

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience

Process for requesting SAM data

Requesting SAM data in SAM

- Settings / Lock chart data → Request lock chart data
- Save Matrix file generated and send it to the specialist dealer (e.g. by e-mail)
- Alternatively: Requesting the conventional way
- *Obtain prices directly from your specialist dealer*
- *SAM can also be configured as an e-mail client, see the help function.*

The screenshot displays the 'Settings' page of the ASSA ABLOY SAM system. The left sidebar contains navigation icons for Keys, Cylinders, Doors, Persons, Lock chart, Activity log, and Settings. The main content area is titled 'Settings' and features a 'Lock chart data' section. This section includes a blue header, a descriptive paragraph, and two buttons: 'Read lock chart data' and 'Request lock chart data'. A blue arrow points from the 'Lock chart data' header to the 'Request lock chart data' button. Below this is a 'Delete lock chart' section with a blue header, a descriptive paragraph, and four checkboxes: 'Delete all personal data', 'Delete user details', 'Delete all doors', and 'Remove password protection'. A 'Delete data permanently' button is located at the bottom right of this section.

Requesting SAM data in Matrix

- Matrix 2.5.1 or higher!
- New “SAM data request” order
(Does not apply if there is a SAM request (see above))
- Read in security card
- Create order
(Does not apply if there is a SAM request (see above))
- If appropriate state commission or further details
- Send order

The screenshot shows a software window titled "Neuer Auftrag" (New Order). It is divided into two main sections: "Auftragsart" (Order Type) on the left and "Schließanlage" (Locking System) on the right. In the "Auftragsart" section, there are five radio button options: "Neue Schließanlage", "Schließanlagenerweiterung", "Nachbestellung", "Anlagendaten anfordern", and "Neue Serienschließungen" (which is selected). Below these is a "Hinweis:" (Note) section with the text "Auftragsart zur Bestellung NEUER Serienschließungen." In the "Schließanlage" section, there is a "Sicherungskarte einlesen" (Read security card) button with a card icon. Below that are fields for "Hersteller" (set to "IKON.DE"), "Sortiment" (with radio buttons for "Anlage" and "Serie", where "Anlage" is selected), "Anlagennr." (set to "0"), and "System" (set to "<nicht gesetzt>"). There are also dropdown menus for "Profilausführung" (set to "<nicht gesetzt>") and "Anlagenart" (set to "<nicht gesetzt>"). At the bottom, there is a "Sonderausführungen" (Special executions) field with an ellipsis button. At the very bottom of the window are two buttons: "Anlegen" (Create) and "Abbrechen" (Cancel).

Process for AAST

- Order received and processed
- Lock chart data generated and provided
- As a rule, upload data within 20-30 minutes
- *For security reasons, SAM data is only available for download for a limited time!*



Receiving and exporting data in Matrix

- For security reasons: Download data manually (as for other lock charts)
- Open order (Order type "SAM lock chart")
- Right-click → Export SAM system data
- Save data and forward, e.g. by e-mail or USB stick (For security reasons: when sending by e-mail, you first need to save the data as a ZIP archive!)

The screenshot shows the ASSA ABLOY Matrix software interface. The top window displays the 'Orders' table with columns: No., Commission, and Installation. An orange circle highlights the right-click context menu icon in the top toolbar, with an arrow pointing to the 'Orders' table. The bottom window shows a more detailed view of the 'Orders' table with columns: No., Commission, Installation, DON, and Created. The row for order number 1234621843 is selected and highlighted in orange. A context menu is open over this row, listing various actions. The 'Export SAM Lockchartdata' option is highlighted at the bottom of the menu.

No.	Commission	Installation	DON	Created
1234621843				
84				
83	H			
82				
1234621842				
1234621841				
1234621840				
1234621839				
1234621838				
1234621837				
1234621836				
37				
1234621834				
1234621833				

Reading the data in SAM

- Settings / Lock chart data → Load data
- Select storage location for lock chart data
(Extract ZIP file first!)
- During the import, all cylinders can be installed in accordance with the lock chart

The screenshot displays the 'Settings' page of the ASSA ABLOY SAM system. The left sidebar contains navigation icons for Keys, Cylinders, Doors, Persons, Lock chart, Activity log, and Settings. The main content area is titled 'Lock chart data' and includes a blue header with the same title. Below the header, there is a text instruction: 'Here you can request the latest lock chart data or read it, as soon as you get them from your dealer. Configure SAM also as an e-mail client to send requests directly to the dealer.' Two buttons are visible: 'Read lock chart data' and 'Request lock chart data'. A blue arrow points from the 'Lock chart data' header to the 'Read lock chart data' button. Below this section is the 'Delete lock chart' section, which contains a text description and several checkboxes for deleting personal data, user details, password protection, and doors. A 'Delete data permanently' button is located at the bottom right of this section.

A young boy in a dark suit, white shirt, and red tie stands with his arms crossed. He is wearing a red pilot helmet with goggles. He is holding a large, silver model airplane behind his back. The background is a blurred landscape with mountains under a clear sky.

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