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Partner playbook
for multifamily applications

Lyazon NEW site setup

Welcome

Setting up a site to use Lyazon with Saffire EVO locks is a simple straightforward process when the deployment is carefully planned, and all responsible parties understand the system and know their respective roles. Without active preparations, a site may experience undesirable issues including lock failure, resident lock-out, and reduced battery life. Review this document to prepare for success.

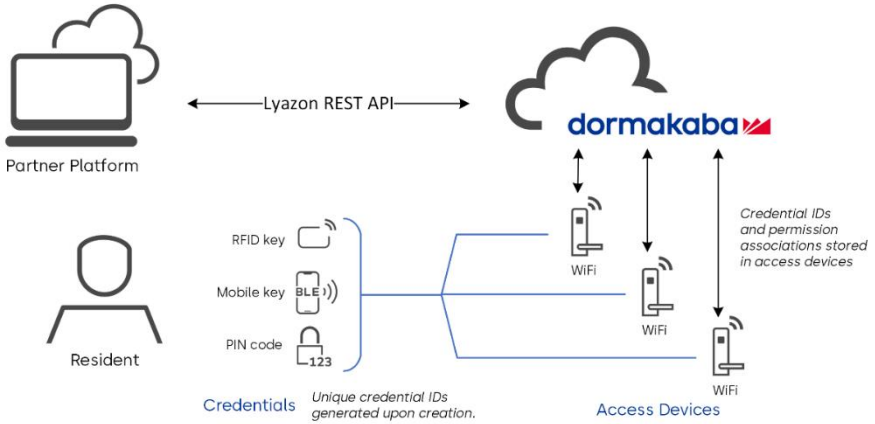
Lyazon API Overview

The system overview shows that the API connects the Partner platform with dormakaba Lyazon access management. Lyazon use three fundamental object types to implement cloud-based access control:

- Access device—Hardware, such as a lock, that controls access to a secure space.
- Credential—Digital key (PIN code, RFID key, mobile key).
- Permissions—The association of an access device and credential.

Summary of access control logic:

1. Access devices are commissioned to work with Lyazon.
2. Credentials are created to distribute to residents. The credentials are encoded with basic access rights, such as valid from/until dates.
3. Permissions are created to associate a credential with an access device. The basic access rights (valid from/until) can be modified, and an optional recurring weekly schedule can be applied.
4. When a resident presents a credential to the lock, access is granted (or denied) based on the permissions in the cloud. *Is this credential authorized at this lock? If so, on what days and during which hours?*



Roles & responsibilities

Ground-level deployment requires people for the following roles:

Property Representative	• Represents the property where the solution will be deployed. • Informs the Site Creator where locks will be installed. • Works with the Site Creator to devise lock naming conventions.
Partner Platform	• Verifies that minimum Wi-Fi network requirements are met and the Wi-Fi signal heat map is available. • Informs Property Rep about any network deficiencies. • Creates a site map of where each lock is located on the property. • Produces a site map that informs the Installer of the lock names.
Installer Technician	• Installs the locks at the installation site. • Commissions locks at the installation site according to the site map.

Wi-Fi network

Essential requirements **must be in place**. Additional recommendations and best practices are detailed in *Saffire EVO Wi-Fi Requirements*, PK3790.

- Port 443 (HTTPS) must be open on the wireless network for secure communication between the Saffire EVO locks and the cloud platform.
- The wireless network must broadcast in the 2.4GHz band.
- The wireless network must be set to communicate over the 802.11 b/g/n or an earlier standard. The Saffire EVO locks do not support 802.11 ac (Wi-Fi 5) or 802.11ax (Wi-Fi 6) standards.
- The wireless network SSID must be broadcasting (not hidden). The Saffire EVO locks do not support the use of hidden networks.
- Do not use special characters in the wireless network SSID.
- A separate and dedicated VLAN must be set up for the exclusive use of Saffire EVO locks. No other devices should be connected to this VLAN.
- Saffire EVO locks require a minimum signal strength of -70db in order to connect to the Wi-Fi network. The -70db signal strength must be present at the Wi-Fi communicator INSIDE the lock housing, not just in the surrounding area of the lock.
- Obtain a Wi-Fi network heatmap to show the signal strength available at each lock locations.

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1 Planning

The Property Representative and Partner work together to:

- Identify the lock model for each door.
- Identify the lock configuration options for each lock:
  - auto-relock time
  - one touch relock
  - toggle (mortise locks only)

2 Verify network

- The Property Representative provides the Partner with contact information for the ISP (Internet Service Provider).
- The Partner works with the ISP to verify all network requirements, recommendations, and best practices. See *Saffire EVO Wi-Fi Requirements,* PK3790.
- The Partner confirms the network SSID, password, and security mode.
- Partner confirms that the Wi-Fi network is live and provides a Wi-Fi signal heat map.

3 Devise naming scheme

The Partner and Property Representative work together to devise unit/lock naming convention that identifies the doors where the Saffire EVO locks will be installed. For example, Unit 201, Unit 202 ... Unit 210.

The naming scheme is essential for lock identification on the site map and during lock commissioning.

4 Create site map

The Partner creates a site map (digital representation) on the partner platform prior to lock installation.

The plan maps the location and name of each lock.

5 Register & create site

- The Partner registers with dormakaba for the Lyazon site.
- The Partner uses the Lyazon API to create the site.

6 Invite user

- The Installer provides the Partner with name, email address, phone number.
- The Partner creates an installer account.
- The Partner uses the Lyazon API to:
  - Invite the user (Installer) to register for and create a dormakaba ID.
  - Add site permissions for the Installer.
- The Partner provides the Installer with:
  - Network SSID, password, security mode.
  - Site map created in step 4.
  - Document: *Lyazon Site Setup: Commissioning,* PK3788.

7 Install locks

- The Installer installs the selected model/s of Saffire EVO locks on all doors. Refer to packaging instructions or see latest.
- Locks should remain in Construction mode (default mode) until lock commissioning.
- dormakaba recommends that the Installer be familiar with the *Saffire EVO Wi-Fi Lock User Guide,* PK519348.

8 Commission locks

- The Installer uses the Lyazon Utility App to commission locks according to the site map (provided by the Partner).
- Prior to commissioning, the Installer must obtain a dormakaba ID.
- The Installer must also have on-hand (provided by the Partner):
  - Network SSID, password, security mode, site map.
  - Document: *Lyazon Site Setup: Commissioning,* PK3788.

9 Program locks

The Partner uses the Lyazon API to create and update access devices, credentials, and permissions.

For a detailed list of all available operations, refer to the Lyazon API reference documentation. Credentials (provided by dormakaba) are required.

10 Validation

The Partner perform validation and testing. See the *Saffire EVO Wi-Fi Lock User Guide* and Lyazon API Reference documentation.

1. 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, see troubleshooting in document PK3788.
2. Confirm locks are fully commissioned (state update received, FW version, Wi-Fi signal).
3. Confirm each lock has latest firmware version.
4. Confirm lock had downloaded all configuration.
5. Create a new credential and confirm the credential works at the door.
6. Create and send a permission to the lock. Watch permission status change for confirmation.
7. Test at least one credential at the door.

Support

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

Considerations

- When pre-commissioning locks offsite, set the wireless network SSID/password to actual site values, then establish and commission via hotspot.
- When locks are installed prior to network availability, ship test lock commissioned with proper network credentials.