



AVIGILON™

Access Control

System Integration Guide for Schlage® Wireless Locks
No-Tour

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20241211-en

Revisions

Guide	Description
December 2024	XE360™ Series lock model support: Before you start on page 6 , System requirements on page 8 , For more information on page 25
October 2024	<p>Credentials report: View dashboards and reports on page 21, Show, hide, or reset information on page 22</p> <p>ENGAGE desktop app updates: Before you start on page 6, System requirements on page 8, Issue no-tour Schlage user credentials using ENGAGE desktop app and Alta Access on page 16, Unable to swap to USB mode from Wi-Fi mode on page 24</p> <p>Added Replace no-tour Schlage user credentials on page 16</p>
September 2024	Control Center portal renamed to Alta Access
April 2024	<p>Avigilon Alta Open mobile app (formerly, Openpath Mobile Access app), Avigilon Alta Access mobile app (formerly, Open Admin app), version updates: System requirements on page 8</p> <p>Important note about scanning the Avigilon No-Tour Configuration Card: 4b in System overview on page 6, System requirements on page 8, Step 3: Add Schlage devices to ENGAGE site using ENGAGE mobile app, and sync with Alta Access on page 12</p> <p>Upgrade and downgrade firmware steps: Upgrade or downgrade firmware using ENGAGE mobile app on page 22</p>
October 2023	Updated Issue Avigilon mobile credentials on page 17 ; added Troubleshooting on page 24
August 2023	Initial release of guide

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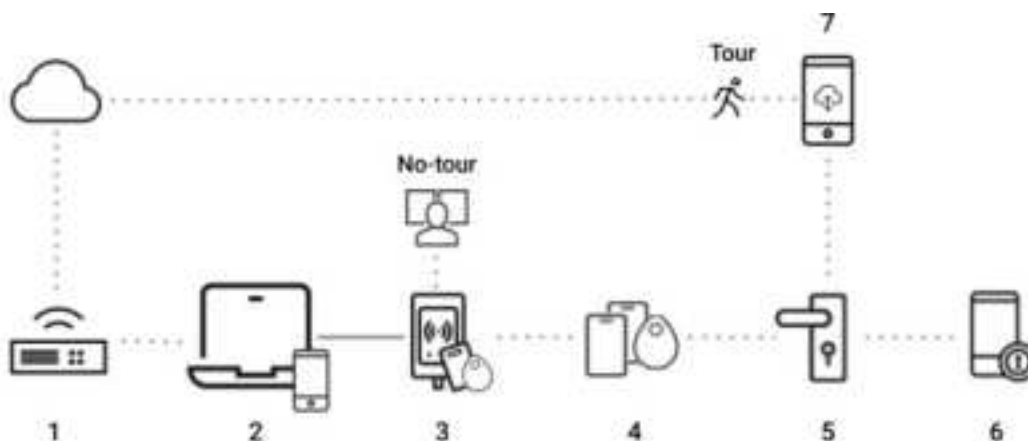
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Before you start



Use the Avigilon Alta access control integration with Allegion Schlage® wireless locks and ENGAGE™ technology to configure and manage LEB, NDEB, XE360 Series, and Control™ Smart locks, without gateway hardware. They are offline locks with no connection to the cloud network.

System overview

- Administrators or operators can visit the wireless locks in person (referred to as *tour*; see 7 below) and use the Avigilon Alta Access mobile app to sync the wireless locks with Alta Access; update access rights when a keycard or fob is lost, or when a new tenant is moving in; and update firmware.
- Occupants can use programmed Schlage Smart Fob and keycard credentials, or mobile credentials using the Avigilon Alta Open mobile app, to unlock entries and update their access rights without requiring the administrator or operator to tour the wireless lock (referred to as *no-tour*; see 3 below).




1	Access to Alta Access cloud network
2a	Alta Access portal for provisioning wireless locks and access rights
<div><div></div><div>Note: Only no-tour wireless locks connected to an entry will be billed. User schedules, entry schedules, entry states, Entry Open Duration setting, remote unlocking, and zone sharing are not applicable to no-tour wireless locks.</div></div>	
2b	Allegion ENGAGE site, accessed on the Allegion ENGAGE mobile app for commissioning Schlage credential enrollment reader and wireless locks, and the Allegion ENGAGE desktop app for updating Schlage physical keycards and fobs
3	USB-connected Schlage credential enrollment reader for programming Schlage keycard and fob credentials
<div><div></div><div>Note: Only USB communication mode is supported when provisioning the credential enrollment reader. Wi-Fi communication mode is not supported.</div></div>	


4a	Schlage physical keycards and fobs, including Schlage MIFARE® DESFire EV3, and Proximity and Schlage MIFARE DESFire EV3
	<div>  Note: A maximum of 11 entries is supported on each Schlage keycard or fob credential commissioned to the ENGAGE site. The maximum (also referred to as the credential sector limit) covers multiple zones in the same customer organization, and does not apply to Avigilon mobile credentials. </div>
	If configured, Schlage fob and keycard credentials can be used on Schlage wireless locks that are connected to ENGAGE gateways.
4b	Avigilon No-Tour Configuration Card, which must be scanned using the enrollment reader each time a Schlage device is added (see 2b)
5	<ul style="list-style-type: none"> Battery-powered (offline) Schlage LEB and NDEB wireless locks, typically installed in offices and building amenities Battery-powered (offline) Control Smart locks, typically installed in low-rise to mid-rise residences Battery-powered (offline) XE360™ Series locks, typically installed in multifamily units <div>  Note: Wi-Fi communication mode is not supported. </div>
6	Avigilon Alta Open mobile app and mobile credentials
7a	Avigilon Alta Access mobile app for provisioning wireless locks, downloading audit logs, and updating wireless lock information
7b	Allegion ENGAGE mobile app for commissioning the Schlage enrollment reader and wireless locks into the ENGAGE site, viewing real-time battery status, and upgrading or downgrading firmware

Prerequisites

Contact your integrator to order the Allegion Schlage hardware and to set up a customer organization in Alta Access with the Allegion licenses, credential enrollment readers, and no-tour wireless locks. Connecting to a gateway is not required for these offline locks.

System requirements

 **Note:** Upgrading to the newest Alta Access software releases is recommended to benefit from the latest features in the system integration.

- Alta Access system
 - Alta Access account
 - Schlage Wireless Locks app from  App marketplace



- Alta Access mobile app
Version 2.3.0 or newer
iOS 11.4 or newer for Apple® iPhone® and iPad® mobile devices
Android™ 5 or newer for smartphones



- Alta Open mobile app
Version 3.0.1 or newer
iOS 11.4 or newer for Apple® iPhone® and iPad® mobile devices
Android™ 5 or newer for smartphones



- Avigilon No-Tour Configuration Card

Card	Ordering Part Number
No-Tour Configuration Card for Schlage wireless locks that do not connect to an ENGAGE gateway	OP-CE-051-849
EV3-A Configuration Card for Schlage wireless locks that connect to an ENGAGE gateway	OP-CE-050-966
EV3-B Configuration Card for Schlage wireless locks that connect to an	OP-CE-051-850

Card	Ordering Part Number
ENGAGE gateway	

- Allegion ENGAGE system
 - Allegion ENGAGE account
 - ENGAGE software
Release 8.1.0; desktop application
 - ENGAGE mobile application
3.3.142 for iOS 11.1 or newer
4.6.30 for Android 6 or newer



- Wireless locks

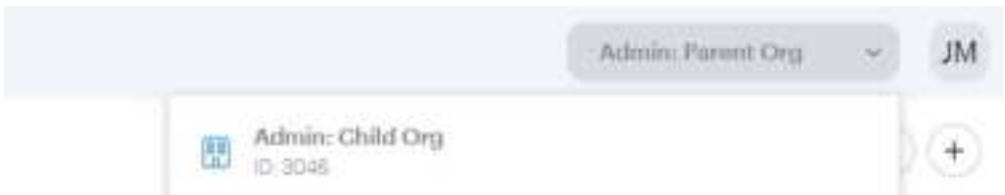
Model	Ordering Part Number
LEB wireless mortise lock Version 3.10.01 or 03.11.02 (recommended)	OP-LOCK-LE
NDEB wireless cylindrical lock Version 03.10.01 or 03.11.02 (recommended)	OP-LOCK-NDE
Control Smart lock Version 04.12.00 (FE410B, BE467B) or Version 05.11.39 (FE410BM, BE467BM; recommended)	OP-LOCK-FE OP-LOCK-BE
XE360 Series wireless mortise lock	AC-ALTA-SCH-XE360-M-CUSTOM
XE360 Series wireless mortise deadbolt	AC-ALTA-SCH-XE360-M-D-CUSTOM
XE360 Series wireless tubular lock	AC-ALTA-SCH-XE360-T-CUSTOM
XE360 Series wireless exit trim	AC-ALTA-SCH-XE360-EW-CUSTOM



- Credential enrollment reader

Model	Ordering Part Number
MT20W credential enrollment reader Release 40.05.00	ALGN-MT20W

Step 1: Set up customer organization and Allegion licenses

- 1. Register for a partner account (<https://openpath.jotform.com/230034075150845>).
When you receive an invitation in your email inbox to set up your partner account, click the link to change the temporary password for your **Alta Access** account.
- 2. Go to control.openpath.com/login and sign in.
- 3. Ensure your **Partner** organization is selected in the upper-right corner.





- 4. Create an organization for your customer.
 - a. Select  **Partner center** > **Manage organizations**.
 - b. Click the  button to enter customer information.
- 5. Select **Store access** and order the Allegion license and devices for a customer organization.

Options	Procedure
Order online	Select the order online link. Select License , the customer organization, and the term of the license. Click Submit .
Upload PO	Select the digital orders portal link, fill in the order form, upload the PO, and click Submit .
Email sales	Sales@openpath.com

The third-party device credentials will be imported in to Alta Access.

Step 2: Sign in to ENGAGE site, download ENGAGE mobile app, and sync ENGAGE account with Alta Access

 **Note:** You can skip this step, if you are not programming Schlage keycards or fobs; if you are using only Avigilon mobile credentials; or if you already have an ENGAGE account and the ENGAGE app.

1. Go to control.openpath.com/login and sign in.
2. Go to  **Devices > Wireless locks**.
3. Click the **Send invite** button. An ENGAGE invitation email is sent to your inbox. Click **Accept This Invite** and the terms and conditions.
4. Sign in to the ENGAGE site using your ENGAGE account.

If you need to create an account, enter your information and click **Submit**.

5. Install and configure the Allegion ENGAGE app on your mobile device.



6. Click the **Reload** button.

Your ENGAGE account is synced with Alta Access.

Step 3: Add Schlage devices to ENGAGE site using ENGAGE mobile app, and sync with Alta Access

Add and configure Schlage devices

Use your ENGAGE account and follow the on-screen instructions to add the Schlage devices, such as the credential enrollment readers and wireless locks, to the ENGAGE site. For more information, see the installation and commissioning procedures in [Schlage documentation](#).

Note: Schlage devices can only be added to the ENGAGE site using the ENGAGE mobile app.

When provisioning a credential enrollment reader on the Communication Mode page in the ENGAGE mobile app, ensure `ozone.prod.openpath.com` is entered in the DNS Server group membership admin field on the USB page. Wi-Fi mode is not supported.

Important: Each time you add a Schlage device to the ENGAGE site, remember to complete these steps:

1. Scan the Avigilon No-Tour Configuration Card (OP-CE-051-849) using your credential enrollment reader.
2. Sync the devices with Alta Access. See [Sync credential enrollment readers with Alta Access on the next page](#) or [Sync wireless locks with Alta Access on the next page](#).

Install Schlage Wireless Locks app


If not already installed, do the following:

1. Go to control.openpath.com/login and sign in.
2. Go to **App marketplace** > **Get apps**, click the **Schlage Wireless Locks** tile and then **+ Get app**.
3. On the license purchasing page, add the licenses to the cart and check out.
4. After the app is installed, the Schlage wireless device options are displayed on the **Devices** page.



Sync credential enrollment readers with Alta Access

After completing the Schlage procedures including scanning the Avigilon No-Tour Configuration Card, you can sync the Schlage credential enrollment readers with Alta Access.


1. Go to control.openpath.com/login and sign in.
2. Go to  **Devices > Readers** and select the **Third-party** tab.
3. Click **Sync devices**.

The credential enrollment readers are displayed. You may begin to program credentials onto the Schlage keycards or fobs. See [Step 5: Issue credentials and assign entries to users in Alta Access on page 16](#).




Sync wireless locks with Alta Access

After completing the Schlage procedures including scanning the Avigilon No-Tour Configuration Card, you can sync the Schlage wireless locks with Alta Access.

1. Go to control.openpath.com/login and sign in.
2. Go to  **Devices > Wireless locks**.
3. Click **Sync devices**.

The wireless locks are displayed. The lock connection status is always gray for wireless locks that work in **No-tour** mode.





 **Note:** No-tour wireless lock information is displayed only after a manual sync by visiting the lock in person, as described in [Manually sync wireless locks with Alta Access using the Alta Access mobile app on page 19](#). Gateway and firmware information are not applicable. For real-time battery information, see [View battery status using ENGAGE mobile app on page 22](#).


Edit wireless lock information

1. Select a lock and edit the name or serial number.
2. Click **Save**.

Step 4: Assign wireless locks to entries and zones in Alta Access



Add entries


1. Go to control.openpath.com/login and sign in.
2. Go to  **Sites > Entries**.
3. Click the  button in the upper-right corner.
4. Select **Schlage** and the name of the LEB, NDEB, or control lock in the **Schlage wireless lock** field.

 **Note:** The Entry Open Duration and Entry state settings are not applicable to no-tour wireless locks.

5. Enter the required information depending on the device.
6. Click **Save**.

Add zones

1. Go to  **Sites > Zones**.
2. Click the  button in the upper-right corner.
3. Enter a **Name** and description (optional).
4. Select the **Site** to which the zone will be assigned.


 **Note:** A zone can only be assigned to one site, but a site can have multiple zones assigned to it. A zone can include a mix of Avigilon locks and Schlage wireless locks.


5. Optional. Add **Access groups** and **Users** to the zone.
6. For Schlage no-tour wireless locks only. In the **Entries** list, click and drag the no-tour locks installed in the zone (left pane) to the zone list (right pane).
7. Optional. If you want to share this zone with a different organization, enter the Org IDs.
8. Click **Save**.

Step 5: Issue credentials and assign entries to users in Alta Access


Issue no-tour Schlage user credentials using ENGAGE desktop app and Alta Access

1. Sign in to the ENGAGE desktop app.

 **Note:** Keep the ENGAGE desktop app open throughout the enrollment process to ensure the credential is issued to the user in Alta Access.

- a. Plug the credential enrollment reader into the USB port on your desktop computer.
 - b. Scan the keycard or key fob using the credential enrollment reader.
2. Go to control.openpath.com/login and sign in.
 3. Go to  **Users > Users** and select a user.
 - a. Select the **Credentials** tab.
 - b. Select the **Card: Schlage** user credential.
 - c. Select the badge number from **Badge ID**. Ensure it matches the number printed on the physical keycard or fob.

The No-tour checkbox is selected. The card serial number (CSN) is displayed.

 **Note:** The CSN and Badge ID are the unique identifiers of a credential.


- d. Enter the required information depending on the device.
- e. Click **Save**.

The credential enrollment reader flashes blue when the user credential is saved to the keycard or fob.


4. Tour the wireless lock to update the lock information.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on page 19](#).

Replace no-tour Schlage user credentials

 **Tip:** A credential can be replaced by having the administrator re-scan the keycard or fob using the credential enrollment reader.



Issue Avigilon mobile credentials

1. Go to control.openpath.com/login and sign in.
 - a. Select  **Users > Users** and select a user.
 - b. On the **Credentials** tab, select the **Mobile** user credential.
 - c. Enter the required information depending on the device and click **Save**.
 - d. Click **Send** to email instructions to the user on how to set up their mobile device as a credential. The Activation Pending column indicates that an email has been sent, but the user has not yet activated their mobile credential. Click **Resend** to issue another mobile credential to a new mobile device.
2. Instruct the user to go to the inbox on their mobile device, follow the instructions to install the Alta Open mobile app, and activate the mobile credential.
3. Tour the wireless lock to update the lock information.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on page 19](#).


Issue all-access credentials for emergency use

An all-access (formerly, master) credential can be used by first responders in emergency situations to access every entry in all the zones in a site, where no-tour wireless locks are installed. (An all-access credential works like a credential for gateway-connected wireless locks.)

1. Go to control.openpath.com/login and sign in.
 - a. Go to  **Users > Users**.
 - b. Click the  button in the upper-right corner.
 - c. Enter the all-access user's information and click **Save**.
 - d. On the **Credentials** tab, select any type of credential, and click **Save**.


 **Note:** If a Schlage keycard or fob is selected, do not select the No-tour checkbox.


- e. On the **Access** tab, do one of the following:
 - In **Access groups**, assign the access group for the all-access credential to the all-access user and enter a checkmark next to all the zones in a site in the GROUP ACCESS column. Click **Save**.


If you need to create an access group for the all-access credential, go to  **Users > Access groups** and add the all-access user to the new access group. Assign the access group to all the zones in the site, and click **Save**.
 - In the USER ACCESS column, enter a checkmark next to all the zones in a site and click **Save**.

- f. Enable **Override permission** to give the user permission to unlock entries in the Lockdown - Override Only state. Click **Save**.
2. Sync every no-tour wireless lock in all the zones on site using the Alta Access mobile app.
For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on the next page](#).

Assign entries to users

1. Go to control.openpath.com/login and sign in.
2. Go to  **Users > Users** and select a user.
3. Select the **Access** tab.
4. You can assign up to 11 entries across multiple zones in the same customer organization.

 **Note:** A zone can include a mix of Avigilon locks and Schlage wireless locks. The 11 entry limit is not applicable to Avigilon mobile credentials. User schedules and zone sharing between customer organizations are not applicable.


 **Tip:** If more credentials are needed, you can remove the assignment of unused entries or issue Avigilon mobile credentials.

5. Click **Save**.

The keycard or fob is programmed for access at the entries.



The entry is displayed in the Alta Open mobile app on the user's mobile device.

 **Tip:** Allow time for the screen to refresh.

Operation and maintenance


Manually sync wireless locks with Alta Access using the Alta Access mobile app

Visit the no-tour wireless lock in person (weekly, monthly, or as needed) and use the Alta Access mobile app to update access rights, download audit logs, retrieve lock events, and more. This task frees up the onboard memory.

1. Sign in to the Alta Access mobile app.
2. Tap the customer organization.
3. Tap **3rd Party Devices** and then **No-Tour Wireless Locks**.

 **Note:** You can only connect to locks that are within bluetooth range. If 'out of range' is displayed, move closer to the lock.

4. Tap **CONNECT** next to the lock.
5. Tap the **Sync** button.

 **Note:** Keep the app open until the sync is complete.


Lock information is available in the Alta Access portal.

Unlock wireless locks using Alta Open mobile app

 **Note:** Users must be within bluetooth range of the lock for the best performance.

1. Sign in to the Alta Open mobile app on your device.



2. Go to the list of entries and tap the  entry tile for the entry to be unlocked.

The  is displayed. Lock access is updated automatically.

Deactivate user credentials (mark lost)

If a user loses or no longer needs access to a **Card: Schlage** credential, deactivate the user credential. A credential that is marked lost cannot be deleted.

If you are deactivating an all-access user credential, see [Delete all-access user credentials on the next page](#).

1. Go to control.openpath.com/login and sign in.
 - a. Go to  **Users** > **Users** and select the user.
 - b. On the **Credentials** tab, select the  button.
 - c. Enter a checkmark in the **Lost** checkbox.
 - d. Click **Save**.
2. To assign a new credential, see [Issue no-tour Schlage user credentials using ENGAGE desktop app and Alta Access on page 16](#).



The credential is deactivated when any of the following occurs:

- The lost keycard or fob, or replacement keycard or fob, is placed on the wireless lock.
- The lock information is synced manually by touring the lock.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on the previous page](#).

Delete all-access user credentials

If a user loses an all-access credential, you can delete it and assign a new one.

1. Go to control.openpath.com/login and sign in.
 - a. Go to  **Users** > **Users** and select the user.
 - b. On the **Credentials** tab, click the  button next to the all-access credential.
 - c. Click **Yes**. The credential is deleted.


2. Assign a new all-access credential.


For more information, see [Issue all-access credentials for emergency use on page 17](#).

3. Manually sync every no-tour wireless lock in all the zones on site using the Alta Access mobile app.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on the previous page](#).

Receive alerts by email or SMS

 **Note:** Alerts are generated only after touring the no-tour wireless lock in person and completing a manual sync. Alerts do not occur in real-time.

1. Go to control.openpath.com/login and sign in.
2. Go to  **Configurations** > **Alerts**.

3. Set up the following alerts for the no-tour wireless locks:

- **Billing**
- **Entry Ajar**
- **Entry Authentication Failure**
- **Entry Authorization Failure**
- **Entry Unlock Failure**
- **Entry Forced Open**
- **3rd Party Device Communication Lost**
- **3rd Party Device Battery Low/Critical**

For real-time battery status, see [View battery status using ENGAGE mobile app on the next page](#).


- **3rd Party Device Error Detected**
- **3rd Party Device Tamper Detected**



4. Manually sync the wireless locks using the Avigilon Alta Access mobile app.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on page 19](#).

The alerts are generated.

View dashboards and reports

 **Note:** Dashboard and report information are available only after visiting the no-tour wireless lock in person and completing a manual sync using the Alta Access mobile app. Information may be out-of-date.


1. Go to control.openpath.com/login and sign in.
2. Go to  **Dashboards** and view any of the dashboards for the customer organization.
3. Go to  **Reports** and view the following reports for the no-tour wireless lock events:
 - **Activity logs**
 - **Alarms**
 - **Credentials** — Select **Card: Schlage** in **Credential management**.
 - **Entry activity (by user)**
 - **Entry activity summary**
 - **User activity (by entry)**
 - **User activity summary**

4. Manually sync the wireless locks using the Alta Access mobile app.

For more information, see [Manually sync wireless locks with Alta Access using the Alta Access mobile app on page 19](#).

The Dashboards and Reports pages are updated.

Show, hide, or reset information

- Click the  icon to show or hide information in columns.
- Click **Reset table** to go back to the default view.

For example, show the CSN column for Schlage card credentials in **Credential management**.



View battery status using ENGAGE mobile app

Note: Real-time battery information is available only after visiting the no-tour wireless lock in person and completing a manual sync.

1. Sign in to the ENGAGE mobile app.
2. Go to **3rd Party Devices** and tap **No-Tour Wireless Locks**.
3. Select the lock and tap **CONNECT**.
4. Tap **Sync**.

The ENGAGE mobile app page is updated.

Upgrade or downgrade firmware using ENGAGE mobile app

Note: You need to visit the no-tour wireless lock in person to upgrade or downgrade ENGAGE firmware. If you have installed a firmware version that is not recommended in [System requirements on page 8](#), you can downgrade the installation to the recommended version using the same steps as the upgrade.

1. Sign in to the ENGAGE mobile app.
2. Select the lock from the **Devices** list and tap **Update Firmware**.

3. Tap **and hold** the **Update** button to view a list of firmware versions.

 **Note:** Tapping without holding the Update button will update to the latest ENGAGE firmware version, which may not be the recommended version.

4. Select the recommended firmware for your device.

The current firmware version is updated.

Troubleshooting

Unable to swap to USB mode from Wi-Fi mode

To resolve this issue, do the following:

- Recommission the credential enrollment reader using the **USB data transfer** option during setup in the ENGAGE mobile app.

Refer to [Schlage documentation](#) for more information.

See also [Step 3: Add Schlage devices to ENGAGE site using ENGAGE mobile app, and sync with Alta Access on page 12](#).

For troubleshooting information, see this [Alta Access article](#).

For more information

Technical support

For additional support documentation, see support.avigilon.com.

Product documentation

For additional product documentation, see the Alta Access (Cloud Solutions) product suite on avigilon.com.

For troubleshooting information, see this [Alta Access article](#).

Third-party documentation

For information about installing, configuring, and using third-party devices, see us.allegion.com/en/home/document-library.htm.

- [Schlage ENGAGE Managed Property User's Guide](#)¹
- [Schlage XE360 Series User Guide](#)²
- [Schlage Enrollment Reader User Guide \(MT20W\)](#)³
- [Schlage installation videos](#)⁴

¹See: https://us.allegion.com/content/dam/allegion-us-2/web-documents-2/UserGuide/Schlage_ENGAGE_User_Guide_113180.pdf

²See: https://us.allegion.com/content/dam/allegion-us-2/web-files/schlage/technical-documents/Schlage_XE360-Series_User_Guide_115598.pdf

³See: https://us.allegion.com/content/dam/allegion-us-2/web-documents-2/UserGuide/Schlage_MT20W_Enrollment_Reader_User_Guide_111006.pdf

⁴See: <https://www.youtube.com/playlist?list=PLAjG-vLrfdPz6b6UacyckzgXZOeeZvT6>