Emergency Door Opening — Electronic Lock Failure

Category: HowTo

This Standard Operating Procedure (SOP) provides step-by-step instructions for safely opening a door when the electronic lock fails or becomes unresponsive. The procedure ensures that authorized personnel can gain access without causing damage to the door or lock mechanism, maintaining security and operational continuity. Preconditions / Safety: Only authorized personnel may perform this procedure. Verify identity and authorization before proceeding. Ensure no guests or staff are near the door during the operation. If you are unsure, contact the Engineering Supervisor.

Step 1

Go to the Mechanical Room on the 4th floor and locate the Engineering laptop and the USB Service Lock cable (the cable must be connected to a USB port at all times). The laptop is on the table in front of the door.

Step 2

Open the laptop and log in using: Password: 5001.

Step 3

Double-click the Service Lock 3g icon on the desktop to launch the application.
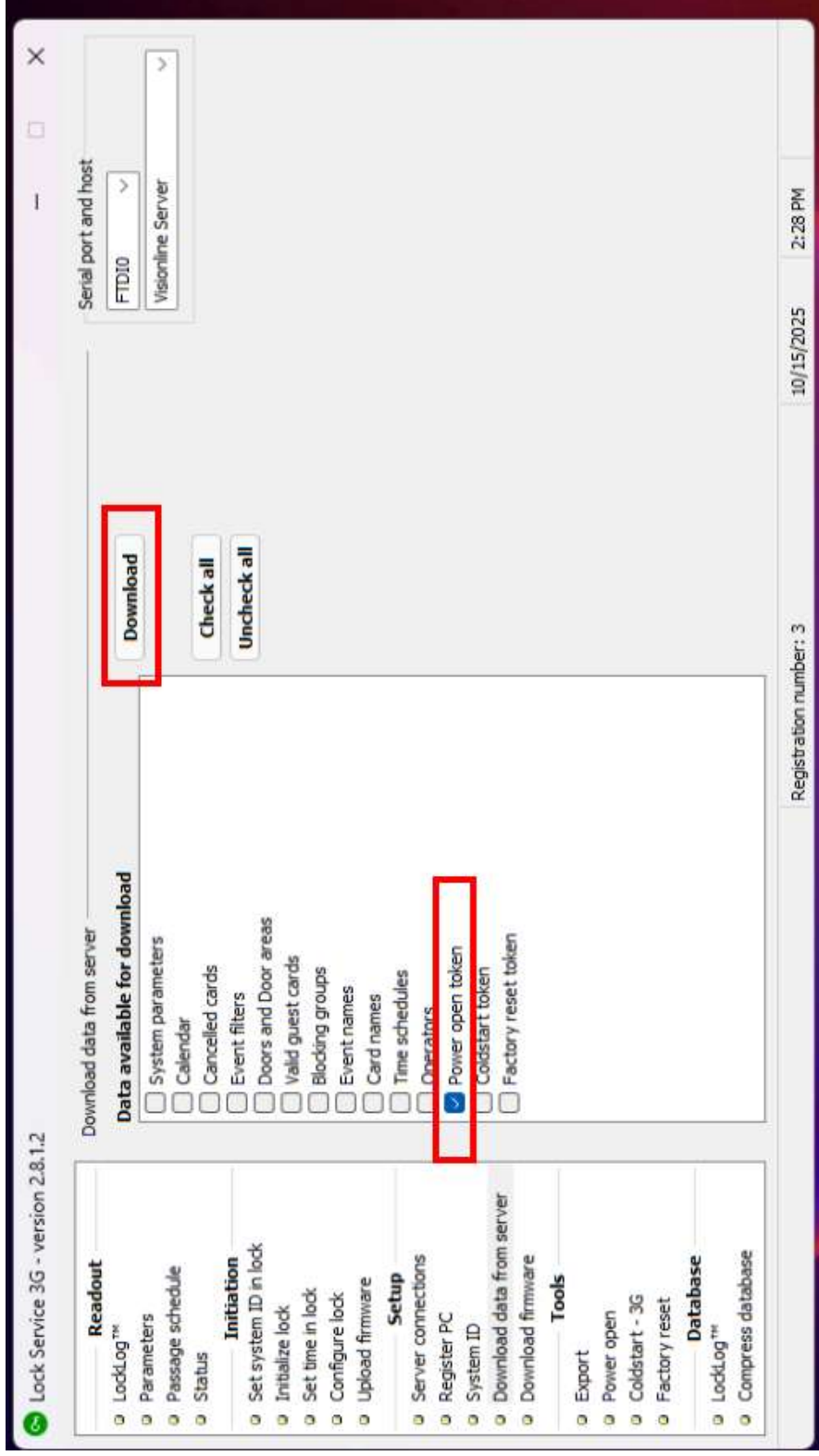

LockServic...
- Shortcut

Step 4

In the left menu, select Download data from the server.
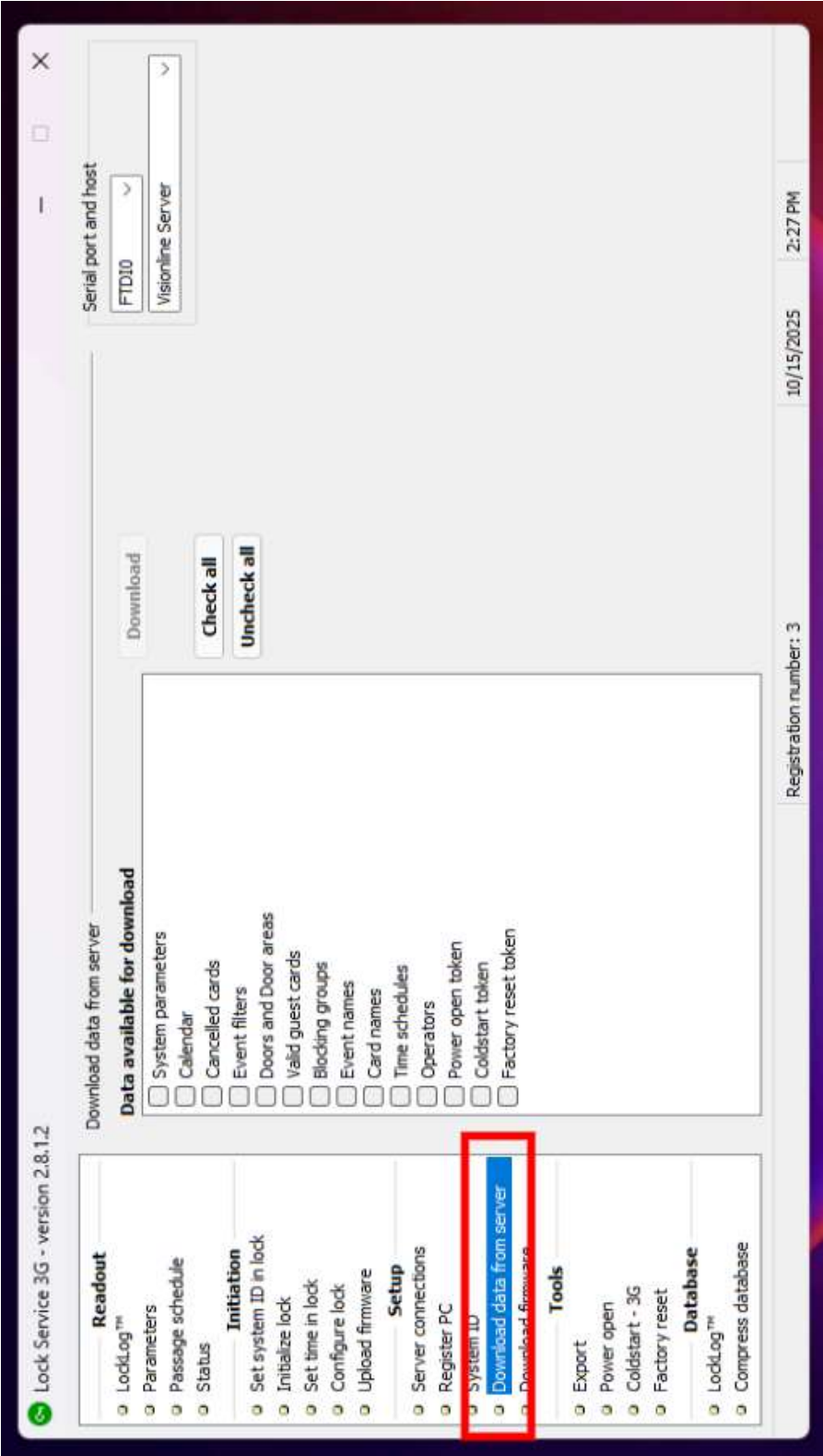
Step 5

In the available data list, select Power Open Token and click Download.

Step 6

When prompted to download from the server, enter credentials: USER: sym and PASSWORD: sym, then press Enter.
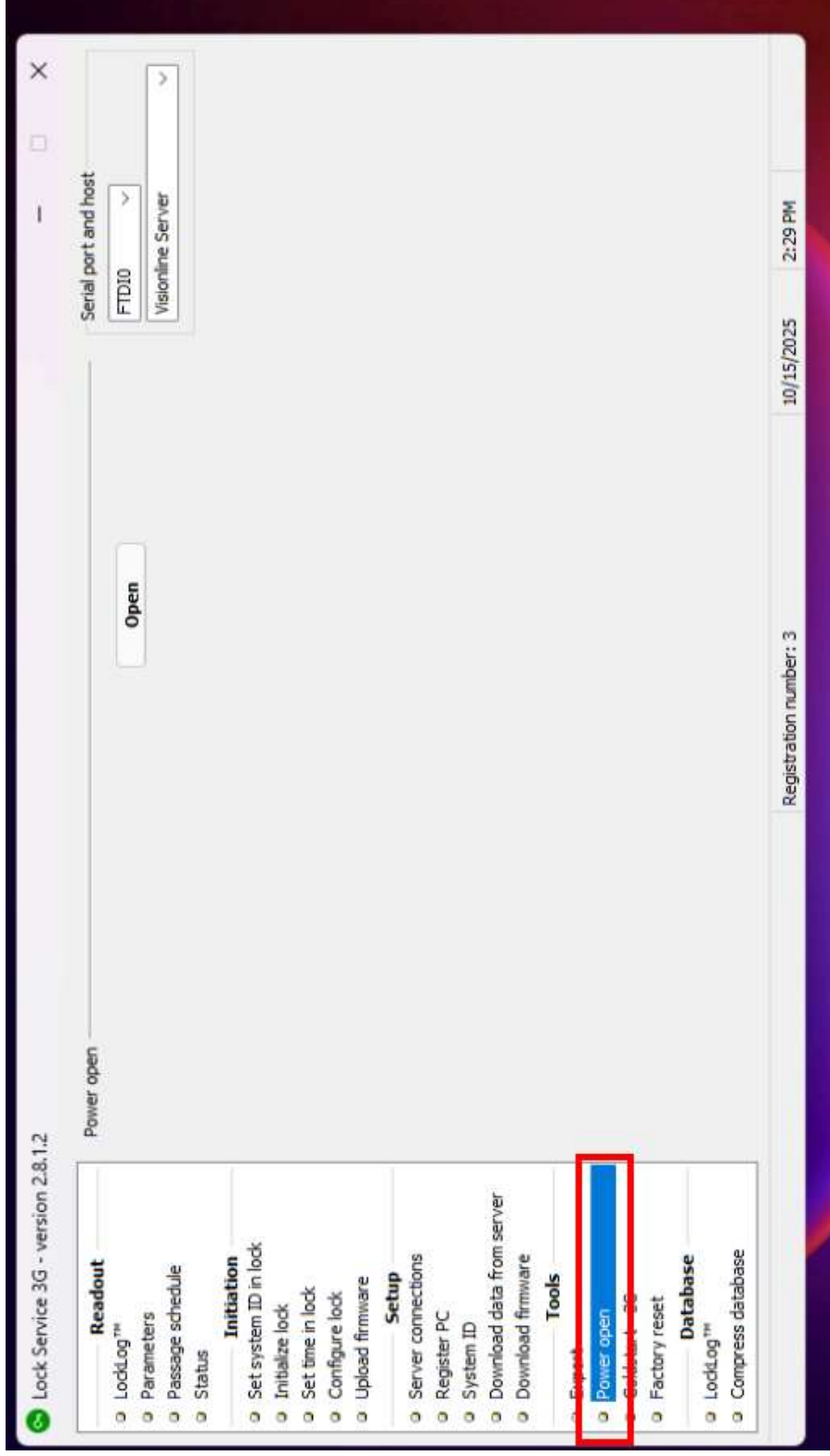
Step 7

After the Power Open Token finishes downloading, go in the left menu to Power Open.

Step 8

Walk to the affected door and remove the front cover horizontally, from left to right, exposing the lock service port.

Step 9

Connect the USB Service Lock cable to the door's service port.

Step 10

Back at the laptop, in Service Lock 3g, on the right side of the screen set Serial port and Host to FTBIO and Visionline Server.

Step 11

Click the Open button. You should hear a click from the lock — this indicates the lock has opened.