# MEMO LOCK APP
## User Guide

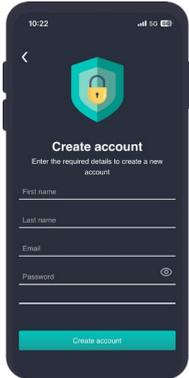MEMO
LOCK APP

This guide is specifically showing how to use MEMO LOCK APP.
This document is applicable for all MEMO AIR2-LINE and DEM EVO3.

## SIGN-UP
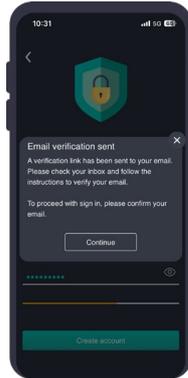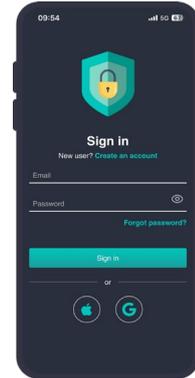
**SIGN-UP**

**Create your USER ACCOUNT and enter your details when this is your first landing.**

1. Choose your User Password and confirm.

**Verification Screen**

1. A verification email will be sent to the email address you have provided.
Open the Verification Email and click the verification link.
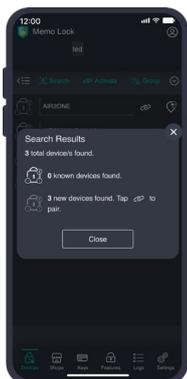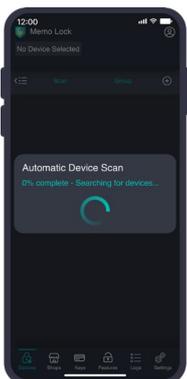
2. Return to the Mobile App and click **"continue".**

## LOGIN

**LOGIN**

1. Enter User Name & Password or use your social media account from APPLE & GOOGLE.

## SCANNING FOR DEVICES

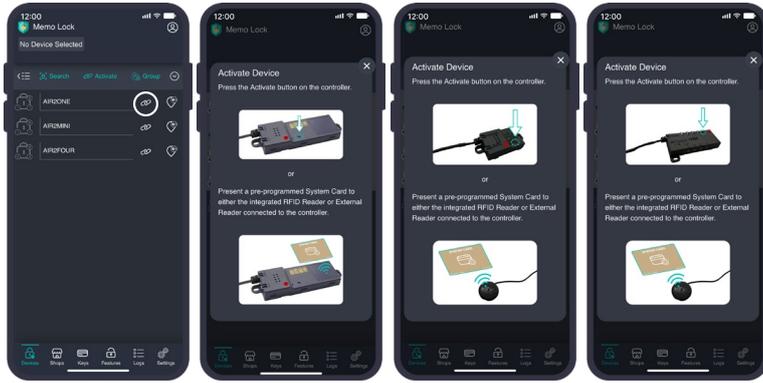The app will scan for devices in range automatically.

**DEVICE SCAN RESULTS**
All Devices in reading distance are shown in a list.

**Identify Device**

- Click on "Identify" to locate the device by audio sound and LED blinking.
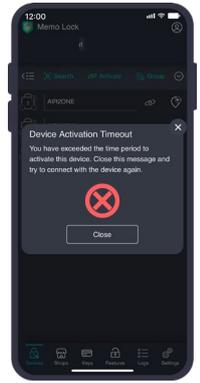
# DEVICE ACTIVATION - AIR2-LINE CONTROLLER



For SECURITY REASONS every device must be ACTIVATED in your mobile APP by PHYSICAL ACCESS. There are two options to activate a device:

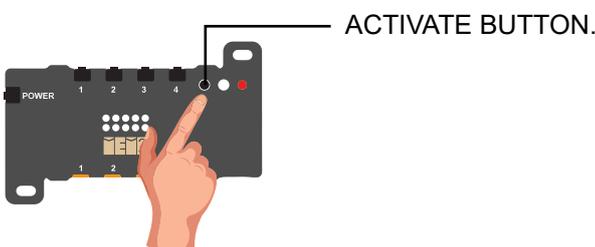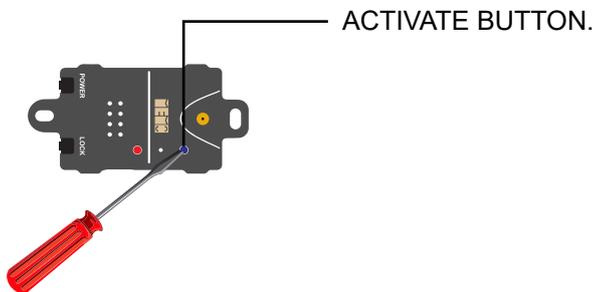Press ACTIVATE button on device or present SYSTEM-CARD within 30 seconds.

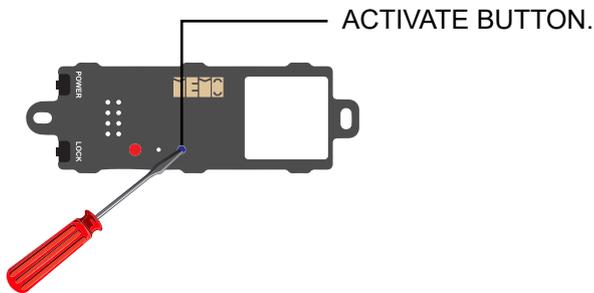# ACTIVATING THE DEVICE

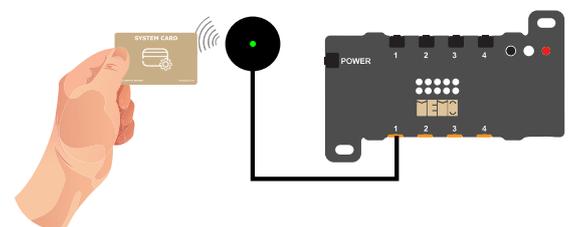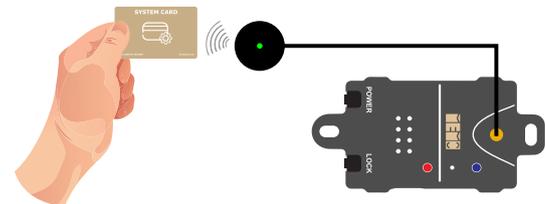There are two options to activate a device:

| WORKSHOP | ALREADY CONFIGURED & INSTALLED |
|---|---|
| Activate device by pressing **ACTIVATE** button. | Activate device by presenting a **pre-programmed SYSTEM CARD** to Key-Reader. |



ACTIVATE BUTTON.



ACTIVATE BUTTON.



ACTIVATE BUTTON.

# DEVICE ACTIVATION - DEM CONTROLLER



For SECURITY REASONS every device must be ACTIVATED in your mobile APP by PHYSICAL ACCESS. There are two options to activate a device:

Press ACTIVATE button on device or present SYSTEM-CARD within 30 seconds.

## ACTIVATING THE DEVICE

There are two options to activate a device:

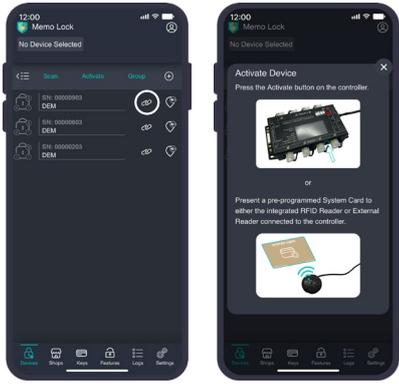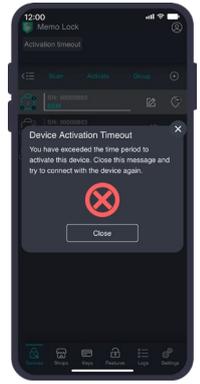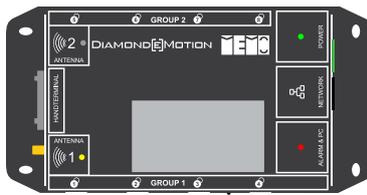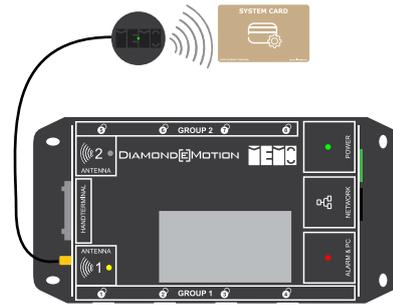### WORKSHOP

Activate device by pressing **ACTIVATE** button.
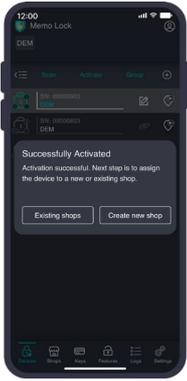


ACTIVATE BUTTON.

### ALREADY CONFIGURED & INSTALLED

Activate device by presenting a **pre-programmed SYSTEM CARD** to Key-Reader.
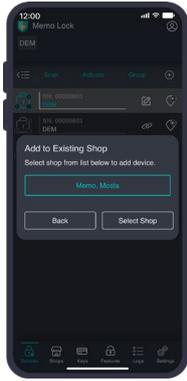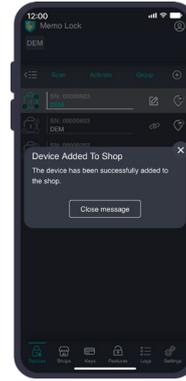
## ASSIGN DEVICE TO SHOP

A NEW device must be assigned to either an existing shop or a new shop must be created.
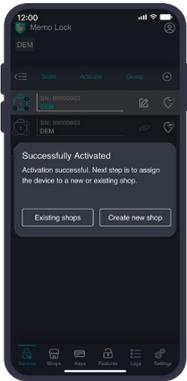
Click "Existing shops" to load previous created shops.

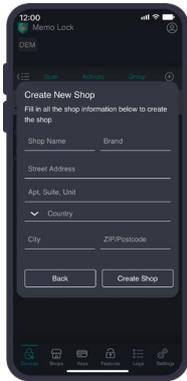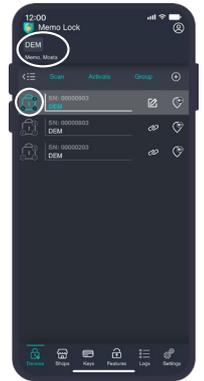Select a shop from the shop list.

Option 2: Add to new shop

Click "Create new shop" if device is used in a different location.

Input NEW SHOP details.
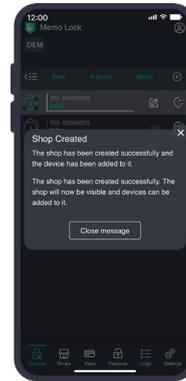
Once Activated and shop is assigned, the device will show GREEN in the list, device name is shown in the header, and shop name and city will be shown under the device name.

## DEVICE NAME CHANGE
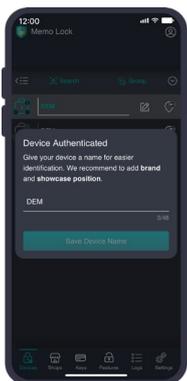
After assigning the device to a shop, a window will show to change device name.
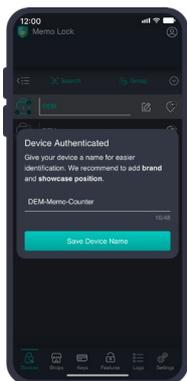
After changing the device name, "Save Device Name" button will be enabled, and you can save.

To manually change device name tap on the "Edit" symbol to edit the name.

# PROGRAM KEYS
## PRESENT ONE KEY/CARD AFTER THE OTHER (WITHIN A 4 SECOND TIMEFRAME) TO THE READER.

Tap "Program Keys".

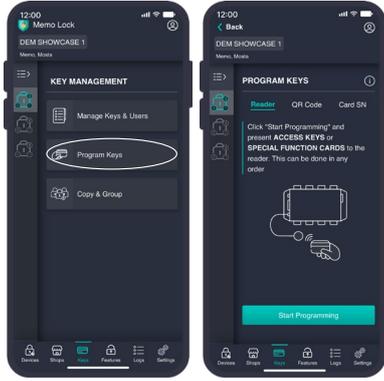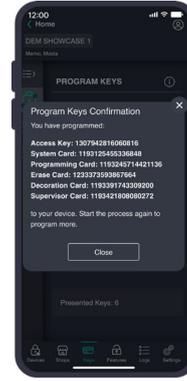Select "Reader".

Tap "Start Programming".

A notification will show the operation status.

Present one key/card after each other - when the 4second timer expires, the programming procedure is finished - a confirmation window shows the result.

# PROGRAM QR CODE
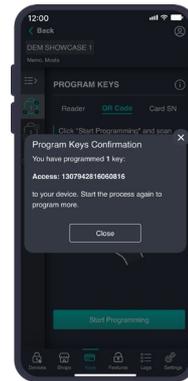## SCAN KEY/CARD QR CODE AFTER EACH OTHER.

Select "QR Code".
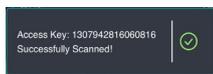
Tap "Start Programming".

On start Programming, use the camera to scan Key / Card QR Code.

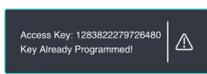On each Key / Card scanned, the time is reset to 60s.

Tap "Stop Programming" or let the 60s timer to finish to stop programming. - a confirmation window shows the result.
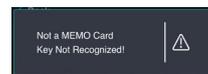
When Programming using "Reader" or "QR Code", 3 possible notifications will be shown:

1- Key successfully Scanned.

2- Key already programmed.

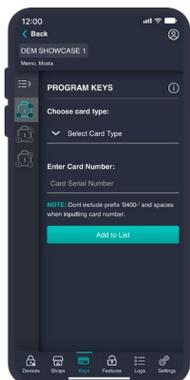3- Key not valid.

# PROGRAM CARD SN
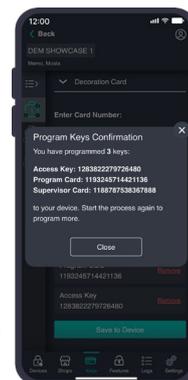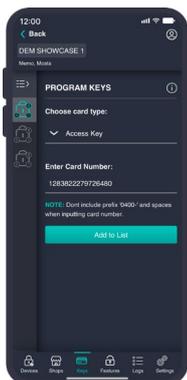## MANUAL PROGRAMMING OF KEY / CARD USING SERIAL NUMBER

Select "Card SN".

Tap "Start Programming".

Select Card type from available options in menu.

Enter Card serial number

Tap "Add to List"

Tap "Save to Device" to add Key / Card to device. - a confirmation window shows the result.

Tap "Remove" to remove a Key / Card add to the list that may be incorrect.
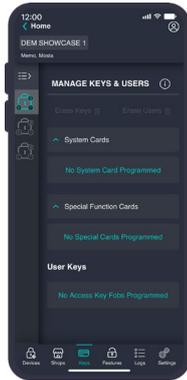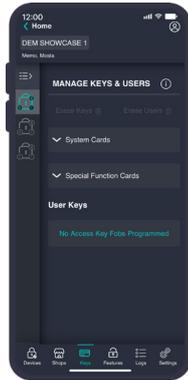
# MANAGE KEYS
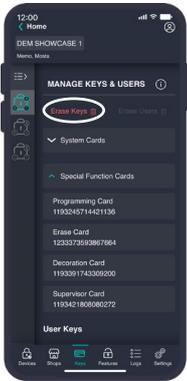**Accessing Keys:**



Tap "Keys" in the footer Menu.
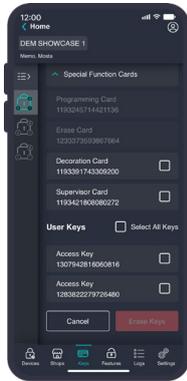
Tap "Manage Keys & User".







Keys programmed on the Device will be shown.

If no keys are programmed, tap on "Keys" in the footer and go to "Program Keys".

# DELETE KEYS



Tap the "Erase Keys" button.



Select key.
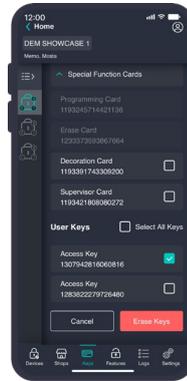


Tap the "Erase Keys" button and confirm.
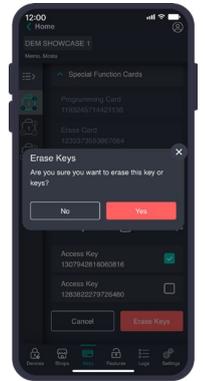
## ASSIGN KEY TO USER
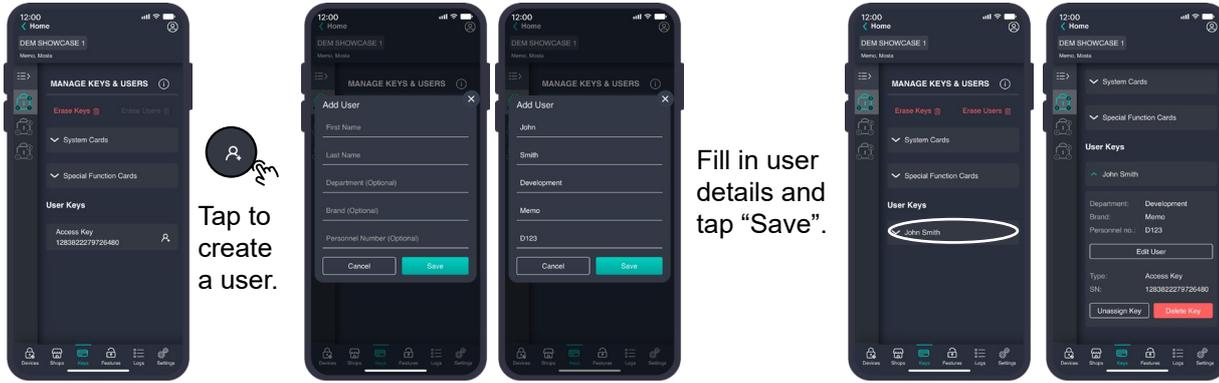


Tap to create a user.

Fill in user details and tap "Save".

Key is now assigned to the user and will be shown as part of user details when opened usign ⌄.
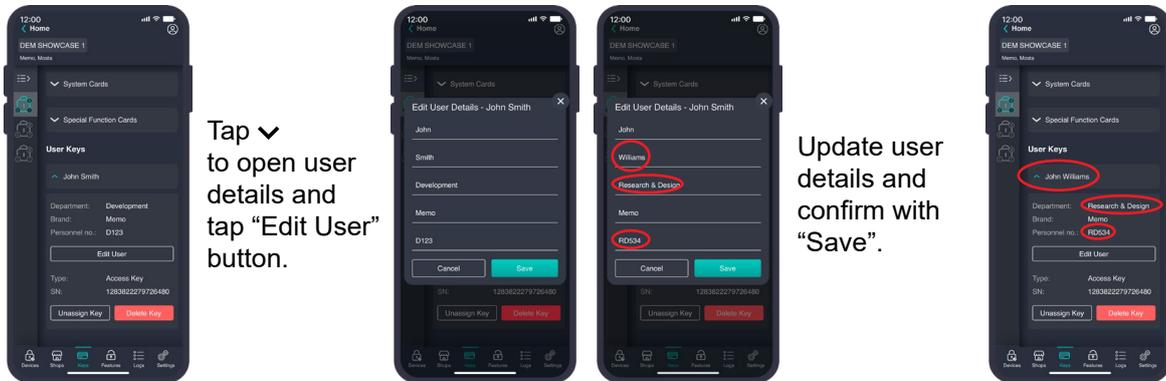
## EDIT USER



Tap ⌄ to open user details and tap "Edit User" button.

Update user details and confirm with "Save".

Updated user details will be shown accordingly.

## DELETE USER
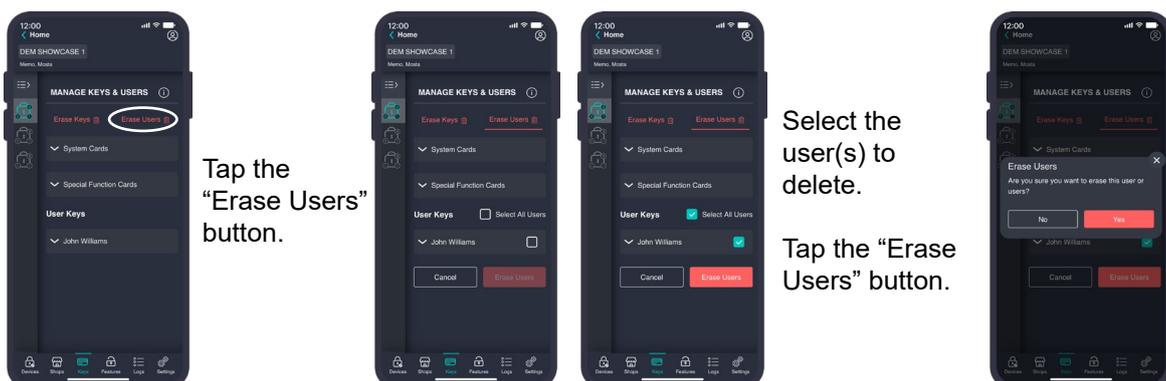


Tap the "Erase Users" button.

Select the user(s) to delete.

Tap the "Erase Users" button.

Confirm or cancel your operation.

## UNASSIGN KEY FROM USER
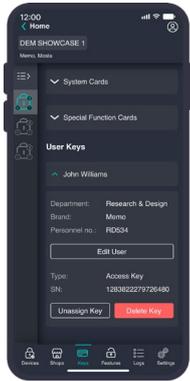


Tap ⌄ to open user details.
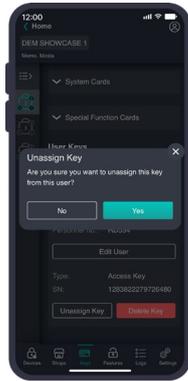
Tap on "Unasign Key" and confirm "Yes" or "No".
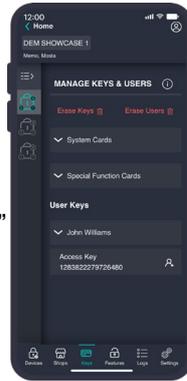
Key will be removed from user details and shown separate from user in list.

## DELETE KEY FROM USER AND DEVICE



Tap ⌄ to open user details.
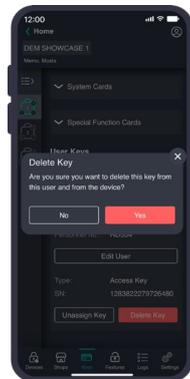
Tap on "Delete Key" and confirm "Yes" or "No".
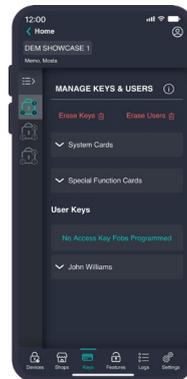
Key will be deleted from both - USER & DEVICE.

# OPENING FEATURES
**FEATURES IN THIS SECTION CAN BE CHOSEN FOR UNLIMITED TIME AT YOUR DEVICE.**



Tap "Features" from footer menu.
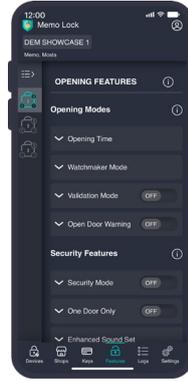


Enable/disable any feature of this section.

# OPENING TIME
Select the duration that the lock enables door opening.
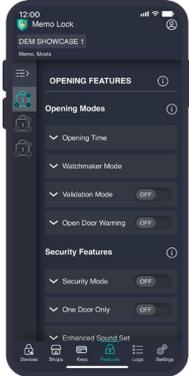


Tap ⌄ to open "Opening Time" feature details.
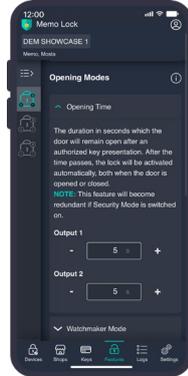


Change time accordingly.



On successful setting change, a notification will be shown.

# WATCHMAKER MODE
Put the system in a locking mode, as a mechanical key – OPEN and it stays open – LOCK and it stays locked.
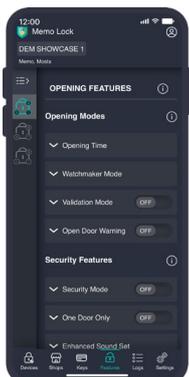


Tap ⌄ to open "Watchmaker Mode" feature details.



Enable toggle accordingly.



On successful setting change, a notification will be shown.

# VALIDATION MODE

Keys must be programmed to be authorized in a shop. In the beginning of every work day, the ACCESS key must be VALIDATED to open a door/drawer.

ALL keys past the validation time will not open, therefore, any LOST or STOLEN keys will not work. This increases the security against un-authorized usage of LOST or STOLEN keys.
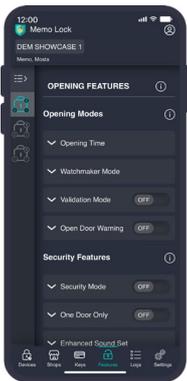


Tap ⌄ to open "Validation Mode" feature details.
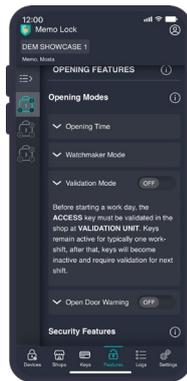


Enable toggle and set time accordingly.



On successful setting change, a notification will be shown.

# OPEN DOOR WARNING

A warning sound reminds sales staff to close an open door/drawer after a set amount of time. Experiment and find the perfect setup for your personal situation.
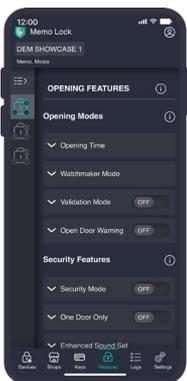


Tap ⌄ to open "Open Door Warning" feature details.



Enable toggle and change time accordingly.



On successful setting change, a notification will be shown.

# SECURITY FEATURES

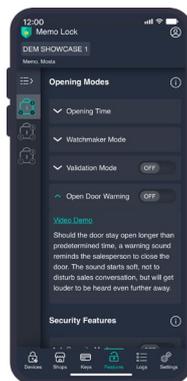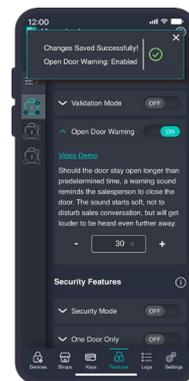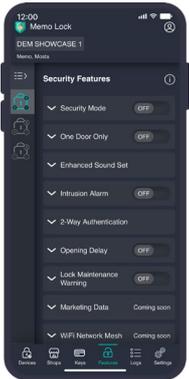Features in this section can be tested for a trial period of 3 month, giving you the oportunity to find the perfect combination, after 3 month a FEATURE SUBSRIPTION must be ordered via memolocks.com Order platform.



Enable/disable any feature of this section.
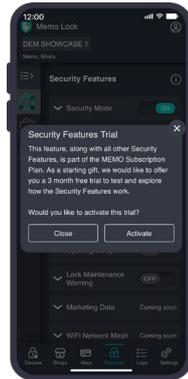


At first feature selection a window is opened to advise about the trial period.
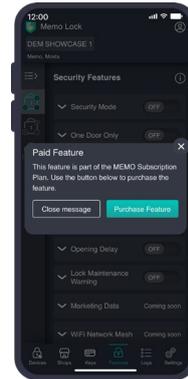


In case the trial is expired, a message will inform to purchase a feature subscription.

When clicking on "Purchase Feature" the user is redirected to our Order Platform.
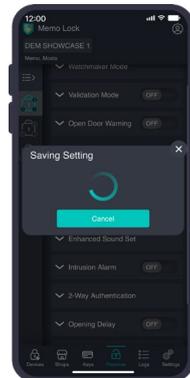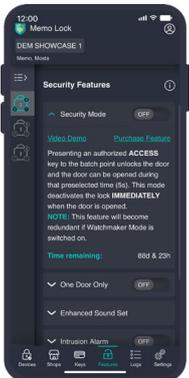


Every setting is explained in the drop-down and some features have a video introduction.

A dedicated "Purchase Feature" button redirects to the memolocks.com in Order Platform, where you can explore and acquire the feature seamlessly.
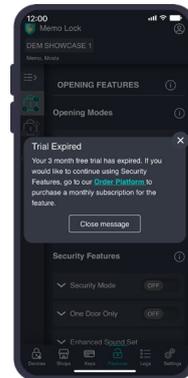


When the trial period is expired, a message will show up and Security Features will be automatically turned off.

## AUDIT LOG DATA
### FOLLOW THE STEPS BELOW:

Tap on "Logs" icon in footer menu.
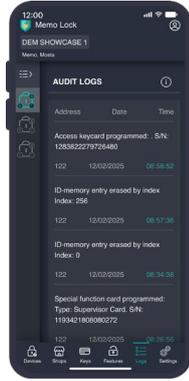
A list of key transactions and other informative device logs is presented.

## UPDATE DEVICE FIRMWARE
### FIRMWARE UPDATES OVER THE AIR KEEP YOUR DEVICE UP-TO-DATE.

Tap "Settings" from footer menu.

Tap ⌄ to open "General Settings" and scroll down to "Update Device" button.

In case the device is already updated to the latest version, "Update Device" button is disabled.

Tap "Install Update" to install the latest device version.
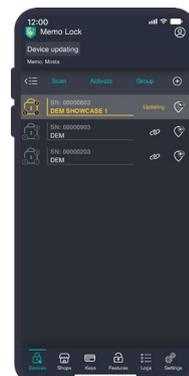
A confirmation message will be shown once update started, device will be shown in "Updating" state in the Devices menu.

During Update, the device is not available for normal operation.
After update is finished, tap "Devices" and "Scan" button to scan and use the device again.

# CONNECT TO NETWORK
**WIFI CONNECTION IS REQUIRED FOR FIRMWARE-UPDATES, STATISTIC-DATA, LOCK MAINTENANCE WARNING, FEATURE-SUBSCRIPTION-PACKAGES AND OTHER SERVICES.**



Tap on "Settings" from footer menu.

Tap ⌄ to open "Network Settings" and tap "Search for networks".

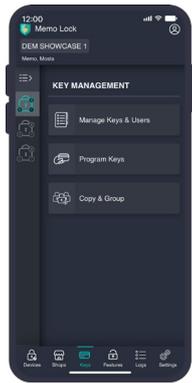This will list all available networks in your area.

Select a network, fill in credentials and save WIFI details.



A "Connection Success Window" will be shown when your credentials are valid.

If credentials are not valid, a "Credentials Invalid Window" will be shown and asks to try again.

The network name will be shown accordingly.

If you change a network connection, it is important to restart the controller by disconnecting and connecting power again, and restarting the app by closing and opening it again.

# SYSTEM DOCUMENTATION
**USE THE DEVICE IMAGE FEATURE AND TAKE PICTURES FROM INSTALLATION, FUTURE MAINTENANCE WILL BE MUCH MORE EASY AND A SYSTEM DOCUMENTATION CAN BE CREATED.**
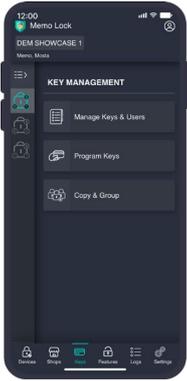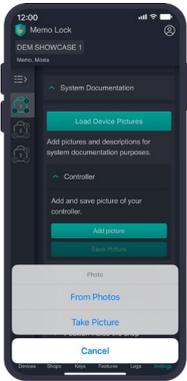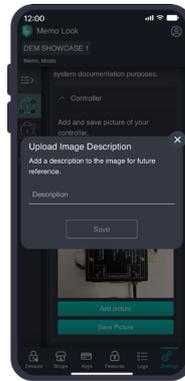
Tap on "Settings" from footer menu.
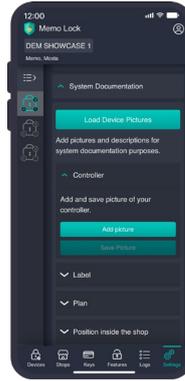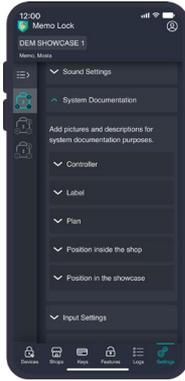
Tap ⌄ to open "Picture Settings" and tap "Controller" to add and save a picture of the installed controller.

Tap the "Add picture" button in the respective menu to add a picture.

Take the picture manually or load an image from the picture storage on your mobile phone.

Tap "Save Picture" to save the picture.

A window will open to add a description to the picture.

"Save" button will be enabled when description is added.

Wait for the confirmation window after saving.

The uploaded image is then visible under the respective accordion.

# CONCLUSION

By following this guide, you will be able to **SET UP** your system consisting of **MEMO AIR2-LINE** and **DEM EVO3** devices using **MEMO LOCK APP.** For additional support, contact the MEMO team via the official website or the technical support information provided in the product materials.

Thank you for choosing the most versatile and powerful security system.