LEHMANN®

SCHLOSS - SYSTEME FÜR MÖBEL · LOCKING - SYSTEMS FOR FURNITURE

In this document you'll find hints and recommendations for use of the LEHANN Smart Secure App, particularly regarding what to do in case of an error message:

1) Error message: bonding fault

Please note that there may be several ways to solve a fault.

Method 1:
1. Try to bond your device with the lock again, following the procedure described in the instruction manual.
2. Please check whether the lock is ready to bond (GREEN LED blinking)
3. Due to security reasons the transmitting power is reduced during the bonding process. Make sure that the distance between your device and the lock is between 12,5 cm and 25 cm and that there are no obstructions between them.

Method 2:
1. Close the LEHMANN Smart Secure App.
2. Switch your device to "visible" in the blue tooth settings.
3. Restart the app and try to bond your device with the lock, following the procedure described in the instruction manual.

Method 3:
1. Switch off blue tooth in your device's settings
2. Switch off your device
3. Reboot your device
4. Switch on blue tooth in the settings, switch on "visible".
5. Restart the app and try to bond your device with the lock, following the procedure described in the instruction manual.

Method 4:
1. Close the LEHMANN Smart Secure App.
2. Check in the Blue tooth settings if the lock is already bonded with your device.
   a. If YES:
      i. Start the app
      ii. Move to "NEW LOCK"
      iii. Click on "BOND" on the display for the lock concerned

   b. If NOT:
      i. Start the app
      ii. Move to "NEW LOCK"
      iii. Start the app again and try to bond your device with the lock, following the procedure described in the instruction manual.

2) "Pair" can be seen and is not terminated after 30 seconds.

1. Close the LEHMANN Smart Secure App.
2. Check in the Blue tooth settings if the lock is already bonded with your device

    If YES:
   I.   Start the app
   II.   Move to "NEW LOCK"
   III.   Click on "BOND" on the display for the lock concerned

    If NOT:
   I.   Start the app
   II.   Move to "NEW LOCK"
   III.   Start the app again and try to bond your device with the lock, following the procedure described in the instruction manual.

3) No connection between a bonded lock and device.

A lock can be connected with one device at a time only. In Auto Mode and Keyless Go-Mode a connection will be set automatically. Please make sure that there is no connection to a different device nearby. Make sure that the app is activated.

Please note that there may be several ways to solve a fault.

Method 1:

    Check in the Blue tooth settings if the lock is already bonded with your device.

Method 2:

    Close the app, then restart it.

Method 3:

    Switch blue tooth off and on again in your settings.

Method 4:

    Switch off and reboot your device.

Method 5:

1. Press the "learn"-switch of the lock.
2. The lock is now in bonding mode. Green, slow blinking signals emit from the LED. There is no reaction if the maximum of 4 devices have already been bonded – see manual.
3. Press the "learn"-switch again.
4. The lock is rebooting. Wait for green and red blinking signals.
5. Check if lock and device are now connected.

Method 6:

1. Remove the batteries from the lock.
2. Wait approximately 10 seconds before replacing the batteries.
3. Wait for green and red blinking signals.
4. Check if lock and device are now connected.

Method 7:

1. Check the number of bonded or connected locks and compare this with the LEHMANN recommendation (list of tested android-devices on http://www.lehmann-locks.com/de/elektronische-schließsysteme.html
2. If more locks are connected than recommended, please see Method 5.

4) Lock does not open automatically in Keyless Go-mode

Keyless Go is a function which can be purchased from within the basic app. Please check in your LEHMANN-App if this Comfort function is activated.

Notice: The lock can always only be connected to one single device! Make sure that the lock is not connected to a different device nearby.

a. If it is connected :
   i. Check in the App-settings if Keyless Go is activated
   ii. Check and/or set signal strength in the administration Menu.
b. If NOT:
   ➔ Please follow the instructions below: „No connection between a bonded lock and device.

5) If more locks are connected than recommended, a connection will not be possible.

1. First remove locks in the app. Please proceed as follows:
   a. Move to the lock settings in your app
   b. Note the ID-Number (expel: M400 54029E)
   c. Move to the Administration menu in the lock settings
   d. Choose "reset lock"
   e. Confirm "reset lock"
   f. Press the HOME-BUTTON on your device
   g. Move to your blue tooth settings
   h. Double check if the lock ID is still on the blue tooth bond list
   i. If yes, deactivate and remove the ID from the list
4. Close the LEHMANN Smart Secure App.
2. Reboot your device.
3. Repeat this procedure until the amount of listed locks corresponds to the LEHMANN recommendation