

# SimonsVoss SmartIntego



## Document Details

**v1.0** (20250220)

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## Firmware

Firmware version can be verified on  
Verkada Command [command.verkada.com](https://command.verkada.com).



## Introduction

The following guide will show you the architecture required for the use of SmartIntego locks with Verkada, and how to add and configure them in Command.

View SimonsVoss' help website for door hardware installation instructions:

### [Hardware Installation Instructions](https://help.simons-voss.com/smartintego/wosystemdescription/en-GB/index.html#426501515)

<https://help.simons-voss.com/smartintego/wosystemdescription/en-GB/index.html#426501515>

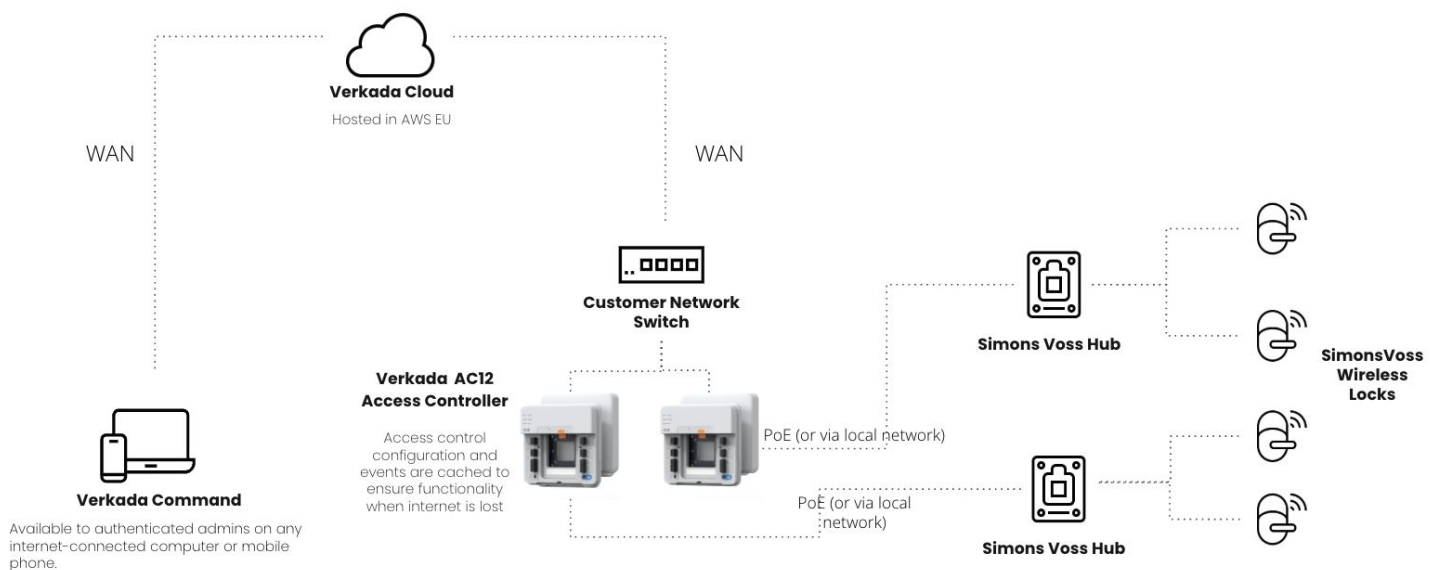
## Background

SimonsVoss SmartIntego offers a suite of wireless locking devices that can be controlled through the Verkada Command platform. Of the wireless locks in the SmartIntego portfolio, Verkada integrates with the digital locking cylinders, smart handles, padlock, and locker. For more information on SmartIntego, refer to the [SimonsVoss SmartIntego website](https://www.smartintego.com/int/home/home) (<https://www.smartintego.com/int/home/home>).



## Installing a SmartIntego Lock

1. Follow SimonsVoss' [hardware installation instructions](#) in order to install the appropriate SmartIntego locksets.
  - a. Refer to SimonsVoss' [Step-by-Step WO](#) for general site walk and installation management best practices.
2. Follow the SimonsVoss' [software instructions](#) in order to bring up the SmartIntego GatewayNodes and locksets using the SmartIntego tool before bringing them into Verkada Command.
  - a. Verkada supports SmartIntego in the WirelessOnline (WO) operation mode, so each lock must communicate with a GatewayNode.
3. If using a Digital Smart Handle with Door Monitoring, you must configure the lock to send its sensor information to Verkada in order to get door status events in Command. To do so, open the Door Monitoring settings for the Smart Handle within the SmartIntego Tool, and ensure that:
  - a. Read interval for the door sensorics (sec) is set to a value that is not Off.
  - b. Under Transmission of Events ensure the following are checked:
    - i. 'Door open' events
    - ii. Lock bolt events
    - iii. Door handle events
4. Install an AC12 on the same network as the GatewayNodes. The GatewayNode communicates with a Verkada AC12 panel over TCP/IP, so the GatewayNode and AC12 panel must be able to communicate over the local network. The AC12 acts as the client while the GatewayNode acts as the server, and the AC12 connects to the GatewayNode using TCP port 2101.
  - a. SimonsVoss wireless locks are only supported on the AC12 access control panel. The AC12 can support up to 16 GatewayNodes and up to 16 locks.



## Command Setup

Once the AC12 is connected to the same network as the GatewayNode(s) which are connected to the lock(s), and the GatewayNode(s) and lock(s) have been brought up using the SmartIntego tool, you are ready to start bringing these devices into Verkada Command.

5. Add AC12 to Command.
6. During AC12 setup, set the Device Mode to Simons Voss.

The screenshot shows a web-based setup form for an AC12 device. It includes three input fields: 'Device Mode \*', 'Model', and 'Timezone \*'. The 'Device Mode \*' dropdown menu is open, displaying a list of options: 'Simons Voss' (selected), 'Standard', 'Schlage', 'Assa Abloy', and 'Simons Voss' (repeated). The 'Timezone \*' dropdown menu is also open, showing 'America/Los\_Angeles (PST -08:00)' as the selected option. A small red asterisk indicates required fields.

## Command Setup Cont.

7. Navigate to the controller page for the AC12 and click Add.
  - a. Follow the instructions, inputting the proper Lock Address (Device Address) and Lock Type in the Lock Setup section.

**Lock Address \***

Lock address must be valid hexadecimal number

**Lock Type \***  
Make sure the lock type matches the lock you are configuring

☐ Digital Locking Cylindrical

☐ Digital Cylinder AX

☐ Digital Smart Handle

☐ Digital Smart Handle AX

☐ Digital Smart Handle - Door Monitoring

- b. If this is your first time, you will need to add a new hub in the Hub Connection section, and input the proper Hub Address (Device Address), Hub Chip ID, Hub IP Address, and Password to Hub.

**Hub Connection**

You can enter a new hub address or select an existing hub to connect

[+ Add New Hub](#)



## 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](https://verkada.com/support)

Sincerely, The Verkada Team

