

INSOMNIAC SmartLock® O Operation Guide



The **INSOMNIAC SmartLock® O** is attached to an existing compatible hasp or latch to easily provide remote locking and unlocking so managers can secure vacant or delinquent units.

This guide provides an overview of basic steps for locking, unlocking, monitoring and reporting.

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LED Status Indicator

The LED Indicator is the best indication of the current state of the SmartLock. Please refer to the table and diagram below.

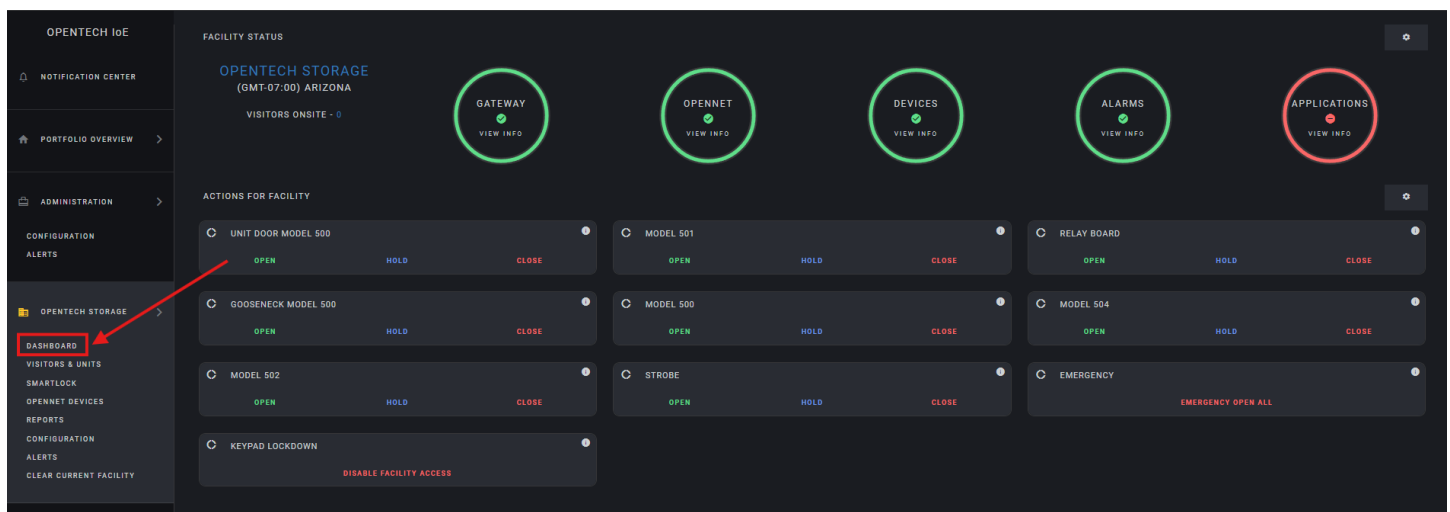
| ITEM | STATE | LED INDICATION |
|------|----------------------|-------------------|
| 1 | BOOT | RED, GREEN, BLUE |
| 2 | FINDING NETWORK | WHITE |
| 3 | DISCONNECTED | BLINKING - RED |
| 4 | CONNECTED TO NETWORK | MAGENTA |
| 5 | SUCCESSFUL LOCK | THREE GREEN |
| 6 | READY TO LOCK | BLINKING - YELLOW |
| 7 | PAIRING TO NETWORK | CYAN |

Monitoring, Visualization, Reports

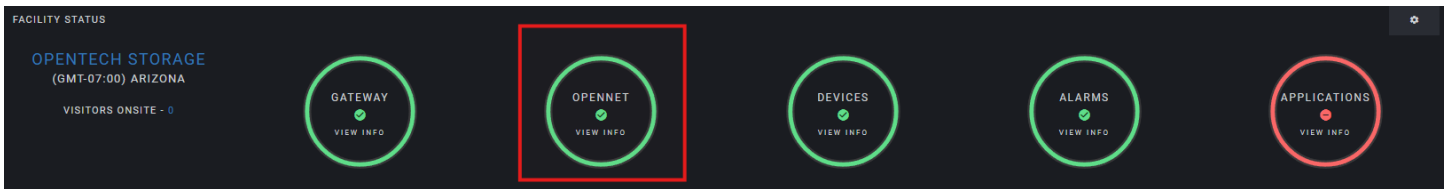
Facility Dashboard in Control Center

Every SmartLock-equipped facility has its own dashboard in OpenTech’s online **IoE (Internet of Everything) Control Center**. This dashboard can provide a quick view of all your SmartLocks as well as other IoE devices, such as access control and smart alarms. If you do not have a link or user login for IoE Control Center, contact our support team.

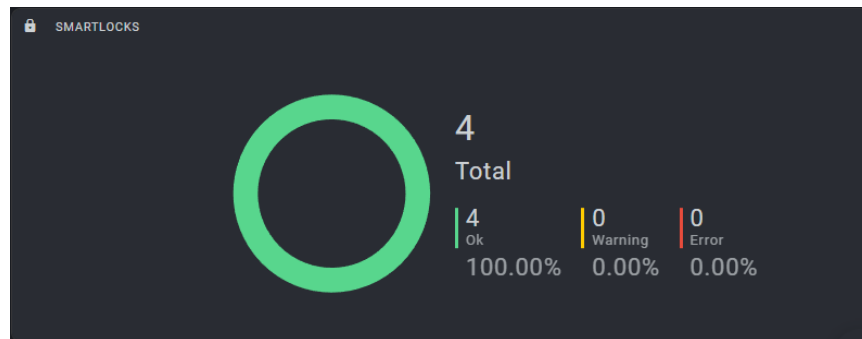
In the Control Center left-hand navigation menu, click **DASHBOARD** under your facility name to open the main page.



The Quick Status circles at the top show you a real-time view of how your connected systems are operating. **INSOMNIAC® OpenNet™** is the backend network for your SmartLocks. If OpenNet is displaying a warning or error, it could be alerting you to something affecting your SmartLock operation.



Near the middle of the page, look for the SmartLocks Status section. Here, you can see the current statuses of all SmartLocks. Clicking on any of these will allow you to navigate to the SmartLock Dashboard.



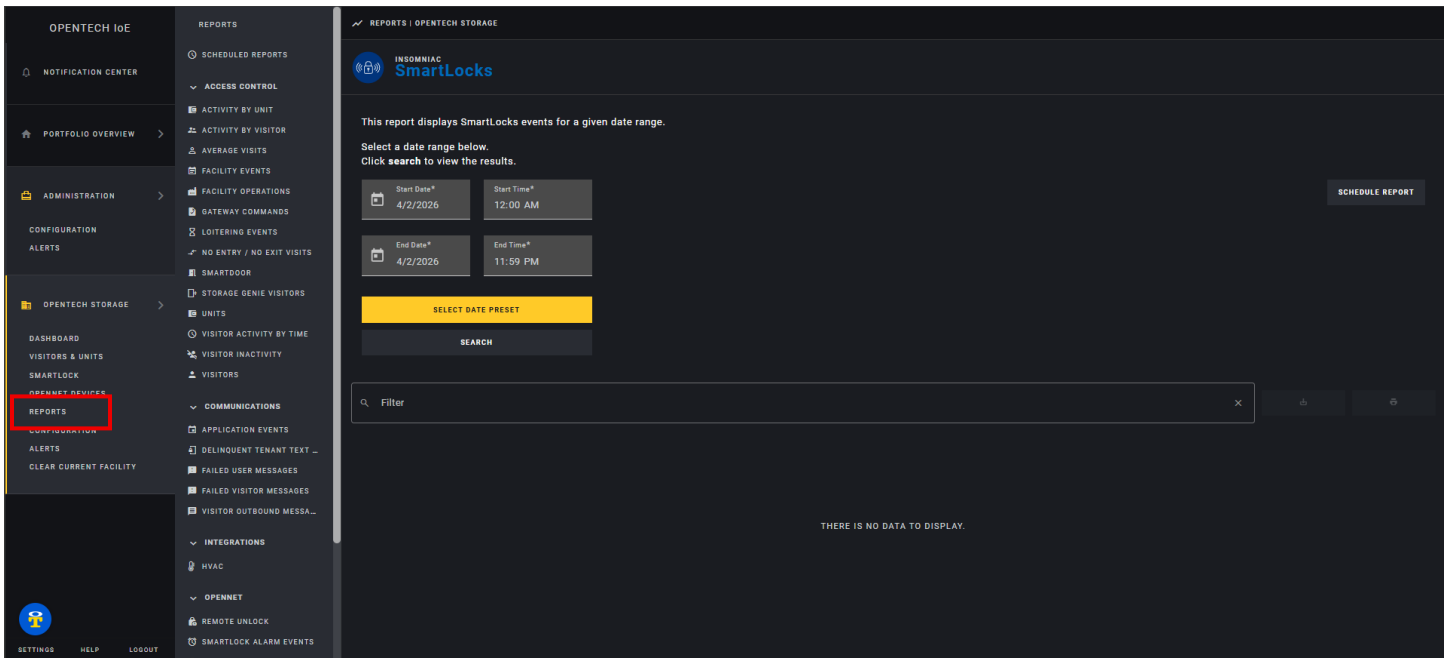
SmartLock Dashboard

This dashboard provides a more detailed view of your SmartLocks. From here you can filter to perform specific actions such as locking, unlocking, viewing history, and updating tenant access codes.

| SELECT 4 0 SELECTED | UNIT NAME ↑ | SMARTLOCK TYPE | UNIT DETAILS | LOCK STATE | BATTERY LEVEL | SIGNAL STRENGTH | STATUS MESSAGE | ACTIONS |
|--------------------------|-------------|----------------------|----------------------------|------------|---------------|-----------------|--------------------------------------|---------|
| <input type="checkbox"/> | 2101 | SmartLock S | Rented - SmartLock Ten... | Locked | 97% | 89% | SmartLock is online (Last updated... | Actions |
| <input type="checkbox"/> | A111 | SmartLock R (0 Mode) | Rented - SmartLock A111 | Unlocked | 72% | 96% | SmartLock is online (Last updated... | Actions |
| <input type="checkbox"/> | A111B | SmartLock S | Delinquent - SmartLock ... | Locked | 79% | 94% | SmartLock is online (Last updated... | Actions |
| <input type="checkbox"/> | C111 | SmartLock O | Delinquent - SmartLock ... | Locked | 95% | 91% | SmartLock is online (Last updated... | Actions |

Reporting

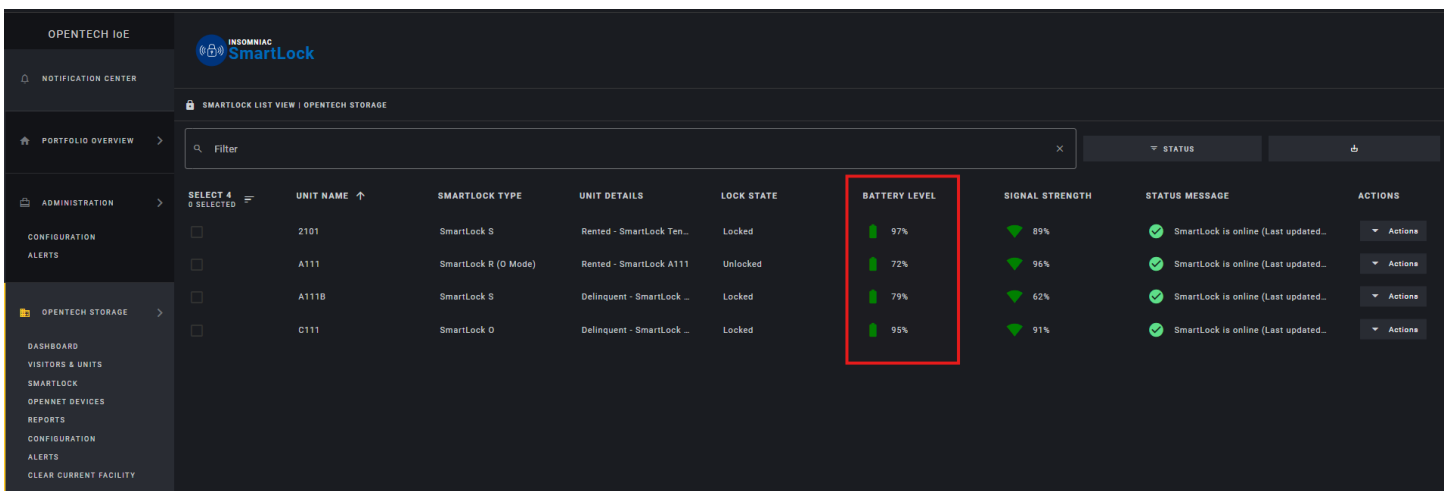
Control Center offers several reports to better understand the data received from IoE devices, including SmartLocks. Click on **REPORTS** to open a column of options.



Battery Monitoring and Replacement

Battery levels for all SmartLocks are visible in the IoE Control Center. From the **SmartLock Dashboard**, each lock displays its current battery percentage. Check levels regularly as part of routine facility monitoring.

Note: After reinserting a battery pack, allow up to 5 minutes for the battery level to update in Control Center.



Replacing the Battery Pack

You will need the **SmartLock Battery Removal Key** and a new **SmartLock Battery Pack** with fresh batteries.

Removing the Battery Pack

1. **Insert the removal key** fully into the battery slot on the SmartLock.
2. **Orient the key correctly:** the tooth at the end of the key must always face **toward the storage unit** (away from you).
3. **Rotate the key 90 degrees clockwise**, then pull the key out. The battery pack will come with it.

Inserting a New Battery Pack

1. **Verify battery orientation** inside the pack. Each row has +/- labels – all batteries must face the correct direction.
2. **Align the battery pack** with the inside of the enclosure, taking care not to contact the PCB board.
3. **Push the pack in gently** until it clicks. The startup LED sequence confirms power is restored.

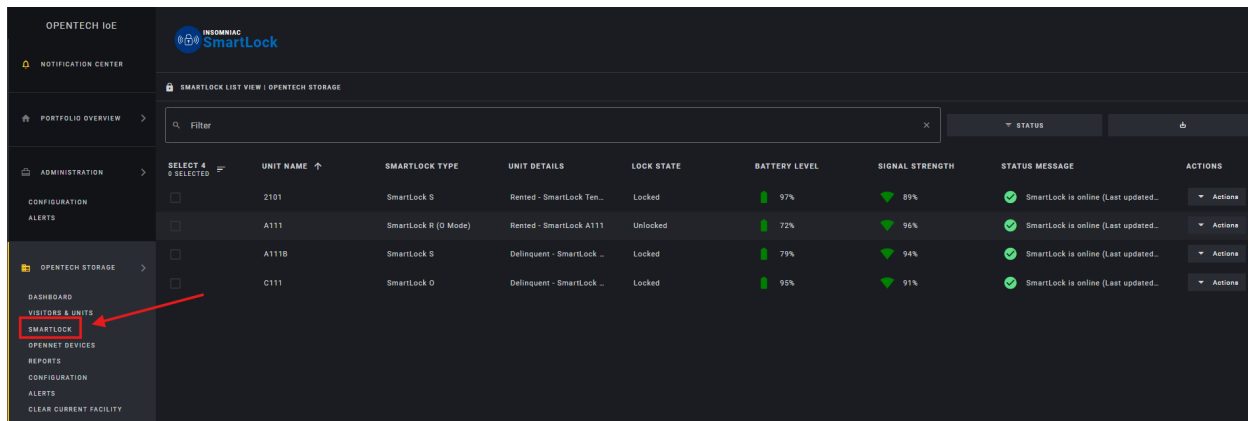
Important: If the lock reports an incorrect battery percentage after replacement, check that all batteries are correctly oriented and that contacts at each end of each battery row are secure.

Unlocking the SmartLock® O

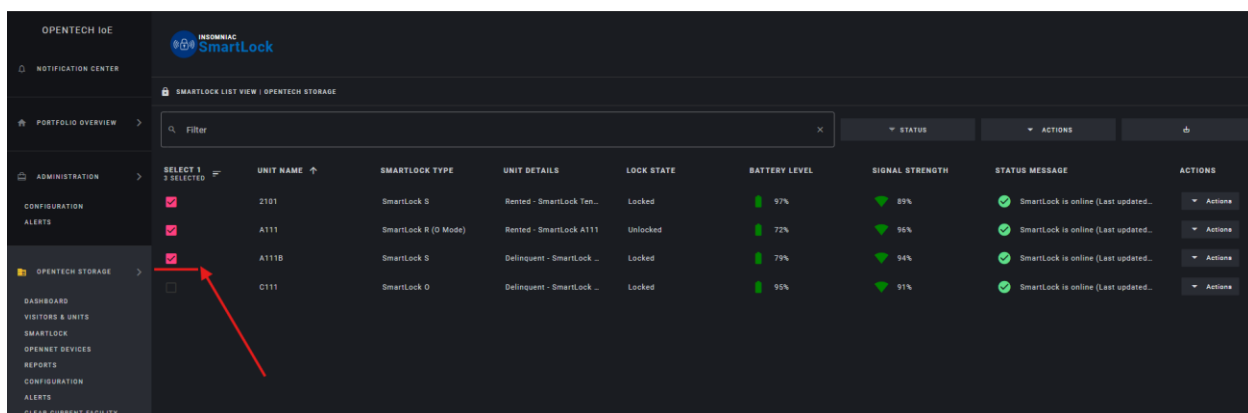
Remote Unlocking via the IoE Control Center

Authorized managers can unlock any unit remotely through the Control Center.

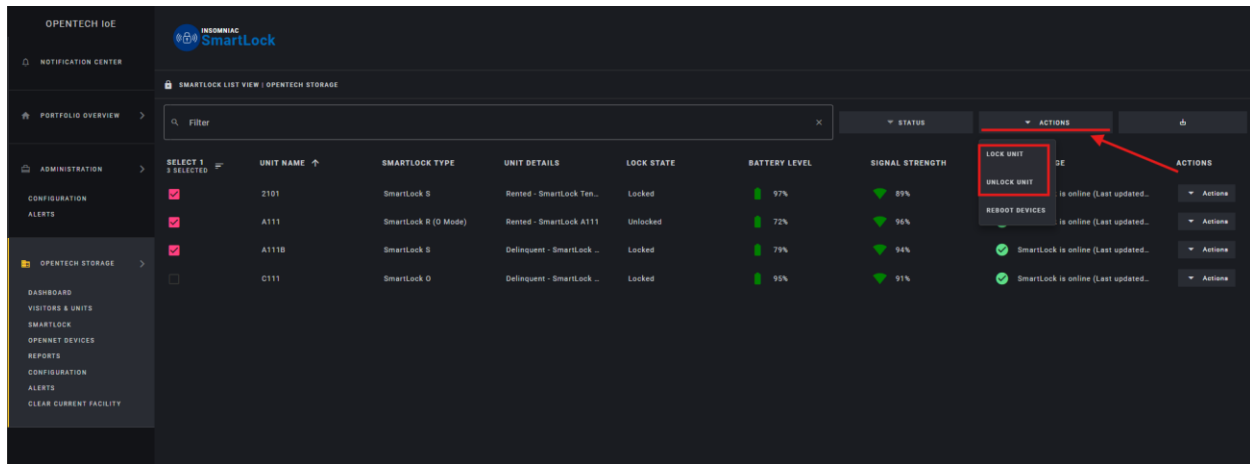
1. Navigate to the SmartLock page for your facility as described above.



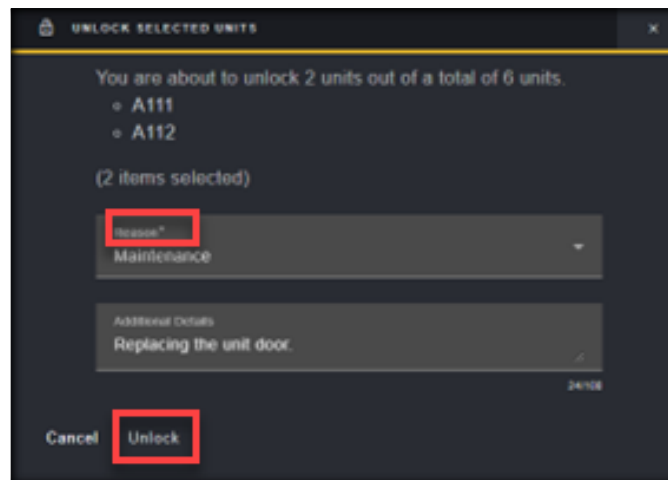
2. Select up to 10 SmartLock O devices to unlock (at one time) by checking the box next to each SmartLock you wish to unlock. You may need to provide a reason for unlocking, so the reason should be the same for all the locks you select at one time.



3. The options to Lock and Unlock the unit appear in the top right under 'Actions'; select '**Unlock Unit**'.



- If prompted, provide an unlock reason and any additional details,* then press **Unlock**.



*Reasons and details can be viewed from reports found in the REPORTS section of the navigation menu.

Locking the SmartLock® O

Remote Locking via the Control Center

Authorized managers can lock any unit remotely through the Control Center. Follow the same steps described above for **Unlocking via the IoE Control Center**, but in Step 3, select '**Lock Unit.**'

SmartLock Internal Alarm Feature

Every SmartLock O includes a built-in internal alarm feature. This is a **software-based status alert**, not an audible alarm. When triggered, the SmartLock's status in Control Center changes to **Alarm**, allowing managers to investigate.

What Triggers the Alarm

The alarm is triggered by the SmartLock's internal tilt sensor when a unit door is opened under suspicious conditions:

- **Door rolls up while the SmartLock is locked** – indicates the locking mechanism may have been cut or removed. Applies to roll-up doors only.
- **SmartLock is locked but the hasp is unlocked** – indicates the hasp was forced open. Applies to all door types.

Setting Up Alarm Alerts

Configure Control Center to send **email or text notifications** when an alarm is triggered, so you do not need to monitor the SmartLock page constantly.

1. **Navigate to Facility > Alerts > General** in Control Center.
2. Toggle **Email** and/or **Phone** alerts on as needed, then click **Save**.
3. **Navigate to Facility > Alerts > Event Types > OpenNet Events > Lock Alarm**.
4. Adjust settings as desired and click **Save**.

Tip: Setting up alarm alerts is strongly recommended. Without them, a triggered alarm will only be visible if someone is actively viewing the SmartLock page in Control Center.

Basic Troubleshooting

Many common SmartLock issues can be resolved without contacting support. The steps below cover the most frequent situations.

Power Cycling a SmartLock

Power cycling is the first step for most SmartLock issues, including a lock that is unresponsive, stuck in an alarm state, or not communicating with Control Center.

Battery Pull

1. Remove the battery pack using the removal key (see Battery Monitoring and Replacement above).
2. Wait **30 seconds**.
3. Reinsert the battery pack. You will see the startup LED sequence.

Important: After any power cycle, wait up to 5 minutes for the Wirepas network to re-establish before sending lock/unlock commands or assuming the issue continues.

Lock Not Responding to Remote Commands

If a SmartLock is not responding to Lock or Unlock commands from Control Center:

- **Check OpenNet status** – in the Facility Dashboard, look at the Quick Status circles. If INSOMNIAC® OpenNet™ shows a warning or error, it may be affecting SmartLock operation across the facility.
- **Test another lock** – send a command to a different SmartLock to confirm whether the issue is with one lock or the whole network.
- **Power cycle the SmartLock** – follow the steps above.
- **Check for obstructions** – vehicles or debris blocking line of sight between locks and access points can temporarily reduce signal. Signal will recover once cleared.
- **Contact support** – if the issue persists after power cycling and the network appears healthy, contact the OpenTech Support Team.

Lock Stuck in Alarm State

If a SmartLock shows an Alarm status in Control Center but appears physically fine:

1. **Verify the physical state** – ensure the door is fully closed and the slider bar is completely in the locked position.
2. **Send a lock or unlock command** from Control Center to prompt the sensors to re-check the current state.
3. **Power cycle the SmartLock** using either method mentioned previously.
4. **If the alarm state persists**, contact OpenTech Support.

For more guides and information, check out the [OpenTech Resource Library](#) or [Help Center](#).

Contact the OpenTech Technical Support team

Website: [Support - OpenTech Alliance, Inc.](#)

Email: support@opentechalliance.com

Phone: [602-773-1700](tel:602-773-1700)

(For international toll-free numbers, visit our website support page)