

Getting Started with SmartSync

Version 1.1

Prempoint

Contents

[Contents](#)

[Overview](#)

[Designating the Smart Key Reader](#)

[Adding a Smart Key with SmartSync](#)

[Removing a Smart Key with SmartSync](#)

[Prempoint Mobile App](#)

[Prempoint Web Console](#)

[Performing a SmartSync on a Lock](#)

Overview

SmartSync is a technology developed by Prempoint to allow you to manage a lock's smart keys without having to be in front of the lock. It works by using a lock you keep in the office dedicated as the Smart Key Reader.

To remotely add a smart key, you will use the Prempoint mobile app and the dedicated Smart Key Reader to scan the smart key. The smart key will then be added to Prempoint's cloud in a "pending add" state for the target lock. The next time someone activates that target lock with the Prempoint mobile app, the pending smart key will be synchronized onto it.

To remotely remove a smart key, you simply delete it using either the Prempoint mobile app or the Prempoint web console. The smart key will then be put into a "pending delete" state and next time someone activates the target lock with the Prempoint mobile app, it will be synchronized off it.

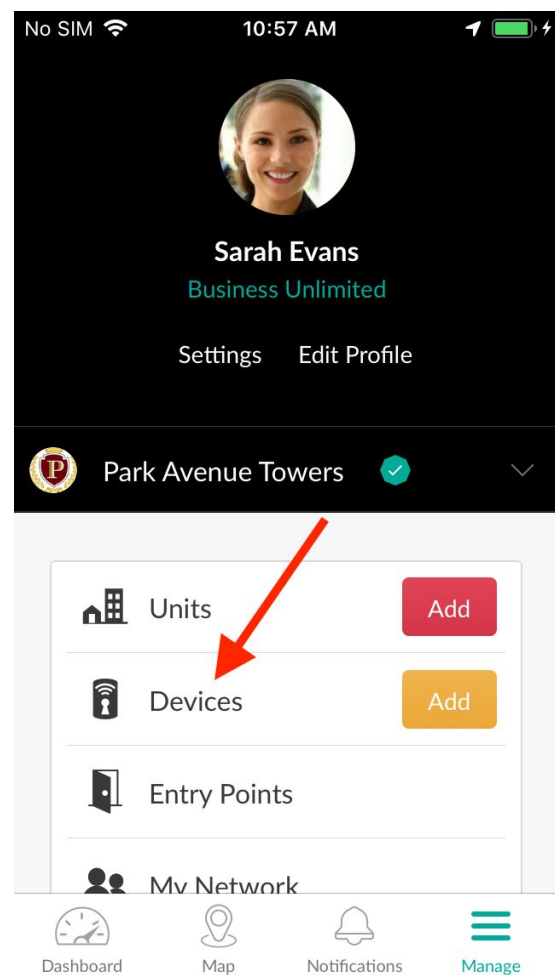
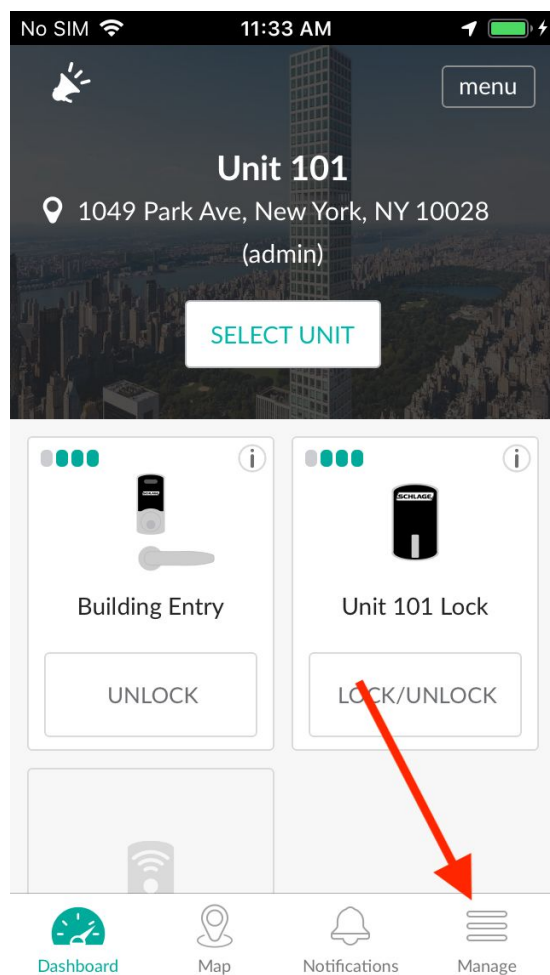
Pending smart keys can also be canceled. If you cancel a "pending add" smart key, it will not be synchronized onto the lock. If you cancel a "pending delete" smart key, it will not be synchronized off the lock.

Designating the Smart Key Reader

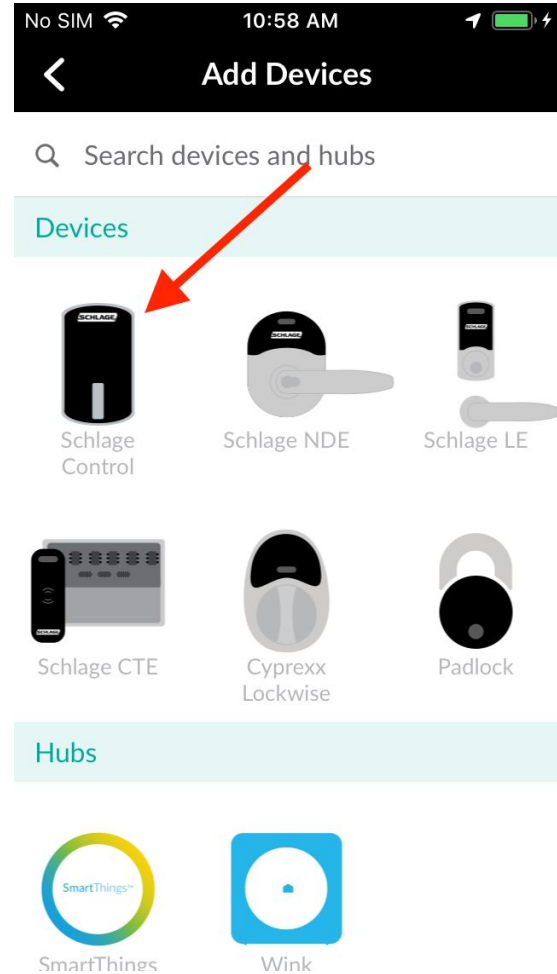
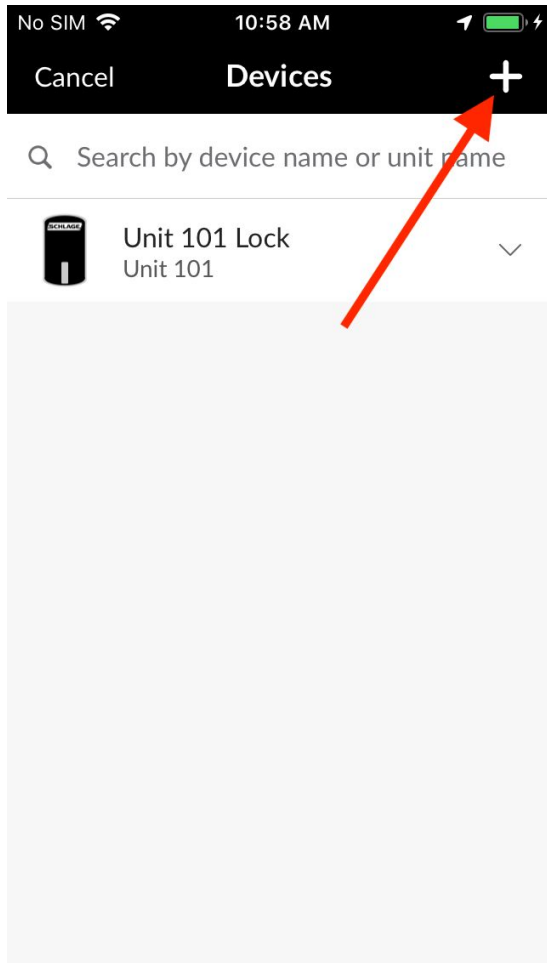
In order to remotely add smart keys, you must have a lock designated as a Smart Key Reader.

This lock will typically stay in the leasing office and can also be used to demonstrate how to use the lock to your residents.

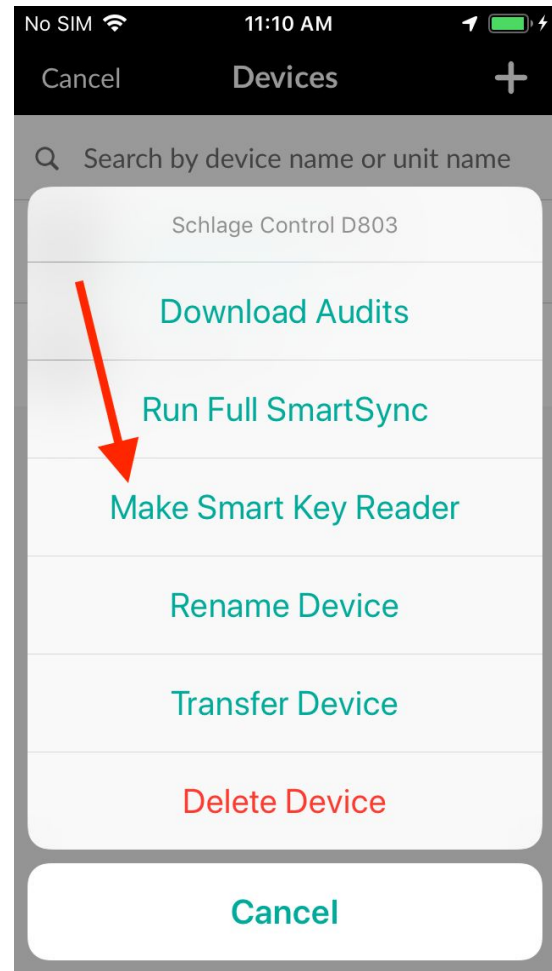
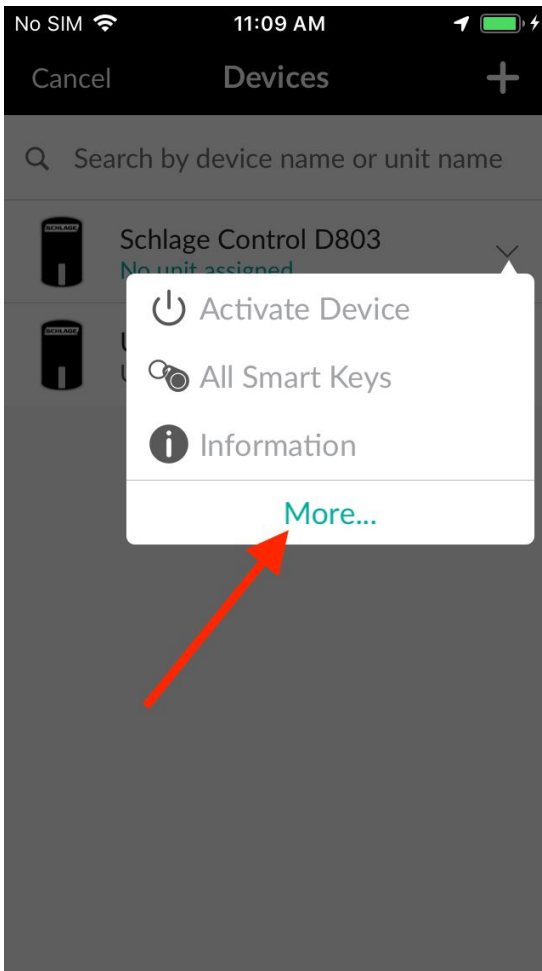
First, the lock must be added to Prempoint using the Prempoint mobile app. First, go to the device admin page in the mobile app. You're doing this from the device admin page (rather than Unit dashboard) because you cannot have a Smart Key Reader associated to a Unit.



Next, tap to add a device, then tap the model of the lock you'll be adding. In this case, we're adding a Schlage Control.

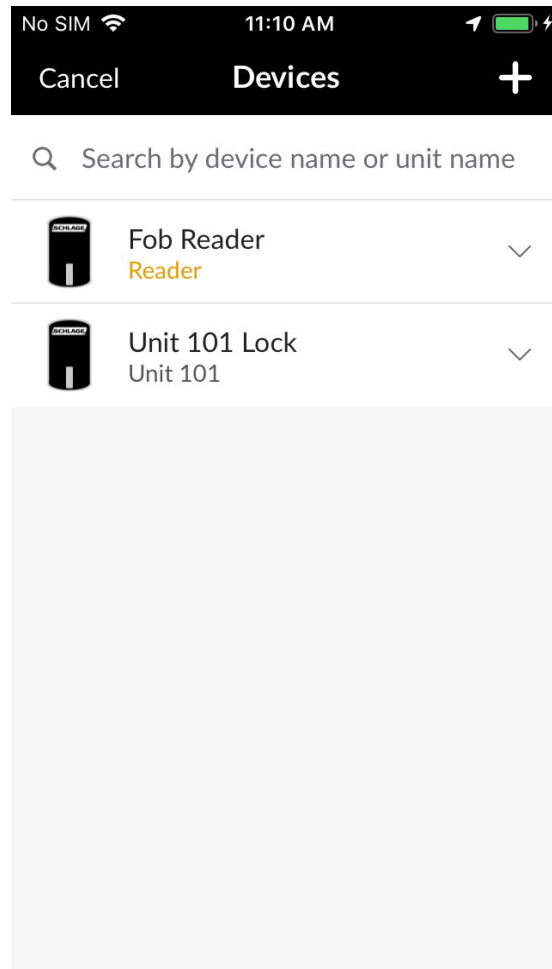


At this point, the lock has been added to your Prempoint account but has not yet been designated as a Smart Key Reader. To do that, tap on the new lock's row to expand its context menu, tap "More", tap "Make Smart Key Reader", then tap "Yes" on the confirmation dialog.



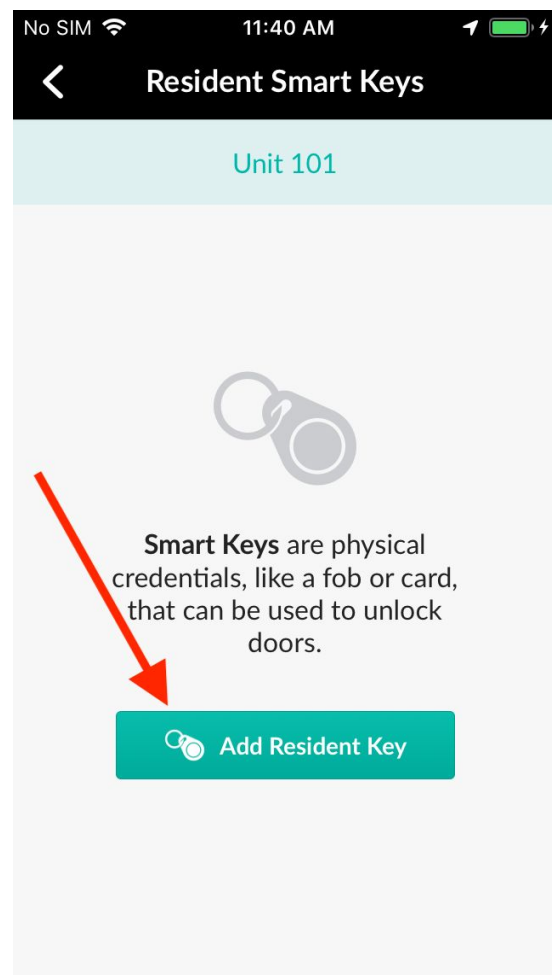
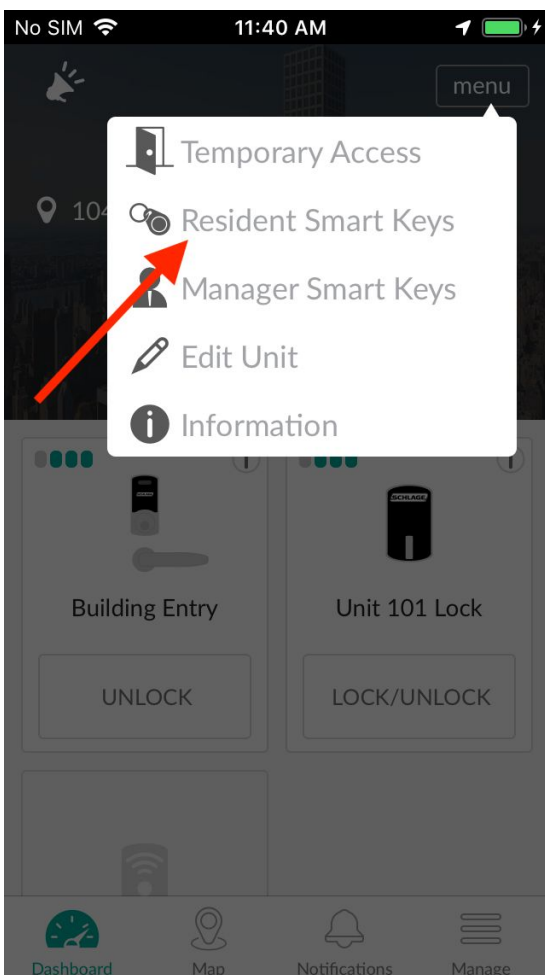
NOTE: You can also rename the device to be more descriptive. Renaming is done by tapping "More" on the lock's context menu, then tapping "Rename Device".

Once the above has been completed, you will see an orange “Reader” label in the list showing you which locks are designated as Smart Key Readers. You are now set up to remotely add smart keys.

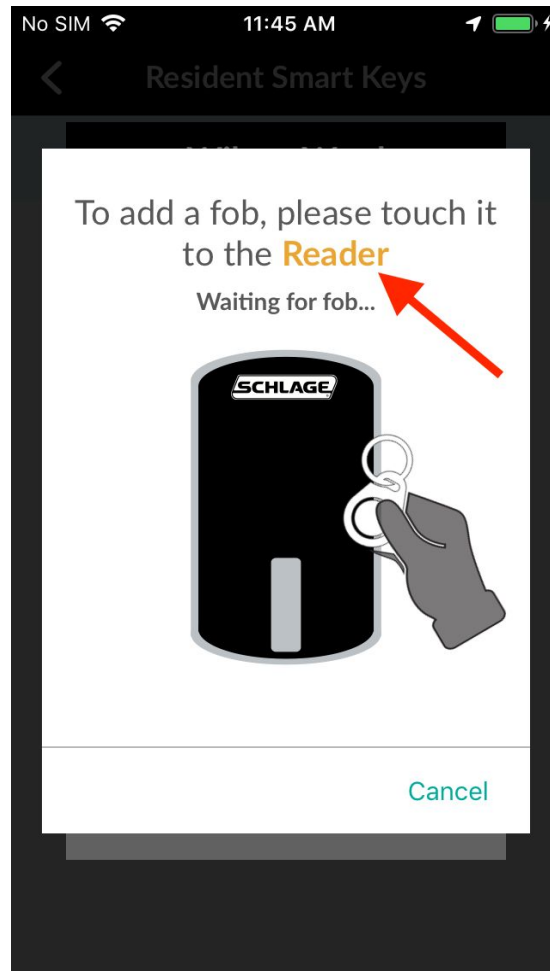


Adding a Smart Key with SmartSync

To remotely add a smart key, you manage “Resident Smart Keys” or “Manager Smart Keys” like normal. From the Unit dashboard, tap on the appropriate menu item. In this case, we’ll add a resident key.

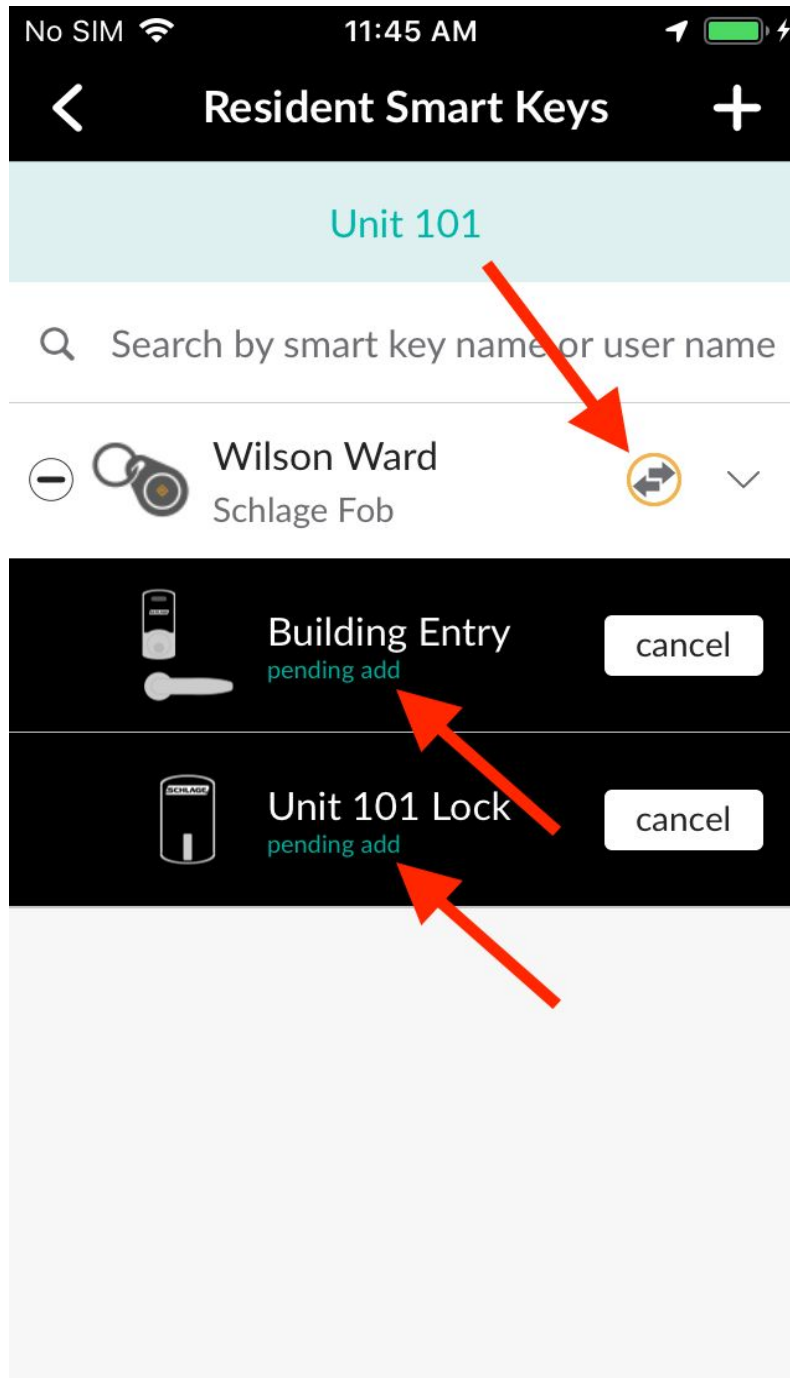


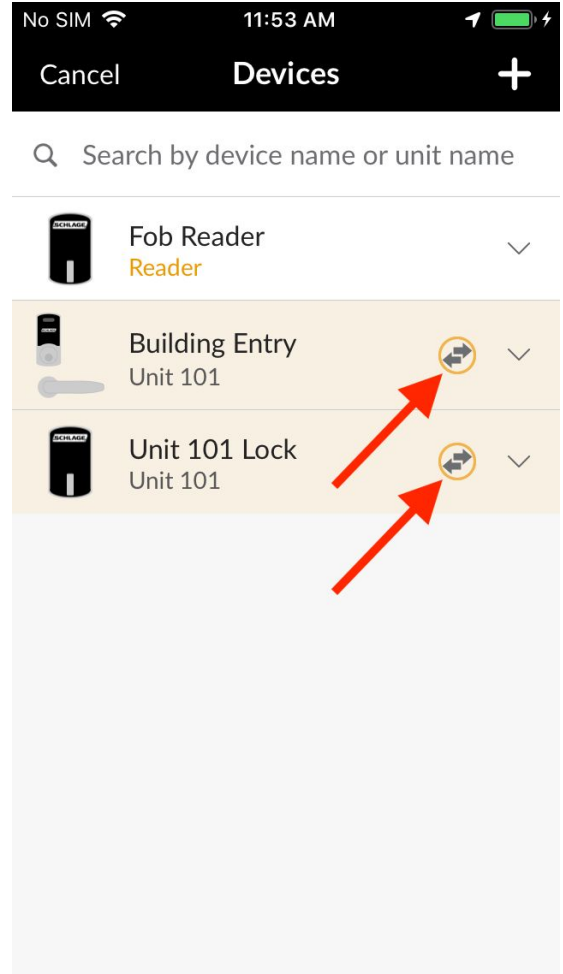
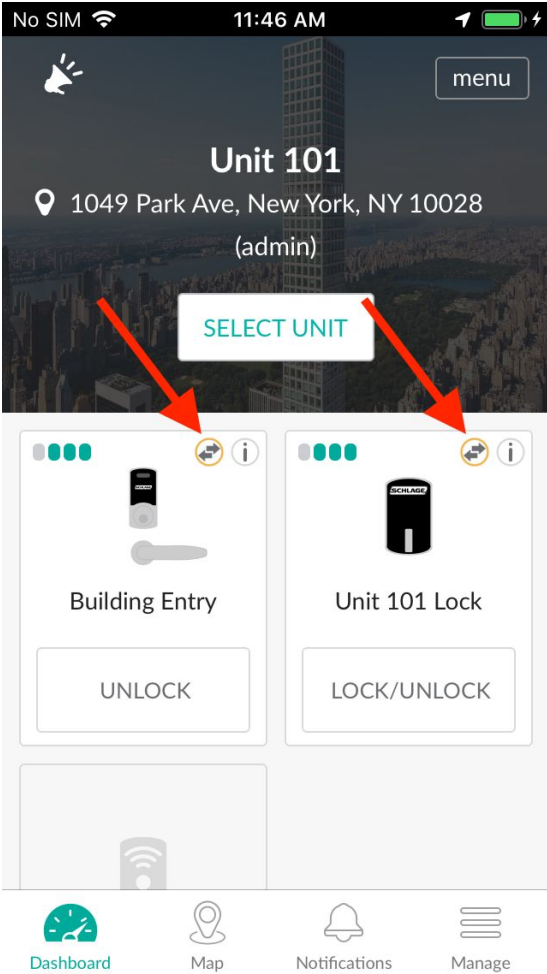
At this point, you go through the normal flow of adding a Resident Smart Key. However, since you're not in front of the *Unit locks*, but you are in front of the *Reader lock*, you will see the orange "Reader" label in the dialog. This indicates that you're remotely adding a smart key.



Once you have added the smart key, you will see a confirmation dialog informing you that the smart keys are in a "pending add" state and will *not* work on the Unit locks until a SmartSync has been performed on them (described below).

You can see smart keys that are in “pending add” state just like any other smart keys, but they have additional indicators to let you quickly see that they are not yet synchronized. You can see these indicators from the Manage Smart Keys screen, the Unit dashboard, or the device admin screen.





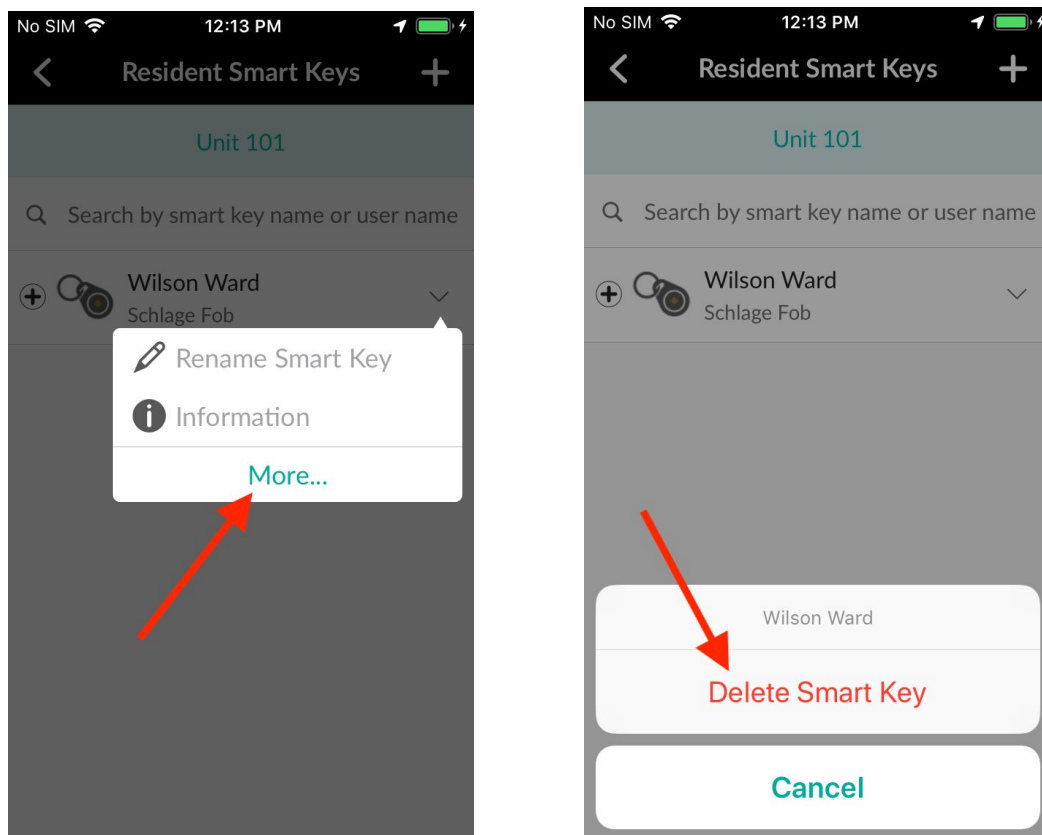
NOTE: When you add a Resident Smart Key or Manager Smart Key from the Unit dashboard, it will be added to all Unit locks. If you wish for some of the locks to not receive the new smart key, you may cancel the pending add operation.

Removing a Smart Key with SmartSync

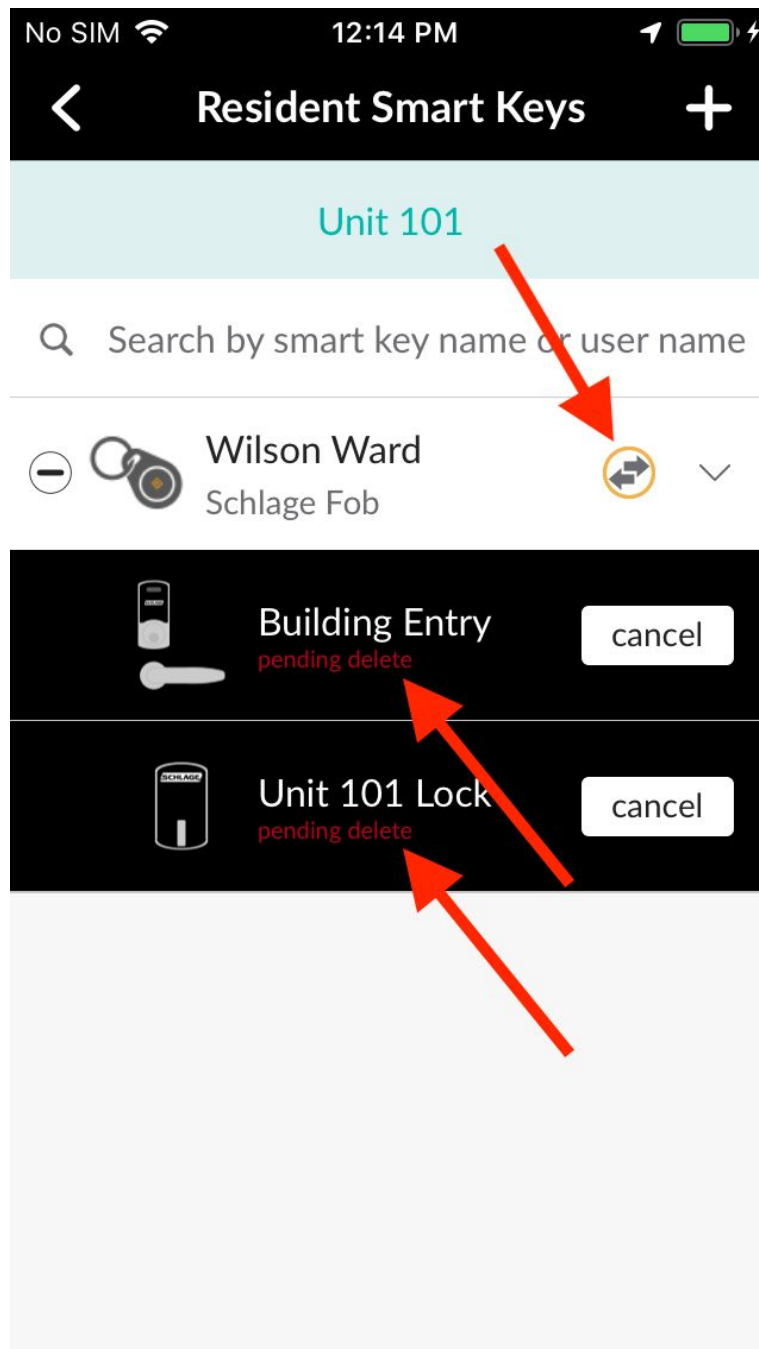
In order to remove a smart key remotely, the Smart Key Reader is not needed. You simply delete the smart key using the Prempoint mobile app or the Prempoint web console.

Prempoint Mobile App

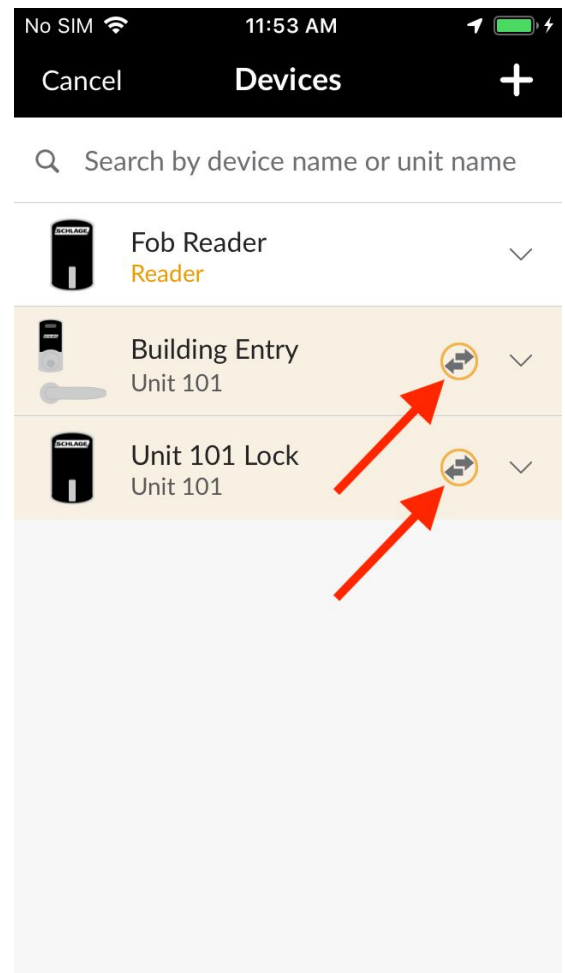
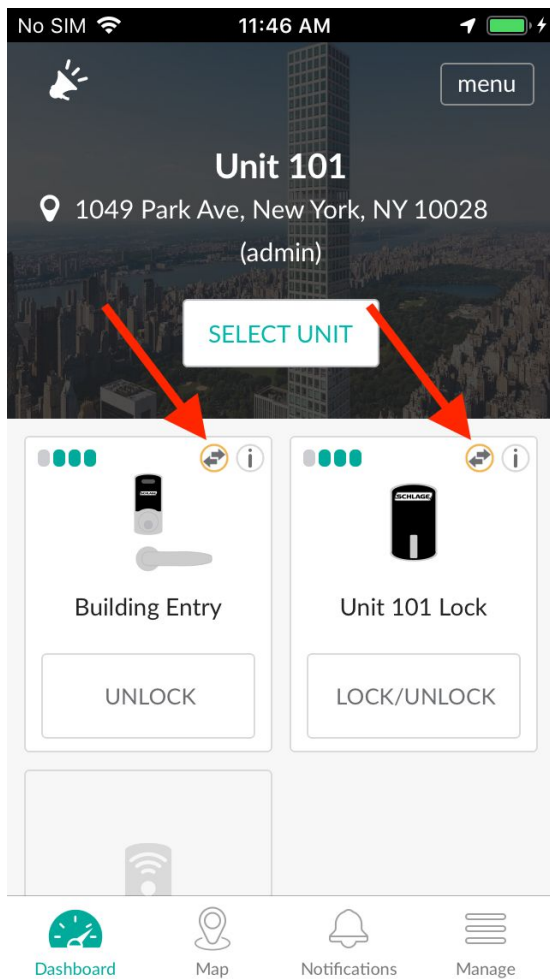
In the Prempoint Mobile App, manage the Resident Smart Keys or Manager Smart Keys from the Unit dashboard. From there, you may remove a smart key from all Unit devices, or individual devices. In order to remove it from all Unit devices, simply tap the smart key row to bring up the context menu, tap “More”, tap “Delete Smart Key”, then tap “Yes” on the confirmation dialog.



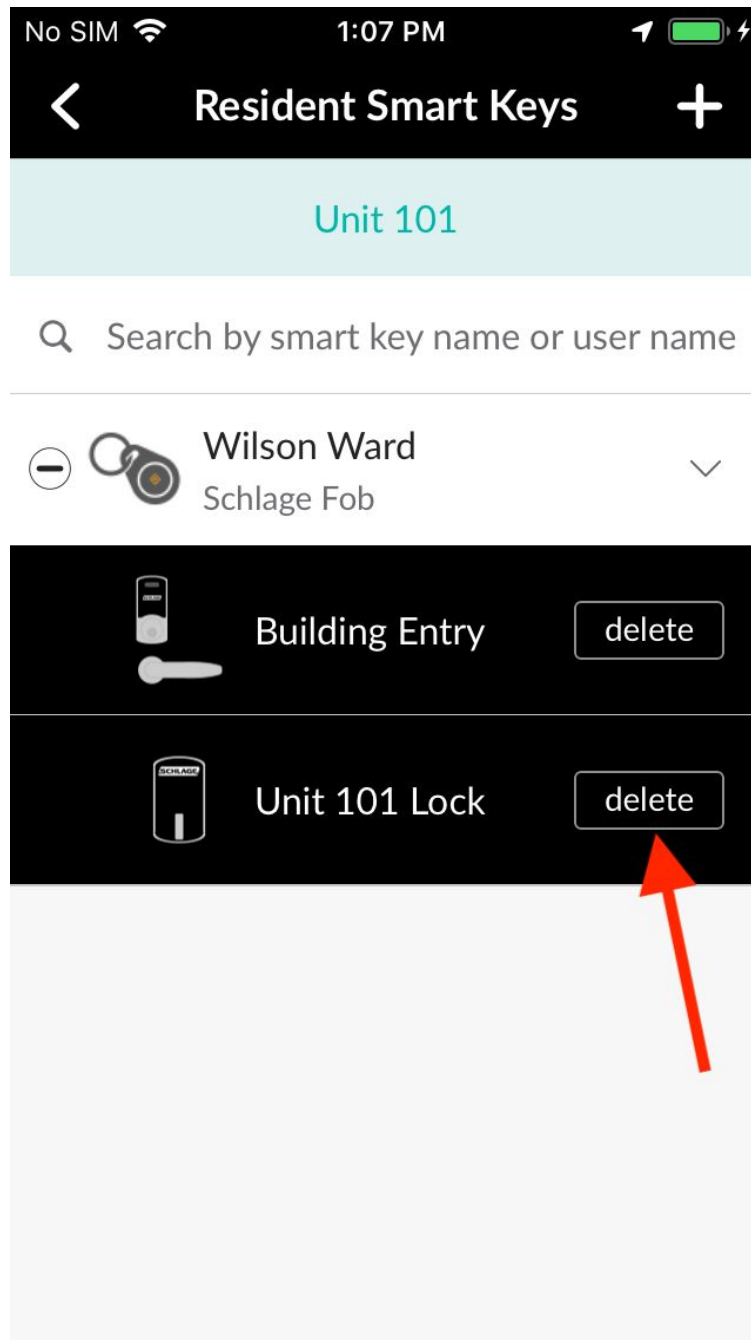
Once you have deleted the smart key, you will see a confirmation dialog informing you that the smart keys are in a “pending delete” state and *will continue to work* on the Unit locks until a SmartSync has been performed on them (described below). You will see the new sync indicator along with red “pending delete” labels.



You will also see the same indicators on the Unit dashboard and device admin screens.



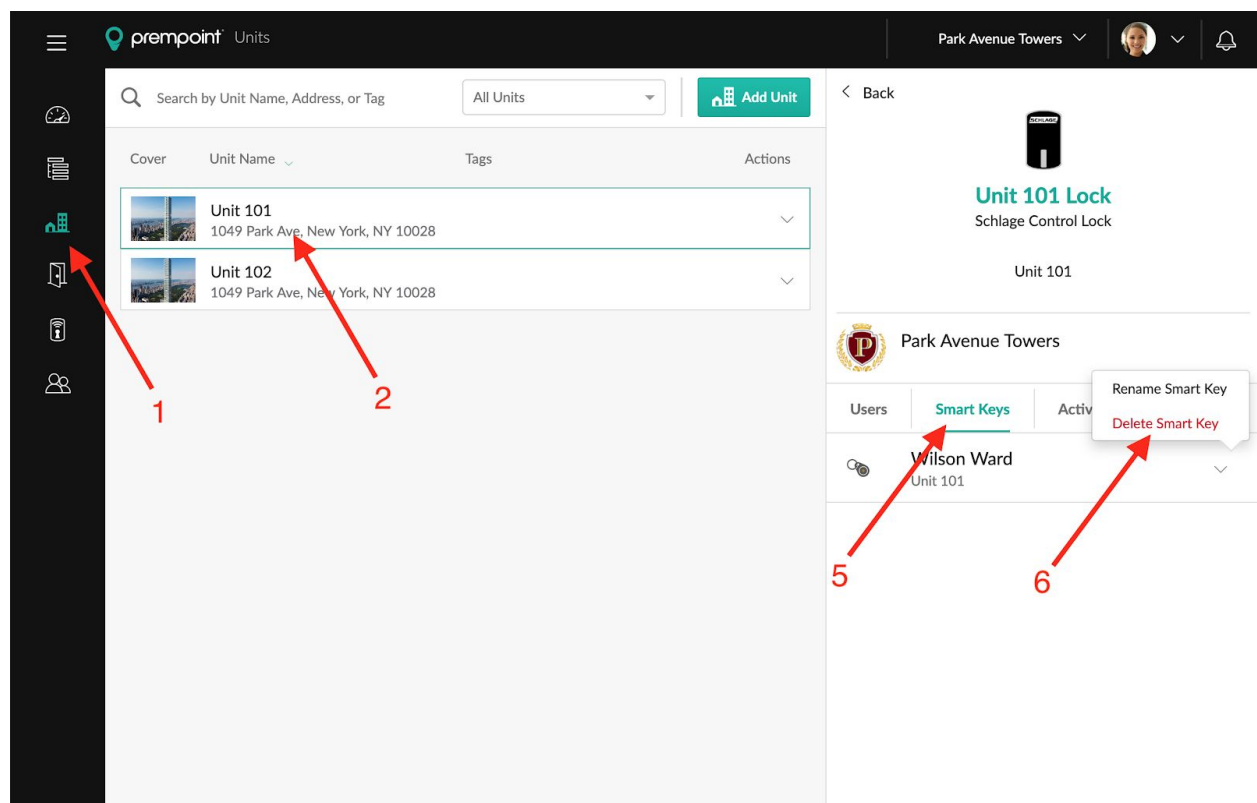
If you wish to remove a smart key from a single device on a Unit, expand the smart key row to show all the devices it's on, then tap “delete” on the row of the device you want to remove it from.



Prempoint Web Console

You may also remotely delete smart keys using the Prempoint web console.

To do this: 1) tap on Units, 2) tap on the Unit you want to remove a smart key from, 3) (not shown) tap on the “Devices” tab, 4) (not shown) tap on the Unit device you want to remove the smart key from, 5) tap on “Smart Keys” tab, 6) tap on the context menu of the smart key you want to remove and tap “Delete Smart Key”, then tap “Yes” on the confirmation dialog.



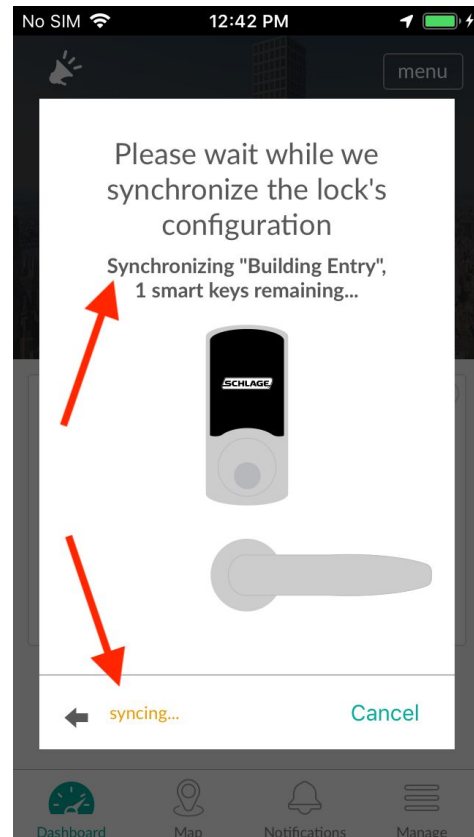
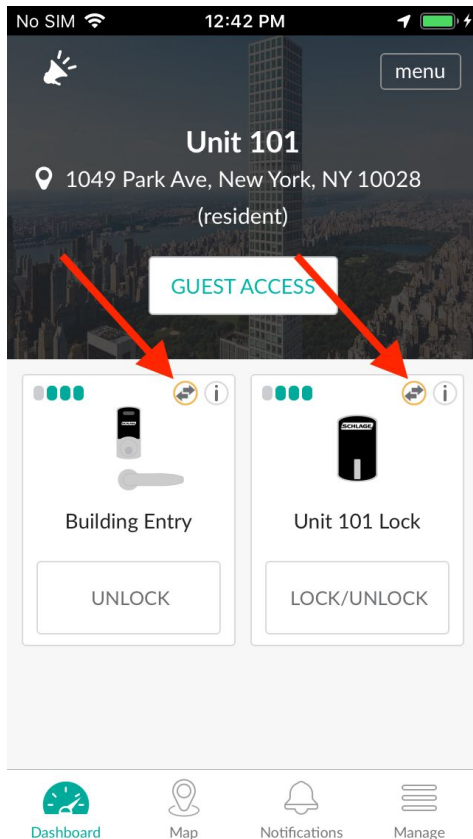
Once you have deleted the smart key, you will see a confirmation dialog informing you that the smart key is in a “pending delete” state and *will continue to work* on the Unit lock until a SmartSync has been performed on the Unit lock (described below).

Performing a SmartSync on a Lock

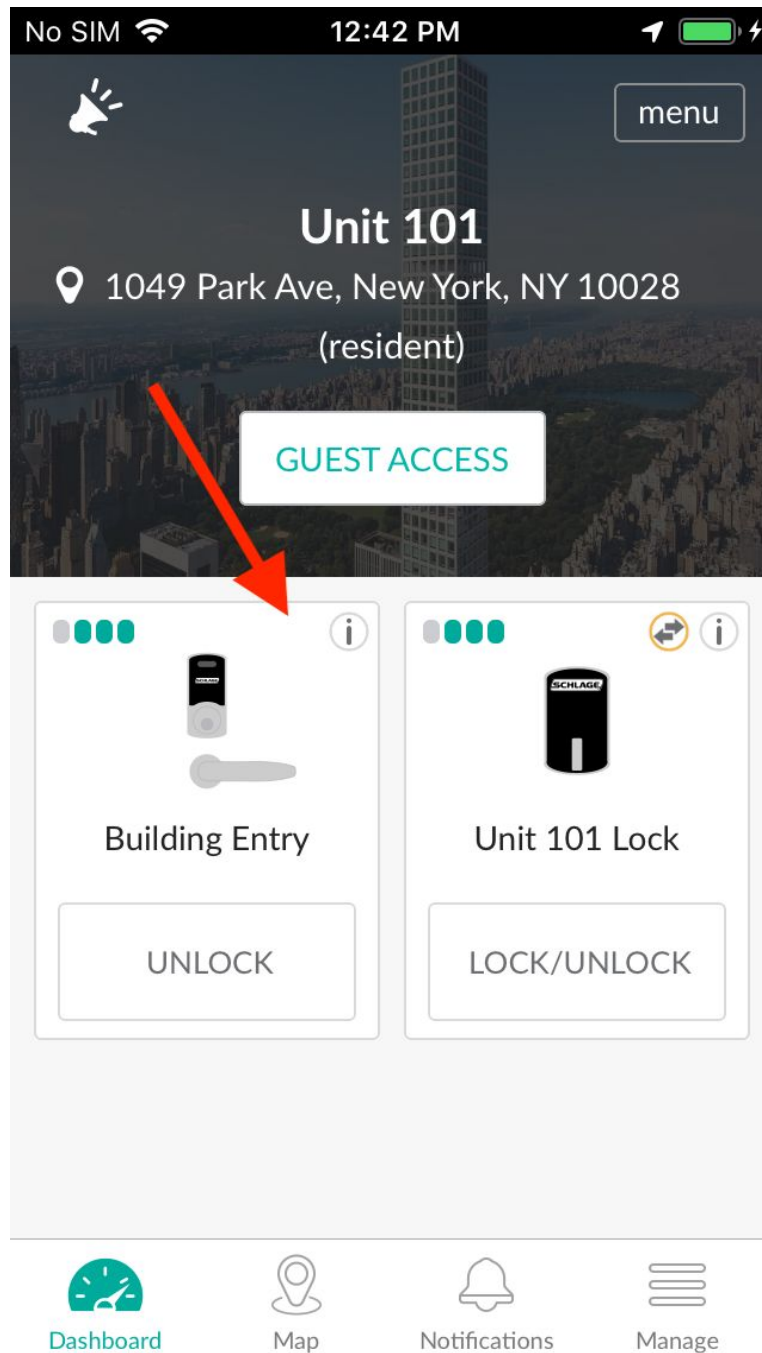
In order for “pending add” or “pending delete” smart keys to be synchronized to a Unit lock, the Prempoint mobile app must be used to perform the SmartSync. The good news is that this happens automatically when someone (regardless of whether they’re a manager or resident) activates the lock using the Prempoint mobile app.

NOTE: The user *must* be in front of the lock they want to perform a SmartSync against.

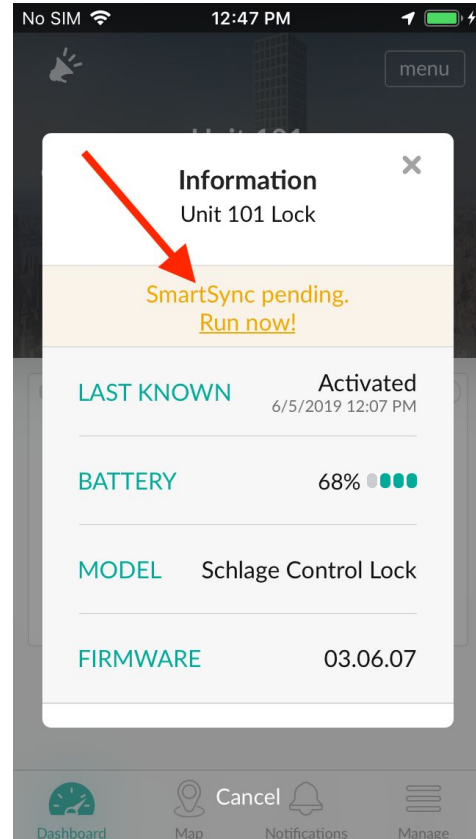
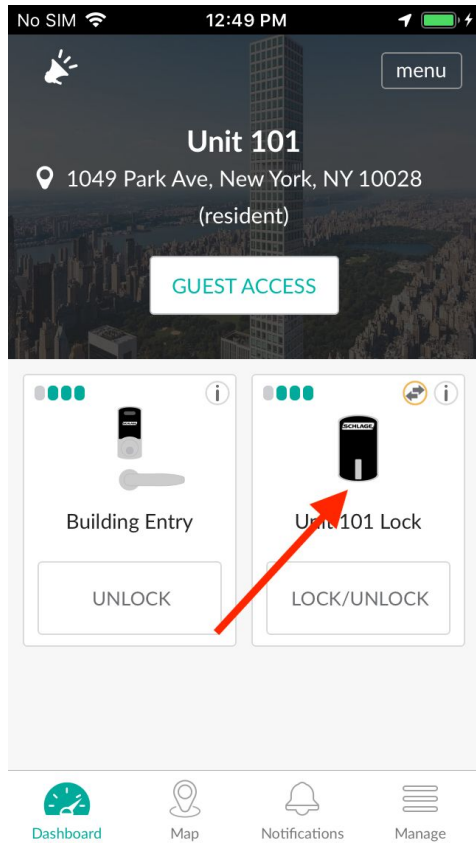
On the Unit dashboard, they will see the same sync indicator we saw before. When they tap to activate the lock, the Prempoint mobile app will unlock the lock for them with the addition of synchronizing the pending adds/deletes onto the lock. They will see indication that this is happening during the dialog animations.



When the synchronization is complete and the lock has been activated, you will now see that the sync indicator is gone for that lock. In order to synchronize any other locks on the unit, they will need to be activated as well.



Another way to perform a SmartSync is to tap on the device in the Unit dashboard to bring up the information box, then tap on the yellow banner that says “Run now!”.



While the process of performing a SmartSync on a lock is the same for residents and managers, the subset of pending smart keys that get synchronized differs.

- Resident is doing the SmartSync
 - Pending add smart keys: *Only the resident's* pending add smart keys are synchronized
 - Pending delete smart keys: *All* pending delete smart keys are synchronized
- Manager is doing the SmartSync
 - Pending add smart keys: *All* pending add smart keys are synchronized
 - Pending delete smart keys: *All* pending delete smart keys are synchronized

It is done this way so that residents are not waiting any longer than necessary during the SmartSync operation.