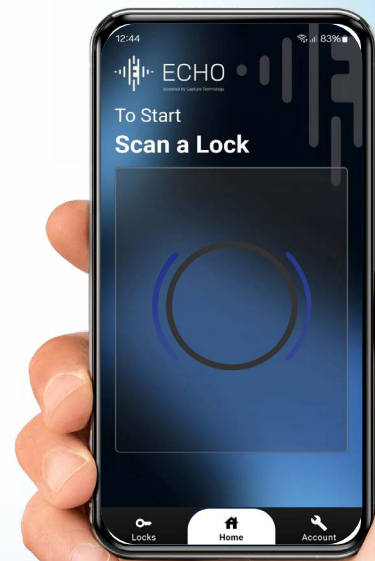
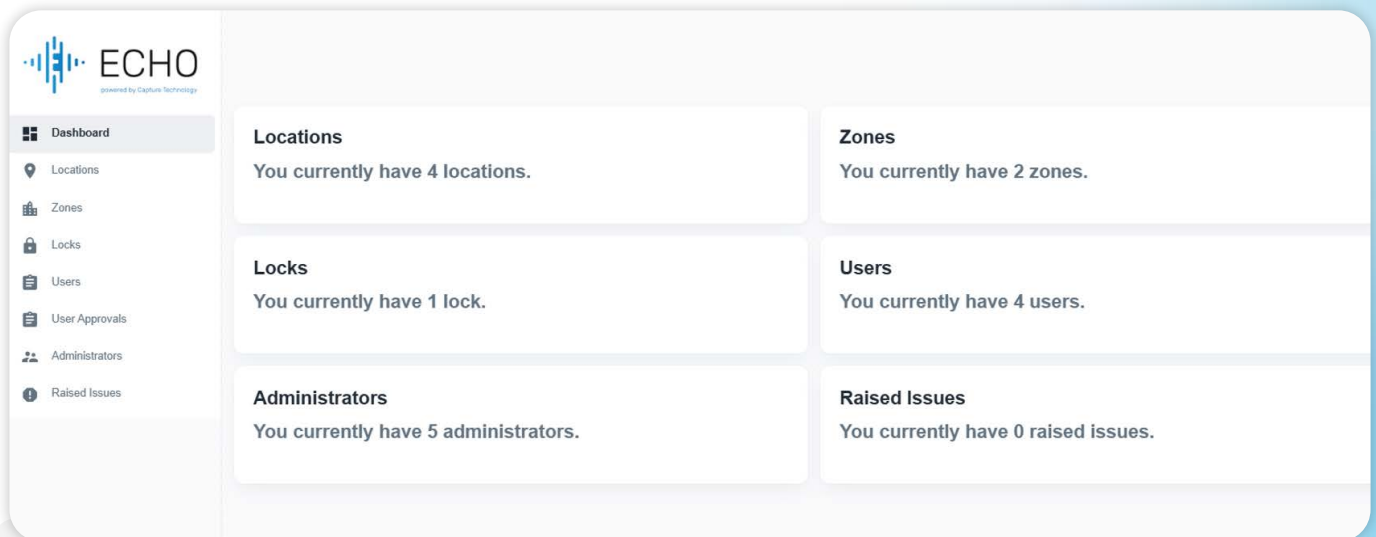


ECHO Web Portal User Guide



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Introduction

The ECHO Web Portal is your central hub for advanced control and management of your ECHO smart locks. This guide will walk you through everything you need to know to maximise the portal's features, giving you seamless control and customisation options at your fingertips.

The ECHO Web Portal is available in two versions, Standard and PRO. Different features are applicable to each version as highlighted in the table below.

Subscription rates apply.

	ECHO Standard Web Portal	ECHO PRO Web Portal
Management Dashboard	✓	✓
Single Administrator Control	✓	✓
Multiple Administrator Control	✗	✓
Import User E-Mail Addresses	✓	✓
Language and Currency Support (FR, DE, ES, IT, NL, PL, USA)	✓	✓
User Account Management	✓	✓
Raised Issue Management	✓	✓
Restrict Number of Locks per User	✗	✓
Lock Usage Reports	✗	✓

ECHO User Steps


Step 1: Navigate to the ECHO Web Page

Enter the ECHO web page URL <https://echo.lockmanager.com/app> into your internet browser.



Email

Password

Sign In

[Forgot your password?](#)

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Step 2: Log in to the ECHO Web Page

Once the web page is open, you will see the login screen. Enter the same login details created when registered using the mobile app and press the "Sign In" button.



Email

Password

Sign In

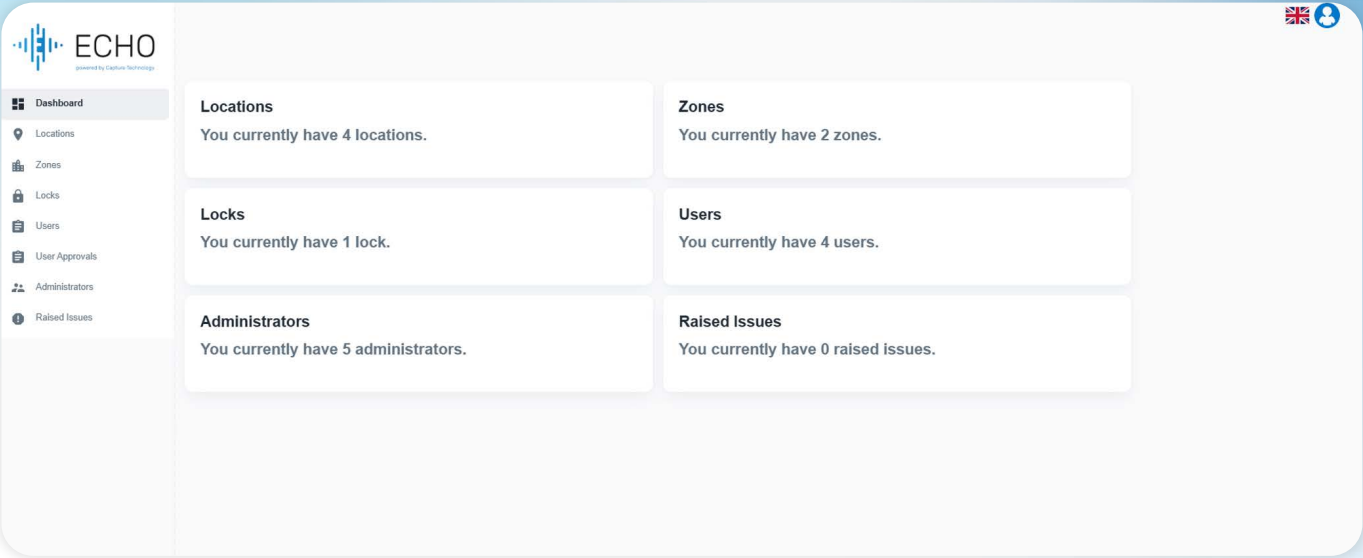
[Forgot your password?](#)

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Step 3: Navigating the Dashboard

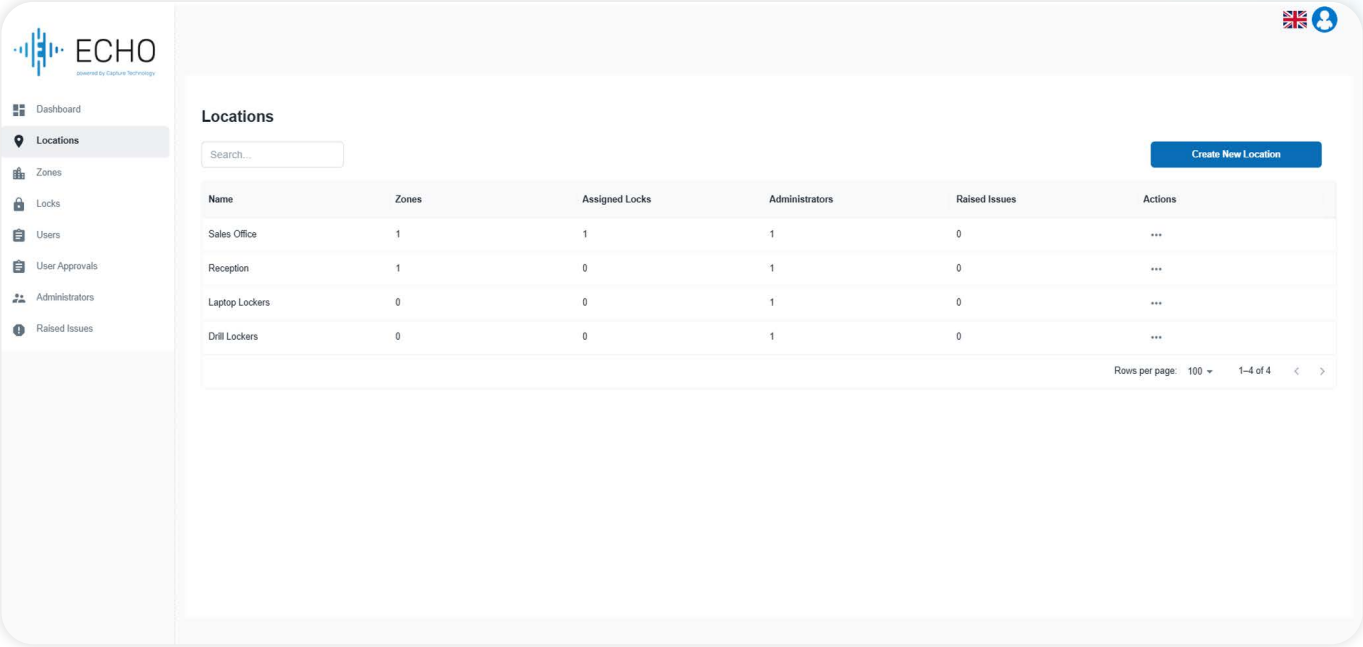
After logging into the ECHO web portal, you will be greeted with the ECHO web portal Dashboard.

On the Dashboard you will see information relating to Locations, Zones, Locks, Users, Administrators and Raised Issues. If you click on these fields it will direct you to the relevant page.



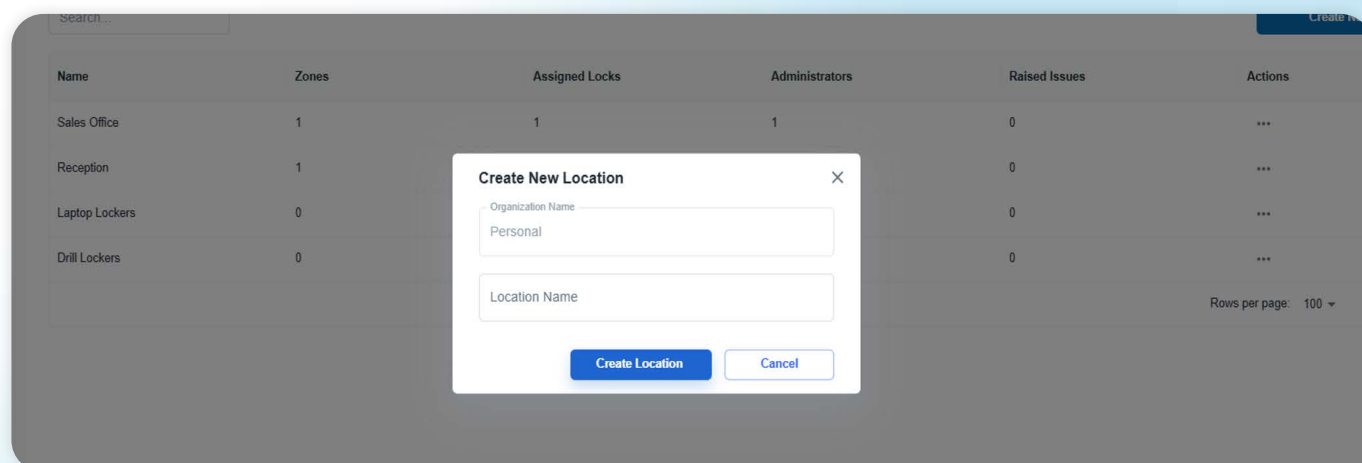
Step 4: Navigating your Locations

Clicking on the Location Field or Location tab in the left panel of the screen will direct you to the locations page, from here you are able to Edit and Create Locations.



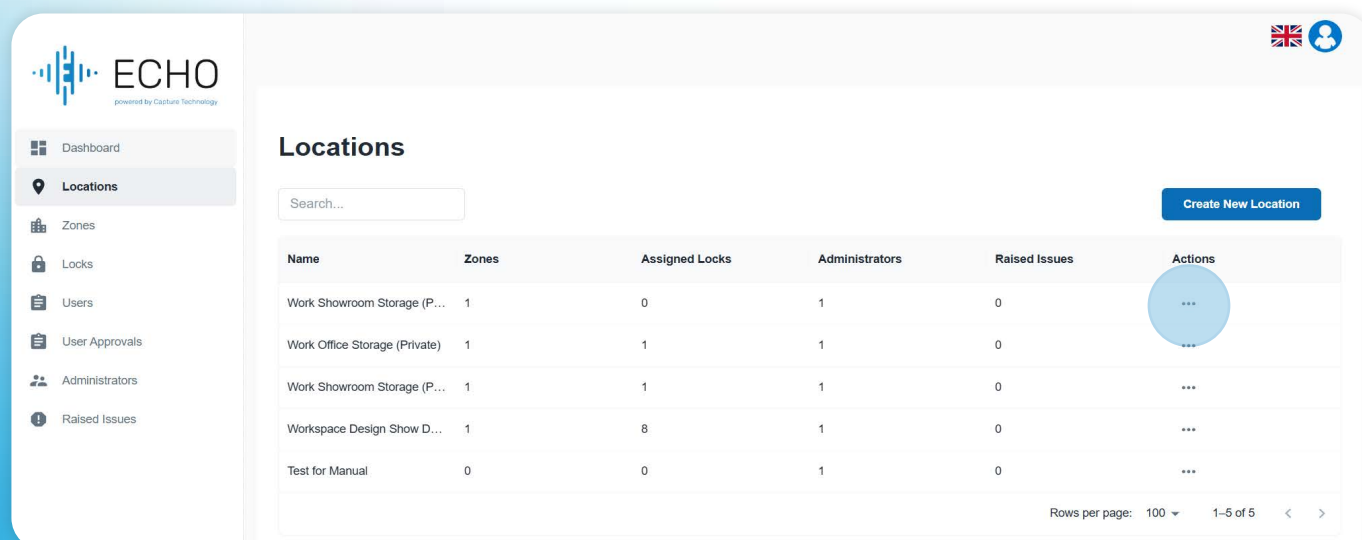
Step 4.1: Creating a Location

To create a location, click the “Create New Location” button and enter a Location Name. Click “Create Location” to create a new location.



Step 4.2: Editing a Location

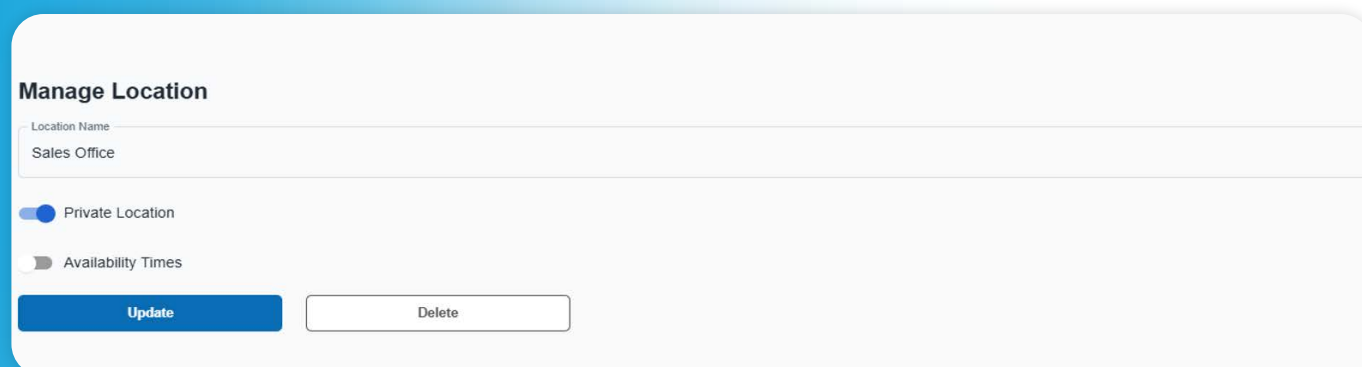
To Edit a Location, click on the three dots next to each location and then click on the “Edit” button.



Step 4.3: Setting a Private Location

To set a location in Private mode, you must enable the Private Location Slider.

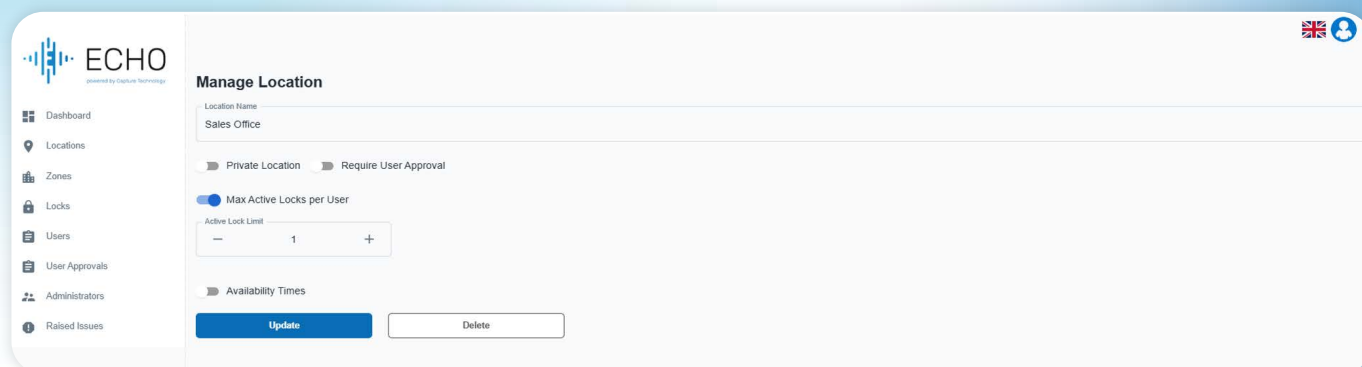
A Private Location will set all the locks within that location as Private Mode, which makes them assignable to a specific user only. Click the Update button to set the change



Step 4.4: Setting a Public Location

To set a location in Public mode, you must disable the Private Location Slider.

A Public Location will set all the locks within that location as Public Mode, which makes them available to be used by anyone as a registered user with the ECHO mobile application. Click the Update button to set the change.



The screenshot shows the 'Manage Location' page in the ECHO web portal. The left sidebar contains navigation links: Dashboard, Locations, Zones, Locks, Users, User Approvals, Administrators, and Raised Issues. The main content area is titled 'Manage Location' and shows the 'Location Name' as 'Sales Office'. There are two toggle switches: 'Private Location' (disabled) and 'Require User Approval' (disabled). Below these is a 'Max Active Locks per User' section with a slider set to 1. At the bottom, there is an 'Availability Times' section and two buttons: 'Update' and 'Delete'.

Step 4.5: Additional Location Settings

Max Active Locker Per User (ECHO PRO Web Portal Only): This allows control of how many Locks a user can use within this location.

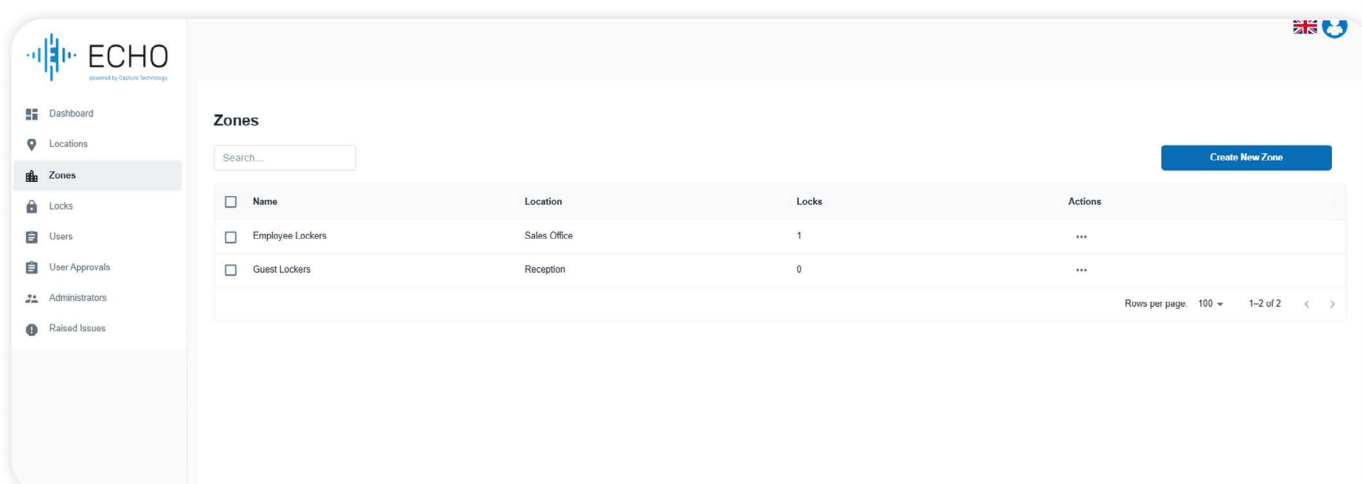
Require User Approval: This will set all the locks within that location to Public Registered Mode, only allowing users that have been added to your organisation to use the Public Lockers.

Availability Times: Enabling the Availability Times will allow you to enter the time of day the lockers are able to be used by users e.g. 9am – 5pm each day.

NOTE: start and end times apply to all days of the week.

Step 5: Navigating your Zones

Clicking on the Zones Field on the Dashboard or Zones tab in the left panel of the screen will direct you to the Zones page, from here you are able to Edit and Add Zones.



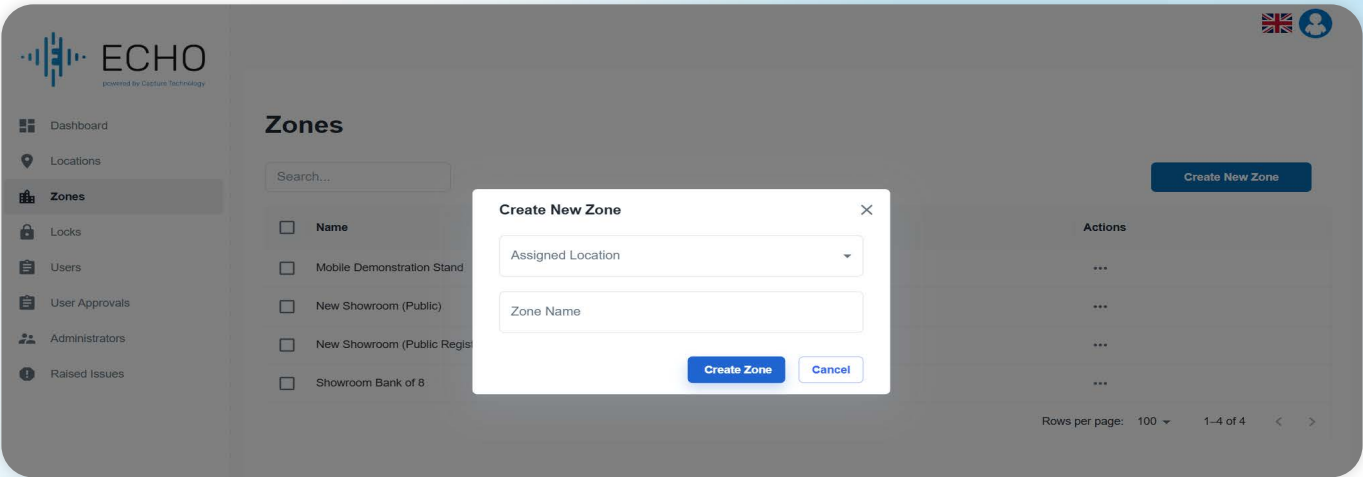
The screenshot shows the 'Zones' page in the ECHO web portal. The left sidebar is the same as in the previous screenshot, but the 'Zones' link is highlighted. The main content area is titled 'Zones' and features a search bar and a 'Create New Zone' button. Below this is a table with the following data:

<input type="checkbox"/>	Name	Location	Locks	Actions
<input type="checkbox"/>	Employee Lockers	Sales Office	1	...
<input type="checkbox"/>	Guest Lockers	Reception	0	...

At the bottom right of the table, there is a pagination control showing 'Rows per page: 100' and '1-2 of 2'.

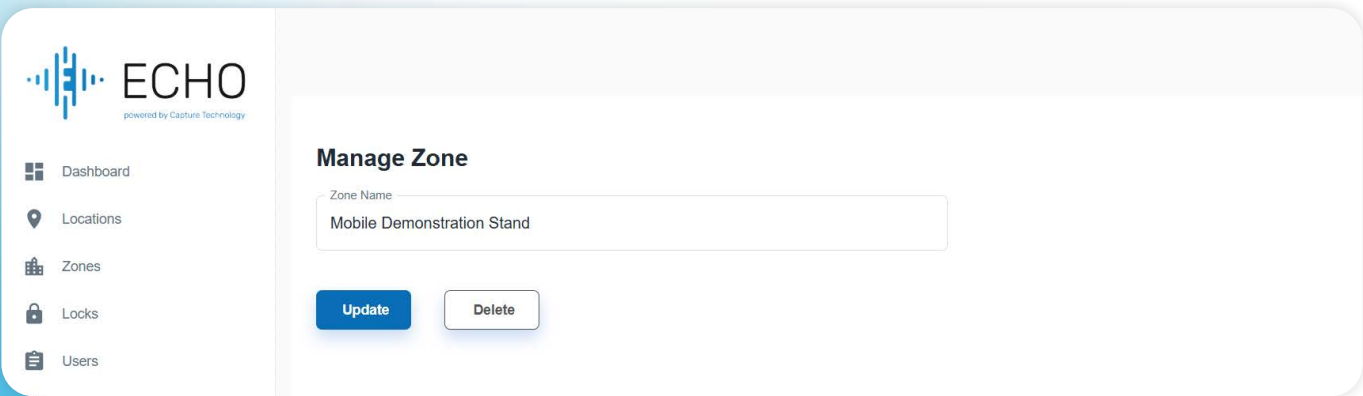
Step 5.1: Creating a Zone

To create a zone, click the “Create New Zone” button and enter a Zone Name. Click “Create Zone” to create a new zone.



Step 5.2: Editing a Zone

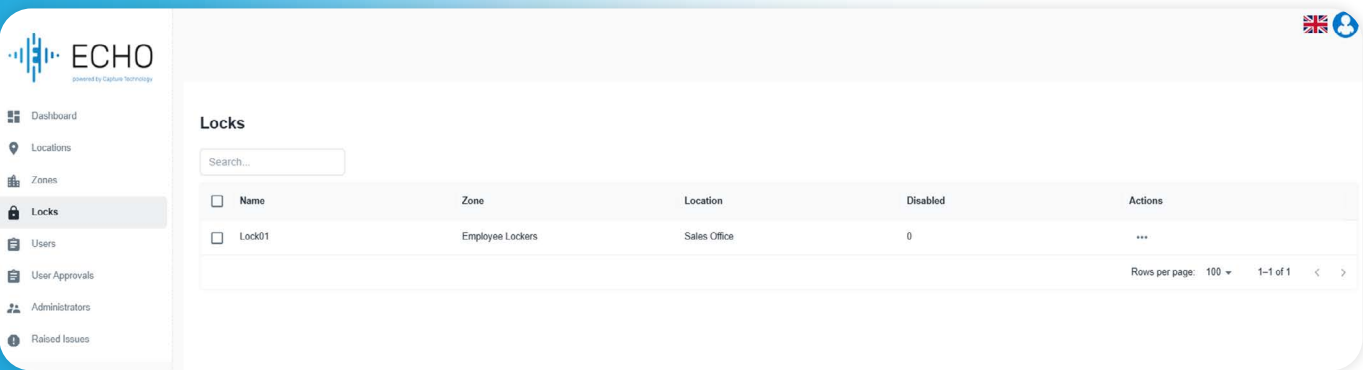
To Edit a Zone, click on the three dots next to each zone and then click on the “Edit” button.



When editing a Zone, only the Zone Name can be changed.

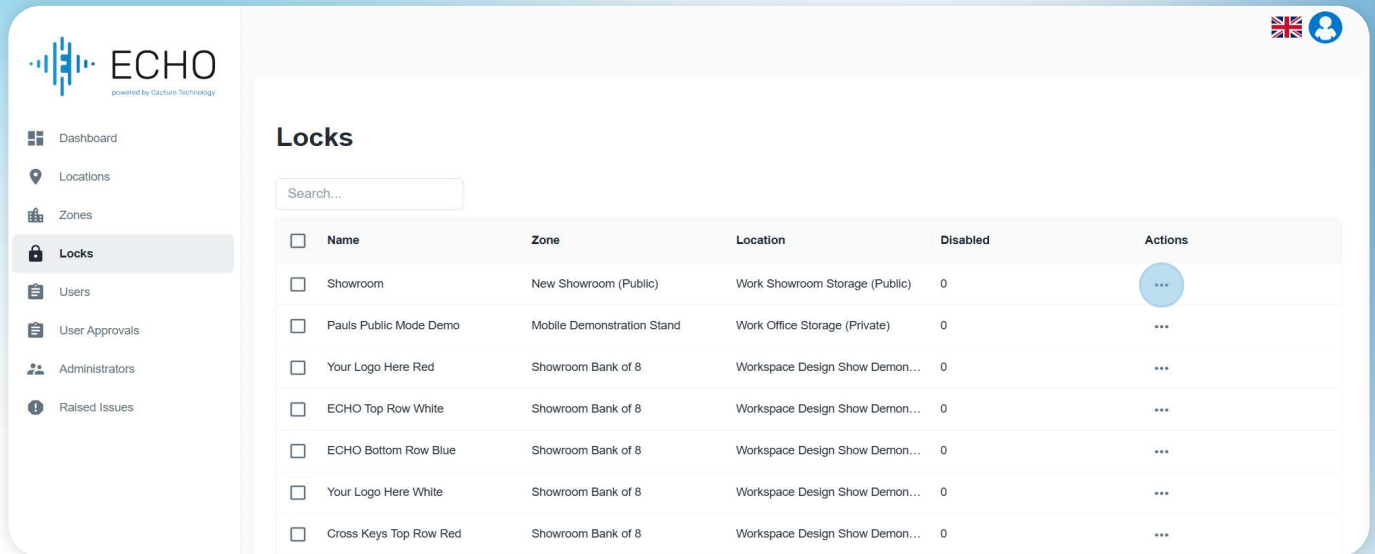
Step 6: Navigating your Locks

Clicking on the Locks Field on the Dashboard or Locks tab in the left panel of the screen it will direct you to the Locks page, from here you are able to manage your Locks.



Step 6.1: Editing your Locks

To Edit a Lock, click on the three dots next to each Lock and then click on the “Edit” button.



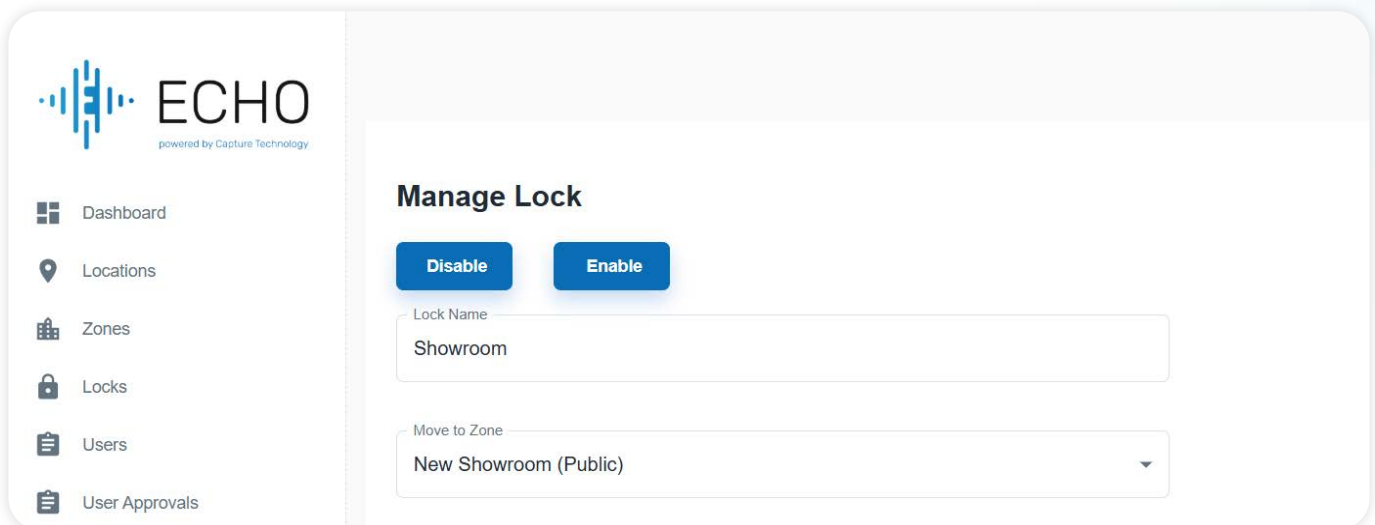
The screenshot shows the ECHO application interface. On the left is a sidebar with a navigation menu: Dashboard, Locations, Zones, Locks (highlighted), Users, User Approvals, Administrators, and Raised Issues. The main content area is titled 'Locks' and features a search bar. Below the search bar is a table with the following columns: Name, Zone, Location, Disabled, and Actions. The table contains eight rows of lock data. The first row, 'Showroom', has a blue circle with three dots in the Actions column, indicating an edit option.

<input type="checkbox"/>	Name	Zone	Location	Disabled	Actions
<input type="checkbox"/>	Showroom	New Showroom (Public)	Work Showroom Storage (Public)	0	...
<input type="checkbox"/>	Pauls Public Mode Demo	Mobile Demonstration Stand	Work Office Storage (Private)	0	...
<input type="checkbox"/>	Your Logo Here Red	Showroom Bank of 8	Workspace Design Show Demon...	0	...
<input type="checkbox"/>	ECHO Top Row White	Showroom Bank of 8	Workspace Design Show Demon...	0	...
<input type="checkbox"/>	ECHO Bottom Row Blue	Showroom Bank of 8	Workspace Design Show Demon...	0	...
<input type="checkbox"/>	Your Logo Here White	Showroom Bank of 8	Workspace Design Show Demon...	0	...
<input type="checkbox"/>	Cross Keys Top Row Red	Showroom Bank of 8	Workspace Design Show Demon...	0	...

Step 6.2: Additional Lock Settings

Disable/Enable Locks: This will allow locks to be enabled or disabled. When disabling a lock it will block access to users to the lock although Admin users will still be able to access them.

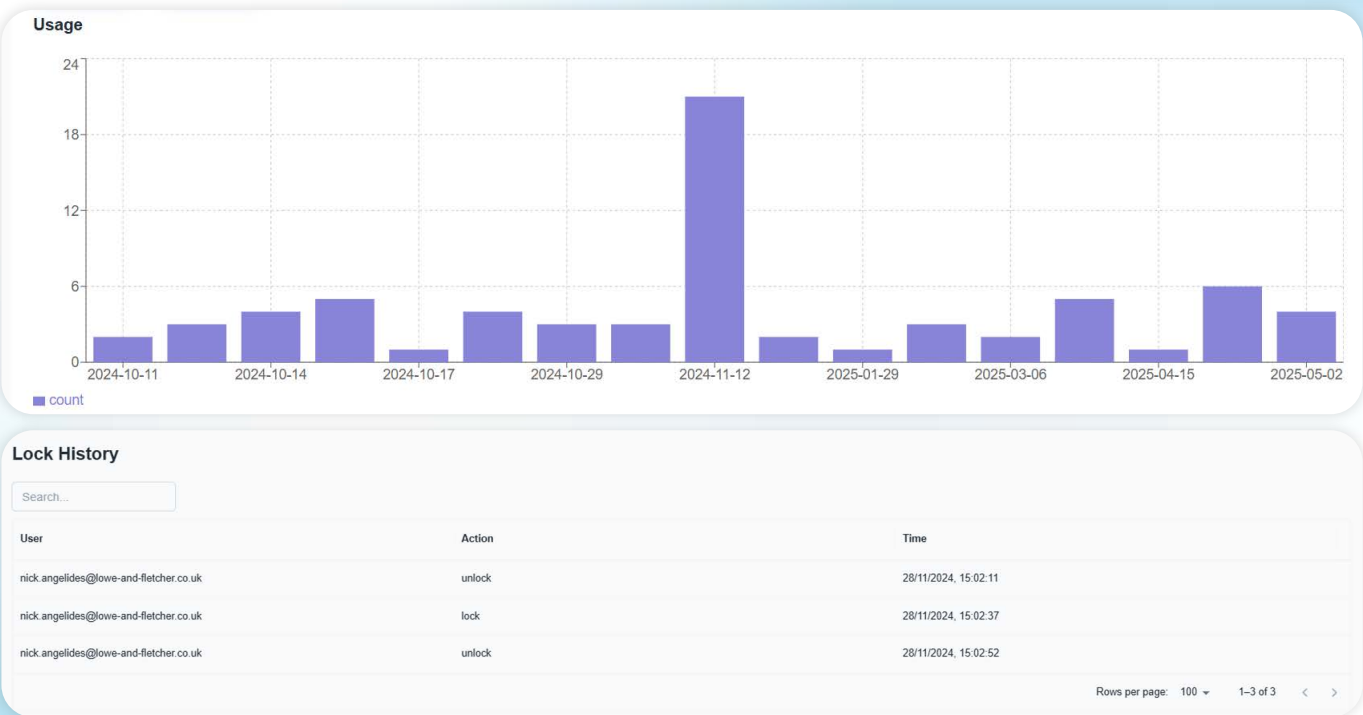
Move to Zone: The Move to Zone box will allow you to move a lock from its current Zone to a New Zone.



The screenshot shows the 'Manage Lock' interface in the ECHO application. The sidebar is identical to the previous screenshot, with 'Locks' highlighted. The main content area is titled 'Manage Lock' and contains two buttons: 'Disable' and 'Enable'. Below these buttons are two input fields: 'Lock Name' with the value 'Showroom' and 'Move to Zone' with a dropdown menu showing 'New Showroom (Public)'.

Step 7: Lock Usage Reports (ECHO Pro Web Portal Only)

A daily usage report is available which provides an audit of when the lock has been used. Clicking into one of the days in the graph will show the Lock History with all Locks/Unlocks carried out with the users' information.



Step 8: Navigate the Users Page

Clicking on the Users Field on the Dashboard or Users tab in the left panel of the screen will direct you to the User Access page, from here you are able to **Add** and **Remove** Users per Location.

*You can add multiple users to an account (Pro Only).

ECHO powered by Capture Technology

Dashboard Locations Zones Locks **Users** User Approvals Administrators Raised Issues

User Access

Approved Users Pending Requests [Add New User](#)

Search...

Username	Location	Actions
kn.carlot@hotmail.com	Sales Office	Remove
kn.carlot@hotmail.com	Reception	Remove
kn.carlot@hotmail.com	Laptop Lockers	Remove

Step 8.1: Adding New Users

Click the "Add New User" button to add a new lock user.

Add New User

Assigned Location:

User Email:

[Create User](#) [Cancel](#)

Approved Users Pending Requests

Search...

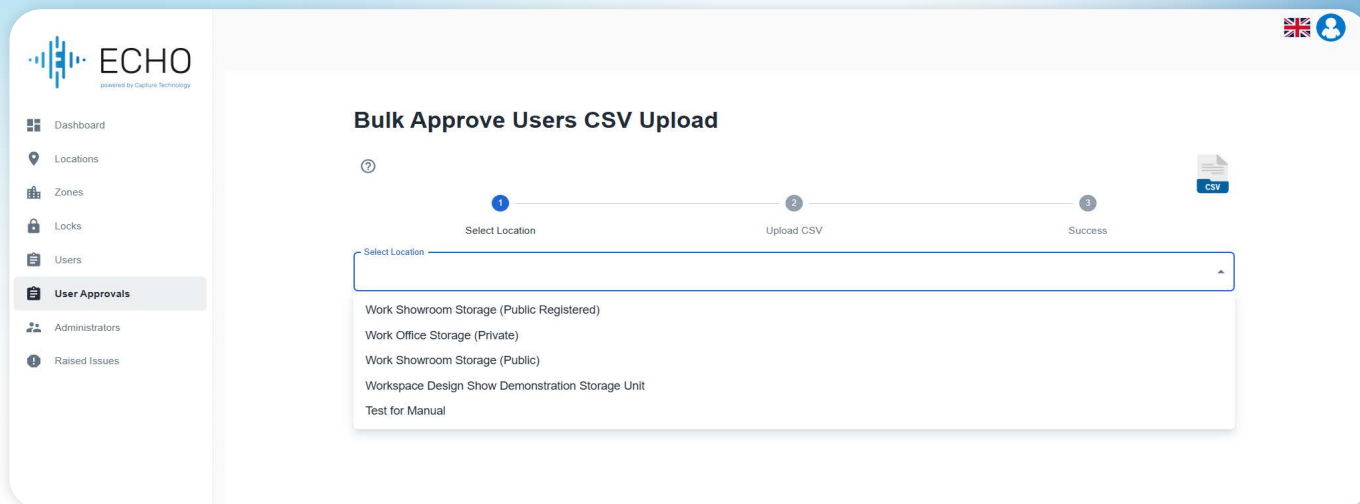
Username	Location	Actions
james.gould@lowe-and-fletcher.co.uk		Remove
nick.angelides@lowe-and-fletcher.co.uk		Remove
nick.angelides@lowe-and-fletcher.co.uk		Remove
paul.deakin@lowe-and-fletcher.co.uk		Remove

A New User must be assigned to a Location and have a valid e-mail address.

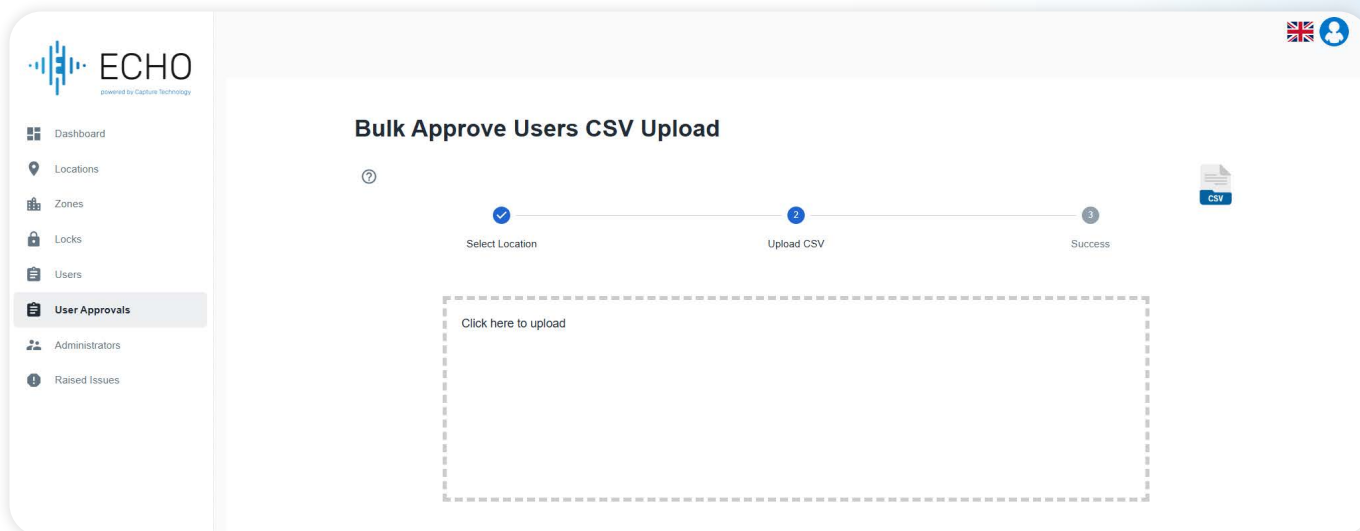
Step 9: Navigate the User Approvals

Clicking on the User Approvals tab in the left panel of the screen will direct you to the User Approvals page, from here you are able to bulk upload multiple users.

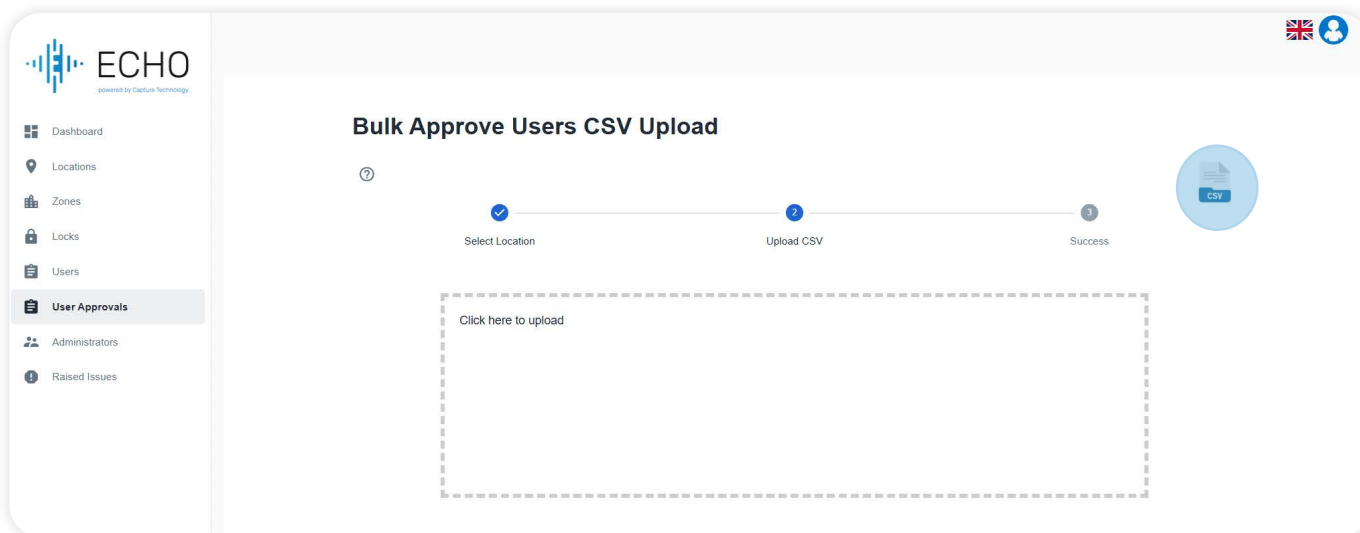
Step 1: Select the Location the Users will be assigned to.



Step 2: Select the file to be uploaded that contains the Users e-mail addresses.



NOTE: Use the CSV template file to create your User file.



Step 10: Navigate the Administrators Page

Clicking on the Administrators Field on the Dashboard or Administrators tab in the left panel of the screen will direct you to the Administrators page, from here you are able to **Add** and **Remove** Administrators per Location.

ECHO
powered by Capture Technology

Dashboard
Locations
Zones
Locks
Users
User Approvals
Administrators
Raised Issues

Administrators

Invite Administrator

Locations Admin

Search...

Username	Location	Actions
kn.carlot@hotmail.com	Sales Office	<button>Remove Admin</button>
kn.carlot@hotmail.com	Reception	<button>Remove Admin</button>
kn.carlot@hotmail.com	Laptop Lockers	<button>Remove Admin</button>
kn.carlot@hotmail.com	Drill Lockers	<button>Remove Admin</button>

Rows per page: 100 1-4 of 4

Step 11: Navigate the Raised Issue Page

Clicking on the Raised Issue Field on the Dashboard or Raised Issue tab in the left panel of the screen will direct you to the Raised Issue page.

From here you can monitor and resolve issues raised from locker users.

ECHO
powered by Capture Technology

Dashboard
Locations
Zones
Locks
Users
User Approvals
Administrators
Raised Issues

Raised Issues

Search...

User	Locks	Location	Report	Created At	
nick.angelides@lowe-and...	Lock01	Sales Office	Locker is damaged	06 Jan 2025 1:20 PM	<button>Delete Issue</button>

Rows per page: 100 1-1 of 1

Need help? We're all ears!



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