



# Messenger™ Wireless Lock Access Network





## Messenger<sup>™</sup> Wireless Lock Access Network

SAFLOK<sup>™</sup> introduces the next era of online communication with Messenger<sup>™</sup> operating on a ZigBee-compliant platform. The ZigBee Prostack protocol is an internationally recognized and accepted wireless standard. When combined with SAFLOK's Messenger wireless online system and the new Messenger<sup>™</sup> LENS<sup>™</sup> system, it enables customers to fully leverage and share the information from their online locks. This new system provides many levels of interoperability, both in a smart room context with other in-room devices and with immediate event notification from the server in a variety of ways.

Key features include:

- Radio frequency (RF) communications at 2.4 GHz, which is globally license-free
- Long battery life
- Secure networking (128 AES encryption)
- Self-forming networks
- ZigBee Prostack standard (large scale, network stability, resilient)
  - Large-scale properties (thousands of nodes)
  - Asymmetric link handling
  - Network stability even when nodes are within close proximity
  - Extended battery life with deep sleep and special parent functions
  - More resilient — ensured by frequency agility
- Messenger LENS subscriber system
  - Disseminates information to a specified group of recipients as it occurs (by email, SMS, and web services)

Whether in the traditional Messenger network using the SAFLOK ZigBee-enabled hubs or in a Messenger smart room scenario using third-party coordinators, the Messenger system now provides several solutions for customers to integrate all systems.



Messenger is an available option for SAFLOK MT<sup>™</sup>, Quantum<sup>™</sup>, and ädäsē<sup>™</sup> locks.

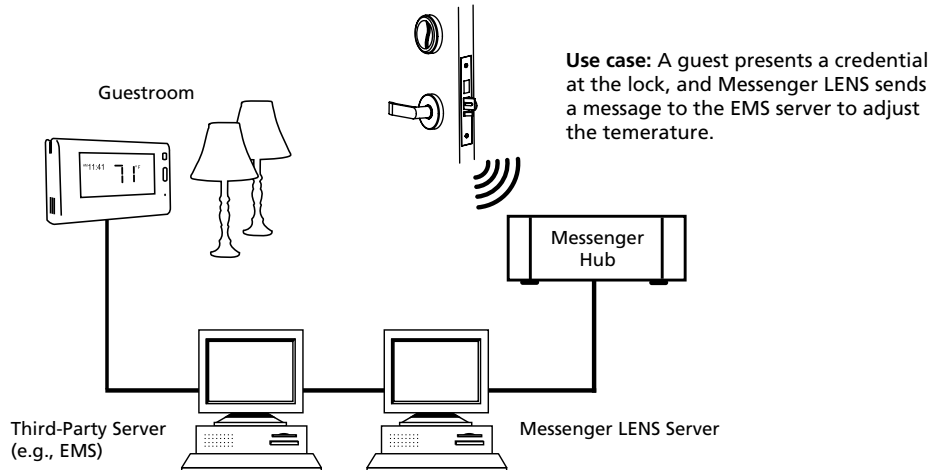
## Messenger™ in a Smart Room

With Messenger™, entering a guestroom becomes a custom experience, tailored to the unique preferences of each guest. For example, the lights adjust to the appropriate level, the television turns on with the appropriate channel and volume level, the powered blinds open or close, and the temperature adjusts – all to the guest’s liking.

### Messenger LENS™ (Server to Server Communication)

A smart environment can be achieved using Messenger LENS™, which leverages the existing network infrastructures to share lock information between servers. The lock communicates with the in-room devices via the network, making the system reliable and easy to maintain.

*\*Contact SAFLOK for compatibility.*

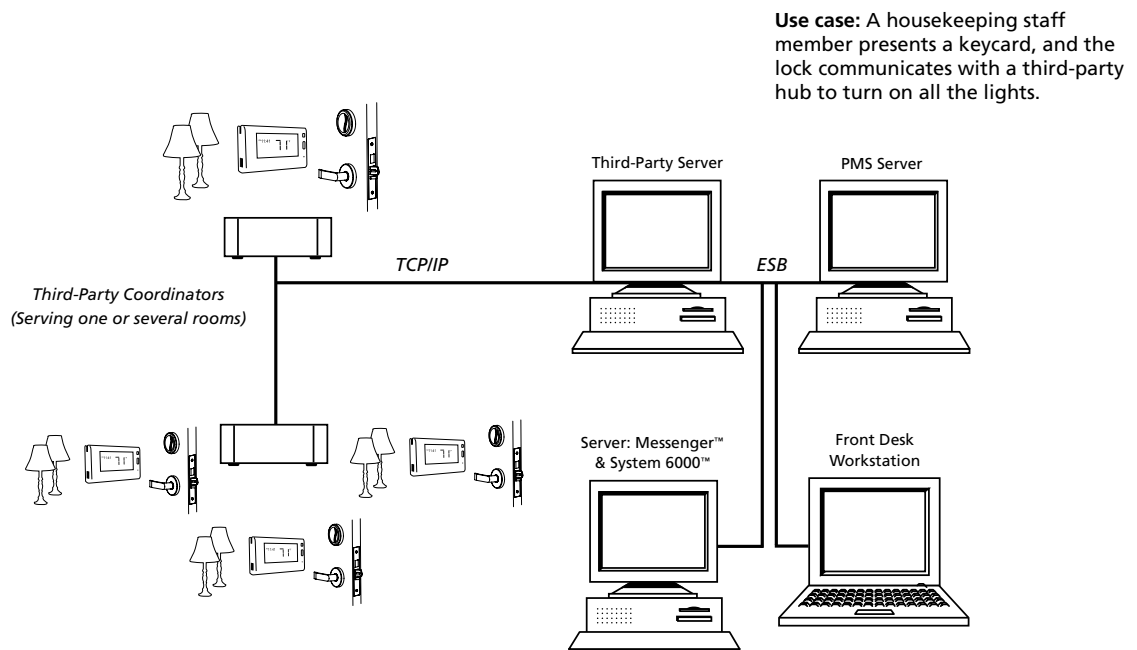


## Messenger™ in a Smart Room

Messenger™ can also be partnered with some third-party controllers on a ZigBee ProStack-compliant platform to communicate wirelessly with in-room devices. *\*Contact SAFLOK for compatibility.*

### Typical Smart Room Configuration

- One third-party hub/controller is used per room or group of rooms to manage a variety of devices, including locks
- Hub/controller locally manages room(s) for most operations
- Hubs connected to hotel TCP/IP network (SAFLOK™ server on IP network)



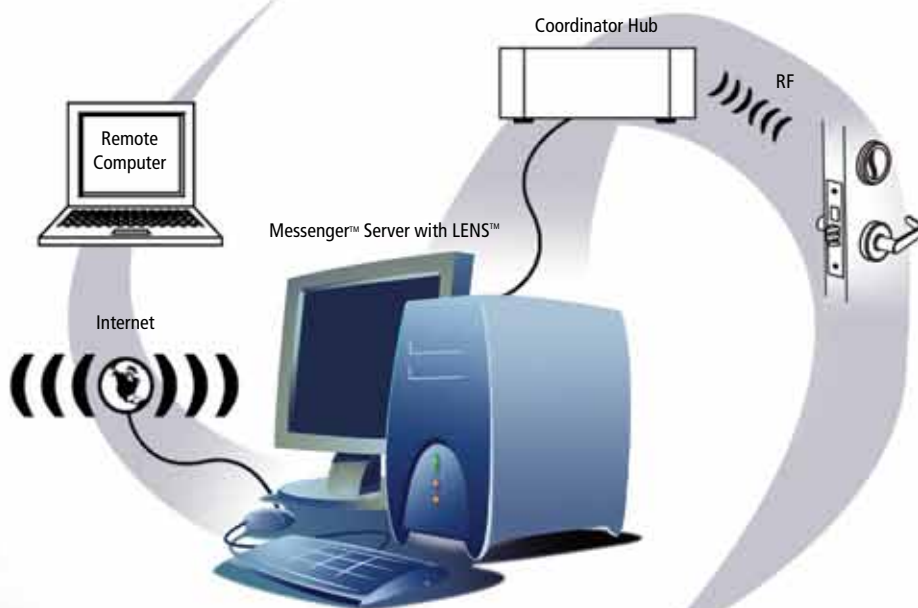


## Messenger™ LENS™ Subscriber/Publisher

SAFLOK™ has designed Messenger™ LENS™ (Lock Event Notification System) as an enhanced feature within the Messenger™ system. The LENS publisher comes standard with each system and can be tailored to the properties requirements.

Messenger LENS changes the paradigm of online lock communication by publishing and exporting real-time web-based communication between the lock and other third-party systems. For hotel security personnel and housekeeping or maintenance staff who cannot be anchored, Messenger LENS working in conjunction with a third-party workflow management system allows them the flexibility and agility to attend to their task immediately upon receiving a notification.

With Messenger LENS, properties can specify the type of event that requires notification and specify the delivery notification method. This information can be provided in real-time as it occurs at the lock, through a variety of mediums such as email, SMS, XML web service adaptors, or as postings to a web page. This feature also gives properties additional control over different groups of subscriber permissions, customizing the type of message for each groups, or even individual user. Different notifications can be sent in parallel to different groups of users. Each user only receives messages to which they have subscribed. For example, security personnel may choose to receive only intruder and door ajar alerts.



# Messenger LENS™ Active Subscriptions

<b>Staff Ajar - Short period of time</b>	A Door Ajar event has recently occurred following a staff opening the door
<b>Staff Ajar - Longer period of time</b>	A Door Ajar event has occurred for a long period following a staff opening the door
<b>Guest Ajar - Short period of time</b>	A Door Ajar event has recently occurred following a guest opening the door
<b>Guest Ajar - Longer period of time</b>	A Door Ajar event has occurred for a long period following a guest opening the door
<b>Device Ajar Clear or Door Secure</b>	Notifies when a device has come out of a Door Ajar state before a specified number of minutes
<b>Generic Key Egress</b>	Notifies when someone exits the room and locks the device
<b>Low Battery</b>	Notifies when the battery level in the device is below the normal level or below the level when the battery needs to be replaced
<b>Low Battery Clear or Battery Normal</b>	Device reports: Low Battery Clear or Battery Normal status
<b>Deadbolt/Privacy</b>	Notifies the consumer that the deadbolt (privacy) was thrown
<b>Deadbolt-reset (retracted)</b>	Notifies the consumer when a deadbolt reset (retracted) has occurred
<b>Key Error Canceled</b>	Notifies the consumer when a canceled key (card) is used in a lock
<b>Key Error Other</b>	Notifies the consumer when on a access is denied for a key (card) for a reason other than key canceled, low battery etc.
<b>Key Error Wrong Room</b>	Notifies the consumer when a key (card) is used on a wrong room
<b>Guest Key Used</b>	Notifies the consumer when a Guest key (card) has been used
<b>Staff Key Used</b>	Notifies the consumer when a Staff Or Non-opening key (card) has been used
<b>New Guest Key Used</b>	Notifies that a new guest has checked into the room
<b>Wandering Intruder</b>	Notifies when a Wandering Intruder is detected
<b>Standing Intruder</b>	Notifies when a Standing Intruder is detected
<b>Door Latched</b>	Notifies the consumer when that a latched command was sent to the door (secure mode) - per configuration
<b>Door Unlatched</b>	Notifies the consumer when that an unlatched command was sent to the door (unlatched mode)
<b>Transaction Failed</b>	Notifies when any of the Messenger-initiated transactions have failed with errors or has timed-out. Following are some different possible transactions: Block/UnBlock Staff or Guest access, Cancel Staff/Guest access, Unlatch or Latch door(s)
<b>Date Time Error</b>	Device reports: Date-time not set or error
<b>Date Time OK</b>	Device reports: Date-time OK must have been previously an error
<b>Device Status Online</b>	Notifies when a previously-offline lock has come back online
<b>Device Status Offline</b>	Notifies when a previously-online lock has gone offline
<b>Key Error Expired</b>	Notifies when an expired keycard is used on a device after key has expired
<b>Paging Keys</b>	Notifies when any paging key is used on a device
<b>Hub Status Online</b>	Notifies when a previously-offline hub has come back online
<b>Hub Status Offline</b>	Notifies when a previously-online hub is offline
<b>Block Guests</b>	Notifies when Block Guest transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Unblock Guests</b>	Notifies when Unblock Guests transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Block Staff</b>	Notifies when Block Staff transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Unblock Staff</b>	Notifies when Unblock Staff transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Cancel Guests (checkout)</b>	Notifies when Cancel Guests or checkout transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Emergency Lock-out On</b>	Notifies when Emergency Lock out transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Emergency Lock-out Reset</b>	Notifies when Emergency Lock out reset transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Room Move</b>	Notifies when Room Move transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Extend Guest Stay</b>	Notifies when Extend Guest Stay transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
<b>Send Firmware ARM</b>	Notifies when Send Firmware for lock motherboard was transaction initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
<b>Send Firmware AVR</b>	Notifies when Send Firmware for transceiver board was initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
<b>Send Firmware ZPRO S</b>	Notifies when Send Firmware for ZigBee Prostack firmware was initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
<b>Send Wake-up Interval</b>	Notifies when Send Wake-up Interval transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out

Messenger™, together with the Messenger LENS™ component meets key market needs helping as the ideal link for sending and receiving real-time messages. With a broad range of functionality, Messenger enhances guest convenience, reduces expenses, and conserves staff time.



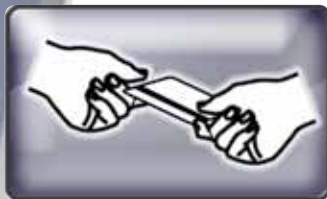
### Room Change

**Situation:** A guest calls the front desk and wants a different room.  
**Action:** The front desk selects a new room, and the system sends a signal to the new room's lock. Without returning to the front desk, the guest's key will now provide access to the new room.



### Door Ajar Alert

**Situation:** A common-access or perimeter door has been propped open or is ajar (not fully closed) for a specified time.  
**Action:** The tracking mortise sends a message to security, allowing maintenance, or security staff to investigate. The lock also communicates when the secured position is restored.



### Key Replacement

**Situation:** An employee's key is missing.  
**Action:** A Cancel key is sent to each lock that operated with the lost key, and the locks will update their memory to disallow the lost key access if it is later presented to the locks.



### Low Battery Alert

**Situation:** A lock has a low battery.  
**Action:** Low battery indication is sent to a designated server. Periodic reports that list all the locks with low batteries are then generated.



### Customized Guest Experience

**Situation:** A frequently returning VIP guest comes for a visit.  
**Action:** Immediately upon the guest entering the room, the lock sends a message indicating that the guest has occupied the room. This prompts room service to deliver the guest's favorite bottle of wine.



### Scene Control

**Situation:** A staff member has come to clean the room.  
**Action:** The television is locked, all the room lights are turned on, and the drapes are drawn to provide a preset staff scene.

### Guest Extended Stay

**Situation:** Guest decides to spend another night at the hotel.  
**Action:** A message is sent to the lock to update the expiration date.



### Custom Messages

**Situation:** A housekeeper has just finished cleaning a room.  
**Action:** The housekeeper can send a message such as "room clean". This notifies the front desk that the room is now available for guests.



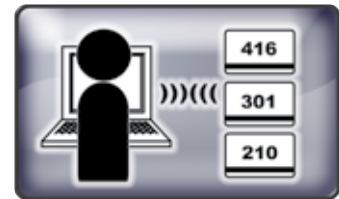
### Energy Management

**Situation:** A guest has checked in.  
**Action:** The room climate control system is automatically adjusted remotely, creating a welcoming environment for the guest.



### Remote Key Audits

**Situation:** Management wants to check which keys have been used recently in a specific lock.  
**Action:** The Messenger™ module in each lock communicates to the central computer and reports all keys used in the lock.



### Complete Remote Access

**Situation:** Late at night, a manager is called with a question about the system or a specific lock.  
**Action:** Instead of returning to the property, the manager can access the system via a browser.



### Remote Lock Audits

**Situation:** Security wants to know who has entered room 312.  
**Action:** Security remotely interrogates the lock without having to visit the door.



### Remote Tech Support

**Situation:** The property is experiencing some issues with software and may need a new site design configured.  
**Action:** SAFLOK can remotely access the property's system set-up without going on-site to determine the error and resolve the issues. The property benefits from immediate technical support and saves on on-site visits. (This function does not require the Messenger LENS component.)





## Tech Support

SAFLOK™ is committed to providing the best customer service in the industry. We understand the critical need for our customers to obtain immediate technical assistance. That is why we provide on-call technical service — 24 hours a day, seven days a week, 365 days a year — and have parts and service centers located across the U.S., Europe, and Asia.

SAFLOK™ also offers online technical support to existing customers via [support.saflok.com](http://support.saflok.com). This web site contains technical manuals, answers to frequently asked questions, installation instructions, etc.



For worldwide office locations and contact information, visit us at [www.saflok.com](http://www.saflok.com)  
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Manufactured under one or more of the following patents:  
U.S.: 4,177,657; 4,411,144; 4,534,194; 4,890,870; 5,198,643;  
5,477,041; 5,820,177; 5,986,564; 7,051,561; D494,841; D501,131  
D512,899; D519,021; D531,629; D533,009; D533,047; D533,762;  
D533,763; D535,629 CANADA: 1,252,854; 1,298,902  
U.K. 2,010,375  
Other U.S. and foreign patents pending

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