



Haller

Lock C



Instruction manual

Data sheet	3
1 Product information	4
2 Product parts	6
Power User	
3 Start-up	10
4 Management with the USM app	12
5 Deprogramming Admin cards	19
6 Changing the batteries	20
7 Flashing signals	22
User	
8 Operating lock C	23
9 Disposal, transport and alterations	26
10 Compliance	27
11 FAQ	28

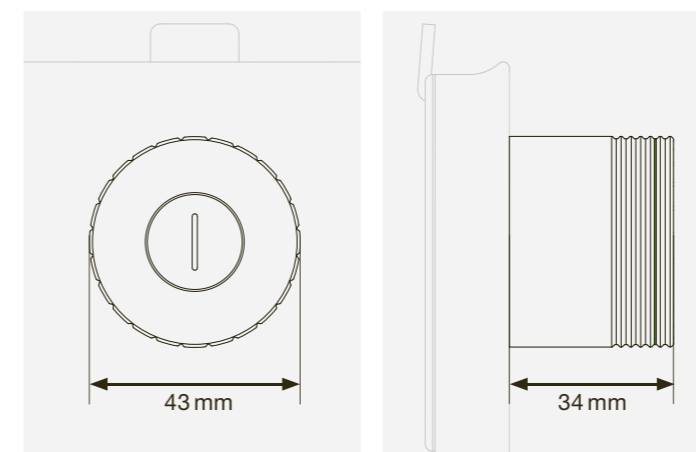
Data sheet

USM Haller lock C
Instruction manual

Date
06.22/en

Dimensions

Ø 43 mm × 34 mm
(diameter × height)



Operating temperature

5° – 50°C

The USM Haller lock C is intended for indoor use only.

Power supply

2 × ½ AA batteries, 3V e.g. of the “Varta” brand with 950mAh

Already included in lock C on initial purchase.

Service life: 15,000 locking cycles or 2 years

Power consumption

max. 110 mA

Radio frequency

RFID 13.56 MHz

Bluetooth 2.4–2.4835 GHz

Transmitter power

RFID 345 mW

Bluetooth +4 dBm

Radio range

RFID max. 50 mm

Bluetooth max. 20 m

Radio modulation

BLE: GFSK

1 Product information


1.1 Cooperation between USM and BURG

USM and BURG jointly developed the USM Haller lock C in close cooperation by drawing on their respective in-depth know-how and experience. Both companies have a great passion for innovation and technology.

Like USM, BURG is also a fourth-generation family business. The company is best known for its padlocks. The first hand-made BURG lock was sold in 1890. Today, over 130 years later, BURG develops, designs and manufactures mechanical and electro-mechanical locking systems including firmware and the associated apps and cloud applications.

1.2 General information

The USM Haller modular furniture system and all of its associated product parts are intended for indoor use only. USM is not liable for any damage caused by incorrect or improper use or operation.

 Do not remove the battery separator strip until you start up the product.


 Do not remove the nameplates.

1.3 Power User

Designate a Power User and his/her proxy.

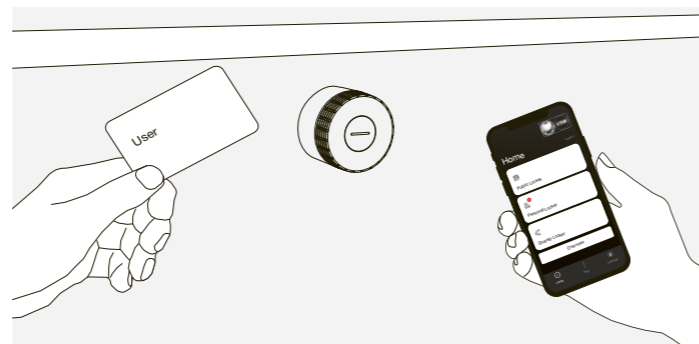
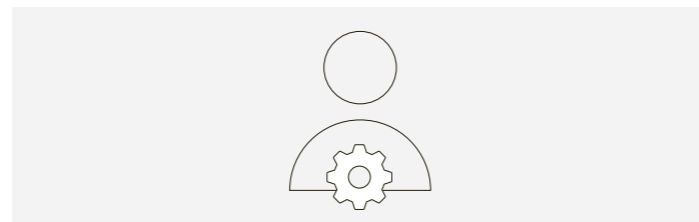
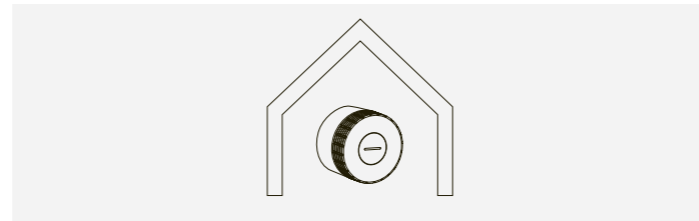
The Power User is responsible for the following tasks:

- Starting up the locks
- Managing and maintaining the locks
- Briefing the lock C users
- Managing the product accessories

 Read this instruction manual carefully before starting up the USM Haller lock C. It is important that you familiarise yourself with the product and its features.

1.4 Operating modes

The USM Haller lock C can be operated using key cards (RFID) or smartphones and the “USM App” (Bluetooth).



1.5 User modes

The USM Haller lock C has up to three user modes.

“Public Locker mode” is the basic mode and can be operated using both key cards and smartphones. In this mode, lockers are not permanently assigned and can therefore be chosen freely.

The other two user modes – “Personal Locker mode” and “Shared Locker mode” are also available for operation via smartphone. As such, lockers can either be personalised (Personal Locker mode) or shared with others for joint use (Shared Locker mode).

Public Locker mode

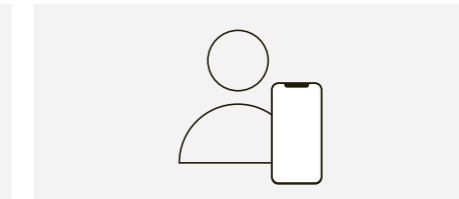


A row of lockers is available to several users. The key card/smartphone is valid for just one locking operation and is deleted from the lock once the locker is re-opened.

- Free choice of locker
- Temporary use*

Application examples: open spaces, desk-sharing, cloakrooms in reception areas, etc.

Personal Locker mode



In this mode, the lock is personalised. It is permanently assigned to one user for long-term use. Other users cannot operate (i.e. open or lock) this locker.

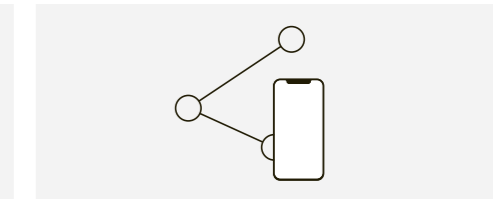


Personal Locker mode is a prerequisite for the use of Shared Locker mode.

- Assigned lockers
- Safe and long-term storage of documents, equipment and/or personal belongings.

Application examples: fixed workstations, storage of confidential documents, managers' offices

Shared Locker mode



A personalised locker is assigned to one person or a group of people. Access to the lock is then enabled via the app. The person who personalised the lock remains the owner. This person can withdraw access or grant access to other people at any time.

- Shared lockers
- Temporary or long-term access

Application examples: storage location for group projects, exchange of documents in a safe place, access if someone is on holiday or absent (access can also be granted remotely).

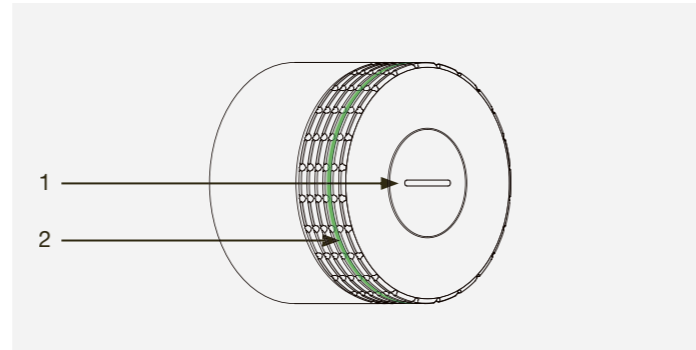
* Technically, Public Locker mode can also be used in the long term provided the same person always uses the same locker.

2 Product parts

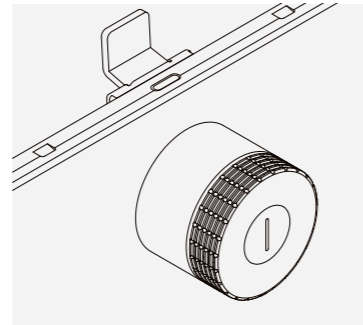
2.1 Lock C

Lock C comprises an end cap with an indication slot and a light ring.

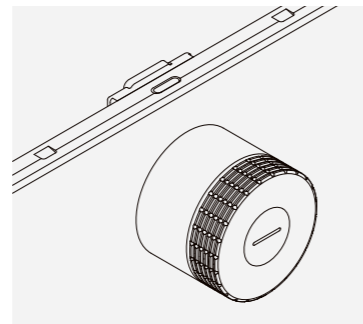
- 1 The indication slot shows if the lock is open or closed.
- 2 The light ring gives feedback via light signals.



Closed lock C:
If the indication slot is in vertical position, the lock bolt is extended.



Open lock C:
If the indication slot is in horizontal position, the lock bolt is retracted.

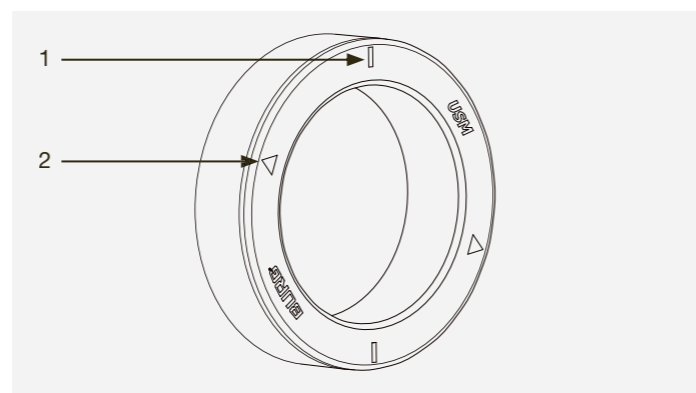


2.2 Service tool

The service tool is used for changing the batteries by simply placing it over the lock C. The service tool contains a magnet that helps to remove the batteries from the battery compartment.

→ Changing the batteries p. 20

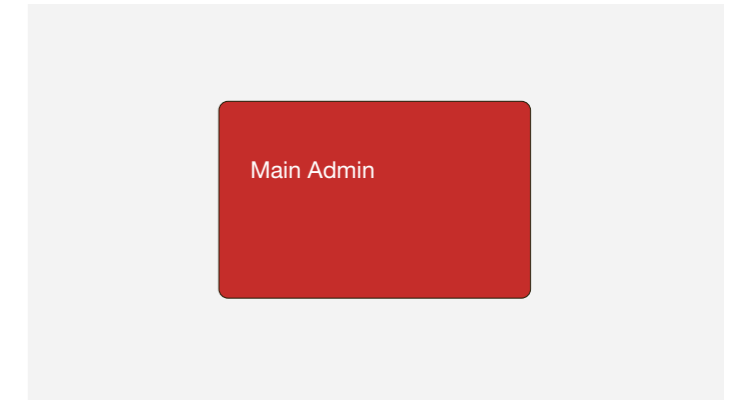
- 1 Markers indicating the correct service tool alignment on lock C
- 2 Marker for the magnet



2.3 Main Admin card

The Main Admin card identifies you as the owner of your locks and is used for administrative management purposes (Admin cards). During start-up, once the battery separator strip has been removed, the card which first makes contact with lock C is defined as the Main Admin card.

- ⚠ Once a Main Admin card has been programmed (saved), it can no longer be deleted.
- ⚠ The Main Admin card cannot be used for opening or locking the locks.



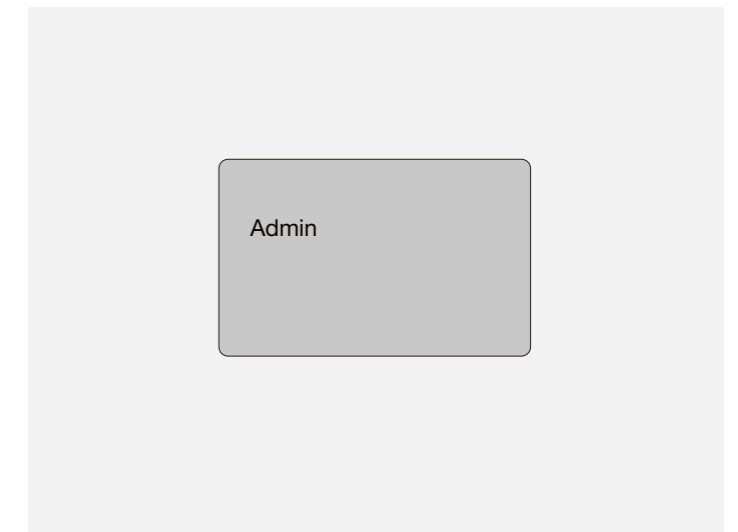
2.4 Admin card

The Admin card can be used for an emergency opening. All locks which have been programmed on the card can be opened in an emergency. Unlike the Main Admin card, the assignment of Admin cards can be cancelled or modified.

- ⚠ Between one (min.) and three (max.) Admin cards must be programmed per USM Haller lock C.

The Admin card also connects the locks to the USM app. That way, the Power User can easily manage the locks via the admin area of the app, and up to three user modes can be used at the user's end.

- ⚠ The Admin card cannot be used for locking the locks.



2.5 Key cards

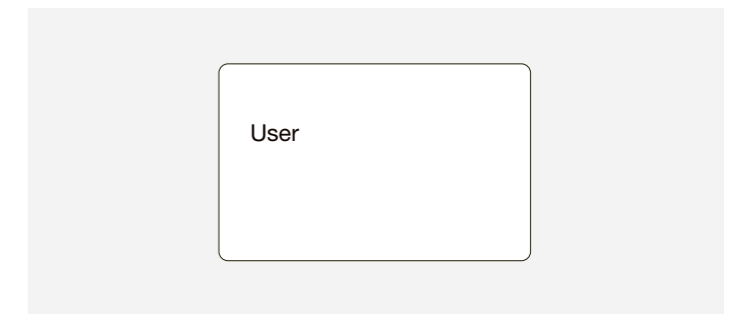
Key cards are used for opening and locking the locks.

Area of use: Public Locker mode

Key cards are optional and can be ordered at the customer's request.

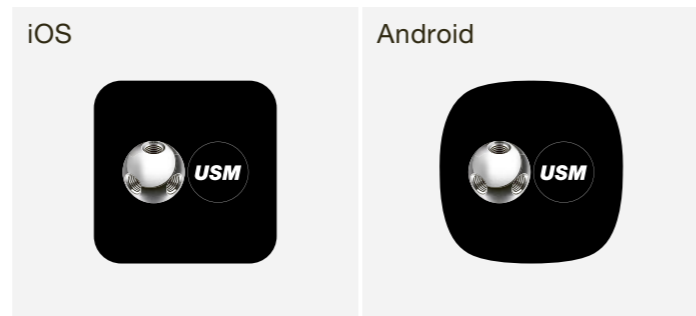
In addition to USM key cards, companies can also use their own RFID cards provided they support the ISO 14443A, 13.56 MHz radio standard (e.g. MIFARE Classic, MIFARE DESFire EV1 + EV2, MIFARE Ultralight EV1, LEGIC prime, LEGIC advant).

If companies wish to use their own RFID cards, we recommend checking compatibility in advance.



2.6 USM app

The USM app is available in iOS and Android versions.



User area

The USM app can be used for opening and locking the locks.
Area of use: Public, Personal and Shared Locker modes

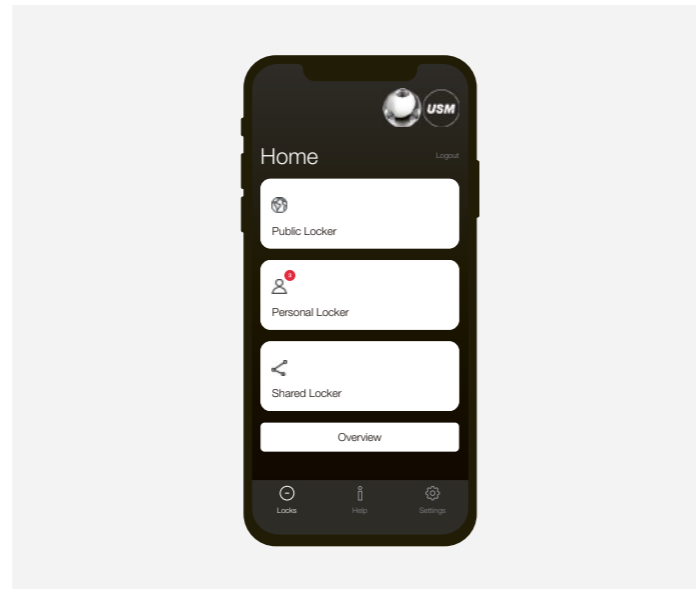
With the intuitive, user-friendly app, users can easily manage, personalise or share one lock C or several locks.

- Key function (locking and opening function)
- Management of personalised locks (personal and shared)
- Overview of users' locks (public, personal and shared)

Admin area

In the admin area, the Power User has an overview of all of the locks assigned to him/her and can manage/maintain these or read the relevant activity information.

- Power User access
- Manage and maintain locks
- Distribute Grants



2.7 Delivery scope and management

Product accessories are recommended depending on the number of locks purchased. The following basic equipment is supplied as standard with your first lock C order:

The Power User should keep this in a safe place.
USM recommends having one Main Admin card per site.

Storage: 1 x Power User, 1 x Power User proxy, 1 x safe, boss or receptionist

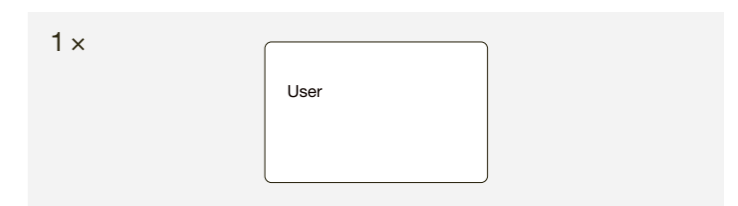
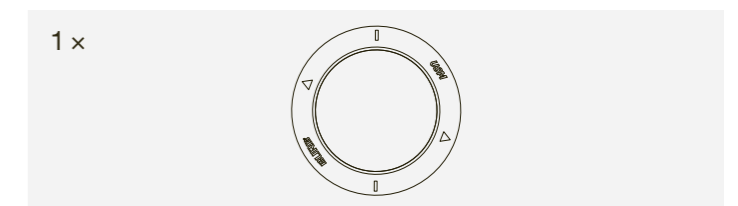
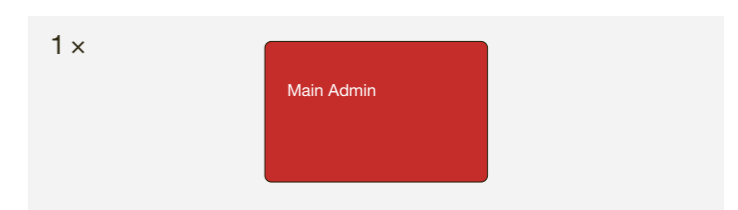
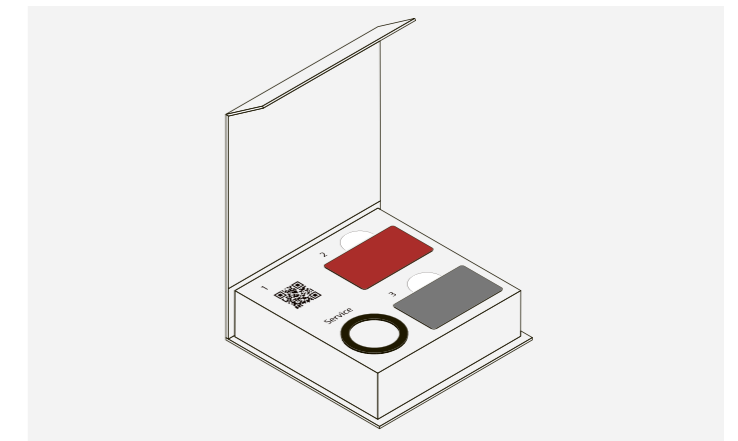
For security purposes and to simplify management, USM recommends programming three Admin cards per lock and setting up just one lock pool which is then represented by the 3 x Admin cards.

The Power User is responsible for storage.
USM recommends having one service tool per site.

The Power User is responsible for storage.
USM recommends having one key card per site to check that the functions are working properly.

Key cards are optional for users and are only ordered at the customer's request. The number of cards depends on the customer's order. As a general rule, one card is calculated per user.

The number of individual components can be increased if necessary. You can reorder these individually from your USM retailer.




3 Start-up

Follow the steps below to start up a lock.

Designate a Power User and his/her proxy.

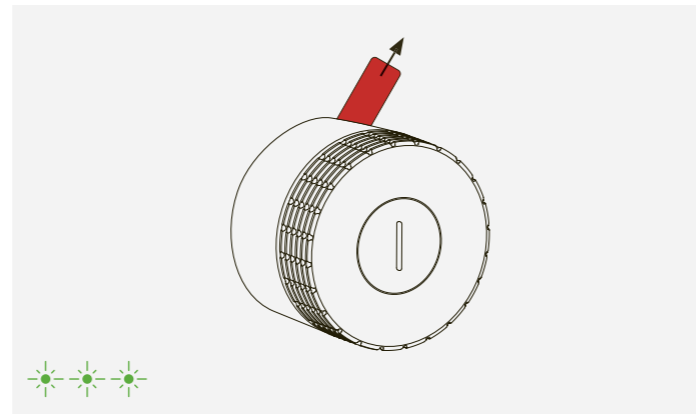
The Power User is responsible for the following tasks:

- Starting up the locks
- Managing and maintaining the locks
- Briefing the lock C users
- Managing the product accessories

 Take extra care when carrying out these steps. If you start up the lock correctly, you will have no problems using your lock C.

Step 1 – initiating lock C

Make sure that the indication slot on the front of the lock is vertical.
Remove the separator strip by pulling on it. Lock C start-up begins.
Flashing signal: 3 × green




Step 2 – programming the Main Admin card

Take the Main Admin card (red) and hold it briefly in front of the lock.
Flashing signal: 1 × green, 1 × red



Briefly hold the card in front of the lock again to confirm this.
Flashing signal: 1 × green, 1 × red




 The Main Admin card is now programmed. You are now the lock owner.

Step 3 – programming the Admin cards

Pick up the Main Admin card (red) and the Admin cards to be programmed (grey).

1. Hold the Main Admin card on the lock.
Flashing signal: 1 × green, 1 × red
2. Now hold all of the Admin cards to be programmed on the lock, one after the other.
Flashing signal per card: 1 × green, 1 × red
3. Afterwards, hold the Main Admin card on the lock once again.
Flashing signal: 1 × green


 The same process can also be carried out with just one Admin card.


Step 4 – check if start-up worked

Hold the supplied key card in front of the lock. The lock is now locked.
Flashing signal: 1 × green

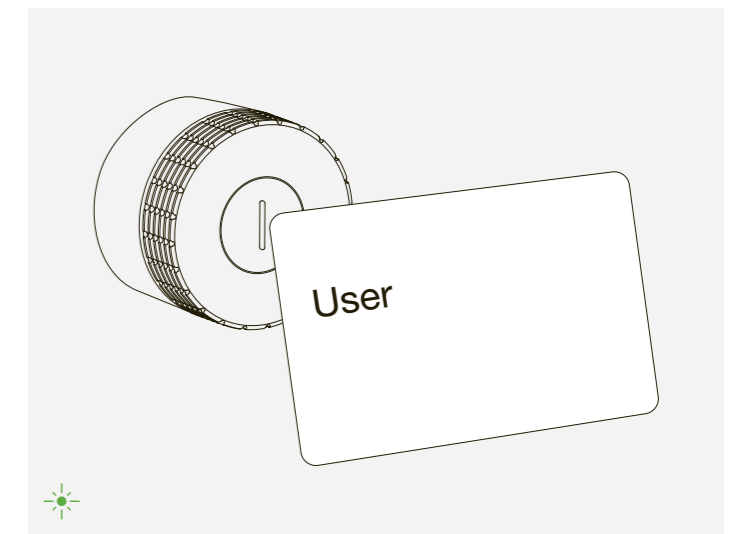
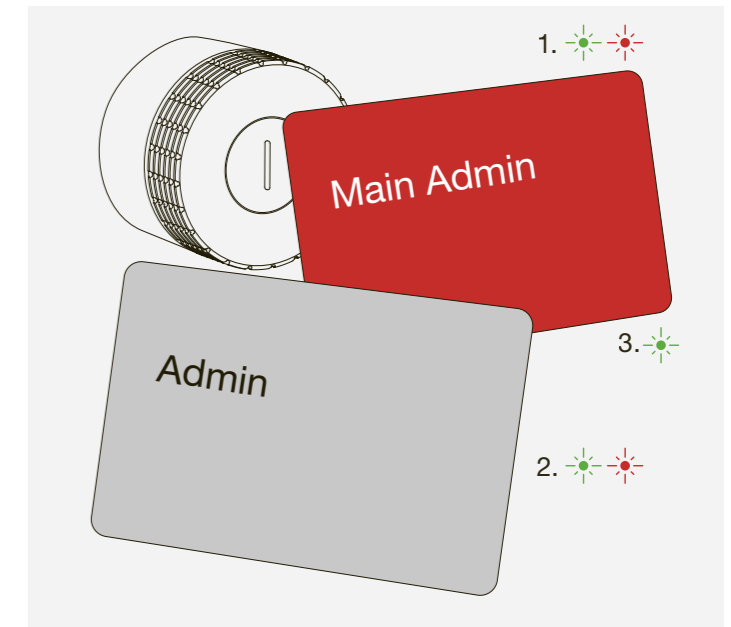
Hold the key card in front of the lock again to unlock it.
Flashing signal: 1 × green

Now turn the lock handle 90° clockwise to open the locker.

 The Admin cards are now programmed.

 Carry out the same start-up procedure for all locks.

Once the locks have been started up, they will be in “Public Locker mode” and can be operated in principle using key cards or smartphones. However, we recommend installing the USM app in advance and using this to manage the locks.
—> Management with the USM app p. 12




4 Management with the USM app

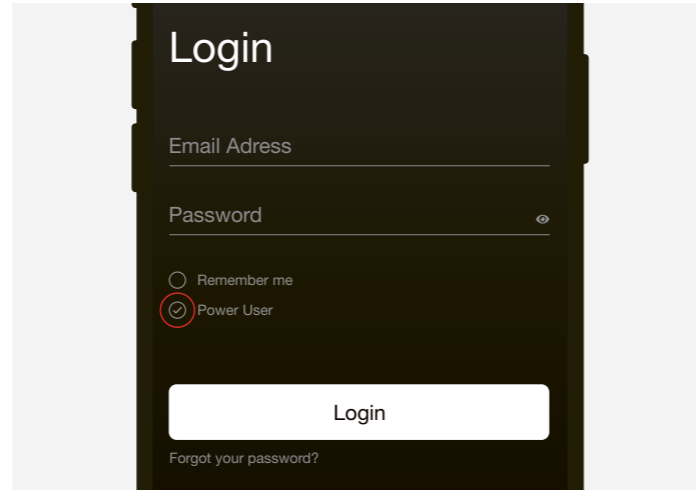
4.1 Admin area

As the Power User, USM recommends that you use the USM app in any event. With your Power User account, you can easily manage and maintain the locks via the admin area.

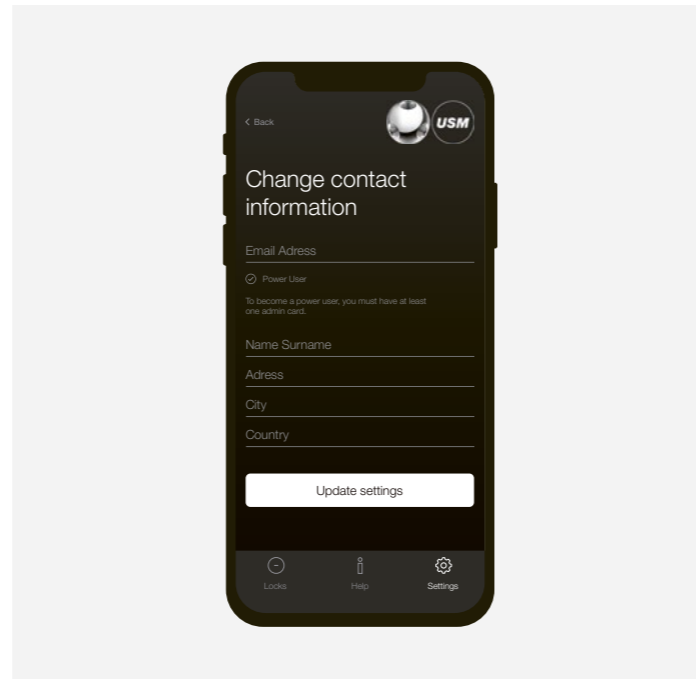
Registering as Power User

1. Download the USM app.
2. Select the desired language.
3. Register.
4. Once you have registered, log in to the app.


 Before logging in, make sure that you tick the "Power User" tick box.



5. Once you have logged in, tap on "Change contact information" in the admin area.
6. Fill in your details (e-mail, name, address, city, country). Press "Update settings" to confirm. You will then return to the admin area.



 You are now the Power User with access to the admin area.

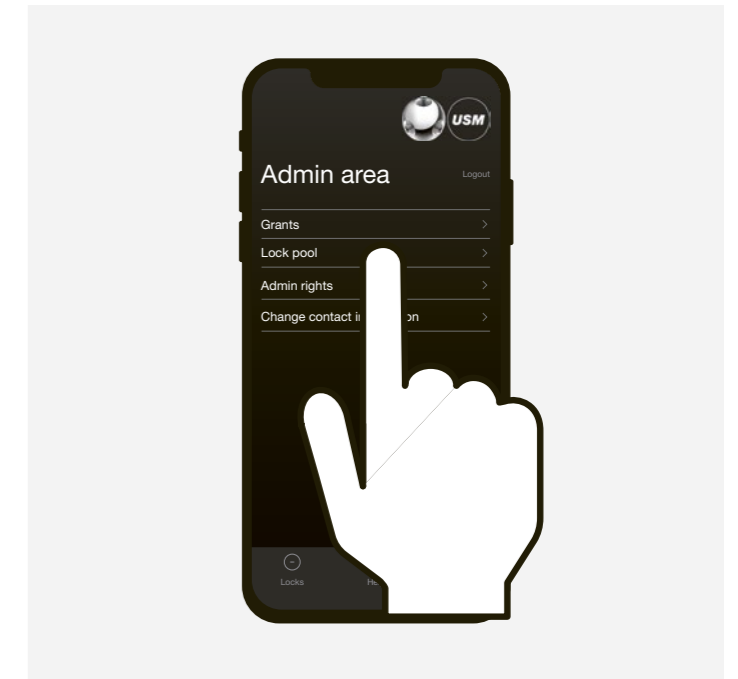
 If, as Power User, you also wish to use a lock C yourself, untick the "Power User" tick box when logging in. That way you can log in as a user.
→ "Operating lock C" p. 23

4.2 Lock pool


Under "Lock pool" you can see an overview of the locks you manage as Power User. These locks are linked to your Admin card and your admin area. You can view the data and settings of each lock, set additional functions or carry out actions per lock.

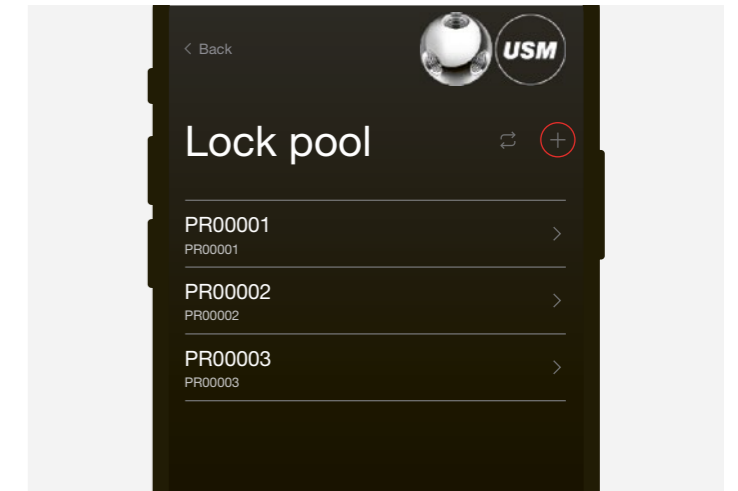
Including a lock C in a lock pool

1. Press "Lock pool" in the admin area.




2. Then tap on the + symbol and follow the instructions in the app.

 The lock has been successfully included in the lock pool and is displayed in the app.



3. Check if a firmware update is available in the relevant "Lock settings" and if so, carry it out.

- "Lock settings" p. 15
- "Firmware Update" p. 17

 Repeat this procedure for all locks.

4.3 Personalisation with Grants

You need Grants to use “Personal Locker mode”.

A user can personalise a lock C with a Grant.

Example:

A user needs a locker on site for a long period of time and wants to make sure that no one else can close or open the lock. The user needs a Grant for this.

As Power User, you can assign the user the appropriate number of Grants.

Distributing Grants to users

1. Go to “Grants” in the admin area.
2. Press “Distribute Grant(s) to user” and follow the instructions in the app.

3. Once one or more Grants have been successfully distributed, the user will see this on his/her home screen. A Grant is deducted as soon as a user personalises a lock C.

You can also revoke Grants.

- ⚠ Only distribute Grants if you intend to use “Personal Locker mode”.

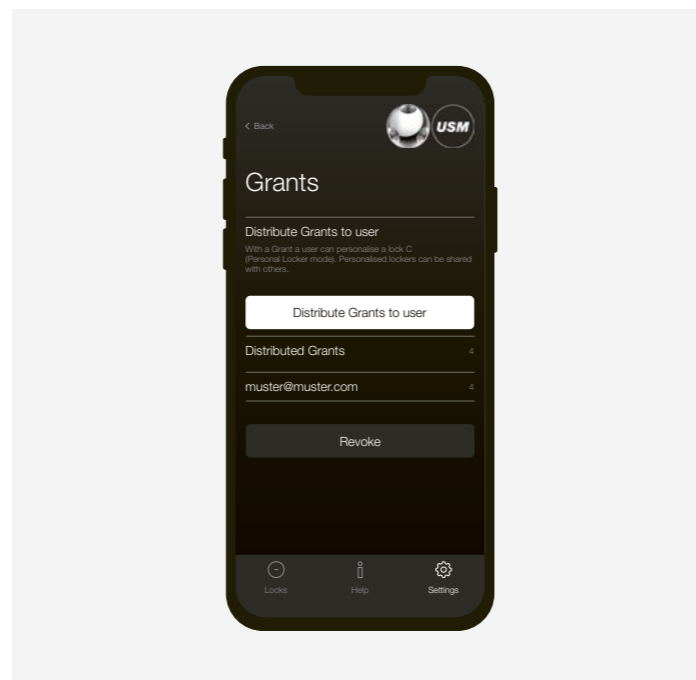
- ⚠ Always consult with the relevant lock C user before revoking Grants. That way he/she can empty the locker and depersonalise it him/herself. Revoke the Grant afterwards.

If a user wishes to grant access to his/her locker to another user and thus use the lock C in “Shared Locker mode”, this is possible just after a lock C has been personalised. The user can do this him/herself in the app.

Now inform the users about the product and how to use it correctly.

→ “Operating lock C” p. 23

If key cards are used for operating the locks, distribute them to the relevant users.

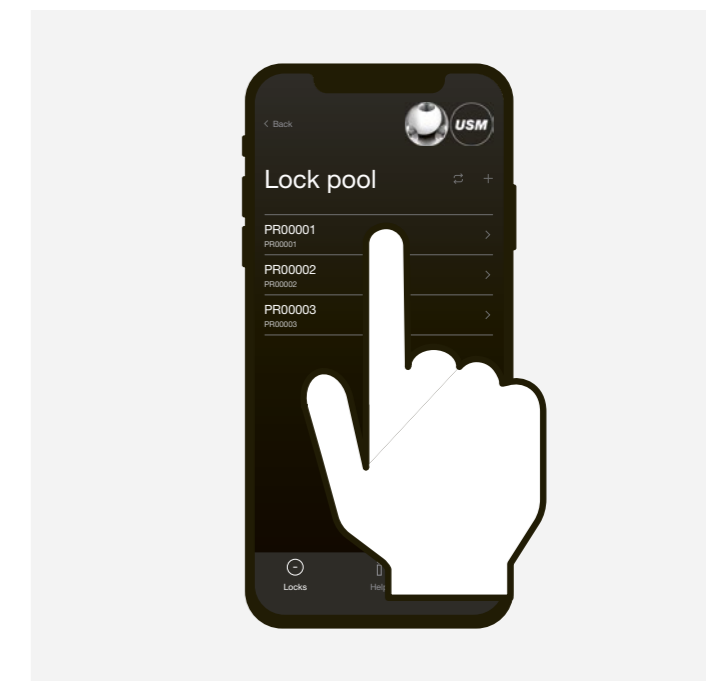


4.4 Lock settings

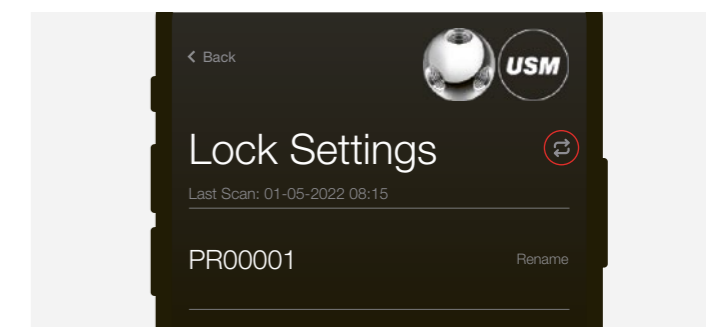
The “Lock settings” are displayed per lock. These settings include additional functions as well as maintenance and management tasks.

Displaying the lock settings

1. Tap on the desired lock. You will then be taken to the “Lock settings” of the selected lock C.



2. Update the data by tapping on the “Update” icon and following the instructions in the app.



- ⓘ If you don't know which is the desired lock in the list, don't select any of the locks in the “Lock pool” area and tap on the “Update” icon directly there, then follow the instructions in the app.

4.4.1 Renaming a lock

In “Lock settings” you can change the name of the lock. This can help you to find your way around and locate your locks; it is also helpful when managing several locks. The serial number of the relevant lock is retained and can still be seen in the “Lock pool” area below the new name. You can name the lock as you wish.

Examples:

- Number the locks: 1, 2, 3, etc.
- Describe the location:
 - row 2 locker 3, top-left locker, lock 5 in green unit
- For permanently assigned locks, you could also add details such as: the person’s name, department, site

Renaming a lock


1. Go to the “Lock settings” of the desired lock.
2. Press “Rename” and change the name.
3. Then tap on “Save” to save the new name.


4.4.2 Auto Close

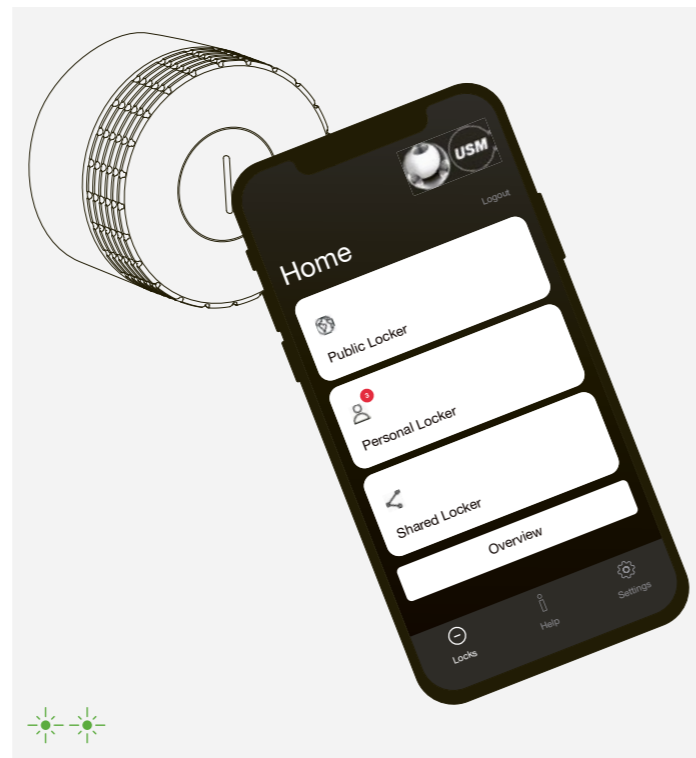
This function speeds up the closing process for users.

If this function is activated, end users only need to hold their smartphone on the lock to open the locker. To close it, end users simply turn the lock handle 90° counterclockwise without needing to use the smartphone again. If the handle isn’t turned 90°, it locks automatically after 4 seconds.

Flashing signal: 2 × green
(1 × green, after 4 seconds 1 × green)

 This function can only be activated in “Personal Locker mode” and “Shared Locker mode”.

 In earthquake-prone countries, we recommend using the snap turning lock C. Do not activate the “Auto Close” function if you are using snap turning lock Cs.



4.4.3 Firmware updates


As Power User, you can carry out firmware updates by yourself. If you already have the latest firmware version, the “Update firmware” button will be greyed out.

If a new firmware update is available, the button will be white.


The update can be performed while locks are open or locked.


Updating firmware

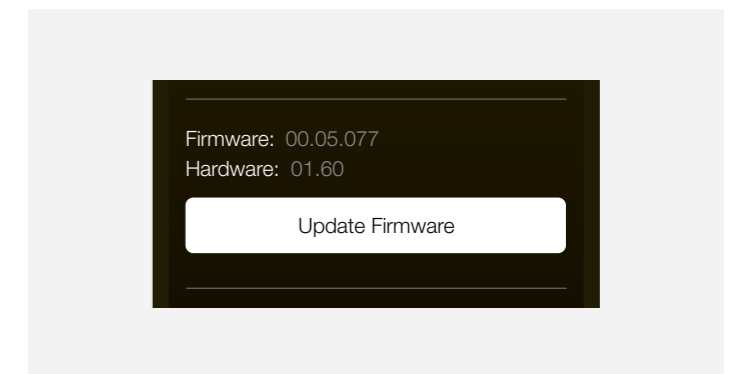
1. Tap on the “Update firmware” button and follow the instructions in the app.

 Make sure your smartphone doesn’t go into sleep state during the process. Keep your smartphone near the lock the entire time.

Once the firmware has been successfully updated, the lock will restart after around 30 seconds. Wait for the flashing signal.

Flashing signal: 3 × green 

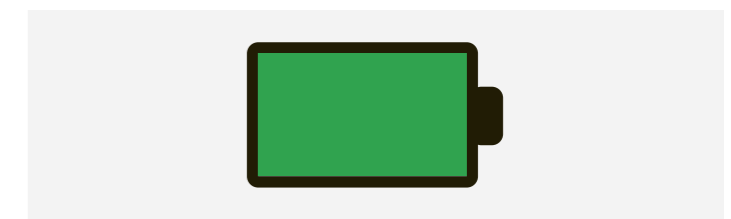
 The lock is now updated. All previous programming remains saved.



4.4.4 Battery charge

In “Lock settings” you can also find a battery charge display for the selected lock C batteries.

Green: Batteries are sufficiently charged
Orange: Replace the batteries at the next opportunity
→ p. 20



4.4.5 Log entries

You can view the latest log entries in this list. When the lock was open or closed and which device was used (ID code of the key card or smartphone).

4.4.6 Emergency opening with “Open the locker”

As Power User, you can open any of the lock Cs in your lock pool using the “Open the locker” function, similarly to the Admin card.

4.4.7 Switch to “Public Locker mode”

Locks in “Personal Locker mode” or “Shared Locker mode” can be restored to “Public Locker mode” using this function.

As a general rule, you should only complete this step in consultation with the user. Once it has been performed, the lock will be open.

This function is useful if an employee leaves the company and the lock is still personalised for them.

4.4.8 Deleting a lock

You can use this function to delete all the locks from your lock pool. Under normal circumstances you shouldn't have to use this function.

Potential scenarios include: division of a lock pool or reorganisation of the locks into different lock pools in the event of several Power Users, a faulty lock, etc.

4.5 Transferring admin rights

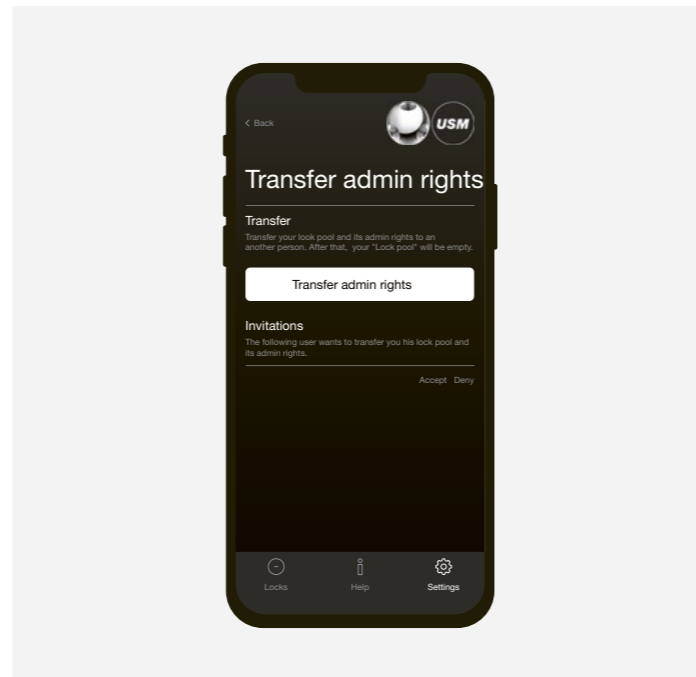
You can use this function to transfer the management and maintenance of your locks to another person. In this case, all of the locks assigned to your lock pool are transferred to the new Power User. The locks are thus assigned to him/her together with the admin rights. This does not affect the personalisation and programming of the locks.

Transferring admin rights

1. Press “Admin rights” in the admin area.
2. Then tap on “Transfer admin rights” and follow the instructions in the app.



The new Power User will receive an invitation in the “Admin rights” area of his/her account. He/she needs to accept this invitation for the transfer to take place.

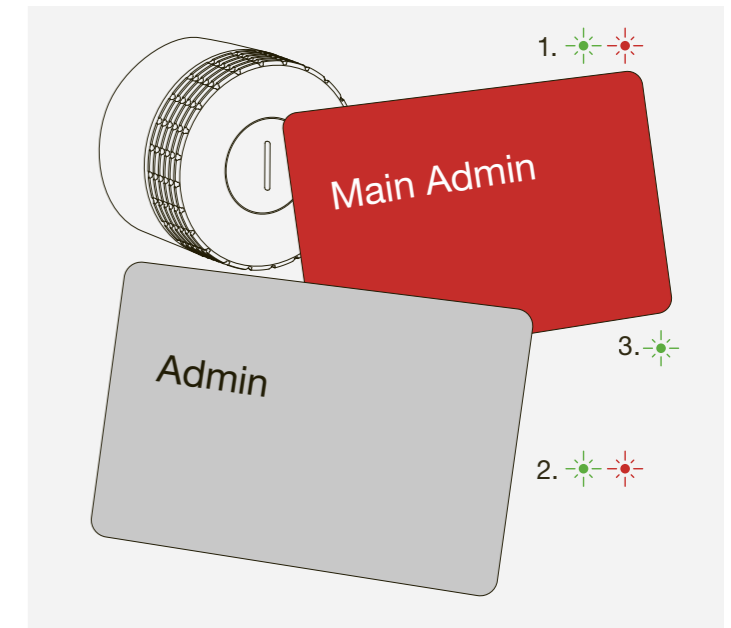


5 Deprogramming Admin cards

You can deprogram (delete) Admin cards. To do so, proceed as follows:

Deprogramming Admin cards individually

1. Hold the Main Admin card on the lock.
Flashing signal: 1 x green, 1 x red
2. Hold each of the Admin cards to be deleted on the lock.
Flashing signal: 1 x green, after around 10 sec. 1 x red
3. Afterwards, hold the Main Admin card in front of the lock once again.
Flashing signal: 1 x green



Deprogramming all Admin cards

If an Admin card gets lost or you wish to reset an entire lock pool, you can delete all of the programmed (saved) Admin cards in one go.

1. Hold the Main Admin card in front of the lock for around 30 seconds.
Flashing signal: 1 x green, 1 x red
2. Wait 30 seconds for the green flashing signal.
Flashing signal: 1 x green



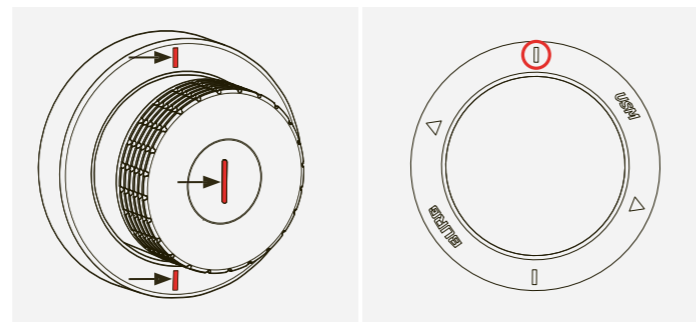
6 Changing the batteries

As Power User, you can view the battery status of each individual lock C using the app. A lock C also warns you via a flashing signal when the batteries are nearly empty and need to be replaced. This flashing signal appears after an action (i.e. opening or closing). After the first warning signal, only a few more actions can be performed.

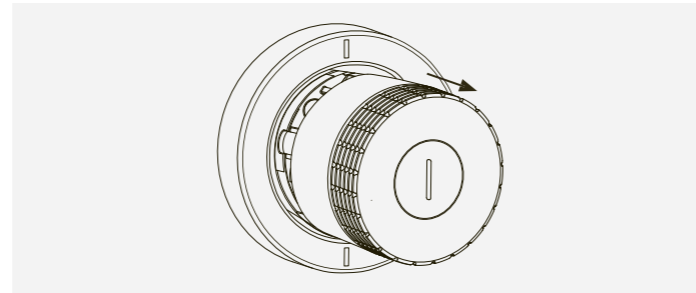
Flashing signal: 3 × orange 🌟🌟🌟

Replacing the batteries

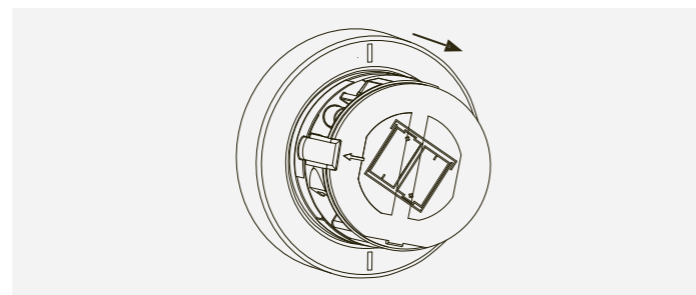
1. Place the service tool over the lock C making sure that the markers are aligned vertically. Once the tool is correctly positioned, the safety mechanism of the end cap will be released.



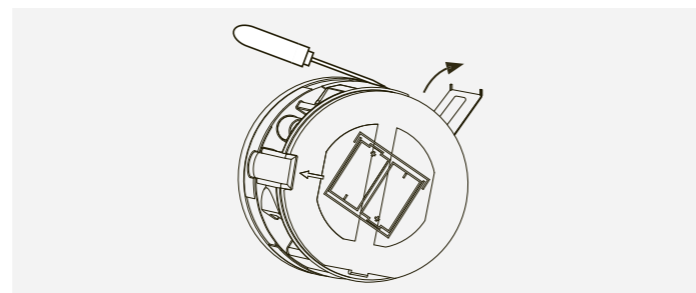
2. Remove the cap by gently pulling it towards you.



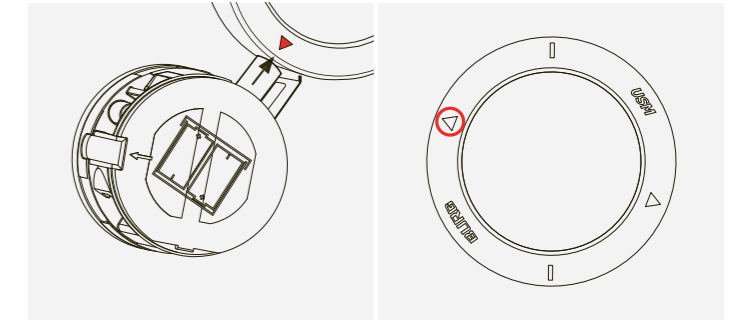
3. Then remove the disassembly tool.



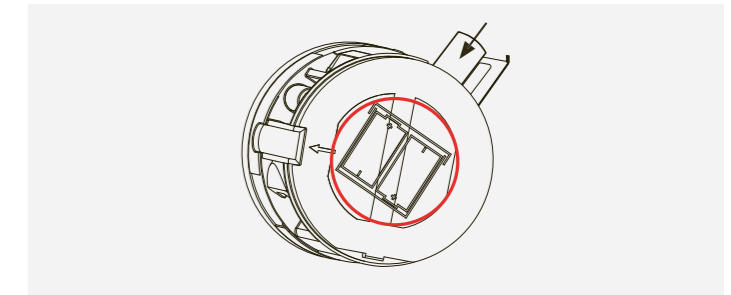
4. The battery compartment is at the top right. Open the battery cover by lifting up the left side with a tool then flipping the cover outwards to the right.



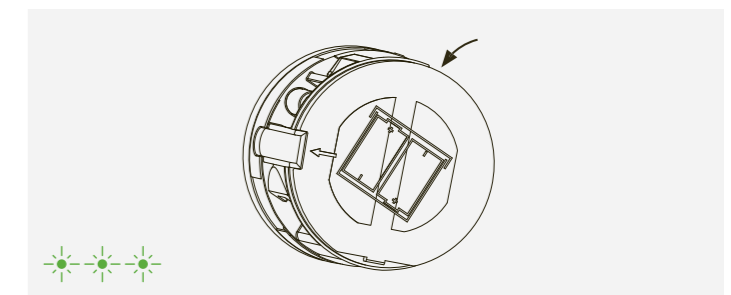
5. Hold the triangle symbol of the service tool towards the battery to be removed. The battery will be removed from the lock magnetically. Repeat this step for the second battery.



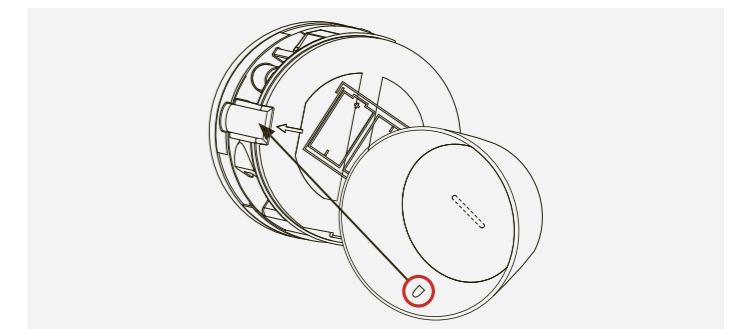
6. Insert new batteries. The inscription on the front shows the right direction for both batteries (+ / -).



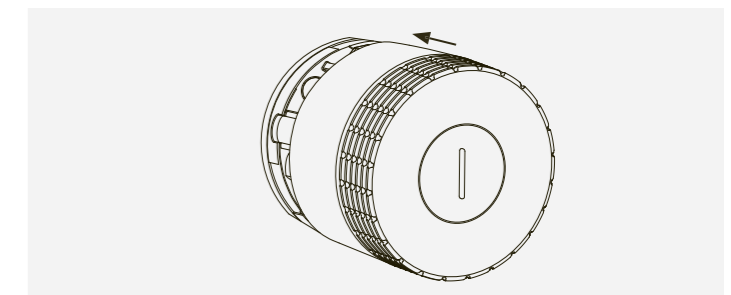
7. Close the battery cover. Flashing signal: 3 × green












8. Align the small clasp on the inside of the end cap with the opening on the left of the lock.



9. Put the end cap back onto the lock making sure that the front slot is completely vertical. The end cap will automatically click into place.



7 Flashing signals

Flashing signal	Situation Cause	Troubleshooting
1 × green 	<ul style="list-style-type: none"> When locking or opening a lock C with an authorised key card or smartphone When opening a lock C with an emergency opening card (Admin card) 	—
1 × green long 	<ul style="list-style-type: none"> When a lock C is added to the lock pool When a lock C is depersonalised When the “Auto Close” function is activated or deactivated 	—
2 × green 	<ul style="list-style-type: none"> When opening or closing a lock with the “Auto Close” function activated When personalising a lock 	—
3 × green 	<ul style="list-style-type: none"> When a lock C restarts During initial start-up After a battery change After a firmware update 	—
1 × green running light 	<ul style="list-style-type: none"> During a lock C firmware update 	—
1 × green, 1 × red 	<ul style="list-style-type: none"> When programming a Main Admin card or holding it in front of the lock When programming or deprogramming Admin cards 	—
1 × red 	<ul style="list-style-type: none"> An attempt to open the lock without authorisation/access rights Time-out if too much time elapses during programming 	—
1 × red, 1 × green 	<ul style="list-style-type: none"> When locking or opening a lock C shared with another person in “Shared Locker mode”. 	—
3 × orange 	<p>This flashing signal appears after an action (i.e. opening or closing)</p> <ul style="list-style-type: none"> Batteries are almost empty 	<p>Replace the batteries at the next opportunity.</p> <p>After the first warning signal, only a few more actions can be performed.</p>
No flashing signal	<ul style="list-style-type: none"> Batteries are empty Lock has frozen 	<p>Restart the lock by opening and closing the battery cover. If the lock still doesn't respond, replace the batteries.</p>

8 Operating lock C

8.1 User mode summary

As a user, you can operate the lock C with a key card or your smartphone. The USM Haller lock C has up to three user modes.

Public Locker mode

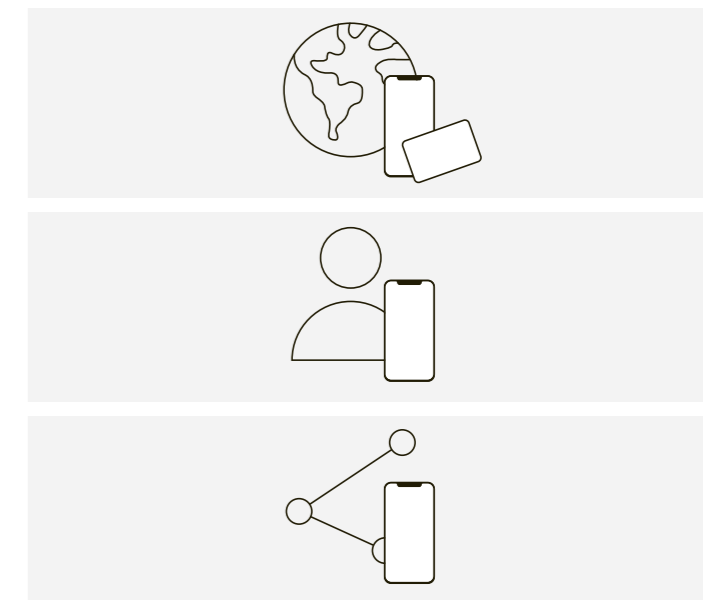
- Free choice of locker
- Temporary use

Personal Locker mode

- Assigned lockers
- Safe and long-term storage of documents, equipment or personal belongings.

Shared Locker mode

- Shared lockers
- Temporary or long-term access



8.2 User area of the USM app

If you use a key card, you can skip to the next point. The USM app is required for both “Personal Locker mode” and “Shared Locker mode”.

Registering as a user

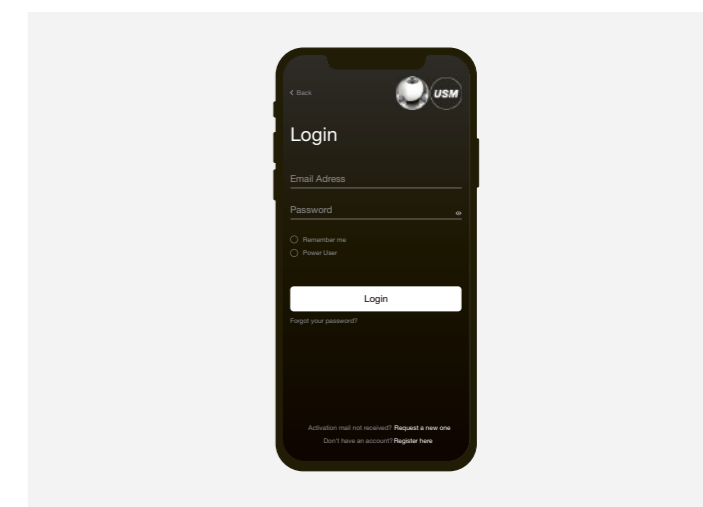
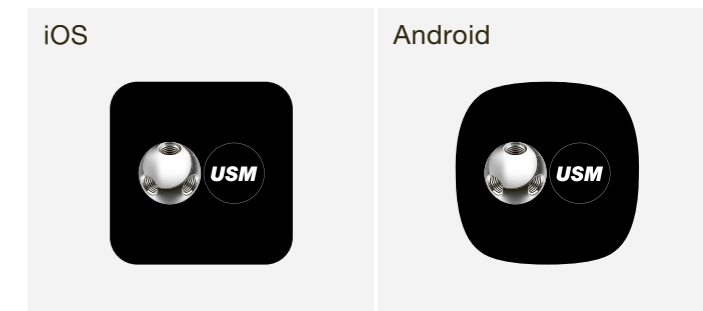
- Download the USM app.
- Select the desired language.
- Register.
- Once you have registered, log in to the app.



Before logging in, untick the “Power User” tick box. Leave this tick box unticked at all times!



You are now a user with access to the user area.



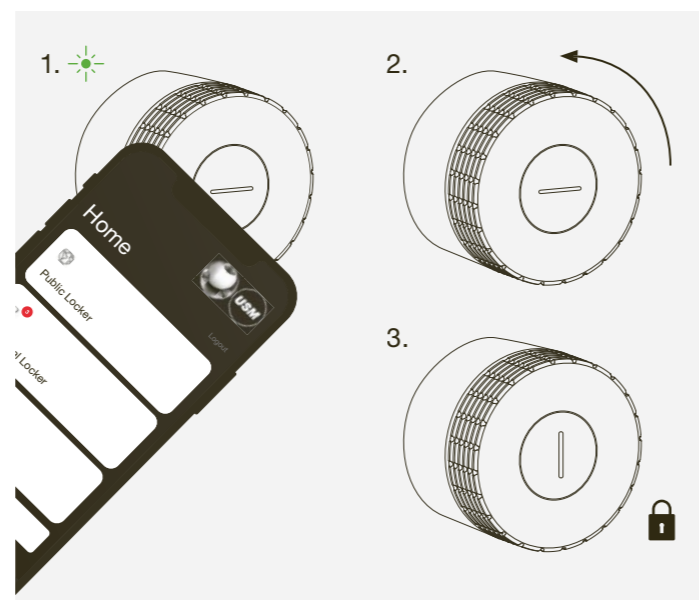
8.3 Operating lock C

Locking lock C*

1. Hold your key card or your smartphone (with the app open) in the middle of the lock C that you wish to lock.
Flashing signal: 1 × green
2. Turn the lock handle 90° counterclockwise so that the slot is in vertical position and the bolt inside moves upwards.
3. The lock is now locked.

* If the “Auto Close” function is activated, end users only need to hold their smartphone on the lock to open the locker. To close it, end users simply turn the lock handle 90° counterclockwise without needing to use the smartphone again. The lock locks automatically after 4 seconds.

This function is enabled by the Power User and is available in both “Personal Locker mode” and “Shared Locker mode”.

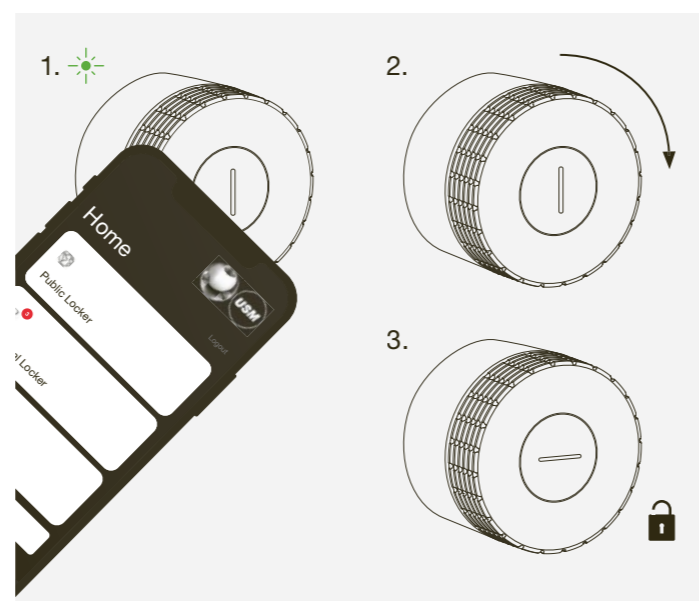


Opening lock C

1. Hold your key card or your smartphone (with the app open) in the middle of the lock C that you wish to open.
Flashing signal: 1 × green
(if the “Auto Close” function is activated)
Flashing signal: 2 × green (1 × green, after 4 sec. 1 × green)
2. Turn the lock handle 90° clockwise so that the slot is in horizontal position and the bolt is retracted.
3. The lock is now open.

i The lock can only be opened with the same key card or smartphone that it was locked with (except in “Shared Locker mode”).

i All locks can be opened by the Power User in an emergency.



8.4 Naming lock C

You have the option of naming your lock or changing the names of your locks.

This can help you to find your way around and locate your locks; it is also helpful when managing several locks. You can choose the names as you wish.

Examples:

- Describe the location:
row 2 locker 3, top-left locker, lock 5 in green unit
- Describe the type of use:
private, office, XY group project, team locker

Naming lock C

1. Go to the home screen in the relevant mode, i.e. “Public Locker”, “Personal Locker” or “Shared Locker” mode.
2. Select the desired lock C by tapping on the relevant tile.
3. Press “Rename” and change the name.
4. Then tap on “Save” to save the new name.

9 Disposal, transport and alterations

Disposal

Do not dispose of your item or furniture, or parts thereof, in household waste. Use your local collection point to return and recycle old electric and electronic appliances. Please remove the batteries beforehand and dispose of them appropriately.

The separate collection of old electric and electronic devices ensures that these items are correctly re-used, recycled and disposed of without having a negative impact on the environment or human health due to hazardous substances.



The crossed-out dustbin indicates that the product must not be disposed of in household waste.

Transport and alterations

Any delivery and relocation work or any alterations to USM Haller furniture units must be carried out by USM or by authorised USM retail partners.

10 Compliance



EU Declaration of Conformity

We hereby declare that the following product, in the version placed on the market by us, complies with the test specifications indicated below. If the product is modified or used inappropriately, this declaration shall become invalid.

Description: Office furniture
Product/model: USM Haller/electronic lock LEGIC
Manufacturer: USM U. Schärer Söhne AG
Thunstrasse 55
3110 Münsingen, Switzerland

Authorised representative for technical documents

Deputy Technology Manager
Stefan Krenger

This Declaration of Conformity is issued under the sole responsibility of the manufacturer.

The product complies with the relevant Community harmonisation legislation:

RED 20144/53/EU
REACH 1907/2006/EC
ROHS 2011/65/EU

Test specifications applied:

ETSI EN 301 489-1 V2.2.3 (2019-11) - EMC
ETSI EN 301 489-3 V2.1.1 (2019-03) - EMC
ETSI EN 301 489-17 V3.2.4 (2020-09) - EMC
IEC EN 62311:2020 - human exposure
ETSI EN 300 328 v2.2.2 (2019-07) - BLE radio
ETSI EN 300 330 v2.1.1 (2017-02) - RFID radio
UNE-EN 62368-1:2014 + AC1:2015 + AC2:2015 + AC:2017 + All:2017 - Safety

Münsingen, 30 March 2022

Group Product Development Director
Thomas Dienes

Where should I keep the Main Admin card and the other accessories?

USM recommends that you, the Power User, keep these items in safe custody, preferably in a safe or something similar.

As this card cannot be replaced, you should choose the safest possible storage location. You and the assigned card holders should keep the Admin cards in a safe place to prevent them from being used by unauthorised persons. Keep any accessories in the Power User kit so that all of the product parts remain together.

→ “Delivery scope and management” p. 9

Can Grants be distributed remotely?

Yes, Grants can be sent remotely. The user needs a user account. The Grants are displayed to the user upon receipt.

Can I change the batteries when a locker is closed?

Yes, you can because the batteries are changed on the outside. This does not affect the programming and the lock remains locked if it was closed before the battery change.

Can the lock C be reset to factory settings?

No, but thanks to its smart implementation the USM Haller lock C offers various solutions if your requirements change or a user loses his/her card, etc.

1. If a user loses his/her key card or an employee forgets his/her smartphone, the Power User can carry out an emergency opening using his/her Admin card or smartphone.
2. You also have the option of deleting Admin cards from a lock and linking new Admin cards to it, even if an Admin card is misplaced.
3. The Power User can pass on his/her admin rights.

All programmings and saved cards can be deleted, except for the Main Admin card, which remains saved. To reset this card, the lock needs to be sent back to the factory.

Why does USM recommend programming three Admin cards per lock?

In case an Admin card gets lost or to carry out an emergency opening if the Power User isn't on site. Furthermore, the locks can be divided into different areas of responsibility by allocating different Admin cards.

Can the service tool be kept together with the cards?

Yes, the service tool with its integrated magnet and the RFID cards can be stored together.

Why does my lock C make noises when I'm not even using it?

Lock Cs regularly move their gear unit to keep the mechanical lock components in good working order. During these movements, a locked lock C always remains locked and an open one remains open. If the lock is operated on a regular basis, i.e. it is opened or locked within 24 hours, these extra movements are no longer necessary.

Can I be logged into the same Power User account on several smartphones and carry out firmware updates simultaneously?

Yes, you can.

Why was the firmware update aborted?

When carrying out an update, make sure that your smartphone is always within 2 metres of the lock and that it doesn't go into sleep state.

Which operating systems are supported?

The USM app supports the following operating systems: iPhone iOS 13 and above or Android 7 and above.

How can I reload processes in the USM app?

Swipe your thumb from top to bottom of the screen. This reactivates the connectivity and can therefore speed up processes.

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