

**D i g i l o c k<sup>®</sup>**  
www.digilock.com

# 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: (707) 766-6000

Email: [support@digilock.com](mailto:support@digilock.com)

Website: [www.digilock.com](http://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](mailto:sales@digilock.com)

Website: [www.digilock.com](http://www.digilock.com)

# Quick Software 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 desk top.

## 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 Keyholder

1. On the Keyholder 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. Click OK to enter the User into the database.

## Adding a New Manager Bypass Key

1. On the Keys tab of your Digilock desk top, 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 Manager Bypass Key to a Keyholder

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

down list of Keyholders.

2. Click on the appropriate Keyholder to select him/her from the list.
3. Click in the Due Date field to assign a key return date if known or required.

## Adding a New H Series Lock Group

1. Select the Locks tab, and click Add New.
2. Enter a group number.
3. Enter a group name.
4. Enter a description.
5. Enter the lock groups location
6. Choose the lock type.
7. Choose the locks function.
8. Click OK to add the H Series Lock.

## Programming a Locks Function or Manager Bypass Keys to a Lock Group

Grid space displays as:

- Red-The H Series Lock Group is ready to be programmed
- White-The H Series Lock Group programming information has been successfully transferred to the Programming Key.

1. Double click in the appropriate grid space to assign Management access to a lock.
2. Click Transfer to Programming Key
3. Click OK to continue
4. When prompted, insert the Programming Key into the Programming Box.
5. Insert the Programming Key into the locks that you would like to be a part of the specific lock group. (The lock flashes green when the lock is programmed).
6. The grid space turns white when the lock is confirmed.



# Lock Overview

## Lock Functionality:

**Digilock KT-H and WT-H** (purple insert) are Digilock's **day-use** locks. Users enter a four-digit code of their choice to lock and unlock any available locker or cabinet, while management has access with an electronic bypass key. When locked, the LED will flash to indicate that a specific lock is in use.

**Digilock KP-H and WP-H** (yellow insert) are Digilock's **assigned-use** locks. Users enter their four-digit code to unlock their lock, while management has access to the lock with an electronic bypass key. The lock will automatically relock when the door is closed.

## Sleep State:

If three incorrect codes are entered, Digilock will go into a **"sleep state."** The lock is asleep when the LED emits a double flash and no audible sound is heard when the "C" key is pressed. Each additional incorrect entry will also result in "sleep state." "Sleep state" will last for 1 minute.

## Battery Operated:

Digilock H Series Locks are powered by **four AA** alkaline batteries. When the batteries become low Digilock emits an indicator sound, a double triple beep, each time it is used. Batteries should be replaced when the low battery indicator is heard. In case the batteries no longer operate the Digilock, a power jumper is available to supply bypass power to the lock.

## High-Security Platform:

Digilock H Series locks are built on Digilock's high security platform and offer electronic security features such as audit trail and physical security features such as a **½" deadbolt or ½" deadlatch** with an

optional security strike plate.

## Keys:

Digilock H Series locks utilize electronic keys for accessing the locks and perform other management function such as audit trail. There are two different types of electronic keys: **Programming** (red) and **Manager Bypass** (black). The Programming Key is used to register the Manager Bypass Key(s) to the locks and also for performing audit trail. The Manager Bypass Keys are used as an electronic bypass to the locks.

## Getting Started

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### 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.

#### Keyholders

Keyholders tab maintains a list of all persons to be issued Manager Bypass Keys.

#### Keys

Keys tab maintains a list of Manager Bypass Keys issued to Keyholders

#### Locks

Locks tab maintains a list of the H Series Lock Groups.

#### System Data

System Data tab manages the assignment of Lock Functions and Manager Bypass Keys to the H 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 H Series Lock Features:

Digilock H Series Locks are Digilock's High Security Day-Use and Assigned Use locks, providing a 1/2" deadlocking mechanism with audit trail.

**Digilock H Series Lock**



**Manager Bypass Key**



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

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

**Red Programming Key**



**Programming Box**

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



## Key Management Database Overview

The Digilock Software tabs are shown below:

### Keyholders

Authorized  
Keyholders

### Keys

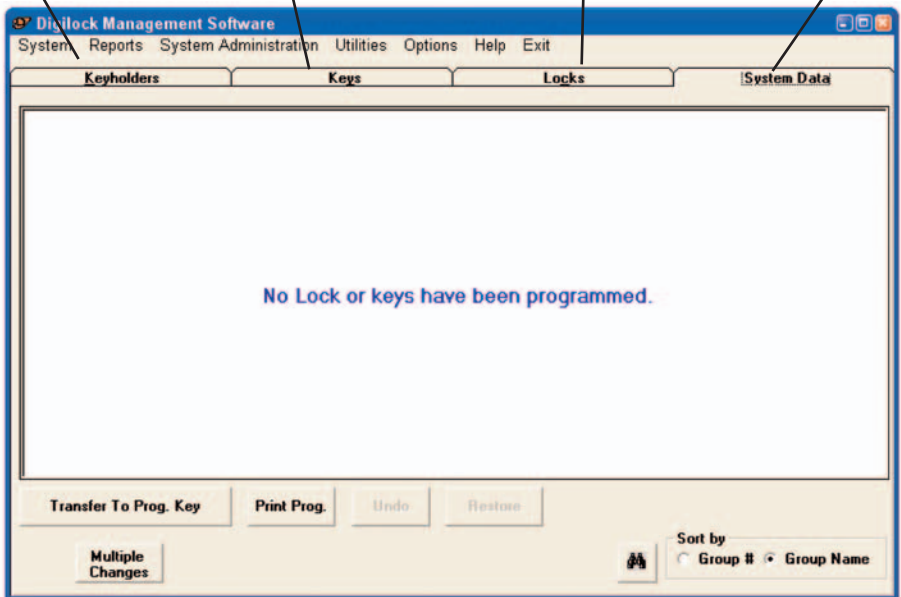
Mgr. Keys  
and assigned  
Keyholders

### Locks

Digilock  
H Series  
Lock  
Groups

### System Data

Programmed  
Keys and  
Digilock H  
Series Locks



Additional Features Include:

- Retrieve an Audit Trail Report on each lock
- Print various reports on the Digilock H 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

## Launching the Digilock Software Program

### Note:

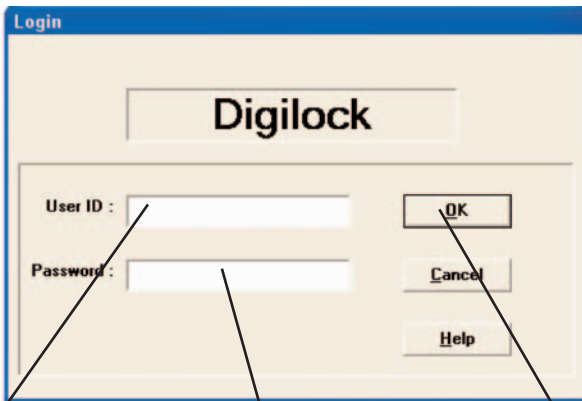
User ID's and password information is reviewed in the *Digilock Installation and Administration Guide*.

To launch the Digilock Management Software:

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



KMH

A screenshot of the Digilock Login window. The window has a blue title bar with the word 'Login' in white. The main area is light beige. At the top center, the word 'Digilock' is displayed in a large, bold, black font. Below this, there are two input fields: 'User ID : ' followed by a white text box, and 'Password : ' followed by a white text box. To the right of the input fields are three buttons: 'OK', 'Cancel', and 'Help', arranged vertically. Three black lines with arrows point from the numbered instructions below to the 'User ID' field, the 'Password' field, and the 'OK' button respectively.

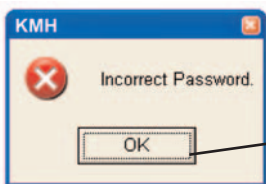
2. Enter your **User ID.**

3. Enter your **Password.**

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

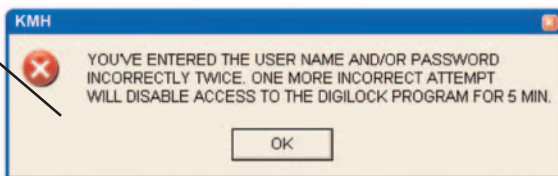
## Login Safeguards

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

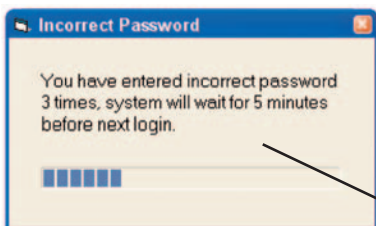


Click **OK** to continue.

The Digilock Management Software Displays this when the password is incorrect for the second time.



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.



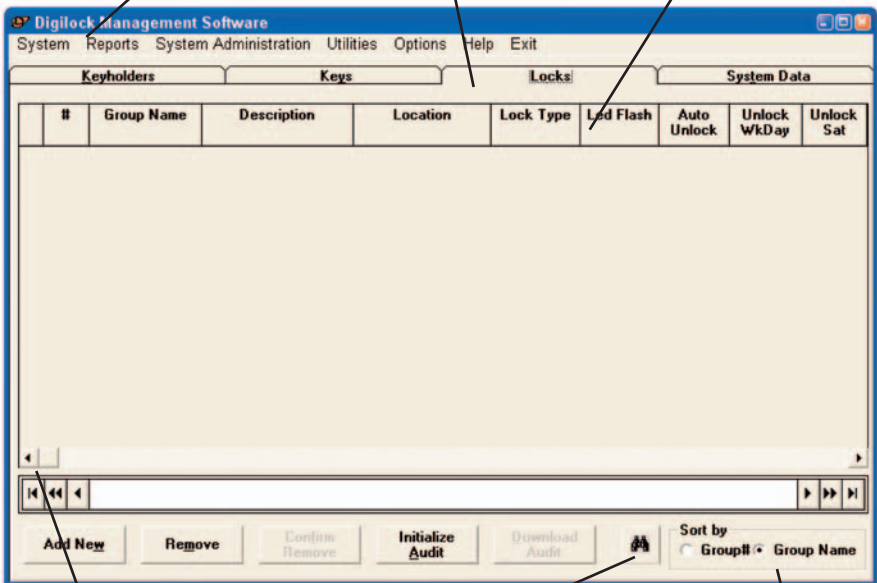
## Navigating the Digilock Desktop

The tabs at the top of the Digilock desktop display the Key Management tabs.

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

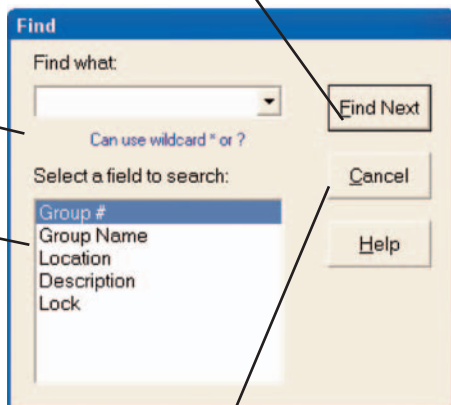


Select the **Find** button to search for specific database information from the tab currently displayed. For instance, in the **Keys** database: Users, Issue Dates and Due Dates are available options to search.

1. Enter a word or word grouping to search.

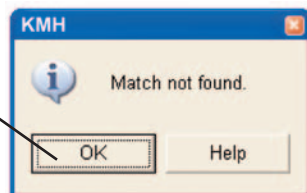
2. Select the appropriate field to search.

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

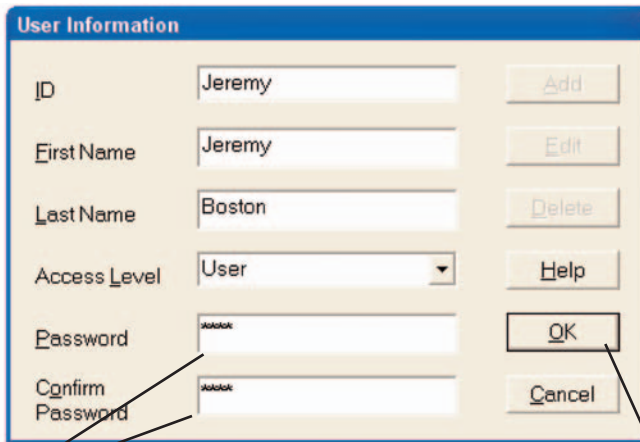
## NOTE:

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**.



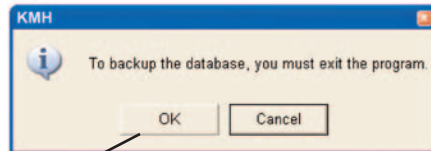
2. **Enter** and **Confirm** the Password you will use when logging into the system. (up to 25 characters).

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

# Backing up the Digilock Database File

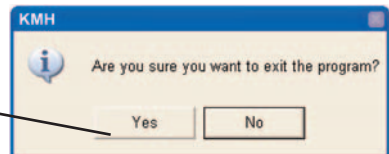
It is a good idea to back up the Digilock database file at least once a week. To do this:

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

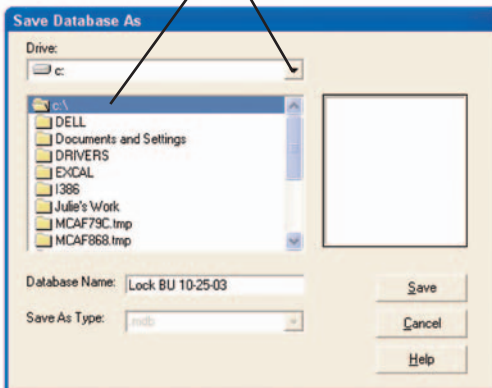


2. Click **OK**

3. Click **Yes** again



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



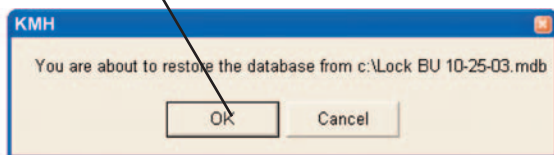
5. Enter a name for the backup file.

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

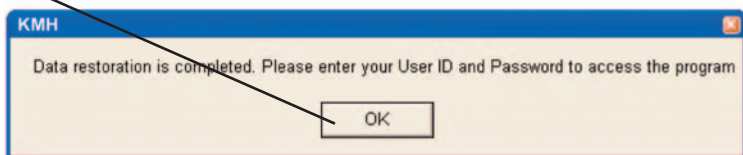
7. When the backup file is saved, click **OK** to clear this prompt, and log back into the Digilock Software.



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.



## Utilities Menu

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### 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 H 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 H Series Lock.



The Programming Key is used to:

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

Lock

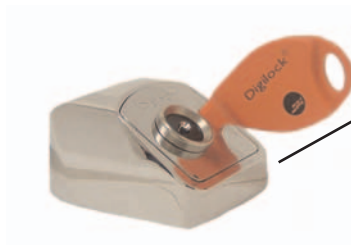
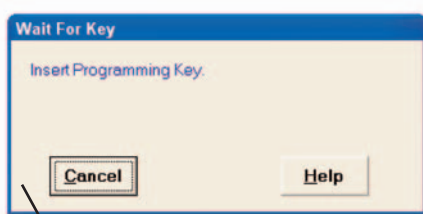


# Initializing the Programming Key

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 (red)** into the **Programming Box**.

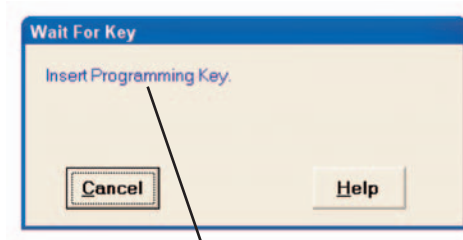
3. When the **Programming Key** is registered, this message is displayed. To clear it, click **OK**.



# Updating Time for the Programming Key

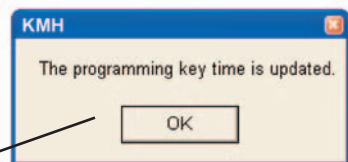
To reset the time on the Programming Key:

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



2. When this prompt is displayed, insert the **Programming Key** (red) 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 H Series Locks

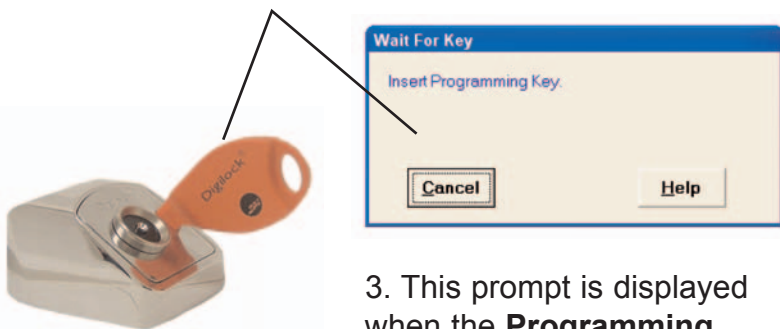
After you have programmed a H Series lock, an audit trail is recorded every time a code or key is introduced to the lock.

### Retrieving Audit Information

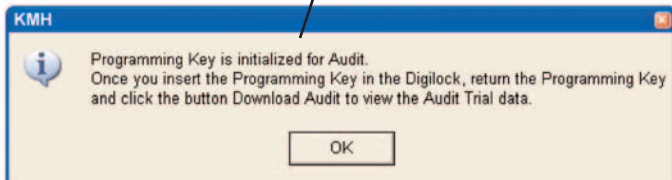
To retrieve audit information from a H Series Lock:

1. On the locks tab click **Initialize Audit**.

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



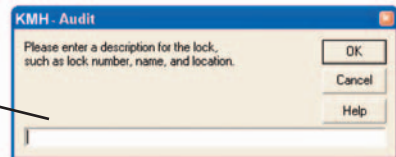
3. This prompt is displayed when the **Programming Key** is initialized for audit. Click **OK** to clear it.



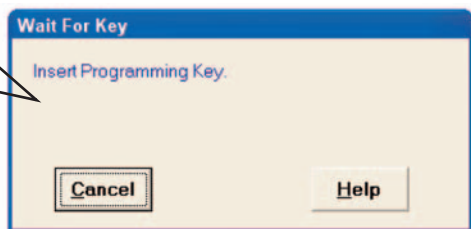
4. Insert the Programming Key into the appropriate H Series Lock. The lock flashes green two times when the information is retrieved.

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

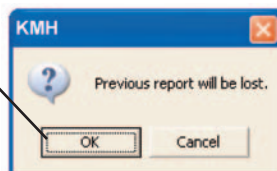
6. Enter a **lock description** to identify the lock you are auditing and click **OK**.



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



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



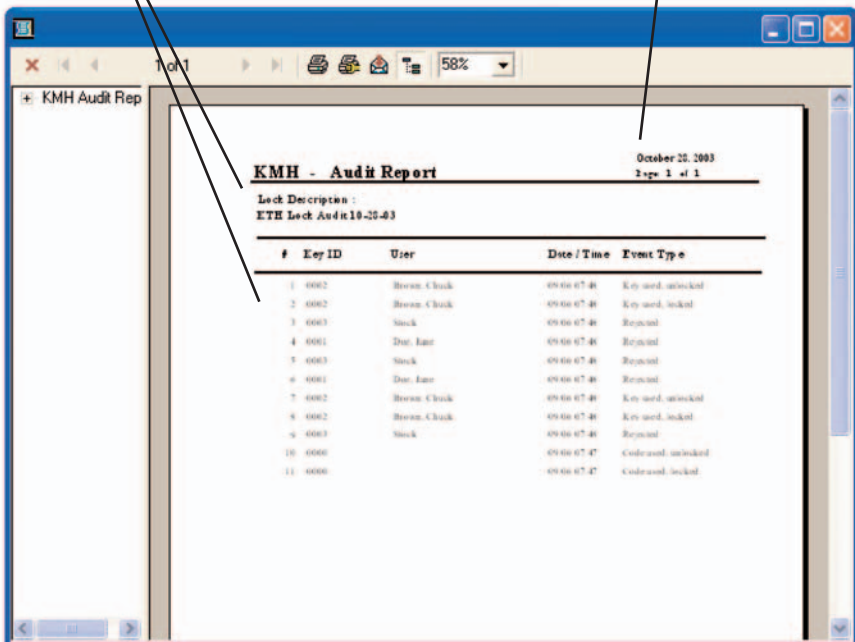
## Reviewing Audit Information

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

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

Audit Trail  
Information

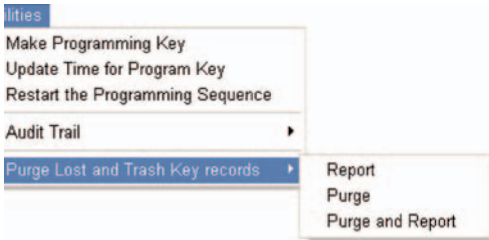
Today's date



The screenshot shows a window titled "KMh Audit Rep" with a toolbar at the top containing navigation and printing icons, and a zoom level of 58%. The main content area displays the "KMh - Audit Report" for "October 20, 2003", page 1 of 1. Below the title, the "Lock Description" is "ETH Lock Audit10-20-03". A table follows with columns for "#", "Key ID", "User", "Date / Time", and "Event Type". The table lists 11 events, including key card unlocks, lockouts, and code card unlocks.

#	Key ID	User	Date / Time	Event Type
1	0002	Brown, Clark	09/06/07 46	Key-card, unlocked
2	0002	Brown, Clark	09/06/07 46	Key-card, locked
3	0003	Stuck	09/06/07 46	Rejection
4	0001	Doe, Jane	09/06/07 46	Rejection
5	0003	Stuck	09/06/07 46	Rejection
6	0001	Doe, Jane	09/06/07 46	Rejection
7	0002	Brown, Clark	09/06/07 46	Key-card, unlocked
8	0002	Brown, Clark	09/06/07 46	Key-card, locked
9	0003	Stuck	09/06/07 46	Rejection
10	0000		09/06/07 47	Code-card, unlocked
11	0000		09/06/07 47	Code-card, locked

# 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:

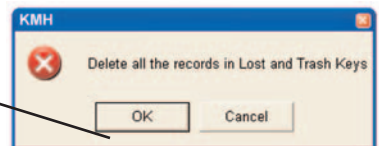
1. From the Digilock menu bar, select **Utilities - Purge Lost and Trash Key Records - Report**.

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



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

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

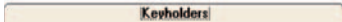


**Purge and Report** option displays the same Purge prompt as shown above. After you click **OK**, the **Lost and Trash Key Report** is displayed.

## Processing Keyholders

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### Keyholders Overview



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

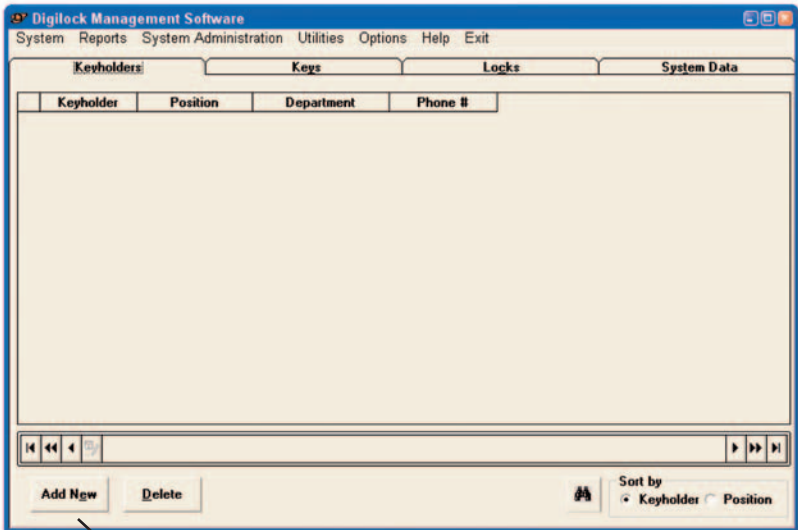
Before you begin programming Management Keys, you will need to enter authorized Keyholders. The Keyholders database maintains records of all persons entered into the Digilock Software. All persons to be issued a Management Key or must be entered into this data base.

#### **This chapter demonstrates:**

- Adding new Keyholders
- Editing Keyholder Information
- Deleting Keyholders

# Adding New Keyholders

To add a new Keyholder



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



A **User Information** window is displayed:

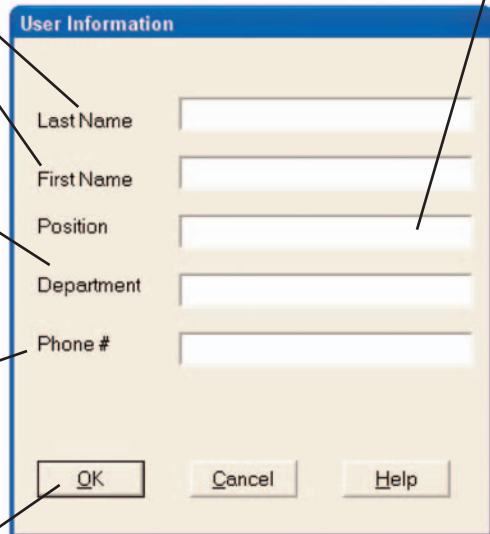
2. Enter the **Last** and **First Name** of the User up to 30 characters. (required field entry).

3. Enter the keyholders **position**. (optional field).

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

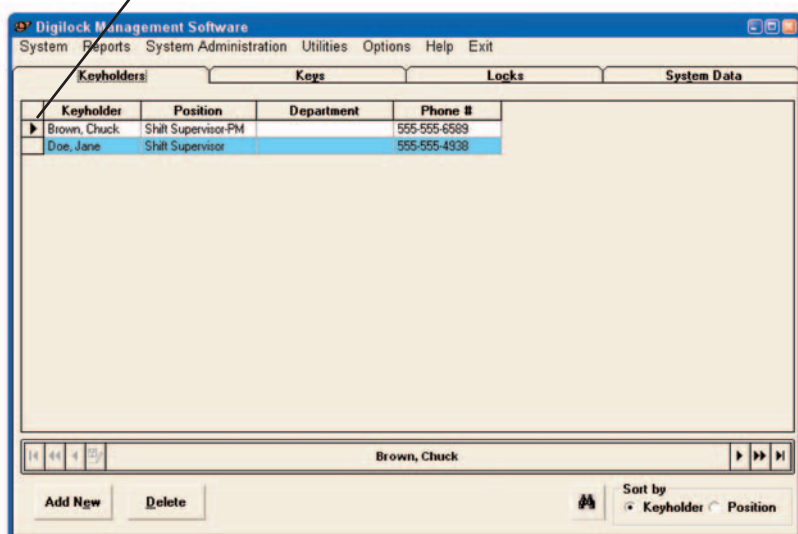
5. Enter a **primary phone number**, up to 15 characters (optional field).

6. Click **OK** to enter the keyholder into the Keyholder database.



The image shows a 'User Information' dialog box with a blue title bar. It contains five text input fields: 'Last Name', 'First Name', 'Position', 'Department', and 'Phone #'. At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'. Arrows from the numbered instructions point to the corresponding fields: instruction 2 points to 'Last Name' and 'First Name'; instruction 3 points to 'Position'; instruction 4 points to 'Department'; instruction 5 points to 'Phone #'; and instruction 6 points to the 'OK' button.

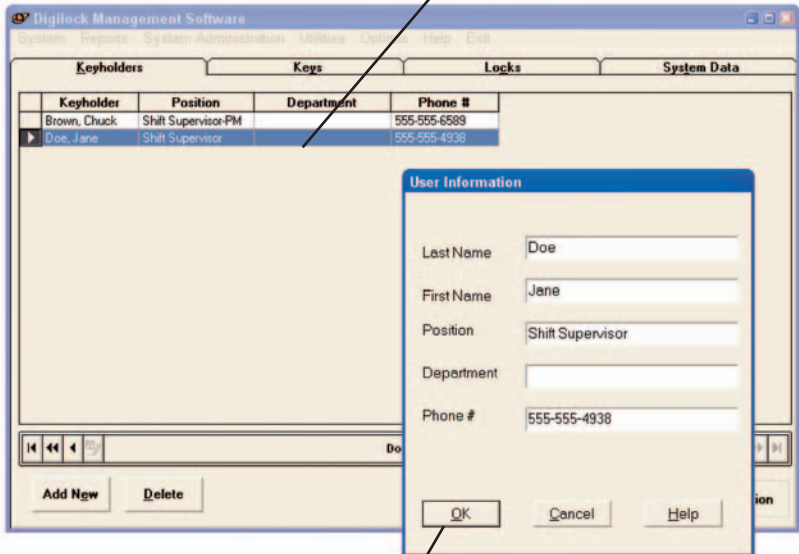
A new line for this keyholder is displayed in the keyholder database.



## Editing Keyholder Information

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

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



2. Click **OK** when finished.

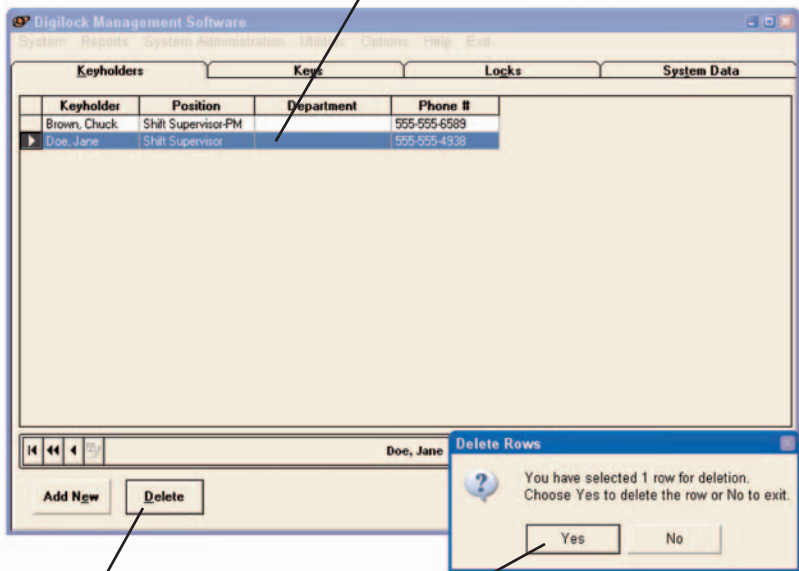
# Deleting Keyholders

## NOTE

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

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

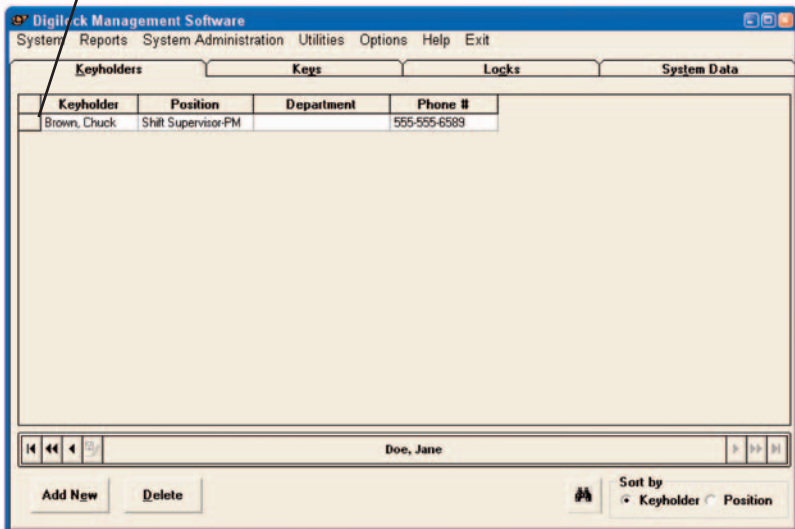
1. Single click on the appropriate User line.



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

3. Click **Yes** to confirm.

The Keyholder is deleted from the database.



## Processing Manager Bypass Keys

---

### Manager Bypass Keys Overview



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

The Keys database maintains records of all Manager Bypass Keys.

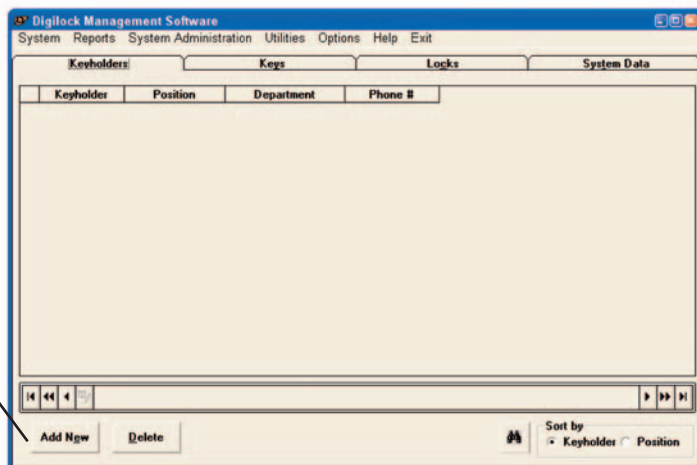
This chapter demonstrates:

- Adding new Manager Bypass Keys
- Assigning Manager Bypass Keys to Keyholders
- Returning Manager Bypass Keys to Stock
- Processing Lost Manager Bypass Keys
- Processing Trash Manager Bypass Keys
- Printing out Signature Cards for Manager Bypass Keys
- Identifying a Manager Bypass Key

# Adding New Management Keys

To enter a new Manager Bypass Key:

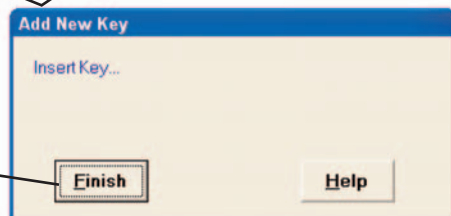
1. Click the **Add New** button.



2. When this prompt is displayed, insert the **Manager Bypass Key(s)** (black) into the **Programming Box** one at a time



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

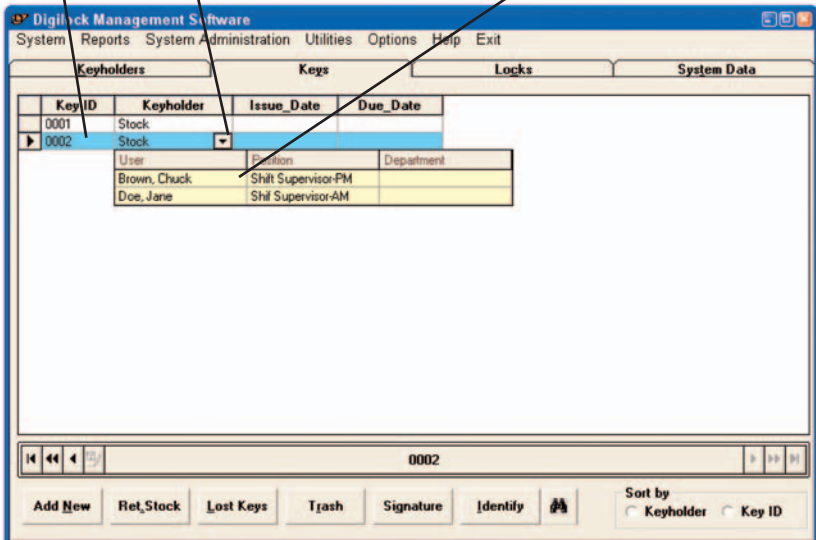


# Assigning Manager Bypass Keys to Keyholders

New Manager Bypass Keys are assigned as stock in the Keys database as they are added.

To assign a Keyholder to the Manager Bypass Keys:

1. On the **Key ID** line you are assigning, select the **Keyholder** field to display a drop down button.
2. Click here to display a list of available Keyholders.
3. Click a Keyholders name to assign the Key to the Keyholder.





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. The title bar reads "Digilock Management Software". The menu bar includes "System", "Reports", "System Administration", "Utilities", "Options", "Help", and "Exit". Below the menu bar are four tabs: "Keyholders", "Keys", "Locks", and "System Data". The "Keys" tab is active, displaying a table with the following data:

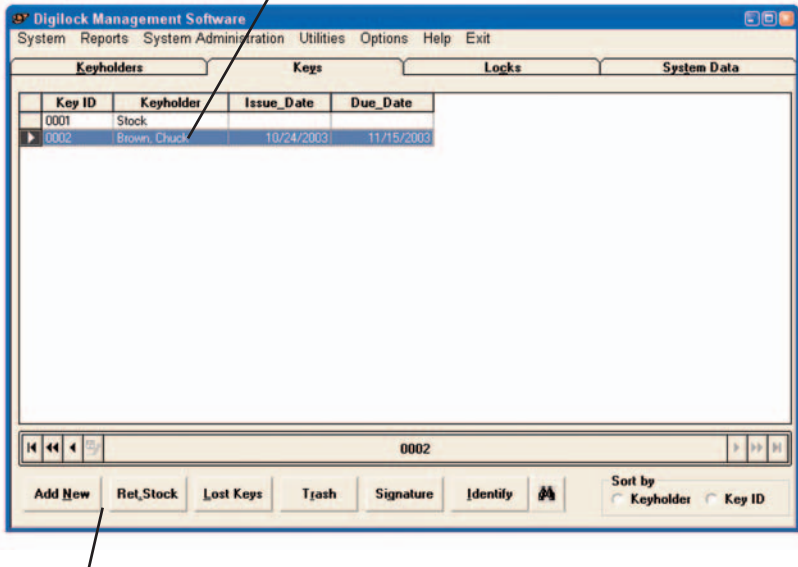
Key ID	Keyholder	Issue Date	Due Date
0001	Stock		
0002	Brown, Chuck	10/24/2003	11/15/2003

Below the table is a search bar with the text "0001" and navigation buttons. At the bottom, there are buttons for "Add New", "Ret Stock", "Lost Keys", "Trash", "Signature", "Identify", and a "Sort by" dropdown menu with options for "Keyholder" and "Key ID".

# Returning Manager Bypass Keys to Stock

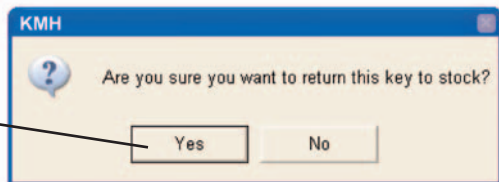
When an assigned key is no longer used, you can return it to stock.

1. Select the appropriate key line in the database.



2. Click **Return Stock**.

3. Click **Yes** to confirm this Manager Bypass Key as Stock.

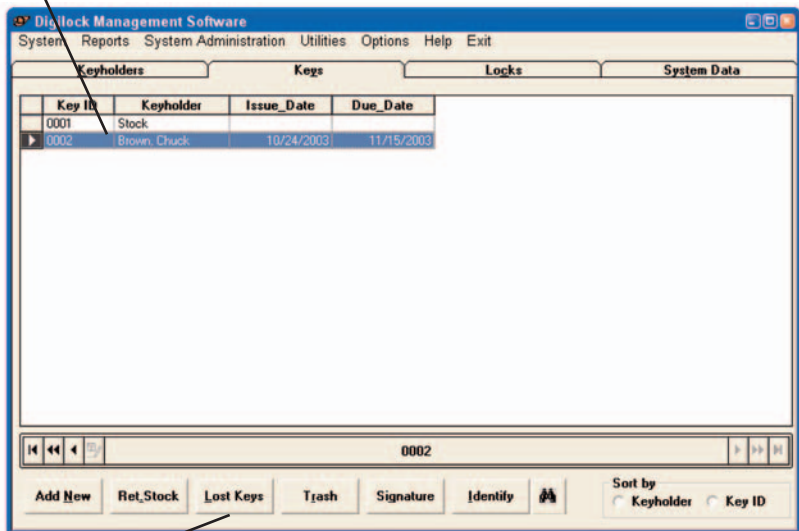


# Processing Lost Manager Bypass Keys

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

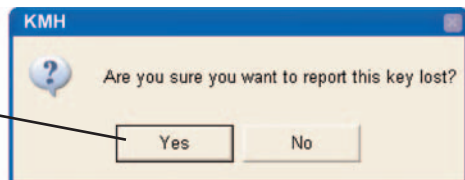
To do this:

1. Select the appropriate key line in the database.



2. Click **Lost Keys**.

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



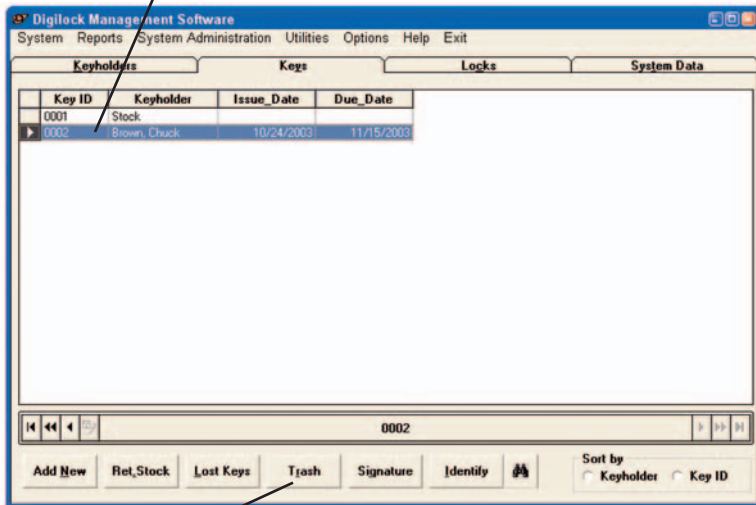
**\*Note:** You will need to update the programming of your lock groups after removing a Manager Bypass Key.

# Processing Trash Manager Bypass Keys

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

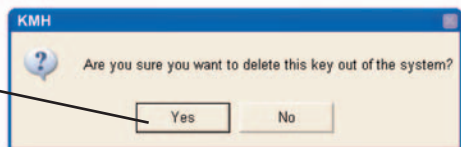
To do this:

1. Select the appropriate key line in the database.



2. Click **Trash**.

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



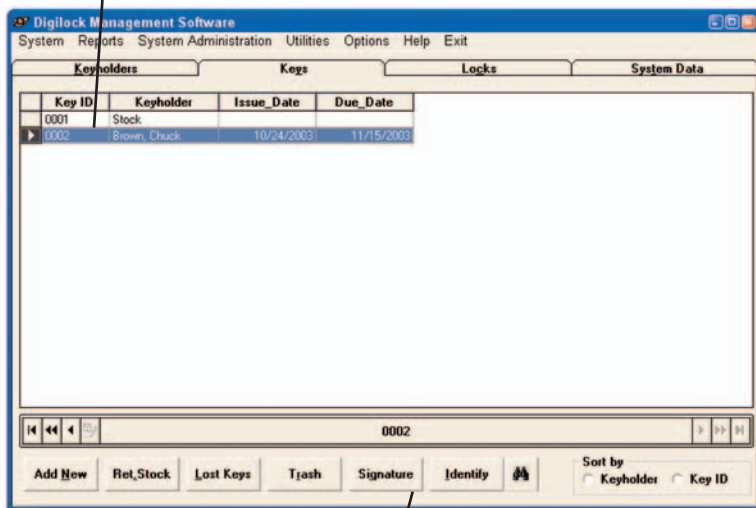
**\*Note:** You will need to update the programming of your lock groups after removing a Manager Bypass key.

# Printing Signature Cards for Manager Bypass Keys

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

To do this:

1. Select the appropriate key line.

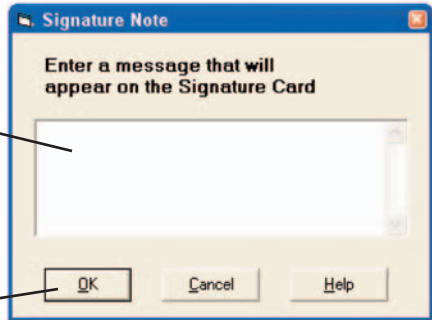


2. Click **Signature**.

The **Signature Note** window is displayed.

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

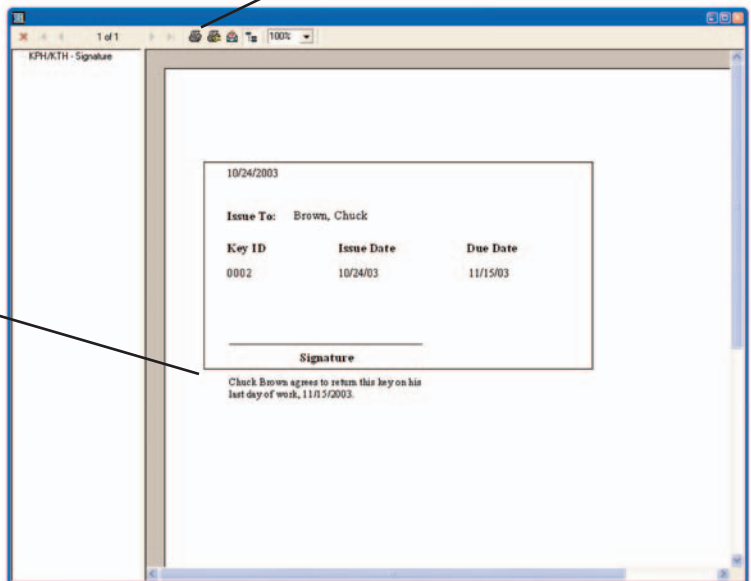
4. Click **OK** to continue and display the **Signature Report**.



A dialog box titled "Signature Note" with a blue border. Inside, it says "Enter a message that will appear on the Signature Card" above a large text input area. At the bottom are three buttons: "OK", "Cancel", and "Help".

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

Additional notes display here.



A window titled "KPHUTH - Signature" showing a signature report. The report includes a date "10/24/2003" and a table with the following data:

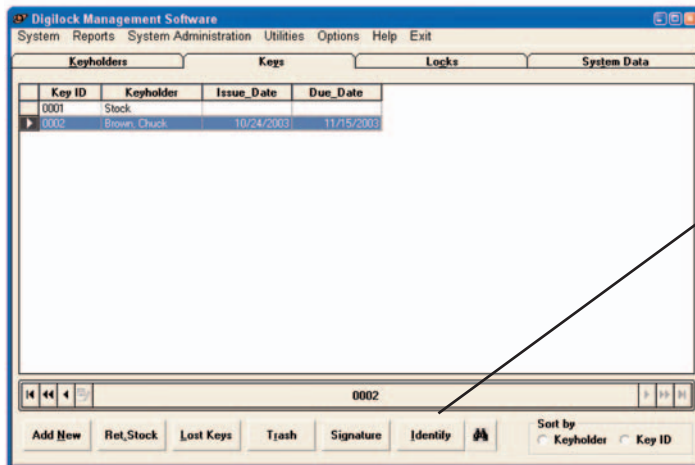
Issue To:	Brown, Chuck	
Key ID	Issue Date	Due Date
0002	10/24/03	11/15/03

Below the table is a line for the signature, followed by the text: "Chuck Brown agrees to return this key on his last day of work, 11/15/2003."

# Identifying a Manager Bypass Key

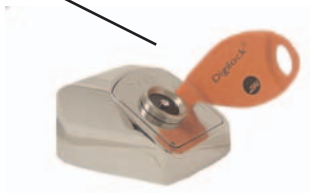
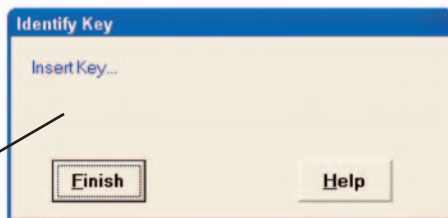
The **Identify** button can be used to match an assigned Manager Bypass Key to a Keyholder.

To do this:



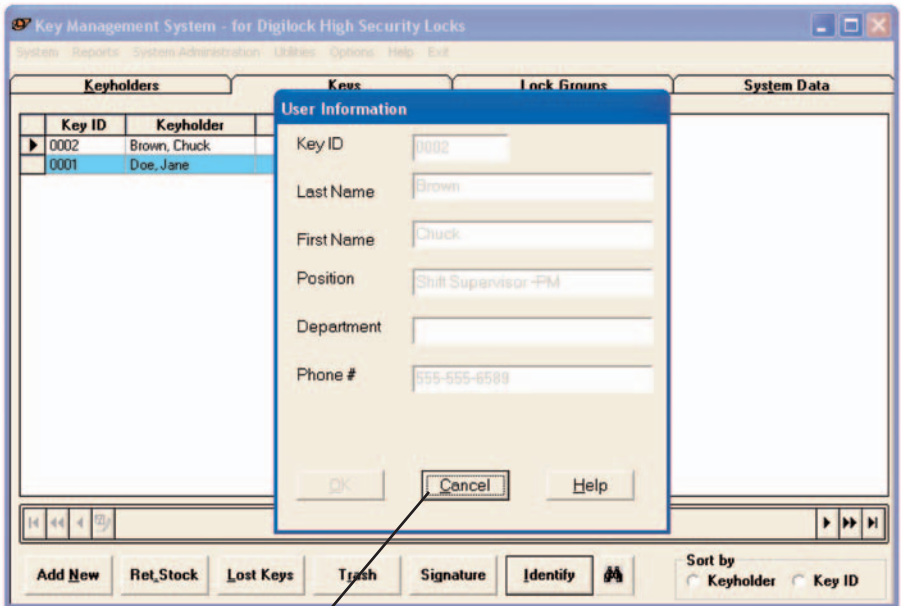
1. Click the **Identify** button.

2. When the Insert Key prompt is displayed, insert the Manager Bypass Key (black) into the **Programming Box**.



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

The **Key ID** is displayed.



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



## ***Processing Lock Groups***

### **Lock Groups Overview**



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

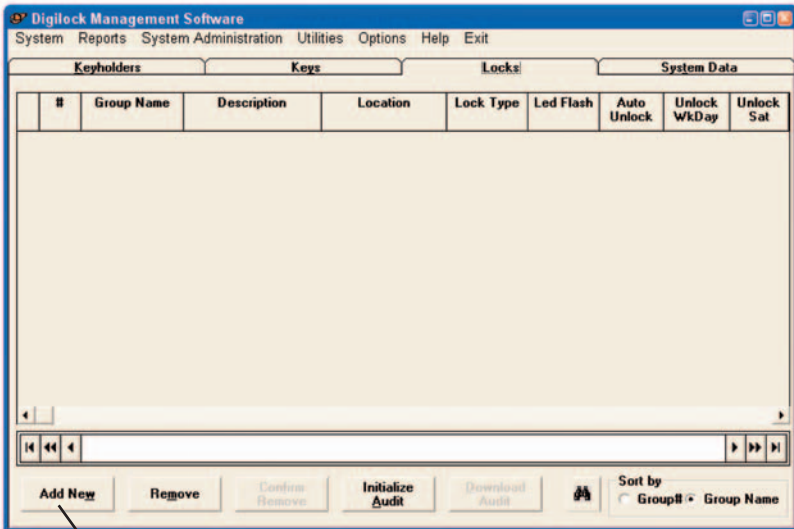
The **Locks** database maintains a record of all locks on your premises to be issued a User Key/Code.

This Chapter Demonstrates:

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

## Adding a New H Series Lock Group

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



1. Click the **Add New** Button

The **Lock Information** window is displayed.

2. Enter a  
**Group #**

3. Enter a  
**Group Name**

4. Enter a  
**Lock Description**  
(optional)

5. Enter a  
**Lock Location**  
(optional).

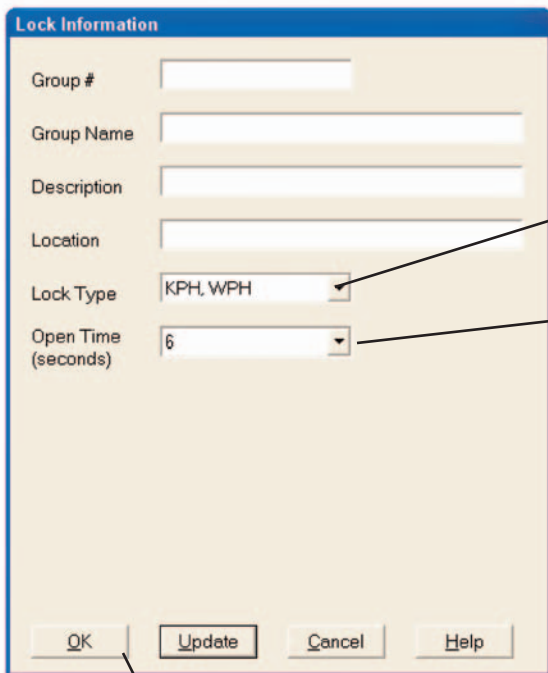
The screenshot shows a 'Lock Information' dialog box with the following fields and controls:

- Group #**: A text input field with a callout line pointing to it from step 2.
- Group Name**: A text input field with a callout line pointing to it from step 3.
- Description**: A text input field with a callout line pointing to it from step 4.
- Location**: A text input field with a callout line pointing to it from step 5.
- Lock Type**: A dropdown menu currently showing 'KPH, WPH' with a callout line pointing to the arrow from step 6.
- Open Time (seconds)**: A dropdown menu currently showing '6'.
- Buttons**: 'OK', 'Update', 'Cancel', and 'Help' buttons at the bottom.

6. Click on the arrow and select  
your **Lock Type**  
For KPH, WPH - see page 48  
For KTH WTH - see page 49

\*To identify your lock type, KPH/WPH locks are yellow where the Manager Bypass Key is inserted, while KTH/WTH are purple.

## Adding a New KPH-WPH (yellow) Lock Group



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

- Group #:
- Group Name:
- Description:
- Location:
- Lock Type:
- Open Time (seconds):
- Buttons: OK, Update, Cancel, Help

Annotations with arrows point to the 'Lock Type' field (labeled 7), the 'Open Time' dropdown arrow (labeled 8), and the 'OK' button (labeled 9).

7. Make sure this box say KPH-WPH

8. Choose an unlock time, by clicking on this arrow. Default is 6 seconds.

9. Click **OK** to add the H Series Lock into the Locks database.

## Adding a New KTH-WTH (purple) Lock Group

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

- Group #: [Empty text box]
- Group Name: [Empty text box]
- Description: [Empty text box]
- Location: [Empty text box]
- Lock Type: [Dropdown menu showing 'KTH, WTH']
- Auto Unlock (hours): [Dropdown menu showing 'No']
- Unlock At (Weekday): [Time selector showing 12:00 AM]
- Unlock At (Saturday): [Empty text box]
- Unlock At (Sunday): [Empty text box]
- Flash LED when locked: ☒
- Buttons: OK, Update, Cancel, Help

Numbered callouts point to the following elements:

- 7. Points to the 'Lock Type' dropdown menu.
- 8. Points to the 'Auto Unlock (hours)' dropdown menu.
- 9. Points to the 'Auto unlock' checkbox.
- 10. Points to the 'Flash LED when locked' checkbox.
- 11. Points to the 'OK' button.

7. Make sure this box says KTH-WTH

8. If you would like the lock to auto unlock after a set number of hours, click this arrow and choose the unlock time.

9. If you would like the lock to automatically unlock at a set time check the box and enter the correct unlock time.\*

10. Keep this checked if you want the LED to flash when the lock is locked. (Default setting).

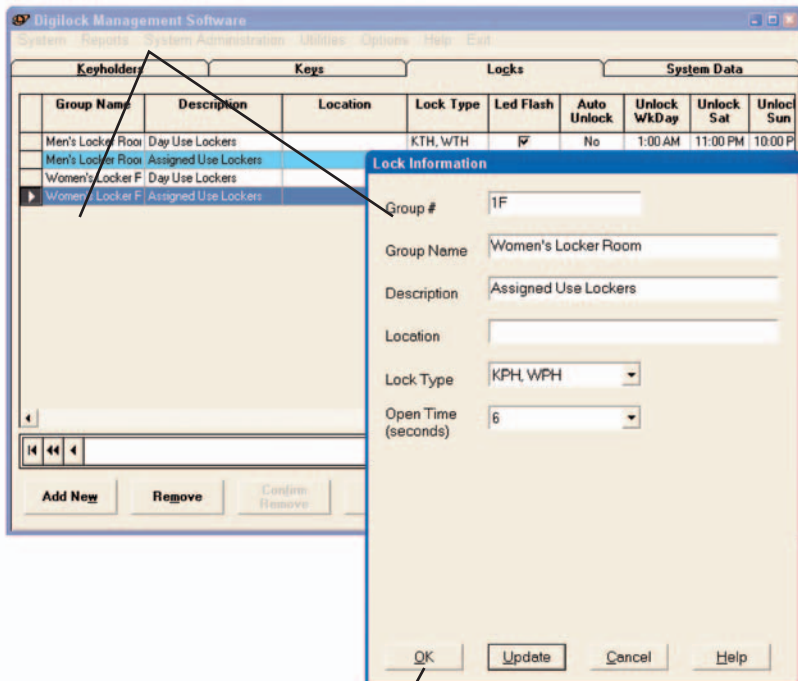
11. Click **OK** to add the H Series Lock into the Locks database.

**\*Note:** If you want the lock to unlock at a set period of time, you must set the unlock time for the week-days, for saturday and for sunday individually.

## Editing Lock Group 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. Change the Lock Group Information

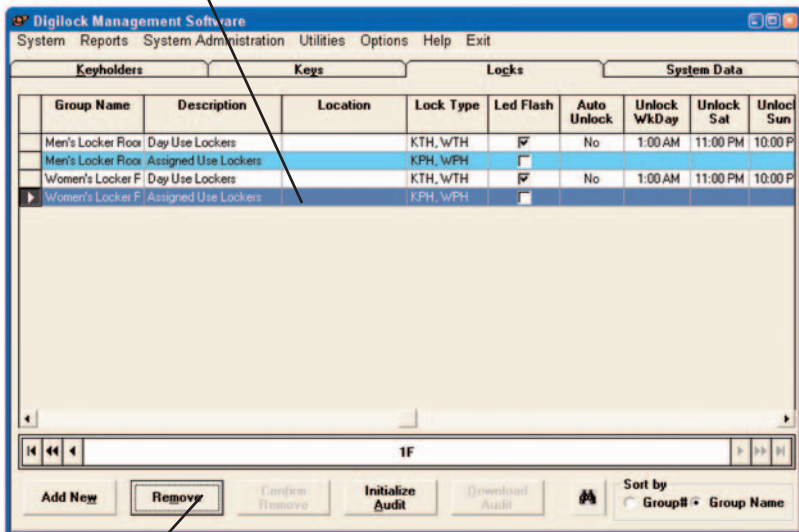
3. When you are done, click **OK**.

**Note:** Editing a lock group information will require you to update the programming of your locks.

# Removing Locks

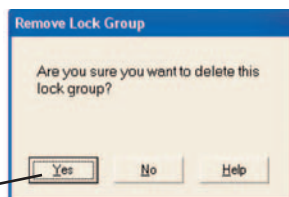
To remove a Lock Group from the database:

1. Click here to select the Lock to be removed

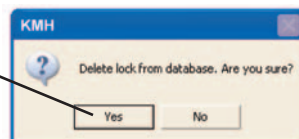


2. Click the **Remove** button.

3. When prompted - confirm that the lock group number is the group you would like to remove and click **YES**.



4. Click **YES** to continue if you are sure you want to delete the lock group.



## ***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 Keyholders to the Lock Groups

This chapter demonstrates

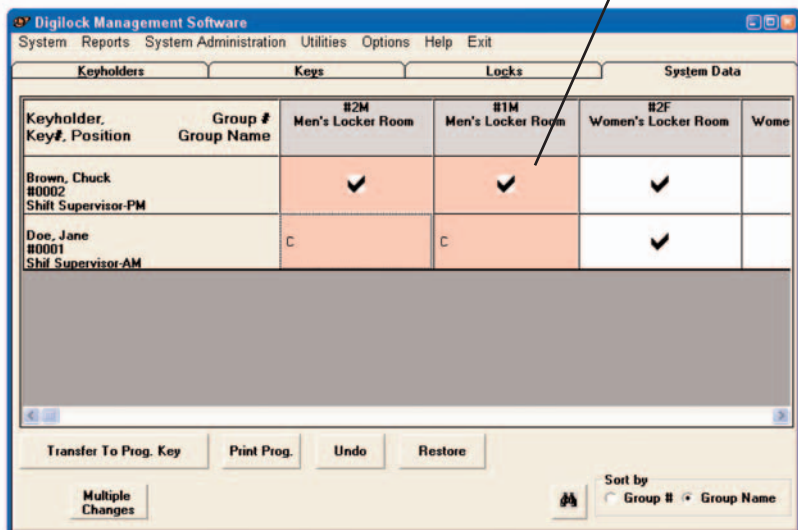
- Programming a Keyholder a Lock Group(s)
- Reviewing the System Data Grid
- Sorting through large databases.



# Programming a Keyholder to Digilock H Series Locks

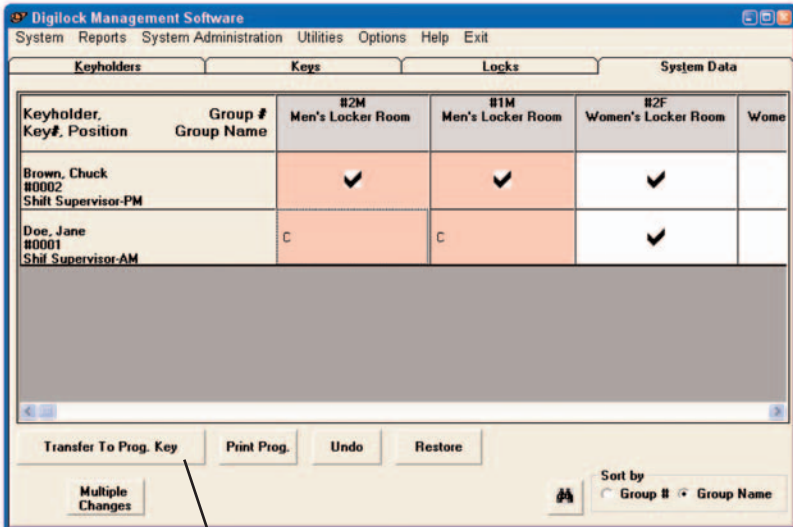
To program a Keyholder to an H Series Lock Group

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



Grid column is displayed as:

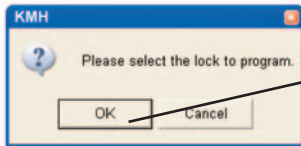
- \* **Red** when the H Series Lock is ready to be programmed
- \* **White** when the Digilock's programming is confirmed.



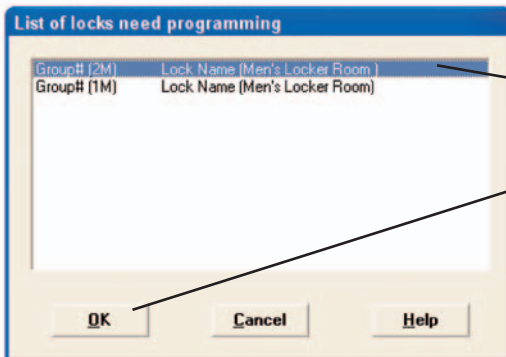
Click the **Transfer to Programming Key** button.

## Initializing a H Series Lock

If more than one lock group requires programming, choose the lock group you wish to program.

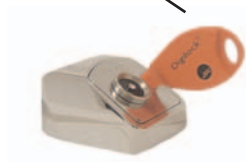
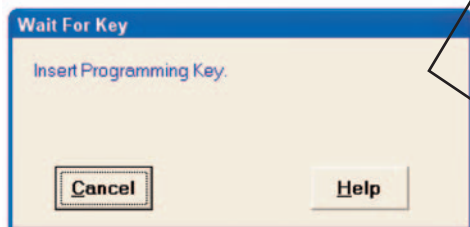


Click **OK** to continue.

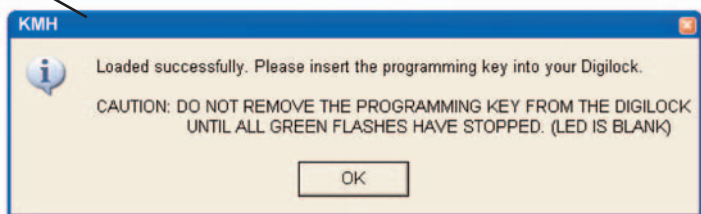


4. Select the Digilock H Series Lock that you wish to program and click **OK**.

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

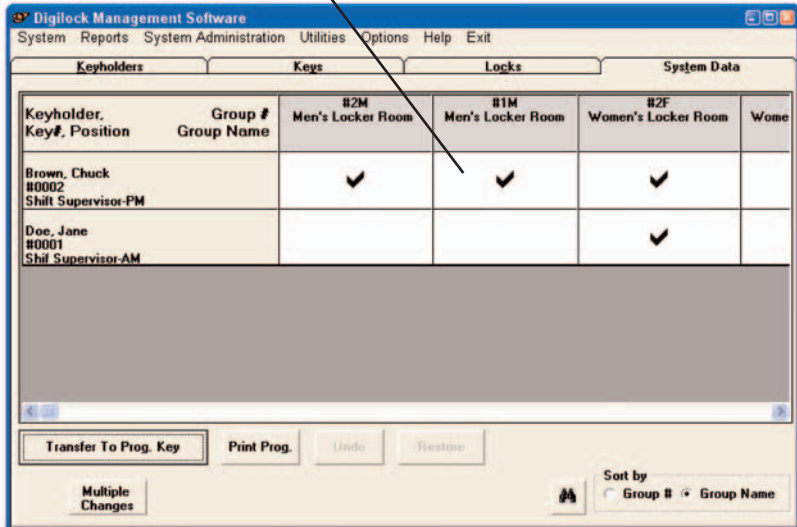


11. When this message appears, click okay and bring the Programming Key to each lock in the lock group that you selected for programming.



12. Repeat this process to program all lock groups.

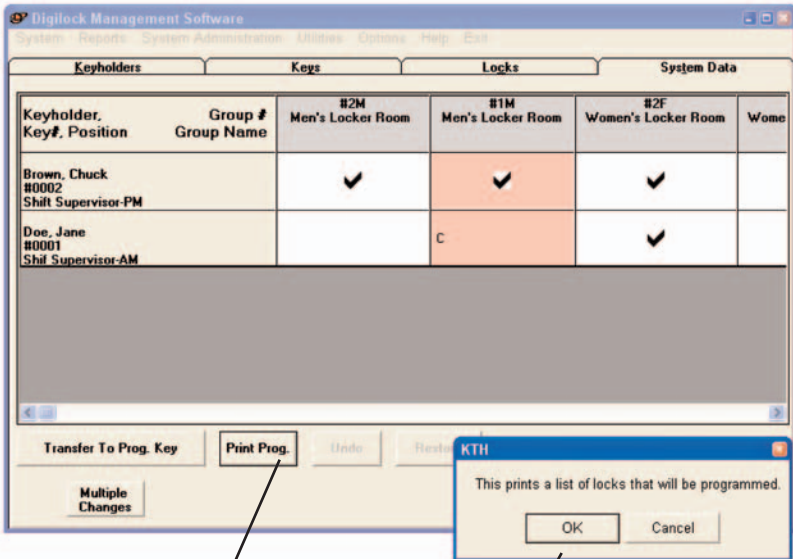
The grid space turns White when the Digilock H Series Lock is confirmed.



12. Repeat this process to program all lock groups.

# Printing a List of Locks to be Programmed

To print a list of Lock Groups that need to be programmed.

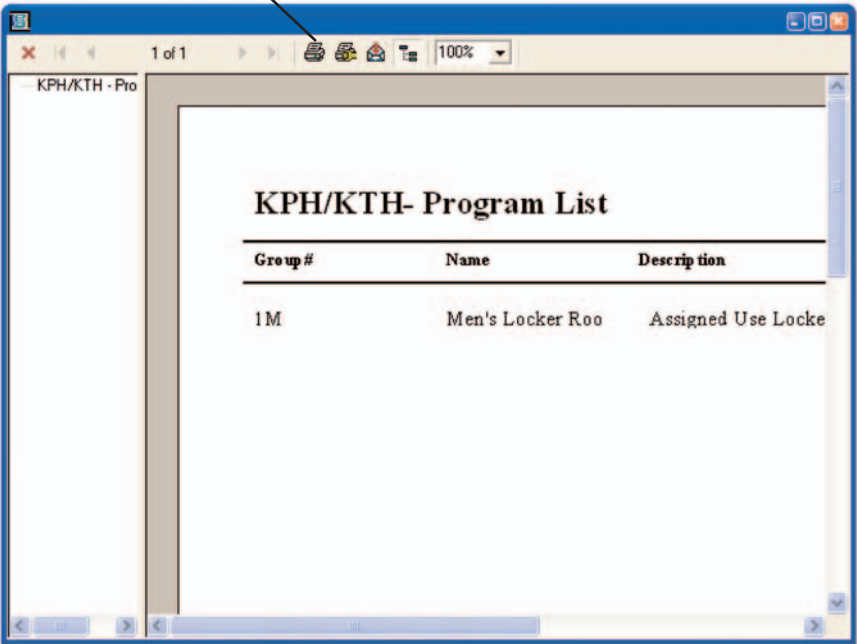


1. Click **Print Program**.

2. Click **OK**.

The print window displays a list of Digilock H Series Lock Groups that need to be programmed.

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



## Reviewing the System Data Grid

Keyholders assigned with Management Keys are displayed in this column

Lock Groups are displayed in these columns.

9" Digilock Management Software

System Reports System Administration Utilities Options Help Exit

Keyholders

Keys

Locks

System Data

Keyholder, Key#, Position	Group # Group Name	#2M Men's Locker Room	#1M Men's Locker Room	#2F Women's Locker Room	Wome
Brown, Chuck #0002 Shift Supervisor-PM		✓	✓	✓	
Doe, Jane #0001 Shift Supervisor-AM	C	C		✓	

Transfer To Prog. Key

Print Prog.

Undo

Restore

Multiple Changes

Sort by  
☐ Group # ☒ Group Name

**Undo** reverses the previous action

**Restore** reimpliments the previous reversed action



## ***Processing Reports***

### **Reports Overview**

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

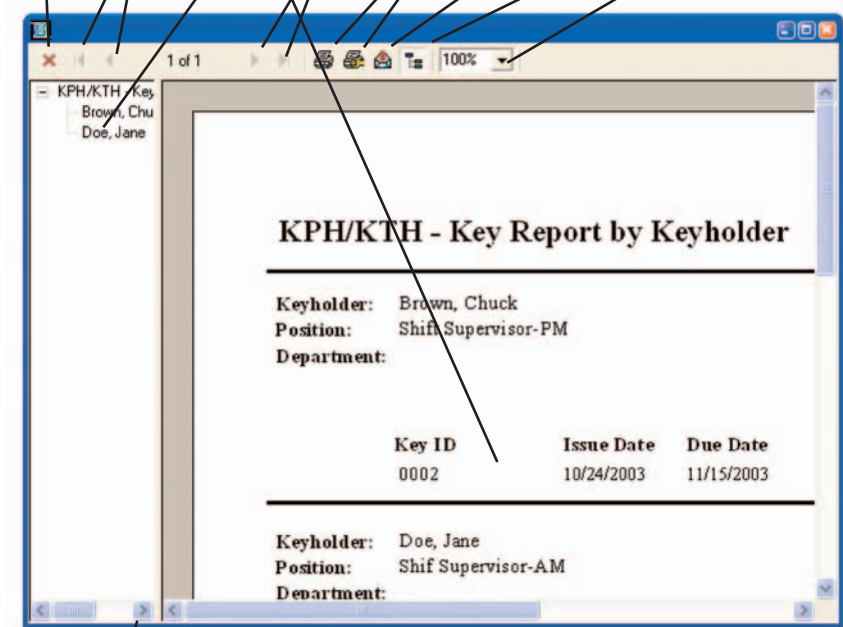
This chapter demonstrates:

- Review report options
- Key Report by Keyholder
- Key Report by Location
- Location Report by Key
- Location Report by Keyholder
- 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 Keyholder

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

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

Select  
User  
file to view

Keyholder  
database  
information

Key  
database  
information

APH/KTH - Key  
Brown, Chu  
Doe, Jane

1 of 1

100%

### KPH/KTH - Key Report by Keyholder

Keyholder: Brown, Chuck  
Position: Shift Supervisor-PM  
Department:

Key ID	Issue Date	Due Date
0002	10/24/2003	11/15/2003

Keyholder: Doe, Jane  
Position: Shift Supervisor-AM  
Department:

## Key Report by Location

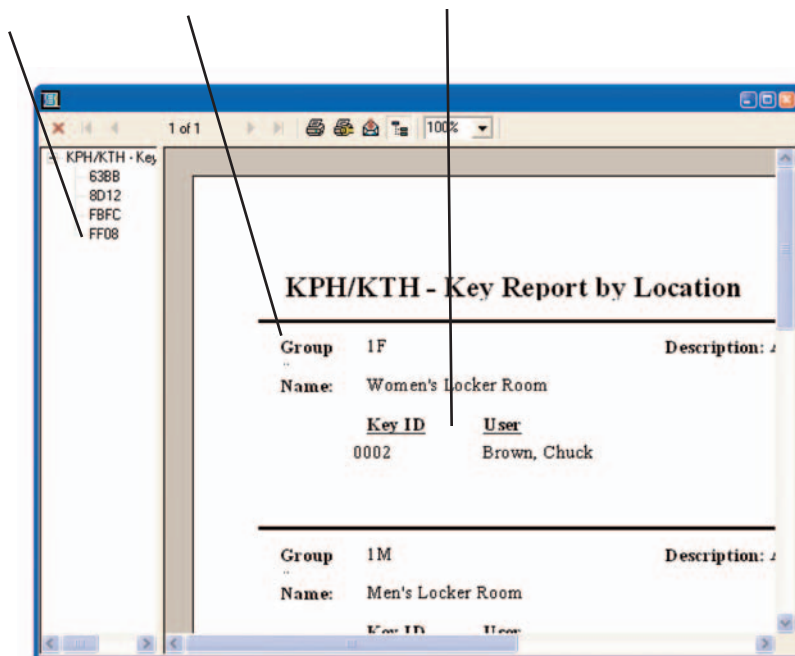
This report displays a list of User Keys assigned by Lock Location. To view the **Key Report by Location**:

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

Select Lock  
number  
file

Lock  
database  
information

Keys  
database  
information



## 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

KPH/KTH - Location Report by Key

Key ID:	0001	Issu
Keyholder:	Doe, Jane	Due
Group #	1M	Group Name
		Men's Locker Room
		Descrip
		Assigne
Key ID:	0002	Issu
Keyholder:	Brown, Chuck	Due
Group #	2M	Group Name
		Men's Locker Room
		Descrip
		Day Use
Key ID:	0005	Issu
		Due

## 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

KPH/KTH - Location Report by User								
Location								
Keyholder:	Brown, Chuck							
Position:	Shift Supervisor-PM							
Department								
Key ID: 0002				Issue Date: 10/24/03				
Group#	2M							
Name:	Men's Locker Room							
Location:								
Description:	Day Use Lockers							

## Last Audit Report

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

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

Audit Trail  
information

Today's  
Date

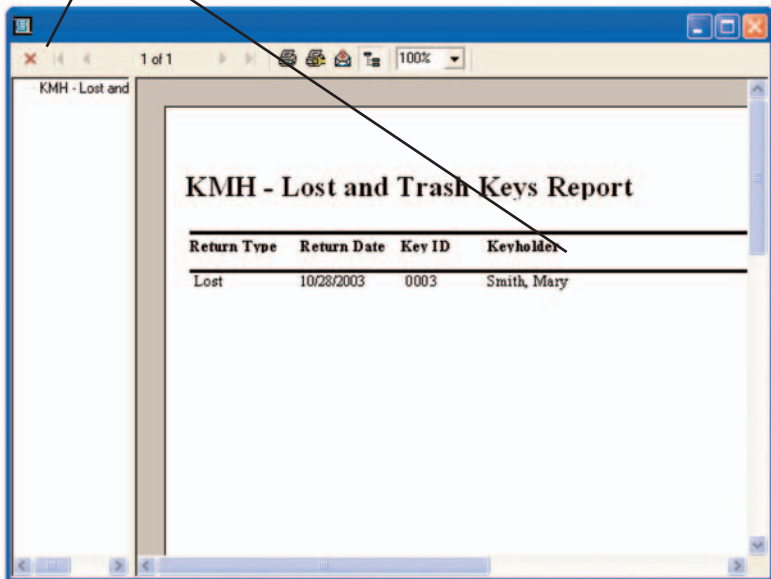
#	Key ID	User	Date/Time	Event Type
1	0002	Brown, Clark	09/09/07 40	Key card, attached
2	0002	Brown, Clark	09/09/07 40	Key card, locked
3	0003	Stack	09/09/07 40	Rejection
4	0001	Dow, Eate	09/09/07 40	Rejection
5	0003	Stack	09/09/07 40	Rejection
6	0001	Dow, Eate	09/09/07 40	Rejection
7	0002	Brown, Clark	09/09/07 40	Key card, attached
8	0002	Brown, Clark	09/09/07 40	Key card, locked
9	0003	Stack	09/09/07 40	Rejection
10	0000		09/09/07 47	Cardread, attached
11	0000		09/09/07 47	Cardread, locked

## 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.



Return Type	Return Date	Key ID	Keyholder
Lost	10/28/2003	0003	Smith, Mary

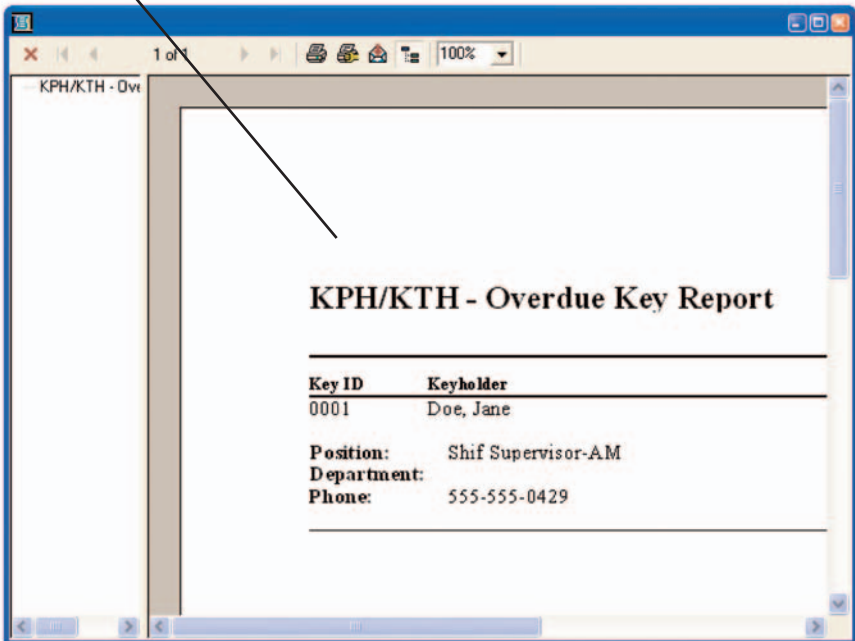


## Overdue Key Report

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.



The screenshot shows a web browser window with a blue title bar and standard navigation buttons. The address bar shows '1 of 1' and a '100%' zoom level. The main content area displays the report title 'KPH/KTH - Overdue Key Report' in a large, bold, serif font. Below the title is a table with two columns: 'Key ID' and 'Keyholder'. The table contains one row with the values '0001' and 'Doe, Jane'. Below the table, there are three lines of text: 'Position: Shif Supervisor-AM', 'Department:', and 'Phone: 555-555-0429'. A line from the text 'User due date is assigned in the Keys database.' points to the 'Keyholder' column of the table.

Key ID	Keyholder
0001	Doe, Jane

Position: Shif Supervisor-AM  
Department:  
Phone: 555-555-0429

## ***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

## 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

## ***Operating Instructions***

The KT-H/WT-H and KP-H/WP-H have different operating instructions. See the following pages for the operating instructions for these locks.

- Digilock KT-H and WT-H (page 71)
- Digilock KP-H and WP-H (pages 72-74)

# **Digilock KT-H and WT-H Operating Instructions**

## **To Lock with a User Code:**

Press the "C" Key

Enter any four-digit code of your choice

Press the "Key Symbol" to lock

The "LED" will flash red when locked

## **To Unlock with a User Code:**

Press the "C" Key

Enter the same four-digit code used to lock the lock

Press the "Key Symbol" to unlock

## **To Lock with a Manager Bypass Key:**

Touch a registered Manager Bypass Key (black) to the key slot

## **To Unlock with a Manager Bypass Key:**

Touch a registered Manager Bypass Key (black) to the key slot

## **To Unlock with a Programming Key:**

Press the "C" Key

Press the "Key Symbol"

Touch a registered Programming Key (red) to the key slot

# Digilock KP-H and WP-H Operating Instructions

## To Unlock with a User Code:

Press the "C" Key

Enter your four-digit registered user code

Press the "Key Symbol" to unlock

Pull the door open while the green LED is lit

Closing the door will automatically relock the lock

To register a user code, see pages 73 and 74

## To Unlock Using the Manager Bypass Key:

Touch a registered Manager Bypass Key (black) to the key slot

Pull the door open while the green LED is lit

Closing the door will automatically relock the lock

## To Unlock with a Programming Key:

Press the "C" Key

Press the "Key Symbol"

Touch a registered Programming Key (red) to the key slot

Pull the door open while the green LED is lit

Closing the door will automatically relock the lock

## **To Change a User Code Using the Manager Bypass Key:**

Press the “C” Key

Press the “Key Symbol”

Touch a registered Manager Bypass Key to the key slot until you hear audible feedback

The LED will emit a solid green light

While the light is on, enter the new 4-digit User Code

Press the “Key Symbol”

The LED will emit a solid red light

Re-enter the new 4-digit user code

Press the “Key Symbol” to end the programming mode

A double tone signifies successful programming

Test the lock to make sure that the new User Code was entered properly by following the operating instructions To Unlock with a User Code.

## **To Change a User Code Using the Existing User Code**

Press the "C" Key

Press the "key symbol"

Enter the existing 4-digit user code

Press the "key symbol"

The lock will be in programming mode when the

"LED" emits a solid green light

Enter the new 4-digit user code

Press the "key symbol"

The "LED" will emit a solid red light

Re-enter the new 4-digit user code

Press the "key symbol"

A double tone signifies successful programming

Test the lock to make sure that the new User Code was entered properly by following the operating instructions To Unlock with a User Code.



## ***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 write Zone data to the Key.  Fail to update the Programming Key	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 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.

Problem	Possible Reason	Solution
There is no audible sound when touching the keypad and the lock is unlocked.	<p data-bbox="397 198 561 228">Low Batteries</p> <p data-bbox="397 391 634 451">Lock is not properly installed.</p>	<p data-bbox="695 198 966 362">Replace the batteries, visit <a href="http://www.digilock.com">www.digilock.com</a> for instructions on replacing the batteries.</p> <p data-bbox="695 391 966 866">Uninstall the lock and assemble in your hands. If the lock is functioning it is not defective. Reinstall the lock on your door. If the lock continues to have problems (it may not be adjusted for your door thickness) or if the lock does not function while uninstalled contact Digilock Customer Service.</p>
There is no audible sound when touching the keypad and the lock is locked	<p data-bbox="397 905 593 964">Lock is in “sleep state”</p> <p data-bbox="397 1059 561 1089">Low Batteries</p>	<p data-bbox="695 905 966 1059">Wait one full minute and try the user code again, or unlock with a valid manager bypass key</p> <p data-bbox="695 1059 966 1252">Use a power jumper and a valid user code/manager bypass key to unlock the lock and replace the batteries.</p>

<b>Problem</b>	<b>Possible Reason</b>	<b>Solution</b>
The lock locks and unlock normally, but emits an additional double-set of three red blinks and three audible beeps	Low Batteries	Replace the batteries, visit <a href="http://www.digilock.com">www.digilock.com</a> for instructions on replacing the batteries.
When entering a valid operating code/key the LED emits a double-set of three red blinks and three audible beeps and the lock does not unlock.	Low Batteries	Replace the batteries, visit <a href="http://www.digilock.com">www.digilock.com</a> for instructions on replacing the batteries.
The lock continues to go into "sleep state."	Invalid operating code	Use a valid manager bypass key to unlock the lock and for KPH, WPH versions, use the manager bypass key to change the user code.
When entering a valid operating code/key the LED emits ten red blinks and ten audible beeps and the lock does not unlock	The lock is binding	Press firmly in on the lock while entering a valid operating code/key. If this problem persists the strike plate may need to be adjusted.

Problem	Possible Reason	Solution
<p>The lock is locked; the manager key does not allow access and the power jumper does not unlock the lock. There is no audible sound when touching the keypad and all of the above have been tried.</p>	<p>The lock has failed to recognize valid operating code/keys</p>	<p>Reset the lock, visit <a href="http://www.digilock.com">www.digilock.com</a> for instructions on resetting the lock.</p>

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