



USER MANUAL
Argo 2.0

About this manual

Dear Customer,

Thanks for choosing this innovative ISEO product, designed and developed following the highest standard of production, for an effective user-friendly and, at the same time, powerful and flexible access control.

This manual explains, in an easy and intuitive way, the functions, configurations and characteristics of Argo and the ISEO Zero1 Access control devices, Smart series.

For commercial documents (catalogues and leaflets), technical documents (installation and maintenance manuals) and certifications, refers to the ISEO Zero1 website at the following link:

<http://gamma.iseozero1.com/en/controllo-accessi/>

Notices

- Please read this manual before using Argo to ensure a safe and proper use.
- Images and screenshots may vary by device, software or service provider.
- Applications and their functions may vary by country, region or hardware specification.
- Argo is supported only in the official releases of iOS and Android. ISEO is not liable for performance issues or incompatibilities caused by jailbroken phones.

Information icons

For an easy reading of the manual, please take note of the following icons:



CAUTION: situation that could cause damage to your device or other equipment.



NOTE: notes, suggestions and additional information.

About this manual

Information on copyright

- No part of this guide may be reproduced, distributed, translated, or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or storing in any information storage and retrieval system, without the prior written permission of ISEO.
- ISEO reserves the right to change the specifications of the hardware and software described in this manual at any time and without prior notice.
- ISEO will not be held liable for any damages resulting from the use of this product.

Trademarks

- The Apple logo, Apple™, iPhone™, iPad™ and App Store™ are trademarks of APPLE Inc.
- The Android logo, Google™, YouTube™, Google Play™ Store are trademarks of Google Inc.
- Bluetooth® is a registered trademark of Bluetooth SIG, Inc. worldwide.
- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries.
- MIFARE® is a registered Trademark of NXP B. V.
- All other trademarks and copyrights are the property of their respective owners.

Keywords

- **Access control device:** electronic and/or mechanical device to allow selective access through the users' door.
- **Contactless card:** electronic card that can be read by the *Access control device*, by simply bringing it closer to the same, without physical contact.
- **Credential:** device that allows to identify the user and authorize or not authorize access through a door. For example: smartphone, tablets, Mifare cards or Mifare tags.
- **Door:** passage which access is electronically controlled by the *Access control device*.
- **Master Card:** *Contactless card* used to program the system.
- **Master Card set:** set of three *Master Cards* numbered from 1 to 3, belonging to the same *System code*. The *Master Card* of higher number disable the *Master Card* of lower number.
- **Opening time:** time during which a door remains open, following a standard opening through credential.
- **Programming mode:** software condition, feasible by *Master Card*, that allows software modification to the *Device*.
- **Smart series:** *Access control devices* featuring a built-in Bluetooth radio.
- **System code:** unique number associated to a *Master Card set*.
- **User card:** *Contactless card* used to open one or more doors.
- **Users list:** list of *User cards* enabled to open an *Access control device*.

Table of Contents

About this manual

- 3 Notices
- 3 Information icons
- 4 Information on copyright
- 4 Trademarks
- 4 Keywords

Overview

- 6 What's Argo
- 7 Argo 2.0
- 8 Requirements
- 9 Access control devices
- 10 Master Cards set
- 11 Credentials

Getting started

- 13 What you need
- 14 Initialization of the Access control device
- 15 Start Argo
- 16 Enter Programming mode
- 17 Add the smartphone as credential to open the door
- 18 Change the door name
- 19 Open the door

Basics

- 20 Users menu
- 21 Add users
- 22 Add users typing ISEO card number
- 24 Add user typing Mifare card UID
- 26 Add users without Argo app
- 27 Delete users
- 28 Delete users without Argo app
- 29 Read events
- 30 Door info
- 31 Advanced settings
- 32 Versions

Advanced

- 33 User type and functions
- 34 Card user parameters
- 35 Smartphone user parameters
- 36 Users list overview
- 37 Tap & Hold menu
- 38 Enable passage mode
- 39 Block standard user
- 40 Change PIN code
- 41 Enable passage mode without Argo app
- 42 Block standard user without Argo app
- 43 Battery Levels
- 44 Copy users
- 45 Transfer users
- 47 Software upgrade
- 48 Dump Information
- 49 Updating of Master Card level
- 49 Master Cards set replacement and updating of system code
- 50 Events log messages
- 52 Operations summary without Argo app
- 53 Technical data summary table
- 54 In-app pairing
- 55 In-app pairing improves security

Troubleshooting

- 56 Argo app error messages
- 57 Lights and acoustic signals
- 58 Technical assistance

Overview

What's Argo

Argo is an app for smartphones, *Bluetooth Smart* ready, that allows easy re-key of your doors. Cards, tags or smartphones can be intuitively added or deleted with your smartphone.

Thanks to the *Bluetooth Smart* technology, even iPhone users can now open any door equipped with an *Access control device* of the *Smart series*, without any additional hardware plug-in for iPhone.

Up to 300 users can be added, deleted and edited for extra functionalities. The list of users can be transferred from door to door.

300 USERS



Administrators can read out the last 1000 events of each door and send the report via e-mail.

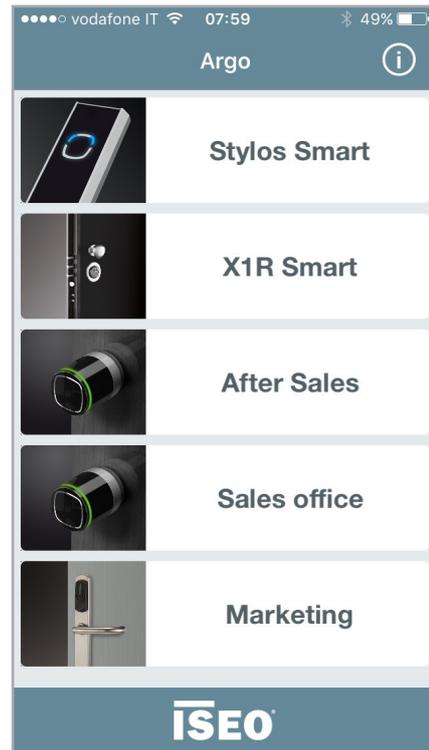
1000 EVENTS



Overview

Argo 2.0

Argo 2.0 it's the new version of Argo, and it comes with a new graphic interface. Argo icon and colors have been renewed, as well as pictures and menu icons.



This version offers also the next new features:

- *In-app pairing.*
- *In-app language selection.*
- *Tap & Hold shows only the enabled functions.*
- *Add Mifare card typing UID.*
- *Advanced setting menu.*
- *New compatible devices: Aries Smart fully supported, x1R Smart and Stylos Smart supported in a Beta version.*

See new features full explanation in the next pages.



To know more about Argo 2.0, watch the tutorial “Argo 2.0 What’s New” at: <https://app.iseo.com/?parm=ARGO&lang=en&folder=argo-update>

Overview

Requirements

You can find *Argo app* free for download from the *App Store* (iOS) or *Google Play* (Android).



iOS

- From iPhone 4s with iOS 7 and above.

Android™

- From version 4.3 (Jelly Bean), featuring *Bluetooth Smart Ready* hardware.



Visit <http://app.iseo.com/> website, to find the last updated smartphone supported list and much more information about the *Argo app*.

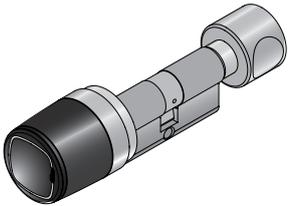


Remember to enable the *Bluetooth* on your smartphone prior to use the *Argo app*.

Overview

Access control devices

The next ISEO Zero1 Access control devices, *Smart series*, are conceived to work with *Argo*.



Libra Smart

It is the utmost evolution of ISEO electronic cylinder, totally conceived, developed and manufactured in Italy.



x1R Smart

It is an electronic lock with a motor-driven bolt closing mechanism with built-in digital control, specifically developed to be installed on armored doors.



Aries Smart

It is an electronic trim set. Smart and stylish, with several finishes, Aries easily adapts to any type of environment, from classical to modern.



Stylos Smart

It is a flexible modular and integrated off-line access control system. It is available in version with display and numeric keypad, or with Leds. For wall or built-in assembly.



To simplify the reading of this manual, pictures and descriptions are mainly referred to **Libra Smart**. The same are also applicable to the other *Smart series* devices. In case of differences, or specific function or characteristic of each single product, refer to the dedicated chapter.

Overview

Master Cards set

Master Cards are used to configure and manage the Access control system. The set of Master Cards consists of 3 cards numbered from 1 to 3.



Each set of master credentials has a univocal system's code. During the initialization phase with *Master Cards*, the system's code and the relative set of *Master Cards* is associated to the devices.



An improper method and sequence of use of the master credentials could damage the system; therefore we recommend to pay attention to use it in the right way.

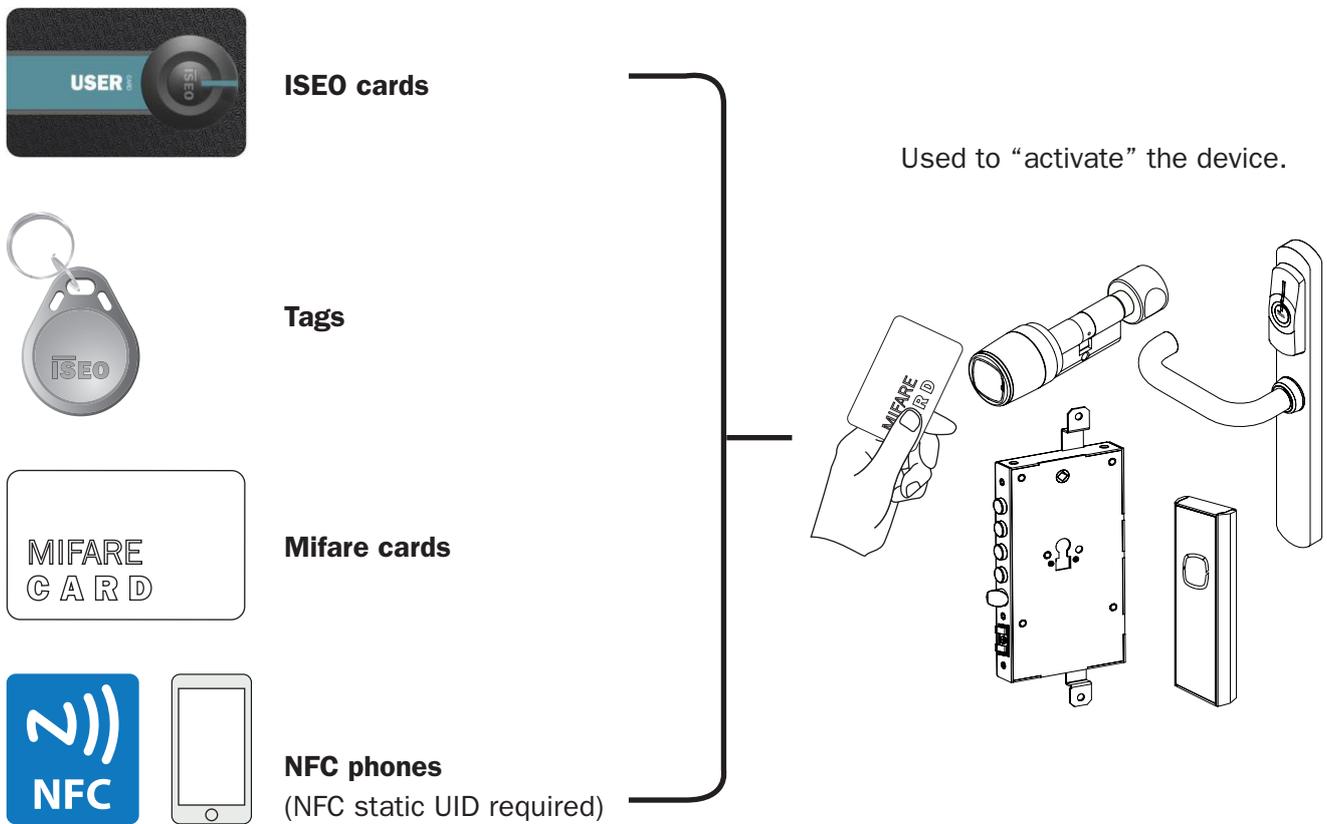


In case a *Master Card* is lost or damaged, see the related chapter *Updating of Master Card level*.

Overview

Credentials

Smartphone with the *Argo app*, ISEO cards, Mifare cards (ISO14443A/14443B), Mifare Desfire (works reading out the card UID), tags or NFC phones (13,56Mhz, NFC static UID required), can be used as door keys. Just present the credentials a few centimeters from the reader, or in case of smartphone within a radius of 10mt, and the door will unlock.



Overview

**Notes on NFC Phones**

- *ISEO Smart Devices* are able to read the UID of NFC phones in Mifare card emulation.
- The UID is generated from the *NFC Secure Element*. The *Secure Element* can be either embedded in the phone, by the phone manufacturer, or in the SIM, supplied from the *Mobile Telecom Operator*. ISEO cannot track all possible combinations (phones models and mobile operator SIM), in this fast evolving technology world.
- The UID must be static (always the same). We are aware that many phones generate a random (rolling) UID, which might depend from the SIM or from the embedded *Secure Element* in the phone, and this will, in most cases, depend on the phone configuration. Phones random UID will not work on the doorlock, as the UID is memorized, but the second time will not open as it is different.
- ISEO cannot guarantee that the UID is not replicated or emulated from other devices or phones, as it is always readable from the phone, and it is transmitted not encrypted to the doorlock.

**Notes on Mifare Cards UID**

- *ISEO Smart Devices* are able to read the UID of Mifare card.
- Iseo cannot guarantee that the UID is not replicated or emulated from other devices or phones as it is always readable from the card and it is transmitted not encrypted to the doorlock.

**About Iseo Cards**

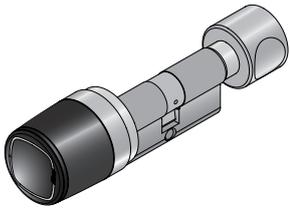
ISEO Cards is a particular Mifare Card (1K), specifically developed by Iseo, with an encrypted UID. This allow an higher level of security in the trasmission between the card and the doorlock.

As result of the above two notes

To obtain the best security, ISEO recommends to use for phone the *Argo app*, and for cards the *ISEO Cards*.

Getting Started

What you need



Access control devices, Smart series.



Argo app installed on your smartphone.



Master Card set.



Set of User cards.

Getting Started

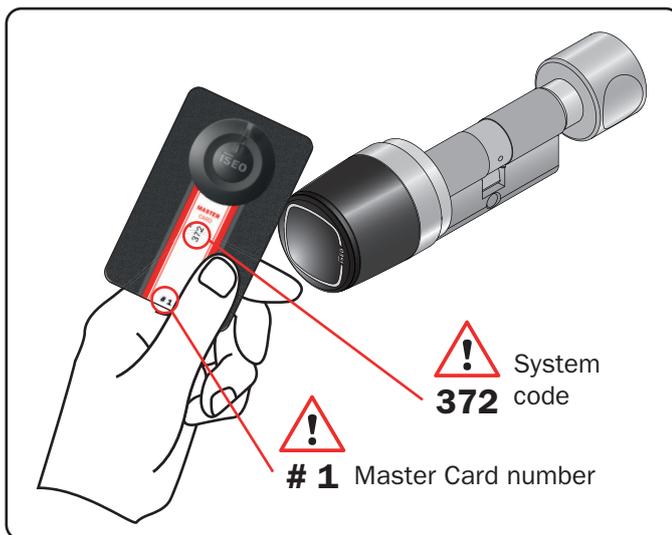
Initialization of the Access control device

The new device is in *Factory mode* configuration, meaning with the list of authorized user empty and no system code yet assigned.

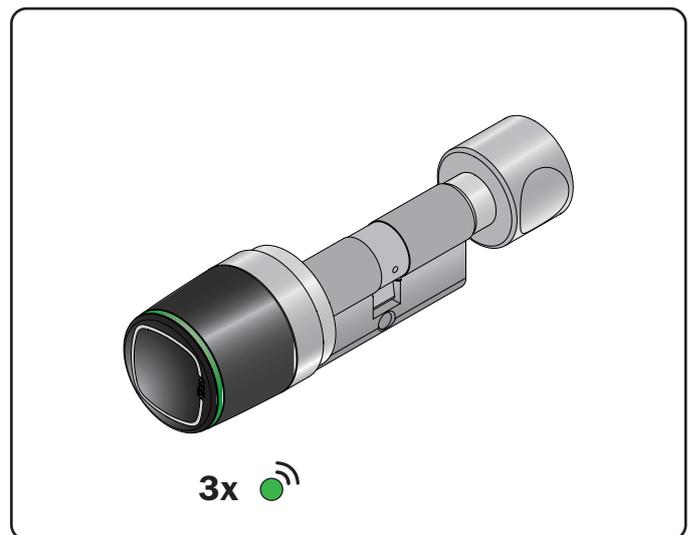


A *Factory mode* configured device can be opened by any Mifare card or tag. The orange light flashes 2 times, before the standard opening signal, to show the device not initialized.

The system initialization take place through the programming of the *System code*, using the *Master Card 1*.



1. Bring *Master Card 1* closer to the device.



2. The device emits 3 acoustic signal together with 3 green light signals.



For the system's initialization, use exclusively *Master Card 1*, and put cards 2 and 3 in a safe place. The use of *Master Cards 2* and 3 will be required only if *Master Card 1* is lost or damaged.



All *Access control devices* must be initialized or updated with the same *Master Card*.

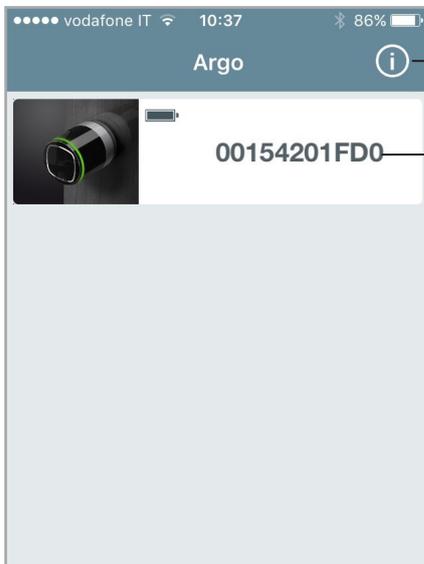
Getting Started

Start Argo

When you start the *Argo app* you will see in the smartphone display, all the *Access control devices* available, identified by its serial number.



Before starting the *Argo app* make sure *Bluetooth* is enabled on your phone.



Info app menu

Available *Access control device* up to a distance of 10mt.



Info app menu



Information on the app version and the software of the ISEO devices, that are supported from the app.

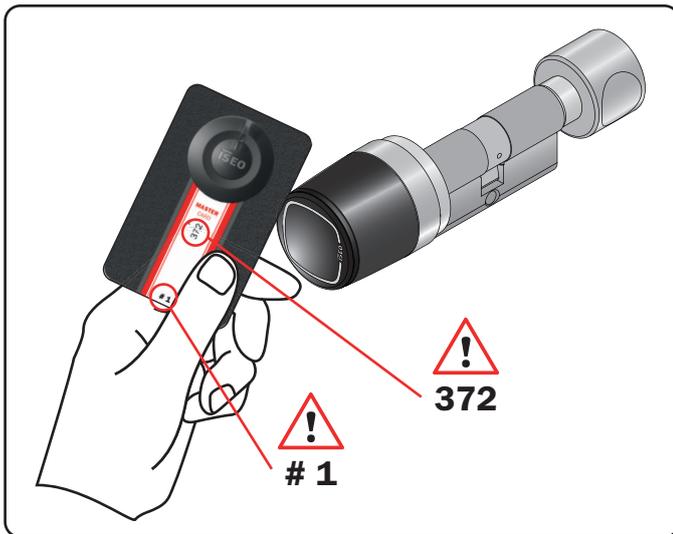
To change the app's language.

Link to <http://app.iseo.com/>
In this website you can find this manual and much more information about the Argo app.

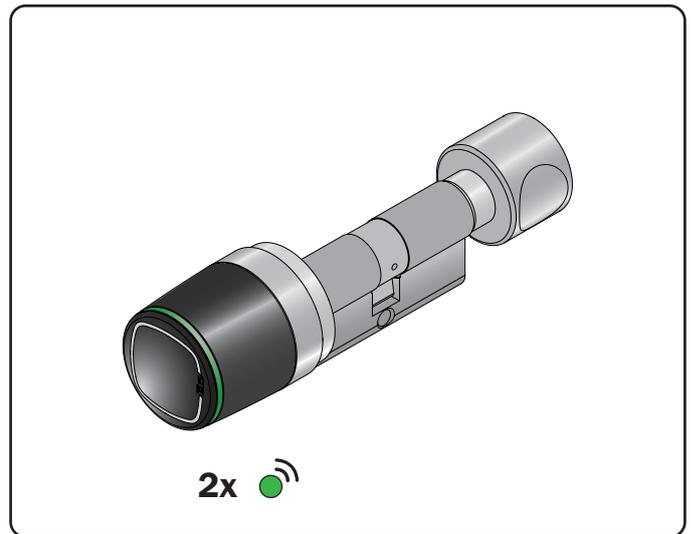
Getting Started

Enter programming mode

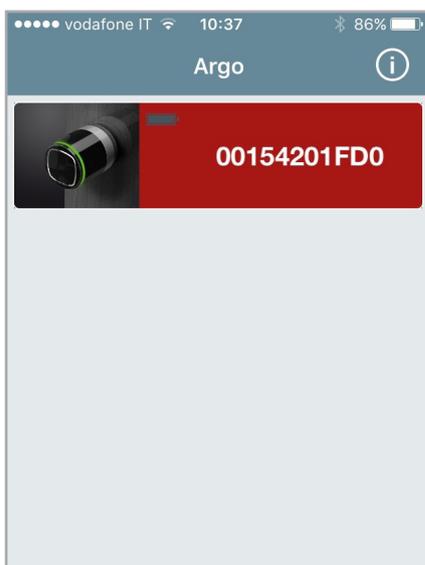
Present the *Master Card 1* to the device: the button in the app will turn red, and pressing it you will enter in *Programming mode*.



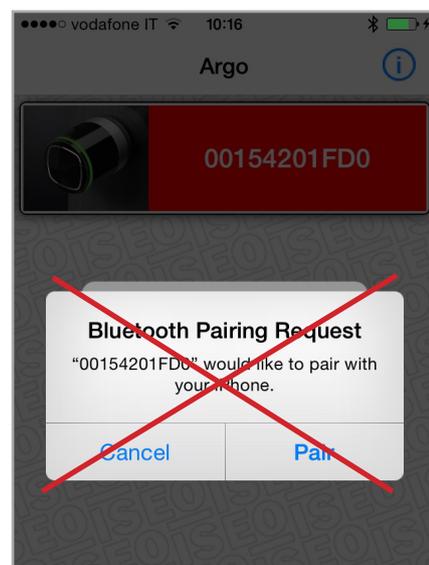
1. Present the *Master Card 1* to the device.



2. The device emits 3 acoustic signals together with 2 green light signals.



3. The button in the app will turn red. Press it to enter in *Programming mode*.



Note that *pairing* is no more requested on *Argo 2.0*.

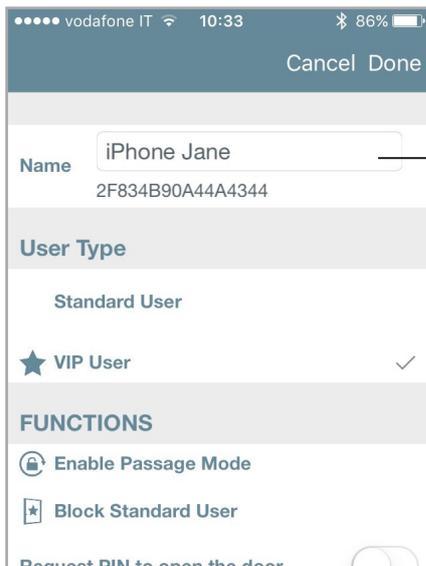


To know more about the *Bluetooth* pairing technology and the new *Argo 2.0* feature, called “in-app pairing”, see the related page in the *Advanced* chapter.

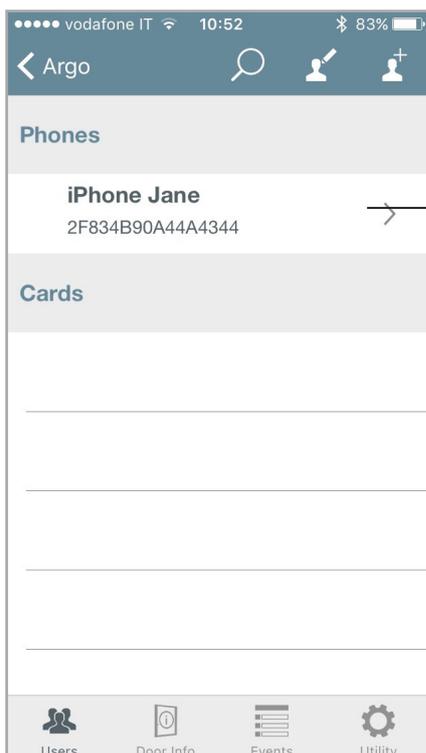
Getting Started

Add the smartphone as credential to open the door

As soon as you enter in *Programming Mode* the app requests to add the smartphone as credential to open. This operation has to be done for each smartphone you want to memorize in the door.



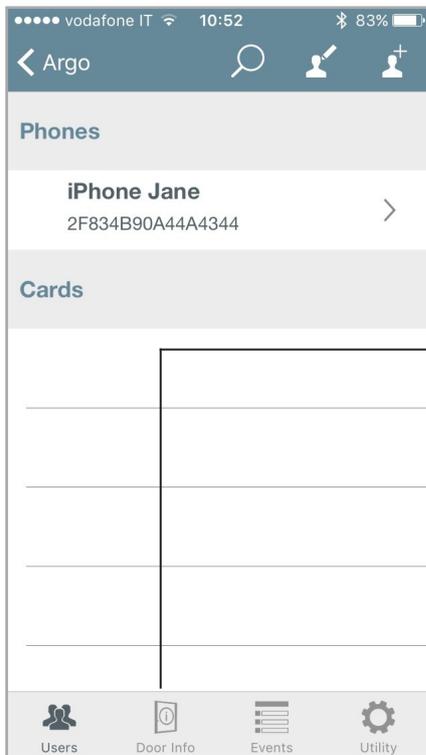
1. Change the name of your phone.
2. Tap **Done** to memorize your phone as opening Credential.
3. Tap **Cancel** if you decide to not memorize your phone now.



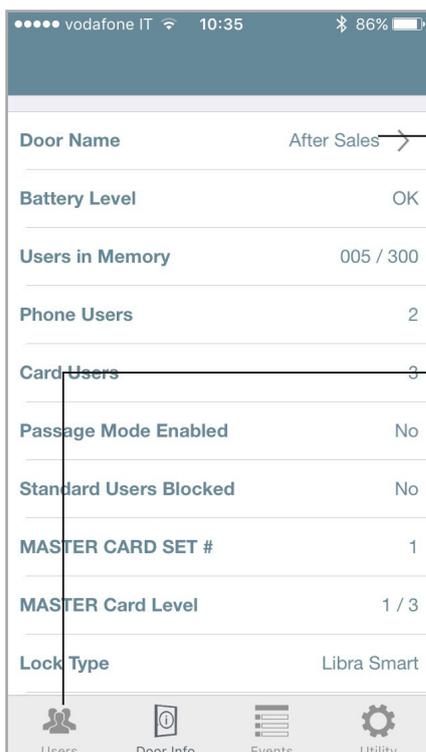
4. You can see your phone appearing in the *Users list*.

Getting Started

Change the door name



1. Tap **Door Info** and then **Door Name** to give a real door name to the lock.

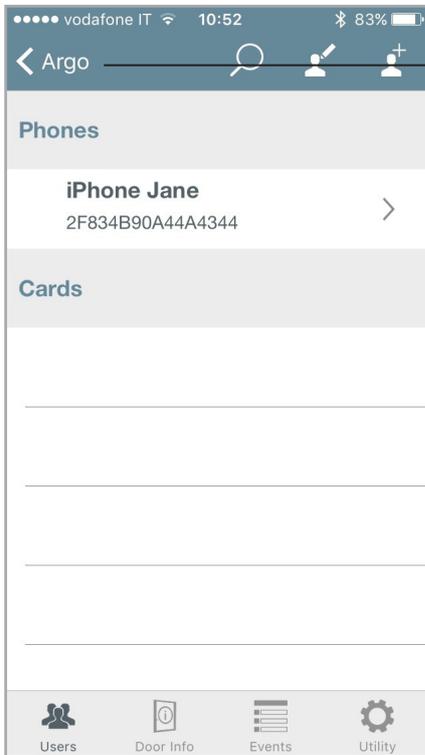


2. Change the name and confirm.

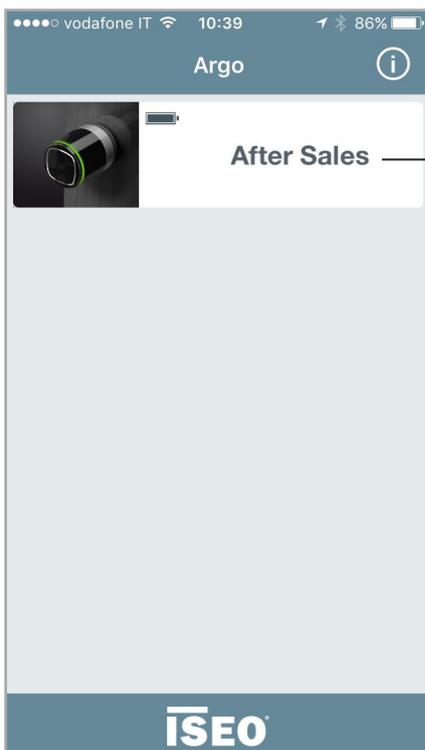
3. Tap **Users** to go back to the main menu.

Getting Started

Open the door



1. Tap **Back** to exit *Programming mode*.



2. Tap the icon button to open the door.

Basics

Users menu

Enter *Programming mode*. The display shows the *Users list* as main menu. You can move to other menu by pressing the icons in the bottom bar. To exit *Programming mode* you need to go back to main menu first.



To enter the *Users menu* it is always necessary to present the *Master Card* to the device.

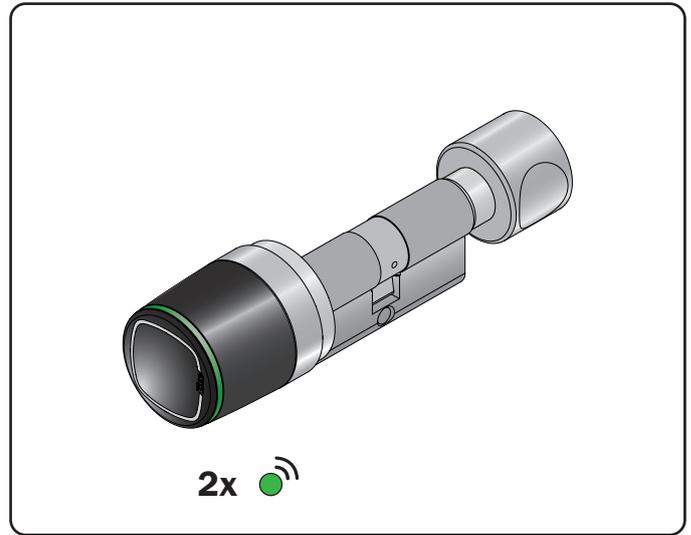
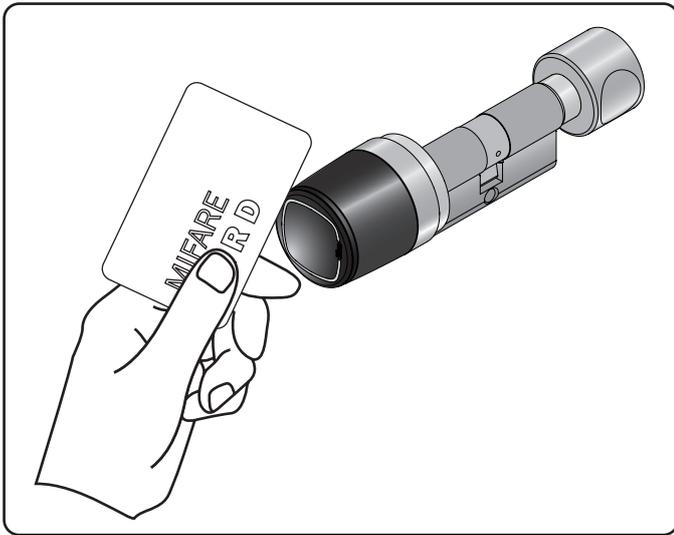
Basics

Add users



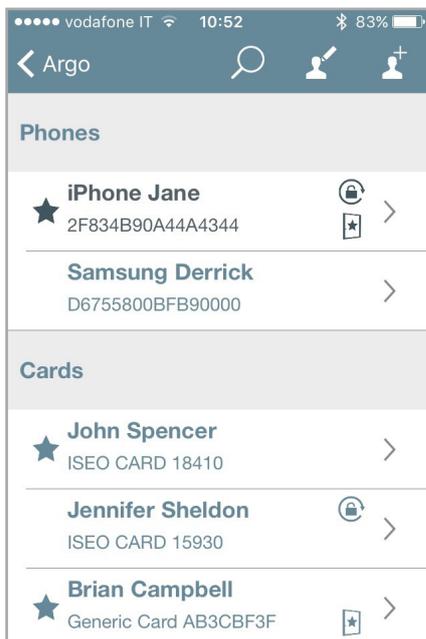
Enter *Programming mode* first. You can then add users just presenting the credentials to the device, and those will be displayed in the smartphone.

Last card will be on the top of the list. You can read ISEO and Mifare cards, tags and enabled NFC phones (NFC static UID required).



1. Present the card to add to the device.

2. The device emits 2 acoustic signals together with 2 green light signals.

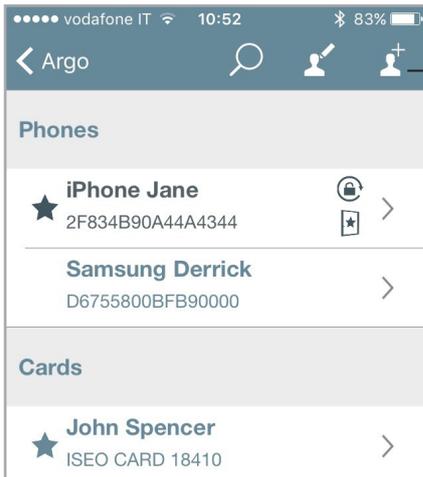


Basics

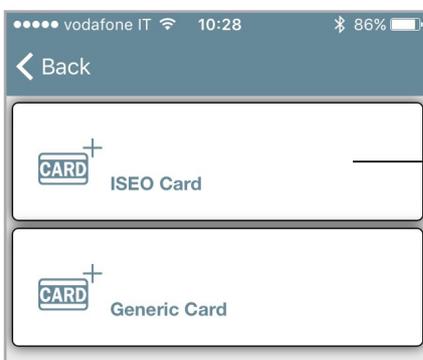
Add users typing ISEO card number



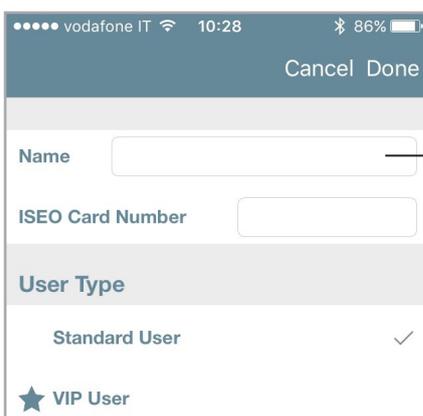
Enter *Programming mode*. You can add users without having the card or the tag, just typing the ISEO card number. This can be useful if you have already distributed the cards to the users.



1. Tap the *add user* icon



2. Tap **ISEO Card**



2. Tap **Name** box

Basics

Cancel Done

Name Patrick Smith

ISEO Card Number 4247

User Type

Standard User ✓

★ VIP User

Done

| | | |
|-----------|----------|-----------|
| 1 | 2 ABC | 3 DEF |
| 4 GHI | 5 JKL | 6 MNO |
| 7 PQRS | 8 TUV | 9 WXYZ |
| , | 0 | ⌫ |

3. Type the user name and the ISEO card or tag number.



4. Tap **Done** to confirm the operation.

< Argo

Phones

iPhone Jane
2F834B90A44A4344 >

★ Samsung Derrick
D6755800BFB90000 >

Cards

Patrick Smith
ISEO CARD 4247 >

★ Brian Campbell
Generic Card AB3CBF3F >

Robert Smith
ISEO CARD 15931 >

Users Door Info Events Utility

5. The ISEO card is added to the *Users list*.



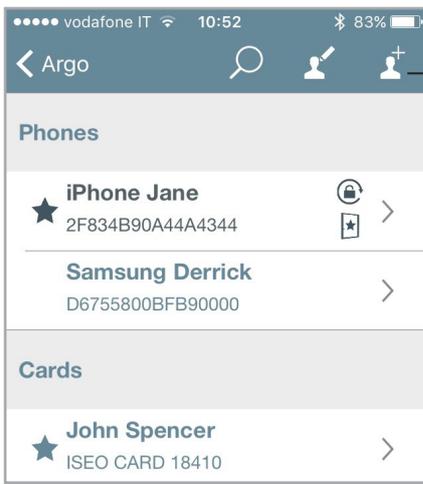
This function is only available using ISEO cards and tags.

Basics

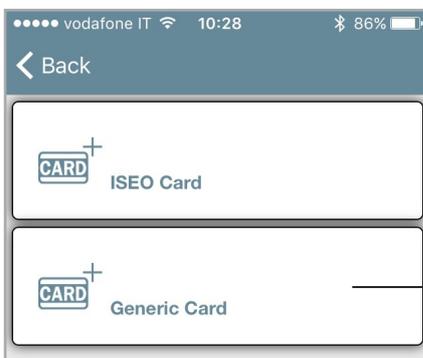
Add user typing Mifare card UID



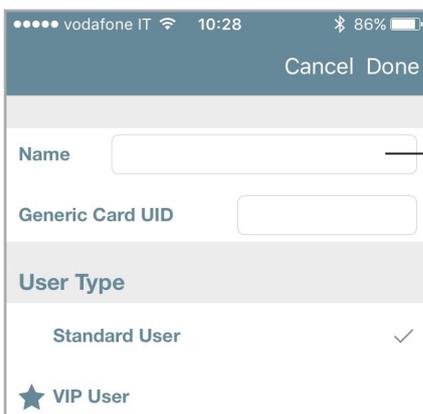
It is possible to add a *Mifare card* to the device *Users List*, writing the *UID*, the *unique identifier number*. This function is useful, for example, if you know the credential UID of the user that need to access the door, but you don't physically have his card, to present to the lock.



1. Tap the *add user* icon

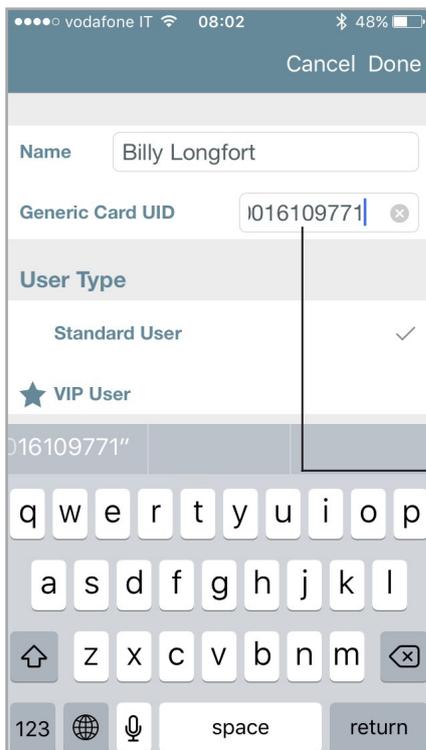


2. Tap **Generic Card**



2. Tap **Name** box

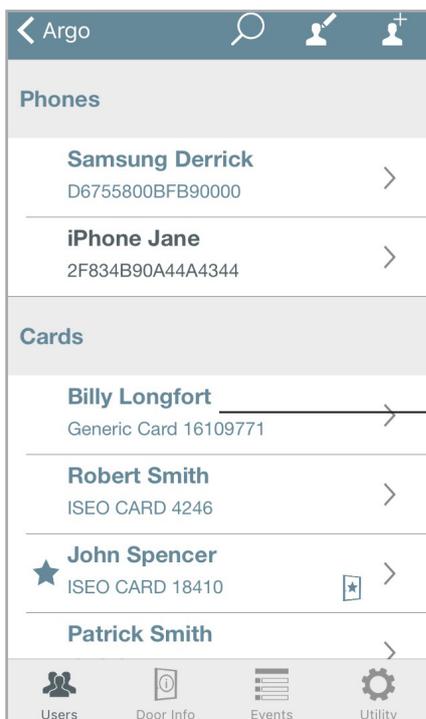
Basics



3. Type the user name and the *Generic card UID*.



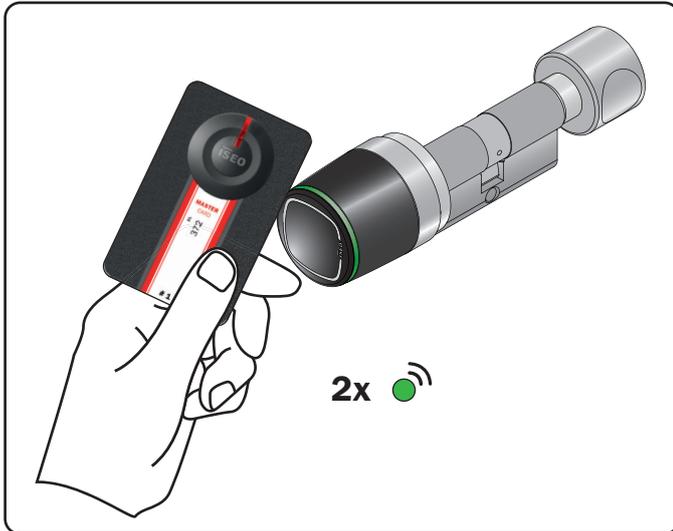
4. Tap **Done** to confirm the operation.



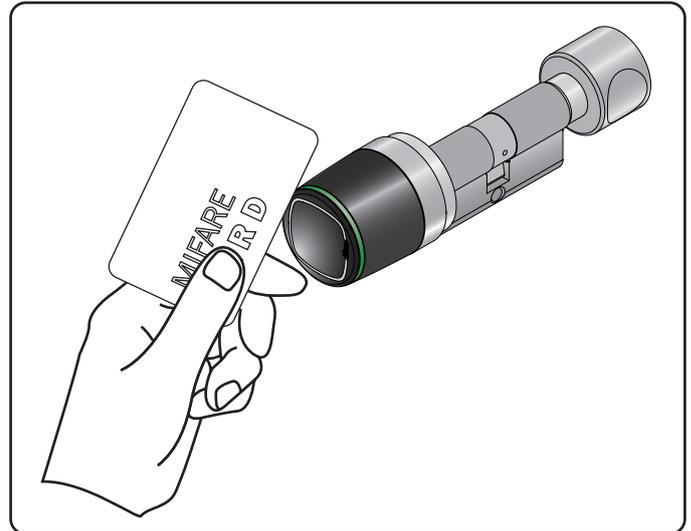
5. The *Mifare card* is added to the *Users list*.

Basics

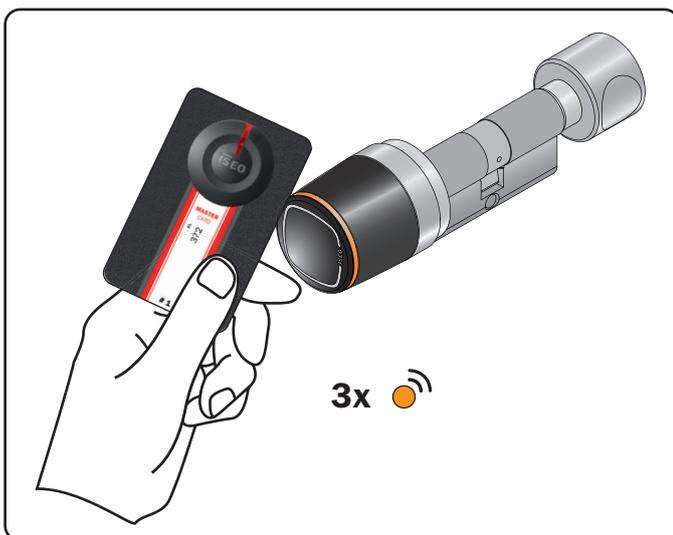
Add users without Argo app



1. Present the *Master Card 1* to the device to enter in *Programming mode*.
2. The device emits 3 acoustic signals together with 2 green light signals.



3. Read the card to add to the *Users list*.
4. For each card the device emits 2 acoustic signals together with 2 green light signals, to confirm the operation.



5. At the end of the operation present again the *Master Card 1* to the device to go out the *Programming mode*.



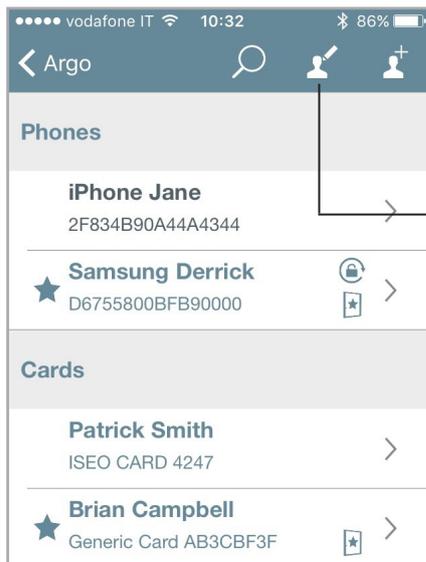
The device goes automatically out of *Programming mode* after 3min. of inactivity.

Basics

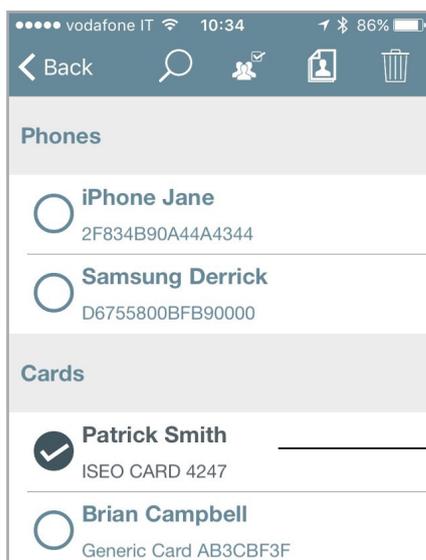
Delete users



To delete users enter in *Programming mode*, press the *edit* icon in the *Users list*, and select the users to be deleted.



1. Tap *edit* icon.



2. Select the users to remove.

3. Tap the *trash bin* icon to confirm the operation.

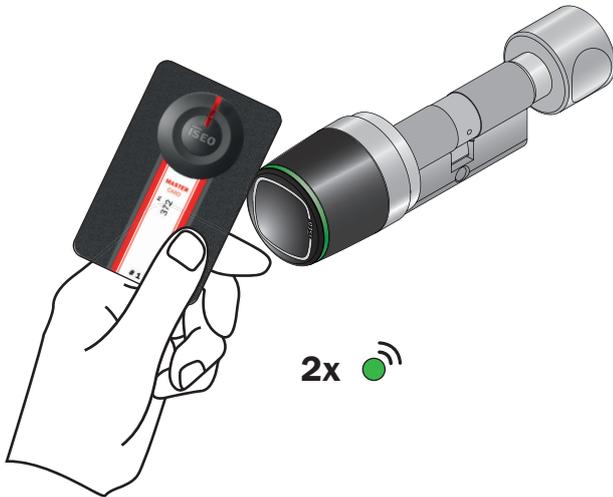


You can also help by *select all* and *deselect all* button.

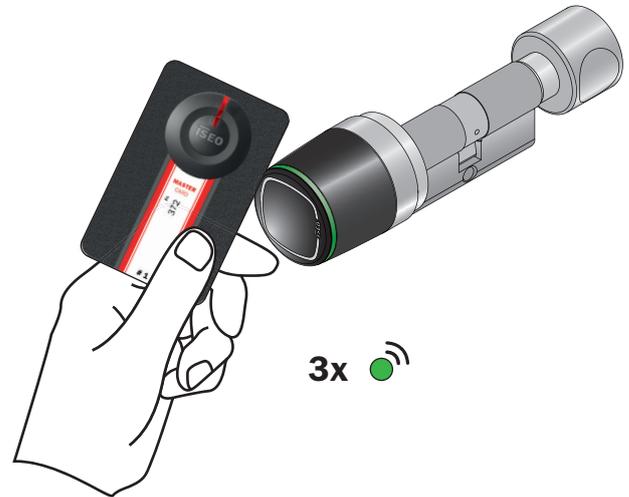


Basics

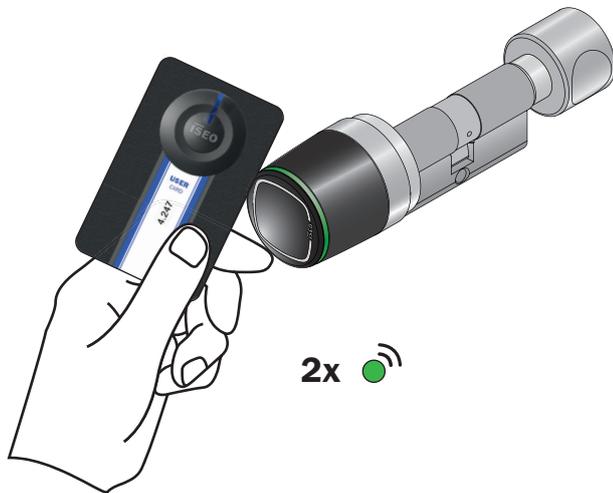
Delete users without Argo app



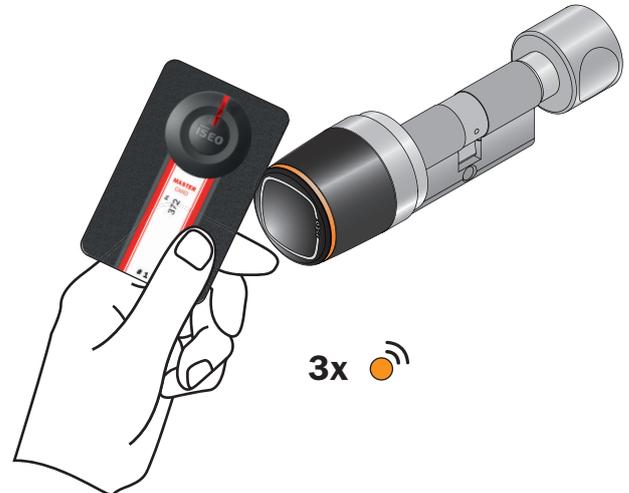
1. Present the *Master Card 1* to the device.
2. The device emits 3 acoustic signals together with 2 green light signals.



3. Present a second time the *Master Card 1*.
4. The device emits 4 acoustic signals together with 3 green light signals.



5. Now read the cards to be deleted.
6. For each deleted card the device emits 2 acoustic signals together with 2 green light signals, to confirm the operation.



7. At the end of the operation present again the *Master Cards 1* to the device.
8. The device emits 4 acoustic signals together with 3 orange light signals.



It is also possible to **delete the entire user's list**. To do that present the *Master Card 1* to the device for 5 seconds (until you hear a sound). Then remove the card, and repeat it again for 3 times. Specifics acoustics and light signals will guide you through the operation.

Basics

Read Events



Present the *Master Card* to the device, to enter *Programming mode*, and press **Events** icon.

The last 1000 events are stored in the lock. The events are loaded from the most recent, and scrolling down allows you to automatically load new events.

You can send loaded events by email for further analysis. They come also in a *CSV file*, which can be imported by excel or similar software.

Tap the *lens icon* to show the *search box*, too search by user name, card number or result.

Events list: scroll up to show and load previous events.

| Date/Time | User | Result |
|-------------------------------|--|------------------------|
| 12/22/2015 10:40:44 AM | MASTER 00001 #1 | Enter Programming Mode |
| 12/22/2015 10:40:18 AM | iPhone Jane Phone 2F834B90A44A4344 | VIP Access OFF |
| 12/22/2015 10:39:56 AM | iPhone Jane Phone 2F834B90A44A4344 | Only VIP Access |
| 12/22/2015 10:39:27 AM | iPhone Jane Phone 2F834B90A44A4344 | Passage Mode OFF |
| 12/22/2015 10:39:02 AM | iPhone Jane Phone 2F834B90A44A4344 | Passage Mode ON |
| 12/22/2015 10:38:49 AM | MASTER 00001 #1 | Exit Programming Mode |
| 12/22/2015 10:38:38 AM | Samsung Derrick Phone D6755800BFB90000 | User Updated |
| 12/22/2015 10:38:29 AM | iPhone Jane Phone 2F834B90A44A4344 | User Updated |
| 12/22/2015 10:38:05 *** | MASTER 00001 #1 | Enter Programming Mode |



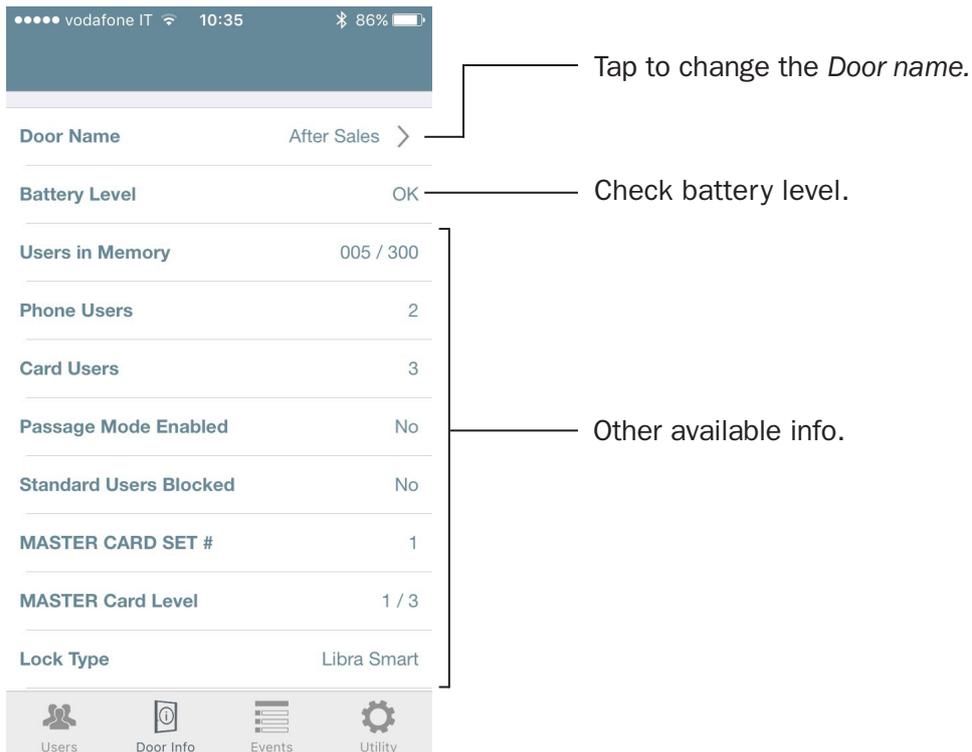
You will receive by email only the loaded events, or only the ones filtered by the search tool.

Basics

Door info

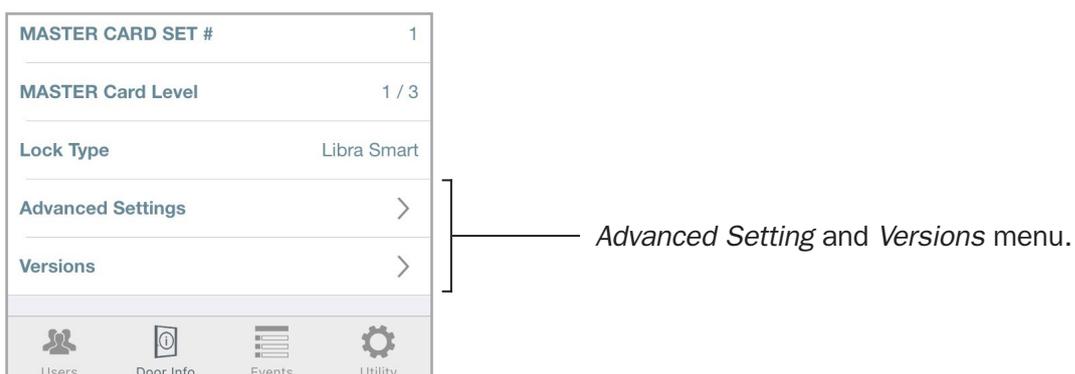


In this menu you can change the *door name* and you can find many information about the device configuration, as showed in the picture below.



Inside this menu there are two sub-menu:

- *Advanced Settings*
- *Versions*

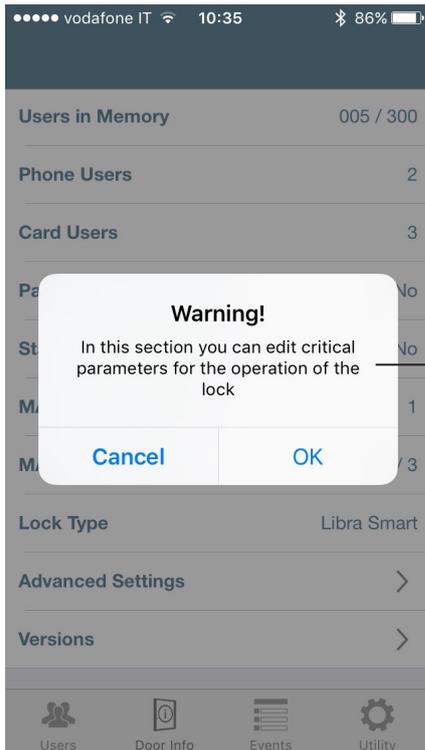


Basics

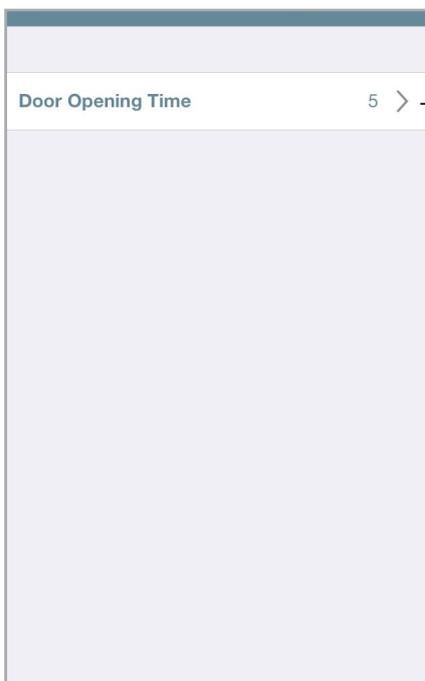
Advanced settings



In the *Door Info* menu, all functions considered advanced, because they have an important impact on the device functionality, are now grouped under a new menu “*Advanced Function*”. This is extremely useful for example in case of *x1R Smart*, that has many advanced functions.



When you enter this menu, a pop-up notifies you that you are changing critical parameters for the lock, and a confirmation is required to continue and to save the data.



Tap to change the *Door Opening Time* (5 seconds by default).

Basics

Versions



In this menu you can find the software versions of all the electronic boards included in the device.



Look at the *Main Board Software version*. This is the version that you can update by the *software upgrade procedure*, described in the next pages.

Advanced

User type and functions

You can edit the added users to define extra functionalities. There are different *user types* and *functions*.

USER TYPE

Standard user: this is the default user and can be inhibited to enter the doors where *Block standard users* function is active.



VIP user: this type of user can also access the doors on which *Block standard users* function is active.

FUNCTIONS



Enable passage mode: with this function enabled a user can put a door in *passage mode*, also called *office functions*. In this state the door will be always opened for any user who wishes to gain access, without the use of authorized credentials.



Block standard user: this function is enabled only if user is a *VIP*. By this function a *VIP* user can inhibited the access to all *Standard users*.



Override privacy: this function is only available for *Aries Smart*. With this function enabled a user can enter the door even if the guest has set the *Privacy mode ON*.

PIN request to open: this function is only available for *smartphone* and allows to set a personal *PIN code* that need to be entered to open the door by the *Argo app*.

Advanced

Card user parameters



From the *Users list*, tap a card name, and enter in the card edit mode. Now you can change the user name and the other following parameters:

User name and credential *Unique identifier number* (UID).

User Type

- *Standard users* can be blocked temporarily if a *VIP* card has the function of *Block standard users* enabled.
- *VIP users* can always access to the door.

Functions

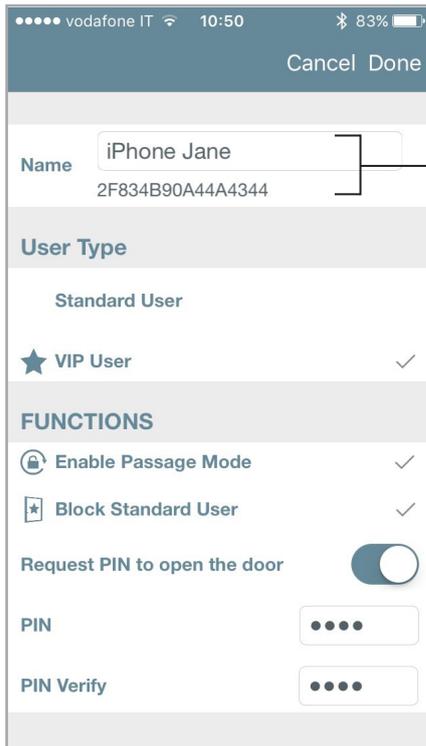
- *Enable passage mode* will allow a user to put the lock in *Passage mode* (office function).
- *Block standard user* is enabled only if the user is *VIP*. With this function enabled a *VIP* user can temporarily block the access to all *Standard users*.

Advanced

Smartphone user parameters



From the user list, tap a smartphone name, and enter in the smartphone *edit mode*.

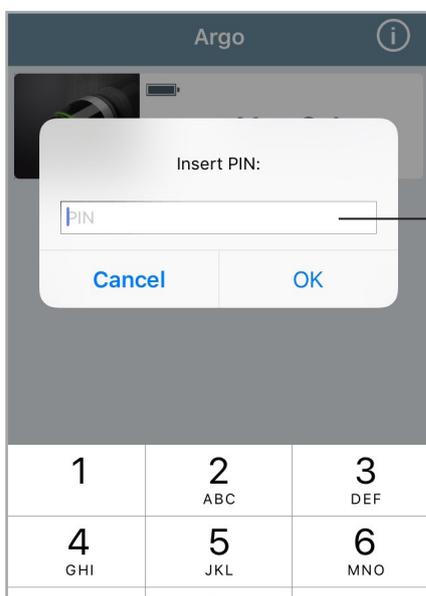


User name and phone Unique identifier number (UID).

Same User type and Functions of Card user parameters menu.

You can enable a PIN code (4 digits) request to open the doors.

When you enable the PIN code request, PIN will be asked everytime you open the door with your smartphone.



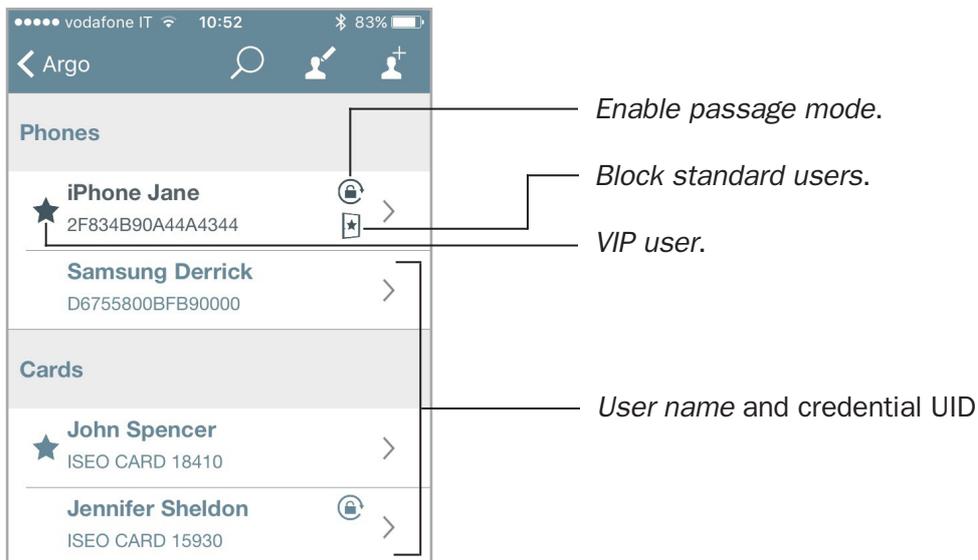
Enter the 4 digits PIN code and press **OK** to open the door.

Advanced

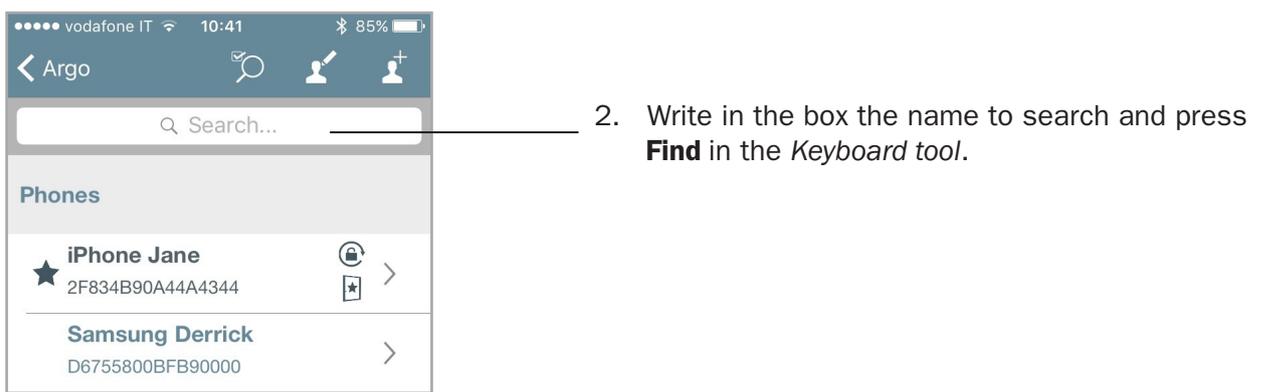
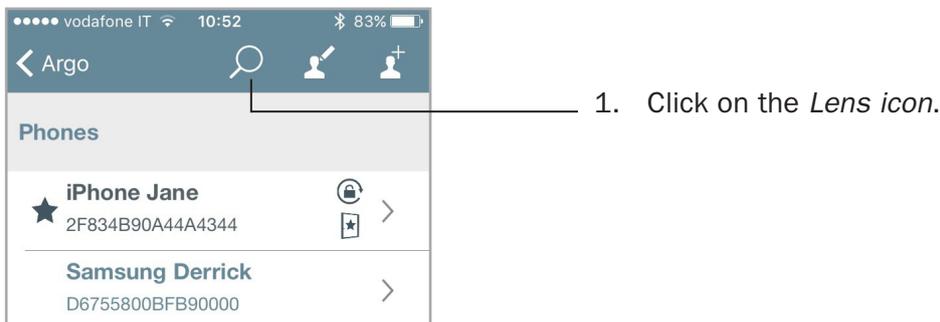
User List overview



In this menu, you can see the *Users name* and which are the active parameters of the corresponding users.



You can also search for a specific user using the *Lens icon*.

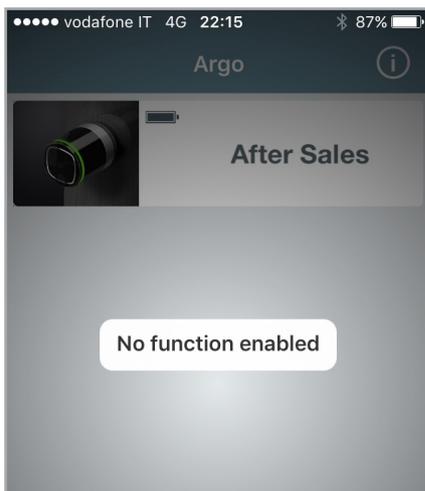


Advanced

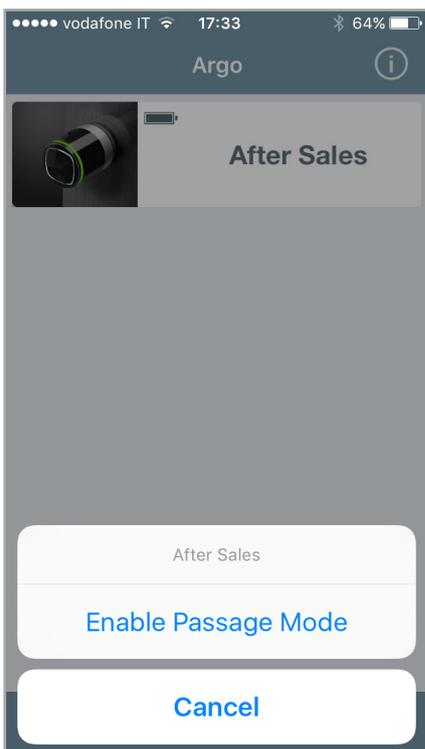
Tap & Hold menu

The *Tap & Hold* menu shows on *Argo 2.0* only the Smartphone's enabled functions, while before it was showing all of them, even those not active.

Now, if no function is enabled, you will get the message as per picture below.



If I enable a function instead, for example *Passage Mode*, I will then see it available in the *Tap & Hold* menu.

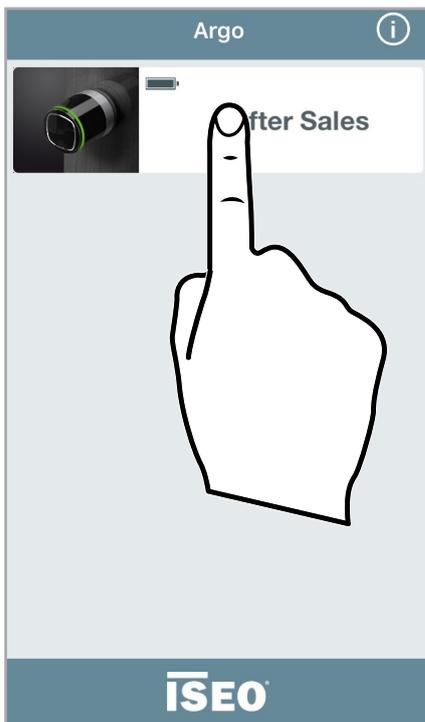


Advanced

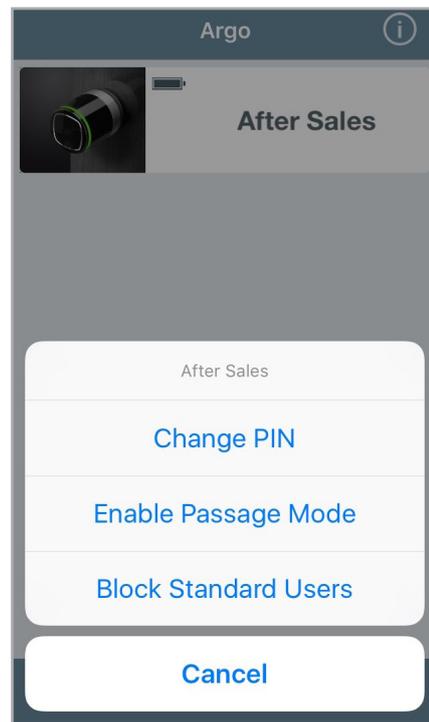
Enable passage mode



Enabling *Passage mode* into the lock, the door will be always opened for any user who wishes to gain access, without the use of authorized credentials.



1. Tap and hold the *Door name button* on which you want to enable the *Passage mode*.



2. A bottom menu will appear.
3. Tap **Enable Passage Mode**.



4. You will see in the button a symbol showing the *enabled function*.
5. Follow the same procedure to disable the function.



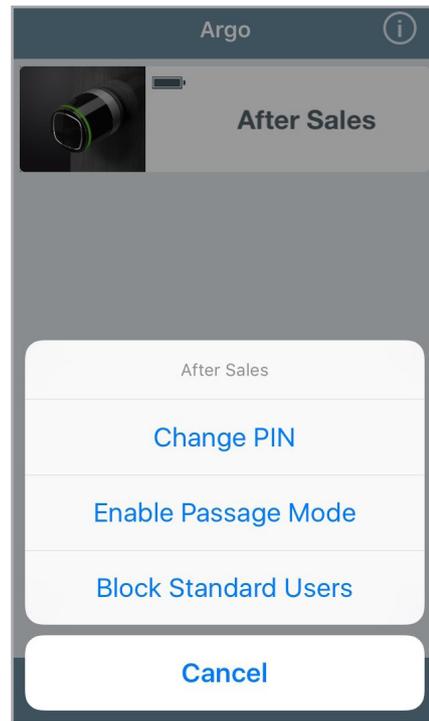
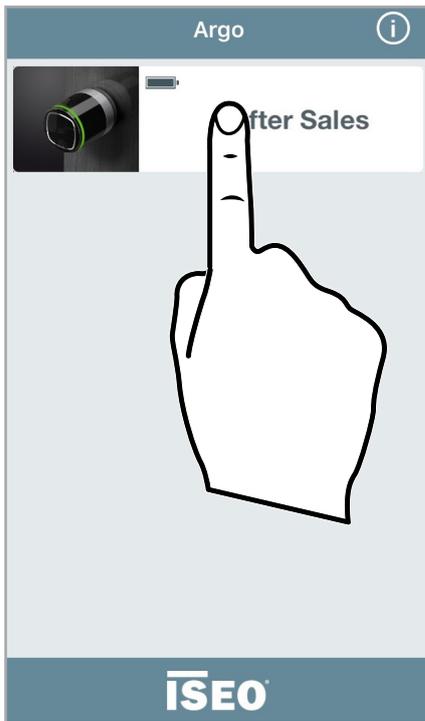
Remember to set before the function *Enable Passage Mode*  on your smartphone (see *Smartphone user parameters*).

Advanced

Block standard users



This function, when enabled, block the access to the door to all users, called *Standard*. Only *VIP* users can enter.



1. Tap and hold the *Door name button* on which you want to enable the *Block standard user* function.

2. A bottom menu will appear.
3. Tap **Block Standard Users**.



4. You will see in the button a symbol showing the *enabled function*.

5. Follow the same procedure to disable the function.

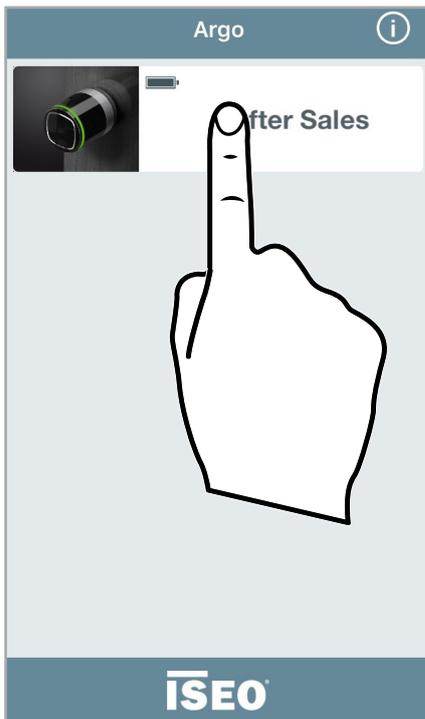


Remember to set before the functions *Block Standard Users*  on your smartphone (the user must be a VIP user ). To do that see *Smartphone user parameters*.

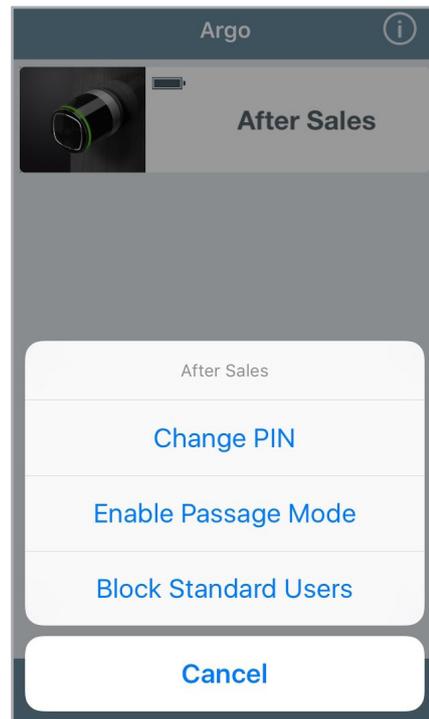
Advanced

Change the PIN code

This function allow to change the *PIN* code if previously set in the smartphone (see *Smartphone user parameters*).

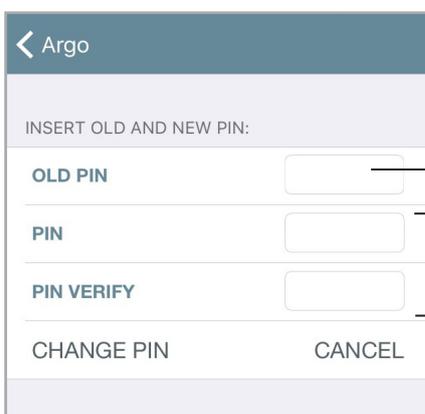


1. Tap and hold the *Door name* button.



2. A bottom menu will appear.

3. Tap **Change PIN**.



4. Enter the old *PIN* code.

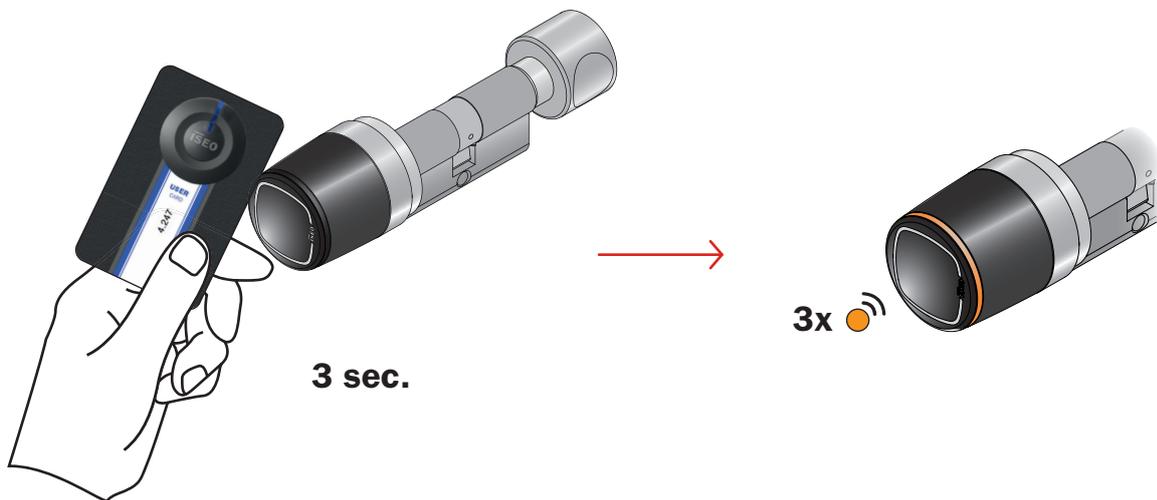
5. Enter the new *PIN* code two times, then press **CHANGE PIN**.

Advanced

Enable passage mode without Argo app

1. Take a card with *Passage mode function* enabled (see *Card user parameters*).
2. Read the card for 3 sec. The device emits 3 acoustic signals together with 3 orange light signals.

Follow the same procedure to disable the *Passage mode function*.

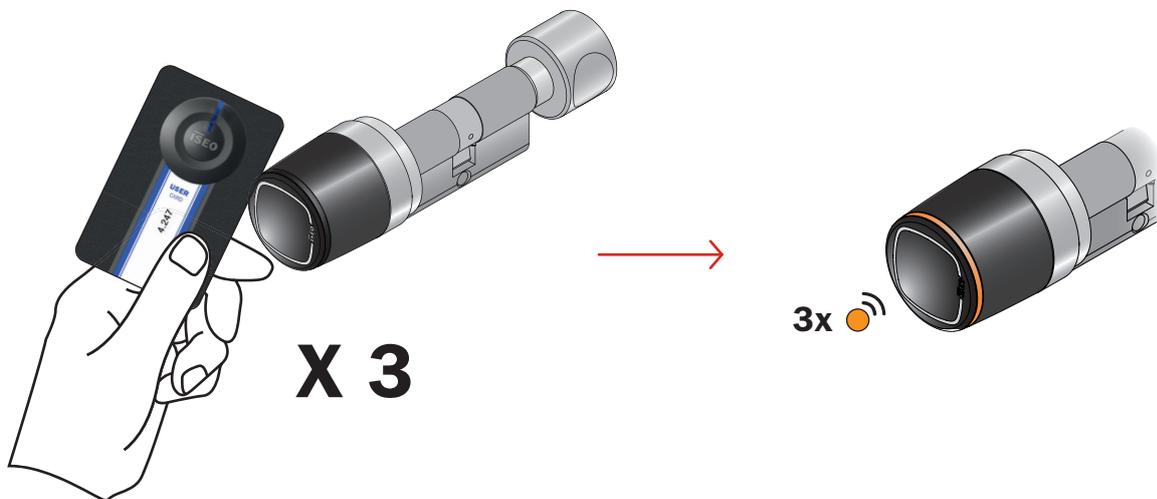


Advanced

Block standard user without Argo app

1. Take a card with *Block standard user* enabled (see *Card user parameters*).
2. Read the card 3 times consecutively during the opening time:
 - the first time the device opens;
 - the second time the device emits 1 acoustic signal together with a green light;
 - the third time the device emits 3 acoustic signals together with 3 orange lights.

Follow the same procedure to disable the *Block standard user* function.

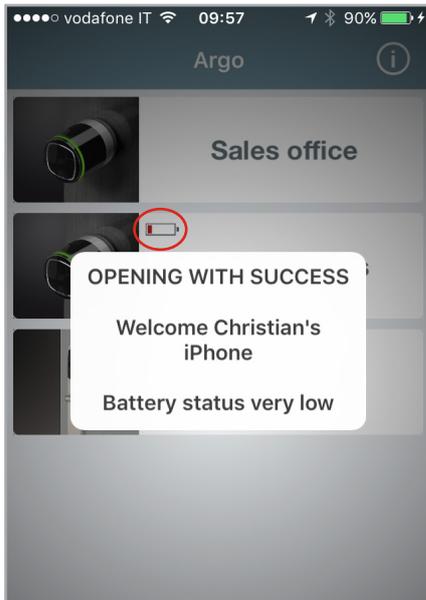


Advanced

Battery levels



At every opening with the smartphone, the *Battery level* icon is displayed in the button. There are 4 battery levels as showed below.



Battery OK



Battery Low: warning message in the app.



Battery Very Low: warning message in the app and opening delayed of 3 sec.



Battery Empty: warning message in the app and no opening since not sure to be able to close.

There are also some specific light signals related to battery status, given by the device when you open by *User card* (see also *Light and acoustic signals*).

- **Battery OK:** green light flashes during opening time.
- **Battery Low:** orange light flashes during opening time.
- **Battery Very Low:** red light flashes for 3 seconds before the opening signal
- **Battery Empty:** red light illuminates for 3 seconds and no opening.



After the first *Low battery* signal, change the batteries with new ones as soon as possible.



Battery replacement does not affect *Events* and data stored in the *Users list*.

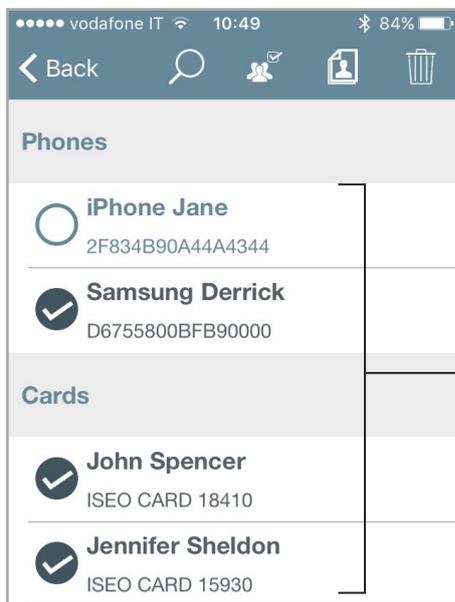
Advanced

Copy users



You can copy the *Users list* programmed in a *door lock* to send it to another device, in order to quickly get the same access rights.

Enter *Programming mode* and tap the *Edit user* icon.



1. Select the users to be transferred.

2. Tap the Copy icon.



3. Users are saved in the phone memory, until you close the app, ready to be copied into others devices.



You can also help by *Select all* and *Deselect all* icons.

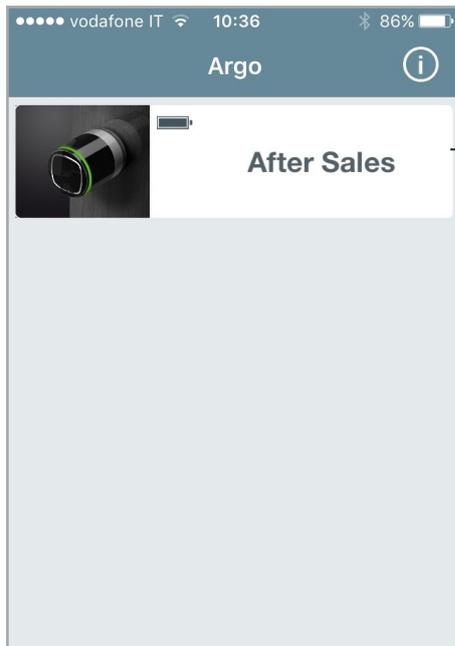


Advanced

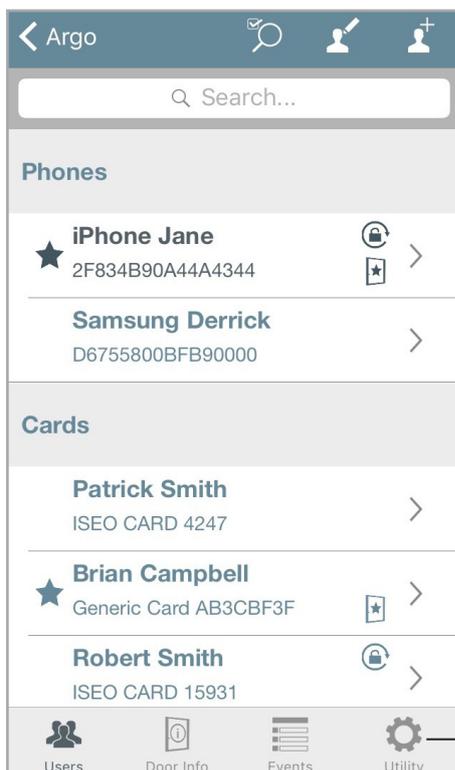
Transfer users



Once users have been copied in the smartphone memory you can transfer it to another device.

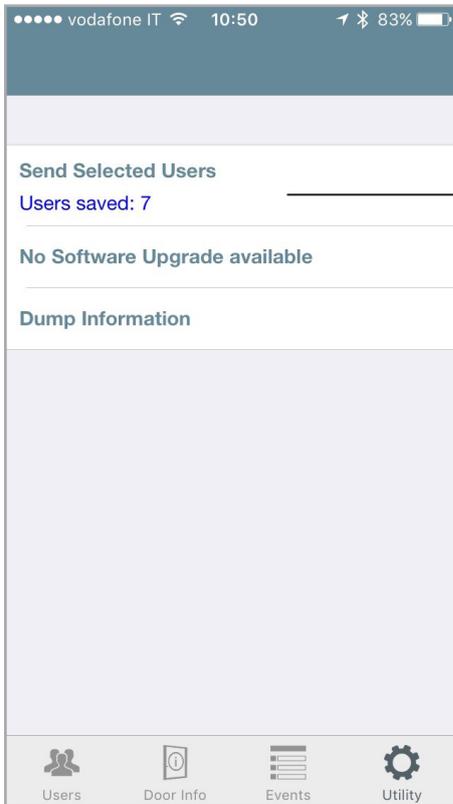


1. Go back to the Argo home screen.
2. Enter *Programming mode* on another device (the one where you want to transfer the users), using the *Master Card* associated to that device.

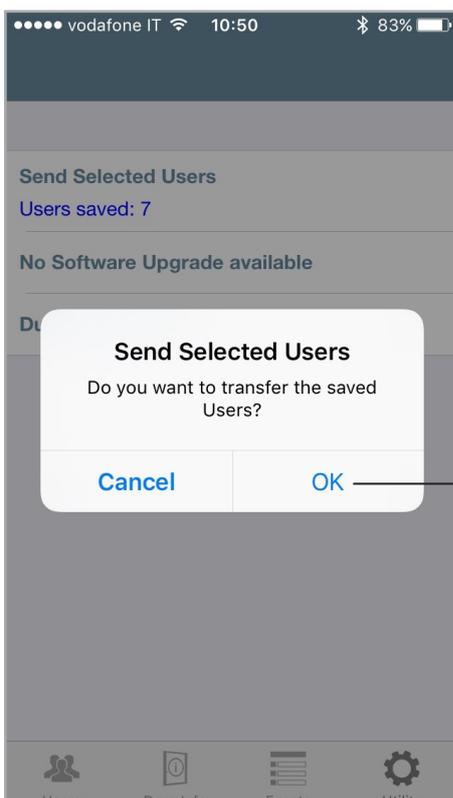


3. Tap **Utility** icon.

Advanced



4. Tap on **Send Selected Users**.



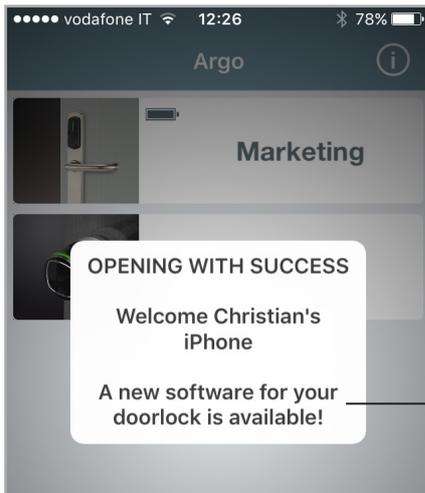
5. Tap **OK**.

Advanced

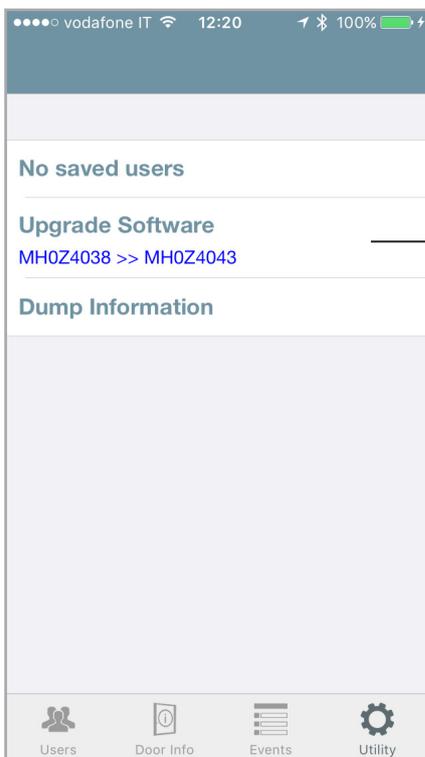
Software Upgrade



When a new *Software version* is available for your *Access control device*, your smartphone notifies you when opening the door.



“A new software for your doorlock is available“.



1. Enter *Programming mode*.
2. Tap **Utility**  in the bottom bar.
3. Tap on **Upgrade Software**.
4. The upgrade will start showing a progress bar.



To know in details the full upgrade procedure from *Argo* to *Argo 2.0*, watch the tutorial “*Argo 2.0 Software Upgrade*”, or read the manual “*Argo 2.0 Upgrade Procedure*”, both available at: <https://app.iseo.com/?parm=ARGO&lang=en&folder=argo-update>

Advanced

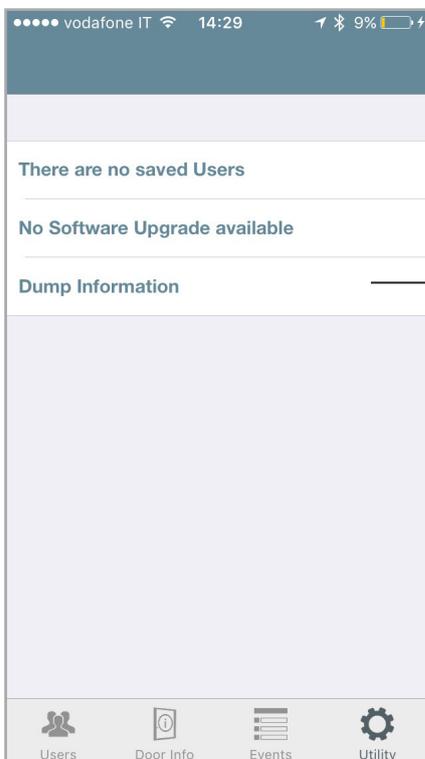
Dump Information



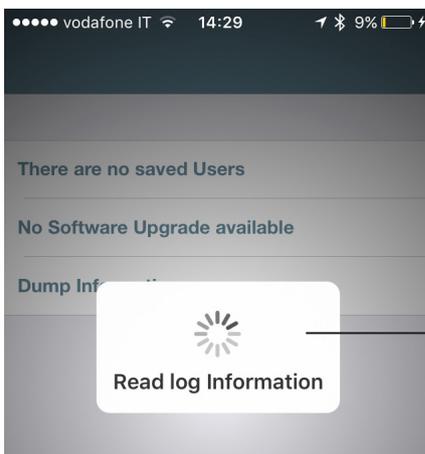
This function allow to collect all device's data into a unique compressed file, that has to be send to *IseoZero1 Technical Support*, via email. This is really useful for device's analysis purpose. By receiving this file in fact, the technical support will receive all the necessary information to properly analyse the issue.



The file is protected by password and only *IseoZero1 Technical Support* can open it. By sending this file customer agreed to send all the device's information to *IseoZero1 Technical Support*.



1. Enter *Programming mode*.
2. Tap **Utility**  in the bottom bar.
3. Tap on **Dump Information**.



4. Wait until the log reading pop-up disappear.
5. An *email* will be automatically created.
6. Send it to *IseoZero1 Technical Support*.

Advanced

Updating of Master Card level

If a *Master Card* is lost or damaged, in order to disable it, just read on the device the following *Master Card* of the same set:

- Presenting *Master Card 2* to the device, *Master Card 1* is disabled.
- Presenting *Master Card 3* to the device, *Master Cards 1* and *2* are disabled.



In case the *Master Card* of lower number is disabled by mistake, this can be re-activated.

Read the *Master Card* of higher number to the device, than read the *Master Card* you want to re-activate:

- *Master Card 3* re-activates *Master Card 2* and *1*.
- *Master Card 2* re-activates *Master Card 1*.

Master Card Set replacement and updating of System Code

If both *Master Cards 1* and *2* are lost, in order to ensure the system's security, you must update the *Access control devices* with a new set of *Master Cards*.

To do that you need to present the *Master Card 3* of the old set to the device, followed by *Master Card 1* of the new set.



Master Card 3 must be considered as the updating card for the new *Master Card Set*, since its loss could irreversibly compromise the possibility to modify or update the system.



During *Master Card Set* update no change is made to the *Users list* of the devices.



Argo is compatible with both *Simply PAD* and *Simply Sequence Master Card Set*, to allow existing customers to upgrade the new *Smart line* system.

Advanced

Events log messages

(Common to all devices)

| Result | Meaning |
|------------------------|--|
| Blocked User | Standard Users not allowed to enter the door. Access granted only to VIP Users. |
| Door Open | User enabled. Standard opening. |
| Enter Programming Mode | Enter in the Argo programming Mode by Master Card. |
| Exit Programming Mode | Exit from the Argo programming mode. |
| New Master Level | Updating of Master Card 1 to 2 or 3 of the same set. |
| New Master Set | Updating of Master Card Set to a new set. |
| Not in Memory | Credential never memorized in the door. |
| Only VIP Access | Block Standard User function enabled. |
| Passage Mode OFF | Passage Mode function disabled. |
| Passage Mode ON | Passage Mode function enabled. |
| Passage Mode ON | Passage Mode function enabled. |
| Power ON reset | When you re-start the device disconnecting power from it. |
| Software Upgrade | Device software upgrade done in the Utility menu. |
| User Added | Added user to the Users List. |
| User Deleted | Deleted user from the Users List. |
| Users List Clear | Entire Users List deleted by Master Card. |
| User Updated | Modified user data (name or parameters), in the Users List. |
| VIP Access OFF | Block Standard User function disabled. |
| Wrong PIN | Wrong PIN inserted in the smartphone to open the door. |

Advanced

Events log messages

(Only Aries)

| Result | Meaning |
|--------------------------|---|
| Emergency lock open* | The mechanical key has been used to enter the door. |
| Internal handle opening* | Lock opened from the inside by the internal handle. |
| Privacy OFF | Privacy set OFF by rotating the privacy button. |
| Privacy ON | Privacy set ON by rotating the privacy button. |
| User blocked for privacy | Users without Override Privacy function are not allowed to enter the door when privacy is ON. |



* To not show duplicates of the same event, when repeated in the short time, this event is recorded 1 time per minute.

Advanced

Operations summary without Argo app

| Operation | What to do |
|---------------------------------|---|
| Add Users | <ol style="list-style-type: none"> 1. Present the Master Card to the device. 2. Read the cards to be added. 3. Present the Master Card to the device. |
| Delete Users | <ol style="list-style-type: none"> 1. Present the Master Card to the device. 2. Present a second time the Master Card to the device. 3. Read the cards to be deleted. 4. Present the Master Card to the device. |
| Delete entire Users List | <ol style="list-style-type: none"> 1. Present the Master Card ot the device for 5 sec. 2. Repeat the operation for 3 times consecutively. |
| Enable and Disable Passage Mode | <ol style="list-style-type: none"> 1. Read a card with t Mode function enabled for 3 sec. |
| Block and Unlock Standard User | <ol style="list-style-type: none"> 1. Read a card with Block Standard User function enabled. 2. Repeat the operation for 3 times consecutively. |
| Updating of the Master Card | <ol style="list-style-type: none"> 1. Present the next Master Card of the same set to the device. |
| Master Card Set replacement | <ol style="list-style-type: none"> 1. Present the Master Card 3 of the current set to the device. 2. Present the Master Card 1 of the new set to the device. |



Updating of *Master Card* and *Master Card Set* replacement are critical operations that must be performed only by the *System manager* or trained personnel. For more information refer to the related chapter.

Advanced

Technical data summary table

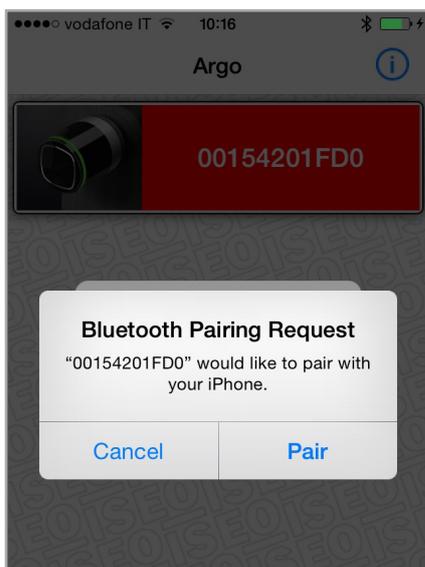
| Feature description | Value | Device |
|-----------------------------|---|--------|
| Max nr. of users | 300 | All |
| Max. nr. of recorded events | 1000 | All |
| Compatible phones | <i>iOS</i> : from iPhone 4s with iOS 7 and above. <i>Android</i> : from version 4.3 (Jelly Bean), featuring <i>Bluetooth Smart Ready</i> hardware. | All |
| Compatible credentials | <ol style="list-style-type: none"> 1. ISEO cards, tags 2. Mifare cards, tags (ISO14443A/14443B) 3. Mifare Desfire (works reading the UID) 3. NFC phones (13,56Mhz, NFC static UID required)* * See “Notes on NFC phones” on <i>Credentials</i> chapter. | All |
| Max <i>Door Name</i> length | 8 Characters | All |
| Max phone/card name length | 14 Characters | All |
| Max generic card UID length | 32 Characters | All |
| Phone PIN code length | 4 Characters | All |
| <i>Opening Time</i> range | From 1 to 30 sec. | All |

Advanced

In-app pairing

Pairing is the *Bluetooth* technology process used to set-up the initial linkage between two devices, in our context the smartphone and the lock, to consequently allow communications between them and all data transfer to be encrypted.

It is normally managed by the smartphone operating system, and it is recognizable by the fact that, in the Bluetooth menu, in the phone settings, you can see all the paired devices



On the previous version of *Argo*, when you connected to the *Access control device*, you were requested to pair the smartphone.

This operation was requested only the first time, and allowed all data transfer to be encrypted from the smartphone to the lock, avoiding any security attack.

On *Argo 2.0* the *Bluetooth pairing* is managed by the app, not through the phone operating system, that's why it is called "in-app pairing".

The advantages are the next:

1. An higher number of compatible Android phones.
2. Faster Communication.
3. More security in data transfer.

To take advantage of the in-app pairing it is necessary to:

- Update *Argo app* to version 2.0.
- Update devices' software to a new version, included in the app.

It is important to know that the previous version of *Argo* is not compatible to devices updated to the new software. While *Argo 2.0* is always compatible, because it manages both, in-app pairing as well as pairing through the operating systems.

That's why it is strongly recommended to update all smartphone to *Argo 2.0*, in order to avoid any kind of incompatibility



To know more about **software upgrade** to *Argo 2.0* and to get the step by step procedure, we recommend you to watch the tutorial "*Argo 2.0 Software Upgrade*" and read the related manual; both available at link: <https://app.iseo.com/?parm=ARGO&lang=en&folder=argo-update>

Advanced

In-app pairing improves security

In-app pairing improves security in data transfer. In technical details Argo take advantages of the next technologies:

- AES Session Keys generated with DHEC (Diffie Hellman Elliptic Curves)
- NIST (National Institute of Standard) compliant Random Number Generator
- AES 128 secure Encryption over the air

Troubleshooting

Argo app error messages

| Error | Meaning | What to do |
|---|--|--|
| User not enabled | The smartphone is not enabled to opening. | Enter Programming Mode by Master Card to enable the phone. |
| Connection error | The phone is not able to communicate to the device. | Enter Programming Mode by Master Card. |
| | Smartphone not memorized in the device. | Memorize the smartphone using the Master Card. |
| | The device has been updated to Argo 2.0 but not the phone. | Update Argo app to Argo 2.0 version to make the phone compatible to the new device's firmware. |
| | The device and the phone have been updated to Argo 2.0, but has not be followed the right procedure. | Follow the right procedure as described in the manual " <i>Argo 2.0 upgrade procedure</i> ", available at " <i>app.iseo.com</i> " website: <ol style="list-style-type: none"> 1. Forget the device from the Bluetooth paired device list (only for iOS). 2. Quit the app. 3. Swith OFF and ON the Bluetooth or re-start your smartphone. |
| Operation error: too many invalid opening attempts. | Too many invalid attempts might quickly overwrite the Events Log. After 30 invalid attempts, the next are not recorded for 15 minutes. | Valid operations are immediately recorded and reset the count of invalid attempts. |
| Unknown error | Generic error. | <ol style="list-style-type: none"> 1. Try to enter Programming Mode by Master Card. 2. Quit the app. 3. Switch OFF and ON your smartphone. |
| Link lost | The Access Control Device went out from Programming Mode due to inactivity timeout or other reasons (for example end of software upgrade). | It's not an issue. Enter again Programming Mode by Master Card if you need. |

Troubleshooting

Light and acoustic signals

| Light & acoustic signal | Meaning | Notes |
|---|--|---|
| 2 x  + 7 x  | Opening device not initialized. | |
| 3 x  | Device initialization by Master Card. | |
| 6 x  | Device opening allowed. | Enabled card. |
| 2 x  | Device opening not allowed. | 1. User not enabled 2. Block Standard User function enabled. 3. Privacy function enabled (only Aries) |
| | Card already present in the User List | Only in Programming Mode. |
| 5 x  fast | Card not in memory. | Credential never memorized in the door. |
| 1 x  + 2 x  | Enter Programming Mode. | |
| 3 x  | Exit Programming Mode. | |
| 2 x  | Added Card. | Only in Programming Mode. |
| 3 x  | Enable Passage Mode. Block Standard User. | |
| 5 x  | Disable Passage Mode. Unlock Standard User. | |
| 1 x  | Card enabled but door in Passage Mode. | |
| 3 x  + 3 x  | Battery low. | During opening time. |
| 3 x  + 6 x  | Battery very low. | Before opening time (delayed opening). |
|  x 3 sec | Battery empty. | No opening. |

Troubleshooting

Technical assistance

For any help please contact *ISEOZero1 Technical Support*. You can find your country telephone number at: <http://iseozero1.com/iseozero1/index.html#contacts>.

When you contact the *ISEOZero1 Technical Support*, please provide the next information:

- *Argo app* software version.
- *Smartphone* model and software version.
- *Access control device*, involved in the issue, product code and software version.
- Precise description of the issue.

ISEO[®]

www.iseo.com

Iseo Serrature s.p.a.
via San Girolamo 13
25055 Pisogne (BS)
Italy
Tel. +39 0364 8821
Fax + 39 0364 882263
iseo@iseo.com

ISEO Zero1
ELECTRONIC SOLUTIONS