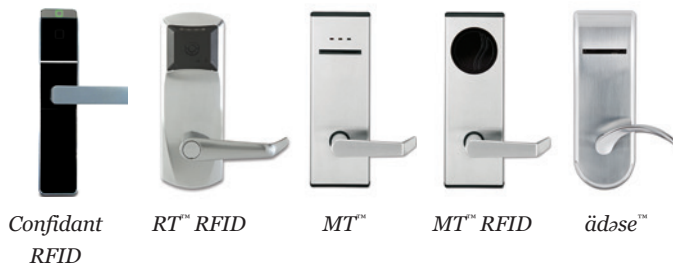


# Saflok Messenger LENS™



Messenger LENS™ is an available option for Saflok electronic locks:



## Overview

The Saflok Messenger LENS is a wireless online system, ideal for hotels seeking the ultimate in security and guest experience while maximizing operational efficiency. The wireless online system offers a two-way communication between the front desk and the hotel electronic locks. It enables staff to receive notifications or alerts from the locks to a server, an email address or directly to a cell-phone via text message. The system can also communicate events that occur at the locks to third party devices or systems for greater flexibility and control options.

## Key Features

- Radio Frequency (RF) communications at 2.4 GHz, which is globally license-free
- 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 LENS system provides several solutions for customers to integrate all systems.

# Messenger LENS™ in a Smart Room

With Messenger LENS™, 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.

## 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.

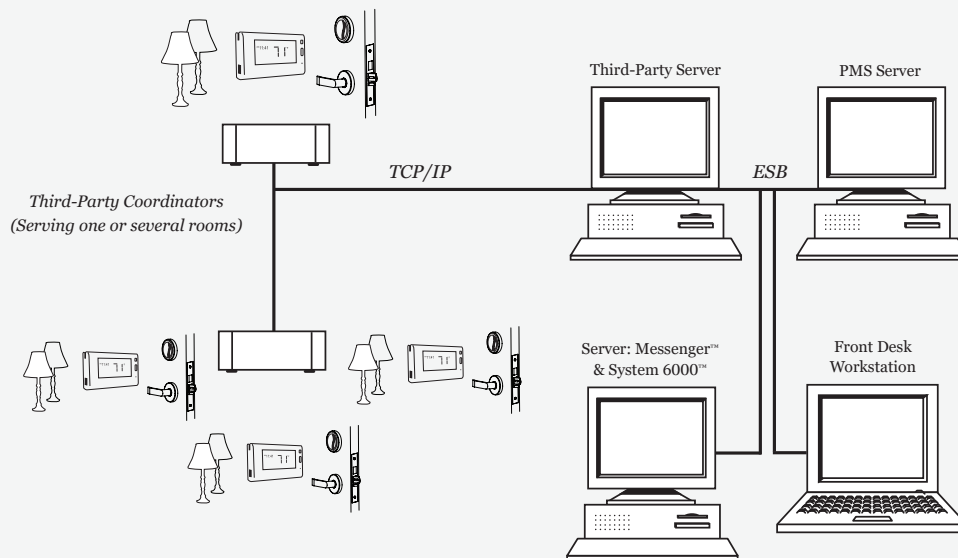
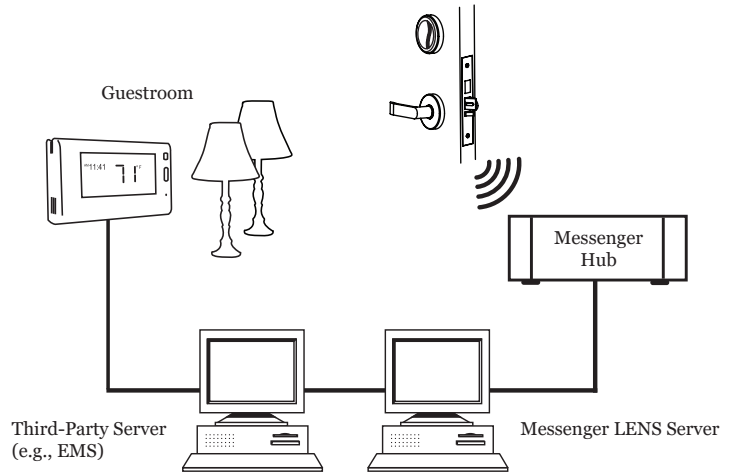
## Third-Party Server

Messenger™ can also be partnered with some third-party coordinators 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/coordinator 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)

**Use case:** A guest presents a credential at the lock, and Messenger LENS sends a message to the EMS server to adjust the temperature.

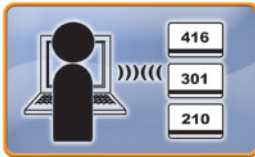


**Use case:** A housekeeping staff member presents a keycard, and the lock communicates with a third-party hub to turn on all the lights.

The Messenger LENS system 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.

## How Does it Work?

### 1. Send Lock Commands directly from the front desk



#### Remote Keycard Audits

Interrogate which keycards have been used recently in a specific lock.



#### Keycard Replacement

Send a 'Cancel Key' to each lock that operated with the previous keycard.



#### Room move

Send a message to the new room door lock to accept the customer's keycard.



#### Guest Extend Stay

Send a message to the guest room lock to update the access expiration date.

### 2. Receive Lock Alerts & Notifications



#### Door Ajar

Door lock notifies staff when door has been left ajar and when secure position is restored.



#### Wandering or Standing Intruder

Alert messages are sent following a failed access attempt on a number of door locks within the hotel, or on one door lock with a number of keycards.



#### Low Battery

Low battery indication is sent to the Messenger LENS™ server that produces periodic reports for maintenance staff.



#### Room Ready

Housekeeper sends a 'Room Clean' message from the locks by using a paging keycard.

### 3. Share Lock Information with 3rd Party Systems



#### Energy Management

Door lock sends a message to the in-room climate controller and the temperature is automatically adjusted to a certain level.



#### Smart Room

Door lock sends a command to the smart room hub to adjust equipment such as TV, lights or drapes to a customized configuration depending upon the situation e.g. returning guest.



#### Workflow Management

Door lock communicates with a workflow system that sets up a task for a staff member to complete and close. For example, bringing a bottle of wine when a VIP guest first enters the room.

## Messenger LENS™ Active Subscriptions

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

Kaba

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