

# Lyazon NEW site setup: Commissioning

## Welcome

Lyazon Site Setup requires installers to commission locks at the site according to the site map provided by the partner.

## First installations only

Obtain access to the dormakaba Utility App:

1. Provide the Partner with your name, email address, and phone number.
2. Look for an email from the partner inviting you to register for a dormakaba ID. Follow the prompts to create an ID.
3. When prompted, log in. This login links your profile with the partner environment.
4. When prompted, download the Lyazon Utility App.

## Before going to the site

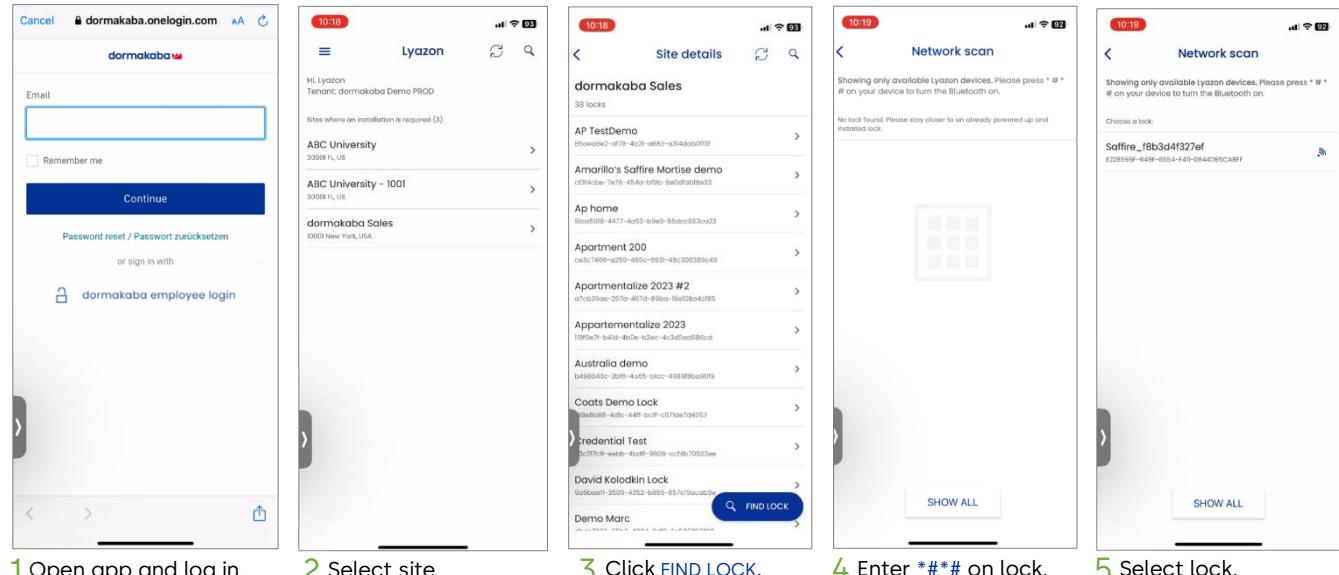
- Log in to the Lyazon Utility App and verify that the site where you are going to install locks is listed (Step 2).
- Obtain the site plan from the partner. The plan provides the location and name of each lock.
- Verify with the partner that the wireless network meets minimum requirements.
- Obtain the network details (SSID, password, and security mode) and Wi-Fi signal heat map from the partner.
- (recommended) Obtain and become familiar with the *Saffire EVO Wi-Fi Lock User Guide*.

[https://dormakaba.rokka.io/original/3d53ba/1680707144\\_PK519348%20Saffire%20EVO%20UG.pdf](https://dormakaba.rokka.io/original/3d53ba/1680707144_PK519348%20Saffire%20EVO%20UG.pdf)

## Best practices

- Ensure that doors remain open and unlocked until successfully commissioned and tested.
- (recommended) The lock should remain in Construction mode until it is commissioned. Do not program or issue commands on the lock prior to commissioning.

**START HERE**  
Remember to enable Bluetooth!



1 Open app and log in.

2 Select site.

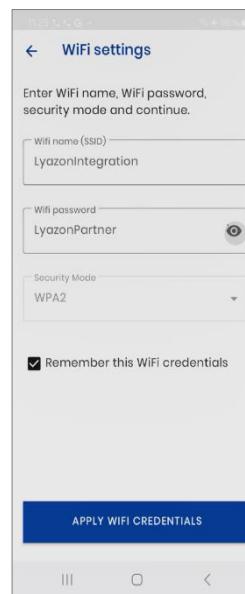
3 Click FIND LOCK.

4 Enter \*##\* on lock.

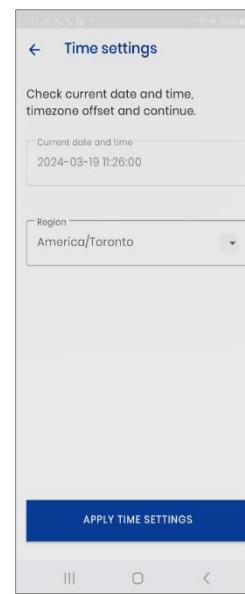
5 Select lock.



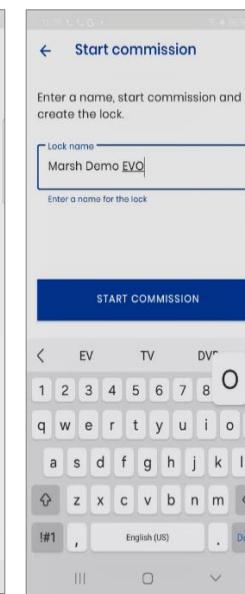
6 Click CONFIGURE NETWORK.



7 Specify and apply network credentials.



8 Select and apply time zone setting.



9 Enter lock name, click START COMMISSION.



10 Lock is commissioned. Proceed to test.

## Testing locks

After commissioning locks, test each lock to ensure communication with Lyazon cloud.

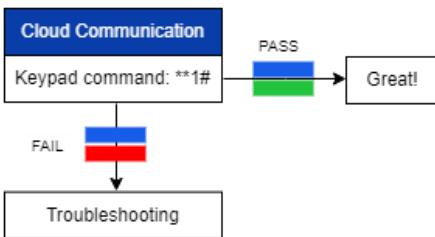
For each lock, issue the keypad command:

\*\*1#

Pass: 1 Blue flash and 1 Green flash

Fail: 1 Blue flash and 1 Red flash

If the test fails, proceed to troubleshooting.



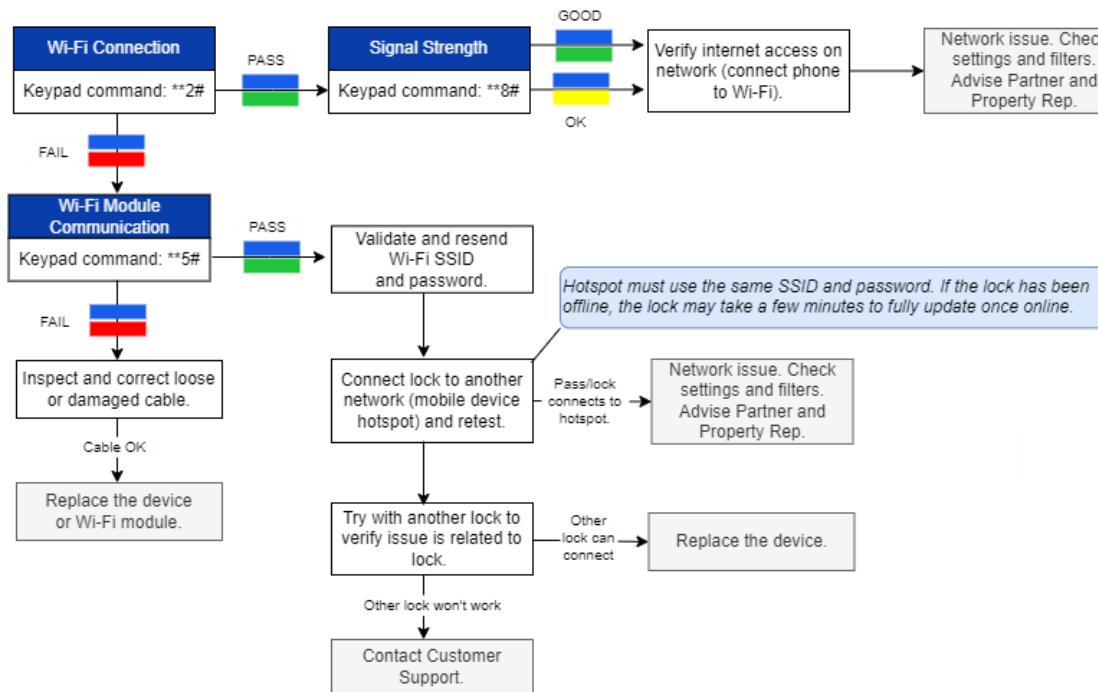
If installing Saffire EVO deadbolt (D) or InterConnect (I) models, and using the "One Touch Re-lock" feature, ensure the lock is installed properly and the deadbolt can be fully projected inside the door frame. Failure to do so could allow access without a credential.

To test, close the door and project the deadbolt by activating "One Touch Re-lock". When the LED lights turn off, touch the keypad to wake up the lock. If the deadbolt can be retracted, then the deadbolt was not fully projected. Correct the issue by increasing the space available in the door frame for the deadbolt to project fully. Repeat the same test until the issue is corrected.

## Troubleshooting

Use the following troubleshooting flow to discover and correct the issue. For additional troubleshooting steps, refer to the *Saffire EVO Wi-Fi Lock User Guide*.

The color blocks in the flow represent the LED flash sequence on the lock upon receiving a command.



## Support

- Customer service: 1-800-849-8324 (option 1) or [kwscustomerservice.amer@dormakaba.com](mailto:kwscustomerservice.amer@dormakaba.com)
- Technical support: 1-800-849-8324 (option 3) or [mhtechnicalsupport.us@dormakaba.com](mailto:mhtechnicalsupport.us@dormakaba.com)