

Frequently Asked Questions (FAQs) by Product Category (SR devices)

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1. General Queries related to all SR Devices

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Installation: Connecting

Q.1 How do I connect with an SR device?

In order to operate an SR device you must first connect it with your Smartphone using SecuRemote Smart Application. To do this, make sure your Smartphone Bluetooth is turned ON, the SR device is powered ON, and that both devices are within direct operation range. Refer to the SR device manual.

Q.2 I am not able to Connect with an SR device. What should I do?

1. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
2. Turn **OFF** Bluetooth of your smart phone and Turn **ON** again.
3. Now try to connect with SR device again.

Q.3 My iPhone® shows that the Bluetooth® is connected but the SecuRemote® device shows that the device is not connected.

This is an issue with the Bluetooth® functionality of your iPhone®. Turn the Bluetooth® off and then on from the Bluetooth® from the Bluetooth® setting screen. Now try to re-connect your Bluetooth®. Please refer to your smartphone user manual for further information.

Q.4 How do I connect again with SR Device after Factory Reset?

1. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
2. Operate SR Device with Lock/Close or Unlock/Open or Status commands using Home Screen Menu.
3. All the settings of SR device will set to factory default.

Q.5 How do I connect again with SR Device after Re-Installing the App?

1. User has to add SR Device again with SR Smart App. Read user manual for detailing.
2. "Choose Existing Account" option to register SR device.
3. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
4. Operate SR Device with Lock/Close or Unlock/Open or Status commands using Home Screen Menu.

General Operation: Settings

Q.6 How to change the Administrative PIN?

Follow the below steps to change administrative pin.

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Select Set Admin PIN option "**Settings**" -> "**SR Smart App Settings->Set Admin PIN**".
3. Enter default Admin PIN (1234) when prompted.
4. Enter your new Admin PIN, confirm PIN and press "**Save**" button.

Q.7 How to change the User PIN?

Follow the below steps to change User pin.

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Select Set User PIN option "**Settings**" -> "**SR Smart App Settings->Set User PIN**".
3. Enter default User PIN (1234) when prompted.
4. Enter your new User PIN, confirm PIN and press "**Save**" button.

Q.8 What to do if a user forgets the User PIN or Administrative PIN?

Follow the below steps user forgets the User PIN or Administrative PIN.

1. Delete/Remove SR Smart App from your Smartphone.
2. Install SR Smart App from Apple or Play Store.
3. Add SR Device using SR Smart App. Refer user manual for detailing.

Q.9 Who can change User PIN?

User who knows the current User PIN can change it.

Q.10 How to set Sound Notification?

Follow the below steps to set Sound Notification. Sound will be played in your smart phone while connect, disconnect or failure with SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Enabled/Disable Sound Notification "**Settings**" -> "**SR Smart App Settings->Sound Notification**".
3. Enabled/Disable Sound Notification and press "**Save**" button.

Q.11 How to change alias name of the SR Device?

Follow the below steps to change alias name of SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** option.
2. Give or change name of device as per your choice "**Settings**" -> "**SR Device Settings->SR Device Name**".
3. Enter name as per your choice and press "**Save**" button.

Q.12 How to change settings of the SR Device?

Follow the below steps to change settings of SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** option.

NOTE - You must need to pair with SR Device first. It will ask for Admin PIN as well.

2. Change or Update settings of SR Device as per your choice "**Settings**" -> "**SR Device Settings->SR Device Settings**".
3. Change or Update settings of SR Device as per your choice and press "**Save**" button.

Q.13 How can I see audit trail of the SR Device?

Follow the below steps to see audit trail of SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** option.

NOTE - You must need to pair with SR Device first. It will ask for Admin PIN as well.

2. Press on Audit Trail button "**Settings**" -> "**SR Device Settings->Audit Trail**".
3. You can see the listing of operation executed on SR Device.

Q.14 How can I get the SR Device specific Information?

Follow the below steps to get SR Device specific Information.

1. Launch SR Smart App, Press **Settings** -> **About SR Device** option.

NOTE - You must need to pair with SR Device first. It will ask for Admin PIN as well.

2. Press on About SR Device "**Settings**" -> "**About SR Device**".
3. You can see the listing of SR Device specific Information.

Q.15 How can I delete the SR Device from my account?

Follow the below steps to delete the SR Device from your account.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** option.

NOTE - This option is only visible to admin user not for invited user.

2. Press on Delete SR Device "**Settings**" -> "**SR Device Settings->Delete SR Device**".
3. You need to validate with your email id and password. After validation SR device will be removed from your account.

General Operation: SR Devices

Q.16 How to add SR device?

Follow the below steps to add SR Device.

1. Launch SR Smart App, Press **Devices** -> **Add SR Device** option.
2. You can add SR Device using one of the three methods mentioned in Add SR Device screen. Read user manual for detailing.

Q.17 If you cannot operate a device?

1. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
2. Turn your Smartphone Bluetooth **OFF** and **ON** again.
3. If you are not an authorized User, please contact the Administrator of that device for more information.

Q.18 How to check the status of a device in direct mode?

1. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
2. Launch the SR Smart App and press **"Status"** button at the right-top corner of the SR App home screen.

Q.19 How to switching between SR Devices?

1. Launch the SR Smart App and go to the **"Devices"** menu.
2. Select the SR device from the device list.

General Operation: Users

Q.20 How to add New User?

Follow the below steps to add New User.

1. Launch SR Smart App, Press **Users -> Access Devices -> Invite Access Device** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. You can add a user through anyone of the following options:
 - Select from Contacts: You can select contact from Phonebook directly.
 - Type In: You will need to enter user information manually.
3. You will be asked to send Invite Code via Email or SMS to the user. If you want to inform this user that he/she is authorized to operate this device and prompt them to download the SR App from the embedded link press **"YES"** otherwise press **"NO"** button. Note: This option is available only on cellular enabled devices. Standard SMS messaging rates may apply.
4. Press **"Get Invite Code"**.

Q.21 How to add Keyfob?

Follow the below steps to add Keyfob.

1. Launch SR Smart App, Press **Users -> Access Devices -> Add Keyfob** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Hold your smart phone and Keyfob within a range of one foot.
3. Press and hold one of the buttons of Keyfob for 5 seconds.
4. SR Smart App will search Keyfob.
5. SR Smart App will add and register Keyfob to user account.
6. Keyfob is activated to work with SR Device.

Q.22 Can I configure a keyfob to work with multiple SR Devices?

Yes, you can configure a SR keyfob with multiple SR Devices. Each one of the 4 keyfob buttons can be configured to operate a specific SR Device.

Q.23 How to delete User?

Follow the below steps to delete User.

1. Launch SR Smart App, Press **Users -> Access Devices -> Select User from User Listing** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Press **Delete Access Device** button.

Q.24 How to get listing of Invited User?

Follow the below steps to get listing of Invited User.

1. Launch SR Smart App, Press **Users -> Access Devices** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Wait for some time as SR Smart App will getting user listing from SRP.

Q.25 What does "Accept Invitation" mean?

In order for a new user to operate a device authorized by the Administrator, the user must first accept the invitation sent to them via email or SMS. The invitation message also contains the Invitation Code, a 7-digit code, that the user will be prompted to enter upon setting up the SR Smart App or attempting to pair with the SR device that has been authorized to operate.

General Operations: Security

Q.26 What if a user loses their Smartphone?

Delete or Remove this user so that this Smartphone can't operate any associated SR Device. Once the user is deleted from the SR Devices, their Smartphone will not be able to operate it.

Q.27 What if an Admin user loses their Smartphone?

When Admin lost their Smartphone there are two options

- Admin again register old device in new smartphone with "Choose Existing Account" option then App display message "The SecuRemote device is already registered to this account". And after re-launch app user also get device in new smartphone but in this case both smartphone have Admin rights for that same device. So Admin needs to delete lost smartphone from user list. Existing users will remain same.
- Second option is Admin can register SR device in new account by selecting "Create New Account" option. Registered user will delete from SR device.

Q.28 What if an authorized keyfob is lost?

User needs to remove Keyfob from SR Device. Once the SR keyfob is removed, it will not be able to operate SR Device. Follow the below steps to remove Keyfob.

1. Launch SR Smart App, Press **Users -> Access Devices -> Select Keyfob from User Listing** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Press **Delete Access Device** button.

Q.29 What if the battery is critically low and the user is outside without the key?

Use a 9V battery as emergency power, hold the battery contacts on the contacts on the Lock faceplate and operate the lock with the SR App as usual. If you don't get power the first time, just reverse the battery contacts.

Q.30 I received an error for "maximum allowable users are added" when trying to add new user what I should do?

SecuRemote® allows a maximum of 10 users including the Administrator. If the Administrator wants to add a new user, the Administrator needs to delete any existing user or edit any existing user with the new user information.

General Operations: Others

Q.30 Why SR Device is added or removed automatically from my smartphone?

This case will be observed in case of invited users. If Admin will add or remove SR device in his/her account, then it will be affected in invited users. This process is running in back ground so it will be affected when SR Smart App will get data from SRP.

Q.31 Why I am getting Unauthorized User Error?

This case will be generated if Admin has deleted/removed SR Device or User. Invited user will try to operate SR Device, which is deleted/removed by Admin, and then Unauthorized User Error will come.

Q.32 Why I am not able to add keyfob?

Only Admin user can able to add and configure Keyfob. If you are invited user then you will not able to do it.

General Operations: Push Notifications

Q.1 How to set push notifications for my SR Device?

Log in to your existing SRP account by visiting <http://portal.securemote.com>. If you have not created an SRP account yet, please see the please see the SecuRemote Online section for instructions.

Go to **My Account -> Notifications -> Press Create New Notification** section. Portal will guide you for the same.

Q.2 I cannot find my user device on Portal?

Please add your SR Device in SR Smart App. The App will register your push notification information to portal. If you have done it then please kill the app and launch it again.

Q.3 I cannot receive any push notification for subscribed event for mobile device?

To receive push notification, you must have fulfill below criteria:

- 1 Your mobile device's Internet connectivity should be ON. To verify Internet connectivity of mobile, please launch safari or any browser and try to access any web page.
- 2 Notifications must be on in your mobile device.
- 3 iOS Users - Go to **Notifications -> SR Smart -> Allow Notifications** must be ON. "Alert Style When Unlocked" must not be "None".
- 4 Android Users - Go to **Settings -> Apps -> SR Smart -> Show Notifications** must be ON.
- 5 iOS Users - SR Smart App must not be open or active. SR Smart App's any screen must not be visible or in front to user mobile.

2. SR Bridge Support

Q.1 How to register SR Bridge?

1. Launch the SR Smart App and select Devices->Add Devices.
2. Select any of below two options to register SR Bridge on SRP.
 1. Scan QR Code
 2. Enter SR # manually

Log in to your existing SRP account by visiting <http://portal.securemote.com> .If you have not created an SRP account yet, please see the "SecuRemote Online" section for instructions. Under Bridges option, added SR Bridge will be displayed.

Q.2 How to assign a device to a SR Bridge?

Log in to your existing SRP account by visiting <http://portal.securemote.com> .If you have not created an SRP account yet, please see the "SecuRemote Online" section for instructions.

Once you are logged in, go to **"SR Devices"** using menu option.

1. Select the registered SR Bridge device.
2. Go to **"Bridges"** option.
3. Click on Bridge device you have added against registered SR Bridge.
4. Click on "Assign SecuRemote Device" option.
5. Select SR Device from the Device Listing and add/update description.
6. Click on "Add SR Device" to assign your device to your bridge.
7. It will ask for final confirmation. Please click on "Confirm" button.
8. From here user can manage SR Devices under that SR Bridge. This configuration can be changed anytime in future according to user's need.

Q.3 Removing a device from a SR Bridge

Log in to your existing SRP account by visiting <http://portal.securemote.com> .If you have not created an SRP account yet, please see the "SecuRemote Online" section for instructions.

1. Once you are logged into your SRP account, register your SR device using **"Devices"** menu option.
2. Select the registered SR Bridge device. Press "Manage" button.
3. You will see all SR devices registered on this account. Uncheck the SR devices you want to remove from SR Bridge.

Q.4 Operating SR device using Remote mode

The SR device you want to operate should have been assigned to an SR Bridge with an Internet connection. If you have already purchased an SR Bridge and have registered it on SRP follow the steps below:

1. Launch the SR Smart App.
2. Press an operation button on the SR Smart App home screen.
3. You are not in the range of SR Device or Bluetooth is disabled in your smart phone.
4. Press Lock/Unlock or Open/Close to perform the operation.
5. You may have to wait a few seconds for the communication to the SR device to be completed.

Q.6 SR App is unable to operate an SR device in Remote mode?

Make sure you have Internet Connectivity and that your SR device and SR Bridge are powered ON.

Q.7 How to get the status of a device in a remote location?

Click on the "Status" button shown at the right-top corner of the SR Smart App home screen. "Remote Mode Operation" message will display click on "Yes" and app will display current status of SR device with message.

Q.8 "Doors Unintentionally Left Open or Unlocked" notification

"Doors Unintentionally Left Open or Unlocked" is a notification alert which is triggered if you have left home and moved a mile away from the SR device location. This is accomplished by SR tracking. It uses SR device's current status and Smartphone's approximate location. The accuracy of your location depends on the type of Location Services used by your Smartphone and the speed at which you are moving away from your home/office (SR device location). When a door is left open/unlocked SRP will request your location from the SR Smart App and will trigger the notification alert once your physical distance has exceeded a mile from the device. Your exact physical distance at the time the notification alert message is shown on your Smartphone screen will depend on the GPS connectivity and speed at which you are driving away - it will typically be about a mile.

For iPhone users, please make sure you keep your Wi-Fi always **ON**. For more accurate results iPhone will use public Wi-Fi networks to calculate your current location.

The notification is very reliable as long as your Smartphone Location Services are enabled and the SR devices are powered **ON**.

Q.9 Enabling the "Doors Unintentionally Left Open or Unlocked" notification need to assign bridge to SR device then only notification option appear

Once you have registered an SR Bridge with SRP, the SR Smart App will automatically detect the SR Bridge and after that user can enable this notification functionality for SR devices that support it (SR Locks and Garage Door devices) provided that you have enabled your Smartphone's Location Services and have authorized the SR Smart App to use them.

For iPhone:

1. Make sure you have enabled Location Services and had given permission to the SR App.
2. You can enable Location Services using iOS Settings>Privacy>Location Services.

For Android:

1. Make sure you have enabled GPS/Network Provider Enabled.
2. You can enable GPS/Network Provider using Settings>Location Services.

To mark the SR device location:

1. If you want to manually enable the "Doors Unintentionally Left Open or Unlocked" notification, Select "**Settings-> SR Device Settings->Notification->Set Location**" and make sure you are within range of the SR device.

Q.10 Removing a SR Bridge from account and replacing with new SR Bridge

Log in to your existing SRP account by visiting <http://portal.securemote.com> .If you have not created an SRP account yet, please see the "SecuRemote Online" section for instructions.

Once you are logged into your SRP account, select "**SR Devices**" menu option.

1. Select "**manage**" bridge option for bridge that needs to be deleted
2. Unselect all SR devices and click on save button.
3. Click on Remove SR Bridge
4. Select any of below two options to register SR Bridge on SRP.
 1. Scan QR Code
 2. Enter SR # manually
7. Select the registered SR Bridge device on SRP.
8. Go to "**Bridges**" option.
9. Click on Bridge device you have added against registered SR Bridge.
10. Click on "Assign SecuRemote Device" option.
11. Select SR Device from the Device Listing and add/update description.
12. Click on "Add SR Device" to assign your device to your bridge.
13. It will ask for final confirmation. Please click on "Confirm" button.

3. IP Camera Support

Q.1 Which IP Cameras are supported with SR App?

D-Link: Following camera models are supported:

1. DCS-942L
2. DCS-930L
3. DCS-933L
4. DCS-2132L

Foscam: Following camera models are supported:

1. FI8910W
2. FI8918W

Q.2 How to set up IP camera?

Refer user manual for specific camera type

Q.3 What camera settings are required to view video using SR App?

For D-Link camera, set following options under Network menu option: (refer camera user manual for more detail)

1. UPnP - enabled
2. UPnP port forwarding Enable
3. External HTTP port - enter between 100 to 999

For Foscam camera, set following options:

1. Basic Network Settings->HTTP Port - enter between 100 to 999
2. UPnP Settings->Using UPnP to Map Port - Enabled

Q.4 How to view streaming video from camera using SR App?

Select Help->Developer Option->123456->Camera Settings->Camera->ON

1. Select camera model
2. Enter external (WAN) IP address (Host)
3. Enter port number
4. Enter Username
5. Enter Password

Q.5 How to get External (WAN) IP address?

From PC or Phone, which is connected to same router to which IP camera is connected, open browser and type www.whatismyip.com

Note down your IP, as it is needed for SecuRemote application. This will be automated in next version of SRP so SecuRemote app will retrieve EXT IP address from SRP

4. Smart Deadbolts (RAS 2.0)

Q.1 How motion sensor will work?

When Motion is detected, it disables usage of Smart Button - Exterior by any authorized/unauthorized User, if it senses any connected authorized smartphone user in the interior side of the Smart Deadbolt. To change the Motion setting, the user must be within Bluetooth range of the Smart Deadbolt.

Note: An authorized user/Admin can operate the Smart Deadbolt using SR Smart App, when the Motion Sensor disables Smart Button - Exterior.

Q.2 How Exterior Smart Button will work? Lock operation functionality should mention

Using this option the user can enable/disable operation of Smart Deadbolt through Exterior Smart Button when an authorized user is connected. The default is to allow unlock operation using exterior Smart Button. Access to this option is protected through Admin PIN.

Q.3 How Proximity Security will work?

If smartphone is in auto connect mode with Smart Deadbolt and if user is not in proximity range (5 feet) and someone press exterior smart button then it triggers an action/operation and notification event automatically that "you are not in proximity range". User needs to be in proximity range to unlock RAS device via exterior smart button. The remote proximity feature is available for smartphone equipped with BLE Device only.

Q.4 How to set current location?

This feature is used to Set the Current Location of your Smart Deadbolt, which is necessary to automate the process of auto connect to operate the Smart Deadbolt with Exterior Smart Button.

Q.5 How many users can be added to a Smart Deadbolt?

Maximum 10 users can be added in RAS device.

5. Keeler 2.0

Q.1 How Auto Lock Timer feature will work? User don't need to press latch to auto lock

Keeler Lock will automatically go in Lock State on pressing of Auto lock switch (wake up switch) and pressing latch on device after selected timer device should automatically lock. Auto lock feature will be enabling by Default. Default value for Auto Lock is 2 sec. Follow the below steps to enable Auto Connect feature.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** -> **Select Auto Lock Time from Auto Lock Timer Listing** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Press **Save** button.

Q.2 How Audio Message feature will work?

If this feature is enabled then SR Device will play audio sound on performed actions on in it. For example on lock operation audio message will be Door is locked. Follow the below steps to enable Audio Message feature.

1. Launch SR Smart App, Press **Settings** -> **SR Device Settings** -> **Select Audio Enable Switch** option.

NOTE - It will ask for Admin PIN as well. This option is only visible to admin user not for invited user.

2. Press **Save** button.

Q.3 How Notification function will work?

This switch is used to notify user if user has put Keeler device left open. User will get alert message if he/she will go out of range from device and its status is in open mode.

Q.4 How set location will work?

SR Smart will ask user to set current location for ranging. Depending on location, SR Smart will notify user if user has put Keeler device left open if user has enabled Notification switch. User must be enable location service on for it.

Q.5 How many users can be added to a Keeler Lock?

Maximum 10 users can be added in Keeler lock.

6. GDO (Garage Door Opener)

Q.1 How set location will work?

SR Smart will ask user to set current location for ranging. Depending on location, SR Smart will notify user if user has put UL 325 device left open if user has enabled Notification switch. User must be enable location service on for it.

Q.2 How many users can be added to a Smart Garage?

Maximum 10 users can be added in smart garage.

Q.3 “Two consecutive operation fails operate device locally” what user should do if this message display?

If user fails to operate SR GDO in remote mode for two times back to back than user needs to operate SR GDO locally for safety reasons. After operate SR GDO locally than only user can allow to operate SR GDO in remote mode again.

Q.4 What is the meaning of pre operation warning?

When user close GDO in remote mode for safety reasons pre operation warning of light blink and buzzer will play for six seconds before performing close operation.

7. SR Padlock

Q.1. How to register padlock?

Open SR Smart App, scan QR code or enter manually padlock details, register it on sr portal account using create or choose existing option and click on "Register SR Device" also click on "Home" button of padlock and it will paired with app.

NOTE – SR Smart App must be in foreground mode while connecting or pairing with SR Padlock first time.

Q.2. How to connect or pair padlock after registration?

If user forgot to press "Home" button of padlock at time of registration then, to connect or pair padlock with app, launch the app and open Padlock device on home screen, press "Home" button of padlock and click on status or unlock button from app, it will display success message in app.

Q.3. How to check connection of padlock?

Keep auto unlock feature disabled, press "Home" button of padlock and click on status button of SR Smart App. Keep Smartphone Bluetooth On, both are stay connected for 30 seconds.

Q.4. How to enable or disable Auto Unlock feature setting?

Go to SR Smart App -> Settings -> SR App Settings -> Auto Unlock.

Q.5. How to unlock padlock when Auto Unlock is enabled?

Turn ON Bluetooth of smartphone, Keep app running in background and press Home button of Padlock if user is within the range (BLE range) of direct operation then unlock operation will done successfully without touch smartphone.

Q.6. How to unlock padlock when Auto Unlock is disabled?

Turn ON Bluetooth of smartphone, launch app and press Home button of Padlock and press Unlock button from app then unlock will done successfully.

Q.7. How to lock padlock when Red LED is blinking?

When Red LED is blinking then just push the shackle and lock done successfully and LED stop blink.

Q.8. How to lock padlock when no LED is blinking?

When no LED is blinking then press Home button of padlock and then just push the shackle and lock done successfully and LED stop blink.

Q.9. User needs to take phone out to unlock Padlock when Auto Unlock is enabled?

No, User doesn't need to take phone out to unlock Padlock, user must be in Bluetooth range of direct operation and app is running in background and smartphone Bluetooth is ON.

Q.10. How to know app is running in background?

For iOS device

Double tap on home button and mobile will display all list of running app in background. If you find SR Smart app in list then it means app is running in background.

For Android device

For Samsung S4 phone long press home button from mobile and it will display list of the running app in background. If you find SR Smart app in list then it means app is running in background.

For Samsung S5 & S6 phone Tap on menu button from mobile and it will display list of the running apps in background. If you find SR Smart app in list then it means app is running in background.

Q.11. How to do firmware upgrade in padlock?

When user requires to upgrade firmware, user needs to disable auto unlock feature. Then Go to SR Smart App->Settings->>About SR Device->Firmware Upgrade and click on "Firmware Upgrade" option. Firmware is upgrade via Over The Air. Smartphone Bluetooth must be ON.

Q.12. How to do factory reset of padlock?

When user requires to reset current padlock, user needs to disable auto unlock feature. Then Go to SR Smart App->Settings->>About SR Device->Factory Reset and click on "Factory Reset" option. It will reset to factory defaults and all previous settings will be erased. Smartphone Bluetooth must be ON.

After factory reset, user needs to keep auto unlock feature disabled till connect with pad lock once. Admin or User Device must need to press "Status" or "Unlock" button from App to connect with Padlock after factory reset the Padlock.

NOTE – SR Smart App must be in foreground mode while connecting or pairing with SR Padlock first time. User needs to press "Status" or "Unlock" button from the app.

Q.13. How many users can be added to a SR Padlock?

Maximum 10 users can be added in SR Padlock.

8. SR Smart Switch

Q.1. How to ON or OFF Smart Switch?

Select Smart Switch on your Home Screen. Now press “ON” and “OFF” button to make switch ON and OFF respectively.

Q.2. How to get current status (ON/OFF) of my Smart Switch?

Select Smart Switch on your Home Screen. Now press “Status” button on right above corner, SR Smart App will get current status (ON/OFF) of your switch.

Q.3. How many users can be added to a Smart Switch?

Maximum 10 users can be added in Smart Switch.

9. SR Cap Touch Dimmer

Q.1. How to get connection status of Dimmer?

Select Cap Touch Dimmer on your Home Screen. Now press “Status” button on right above corner, SR Smart App will get current status (Connected/Disconnected) of your dimmer device.

Q.2. How to set intensity of SR Cap Touch Dimmer?

Select Smart Switch on your Home Screen. Press Slider Control and drag to the Intensity as per your choice and release the control. Your intensity will be set as slider control value.

Q.3. How to set intensity 0 (OFF) or 100 (ON) of SR Cap Touch Dimmer?

Select Smart Switch on your Home Screen. There is one toggle button in middle of the screen. It will set intensity 0 and 100 accordingly.

Q.4. How many users can be added to a SR Cap Touch Dimmer?

Maximum 10 users can be added in SR Cap Touch Dimmer.

10. SR Smart Plug Plus

Q.1. How to get current status (ON/OFF) of SR Smart Plug Plus?

Select SR Smart Plug Plus on your Home Screen. Now press “Status” button on right above corner, SR Smart App will get current status (ON/OFF) of your plug plus device.

Q.2. How to ON or OFF Smart Plug Plus?

Select Smart Plug Plus on your Home Screen. Now press “ON” and “OFF” button to make plug ON and OFF respectively.

Q.3. How Motion Sensor feature will work for Smart Plug Plus?

If Motion Sensor is enabled from the SR Smart App, and motion is detected within your Smart Plug device, Motion Detection event is received in the app and related image is displayed. That event is also tracked on SR Portal. To set Motion Enabled feature, go to **SR Smart App -> SR Device Settings -> Motion Sensor Enabled**.

Q.4. How Motion Sensor Disabled Timer will work for Smart Plug Plus?

If Motion Sensor is enabled from the SR Smart App, and motion is detected within your Smart Plug device, Motion Detection event is received in the app and related image is displayed. For selected time interval, next motion is not detected or disabled by the device.

Q.5. How Ambient Light Sensor feature will work for Smart Plug Plus?

If Ambient Light Sensor is enabled from the SR Smart App, It detects the amount of light in the vicinity. That event is also tracked on SR Portal. To set Ambient Light Sensor feature, go to **SR Smart App -> SR Device Settings -> Ambient Light Sensor Enabled**.

Q.6. How Temperature Sensor feature will work for Smart Plug Plus?

If Temperature Sensor is enabled from the SR Smart App, It detects the current temperature measurement in the vicinity. If there is a change in temperature for ± 2 degree then App will detect it and update the value. To set Temperature Sensor feature, go to **SR Smart App -> SR Device Settings -> Temperature Sensor Enabled**.

Q.7. How Temperature Sensor Threshold Value will work for Smart Plug Plus?

This option allows user to set the Low and High temperature threshold value. Whenever temperature goes beyond threshold value, App will detect that event. That event is also tracked on SR Portal. To set Temperature Sensor feature, go to **SR Smart App -> SR Device Settings -> Threshold Value**.

Q.8. How many users can be added to a SR Smart Plug Plus?

Maximum 10 users can be added in SR Smart Plug Plus.

11. SR Smart Plug

Q.1. How to ON or OFF SR Smart Plug?

Select Smart Plug on your Home Screen. Now press “ON” and “OFF” button to make switch ON and OFF respectively.

Q.2. How to get current status (ON/OFF) of my SR Smart Plug?

Select Smart Plug on your Home Screen. Now press “Status” button on right above corner, SR Smart App will get current status (ON/OFF) of your Smart Plug.

Q.3. How many users can be added to a SR Smart Plug?

Maximum 10 users can be added in Smart Plug.