

# CLIQ™ Go

Reseller Guide

**AIKON**  
**ASSA ABLOY**

2020-02-10

The global leader in  
door opening solutions

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# 1 Introduction

## 1.1 Introduction to CLIQ™ Go

**CLIQ™ Go** is a solution that offers the tools to create and manage electronic locking systems. CLIQ™ Go enables full control over access authorisations and key holder activities.

By design, CLIQ™ Go is easy to set up and use. It offers a simple and quick process where resellers can program blank eCLIQ user keys and cylinders, assign them to a particular locking system and deliver the keys and cylinders directly to customers. To administrate the system, resellers and administrators connect a programming device to a PC, smart phone, or tablet.

CLIQ™ Go is aimed at small and medium sized businesses, typically with less than 100 cylinders and 50 keys, that accept or prefer a hosted solution.

**CLIQ™ Express** is the application used by resellers creating, extending, and editing settings for CLIQ™ Go locking systems.

## 1.2 About this Document

The purpose of this document is to introduce the reader to CLIQ™ Go and describe the process of creating and delivering an operational locking system that meets the customer's needs.

The target group of this document is CLIQ™ Go resellers.

The section **CLIQ™ Go Locking Systems** in this document is intended as an introduction to CLIQ™ Go locking systems for locking systems administrators. It is included in this document for resellers who are administrating locking systems for customers or giving them support.

The separate document **CLIQ™ Go - Introduction to Locking Systems** includes the same information as the section **CLIQ™ Go Locking Systems** in this document and should be handed over to customers who administrate their own locking systems.

## 1.3 Roles

The **reseller** is a trusted partner of ASSA ABLOY that sells and produces CLIQ™ Go locking systems to customers.

The **administrator** is responsible for administrating the locking system.

The **key holder** uses a key to open cylinders. Key holders are either employees or visitors.

Table 1. Roles

Role	CLIQ™ Go dealer	CLIQ™ Go customer
Reseller	✓	
Administrator	✓	✓
Key holder		✓

The reseller and the administrator have tasks to perform. For an overview of how their tasks are distributed, see Section 3.7 "[Responsibility Overview](#)", page 27.

## 1.4 Trademark notices

The following third party trademarks are used in this document:

- **Android:** Android is a trademark of Google Inc.
- **Bluetooth:** Bluetooth is a registered trademark of Bluetooth SIG Inc.
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## 2 Getting Started

### 2.1 What the Reseller Needs

To get started, the reseller needs the following:

- CLIQ™ Express key
- Certificate for the CLIQ™ Express key
- PIN for the CLIQ™ Express key
- CLIQ™ Express Client installation file
- Certificate bundle for CLIQ™ Express Client

IKON provides the reseller with the items above.

The reseller also needs:

- CLIQ™ Security Cards
- Card scanner/reader
- Local PD with two key slots
- Cylinder programming cable adapter
- If required: Cylinder parts and/or elongation kits
- PC with Microsoft Windows®. The system requirements are listed in Section 6.4 “*System Requirements*”, page 51.
- Internet connection
- Mobile phone (needed if the reseller intends to activate a CLIQ™ Go user account via text message)

Consumables, to eventually hand over to the customer:

- CLIQ™ key blanks and cylinders
- Local PDs and/or CLIQ™ Connect Mobile PDs

### 2.2 Setting up CLIQ™ Express

#### 2.2.1 Installing Local Programming Devices

- 1) Ensure that the Windows user account that is currently logged in has Administrator access rights.
- 2) Connect the USB cable from the Local Programming Device (Local PD) to the PC.
- 3) Verify that the drivers are downloaded and installed automatically.





#### NOTE!

Make a note of the assigned COM port that is displayed in the notification area. When logging into CLIQ™ Express or the CLIQ™ Go app, select the assigned COM port if the COM port is not found automatically.

Example: STMicroelectronics Virtual COM Port (COM7) .

- 4) If the drivers are not installed automatically, contact technical support.

## 2.2.2 Installing Reseller Certificates

The reseller is provided with a certificate bundle, which is a zip file containing four files: one Trust store, one certificate, and one password file for each.

- 1) Unzip the certificate bundle.
- 2) Install the Trust store in the local user certificate store by double clicking the file called **TrustStore.p12**.



#### NOTE!

When installing certificates, none of the default settings need to be changed.

- 3) When prompted, enter the password provided in the file **TrustStore-password.txt**.
- 4) Install the certificate in the local user certificate store by double clicking the other .p12 file.



#### NOTE!

When installing certificates, none of the default settings need to be changed.

The filename depends on the key name.

- 5) When prompted, enter the password provided in the file **certificate-password.txt**.

## 2.2.3 Installing CLIQ™ Express

- 1) Run the CLIQ™ Express Client installation file.
- 2) Select destination folder.
- 3) If asked, select to install for all **All users** of the computer.

## 2.2.4 Logging in to CLIQ™ Express

- 1) Ensure that the computer is connected to the internet.
- 2) Insert the CLIQ™ Express Key in the **Left hand slot** of the Local PD.

- 3) Run the CLIQ™ Express software.

If prompted, acknowledge the CLIQ™ Express remote connection as trusted.



**NOTE!**

CLIQ™ Express cannot be launched without a properly configured Local PD.

If there is a problem connecting to the Local PD, make sure that CLIQ™ Connect PC is not running. To configure the Local PD, please see Section 2.2.5 *“Setting up Local PD at Program Launch”*, page 10.

- 4) Enter the **PIN Code** provided by IKON to log in.

## 2.2.5 Setting up Local PD at Program Launch

If CLIQ™ Express fails to connect to the Local PD at launch, the program will open a configuration pop-up. For connection problems that arise after login, see Section 2.4.6 *“Changing Local PD Settings After Login”*, page 14.

- 1) Check the USB cable connection between the Local PD and the computer.
- 2) Make sure that CLIQ™ Connect PC is not running.
- 3) Click **Auto-detect**.

The **OK** button will be enabled if a device is found.

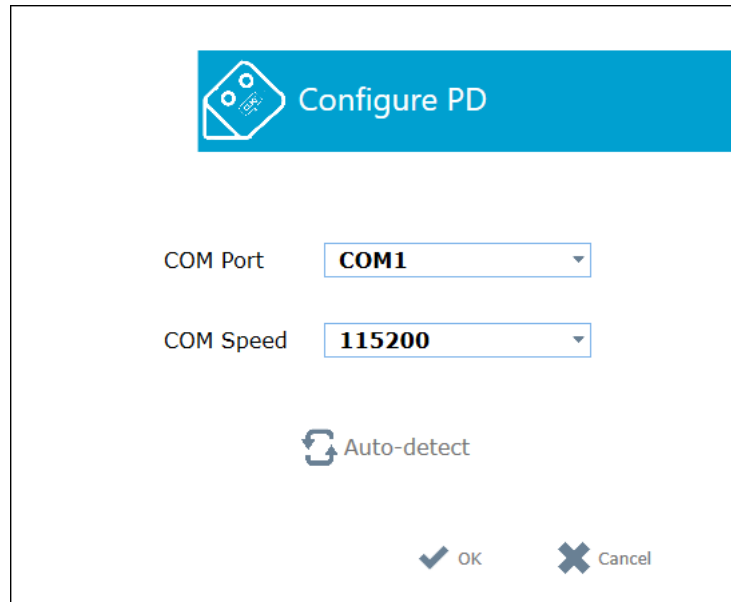
- 4) If auto-detect does not work and the used COM Port is known, select the correct **COM Port** and **COM Speed**.



**HINT!**

To identify available ports in Windows, open Run by pressing **Windows key + R**. Enter "devmgmt.msc" and click enter to access the Device manager. Available ports are listed under **Ports**.

- 5) Click **OK** to continue.



### 2.2.6 Setting up Magnetic Card Reader

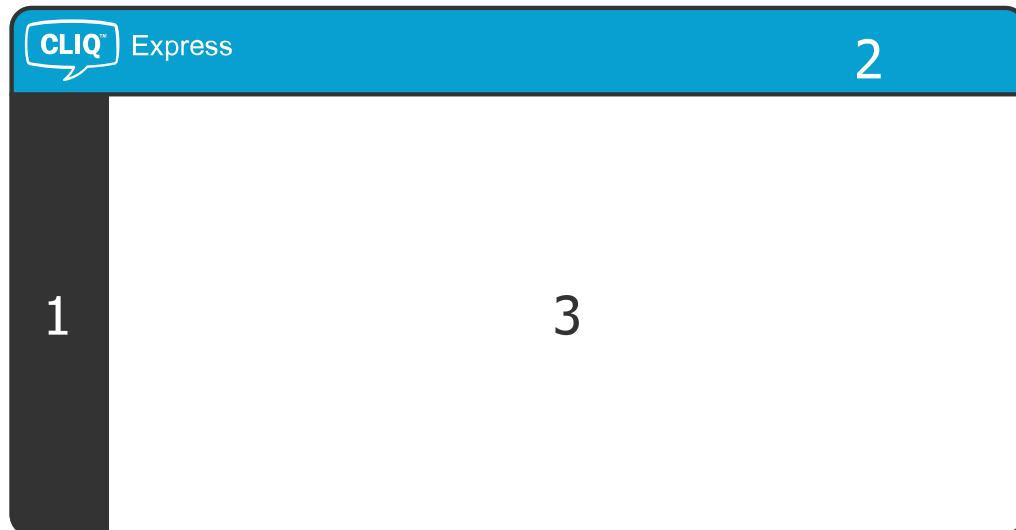
Magnetic cards are used to identify a physical person as a legitimate customer's representative. When a card is swiped in CLIQ™ Express, the correct system will be loaded.

- 1) From the **Top menu**, select **Options » Computer settings » General settings**.
- 2) Select **Use magnetic card reader**.
- 3) Select the magnetic card reader **Type**.  
The supported device (MAGTEK 21040107) is supplied by IKON.
- 4) If required, select **COM Port** and **COM Speed** to match the specifications.

## 2.3 Navigating in CLIQ™ Express

CLIQ™ Express is designed to guide the user easily to the desired function. The interface is divided into the three sections as follows:

1. **Left menu:** Navigation menu with links to page content
2. **Top menu:** Actions and a dropdown menu with settings and information
3. **Main screen:** Content depending on the section and options selected



## 2.4 Configuring CLIQ™ Express

### 2.4.1 Changing CLIQ™ Express Key PIN

- 1) If the current PIN is known:
  - a) From the **Top menu**, select **Options » Change PIN**.
  - b) Enter the current PIN once, and the new PIN twice.
- 2) If the PIN is lost:
  - a) Try to login to CLIQ™ Express using the wrong PIN at least 5 times.



**NOTE!**

After entering the wrong code a total of 5 times, the Reseller's key, and thus CLIQ™ Express will be blocked for the keyholder until the key is unlocked using the PUK code.

- b) When asked, enter the **PUK** code that was supplied from IKON.
- c) Enter the new PIN twice.

### 2.4.2 Printing Reseller's Activation Code

- 1) Select **Options » Print Reseller Information** from the **Top menu** to print the reseller's activation code.

The Reseller's activation code enables the reseller to use the CLIQ™ Go App.



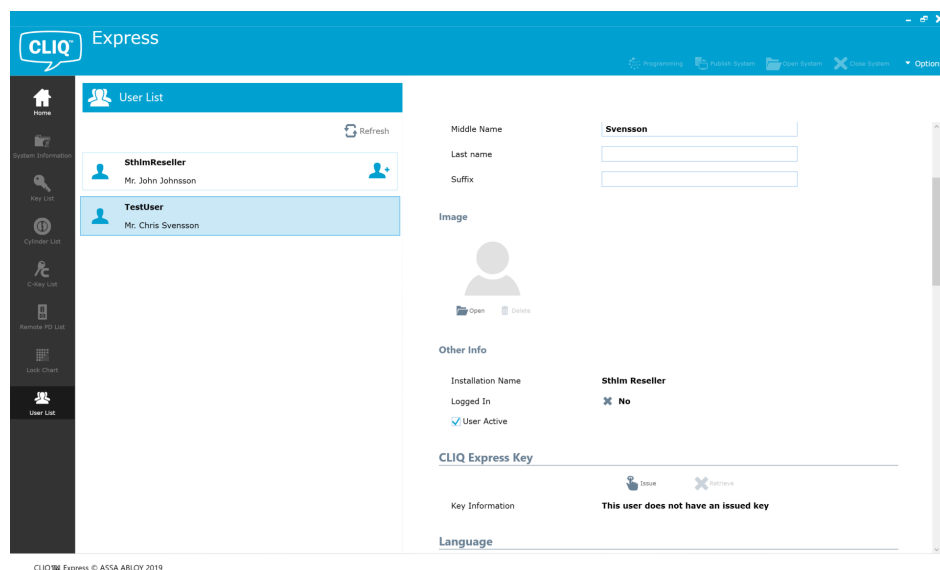
**NOTE!**

The Reseller's activation code is generated when the reseller publishes a system for the first time. This code never changes.

### 2.4.3 Enabling or Disabling User

- 1) From the **Left menu**, select **User List**.

- 2) Select the user.
- 3) Scroll down to **Other Info** to select or deselect **User Active**.



#### 2.4.4 Changing a User's Language

- 1) Close any open system.
- 2) If logged in as an Admin user:
  - a) From the **Left menu**, select **User List**.
  - b) Select the user.
- 3) If logged in as a Normal user, from the **Left menu**, select **My user**.
- 4) Scroll down to the **Language** section and select the desired language.

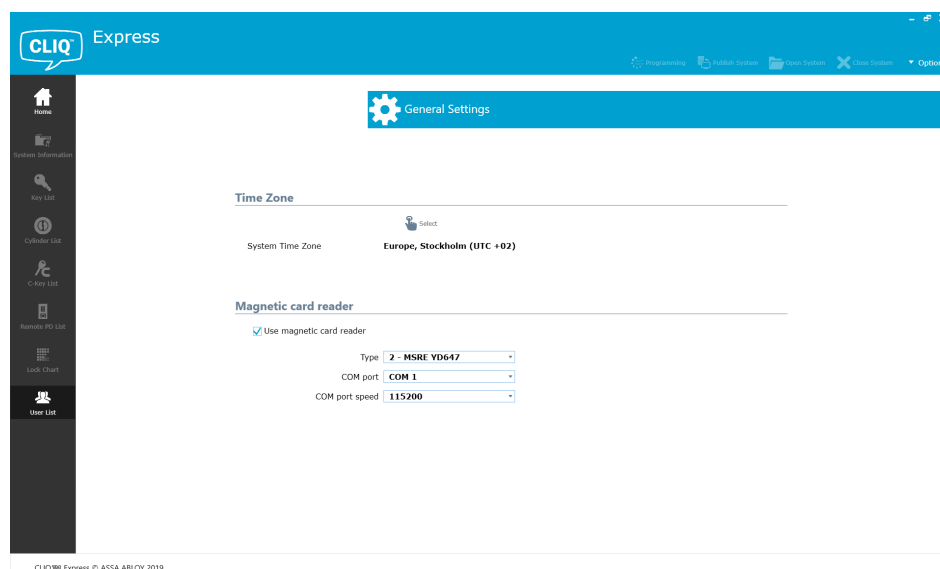


#### NOTE!

If portions of the text stay in the old language, restart CLIQ™ Express to fully load the new language.

#### 2.4.5 Setting Time Zone

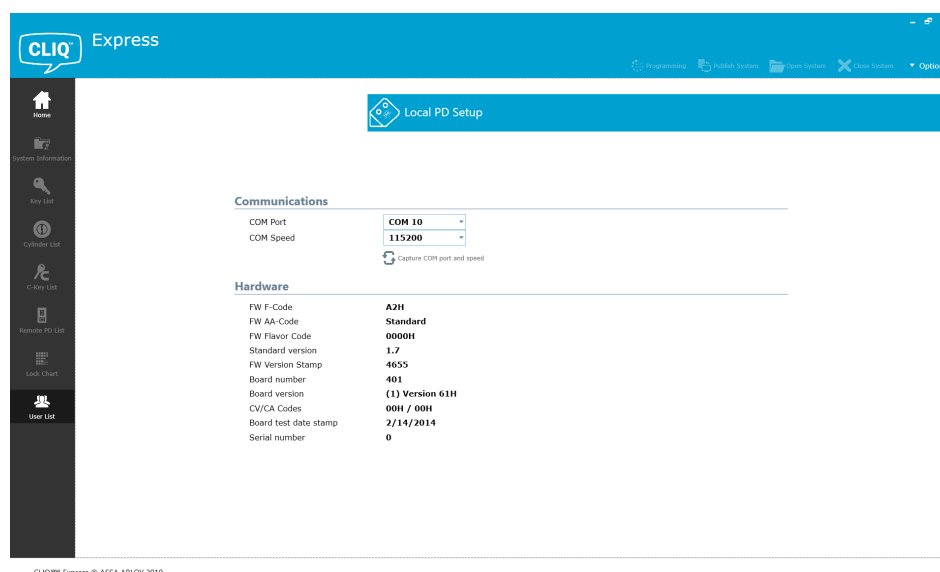
- 1) From the **Top menu**, select **Options » Computer settings » General settings**.
- 2) Under **Time Zone**, click **Select**.
- 3) Select **System Time Zone**.



## 2.4.6 Changing Local PD Settings After Login

As CLIQ™ Express cannot be launched and logged into without a properly setup Local PD, this guide is only applicable for Local PD problems arising inside the program. For initial setup, see Section 2.2.5 “Setting up Local PD at Program Launch”, page 10.

- 1) To set up Local PD at CLIQ™ Express launch:
  - 2) From the **Top menu**, select **Options » Computer settings » Local PD Setup**.
  - 3) To auto detect the Local PD configuration, click **Capture COM port and speed**.
  - 4) To manually set-up the Local PD configuration, select **COM Port** and **COM Speed**.
- For some versions of the Local PD, **Date** and **Time** may be set manually.



### NOTE!

If CLIQ™ Express cannot communicate with the Local PD, repeat steps 1-3 to reconfigure the set-up.





#### HINT!

To identify available ports in Windows, open Run by pressing **Windows key + R**. Enter "devmgmt.msc" and click **Enter** to access the Device Manager. Available ports are listed under **Ports**.

### 2.4.7 Updating CLIQ™ Express

CLIQ™ Express automatically checks for software updates at start-up, and cannot be started without the latest software version. If an update is available, CLIQ™ Express will toggle an update window containing a link to the IKON download page.

If the update window appears:

- 1) Click the download link.
- 2) Select and download the file.
- 3) Run the installer file.  
Local administrator's rights may be required to install software.
- 4) Follow the instructions in the installer wizard to update CLIQ™ Express.

### 2.4.8 Handling Server Session Errors

- 1) If the connection to the server is broken or timed out, close CLIQ™ Express and run it again.

## 3 CLIQ™ Go Solution

### 3.1 Process Overview

#### The process in short:

A customer walks into the reseller's shop. They discuss the needs for the locking system. Once all the necessary input has been collected, the reseller registers and programs eCLIQ key blanks and cylinders. The locking system is then published on the server, keys are prepared, and cylinders are assembled. Keys and cylinders are then delivered to the customer. Whether the customer installs the cylinders on his or her own, or leave that for the reseller, the system can be live fast.

The reseller uses a CLIQ™ Express client, installed on a PC, to create and publish the locking system on the CLIQ™ Go server that can be accessed from the CLIQ™ Go app. The customer, with or without assistance from the reseller, uses the CLIQ™ Go app to manage the locking system.

The process of delivering an operational locking system that meets the customer's needs contains the following steps:

1. **Plan** the locking system by collecting input for creating, delivering and activating the system, see Section 3.2 *"Planning Locking System"*, page 16
2. **Create** the new locking system, see Section 3.3.1 *"Creating New Locking System"*, page 17
3. **Deliver** the locking system, see Section 3.4.1 *"Publishing CLIQ™ Go System to DCS"*, page 23
4. **Configure** the keys and cylinders in the locking system, see Section 3.5 *"Configuring Locking System"*, page 24
5. **Maintain** the locking system, including adding keys and cylinders, see Section 3.6.1 *"General Maintenance"*, page 24

For an overview of how the responsibility of the process steps are distributed between the reseller and the customer, see Section 3.7 *"Responsibility Overview"*, page 27.

### 3.2 Planning Locking System

To create a locking system, the reseller needs input. The following is a list of items that the reseller and the customer need to discuss.

#### Hardware:

- How many doors need cylinders?
- What type of cylinders is needed to fit the doors?
- How many keys are needed (number of key holders including administrators)?
- How many programming devices do the administrators need?

#### Delivery:

- Would the customer like to get help with activating the user account in CLIQ™ Go?

- Would the customer like to get help with configuring the locking system?
- Is there a need for CLIQ™ Connect keys and the CLIQ™ Connect App?

#### CLIQ™ Go activation:

- Would the customer like to activate the user account with the help of an SMS or an e-mail?

#### Customer information:

- Contact information?
- Billing information?



#### NOTE!

If you are running CLIQ™ Connect PC App at the same time you are trying to run CLIQ™ Express, there will be a conflict, since both programs are using the Local PD. So before running CLIQ™ Express, please close down CLIQ™ Connect. When you have finished working with CLIQ™ Express, you can restart CLIQ™ Connect.

## 3.3 Creating Locking Systems

### 3.3.1 Creating New Locking System

- 1) Close any open system.
- 2) From the **Left menu**, select **Home**.
- 3) Click **Create a new system**.
- 4) Either scan or swipe a CLIQ™ Security Card.
- 5) Fill out at least the required fields marked by (\*).  
Only ASCII characters are allowed.



#### NOTE!

In the **Customer section**, entered email address and mobile phone number are used for sending the one time password during the system activation process.

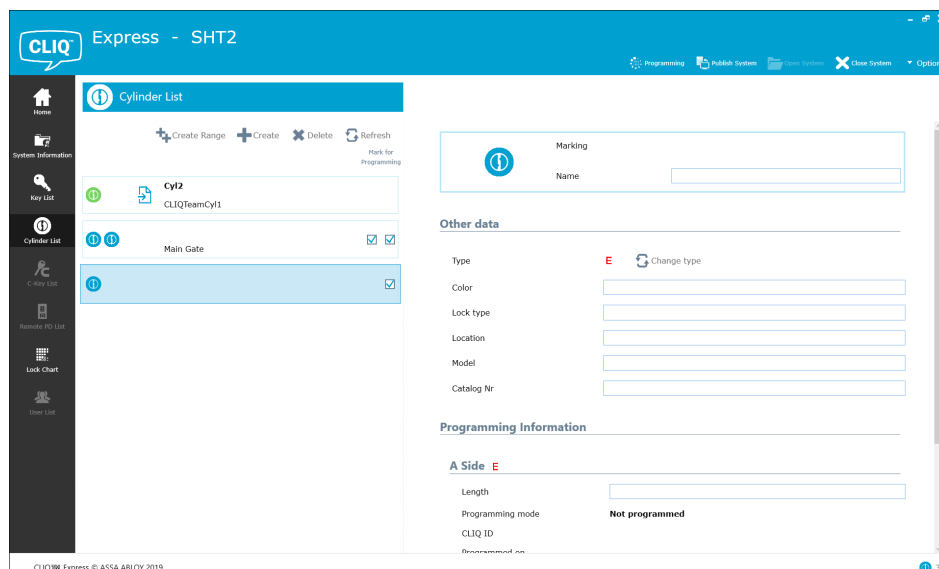
See Section 5.2.1 "[Activation Overview](#)", page 34 for more information.

- 6) Click **OK** to create the system.

### 3.3.2 Adding New Cylinders

- 1) Open the system.

- 2) From the **Left menu**, select **Cylinder List**.



- 3) To create a cylinder, click **Create**.
- 4) To create multiple cylinders:
  - a) Click **Create Range**.
  - b) Enter the **Number of cylinders** (elements).
  - c) Click **OK**.
- 5) To change the type for a selected cylinder, click **Change Type**. This will toggle between single and double electronic cylinders.



**NOTE!**

The cylinder type can only be changed for non-programmed cylinders.

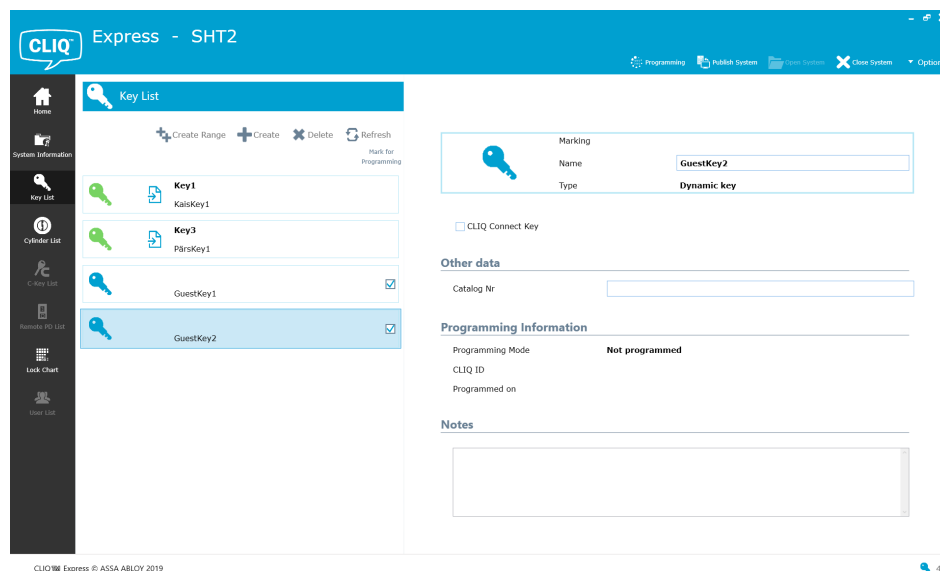
- 6) Typically, the cylinders are given a name when they are configured in the CLIQ™ Go app. However, if the reseller already know where to install the cylinders, naming the cylinder might be practical. For example, the cylinder that is to be installed in the basement could be called "basement".

To enter a cylinder's name and edit the cylinder information:

- a) Click anywhere in the field to edit.
- b) Enter the text.
- c) Press **Enter** to update.

### 3.3.3 Adding New Keys

- 1) Open the system.
- 2) From the **Left menu**, select **Key List**.



- 3) To create a key, click **Create**.
- 4) To create multiple keys:
  - a) Click **Create Range**.
  - b) Enter the **Number of keys**.
  - c) To create multiple Bluetooth enabled CLIQ™ Connect Keys, select **CLIQ™ Connect Key**.
  - d) Click **OK**.
- 5) To make a selected key a Bluetooth enabled CLIQ™ Connect Key, select **CLIQ™ Connect Key**.



#### NOTE!

This will only work for non-programmed keys.

- 6) Typically, the keys are given a name when they are configured in the CLIQ™ Go app. If no name is defined, the key's name will be its marking.

To enter a key's name and edit the key information:

- a) Click anywhere in the field to edit.
- b) Enter the text.
- c) Press **Enter** to update.

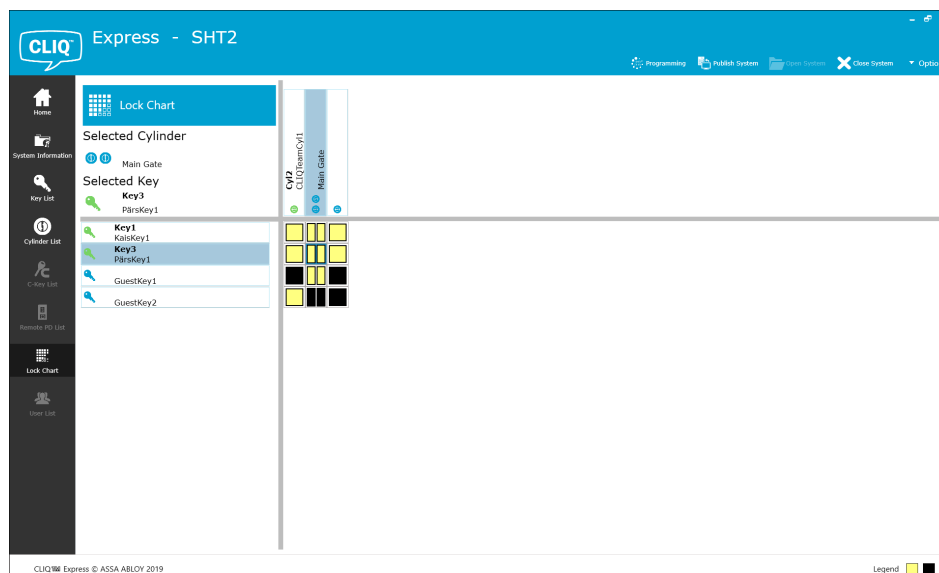
### 3.3.4 Assigning Elements in Lock Chart

- 1) Open the system.
- 2) From the **Left Menu**, select **Lock Chart**.
- 3) To select a key-cylinder pair, click a square.  
Yellow squares indicate unlinked key-cylinder pairs in the lock chart.
- 4) To link a key to a cylinder, double-click on the corresponding square in the lock chart. The square will turn black.



#### NOTE!

For extensions of published locking systems, IKON may have restricted the reseller from granting new keys access rights to already published cylinders. In such a case, the customers maintain full control over their locking system's access rights, while resellers focus on a more supporting role.



Optionally, to flip the keys and cylinders in the Lock chart: From the top menu, select **Options » Flip Lock Chart**.

There is no need to set access rights in the Lock Chart in order to publish a system. The access rights set in the Lock Chart are only initial and may be set and or changed later by the customer in the CLIQ™ Go app as needed.

### 3.3.5 Removing Non-programmed Key or Cylinder

- 1) Open the system.
- 2) From the **Left menu**, select **Key List** or **Cylinder List**.
- 3) Select the element to delete.
- 4) Click **Delete**.



#### NOTE!

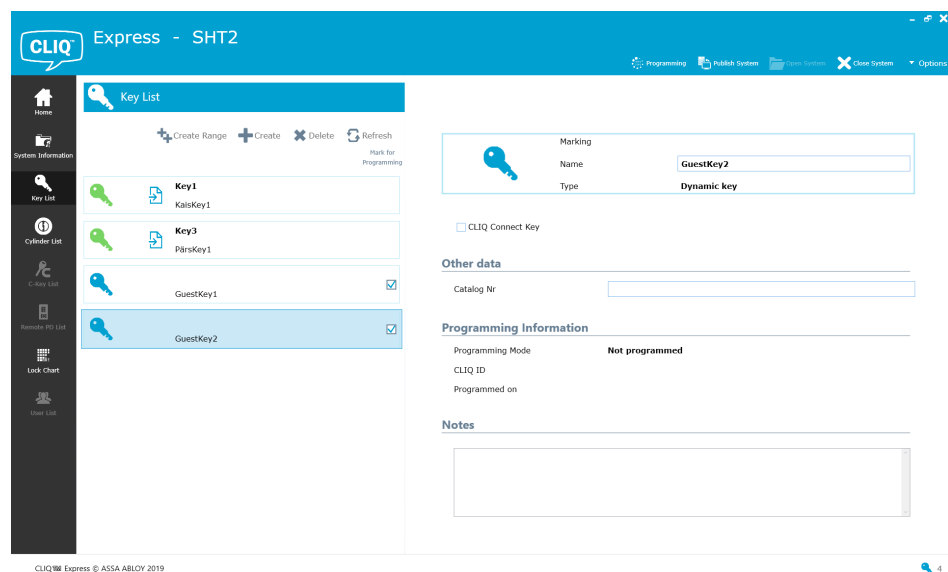
Only non-programmed keys and cylinders can be deleted.

### 3.3.6 Programming Cylinders and Keys

- 1) Open the system.
- 2) From the **Left menu**, select **Key List** or **Cylinder List**.
- 3) For individual list elements, select or deselect **Mark for Programming**.



All non-programmed keys and cylinders are marked for programming by default. For double cylinders, the two sides may be selected individually. Programmed elements in the **Key List** and the **Cylinder List** are highlighted in green.



- 4) From the **Top menu**, select **Programming**.



#### CAUTION!

Blank keys and cylinders may only be programmed once. Make absolutely sure that the keys and cylinders in the system are set up correctly for the client.

Access rights set in the lock chart may be changed later in the CLIQ™ Go app.

- 5) Click **OK**.  
All elements marked for programming are summarised and may be selected or deselected by list (e.g. key list elements).
- 6) For each element, follow the instructions on the programming screen:
  - a) When prompted to **Insert element**, insert a key or cylinder.  
Keys are inserted in the **Right hand slot** of the Local PD. Cylinders are connected to the Local PD with the cylinder programming cable adapter.  
If the inserted key or cylinder uses an outdated firmware, it might take some time for the software to download the correct version.
  - b) When prompted to **Remove element**, remove the key or cylinder.
- 7) When the programming screen indicates **Action Done**, click **Exit**.

**Programming Keys**

**Programming element 1 of 5**

Name **GuestKey1**

Action **Insert element**

Exit



**NOTE!**

If the programming process raise an error, CLIQ™ Express will not indicate **Action Done**.

For each cylinder or key in the **Key List** and **Cylinder List**, the status is indicated by the following icons:



1



2



3

1. Non-programmed cylinder or key.

The item is only a list object in CLIQ™ Express.

2. Programmed cylinder or key.

The list item is programmed into a physical key.

3. Programmed, but unpublished cylinder or key.

The cylinder or key is physically programmed, but the system needs to be published or re-published for the cylinder or key to work.

To publish the system, see Section 3.4.1 “*Publishing CLIQ™ Go System to DCS*”, page 23.

## 3.4 Delivering Locking Systems

### 3.4.1 Publishing CLIQ™ Go System to DCS

- 1) Open the system.
- 2) Click **Publish System**.

This will publish the system on the DCS (Digital Content Server).

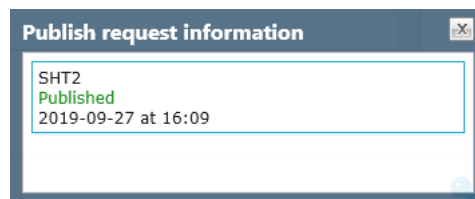


#### NOTE!

A system must contain at least one programmed element to be published on the DCS.

- 3) Click **OK** to continue.
- 4) Wait for the **Publish request information** to display.

The **Publish request information** will either confirm that the system is **Published**, or display error messages.



When the locking system is created, an activation code for the customer is generated. The activation code is included in the information that is published on the CLIQ™ Go server.

To find the **customer's activation code** and print it out in CLIQ™ Express, see Section 3.6.5.1 *"Printing Customer and System Information"*, page 25.

If this is the first locking system that the reseller publishes, an activation code for the reseller is also generated. To find the **reseller's activation code**, see Section 2.4.2 *"Printing Reseller's Activation Code"*, page 12.

### 3.4.2 Delivering Components to Customer

Hand over the followings to the customer:

- eCLIQ user keys and cylinders
- PDs
- The activation code
- CLIQ™ Security Card



#### NOTE!

Ask the customer to store the activation code and the CLIQ™ Security Card in a safe place.

### 3.4.3 Installing Cylinders

One of the key advantages with CLIQ™ Express is that the cylinders are installed like traditional mechanical cylinders in standard doors. A locksmith qualified to install locks on a local market is also qualified to install CLIQ™ cylinders.

## 3.5 Configuring Locking System

To configure the locking system:

- 1) Open the CLIQ™ Go app.
  - a) iOS users: Download the CLIQ™ Go app from Appstore.
  - b) Android users: Download the CLIQ™ Go app from Google Play.
  - c) PC users: Open the following URL in the web browser:

<https://cliqgo.assaabloy.com/>

- 2) First time users need to activate their locking system in CLIQ™ Go, see Section 5.2.1 “*Activation Overview*”, page 34. This can be done by the reseller using the **reseller's activation code** or by the customer using the **customer's activation code**.
- 3) Hand out keys.

While handing out a key, the administrator decides who should have the key and what access the person should have.



#### NOTE!

The default values for keys are:

- Always valid
- Key schedule with 24 hours, seven days a week access rights.
- No access to cylinders

## 3.6 Locking System Maintenance

### 3.6.1 General Maintenance

Maintaining the locking system includes the following tasks:

- **Expand the locking system** by publishing an updated version of the locking system.

To expand a locking system, the reseller programs a number of added eCLIQ user keys and cylinders and re-publishes the locking system on the CLIQ™ Go server. New keys, cylinders and PDs are handed over to the customer or installed at the customer location.

- **Update the CLIQ™ Go app** by either updating the app manually or enabling automatic updates for applications.
- **Change batteries** in keys.
- **Perform daily tasks** such as handing out keys, blocking keys, etc, as a service to the end user.

If customers run into problems when using CLIQ™ Go, they are recommended to contact the reseller.

### 3.6.2 Opening Locking System Using Security Card

- 1) Close any open system.
- 2) From the **Left menu**, select **Home**.
- 3) Click **Open system with ID Card**.
- 4) Scan or swipe the CLIQ™ Security Card.



#### NOTE!

If IKON issues a CLIQ™ Security Card with a new version number for the customer, the old card cannot be used to open the system.

- 5) Click **Yes** to confirm.
- 6) From the **Top menu**, select **Close system** when finish editing.  
This will allow other users to open the current system.

### 3.6.3 Deleting a System

A locking system can only be deleted by IKON before it is published to the DCS.

### 3.6.4 Viewing Information in Key or Cylinder

- 1) Insert a key or a cylinder into the Local PD.  
Cylinders are connected to the Local PD via the cylinder programming cable adapter. Key is inserted in the right hand slot of the Local PD. CLIQ™ Express keys is inserted in the left hand slot.
- 2) From the **Top menu**, select **Options » Electronic Information**.
- 3) Select **System Key**, **Key**, or **Cylinder** under **Select Port** to display the electronic information.

### 3.6.5 Managing Customer Information

#### 3.6.5.1 Printing Customer and System Information

- 1) Open the customer's system.
- 2) If not already selected, from the **Left Menu**, click **System Information**.
- 3) Scroll down to **Customer**.
- 4) Click **Print**.  
The printout contains the system's activation code and customer information.

### 3.6.5.2 Editing Customer and System Information

- 1) Open the system.
- 2) If not already selected, from the **Left Menu**, click **System Information**.

- 3) To edit a field:
  - a) Click the text field.
  - b) Enter the text.
  - c) Press **Return** to update.
- 4) To propagate the system information edits to the DCS, click **Publish System**.  
For more information on how to (re)publish a system, see Section 3.4.1 *"Publishing CLIQ™ Go System to DCS"*, page 23.
- 5) From the **Top menu**, select **Close system** when finished editing.  
This will allow other users to open the current system.

### 3.6.5.3 Managing Personal Customer Information

- 1) Open the customer's system.
  - To stop processing the customer's data, under **System Information**, scroll down and click **Stop processing customer data**.  
  
When data processing is stopped, the customer information is kept in the database, but hidden in CLIQ™ Express. To resume data processing, contact IKON for support.
  - To remove the customer's personal data, under **System Information**, scroll down and click **Remove personal data**.  
  
Once removed, the system will be hidden in DCS, and will not be available in CLIQ™ Express. However, customers can still continue using the system in CLIQ™ Go applications.



### 3.6.6 Generating a New PIN Code Sheet

The function **Options » Generate PIN code sheet** may be enabled by IKON per reseller, but is generally not supported.

## 3.7 Responsibility Overview

Table 2 “*Responsibility of process steps*”, page 27 shows how the responsibility of each process step is split up between the reseller and the customer.

Table 2. *Responsibility of process steps*

Process step	Task	Reseller	Customer
Planning Locking System	Analyse the customers' needs	✓	
	Creating the locking system	✓	
	Keep a supply of blank eCLIQ keys and cylinders.	✓	
	Keep a supply of CLIQ™ Security Cards	✓	
	Create locking system based on the system planning	✓	
	Add keys and cylinders	✓	
	Program keys and cylinders	✓	
Delivering the locking system	Publish locking system	✓	
	Hand over eCLIQ keys and cylinders	✓	
	Hand over CLIQ™ Security Card	✓	
	Hand over activation code to customer	✓	
Installing cylinders	Install cylinders	✓	✓
Configuring the locking system	Download the CLIQ™ Go app	✓	✓
	First time activation	✓	✓
	Hand out keys	✓	✓
Maintaining the locking system	Expand the locking system by adding eCLIQ keys and cylinders	✓	
	Update the CLIQ™ Go app	✓	✓

Process step	Task	Reseller	Customer
	Change batteries in keys	✓	✓
	Perform daily tasks (hand out keys, block keys, etc)	✓	✓

## 4 CLIQ™ Go System Description

### 4.1 CLIQ™ Go System Overview

Figure 1 “CLIQ™ Go architecture”, page 29 shows an overview of CLIQ™ Go.

The reseller (1) uses a PC to run the CLIQ™ Express client (2). The CLIQ™ Express client uses resources available on the CLIQ™ Express server (3) when creating and modifying locking systems. The reseller publishes the locking system on the CLIQ™ Go server (4). To manage the locking system that is stored on the CLIQ™ Go server, the reseller and administrators (5) login to the CLIQ™ Go app on a PC, smart phone, or tablet (6).

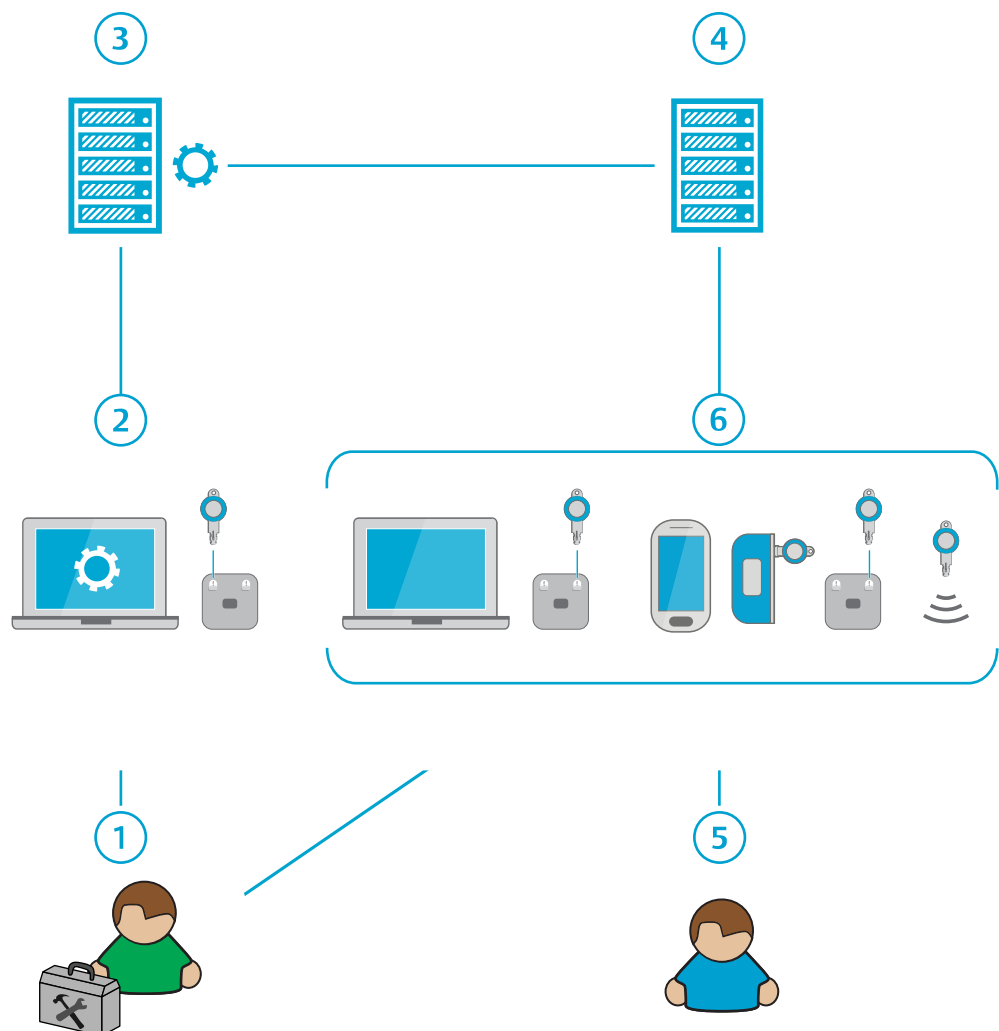


Figure 1. CLIQ™ Go architecture

A simplified version, from the customer's point-of-view, is shown in Section 5.3 “CLIQ™ Go Locking System Overview”, page 39.

### 4.2 CLIQ™ Go Hardware

#### 4.2.1 Devices for Accessing CLIQ™ Express and CLIQ™ Go App

Resellers access CLIQ™ Express via a PC.

They can access the CLIQ™ Go app via a PC, smart phone, or tablet.

## 4.2.2 Servers in CLIQ™ Go

The **CLIQ™ Express server** hosts resources used by the CLIQ™ Express client when creating and modifying locking systems.

The **CLIQ™ Go server** stores the database that is accessible via the CLIQ™ Go app. The database contains information about keys and cylinders in various locking systems. The CLIQ™ Go server also stores certificates, firmware files and information about new keys and cylinders that the reseller has added to the locking system.

## 4.2.3 Programming Devices

Two types of Programming Devices (PDs) exist:

- Local PD
- CLIQ™ Connect Mobile PD

Table 3 “PDs in CLIQ™ Express and CLIQ™ Go app”, page 30 shows which PD the reseller uses for creating the system in CLIQ™ Express and managing the system in the CLIQ™ Go app. The initial numbers in the left-most column refer to the positions in Figure 2 “Programming Keys in Different Ways”, page 31.

Table 3. PDs in CLIQ™ Express and CLIQ™ Go app

Type of PD	CLIQ™ Express	CLIQ™ Go app (web browser on PC)	CLIQ™ Go app (Android)	CLIQ™ Go app (iOS)
<b>1</b> : Local PD (two key slots)	✓			
<b>2</b> : Local PD (one key slot)		✓	✓	
<b>3</b> : CLIQ™ Connect Mobile PD (USB cable)		✓	✓	
<b>4</b> : CLIQ™ Connect Mobile PD (Bluetooth)			✓	✓

Figure 2 “Programming Keys in Different Ways”, page 31 shows different PDs and how they are connected.

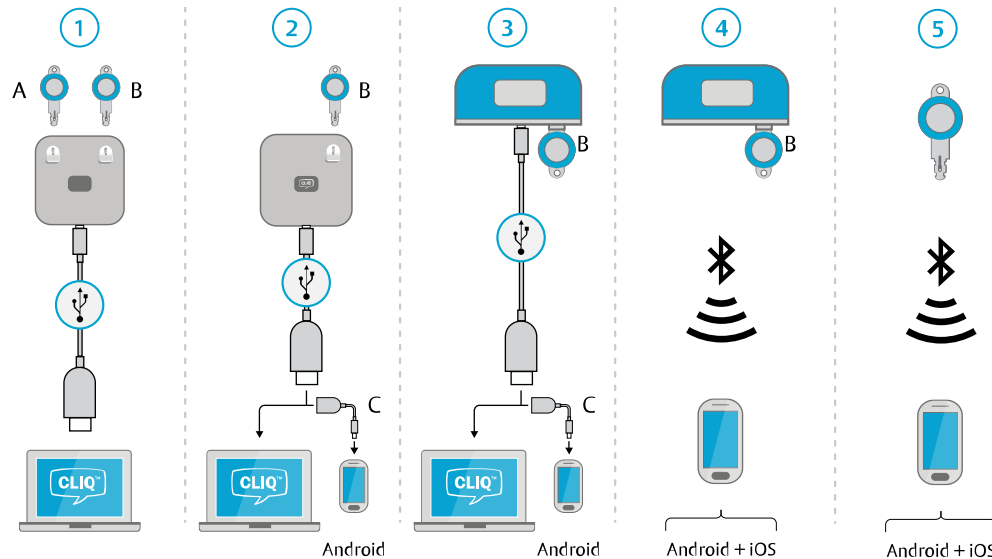


Figure 2. Programming Keys in Different Ways

For **CLIQ™ Express**, the reseller connects a Local PD with a USB cable to a PC. The reseller inserts a CLIQ™ Express key (A) in the left hand slot and eCLIQ user key (B) in the right hand slot.

For the **CLIQ™ Go Web app**, computer-users can either use a Local PD (2) or a CLIQ™ Connect Mobile PD (3). The CLIQ™ Go app only uses the right hand slot of the Local PD for the eCLIQ user key (B). The left hand slot in this case is either plugged or left empty.

For the **CLIQ™ Go Android app**, the Android device can either be connected to a Local PD (2), to a CLIQ™ Connect Mobile PD using USB (3), or to a CLIQ™ Connect Mobile PD via Bluetooth connection (4). To connect an Android device with USB, a USB On-The-Go (OTG) cable (C) is also needed (USB Micro Male to standard Female Type A). See Figure 3 “[USB OTG Cable](#)”, page 31.



Figure 3. USB OTG Cable

For the **CLIQ™ Go iOS app**, the iOS device can only be connected to a CLIQ™ Connect Mobile PD via a Bluetooth connection (4).

It is also possible to update a key without using a PD if the key is **CLIQ™ Connect key** (5). Connection between the system and the key is made via Bluetooth and requires downloading the CLIQ™ Connect app onto the smartphone.

For more information, see Section 5.4.4 “[Programming Devices](#)”, page 40.

#### 4.2.4 Cylinder Programming Cable Adapter

A cylinder programming cable adapter consists of a cable connected to a dummy key.

When programming cylinders, the reseller inserts a cylinder programming cable adapter in the cylinder and connects the other end to the cylinder port of the Local PD, as shown in Figure 4 “*Cylinder programming cable adapter*”, page 32.



Figure 4. Cylinder programming cable adapter

For more information about programming cylinders, see Section 5.6.7 “*Programming keys and cylinders*”, page 46.

#### 4.2.5 Reseller Keys

Resellers have two types of keys:

- CLIQ™ Express key for logging in to CLIQ™ Express and programming eCLIQ user keys.
- eCLIQ user keys to program and hand over to the customer. See also Section 5.4.2 “*Keys*”, page 40.

### 4.3 CLIQ™ Go Software

#### 4.3.1 CLIQ™ Express

Resellers use CLIQ™ Express to create CLIQ™ Go locking systems.

CLIQ™ Express is a client SW installed on the resellers computer.

#### 4.3.2 CLIQ™ Connect PC

CLIQ™ Connect PC is a software for administrators and used for the following tasks:

- activating the CLIQ™ Go system
- handling the communication between the PDs and CLIQ™ Go Web Client

CLIQ™ Connect PC is a client SW installed on the administrator's computer.

#### 4.3.3 CLIQ™ Go App

The CLIQ™ Go app provides an intuitive and user-friendly interface for managing eCLIQ user keys and cylinders. The CLIQ™ Go app is available for Android, iOS and web browsers on PC.

For more information, see Section 5.5.1 *"CLIQ™ Go App Overview"*, page 42.

#### 4.3.4 CLIQ™ Connect App

The CLIQ™ Connect app is needed only in connecting CLIQ™ Connect keys and the CLIQ™ Go app (Android or iOS) directly via Bluetooth connection. The CLIQ™ Connect app is available for Android and iOS.

For more details, see Section 5.4.4 *"Programming Devices"*, page 40.

### 4.4 CLIQ™ Go System Security

#### 4.4.1 Customer Authentication with CLIQ™ Security Card

A CLIQ™ Security Card is a physical card whose purpose is to prove that an alleged owner of a locking system really is the owner and not an impostor.

The reseller gives the CLIQ™ Security Card to the owner of the locking system along with the eCLIQ user keys, cylinders and PDs at delivery.

A typical scenario for showing a CLIQ™ Security Card is when a customer would like to order additional eCLIQ user keys or cylinders.

#### 4.4.2 Reseller Activation

To use the CLIQ™ Go app, the reseller's user account needs to be activated. The procedure is described in Section 5.2.1 *"Activation Overview"*, page 34.

The purpose of the activation procedure is to prove that an allegedly authenticated user really is authenticated. The result of the procedure is that the user gets login credentials, which is a certificate that allows the user to log in to the locking system.

Resellers activate their user account in CLIQ™ Go. They only have to activate once. When activated, they can access all their customers' locking systems in the CLIQ™ Go app.

Administrators and key holders activate their user accounts for a specific locking system on a specific device.

The way that resellers, administrators and key holders activate their accounts is the same. Though, resellers can only activate their account via e-mail or SMS. The reseller's phone number and e-mail are registered by IKON.

## 5 CLIQ™ Go Locking Systems

### 5.1 About this Section

This section is intended as an introduction to CLIQ™ Go locking systems for locking system administrators. It is included in this document for resellers who are administrating locking systems for customers or giving them support.

The separate document **CLIQ™ Go - Introduction to Locking Systems** includes the same information as this section and should be handed over to customers who will administrate their own locking systems.

### 5.2 Activating CLIQ™ Go

#### 5.2.1 Activation Overview

To use the CLIQ™ Go app, the administrator first needs to activate the administrator user account.

Before starting the activation procedure, make sure the following is available:

- **Activation code.** The reseller gives the customer an activation code along with the initial delivery of eCLIQ user keys and cylinders. The reseller can also activate using the **reseller's activation code**.



#### NOTE!

As the activation code is reusable, it is important to store the activation code in a safe place.

- Either a **mobile phone** or a **device for checking e-mail**. To activate via SMS or e-mail, the customer's mobile phone number or e-mail address must have been registered by the reseller.

The following types of activation exist:

- Activating a user account on an Android device, see Section 5.2.2 "*Activating User Account on Android Device*", page 34.
- Activating a user account on an iOS device, see Section 5.2.3 "*Activating User Account on iOS Device*", page 35.
- Activating a user account on a PC via CLIQ™ Connect PC, see Section 5.2.4.2 "*Activation User Account via CLIQ Connect PC*", page 37.

Since the activation code is reusable, it is possible to activate the same user account in CLIQ™ Go on multiple devices. This enables a user to access CLIQ™ Go on a PC at work or on a smart phone or tablet in the field, using the same personal password on each device.

#### 5.2.2 Activating User Account on Android Device

To activate a user account on an Android device:

- 1) Start the CLIQ™ Go app.
- 2) Click **Activate your system**.



If a locking system is already activated, click the ... in the upper-right corner and select **Activate new system**.

- 3) Read the license agreement, check the box **I have read and accepted the license agreement** and click **Next**.
- 4) In the text field, enter the activation code and click **Next**.
- 5) Choose verification method and click **Next**.  
The available choices are **SMS** or **E-mail**.

- 6) For users that activate their accounts with a mobile phone (**SMS**) or a device for checking e-mail (**e-mail**):
  - a) Wait for the one time password sent out as an SMS or an e-mail.  
After entering the activation code, a one time password is sent to the mobile phone or the e-mail that is registered by the reseller. If the one time password is not received, contact the reseller.
  - b) In the text field, enter the one time password and click **Next**.
  - c) Enter a PIN to use for future logins to the CLIQ™ Go app.  
Re-enter the PIN to confirm and click **Next**.  
The PIN must consist of 6 to 20 characters. Only digits and lowercase letters from a to z, except the lowercase letter L, are allowed.
  - d) Click **Confirm** to finish the activation procedure.

The CLIQ™ Go app is now ready to use.

### 5.2.3 Activating User Account on iOS Device

To activate a user account on an iOS device:

- 1) Start the CLIQ™ Go app.
- 2) Click **Activate your system**.  
If a locking system is already activated, click the name of the current locking system and select **Activate new system** at the bottom of the screen.
- 3) Read the license agreement, click the toggle button for **I have read and accepted the license agreement** and click **Next**.
- 4) In the text field, enter the activation code and click **Next**.
- 5) Choose verification method and click **Next**.  
The available choices are **SMS** or **E-mail**.
- 6) Wait for the one time password sent out as an SMS or an e-mail.  
After entering the activation code, a one time password is sent to the mobile phone or the e-mail that is registered by the reseller. If the one time password is not received, contact the reseller.
- 7) In the text field, enter the one time password and click **Next**.
- 8) Enter a PIN to use for future logins to the CLIQ™ Go app.  
Re-enter the PIN to confirm and click **Next**.

The PIN must consist of 6 to 20 characters. Only digits and lowercase letters from a to z, except the lowercase letter L, are allowed.

- 9) Click **Confirm** to finish the activation procedure.

The CLIQ™ Go app is now ready to use.

## 5.2.4 Activating User Account on PC

The activation of a CLIQ™ Go user account on PC is done via CLIQ™ Connect PC.

### 5.2.4.1 Installing CLIQ™ Connect PC

#### Prerequisite:

- The Windows user account currently logged in has Administrator access rights.
- 1) Download CLIQ™ Connect from <https://cliqconnect.assaabloy.com/> and start the installation file.
  - 2) When the installer has loaded, select **language** and click **OK**.  
The CLIQ™ Connect Setup Wizard opens.
  - 3) Click **Next**.
  - 4)



#### NOTE!

Read the **Licence agreement** carefully.

Check the **I accept the agreement** radio button (required to continue the setup wizard) and click **Next**.

- 5)
  - To install CLIQ™ Connect PC for the first time:  
Select the destination directly and click **Next**.
  - To update an existing installation:
    - a) Select **Yes** to update the existing installation, or **No** to install in a different directory.
    - b) Click **Next** to continue.
- 6) Set following external services:
  - **Enable automatic updates** allows CLIQ™ Connect PC to automatically download and install the latest version of the CLIQ™ Connect PC software.
  - Select **CLIQ Go**.



#### NOTE!

The above two settings cannot be altered after the installation or update process.

- 7) Click **Next** to continue.
- 8) To install CLIQ™ Connect PC for the first time:  
Select or create a **Start Menu Folder** for where to place the program shortcuts and click **Next** to continue.
- 9) Wait while the files are extracted and installed.
- 10) Select whether to run the program or not when finishing the setup.
- 11) Click **Finish** to exit the setup.

#### 5.2.4.2 Activation User Account via CLIQ Connect PC

The following process is activating a user account on the following web browsers:

- Edge
- Google Chrome
- Internet Explorer
- Firefox

Only Firefox users are required to go through the process after [Step 6](#).

##### **Prerequisite:**

CLIQ™ Connect PC is installed to the client PC. See Section 5.2.4.1 [“Installing CLIQ™ Connect PC”](#), page 36 to learn how to install.

- 1) Right-click the CLIQ Connect icon in the system tray and select **Activate CLIQ Go system**.
- 2) Enter the activation code and accept the license agreement, then click **Next**.
- 3) If the user has given both phone number and email address to the reseller:  
Select **E-mail** or **SMS** for receiving the One Time Password (OTP) and click **Next**.  
The OTP is sent to the selected method.
- 4) Enter the OTP and click **Next**.
- 5) Set the new password to login to the CLIQ™ Go system by entering it twice and click **Next**.
- 6)
  - For **Internet Explore, Google Chrome** and **Edge** users, click **Close** to finish the user account activation.
  - For **Firefox** users:
    - a) Click **Browse** and select where to store the certificate.
    - b) After downloading the certificate, open Firefox.
    - c) Click the right corner button and select **Options**.
    - d) Click **Privacy and Security** and scroll down to the **Certificates** section.

- e) Click **View Certificates** and select the **Your Certificates** tab.
- f) Click **Import**.
- g) Select the .p12 certificate file for the C-Key and then click **Open**.
- h) **Without** entering password,click **OK**.
- i) Certificate will be added to the list in **Your Certificates** tab.

#### 5.2.4.3 Configuring CLIQ™ Connect PC COM Selector

- 1) Right-click the **CLIQ Connect** icon in the system tray.
- 2) Click **COM selector**.
- 3) Select the COM-port where the Local PD is connected, or click **Auto** (default) for automatic COM-port selection.

#### 5.2.4.4 Configuring CLIQ™ Connect PC Proxy Settings

- 1) Right-click the **CLIQ Connect** icon in the system tray.
- 2) Click **Configuration**.
- 3) For **Proxy**, select **Enable**.
- 4) Enter the required information and click **OK**.

### 5.2.5 Connecting CLIQ™ Connect Mobile Programming Device

To use the CLIQ™ Connect Mobile PD via a Bluetooth connection, it must first be paired and connected to the CLIQ™ Go app.

- 1) Insert a key into the CLIQ™ Connect Mobile PD.  
The PD starts up.
- 2) In the CLIQ™ Go app, click **Settings** and then **Programming Devices**.  
A list with nearby and unpaired CLIQ™ Connect Mobile PDs is displayed.



**NOTE!**

A CLIQ™ Connect Mobile PD is only visible in the app for about 30 seconds after it is turned on. After that, the PD disappears from the list. Remove and insert the key once more to restart the PD and make it visible again.

- 3) Click the name of the PD to use.  
The PD is marked as paired.

The CLIQ™ Connect Mobile PD is now connected and ready to use.

### 5.2.6 Locking System Expansion

A CLIQ™ Go locking system is expandable by adding eCLIQ user keys, cylinders and PDs. Expansions are ordered from the reseller.

## 5.3 CLIQ™ Go Locking System Overview

Figure 5 “CLIQ™ Go principles”, page 39 shows the principle of CLIQ™ Go.

Administrators (1) access the CLIQ™ Go server (3) and update key authentications via the CLIQ™ Go app on a PC, smart phone, or tablet (2). For more information on the CLIQ™ Go app, see Section 5.5.1 “CLIQ™ Go App Overview”, page 42.

In cylinders (5), administrators (1) update cylinders' blocked key lists or collect access logs. For more information on these tasks, see Section 5.5.2 “Blocking Keys”, page 42 and Section 5.5.3 “Collecting Access Logs”, page 44.

Key holders (4) insert their key in cylinders (5) to open doors.

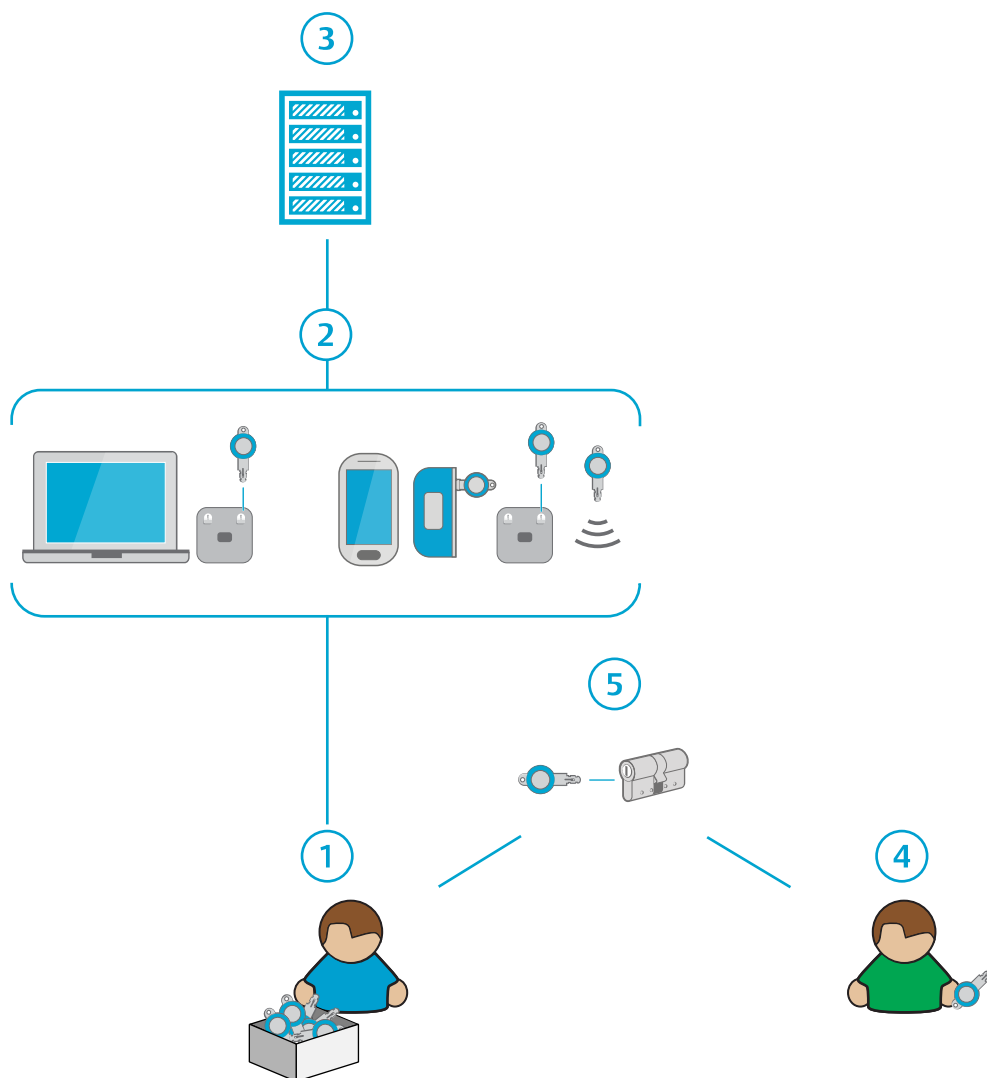


Figure 5. CLIQ™ Go principles

## 5.4 Hardware

### 5.4.1 Devices for Accessing CLIQ™ Go App

Administrators can access the CLIQ™ Go app via either a PC, smart phone, or tablet.

### 5.4.2 Keys

In CLIQ™ Go, both administrators and key holders have eCLIQ user keys. The eCLIQ user keys run on batteries and can store data.

Some keys can be updated via bluetooth technology using a mobile phone or a tablet with the CLIQ™ Connect app. These keys are called **CLIQ™ Connect keys**.

The CLIQ™ Connect keys utilise Bluetooth Low Energy (BLE) technology in the key, which allows the keys to be remotely updated via the CLIQ™ Connect app without PDs. Since the CLIQ™ Go app does not support this programming method, it is necessary to start the CLIQ™ Connect app in updating the CLIQ™ Connect keys.

The CLIQ™ Connect keys can also be programmed in the same ways as the normal keys by using programming devices.

Keys have two purposes in CLIQ™ Go when inserted in a cylinder:

- open the cylinder
- perform tasks

If there are no tasks to perform, the key will only open the cylinder if it is authorised, see Section 5.6.1 “[Authorisation Overview](#)”, page 45.

### 5.4.3 Cylinders

Cylinders can be installed in many types of locks, doors, padlocks, cabinet locks etc. For convenience during installation, resellers are encouraged to mark programmed cylinders, and to use the **Name** option in CLIQ™ Express.

Cylinders can be single-sided or double-sided. In the CLIQ™ Go App, the two sides of the cylinder are treated separately, in case it is a both-sided electronic cylinder. Administrators can tell by the marking that the cylinder sides belong together.

For double-sided cylinders, one side can be mechanical. However, CLIQ™ Go does not support mechanical cylinders; no information about mechanical cylinders is stored in the database.

### 5.4.4 Programming Devices

There are several ways to update the keys. The figure below shows how keys are connected to the CLIQ™ Go system and programmed.

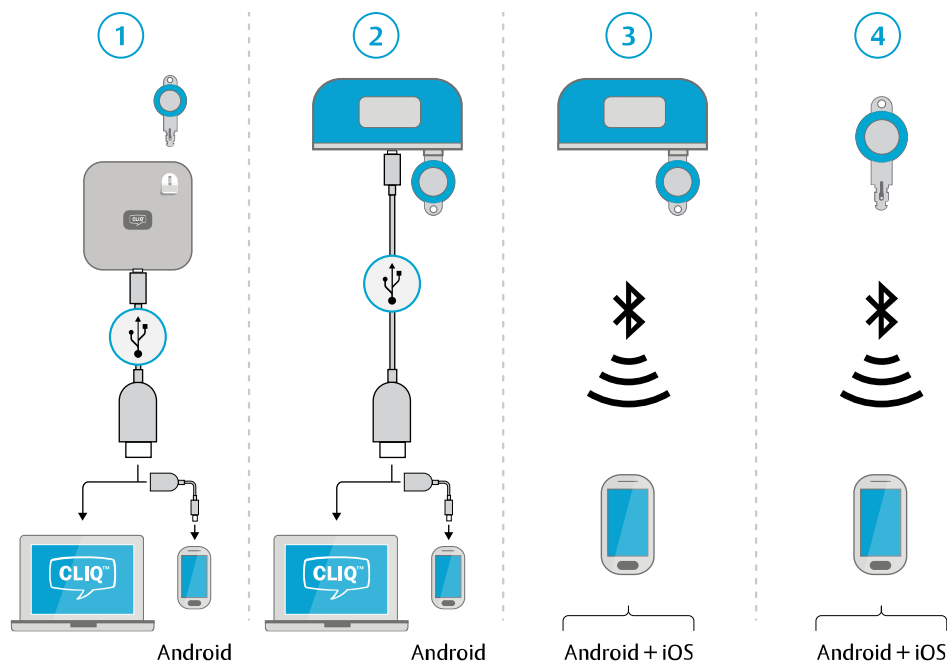


Figure 6. Programming Keys in Different Ways

The programming devices offer three different ways to program keys as shown in the figure above:

1. **Local Programming Devices (Local PD)** are used to program keys in **CLIQ™ Go Web app** or **CLIQ™ Go Android app**.
2. **CLIQ™ Connect Mobile PD with USB cable:**

The CLIQ™ Connect Mobile PDs are used for the same purpose as the Local PDs and can be connected to either PC or Android devices.

To connect an Android device with USB, a USB On-The-Go (OTG) cable is also needed (USB Micro Male to standard Female Type A). See Figure 7 “[USB OTG Cable](#)”, page 41.



Figure 7. USB OTG Cable

3. **CLIQ™ Connect Mobile PD with Bluetooth:**

The CLIQ™ Connect Mobile PDs are used for the same purpose as the Local PDs and can be connected to either Android or iOS devices via Bluetooth connection.

To learn how to connect a CLIQ Connect Mobile PD to a mobile devices via Bluetooth, see the instruction for the mobile PD.

#### 4. CLIQ™ Connect Key:

The CLIQ™ Connect Key is programmed via Bluetooth connection. For more information on the CLIQ™ Connect Keys, see Section 5.4.2 “Keys”, page 40.

The table below shows the relation between programming devices and the available versions of the CLIQ™ Go app. The initial numbers in the left-most column refer to the positions in the list above.

Table 4. Key Programming Devices and CLIQ™ Go app

	CLIQ™ Go app (web browser on PC)	CLIQ™ Go app (Android)	CLIQ™ Go app (iOS)
1 : Local PD	✓	✓	
2 : CLIQ™ Connect Mobile PD with USB cable	✓	✓	
3 : CLIQ™ Connect Mobile PD with Bluetooth		✓	✓

## 5.5 CLIQ™ Go App

### 5.5.1 CLIQ™ Go App Overview

The CLIQ™ Go app is a user-friendly software for resellers and administrators that enables full control over access authorisations and key holder activities. The application is available for Android, iOS and PC.

Standard tasks that can be done in the CLIQ™ Go app:

- manage keys (editing cylinder access, key schedules, and key validity)
- update keys
- hand out keys
- block lost keys (see Section 5.5.2 “Blocking Keys”, page 42)
- collect and view access logs (see Section 5.5.3 “Collecting Access Logs”, page 44)



#### NOTE!

CLIQ™ Go app cannot program Connect keys via Bluetooth connection. Download CLIQ™ Connect app onto the smart phone and start the app in transferring data between the CLIQ™ Go system and Connect keys.

### 5.5.2 Blocking Keys

If a key is lost or stolen, it can be blocked from accessing cylinders. Figure 8 “Blocking a Key in Three Steps”, page 43 shows three basic steps to block the key.



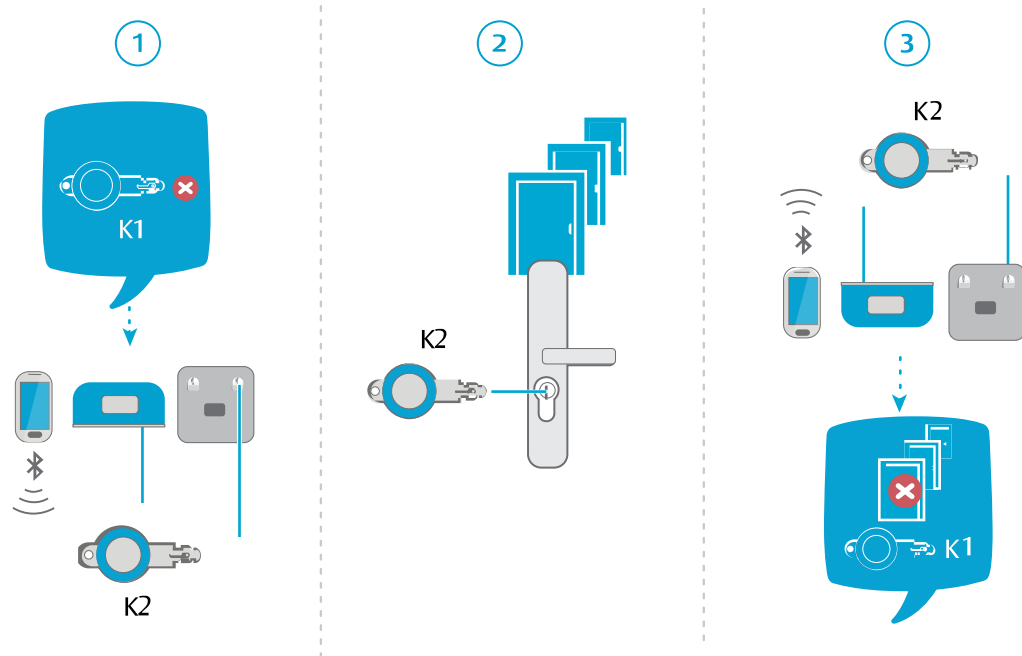


Figure 8. Blocking a Key in Three Steps

- 1) Create blocking task in the system and transfer it to an updater key (K2).

- a) Select the key (K1) to block in the system.
- b) Click **Block key**.

Confirmation dialogue is displayed.

- c) Select a key used as the updater key.
- d) Click **Confirm**.



**WARNING!**

The blocked key still has access until cylinders are updated.

- e) Insert the updater key into the programming device to transfer the blocking task in the to key.

If the updater key is Connect key, start CLIQ™ Connect app to update the key via Bluetooth.

- 2) Block every cylinder with the updater key (K2).

- a) Go to the cylinders with the updater key.
- b) Insert the updater key into every cylinder.

The blocking task carries out in the cylinders to block the lost or stolen key.

- 3) Report the task's completion to the system.

- a) Go back to the system.
- b) Connect the updater key (K2) to the system via the programming device.

If the updater key is Connect key, start CLIQ™ Connect app to connect the key to the system.

Information how the blocking task is carried out is reported back to the system.

- c) It is recommended to check if the key (K1) is blocked from all cylinders by selecting **Keys**.

If the key is declared blocked but still has access to one or more cylinders, it will be displayed in red under **Blocked with access**. Carry out all blocking tasks in order to block the key from access.

The key (K1) is now blocked from access to all cylinders.

See also Section 5.6.6 “Blocked Keys”, page 46.

### 5.5.3 Collecting Access Logs

To view an access log, it has to be collected from the cylinder. Figure 9 “Collecting Access Logs in Three Steps”, page 44 shows three basic steps to collect the access log.

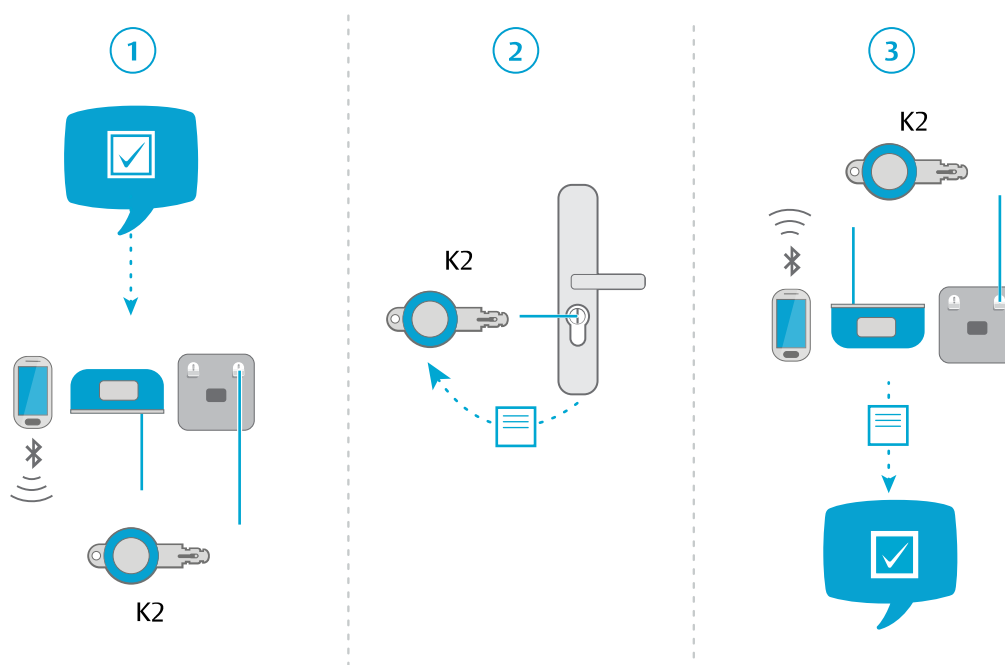


Figure 9. Collecting Access Logs in Three Steps

- 1) Create collecting task in the system and transfer it to a key (K2).
  - a) Select the cylinder to collect access logs.
  - b) Click **Access log**.
  - c) Events from previously collected access logs are displayed.
  - c) Click **Request access log**.
  - d) A task to collect the access log from the cylinder is created.
  - d) Click **Task list** to view all tasks that are not yet carried out.
  - e) Check the task for the applicable cylinder.
  - f) Click **Assign selection to a key**.
  - g) Select a key to use for collecting the access log and click **Save**.
  - h) Insert the key into the programming device to transfer the task to the key.

If the key is Connect key, start CLIQ™ Connect app. The task is transferred directly to the key via Bluetooth connection from the mobile phone.

Any key in the system can be used as long as it is not blocked by the cylinder.
- 2) Get the access log into the key (K2) from the cylinder.
  - a) Go to the cylinder.
  - b) Insert the key into the cylinder.

The access log is copied from the cylinder to the key.

3) Copy the access log to the system from the key (K2).

- a) Go back to the system.
- b) Connect the key to the system via the programming device.

If the updater key is Connect key, start CLIQ™ Connect app to connect the key to the system.

The access log is copied from the key to the system.

The events in the access log can now be viewed in the cylinder view.

See also Section 5.6.8 “Access Logs”, page 47.

## 5.6 Principles for Authorisation

### 5.6.1 Authorisation Overview

For a key to be able to open a cylinder, the following requirements need to be fulfilled:

- The key has been **programmed to have access** to the cylinder, see Section 5.6.3 “Key Access List”, page 45.
- The key is **valid**. This requires that the key is valid according to the key validity settings, see Section 5.6.4 “Key Validity”, page 45.
- The key **schedule allows access** at the current time, see Section 5.6.5 “Key Schedule”, page 46.
- The key is **not blocked** in cylinder.

### 5.6.2 Offline System

Even though CLIQ™ Go is managed in an online environment, it is important to remember that the system is offline. This means that any modified settings do not change in real time. For changes to take effect, the keys and cylinders need to be programmed, see Section 5.6.7 “Programming keys and cylinders”, page 46.

### 5.6.3 Key Access List

The **key access list** is stored in the key and contains the cylinders to which the key has access. The key access list is easily updated in PDs.

### 5.6.4 Key Validity

Key validity means that a key at any given time is either **Always valid**, **Never valid** or **Valid between** two dates. A valid key has access according to authorisation and schedule settings, whereas an invalid key is blocked from all access.



**NOTE!**

Note that key validity and key schedule are two different concepts. See also Section 5.6.5 “Key Schedule”, page 46.

### 5.6.5 Key Schedule

**Key Schedules** are used to limit key accesses according to a schedule.

If the access for a key needs to be limited to a certain schedule, such as office hours, a schedule can be configured. When configuring the schedule, a number of separate time periods per week can be specified and each period can be extended over several days.

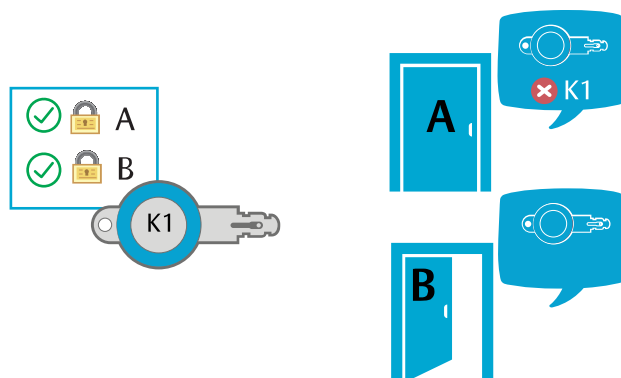
### 5.6.6 Blocked Keys

Cylinders store a list of blocked keys. When a key is blocked, the access for the key to the cylinder is revoked.

The figure below shows the principle for blocked keys in the following scenario:

- Key K1 is authorized to cylinder A and B and has been set as a blocked key in the system.
- Cylinder A: The cylinder programming job to block K1 has been executed, hence K1 is added to the cylinder's blocked key list.
- Cylinder B: The cylinder programming job to block K1 has **not** yet been executed, and K1 is not yet included in the cylinder's blocked key list.

In this case, K1 is not able to open cylinder A, but still able to open cylinder B.



To block a key, see Section 5.5.2 “Blocking Keys”, page 42.

### 5.6.7 Programming keys and cylinders

Programming jobs are managed by an administrator equipped with a PD and a user key.

The preparation and execution of programming jobs can be split both in time and by user. Programming jobs can be prepared by an administrator and performed later by the same administrator or a colleague. The colleague can either be a fellow administrator or a key holder. Administrators and key holders share the same kind of key and the same authority to execute pending programming jobs (also called **tasks**).

The following tasks require **key programming**:

- changing door access by editing the key access list
- changing key schedule
- changing key validity

**Cylinder programming** jobs involve the following steps:

- 1) **Block** a lost or stolen key.  
A task is created.
- 2) **Assign** the task to a key.
- 3) **Transfer** the task to the key.
- 4) **Execute** the task by inserting the key in the cylinder.
- 5) **Update** the system by inserting the key in a PD to confirm that the task has been executed.

For more information about blocked keys, see Section 5.6.6 *“Blocked Keys”*, page 46.

### 5.6.8 Access Logs

Access logs list all attempts to use a key in a cylinder along with the time of the attempt and whether the key had access or not. An example of usage is when something has been stolen from a room and the administrator wants to know who has entered the room.

All CLIQ™ Go clients have the ability to list and filter the collected access log history from all cylinders. The access log can be examined inside the CLIQ™ Go client by navigating into a detail view of a cylinder. In this view a list is presented with information regarding which key was inserted at a given time, and if the key was granted or denied access.

When the access log is full, the oldest event is replaced when a new event is stored. The access log capacity varies according to the type of cylinder.

To view an access log, it first has to be collected from the cylinder. See Section 5.5.3 *“Collecting Access Logs”*, page 44.

## 6 Appendix

### 6.1 Terms

<b>Activation</b>	Security procedure for introducing a user account to CLIQ™ Go.
<b>CLIQ™</b>	A CLIQ™ system is a programmable electronic locking system, including management software.
<b>CLIQ™ Connect PC</b>	An application used by administrators for updating keys with the CLIQ™ Go Web Client.
<b>CLIQ™ Express</b>	An application used by resellers for creating and editing settings for CLIQ™ Go locking systems.
<b>CLIQ™ Go</b>	A technical solution where eCLIQ user keys and cylinders can be managed.
<b>CLIQ™ Go app</b>	An application used by resellers and administrators for managing the CLIQ™ Go locking system.
<b>CWM</b>	Abbreviation for CLIQ™ Web Manager, which is a web software system that manages electromechanical locking systems. CWM enabling full control over access authorisations and key holder activities.
<b>DCS</b>	Digital Content Server. Manages certificates, firmware files and information about a CLIQ™ locking system.
<b>Key access list</b>	List of authorised cylinders, stored on the eCLIQ user key.
<b>Locking system</b>	A system of cylinders and keys that are managed together. In this manual the term is also associated to related PDs and the related information defined in CLIQ™ Go (such as authorisation).
<b>Marking</b>	Serial number visible on eCLIQ user keys and cylinders.
<b>Task</b>	A job to update a cylinder that has not yet been performed.
<b>Blank key (or cylinder)</b>	A physical non-programmed key or cylinder in the state as delivered by eCLIQ to the Reseller.
<b>Non-programmed key (or cylinder)</b>	A list object in the CLIQ™ Express app, that have yet to be programmed into a physical eCLIQ key or cylinder.

### 6.2 Key Indications

Table 5 “*Indications when opening cylinders*”, page 49 shows the indications when the eCLIQ user key is used for opening doors.

Table 5. Indications when opening cylinders

LED Indications	Buzzer	Interpretation
1 short green	1 short	Authorised to open cylinder
3 short red	3 short	Non-authorised to open cylinder.
1 short red + 1 short green + 1 short red	3 short	Not valid according to key schedule.

Table 6 “Indications when performing tasks”, page 49 shows the indications when the eCLIQ user key is used for performing tasks. If no tasks are loaded on the eCLIQ user key, only the indications shown in Table 5 “Indications when opening cylinders”, page 49 will be visible.

Table 6. Indications when performing tasks

LED Indications	Buzzer	Interpretation
1 long green every other second until key is removed from cylinder	1 long every other second until key is removed from cylinder	Tasks approved.
3 short red every other second until key is removed from cylinder	3 short every other second until key is removed from cylinder	Tasks not approved.
1 short green every second	-	Task under execution (if task execution is longer than 150 ms)

## 6.3 CLIQ™ Go vs CWM

Listed below is a number of tables that shows the differences between CLIQ™ Go and CLIQ™ Web Manager (CWM). Table overview:

- Table 7 “Hardware”, page 49
- Table 8 “Authorisation principles”, page 50
- Table 9 “Grouping functions”, page 50
- Table 10 “Remote Feature”, page 51
- Table 11 “Other”, page 51

Table 7. Hardware

Hardware	CLIQ™ Go	CWM	Comment
User Keys	✓	✓	CWM supports mechanical keys, Normal keys, Quartz keys and Dynamic keys.  CLIQ™ Go only has Dynamic keys.
C-Keys		✓	In CLIQ™ Go, user keys are used both as user keys and C-Keys.

Hardware	CLIQ™ Go	CWM	Comment
Key generations		✓	Only generation 2 keys exist in CLIQ™ Go.
Remote keys	✓	✓	
Non-remote keys		✓	
Local PDs	✓	✓	
Wall PDs		✓	
Mobile PDs		✓	Mobile PDs in CWM are used by key holders to update their keys.
CLIQ™ Connect Mobile PDs	✓	✓	Used by administrators to program keys in CLIQ™ Go.
Cylinders	✓	✓	CWM supports both mechanical and electronic cylinders while CLIQ™ Go only supports electronic cylinders.
Double-sided cylinders	✓	✓	

Table 8. Authorisation principles

Authorisation principles	CLIQ™ Go	CWM	Comment
Mechanical authorisation		✓	
Electronic authorisation	✓	✓	
Key validity	✓	✓	
Key revalidation		✓	
Flexible revalidation		✓	
Key schedules	✓	✓	
> Basic schedules		✓	
> Multi time period schedule	✓	✓	
Implicit authorisation		✓	

Table 9. Grouping functions

Grouping functions	CLIQ™ Go	CWM	Comment
Key groups		✓	
Domains		✓	
Cylinder groups		✓	
Access profiles		✓	



Grouping functions	CLIQ™ Go	CWM	Comment
Temporary access groups		✓	
Tags		✓	

Table 10. Remote Feature

Remote Feature	CLIQ™ Go	CWM	Comment
Remote update	✓	✓	
Offline update		✓	

Table 11. Other

Other	CLIQ™ Go	CWM	Comment
Cylinder programming	✓	✓	In CLIQ™ Go, eCLIQ user keys are used for performing tasks.
Audit trails	✓	✓	
> Normal audit trails	✓	✓	In CLIQ™ Go, Audit trails are called <b>Access logs</b> and are limited to logging access events.
> Foreign audit trails		✓	
Persons		✓	CWM stores information about persons (employees and visitors); CLIQ™ Go does not.  In CLIQ™ Go, keys are often given the name of the key holder when they are handed out but no information about the key holder is stored.

## 6.4 System Requirements

**CLIQ™ Express** Client runs on every computer that supports Windows 7 or higher.

Table 12 “System requirements for CLIQ™ Go app”, page 51 shows the system requirements for running the **CLIQ™ Go app**.

Table 12. System requirements for CLIQ™ Go app

Device type	Operative system	Other requirements
PC	Windows 7 or higher	Internet Explorer 11 or higher
Android device	Android 7 or higher	To connect PDs with USB, the device needs support for USB On-The-Go (OTG).
iOS device	iOS 11 or higher	

## 6.5 Troubleshooting

Issue	Cause	Solution
COM port not found for Local PD when running CLIQ™ Express.	CLIQ™ Express cannot run when CLIQ™ Connect PC is running, as the two applications use the same system resources for the Local PD.	Close CLIQ™ Connect PC.
CLIQ™ Express quits or freezes with an unknown exception.	Most often caused by outdated CLIQ™ Express installations.	Update or reinstall CLIQ™ Express.  Please consider sending the log files to your IKON representative. The logs are found at <b>C:\Program Files (x86)\ASSA ABLOY\CLIQ Express\Logs</b> .
New blank CLIQ™ keys and cylinders not accepted when inserted for programming in CLIQ™ Express.	The CLIQ™ key or cylinder is malfunctioning, or incorrectly configured by IKON.	Check if the electronic information in the key or cylinder contains the status <b>"AA-Protected"</b> , and contact your IKON representative. For more information, see Section 3.6.4 <i>"Viewing Information in Key or Cylinder"</i> , page 25.
Unable to activate CLIQ™ Go, even when the activation code is correct.	Likely, DCS failed to propagate the locking system (MKS) to directory service.	Contact your IKON representative.
CLIQ™ Express fails to connect to the Express server at program start.	1) CLIQ™ Express cannot communicate through proxy servers.  2) There is an issue with the outgoing connection.	1) CLIQ™ Express must be setup to access the internet without proxy servers.  2) Check the outgoing connection and firewall settings.
CLIQ™ Express fails to communicate with, or fails to recognise the card reader.	Likely, a non-supported 3rd party card reader is used, or the wrong driver is installed.	Only CLIQ™ Security Card readers and drivers supplied by your IKON representative are supported.
Failing to save one or several certificates in CLIQ™ Go or CLIQ™ Express.	1) The user is not authorised to save certificates to the specified location.  2) The network or a firewall is blocking the storage of the certificate.  3) Unknown cause.	1) Log in to Windows as an administrator, or consult your local administrator.  2) Revise the network and firewall settings, or temporarily disable the antivirus software. As a secondary measure, briefly connect to the internet via a mobile hotspot to circumvent the network limitations.  3) Contact your IKON representative for support.
CLIQ™ Connect app is missing location services.	The CLIQ™ Connect app needs location services to function properly	Grant the CLIQ™ Connect app location service permissions, and ensure that the location services (i.e. GPS) are activated in the Android device's settings.



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