

KEYLESS LOCKING

Programming, Maintenance, and Troubleshooting Guide



Knoll

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Introduction to Keyless Locking

About Keyless Locks

Knoll keyless locking solutions provide secure storage without requiring a standard key which may be lost or taken off-site. Keyless locking is an ideal solution for free address environments in which users may select from a variety of storage units located throughout the office. Once vacated, the storage unit becomes available for the next user. Additionally, keyless locks are also suitable for assigned storage within a workstation.

Many standard Anchor® storage units are available with two keyless locking options, Digital Keypad or RFID. Digital Keypad locks include a 10-key pad and are operated by input of a 4-digit code. RFID (radio frequency identification) locks feature an RFID reader operated by scanning a qualified credential such as an employee badge.

Anchor Lockers and Pedestals include a vertical lock format with automatic bolt which extends and retracts via electronic motor when operated. Anchor Credenzas and Doublewide Pedestals include a horizontal format lock with manual bolt which requires the user to turn a knob to extend and retract bolt.

Through required initial setup procedures, site specific Programming and Manager Keys are assigned to each lock providing management staff the ability to override user credentials and gain access to locked units. All Digital Keypad locks, RFID lock, Programming Keys and Manager Keys are battery powered.

All Digital Keypad and RFID locks ship ready for Shared Use programming. Locks can be converted to Assigned Use functionality by following appropriate procedures detailed within the following guide. NOTE: When converting RFID locks to Assigned Use mode, a time-sensitive Reset Key must be ordered separately.

The following guide provides information detailing programming and use procedures. For specifying information refer to Keyless Locking: Frequently Asked Questions and specifications published within the current Anchor® price list.



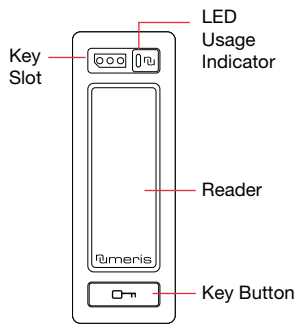
RFID LOCK



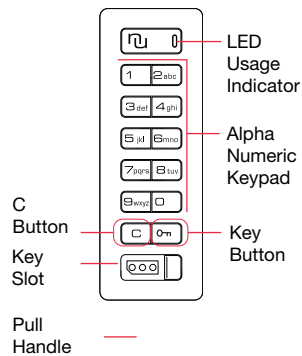
DIGITAL KEYPAD LOCK

Lock Overview

Front Unit

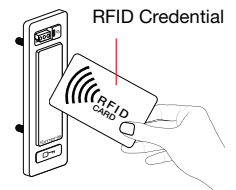
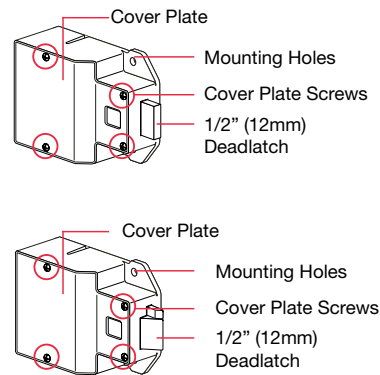


Vertical Body



Vertical Body

Rear Unit

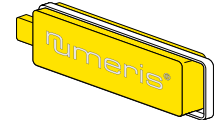
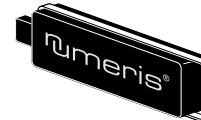


Keys

black

black

yellow



User Key

Manager Key*

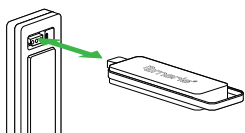
Programming Key**

Operates the lock	•	•	•
Overrides user access		•	•
Allows access for management inspection		•	•
Provides external power		•	•
Registers Manager Key(s)			•

*Up to 6 Manager Keys may be registered to a lock.

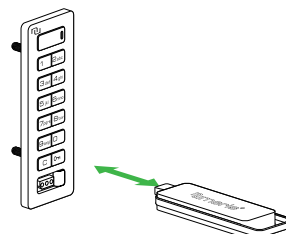
**1 Programming Key allowed per lock group

Key Insertion



RFID Body

Numeris logo must face up on vertical body locks.



Keypad Body

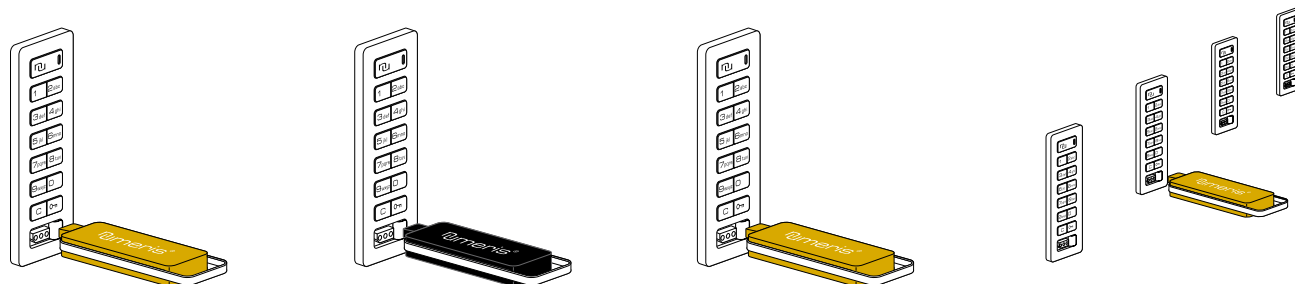
Digital Keypad Locks: Shared Use Mode

DIGITAL KEYPAD LOCKS

Shared Use: Initial Setup

Locks are shipped with factory default settings (only operates by pressing **[C]** **[0π]**). To operate with full functionality, each lock must be programmed to operate with a Programming Key and Manager Keys.)

When LED indicator blinks red, lock is ready for shared use programming. If LED indicator is green, see Assigned Use Initial Setup to convert lock from assigned to shared use.



1. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.
NOTE: Use only one Programming Key per site

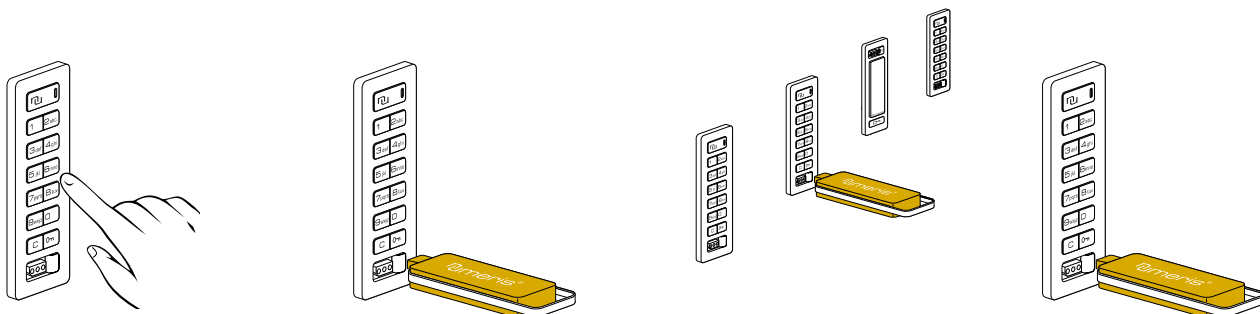
2. Insert each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered. Up to six Manager Keys may be registered per lock

3. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

4. Repeat above steps for each lock or follow Express Register instructions to setup all locks.

Express Register Manager Key(s)

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



1. Go to the lock registered with the Manager Key(s).
Press **[C]** **[0π]** **[6]** **[1]** **[0π]**. The LED will start to flash.

2. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

3. At each lock to be registered, touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.

4. End express registration.*
Go to any registered lock and press **[C]** **[0π]** then touch the Programming Key to the key slot to operate the lock.

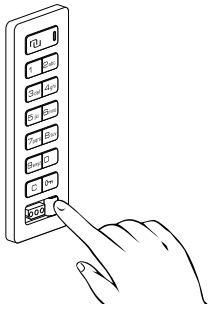
*The Programming Key will continue to function in express registration mode until it is used to operate a lock.

DIGITAL KEYPAD LOCKS

Shared Use: Additional Programming Procedures

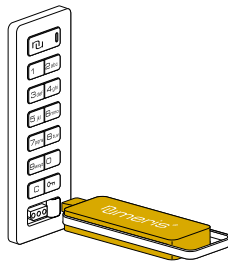
Register/Add Manager Key(s)

Up to 6 Manager Keys may be registered per lock. If required, contact Knoll Customer Service to order additional Manager Key(s).

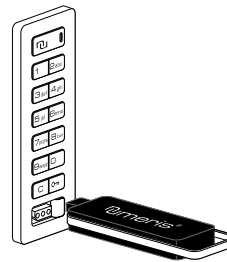


1. Go to a lock requiring Manager Key(s).

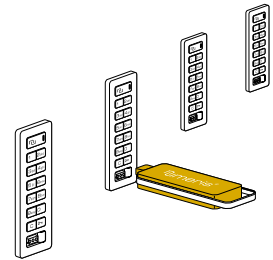
Press **C** **0π** **5** **5** **0π**. The LED will start to flash.



2. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.



3. Touch each Manager Key including previously registered Manager Keys to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered.



4. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

Repeat above steps for each lock or follow *Express Register* instructions to register the same Manager Key(s) to multiple locks.

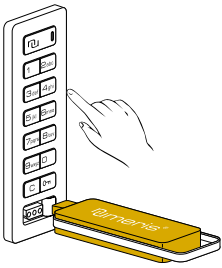
DIGITAL KEYPAD LOCKS

Shared Use: Additional Programming Procedures

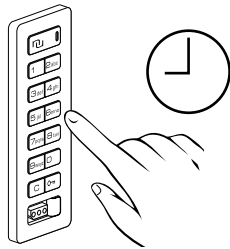
Auto Unlock

Shared use locks can be programmed to auto unlock after a set amount of hours. The default setting is OFF (does not auto unlock).

To set hours:



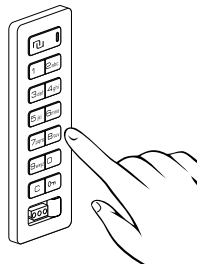
1. Press **C** **0π** **9** **5** **0π** then touch the Programming Key to the key slot. The LED will turn on.



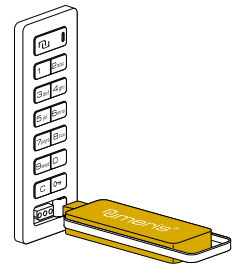
2. Set the amount of hours: Press **1** - **9****9** [number of hours] then **0π**. Two sets of two-tone beeps will be heard and the LED will turn off. For example: **2** **0** **0π** sets the lock to auto unlock after 20 hours.

Repeat above steps for each lock.

To turn off Auto Unlock:



3. Press **C** **0π** **9** **4** **0π**. The LED will start to flash.



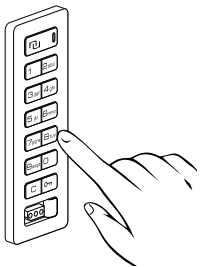
4. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

Repeat above steps for each lock.

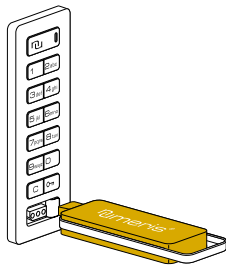
LED Usage Indicator

Shared use locks can be programmed to have the LED flash or not flash while the lock is in use. The default setting is ON.

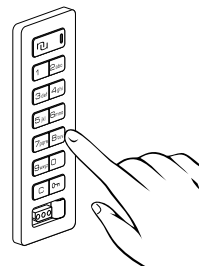
To turn off the LED Usage Indicator:



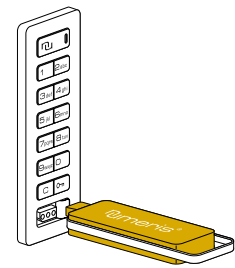
1. Press **C** **0π** **9** **2** **0π**. The LED will start to flash.



2. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off. Repeat above steps for each lock.



3. Press **C** **0π** **9** **1** **0π**. The LED will start to flash.



4. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

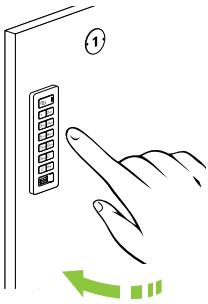
Repeat above steps for each lock.

DIGITAL KEYPAD LOCKS

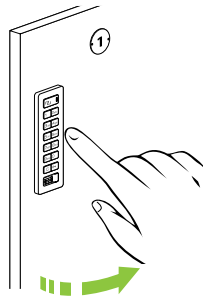
Shared Use: Operating Instructions

Initial programming procedure must be completed for fully functional operation. Prior to initial programming, lock only operates by pressing **[C]** **[0π]**.

Operate with any User Code:

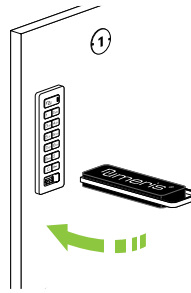


To lock: Close the door, then press **[C]** [any 4-digit User Code] **[0π]**

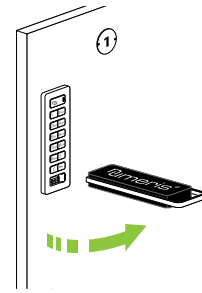


To unlock: Press **[C]** [same 4-digit User Code] **[0π]**, then open the door.*

Operate with any User Key

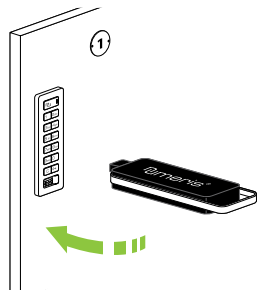


To lock: Close the door, then insert any User Key to the key slot*.

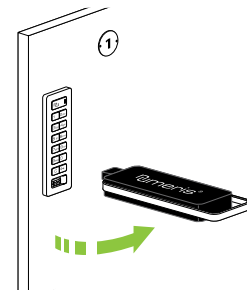


To unlock: Insert the same User Key to the key slot*, then open the door.

Operate with a registered Manager Key**:

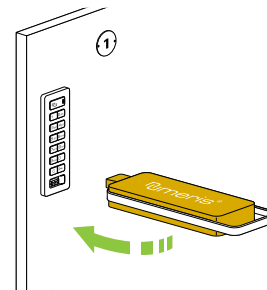


To lock: Close the door, then touch a registered Manager Key to the key slot*.

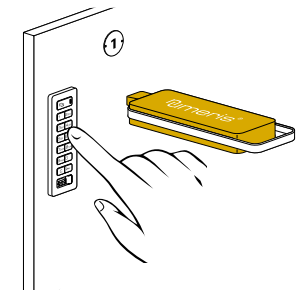


To unlock: Touch a registered Manager Key to the key slot*, then open the door.

Operate with the Programming Key**:



To lock: Close the door, press **[C]** **[0π]**, then touch the Programming Key to the key slot*.



To unlock: Press **[C]** **[0π]**, then touch the Programming Key to the key slot, then open the door.

NOTE: The lock will go into "Sleep Mode" after 3 consecutive incorrect entries.

** For horizontal format locks, turn knob to engage or retract bolt manually*

***When locked with a registered Manager Key or the Programming Key, the previous User Code or User Key will continue to operate the lock.*

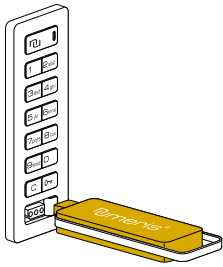
Digital Keypad Locks: Assigned Use Mode

DIGITAL KEYPAD LOCKS

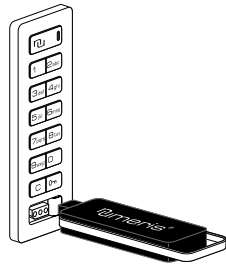
Assigned Use: Initial Setup

Initial Setup

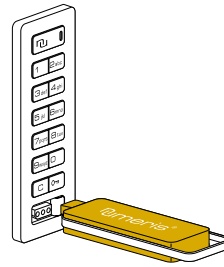
Locks are shipped with factory default settings (only operates by pressing **C** **0π**). To operate with full functionality, each lock must be programmed to operate with a Programming Key and Manager Keys.)



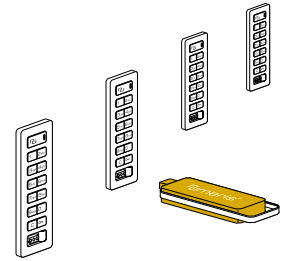
1. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.
NOTE: Use only one Programming Key per site



2. Insert each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered. Up to six Manager Keys may be registered per lock



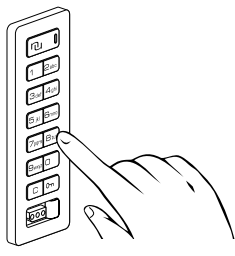
3. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.



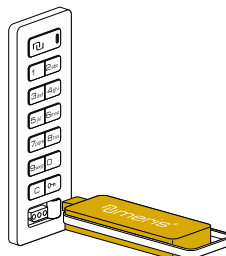
4. Repeat above steps for each lock or follow Express Register instructions to setup all locks.

Express Register Manager Key(s)

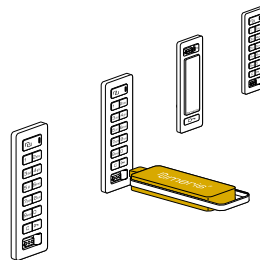
The Programming Key can quickly program multiple locks to operate with the same Manager Keys.



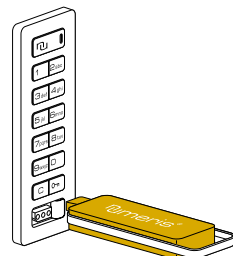
1. Go to the lock registered with the Manager Key(s).
Press **C** **0π** **6** **1** **0π**. The LED will start to flash.



2. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.



3. At each lock to be registered, touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.



4. End express registration.*
Go to any registered lock and press **C** **0π** then touch the Programming Key to the key slot to operate the lock.

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

DIGITAL KEYPAD LOCKS

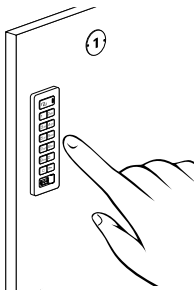
Assigned Use: Initial Setup

By default, Digital Keypad locks are ready for shared use programming when shipped. To utilize locks in assigned use mode where locks are only accessible by specific assigned codes, locks must be converted through the procedure below.

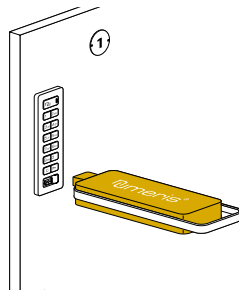
Press **[C]** to check lock functionality. If in shared use, the LED is red. If in assigned use, the LED is green.

Prior to converting Digital Keypad lock functionality, programming and manager keys must be programmed via initial setup procedure.

Set Lock Functionality to Assigned Use



1. Press **[C]** **[0π]** **[6]** **[5]** **[0π]**.
The LED will turn on.

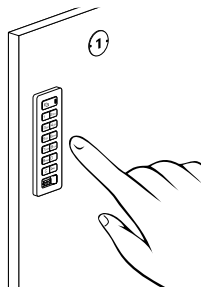


2. Touch the Programming Key to the key slot until a two-tone beep is heard and the green LED flashes once.

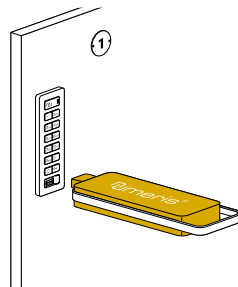
If the lock is in the unlocked position, use the Programming Key or the Manager Bypass Key to lock.

Follow *Assign User Credential(s)* instructions to assign up to 20 user credentials to operate the lock (user code or user key).

Set Lock Functionality to Shared Use



1. Press **[C]** **[0π]** **[5]** **[6]** **[0π]**.
The LED will turn on.



2. Touch the Programming Key to the key slot until a two-tone beep is heard and the red LED flashes once.

If the lock is in the locked position, use the Programming Key or the Manager Bypass Key to unlock.

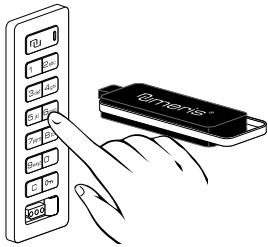
DIGITAL KEYPAD LOCKS

Assigned Use: Assign User Credentials

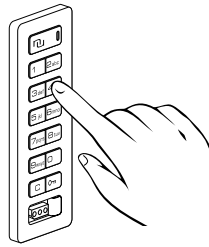
Up to 20 user credentials (User Codes and/or User Keys) may be assigned to each lock.

Assign a User Code

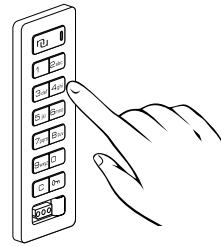
Locks are shipped with factory default settings (only operates by pressing = `). Prior to assigning user credentials, lock must be setup to operate with Programming Key and Manager Key(s) and converted to assigned use mode via initial programming procedures.



1. Press **C** **0π** **5** **5** **0π**, then touch a registered Manager Key to the key slot until the LED turns on.



2. Press [new 4-digit User Code] **0π**. A two-tone beep will be heard.

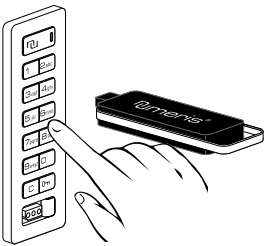


3. Confirm entry.

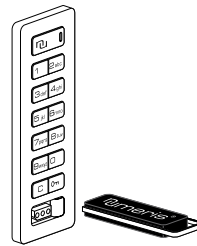
Press [new 4-digit User Code] **0π**.

Two sets of two-tone beeps will be heard and the LED will turn off. Repeat procedure to assign additional user codes.

Assign a User Key

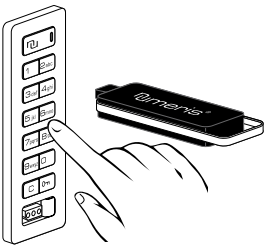


1. Press **C** **0π** **5** **5** **0π**, then touch a registered Manager Key to the key slot until the LED turns on.

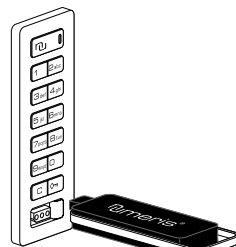


2. Touch any User Key to the key slot until a two-tone beep is heard and the LED turns off.

Erase User Code(s)



1. Press **C** **0π** **5** **5** **0π**, then touch a registered Manager Key to the key slot until the LED turns on.



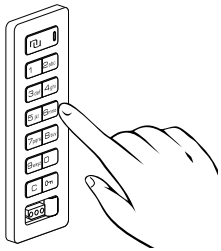
2. Touch Manager Key to key slot again until three sets of two-tone beeps are heard and LED turns off. All previously assigned user access credentials are erased from the lock.

DIGITAL KEYPAD LOCKS

Assigned Use: Register Manager Keys

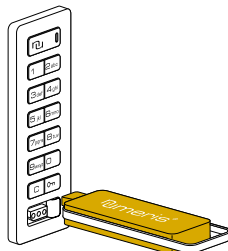
Register/Add Manager Key(s)

Up to 6 Manager Keys may be registered per lock. If required, contact Knoll Customer Service to order additional Manager Key(s).

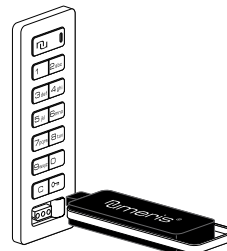


1. Go to a lock requiring Manager Key(s).

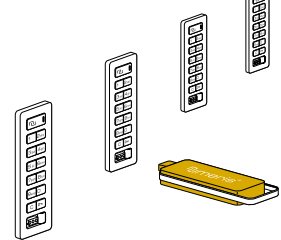
Press **C** **0π** **5** **5** **0π**. The LED will start to flash.



2. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.



3. Touch each Manager Key including previously registered Manager Keys to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered.

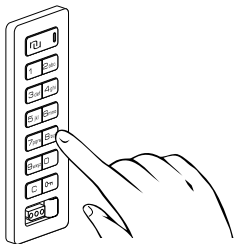


4. Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

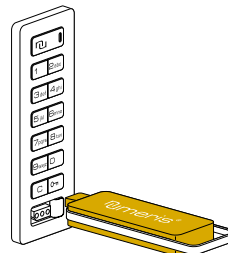
Repeat above steps for each lock or follow **Express Register** instructions to register the same Manager Key(s) to multiple locks.

Express Register Manager Key(s) and User Credential(s)

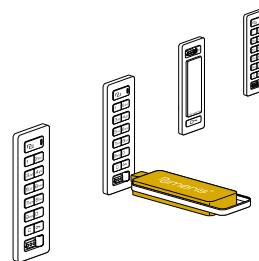
The Programming Key can quickly program multiple locks to operate with the same Manager Keys and User Codes.



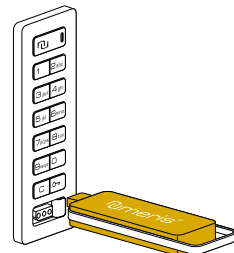
1. Go to the lock registered with the Manager Key(s). Press **C** **0π** **6** **6** **0π**. The LED will start to flash.



2. Touch the Programming Key to the key slot until two two-tone beeps are heard and the LED turns off.



3. At each lock to be registered, touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.



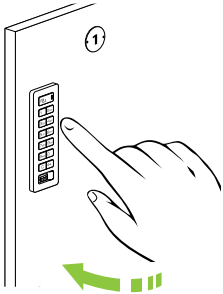
4. End express registration.* Go to any registered lock and press **C** **0π** then touch the Programming Key to the key slot to operate the lock.

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

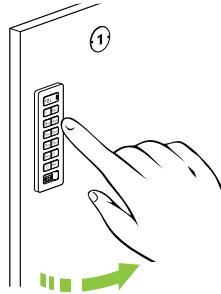
DIGITAL KEYPAD LOCKS

Assigned Use: Operating Instructions

Operate with a User Code:

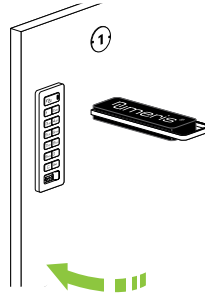


To lock: Close the door, then press **C** [assigned 4-digit User Code] or press **C** **0π** **0π**.

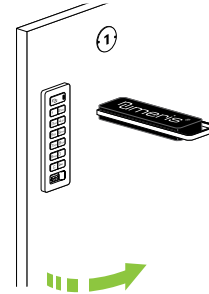


To unlock: Press **C** [assigned 4-digit User Code] **0π**, then open the door.*

Operate with a User Key

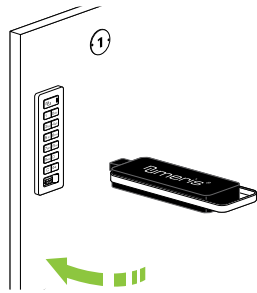


To lock: insert the assigned User Key* or press **C** **0π** **0π**.

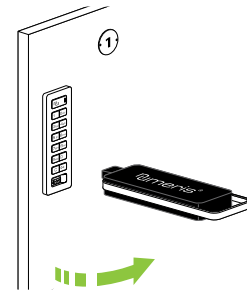


To unlock: Insert the assigned User Key*.

Operate with a registered Manager Key**:

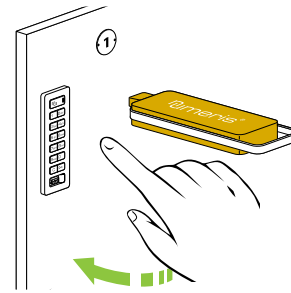


To lock: Insert a registered Manager Key* or press **C** **0π** **0π**.

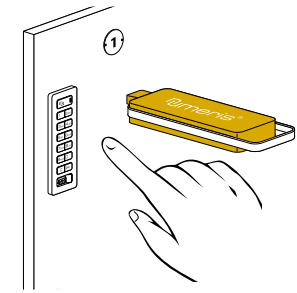


To unlock: Insert a registered Manager Key*

Operate with the Programming Key**:



To lock: Press **C** **0π**, then insert the Programming Key* or press **C** **0π** **0π**.



To unlock: Press **C** **0π**, then insert the Programming Key*.

NOTE: The lock will go into "Sleep Mode" after 3 consecutive incorrect entries.


**For horizontal format locks, turn knob to engage or retract bolt manually.*

RFID Locks: Shared Use Mode

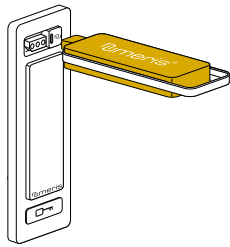
RFID PROGRAMMING AND USE

Shared Use: Initial Setup

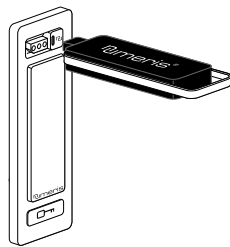
Initial Setup

Locks are shipped with factory default settings (only operates by pressing ). Each lock must be setup to operate with a Programming Key and Manager Key(s).

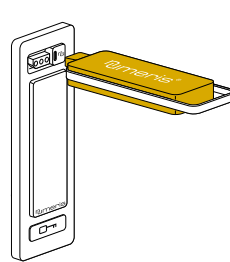
When LED indicator blinks red, lock is ready for shared use programming. If the LED indicator is green, see assigned use initial setup to convert lock from assigned to shared use.



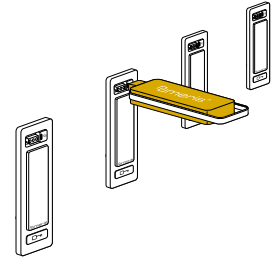
1. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.
Note: Use only one Programming Key per site.



2. Insert each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered. Up to 6 Manager Keys may be registered per lock.



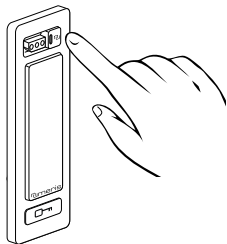
3. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.




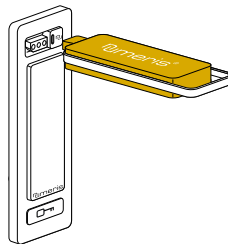
4. Repeat above steps for each lock or follow Express Register instructions to setup all locks.

Express Register Manager Key(s)

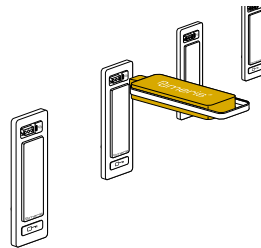
Manager Key(s) can be quickly registered to multiple locks. The Programming Key copies the registered Manager Key(s) from one lock to multiple locks.



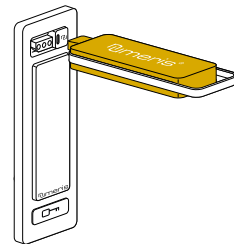
5. Go to the lock registered with the Manager Key(s). Press and hold  for 10 seconds. After 5 seconds, a two-tone beep will be heard. After 10 seconds, two sets of two-tone beeps will be heard. Release the hold and the LED will start to flash.




6. Touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED turns off.



7. At each lock to be registered, touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.



8. End express registration.*
Go to any registered lock and press  then touch the Programming Key to the key slot to operate the lock.

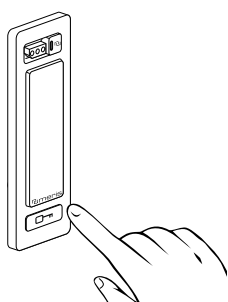
*The Programming Key will continue to function in express registration mode until it is used to operate a lock.

RFID PROGRAMMING AND USE


Shared Use: Additional Programming Procedures

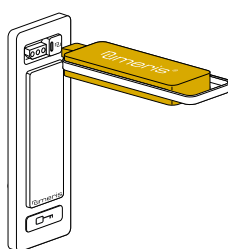
Register/Add Manager Key(s)

If required, contact Knoll Customer Service to order additional Manager Key(s).

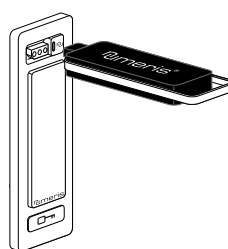


Go to a lock requiring Manager Key(s).

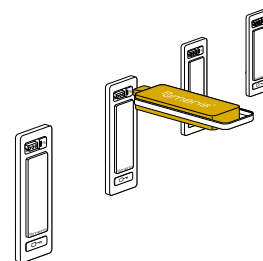
Press and hold  for 5 seconds until a two-tone beep is heard, then release the hold and the LED will start to flash.



Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.



Touch each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered.




Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.

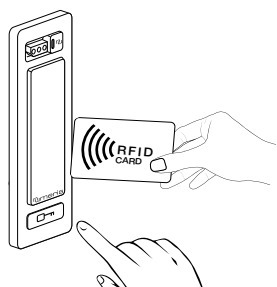
Repeat above steps for each lock or follow Express Register instructions to register the same Manager Key(s) to multiple locks.


RFID PROGRAMMING AND USE

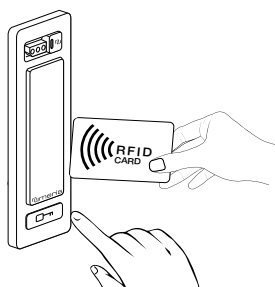
Shared Use: Operating Instructions

Initial programming procedure must be completed for fully functional operation. Prior to initial programming, lock only operates by pressing .

Operate with any RFID Credential

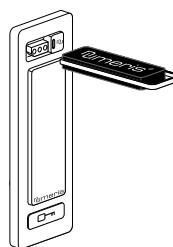


To lock: Close the door, press  then present any RFID credential to the Reader*.

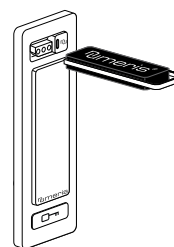


To unlock: Press , present the same RFID credential to the Reader*, then open the door.

Operate with any User Key

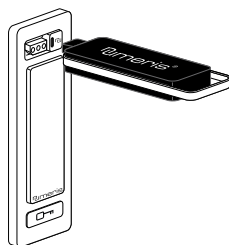


To lock: Close the door, then insert any User Key to the key slot*.

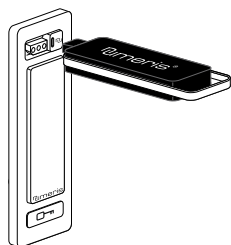


To unlock: Insert the same User Key to the key slot*, then open the door.

Operate with a registered Manager Key**

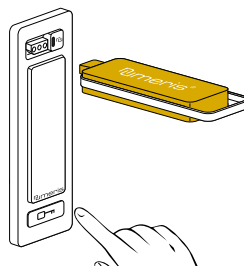



To lock: Close the door, then touch a registered Manager Key to the key slot.

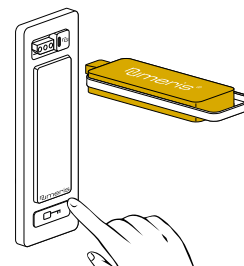



To unlock: Touch a registered Manager Key to the key slot, then open the door.

Operate with the Programming Key**:



To lock: Close the door, press , then touch the Programming Key to the key slot.



To unlock: Press , touch the Programming Key to the key slot, then open the door.

*For horizontal format locks, turn knob to engage or retract bolt manually.

**When locked with a registered Manager Key or the Programming Key, the previous RFID credential or User Key will continue to operate the lock.

RFID Locks: Assigned Use Mode

RFID PROGRAMMING AND USE

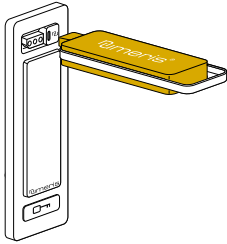
Assigned Use: Initial Setup

By default, RFID locks are ready for shared use programming when shipped. To utilize locks in assigned use mode where locks are only accessible by specific assigned RFID credentials, locks must be converted through the procedure listed below.

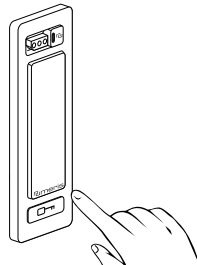
Press [KEY] to check lock functionality. If in shared use, the LED is red. If in assigned use, the LED is green.

RFID locks must be converted to assigned use mode prior to registering Programming or Manager Keys. **IMPORTANT:** This procedure requires an ASSIGNED USE RESET KEY. For security purposes, all Reset Keys expire 6 weeks from date of shipment. Appropriate Reset Keys must be specified separately.

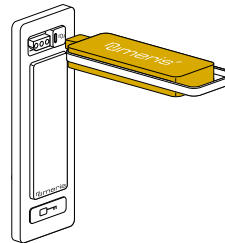
Convert Lock to Assigned Use Mode with Assigned Use Reset Key



1. With door open, insert and hold the Reset Key to the key slot until audible feedback is heard.



2. Test the lock. Press **OPI**. The bolt will retract if in the extended position or extend if in retracted position. If successfully converted, LED will display green light. Red LED light indicates shared use mode.



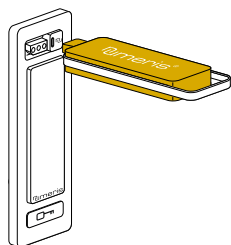
3. Repeat for each lock requiring conversion to assigned use mode. Once complete, proceed to registering Programming and Manager Key(s).

RFID PROGRAMMING AND USE

Assigned Use: Initial Setup

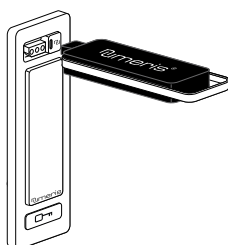
Locks converted to shared use via Reset Key operate with factory default settings (by pressing **[0π]**). To operate with full functionality, each lock must be programmed to operate with a Programming Key and Manager Keys.

To utilize RFID locks in assigned use mode, locks must be converted with Reset Key prior to registering Programming and Manager Keys. Refer to conversion procedure on previous page for details.

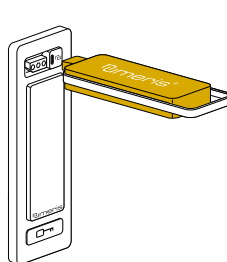


1. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.

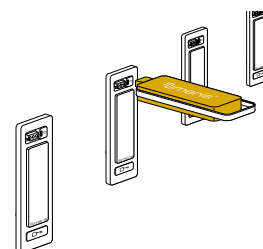
Note: Use only one Programming Key per site.



2. Insert each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered. Up to 6 Manager Keys may be registered per lock.



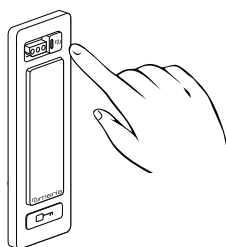
3. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.



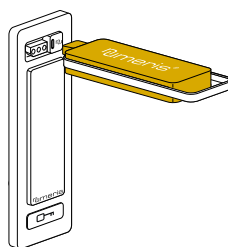
4. Repeat above steps for each lock or follow Express Register instructions to setup all locks.

Express Register Manager Key(s)

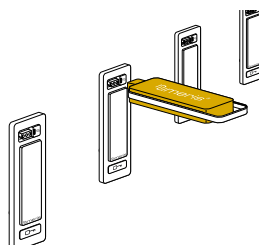
Manager Key(s) can be quickly registered to multiple locks. The Programming Key copies the registered Manager Key(s) from one lock to multiple locks.



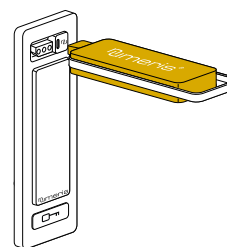
5. Go to the lock registered with the Manager Key(s). Press and hold **[0π]** for 10 seconds. After 5 seconds, a two-tone beep will be heard. After 10 seconds, two sets of two-tone beeps will be heard. Release the hold and the LED will start to flash.



6. Touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED turns off.



7. At each lock to be registered, touch the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.



8. End express registration.* Go to any registered lock and press **[0π]** then touch the Programming Key to the key slot to operate the lock.

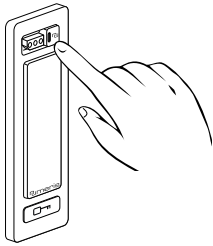
*The Programming Key will continue to function in express registration mode until it is used to operate a lock.


RFID PROGRAMMING AND USE

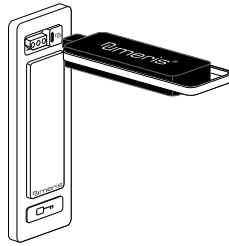
Assigned Use: Assign User Credentials

Up to 20 user credentials (RFID credentials or User Keys) may be assigned to each lock. Prior to assigning user credentials, lock must be converted to assigned use mode and setup to operate with Programming and Manager Key(s) via initial programming procedures.

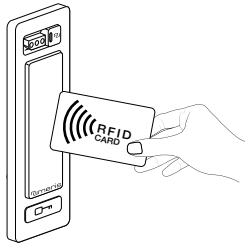
Assign an RFID Card



1. Press and hold  for 5 seconds until a two-tone beep is heard and the LED starts to flash.

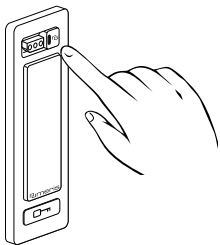



2. Insert a registered Manager Key to the key slot until a two-tone beep is heard and the LED turns on.

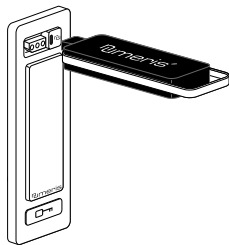


3. Present all (up to 20) applicable RFID cards to the Reader. Two sets of two-tone beeps are heard for each successful registration. Once complete LED turns off.

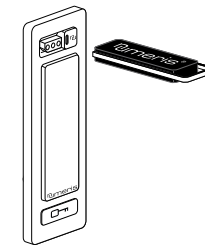
Assign a User Key



1. Press and hold  for 5 seconds until a two-tone beep is heard and the LED starts to flash.




2. Insert a registered Manager Key to the key slot until a two-tone beep is heard and the LED turns on.



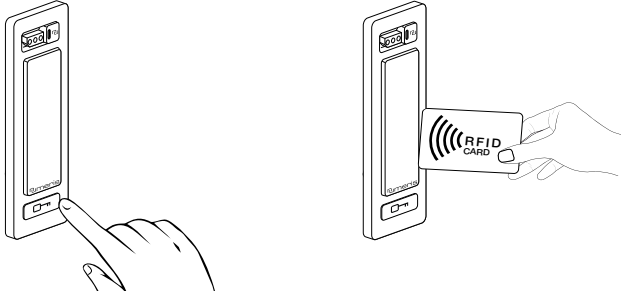
3. Insert any User Key to the key slot until two sets of two-tone beeps are heard and the LED turns off.

RFID PROGRAMMING AND USE

Assigned Use: Operating Instructions

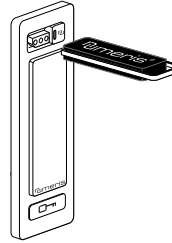
Initial programming procedures, including user credential assignment, must be completed for fully functional operation. Prior to initial programming, lock only operates by pressing .

Operate with an Assigned RFID Credential:



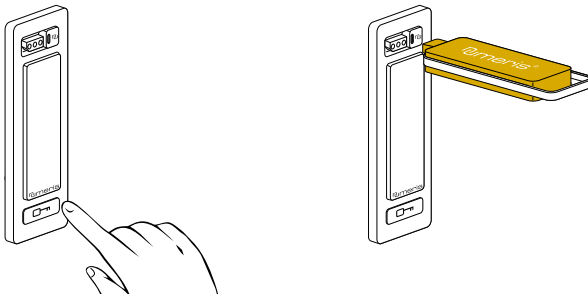
To lock or unlock: Press , then present an assigned RFID credential to the Reader.*


Operate with an Assigned User Key



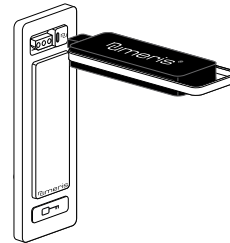
To lock or unlock: Touch an assigned User Key to the key slot.*

Operate with the Programming Key**



To lock or unlock: Press , then touch the Programming Key to the key slot.*

Operate with a Registered Manager Key **



To lock or unlock: Touch a registered Manager Key to the key slot.*

*For horizontal format locks, turn knob to engage or retract bolt manually.

**When locked with a registered Manager Key or the Programming Key, the previous RFID credential or User Key will continue to operate the lock.

Troubleshooting and Maintenance

TROUBLESHOOTING AND MAINTENANCE

Error Condition Indicators

Locks emit feedback when an error condition exists.

10 rapid beeps

The lock is binding which means that either door alignment or items in the storage unit are preventing the lock from operating. Press on the door while operating the lock. If error condition persists, contact Field Services for assistance.

Rapid beeping can also be an indicator that the lock is installed too tightly as it bends the circuit board in the front unit, try loosening the mounting hardware, and retest to see if the lock now operates correctly.

2 sets of three beeps

The batteries are low. Replace the batteries.

10 rapid beeps + 2 sets of three beeps

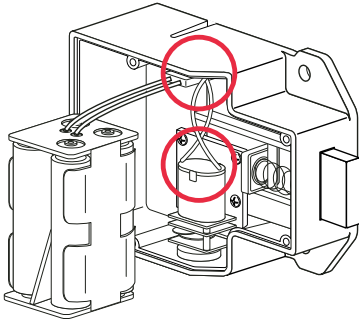
The batteries are low not allowing the lock to properly operate, replace the batteries.

No Audible Feedback when is Pressed

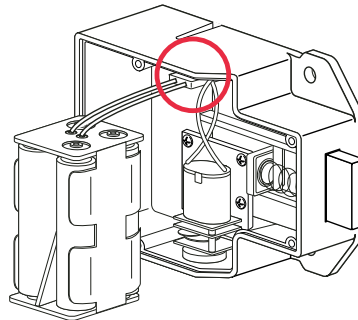
1. The batteries may need to be replaced. For immediate access, touch and hold a registered Manager Key to the key slot for a few seconds to provide external power and operate the lock.
2. If error condition persists, loosen the mounting hardware and test.
3. If error condition persists, remove the lock and assemble in your hand to test. If the door is locked or damage is visible, contact Field Services.
4. If the lock functions when assembled in your hands, reinstall and test again.
5. If error condition persists, contact Field Services

Rear Unit Troubleshooting

If you come across a lock that is non-responsive check the following:



Are the wires intact from the circuit board to the motor?



Is the battery harness properly connected to the circuit board?

If you have followed the above recommendations, and have a lock that is still non-responsive, please follow the steps below to ensure that the lock is properly connected and able to get power from the rear unit to the front unit:

1. Take the lock completely off of the door.
2. Once the lock is off of the door, keep the front unit and rear unit separated from each other.
3. Press the **[C]** down 3 times on a keypad lock, and the **[0π]** down 3 times on a RFID lock.
4. Reattach the keypad and rear unit together in your hand, you should hear the lock emit some beeps as it is powering up once the front unit and rear unit are reattached together.
5. Then retest the lock, by pressing **[C]** [4 digit code] **[0π]** and test with your keys on a keypad lock, or on a RFID lock by pressing the ` and presenting a RFID credential to check the locks functionality and then test with your keys, if this doesn't work and the batteries are new, then the lock will need to be replaced.
6. If it works and the lock functions properly you can reinstall the lock back on the door.

Note: Rebooting in the lock will not erase any programming currently on the lock

Note: If you come across any locks that seem to get hot or increase in temperature, please contact Digilock Support at (707) 766-6000, ext. 3 to request an RMA to send in this lock for testing.

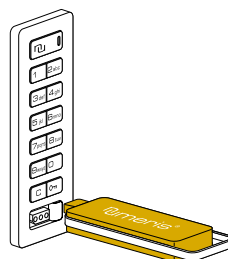
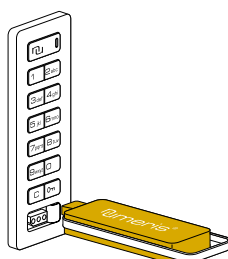
TROUBLESHOOTING AND MAINTENANCE

Replacement Manager Key(s)

For Lost/Stolen Manager Key(s)

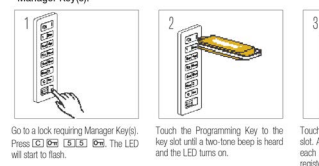
Lost or stolen Manager Key(s) will continue to operate the lock(s). To prevent lost or stolen Manager Key(s) from operating the locks, erase all registered Manager Keys and register only the remaining Manager Key(s).

Digital Keypad



Register/Add Manager Key(s)

Up to 6 Manager Keys may be registered to a lock. If required, contact Manager Key(s).



1. Collect all remaining Manager Key(s).

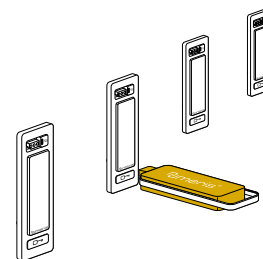
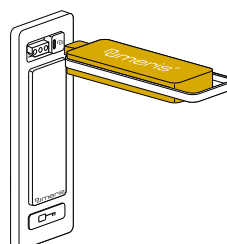
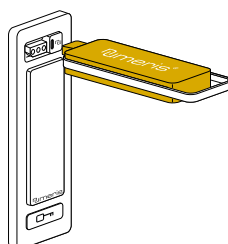
Press [C] [88] [X] [C] [88]. The LED will start to flash.

2. Insert the Programming Key to the key slot until a two tone beep is heard and the LED turns on.

3. Insert the Programming Key to the key slot again until three sets of two-tone beeps are heard and the LED turns off. All previously registered Manager Key(s) are erased from the lock.

4. Follow Register/Add Manager Key(s) instructions to register the remaining Manager Key(s).

RFID



1. Collect all remaining Manager Key(s).

Press and hold [88] for 5 seconds until a two-tone beep is heard, then release the hold and the LED will start to flash.

2. Insert the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.

3. Insert the Programming Key to the key slot again until three sets of two-tone beeps are heard and the LED turns off. All previously registered Manager Key(s) are erased from the lock.

4. Repeat above steps for each lock or follow Express Register instructions to setup all locks.

TROUBLESHOOTING AND MAINTENANCE

Replacement Programming Key

A Replacement Programming Key is needed if the original Programming Key is stolen or broken. The Replacement Programming Key has the ability to only override (1) previous Programming key.

Once programmed to the locks, if the original Programming Key is located, it will no longer function.

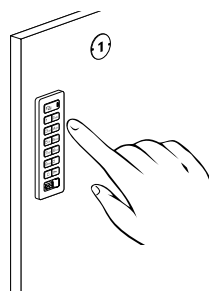
If there have been multiple Programming Keys (yellow) at your location, a Reset Key will also be needed, as the Replacement

Programming Key will only override (1) previous programming key.

To order a Replacement Programming Key, contact Knoll Customer Service and note the order or serial number found on the rear unit of the lock.

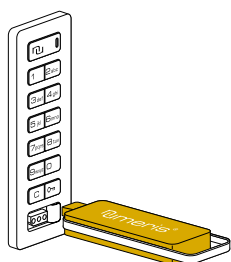
Initialize the Replacement Programming Key

Digital Keypad



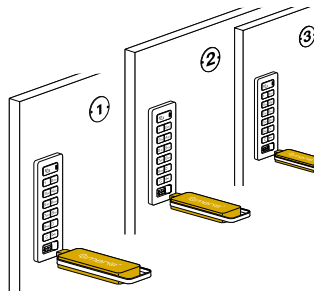
1. Go to the first lock.

Press **C** **0π** **6** **6** **0π**.

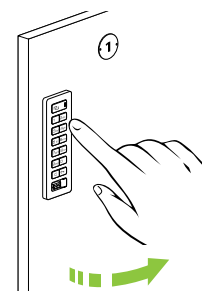


2. Insert the Replacement Programming Key to the key slot.

Remove the key when the audible feedback is complete.



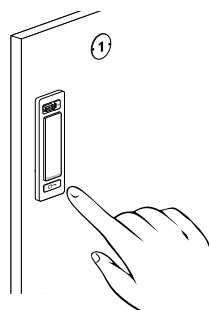
3. Take your Replacement Programming Key and insert to all remaining locks in your locker room.



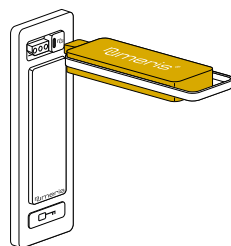
4. Test the initialization by pressing **C** **0π** and then insert the Replacement Programming Key.

If the Replacement Programming Key has been properly registered the lock

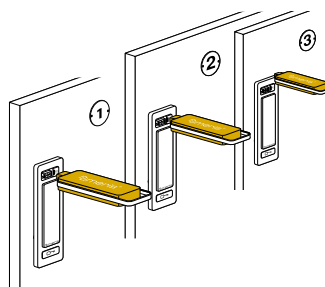
RFID



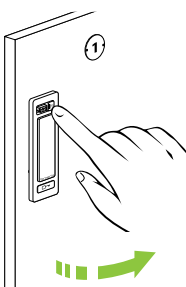
1. Go to the first lock. Press and hold **C** for 10 seconds. After 5 seconds, a two-tone beep will be heard. After 10 seconds, two sets of two-tone beeps will be heard. Release the hold and the LED will start to flash.



2. Insert the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED turns off.



3. At each lock to be registered, insert the Programming Key to the key slot until two sets of two-tone beeps are heard and the LED flashes once to indicate successful registration.



4. Test the initialization by pressing **0π** and then inserting the Replacement Programming Key.

If the Replacement Programming Key has been properly registered, the lock will operate.




TROUBLESHOOTING AND MAINTENANCE

Reset Key

A Reset Key is needed when multiple Programming Keys have been programmed to locks at one location but must be managed by (1) Programming Key. A Reset Key is also required when converting an RFID lock between shared and assigned use functionality. Reset Keys are specific to desired functionality mode.

The Reset Key returns the locks to factory default erasing all programming including registered Programming Key, Manager Key(s) and User Credentials if applicable. Once reset, locks must be programmed via initial setup procedures.

To use, touch Reset Key to key slot until audible feedback is heard.

After inserting the Reset Key into each lock, confirm that the lock has returned to factory default by pressing   or  if you are resetting a RFID lock. The lock should now operate. Follow the Initial Setup instructions to program a your locks as a new system.

*All Reset Keys shipped to Knoll have a 6 week expiration that starts from the ship date.

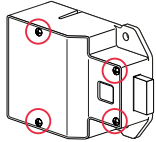
TROUBLESHOOTING AND MAINTENANCE

Battery Replacement and Routine Maintenance

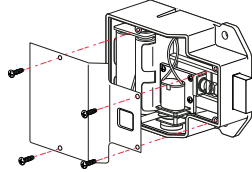
Lock Battery Replacement

If lock batteries are running low, the lock will admit 2 sets of 3 beeps. It is recommended that the batteries are changed every 2-3 years depending on lock type and usage.

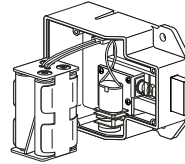
It is not necessary to remove the lock mounting hardware or remove the lock from door to change the batteries.



The batteries are located in the rear unit of the lock.

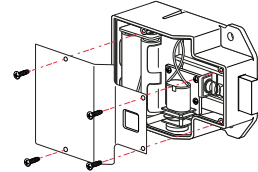


Remove the screws and the cover plate.



Pull the battery pack from the rear housing.

Replace with four premium alkaline AA batteries.

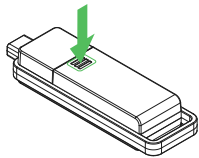


Place the battery pack back into the rear housing and screw cover plate in place.

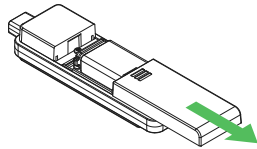
Note: We recommend using premium high-alkaline batteries, such as Duracell Coppertop or Energizer batteries in our locks. This allows for the best performance and battery longevity.

Note: If you come across any locks that seem to get hot or increase in temperature, please contact Digilock Support at (707) 766-6000, ext. 3 to request an RMA to send in this lock for testing.

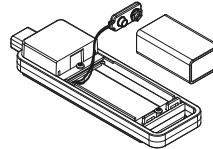
Key Battery replacement



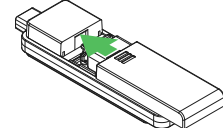
Push the battery cover located in the rear of the key.



Slide and remove the battery cover.



Detach the battery from the connector snap. Replace with one premium alkaline 9V battery.



Slide the battery cover into place.

Note: We recommend using premium high-alkaline batteries, such as Duracell Coppertop or Energizer batteries in our locks. This allows for the best performance and battery longevity. Rechargeable batteries are not recommended.

Cleaning the contact pins

If you are having difficulty using Programming Key, Manager Key(s), Reset Key or User Key, it may be due to poor connection between the keys and the contact pins located on the keypad.

You may go over the contacts with rubbing alcohol and a q-tip. If any dark dots are in the center of the contacts, you can try to gently remove them with a wooden toothpick.

Cleaning the Exterior

We recommend wiping down the locks with a soft cloth every couple of weeks to help prevent any buildup.

TROUBLESHOOTING AND MAINTENANCE

Support FAQs

I received my Manager Key(s). When I touch the key to my locks, the locks emit a single beep and do not operate. How do I program my Manager Key(s) to my locks?



Follow the Add Manager Keys instructions to program the manager keys to your locks.

I have a lot of locks to program. Is there a quicker way to program my locks?

The Programming Key can quickly program multiple locks to operate with the same Manager Keys once a lock is programmed with the Manager Keys. Follow the Express Register Manager Keys instructions to quickly program the rest of your locks.

I have changed the batteries in my lock and it is still non-responsive. What should I do?

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

If the lock is still non-responsive after checking these two items, it may be a connection issue with the pins on the rear unit and the back of the front unit. To test, uninstall the lock and press  (keypad locks) or  (RFID locks) several times while the front unit and rear unit are separated. Connect the front and rear units and test lock functionality before reinstalling the lock. If the error condition still persists, contact Field Service for assistance.

My lock will not operate. I hear rapid beeping followed by two sets of 3 beeps.

The lock is binding due to low battery. Follow the Battery Replacement instructions.

I hear rapid beeping from my lock and the lock will not operate.

The lock is binding. This is often due to door misalignment, incorrect installation, or excess pressure on the rear unit. If the lock is in the unlocked state, loosen the mounting hardware and attempt to operate the lock to test if the error condition persists. If the lock is still emitting the rapid beeping, uninstall the lock and test in hand.

If the lock is in the locked state and you cannot access the rear unit (i.e., the door is locked), press on the door while operating the lock. If the error condition still persists, contact Field Service for assistance.

What type of batteries are recommended for Digital Keypad and RFID locks?

For best performance, we recommend premium high-alkaline Duracell CopperTop or Energizer batteries. Vertical format locks with automatic bolt require (4) AA batteries. Horizontal format locks with manual bolt require (3) AA batteries. Rechargeable batteries are not recommended.

Refer to complete Keyless Locking Frequently Asked Questions document for additional information.