

D i g i l o c k®
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Management System



User Guide

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Contacting Technical Support

For Technical Support or Warranty Service, contact:

Security People, Inc.

Makers of Digilock

Attn: Warranty Department

3675 Enochs St.

Santa Clara, CA 95051

Phone: (800) 590-0984

Phone: (408) 774-1400

Email: support@digilock.com

Website: www.digilock.com

For Additional Products and Product Accessories, contact:

Security People, Inc.

Makers of Digilock

1320 Industrial Ave.

Suite B

Petaluma, CA 94952

Phone: (800) 989-0201

Phone: (707) 766-6000

Email: sales@digilock.com

Website: www.digilock.com

Quick Reference Guide

Changing Your Password

1. From the Digilock menu bar, select System Administration - Password Change.
2. Enter and Confirm a new Password.
3. Click OK to return to the Digilock desktop.

Making a New Programming Key

1. From the Digilock menu bar, select Utilities - Make Programming Key.
2. When prompted, insert your Programming Key into the Programming Box.
3. A message displays when the Programming Key is registered.
4. Click OK to return to the Digilock Desktop.

Adding a New User

1. On the User tab, click the Add New button.
2. Enter the Users Last Name.
3. Enter the Users First Name
4. Enter the Users title or position
5. Enter the Users department
6. Enter a telephone number for this user.
7. Enter a secondary contact phone number.
8. If the user shall have access with a code, enter and confirm an alphanumeric code (4-8 digits).
9. Click OK to enter the User into the database.

Adding a New User Key

1. On the Keys tab of your Digilock desktop, click the Add New button.
2. Insert a User Key into the Programming Box.
3. Each new User Key inserted is read and entered as a new line. A User Key can only be entered once.
4. Click Finish to add the User Key(s).

Assigning a User Key to a User

1. On the Key ID line you are assigning, select the User field to display a drop-down list of Users.
 2. Click on the appropriate User to select him/her from the list.
- Click in the Due Date field to assign a return date if known or required.

Adding a New Matrix Series Lock

1. Select the Locks tab, and click Add New.
2. Enter a lock number.
3. Enter a lock name.
4. Enter a description.
5. Choose whether your lock has a latch or bolt.
7. Choose the locks function.
8. Assign access credentials to the lock.
9. Click OK to add the Matrix Series Lock.

Programming a User Key/Code to a Matrix Series Lock

Grid space displays as:

- Red-The Matrix Series Lock is ready to be programmed
- Green-Data is ready to be transferred to the Programming Key
- Yellow-Data is ready to be transferred to the Matrix Series Lock
- White-The Digilock's programming is confirmed.

1. Double click in the appropriate grid space to assign a User access to a lock.
2. Click Transfer to Programming Key
3. If you have Uninitialized Locks, you are prompted to select a lock for initializing. Click OK to continue
 - a. Select the Matrix Series Lock to be initialized
 - b. Click OK to continue
 - c. When asked if you have used an Instant Programming Key before:
 - i. Click Yes if the lock you are programming has been programmed with an Instant Programming Key and insert the

Instant Programming Key when prompted.

i. Click No if it has never been programmed.

4. When prompted, insert the Programming Key into the Programming Box.

5. Insert the Programming Key into the appropriate lock. The lock flashes green when the lock is programmed.

6. Click Confirm Lock Programming and/or Initialization.

7. Reinsert the Programming Key into the Programming Box.

8. The grid space turns white when the lock is confirmed.

Editing Time Zones

Time Zones hours must be entered in 24-hour format. For example, to set a Time Zone for 8:30am to 1:30 PM on Tuesday, Wednesday and Thursday:

* 08 in Start and 30 in Min Fields.

* 13 in Stop and 30 in Min Fields.

* Click to select check boxes T, W and Th. (Verify S, M, F and St check boxes are clear).

1. From the Digilock menu bar, select Options-Time Zones.

2. Click on the left button of the Time Zone line you want to edit.

3. Click in the Start field to enter the earliest hour in which to allow key/code access.

4. Click in the Min field to enter the number of minutes after the start hour to allow key access.

5. Click in the Stop field to enter the latest hour for key access.

6. Click in the Min field to enter the latest number for minutes to allow key access.

7. Click check boxes to select (or clear) the appropriate days of the week to allow key access.

8. Click Exit to return to the Digilock desktop.

Assigning Time Zones

1. On the System Data tab of your Digilock Desktop, double click in the appropriate grid space to assign a User access to the lock and then click the Time Zone button.

2. In Time Zone 1, enter the number of the first Time Zone you are assigning.

3. In Time Zone 2, enter the number of the second Time Zone line you are assigning, or re-enter the previous selection in Time Zone 1.

4. Click OK to save these changes, and exit to System Data. Notice that the checkmark has become a Time Zone clock.

5. Repeat the previous steps to program Time Zones for more than one Digilock lock.

6. Click Transfer to Programming Key.

7. Insert the Programming Key into the Programming Box.

8. When the Programming Key is loaded, the grid space turns yellow and you are prompted to insert the Programming Key into the lock.

9. Insert the Programming Key into each appropriate lock. The lock flashes green when it is programmed.

10. In the System Data database, click Confirm Lock Programming and/or Initialization.

11. Reinsert the Programming Key into the Programming Box.

12. The grid space turns white when the lock is confirmed.

Getting Started

About this Manual

Follow each chapter in this manual to view and operate the Digilock Management Software features, including:

- Warranty and Technical Support.
- A Quick Reference Guide for reviewing basic Digilock Software tasks.
- An overview of the Digilock Management Software program.
- Initializing the Programming Key and other maintenance tasks.
- Prints various reports on keys and lock locations.
- Set the Options menu variables.
- Troubleshoot Digilock Software programs.

Users

Users tab maintains a list of all persons to be issued codes/keys.

Keys

Keys tab maintains a list of User Keys issued to Users

Locks

Locks tab maintains a list of all Matrix Series Locks.

System Data

System Data tab manages the assignment of User Codes/Keys to the Matrix Series Locks.

Finding Additional Help

To install the software and grant Key Management User Rights, see the *Digilock Installation and Administration Guide*.

Additional help is also available by accessing the **Help** menu (or by pressing **F1**) in the Digilock Software

Digilock Matrix Series Lock Features:

Digilock Matrix Series Locks allow access only when an authorized code or key is presented to the lock.

Digilock Matrix Series Lock



Gray User Key



User Keys have a unique electronic signature that cannot be duplicated.

Programming Keys are used to program the Matrix Series locks and receive audit trail information from the locks

Red Programming Key



The Programming Box provides a communication link between the Digilock Software and a Programming or User Key.

Programming Box



Key Management Database Overview

The Digilock Software tabs are shown below:

Users

Authorized
Users

Keys

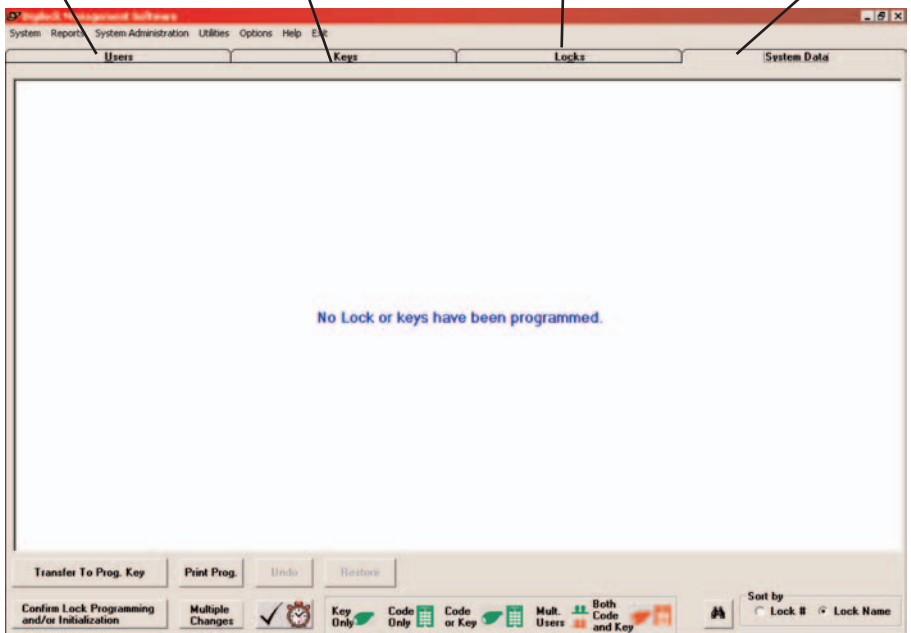
User Keys
and assigned
Users

Locks

Digilock
Matrix
Series
Locks

System Data

Programmed User
Keys/Codes and
Digilock Matrix
Series Locks



Additional Features Include:

- Set hour/day parameters for User Key/Code access
- Retrieve an Audit Trail Report on each lock
- Print various reports on User and Digilock Matrix Series Locks

Navigating the Digilock Software

Digilock Software Overview

You will launch the Digilock Software from your Windows desktop.

This chapter demonstrates:

- Launching the Digilock Software
- Navigating the Digilock Desktop
- Changing your password
- Editing time zones

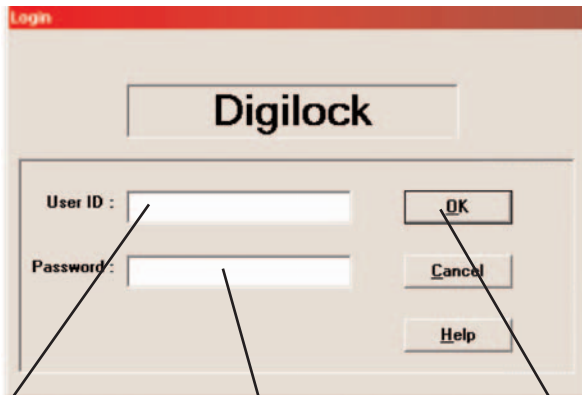
Launching the Digilock Software Program

Note:

User ID's and password information is reviewed in the *Digilock Installation and Administration Guide*.

To launch the Digilock Management Software:

1. Double-click the **KMX** icon on your Windows desktop.



2. Enter your
User ID.

3. Enter your
Password.

4. When you are
done, click **OK.**

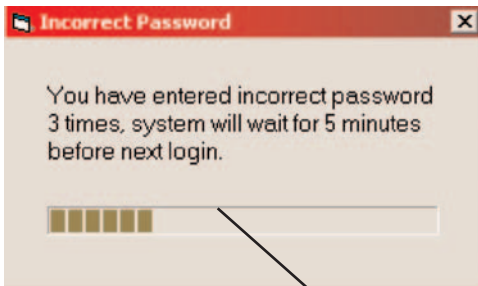
Login Safeguards

The Digilock Management Software displays the following message when the **User ID** or **Password** is incorrect:



Click **OK** to continue.

After three consecutive incorrect logins, the Digilock Management Software shuts down for five minutes while the following message is displayed:



After this timed message clears, you can login to the Digilock Management Software again.

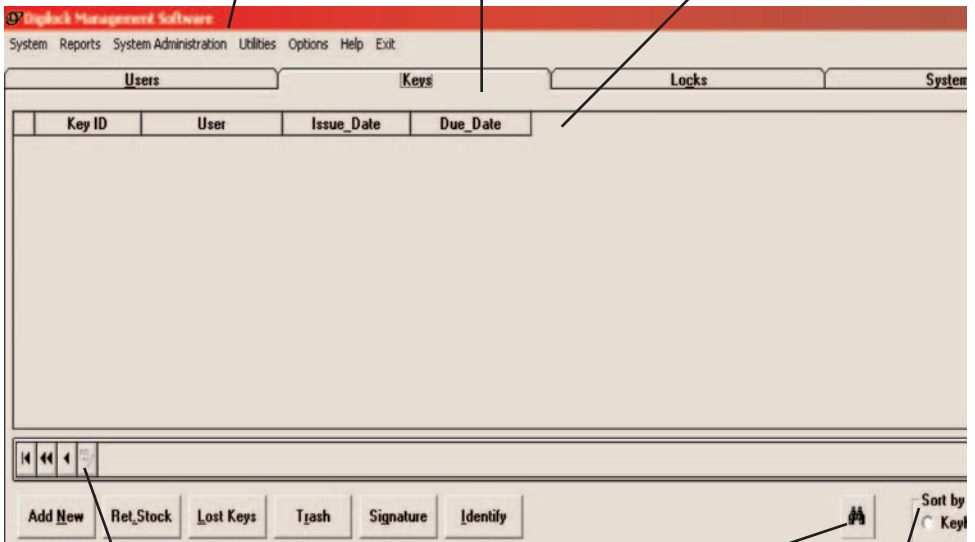
Navigating the Digilock Desktop

The tabs at the top of the Digilock desktop display the Key Management tabs. Click on **Keys** for an overview of all database options.

Menu bar options are for occasional Digilock Software maintenance

Each tab displays a Key Management database

Select between columns to adjust the column width



Scroll through large databases with these **Find Bar** options

Search the database using **Find** for specific criteria

Click a column header or select a **Sort By** option to sort the current list.

Find Bar Options'

The following options are available to sort through large databases on the Digilock desktop.



Go to the first record in the database.



Go back one page.



Go back one line.



Save all changes in the database.



Go forward one line.



Go forward one page.



Go to the last record in the database.

Find Button



Select the **Find** button to search for specific database information from the tab currently displayed. For instance, in the **Keys** database: Users, Issue Dates and Due Dates are available options to search.

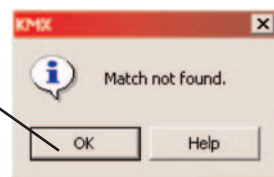
1. Enter a word or word grouping to search.

2. Select the appropriate field to search.

3. Click **Find Next** to begin the search.

5. When you are done, click **Cancel**.

4. If no match is found this message displays. Click **OK** to clear it. Re-enter more general criteria, or select a different field to search.



Changing your Password

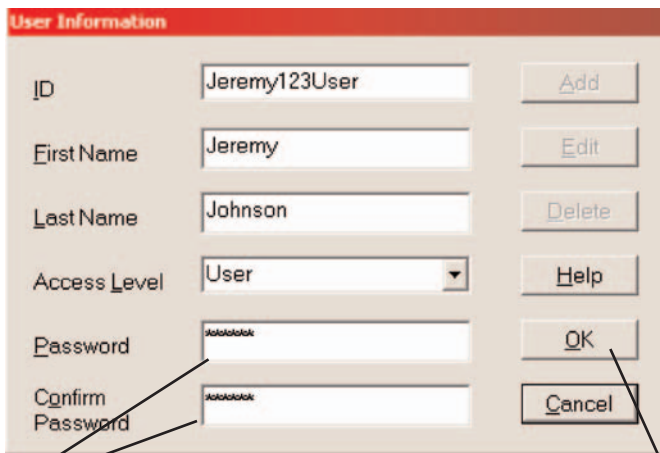
NOTE:

If you forget or lose your password, contact your system administrator, or see the *Digilock Installation and Administration Guide*.

Only the User currently logged into the Digilock Software can access the Password Change Option on the System Administration menu.

To change your password:

1. From the Digilock menu bar, select **System Administration - Password Change**.



The image shows a 'User Information' dialog box with a red title bar. It contains several input fields and buttons. The fields are: ID (text box with 'Jeremy123User'), First Name (text box with 'Jeremy'), Last Name (text box with 'Johnson'), Access Level (dropdown menu with 'User'), Password (text box with 'Abcd123456'), and Confirm Password (text box with 'Abcd123456'). The buttons are: Add, Edit, Delete, Help, OK, and Cancel. Two arrows point from the text below to the Password and Confirm Password fields, and another arrow points from the text below to the OK button.

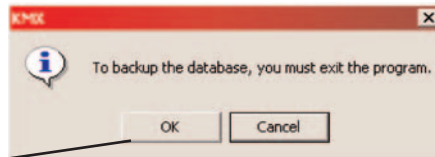
2. **Enter** and **Confirm** the Password you will use when logging into the system. (up to 25 characters).

3. When you are done, click **OK**.

Backing up the Digilock Database File

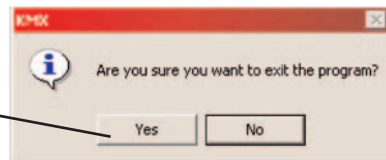
It is a good idea to back up the Digilock database file at least once a week. To do this:

1. From the Digilock menu bar, select **System Administration-Database Backup**.

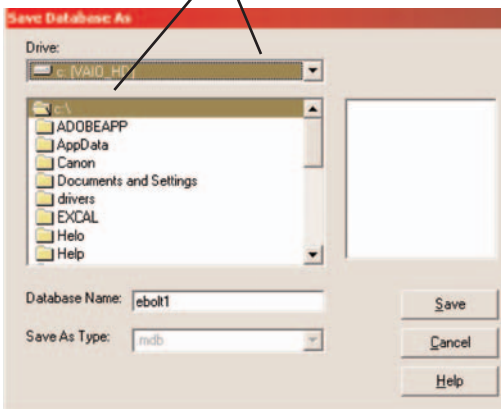


2. Click **OK**

3. Click **Yes** again



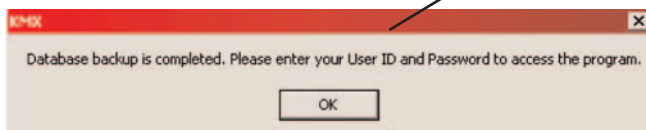
4. Select a drive and path to save the backup file.



5. Enter a name for the backup file.

6. When you are done, click **Save**.

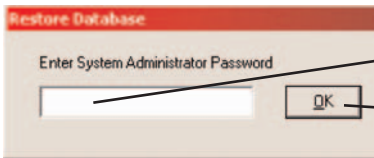
7. When the backup file is saved, click **OK** to clear this prompt, and log back into the Digilock Software.



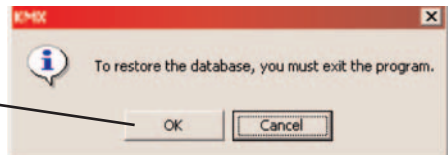
Restoring the Digilock Database File

To restore the Digilock Database file:

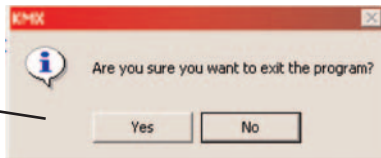
1. From the Digilock menu bar, select **System Administration-Database Restore**.



2. Enter the **Administrators password** and click **OK** to continue.

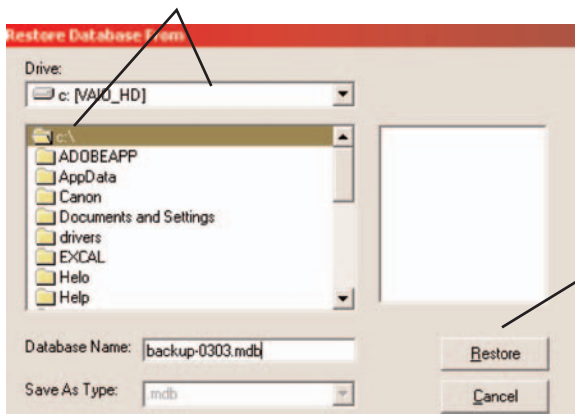


3. Click **OK**



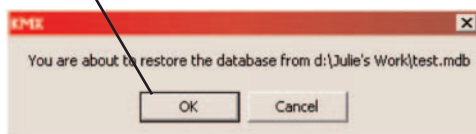
4. Click **Yes** again

5. Select the appropriate drive and path to where the backup file is located.



6. When you are done, click **Restore**.

7. Click **OK** to continue



8. This prompt displays when the database file is restored. Click **OK** to clear it, and log back into the Digilock Software.



Editing Time Zones

NOTE

If you do not specify start and stop times in hours and minutes, 24 hour key access will be granted.

The **Time Zone** grid allows you to customize key access. On this grid, you can restrict key access by selecting specific days of the week and times based on a 24-hour clock (for example, 8:30 am is 0830, 5:15 pm is 1715).

To edit this grid:

1. On the Digilock menu bar, select **Options-Time Zones**

2. Click here to select a line.

3. Click inside a check box to select a day or to clear it.

Time Zone	Start Hour	Min	Stop Hour	Min	S	M	T	W	Th	F	St
1	11	45	12	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Time Zones are based on a 24-Hour clock. Please enter data using 24-Hour format.

Exit Help

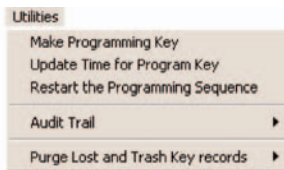
4. Click to enter the **Start Hour** and **Minutes**.

5. Click to enter the **Stop Hour** and **Minutes**.

6. When you are finished, click **Exit** to save.

Utilities Menu

Utilities Menu Overview



To view the Utilities menu, select Utilities on the Digilock menu bar.

This chapter provides a Programming Key overview, and describes how to use some of the other maintenance options found on the Utilities menu.

This chapter demonstrates:

- Using a Programming Key
- Initializing a Programming Key
- Updating time for the Programming Key
- Maintaining an audit trail on the Matrix Series Locks
- Purging Lost and Trash Key records

Using the Programming Key

One Programming Key is issued with each Digilock Key Management System. It is important to maintain the security of this key at all times. The Programming Key transfers information to and from each Digilock Matrix Series Lock.



The Programming Key is used to:

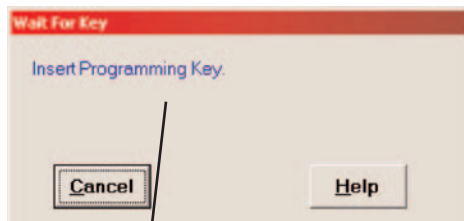
- Initialize each Matrix Series Lock
- Program access information into a Matrix Series Lock
- Retrieve audit information from a Matrix Series Lock

Initializing the Programming Key

Before a Programming Key can be used, it needs to be initialized by the Digilock Software.

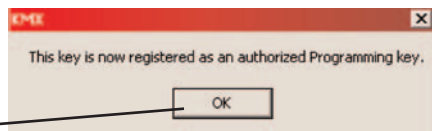
The first Programming Key should have been initialized during the software installation. If you need to register an additional Programming Key, or were not able to register your key during the installation process, follow these steps:

1. From the Digilock menu bar, select:
Utilities-Make Programming Key.



2. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.

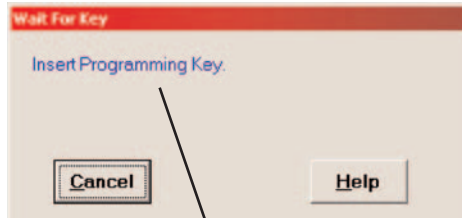
3. When the **Programming Key** is registered, this message is displayed. To clear it, click **OK**.



Updating Time for the Programming Key

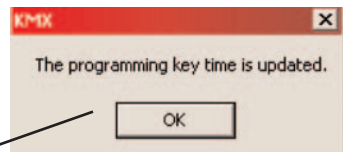
To reset the time on the Programming Key:

1. From the Digilock menu bar, select:
Utilities-Update Time for Programming Key



2. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.

3. When the **Programming Key** is registered, this message is displayed. To clear it, click **OK**.



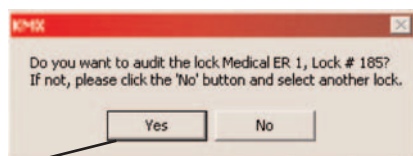
Retrieving an Audit Trail on the Matrix Series Locks

After you have programmed a Matrix Series lock, an audit trail is recorded every time a code or key is introduced to the lock.

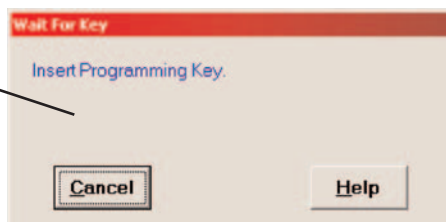
Retrieving Audit Information

To retrieve audit information from a Matrix Series Lock:

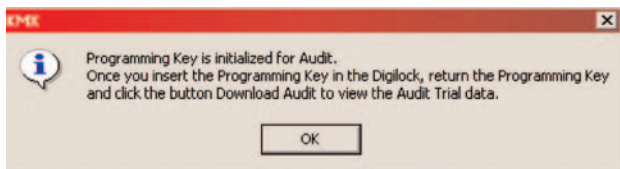
1. On the locks tab, **select the lock** you wish to audit and click **Initialize Audit**.
2. Verify that you selected the correct lock and click **Yes** to continue.



3. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.



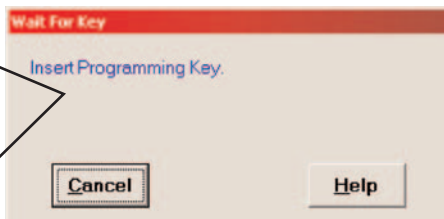
4. This prompt is displayed when the **Programming Key** is initialized for audit. Click **OK** to clear it.



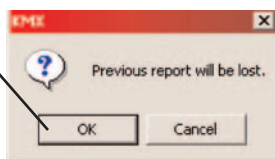
5. Insert the Programming Key into the appropriate Matrix Series Lock. The lock flashes green two times when the information is retrieved.

6. From the Keys tab, click **Download Audit**.

7. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.



8. To delete the previous Audit Report, and view the new Audit Report click **OK**.



Reviewing Audit Information

Audit information can be viewed, exported or printed. To view or print the audit information retrieved from a Matrix Series Lock:

From the Digilock menu bar, select **Utilities-Audit Trail-Last Audit Report**.

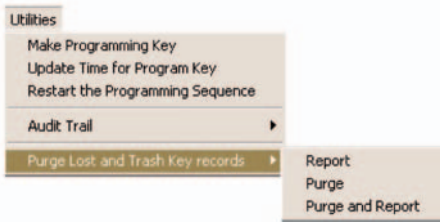
Audit Trail
Information

Today's date

port

KMX - Audit Report				April 30, 2003
				Page: 1 of 1
Lock ID : 3E8B				
Lock# : 185				
Name : Medical ER 1				
Description :				
#	Key ID	User	Date / Time	Event Ty
1	User PIN#	Joe, Smith	04/30 15:48	Unlock
2	12345	Unknown	04/30 15:48	Denied
3	0001	Joe, Smith	04/30 15:48	Unlock
4	User PIN#	Joe, Smith	04/30 15:46	Unlock

Purging Lost and Trash Key Records



When you assign User Keys as Lost or Trash, this information is stored as a separate record in the Keys tab.

Periodically you will want to purge the Lost and Trash Key record. To do this:

1. From the Digilock menu bar, select **Utilities - Purge Lost and Trash Key Records - Report**.

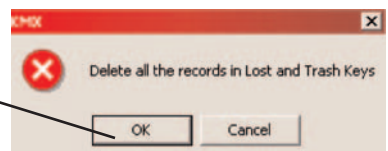
The **Report** option displays the **Lost and Trash Key Report**. You can save this file to a disk or print it.

A screenshot of a report window titled 'KMX - Lost and Trash Keys Report'. The window has a toolbar at the top with icons for print, save, and zoom, and a '100%' zoom level. The report contains a table with the following data:

Return Type	Return Date	Key ID	User
Trashed	5/1/2003	0001	Smith, John
Lost	5/1/2003	0002	Doe, Jane

The **Purge** option displays the following prompt.

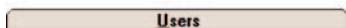
To remove all Lost and Trash Key records from the system, click **OK**.



Purge and Report option displays the same Purge prompt as shown above. After you click **OK**, the **Lost and Trash Key Report** is displayed.

Processing Users

Users Overview



Select the **Users** tab to view the **Users Database**.

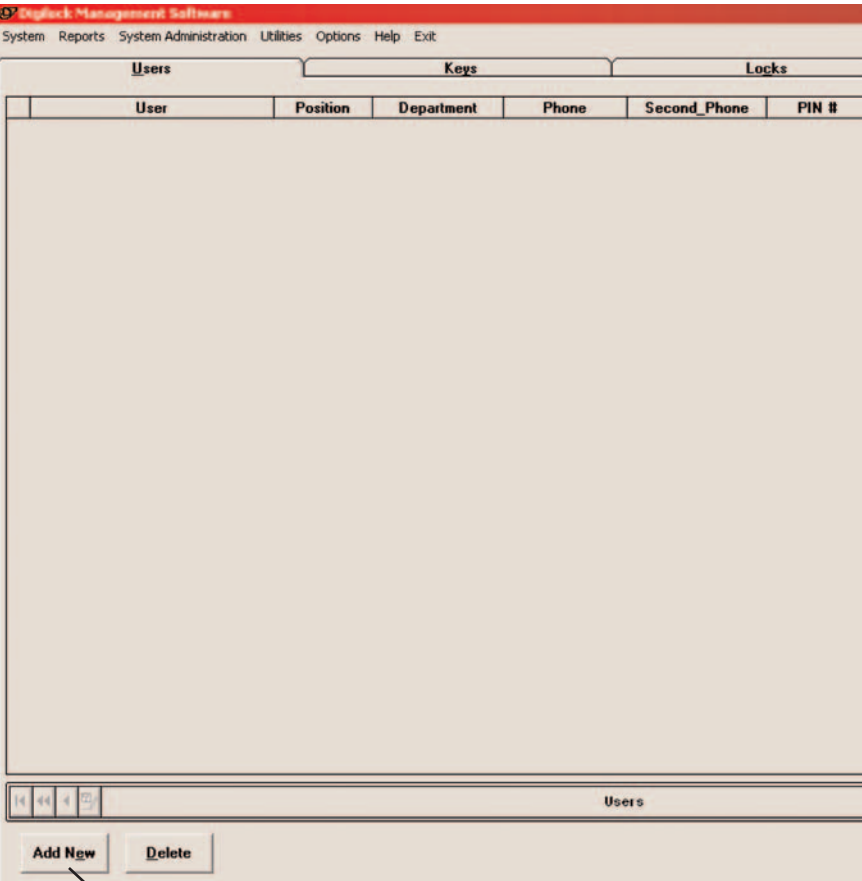
Before you begin programming User Keys, you will need to enter authorized Users. The Users database maintains records of all persons entered into the Digilock Software. All persons to be issued a User Key or User Code must be entered into this database.

This chapter demonstrates:

- Adding new Users
- Assigning User Codes
- Editing User Information
- Deleting Users

Adding New Users

To add a new User



1. Click the **Add New** button.

The **User Information** window is displayed:

2. Enter the **Last and First Name** of the User up to 30 characters. (required field entry).

3. Enter the user's **position** (optional field).

4. Enter their **department**. (optional field)

5. Enter a **primary and secondary phone number**, up to 15 characters (optional field).

6. **Enter and confirm** the users **pin #**. 4-9 digits.

7. Click **OK** to enter the User into the User database.

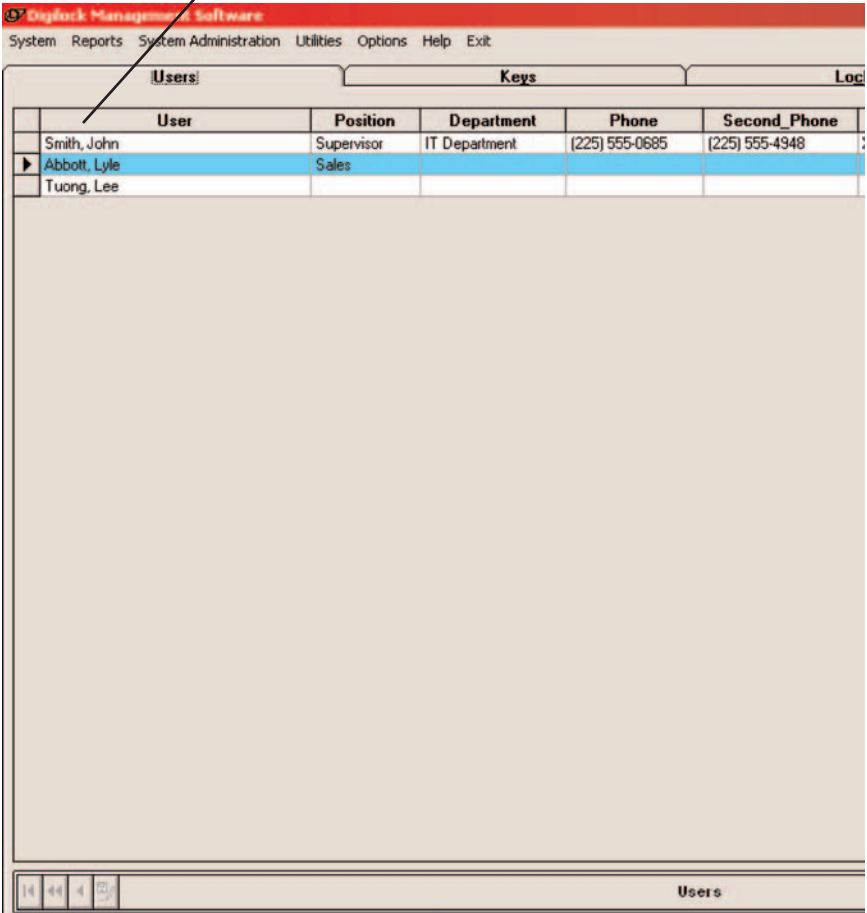
The screenshot shows a 'User Information' window with a red title bar. It contains several text input fields with labels to their left. Arrows from the numbered instructions point to specific fields: instruction 2 points to the 'Last Name' and 'First Name' fields; instruction 3 points to the 'Position' field; instruction 4 points to the 'Department' field; instruction 5 points to the 'Phone #' and '2nd Phone #' fields; instruction 6 points to the 'PIN #' and 'Re-enter PIN #' fields; and instruction 7 points to the 'OK' button. The fields contain the following data: Last Name: Smith, First Name: John, Position: Supervisor, Department: IT Department, Phone #: (225) 555-0685, 2nd Phone #: (225) 555-4948, PIN #: XXXXXX, Re-enter PIN #: XXXXXX. At the bottom are three buttons: OK, Cancel, and Help.

Field Label	Value
Last Name	Smith
First Name	John
Position	Supervisor
Department	IT Department
Phone #	(225) 555-0685
2nd Phone #	(225) 555-4948
PIN #	XXXXXX
Re-enter PIN #	XXXXXX

NOTE:

This Pin # field is optional. If the user is to access the lock(s) with a User Code, this is the field that designates their User code.

A new line for this user is displayed in the user database.



The screenshot shows the Diglock Management Software interface. At the top is a red title bar with the text "Diglock Management Software". Below it is a menu bar with the following items: System, Reports, System Administration, Utilities, Options, Help, and Exit. The main window is divided into three tabs: "Users", "Keys", and "Log". The "Users" tab is active, displaying a table with the following columns: User, Position, Department, Phone, and Second_Phone. The table contains three rows of data. The second row, "Abbott, Lyle", is highlighted in blue. A black arrow points from the text above to the first column of the table. At the bottom of the window is a status bar with a "Users" label and some navigation icons.

User	Position	Department	Phone	Second_Phone
Smith, John	Supervisor	IT Department	(225) 555-0685	(225) 555-4348
Abbott, Lyle	Sales			
Tuong, Lee				

Editing User Information

After a user is entered into the database, you can edit or review the User Information. To do this.

1. Double click in any row to view or edit the **User Information** record for a selected User.

The screenshot shows the Digilock Management Software interface. At the top is a menu bar with 'System', 'Reports', 'System Administration', 'Utilities', 'Options', 'Help', and 'Exit'. Below the menu is a 'Users' tab. A table with columns 'User', 'Position', and 'Department' is visible. The first row is 'Smith, John' with position 'Supervisor' and department 'IT'. The second row is 'Tuong, Lee' with position 'Asst Mgr' and department 'General'. A dialog box titled 'User Information' is open, showing fields for 'Last Name' (Smith), 'First Name' (John), 'Position' (Supervisor), 'Department' (IT Department), 'Phone #' ((225) 555-0685), '2nd Phone #' ((225) 555-4948), 'PIN #' (XXXXXX), and 'Re-enter PIN #' (XXXXXX). At the bottom of the dialog are 'OK', 'Cancel', and 'Help' buttons. Arrows indicate the flow from the 'Smith, John' row in the table to the dialog box, and from the 'OK' button to the next step.

User	Position	Department
Smith, John	Supervisor	IT
Tuong, Lee	Asst Mgr	General

Last Name:

First Name:

Position:

Department:

Phone #:

2nd Phone #:

PIN #:

Re-enter PIN #:

2. Click **OK** when finished.

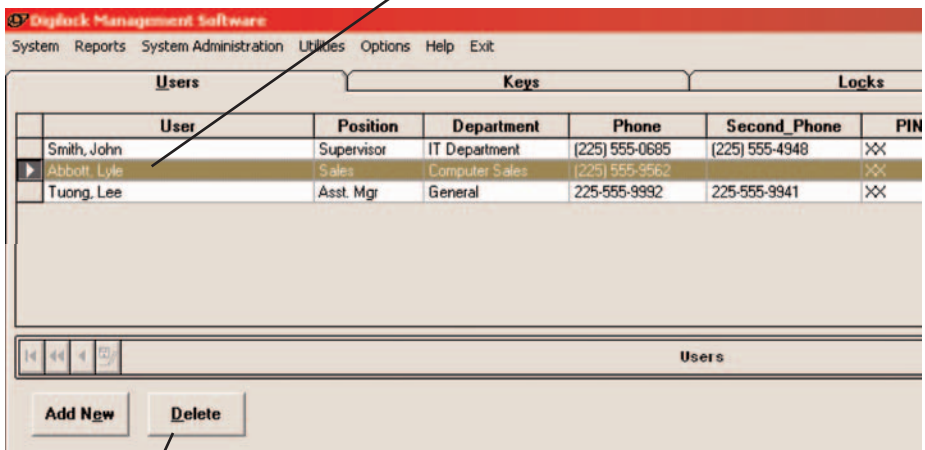
Deleting Users

NOTE

If the User has been assigned a User Key, you will be prompted to remove it before you can delete the User.

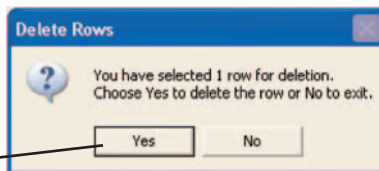
Users can be easily removed from the database. To do this:

1. Select the appropriate User line.




2. Click **Delete** to remove this user.

3. Click **Yes** to confirm it.



The User is deleted from the data-base.

 Digilock Management Software

System Reports System Administration Utilities Options Help Exit

Users

Keys

User	Position	Department	Phone	Second
Smith, John	Supervisor	IT	225-555-0685	225-555-4
Tuong, Lee	Asst Mgr	General	225-555-9392	225-555-8

Processing User Keys

User Keys Overview



Select the **Keys** tab to view the **Keys** database.

The Keys database maintains records of all User Keys.

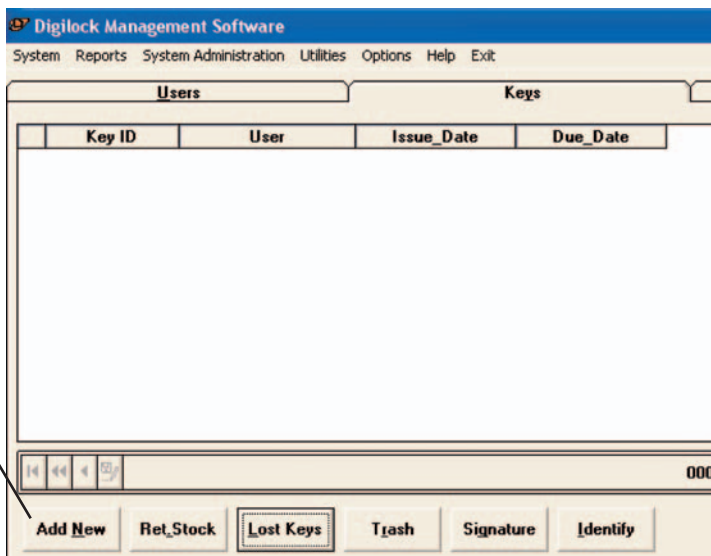
This chapter demonstrates:

- Adding new User Keys
- Assigning User Keys to Users
- Returning User Keys to Stock
- Processing Lost User Keys
- Processing Trash User Keys
- Printing out Signature Cards for User Keys
- Identifying a User Key

Adding New User Keys

To enter a new User Key:

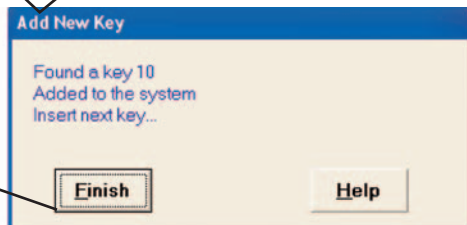
1. Click the **Add New** button.



2. When this prompt is displayed, insert the **User Key** into the **Programming Box**.



3. As each User Key is inserted, a new line is added into the Keys database. Click **Finish** when you are through.



Assigning User Keys to Users

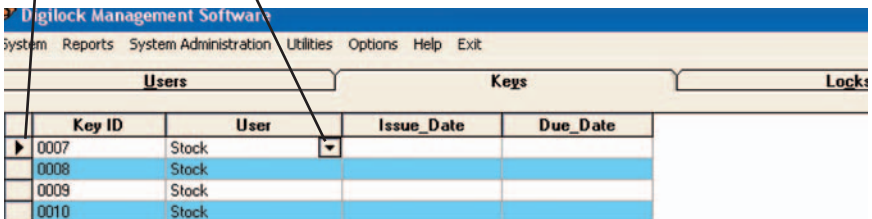
New User Keys are assigned as stock in the Keys database.

To assign a User:

1. On the **Key ID** line you are assigning, select the **User** field to display a drop down button.

2. Click here to display a list of Users

3. Click a User name to assign the Key to the User



Digilock Management Software

System Reports System Administration Utilities Options Help Exit

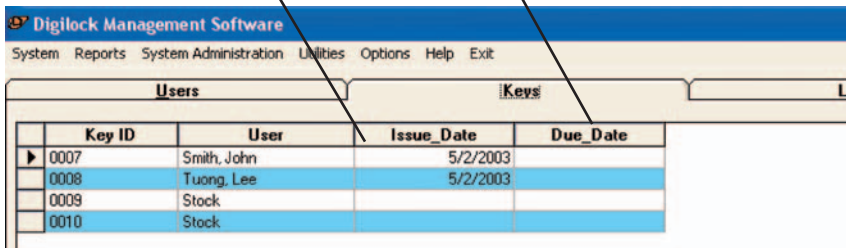
Users		Keys		Locks
Key ID	User	Issue_Date	Due_Date	
0007	Stock			
0008	Stock			
0009	Stock			
0010	Stock			

4. Click in a field to enter the appropriate information.

The **Issue Date** is today's date (not editable).

If a return date is required, click here to enter it.

An overdue key report is available for keys not returned by the **Due Date**.



The screenshot shows the 'Digilock Management Software' interface. At the top is a menu bar with 'System', 'Reports', 'System Administration', 'Utilities', 'Options', 'Help', and 'Exit'. Below the menu bar are two tabs: 'Users' and 'Keys'. The 'Keys' tab is active, displaying a table with the following data:

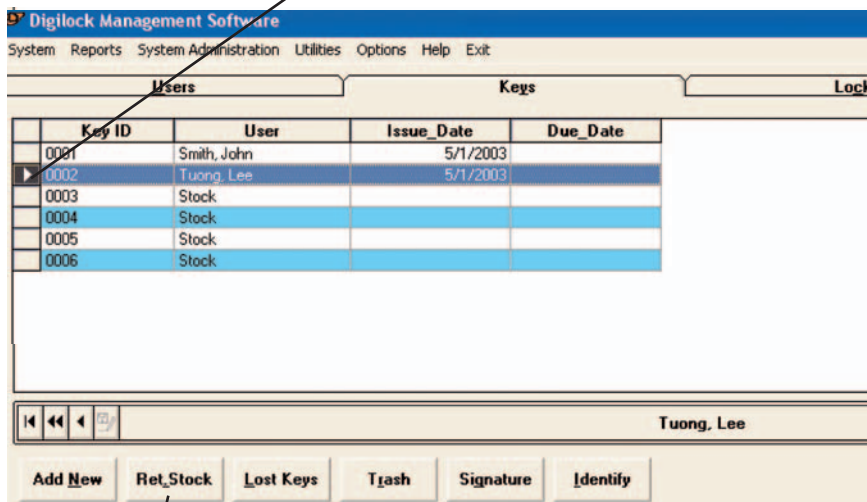
	Key ID	User	Issue_Date	Due_Date
▶	0007	Smith, John	5/2/2003	
	0008	Tuong, Lee	5/2/2003	
	0009	Stock		
	0010	Stock		

Annotations with arrows point to the 'Issue_Date' and 'Due_Date' columns. The 'Issue_Date' column is highlighted in blue in the original image, and the 'Due_Date' column is also highlighted in blue. The 'Users' tab is also visible and highlighted in blue.

Returning User Keys to Stock

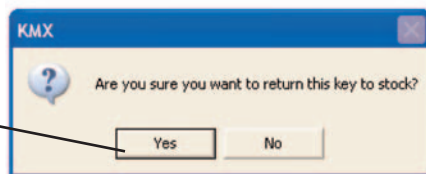
When an assigned key is no longer used, you can return it to stock.

1. Select the appropriate key line in the database.



2. Click **Return Stock**.

3. Click **Yes** to confirm this User Key as Stock.

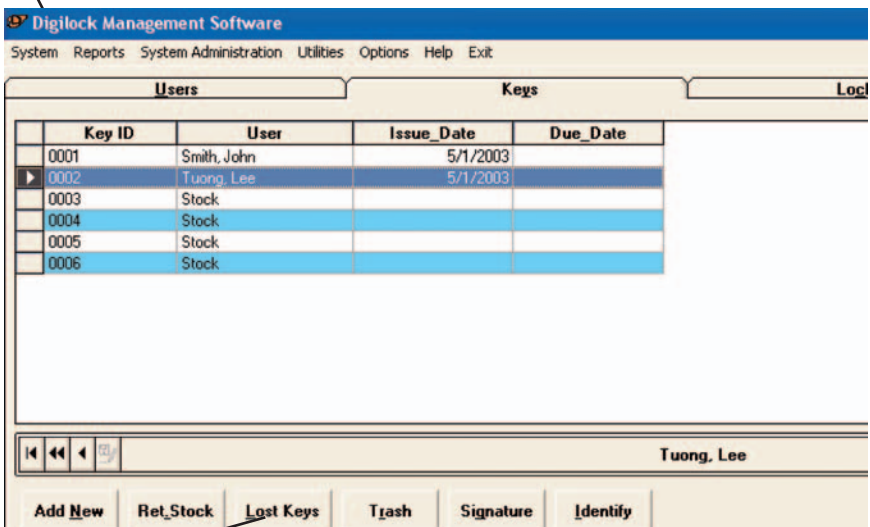


Processing Lost User Keys

When a User Key is lost, you will need to remove it from your database to prevent someone else from gaining access to your property.

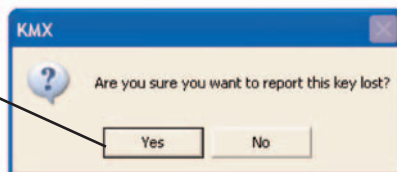
To do this:

1. Select the appropriate key line in the database.



2. Click **Lost Keys**.

3. Click **Yes** to confirm the key as Lost.

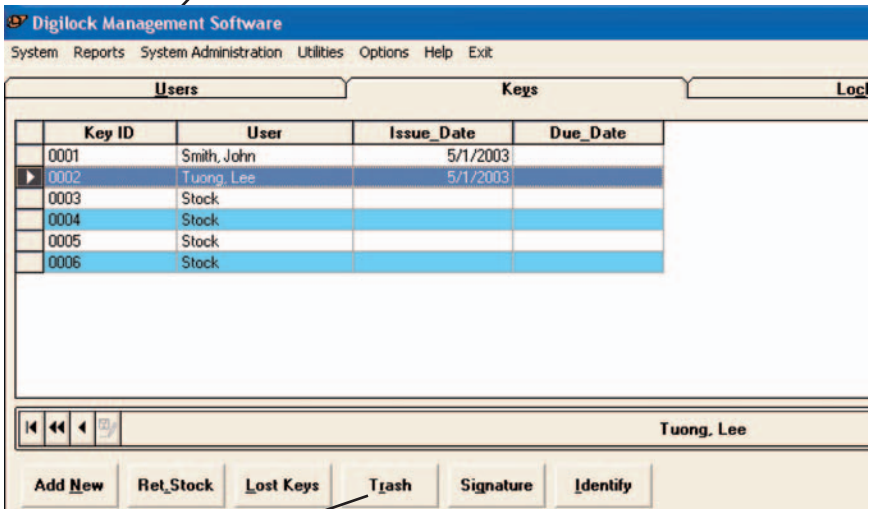


Processing Trash User Keys

To remove a damaged key from your database, you will need to assign it as Trash

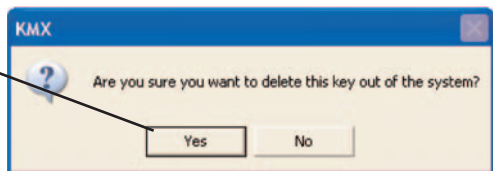
To do this:

1. Select the appropriate key line in the database.



2. Click **Trash**.

3. Click **Yes** to confirm this key as Trash.

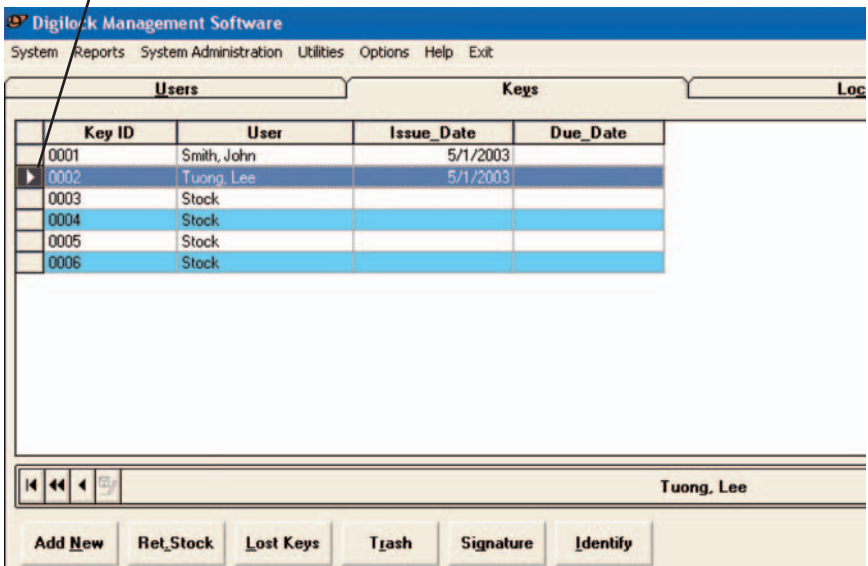


Printing Signature Cards for User Keys

When assigning User Keys, you may choose to print out a **Signature Card**.

To do this:

1. Select the appropriate key line.



2. Click **Signature**.

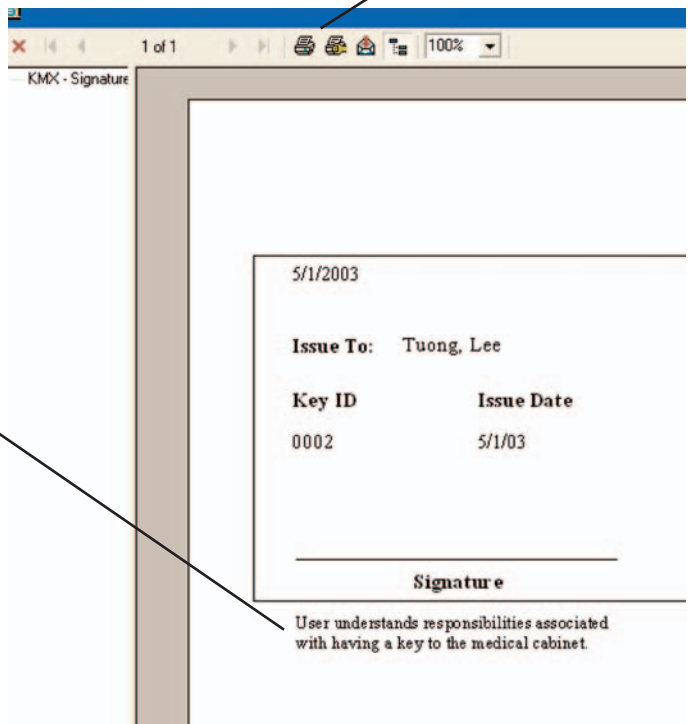
The **Signature Note** window is displayed.

3. Type additional notes you want to include with the Signature Card.

4. Click **OK** to continue and display the **Signature Report**.



5. Click here to **print** the Signature Card.

A screenshot of a 'Signature Report' window. The title bar is blue with the text 'KMDX - Signature'. The main area has a light beige background. At the top, there is a toolbar with icons for print, save, and other functions, along with a '1 of 1' indicator and a '100%' zoom level. Below the toolbar, there is a large, empty text input field. To the right of this field, there is a table with the following content:

Key ID	Issue Date
0002	5/1/03

Below the table, there is a line for a signature, followed by the text 'Signature'.

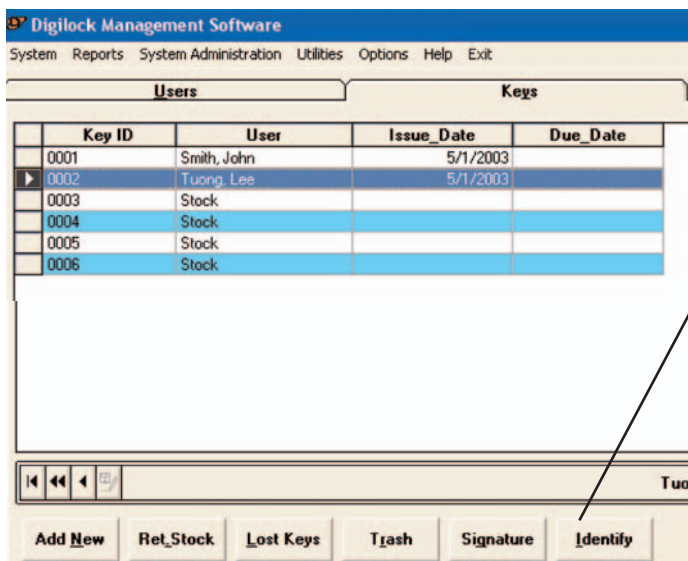
Below the signature line, there is a note: 'User understands responsibilities associated with having a key to the medical cabinet.'

Additional notes display here.

Identifying a User Key

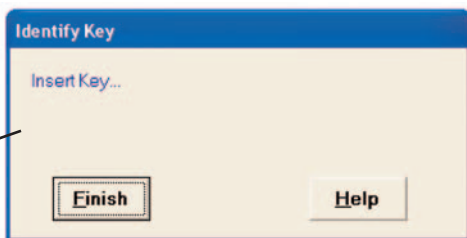
The **Identify** button can be used to match an assigned User Key to a User.

To do this:



1. Click the **Identify** button.

2. When the Insert Key prompt is displayed, insert the User Key into the **Programming Box**.



The **User Information** window identifies the Key ID.

The **Key ID** is displayed.

Digilock Management Software

System Reports System Administration Utilities Options

Users

Key ID	User	Issued
0007	Smith, John	
0008	Tuong, Lee	
0009	Stock	
0010	Stock	

User Information

Key ID: 0003

Last Name: Smith

First Name: John

Position: Supervisor

Department: IT

Phone #: 225-555-0685

2nd Phone #: 225-555-4948

PIN #

Re-enter PIN #

OK Cancel Help

0007

Add New Ret Stock Lost Keys Trash Signature Identify

3. Click **Cancel** to return to the **Keys** tab.

Processing Locks

Locks Overview

Select the **Locks** tab on the Digilock menu bar.

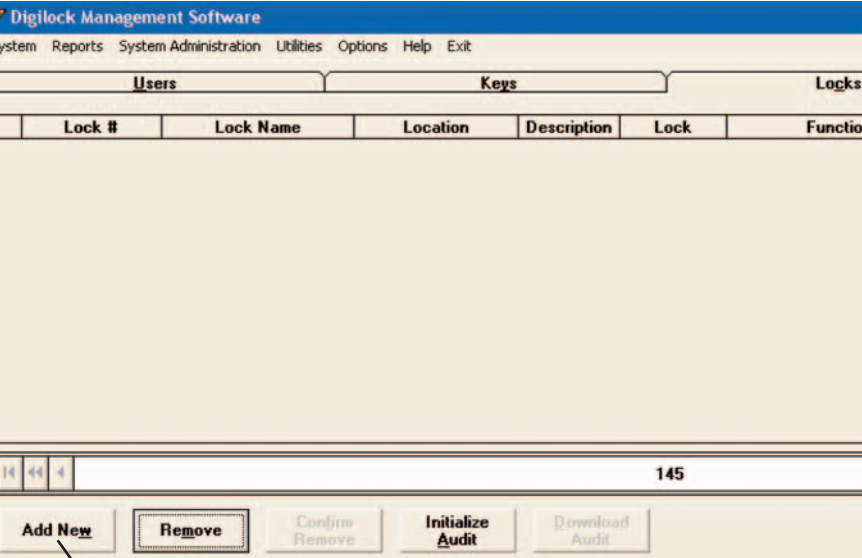
The **Locks** database maintains a record of all locks on your premises to be issued a User Key/Code.

This Chapter Demonstrates:

- Adding new Matrix Series Locks
- Editing Lock Information
- Removing Locks from the database

Adding a New Matrix Series Lock

To add a new Matrix Series Lock into the **Locks** database:



1. Click the **Add New** Button

The **Lock Information** window is displayed.

2. Enter a
Lock #

3. Enter a
Lock Name

4. Enter a
Lock Location
(optional)

5. Enter a
Lock Description
(optional).

The screenshot shows a 'Lock Information' dialog box with the following fields and options:

- Lock #**: A text input field.
- Lock Name**: A text input field.
- Location**: A text input field.
- Description**: A text input field.
- Lock**: A dropdown menu currently showing 'K-Series Bolt'.
- Function**: A dropdown menu currently showing 'Momentary Unlock'.
- Unlock Time (seconds)**: A dropdown menu currently showing '6'.
- Credential**: A dropdown menu currently showing 'Either Key or Code'.
- ☒ **Flash LED when locked**
- Buttons**: 'OK', 'Cancel', and 'Help' at the bottom.

Numbered callouts point to the following fields:

- 2 points to the **Lock #** field.
- 3 points to the **Lock Name** field.
- 4 points to the **Location** field.
- 5 points to the **Description** field.
- 6 points to the **Lock** dropdown arrow.

6. Click on the arrow and select
your **Lock Type** (latch or bolt)

(continued on next page)

The image shows a 'Lock Information' dialog box with the following fields and controls:

- Lock #
- Lock Name
- Location
- Description
- Lock: K-Series Bolt
- Function: Momentary Unlock
- Unlock Time (seconds): 6
- Credential: Either Key or Code
- ☒ Flash LED when locked
- Buttons: OK, Cancel, Help

Numbered callouts point to specific elements:

- 7. Points to the dropdown arrow of the 'Function' field.
- 8. Points to the 'Function' field.
- 9. Points to the 'Credential' dropdown arrow.
- 10. Points to the 'Flash LED when locked' checkbox.
- 11. Points to the 'OK' button.

7. Click on this arrow and select the **Function** you desire.

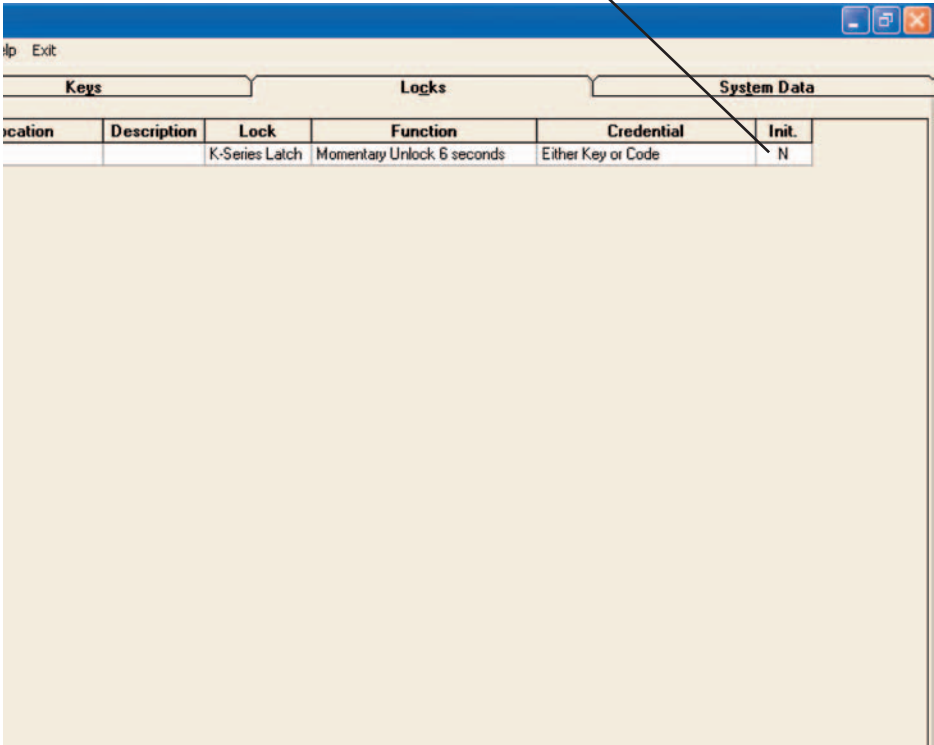
8. For **Momentary Unlock**, choose an unlock time, default is 6 seconds.

9. Choose the **Credentials** required to operate the lock. (Simultaneous means two users are required)

10. Check this box if you want the led on the lock to flash when locked.

11. Click **OK** to add the Matrix Series Lock into the Locks database.

When the Digilock Matrix Series Lock has been added to the Locks database, the **Initialized** field is shown as 'N'. After the Matrix Series Lock has been initialized in System Data, this field will be shown as 'Y.'

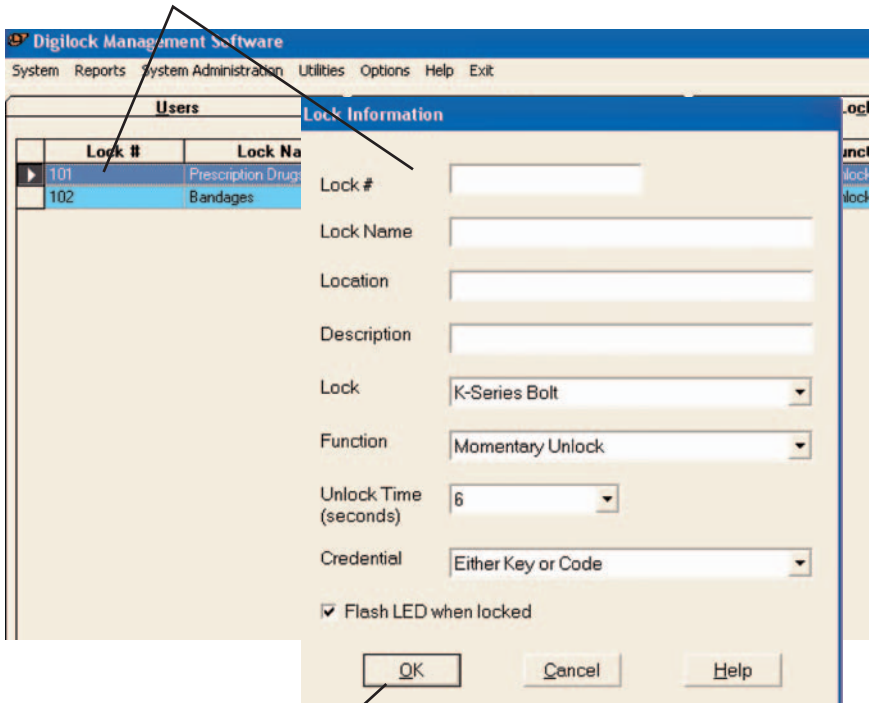


Keys		Locks		System Data	
Location	Description	Lock	Function	Credential	Init.
		K-Series Latch	Momentary Unlock 6 seconds	Either Key or Code	N

Editing Lock Information

After a lock has been added into the Locks database, to edit or review Lock information:

1. Double-click in the appropriate lock row to display the **Lock Information** window.

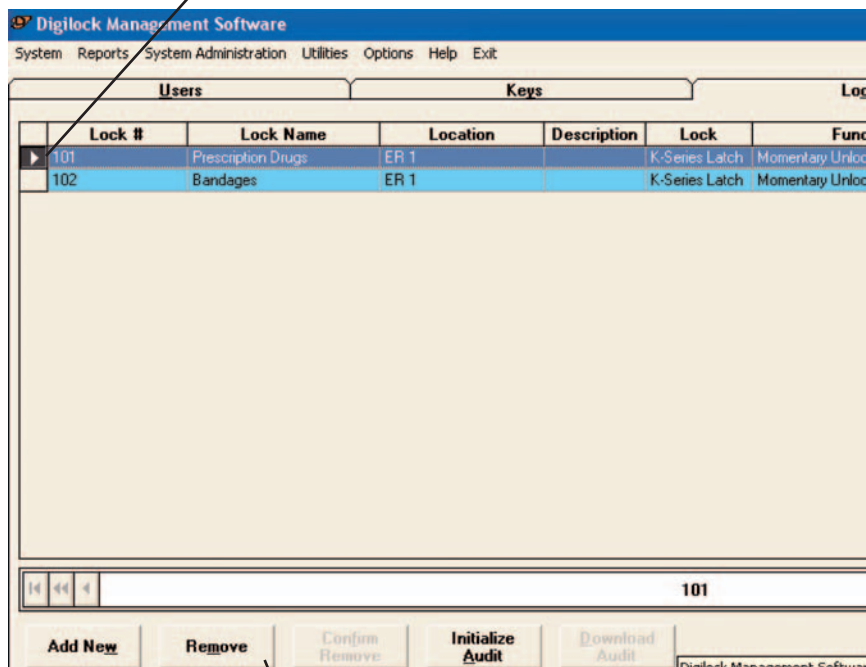


2. When you are done, click **OK**.

Removing Locks

To remove a Lock from the database:

1. Click here to select the Lock to be removed



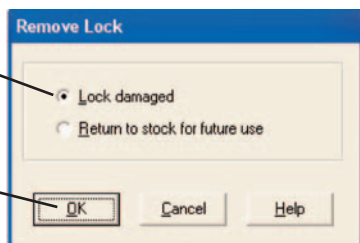
2. Click the **Remove** button.

Removing Damaged Locks

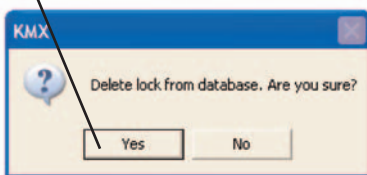
Removes the Lock permanently from your Locks database and the System Data grid.

3. Select **Lock Damaged**.

4. Click **OK**.



5. Click **Yes** to permanently remove this Lock from the database.

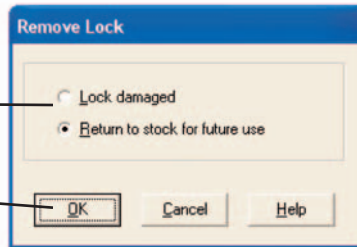


Returning Locks for Further Use

If the Lock has been programmed, you will be prompted to erase the Digilock Matrix Series programming.

1. On the **Locks** tab, click the Lock to be removed.
2. Click the **Remove** button.

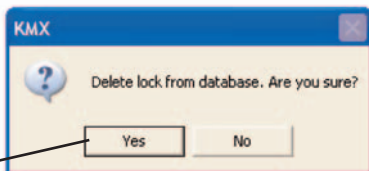
3. Select the **Return to Stock** for future use.



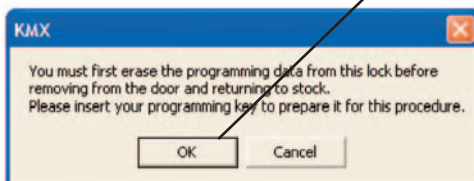
4. Click **OK**.

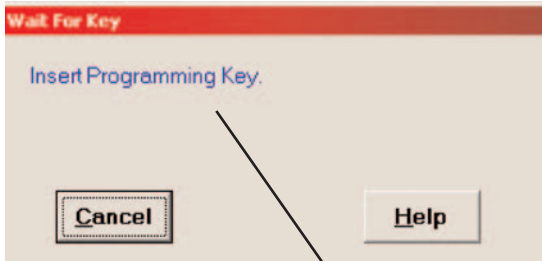
5. Depending on whether or not the Digilock Matrix Series Lock has been programmed, one of the following prompts will display:

If the Digilock Matrix series lock **has not** been programmed, this prompt is displayed. Click **Yes** to retain this Lock number, and remove it from the **Locks** database list.



If the Digilock Matrix Series Lock **has** been programmed, this prompt is displayed, click **OK** to continue.

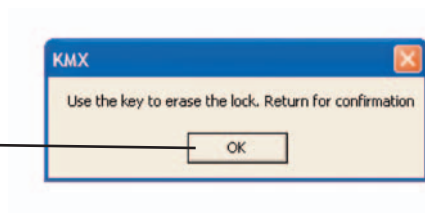




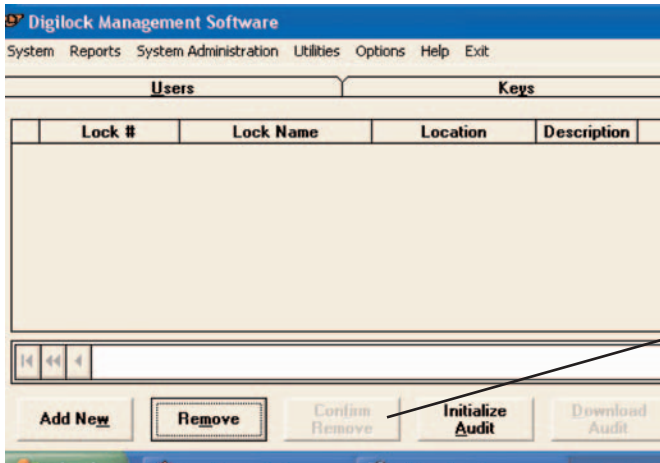
6. When the **Wait For Key** prompt is displayed, insert the **Programming Key** into the **Programming Box**.



7. This message is displayed when the key has been programmed. Click **OK** to continue.

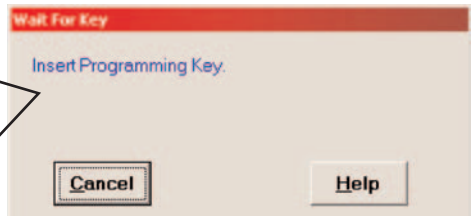


8. Insert the **Programming Key** in the appropriate Matrix Series Lock. The lock flashes green three time when cleared.



9. Click **Confirm Remove**.

10. When the wait for key prompt is displayed, insert the **Programming Key** into the **Programming Box**.



11. Click **OK** to remove this lock from the Locks Database.



Processing System Data

System Data Grid Overview

Select the System Data tab to view the System Data grid.

The System Data grid allows you to program the Matrix Series Locks with assigned User Keys and Codes.



Assigned User Keys are displayed in the left column by a Key Symbol.



Assigned User Codes are also displayed in the left column by a Keypad.

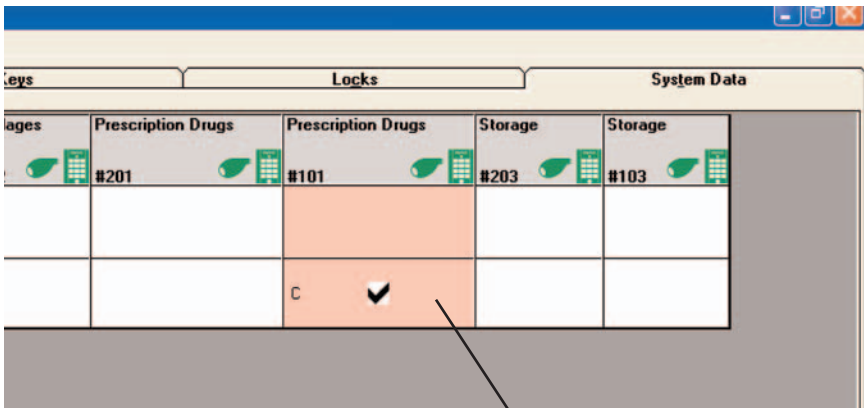
This chapter demonstrates

- Programming assigned User Keys/Codes to Digilock Matrix Series Locks
- Assigning Time Zones
- Printing a List of Locks to be initialized
- Reviewing the System Data Grid
- Sorting through large databases.

Programming Assigned User Keys and/or Codes to Digilock Matrix Series Locks

To program an assigned User Keys/Codes to a Matrix Series Lock

1. Double-click in the correct grid space for both the User and the Lock you want to assign. (Double-click again to clear the grid space).



Grid column is displayed as:

- * **Red** when the Matrix Series Lock is ready to be programmed
- * **Green** when the data is ready to be transferred to the Programming Key
- * **Yellow** when the data is ready to be transferred to the Matrix Series Lock
- * **White** when the Digilock's programming is confirmed.

Digilock Management Software

System Reports System Administration Utilities Options Help Exit

Users

Keys

Lock

USERS	LOCKS	Bandages	Bandages	Prescription Drugs	Prescription
		#202	#102	#201	#101
Smith, John Supervisor 0007		✓			
Tuong, Lee Asst Mgr 0008					C

Transfer To Prog. Key

Print Prog.

Undo

Restore

Confirm Lock Programming
and/or Initialization

Multiple
Changes

✓

Key
Only

Code
Only

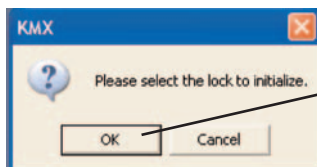
Code
or Key

Mult.
Users

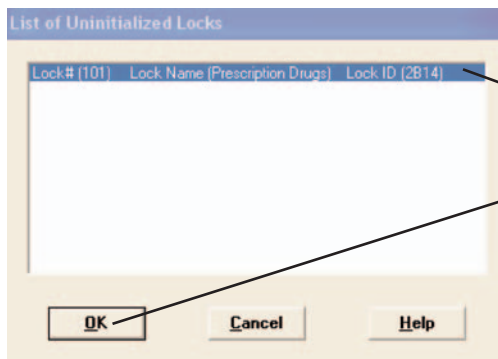
2. Click the **Transfer to Programming Key** button.

Initializing a Matrix Series Lock

If a Matrix Series Lock has not been initialized, the following message is displayed. If your lock has been initialized before, advance to Step 7.



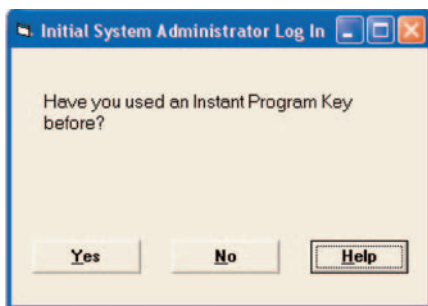
3. Click **OK** to clear it.



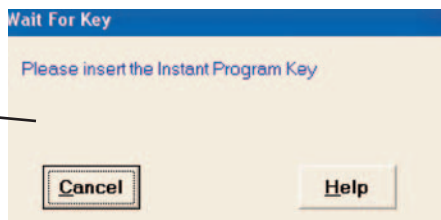
4. Select the Digilock Matrix Series Lock that you wish to initialize and click **OK**.

5. Click **Yes** if you have used an Instant Programming Key on the lock you chose to initialize, **No** if you have never used an Instant Programming Key.

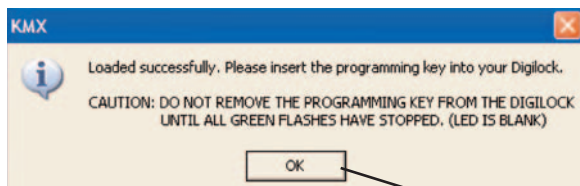
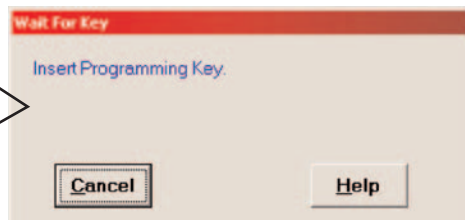
If you selected **Yes**, continue these instructions, if you selected **No**, advance to step 7.



6. When prompted, insert your **Instant Programming Key** into the **Programming Box**.



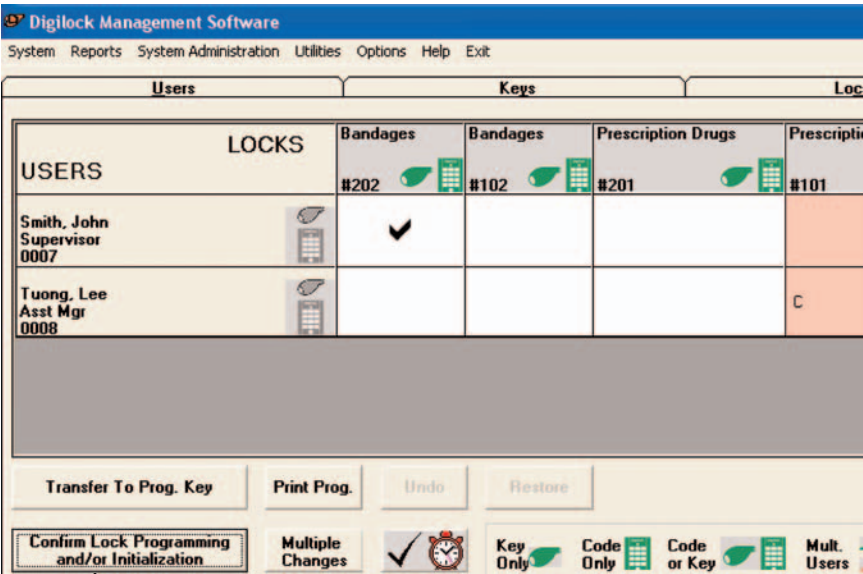
7. When the **Wait For Key** prompt is displayed, insert the **Programming Key** into the **Programming Box**.



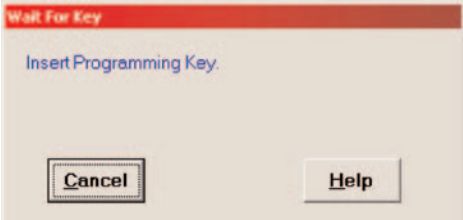
Click **OK** to clear the message.

The grid space displays yellow when data has been written to the Programming Key and is ready to be transferred to the Matrix Series Lock.

8. Insert the **Programming Key** into the selected Digilock Matrix Series Lock. The lock flashes green one time when it is programmed.











9. Click here to confirm the Digilock Matrix Series Lock programming.









10. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.

The grid space turns white when the Digilock Matrix Series Lock is confirmed.

Digilock Management Software
 System Reports System Administration Utilities Options Help Exit

Users		Keys		Locks	
USERS	LOCKS	Bandages	Bandages	Prescription Drugs	Prescription
		#202  	#102  	#201  	#101
Smith, John Supervisor 0007		✓			
Tuong, Lee Asst Mgr 0008					

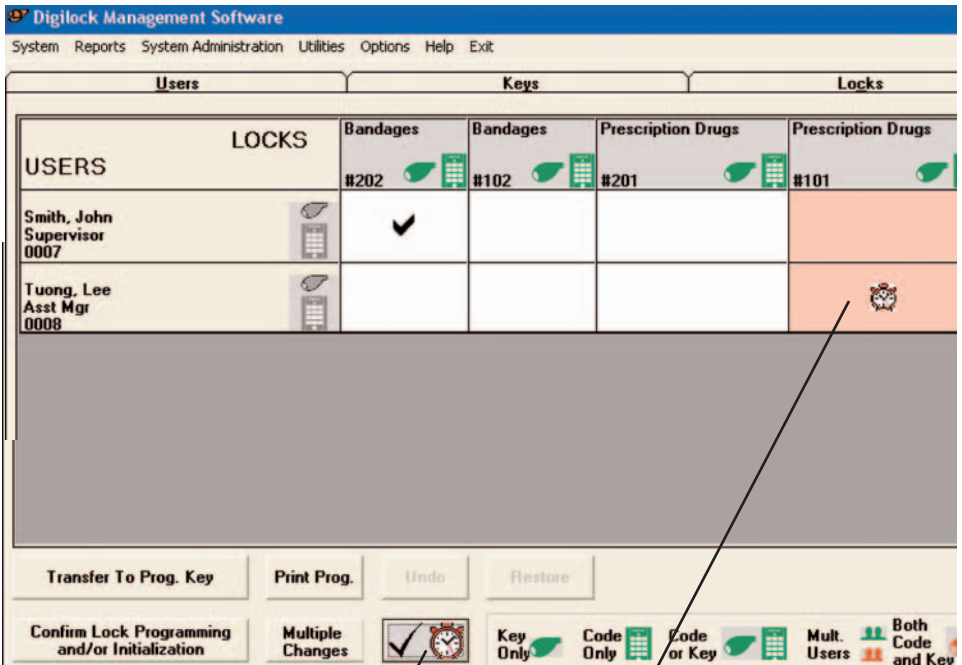
Transfer To Prog. Key Print Prog. Undo Restore

Confirm Lock Programming and/or Initialization Multiple Changes   Key Only  Code Only  Code or Key   Mult. Users

Assigning Time Zones

After a Digilock Matrix Series has been programmed, you can assign a **Time Zone** to restrict key usage.

To do this:



1. Click in the appropriate grid space.

2. Click the **Time Zone** button.

The Time Zones window is displayed.

Time Zones

Time Zone	Start Hour	Min	Stop Hour	Min	S	M	T	W	Th	F	Sa
1	11	45	12	0	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	19	30	20	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	22	50	18	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	12	0	8	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	20	0	23	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Time Zones are based on a 24-Hour clock. Please enter data using 24-Hour format.

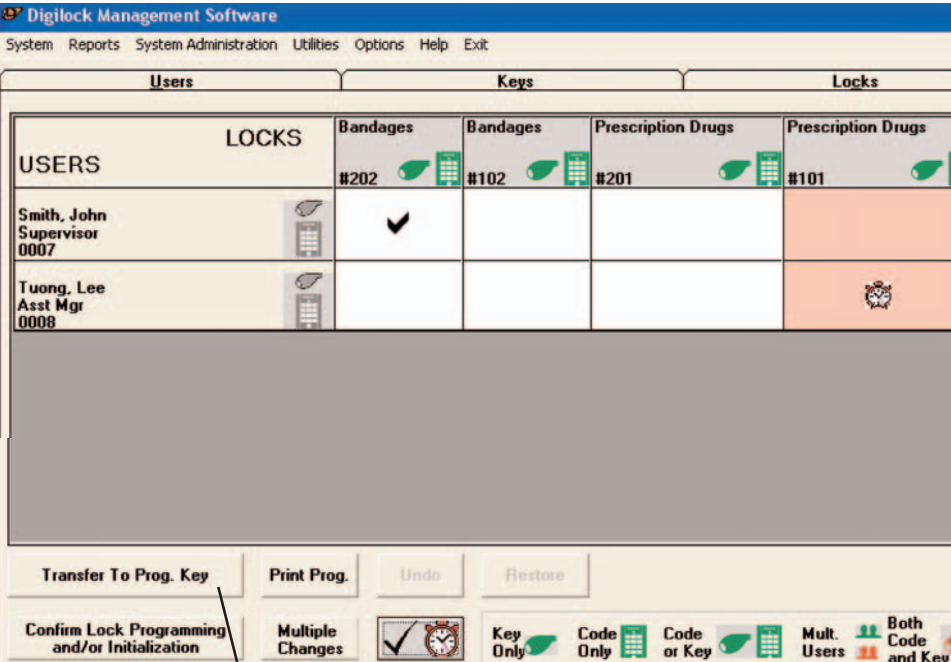
Time Zone 1: Time Zone 2:

3. Click here to enter a **Time Zone**.

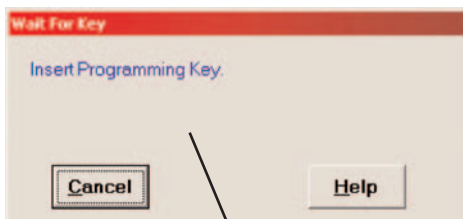
4. If scheduling more than one time zone, click here to enter another **Time Zone**. Otherwise, enter the value entered in **Time Zone 1**.

5. When you are finished, click **OK** to save any changes.

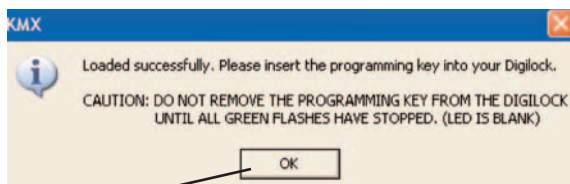
6. A red column displays with a Time Zone clock in the selected grid space. Repeat previous steps to program Time Zones for more than one Matrix Series lock.



7. Click **Transfer to Programming Key** button.

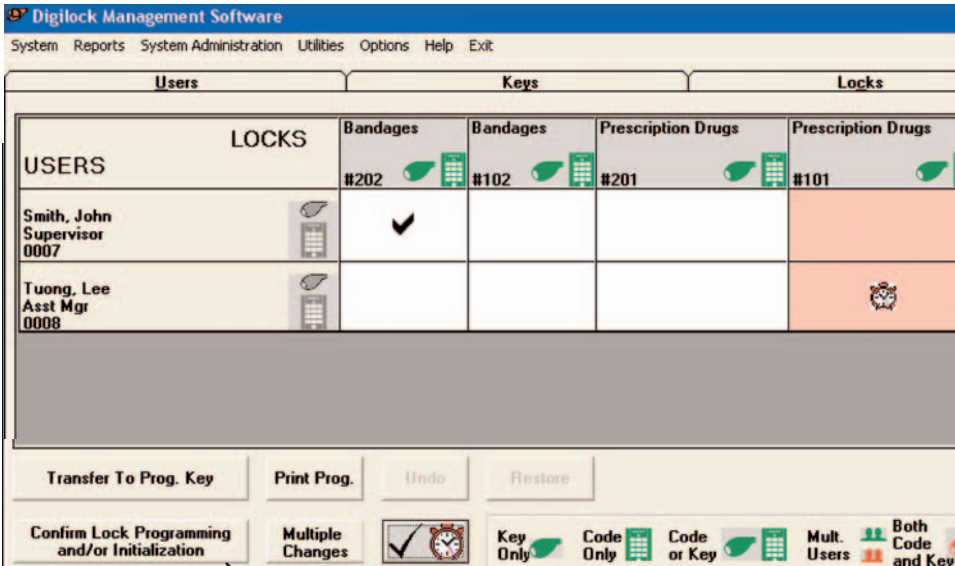


8. When this prompt is displayed, insert the **Programming Key** into the **Programming Box**.

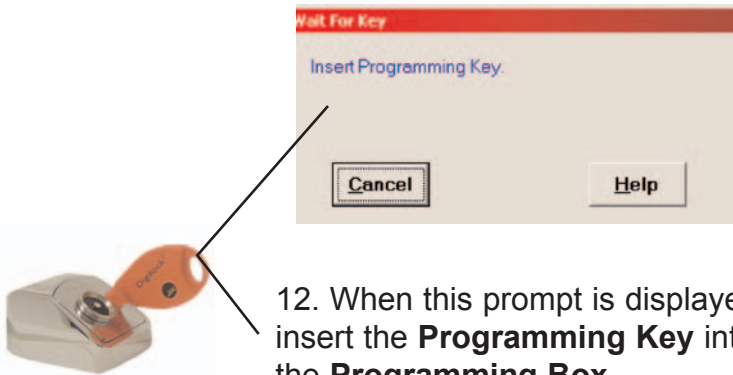


9. Click **OK** to clear this message.

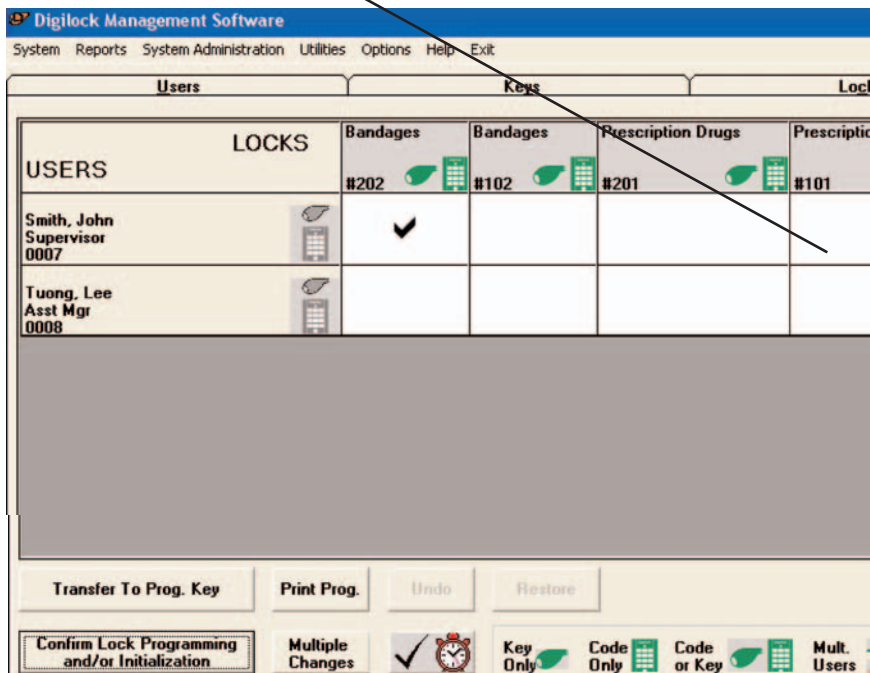
10. Insert the Programming Key into the appropriate Matrix Series Locks. The lock will flash green one time when the lock is programmed.



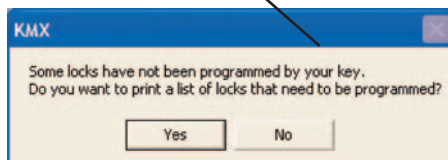
11. Click here to confirm the Matrix Series Lock programming.



The grid space turns White when the Digilock Matrix Series Lock is confirmed.

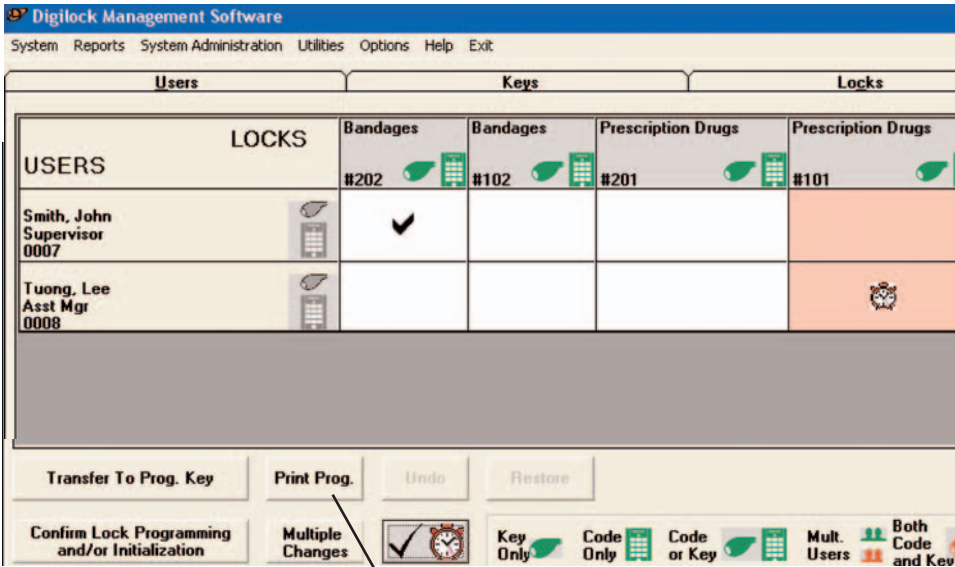


If any locks were not programmed, their corresponding grid space will reaming yellow and the prompt below will appear. Click **Yes or No** and repeat steps 10 through 12 on the unprogrammed locks.



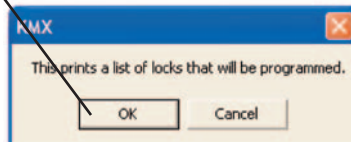
Printing a List of Locks to be Programmed

To print a list of Locks that need to be programmed.



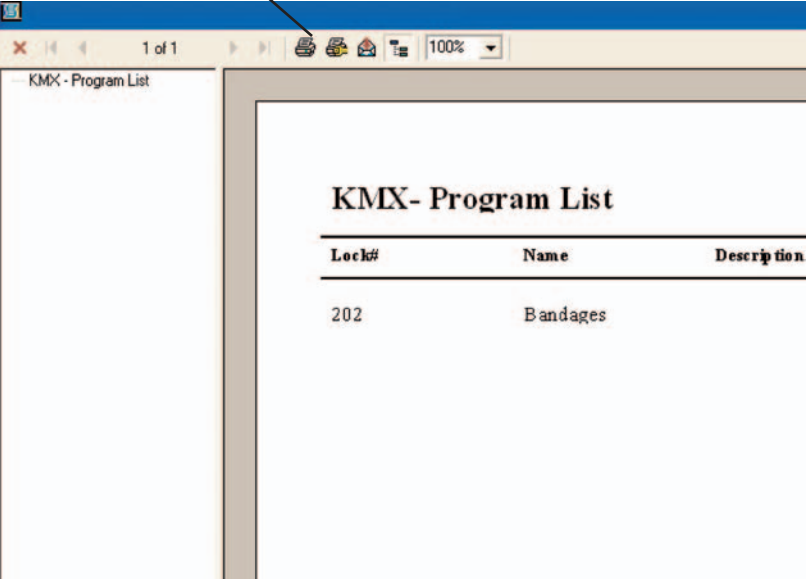
1. Click **Print Program.**

2. Click **OK.**



The print window displays a list of Digilock Matrix Series Locks that need to be programmed.

Click here to **Print** a list of Locks to be Programmed.



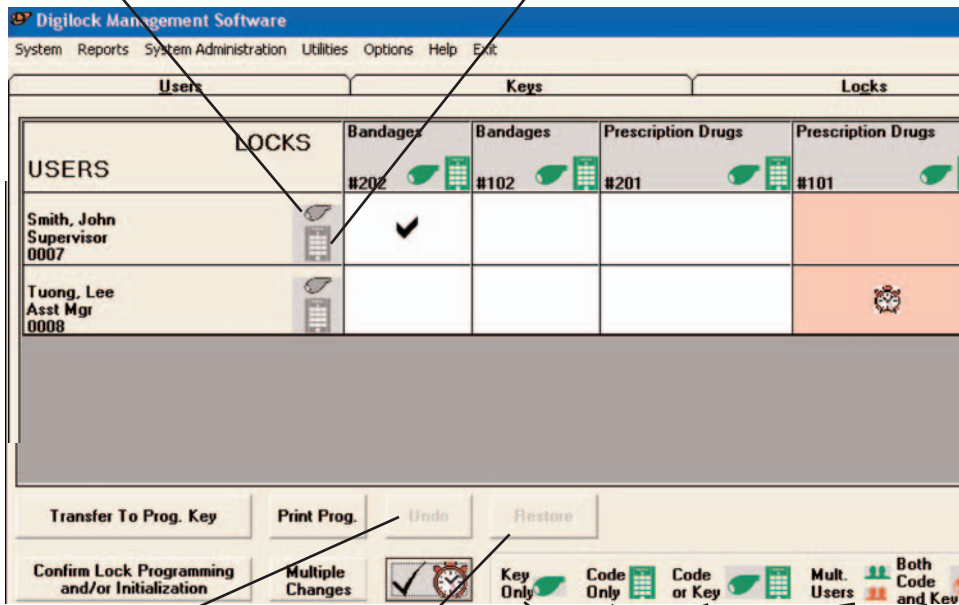
The screenshot shows a software window titled "KMX - Program List". The window has a standard toolbar with icons for file operations and a zoom level of 100%. Below the toolbar, the window displays a table with the following content:

KMX- Program List		
Lock#	Name	Description
202	Bandages	

Reviewing the System Data Grid

Users assigned with **Keys** are displayed with this symbol in the user column.

Users assigned with **codes** are displayed with this symbol in the user column.



Undo reverses the previous action

Restore reimplements the previous reversed action

These symbols represent the **credentials** required to operate the specific lock and appear in the lock column.

Processing Reports

Reports Overview



To view the Reports menu, select Reports on the Digilock menu bar.

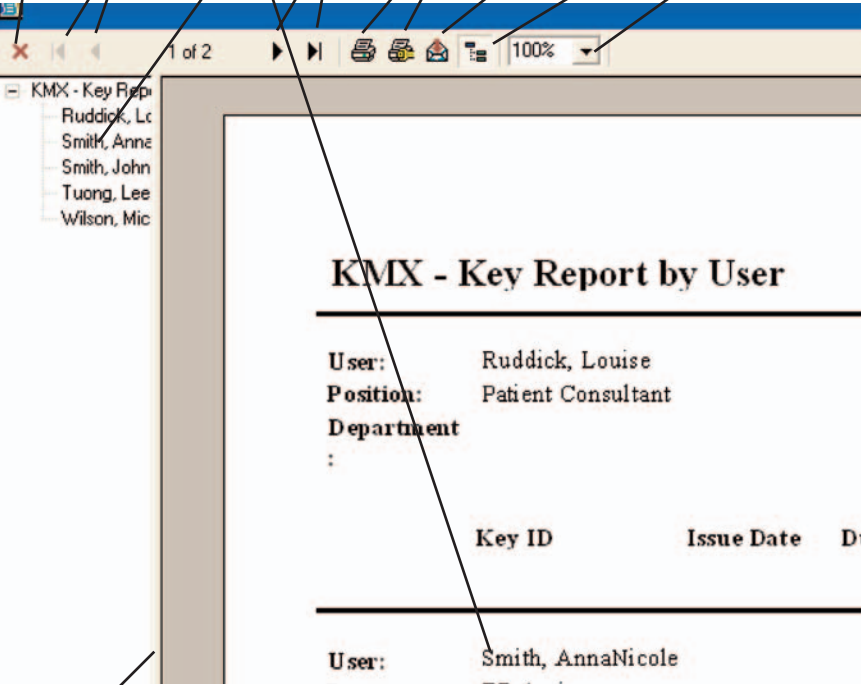
This chapter demonstrates:

- Review report options
- Key Report by User
- Key Report by Location
- Location Report by Key
- Location Report by User
- Last Audit Report
- Lost and Trash Key Report
- Overdue Key Report

Reviewing Report Options

The following report window options are available on all report windows.

- Close report window
- Display first/previous page
- Select record for review
- Display next/last page
- Print report options
- Export to file or email
- Click to view report with or without list
- Select display size



Select window bars to adjust the column width

Key Report by User

This report displays a list of User Keys assigned to each User. To view the **Key Report by User**

On the **Reports** menu, select **Key Report by User**:

Select
User
file to view

User
database
information

Key
database
information

1 of 2 100%

KMX - Key Rep
Ruddick, Lc
Smith, Anne
Smith, John
Tuong, Lee
Wilson, Mic

KMX - Key Report by User

User: Ruddick, Louise
Position: Patient Consultant
Department :
Key ID Issue Date Due Date

User: Smith, AnnaNicole
Position: ER Assistant
Department :
Key ID Issue Date Due Date

Key Report by Location

This report displays a list of User Keys assigned by Lock Location. To view the **Key Report by Location**:

On the **Reports** menu, select **Key Report by Location**.

Select Lock
number
file

Lock
database
information

Keys
database
information

KMX - Key Report by Location		
Lock #:	201	Description:
Name:	Prescription Drugs	Initialized: Y
<u>Key ID</u>	<u>User</u>	
0008	Tuong, Lee	
Lock #:	101	Description:
Name:	Prescription Drugs	Initialized: Y
<u>Key ID</u>	<u>User</u>	
0008	Tuong, Lee	
Lock #:	202	Description:

Location Report by Key

This report displays a list of Locks assigned by Key Location. To view the **Location Report by Key**:

On the **Reports** menu, select **Location Report by Key**.

Select
User

Keys
database
information

Locks
database
information

KMX - Location Report by Key		
Key ID:	0007	Issue D
User:	Smith, John	Due Da
Lock #	Lock Name	Description
202	Bandages	
Key ID:	0008	Issue D
User:	Tuong, Lee	Due Da
Lock #	Lock Name	Description
101	Prescription Drugs	
201	Prescription Drugs	
202	Bandages	
Key ID:	0009	Issue D
User:	Stock	Due Da

Location Report by User

This report displays a list of Lock Locations assigned by User. To view the **Location Report by User**:

On the **Reports** menu, select **Location Report by User**.

Select
User

User
database
information

Lock
database
information

KMX - Location Report by Key		
Key ID:	0007	Issue D
User:	Smith, John	Due Da
Lock #	Lock Name	Description:
202	Bandages	
Key ID:	0008	Issue D
User:	Tuong, Lee	Due Da
Lock #	Lock Name	Description:
101	Prescription Drugs	
201	Prescription Drugs	
202	Bandages	
Key ID:	0009	Issue D
User:	Stock	Due Da

Last Audit Report

This report displays the Last Audit Report retrieved from a Matrix Series Lock. To view the **Last Audit Report**:

On the Reports menu, select **Last Audit Report**.

Audit Trail
information

Today's
Date

KMX - Audit Report

Lock ID : 3E8B
Lock#: 185
Name: Medical ER 1
Description :

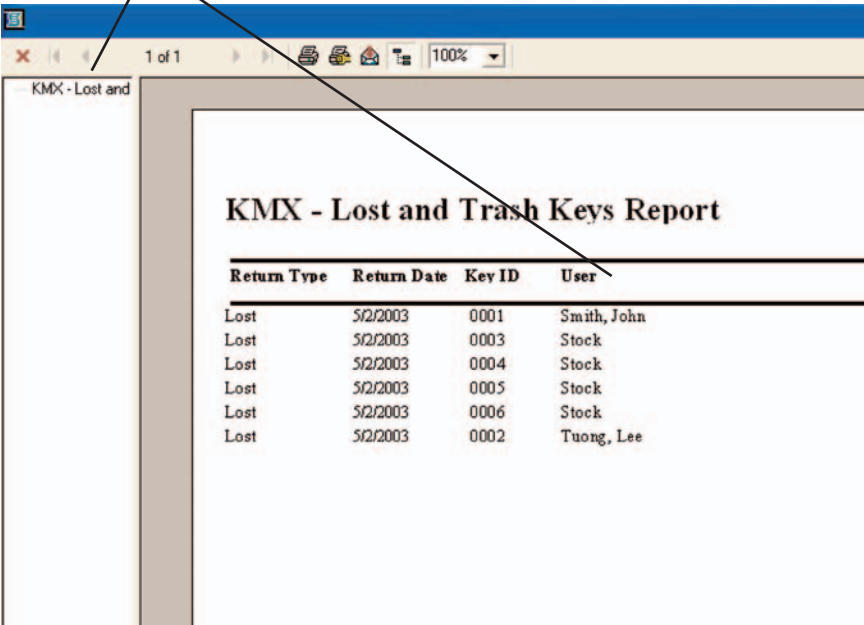
#	Key ID	User
1	User PIN#	Joe, Smith
2	12345	Unknown
3	0001	Joe, Smith
4	User PIN#	Joe, Smith

Lost and Trash Keys Report

This report displays a list of User Keys assigned as Lost or Trash. To view the **Lost and Trash Key Report**:

On the **Reports** menu, select **Lost and Trash Key Report**.

User Keys are assigned as Lost or Trash in the Keys tab.



KMX - Lost and Trash Keys Report

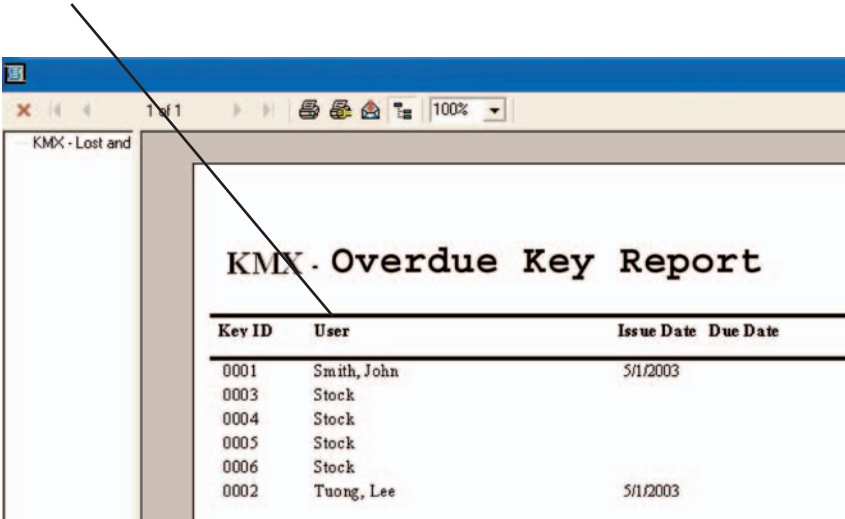
Return Type	Return Date	Key ID	User
Lost	5/2/2003	0001	Smith, John
Lost	5/2/2003	0003	Stock
Lost	5/2/2003	0004	Stock
Lost	5/2/2003	0005	Stock
Lost	5/2/2003	0006	Stock
Lost	5/2/2003	0002	Tuong, Lee

Overdue Key Report

This report displays a list of User Keys that have passed their assigned due date. To view the Overdue Key Report:

On the **Reports** menu, select **Overdue Key Report**.

User due date
is assigned in the
Keys database.



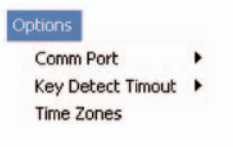
KMX - Lost and

KMX - Overdue Key Report

Key ID	User	Issue Date	Due Date
0001	Smith, John	5/1/2003	
0003	Stock		
0004	Stock		
0005	Stock		
0006	Stock		
0002	Tuong, Lee	5/1/2003	

Options Menu

Options Menu Overview



To view the **Options** menu, select **Options** on the Digilock menu bar.

From the Options menu, you will review Digilock Software program management options.

- Comm Port settings
- Key Detect Timeout seconds
- Time Zone settings.

Verifying the Comm Port

The comm port is the serial port where the Programming Box is located. To set the comm port to another port:

1. On the Digilock desktop, select **Options-Comm Port**.
2. Select the serial port where the Programming Box is installed.

Setting the Key Detect Timeout Seconds

When using the Programming Box to transfer information to and from keys, you will set the number of seconds to pass. Once this time has passed a message will appear indicating a problem exists. To do this:

1. On the Digilock desktop, select **Options-Key Detect timeout**.
2. Select the number of seconds before key detect timeout occurs

Troubleshooting Guide

Troubleshooting Overview

This section provides information on troubleshooting problems. Please review these pages before contacting technical support.

Troubleshooting options include:

- Problem descriptions and solutions

Problem Descriptions and Solutions

The left column displays a list of common problems and error messages that may be encountered during Digilock Software operations. Refer to the right column for a description of the solution.

Problem	Solution
Before the Digilock Software program loads, an "Overdue Keys" message is displayed.	In the Keys database, you have assigned a due date to keys that have surpassed the due date. *To assign a due date, see page 37. * To review the Overdue Key Report, see page 81
Cannot read the type information	You pulled the Programming Key out of the Programming Box before the key was read. 1. Clear the "Transfer failed, Try again." prompt. 2. Select Confirm Lock Programming and/or Initialization, and reinsert the Programming Key into the Programming Box. 3. When the white checkmark is displayed in the appropriate column, remove the Programming Key.

Problem	Solution
<p>Cannot write Zone data to the Key.</p> <p>Fail to update the Programming Key</p>	<p>You pulled the Programming Key out of the Programming Box before the key was read.</p> <ol style="list-style-type: none"> 1. Clear the "Transfer failed, Try again." prompt. 2. Select Transfer to Programming Key, and follow the prompts reenter the Programming Key into the Programming Box. 3. When the "Loaded successfully." prompt is displayed, clear it and then remove the Programming Key.

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