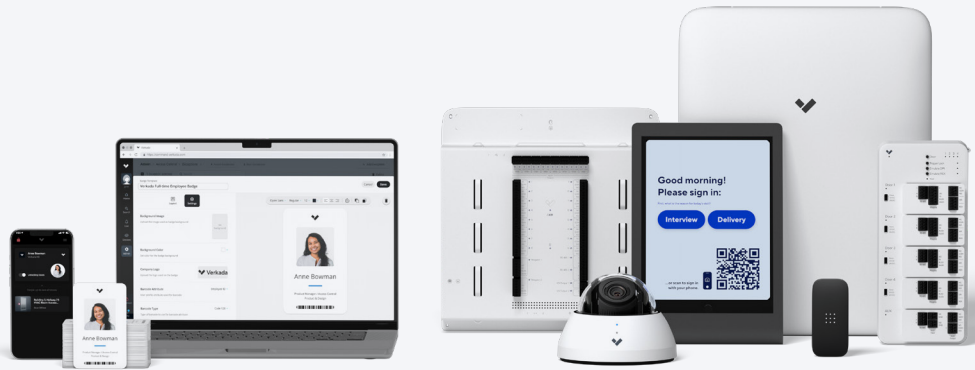


Bluetooth Unlock with Verkada Access Control

Verkada's Bluetooth unlock feature allows users to conveniently & securely unlock doors from their smartphones.



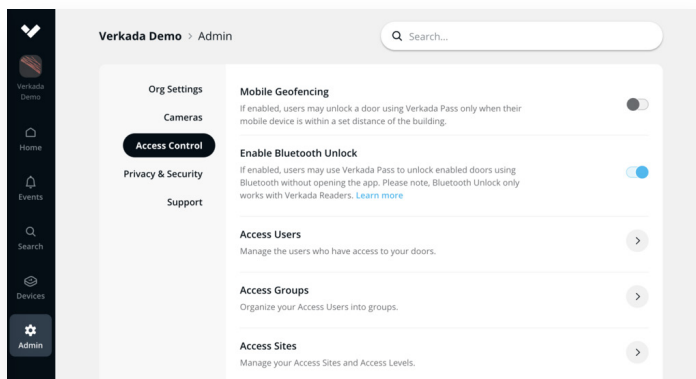
Command configuration

Bluetooth unlock needs to be enabled on the following levels:

- Organization Level
- Site Level
- Door Level
- User Level

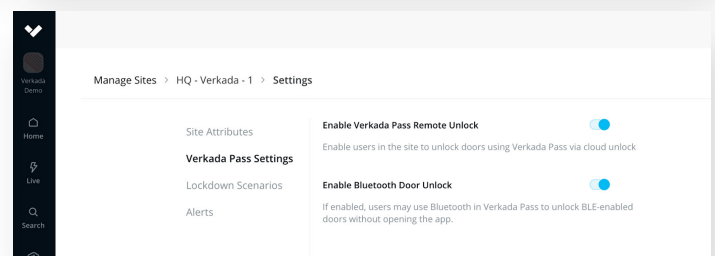
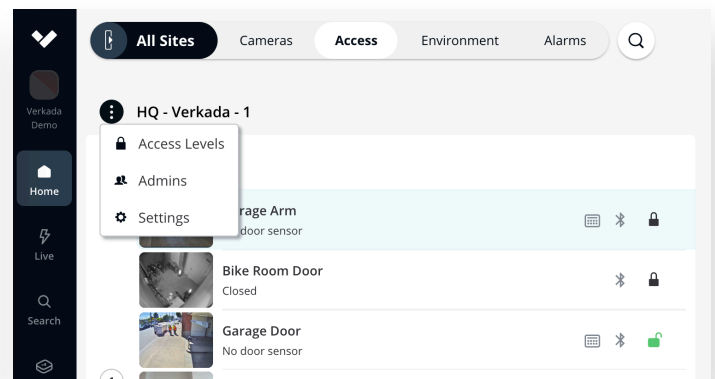
Organization level configuration

1. Select the **Admin** page in the left-hand menu
2. Select the **Access Control** tab
3. Toggle on **Enable Bluetooth Door Unlock**



Site level configuration

1. From the **Access** tab on the **Home** page select **Settings** from the site menu
2. Under **Verkada Pass Settings** toggle on **Enable Bluetooth Door Unlock**



Door level configuration

1. Navigate to the **Installer Settings** menu for each door
2. Toggle on **Bluetooth Unlock (Verkada Pass)**
3. Set the **Bluetooth Unlock Distance**

- Immediate: phone needs to touch the reader
- Near: Phone needs to be around 2 to 3 ft of the reader
- Far: Phone needs to be around 7 to 8 ft of the reader
- Custom: set your own RSSI value

Note: The distance a phone will unlock a door via Bluetooth depends on multiple factors including the material the reader is mounted on. This can result in varying unlock distances with the same configuration. Hold the phone at the distance you would like to unlock the door and adjust the settings until the unlock succeeds.

4. **Bluetooth Unlock Cooldown Time** is the delay between subsequent Bluetooth unlock attempts from the same phone
5. **Beep on Bluetooth Unlock** will have the Verkada reader beep each time a Bluetooth unlock is attempted

Bluetooth Unlock

Eligible Verkada Pass users can unlock this door via Bluetooth

Unlock Proximity

Far

The approximate distance between the reader and the device to unlock

Bluetooth Cooldown

5

Seconds

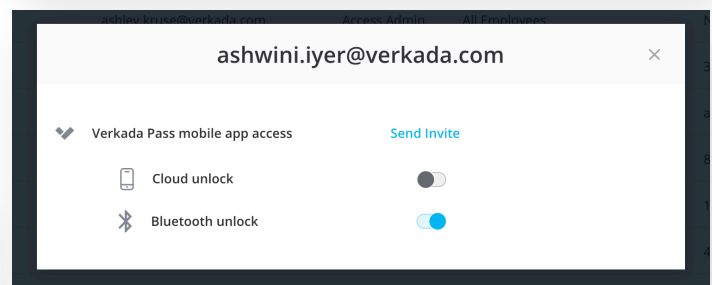
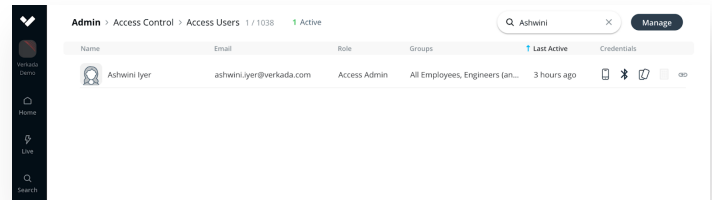
Interval between Bluetooth door unlocks

Beep On Bluetooth Unlock

Eligible Verkada reader will beep when unlocked via Bluetooth

User level configuration (Individual)

1. Navigate to **Admin** then select **Access Control** and **Access Users**
2. Navigate to each access user that should have Bluetooth unlock permissions
3. Under their **Profile** enable the **Bluetooth unlock** toggle

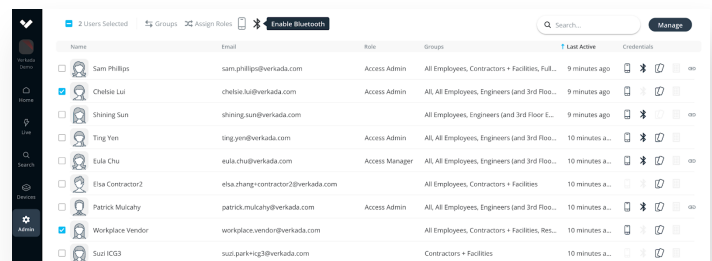


User level configuration (Bulk)

Bluetooth unlock can be enabled simultaneously for multiple users as follows:

1. Navigate to Admin then select Access Control and Access Users
2. Select the checkbox next to each user that should have Bluetooth unlock permissions
3. Once all the desired users are selected click the Enable Bluetooth button

Note: An email address is required to enable Bluetooth unlock. If you select a user without an email the bulk enable option will be disabled until the non-email user(s) are deselected.



Verkada Pass configuration guidelines

Verkada Pass and Verkada readers are required for Bluetooth unlock. Users must have location sharing “always on” (iOS) and “when in use” (Android) enabled on their respective devices. Bluetooth permissions must be enabled on the user’s profile and Bluetooth enabled on the door they are trying to unlock.

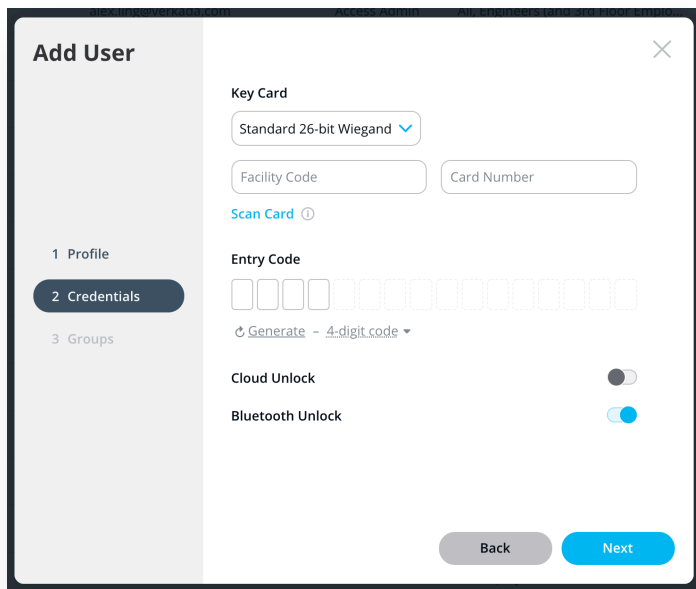
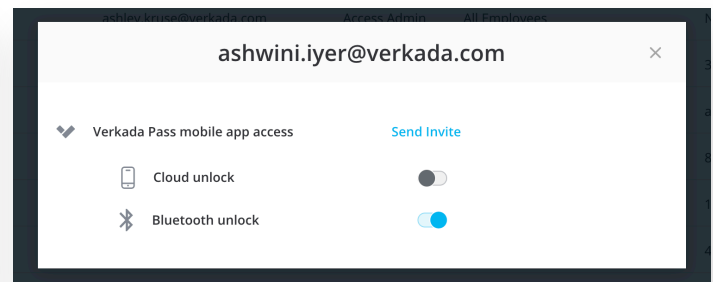
Two types of credentials:

- Bluetooth
 - Will only work with Verkada Readers
- Remote Unlock
 - Does not require Verkada readers, or any reader for that matter
 - Geofence where users can use this feature

Inviting a user to Verkada Pass (Individual)

A user is sent an email invite to Verkada Pass when at least one of the following is true:

- **Bluetooth unlock** is toggled on during the add user flow each time a Bluetooth unlock is attempted
- **Bluetooth unlock** is enabled under the user’s profile

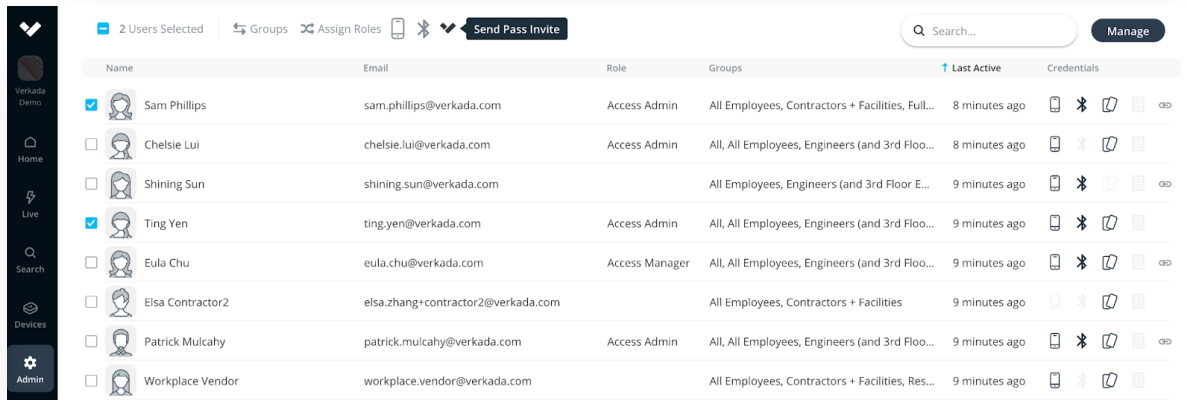
- The **Bluetooth Unlock** and **Cloud unlock** columns in the CSV upload are set to True

Inviting a user to Verkada Pass (Bulk)

Multiple users can be invited simultaneously via the **Access Users** tab

- Navigate to the Access Users tab
- Select the checkbox next to each user that should have access to the Verkada Pass app

Once all the desired users are selected click the **Send Pass Invite** button



Name	Email	Role	Groups	Last Active	Credentials
<input checked="" type="checkbox"/> Sam Phillips	sam.phillips@verkada.com	Access Admin	All Employees, Contractors + Facilities, Full...	8 minutes ago	[Icons]
<input type="checkbox"/> Chelsie Lui	chelsie.lui@verkada.com	Access Admin	All, All Employees, Engineers (and 3rd Floo...	8 minutes ago	[Icons]
<input type="checkbox"/> Shining Sun	shining.sun@verkada.com		All Employees, Engineers (and 3rd Floor E...	9 minutes ago	[Icons]
<input checked="" type="checkbox"/> Ting Yen	ting.yen@verkada.com	Access Admin	All, All Employees, Engineers (and 3rd Floo...	9 minutes ago	[Icons]
<input type="checkbox"/> Eula Chu	eula.chu@verkada.com	Access Manager	All, All Employees, Engineers (and 3rd Floo...	9 minutes ago	[Icons]
<input type="checkbox"/> Elsa Contractor2	elsa.zhang+contractor2@verkada.com		All Employees, Contractors + Facilities	9 minutes ago	[Icons]
<input type="checkbox"/> Patrick Mulcahy	patrick.mulcahy@verkada.com	Access Admin	All, All Employees, Engineers (and 3rd Floo...	9 minutes ago	[Icons]
<input type="checkbox"/> Workplace Vendor	workplace.vendor@verkada.com		All Employees, Contractors + Facilities, Res...	9 minutes ago	[Icons]

iOS permissions

Bluetooth unlock requires the following:

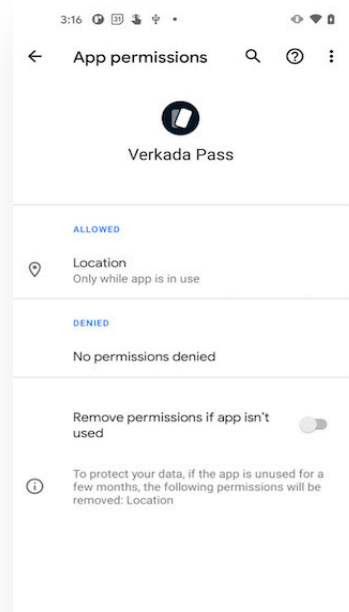
- Verkada Pass app needs to be running in the background (in your app switcher, does not need to be in the foreground)
- Location services need to be "always"
- Bluetooth permissions need to be on
- Bluetooth needs to be on



Android permissions

Verkada Bluetooth Unlock requires the following:

- Verkada Pass app notification should be in the notification center (this allows Verkada Pass Bluetooth to work when the app is closed)
- Location services need to be "Only while app is in use"
- Bluetooth needs to be on



Location Services with Pass App

Verkada Pass App only uses a user's location locally on the phone. Verkada does not log it, and does not send to our servers.

Verkada Pass uses location services for these three purposes:

1. Geofencing remote unlock: if geofencing is enabled on the Org level, the Pass App will use user's location locally on the phone to check if it's within a defined radius of the building and to determine if user is allowed to unlock Doors from the All Doors tab remotely. [Location permission level needed: When In Use]
2. Background BLE Unlock: the Pass App uses the geofence region monitoring setup for each building location to "wake up" the app when you approach the building and start BLE advertisement. This ensures a smooth BLE unlock experience when the app is in background. [Location permission level needed: Always]
3. Nearby tab: Pass App uses iBeacon advertisements from the Reader to show doors in the Nearby tab that are close to you. On iOS, iBeacon API is part of the Location API, so the Pass App needs Location permission to use it. [Location permission level needed: When In Use]

Troubleshooting

If you are experiencing issues with Bluetooth unlock, try the following:

- Verify that organization, site, door, and user settings all have Bluetooth unlock enabled as above
- iOS
 - Verify that Verkada Pass has location set to "always on" and Bluetooth is on
 - Toggle the Bluetooth permission in the Settings app for the Verkada Pass app
- Android
 - Android users may need to reboot their phone after the installation to get the Bluetooth unlock feature initialized
 - Android Bluetooth is a bit slower than iOS Bluetooth, so users may need to get it closer to the reader and keep it there for a few seconds.
 - Disable NFC on that door if you are not using HF cards
- Getting keycard denied events when trying to unlock the door with Bluetooth?
 - The phone's NFC chip is being scanned by the HF antenna on the Verkada Reader. This is probably caused by Apply Pay or Google Pay
- Are you exclusively using low-frequency cards? If so, disable NFC Card Unlock to resolve this issue:
- If you are using high-frequency cards (Mifare or Desfire), it is recommended that you increase the Unlock Proximity to Near (or set a custom Bluetooth Unlock RSSI value that is less than -35 such as -40 or lower):

NFC Card Unlock

Users can unlock this door with high frequency access cards



Unlock Proximity

The approximate distance between the reader and the device to unlock

Near 

- Still not working?
 - Uninstall/reinstall the Verkada Pass app
 - Reboot your mobile device
 - Toggle Bluetooth permissions off, and then on, again.
- Contact Verkada Technical Support if you are still experiencing issues

Note: Doors will not log Bluetooth unlock events while the door shows as open.