



ARGO

USER MANUAL

Argo Remote Key Delivery

Argo Host - Argo Guest

ISEO

About this manual

Dear Customer,

Thanks for choosing this innovative ISEO product, designed and developed following the highest standard of production, for an effective user-friendly and, at the same time, powerful and flexible access control.

This manual explains, in an easy and intuitive way, the functions, configurations and characteristics of *Argo Remote key delivery* and the *ISEO Access control devices, Smart series*.

Argo Remote key delivery it's the new service of the *Argo system* and can work together with *Argo*, the app for smartphone that allows managing, monitoring and opening of all the doors equipped with the *ISEO Access control devices, Smart series*.

Unlike *Argo* the *Remote key delivery* needs two additional apps and Mobile data or Internet connection. The smartphone instead always communicates with the *Smart devices* thanks to the *Bluetooth Smart* technology.

To know more about *Argo* read the *Argo User Manual* available at the following link:

<https://app.iseo.com>

Notices

- Please read this manual before using *Argo Remote Key Delivery* to ensure a safe and proper use.
- Images and screenshots may vary by device, software or service provider.
- Applications and their functions may vary by country, region or hardware specification.
- *Argo Remote Key Delivery* is supported only in the official releases of *iOS* and *Android*. ISEO is not liable for performance issues or incompatibilities caused by jailbroken phones.

Information icons

For an easy reading of the manual, take note of the following icons:



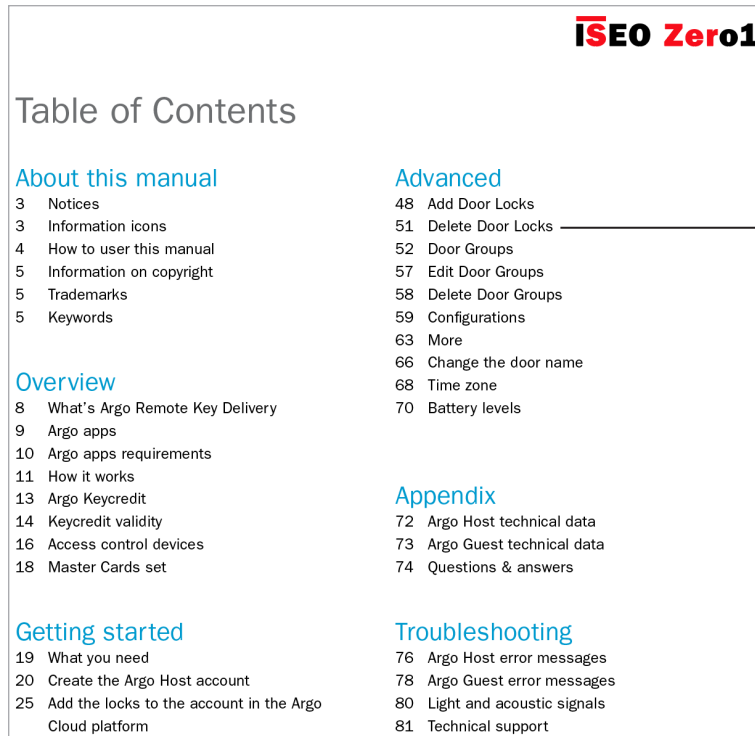
CAUTION: important information or situation that could cause malfunction to the device or other equipment.



NOTE: notes, suggestions and additional information.

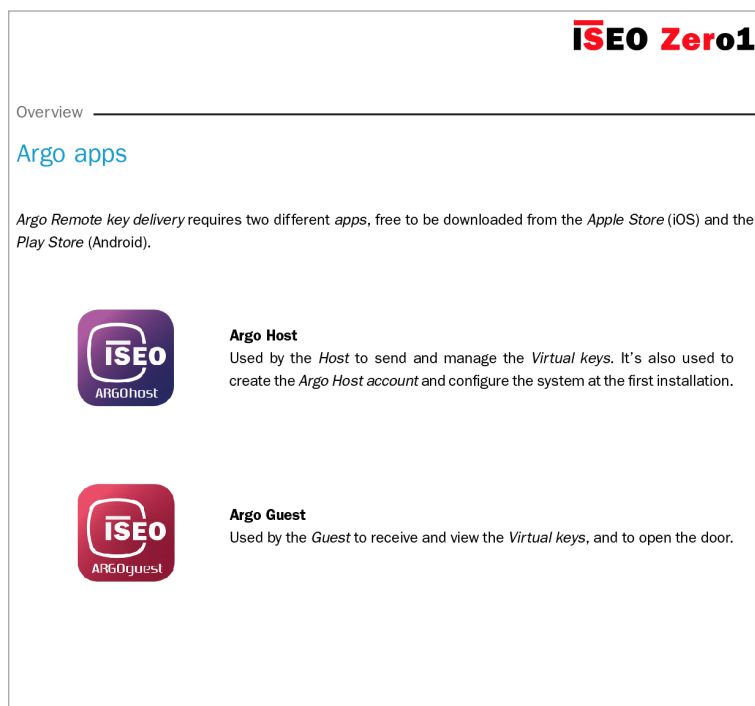
About this manual



How to use this manual



ISEO Zero1	
Table of Contents	
About this manual	Advanced
3 Notices	48 Add Door Locks
3 Information icons	51 Delete Door Locks
4 How to user this manual	52 Door Groups
5 Information on copyright	57 Edit Door Groups
5 Trademarks	58 Delete Door Groups
5 Keywords	59 Configurations
	63 More
	66 Change the door name
	68 Time zone
	70 Battery levels
Overview	Appendix
8 What's Argo Remote Key Delivery	72 Argo Host technical data
9 Argo apps	73 Argo Guest technical data
10 Argo apps requirements	74 Questions & answers
11 How it works	
13 Argo Keycredit	
14 Keycredit validity	
16 Access control devices	
18 Master Cards set	
Getting started	Troubleshooting
19 What you need	76 Argo Host error messages
20 Create the Argo Host account	78 Argo Guest error messages
25 Add the locks to the account in the Argo Cloud platform	80 Light and acoustic signals
	81 Technical support

In the *Table of Contents*, click on the title, to go directly to the related paragraph.



ISEO Zero1	
Overview	
Argo apps	
<i>Argo Remote key delivery</i> requires two different <i>apps</i> , free to be downloaded from the <i>Apple Store</i> (iOS) and the <i>Play Store</i> (Android).	
	Argo Host Used by the <i>Host</i> to send and manage the <i>Virtual keys</i> . It's also used to create the <i>Argo Host account</i> and configure the system at the first installation.
	Argo Guest Used by the <i>Guest</i> to receive and view the <i>Virtual keys</i> , and to open the door.

Go back to *Table of Contents* clicking on the chapter small title.

About this manual

Information on copyright

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- ISEO will not be held liable for any damages resulting from the use of this product.

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- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries.
- MIFARE® is a registered Trademark of NXP B. V.
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Keywords

- **Argo:** app for smartphones, that allows the system administrator to set the access rights for the staff members and manage the lock, setting additional lock parameters, like the *Door opening time*.
- **Argo Cloud platform:** cloud service made of servers that hosts the *Argo Host account* for the *Argo Remote key delivery* service.
- **Argo Guest:** app for smartphones that allows the end user, called the *Guest*, to receive and view the *Virtual key*, and open the door for a specific and limited period of time. *Argo Guest* requires internet connection to the *Argo Cloud platform*.
- **Argo Host:** app for smartphones, that allows the system administrator, called the *Host*, to create and send *Virtual Keys* to the *Guests*, to allow access to the doors in a certain period of time. It is also used to setup the initial system configuration. *Argo Host* requires internet connection to the *Argo Cloud platform*.
- **Argo Host account:** the plant created from the *Host* in the the *Argo Cloud platform*, with the *Door Locks* belonging to the system loaded on it. Each account is associated to a valid and unique email address.
- **Argo Keycredit:** it is a card with a scratch code on the back, that allows the *Host* to load *Key Credits* in the *Argo Host account*. The *Host* need to reload the credit at least every 12 months otherwise the current credit will be frozen. At reloading the *Host* will also reactivate the previous frozen credits.
- **Argo Remote key delivery:** it is a service that allows the *Host* to send a *Virtual Key* to the *Guest*, at any time and from anywhere, taking advantage of the *Argo Cloud platform*.
- **Bluetooth Smart:** wireless technology standard for exchanging data over short distances (max. 10 meters). Also called *Bluetooth Low Energy* or *Bluetooth 4.0*, it is secure is communication and energy efficient, so it can be used with battery operated devices.

About this manual

Keywords

- **Cloud (computing)**: it is a general term for the delivery of hosted services over the internet.
- **Cloud service**: it is a service made available to users on demand, via the internet, from a cloud computing provider's servers, that relies on shared computing resources, rather than having local servers.
- **Door**: passage which access is electronically controlled by the *Door Lock*.
- **Door Lock/Lock**: electronic and mechanical device belonging to the *ISEO Smart devices*, which embeds a *Bluetooth Smart* radio module, to communicate to compatible smartphones with the *Argo Host*, *Argo Guest* and *Argo* apps, in order to allow selective access through a door or configure it.
- **Guest**: the user that needs to access to a door for a specific and limited period. The *Guest* receives a *Virtual Key* from the *Host*, and by the app *Argo Guest* directly opens the door. See also *Argo Guest*.
- **Host**: the administrator of the system, that by the app *Argo Host* can configure the system and send *Virtual Keys* to the *Guests*, to allow access to the doors. See also *Argo Host*.
- **Key credit**: credit account, associated to each *Plant*, that corresponds to the number of *Virtual keys* the *Host* can create. Each time the *Host* generates a *Virtual key*, the key credit is decremented by one.
- **Login**: it's the way to enter to the *Argo Host account* by the *Argo Host* app. *Login* requires the email address associated to this plant and a personal password, chosen during the first plant configuration.
- **Master Card**: contactless card necessary to initialize the *Door Lock* and to load it in the *Argo Host account*, during the first system configuration and installation. By the *Argo Host* app, simply presenting the card to the locks, the locks will be loaded into the *Argo Cloud platform*. The *Master Card* has a unique *System Code* printed on it and it is easily recognizable because red coloured.
- **Master Card Set**: set of three *Master Cards* numbered from 1 to 3, belonging to the same *System Code*. The *Master Card* of higher number disables the *Master Card* of lower number.
- **Opening time**: it is the time that allows the user to open the door, following an opening command. If the door is not opened during this time, it will automatically re-lock.
- **Pay per use service**: business model where the use of a product or service is metered, and customers are charged only when they use the service.
- **Plant (account)**: the plant created from the *Host* in the *Argo Cloud platform*, to configure and manage the system. See also *Argo Host account*.
- **Programming Mode**: software condition, feasible by *Master Card*, that allows software modification to the *Door Lock* by the *Argo* app. See also *Argo*.
- **ISEO Smart devices**: the ISEO Smart series access control devices, which embeds a *Bluetooth* radio module. They are: *Libra Smart*, *Aries Smart*, *Stylos Smart*, *x1R Smart* and the *Smart Locker*. See also *Door Lock/Lock*.
- **System Code**: unique number associated to each *Master Card set*.
- **Virtual key**: the key for the door that the *Host* sends to the *Guest* by the *Argo Host* app, taking advantage of the *Argo Cloud platform*. It's not a physical key but a web link, that can be sent via email, SMS or any other communication app. With this link the *Guest*, by the *Argo Guest* app, can enter a door equipped with an *ISEO Smart device*.
- **Virtual key message**: it is the message automatically sent to the *Guest* together with the *Virtual key*. The *Host* can customize it, change it or even add new messages or different languages.

Table of Contents

About this manual

- 3 Notices
- 3 Information icons
- 4 How to user this manual
- 5 Information on copyright
- 5 Trademarks
- 5 Keywords

Overview

- 8 What's Argo Remote Key Delivery
- 9 Argo apps
- 10 Argo apps requirements
- 11 How it works
- 13 Argo Keycredit
- 14 Keycredit validity
- 16 Access control devices
- 18 Master Cards set

Getting started

- 19 What you need
- 20 Create the Argo Host account
- 26 Add the locks to the account in the Argo Cloud platform
- 29 The Host creates the Virtual key
- 31 The Host sends the Virtual key
- 33 The Guest receives the Virtual key
- 34 The Guest opens the door

Basics

- 35 Argo Host overview
- 38 Virtual keys
- 39 Resend Virtual key
- 40 Edit Virtual key
- 42 Delete Virtual key
- 44 Events
- 45 Key Credits
- 46 Add key credits
- 48 Forgot password
- 51 Argo Guest overview

Advanced

- 52 Add Door Locks
- 55 Delete Door Locks
- 57 Door Groups
- 62 Edit Door Groups
- 63 Delete Door Groups
- 64 Configurations
- 68 More
- 70 Change the door name
- 73 Time zone
- 78 Battery levels

Appendix

- 80 Argo Host technical data
- 81 Argo Guest technical data
- 82 Share Key Message Tags
- 83 Questions & answers

Troubleshooting

- 85 Argo Host error messages
- 88 Argo Guest error messages
- 91 Light and acoustic signals
- 92 Technical support

Overview

What's Argo Remote key delivery

Argo Remote key delivery it's a *Cloud* service that allows the system administrator, called *Host*, to grant access from remote to users, called *Guests*, in the doors equipped with the *ISEO Smart devices*.

The *Host* can send the access rights to the *Guests* at anytime and from anywhere, using the smartphone and the *Argo Host* app. The *Guest* can access the doors by the *Argo Guest* app.

This is possible thanks to the *Argo Cloud platform*, that allows delivery of *Virtual keys* to the *Guest*, via email, SMS or any other communication app.



Argo Remote key delivery is suitable for small hotels, bed and breakfasts or apartments. With *Argo Remote key delivery* service the *Host* can manage the business in full mobility.

Argo Remote key delivery is a *Pay per use* service. Each time the *Host* generates a *Virtual key*, the *Key credit* account is decremented by 1.

The same *Virtual key* can be shared among all *Guests* of the same room, in the same period of stay, including all the common doors in the path to the room.

Argo Remote key delivery can be used for incoming guests, while the staff or permanent users can use the free *Invitations* function, available in the *Argo* app, to self-register in the *Door Locks*.



Argo Remote key delivery service requires an *Internet* or a *Mobile data* connection (WiFi, 2g, 3g, 4g), in order to communicate to the *Argo Cloud* platform.

Overview

Argo apps

Argo Remote key delivery requires two different *apps*, free to be downloaded from the *Apple Store* (iOS) and the *Play Store* (Android).



Argo Host

Used by the *Host* to send and manage the *Virtual keys*. It's also used to create the *Argo Host account* and configure the system at the first installation.



Argo Guest

Used by the *Guest* to receive and view the *Virtual keys*, and to open the door.

You can always use *Argo*, together with *Argo Host* and *Argo Guest*.



Argo

used by the *Host* or system administrator, to configure the lock, manage the device's *User List* for the staff members, access to the *Advanced Setting*, upgrade the device software and much more.



To know more about *Argo*, read the *Argo User Manual*, available at: <https://app.iseo.com>

Overview

Argo apps requirements



iOS

- From iPhone 4s with iOS 7 and above.

Android™

- From version 5.0 (Lollipop), featuring *Bluetooth Smart Ready* hardware.



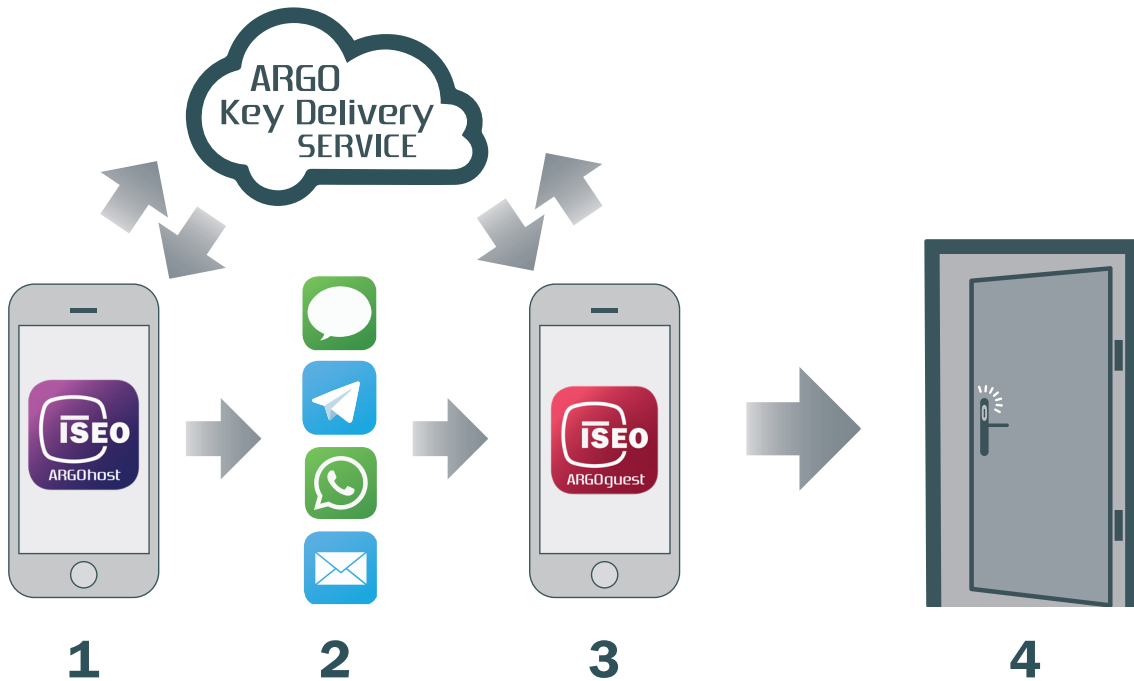
Visit <https://app.iseo.com> website, to find the last updated smartphone supported list and much more information about the *Argo apps*.



Remember to always enable the *Bluetooth* on your smartphone prior to use the *Argo apps*.

Overview

How it works



1. The Host creates the Virtual key

The *Host*, by the *Argo Host* app, creates the *Virtual key* for the *Guest*, in the *Argo Cloud* platform. The *Virtual key* will allow the *Guest* to access the door in a certain period of time.

2. The Host sends the Virtual key

The *Host* sends the *Virtual key* with the smartphone to the *Guest*, via email, SMS or any other communication app.

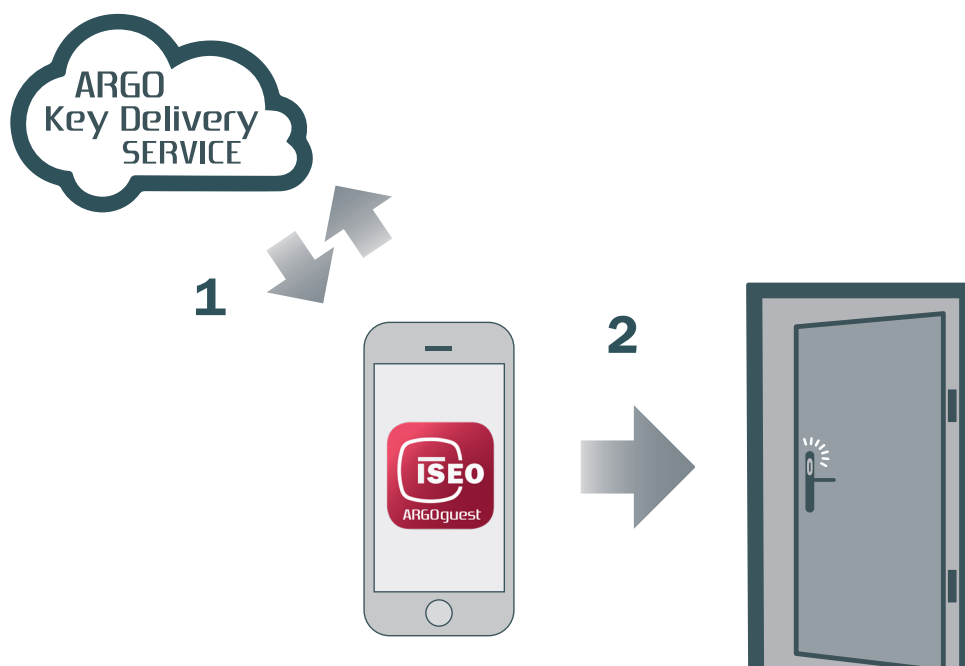
3. The Guest receives the Virtual key

The *Guest* receives the *Virtual key* in the smartphone via the communication way chosen by the *Host*. The *Virtual key* contains a web link that automatically install and open the *Argo guest* app.

How it works

4. The Guest opens the door

The *Guest*, tapping on the *Virtual key* link, by the *Argo Guest app*, opens the door equipped with the ISEO *Door Lock*, with its smartphone. During this process two events occurs at the same time.



1. Open request

Argo Guest checks in the *Argo Cloud Platform* the correspondence between the *Virtual key* and the *Door Lock*.

2. Open the door

If the right correspondence is found, it is possible to open the *Door Lock*, by *Argo Guest*, via *Bluetooth Smart* technology.



The lock correspondence is related to the *Door Lock* name. Once the *Argo Host account* has been configured, you cannot change the lock name anymore (for more information go to *Change the door name* in the *Advanced* chapter).

Overview

Argo Keycredit

The *Remote key delivery* is a *Pay per use* service. A *Key credit* account is associated to each *Plant* where the key credits are stored. Each issued *Virtual key* decreases the credit by one. The *Host* can reload *Key credits* for additional virtual keys, purchasing the *Argo Keycredit* scratch cards and activating by *Argo Host* the hidden code, printed on the back of each card.



There are three different types of *Argo Keycredit* cards.



Keycredit card that provides 100 credits at a discounted price. It can be used only one time, to active your *Argo Host account* the first time.



Keycredit card that provides 50 credits to reload your *Argo Host account*.



Keycredit card that provides 200 credits to reload your *Argo Host account*.

Keycredit validity

Argo Keycredit codes have 12 months of validity: you need to reload your *Argo Host account* at least every 12 months otherwise your current credit will be frozen. When the credit is frozen you cannot issue any *Virtual key*. After reloading the account you will also reactivate the previous frozen credits.

If no reload are made within 24 months from the last one, the *Argo Host account* will be permanently deleted.



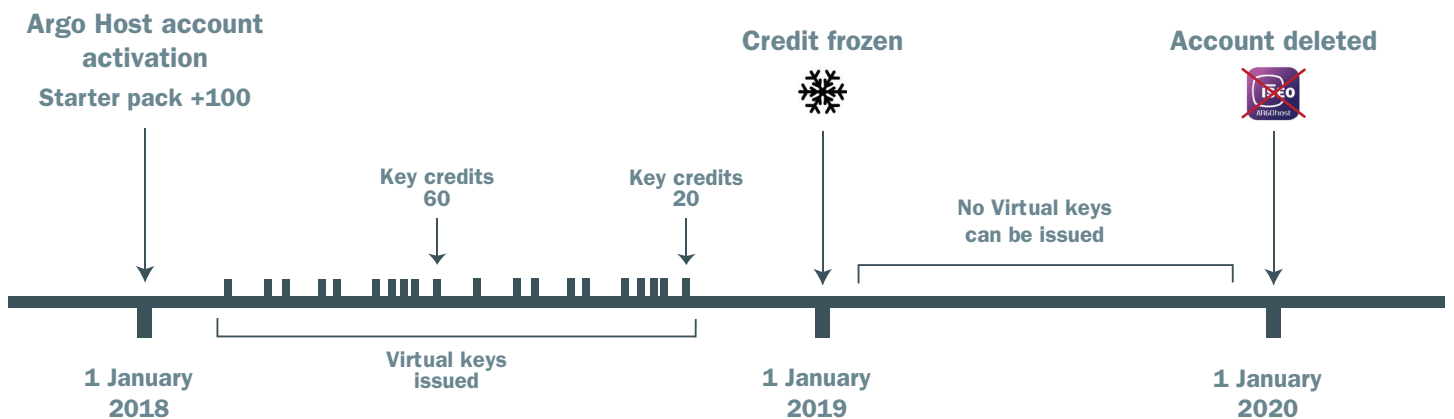
No reload after 12 months: credit frozen



No reload after 24 months: account deleted

Example 1

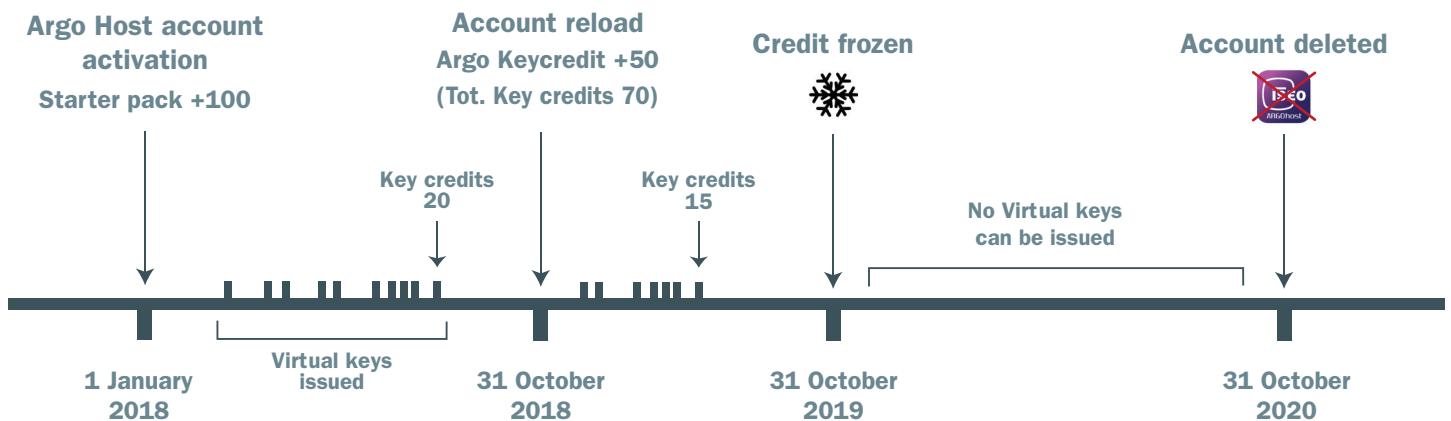
The *Guest* has 20 *Key credits* left and does not reload the account anymore. The credit will be frozen after 12 months and the account deleted after 24 months.



Keycredit validity

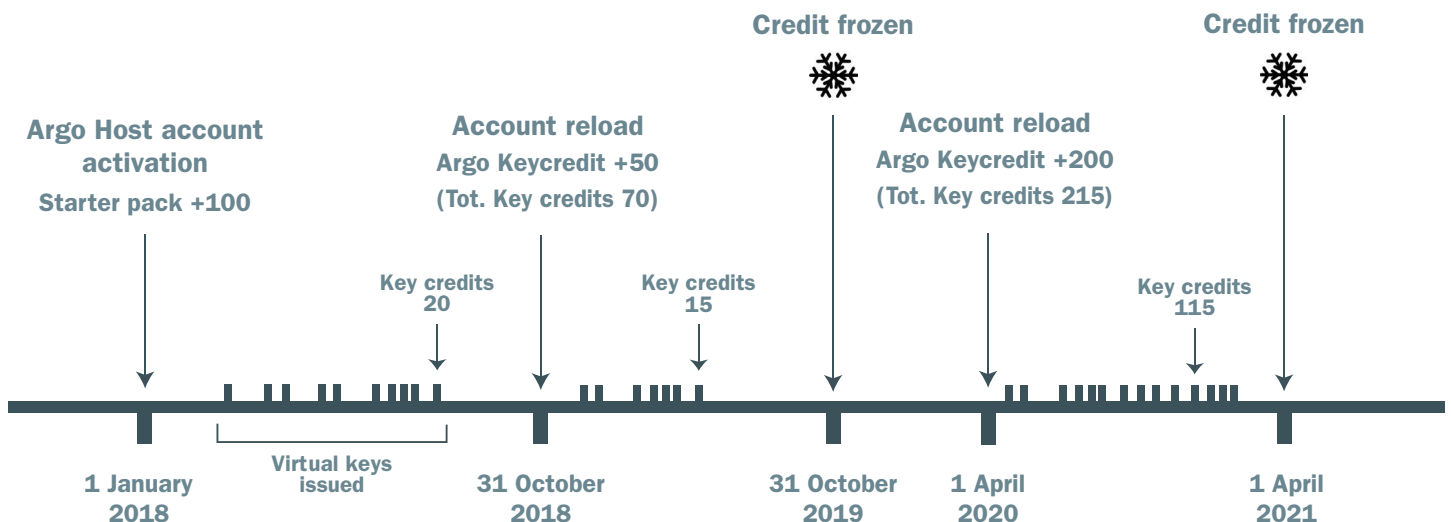
Example 2

The *Guest* has 20 *Key credits* left and reload the account within 12 months. The date when the credit will be frozen moves, because the 12 months always starts from the last reload date. The same happens to the date when the account will be deleted.



Example 3

The *Guest*, after one first account reload during the first year, has 15 *Key credits* left, but does not reload the account within the next 12 months. The credit is therefore frozen. The *Guest* then reload the account and this also reactivate the previous frozen credit, which is added to the last reload. At the same time the date when the credit will be frozen moves, start counting 12 months from the last account reload date.



Overview

Access control devices

The following *ISEO Smart devices*, are conceived to work with *Argo Remote key delivery*.

**Libra Smart**

Electronic European profile cylinder of ISEO Zero1 product range. It is battery operated and can be easily installed both on new and existing doors. It is compatible with any mechanical lock with European cylinder hole and the installation doesn't require any wiring, allowing a rapid and easy replacement of any mechanical cylinder.

**Aries Smart**

Electronic trim set of ISEO Zero1 product range. Thanks to the flexible and simple installation, can be fit on most doors, and it is conceived to be used with the majority of mechanical locks. *Aries Smart* combined with *Argo App* is suitable for private houses, apartment blocks, light commercial (offices, single entrance of commercial, server rooms, etc...).

**Stylos Smart LED**

Credential reader of ISEO Zero1 product range. In combination with the electronic actuator it is able to control any electrical device. *Stylos Smart LED* combined with *Argo App* is suitable for private houses, apartment blocks, light commercial (offices, single entrance of commercial, server rooms, etc...).

**Stylos Smart Display with Keyboard**

In addition to *Stylos Smart LED* features, it has display and keyboard, to improve the user experience and interaction, and to add a PIN code to open the door.

Access control devices



x1R Smart

Electronic motorized lock for armored doors of ISEO Zero1 product range. It works with an electric motor controlled by a powerful microprocessor and the deadbolt action is always guaranteed by the mechanical operation of the key, even in case of power supply failure.



Smart Locker

It is a lock that can be installed on a wide range of lockers and cupboards to keep people's property safe while they're in the office, in the gym, swimming pool, or any other situation where personal belongings need to be temporarily safeguarded.



To simplify the reading of this manual, pictures and descriptions are mainly referred to **Libra Smart**. The same information are also applicable to the other *Smart series* devices. Any differences will be properly specified.



Argo Remote key delivery works only with *Argo 2.3* updated *Smart devices* (software version MHxxx201). Upgrade of device software is always possible by *Argo app*. For more information refer to the *Argo User Manual* at paragraph: *Software Upgrade*.

Overview

Master Cards set

The *Master Cards* are used to initialize the *Door Lock* and to load it into the *Argo Host account*, during the first installation and configuration of the system.

The set of *Master Cards* consists of 3 cards numbered from 1 to 3.



Each set of master credentials has a univocal system's code. During the initialization phase with *Master Cards*, the system's code and the relative set of *Master Cards* is associated to the devices.



An improper method and sequence of use of the master credentials could damage the system; therefore we recommend to pay attention to use it in the right way.

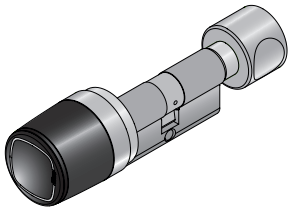
Note that only *Master Card 1 and 2* can initialize the system. *Master Card 3* must be considered as the updating card for the new *Master Card Set*, since its loss could irreversibly compromise the possibility to modify or update the system.

In case a *Master Card* is lost or damaged, refer to the *Argo User Manual*, at paragraph: *Updating of Master Card level and Master Card Set replacement*.

If you loose *Master Card 1 and 2* it is strongly recommended to purchase a new set of *Master Cards*.

Getting Started

What you need



ISEO Smart device.



Argo Host installed on your smartphone.



Master Card set.



Argo Keycredit starter pack

Now you are ready to install and configure your *Argo Host account* following the next steps.

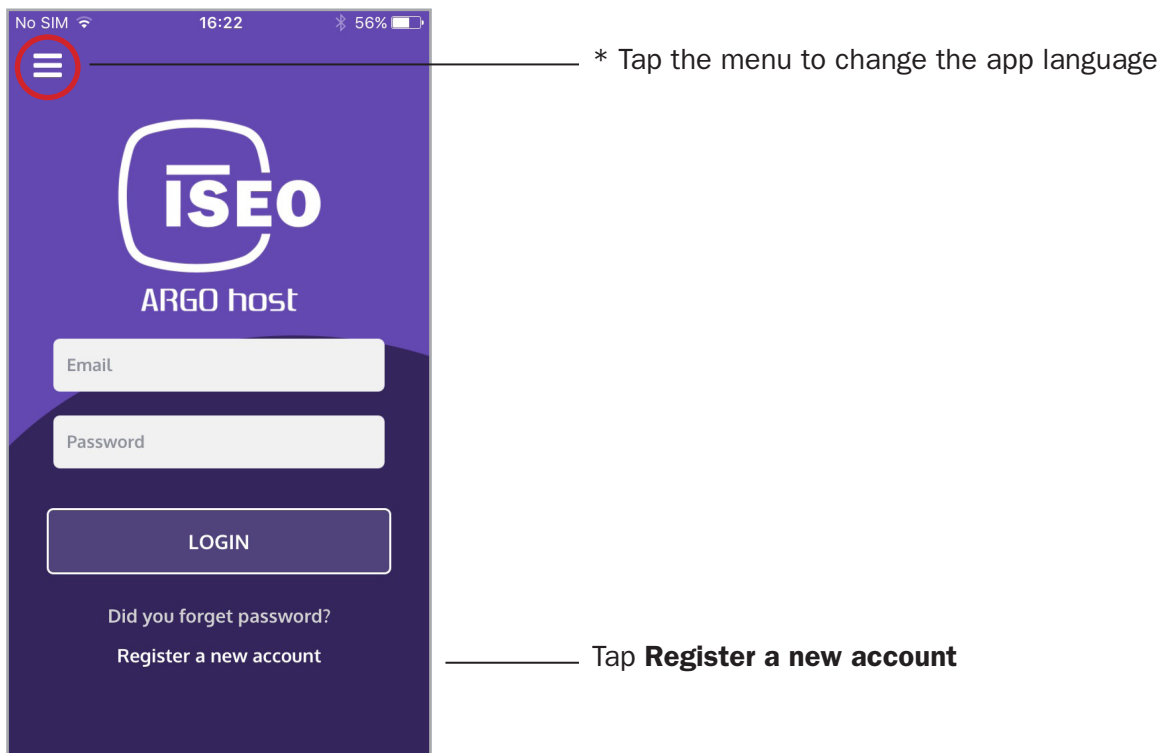
1. Create the Argo Host account

2. Add the Locks to the account in the Argo Cloud platform

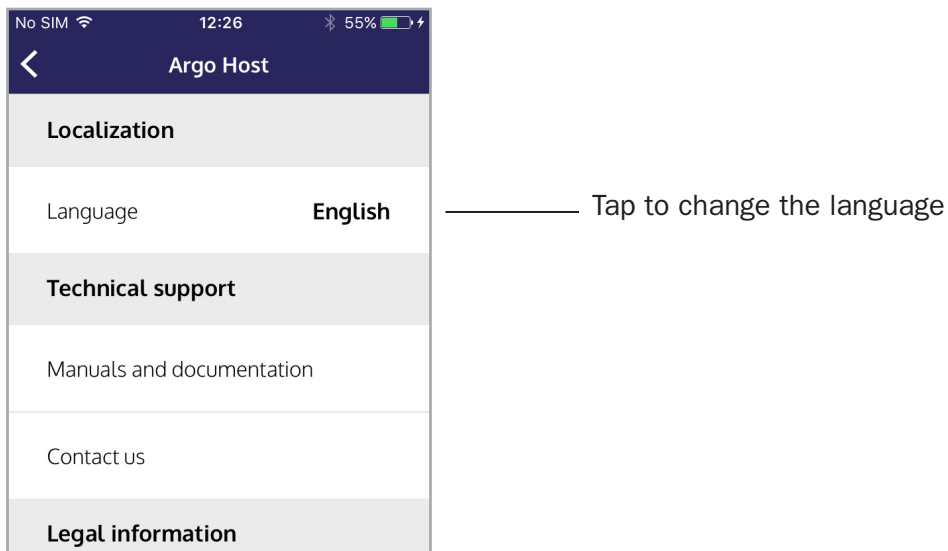
Getting Started

Create the Argo Host account

Register a new account in the *Argo Cloud platform*, and create the *Argo Host account* to manage the system.

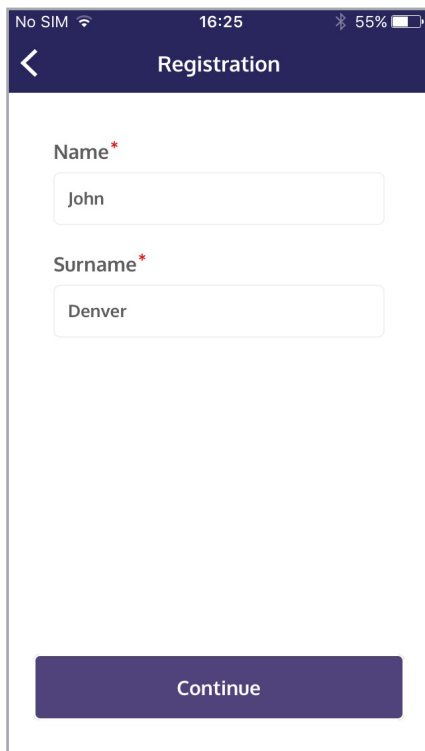


* Change the app language:



Getting Started

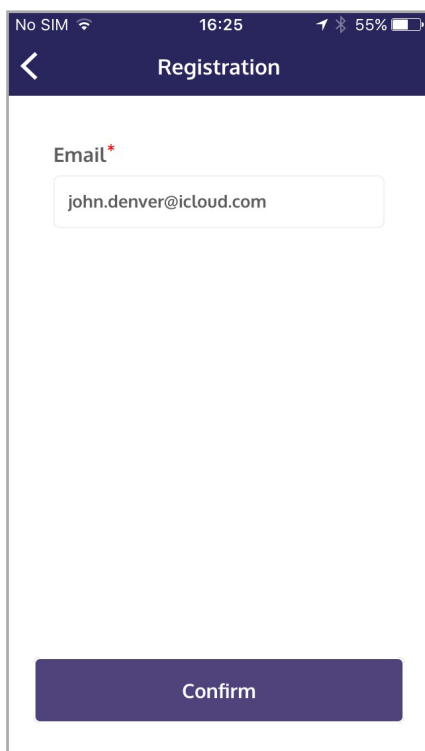
Create the Argo Host account



The screenshot shows a mobile app registration screen titled "Registration". At the top, there is a status bar with "No SIM", signal strength, time "16:25", and battery "55%". Below the title bar, there are two input fields: "Name*" with the text "John" and "Surname*" with the text "Denver". At the bottom of the form is a dark blue button labeled "Continue".

Insert the *Host Name* and **Surname**

Tap **Continue**



The screenshot shows the next step in the registration process. The "Registration" title bar is still present. The "Email*" field now contains "john.denver@icloud.com". At the bottom of the form is a dark blue button labeled "Confirm".

Insert an active **Email** address to register the account.

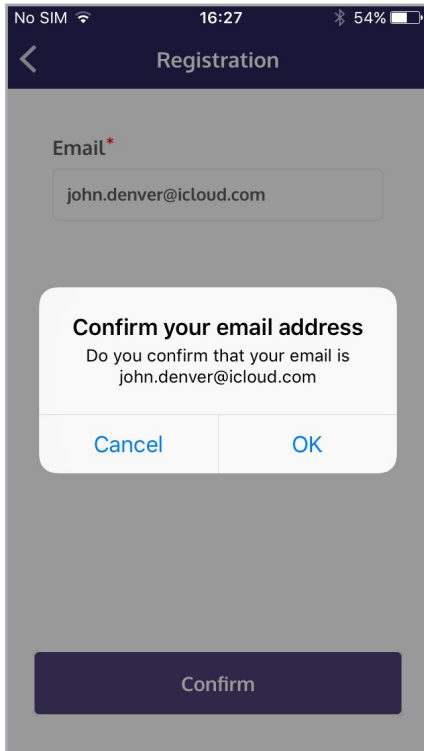


An active email address is mandatory to create the *Argo Host* account. Each account can be associated to only one email address.

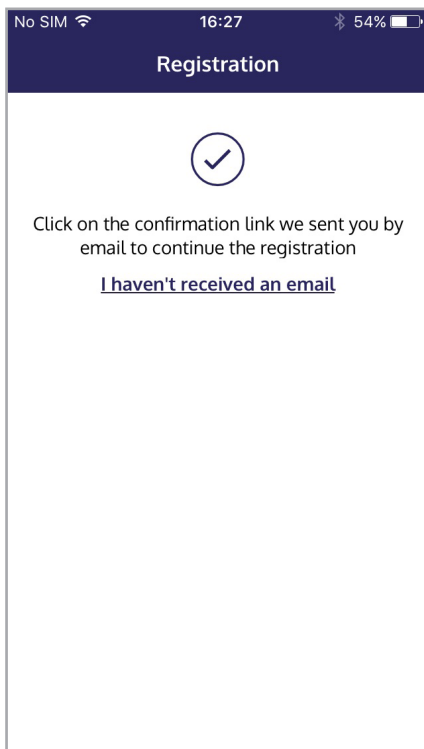
Tap **Confirm**

Getting Started

Create the Argo Host account



Tap **OK** to confirm the email address.

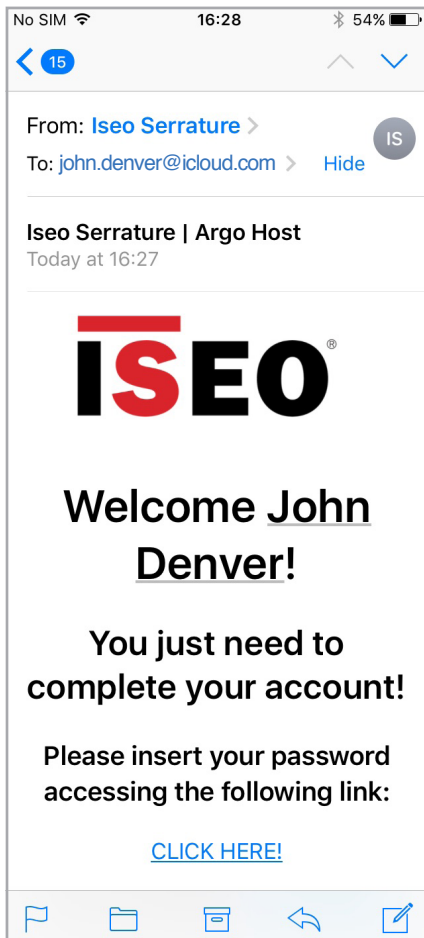


Now from the same phone, enter the email account used for the registration.



Getting Started

Create the Argo Host account



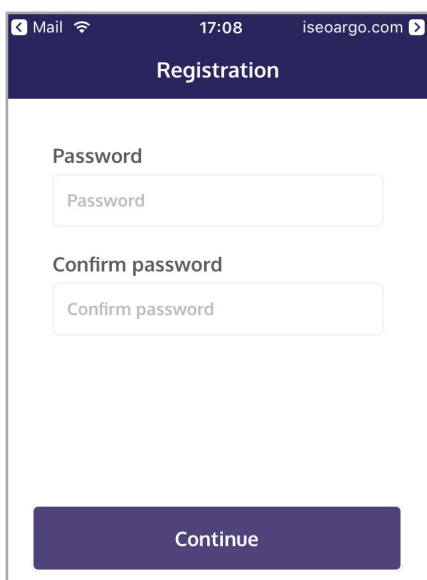
In your email account you will receive an email from **Iseo Serrature**.



Tap the link and then go back to the *Argo Host* registration process. You will automatically find the password request screen.



If the password request screen does not automatically appear, close *Argo Host* then tap again the previous email link, with the app closed.



Choose and confirm your account password.

Tap **Continue**

Getting Started

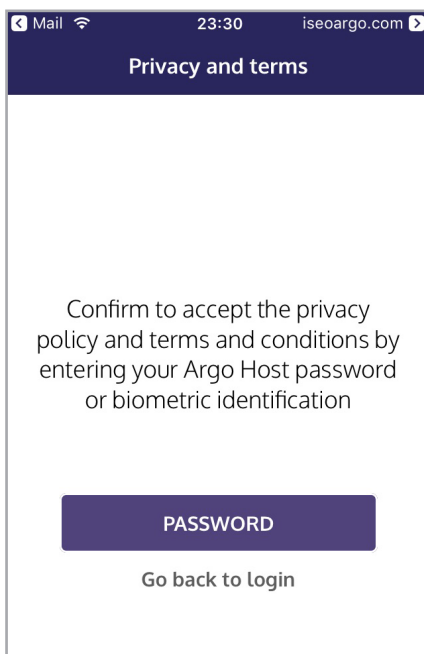
Create the Argo Host account

To use *Argo Host* it is necessary to accept the first time, the *Terms and conditions* and the *Privacy policy*.



Accept the *Host Terms of Use* touching the box, then tap **Continue**.

Do the same for the *Host Privacy Policy* and the *Host Third Party Privacy Policy*.



To conclude the acceptance of the legal information, you're now allowed to insert the *Argo Host* account password previously chosen (or biometric identification).

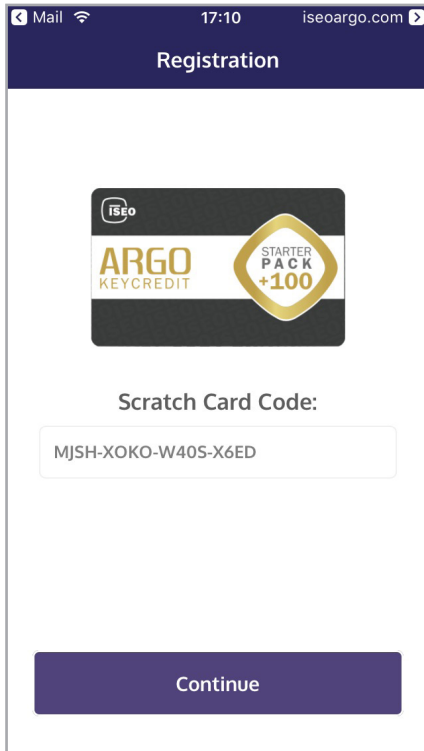
Tap **Password** then insert your password to proceed with the account creation. If you go back to login, the same procedure will be asked again everytime you enter with the same account.



The *Terms and conditions* and the *Privacy policy* acceptance procedure is also required everytime you enter the account with a different phone.

Getting Started

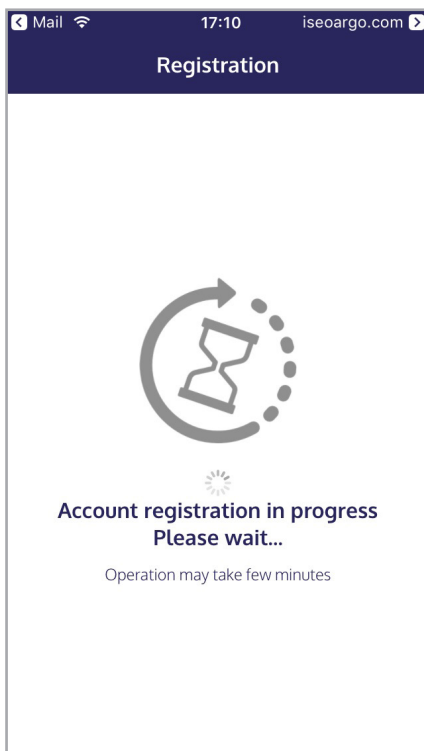
Create the Argo Host account



Insert your **Scratch Card Code**



Tap **Continue**



Wait the end of the account creation process.

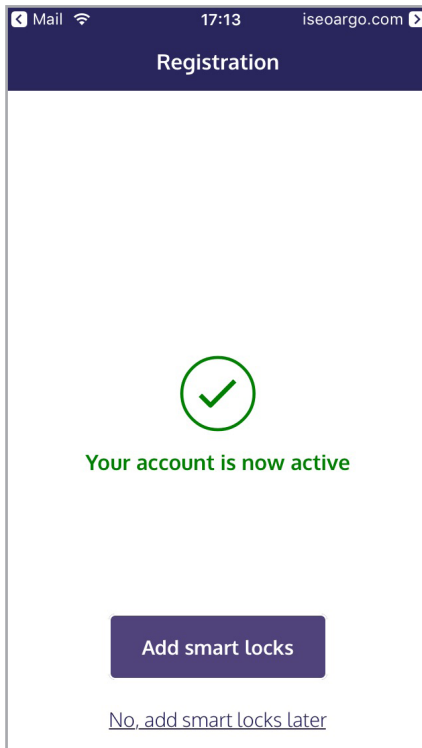


The process may take from 2 to 5 minutes depending on location and available bandwidth or signal.

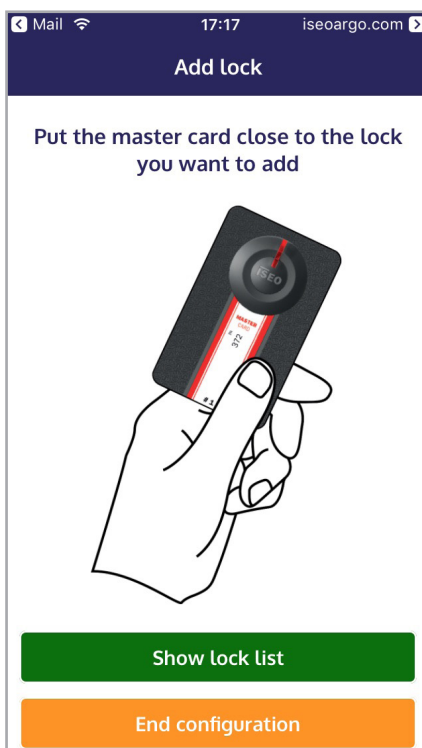
Getting Started

Add the Locks to the account in the Argo Cloud platform

Once the *Argo Host account* has been created, now you can add the *ISEO Smart devices*, belonging to your *Plant*, to the *Argo cloud platform*.



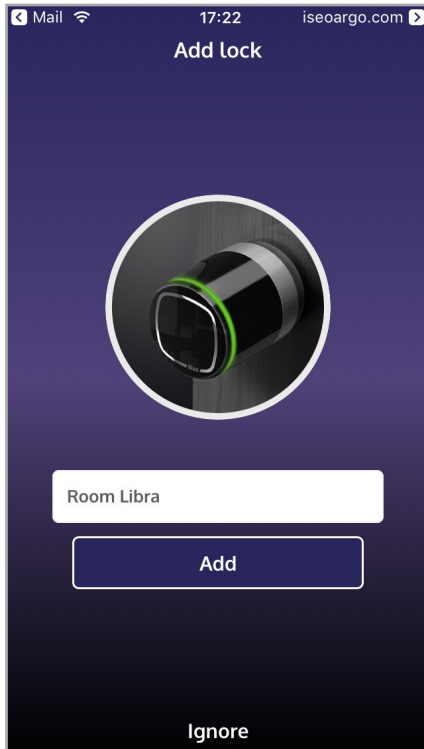
Tap **Add smart locks**



Present the *Master Card* to the lock to add it to your *Plant*, keeping the phone close to the lock, to improve the *Bluetooth* communication capability.

Getting Started

Add the Locks to the account in the Argo Cloud platform



As soon as the lock communicates to the phone via *Bluetooth*, the lock picture will appear, with the name of the lock set in the *Argo app*.

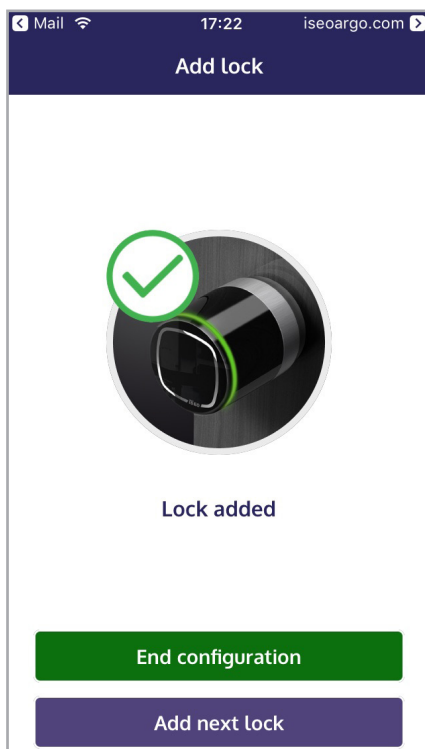
You can change the lock name only in this moment, before adding to the *Cloud*. Then tap **Add**.



The lock name can be max 12 characters.

Once the *Lock* has been added to the *Cloud* you cannot change the name anymore, either on the *Argo app* nor on the *Argo Host account* (for more information go to *Change the door name* in the *Advanced* chapter).

If you get an error adding the lock go to the *Troubleshooting* chapter.



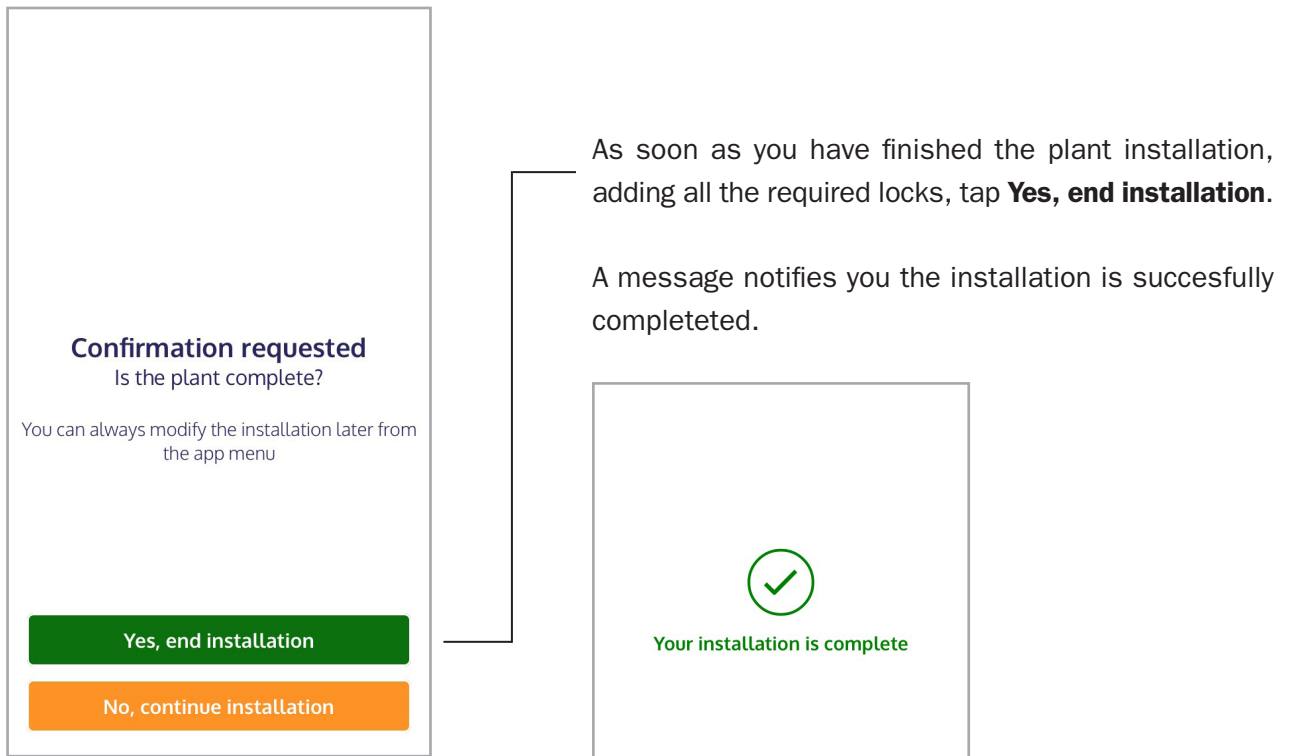
The lock has been successfully added to the *Argo Host account*. During this process an automatic test with an opening action is performed, to check the lock correct communication with the *Argo Cloud platform*.

To end the procedure tap **End configuration**.

To add more locks tap **Add next lock** and repeat the procedure with the *Master Card*.

Getting Started

Add the Locks to the account in the Argo Cloud platform

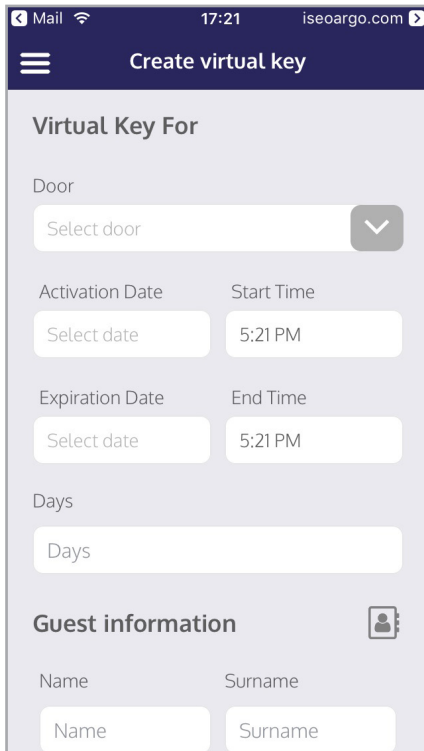



Now you are ready to create and send *Virtual keys* to the *Guests*, to access the *Door Locks* loaded into the plant. The procedure can be divided in the following steps.

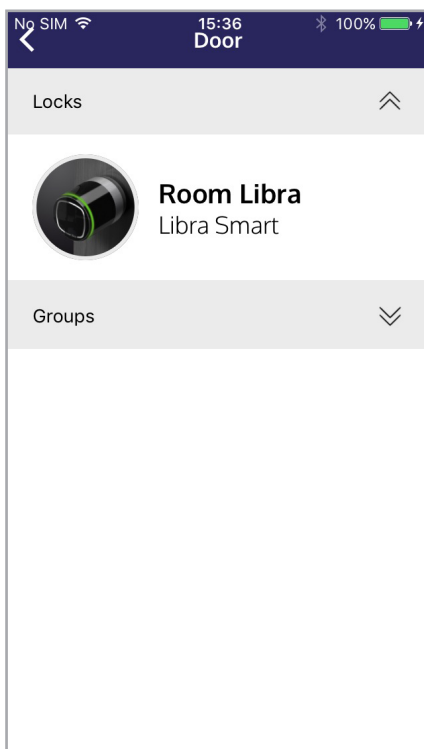
- 1. The Host creates the Virtual key**
- 2. The Host sends the Virtual key**
- 3. The Guest receives the Virtual key**
- 4. The Guest opens the door**

Getting Started

The Host creates the Virtual key



Tap  to select the door from the list of the locks loaded into the plant.



Tap the lock where the *Guest* needs to access.

Getting Started

The Host creates the Virtual key



Select the *Virtual key* validity: date and time.

The number of days are automatically calculated.
Changing the number of days will automatically change the expiration date.

Tap to load the *Guest* data directly from your phone contact list, if present.

Tap to manually enter the *Guest* data.
Name and **Surname** are mandatory.

Tap **Create virtual key**.



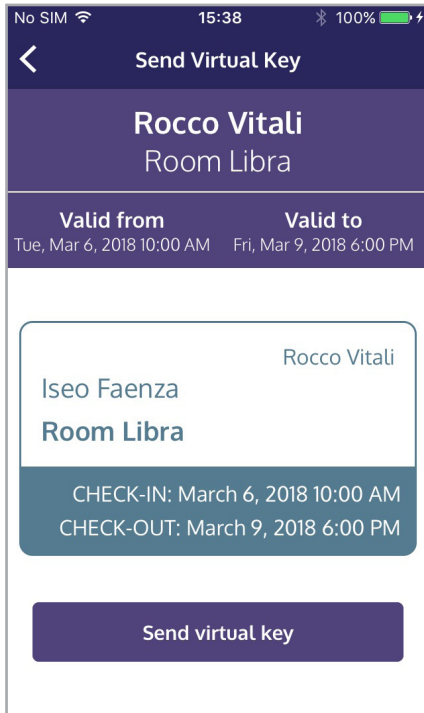
The maximum number of days of validity allowed for the *Virtual key* is **30 days**. If you select more an error message will appear.



Adding **Email** and **Phone**, will be automatically added to the *Virtual key*.

Getting Started

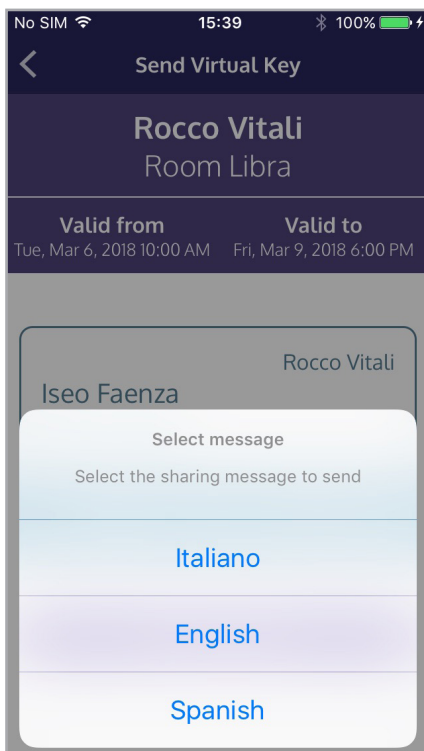
The Host sends the Virtual key



Virtual key data summary.

This is the *Virtual key* the *Guest* will receive with all the data relating to the stay.

Double check all data then tap **Send virtual key**.



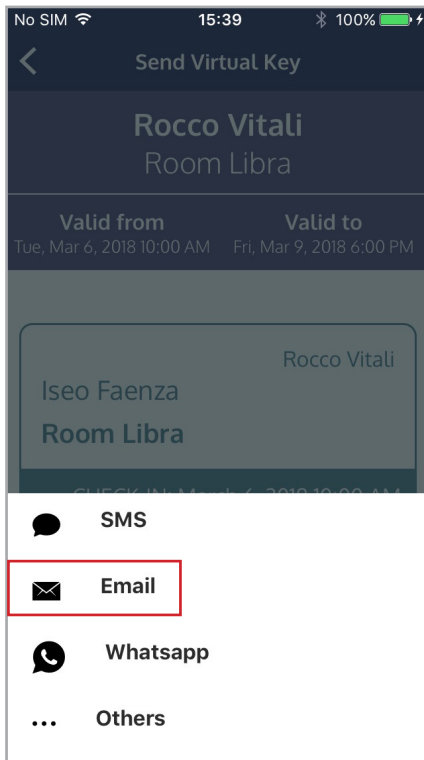
Select the language of the *Virtual key message* to send.



You can personalize, change or even add new messages and new languages. See *Customize Virtual key message* in the *Advanced* chapter.

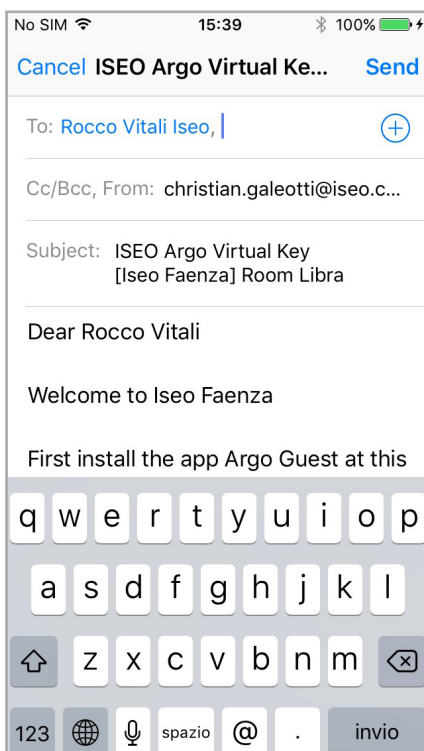
Getting Started

The Host sends the Virtual key



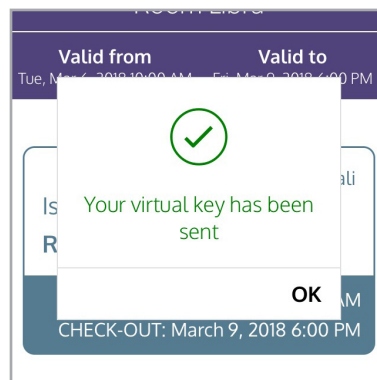
If the phone doesn't have an email account set on it, for example if you're using the email account by web browser, you cannot send the *Virtual Key* by email or SMS (when you touch email or SMS nothing happens). Therefore an email account set in the phone is strongly recommended in order to use all the system options and features.

You can send the message by *email*, *SMS*, *Whatsapp* or any other communication app. In this example we chose **Email**.



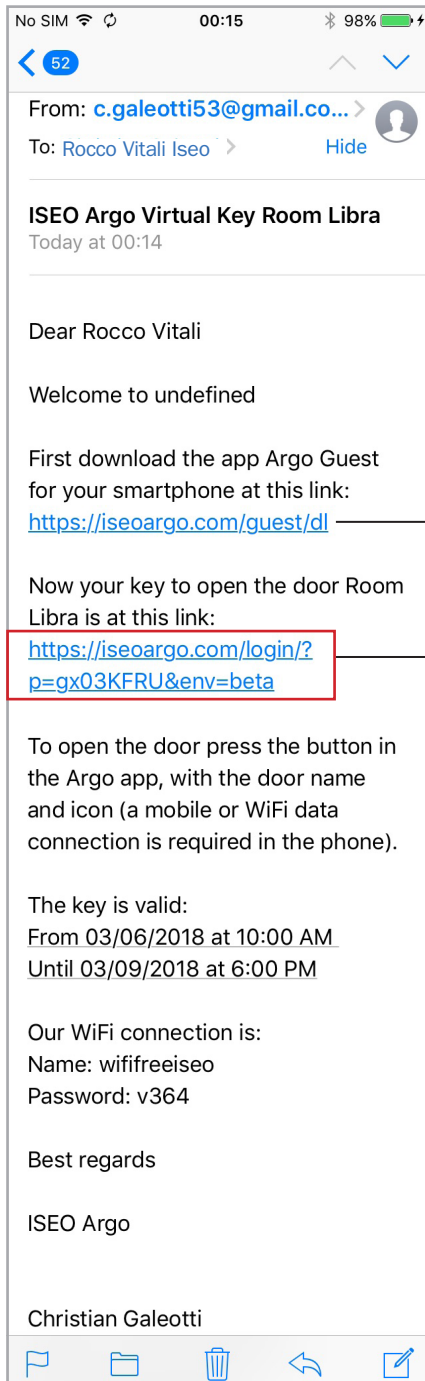
Double check the email text (*Virtual key message*), and the recipient address, then tap **Send**.

A pop-up message will notify you the *Virtual key* has been successfully sent.



Getting Started

The Guest receives the Virtual key



Carefully read all the *Virtual key message* (email text).

To install the *Argo Guest* app on your smartphone, touch the link.

Tap the link to open the *Virtual key*.



If *Argo Guest* has not been previously installed on your phone, tapping the *Virtual key* link, it will automatically install.



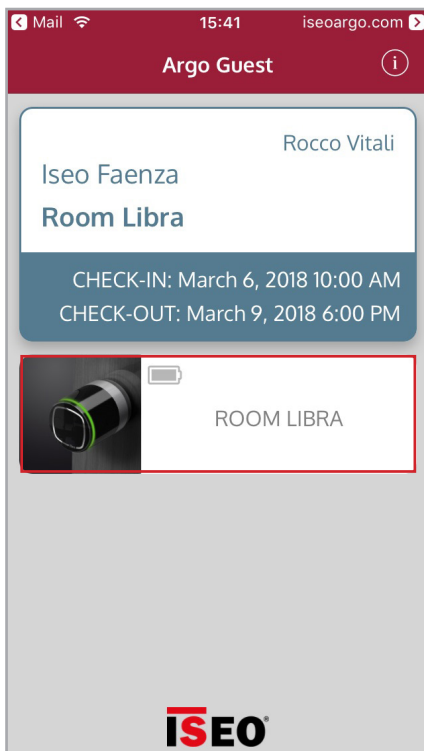
When tapping the link, if the *Virtual key* does not open, it can be caused from the link that is no more an hyperlink. This may depend on *Guest* phone setting and the app used to send the *Virtual key*. On some phones infact an hyperlink sent by SMS or other communication app may be formatted as a text, due to internal phone setting. To workaround this issue, simply copy and paste the link in the phone web browser. Then, when the *Argo Guest* web page appears, tap *Open the app*. See also the *Troubleshooting* chapter.

Getting Started

The Guest opens the door



Tapping the link the *Guest* directly opens the *Virtual key* by the *Argo Guest* app.



————— This is the *Virtual key* issued by the *Host* and includes all the access information: guest, facility and door name. Check-in and check-out date and time.

————— To open the door press the button with the door name and icon.

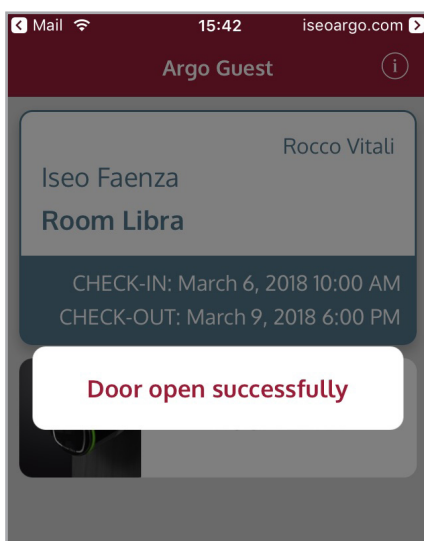


Argo Guest automatically shows only the doors which you have access to.

If no door is showed check:

- the real door name correspondence with your *Virtual key*;
- the communication distance between the smartphone and the lock (max 10mt).

See also the *Troubleshooting* chapter.



After the first time it's no more necessary to tap the link to open the *Virtual key*. It is enough to open the *Argo Guest* app and the *Virtual key* will be always ready until its expiration date.

————— The door opens for the *Opening time* set in the lock.



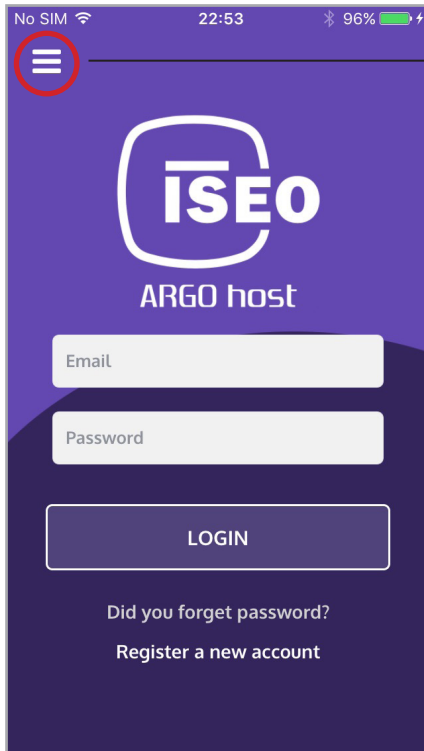
To set the opening tome refer to *Argo User Manual* at <https://app.iseo.com>



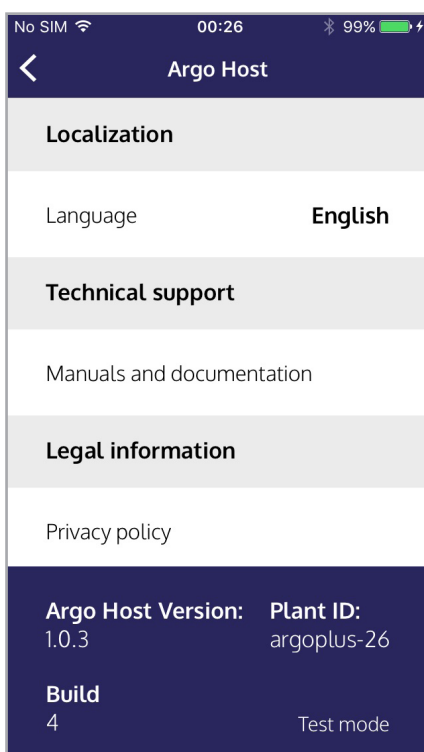
If the message *Door open successfully* does not appear, wait the communication time out, and then try again. If the problem persists, go to the *Troubleshooting* chapter.

Basics

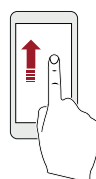
Argo Host Overview



Tap to enter the menu.



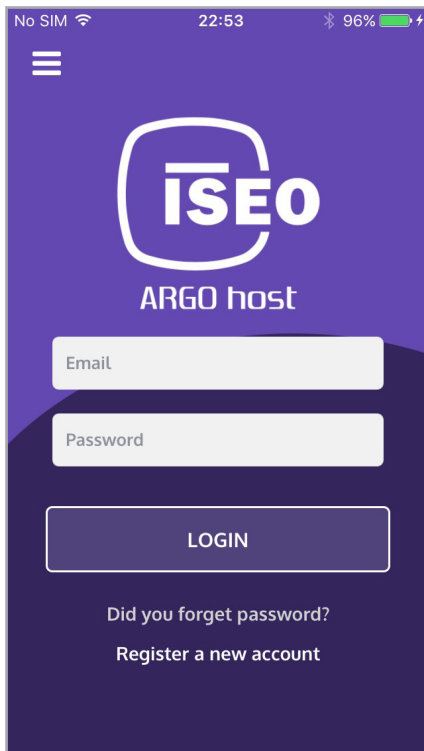
Change the app language.



Scroll up to show the *Legal information* menu.

Basics

Argo Host Overview

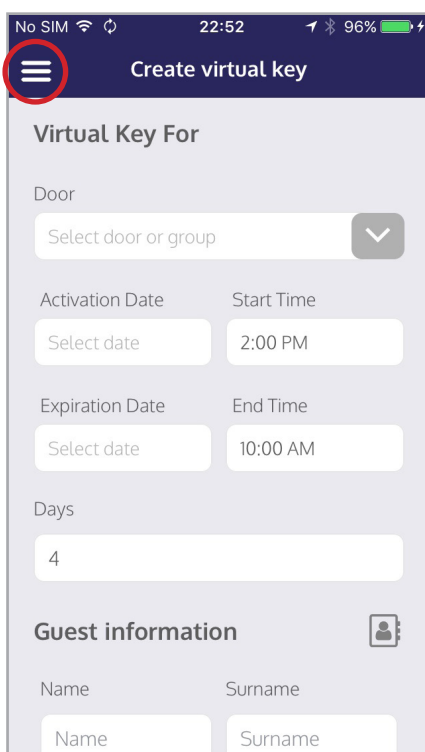


Open *Argo Host* and insert your login data chosen during the account registration.


Tap **LOGIN**



If you forgot the password go to *Forgot password* paragraph.

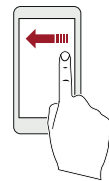
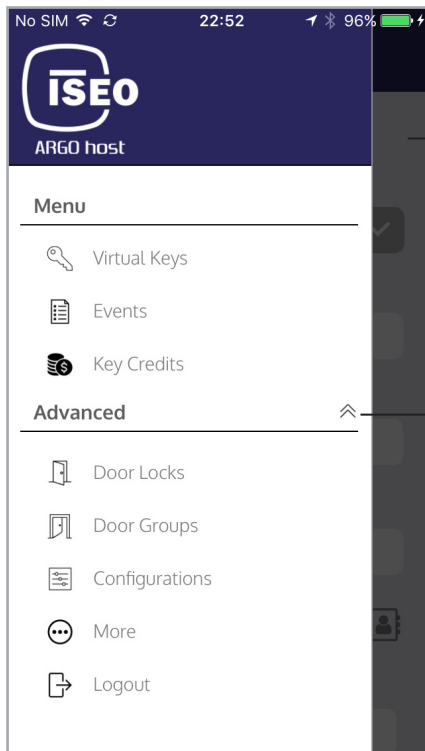


The app automatically opens the *Create virtual key* page, to be immediately ready to create *Virtual keys*.

Tap  to open the *Argo Host* menu.

Basics

Argo Host Overview



Slide your finger to uncover the *Argo Host* menu.

Basic functions

Touch to expand or collapse the *Advanced* menu.

Advanced functions



If you don't logout before closing *Argo Host*, when you open the app from the phone desktop, it will open directly in the *Create virtual key* page, without needing login credentials.

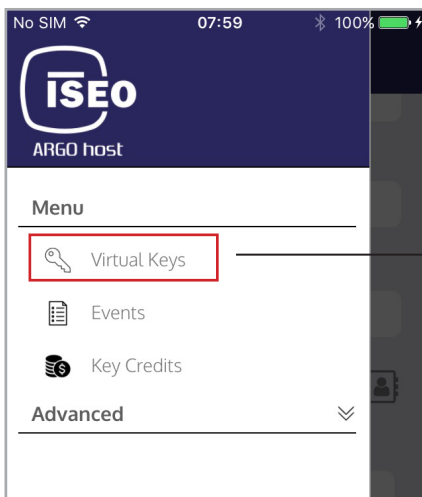
Basics

Virtual keys

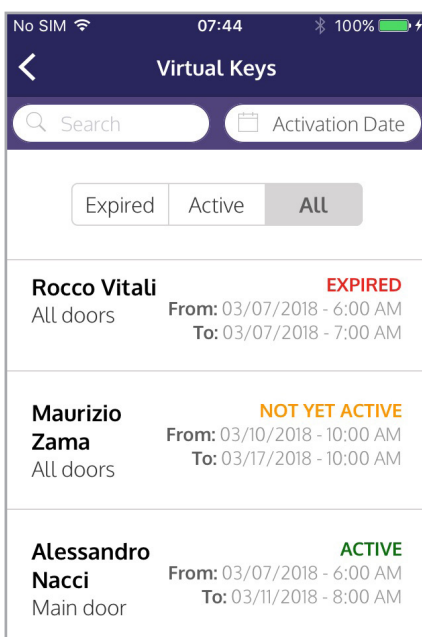


In the *Virtual Keys* menu you can see all the issued *Virtual keys* and you can:

- search *Virtual keys* by guest name, door name or activation date.
- Filter *Virtual keys* by type: *Expired, Active, All*.
- Resend a *Virtual key*.
- Edit a *Not yet valid Virtual key*.
- Delete (revoke) any *Virtual key* at any time.



Tap **Virtual Keys** menu

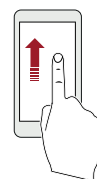


Search *Virtual keys* by guest name or door name in the *Search* box. By *activation date* in the related box.

Filter *Virtual keys* by type: *Expired, Active, All*.

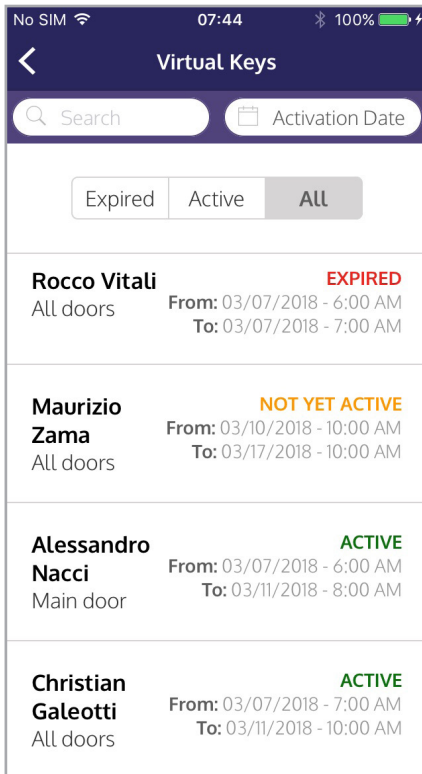
Issued *Virtual keys*
A *Virtual key* can be:

- EXPIRED
- NOT YET ACTIVE
- ACTIVE



Basics

Resend Virtual keys

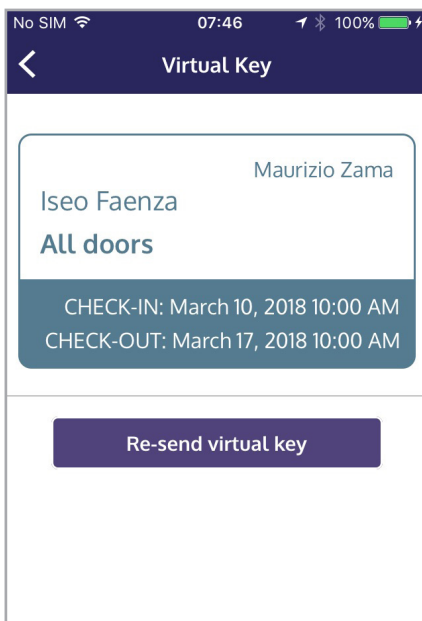


Open the *Virtual Keys* menu

Touch the *Virtual Key* to resend.



You can resend any type of *Virtual Key*:
Expired, Active, Not yet active.

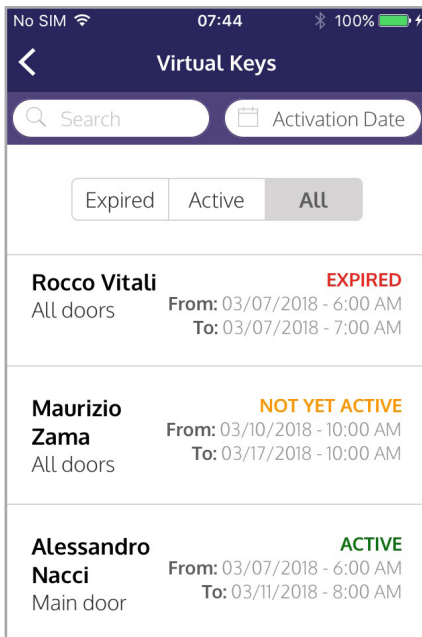


Tap **Re-send virtual key**

Then select the language of the *Virtual key message* and the communication app (see also *The Host sends the Virtual key* in the *Getting Started* chapter).

Basics

Edit Virtual keys

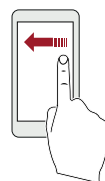
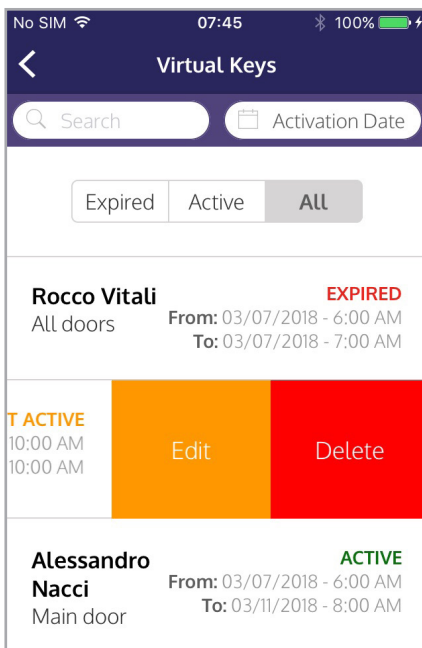


Open the **Virtual Keys** menu

Touch the *Not yet active Virtual keys* you want to change.



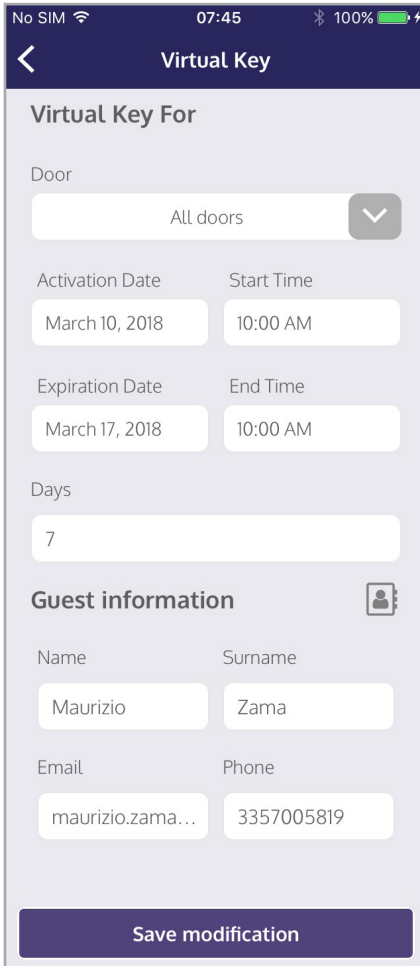
You can edit only *Not yet active Virtual key*. If you need to edit *Expired* or *Active Virtual key*, you need to issue a new *Virtual key*.



Slide your finger to uncover the additional functions. Then tap **Edit**.

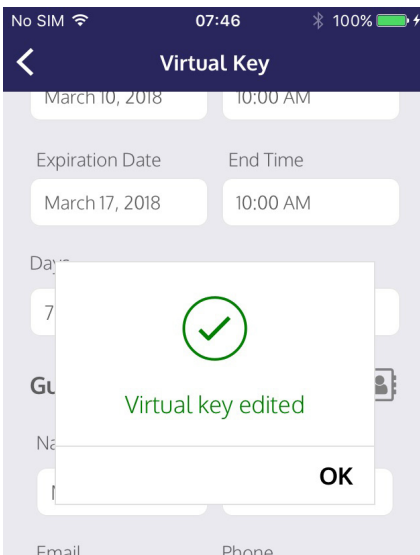
Basics

Edit Virtual keys



Change all the required data

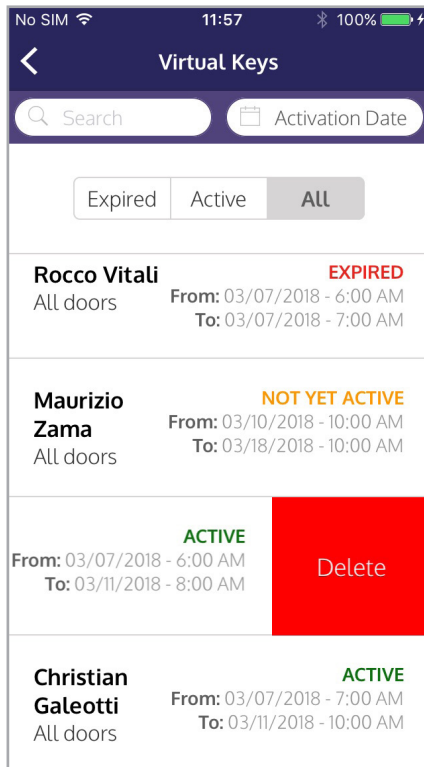
Tap **Save modification**



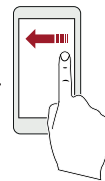
To inform the *Guest* about the modification done, resend the *Virtual Key* (go to *Resend Virtual keys*)

Basics

Delete Virtual keys



Open the **Virtual Keys** menu



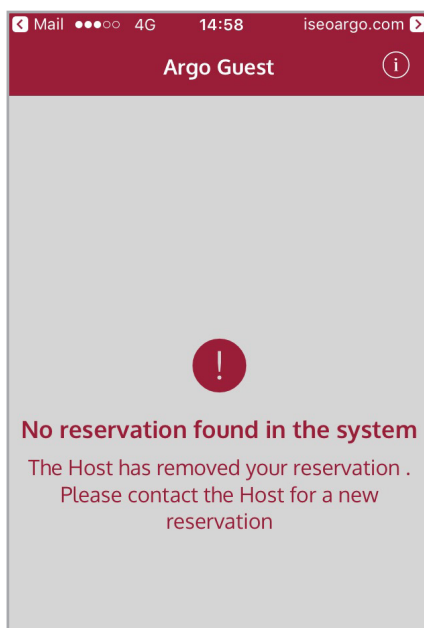
Slide your finger to uncover the additional functions. Then tap **Delete**



You can delete any *Virtual key*: *Active*, *Expired* or *Not yet active*.



Deleting an *Active Virtual key* simultaneously revoke the *Guest* in real time. The *Guest* as consequence will no longer be able to access the door, as showed in the picture below.



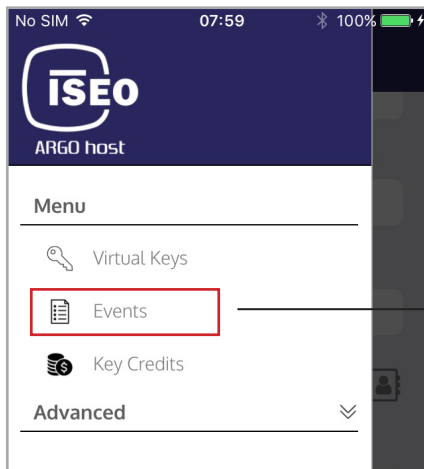
Basics

Events



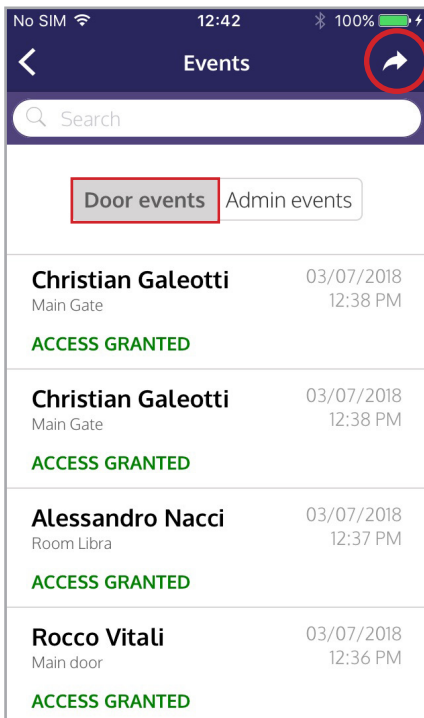
In the *Events* menu you can find two kinds of events:

- Door events
- Administrators events



Tap **Events** menu

Door events

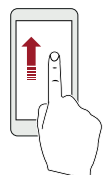


Touch to export *Door events* by email into a CSV file.

Search *Door events* by *guest name* or *door name*.

Each door events shows:

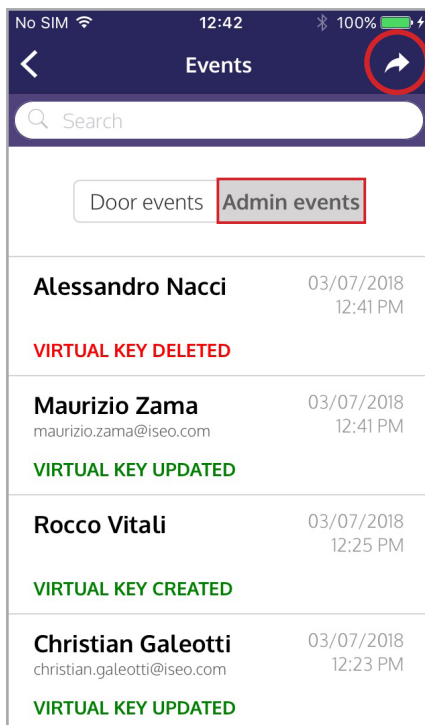
- Guest name
- Door name
- Event date and time
- Result (*Access granted*)*



**Access granted* is the only possible door event result so far, since additional controls are previously made by *Argo Guest* and the Cloud service (see *Argo Guest error messages* in the *Troubleshooting* chapter).



Administrators events

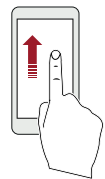


Touch to export *Admin events* by email into a CSV file.

Search *Admin events* by guest name or email address.

Each *Admin events* shows:

- Guest name
- Email address if present
- Event date and time
- Result*



* Results can be:

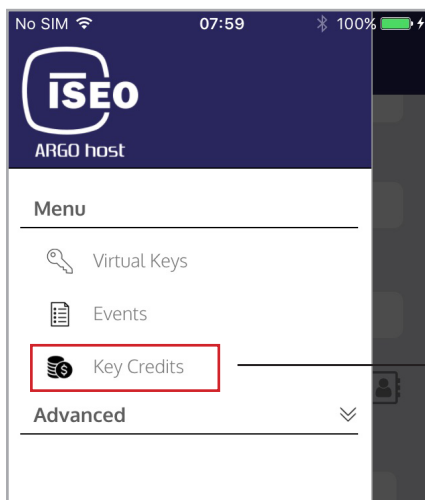
- **Virtual key created:** when the *Host* creates a *Virtual key*.
See *The Host creates the Virtual key (Getting Started)*.
- **Virtual key updated:** when the *Host* edit a *Virtual key*.
See *Edit Virtual keys*.
- **Virtual key deleted:** when the *Host* delete a *Virtual key*.
See *Delete Virtual keys*.
- **Credits added:** when the *Host* add an *Argo Keycredit* card.
See *Add key credits*.
- **Agent n.xx:** when the *IseoZero1 Technical Support* access to the *Argo Host account* for service.
(See *Technical support* in the *Troubleshooting* chapter).

Basics

Key Credits

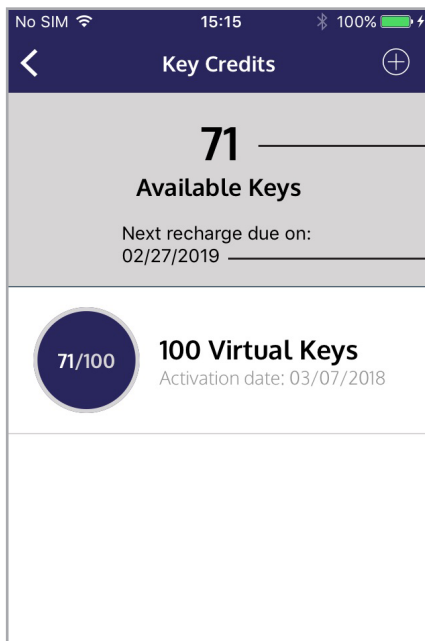


In the *Key Credits* menu you can see your available credits (*Virtual keys*), and the reloaded credits by the *Argo Keycredit* cards.



For more information about *Keycredit* cards, go to *Argo Keycredit* in the *Overview* chapter.

Tap **Key Credits** menu



This is the total of *Virtual keys* available in your *Argo Host* account.

If no reload are made by this date the credit will be frozen. For more information go to *Keycredit validity* in the *Overview* chapter.

This is the *Argo Keycredit Starter Pack* loaded during the first system configuration (see *Create the Argo Host* account in the *Getting Started* chapter).



If not reload are made within 12 months from the *Keycredit* card *Activation date*, the credit will be frozen. If not reload are made within 24 months from the *Keycredit* card *Activation date*, the account will be deleted.

Basics

Add key credits



To add key credits, or in other words *Virtual keys* to your account, you need the *Keycredit* cards (see *Argo Keycredit* in *Getting Started* chapter). You can add:

- 50 credits
- 200 credits

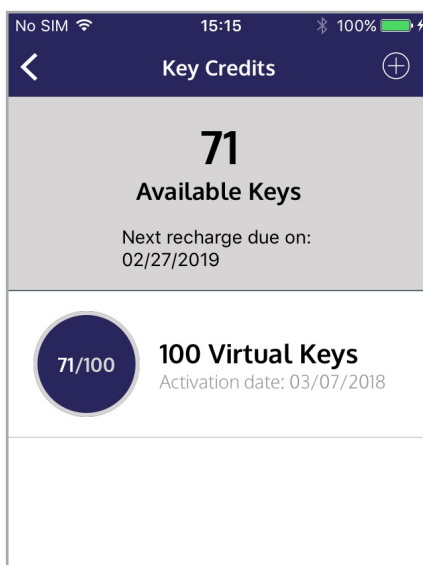
Take your *Argo Keycredit* cards (50 or 200 credits), and first scratch the hidden code on the back of the card.



Scratch to uncover the hidden code.



Scratch to uncover the hidden code.



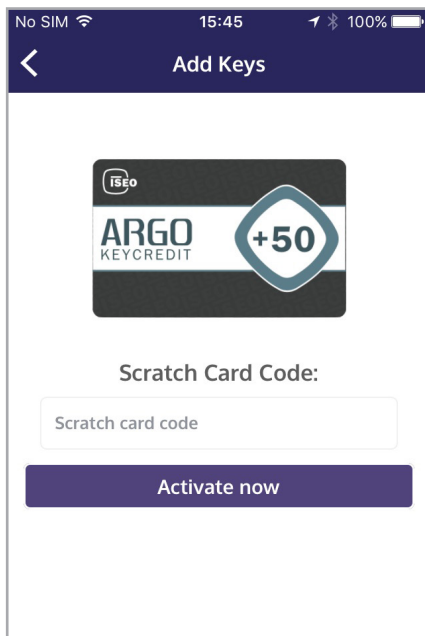
Touch

Basics

Add key credits

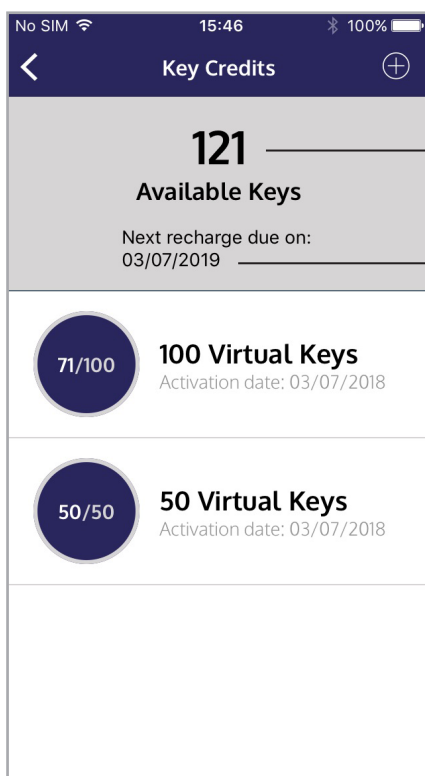
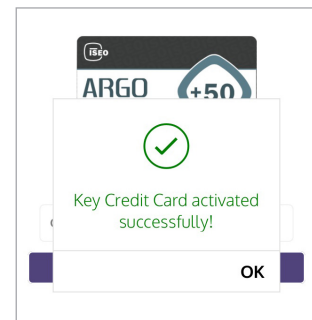


In this example we add 50 credits.



Insert the *Argo keycredit* activation code

Touch **Activate now**



The total available *Virtual keys* has changed, adding the 50 loaded credits to the previous account.

The next recharge date, to prevent the credit to become frozen, has moved 1 year.

You can see the added *Argo Keycredit* card with its total amount of keys and the activation date.



A warning will notifies you when:

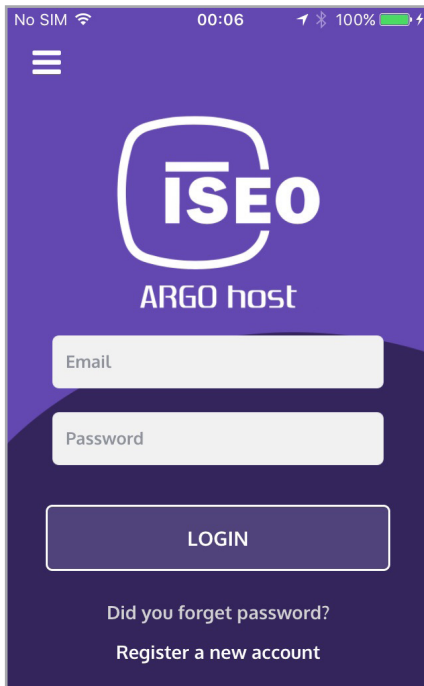
- your credits are running out;
- your credits are going to be frozen;
- your account is going to be deleted.

Basics

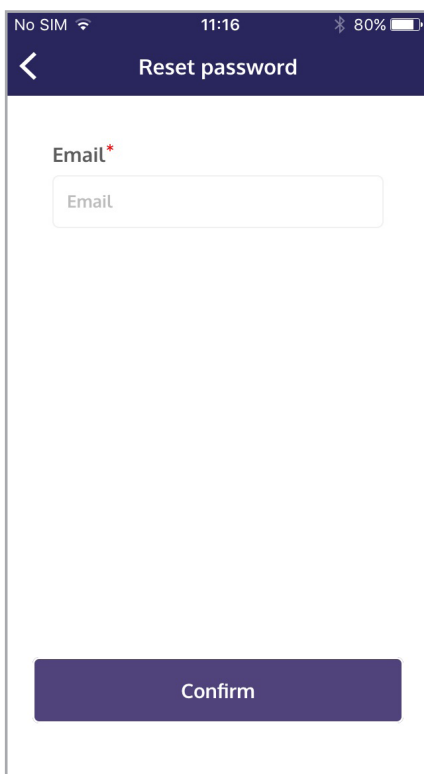
Forgot password



If you forgot your password or you need to change it for security reason, follow the next procedure.



————— Touch **Did you forget password?**

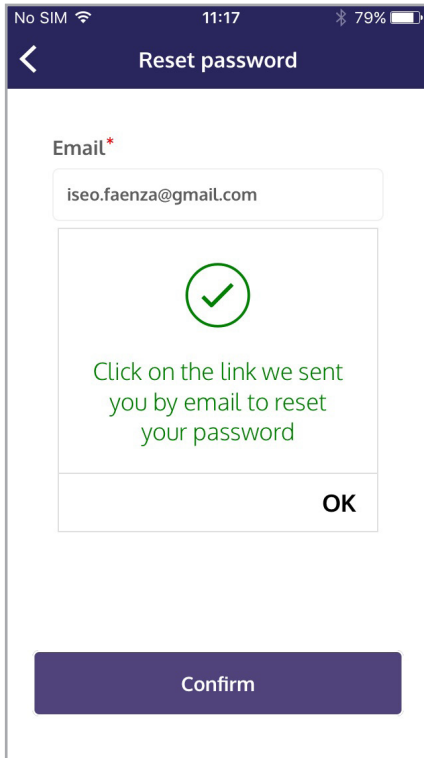


————— Insert the *Argo Host account* email address.

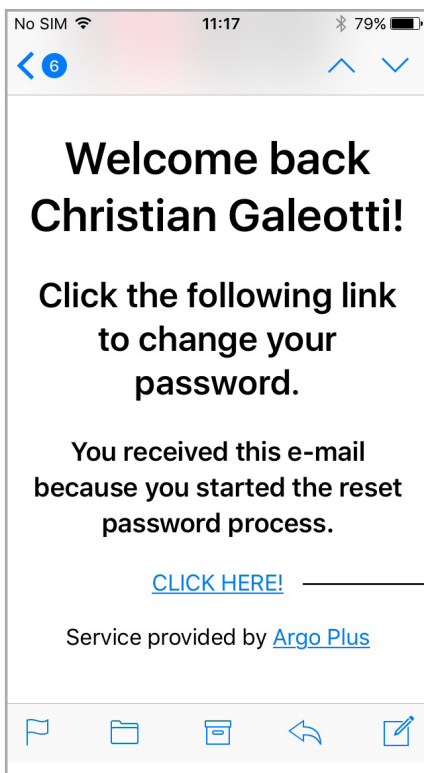
————— Tap **Confirm**

Basics

Forgot password



Tap **OK**

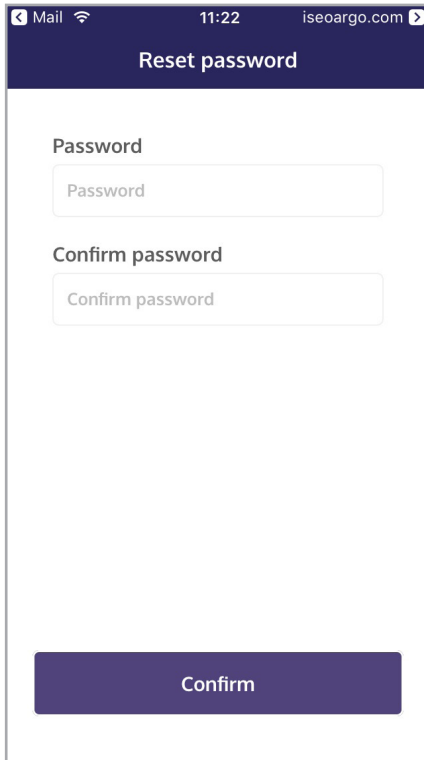


Enter your *Argo Host* email account and open the email received from **Iseo Serrature**.

Tap **CLICK HERE!** and then go back to *Argo Host*.

Basics

Forgot password

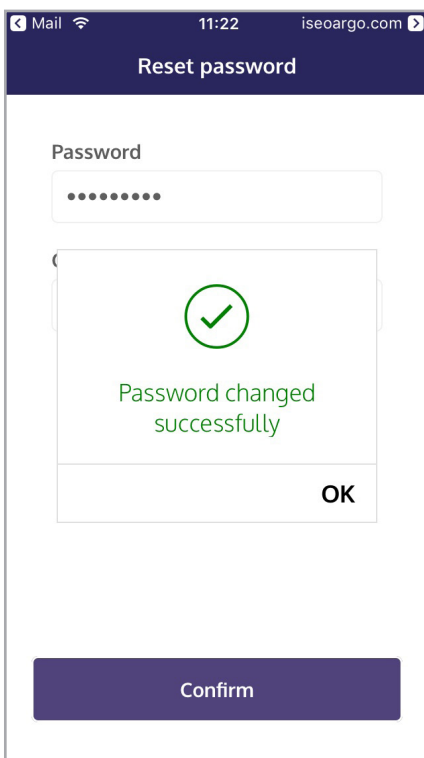


Insert the new password.



If the password request screen does not automatically appear, close *Argo Host* and then tap again the previous email link, with the app closed.

Tap **Confirm**

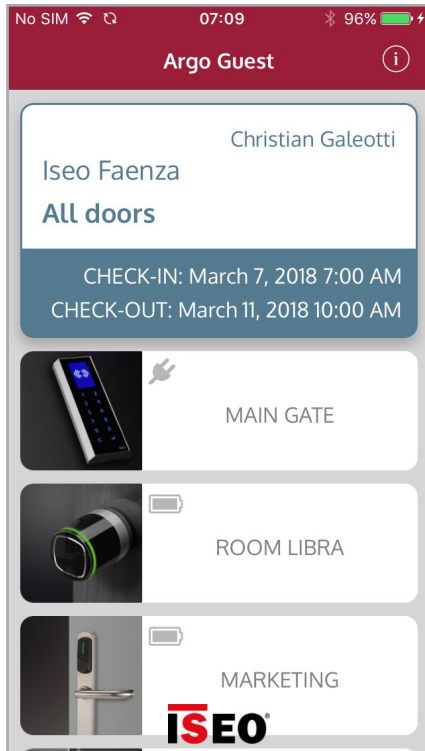


Password succesfully changed.

Tap **OK**

Basics

Argo Guest overview

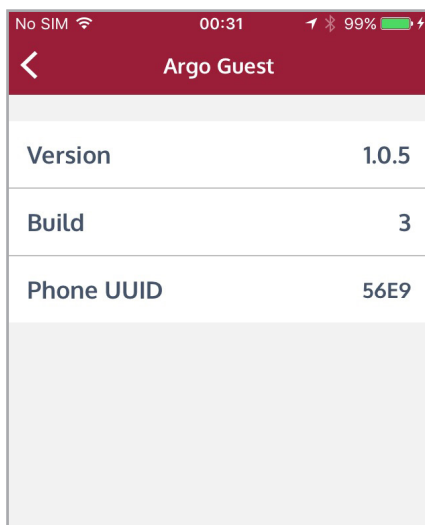


Touch **i** to open the Info app menu.

Virtual key issued by the Host. It includes:

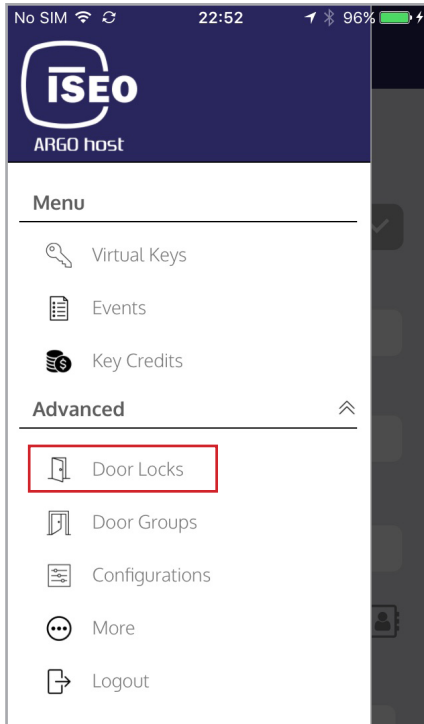
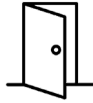
- Guest name
- Facility name
- Door name
- Check-in date and time
- Check-out date and time

Here are showed only the doors to which the Guest has access to. It can be one single door or a group of doors. To know more about *Door Groups* go to the *Advanced* chapter.

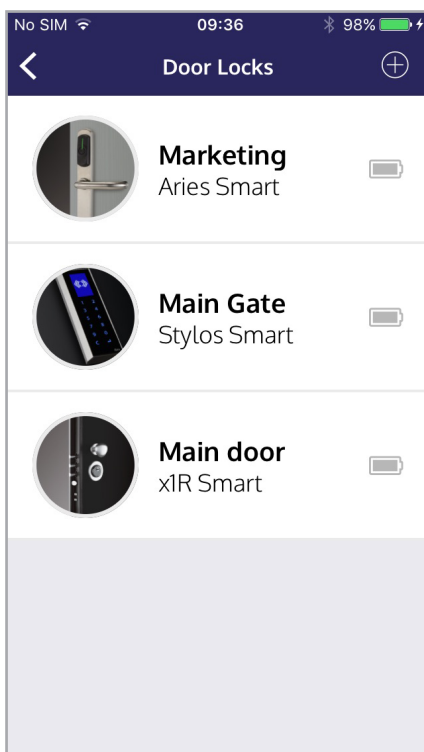


Advanced

Door Locks



In this menu you can see the *Locks* added to the *Plant* during the first installation procedure (see *Add the Locks to the account in the Argo Cloud platform in the Getting Started* chapter).



These are the *Locks* added to the *Plant* during the first installation procedure. In this screen you can find the following information:

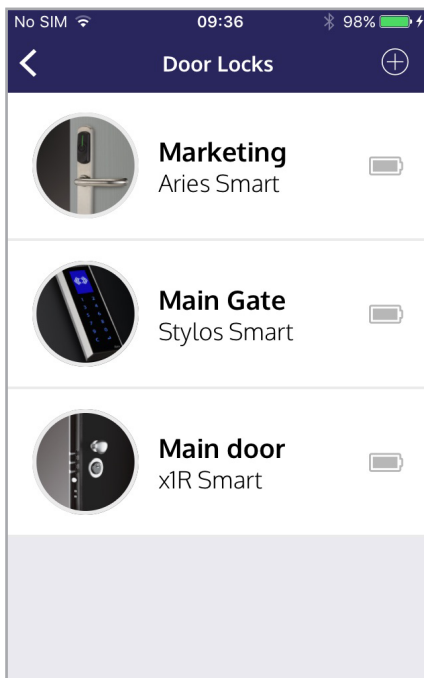
- picture of the lock.
- Lock name assigned during the installation.
- Lock type description.
- Lock battery status.


Advanced

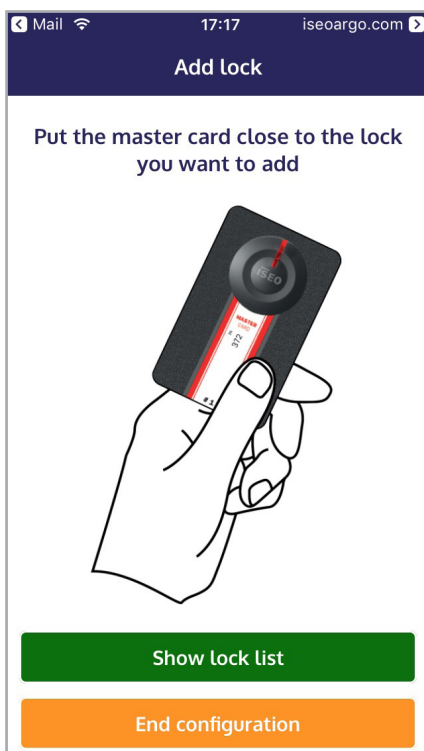
Add Door Locks



At any time you can add new *Locks* to your *Plant*. You just need to be nearby the *Door Lock* to add, with your *Master Card*.



Touch 

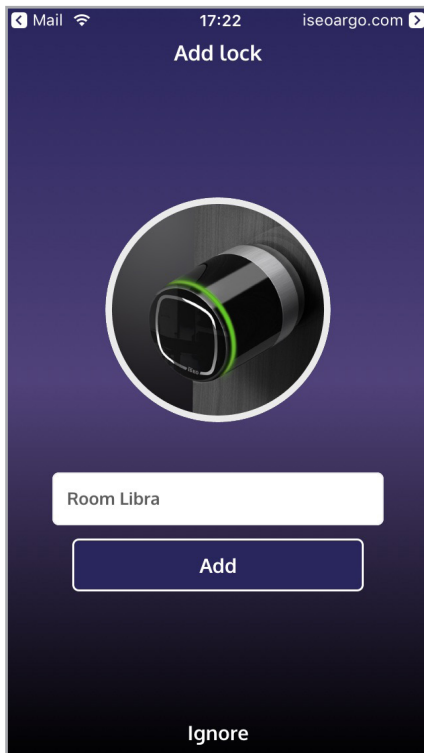


Present the *Master Card* to add the lock, in the same way as done during the first *Plant* installation.

Touch **Show lock list** to double check the current loaded locks.

Advanced

Add Door Locks



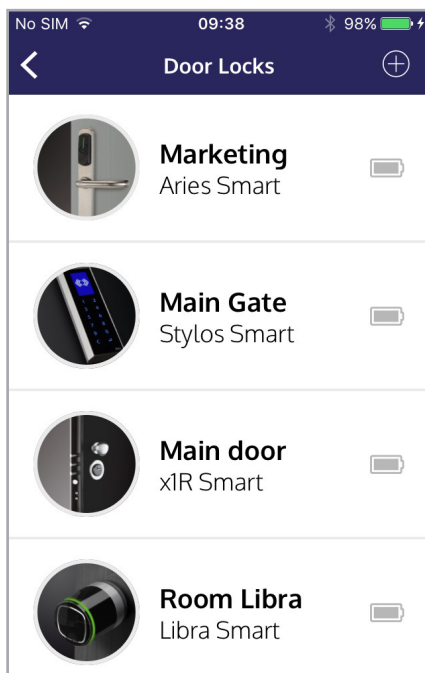
Choose the lock name then tap **Add**.

Tap **Ignore** to not add the lock anymore.

Tap *Add next Lock* to add more *Locks*. Tap *End installation* to end of the procedure.



To review the entire procedure go to *Add the Locks to the account in the Argo Cloud platform*, in the *Getting Started* chapter.



Once the *Lock* has been added to the *Cloud* you cannot change the name anymore, either on the *Argo app* nor on the *Argo Host account* (for more information go to *Change the door name* in the *Advanced* chapter).

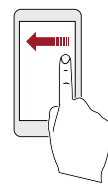
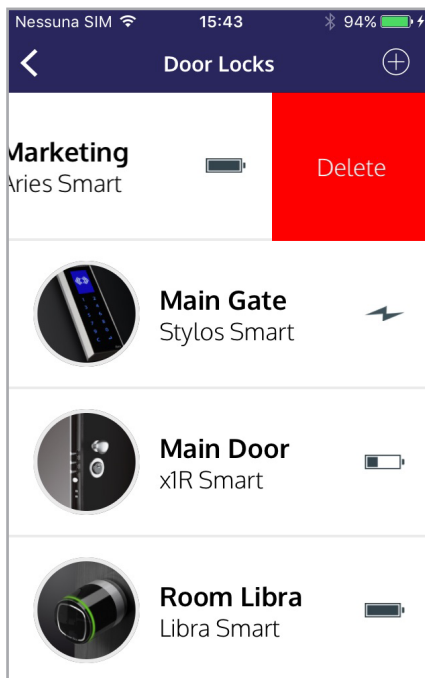
The added *Door Locks* has loaded at the bottom of the list.

Advanced

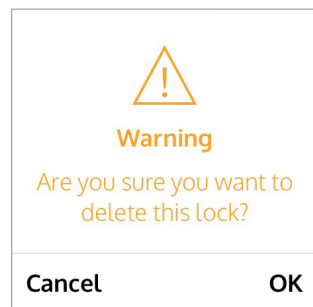
Delete Door Locks



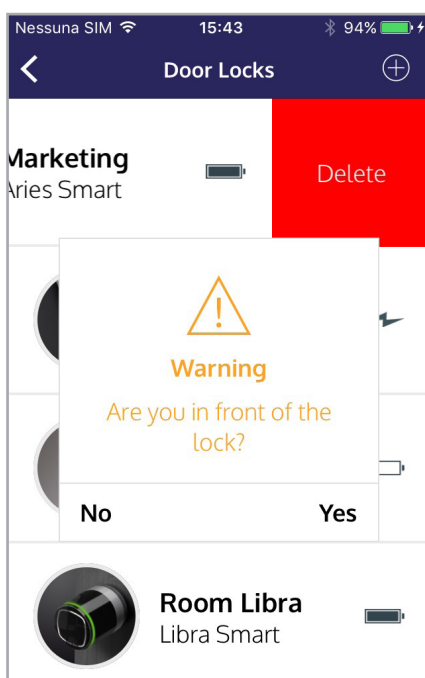
The delete lock procedure is really important. At any time you can delete one or more *Locks* from your *Plant*, but take care to do the procedure in the right way, as described below.



Slide your finger to **Delete** the lock.



Tap **OK** to confirm



Now go in front of the lock with the *Master Card*, to correctly perform the delete procedure.

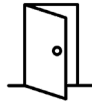
Tap **Yes**



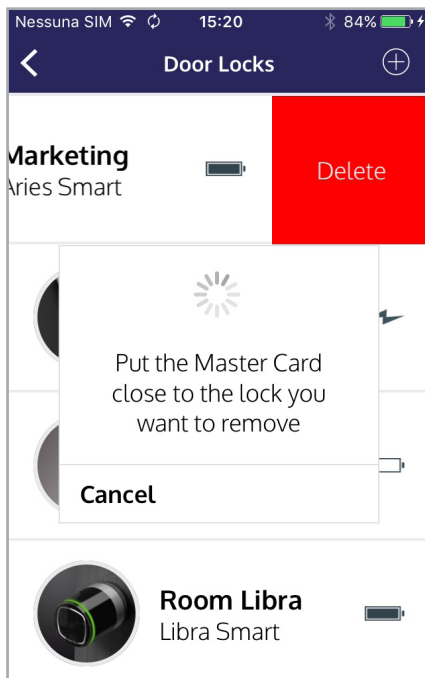
If you cannot go for any reason in front of the door, press **No** and go to **STEP 2**.

Advanced

Delete Door Locks



STEP 1



Now read the *Master Card* to the lock.



Deleting the *Lock* with this procedure you will also unlock the lock name in the *Argo app* (for more information about that go to *Change the door name* in the *Advanced* chapter).

STEP 2



Deleting the *Lock* with this procedure, the lock name in the *Argo app* will remain locked (for more information about that go to *Change the door name* in the *Advanced* chapter).



If you delete a *Lock* with active *Virtual keys* issued for this lock, *Argo Guest* will not be able to show the button with the door name and icon (see also *Troubleshooting* chapter).

Advanced

Door Groups



If the *Guest* need to access to more than one door with the same *Virtual key*, then you need to create a group of doors. To know how to configure the *Door Groups* let's follow the next example.

Example

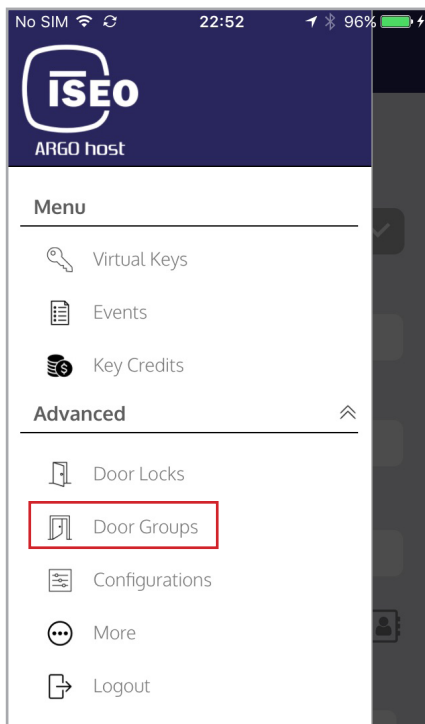
The *Host* needs to create a *Virtual key* to the *Guest*, to enter the following doors of the facility:

- the assigned room equipped with Aries;
- a common gate equipped with Stylos;
- a Spa equipped with Libra;
- a Gym equipped with Libra.

To do that the *Host* needs to:

1. Creates the *Door Group*.
2. Creates the *Virtual key* for the *Door Group*.

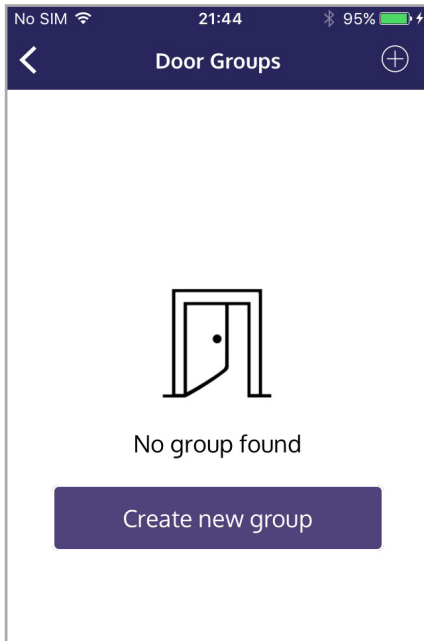
1. Creates the Door Groups



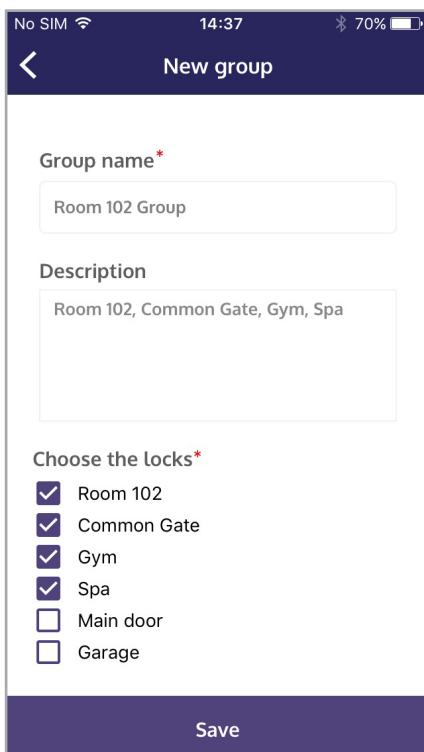
————— Tap **Door Groups**

Advanced

Door Groups



Tap **Create new group**

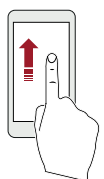


Insert **Group name** (mandatory)

Add group **Description** (facultative)

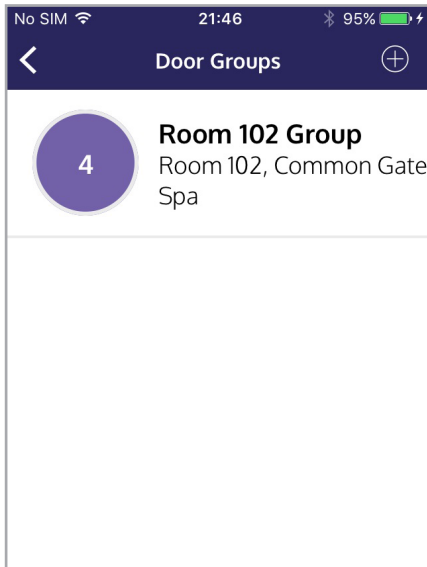
Select the locks belonging to this group

At the end touch **Save**



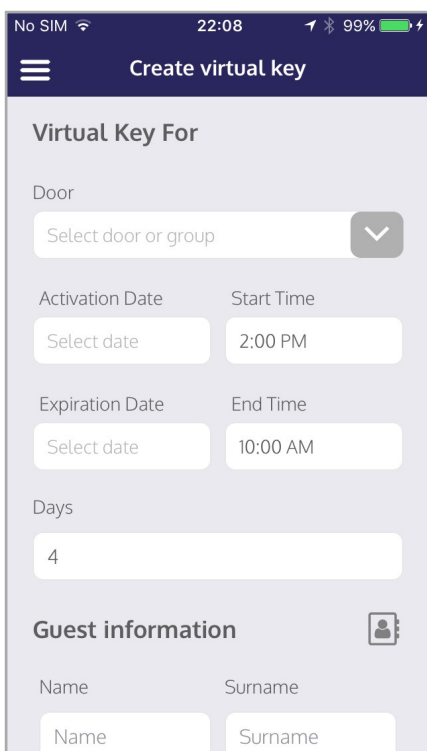
Advanced

Door Groups



See in the *Door Groups* page the group name, the description if added, and the number of *Locks* composing the *Group*.

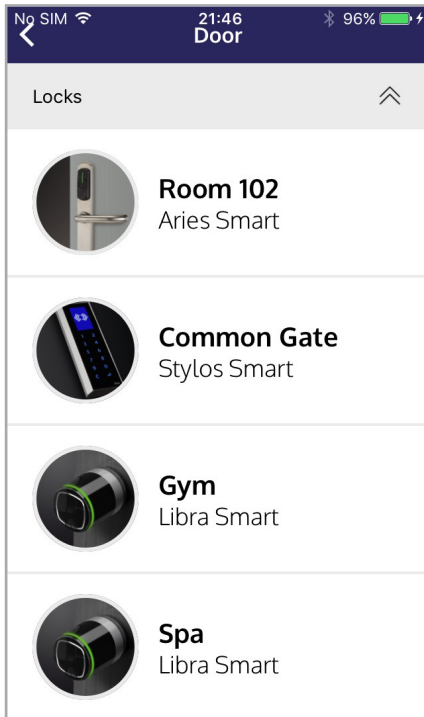
2. Creates the Virtual key for the Door Group




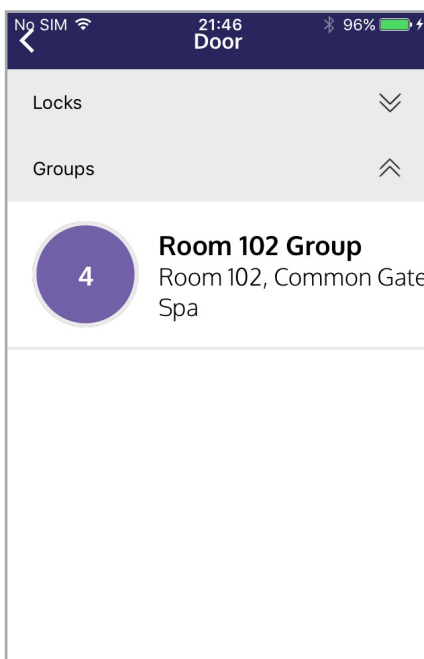
Tap 


Advanced

Door Groups



Tap  to collapse the **Locks** list.

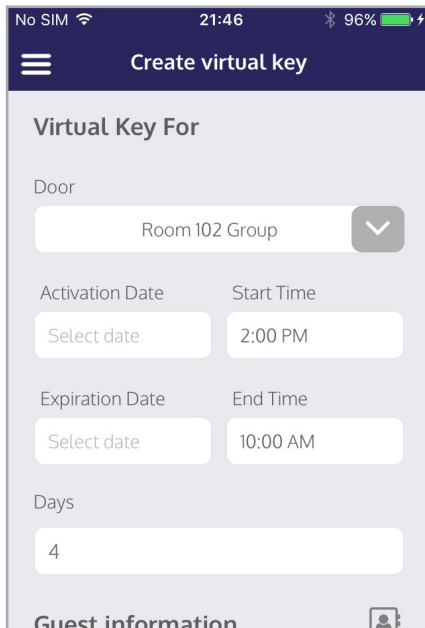


Expand the **Groups** list 

Tap the group

Advanced

Door Groups



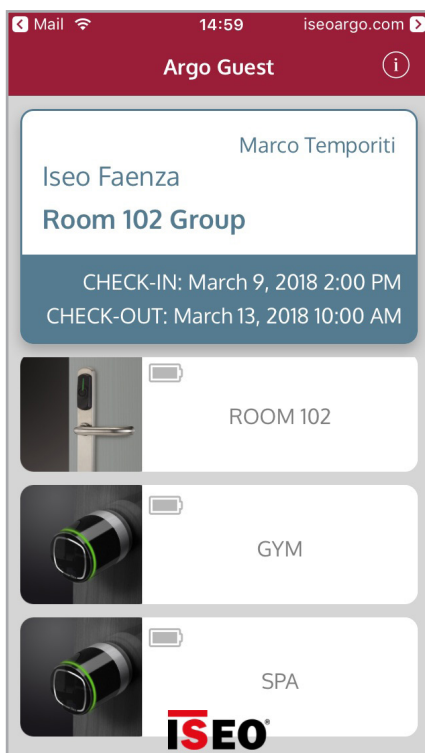
———— The *Group* is now selected in the *Virtual key*.

The Host creates the *Virtual key* and sends it to the *Guest*.



To review the entire procedure go to *The Host creates the Virtual key*, in the *Getting Started* chapter.

The *Guest* opening *Argo Guest* will see all the doors belonging to the group, in a ray of 10mt.



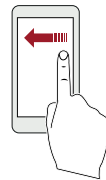
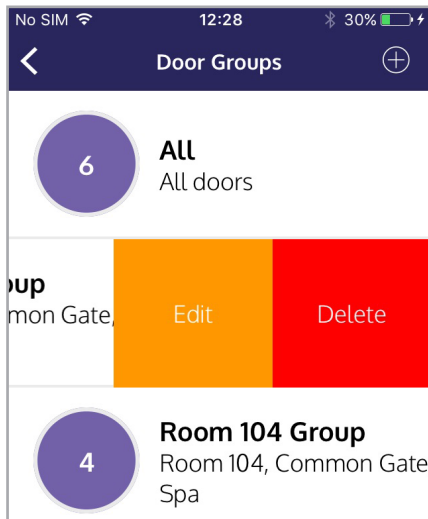
———— Doors belonging to the group, in a ray of 10mt.

Advanced

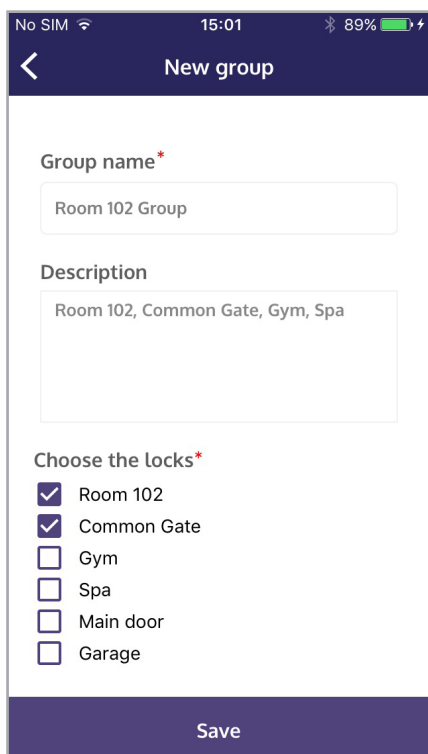
Edit Door Groups



Open the *Door Groups* menu.



Slide your finger and tap **Edit**.



Modify the **Description** if necessary

Modify the locks belonging to the group

At the end touch **Save**



Any change to a group will not affect the already issued *Virtual key*, that keeps the original access rights. To update an already issued *Virtual key* to the changes made in the group, you need to delete it and issue a new one.

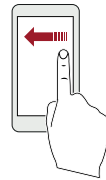
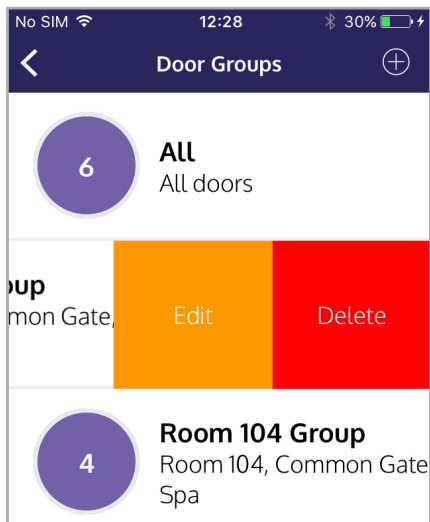
Example: the *Host* adds a new door to an existing group. The already issued *Virtual key* for that group will not open that door. Only the new one, issued after the group modification, will open.

Advanced

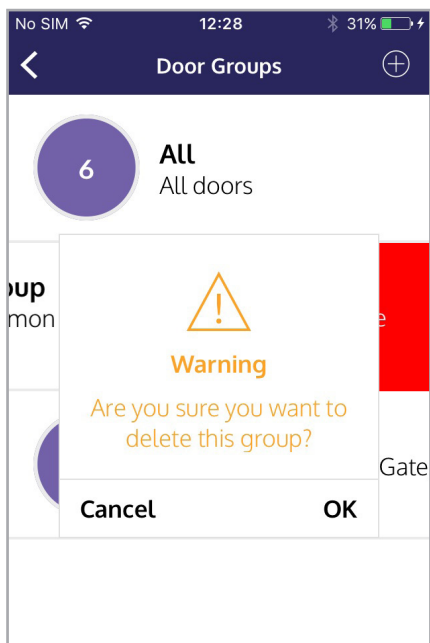
Delete a Door Groups



Open the *Door Groups* menu.



Slide your finger and tapt **Delete**.



Touch **OK** to confirm.



Delete entire *Door Groups* will not affect the already issued *Virtual key*, that keeps the original access rights. To update an already issued *Virtual key* to the changes made, you need to delete it and issue a new one.

Example: the *Host* delete an entire *Door Groups*. The already issued *Virtual key* for that group will continue to open the doors previously included in the group.

Advanced

Configurations



In the *Configurations* menu you can set some parameters, in order to speed up the *Virtual key* data entry.

- Check-in time
- Check-out time
- Total number of days of the stay

In this menu you can access also the *Share Key Messages* page, where you can add new *Share Key Message* or customise the existing ones, preloaded into the app. Moreover you can see your account data and change your password.



The *Share Key Message* is the message sent to the *Guest*, via email, SMS or other communication app, that includes the *Virtual key* link.

— Preset parameters that will be taken by default during the *Virtual key* data entry.

— **Current timezone** (see *Time zone* paragraph for more information)

— *Tags* that will be used by default in the *Share Key Message*.

— Touch to open the **Share Key Messages page**.

— *Argo Host* account data.

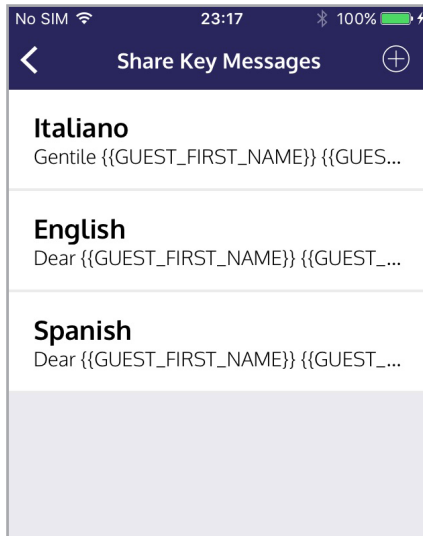
— Touch to change your account password.

Advanced

Configurations



Share Key Messages page

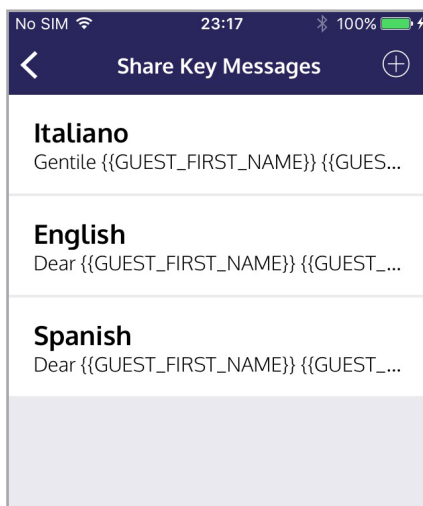


Those are default *Share Key Message*, preloaded in *Argo Host*, in the available languages.

Now you can:

- customise the *Share Key Message*.
- Write new *Share Key Messages* in different languages or with different information or purposes.

Customise the Share Key Message



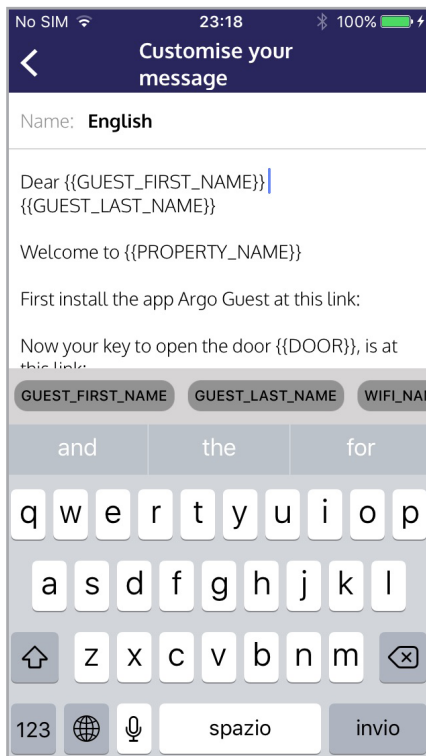
Touch a line to customise the language

Advanced

Configurations

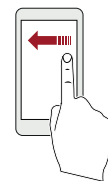


Customise the Share Key Message



Customise the message as you like, taking care to not change or delete the *Tags* inside the brackets.

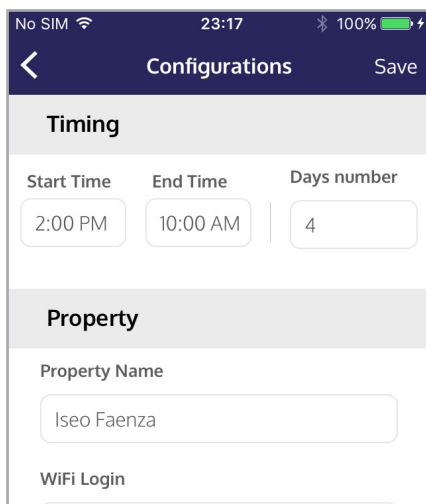
Add, change or remove tags.



The *Tags* are text label automatically taken from the software from other fields.

For example: PROPERTY_NAME is taken from the *Configurations* menu, while the GUEST_FIRST_NAME and GUEST_LAST_NAME from the *Virtual key* data entry.

For the complete list of tags with descriptions, go to *Share Key Message Tags* in *Appendix* chapter.



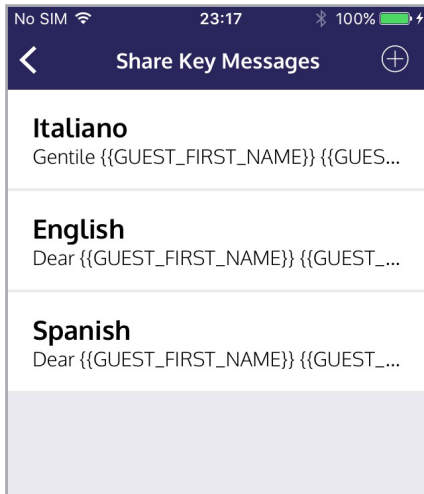
Go back to the *Configuration* menu and tap **Save** to save the modification done at the *Share Key Message*.

Advanced

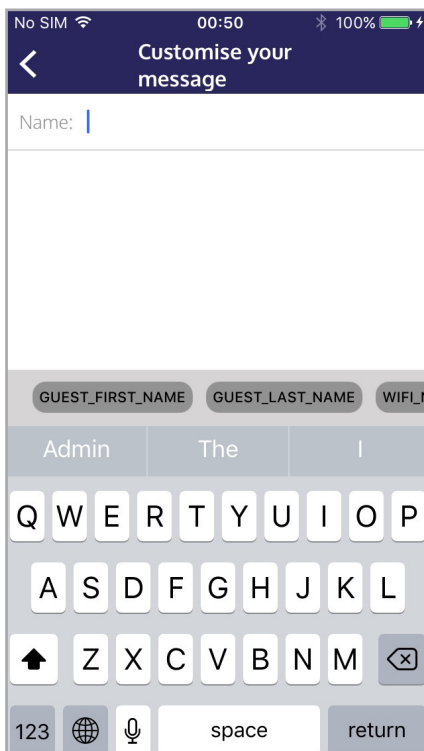
Configurations



Write a new Share Key Message



Touch  to add a new message



Chose a name for the new message.

Write the text and add the *Tags* as you like.



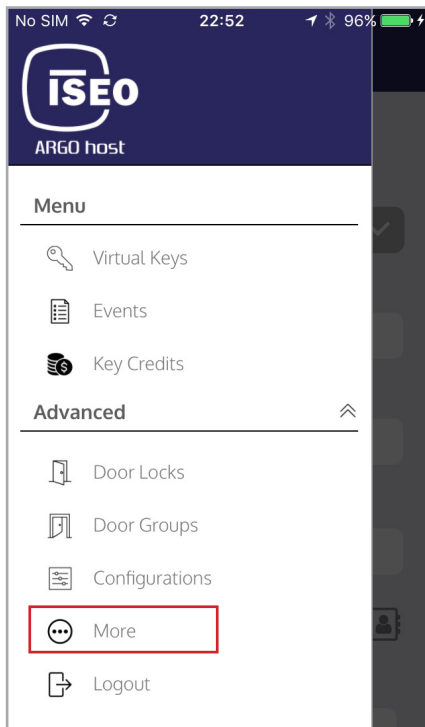
To be faster you can also copy an existing message and paste it into a blank new message. In this way you can change only what you need.

Advanced

More



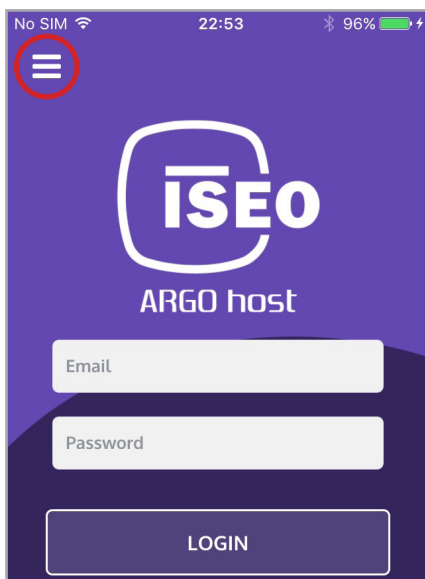
In this menu you can change the app's language and you can find more information about the app.



Tap **More**

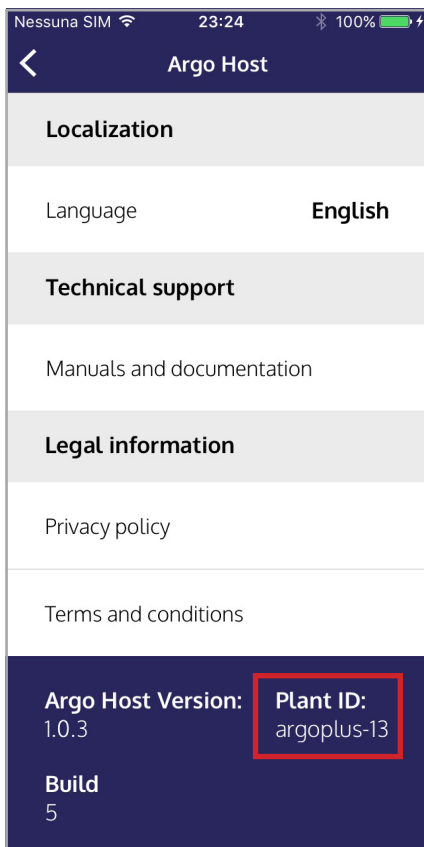


This is the same menu that you can also access from the *Login* page



Advanced

More



Change the app's language

Open the *Argo Host User Manual*

The **Plant ID** is a unique identification code assigned to each plant (it appears only when logged in).



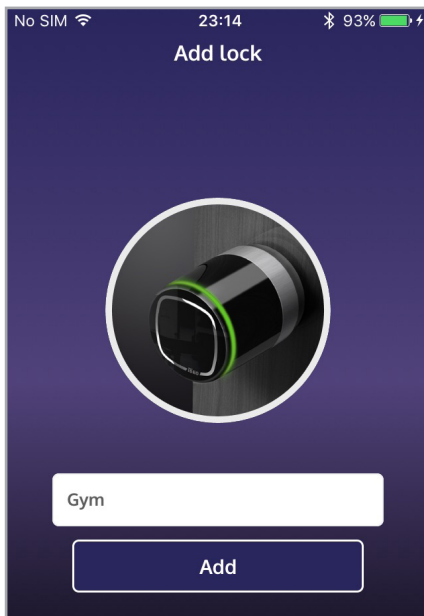
The *Host* must communicate the *Plant ID* everytime he/she contacts the *IseoZero1 Technical Support*, to confirm his/her identity.

Advanced

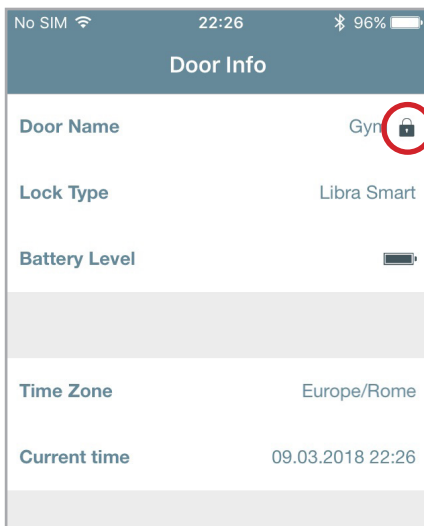
Change the door name



The *Door name* is very important in *Argo Remote key delivery*. The *Argo Cloud platform* refers to the *Door name* to identify the *Lock*. That's why, once the *Lock* has been added to the *Cloud*, you cannot change the name anymore, either on the *Argo app* nor on the *Argo Host account*. Let's see what happens in the *Argo app*, when you add a *Door Lock* in the *Argo Host account* for the first time.



When you press **Add** the lock named *Gym* is loaded in the *Argo Host account (Plant)*.



At the same time the *Door name* in *Argo* is locked to prevent changes.



When the padlock icon is showed, next to the door name, that means you cannot change the name.

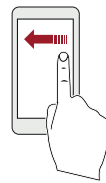
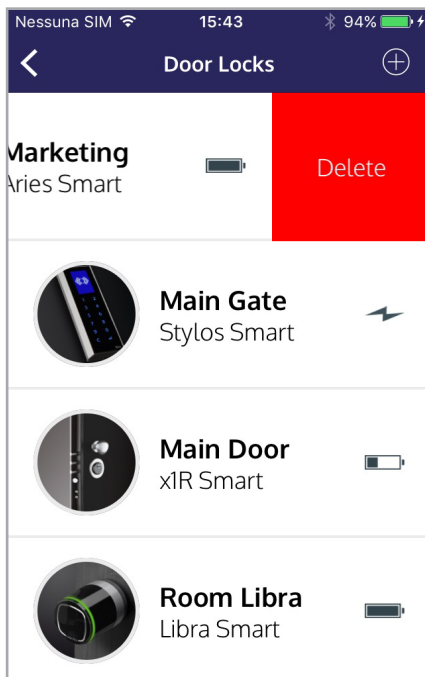
Advanced

Change the door name



To change the *Door Name* you need to delete the lock from the *Plant*, and add it again with the new name.

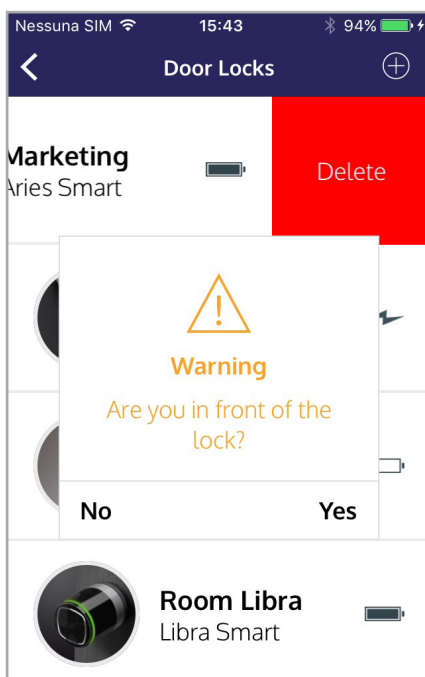
1. Delete Door Locks



Slide your finger to **Delete** the lock.



See also *Delete Door Locks*.

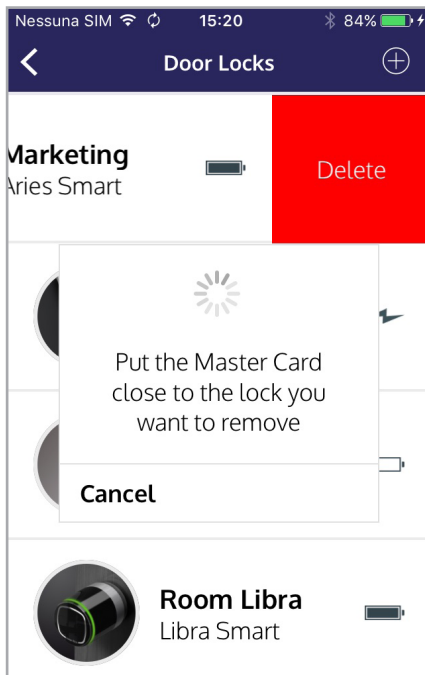


Now go in front of the lock with the *Master Card*, to correctly perform the change door name procedure.

Tap **Yes**

Advanced

Change the door name

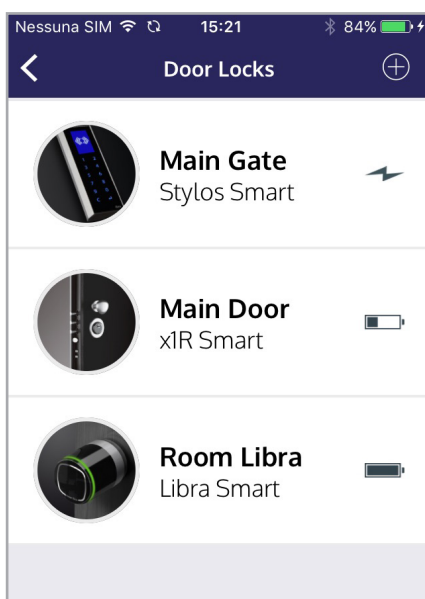


Now read the *Master Card* to the lock.



Deleting the *Lock* with this procedure you will also unlock the lock name in the *Argo app* (for more information about that go to *Change the door name* in the *Advanced* chapter).

2. Add Door Locks



Add the same lock changing the name.



To review the complete add locks procedure go to *Add Door Locks*.

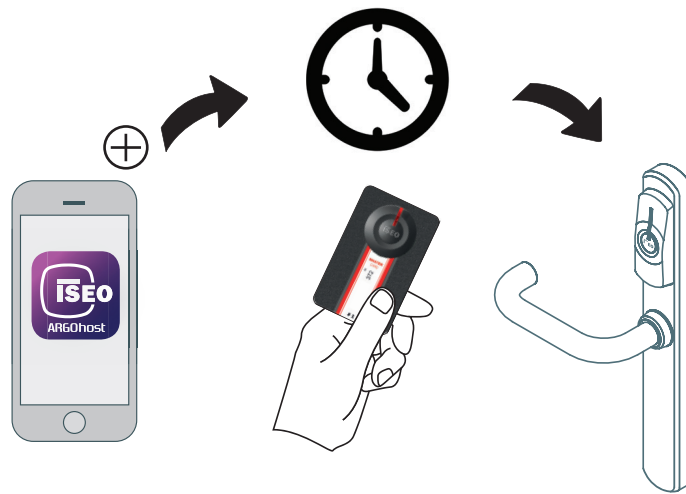


Changing the door name *Active Virtual Keys* for that door will not work anymore. *Argo Guest* can open the *Virtual Key* but won't be able to show the door button, since the name has changed.

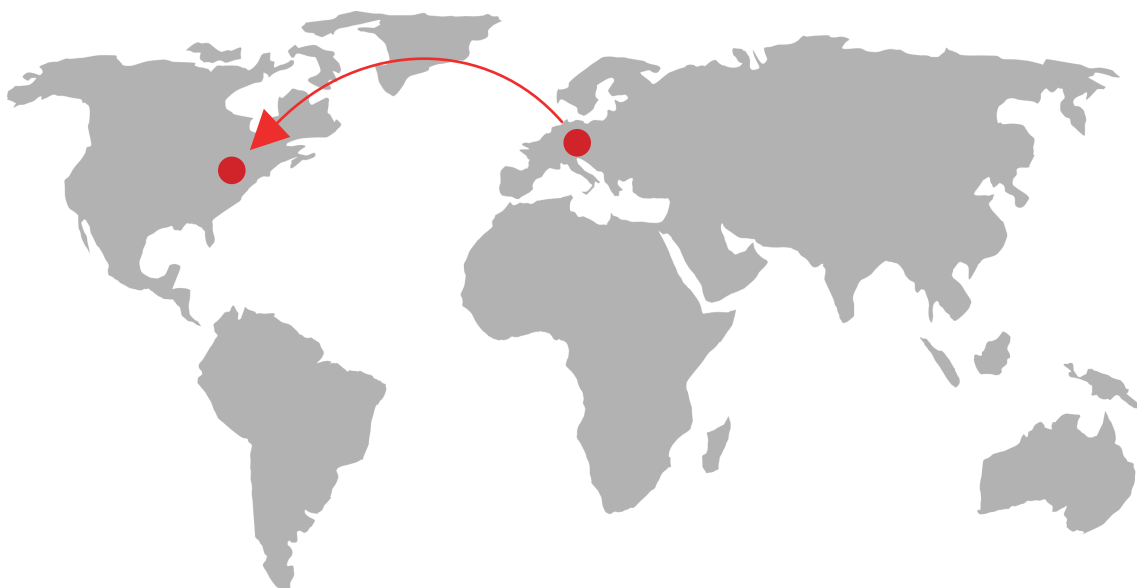
Advanced

Time zone

When you add a *Lock* for the first time to the *Argo Host* account, by the *Master Card* procedure, the *Lock* gets the clock and time zone of the phone that is doing the operation.



If you then move the *Lock* into another region, with a different *Time zone*, the clock in the *Lock* will no longer be synchronized to the clock of the phones in that region.



Advanced

Time zone



To see how to synchronize the clock of the *Libra* with the clock of the phone, let's make the following example.

Example 1: salesman that travels abroad with his/her *Libra Smart demo stand*

- The *Libra* is added to the *Argo Host account* in Italy (UTC +1), during the first *Plant* configuration.
- Afterwards the salesman, with the *Libra* demo stand, travels to New York in the United States (UTC -5).
- The salesman then shows the product in New York, creating *Virtual keys* to open the *Libra* demo stand.

In this situation the system will not properly work, because the clock of the *Libra* is set by the phone, during the first installation, to the time zone in Italy. The salesman opening the lock in New York will have the phone 4 hours back respect the lock. As consequence, all the issued *Virtual keys*, will starts and expires 4 hours before the check-in and check-out date and time.

To fix the situation the salesman needs to delete and re-add the *Libra* to the *Argo Host Account*, with the phone in the current New York local time. To do that let's follow the next procedure:

The screenshot shows the 'Configurations' screen with the following details:

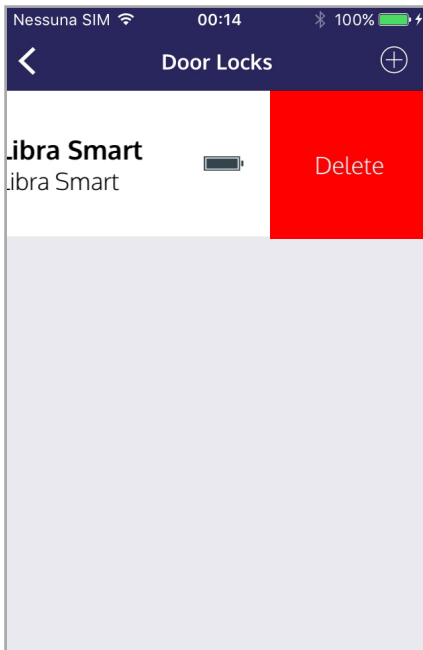
- Timing:** Start Time: 2:00 PM, End Time: 10:00 AM, Days number: 4.
- Current timezone:** Europe/Rome
- Property:** Property Name: Iseo Faenza, WiFi Login: wifi-free-iseo, Password WiFi: Argo

Check the *Argo Host* **Current timezone** in the *Configuration* menu.

In this example it is **Europe/Rome**, even if the salesman is already in New York (and its phone is correctly in NY time and timezone). This because the *Libra* has been added to the *Argo Host* account in Italy. As consequence *Argo Host* account keeps *Europe/Rome* timezone, where the first lock has been added.

Advanced

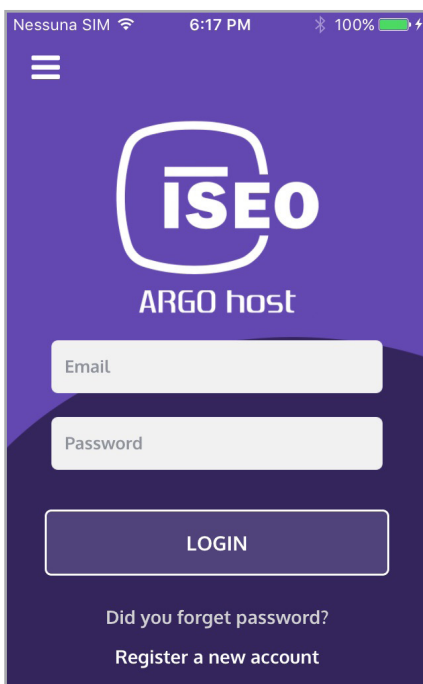
Time zone



Enter *Door Locks* and delete the *Libra Smart* with the *Master Card* procedure, as shown in the *Delete Door Locks* paragraph.



If you have more locks loaded in the *Plant*, you have to delete them all.



Log out from the *Argo Host Account*.

Double check your phone time and timezone if the same of the current local time and region.

Then log in again *Argo Host Account*.

Advanced

Time zone



The screenshot shows the 'Configurations' screen with the following details:

- Header: Nessuna SIM, 6:19 PM, 100% battery.
- Section: **Timing**
- Start Time: 2:00 PM
- End Time: 10:00 AM
- Days number: 4
- Current timezone: America/New_York
- Section: **Property**
- Property Name: Iseo Faenza
- WiFi Login: wifi-free-iseo

Check the *Argo Host* **Current timezone** in the *Configuration* menu. Now it must be aligned to your phone. In this example: **America/New_York**.

The screenshot shows the 'Door Locks' screen with the following details:

- Header: Nessuna SIM, 00:15, 100% battery.
- Section: **Door Locks**
- Icon: A door with a lock symbol.
- Text: No lock added yet
- Button: Add new lock

Re-add your *Libra Smart* to the *Plant*, following the procedure described in the *Add Door Lock* paragraph.

The time of the lock is now synchronized to the time of the phone, and the *Argo Host Account* is now set in the right timezone.



If you later move to another country, with a different timezone, you have to repeat the complete procedure again.

Advanced

Time zone



Let's see another different example.

Example 2

- The *Lock* is added to the *Argo Host account* in New York (USA), during the first *Plant* configuration.
- The *Host* often travels for work abroad, and he/she needs to manage the *Lock* from other countries, in different timezone, creating *Virtual keys* for his/her *Guests*.
- The *Guests* are coming from all around the world, since they are customers on vacation from other countries.



In this situation the system works fine, because the *Host* created the *Plant* in New York, adding all *Locks* by its phone, in the NY local time and timezone. Therefore the clock of the *Lock* has been set by the phone with the correct local time, where the lock is installed.

The *Host* creating the *Virtual keys* from other countries, can freely set the *check-in* and *check-out* date and time, without considering the time zone of the region in which he/she is travelling. Infact *Argo Host* app always refers to the NY local time, since it is set in the *America/New_York current timezone* (see *Configurations* menu).

The *Guest*, coming from all around the world won't have any problem, since the received *Virtual Key* refers to the time of New York, where the booked room is placed.

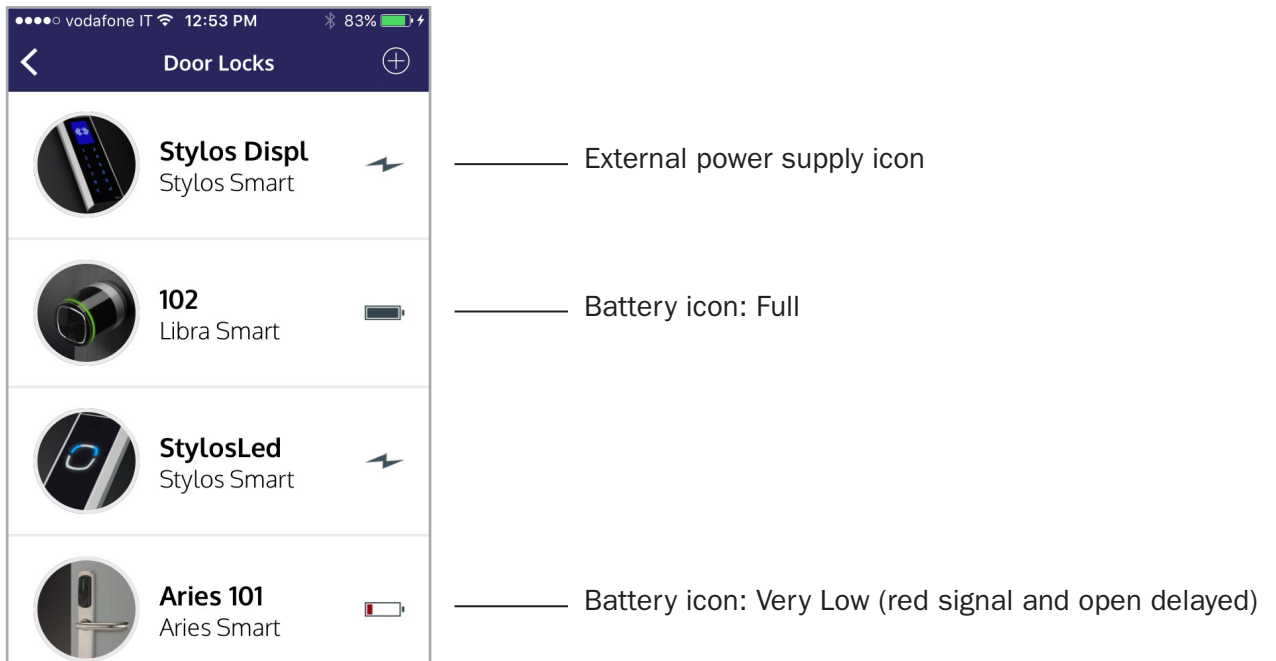


Before adding the *Lock* in the *Argo Host* account, always make sure the phone has got the right time zone and clock.

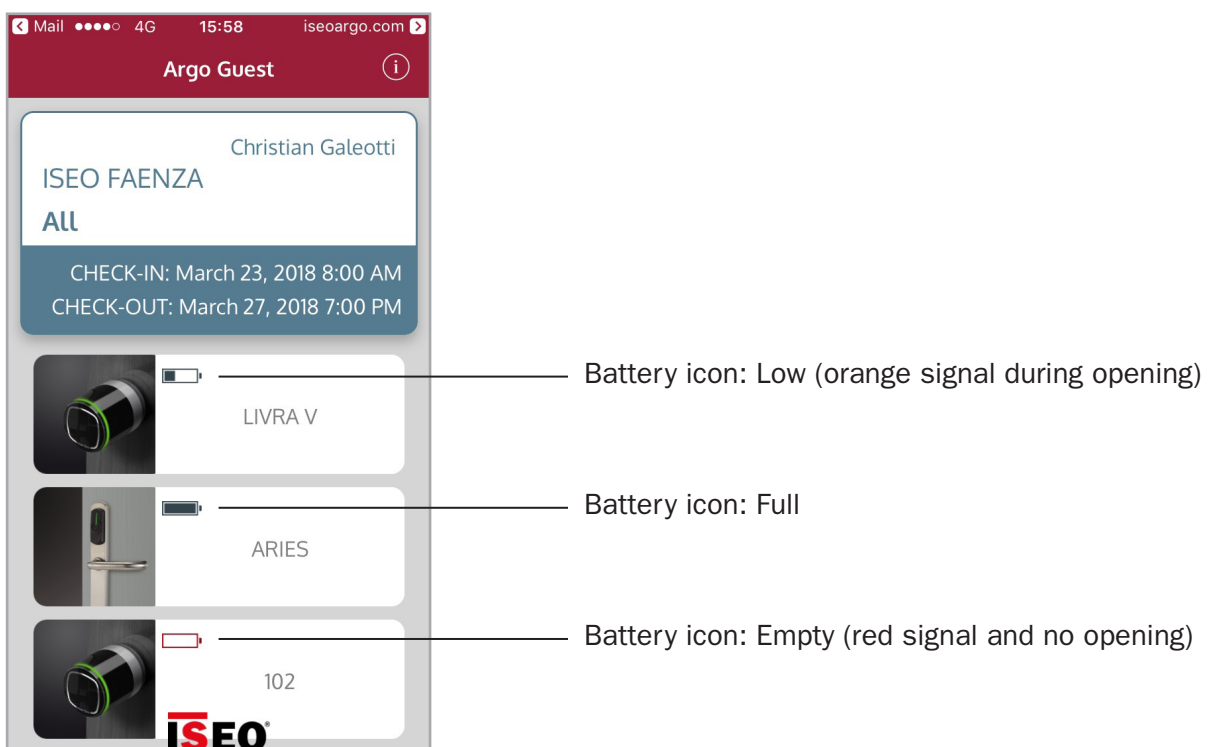
Advanced

Battery levels

The lock *Battery level* icon is displayed in *Argo Host* in the *Door Locks* menu.



It is also displayed in *Argo Guest*, only for the enabled doors visible in the app, in a ray of 10mt.







Advanced

Battery levels

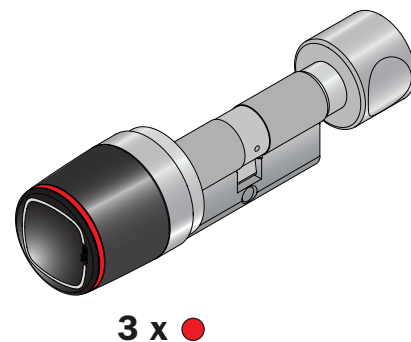
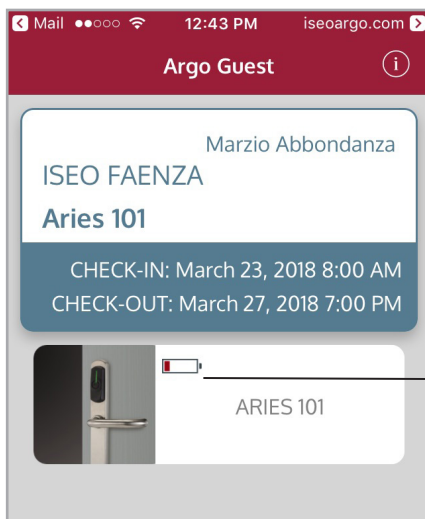


There are 4 battery levels, so that the user can get early notification of *Lock* low battery status.

-  **Battery OK:** **green light** flashes in the *Lock* during the opening time (standard opening signal).
-  **Battery Low:** **orange light** flashes in the *Lock* during the opening time.
-  **Battery Very Low:** **red light** flashes for 3 seconds in the *Lock* before the opening signal (opening delayed).
-  **Battery Empty:** **red light** illuminates for 3 seconds in the *Lock* without opening.

The battery status is also shown in the *Door Lock*, when opening, with specific light signals.


Example: Battery Very Low



After the first *Low battery* signal, change the batteries with new ones as soon as possible.



Battery replacement does not affect the data stored in the *Lock*.

If the device is powered by mains, like Stylos, you will see the *lightning*  at the place of the *battery* icon.

Appendix

Argo Host technical data

Feature description	Value
Compatible phones	<i>iOS</i> : from iPhone 4s with iOS 7 and above. <i>Android</i> : from version 5.0 (Lollipop).
Communication technology with phone	Bluetooth Smart (also called Bluetooth Low Energy or Bluetooth 4.0).
Phone communication technology with Argo Cloud service	WiFi, 2g, 3g, 4g.
Type of communication with Argo Cloud service	TLS 1.2 asymmetrical coding. System authentication managed via OAuth2 Grant Type (Resource Owner Password Credentials).
Max nr. of users	unlimited
Max. nr. of doors	unlimited
Max nr. of recorded events	unlimited
Max Door Name length	12 Characters

Appendix

Argo Guest technical data

Feature description	Value
Compatible phones	<i>iOS</i> : from iPhone 4s with iOS 7 and above. <i>Android</i> : from version 5.0 (Lollipop).
Communication technology with phone	Bluetooth Smart (also called Bluetooth Low Energy or Bluetooth 4.0).
Phone communication technology with Argo Cloud service	WiFi, 2g, 3g, 4g.
Type of communication with Argo Cloud service	TLS 1.2 asymmetrical coding. System authentication managed via OAuth2 Grant Type (Resource Owner Password Credentials).
Type of communication with the Lock	AES 128 asymmetrical coding. AES session key generated with DHEC (Diffie Hellman Elliptic Curves) algorithm. Random Number generator complying with NIST (National Institute of Standards and Technology) specifications.
Max. nr. of doors	unlimited

Share Key Message Tags

The *Tags* are text label automatically taken from the software from other fields, used to customize your *Share Key Message*. See below the full list of *Tags* available in the *Argo Host* app, with each description and source fields.



To know more about the *Share Key Message* and how to customize it, go to *Configurations* in the *Advanced* chapter.

Tag	Description	Source field
GUEST_FIRST_NAME	It is the Guest name	<i>Surname</i> , in the Guest information of Create virtual key page.
GUEST_LAST_NAME	It is the Guest surname	<i>Name</i> , in the Guest information of Create virtual key page.
WIFI_NAME	It is the name (SSID) of the WiFi network in the Host facility, available for the guests.	<i>Wifi Login</i> , in the Configurations menu
WIFI_PASSWORD	it is the password of the WiFi network in the Host facility, available for the guests.	<i>Password Wifi</i> , in the Configurations menu
START_DATE	It is the Guest check in date	<i>Activation date</i> , in Create virtual key page
END_DATE	It is the Guest check out date	<i>Expiration date</i> , in Create virtual key page
START_TIME	It is the Guest check in time	<i>Start time</i> , in Create virtual key page
END_TIME	It is the Guest check out time	<i>End time</i> , in Create virtual key page
VIRTUAL KEY	It is the link the Guest receives to open the door.	The web link present in the email, SMS or other communication app.
DOOR	It is the door or group of doors the Guest has the rights to access to.	<i>Door</i> , in Create virtual key page
PROPERTY_NAME	It is the name of the facility managed by the Host.	<i>Property Name</i> , in the Configurations menu.
GUEST_APP_STORE_LINK	It is the link the Guest receives to download the Argo Guest app.	The Argo Guest link present in the email, SMS or other communication app.

Appendix

Questions & answers

1. How many *Virtual Keys* can I create and send?

Answer: the total number of *Virtual Keys* available is the total number of *key credits* loaded in the *Argo Host account*, by the *Argo Keycredit* cards.

2. Can I use the same *Virtual Key* for more than one door?

Answer: yes, by the *Door Groups* advanced function. The *Host* needs to create the group before and then assign it to the *Virtual Key*.

3. How can I send the *Virtual Key* to the *Guest*?

Answer: you can send the *Virtual Key* to the *Guest* by any communication app available in your phone (email, SMS, WhatsApp, etc...).

4. Can I modify an *Virtual Key* ?

Answer: you can modify only *Not yet valid Virtual Keys*. *Active Virtual Keys* cannot be modified since already issued. To modify an *Active Virtual Key* for a *Guest*, in case of room change or extension of stay for example, you need to delete (revoke) it, and issue a new one. Consequently the *Key credit* will be decremented by one.

5. Can I send *Virtual Key* at anytime from anywhere?

Answer: yes, you can send *Virtual Keys* at anytime and from anywhere, since the *Virtual Key* is created by *Argo Host* in the *Argo Cloud platform*. The unique necessary requirement is WiFi or Mobile data connection for the phone that is running *Argo Host*.

6. If I delete an *Active Virtual Key* for a *Guest* do I immediately revoke his/her access rights?

Answer: yes, deleting an *Active Virtual Key* you revoke *Guest* access right in real time. Of course you need a WiFi or Mobile data connection for the phone to communicate to the *Argo Cloud platform*.

7. Can I send the same *Virtual Key* to more than one person?

Answer: yes, since the *Virtual Key* is a web link, all people that receive this link can access through the door. Also the *Guest*, can in turn send this link to anyone authorized to access this door. In case of concerns about security, the *Host* can always revoke the *Virtual Key* in real time, to all people at once. Moreover the *Virtual Key* always expires for all people at the end of validity.

8. What is the maximum number of days allowed for the *Virtual Key* ?

Answer: it is 30 days from the start date and time. If a *Guest* needs to stay more than 30 days in the facility, you need to issue another *Virtual Key*, with start date and time equal to the end date and time of the previous one.

Appendix

Questions & answers

9. Can I assign time schedules to *Virtual Keys*? For example if the *Guest* need to access the door only in a limited period of time (i.e.: from 9.00am to 2.00pm).

Answer: no, since time schedules are usually used for staff members, *Virtual Keys* are always valid (24h) from check in date and time, to check out date and time. You can assign time schedules to staff members by using the Argo app.

10. Can I change the name of a *Door Lock* already loaded in the *Argo Host account*?

Answer: yes, but since the *Lock* name is the *Lock* identifier in the *Argo Cloud* platform, to do that you need to delete the *Lock* first, and then re-add it again typing the new name. Doing that *Active Virtual Keys* for that door will no longer be enabled to access: *Argo Guest* can open the *Virtual Key* but won't be able to show the door button, since the name has changed.

11. Is *Argo Remote key* delivery secure in communication with my phone?

Answer: yes, *Argo Remote key* delivery is really secure in communication, both from *Cloud* and *Lock* side. From *Cloud* side since it takes advantage of the TLS 1.2 asymmetrical coding security protocol. From the *Lock* side since it communicates via Bluetooth with AES 128 asymmetrical coding security protocol.

12. Are my personal and *Guests* data secure in the *Argo Cloud platform*?

Answer: yes, the *Cloud* service is provided by ISEO Serrature, that always ensures customer's data security.

13. What happens when the *Key Credits* in my *Argo Host* account are about to end?

Answer: as soon as you reach 15 credits, *Argo Host* advise you accordingly by a warning message. You can then reload additional credits by *Argo Keycredit* cards.

14. What happens if I do not reload *Key Credits* anymore?

Answer: if you decide to not reload *Key Credits* anymore, after 1 year from the last recharge your current credits will be frozen. Then, after 2 years from the last recharge, your *Argo Host account* will be deleted.

15. Where I can buy *Argo Keycredit* cards?

Answer: you can buy *Argo Keycredit* cards at all authorized ISEO dealers and distributors.

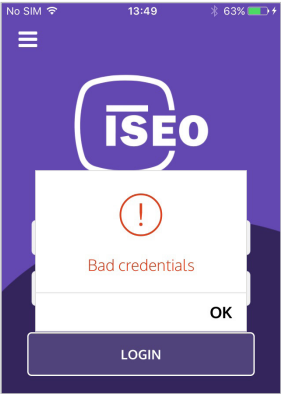
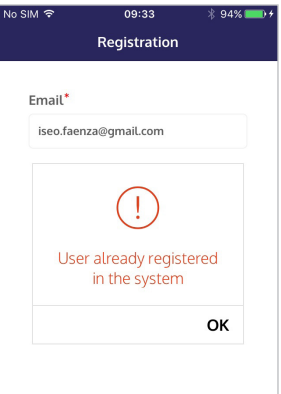
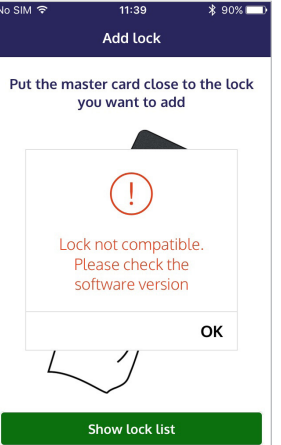
16. What happens if I move my *Lock demo stand* into another country? Does *Argo Remote key delivery* still works fine with my phone in the new country timezone?

Answer: since your phone will be automatically updated to the new timezone, the clock won't no longer be synchronized with the clock of the *Lock*, changing consequently the *Virtual key* validity. To synchronize it back, enter *Programming mode* by *Master card* with the *Argo app*. Automatically the lock will get the clock of the phone (date, time and timezone).

Troubleshooting

Argo Host error messages

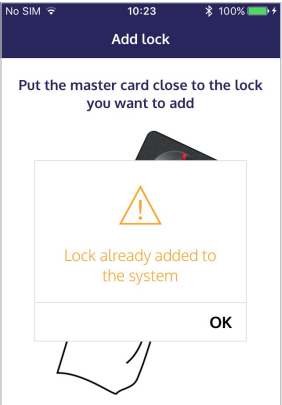
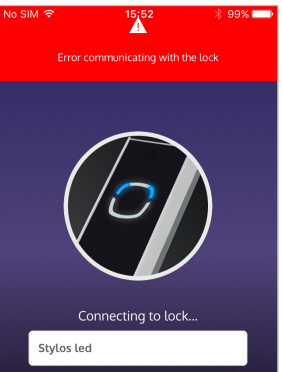
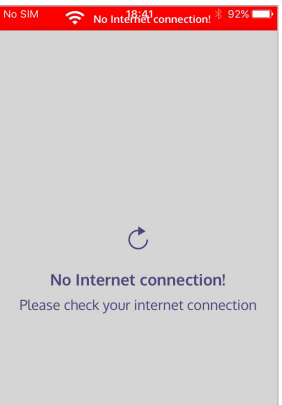


Error	Meaning	What to do
<p>Bad credentials.</p> 	<p>The login data, to enter <i>Argo Host</i> account are wrong.</p>	<p>Enter correct login data: the email address used to create the <i>Argo Host</i> account and the password chosen. If you do not remember the password follow the <i>Forgot password</i> procedure in the <i>Basic</i> chapter.</p>
<p>User already registered in the system.</p> 	<p>You're creating a new <i>Argo Host</i> account but the chosen email address already exist in the <i>Argo Cloud</i> platform.</p>	<p>Choose another email address that has not already been used.</p>
<p>Lock not compatible.</p> 	<p>You're adding a <i>Lock</i> to the <i>Argo Host</i> account (plant), that is not compatible with the <i>Argo Remote key delivery</i> system.</p>	<p>Check the lock software version by the <i>Argo</i> app. <i>Argo Remote Key delivery</i> works only with <i>Argo 2.3</i> updated <i>Smart devices</i>, with firmware:</p> <ul style="list-style-type: none"> • Libra Smart: MH0Z4201 • Aries Smart: MH0Z5201 • x1R Smart: MH0YX201 • Stylos Smart: MH10L201 • Smart Locker: MH128201

Troubleshooting

Argo Host error messages

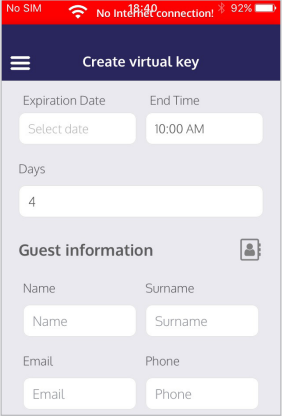
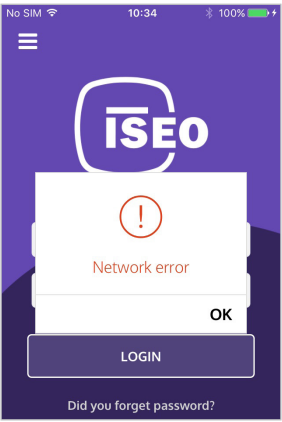


Error	Meaning	What to do
<p>Lock already added to the system.</p> 	<p>You're adding a <i>Lock</i> to the <i>Argo Host account</i> (plant), that already exists, or with the same name of an existing one. The <i>Argo Cloud platform</i> infact refers to the <i>Door name</i> to identify the <i>Lock</i>.</p>	<ol style="list-style-type: none"> 1) Check if you're adding the same lock two times. 2) Chose a different name for the lock you're adding on <i>Argo Host</i>. 3) Change the name of the lock you're adding by <i>Argo app</i>. If the name is locked call the <i>IseoZero1 Technical Support</i> to unlock it. <p>To know more about locked name on <i>Argo</i>, go to <i>Change the lock name</i> in the <i>Advanced</i> chapter.</p>
<p>Error communicating with the lock.</p> 	<p>You're adding a <i>Lock</i> to the <i>Argo Host account</i> (plant), but there is a communication problem with the lock and the automatic opening test fails. Therefore the <i>Lock</i> cannot be loaded in the <i>Argo Cloud platform</i>.</p>	<ol style="list-style-type: none"> 1) Logout and login from the <i>Argo Host account</i> and try again. 2) Check the <i>Lock</i> functionality performing an opening test by <i>Argo</i>, then try again adding the same <i>Lock</i> with <i>Argo Host</i>. 3) If the problem is not solved call the <i>IseoZero1 Technical Support</i>.
<p>No Internet connection!</p> 	<p>There's no <i>Internet</i> connection available in the phone. <i>Argo Host</i> needs WiFi or Mobile data connection (2g,3g,4g), to connect to the <i>Argo Cloud platform</i>.</p>	<p>Check the phone WiFi or Mobile data connection, or set a new one in case of missing.</p>

Troubleshooting

Argo Host error messages



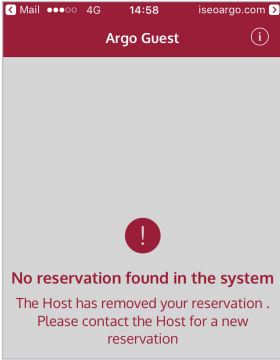
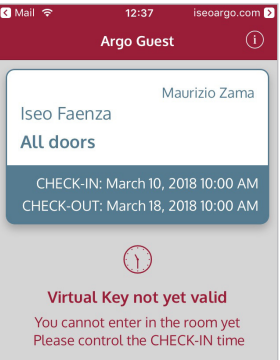
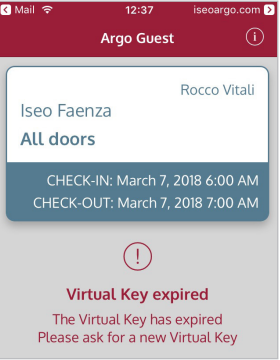
Error	Meaning	What to do
<p>No Internet connection!</p> 	<p>The phone <i>Internet</i> connection is no longer available. <i>Argo Host</i> needs a permanent WiFi or Mobile data connection (2g,3g,4g), to connect to the <i>Argo Cloud platform</i>.</p>	<p>Check the phone WiFi or Mobile data connection, or set a new one in case the previous one has lost.</p>
<p>Network error.</p> 	<p>The <i>Argo Cloud platform</i> is no more reachable while the Argo Host app was opened or in background.</p>	<ol style="list-style-type: none"> 1) Check the phone WiFi or Mobile data connection, if present. 2) Kill <i>Argo Host</i> app and reopen it. 3) If the problem persists call the <i>IseoZero1 Technical Support</i>.

Troubleshooting

Argo Guest error messages



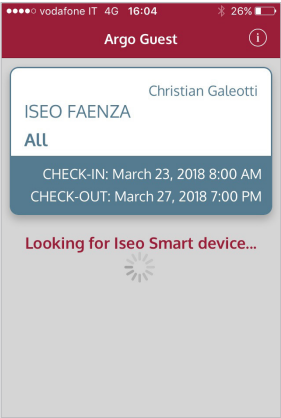
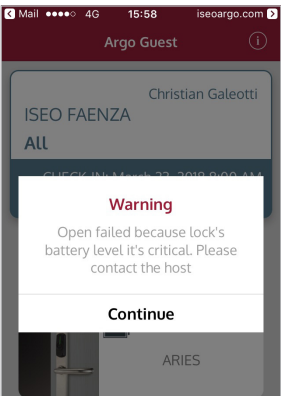
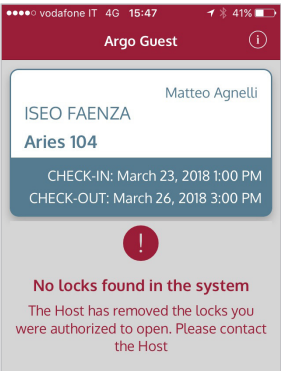
When the *Guest* receives the *Virtual key* and tap the link, the app *Argo Guest* automatically starts and checks in the *Argo Cloud Platform* the correspondence between the *Virtual key* and the *Door Lock*. Depending on the *Virtual key* status, you can find the following situations.

Error	Meaning	What to do
<p>No reservation found in the system.</p>  <p>The screenshot shows the Argo Guest app interface with a red error message: "No reservation found in the system. The Host has removed your reservation. Please contact the Host for a new reservation."</p>	<p>The <i>Guest</i> has opened the link received in the <i>Virtual key</i> message, but the <i>Virtual key</i> has been deleted by the <i>Host</i>.</p>	<p>The <i>Host</i> can issue a new <i>Virtual key</i>.</p> <p>To know more about this message, go to <i>Delete Virtual keys</i> in the <i>Basic</i> chapter.</p>
<p>Virtual Key not yet valid</p>  <p>The screenshot shows the Argo Guest app interface with a red error message: "Virtual Key not yet valid. You cannot enter in the room yet. Please control the CHECK-IN time."</p>	<p>The <i>Host</i> issued a <i>Virtual key</i> in advance that is not actually yet valid.</p>	<ol style="list-style-type: none"> 1) Verify the check in time. 2) The <i>Host</i> can always modify a not yet valid <i>Virtual key</i>. <p>To know more about <i>Virtual key</i> status, go to <i>Virtual keys</i> in the <i>Basic</i> chapter.</p>
<p>Virtual Key expired</p>  <p>The screenshot shows the Argo Guest app interface with a red error message: "Virtual Key expired. The Virtual Key has expired. Please ask for a new Virtual Key."</p>	<p>The issued <i>Virtual key</i> has expired.</p>	<ol style="list-style-type: none"> 1) Verify the check out time. 2) The <i>Host</i> can issue a new <i>Virtual key</i>. <p>To know more about <i>Virtual key</i> status, go to <i>Virtual keys</i> in the <i>Basic</i> chapter.</p>

Troubleshooting

Argo Guest error messages

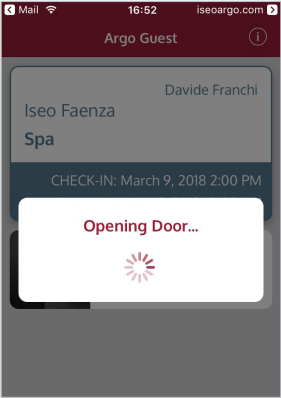

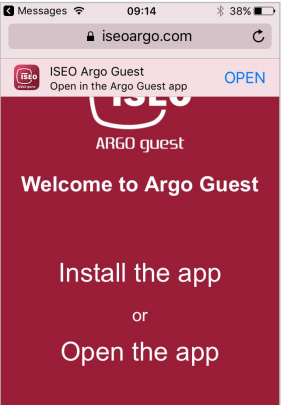
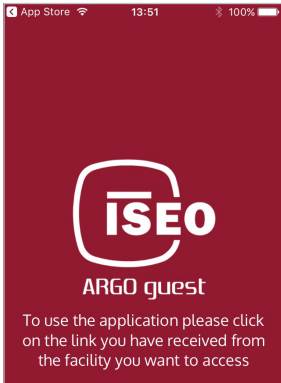


Error	Meaning	What to do
<p>Looking for Iseo Smart device.</p> 	<p>The <i>Guest</i> has opened the link received in the <i>Virtual key</i> message, but <i>Argo Guest</i> doesn't show the button with the door name and icon.</p>	<ol style="list-style-type: none"> 1) Check if the <i>Guest</i> is nearby the Lock (in a ray for 10mt). 2) Check if the <i>Guest</i> is close to the right door reported in the <i>Virtual key</i>. 3) Chek if the <i>Host</i> has issued the right <i>Virtual key</i> for that door. 4) Check if the Host has changed the door name. Changing the door name <i>Active Virtual Keys</i> for that door will no longer be able to see the door button. 5) Check if the lock is working fine and batteries are OK.
<p>Open failed because Battery Empty.</p> 	<p>The battery in the lock has reached the empty level. No opening is possible (see <i>Battery levels</i>).</p>	<p>Replace the lock battery.</p>
<p>No locks found in the system.</p> 	<p>The <i>Host</i> has deleted the lock related to the <i>Virtual Key</i>, from the <i>Argo Host Account</i>. Deleting the <i>Lock</i> all the active <i>Virtual keys</i> issued will no longer be able to see the door button.</p>	<p>Contact the <i>Host</i> and check why the lock has been removed from the <i>Account</i>.</p>

Troubleshooting

Argo Guest error messages











Error	Meaning	What to do
<p>Opening Door...</p> 	<p>The <i>Guest</i> has pressed the button, with the door name and icon, to open the door but the door is not opening.</p> <p> The door opening performance may depend on network speed capability and may vary from country or region, depending on the network infrastructure.</p>	<ol style="list-style-type: none"> 1) Wait the opening door time-out (15secs.) and then try again. 2) Kill the app and reopen it. Then try again. 3) Reboot your phone to exclude issues in the Bluetooth communication channel and try again. 4) By the <i>Argo app</i> set the <i>Lock Bluetooth advertising rate</i> to <i>High</i> and try again. 5) If the problem persists call <i>IseoZero1 Technical Support</i>.
<p>Install or open the app</p> 	<p>The <i>Guest</i> has opened the link received in the <i>Virtual key</i> message, but <i>Argo Guest</i> is not yet installed in the phone.</p>	<p>Tap Install the app and follow the procedure to install <i>Argo Guest</i> in the phone. Then once installed, tap the link received in the <i>Virtual key</i> message.</p>
<p>To use the application please click...</p> 	<p><i>Argo Guest</i> has been installed in the phone and opened, but to start the app is necessary the link provided by the <i>Host</i> in the <i>Virtual key</i>.</p>	<p>Ask for the <i>Virtual key</i> to the <i>Host</i>. Then tap the link in the <i>Virtual key</i> message, to open <i>Argo Guest</i>.</p>

Troubleshooting

Light and acoustic signals

n = programmed opening time (default = 5sec.)

Light & acoustic signal	Meaning	Notes / State
2 x  + n x 	Opening device not initialized.	<i>NOT INITIALIZED</i>
3 x 	Device initialization by Master Card.	<i>NOT INITIALIZED</i>
n x 	Device opening.	<i>INITIALIZED</i>
3 x  + n x 	Battery low.	During opening time.
3 x  + n x 	Battery very low.	Before opening time (delayed opening).
● x 3 sec	Battery empty.	No opening.

Troubleshooting

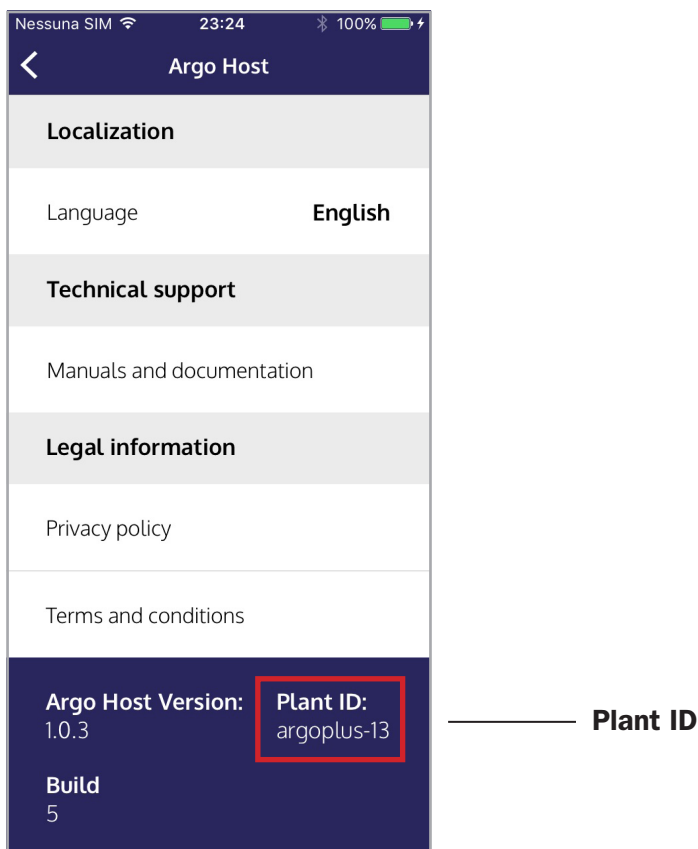
Technical support

For assistance please contact *IseoZero1 Technical Support*. You can find your country telephone number at: <http://iseozero1.com/iseozero1/index.html#contacts>.

When you contact *IseoZero1 Technical Support*, please provide the next information:

- *Argo Host* **Plant ID**, the unique code assigned to each plant.
- *Smartphone* model and software version.
- *ISEO Smart device*, involved in the issue, product code and software version.
- Precise description of the issue.

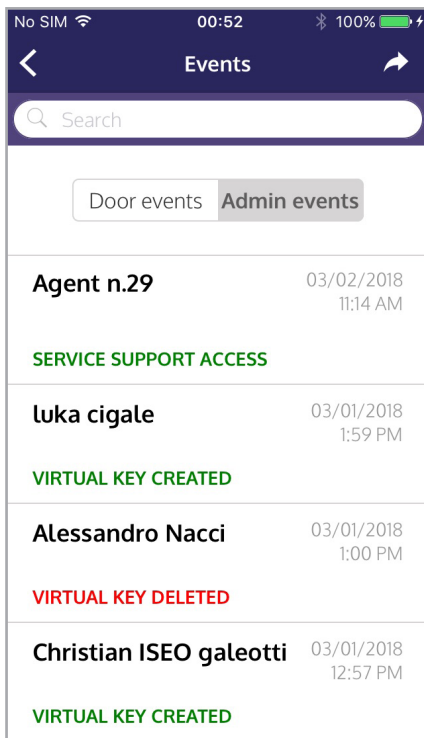
To find your **Plant ID**, login to *Argo Host*, open the *Advanced* menu, then tap *More*. The *Plant ID* is at the bottom right, as showed below.



Troubleshooting

Technical support

The *IseoZero1 Technical Support*, prior authorisation of the customer, can connect to the *Argo Host account* for remote assistance. This event is recorded in the *Argo Host Admin events*, as showed below.



Event Name	Date and Time	Event Type
Agent n.29	03/02/2018 11:14 AM	SERVICE SUPPORT ACCESS
luka cigale	03/01/2018 1:59 PM	VIRTUAL KEY CREATED
Alessandro Nacci	03/01/2018 1:00 PM	VIRTUAL KEY DELETED
Christian ISEO galeotti	03/01/2018 12:57 PM	VIRTUAL KEY CREATED

Agent n.29 is the *IseoZero1 Technical Support* who entered the *Argo Host account* for service. The event reports date and time of the access.



Iseo Serrature s.p.a.
Via San Girolamo 13
25055 Pisogne (BS)
ITALY
iseo@iseo.com

ISEO Zero1

ITALY
Via Don Fasola 4
I-22069 Rovellasca (CO)
zero1-it@iseo.com
iseozero1@iseo.com

800-728722
ELECTRONIC SUPPORT SERVICE

GERMANY
ISEO Deutschland GmbH
zero1-de@iseo.com

0700-00473601
ELECTRONIC SUPPORT SERVICE

FRANCE
ISEO France s.a.s.
zero1-fr@iseo.com
+33 1 64835858

SPAIN
Cerraduras ISEO Ibérica S.L.
zero1-es@iseo.com

900-126356
ELECTRONIC SUPPORT SERVICE

ASIA
ISEO Asia Pacific SDN. BHD.
zero1-asia@iseo.com
+603 80753331

ISEO Beijing
zero1-cn@iseo.com
+8610 58698079

UNITED ARAB EMIRATES
ISEO Projects and Access Control DMCC
iseoprojects@iseo.com
+971 4 5136162

SOUTH AFRICA
ISEO South Africa (Pty) LTD
zero1-za@iseo.com

ROMANIA
Feroneria Prod S.A.
zero1-ro@iseo.com

iseozero1.com

iseozero1@iseo.com