

YALE SERVER UPDATE

7th May 2019 | Between 01.00am and 02.00am CEST.



FAQs

Q. Will this affect my Smart Door Lock?

A. No, our Bluetooth enabled Smart Door Locks can operate independently via the Conexis L1 app in addition. All Yale Smart Door Locks have various other methods of entry, including key tags, key cards and PIN codes, none of which rely on an app for entering or leaving the property. For safety, all of our Smart Door Locks allow you to manually unlock your door from the inside.

Q. Do I need to delete and download a new APP?

A. Use your current Yale Home App and log in as normal with your existing credentials.

Q. What do I do if I have forgotten my password?

A. Open the Yale Home App and select the "Forgot your password" at the bottom of the screen.

Q. What do I do if my panel is showing off line?

A. Please remove the rubber plug on the back of the alarm hub and turn the micro switch to off, then remove the power cable from the back of the alarm hub. Wait 5 min and then reconnect the power cable and remember to turn the micro switch on.




Q. How do I check my Core Functionality is working correctly?

A. All Yale Smart Alarms systems are supplied with a battery operated wireless Keypad to arm and disarm locally without requiring mains power or an internet connection. There is also a Key Fob accessory available for these systems, this works in much the same way as the Keypad.

For the Yale Sync Smart Home Alarm please follow the below:

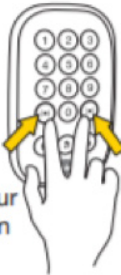
Keypad AC-KP



How to Disarm	+ PIN CODE
How to Part-Arm	
How to Full-Arm	

Panic buttons press/hold >3sec.<




Panic Buttons can activate your alarm immediately - even when the system is disarmed.




(05)

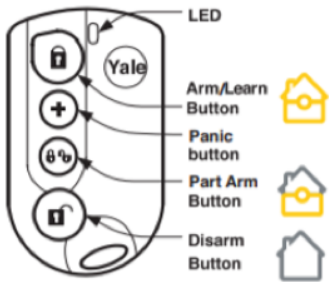
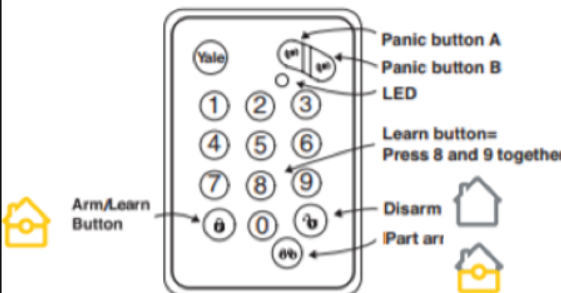
All the devices in this kit are pre-paired for easy installation. If you are adding more devices (purchased separately to this kit) you will need to pair these into the system separately (see page 18)

Keyfob AC-KF

1 

For the Yale Smart Home Alarm please follow the below:



Q. Why is my core functionality is not working?

A. Delete the device from the app, to do this go to settings/alarm settings/devices then select your device from the list (KP) then swipe right to left on the phone screen.

Once deleted please follow the next steps to initialise the keypad.

**For the Yale Smart Home Alarm
please follow the below:**

1. Press Panic button A, then 0000
2. The LED will flash continuously on the Key Pad.
3. Press panic button A, followed by 7.
4. Press disarm twice.

**For the Yale Sync Smart Home Alarm
please follow the below:**

1. Press Panic button A, then 0000
2. The LED will flash continuously on the Key Pad.
3. Press panic button A, followed by 7.
4. Press panic button A, followed by 7.
5. Press disarm twice.

Re-add the Key Pad to the system in device settings menu in the normal learn mode way.

If you are experiencing any problems with Keypad or key Fob functionality please visit our support website www.yale.co.uk/help where you will find the user guide and our frequently asked questions or give us a call on **01902364606**

Q. Why is my alarm hub bleeping?

A. The hub may bleep during the upgrade, if however the bleeping continues longer than 5 min please remove the rubber plug on the back of the alarm hub and turn the micro switch to off, then remove the power cable from the back of the alarm hub. Wait 5 min and then reconnect the power cable and remember to turn the micro switch back on.