ALLEGION™

SCHLAGE®

XE360™ Series

User guide

Contents

Customer service

Phone: 1-877-671-7011

www.allegion.com/us

Warnings and cautions

⬡❗ **WARNING**
Warnings indicate potentially hazardous conditions, which if not avoided or corrected, may cause death or serious injury.

⚠️ **CAUTION**
Cautions indicate potentially hazardous conditions, which if not avoided or corrected, may cause minor or moderate injury. Cautions may also warn against unsafe practices.

NOTICE
Notices indicate a condition that may cause equipment or property damage only.

Compliance and certifications

FCC Statements

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures.:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

   ➔ Note: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Access Core Module Listings

Module Description	Hardware Part Number	Model	FCC ID	IC
SMART DRIVE	47446668	47446668	XPB-47446668	8053B-47446668

FleX Module™ Listings

➜ See **FleX Module™ replacement** on page 19 for more information.

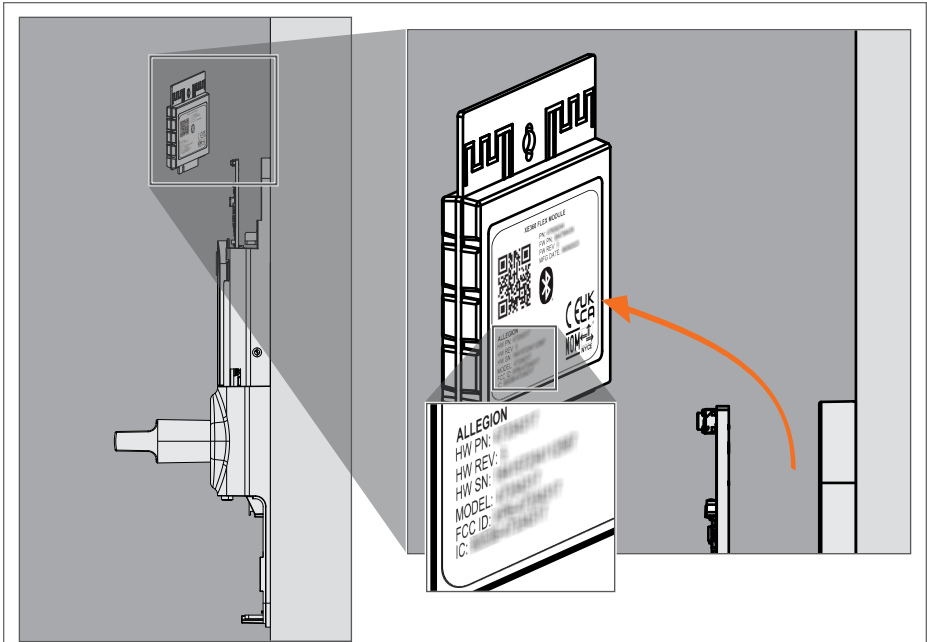| Module Description	Hardware Part Number	Model	FCC ID	IC
BLE	47334317	47334317	XPB-47334317	8053B-47334317

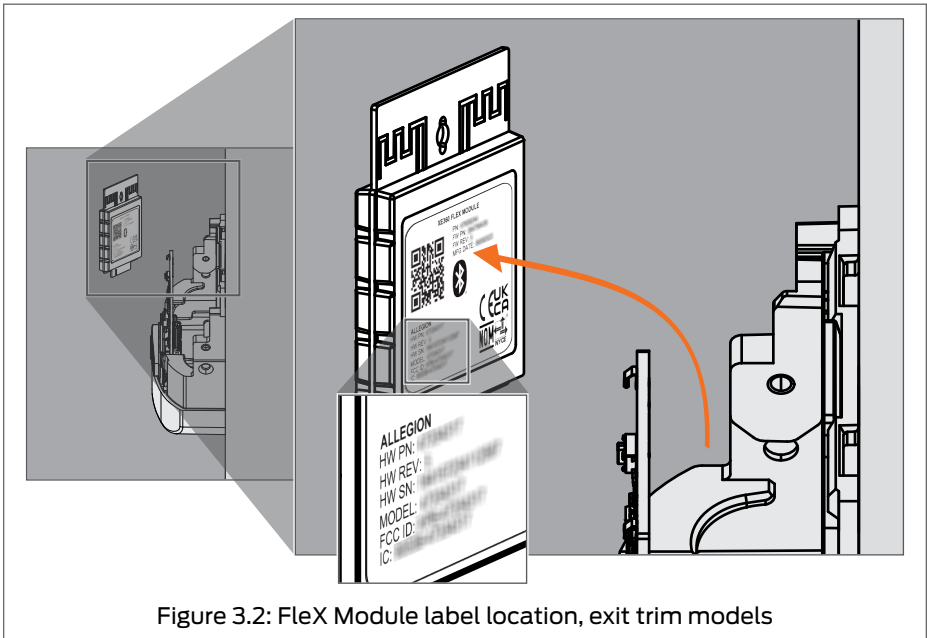Figure 3.1: FleX Module label location, tubular and mortise models

Figure 3.2: FleX Module label location, exit trim models

XE360™ Models Utilizing Devices With Modular Listings

Product Model Description	Product Model
Mortise Dead Latch Lock With Integrated Button, BLE, Smart Reader	XE360 M.OF B SM
Mortise Dead Latch Lock With Integrated Button, BLE & WiFi, Smart Reader	XE360 M.WF B SM
Mortise Dead Latch Lock With Indicator, BLE, Smart Reader	XE360 M.OF I SM
Mortise Dead Latch Lock With Indicator, BLE & WiFi, Smart Reader	XE360 M.WF I SM
Mortise Dead Bolt Lock With Thumbturn, BLE, Smart Reader	XE360 M.OF D SM
Mortise Dead Bolt Lock With Thumbturn, BLE & WiFi, Smart Reader	XE360 M.WF D SM
Tubular Lock With Integrated Button, BLE, Smart Reader	XE360 T.OF B SM
Tubular Lock With Integrated Button, BLE & WiFi, Smart Reader	XE360 T.WF B SM
Tubular Lock With Indicator, BLE, Smart Reader	XE360 T.OF I SM
Tubular Lock With Indicator, BLE & WiFi, Smart Reader	XE360 T.WF I SM
Exit Trim With Integrated Button, BLE, Smart Reader	XE360 EW.XX.OF B SM
Exit Trim With Integrated Button, BLE & WiFi, Smart Reader	XE360 EW.XX.WF B SM
Exit Trim With Indicator, BLE, Smart Reader	XE360 EW.XX.OF I SM
Exit Trim With Indicator, BLE & WiFi, Smart Reader	XE360 EW.XX.WF I SM
➜ Note: XX represents the Exit Device Configuration	

IC Statements

Industry Canada Statement

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotopically radiated power (E.I.R.P.) is not more than that necessary for successful communication.

Industry Canada Radiation Exposure Statement

This Device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause interference, and 2) this device must accept any interference, including interference that may cause undesired operation of the device.

RSS-GEN

This Device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions:

1.   This device may not cause interference; and

2.   This device must accept any interference, including interference that may cause undesired operation of the device.

RF Radiation Exposure Statement

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter, other than those approved for colocated use by Allegion. This equipment should be installed and operated with a normally maintained separation distance of at least 20 cm between the radiator and your body.

NFC

The following are supported by XE360:

- Apple Wallet® student ID and employee badge service on the Apple iPhone (Version 6 and newer).
- Apple Wallet® student ID and employee badge on the Apple Watch (Series 6 or SE) when paired with an Apple iPhone (Version 6s or newer)
- Google Wallet™ student ID and employee badge
- MIFARE® 2GO digital credentials[1]

1   MIFARE® and DESFire™ are registered trademarks of NXP B.V.

Credentials

Supported credential types

- MIFARE Classic®
- MIFARE® DESFire EV1
- MIFARE DESFire EV2
- MIFARE DESFire EV3
- Apple StudentID NFC
- Android MIFARE 2Go

Supported credential formats

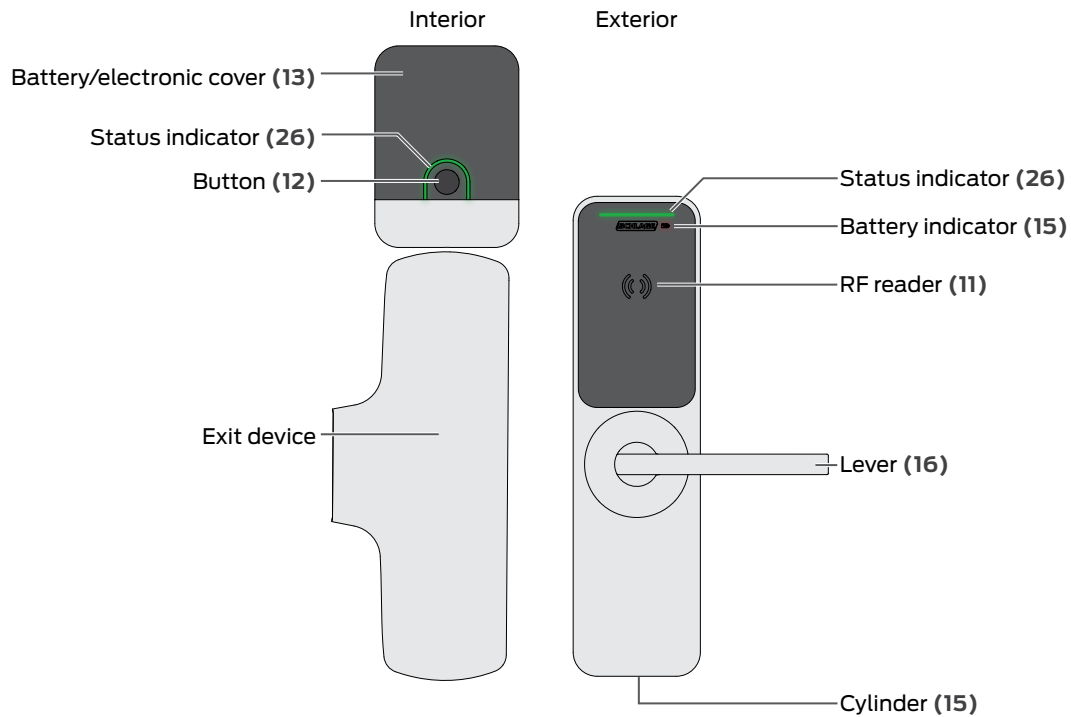- ISO Card
- Clamshell
- Fob
- Thin Fob
- Wristband
- PVC Disk

Certifications

Tubular			
Outside lever is normally locked.			
Inside level always allows egress.			

UL	ULC	ANSI/BHMA	Additional certifications
UL10-C 3-hour standard UL294 7th Edition performance levels: Destructive Attack- Level I; Line Security- Level I; Endurance- Level IV; Standby Power- Level I. Door Position Sensing and Request to Exit (REX) have not been evaluated by UL and are considered supplemental. Bluetooth-based programming, remote control, or monitoring have not been evaluated by UL. Special environmental components are considered supplemental.	ULC S104 3-hour standard ULC-60839 standard	A156.2-2022 Grade 2 A156.25-2023 Locked Outdoor Type A156.5-2020	PROP 65 REACH ROSHS 3 TAA CSA-C22.2-M1983 standard ADA door opening compliancy BLE SIG QDID number : 200503

Mortise			
Outside lever is normally locked.			
Inside lever always allows egress.			

UL	ULC	ANSI/BHMA	Additional certifications
UL10-C 3-hour standard UL294 7th Edition performance levels: Destructive Attack- Level I; Line Security- Level I; Endurance- Level IV; Standby Power- Level I. Door Position Sensing and Request to Exit (REX) have not been evaluated by UL and are considered supplemental. Bluetooth-based programming, remote control, or monitoring have not been evaluated by UL. Special environmental components are considered supplemental.	ULC S104 3-hour standard ULC-60839 standard	A156.13-2022 Grade 2 A156.25-2023 Locked Outdoor Type A156.5-2020	PROP 65 REACH ROSHS 3 TAA CSA-C22.2-M1983 standard ADA door opening compliancy BLE SIG QDID number : 200503

Exit Trim			
Outside lever is normally locked.			
Exit Trim will not interfere with the operation of Panic Hardware.			

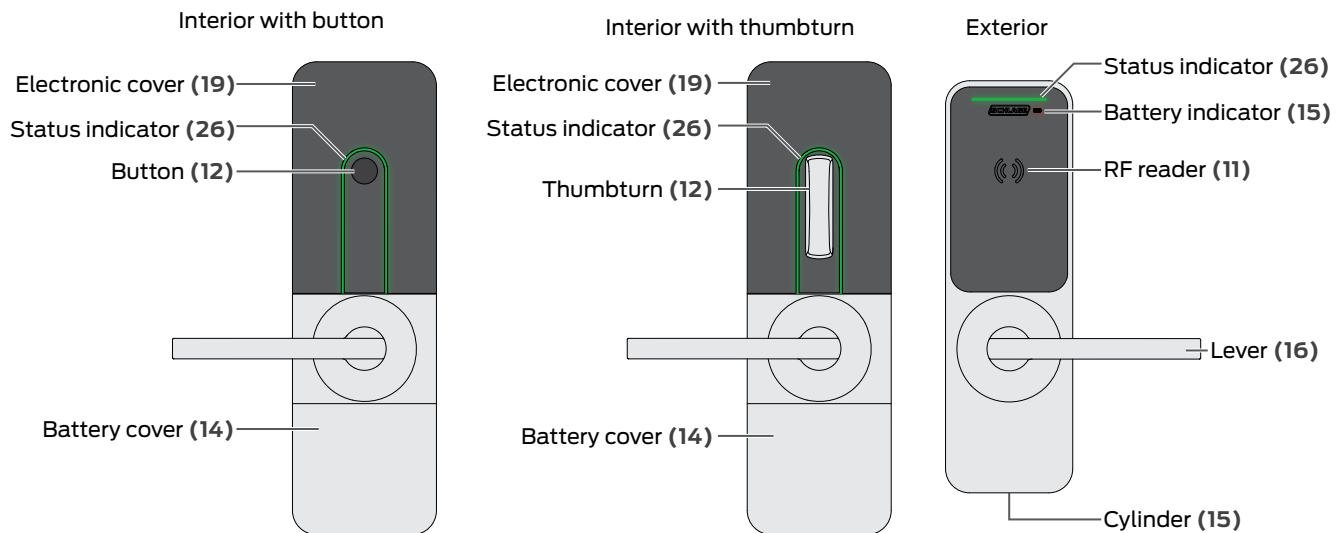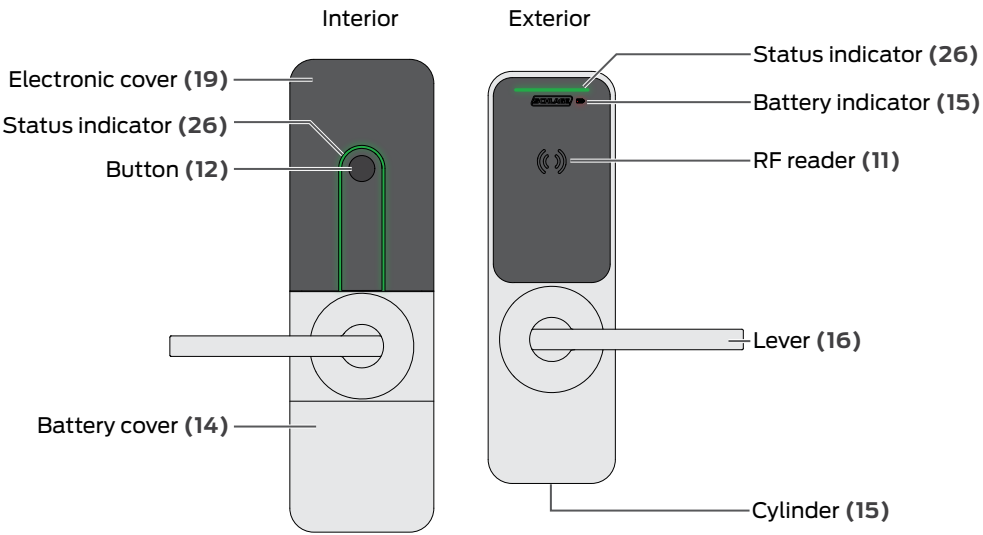| UL	ULC	ANSI/BHMA	Additional certifications
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Introduction

Lock models

XE360-EW

Interior Exterior

Battery/electronic cover **(13)**

Status indicator **(26)**

Button **(12)**

Status indicator **(26)**

Battery indicator **(15)**

RF reader **(11)**

Exit device

Lever **(16)**

Cylinder **(15)**

XE360-M (button or deadbolt)

Interior with button Interior with thumbturn Exterior

Electronic cover **(19)**

Status indicator **(26)**

Button **(12)**

Electronic cover **(19)**

Status indicator **(26)**

Thumbturn **(12)**

Status indicator **(26)**

Battery indicator **(15)**

RF reader **(11)**

Lever **(16)**

Battery cover **(14)**

Battery cover **(14)**

Cylinder **(15)**

XE360-T

Interior   Exterior

Electronic cover **(19)**

Status indicator **(26)**

Button **(12)**

Battery cover **(14)**

Status indicator **(26)**

Battery indicator **(15)**

RF reader **(11)**
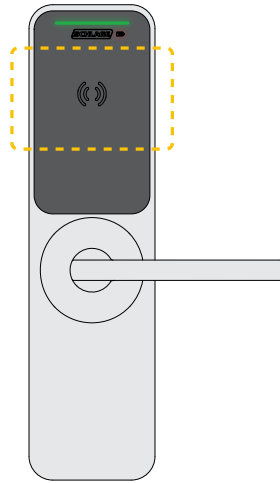
Lever **(16)**

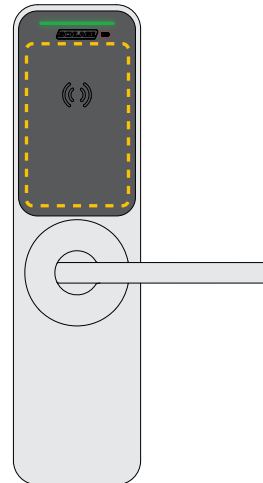Cylinder **(15)**

Operation

Credentials

Placement

Credentials should be placed as shown. For best results, touch the credential to the icon.

Horizontal placement   Vertical placement

Security

CAUTION
Credentials must be controlled. Report lost or stolen credentials to the site administrator immediately.

Functionality

The XE360 Series is available with four locking functions which are adaptable in the field.

B: button, I: indicator, D: deadbolt

Function	Tubular		Mortise			Exit		Description
	B	I	B	I	D	B	I	
Storeroom		•		•			•	Lockset is normally secure. Inside lever always allows free egress. Valid toggle credentials on the exterior may be used to change to a passage or secured status.
Office	•		•			•		Lockset is normally secure. Inside lever always allows free egress. Interior push button may be used to select a passage or secured status. Meets need for lockdown function for safety and security. NOTE: Valid toggle credentials on the exterior may also be used to change status.
Privacy	•		•		•	•		Lockset is normally secure. Inside lever always allows free egress. Interior push button or thumbturn may be used to select a privacy status. The interior push button will disable normal electronic access from the exterior. Opening the door, pressing the interior push button a second time, or turning the thumbturn deactivates the privacy status. Door Position Sensor (DPS) must be installed for proper functionality.
Apartment	•		•		•	•		Lockset is normally secure. Inside lever always allows free egress. Inside push button or thumbturn may be used to select a passage or secured status. Opening the door, pressing the inside push button, or turning the thumbturn causes the lockset to toggle unsecured. While toggled unsecured, the lockset can only be secured while the door is closed by pressing the interior push button, turning the thumbturn, or using a normal credential on the exterior. Normal electronic access from the exterior is always allowed. Door Position Sensor (DPS) must be installed for proper functionality.

Power

Insert batteries as shown. Replace batteries yearly to ensure continuous operation, or as necessary after the low battery warning.

➔ Use standard alkaline batteries. Lithium batteries are not recommended as there is little warning before the battery voltage is too low for continued operation.

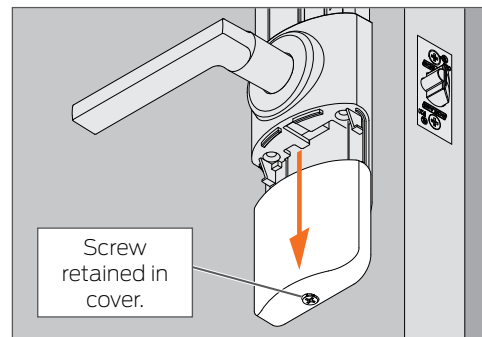| NOTICE |
| :---: |
| Power must be removed prior to FleX Module replacement or anytime the interior and exterior assemblies are disconnected from each other to avoid electrical transients and power-based faults.. |

XE360-EW

1. Remove the screws from the battery cover.
2. Slide the battery cover up and off.

3. Slide the battery holder up and out of the lock.
4. Remove and replace the batteries.
5. Slide the battery holder back into the lock.
6. Replace the cover and screws.
   ➔ Make sure no wires are keeping the battery holder from being fully installed into the lock.
7. After the batteries are replaced, the initialization status will be displayed. Best practice is to synchronize the device's internal clock with the MAPP by linking to the commissioned device. Audits can be obtained during the synchronization step
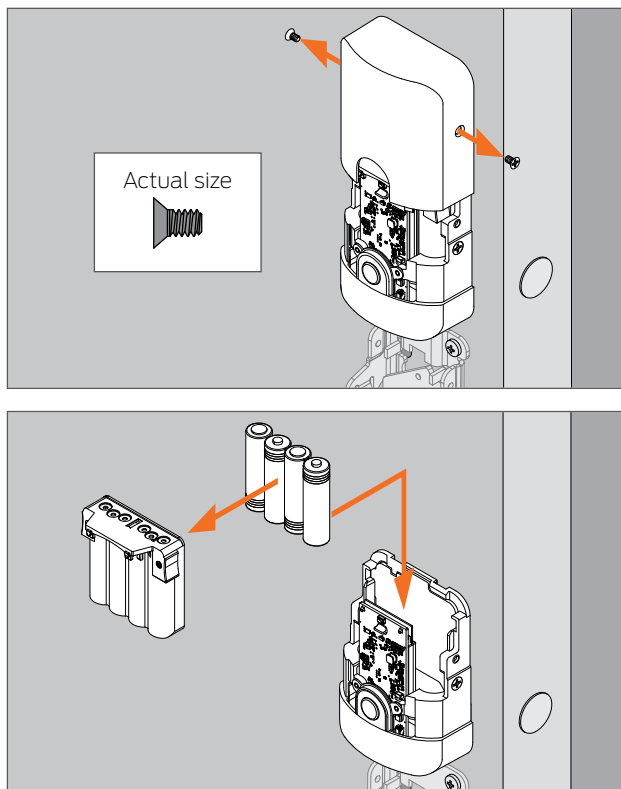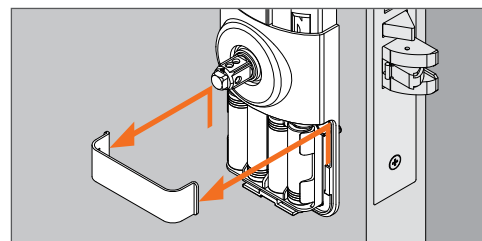
XE360-M/XE360-T

1. Loosen the screw in the bottom of the battery cover.
2. Slide the battery cover down and off. The screw will remain retained in the cover.

Screw retained in cover.

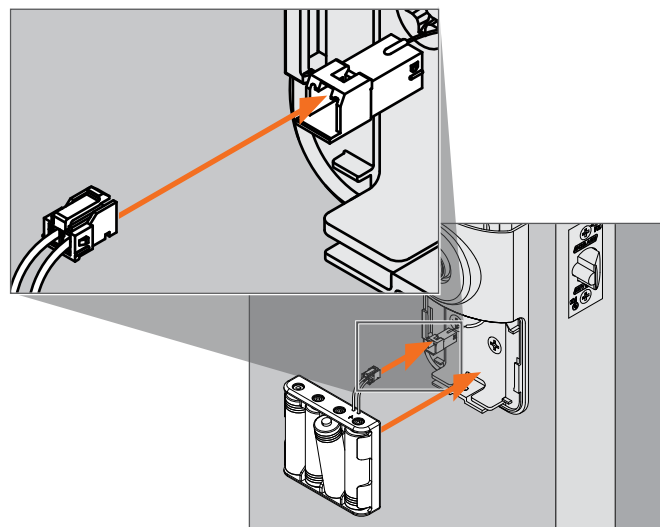3. Remove the battery holder retainer.

4. Remove the battery holder and disconnect the cable connector.

NOTICE

Do not pull on the lock cable. It can become disconnected from the lock body.

5. Remove and replace the batteries.
6. Reconnect the cable connector.

7. Tuck the cable up into the lock body so it is not crimped and the battery holder can be completely installed into the lock.
8. Replace the retainer.
9. Replace the battery cover.
10. Tighten the screw in the bottom of the battery cover.
11. After the batteries are replaced, the initialization status will be displayed. Best practice is to synchronize the device's internal clock with the MAPP by linking to the commissioned device. Audits can be obtained during the synchronization step
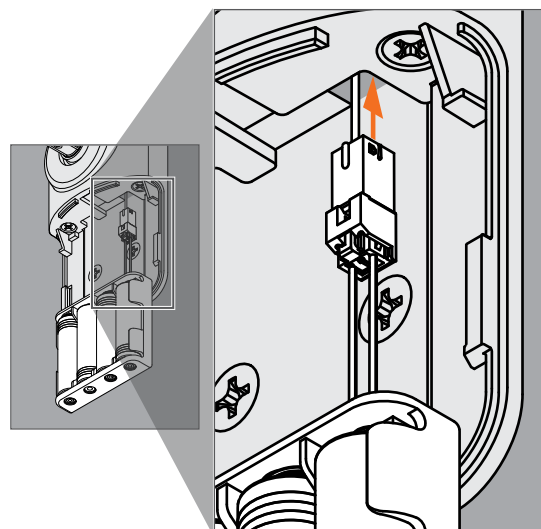
Battery Life

| Mode	Operation	Lights		Voltage range	Est. days of operation
		Interior	**Exterior**		
Normal	Normal Functionality and Access Control	—	Access Control Status	6.2 V - > 4.7 V	700
Low Battery- Range 1	Normal Functionality and Delayed Access Control	—	5 amber, then access control status	4.7 V – 4.6 V	29
Low Battery- Range 2	Normal Functionality and Delayed Access Control	—	5 red, then access control status	4.6 V – 4.5 V	20
Critical Battery	Secure Functionality and Minimal Access Control	—	—	< 4.5V -0	N/A

Key override

When the battery completely fails, or during any emergency, the lock can be unlocked manually using the key.

1. Insert key into cylinder.
2. Rotate key to unlock.
3. Rotate the lever to retract the latch.
   ➔ The key cannot be removed while the lock is unlocked.
4. Rotate the key back to the locked position.
5. Remove the key from the cylinder.

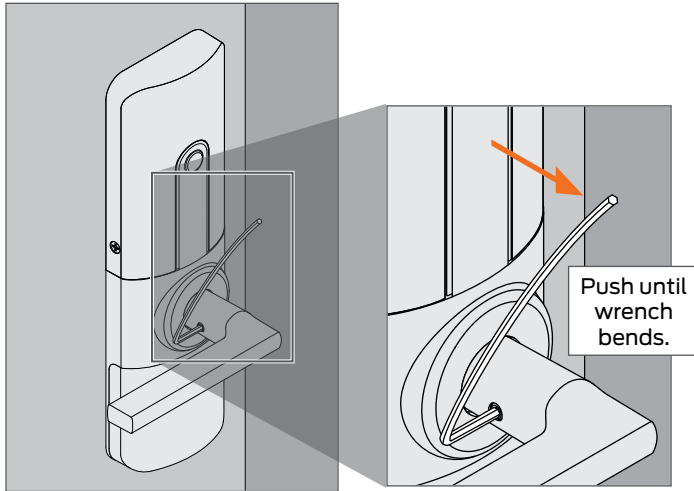| **CAUTION** |
|---|
| DO NOT leave the key in the cylinder. |
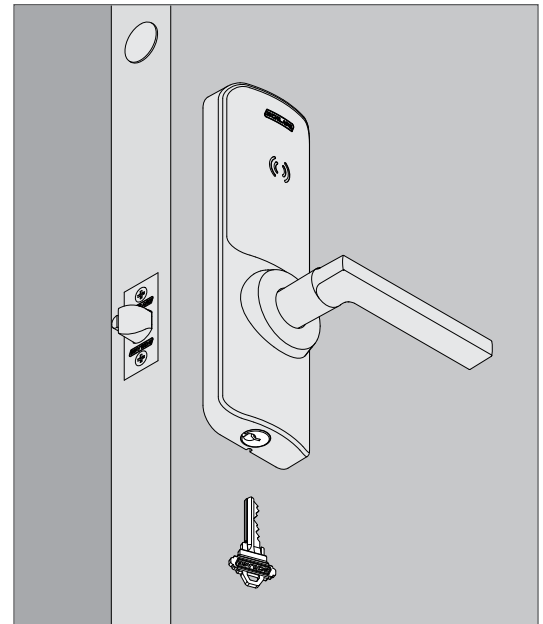
Commissioning

Commissioning is the process of adding the lock into the access control system. Once commissioned, the lock(s) can be controlled using the access control system.

Steps		Lights		Beeps
		Interior	**Exterior**	
1.	Power the lock. The initiation sequence will begin.	blue	blue	1
2.	The lock will advertise for 120 seconds. If the lock times out before commissioning is started: · Mortise and tubular: turn and release the interior lever one time. · Exit: press and release the device bar one time.	—	—	—
3.	Open the the MAPP and follow the steps to connect the lock.	blinking blue	blinking blue	—
4.	Commission completes. The lock will be displayed in the app.	—	—	—
5.	Once the sequence is complete, the lock will disconnect. The lock will now operate in normal mode.	—	—	—

General maintenance and security

Yearly maintenance should be performed to keep the lock in optimal condition. Follow these guidelines to optimize security.

1. Replace batteries.
    → See **Power** on page 13 for more information.
    a. Check for battery leakage.
        → Contact **Customer service (pg iii)** for guidance if battery leakage is observed.
2. Tighten the set screws (~15 in-lb (2 Nm) on the levers until they are recessed.

Push until wrench bends.

NOTICE
Hand tighten only. Do not overtighten set screws. This will cause permanent damage and prevent tightening.
Repeated lever removal may lead to failure of set screws.

⚠ **CAUTION**
Tighten set screws until they are recessed to prevent levers from being pulled off during operation.

3. Inspect the lock for damage or evidence of tampering.
4. Ensure the latest **Firmware update (pg 18)** has been applied.
5. Never leave a key in the **Key override (pg 15)**.
6. Always replace covers after maintenance. See **Lock models** on page 9 for more information.
7. Use security fasteners to install locks where necessary.
8. When moving the lock to a new door, perform **Factory default reset (FDR) (pg 27)**.
9. Review audits and use alerts from the **MAPP (pg 28)** to protect against tampering.

Lock modes

Normal mode

The open architecture design of the XE360 allows it to be managed by an access control system, or be integrated into popular physical access control and Proptech systems through our PACS Alliance program. This enables customers to choose what best fits their requirements now and transition to another solution at any time.

Multi-family construction mode

When in multi-family construction mode, the lock may be unlocked by presenting any credential with the same 48X-type and facility code.

Steps	Lights		Beeps	Action
	Interior	**Exterior**		
1. While the lock is in **Factory default reset (FDR) (pg 27)**, present a 48X-type credential with a valid facility code, to the lock.	5 green		1	Lock unlocked.
2. The lock will now operate in multi-family construction mode. Present any 48X-type credential with the same facility code as above to operate the lock.				

Commercial construction mode

When in commercial construction mode, the lock may be unlocked by presenting a registered credential.

Steps	Lights		Beeps	Action
	Interior	**Exterior**		
1. Register a master credential. ➜ While the lock is in **Factory default reset mode (FDR) (pg 17)**, press and hold the mode/REX switch and present a card within five (5) seconds.	5 green		1	Master credential registration successful.
2. Present the master credential.	solid green		1	
3. Within 20 seconds, present another credential to add as a user credential.	5 green		1	User credential registration successful.
4. Present user credential to operate the lock.				

Factory default reset mode (FDR)

See **Factory default reset (FDR)** on page 27 for more information.

Firmware update

Firmware updates are completed using the **MAPP (pg 28)**.

➔   Device must first be powered on and in commissioned state.

Steps	Lights		Beeps
	Interior	**Exterior**	
1. Sign into the **MAPP (pg 28)**.	—	—	—
2. Using the mobile app, select and connect to the device from the list of locks.	blinking blue	blinking blue	—
3. Select the device from the list of locks			—
4. Choose the firmware update option. Follow the prompts in the MAPP to complete the update process. ➔ If no update is needed, it will be unavailable.			—
5. After the download completes, the firmware update will begin.	alternating red/green	alternating red/green	—
6. Wait for the update to complete (wait for POST UI).	3 green	3 green	3
7. Once the update is complete, verify the firmware version in the **MAPP (pg 28)**. Retrieve audits to verify that all modules were updated successfully.	blinking blue	blinking blue	—

FleX Module™ replacement

IMPORTANT: Prior to replacing the FleX Module, verify the lock model. See **Lock models** on page **9** for more information. The lock model may also be identified in the **MAPP (pg 28)**
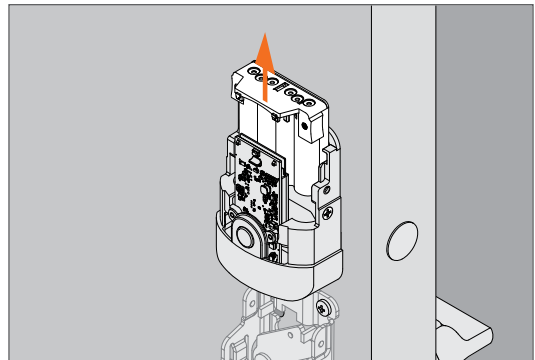
Exit device models

1. Delete the lock from the access control system.
   - ➔ See the access control system documentation for more information.
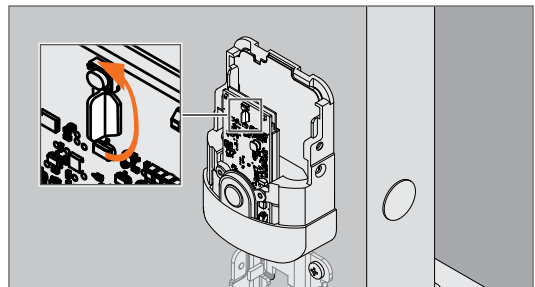2. Remove cover.
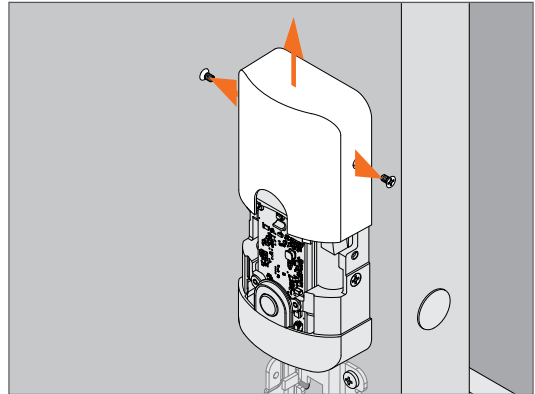
3. Remove battery holder.

> **NOTICE**
>
> Power must be removed prior to FleX Module replacement to avoid electrical transients and power-based faults..
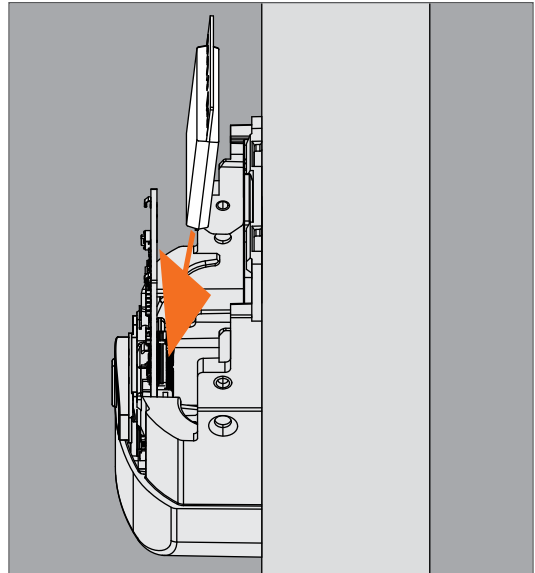

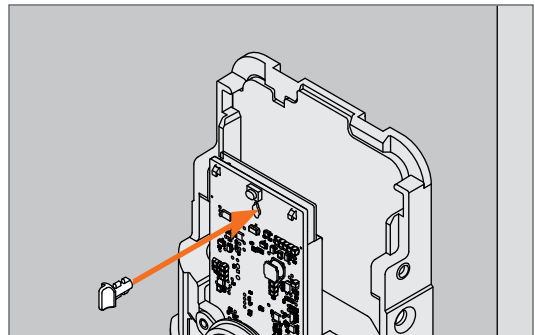4. Release rentention key by turning to the vertical position.

5. Remove the retention key. Then, tilt the FleX Module back and lift up to remove.
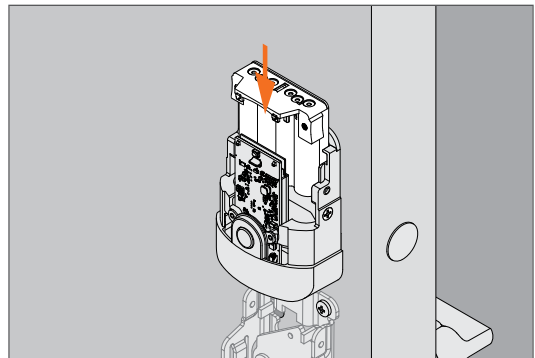
6. Install the new board.

ATTENTION
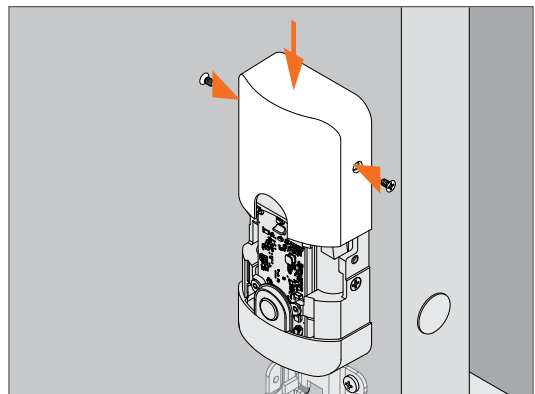**HANDLE BY SIDES ONLY**
DO NOT TOUCH THE
CONTACTS
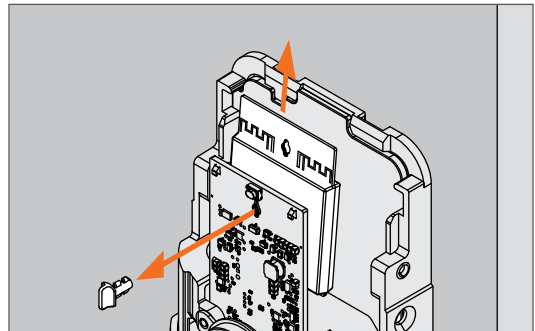
7. Install the new retention key vertically, then rotate to horizontal to lock into place.
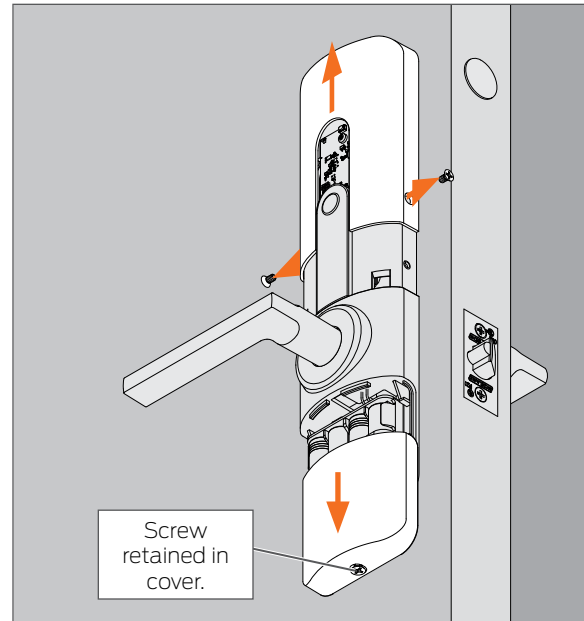
8. Replace the battery holder.

9. Perform a Factory default reset (FDR) on the lock.
   ➔ See **Factory default reset mode (FDR) on page 17**.
10. Power cycle the lock by removing and then replacing the batteries. Wait for the link with the MAPP.
    ➔ See **MAPP** on page 28 for more information.
11. Replace the cover.
12. Commission the lock.
    ➔ See **Commissioning** on page 15.
13. Reassign users to the lock.
    ➔ See the access control system documentation for more information.
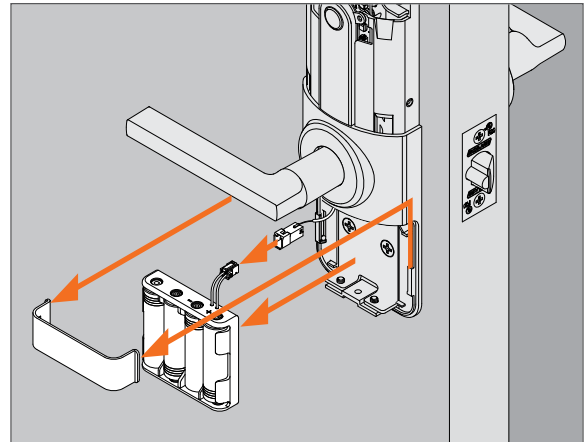
Tubular and mortise models

1. Delete the lock from the access control system.
   - ➔ See the access control system documentation for more information.
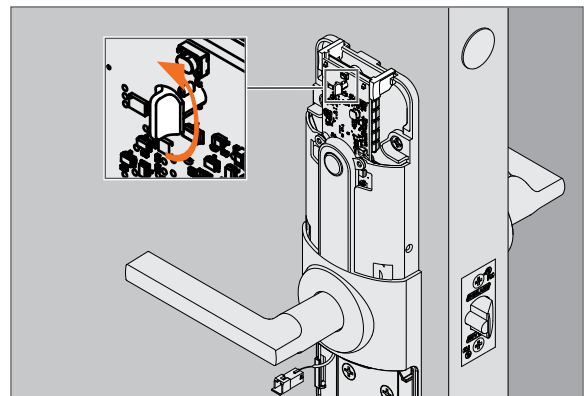2. Remove covers.

Screw retained in cover.

3. Remove battery retainer and holder.

> **NOTICE**
>
> Power must be removed prior to FleX Module replacement to avoid electrical transients and power-based faults..
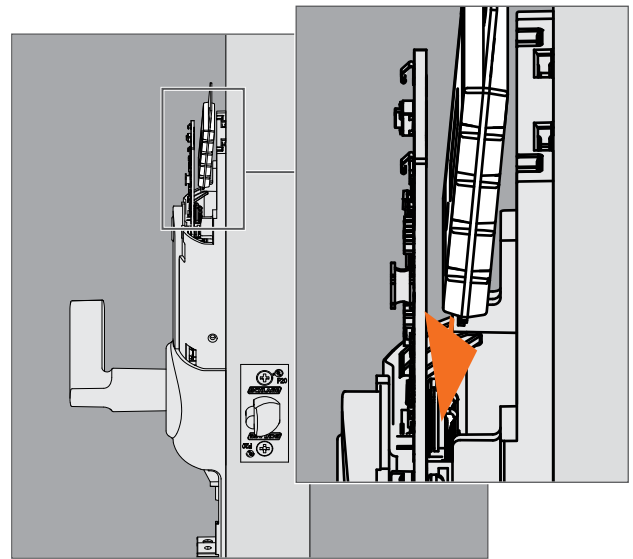

4. Release retention key by turning to the vertical position.
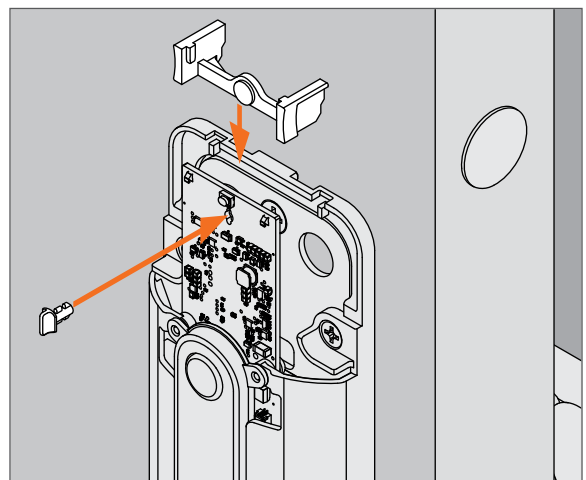
5. Remove the retention key. Remove the top bracket. Then, tilt the FleX Module back and pull up to remove.

6. Install new board.

ATTENTION
HANDLE BY SIDES ONLY
DO NOT TOUCH THE
CONTACTS
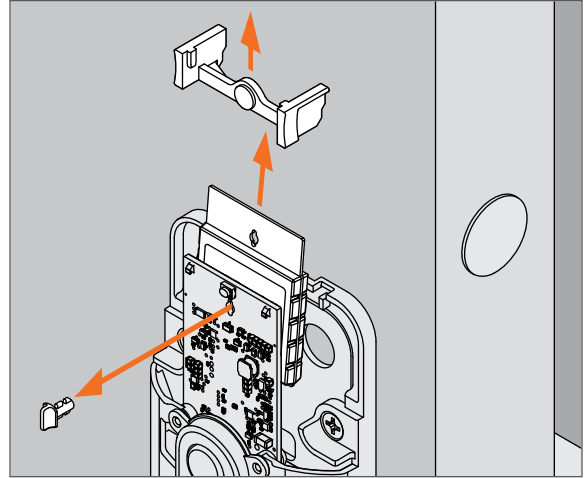
7. Reinstall the bracket. Install the new retention key vertically, then rotate to horizontal to lock into place.

8. Reinstall the battery holder and retainer.
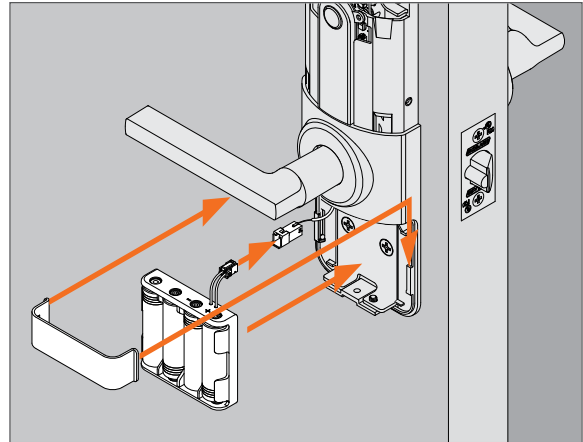
9. Perform a Factory default reset (FDR) on the lock.
    ➜   See **Factory default reset mode (FDR) on page 17**.
10. Power cycle the lock by removing and then replacing the batteries. The device will automatically broadcast. Wait for the link with the MAPP.
    ➜   See **MAPP** on page 28 for more information.
11. Commission the lock.
    ➜   See **Commissioning** on page 15.
12. Replace the covers.
13. Reassign users to the lock.
    ➜   See the access control system documentation for more information.

Screw retained in cover.
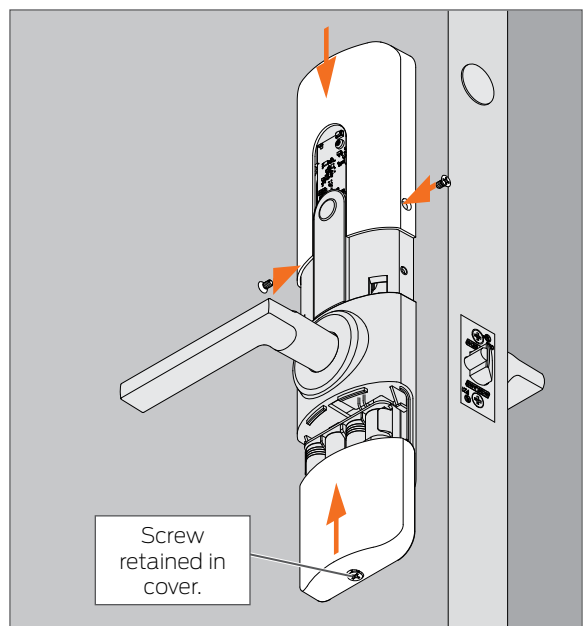
Rekeying

Tubular and mortise

1. Remove exterior assembly from door.
    - ➜ See alle.co/XE360 for installation instructions.
2. Remove three (3) screws from the bottom plate.
3. Tip the bottom plate out and down to remove.

4. Remove the cylinder retainer.

5. Push up on the cylinder through the cylinder hole and then tip the cylinder out to remove.
6. Rekey or replace the cylinder as usual.
7. Reinstall the cylinder retainer.
8. Reinstall the bottom plate.

9. Test the new cylinder and key to ensure new cylinder was installed properly.
    - ➜ Hub should not rotate until cylinder is rotated to unlocked position. Once unlocked, hub should rotate with lever turn. Key cannot be removed while in unlocked position.
10. Reverse the steps to reinstall the assembly.
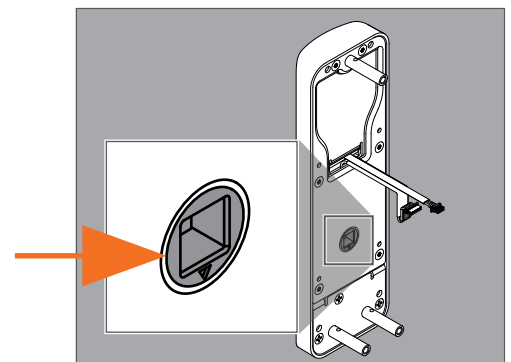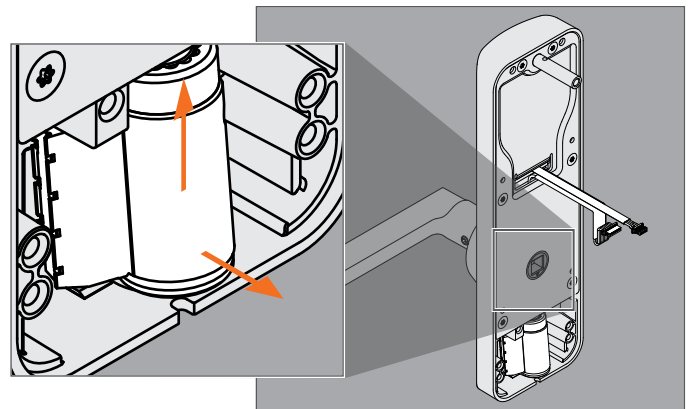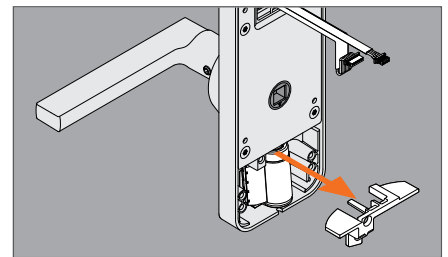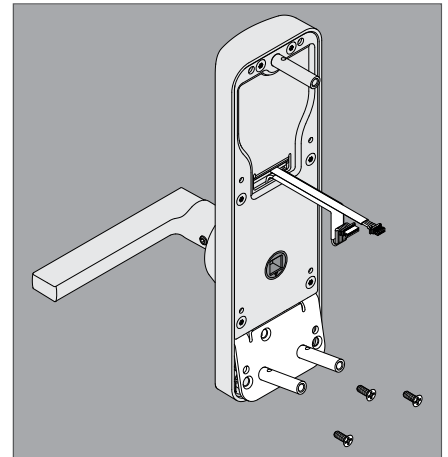
Exits

1. Remove exterior assembly from door.
    → See alle.co/XE360 for installation instructions.
2. Remove eight (8) screws.
3. Remove the backplate and spindle.
4. Remove three (3) screws from the bottom plate.
5. Tip the bottom plate out and down to remove.

6. Remove the cylinder retainer.
7. Push up on the cylinder through the cylinder hole and then tip the cylinder out to remove.
8. Rekey or replace the cylinder as usual.
9. Reinstall the cylinder retainer.
10. Reinstall the bottom plate.

11. Test the new cylinder and key to ensure new cylinder was installed properly.
    → Hub should not rotate until cylinder is rotated to unlocked position. Once unlocked, hub should rotate with lever turn. Key cannot be removed while in unlocked position.
12. Reverse the steps to reinstall the assembly.
    → Ensure wiring is routed correctly for your installation. See alle.co/XE360 for installation instructions.
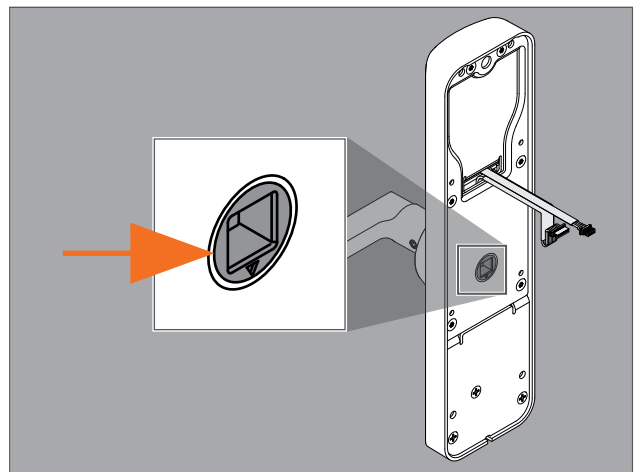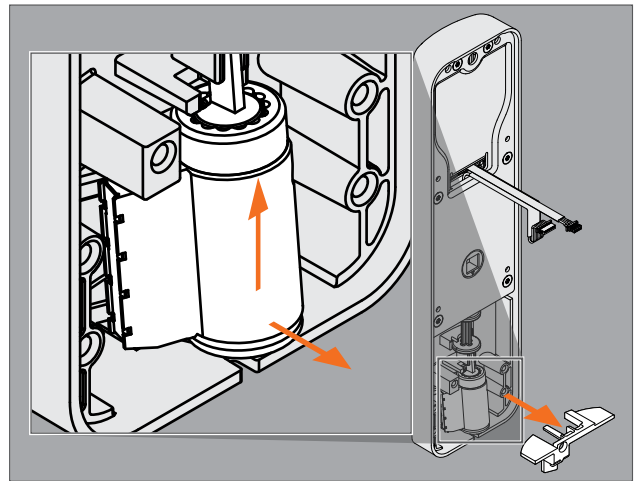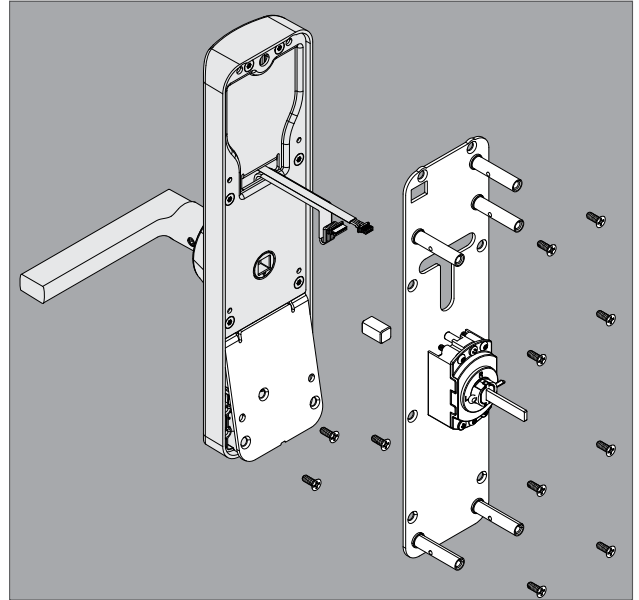
Diagnostics

| Indicators					
Process	**Lights**		**Beeps**	**Function**	**Device Action**
	Exterior	**Interior**			
Initialization	3 green	3 green	3	Initialization success	
	3 red	3 red	—	Initialization failure	
Normal operation	1 green	—	1	Valid credential presented	
	2 red	—	1	Invalid credential presented	
	1 red	1 red (if "Blink Interior LED" enabled)	—	Relock	Secures clutch
	4 red	—	1	out of time zone	Office, storeroom, privacy, apartment
	—	1 green	—	Unlock with button	Unsecure clutch
	—	1 red	—	Lock with button	Secures clutch
	5 amber	—	—	Low battery	Normal functionality and delayed access control
	5 red	—	—	Critical battery	See **Battery Life** on page 15 for more information.
Normal operation, mortise deadbolt	—	1 green	—	Unlock	User rotates thumbturn to vertical position
	—	1 red	—	Lock	User rotates thumbturn to horizontal position
FDR	2 green fast	2 green fast	2 Fast	Entry successful	
	2 red long	2 red long	2 Long	Entered successful but failed to start	
	—	solid red	—	In process	
	1 green long	1 green long	1 (1 sec)	Completed successfully	
	2 red long	2 red long	2 (1 sec)	Complete but failed	
	solid blue after POST completion	solid blue after POST completion	1	Ready for commissioning	
	blue extinguished	blue extinguished	—	Commissioning window timeout	1 Interior lever turn/bar press
	2 blue fast	2 blue fast	2	DPS open to closed transition	
	1 blue fast	1 blue fast	1	DPS closed to open transition	
	1 amber fast	1 amber fast	1	REX open to closed transition	Also starts BLE advertising after release
	solid blue after REX/mode switch release	solid blue after REX/mode switch release	1	Ready for commissioning	

Indicators					
Process	**Lights**		**Beeps**	**Function**	**Device Action**
	Exterior	**Interior**			
Construction mode	5 green fast		1	Master credential created	
	5 green fast		1	User credential created	
	solid green until timeout			Waiting for user credential to be presented	
	2 red long	2 red long		Construction mode timeout	

Factory default reset (FDR)

Factory Default Reset (FDR) will return the device to the original, factory settings. Factory Default Reset (FDR) can be entered from any mode. The FDR event removes configurations, user and schedule databases, and requires the lock to re-commissioned. The FDR event does not remove a device from the MAPP site.

➔ If there is a timeout or a failure during this process, 2 (two) red lights will light and 2 beeps will sound.

Mode switch

Retention key

Steps	Lights		Beeps
	Interior	**Exterior**	
1. Remove the electronic cover.	—		—
2. Press and hold the mode switch for five (5) seconds.	2 green		2
3. Rotate and release the interior lever or depress exit device three (3) times within 20 seconds of FDR requence.	1 red for each turn		1 for each turn
4. FDR in process.	solid red		—
5. FDR completes.	1 green		1
6. Replace the electronic cover.	—		—
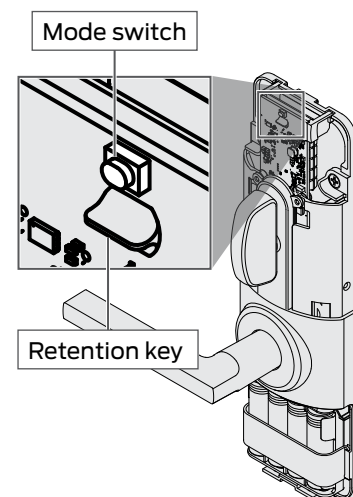
Door position switch (DPS)

To ensure the DPS is working properly, follow these diagnostic steps:

➔ The lock must be in FDR mode before performing these steps.

Steps	Lights		Beeps
	Interior	**Exterior**	
1. Power lock and wait for the steady blue light.	blue	blue	—
2. Rotate and release the lever to stop the lock from advertising.	—	—	—
3. Open the door.	1 blue	1 blue	1
4. Close the door.	2 blue	2 blue	2
➔ See **Troubleshooting (pg 29)** if lock is not responding as described.			

Request for exit (REX)

To ensure the REX is working properly, follow these diagnostic steps:

➜ The lock must be in FDR mode before performing these steps.

Steps	Lights		Beeps
	Interior	Exterior	
1. Power lock and wait for the steady blue light.	blue	blue	—
2. Rotate and release the lever to stop the lock from advertising.	—	—	—
3. Rotate the lever.	1 amber	1 amber	1
4. Release the lever.	solid blue	solid blue	1
➜ See **Troubleshooting (pg 29)** if lock is not responding as described.			

Glossary

MAPP	Mobile application. This is the application used to control access to the lock.
REX	Request for exit
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.
Commissioning	Adding the lock into the access control system
FDR	Factory default reset
FDR mode	The lock state in which the lock is set to factory settings
DPS	Door position switch
POST	power on self test

Troubleshooting

Exits	Mortise	Tubular	Problem	Lights Int	Ext	Beeps	Cause	Solution
X	X	X	System appears to not be powered when the battery pack/holder are connected with fresh batteries.	—			Batteries not inserted correctly	Reinstall batteries.[1]
X							Battery holder not fully inserted	Verify that obstructions are removed and the battery holder slides fully into place.[1]
X							Battery holder damaged	Replace battery holder.[3]
X							Chassis core battery terminals damaged	Replace interior assembly.[3]
	X	X					Battery tray not connected to battery harness	Connect the battery tray to the wiring harness.[1]
	X	X					Battery tray damaged	Replace battery tray.[3]
	X	X					Battery harness not connected to the chassis core	Remove interior assembly and reconnect wiring harnesses.[2]
	X	X					Damaged battery harness (wires, connectors)	Replace battery harness or interior assembly.[3]
X	X	X					Battery voltage is critically low	Replace batteries.[1]
X	X	X	Batteries become hot.	—			Incorrect batteries	Install correct batteries.[1]
X	X	X					Batteries inserted backward	Reinstall batteries.[1]
	X	X					Battery harness shorted or damaged	Replace battery harness.[3]
X	X	X	Fails power up initialization	—			Reader communications not operating correctly	Remove interior assembly and reconnect wiring harnesses.[2]
							Internal hardware/electronic failures	Replace interior assembly.[3]
							Real time clock not operating correctly	Link the device to MAPP to synchronize internal clock (if commissioned).
				3 red	—		Battery voltage critically low	Replace batteries.[1]
				—			Lock state not correct	Cycle power.[1]
X	X	X	At power up, indicators on the interior but not on the exterior	3 blue	—	—	Internal hardware/electronic failures	Replace interior assembly.[3]
							Reader communications	Remove interior assembly and reconnect wiring harnesses.[2]
				3 red	—	high-low 1x	Reader cannot establish a connection with the FleX Module.	Cycle power.[1]
								Remove power. Then disconnect and reconnect the thru-door harness. Apply power. Check MAPP for IPC failures.
								Perform **Factory default reset (FDR) (pg 27)** and cycle power.[1]

1　See **Power (pg 13)**

2　See Installation Instructions at alle.co/XE360.

3　Contact **Customer service (pg iii)**

Exits	Mortise	Tubular	Problem	Lights		Beeps	Cause	Solution
				Int	Ext			
X	X	X	DPS not working- when door opens	1 blue (except in FDR mode)		—	Verify the DPS functionality in FDR mode- closed to open	Remove interior assembly and reconnect DPS wiring harnesses.[2] Install DPS switch and wiring harness.[2] Install and align the DPS magnet.[2]
X	X	X	DPS not working- when door closes	2 blue (except in FDR mode)		—	Verify the DPS functionality in FDR mode- open to closed	Remove interior assembly and reconnect DPS wiring harnesses.[2] Install DPS switch and wiring harness.[2] Install and align the DPS magnet.[2]
	X	X	Lever switch (REX) not responding to lever rotation	1 amber (except in FDR mode)		—	Verify the REX functionality in FDR mode- rotated 90 degrees	Remove interior assembly and reconnect REX wiring harnesses.[2]
X			Lever switch (REX) not responding to lever release	Solid blue		—	Verify the REX functionality in FDR mode- release lever	Remove interior assembly and reconnect exterior REX wiring harnesses.[2]
X			Exit device switch (REX) not responding to push pad press	1 amber (except in FDR mode)		—	Verify the REX functionality in FDR mode- push exit device push pad in fully	Remove interior assembly and reconnect REX wiring harnesses.[2] Verify exit device push pad switch.[2] Verify wiring harness connections in the exit device.[2]
X			Exit device switch (REX) not responding to push pad release	Solid blue		—	Verify the REX functionality in FDR mode- release push pad push pad	Remove interior assembly and reconnect REX wiring harnesses.[2] Verify exit device push pad switch.[2] Verify wiring harness connections in the exit device.[2]
	X	X	Mechanical override key cylinder does not permit entry from the exterior side of the door	—			With key inserted and rotated, rotate exterior lever to the access control system the latch or chassis	Remove the device from the door and verify the spindles are installed.[2]
X							With key inserted and rotated, rotate exterior lever to the access control system the exit device- pulls latch away from the strike	Remove the device from the door and verify the tailpiece actually rotates.[2]
	X	X	Interior lever does not allow egress from the internal door side	—			Spindles not installed.	Remove the device from the door and verify the spindles are installed.[2]
1	See **Power (pg 13)**							
2	See Installation Instructions at alle.co/XE360.							
3	Contact **Customer service (pg iii)**							

Exits	Mortise	Tubular	Problem	Lights		Beeps	Cause	Solution
				Int	Ext			
X	X	X	Latch is not retracting when access is granted	—	1 green	—	Motor assembly malfunction	Cycle power.[1] Remove interior assembly and reconnect wiring harnesses.[2]
							Interior spindle missing	Reinstall device correctly.[2]
X	X	X	Advertising- not starting when lever rotated	—			REX switch not functioning properly.	See Request for exit (REX), page 28 Remove interior assembly and reconnect rex wiring harnesses.[2] Order new interior assembly.[3]
X	X	X	Advertising- not canceling when lever rotated	—			REX switch not functioning properly.	See Request for exit (REX), page 28 Remove interior assembly and reconnect rex wiring harnesses.[2] Order new interior assembly.[3]
X	X	X	Commissioning failed	—			Device not in FDR mode	See Factory default reset (FDR), page 27
							Advertising is not active.	See Commissioning, page 15 Enable Bluetooth on the communicating device. Cycle power.[1] Enable digital the access control systemment mode. Enable BLE on the communicating device.
				Observe initialization completion			Verify commissioning passes	Power cycle- new mode should be available.[1]
X	X	X	Reader does not respond to credentials	—				Verify placement of NFC credential card or fob vertically or horizontally on the reader cover's symbol. See Credentials, page 11
X	X	X	Reader does not respond to NFC devices (smart phone or wearable)	—			NFC placement incorrect.	Verify placement of NFC device as shown in the illustrations. See Credentials, page 11
X	X	X					NFC configuration not complete.	Verify NFC configuration card has been presented to lock within first minute of power-up. See Credentials, page 11

1	See **Power (pg 13)**
2	See Installation Instructions at alle.co/XE360.
3	Contact **Customer service (pg iii)**

About Allegion™

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