

12. You will then see the device home screen.
13. Press the thumbnail image to view live video.



Once the Entraguard is added to the app you will be able to connect to it over the internet, either via Wi-Fi or cellular/mobile (3G/4G) data.

6.0 Setup via Hard-Wired Ethernet, or add an Existing Device

There are 3 methods for adding an Entraguard which has been hard-wired to the Local Area Network - or which has previously been added (for example, via a different smart device):

- These options apply to both the iOS and Android apps.

6.1 LAN Search

1. Press the green **Add** icon.
2. Press **Add Device Directly**.
3. Press **Search**
4. The device unique GID will display.
5. Press the entry (the green text) and the unit details screen will appear.
6. Enter the default password of 1234.
7. Press Save (in the upper-right).

6.2 QR Code Scan

1. Press the green, circular **Add** icon.
2. Press **Add Device Directly**.
3. Press the **QR Code** button.
4. OK the prompt to allow the app to access your camera.
5. Hold the phone up to the QR Code located on the reverse of the unit.
6. The device details will appear immediately.
7. Enter the default password of 1234.
8. Press the Save (in the upper-right).

6.3 Manual Add

1. Press the green, circular 'Add' icon.
2. Press Add Device Directly.
3. Manually enter the unit's unique GID into the 'Device ID' field. As with the QR Code, the GID can be found on a sticker located on the reverse of the unit.
4. Enter the default password of 1234.
5. Enter a new description for the unit (optional).
6. Press the Save (in the upper-right).

6.4 Connect from Multiple Smart Phones/Tablets

The Entraguard ONE/ONE+ supports up to 4 simultaneous connections. Each connection should be from an app using a unique ID. You should NOT connect to the unit using the same user account on different devices.

You should initially add the Entraguard one/one+ to one of the smart devices and then, once connected and setup, add the unit as an **existing device** to the other smart devices (see previous sections).

IMPORTANT NOTES:

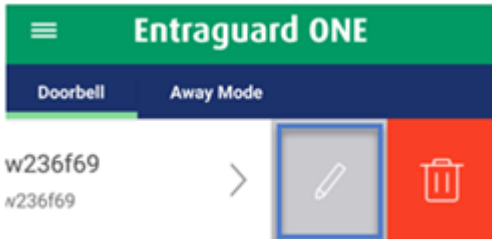
- You can concurrently connect iOS and Android devices to the same Entraguard unit.
- You can add an unlimited number of Entraguard units to your app.
- Each Entraguard unit will support up to 4 concurrent connections.
- Each connection should use a unique account - you should not connect from different devices with the same user name and password.

The following instructions explain how to connect from 2 different client devices.

1. Setup the Entraguard ONE/ONE+ on the first smart device using the instructions in sections 4.0 or 5.0 (depending on whether you are an Android or iOS user).
2. Install the Entraguard ONE app on the second smart device and log into the app with a new user account.
3. On the second smart device, follow the instructions in section 6.0 to add the Entraguard ONE/ONE+ as an existing device.

7.0 Entraguard ONE/ONE+ Configuration

The following section explains how to edit and adjust the Entraguard unit's settings. Most of these settings are found via the edit icon, which can be located via a left-swipe on the device home screen.



7.1 Set Time

Once you have added the unit you will need to manually set the time. This ensures accurate functionality of features, such as notifications and viewing live video.

1. On the device home screen, swipe left, then press the edit icon.
2. Press the **Advanced Settings** button.
3. Press **Set Time**.
4. Confirm the prompt and the unit time will be synchronized with the time on your smart device.

IMPORTANT NOTE: As well as setting the time when initially adding the unit, you will also need to manually set the time if the unit loses power or following a Daylight Savings change.

7.2 Set the Unlock Time

The unlock time is configurable from 1 to 100 seconds. The Entraguard unit's unlock time, by default, is set to 1 second.

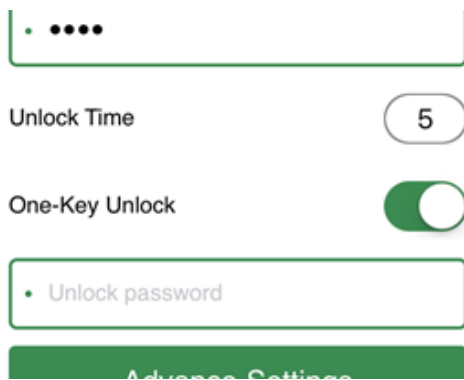
1. From the device home screen, swipe left, then press the edit icon.
2. Locate the unlock time setting, then press the value it is set to (default is 1).
3. Enter a new door unlock time of between 1 and 100 seconds.
4. Press OK.

NOTE: The unlock time is user/app-specific. Therefore if you have multiple remote connections to the same unit, each client can use a different unlock time.

7.3 Enable One-Key Unlock

The One-Key Unlock feature gives you the less-secure option of unlocking the door immediately following a single press of the unlock icon. By default you are required to enter an unlock password (default is 1111).

1. From the device home screen, swipe left, then press the edit button.
2. Locate the One-Key Unlock option and press the highlighted icon to enable it. The icon will turn green.



3. Enter the unlock password (default is 1111).
4. Press **Save**.

7.4 Change the Unlock Password

By default you are required to enter a 4-digit password before you can unlock the door. The default unlock password is 1111, but we advise changing it as soon as possible:

1. From the device home screen, swipe-left then press the edit icon.
2. Press Advanced Settings.
3. Select Modify Unlock Password.
4. Enter the existing unlock password (default - 1111).
5. Enter a new unlock password.
6. Confirm entry of the new unlock password.

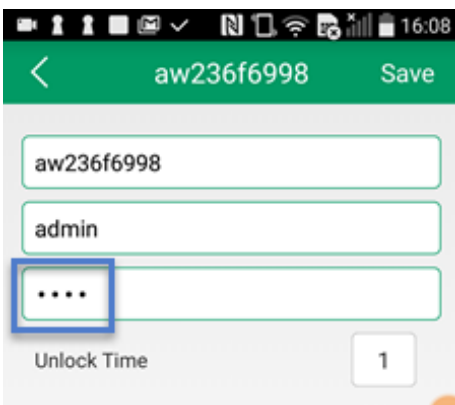
7.5 Change Device Password

The default password for the Entraguard ONE/ONE+ is 1234 so Keri recommends that you change the default password as soon as possible (after adding the device to your app).

1. From the device home screen, swipe left, then press the edit icon.
2. Press **Advanced Settings**.
3. Select **Modify Device Password**.
4. Enter the existing password (default is 1234).
5. Enter a new password.
6. Confirm entry of the new password.
7. Press **Save** (upper right).

NOTE: If the device password changes and other clients connect to that same device, you will need to alter the password in the settings of the remote apps.

- In the remote device apps, swipe-left on the home screen and press the Edit icon.
- Enter the new password in the field you see highlighted below, then save:

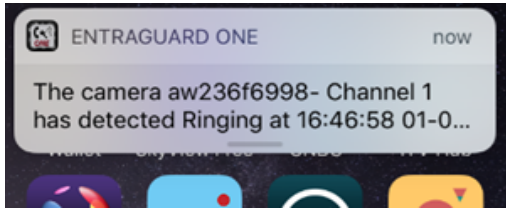


7.6 Enabling Notifications

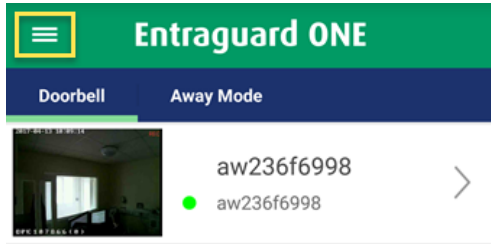
Notifications will bring your attention to the fact that someone is calling you via the call button located on the front of the Entraguard.



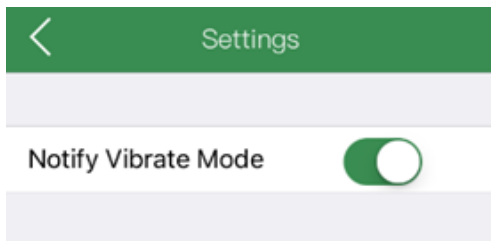
Or you can receive notifications with the Motion Detection option - when motion is detected by the on-board camera. The Notifications will appear even if the app is closed.



1. Press the user main menu icon in the upper left of the device home screen.



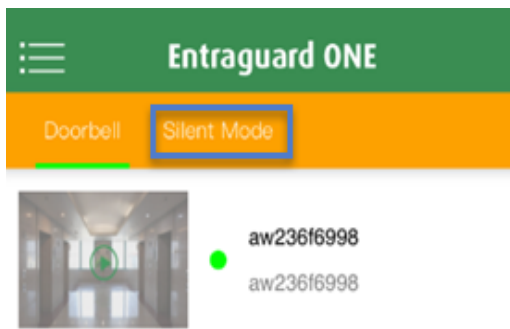
2. Press Settings.
3. Enable the **Notify Vibrate Mode** option.



4. Your device is now configured to receive notifications.

NOTE: If notifications are not working, check the following:

- Ensure the Entraguard unit is online.
- Check in your smart device settings and ensure notifications are enabled for the Entraguard ONE app.
- Verify that you are connected to the internet.
- Ensure in the app that the mode is not set to 'Silent'.



Accepting or Declining Calls

1. When the ring notification appears, click the green icon to accept the call and to talk to the visitor.
2. To speak to the visitor, press and hold the microphone icon.
3. To listen to the visitor, release the microphone icon.
4. To decline and hang-up the call, press the red icon.

Viewing and Deleting Notification Events

When notification are generated, either from calls or from motion detection, they are also stored as events in the app. To access the notification events, go to the live video window.

1. If there are notification events there will be a number next to the bell icon in the upper left.

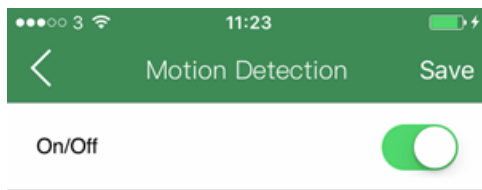


2. Press this icon and a list of events will appear for you to review.
3. Press and hold down on any event, you will then have the option to delete.
4. Android app users also have the option to block delete the entire list of events.

7.7 Enable Motion Detection

Motion Detection, when enabled, will instruct the Entraguard app to generate an notification when motion is detected by the on-board camera. When a notification is received you can quickly check the live video feed. The feature is either disabled or active 24/7 but by default the feature is disabled. The following steps explain how to enable the feature.

1. From the device home screen, swipe left and press the edit icon.
2. Go to **Advanced Settings**.
3. Select **Motion Detection**.
4. Press the icon highlighted to enable the feature (it will go green).



5. Then Save.

7.8 Reboot or Restore the Unit

Reboot - Clears the current configuration and then re-loads it from the app. Following a reboot you will have to wait a minimum of 2 minutes before the unit comes back online.

Restore - A restore will completely reset the Entraguard unit to its factory defaults. Following a reset you will have to wait a minimum of 2 minutes before the unit configures as 'AP Mode' and can then be added as a new unit.

1. Left-swipe the unit listed on the home screen.
2. Press the edit icon.
3. Press **Advanced Settings** button.
4. Select Reboot/Restore.
5. Select to either reboot or restore the unit to its factory default settings.

7.9 Delete the Unit from the App

1. Left-swipe the unit listed on the home screen.
2. Press the Delete icon.
3. The unit will be removed from the app but it will still be connected to the local network (and so can still be re-added as an existing device).

8.0 Programming the Entraguard ONE+

These instructions only apply to the Entraguard ONE+ (which has the keypad). There are various administrative functions that can be directly performed using the keypad, but before you change any of the settings, you should first change the programming code.

8.1 Change the Programming Code

1. Remove power from the Entraguard ONE/ONE+.
2. Press and hold the * key as you apply the power.
3. When you hear a long, continuous tone, release the * button.
4. Enter a new 4-digit programming password (same length as the default) - another long tone will be heard.
5. Press * to exit the programming.

8.2 Enter Programming Mode

1. Press the * key and a short tone will be heard.
2. Enter the 4-digit programming code (default - 1234) and a long tone will be heard - you are now in programming mode.
3. You must begin programming the unit within 30 seconds or you will be automatically logged-out of programming mode. To manually log out of programming mode, press the * key again.

8.3 Set the Door Unlock Time (default is 1 second)

1. Enter programming mode.
2. Press 00 - a long tone will be heard.
3. Enter 2 digits (for the amount of time you wish for the unlock time). For example, enter 05 to program the door with a 5 second unlock time. Minimum unlock time is 1 second, the maximum unlock time is 100 seconds.
4. After entering the new unlock time, press * to exit programming mode.

8.4 Add User Access Codes

The Entraguard ONE+ supports a maximum of 40 unique access codes (used for direct access at the unit).

NOTE: User slot numbers 31-40 are reserved for a momentary pulse function. For users assigned these slots numbers, the door will always unlock for 1 second. Described in more detail in the next section (8.5).

1. Enter programming mode.
2. Enter 2 digits (from between 01-30) - this will be the unique slot number where the new code will be stored. For example; enter 01 to use slot number 1.
3. Next, enter a 4-digit user code. For example; enter 1981 - Another long tone will be heard.
4. Press the * key to exit programming mode.

NOTES:

- You are not limited to using just 4-digit codes, you can also program the Entraguard to accept from 2-6 digits. See section 8.7 for setting the length of user access codes.

8.5 Relay Toggle Function

User slot numbers 31-40 are reserved for a lock relay 'toggle' function. Users who are assigned these slot numbers, authenticate with their PIN code, the door will first unlock, then a second authentication with the same PIN code will re-lock the door. The door will alternate between lock and unlock each time the same code is used.

8.6 Delete User Access Codes

The following steps explain how to individually delete access codes.

1. Enter the programming mode.
2. Press the # key - you will hear a long tone again.
3. Enter the user code that you wish to delete. For example; 1981
4. Press the * key to exit programming mode.

8.7 Set the Length of User Access Codes

1. Enter programming mode.
2. Press 99 - A long tone will be heard.
3. Enter between 2 and 6 digits to set the desired access code length. For example; enter 4 and the access code length will be 4 digits (this is the factory default value) - Another long tone will be heard.
4. Press the * key to exit programming mode.

8.8 Delete All User Settings

1. Enter programming mode.
2. Press the # key - a long tone will be heard.
3. Press the # key 7 times - after 3 seconds you will hear the long tone again.
4. The factory default settings will now be set. For example; a 1 second unlock time and 4-digit length access codes.


NOTE: Setting the factory default settings does NOT change the programming password.

9.0 User Guide

9.1 Using the Intercom

When the visitor calls, the device will receive the ring notification. Ensure that notifications are correctly enabled on your smart device. You can click 'Accept' or 'Decline' on the pop-up call alert in the app.

To speak to the visitor:

1. Press the microphone icon once and it will go green -  to enable the microphone.
2. Press and hold the **Press to Talk** icon.



3. The **Press to Talk** icon will also go green - meaning you can now talk.
4. Release the icon and it will go back to gray - you can now listen to the visitor.

9.2 Unlocking the Door




You can unlock the door using the app while on the live video screen. The default password for unlocking is 1111 and the default unlock time is 1 second (both values can be changed). You can also use the One-Key Unlock feature to not require a password when unlocking the door from the app.

1. Press the thumbnail image on the device home screen to view live video.
2. Press the Unlock icon.
3. By default, you will be prompted to enter a password.
4. Enter the unlock password (the default value is 1111).
5. The door will unlock for the configured unlock time.


9.3 Viewing Live Video

Press the thumbnail image on the home screen to open the live video window. The Entraguard unit's time stamp is displayed in the top left of the live video screen. Beneath the live video window are the icons that allow you to: capture an image, capture recorded video, listen to the Entraguard unit's surrounding environment, talk to a visitor or to put the live video window into full screen mode.

9.4 Image Capture

Click the  icon to capture an image which will be stored on your smart device.

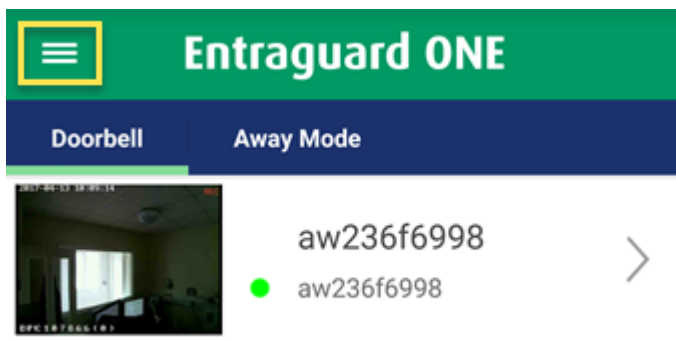
9.5 Video Capture

Click the  icon to start a video recording. The icon will turn green when video is being recorded. Click the green camera icon and recording will be complete and will be stored on your smart device.

9.6 Locating Image and Video Files

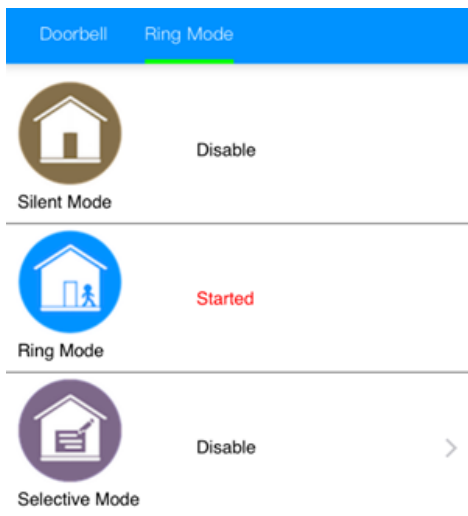
By default, the image and video files will be saved to your phone and can be accessed via the Entraguard ONE app.

1. From the device home screen, press on the Main Menu icon in the upper-left.



2. Press the Media option.
3. The first tab is the recently created files - these will be either images or video files.
4. Press the **Video** tab to view all the video files which have been saved.
5. Press the **Photo** tab to view all the images which have been captured.
6. To delete any of the files, press and hold the thumbnail image then confirm the prompt.

9.7 Changing Modes



There are three different modes for the Entraguard ONE app (Silent Mode, Ring Mode and Selective Mode) and are applied on a per user basis. Using modes allows you to custom configure how notifications are received and is most useful when there are multiple smart devices connecting to the same Entraguard unit.

Silent Mode - Silent Mode suppresses all notifications (ring notifications and motion detection notifications).

Ring Mode - The default mode is Ring Mode and when in use, ring notifications and motion detection notifications will be received.

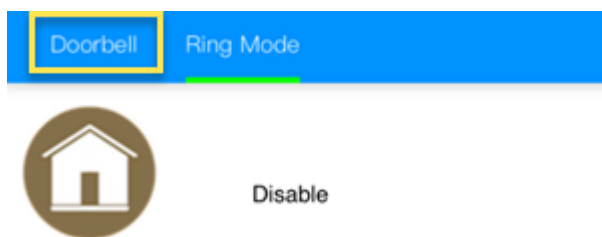
Selective Mode - Useful if you have multiple Entraguard units added to the same app. Selective Mode allows you to control which Entraguard unit receives notifications and which ones will be silent. For example, if you have two Entraguard units added, selective mode allows you to turn off notifications for one and keep them on for another.

The following steps explain how to change the mode.

1. From the device home screen, press the current operating mode.



2. The three available modes will be listed.
3. Press a new mode to change to (Android users will be prompted to confirm the change) - the new change will take effect immediately.
4. If you change to Selective Mode you will need to press edit and then specify which of the listed Entraguard units will be configured to send notifications - Finally, press **Save**.
5. Press 'Doorbell' to return to the device home screen.



10.0 User Account Configuration

10.1 Change User Account Password

1. From the device home screen, press on the main menu icon in the upper-left.
2. Press the head and shoulders image (with the user name displayed beneath it).
3. Select **Change Password**.
4. Enter the current user password.
5. Enter the new password.
6. Re-enter the new user password.
7. Press Done.
8. You will be automatically logged-out so you will need to log in again with the new password.

10.2 Change Password Verification Question

To change the custom question and answer for password retrieval:

1. From the device home screen, press on the main menu icon in the upper-left.
2. Press the head and shoulders image (with the user name displayed beneath it).
3. Select **Change Verification**.
4. Enter the existing user password.
5. Enter a new custom question for password retrieval (for example; birthplace or mother's maiden name)
6. Enter a custom answer (recommended 1-word answer).
7. Press **Save**.

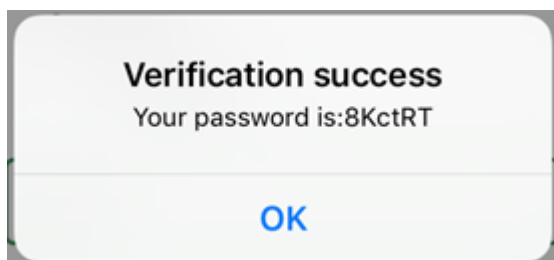
10.3 Log Out of the App

1. From the device home screen, press on the main menu icon in the upper-left.
2. Press the head and shoulders image (with the user name displayed beneath it).
3. Press the red Logout button.
4. You will immediately be logged out of the app.

10.4 Password Recovery Process

If you have forgotten your password you can obtain a temporary password as long as you still know your custom verification answer.

1. From the login screen, click on the Login button.
2. In the bottom right-corner, click on 'forgot password?'
3. Enter your unique user name.
4. Press **Next Step**.
5. Enter the custom answer to your custom question.
6. If the custom answer is correct then a new temporary password will be generated.
7. Log in with this temporary password then follow the steps in section 10.2 to change this password.



Further Technical Information

Related Documents

For troubleshooting information, please refer to document part number 01679-002 'Entraguard ONE/ONE+ Troubleshooting Guide' and for the product specifications, please refer to the Entraguard ONE/ONE+ data sheet - P/N 01692-001.

Knowledge Base Resources

- Troubleshooting Guide-
http://www.keri-kb.com/2017/#Troubleshooting_EG_ONE.htm
- Wi-Fi Setup Video- Android -
http://www.keri-kb.com/2017/#Setup_EG_ONE_Android.htm
- Wi-Fi Setup Video- iOS -
http://www.keri-kb.com/2017/#Setup_EG_ONE_iOS.htm
- Entraguard ONE/ONE+ How-to-Guides -
http://www.keri-kb.com/2017/#How_To_Entraguard.htm

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