# KMC Connect Lite

# Mobile App User Guide

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# IMPORTANT NOTICES

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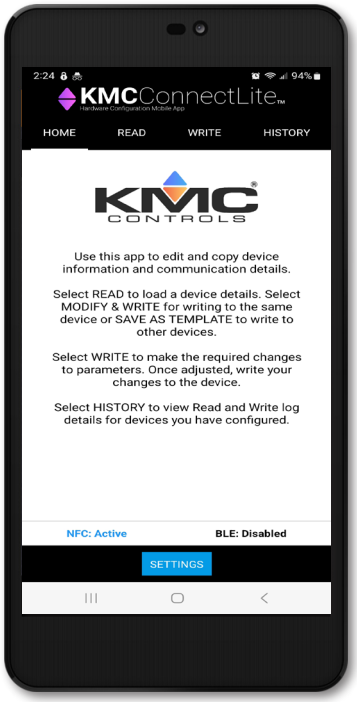
# SUPPORT

Additional resources for installation, configuration, application, operation, programming, upgrading, and much more are available on the web at **kmccontrols.com**. Log in to see all available files.




## ABOUT KMC CONNECT LITE

The KMC Connect Lite mobile app provides fast configuration of KMC Conquest controllers using **Near Field Communication (NFC)**. With KMC Connect Lite, users can:

- Read, modify, and write data directly from and to an unpowered NFC-enabled KMC Conquest controller still in the box.
- View and email the read/write history stored on the mobile device.
- Create templates for device configuration.

**NOTE:** Screens may vary from those in this document, depending on the device. Follow the instructions that pertain to your (Android/Apple) device.

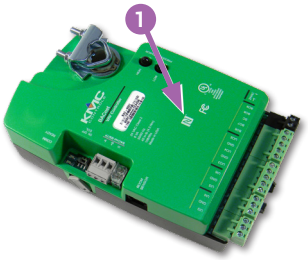
## CONFIGURABLE KMC CONQUEST HARDWARE

The following KMC Conquest controllers are configurable using KMC Connect Lite.

- **BAC-5900 Series BACnet General Purpose Controllers**
- **BAC-9000 Series BACnet VAV Controller-Actuators**
- **BAC-9300 Series BACnet Unitary Controllers**

The **N-Mark** 1 designates the location of the NFC board in a KMC Conquest controller.

**BAC-5900 Series**




**BAC-9000 Series**

**BAC-9300 Series**

**NOTE:** In some devices, the NFC antenna is located on the phone battery. Verify an Original Equipment Manufacturer's battery indicating Near Field Communication 2 is installed.

**NOTE:** Android devices that do not have built-in NFC but support BLE

(Bluetooth Low Energy) can use the HPO-9003 NFC Bluetooth/USB module (fob).

## ACCESSORY: HPO-9003 FOB

An **HPO-9003 NFC-Bluetooth/USB Module (fob)** 3 is required when using KMC Connect Lite Mobile with an Apple device or an Android device without built-in NFC. **The device must support BLE (Bluetooth Low Energy, also known as "Bluetooth Smart")**. The HPO-9003 includes a USB cable for charging.

**NOTE:** See the **KMC Connect Lite Data Sheet** for HPO-9003 information and specifications.

## MOBILE APP DOWNLOAD AND INSTALLATION

### Android

Complete the following steps to download the KMC Connect Lite mobile app for **Android**. (See below for Apple.)

1. Navigate to **Google Play** 4 on your device.

2. Search for **KMC Connect Lite**.
3. Install the app following the installation procedures of the mobile device.
4. Activate the app. See **Mobile App Activation on page 7**.

### Apple

Complete the following steps to download the KMC Connect Lite Mobile App for **Apple**. (See above for Android.)

5

5. Navigate to the **App Store** 5 from an Apple Device.
6. Search for **KMC Connect Lite**.
7. Install the app following the installation procedures of the mobile device.

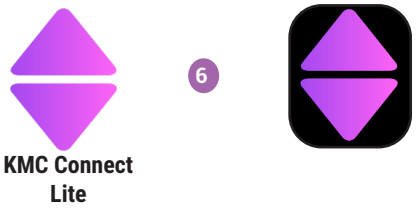
**NOTE:** If KMC Connect Lite is downloaded to a computer, the mobile device must be synced with iTunes to install.

8. Activate the app. See **Mobile App Activation on page 7**.

## MOBILE APP ACTIVATION

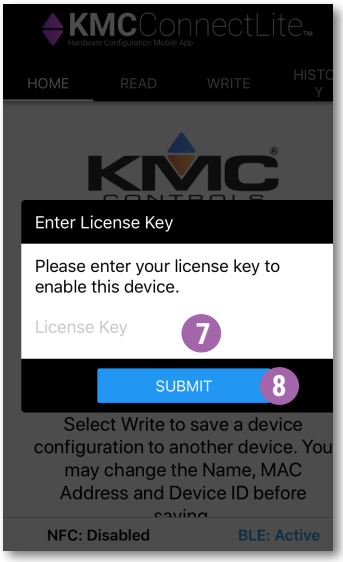
**NOTE:** Activation is required before the KMC Connect Lite mobile app can be used.

1. Log in to the KMC Controls web site (**kmccontrols.com**).
2. Search for and add Part Number **CONNECT-LITE-MOBILE** to your cart.
3. Complete your purchase and the information to activate the app will be emailed to you.
4. Touch the KMC Connect Lite **app icon** 6 to open the app.




**NOTE:** The **Enter License Key** screen displays the first time KMC Connect Lite opens.

5. Input the information 7.
6. Touch **Submit** 8.

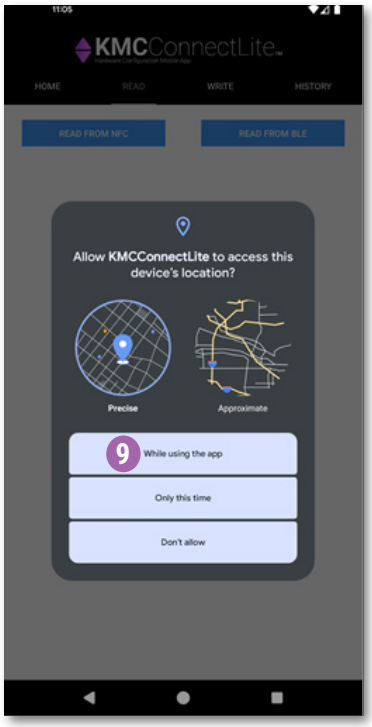



7. After activation, proceed to **Enable Location on page 8**.

# ENABLE LOCATION

Complete the following steps to enable device location and relative position detection on an Android device. (For Apple devices, follow these steps with the analogous settings.)

1. When the **Allow KMCConnectLite to access this device's location?** screen displays, touch **While using this app** 9.




2. When the **Allow KMCConnectLite to find, connect to, and determine the relative position of nearby devices?** screen displays, touch **Allow** 10.

3. Proceed to **one** of the following options:

   - Enable built-in NFC if not already enabled (most Android devices). See **Enable NFC (Android) on page 9**.
   - Enable Bluetooth for use with an HPO-9003 fob (all Apple and a few Android devices). See **Getting Started on page 11**.

## ENABLE NFC (ANDROID)

Complete the following steps to enable NFC on an Android device. (For Apple devices, see **Enable Bluetooth (Apple and Android) on page 9** instead.)

1. Confirm your Android device has NFC and meets the minimum requirements for Connect Lite. See **Device Requirements on page 5**.

**NOTE:** **Android devices that do not have built-in NFC** but support BLE (Bluetooth Low Energy) can use the HPO-9003 NFC Bluetooth/USB module (fob). See **Getting Started on page 11** instead.

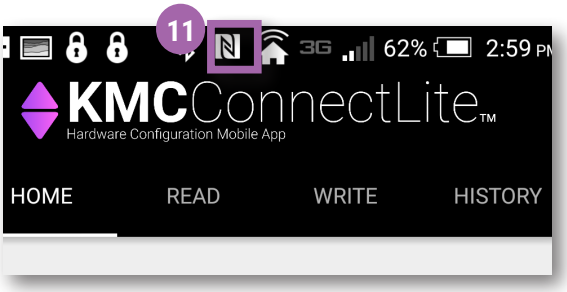
**NOTE:** See the device specifications for detailed phone capabilities.

**NOTE:** In some devices, the NFC antenna is located on the battery. If NFC does not work on your phone, verify an Original Equipment Manufacturers battery indicating Near Field Communication is installed. See **Device Requirements on page 5**.

2. Enable NFC on your phone.

**NOTE:** There are a different ways to locate the NFC settings in Android devices. Refer to the manufacturer's instructions for the device you are using.

**NOTE:** When NFC is enabled, the N-Mark (11) displays at the top of the screen. If it is displayed, continue on to **Home Screen on page 12**.



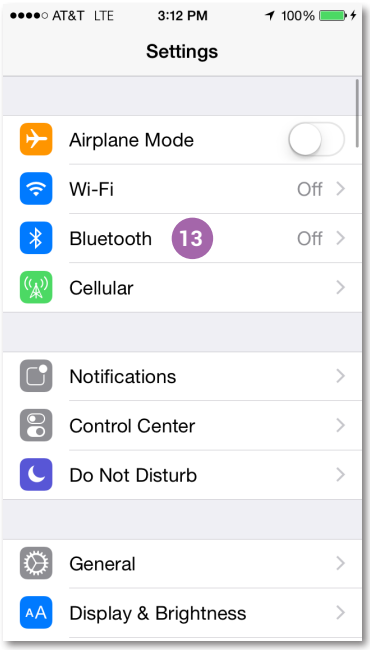

## ENABLE BLUETOOTH (APPLE AND ANDROID)

Complete the following steps to enable Bluetooth BLE for use with an HPO-9003 fob. (See **Accessory: HPO-9003 Fob on page 6**.)

**NOTE:** An **Apple iPhone** 5 with OS version 8.3 **was used in this procedure.** The steps are similar for other compatible Apple devices. **If using an Android that is not NFC-enabled, follow these steps with the analogous Android settings.**

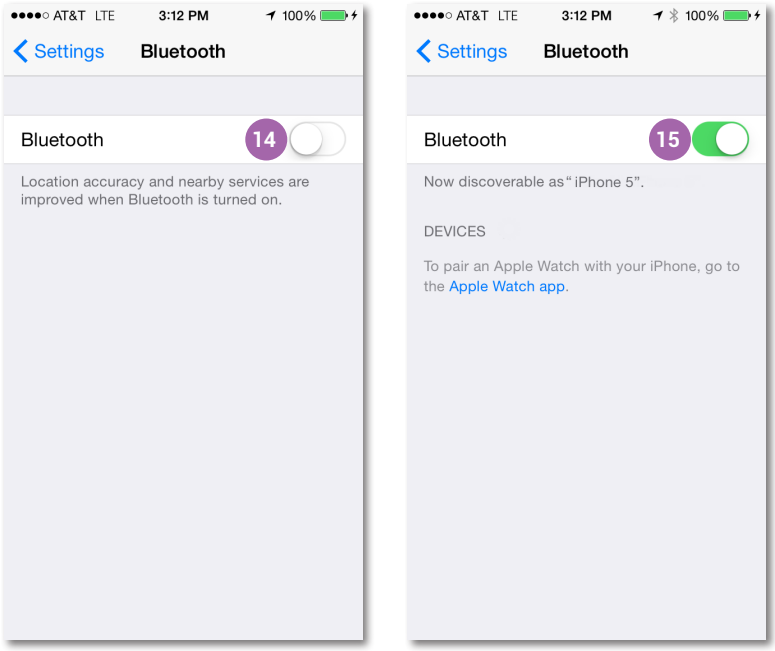
1. If the KMC Connect Lite app is still open, close it. See **Exit KMC Connect Lite on page 12**.
2. Touch the **Settings Icon** 12.

3. If Off, touch **Bluetooth** 13.




4. Touch the **white switch** 14.

**NOTE:** The switch 15 turns green when Bluetooth is enabled.




**NOTE:** **BLE** (Bluetooth Low Energy or “Bluetooth Smart”) **must be available on**

**the device**. Older devices may have “standard” or “classic” Bluetooth but not BLE. In such cases, the Connect Lite Home screen may still say “BLE: Active” because Bluetooth is active, but reading and writing will not work.

**NOTE:** Pairing a device with BLE is **not** necessary and may interfere with BLE functioning properly.

5. Press the **Target button** 16 to turn on the NFC-Bluetooth fob.

**NOTE:** The NFC-Bluetooth fob will make a two-note sound and the blue communication **indicator** 17 will illuminate. After five minutes of inactivity, the fob will time out and the indicator will turn off.

**NOTE:** Older phones may support Bluetooth but not BLE. **Only try pairing the fob if you have unsuccessfully tried reading with the fob from the app.** To pair the fob to your mobile device, if HPO-9003 appears on the Devices list 18, press it.

**NOTE:** With BLE, the HPO-9003 generally does **not** show up under MY DEVICES in Bluetooth Settings.

# GETTING STARTED

## Open KMC Connect Lite

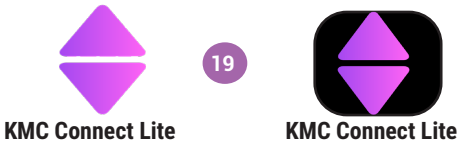
**NOTE:** See **Mobile App Download and Installation on page 6** to install KMC Connect Lite.

**NOTE:** To enable Bluetooth, see **Enable Bluetooth (Apple and Android) on page 9**.

Complete the following steps to open KMC Connect Lite.

1. On an Android, verify that other NFC apps are closed.

2. Touch the KMC Connect Lite **app icon** 19.




**NOTE:** The **Enter License Key** screen displays the first time KMC Connect Lite is opened. See **Mobile App Activation on page 7** to activate the app. After activation, this screen will not display again.

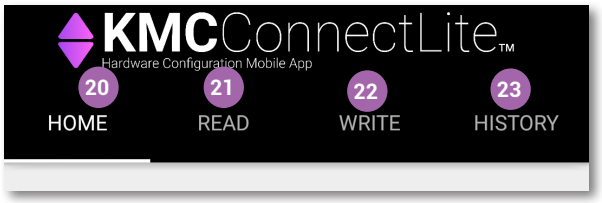
3. To begin configuring KMC Conquest controllers using KMC Connect Lite Mobile, see **Home Screen on page 12**.

### Navigation Bar

**NOTE:** The **Navigation bar** at the top of the screen stays the same on every page.

**NOTE:** Screen navigation is the same for Android and Apple devices.

Touch **Home** 20, **Read** 21, **Write** 22, or **History** 23 to navigate to that screen.




### Exit KMC Connect Lite

To close the KMC Connect Lite application, follow the application exit procedure for your device.

## HOME SCREEN

The **Home** screen or Welcome screen displays when KMC Connect Lite is launched. The **Home** screen describes how to use the app.

1. Press the **SETTINGS button** 24 to display the Licensing Information screen.

# READ SCREEN

## Read from NFC/BLE

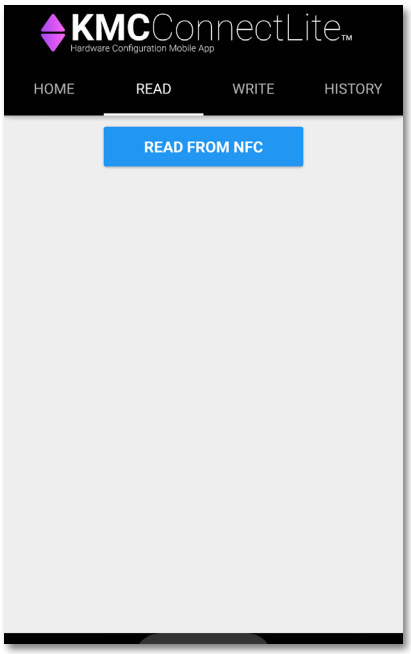
A **READ FROM NFC/BLE** displays the configuration settings of a KMC Conquest controller. Complete the following steps to read from a controller.

1. Disconnect the KMC Conquest controller from power.

**NOTE:** The controller must be unpowered before performing a **READ FROM NFC/BLE** or a **WRITE TO NFC/BLE**. The read or write could be corrupted due to interference between 24 VAC/VDC and NFC.

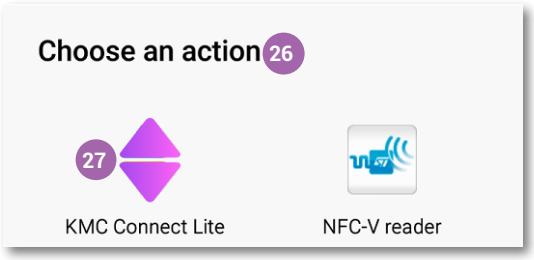
2. Touch **Read** 25.

**NOTE:** The Read screen is blank until a **READ FROM NFC/BLE** is performed.



**NOTE:** **Choose an action** 26 displays at the bottom of the screen if there is more than one app installed on the device that uses NFC.

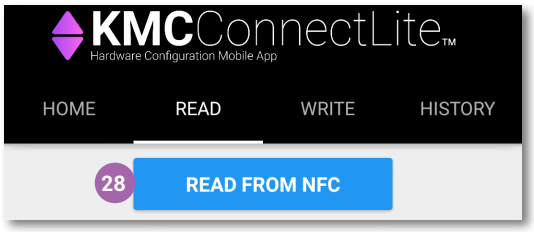
3. Touch the KMC Connect Lite **app icon** 27 if necessary.




**NOTE:** If KMC Connect Lite is the only NFC app on your device, Choose an action does not display.

**NOTE:** The KMC Conquest controller must be unpowered before performing a **READ FROM NFC/BLE**. The READ could be corrupted due to interference between NFC and 24 VAC/VDC. Disconnect the controller from power if necessary.

4. Touch **READ FROM NFC/BLE** 28. The phone will scan for the NFC/BLE tag. It is not necessary to pair the phone with the controller first.




5. Locate the **N-Mark** 29 on an unopened KMC Conquest product box or the **N-Mark** 30 on the KMC Conquest controller.

6. Place the NFC-enabled Android device or paired NFC-Bluetooth fob over the N-Mark on the **unopened box** 31 or on the N-Mark on the **unpowered KMC Conquest controller** 32.

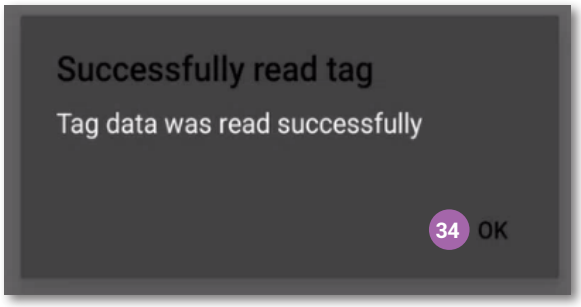
7. On the NFC-Bluetooth fob, verify the **blue indicator light** 33 is ON.

**NOTE:** When the NFC board of the controller is within readable range (up to 1½ inches or 4 cm), the Android device makes a sound. The fob, however, does **not** make a sound when it is in readable range.

**NOTE:** Do not move the phone or fob until the controller information is displayed on the device screen.

**NOTE:** A Read operation can take half a minute or more. If it takes significantly longer or an error message appears, check that the blue light on the fob is on (if a fob is used) and that the fob or phone is positioned correctly.

8. In the Successfully read tag box, touch **OK** 34.

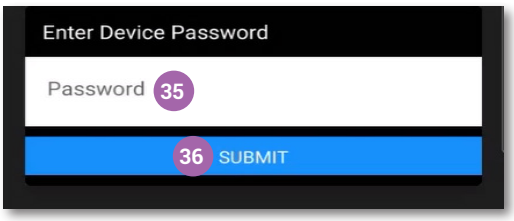



**NOTE:** The Enter Password screen displays the first time you perform a **READ FROM NFC/BLE** from a controller since the app was opened.

9. If prompted, type in the Level 2 Password 35.

**NOTE:** See **PASSWORDS on page 29** and the **KMC Conquest Controllers Default Password Technical Bulletin.** For security purposes, change the controller's default password.

10. Touch **Submit** 36



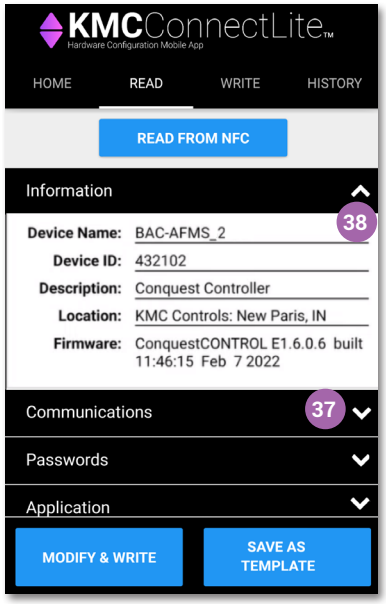

**NOTE:** If you enter **no** password and touch **Submit** and then (on the Incorrect Password box) **OK**, you will be able to see the controller settings, but you will not be able to complete a **WRITE TO NFC/BLE**.

11. Scroll down and up to view all the sections.

**NOTE:** See **KMC Conquest Controller Settings on page 25** for a description of the contents listed under each section.

12. Touch ⌄ 37 on the right end of a section bar to expand that section.

13. Touch ⌃ 38 to collapse that section.

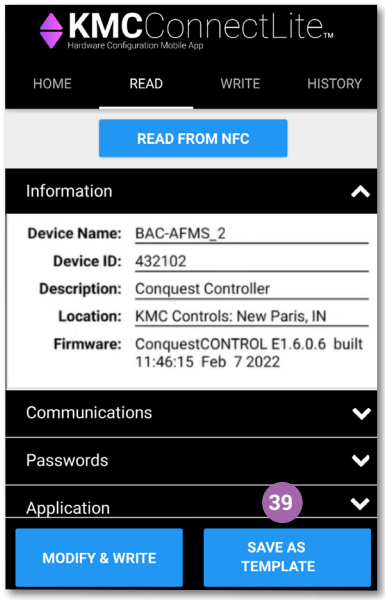



**NOTE:** If you navigate to another screen and then touch **READ**, the last **READ FROM NFC/BLE** displays.

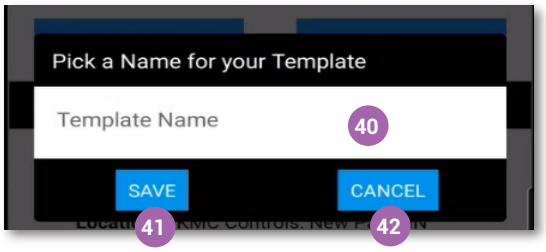
## Save as Template

**NOTE:** Select **SAVE AS TEMPLATE** to create a model-specific template to write the same settings to multiple KMC Conquest controllers.

1. Touch **SAVE AS TEMPLATE** 39.




2. Enter the Template Name 40.



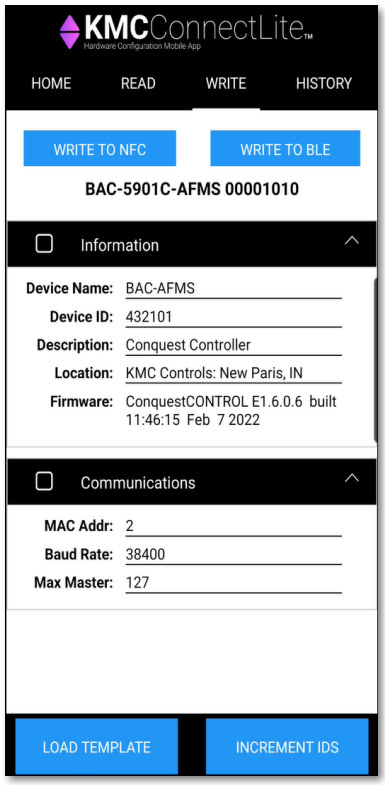

**NOTE:** The Template name can be a maximum length of 20 characters. It can include any combination of alphanumeric, uppercase and lowercase, and special characters.

3. Touch **Save** 41 to save the template or touch **Cancel** 42 to continue without saving.

**NOTE:** Saved templates are loaded from the **Write** screen. See **Load Template on page 20**.

# WRITE SCREEN

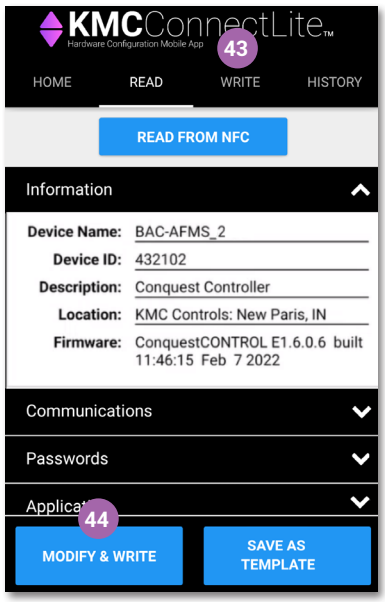
**NOTE:** The **Write** screen is used to change/modify and write the configuration settings of a KMC Conquest controller.




## Write/Modify & Write

Select **Write** or **MODIFY & WRITE** to write controller configuration settings to a KMC Conquest controller.

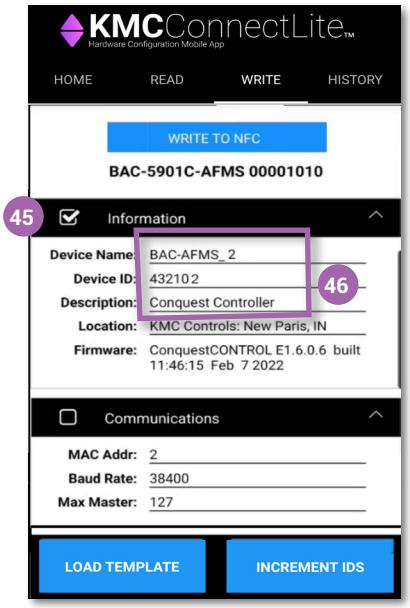
1. From the **Read** screen, touch **Write** 43 or **MODIFY & WRITE** 44.



**NOTE:** The information displayed on the Write screen is that of the last read performed. See **Read from NFC/BLE on page 13** to read new configuration information.

2. Touch the box 45 to the left of the section to be changed/modified.

**NOTE:** Changes cannot be made unless the box to the left of the section is checked.




3. Touch a field 46 to modify and input the new information.
4. Enter the new information.
5. Complete steps 2 through 4 above to modify the parameters in other sections.

**NOTE:** Additional configuration options are to load a saved template or use the increment function. See **Load Template on page 20** and **Increment on page 20**.

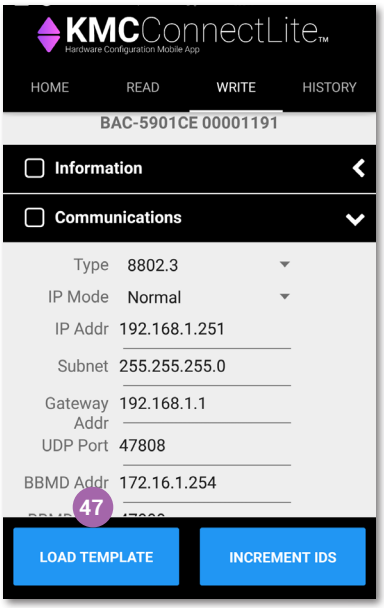
6. To write the new information to a controller, refer to **Write to Device on page 21**.

## Load Template

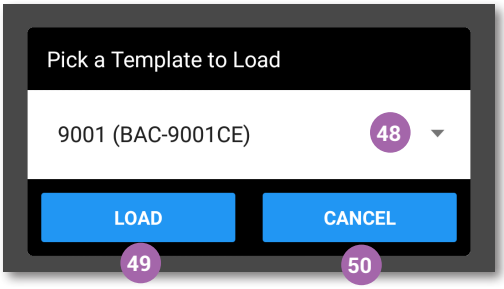
Select **LOAD TEMPLATE** to use a saved model-specific template to write configuration settings to a KMC Conquest controller.

**NOTE:** See **Save as Template on page 16** to create a model-specific template.

1. Complete a **READ FROM NFC/BLE**.
2. From the **Write** screen, touch **LOAD TEMPLATE** 47.




3. Touch the name of the template 48 to load.
4. Touch **Load** 47 to load the saved template or touch **Cancel** 48 to return to the Write screen.




**NOTE:** To modify additional fields, refer to **Write/Modify & Write on page 18**.

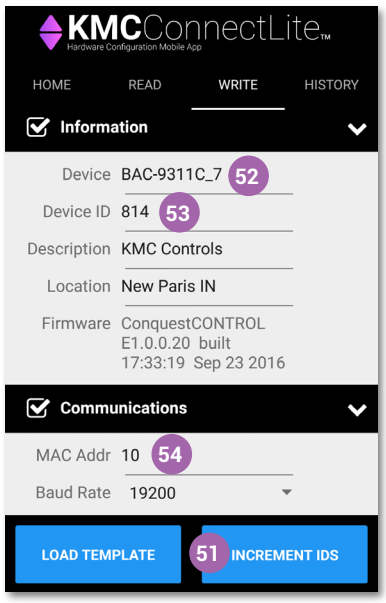
## Increment

**NOTE:** Select **INCREMENT IDS** to change the **Device ID**.

**NOTE:** **IDS** means IDs or identifiers.

1. Touch the field to be incremented.

2. Touch **INCREMENT IDS** 51.




**NOTE:** **INCREMENT** can change the **Device (Name)** 52, and **Device ID** 53, and **MAC Addr** 54 fields for MS/TP controllers It can change the **Device Name** and **Device ID** fields for Ethernet controllers.

**NOTE:** The **Device Name**, the **Device ID**, and the **MAC Addr** fields increment by one as long as the field ends in a number.

3. To modify additional fields, refer to **Write/Modify & Write on page 18**.

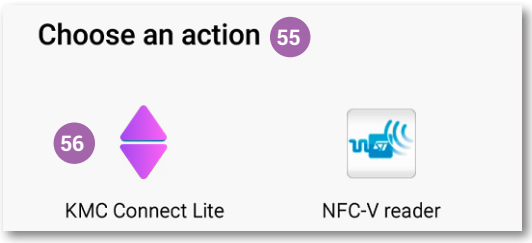
## Write to Device

Select **WRITE TO NFC/BLE** to write modified configuration information to a KMC Conquest controller.

**NOTE:** The KMC Conquest controller must be unpowered before performing a **READ FROM NFC/BLE** or a **WRITE TO NFC/BLE**. The READ or Write could be corrupted due to interference between NFC and 24 VAC/VDC.

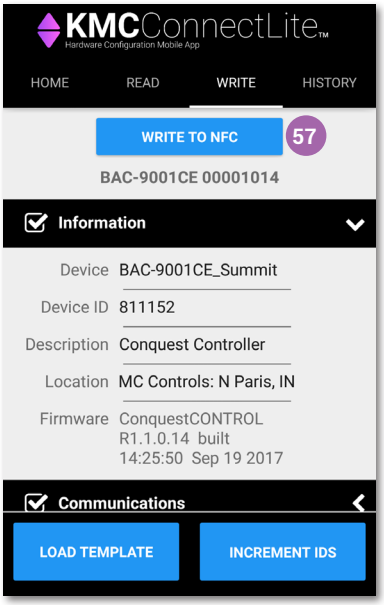
**NOTE:** **Choose an action** 55 displays at the bottom of the screen if there is more than one app installed on the device that uses NFC.

1. Touch the KMC Connect Lite **app icon** 56.



**NOTE:** If KMC Connect Lite is the only NFC app on your device, **Choose an action** will not display.

2. Touch **WRITE TO NFC/BLE** 57.




3. Place the phone or fob over the N-Mark on the unopened box 31 or on the N-Mark on the **unpowered** controller 32 in the same manner as the Read operation. See **Read from NFC/BLE on page 13** for details.

**NOTE:** A **WRITE TO NFC/BLE** can take up to a minute. **Successfully wrote tag** 58 displays on the screen when the configuration data has been written successfully from KMC Connect Lite to the NFC board inside the controller.

4. Touch **OK** 59.
5. Connect the controller to power.

## HISTORY SCREEN

The **History** screen displays a list of the read and write activities performed on the mobile device.

1. Touch **History** 60 from any screen.

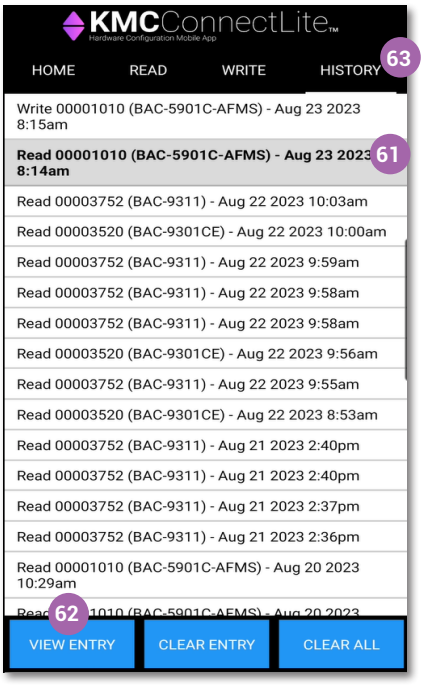
## View Entry

**NOTE:** The last read or write performed is the first item listed.

1. Touch the **History File Name** 61 to view.

**NOTE:** The selected operation is highlighted.

2. Touch **View Entry** 62.




**NOTE:** History entries cannot be modified, only viewed or emailed.

3. Touch **History** 63 to return to the list of read and write activities.

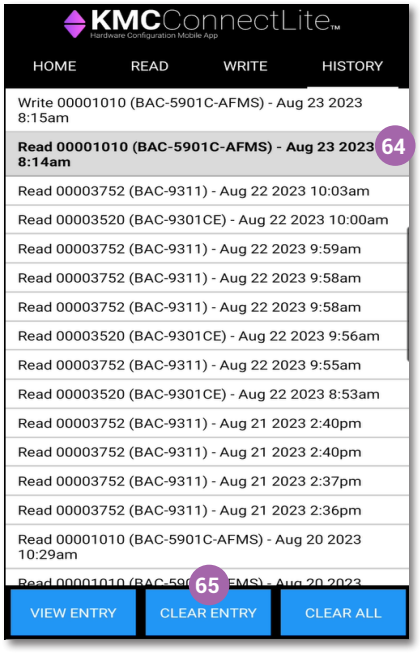
## Clear Entry

Complete the following steps to clear one entry from the history.

1. Touch the **History File Name** 64 to be cleared.

**NOTE:** The selected template is highlighted.

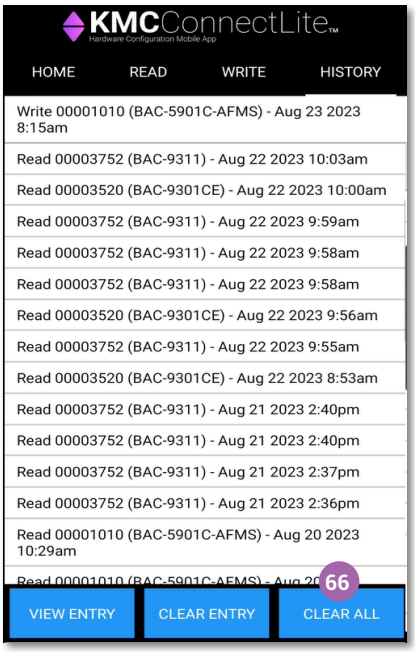
2. Touch **Clear Entry** 65.



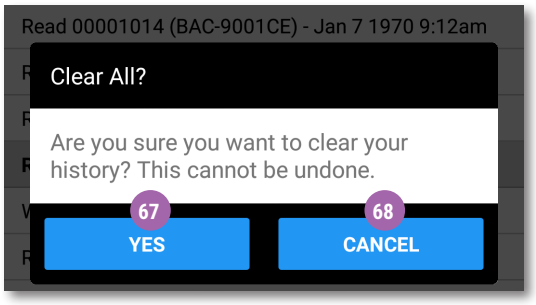

## Clear All Entries

Complete the following steps to clear/delete all the read and write history from the mobile device.

1. Touch **Clear All** 66.



2. In the **Clear All?** dialog box, touch **Yes** 67 to clear/delete the history or touch **Cancel** 68 to keep the history.




# KMC CONQUEST CONTROLLER SETTINGS

**NOTE:** See the **KMC Conquest Selection Guide** for additional information about each controller.

## INFORMATION

See the following table for descriptions of the fields in the **Information** section.

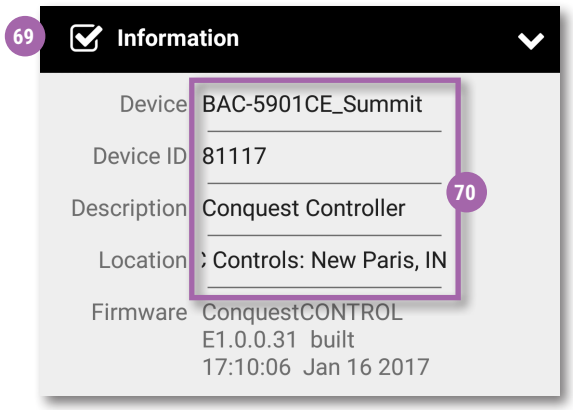
**NOTE:** The fields in the **Information** section are the same for all KMC Conquest controllers.

| FIELD NAME | DESCRIPTION | EDITABLE |
|---|---|---|
| **Device Name** | • User name of the device<br>• Maximum length of 16 characters<br>• Alphanumeric<br>• Must end in a number in order to increment | ✓ |
| **Device ID** | • Device identification<br>• Minimum: 1, Maximum: 4194302<br>• Alphanumeric<br>• Must end in a number in order to increment | ✓ |
| **Description** | • User description of device<br>• Maximum length of 16 characters<br>• Alphanumeric | ✓ |
| **Location** | • User location of device<br>• Maximum length of 16 characters<br>• Alphanumeric | ✓ |
| **Firmware** | • Current firmware version | |

Complete the following steps to make changes to the **Information** settings of a KMC Conquest controller.

1. From the **Write** screen, touch the box 69 to the left of **Information**.

**NOTE:** The box must be checked in order to make changes to the **INFORMATION** settings.




2. Touch the desired field 70 to change the setting and input the new information.
3. Complete a **WRITE TO NFC/BLE** to change the settings of the controller.

**NOTE:** See **Write to Device on page 21**.

## COMMUNICATIONS: BACnet MS/TP Controller

See the table below for descriptions of the fields of the **Communications** section for a BACnet **MS/TP** controller.

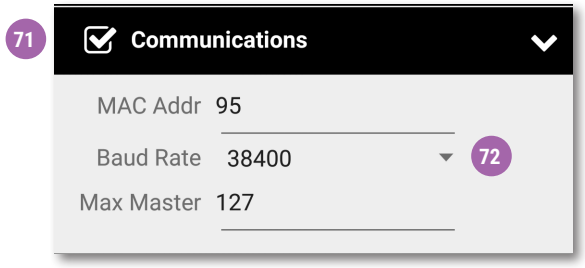
**NOTE:** The fields in the **Communications** section are the same for all KMC Conquest BACnet MS/TP controllers.

| FIELD NAME | DESCRIPTION | EDITABLE |
|---|---|---|
| **MAC Addr** | • Media Access Control Address<br>• Minimum 0, Maximum 127 | ✓ |
| **Baud Rate** | • Baud Rate for MS/TP<br>• 9600, 19200, 38400, 57600, 76800 | ✓ |
| **Max Master** | • BACnet MS/TP Max Master<br>• Minimum 1, Maximum 127 | ✓ |

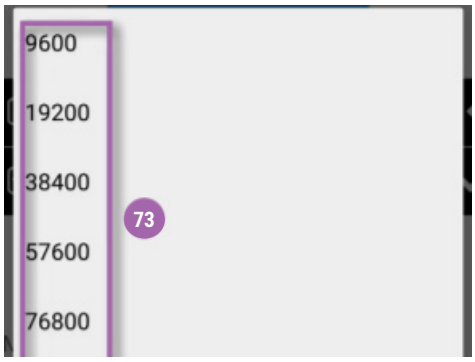
Complete the following steps to make changes to the **Communications** settings of an MS/TP controller.

1. From the **Write** screen, touch the box 71 to the left of **Communications**.

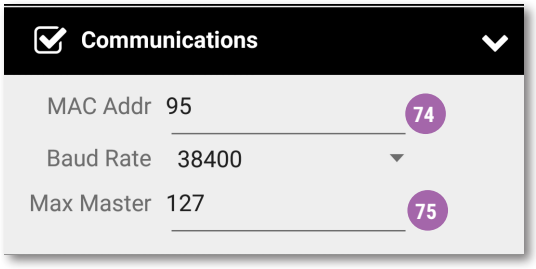
**NOTE:** The box must be checked in order to change the settings.




2. Touch the **Baud Rate arrow** 72 to access **Baud Rate** options for the controller.
3. Touch one of the following **Baud Rate** options 73 to select the Baud Rate.




4. Touch the **MAC Addr** field 74 or the **Max Master** field 75 to change the setting and input the new information.




5. Complete a **WRITE TO NFC/BLE** to change the settings of the controller.

**NOTE:** See **Write to Device on page 21**.

## COMMUNICATIONS: Ethernet Controller

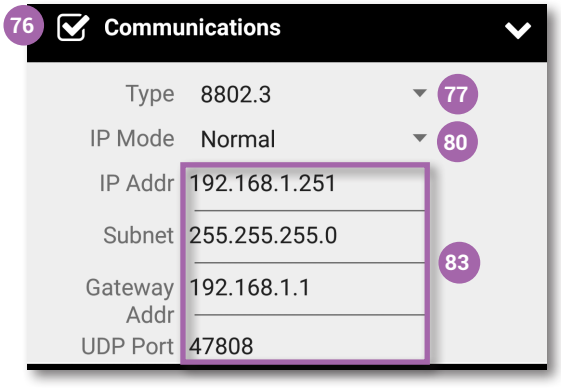
Refer to the following table for descriptions of the fields of the **COMMUNICATIONS** section for an Ethernet controller.

| FIELD NAME | DESCRIPTION | EDITABLE |
|---|---|---|
| **Type** | • IP (Internet Protocol) or 8802.3 | ✓ |
| **IP Addr** | • Internet Protocol Address<br>• Maximum length of 16 characters<br>• Format xxx.xxx.xxx.xxx | ✓ |
| **Subnet Mask** | • Subnetwork Mask<br>• Maximum length of 16 characters<br>• Format xxx.xxx.xxx.xxx | ✓ |
| **Gateway Addr** | • Gateway Address<br>• Maximum length of 16 characters<br>• Format xxx.xxx.xxx.xxx | ✓ |
| **UDP Port** | • User Datagram Protocol Port<br>• Maximum length of 16 characters | ✓ |
| **BBMD Addr** | • BACnet/IP Broadcast Management Device Address<br>• Maximum length of 16 characters<br>• Format xxx.xxx.xxx.xxx | ✓ |
| **BBMD Port** | • BACnet/IP Broadcast Management Device Port<br>• Maximum length of 16 characters | ✓ |

Complete the following steps to make changes to the **Communications** settings of an Ethernet controller.

1. Touch the box 76 to the left of COMMUNICATIONS.

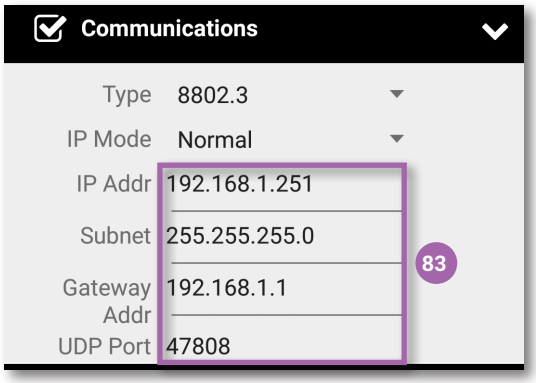
**NOTE:** The box must be checked in order to change the settings.



2. Touch the **arrow** 77 to access the Internet protocol **Type** options for the controller.
3. Touch **IP** 78 or **8802.3** 79 to select the protocol type.

4. Touch the **arrow** 80 to access the Internet protocol **IP Mode** options for the controller.
5. Touch **Normal** 81 or **Foreign Device** 82 to select the protocol type.

6. Touch the desired field 83 to change address and port settings and enter the new information.




7. Complete a **WRITE TO NFC/BLE** to change the settings of the controller.

**NOTE:** See **Write to Device on page 21**.

## PASSWORDS

The following is a brief description of passwords used for KMC controllers.

| FIELD NAME | DEFAULT | DESCRIPTION |
|---|---|---|
| **Level 1** | 0000 | Four digits, with each digit being a number 0 to 9. If all four numbers are 0, no password is required of the user for that level. |
| **Level 2** | (See the **KMC Conquest Controllers Default Password Technical Bulletin**) | |

**NOTE:** The **Level 1** password limits access for changing SETPOINTS of a KMC Conquest controller using a NetSensor.

**NOTE:** The **Level 2** password limits access for changing SYSTEM configurations of a KMC Conquest controller. KMC Conquest controllers

are factory-set with a default level 2 password when using STE-9000 series NetSensors for configuration. For more information about the default password, see the **KMC Conquest Controllers Default Password Technical Bulletin** by logging into the **KMC Controls web site**.

**NOTE:** Device passwords cannot be changed in KMC Connect Lite.

# DISABLING/ENABLING NFC IN CONTROLLERS

## Introduction

KMC Conquest controllers have a main circuit board and (mounted just under the N-mark in the top cover) a smaller NFC board. The NFC board functions as a communications "middle man" when NFC operation is enabled. When reading/writing, KMC Connect Lite communicates directly with the NFC board. When that operation is complete, the NFC board then writes the changed information to the main board.

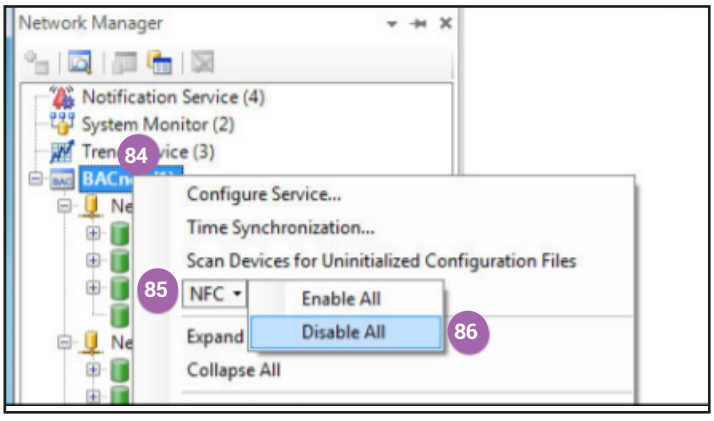
NFC is enabled by default in new KMC Conquest controllers. After all controllers have been configured and installed, disabling NFC in them provides additional security against undesired changes to the system. Disabling and enabling NFC in controllers requires KMC Connect, KMC Converge, or TotalControl.

**If NFC is disabled, the NFC board in the controller does NOT communicate with the main board. However, KMC Connect Lite can still read and write to the NFC board (with current controller firmware). The NFC board will not communicate that information with the main board (which is connected to the BACnet network). In KMC Connect Lite, NFC reading and writing will appear to be working, but it is not actually making any controller-network changes. However, if NFC is re-enabled, the controller will need to be restarted, and after a cold start, any changes in the NFC board will be written to the main board.**

## Disabling/Enabling NFC on All Controllers on a Network

To **disable** NFC on all Conquest controllers on a network at the same time, under Network Manager:

1. Right-click the desired **network** 84.
2. Select **NFC** 85.
3. Select **Disable All** 86.

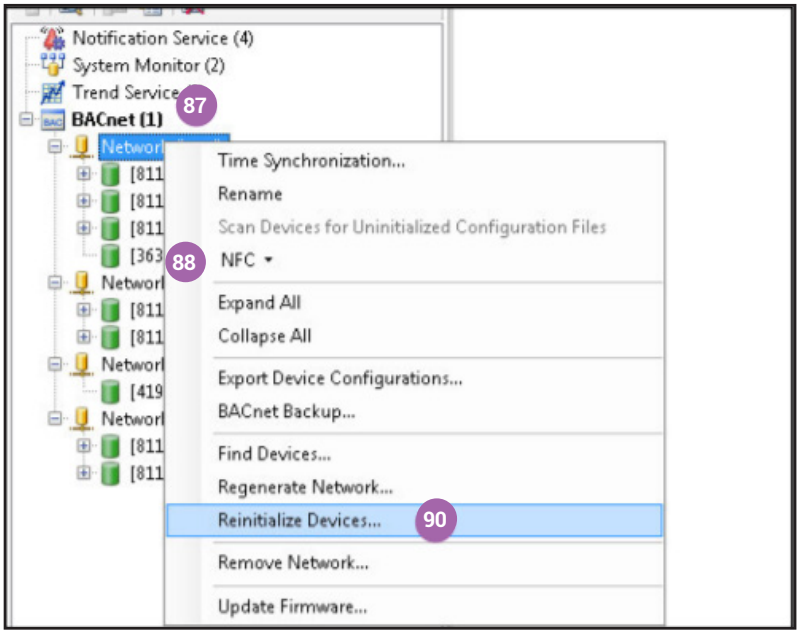


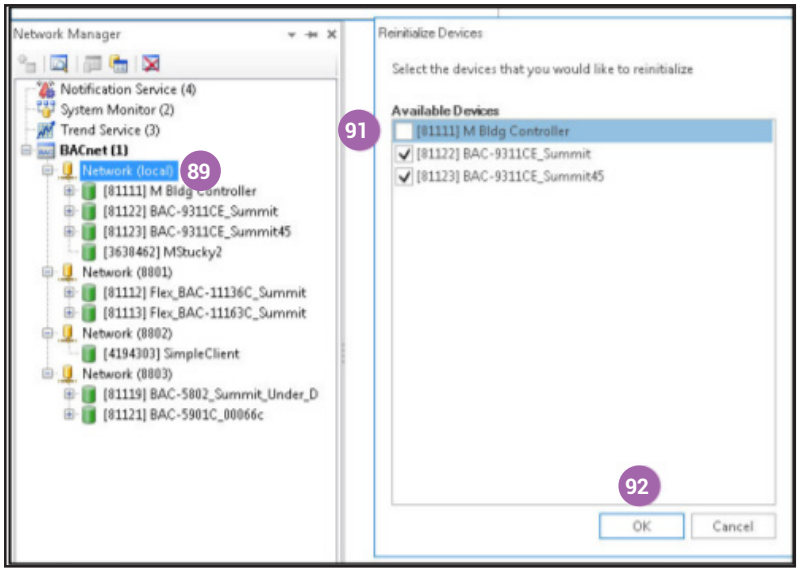
To **enable** NFC on all Conquest controllers on a network at the same time, under Network Manager:

1. Right-click the desired **network** 87.
2. Select **NFC** 88.
3. Select **Enable All**.
4. Restart the controllers.

To restart multiple controllers:

1. Right-click the desired **network** 89.
2. Select **Reinitialize Devices...** 90.
3. Uncheck any controllers you do not want to restart 91.
4. Click **OK** 92.



## Enabling/Disabling NFC on Individual Controllers

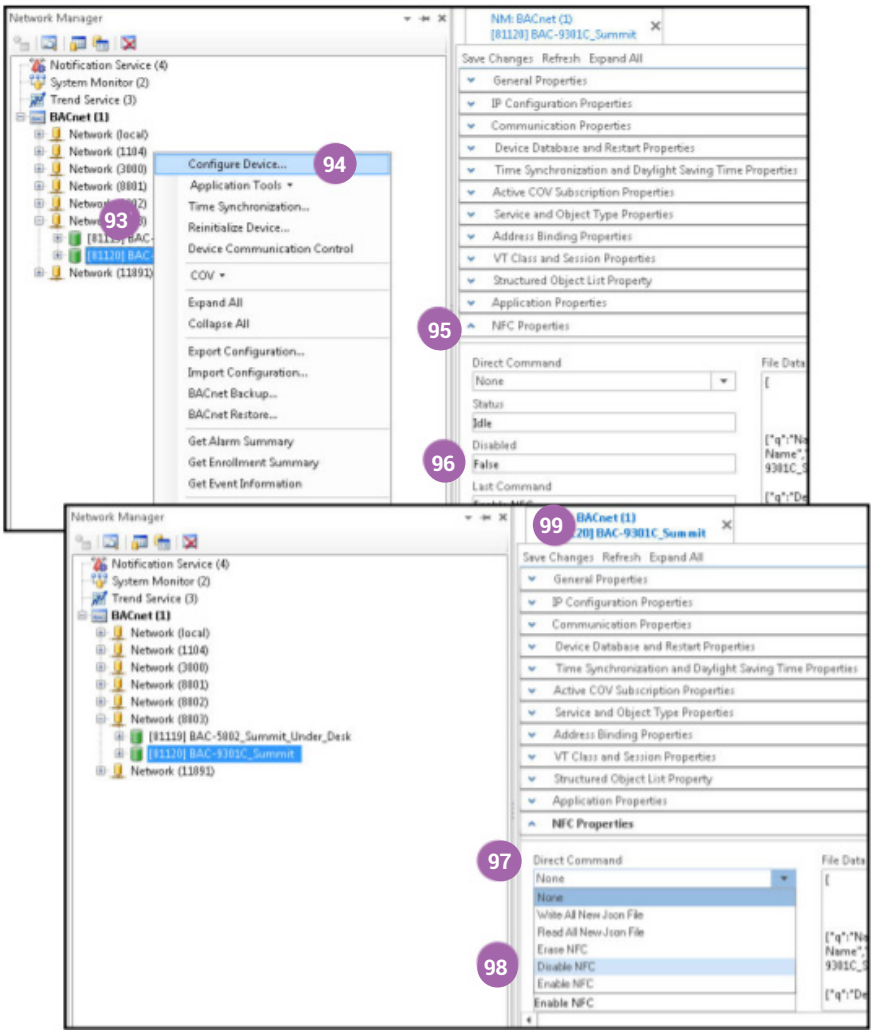
To check the NFC operation status within a single controller:

1. Right-click the desired **controller** in Network Manager 93.
2. Select **Configure Device** 94.
3. Expand **NFC Properties** to view the properties 95.

**NOTE:** The Disabled status field 96 is **False** when NFC is **enabled** and **True** when NFC is **disabled**.

To then change the status:

1. Click the **Direct Command** drop-down box 97.
2. Select **Disable NFC** or **Enable NFC** 98.
3. Click **Save Changes** 99.
4. If enabling NFC, restart the controller.



# TROUBLESHOOTING

## Communication Issues with the (HPO-9003) Fob

**NOTE:** BLE (Bluetooth Low Energy or "Bluetooth Smart") **must** be available on the device. Older devices may have "standard" or "classic" Bluetooth but not BLE. In such cases, the Connect Lite Home screen may still say "BLE: Active" because Bluetooth is active, but reading and writing will not work.

**NOTE:** Pairing a device with BLE is **not** necessary and may interfere with BLE functioning properly.

- Check that the fob's blue communication light is on. See **Enable Bluetooth (Apple and Android) on page 9**. The fob times-out after five minutes of inactivity.
- Turn the fob off and then back on by pressing its button.
- Close KMC Connect Lite and open it again.
- Check for correct positioning of the fob with the NFC mark. See **Read from NFC/BLE on page 13**.
- Keep the fob within the Bluetooth range of the phone.

## Communication Issues with (Internal) NFC

- Check for correct positioning of phone with the NFC mark. See **Read from NFC/BLE on page 13**.
- Try reading or writing again.
- Check that NFC is enabled on the device. See **Enable NFC (Android) on page 9**.

## Data Read or Written is Corrupted

- Ensure the controller is **not** powered during a read or write operation.

**NOTE:** The Conquest controller must be unpowered before performing a **READ FROM NFC/BLE** or a **WRITE TO NFC/BLE**. The READ or Write could be corrupted due to interference between 24 VAC/VDC and NFC.

## Licensing/Activation Issues

- Be sure to correctly type in the license key.
- Contact KMC Controls for assistance.

## Password Is Forgotten or Unknown

- To protect against unauthorized tampering with the configuration parameters, Conquest controllers are factory-set with a default Level 2 password. Supply the password when prompted in KMC Connect Lite or an STE-9000 series NetSensor.

- For the factory default password, see the **Conquest Controllers Default Password Technical Bulletin** on the KMC Partner web site.
- The current controller password can be viewed and changed using KMC Connect, KMC Converge, or TotalControl.

## Read Button Does Not Appear on the Read Screen

- Neither NFC nor BLE are enabled or supported on the device.
- See **Communication Issues with the (HPO-9003) Fob on page 33** and **Communication Issues with (Internal) NFC on page 33**.

## Writing to NFC Does Not Change Information on Network

- In KMC Connect, Converge, or TotalControl, right-click the network and select **Regenerate the Network** to see the latest information.
- Use KMC Connect, Converge, or TotalControl to check that NFC in the controller has not been disabled. See **Disabling/Enabling NFC in Controllers on page 30**.

**NOTE:** If NFC is disabled, the NFC board in the controller does not communicate with the main board. However, KMC Connect Lite can still read and write to the NFC board (with current controller firmware). The NFC board will not communicate that information with the main board (which is connected to the BACnet network). In KMC Connect Lite, NFC reading and writing will appear to be working, but it is not actually making any controller-network changes.

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