

User Manual

ASSA ABLOY Encoder 4010

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FCC and ISED (IC) statements

FCC statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Exposure statement:

These portable devices with their respective antenna comply with FCC RF exposure limits for general population / uncontrolled exposure. For each device, the antenna used must not be co-located or operating in conjunction with any other antenna or transmitter. For each device, use only the supplied antenna.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

These transmitters must not be co-located or operating in conjunction with any other antennas or transmitters.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference; in which case, correction of the interference is at the user's expense.

Important: Changes or modifications to an intentional or unintentional radiator not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The end product must be labeled to say 'FCC ID: Y7V-ENC4010C1'.

ISED (IC) statements

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Exposure statement:

These portable devices with their respective antenna comply with FCC RF exposure limits for general population / uncontrolled exposure. For each device, the antenna used must not be co-located or operating in conjunction with any other antenna or transmitter. For each device, use only the supplied antenna.

The end product is labeled 'IC:9514A-ENC4010C1'.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

Le terme "IC" devant le numéro de certification signifie seulement que les spécifications techniques Industrie Canada ont été respectées.

1. Introduction

ASSA ABLOY Encoder 4010 (in the rest of this document simply called 'encoder') is used for encoding of RFID tags (cards, keyfobs, wristbands etc) to Vostio.



Figure 1

1.1 Product Security Center

We provide security information, e.g. best practices and advisories for our products and services, at [Product Security Center](#). In case of any vulnerabilities impacting our products or services, we publish advisories in accordance with our responsible disclosure policy.

1.2 Powering

- The encoder can be powered via the DC port or via PoE (*Power over Ethernet*)
- PoE standard 802.3af/802.3at
- PoE type 1 compliant
- PoE class 2 compliant; power range 3.84-6.49W

1.3 Parts

The following parts are enclosed at delivery of the encoder:

- Adapter AC/DC 5V 1,2 A
- Ethernet cable, Cat 5E, 2m
- USB cable (type C to type C)
- USB cable (type C to type micro B)

Note: The USB cables are only for communication, not for powering the encoder.

1.4 Prerequisites

- For internet connectivity, see the separate document *Vostio network diagram*.
- To upgrade apps and certificate in the encoder, view logs etc, use an Android device* with latest version of Vostio Service Tool installed (available [here](#) at Google Play) is required.
- For certificate information to be shown, the following versions are required:
 - Vostio Service Tool 2.4.20.0 or higher
 - Bootstrap app 3.0.0 or higher

*) See knowledge article *Vostio compatibility* on the service portal regarding Android phone models for which Vostio Service Tool is tested and approved. The app may work on other Android phones as well, with the general requirements:

- The phone has one of the three latest major Android versions.
- USB On-The-Go is enabled on the phone.
- It is recommended that the Android does not have *Visionline Mobile Service Tool* installed as well

2. Encoder setup

2.1 Prepare setup using DHCP



1. Log in to Vostio Service Tool.
2. Connect the cables to the encoder (power cable and Ethernet cable). Note that the power cable is not needed if the encoder is connected via PoE.
Important: Make sure not to disconnect the encoder from power at any point during the setup.

Figure 2



3. Once the encoder is connected, the display will show 'ASSA ABLOY' and there will be a sound prompt.

Figure 3



4. Wait for the encoder to go online.

Figure 4



5. When the encoder is online, its IP address will be shown on the display.

Figure 5



6. Connect the USB cable from the encoder to the Android device with Vostio Service Tool.

Important: Make sure not to disconnect the encoder from the Android device at any point during the setup.

Figure 6

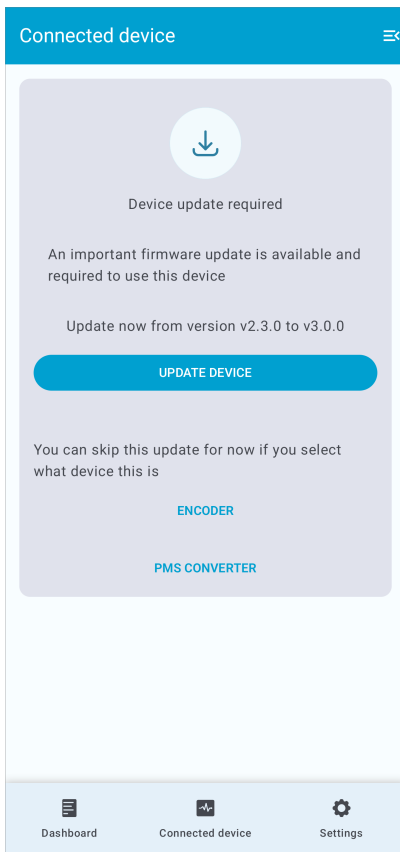


Figure 7

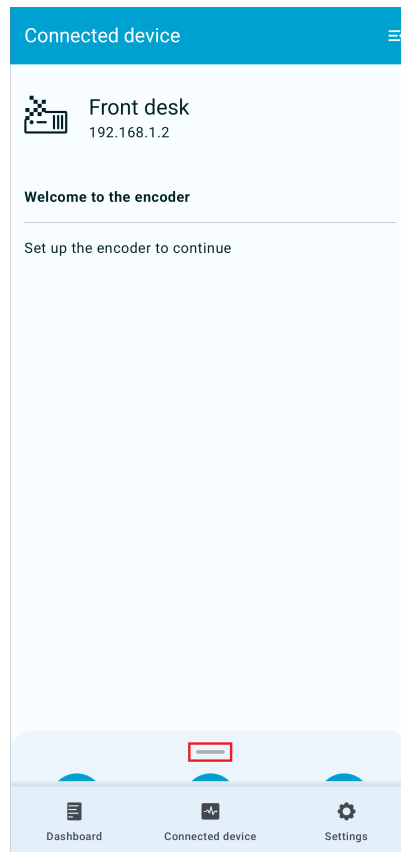


Figure 8

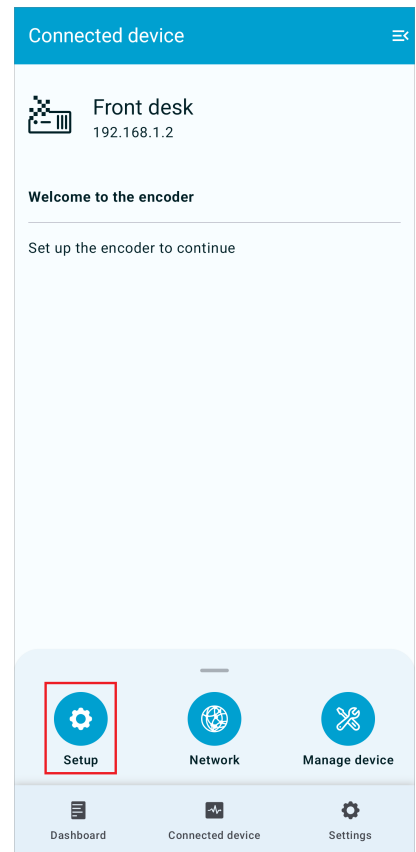


Figure 9

7. Figure 7: If this screenshot is shown, click **Update device** (or click **Encoder** and make the update at a later occasion).
8. Figure 8: A welcome screen will be displayed. Drag the handle marked with red upwards to display an action menu.
9. Figure 9: Click **Setup** in the action menu; continue with the steps in [section 2.3](#).

2.2 Prepare setup using static IP address

Perform steps 1-9 below.



1. Log in to Vostio Service Tool.
2. Connect the cables to the encoder (power cable and Ethernet cable). Note that the power cable is not needed if the encoder is connected via PoE.
Important: Make sure not to disconnect the encoder from power at any point during the setup.

Figure 10



3. Once the encoder is connected, the display will show 'ASSA ABLOY' and there will be a sound prompt.

Figure 11



4. Connect the USB cable from the encoder to the Android device with Vostio Service Tool.
Important: Make sure not to disconnect the encoder from the Android device at any point during the setup procedure.

Figure 12

In Vostio Service Tool:

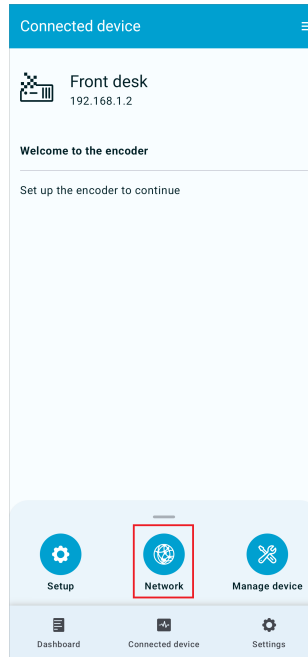
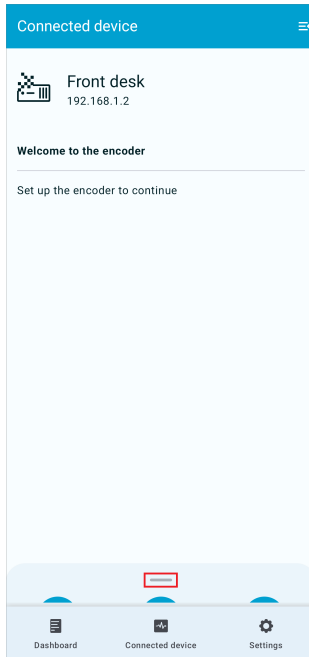
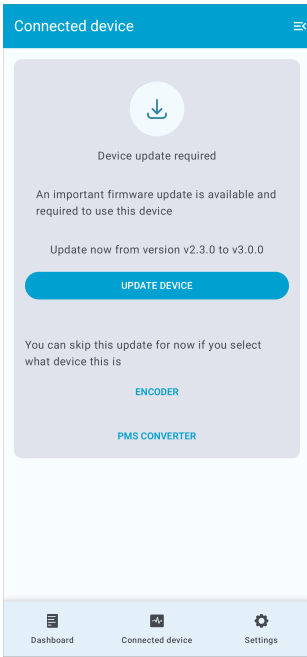


Figure 13 (left)

Figure 14 (middle)

Figure 15 (right)

5. Figure 13: If this screenshot is shown, click **Update device** (or click **Encoder** and make the update at a later occasion).
6. Figure 14: A welcome screen will be displayed. Drag the handle marked with red upwards to display an action menu.
7. Figure 15: Click **Network** in the action menu.

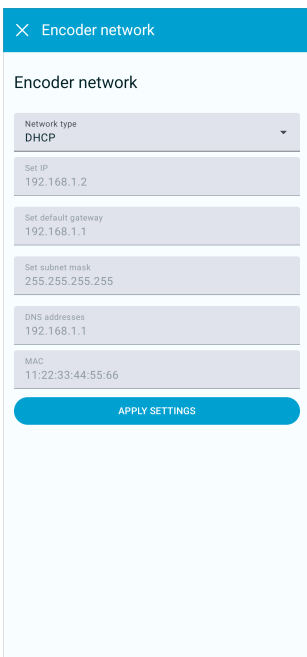


Figure 16

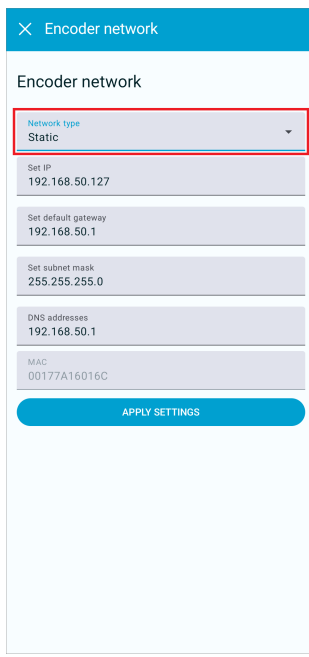


Figure 17



Figure 18

8. Figure 16: The network type will by default be 'DHCP'; the other parameters will show the values which the encoder got when it was connected to the network according to [here](#).
9. Figure 17: Click the arrow at 'Network type' and choose 'Static' in the drop-down list. The other parameters will still show the values which the encoder got when it was first connected to the DHCP network. Make the desired changes and click **Apply settings**.
Note: If there are several IP addresses at 'DNS', they should be comma separated.
Note: Vostio Service Tool must be of version 2.4.7.0 or higher for the DNS field to be shown. The encoder must have Bootstrap 2.2.0 or higher for the DNS setting to work.

10. *Figure 18*: Wait for the encoder to go online.

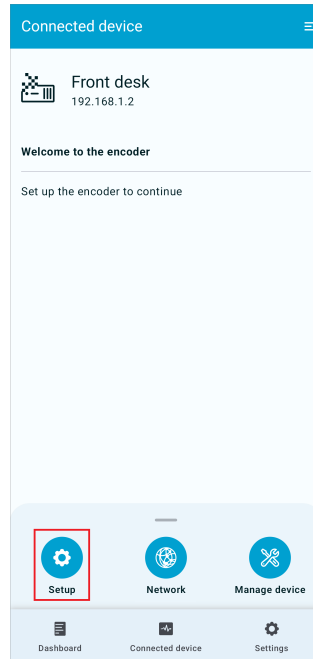
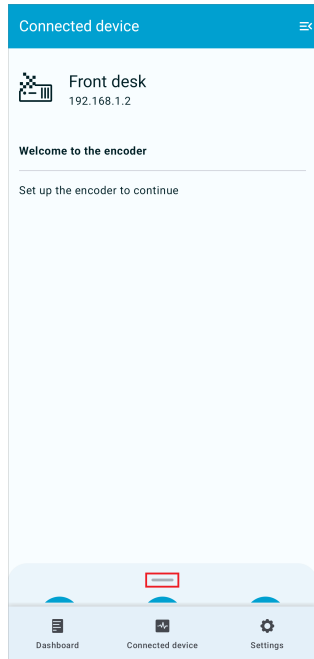


Figure 19 (left)

Figure 20 (middle)

Figure 21 (right)

11. *Figure 19*: When the encoder is online, its IP address will be shown on the display.

12. In Vostio Service Tool, click the cross up to the left in the **Encoder network** view (see *Figure 17*); the welcome screen as in *Figure 20* will be shown again. Drag the handle marked with red in *Figure 20* upwards to display an action menu.

13. *Figure 21*: Click **Setup** in the action menu; continue with the steps in section 2.3.

2.3 Setup procedure

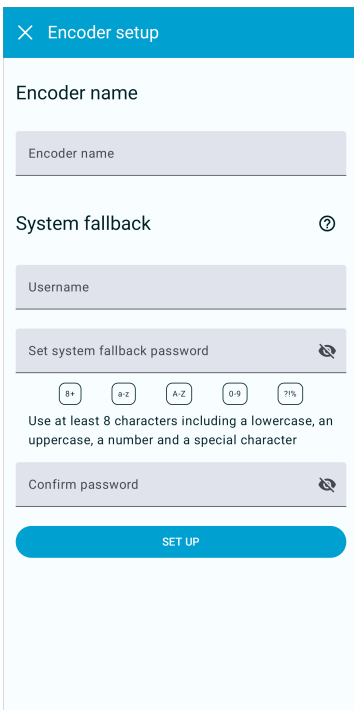


Figure 22

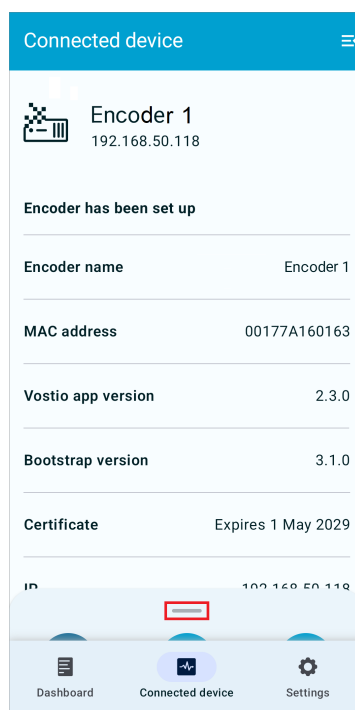


Figure 23

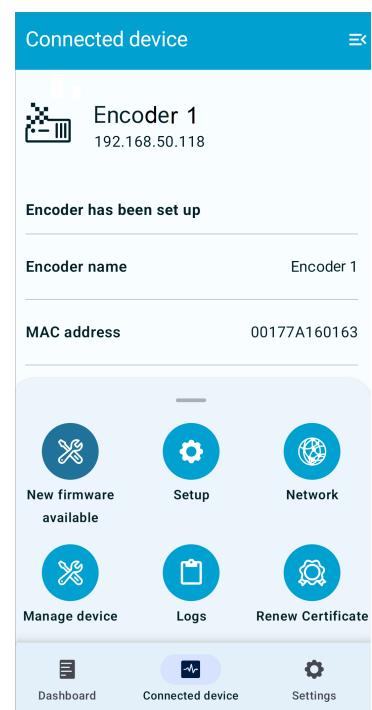


Figure 24

1. Figure 22:

- Enter the desired **Encoder name**. This name will be shown on the encoder display as well as in the drop-down list for encoders in the upper right corner of Vostio Web Portal.
- Enter username and password for fallback mode (i.e. for using Vostio if internet goes down, see details in *Quick reference guide Vostio*). Confirm the password.
- Click **Set up**; the setup process will start.

2. Figure 23: When the setup process is finished, a **Connected device** screen with encoder information will be displayed. Drag the handle upwards to display an action menu.

3. A Linux firmware and a Bootstrap app are installed on the encoder already at delivery. To benefit from the latest functionality updates and security enhancements, check if any later versions are available; see details below. Furthermore, a Vostio Encoder app must be installed on the encoder. **We recommend the following:**

- Make sure to always start with the Linux firmware upgrade before the apps; if both apps are to be upgraded, start with the Bootstrap.
- Make sure to have the encoder connected to external power supply instead of PoE (*Power over Ethernet*) during the upgrade procedure.

To view version and perform upgrade, follow the sections referred to below.

- *Linux firmware*: Version is viewed and upgraded via the web interface.

View version: See [section 7.6](#).

Upgrade version: See [section 7.7](#).

- *Bootstrap app and Vostio Encoder app*: Version is viewed and upgraded via Vostio Service Tool.

View version: See [Figure 23](#) above.

Upgrade version: If the icon **New firmware available** in the action menu ([Figure 24](#)) has a darker blue color than the other icons in the menu, one or more of the apps are available in a later version than the one installed.

4. Figure 24: Via the action menu it is possible to perform several other actions than firmware upgrade; see [chapter 3](#) for more information.

2.3.1 Move encoder to another system

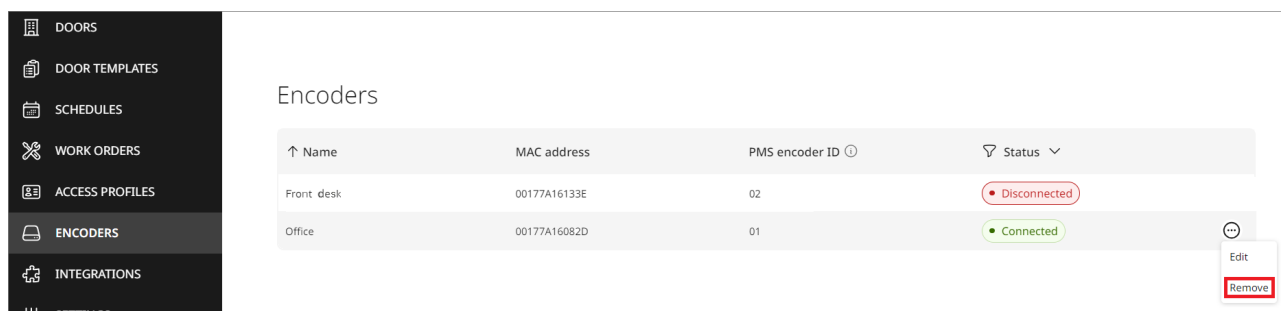
If an encoder should be moved from one Vostio system to another, it must first be removed from the first system in Vostio Web Portal.

1. Click the gear in the upper right corner of Vostio Web Portal.



2. In the **Property settings** page which is shown, click **Encoders** in the left part.

3. In the **Encoders** page (see [Figure 26](#)), hover on the row for the applicable encoder. A menu will be shown to the right; choose **Remove**.



4. When connecting the encoder to another system, follow either [2.1](#) (if DHCP is applicable) or [2.2](#) (if static IP address is applicable). After that, a screen as in [Figure 27](#) will be shown instead of [Figure 22](#). To set up the encoder so it gets the same system key as the Android device, click **Set up the encoder**. The screen shown in [Figure 22](#) will then be shown; follow the procedure described in [2.3](#).

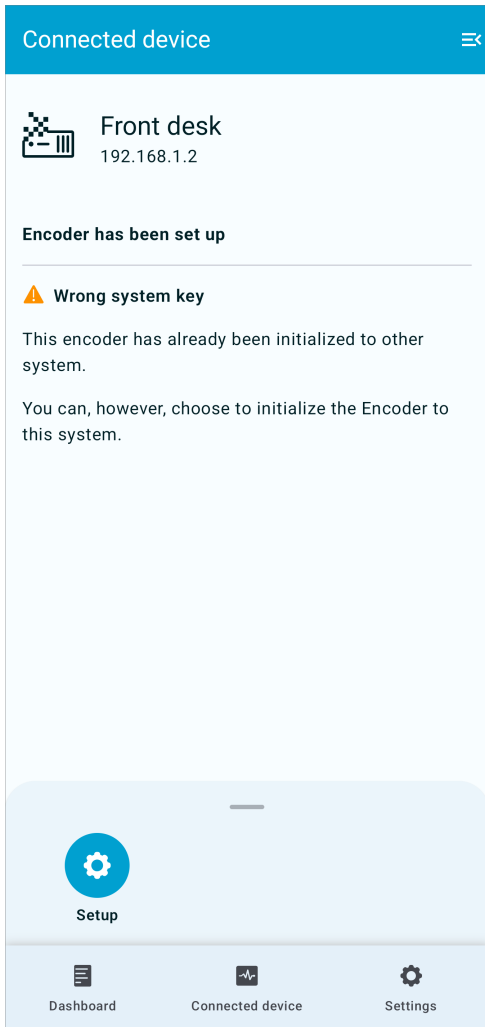


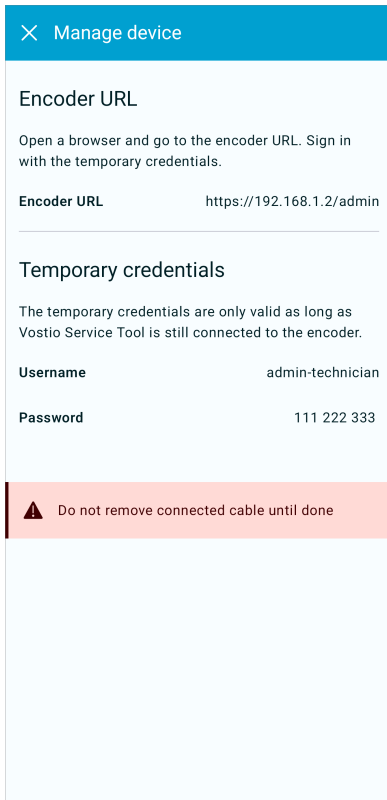
Figure 27

3. Action menu in Vostio Service Tool

By dragging the handle above the bottom menu in any Vostio Service Tool view, an action menu will be displayed. The available operations will depend on what state the encoder is in; set up for the current site, set up for other site etc. In the normal scenario that the encoder is set up for the current site, the actions in [Figure 24](#) are displayed (click the available icon and follow any instructions on the screen):

- New firmware available
- Setup; see screenshots in sections [2.1/2.2](#)
- Network; see screenshots in [section 2.2](#)
- Manage device; see [section 3.1](#)
- Logs
- Renew certificate

3.1 Manage device



1. If any operation in the web interface (see [chapter 7](#)) should be done, e.g. upgrading Linux firmware, click the **Manage device** icon in the screen shown in [Figure 24](#). A one-time password for the encoder web interface will be shown; see example in [Figure 28](#).

Figure 28

4. Mounting and dimensions

The encoder can either be placed on a table etc or be mounted on a wall. If mounted on a wall, the encoder should not be more than 2 m (78 47/64)" above the floor. To wall-mount the encoder, follow the steps below:

1. Loosen the screw which holds the gray bracket (see [Figure 2](#)) at the back of the encoder.
2. Remove the bracket from the encoder and fasten the bracket to the wall (no screws are enclosed in the encoder kit).
3. Mount the encoder at the bracket again.

4.1 Dimensions in mm (inches)

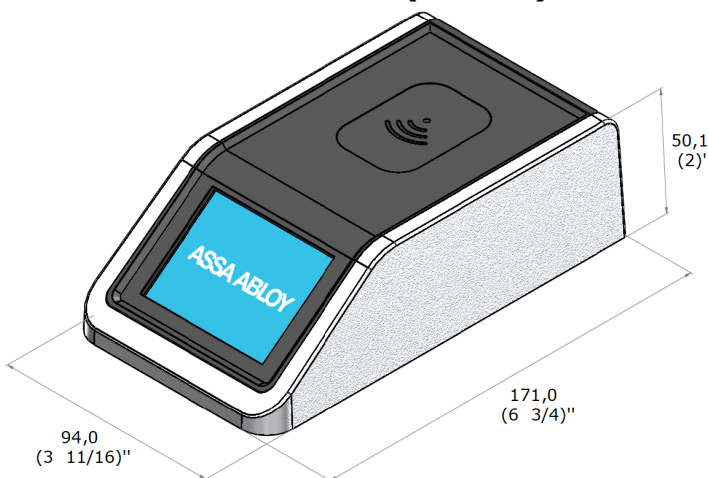
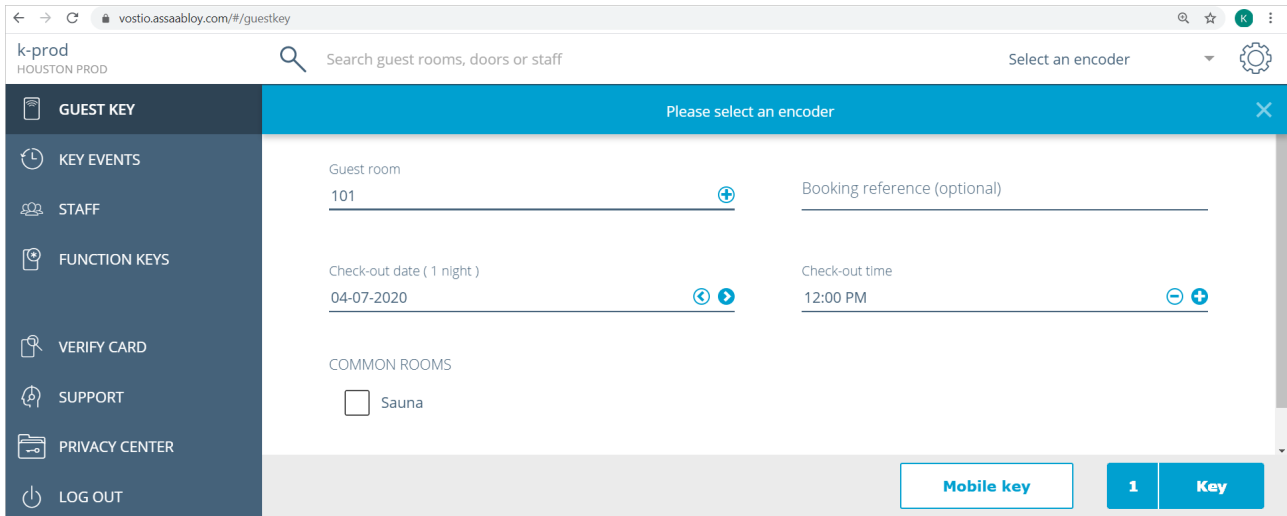


Figure 29

5. Encode RFID tags

1. Choose the applicable encoder in the drop-down list up to the right in Vostio Web Portal.



The screenshot shows a web browser window with the URL `vostio.assaabloy.com/#/guestkey`. The page title is "k-prod HOUSTON PROD". A search bar contains the text "Search guest rooms, doors or staff". A dropdown menu is set to "Select an encoder". The main content area is titled "Please select an encoder" and contains the following fields:

- Guest room:** 101
- Booking reference (optional):** (empty)
- Check-out date (1 night)::** 04-07-2020
- Check-out time:** 12:00 PM
- COMMON ROOMS:** Sauna

At the bottom right, there are three buttons: "Mobile key", "1", and "Key".

Figure 30

2. At **Guest room**, enter the applicable room number.
3. If needed, modify the default **check-out date** and/or **check-out time**.
4. **Common rooms** are by default not included. If applicable for the guest key which is to be issued, mark the checkbox for one or more common rooms.
Note: If desired, common rooms can be set up to be included by default for all guest keys. When adding or editing a common room under **Settings > Doors** in Vostio Web Portal, mark the checkbox 'Included by default when creating guest key'.
5. If more than one RFID tag should be encoded, click '1' down to the right. An arrow will be shown; click it and choose the applicable number of RFID tags.
6. Click the **Key** button; a message as below will be shown.

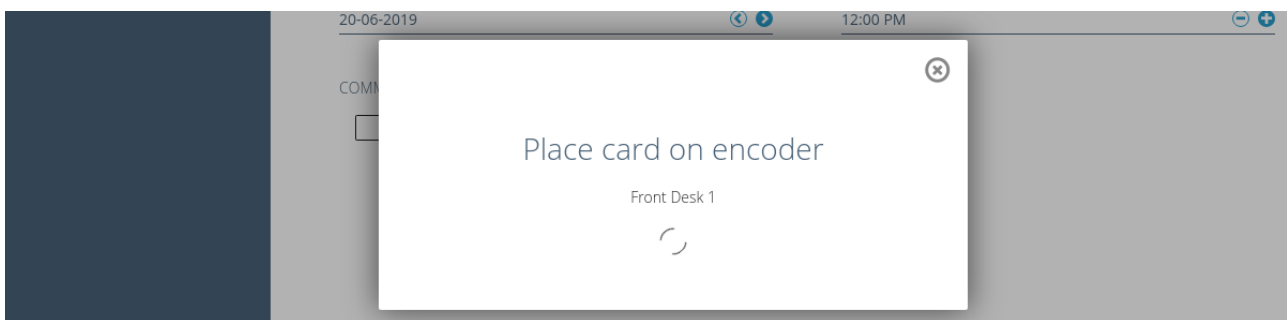





Figure 31

 <p style="text-align: center;"><i>Figure 32</i></p>	<p>7. The encoder display will prompt you to place an RFID tag, and a sound notification is heard.</p>
 <p style="text-align: center;"><i>Figure 33</i></p>	<p>8. The encoder display will state when the RFID tag has been written, and a sound notification is heard.</p>
 <p style="text-align: center;"><i>Figure 34</i></p>	<p>9. The encoder display will show 'Done' when the encoding has finished and the RFID tag can be removed from the encoder. A sound notification is heard.</p>

10. A message 'Key for XX was successfully created' will be shown in Vostio.

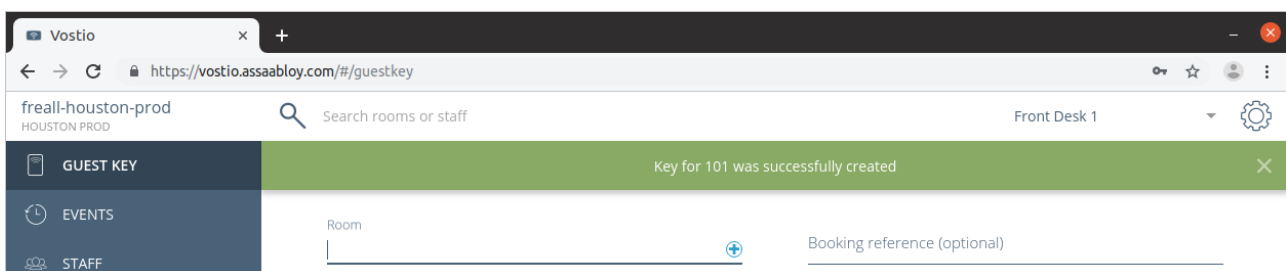


Figure 35

7. Web interface

In the web interface, it is possible to perform the following operations:

- [Change network settings](#) (e.g. set a static IP address; the recommended way is however to do this via Vostio Service Tool, see [section 2.2](#))
- [Modify the volume of the encoder sound](#)
- [View logs for Linux firmware and encoder apps](#) (can also be viewed in Vostio Service Tool; choose the **Logs** icon displayed in [Figure 24](#))
- [View versions of Linux firmware and encoder apps](#) (the app versions can also be viewed in Vostio Service Tool; see [Figure 23](#))
- [Upgrade Linux firmware](#)

Important:

- A Linux firmware is installed on the encoder at delivery, but it is recommended to check if it is the latest available version and if needed upgrade the firmware; follow the links above for details. If you later on get information that a newer Linux firmware is available, it is recommended to make a new upgrade.
- At first encoder setup, the encoder will have a Bootstrap app but no Vostio Encoder app. **Vostio app and Bootstrap should never be upgraded or removed via the web interface.** For upgrade of these after the first setup, instead follow the steps [here](#).

7.1 Log in to web interface

Supported browsers for Vostio Web Portal:

- Google Chrome
- Microsoft Edge
- Opera

1. Make sure that the encoder is connected to the network either via DHCP (i.e. connect to the same router as for your laptop/workstation) or via static IP. Also connect Vostio Service Tool to the encoder using the applicable USB cable (type C to type C / type C to type micro B).
2. Choose the **Manage device** icon in the action menu shown in [Figure 24](#); a screen as in [Figure 36](#) will be shown*. The username is the login username for Vostio Service Tool. The password is a one-time password which can be used for logging into the encoder web interface; see [step 7](#) below.

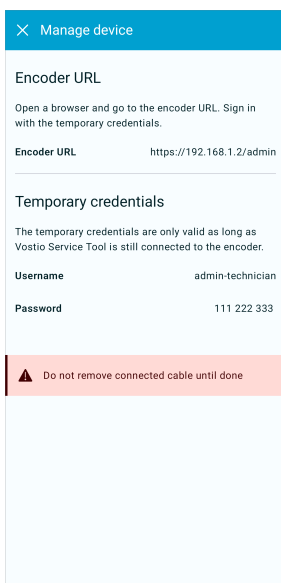


Figure 37

Figure 36

- 3a. The IP (IPv4) address for the encoder is shown at the bottom of the display according to Figure 37. In the web browser, enter <https://ipaddress/admin>; in this example <https://192.168.3.55/admin>.
- 3b. To connect to the web interface using IPv6: In the web browser, enter [https://\[ipv6address\]/admin](https://[ipv6address]/admin). See [section 7.2](#) for details about how to convert from Mac address to IPv6 address.
4. When either the IPv4 address or IPv6 address is entered as above, there will be warnings from the web browser; see Figures 38-39. The warnings are expected and appear since a certificate based on an ASSA ABLOY Global Solutions certificate authority is used. Dismiss the warnings by following steps 5-6 below.
5. Click 'Advanced' at the bottom of the screen shown in Figure 38.

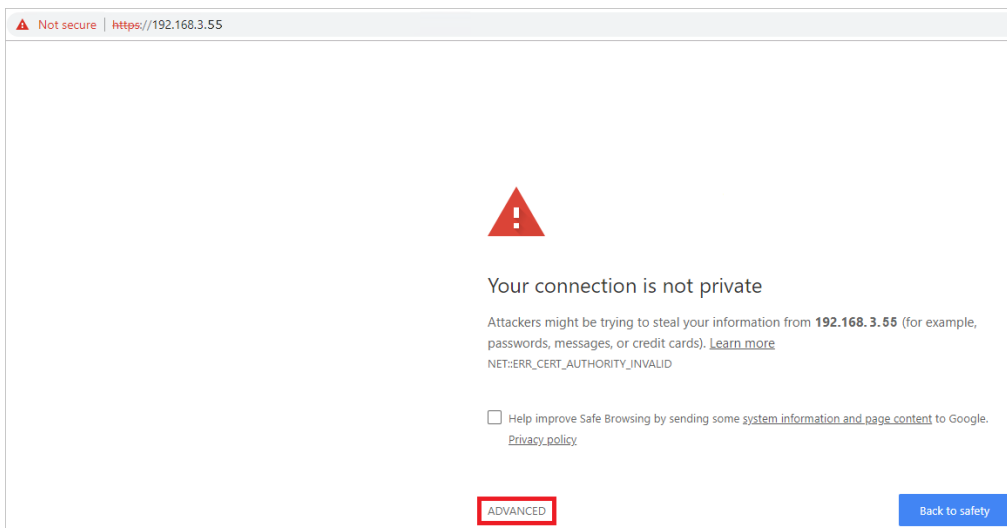


Figure 38

6. A message as in Figure 39 will be shown; click 'Proceed to...'

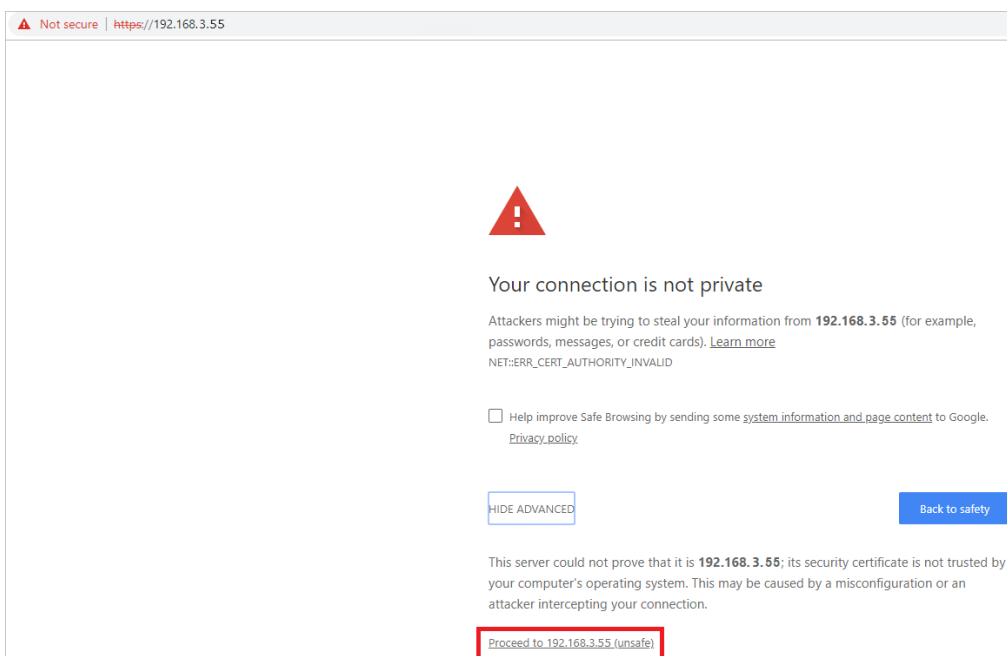


Figure 39

7. In the login dialog which will be shown (see Figure 40), enter the username and password which were shown under [Temporary credentials](#).

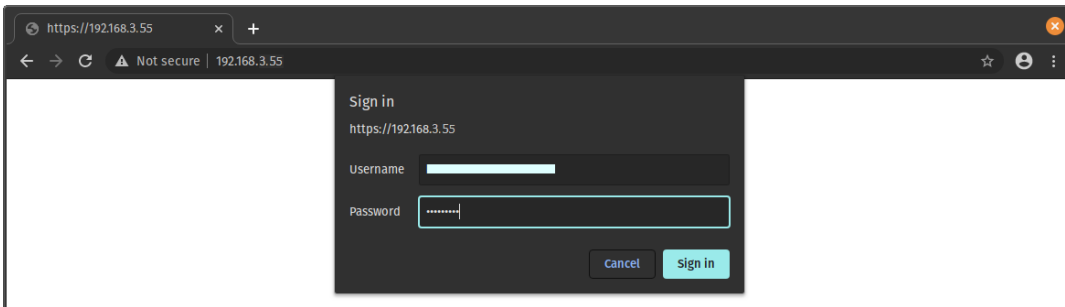


Figure 40

8. A web interface with a menu bar as in Figure 41 will be shown.

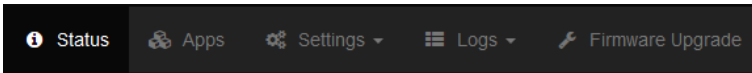


Figure 41

7.2 Convert Mac address to IPv6 address

If there is a scenario where you cannot see the encoder display with its IP (IPv4) address, you can instead use IPv6 which is converted from the Mac access. This section describes how to do that conversion. Note that there are also several online tools where the conversion can be done automatically; type "convert mac to ip6" in your search engine.

Procedure	Example
1. The MAC address can be read from the encoder label.	00:17:7a:16:02:7c Note: 00:17:7a is a fixed value for ASSA ABLOY.
2. Convert the first octet of the Mac address from hexadecimal notation into binary notation.	00 => 0000 0000
3. Invert the seventh bit.	0000 0010
4. Convert the octet back into hexadecimal notation.	0000 0010 => 02
5. Replace the first octet with the one from step 4.	02:17:7a:16:02:7c
6. In the beginning of the address, add <i>fe80::</i> Note: <i>fe80::</i> means <i>link-local</i> .	fe80::02:17:7a:ff:fe:16:02:7c
7. In the middle of the address, add <i>ff:fe:</i> Note: <i>ff:fe:</i> is a fixed value.	02:17:7a:ff:fe:16:02:7c
8. Change the format to groups of 4; the address is now in IPv6 format.	fe80::0217:7aff:fe16:027c
9. As stated in section 3.1, the IPv6 address must be entered into the browser with square brackets. Tip: Leading zeros in any of the groups of 4 can be stripped in the final IPv6 address without it changing meaning.	https://[fe80::0217:7aff:fe16:027c]/admin OR, with zeroes stripped: https://[fe80::217:7aff:fe16:27c]/admin
Tip: To perform a check, you can connect (as 'ping') to an IPv6 address by typing (using the example address above)	
>> pathping -6 fe80::0217:7aff:fe16:027c	
OR, with zeroes stripped:	
>> pathping -6 fe80::217:7aff:fe16:027c	
Tip: To find nearby IPv6 addresses from the command prompt on a PC, type	
>> netsh int ipv6 show neighbors	
In the resulting list, by comparing the last 6 digits of the unit MAC address, you will be able to find the full IPv6 address of the encoder and copy it.	

7.3 Change network settings

Note: The recommended way to change network settings is via Vostio Service Tool, see [section 2.2](#) for details.

1. Under **Settings** in the web interface menu, choose **Network** and then follow steps 2-7 below.

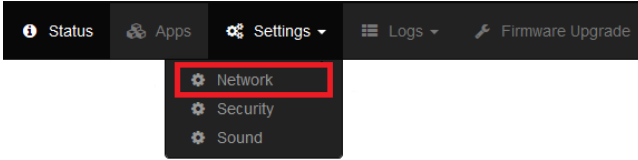
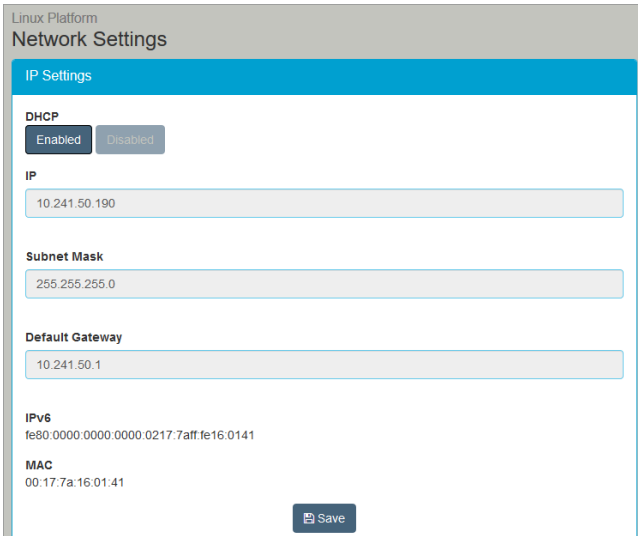


Figure 42



2. DHCP (*Dynamic Host Configuration Protocol*) is by default enabled; see Figure 43.

Figure 43

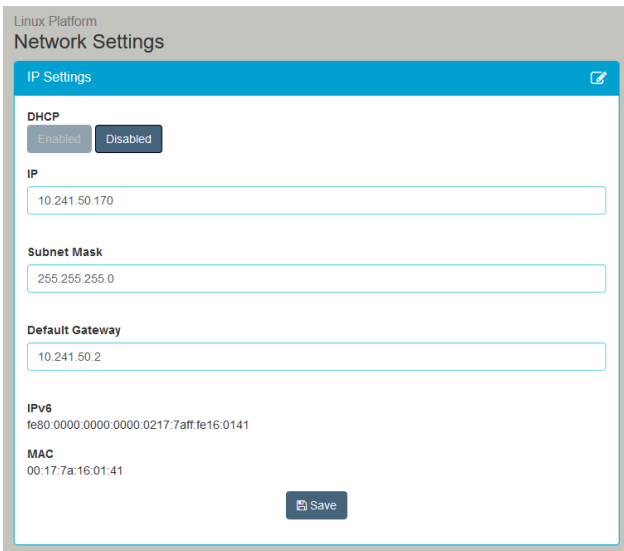


Figure 44

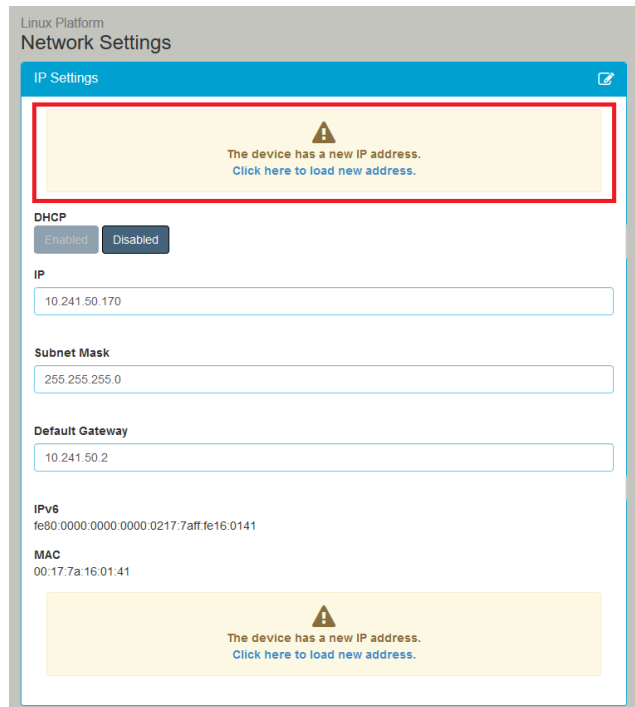


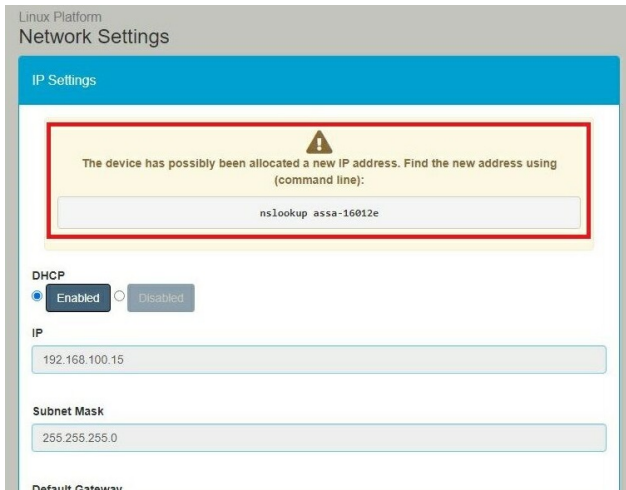
Figure 45

3. If instead a static IP address should be set, click the **Disabled** button under **Network Settings**.

- At **IP**, enter the desired static IP address; see example in Figure 45.
- Click **Save**.
- A message 'The device has a new IP address' as in Figure 47 will be shown.
- Click the link 'Click here to load new address'; the IP address in the address field of the browser will be updated.



Figure 46



- If you are running on Mac or Linux and switch from static IP address to dynamic IP address, you will get a screen with a message as in Figure 47. Follow the instruction on the screen.

Figure 47

7.4 Modify encoder volume

- Under **Settings** in the web interface menu, choose **Sound**.

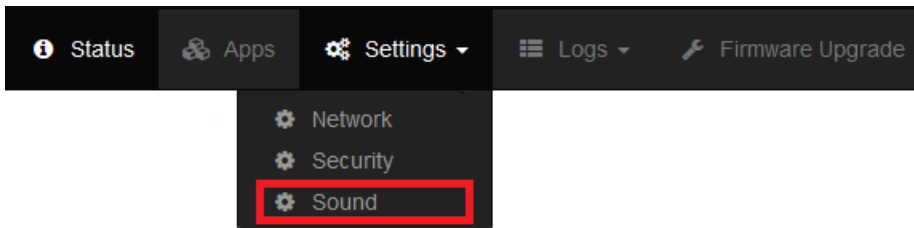


Figure 48

- The below page in the web interface will be shown, where the volume of the encoder sound can be adjusted or the sound be disabled.
- Make the desired changes and click **Save**.

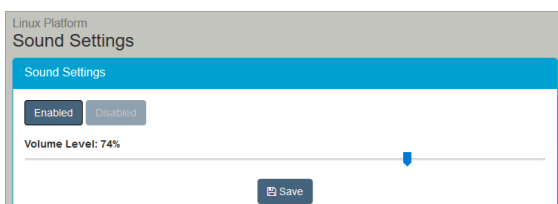


Figure 49

7.5 View logs

To look at a log, choose the **Logs** alternative in the menu and then mark the applicable one of *Linux Platform* or any of the applications.

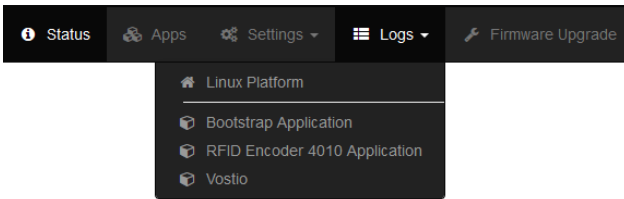


Figure 50

7.6 View versions of firmware and apps

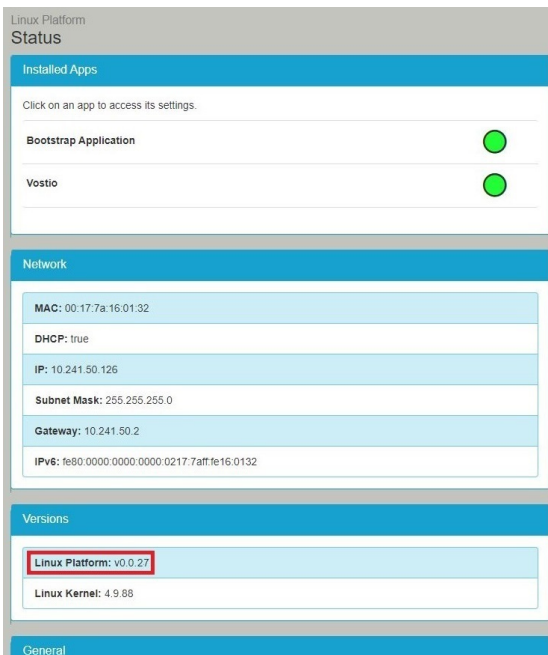


Figure 51

1. The Linux firmware version is shown on the Linux platform **Status** page, under **Versions**; see 'Linux Platform' in the lower part of Figure 51. The **Status** page is shown directly when you log in to the web interface, and can also be reached by clicking **Status** in the [menu bar](#) of the web interface.
2. If the firmware version is not the latest available one, the upgrade steps in [7.7](#) should be followed.

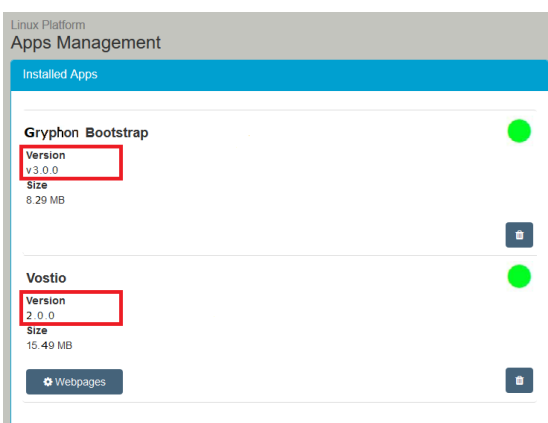


Figure 52

View app versions:

1. Click **Apps** in the [menu bar](#) of the web interface. The versions are shown as in Figure 52.

7.7 Upgrade Linux firmware

Note: The latest Linux firmware (platform) is available for Vingcard employees on the service portal.

Important: We recommend that the encoder is connected to external power supply instead of PoE (*Power over Ethernet*) during the upgrade. It can take some time to upgrade the Linux firmware, especially if the encoder is of an older version. It is very important that you do not try to start over, pull the power cable etc during the upgrade process since this can make the device inoperable.



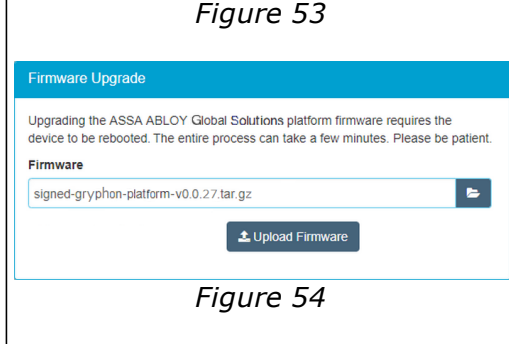
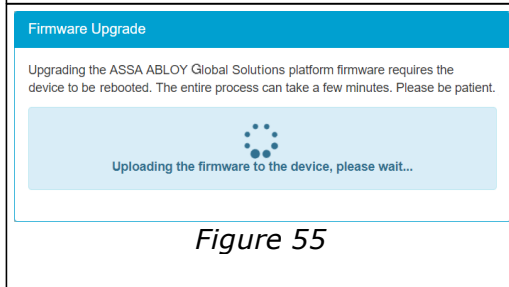
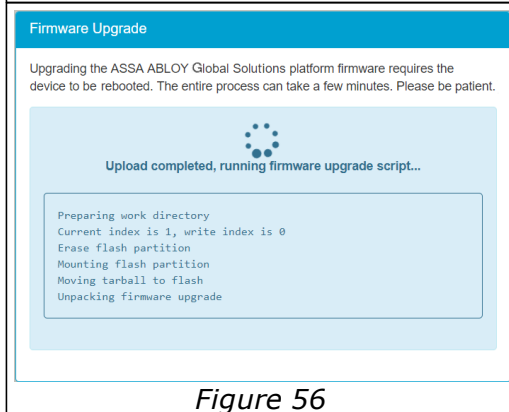
 <p>Figure 53</p>	<ol style="list-style-type: none">1. Click Firmware Upgrade in the menu bar; a screen as in Figure 53 will be shown.2. Click the  button and select the desired version.3. In the dialog shown in Figure 54, click Upload firmware; the upgrade procedure will start and screens as in Figures 55-56 will be shown.
 <p>Figure 54</p>	
 <p>Figure 55</p>	
 <p>Figure 56</p>	



Figure 57

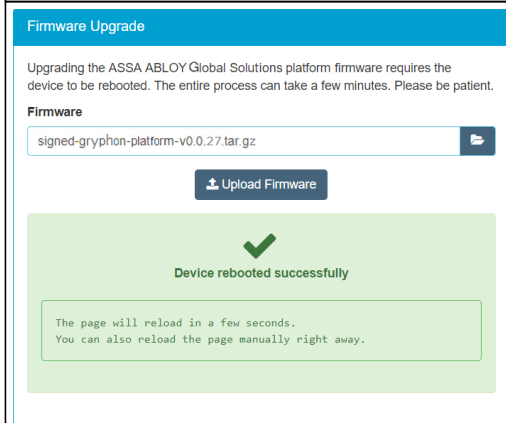
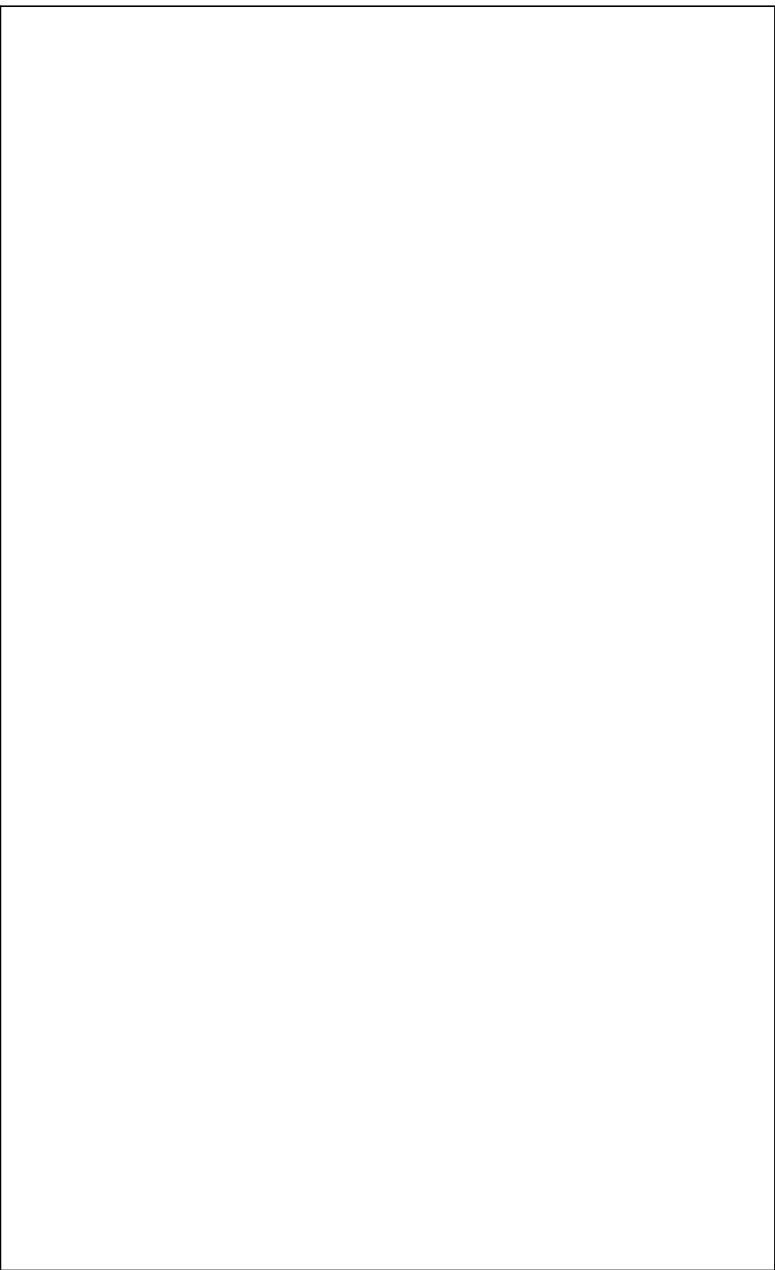


Figure 58



4. Make sure that the message 'Device rebooted successfully' is shown.
5. Make sure that the encoder shows encoder name and system name on the display.

8. Troubleshooting

If something fails e.g. during setup of the encoder, an error message with the type of error will be shown; see example in Figure 59.

1. Click **Try again**.
2. If that does not work, disconnect the service cable and connect it again.
3. If the problem still remains after that, contact Vostio support and provide the session ID.

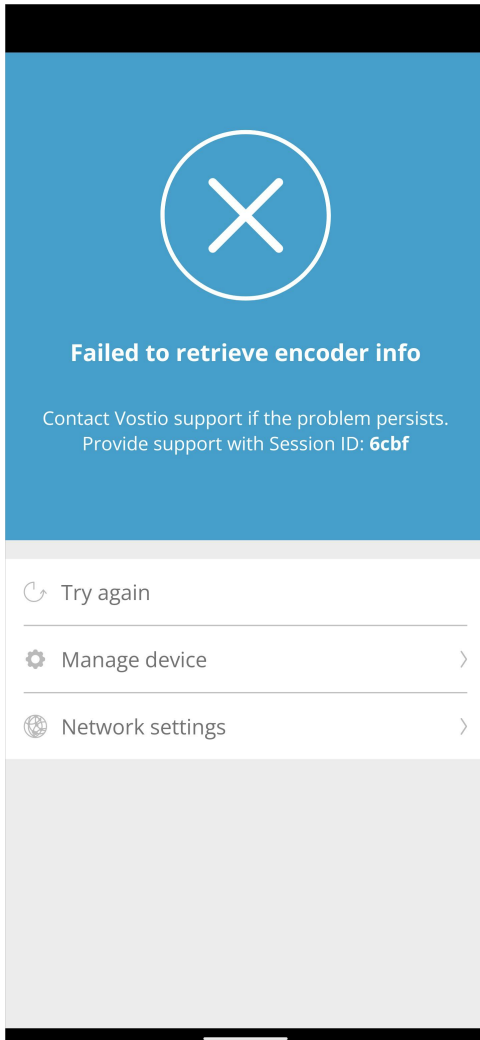


Figure 59

Appendix: Factory reset

In some scenarios, the encoder must be restored back to factory default state by using the factory reset switch:

- If an encoder is moved from one site to another
- If an encoder hangs
- If the login information is lost

Note: Factory reset of the encoder requires that the Bootstrap is of version 2.1.0 or higher. To view what version the encoder has, see [Figure 24](#) (or follow the steps in [7.6](#)).

1. Make sure the encoder is connected to a power supply.
2. Locate the switch named **Config** on the bottom of the encoder.

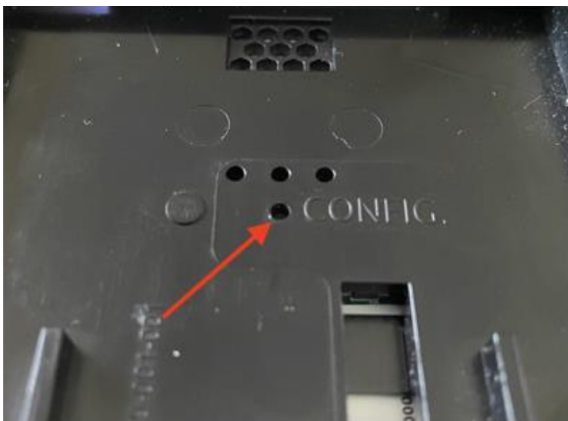


Figure A1

3. Press and hold the factory reset switch for at least 10 seconds.
 4. The encoder will automatically reset and restart.
 5. The encoder will play a startup sound and the display will show the text 'Connect service tool', indicating that the device has been reset.
- Note:** If Vostio Service Tool is already connected, the text will not be shown.

Factory reset will do the following:

1. Uninstall all installed applications (except for the Bootstrap).
2. Erase all application data.
3. Change the network settings to DHCP (*dynamic host configuration protocol*).
4. Reset the admin password to factory default.

Factory reset will NOT do any the following:

1. Restore the Linux platform to factory version.
2. Restore the Bootstrap to factory version.
3. Remove the encoder from the cloud (this must be done manually, for example via Vostio Web Portal).

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