

Effective January 2025
USA



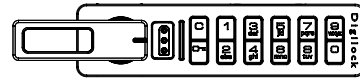
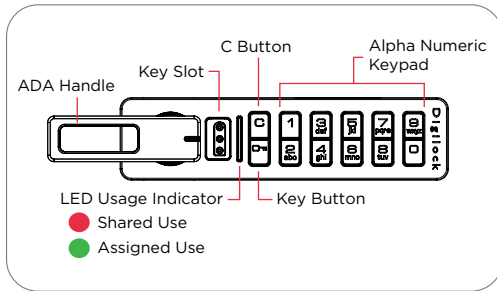
USER GUIDE digiLOCK



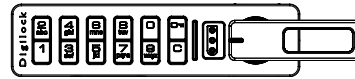
SHARED & ASSIGNED USE FUNCTIONALITY

Versa™ locks with a keypad interface are operated by a 4-7 digit User Code or by an ADA compliant **User Key**. **Manager Keys** provide management access and external power. Programming is accomplished via a **Programming Key** unique to the lock system.

LOCK ORIENTATION

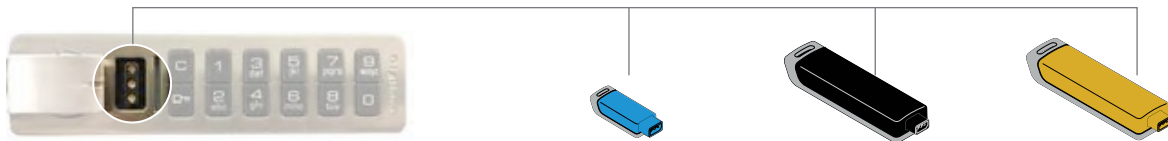


Horizontal with knob on left



Horizontal with knob on right

KEYS



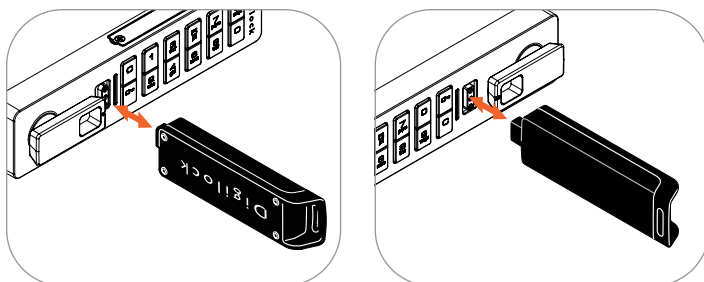
	User Key GUKEZDV6P	Manager Key¹ GUKEZDV6M	Programming Key² GUKEZDV6P
Operates the lock, for users unable to use keypad	•	•	•
Overrides user access		•	•
Allows management inspection		•	•
Provides external power		•	•
Programs manager keys to the lock			•
Assigns user credentials ³ (in assigned use functionality)		•	
Sets lock functionality			•

¹ Up to six manager keys may be programmed to each lock.

² One programming key allowed per lock system.

³ Up to 20 user credentials may be assigned to each lock.

KEY INSERTION

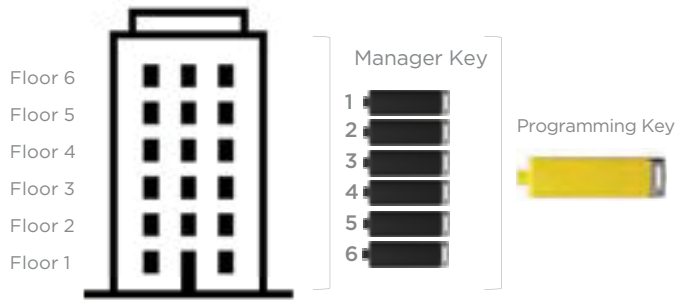


Refer to above image for proper key insertion. DigiLock logo must face towards the handle.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
 For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

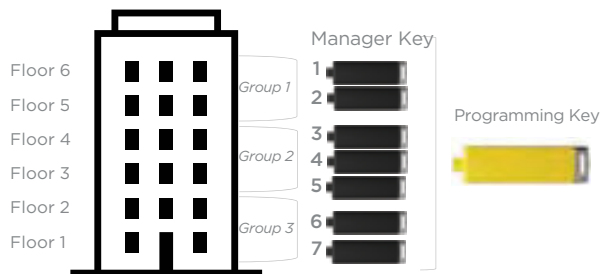
PROGRAMMING OPTIONS

Option 1: Universal Manager Keys for entire building



Each lock must be set up to operate with a Programming Key and Manager Key(s).
 See [Programming First Locks](#) to program new Manager Keys to a first lock.
 See [Express Register Manager Keys](#) to register the new Manager Keys to other locks.

Option 2: Manager Keys programmed for separate groups



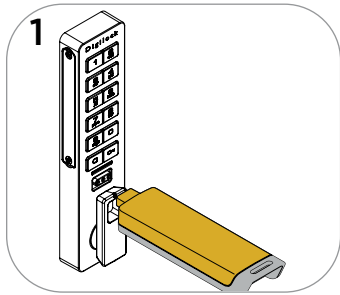
Each lock must be set up to operate with a Programming Key and Manager Key(s).
For the first group:
 See [Programming First Locks](#) to program new Manager Keys to a first lock.
 See [Express Register Manager Keys](#) to register the new Manager Keys to other locks.
End the Express Registration mode before doing the second group.

For the second group:
 Repeat steps from above - see [Programming First Locks](#) and [Express Register Manager Keys](#).

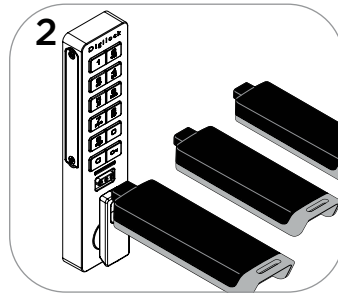
SETUP

Programming First Locks

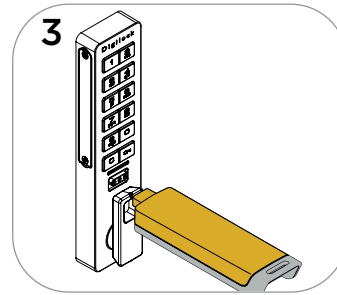
Locks are shipped with factory default settings (operates by pressing **C** **☞**). Each lock must be set up to operate with a Programming Key and Manager Keys.



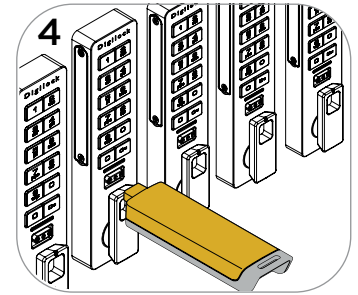
1 Insert the Programming Key. A two-tone beep will be heard and the LED will turn on.



2 While the LED is solid, insert one Manager Key at a time. A two-tone beep will be heard for each Manager Key programmed.



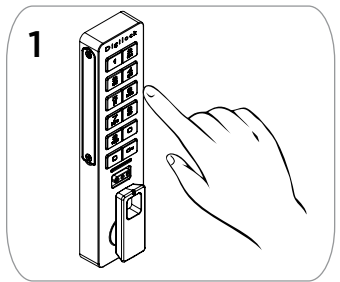
3 Insert the Programming Key. A two-tone beep will be heard and the LED will turn off.



4 Repeat above steps for each lock or follow instructions to [Express Register Manager Keys](#) to setup all locks.

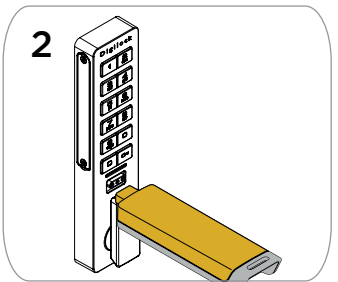
Express Register Manager Keys

The Programming Key can quickly program multiple locks to operate with the same Manager Keys.



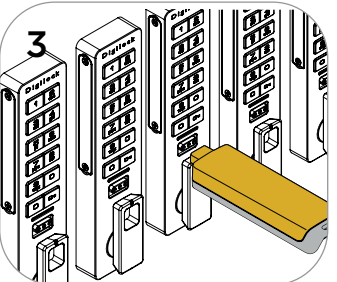
1 Go to a lock already programmed to operate with the Manager Key.

Press **C** **☞** **6** **1** **☞**. The LED will turn on.

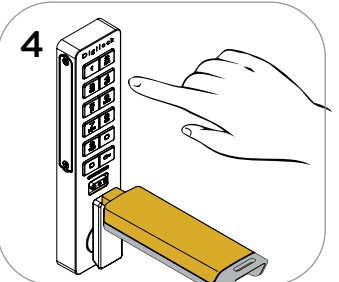


2 While the LED is solid, insert the Programming Key.

A two-tone beep will be heard and the LED will turn off.



3 Insert the Programming Key to program each lock to operate with the same Manager Keys. Two sets of two-tone beeps will be heard to indicate successful programming.



4 End Express Registration mode*.

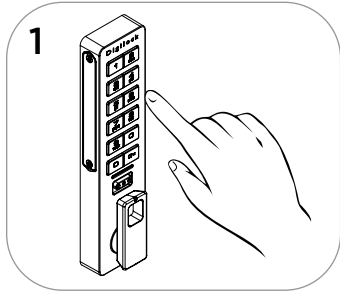
Go to any programmed lock.

Press **C** **☞** then insert the Programming Key. A two-tone beep will be heard and the lock will engage.

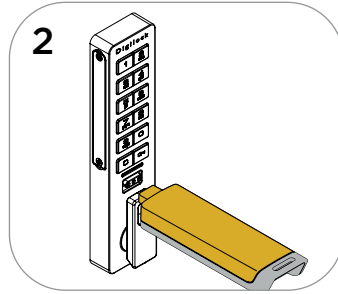
*The Programming Key will continue to function in Express Registration mode until it is used to operate a lock.

Add Manager Keys

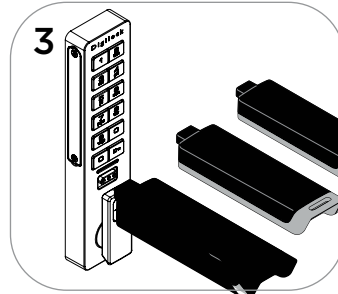
Manager Keys can be programmed to the locks at any time.



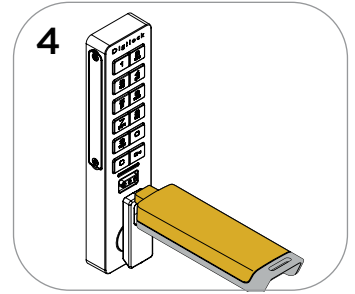
Go to a lock requiring additional Manager Keys.
Press **C** **0** **5** **5** **0**.
The LED will turn on.



While the LED is solid, insert the Programming Key.
A two-tone beep will be heard.



While the LED is solid, insert each additional Manager Key one at a time. A two-tone beep will be heard for each Manager Key programmed.

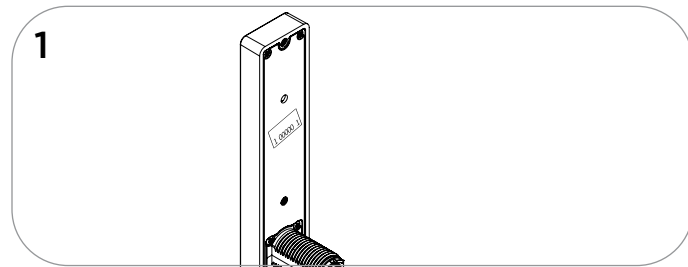


Insert the Programming Key. A two-tone beep will be heard and the LED will turn off. Repeat above steps for each lock or follow instructions to [Express Register Manager Keys](#) to quickly program multiple locks to operate with the same Manager Keys.

Replacing Keys

The locks must be reprogrammed to prevent lost/stolen keys from operating a lock.

To Replace the Programming Key

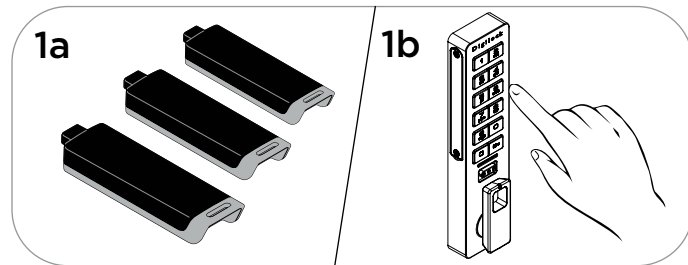


Note the order or serial number (found on the lock's rear).

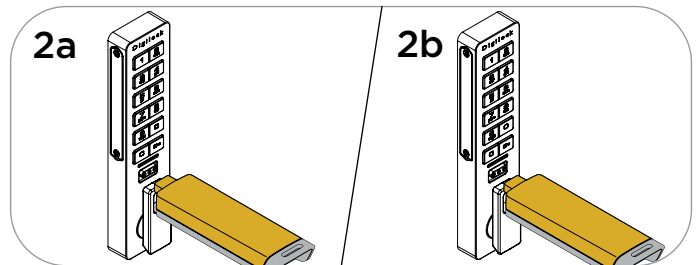


Contact Digilock support to purchase a replacement Programming Key

To Replace the Manager Keys



Collect all remaining and replacement Manager Keys.
Go to any lock operated by lost/stolen Manager Keys.
Press **C** **0** **5** **5** **0**.
The LED will turn on.



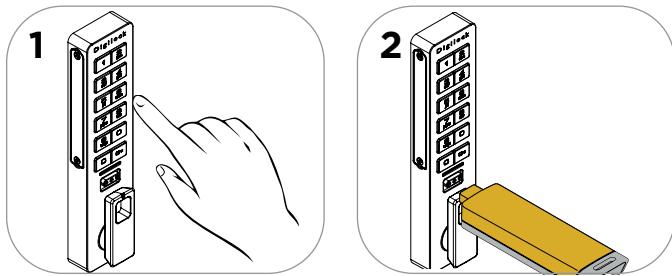
While the LED is solid, insert the Programming Key. A two-tone beep will be heard. Insert the Programming Key again. Three sets of two-tone beeps will be heard and the LED will turn off. All previously programmed Manager Keys will be erased. Follow instructions to [Add Manager Keys](#) to program the remaining and replacement Manager Keys to the locks.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

SET LOCK FUNCTIONALITY

Each lock can be set for either **Shared** or **Assigned** use functionality. Press **C** to check functionality. If in Shared use, LED is **RED**. If in Assigned use, LED is **GREEN**.

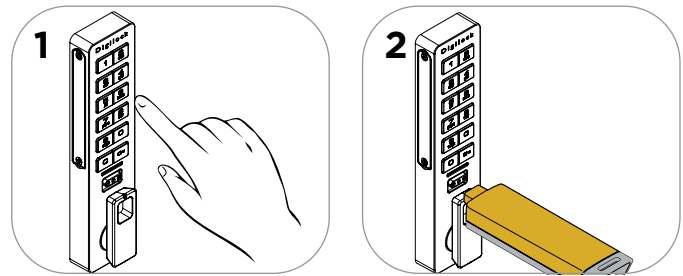
To Set for Assigned Use



Press **C** **0** **6** **5** **0**
The **red** LED will turn on.

Insert the Programming Key. A two-tone beep will be heard and the **green** LED will flash once.

To Set for Shared Use



Press **C** **0** **5** **6** **0**
The **green** LED will turn on.

Insert the Programming Key. A two-tone beep will be heard and the LED will flash once.

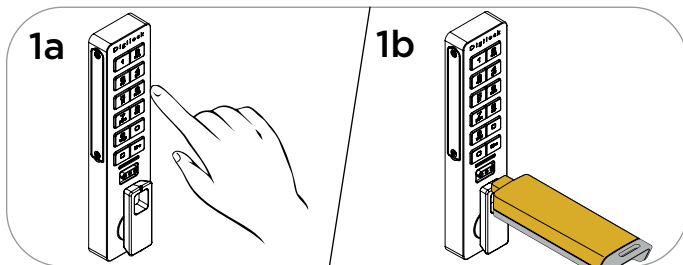
Note: if the lock is currently in the locked position when switching to shared use, the lock will engage and the knob can be turned to the unlocked position.

PROGRAMMING INSTRUCTIONS (IN SHARED USE FUNCTIONALITY)

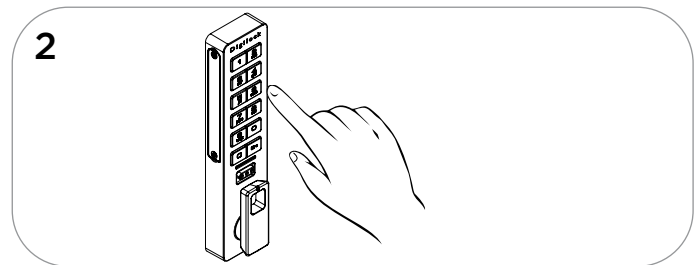
Auto Unlock

When in **shared use** functionality, each lock can be programmed to auto unlock after a set number of hours. The default setting is OFF (does not auto unlock).

To Turn On Auto Unlock

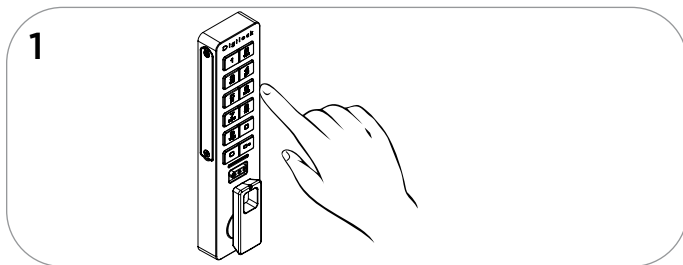


Press **C** **0** **9** **5** **0**
The LED will flash.
While the LED is flashing, insert the Programming Key. A two-tone beep will be heard and the LED will continue to flash.

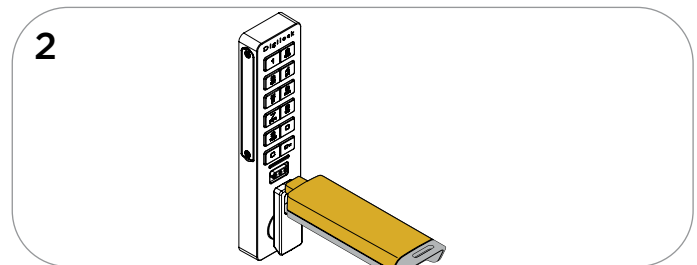


While the LED is flashing, enter the number of hours from **1** **9** **9** then press **0**.
Two sets of two-tone beeps will be heard and the LED will turn off.
For example:
Press **8** **0** to set the lock to auto unlock 8 hours after locking.

To Turn Off Auto Unlock



Press **C** **0** **9** **4** **0**
The LED will flash.



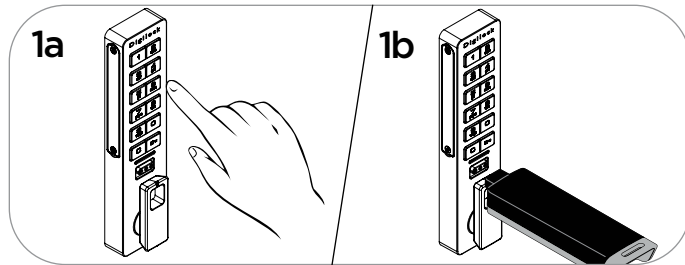
While the LED is flashing, insert the Programming Key. A two-tone beep will be heard and the LED will turn off.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

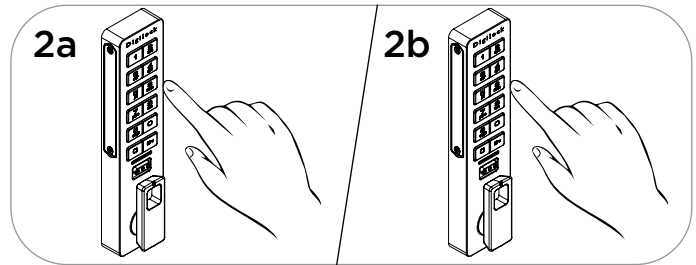
ASSIGN USER CREDENTIALS (FOR ASSIGNED USE FUNCTIONALITY ONLY)

Make sure that the lock is set for assigned use functionality (a green LED will flash when **C** is pressed). Up to 20 user credentials (User Codes and/or User Keys) may be assigned to each lock.

Assigning User Codes

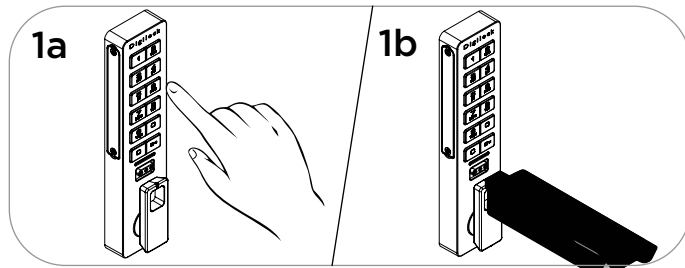


Press **C** **0** **5** **5** **0**.
The green LED will turn on.
While the LED is solid, insert a valid Manager Key.
A two-tone beep will be heard and the LED will flash.

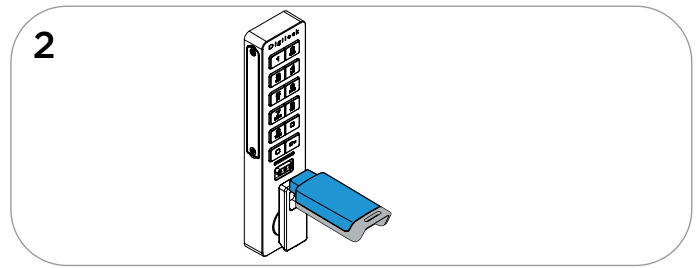


While the LED is flashing, press **C** [new 4-7 digit code] **0**.
A two-tone beep will be heard.
Press **C** [the same 4-7 digit code] **0**.
Two sets of two-tone beeps will be heard and the LED will turn off.

Assigning User Keys



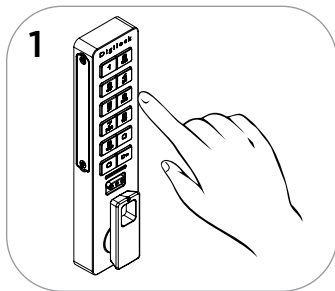
Press **C** **0** **5** **5** **0**.
The LED will turn on.
While the LED is solid, insert a valid Manager Key.
A two-tone beep will be heard and the LED will flash.



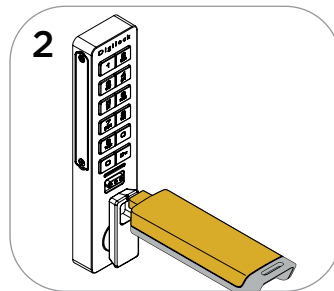
While the LED is flashing, insert a User Key.
Two sets of two-tone beeps will be heard and the LED will turn off.

Express Register User Credentials and Manager Keys - FOR ASSIGNED USE FUNCTIONALITY ONLY

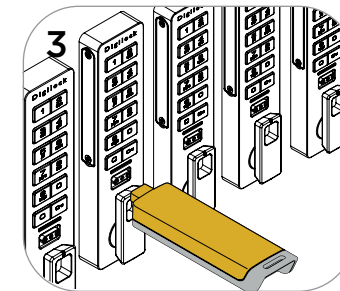
Make sure that the lock is set for assigned use functionality (a green LED will flash when **C** is pressed). The Programming Key can quickly program multiple locks to operate with the same user credentials and Manager Keys.



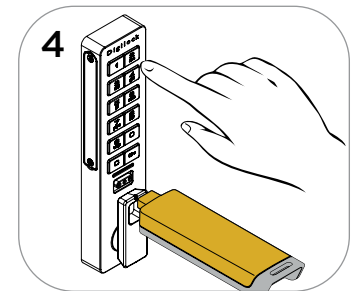
Go to a lock already programmed to operate with the user credentials and Manager Keys.
Press **C** **0** **6** **6** **0**.
The LED will turn on.



While the LED is solid, insert the Programming Key.
A two-tone beep will be heard and the LED will turn off.



Insert the Programming Key to program each lock to operate with the same user credentials and Manager Keys. Two sets of two-tone beeps will be heard and the LED will flash twice to indicate successful programming.



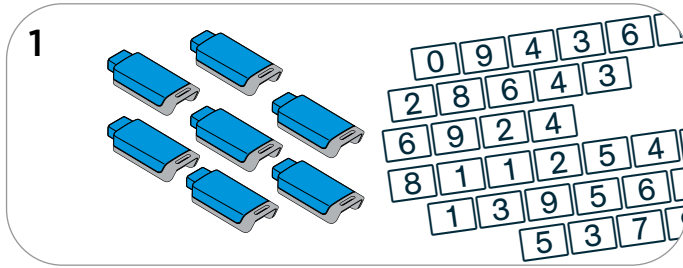
End Express Registration mode.*
Go to any programmed lock.
Press **C** **0** then insert the Programming Key.

*The Programming Key will continue to function in Express Registration mode until it is used to operate a lock.

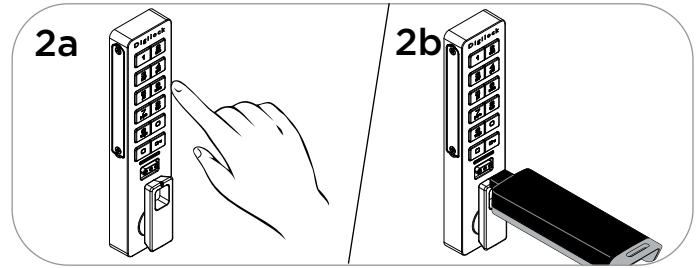
For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

Remove User Credentials - FOR ASSIGNED USE FUNCTIONALITY ONLY

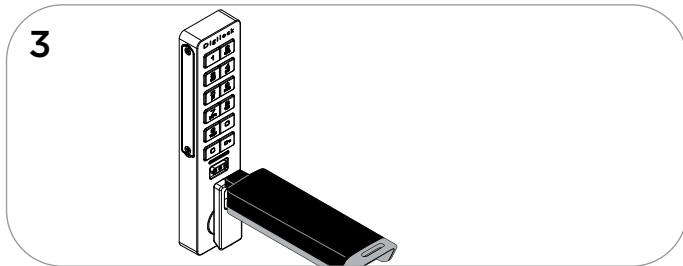
Make sure that the lock is set for assigned use functionality (a green LED will flash when **C** is pressed). The locks must be reprogrammed to remove user credentials from operating a lock.



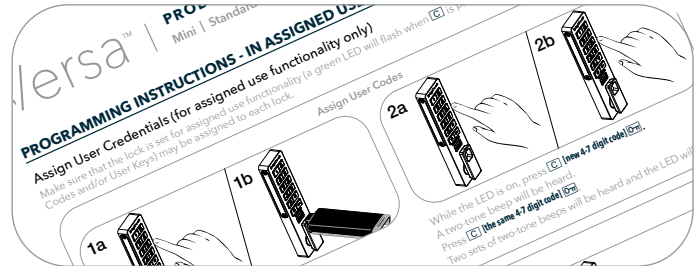
1 Collect all remaining and replacement user credentials (User Codes and User Keys).



2a Press **C** **0** **5** **5** **0**
 The LED will turn on.
 While the LED is solid, insert a valid Manager Key.
 A two-tone beep will be heard and the LED will flash.

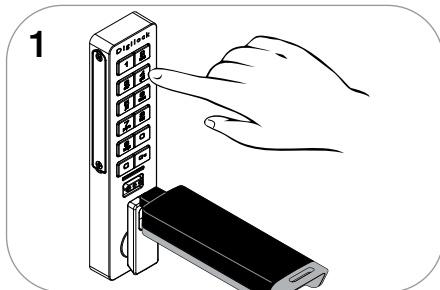


3 Insert the Manager Key again.
 Three sets of two-tone beeps will be heard and the LED will turn off. All previously assigned user credentials will be removed.

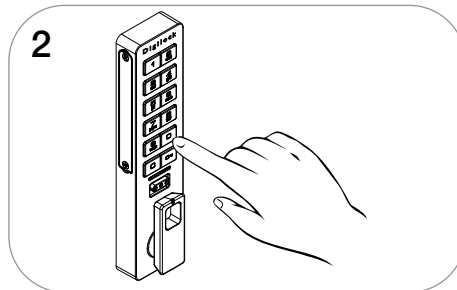


Follow [Assign User Credentials](#) instructions to assign the remaining and replacement user credentials to the locks.

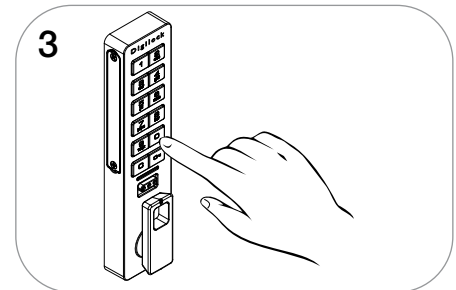
Replace an Assigned User Credential with a New User Code



1 Press **C** **0** then insert a valid Manager Key.
 A two-tone beep will be heard and the LED will flash.



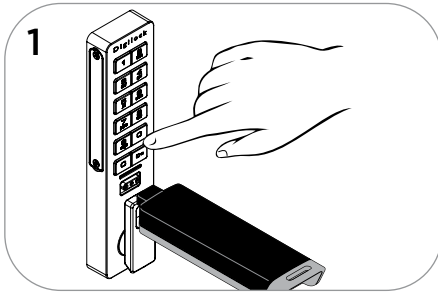
2 While the LED is flashing, press **C** [assigned user code] **0**.
 A two-tone beep will be heard.



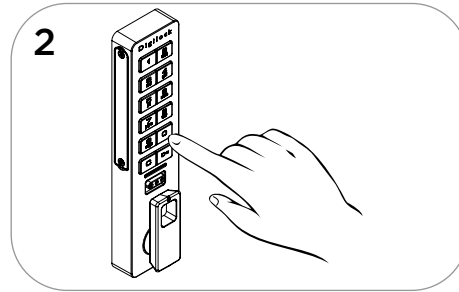
3 While the LED is flashing, press **C** [new 4-7 digit user code] **0**.
C [same 4-7 digit user code] **0**
 Two sets of two-tone beeps will be heard and the LED will turn off.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
 For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

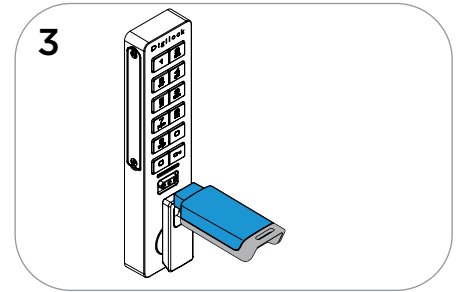
Replace an Assigned User Code with a New User Key



Press **[C]** **[Key]** then insert a valid Manager Key. A two-tone beep will be heard and the LED will flash.

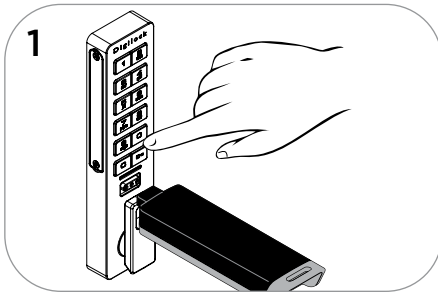


While the LED is flashing, press **[C]** **[assigned user code]** **[Key]**. A two-tone beep will be heard.

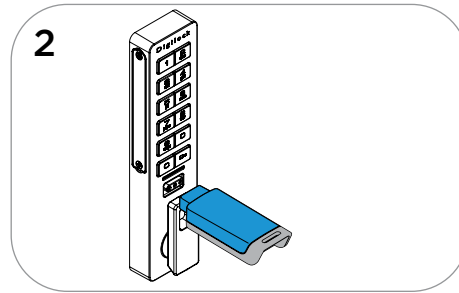


While the LED is flashing, insert a new User Key. Two sets of two-tone beeps will be heard and the LED will turn off.

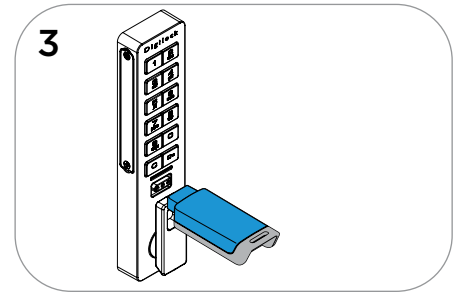
Replace an Assigned User Key with a New User Key



Press **[C]** **[Key]** then insert a valid Manager Key. A two-tone beep will be heard and the LED will flash.

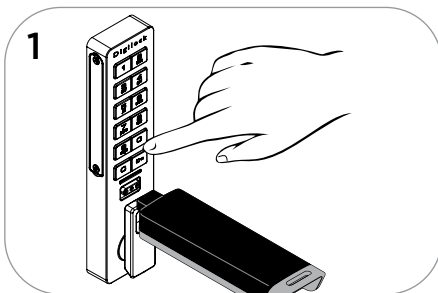


While the LED is flashing, insert the assigned User Key. A two-tone beep will be heard.

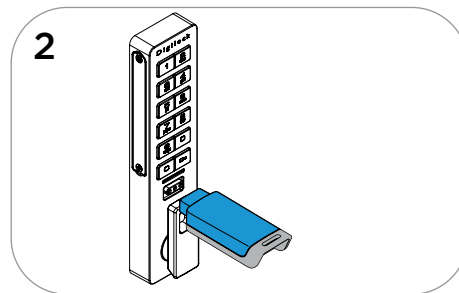


While the LED is flashing, insert a new User Key. Two sets of two-tone beeps will be heard and the LED will turn off.

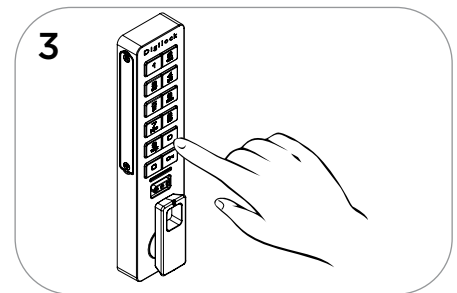
Replace an Assigned User Key with a New User Code



Press **[C]** **[Key]** then insert a valid Manager Key. A two-tone beep will be heard and the LED will flash.



While the LED is flashing, insert the assigned User Key. A two-tone beep will be heard.



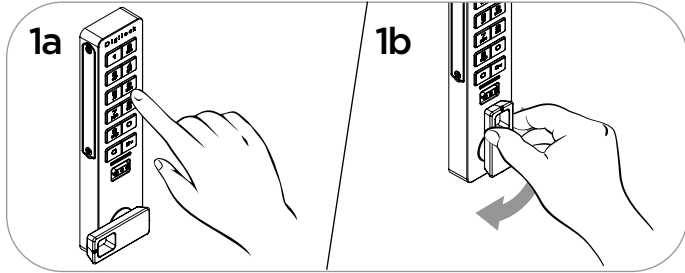
While the LED is flashing, press **[C]** **[new 4-7 digit user code]** **[Key]** **[C]** **[same 4-7 digit user code]** **[Key]**. Two sets of two-tone beeps will be heard and the LED will turn off.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
 For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

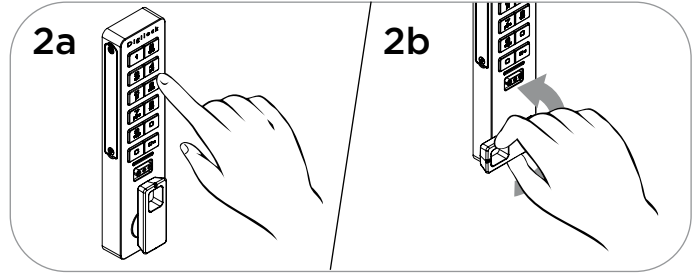
FOR SHARED USE FUNCTIONALITY

In shared use functionality, the user enters any 4-7 digit User Code or inserts any User Key to lock and the same User Code or User Key to unlock. Once unlocked, the lock is available for a different user.

Operate with a User Code

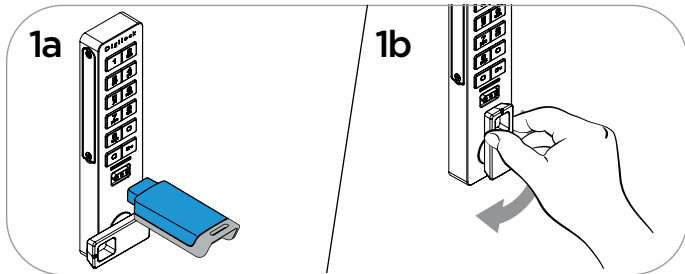


Lock: Close the door. Press **C** [any 4-7 digit code] **OK** then turn the knob to the locked position.

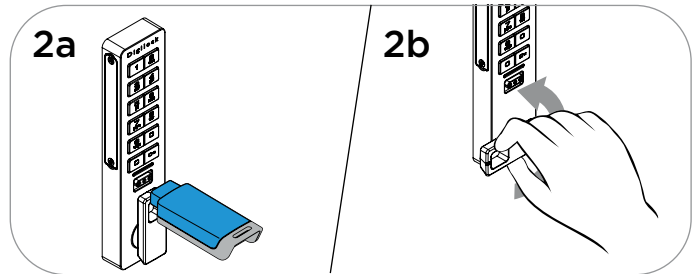


Unlock: Press **C** [same 4-7 digit code] **OK** then turn the knob to the unlocked position. Open the door*.

Operate with a User Key

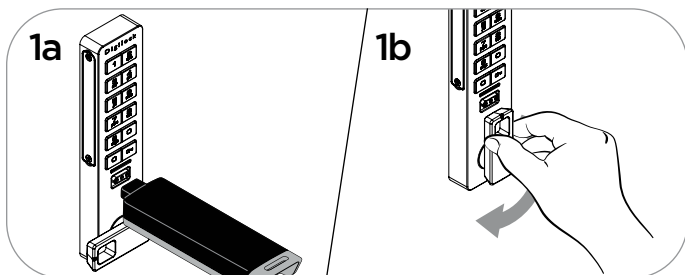


Lock: Close the door. Insert any User Key then turn the knob to the locked position.

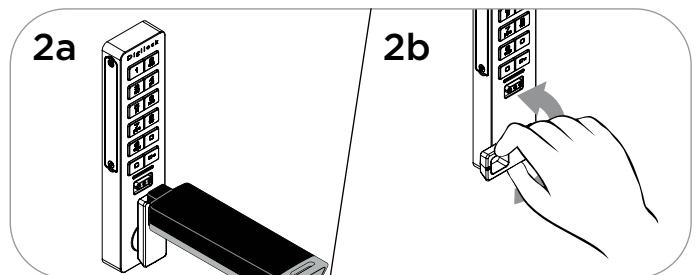


Unlock: Insert the same User Key then turn the knob to the unlocked position. Open the door.

Operate with a Manager Key



Lock: Close the door. Insert a valid Manager Key then turn the knob to the locked position.



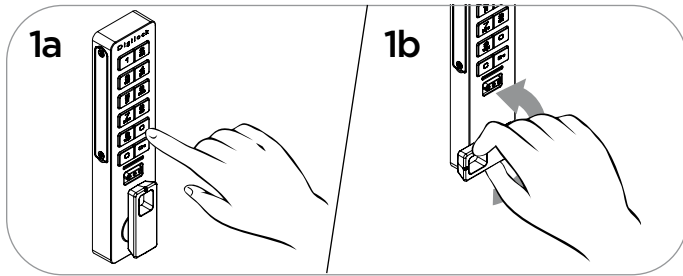
Unlock: Insert a valid Manager Key then turn the knob to the unlocked position. Open the door**.

*After 3 consecutive incorrect User Code entries, the keypad will be disabled for 1 minute (Sleep Mode).

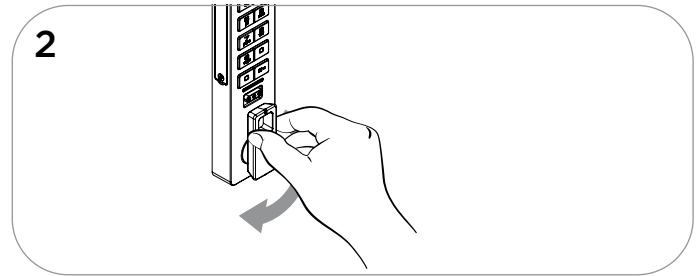
**If a valid Manager Key is used to relock, the previous user credential will continue to operate the lock.

FOR ASSIGNED USE FUNCTIONALITY

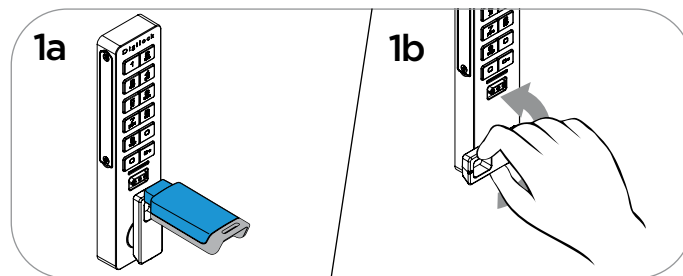
In assigned use functionality, users operate the lock with their assigned user credential (either a User Code or a User Key).

Operate with an Assigned User Code

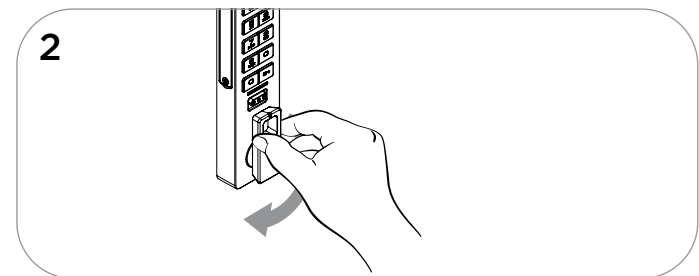
Unlock: Press **C** [assigned 4-7 digit code] **KEY**, then turn the knob to the unlocked position. Open the door*†.



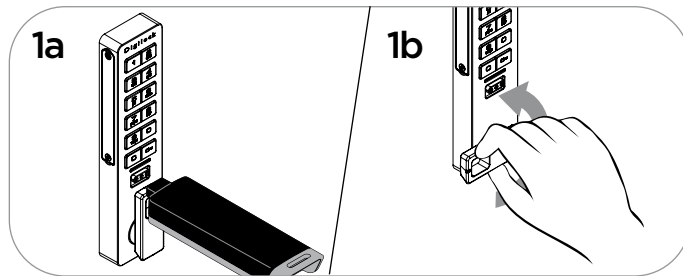
Relock: Close the door, then turn the knob to the locked position.

Operate with an Assigned User Key

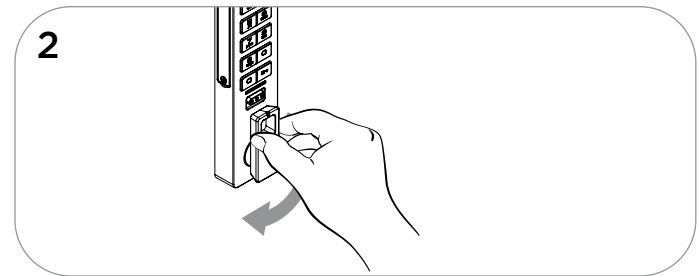
Unlock: Insert an assigned User Key, then turn the knob to the unlocked position. Open the door†.



Relock: Close the door, then turn the knob to the locked position.

Operate with a Manager Key

Unlock: Insert a valid Manager Key then turn the knob to the unlocked position. Open the door†.



Relock: Close the door, then turn the knob to the locked position.

*After 3 consecutive incorrect User Code entries, the keypad will be disabled for 1 minute (Sleep Mode).

†The lock will remain in the locked position if the knob is not turned within approximately 6 seconds.

For **Keyless Locking** questions, please contact **DigiLock** directly at 707.766.6000 - option 3 • support-petaluma@digilock.com
For all other **Prime Series Locker** questions, please contact Global CustomerCare at: 800-220-1900.

SUPPORT

Sleep Mode

After three 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 valid Manager Key may be used to unlock while lock is in Sleep Mode.

Low Battery Indicator

After locking or unlocking, the lock emits two sets of three beeps indicating that the batteries are low. Replace the batteries.

Does Not Unlock with the User Code or User Key

The lock does not recognize the User Code or User Key. For immediate access, operate with a valid Manager Key. If in assigned use functionality, follow instructions to Assign User Credentials to assign a new User Code or User Key to the lock.

Does Not Operate with a Manager Key

The lock does not recognize the 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.

Does Not Operate with the Programming Key

The lock does not recognize the Programming Key. If the Programming Key has been replaced, operate with the Replacement Programming Key. Contact Digilock support for additional assistance.

No Audible Feedback when is Pressed

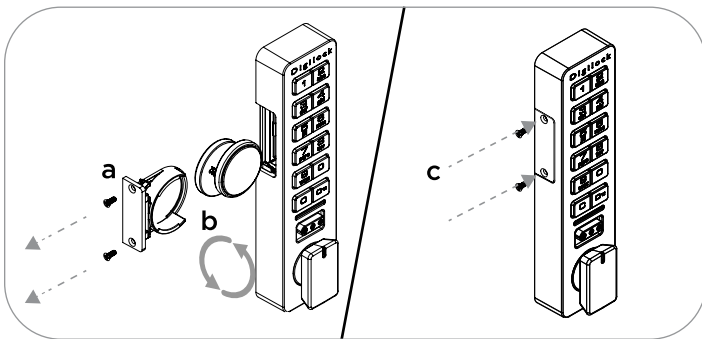
The lock may be in Sleep Mode or the batteries may need to be replaced. For immediate access, operate with a valid Manager Key. If the error condition persists, replace the batteries.

BATTERY REPLACEMENT

It is not necessary to remove the lock from the door. In case of battery failure, operate with a valid Manager Key.

Note: The Manager Key will need to be left inserted for 5 seconds or until a 3-tone beep is heard to power jump the lock.

CAUTION: Risk of explosion or leakage if battery is replaced by an incorrect type, mixed with a different battery type, or inserted backwards. Replace all batteries of a set at the same time. Be sure to insert batteries with correct polarities. Remove exhausted batteries from the product promptly and dispose of used batteries according to the battery manufacturer's instructions.



- Remove the screws and the battery pack.
- Replace the two premium lithium CR2032 batteries.
- Re-Insert battery pack and screws.

Note: Never re-insert the battery pack empty as the tray cannot be removed from the lock housing without batteries.