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## Product Overview

T is for “Translator”, but it could have just as quickly been “transformer.” Enabled by nearly a decade of patented access innovation, you can now transform each building in your portfolio with a single access standard. With **Latch T**, your spaces can be retrofitted within minutes, have a common cloud management platform, and get activated without requiring any other infrastructure.

Latch T compatibility is currently based on 2 constraints; physical compatibility, and frequency compatibility. Physical compatibility requires that the Latch T satellite can adhere to the surface of the legacy reader. You may need to use the temporary adhesive to find the correct location for the satellite as different readers have different placement requirements. Latch T's frequency compatibility is with low-frequency (125khz) readers, if your device is high-frequency, it will not work.

Latch - [webpage](#)

Latch - [Installation guide](#)

Latch - [Spec Sheet](#)

## Best Practices and Field Notes

### Best Practices

- Confirm compatibility BEFORE installation
- Check all mounting surfaces confirming they are clean and flat

### Field Notes

Pre-installation, check the install surface and confirm it is acceptable for the installation of the Latch T. Use this table below to determine the type:

(VHB = Very High Bonding Tape)

Material	Indoor installation method	Outdoor Installation method
Concrete	VHB & Glue	VHB & Glue
Stucco	VHB & Glue	VHB & Glue
Cement	VHB & Glue	VHB & Glue
Marble	VHB	VHB & Glue
Unfinished Steel	VHB	VHB & Glue
Galvanized Steel	VHB	VHB & Glue
Aluminum	VHB	VHB & Glue
Clay Brick	VHB & Glue	VHB & Glue
Wood	Mounting screws	Mounting screws
Glass	VHB	VHB & Glue
Drywall	Mounting screws	Mounting screws

## For Install and Service

### 1. Tools

- a. Phillips #2 Screwdriver
- b. [iOS Mobile Device](#)
  - i. [Supported devices](#)
  - ii. The latest version of the [Latch Manager App](#) (only available on iOS).

### 2. Permissions (Confirm Access)

- a. Confirm user has the correct access permissions
- b. [Latch Manager App](#) (only available on iOS).
  - i. [Device Management Permissions](#)
  - ii. [Unit Unlock Access](#)
  - iii. Latch App ([iOS](#) and [Android](#))
    1. [Unit Unlock Access](#)
    2. This is needed to perform a test unlock on the unit - note PM will have to set this up.

## [Latch Specification Guide](#)

## Onboarding

### 1. Add a device

- a. Once you have installed the Latch device, you need to add and save the device's information:
  - i. Open the [Latch Manager App](#) (only available on iOS)
  - ii. Select the 'New Door' icon in the top right corner.
  - iii. You'll then be prompted to scan the QR Code on the Latch Device.
  - iv. Scan the QR Code on the back panel of the device on the inside of the door.
  - v. Select the desired Portfolio and Property Information of the property you are installing in.

### 2. Assign or create a door

- a. If you have pre-created a door in Latch Manager you can assign it by selecting 'Door Name'
- b. If you have not [pre-created](#) the door you'll need to create one. To do so:
  - i. Enter the door or apartment name.
  - ii. Select the door type. [Learn more about door types.](#)

### 3. Perform a Firmware Upgrade.

### 4. Program a credential

- a. Program the Latch T with a credential from the existing physical access control system.

### 5. Facility Code

- a. You'll need a facility ID and a card credential assigned to the door you're installing.
  - i. **Note:** For security purposes, we recommend creating and programming a unique legacy credential per door. Additionally, for heightened security, we recommend rotating credentials on the door on a schedule that works for the property.

## Troubleshooting Workflow

**NOTE:** If the below troubleshooting steps do not resolve your issue, please reach out to [Support@latch.com](mailto:Support@latch.com) and our Support Team will be happy to assist you.

## 1. Confirm User device is functioning properly

- a. Confirm that the device being used to interface with the Latch device
  - i. Is compatible with Latch ([supported models here](#))
  - ii. Has strong and reliable cellular or WiFi service
    1. Without adequate cellular or wifi service to the user's device, Updates and Firmware Upgrades will fail.
  - iii. Has Bluetooth enabled.
  - iv. Isn't in a protective case that may interfere with the performance

## 2. Update and Firmware Upgrade

- a. Ensure the Latch device has been updated with the Latch App
- b. Ensure that the Latch Device has been upgraded to the latest version of the firmware

## 3. Issues with the Latch App or Latch Manager App

- a. Check for any updates that may be available for your Latch App ([iOS](#) and [Android](#)) and [Manager App](#).
- b. Toggle the mobile device's Bluetooth settings off, and then back on.
- c. Power cycle the mobile device (turn it off, wait for 30 seconds, and restart the device).
  - i. If Android device, perform the Bluetooth cache clear and location services toggle.
- d. Log out of and back into the Latch app.
- e. Delete and reinstall the Latch app.
- f. Ensure your phone's Bluetooth and Location settings are on, as well as the Latch App Bluetooth and location settings.

## 4. Check the Lens

- a. Do the LEDs on the lens light up when the lens is touched?
  - i. If not, follow the power troubleshooting steps below
- b. Are any LEDs lit continuously and/or pulsing
  - i. LED feedback instances
    1. Denial of Service (DoS):
      - a. The LED on the Latch Lens located in the "12 o'clock" position, when illuminated indicates **that another device is connected to the lens over BLE**. If the Latch device detects continuous attempts to connect via Bluetooth, it will automatically go into DoS mode after 50 failed attempts and BLE unlock will no longer be available.

- b. DoS mode is a feature that has been incorporated into the Latch Lens functionality to prevent unauthorized blocking of a Latch device via continuous Bluetooth connection attempts.
- c. Once a lock is put into DoS mode, it remains in that state for 5 minutes, or until the device is reset or a user successfully authenticates using either an NFC card or a passcode.
  - i. **NOTE:** For any Geneva device, the user only needs to touch the Lens to exit DoS mode.
- d. After 5 minutes of inactivity, the device will resume normal advertising in order to prevent inadvertently extended lockouts.

## 2. Rate Limiting Mode (RLM):

- a. Rate limiting mode is indicated by the digits 5 and 6 flashing on the Lens.
- b. 20 consecutive NFC or Passcode failures put the device into rate limiting mode (RLM). While in this state, the device will not accept those types of accesses for 5 minutes. After 5 minutes, SOS mode starts where NFC and passcodes will be allowed thrice before entering RLM mode again if they continue to fail.
- c. Successive RLM entries will increase the blocking access time by 5 minutes up to 25.
- d. In order to exit Rate Limiting Mode, simply enter a correct Door Code, use a valid keycard, or perform a BLE unlock via the Latch App. If one of the authentication attempts results in a successful unlock the lock moves into normal mode, if not it moves back into RLM mode.

## 5. Check Power

- a. When a user touches the lens on the Latch device, the LEDs should light up with a numeric display.

- b. If the device is unresponsive the first thing to do is replace the batteries
  - i. Install batteries with the correct orientation.
  - ii. The new batteries should all be the same brand name.

**1. *The Latch T requires 4 Lithium AA batteries***

## **6. Check for broken hardware / environmental impacts**

Check for overall damage to the device:

- i. Are there any signs of force or any noticeable scratches, cracks, or breakage?
- ii. Is there anything noticeable impacting the hardware?
  - 1. Is the weather stripping unusually thick, requiring the user to manually push or pull the door closed and into the secure position to be able to engage the deadbolt?

## RMA Process

### Overview

In order to replace a defective device, receive a replacement unit, and return the defective unit to our QA team for evaluation, an RMA will need to be submitted through our RMA process.

### Process Overview

1. Contact Latch Support with RMA details:
  - a. [support@latch.com](mailto:support@latch.com)
  - b. +1 (888) 808-0670
2. Required Details
  - a. Device Serial
  - b. Associated Property Name
  - c. Associated Door Name
  - d. Issue Description / Symptoms
  - e. Troubleshooting Steps Attempted
  - f. Shipping Address (for a new device)
  - g. Shipping Contact Name
  - h. Shipping Contact Email
  - i. Shipping Contact Phone Number