EZ Series

Keypad EZ Lock
Programming Guide

BEST
ACCESS SYSTEMS®

Information to the User

Note: This equipment has been tested and found to comply with limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with this instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CONTENTS

Keypad EZ Programming Guide

1 INTRODUCTION TO KEYPAD EZ

This manual is written primarily for the Administrator and Supervisors who will program Keypad EZ Locks.

GETTING ACCESS

Using the Keypad EZ Lock is easy, as its name implies. But a few additional features that are part of the Keypad EZ Lock are important to note. So this section will explain:

■ basic access
■ passage mode access
■ remote access

Getting basic access

Getting access to a Keypad EZ Lock is simple. You should be able to enter your PIN (Personal Identification Number) that your Administrator or Supervisor gave you, at any time, 24 hours a day, 7 days a week.

Note: If you do not yet have a PIN, see your Administrator or Supervisor. If you are or will be an Administrator or Supervisor, see page 2-1 for the quick setup guide to start setting up Keypad EZ locks right away.

However, there are four situations where you may not be able to gain access:

■ When the mortise deadbolt is thrown. This is true unless you have deadbolt override access. For more information see, page 3-6.
■ When a group of PINs has been temporarily disabled. Occasions when this may happen include holidays and emergencies.

■ When you or someone has tried unsuccessfully to get access three times in succession. When this happens, the lock temporarily shuts out ALL, even perfectly valid, access attempts.

■ When the lock's batteries are very low. For more information, see page 4-1.

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

To unlock a Keypad EZ Lock:

Step	Do this . . .	Example . . .
1	On the keypad, enter your Personal Identification Number (PIN), and then press the **#** key.[a]	**1234 #**
	Note: The green light blinks and the lock 'chirps' with every valid key press.	
2	Turn the knob or lever handle and open the door.	

a. See page 4-5 if you prefer to use the ***** key in place of the **#** key.

Passage mode access

Passage mode is a feature that lets you temporarily put the lock into an unlocked state. Then later, you or someone else with passage mode privilege, can return the lock to its normal locked state.

All Supervisor users and the Administrator automatically have this privilege, but all other users do not. If a user is to have this privilege, a Supervisor or the Administrator must add this privilege to a user's PIN by performing a special programming task. For more information on giving users passage mode privilege, see page 3-6.

To start passage mode in a Keypad EZ Lock:

Step	Do this . . .	Example . . .
1	On the keypad, enter your Personal Identification Number (PIN), and then press the **#** key.	**1234 #**
	Note: The green light blinks and the lock 'chirps' with every valid key press.	
2	Before the lock relocks, enter ***** then **#.**	
	Note: You can also enter your PIN a second time instead.	
3	Turn the knob or lever handle and open the door. The door remains unlocked.	

To end passage mode in a Keypad EZ Lock:

Step	Do this . . .	Example . . .
1	On the keypad, enter your Personal Identification Number (PIN), and then press the **#** key. **Note:** The green light blinks and the lock 'chirps' with every valid key press.	**1234 #**
2	Immediately enter ***** then **#.**	
3	The lock relocks.	

Remote unlock access

The Keypad EZ remote unlock feature offers a convenient way to unlock a door for visitors, contractors, and others who either do not have a PIN or may have forgotten their PIN.

Example of common uses include:

■ receptionist entries
■ guard stations
■ receiving and shipping docks

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

SUPPORT SERVICES

When you have a question or problem with any component of the Keypad EZ lock, your first resource for help are the *B.A.S.I.S. G & B.A.S.I.S. V Service Manuals*. If you can't find a satisfactory answer, contact your local BEST representative.

Telephone technical support

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

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

BEST Representatives provide telephone technical support for all Keypad EZ products. You may locate the representative nearest you by calling (317) 849-2250 Monday through Friday, between 7:00 a.m. and 4:00 p.m. eastern standard time; or visit us on the web at www.bestaccess.com.

OVERVIEW

Your Keypad EZ Lock looks simple enough, but actually it's masquerading as a one-door sophisticated access control system. So before you start programming, first stop and think about the system design decisions that you'll need to make. Use the following to help you think through some important decisions and then record your decisions by using the forms that start on page 5–2.

First, think about the people in your enterprise

■ Who can you trust with a PIN that can access the lock 24 hours a day, 7 days a week?

■ Who can you trust to keep the door unlocked for an indefinite period of time? For more information see page 3–5.

■ Who will be named the Administrator of the Keypad EZ locks?

■ Will you allow others beside the Administrator to program users? Keypad EZ allows up to five Supervisor Users, one Supervisor for each group. For more information see page 3–3.

■ Are there any people who might need more than three seconds to open the door? These people may include the elderly and people with physical disabilities. For more information see page 3–4.

■ Is it an advantage for you to group your people into two or more groups? Advantages include:

  ▲ the ability to delegate the management of (adding, deleting) of PINs
  ▲ the ability to disable whole groups of users at one time
  ▲ the ability to quickly delete whole groups of users at one time.

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

Second, think about the Keypad EZ lock or locks

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

■ How many digits do you want to use for the PIN (Personal Identification Number): 3, 4, 5, or 6? The lesser the number of digits, the easier the PIN is to remember, but the less secure it is too. The opposite is true for the longer PINs: they're easier to forget but are more secure. The Keypad EZ lock is factory preset to accept 4-digit PINs (for example, *1234*).

■ Do you need to let someone remotely unlock the door, such as a receptionist or security guard? If so, you'll want to take advantage of the remote unlock feature. For more information see page 1–3.

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

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

- How will you create your PINs? Will you use a random number generator or will you simply use your own creativity?

- How will you record and keep track of the PINs? This guide includes a *Lock and User Record form* for your use (see page 5–3), but you may want to use an electronic spreadsheet program and keep them secure electronically.

- How will you pass out the PINs to people? This usually requires writing the PIN down for the user, but you can handwrite them, or you can create a form, or even an agreement that the user can sign that could specify any fees to charge if the PIN is forgotten or compromised. For more information see page 3–7.

- What will you do when someone forgets his PIN? You or a Supervisor could simply check your records and remind him verbally. But you may want to reprint his PIN and charge him a small fee. It's up to you to decide how strict or lenient you want to be, but whatever you decide, a clear policy is usually always better than an unclear one or no policy at all.

- What if you find that a user has shared her PIN with someone else? You may want to go as far as to terminate or remove the privileges of that individual and immediately delete the PIN. In the least you will want to change the PIN. Or you may want to charge a fee for such a violation.

SAMPLE APPLICATIONS

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

Use the second scenario — a local department store — as a starting point, if you have at least three locks and at least two Supervisors.

Jim's restaurant

Jim, the owner of Jim's Restaurant — a small roadside diner — has five full-time and two part-time employees. Although he is the owner, he decides to ask Greg, his General Manager, to be the Administrator of the Keypad EZ locks. The Keypad EZ lock is installed on the storage room door. See Figure 1.1 on page 1–6.

Jim also decides that only full-time employees need a PIN because his part-time employees are never there unless a full-time employee is.

He also decides that, since there are only five employees who will need access, that only one group is necessary. Group 1 is therefore the group that is used. All users need to be programmed as part of group 1.

Jim also decides that only the Line Assistant — Frank Copland — will have Passage Mode privilege. This is the only employee who he wants to authorize to keep the storage door unlocked. See Figure 1.2 on .

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

KEYPAD EZ LOCK GROUP AND USER RECORD
Copy this page for additional groups in your system.
Keep group records separate.

Group and doors

Name of business or division	*Jim's Restaurant*
Group number & description[a]	*1 — All*
Supervisor Name[b]	*none*
Supervisor PIN	*none*

a. Use group 1, 2, 3, 4, or 5, if used; group 1 is the default.
b. For locks with only one group, a Supervisor is optional.

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

Door description	Unlock duration (in secs)	Remote unlock installation? check one		Lock chassis type check one	
		yes	no	cyl	mortise / exit
Storage	*3*		✔	✔	

Figure 1.1   Page 1 of Jim's Restaurant's form

Users
Record up to 25 users that you want to give access to this group.
For more than 25 users copy this form.

User No	Name Last	First	PIN	Privileges[a] D-bolt	Passg	Date deleted
1	*Copland*	*Frank*	*7396*		✔	
2	*Haydn*	*John*	*1433*			
3	*Baker*	*Anna*	*6692*			
4	*Beech*	*Fred*	*1349*			
5	*Herin*	*Andrew*	*2299*			
6						

Figure 1.2   Page 2 of Jim's Restaurant's form

Department store

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

■ Administration office

■ Stock room

■ Rear door

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

Groups

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

Then using the Groups and Doors table as shown on , he organizes his three groups and decides which of the three locks that the groups will have access to. His groupings look like this:

Doors by group

Groups and doors

Use this section to determine and record the doors that will be available to users in a particular group.

Group number	Group description	Door description
1	Sales	Admin office
		Rear door
2	Administration	Admin office
		Rear door
		Stock room
3	Stock	Stock room
		Rear door

Figure 1.3 Group list using Doors by group form

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

Once these decisions have been made, Dave completes three forms, one for each group. Here are the three forms:

KEYPAD EZ LOCK GROUP AND USER RECORD
Copy this page for additional groups in your system.
Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group number & description[a]	*1 — Sales*
Supervisor Name[b]	*Bob Smith*
Supervisor PIN	*1243*

a. Use group 1, 2, 3, 4, or 5, if used; group 1 is the default.
b. For locks with only one group, a Supervisor is optional.

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

Door description	Unlock duration (in secs)	Remote unlock installation? check one		Lock chassis type check one	
		yes	**no**	**cyl**	**mortise / exit**
Admin office	*3*		✔	✔	
Rear door	*3*	✔			✔

Figure 1.4   Sales dept group 1 door list

Users
Record up to 25 users that you want to give access to this group.
For more than 25 users copy this form.

User No	Name Last	First	PIN	Privileges[a] Dbolt	Passg	Date deleted
1	*Parson*	*David*	*7723*	✔	✔	
2	*Helme*	*Frank*	*1369*			
3	*Wittenstein*	*Mary*	*9732*			
4	*Brown*	*Karl*	*5655*			
5	*Fulton*	*Ann*	*1372*			
6	*Stevens*	*Kate*	*4419*		✔	
7						

Figure 1.5   Sales dept group 1 user list

KEYPAD EZ LOCK GROUP AND USER RECORD
Copy this page for additional groups in your system
Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group number & description[a]	*2 — Administration*
Supervisor Name[b]	*Sue Jones*
Supervisor PIN	*9872*

a. Use group 1, 2, 3, 4, or 5, if used; group 1 is the default.
b. For locks with only one group, a Supervisor is optional.

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

Door description	Unlock duration (in secs)	Remote unlock installation? check one yes	no	Lock chassis type check one cyl	mortise / exit
Admin office	*3*		✔	✔	
Rear door	*3*	✔			✔

Figure 1.6   Administration dept group 2 door list

Users
Record up to 25 users that you want to give access to this group.
For more than 25 users copy this form.

User No	Name Last	First	PIN	Privileges[a] D-bolt	Passg	Date deleted
1	*Bourke*	*Angela*	*5332*			
2	*Church*	*Melissa*	*9655*	✔	✔	
3	*Flanders*	*Jim*	*2663*			
4	*Hancock*	*Brandi*	*3298*			
5	*Russell*	*Sarah*	*6611*			

Figure 1.7   Administration dept group 2 user list

KEYPAD EZ LOCK GROUP AND USER RECORD
Copy this page for additional groups in your system.
Keep group records separate.

Group and doors

Name of business or division	*Henderson's Dept Store #12*
Group number & description[a]	*3 — Stock*
Supervisor Name[b]	*Gale Seares*
Supervisor PIN	*3221*

a. Use group 1, 2, 3, 4, or 5, if used; group 1 is the default.
b. For locks with only one group, a Supervisor is optional.

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

Door description	Unlock duration (in secs)	Remote unlock installation? check one yes	no	Lock chassis type check one cyl	mortise / exit
Admin office	3		✔	✔	
Rear door	3	✔			✔

Figure 1.8 Stock dept group 3 door list

Users
Record up to 25 users that you want to give access to this group.
For more than 25 users copy this form.

User No	Name Last	First	PIN	Privileges[a] D-bolt	Passg	Date deleted
1	*Coyle*	*Don*	*7227*	✔	✔	
2	*Hsieh*	*Chen*	*8193*	✔	✔	
3	*Laseau*	*Kevin*	*5632*			
4	*O'Hara*	*Stacey*	*9972*			
5						
6						
7						

Figure 1.9 Stock dept group 3 user list

Dave also completes the Administrator/Supervisor Pin Record as shown on
, and uses this to program the three Supervisors into all three locks.
Then, once the Supervisors are programmed into the locks, he gives the forms to
the Supervisors, one form for each. Then each Supervisor programs the users into
their group's locks.

2 QUICK SETUP GUIDE

This section will get you up and running fast. By using the lock default values, you can quickly program yourself as the Administrator and add up to 50 users. The default values are:

Feature	Default value
PIN length	4 digits
Unlock duration	3 seconds
Deadbolt override access	no — applies only on mortise
Passage mode access	no
Group number	1

Using default values

Defaults are factory preset values. For example, the default value for the unlock duration is three seconds. This means that, without changing the unlock duration default value, when someone enters a valid PIN, the lock will unlock and then, after three seconds, automatically relock. This gives a person three seconds to open the door.

All of the default values were carefully chosen to work in most Keypad EZ installations. In most cases, you shouldn't have to change the default settings. But make sure that you think about your users and their convenience and security before using the default values. See page 1–4 for system overview and design decisions that need to be made.

PIN length   The Personal Identification Number (PIN) length can be set to 3, 4, 5, or 6 digits. Keep in mind that the shorter number PINs, although more easily remembered, are usually less secure. Conversely, the longer number PINs are more secure, but are more easily forgotten. To change the default PIN length see page 3-2.

Deadbolt override access   This feature lets users unlock the door with a PIN, even when the deadbolt is thrown. This feature only applies for locks with deadbolts. If a lock does not have a deadbolt, this feature is not used. By default, the user is programmed without deadbolt override access, but to allow this access, see page 3-5.

Passage mode access   This feature lets users temporarily put the lock into an unlocked state (like a passage set). Then later the same user — or any user with passage mode access — can return the lock to its normal locked state. By default, the user is programmed without passage mode access, but to allow this access, after programming users, see page 3-5.

Unlock duration   This feature lets you adjust the time that the lock momentarily unlocks during access. By default, the lock will unlock and then, after three seconds, will relock. If some of your users need more time to get through the door, you may want to increase the duration. The unlock duration can be set anywhere between 1 and 60 seconds. To change the unlock duration, see page 3-4.

Group number   This feature lets you set up as many as five groups of users, each with a Supervisor. User groups add another layer of security and allow the Administrator to share the responsibilities of administrating the adding, changing, deleting, disabling and enabling of PINs. Usually this feature is only needed when at least two area or shift supervisors need to be held accountable for their users' access. By default, the user is programmed as belonging to group one.

Setting up a lock using factory-default values

Tip Temporarily record the codes as you enter them so that you can permanently record them later using the *Lock Group and User Record* form on page 5-3.

Step	To . . .	You enter . . .	Example . . .
1	Begin programming mode	**00# 9998#**a	
2	Change Administrator PIN	**20#** [any 4 numbers]**#** [same 4 numbers]**#**	**20# 3197# 3197#**
3	Add PINs	**10#** [any 4 numbers]**# #**	**10# 4994# #**
		Note: Repeat this sequence, changing the four numbers each time, up to 50 times.	
4	End programming mode	**99#**	
5	Use the *Lock Group and User Record* on page 5-3 to record the PINs that you added. Record the Administration code in a separate place, and then secure both logs.		

a. See page 4-5 if you prefer to use the ***** key in place of the **#** key.

Lights and Sound Key

Grn Red	Grn Red	Grn Red	Grn Red	Grn Red
			Motor runs	One tone
Programming mode in process	Command entry accepted	Data accepted	Programming mode ended	Data entry failed. Start over.
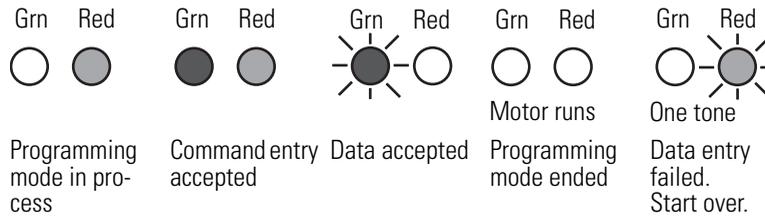
3 COMPLETE SETUP GUIDE

Use this section if you want to do any or all of the following:

- set PIN length
- set group Supervisor PINs
- set the unlock duration
- set privileges: passage mode & deadbolt override
- delete PINs
- delete groups of PINs
- disable or enable groups of PINs

This section takes you step by step and lets you take full advantage of all the Keypad EZ features and functions.

The tasks are ordered so that, if you were to need different PIN length, groups, a different unlock duration, or need to program privileges for some or all users, you could go through task by task. Optional tasks are marked.

LOCK SETUP AND MANAGEMENT

Use these tasks to set up and manage your Keypad EZ locks. Follow the sequence and skip those tasks that do not apply to you.

TASK 1: BEGIN A PROGRAMMING SESSION

Use this task to be able to do any other task on the following pages.

Step	You enter . . .
1	**00# 9998#**[a]

a. See page 4-5 if you prefer to use the ***** key in place of the **#** key.

TASK 2 OPTIONAL: SET PIN LENGTH

Only follow these steps if you want to change from the factory-preset four-digit PINs, to three-, five-, or six-digit PINs.

Step	You enter . . .	Example . . .
1	**30#**	
2	**3#** for three-digit PINs, OR **5#** for five-digit PINs, OR **6#** for six-digit PINs	**3#**

This task will reset the Administration PIN to the factory-preset code. See the table below:

New PIN length	New Administration PIN
3 digits	998
5 digits	99998
6 digits	999998

Performing this task will also remove any other programming that you may have done, such as any user PINs, Supervisor PINs, or unlock duration.

You may continue with this programming session, even though your original Administration PIN had a different amount of PIN digits. In other words, this programming will not take effect until the programming session ends.

TASK 3   CHANGE THE ADMINISTRATION PIN

You need to perform this task if:

■ you have not changed the factory-preset Administration PIN yet, or

■ you changed the PIN length from its default four digits to three, five, or six digits, or

■ you changed the PIN length back to its original four-digit length, or

■ you reset the lock using the reset programming command.

To change the Administration PIN:

Step	You enter . . .	Example . . .
1	**20#** [any 3, 4, 5, or 6 numbers]**#** [same 3, 4, 5, or 6 numbers]**#**	**20# 3197# 3197#**

TASK 4   OPTIONAL: SET SUPERVISOR PINS

If you are the Administrator, there are two reasons you may want to divide users into groups:

■ to be able to delegate most programming tasks to one or more people,

■ to be able (for example, in an emergency), to disable or delete whole groups of users at a time, without deleting or disabling other users.

You need to perform this task if either of these are true:

■ you have decided to give more than one group of users access to a lock

■ you have decided to assign a Supervisor to the users even though they are all part of one group.

To set a Supervisor PIN:

Step	For group . . .	You enter . . .	Example . . .
1	1	**21#**	
	2	**22#**	
	3	**23#**	
	4	**24#**	
	5	**25#**	
2		[New PIN]**#** [repeat new PIN]**#**	**4070# 4070#**

Note 1: If you are a Supervisor and are performing this task, to change your PIN, you will only be able to do it for the group to which you are associated.

Note 2: Also, if you are a Supervisor and are changing your PIN, you may need to inform the Administrator with the new PIN. Please see the Administrator for any policy that may exist.

TASK 5   OPTIONAL: SET THE UNLOCK DURATION

You may want to perform this task if a user may need more than three seconds to open the door. Situations may include:

- those with physical disabilities, the elderly, or the weak
- where the door opens to an area where dollies, carts, or supplies are carried in and out,
- any situation where extra time is regularly needed to open the door.

To set the unlock duration longer or shorter than three seconds:

Step	You enter . . .	Example . . .
1	32#	
2	[number of seconds, 1–60]#	5# [five seconds]

TASK 6   ADD USER PINS

Before adding user PINs it's important to complete the form or forms from so that they can assist you during programming. This will let you avoid the interruption of having to record a user's name and PIN after you enter it. It will also reduce or eliminate errors in entering or recording.

Users must be assigned to a group even if you have chosen not to have more than one group. In that case, all users should be assigned to group 1.

To add a user PIN:

Step	You enter . . .	Example . . .
1	**10#**	
2	[PIN number]**#**	**2233#**
3	[group number]**#**	**2#**

    Note: If you are assigning users to group 1, you can omit the number and simply enter the # key. This will enter the default value of group 1.

4	Repeat steps 1–3 for each PIN.	

TASK 7 OPTIONAL: SET USER PRIVILEGES

There are two user privileges:

- **Deadbolt override** — feature that lets users unlock the door with a PIN, even when the deadbolt is thrown. This feature only applies for Keypad EZ mortise locks with deadbolts.
- **Passage mode** — feature that lets users temporarily put the lock into an unlocked state (like a passage set). Then later the same user — or any user with passage mode access — can return the lock to its normal locked state. All Keypad EZ Locks have this feature.

You may want to perform this task for a user if:

- the user needs to be able to unlock the door even when the deadbolt is thrown.
- the user can be trusted to unlock a door for an indefinite period.

Sample applications where passage mode would make sense:

- conference rooms
- storage rooms/closets
- canteens
- on any door that needs to remain closed but unlocked.

Tip: Proper use of this feature may allow you to avoid giving out PINs unnecessarily. For example, if you have only one Keypad EZ lock on a storage room door, the simplest solution may be to give two of your ten employees a PIN

and give both users passage mode privilege, enabling them to keep the door unlocked during the day. Either of them could then relock it at the end of the day.

Note: By default, when a user PIN is programmed the PIN does not have either passage mode or deadbolt override privileges. These privileges must be given using a separate programming step.

Use the table below to determine the privilege code that corresponds to the privileges that you want to give to a user. By default all users initially have privilege code 0, no privileges.

User privilege code quick reference

Privilege code	Passage mode	Deadbolt override
0	no	no
1	yes	no
2	no	yes
3	yes	yes

To assign or remove privileges:

Step	You enter . . .	Example . . .
1	**12#**	
2	[User's PIN number]**#**	**2233#**
3	**1#** for passage mode only, OR **2#** for deadbolt override only, OR **3#** for both, OR **0#** for no privileges	
4	Repeat steps 1–3 for each PIN that you want to assign or remove privileges.	

TASK 8 END THE PROGRAMMING SESSION

After all programming functions have been completed for a particular Keypad EZ lock, use the task to end the programming session.

Step	You enter . . .
1	**99#**

To program other Keypad EZ locks, return to page 3–2 and repeat the series of tasks.

TASK 9 RECORD, SECURE, AND DISTRIBUTE PINs

Once all Keypad EZ locks have been programmed you need to ensure that all PINs are properly recorded and secured. If you have not already done so, use the forms that begin on page 5–3 to record all User, Supervisor and Administration PINs.

After safely recording all User, Supervisor, and Administration PINs, you need to inform the users of their new PINs and let them know what locks they have access to and what privileges they may have. If they have passage mode access, you need to instruct them on how to start and end passage mode.

Here's a sample of what a user PIN notice might need to include:

User PIN notice and instructions

Name	Angela Bourke
PIN	5332
Doors	Admin office
	Rear door
	Stock door

To unlock a Keypad Lock:
1 Enter your PIN, then press **#**.
2 Turn the knob or lever handle.

To start passage mode access:
1 Enter your PIN, then press **#**.
2 Within 3 seconds, press **✱** then **#**.
   The lock stays unlocked.

Privileges you have
❑ Passage mode access
   see instructions ➔
❑ Deadbolt override access

To end passage mode access:
■ Repeat the steps above.
   The lock relocks.

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

Figure 3.1 Sample user PIN notice

USER MAINTENANCE

Deleting a PIN   To delete a PIN, perform the following task in all locks where the user has access:

To delete a user's PIN:

Step	You enter . . .	Example . . .
1	**11#**	
2	[PIN to be deleted]**#**	**2233#**
3	Repeat steps 1–2 for each PIN that you want to delete.	

Deleting a group of PINs   To delete a whole group of PINs at one time, perform the following task in all locks where the group of users have access.

Note: If you're trying to reset the lock to its original factory presets (which also deletes all users), see page 4-4 instead.

To delete a group of PINs

Step	You enter . . .	Example . . .
1	**00#**	
2	[Administrator or Supervisor PIN]**#**	**3197#**
3	**13#**	
4	Administrator only: [Group number]**#**	**1#** [Group 1]
5	Administrator only: Repeat steps 3–4 for each group to be deleted.	
6	**99#**	

Note: Supervisors only have rights to delete the group that they are associated with.

Disabling and enabling groups of PINs

There are times when you may want to temporarily disable, and then later re-enable a group of users' PINs. Example occasions when this may be necessary:

■ strikes

■ holidays

■ severe weather

■ national emergencies

To disable or re-enable a group:

Step	You enter . . .	Example . . .
1	**00#**	
2	[Administrator or Supervisor PIN]**#**	**3197#**
3	To disable: **15#** OR To re-enable: **14#**	
4	Administrator only: [Group number to be disabled or re-enabled]**#**	**1#**
5	Administrator only: Repeat steps 3–4 for each group to be disabled.	
6	**99#**	

Note: Supervisors only have rights to disable or re-enable the group that they are associated with.

4 MAINTENANCE

For complete service and maintenance information for the Keypad EZ Lock, consult the *B.A.S.I.S. G* or *B.A.S.I.S. V Service Manuals* or the *Technical Publications Library* on CD-ROM. These publications have complete parts lists and maintenance instructions.

BATTERY MAINTENANCE

Battery life Genuine factory battery packs are designed for maximum service life. Depending on the type of chassis you have, the average life of a battery pack is as follows:

	Estimated number of cycles	
Chassis type	Standard (4-cell) battery pack	Extended (8-cell) battery pack
cylindrical	65,000[a]	130,000[b]
mortise	130,000[c]	240,000[d]
exit hardware	130,000	240,000

a. Typical life is 2–5 years.
b. Typical life is 4–5 years.
c. Typical life is 3–5 years.
d. Typical life is 4–5 years.

Replacing batteries

The Keypad EZ Lock has a warning system to let you know when the battery pack is getting low. At the first sign of warning, although you have some time to replace the batteries before they fail, you need to replace the battery pack as soon as possible. To order replacement battery packs, see your factory representative or authorized dealer.

Replacement part number:

■ A60726 — standard, four-cell battery pack

There are three battery levels. Depending on the level that the lock happens to be in, the lock access varies. The battery levels are:

■ normal — battery level is good.

■ warning — battery level is low

■ alarm— battery level is very low.

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

Battery Level	LEDs	Sounder	Access
normal	Green flashes		granted
warning	Green flashes	3 long tones	granted after delay
alarm	Red & green flashes	3 short tones	denied[a]

a. But Supervisor users and the Administrator are granted access during the alarm battery level, until the battery is replaced.

To replace the battery pack:

1. Use a T15 Torx bit driver or standard driver to remove the security screw from the battery door. See Figure 4.1.
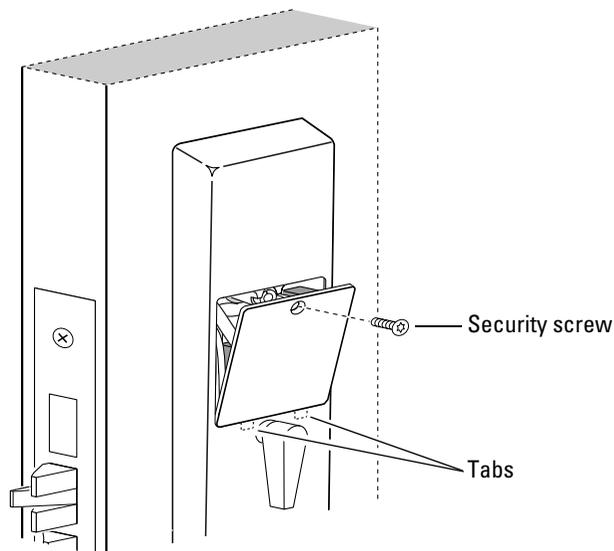
Figure 4.1   Removing the battery door

2. Open the battery door and remove it from the escutcheon.

3. Remove the old battery pack from the battery compartment.

4. Disconnect the battery pack from the battery connector on the wire harness.

5. Connect the new battery pack to the battery connector on the wire harness inside the battery compartment.

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

6. Place the battery pack inside the battery compartment.

Note: For the four-cell battery pack, position the battery so that the foam will face the battery door.

Caution: *When routing the battery wires, make sure that the wires are not routed across any sharp edges or over any surface that could damage their sleeving or wire insulation.*

7. Making sure that the battery door does not pinch any wires, insert the tabs of the battery door into its mating slots and swing the door closed.

8. Use a T15 Torx bit driver or standard driver to secure the battery door with the security screw. Tighten firmly.

Resetting a lock to factory preset condition

You may at some point need to reset or restore a lock to its original factory default or preset condition. This will erase all programming that you have done.

You may need to do this if:

■ a lock needs to be moved to a new location

■ you have lost PIN control or lock and user records.

Caution: *This programming task will delete ALL PINs in all groups and cannot be undone. To delete only a group of users, see* *.*

This task will also reset the **#** key as the enter key if the # key was substituted for the ***** key.

To reset a lock to factory preset condition:

Step	You enter . . .	Example . . .
1	**00#**	
2	[Administrator PIN]**#**	**3197#**
3	**33#**	
4	**33#**	
5	**99#**	

Reversing the function of the # and * keys

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

To substitute the * key for the # key:

Step	You enter . . .	Example . . .
1	00#	
2	[Administrator PIN]#	3197#
3	36#	
4	99#	

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

To substitute the # key for the * key, that is, to reset the # key to its default function:

Step	You enter . . .	Example . . .
1	00*	
2	[Administrator PIN]*	3197*
3	36*	
4	99*	

5 LOCK & USER FORMS

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

Programming commands reference

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

Command	Description	Supervisor can program	For instructions, see page . . .
00	Begin programming session	■	3-2
10	Add PIN	■	3-4
11	Delete PIN	■	3-8
12	Set privileges	■	3-5
13	Delete group	■	3-8
14	Enable group	■	3-9
15	Disable group	■	3-9
20	Set Administrator PIN		3-3
21	Set Supervisor PIN Group 1	■	3-3
22	Set Supervisor PIN Group 2	■	3-3
23	Set Supervisor PIN Group 3	■	3-3
24	Set Supervisor PIN Group 4	■	3-3
25	Set Supervisor PIN Group 5	■	3-3
30	Set PIN length		3-2
32	Set unlock duration		3-4
33	Reset all		4-4
36	Switch **#** and ***** keys		4-5
99	End programming session	■	3-7

Groups and doors

Use this section to determine and record the doors that will be available to users in a particular group. See page 3–3 for more information on the use of Supervisors and user groups.

Group number	Group description	Door description

- -

Cut here

Administrator/ Supervisor PIN Record

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

Group	Name	PIN
1		
2		
3		
4		
5		
All (Admin)		

Keypad EZ Lock group and User Record

Copy this page for additional groups in your system.
Keep group records separate.

Group and doors

Name of business or division	
Group number & description[a]	
Supervisor Name[b]	
Supervisor PIN	

a. Use group 1, 2, 3, 4, or 5, if used; group 1 is the default.
b. For locks with only one group, a Supervisor is optional.

Doors accessible by users in this group

For more doors copy this form.

Door description	Unlock duration (in secs)	Remote unlock installation? check one		Lock chassis type check one	
		yes	**no**	**cyl**	**mortise / exit**

Quick setup guide

Step	To . . .	You enter . . .	Example
1	Begin programming	**00# 9998#**[a]	
2	Change Administrator PIN	**20#**, [any 4 numbers] **#**, [same 4 numbers] **#**	**20# 3197# 3197#**
3	Add PINs	**10#**, [any 4 numbers] **#** [group number] **#**[b]	**10# 4994# 1#**
4	End programming	**99#**	
5	Use the table to the right to record the PINs that you add. Record the Administration PIN and keep it separate. Secure all records.		

a. The code 9998 is the factory preset Administrator PIN. This PIN does not have long-term security; change it as soon as possible!
b. Repeat this sequence as necessary, changing the four numbers each time, up to 50 times.

Lights and Sound Key

Programming in process.	Data entry started.	Data accepted.	Programming mode ended.	Data entry failed. Start over.

Administrator/Supervisor _____   Date_____

Users

Record 25 users that you want to give access to this group.
For more than 25 users copy this form.

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

a. See page 3–5 for instructions on programming deadbolt override and passage mode privileges.

BEST
ACCESS SYSTEMS