# ERA TOUCHKEY

## Communications Module

### INSTALLATION AND USER GUIDE

Use of TouchKey Communications module for remote unlocking requires the additional TouchKey Communication module and a separate ERA Smart Hub.

Welcome to **ERA Smart Home**,
a complete ecosystem for home security.

Visit **eratouchkey.com** to find out how to combine
**TouchKey** with the ERA Smart Home series of home
security devices. Including a smart alarm system, video
doorbell, and indoor and outdoor cameras.

## Here if you need us

Your ERA product is designed to be up and running in
minutes, but if you do need help there are lots of handy
videos and information available on our website.
Or contact us for further assistance or support.

Visit **eratouchkey.com**
or call us **0345 646 1487**

**!**

**IMPORTANT**

When closing the door, all locking points automatically
secure the door, there is no need to deadlock with a key.
To exit from inside, simply use the internal thumbturn.

# Product Overview

The ERA TouchKey Communications Module is compatible with the ERA TouchKey Smart Handle and the ERA Smart Hub. It allows communication from your ERA Smart Hub to your ERA TouchKey handle to allow remote unlocking via the ERA Smart Home app.

**Please note: to use the ERA TouchKey Communication Module, you will need the ERA TouchKey Smart Door Solution and an ERA Smart Hub (available to purchase separately).**

If you don't already have the ERA TouchKey Communication Module installed, then in the ERA Smart Home app, the remote unlocking icon will be greyed out.

If you click the unlock icon, you will see the default error message displayed: "You need a TouchKey and TouchKey Communications Module to use this feature to unlock your door remotely."
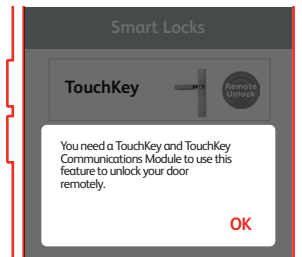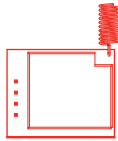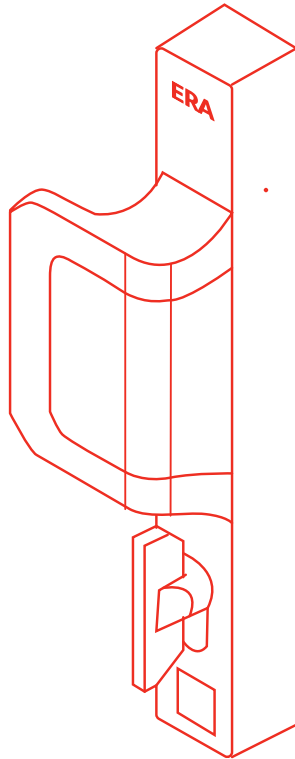
TouchKey Communications
Module

ERA Smart Hub
(available to purchase
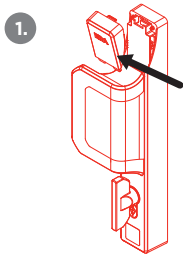separately)

TouchKey (Internal
Handle)

Please ensure prior to installing the TouchKey Communications Module that you have purchased and installed an ERA Smart Hub. Once installed, then follow the below installation details for the Communications Module.
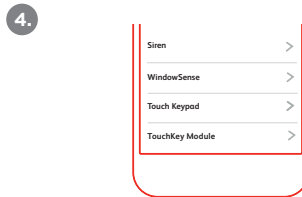


Open the antenna cover on your internal TouchKey handle, by pushing gently downwards, and then pulling towards you.
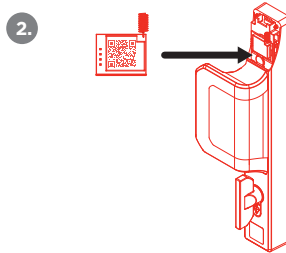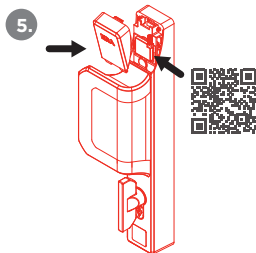


Connect the Communication Module to the Communication Port. Please ensure that the pins are slotted into place carefully to avoid damage.
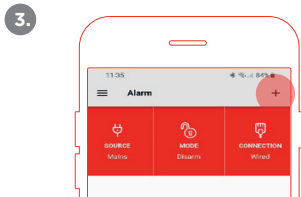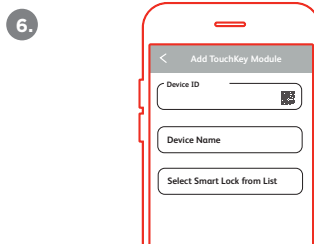


Open the ERA Smart Home app, go to the Hub dashboard and click the "**+**" to add.
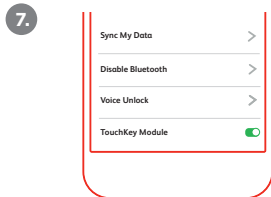


Select TouchKey Module from the menu.

Using your smartphone, scan the QR code on the TouchKey Communications Module or enter the 9-digit Device ID. Then you can replace the antenna cover.



Name your device and select TouchKey from the drop down, click **"Add"**. Your Communications Module has now been added.
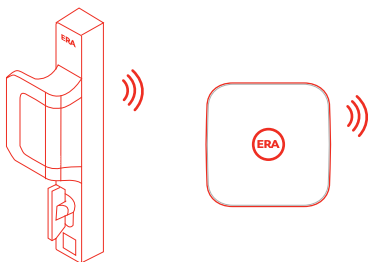


On the TouchKey dashboard, connect to your lock. Then in "**Settings**" enable the TouchKey Communications Module.
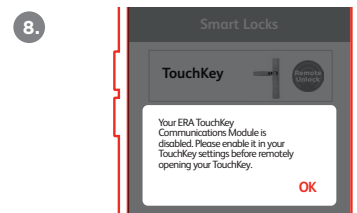


If you have not enabled the correct setting and try to use the icon to remotely open your door, you will see an error message.

Once enabled, you can unlock your TouchKey using the ERA Smart Hub remotely. dashboard. To remote unlock the TouchKey handle, open the ERA Smart Home app, and select **"Smart Locks"** from the menu. Press the **"Remote Unlock"** button next to the TouchKey and then press **"Unlock Now"** to confirm.

**Please note:** it can take up to 8 seconds from pressing "Unlock Now" to the handle physically unlocking. If the lever on the handle is not depressed to enter the property within the time specified (10 seconds by default), the handle will relock.

## Specification

| Communication | 868 MHz-FSK wireless communication. |
|---|---|
| Operating Temperature | 10°C ~ +50°C |
| Emitting Distance (Wireless sending distance | Up to 100m clear line of sight between the module and smart hub |

**!**

IMPORTANT

## Things to remember

1. Please ensure that for peace of mind you take the key override with you when leaving the house, or leave in a secure key box at the property.

2. The door automatically locks on closing, please ensure you have the ability to open your TouchKey via keyless entry or with the key before closing.

3. If you experience any problems with your door, please contact your installer. Or if you need any help setting up or operating TouchKey please contact our customer helpline.

4. In the unlikely event you should be locked out of your property and don't have your key, we would advise speaking to a local locksmith.

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