KEYPAD EZ LOCK
PROGRAMMING GUIDE

BEST
KEYPAD EZ LOCK

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FCC | IC CERTIFICATION

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

This equipment has been tested and found to comply with the limits for 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 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, you can try to correct the interference by taking one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into 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 INDUSTRY CANADA LICENSE-EXEMPT RSS STANDARD(S).

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including any interference that may cause undesired operation of the device.

This Class [B] digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CET APPAREIL EST CONFORME À LA NORME RSS INDUSTRIE CANADA EXEMPT DE LICENSE.

Son fonctionnement est soumis aux deux conditions suivantes:

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interferences pouvant causer un mauvais fonctionnement du dispositif.

Cet appareil numérique de la classe [B] respecte toutes les exigences duRégle-ment sur le matériel brouilleur du Canada.

CONTENTS

1 INTRODUCTION TO KEYPAD EZ

This manual is written primarily for the Administrator and Supervisors who will program Keypad EZ Locks. The following explains access for the average User. Using the Keypad EZ Lock is as easy as entering your PIN followed by the pound (#) key and opening the door. But a few additional features of the Keypad EZ Lock should be noted:

- **Basic access and when it is denied**
- **Passage mode access**
- **Remote access**

GETTING BASIC ACCESS

To unlock a Keypad EZ Lock:

Step	Do this . . .	Example
1.	On the keypad, enter your PIN (Personal Identification Number), and then press the # key. **NOTE:** *The green light blinks and the lock 'chirps' with every valid key press.*	1234 #
2.	Open the door within 3 seconds (default) or up to 60 seconds if programmed.	

You should be able to enter your PIN that your Administrator or Supervisor gave you, at any time, 24 hours a day, 7 days a week.

NOTE: *If you do not yet have a PIN, see your Administrator or Supervisor. If you are or will be an Administrator or Supervisor, see* <u>*"2 Quick Start Guide" on page 6*</u> *to start setting up Keypad EZ Locks right away.*

There are four situations where access may not be granted:

- When the lock has the mortise deadbolt and it is thrown. This is true unless you have deadbolt override access. For more information, see "Deadbolt override access" on page 7.

- When a group of PINs has been temporarily disabled. Occasions when this may happen include holidays and emergencies.

- When you or someone has tried unsuccessfully to get access three (the default) or more times in succession. When this happens, the lock temporarily shuts out ALL access attempts, even with valid PINs, for a period of time. The default time is 30 seconds.

- When the lock's batteries are very low. For more information, see page 19.

See your Administrator or Supervisor if your PIN does not work, or if there is any delay or unusual tones while the lock grants access.

Passage mode access

This feature lets any User with passage mode access privileges to put the lock into an unlocked state with no time limit (like a passage set). Then later any User with passage mode access privileges can return the lock to its normal locked state. All Supervisors and the Administrator automatically have this privilege, but all other Users do not. If a User (including a Service User) is to have this privilege, it must be added to the User's PIN. See "12—Set User privileges" on page 12.

To start/end passage mode in a Keypad EZ Lock:

Step	Do this . . .	Example
1.	Enter your PIN, and then press the # key. **NOTE:** *The green light blinks and the lock 'chirps' with every valid key press.*	1234 #
2.	Immediately enter * then # and the door stays unlocked.	
3.	Repeat the above steps and the door toggles between staying unlocked and locked as you repeat them.	

Daily passage mode

The Keypad EZ Lock can be programmed to automatically open and stay open on a daily basis. The lock will unlock at a specified time each day, and re-lock at another specified time in the same day. This mode can support three sub-modes: 7 days a week, Monday thru Friday only, or weekends only. See "45—Enable daily passage mode" on page 15.

Remote unlock/lock access

The Keypad EZ Lock remote unlock feature offers a convenient way to unlock a door via a hard-wired momentary contact button in a remote location. Examples of common uses include:

- Receptionist entries
- Guard stations
- Receiving and shipping docks

If the lock is in the passage mode (unlocked), pressing the button will cancel the passage mode and lock the door.

For more information on installing the remote unlock feature, see "Installation Instructions for Keypad EZ Remote Unlock (T80922)".

Passage toggle button option

The Keypad EZ Lock can be ordered with a button incorporated into the inside trim of the lock with no required installation of a remote button. The advantage of this is that the door can be quickly locked from the inside of, say a classroom, without having to expose yourself by going out into a hallway to access the keypad to disable the passage mode in order to lock the door.

OVERVIEW OF ITEMS TO CONSIDER BEFORE PROGRAMMING

The Keypad EZ Lock looks simple enough, but actually, it's masquerading as a one-door sophisticated access control system. So before you start programming, first stop and think about the system design decisions that you'll need to make as the Administrator. Use the following to help you think through some important decisions. Then record your decisions on the forms that start on page 30. Reference the examples that start on page 23 to help fill out the forms.

First, think about the people in your enterprise

- Who will be named the Administrator of the Keypad EZ Locks?

- Who can you trust with a PIN that can access the lock 24-hours a day, 7 days a week? All PINs have 24/7 access; not everyone may get a PIN.

- Who can you trust to keep the door unlocked for an indefinite period of time? For more information, see "Passage mode" on page 2.

- Do you want a daily passage mode to unlock/lock the door each day?

- Will you need temporary (24-hour max) one-time Service User PINs?

- Will you allow others beside the Administrator to program Users? Keypad EZ Locks allow up to five Supervisors, one Supervisor for each group. For more information, see "Group number" on page 8.

- Are there any people who might need more than three seconds to open the door? These people may include the elderly and people with physical disabilities. See "Unlock duration" on page 7.

- Is it an advantage for you to group your people into two or more groups? Up to five groups are supported. Advantages include:

  ◆   The ability to delegate the management of adding/deleting PINs

  ◆   The ability to disable whole groups of Users at one time

  ◆   The ability to quickly delete whole groups of Users at one time

- A small business may not need to program any Supervisors at all, but if you have a larger firm, or if you have several Keypad EZ Locks, you may want to at least program one or two Supervisors.

Second, think about the Keypad EZ Lock(s)

- Are they mortise deadbolt locks? If so, who will you allow to over-ride the deadbolt when it's thrown?

- How many digits do you want to use for the PIN: 3, 4, 5, 6, 7, or 8? The lesser the number of digits, the easier the PIN is to remember, but the less secure it is. The opposite is true for the longer PINs, they're easier to forget but are more secure. The factory preset is a 4-digit PIN (for example, 1234). Changing the PIN length later will

delete any PINs already entered, so now is the best time to decide on a PIN length.

- Do you need to let someone remotely unlock or lock the door, such as a receptionist or security guard? If so, you'll want to take advantage of the remote unlock/lock feature. See "Remote unlock" on page 3.

- Will you need to adjust the buzzer volume?

Third, think about the PINs that will be your 'keys' to the Keypad EZ Locks

- It's important to think of these PINs as you would a key. Like keys, they are important security devices that need to be kept safe from compromise.

- How will you create your PINs? Will you use a random number generator or will you use your own creativity? Will you let an employee request their PIN?

- How will you record and keep track of the PINs? This guide includes a User Record form for your use (see "User record" on page 32), but you may want to use an electronic spreadsheet program and keep them secure electronically.

- How will you issue the PINs to people? This usually requires writing the PIN down for the User but you can handwrite them or you can create a form (see "Here's a sample of a User PIN notice:" on page 33) or even create an agreement that the User can sign that could specify any fees to charge if the PIN is forgotten or compromised.

- What action will you take when someone forgets their PIN? You or a Supervisor could simply check your records and remind them verbally. You may want to reprint their PIN and charge them a small fee. It's up to you to decide how strict or lenient you want to be, but whatever you decide, a clear policy is usually best.

- What if a User has shared their PIN with someone else? You may want to go as far as to terminate them or rescind their privileges and immediately delete their PIN. At the least, you will want to change the PIN or possibly charge a fee for such a violation.

2 QUICK START GUIDE

This section will get you up and running fast. By using the lock's default values, you can quickly program yourself as the Administrator and add up to 1000 PINs.

The default values are:

Feature	Default value
PIN length	4 digits (If desired, change the PIN length first before entering the PINs.)
Unlock duration	3 seconds
Deadbolt override access	Only granted to Admin and Supervisors
Passage mode access	Only granted to Admin and Supervisors
Passage mode duration	No time limit
Wrong entries allowed	3 wrong entries; then a denied access timeout.
Timeout after wrong entries	30 seconds
One-time Service User PIN	24 hours
Group number	1
Buzzer volume	Normal
Remote unlock/lock access	Disabled. Must be enabled before use.
Passage toggle button (0ptional)	Disabled. Must be enabled before use.
Administrator PIN	9998 (Personal Identification Number)

USING DEFAULT VALUES

Defaults are factory preset values. For example, the default value of three seconds for the unlock duration allows someone three seconds to enter before the door automatically re-locks. All of the default values were carefully chosen to work in most Keypad EZ Lock installations. In most cases, you shouldn't have to change the default settings (with the exception of the Administrator PIN). Just make sure that you think

about your Users and their convenience and security before using the default values. See page 3 for system overview and design decisions that need to be made.

PIN length

The PIN (Personal Identification Number) length can be set from 3 to 8 digits. The default is 4 digits. Keep in mind that a short PIN number, although easily remembered, is usually less secure. Conversely, a longer PIN number is more secure but is more easily forgotten. If desired, change the PIN length first, before entering the PINs, as changing the PIN length will delete any PINs already entered. To change the default PIN length, see "30—Set PIN length †" on page 14.

Unlock duration

This feature lets you adjust the time that the lock stays unlocked during access. The default is three seconds. If some of your Users need more time to get through the door, the unlock duration can be set anywhere between one and sixty seconds. To change the unlock duration, see "32—Set unlock duration" on page 14.

Deadbolt override access

This feature lets Users (including Service Users), unlock the door with a PIN even when the deadbolt is thrown and only applies to locks with deadbolts. If a lock does not have a deadbolt, this feature is not used. By default, the User is programmed without deadbolt override access, but to allow this access, see "12—Set User privileges" on page 12.

Passage mode access and duration

This feature lets any User (including Service Users), with passage mode access to put the lock into an unlocked state with a default of no time limit (like a passage set). Then later any User with passage mode access can return the lock to its normal locked state. By default, the User is programmed without passage mode access, but to allow this access, see "12—Set User privileges" on page 12. To change the duration, see "42—One-time Passage mode duration" on page 15.

Wrong entries allowed and time out duration

When someone has tried unsuccessfully to get access three (the default) or more times in succession the lock temporarily shuts out ALL

access attempts, even with valid PINs, for a period of time. To change the default number of tries (between one and nine), see "34—Number of wrong entries allowed before timing out" on page 14. The default period of time access is denied is 30 seconds. To change the default to between zero and five minutes, see "35—Duration of timeout after wrong entries" on page 14.

One-time Service User PIN

This feature lets service people have one-time access for no more than 24 hours from first use. The Administrator can reduce how many hours the PIN can be valid, but may not extend it beyond 24 hours. Multiple Service User PINs can be created only limited by the maximum number of PINs allowed. Service Users can be assigned deadbolt override access and passage mode access privileges as well. The Date and Time have to be set first to enable setting the Service PIN.

Group number

Up to five groups of Users can be created, each with a Supervisor. User groups add another layer of security and allow the Administrator to share the responsibilities of administrating the PINs. Usually, this feature is only needed when at least two area or shift Supervisors need to be held accountable for their Users' access. By default, all Users are programmed as belonging to group one.

Remote unlock/lock access—Passage toggle button (0ptional)

See "Remote unlock/lock access" on page 3 for an explanation.

IMPORTANT!

Changing the Administrator PIN

The default Administrator PIN (Personal Identification Number) is 9998. It is vital for security to change this default Administrator PIN to a new value as the first thing in setting up the lock, see "Step" on page 9.

SET UP A LOCK USING FACTORY-DEFAULT VALUES

TIP: Temporarily record the PINs as you enter them or record them using the "User record" on page 32. You can use this form to assign the PINs to the Users later.

Step	To . . .	You enter . . .	Example . . .
1.	Begin program-ming mode	00# 9998#	
2.	Change Adminis-trator PIN [1]	20# [any 4 digits] # [the same 4 digits] #	20# 3197# 3197#
3.	Add PINs	10# [any 4 digits]# # **NOTE:** *Repeat this se-quence, changing the 4 digits each time, up to 1000 times.*	10# 4994# #
4.	End program-ming mode	99#	

Use the "User record" on page 32 to record the PINs that you added.
Record the Administration PIN at the bottom of FORM 1, "Groups and their assigned doors" on page 30 Detach and then secure both logs.

Grn	Red		Grn	Red		Grn	Red		Grn	Red		Grn	Red
Off	On		On	On		Flash	Off			Motor runs			One tone

Programming mode in process | *Command entry accepted* | *Data accepted "Chirps"* | *Programming mode ended* | *Data entry failed, Start over*

Figure 2.1   Keypad EZ Lock LED lights and sounds while programming

See "Replacing batteries" on page 19 for the Battery warning LED lights and sounds displayed after a valid PIN entry.

_____

1 If a change in PIN length is desired, make the change before changing the
   default Administrator PIN or adding User PINs as these PINs will be deleted
   when the PIN length is changed. See "30—Set PIN length †" on page 14.

3 COMPLETE SETUP GUIDE

This section lists all of the available command codes and lets you take full advantage of all the Keypad EZ Lock features and functions.

LOCK SETUP AND MANAGEMENT

Use these programming codes to set up advance features and manage your Keypad EZ Locks.

Programming commands quick reference

Use this reference to look up the task you need to perform:

Code	Description	Code	Description
00 [a]	Begin programming session	33	Reset all to factory defaults
10 [a]	Add User PIN number	34	Number of wrong entries allowed before timing out
11 [a]	Delete User PIN	35	Wrong entries timeout duration
12 [a]	Set User privileges	36	Switch # and * keys
13 [a]	Delete group of PINs	37	Buzzer volume control
14 [a]	Enable group of PINs	38	Delete all User, Supervisor, and Service PINs (but not Admin)
15 [a]	Disable group of PINs	40	Set time [b]
20	Set Administrator PIN	41	Set date
21 [a]	Set Supervisor PIN to Group 1	42	Passage mode duration
22 [a]	Set Supervisor PIN to Group 2	43	Daily passage mode setup
23 [a]	Set Supervisor PIN to Group 3	45	Enable daily passage mode
24 [a]	Set Supervisor PIN to Group 4	46	Disable daily passage mode
25 [a]	Set Supervisor PIN to Group 5	50	Add one-time Service User PIN
26 [a]	Disable User PIN	51	Delete one-time Service User PIN
27 [a]	Enable User PIN	52	Delete all Service User PINs

a   Indicates that a Supervisor may program this code.
b   Automatic Daylight Saving Time change is not supported.

Code	Description	Code	Description
28	Disable all User, Supervisor, and Service PINs (but not Admin)	**53**	Initiate firmware update **WARNING:** See page 16
29	Enable all User, Supervisor, and Service PINs (but not Admin)	**54**	Enable/Disable remote unlock
30	Set PIN length	***#**	Enable/Disable one-time passage mode
32	Set unlock duration	**99 ***	End programming session

PROGRAMMING THE KEYPAD EZ LOCK

To begin a programming session:

Programming the Keypad EZ Lock starts with entering the "00" code to begin a programming session followed by the pound (#) key. You can think of the # key as an enter/accept key. Next, enter the Admin PIN (or Supervisor PIN) followed by the # key.

You enter . . .	
00 # 9998 #	*See page 10 footnote for codes a Supervisor may program.*

To program the desired functions into the Keypad EZ Lock:

Refer to the "Programming commands quick reference" on page 10 for a summary of available functions. Begin entering the codes for the desired functions from the following: "Programming codes and their details" on page 12. Be sure to substitute digits for the letters given in the "*You enter . . .*" code sequence as indicated in the gray shaded details box for the code.

To end the programming session:

After all programming functions have been completed for a particular Keypad EZ Lock, use this code to end the programming session.

You enter . . .	
99 #	*End programming session*

PROGRAMMING CODES AND THEIR DETAILS

10—ADD USER PIN NUMBERS

Add up to 1000 PIN numbers to the lock. Use the forms to record them as you enter them. They can be assigned to the Users later as needed.

You enter . . .	
10 # UUUU # # or	*UUUU = User PIN to be added (3 to 8 digits as set by code 30)* Repeat with a different number to add more PINs to group 1.
10 # UUUU # G # or	*G = Group number (1 to 5)* Not entering a group number # # defaults to group 1.
10 # UUUU #	Supervisors can only add a PIN in their group. No double # # or group number is required for a Supervisor to add a PIN.

11—DELETE A USER'S PIN

You enter . . .	
11 # UUUU #	*UUUU = User PIN to be deleted* Supervisors can only delete a PIN in their group.

12—SET USER PRIVILEGES (INCLUDING SERVICE USERS)

You enter . . .	
12 # UUUU # V #	*UUUU = User PIN V = User privileges:* *1 = Passage mode only* *2 = Deadbolt override only* *3 = Both privileges 0 = No privileges*

13—DELETE A GROUP OF PINS

You enter . . .	
13 # G # or 13 #	*G = Group number (1-5)* A Supervisor may only delete their group of PINs. The group number is not required for the Supervisor and their PIN is not deleted.

14—ENABLE A GROUP OF PINs

You enter . . .	
14 # G # or 14 #	*G = Group number (1-5)* A Supervisor may only enable their group of PINs. The group number is not required for the Supervisor.

15—DISABLE A GROUP OF PINS

You enter . . .	
15 # G # or 15 #	*G = Group number (1-5)* A Supervisor may only disable their group of PINs. The group number is not required for the Supervisor and their PIN is not disabled.

20—CHANGE THE ADMINISTRATION PIN

You enter . . .	*NNNN = New Administrator PIN*
20 # NNNN # NNNN#	

21—SET OR CHANGE SUPERVISOR PIN TO GROUP 1

You enter . . .	*SSSS = Supervisor PIN*
21 # SSSS # SSSS #	Entering a different number will change the PIN, but only in the Supervisor's group.

22—SET OR CHANGE SUPERVISOR PIN TO GROUP 2

You enter . . .	*SSSS = Supervisor PIN*
22 # SSSS # SSSS #	Entering a different number will change the PIN, but only in the Supervisor's group.

23—SET OR CHANGE SUPERVISOR PIN TO GROUP 3

You enter . . .	*SSSS = Supervisor PIN*
23 # SSSS # SSSS #	Entering a different number will change the PIN, but only in the Supervisor's group.

24—SET OR CHANGE SUPERVISOR PIN TO GROUP 4

You enter . . .	*SSSS = Supervisor PIN*
24 # SSSS # SSSS #	Entering a different number will change the PIN, but only in the Supervisor's group.

25—SET OR CHANGE SUPERVISOR PIN TO GROUP 5

You enter . . .	*SSSS = Supervisor PIN*
25 # SSSS # SSSS #	Entering a different number will change the PIN, but only in the Supervisor's group.

26—DISABLE A USER'S PIN

You enter . . .	*UUUU = User PIN to be disabled*
26 # UUUU #	*Service PIN cannot be disabled by this command.*

27—ENABLE A USER'S PIN

You enter . . .	*UUUU = User PIN to be enabled*
27 # UUUU #	

28—DISABLE ALL USER PINS (BUT NOT ADMIN)

You enter . . .	This will disable all User, Supervisor, and Service User PINs (but not Admin).
28 #	

29—ENABLE ALL USER PINS (BUT NOT ADMIN)

You enter . . .	This will enable all User, Supervisor, and Service User PINs (but not Admin).
29 #	

30—SET PIN LENGTH [†]

You enter . . .	*P = PIN length (from 3 to 8 digits)* Default length = 4 digits. Record length on FORM 3. †See footnote on page 17.
30 # P #	

32—SET UNLOCK DURATION

You enter . . .	*S = Seconds (from 1 to 60)* Default time = 3 seconds Record unlock duration on FORM 2.
32 # S #	

33—RESET ALL TO FACTORY DEFAULT

You enter . . .	New Keypad EZ Locks will reboot automatically and do not require code 99 # to end programming.
33 # 33 #	

34—NUMBER OF WRONG ENTRIES ALLOWED BEFORE TIMING OUT

You enter . . .	*TT = Number of wrong entries (1 to 9)* Default = 3 wrong entries
34 # TT #	

35—DURATION OF TIMEOUT AFTER WRONG ENTRIES

You enter . . .	*TT = Length of timeout (00 to 300 seconds)* Default = 30 seconds
35 # TT #	

36—SWITCH # AND * KEYS

You enter . . .	If the keys are switched, the * star key must be used whenever the # pound key appears in this manual and vice versa.
36 #	

37—BUZZER VOLUME CONTROL

You enter . . .	VV = 00 to 03 (default = 02, normal):
37 # VV #	00 = Off 01 = Low 02 = Normal 03 = High

38—DELETE ALL USER PINS (BUT NOT ADMIN)

You enter . . .	This will delete all User, Supervisor, and Service User PINs (but not Admin).
38 #	

40—SET TIME

You enter . . .	HH = 00 to 23 Hrs and MM = 00 to 59 Min
40 # HHMM #	Enter as Military time; i.e., 8:30 a.m. is 0830 and 8:30 p.m. is 2030. (Automatic Daylight Saving Time change is not supported.)

41—SET DATE

You enter . . .	MMDDYY = month, day, year
41 # MMDDYY # WD #	MM=01 to 12, DD = 01 to 31, YY = 00 to 99 (i.e., Nov 22, 2007 = 112207) WD = 1 to 7 (week day); 1 = Mon; 7 = Sun

42—ONE-TIME PASSAGE MODE DURATION

You enter . . .	TT = 00 to 24 hours (default = 00)
42 # TT #	00 = No time limit. This sets how long the Keypad EZ Lock is left open in the one time passage mode.

43—DAILY PASSAGE MODE SETUP

You enter . . .	(Run Code 40 and 45 before setting this up.)

43 # HHMM #
    HHMM #
    X #
	HH = 00 to 23 Hrs and MM = 00 to 59 Min
	Enter as Military time; i.e., 8:30 a.m. is 0830 and 8:30 p.m. is 2030. The first entry is the start time; the second is the end time.
	X = 1, 2 or 3; (Daily setting):
	  1 = 7 days a week
	  2 = Monday thru Friday 3 = Sat & Sun

45—ENABLE DAILY PASSAGE MODE

You enter . . .	This only controls the programmed daily passage mode.
45 #	

46—DISABLE DAILY PASSAGE MODE

You enter . . .	This only controls the programmed daily passage mode.
46 #	

50—ADD ONE-TIME SERVICE USER PIN

You enter . . .	*UUUU = Service User PIN; HH = 00 to 24 Hrs 00 or # # = 24 Hrs (default).* This is the number of hours the PIN will be active after first use. Repeat to add more PINs. The Date and Time have to be set first to enable setting the Service PIN.
50 # UUUU # HH # or 50 # UUUU # #	

51—DELETE A SINGLE ONE-TIME SERVICE USER PIN

You enter . . .	*UUUU = Service User PIN*
51 # UUUU #	

52—DELETE ALL ONE-TIME SERVICE USER PINS

You enter . . .	No variable needed.
52 #	

53—INITIATE FIRMWARE UPDATE

You enter . . .	Go to the BEST Knowledge Base to download the update instructions.
53 # 1 #	

WARNING: *Once you enter the "Initiate Firmware Update" command of 53# 1#, you must be able to complete the update. The lock will NOT be able to exit this process once it begins and if you are unable to complete the update for any reason, then the circuit board will need to be replaced with a new one.*

54—ENABLE/DISABLE REMOTE ACCESS UNLOCK AND TOGGLE BUTTON

You enter . . .	*X=1 to Enable; X=0 or # # to disable* The remote access unlock must be enabled in order to respond to either the remote button or to the built-in passage toggle button.
54 # X # or 54 # #	

ENABLE/DISABLE ONE-TIME PASSAGE MODE (NO CODE NEEDED)

You enter . . .	*UUUU = User or Service User PIN with passage mode privilege.* Will not work with the default Admin PIN which must be changed.
UUUU # * #	

† Changing the PIN length (code 30), will reset the Admin PIN as follows:

3 digits 998	4 digits 9998	5 digits 99998
6 digits 999998	7 digits 9999998	8 digits 99999998

Changing the PIN length will also remove any other programming that you may have entered, such as any User PINs or unlock duration. The change does not take effect until the programming session ends. Record PIN length on FORM 3.

4 MAINTENANCE

When you have a question or problem with any component of the Keypad EZ Lock, your first resource for help is the <u>Knowledge Base</u> which can be found on <u>dhwsupport.dormakaba.com/hc/en-us</u>. If you can't find a satisfactory answer, contact your local dormakaba representative or dormakaba technical support.

SUPPORT SERVICES

Telephone technical support

Before you call for technical support, try to be in the location where the problem exists and prepare to provide the following information:

- What you were doing when you encountered the problem and exactly what happened.
- What you have done so far to try and correct the problem.

dormakaba representatives provide telephone technical support for all Keypad EZ Lock products. You may locate the representative nearest you by calling 1-800-392-5209 Monday through Friday between 8:00 a.m. and 5:00 p.m. Eastern Standard Time, or go to dhwsupport.dormakaba.com/hc/en-us and start a product support ticket.

BATTERY MAINTENANCE

Battery life

Genuine factory battery packs are designed for maximum service life. Depending on the type of chassis you have, the average life of a battery pack is given in the table on the following page.

Chassis type	Estimated number of cycles [1]	
	Standard (4-cell) battery pack	Extended (8-cell) battery pack
Cylindrical	65,000 (typically 2-5 years)	130,000 (typically 4-5 years)
Mortise	130,000 (typically 3-5 years)	240,000 (typically 4-5 years)
Exit hardware	130,000	240,000

Replacing batteries

When replacing batteries, the memory is not lost, but the time setting is lost after two minutes. The Keypad EZ Lock has a warning system to let you know when the batteries are getting low. At the first sign of warning, although you have some time to replace the batteries before they fail, you need to replace the battery pack or batteries as soon as possible. To order replacement battery packs (for EXZ units only), see your factory representative or an authorized dealer. Replacement part number:

B60726—Standard, four-cell shrink-wrapped battery pack

There are three battery levels. The lock access varies depending on the battery level. The battery levels are:

Normal—Battery level is good.

Warning—Battery level is low.

Alarm—Battery level is very low.

Use the following table to determine a Keypad EZ Lock's level when a valid PIN is entered:

Battery level	LEDs	Sounder	Access
Normal	Green flashes		Granted
Warning	Green flashes	3 long tones	Granted after delay
Alarm	Red & green flash	3 short tones	Denied [2]

---

1   Battery life may vary based on system settings, use, environmental conditions and other factors.
2   Supervisors and the Administrator are granted access during the alarm battery level until the battery is replaced.

To replace batteries for 9KZ and 40HZ locks:

1. Use a T20 Torx bit or Phillips Type 2 to remove the two inside cover screws from either side of the top cover.

2. Slide the top cover up and remove it from the fire plate.

3. Disconnect the battery holder from the connector and remove it from the fire plate. See Figure 4.1 .

4. Remove the battery holder screw and slide the holder lid off.

5. Replace the batteries in the holder with AA Duracell or Energizer AA alkaline batteries only.

6. Slide the battery holder lid back on and replace the battery holder screw.

7. Position the battery wires against the fire plate side wall and slide the battery holder back into the fire plate.

CAUTION: *When routing the battery wires, make sure the wires are not routed across any sharp edges or over any surface that could damage their sleeving or wire insulation.*
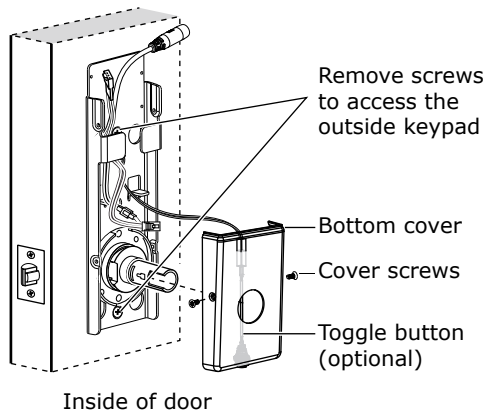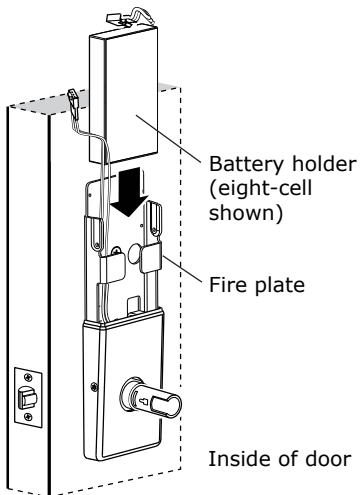
Battery holder (eight-cell shown)

Fire plate

Inside of door

Figure 4.1 Replacing the batteries

Remove screws to access the outside keypad

Bottom cover

Cover screws

Toggle button (optional)

Inside of door

Figure 4.2 Remove the outside keypad

8. Connect the battery holder to the connector.

9. Slide the top cover over the guide notches and replace the inside cover screws.

CAUTION: *When connecting the battery pack, make sure that there are no loose wire connections where the wires are inserted into the connectors and that the connectors are firmly mated.*

RESETTING A LOCK TO THE FACTORY DEFAULTS (CODE 33)

You may at some point need to reset or restore a lock to its original factory default or preset condition. This will erase ALL programming that you have entered. Do this if:

- A lock needs to be moved to a new location.
- You have lost PIN control, or the lock and User records.

CAUTION: *This programming procedure will delete ALL PINs in all groups and cannot be undone. To delete only a group of Users, see*

This procedure will also reset the # key as the enter key if the # key was switched with the * key.

To reset the factory defaults with an Admin PIN:

Step	You enter . . .	Example . . .
1.	00 # Admin PIN #	00 # 5467 #
2.	33 # 33 #	
3.	The lock will automatically end programming mode.	

To reset the factory defaults with a lost Admin PIN:

CAUTION: *This Programming procedure will delete ALL PINs in all groups and cannot be undone. All programming will be reset to the factory defaults.*

If the Administration PIN has been lost it will be necessary to depress the programming mode override button on the circuit board under the outside keypad to get into programming mode. To reset the Administra-

tion PIN to the factory default code (9998#), access the circuit board as outlined in ""Accessing the Keypad EZ Lock circuit board" on page 23 for either of the following methods:

To reset defaults using the override button (Method one):

Step	Do this . . .
1.	Carefully peel back the gasket that covers the circuit board. With the battery connected, press and release the small black button centered along the bottom of the circuit board (override button). Do not confuse the soft reset button with the override button. The red LED should glow and remain on.
2.	Enter 33 # then 33 # to confirm that you want to reset.
3.	The lock will automatically end programming mode when finished.
4.	To confirm the reset, enter 9998 #. If the reset was successful the lock should now unlock and then re-lock after three seconds.
5.	Replace the gasket and reassemble the lock.

Or to reset defaults using the override button (Method two):

Step	Do this . . .
1.	Carefully peel back the gasket that covers the circuit board. With the battery connected, press and hold for five seconds the small black button along the bottom of the circuit board (override button). It will beep and the red LED should come on. As you hold the button, the red and green LEDs will flash four times as it beeps four times. Do not confuse the soft reset button with the override button.
2.	The factory reset will automatically start without entering a code and then end programming mode when finished.
3.	To confirm the reset, enter 9998 #. If the reset was successful the lock should now unlock and then re-locks after three seconds.
4.	Replace the gasket and reassemble the lock.

RESETTING A FROZEN/MALFUNCTIONING LOCK

Soft reset button

There is a second small black button (soft reset) along the bottom and to the side of the circuit board that will restart/reboot the lock in case of malfunction without losing any of the PINs or programming. It does NOT reset to the defaults. Do not confuse the soft reset button with the small black override button centered along the bottom of the circuit board.

Access the circuit board as outlined in "Accessing the Keypad EZ Lock circuit board" on page 23 and press the soft reset button if the lock appears to be frozen or malfunctioning.

Reversing the function of the # and * keys

Although the factory default for completing a programming command is to use the # key, the * key may be substituted. Some Administrators may prefer or expect to use the * key to activate a command since this key was used in the BEST V Series product.

To substitute the * key for the # key:

Step	You enter . . .	Example . . .
1.	00 # Admin PIN #	00 # 5467 #
2.	36#	
3.	99#	

After following these steps you must use the * key wherever you see the # key. Alternately, you must use the # key wherever you see the * key.

To reset the # key to its default function simply repeat the above steps to toggle the function back to the default.

Accessing the Keypad EZ Lock circuit board

1. Remove both inside covers by removing the screws on either side of the covers.

2. Refer to "Figure 4.1 Replacing the batteries" and "Figure 4.2 Remove the outside keypad" on page 20 and remove the 2 indicated through-bolts to remove the outside keypad.

5 USER FORMS

Use the forms and examples on the following pages to guide you through the process of setting up locks and adding User PINs.

SAMPLE APPLICATIONS

The following are two example applications to help you understand how Keypad EZ Locks can be used in real-life applications. The first application is a small restaurant. Refer to this scenario if you have a small number of locks and Users.

Refer to the second scenario—a local department store—as a starting point, if you are setting up at least three locks and at least two Supervisors. The three blank forms used in the sample applications are found at the end of the chapter starting on .

JIM'S RESTAURANT

Jim, the owner of Jim's Restaurant—a small roadside diner—has five full-time and two part-time employees. Although he is the owner, he decides to ask Greg, his General Manager, to be the Administrator of the Keypad EZ Locks. The Keypad EZ Lock is installed on the storage room door. Greg fills out FORM 2. See Figure 5.1 on page 24.

Jim decides that only full-time employees need a PIN because his part-time employees are never there unless a full-time employee is.
He also concludes that since there are only five employees who will need access, that only one group is necessary. All Users are therefore programmed as part of group 1 (the default).

Jim also decides that only the Line Assistant—Frank Copland—will have passage mode privilege. This is the only employee who he wants to authorize to keep the storage door unlocked. Greg fills out FORM 3. See Figure 5.2 on page 24. Greg changes the default password and records it on the bottom of FORM 1 (see page 30). FORMS 4 and 5 are used to record one-time Service User PINs and daily passage mode times, if used.

Here's a sample of the completed Lock Group and User Record that Greg signs.

KEYPAD EZ LOCK GROUP AND USER RECORD (FORM 2)

Fill out a copy of this page and a User Record (FORM 3),
for each group in your system. Keep group records separate.

Group and doors

Name of business or division	*Jim's Restaurant*
Group No. & description[a]	*1 — All*
Supervisor name [b]	*none*
Supervisor PIN	*none*

a—Use Group No. if more than one group is used; group 1 is the default.
b—For locks with only one group, a Supervisor is optional.

Doors accessible by users in this group
For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock or passage toggle installed? (check one if yes)		Lock chassis type (check one)	
		Remote	Toggle	Cyl	Mortise / exit
Storage	3			✓	

Figure 5.1   Page 1 of Jim's Restaurant form

USER RECORD   **PIN length:** __4__   (FORM 3)

Record 25 Users that you want included in **Group No.** __1__
For more than 25 Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.	*Copland*	*Frank*	*7396*	✓		
2.	*Haydn*	*John*	*1433*			
3.	*Backer*	*Anna*	*6692*			
4.	*Beech*	*Fred*	*1349*			
5.	*Herin*	*Andrew*	*2299*			
6.						
7.						
8.						

Figure 5.2   Page 2 of Jim's Restaurant form

DEPARTMENT STORE

Dave, the General Manager of Henderson's Dept Store #12, has received three Keypad EZ Locks. He has requested them for the following doors:

- Administration office
- Rear door
- Stock room

Of the 18 employees that will need access to these doors, Dave has decided to divide them along departmental lines and designate a Supervisor for each department. As the Keypad EZ Lock Group Supervisor, Dave also decides to be the Administrator. His groups look like this:

Groups

Sales	Administration	Stock
Bob Smith, Supervisor	Sue Jones, Supervisor	Gale Seares, Supervisor
David Parson	Angela Bourke	Don Coyle
Frank Helme	Melissa Church	Chen Hsieh
Mary Wittenstein	Jim Flanders	Kevin Laseau
Karl Brown	Brandi Hancock	Stacey O'Hara
Ann Fulton	Sarah Russell	
Kate Stevens		

Then using FORM 1, Groups and Their Assigned Doors, Dave organizes his three groups and decides which of the three locks that each group will have access to. His groupings and assigned doors are shown in .

Doors by group

GROUPS AND THEIR ASSIGNED DOORS (FORM 1)

Use this form to record all of the doors that will be available to Users in a particular group. Enter a Group No. and description and all of the doors available to that group. Repeat for all of the groups that are created.

Group No.	Group description	Door description / location
1.	Sales	Admin office
		Rear door
2.	Administration	Admin office
		Stock room
		Rear door
3.	Stock	Stock room
		Rear door

- Cut here

ADMINISTRATOR/SUPERVISOR PIN RECORD

This section is for use by the Administrator only!
Separate and store in a secure, separate location.

Group	Supervisor name	PIN
1.	Bob Smith	1243
2.	Sue Jones	9872
3.	Gale Seares	3221

Figure 5.3   Group list using the doors by list form

Dave further decides that only the Supervisors and a few others will have deadbolt override and passage mode privileges. Since Supervisors have these privileges by default, he does not need to do anything extra with them.

Once these decisions have been made, Dave completes three sets of forms, one set for each group. Each set consisting of FORMS 2 and 3. These sets are shown in Figures 5.4 through Figure 5.9 on .

There is an additional FORM 4 for recording one-time Service User PINs, if used. See FORM 4 "Service User record" on page 34. There is also a FORM 5 for recording daily passage access start and stop times, if used. See "programmed w/ daily passage mode" on page 34.

KEYPAD EZ LOCK GROUP AND USER RECORD   (FORM 2)

Fill out a copy of this page and a User Record (FORM 3),
for each group in your system. Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group No. & description[a]	*1 — Sales*
Supervisor name[b]	*Bob Smith*
Supervisor PIN	*1243*

a—Use Group No. if more than one group is used; group 1 is the default.
b—For locks with only one group, a Supervisor is optional.

Doors accessible by users in this group
For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock or passage toggle installed? (check if yes)		Lock chassis type (check one)	
		Remote	Toggle	Cyl	Mortise / exit
Admin office	*3*			✓	
Rear door	*3*	✓			✓

Figure 5.4   Sales dept group 1 door list

USER RECORD   PIN length: ___4___   Privi-leges   (FORM 3)

Record 25 Users that you want included in **Group No.** ___1___
For more than 25 Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.	*Parson*	*David*	*7723*	✓	✓	
2.	*Helme*	*Frank*	*1369*			
3.	*Wittenstein*	*Mary*	*9732*			
4.	*Brown*	*Karl*	*5655*			
5.	*Fulton*	*Ann*	*1372*			
6.	Stevens	Kate	*4419*		✓	
7.						

Figure 5.5   Sales dept group 1 User list

KEYPAD EZ LOCK GROUP AND USER RECORD (FORM 2)

Fill out a copy of this page and a User Record (FORM 3),
for each group in your system. Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group No. & description[a]	*2 — Administration*
Supervisor name[b]	*Sue Jones*
Supervisor PIN	*9872*

a—Use Group No. if more than one group is used; group 1 is the default.
b—For locks with only one group, a Supervisor is optional.

Doors accessible by users in this group
For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock or passage toggle installed? (check if yes)		Lock chassis type (check one)	
		Remote	Toggle	Cyl	Mortise / exit
Admin office	*3*			✓	
Stock room	*3*			✓	
Rear door	*3*	✓			✓

Figure 5.6   Administration dept group 2 door list

USER RECORD PIN length: __4__ Privi-leges (FORM 3)

Record 25 Users that you want included in **Group No. __2__**
For more than 25 Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.	*Bourke*	*Angela*	*5332*			
2.	*Church*	*Melissa*	*9655*	✓	✓	
3.	*Flanders*	*Jim*	*2663*			
4.	*Hancock*	*Brandi*	*3298*			
5.	*Russell*	*Sarah*	*6611*			
6.						
7.						
8.						

Figure 5.7   Administration dept group 2 User list

KEYPAD EZ LOCK GROUP AND USER RECORD   (FORM 2)

Fill out a copy of this page and a User Record (FORM 3),
for each group in your system. Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group No. & description[a]	**3 — Stock**
Supervisor name[b]	*Gale Seares*
Supervisor PIN	*3221*

a—Use Group No. if more than one group is used; group 1 is the default.
b—For locks with only one group, a Supervisor is optional.

Doors accessible by users in this group
For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock or passage toggle installed? (check if yes)		Lock chassis type (check one)	
		Remote	Toggle	Cyl	Mortise / exit
Stock room	*3*		✓	✓	
Rear door	*3*	✓			✓

Figure 5.8   Stock dept group 3 door list

USER RECORD	**PIN length:** 4		Privileges		(FORM 3)

Record 25 Users that you want included in **Group No.** 3
For more than 25 Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.	*Coyle*	*Don*	*7227*	✓	✓	
2.	*Hsieh*	*Chen*	*8193*	✓	✓	
3.	*Laseau*	*Kevin*	*5632*			
4.	*O'Hara*	*Stacey*	*9972*			
5.						

Figure 5.9 Stock dept group 3 User list

Dave changes the default password and completes the Administrator/
Supervisor PIN Record at the bottom of FORM 1, as shown on . He then uses these PINs to program the three Supervisor PINs
into all three locks. Once the Supervisors are programmed into the
locks, the Supervisors take their group forms and enters the User PINs
into their group locks.

GROUPS AND THEIR ASSIGNED DOORS   (FORM 1)

Use this form to record all of the doors that will be available to Users in a particular group. Enter a Group No. and description and all of the doors available to that group. Repeat for all of the groups that are created.

Group No.	Group description	Door description / location

-      Cut here

ADMINISTRATOR/SUPERVISOR PIN RECORD

This section is for use by the Administrator only!
Separate and store in a secure, separate location.

Group	Supervisor name	PIN
1.		
2.		
3.		
4.		
5.		
ADMIN		

KEYPAD EZ LOCK GROUP AND USER RECORD   (Form 2)

Fill out a copy of this page and a User Record (FORM 3),
for each group in your system. Keep group records separate.

Group and doors

Name of business or division

Group No. & description[a]

Supervisor name[b]

Supervisor PIN

a—Use Group No. if more than one group is used; group 1 is the default.
b—For locks with only one group, a Supervisor is optional.

Doors accessible by Users in this group
For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock or passage toggle installed? (check if yes)		Lock chassis type (check one)	
		Remote	Toggle	Cyl	Mortise / exit

Use the User Record, FORM 3 on page 32, to record the PINs as you
create them in "2 Quick Start Guide" on page 6. No need to assign
Users as you create them; the PINs can be assigned to the Users later
as needed.

USER RECORD

PIN length: _____

Record 25 Users that you want included in **Group No.** _____
For more than 25 Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						
21.						
22.						
23.						
24.						
25.						

(Privileges column header spans D-bolt and Passg.)

Page ____ of ____ for group No. ____ description: _____

Record, secure and distribute PINs

Once all Keypad EZ Locks have been programmed you need to ensure that all PINs are properly recorded and secured. If you have not already done so, use the forms that begin on to record all User, Supervisor and Administration PINs.

After safely recording all of the PINs, inform the Users of their new PINs and let them know what locks (doors) they have access to and what privileges they have. If they have passage mode access, instruct them on how to start and end passage mode.

Here's a sample of a User PIN notice:

User PIN Notice and Instructions   PIN [   ]

Name _____

Doors you have acess to:

To unlock a Keypad EZ Lock:

1 Enter your PIN, then press #.

2 Turn the knob or lever handle.

Privileges you have (If checked)

❑ Passage mode access
(See instructions to the right.) ↗

❑ Deadbolt override access

❑ Note: If checked, the use of the # key and the * key has been switched.

To start passage mode access:

1 Enter your PIN, then press #.

2 Within three seconds, press * then #.
The lock stays unlocked.

To end passage mode access:

1 Repeat the steps above.
The lock relocks.

Caution: Memorize and destroy this PIN notice!
Losing this notice is equal to losing a key.

SERVICE USER RECORD

Door description _____

Privi-leges	(FORM 4)

Record 14 Service Users issued PINs for this door. For more doors or Service Users copy this form.

No.	Last name	First name	PIN	D-bolt	Passg	Date deleted
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						

PROGRAMMED W/ DAILY PASSAGE MODE

Record the start/end times and the days of the week for each door programmed with a daily passage mode.

Days of the week — (FORM 5)

Door description	Start time	End time	All	Mon to Fri	Weekends	Date deleted

⚠ **Warning:** This Manufacturer advises that no lock can provide complete security by itself. This lock may be defeated by forcible or technical means, or evaded by entry elsewhere on the property. No lock can substitute for caution, awareness of your environment, and common sense. Builder's hardware is available in multiple performance grades to suit the application. In order to enhance security and reduce risk, you should consult a qualified locksmith or other security professional.

⚠ **Advertencia:** Este fabricante have saber que no hay cerraduras que puedan proporcionar seguridad completa por si misma. Esta cerradura puede fallar forzandola o utilizando medios técnicos o entrando por otra parte del edificio. No hay cerraduras que puedan sustituir precaución, estar al tanto de su entorno y sentido común. Este fabricante también ofrece cerraduras de diferentes grados y rendimientos para ajustarse a su aplicación. Para mejorar la seguridad y reducer riesgos, usted debe consultar con un cerrajero especializado u otro profesional de seguridad.

⚠ **Advertissement:** Le fabricant tient à vous aviser qu'aucun verrou ne peut à lui seul offrir une sécurité complète. Ce verrou peut être mis hors d'état par la force ou des moyens techniques ou etre évité par l'utilisation d'une autre entrée sur la propriété. Aucun verrou ne peut remplacer la surveillance de votre enviornnenment et le bon sens. La quincaillerie pour le constructeur est offerte selon différents grades de performance pour différentes applications. Afin d'augmenter la sécurité et de rduire le risque, vous devriez consulter un serrurier qualifié ou un autre professionel de la sécurité.

For Assistance or Warranty Information:
Call 1-800-392-5209

Para obtener asistencia o información de la garantía:
Llame al 1-800-392-5209

Pour obtenir de l'aide ou des renseignements sur la garantie :
Appelez au 1-800-392-5209 ou consultez le site