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Ambiance™ Online Locks
(RX/RX-Link)

Features
- Lock can receive and send alerts, notifications and commands
- Remote lock audits
- Door ajar and intruder alerts
- Low battery notifications
- First entry notification
- Remote keycard audits
- Cancel guest or staff key
- Perform guest rooms changes without guest returning to lobby
- Room move lock updates

Overview

Ambiance™ RX/RX-Link provides 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. The online capability 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. Ambiance RX/RX-Link also integrates to third party applications by sharing lock events notifications for even greater room management control and flexibility.

Technical Specifications
- 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
- Ambiance RX/RX Link subscriber disseminates information to authorize recipients in real time

Key Benefits

Enhanced Security
- Real-time monitoring
- Audit trails
- Cancel key
- Remote locking/unlocking

Operational/Staffing Efficiency
- Centralized management
- Lock issues addressed before they become a guest facing problem
- Scheduled reports

Improved Guest Experience
- Know when VIP guest arrives in room
- Easy room move

Cost Savings
- Lower maintenance costs
- Energy savings when tied to EMS/GRMS systems

Scalability and Flexibility
- Integration with existing systems

Factsheet

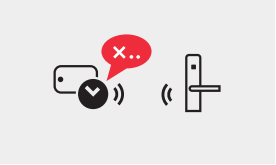
Ambiance RX/RX-Link meets key market needs as the ideal link for sending and receiving real-time messages. With a broad range of functionality, it enhances guest convenience, reduces expenses, and optimizes staff time.

Ambiance RX and RX-Link offer the same core functionality. The primary difference is the initial cost and infrastructure requirements. Ambiance RX requires proprietary dormakaba network hardware, additional installation services, and a site evaluation, which increases upfront expenses. In contrast, RX-Link uses an API-based approach that leverages the property's existing wireless network. This makes RX-Link significantly more cost-efficient, as it eliminates the need for additional hardware and reduces setup time.

How Does it Work?

1. Send Lock Commands Directly from the Front Desk

Remote Keycard Audits
Remotely interrogate specific locks for keycard usage.



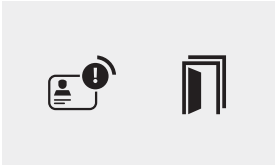
Keycard Replacement
Send a "Cancel Key" message to each lock that was presented with a previous keycard.

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 and Notifications

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

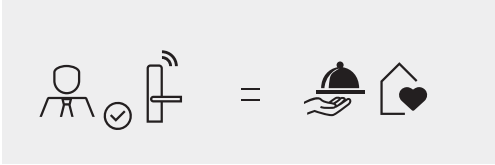


Wandering or Standing Intruder
Receive alerts when a keycard fails on multiple doors or when multiple cards fail on one door.

Low Battery
Receive low battery reports for preventative maintenance.

3. Share Lock Information with 3rd Party Systems

Smart Room Automation
Door lock sends a command to the 3rd party 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 can communicate with a workflow system that sets up a task for a staff member to complete. For example, when a guest first enters the room, the hotel can customize an action like bringing luggage, a package or even a bottle of wine.

Ambiance RX/RX-Link Online in a Smart Room

With online, 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.
Feature availability varies by integration type and the capabilities of connected third-party systems.

EMS / GRMS Integration
Ambiance RX/RX-Link can be partnered with various third-party coordinators on a Zigbee Prostack-compliant platform to communicate wirelessly with their in-room devices*. Third-party vendors such as Interel, Inncom, Telkonet, Lutron, Control 4. Please contact Sales for the current list.

Application
Whether using a network with the dormakaba Gateway Gen II or in a scenario using third-party systems, online locks provide adaptable solutions for an enhanced guest experience and hotel monitoring.

*Contact dormakaba for compatibility.

RX-Link API
Ambiance RX-Link takes the API approach and can leverage existing Wi-Fi networks, making it cost efficient and easy to execute. Third-party vendors include Aruba, Ruckus, Legrand, and Verdant. Our integration partner list continues to grow. Please contact Sales for the latest list.

Ambiance RX/RX-Link is compatible with all dormakaba electronic hotel locks.

MT

RT Plus

Confidant

Saffire LX

Quantum Pixel+

Quantum RFID

QuantumIV

Ambiance RX/RX-Link features available with 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 Ambiance RX/RX-Link-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
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 Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out
Unblock Guests	Notifies when Unblock Guests transaction initiated by Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out
Block Staff	Notifies when Block Staff transaction initiated by Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out
Unblock Staff	Notifies when Unblock Staff transaction initiated by Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out
Cancel Guests (checkout)	Notifies when Cancel Guests or checkout transaction initiated by Ambiance RX/RX-Link 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 Ambiance RX/RX-Link (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 Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out
Room Move	Notifies when Room Move transaction initiated by Ambiance RX/RX-Link 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 Ambiance RX/RX-Link 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 Ambiance RX/RX-Link (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 Ambiance RX/RX-Link (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 Ambiance RX/RX-Link (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 Ambiance RX/RX-Link (typically multiple doors) has completed either successfully, with errors, or timed-out

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Any questions? We would be happy to advise you.

Contact us at: 1 800 999 6213

dormakaba | 6161 E. 75th Street | Indianapolis, IN 46250 | dormakaba.us