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- What does BLE mean?
    - A standard for the short-range wireless interconnection of cellular phones, computers, and other electronic devices. To ensure security, the Yale BLE lock establishes a secure channel and uses encryption when sending sensitive information.
  - How secure is my Assure Lock with Bluetooth?
    - Yale Assure app makes managing access control easy through a robust mobile app. Send or revoke the mobile keys via our easy to use app. Highly secure digital keys identities are managed wirelessly through the phone. All information within the lock, along with the digital keys application is secured with multiple layers of encryption using a patented encryption method.
  - How is the communication between the lock and the phone secured?
    - The Yale Assure app and Assure Lock with Bluetooth use multiple levels of encryption technologies to ensure the security of the digital keys.
  - What is a Yale Digital Key and how does it work?
    - The Yale Digital Key is like a credit card number. It is essentially a unique identification number that only a Yale BLE lock can read (generated on our secure server using our patented key generation and encryption algorithm). The key is sent securely to the mobile phone and can be used to operate the BLE deadbolt using the Yale Assure app.



# FAQ

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- Can I send keys to other users that I want to have access to the lock?
  - Yes, follow the steps in the Yale Assure app for sending keys to other users.
- How many locks can I operate with one key?
  - You can operate as many locks as you would like from one key!
- Can I have more than one key on my phone?
  - You can store up to 10 different digital keys on your phone.
- How many keys can I send to my family and friends?
  - You can send up to 10 digital keys to each user in your network.
- What happens in I lose my phone?
  - Do not worry, if you lose your phone you can manage your account from any other compatible mobile device. You can also easily move your account from one phone to another and also delete your mobile keys if you think your phone may be compromised.
- What phones are compatible with the Assure Lock with Bluetooth?
  - Compatible with Android phones with operating system 4.3 or later and iPhone with operating system iOS9 or later.



# FAQ

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- **Must the phone screen be on for the lock function?**
  - When the Yale Assure app is open it will always run in the background.
  - Phones running Android O.S. version 4.4X or higher, the screen does not need to be turned on for the application to work, as long as it is running in the background.
  - iPhones running O.S. version 9.0 or higher, the screen does need to be turned on for the application to work. The application can be running in the background.
- **What happens if I receive a call while trying to operate the lock?**
  - Receiving calls or talking on the phone will not interfere with the phones operation of the lock.
- **Can a laptop or tablet operate the Yale Assure app?**
  - No, the Yale Assure app will only work on iOS and Android smartphones.



# FAQ

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- **What comes with the Yale Assure Lock with Bluetooth?**
  - The lock comes complete with 4 AA batteries, installation and programming instructions and the necessary hardware to install the lock on your door. After installation you can download the free Yale Assure app on your smartphone.
- **How do I program and setup my Assure Lock with Bluetooth?**
  - Refer to the on screen instructions within the Yale Assure app.
- **What is the battery life of the lock?**
  - Your Assure Lock with Bluetooth batteries will last approximately one year with normal usage.
  - In the event that your lock batteries die when you are not home the BLE deadbolts are equipped with a worry free 9V battery backup. Simply touch a 9V battery to the provided terminals on the front of the lock and enter your entry code for access.
  - The lock and Yale Assure app will also notify you approximately one month before the batteries die. Continuous warnings starting approximately 5 weeks before the batteries must be replaced.