



Seam - Lock (Multi brand)

Crestron Home™ Driver

Base Model: Lock

Device Type: Lock

Version: 1.0.4

Notes & Recommendations

This driver offers a unified integration solution for various smart locks by directly connecting to the **Seam Cloud service**. Instead of requiring individual drivers for every brand, this single driver will allow for robust, bi-directional control of your door hardware across different brands and protocols, across the vast ecosystem of manufacturers.

Native Control: Supports native Crestron Home lock features, including Lock, Unlock, battery information, Quick Actions, and Events.

Unified Workspace: The driver connects to the Seam service to automatically retrieve and populate all locks associated with the owner's account.

Multi-Manufacturer Support: This is a "Universal" driver capable of controlling locks from different manufacturers (e.g., Yale, August, Schlage, Kwisket) simultaneously. You can manage a diverse hardware environment through a single driver instance.

Managed Platform: Once configured, the driver will automatically populate individual lock drivers under the **Managed Platform** directory in Crestron Home.

This driver includes a **2-hour trial license** to allow for on-site testing and verification. To ensure uninterrupted operation, you can purchase a full license at <https://digitalautomation.us/product/seam-door-lock-crestron-home-driver/>

Installation/Upgrade Instructions

Please ensure that the compatible lock you plan to use is associated with the manufacturer's app or portal and that you can control the lock through the manufacturer's phone/tablet app or online portal. Please refer to the specific lock manufacturer's instructions for all hardware setup and app pairing details. Not all locks support all features.

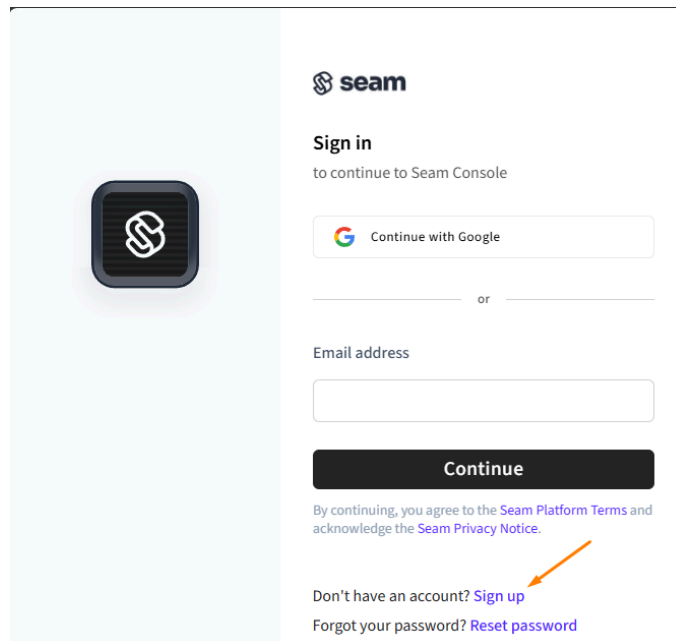
Please ensure you have a valid Seam account and workspace established before installing this driver.


Note: As with any driver, it is strongly recommended that a configuration or a golden configuration be saved in Crestron Home™ before adding any driver.

Polling Interval: The driver is programmed to request the current status of the lock automatically every **60 seconds**, ensuring the UI remains synchronized with the physical device.

Seam Service Setup


1. **Create an Account:** The client/integrator must own a Seam account using this URL: <https://console.seam.co/signin>





seam

Sign in
to continue to Seam Console



or

Email address

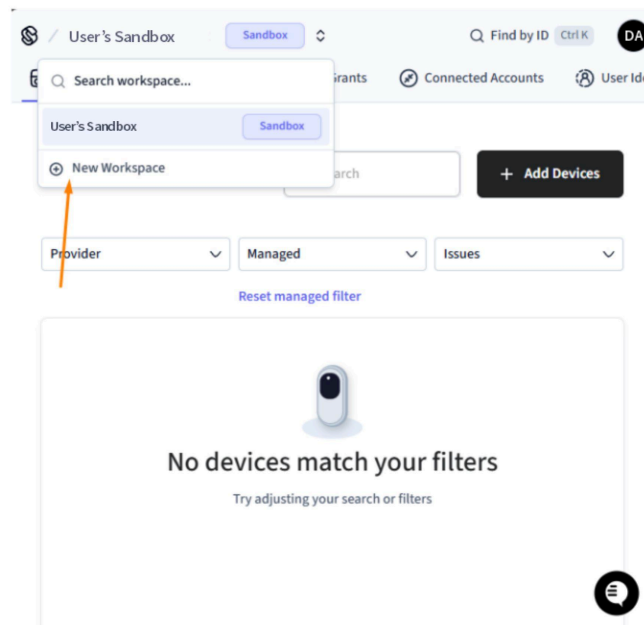
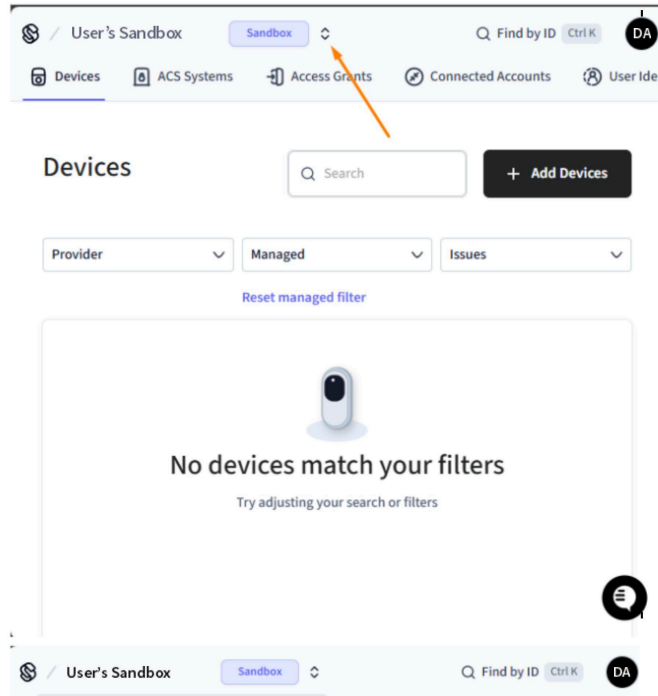
Continue

By continuing, you agree to the [Seam Platform Terms](#) and acknowledge the [Seam Privacy Notice](#).

Don't have an account? [Sign up](#)

Forgot your password? [Reset password](#)

2. Create a Workspace:

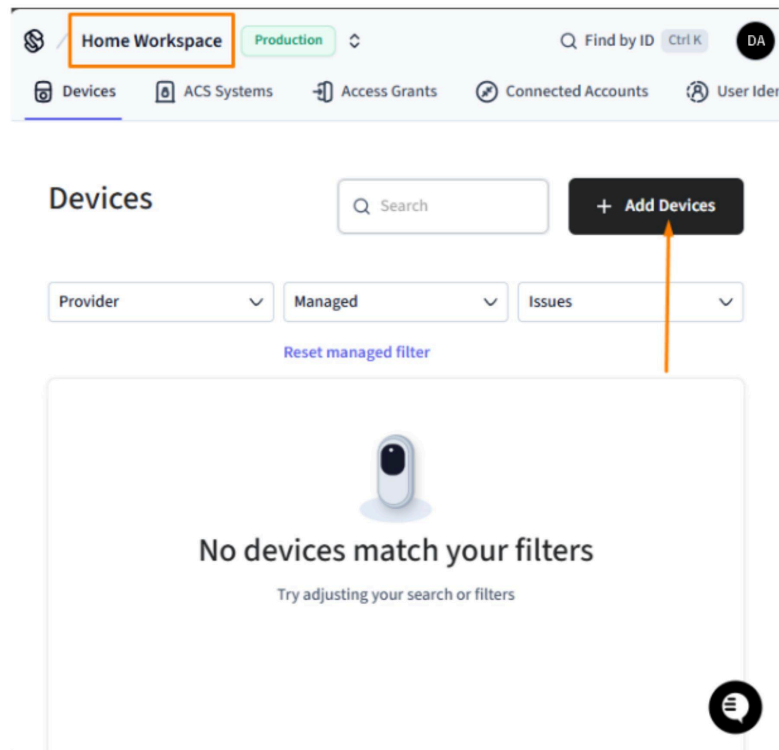


Select "Production", and fill the fields.

3. **Add Lock:** To integrate the lock, you must first add it to the manufacturer's platform according to their instructions.

Please note that Seam accounts are limited to 3 devices for free accounts.

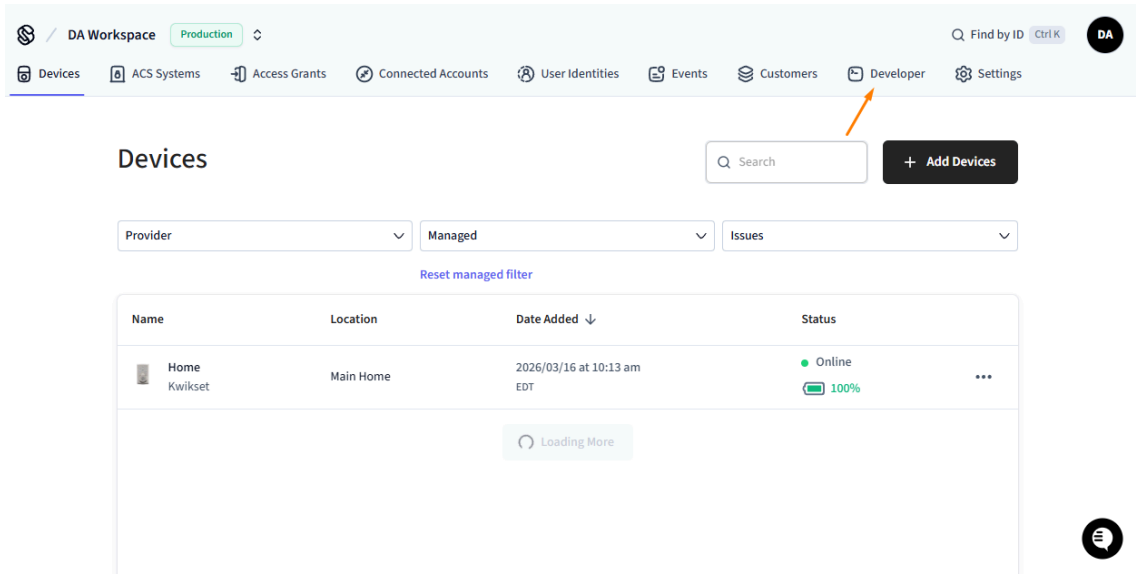
Make sure that the Production workspace is selected and hit the **+Add Devices** button to add the lock



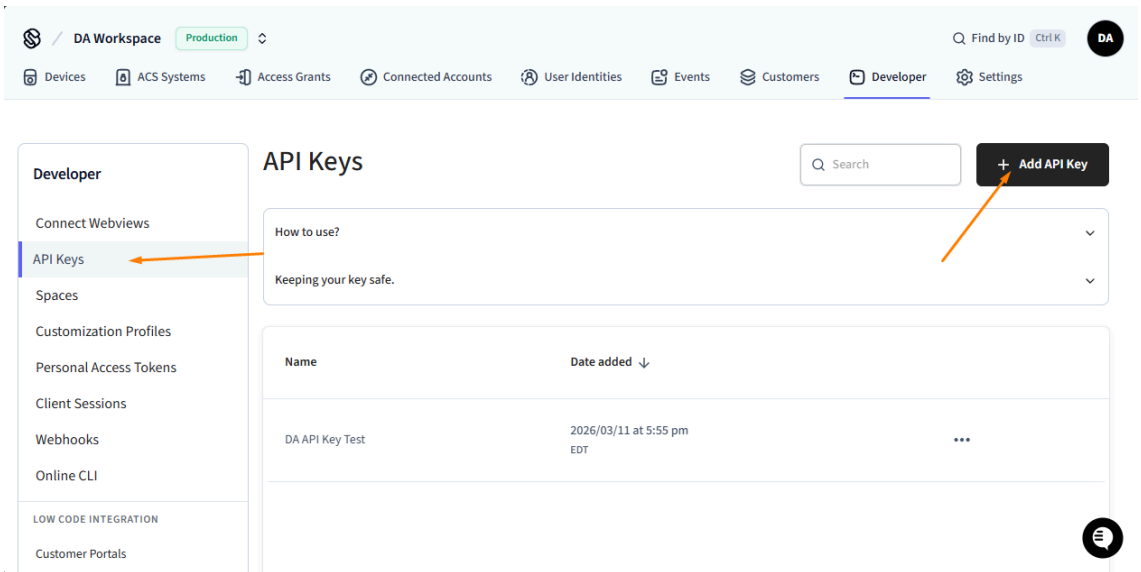
Follow the Seam instructions to link the manufacturer's account with the Seam platform within your production workspace.

4. **Generate API Key:** Create an API key in the Seam dashboard to enable communication between the driver and the lock via the Seam service.

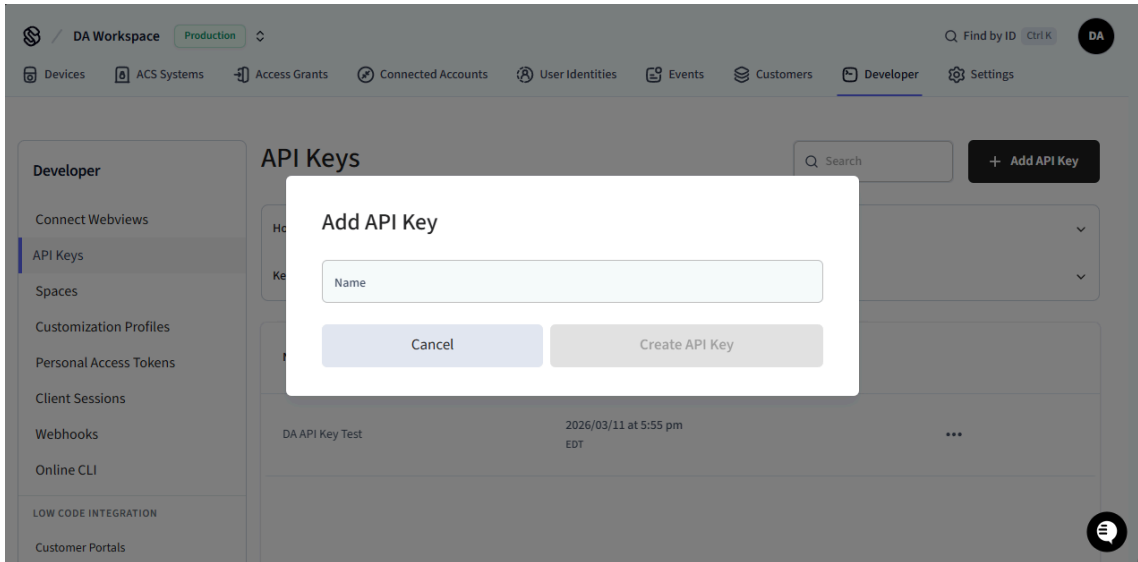
Select the "Developer" tab in the workspace options



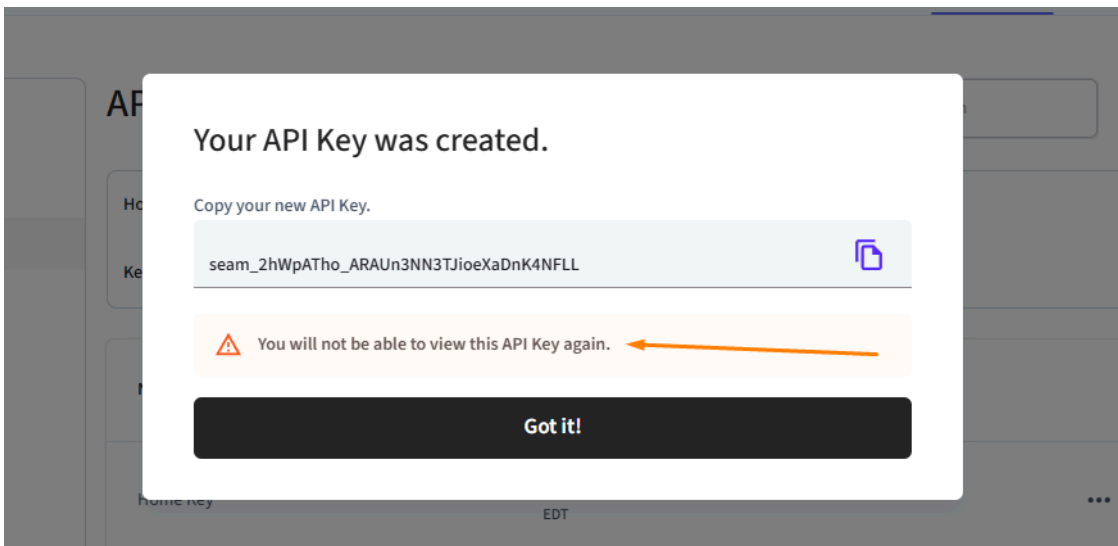
Create an API key within the Seam dashboard to establish communication between Crestron Home and the Seam service.



Enter the name for the API key

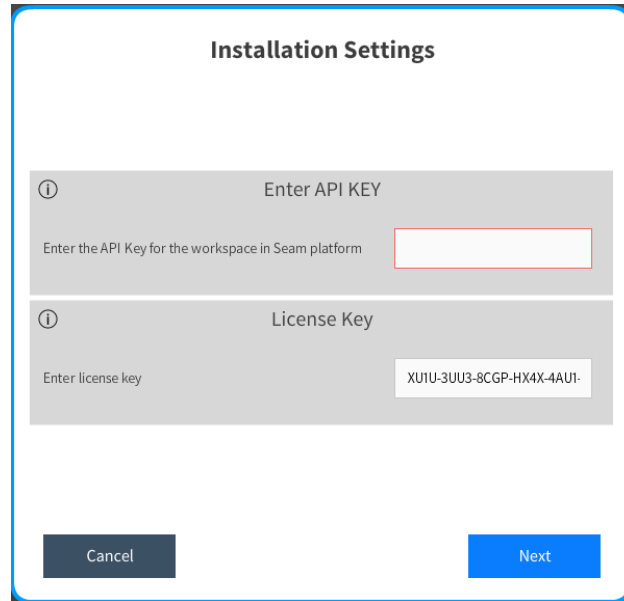


Make sure to save the generated key somewhere, as it cannot be retrieved later. You will need this key whenever you re-install the driver.



Driver installation:

1. Locate the driver in this path: Drivers > Lock > Seam > Lock
2. When adding the driver to a room, it will ask for a descriptive name
3. Enter the Seam workspace API key and the license key.



Installation Settings

Enter API KEY

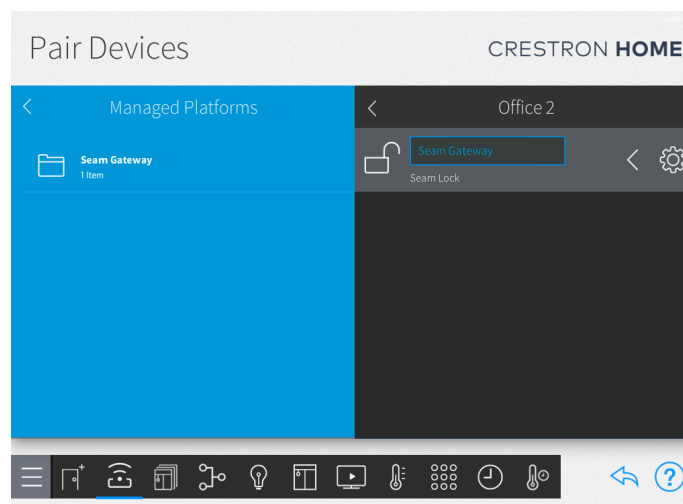
Enter the API Key for the workspace in Seam platform

License Key

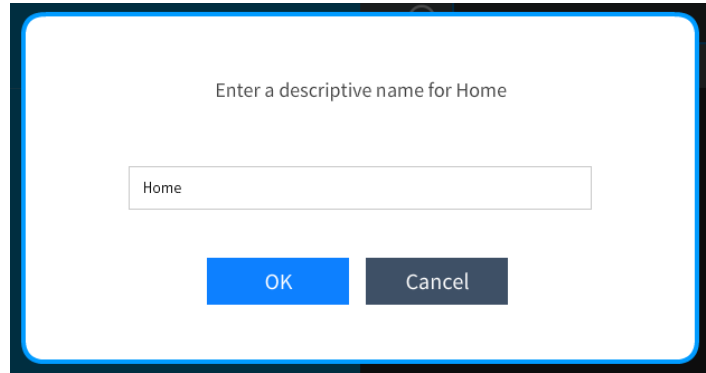
Enter license key

Cancel Next

4. The lock drivers will be available after 30 seconds in the **Managed Platforms** directory.



5. When adding the lock driver, it will ask for a descriptive name. The default name is retrieved from the Seam service.

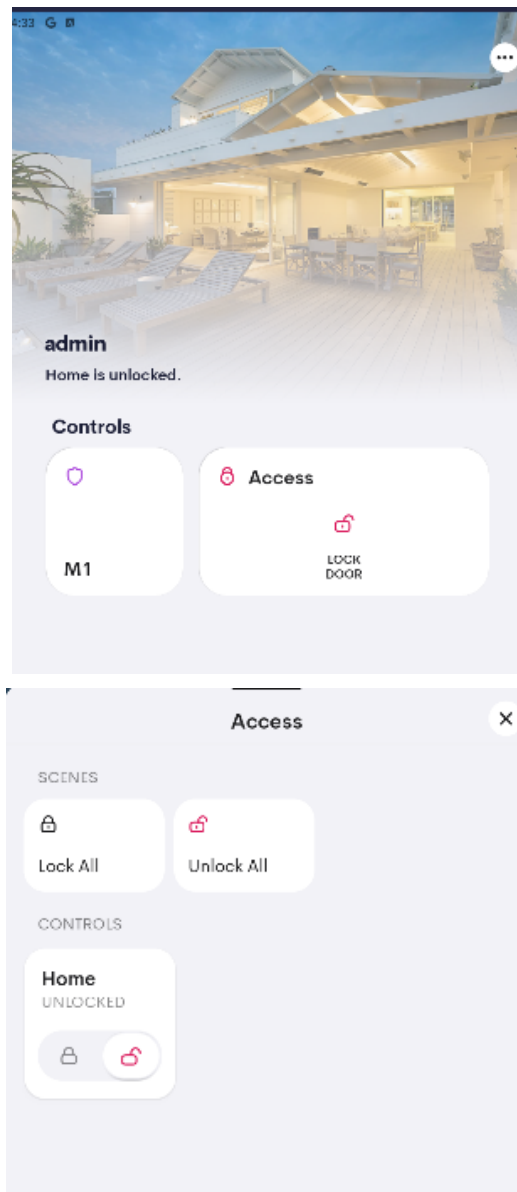


This driver comes with a 2-hour trial license, and the license key can be updated either during the initial deployment or later on from the installer settings tab.

For additional information about this driver, please visit the FAQs section on our website

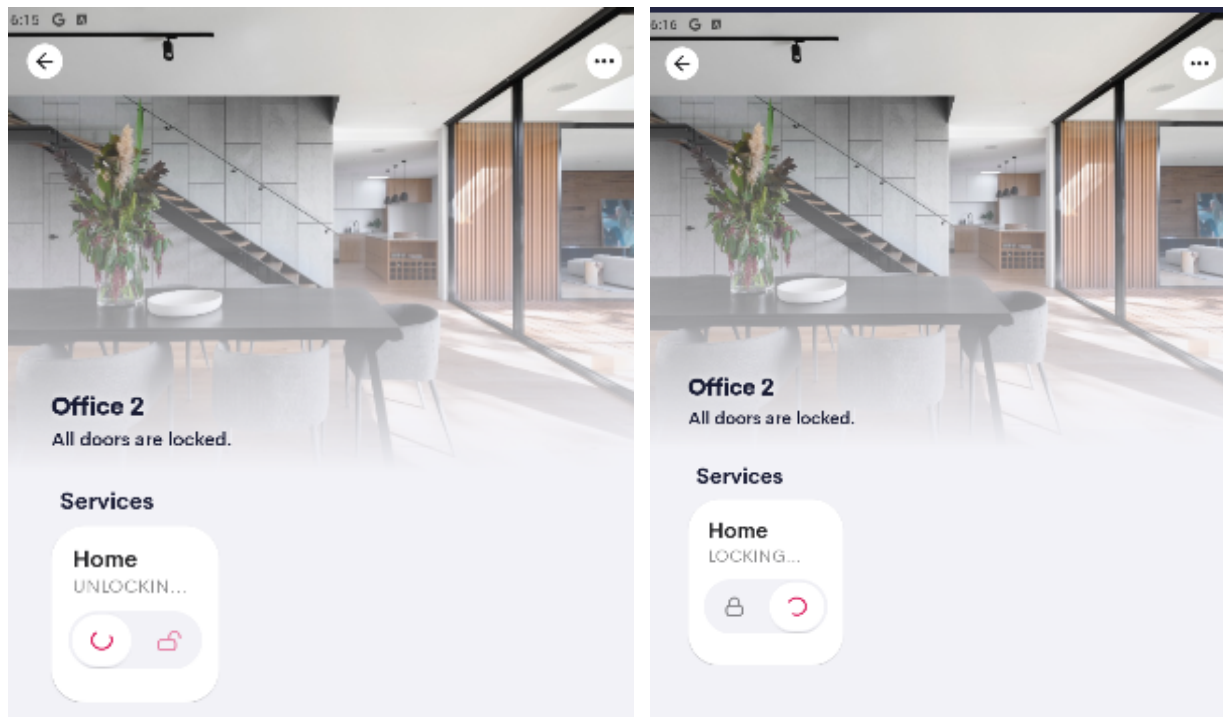
End-User Experience

Global Access: Within the Crestron Home™ interface, you will find a global tile titled “**Access.**” Selecting this tile provides a centralized view of all locks currently integrated into the system.



Room View: Additionally, the specific lock tile will be visible within the individual room to which it has been assigned, allowing for convenient localized control.

Note: When a lock or unlock command is initiated through the UI, it will display a "Transitioning" status (Unlocking or Locking). It may take approximately **15 seconds** for the final confirmation feedback to be received and reflected in the app. This delay is normal and ensures the driver has synchronized correctly with the Seam cloud service.



Known Issues

- **Delayed Status Feedback:** Lock status feedback is requested 15 seconds after a state change is initiated through the Crestron Home User Interface (UI).
- **Seam Platform Latency:** Actual feedback from the lock may be delayed by several minutes. This occurs because the driver requests information from the Seam platform, which, at times, does not update the lock's status immediately in their cloud service.
- **Rate Limiting & Command Overflow:** The Seam platform has a limit of 15 API queries per minute. If the lock is operated repeatedly or numerous commands are sent within a short period, the system may experience significant delays. It can take between **5 and 10 minutes** for normal operation to resume once the command queue stabilizes.
- **Device Compatibility:** This driver is capable of controlling only the lock brands and models officially supported by the Seam connectivity platform. We recommend verifying hardware compatibility on the Seam website before installation.
- **Driver doesn't start:** If a lock is deleted from the manufacturer's or Seam's platform, the corresponding driver must be manually removed in Crestron Home Setup. In certain situations, removing the main driver and all associated drivers may be required, since the processor retains the lock driver in memory and can only be cleared by removing the main driver.
- **"Driver Not Loaded" state:** If the lock driver is in a "Driver Not Loaded" state, verify its status on the Seam platform. If it is present, reboot the processor and check again. You may need to reinstall the driver from a clean setup because Crestron handles paired drivers in a specific way.
- **Driver Update issue via "Check for Update":** When updating the Seam driver using the integrated **"Check for driver update"** button in the Crestron interface, the update may fail to initialize properly. This can result in a corrupted driver state or the "Driver Not Loaded" error. To ensure the driver is updated correctly, do not use the automatic update button. Instead, remove the current driver instance from the system and re-add the driver for a clean setup.

Supported Features

- Lock
 - Unlock
 - Native Quick actionsLock native events
 - Battery status if the device supports it
 - Native lock interrupt
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Minimum System Requirements and Dependencies

- Crestron Home 4.007.0243.
 - CDD SDK 25.0.33
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Test Environment

- Crestron Home 4.007.243.
 - CP4R Firmware v2.8000.00057 (Sep 17 2025).
 - Android 4.8.10+pr
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Supported Models

Cloud-based locks, compatible with Seam:

- August
 - Yale
 - Schlage
 - Kwikset
 - IglooHome
 - Lockly
 - Latch
 - Others ([Seam Supported Devices & Systems](#))
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Contact Information

If you have any questions, please contact us at drivers@digitalautomation.us

Version History

1.0.0

03/17/2026

- Initial release

1.0.1

03/18/2026

- Polling time updated to 60 seconds
- Battery status logic updated

1.0.2

03/19/2026

- Crestron libraries updated
- Improved driver stability by fixing internal logging errors

1.0.3

03/24/2026

- Battery feedback issue fixed

1.0.4

04/06/2026

- Fixed a feedback issue that occurred when a lock was removed from the manufacturer's platform.

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