InVue

LIVE Access PRO – Mobile App User Experience

- specific to LIVE Locks -

Compatible with:

Web Portal 2.5.1

iOS app 1.0.1

Android app 2.1.0

LIVE Lock FW 1.0.9

Printed: March 30, 2022

Contents

Available Mobile Platforms 3

Log In, Home Screen, and Log Out (🤖 and iOS) 4

Operate Devices (basic operation: Unlock → Unlatch → Latch → Lock) (🤖 and iOS) 5

Authorized Devices in Range (iOS) 6

Authorized Devices in Range (🤖) 7

Update Device Settings (🤖) 8

Device Not Found (screens explained) (🤖) 9

Enroll Devices (1 at a time or in bulk) (🤖) 10

Update Firmware (🤖) 11

Request a Remote Unlock (for an unauthorized attempt) (🤖) 12

Remote Unlock from App (🤖) 13

Remote Bridge (🤖) 14

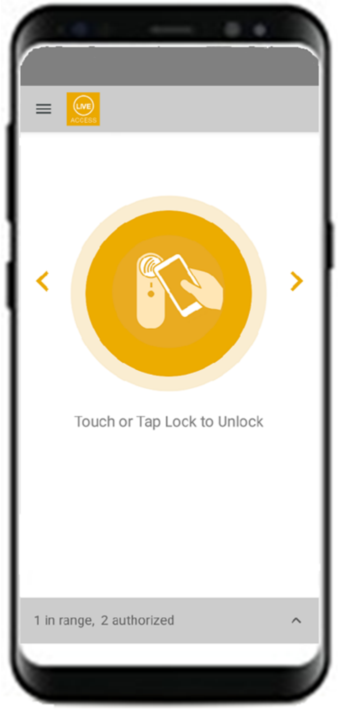
Operation / Interaction – Error States (🤖) 15

Remote Operation – how it works 16

Remote Operation Capabilities 17

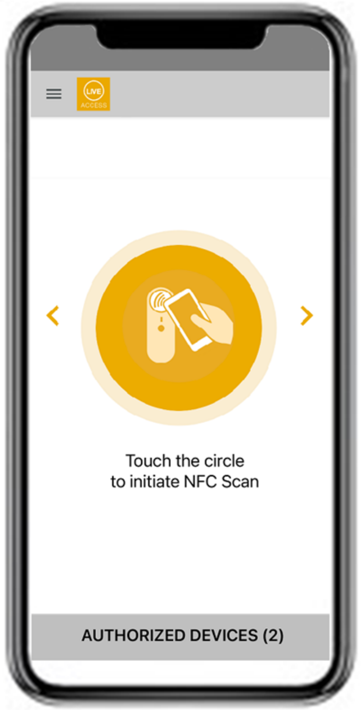
1. Request a Remote Unlock 17
2. Unlock without Scanning the Lock 17
3. Remote Bridge 17
4. Command Center / Trusted Customer (requires customer to integrate with LIVE Access) – FUTURE FUNCTIONALITY 17

Available Mobile Platforms



Touch or Tap Lock to Unlock

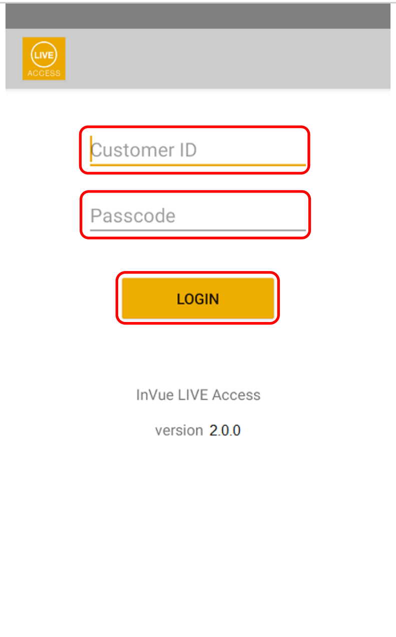
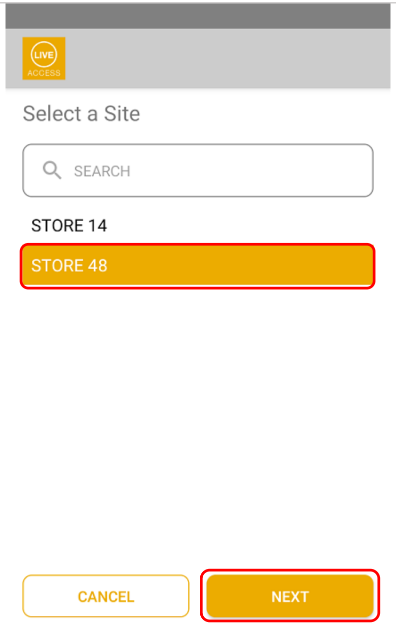
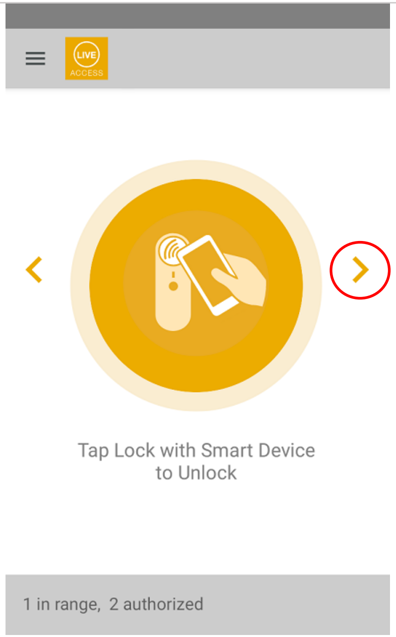
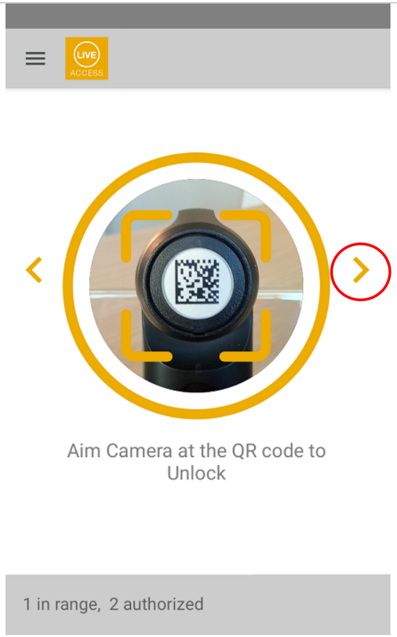
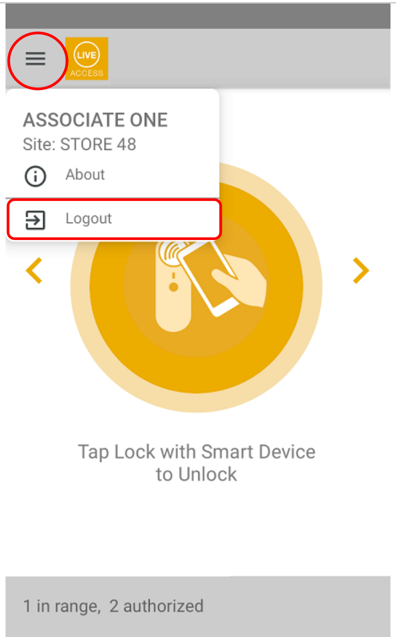
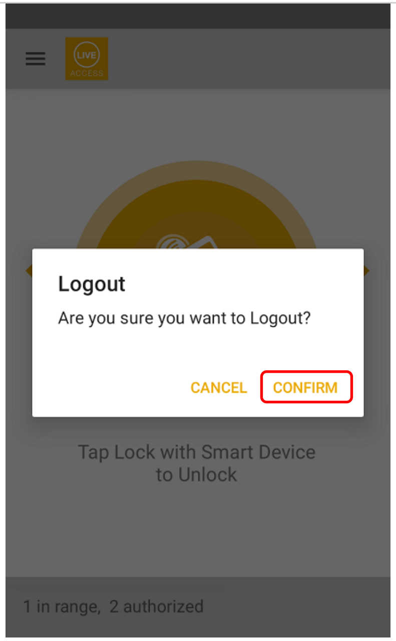
Android 10 and above
(avoid low-cost devices)



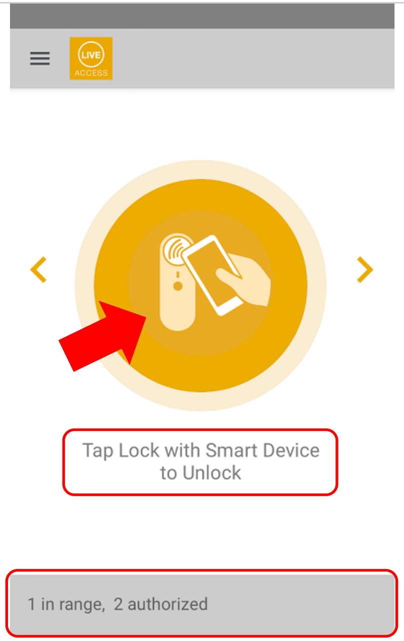
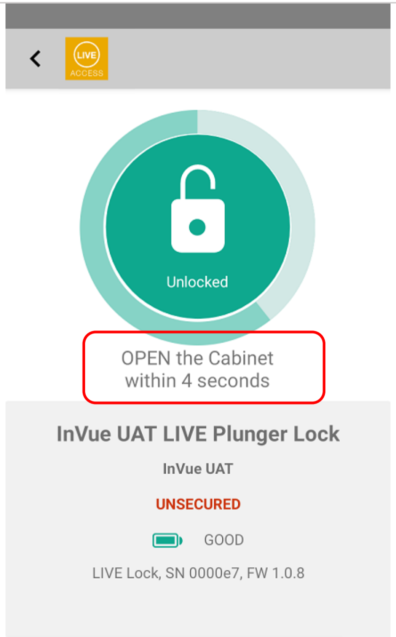
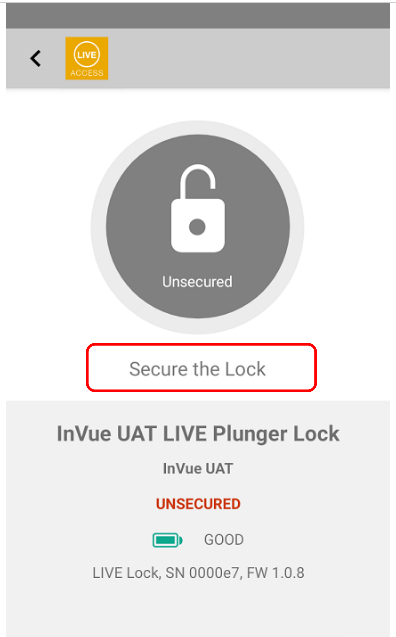
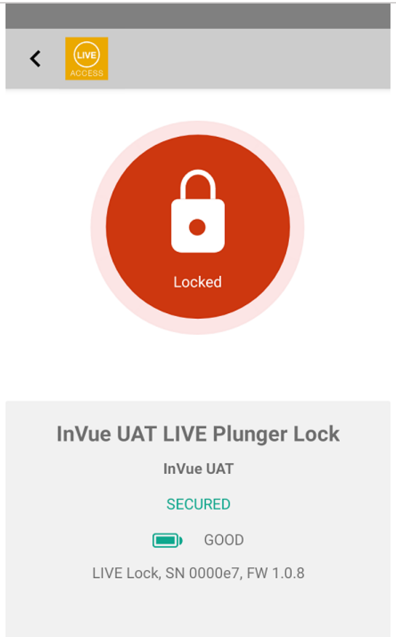
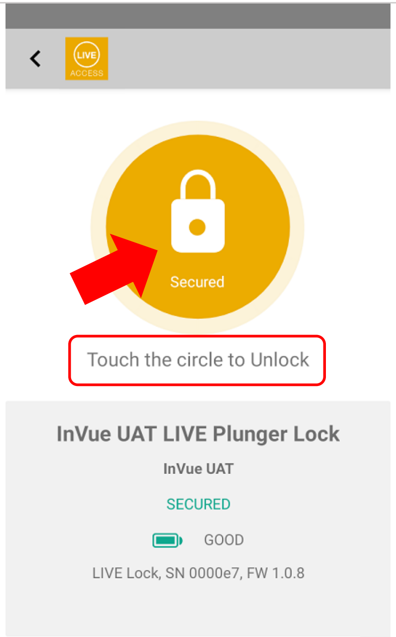
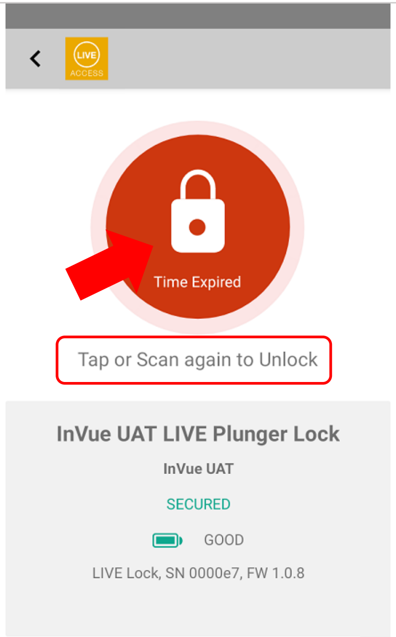
Touch the circle
to initiate NFC Scan

iOS 12 and above
iPhone 8 and above

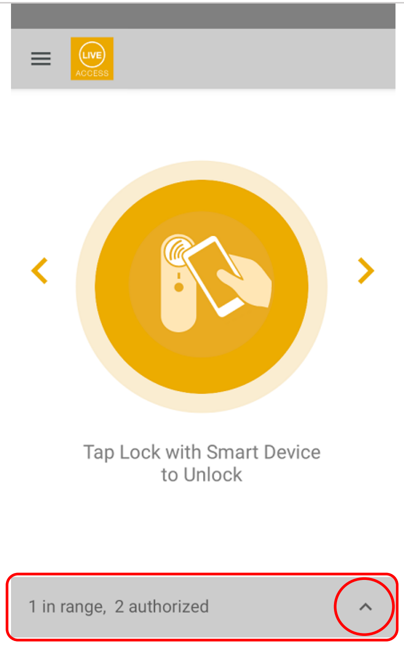
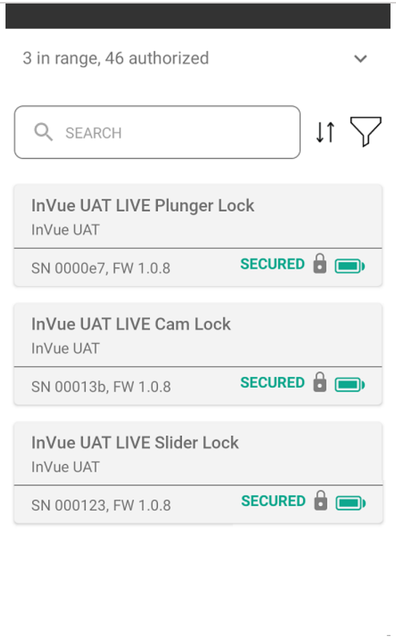
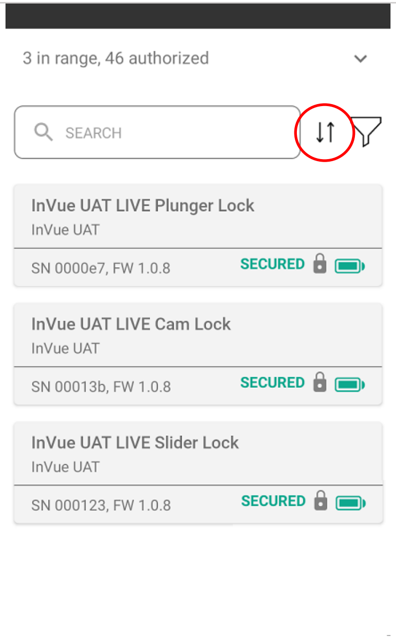
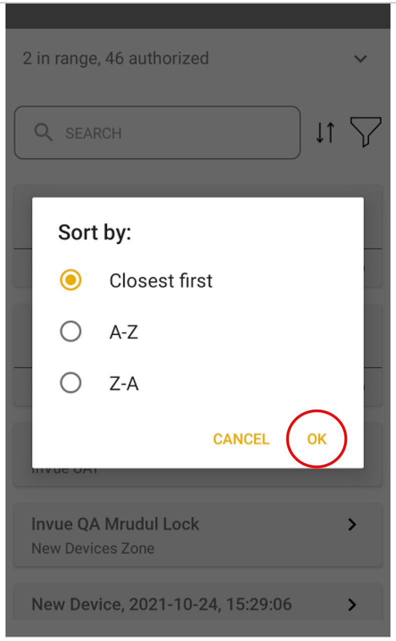
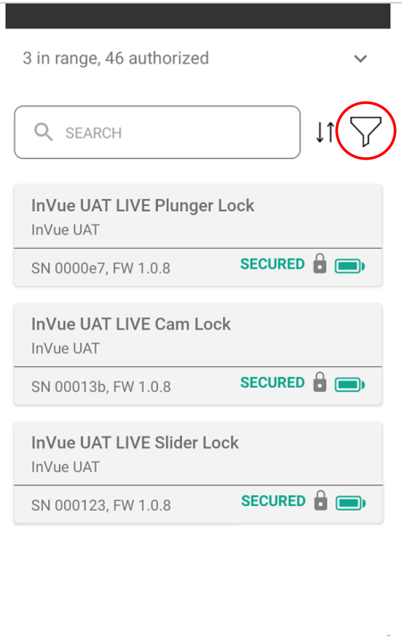
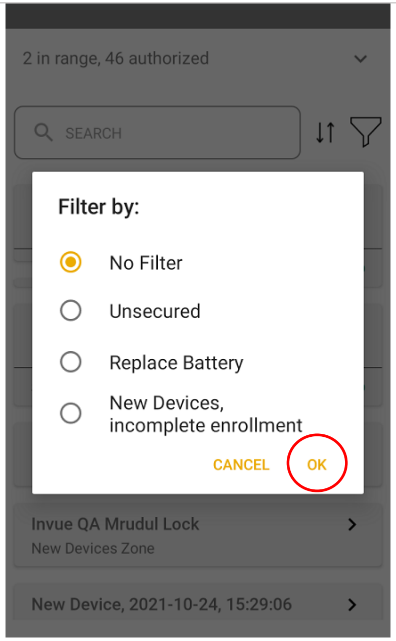
Log In, Home Screen, and Log Out (and iOS)

Login	Select a Site	NFC Scan (aka: Home Screen)	2D Barcode Scan	Logout	Confirm Logout
 Customer ID Passcode LOGIN InVue LIVE Access version 2.0.0	 Select a Site SEARCH STORE 14 STORE 48 CANCEL NEXT	 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Aim Camera at the QR code to Unlock 1 in range, 2 authorized	 ASSOCIATE ONE Site: STORE 48 About Logout Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Logout Are you sure you want to Logout? CANCEL CONFIRM Tap Lock with Smart Device to Unlock 1 in range, 2 authorized
Customer ID is unique to the environment/customer; this will be provided by InVue. *Passcode* is same as the user's PIN which is used to check out a OneKEY; this will be provided by the system admin.	This screen is presented only if the User has access to more than one Site. To switch Sites, User has to log out and back in.	Use the smart-device's NFC scanner (if available).	Use the smart-device's Camera or Laser scanner (if available).	User can log out manually by selecting the option from the menu. User is automatically logged out after 30 minutes of inactivity.	

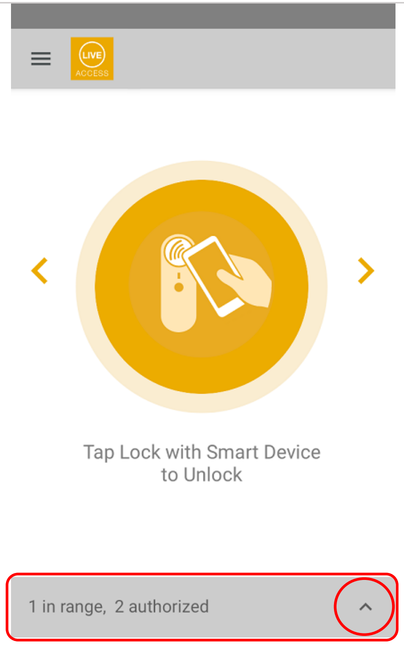
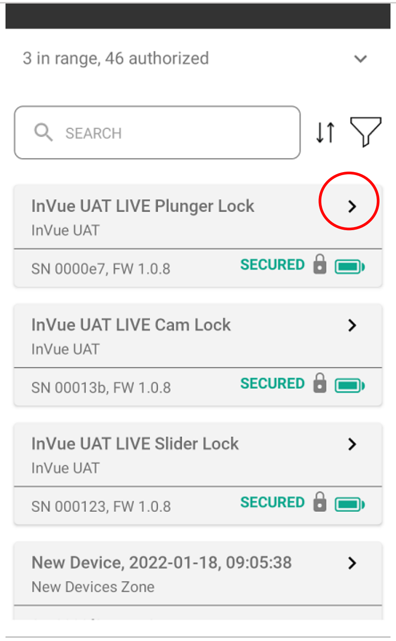
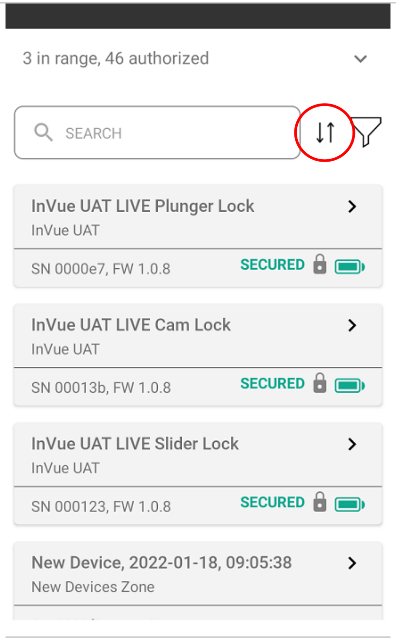
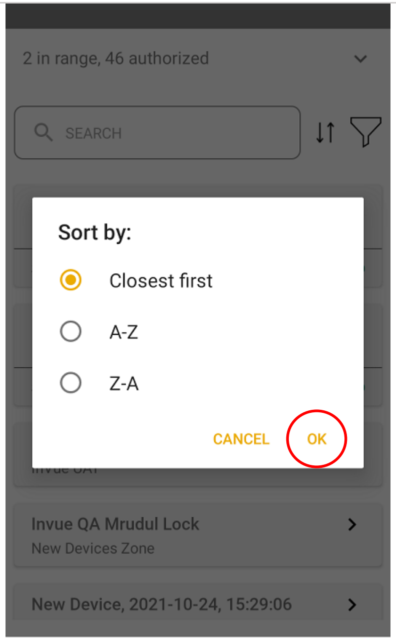
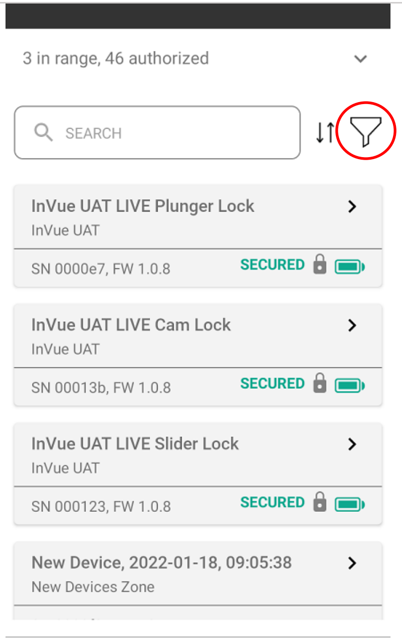
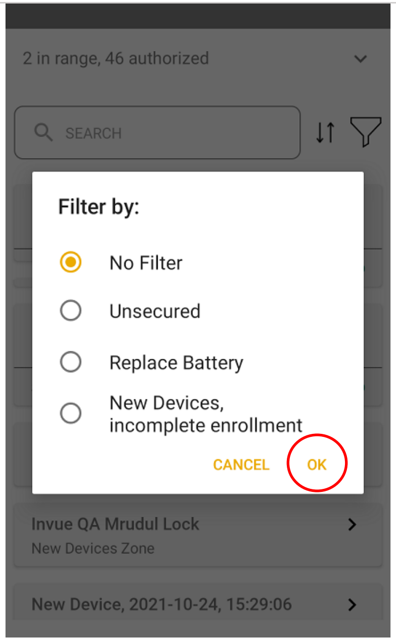
Operate Devices (basic operation: Unlock → Unlatch → Latch → Lock) (🤖 and iOS)

Home Screen	Unlocked	Unsecured	Locked	Secured	Time Expired
 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Unlocked OPEN the Cabinet within 4 seconds InVue UAT LIVE Plunger Lock InVue UAT UNSECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Unsecured Secure the Lock InVue UAT LIVE Plunger Lock InVue UAT UNSECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Locked InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Secured Touch the circle to Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Time Expired Tap or Scan again to Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8
Home Screen enables the user to operate the lock by scanning it with NFC: • **Android**: NFC is always engaged so touch the smart phone to the top of the LIVE Lock to engage the Unlock. • **iOS**: touch the circle in the app to engage NFC then touch the smart phone to the top of the LIVE Lock to engage the Unlock. If the number "in range" = 0, User will not be able to operate any Devices.	The green circle animation runs for a maximum of 4 seconds. User will be able to unlatch the Device (and open the cabinet/fixture) during these 4 seconds. If the User does not unlatch the Device, the Device will auto-lock and therefore return to a SECURED state.	The "*Unsecured*" screen appears if the User Unlatches the Device and this screen remains visible until the Device is returned to a SECURED state.	The "*Locked*" screen appears for a split-second to inform the User that the Device is SECURED.	The "*Secured*" screen is the final step of the unlock-lock process. From this screen, the User is able to operate the Device by touching the *Secured* circle one more time within 5 seconds after the first iteration. However, if user has the *Remote Operation* permission, they can operate the same lock multiple times without rescanning it until they exit this page; the *Time Expired* screen will not appear.	A user with the *Remote Operation* permission will not see this screen.

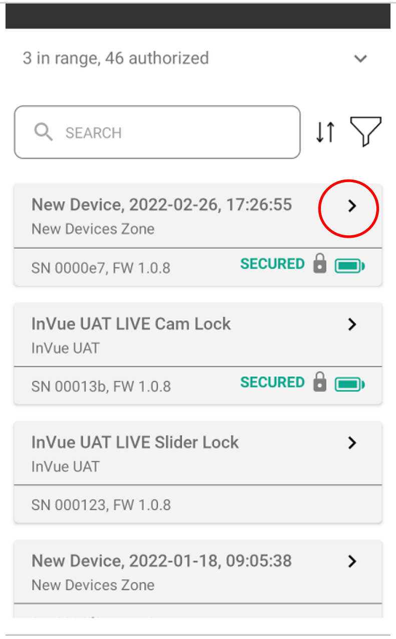
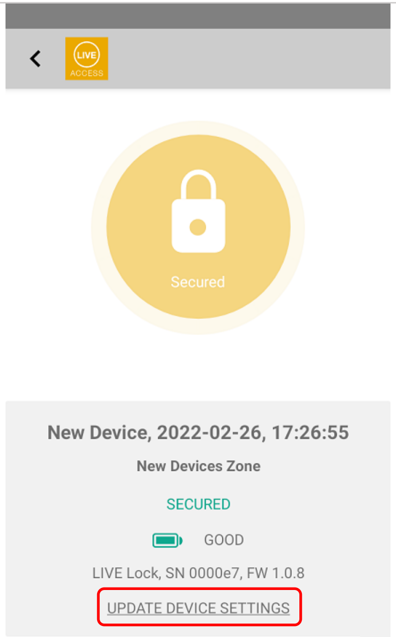
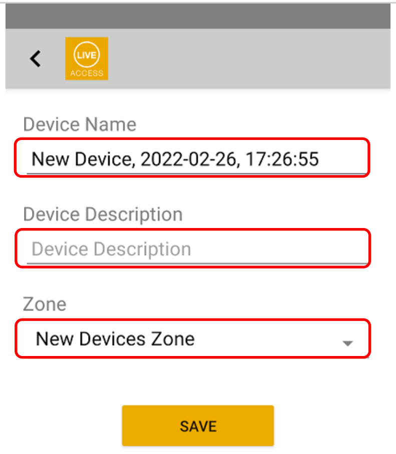
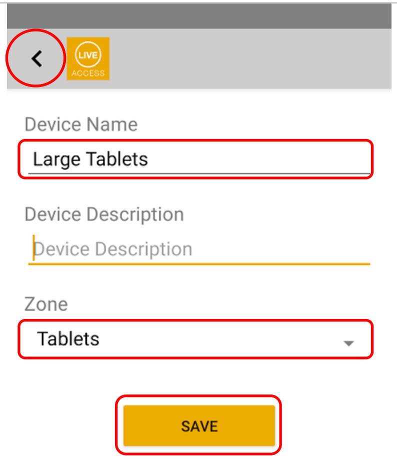
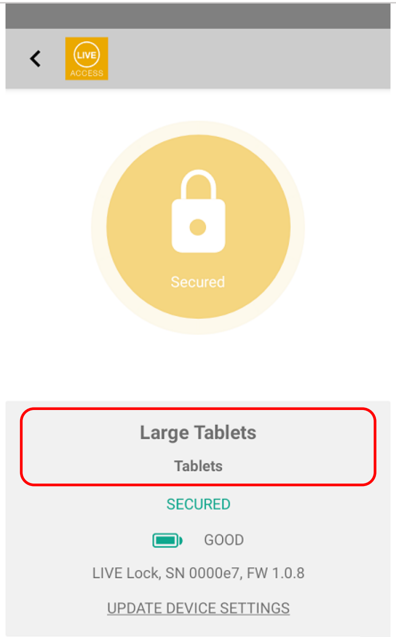
Authorized Devices in Range (iOS)

Home Screen	In Range and Authorized	Sort	Select Sort Criteria	Filter	Select Filter Criteria
 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED	 2 in range, 46 authorized SEARCH Sort by: ● Closest first ○ A-Z ○ Z-A CANCEL OK Invue QA Mrudul Lock New Devices Zone New Device, 2021-10-24, 15:29:06	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED	 2 in range, 46 authorized SEARCH Filter by: ● No Filter ○ Unsecured ○ Replace Battery ○ New Devices, incomplete enrollment CANCEL OK Invue QA Mrudul Lock New Devices Zone New Device, 2021-10-24, 15:29:06
Numbers "in range" and "authorized" refresh every 5 seconds. Any User will be able to open the list and view the Devices; regardless of special permissions.	Once the list is opened, the list will only refresh when a *Search, Sort, or Filter* is invoked.		*Closest First* is the default. If no LIVE Locks are present, then A-Z is the default sort order.		*No Filter* (= view all) is the default

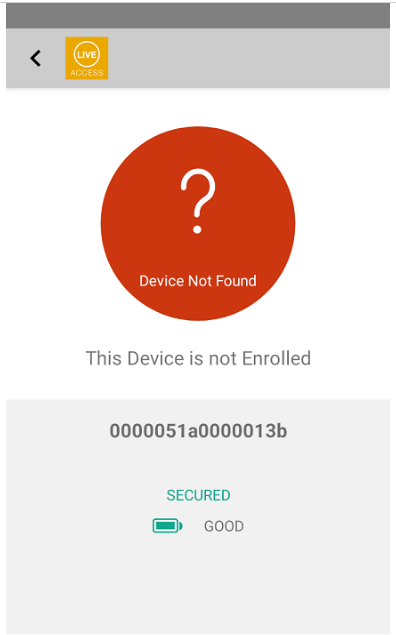
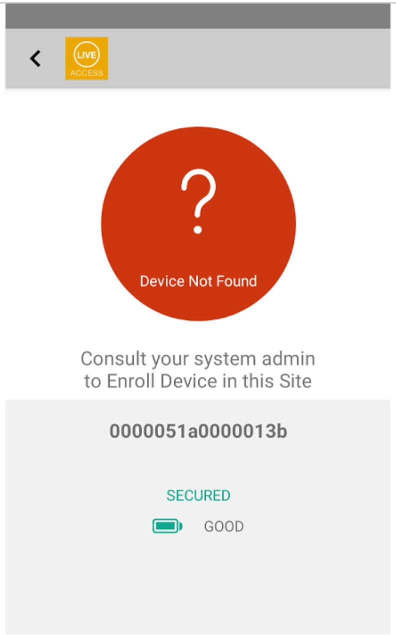
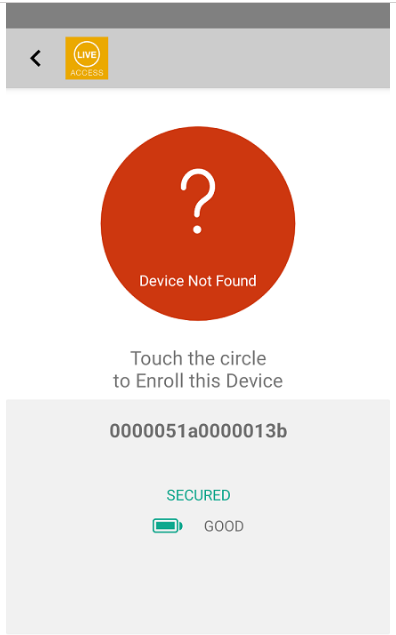
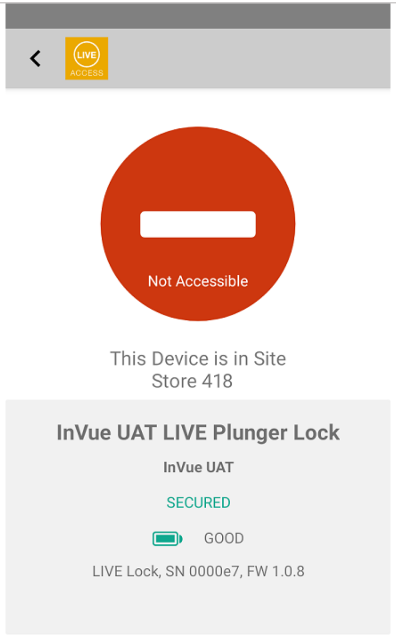
Authorized Devices in Range (🤖)

Home Screen	In Range and Authorized	Sort	Select Sort Criteria	Filter	Select Filter Criteria
 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED New Device, 2022-01-18, 09:05:38 New Devices Zone	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED New Device, 2022-01-18, 09:05:38 New Devices Zone	 2 in range, 46 authorized SEARCH Sort by: ● Closest first ○ A-Z ○ Z-A CANCEL OK Invue QA Mrudul Lock New Devices Zone New Device, 2021-10-24, 15:29:06	 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED New Device, 2022-01-18, 09:05:38 New Devices Zone	 2 in range, 46 authorized SEARCH Filter by: ● No Filter ○ Unsecured ○ Replace Battery ○ New Devices, incomplete enrollment CANCEL OK Invue QA Mrudul Lock New Devices Zone New Device, 2021-10-24, 15:29:06
Numbers "in range" and "authorized" refresh every 5 seconds. User must have one or more of the following permissions: • Enroll KAS/OKM/Devices • Manage Devices • Remote Operation to open the list to view the Devices.	Once the list is opened, the list will only refresh when a *Search, Sort, or Filter* is invoked. Users with one or more of the following permissions: • Manage Devices • Remote Operation will see a ">" icon indicating that they can select a Device. Users with the following permission: • Manage Devices will see all Devices, including LIVE Locks and SmartLocks.		*Closest First* is the default. If no LIVE Locks are present, then A-Z is the default sort order.		*No Filter* (= view all) is the default

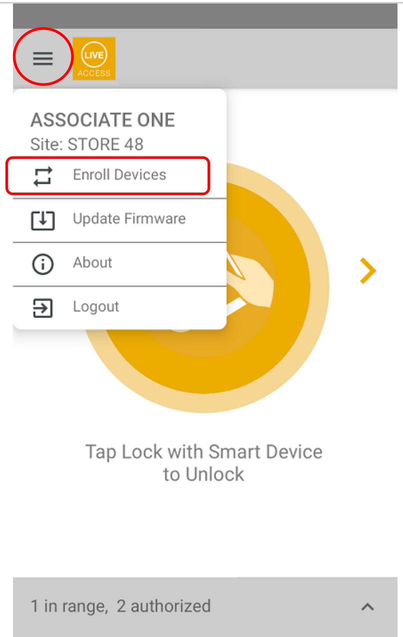
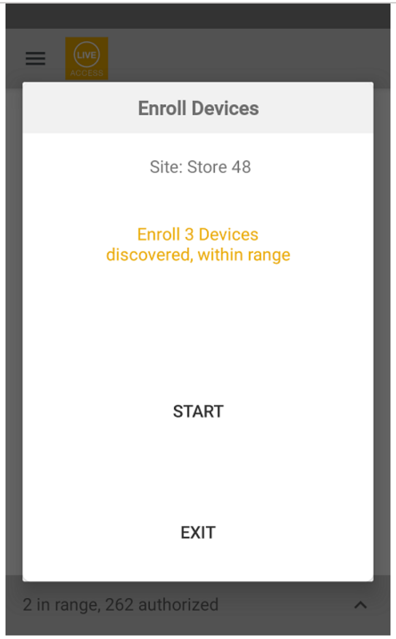
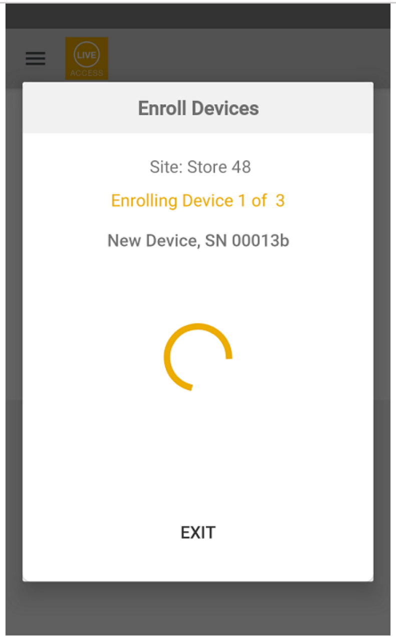
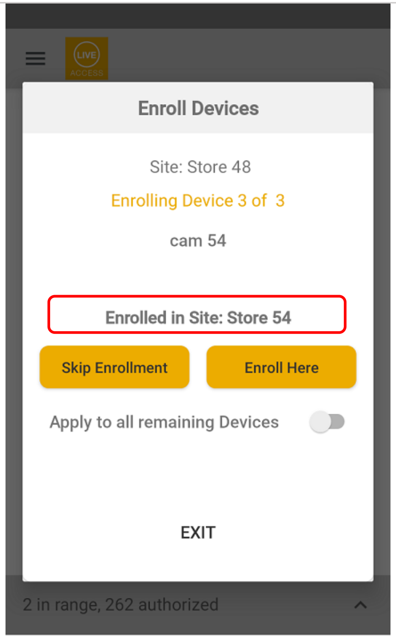
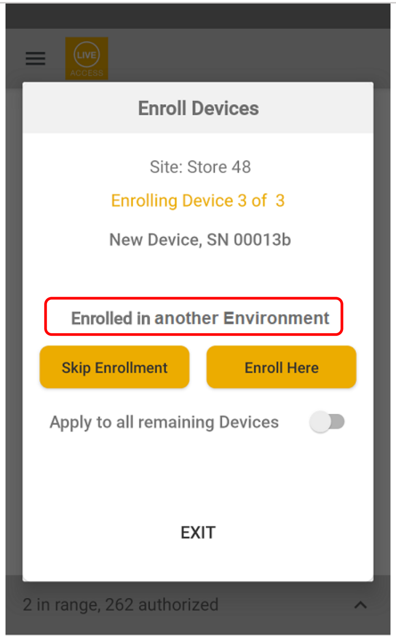
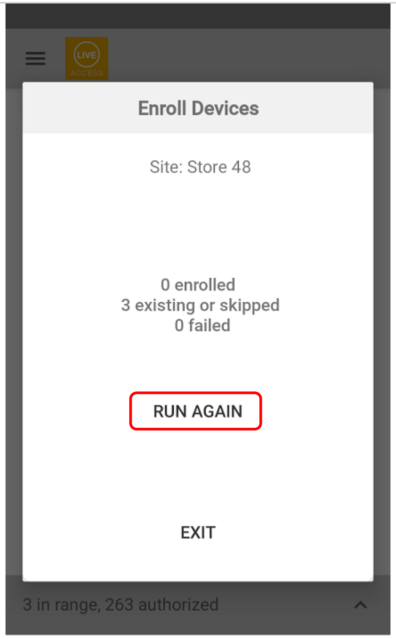
Update Device Settings (🤖)

Update Device Settings	Select to Update Settings	Current Settings	Update and Save	Updated Device Settings
 3 in range, 46 authorized SEARCH New Device, 2022-02-26, 17:26:55 New Devices Zone SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 New Device, 2022-01-18, 09:05:38 New Devices Zone	 Secured New Device, 2022-02-26, 17:26:55 New Devices Zone SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8 UPDATE DEVICE SETTINGS	 Device Name New Device, 2022-02-26, 17:26:55 Device Description Device Description Zone New Devices Zone SAVE	 Device Name Large Tablets Device Description Device Description Zone Tablets SAVE	 Secured Large Tablets Tablets SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8 UPDATE DEVICE SETTINGS
Users with the following permission: • Manage Devices can select a Device to update its settings. User will be able to manage settings of all Devices, including LIVE Locks and SmartLocks.	The "UPDATE DEVICE SETTINGS" link will appear in the Device Info section. Selecting this link opens the Settings page.	Settings page displays the current Device settings.	Update the needed fields, then SAVE changes, then touch the BACK (<) button to return to the *Secured* page. It may take up to 30 seconds for the Device Info to reflect the changes.	

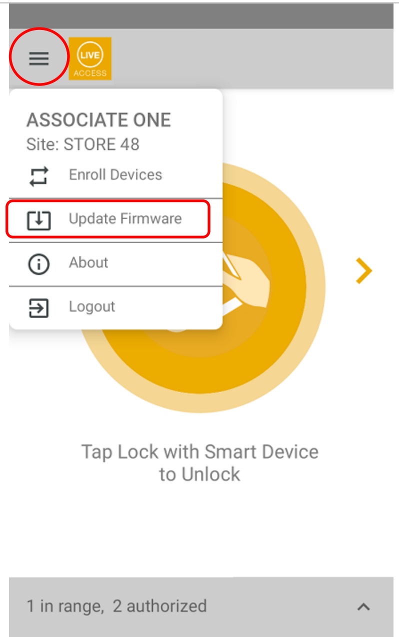
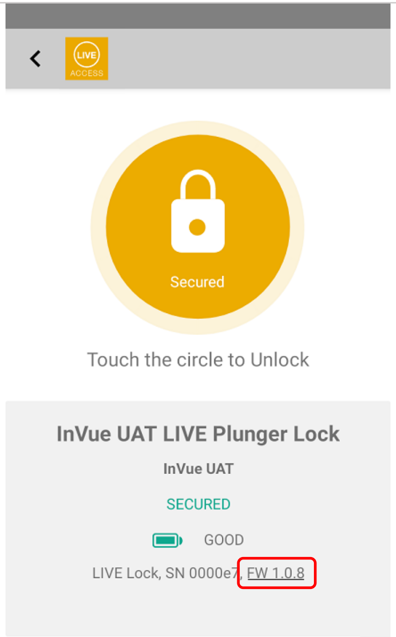
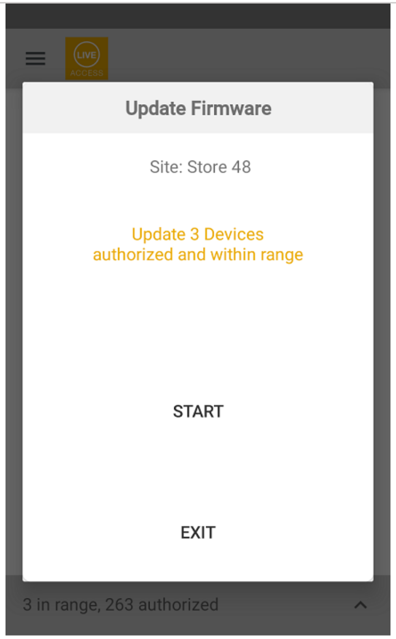
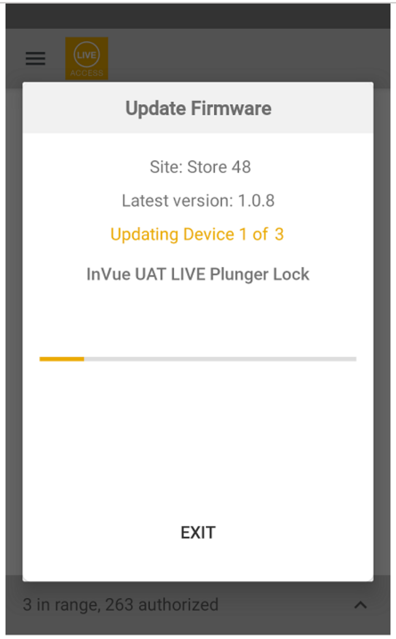
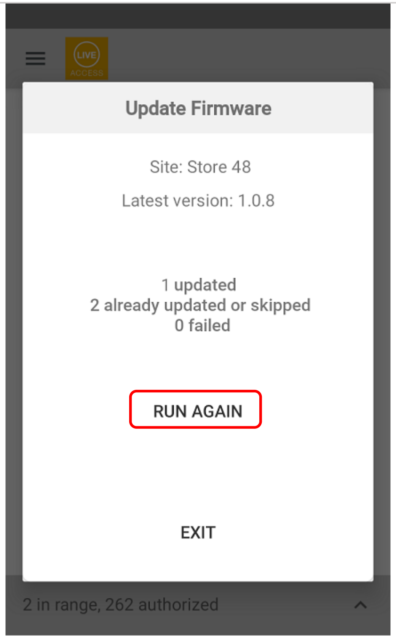
Device Not Found (screens explained) (🤖)

	Device Not Found	Previously Enrolled, diff Env	New and all others	Device in Another Site	
If the Device is not enrolled in the User's environment, they will be presented with the "*Device Not Found*" screen.	 Device Not Found This Device is not Enrolled 0000051a0000013b SECURED GOOD	 Device Not Found Consult your system admin to Enroll Device in this Site 0000051a0000013b SECURED GOOD	 Device Not Found Touch the circle to Enroll this Device 0000051a0000013b SECURED GOOD	 Not Accessible This Device is in Site Store 418 InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	The Enrollment process is the same whether enrolling 1 Device at a time or multiple (in bulk). See the *Enroll Devices* workflow for details.
	A User does not have the permission: • Enroll KAS/OKM/Devices will see the "*This Device is not Enrolled*" message.	A non-SuperAdmin User who has the permission: • Enroll KAS/OKM/Devices and • the Device has FW version 1.0.9 or higher and • was previously Enrolled in another Environment. they will see the "*Consult your system admin to Enroll Device in this Site*" message. A **SuperAdmin** will not see this message; they will be able to Enroll this Device.	A User who has the permission • Enroll KAS/OKM/Devices and • the Device is New (from factory, in box) or has been reset to Factory Defaults* they will see the "*Touch the circle to Enroll this Device*" message. This User can proceed to Enroll the Device. * only InVue can reset a lock to Factory Default.	Message seen when the Device is Enrolled in another Site of the User's Environment. To Enroll the Device in the User's current Site, delete the Device (from the Web Portal) then rescan it.	

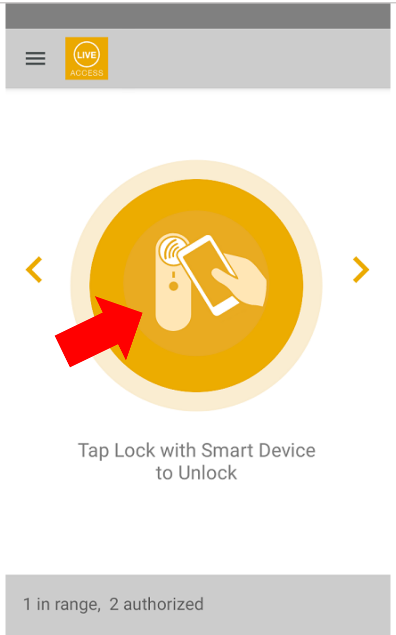
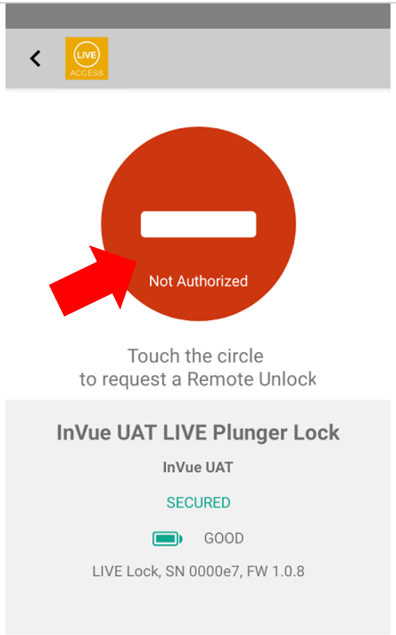
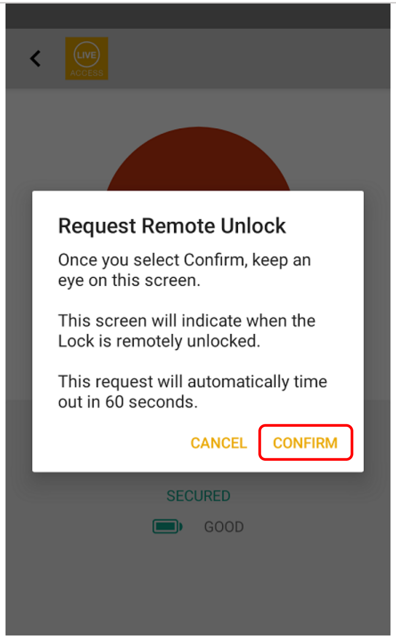
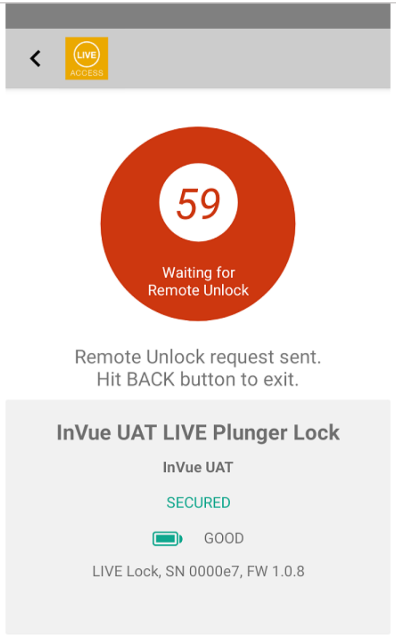
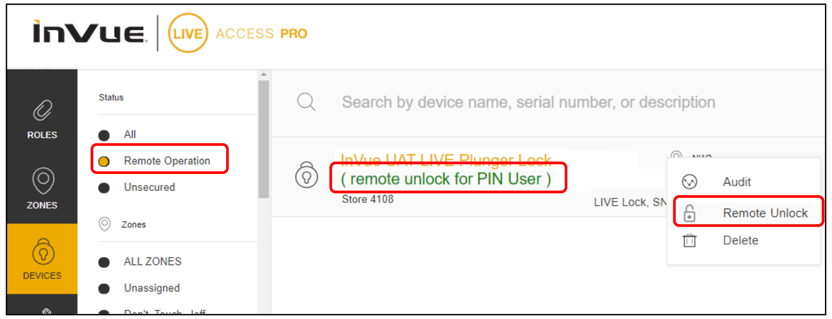
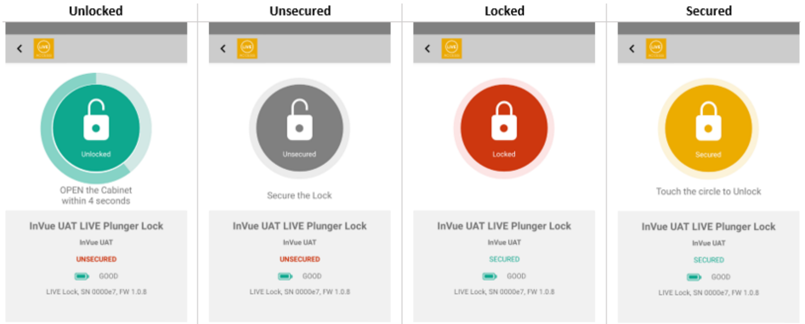
Enroll Devices (1 at a time or in bulk) (🤖)

Home Screen	Start Enrollment	Enrolling Each Device	If already Enrolled in diff Site	If already Enrolled in diff Env	Summary
 ASSOCIATE ONE Site: STORE 48 Enroll Devices Update Firmware About Logout Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Enroll Devices Site: Store 48 Enroll 3 Devices discovered, within range START EXIT 2 in range, 262 authorized	 Enroll Devices Site: Store 48 Enrolling Device 1 of 3 New Device, SN 00013b EXIT	 Enroll Devices Site: Store 48 Enrolling Device 3 of 3 cam 54 Enrolled in Site: Store 54 Skip Enrollment Enroll Here Apply to all remaining Devices EXIT 2 in range, 262 authorized	 Enroll Devices Site: Store 48 Enrolling Device 3 of 3 New Device, SN 00013b Enrolled in another Environment Skip Enrollment Enroll Here Apply to all remaining Devices EXIT 2 in range, 262 authorized	 Enroll Devices Site: Store 48 0 enrolled 3 existing or skipped 0 failed RUN AGAIN EXIT 3 in range, 263 authorized
Users with the following permission: • Enroll KAS/OKM/Devices will see the "*Enroll Devices*" menu item. Selecting the menu item opens the "*Start Enrollment*" page. All Devices that are discovered and within range will be processed.	Confirm the correct Site is selected for Enrolling. System shows the number of Devices discovered within the range of the smart phone. This is the maximum number of Devices which will be processed. Start the Enrollment process by selecting "START".	Enrollment process takes 1 – 5 seconds per Device so it is normal for the human eye to not catch the enrollment of each Device. If the process takes beyond 60 seconds for a lock, that may indicate an underlying issue related to communication between the Device and the app. In this case, try to run Enrollment again (exit and restart). If the issue persists, note the Serial Number of the Device where it hangs then contact support.	If a Device is already Enrolled in a different Site of the User's enterprise, User is prompted to specify if the Device should be Enrolled in the currently selected Site. If chosen to "*Enroll Here*", the Device will be removed from the "other" Site and Enrolled in this Site. Select "*Apply to all remaining Devices*" to not be prompted again for a similar case with remaining Devices.	If a Device has: • FW version 1.0.9 or higher and • was previously Enrolled in another Environment. the User is prompted to specify if the Device should be Enrolled in their Environment. If chosen to "*Enroll Here*", the Device will be added to the user's Environment. **IMPORTANT**: The Device will not be removed from the "other" Environment.	Summary page detailing the number of Devices processed. Enrollment can be RUN AGAIN; thus avoiding the need to EXIT and restart.

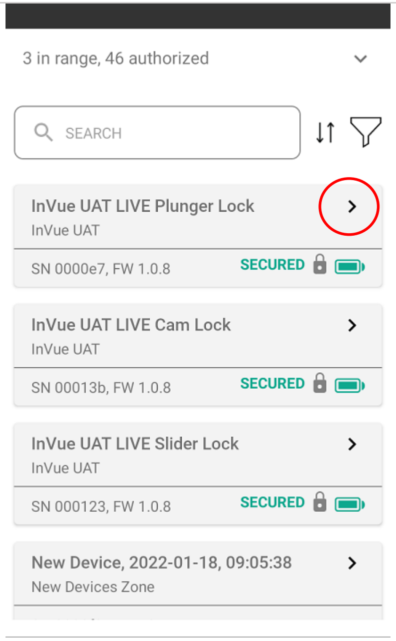
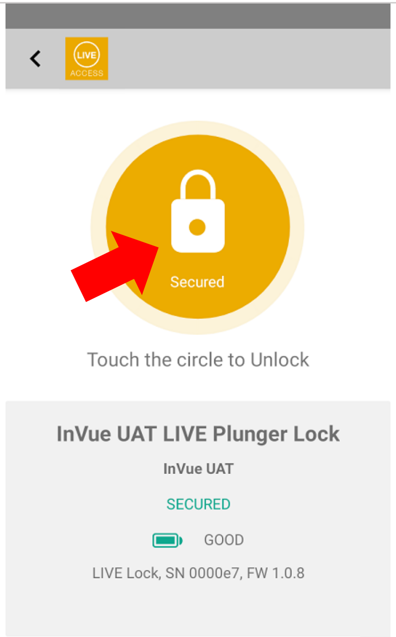
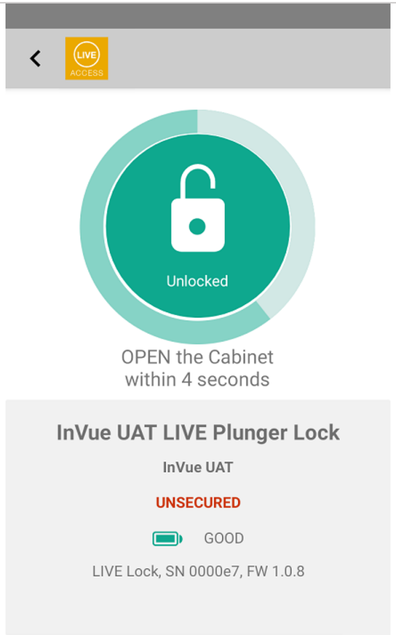
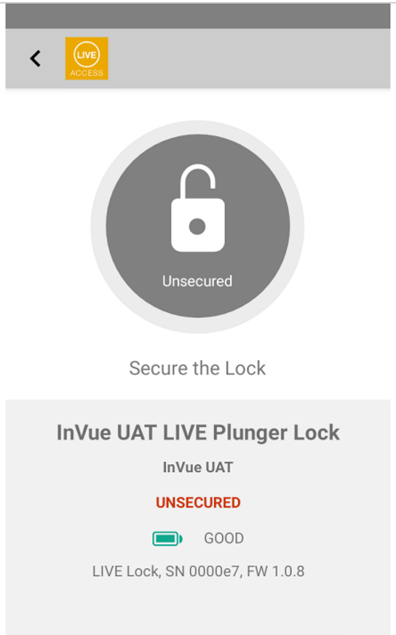
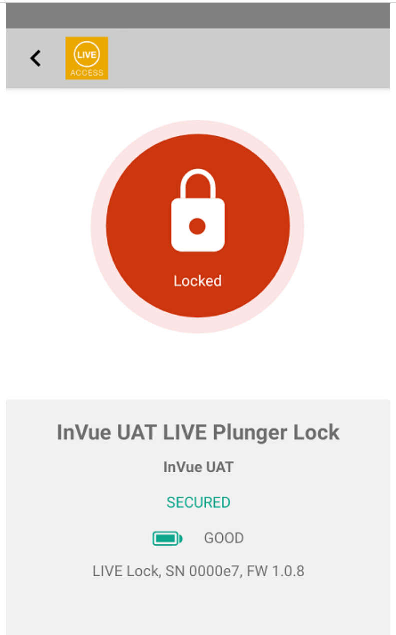
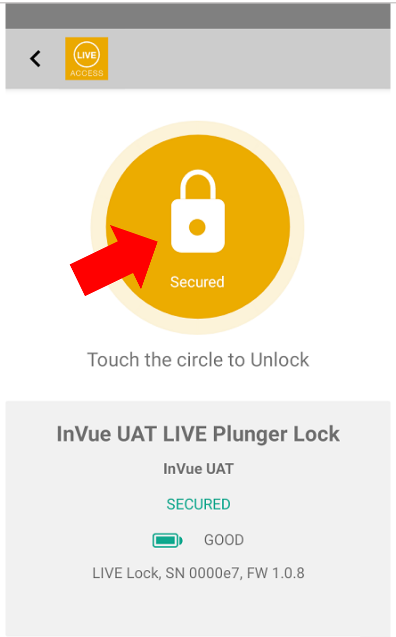
Update Firmware ( )

Home Screen	Update FW of Selected Device	Start FW Update	Update Firmware	Summary
 ASSOCIATE ONE Site: STORE 48 Enroll Devices Update Firmware About Logout Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Secured Touch the circle to Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Update Firmware Site: Store 48 Update 3 Devices authorized and within range START EXIT 3 in range, 263 authorized	 Update Firmware Site: Store 48 Latest version: 1.0.8 Updating Device 1 of 3 InVue UAT LIVE Plunger Lock EXIT 3 in range, 263 authorized	 Update Firmware Site: Store 48 Latest version: 1.0.8 1 updated 2 already updated or skipped 0 failed RUN AGAIN EXIT 2 in range, 262 authorized
Users with the following permission: • Enroll KAS/OKM/Devices will see the "*Update Firmware*" menu item. Selecting the menu item opens the "Start *FW Update*" page. All Devices that are authorized and within range will be processed.	Users with the following permission: • Enroll KAS/OKM/Devices will see the FW version link. Clicking on the link opens the "Start *FW Update*" page. Only the selected Device will be processed.	Confirm the correct Site is selected for Updating the FW. System shows the number of Devices authorized and within the range of the smart phone. This is the maximum number of Devices which will be processed. Start the FW Update process by selecting "START".	Updating FW takes about 30 seconds per Device. During the FW Update and for 10 to 20 seconds following the update, the Device will not appear in the "in range, authorized" list and therefore will not operate using the App.	Summary page detailing the number of Devices processed. FW Update can be run again by selecting "RUN AGAIN"; thus avoiding the need to "EXIT" and restart.

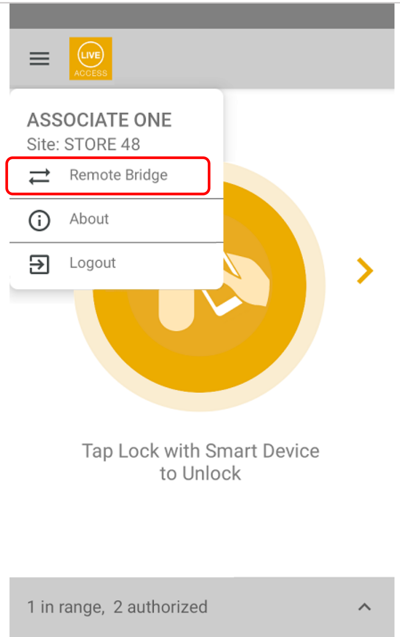
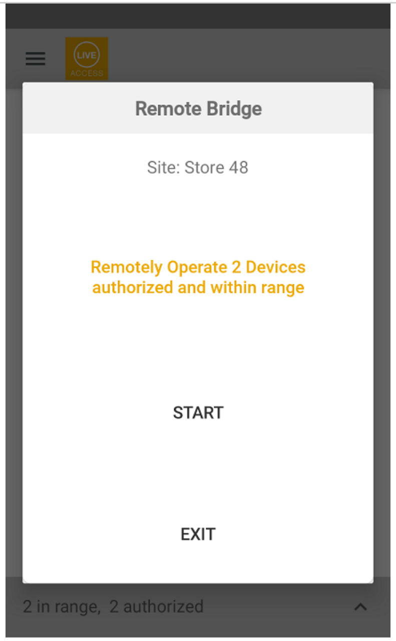
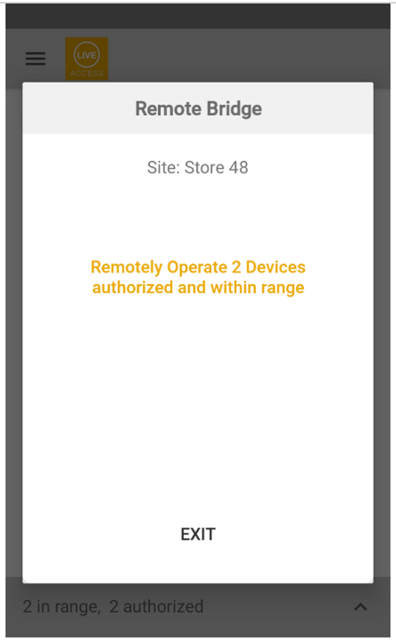
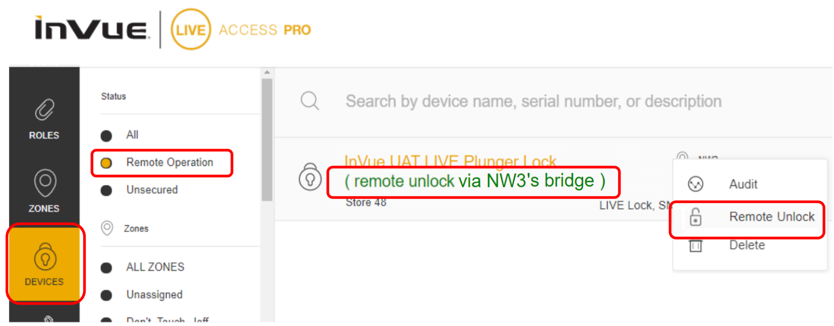
Request a Remote Unlock (for an unauthorized attempt) ( )

Home Screen	Not Authorized	Request Remote Unlock	Wait up to 60 Seconds	Remotely Unlock
 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Not Authorized Touch the circle to request a Remote Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Request Remote Unlock Once you select Confirm, keep an eye on this screen. This screen will indicate when the Lock is remotely unlocked. This request will automatically time out in 60 seconds. CANCEL CONFIRM SECURED GOOD	 59 Waiting for Remote Unlock Remote Unlock request sent. Hit BACK button to exit. InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	Admin User can Unlock the Device from LIVE Access Web Portal  InVue LIVE ACCESS PRO ROLES ZONES DEVICES Status All Remote Operation Unsecured Zones ALL ZONES Unassigned Search by device name, serial number, or description InVue UAT LIVE Plunger Lock (remote unlock for PIN User) Store 4108 LIVE Lock, SN Audit Remote Unlock Delete
User attempts to operate a Device as per normal process.	If the User does NOT have permission to operate the scanned Device, user is presented with the option to "Request a Remote Unlock". User must touch the circle to begin the process of initiating the request.	User must "CONFIRM" to initiate the request.	System allows 60 seconds for an authorized User of the Web Portal to remotely unlock the Device. The App User must wait next to the Device for the Remote Unlock to function.	Admin User remotely unlocks the Device from LIVE Access Web Portal, Devices Page. User's App will show the Device Unlock sequence.  Unlocked: Unlocked; OPEN the Cabinet within 4 seconds; InVue UAT LIVE Plunger Lock; InVue UAT; UNSECURED; GOOD; LIVE Lock, SN 0000e7, FW 1.0.8 Unsecured: Unsecured; Secure the Lock; InVue UAT LIVE Plunger Lock; InVue UAT; UNSECURED; GOOD; LIVE Lock, SN 0000e7, FW 1.0.8 Locked: Locked; InVue UAT LIVE Plunger Lock; InVue UAT; SECURED; GOOD; LIVE Lock, SN 0000e7, FW 1.0.8 Secured: Secured; Touch the circle to Unlock; InVue UAT LIVE Plunger Lock; InVue UAT; SECURED; GOOD; LIVE Lock, SN 0000e7, FW 1.0.8

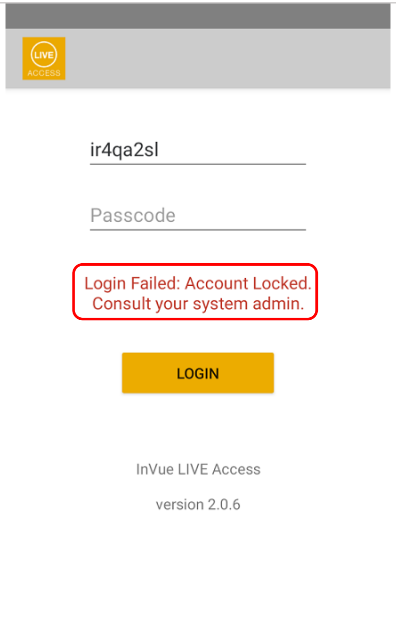
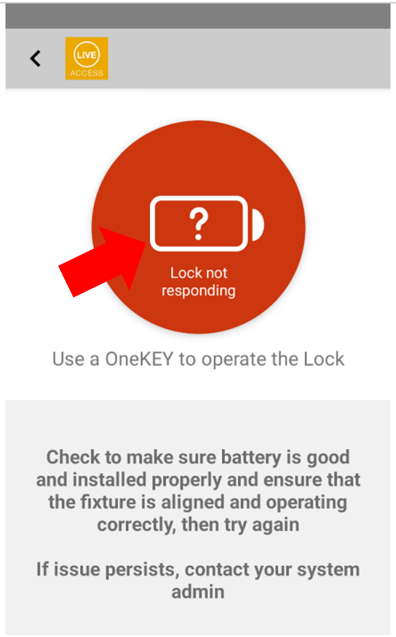
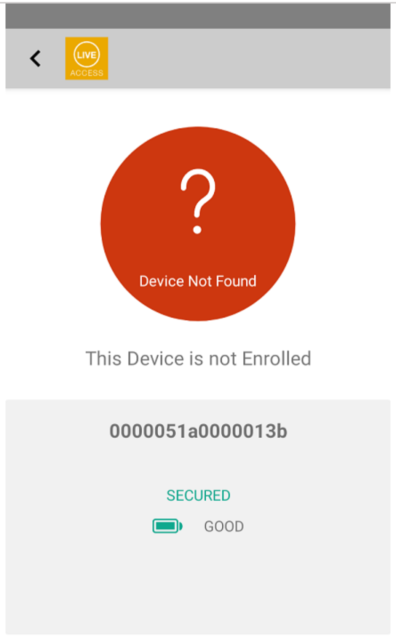
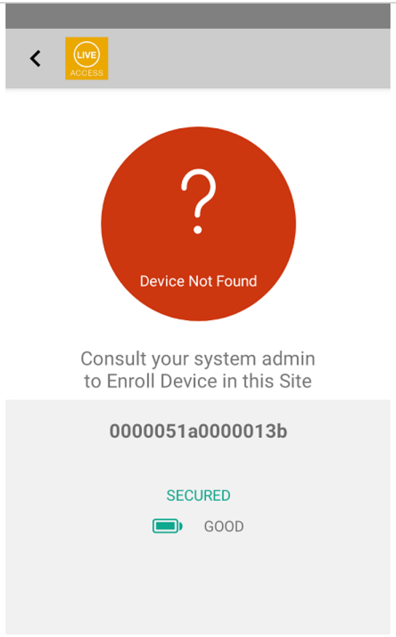
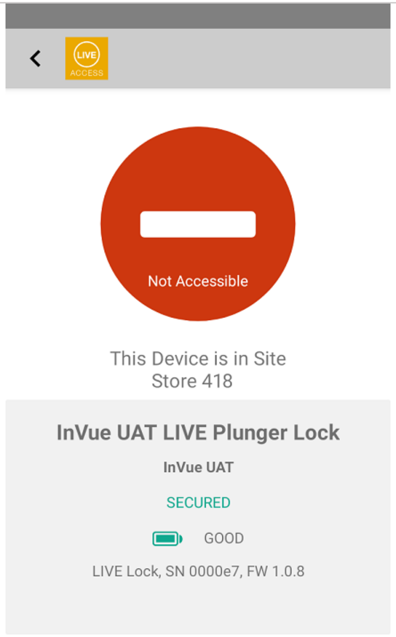
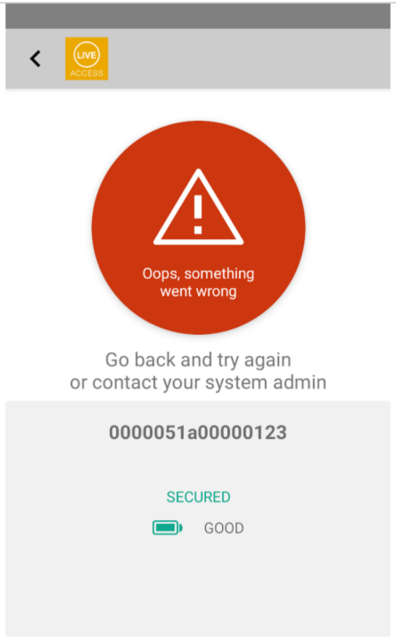
Remote Unlock from App ( )

In Range and Authorized	Secured	Unlocked	Unsecured	Locked	Secured
 3 in range, 46 authorized SEARCH InVue UAT LIVE Plunger Lock InVue UAT SN 0000e7, FW 1.0.8 SECURED InVue UAT LIVE Cam Lock InVue UAT SN 00013b, FW 1.0.8 SECURED InVue UAT LIVE Slider Lock InVue UAT SN 000123, FW 1.0.8 SECURED New Device, 2022-01-18, 09:05:38 New Devices Zone	 Secured Touch the circle to Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Unlocked OPEN the Cabinet within 4 seconds InVue UAT LIVE Plunger Lock InVue UAT UNSECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Unsecured Secure the Lock InVue UAT LIVE Plunger Lock InVue UAT UNSECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Locked InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Secured Touch the circle to Unlock InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8
Users with the following permission: • Remote Operation will be able to select a Device from the list to operate the Device without first scanning it. Selecting a Device will open the "*Secured*" page.	User must touch the circle to operate the Device. User must be within range of the Lock to Remotely Unlock. If User is <u>not</u> within range of the Device, the circle will <u>not</u> be actionable.				User is able to repeatedly operate the Device by touching the *Secured* circle after each iteration (*Time Expired* screen will not appear).

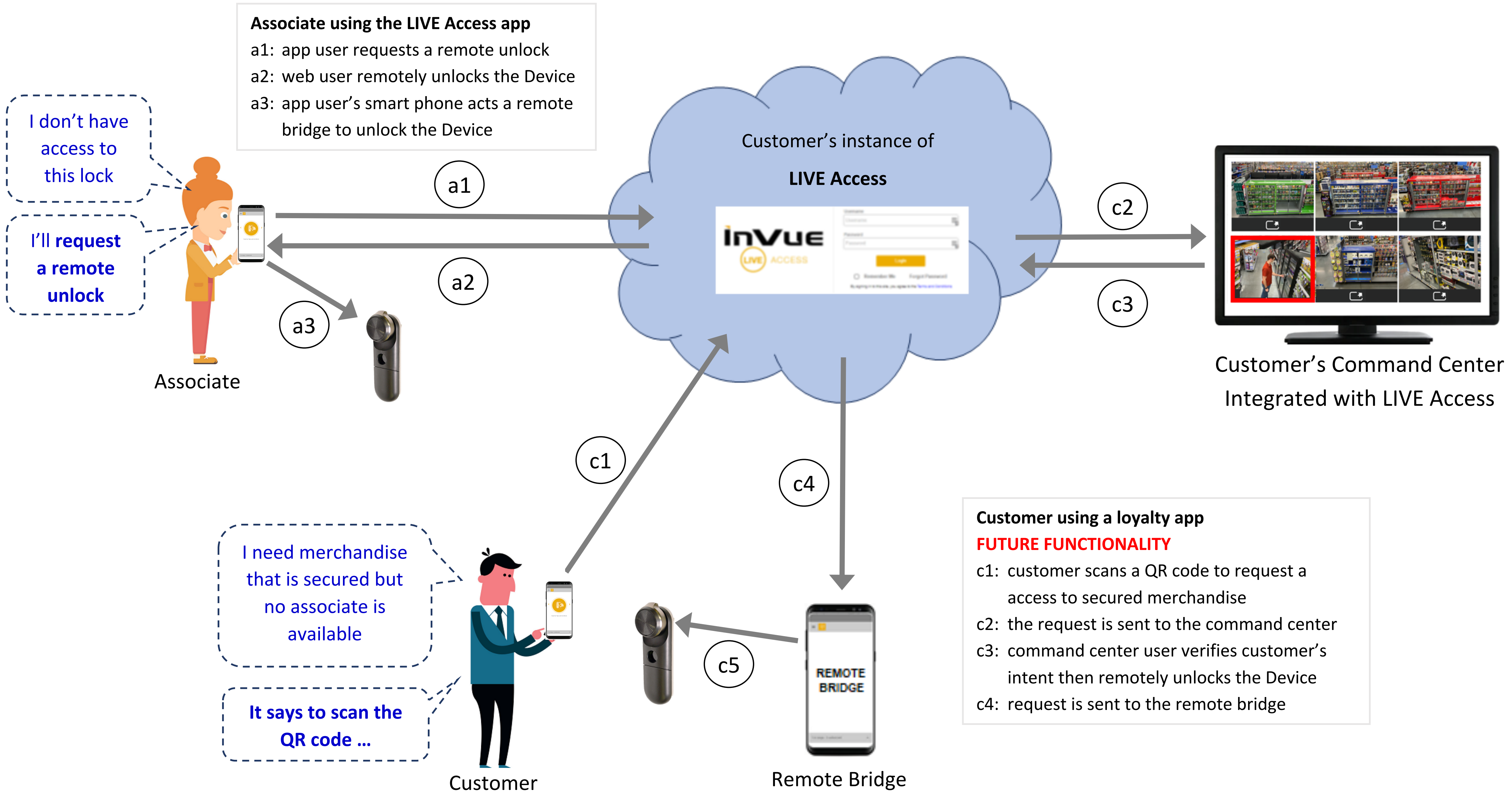
Remote Bridge (🤖)

Remote Bridge	Start Remote Bridge	Remote Bridge Open	Advertise in Web Portal, Devices page | Remote Unlock
 ASSOCIATE ONE Site: STORE 48 Tap Lock with Smart Device to Unlock 1 in range, 2 authorized	 Remote Bridge Site: Store 48 Remotely Operate 2 Devices authorized and within range 2 in range, 2 authorized	 Remote Bridge Site: Store 48 Remotely Operate 2 Devices authorized and within range 2 in range, 2 authorized	 InVue LIVE ACCESS PRO ROLES ZONES DEVICES Audit Remote Unlock Delete Status ● All ● Remote Operation ● Unsecured Zones ● ALL ZONES ● Unassigned ● Don't Touch - Jeff Search by device name, serial number, or description InVue UAT LIVE Plunger Lock (remote unlock via NW3's bridge) Store 48 LIVE Lock, SN
A User Type = SECURITY with the following permission: • Remote Operation will see the "*Remote Bridge*" menu item. Selecting the menu item opens the "*Remote Bridge*" page.	Confirm the correct Site is selected for the Remote Bridge. Start the Remote Bridge process by selecting "START". Remote Bridge will be able to operate Devices that are within range and in the User's access.	"START" button now shown while the Remote Bridge is active. While the Remote Bridge is active, in the Web Portal, each Device will display that it is available for remote unlock via this User's bridge.	1. Sign in to the Web Portal with a User Type = ADMIN 2. On DEVICES page, select **Status** = *Remote Operation* • This will display all Devices available for remote unlock 3. To unlock a Device remotely, navigate to the 3-dot context menu and select "Remote Unlock" • This menu item is only available to a User Type = ADMIN with the *Remote Operation* permission • Selecting this menu item will send a message to the Remote Bridge to unlock the Device 4. The Device will unlock then relock per its normal operation • During this time, the Device can be unlatched, cabinet can be opened, then closed, and the Device can be latched. All activity is recorded and visible on the Audit page.

Operation / Interaction – Error States (🤖)

Account Locked	Device Not Responding	Device Not Found	Previously Enrolled, diff Env	Device in Another Site	Oops, something went wrong
 ir4qa2sl Passcode Login Failed: Account Locked. Consult your system admin. LOGIN InVue LIVE Access version 2.0.6	 Lock not responding Use a OneKEY to operate the Lock Check to make sure battery is good and installed properly and ensure that the fixture is aligned and operating correctly, then try again If issue persists, contact your system admin	 Device Not Found This Device is not Enrolled 0000051a0000013b SECURED GOOD	 Device Not Found Consult your system admin to Enroll Device in this Site 0000051a0000013b SECURED GOOD	 Not Accessible This Device is in Site Store 418 InVue UAT LIVE Plunger Lock InVue UAT SECURED GOOD LIVE Lock, SN 0000e7, FW 1.0.8	 Oops, something went wrong Go back and try again or contact your system admin 0000051a00000123 SECURED GOOD
Message seen if User's account is locked. Account can be unlocked from the Web Portal by an authorized Admin User.	Message seen if the Device (Lock) is not responding to scanning (NFC or 'QR' Code). Steps to correct the situation are provided on-screen.	Message seen when the Device is not found in the User's Environment (Customer's instance of LIVE Access) and the User does not have the permission to "Enroll".	Message seen when the Device is Enrolled in another Environment (not this Customer's instance of LIVE Access). A special user has to complete this type of enrollment.	Message seen when the Device is Enrolled in another Site of the User's Environment. To change the Enrollment of this Device to the User's current Site, first delete the Device (from the Web Portal) and then rescan it.	Message seen when a Device is scanned but something went wrong (an undermined error occurred).

Remote Operation – how it works



Associate using the LIVE Access app
a1: app user requests a remote unlock
a2: web user remotely unlocks the Device
a3: app user's smart phone acts a remote bridge to unlock the Device

Customer using a loyalty app
FUTURE FUNCTIONALITY
c1: customer scans a QR code to request a access to secured merchandise
c2: the request is sent to the command center
c3: command center user verifies customer's intent then remotely unlocks the Device
c4: request is sent to the remote bridge

I don't have access to this lock
I'll request a remote unlock
Associate
a1
a2
a3
Customer's instance of
LIVE Access
InVue
LIVE ACCESS
c2
c3
Customer's Command Center Integrated with LIVE Access
c1
c4
c5
I need merchandise that is secured but no associate is available
It says to scan the QR code …
Customer
REMOTE BRIDGE
Remote Bridge

Remote Operation Capabilities

1. Request a Remote Unlock

- Intended for any user who does not have access to a Device (represented by path a1 – a3).
- Example: user needs to service a customer but does not have access to the cabinet. Instead of giving this user access to the Device, another authorized* user can unlock the Device using the LIVE Access Web Portal.

2. Unlock without Scanning the Lock

- Intended to allow an authorized* user of the App to unlock a Device from a distance but within Bluetooth proximity, without scanning the Device (represented by path a1 – a3)
- Example: user can open a door equipped with the *LIVE Access Reader* as they approach the door

3. Remote Bridge

- Intended to allow an authorized* SECURITY user to establish a remote bridge in proximity of authorized Devices so that another authorized* user can unlock a Device from anywhere in the enterprise using the LIVE Access Web Portal (represented by path c4 – c5)

4. Command Center / Trusted Customer (requires customer to integrate with LIVE Access) – FUTURE FUNCTIONALITY

- Intended to allow a known customer to request access to secured merchandize using their brand-loyalty app; request is then satisfied by an authorized user* in the Customer's Command Center (represented by path c1 – c5)
- Requires a Remote Bridge to be active in Bluetooth proximity of the Device which the customer intends to have unlocked

* Requires the "Remote Operation" permission, granted per User account. User's ability to operate a Device is limited to the Devices which each User has access. All activity is recorded for Audit and management reporting.