



# Conexis® L1 Smart Door Lock FAQ's.

## Product Information

### How many users can I have on my Conexis® L1 Smart Door Lock?

Key Tags/ Key Cards/ Phone tags = up to 50 in total (any variation – 1 card tag, 1 key tag supplied with lock, additions purchased separately)

Mobile Keys = Unlimited (5 supplied with lock, extra mobile keys can be purchased separately).

### What happens if my batteries run flat?

There is a 9v battery connection port on the external side of the lock which can be used to power the Smart Door Lock to gain entry (using one of your credentials Yale Mobile Key/Key Tag/ Key Card/Phone Tag) to your property in the event of flat batteries.

### What is the battery life of my Conexis® L1 Smart Door Lock?

Based on average usage the battery life is expected to last for approximately 1 year. The lock will play an audible tune as a 'battery low' warning when the batteries are approaching expiration.

### How is my Conexis® L1 Smart Door Lock powered?

4 x AA Alkaline batteries.

### Can I use rechargeable batteries in my Conexis® L1 Smart Door Lock?

No, the Conexis® L1 Smart Door Lock requires non rechargeable alkaline batteries.

### What happens if I lose one of my credentials?

Credentials can be deleted via the Yale Conexis® L1 App.

### Does my smartphone need an active sim card?

Yes, this is required for the Yale Conexis® L1 App to be fully functional.

### Is the Conexis® L1 Smart Door Lock PAS24 compliant?

PAS24 is a method for testing and assessing the enhanced security performance requirements of external doorsets, comprising of the door and also the lock.

The Conexis® L1 Smart Door Lock has achieved this accreditation as part of a full door test.

### Does it work with Z-wave?

The Conexis® L1 doesn't currently have Z-wave certification. Keep an eye out on social media as we are working hard with our integration partners to bring Z-wave integration as soon as possible.

### Does it work with Samsung Smarthings?

The Conexis® L1 doesn't currently have Samsung Smarthings certification. Keep an eye out on social media as we are working hard with our integration partners to bring Samsung Smarthings integration as soon as possible.

### Does it work with Apple Homekit?

The Conexis® L1 doesn't currently have Apple Homekit certification. Keep an eye out on social media as we are working hard with our integration partners to bring Apple Homekit integration as soon as possible.

### Does Conexis® L1 Auto re-lock?

The lock doesn't auto-lock as a multipoint lock mechanism cannot be locked without lifting the handle when it is in an unlocked state. The lock will however relock after 30 seconds if it is unlocked and the lever handle is never depressed (so the multipoint lock is still in a locked state). The purpose of this is that if you accidentally unlock the handle it will secure itself after 30 seconds.

### What is a Key Owner?

A Key Owner is the user that controls the administration functions of the lock. Including sharing Mobile Keys and the addition of Key Cards, Key Tags and Phone Tags. There will only be one Key Owner per lock, however the Key Owner can transfer this ownership to another user if desired. (via the app)

### What is Mobile Key?

Mobile keys are a secure, encrypted Bluetooth Key that enable you to unlock your Conexis® L1 Smart Door lock via your phone. Mobile keys can be shared with friends and family\*

\*Yale Conexis® app must be downloaded on all users phones.

### Can I use my existing Keyless Connected credentials (Key Cards/Key Tags) with my new Conexis® L1 Smart Door Lock?

The Conexis® L1 Smart Door Lock features upgraded security on its credentials (Key Cards/Key Tags) meaning that existing Keyless credentials will not work with the Conexis® L1.

However Conexis® L1 credentials are backwards compatible, meaning they will work with your Keyless Connected Lock.

The smarter way to protect your home.

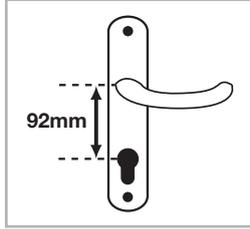
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## Is my door compatible with the Conexis® L1 Smart Door Lock?

In most cases if you have a 'lift-to-lock' multipoint lock (lifting the handle and turning the key in the cylinder to lock) the Conexis® L1 should be compatible. However if in doubt please check the following:



- The lock uses a Euro Profile cylinder



- The door has 92mm centres (Centres = Distance between the middle of the inside lever handle and the middle of the Euro Profile Cylinder)

- The Euro Profile cylinder must be below the lever handle
- The thickness of the door should be between 44-70mm

## Installation

### How do I add credentials to my Conexis® L1 Smart Door Lock?

Credentials can be added via the Yale Conexis® L1 App.

### How do I set-up a Mobile Key?

When the lock is first set-up the Key Owner (admin user) will pair their phone with the lock to create the Mobile Key. After this the Mobile Key can be shared with an unlimited number of users.\*

You get 5 mobile keys included with the lock, additional mobile keys can then be purchased via the Conexis App.

For a video demonstration please visit:

<https://youtu.be/GH00BngLI3s>

*\*Yale Conexis app must be downloaded on all users phones.*

### Can I pair more than one phone with the same Conexis® L1 Smart Door Lock?

Only 1 phone needs be paired with the Conexis® L1 Smart Door Lock. You can then give an unlimited number of people access via sharing a Mobile Keys with them. Please note 5 mobile keys are included with the lock, additional mobile keys can then be purchased via the Conexis® App.

### How do I fit the Conexis® L1 Smart Door Lock?

Please refer to the Installation Manual included in your purchase, or view Yales 'How to install' video on Youtube:

[https://youtu.be/\\_8gSvT7rsol](https://youtu.be/_8gSvT7rsol)

### How do I pair my Smartphone to my Conexis® L1 Smart Lock?

Please refer to the Installation Manual included in your purchase, or view Yales 'How to pair video' on Youtube:

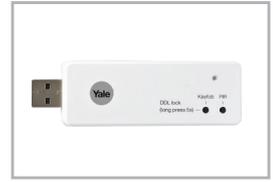
<https://youtu.be/GH00BngLI3s>

## Does it work with the Yale smart home alarm system?

Yes. The Conexis® L1 can be linked with Yale's smart home alarm's with the addition of a Yale module.

## Does it work with the Yale CCTV system?

Yes, the Conexis® L1 can be linked with Yale's CCTV systems with the addition of a Yale module and a Yale Alarm Link Adaptor.



## How do I add Key Cards/Key Tags/Phone Tags (Credentials) to my Conexis® L1 Smart Door Lock?

The First credential should be added during installation following the instructions on page 15 of the installation Manual. All subsequent credentials should be added through the app via the Key Owner (admin user).

### To do this:

1. With the Conexis® L1 App open on your smartphone, navigate to the Mobile Key for the chosen lock (in case user has access to multiple locks)
2. Select the padlock icon (in the bottom left hand corner of the screen)
3. Select 'Cards/Tags' from the menu.
4. Select 'New Cards/ Tags' (at the bottom of the screen)
5. Name the credential - For example 'Josh's Key'
6. When promoted by the app, Press the Bluetooth wake up button on the external handle of the Conexis® L1 Smart Door Lock. (if unsure of how to locate the Bluetooth wake up button refer to page 4 of the Installation manual)
7. The light on the external handle will change to Purple and the app will prompt the user to present the credential to the Key Card/Tag Reader on the external handle (if unsure of how to locate the Key Card/ Tag Reader refer to page 4 of the Installation manual)
8. Once the credential has been successfully recognised the light will turn Green. The App will then automatically complete the process.
9. The user will then appear in the 'Cards/Tags' Menu.
10. The credential (Key Card/Key Tag/Phone Tag) will now be able to open the Conexis® L1 Smart Door Lock. You can add up to 50 credentials of any variation (Key Tags/ Key Cards/ Phone tags)

### Where can I download the Conexis® L1 App?

The Conexis® L1 App can be downloaded from the IOS App Store & the Google Play Store by searching 'Conexis L1'. You must be a UK or Irish resident to be able to download this app.

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## How do I pair the Conexis® L1 Smart Door Lock with the Yale Smart Alarm?

1. Remove the batteries from the Conexis® L1 (if unsure how to do this please refer to your user manual)
2. Remove the radio cover on the Conexis® L1 and insert the Yale Module, aligning the connection pins correctly.
3. Re-insert the batteries into the Conexis® L1 and replace battery cover.
4. Wait for the Conexis® L1 to complete the automated start-up sequence. Approximately 15seconds.
5. On your alarm Smart Hub press and hold the learn button until the green light continuously flashes. (If unsure how to do this please refer to your Smart Home alarm user manual). The Smart Hub is now in learn mode ready to receive the Conexis® L1 Smart Lock.
6. On the Conexis® L1 press the 'R' button (under the radio cover) 3 times in succession as quickly as possible (within 1.5secs total time).
7. If connected successful you will hear an audible tone from the Conexis® L1 and a bleep sound from the Smart Hub of your alarm.
8. The Conexis® L1 should now be visible on your Yale Home App.

## How do I pair the Conexis® L1 Smart Door Lock with a Yale CCTV system?

1. Remove the batteries from the Conexis® L1 (if unsure how to do this please refer to your user manual)
2. Remove the radio cover on the Conexis® L1 and insert the Yale Module, aligning the connection pins correctly.
3. Re-insert the batteries into the Conexis® L1 and replace battery cover.
4. Wait for the Conexis® L1 to complete the automated start-up sequence. Approximately 15seconds.
5. Insert the Alarm Link Adapter in the USB port in the back of the CCTV DVR recorder. (If unsure how to do this please refer to your CCTV user manual).
6. On the Conexis® L1 press the 'R' button (under the radio cover) 3 times in succession as quickly as possible (within 1.5secs total time).
7. Press and hold the 'Keyfob/ DDL' button on your Alarm Link Adapter for 5 seconds until there is a solid red light.
8. Please be aware Step 7 must be completed within 30secs of Step 6.
9. If connected successful you will hear an audible tone from the Conexis® L1.
10. Go to your CCTV DVR, then from the Main Menu select 'AlarmSystem' Tab and click the 'unlock' icon to initialise the pairing. Once complete you will then be able to unlock your door remotely from the CCTV App.

## What does Error Message: 'Key Ring must be installed to use this feature' mean?

The Conexis® L1 App requires a 'Key Ring' to be installed to securely store Mobile Keys. During Set-up of the App the user will be prompted to install the 'Key Ring'. If the user chooses not to do this then they will be unable to store Mobile Keys prompting the error message: 'Key Ring must be installed to use this feature'. This will prohibit both the Lock Pairing process and receiving Mobile Keys.

To install the 'Key Ring' Log out of the app and then Log back in. The user will then be prompted by the app to install the 'Key Ring' again.

## After installation my Conexis® L1 Smart Lock does not lock when Handle is lifted...

Because the Conexis® L1 Smart Door Lock is designed to work on both left and right handed doors, it requires electronic handing after installation to suit you individual door requirement.

For detailed steps on how to 'hand' your door correctly please refer to p14 of the User Manual.