

INSOMNIAC SmartLock® R Operation Guide

The INSOMNIAC SmartLock® R attaches to an existing compatible hasp or latch to provide remote locking, overlocking and unlocking capabilities for tenants and managers. Tenants may add a personal lock if desired.



This guide provides an overview of basic steps for locking, unlocking, monitoring and reporting, plus text messaging with tenants.

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LED Status Indicator

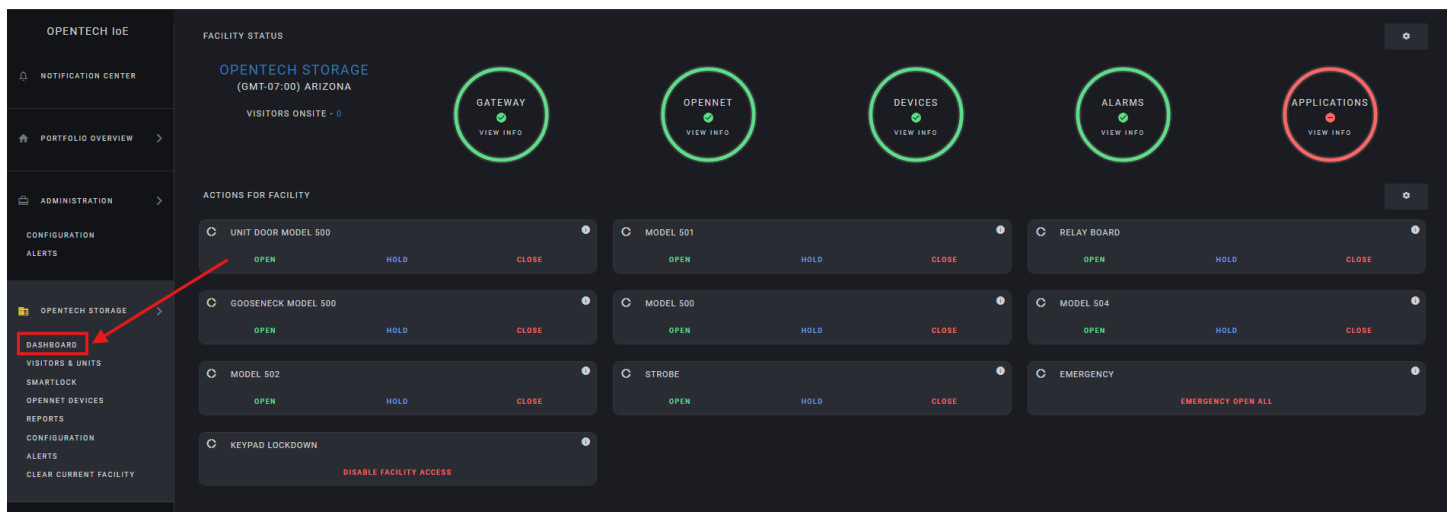
The LED Indicator is the best indication of the current state of the SmartLock. Please refer to the table and diagram below.

ITEM	STATE	LED INDICATION
1	BOOT	RED, GREEN, BLUE
2	FINDING NETWORK	WHITE
3	DSIDCONNECTED	BLINKING - RED
4	CONNECTED TO NETWORK	MAGENTA
5	BLE CONNECTION PENDING	BLINKING - BLUE
6	INVALID PASSCODE	RED
7	PASSCODE TIMEOUT	BLINKING - RED
8	ACCEPTED PASSCODE	GREEN
9	SUCCESSFUL LOCK	THREE GREEN
10	READY TO LOCK	BLINKING - YELLOW
11	PAIRING TO NETWORK	CYAN

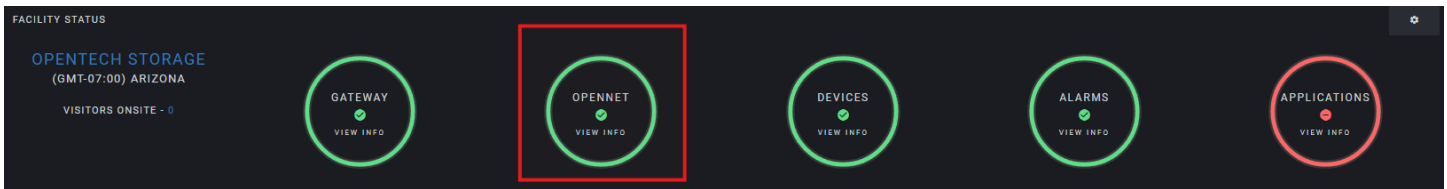
Monitoring, Visualization, Reports

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.

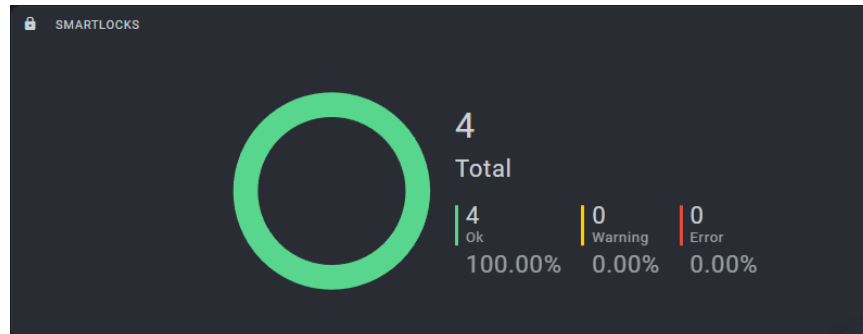
In the Control Center navigation menu click **DASHBOARD** under your facility name to open the main page.



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 is 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.

OPENTECH IoE

INSOMNIAC SmartLock

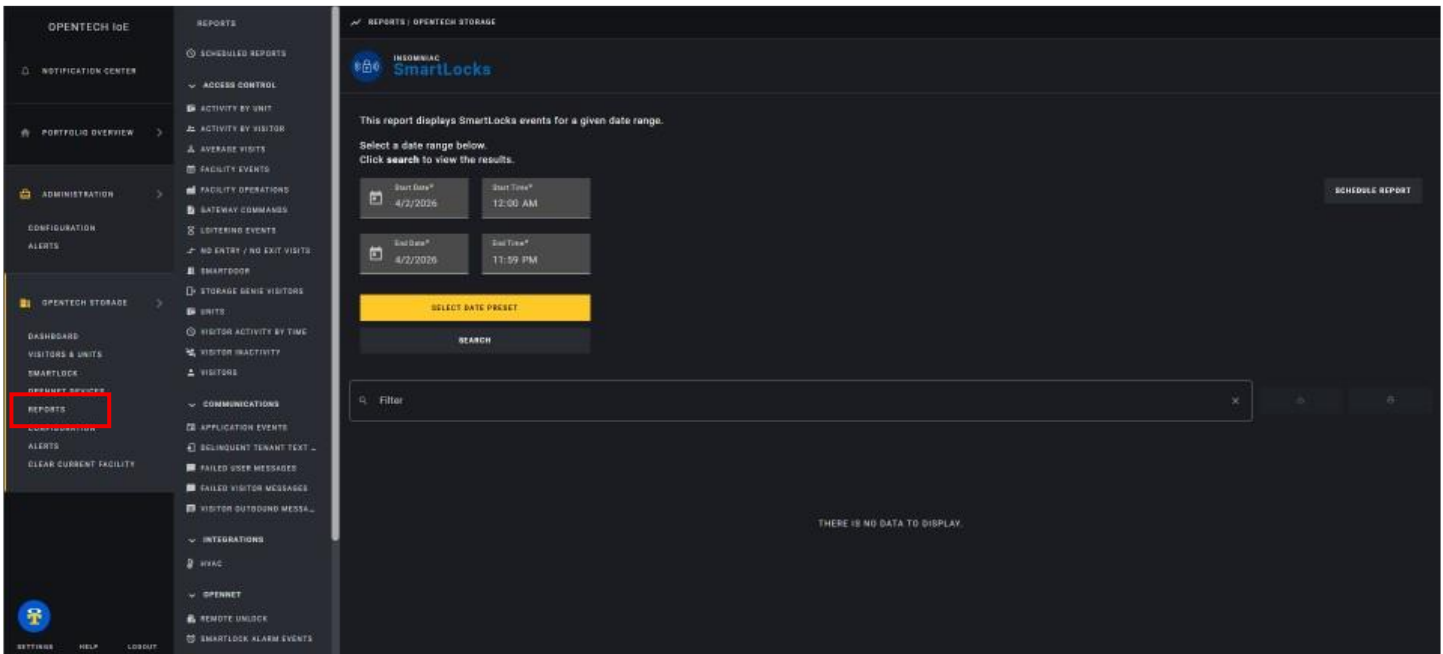
SMARTLOCK LIST VIEW | OPENTECH STORAGE

Filter

SELECT 4	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 (O 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 **REPORTS** to open a column of options.



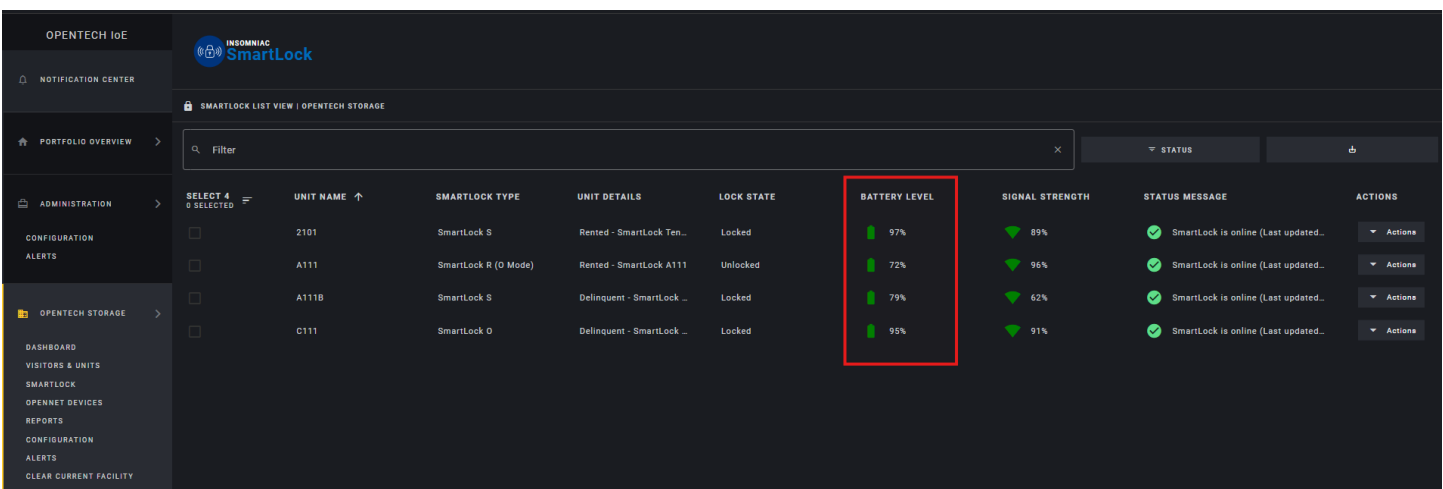
Understand Locking and Latching

It is important to understand there are two parts to using the SmartLock R: the electronic lock mechanism and the manual latch mechanism. The digital lock cannot be fully engaged unless the latch is manually set to the locked position. The electronic device may be operated remotely and via Bluetooth but the latch position is always managed manually, usually by the tenant.

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® R

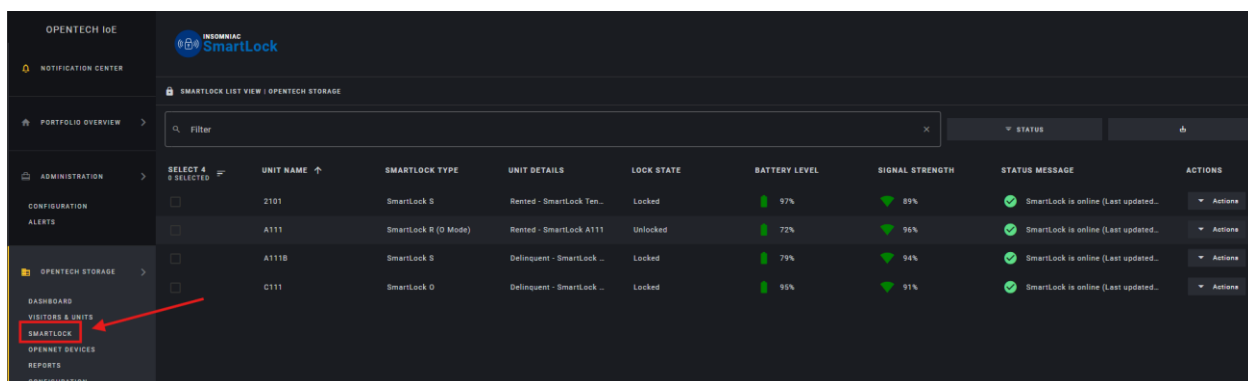
There are multiple options for unlocking a SmartLock R. In general, managers unlock remotely through the Control Center if a vacant or previously overlocked delinquent unit needs to be unlocked. Tenants unlock manually or by using the mobile app.

Remote Unlocking via the IoE Control Center

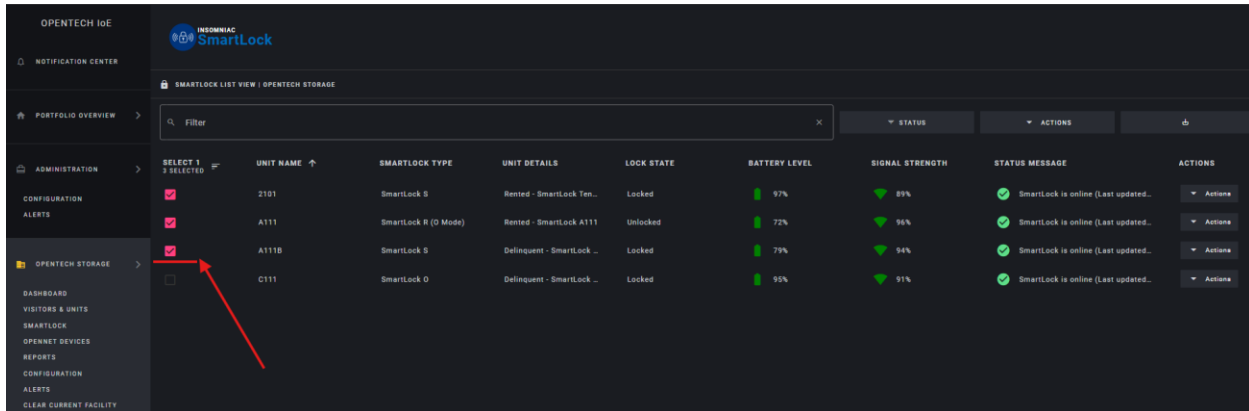
Authorized managers can unlock any unit remotely through the Control Center. This will only disable the electronic lock. Manually move the latch lever to UNLOCK and remove any padlock or added mechanical locks to open the unit.

Important: When remotely unlocking a rented unit, Control Center will send a text message to the tenant notifying them of the unlocked status of the unit. This message is sent to the contact number listed in Control Center; if that contact information is missing, the message will not be sent.

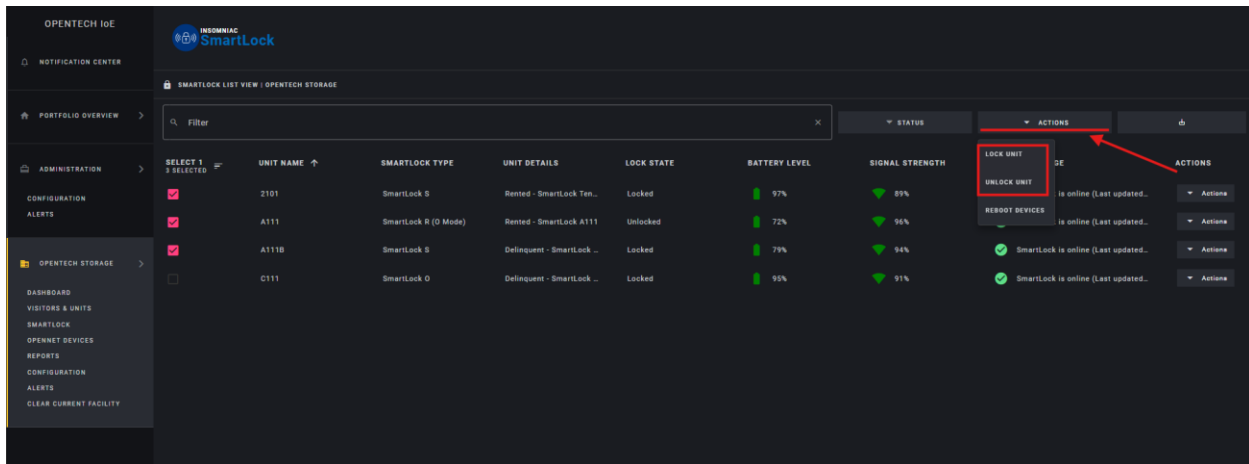
1. Navigate to the SmartLock page for your facility as described above.



- 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.

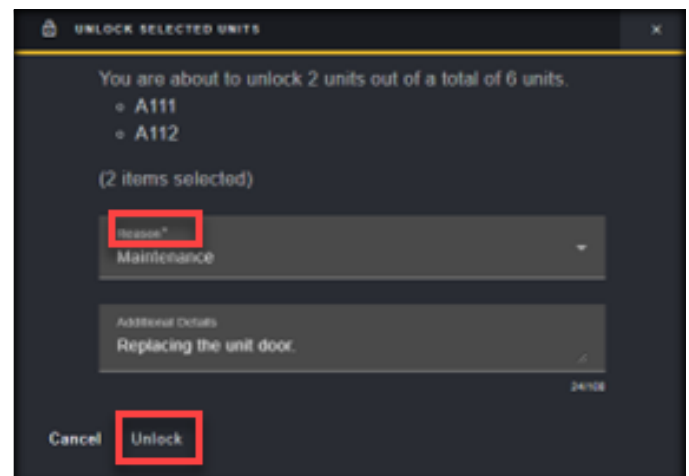


- The options to Lock and Unlock the unit appear in the top right under 'Actions'; select 'Unlock Unit'.



- 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.



Manual Unlocking via Touchpad

Manually unlocking a SmartLock R requires the SmartLock Access Code that is assigned to the lock. This is how tenants often unlock their units.

Important! Each button on the touchpad works for each of the two numbers (1 or 2) (3 or 4), etc.). **This is not intuitive for everyone**, so understand and be prepared to explain it to tenants.

Ex: to enter the number 2 on the SmartLock, press this button once: **1•2**

Ex: to enter the code *1321# - enter **1321** (no symbols) by pressing in order: **1•2, 3•4, 1•2, 1•2**

1. Enter the SmartLock Access Code using the multi-digit touchpad on the SmartLock.

Enter numbers only

1•2, 3•4, 5•6, 7•8, 9•10

No symbols (yet)

***•#**

2. After you enter the Access Code numbers, and THEN press the *•# button to submit the code. The lock blinks **green** for a successful unlock, **red** if the code entered was denied.

3. Move the latch lever to UNLOCK to open the unit.



Unlocking via Mobile App (Bluetooth®)

Unlocking a SmartLock R using a mobile device is generally a tenant activity. It requires the SmartLock Access Code assigned to the lock and a Bluetooth-enabled mobile device with OpenTech’s **Storage Genie®** app installed. This is how to download and set up the app for SmartLock use:

Google Play Store:

https://play.google.com/store/apps/details?id=com.opentech.storagegenie&hl=en_US

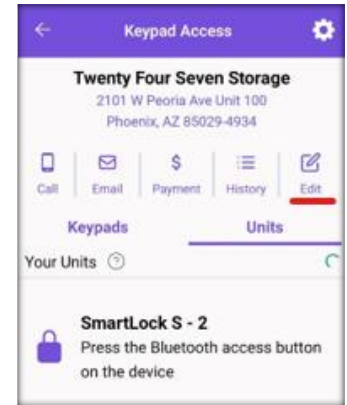
Apple Store:

<https://apps.apple.com/us/app/storage-genie/id1266354633>

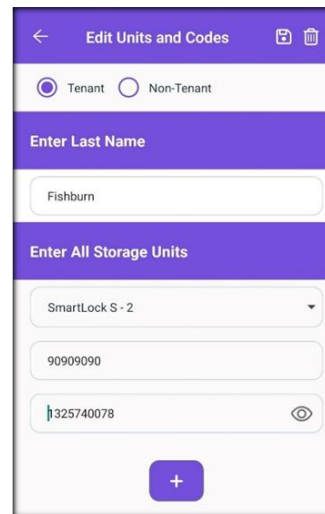
Storage Genie Beginner’s Guide for SmartLock Setup (video):

<https://vimeo.com/1068255429?share=copy#t=0>

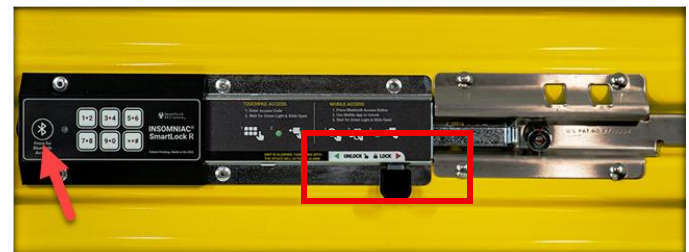
1. After you download the app, open Storage Genie and navigate to your facility. Add or Edit your unit access by clicking the Edit Button.



2. Select your unit and add your SmartLock Access Code to your access information. Save.



3. Now press the Bluetooth button on the SmartLock and it will blink **blue** until it connects to the mobile device and the Storage Genie app to unlock the SmartLock.
4. Move the latch lever to UNLOCK and remove any padlock or added mechanical locks to open the unit.



Locking the SmartLock® R

Authorized managers can lock any unit remotely through the Control Center. This will secure any unit that is latched.

Follow the same steps described above for **Unlocking via the IoE Control Center**, but in Step 3, select 'Lock Unit.'

Assigning a SmartLock to an Existing Tenant

When a SmartLock is added to an **already-occupied unit**, you must manually regenerate the tenant's access code after the assignment. For new tenants renting an unoccupied unit, this process is automated and no action is needed.

Important: *If this step is skipped, the tenant may receive an incompatible or non-working access code. Always regenerate the code when adding a SmartLock to an occupied unit, even if no error message appears.*

How to Regenerate an Access Code

1. In Control Center, navigate to the **SmartLock Dashboard** for your facility.
2. Locate the SmartLock for the unit and click the **Actions** button.
3. Select **Access Code Control**. You will see the tenant's current access information.
4. Click the **Actions** button next to the tenant's information, then select **Regenerate Code**.
5. Allow up to **2 minutes** for the update to reflect in Control Center. Any error message will clear once the new code is assigned.

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.

Tenant Text Messaging

OpenTech can send SmartLock-generated text messages from the IoE Control Center on your behalf only if:

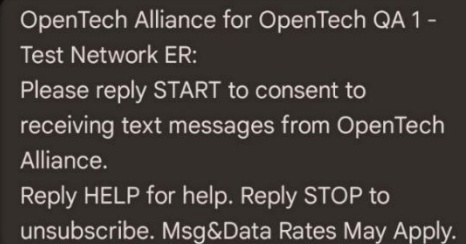
- Your Property Management Software (PMS) provides OpenTech with the customer's contact information, **and**

- You are not using the PMS access code for both the SmartLock and CIA Keypads, and
- The tenant consents to receive text messages.

Request for Consent to Text

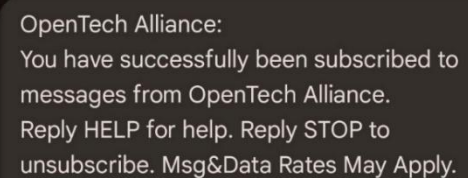
When OpenTech contacts a tenant for any reason, the Control Center will send a text message to the phone number provided by your PMS to request permission for further texting communications.

If the tenant replies with consent, OpenTech will continue sending notifications. If a tenant does not consent, the Control Center will halt text communications until consent is given.



OpenTech Alliance for OpenTech QA 1 - Test Network ER:
Please reply START to consent to receiving text messages from OpenTech Alliance.
Reply HELP for help. Reply STOP to unsubscribe. Msg&Data Rates May Apply.

START

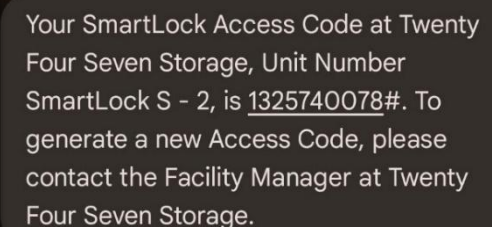


OpenTech Alliance:
You have successfully been subscribed to messages from OpenTech Alliance.
Reply HELP for help. Reply STOP to unsubscribe. Msg&Data Rates May Apply.

Examples of Text Messages

SmartLock Access Code

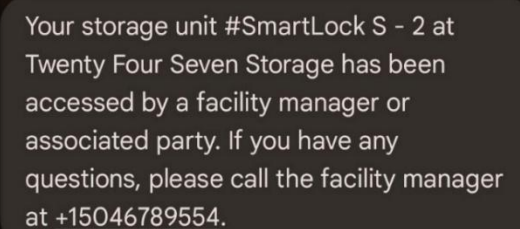
Any time SmartLock Access Code is generated by the system, the Control Center sends a text message to the tenant's phone number as provided by the PMS, informing the tenant of the access code.



Your SmartLock Access Code at Twenty Four Seven Storage, Unit Number SmartLock S - 2, is 1325740078#. To generate a new Access Code, please contact the Facility Manager at Twenty Four Seven Storage.

Notice of Authorized Access

When you determine there is a (legal) need to access the storage unit of a tenant in good standing, the Control Center sends a text message to the tenant on your behalf to provide notification.



Your storage unit #SmartLock S - 2 at Twenty Four Seven Storage has been accessed by a facility manager or associated party. If you have any questions, please call the facility manager at +15046789554.

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)