CLIQ™ Go

Reseller Guide

CLIQ™

IKON

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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 the 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.

Section 5 *"CLIQ Go Locking Systems"*, page 19 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 Section 5 *"CLIQ Go Locking Systems"*, page 19 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. A typical administrator is the janitor at a company.

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 3.8 *"Responsibility Overview"*, page 13.

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.
- **iOS**: iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
- **Windows®**: Windows® is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

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
- CLIQ™ Express Client serial number
- Certificate bundle for CLIQ™ Express Client

IKON provides the reseller with the items above.

The reseller also needs:

- CLIQ™ Security Cards (Optional)
- Local PD with two key slots
- Cylinder programming adapter
- PC with Microsoft Windows©. The system requirements are listed in Section 6.4 *"System Requirements"*, page 33.
- Internet connection
- Mobile phone (mandatory if activating a user account via SMS)

Consumables, to eventually hand over to the customer:

- Not yet programmed
  eCLIQ User Keys and cylinders
- PDs (either Local PDs with one slot or CLIQ™ Connect Mobile PDs or both)
- Elongation kits to cylinders

2.2 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 in to 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.

2.3 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**.

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 (file name depends on the key name).

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

2.4 Installing CLIQ™ Express

1) Run the CLIQ™ Express Client installation file.

2) Select destination folder.

3) Enter the serial number.

4) If asked to choose which user to install for, choose current user or all users of the computer.

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 brings some blank eCLIQ User Keys and cylinders, registers and programs them. The reseller hands over the keys and cylinders to the customer.

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 9
2. **Create** the locking system, see Section 3.3 *"Creating Locking System"*, page 10
3. **Deliver** the locking system, see Section 3.4 *"Delivering Locking System"*, page 11
4. **Install** cylinders, see Section 3.5 *"Installing Cylinders"*, page 12
5. **Configure** the keys and cylinders in the locking system, see Section 3.6 *"Configuring Locking System"*, page 12
6. **Maintain** the locking system, including adding keys and cylinders, see Section 3.7 *"Locking System Maintenance"*, page 12

For an overview of how the responsibility of the process steps are distributed between the reseller and the customer, see Section 3.8 *"Responsibility Overview"*, page 13.

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?
- Should the cylinders be one-sided or doubled-sided?
- 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?

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?

> **ℹ NOTE!**
>
> It is possible for the customer to order a locking system anonymously.
>
> To activate a user account in CLIQ™ Go, the customer can either use a mobile phone with a prepaid SIM card or a non-personal e-mail address.

> **ℹ 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 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 System

To create a locking system:

1) Start CLIQ™ Express:

   a) Make sure the computer is connected to the Internet.

   b) Run the exe file to open CLIQ™ Express.

   c) If a pop dialog box appears, tick the check box and click **Connect** to verify that you trust the remote connection.

   d) Insert the CLIQ™ Express key in the left key slot of the Local PD.

   e) Enter the PIN provided by IKON.

2) Create a locking system:

   a) Click **Create new system**.

   b) Swipe the CLIQ™ Security Card to register the security card number (IDCard No). (Optional)

   c) Enter the **Project name**.

   d) Optional: Enter system information.

   e) Enter customer information.

   Choose either to create a new customer profile or use an already existing customer profile.

   The available methods for activating the locking system depend on what customer information is registered during this step, see Section 5.2.1 *"Activation Overview"*, page 19.

   f) Optional: Enter notes.

   g) Click **OK** to create the locking system.

3) Add eCLIQ User Keys:

   a) From the left menu, select **Key List**.

   b) In the top right corner, select either **Options > Create Electronic Key** to create one key or **Options > Create Range** to create multiple keys at the same time.

   c) Optional: Name the key.

   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.

4) Add cylinders:

    a) From the left menu, select **Cylinders**.

    b) In the top right corner, select either **Options > Create Cylinder** to create one cylinder or **Options > Create Range** to create multiple cylinders at the same time.

    c) Optional: Name the cylinder.

       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".

5) Initiate programming keys and cylinders:

    a) Click **Program**.

    b) Select programming **keys**, **cylinders** or **both**.

    c) Click **OK** to start the process.

       The program requests the keys and cylinders one by one for programming.

6) To program keys:

    a) Insert the key in the right slot of the Local PD.

    b) Click **OK** to start programming the key.

       When finished, remove the key from the Local PD. If more than one key is to be programmed, *Step 6.a* to *Step 6.b* are repeated.

7) To program cylinders:

    a) Insert the cylinder programming adapter in the cylinder.

    b) When finished, remove the cylinder programming adapter.

       If more than one key is to be programmed, *Step 7.a* to *Step 7.b* are repeated.

The locking system is now created and ready to be published.

3.4   Delivering Locking System

To deliver the locking system:

1) Open CLIQ™ Express.

2) In the top right corner, select **Options > Publish system** to publish the locking system.

   The published locking system contains data about keys, cylinders, customer's activation code and information about the customer for contact and activating the administrator's user account.

   Once uploaded successfully, a confirmation is displayed.

3) Hand over the eCLIQ User Keys and cylinder, PDs, the activation code and the CLIQ™ Security Card (optional) to the customer.

> **NOTE!**
> Tell the customer to store the activation code and the CLIQ™ Security Card (optional) in a safe place.

When the locking system is published, 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 see the **customer's activation code** in CLIQ™ Express, open the system and go to the system card and scroll down to Customer information. There is a button that can be used to print the activation code.

If this is the first locking system that the reseller publishes, an activation code for the reseller is also generated. To see the **reseller's activation code**, select **Options > Print Reseller** Information from the top right corner.

3.5 Installing Cylinders

Install the cylinders in the customer's facilities.

3.6 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:

   cliqgo.assaabloy.com

2) First time users need to activate their locking system in CLIQ™ Go, see Section 5.2.1 *"Activation Overview"*, page 19. 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.

> **i** **NOTE!**
> The default values for keys are:
> - Always valid
> - Key schedule that allows round-the-clock access all days a week
> - No access to cylinders

3.7 Locking System 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.

- **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.

3.8 Responsibility Overview

Table 2 *"Responsibility of process steps"*, page 13 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 not yet programmed eCLIQ User 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 User 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 User Keys, cylinders and PDs	✓	
	Update the CLIQ™ Go app	✓	✓
	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 14 shows an overview of CLIQ™ Go.

The reseller (1) uses a PC to run the CLIQ™ Express client (2). The CLIQ™ Express client uses resourses 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).
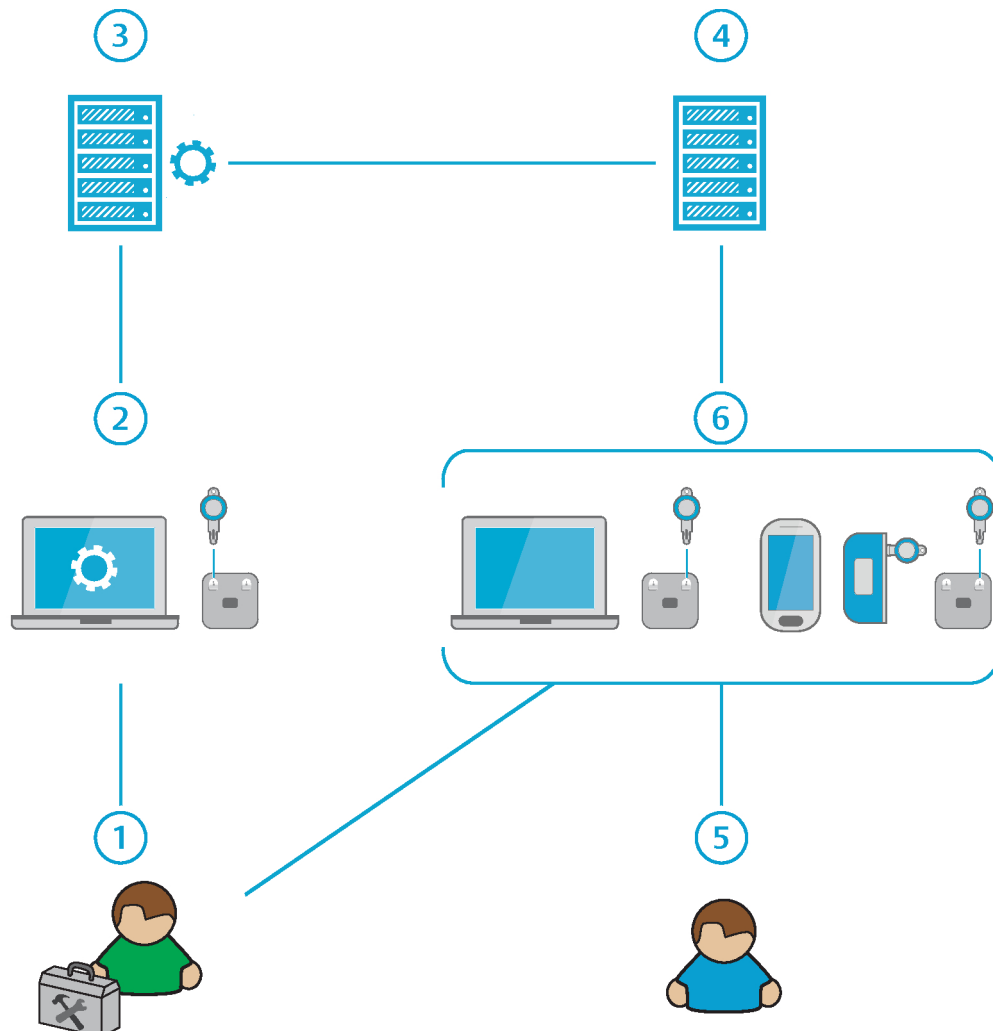

Figure 1. CLIQ™ Go architecture

A simplified version, from the customer's point-of-view, is shown in Section 5.3 *"CLIQ™ Go Locking System Overview"*, page 22.

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 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

4.2.3 Cylinder Programming Adapter

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

When programming cylinders, the reseller inserts a cylinder programming adapter in the cylinder and connects the other end to the cylinder port of the Local PD, as shown in Figure 2 *"Cylinder programming adapter"*, page 15.

Figure 2. Cylinder programming adapter

For more information about programming cylinders, see Section 3.3 *"Creating Locking System"*, page 10 and Section 5.6.7 *"Programming keys and cylinders"*, page 28.

4.2.4 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 16 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 3 *"PD connections"*, page 16.

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)
1: Local PD (two key slots)	✓			
2: Local PD (one key slot)		✓	✓	
3: CLIQ™ Connect Mobile PD (USB cable)		✓	✓	
4: CLIQ™ Connect Mobile PD (Bluetooth)			✓	✓

Figure 3 *"PD connections"*, page 16 shows different PDs and how they are connected.
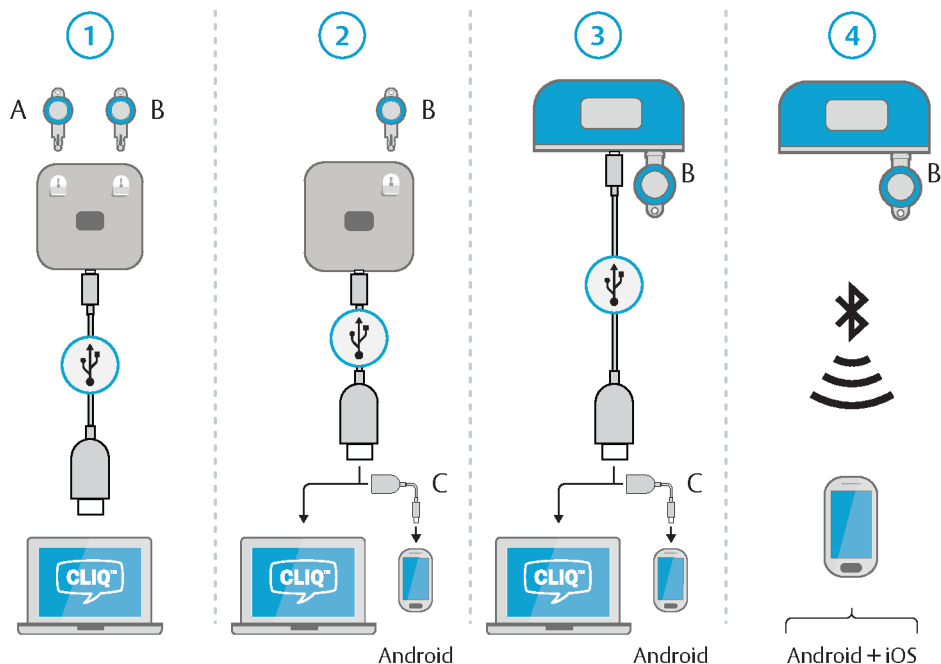
Figure 3. PD connections

For **CLIQ™ Express** (1), the reseller connects a Local PD with a USB cable to a PC. The reseller inserts a CLIQ™ Express key (A) in the left slot and an eCLIQ User Key (B) in the right slot.

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

For the **CLIQ™ Go Android App** (2, 3, 4), 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 4 *"USB OTG Cable"*, page 17.

Figure 4. USB OTG Cable

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

For more information, see Section 5.4.4 *"Programming Devices"*, page 24.

4.2.5 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.

4.3 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™ 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 25.

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 19.

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**.

> **i** **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 19.
- Activating a user account on an iOS device, see Section 5.2.3 *"Activating User Account on iOS Device"*, page 20.
- Activating a user account on the web, see Section 5.2.4 *"Activating User Account on Web Browser for PC"*, page 20.

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.

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 Web Browser for PC

To activate a user account on a web browser for PC:

1) Open the web version of the CLIQ™ Go app.

   The URL is cliqgo.assaabloy.com.

2) Click **Activate your system**.

   If a locking system is already activated, click **Activate new system**.

3) Read the license agreement, check the box **I have read and accepted the license agreement** and **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 locksmith. If the one time password is not received, contact the locksmith.

   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.

      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 **Yes** in the popup dialog box to allow the activation procedure to continue.

   e) If a warning is displayed again, click **Yes** once more.

   > **NOTE!**
   > Clicking **No** in any of the popup dialog boxes in *Step 6.d* and *Step 6.e* re-starts the activation procedure.

   Once done, a confirmation view is displayed.

   f) Restart the browser.

The CLIQ™ Go app is now ready to use.

5.2.5   Installing and Configuring CLIQ™ Connect PC

CLIQ™ Connect PC needs to be installed in order to successfully update keys with the CLIQ™ Go Web client.

1) Ensure that the Windows user account currently logged in has Administrator access rights.

2) Download CLIQ™ Connect from https://cliqconnect.assaabloy.com/ and start the installation file.

3) When the installer has loaded, select **language** and click **OK**.

4) To install CLIQ™ Connect for the first time:

   Click **Next** to continue, or **Cancel** to exit the setup.

   Otherwise, 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, or **Cancel** to exit the setup.

5)
> ℹ️ **NOTE!**
> Read the **Licence agreement** carefully.

Click **I accept the agreement** (required to continue the setup wizard).

6) Click **Next** to continue, or **Cancel** to exit the setup.

7) Select the **Destination directory** (if other than default) and click **Next** to continue.

8) 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.

12) Configure proxy server if necessary.

5.2.6 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.

> ℹ️ **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.

5.2.7 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 23 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). To block individual keys from accessing a cylinder, the administrators programs any user key and inserts it into the cylinder. Key holders (4) insert their key in cylinders (5) to open doors.
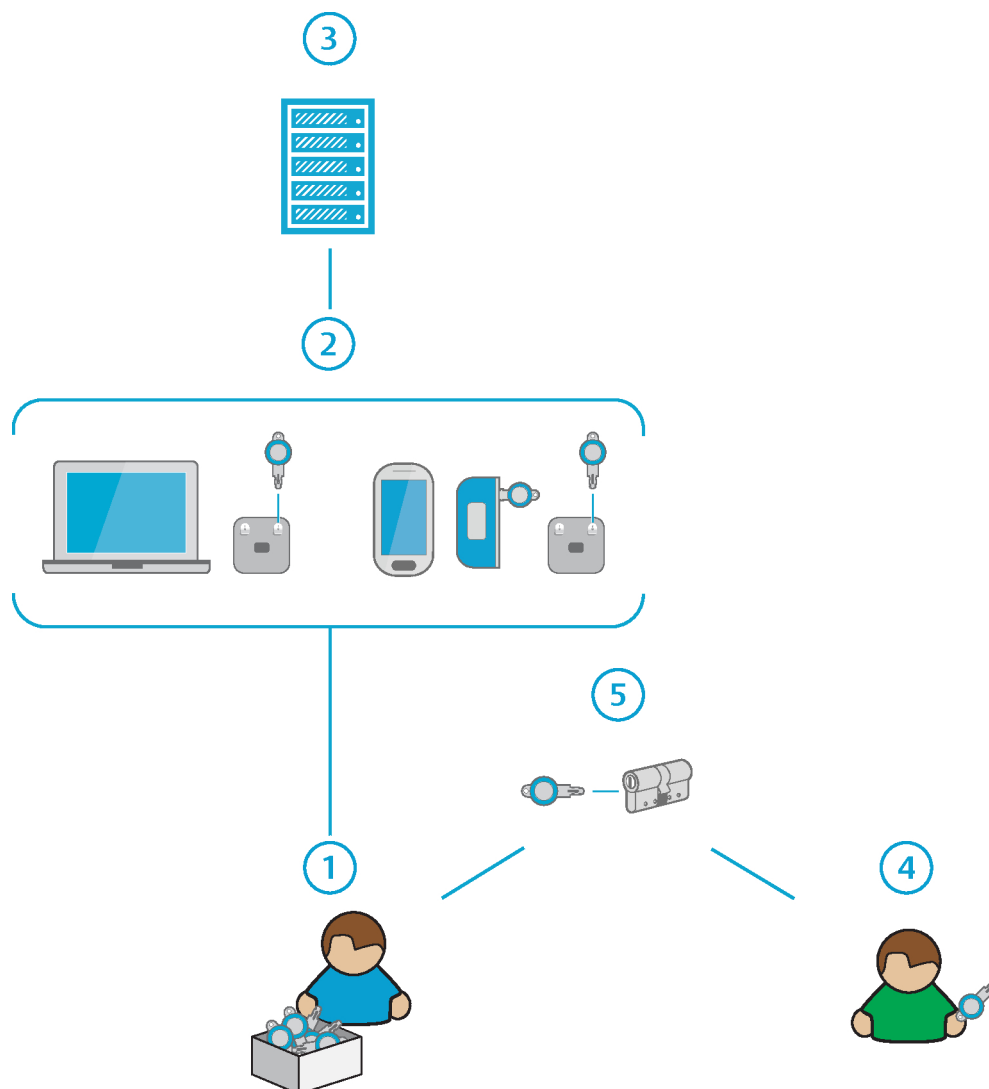
Figure 5. CLIQ™ Go principles

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. These keys have no mechanical cutting, but are entirely electronic. The eCLIQ User Keys run on batteries and can store data.

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 27.

5.4.3 Cylinders

Cylinders can be installed in many types of locks, doors, padlocks, cabinet locks etc. An identifying number called **marking** is marked on each cylinder body.

Cylinders can be single-sided or double-sided. In the CLIQ™ Go App, the two sides of the cylinder are treated separately. 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

Local Programming Devices (Local PDs) are used to program keys in the CLIQ™ Go app. A Local PD has one key slot.

The **CLIQ™ Connect Mobile PD** is used for the same purpose as the Local PDs.

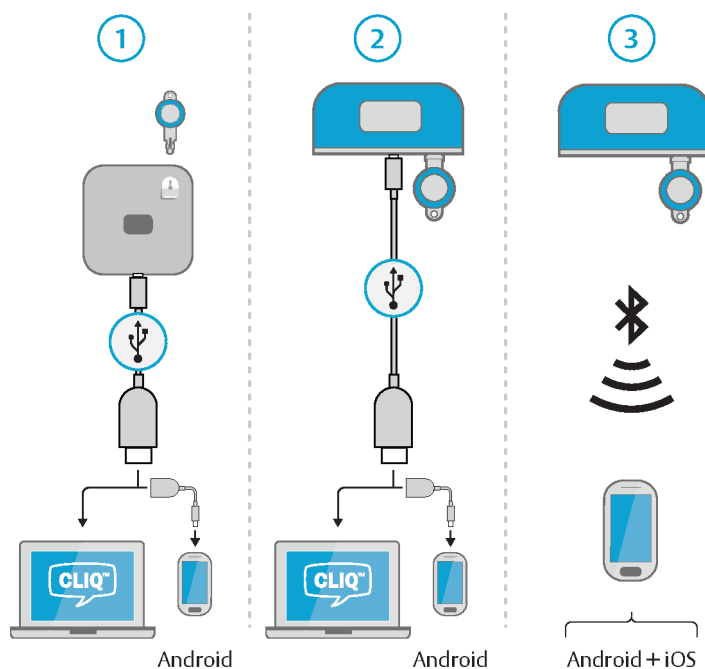Figure 6 *"PD connections"*, page 24 shows the PDs and how they are connected.

Figure 6. PD connections

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 25.

Figure 7. USB OTG Cable

The CLIQ™ Connect Mobile PD needs battery power when connected to a smart phone or tablet.

Table 4 *"PDs for CLIQ™ Go app"*, page 25 shows the relation between the PD type and the available versions of the CLIQ™ Go app. The initial numbers in the left-most column refer to the positions in Figure 6 *"PD connections"*, page 24.

Table 4. PDs for CLIQ™ Go app

Type of PD	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 piece of 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 25)
- collect and view access logs (see Section 5.5.3 *"Collecting Access Logs"*, page 26)

5.5.2 Blocking Keys

If a key is lost or stolen, it can be blocked from accessing cylinders.

1) Select the key to block and click **Block key**.

   A confirmation dialog is displayed.

2) Click **Confirm**.

> ⚠ **WARNING!**
> The blocked key still has access until cylinders are updated.

3) Select which key to use as **Updater key** to carry out the necessary blocking tasks in affected cylinders.

4) Insert the updater key into the programming device.

   The updater key is loaded with the tasks to block the key in affected cylinders.

5) Insert the updater key into every cylinder the blocked key had access to.

   The cylinders are updated to block the key.

6) Insert the updater key into the programming device once again.

   Information that the blocking tasks are carried out are reported back to the system.

7) Select **Keys** to confirm the the key is blocked from all cylinders.

   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 is now blocked from access to all cylinders.

See also Section 5.6.6 *"Blocked Keys"*, page 27.

5.5.3   Collecting Access Logs

To view an access log it first has to be collected from the cylinder.

1) Select the cylinder to collect access logs from.

2) Click **Access log**.

   Events from any previously collected access logs are displayed.

3) Click **Request access log**.

   A task to collect the access log from the cylinder is created.

4) Click **Task list** to view all tasks that are not yet carried out.

5) Check the task for the applicable cylinder and click **Assign selection to a key**.

6) Select a key to use for collecting the access log and click **Save**.

   Any key in the system can be used as long as it is not blocked in the cylinder to collect the access log from.

7) Insert the key into the programming device.

   The key is loaded with the task for collecting the access log.

8) Take the key and insert it into the cylinder (selected in *Step 1*).

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

9) Insert the key into the programming device once again.

   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 29.

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 27.
- 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 27.
- The key **schedule allows access** at the current time, see Section 5.6.5 *"Key Schedule"*, page 27.
- 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 28.

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 27.

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.

Figure 8 *"Blocked keys"*, page 28 shows the principle for blocked keys. The three keys (K1, K2, and K3) have identical key access lists. Given that the keys are valid and have a key schedule that allows access, the following is true:

1. **Key K1 cannot open cylinder A** as A is not included in the key access list.
2. **Key K2 cannot open cylinder B** as K2 is blocked.
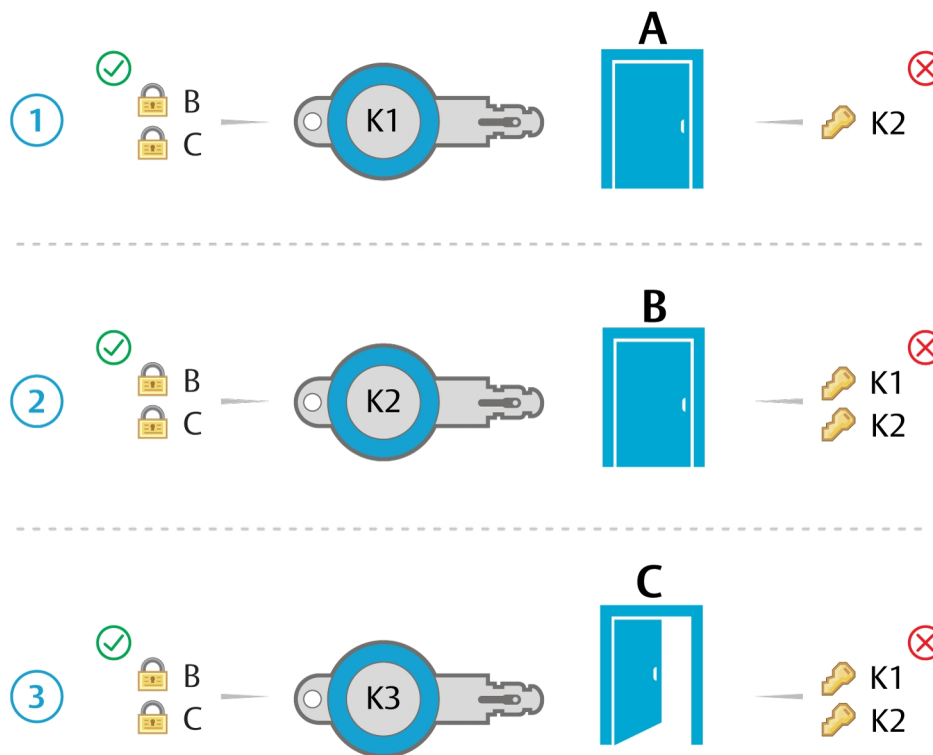3. **Key K3 can open cylinder C**.

Figure 8. Blocked keys

To block a key, see Section 5.5.2 *"Blocking Keys"*, page 25.

5.6.7 Programming keys and cylinders

Programming jobs are managed by an administrator equipped with a PD and an eCLIQ 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 27.

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 have 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 26.

6 Appendix

6.1 Terms

Activation	Security procedure for introducing a user account to CLIQ™ Go.
CLIQ™	A CLIQ™ system is a programmable electronic locking system, including management software.
CLIQ™ Connect PC	An application used by administrators for updating keys with the CLIQ™ Go Web Client.
CLIQ™ Express	An application used by resellers for creating and editing settings for CLIQ™ Go locking systems.
CLIQ™ Go	A technical solution where eCLIQ User Keys and cylinders can be managed.
CLIQ™ Go app	An application used by resellers and administrators for managing the CLIQ™ Go locking system.
CWM	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.
DCS	Digital Content Server. Manages certificates, firmware files and information about a CLIQ™ locking system.
Key access list	List of authorised cylinders, stored on the eCLIQ User Key.
Locking system	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).
Marking	Serial number visible on eCLIQ User Keys and cylinders.
Task	A job to update a cylinder that has not yet been performed.

6.2 Key Indications

Table 5 *"Indications when opening cylinders"*, page 30 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 31 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 30 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

Hardware	CLIQ™ Go	CWM	Comment
User Keys	✅	✅	User keys are called eCLIQ User Keys in CLIQ™ Go.
C-Keys		✅	In CLIQ™ Go, eCLIQ User Keys are used both as user keys and C-Keys.
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	✅	✅	
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		✓	
Domain		✓	
Cylinder groups		✓	
Access profiles		✓	
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	✓	✓	

Other	CLIQ™ Go	CWM	Comment
> 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 33 shows the system requirements for running the **CLIQ™ Go app**.

Table 12. System requirements for CLIQ™ Go app

Device type	Operative system
PC	Windows 7 or higher
Android device with support for USB On-The-Go (OTG)	Android 4.4 or higher
iOS device	iOS 8.0 or higher

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