



Allegion
Optimize
Device Management App

User Guide
Ver. 1.0

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Getting started

System components and compatibility requirements

Mobile Device Requirements	
Platform	Minimum Version
iOS	iOS 17.0
Android	Android 15

→ **Note:** Ensure Bluetooth is enabled on your mobile device before using AllegionOptimize. BLE is required to communicate with devices.

Supported devices

LCN

- [Senior Swing](#)

Schlage

- XE360
 - [Tubular](#)
 - [Mortise](#)
 - [Exits](#)
 - Manual Throw Deadbolt (coming soon)
 - Interconnect (coming soon)

Install/Update

iOS

- 1 Open the App Store on your iOS device.
- 2 Search for [Allegion Optimize](#).
- 3 Tap Get and authenticate with Face ID, Touch ID, or your Apple ID password.
- 4 Wait for the download and installation to complete.
- 5 Tap [Open](#) to launch the app.

Android

- 1 Open Google Play Store on your Android device.
- 2 Search for [Allegion Optimize](#).
- 3 Tap [Install](#).
- 4 Wait for the download and installation to complete.
- 5 Tap [Open](#) to launch the app.

First Time Setup

When you launch Allegion Optimize for the first time, you will complete the following setup process:

- 1 [Sign In](#) or [Create Account](#).
 - Follow the on-screen prompts.
 - If you have been invited to join an organization, make sure you use the same email address that received the invitation.
- 2 Tap [Allow](#) for each permission request.
 - **Note:** If you deny permissions, the app will not be able to function correctly. You can change permissions later in your device settings.

Log In

- 1 Tap [Sign In](#) on the home screen.
- 2 Follow the on-screen prompts to log in.

Enable Biometric Login

- 1 From the home screen, tap [More](#).
- 2 Tap [App Settings](#).
- 3 Tap to toggle the [Biometric Login](#) slider.
- 4 You will be prompted to provide your biometrics. Follow the on-screen instructions.

Joining an organization or site

Before you can add devices, you must first be invited to join an Organization or Site. The Organization Owner will decide what level each User should be invited to.

→ **Note:** See [Interface map](#) for more.

Receiving an invitation

- 1 The Organization Owner will send an invitation.
→ **Note:** See [Invite Organization Owner](#) and [Invite a New Site User](#) for more.
- 2 Look for an email from [Allegion Support](#).
- 3 Click the [link](#) in the email.
→ **Note:** Even if you already have an account, you still need to click the [link](#) in the email in order to join an Organization or Site.
- 4 Follow the on-screen instructions to create an account. If you have already created an account, you will be directed to the organization or site you were invited to.

Creating an organization

You can also create a new organization, instead of joining an existing organization. See [Add Organization](#) for more. Also see [Interface reference](#) for a reference of how Organizations, Sites, and Devices are arranged.

App Settings

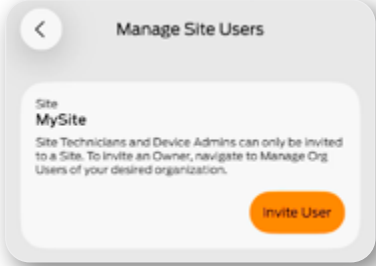
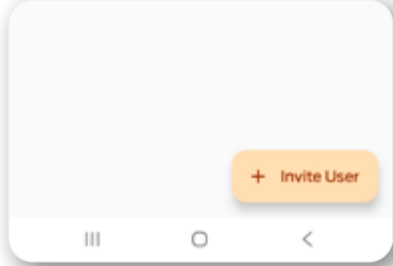
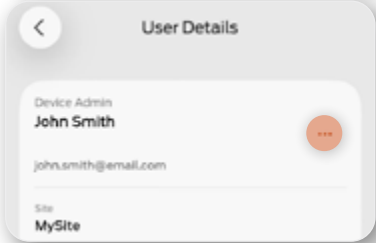
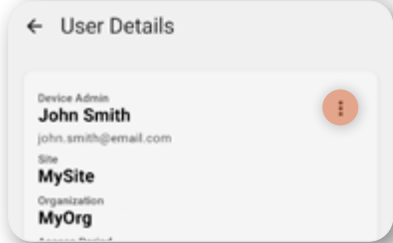
Find app settings by navigating to [More](#) from the bottom navigation bar.

Appearance	Light, Dark, or System Default
Language	English
Biometric Login	Toggle biometric login on or off
App Version	View the app version for diagnostic purposes

Interface reference

Interface icons

Because Apple and Android interfaces behave differently, you may see some differences in the way things appear on your device. Screen shots may have a different look than your device.

Action	Apple	Android
Save		
Invite User and other "add" buttons		
Edit menus (three dots)		

Interface map

Use this map to help you navigate through the app.

Home

- User
 - Your Profile
 - Log Out
- Last Visited- Site (available after setup and usage only)
 - Switch Site (Manage Sites)
 - Manage Devices

Manage Organizations

All Organizations

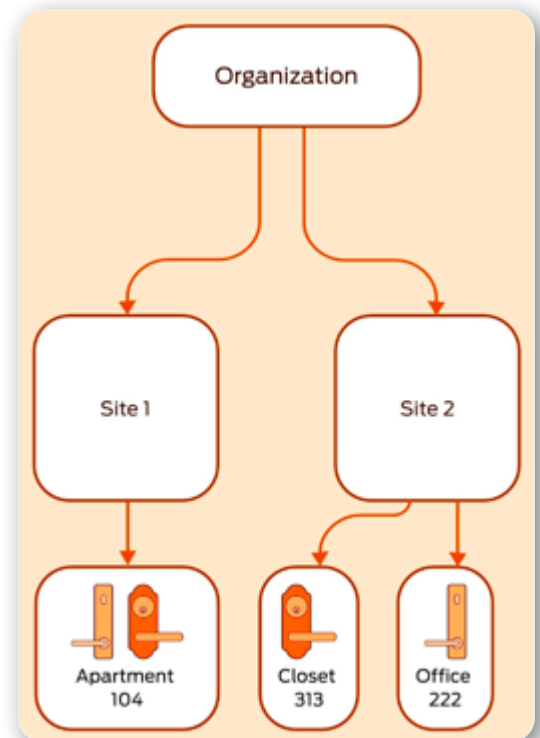
- Add Organization

Manage Sites

- Edit Organization Details
- Manage Organization Users
 - Add Owners
- Manage Devices
 - Add Device
 - Edit Site Details
 - Manage Site Users
 - Add Users

More

- Help
 - Contact Support
 - Resources
 - Allegion YouTube Channel
 - Technical Resources
- Legal
 - Terms of Service
 - Privacy Statement
- App Settings



Users

A User is a person who uses Allegion Optimize to perform any of the functions listed in the User Roles table.

User Roles

Users are organized into three different types of user roles. Each type has different permissions.

Permissions	Roles		
	Organization Owner	Device admin	Service technician
Manage Organization	✓	✗	✗
Manage Site	✓	✗	✗
Manage Site Users	✓	✓	✗
Add/Remove Device	✓	✓	✗
Modify Device Settings	✓	✓	✗
Sync Device Settings	✓	✓	✓
Update Device Firmware	✓	✓	✓
Modify Wireless Settings	✓	✓	✗
View Audits & Diagnostics Reports	✓	✓	✓
Test Unlock	✓	✓	✗

Organization Owner

The Organization Owner role has the highest level of access. Users with this role can add, remove and manage other Organization Owners, Device Admins and Service Technicians. They can manage all aspects of all devices in the Organization.

Device Admin

The Device Admin role is assigned at the Site level. Users with this role can add, remove and manage other Device Admins and Service Technicians from the Site to which they were added. They can manage all aspects of the Devices within their site. They do not have Organization level access. This role can be assigned as temporary access that is set to expire automatically on a specific day.

Service Technician

The Service Technician role is also assigned at the Site level. Users are given this role so they can perform maintenance and troubleshooting on devices in the site. They cannot add, remove or manage users. This role can be assigned as temporary access that is set to expire automatically on a specific day.

Account and profile

When you are logged in, you can view, edit, and delete your account. When you delete your account, all personal data is permanently removed.

Delete my account

- 1 On the Home screen, tap the **three dots** next to your email address. Then tap **Your Profile**.
- 2 Tap the **three dots** next to your name. Then tap **Edit**.
- 3 Tap **Delete Account**.
- 4 If you are the organization owner, you will see a warning.
 - Organizations without an Owner cannot create sites or manage settings. If you are the sole owner of an organizations, please assign another Owner before proceeding.
- 5 Click to check the box next to **I understand this action is permanent**.
- 6 Click **Confirm Deletion**.

Operations

Organization

An Organization is a collection of Sites that contain Allegion Devices.

Add Organization

- 1 From the [Manage](#) screen, tap [Add Organization](#).
- 2 Enter a meaningful name for the organization.
- 3 Tap [Add](#).

Edit Organization Name

- 1 From the [Manage](#) screen, tap the name of the organization you want to edit.
- 2 Tap the [three dots](#) next to the organization name and then tap [Edit Organization Details](#).
- 3 Tap inside the name box and edit the name.
- 4 Tap [Save](#).

Delete Organization

- 1 From the [Manage](#) screen, tap the name of the organization you want to edit.
- 2 Tap the [three dots](#) next to the organization name and then tap [Edit Organization Details](#).
- 3 Tap [Delete Organization](#).
→ **Note:** An organization can only be deleted if there are no sites within the organization.

Invite Organization Owner

→ **Note:** To add a new owner, you must already be an owner of that specific organization.

- 1 From the [Manage](#) screen, tap the name of the organization you're inviting a new owner to.
- 2 Tap the [three dots](#) next to the organization name and then tap [Manage Organization Users](#).
- 3 Enter the email for the owner you want to invite.
- 4 Tap [Send Invite](#).
→ **Note:** The invitee must install the app, click the link from the email, and create an account.

Remove All Site Access from an Organization Owner

This will delete the user from the Organization completely. If you want a user to no longer be an Organization Owner, but still give them access as a Site Owner, you must first remove them and then re-invite them to the desired Site.

- 1 From the [Manage](#) screen, tap the name of the organization that contains the user you want to remove.
- 2 Tap the [three dots](#) next to the Organization name and then tap [Manage Organization Users](#).
- 3 Tap the name of the user you want to remove access from.
- 4 Tap [Remove Access to All Sites](#).
- 5 Tap [Remove](#).

Site

A Site is a physical location that contains Allegion Devices. A Site can only be created inside of an **Organization**.

Add Site

- 1 From the **Manage** screen, tap the name of the organization you want to add a site to.
- 2 Tap **Add Site**.
- 3 Enter a meaningful name for the site.
- 4 Choose the **Site Type** and then tap **Ok**.
→ **Note:** Choose the best option. The type of site does not affect setup.
- 5 Tap **Add**.

Edit Site Details

- 1 From the **Manage** screen, tap the name of the organization that contains the site you want to edit.
- 2 Tap the name of the site you want to edit.
- 3 Tap the **three dots** next to the site name and then tap **Edit Site Details**.
- 4 Tap inside the name box to edit the name.
- 5 Choose the **Site Type** and then tap **Ok**.
- 6 Tap  or **Save**.

Delete Site

- 1 From the **Manage** screen, tap the name of the organization that contains the site you want to delete.
- 2 Tap the **three dots** next to the site name and then tap **Edit Site Details**.
- 3 Tap **Delete Site**.
→ **Note:** A site can only be deleted if there are no devices within the site.

Invite a New Site User

- 1 From the **Manage** screen, tap the name of the organization that contains the site you're inviting a new user to. Then, tap the name of the site.
- 2 Tap the three dots next to the site name and then tap **Manage Site Users**.
- 3 Tap **Invite User**.
- 4 Enter the email for the owner you want to invite.
- 5 Select the **User Role**.
 - **Device Admin:** manages daily operations and user access at a site level.
 - **Service Technician:** Performs ongoing maintenance and troubleshooting.→ **Note:** See **User Roles** for more.
- 6 To limit access to a date range, tap the **Temporary Access** slider. Then tap **Start Date** and **End Date** to choose the date range.
- 7 Tap **Send Invite**.
→ **Note:** The new user must install the app, click the link from the email, and create an account. The new user will not be visible in the app until these steps are completed. If the user already has an account, they must still click the link from the email to accept the invitation.

Operations

Manage a Site User

- 1 From the [Manage](#) screen, tap the name of the organization that contains the site with the user you want to manage. Then, tap the name of the site.
- 2 Tap the [three dots](#) next to the site name and then tap [Manage Site Users](#).
- 3 Tap the name of the user you want to manage.
- 4 Tap the [three dots](#) next to the user name and then tap [Edit User Details](#).
- 5 Make the desired edits to the user profile.
→ **Note:** See [Invite a New Site User](#) for more.
- 6 Tap  or [Save](#).

Promote a Site User to an Organization Owner

- 1 From the [Manage](#) screen, tap the name of the organization that contains the user you want to promote.
- 2 Tap the [three dots](#) next to the Organization name and then tap [Manage Organization Users](#).
- 3 Tap the name of the user you want to promote.
- 4 Tap the [three dots](#) next to the user name and then tap [Edit User Details](#).
- 5 Tap [Assign Owner](#).
- 6 Tap [Assign](#).

Remove Site Access from a Device Admin or a Service Technician

This will completely remove a user and all their site access from the system.

- 1 From the [Manage](#) screen, tap the name of the organization that contains the site with the user you want to manage. Then, tap the name of the site.
- 2 Tap the [three dots](#) next to the site name and then tap [Manage Site Users](#).
- 3 Tap the name of the user you want to remove.
- 4 Tap the [three dots](#) next to the user name and then tap [Edit User Details](#).
- 5 Tap [Remove Site Access](#).
- 6 Tap [Remove](#).

Device

- Devices can only be added to Sites.
- You must be within bluetooth range of a device to add it to a site.
- You must be within bluetooth range to edit devices without Wi-Fi.

Add a Device using the QR code

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you are adding.
- 2 Tap the site name.
- 3 Tap [Add Device](#).
- 4 The QR code viewer will launch. Scan the QR code on the device.
→ **Note:** If you have not already allowed permission for your device camera, tap [Allow](#).
- 5 The app will connect to the device.
- 6 Enter a meaningful name for the device.
- 7 Tap [Continue](#).
- 8 Some devices require calibration and further setup. Follow the on-screen instructions.
→ **Note:** Refer to the device instructions for more information. See [Supported devices](#) for more.

Add a Device without using the QR code

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you are adding.
- 2 Tap the site name.
- 3 Tap [Add Device](#).
- 4 Tap [Add Without QR Code](#).
- 5 Select the type of device from the list.
- 6 The app will scan for nearby devices. Tap to select the device you want to add.
→ **Note:** If the device is not listed, tap [My Device is Not Listed](#). Instructions for turning on the Bluetooth will be shown. Enable Bluetooth and then tap [Continue](#).
- 7 The app will connect to the device. Follow the on-screen instructions to verify the device.
- 8 Enter a meaningful name for the device.
- 9 Tap [Continue](#).
- 10 Some devices require calibration and further setup. Follow the on-screen instructions.
→ **Note:** Refer to the device instructions for more information. See [Supported devices](#) for more.

Operations

Edit Device Name

→ **Note:** You must be within bluetooth range to edit the device name.

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you want to edit. Then, tap the site name.
- 2 Tap the device name.
- 3 Tap [Device Information](#).
- 4 Tap [Edit Device Information](#).
- 5 Wait for the device to finish syncing.
- 6 Tap inside the name field to edit the name.
- 7 Tap the checkmark in the upper right corner to save.

Edit Device Settings

→ **Note:** Device Settings are available on LCN Senior Swing only. You must be within bluetooth range to edit the device settings.

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you want to edit. Then, tap the site name.
- 2 Tap the device name.
- 3 Wait for the device to finish syncing.
- 4 Tap [Device Settings](#).
- 5 Edit the settings as necessary.
- 6 Testing the settings:
 - If the device type requires a test, tap [Test Door](#). The test sequence will begin. Follow the on-screen instructions. The settings will automatically save after the test is complete.
 - If the device type does not require a test, tap the checkmark in the upper right corner to save.

Delete a Device

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you want to delete. Then, tap the site name.
- 2 Tap the device name.
- 3 Wait for the device to finish syncing.
- 4 Tap [Remove Device](#).

Update Device Firmware

 **CAUTION:** Battery-powered devices should have at least 50% battery charge before starting a firmware update. The app will warn you if battery is too low. Do not power off the device or disconnect your mobile device during a firmware update. Interrupting an update may cause the device to become unresponsive and require manual recovery.

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you want to update. Then, tap the site name.
- 2 Tap the device name.
- 3 If a firmware update is available, the download icon and [Update Available](#) will be shown. Tap [Firmware](#).
- 4 Tap [Update Firmware](#).
 - **Note:** You can view the release notes by tapping [Release Notes](#).
 - **Note:** If an update fails, or causes device issues, the app will automatically attempt to roll back to the previous firmware version. You will see a notification: [Firmware update failed. Rolling back to previous version](#).

Operations

Sync Device

Syncing automatically happens any time you tap on a lock name. You can sync manually when necessary for troubleshooting or working with customer support.

- 1 From the [Manage](#) screen, tap the organization that contains the site for the device you want to sync. Then, tap the site name.
- 2 Tap the device name.
- 3 Tap [Sync Device](#).

Troubleshooting

Error codes

Error Code	Description	Problem	Solution
E10	Internal Error	—	Contact customer service
E11	Safety Brake Stuck Off	Motor brake is stuck off.	Power off for thirty (30) seconds, and then power on. If Problem persists contact customer service.
E12	Safety Brake Stuck On	Motor brake is stuck on.	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E13	Internal Error	—	Contact Customer Service.
E14 E15	Motor Driver Error	Motor phase wires disconnected from controller	Reconnect the motor
		Motor phase wire severed	Contact customer service
		Motor may have overheated	Wait for motor to cool down.
		Internal Error	Power off for thirty (30) seconds, and then power on. If Problem persists contact customer service.
E16 E17 E18 E19	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E20 E21	Motor Encoder Error	Motor encoder signals are not correct.	Confirm motor connectors are properly connected to controller.
			Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E22 E23 E24	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E25 E26	Temperature Too High	Internal temperature too high. High use with high forces in high ambient temperatures may trip error.	Manually open door to confirm it can freely open.
			Allow system to cool.
			If error continues, power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E27	Momentary High Current	Momentary high motor current detected, possibly due to abuse.	Fault should clear after door stops.
			If error continues power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E28	24V Peripheral Voltage High	Device is seeing high voltage on 24v Peripheral output.	Confirm this circuit is wired correctly.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.

Troubleshooting

Error Code	Description	Problem	Solution
E29	24V Peripheral Voltage Zero	Device is seeing very low voltage on 24v Peripheral output.	Confirm this circuit is wired correctly.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E30	24V Peripheral Voltage Low	Device is seeing low voltage on 24v Peripheral output.	Confirm this circuit is wired correctly.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E31	Door Not Connected	A door that was previously detected is no longer present.	If this is not correct power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E32	Invalid ODUI	ODUI (On Device User Interface) is invalid.	Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E33	ODUI Not Connected	ODUI (On Device User Interface) is not detected.	Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E34	ODUI Rotary Dial Error	Error detected in the ODUI (On Device User Interface) Rotary Dial.	Confirm rotary dial is fully seated. This may cause problems with navigating LCD screen but will not prohibit other operations.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E35	Actuator 1 Stuck On	Actuator 1 input stuck high since power up.	This Input will be disabled until issue corrected.
E36	Actuator 2 Stuck On	Actuator 2 input stuck high since power up.	This Input will be disabled until issue corrected.
E37	Hold Open Stuck On	Hold Open input signal stuck active since power up.	This input will not cause door to open. If however another signal triggers an actuated open, then door will hold open.
E38	ODUI Select Button Stuck	The ODUI (On Device User Interface) Select Button is stuck ON for > 10 sec.	This may cause problems with navigating LCD screen but will not prohibit other operations.
			Wiggle or dislodge the button.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E39	ODUI Back Button Stuck	The ODUI (On Device User Interface) Back Button is stuck ON for > 10 sec.	This may cause problems with navigating LCD screen but will not prohibit other operations.
			Wiggle or dislodge the button.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E40	ODUI Up Button Stuck	The ODUI (On Device User Interface) Up Button is stuck ON for > 10 sec.	This may cause problems with navigating LCD screen but will not prohibit other operations.
			Wiggle or dislodge the button.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E41	ODUI Down Button Stuck	The ODUI (On Device User Interface) Down Button is stuck ON for > 10 sec.	This may cause problems with navigating LCD screen but will not prohibit other operations.
			Wiggle or dislodge the button.
			Power off for thirty (30) seconds, and then power on. If problem persists, contact customer service.
E42	Recalibration Needed	A new door has been detected.	System must be calibrated again to properly use the new door.

Troubleshooting

Error Code	Description	Problem	Solution
E43	Learn Cycle Failed	A learn cycle is needed after power up or in other situations where door position may have been lost.	If learn cycle pending, the door will open at slow speed. Confirm door is fully closed. Manually cycle door to full open and confirm it is free of obstruction. Verify arm has not slipped and door opens to correct fully open position. Actuate door and confirm it opens fully. If error persists, recalibrate the door.
E44	Failed Communication to ODUI	Unable to communicate with ODUI (On Device User Interface).	Power off for 30sec and power on. If problem persists contact customer service.
E45	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E46	Communications Module Error	Unable to detect or communicate with the comms module. This will impact ability to utilize your MAPP or Wi-Fi features. ODUI can be used to adjust settings or view active errors.	Power off for 30sec and power on. If problem persists contact customer service.
E47	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E48	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E49	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.
E50	Closing Speed Too Fast	Door moving too fast in closing direction.	Abuse or excessive external forces may have occurred. Fault will clear after short time idle. After fault clears, cycle door a few times and confirm closing control is proper. If problem persists or is intermittent contact customer service.
E51	Internal Error	—	Power off for thirty (30) seconds, and then power on. If problem persists contact customer service.

Contacting support

If you cannot resolve an issue using this troubleshooting guide, contact Allegion support.

Phone	1-877-671-7011 (U.S.A.)
Website	https://us.allegion.com/en/contact-us.html
Hours	Monday-Friday, 8:00 AM - 8:00 PM EST

When contacting support, please have the following information ready:

- Allegion Optimize version number (found in [More](#) > [App Settings](#) > [App Version](#))
- Mobile device type and operating system version
- Device type and serial number
- Error code
- Description of the issue and steps to reproduce

Glossary

Actuator	A device input that can trigger a door to open.
Advertising	The lock state in which the lock is sending out a Bluetooth signal so that it may be commissioned. Once initiated, the lock will advertise for two (2) minutes.
BLE	Bluetooth Low Energy. The Bluetooth communication standard required on the mobile device in order to communicate with Allegion devices.
Calibration	A setup process required by some devices after being added, or after a new door is detected, so the device can correctly learn the door's position and operation.
Commissioning	Adding the lock into the access control system
Device	An Allegion-manufactured product (e.g., LCN Senior Swing, Schlage XE360) that is added to a Site and managed through the Allegion Optimize app.
Device Admin	A Site-level user role that manages daily operations and user access at a Site. Can add, remove, and manage Device Admins and Service Technicians at their assigned Site, and manage all devices within it. Does not have Organization-level access. May be granted as temporary access that expires on a set date.
DPS	Door position switch
FDR	Factory default reset
FDR mode	The lock state in which the lock is set to factory settings
Firmware	The embedded software that runs on a device.
Hold Open	A device input signal that keeps a door open rather than allowing it to close, once triggered by another open signal.
Learn Cycle	A calibration routine the device performs, typically after power-up or after door position is lost, in order to relearn the door's open and closed positions. The door moves at slow speed until the cycle completes.
MAPP	Mobile application. This is the application used to control access to the lock.
ODUI	On Device User Interface. The physical interface built into a device, including buttons, a rotary dial, and/or an LCD screen, used for local input and status display independent of the mobile app.
Organization	A collection of Sites that contain Allegion Devices. It is the top level of the Allegion Optimize hierarchy and is managed by one or more Organization Owners.
Organization Owner	The user role with the highest level of access. Can add, remove, and manage other Organization Owners, Device Admins, and Service Technicians, and can manage all aspects of every device in the Organization.
Service Technician	A Site-level user role for performing maintenance and troubleshooting on Site devices. Cannot add, remove, or manage users. May be granted as temporary access that expires on a set date.
Site	A physical location, created within an Organization, that contains Allegion Devices. A Site can only be deleted if it contains no devices.
Sync/Syncing	The process of exchanging current settings and status information between the app and a device. Occurs automatically when a device name is tapped, or can be triggered manually for troubleshooting.
User	A person who uses Allegion Optimize to perform any of the functions listed in the User Roles table.

About Allegion™

At Allegion (NYSE: ALLE), we design and manufacture innovative security and access solutions that help keep people safe where they live, learn, work and connect. We're pioneering safety with our strong legacy of brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Our comprehensive portfolio of hardware, software and electronic solutions is sold around the world and spans residential and commercial locks, door closer and exit devices, steel doors and frames, access control and workforce productivity systems.

For more, visit www.allegion.com.

KRYPTONITE ■ LCN ■  ■ STEELCRAFT ■ VON DUPRIN