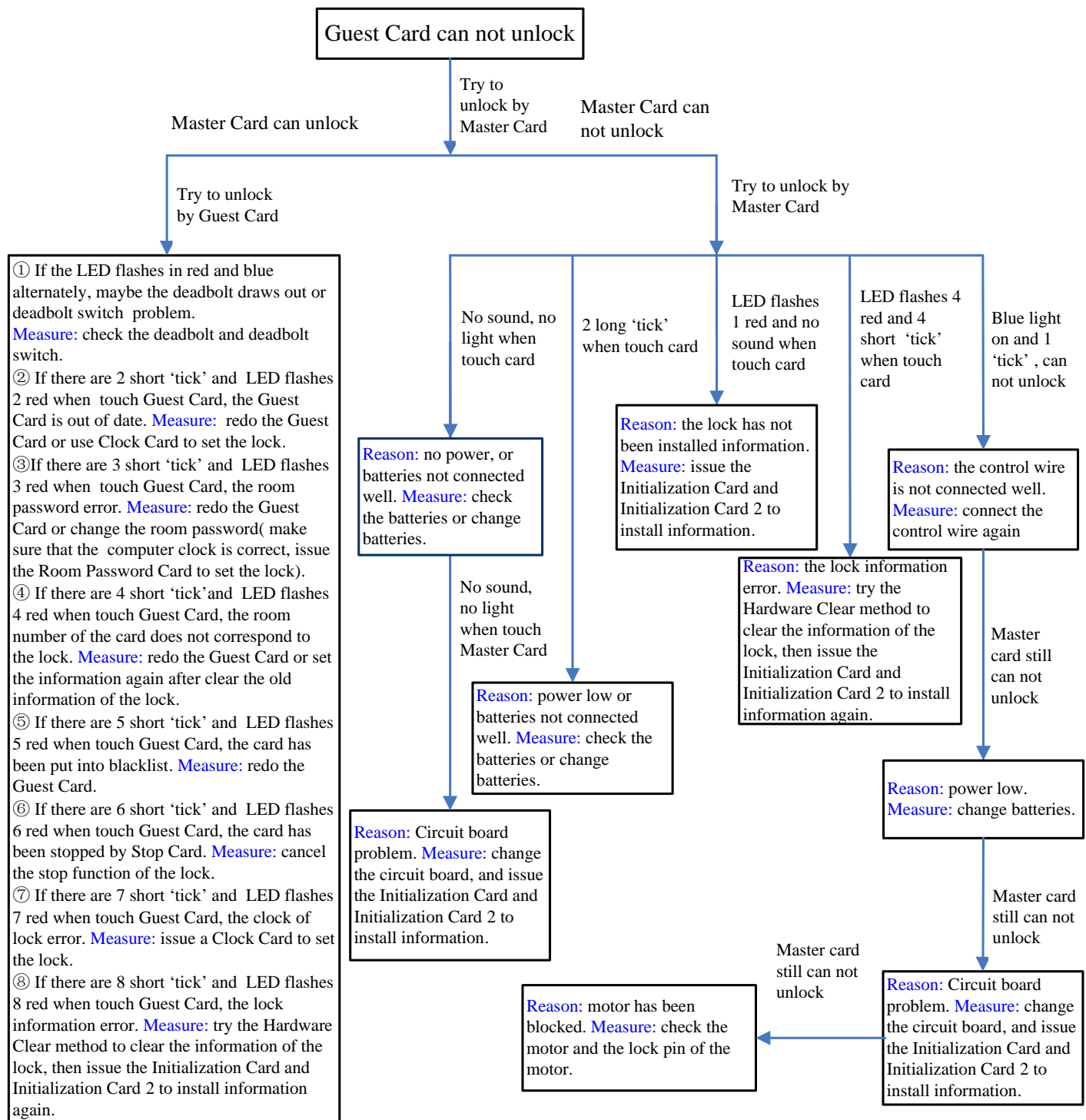


# Maintenance of intelligent card door lock v20.0

## • Diagnose problem when cannot open



Caution: the 'Reason' above is deduced from the operation and the case happens; the 'Measure' aims at the reason.

## • Process of installing lock's information (the order can not be turned).

1. Set by Initialization Card;
2. Set by Initialization Card 2 (Mifare1 card lock and IC card lock system does not need Initialization Card 2);
3. Set by Clock Card;
4. Issue key card (Master Card, Building Card, Floor Card, Guest Card) to unlock the lock.

- **Explanation of sound and LED when touch card.**

No.	Sound	LED	Problem	Solution
1	1 short 'tick' (or music sound)	Flashes Blue	OK	-
2	2 short 'tick'	Flashes 2 red	Card out of date, or clock error	Redo the key card, or issue a Clock Card to set the lock
3	3 short 'tick'	Flashes 3 red	Password error	Redo the key card, or use the corresponding Password Card to set the lock
4	4 short 'tick'	Flashes 4 red	Address error	Redo the key card
5	5 short 'tick'	Flashes 5 red	The card has been put into blacklist	Redo the key card, Or delete the card from blacklist
6	6 short 'tick'	Flashes 6 red	The card has been stopped by Stop Card	Cancel the stop function of the lock
7	7 short 'tick'	Flashes 7 red	The clock of lock error	Issue a Clock Card to set the lock.
8	8 short 'tick'	Flashes 8 red	The lock information error	Try the Hardware Clear method to clear the information of the lock, then issue the Initialization Card and Initialization Card 2 to install information again.
9	No sound	Flashes red and blue alternately	The deadbolt draws out or deadbolt switch problem	Turn in the deadbolt, or check the deadbolt switch
10	2 long 'tick'	Maybe red, maybe blue	Power low or batteries not connected well.	Check the batteries or change batteries.

- **Install information of the locks.**

After the locks are installed on the doors or changing the circuit board, you should install information of the locks. Click [<Room>](#) button on the main window to enter 'Room Management', choose page 'Room', click the record pointer ' <- , -> ' to select the room, put card into the Encoder; click [<Initialization Card>](#) to issue Initialization Card to set the corresponding lock, one room one Initialization Card. Then select any one of the rooms, put card into the Encoder, and click [<Initialization Card2>](#) to issue Initialization Card2 to set the locks. (All of the locks can share one Initialization Card2, Mifare1 card lock and IC card lock system does not need Initialization Card 2).

*Caution: All of the new cards have to be formatted before issuing different function card. The cards have been formatted don't need to be formatted again.*

- **Set the clock of the locks.**

Put card into the encoder, click the [<Clock Card >](#) button on the main window to issue a Clock Card. Take the Clock Card to set the locks.

- **Clear information of the locks.**

Put card into the encoder, select main menu '[Issue maintenance Card](#)', then select sub-menu '[Clear Card](#)' to issue Clear Card. Take the Clear Card to set the lock. If you are failed in using the Clear Card to clear information, you can try the Hardware Clear Method. Hardware Clear Method: Disassemble the lock, you will see a button marked as "S1" or "Reset" on the circuit board, keep pressing 'S1'/'Reset' button until you hear 'tick', then release the button and the information is cleared successfully. (You have to release the button before the 'tick' sound stop).

- **Issue Administrator Card.**

Select main menu '[Issue Key Card](#)', then select sub-menu '[Master Card](#)', '[Building Card](#)' or '[Floor Card](#)'; input owner's name and department; select the valid area and set the End Time; put card into the Encoder; click [<Issue Card>](#) to issue the Administrator Card. (The Master Card default is no time limit).

- **Issue Guest Card.**

Select main menu '[Issue Key Card](#)', then select sub-menu '[Guest Card](#)' (or click the shortcut button [<Guest Card>](#) on the main window) to popup the '[Guest Card](#)' window. Input [Guest name](#) and [Room name](#); set the [End Time](#); put card into the Encoder; click [<Issue Card>](#). The Guest Card will be invalid after the checkout time.

- **Report the loss of key card.**

If the key card is lost, please select main menu 'Issue Maintenance Card', then choose the 'Blacklist Card' to popup the 'Blacklist Card' window, find out the record of the lost card, put card into the Encoder then click <Add Blacklist> to issue the Blacklist Card, then take the Blacklist Card to touch the locks that the lost card can open, the lost Guest Card will be terminated.

Also can terminate the card by changing the password.

- If lose Guest Card that can open only 1 room, you can select 'Password Card' under menu item 'Issue Maintenance Card', choose 'Room Pass Card'; input the room name and click <Change Room Pass> to issue password card to set the lock. If lose Guest Card that can open multi-doors, you can change the public room password to terminate the Guest Card.
- If lose Floor Card that can open only 1 floor, you can select 'Password Card' under menu item 'Issue Maintenance Card', choose 'Floor Pass Card'; input the building name and floor name, click <Change Floor Pass> to issue password card to set the locks. If lose Floor Card that can open multi-floors, you can change the public floor password to terminate the Floor Card.
- If lose Building Card, you can select 'Password Card' under menu item 'Issue Maintenance Card', choose 'Building Pass Card'; input the building name, click <Change Building Pass> to issue password card to set the locks.
- If lose Master Card, you can select 'Password Card' under menu item 'Issue Maintenance Card', choose 'Change Hotel Pass' to issue password card to set all of the locks.

- **Issue Stop Card:**

Click 'Stop Card' under menu item 'Issue Maintenance Card', select the level you want to stop, set the end time and input the owner name, put card into the encoder, then click <Issue Card>. If you want to cancel the stop of one level, just don't add '✓' in front of the level.

- **Issue Checkout card:**

Select 'Checkout Card' under menu item 'Issue Maintenance Card', set the end time and input the owner name, put card into the encoder, then click <Issue Card>. When use the Checkout Card to touch the lock, it will terminate the Guest Cards (the Guest Card can only open 1 room) that have been used on the lock. Checkout Card has the same function as the Guest Card with 'Terminate old card'.

- **Backup the database of system:**

You should periodically backup the database 'HData' (default under the system directory 'D: \LOCK\DATA') to ensure the safety of system data. The backup database you can save in other computers or flash driver. You must backup the database after you initially setting the system.

- **Restore the database of system:**

If the database is damaged, you can double click 'Lock-setup exe', follow the clues to install the software. After finishing the installation, copy the database 'HData' to the system directory 'D: \LOCK\DATA' (If the path has been changed, then copy to the actual path), then access the lock system.

- **The lock should be powered by Alkaline batteries.**

System operator should read the "Introduction of software v20.0" in the CD carefully.