



ZENTURA HOME

# Schlage Encode WiFi Smart Lock Driver

## Crestron Home Quick Start & Help Guide

Cloud / HTTPS Platform Driver | Version 2.0000.0014

DRIVER TYPE	LOCK FAMILY	INTEGRATION
Crestron Home Platform Driver	Schlage Encode / Encode Plus	Schlage / Allegion Cloud REST API

Prepared for dealers, integrators, and Crestron Home commissioning teams.

Zentura Home | <https://zenturahome.com> | [support@zenturahome.com](mailto:support@zenturahome.com)

SMART HOME DRIVER DOCUMENTATION

## Quick Start at a Glance

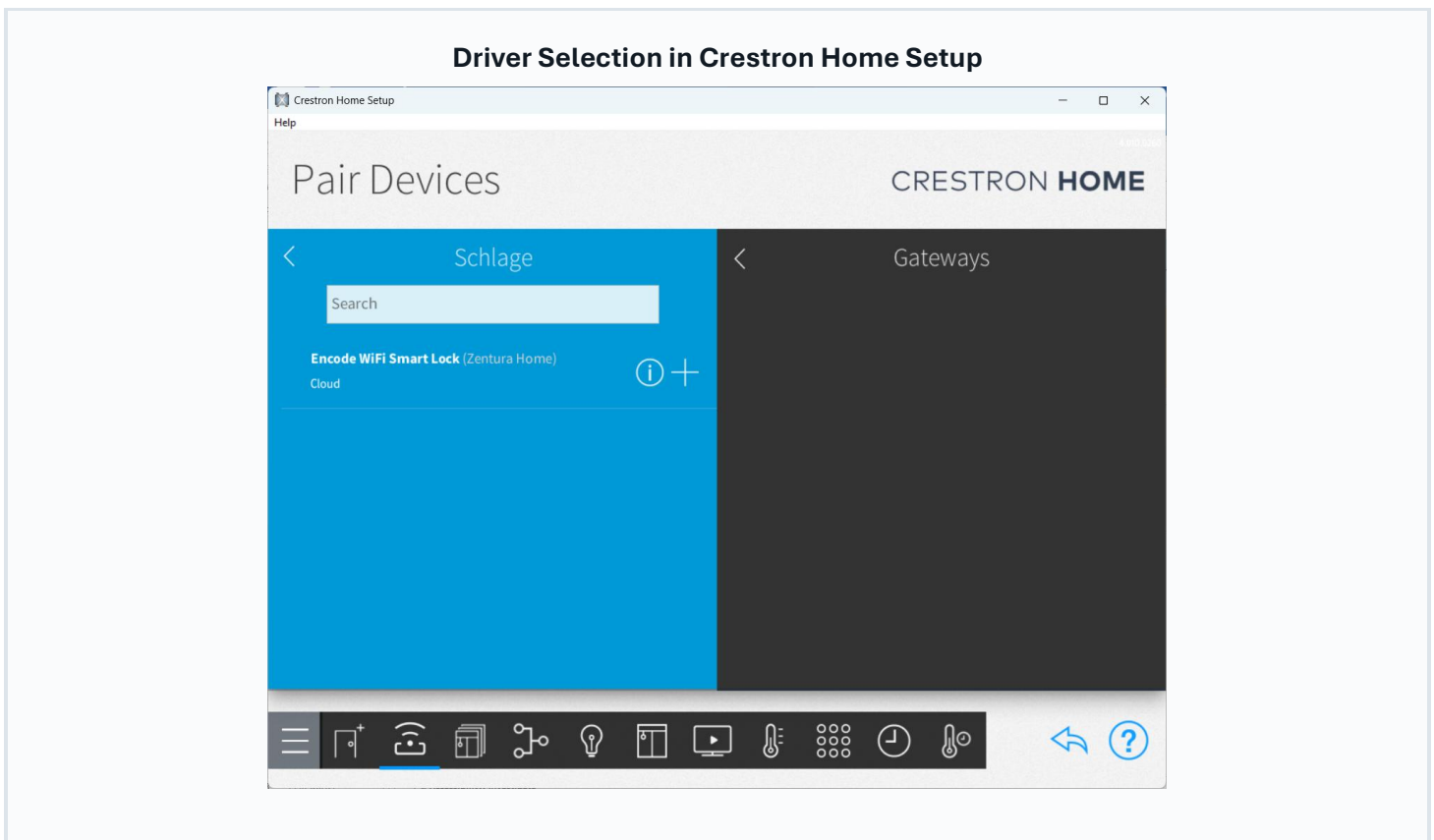
<p><b>1. DOWNLOAD</b></p> <p>Download the Schlage Encode WiFi Smart Lock Driver from <a href="https://zenturahome.com">https://zenturahome.com</a>.</p>	<p><b>2. SIDE-LOAD</b></p> <p>Copy the .pkg to /user/ThirdPartyDrivers/Import on the processor.</p>	<p><b>3. PAIR</b></p> <p>In Crestron Home Setup, go to <b>Pair Devices -&gt; Drivers -&gt; Platform -&gt; Schlage</b>.</p>
<p><b>4. CONFIGURE</b></p> <p>Enter license, Schlage Home credentials, polling interval, and debug logging settings.</p>	<p><b>5. VERIFY</b></p> <p>Save, confirm discovery, then assign each child <b>Lock</b> device to the correct room.</p>	<p><b>6. FINISH</b></p> <p>Disable debug logging after commissioning and activate the Zentura Home license.</p>

**Recommended Account Strategy**

Use a dedicated Schlage Home account for the integration to reduce concurrent-session conflicts with the homeowner mobile app.

**HomeKit / Apple Home Warning**

Locks paired with Apple Home may reserve access-code slots. Manage codes through Apple Home only when HomeKit pairing is active, or unpair from Apple Home before managing codes from Crestron Home.



## Quick Reference

This summary highlights the driver behavior most likely to affect installation, commissioning, and support.

<b>CLOUD-BASED INTEGRATION</b> Reliable internet is required for the processor and each lock WiFi network.	<b>LICENSE REQUIRED</b> A 2-hour free trial starts on first run so the dealer can validate before purchasing.
<b>POLLING DEFAULT</b> State refresh defaults to 30 seconds. Reduce for faster feedback; increase to lower cloud traffic.	<b>AFTER COMMISSIONING</b> Disable debug log file to avoid unnecessary writes to processor storage.

Version 2.0000.0014

## Driver

The **Zentura Home Schlage Encode WiFi Smart Lock Platform Driver** is a Crestron Home **Platform** driver that integrates **Schlage Encode** and **Schlage Encode Plus** WiFi locks into Crestron Home via the **Schlage / Allegion cloud REST API** (HTTPS). Built on the **Crestron Drivers SDK V2 (Entity Model)**, it auto-discovers every WiFi-enabled lock on the customer's Schlage Home account and registers each as a native Crestron Home **Lock** device with the standard lock tile in the consumer app and on touch panels.

## Notes and Recommendations

- **Cloud-based integration.** A reliable internet connection on the processor and on each lock's WiFi network is required.
- **Zentura Home license required.** A **2-hour free trial** starts on first run so the dealer can validate before purchasing.
- After commissioning, **disable *Enable Debug Log File*** to avoid unnecessary writes to processor storage.
- Default polling interval is **30 seconds**. Reduce for faster feedback; increase to lower cloud traffic.
- Use a **dedicated Schlage Home account** for the integration — sharing the homeowner's account may cause concurrent-session conflicts.
- All lock properties and commands are programmable in Crestron Home **Sequences**.
- **HomeKit pairing:** Locks paired with Apple Home reserve access-code slots for HomeKit. Managing codes from Crestron Home while HomeKit-paired can cause errors in the Schlage Home app. Unpair from Apple Home first, or manage codes exclusively from Apple Home.

## System Requirements and Dependencies

- Crestron Home processor with **Crestron Drivers SDK V2** runtime **21.0000.0000** or newer.
- **Schlage Home** cloud account with at least one Schlage Encode or Encode Plus WiFi lock paired and connected to the home's WiFi.
- Outbound **HTTPS** from the processor to:
  - The Schlage / Allegion cloud (lock control, state, and access-code management)
  - AWS Cognito (\*.amazoncognito.com) for Schlage Home authentication
  - <https://license.zenturahome.com> (license activation and re-check)

### Note

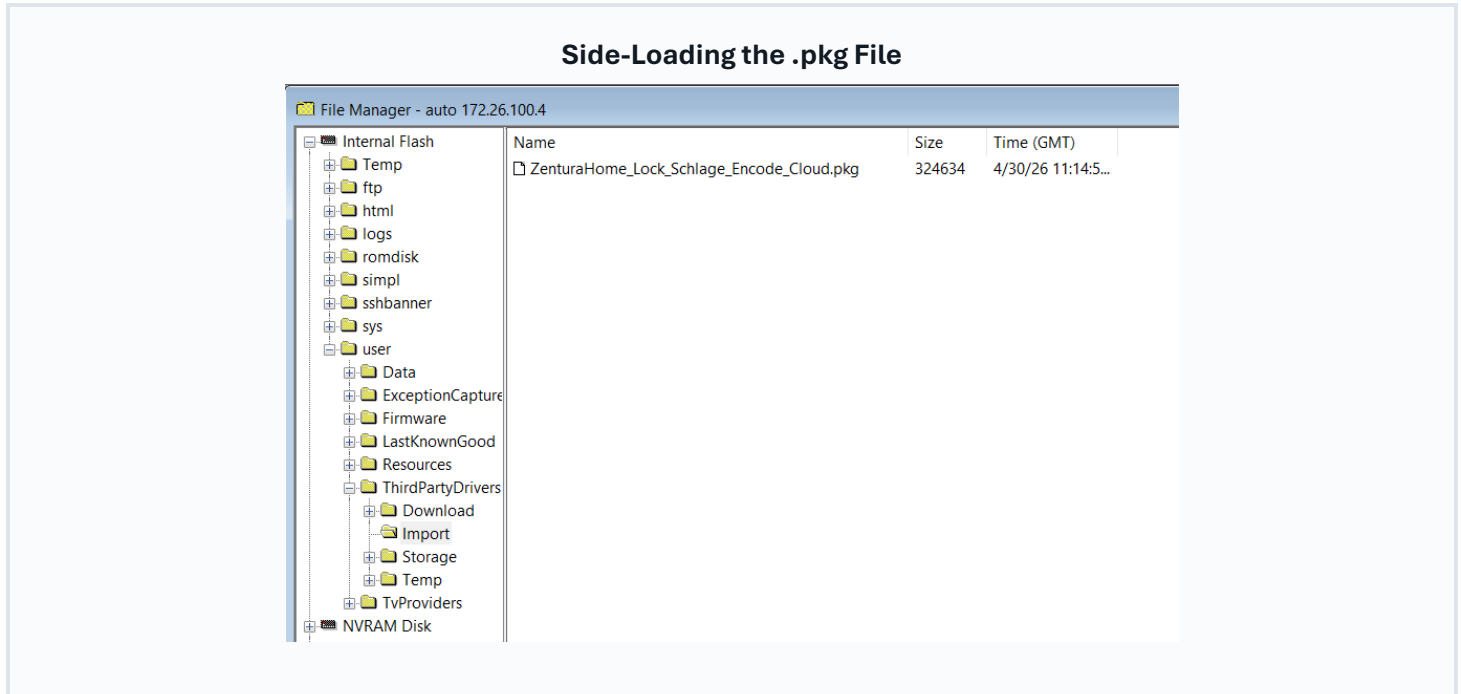
Validated on CP4-R / Crestron Home OS 4.9. Expected to run on any compatible processor; configurations outside the tested environment are not certified.

## Installation/Upgrade Instructions

### 1. Obtain the driver package

Download ZenturaHome\_Lock\_Schlage\_Encode\_Cloud.pkg from <https://zenturahome.com>.

### 2. Side-load the driver onto the processor



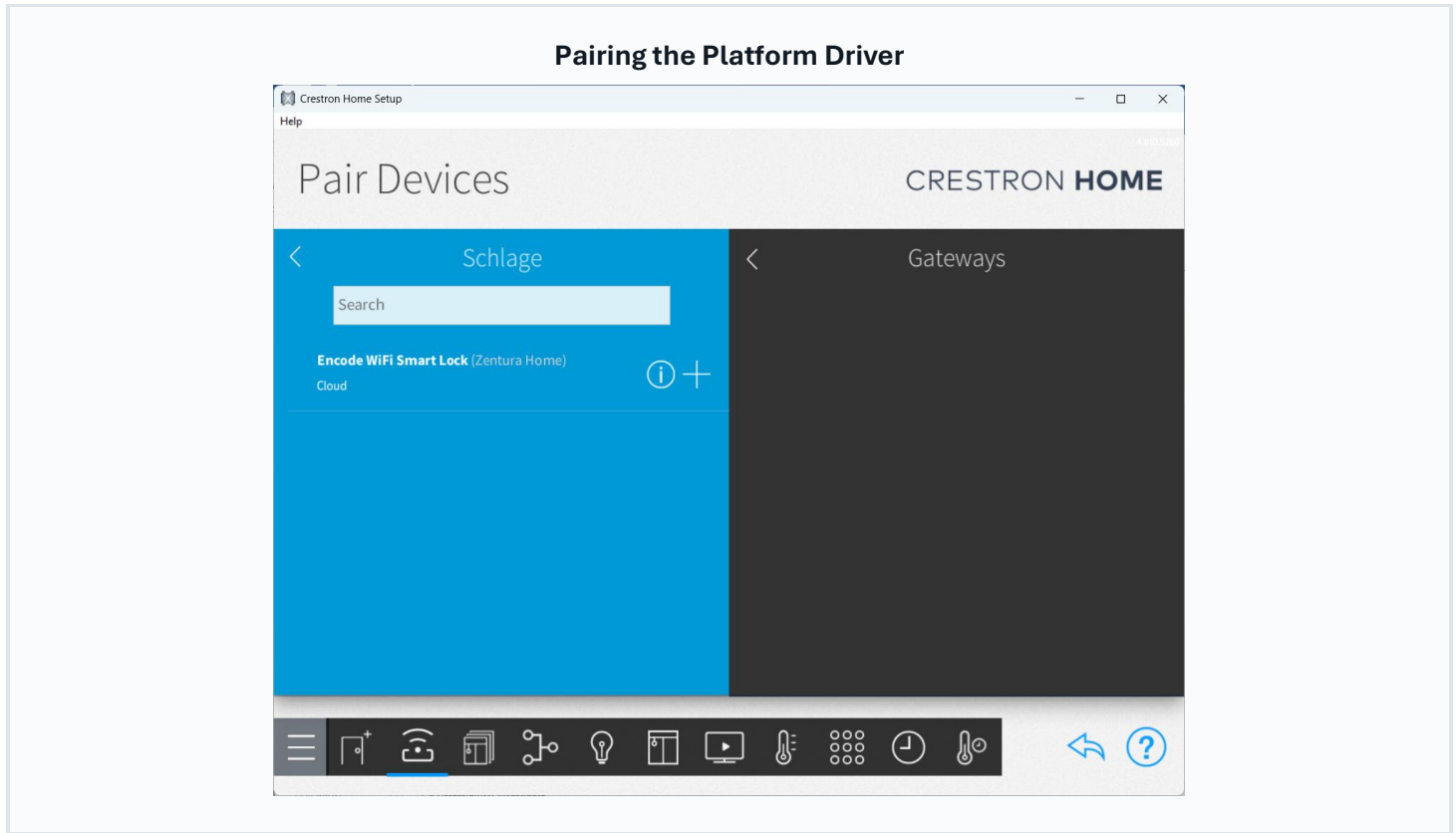
Copy the .pkg file directly to /user/ThirdPartyDrivers/Import on the processor using Crestron Toolbox or any SFTP client.

#### Important Note

If this is the first custom driver on the processor, refer to the current Crestron Home documentation for the exact path, or contact [support@zenturahome.com](mailto:support@zenturahome.com).

For step-by-step side-loading instructions, see [How to Install a Custom Driver](#) on the Zentura Home support page.

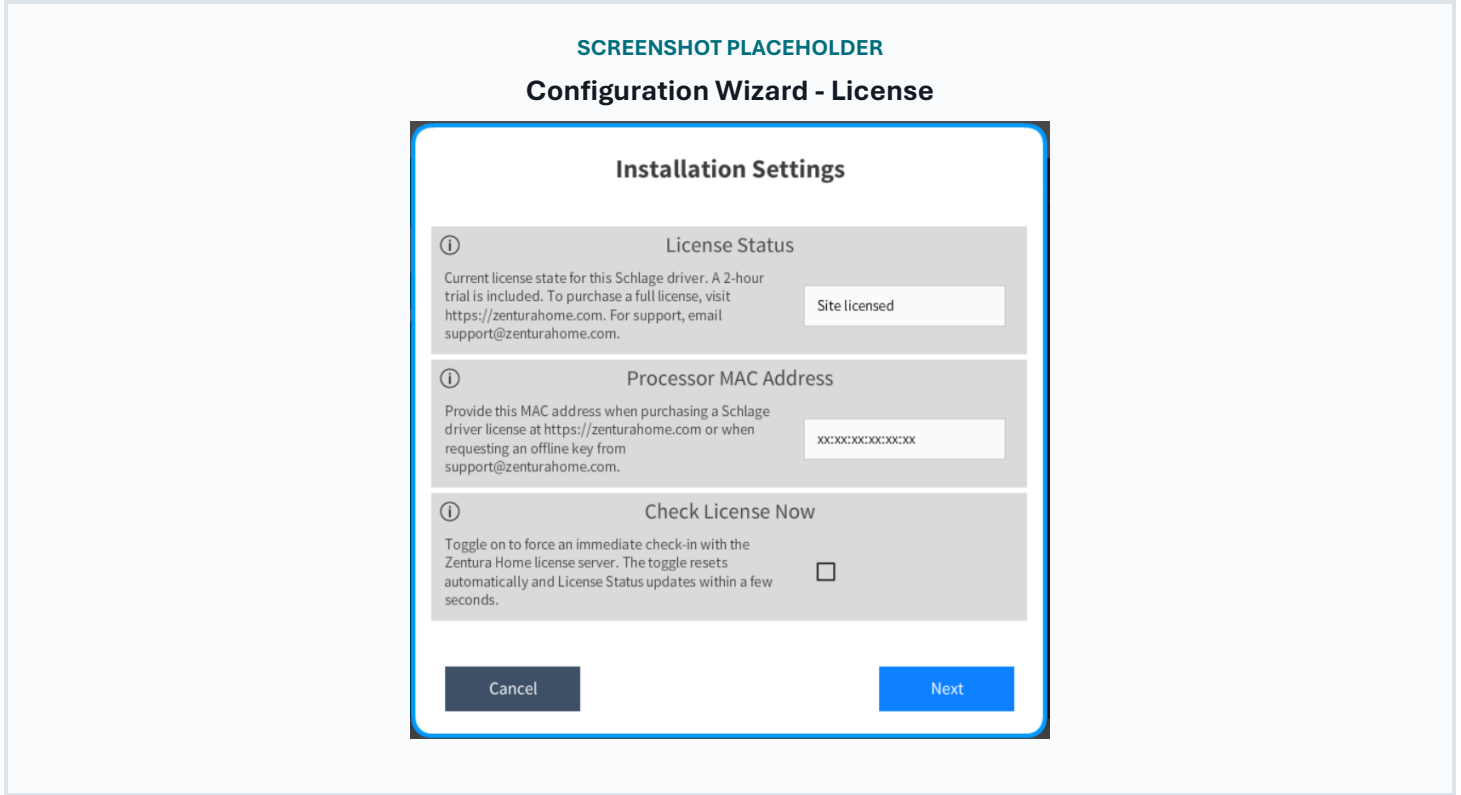
### 3. Pair the driver in Crestron Home Setup



1. Open the **Crestron Home Setup** app and connect to the processor.
2. Go to **Pair Devices** → **Drivers** → **Platform** → **Schlage** and tap + / **Add Device**.
3. Select the **Schlage Encode WiFi Smart Lock** driver published by **Zentura Home**.
4. Complete the four-step configuration wizard below.

## 4. Complete the configuration wizard

### Step 1 — License



Field	Action
License Status	Read-only. Shows current license state ( <i>Trial — 1h 45m remaining, Licensed, Expired, Revoked</i> ).
Processor MAC Address	Read-only. Copy this value — required when purchasing at <a href="https://zenturahome.com">https://zenturahome.com</a> .
Check License Now	Toggle on to force an immediate license re-check. Resets automatically; <i>License Status</i> refreshes within seconds.

**Step 2 — Cloud Authentication**

### Configuration Wizard - Cloud Authentication

#### Installation Settings

i **Schlage Home Email**

Enter the email address for the Schlage Home account that owns the locks you want this licensed driver to manage.

i **Schlage Home Password**

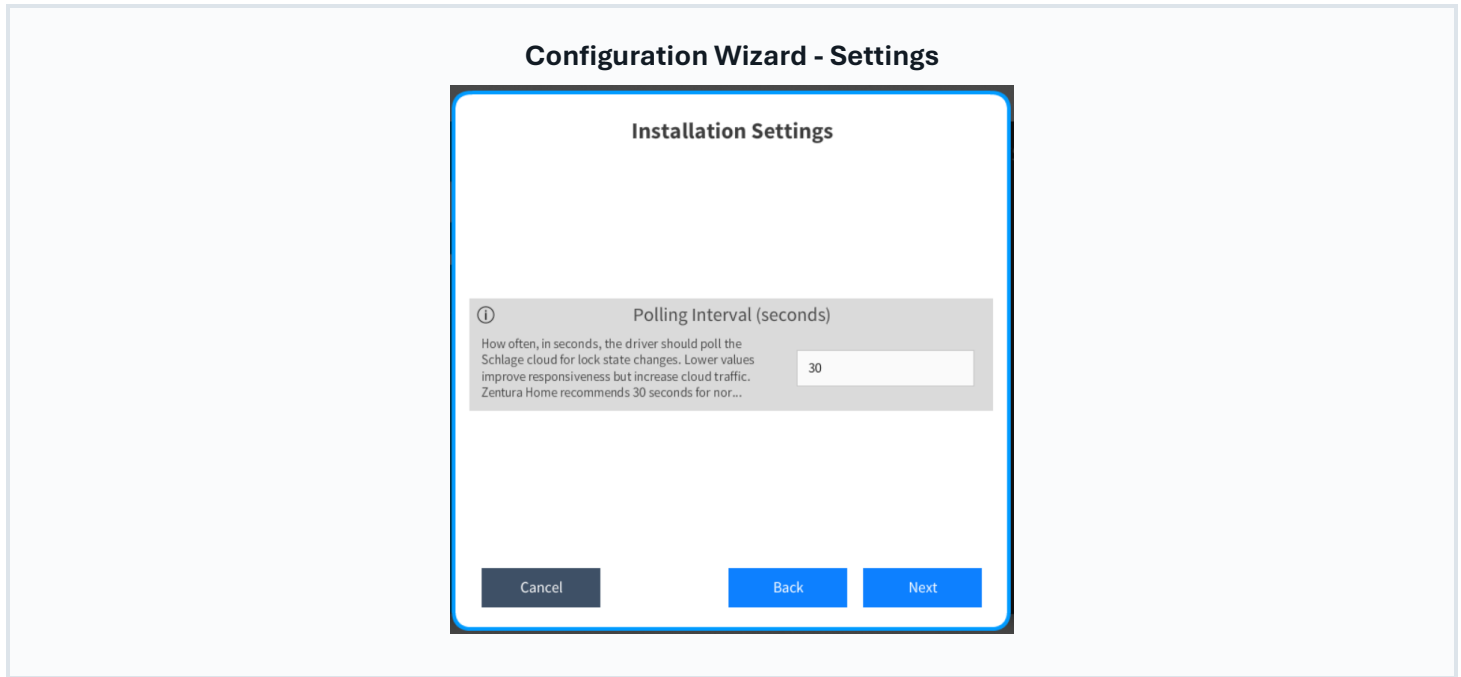
Enter the password for the Schlage Home account. This credential is stored as driver configuration so the platform can reconnect after processor restarts.

Cancel
Back
Next

Field	Action
<b>Schlage Home Email</b>	Required. Email address for the Schlage Home account.
<b>Schlage Home Password</b>	Required. Password for the same account (field is masked).

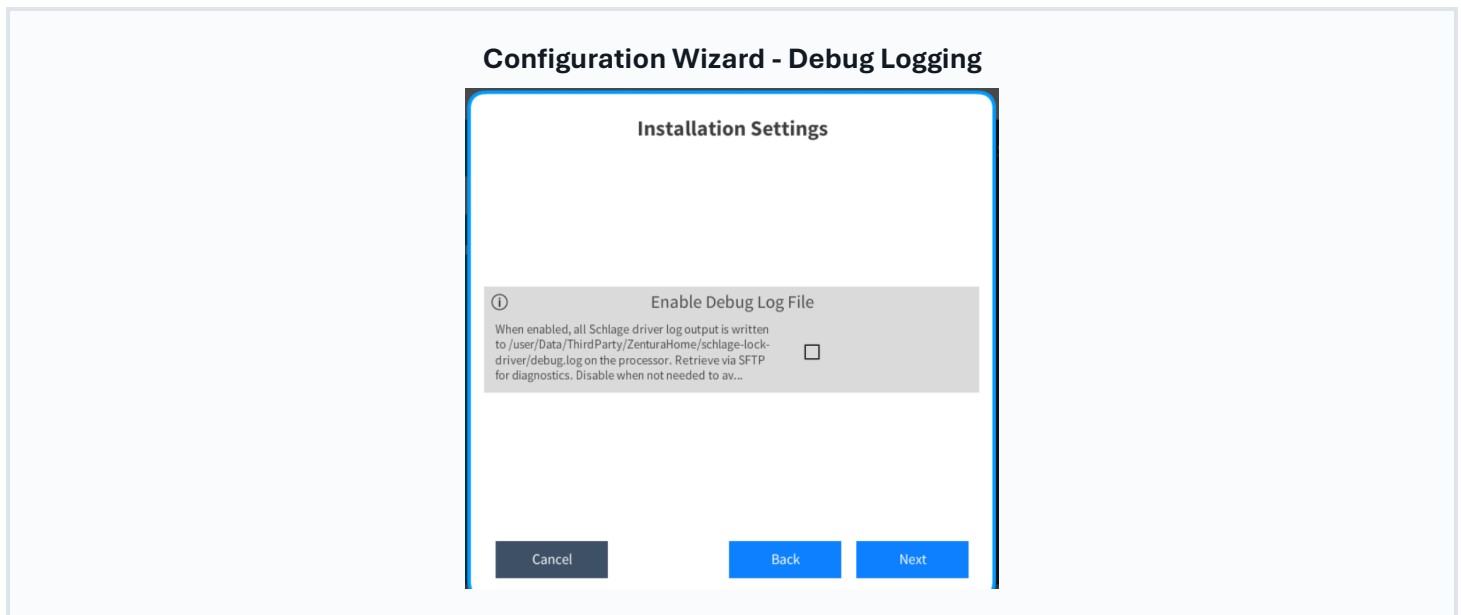
**Note**  
Credentials are stored on the processor and used to obtain an AWS Cognito session token, which is refreshed automatically before expiry.

### Step 3 — Settings



Field	Action
Polling Interval	Seconds between background state polls. Default <b>30</b> , min <b>10</b> , max <b>300</b> .

### Step 4 — Debug Logging



Field	Action
Enable Debug Log File	Writes log output to /user/Data/ThirdParty/ZenturaHome/schlage-lock-driver/debug.log. Auto-rotates at 1 MB. Default <b>off</b> .

## 5. Save and verify

After saving, the driver authenticates, discovers all locks, and registers each as a child **Lock** device ready to be assigned to a room. The first poll populates lock state, battery state, and online status.

### Upgrading from an earlier version

1. Download the new .pkg from <https://zenturahome.com>.
2. Overwrite the existing .pkg in /user/ThirdPartyDrivers/Import.
3. Existing configuration and license activation are preserved.
4. Reboot the processor if Crestron Home does not pick up the new version automatically.

## Licensing and Trial

The driver requires an active Zentura Home license tied to the **Crestron Home processor's MAC address**.

### Trial period

- **Duration:** 2 hours of full functionality from first run.
- **During trial:** all features work — discovery, lock/unlock, auto-lock, interrupt, access codes, Sequences.
- **After expiry:** state polling continues, but all write/control commands are blocked until a license is activated. *License Status* shows *Expired*.

### License tiers

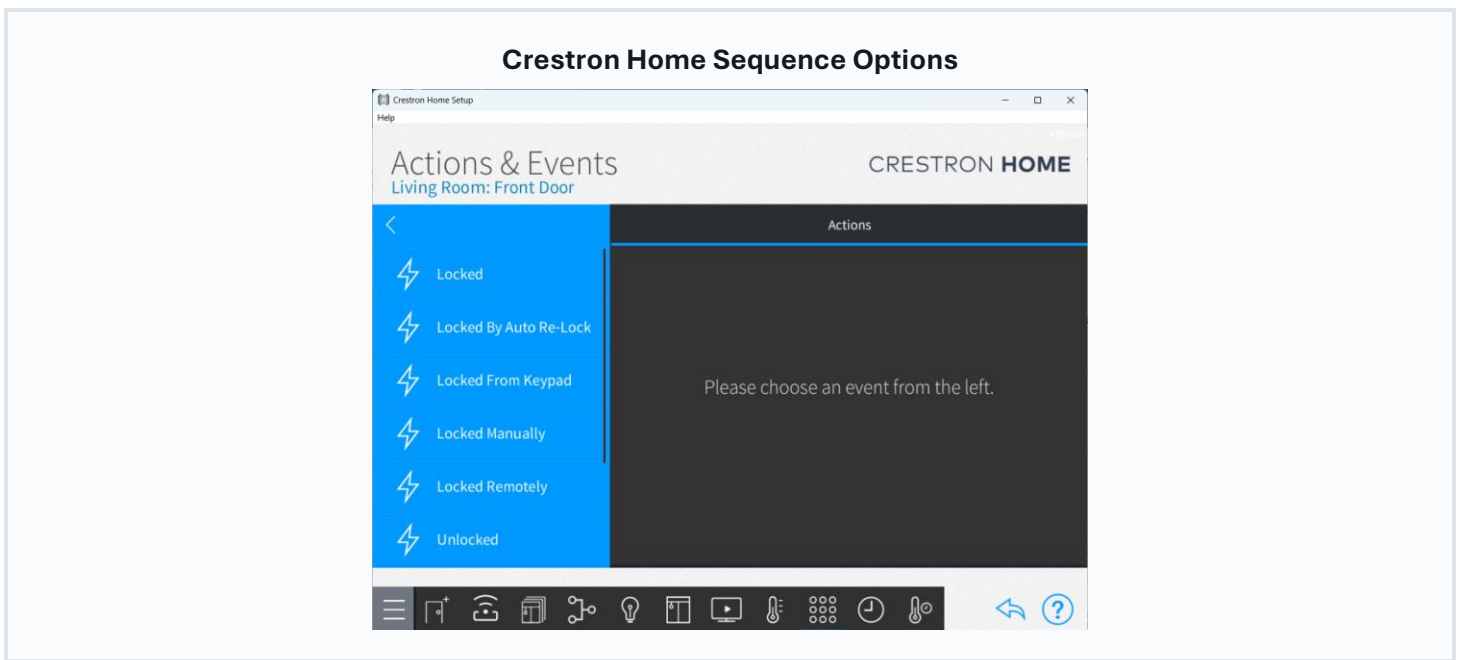
Tier	What it covers
Individual License	This driver on <b>one</b> processor. One-time purchase, lifetime updates.
Site License	<b>All Zentura Home drivers</b> (current and future) on <b>one</b> processor. One-time purchase, lifetime updates. Recommended when multiple Zentura Home drivers are in use.

Both tiers are per-processor and non-transferable. Multi-processor projects require one license per processor. See <https://zenturahome.com/terms-of-service>.

### How to purchase and activate

1. Copy the **Processor MAC Address** from the *License* wizard step.
2. Go to <https://zenturahome.com/drivers> and complete checkout. The License Key is activated immediately.
3. The driver picks up the activation automatically within 24 hours. For an immediate refresh, toggle **Check License Now** — *License Status* changes to *Licensed*.

## Dealer-Facing Programmability



Each lock exposes the following as **conditions**, **triggers**, and **actions** in Crestron Home Sequences:

- **Lock** — Lock State (Locked / Unlocked / Jammed), Lock, Unlock
- **Auto-Lock** — Auto-Lock Enabled, Auto-Lock Delay (0, 15, 30, 60, 120, 240, 300, 360, 600 s)
- **Interrupt** — Interrupt (Off / On)
- **Battery** — Battery State (Good / Low / Critical)
- **Access Codes** — Add User, Remove User, Modify User (name, PIN, enabled/disabled) for always-on codes
- **Status** — Is Online, Is Ready, jam detection and connectivity warnings

Example uses: trigger a notification on a *Jammed* event; schedule a nightly re-lock check; alert when battery reaches *Low*.

## End-User Experience

**SCREENSHOT PLACEHOLDER**

**Native Crestron Home Lock Tile**

Insert screenshot of the consumer app or touch panel lock tile after discovery.

Each lock appears as a native Crestron Home **Lock** device in its assigned room. The consumer app and touch panels show the standard lock tile with:

- **Lock / Unlock** action
- **Lock state** (Locked / Unlocked), updated each poll cycle
- **Low-battery icon** when the lock reports Low or Critical battery

Access codes are manageable from the **Crestron Home consumer app**. Auto-lock and interrupt settings are configured in the **Crestron Home Setup app** and are accessible to Sequences, scenes, and schedules. The consumer-app lock tile is a fixed Crestron Home surface; custom controls cannot be added to it by any Lock-category driver.

**Important Note**  
**Note:** On locks paired with Apple Home, HomeKit may reserve

access-code slots. Manage codes through Apple Home only when HomeKit pairing is active.

## Limitations / Known Issues

- **Cloud-only.** No local/LAN control. Internet or Schlage cloud outages prevent remote control; the lock continues to work via keypad and thumbturn.
- **Polling-based feedback.** Manual state changes (thumbturn, keypad, Schlage app) reflect after the next poll — up to 30 seconds by default.
- **Concurrent-session limits.** Sharing the Schlage Home account with the mobile app may cause intermittent auth failures. Use a dedicated account.
- **Auto-lock delay rounding.** The lock firmware rounds entered delays to the nearest supported value (0, 15, 30, 60, 120, 240, 300, 360, 600 s).
- **Always-on access codes only.** Crestron Home can add, remove, and modify always-on codes. Per-user schedules and timed access windows are not implemented.
- **HomeKit / Apple Home pairing.** HomeKit reserves access-code slots. Managing codes from Crestron Home while HomeKit-paired can cause errors in the Schlage Home app. Unpair from Apple Home first or manage codes exclusively through Apple Home.
- **Interrupt is on/off only.** Schlage Encode hardware does not expose granular volume levels.
- **Consumer lock tile is fixed.** Auto-lock and interrupt settings are configured in the Setup app; the native consumer-app lock tile cannot be extended by a Lock-category driver.

## Supported Features

- **Auto-discovery** of all WiFi-enabled Schlage locks on the Schlage Home account
- **Lock / Unlock** — consumer app, touch panels, scenes, schedules, and Sequences
- **Lock state** — Locked / Unlocked / Jammed; low-battery icon on the consumer tile
- **Auto-lock** — enable / disable and delay (0, 15, 30, 60, 120, 240, 300, 360, 600 s)
- **Interrupt** — on / off
- **Battery** — state (Good / Low / Critical)
- **Access codes** — add, remove, modify always-on PINs (4–8 digits) from the consumer app or Setup app; read-only view of any existing temporary codes
- **Device rename** — name changes sync to the Schlage Home app
- **Device info** — manufacturer, model, serial number, main and WiFi firmware versions
- **Online / Offline** and jam detection
- **Background polling** — 10–300 s, default 30 s
- **Sequences** — all lock state, battery, and online properties available as triggers, conditions, and actions
- **Licensing** — 2-hour trial, cloud activation, Check License Now
- **Diagnostics** — debug log file (auto-rotates at 1 MB)

## Test Environment

- **Crestron Home OS 4.9**
- **Crestron CP4-R**
- **Crestron Drivers SDK V2 v26.0000.0025**
- **Schlage / Allegion** cloud API (production)
- **AWS Cognito** for Schlage Home authentication
- **Zentura Home** license server (<https://license.zenturahome.com>)
- **.NET Framework 4.7.2**

Validated lock: Schlage Encode Plus Smart WiFi Deadbolt (BE499)

## Supported Models

Model	Product	Notes
BE489	Schlage Encode Smart WiFi Deadbolt	Supported
BE499	Schlage Encode Plus Smart WiFi Deadbolt	Primary validated model
FE789	Schlage Encode Smart WiFi Lever	Supported

### Not Supported

**Not supported:** Models requiring the discontinued Schlage Sense WiFi Adapter (BE479, BE459), Bluetooth-only, and Z-Wave models.

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## Contact Information

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### Zentura Home

Website: <https://zenturahome.com>

Support: [support@zenturahome.com](mailto:support@zenturahome.com)

## Legal

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