



# KastlePresence



# KastlePresence

Making Spaces Safer, Smarter and More Convenient

## MOBILE HANDS-FREE ACCESS

The most convenient way to unlock secured doors – no hands required – using a mobile app. State-of-the-art dynamic keys mean the same signal is never used twice, for the safest, smartest access control, ever.

## IMPROVED SITE MANAGEMENT

Unlimited cloud-based credentials save you time and money. Mobile administration gives you the flexibility to add or revoke users, open doors, and view system alerts across your sites at anytime, from anywhere.

## EMERGENCY MASS COMMUNICATIONS (EMC)

EMC is a crowdsourced mobile emergency management tool that enables everyone to “see something and say something” during time-sensitive scenarios in an open but controlled, intuitive chat environment, with robust Incident Commander controls.

## SECURITY FOR YOU, PERSONALLY

Response is a fingertip away with a virtual alert that is always with you and informs first responders of your location when you need emergency help. More precise than GPS, it's the panic button – unleashed.

## DATA INSIGHTS AND CONNECTIVITY

Drive optimum efficiency through site use data and trends. What's going on in your building? Be notified, or quickly find out with mobile notifications. New insights into space use mean new benefits for you.

[KastlePresence Demo](#)

Confidential & Proprietary

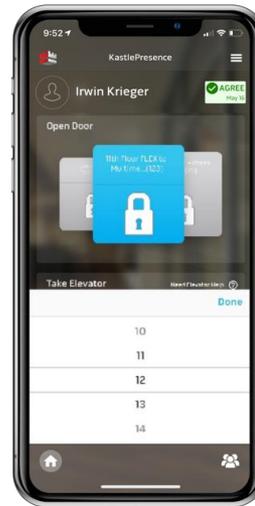


# How Does KastlePresence Work?



## Kastle Network

The Kastle IP network and back-end allow end-to-end communication service, management and administration.



## Kastle App

The phone is the user and authorizer's key to access convenience, safety, data and services.



## BLE Sensors

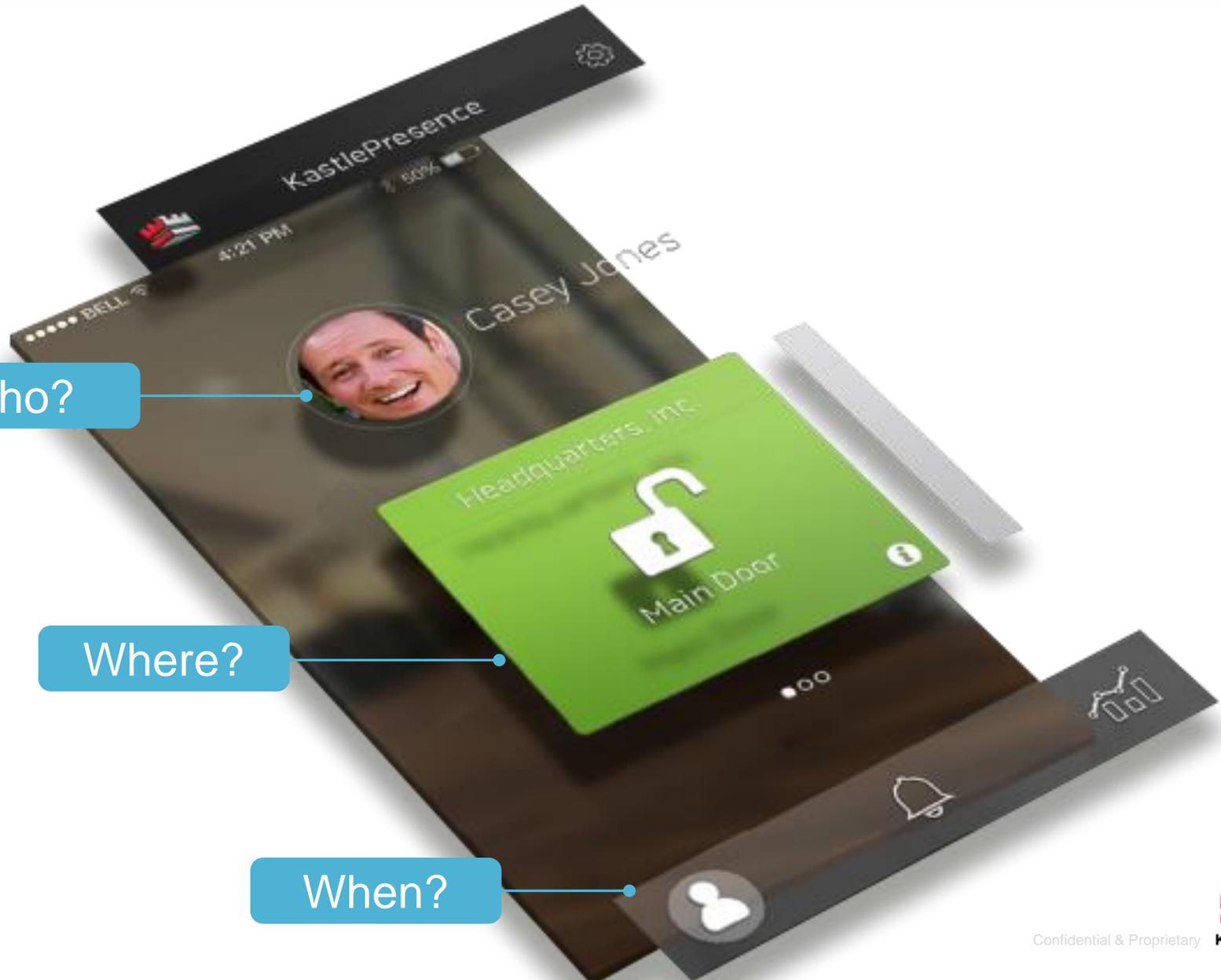
Low cost sensors and custom readers sense, count, report and transmit.

# What Does KastlePresence Understand?

Who?

Where?

When?





# KASTLE SYSTEMS

1. Search "**KastlePresence**" in your app store (GooglePlay or Apple App Store), then click "install" or "download".  Presence
2. Once downloaded, click "Open".
3. Enter your email address and mobile phone number, and click "Continue".
4. Check your email for an automated email with a temporary PIN Number.
5. Switch back to the KastlePresence app and enter your temporary PIN, and click "Continue".
6. Create and enter a personal 4-6 digit PIN, and then confirm the PIN and click "Register".

# KastlePresence®

## Quick Reference Guide for iOS Devices



### Mobile Hands-Free Access:

KastlePresence delivers the most convenient way to access your building and office - no card required. Simply approach doors, and they will unlock for you.

KastlePresence readers are easy to spot: the readers have blue lights above them or are illuminated with a blue light behind your corporate logo. Ensure that Bluetooth is enabled on your phone, and the KastlePresence app is running in the background or foreground.

If the blue light is blinking and the door is not unlocking, the reader may be configured for you to present your Digital Key. So hold your phone close to the reader—or tap the blue Digital Key in the app—to unlock.

For the best experience, consider the line of sight between your phone and the reader. Signal interference can occur from metal and even your body if they are between your phone and the reader.



**KastleAlert:** Receive critical emergency event notifications, or self-report an emergency with KastleAlert.

If an emergency is initiated for your building or space, you will receive iOS notifications and be brought to the KastlePresence app for live, real-time event information.

To initiate your own emergency report, click the red shield and then select an event type. The KastleAlert shield in the app turns red (active) when you're within range of KastlePresence. If the shield is gray, you are either out of range or it has not been enabled for your space.

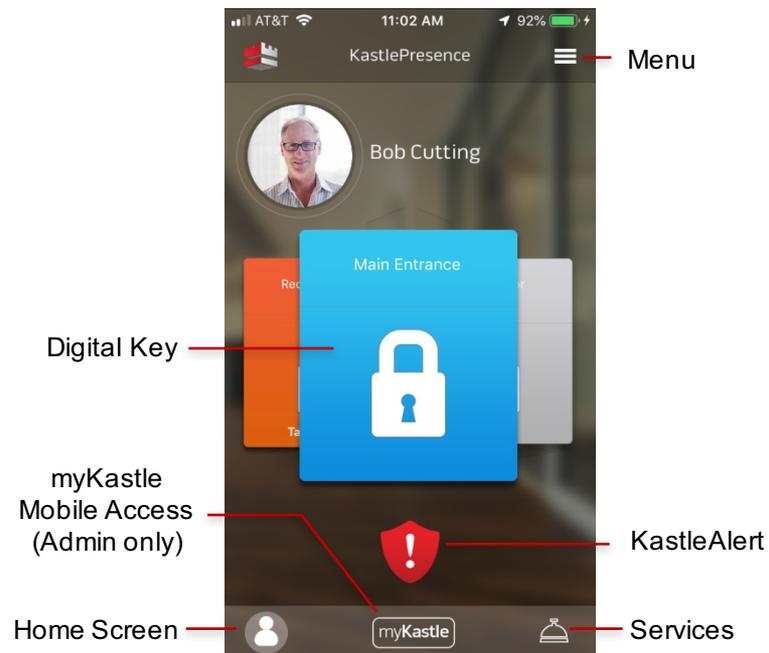
KastleAlert provides a fast, intuitive method to SEE something...then SAY something.



### Location-Based Services:

What's going on in your building? Be notified, or quickly find out. For items important to you at work, the information is on hand.

Receive workplace news and info via KastlePresence Notifications. Future location-based amenities will also be available here.



### Download Instructions

#### Search “KastlePresence” in the App Store

Follow the on-screen prompts to register. You will receive an email with a temporary PIN from DoNotReply@kastle.com for verification – check your junk folders if needed.



Compatible with Apple iOS 10.3 or Higher  
Device: iPhone 5S or Higher

October 2018



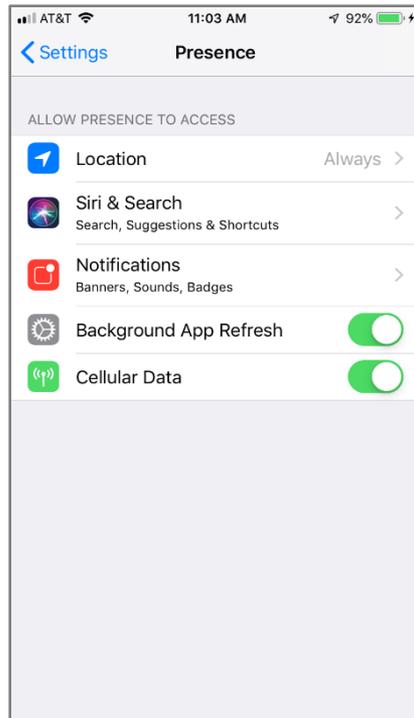
# KastlePresence<sup>®</sup>

## Basic Troubleshooting

Ensure you have the latest version of KastlePresence from the App Store. If doors are still not responding as you'd expect, here are 3 things to try to improve your experience. If any issues, you can always reach out to [kp-help@kastle.com](mailto:kp-help@kastle.com) or click on the "ContactKastle" menu item.

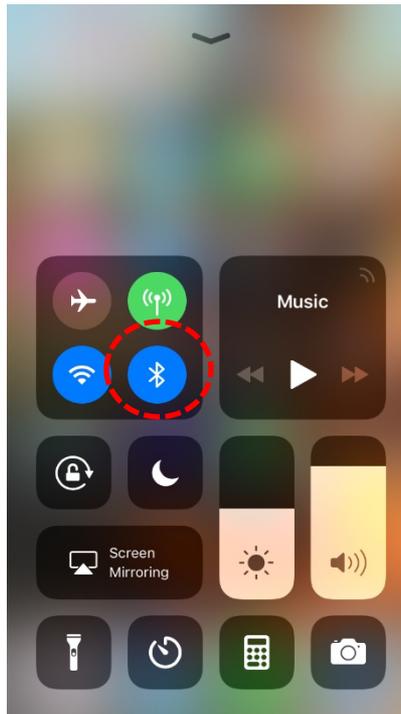
### Application Permissions

Check that everything is enabled under the Presence app settings (Settings → Apps → Presence). Location services and Notifications must be enabled for proper KastlePresence and KastleAlert functionality.



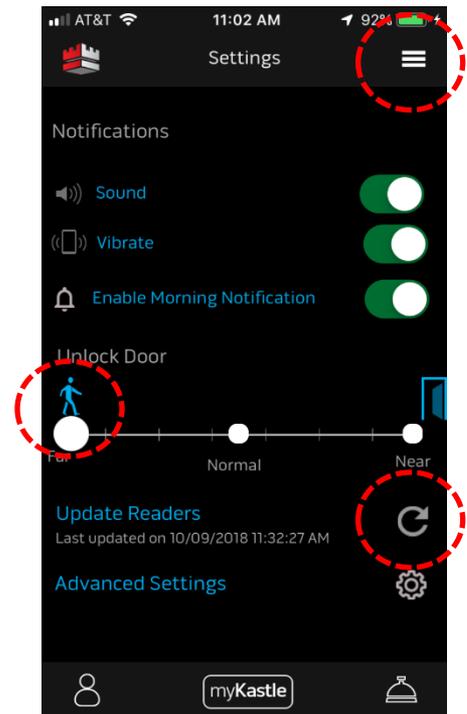
### Restart Bluetooth

If the settings are correct, you may try turning your phone's Bluetooth off and back on. From your phone's home screen, swipe open your Control Center and turn off / on the Bluetooth icon circled below.



### Refresh Readers

One last thing to try is from the Presence in-app menu, click App Settings, and try adjusting the Far-Normal-Near setting. Also, click the Update Readers refresh button to ensure the latest readers and associated settings are enabled on your device.



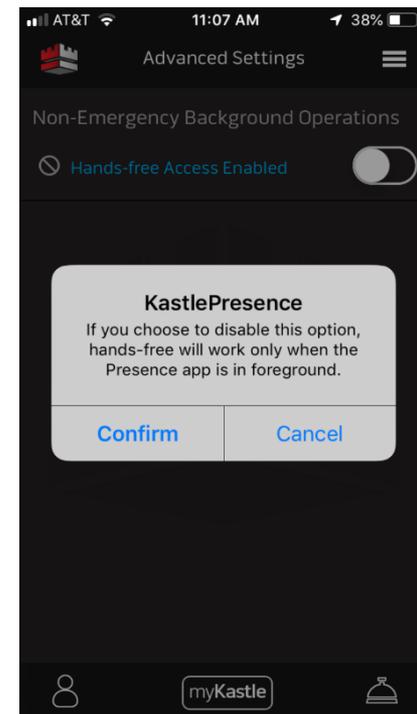
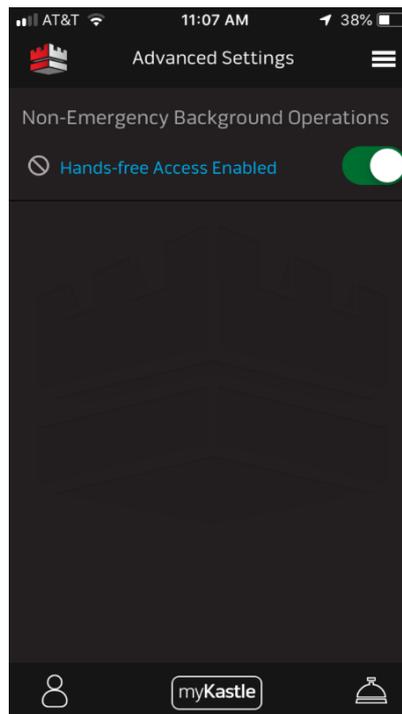
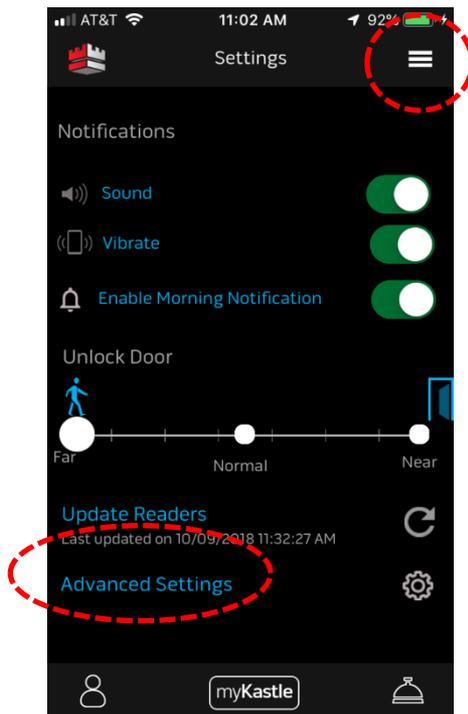
# KastlePresence<sup>®</sup>

## Hands-Free Operation

### Hands-Free Convenience to Unlock Doors

KastlePresence users love the convenience of opening doors with a mobile app, but with increasing demands on today's devices and power, we give you the option of a Hands-Free experience to unlock doors, or gain access only when you interact with the KastlePresence app.

Per the screens below, from the KastlePresence menu, click on App Settings and then select Advanced Settings. By default, Hands-Free Access is enabled and operates with the KastlePresence app in background or foreground and even with your phone screen locked. If you'd rather only unlock doors when you choose to, you can turn off Hands-Free Access. Note, you must have the KastlePresence app open and in the foreground for your mobile access to be granted with Hands-Free disabled.



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## Quick Reference Guide for Android Devices



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For the best experience, consider the line of sight between your phone and the reader. Signal interference can occur from metal and even your body if they are between your phone and the reader.



### KastleAlert:

Receive critical emergency event notifications, or self-report an emergency with KastleAlert.

If an emergency is initiated for your building or space, you will receive Android notifications and be brought to the KastlePresence app for live, real-time event information.

To initiate your own emergency report, click the red shield and then select an event type. The KastleAlert shield in the app turns red (active) when you're within range of KastlePresence. If the shield is gray, you are either out of range or it has not been enabled for your space.

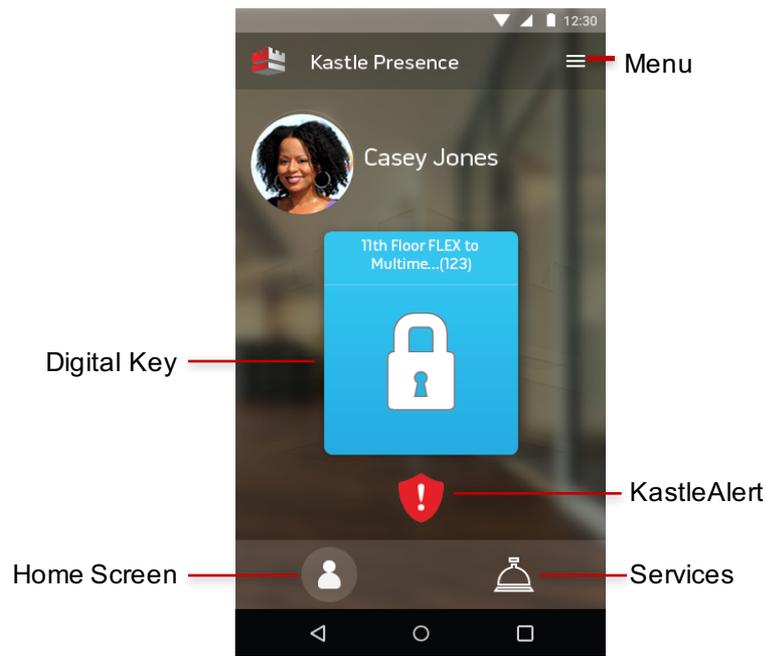
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### Download Instructions

#### Search “KastlePresence” in the Play Store

Follow the on-screen prompts to register. You will receive an email with a temporary PIN from DoNotReply@kastle.com for verification – check your junk & clutter folders if needed.



Compatible with Android OS 6.0 (Marshmallow) or higher  
Android Mobile Devices supporting KeyStore

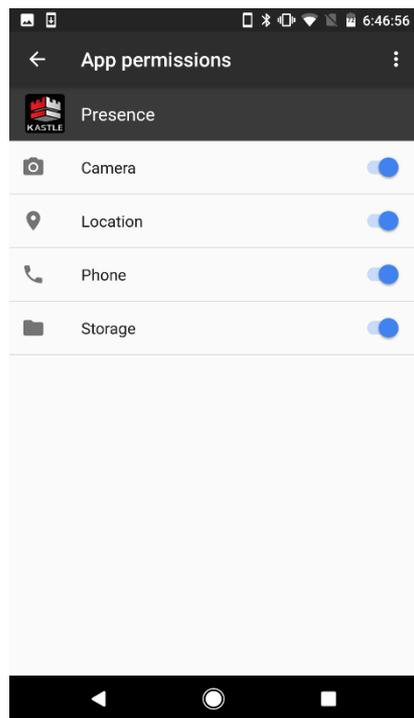
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## Basic Trouble Shooting

Ensure you have the latest version of KastlePresence from the Play Store. If doors are still not responding as you'd expect, here are 3 things to try to improve your experience. If any issues, you can always reach out to [kp-help@kastle.com](mailto:kp-help@kastle.com) or click on the "Contact Kastle" menu item.

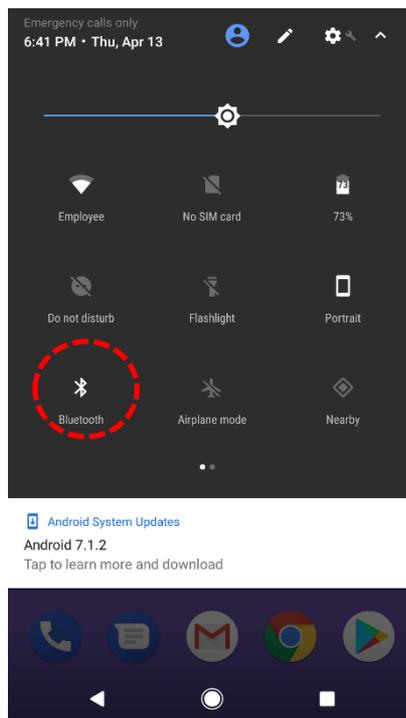
### Application Permissions

If you are running Android Marshmallow or OS version 6.0+, check that Location permission is enabled under app settings, per the screen below (Settings → Apps → Presence).



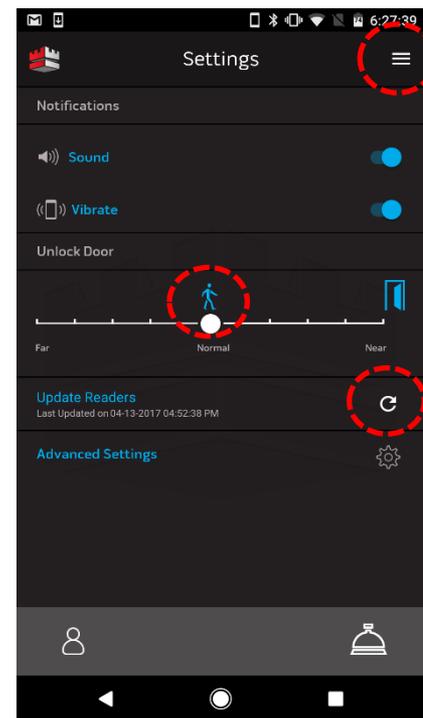
### Restart Bluetooth

If the settings are correct, you may try turning your phone's Bluetooth off and back on. From your phone's home screen, swipe down in Android and turn off / on the Bluetooth icon circled below.



### Refresh Readers

One last thing to try is from the Presence in-app menu, click App Settings, and try adjusting the Far-Normal-Near setting. Also, click the Update Readers refresh button to ensure the latest readers and associated settings are enabled on your device.



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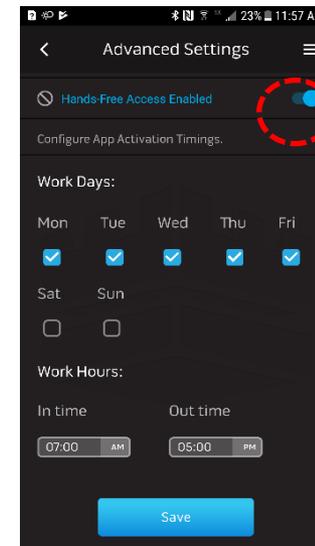
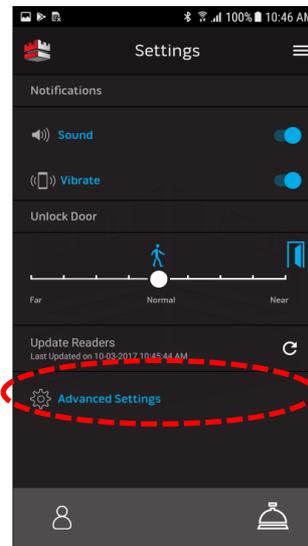
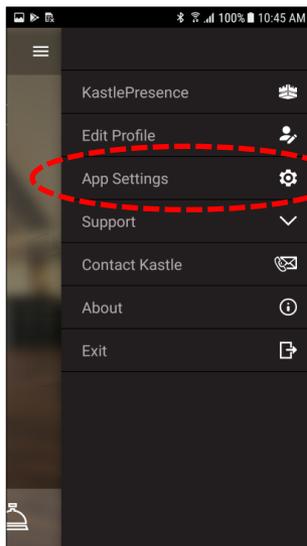
## Hands-Free and Low Power Operation

KastlePresence users love the hands-free convenience of opening doors with a mobile app, but with increasing demands on today's devices, KastlePresence enables you to choose your experience with hands-free and low power operations on your device

### Hands-Free Convenience to Unlock Doors

Per the screens below, from the KastlePresence menu, click on App Settings and then select Advanced Settings. By default, Hands-Free Access is enabled and operates with the KastlePresence app in background or foreground and even with your phone screen locked.

To only operate during times you are likely to require access, you can set a schedule for when you want the hands-free convenience. Or turn off Hands-Free Access, which requires you to have the KastlePresence app open and in the foreground for your mobile access to be granted.



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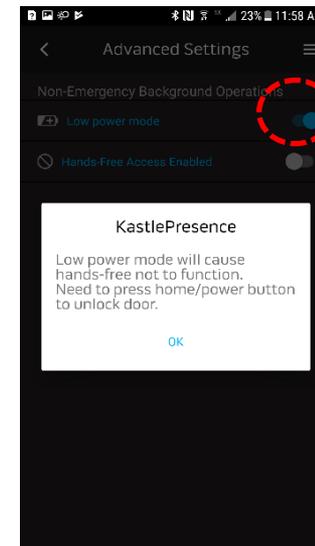
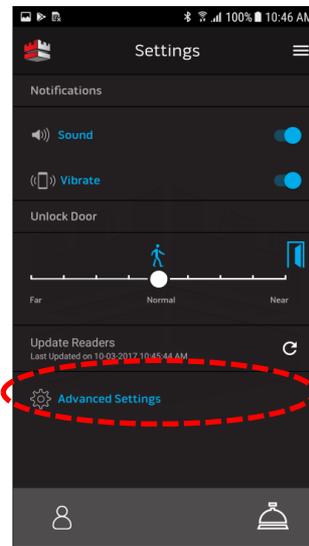
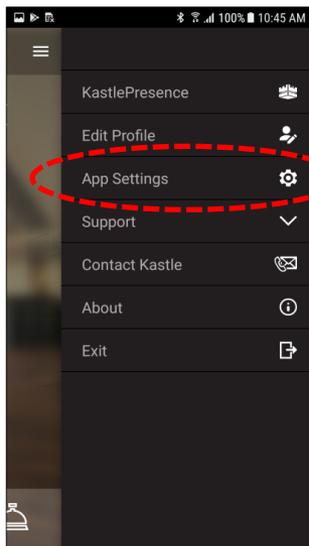
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### Wake Up Your Phone to Open Doors

KastlePresence includes a Low Power Mode to provide easy mobile access by simply waking up your phone. With Low Power Mode enabled, just press the home / power button on your Android device ~5 seconds before approaching a door to engage it.

Per the screens below, from KastlePresence, access App Settings > Advanced Settings > Low Power Mode & Save.



### Note for Samsung Galaxy Users

If you are running Android 7.X ("Nougat") on a Samsung device, KastlePresence will default to "Low Power Mode" due to Samsung's Android implementation of Bluetooth and background apps.