



# KastlePresence®

## Quick Reference Guide for Android Devices



### Mobile Hands-Free Access:

KastlePresence delivers the most convenient way to access your building and office - no card required. Simply approach doors, and they will unlock for you.

KastlePresence readers are easy to spot: the readers have blue lights above them or are illuminated with a blue light behind your corporate logo. Ensure that Bluetooth is enabled on your phone, and the KastlePresence app is running in the background or foreground.

If the blue light is blinking and the door is not unlocking, the reader may be configured for you to present your Digital Key. So hold your phone close to the reader—or tap the blue Digital Key in the app—to unlock.

For the best experience, consider the line of sight between your phone and the reader. Signal interference can occur from metal and even your body if they are between your phone and the reader.



### KastleAlert:

Receive critical emergency event notifications, or self-report an emergency with KastleAlert.

If an emergency is initiated for your building or space, you will receive Android notifications and be brought to the KastlePresence app for live, real-time event information.

To initiate your own emergency report, click the red shield and then select an event type. The KastleAlert shield in the app turns red (active) when you're within range of KastlePresence. If the shield is gray, you are either out of range or it has not been enabled for your space.

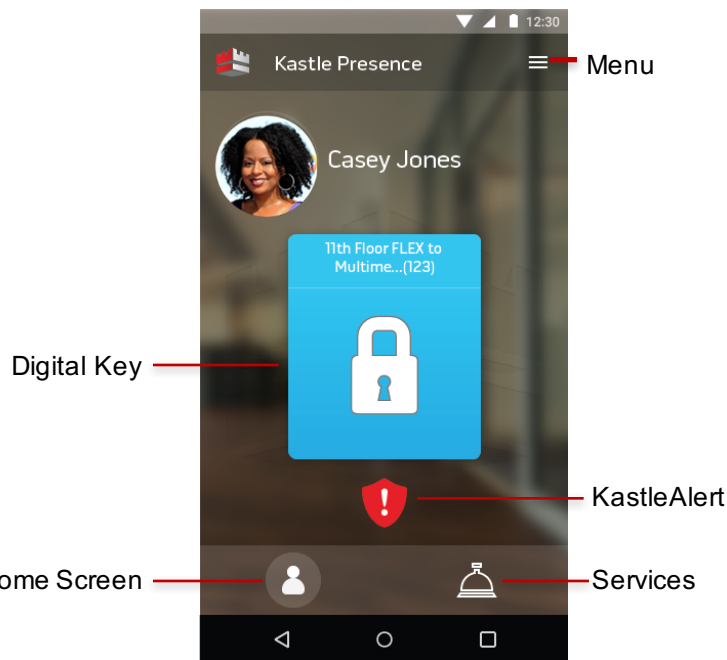
KastleAlert provides a fast, intuitive method to SEE something...then SAY something.



### Location-Based Services:

What's going on in your building? Be notified, or quickly find out. For items important to you at work, the information is on hand.

Receive workplace news and info via KastlePresence Notifications. Future location-based amenities will also be available here.



### Download Instructions

#### Search “KastlePresence” in the Play Store

Follow the on-screen prompts to register. You will receive an email with a temporary PIN from DoNotReply@kastle.com for verification – check your junk & clutter folders if needed.



Compatible with Android OS 6.0 (Marshmallow) or higher  
Android Mobile Devices supporting KeyStore



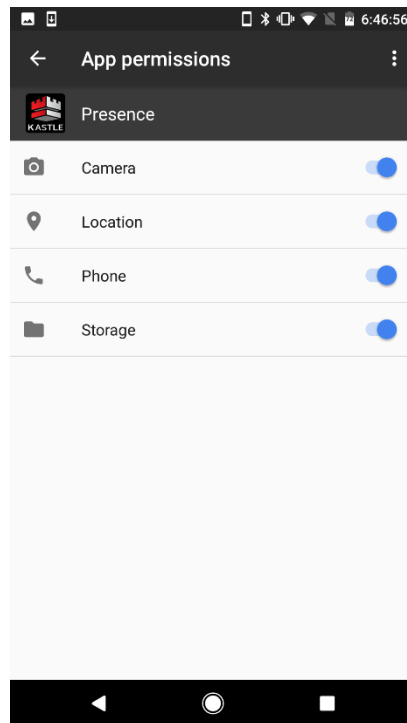
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## Basic Trouble Shooting

Ensure you have the latest version of KastlePresence from the Play Store. If doors are still not responding as you'd expect, here are 3 things to try to improve your experience. If any issues, you can always reach out to [kp-help@kastle.com](mailto:kp-help@kastle.com) or click on the "Contact Kastle" menu item.

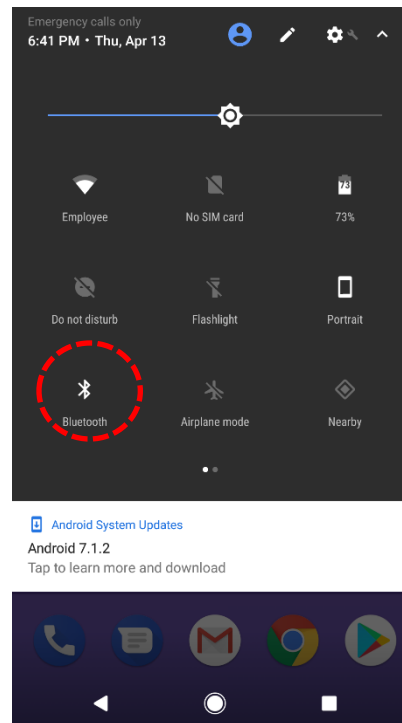
### Application Permissions

If you are running Android Marshmallow or OS version 6.0+, check that Location permission is enabled under app settings, per the screen below (Settings → Apps → Presence).



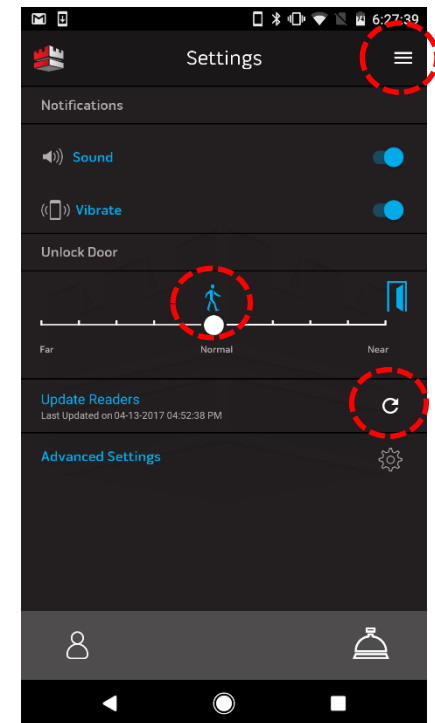
### Restart Bluetooth

If the settings are correct, you may try turning your phone's Bluetooth off and back on. From your phone's home screen, swipe down in Android and turn off / on the Bluetooth icon circled below.



### Refresh Readers

One last thing to try is from the Presence in-app menu, click App Settings, and try adjusting the Far-Normal-Near setting. Also, click the Update Readers refresh button to ensure the latest readers and associated settings are enabled on your device.





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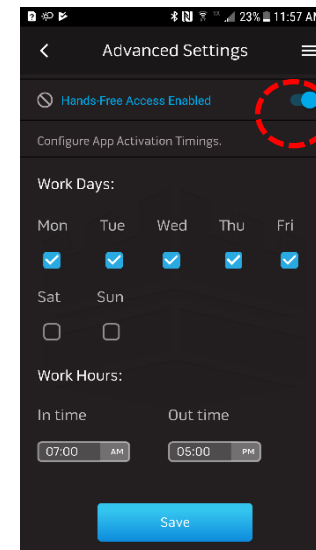
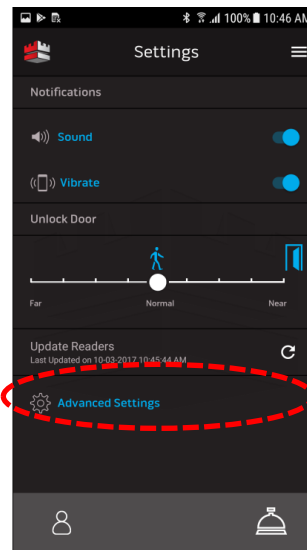
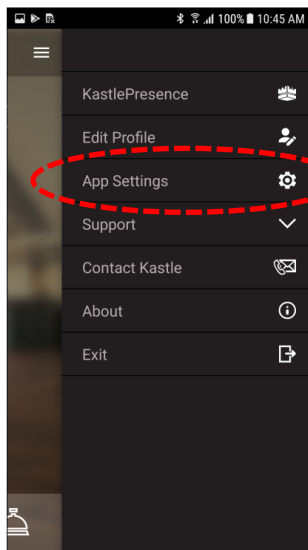
## Hands-Free and Low Power Operation

KastlePresence users love the hands-free convenience of opening doors with a mobile app, but with increasing demands on today's devices, KastlePresence enables you to choose your experience with hands-free and low power operations on your device

### Hands-Free Convenience to Unlock Doors

Per the screens below, from the KastlePresence menu, click on App Settings and then select Advanced Settings. By default, Hands-Free Access is enabled and operates with the KastlePresence app in background or foreground and even with your phone screen locked.

To only operate during times you are likely to require access, you can set a schedule for when you want the hands-free convenience. Or turn off Hands-Free Access, which requires you to have the KastlePresence app open and in the foreground for your mobile access to be granted.





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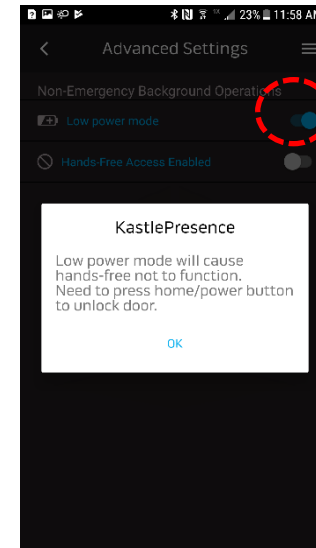
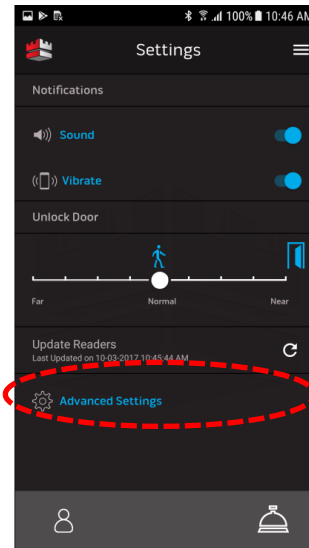
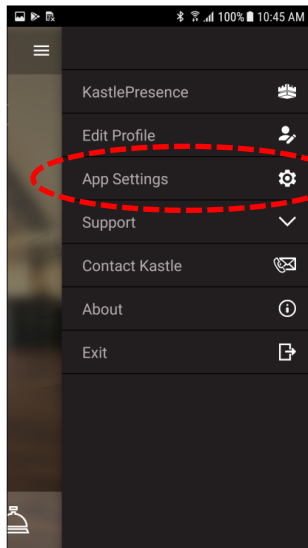
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### Wake Up Your Phone to Open Doors

KastlePresence includes a Low Power Mode to provide easy mobile access by simply waking up your phone. With Low Power Mode enabled, just press the home / power button on your Android device ~5 seconds before approaching a door to engage it.

Per the screens below, from KastlePresence, access App Settings > Advanced Settings > Low Power Mode & Save.



### Note for Samsung Galaxy Users

If you are running Android 7.X ("Nougat") on a Samsung device, KastlePresence will default to "Low Power Mode" due to Samsung's Android implementation of Bluetooth and background apps.