

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

- [1. General Queries related to all SR Devices](#)
- [2. SR Bridge Support](#)
- [3. IP Camera Support](#)
- [4. Smart Deadbolts\(RAS 2.0\)](#)
- [5. Keeler 2.0](#)
- [6. Smart Garage or GDO\(Garage Door Opener\)](#)

1. General Queries related to all SR Devices

- [Installation: Connecting](#)
- [General Operations: Settings](#)
- [General Operations: Devices](#)
- [General Operations: Users](#)
- [General Operations: Security](#)
- [General Operations: Others](#)

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 your Smartphone's Operating System (OS). 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 I am not able to Discover my 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. Operate SR Device with Lock/Close or Unlock/Open or Status commands using Home Screen Menu.

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. If use is invited user then he/she will get message to contact Administrator due to Factory Reset. When Administrator will execute above two steps then invited user can operate/connect with SR Device.
4. 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. Make sure your Smartphone Bluetooth is turned **ON**, the SR device is powered **ON**, and that both devices are within direct operation range.
3. Operate SR Device with Lock/Close or Unlock/Open or Status commands using Home Screen Menu.

Q.6 My iPhone shows that the Bluetooth is connected but the SR 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.

General Operation: Settings

Q.1 How to set the User PIN ?

Follow the below steps to set 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.2 How User PIN switch feature will work ?

If User PIN is enabled, SR Smart will ask user pin performing any operation(Lock/Unlock/Open/Close).

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Enable User PIN switch "**Settings**" -> "**SR Smart App Settings->User PIN**".

Q.3 What to do if a user forgets the User PIN ?

Follow the below steps user forgets the User 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.4 Who can change User PIN?

Only the user who has access to iOS/Android device and who knows the current User PIN.

Q.5 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**".

Q.6 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 Smart App Settings** option.
2. Give or change name of device as per your choice "**Settings**" -> "**SR Smart App Settings**" -> "**SR Device Name**".
3. Enter name as per your choice and press "**Save**" button.

Q.7 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 admin email id and password for authentication as well.

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

Q.8 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** option.

NOTE - You must need to pair with SR Device first.

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

Q.9 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** option.

NOTE - You must need to pair with SR Device first.

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

Q.10 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** option.
2. Press on Delete 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.

Q.11 How can I login or logout from my account ?

Follow the below steps to login or logout from your account.

1. Launch SR Smart App, Press **Settings** option.
2. Press on Login "**Settings**" -> "**Login**".
3. You need to validate with your email id and password. You just need to press Remember Me option, SR Smart will automatically authenticate your account with SRP without asking you again admin's credentials .
4. Press on Logout "**Settings**" -> "**Logout**".
5. Your admin credentials will be cleared and you are logged out. It will start asking admin id and password again where it is required.

Q.12 How to set location of my SR Device ?

Follow the below steps to set location of your SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Press on Set Location "**Settings**" -> "**Set Location**".
3. This option allows the user to set location of installed, SR device. In order to receive notification about door left unlocked when user is out of range, user must set location of SR device where it is installed.
4. Make sure you are at near or within range of your SR Device..

Q.13 How to notification of my SR Device ?

Follow the below steps to notification of your SR Device.

1. Launch SR Smart App, Press **Settings** -> **SR Smart App Settings** option.
2. Enabled switch Notification "**Settings**" -> "**Notification**".

3. This option allows user to enable or disable notification when user goes out of range from SR device installed if user has left the door unlocked.

General Operation: Devices

Q.1 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.2 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.3 Checking the status of 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. Launch the SR Smart App and press "**Status**" button at the right-top corner of the SR Smart App home screen.

Q.4 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.1 How to add/invite New User ?

Follow the below steps to add/invite New User.

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

NOTE - It will ask admin email id and password for authentication as well.

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 Smart 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.2 How to add Keyfob ?

Follow the below steps to add Keyfob.

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

NOTE - It will ask admin email id and password for authentication as well.

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

Q.3 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.4 How to delete User ?

Follow the below steps to delete User.

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

NOTE - It will ask admin email id and password for authentication as well.

2. Press ***Delete User Device*** button.

Q.5 How to get listing of Invited User ?

Follow the below steps to get listing of Invited User.

1. Launch SR Smart App, Press ***Users -> User Devices*** option.
2. **Wait for some time as SR Smart App will getting user listing from SRP.**

Q.6 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, 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.1 If a user loses their Smartphone

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

Q.2 If an Admin user loses their Smartphone

Admin needs to perform factory reset to all SR Devices. It will remove all users from SR Devices so no one can operate any of Admin's SR Devices. Please refer to the user manual for more information.

Q.3 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* -> *User Devices* -> *Select Keyfob from User Listing* option.

NOTE - It will ask admin email id and password for authentication as well.

2. Press *Delete User Device* button.

Q.4 When 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 Smart App as usual. If you don't get power the first time, just reverse the battery contacts.

Q.5 How to change my account's password ?

Follow the below steps to change your password.

1. Open SR Portal <http://portal.securemote.com>
2. Press *Forgot Password* button.
3. Enter your email address and Press *Recover Password* button.
4. Password reset link will be mailed to your email id.

General Operations: Others

Q.1 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.2 Why I am getting UnAuthorised 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 then UnAuthorised User Error will come.

Q.3 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.

[Back to Table of Contents](#)

2. SR Bridge Support

Q.1 How to register SR Bridge ?

1. Launch the SR Smart App and select Devices->Add Devices.

Note: Please make sure you have at least one SR Device added to your account.

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 Portal" 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 a SRP account yet, please see the "SecuRemote Online" section for instructions..

1. Once you are logged in, register your SR device using "Devices" menu option.
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 Portal" section for instructions. Under Bridges option, added SR Bridge will be displayed.

1. Once you are logged into your SRP account, register your SR device using "Devices" menu option.
2. Go to "Bridges" option.
3. Click on "Current Assignments" option.
4. Select SR Device from the Device Listing.
5. Click on "Remove" to remove your device from bridge.
6. It will ask for final confirmation. Please click on "Confirm" button.

Q.4 Operating SR device using SRP Online 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.5 Why "SR Bridge" option is not visible in settings?

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 Portal" section for instructions. Under Bridges option, added SR Bridge will be displayed.

1. Once you are logged in, register your SR device using "Devices" menu option.
2. Make sure the SR Bridge is registered on SRP.

Q.6 Why the SR Smart App is unable to operate an SR device from SRP?

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

Press the "Status" button shown at the right-top corner of the SR Smart App home screen.

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 both the SR device status and your approximate location by using your Smartphone's Location Services.

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

Once you have registered an SR Bridge with SRP, the SR Smart App will automatically detect the SR Bridge and it will 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 Smart 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>.

1. Once you are logged into your SRP account, select "Bridges" menu option.
2. You will have listing of SR Bridges assigned in your account.
3. Click on "Remove" Button
4. It will ask for confirmation, please click on "Confirm" Button

5. Select any of below two options to register SR Bridge on SRP using SR Smart App.
 1. Scan QR Code
 2. Enter SR # manually
6. Select the registered SR Bridge device on SRP.
7. Go to "Bridges" option.
8. Click on Bridge device you have added against registered SR Bridge.
9. Click on "Assign SecuRemote Device" option.
10. Select SR Device from the Device Listing and add/update description.
11. Click on "Add SR Device" to assign your device to your bridge.
12. It will ask for final confirmation. Please click on "Confirm" button.

[Back to Table of Contents](#)

3. IP Camera Support

Q.1 Which IP Cameras are supported with SR Smart 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 Smart 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 Smart 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

[Back to Table of Contents](#)

4. Smart Deadbolts(RAS 2.0) with BLE and Proprietary Protocol Slave Support

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 ?

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.

Q.3 How Proximity Security will work ?

When the smartphone and Smart Deadbolt are within radius of up to 5 feet, it triggers an action/operation and notification event automatically. The remote proximity feature is available for smartphone equipped with BLE Device only.

Q.4 How to set 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 Smart Button Exterior, when your smartphone is in proximity range.

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

Maximum 10.

[Back to Table of Contents](#)

5. Keeler 2.0 with BLE and Proprietary Protocol Slave Support

Q.1 How Auto Lock Time feature will work ?

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 enable by Default. Default value for Auto Lock is 1 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 admin email id and password for authentication as well.

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 admin email id and password for authentication as well.

2. Press **Save** button.

Q.3 How Notification switch 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.

[Back to Table of Contents](#)

6. Smart Garage or GDO(UL325) with BLE and Proprietary Protocol Master Support

Q.1 How Notification switch will work ?

This switch is used to notify user if user has put UL 325 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.2 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.3 How many users can be added to a Smart Garage ?

Maximum 10.