Medeco XT Mobile Application Installation & Troubleshooting

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in door opening solutions

Important: Before XT Bluetooth Keys can be programmed via the XT AIR Mobile App, the keyholder must be assigned a username and password in the XT Web Manager system. A connection to the internet via wifi or cellular data service is required to program keys via the mobile app.

Install and set up XT AIR on an iOS Device

- From your device's browser, enter the proper URL to access your XT Web Manager system. Click on **Download iOS Key Client** in the top tool bar. (1)

- Click the **Install App** button. IMPORTANT: You must follow the instructions to grant **Trusted Access** or XT AIR <u>will not run</u> on your device. (2)

- Once installed, click on the **XT AIR** icon to open the app and then click on **Settings** (gear).

- Enter the **XT Web Manager URL** for your system, and the **User Name** and **Password** that has been assigned.

- If the key is charged and the correct login information has been entered, the **Status** Screen will confirm **Connected** and show the **serial number**, **battery level** and **expiration date** of the key. (3)

- Clicking on the **Activity** tab or **swiping left** will show the last 10 **Audit Events** for this key. (4)

1	2	3	4
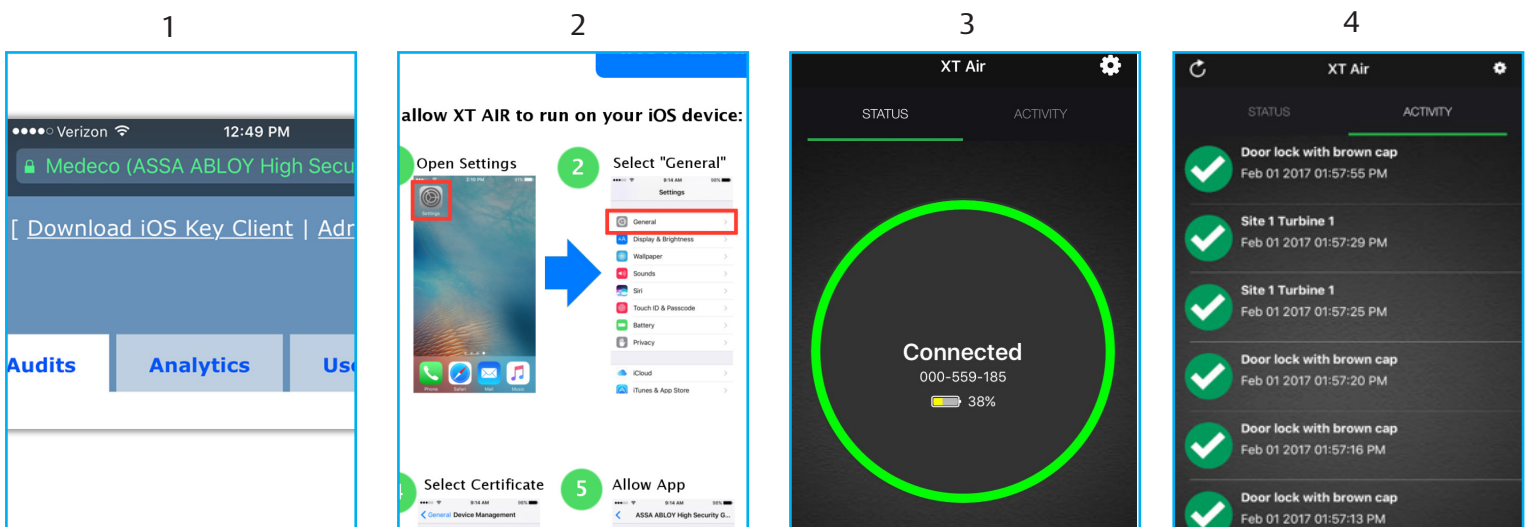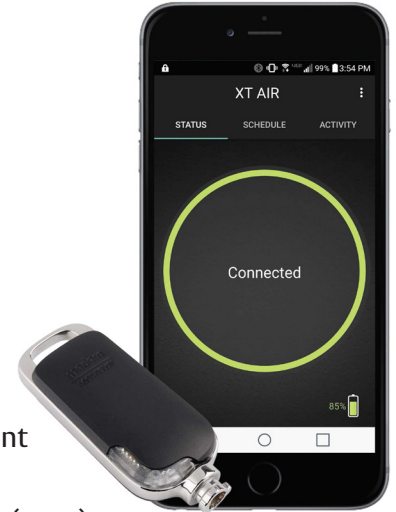
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Install and set up XT AIR on an Android Device

- From your device's browser, enter the proper URL to access your XT Web Manager system. Click on **Download Mobile Applications** in the top tool bar. (1)

- There are two XT apps available for Android, click the **XT AIR** download. (2)

- Once installed, click on the **XT AIR** icon to open the app and then click on **Settings** (dots).

- Enter the **XT Web Manager URL** for your system, and the **User Name** and **Password** that has been assigned.

- If the key is charged and the correct login information has been entered, the **Status** Screen will confirm **Connected** and show the **serial number**, **battery level** and **expiration date** of the key. (3)

- Clicking on the **Activity** tab or **swiping left** will show the last 10 **Audit Events** for this key. (4)

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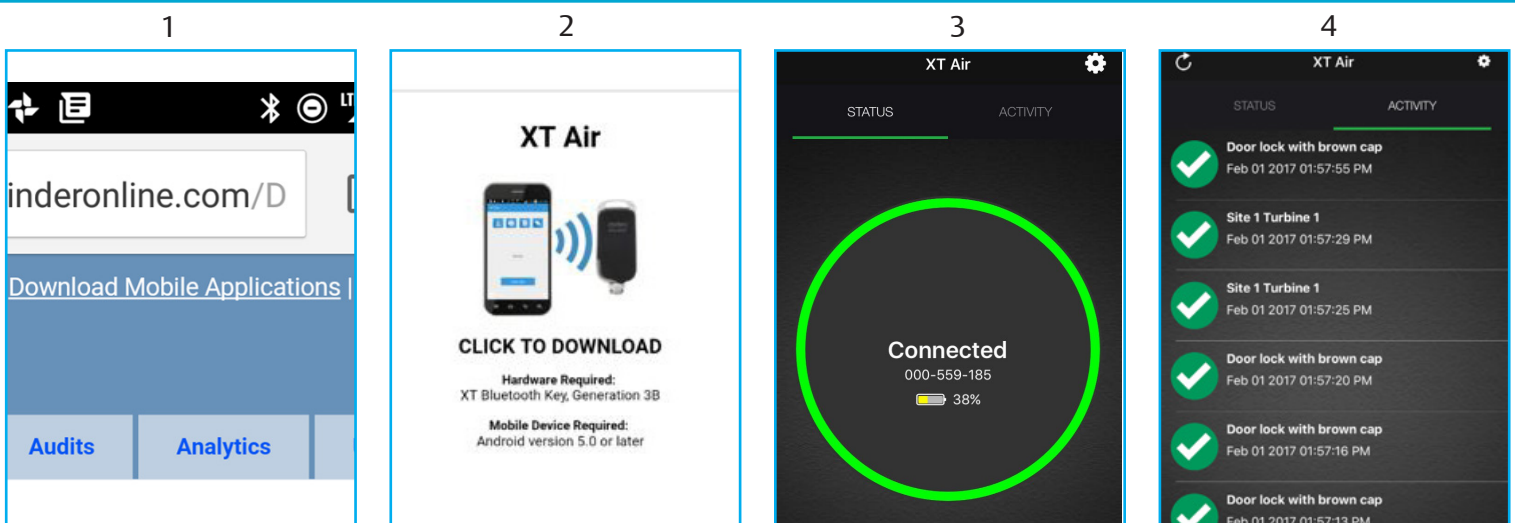
Error Messages While Programming

The XT AIR App is designed to connect to one key at a time, and a username and password must be assigned to each Bluetooth key holder via the XT WEb Manager before programming can occur. While programming a Bluetooth key, these error messages may appear:

- **Invalid Credentials** - Incorrect user name and/or password entered or two devices are trying to connect to same key (one device will connect to the key, the other will display bad credentials).

Invalid Credentials
Bad user/password

- **Key Not Found -** Key is out of range, is plugged into a charger, cylinder or programmer, or the battery is dead.

Key Not Found

- **Server Not Found -** URL entered wrong, server is offline or phone is in airplane mode.

Server Not Found

Medeco
3625 Allegheny Drive
Salem, VA 24153
1-877-633-3261
www.medeco.com

Medeco Canada
160 Four Valley Drive
Vaughan, Ontario L4K 4T9
1-888-633-3264
www.medeco.com