

FAQ Version 1.0

ENTR™ – Smart Lock Solution

ENTR™ Performance

Q: How do I control access to my home with ENTR™?

A: The ENTR™ system provides a variety of devices and methods to operate it: Remote Control, Touchpad, Fingerprint Reader and the ENTR™ Smartphone App. All of these methods are convenient and easy to use, allowing you to choose what responds to your needs. With all of them, you can easily add, remove or change permissions using a simple user-friendly interface.

Q: What does “automatic locking” mean?

A: This means that ENTR™ will automatically and completely lock itself whenever it senses that your door is shut or closed. The automatic locking feature can be turned off at any time by changing its settings from either the lock or the ENTR™ Smartphone App.

Q: Is ENTR™ easy to operate for everyone in my family?

A: Yes. The system is equipped with a user-friendly screen and configuration process. An easy to understand manual, including illustrations, explains everything you and everyone in your family need to know. You'll also find operating instructions for ENTR™ accessories, including the Remote Control and Fingerprint Reader.

Q: Can I use a variety of ENTR™'s access control devices together?

A: Yes. It is possible to use any combination of the access control devices. ENTR™ can be operated with up to 20 different Remote Control units; 20 distinct personal codes on the Touchpad; a Fingerprint Reader that identifies up to 20 users; as well as multiple smartphone app users. They can work together, separately or any combination.

Q: If a remote control is lost, can it be neutralized?

A: Yes. You can disable any remote control by simply deleting it in the ENTR™ unit. It takes less than a minute.

Q: Can I continue to use a key?

A: Yes. The ENTR™ system includes a mechanical key that allows you to unlock your door from the outside and using a door knob from the inside.

Q: Is it possible to combine the ENTR™ system with other smart home interfaces?

A: Yes. ENTR™ can be connected to additional smart home components, but requires the creation of an interface by your service provider.

Q: Can I silence the open door alarm without closing the door?

A: Yes. Simply touch the control panel or the slides on both sides of the indoor unit.

Q: Does ENTR™ provide an audit trail of activity?

A: Not currently, ENTR™ does not keep any events log.

Q: Is it possible to deactivate automatically locking?

A: Yes, Just change the automatic locking mode from “Auto” to “Manual”.

ENTR™ Battery

Q: How often will I need to charge the batteries?

A: A fully charged battery will on average, last approximately three months, depending on family structure and frequency of use. When the battery runs low, it will sound an alarm, alerting you to connect it to the charger (supplied with the original package), or to the optional wireless charger, until fully charged – about four hours.

Q: Is it possible to operate ENTR™ while it's batteries are being charged?

A: Yes. ENTR™ will continue to function without interference during charging.

Q: Is it possible to use a different charger for ENTR™, rather than the supplied one? And can the ENTR™ charger be used to charge other home appliances?

A: No. The ENTR™ uses a different voltage than standard mobile phone chargers. Switching between chargers might harm the ENTR™ unit or conversely, the device you are trying to charge.

Mobile App

Q: What are 'virtual keys'?

A: A virtual key is actually a permission saved in an encrypted format to a user's smartphone app and in your ENTR™ lock.

Q: How can I create a virtual key?

A: Every ENTR™ system has an administrator, generally one of the homeowners. The administrator can create and distribute virtual keys for other users with his/her smartphone app. The app creates an encrypted virtual key on the administrator's smartphone and the lock itself using a unique verification process. This allows the administrator to distribute virtual keys and turn them off whenever necessary.

Q: Do I need to connect to the Internet or Wi-Fi to operate ENTR™?

A: No. ENTR™'s app uses Bluetooth to communicate with the door unit, eliminating the need for an active network.

Q: Can all family members have access to ENTR™'s smartphone App?

A: Yes, if they have a compatible smartphone. The smartphone app can be downloaded for free from the App Store or Google Play. With the administrator's permission, the user can then operate ENTR™ based on the scheduled authorizations.

Q: What if my smartphone is lost or stolen?

A: Simply download the app to your new smartphone, and then with the initial code you first defined, you'll be able to transfer permissions to your new smartphone and cancel the old smartphone's app.

Q: Which smartphones support the ENTR™ App?

A: Apple: 4S, 5, 5S, 6, 6+ with iOS 7 or higher.

Samsung: Galaxy 4S, 5S, 6S (all models); NOTE 3, NOTE4 with Android 4.3 and higher.

Naxos: 4 and 5 with Android 4.3 and higher.

LG: G2, G3 and G4 with Android 4.3 and higher.

Q: What if I do not have a supported smartphone?

A: Just choose one of the other options for operating ENTR™: Remote Control, Touchpad or Fingerprint Reader.

Q: Does the ENTR™ smartphone app support Windows phones?

A: No. Currently, the ENTR™ application only supports Android and iOS phones.

Installation

Q: Will I be able to install ENTR™ on my existing front door?

A: The ENTR™ lock can be retro-fitted to most of available door types with ease. There's no need to make any changes to your existing door or provide wiring for a power supply. Simply remove your existing cylinder and replace with ENTR™.

Q: Is it possible to operate two or more ENTR™ door units with a single Remote Control?

A: No. To ensure security, each Remote Control is specific to each ENTR™ smart lock system and can only operate its designated door unit.

Q: What kind of cylinder do I need for ENTR™?

A: ENTR™ uses a dedicated cylinder that fits with any Euro profile lock.

Q: What cylinder lengths are available?

A: The internal lengths start from 35mm and go up from there in 5 mm increments. External dimension are the same as a normal mechanical cylinder. For specific details, please contact your local dealer.

Q: Do I have to order the same cylinder length as my old cylinder?

A: Yes, as the cylinder length should fit the door's thickness. Pay attention to the shape of the escutcheons, which might require a longer cylinder dimension if it isn't flat.

Q: Can I integrate an ENTR™ lock into an existing locking system?

A: Yes. ENTR™ is a retrofit locking system that fits on your existing door's hardware and any Euro profile lock.

Q: Can I get other, identically locking mechanical cylinders for an ENTR™ unit?

A: Yes. Please consult your local dealer regarding keyed alike or whatever your preferred combination is for the mechanical cylinder.

Q: Is ENTR™ also suitable for multi-point locking systems integrated into the door hinge?

A: Yes, as long as the cylinder type is a Euro profile.

Q: Is ENTR™ also suitable for use on external doors? Can I mount the door code/fingerprint module on an unprotected outer wall?

A: ENTR™ is suitable for external doors, as long as the electronic part of the door unit faces an interior. The door code/fingerprint modules are suitable for outdoor use, and can be mounted on the outer wall.

Security

Q: Is ENTR™ a safe locking solution?

A: ENTR™ is a highly effective and uniquely smart, advanced locking solution. While there is no locking solution that is completely failsafe, ENTR™ is the one of the leading manufacturers for High Security locking products and Access Control solutions for the home market. Using innovative secure digital technology combined with the strength of mechanical internal elements, ENTR™ provides proven convenient security.

Q: Can the mobile app be hacked?

A: While every mobile app can be hacked, it is unlikely that the ENTR™ mobile app will be. ENTR™ used the most advanced encryption protocols to provide a high security communication within the entire locking system.

Q: How safe is the data?

A: All sensitive information is securely stored within the door unit, on the interior side. Stored data is both coded and encrypted.

Q: Are there any special data-related protection mechanisms?

A: Yes, ENTR™ employs a special IC to secure our data with a unique encryption method to protect it.

Fingerprint reader

Q: Who can access the 'settings' menu?

A: Only a master user can access the settings menu by using their personal code or fingerprint.

Q: How many users I can operate ENTR™ using the fingerprint reader?

A: 20. ENTR™ supports up to 20 different Remote Control units, 20 app users and 20 Fingerprint users all at the same time.

Q: Can I pair two different types of readers to the same lock?

A: No, every door unit can only be paired either with a Fingerprint reader or a Touchpad reader – not both at the same time.

Q: How I can move from settings mode and into standby mode?

A: Press the asterisk (*) for 3 seconds. The unit will then go into standby mode.

Q: If ENTR™ is in manual mode and the door closes, how can I lock the door?

A: Press "5" to wake the unit up. Then press "1" followed by "#".

Q: What happens to the stored data when I remove or change the batteries?

A: User data (names, fingerprints and codes) are stored within the reader's memory and are not erased when taking out the batteries. After replacing the batteries, only the date and time will need to be reset.

Q: How do I restore the factory default settings?

A: Only a master code can initiate a "factory reset". To do that, go to settings mode, select "device", and "factory reset".

Q: What happens if I reset the door unit?

A: All user information is securely stored by the Fingerprint reader. You just need to pair the door unit and the Fingerprint reader.

Q: Does every user have to define both a personal code and fingerprint?

A: No. Users can define either or both. However, the master user must define both personal code and fingerprint.