



# **ACCULOCK SYSTEM 1**

**FRONT DESK QUICK REFERENCE GUIDE**



Welcome to your AccuLock ALS1 quick reference guide.

Please keep this book at your front desk to help guide your staff through the most questions and emergency troubleshooting

This guide is intended to help you navigate your ALS1 access control system quickly, without waiting for a return call from tech support or pulling out your ALS1 owner's manual!

We thank you for your purchase!

**This quick guide covers:**

- Time Setting and Daylight-Saving setting Info
- Making guest keys
- Door Codes for Handheld programmer
- Programming doors with cards
- Programming doors with your RFID Handheld programmer
- Auditing a lock
- Lost staff card
- Guest Key opens other rooms
- Office and Pool Scenarios
- Level One Tech Support
- Troubleshooting Light Chart
- Error Codes

## **TIME**

If you are changing the time due to daylight savings time, be sure to set the clock on your Acculock supplied laptop (FDU) before the following steps

### **To reset your locks time:**

1. Use an S70 card (the WHITE card)
2. Select CARDS from the toolbar at the top of the screen
3. Select TIME CARD (default should be Time Section 1)
4. Press ISSUE
5. For OFFSET enter 15 minutes - (this is an "offset" That means that the current time is increased ON THIS CARD by 15 minutes. It will continue to count down until -15)
6. Press OK
7. Press OK
8. Present this card to each of your locks - (if you can't get to all of them within a 30 minute period, make the time card again for your remaining locks)

### **If you have a Handheld programmer - adjust the time on your handheld programmer:**

1. Plug the Handheld unit into your computer using the blue USB cable supplied with your system
2. Turn on the Handheld unit
3. At the WELCOME press OK
4. At the password press OK
5. Down arrow and select COMMUNICATE WITH PC
6. Press OK
7. Select HANDSET from the toolbar at the top of the PC screen
8. Select HANDSET SETTING
9. Select SET TIME
10. Press OK

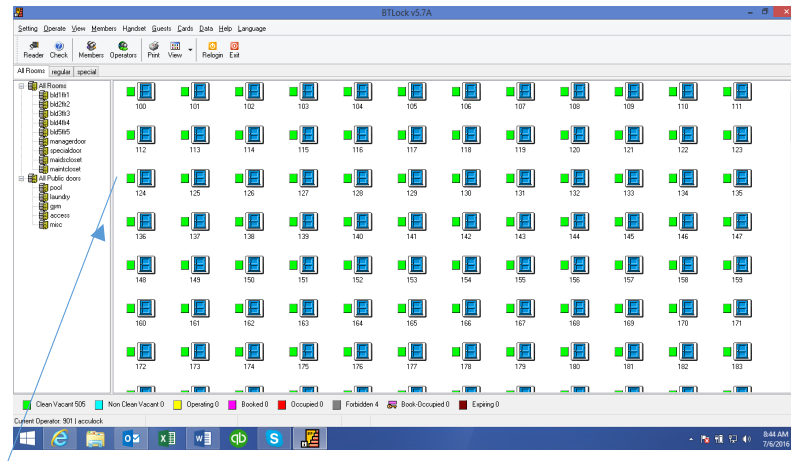
## **MAKING GUEST KEYS**

**PLEASE NOTE: you can only make ONE key at a time.**

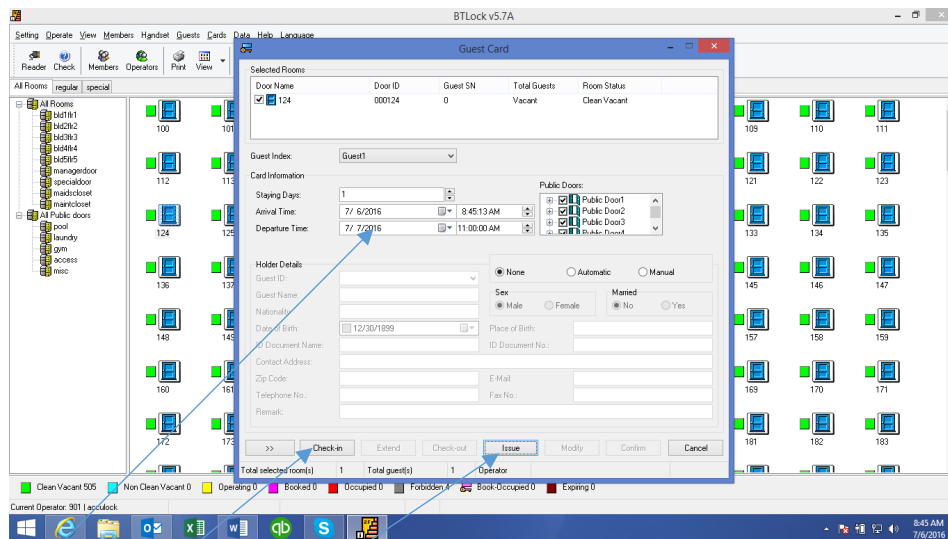
**IF YOU ARE A NIGHT AUDITOR MAKING A KEY FOR A NEW GUEST COMING IN TOMORROW, AND**

**THE ROOM IS CURRENTLY OCCUPIED, DO NOT DUPLICATE KEYS.**

# CHECKING IN GUESTS



Right click on the desired room and select “check in”.



**Set the correct departure date.**

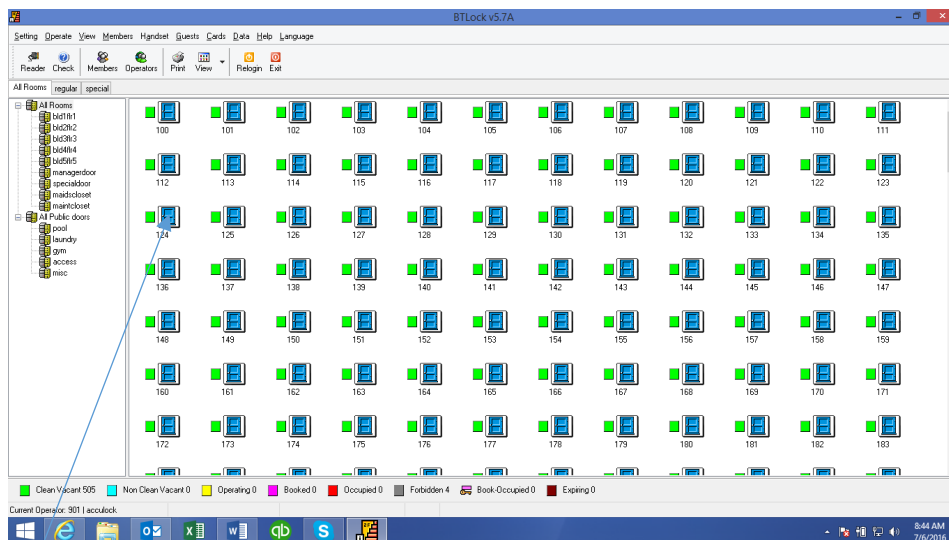
For more than 1 key press the “check in” button to increase the number of guests.

Place a guest card on the reader/writer.

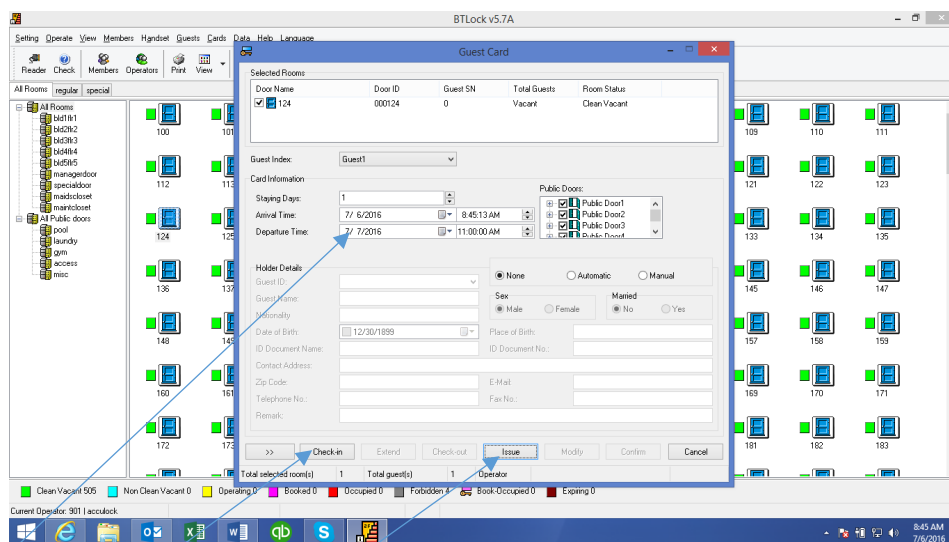
Then click on “issue”.

Follow the prompts to complete.

## ADDING GUEST KEYS



Right click on the desired room and select “check in”.



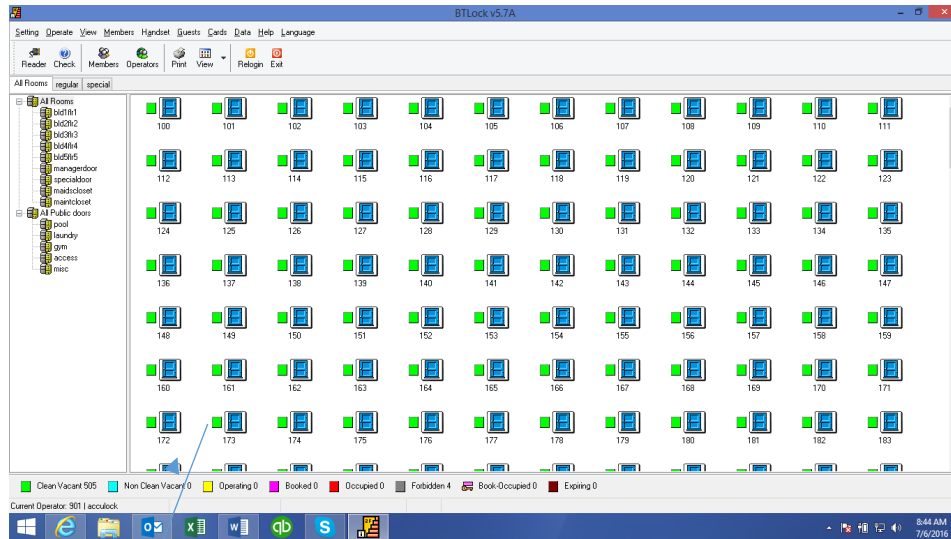
**Set the correct departure date.**

Press the “check in” button to increase the number of guests.

Place a guest card on the reader/writer.

Then click on “issue”.

# CHECKING OUT A GUEST



Right click on the desired room and select “check out”.

Follow all prompts.

Right click on the room again and select room status.

Set the status accordingly.

## PROGRAM DOORS WITH CARDS

To program your doors with cards, you will need:

- SID card (for brand new locks only)
- Lock Setting card
- Authorizing card (ONLY if it is a guest or staff room, not needed for access doors)
- Time card

First sign in to the laptop with a manager code to make these cards.

1. Put the LOCKSETTING card on the reader
2. Find the door you are wanting to make a card for (ex: room 105)
3. Left click once on the door (105) to highlight it (turn it blue) one time, do not double click
4. Go back up to the top to click CARDS and down to select LOCKSETTING card.
5. On the screen that pops up, UNCHECK the "set to latchbolt alarm" box. (do NOT click anything else on this screen).
6. click ISSUE
7. verification box will pop up
8. hit OK.
9. the card will issue, and you are done with that card for this door.
10. Put the AUTHORIZING card on the reader
11. Again, Go to the door you are wanting to make a card for
12. (ex: room 105)
13. Highlight the door (ex:105) to turn it blue, one time, do not double click and open the room.
14. Go back up to the top to click CARDS and down to select AUTHORIZING card.
15. On the box that pops up, all you click is ISSUE.
16. the card will issue, and you are done with that card for this door.
17. Put the TIME card on the reader
18. Go up to Cards again, and select TIME card this time
19. a box will pop up and you will just select ISSUE on this box
20. the next box to pop up will ask you for a time offset, depending on how close you are to the door, you will enter anything between 1-15 minutes depending on how far you are from the door.
21. Click ok, and the card will issue, (Do not touch anything until it beeps, it will freeze the program, it will say not responding, but it will finish on its own)
22. Take all of these cards to your door and present them in the order you made them.
23. You will get a green light and a beep letting you know it took each card as you go,
24. do not remove the card from in front of the door until it beeps, then move on to the next card.
25. If you get any red lights, something went wrong and try that card again.
26. Check the door with your HK key or manager card. If you get a green light, you are done!

**THIS ALSO WORKS FOR YOUR PUBLIC DOORS**, but you do not need an authorizing card for access doors so you can skip that one if you are only reprogramming an access door. You only need authorizations for your guest room doors and your staff doors.



## PROGRAM DOORS WITH HANDHELD

Please find your Acculock manual and see directions **on how to load your handheld**, or call Acculock customer service at 817-866-3918 to direct you on how to load your handheld unit.

Once your handheld is loaded you can program your locks.

1. Hold down the \* button until your handheld comes on
2. Hit OK when the welcome screen comes on
3. Hit OK again to pass the password screen (do not enter a password)
4. Scroll down with the arrow button to SET LOCK
5. Now you will either enter the room number here or press ok to scroll to the room number.  
For larger properties, enter the room number as follows
6. If you have 3 digit room numbers: example - room 101 will be 00010100
7. if you have 4 digit room numbers: example - room 1001 will be 00100100
8. Hit ok, and the handheld will give you the room number as it shows in the list.
9. Hit Ok again and it will beep once making the lock setting and then show you a picture of the lock and a card, at this time you will hold the card taped to the back of the handheld to the lock until the lock beeps, bring it away from the lock and hit OK again and it will beep again and then show you another picture setting the time, hold it to the lock again until the lock beeps, hit ok again and it will beep for the last time, setting the authorizations, and it will again show you the lock picture, hold it to the lock again until the lock beeps and your lock is now programmed.

Please remember to keep your WHITE card taped into the card slot on the back of the handheld so you don't lose it.

## ALS1 HANDHELD PROGRAMMER CODES

To reprogram your doors with the handheld programmer

1. Turn on Handheld programmer (push the \* key, on lower left)
2. Welcome – press OK
3. please enter pw: press OK
4. scroll down to “set up lock information” –press OK
5. now you will enter locks number as shown below
6. (ex: you will enter 00010100 for room 101 for your guest room doors)

## PUBLIC DOOR CODES FOR ALL GUESTS AND STAFF

- Pool– 000909100
- Fitness - 000909200
- Access - 000909300
- Guest Laundry - 000909400
- Other - 000909500

## STAFF DOOR CODES

- passage mode function - 00908500
- Manager 00908600
- Maintenance 00908700
- Housekeeping 00908800
- All Staff 00908900

## AUDITING A LOCK

To audit a lock, you will need to find your programming card pack, specifically your Query A, B, and C cards.

1. Take your Query cards to the door.
2. Present your query cards, one at a time to the door. It takes a few seconds for each card to finish reading the lock, so make sure you let the query complete before removing the card from the front of the lock, it will beep when it reads it entirely.
3. When all 3 cards are loaded, take them back to your computer.
4. Log in to your manager code.
5. Go up to the top of the screen, to CARDS, drop down to Query cards and select Query.
6. It will ask you to read card A, put the card A on the reader, and so on until all 3 are read.
7. Then you will go to ACCESS RECORDS, on the top right, and maximize your screen to see what your lock has recorded.

## LOST STAFF KEY

This process is very similar to making a regular employee staff card. But it involves 4 separate steps. We are informing the system that a card has been lost.

1. From across the top of the tool bar click on "Members".
2. From the "Members" screen, select "Member Management".
3. Click on the group name that contains the employee you are dealing with.
4. Right click on the employee and select "Staff Card".
5. Place an S50 card, or wristband, or medallion on the card encoder.
6. Make sure the "Update Card No" field IS CHECKED at this time AND NO OTHERS.
7. Press "ISSUE".
8. Press "OK".
9. Press "OK".
10. Right click on the employee again and select "Authorizing".
11. Press "OK".
12. Press "OK".
13. Right click on the employee and select "Staff Card".
14. Set the expiration date you desire.
15. DO NOT CHECK UPDATE CARD NO.
16. DO NOT CHECK PASSAGE MODE.
17. Select "Can Open Double Lock" - IF APPLICABLE – this means the door will unlock even with the deadbolt thrown. This is normally used only for Managers. It may be used for Maintenance or Security depending on the specific site at Managers discretion.
18. Select "Can Enable Temporary Card" – IF APPLICABLE – this means the employee can use their card to grant access to a temporary card holder. Select this if you are making staff card for Managers or Front Desk personnel.
19. Press ISSUE.
20. You should have their S50 card on the reader from the previous step.
21. Press OK.
22. Press OK
23. Press OK again
24. Complete!!

# ALS1 LEVEL ONE TECH SUPPORT GUIDE

## SECTION 1 HARDWARE

### LOCK DOES NOT GIVE ANY LIGHTS OR SOUNDS

- A. USE THE OVERRIDE KEY TO ENTER ROOM - IF THE LOCK GIVES ONE BEEP WITH GREEN LIGHT, THEN POWER EXISTS AND THE LOCK WILL NEED A NEW READER/ANT.
- B. IF NO BEEPS AT ALL WITH HARD KEY, CHANGE THE BATTERIES
- C. REMOVE THE LOCK AND CHECK THE WIRES FOR CONNECTION, AND DAMAGE.
  - a. SPECIFICALLY CHECK THE RED AND BLACK WIRES. LOOK FOR PINCHED WIRES, THEY CAN LOSE CONNECTION WITHOUT EVEN BEING BROKE.
- D. LOOK AT BATTERY PACK, SMELL IT TO SEE IF IT SMELLS LIKE BURNING WIRES, IF SO, REPLACE THE BATTERY HOLDER WITH ONE FROM SPARE, AND BATTERIES.
- E. REPLACE THE WHOLE BACK ESCUTCHEON

### IF THE LOCK GIVES ONE BEEP AND GREEN LIGHT

- A. LISTEN FOR MOTOR INSIDE THE DOOR, IF THERE IS NO “ZZZT” MOTOR SOUND THEN THE WIRES TO THE MOTOR ARE DAMAGED, OR THE MOTOR IS NOT WORKING. THE SOLUTION IS TO RECONNECT WIRES OR REPLACE THE MORTISE CASE IN THE DOOR WITH A SPARE.
- B. IF THE MOTOR CAN BE HEARD, FEEL IF THE HANDLE TURNS FREELY. IF THE HANDLE TURNS BUT DOES NOT OPEN THE DOOR THEN THE HANDLE SHAFT COULD HAVE SLIPPED OUT. SOLUTION IS TO TAKE LOCK OFF AND RE-INSTALL LOCK AND SHAFT.

### IF THE LOCK GIVES ANY LIGHT AND/OR SOUND OTHER THAN ONE BEEP AND ONE GREEN LIGHT TO ENTER

- A. REFER TO BACK PAGES OF THIS QUICK REFERENCE GUIDE FOR SPECIFIC LIGHT SIGNAL DIAGNOSIS

### IF GUEST KEY DOES NOT WORK, BUT STAFF KEYS DO

- A. HAVE THE CUSTOMER READ THE GUEST CARD TO **VERIFY CORRECT DATES AND ROOM NUMBER WHEN THE KEY WAS MADE**. (THE KEY IS READ BY PUTTING IT ON THE READER AND CLICKING THE “CHECK?” BUTTON IN THE UPPER LEFT HAND OF THE TOOL BAR ON THE FDU. ) IF THE KEY **IS** CORRECTLY MADE, REPROGRAM THE LOCK USING THE PROGRAM CARDS.
- B. THIS IS A COMMON COMPLAINT AFTER THE TIME CHANGE. IF THE LOCK WORKS WITH THE STAFF KEYS, THEN WE KNOW THAT THE HARDWARE IS FUNCTIONING. THE LOCK'S TIME COULD BE DIFFERENT THAN THE FDU'S TIME. THE SOLUTION IS TO RESET THE TIME ON ALL OF THE LOCKS OR RE-ADJUST THE FDU'S TIME TO MATCH THAT OF THE LOCKS. THE INSTRUCTIONS ARE LOCATED ON THE ALS1 TIME CHANGE PAGE
- C. IF THERE IS STILL A PROBLEM AFTER THE TIME HAS BEEN ADJUSTED, REPROGRAM THE LOCK. THERE MAY NEED TO BE A FACTORY RESET ON LOCK OR A SERIAL NUMBER RESET DONE TO CLEAR MEMORY.
  - a. TO RESET THE LOCK BACK TO FACTORY SETTING, INSERT THE MECHANICAL KEY INTO THE LOCK AND TURN AND HOLD IT IN THE TURNED POSITION, AND AT THE SAME TIME PRESENT YOUR SID CARD FROM YOUR PROGRAMMING PACK TO THE LOCK. IT WILL BEEP AND RESET. THE LOCK MUST NOW BE REPROGRAMMED WITH THE LOCKSETTING, AUTHORIZING AND TIMECARDS.

### **DOOR OPENS WITHOUT A KEY**

- A. USE A KEY ON THE DOOR AND GET A GREEN LIGHT AND ONE BEEP. LISTEN TO HEAR FOR THE MOTOR OPERATE. IF THERE IS NO SOUND, AT THE MOTOR THEN IT HAS FAILED IN THE OPEN POSITION, LEAVING THE DOOR UNLOCKED. HAVE THE CUSTOMER REMOVE THE LOCK AND CHECK FOR PULLED, SEVERED OR CRAMPED WIRES. IF EVERYTHING APPEARS NORMAL REPLACE THE MORTISE CASE WITH A SPARE.
- B. IF THE LOCK ALTERNATES FROM A GREEN LIGHT AND A SINGLE BEEP TO RED LIGHT DOUBLE BEEP, THEN THE LOCK IS GOING IN AND OUT OF PASSAGE MODE. AN AUDIT OF ALL OF YOUR STAFF KEYS NEEDS TO BE MADE TO CHECK IF ANY ARE IN PASSAGE MODE, AND AN AUDIT OF THE LOCK WILL DETERMINE IF THE LOCK HAD BEEN PROGRAMMED TO PASSAGE MODE.

## **SECTION 2 – SOFTWARE**

### **FRONT DESK UNIT COMPUTER HAS BEEN REBOOTED AND CANNOT LOG IN TO WINDOWS**

- A. THE PASSWORD TO LOG IN TO **WINDOWS** IS THE 6 DIGIT SID NUMBER. IT CAN BE LOCATED ON A STICKER LOCATED ON THE KEYBOARD OF THE ACCULOCK SUPPLIED FDU LAPTOP MACHINE
- B. DEFAULT FRONT DESK LOG IN IS 8001 WITH THE PASSWORD BEING THE SAME, UNLESS CHANGED BY THE OWNER OF THE MACHINE
- C. DEFAULT MANAGER LOG IN IS 6001 WITH THE PASSWORD BEING THE SAME UNLESS CHANGED BY THE OWNER OF THE MACHINE
- D. ACCULOCK CANNOT OVERRIDE ANY PASSWORDS WITHOUT THE WRITTEN CONSENT FROM THE PROPERTY OWNER, ON COMPANY LETTER HEAD WITH VERIFICATION.

### **GUEST KEY HAS BEEN LOST**

- A. CHECK GUEST ROOM OUT
- B. CHECK GUEST BACK IN
- C. HAVE GUEST TAKE KEY TO THE DOOR AND USE CARD TO DEACTIVATE THE LOST KEY IMMEDIATELY.

### **STAFF KEY HAS BEEN LOST**

- A. MANAGER MUST MAKE A TERMINATING CARD FOR THE LOST STAFF CARD. **FOLLOW THE INSTRUCTIONS STARTING AT THE BOTTOM OF PAGE 15 IN THE OWNER'S OPERATION MANUAL WHICH HAS PHOTOS TO DETAIL STEP BY STEP INSTRUCTION.**
- B. ADDRESS THIS TERMINATING CARD TO EVERY LOCK ON THE PROPERTY, INCLUDING ACCESS DOORS TO DEACTIVATE THE OLD KEY.
- C. REMAKE THE STAFF CARD, **BUT THIS TIME CHECK THE BOX LABELED "UPDATE CARD NO"** (PLEASE REFER NOW TO THE PAGE ON REPLACING STAFF KEYS, TO MAKE A NEW STAFF KEY, AND THEN
- D. PRESENT NEW STAFF KEY TO ALL DOORS ON PROPERTY.

### **AUDIT A LOCK**

- A. TO AUDIT A LOCK, YOU WILL NEED TO FIND YOUR PROGRAMMING CARD PACK, SPECIFICALLY YOUR QUERY A, B, C CARDS.
- B. TAKE YOUR QUERY CARDS TO THE DOOR
- C. PRESENT YOUR QUERY CARDS, ONE AT A TIME, TO THE DOOR. IT TAKES A FEW SECONDS FOR EACH CARD TO FINISH READING THE LOCK, SO MAKE SURE YOU LET THE QUERY COMPLETE BEFORE REMOVING THE CARD FROM THE FRONT OF THE LOCK, YOU WILL HEAR A BEEP WHEN IT READS IT ENTIRELY.
- D. RETURN TO THE COMPUTER.
- E. LOG IN TO MANAGER CODE
- F. GO TO THE TOP OF THE SCREEN, SELECT CARDS, DROP FOWN TO QUERY CARDS AND SELECT QUERY.
- G. IT WILL ASK YOU TO READ CARD A, PUT CARD A ON THE ENCODER, AND SO ON UNTIL ALL 3 CARDS ARE READ
- H. THEN YOU WILL GO TO ACCESS RECORDS AT THE TOP RIGHT AND MAXIMIZE YOUR SCREEN TO SEE WHAT YOUR LOCK HAS RECORDED.

### **ILLEGAL CARD MESSAGE OR ILLEGAL DEVICE MESSAGE**

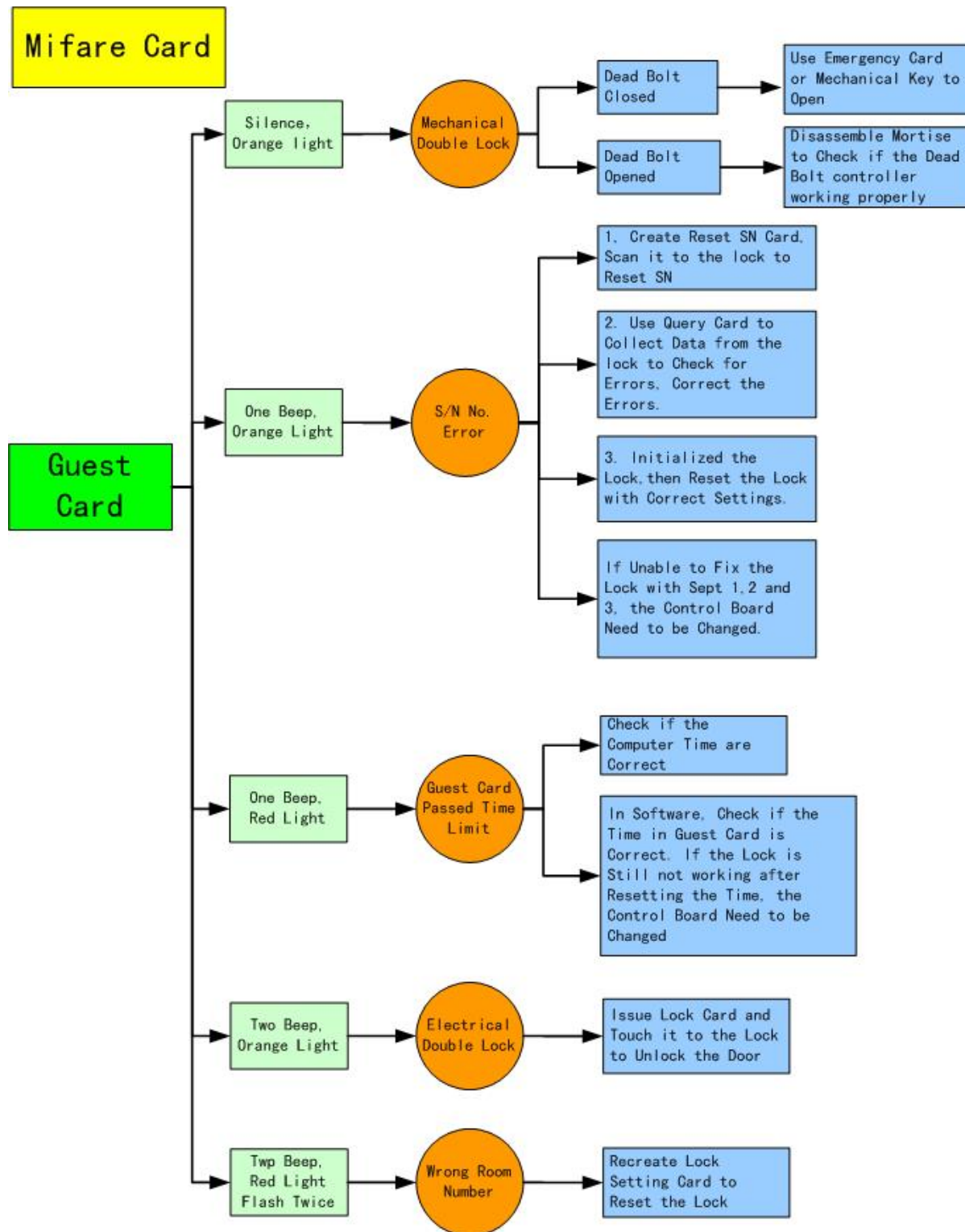
- A. MAKE SURE THERE IS A CARD ON THE ENCODER BEFORE CLICKING ISSUE, TO ISSUE A CARD.
- B. MAKE SURE YOU WAIT FOR THE BEEP FROM THE ENCODER BEFORE REMOVING THE CARD FROM THE ENCODER.
- C. UNPLUG THE ENCODER USB AND PLUG BACK IN
- D. TRY A NEW KEY FROM A DIFFERENT PART OF THE BOX

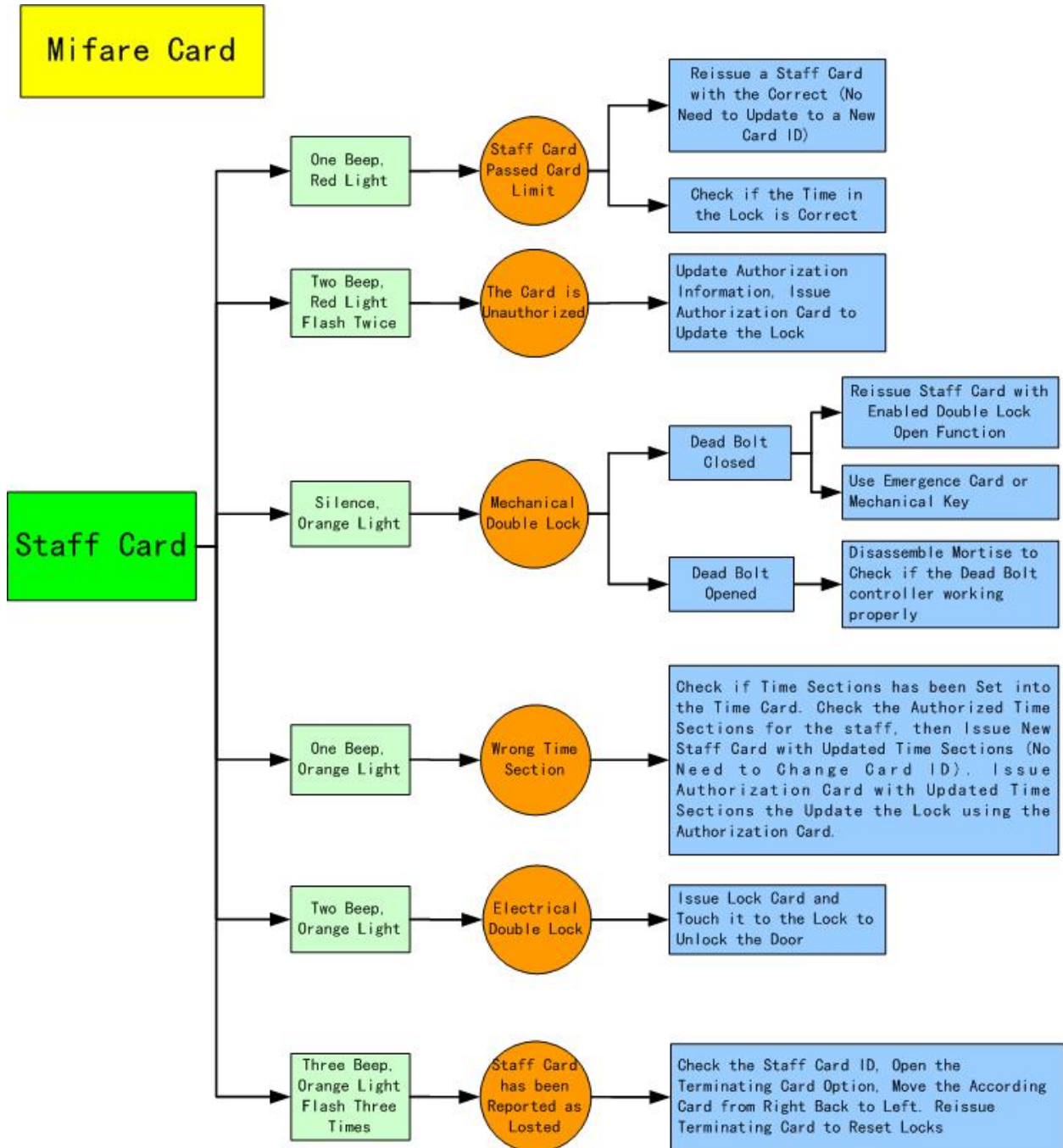
### **ROOM BOX HAS TURNED YELLOW ON THE LAPTOP COMPUTER AND YOU CAN'T MAKE A KEY**

- A. RIGHT CLICK OVER THE DOOR THAT IS YELLOW AND CHANGE THE ROOM STATUS TO CLEAN AND VACANT
- B. IF STEP A DOES NOT WORK, CLOSE THE PROGRAM AND REOPEN IT.

## ALS1 LOCK TROUBLESHOOTING LIGHT CHART

PLEASE SEE THE COLORS ON THE CHART, THEY WILL REPRESENT THE COLOR THAT WILL SHOW ON THE LOCK FOR THE CORRESPONDING ISSUES:





## **ERROR MESSAGES**

### **“ILLEGAL CARD”**

- CARD IS NOT INITIALIZED
  - USE A CARD THAT HAS BEEN FACTORY INITIALIZED

### **“DEVICE CONNECT FAILURE”**

- THE ENCODER IS NOT CONNECTED TO THE COMPUTER
  - PLUG THE ENCODER INTO THE COMPUTER
- THERE IS NOT A CARD ON THE ENCODER
  - PLACE A CARD ON THE ENCODER
- THE USB PORT ON THE COMPUTER IS BAD
  - TRY ANOTHER USB PORT

### **LOCK EMITS 2 SHORT BEEPS AND THE RED LIGHT BLINKS TWICE**

- GUEST HAS BEEN ISSUED A CARD FOR THE WRONG ROOM
  - VERIFY THE CARD IS FOR THE CORRECT ROOM AND/OR REISSUE IF NECESSARY
- BAD CARD
  - ISSUE ANOTHER CARD

### **LOCK GIVES 1 LONG BEEP AND A STEADY GREEN LIGHT**

- CHECKOUT CARD HAS BEEN USED TO DISABLE GUEST CARD
  - ISSUE NEW GUEST CARD

### **LOCK EMITS 2 BEEPS AND ORANGE LIGHT FLASHES TWICE**

- LOCKOUT CARD HAS BEEN USED ON THE LOCK
  - TO REMOVE THE LOCKOUT HOLD THE LOCKOUT CARD NEAR THE LOCK UNTIL THE RED  
LIGHT BLINKS AND THE LOCK EMITS 2 BEEPS

### **STEADY GREEN LIGHT NO BEEP**

- CIRCUIT BOARD WIRING IS LOOSE
  - SECURE WIRING
- DEFECTIVE CIRCUIT BOARD
  - REPLACE CIRCUIT BOARD



**STEADY RED LIGHT NO BEEP**

- CARD HAS NOT BEEN ENCODED
- ENCODE THE CARD

**GREEN LIGHT FLASHES AND LOCK EMITS 1 BEEP BUT WILL NOT OPEN**

- LOOSE OR BROKEN WIRING
- CHECK AND REPAIR
- BAD LOCK MOTOR
- CHANGE LOCK MOTOR

**STEADY ORANGE LIGHT NO BEEPS**

- DEADBOLT IS ACTIVATED
- USE EMERGENCY CARD TO ENTER ROOM

**YELLOW LIGHT FLASHES LOCK EMITS 3 BEEPS**

- INDICATES THE GUEST CARD HAS BEEN BLACKLISTED & WILL NO LONGER OPEN THE DOOR
- ISSUE A NEW GUEST CARD

**STEADY RED-LIGHT LOCK EMITS 1 BEEP**

- GUEST CARD HAS TIMED OUT
- ISSUE A NEW GUEST CARD WITH THE NEW CHECKOUT TIME

**RED LIGHT FLASHES LOCK EMITS 2 BEEPS**

- THE LOCK AND SOFTWARE ARE OUT OF SYNC
- ISSUE A LOCK SETTING CARD AND PROGRAM THE LOCK
- NON VALID TEMPORARY CARD IS BEING USED
- USE VALID TEMPORARY CARD

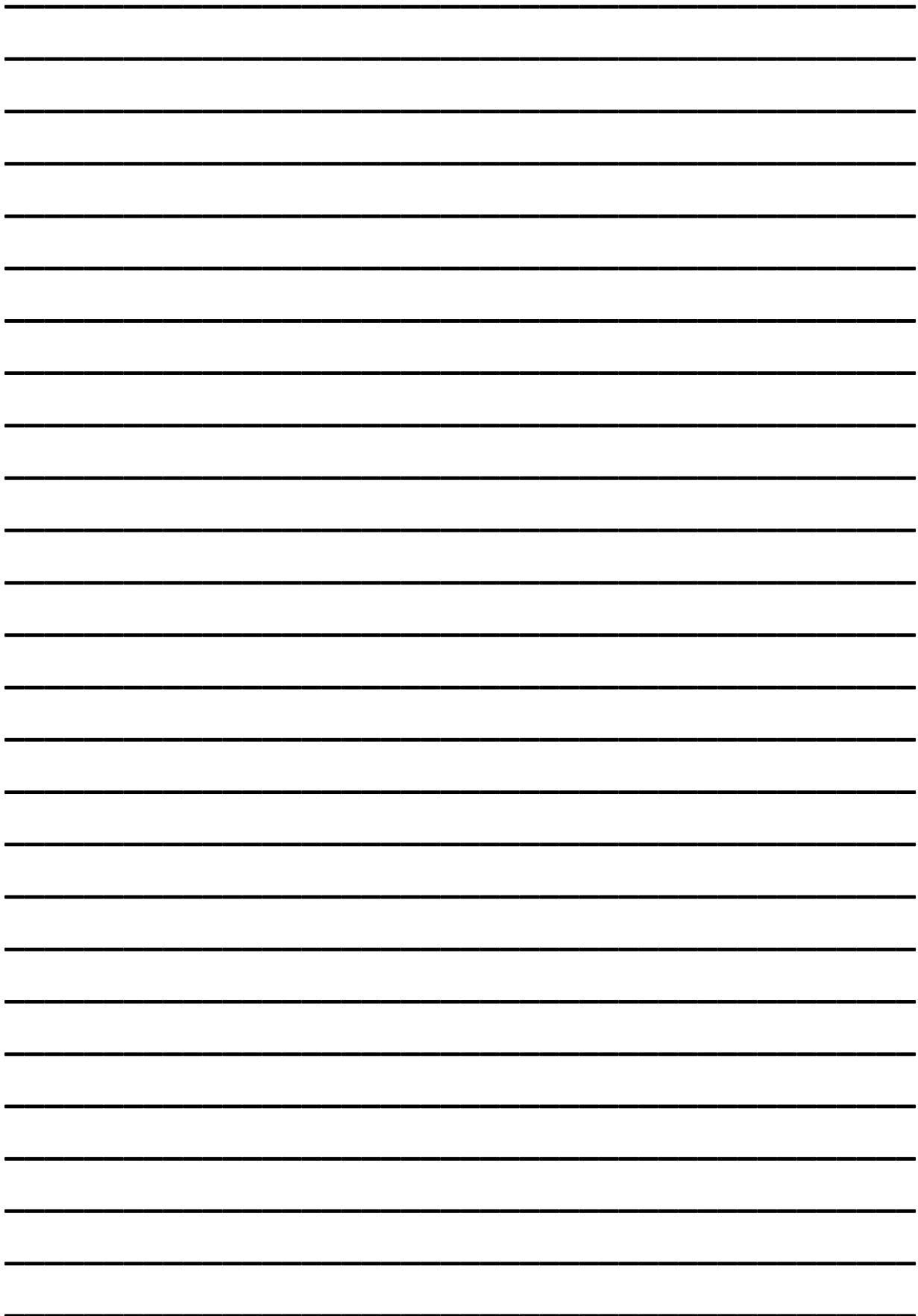
**NO LIGHTS OR BEEPS**

- BAD BATTERIES
- CHANGE BATTERIES
- WIRING TO BATTERY PACK IS LOOSE
- CHECK WIRING
- BAD READER
- REPLACE READER

**GREEN LIGHT AND LOCK BEEPS 8 TIMES**

- REPLACE BATTERIES

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# AccuLock, Inc.

Texas Locksmith License Number B13269

## AccuLock System One Contact Information

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### Installation Coordinators

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### New ALS1 Lock Sales

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