

Schlage Locks Programmed into Engage Gateway Not Coming Online

Last Modified on 01/11/2022 1:30 pm EST

Symptom

Schlage wireless locks configured in OnGuard are showing a yellow "X" in Alarm Monitoring.

Resolution

1. Verify the Schlage Engage Gateway is powered on.
2. Verify the addressing and reader number in OnGuard matches what was programmed in the ENGAGE mobile app.
3. Check the back of the Engage Gateway device for the red and green data transmission LEDs. If they are not lit or blinking, there is a wiring issue that needs to be resolved. Refer to the following table for the correct wiring:

Controller-Gateway Connections

From LNL-3300	From LNL-2210	To ENGAGE Gateway
Power (V 5-30 VDC)		Power (12 VDC or 24 VDC)
Ground (GND)		Ground (Gnd)
TR-	CLK	RS-485 (Rx+)
TR+	DAT	RS-485 (Tx-)

Applies To

OnGuard 7.4 (and above)

Additional Information
