

Floorsense Mobile App End User Guide

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Introduction

Thanks for downloading the Floorsense App for your iOS or Android phone. The Floorsense App is designed to work with Floorsight desk reservation pucks and QR codes, **and** with the Smartalock locker system to open, control, share and release the Smartalock brand smart lockers.

Features of the Floorsense App include:

- Register a new account at the Floorsense cloud service and join the account to your company's Desk reservation and locker system from a single App.
- Desk pre-booking and desk/meeting room check-in via QR code or physical floorsight puck
- Search for other users in the building and see their desk location
- Manage any existing lockers you have on the company's system.
- Obtain a new locker (according to your office policy) and open it via a single tap or a shake of your phone.
- Set a default PIN number so your locker can be opened by the Kiosk if you don't have your phone with you
- Set a Geo-Fence reminders to clear locker and release desk when leaving the office

1.0 Obtaining the Floorsense App

Download the Floorsense App from the Apple App store or Google Play Store. Search for "Floorsense" or use one of the links below.

Apple App Store: <https://apps.apple.com/us/app/floorsense/id1462878752>

Google Play Store: <https://play.google.com/store/apps/details?id=com.floorsense.app&hl=en>

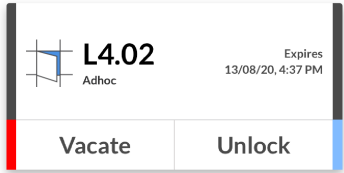
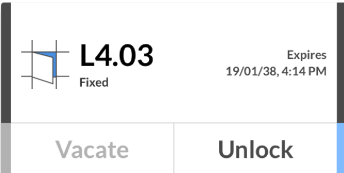
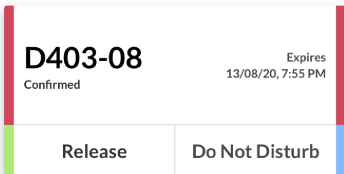
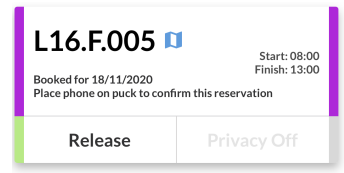
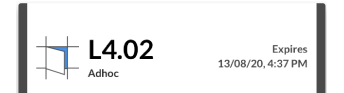
Floorsense works only on smart phones - it does not work on Tablets. On Apple iOS it is supported on iPhone 5, 5S, 6, 6S and later. The iOS version 11 and later are supported. On Android, Floorsense is supported in Android version 7.1 and later. Most common Android phone brands have been tested, however Floorsense works best with Samsung and Nexus brands

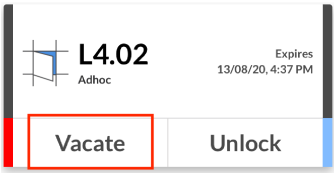
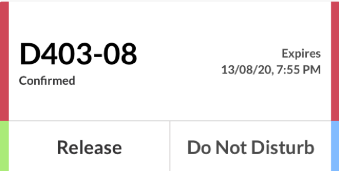
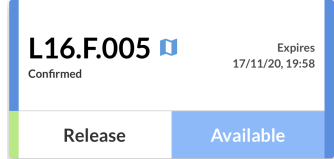
Floorsense App requires access to certain phone functions to work properly. When prompted for the first time, please allow Floorsense App to access location. The GPS function is used to set a Geofence which allows for the Floorsense App to (optionally) notify the users to release their desk booking when leaving the office. No GPS data is shared with any other third party or the locker controller.

1.5 Terminology

There are some terminologies used within the Floorsense application which are explained below:

Term	Description
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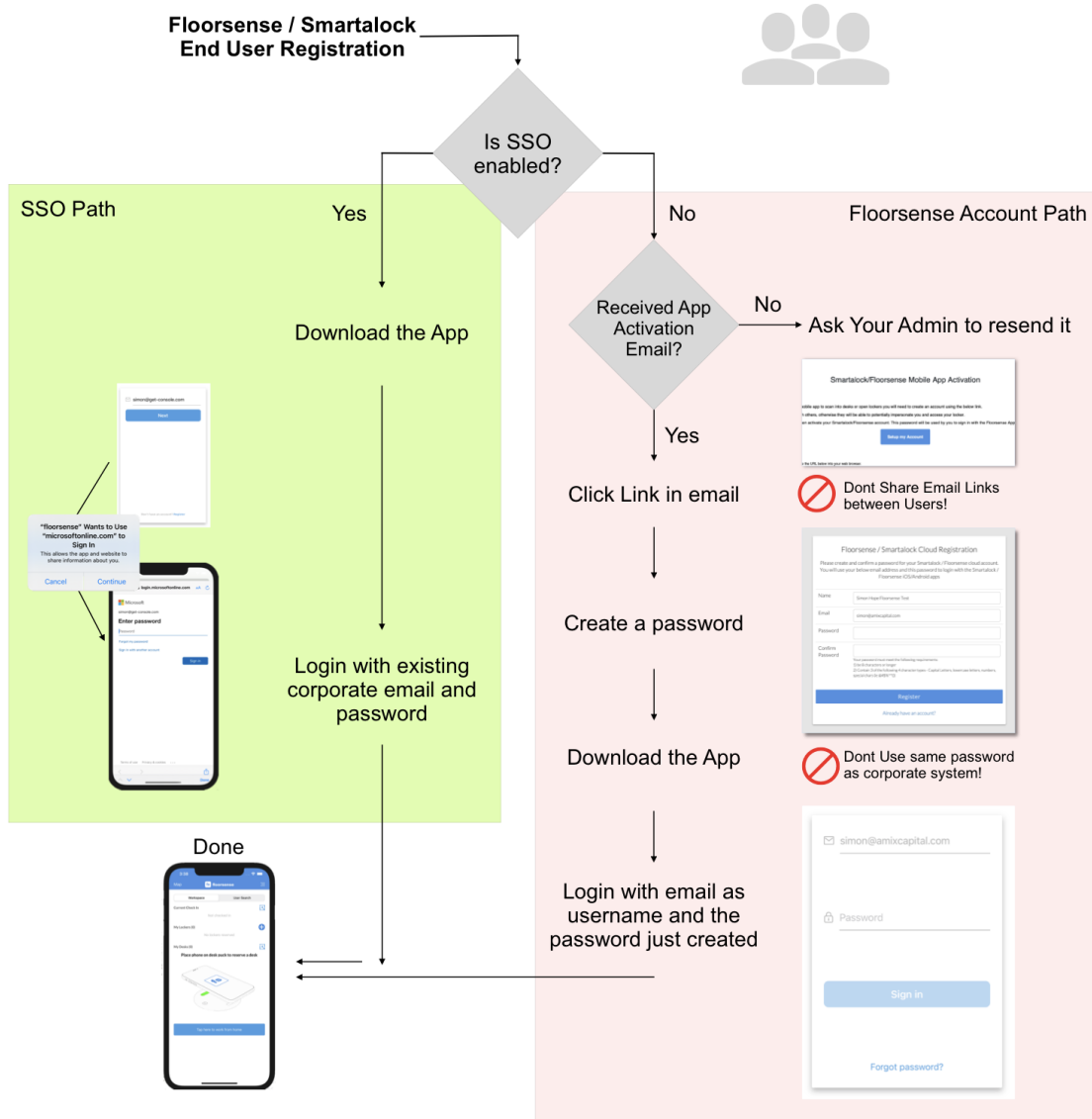
<p>Adhoc Reservation (Lockers)</p> 	<p>Where a locker bank is setup by the administrator to support Adhoc Reservations (for all, or just a group of lockers) it will allow any Floorsense App user to obtain a locker on demand, on a first come first served basis until all the lockers available for adhoc use are consumed.</p> <p>When a locker is requested through the App, an Adhoc Reservation is created. The locker door then opens, and the locker is removed from the pool of available lockers. When the reservation expires, the locker door can be opened via the App one final time, and the app will warn that the reservation has expired. Closing the door will release the locker back into the available pool.</p> <p>Adhoc Reservations are generally for a short time period - for example, 1 hour in a classroom, 2 hours for gym, 1 day for an Office workplace. This behaviour can be changed by the administrator.</p> <p>The user can Vacate the locker prior to the reservation expiring, which releases it back to the pool of available lockers.</p>
<p>Fixed Reservation</p> 	<p>A Fixed Reservation is where a locker is pre-allocated to a user for longer term use - for example a school term, a year, or permanently.</p> <p>Fixed Reservations are created and removed by the Administrator through the Administrator kiosk or web application. They cannot be made through the app, but the reservation is displayed so that the locker can be accessed via the phone.</p> <p>To add a fixed reservation to the Floorsense App see section 7.0 below</p>
<p>Bookings (Desks)</p> 	<p>Reservations related to desks are called “bookings”. Much like the lockers, a desk can be reserved for a set amount of time by default, or if the administrator allows, in advance for a user defined period.</p> <p>Once the desk booking has expired, the desk is released into the pool of bookable desks on the App’s floormap. Alternatively, the user can choose to release their own desk booking via their App and makes the desk available for reservation.</p> <p>A booking can be in 1 of 2 states: Confirmed and Unconfirmed. A confirmed booking just means the user has created a reservation for the desk and is physically present and using the desk right now - Confirmed bookings have red borders on the tile, and show up as red on the floorplan.</p>
	<p>Prebooking - is a desk booking for a future time - these are shown in the app with a Purple border. The booking is Unconfirmed - it needs to be confirmed by physically checking in at the desk via Swipe card, QR code scan or placing phone onto the Puck</p>
<p>Unlock Locker</p> 	<p>Opens the Locker Door. Floorsense App can open locker doors, but the doors must be manually closed by the user. The App’s ‘door icon’ changes based on the physical state of the lock.</p>

<p>Vacate Locker</p> 	<p>Returns an Adhoc locker back to the pool of available lockers for other users to reserve. If the locker is of Fixed Reservation, the Vacate button will be greyed out. The Fixed Reservation can only be removed by the Administrator or when the Fixed period expires.</p> <p>Only Vacate a locker once its contents are removed and the locker user no longer requires access to it.</p>
<p>Privacy Modes: DND disabled:</p>  <p>DND enabled</p> 	<p>The privacy or Do-Not-Disturb function relates to the users presence location being visible via other users of the Floorsense app on the same system, or via any floorsense Kiosk which maybe installed inside the building.</p> <ul style="list-style-type: none"> - Available means the users desk location or last check-in location will be visible to other users on the same floorsense system via Floorsense App or Floorsense Kiosk - Do Not Disturb means the users desk location or last checking location will not be shown in any search results by other users on same floorsense system <p>Users on different floorsense systems cannot see the desk location of any user.</p>

2.0 Getting Started

Floorsense App supports either integration with your companies existing Authentication system (Single Sign On - Azure AD or Okta) or where Single Sign On is not used, then manual end user registration and site linking is required before the App will work.

A comparison of the pocess for Single Sign On based login vs Manual process is shown below



2.1 Single Sign On

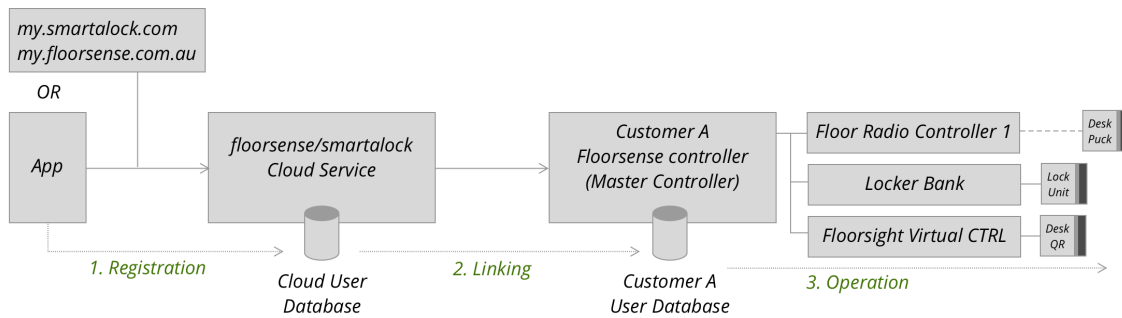
With Single Sign On the user just uses their existing corporate email address as username, and then will be redirected to a company website to enter their corporate AD or Okta password. No passwords are transmitted to Floorsense, but the successful authentication allows for the automatic account creation and binding to

2.2 Manual User Registration

There is a 2 step process to get the Floorsense App up and running for the first time.

1. Registering a user account on the Floorsense Cloud Service
2. Linking the Floorsense Cloud account to a companies locker / desk system

The following drawing shows these 2 steps, after which the App can interact directly with the customers locker banks, desks or virtual desk QR codes.



2.2.1 Registration

Before you can use the Floorsense App you must register as a user on the Floorsense Cloud Service.

The simplest and fastest way to register is to click on a link sent to your email from your system administrator and do this step **before** you download the floorsense app. The steps below show this process and is the recommended order to get setup:

1. Check your email

<div style="background-color: #e0e0e0; padding: 5px; margin-bottom: 5px;"> <div style="display: flex; align-items: center;"> ▼ Inbox </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Hamish Wireless charging! The future is officially he...</p> </div> <div style="background-color: #4a7ebb; color: white; padding: 5px; margin-bottom: 5px; text-align: center;"> <p>Employer Floorsense registraion link</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Belinda Request for leave denied</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Jack Have you tried the new lockers?! So cool!</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Simon Meeting roundup - Wash your hands.</p> </div> </div>	<div style="display: flex; justify-content: space-between; border: 1px solid #ccc; border-radius: 10px; padding: 5px; margin-bottom: 10px;"> <div style="width: 40%;"> <p>From:</p> <p>Subject:</p> </div> <div style="width: 60%;"> <p>Employer</p> <p>Floorsense registration Link</p> </div> </div> <p>Click the link below to get started with Floorsense:</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>https://my.smartalock.com/setup?code=cz1wd2Nha2wmcD1mOTRhN2hQazdzZGZnZEZEJnU9OTEZNDMTYmdD1iNGNmYWlOMQW1NjYyYyYyZTAzNDU4mju5yJk0NjQxZg</p> </div> <p>This will allow you to utilise smart technologies embedded in your workplaces desks/lockers.</p>
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2. Register

Fill in your details, with your company email, choose a password, and click "Submit"

Select "YES - Add this Smartalock system to my account". You can then logout.

New account register

Name

Simon Hope

Email

simon.hope@smartalock.com

Password

••••••••

Confirm

••••••••

Submit

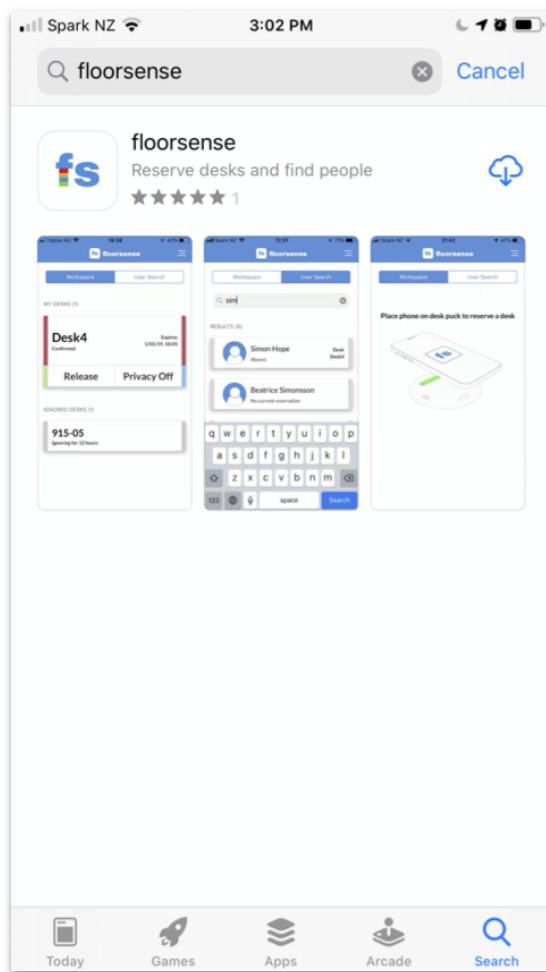
Confirm Setup Site

Are you sure you want to add the site 'pwcakl' to user account 'simon.hope@floorsense.nz'?

YES - Add this Smartalock System to my account

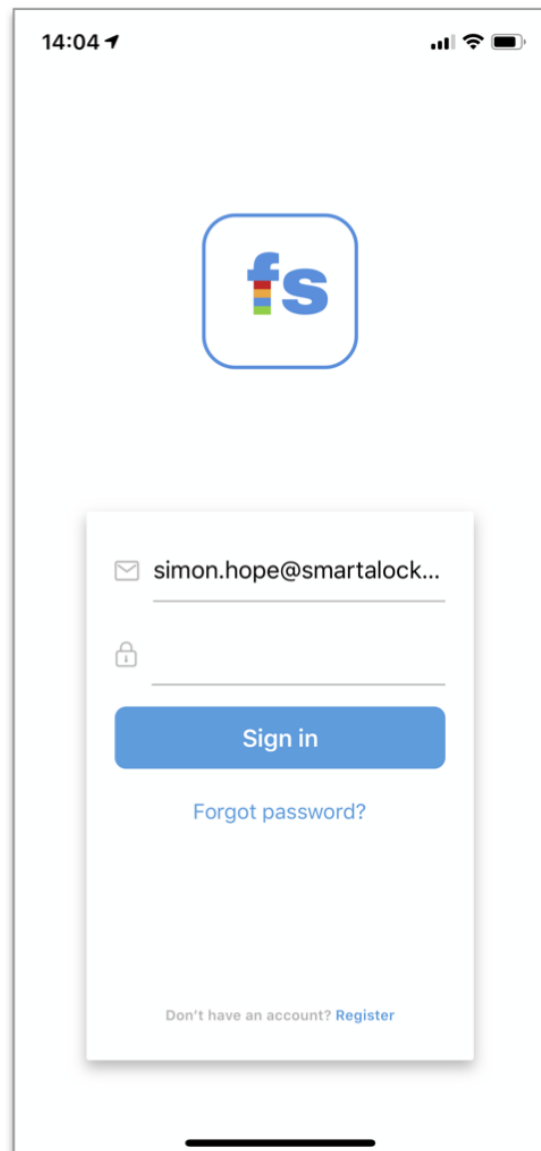
NO - Choose a different user

3. Get the phone app



Sign in using email and password set in the previous step.

On your smartphone head to the App store or Google Play and download 'floorsense'



If the user has already downloaded and installed the App, and has registered an account on the Cloud Portal BEFORE receiving and clicking on the activation link in the email then when clicking on the Activation link they should select "I already have an account" to avoid creating a duplicate account on the cloud service with the same email address.

Floorsense / Smartalock Cloud Registration

Please create and confirm a password for your Smartalock / Floorsense cloud account. You will use your below email address and this password to login with the Smartalock / Floorsense iOS/Android apps

Name	<input type="text" value="Brian Test"/>
Email	<input type="text" value="brian@smartalock.com"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>

Your password must meet the following requirements:
1) be 8 characters or longer
2) Contain 3 of the following 4 character types - Capital Letters, lowercase letters, numbers, special chars (ie @\$%*^*())

Register


Already have an account?


2.2.2 Alternative Registration Method


Alternatively it is possible to register an account on the my.smartalock.com / my.floorsense.com.au portal prior to receiving a link from the system administrator, although you will not be able to make desk bookings or open lockers until your app account is linked to an account on your system master controller via either entering a known locker number and pin, or by pasting in a setup code, or by scanning an activation QR code.


This registration can be done via the initial page in the App or alternatively via the <https://my.floorsense.com.au> portal page.


Registration via the Floorsense App


15:20
Cancel
 floorsense













Register

My Floorsense / Smartalock

Username

Password

☐ Remember me
[Forgot your Password?](#)

SIGN IN

[SIGN UP](#)
[I have a setup code](#)

MySmartalock Registration

Register

[Back to login](#)

Registration via the my.Floorsense.com portal.

2.2.3 Linking to a Master Controller (Alt Registration Method)

After registration, the App needs to link the newly created cloud account with the customers Master controller. There are 2 ways to link the Apps cloud account with a Master controller account.

- Linking in the App via QR code provided by Locker System Administrator
- Linking in the my.Floorsense.com portal via URL link provided by Locker System Administrator

If you already have an linked account to a Floorsense Master controller, but it is not bound to the correct user account, there is also a method to update the linking via the Floorsense touchscreen kiosk. However this cannot be used for first time linking.

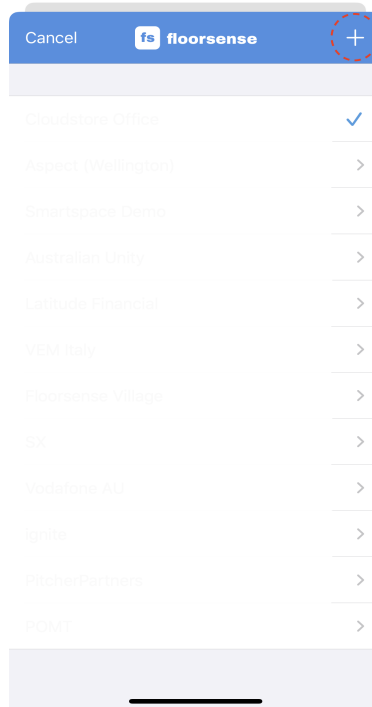
2.2.3.1 Linking via QR Code Scanner in App

To Link via QR code your Locker System Administrator will have provided you with a unique QR Code via email or other method.

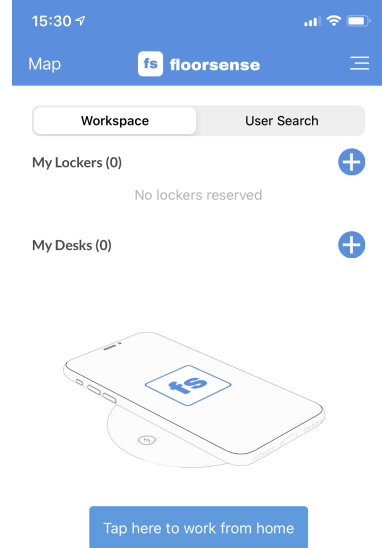
Example Code (Do NOT scan)



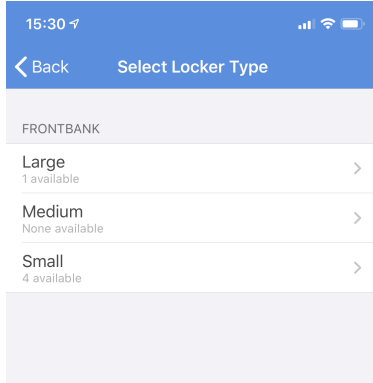
The code provided to you from your Locker Administrator is unique to your account - do NOT share it with other users or they will have access to your locker.



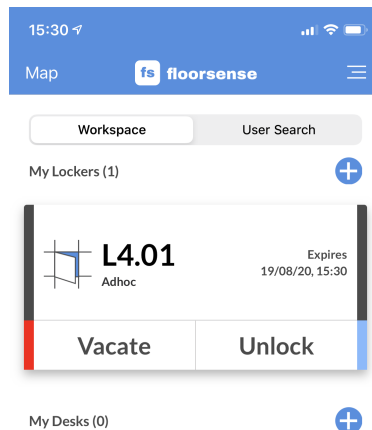
Tap Settings->Manage Sites then the + button to bring up camera.



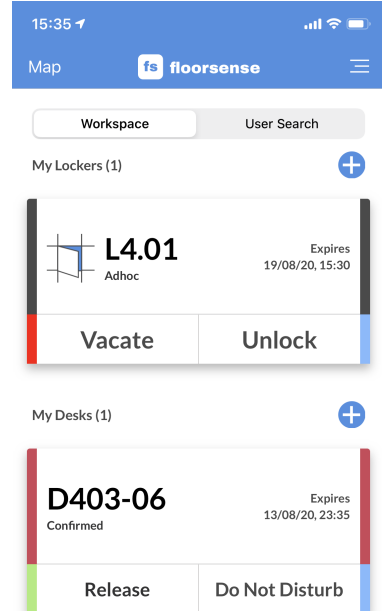
If no lockers are linked to the account you will be able to select plus button to add a locker. If you already have an existing locker allocated, it will now show up in this screen.



Select new locker by first selecting the Building, Locker bank and optionally the type of locker



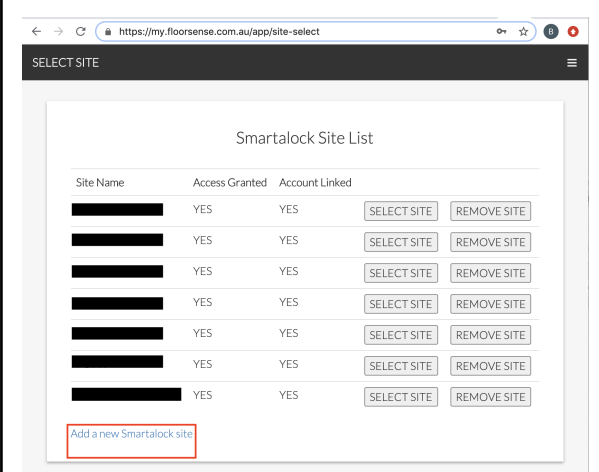
Now you will be presented with your locker which can be opened by tapping the Unlock button or just shaking your phone



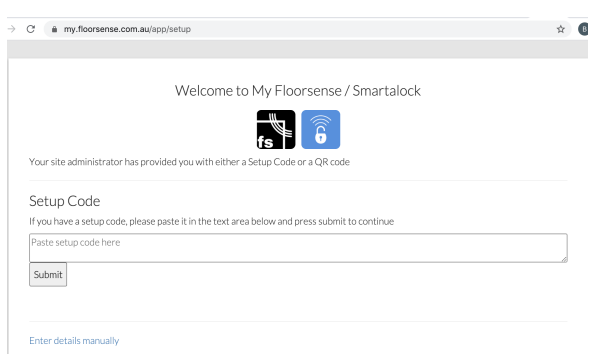
The Workspace screen will also show any desks as well

2.2.3.2 Linking via URL

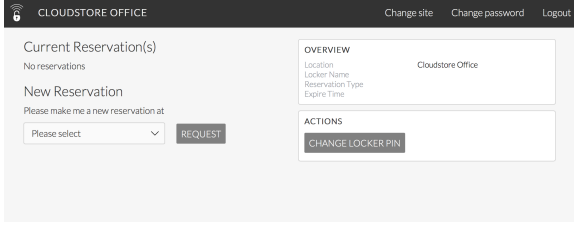
A popular method to create an account at my.floorsense.com.au and link it to a site master controller in a single step is via an Email link provided by the system administrator.



Click on the 'Add a new Smartalock Site' button (any existing sites you have been linked to will also show on this page)



Paste in the Setup Code into the box and press submit

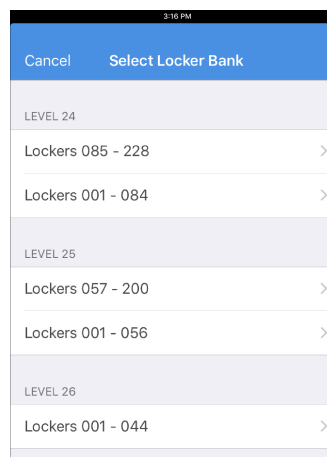


If successful the site will open and any existing lockers will appear. These lockers will also show up in the Floorsense app after restarting the app and signing in with the same credentials.

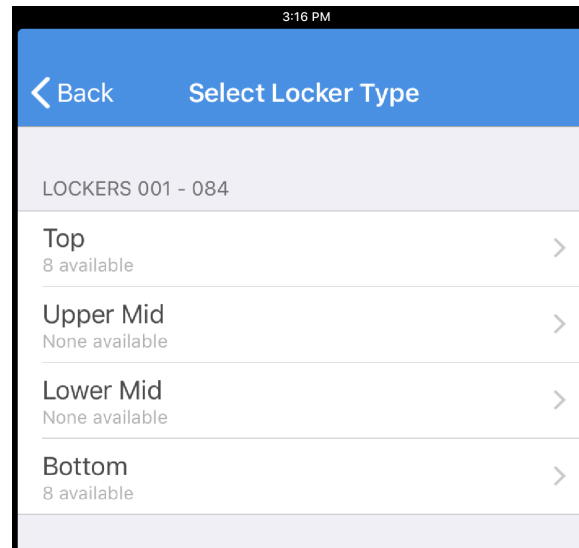
3.0 Getting a New Reservation

3.1 Lockers

If your organisation allows for Adhoc "on-demand" requests for lockers, then tap the "ADD" button (a '+' sign for Apple devices) on the top right in the "My Lockers" section. A list of locker banks will be shown for each floor.



Upon clicking one, a list of locker types (eg. Top, Bottom, Large, Small) is shown. Selecting any of the types automatically assigns the user to the first available locker that matches the locker type selected, and opens the locker.



3.2 Desks

There are three ways for a user to reserve a desk via the App;

- Placing their phone within the proximity of the Floorsight puck installed on the desk (the phone will need its Bluetooth function switched on for this to work).
- “Pre-booking” the desk via the Floormap.
- Via the App’s in-built QR Code Scanner if the desk has a QR Code (Floorsight Virtual product).

While on their App and their phone’s Bluetooth enabled, a user can simply place their phone in the proximity of the Floorsight puck and a prompt will appear. This prompt asks the user if they want to reserve the desk, or ignore it for the rest of the day.

If a user wishes to reserve a desk in advance, they can “pre-book” the desk by tapping on the ‘map’ icon on the top right of the screen (for android devices) or the word “MAP” on the top left for Apple devices (see Section 4.3 for more details on the Floormap).

A floormap will appear where the user can tap on a desk and choose to pre-book it for the day. Much like above, the user will have to place their phone on the Floorsight puck to ‘confirm’ their reservation. If they don’t confirm this within the due time, their pre-booking will be released and the desk becomes available.

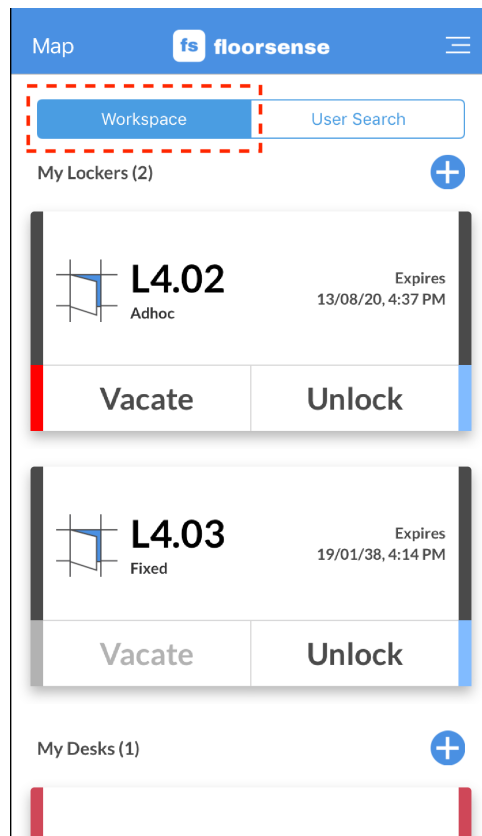
Alternatively if a QR Code is available, the QR Code Scanner can be used by simply tapping the “ADD” button in the “My Desks” section. The phone’s camera will be toggled, and the user can simply point their phone to the QR Code near their desk (ensure that the QR Code

is within the ‘square’ area in the camera). **NOTE:** Ensure that the user allows their phone camera to be used when the App prompts them to.

4.0 Navigating The Floorsense App

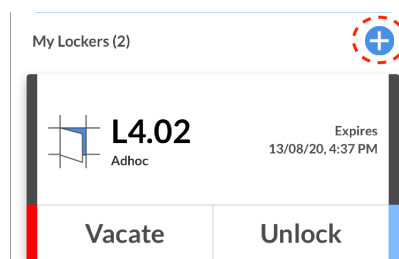
4.1 Workspace

The “Workspace” tab in the app allows the user to view and interact with their reserved lockers and/or desks.



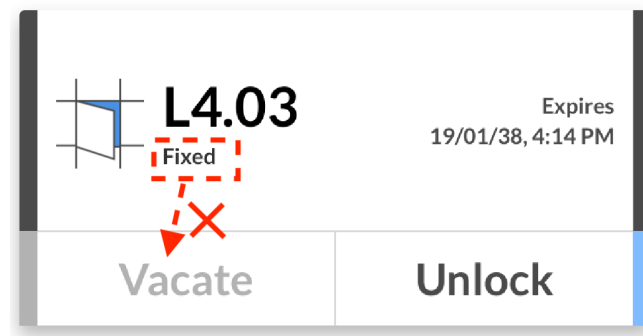
4.1.1 My Lockers

Under the “My Lockers” section, a list of reserved lockers belonging to the user is displayed with the reservation’s expiry date displayed on the right. The “ADD” button on the top right of this section adds a new locker reservation as explained in Section 3.1.



The type of reservation (Fixed or Adhoc), is also displayed below the locker number. In both reservation types, the user will be able to unlock their locker by tapping on the “UNLOCK” button. Alternatively a user can shake their phone to unlock all of their reserved lockers.

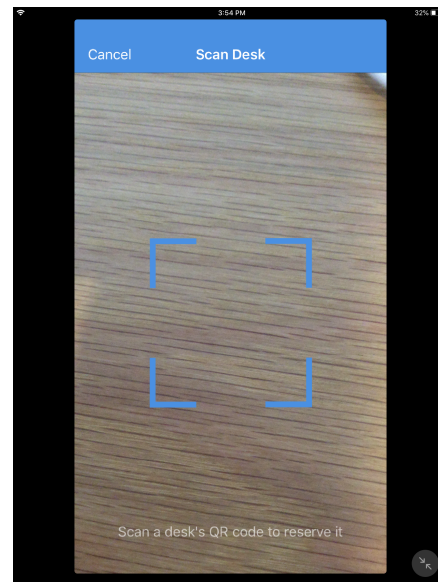
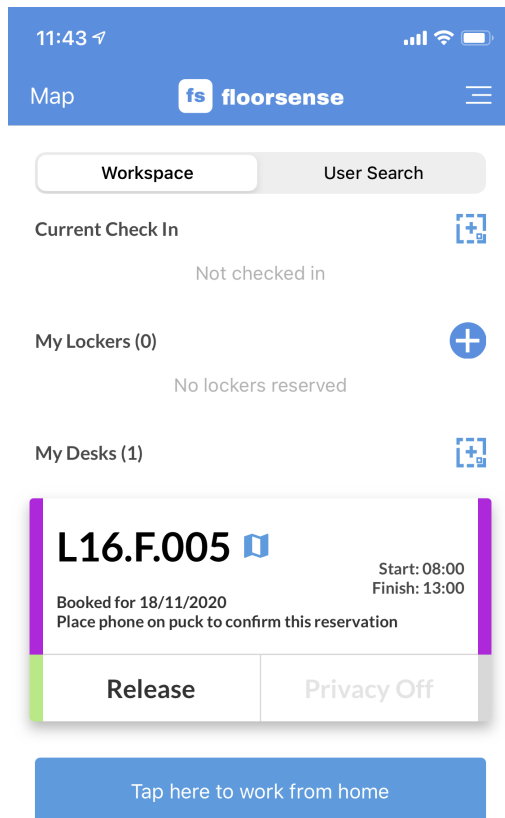
For an Adhoc reservation, the user will be able to tap on “VACATE” to release their locker reservation and open the locker to vacate their belongings from the locker. This is unavailable for Fixed reservations and is greyed out.



Additionally once the reservation period has expired, the user can unlock the locker one last time via the “UNLOCK” button, after which the locker will disappear from their list.

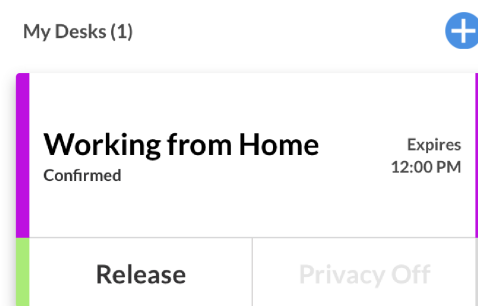
4.1.2 My Desks

In this section, the current desk reserved by the user is displayed, along with the desk reservation's expiry date displayed on the right. The “QR+” button on the top right section brings up the in-built QR Code Scanner, where the user can point their phone to a QR code on their desk to reserve it immediately.



Upon reserving a desk (refer to Section 3.2) the user has an option to either release their desk reservation, or switch to a “Do Not Disturb” mode where their status is displayed as such under user search (Refer to Section 4.2).

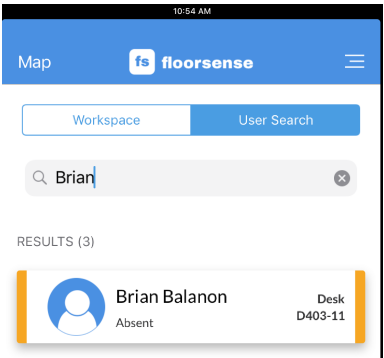
Depending on some sites, a “Tap Here To Work From Home” button will be present at the bottom. Tapping this immediately puts the user in a “working from home” status (no desk is reserved for this).

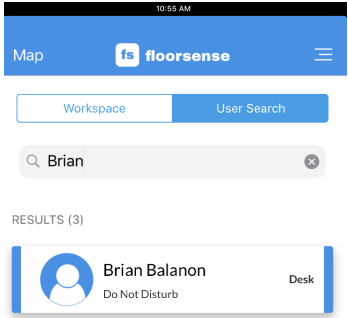
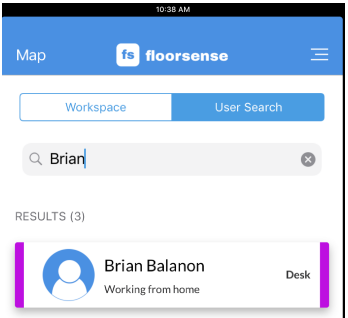


The user will only be able to release this status by tapping the “RELEASE” button. While in this mode, the user will appear to be working from home when they are searched in the “User Search” section.

4.2 User Search

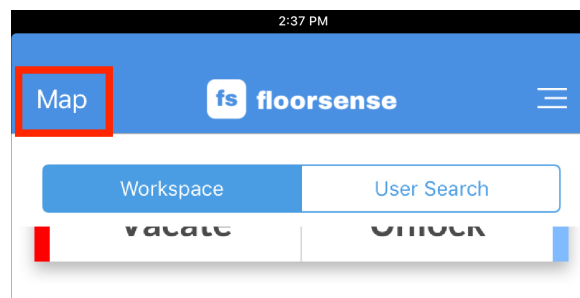
In this tab a user will be able to search other users in the database and locate them within the site, and whether they have a desk reserved. The following reservation statuses can be seen by the user:

<p>No Current Reservation</p> 	<p>This user does not have any desk reserved, neither are they working from home. This implies that they are unavailable, or possibly away from site.</p>
<p>Absent</p> 	<p>This user has a desk reserved, but is currently not at their desk. Their desk number is located on the right. Clicking on their profile shows where they are located in the Floormap (This applies to the Occupied status as well).</p>
<p>Occupied</p> 	<p>This user has a desk reserved, and is currently at their desk.</p>

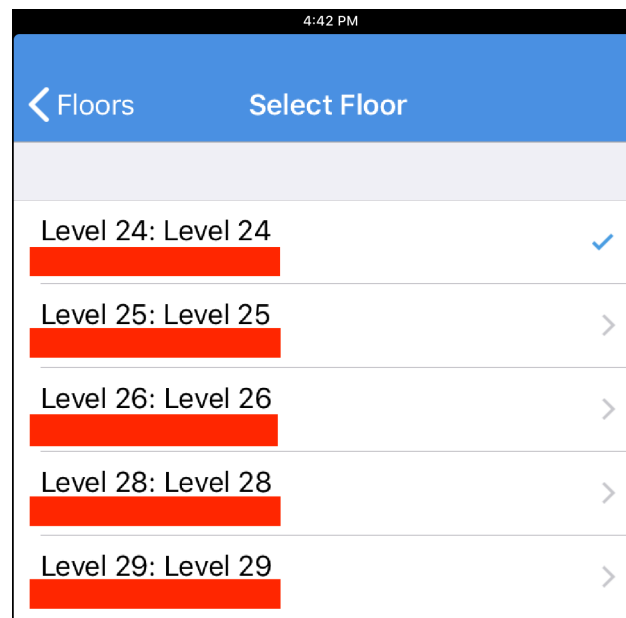
<p>Do Not Disturb</p> 	<p>This user has a desk reserved and may or may not be on their desk, but they are currently unavailable and would not like to be contacted. Neither their desk number or location on the Floormap will be displayed.</p>
<p>Working From Home</p> 	<p>This user is working from home, and has no desk reserved.</p>

4.3 Floorplan View

The Floorsplan view is accessible either through the “Map” button on the top left (if using an Apple device), or the map icon on the top right (for Android devices).

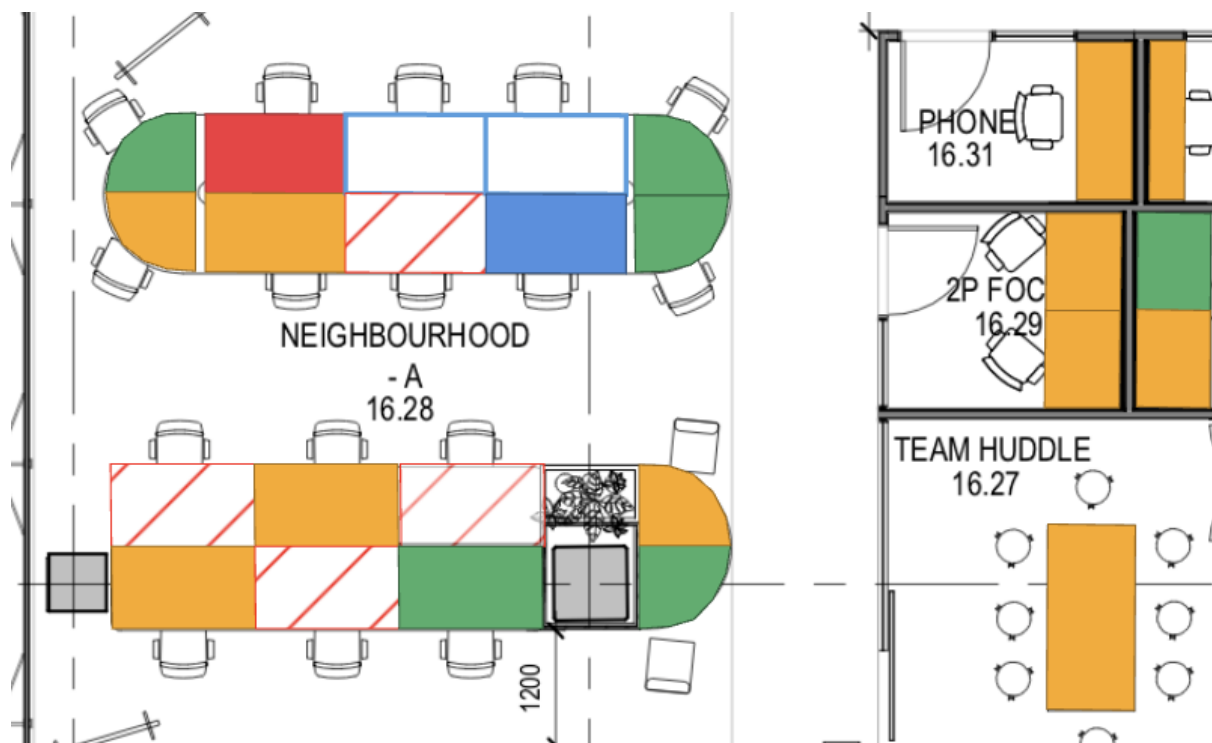


Clicking on this brings up a Floormap of the site. Tapping on right hand floor name will allow to select different levels within the same site.



4.3.1 Floorplan Colour Coding

The floorplan colour coding of each desk indicates to the user the current state of the desk.



- **Green:** This shows that the desk is available for reservation. Tapping on the desk will bring up a menu to ask if the user wants to prebook this desk for in advance.

The user would then have to confirm this reservation by placing their phone on the Floosight unit on the desk, while on their App.

The light on top of the puck would also be green

- **Orange:** This shows that the desk is currently occupied by someone who has not reserved the desk. This desk will not be able to be pre-booked.

The light on top of the puck would be green even if there is a user at the desk

- **Red:** This shows that the desk is currently reserved by another user.

The light on top of the puck would either be red to indicate the desk is reserved and the user has checked in, or flashing slowly red-purple to indicated the desk is reserved but the user hasn't checked in yet.

- **Blue:** This desk is currently reserved by someone, however they would not like to be disturbed.

The light on top of the puck would also be Blue

- **White with Blue Outline:** This shows that the desk has already been marked cleaned (by a cleaner) and is ready for a user to reserve. Clicking on it brings up the same prompt as with a gray desk.
The light on top of the desk will be Yellow





- **White with Red Stripes:** This desk cannot be reserved as it has been marked out of service. This could be because the desk is disabled for social distancing or because it has maintenance issue.








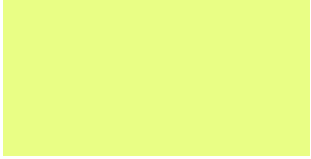
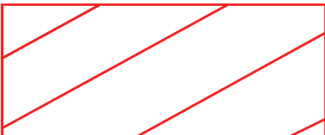

The light on top of the desk will be Solid Purple

4.3.2 Floorsight Puck Colour Coding vs Floorplan View

The colour on the floorplan on the App generally is matched by the colour of the Light on top of the Floorsight Puck. There are a few notable differences when the optional desk cleaning and social distance lockoff features are enabled on the system.

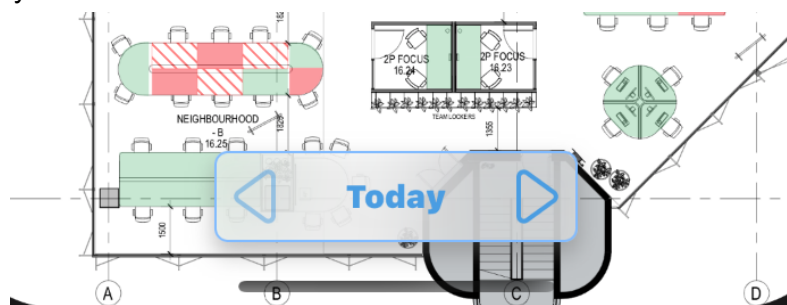
The below table correlates the colour on the floorplan with the colour on the Puck light.

Colour on Floorplan	Top of Puck Light	Desk State
		Desk is free for booking and there is currently no one physically occupying it. It may have already been used if desk cleaning is being tracked
		Desk is free for booking however there may someone physically occupying it. It is not clean if cleaning tracking is enabled.

		Desk is reserved to someone and they have checked in to confirm their booking
		Flashing Green-Red Desk is reserved to someone but they have not checked in to confirm their booking yet.
		Desk is reserved to someone and they have checked in to confirm their booking, and have also requested Do-Not-Disturb mode
		Yellow-Green Colour Desk is free for booking and there is currently no one physically occupying it. It has been cleaned and not been occupied since last made clean
		Desk has been locked off / disabled for maintenance or social distancing and cannot be booked or occupied

4.4 Prebooking Desks

The floorplan view also allows for pre-booking on different days in the future - use the arrow buttons at the bottom of the screen to navigate to future days and create multiple bookings over different days.



As the days change the desks that have pre-reserved by others will change to show the available desks to book. Tapping on an individual desk that is green will bring up the action tile to either book the desk for today or to schedule for a future day.

L16.W.024

Book for today

Schedule booking

Cancel

CancelSchedule DeskBook

START TIME

Booking Start11/27/20, 8:00 AM

November 2020 <>

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Time8:00AMPM

You cannot book more than 8 days from now.

DURATION

1 hour

2 hours

3 hours

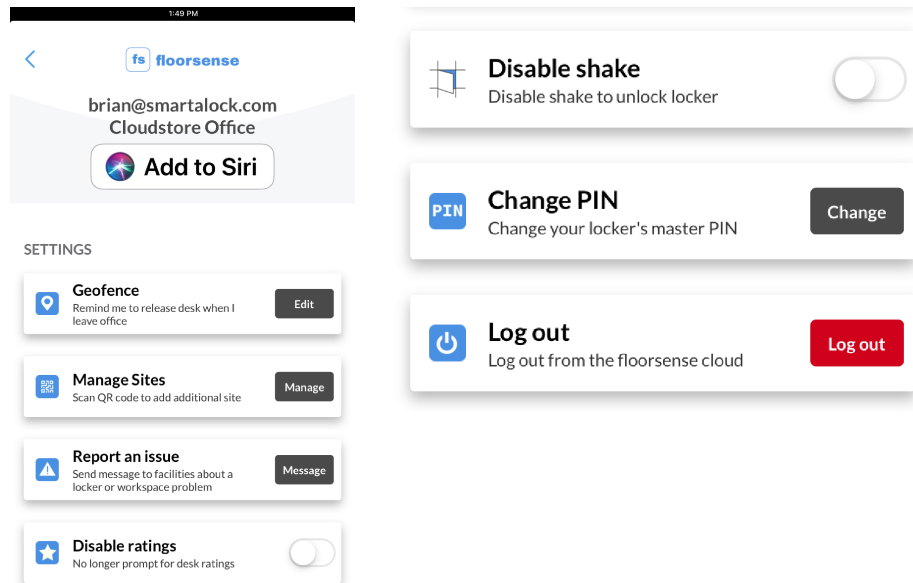
4 hours



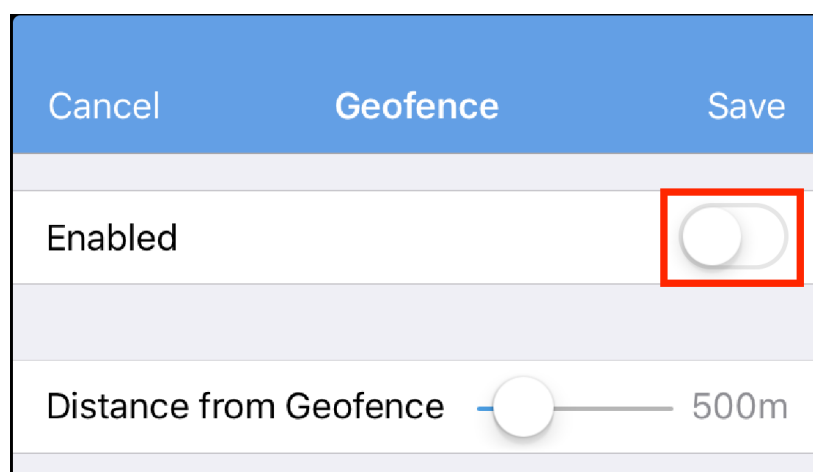
If a desk is restricted (because for example it can only be booked by certain users or user groups, then the desk will be Red on the floorplan view (even if it is not currently occupied and the light on the top of the puck may also be green) “Access Restricted” will appear when tapping on the desk, and no booking form will be available.

5.0 Other Settings

The icon on the top right of the screen brings up the settings menu. The user will be able to edit multiple settings based on their preferences:

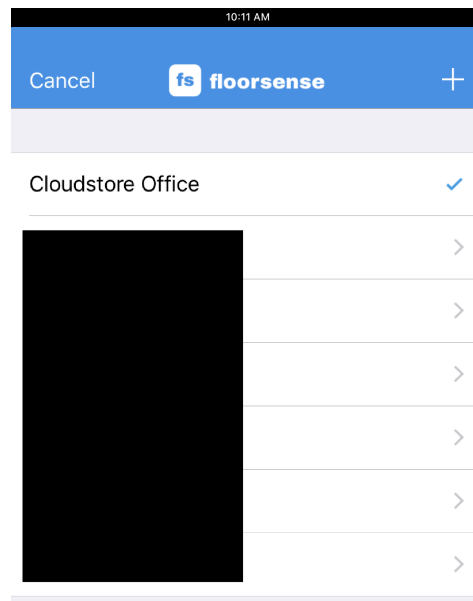


- **Geofence:** Tapping on the edit button brings up the following menu. The user can choose to enable this feature by tapping on the switch beside “Enabled”.



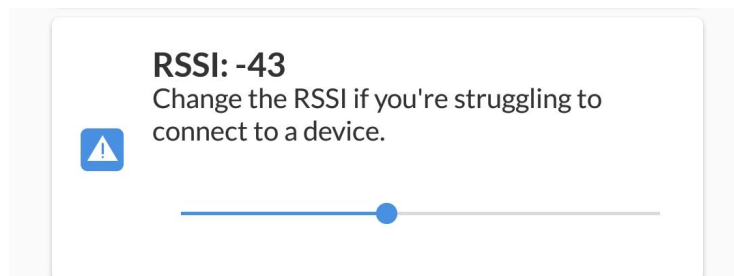
This allows the app to send reminders to the user related to their locker or desk if they leave the site. They could also choose to set the distance from the site from which these notifications will trigger via the slider at the bottom. Once these settings have been changed, the user would have to simply tap the “Save” button on the top right.

- **Manage Sites:** In the case that the company has several sites with either lockers/desks, a list of these sites will be displayed. Tapping one of these sites brings the user to the main menu but with desks/lockers associated with the site selected.



Tapping on the “plus” sign on the top right of the screen brings up the QR Code Scanner. This is used to scan a unique QR Code for a new site that they want to add, usually provided by the administrator of the site. Note this is a different QR code than a desk itself.

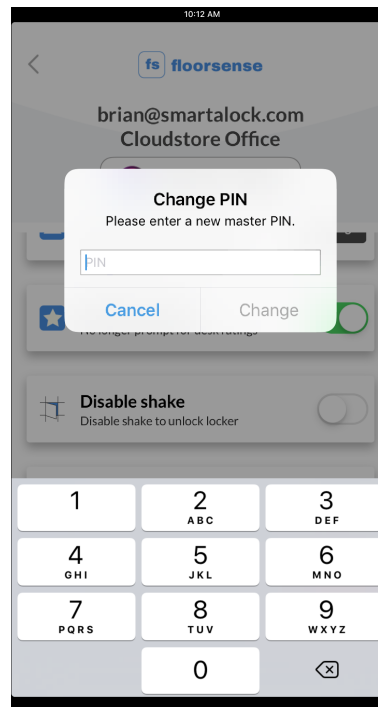
- **Report an Issue:** This allows the user to send an email to their support regarding any problems with the App, locker, or desks. Tapping the “Message” button brings up the user’s default email app.
- **Disable Ratings:** The user can disable this by tapping on the switch to disable rating prompts whenever they release their desk reservations.
- **RSSI:** This feature is only present for Android devices. It allows the user to tweak their device’s bluetooth sensitivity to allow easier communication with their Device and the Floorsight pucks.



Note that the scale is negative, and that the sensitivity increases with magnitude. A value between -39 to -43 is preferable to prevent the device from identifying neighbouring Floorsight pucks.

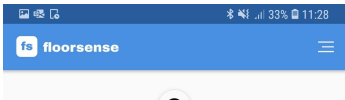
- **Disable Shake:** The user can choose to enable this via the switch. By doing this, it prevents the app from unlocking the lockers via the shake feature.

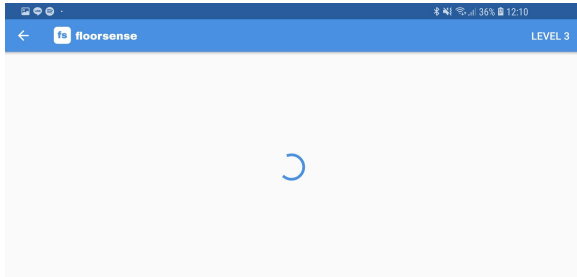
- **Change PIN:** Upon tapping the “Change” button, the user can override their current locker PIN access. The control is not yet available on Android, however the user can still change their locker pin via the web interface available at my.smartalock.com



8.0 Troubleshooting

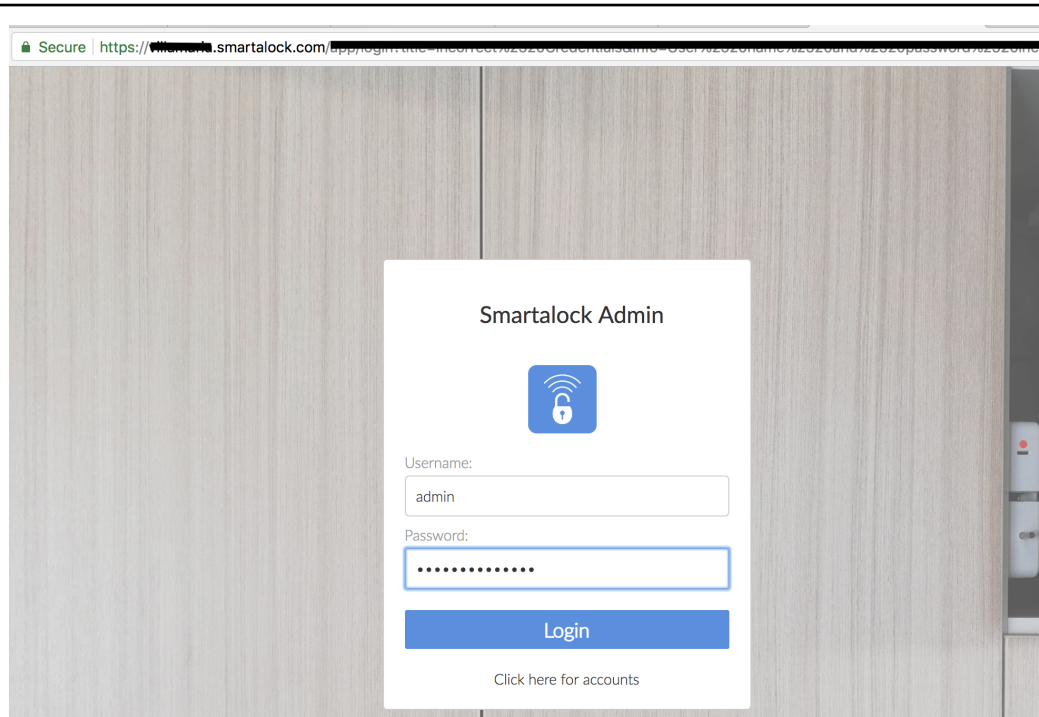
The following table lists the most common problems and solutions using the Floorsense App:

	<p>Can't discover nearby Desk</p> <p>Possible Reasons:</p> <ul style="list-style-type: none"> - Bluetooth is not enabled on phone. - Phone is not close enough to the Floorsight puck. - Floorsight puck might be faulty or not powered up. - (For Android devices) Bluetooth on the device might not be picking up the Floorsight puck's signal. <p>Solutions:</p> <ul style="list-style-type: none"> - Turn bluetooth on/off on phone - Restart App - On Android - adjust the RSSI setting in the floorsense App settings to make it more sensitive ie a larger number.
	<p>Stuck on a loading screen when app is started</p>

	<p>Possible Reasons:</p> <ul style="list-style-type: none"> - Phone's network is down - Network fault on site/Floorsight devices. <p>Solutions:</p> <ul style="list-style-type: none"> - Restart App to force a reconnection to the Smartalock/Floorsense cloud service - Switch to 4G on your phone and try again - some customer firewalls block the connection to Smartalock cloud service after an idle period.
	<p>Stuck on a loading screen after tapping Floormap</p> <p>Possible Reasons:</p> <ul style="list-style-type: none"> - Phone's network might be down - Network fault on site/Floorsight devices. - The connection to the floorsense cloud has become disconnected. <p>Solutions:</p> <ul style="list-style-type: none"> - Switch to 4G - Wait for a little longer before trying to switch levels in the floormap. The first time the floorplans load will take longer than subsequent connections as after the first load they are cached within the App.

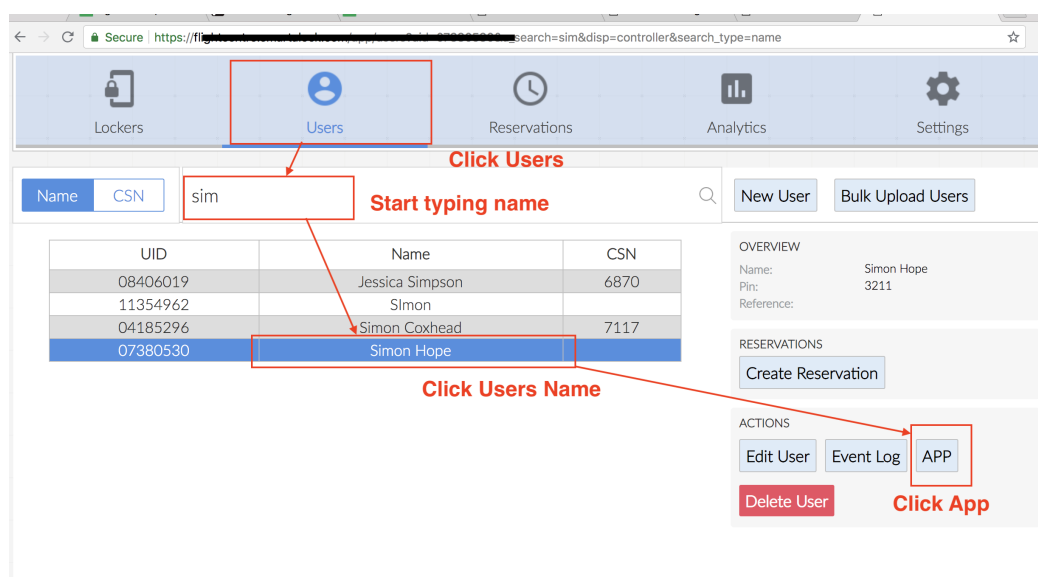
9.0 Admin Steps for Obtaining End User QR Codes

The following are instructions for the Floorsense Administrator to obtain a users QR code
Instructions for generating end user App links in bulk are contained in the Floorsense Admin User Guide.

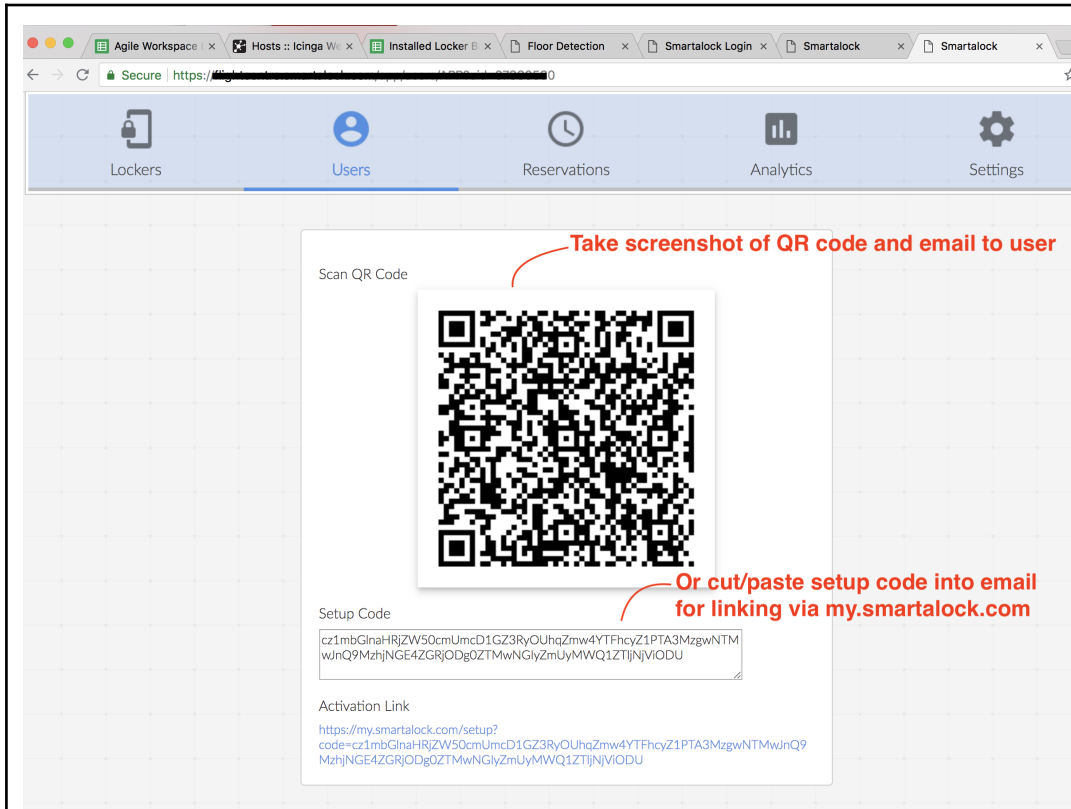


Login to the Master Controller - the address is normally companyname.Floorsense.com

The credentials have been supplied by Floorsense during system commissioning. Contact support@Floorsense.com if these have been forgotten



Navigate to Users tab, then start typing name of user to search for the user. Once found click on the users name and then on the right hand panel the APP button will appear. Click on this.



The APP button displays the linking information in both a QR code that can be scanned directly by the users Floorsense App, or in a Setup code that can be pasted into the my.Floorsense.com portal.

Take a copy of this QR code or setup Code/URL and send to user.

The code is unique to the user. It should not be shared between users.

The code can be directly emailed to the end user from this page if the users email is present.

If multiple users accidentally use the same code contact support@Floorsense.com to reverse out the changes and generate new codes.