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Front Desk Making Keys Cheat Sheet

Easiest Way to Make Keys

Press Fn and F6, a small box will pop up, fill in the door number, how many days they are staying and how many cards you need issued. Before hitting OK, make sure you have a key on the reader. **One key at a time.**

To make a duplicate key, press Fn and F6, the box will pop up like it does when the guest checks in, re-enter the room number for the guest, hit ok. It will tell you *this room is checked out, are you sure you want to make keys?* Click "I'm sure" and you are done.

Guest left key in room (making a duplicate key)

Fn and F6, type in room information, when you hit ok, it will pop up with an error code and ask you "this room is occupied, are you sure you want to do this", click yes and it will make you duplicate keys. (One key at a time.)

Guest LOSES a key (brand new keys)

Check the guest out, and check them back in. They must *take the card directly to the door and present the card to the lock, so the lock knows the old card is no longer valid.*

Guests says the lock does not work. (remember 1st that a guest can forget which room they are in)

1. Ask if anyone is IN the room, if yes, the deadbolt is likely on and only a manager key will open the door. They will have to have escort by manager with the manager key to the door or call the room to have whoever is inside open it. *If there is no one in the room...*
2. Place the guest's card on the reader and hit the "CHECK" button at the top left of your screen. Verify the key is for the correct room, and that the departure date is correct. If any of that info is incorrect, you need to remake the key correctly. The guest also could have gone to the wrong door which would give them a red light on the lock.
3. Take a manager's key to the door and make sure it works, if it does not, program that door with your cards, if it still does not work after you have completed that, it is time to call AccuLock or your installer, for help.