BRETFORD®

Frequently Asked Questions

for TechGuard® Connect Charging Lockers and Bretford Connect®

My locker is not showing up in Bretford Connect.

Each TechGuard Connect locker must first be activated to link it to your organization.

Go to: Adding new lockers in Bretford Connect

My locker gateway is plugged into the network, but Bretford Connect shows it is offline.

If you are connecting a TechGuard Connect locker for the first time, please take a moment to review your firewall settings and network requirements for TechGuard Connect.

Go to: Configuring Your Network

For a locker to show up as online within Bretford Connect, your locker must have external Internet access and establish a valid connection with:

- an NTP time server (defaults to ntp.pool.org)
- the Bretford Connect IoT service

The three LEDs on the front of the TechGuard Connect gateway (mounted in the lower cabinet) provide at-a-glance status for both network and IoT connectivity:

TechGuard Connect Gateway LED Status Indicators

LED Status	LED 1 – System Heartbeat Green	LED 2 – Network Green	LED Status – IoT Service Blue
Off	No Power	No IP address	Not Connected
Blinking	System Running	Requesting DCHP address	Attempting to Connect
Solid	-	Acquired DCHP address	Connected

If your locker is plugged into the network *(via the Ethernet port on the front of the gateway)* **but does not appear online in Bretford Connect:**

1. **First, check to ensure the first green LED on the left is illuminated and blinking:**
    - If the LED is illuminated but not blinking, try power cycling the locker by unplugging and replugging the unit from the wall.
    - If the LED is not illuminated, double check that the power cord is firmly connected to the back of the gateway and that the other end is plugged into an AC outlet. If the power cord properly connected at both ends and the gateway is still not powering up, please contact Bretford Customer Care.
    - If the LED is both illuminated and blinking, then proceed to the next step.

2. **Next, check the second LED (middle) to see if the locker has a valid external network connection:**
    - If it is off, double check that Ethernet cable is properly connected from the locker gateway to your network and that your network is operational and not temporarily down.
    - If it is blinking, please allow time for the locker to acquire a DCHP address. If after several minutes the LED is still blinking and does not turn solid, please review your firewall settings and network requirements.
    - If the LED is illuminated and solid, the locker is now successfully connected to the internet and you can proceed to the next steps.

3. **Finally, check the third LED on the right to see if the locker has a valid connection to the Bretford Connect IoT service:**
    - If the LED is blinking, please allow time for the locker to establish a connection to the IoT service. If after several minutes the LED is still blinking, please visit the Bretford Connect status page to check if the service is currently operational: **https://status.bretford.io**
    - If Bretford Connect is operational, but you are still unable to establish a link, please contact Bretford Customer Care.

What's the difference between Admin Users and Locker Users?

Admin users have access to the Bretford Connect web portal. Also, if an RFID card is assigned to an admin user, it will provide administrative override access to any locker bay in that stack.

Locker Users only have access to locker bays and/or loaning of assets.
Locker Users do not have access to Bretford Connect.

Do all Admin Users have the same access and capabilities?

Bretford Connect allows for customization of different Admin User Roles, including the ability to restrict visibility — or provide read-only access — to specific Admin User functions.

Additionally, Bretford Connect allows you to define Organizational Units (or Org. Units), based upon where your TechGuard Connect lockers are physically located, or who may use them. The hierarchy of these Org. Units can be as unique as your organization and helps to determine which lockers your Admin Users will have access and visibility to.

How do I invite other Admin users?

Navigate to Users > Admin Users and click the *Add* button. Complete the required fields on the next screen and click Create & Assign Role to finish inviting the new Admin User.

How many Admin Users can I add?

The core Bretford Connect license includes up to five Admin Users.
If you require more than five, additional Admin User seats can be purchased.

How do I get my Locker Users into Bretford Connect?

There are three methods for adding locker users:

1. *Manual:* Choose Users > Locker Users and click the Add button.
2. *Bulk Import:* Choose Users > Import Locker Users and click Select File to upload a CSV file.
3. *APIs:* Enables applications to be written to automate the adding, updating, or removing of users in Connect.

Full API documentation can be found at: https://docs.bretford.io

What information do I need to upload my Locker Users?

The CSV file used to bulk import your users is required to have the following columns:

1. OrgUnitExternalID
2. FirstName
3. LastName
4. EmailID
5. MemberID
6. CredentialType
7. KeyType
8. KeyValue

Explanations of each column can be viewed at the Import Locker Users screen. You can also choose *Download Sample* to view an example CSV file with the expected column format.

Optionally, an unlimited number of custom columns can be added after the required columns. These will automatically be imported as tags to record any additional user metadata that does not already have a predefined field in Connect.

What RFID cards can I use with TechGuard Connect?

TechGuard Connect is offered with a number of different RFID reader hardware options, which support the following RFID card types and data formats:

TechGuard Connect RFID Options	Card Type	Frequency	Data Format
MIFARE Reader MIFARE / Keypad Combo	ISO 14443-A MIFARE® Classic, DESFire	13.56 MHz	4-byte or 7-byte Card Serial Number
Prox Reader	Proximity	125 KHz	Standard 26-bit Format: H10301 37-bit Format: H10304
HID iCLASS Reader	HID iCLASS®	13.56 MHz	Standard 26-bit Format: H10301
USB Configurable Reader	Default settings support all of the above card types and data formats.		

Additionally, for TechGuard Connect models featuring the Configurable Reader option, a wide variety of additional card types can be supported by configuring the RFID reader via USB:

A

Advant CSN (Legic)
Awid : RDR-698x Compatible (125 KHz cards)

C

Cardax UID : RDR-6C8x Compatible
CASI-RUSCO (GE Security, UTC) : RDR-628x Compatible
CDVI

D

DESFire CSN
DIGITAG

E

EM 410x : RDR-6E8x Compatible
EM 410x Alternate
etag CSN (Secura Key)

F

Farpointe Data (Pyramid) PSC-1 26 Bit

G

GProx-II UID : RDR-6G8x Compatible

H

HID™ iClass SE™
HID™ iCLASS™ CSN
HID™ Prox : RDR-608x Compatible
HID™ Prox UID
HiTag 1 & S : RDR-6H8x Compatible
HiTag 1 & S Alternate
HiTag 2 : RDR-6H8x Compatible
HiTag 2 Alternate

I

I-tag CSN (IBM)
ID Teck : RDR-6A8x Compatible
Indala ASP 26 bit (Motorola) : RDR-638x Compatible
Indala ASP UID (Motorola)
Indala ASP+ UID (Motorola)
ioProx (Kantech) : RDR-678x Compatible
ISO 14443A CSN
ISO 15693 CSN

K

Keri NXT UID
Keri PSC-1 26 Bit : RDR-647x Compatible
Keri UID : RDR-6K8x Compatible

M

MiFare CSN (Philips, NXP)
MiFare Ultralight CSN (Philips, NXP)
my-d CSN (Infineon)

N

NexKey, Quadrakey, KeyMate, 2Smart Key (Honeywell)
Nexwatch (Honeywell) : RDR-6N8x Compatible

P

Paradox
Pyramid (Farpointe Data) PSC-1 26 Bit

R

Radio Key (Secura Key -02) : RDR-6Z8x Compatible
ReadyKey Pro UID : RDR-6R8x Compatible
Rosslare
Russwin UID

S

Secura Key -01

Not all locker hardware configurations support all card types, so to avoid hardware incompatibility, please confirm your card type and data format before ordering. If you are unsure of this information, please contact Bretford for assistance.

How do I set up Locker Users for RFID card access?

For a Locker User to access a locker bay using RFID cards:

1. The locker stack being accessed must be configured with RFID as the Authentication Source
   Settings > *Locker Settings* > *Edit*

2. The Locker User must be configured with RFID as the Credential Type
   Users > *Locker Users* > *Edit*

3. The Locker User must be configured with a Key Type and Key Value that matches their RFID card *Users > Locker Users > Edit*

How do the different locker modes work?

TechGuard Connect offers three different Operation Modes depending on the workflow you are trying to support:

1. *Assigned Mode* is intended for use cases where Locker Users expect to return to the same locker bay consistently (for example, like the traditional school locker model). In this mode Locker Users must be assigned to specific locker bay(s) in Bretford Connect before they can access a locker and this bay assignment will persist indefinitely until they are removed by an Admin User (or via API). Assigned mode can be used with either RFID or PIN authentication.

2. *Shared Mode* allows Locker Users to temporarily select any available locker bay for one time use, without any prior bay assignment. Upon retrieval of their device, the locker bay will become available for other users. Shared mode can be used with either RFID or PIN authentication.

3. *Check-In, Check-Out (CICO) Mode* enables Admin Users to assign Assets into locker bays, allowing for self-service loaning of devices to Locker Users. CICO mode can only be used with RFID authentication.

Each locker stack can only be configured to a single Operation Mode at a time.

To change Operation Mode go to *Settings > Locker Settings* and choose the *Edit* button for the locker you would like to change.

Who can check out Assets in CICO Mode?

This depends on the permissions of the Asset being checked out, which can be set to one of four options:

1. All locker users at same organizational unit
2. All locker users at same organizational unit and below
3. All locker users sharing tag(s) with asset
4. Any recognized locker user (within tenant)

How do I change my Bretford Connect password?

Start by navigating to **https://www.connect.bretford.io** and choose *Don't remember your password?*

When prompted, enter the email address that you used to sign up for Bretford Connect and click the *SEND EMAIL* button.

How can I retrieve devices in the event of a forgotten PIN?

Admin Users with permissions access to the appropriate locker have two options:

1. *Bretford Connect:* if the Admin User has access to the My Lockers page they can use Bretford Connect to open specific locker bays remotely.

2. *RFID Card:* if the Admin User is configured with RFID credentials in Bretford Connect, they can authenticate to the locker with their RFID card to access locker bays

If the locker is in Shared Mode, any current users will be cleared from any locker bays opened using either of these two methods. If the locker is in Assigned Mode, the locker bay assignments will persist, but it may be helpful at this point to change the Locker User's PIN if it has been forgotten.

How can I retrieve devices in the event of a power outage?

Each TechGuard Connect locker ships with a set of administrator keys that provide access to the service panel. The service panel houses the latch release mechanisms that can open the locker bay doors in the event of a power outage.