



# Messenger™ Wireless Lock Access Network





## Messenger<sup>™</sup> Wireless Lock Access Network

SAFLOK<sup>™</sup> introduces the next era of online communication with Messenger<sup>™</sup> operating on a ZigBee-compliant platform. The ZigBee Prostack protocol is an internationally recognized and accepted wireless standard. When combined with SAFLOK's Messenger wireless online system and the new Messenger<sup>™</sup> LENS<sup>™</sup> system, it enables customers to fully leverage and share the information from their online locks. This new system provides many levels of interoperability, both in a smart room context with other in-room devices and with immediate event notification from the server in a variety of ways.

Key features include:

- Radio frequency (RF) communications at 2.4 GHz, which is globally license-free
- Long battery life
- Secure networking (128 AES encryption)
- Self-forming networks
- ZigBee Prostack standard (large scale, network stability, resilient)
  - Large-scale properties (thousands of nodes)
  - Asymmetric link handling
  - Network stability even when nodes are within close proximity
  - Extended battery life with deep sleep and special parent functions
  - More resilient — ensured by frequency agility
- Messenger LENS subscriber system
  - Disseminates information to a specified group of recipients as it occurs (by email, SMS, and web services)

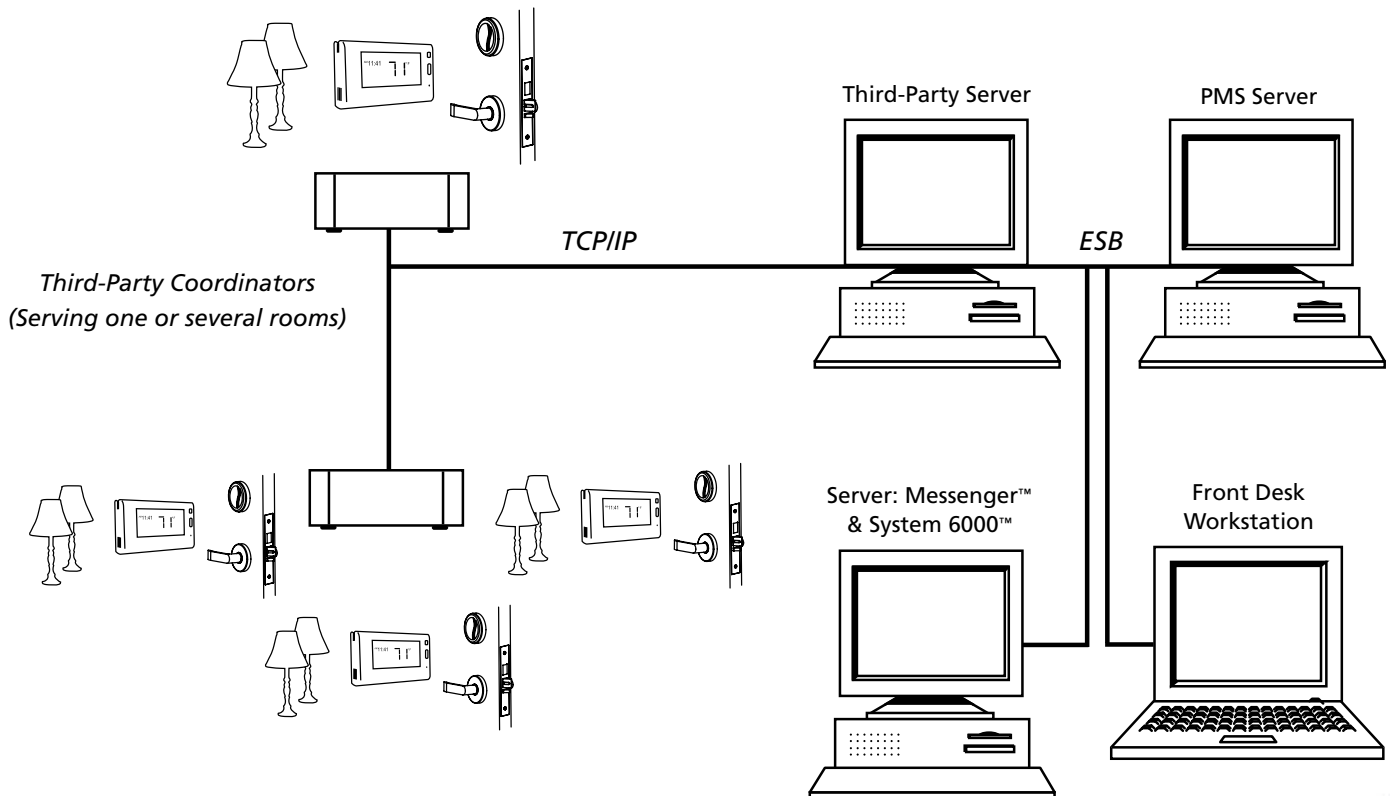
Whether in the traditional Messenger network using the SAFLOK ZigBee-enabled hubs or in a Messenger smart room scenario using third-party coordinators, the Messenger system now provides several solutions for customers to integrate all systems.



Messenger is an available option for SAFLOK MT<sup>™</sup>, Quantum<sup>™</sup>, and ädäsē<sup>™</sup> locks.

## Messenger™ in a Smart Room Scenario

With the advent of the ZigBee Prostack platform, entering a guestroom becomes a custom experience, tailored to the unique preferences of each guest. When a guest presents a keycard or other credential to a lock, devices on the ZigBee network spring into action. For example, the lights adjust to the appropriate level, the television turns on with the appropriate channel and volume level, the powered blinds open or close, and the temperature adjusts – all to the guest's liking.



### Typical Smart Room Configuration

- Interoperability enabled by ZigBee Prostack standard protocols
- One third-party hub/controller is used per room or group of rooms to manage a variety of devices, including locks
- Hub/controller locally manages room(s) for most operations
- Hubs connected to hotel TCP/IP network (SAFLOK™ server on IP network)

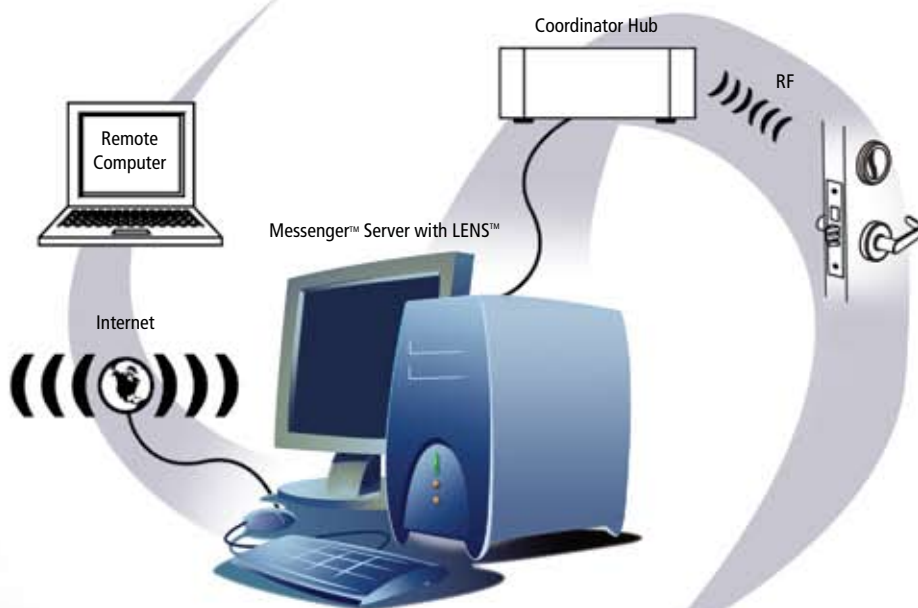


## Messenger™ LENS™ Subscriber System

SAFLOK™ has designed Messenger™ LENS™ (Lock Event Notification System) as an enhanced feature within the Messenger™ system. The LENS component comes standard with each system and can be activated at the property's choosing.

Messenger LENS changes the paradigm of online lock communication by publishing and exporting real-time web-based communication between the lock and other third-party systems. For hotel security personnel and housekeeping or maintenance staff who cannot be anchored, Messenger LENS working in conjunction with a third-party workforce management system allows them the flexibility and agility to attend to their task immediately upon receiving a notification.

With Messenger LENS, properties can specify the type of event that requires notification and specify the delivery notification method. This information can be provided in real-time as it occurs at the lock, through a variety of mediums such as email, SMS, XML web service adaptors, or as postings to a web page. This feature also gives properties additional control over different groups of subscriber permissions, customizing the type of message for each groups, or even individual user. Different notifications can be sent in parallel to different groups of users. Each user only receives messages to which they have subscribed. For example, security personnel may choose to receive only Wandering Intruder alerts.



# Messenger™ LENS™ Notifications and Benefits

Event	Notification	Response
<b>Guest Services</b>		
<b>Check-In Guest</b>	Guest key first used	Guest luggage can be sent to room once bellboy is notified
	Room ready notification	In case room not ready or unassigned room (card can be pre-encoded) - guest receives notification by email
	Guest normal in	Tracks guestroom occupancy status
<b>Request Guest Services</b>	Deadbolt/Privacy	Notifies staff to not disturb guest/Indicates occupancy in case of emergency
	Staff key used in	Records when staff enters a room
	Door ajar local system notification	After 2 minutes sends notification to in-room system that door is not secure
	Door ajar system notification	After 5 minutes sends notification to security that door is not secure
<b>Reservations</b>		
<b>Assign Room</b>	Room ready notification	Allows for room assignment
<b>Manage Room Inventory</b>	Room out of service notification	Alerts front desk not to rent the room
<b>Facilities</b>		
<b>Assign Maintenance Task</b>	Staff key used	Knows which room staff is in
	Room ready notification	Knows when room is ready
	Custom notification paging key	Can configure service keys such as Plumbing, Electrical, Restaurant
<b>Perform Maintenance Task</b>	Completed notification	Confirms service has been provided via Paging Keys
<b>Request Facility Maintenance</b>	Custom notification paging key	Can configure service keys such as Plumbing, Electrical, Restaurant
<b>Housekeeping</b>		
<b>Assign Housekeeping Work</b>	Staff key used	Knows which room staff is in
	Deadbolt/Privacy	Recognizes when guest does not want to be disturbed
	Staff audit tracking	Through Time and Attendance system, can aggregate information to identify average time staff spent in room
<b>Fullfill Guest Housekeeping Request</b>	Deadbolt/Privacy	Notifies staff to not disturb guest
	Room ready notification	Notifies guest when room is ready
	Staff door ajar	Receives notification when door is left ajar for more than 20 minutes by staff
<b>Manage Consumable Inventory</b>	Low battery	Knows which battery needs to be changed
<b>Back Office</b>		
<b>Perform Physical Security and Safety</b>	Wandering intruder	Notifies security that someone is trying to access various rooms
	Standing intruder	Someone is standing in front of wrong door or is an intruder
	Device ajar (2 min.)	Meant to be notified within the room via in-room devices to guests
	Device ajar (5 min.)	Notifies security
	Deadbolt/Privacy	Indicates occupancy in case of emergency
	Emergency - Remote opening of doors	Allows for remote opening of doors that do not have deadbolt thrown
	Staff door ajar	Receives notification when door is left ajar for more than 20 minutes by staff



Messenger™, together with the Messenger™ LENS™ component meets key market needs helping as the ideal link for sending and receiving real-time messages. With a broad range of functionality, Messenger enhances guest convenience, reduces expenses, and conserves staff time.



### Room Change

**Situation:** A guest calls the front desk and wants a different room.  
**Action:** The front desk selects a new room, and the system sends a signal to the new room's lock. Without returning to the front desk, the guest's key will now provide access to the new room.



### "Door Ajar" Alert

**Situation:** A common-access or perimeter door has been propped open or is ajar (not fully closed) for a specified time.  
**Action:** The tracking mortise sends a message to security, allowing maintenance, or security staff to investigate. The lock also communicates when the secured position is restored.



### Key Replacement

**Situation:** An employee's key is missing.  
**Action:** A Cancel key is sent to each lock that operated with the lost key, and the locks will update their memory to disallow the lost key access if it is later presented to the locks.



### Low Battery Alert

**Situation:** A lock has a low battery.  
**Action:** Low battery indication is sent to a designated server. Periodic reports that list all the locks with low batteries are then generated.



### Customized Guest Experience

**Situation:** A frequently returning VIP guest comes for a visit.  
**Action:** Immediately upon the guest entering the room, the lock sends a message indicating that the guest has occupied the room. This prompts room service to deliver the guest's favorite bottle of wine.



### Scene Control

**Situation:** A staff member has come to clean the room.  
**Action:** The television is locked, all the room lights are turned on, and the drapes are drawn to provide a preset staff scene.

### Guest Extended Stay

**Situation:** Guest decides to spend another night at the hotel.  
**Action:** A message is sent to the lock to update the expiration date.



### Custom Messages

**Situation:** A housekeeper has just finished cleaning a room.  
**Action:** The housekeeper can send a message such as "room clean". This notifies the front desk that the room is now available for guests.



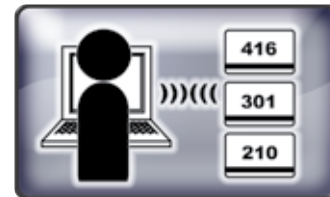
### Energy Management

**Situation:** A guest has checked in.  
**Action:** The room climate control system is automatically adjusted remotely, creating a welcoming environment for the guest.



### Remote Key Audits

**Situation:** Management wants to check which keys have been used recently in a specific lock.  
**Action:** The Messenger™ module in each lock communicates to the central computer and reports all keys used in the lock.



### Complete Remote Access

**Situation:** Late at night, a manager is called with a question about the system or a specific lock.  
**Action:** Instead of returning to the property, the manager can access the system via the Internet from his client workstation.



### Remote Lock Audits

**Situation:** Security wants to know who has entered Room 312.  
**Action:** Security remotely interrogates the lock without having to visit the door.



### Remote Tech Support

**Situation:** The property is experiencing some issues with software and may need a new site design configured.  
**Action:** SAFLOK can remotely access the property's system set-up without going on-site to determine the error and resolve the issues. The property benefits from immediate technical support and saves on on-site visits.





## Tech Support

SAFLOK™ is committed to providing the best customer service in the industry. We understand the critical need for our customers to obtain immediate technical assistance. That is why we provide on-call technical service — 24 hours a day, seven days a week, 365 days a year — and have parts and service centers located across the U.S., Europe, and Asia.

SAFLOK™ also offers online technical support to existing customers via [support.saflok.com](http://support.saflok.com). This web site contains technical manuals, answers to frequently asked questions, installation instructions, etc.



For worldwide office locations and contact information, visit us at [www.saflok.com](http://www.saflok.com).

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Manufactured under one or more of the following patents:  
U.S.: 4,177,657; 4,411,144; 4,534,194; 4,890,870; 5,198,643;  
5,477,041; 5,820,177; 5,986,564; 7,051,561; D494,841; D501,131  
D512,899; D519,021; D531,629; D533,009; D533,047; D533,762;  
D533,763; D535,629 CANADA: 1,252,854; 1,298,902  
U.K. 2,010,375  
Other U.S. and foreign patents pending

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