



FREQUENTLY ASKED QUESTIONS

Is the system easy to use?

Yes, especially when you plan ahead; we highly recommend that you familiarize yourself with the setup process and functionality in advance.

What is Shared Use functionality?

In Shared Use, (also known as temporary use/day use/hotel use) the locks remain unlocked until actively locked by a user.

The user can select any unused, unlocked unit and enter their self-selected code (keypad locks) or present an RFID credential (RFID locks) to the lock.

The lock will remain locked until unlocked by the same code or RFID credential.

Once unlocked by the code or RFID credential the unit is available for use by another user.

The lock can be open by a Manager key. The user self-selected code or credential will be retained if opened with and then relocked with a manager key.

What is Assigned Use functionality?

In Assigned Use Mode, the lock is programmed to allow access by a specific set code or RFID credential.

In this functionality, the lock will only operate with the preprogrammed codes or credentials. These preprogrammed codes or credentials are entered into the lock by the black manager key. Keep record of the codes programmed and assign individual codes to users.

The lock automatically locks when closed and handle is turned backed to the locked position (unlike when in Shared Use functionality).

How do I confirm if lock is in Assigned or Shared Use functionality?

Locks ship from the factory in shared use as default.

To confirm mode, press the **C** key on the lock. LED light will flash green if in assigned use mode or flash red if in shared use mode.

What type of battery is required?

Keypad style: CR2032 (two required)

RFID style: AA (four required)

Replace with premium alkaline batteries; Duracell or Energizer brand batteries are recommended. Do not mix battery brands or use rechargeable batteries. Dispose or recycle used batteries according to local regulations.

Anticipated battery life?

Depends on frequency of use, but typically 1 - 1.5 years.

How many Programming keys (yellow key) are required?

- Specify only one (1) Programming Key per site
- Programming Keys are required to set up and maintain the system. Locks will only work with one Programming Key.
- If a large install (as an example, multiple floors or buildings) more than one programming key can be used to create separate systems by area. Keep programming keys separate by area as they are not interoperable.
- Order product code: **LKPRGKEY**



FREQUENTLY ASKED QUESTIONS

What functions does a Programming key perform?

- Acts as master key to the system.
- Sets lock functionality.
- Assigns manager keys to lock system.
- Provides external power in the event of battery failure.
- Overrides user access and operates the lock without user code.
- Acts as backup to the manager key for override and power

How many Manager keys (black key) are required?

Each lock may be programmed for access by up to six (6) Manager Keys per lock. Order product code: **LKMGRKEY**.

What functions does a manager key perform?

- Assigns user codes or credentials in assigned use functionality.
- Provides external power
- Overrides user access and operates the lock without user code

What are User keys?

- User keys allow ADA-compliant operation of the lock for those unable to operate the lock via the standard operating procedures.
- Confirm provincial specific guidelines; US Access Board requires 5% of all openings to be ADA compliant.
- Order product code: **LKUSRKEY**

How to use Programming, Manager & User keys?

- To use keys, prongs located on the end of the key must be touched to the key slot on the lock.
- Orientation of the keys is critical – see user guide
- For successful operation, be sure all prongs make contact with the lock.
- Touching the key to the key slot does not require excessive force. If force is applied, key prongs may be damaged.

Will a client access badge from an existing system operate an RFID lock?

- Digilock RFID locks are compatible on 13.56 MHz frequency with both iClass (ISO 15693) and Mifare (ISO 14443).
- To be certain an existing badge will be compatible to operate locks, a customer badge must be sent to Digilock for testing. Work with your Global customer care representative to coordinate.
- If not compatible, separate credential cards are available to order: product code **LKRFIDCRD** for a pack of 10 cards.

Can a locked unit be accessed without the user's credentials?

- Manager keys and programming key will override the user credential requirement and allow access to the locked unit.
- Only manager keys programmed to access a specific lock during the system set up or added to the system using the programming key will be able to access the unit.



INITIAL PROGRAMMING OF LOCKS

To set up the system, follow programming steps outlined in the [Keypad Lock Instructions](#) or [RFID Lock Instructions](#).

Warning: Inserting programming and manager keys out of sequence or randomly could impact lock's firmware resulting in a lock out condition. Locks may then need to be reset with a special order factory reset key. Reset keys expire 3 weeks from issuance and cannot be reused.

The initial setup procedure assigns specific Programming and Manager Keys to each lock. Once the initial programming procedure is complete and keys have been assigned, the locks will be in full operating mode. This prevents potential lock out situations due to lost or forgotten codes.

Can the initial setup procedure be completed prior to shipment?

Due to the customizable features of the lock system, setup programming must be done at the site. It is best to complete initial setup once units are in place to allow for desired Manager Key access configurations by floor, by department, by shift or other.

Is there a quicker way to program my locks?

Plan ahead by reviewing the setup process in advance.

The Programming Key can quickly program multiple locks to operate with the same Manager Keys once the first lock is programmed with a set of Manager Keys.

Follow the Express Register instructions found within the lock instructions.



TROUBLESHOOTING TIPS

Issues with Initial Programming

Initial call - can't operate the locks

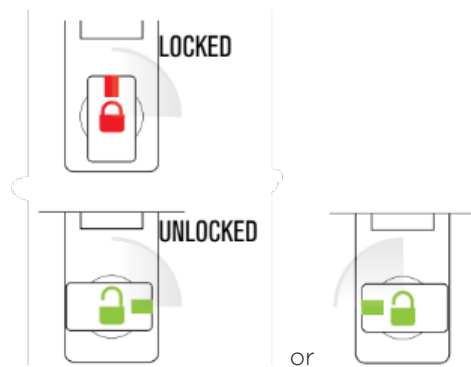
- Confirm ONE programming key on site. If not, a Programming key must be ordered and on site.
- Confirm at least ONE manager key on site (multiples recommended per site), if not Manager keys must be ordered and on site.
- If RFID style, also confirm if credential cards were ordered or if they had an existing client access badge confirmed for compatibility.

If programming and manager keys on site:

- First, check battery status - press **C** key. If no audible feedback, replace the batteries.
- Second, check that lock has been installed correctly. When unit is locked, handle on face of lock should be oriented vertically, with the notch on the handle pointed at 12 o'clock position.

If the unit is locked and handle on the face of the lock is oriented horizontally (with the notch pointing at 3 or 9 o'clock position) the locks must be reinstalled. For assistance in re-orienting the locks, Contact your Global customer care representative.

Correct orientation:



- Third, contact Digilock support immediately while installer or facilities person is on site; a three-way call is recommended with your Global customer support. **Direct line to Digilock support: 1-800-989-0201, option 2.**

Support is best executed while representative on site can be guided live by Digilock support personnel.

In the event Digilock support indicates reset keys are required, wait for delivery and follow reset instructions provided.



TROUBLESHOOTING TIPS

Day-to-Day Troubleshooting

Lock not responding and no audible feedback when C key pressed

- The lock may be in sleep mode or the batteries may need to be replaced.
- For immediate access, operate with a Manager Key that has been previously registered to the lock.
- If the condition persists, replace the batteries

After three (3) consecutive failed attempts to open keypad style lock

- After three (3) consecutive incorrect User Code entries to unlock, the lock will enter Sleep Mode for one minute.
- For each subsequent incorrect entry, the lock will remain in Sleep Mode for an additional minute.
- The keypad is disabled while in sleep mode. A Manager Key or Programming key that has been previously registered to the lock may be used to override sleep mode.

Low Battery Indicator

After locking or unlocking - if the lock emits two sets of three beeps, this indicates the batteries are low. Replace the batteries.

Does not Unlock with the User Code or User key

If the lock does not recognize the User code or User key, for immediate access operate with a valid Manager Key or the site Programming Key. If in assigned user mode, follow instructions to Assign User Credentials to assign a new user code or user key to the lock.

How to access when battery appears to be dead, but unit in locked position?

Both Manager Keys and Programming Keys will provide temporary power to a lock allowing lock to open so batteries may be replaced.

Batteries changed but still unresponsive?

Ensure the battery harness is properly connected to the circuit board and that you are using premium high-alkaline batteries. Duracell CopperTop or Energizer brands are recommended.

Does not Operate with a Manager key

If the lock does not recognize a valid Manager key, follow instructions to ADD Manager Keys to program the Manager key to the lock. For immediate access, operate with another valid manager key or the site Programming key.

Does not Operate with the Programming key

If the lock does not recognize the Programming key, contact Digilock support for additional assistance. A replacement Programming key will need to be couriered to site and enabled. Do not order replacement programming key through Global, as inherent security features will not allow the programming key to override the original programming key. Replacement programming key, must be ordered directly from Digilock Support.



TROUBLESHOOTING TIPS

Hear three sets of three beeps and lock not operating?

Indicates batteries are low. Replace batteries.

Hear continuous rapid beeps and lock not operating?

This indicates the lock is binding. This can be due to door misalignment, incorrect installation, or excess pressure on the rear unit. If the lock is in the unlocked state, push on the door to relieve pressure and actuate lock again with user code/credential or user key. This is only possible once the door is open. If the error persists, contact Digilock Support for assistance.

Lost or damaged programming key?

Contact Digilock Support for replacement and follow instructions provided. Do not order replacement programming key from Global directly.

In rare cases, drill out procedure may be required

On occasion, mechanical failure may require the lock to be drilled out. Prior to drilling out any Digilock keyless lock, a three-way support call is required to ensure all possible alternatives have been properly executed. Not to be performed unless approved by Digilock as a last resort.

Digilock Support Contact:

1-800-989-0201 - option 2

Support is located in California, time zone differences will apply.