

# Keyng App (iOS)

Clex private  
Management software



# Operating manual

### **Imprint**

Operating manual  
Keyng App (iOS)

Document number: 0F1E

Document version: 1.4

Keyng Version: 2.0.9

Status: 20.01.2022

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# 1 About this document

This operating manual describes the Keyng app for iOS operating systems. It is part of the product and contains important information that is necessary for proper operation.

This operating manual only applies to the software version mentioned on page 2 and is intended for both technicians and end customers.

- ▶ Read this operating and assembly manual carefully for smooth and safe operation and follow the instructions given in it before operating the software
- ▶ Please retain the operating manual for future reference.

Uhlmann & Zacher GmbH does not assume any responsibility for disruptions or hazards such as non-access to injured personnel, malfunctions, property damage or other damages resulting from not following the instructions in this operating manual or incorrectly configured products.

- ▶ Contact the specialist dealers or Uhlmann & Zacher GmbH directly.

## 1.1 Warnings

Warnings warn against hazards, which may arise when using the product. There are two levels of warnings that can be identified based on the signal word:

Signal word	Meaning
CAUTION	Indicates a hazard with a low risk that can lead to mild or moderate injury if not avoided.
ATTENTION	Indicates a hazard that results in property damage.

## 1.2 Symbols

The following symbols may be used in this manual:

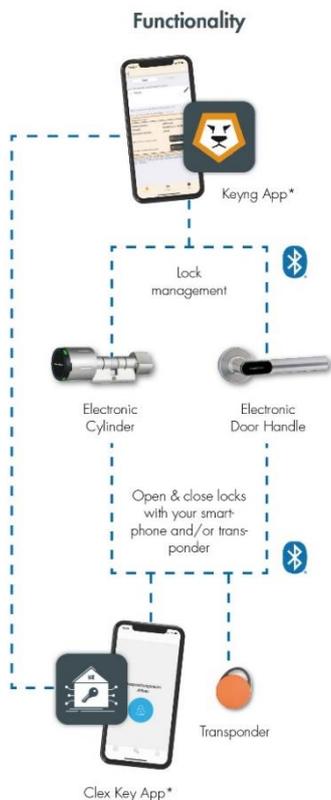
- ▶ This symbols indicates a usage instruction that must be followed by the user.
- This symbol indicates an entry in a list.



This symbol indicates useful and important information.

## 2 System components

The Keyng app is a program for managing Bluetooth®-enabled locking units of a Clex private locking system.



Keyng App	Management software for smartphones. Available for Android and iOS devices.
Electronic locking cylinders	Bluetooth®-enabled Clex private cylinders.
Electronic door handles	Bluetooth®-enabled Clex private door handles or fittings.
Transponders	MIFARE transponders in the form of cards or key fob tags.
Servicekey	Using the service key, a user identifies himself as an administrator of the locking system. If the service key is held in front of a component of the locking system, then the respective component goes into programming mode. It is then possible, for example, to authorize keys, adjust settings or read the event log.
Clex Key App	Door opening software. Freely available for Android and IOS smartphones

The Clex private system provides various options for managing a locking system

- Management as Learning/clearing system by manually programming the transponders on the locking unit
- Management with Keyng app on a device with iOS or Android operating system (only in conjunction with Bluetooth®-Low Energy enabled products)

For all management methods, the authorisations are saved directly in the locking units. The decisive factor whether a transponder or smartphone is authorised is the updated status in the locking unit and not what is displayed in the app. If the data on the smartphone is lost, the basic information on authorized transponders can be read from the locking units, but not personal information such as names or descriptions, which are only saved on the smartphone.



**NOTE:** A hybrid operation between the management types is not provided in the Keyng app and is generally not recommended. Simultaneous management from several smartphones is not possible.



### 3 Initial commissioning

- ▶ Install the Keyng app on your smartphone or tablet. Use the adjacent QR code or this download link:  
<http://www.uundz.com/app/kios>
- ▶ Keep the Bluetooth® enabled Clex private cylinders or door handles/fittings ready.
- ▶ If necessary, remove the plastic foil battery tab inserted during delivery to ensure the correct power supply. Please also note the instructions for opening and closing the battery compartment of your locking units.

#### 3.1 Programming the service key

In its original condition (delivery status), the service key is not yet programmed into the locking units.

- ▶ Wake up the locking unit by either holding a key in front of the reading unit or by turning it several times in case of electronic knob modules. Upon success, the electronic locking cylinder responds with three long audible signals.
- ▶ Hold the service key in front of the locking unit within 15 seconds. If successful, you will now hear this sequence of beeps:

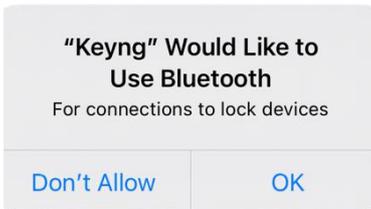
🔊 long, long long short short short    pause    short short

After programming, the respective locking unit enters the programming mode when the service key is held up.

## 4 Quick Start

This is how you create the first door in the Keyng app and generate authorised keys. Make sure beforehand that you have already completed the initial commissioning as described in Chapter 3 by programming the service key on the locking unit being used.

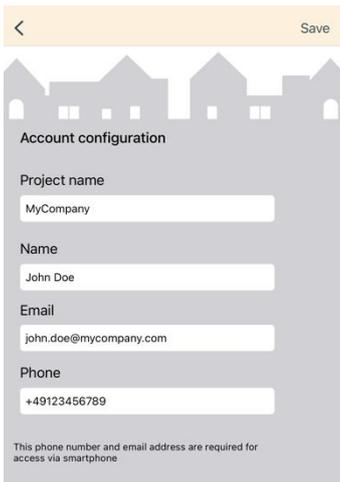
### 4.1 App Rights consent & Account configuration



#### App Rights consent

In order to be able to use the software without restriction, you have to grant the required authorisations when you first start the app. The application requires access to the wireless modules of the mobile device for communicating with transponder keys and locks. (Bluetooth® & NFC). Since your device can be detected by others when using the wireless modules and thus reveals your location, the "Device location" authorisation is required here.

- ▶ Tap in the pop-up window when asked: "Keyng Would Like to Use Bluetooth" on "OK"



#### Account configuration

For issuing mobile keys later, the app requires additional information to identify the locking system and the administrator.

- ▶ Fill all the fields in the "Account configuration" screen.

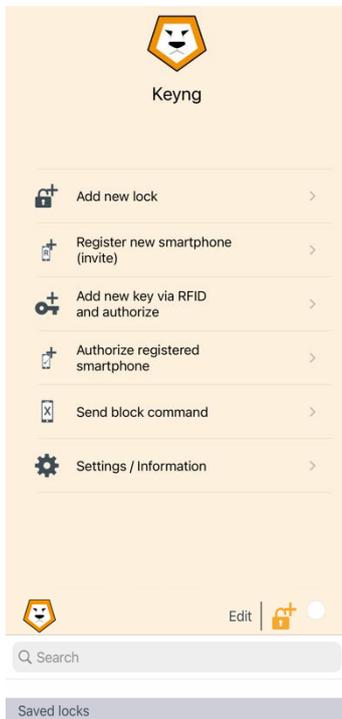
The details can be changed subsequently in the settings under the "Account configuration" menu item.

- ▶ Tap on the "SAVE" button.

The saved values are later used in the automatically generated invitation emails and short messages. The project name appears in the subject of the e-mail and to distinguish it from other locking systems in the Clex Key door opening app. It should be selected in such a way that the receiver can clearly identify the locking system. In the Name field, you can also enter an organisation name as an alternative to your first and last name. Use only the actual mobile phone number of your device and an e-mail address that you can use without restriction from your smartphone.

## 4.2 Orientation and Home Screen

All important functions can be executed directly from the home screen. Here you will also find the "Settings/Info" menu item. By tapping on the home symbol in the tab bar, you can go back to the Home Screen at any time.



## 4.3 Setting up the first lock

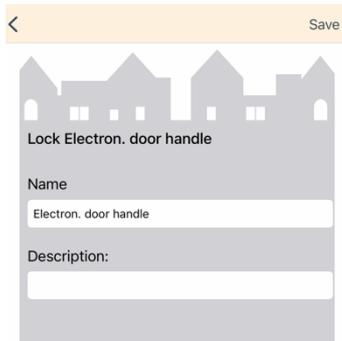
- ▶ Tap on "Add new lock" in the home screen and confirm the information text in the pop-up window that opens with "OK".
- ▶ Hold your card included with the supply labelled as "Service key" in front of the lock (electronic locking cylinder or door handle).
- ▶ After the beep, you can see the connection indicator flashing at the top right.



- ▶ Press the flashing button "Add lock".



- ▶ Optionally you can press the underlined name which is automatically assigned, to change it.
- ▶ Press "Save".



## 4.4 Programming new keys for locks & authorising them immediately

- ▶ Now switch to the "Keys" tab.



As long as the connection indicator is still flashing, the App is still connected to the lock.

- ▶ Tap the "Add Key" button.



- ▶ If desired, enable the slider "Authorize scanned key immediately" by tapping on it.



- ▶ Hold a transponder key (compatible MIFARE tag or card) in front of the lock.
- ▶ Tap on the line under the items "Last name", "First name" and "Remark" to customise the new keys.
- ▶ Tap on the "Save" button.

- ▶ Optionally, hold all tags or cards to be authorised in front of the lock one after the other. Tap "Save" after each new key.

## 4.5 Disconnecting from the lock

- ▶ If you tap the "Back" button of your operating system in the "Locks" tab, the lock will be disconnected.

Alternatively:

- ▶ Tap the flashing connection indicator at the top right  and then tap "Disconnect".

## 5 Adding locks

### Add new lock

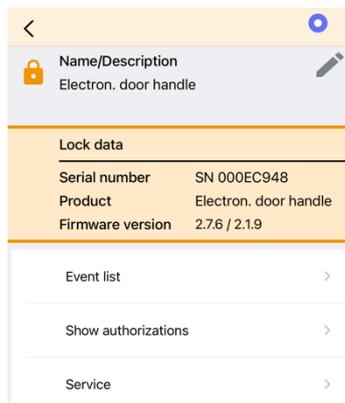
Hold your Servicekey in front of the lock, then please tap the padlock button once it flashes in orange.

Ok

- ▶ Tap on "Add new lock" in the home screen and confirm the information text in the pop-up window that opens with "OK". You can also go directly to the "LOCKS" tab.
- ▶ Hold the service key card in front of the lock.
- ▶ Tap on the "Add lock" button as soon as the connection indicator flashes.



- ▶ Optionally you can press the underlined name which is automatically assigned, to change it. Press "Save".



- ▶ In the menu below the lock data, tap on "Show authorizations".

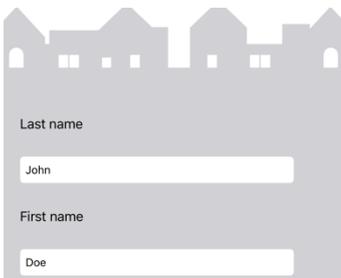
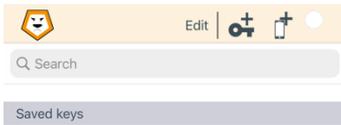
Show authorizations >

- ▶ From the "Not authorized" list, select the transponder key that you want to authorise for the new door. To do this, tap on the slider next to the name.
- ▶ To exit your device's programming mode, tap the flashing connection indicator in the top right corner  and then on "Disconnect".



You can change the name and description of the lock at any time later by selecting the lock in the list of saved locks and then tapping the pen symbol  next to the name.

## 6 Adding other keys to the lock



- ▶ Hold the service key card in front of the lock
- ▶ Switch as soon as the app is connected to the lock and the connection indicator flashes on the Keys tab.
- ▶ Tap the "Add Key" button:



- ▶ If desired, enable the slider "Authorize the read keys immediately" by tapping on it.
- ▶ Hold a transponder key (compatible MIFARE tag or card) in front of the lock.

- ▶ Tap on the line under the item "Name" to name new keys.
- ▶ Tap on the "Save" button.

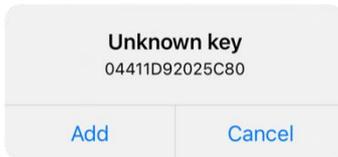
- ▶ Optionally, hold all tags or cards to be authorised in front of the lock one after the other. Tap "Save" after each new key.



You can change the name and description of the key at any time later by selecting the key in the list of saved keys and then tapping the pen symbol  next to the name.

## 7 Adding other keys via NFC

You can also program new keys when the app is not connected to a lock. To do this, make sure NFC is enabled on your mobile device.



- ▶ Tap on "Add new key via RFID and authorise" in the home screen and confirm the information text in the pop-up window that opens with "OK".

Or tap the "Add Key" button directly in the Key tab



- ▶ Hold the new key in front of the NFC reader field of your device.
- ▶ Tap "Add" in the "Unknown Key" pop-up that appears.

< Save

Last name  
Doe

First name  
John

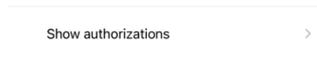
Comment

- ▶ Optionally name the key by tapping on the underlined texts for last name and first name
- ▶ Press "Save".

The key is now available for selection the next time the app is connected to a lock

## 8 Authorising a key for a lock

- ▶ Tap on the "Locks" tab
- ▶ Hold the service key card in front of the lock. The app automatically connects to a known lock. (If the lock has not yet been programmed, follow the instructions in chapter 4.3 "Setting up the first lock").
- ▶ In the menu below the lock data, tap on "Show authorizations >".



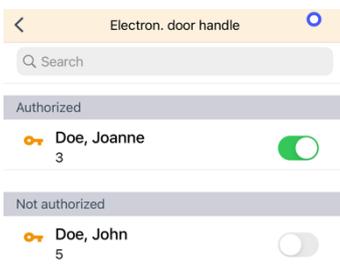
- ▶ From the "Not authorized" list, optionally select the transponder key that you want to authorise for the new door. To do this, tap on the slider next to the name.



- ▶ If you want to add a completely new key, tap on the "Add new key" button.



- ▶ To exit your device's programming mode, tap the flashing connection indicator in the top right corner  and then on "Disconnect".



## 9 Smartphone opening

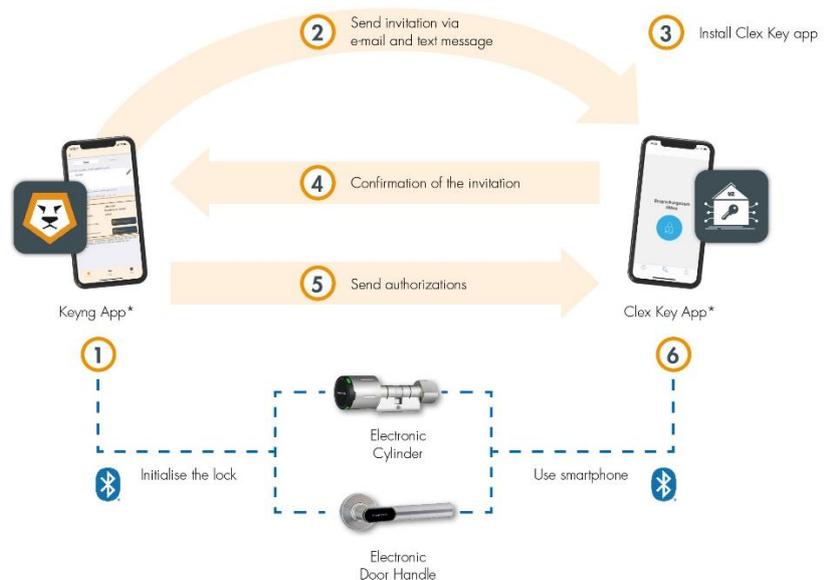
### 9.1 Clex Key App

With the new Clex Key App, users of your locking system can also use their smartphone to open locks. To do this, all smartphones have to first be registered in the Keyng app. During the registration process, cryptographic keys are exchanged via email and text message. Only after receiving a reply by e-mail from the person you invited, you can send authorisations to the registered user.

#### Free download:

- Google Play  
<https://play.google.com/store/apps/details?id=com.uundz.ClexKey>
- Apple App Store  
<https://apps.apple.com/de/app/clex-key/id1500405117>

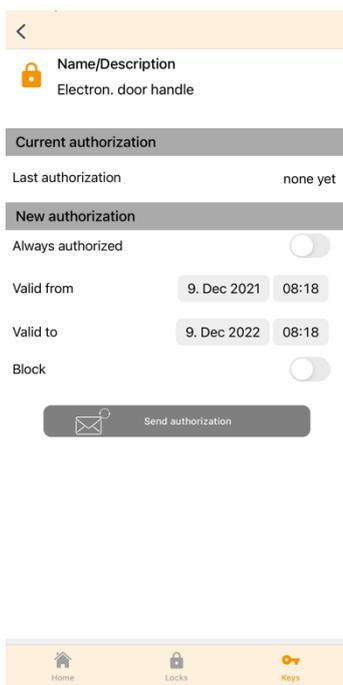
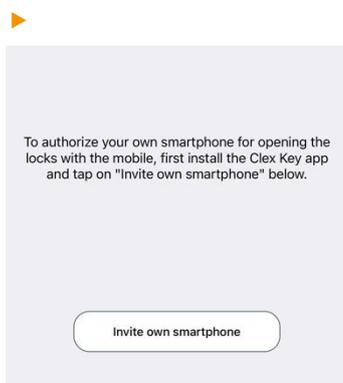
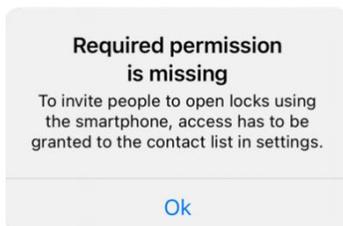
#### Overview:



**In order to invite a person for smartphone opening, the contact details of e-mail address and mobile phone number of the person have to be saved as a contact in the phone directory of your smartphone.**

## 9.2 Registering your smartphone

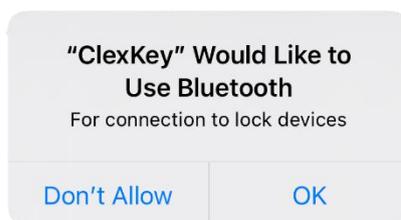
If you as an administrator also want to unlock locks by yourself with your smartphone, you can use a simplified invitation process, as Keyng and Clex Key App can exchange the cryptographic keys directly with each other on the same mobile phone.



- ▶ First install the Clex Key app.
- ▶ On the home screen, tap on "Register new smartphone (invite)".
- ▶ Allow Keyng to access your contacts by confirming the window that opens with "Allow".
- ▶ Now Keyng reads all contacts from your phone directory and then displays them as a selection list. If you have a large number of contacts in the phone directory, this may take some time.
- ▶ Select the entry "My smartphone" at the top of the list.
- ▶ Then tap "Invite own smartphone".

Keyng then automatically switches to the Clex Key App for data exchange. You will now find a new list entry "My smartphone" in the list of keys. To check, you can tap on the list entry to check the status on the key detail page. If it says "Status-Ready" you can give yourself authorizations for locks:

- ▶ Select a lock from the list under the heading "Not authorized" and tap on it.
- ▶ Give yourself a new authorization for the lock by tapping on the switch symbol next to "Always authorized" and then tapping the "Send authorization" button.
- ▶ To give Clex Key access to the Bluetooth module of your smartphone, confirm the window "ClexKey Would Like to use Bluetooth" with "OK"



Keyng now automatically switches to the Clex Key App, which confirms the receipt of the authorization by a success message.

The Clex Key App now detects the authorized lock if you are within its range. Unlock the lock by tapping the blue button. Switch between different locks within range by swiping sideways across the screen.

### 9.3 Registering (inviting) other smartphones

- ▶ On the home screen, tap on "Register new smartphone (invite)".
- ▶ Allow Keyng to access your contacts by confirming the window that opens with "Allow".

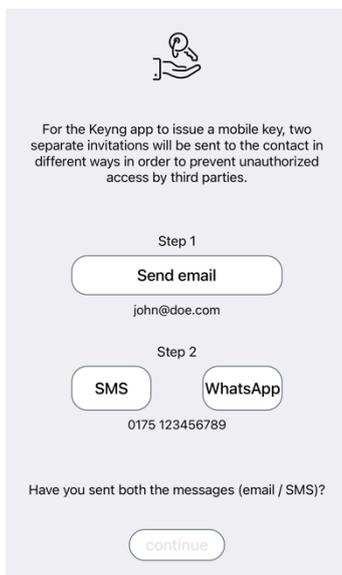
Now Keyng reads all contacts from your phone directory and then displays them as a selection list. If you have a large number of contacts in the phone directory, this may take some time.



You can filter the display of the contacts by entering something in the search bar.

- ▶ Tap on the desired contact.

If several telephone numbers or e-mail addresses are stored for a contact, select the favourite entry.



The invitation window will now open from which you can send the two different parts of the invitation.

- ▶ Tap on the "Send email" button

An app selection dialog opens for your iOS operating system.

- ▶ Select a suitable e-mail program that can process the automatically generated e-mail.

**Clex Key invitation [1 of 2] - mobile keys from** 

To: john@doe.com

Cc/Bcc, From:

Subject: Clex Key invitation [1 of 2] - mobile keys from

**Welcome to Clex Key, the app for mobile keys from Uhlmann & Zacher!**

You have been invited to install a key for the locking system on your mobile device. Using the key you can get permissions and open as well as close compatible locks easily with your smartphone. To do this you need the Clex Key App.

For security reasons, you will receive an invitation in two ways. This is the first part. You will receive the second part separately. Your key can be used for opening via smartphone only after confirming both parts of the invitation.

**Instructions:**

1. Install the Clex Key App. It can be downloaded free of charge from the App Store as well as

To: John Doe

ClexKey invitation [2 of 2] - has invited you to install a mobile key on your smartphone. Follow the instructions given in the first part of the invitation sent to your email inbox. Then click on one of the links given below depending on the type of phone you use. If you are unable to click on the link, copy the link or the complete message to the clipboard and paste the text manually in Clex Key.

iOS:  
clexkey://clexprivate/invitation?  
token=CAEaBBAFGANINaoQO4K6S4  
6Btjxlykomw7w2qxlgtxsg-  
nZKHe1cjHhrF9Bs0UJhVHewk8Qem  
MXntOVxbuw=

You will now see the ready invitation e-mail in the e-mail program. You can optionally customize the invitation text as long as you do not change the cryptographic keys at the back of the message.

- ▶ Send the email and return to the Keyng app.
- ▶ Tap either on "SMS" or "WHATSAPP" to send the second part of the invitation.

For the SMS option, an app selection dialog of your iOS operating system opens.

- ▶ Select an application to send SMS.
- ▶ Send the text message by tapping on the send button of the third-party application (e.g. paper plane symbol).
- ▶ Finally, tap on the "continue" button after sending both messages. This changes the invitation status display in the list of keys for a better overview of the processing status.

Have you sent both the messages (email / SMS)?

[continue](#)

#### Instructions for recipients of the invitation

You will first receive an e-mail and a text message (SMS or Whatsapp) from the operator of the locking system to register your smartphone.

In the email you will find links for downloading the Clex Key App for free.

- ▶ First install the Clex Key app:

Google Play

<https://play.google.com/store/apps/details?id=com.uundz.ClexKey>

Apple App Store

<https://apps.apple.com/de/app/clex-key/id1500405117>

- ▶ Open the invitation email in your email app.
- ▶ Depending on the operating system that you have, tap on the appropriate link in the email.

A window opens to select the application with which the link has to be processed.

- ▶ Select "Clex private invitation".

*If the data cannot be automatically transferred to Clex Key, select the text and copy the link or entire email to the clipboard and paste it into the field provided in the Clex Key app.*

The Clex Key app will now open.

- ▶ To give Clex Key access to the Bluetooth module of your smartphone, confirm the window "Clex Key would like to use Bluetooth" with "OK".
- ▶ Confirm the message to receive the invitation with "OK".

Open your Messages app (SMS app or Whatsapp).

- ▶ Open the invitation message.
- ▶ Depending on the operating system that you have, tap on the appropriate link in the message.

A window opens to select the application with which the link has to be processed.

- ▶ Select "clex private invitation" again.

*If the data cannot be automatically transferred to Clex Key, select the text and copy the link or entire email to the clipboard and paste it into the field provided in the Clex Key app. To do this, tap the menu item "Manual invitation".*

An app selection dialog opens for your iOS operating system.

- ▶ Select a suitable e-mail program that can send the automatically generated response as e-mail.

- ▶ Send the email.

Wait until the administrator has processed your response and sends you one or more emails with authorisations. Proceed with the further messages from your locking system administrator in the same way as described above.

If something goes wrong with the recipient, you can resend the email and SMS at any time by tapping on the person's entry in the list of keys and then on the "Resend" button.



As soon as you receive an e-mail from the invited person with the subject "Clex key reply...", open it.

- ▶ Tap the appropriate link for your operating system and select "clex private invitation reply" in the "open with" window.

To check, you can tap on the list entry to check the status on the key detail page. If "Status- Ready" is displayed here, the registration is completed correctly. You can now send permissions to locks to the person via email.

## 9.4 Authorising registered smartphone

- ▶ On the home screen, tap on "Authorise registered smartphone".
- ▶ Tap a name in the list of authorised keys.
- ▶ Tap the desired lock in the "Not authorised" list.
- ▶ Optionally, enter a date and time (from and to) for the validity of the authorisation. For unlimited authorisation, tap the switch symbol next to "Always authorised".

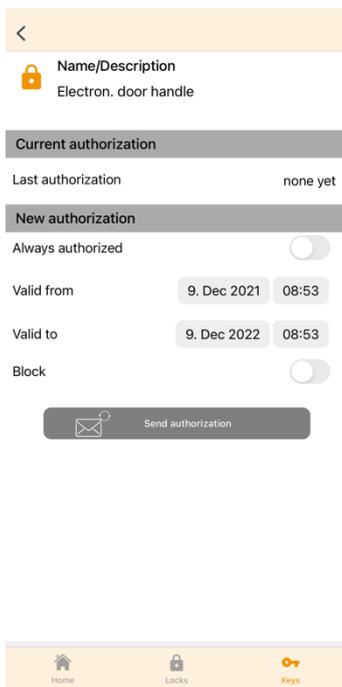
### New authorization

Always authorized



- ▶ If you now tap "Send authorization", the e-mail program will open. Send the email from the email program.

If necessary, select additional locks in the same way and send another e-mail with change in authorisation for each lock.

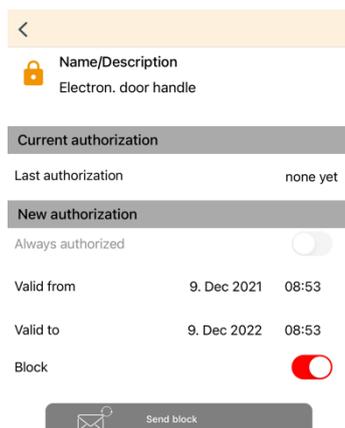


## 9.5 Revoking authorisations from smartphones

Since the decision of whether a user is authorised or not is always made by the lock in the Clex private system, the information that a smartphone is no longer authorised has to be first shared with the lock. There are various options here.

### 9.5.1 Sending a block command

- ▶ On the Home screen, tap "Send block command".
- ▶ Confirm the message window with "OK".
- ▶ Tap a name in the list of authorised keys.
- ▶ Tap the lock you want to block for this person in the "Authorised" list.
- ▶ Tap on the switch symbol next to the word "Block" and then on the "Send block" button .



- ▶ If you can trust that the authorised person himself is involved in the process, it is sufficient to send the block command only to this person. This is a potential scenario, for example, when changing offices, if new authorisations are granted at the same time.

A window now opens in which you can select additional recipients. Since it can be basically expected that the person who is still authorised may not actively be involved in the withdrawal of the authorisation, it is safest to instruct one or, even better, several others to change the authorisation on the lock. Ideally, these are people who use their smartphone to open the concerned lock anyway. (colleagues from the same department, new tenants, etc.)

- ▶ To select the recipients to whom the block command has to be sent, select them with a tick mark by tapping on their names.
- ▶ Then tap on the "SEND" button.

### 9.5.2 Deleting authorisations on the lock

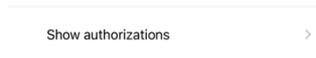
Of course, authorisations from registered smartphones can also be deleted directly in the programming mode of the lock. In contrast to the other two methods, this method is immediately effective on the lock. To do this, proceed as described on page 22 in Chapter 10 "Deleting authorisations".

## 10 Revoking authorisations

- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.



In the menu below the lock data, tap on "Show authorizations >"



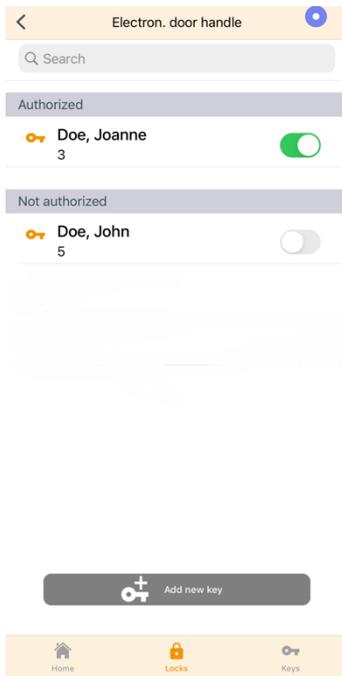
The list of authorised keys is now read from the lock.

- ▶ In the list of authorised keys, tap the "switch symbol"  next to the key you want to delete.

The deleted key is now displayed in the list of unauthorised keys and can be authorised again from there later using the greyed out switch symbol .

Please note: Registered smartphones that are deleted from the list can not be added using the „Switch“-Symbol , but have to be sent a new authorisation by e-mail.

- ▶ To exit your device's programming mode, tap the flashing connection indicator in the top right corner  and then on "Disconnect".



## 11 Reading event log



Loading events...

- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.



- ▶ In the menu below the lock data, tap on "Event list >".



The event log will now be downloaded to your mobile device and can be viewed immediately. By tapping on the individual entries in the log, further details can be viewed.

- ▶ To exit your device's programming mode, tap the flashing connection indicator in the top right corner  and then on "Disconnect".



The log is now saved on your mobile device and can also be accessed later. To do this, simply select the lock from the list again and tap on "Event list>" in the menu below the lock data.

## 12 Replacing batteries

Please refer to the operating manual of the respective locking unit for details on when to replace a battery and in which battery phase.

### 12.1 Replacing batteries for electronic door handles

- ▶ Replace the battery according to your locking unit manual.

To adjust the time in the lock after replacing a battery, connect the Keyng app briefly to the lock. To do so, proceed as follows:

- ▶ Tap on the "Locks" tab.
- ▶ Hold the service key card in front of the lock
- ▶ To exit your device's programming mode, tap the flashing connection

indicator in the top right corner  and then on "Disconnect".

### 12.2 Replacing batteries for electronic locking cylinders

Depending on the model of the electronic locking cylinders, it is necessary to change to a special battery replacement position in order to unlock the cover lock. This can be initiated directly from Keyng in the Clex private mobile system.

- ▶ Hold the service key card in front of the lock.

Wait until the lock is connected and the connection indicator flashes.

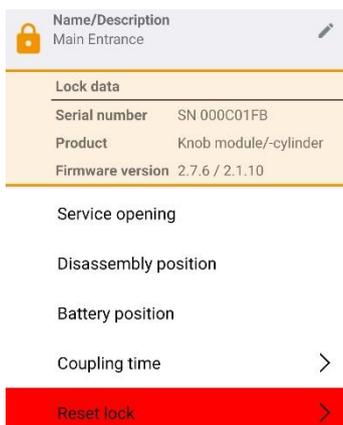


- ▶ In the menu below the lock data, tap on "Service".
- ▶ In the list of services, tap "Battery position".
- ▶ Now replace the battery according to your locking unit manual.

To adjust the time in the lock after replacing a battery, connect the Keyng app briefly to the lock. To do so, proceed as follows:

- ▶ Tap on the "Locks" tab.
- ▶ Hold the service key card in front of the lock
- ▶ To exit your device's programming mode, tap the flashing connection

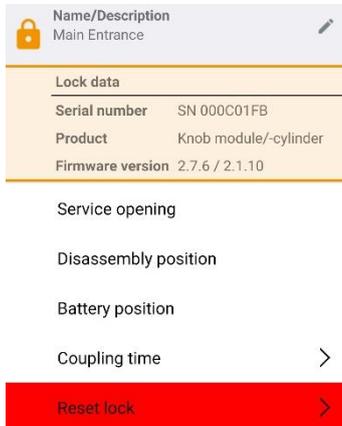
indicator in the top right corner  and then on "Disconnect".



If you want to change the locking unit from the battery replacement position back to the default position, hold an authorised transponder in front of it or, if the app is still connected to the lock, select "Service Opening" from the list of services.

## 13 Disassembly

In order to disassemble certain electronic locking cylinders, the gear of the knob module should first be moved to a special disassembly position. This can be initiated directly from Keyng in the Clex private mobile system.

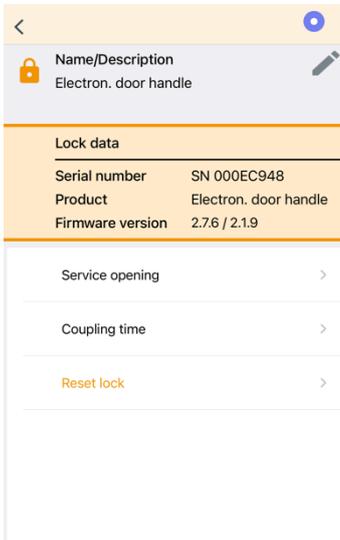


- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.
- ▶ In the menu below the lock data, tap on "Service".
- ▶ In the list of services, tap "Disassembly position".
- ▶ Disassemble the locking unit as described in the respective operating manual. In general, turn the knob module by lightly pulling it until it can be removed from the cylinder.
- ▶ To exit your device's programming mode, tap the flashing connection indicator in the top right corner  and then on "Disconnect".

- ▶ If you want to change the locking unit from the disassembly position back to the default position, hold an authorised transponder in front of it or, if the app is still connected to the lock, select "Service Opening" from the list of services.

## 14 Adjusting coupling time

You can also use the Keyng app to adjust the duration for which a locking unit remains coupled after being opened by an authorised key.



- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.



- ▶ In the list below the lock data, tap on "Service >"

Service >

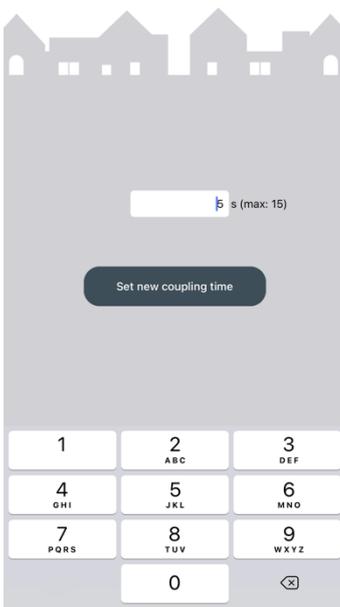
- ▶ In the list of services, then tap "Coupling time >"

Coupling time >

The currently adjusted locking time is now automatically read from the lock. Wait a moment till the current time is displayed in seconds.

- ▶ Tap on the current locking time to change the value using the on-screen keyboard and then tap on the "Set new coupling time" button.
- ▶ To exit your device's programming mode, tap the flashing connection

indicator in the top right corner  and then on "Disconnect".



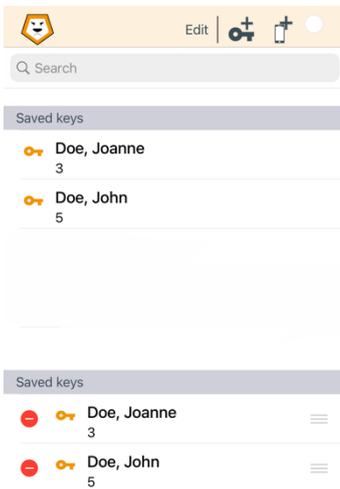
## 15 Deleting keys

In the Keyng app, keys can only be deleted if they are no longer authorised on any lock. This helps in security of the system and is intended to ensure that you as a user do not lose track. This prevents authorisations from still existing for keys that are no longer displayed in your app.

So first make sure that there are no more authorisations.

- ▶ To do this, select the key to be deleted from the list of saved keys in the "Keys" tab.

In the list below the key data you will find the list of locks for which the key still has authorisations. If necessary, delete authorisations as described in chapter 10 "Revoking authorisations"



- ▶ To make changes to the list of saved keys, tap the "Edit" button above the list of saved keys

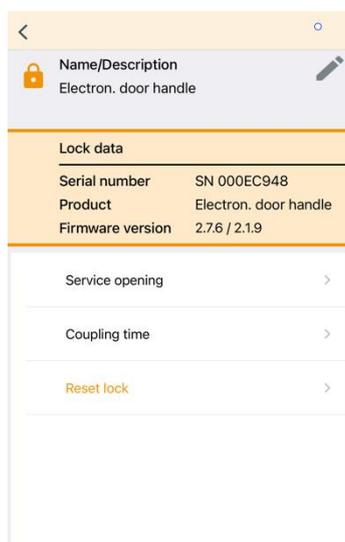
- ▶ To delete a key without authorisation, tap on the "minus" symbol  next to the key to be deleted.

- ▶ To complete the deletion process, tap the "Done" button.

## 16 Deleting locks

- ▶ Tap on the "Locks" tab.
- ▶ To make changes to the list of saved locks, tap the "Edit" button above the list of saved locks
  
- ▶ To delete a lock, tap the "minus" symbol  next to the lock you want to delete.
- ▶ Confirm the security prompt with "Delete".
- ▶ To complete the deletion process, tap the "Done" button.

## 17 Resetting locks



When you reset the lock, all authorisations on the lock are deleted and it is removed from the Keyng app.

- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.



- ▶ In the list below the lock data, tap on "Service >"

Service >

- ▶ Then tap on the red menu item "Reset lock >" in the list of services

## 18 Exporting & importing database

For example, if you want to back up the data stored on the mobile device or, for example, if you want to use a new mobile device, you can export the database and import it again later to another device. A one-time transfer of Keyng1 Windows data for the changeover is possible with restrictions.

### ATTENTION:

**This function is not suitable for permanent hybrid operation between Keyng App and Keyng1 management software for Windows or for using several smartphones simultaneously!**

- ▶ On the home screen, tap on "Settings / Info".
- ▶ Tap on "Data backup".

### 18.1 Exporting data

- ▶ Depending on whether you want to export locks and keys or event logs, select either "Export locks/keys to..." or "Export events to...".

The file manager of your operating system will now open.

- ▶ Select a location and choose a file name. Do not change the file extension name ".gzml".
- ▶ Tap on the "Save" button to complete the process.

### 18.2 Importing data

- ▶ Copy a .gzml file exported from the Keyng app to your mobile device.
- ▶ Depending on whether you want to import locks and keys or event logs, select either "Import locks/keys to..." or "Import events to...".



**WARNING** The existing data is overwritten during an import.

- ▶ A warning message is displayed, which has to be confirmed with "OK" to continue.

The file manager of your operating system will now open.

- ▶ Select the folder to which you have copied the .gzml file to be imported and select it by tapping on the file.
- ▶ Tap the "Import" button to complete the process.

## 19 Firmware updates

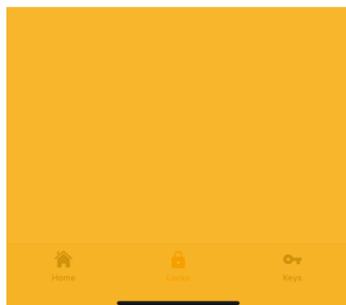
If firmware updates are available for the lock, Keyng downloads them automatically. In this case, a cloud symbol with the number of available updates is shown next to the menu item "Firmware Update" in the menu below the lock data.

Firmware-Update  >

If firmware updates are not available, then the menu item is grayed out. By default, firmware update files are downloaded only in Wi-Fi mode. If you want to download files via mobile data (GSM/EDGE/3G/LTE/5G), activate this in the Keyng settings in the Firmware Update settings.



Firmware being updated  
Please do not switch off your smartphone



**Always carry out firmware updates when the door is open for safety purposes.**

- ▶ Hold the service key card in front of the lock.
- ▶ Wait until the lock is connected and the connection indicator flashes.
- ▶ In the menu below the lock data, tap on "Firmware update".
- ▶ Tap the "Update firmware" button and follow the instructions.

Note the order from top to bottom if several updates are available and install them one after the other.

*Due to the size of the firmware and the limited transfer rate of the Bluetooth® connection, the update takes between 1 and 4 minutes, depending on the smartphone.*

*Please make sure that the connection does not terminate during the update process.*

- Do not switch to another application or lock the screen.
- Do not move the smartphone out of the connection range.

*In case of disconnection, proceed as described in Chapter 20.3 Disconnection during firmware update*

## 20 Troubleshooting

### 20.1 Lock is not detected when service key is held up

- ▶ Enable bluetooth in your phone settings.
- ▶ Disable the "Offline mode" (Airplane mode).
- ▶ Authorisation to use the device location may not be granted. ("Allow Keyng to access the device location?"). Tap and hold the Keyng App symbol and then tap on "App Info". Then tap in the list on authorisations and enable the required authorisation.
- ▶ Select the "Locks" tab in Keyng before you hold up the service key.

### 20.2 Whatsapp does not recognise the phone number

Please note that the transfer of automatically generated Whatsapp message only works if you have saved the recipient's mobile phone number with country code in this format:

#### Examples

Germany: +491712345678  
Austria: +4365123456789

- ▶ Change the phone number in your telephone directory according to this format.

### 20.3 Disconnection during firmware update

A disconnection with an incomplete "AVR" update puts the unit in a "boot-loader state" in which the lock no longer responds to authorized keys. In this state, the firmware update have to be completed first. The lock will continue to be detected by Keyng in the "Locks" tab for these purposes.

- ▶ Select the "Locks" tab in Keyng before you hold up the service key again.