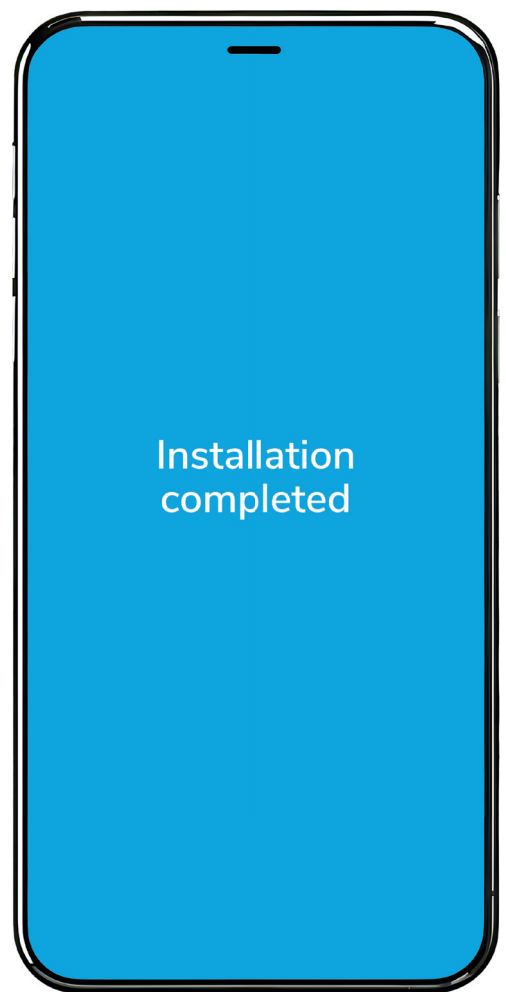
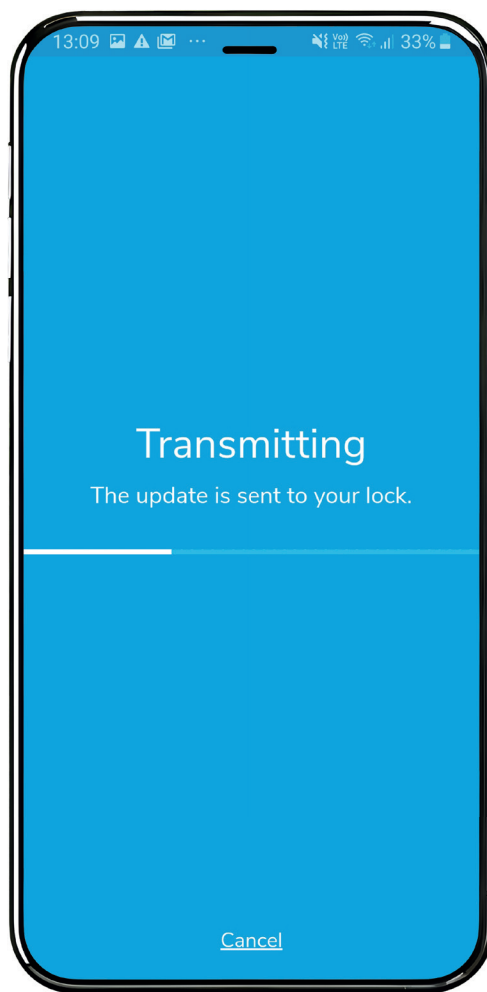
DOM TAPKEY - USER MANUAL

5. The update is sent to your lock

Please wait until the transmission is complete.

Installation completed

New firmware is installed and locks restart.



5.



How can I change the owner of a lock?

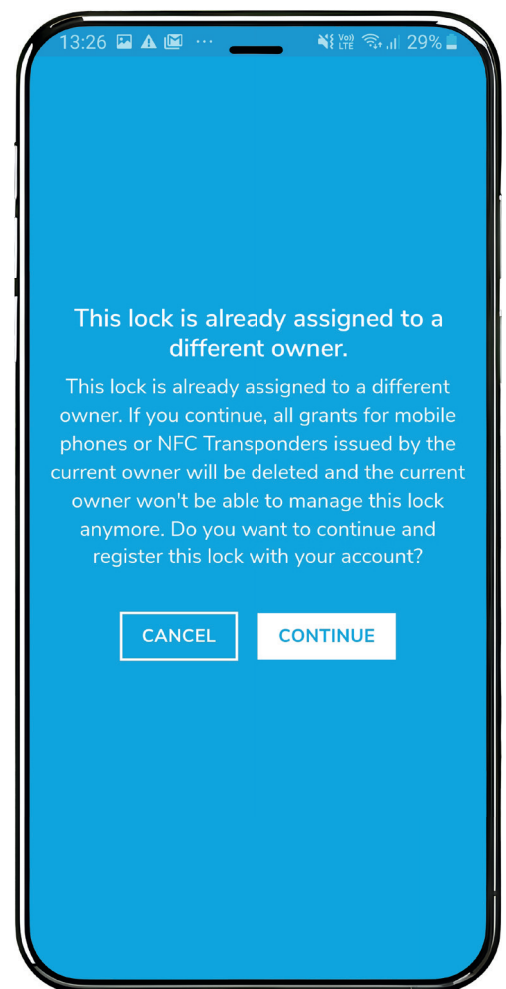
DOM TAPKEY - USER MANUAL

In general: The owner of the owner card exclusively decides on assignments and the allocation of authorisations. Please note: Keep the owner card in a safe place to which

only authorised persons have access. The owner card does not have a locking function. If the owner card is lost, you must contact your dealer. You can hand over a locking device

to another owner as soon as you give him the owner card for the registration process. He must register the lock again. During the registration process the following screen appears:

As soon as the other person, presses the button Continue, you will lose your owner status.

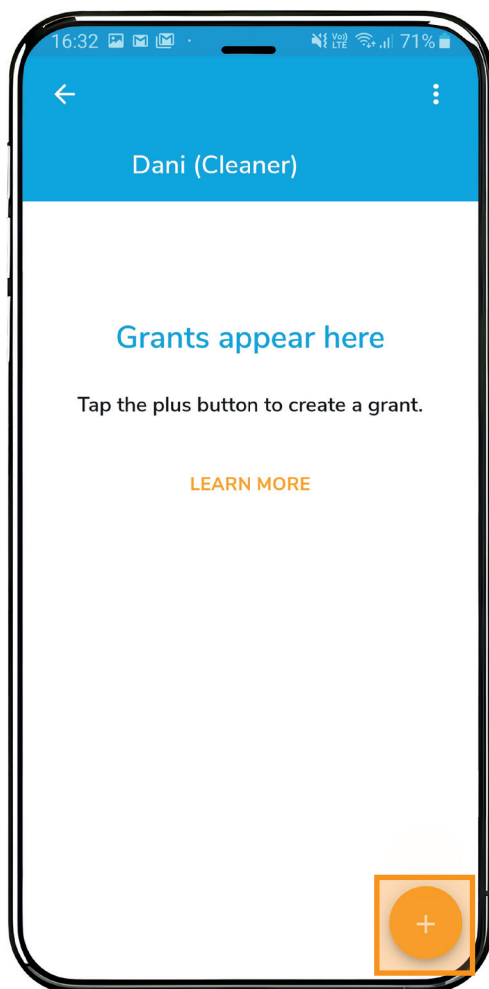


How to add access permissions to NFC transponders

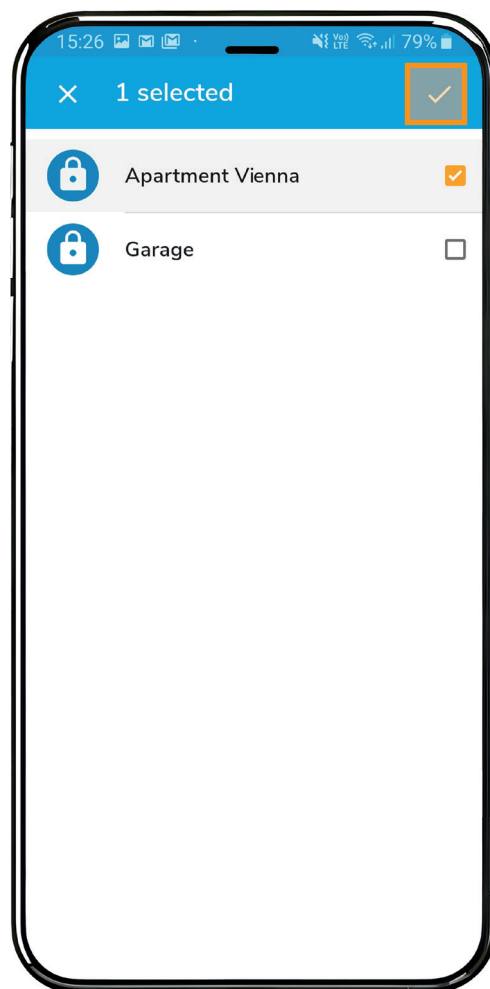
DOM TAPKEY - USER MANUAL

Adding access permissions to an NFC Transponder is super easy. See the instructions below.

1. Tap + symbol in details of NFC Transponder
2. Select lock(s) to add access for and confirm



1.



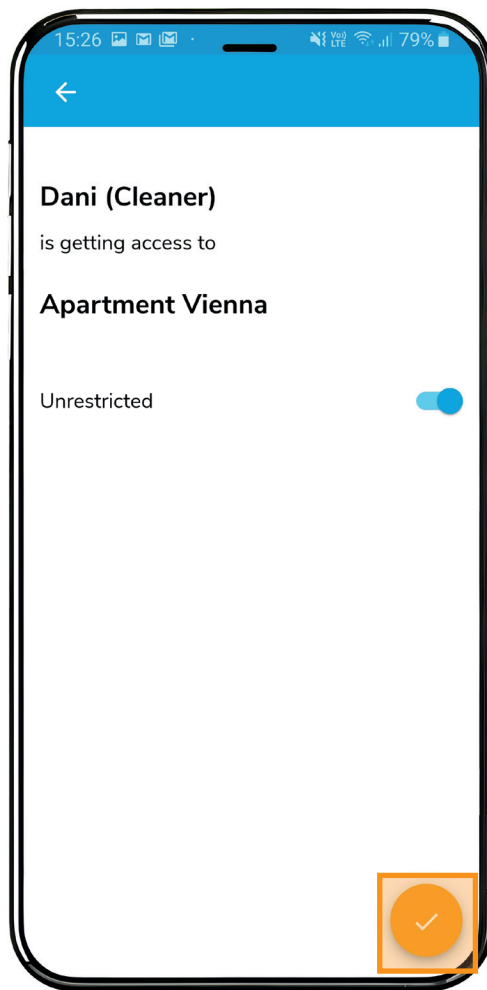
2.

How to add access permissions to NFC transponders

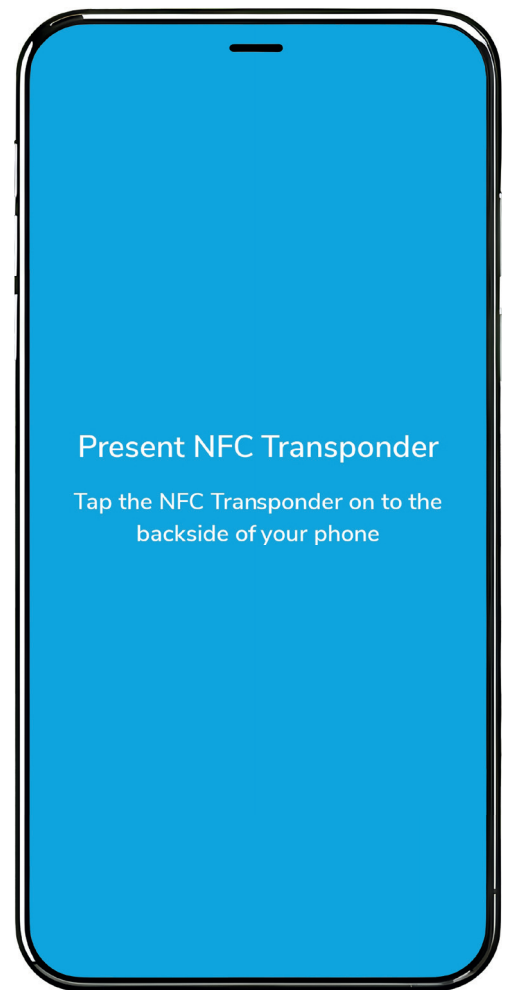
DOM TAPKEY - USER MANUAL

3. Tap validation button
optionally restrict access time span

Tap NFC Transponder on to the
backside of your smartphone!
Now you can give away new access
permissions



3.



4.

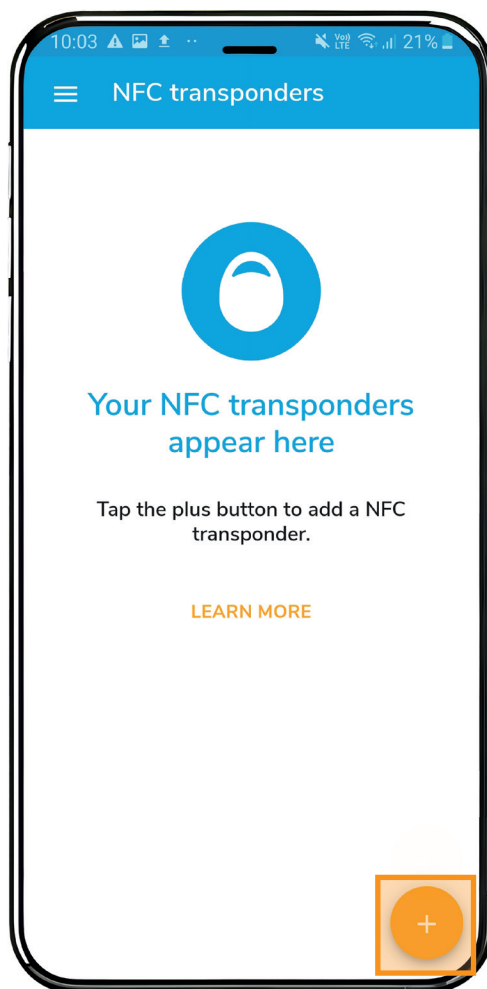
How to add a new NFC transponder

DOM TAPKEY - USER MANUAL

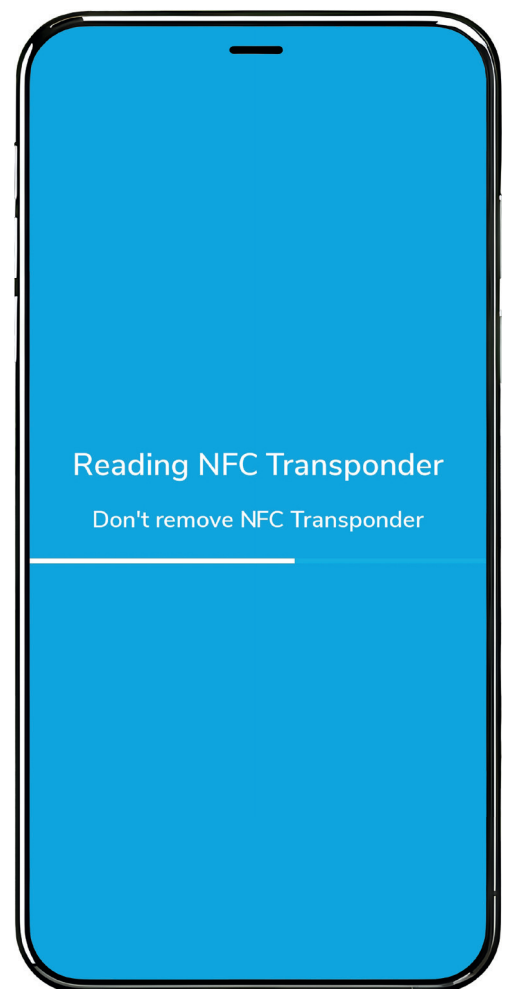
NFC Tags and NFC Stickers are great alternatives to mobile access. Learn how to write these access mediums. Since 15 November 2019, you can

write NFC transponders with iPhone 7 and newer, running on iOS13. It's no longer limited to Android phones. Learn here how it's done!

1. **Click on the Plus Button** in the menu NFC Transponder
2. **Tap NFC Transponder with smartphone**
Wait until the NFC Transponder is read and don't remove it.



1.



2.

How to add a new NFC transponder

DOM TAPKEY - USER MANUAL

3. NFC transponder has been added

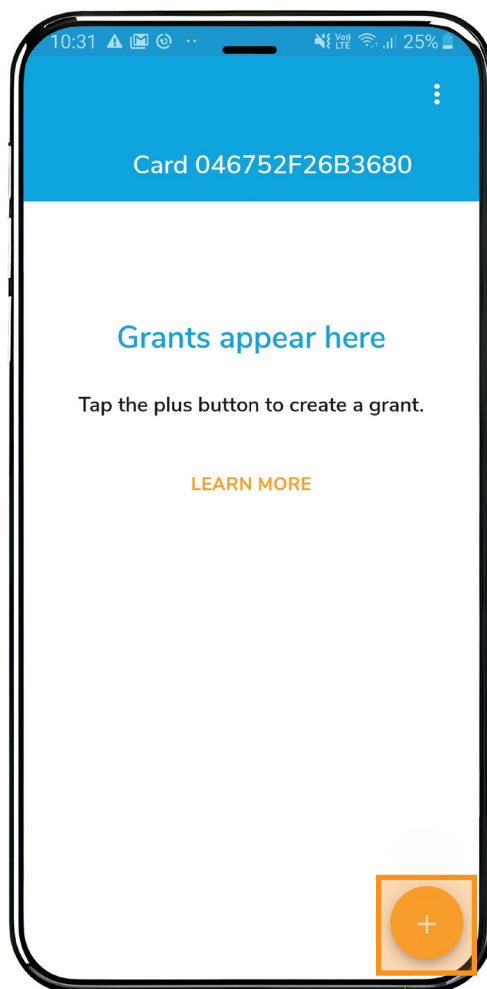
A name was automatically generated.

Tap the + button to add an access

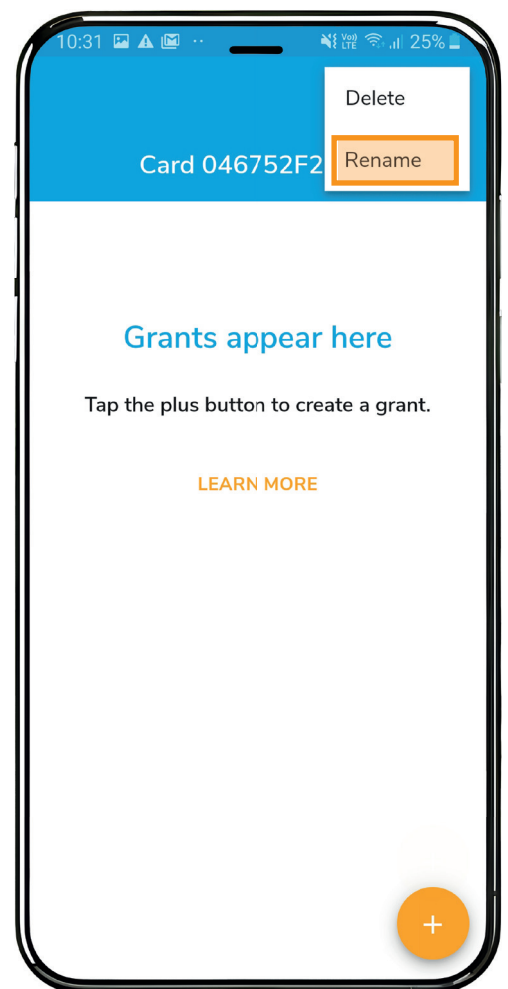
permission to it.

4. Rename NFC transponder

Click on the More Button in the right corner.



3.

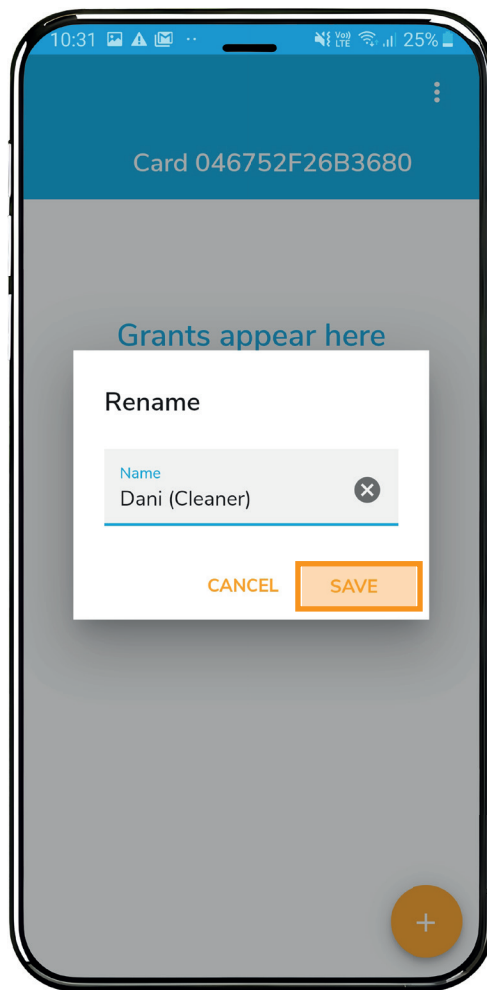


4.

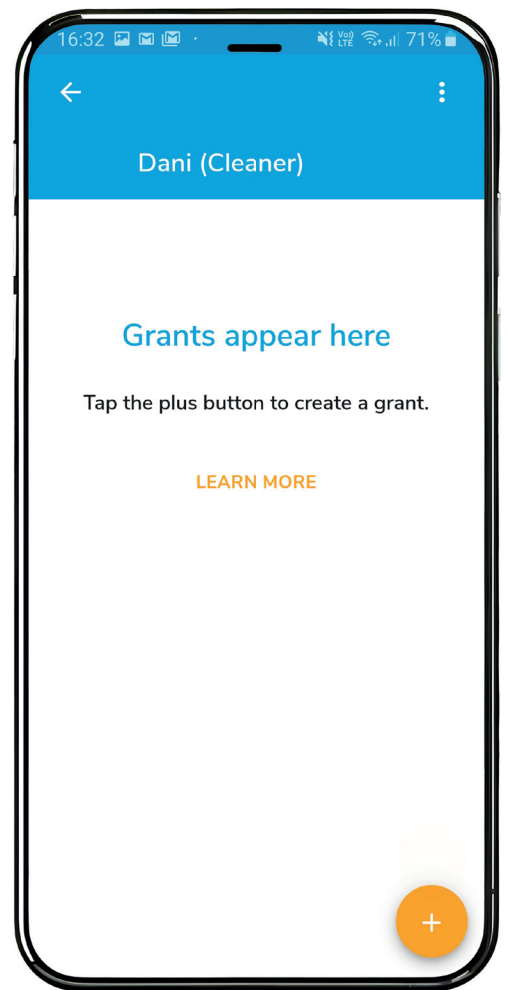
How to add a new NFC transponder

5. Save name
New transponder was added successfully

The owner can find the new tag or card under the menu item NFC Transponders.



5.



How can I register a new lock ?

DOM TAPKEY - USER MANUAL

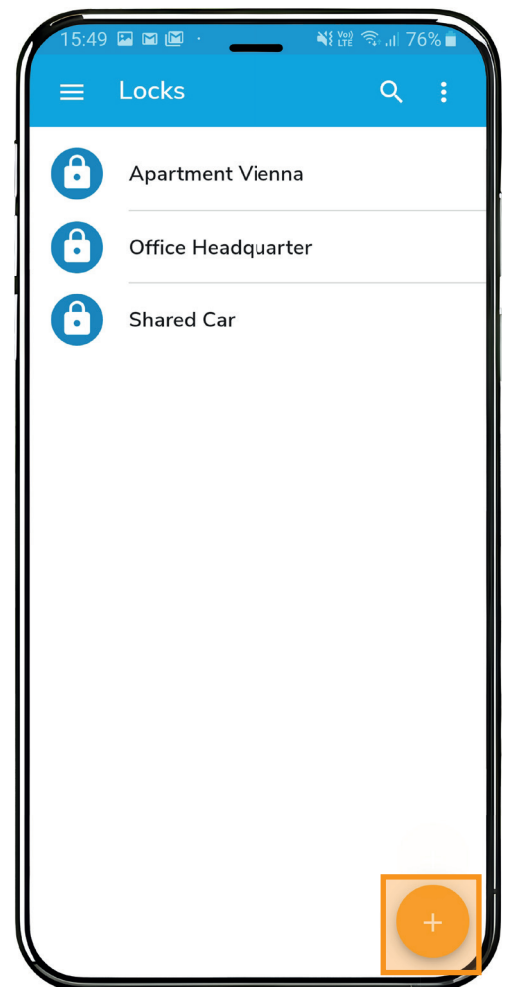
When speaking about registering a new lock, we refer to Tapkey Smart Locks, Padlocks, Half Cylinders and the Tapkey Smart Reader. While the smart reader is only based on BLE

technology, all the others work with NFC and Bluetooth.

If you want to add a new lock in the Tapkey app, all you have to do is

follow these simple steps:

1. Tap + button to add a new lock under the menu item Locks



1.

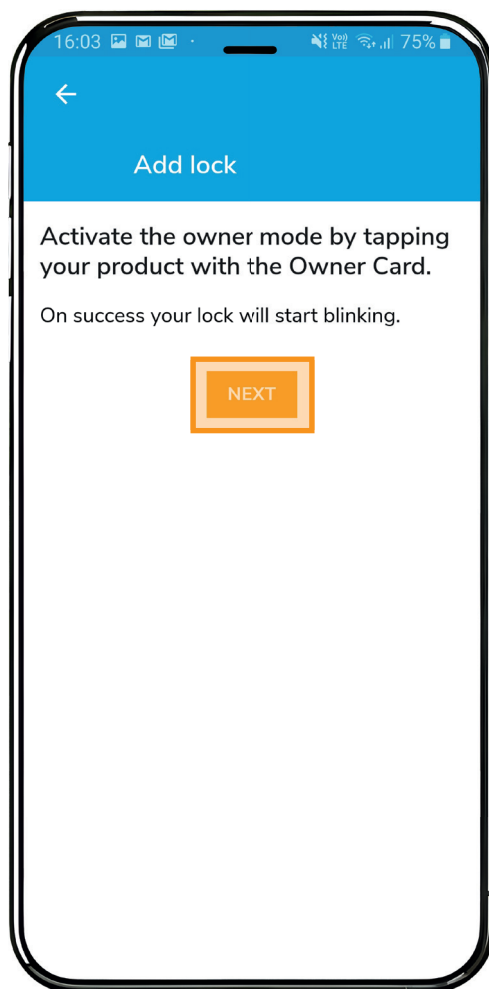
How can I register a new lock ?

DOM TAPKEY - USER MANUAL

2. Follow instructions on screen

Activate the owner mode by tapping your lock with the Owner Card (no

difference between Android phones and iPhones)



2.

How can I register a new lock ?

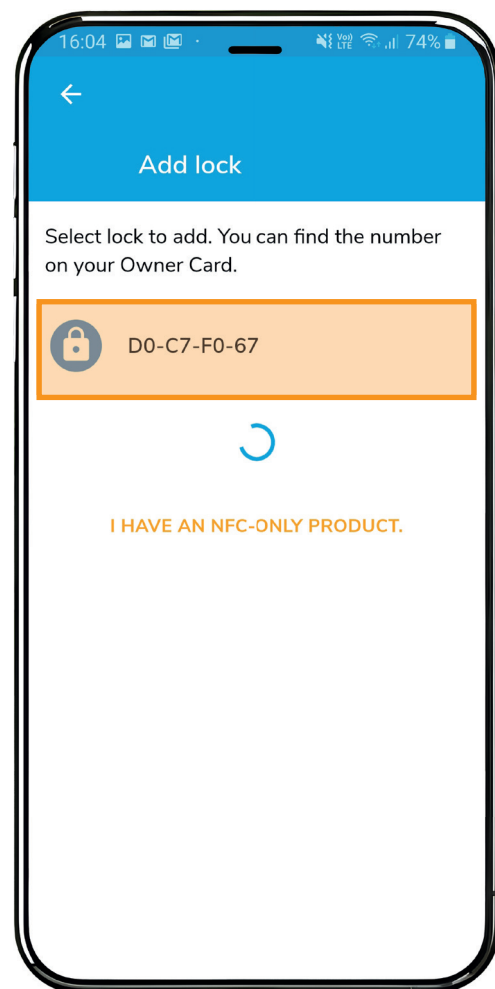
DOM TAPKEY - USER MANUAL

3. Select lock to add

A. Tap on the lock and register via Bluetooth

B. If you have an NFC-only product

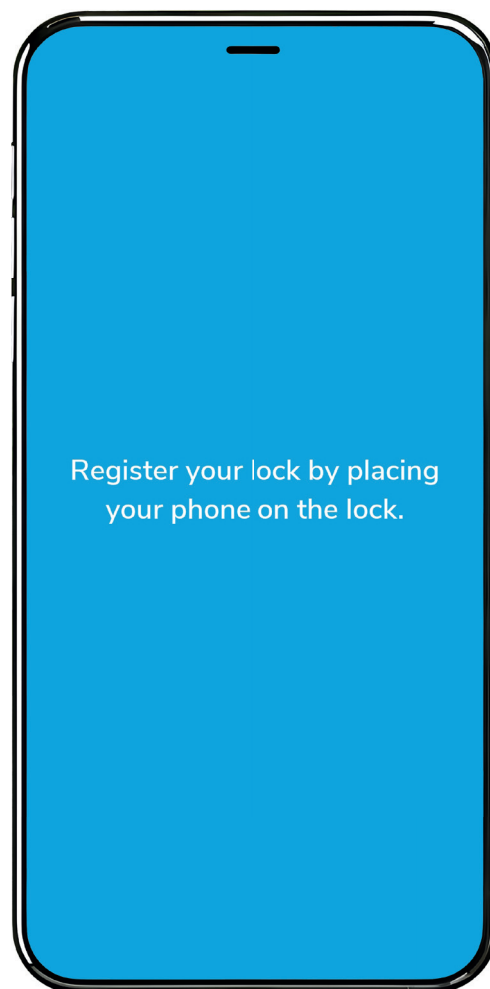
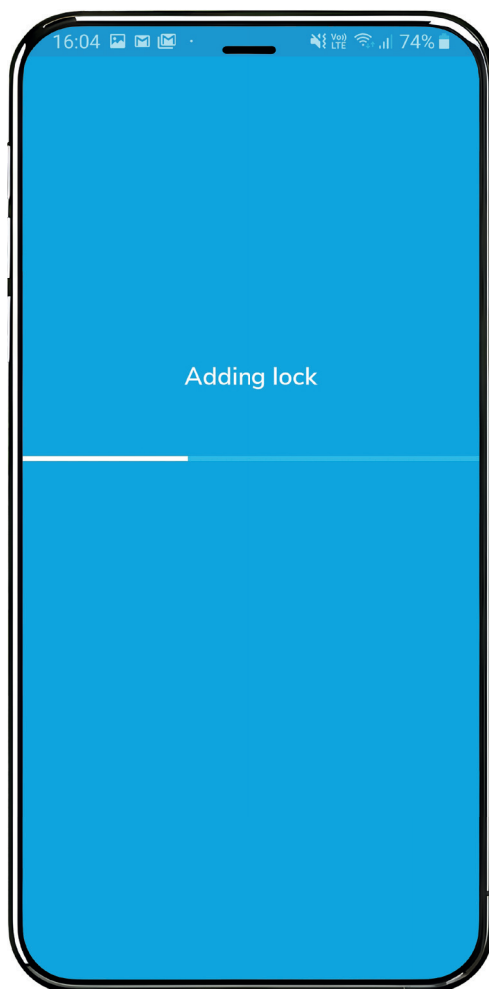
(Smart Lock before September 2018), just register your lock by tapping it with your phone.



3.

How can I register a new lock ?

DOM TAPKEY - USER MANUAL



How can I register a new lock ?

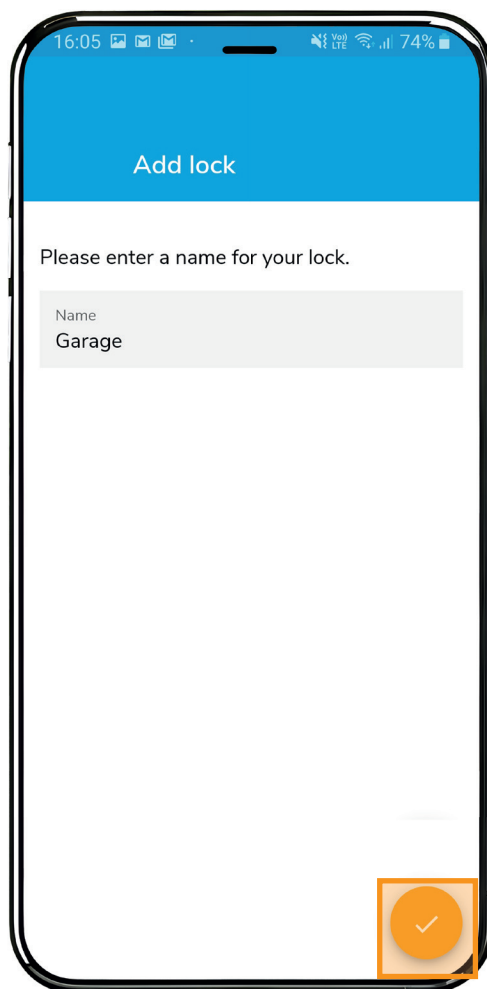
DOM TAPKEY - USER MANUAL

4. Name your lock

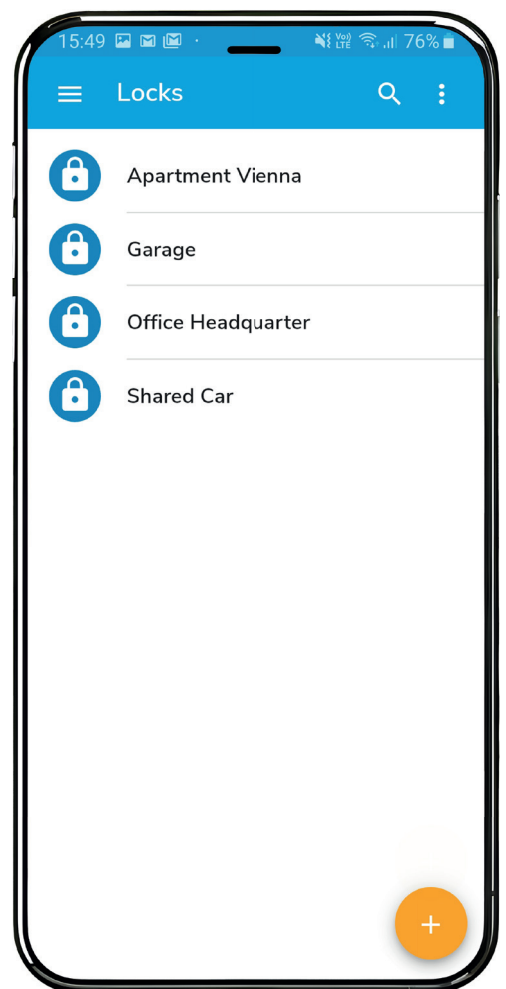
Registration is completed successfully

The owner can see the new lock in

Locks. The lock owner automatically receives unrestricted access for the new lock.



4.



How to delete a lock

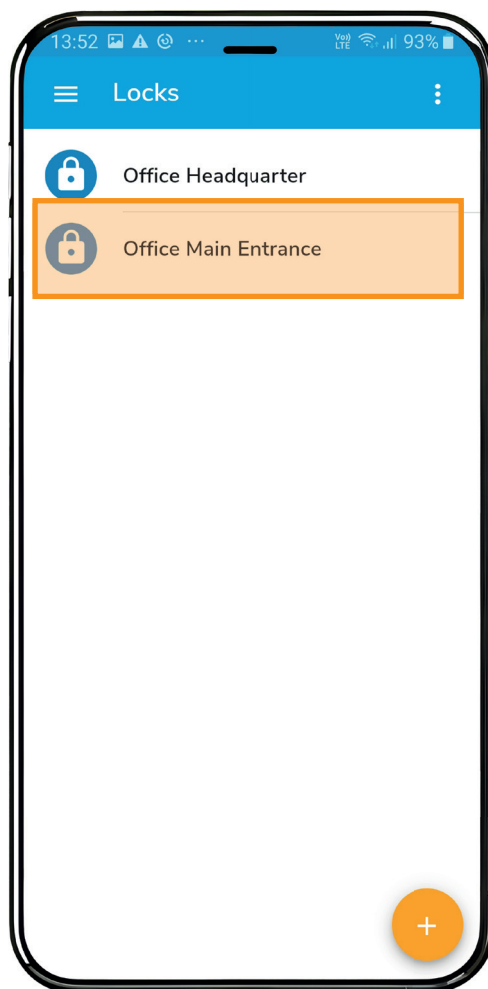
DOM TAPKEY - USER MANUAL

This article explains how to delete an access hardware (smart lock, smart reader etc.) in the Tapkey app.

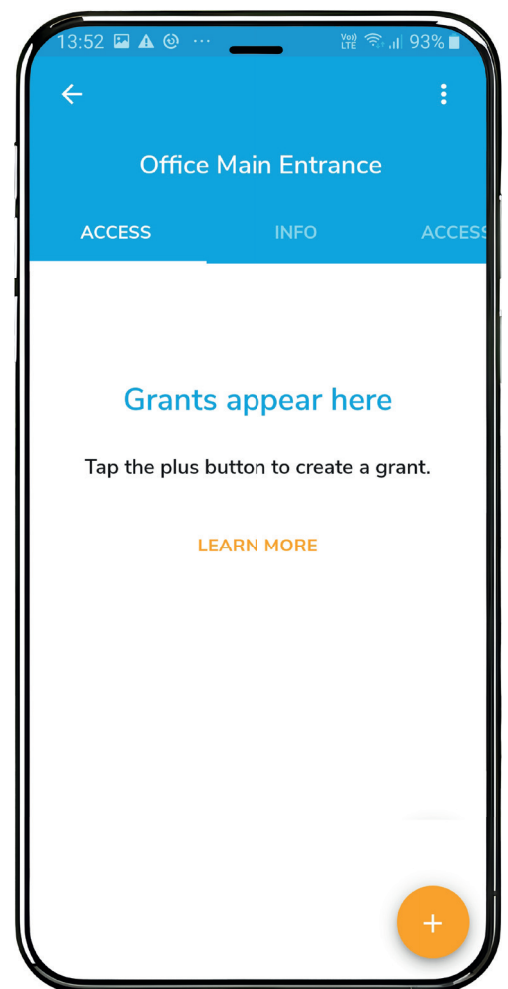
1. **Select the lock you want to delete** under the menu item Locks
Make sure to delete any existing
2. **Make sure that no active grants are assigned**
Make sure to delete any existing

grants. You can find out how to revoke access here.

In case you already did, the display will show you the following notification: Grants appear here.



1.

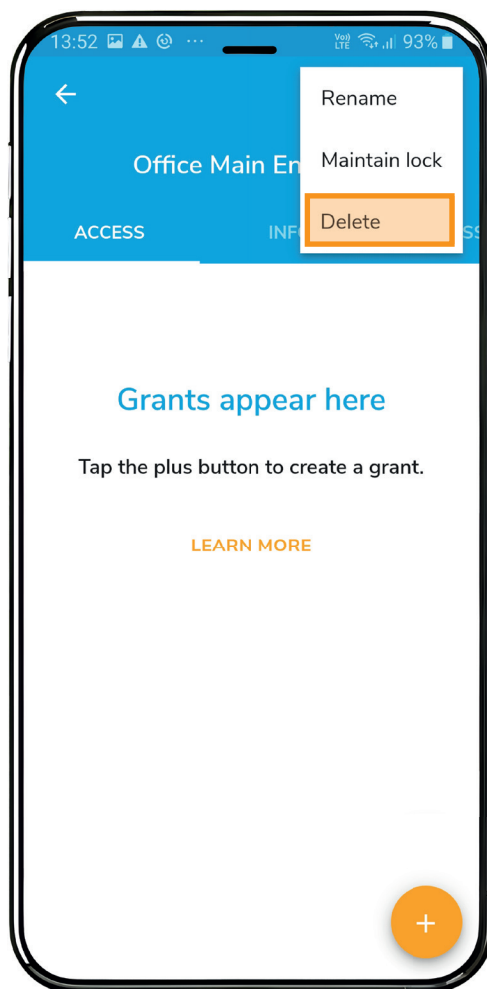


2.

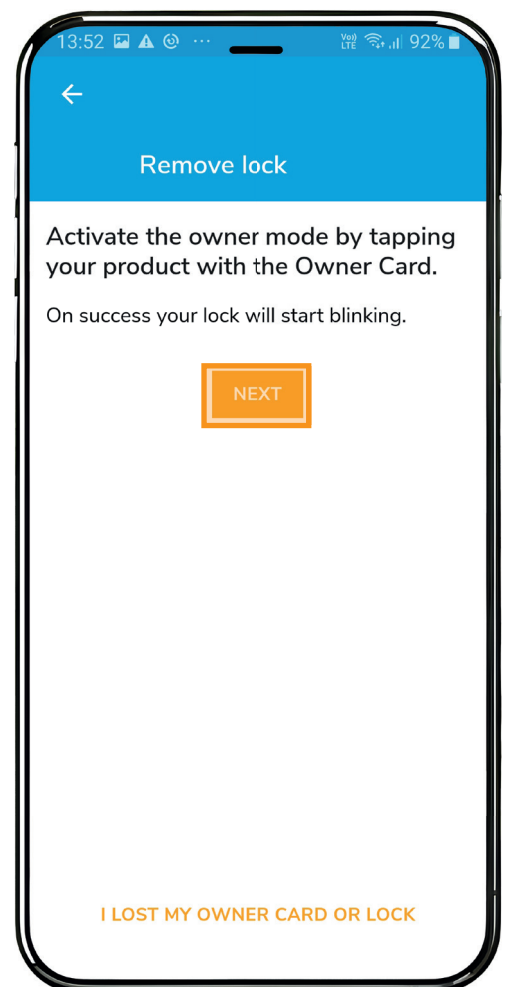
How to delete a lock

3. Press the Delete button in the top right corner

4. Tap your product with the owner card and press next



3.



4.

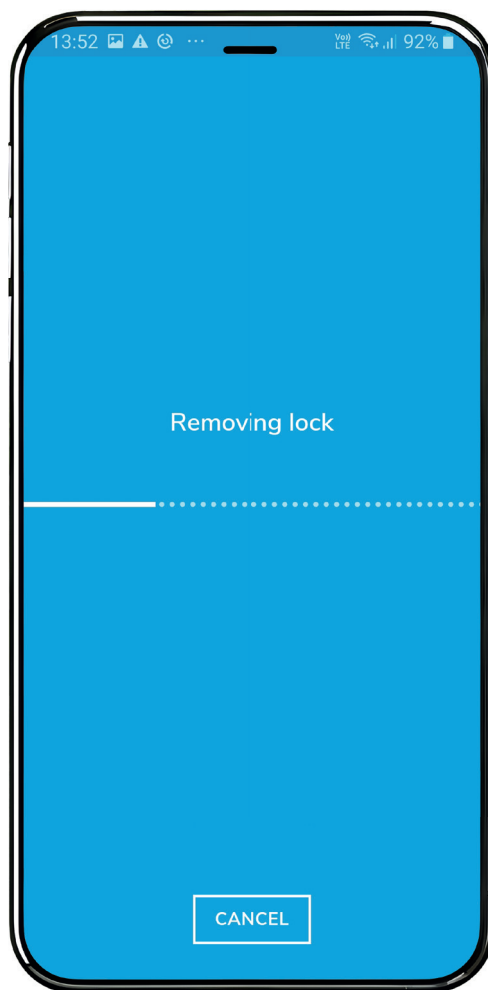
How to delete a lock

DOM TAPKEY - USER MANUAL

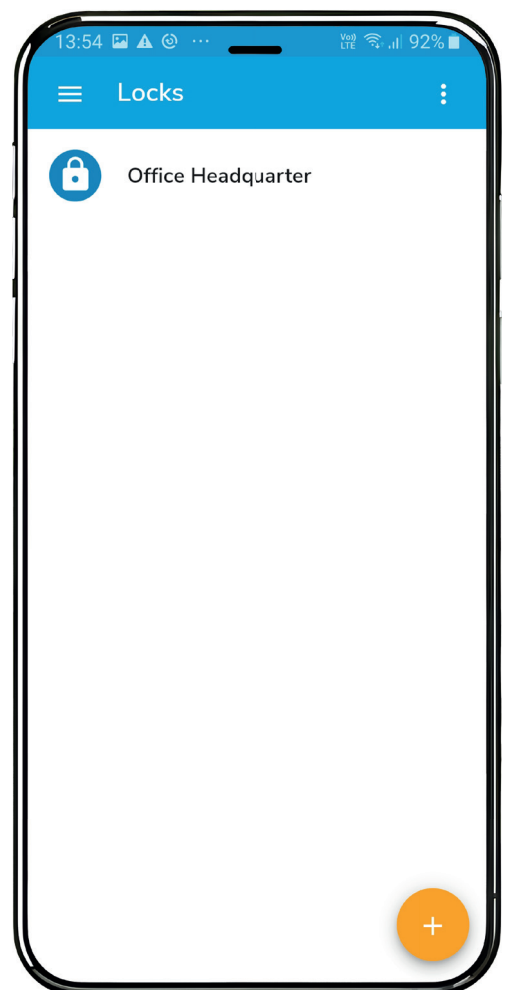
5. Wait for the lock to be removed

This may take a few seconds.

Your lock was deleted successfully.



5.



How to delete a lock

DOM TAPKEY - USER MANUAL

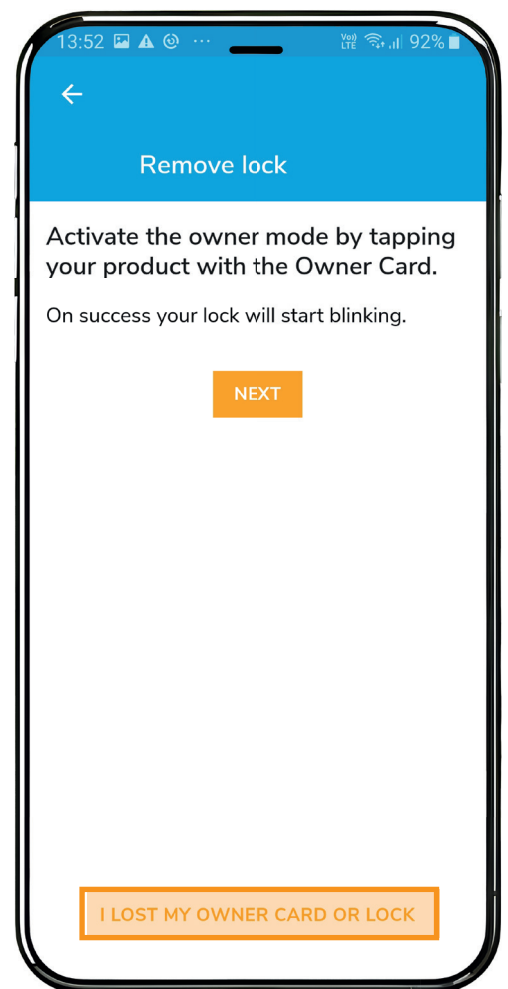
Special case: You've lost your owner card?

No need to panic! If you have lost your owner card or can no longer

find it, select the following option in step 4: Owner card or lock lost.

The lock will be automatically deleted from your list.

By the way: Please do the same, if your lock or the NFC antenna on the lock is broken.



What happens if the battery is empty ?

DOM TAPKEY - USER MANUAL

The Tapkey Smart Lock provides a three-stage battery warning system

During the first and the second stage, you can expect up to another 500 unlock cycles per stage.

FIRST STAGE



Whenever a smartphone or transponder is presented to the lock, the lock will start flashing red and green, finishing with a single blue

flash. The single blue flash in the end indicates it's the first battery warning stage.

SECOND STAGE



The pattern ends with two blue flashes, indicating the second battery warning stage.

THIRD STAGE



The pattern ends with three consecutive blue flashes, indicating the third battery warning stage. At this stage, the Tapkey Smart Lock will not

open anymore and the batteries must be replaced. But no worries, it can be done from the outside, even with the door locked.

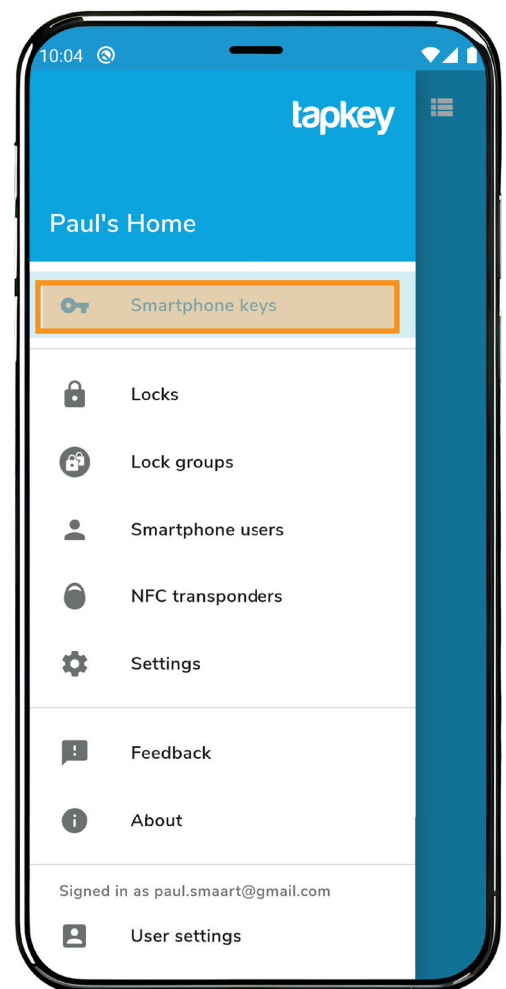
Where can I see/find my Smartphone Keys ?

DOM TAPKEY - USER MANUAL

Smartphone keys are access authorisations that you received for certain locks. The smartphone keys section is divided into two areas:

- a list of all keys that you have on your smartphone
- a view of all the locks that are within your reach and for which you have a key

You can switch between these two views at any time. It's clearer and more structured. As soon as you open your smartphone keys (1), you will see a list of all your locks.



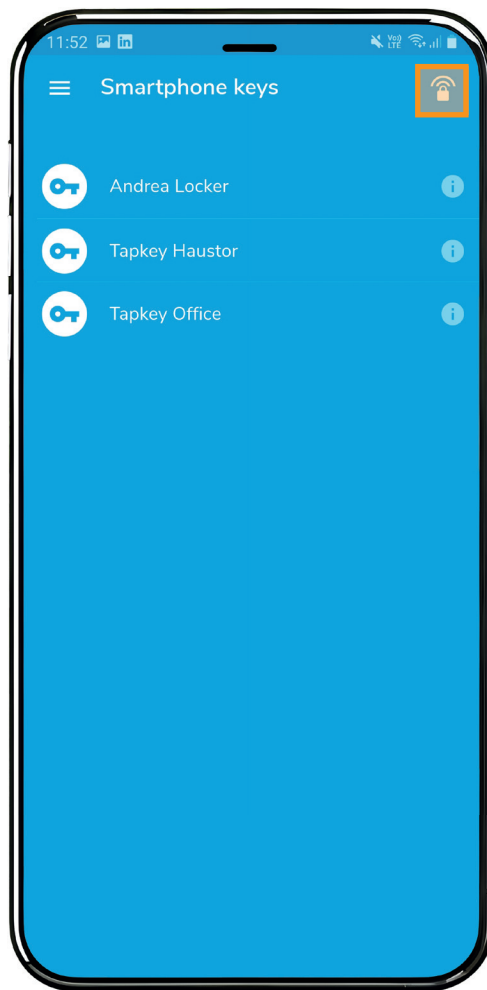
1.

Where can I see/find my Smartphone Keys ?

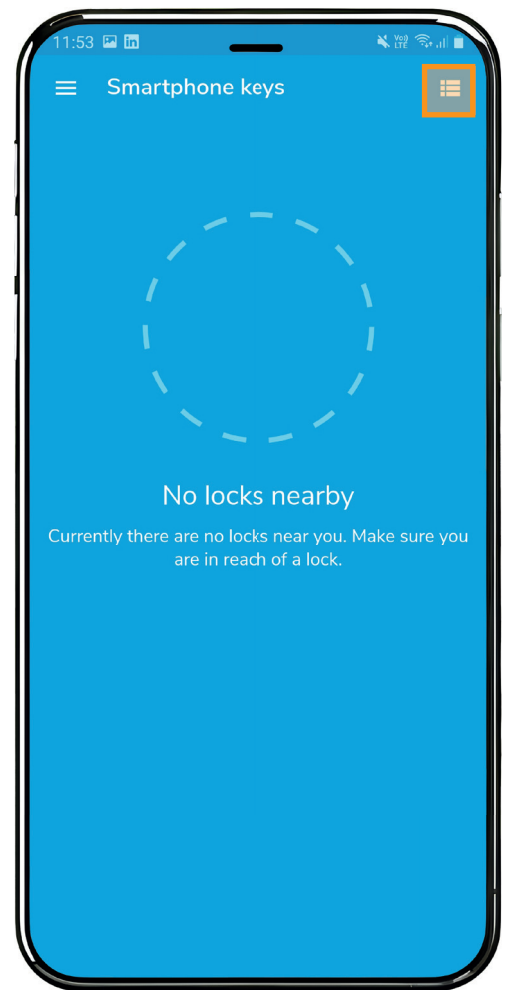
DOM TAPKEY - USER MANUAL

If you click on the lock symbol in the top right (2), you will immediately see the locks that are nearby.

Again, you can switch to the other view by pressing the list symbol (✓).



2.



How to transfer an owner account to another user

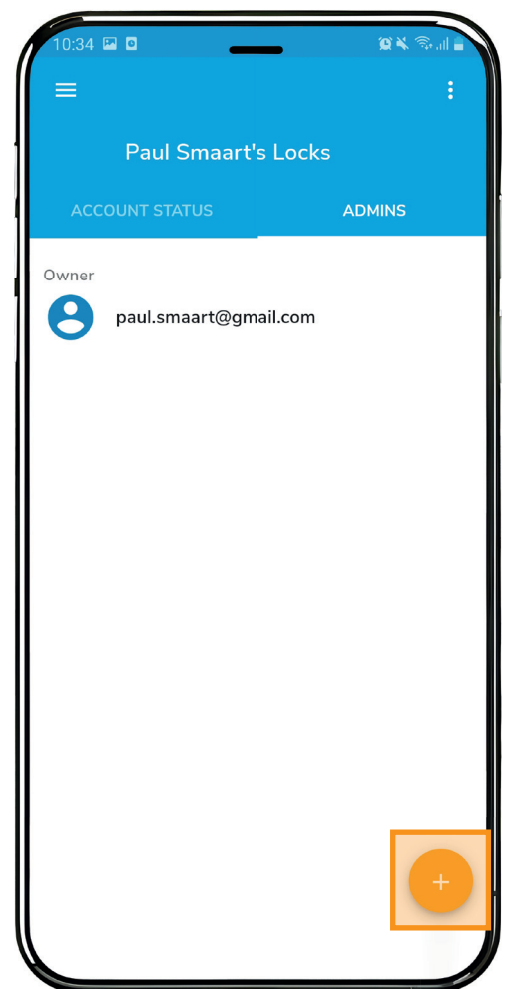
DOM TAPKEY - USER MANUAL

First of all, let's clarify what we call an owner. It's a person, represented by a user ID, who is considered to own a certain owner account (=account that locks are registered to during the registration process). Only the owner can name co-administrators

for a given owner account. For various reasons it can happen that the owner account should be transferred to another person. The owner card is not necessary for this. Nevertheless, all owner cards should be handed over to the new owner and kept in a safe

place. If an owner card is lost, you must contact your dealer. Here's how to transfer an owner account to another person in the Tapkey app:

1. Click on the Plus button in the Settings menu of the locking system and open the tap Admins



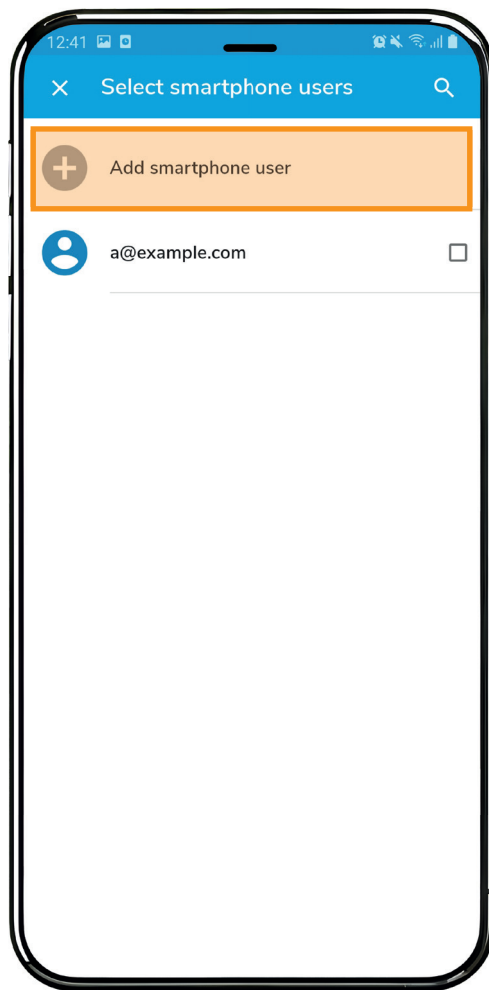
1.

How to transfer an owner account to another user

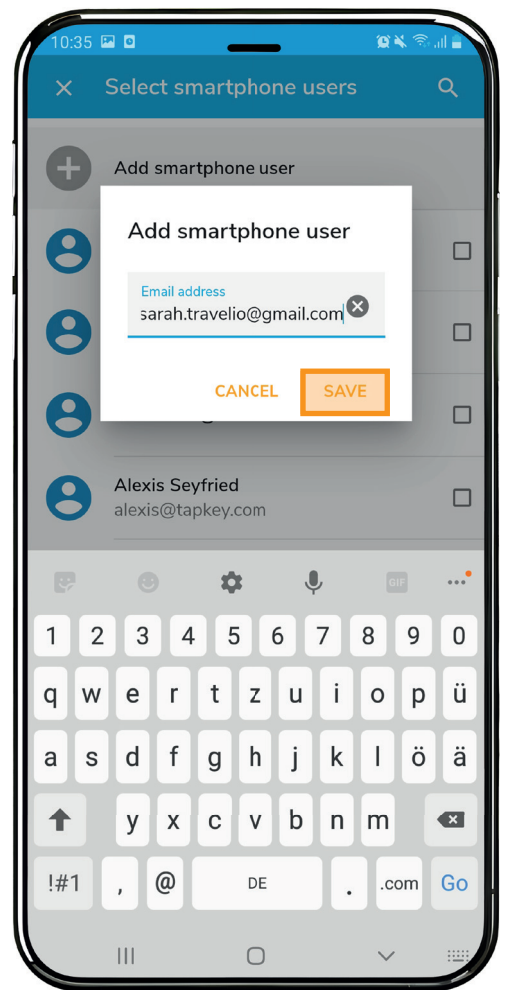
DOM TAPKEY - USER MANUAL

2. Press Add a smartphone user or select an existing smartphone user from your list

3. Enter the email address of the smartphone user you want to transfer the ownership to and save



2.

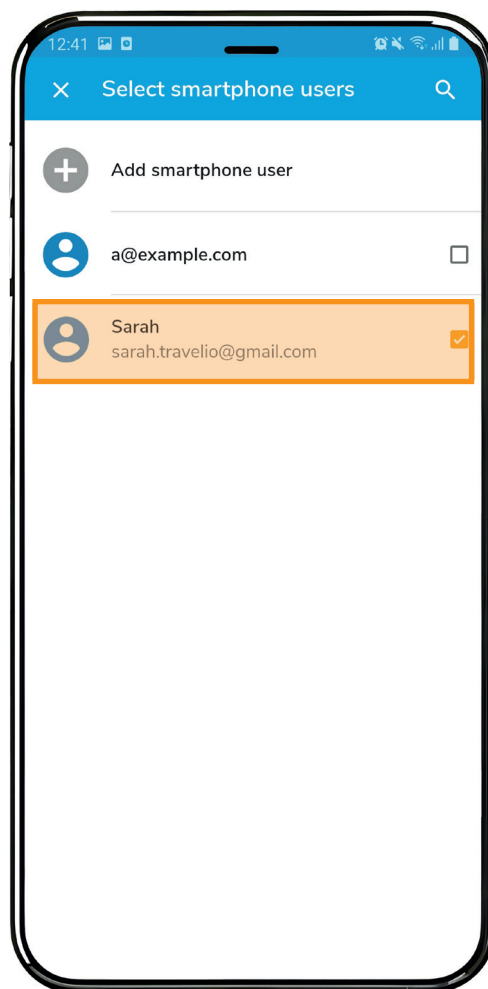


3.

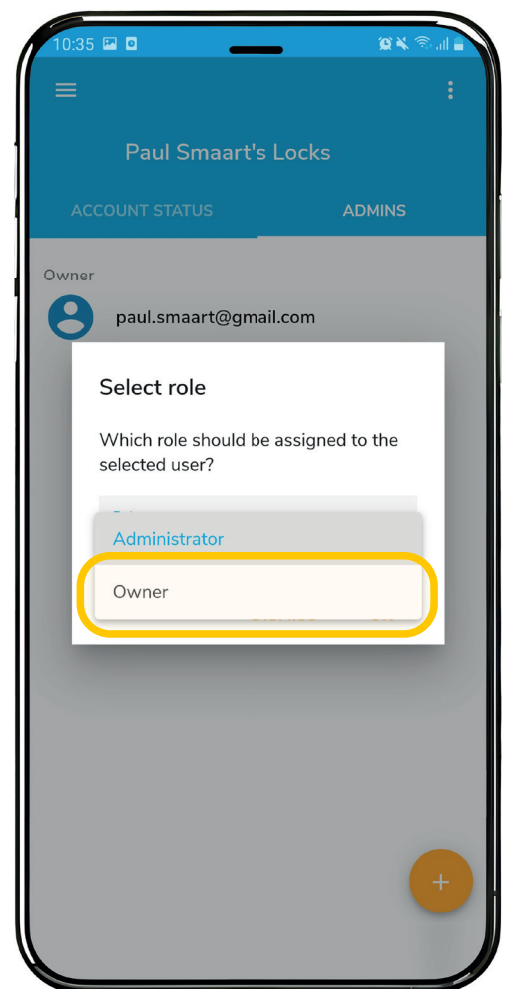
How to transfer an owner account to another user

4. Select the smartphone user in the list

5. Choose Owner as the role the selected user should be assigned



4.



5.

How to transfer an owner account to another user

6. Confirm that you acknowledged that the new owner will be able to remove your ownership

Any active recurring subscriptions related to this account will be automatically renewed until you

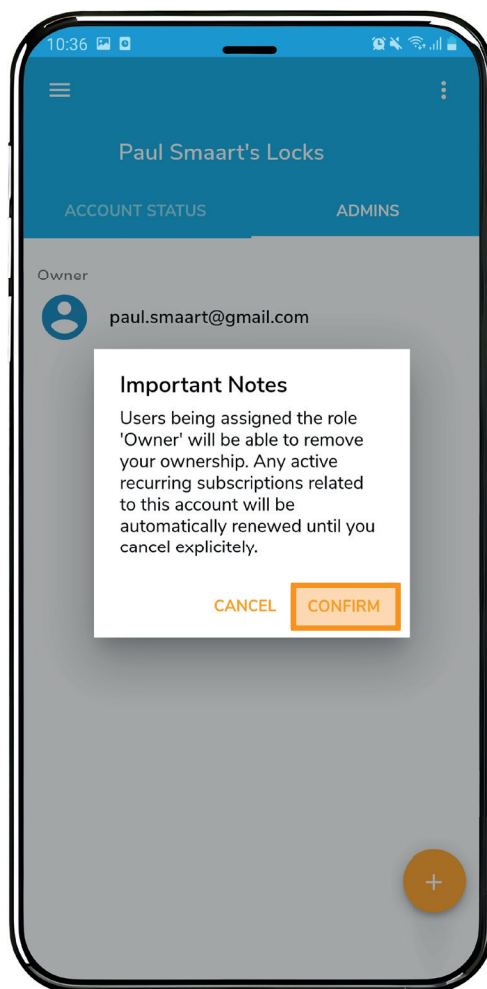
cancel explicitly.

Congratulations! You've transferred your owner account to another user.

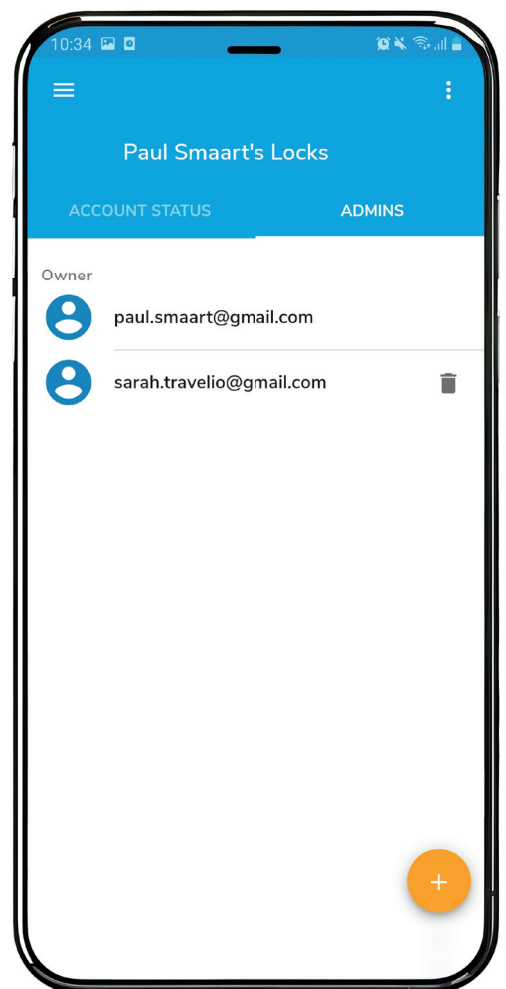
Please be aware, that you can't remove your own owner status at this point. For security reasons, the

new owner has to delete your email address.

In case you just want to change the owner of one specific lock.



6.

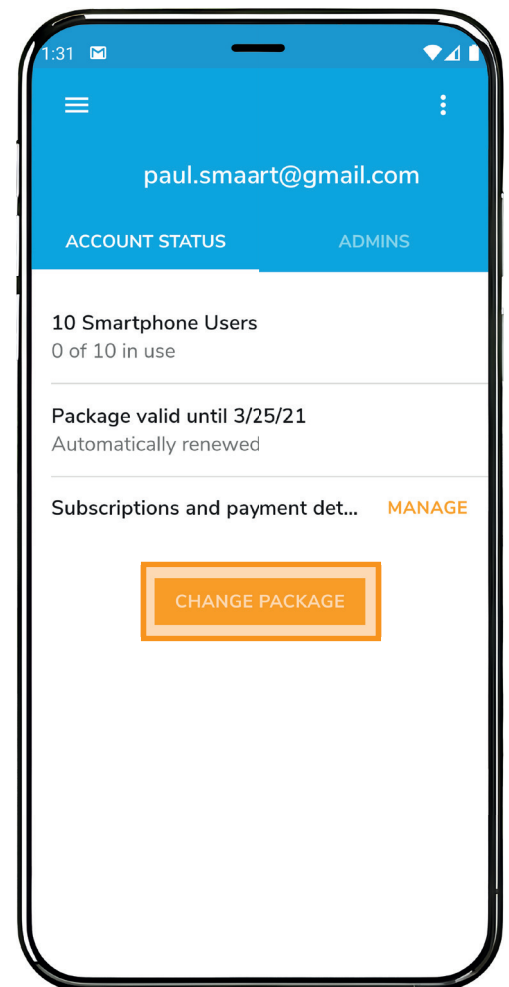


How to upgrade user pack on Android devices

DOM TAPKEY - USER MANUAL

Need more smartphone users than currently possible in your user pack? No worries! It's super easy to upgrade to a higher plan.

1. Press the Change package button under the settings in the Tapkey app



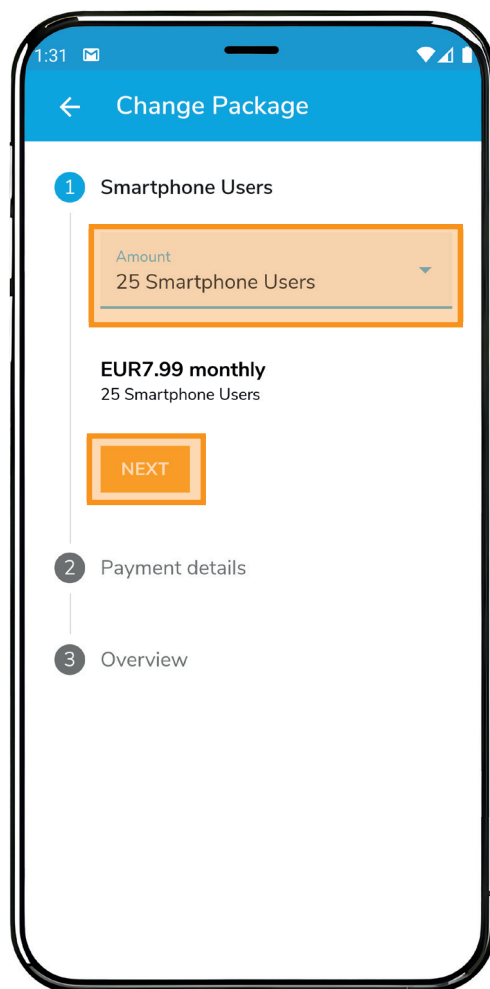
1.

How to upgrade user pack on Android devices

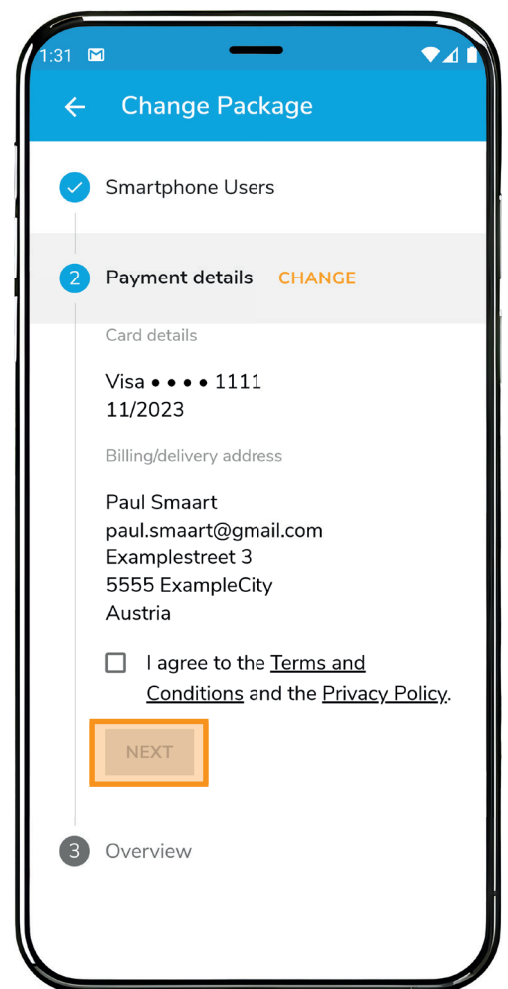
DOM TAPKEY - USER MANUAL

2. Choose a higher pricing plan and click on the Next button

3. Confirm your payment details and press the Next button



2.



3.

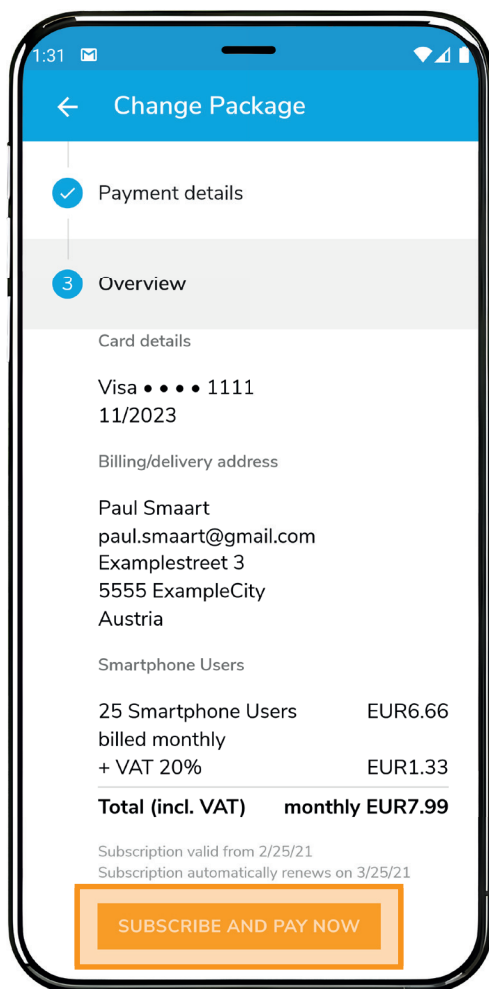
How to upgrade a smartphone user pack on iOS devices

DOM TAPKEY - USER MANUAL

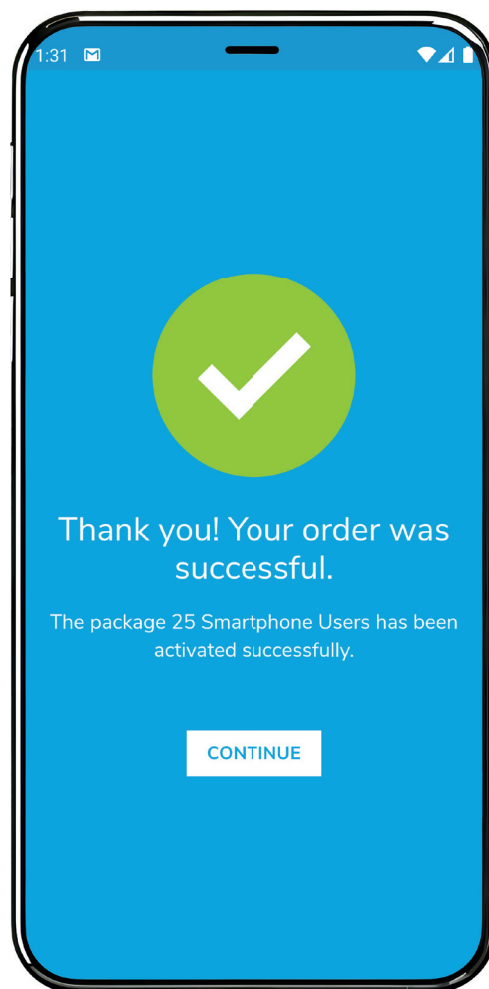
4. Tap on the **Subscribe and pay now** button

Your new user pack is activated immediately. The unused amount of your current package is credited.

You've upgraded your user pack successfully.



4.

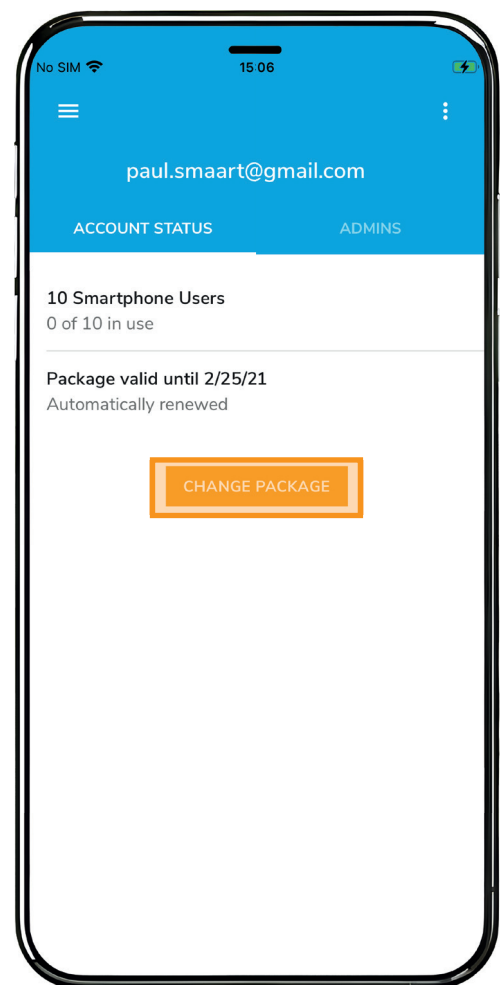


How to upgrade a smartphone user pack on iOS devices

DOM TAPKEY - USER MANUAL

Need more smartphone users than currently possible in your user pack? No worries! It's super easy to upgrade to a higher plan.

1. Press the Change package button under the settings in the Tapkey app

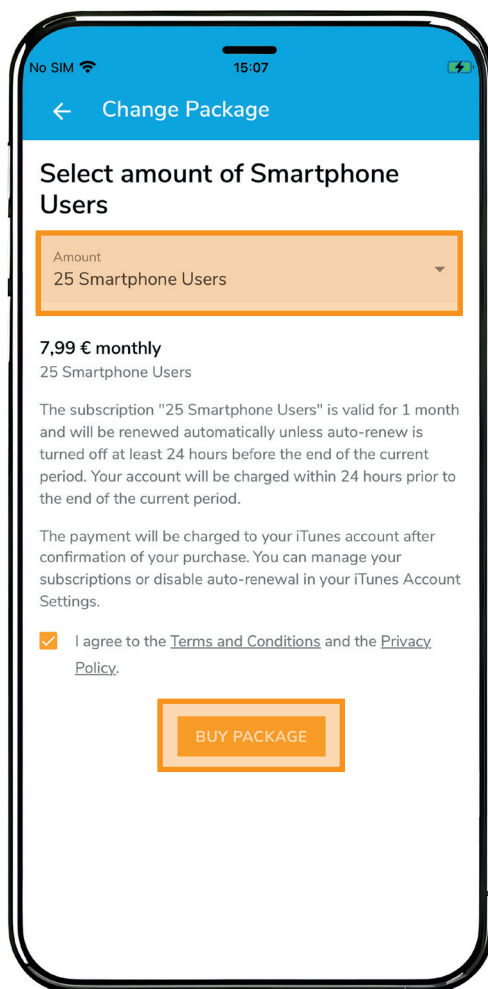


1.

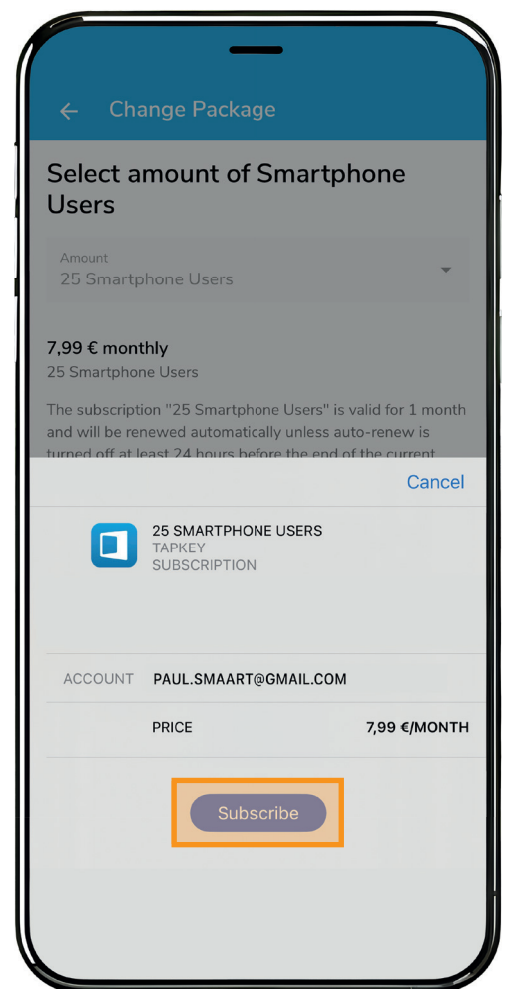
How to upgrade a smartphone user pack on iOS devices

2. Choose a higher pricing plan and click on the Buy package button

3. Tap on the Subscribe button



2.



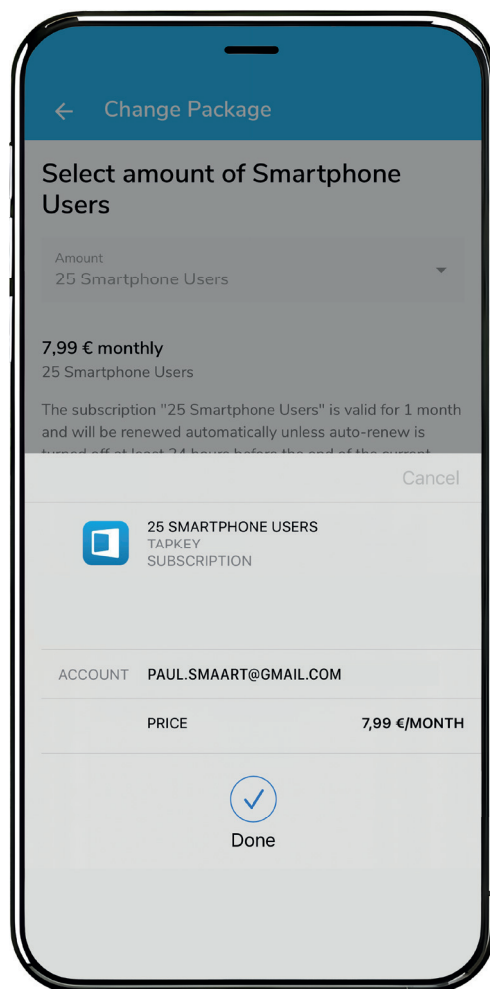
3.

How to upgrade a smartphone user pack on iOS devices

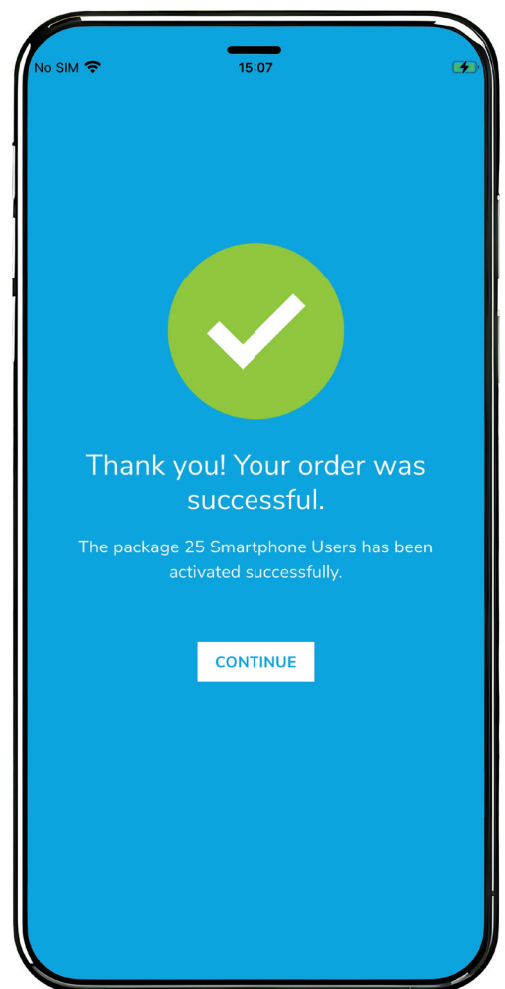
DOM TAPKEY - USER MANUAL

4. Confirm by tapping the Done button
You've upgraded your user pack successfully.

Your new user pack is activated immediately. The unused amount of your current package is credited.



4.



Can I adjust the unlock duration of my lock individually ?

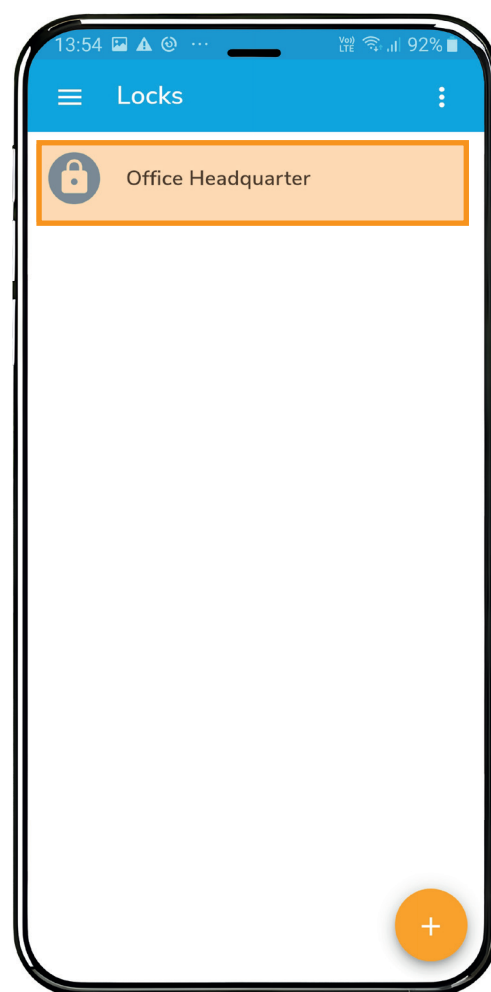
DOM TAPKEY - USER MANUAL

The answer is: Yes. The unlock duration refers to the period of time within which the smart lock can be operated after being unlocked. Now, this can be individually adjusted

between 1 and 60 seconds. In this help center article, you will learn how to configure the setting time from a lightning-fast second to a comfortable minute using the Tapkey App.

1. Choose your lock or the locking device you want to adapt

For this, you need to press Locks in the menu beforehand.



1.

Can I adjust the unlock duration of my lock individually ?

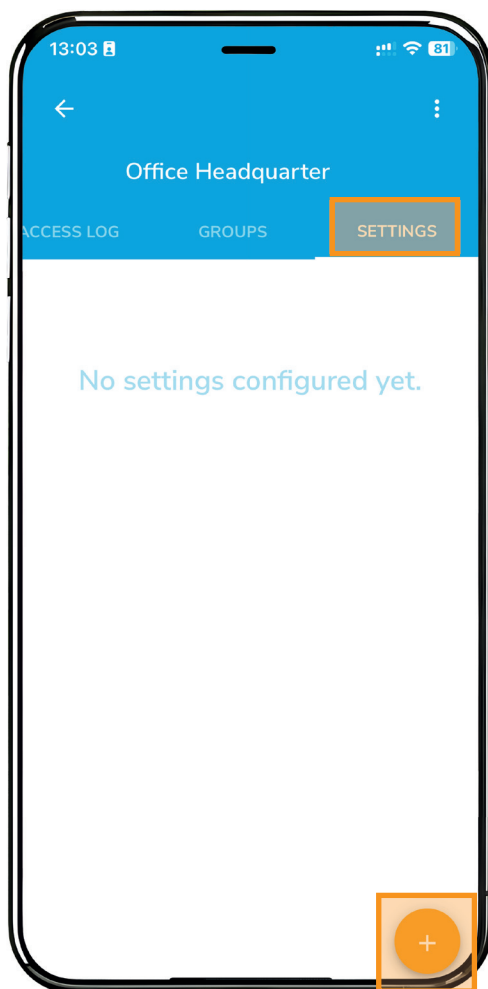
DOM TAPKEY - USER MANUAL

2. Click on Settings in the tabs

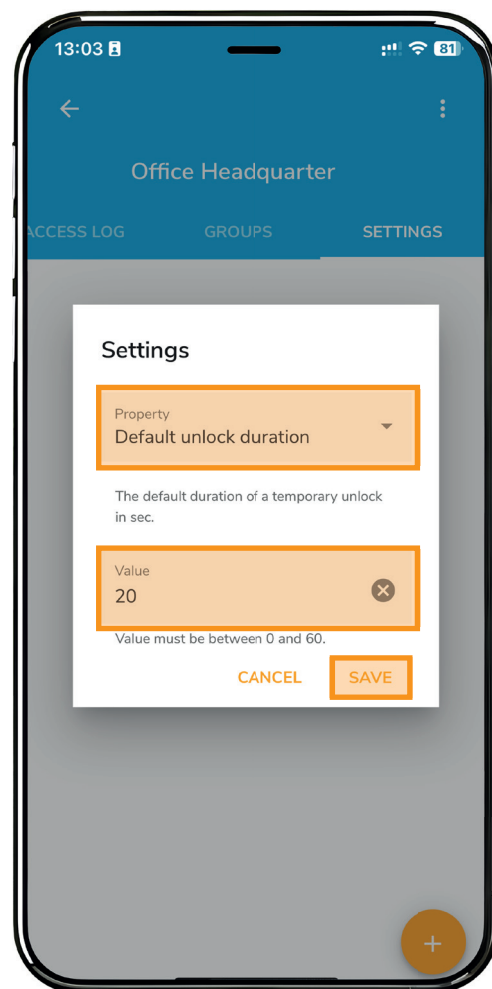
Swipe through the list of tabs to get there.

3. Select Default unlock duration as a property and enter the desired seconds value

Save your settings afterwards.



2.



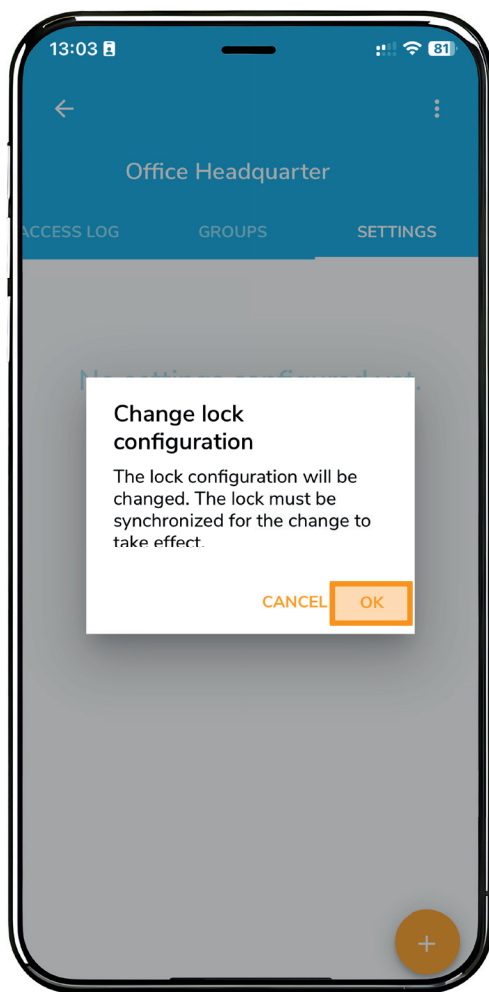
3.

Can I adjust the unlock duration of my lock individually ?

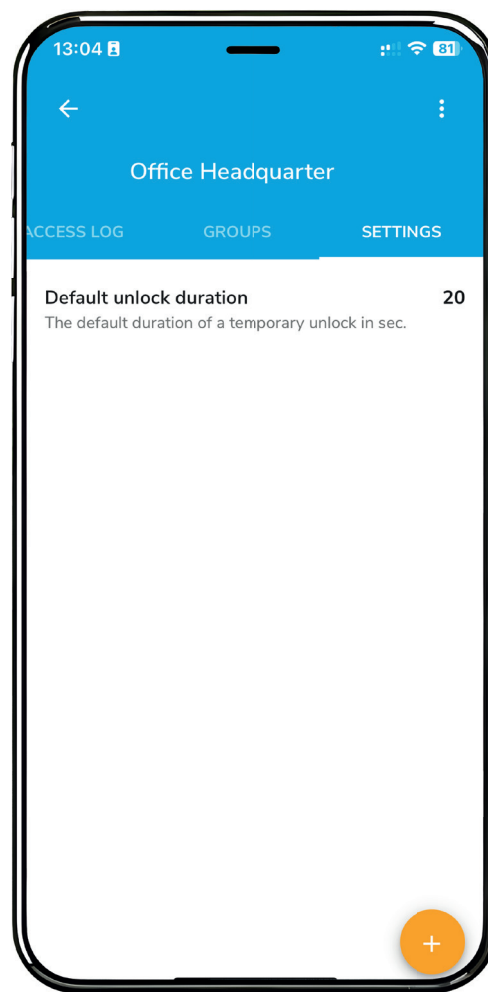
DOM TAPKEY - USER MANUAL

4. Confirm the settings change with OK

5. Click on the displayed new default unlock duration



4.



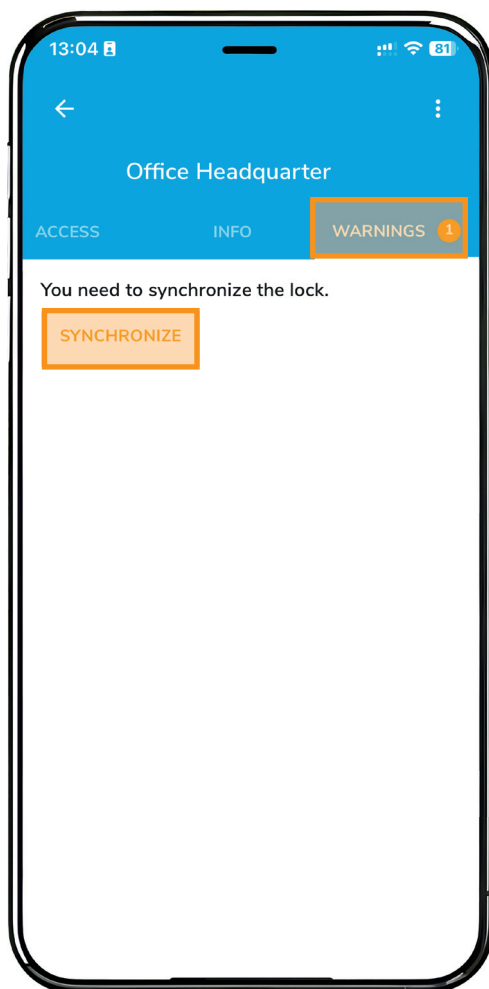
5.

Can I adjust the unlock duration of my lock individually ?

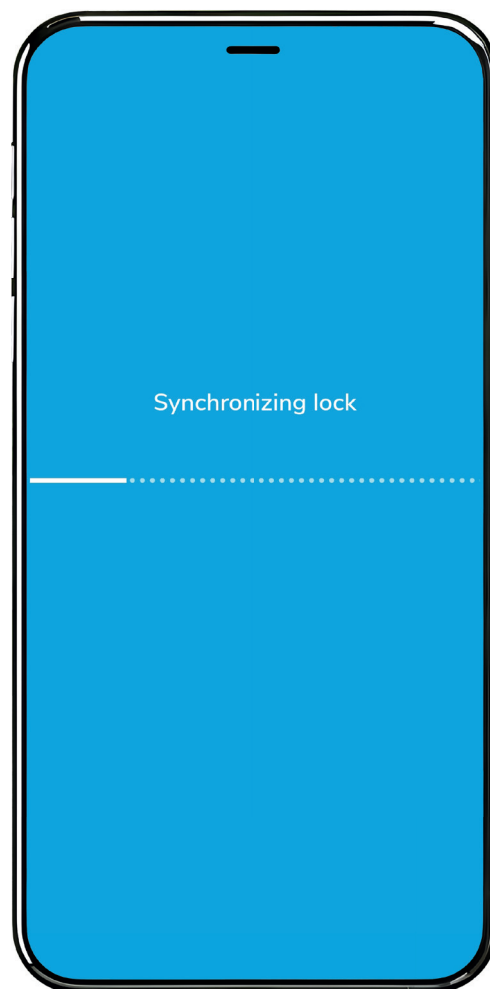
DOM TAPKEY - USER MANUAL

6. Press Synchronize, which appears under the warnings tab
7. Wait until your lock is found, and the synchronization is completed

Now, you can benefit from the newly set unlock duration the next time you unlock.



6.



7.