



Training Manual

Administration

Saflok Communication Information

Phone number – (800) 999-6213
Option 1 – Parts Ordering / Lock Repair
Option 3 – Technical Support
Option 5 – Accounting
Option 6 – Keycard Orders

Technical Support Website – <http://support.saflok.com>

Overview

This manual covers all Saflok functions for Saflok Administrators, including troubleshooting, programming & interrogating locks, creating & maintaining master keys, maintaining user accounts, and running reports.

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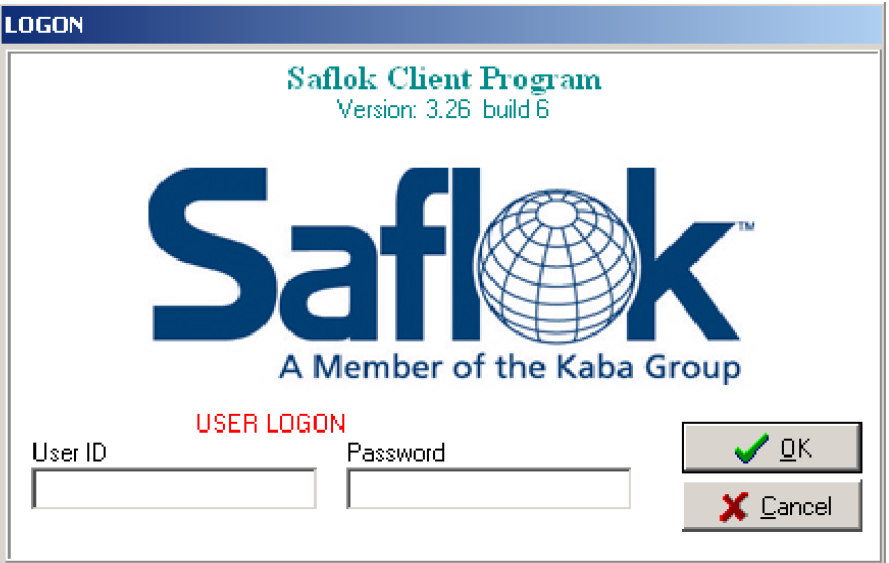
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Creating / Maintaining Master Keys

To create master keys, you must log into the Saflok Client program. To launch the program, double click the Saflok Client icon on the desktop.



Next, you will need to log in to the client using your user name / password. You must have specific authorization to make master keys.



The LOGIN window for the Saflok Client Program (Version: 3.26 build 6) features the Saflok logo and the text 'A Member of the Kaba Group'. It includes a 'USER LOGON' section with input fields for 'User ID' and 'Password'. At the bottom right are 'OK' and 'Cancel' buttons.

Click the Make User keys button.

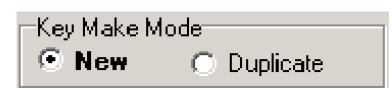


Select the type of key you wish to make from the Key Group drop-down box.



The 'Select Key To Make' dialog box contains a 'Key Group' dropdown menu with options: OPERATIONS MASTERS, INDIVIDUAL MASTER, CONFERENCE ELO KEYS, CONF SERVICE MSTR, OPERATIONS MASTERS (highlighted), HOUSEKEEPING KEYS, LATCH UNLATCH KEYS, and INHIBIT KEYS. Below this is a 'Key/Lock Select' section with a radio button for 'Key List' and a text input field for 'Type the name of the item:'. A list box below the input field shows various roles: ASST MANAGERS, BELL STAND MGR, BELLMAN, CONCIERGE MGR, ENGINEERING, FD MANAGER, FD SUPERVISOR, FIRE PANEL MSTR, GUEST REC MGR, and LAUNDRY.

Select whether you wish to make a new or duplicate key.



The 'Key Make Mode' section at the bottom right has two radio buttons: 'New' (selected) and 'Duplicate'.

A new key, after it has been made and used in the locks, will prevent the previous keys from working in the locks. For master keys, the majority of keys will be duplicate keys. When remaking a set of master keys, you will need to make one new key for each type of master key, and then make duplicates of that key.

Select Key To Make

Key Group: HOUSEKEEPING KEYS

Level: 9
Key Type: MASTER

Saflok

Key Function: MAKE STANDARD KEY

Key Make Mode: ☒ New ☐ Duplicate

Encoder Station: 1

Key/Lock Select: ☒ Key List

Type the name of the item: CONF HSKP

ASST HSKP DIR
CONF HSKP
HSK ADMIN
HSK COT HSM
HSK COT MSTR
HSK COT RA
HSK COT SUP
HSK COT TD
HSK DC
HSK FL 2

Key will be used By: Last Name/Dept. First Name

Defaults

MM/DD/YYYY

Date/Time the key should EXPIRE: 03/05/2009 At End Of Shift

Indicate the Starting and Ending Daily (SHIFT) hours the key should work:

Starting 11:59 PM (HH:MM AM/PM) Ending 11:59 PM

Cancel Back Next Make Key

Next, you have the option of entering a Last/Department name and First name. If you do so, the name will be displayed on interrogation reports, in the Master Key User Report, as well as Messenger reports (if Messenger is available at your property). You will also need to determine when you wish the keys to expire. By default, it is one year from the day you are making the keys. There is also the option to create a shift time for master keys. The key would then only work in between the hours you specify in the Starting and Ending time fields. If all of the keys will have the same expiration, department name, and shift times, you can click the Make Key button and insert as many keys as needed into the key encoder. If they are going to be different, click Next.

Additional Information

Key Group: HOUSKEEPING KEYS Key Name: CONF HSKP

Function: MAKE STANDARD KEY

Days the key will NOT work:

<input type="checkbox"/> Sun	<input type="checkbox"/> Thu
<input type="checkbox"/> Mon	<input type="checkbox"/> Fri
<input type="checkbox"/> Tue	<input type="checkbox"/> Sat
<input type="checkbox"/> Wed	

Key will be used By: Last Name/Dept. First Name

MM/DD/YYYY

Date/Time the key should EXPIRE: 03/05/2009 At End Of Shift

Indicate the Starting and Ending Daily (SHIFT) hours the key should work:

Starting 11:59 PM (HH:MM AM/PM) Ending 11:59 PM

☒ Opening Key

☐ Send Key to File

Will all of the keys have the same additional information? ☒ Yes ☐ No

Cancel Back Next Make Key

On this screen, you have the option of selecting days on which the keys will NOT work in the locks. Keys work on all 7 days by default. If each of the keys you are making will have different settings (i.e. expiration time, shift times, or names), answer No to “Will all of the keys have the same additional information?” at the bottom of the screen. Doing so will have the program return to this screen after each key is made so that you can make the required changes, and then click the Make Key button.

The encoder will flash a green light. Insert the key (for magnetic encoders) or place the key on top of the encoder (for RFID encoders).

Each key that is created gets an ID number assigned to it automatically. The first new key made in a set gets key ID number 1. When you make additional duplicate keys, the ID number increases by 1 for each key made. You can have up to 250 key IDs for each master key in the database.

Key ID: 1

USING A BLANK OR USED KEYCARD
INSERT KEYCARD INTO ENCODER

Remember to write the KEY TYPE, KEY # and KEY ID #
on the Key Before Inserting it.

Cancel

If you are making a duplicate key, you have the option of either replacing a key ID or making additional keys. you will only use replace key ID if a key has been worn out and does not work anymore. **This will not cancel a lost key.** Only use this option if you have the non-functioning key in your possession. The majority of the time you will use the Additional Duplicate Keys option.

**** Key ID#s 1 to 5 have been previously assigned to keys ****

To replace a particular key which has worn out, select "Replace Key ID #" and enter the desired Key ID #.

☐ Replace Key ID #:

To make additional duplicate keys, select "Additional Duplicate Keys"

☒ **Additional Duplicate Keys**

All master keys that are created are tracked in the database. You can use the Master Key User report under the Reports tab to view all master keys that have been created. See page 19 for more information.

Cancelling a Lost Master Key

If a Master Key has been lost, you should cancel the key so that it will not be used by an unauthorized key user. To cancel the lost key, you must make a special key called a “Cancel-A-Key-ID Key”, and then use the Cancel-A-Key-ID key in all of the locks that the lost master key has access to.

To cancel a master key, log into Saflok Client, and select the Make User keys button.



Select the Key Group that the lost key belongs to.

Select Key To Make

Key Group

OPERATIONS MASTERS

INDIVIDUAL MASTER

CONFERENCE ELO KEYS

CONF SERVICE MSTR

OPERATIONS MASTERS

HOUSKEEPING KEYS

LATCH UNLATCH KEYS

INHIBIT KEYS

Change the Key Function to “Make Cancel-A-Key-ID Key”. Then select the Key Name that was lost, and click Next.

Key Function

MAKE STANDARD KEY

MAKE STANDARD KEY

Make Resequence Key

MAKE BLOCK KEY

MAKE UNBLOCK KEY

Make Cancel-A-Key-ID Key

Key Function

Make Cancel-A-Key-ID Key

Key Make Mode

☐ New ☒ Duplicate

Key/Lock Select

☒ Key List

Type the name of the item:

GM

71

GM

Enter the Key ID that you wish to cancel. Note that you can use the Master Key User Report (pg. 20) to determine which ID the key user had. Click Next.

Select ID To Make

Key Group: GRAND MASTER KEYS Key Name: GM

Function: Make Cancel-A-Key-ID Key


*** Key ID#s 1 to 1 have been previously assigned to keys ***

To cancel a particular user's key ID, enter the desired Key ID #.

☒ Enter Key ID #:

A message will be displayed that will remind you that once the key is cancelled, it will no longer work in the locks. It will also verify the user name that the Key ID was assigned to. Click OK to continue.

WARNING 9250



THE CURRENTLY ISSUED STANDARD KEY ID # 1
ASSIGNED TO JOHN SMITH
WILL NEVER WORK IN A LOCK AGAIN AFTER USING THIS KEY.

If you are replacing a person's lost key,
make an Additional Duplicate key after this.
If no more Additional Duplicates can be made, you will
have to replace everyone's keys with new keys.

The encoder will flash a green light. Insert the key (for magnetic encoders) or place the key on top of the encoder (for RFID encoders).

Key ID: 1

USING A BLANK OR USED KEYCARD
INSERT KEYCARD INTO ENCODER

Remember to write the KEY TYPE, KEY # and KEY ID #
on the Key Before Inserting it.

In order to cancel the lost master key, use the Cancel-A-Key-ID key in all of the locks that the lost master key has access to.

Programming Locks

You will need to program the locks in a few situations, which include: during initial lock installation, after replacing a lock, installing a brand new lock, or after contacting Saflok to make any changes in your database.

To program a lock, log into the Saflok Client, and click the Locks tab.

Click the Program Locks button.

The program will ask you to attach the LPI device and press OK. Before clicking OK, Ensure that the Download cable is plugged Tightly into the left side of the LPI (Lock Programmer & Interrogator), and click OK.

Next, you have a choice of 4 options:

LED Diagnostics – This option updates the Clock in the LPI device and will allow you to Perform LED diagnostics to troubleshoot locks.

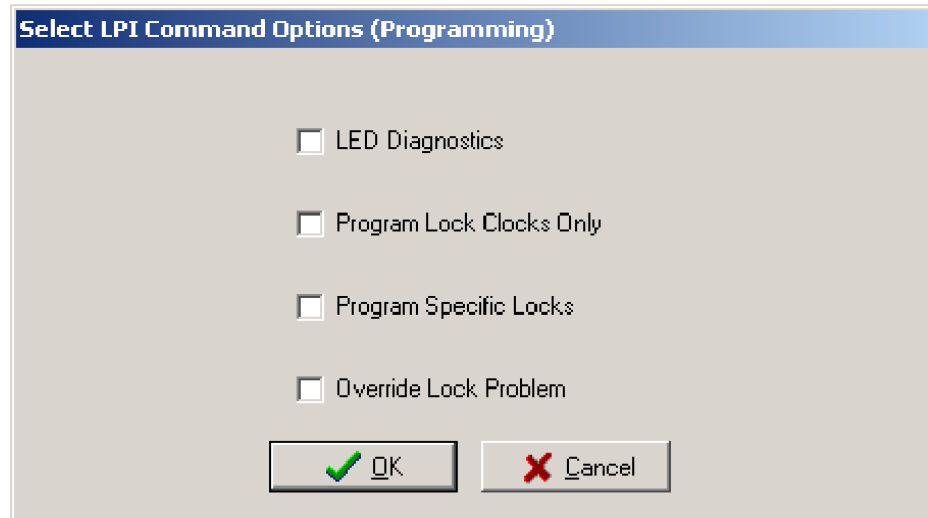
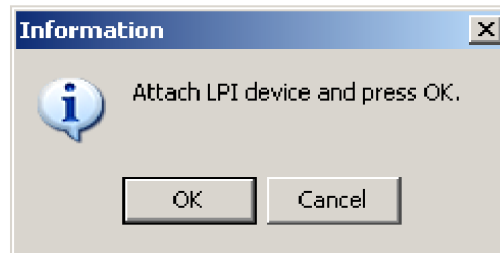
Program Lock Clocks Only – This option also Updates the clock in the LPI device, which You can then use to update the lock's clocks.

Program Specific Locks – This option allows You to select up to 40 locks to be programmed.

Override Lock Problem – This option allows You to open a lock with a dead battery.

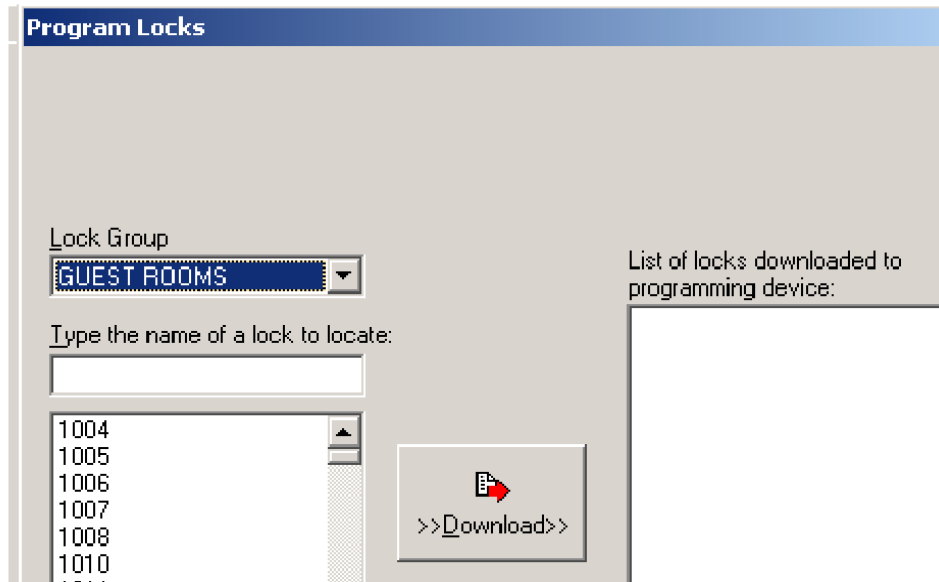
To program locks, place a check next to the Program Specific Locks option, and click OK.

Next, select the Lock Group you wish to program locks from.

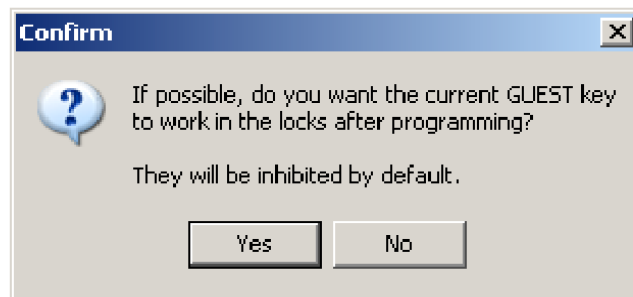


You can select up to 40 locks to program at one time per handheld. To select multiple locks at once, simply click on the first lock you want to program, then hold the left mouse button and drag until you have all the locks you need. You can also hold down the CTRL key and select individual locks, similar to other Windows programs.

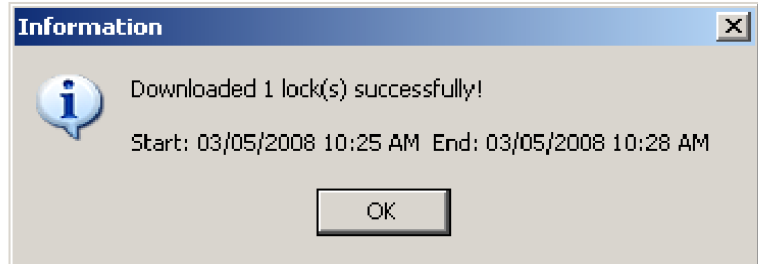
Once you have all of the locks you need selected, click the download button.



If you are programming guest rooms, you will have the option to have the current guest key work in locks after reprogramming. Answering yes will eliminate the need to give a new key to a guest if you are replacing their lock.



After locks have finished downloading to the handheld, click OK to continue.



Click the Close button.



The handheld is ready to program locks. You will need to press the number 2 to select “Take Unit to Locks” on the handheld, then option number 2, “Program Locks”, on the next menu. This will display a list of 3 rooms out of the locks that you downloaded. Press the option number next to the room number you wish to program, for example:

1. 1008
2. 1009
3. 1010

Enter option (1-3, 0=more):

Next, press number 2, then enter, to program room 1009. The handheld will then display the following:

“Press any key and then insert the probe into the lock.”

Press any key on the handheld, and fully insert the probe into the lock. When the lock has finished programming, the handheld will display the following:

“Lock 1009 has been programmed successfully. Press any Key.”

Pressing a key will display the following:

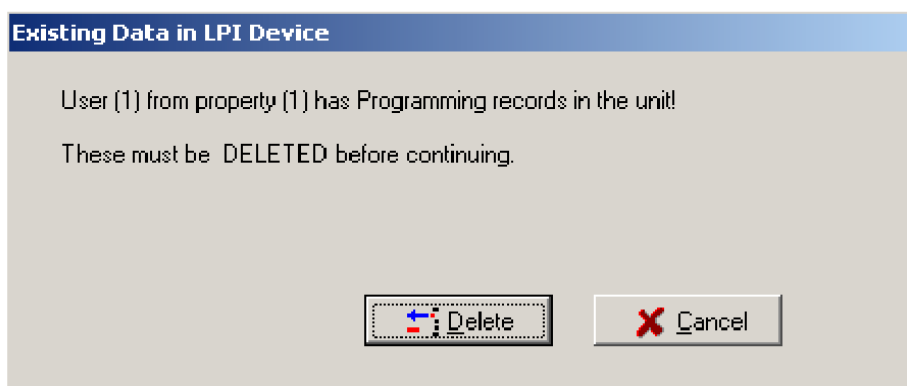
“Press any key to program more locks, or press ESC to stop.”

Pressing any key will return you to the list of locks, which you can then select another lock to program.

When finished programming, return the handheld to the computer, and click the program locks button.



Ensure the LPI is attached to the download cable. The software will prompt you to delete the programming info in the handheld. This prevents any one else from using the handheld to program locks.



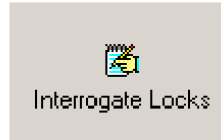
Lock Interrogations

By interrogating a lock, you can find out which keys were used in the locks and at what time. You can interrogate a lock using either the LPI or over the Messenger system. This section will cover using the LPI device. For more information on interrogations using Messenger, please refer to the Messenger Operations Manual (section 4, page 44).

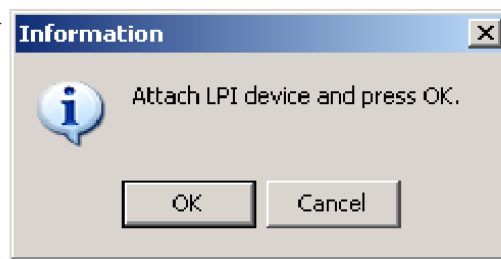
Log into the Saflok Client & select the Locks tab.



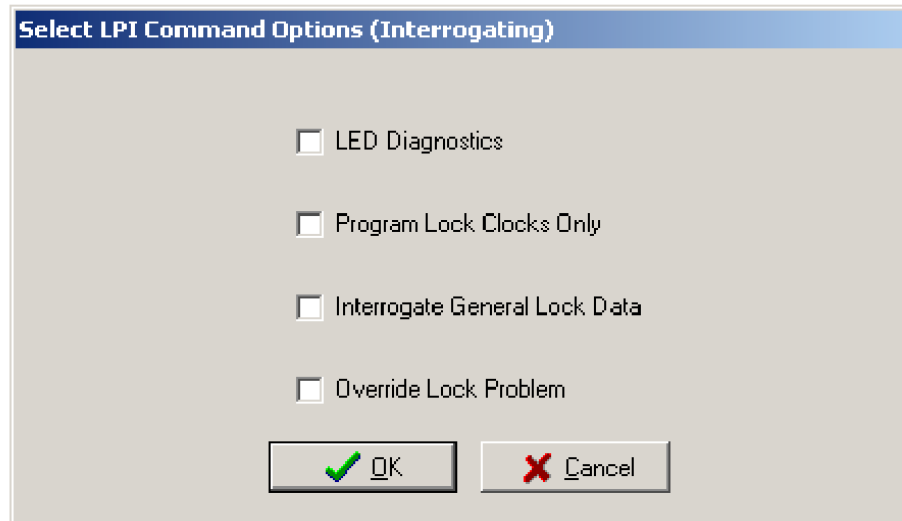
Click the Interrogate locks button.



Ensure the LPI device is attached to the download cable.



You will have 4 options similar to when programming locks, with 1 difference. Place a check next to Interrogate General Lock Data and click OK. This will update the time on the handheld and set it up for interrogating locks.



The handheld is now ready to be taken to the locks to interrogate.

Press the number 2 on the handheld for the Take Unit to Locks option.

Next, press number 4, and then enter to select the Interrogate Locks option. The handheld will display the following:

“Press any key and insert the probe into the lock.”

Press a key and insert the probe fully into the lock. When finished, the handheld will display:

“Lock ##### has been interrogated successfully. Press any key.”

Pressing a key will display the following option:

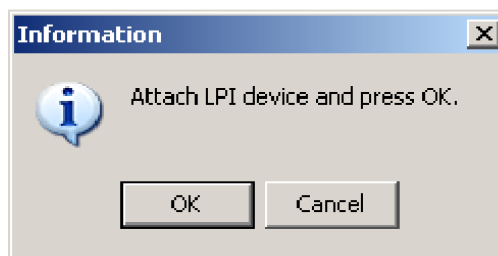
“Do you wish to interrogate more than 172 log records? 1=Yes 2=No”

If you want to get more than 172 log records, press 1 and then re-interrogate the lock. If no, press 0. If you only do 172 entries, you can do up to 40 locks at once. When doing more than 172, only 1 lock can be interrogated at a time. When finished interrogating the locks, bring the LPI back to the computer. The default number of additional interrogations, but you may select up to 5900.

Log into Saflok Client and click the Interrogate Locks button.



Ensure the handheld is connected to the download cable and click OK.



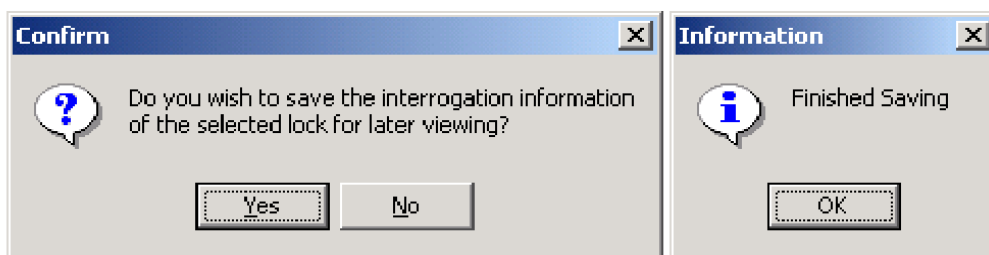
Click the Process button on the next screen.



A list of lock interrogation records in the LPI unit will be displayed. Click on each one, then click Save.

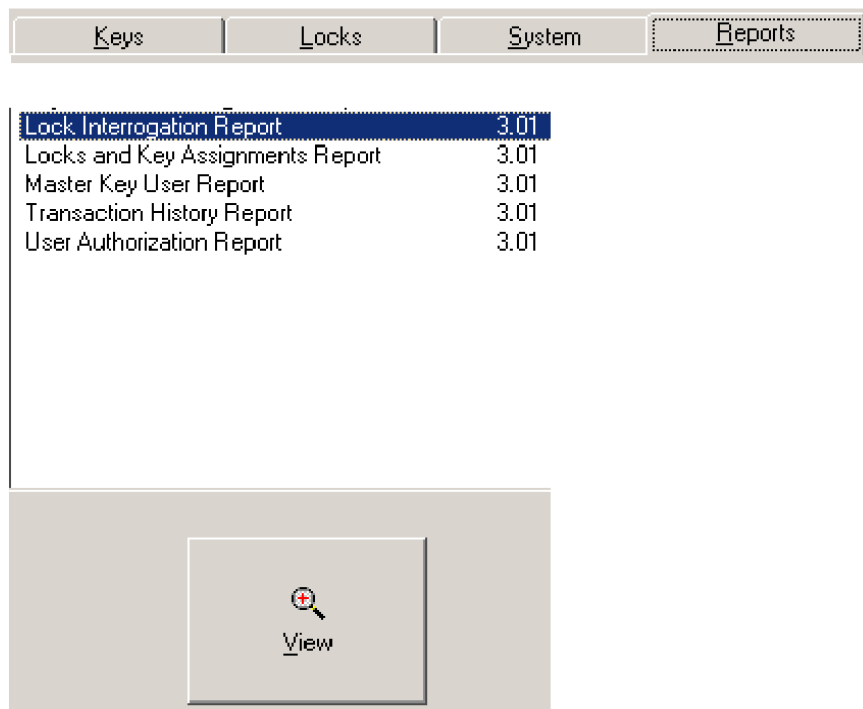
List of Lock Interrogations					
Number Of Records: 5					
Property #	Name	LED Diagnostics Done	Entries Interrogated	Clock Updated	Interrogation
1	101	No	Yes	No	01/26/2010
1	102	No	Yes	No	01/26/2010

Click Yes to confirm you wish to save the lock interrogations. Click OK when it is finished saving.



To view the reports you have saved, click the Reports tab.

Next, click Lock Interrogation Report, then the View button.



This brings up a list of lock interrogations that have been saved to the database. Click the interrogation you wish to view, then click the View button.

List of Lock Interrogations					
Number Of Records: 3					
Property #	Lock Name	LED Diagnostics Done	Entries Interrogated	Clock Updated	Interro
1	101	Yes	Yes	Yes	3/2/20
1	111	Yes	Yes	Yes	3/24/20

The next screen allows you to determine some options on how the report is generated.

Print all entries regardless of when they occurred will display all log records.

Only print entries occurring between specified dates will print entries between dates you choose.

Print original lock entry times as well as adjusted times displays the lock's date and time as well as the handheld's date and time so you can see any discrepancy between the two.

Lock Interrogation Report v.3.01

FOR LOCK #

☒ Print all entries regardless of when they occurred
☐ Only print entries occurring between specified dates

☒ Print original lock entry times as well as adjusted times
☐ Print ONLY records allowing door to be opened & unlatched
☒ Print users assigned to key ID#s (Report will take longer)

Below is a sample Interrogation Report:

OPENWAYS	12/10/2010 11:47 AM
INTERROGATION REPORT FOR LOCK #	
101	Interrogated 01/26/2010 03:04 PM
Lock Property #: 1	Lock Software Version6 01-15-10.2
	Page 1 of 2

Report Date Format Used: mm/dd/yyyy (Note: * is used if data is unavailable)
Report software version: W95 1.00/2009-06-29 18:41
Hand-Held Interrogator software version: HH5 V- NOT DETERMINED
Interrogation Method: REMOTE

LOCK STATUS AT TIME OF INTERROGATION

Mode: 2 Property Prog'd Pattern Bad: No Checksum Bad: No Write Err: No

- E2 is enabled
- Invalid key shutdown is not in effect
- Lock batteries are good
- Locked/Unlocked Switch - OK
- Key Switch is OK
- Intended to be Locked
- DST Change Info is set
DST is standard local
DST Starts 03/14/2010 02:00 AM, Ends 11/07/2010 02:00 AM
- Lock's Clock should be reset within 12 months
- Lock uses locked switches? Y Opening(knob) Switch? Y
- Serial Port Communication: Sends? N Receives? N
- Lock's Clock Date & Time: 01/26/2010 03:04 PM STD
- Terminal's Clock Date & Time: 01/26/2010 03:04 PM STD
- Lock Date & Time DST Info was not updated after 1st interrogation.

LOCK IS CURRENTLY LATCHED

KEY USE & ENTRY RECORDS

Dates & times for used/occur are adjusted to reflect terminal's date & time at the time of interrogation or before clock programming

D or *S* after the date indicates times could not accurately be adjusted

"a" after DST, STD, *D*, or *S* indicates an adjustment was made

Possible users of keys are printed when names are available. Possible Users are those whose key had been made but not yet expired when the entry occurred.

Multiple users indicate key users assigned to different key sequences.

0001) LVL13 TYPE 0 : EMERGENCY KEYS KEY ID#1 KEY #EMG
From: Key Used On: 01/26/2010 03:04 PM STDa, Allowed to Open
Unadjusted- Used On: 01/26/2010 03:04 PM STD

Creating and Maintaining Users

To use the Saflok software, you must have a user account to log into the system. This section will describe how to add, delete, or change users and their access levels.

Users

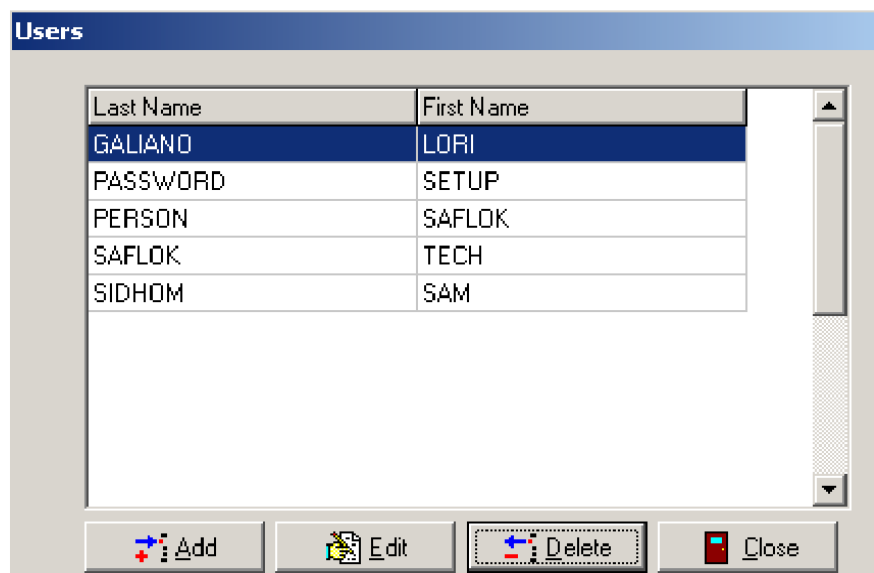
To modify the users in the system, log into Saflok Client. Click the System Tab.



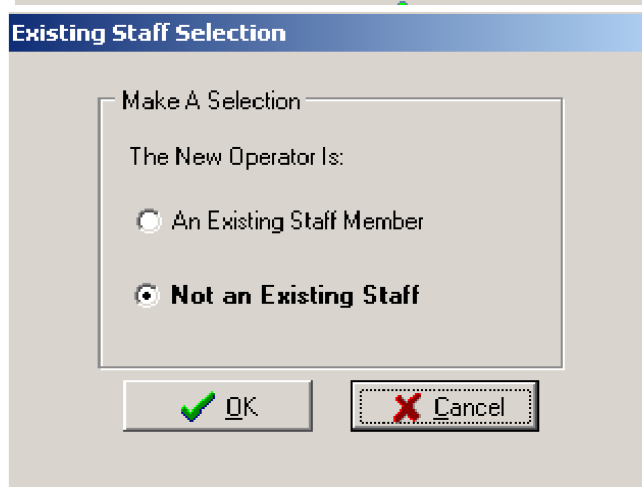
Click the Users & Authorizations button, then select “Users” and click OK.



A list of existing users will be displayed. Click the “Add” button to add a new user. To edit or delete a User, you can highlight the group you wish to modify and click the corresponding button.



Select “Not an existing Staff”, then click OK.



Last Name: Users' last name, must be at least 3 characters.

First Name: Users' first name, must be at least 3 characters.

Middle Name: This field is optional, must be at least 3 characters.

User ID: This is the ID the user will enter to log onto Saflok. It must be at least 3 characters and is not case sensitive.

Password: This is the password the user will enter to log onto Saflok. It must be at least 3 characters and is not case sensitive.

Interface Password: With some PMS interfaces, a separate interface password must be entered. Confirm with your Saflok representative if this is needed for each user.

Administrator: If this box is checked, the user is a Saflok Administrator. Administrators have access to all aspects of the system, and are the only users who can add/change/delete users. The number of administrators should be as limited as possible.

User Groups: Select the Authorization Group the user should belong to. This will determine their level of access based on the settings of the Group.

Program Rights: Gives access to certain Saflok programs. Typically only administrators will need to log into anything other than the Saflok Client.

Allow Remote Door Open: This feature is only available with certain Saflok/Inncom Infrared Messenger systems.

Invalid Logon Count/Last Invalid Logon: These boxes display the number of invalid logons and the date of the last invalid logon attempt for this user.

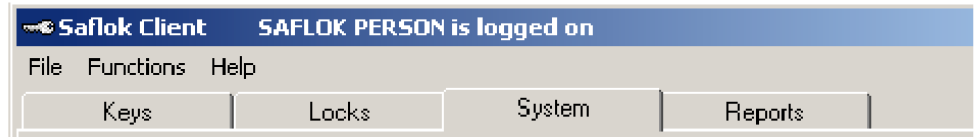
Rights Button: This button will allow you to add additional access for the individual user. If the user needs more access than his or her authorization group, then it must be added here.

The screenshot shows a 'User' configuration window. At the top, there are input fields for 'Last Name' (containing 'GALIANO'), 'First Name' (containing 'LORI'), and 'Middle Name'. To the right of these fields are three buttons: 'OK' (with a green checkmark), 'Cancel' (with a red X), and 'Rights' (with a key icon). Below the name fields are fields for 'User ID' (containing 'LGALIANO'), 'Password' (masked with 'x'), and an 'Administrator' checkbox. Further down are 'LPI User ID' (containing '253') and 'Interface Password' fields. Two list boxes are present: 'User Groups' on the left, which has checkboxes for 'FRONT DESK' (checked), 'FRONT DESK SUPERVISOR', 'MAINTENANCE', and 'SECURITY'; and 'Program Rights' on the right, which has checkboxes for 'CLIENT ACCESS' (checked), 'CRS ACCESS', 'SCHEDULER ACCESS', 'IRS ACCESS', 'MESSENGER SERVER ACCE', and 'MESSENGER CLIENT ACCE'. At the bottom left, there are fields for 'Invalid Logon Count' and 'Last Invalid Logon'. A 'Clear' button with a trash icon is at the bottom right.

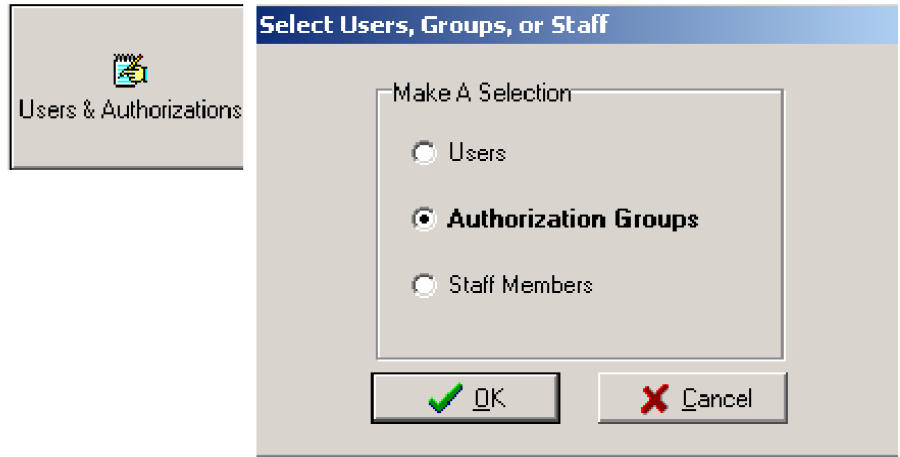
Authorization Groups

Authorization groups allow you to set an access level that will be used for many users. This way you only need to set the access one time, and put users in their appropriate group.

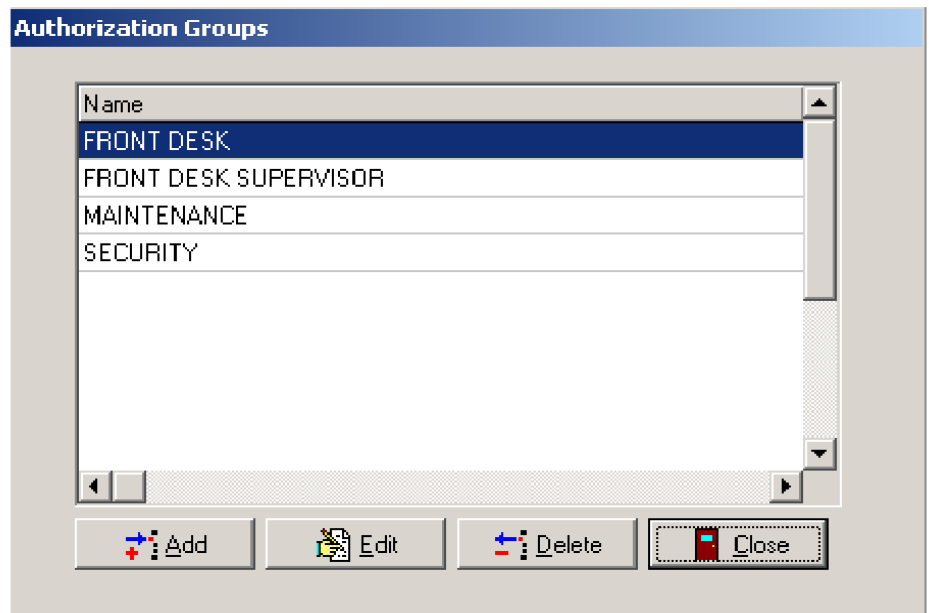
To add an Authorization Group, log into Saflok Client. Click the System Tab.



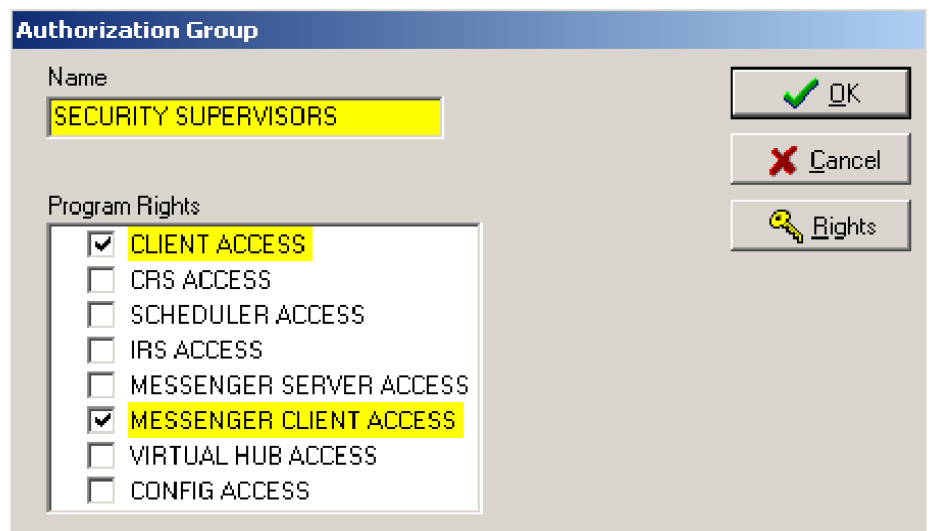
Click the Users & Authorizations button, select Authorization Groups, and click OK.



A list of the existing Authorization Groups will be displayed. To add a new one, click the New button. To edit or delete a Group, you can highlight the group you wish to modify and click the corresponding button.



Enter the desired name for the Authorization Group. Click the checkboxes to enable Program Rights to the desired programs. Typically only Client Access is needed. To modify the system function rights, click the Rights button.



First, select the desired System Authorizations for the group. The most commonly selected System Authorizations are related to the handheld functions: 270 – Lock LED diagnostics, 271 – Program a Lock’s Clock, 272 – Collect Lock Program Info, 273 – Interrogate a Lock, and 280 – Override Lock Problem. You may also want to select 310- View Reports so that the users in the group can read and print Interrogation Reports.

The screenshot shows the 'Group Authorizations' dialog box with the 'System Authorizations' tab selected. The 'Authorization Group Name' field contains 'SECURITY SUPERVISORS'. A list of system authorization functions is displayed, each with an unchecked checkbox:

- ☐ 150 - Make Status Keys
- ☐ 160 - Make Display Keys
- ☐ 270 - Lock LED Diagnostics
- ☐ 271 - Program a Lock's Clock
- ☐ 272 - Collect Lock Program Info
- ☐ 273 - Interrogate a Lock
- ☐ 278 - COLLECT DEVICE PROGRAM INFO
- ☐ 279 - INTERROGATE A DEVICE
- ☐ 280 - OVERRIDE LOCK PROBLEM
- ☐ 310 - VIEW REPORTS
- ☐ 320 - Check In All Due Prereg Keys
- ☐ 330 - Archive Data File
- ☐ 331 - Archive Transaction File
- ☐ 340 - Set DST Information
- ☐ 341 - Change System Defaults
- ☐ 342 - Delete Lock Interrogation Records
- ☐ 343 - CHANGE TERMINAL SETTINGS

Buttons for 'OK' and 'Cancel' are in the top right corner.

Next, click the Key Group Authorizations tab. This tab allows you to select the Key Groups the Authorization Group has access to make keys from. Each Key Group has its own Authorizations. First select the desired key group on the left, then select the desired Authorization on the right. Most Authorizations have a “Warning Override” radio button on the right side of the screen. If set to “Authorization 1”, the user will be able to bypass any warning messages related to the function they are performing. For instance, if a new master key is made within 15 days of the last new key, a warning will be displayed. If Authorization 1 set, the user will be able to bypass the error and continue making keys.

The screenshot shows the 'Group Authorizations' dialog box with the 'Key Group Authorizations' tab selected. The 'Authorization Group Name' field contains 'SECURITY SUPERVISORS'. The interface is divided into two main sections:

- Key Groups:** A list of key groups with 'HOUSEKEEPING KEYS' selected and highlighted in blue. Other groups include GUEST KEYS, CONNECTORS, SUITE KEYS, LIMITED USE KEYS, FAILSAFE KEYS, INHIBIT KEYS, LATCH/UNLATCH, SECTION/FLOOR KEYS, SECTION KEYS, ROOMS MASTER KEYS, GRAND MASTER KEYS, EMERGENCY KEYS, ELECTRONIC LOCKOUT KEYS, SPK KEY, and PPK KEY.
- Authorizations:** A list of specific authorization functions. The first item, '(S1) 100 - Make New Key', is selected with a checked checkbox. Other items include '(S) 101 - Make New Prereg Key', '(S) 102 - Make Duplicate Key', '(S) 103 - Make Duplicate Prereg Key', '(S) 104 - Make Resequence Key', '(S) 105 - Make Inhibit Key - Specific', '(S) 107 - Make Uninhibit Key - Specific', '(S) 109 - Make Cancel-A-Key-ID Key', '(S) 110 - MAKE CHANGE ROOM KEY', '135 - Interrogate User Key', '(S) 200 - Change Current Key's Checkout', '(S) 201 - Check Out a Key', '(S) 210 - Cancel a Prereg', '(S) 211 - Check In a Prereg', '(S) 401 - Override Key Reservation', '501 - Send Update Key to Lock via EMS', and '510 - Send Key to Remote Encoding File'.

On the right side, there is a 'Warning Override' section with two radio buttons: 'None' and 'Authorization 1'. The 'Authorization 1' option is selected.

Buttons for 'OK' and 'Cancel' are in the top right corner.

Saflok Client Reports

This section will cover the reports that are pertinent to the Engineering/Security departments, which include Keys and Locks Assignments Report, Locks and Key Assignments Reports, Master Key User Report, and Transaction History Report.

To view these reports, log into the Saflok Client. Click the reports tab, then click the report you wish to view, and click the View button.



Keys and Locks Assignments Report

This report will display the keys for a given key group and which locks they are assigned to. Below is a sample report:

--	--

KEYS AND LOCK ASSIGNMENTS

Page 1 of 30

Database Versions
DSN: 3.20
DAT: 3.40
SYS: 4.10
LOG: 1.00

Key Group: HOUSKEEPING KEYS

Key Name	Locks to which key is assigned					
ASST HSKP DIR	1004	1005	1006	1007	1008	1010
	1011	1012	1013	1014	1015	1016
	1018	1020	1021	1022	1024	1026
	1027	1028	1029	1031	1033	1037
	1041	1043	1045	1046	1047	1048

Locks and Key Assignments Reports

This report will display a list of Locks for a given lock group and which keys are assigned to them. Below is a sample report:

--

LOCKS AND KEY ASSIGNMENTS

Page

```
Database Versions
DSN: 3.20
DAT: 3.40
SYS: 4.10
LOG: 1.00
```

Lock Group: BACK OF HOUSE

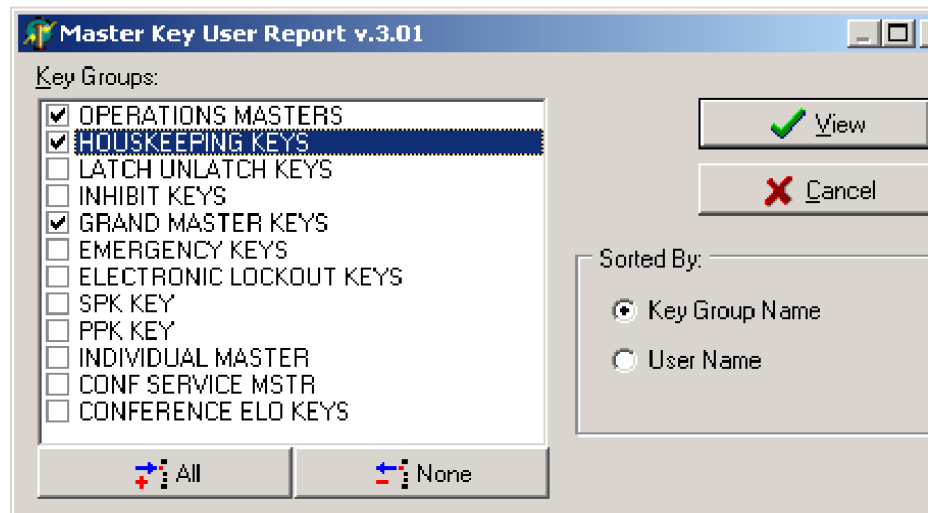
HT = Hardware Types: 0=ECU/RCU, 1=ECU/RCU Latching (MT Lock), 2=Solenoid, 3=Motor

Lock	HT GUEST KEYS		MEETING ROOM R SUITE / COTTAG CONNECTORS				LIMITED USE KE FAILSAFE KEYS				INDIVIDUAL MAS CONFERENCE		ELO OPERATIONS		
	CONF	SERVICE M	HOUSKEEPING	KE LATCH	UNLATCH	INHIBIT	KEYS	GRAND	MASTER K	EMERGENCY	KEYS ELECTRONIC	LOC SPK	KEY	PPK	KEY
FD WINE ROOM	1										FD WINE ROOM				
						INH				EMG	ELO	1		1	
FIRE PANEL 2	1					INH				EMG	ELO	1		ENGINEERING	1
FIRE PANEL 3	1					INH				EMG	ELO	1		ENGINEERING	1
FIRE PANEL 4	1					INH				EMG	ELO	1		ENGINEERING	1
FIRE PANEL 5	1					INH				EMG	ELO	1		ENGINEERING	1


Master Key User Report

This report will display a list of master keys made and whom they are assigned to.

First, select which master key groups you wish to view. Click the View button.



Below is a sample report:



3/5/2008 2:23 PM

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MASTER KEYUSER REPORT

Filtered By:

Key Groups: OPERATIONS MASTERS, Houskeeping Keys, GRAND MASTER KEYS

1

2

3

4

5

6

7

Key Group	Key Name	ID	User Name	Created Date	Expire Date	Remake
GRAND MASTER KEYS	GENERAL MANA	1	GORDON, MICHAEL	04/10/2007 03:11 PM	04/09/2008	1
GRAND MASTER KEYS	HSKP DIRECTOR	1	RIVERS, VERNON	03/30/2007 08:01 AM	03/29/2008	1
GRAND MASTER KEYS	HSKP DIRECTOR	2	(UNKNOWN)	04/03/2007 05:13 PM	03/29/2008	1
GRAND MASTER KEYS	ROOMS DIRECTO	1	HORAN, TED	03/31/2007 12:07 PM	03/30/2008	1
GRAND MASTER KEYS	ROOMS MASTER	1	KEATLEY, MIKE	04/24/2007 12:58 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	2	HICKS 6, JIM	04/24/2007 12:59 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	3	GARNER 5, BILL	04/24/2007 01:00 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	4	NEMCIK 4, DAVID	04/24/2007 01:00 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	5	WENTZ 3, JERRY	04/24/2007 01:00 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	6	ELMORE 2, DANNY	04/24/2007 01:01 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	7	LIVESAY 7, BOB	04/24/2007 01:01 PM	05/31/2008	1
GRAND MASTER KEYS	ROOMS MASTER	8	MCDOWELL 8, ESTEL	04/24/2007 01:02 PM	05/31/2008	1
HOUSKEEPING KEYS	ASST HSKP DIR	1	BECKER, LESLIE	04/03/2007 04:50 PM	04/02/2008	1
HOUSKEEPING KEYS	ASST HSKP DIR	2	BECKER, LESLIE	04/03/2007 04:50 PM	04/02/2008	1
HOUSKEEPING KEYS	ASST HSKP DIR	2	BECKER, LESLIE	04/15/2007 12:22 PM	04/02/2008	2

Key:

1. Displays Key Group keys were made from.
2. Displays Key Name of keys (i.e. GM, EMG, etc.).
3. Displays the Key ID of the keys.
4. Displays the User Name the key was assigned to. If no user name was entered when making the key, (UNKNOWN) will be displayed.
5. Displays the date the key was created.
6. Displays the date the key will expire.
7. Displays the amount of times the key was remade. The first time a key is made, "Remake" will display "1". If that key gets re-made (i.e. a broken or demagnetized key), "Remake" will display "2".

Transaction History Report

This report allows you to search the history of all transactions made in the Saflok software. This includes any keys that were made, locks programmed, reports run, users added, and much more. The most common use for this report is to find out when a key was made, and by whom. The following illustrates how to search for a guest key:

First, set the date and time that you wish to search for.

Next, click the Filter Criteria tab.

The screenshot shows the 'Transaction History Report v.3.01' window with the 'Filter Criteria' tab selected. It features two date and time pickers: 'Beginning Date and Time' set to 03/05/2008 12:01 AM and 'Ending Date and Time' set to 03/05/2008 11:59 PM. Below these are buttons for 'Edit' and 'Calc English -->'.

The Users column allows you to select which users you want to include in the history report. All users are selected by default. You can click the none button below each box to uncheck all options.

Set the key group you wish to search in, such as Guest Keys.

This screenshot shows the 'Transaction History Report v.3.01' window with the 'Filter Criteria' tab selected. It displays three main sections: 'Users', 'Key Groups', and 'Transactions'. The 'Users' section lists several users with checkboxes, all of which are checked. The 'Key Groups' section has a dropdown menu set to 'GUEST KEYS' and a list of key names (1004 through 1011) with checkboxes, all of which are checked. The 'Transactions' section lists various transaction types with checkboxes, including 'Make New Prereg Key' and 'Make Resequency Key' which are checked. At the bottom of each section are buttons for 'All' and 'None'.

Next you can select the transactions you want to include in the report, such as Make New Key or Make Duplicate Key.

Once you have all the desired options set, click the Report Print tab. Click the “Calc English” Button. This will generate the report. To view the report, click the View button

Below is a sample report:



3/5/2008 3:17 PM

TRANSACTION HISTORY REPORT

Filtered By: Key Group, Transaction

From 04/25/2007 12:01 AM to 04/25/2007 11:59 PM

Page 1 of 9

Transaction and Key, Lock, User or Group Affected	By User	Rqst Via	Result & Last Code	Tx Occured
100 : Make New Key Key: GUEST KEYS / 9678, 2 Mag Keys Made, 1st ID# 13	OPERA, PMS	PMS	Cmp 1205	04/25/2007 02:49 AM
100 : Make New Key Key: GUEST KEYS / 2220, 1 Mag Keys Made, 1st ID# 9	OPERA, PMS	PMS	Cmp 1205	04/25/2007 06:30 AM
100 : Make New Key Key: GUEST KEYS / 1011, 1 Mag Keys Made, 1st ID# 16	OPERA, PMS	PMS	Cmp 1205	04/25/2007 08:49 AM
100 : Make New Key Key: GUEST KEYS / 9710, 2 Mag Keys Made, 1st ID# 2	OPERA, PMS	PMS	Cmp 200	04/25/2007 09:02 AM
100 : Make New Key Key: GUEST KEYS / 9633, 2 Mag Keys Made, 1st ID# 11	OPERA, PMS	PMS	Cmp 200	04/25/2007 09:03 AM
100 : Make New Key Key: GUEST KEYS / 2133, 1 Mag Keys Made, 1st ID# 20	OPERA, PMS	PMS	Cmp 200	04/25/2007 09:09 AM
100 : Make New Key Key: GUEST KEYS / 2133, 1 Mag Keys Made, 1st ID# 21	OPERA, PMS	PMS	Cmp 1205	04/25/2007 09:09 AM
100 : Make New Key Key: GUEST KEYS / 2133, 1 Mag Keys Made, 1st ID# 22	OPERA, PMS	PMS	Cmp 1205	04/25/2007 09:10 AM

Lock Troubleshooting & Maintenance

1. Lock Light Indicators

GREEN LIGHT

- Indicates a correct keycard was used and will allow entry.

YELLOW LIGHT

1. Flashing Yellow (12 times)
 - Indicates a correct keycard was used, but the dead bolt is thrown or privacy button / switch is set.
2. Fast Flashing Yellow (8 times)
 - Indicates a correct keycard was used but is not allowed entry because of one of the following conditions:
 - A) The door is electronically double locked.
 - B) The keycard (guest) is inhibited.
 - C) The keycard (any level) is expired.
 - D) The keycard (master levels) is not being used during the proper shift or on the proper day of the week.
3. Two Yellow Flashes
 - Indicates an incorrect keycard was used and will not allow entry.
 - Indicates key may be out of sequence. Use resequence key.
4. One Yellow before Green or Yellow
 - Indicates a master keycard is going to expire within 7 days.

RED LIGHT

1. **Alternately** Flashing Red Light when a keycard is used.
 - Indicates the batteries in the lock are low. Change batteries immediately.
2. **Simultaneously** Flashing Red Light when a keycard is used.
 - Indicates the clock in the lock needs to be reset.
3. Red Flash (1 or 2 times, delayed)
 - When a keycard is inserted and removed:
Indicates a keycard was used improperly (upside down, backwards, or not removed) or that the keycard does not have a code on the magnetic strip.
 - When no keycard is being inserted and removed:
Indicates the key switch is stuck.
4. Red Flash (8 times, slow) when a master keycard is used.
 - Indicates master key card was hassled, use key again to gain entry. After red light stops flashing, insert keycard again to gain entry. The lights will flash as indicated in items 1 and 2.

YELLOW AND RED SIMULTANEOUS LIGHTS

Yellow and red simultaneous flashes (2 times)

- Indicates a keycard was properly inserted and removed but the lock was unable to read the lock code on the magnetic strip (i.e. card was demagnetized, magnetic strip is damaged, etc.).

NO LIGHTS

Indicates:

- Invalid key shutdown is in effect. Use a valid keycard in the lock to remove shutdown.
- Key switch is broken; the card reader must be replaced.
- Lock batteries are dead. Use ELPS to open door and replace batteries.

2. Special Function Keycard Light Indicators

RESEQUENCE KEYCARD

- **Flashing Green and Yellow (6 times)**
Indicates the resequence key worked properly.
- **Flashing Yellow (6 times)**
Indicates that the lock was not out of sequence.

NOTE: If the red light flashes one time before either one of the light sequences above, a new keycard must be made.

INHIBIT KEYCARD

- **One red flash followed by flashing yellow (12 times)**
Indicates the lock was successfully inhibited. The current guest level (room, connector and failsafe) lock codes in the memory of the circuit board will no longer be allowed entry.
- **Flashing yellow (12 times)**
Indicates the lock has already been inhibited.

ELECTRONIC LOCK OUT KEYCARD

- Setting
One red flash followed by flashing yellow (12 times)
- Removing
One green flash followed by flashing yellow (12 times)

PRIMARY OR SECONDARY PROGRAM KEYCARD

Slow flashing yellow for 20 seconds

E2 ERASE KEYCARD

Yellow and Green Flashes (2 times)
Note: The PPK key must be used first.

Saflok Troubleshooting Guide

Problem	Possible Cause(s)	Likely Solution
1. Lock will not open for guest key: Two yellow lights.	<ul style="list-style-type: none"> - Key is for a different room. - Newer key used in lock, key is an old key. 	<ul style="list-style-type: none"> - Use LED diagnostics on handheld. - Make a new key.
2. Lock will not open for guest key: Eight yellow lights.	<ul style="list-style-type: none"> - Key expired. - Lock is inhibited. - Electronic Lockout key has been used. 	<ul style="list-style-type: none"> - Use LED diagnostics/make new key. - Correct improper use of inhibit key, make a new key. - Use ELO key again to remove electronic lockout.
3. Lock will not open for guest key: Twelve yellow lights.	<ul style="list-style-type: none"> - Door is dead bolted, or privacy switch/button is turned on. 	<ul style="list-style-type: none"> - Use emergency key to open door. Deadbolt/privacy will automatically be removed.
4. Lock will not open for master key: Red lights, and then: Green and red flash simultaneously OR Green and red flash alternately	<ul style="list-style-type: none"> - Lock is in hassle mode; - Lock's clock needs updating. - Battery in lock is low. 	<ul style="list-style-type: none"> - Update lock's clock. - Change battery in lock.
5. Lock will not open for any key: No lights.	<ul style="list-style-type: none"> - Lock's battery is dead OR - Card reader failure OR - Circuit board failure. 	<ul style="list-style-type: none"> - Use ELPS probe to open, replace battery - Drill lock. Replace front assembly. - Drill lock. Replace entire lock.
6. Lock will not open for any key: Red and Yellow lights flash together.	<ul style="list-style-type: none"> - Poor mag stripe read - Card partially erased (demagnetized). - Card reader / circuit board failure. 	<ul style="list-style-type: none"> - Try key again - Use smart or memory key to temporarily gain access - Remake key - Change card reader and/or circuit board
7. Lock will not open for any key: Two red flashes after attempt.	<ul style="list-style-type: none"> - Poor mag stripe read (upside down, backwards) - Poor connection between card reader and circuit board. - No data encoded on key. 	<ul style="list-style-type: none"> - Try key again - Use smart or memory key to temporarily gain access - Reseat ribbon connector between card reader and circuit board - Remake key, try again
8. Lock will not open for any key: One Green, one Yellow, one Red flash, then all three lights flash together.	<ul style="list-style-type: none"> - Lock is in Fatal Test Mode. Circuit board has failed. 	<ul style="list-style-type: none"> - Drill lock. Replace entire lock. Return drilled lock using RMA procedure.
9. Lock will not open for any key: Green and Yellow lights flash, then all three lights flash simultaneously.	<ul style="list-style-type: none"> - Mode three failure recognized by circuit board. A memory storage problem has occurred. 	<ul style="list-style-type: none"> - Use PPK key followed by valid master key. Replace lock or lock's circuit board. Return lock using RMA procedure.
10. Lock will not program or interrogate.	<ul style="list-style-type: none"> - Lock not functioning. - Probe not functioning. 	<ul style="list-style-type: none"> - Try to interrogate or program another lock. - Try a different LPI probe.

CLEANING & PREVENTIVE MAINTENANCE

CLEAN LOCKS*

The locks should be cleaned twice a year. If locks are exposed to exterior weather conditions or property is located on the ocean, the locks should be cleaned three times a year. **Note: Only applies to magnetic card locks. RFID locks and encoders do not require any cleaning.**

RESET LOCK CLOCKS

We recommend that you update the locks' clocks once a year. After one year since the last clock update, the locks will begin displaying simultaneous Red and Green lights. **Note: Properties with Messenger LENS do not need to manually update their lock clocks. This is done automatically over the air.**

CLEAN ENCODERS*

The encoders should be cleaned once a week or any time an encoder begins rejecting an excessive amount of keycards. **Note: Only applies to magnetic card locks. RFID locks and encoders do not require any cleaning.**

***NOTE:** The locks and encoders should only be cleaned with the cleaning fluid and keycards provided by SAFLOK.