



## AIPHONE AC Series Key Instruction Manual

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# AIPHONE

### AIPHONE AC Series Key



## Introduction

This is a guide to operating AC Key for the AC Series access control system. AC Key is a mobile app available for Apple® iOS and Google Android™ that allows users to unlock connected doors and issue temporary passes to visitors. Both AC Key and Visitor Pass activity is recorded in AC Nio, allowing administrators to keep track of traffic. AC Key can be installed on a variety of compatible phones and tablets. For simplicity, the term mobile device is used going forward. This guide assumes that the site's AC Nio software has already been fully configured, the access control system is operational, and all programming and network configuration for AC Key access has been completed. If that is not case, refer to the AC Series – Quick Start Guide and the AC Series – AC Key Programming Guide available at [www.aiphone.com](http://www.aiphone.com) before continuing.

## Registering AC Key

These steps go over registering the AC Key app on a mobile device. If this has already been done, skip to Navigating AC Key.

### Install AC Key on the Mobile Device

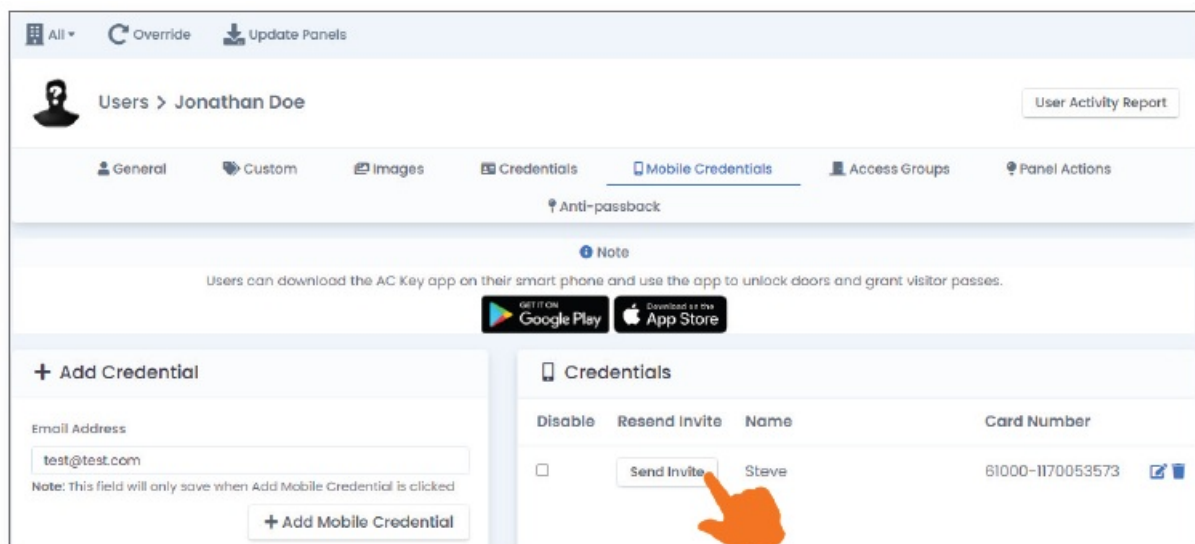
Search the app store on the mobile device for AC Key. AC Key is available on iOS version 13.4 or higher, or Android™ 5.1 or higher on a mobile device with Google Play™ support. If AC Key does not show up in the app store, the device may not meet the necessary requirements.

Once the app is located, install it on the mobile device.

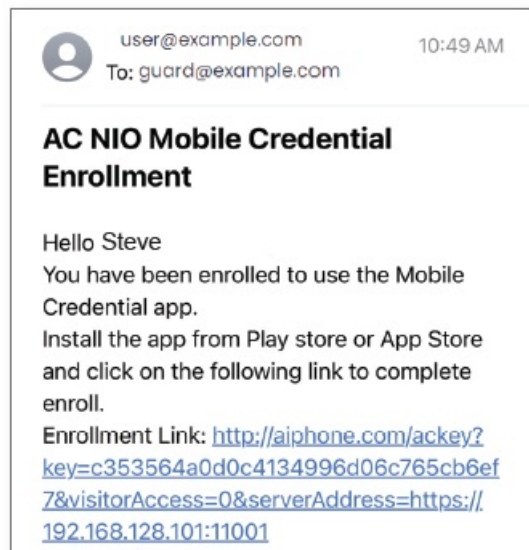
### Enrollment

An enrollment link needs to be sent from AC Nio to register AC Key on the mobile device.

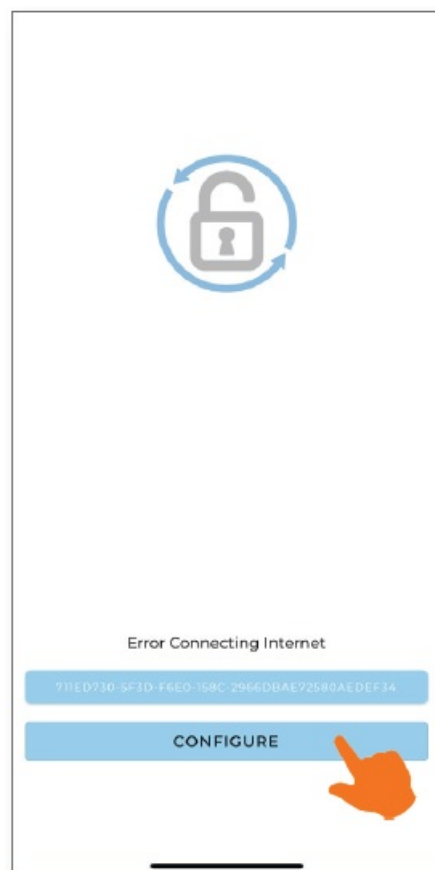
To email the link, open AC Nio and navigate to Users. Click the gearbox next to the user's name. Select Mobile Credentials and click Send Invite to send the email. If the email was not received, check the junk or spam folder on the new user's email account. The same steps will resend the link if needed.



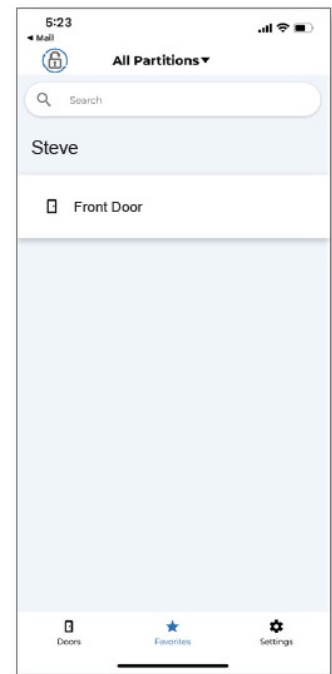
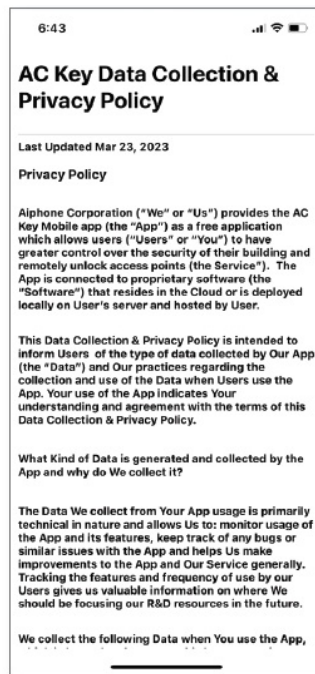
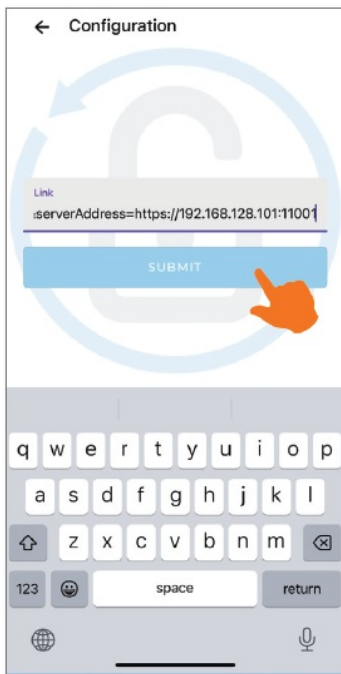
Once the email has arrived, tap the Enrollment Link on the mobile device. This will either open AC Key or a page in the mobile device's web browser with a prompt that opens AC Key. Depending on the operating system version and settings on the mobile device, this may automatically import the necessary information into AC Key and open a privacy policy page. If it does not, an error message, "Error Connecting Internet," will appear in AC Key. Follow the steps on the next page to resolve the error.



Navigate back to the email and copy the enrollment link by performing a long press on the link and choosing the copy prompt. Reopen AC Key. The “Error Connecting Internet” message will appear again. Tap Configure.



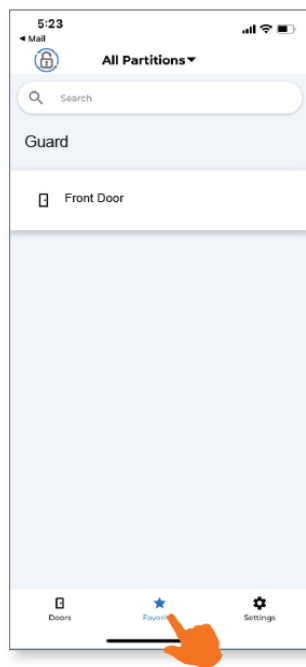
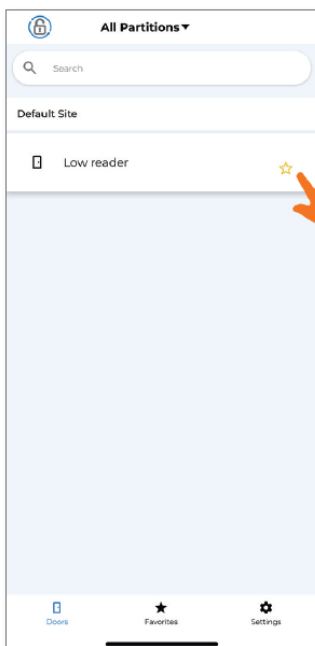
Enter the link by performing a long press in the Link box and choosing the paste prompt. Tap Submit. A privacy policy page will open. Scroll to the bottom and agree to the privacy policy. This will complete the registration process.



## Using AC Key

### Navigating AC Key

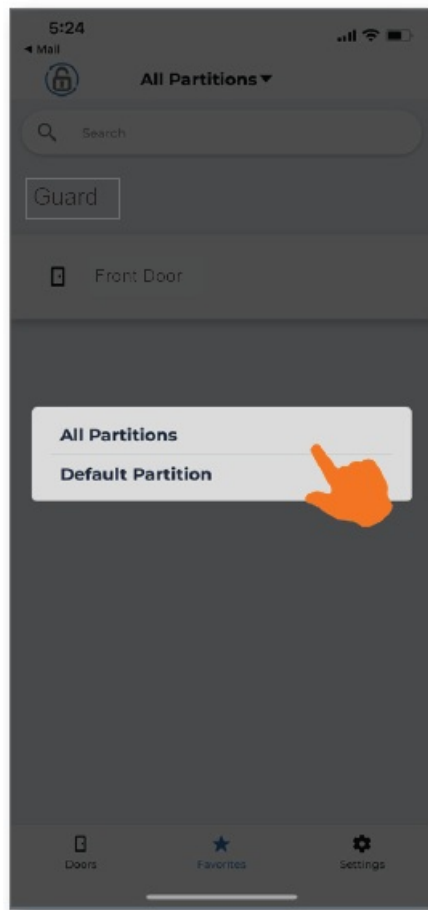
The Doors menu is the home screen when AC Key is launched. There will be a yellow star to the right of each door. Tap it to save the door as a favorite. Tap Favorite to display the favorites list. If no favorites have been added, a blank list will be displayed. Settings will be shown in another section.



**i** The Favorites menu is typically used at larger sites with a few doors that need to be opened frequently.

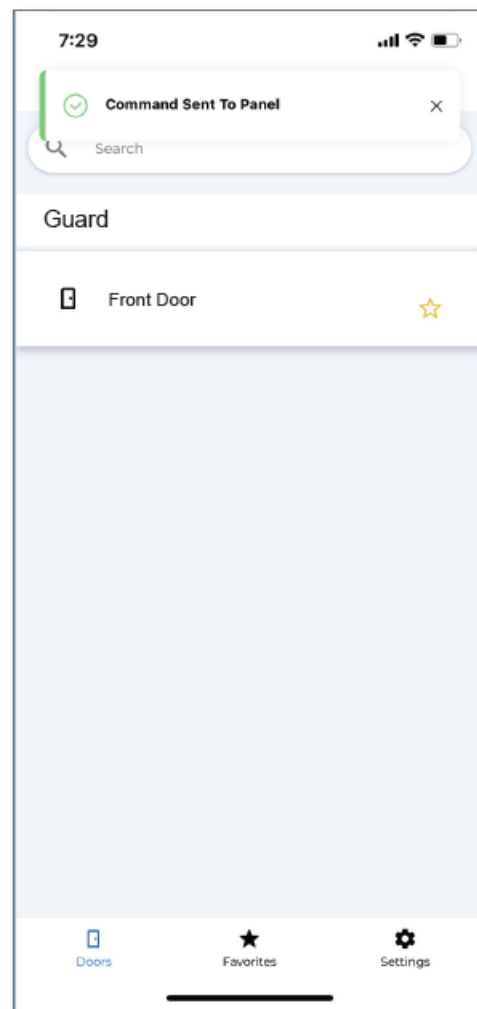
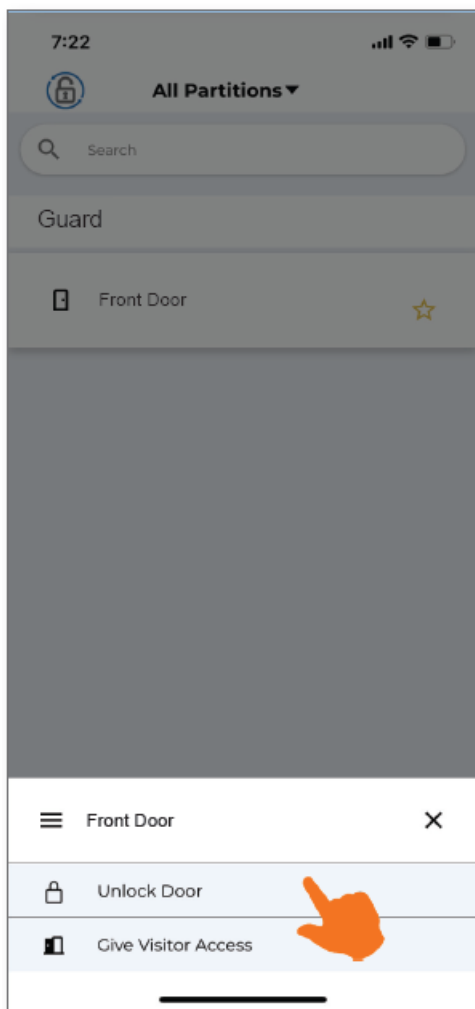
### Selecting Partitions

Partitions are divisions of the site that are configured in AC Nio. These are typically distinct businesses sharing the same building, or different departments in a larger organization. An AC Key user may be assigned to all partitions in a system, or to a few. By default, all available partitions will be displayed in AC Key. The name of each partition and its assigned readers will be listed. Tap All Partitions to display a list of the system's partitions, or tap any one of them to only display doors included in that partition.



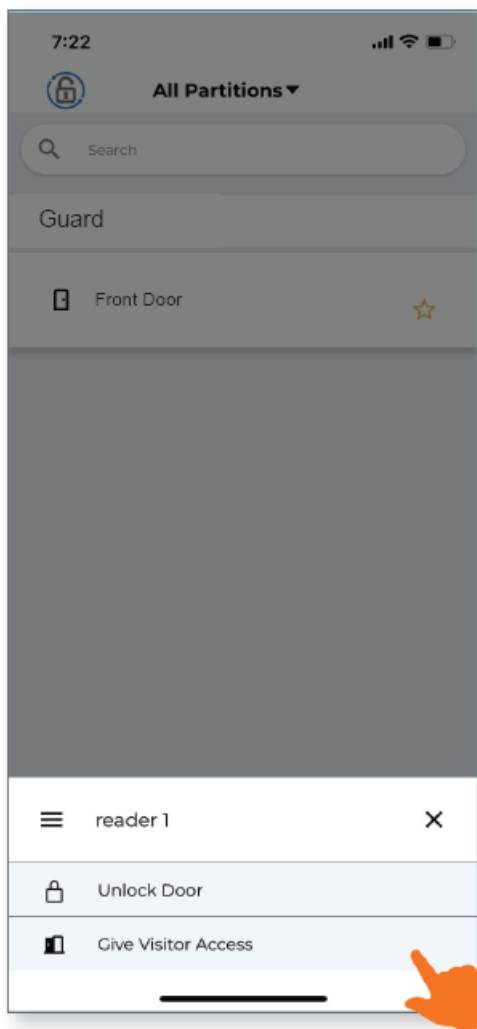
### Unlocking a Door

In either the Doors or Favorites menu, tap the desired door. This will present an option to Unlock Door or Give Visitor Access. Tap Unlock Door to release the door. A success message will be displayed, indicating that the command was sent to the panel. If the message is displayed and the door does not unlock, contact the person who manages the AC Series installation at the site.



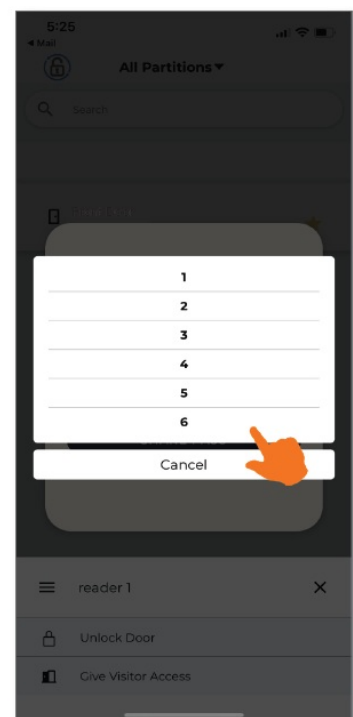
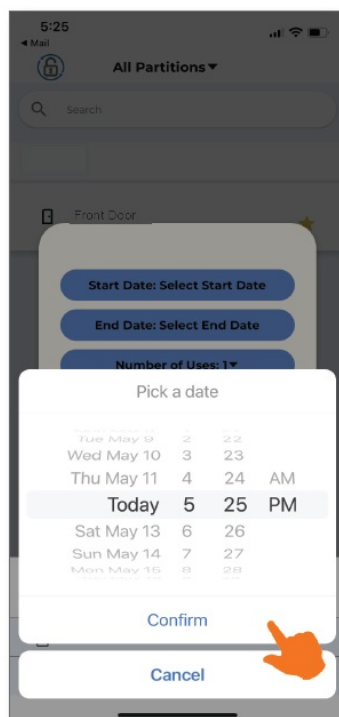
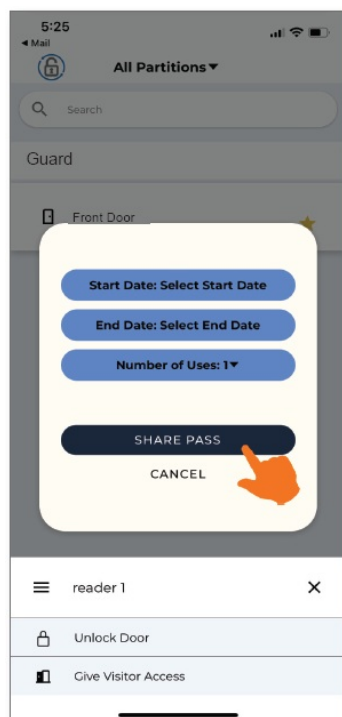
### Issuing Visitor Passes

Visitor Passes allow AC Key users to grant temporary access to anybody with a mobile device. A Visitor Pass can only give a single guest access to a single door, though an AC Key user can send multiple passes as needed. To begin, select the desired door and tap Give Visitor Access.



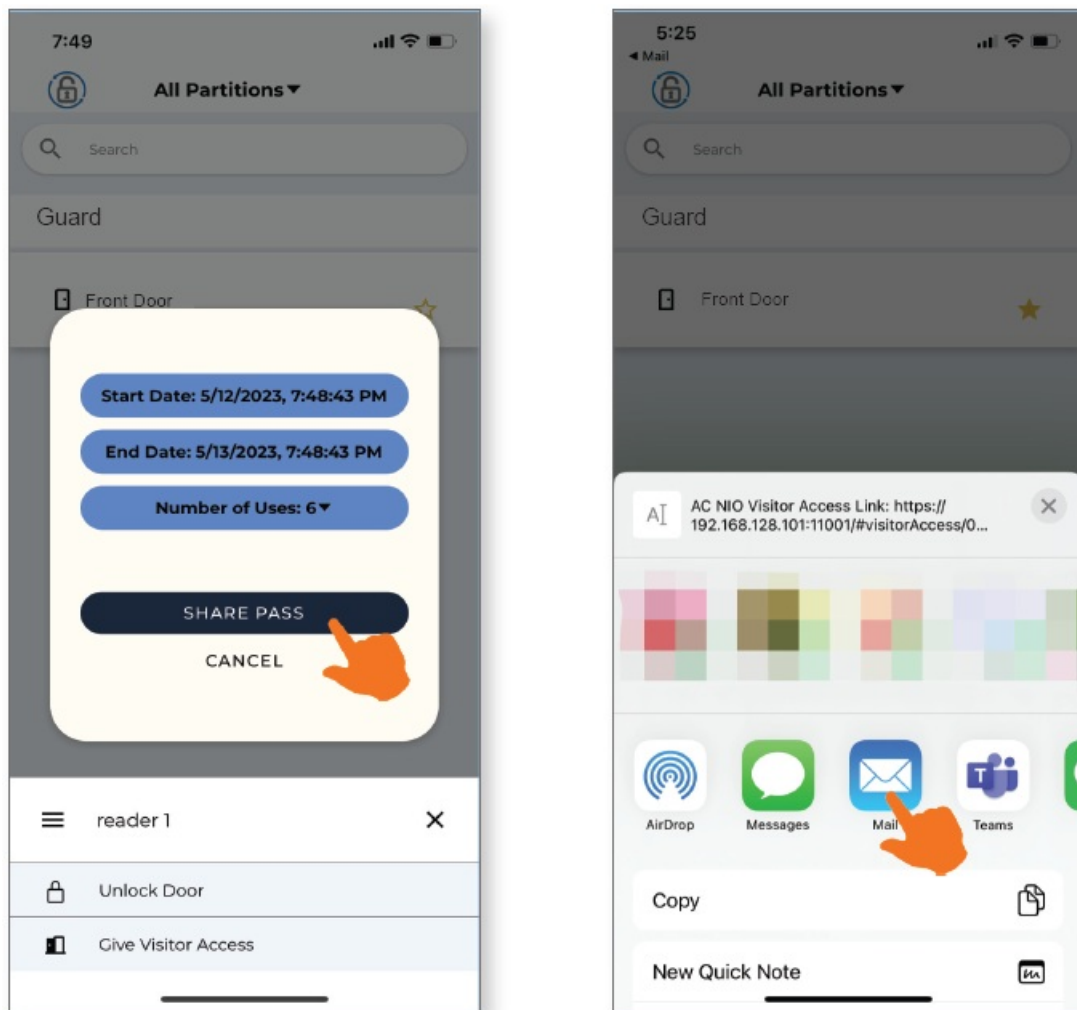
Visitors do not need to install AC Key to use a Visitor Pass. Visitor Passes are accessed through the web browser on their mobile device.

Set a start date and time, an end date and time, and a number between one and six. This will establish when the visitor gains access to the door, loses access, and how many times they can unlock the door. Once the parameters are set, tap Share Pass.



The mobile device will display all available options for sending the pass to the visitor. The link can be sent through

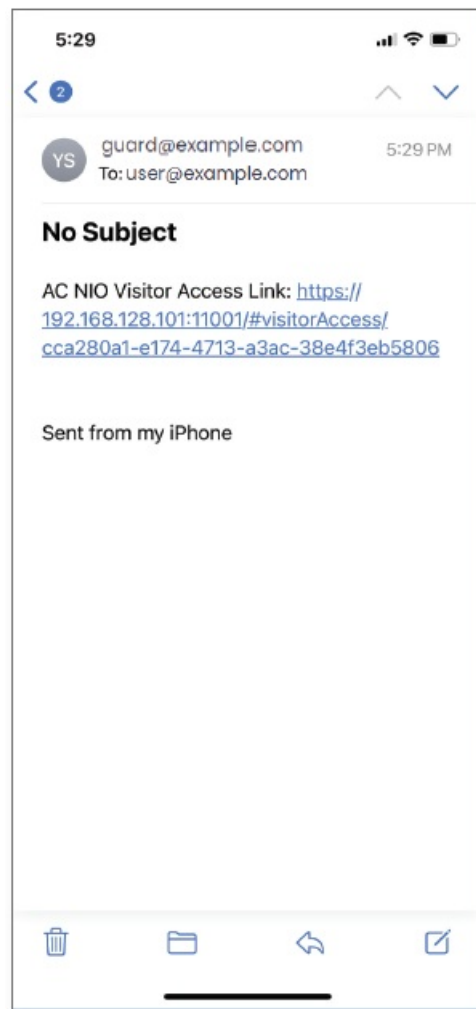
email, text message, or messaging apps. Tap one of the options to continue. The examples in this guide will show the Visitor Pass being shared by email.



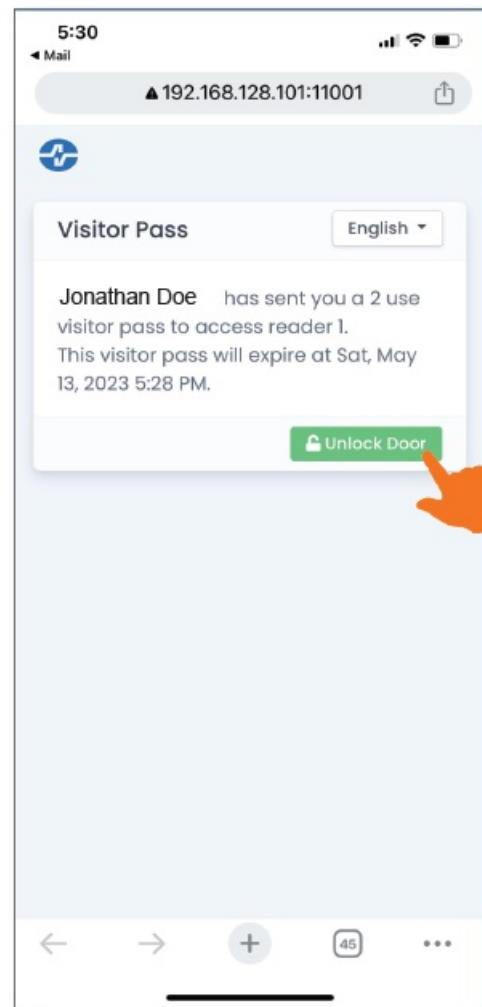
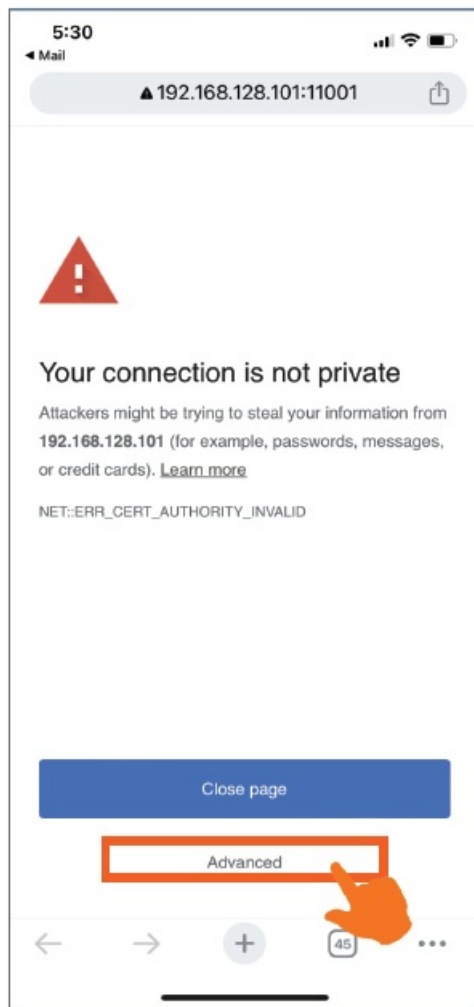
### Using a Visitor Pass

The Visitor Pass will arrive in the designated email. Tap the link, which will open in the mobile device's web browser.

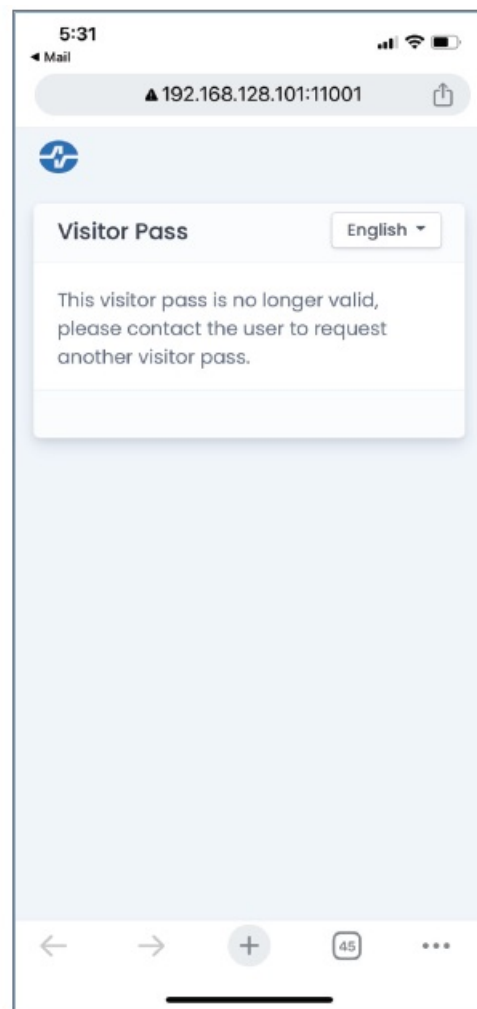
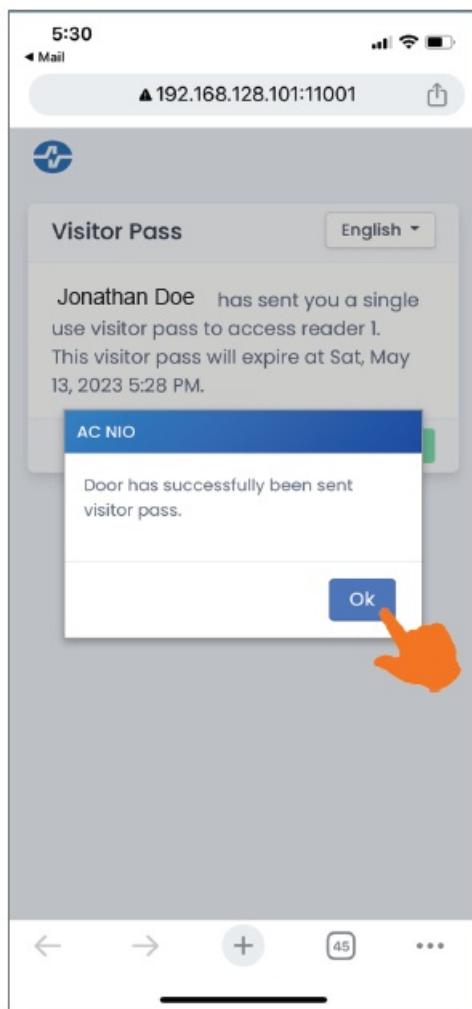




The visitor may receive an error message warning that the connection is not private or secure. There will be an option to proceed, with the specific prompt depending on the browser. Proceed to the next page, which will display the Visitor Pass. Tap Unlock Door to use the Visitor Pass and gain entry to the controlled door.

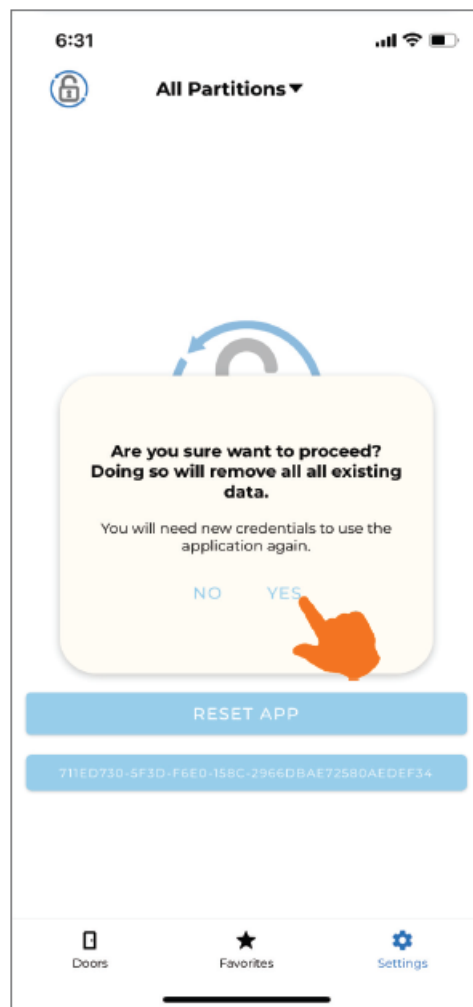
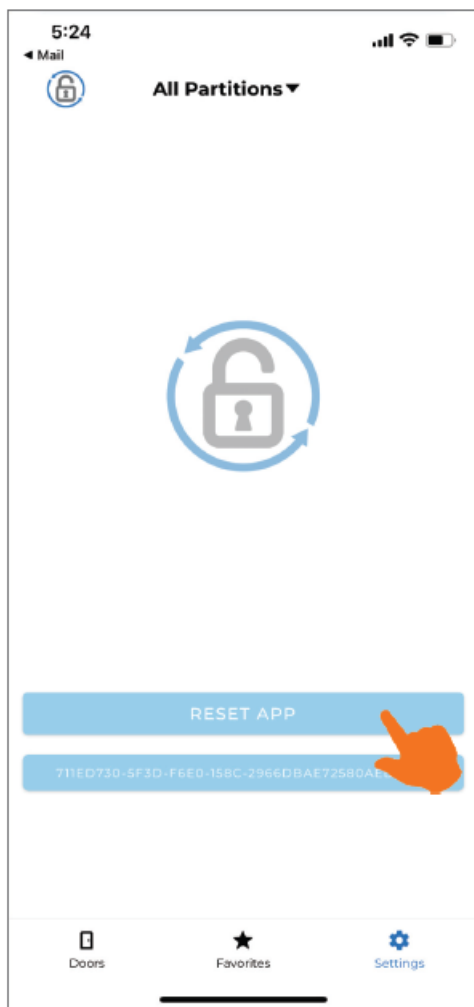


A message will pop up to indicate that the request was sent to AC Nio. The door should unlock at this point. Once all uses of the Visitor Pass have been exhausted or the time has run out, the pass' status will inform the recipient that the link is no longer valid. The AC Key user will need to issue another Visitor Pass if the visitor still needs access.



## Settings

Settings contains the option to reset AC Key. This may be necessary if there is a major change in AC Nio that resets the access permissions, or the mobile device is being registered to another system. Tap Settings to pull up the menu, and then Reset App . A prompt will appear asking for confirmation. Tap Yes to proceed. All information in AC Key will be deleted.




## For More Details

For more details about the features and information above, please contact Technical Support.

Aiphone Corporation | [www.aiphone.com](http://www.aiphone.com) | (800) 692-0200.

## Documents / Resources

	<p><b><a href="#">AIPHONE AC Series Key</a></b> [pdf] Instruction Manual AC Series Key, AC Series, AC Key, Key</p>
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## References

- [Home - Aiphone](#)