



ECHO App End User Guide

This guide provides step-by-step instructions for setting up the ECHO app, operating your lock and managing access directly from your mobile device.



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This guide provides a step-by-step overview of the ECHO app, from initial setup and account registration through to locking, unlocking and managing access to your ECHO lock.

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Introduction

The ECHO Lock App allows you to securely access your ECHO smart lock using your smartphone and NFC (Near Field Communication) technology, removing the need for physical keys or combinations.

This guide provides step-by-step instructions for setting up the app, operating your lock and managing user access.

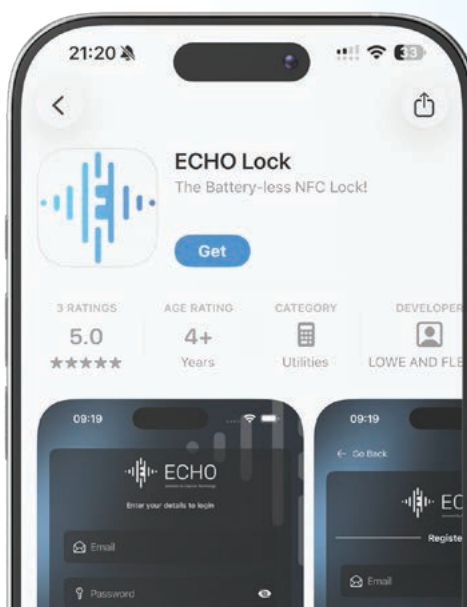
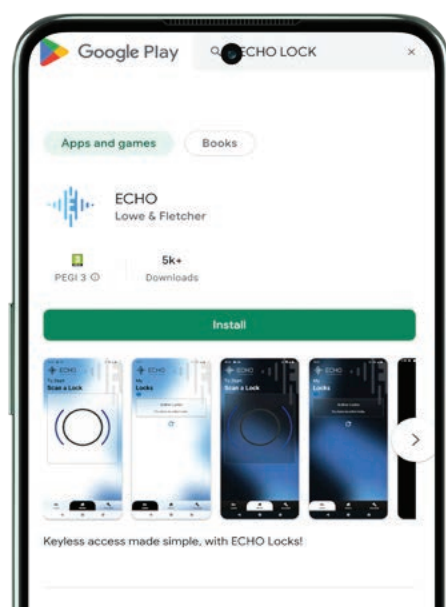
Pre-requisites

Requirements

- ✓ A mobile device with NFC capabilities.
- ✓ Mobile network connection or WiFi connection.
- ✓ An ECHO smart lock.
- ✓ The “ECHO” app installed on your device.

Navigating the App Store

1. Navigate to the Apple/Google App Store and search for the “ECHO” app.
2. Once you’ve found the app, tap the download button to install it.



Android App
Scan to download



Apple App
Scan to download

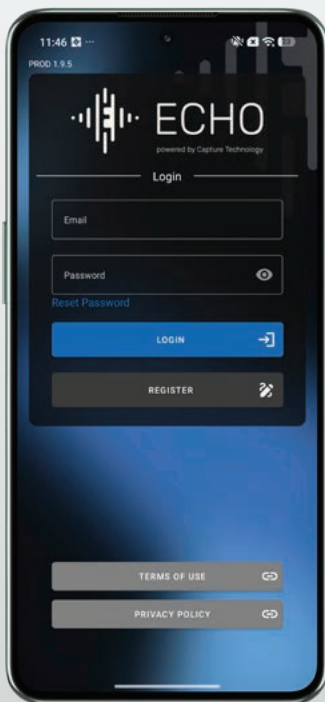
Logging in to the app

Once your account is set up, you can log in to the ECHO app using your registered email address and password.

1

Open the “ECHO App”

On your mobile device, navigate to the ECHO app that you downloaded in the “Pre-Requisite” section.

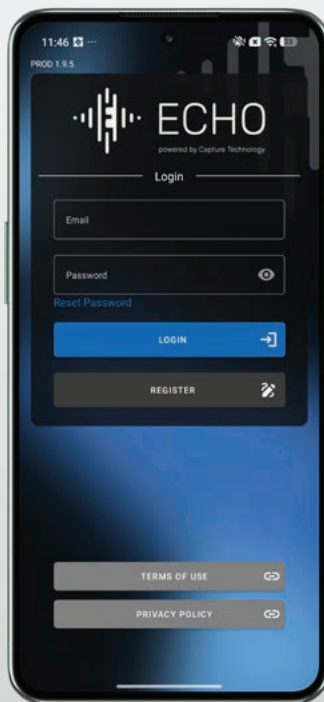


2

Creating an account

Once the app is open, you will see the login page.

Tap the Register button to start creating your account.

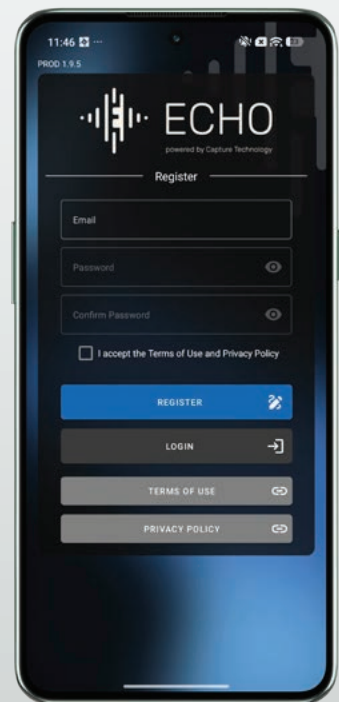


3

App registration

After tapping Register, enter your email address, create a password and accept the Terms of Use and Privacy Policy.

Please use a valid email address, as a verification code will be sent to it. Tap Register to continue.



Trouble Logging in?

Make sure you are using the email address associated with your account. If you have forgotten your password, use the 'Forgot password?' link to reset it.



Stay Secure

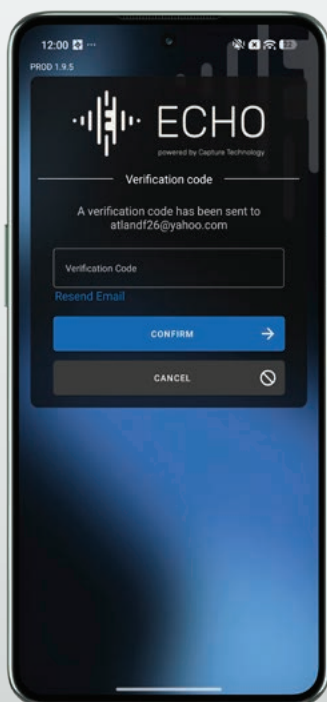
Log out when using shared devices and keep your app up to date for the best experience and security.

4

Verifying your account

At the Verification page, you are required to enter the Verification code sent to the email address previously entered.

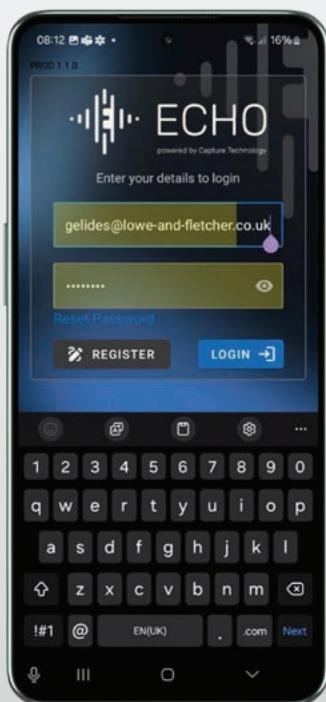
Check your email inbox, enter the code in the verification code field and press the Confirm button.



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Logging into the app

Once your account is verified, you may log in using the email and password you just created.

**NFC Required**

NFC must be enabled on your device for the app to communicate with your lock.

**Watch our video guides**

Scan the QR code for step-by-step video tutorials covering setup, operation and troubleshooting.



Locking Your ECHO Lock

To lock your ECHO lock, ensure the door is fully closed and the lock is in the closed position. Then tap the Home tab and follow the steps below.

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Tap to start

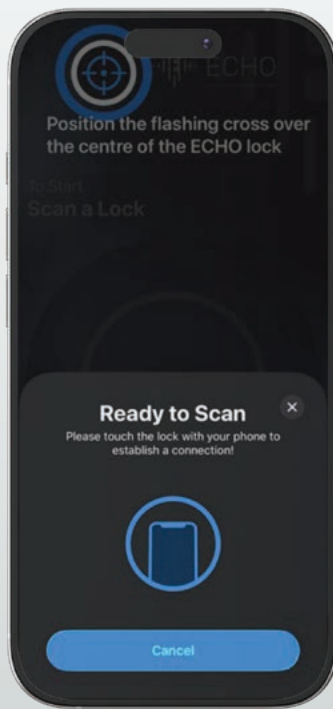
Tap to Start as indicated on the Home screen



Android

Ready to scan

Place your device flat against the face of the ECHO, with the target over the centre of the ECHO.



iOS

Scan the lock

If no target is shown, verify the position of the NFC antenna for your model of phone, place your device flat against the face of the ECHO with the NFC antenna position over the centre of the ECHO.



Android

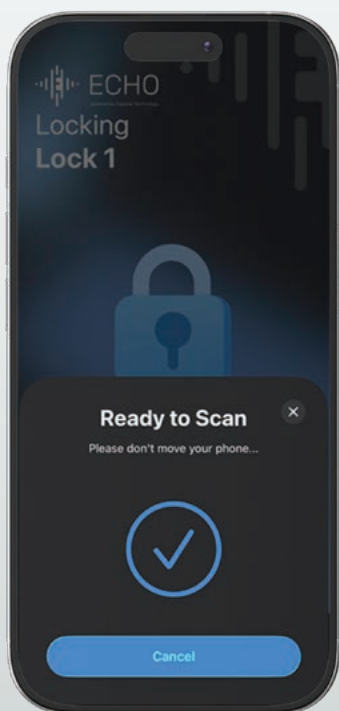


For Apple and Android devices

Hold your mobile device against the ECHO Lock and follow the on-screen instructions.

Locked state

Hold the device on the face of the ECHO until locking animation has completed. iPhone users, hold the device in position until the blue tick is displayed.



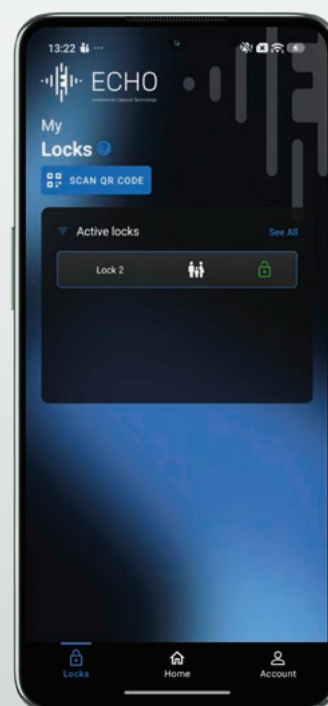
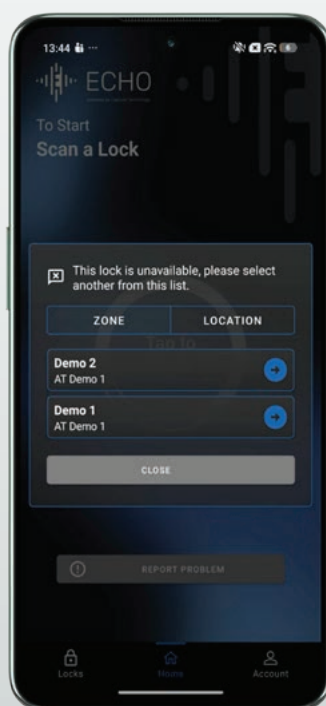
iOS

7

Lock availability

If you try to use an ECHO that is already locked, all available lockers at that location will be displayed.

Alternatively, if a QR code has been displayed, pressing the Scan QR Code button found on the Locks tab and scanning the QR code will also display all available lockers at that location.



NFC Required

NFC must be enabled on your device for the app to communicate with your lock.



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Unlocking your ECHO lock

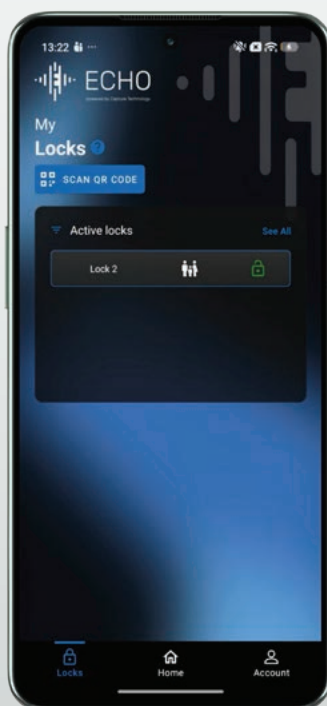
To unlock your ECHO lock, tap the Home screen and follow the steps below.

8

Lock allocated to a user

After locking your ECHO lock, you can view your active lock/s by tapping the Locks tab in the bottom left corner, this lists all the locks in use by that user.

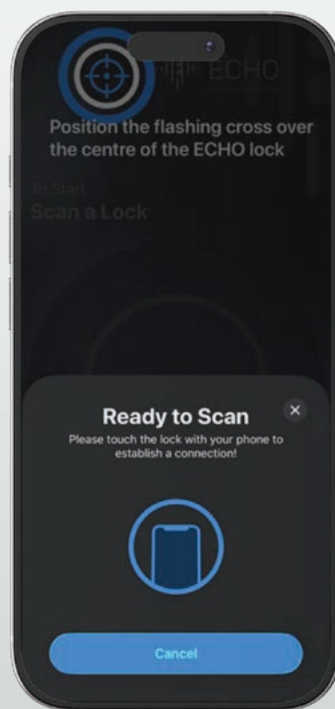
Press the '?' button for an explanation of the symbols used to indicate the status of the lock.



9

Scan the lock

Tap to Start as indicated on Home screen. Place your device flat against the face of the ECHO, with the target or NFC antenna position over the centre of the lock.



iOS



NFC Required

NFC must be enabled on your device for the app to communicate with your lock.



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Unlocked state

Hold the device on the face of the ECHO until the unlocking animation has completed. iPhone users, hold the device in position until the blue tick is displayed.



Android



NFC Required

NFC must be enabled on your device for the app to communicate with your lock.



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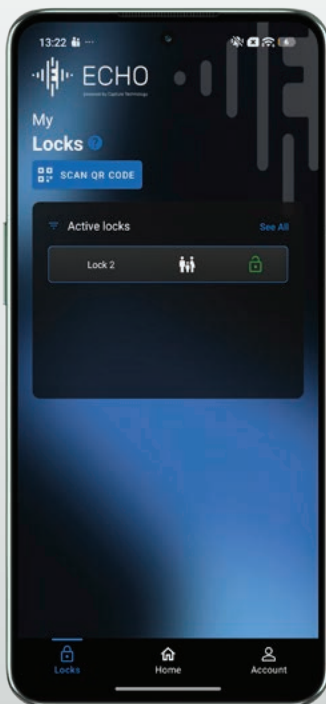
Sharing Access

Share access to your lock with other registered users directly from within the ECHO app. Access permissions can be managed and updated at any time.

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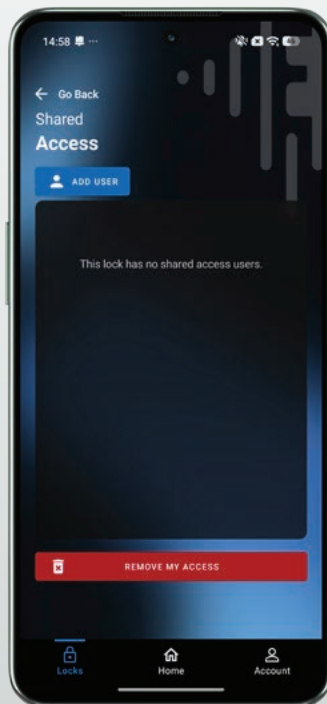
Select a lock

Should you wish to share access to your ECHO lock with another user, you can do so by **pressing the locks tab and then the blue button** next to the active lock you wish to share access with.



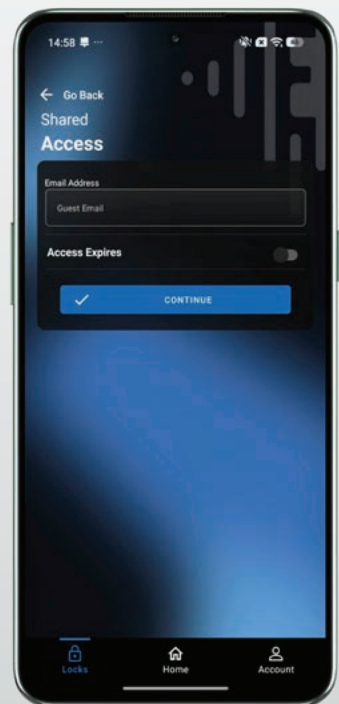
Add a user

Next, tap the blue 'Add User' button and enter the email address of the user you wish to share access with. The owner can set an expiry date and time **using the toggle switch** and confirming when guest access will cease.



Confirm sharing

Confirm sharing by pressing blue 'Continue' button, a message will be shown 'Guest has been added' when complete.



Private Mode Only

Only locks configured in Private Mode can be shared with other users.

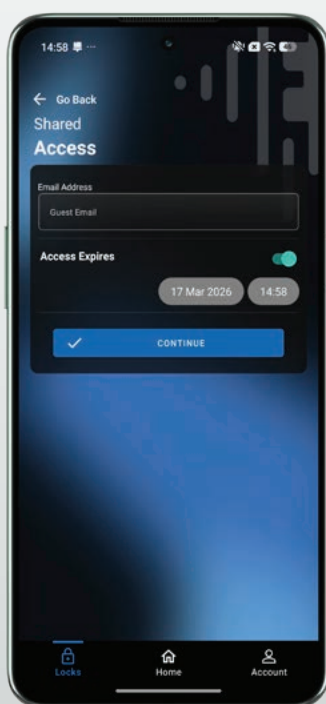


Registered Users

Shared users must have the ECHO app installed and be registered with a valid account.

Set an expiry date

To edit the access expiry date and time or to add an expiry, select the lock from the locks tab by pressing the blue button followed by the blue edit button. This will reopen the shared access screen.



Remove access

To remove shared access, select the lock from the Locks tab by pressing the blue button and then delete the user from the list by pressing the bin button.



NFC Required

NFC must be enabled on your device for the app to communicate with your lock.



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Need Help?

If you require assistance, please contact our support team using the details below.

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