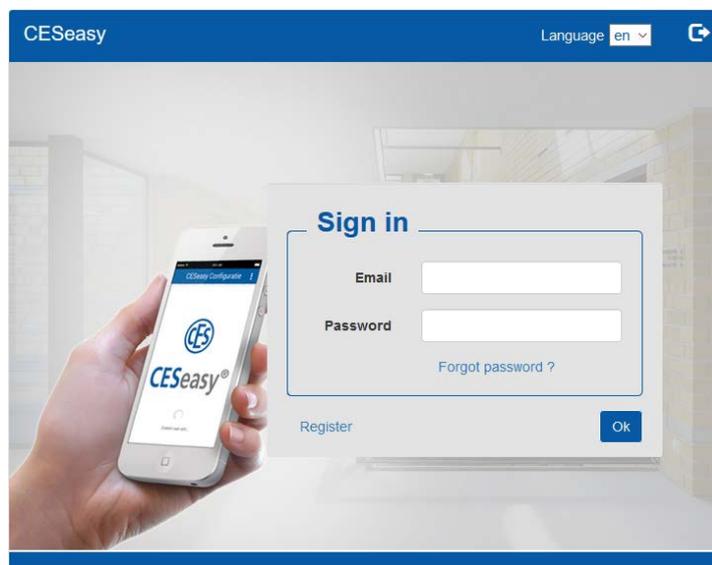


CESeasy

Web platform



Operating Manual

 English

Version VB

BRO2276-2

Contents

1 About the CESeasy web platform	5
1.1 Access to the CESeasy web platform	5
1.2 Account types	5
2 How to create and log into an account	8
2.1 How to create a lock owner account	8
2.2 How to create a lock owner account with building management functions	9
2.3 How to create an organisation account	10
2.4 How to create an employee account	11
2.5 How to use different accounts with one single login	14
2.6 Log into the web platform	16
2.7 Forgot password	16
3 How to manage locks	17
3.1 How to register locks	17
3.2 Options for locks	18
3.3 Add locks to a building	20
3.4 How to delete a lock from a building	21
3.5 How to add functions to a lock	22
3.6 How to delete a lock	22
4 How to manage keys	24
4.1 About keys	24
4.2 How to issue keys	25
4.3 How to retrieve keys	27
4.4 Temporary keys	27
4.5 Keys for organisations	28
4.6 Options for keys	28
5 CESeasy app	31
5.1 How to download the CESeasy app	31
5.2 How to update the key list in the CESeasy app	31
5.3 How to restore keys (only for employee accounts)	34

6	How to manage remote controls	35
6.1	About remote controls	35
6.2	How to add remote controls	38
6.3	How to define the key functions	39
6.4	How to delete a remote control	42
7	Building management	43
7.1	Principles of building management	43
7.2	Who can use the building management functionality?	44
7.3	Create a building	44
7.4	Add locks to a building	46
7.5	Issuing keys within the building management function	48
7.6	Retrieving keys within the building management function	49
7.7	Check what kind of locks belong to the building	49
7.8	Edit a building	50
7.9	How to delete locks from a building	51
7.10	How to change the display of the lock name	52
7.11	Remote controls and building management	52
8	Organisation management for lock owners	53
8.1	Principles of the organisation management for lock owners	53
9	Organisation management for organisation managers	55
9.1	Principles of the organisation management for organisation managers	55
9.2	Initial creation of an organisation	56
9.3	Issue keys to employees	56
9.4	Keys to the organisation	57
9.5	Employees	60
9.6	Retrieve keys from employees	66
9.7	Groups	67
9.8	Edit organisation	68
9.9	Add more organisations to an account	69
10	Extension functions	70
10.1	About extension functions	70

10.2	Lock management (for locks)	70
10.3	5 additional keys (for locks)	71
10.4	Key to organisation (for locks)	72
10.5	How to check the extension functions of your lock	72
10.6	Building management (for lock owner accounts)	73
10.7	100 employees (for an organisation)	73
10.8	Organisation (for organisation accounts)	74
11	Logbook	77
11.1	Logged events	77
12	Index	78

1 About the CESeasy web platform

 To simplify explanations, this manual always speaks of your “lock” even if your door is locked or unlocked by several devices (e.g. a door controller or a motor cylinder).

1.1 Access to the CESeasy web platform

The CESeasy web platform is an online administration platform which does not require installation. You can call up the CESeasy web platform in your Internet browser via www.myceseasys.eu.

1.2 Account types

You can have various accounts on the CESeasy web platform. Depending on the type of account, you have access to different functions. The type of account you need depends on the role you have.

If certain pieces of information or functions are relevant only for a certain role, this is always marked in the manual.

Account	Role
 Lock owner account	Lock owner
 Lock owner account with building management function	Building manager
 Organisation account	Organisation manager
 Employee account	Employees

 You can manage a lock owner account (with or without building management) and an organisation account with the same login, and easily switch between them on the web platform.

1.2.1 Lock owner account

This account allows you to add or manage your CESeasy devices, e.g. the motor cylinder, as a lock owner. The following functions are available:

- To issue and retrieve digital keys for your lock
- To add and delete remote controls for your lock
- To add extension functions to a lock
- To add a lock as a private lock to a building
- To add extension functions to an account

1.2.2 Lock owner account with building management function

In addition to all functions pertaining to the lock owner account, the following building manager functions are available:

- Create and delete a building
- Add shared locks to a building

For details, please refer to "[Building management](#)" on page 43.

1.2.3 Organisation account

With an organisation account and organization can receive keys issued by a lock owner and pass them on to the employees of the organisation. It is not possible to add or manage locks with an organisation account.

Your role:  lock owner

For details, please refer to "[Organisation management for lock owners](#)" on page 53.

Your role:  organisation manager

For details, please refer to "[Organisation management for organisation managers](#)" on page 55.

1.2.4 Employee account

If an employee is added within an organisation account, the employee account is created automatically. It is not possible to manage locks with an employee account.

To log into the account, the employee email address and a password are required. In his/her employee account, the employee can change the password but not the email address.

The following functions are available:

- To change one's name and password
- To change one's PIN code

For details, please refer to "[Employees](#)" on page 60.

2 How to create and log into an account

2.1 How to create a lock owner account

-  If you already have an organisation account you can extend it with a lock owner account instead of creating a new one. This allows you to use the same login email address for both accounts, see "[How to use different accounts with one single login](#)" on page 14.

To create a lock owner account you must simultaneously register a lock. Then you can add all other devices to this account.

Your role:  lock owner

1. Open www.myceseasys.eu in your browser.
2. Click on "Register".
3. Enter the required data.

Registration code



The lock registration code is indicated on the lock card which has been delivered together with your CESeasy motor cylinder.

Email and password

With this data entered here, from now on, you will log into your account.

Now an email with a confirmation link will be sent to you at the email address given.

-  If you do not receive an email, please check your spam folder.

4. Click on the link in the email.

Now you will receive a message in your browser that your account has been verified. Your lock owner account has now been created.

2.2 How to create a lock owner account with building management functions

To create a lock owner account with building management functions, you need to add the function "Building management" to your lock owner account (see "[Building management \(for lock owner accounts\)](#)" on page 73).

If you do not have a lock owner account yet, you need to create one first (see "[How to create a lock owner account](#)" on the previous page).

2.3 How to create an organisation account

-  If you already have a lock owner account you can extend it with an organisation account instead of creating a separate account. This allows you to use the same login email address for both accounts, see "[How to use different accounts with one single login](#)" on page 14.

Your role:  organisation manager

1. Open www.myceseasy.eu in your browser.
2. Click on "Register".
3. Enter the required data.

Registration code

The code on the "Organisation" card.

Email and password

With this data entered here, from now on, you will log into your account.

Now an email with a confirmation link will be sent to you at the email address given.

-  If you do not receive an email, please check your spam folder.

4. Click on the link in the email.

Now you will receive a message in your browser that your account has been verified. Your organisation account has now been created.

-  By creating the account, an organisation has been added to your account. You can manage several organisations with one organisation account.

2.4 How to create an employee account

In the event that you are the organisation manager and add a new employee, the new employee account is created automatically.

Your role:  organisation manager

1. Log into your organisation account on www.myceseasys.eu.
2. Click on the tab "Employees".
3. Click on "Add".
4. Enter the required data.

Name

Name of the employee.

Additional data

This is optional, it is for information purposes only and has no technical effect.

Email address

Email address of the employee. This is the email to which the employee's registration email and any future emails with keys for the employee will be sent. With this email address he/she can also log into his/her employee account.

Mobile phone number

This is optional, it is for information purposes only and has no technical effect.

Verification code

The verification code is optional and is an additional safety feature. Normally it is sufficient for the recipient of the CESeasy email to click on the key code link in order to add a key to the CESeasy app. If you want an additional security query to be carried out, you can create a verification code. This is not sent by email. You have to communicate it to the recipient in person. Thus you make sure that only the recipient in question can add the key to his or her CESeasy app.

In the same way, you can use verification codes to create employee accounts. After having clicked on the link with the reference code in the email, the new employee has to enter the verification code too, in order to receive a key from your organisation.

5. Click on "Send".

You now see that the reference code and status are updated.

Reference code

The reference code is automatically created after you have created a new employee. The employee receives this code with his or her registration email. This code enables the CESeasy app to assign this employee to your organisation, and the employee will automatically see the required keys in his or her CESeasy app.

Status

The status is automatically displayed after you have created a new employee. There you see e.g. whether the email to the employee has been sent.

6. Click on “Save”.

The employee has now been created. To use CESeasy, the employee has to open the link in his/her registration email.

To be able to use the employee account, the employee has to define a password for his/her account in the CESeasy app.

Your role:



employee

To use the CESeasy app when you have received a registration email from your organisation manager, you have to proceed as follows. When you first use the app, you also define the password for your employee account.

- 1. Install the CESeasy app on your smartphone. The link is part of the registration email.**
- 2. In the email, click on the link with the reference code.**

You will be asked whether you want to open the link in the CESeasy app.

- 3. Click on “Yes”.**

You will see the app with the overlay “Add key”. The reference code is displayed under “key code”.

- 4. If your organisation manager has sent you a verification code, enter the code under “Safety code”.**

- 5. Click on “OK”.**

- 6. Set your password.**



The password you have set here also is the password to use for your employee account on the web platform.

7. Set your personal PIN code.

PIN code

If a lock owner has defined that a PIN code is required to use his or her key, the employees have to enter their PIN code any time they want to open or close the lock. Every employee creates his or her own PIN code in the CESeasy app. The employee can change his or her PIN code in his/her employee account.

Now you can use the CESeasy app to open and close client locks.

2.5 How to use different accounts with one single login

Each login email address may exist only once on the web platform. You can access your **lock owner account** (with or without building management) and your **organisation account** with one single login email address. In order to do so you need to extend your already existing account rather than registering for a new one.

 It is not possible to use an **employee account** together with other accounts with the same login email address.

2.5.1 How to extend existing lock owner accounts with organisation accounts

Your role:  lock owner

1. Log into your lock owner account on www.myceseasy.eu .
2. Click on the tab "Home".
3. Click on "My data".
4. Click on "Functions".
5. Enter the code of the "Organisation" card, and click on "Continue".

You have now created an organisation account which you manage with the same login email address as for your lock owner account.

6. Log out of the web platform, and log in again.

Now, you can switch between your lock owner account and the organisation account in the tab "Home" on the web platform.

2.5.2 How to extend existing organisation accounts with lock owner accounts

Your role:  organisation manager

 Organisation accounts can only be extended with a lock owner account **with building management**. For this reason you need the "Building management" function to extend the account.

1. Log into your organisation account on www.myceseasy.eu.
2. Click on the tab "Home".
3. Click on "My data".

4. Click on “Functions”.

5. Enter the code of the "building management" card, and click on “Continue”.

You have now created a lock owner account with building management which you manage with the same login email address as for your organisation account.

6. Log out of the web platform, and log in again.

Now, you can switch between your lock owner account and the organisation account in the tab “Home” on the web platform.

2.6 Log into the web platform

 The address of the web platform is the same for all account types.

1. Open www.myceseasys.eu in your browser.
2. Log in with the email address and the password you have used to register.

 The employee account has been created by the organisation manager. Register with the email address to which the email notification about your web platform registration has been sent. Having clicked on the link in the registration email, you have created your password in the CESeasy app.

2.7 Forgot password

 The procedure to recover a password is the same for all account types.

3. Open www.myceseasys.eu in your browser.
4. Click on "Forgot password?".
5. Click on "Continue".
6. Enter the email address you use to log into your account.

If the web platform knows the indicated email address, an email containing further instructions will be sent to you at the email address given.

 If you do not receive an email, please check your spam folder.

7. Click on the link in the email.
8. Enter the email address you use to log into your account, and a new password.
9. Click on "Continue".

You will receive a message telling you that your password has been changed. Now you can use your new password to log into your account.

3 How to manage locks

3.1 How to register locks

If you do not have a lock owner account, you can register your lock when you create your lock owner account (see "How to create a lock owner account" on page 8).

If you already have a lock owner account, you can register your lock with this existing account.

-  You can add (= register) as many locks to your lock owner account as you wish.
-  You do not need to register a lock to create an organisation account or an employee account, because it is not possible to manage locks with these account types.

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu .

2. Click on the tab "My locks".

All locks which have already been added are shown in this tab.

3. Click on "Add".

4. Enter the required data.

Lock registration code



The lock registration code is indicated on the lock card which has been delivered together with your CESeasy motor cylinder.

Name

The name of the lock, e.g. "front door" or "basement".

Location

The location of the lock, e.g. "12 Park Street".

5. Click on "Continue".

Now, the lock has been added to your account and will be displayed under "My locks". You can now issue and retrieve keys for this lock and add remote controls for it.

-  The registration of a lock starts the period during which the function "Lock management" is active (see "Lock management (for locks)" on page 70).

3.2 Options for locks

To check and change the options which are available for your locks, please proceed as follows:

Your role:  lock owner

1. Log into www.myceseasys.eu your lock owner account.

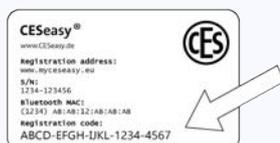
2. Click on the tab “My locks”.

All locks which have already been added are shown in this tab.

3. Click on “Options” next to your desired lock.

The following options are displayed:

Lock registration code



The lock registration code is indicated on the lock card which has been delivered together with your CESeasy motor cylinder.

Name The name of the lock, e.g. “front door” or “basement”.

Location The location of the lock, e.g. “12 Park Street”.

Use lock name for display  This is shown only in lock owner accounts with building management functions.

It influences how the name of the lock is displayed on the web platform and in the app.

Usually, a lock is shown in the format "Name of account owner: house number, location". If you use the lock name for the display of the lock, the lock is shown in the format "Name, location".

Example: You manage a building and your shared locks are installed in a building. For this reason, other persons own the keys for these locks. However, you do not want the locks being displayed in the app with your name and your house number. For this reason, use the lock name for the display of the lock.

Building code

A building code allows you to add your lock as a “private lock” to a building. This means that the keys for your lock are automatically also keys for all “shared locks” of this building. Your lock is private, which means that nobody in the building automatically receives a key for your lock.

Buildings and building codes can only be created by building managers.

Example: A building manager has created the building “12 Park Street house” for the apartment building where you live in. He forwards you the building code for this building, and you then add your own front door lock to the building “12 Park Street house”. Now, the building manager adds the general entrance door as a shared lock. Now, the keys for your lock have automatically become locks for the entrance door.

However, the keys for the entrance door have *not* automatically become keys to your front door. If your neighbours now add their locks to the building using the building code, they also automatically have keys for the entrance door but *not* for your front door.



For details, please refer to "[Building management](#)" on page 43.

Building

The name of the building where the lock is installed as a private lock.

Status

The current status of the lock in the building, e.g. whether the lock is still linked to the building, or whether it has been deleted by the building manager, etc.

Firmware version

The firmware version installed in the lock.

Functions

Here you can see what kind of extension functions have been added to the lock. In addition, here you can add new functions.

For details, please refer to "[About extension functions](#)" on page 70 for details.

4. If you have made changes, please click on “Save”. Otherwise, click on “Cancel”.

If you clicked on "Save", your changes have now been saved.

3.3 Add locks to a building

-  The following instructions describe how lock owners can add your lock to an already existing building. If you are a building manager and want to create or manage a building, please read the section "[Building management](#)" on page 43.
-  The lock is added as a private lock by means of the building code. The section "[Principles of building management](#)" on page 43 explains the differences between a private and a shared lock.

Your role:  lock owner

or

Your role:  building manager

-  For lock owners: Your building manager will send you the required building code.
-  You can add a lock as a private lock only to *one* building, not to several buildings.

1. Log into your lock owner account on www.myceseasy.eu.
2. Click on the tab "My locks".
3. Click on "Options" next to the lock in question.
4. Click on "Change" next to the building code.
5. Enter the building code.
6. Click on "Continue".

Beneath "Building" you see the building to which the lock has been added.

A key issued for this added lock always automatically leads to keys for all shared locks in this same building. This applies to both keys which will be issued from now on and those which have already been issued.

3.4 How to delete a lock from a building

-  The following instructions describe how lock owners can delete your lock from a building. If you are a building manager and want to delete or manage a building, please read the section "[Building management](#)" on page 43.
-  For details on building management, please refer to "[Principles of building management](#)" on page 43.

Your role:



lock owner

-  If you delete your lock from a building, the keys for your lock will no longer work as keys for the shared locks in the same building.

1. Log into your lock owner account on www.myceseeasy.eu .
2. Click on the tab "My locks".
3. Click on "Options" next to the lock in question.
4. Click on "Delete" next to the building code.
5. Confirm the security prompt with "Continue".

Your lock is now deleted from the building. The keys for your lock are no longer keys for the shared locks in the same building.

3.5 How to add functions to a lock

 Please refer to "[About extension functions](#)" on page 70 for more information on the extension functions and their effects.

Your role:  lock owner

1. Log into your lock owner account on www.myceseeasy.eu .
2. Click on the tab "My locks".
3. Click on "Options" next to the lock for which you want to activate the function in question.
4. Click on "Add" next to "Functions".
5. Enter the code, and click on "Continue".

Now, the function has been added to the lock.

3.6 How to delete a lock

Your role:  lock owner

-  You cannot restore a lock which has been deleted.
-  If you delete a lock, the corresponding keys issued to people and organisations will be retrieved automatically.
-  When deleting a lock, all additional keys you have added to this lock as a function will be deleted too (see "[5 additional keys \(for locks\)](#)" on page 71). Afterwards, you cannot use the deleted additional keys for a different lock.
-  The functions "Lock management" and "Key to organisations" are preserved in the lock itself. If the deleted lock is added to another account after having been deleted, the functions still exist (see "[Extension functions](#)" on page 70).
-  After having deleted a lock you can use its registration code to add it to a lock owner account.
-  When you delete a lock, all information about this lock you have entered (e.g. name and location) will be deleted.

1. Log into your lock owner account on www.myceseasys.eu .

2. Click on the tab “My locks”.

All locks which have already been added are shown in this tab.

3. Click on “Delete” next to your desired lock.

4. Confirm the security prompt with “Continue”.

The lock is deleted from your account. With the registration code of this lock you can create a new account or add it to another lock owner account.

4 How to manage keys

4.1 About keys

Each lock contains five keys when delivered. If you issue one of the keys, an email with a reference code is sent. This code is needed to add the key to the CESeasy app.

-  In your lock owner account, you cannot use the keys at your discretion for any lock. If you have e.g. two locks in your account, you can issue five keys for each lock, but not three keys for one lock and seven for the other one.

Information about the maximum number of keys per lock

Because of a limited memory capacity a lock can be operated by a maximum of 600 access groups. An access group consists of either:

- 1 key (the key you issue via your lock owner account)
- 1 remote control button
- up to 65,000 employee keys

About the key reference code

The reference code is the code which adds the key to the CESeasy app. It is sent to the user by email. The code in the email is shown to the user as a link. Clicking on the link adds the reference code and thus the key to the CESeasy app. It is also possible to enter the reference code manually into the CESeasy app.

-  Each reference code can be added only once to a CESeasy app. As soon as the reference code has been added successfully, the message “Key is already in use” is shown when you try to add it a second time.
-  If you retrieve the key, the reference code will be deleted on the web platform and in the CESeasy app of the person in question. When a new key is issued, a new reference code is generated.

4.2 How to issue keys

Your role:  lock owner

1. Log into your lock owner account www.myceseasys.eu.

2. Click on the tab "My keys".

Now you see all keys for your locks (five keys delivered per lock, plus eventually purchased additional keys).

3. Click on "Issue" next to the desired key.

 If the button "Issue" is not shown, the "Lock management" function has expired for this lock, see "[Lock management \(for locks\)](#)" on page 70.

The window "Issue keys" opens.

4. Enter the required data.

User

The name of the person to whom you want to issue the key.

Email address

The email of the person to whom you want to issue the key. This is the address where the email with the key code link will be sent.

Verification code

The verification code is optional and is an additional safety feature. Normally it is sufficient for the recipient of the CESeasy email to click on the key code link in order to add a key to the CESeasy app. If you want an additional security query to be carried out, you can create a verification code. This is not sent by email. You have to communicate it to the recipient in person. Thus you make sure that only the recipient in question can add the key to his or her CESeasy app.

In the same way, you can use verification codes to create employee accounts. After having clicked on the link with the reference code in the email, the new employee has to enter the verification code too, in order to receive a key from your organisation.

Temporary key

Temporary keys expire automatically when the end time you have defined has been reached. Then the keys can no longer be used in the app to open or close doors; however, on the web platform it is still shown as a key which has been

issued. This allows you to assign a new validity to this key without having to issue it anew to the recipient. You can also change the temporary key later on into a key without time limitation.

Keys for organisations cannot be temporary keys.

Please enter “Yes” if the key is intended to be a temporary key. Then you have to enter the time period during which the key is intended to be valid.

For details, please refer to "[Temporary keys](#)" on the facing page.

Keys for the organisation

 If you want this option to be shown, your lock must have the “Key to organisation” and the “Lock management” functions.

If you issue a key to an organisation rather than to a person, this organisation can pass on the key to its employees.

For details, please refer to "[Organisation management for lock owners](#)" on page 53.

Enter “Yes” if you want to issue this key to an organisation. In such case, enter the email address you have received from the organisation as the address of the recipient.

If you want a PIN code to be required, answer “PIN code required” with “Yes”.

PIN code

When you issue a key to an organisation, you can define that this key requires a PIN code. Employees of this organisation then have to enter their PIN code in the CESeasy app any time they want to open or close your lock. The employees set the PIN code themselves so you do not have to issue it.

 For more information on keys to organisations please refer to "[Organisation management for lock owners](#)" on page 53.

5. Click on “OK”.

The key will be issued.

If you have issued the key to a person, he/she will receive an email with further instructions.

If you issue the key to an organisation, this organisation can pass on the key to its employees.

 The CESeasy app is required to be able to use the key.

4.3 How to retrieve keys

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.
2. Click on the tab “My keys”.
3. Click on “Issue” next to the desired key.

The window “Retrieve keys” opens.

4. You have to confirm that you want to retrieve the key with “Continue”.

The key has now been deleted. As soon as the key list has been updated in the CESeasy app, this key will no longer be available in the CESeasy app for the person concerned.

-  Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.
-  If you do not want to wait until the key list has been updated in the CESeasy app, you yourself can transmit the information about the retrieved key to the lock (see below).

How to transmit the changes to a lock:

1. Open the CESeasy app on your smartphone.
2. Refresh the keys in your app by clicking on “Refresh keys” in the menu.

-  When the keys are refreshed, at the same time all current lock settings are transferred from the web platform to the CESeasy app.

3. To transmit the changes, open and close the lock once.

-  If the changes apply to several locks, you have to open and close **each** of the locks.

Now, all changes have been transmitted to the lock.

4.4 Temporary keys

Temporary keys expire automatically when the end time you have defined has been reached. Then the keys can no longer be used in the app to open or close doors; however, on the web platform it is still shown as a key which has been issued. This allows you to assign a new validity to this key without having to issue it anew to the recipient. You can also change the temporary key later on into a key without time limitation.

Keys for organisations cannot be temporary keys.

You can change any key you have issued without a time limit into a temporary key at any time, see "Options for keys" below.

4.5 Keys for organisations

If you issue a key to an organisation rather than to a person, this organisation can pass on the key to its employees.

For details, please refer to "Organisation management for lock owners" on page 53.

The section "How to issue keys" on page 25 describes how you can issue keys for an organisation.

4.6 Options for keys

To check and change the options which are available for your keys, please proceed as follows:

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.
2. Click on the tab "My keys".
All keys are shown in this tab.
3. Click on "Options" next to your desired key.
The following options are displayed:

Name	Name of the key. The name is automatically generated, but if you wish you can change it.
Additional data	Here you can enter additional data.
Verification code	<p>If you have defined a verification code when issuing a key, this code is displayed here.</p> <p>The verification code is optional and is an additional safety feature. Normally it is sufficient for the recipient of the CESeasy email to click on the key code link in order to add a key to the CESeasy app. If you want an additional security query to be carried out, you can create a verification code. This is not sent by email. You have to communicate it to the recipient in person. Thus you make sure that only the recipient in question can add the key to his or her CESeasy app.</p>

In the same way, you can use verification codes to create employee accounts. After having clicked on the link with the reference code in the email, the new employee has to enter the verification code too, in order to receive a key from your organisation.

Temporary key

Temporary keys expire automatically when the end time you have defined has been reached. Then the keys can no longer be used in the app to open or close doors; however, on the web platform it is still shown as a key which has been issued. This allows you to assign a new validity to this key without having to issue it anew to the recipient. You can also change the temporary key later on into a key without time limitation.

Keys for organisations cannot be temporary keys.

This option allows you to define a temporal validity of a key you have already issued. Set this option to “yes”, and enter the period of validity.

Status

Here the status of the key is shown, e.g. whether the email with the key has just been sent, or if it already being used.

Issued on:

Here the name of the key user is shown.

Sent on:

Here the email address to which you sent the key is shown.

Key references

The reference code is the code which adds the key to the CESeasy app. It is sent to the user by email. The code in the email is shown to the user as a link. Clicking on the link adds the reference code and thus the key to the CESeasy app. It is also possible to enter the reference code manually into the CESeasy app.



Each reference code can be added only once to a CESeasy app. As soon as the reference code has been added successfully, the message “Key is already in use” is shown when you try to add it a second time.

 If you retrieve the key, the reference code will be deleted on the web platform and in the CESeasy app of the person in question. When a new key is issued, a new reference code is generated.

Key issued for Organisation:
yes/no

Here you can see whether the key in question has been issued for an organisation. You cannot change this status afterwards.

If you issue a key to an organisation rather than to a person, this organisation can pass on the key to its employees.

For details, please refer to "[Organisation management for lock owners](#)" on page 53.

PIN code Required:
yes/no

Here you can see whether you have stipulated that a PIN code is required when issuing the key.

When you issue a key to an organisation, you can define that this key requires a PIN code. Employees of this organisation then have to enter their PIN code in the CESeasy app any time they want to open or close your lock. The employees set the PIN code themselves so you do not have to issue it.

4. If you have made changes, please click on "Save". Otherwise, click on "Cancel".

If you clicked on "Save", your changes have now been saved.

5 CESeasy app

 For details on how to use the app, please refer to the [manual for the CESeasy app](#).

5.1 How to download the CESeasy app

The CESeasy app is available for Android and iPhone. Simply scan the QR code to download the app.

 The QR code is able to detect whether you are using an Android phone or iPhone, and refers you to the correct app.



CESeasy app "access"



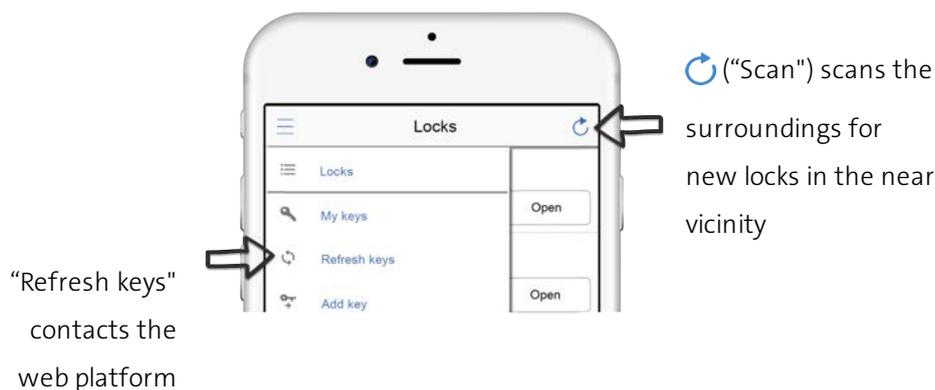
If the scan does not work, please open the following link on your smartphone. The link is also able to detect whether you are using an Android phone or iPhone, and refers you to the correct app.

<https://ces.qr1.at/CESeasyApp>

5.2 How to update the key list in the CESeasy app

When does the CESeasy app communicate with the web platform?

- When you open the app without it being open in the background.
 - When you open the app in the background, and it last communicated with the web platform two hours ago.
 - If you click on the link with the key reference code in an email, and this key is opened in the app.
 - If you click on "Refresh keys" in the menu.
-  Please note the difference between the "Refresh keys" and the "Scan" button:



What happens during communication between the CESeasy app and the web platform?

Updating the key list

- Retrieved keys are deleted.
- Information on keys which have become temporary, or temporary keys which have become permanent, is updated.
- When using “Building management”:
New keys which are added because of shared locks are added.
- When using “Organisation management”:
New keys for staff members are added.
- Keys you have issued to one person per email are *not* added to the keys list. To add them to the CESeasy app, you have to enter the reference code in the app (by clicking on the link in the email, or entering it manually).

The updated keys list is saved in your smartphone until it next communicates with the web platform.

Transmission of changes

- Changes made on the web platform are transmitted to the app, e.g. changed assignment of remote control buttons.

Transmission of events

- At the same time when opening or closing locks, the CESeasy app asks whether there are new events in the locks. If such events are buffered in the app, it transmits them to the web platform.

If communications has been unsuccessful (e.g. no Internet access), the following occurs:**New keys**

If you want to add a new key but there is no communication with the web platform, you receive an error message, and the new key is not displayed. Try again to add the key if communication can be established.

Keys list

If no communication with the web platform can be established, the CESeasy app loads the keys list from your smartphone memory.

-  Keys from a keys list which are more than 48 hours old (i.e. the last contact with the web platform was longer than 48 hours ago), are no longer accepted by the locks.
-  The key which has been retrieved will be accepted for another 48 hours at the longest if in the interim there was no communication between the CESeasy app and the web platform. This does not apply to temporary keys. Immediately after their validity has lapsed, these are no longer accepted.
-  You can make sure yourself that a key which has been retrieved will no longer be accepted by the lock. For this purpose, you have to transmit the information to the lock that the key has been retrieved.

How to transmit the changes to a lock:

1. Open the CESeasy app on your smartphone.

2. Refresh the keys in your app by clicking on “Refresh keys” in the menu.

-  When the keys are refreshed, at the same time all current lock settings are transferred from the web platform to the CESeasy app.

3. To transmit the changes, open and close the lock once.

-  If the changes apply to several locks, you have to open and close **each** of the locks.

Now, all changes have been transmitted to the lock.

5.3 How to restore keys (only for employee accounts)

Your role:  employee

After a new installation of the CESeasy app (e.g. because a new smartphone is being used), the app does not contain any keys. If you have an employee account, you can restore your keys.

1. Ask your organisation manager to send you a new reference code.

 The organisation manager will find instructions on how to do it in "[Send a new reference code to an employee](#)" on page 65.

2. Click on the link with the reference code.

You will be asked whether you want to open the link in the CESeasy app.

3. Click on "Yes".

You will see the app with the overlay "Add key". The reference code is displayed under "Key code".

4. If your organisation manager has sent you a verification code, enter the code under "Safety code".

5. Click on "OK".

6. Now enter the password of your employee account.

 This is the password you have defined when you first logged into the CESeasy app and which you use to log into your employee account on the web platform.

The CESeasy app is now again linked to your employee account. All of your keys will be restored.

 All keys you have received from the organisation, as well as keys you have received by email or automatically because of the building management mode, will be restored.

6 How to manage remote controls

6.1 About remote controls



A remote control allows you to control motor cylinders and door controllers without the CESeasy app. The remote control has three buttons, whose function you can define yourself.



For details, please refer to the [manual for the CESeasy remote control](#).

When do you additionally need the CESeasy app?

In addition to the CESeasy app, you can also use remote controls. However, you still need the CESeasy app to transfer settings you have changed on the web platform to your locks:

- If you have added or deleted a remote control
- If you have changed the functions of the buttons
- If you want to see in the logbook on the web platform when a lock was controlled by a remote control

Whenever the lock is opened or closed with the CESeasy app, the settings are transmitted to the lock.

To which accounts can you add remote controls?

Remote controls can only be added to lock owner accounts (with or without building management).

In this account, the function “Lock management” has to be activated for at least one of your locks, see ["Lock management \(for locks\)"](#) on page 70.

Which locks can you control with the remote control?

A remote control allows you to control motor cylinders and door controllers without the CESeasy app.

You can only assign locks to the buttons of the remote control which are saved in the same account as the remote control.

You can only assign locks to the buttons of the remote control for which the function “Lock management” is activated (see ["Lock management \(for locks\)"](#) on page 70).



If a lock has been controlled by the buttons of the remote control *before* “Lock management” expired, the button function remains unchanged also after expiry of the “lock management”.

Does the fact that a remote control is added use up keys?

Neither adding remote controls nor assigning locks to the remote control buttons uses up any keys of your lock owner account. If e.g. you have issued all five keys you have received with your lock, you still can add a remote control and operate the lock with the remote control, without having to buy additional keys.

However, technically speaking, every button which is used to operate a lock constitutes an "access group" (see below) and therefore requires some key memory capacity in the lock.

Information about the maximum number of keys per lock

Because of a limited memory capacity a lock can be operated by a maximum of 600 access groups.

An access group consists of either:

- 1 key (the key you issue via your lock owner account)
- 1 remote control button
- up to 65,000 employee keys

How big is the remote control range?

The remote control range depends on various factors:

- The lock environment (building materials of doors, walls, etc.)
- The remote control environment (the way it is held, if it is used inside or outside, etc.)
- The surrounding environment between lock and remote control (doors and walls between them, further radio signals in the surroundings which could influence the communication, etc.)

Can one remote control be added to several lock owner accounts?

Yes. In contrast to locks which can only be included in one account, it is possible to add remote controls to *several* accounts. Therefore, it is possible to operate locks from different accounts with one remote control.

Can one button control several locks?

In your lock owner account you can define *one* function for *one* lock for one button. If the remote control has been added to another account, also in this account *one* function can be defined for *one* lock and one button. Therefore, one button can control *two* or more locks. The function of the button can vary.



Please note before assigning several functions to one button:

If the locks are located too close to each other, all locks will be controlled *at the same time* when pressing the button. This may lead to undesired effects. You should keep a distance of at least **500m** between the locks which are controlled by one and the same button.

6.1.1 Remote controls and organisation management

Remote controls cannot be issued to organisations. Therefore, a remote control cannot be used as a key to the organisation. For this reason, it is not important if the function “Key to organisation” has been assigned to the lock you open and close with a remote control, or not.

6.1.2 Remote controls and building management

Remote controls are not included in building management. If you control a private lock with a remote control, you just control this specific lock and not the shared locks of the entire building.

Example: Your front door lock is a private lock in a building. The lock of the entrance door is located in the same building and has been released. For this reason, you automatically issue a key for the entrance door when you issue one for your front door. However, if you use a remote control to open and close your front door, you can *only* control your front door lock, *not* the entrance door lock.

6.2 How to add remote controls

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.

2. Click on the tab “My remote controls”.

All remote controls which have already been added are shown in this tab.

3. Click on “Add”.

4. Enter the required data.

Registration code

The registration code is indicated on the back of the remote control.

Issued on

The name of the person to whom you have issued the remote control.

5. Click on “Continue”.

Now, the remote control has been added to your account and will be displayed under “My remote controls”. Before you can use the remote control, you have to define the functions of its buttons.

6.3 How to define the key functions

Your role:  lock owner

The CESeasy remote control has three buttons with symbols: 

Per button you can define one lock to be controlled, and the function which is to be triggered for this lock.

1. Log into your lock owner account on www.myceseasys.eu.

2. Click on the tab “My remote controls”.

All remote controls which have already been added are shown in this tab.

3. Click on “Options” next to the remote control in question.

4. Now you can define which of the various buttons controls which lock, and which kind of function is to be triggered by this button.

none	No function defined for this button
Open	Opens the door.
Close	Closes the door.
Lock	Activates the night locking mode  Please take note of the information on "Night locking mode" on page 1.
Privacy mode ON	Activates the privacy mode (see "Privacy mode" on page 1)
Privacy mode OFF	Deactivates the privacy mode

5. Click on “Save”.

The settings are now saved on the web platform, but they are not transmitted to the lock yet.

 **Important:** These changes have to be transmitted to the lock via the CESeasy app. You can wait until this happens within the normal use of the system, or you can transmit the changes directly yourself (see below).

 If you have assigned different locks to the buttons, you have to transmit the changes to every lock concerned.

How to transmit the changes to a lock:

1. Open the CESeasy app on your smartphone.

2. Refresh the keys in your app by clicking on “Refresh keys” in the menu.

 When the keys are refreshed, at the same time all current lock settings are transferred from the web platform to the CESeasy app.

3. To transmit the changes, open and close the lock once.

 If the changes apply to several locks, you have to open and close **each** of the locks.

Now, all changes have been transmitted to the lock.

 If you are not able to select a lock in order to assign it to a key, the function “lock management” has expired; please refer to "[Lock management \(for locks\)](#)" on page 70.

6.3.1 Night locking mode

If in night locking mode, the motor cylinder locks the door, which then no longer can be mechanically opened. If someone tries to turn the rotary knob in the opening direction, the motor cylinder exerts some force turning it in the closing direction. The night locking mode is a break-in resistance property intended e.g. to prevent someone from turning the rotary knob of the motor cylinder from the outside through the mail slot.

 The night locking mode is deactivated when the lock is opened by remote control or the CESeasy app.

 To be able to open a door which is in night locking mode, you must have a remote control or the CESeasy app. In an emergency, this could lead to life-threatening situations!

 Before you activate the night locking mode, be sure to note all requirements concerning escape routes and fire protection (e.g. certain doors must not be locked).

 When in night locking mode, the motor prevents the knob from being manually turned by exerting force in the opposite direction. This uses a lot of battery energy, which is why they may empty more quickly when in night locking mode.

6.3.2 Privacy mode

When the privacy mode is activated, the employees of an organisation cannot open the lock. The lock can be opened only with keys which you have issued directly to someone.

Example: You have issued a key to a nursing service, which passes on the key to several employees. You have issued two additional keys to your children. When you activate the privacy

mode, the employees of the nursing service can no longer open your lock. However, your children can still open the lock, because they have received the key directly from you.

 When in privacy mode, the lock can still be opened manually or via remote control.

6.4 How to delete a remote control

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.

2. Click on the tab “My remote controls”.

All remote controls which have already been added are shown in this tab.

3. Click on “Options” next to the remote control in question.

The window “Remote control” opens.

4. Click on “Delete”.

5. Confirm the security prompt with “Continue”.

Now, the remote control has been deleted from your account, but not from the lock.

 Important: For “Delete” to come into effect, these changes have to be transmitted to the lock via the CESeasy app. You can wait until this happens within the normal use of the system, or you can transmit the changes directly yourself (see below).

 If you have controlled several locks with the remote control, you have to transmit the changes to every lock concerned.

 If the remote control in question is in use in other accounts too, it is *not* deleted from these accounts.

How to transmit the changes to a lock:

1. Open the CESeasy app on your smartphone.

2. Refresh the keys in your app by clicking on “Refresh keys” in the menu.

 When the keys are refreshed, at the same time all current lock settings are transferred from the web platform to the CESeasy app.

3. To transmit the changes, open and close the lock once.

 If the changes apply to several locks, you have to open and close **each** of the locks.

Now, all changes have been transmitted to the lock.

7 Building management

7.1 Principles of building management

One issued key may lead to further additional keys for other locks because of the “Building management” function.

Example: In addition to their apartment key, holiday guests should also automatically receive the key for the central entrance door of the building.

To this end, locks are assigned to so-called “buildings”. A building can contain two lock types: *private* locks and *shared* locks:

Private locks

After a lock has been added to a building as a *private* lock, all keys to this lock are automatically also keys for all *shared* locks in this building.

If you receive a key for a private lock

- you have a key for this private lock
- you have, additionally, keys for all shared locks located in the same building
- you do *not* have any keys for other private locks which could be located in the same building

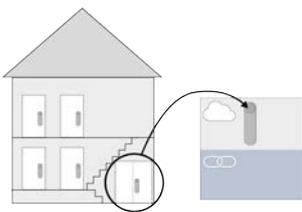
Shared locks

After a lock has been added to a building as a *shared* lock, anyone who owns a key for one of the *private* locks in the building can open it.

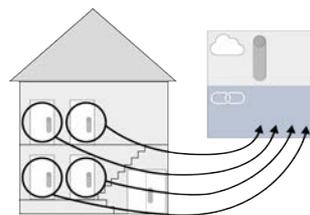
If you receive a key for a shared lock

- you have a key for this lock *only*, not for other locks located in this building, either the released ones, or the private ones

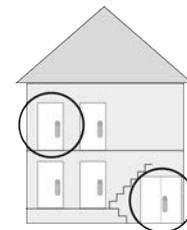
Example:



The building manager creates a building and adds the entrance door lock as a *shared* lock to this building.



The tenants add their locks as *private* locks to this building.



Keys issued for one tenant lock now automatically deliver keys for the main entrance door.

7.2 Who can use the building management functionality?

Your role:  building manager

To be able to create buildings, release locks etc. as a building manager, you need to extend your lock owner account with the “building management” function (see "[Building management \(for lock owner accounts\)](#)" on page 73).

Your role:  lock owner

You can add any lock as a private lock to a building. No extension function is required in order to do so.

7.3 Create a building

Your role:  building manager

1. Log into your lock owner account with building management on www.myceseasys.eu.
2. Click on the tab “Buildings”.
3. Click on “Add”.

The window “Building” opens. You now see the automatically generated building code.

Building code

A building code is generated automatically for each building. The building code allows you to add locks as private locks to this building. Using the building code, you can also add locks from other accounts to this building. To do so, simply forward the building code to the lock owners in question.

4. Enter a name and, if desired, additional data for the building.
5. Click on “Save”.

Now the building has been added. You can now add private and shared locks to the building.

7.3.1 Building code

A building code is generated automatically for each building. The building code allows you to add locks as private locks to this building. Using the building code, you can also add locks from other accounts to this building. To do so, simply forward the building code to the lock owners in question.

How to find the building code of an already existing building:

Your role:  building manager

1. Log into your lock owner account with building management on www.myceseasys.eu.
2. Click on the tab "Buildings".
3. Click on "Options" next to your desired building.

The window "Building" opens. There you find the building code.

7.4 Add locks to a building

7.4.1 Add one of your locks as a *shared lock* to a building

Your role:  building manager

-  You can add a lock as a shared lock to several buildings.
-  You can only add a lock as a shared lock from *your* accounts. Locks from *other* account can be added by their owners only as private locks.

1. Log into your lock owner account with building management on www.myceseasy.eu.
2. Click on the tab “Buildings”.
3. Click on “My locks” next to your desired building.

The window “My locks in the building” opens. There you see all locks which are in your account.

4. Click on “Add” next to your desired lock.
5. Click on “Save”.

Now, the lock has been added to the building as a shared lock. If a key has been issued for a private lock in this building, a key for the shared lock will also automatically be issued.

7.4.2 Add one of your locks as a *private lock* to a building

Your role:  lock owner

or

Your role:  building manager

-  For lock owners: Your building manager will send you the required building code.
-  You can add a lock as a private lock only to *one* building, not to several buildings.

1. Log into your lock owner account on www.myceseasy.eu.
2. Click on the tab “My locks”.
3. Click on “Options” next to the lock in question.
4. Click on “Change” next to the building code.
5. Enter the building code.

6. Click on "Continue".

Beneath "Building" you see the building to which the lock has been added.

A key issued for this added lock always automatically leads to keys for all shared locks in this same building. This applies to both keys which will be issued from now on and those which have already been issued.

7.4.3 Add a lock from a *different account* to the building as a private lock

Your role:  building manager

 You can add locks from other accounts as private locks only, not as shared locks.

1. Pass on the building code of the building to the lock owner.

Now, the lock owner has to add his/her lock as a private lock to your building (see "[Add locks to a building](#)" on page 20).

7.5 Issuing keys within the building management function

Being the building manager, you make a difference between two ways of issuing keys:

Automatically issued keys

Due to the fact that you have added a lock to a building as a shared lock, every person who has a key for a private lock in this building, will automatically receive a key for the lock you have added.

Automatically issued keys do not use any of the keys belonging to the shared lock: none of the five keys provided with the lock, or any additional digital key. For this reason, automatically issued keys for shared locks are not shown in the tab “My keys”.

Keys are issued automatically also *without* the function “lock management” being activated for the lock in question (see "[Lock management \(for locks\)](#)" on page 70).

Manually issued keys

This is the conventional way to issue keys for the locks in your lock owner account. To do so you issue keys in the tab “My keys”. There are several ways in which building management influences the locks in your account:

- A lock may be a *shared lock* (due to the fact that you can only add locks as shared locks to a building which already exist in your account; all shared locks necessarily exist in your account).
- A lock may be a *private lock* (like any lock owner, you can add locks which already exist in your account as private locks to one of your buildings or to a building of a third person).
- A lock is not located in *any building* (this lock cannot be managed by building management and is treated like a normal lock in a lock owner account).

Who will receive what kind of keys if you issue keys from the tab “My keys”?

- If the lock is a *shared lock* in a building, the recipients of the keys *only receive the key for this particular lock* (they *do not* receive keys for the released or private locks located in the same building).
- If the lock is a *private lock* in a building, the recipients of the keys automatically *also receive keys for the shared locks* which are located in the same building.
- If the lock is not located in *any building*, the recipients of the keys *only receive the key for this particular lock*.

7.6 Retrieving keys within the building management function

 Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

Retrieving automatically issued keys

You cannot retrieve automatically issued keys for shared locks directly; you can do it only if it is a private lock or a key for a private lock.

How to proceed depends on the situation:

Situation	How to proceed
The lock is part of your account, and you have issued the key for this private lock <i>yourself</i>	Retrieve the key for the private lock (see " How to retrieve keys " on page 27).
The lock is part of another account, and you have <i>not issued yourself</i> the key for this private lock	Delete the private lock from the building (see " How to delete a private lock from a building " on page 51).

Retrieving manually issued keys

As building manager, you can retrieve keys you have issued via the tab "My keys" in the conventional manner, see "[How to retrieve keys](#)" on page 27.

7.7 Check what kind of locks belong to the building

Your role:  building manager

 *Private locks* may be locks from your account, but also from other accounts for your building.

 *Shared locks* can only be locks from your account for the building.

1. Log into your lock owner account with building management on www.myceseasy.eu.
2. Click on the tab "Buildings".

To see which *private* locks exist in the building:

3. Click on "View" next to your desired building.

The window "Linked locks to building" opens.

Now you see all private locks in the building. These locks are linked to the building by the building code.

To see which *shared locks* exist in the building:

3. Click on “My locks” next to your desired building.

*The window “My locks in the building” opens. There you see all locks in your account:
Next to locks which are not shared locks in the building, you will see the button “Add”, and next to shared locks, you will see the button “Delete”.*

4. Now set “Only display locks in the building” to “Yes”.

Now you see all shared locks located in the building

7.8 Edit a building

Your role:  building manager

After creation, you can change the name, the additional data, and the building code of a building.

1. Log into your lock owner account with building management on www.myceseasys.eu.

2. Click on the tab “Buildings”.

3. Click on “Options” next to your desired building.

The window “Building” opens.

4. Change the desired data. If you want to generate a new building code, click on .

 If you want to generate a new building code for the building, the locks which were previously added to it with the former building code remain linked to the building.

 If you want to delete the link between the locks and the building, and to use the new building code, first you have to delete the locks in question from the building. To add the locks to the building again, you have to use the new building code.

5. Click on “Save”.

Now the data for the building has been changed.

7.9 How to delete locks from a building

7.9.1 How to delete a *private* lock from a building

-  The following instructions describe how building managers can delete private locks. If you are a lock owner, you can delete your lock from a building by deleting the building code from the lock (see "How to delete a lock from a building" on page 21).

Your role:  building manager

-  You can delete both private locks in the building from *your* account as well as locks from *other* accounts.
-  If you delete a private lock from a building, the keys for this lock will no longer work as keys for the shared locks in the same building.

1. Log into your lock owner account with building management on www.myceseasyy.eu.
2. Click on the tab "Buildings".
3. Click on "View" next to your desired building.

The window "Linked locks to building" opens. There you see all private locks in your building, comprised of the locks from your account as well as the locks from other accounts.

4. Click on "Delete" next to your desired lock.
5. Click on "Save".

The lock is now deleted from the building. Now, the keys for this lock are no longer keys for the shared locks in the same building.

-  If you have deleted a private lock from a different account, the lock owner can add his/her lock again with the building code, if he/she still has the current building code. In this case, change the building code (see "Edit a building" on the previous page).

7.9.2 How to delete a *shared* lock from a building

Your role:  building manager

-  If you delete a shared lock from a building, all keys from private locks in this building which can be used for the shared lock will be retrieved.

1. Log into your lock owner account with building management on www.myceseasyy.eu.

2. Click on the tab “Buildings”.

3. Click on “My locks” next to your desired building.

The window “My locks in the building” opens. There you see all locks which are in your account.

 If “Only show locks in building” is set to “Yes”, you will only see all shared locks for this building.

4. Click on “Delete” next to your desired lock.

5. Click on “Save”.

The lock is now deleted from the building. All keys from private locks in this building which can be used for the shared lock will be retrieved.

7.10 How to change the display of the lock name

See “How to use lock names for display” in the section “Options for locks” on page 18.

7.11 Remote controls and building management

Remote controls are not included in building management. If you control a private lock with a remote control, you just control this specific lock and not the shared locks of the entire building.

Example: Your front door lock is a private lock in a building. The lock of the entrance door is located in the same building and has been released. For this reason, you automatically issue a key for the entrance door when you issue one for your front door. However, if you use a remote control to open and close your front door, you can *only* control your front door lock, *not* the entrance door lock.

8 Organisation management for lock owners

8.1 Principles of the organisation management for lock owners

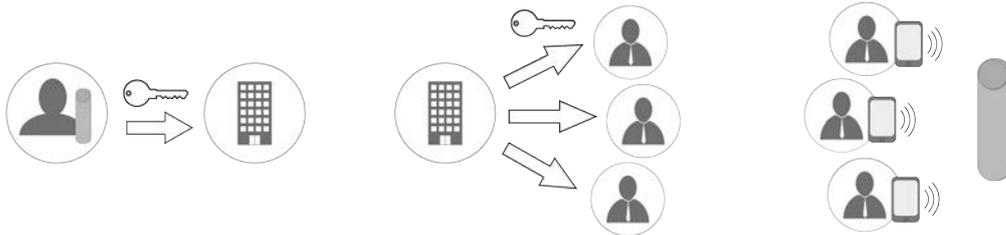
The organisation management allows lock owners to issue a key to an organisation which the organisation can pass on to their employees. Therefore, employees are able to open the lock of the lock owner.

Your role:  lock owner

1. You assign the function "Key to organisation" to a lock (see "[Key to organisation \(for locks\)](#)" on page 72).
2. You issue a key for this lock to an organisation as an organisation key, see "[How to issue keys](#)" on page 25.
3. The organisation passes the key on to its employees.

The employees can open your door with this key.

Example:



As lock owner, you issue an organisation key to a nursing service.

The nursing service passes the key on to its employees without you having to take care of it.

The employees can open your lock with the CESeasy app.

 If you retrieve the organisation key from the organisation, all keys are automatically retrieved from its employees.

PIN code

When you issue a key to an organisation, you can define that this key requires a PIN code. Employees of this organisation then have to enter their PIN code in the CESeasy app any time they want to open or close your lock. The employees set the PIN code themselves so you do not have to issue it.

Privacy mode

When the privacy mode is activated, the employees of an organisation cannot open the lock. The lock can be opened only with keys which you have issued directly to someone.

Example: You have issued a key to a nursing service, which passes on the key to several employees. You have issued two additional keys to your children. When you activate the privacy mode, the employees of the nursing service can no longer open your lock. However, your children can still open the lock, because they have received the key directly from you.



When in privacy mode, the lock can still be opened manually or via remote control.

You can activate the privacy mode with a CESeasy remote control, see "[How to define the key functions](#)" on page 39.

9 Organisation management for organisation managers

9.1 Principles of the organisation management for organisation managers

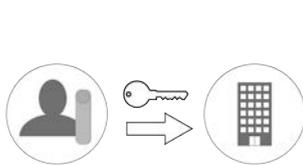
The organisation management allows lock owners to issue a key to an organisation which the organisation can pass on to their employees. Therefore, employees are able to open the lock of the lock owner.

Your role:  organisation manager

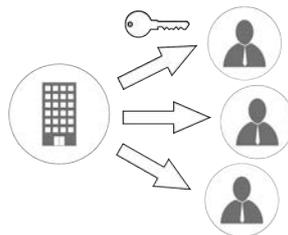
1. You receive a key for your organisation from a lock owner.
2. You pass on the key to the employees in question. Hence, the *one* organisation key you have received from the lock owner multiplies into *several* employee keys for your employees.

The employees in question are now able to open the lock of the lock owner.

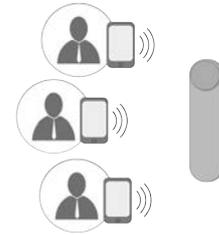
Example:



The lock owner issues an organisation key to you being the organisation manager.



You flexibly pass on the key to your employees.



The employees can open the customer's lock with the CESeasy app.

9.2 Initial creation of an organisation

If you want to create your first organisation, you have to do the following:

1. Create an organisation account (see "[How to create an organisation account](#)" on page 10).
2. Edit the organisation which has automatically been created with the new account, e.g. enter name and email of the organisation (see "[Edit organisation](#)" on page 68).



With one organisation account you can manage several organisations (see "[Add more organisations to an account](#)" on page 69).

9.3 Issue keys to employees

To be able to issue keys to employees, the following prerequisites need to be met:

1. You need to have an organisation account where you maintain your employee data (see "[How to create an organisation account](#)" on page 10).
2. You must have received an organisation key from a lock owner (see "[Receive an organisation key from the lock owner](#)" on the facing page).
3. You have to activate this organisation key (see "[Activate the organisation key](#)" on the facing page).
4. You must have created a group for those employees who are to receive the key (see "[Add group](#)" on page 67).
5. You have to assign the employees in question to this group (see "[Add employees to a group](#)" on page 62).
6. You have to assign the key to this group (see "[Assign the organisation key to a group](#)" on page 58).

9.4 Keys to the organisation

An organisation key is a key that you as the organisation manager have received from the lock owner. You can assign an organisation key to groups of employees. This way all employees of this group receive a key for the lock owner's lock.

9.4.1 Receive an organisation key from the lock owner

Please note the following so you can receive an organisation key from a lock owner:

- When he wants to issue a key, the lock owner has to activate the option "Key to organisation".
- Make sure to give the lock owner your correct email address where he has to send the key to the organisation to.

Email address of the organisation

The email address of the organisation is the address to which the lock owner has to send the key to the organisation. This address may differ from the email address you use to log in to your organisation account. As your account allows you to manage several organisations, you can define a different email address for each organisation. You can find the organisation's email address in the organisation account on the tab "Organisations" in the "Email" column.

Example: Log into your organisation account with the email address "me@myOrganisation.co.uk". For your organisation, you have entered the email address "clientkeys@myOrganisation.co.uk" in your account. When you receive an organisation key from a lock owner, he/she has to send it to the email address "clientkeys@myOrganisation.co.uk".

9.4.2 Activate the organisation key

Your role:  organisation manager

To be able to use a newly received organisation key, first you have to activate it.

1. Log into your organisation account on www.myceseeasy.eu.
2. Click on the tab "Keys".

If you have received a new organisation key, you will see it in this tab. Its status is "New".

3. Click on "Options" next to your desired key.

The window "Customer keys" opens.

4. Click on "Activate".

The status of the key changes to “Activated”. Now you can pass on this key to your employees.

9.4.3 Assign the organisation key to a group

Your role:  organisation manager

 To be able to issue keys to your employees, you first have to receive an organisation key from the lock owner, and this key has to be activated first.

 Organisation keys are issued to employee groups, rather than to individual employees.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab “Groups”.

3. Click on “Keys” next to the group to which you want to add the employee.

Now you see all existing keys of your organisation. If you set “Only linked keys” to “Yes”, you will only see the keys assigned to the group.

4. Click on “add” next to the desired key.

 If the desired key is not displayed, you may not have activated it yet (see "[Activate the organisation key](#)" on the previous page).

5. Click on “Save”.

Now the key has been issued to all employees who are members of this group.

9.4.4 Delete keys to the organisation

Your role:  organisation manager

If you delete an organisation key, this key is retrieved from all employees, and you can no longer issue this key.

 Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

If you want to share again a key for this lock, the lock owner has to send you a new organisation key.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab “Keys”.

You see all keys to the organisation you have received from lock owners.

3. Click on “Options” next to your desired key.

The window “Customer keys” opens.

4. Click on “Delete”.

The key has now been deleted. Then it is retrieved from all employees.

9.5 Employees

Employees are people to whom you can pass on the keys to the organisation. These employees are not necessarily your employees. They can also be holiday guests or other people whom you maintain as “employees” in your organisation account.

 In principle, you can manage 100 employees per organisation. You can increase the number of possible employees with the extension function “100 employees” (see ["About extension functions"](#) on page 70).

9.5.1 Important terms around employees

Reference code

The reference code is automatically created after you have created a new employee. The employee receives this code with his or her registration email. This code enables the CESeasy app to assign this employee to your organisation, and the employee will automatically see the required keys in his or her CESeasy app.

Verification code

The verification code is optional and is an additional safety feature. Normally it is sufficient for the recipient of the CESeasy email to click on the key code link in order to add a key to the CESeasy app. If you want an additional security query to be carried out, you can create a verification code. This is not sent by email. You have to communicate it to the recipient in person. Thus you make sure that only the recipient in question can add the key to his or her CESeasy app.

In the same way, you can use verification codes to create employee accounts. After having clicked on the link with the reference code in the email, the new employee has to enter the verification code too, in order to receive a key from your organisation.

PIN code

If a lock owner has defined that a PIN code is required to use his or her key, the employees have to enter their PIN code any time they want to open or close the lock. Every employee creates his or her own PIN code in the CESeasy app. The employee can change his or her PIN code in his/her employee account.

Password

The password allows the employee to log onto the web platform with his or her employee account. The employee creates the password during his or her first use of the CESeasy app.

9.5.2 Add employees to an organisation account

Your role:  organisation manager

1. Log into your organisation account on www.myceseasys.eu.
2. Click on the tab “Employees”.
3. Click on “Add”.
4. Enter the required data.

Name

Name of the employee.

Additional data

This is optional, it is for information purposes only and has no technical effect.

Email address

Email address of the employee. This is the email to which the employee’s registration email and any future emails with keys for the employee will be sent. With this email address he/she can also log into his/her employee account.

Mobile phone number

This is optional, it is for information purposes only and has no technical effect.

Verification code

The verification code is optional and is an additional safety feature. Normally it is sufficient for the recipient of the CESeasy email to click on the key code link in order to add a key to the CESeasy app. If you want an additional security query to be carried out, you can create a verification code. This is not sent by email. You have to communicate it to the recipient in person. Thus you make sure that only the recipient in question can add the key to his or her CESeasy app.

In the same way, you can use verification codes to create employee accounts. After having clicked on the link with the reference code in the email, the new employee has to enter the verification code too, in order to receive a key from your organisation.

5. Click on “Send”.

You now see that the reference code and status are updated.

Reference code

The reference code is automatically created after you have created a new

employee. The employee receives this code with his or her registration email. This code enables the CESeasy app to assign this employee to your organisation, and the employee will automatically see the required keys in his or her CESeasy app.

Status

The status is automatically displayed after you have created a new employee.

There you see e.g. whether the email to the employee has been sent.

6. Click on “Save”.

The employee has now been created. To use CESeasy, the employee has to open the link in his/her registration email.

9.5.3 Add employees to a group

Your role:  organisation manager

 When you add an employee to a group, he/she will receive all the keys which have been assigned to this group.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab “Groups”.

3. Click on “Employees” next to the group to which you want to add the employee.

Now you see all employees of your organisation. If you set “Only employees of the group” to “Yes”, you will only see the employees of the group in question.

4. Click on “add” next to the employee in question.

5. Click on “Save”.

The employee has now been added. He/she automatically receives all keys which have been assigned to the group.

 If you want to see to which groups this employee has already been assigned, click on “Groups” in the tab “Employees”.

 Under “Groups” in the tab “Employees”, you can delete this employee from the groups where he/she is a member. Then all keys of these groups are retrieved from this employee. However, the employee keeps all other keys, and his/her data is preserved in your organisation account.

9.5.4 Delete employees

Your role:  organisation manager

 If you delete an employee, you retrieve all organisation keys from him/her and delete his/her data from your organisation account.

 Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab "Employees".

3. Click on "Options" next to your desired employee.

The window "Employees" opens.

4. Click on "Delete".

5. Confirm the security prompt with "Continue".

The employee has now been deleted. Now, all keys of your organisation are automatically retrieved from him/her.

 The employee is **not** informed by email that you have deleted him/her.

9.5.5 Block employees

Your role:  organisation manager

 When you block an employee, you retrieve all his or her keys. However, the employee's data remains in your organisation account, and you can reactivate him or her at any time.

 Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab "Employees".

3. Click on "Options" next to your desired employee.

The window "Employees" opens.

4. Click on "Block".

5. Confirm the security prompt with “Continue”.

You now see that the employee’s status changes to “blocked” and that the reference code has been deleted. The employee just receives an email telling him or her that he or she has been blocked.

Now, all keys of your organisation are automatically retrieved from this employee.

-  If you want to reactivate an employee, you have to send him or her a new reference code, see "[Send a new reference code to an employee](#)" on the facing page. If the employee still is a group member, he or she will automatically receive all keys which have been assigned to this group.

9.5.6 Delete employees from a group

Your role:  organisation manager

-  When an employee is deleted from a group, all keys are retrieved from this employee.
-  Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab “Groups”.

3. Click on “Options” next to the employee in question.

You now see all employees with our account, and you can add or delete an employee.

-  If you set “Only employees of the group” to “On”, you will only see the employees of the group in question.

4. Click on “Delete” next to the employee in question.

Now the employee has been deleted from the group.

9.5.7 Send a new reference code to an employee

Your role:  organisation manager

-  If an existing employee has to install the CESeasy app again (e.g. because he/she had uninstalled the CESeasy app or is using a new smartphone), he/she can restore all keys with the new reference code.
-  If the old smartphone with the old CESeasy app still is in use, keys are not refreshed in the keys list in this app after the new reference code has been created. Thus, all keys in the old app will become invalid after 48 hours at the latest, see "[How to manage keys](#)" on page 24.

1. Log into your organisation account on www.myceseasys.eu.
2. Click on the tab "Employees".
3. Click on "Options" next to your desired employee.

The window "Employees" opens.

4. Click on "Send".
5. Confirm the security prompt with "Continue".

Beneath "Reference code" you now see the new reference code. The employee receives an email with the new reference code.

-  After having clicked on the reference code, the employee has to enter **the same password** he/she has used to create the employee account.

9.6 Retrieve keys from employees

You have several options to retrieve a key from an employee:

"Delete employees" on page 63	All keys are retrieved from the employee, and his/her data is deleted from your organisation account.
"Block employees" on page 63	All keys are retrieved from the employee, but his/her data is kept in your organisation account.
"Delete employees from a group" on page 64	All keys which are assigned to this group are retrieved from the employee. The employee keeps all other keys, and his/her data is kept in your organisation account.
"Delete group" on the facing page	All keys which are assigned to this group are retrieved from employees who were assigned to this group. The employees keep all other keys, and their data is kept in your organisation account.
"Delete keys to the organisation" on page 58	All keys are retrieved from all employees. You can no longer issue this key. If you want to share again a key for this lock, the lock owner has to send you a new key to the organisation.

-  If the lock owner retrieves the keys to the organisation, all keys are automatically retrieved from the employees.
-  Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

9.7 Groups

Organisation keys are issued to groups, rather than to individuals. By assigning the desired key to a group, at the same time you issue it to all relevant group members.

9.7.1 Add group

Your role:  organisation manager

1. Log into your organisation account on www.myceseasy.eu.
2. Click on the tab "Groups".
3. Click on "Add".
4. Enter the required data.

Name

Group name.

Additional data

This is optional, it is for information purposes only and has no technical effect.

5. Click on "Save".

The new group has now been created.

9.7.2 Delete group

Your role:  organisation manager

 If a group is deleted, the keys are retrieved from all the members who have been assigned to this group.

 Please note the point in time when a key can no longer be used in the CESeasy app after having retrieved it, see "[How to manage keys](#)" on page 24.

1. Log into your organisation account on www.myceseasy.eu.
2. Click on the tab "Groups".
3. Click on "Options" next to the group in question.
4. Click on "Delete".

The group has now been deleted.

9.8 Edit organisation

Your role:  organisation manager

1. Log into your organisation account on www.myceseasys.eu.
2. Click on the tab “Organisations”.
3. Click on “Options” next to the organisation in question.

The window “Organisation” opens.

4. Enter the name of the organisation.
5. Enter the email address of the organisation.

Email address of the organisation

The email address of the organisation is the address to which the lock owner has to send the key to the organisation. This address may differ from the email address you use to log in to your organisation account. As your account allows you to manage several organisations, you can define a different email address for each organisation. You can find the organisation’s email address in the organisation account on the tab “Organisations” in the “Email” column.

Example: Log into your organisation account with the email address “me@myOrganisation.co.uk”. For your organisation, you have entered the email address “clientkeys@myOrganisation.co.uk” in your account. When you receive an organisation key from a lock owner, he/she has to send it to the email address “clientkeys@myOrganisation.co.uk”.

6. Click on “Save”.

The changes have now been saved.

 All keys to the organisation you have already received from lock owners remain in place even if you have changed the email address. However, new keys to the organisation have to be sent to the new email address.

9.9 Add more organisations to an account

Your role:  organisation manager

 To add another organisation to your organisation account, you have to buy an additional code card for an organisation account,

1. Log into your organisation account on www.myceseasys.eu.
2. Click on the tab “Organisations”.
3. Click on “Add”.

The window “Add organisation” opens.

4. Enter the code.
5. Enter the name of the organisation.
6. Enter the email address of the organisation.

Email address of the organisation

The email address of the organisation is the address to which the lock owner has to send the key to the organisation. This address may differ from the email address you use to log in to your organisation account. As your account allows you to manage several organisations, you can define a different email address for each organisation. You can find the organisation’s email address in the organisation account on the tab “Organisations” in the “Email” column.

Example: Log into your organisation account with the email address “me@myOrganisation.co.uk”. For your organisation, you have entered the email address “clientkeys@myOrganisation.co.uk” in your account. When you receive an organisation key from a lock owner, he/she has to send it to the email address “clientkeys@myOrganisation.co.uk”.

7. Click on “Save”.

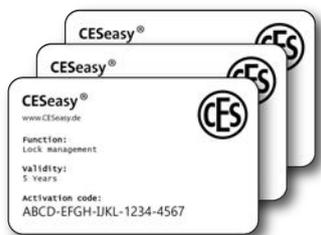
The changes have now been saved.

 All keys to the organisation you have already received from lock owners remain in place even if you have changed the email address. However, new keys to the organisation have to be sent to the new email address.

10 Extension functions

10.1 About extension functions

Several extension functions are available at CES.



You can purchase these functions in the form of a prepaid card which contains a code. Scratch the code off and add it to your lock or account.

10.2 Lock management (for locks)

 The “Lock management” function is part of the locks as delivered by CESeasy.

The “Lock management” function allows you to manage your locks for 5 years on the web platform without any restrictions. You can extend it for another five years by buying an additional “Lock management” function.

When “Lock management” has expired, lock management will be restricted:

- You can no longer issue keys for this lock, you can only retrieve them. (The keys issued before this period expired are preserved)
- It is no longer possible to link a lock to a button of the remote control. (Buttons linked to a lock before this period expired are preserved)
- If no lock in your account has the “Lock management” function any longer, you can no longer add a remote control.
(The remote controls added before this period expired are preserved)

 “Lock management” is linked to each lock.

 The time starts to run upon the first lock registration. If you delete a lock, the functions linked to it continue to be activated, and time continues to run. If this lock is registered again, it is added to the account with the remaining time.

 If you have activated the “5 additional keys” function for a lock, you can issue and retrieve these keys for the lock in question only within the validity period. The additional keys do not prolong the term of expiration.

How to add the function “Lock management” to a lock

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu .
2. Click on the tab “My locks”.
3. Click on “Options” next to the lock for which you want to activate the function in question.
4. Click on “Add” next to “Functions”.
5. Enter the code, and click on “Continue”.

Now, the function has been added to the lock.

10.3 5 additional keys (for locks)

This function provides you with five additional keys for one lock. Additional keys are only valid for the lock to which you have added this extension function.

-  You can issue additional keys for one lock as long as you can also issue the keys which were delivered to you together with the lock.
-  When you delete a lock you also delete all additional keys which were added to this lock. Afterwards, these additional keys cannot be added to another lock.

How to add the function "5 additional keys" to a lock

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.
2. Click on the tab “My keys”.
3. Click on “Add”.
4. Enter the code of the "5 additional keys" card and select a lock to which you want to add the five additional keys.
5. Click on “Continue”.

Now, the five additional keys have been added to the lock.

10.4 Key to organisation (for locks)

This function allows you to issue keys not only to individuals but rather also to organisations. The organisation which has received a key from you can pass it on to its employees.

-  This function is valid for five years. The time during which this function is valid starts to run after you have added this function to the lock. If you delete the lock, time continues to run. If this lock is registered again, it is added to the account with its remaining time.
-  The “Key to organisation” function can only be added and used if a valid “Lock management” function has been added to it. The “Lock management” function is part of the locks as delivered by CESeasy.

How to add the function “Key to organisation” to a lock

Your role:  lock owner

1. Log into your lock owner account on www.myceseasy.eu .
2. Click on the tab “My locks”.
3. Click on “Options” next to the lock for which you want to activate the function in question.
4. Click on “Add” next to “Functions”.
5. Enter the code, and click on “Continue”.

Now, the function has been added to the lock.

10.5 How to check the extension functions of your lock

To check what kind of functions are assigned to your lock, and how long these are valid, please proceed as follows:

Your role:  lock owner

1. Log into your lock owner account on www.myceseasy.eu.
2. Click on the tab “My locks”.
3. Click on “Options” next to the lock in question.
4. Click on “Info” next to “Functions”.

You now see all functions which have been added to the lock, and the expiry date of the

respective function.

10.6 Building management (for lock owner accounts)

The “Building management” function allows you to manage buildings in the role of a building manager. Your account is extended with the tab “Buildings” which allows you to create buildings and to add locks to these buildings. If you own the “Building management” function, you can additionally define how the name of the lock is displayed on the web platform and in the CESeasy app.

The “Building management” function is used to extend two account types:

- If you extend a **lock owner account** with the “Building management” function, you have a lock owner account with building management.
- If you extend an **organisation account** with the “Building management” function, you have a lock owner account with building management in addition to your organisation account. You can switch between the accounts on the web platform.

The “Building management” function is valid for five years. It is linked to your lock owner account.

 For details on building management please refer to "[Building management](#)" on page 43.

How to add the function “Building management” to a lock owner account

Your role:  lock owner

1. Log into your lock owner account on www.myceseasys.eu.
2. Click on the tab “Home”.
3. Click on “My data”.
4. Click on “Functions”.
5. Enter the code, and click on “Continue”.

Now, the “Building management” function has been added to your lock owner account.

6. Log out of the web platform, and log in again.

You now see the new tab “Buildings”. Now you can create and delete buildings.

10.7 100 employees (for an organisation)

You can use the “100 employees” function in two ways:

- It allows you to manage 100 additional employees in your organisation. Initially, you can manage 100 employees per organisation, while this function allows you to manage 200 employees in your organisation (or even more, if you buy this function several times).
-  If you manage several organisations with your organisation account: these 100 additional employees are added only to the organisation you have selected when activating this function.
-  The “100 employees” function has a duration of five years.
- When the licence duration of your organisation has expired, you can prolong it by another five years with the “100 employees” function.

How to add the function "100 employees" to an organisation

Your role:  organisation manager

1. Log into your organisation account on www.myceseasy.eu.
2. Click on the tab “Organisations”.
3. Click on “Options” next to the organisation to which you want to add 100 additional employees.
The window “Organisation” opens.
4. Click on “Add” next to “Max. employees”.
The window “Add additional employees” opens.
5. Enter the code of the "100 employees" card, and click on “Continue”.
The window “Add additional employees” opens.
6. Click on “Save”.
Now the function 100 employees has been added to the organisation.

10.8 Organisation (for organisation accounts)

You can use the "Organisation" function in two ways:

- It allows you to create an organisation account. This account automatically creates an organisation with 100 employees.
- If you already own an organisation account, this function allows you to add another organisation with 100 employees.

-  One organisation has a validity of 5 years. To extend its validity by another 5 years, you have to add the function "100 employees" to this organisation.

How to create an organisation account

-  If you already have a lock owner account you can extend it with an organisation account instead of creating a separate account. This allows you to use the same login email address for both accounts, see "[How to use different accounts with one single login](#)" on page 14.

Your role:  organisation manager

1. Open www.myceseasys.eu in your browser.
2. Click on "Register".
3. Enter the required data.

Registration code

The code on the "Organisation" card.

Email and password

With this data entered here, from now on, you will log into your account.

Now an email with a confirmation link will be sent to you at the email address given.

-  If you do not receive an email, please check your spam folder.

4. Click on the link in the email.

Now you will receive a message in your browser that your account has been verified. Your organisation account has now been created.

-  By creating the account, an organisation has been added to your account. You can manage several organisations with one organisation account.

How to add another organisation to your organisation account

Your role:  organisation manager

-  To add another organisation to your organisation account, you have to buy an additional code card for an organisation account,

1. Log into your organisation account on www.myceseasys.eu.

2. Click on the tab “Organisations”.

3. Click on “Add”.

The window “Add organisation” opens.

4. Enter the code.

5. Enter the name of the organisation.

6. Enter the email address of the organisation.

Email address of the organisation

The email address of the organisation is the address to which the lock owner has to send the key to the organisation. This address may differ from the email address you use to log in to your organisation account. As your account allows you to manage several organisations, you can define a different email address for each organisation. You can find the organisation’s email address in the organisation account on the tab “Organisations” in the “Email” column.

Example: Log into your organisation account with the email address “me@myOrganisation.co.uk”. For your organisation, you have entered the email address “clientkeys@myOrganisation.co.uk” in your account. When you receive an organisation key from a lock owner, he/she has to send it to the email address “clientkeys@myOrganisation.co.uk”.

7. Click on “Save”.

The changes have now been saved.

 All keys to the organisation you have already received from lock owners remain in place even if you have changed the email address. However, new keys to the organisation have to be sent to the new email address.

11 Logbook

11.1 Logged events

Events contain important information about your lock, your keys and your account. You can view these events in the tab "Logbook" in your lock owner account. You will always see the last 150 events, with the latest events at the top of the list.

Events occur on various occasions:

In your account on the web platform

- Whenever you manage keys, e.g. you issue or retrieve a key
- Whenever you manage your account, e.g. you change the date or add functions

In the lock

- Whenever a motor cylinder or a door controller is operated from your lock owner account (either by the CESeasy app, the rotary knob at the motor cylinder, a remote control, or by a communication module)



Before these events are shown in your account, the CESeasy app has to transmit them to the web platform. As soon as a lock has been opened or closed with the app, the app transmits all new events for this lock to the web platform when next communicating with it.

Logged events for locks managed by the different account types

Normally the events created by the operation of locks show you who operated which lock with what kind of device at what time. This information is shown in the following form:

"Date, time, lock name, what happened (e.g. open), operating device (e.g. remote control), user (name of the user to whom you have issued the key)"

For reasons of data protection, however, some accounts only show limited information:

- Building managers cannot see the names of users who have automatically received a key for a shared lock and use it to operate the shared lock
- The organisation manager sees the names of staff members who have opened a lock. The lock owner who has issued the key to the organisation does not see the names of the staff members but just the name of the organisation.

12 Index

1

100 employees (extension function) 73

5

5 additional keys (extension function) 71

A

Account

 create 8

Account types 5

App 31

B

Building code 44

Building management 43

 Add locks from a building 46

 Building code 44

 Create a building 44

 Delete locks from a building 51

 Edit a building 50

 Issued keys 48

 Retrieved keys 49

Building management (extension function) 73

C

CESeasy app 31

E

Employee account 6

Employees 60

Events 77

Extension functions 70

 to add to a lock 22

F

Forgot password 16

Functions

 to add to a lock 22

Functions (extension functions) 70

G

Groups 67

K

Key 24

 for organisation 28

 issue 25

 retrieve 27

temporary keys 27

Key list in the CESeasy app 31

Key to organisation 72

L

Lock

add to an account 17

delete 22

register locks 17

Lock management (extension function) 70

Lock owner account 6

with building management 6

Logbook 77

Logged events 77

Login 16

N

Night locking 40

Night locking mode 40

Night locking mode ON/OFF 40

O

Organisation (extension function) 74

Organisation account 6

Organisation management

Create an organisation 56

Employees 60

for lock owners 53

for organisation managers 55

Groups 67

Issue keys to employees 56

Keys to the organisation 57

Retrieve keys from employees 66

P

PIN code

for employees 60

for lock owners 53

for organisation managers 60

Privacy mode 40, 54

R

Reference code

for keys 24

Remote control 35

add 38

assign buttons 39

delete 42

T

Temporary keys 27

U

URL web platform 5

Use lock name for display 52



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