Install Guide

Schlage Control Series

Document

Document Details

V1.0 (20230808)

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Firmware

Firmware version can be verified on
Verkada Command command.verkada.com.

Introduction

This setup guide provides instructions on how to integrate Schlage Control locks into Verkada Command.

For all Schlage documentation including lock installation and datasheets, please reach out to your Allegion representative or visit the Allegions Website.

Background

Schlage Control Locks were designed specifically with multi-tenant units in mind. These locks offer a great alternative to hard wiring a door, particularly when doing so would be cost restrictive. The Control lock comes in two versions: the standalone deadbolt, and the interconnected deadbolt handle.

This wireless lock integration is different than our previous one. The Control lock communicates with it's hub (GWE) on the 2.4 Ghz band. The GWE is put in IP mode and will need an ethernet connection. No Verkada equipment is required in this integration. The GWE will communicate directly with the Allegion Engage site which in turn communicates directly with Command.

Integration Process

The integration process should be split into two phases. Phase 1 is to properly set up and configure your Schlage locks. Installation and configuration steps include:
- Installing the Control locks.
- Installing the GWE Hub.
- Creating engage sites in Command.
- Commissioning GWEs hubs and Locks.
- Linking the hubs and locks.
- Verifying connection and signal strength in Engage App.

You can contact Allegion support to troubleshoot any issues you may have during this phase.

Phase 2 is to setup and configure your locks and settings in Verkada Command. Steps include:
- Syncing your Command Site(s).
- Verifying remote unlock and user key card unlock functionality.

Common use cases

The primary use case for the Schlage Control series is for multi-tenant units. These will be controlling residential living spaces such as dormitories, apartments, and condos.

Universities
These locks are a great option for dorm room access control.

In multi-tenant
Officeses, Supply closets.

These verticals use wireless locks because they do not require expensive wiring to be run through walls and allow much more flexibility. They are also much more cost effective than wired doors. This integration allows us to work with existing customers with Schlage Control wireless locks.

Important notes

Tips to ensure a successful installation:

- Read all of the Schlage Control and GWE Hub documentation for the lock series being installed.
- **Verkada support will NOT troubleshoot Schlage hardware!**
- Wireless locks are wireless products so wireless range is always a concern, please ensure that the GWE is placed within range of all the connected locks.

GWE HUB Configuration

All configuration and setup of the Control Locks themselves as well as the GWE hubs will be guided by Schlage documentation included in the locks and hubs packaging.

However, during the process you will need to input some verkada endpoints in order for the Hub to communicate with the Verkada backend. Below is a screenshot of this window in the Engage app accompanied by the Endpoints themselves.
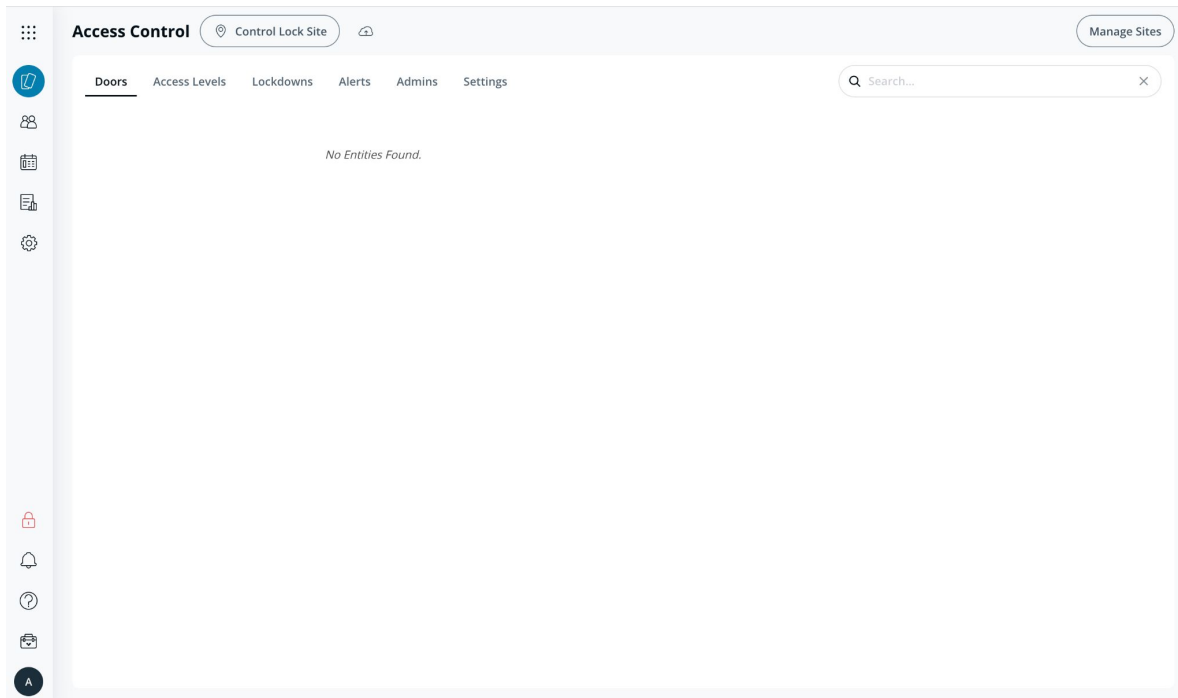

`https://engage.vkdaapi.com/engage/wss`

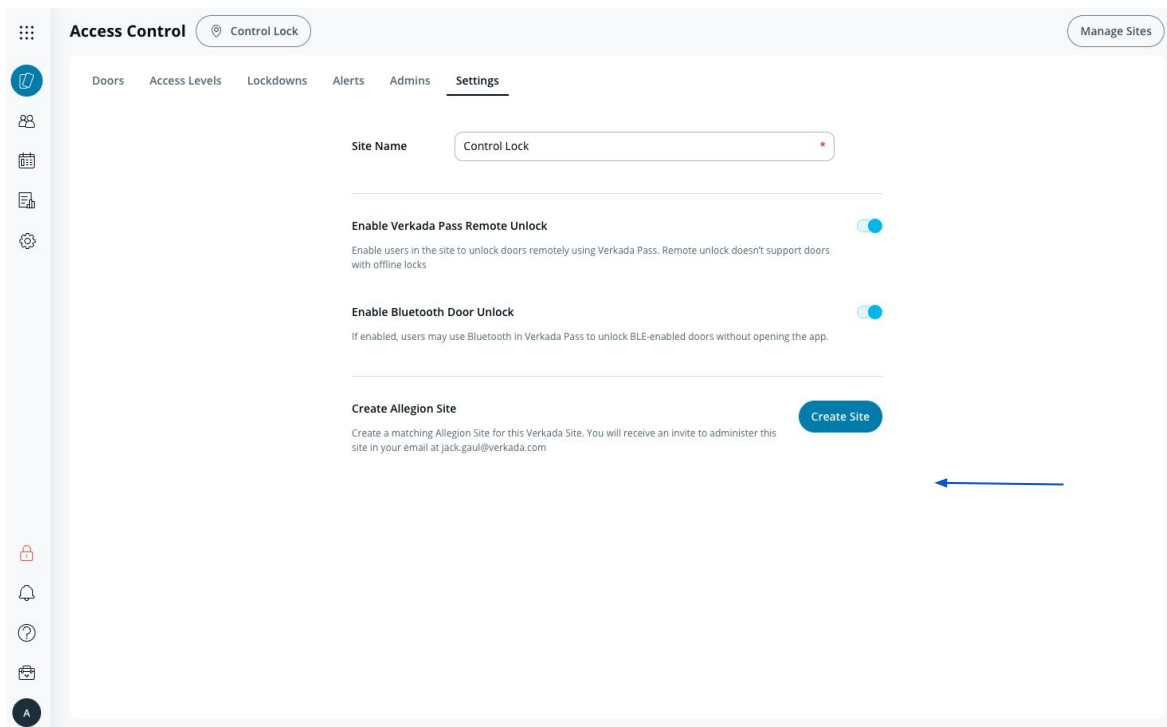`https://engage.vkdaapi.com/engage/newCA/current`

Command Configuration

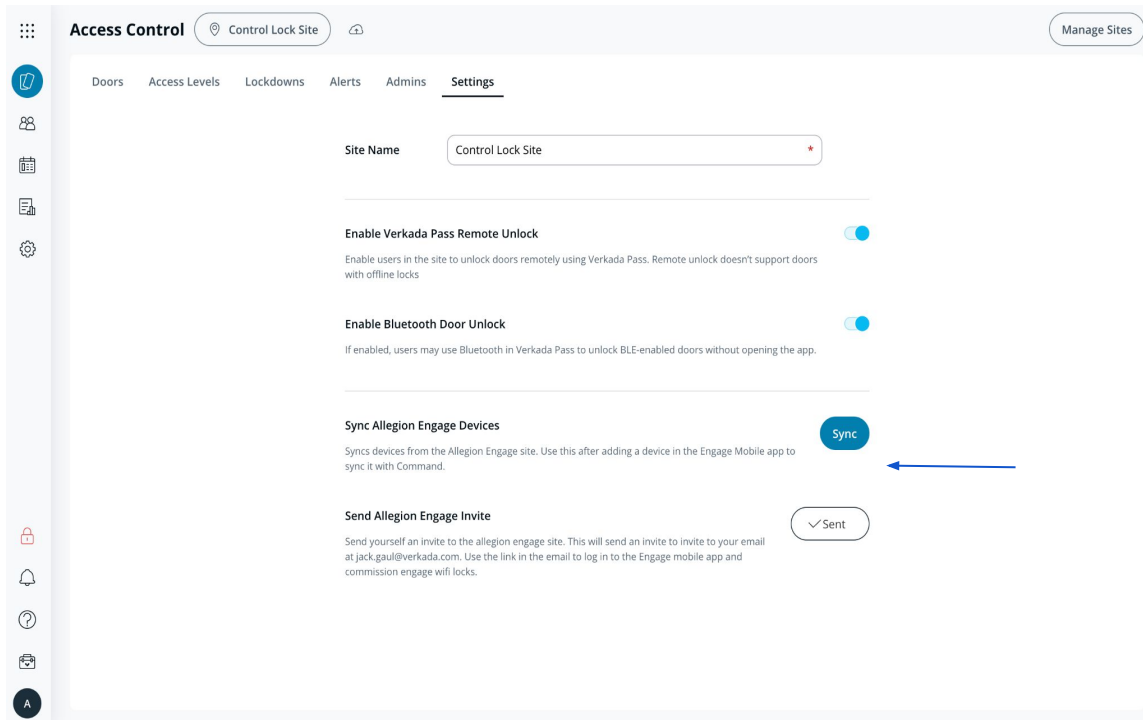1. Create a new Verkada Site with no Verkada equipment.

2. Create Engage Site

   a. In the Settings page of your Verkada site, click Create Site. This will create an Engage site and prompt an automated email to be sent to the email associated with the user. **YOU MUST USE THE SITE THAT VERKADA CREATES IN ENGAGE. Not one you have created.**
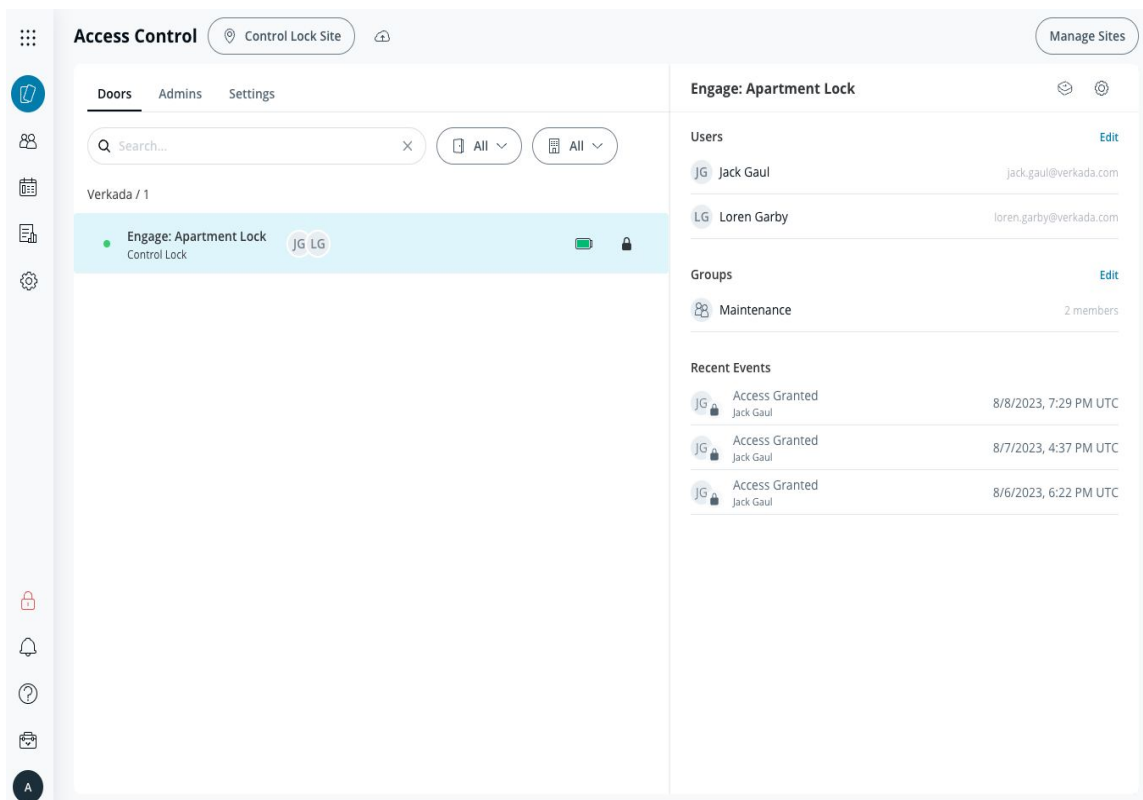
Command Configuration

3. Once all configuration has been completed on the Engage app and the devices are paired, click the SYNC button to pull the configurations into Command. If your configuration was all correct, you will have functioning locks in the site!

4. Verify that the lock shows up in Command. Add a User or Group and test the remote unlock with an account that has been given access.

Appendix

Support

Thank you for purchasing this Verkada product. If for any reason things don't work right, or you need assistance, please contact us immediately.

verkada.com/support
Sincerely, The Verkada Team