

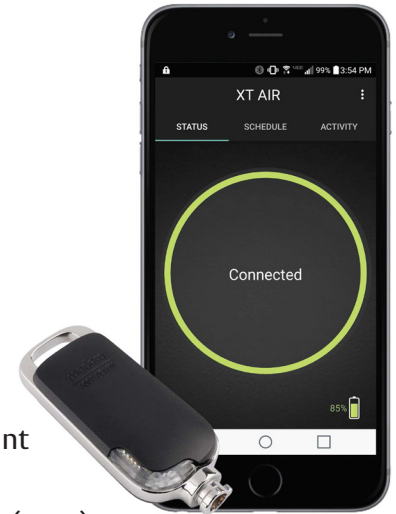
Medeco XT Mobile Application Installation & Troubleshooting

ASSA ABLOY, the global leader in door opening solutions

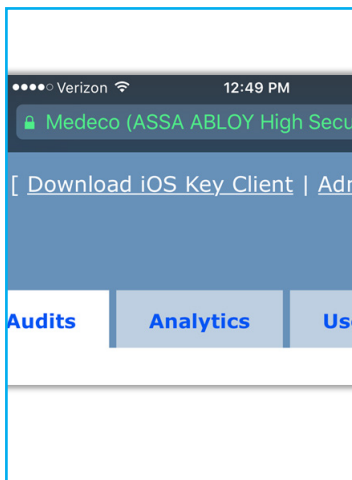
Important: Before XT Bluetooth Keys can be programmed via the XT AIR Mobile App, the keyholder must be assigned a username and password in the XT Web Manager system and the key must obtain its initial programming via the Desktop or IPD programmers. A connection to the Internet via WiFi or cellular data service is required to program keys via the mobile app.

Install and set up XT AIR on an iOS Device

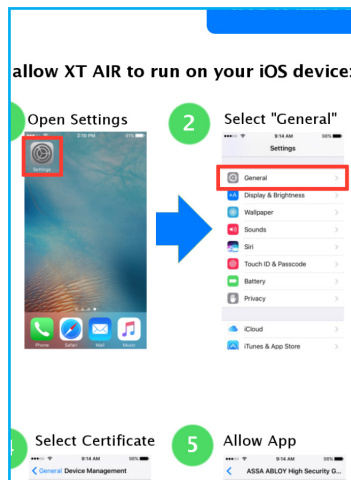
- From your device's browser, enter the proper URL to access your XT Web Manager system. Click on **Download iOS Key Client** in the top tool bar. (1)
- Click the **Install App** button. **IMPORTANT:** You must follow the instructions to grant **Trusted Access** or XT AIR will not run on your device. (2)
- Once installed, click on the **XT AIR** icon to open the app and then click on **Settings** (gear).
- Enter the **XT Web Manager URL** for your system, and the **User Name** and **Password** that has been assigned.
- If the key is charged and the correct login information has been entered, the **Status** Screen will confirm **Connected** and show the **serial number**, **battery level** and **expiration date** of the key. (3)
- Clicking on the **Activity** tab or **swiping left** will show the last 10 **Audit Events** for this key. (4)



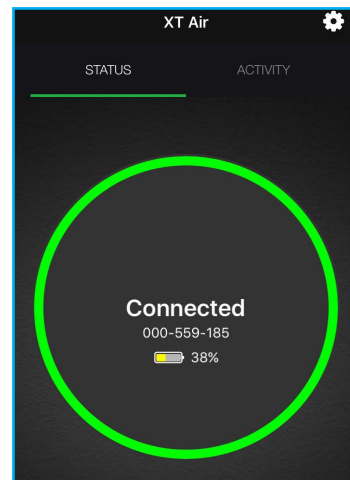
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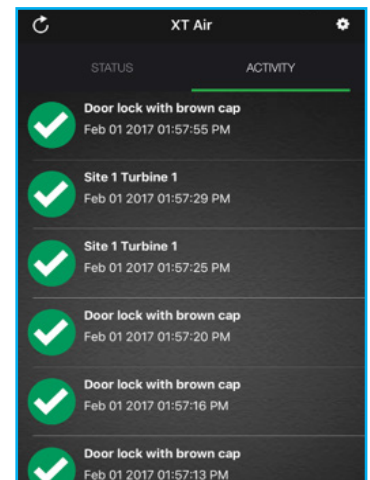
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Error Messages While Programming

The XT AIR App is designed to connect to one key at a time, and a username and password must be assigned to each Bluetooth key holder via the XT WEb Manager before programming can occur. While programming a Bluetooth key, these error messages may appear:

- **Invalid Credentials** - Incorrect user name and/or password entered or two devices are trying to connect to same key (one device will connect to the key, the other will display bad credentials).
- **Key Not Found** - Key is out of range, is plugged into a charger, cylinder or programmer, or the battery is dead.
- **Server Not Found** - URL entered wrong, server is offline or phone is in airplane mode.

