

Latch Software

Technical Specifications

Latch Manager App

Limitations

- Available for iOS devices only. See [Supported Devices list](#) for details.
- Available to download from the U.S. iOS App Store®.

Activation

- Activate newly installed Latch devices.
- Requires an internet connection.

Bluetooth Unlock

- An initial internet connection is required on login in order to start unlocking, after which no internet connection is required. Bluetooth must be enabled.
- All Bluetooth Unlocks require a smartphone with minimum Bluetooth 4.0 (see [Supported Devices list](#) for more information).
- Remote Unlock: Unlocks Latch device from up to 25 feet away.

Firmware Upgrade

- Subject to the same Bluetooth limitations as Bluetooth Unlock, see above.
- Requires an internet connection.

Update Latch devices: Download the latest access permissions for Latch devices.

- Subject to the same Bluetooth limitations as Bluetooth Unlock, see above.
- Requires a network connection.

Configuration: Customize the settings for Latch R and Latch C based on the install environment.

Latch R:

- Ethernet, WiFi, and relay configuration
- Timer (2, 5, and 10 seconds)
- Elevator Floor Access settings
- Door State Notifications settings

Latch C:

- Door orientation

Bluetooth Unlock

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Remote Unlock

- Unlocks Latch device from up to 25 feet away.

Door Update Schedule

- See a list of all the Door Updates that Portfolio and Property Managers need to know (see [Door Updates](#) for more information).

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Latch Manager

Limitations

- Available through the following internet web browsers ([see article](#)).
- Maximum number of property per portfolio: 100
- Maximum number of doors per property limitation: 1,000

Building Switcher

- Switch between all the buildings in your portfolio.

Access Management

- Add people to your building and give them Keys with custom start and end times.

People

- View all the people that currently have access to buildings in your portfolio.

Keys

- Create a group of 1-100 doors with an optional schedule for each door for faster access management.

Schedules

- Specify when a Key should work based on time of day and day of the week.

Create Doors

- Create doors in advance of installation and give access to everyone that needs it.

Doors

- See a list of all the doors and devices in your building.
- See if a Latch device needs an update (see [Door Updates](#)).
- View battery life of all Latch devices in your portfolio.

Portfolio Management

- Add or remove Property Managers to Latch Manager.
- Manage individual permissions for each Property Manager (see article: [Key Management](#) for more information).

Activity

- See access logs and photos for your entire building (see privacy policy for details on access log and photo viewing permissions).

Multi-Factor Authentication (SMS)

Low Battery Notifications

- Auto-generated email alerts are sent to Portfolio and Property Managers when Latch devices reach 20% battery life.