

Voice ID / Passphrase Tips



LOCKEDBRANDS

Brought to you by LockedBrands™

How Do I Pick a “Good” Passphrase?

- Your passphrase should be 1 to 2 seconds long.
Do not have any pauses between words.

Examples of Good Passphrases:

- Try your favorite team:
Go Cowboys, or I love the Sixers, or Go Yankees
- City or state names work well:
Nashville Tennessee
Hollywood California
Austin Texas
St. Petersburg
- One of our favorites is: *Hey Pillar*

Recording Tips

- Make sure to record in a quiet room.
- It may help to say the password in a monotone voice, without any emphasis on one syllable.
- You will need to use the same tone and inflection when repeating the phrase to unlock your Pillar.
- Practice saying your passphrase a couple of times BEFORE recording, so you can get used to saying the passphrase in the same way.
- Speak in a normal volume.
- Speak from a comfortable distance, between 2 and 5 feet away from the microphone

Bottom Line: The Voice ID technology is very particular. If the password is not repeated **exactly** as it was recorded and trained, it will not be recognized.

This keeps your Pillar secure, but it can be frustrating if your Pillar doesn't recognize your own voice.

If your Pillar seems to be frequently struggling to recognize your passphrase, consider picking a new passphrase. Some words are easier to repeat in the same way than others, making them easier for your Pillar to understand.

Why Are There Two Passphrases?

- You can choose only one password if you want.
- For maximum security, we suggest you use a second phrase as well.
- The additional passphrase adds an additional layer of security to your Pillar.
- If your first passphrase is somehow falsely triggered—possibly by being overheard in a conversation—the Pillar will not unlock unless you say your second passphrase within 10 seconds.

How the Two Passphrases System Works

- When you recite the first passphrase, the LEDs flash green. This means the phrase has been accepted, but the Pillar is still locked.
- You now have 10 seconds to say the second password. If the password is accepted, the Pillar will open.
- If the passphrase isn't said within 10 seconds, the Pillar will go back to "rest" mode and wait to hear the first password again.

Additional Tips

- The bottom line is that the passphrase must be said the same way each time and the Set Password Threshold button adjusts the variation allowed in order for the password to be accepted. A slight change in timing, or inflection can cause it to not accept the word.
- **Beginner's tip:** A good training tool is to use a very simple password at first, like "A B C D," with no pause between speaking out the letters. This works well because most people say those letters with a monotone..... making it easy to duplicate / repeat. NOTE: The downside is that "A B C D" is a relatively easy password to "crack" or duplicate by someone else. But it makes a good training tool.
- **Suggestion:** When you program the Passphrase, make a video/audio recording on your phone. Then you can play that back to hear just how you said it..... and it will open The Pillar as well.