



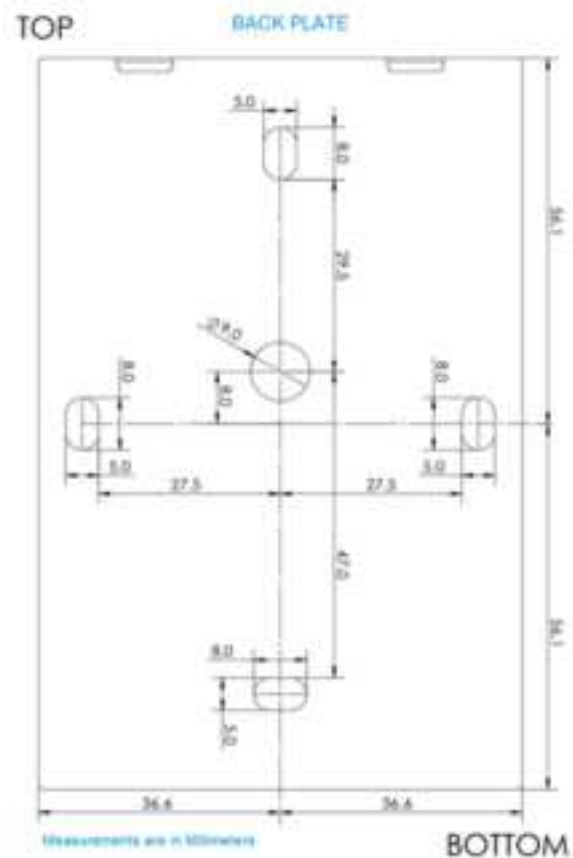
# ***NokēPad 3x4***

## ***Install Guide***

Make sure you have received the parts listed below--contact your dealer for any missing parts. The keypad also includes a software application (app) which can be downloaded from [noke.app](http://noke.app).

115mm

45mm 76mm



## Parts

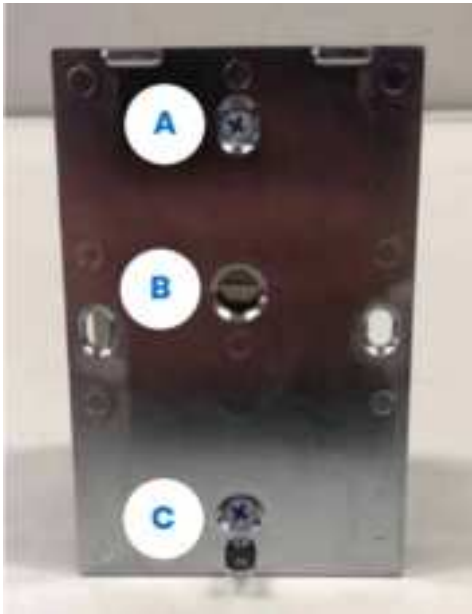
Make note of all the parts you receive. Below is the list of all parts you should have received from the Nokē warehouse.

- A. NokēPad 3x4 Keypad
- B. Backplate
- C. Mounting Screws and Anchors
- D. Torx Wrench



## Mounting the Backplate

Use the provided mounting screws to mount the backplate onto the desired surface. For mounting onto concrete or brick surfaces, use the plastic anchors for a secure grip.



1. Secure the screws into the **A** and **C** holes on the backplate, except hole **B** (the larger hole in the center).
2. Use the center hole **B** to route the wires out of the keypad.

## Grounding the Keypad Backplate

**IMPORTANT:** Installers must ensure that **all Nokē keypads on site** are effectively grounded. There are multiple grounding scenarios with instructions outlined below.

When retrofitting a Nokē keypad, a new installation, or a service call, ensure that **all Nokē keypads are properly grounded before leaving the facility.**

### Scenario 1: Ground to a Goose Neck or Metal Post

To mount directly to a goose neck or other metal post,

1. Expose the keypad's backplate.
2. Using a 7/64" drill bit, drill a pilot hole in the top and bottom holes that align with the holes in the plastic insert and the keypad's backplate.
3. Ensure that these holes align and make contact with the goose neck.
4. Secure a #6x1" sheet metal screw into the hole.
  - **Caution:** Do not use other types of hardware not specified in this guide. Doing so can cause problems or damage the keypad when attempting to remove it.



5. Replace keypad as usual.



## Scenario 2: Mount to a Metal, Wood, or Masonry Surface without a Metal Ground

### To mount to a non-metal object,

1. Locate a nearby viable earth ground and run a ground wire from the keypad to the earth ground.
  - **Tip:** You could use the wire that runs through to the earth ground for the AC power at the gate (usually the green wire).
  - **Important:** An 18 gauge wire or larger must be used.
2. Attach the ground wire with a screw to the keypad's backplate to make the electrical connection.



3. Attach the other end of the ground wire to the suitable earth ground.

## Attaching the Keypad

### To mount the keypad,

1. Once the backplate is mounted to the desired surface, attach the keypad onto the backplate so that the tabs on the keypad align with the slots on the backplate, as shown below.



2. The keypad should be able to fit over the backplate without much effort once the tabs are aligned.
3. After the keypad is in place, use the Tamper-Proof Set Screw and torx wrench that were provided to secure the keypad in place. (Torx wrench and keypad are shown to the right.)

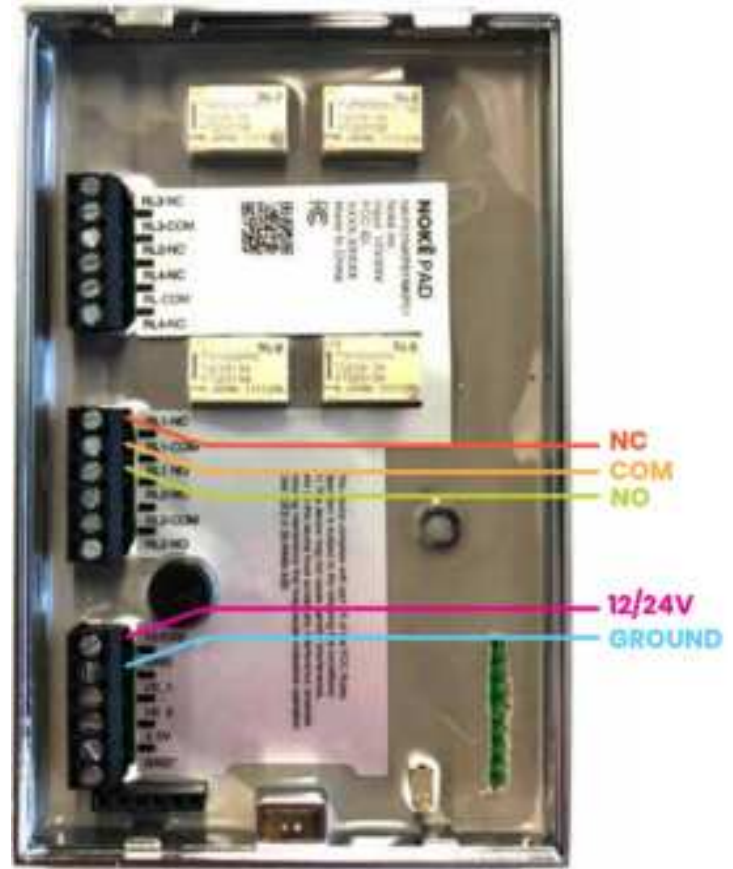


## Wiring the Keypad

The NokēPad 3x4 Pad keypad requires a 12/24V DC power input.

### To wire the keypad,

1. Connect the positive terminal of the power supply to the push pin connector marked by **12/24V**.
2. Connect ground terminal to the port marked **GND**. See the image to the right for reference.
  - **Tip:** The keypad is designed to trigger the Relay 1 on the board when the correct number sequence is entered by the user.
3. Relay 1's outputs are as follows:  
**RL1\_NC, RL1\_COM, RL1\_NO.**
4. Use the Relay Output example to the right to connect to the electric lock that needs to be controlled.
5. Based on how the electric lock functions, use either the **NC** or **NO** port to operate the electric lock.
6. Check the wiring diagram of the electric lock you're using to understand how the lock needs to be connected.
  - **Note:** There are three other relays on the keypad's control board. You can use them to trigger other locks, based on how you want to provide access to the end users. The NSE mobile app or Web Portal lets you to set up access control rules such that a certain pin would trigger a particular relay, which is connected to a particular lock. These extra relays are used to restrict access to specified access points for designated administrators.
  - If such a system needs to be set up, you can use the connector ports that say **RL2\_xxx, RL3\_xxx** and **RL4\_xxx**. These are the relay outputs of Relay 2, Relay 3 and Relay 4 respectively.



## Setting up the Keypad

You can set up the NokēPad 3x4 keypad from the Nokē Storage Smart Entry mobile app.

### To do this,

1. Install the Nokē Storage Smart Entry mobile app from the Apple or Android app stores for your device.
2. Add the keypad as a new device.
3. SecurGuard powered by Nokē Mesh Hub is required and available from Janus automatically discovers and configures the keypad.
4. Set up and manage your access codes from your Property Management Software.
  - **Note:** Visit the [Janus International](#) website for a list of approved Property Management Software packages or contact us for a custom integration quote.

## Unlocking the NokēPad 3x4 Keypad

The NokēPad 3x4 Pad keypad can be unlocked from the Nokē Storage Smart Entry mobile app or with an access code.

### To unlock via an access code,

1. Enter the 4-12 digit access code which has been configured in your Property Management Software (PMS) on the keypad.
2. The indicator light will flash green when unlocked.
3. After 5 seconds, the keypad automatically re-locks with a red light indicating the lock is engaged.

### To unlock via the mobile app,

1. Open the Nokē Storage Smart Entry mobile app.
2. Click on the NokēPad 3x4 keypad (identified by name).
3. The indicator light will flash green when unlocked.
4. After 5 seconds, the keypad automatically re-locks with a red light indicating the lock is engaged.

## Maintenance

Inspect the entire facility for tampering or damage at the end of the installation.

## Disclaimer

Always install all network and devices in a safe manner and in full compliance with this manual and any applicable laws related thereto. No warranties express or implied are contained herein. Nokē or Janus International is not liable for any injuries or damages to any operators, property, or bystanders incurred as a result of using the networking devices by its customers. Nokē or Janus International also cannot be held liable for any and all errors in this manual or for any incidental or consequential damages that result for the use of the material presented in this manual. This manual contains proprietary information belonging solely and exclusively to Nokē and Janus International. All rights are reserved. No part of this manual may be photocopied, reproduced, or translated to another language without the written consent of Nokē or Janus International.

## Contact Us

Toll Free: (833) 257-0240

Nokē Smart Entry Support:

Email: [smartentrysupport@janusintl.com](mailto:smartentrysupport@janusintl.com)

Website: [www.janusintl.com/products/nokē](http://www.janusintl.com/products/nokē)



# Compliance Statement

NokēPad 3x4

FCC ID 2BGPA-KP2

IC 32315-KP2

## FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

This device may not cause harmful interference, and

This device must accept any interference received, including interference that may cause undesired operation.

## Safety Information

Retain and follow all safety and operating instructions provided with your equipment. In the event of a conflict between the instructions in this guide and the instructions in equipment documentation, follow the guidelines in the equipment documentation.

Observe all warnings on the product and in the operating instructions. To reduce the risk of bodily injury, electric shock, fire, and damage to the equipment, observe all precautions included in this guide.

You must become familiar with the safety information in this guide before you install, operate, or service Nokē products.

## Chassis

- Do not block or cover the openings to the equipment.
- Never push objects of any kind through openings in the equipment. Dangerous voltages might be present.
- Conductive foreign objects can produce a short circuit and cause fire, electric shock, or damage to your equipment.

## Batteries

- The equipment battery contains lithium manganese dioxide. If the battery pack is not handled properly, there is risk of fire and burns.
- Do not disassemble, crush, puncture, short external contacts, or dispose of the battery in fire or water.
- Do not expose the battery to temperatures higher than 60°C (140°F).
- If the battery is replaced by an incorrect type, there is danger of explosion. Replace the battery only with a spare designated for your equipment.
- Do not attempt to recharge the battery.
- Dispose of used batteries according to the instructions of the manufacturer. Do not dispose of batteries with the general office waste.

## Equipment Modifications

- Do not make mechanical modifications to the system. Riverbed is not responsible for the regulatory compliance of Nokē equipment that has been modified.

**RF Warning Statement**

This equipment should be installed and operated with a minimum distance of 20CM between the radiator and your body.

**WARNING:** Upon initialization, the radio within the device is dynamically assigned a specific country configuration based on the geographical location of the deployment. This process ensures that each radio's broadcast frequency bands, channels, and transmitted power levels are compliant with country-specific regulations when properly installed.

Only use the locality profile for the country in which you are using the device. Tempering or modification of assigned radio frequency parameters will render the operation of this device illegal. Wi-Fi or Wirepas devices for the United States are permanently locked to a fixed regulatory profile (FCC) and cannot be modified.

The use of software or firmware not supported/provided by the manufacturer may result that the equipment is no longer in compliance with regulatory requirements and may subject the end user to fines and equipment confiscation by Regulatory Agencies.

**Antenna**

**WARNING:** Only use the supplied or approved antennas. Unauthorized use, modification, or attachments including the use of third-party amplifiers with the radio module could cause damages and may violate local laws and regulations.

**Regulatory Approval**

**WARNING:** Operation of the device without regulatory approval is illegal.

**ISED Compliance Statements**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

**RF Warning Statement**

Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

RF Exposure Compliance-This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé. Cet émetteur ne doit pas être colocalisé ou fonctionner en conjonction avec une autre antenne ou un autre émetteur.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

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Cet équipement est conforme aux limites d'exposition aux radiations IC CNR-102 établies pour un environnement non contrôlé.

**Waste Electrical and Electronic Equipment (WEEE) Compliance Statement**

Do not discard a product. European Union Directive 2012/19/EU requires a product to be recycled at the end of its useful life. Follow all waste management actions defined by this directive. Directive requirements may be superseded by EU member nation law. Perform the following actions to identify pertinent information:

- Review the original purchase contract to determine a contact regarding waste management of a product.