Saflok
Messenger Lens

Features

- Radio Frequency (RF) communications at 2.4 GHz, which is globally license-free
- Secure networking (128 AES encryption)
- Self-forming networks
- ZigBee Prostack standard (large scale, network stability, resilient)
- Ideal for large scale properties (thousands of nodes)
- Asymmetric link handling
- Network stability even when modes are within close proximity
- Extended battery life with deep and special parent functions
- Resilient – ensured by frequency agility
- Messenger LENS subscriber disseminates information to authorize recipients in real time

The Saflok Messenger LENS is a wireless online system, ideal for hotels seeking the ultimate in security and guest experience while maximizing operational efficiency. The wireless online system offers a two-way communication between the front desk and the hotel's electronic locks. Messenger LENS serves to monitor and manage room door activity. Guests can easily request room moves without having to return to the front desk. Hotels can monitor door activity through notifications sent directly to email and text messaging. Messenger LENS also integrates to third party applications for even greater room management control and flexibility.

Application

Whether in the traditional Messenger network using the Saflok ZigBee-enabled hubs or in a scenario using third-party systems, Messenger LENS provides adaptable solutions for an enhanced guest experience and hotel monitoring.

The Messenger LENS system meets key market needs as the ideal link for sending and receiving real-time messages. With a broad range of functionality, Messenger LENS enhances guest convenience, reduces expenses, and optimizes staff time.

Factsheet

How does it work?

1. Send lock commands directly from the front desk
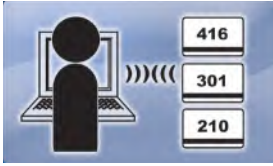
Remote keycard audits
Remotely interrogate specific locks for keycard usage.

Keycard replacement
Send a "Cancel Key" message to each lock that was presented with a previous keycard.

Room move
Send a message to the new room door lock to accept the customer's current keycard.

Extend a guest's stay
Send a message to the guest room lock to update the access expiration date.

2. Receive lock alerts & notifications

Door ajar
Be notified when a door has been left ajar and when it returns to its secure position.

Wandering or standing intruder
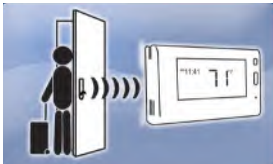Receive alerts when a keycard fails on multiple doors or when multiple cards fail on one door.

Low battery
Receive low battery reports for preventative maintenance.

Room ready
Send a "Room Clean" message in real time for better room management.

3. Share lock information with 3rd party systems

Smart room automation
Door lock sends a command to the smart hub to adjust in-room amenities such as TV, lights or drapes to a customized configuration depending upon preset guest preferences.

Workflow management
Door lock communicates with a workflow system that sets up a task for a staff member to complete and close. For example, bringing a bottle of wine when a VIP guest first enters the room.

Messenger LENS in a Smart Room
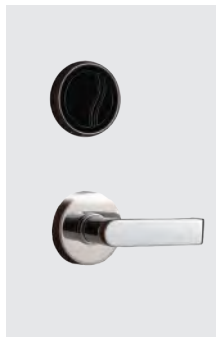
RFID Locks

RT

MT

Confidant

Quantum Series

With Messenger LENS, entering a guestroom becomes a custom experience, tailored to the unique preferences of each guest: adjust lighting levels and powered blinds, set television channels, volume levels and room temperature to satisfy your guest's preferences.

Server to server communication
A smart environment can be achieved using Messenger LENS, which leverages the existing network infrastructures to share information between servers. The lock communicates with the in-room devices via the network, making the system reliable and easy to maintain*.
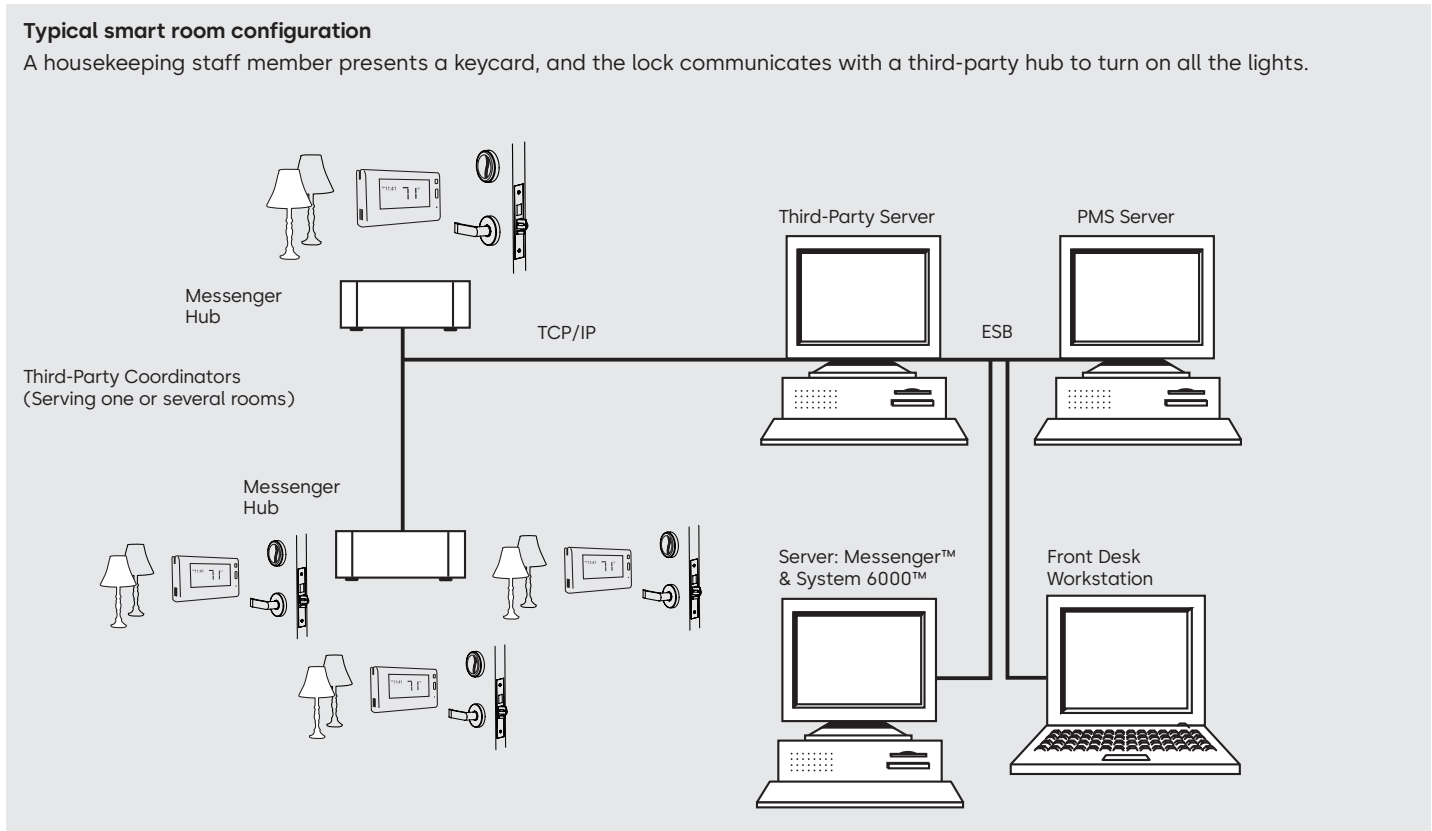
Third-party server
Messenger LENS can also be partnered with various third-party coordinators on a ZigBee Prostack-compliant platform to communicate wirelessly with in-room devices*.
*Contact domakaba for compatibility.

Typical smart room configuration
A housekeeping staff member presents a keycard, and the lock communicates with a third-party hub to turn on all the lights.

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Messenger Hub

Third-Party Coordinators
(Serving one or several rooms)

Messenger Hub

TCP/IP

Third-Party Server

PMS Server

ESB

Server: Messenger™ & System 6000™

Front Desk Workstation

Messenger LENS Active subscriptions

Staff ajar – short period of time	A Door Ajar event has recently occurred following a staff opening the door
Staff ajar – longer period of time	A Door Ajar event has occurred for a long period following a staff opening the door
Guest ajar – short period of time	A Door Ajar event has recently occurred following a guest opening the door
Guest ajar - longer period of time	A Door Ajar event has occurred for a long period following a guest opening the door
Device ajar clear or door secure	Notifies when a device has come out of a Door Ajar state before a specified number of minutes
Generic key egress	Notifies when someone exits the room and locks the device
Low battery	Notifies when the battery level in the device is below the normal level or below the level when the battery needs to be replaced
Low battery clear or battery normal	Device reports: Low Battery Clear or Battery Normal status
Deadbolt/privacy	Notifies the consumer that the deadbolt (privacy) was thrown
Deadbolt-reset (retracted)	Notifies the consumer when a deadbolt reset (retracted) has occurred
Key error canceled	Notifies the consumer when a canceled key (card) is used in a lock
Key error other	Notifies the consumer when access is denied for a key (card) for a reason other than key canceled, low battery etc.
Key error wrong room	Notifies the consumer when a key (card) is used on a wrong room
Guest key used	Notifies the consumer when a Guest key (card) has been used
Staff key used	Notifies the consumer when a Staff Or Non-opening key (card) has been used
New guest key used	Notifies that a new guest has checked into the room
Wandering intruder	Notifies when a Wandering Intruder is detected
Standing intruder	Notifies when a Standing Intruder is detected
Door latched	Notifies the consumer when that a latched command was sent to the door (secure mode) - per configuration
Door unlatched	Notifies the consumer when that an unlatched command was sent to the door (unlatched mode)
Transaction failed	Notifies when any of the Messenger-initiated transactions have failed with errors or has timed-out. Following are some different possible transactions: Block/UnBlock Staff or Guest access, Cancel Staff/Guest access, Unlatch or Latch door(s)
Date time error	Device reports: Date-time not set or error
Date time OK	Device reports: Date-time OK must have previously been an error
Device status online	Notifies when a previously-offline lock has come back online
Device status offline	Notifies when a previously-online lock has gone offline
Key error expired	Notifies when an expired keycard is used on a device after key has expired
Paging keys	Notifies when any paging key is used on a device
Hub status online	Notifies when a previously-offline hub has come back online
Hub status offline	Notifies when a previously-online hub is offline
Block guests	Notifies when Block Guest transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Unblock guests	Notifies when Unblock Guests transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Block staff	Notifies when Block Staff transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Unblock staff	Notifies when Unblock Staff transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Cancel guests (checkout)	Notifies when Cancel Guests or checkout transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
Emergency lock-out on	Notifies when Emergency Lock-out transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Emergency lock-out reset	Notifies when Emergency Lock-out reset transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out
Room move	Notifies when Room Move transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
Extend guest stay	Notifies when Extend Guest Stay transaction initiated by Messenger or PMS (typically multiple doors) has completed either successfully, with errors, or timed-out
Send firmware ARM	Notifies when Send Firmware for lock motherboard was transaction initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
Send firmware AVR	Notifies when Send Firmware for transceiver board was initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
Send firmware ZPRO S	Notifies when Send Firmware for ZigBee Prostack firmware was initiated by Messenger (typically multiple doors) and completed either successfully, with errors, or timed-out
Send wake-up Interval	Notifies when Send Wake-up Interval transaction initiated by Messenger (typically multiple doors) has completed either successfully, with errors, or timed-out

Any questions? We would be happy to advise you.

Contact us at: 1-800-265-6630