

**GEN 4 – REV C**  
**LOCKER INSTALLATION MANUAL**

Locker Type	Model	Locker Type	Model
Main	A4B.E	4 Door	A4G.E
Add On	A4D.E	44 door	A4X.E
All Medium	A4E.E	All Small (w/4 med. doors)	A4M.E
Oversized	A4F.E	Custom Configuration	A4K.E

**PRE-INSTALLATION**

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**Ensuring Equipment Safety:**

The Caution decal below is a **required** part of every installation. It must be placed per the Luxer One decal installation guide provided in the installation kit. It must be placed on the touchscreen door in the lower left

corner just above the metal seam as shown in the pictures below. This decal ensures anyone opening to service the locker controls takes extra precautions to avoid injuries.



#### **Locker Models:**

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- A4 Models: Updated Standard for All Gen 4 Lockers.
- .E Models: Added to signify that control boards are pre-installed in the locker.
  - Except in Oversized lockers.

#### **Pre-Installation:**

Before arriving on site, verify that you have the following on hand: floor plan, site contact info along with the assigned Luxer One project manager info.

Upon arrival on site, seek out to meet/greet the site contact. Orient yourself with the installation site in relation to locker delivery path and an organized tool/supply work area.

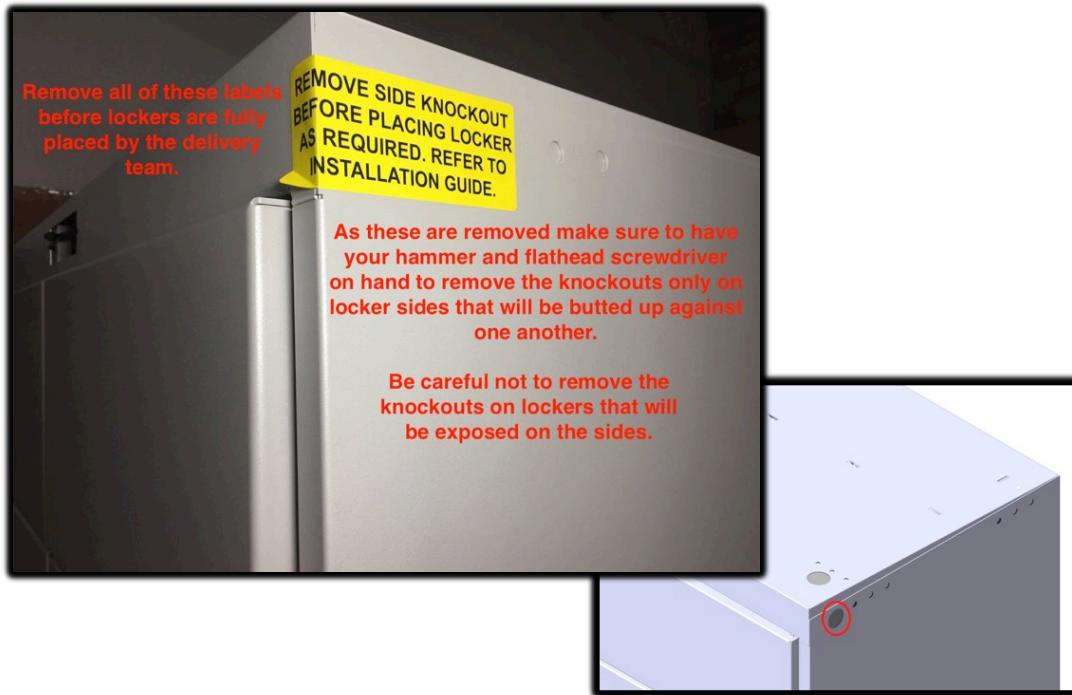
- Complete a quick follow up site survey to ensure site readiness before delivery team arrives. If any gaps are discovered contact the Project Manager immediately to discuss.
- Check points – Test power outlets, test network jacks for continuity and live signal, validate room completion, and place protection on floors in work area.
- Obtain installation kit from site contact. (These are shipped directly to the property prior to the installation date) Review kit contents and report any missing parts immediately to the Project Manager. A kit-packing sheet will be included in the box.
- Connect router temporarily and install cameras per floor plan. Confirm camera(s) is up and running with the Project Manager. (See Install the Surveillance Cams in Section 2)

## **Step 1: Receiving locker delivery and placement**

#### **Prepping Lockers During Delivery and Placement:**

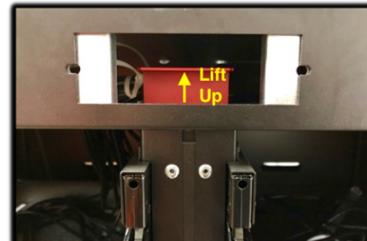
- **Moving the Lockers:**
  - It is advised to leave the bottom piece of the cardboard underneath the lockers to allow for adjustments before final placement. This will allow them to be slid easily without damaging the floor.
  - After the lockers have been placed, remove the cardboard from underneath by tilting gently.
- **Wire channel knockouts:**

- **Before** lockers are fully placed, it is critical that the wire channel knockouts between lockers are punched out. They must be punched inward from the outside of the lockers. Use a rubber mallet and a flathead screwdriver to knock the plates out only on the lockers sides that will have wires passing through them. Be sure not to knock out any of these that will be on an exposed side.

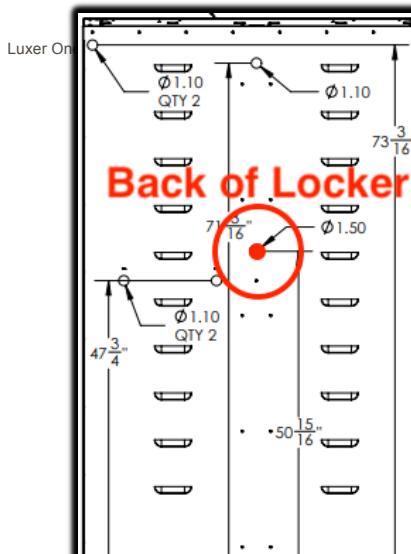


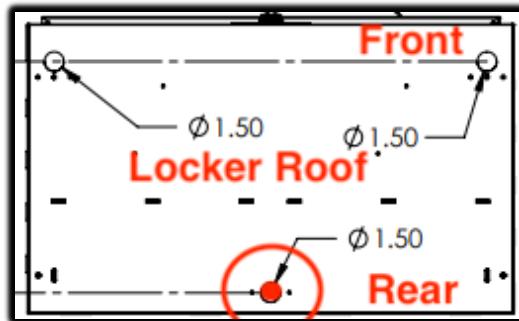
- **Manually opening locker doors**

- Remove the zip tie holding the slides in place, then lift the red lever to open all of the doors.  
**(Cam locks will not be installed on the lockers upon receipt. They will be stored inside one of the locker doors)**



- Next determine where your power and Ethernet will enter the Main locker. There are two options.
  - One is centered on the back of the locker – Best for lockers that will **NOT** be pressed against a wall.
  - The other is centered on the back rear of the roof – Best for lockers that **WILL** be pressed against a wall





- Remove the desired knockout with your hammer and flathead screwdriver.
- Run the provided 6-foot power extension cord through the chosen knockout and into the control bay. Plug into the sites provided power outlet.
- Run a supplied 10-foot Ethernet cable through the same knockout and into the control bay. Then plug it into the sites verified live network jack.
- Insert the supplied split grommet into the knockout hole the cables are ran out of. See pics below.
- It is a requirement to use the supplied wire grommet to protect the cord edges.



- Local power and network cables will enter the rear walls of the lockers. These must enter through the back-rear roof knockout and route into one of the ceiling glove boxes in one of the top two lockers.
- The control components will be stored in the ceiling glove box on the locker specified in the floor plan. **Do not attempt to run through any of the knockouts on the back of the locker.**
- If there is another Main in the separated location follow the prior steps for wiring the Main.

## Step 2: Level and Bolt Lockers Together

This is one of the most critical installation procedures as it will affect the outcome of all doors functionality and the aesthetics of the system.

- The picture below is an example of standard locker placement. In order from left to right this would be an add-on, main, and oversized locker.



- You will need to level the lockers in order to bolt them together and to ensure doors function correctly.
- If not leveled and bolted together correctly doors will not function correctly and will require excessive amounts of time to adjust for proper functionality.**
- Level the lockers using the four bolts supplied with each locker. The leveling bolt holes can be found under the locker floor panels. Use a level for accuracy.



- Bolt size:  $\frac{1}{2}$ "-13 x 1.5"
- You will need a 3/8" drive, 3/8" hex socket to adjust these



- Locker floor panels are removed by taking the one Phillips screw out, and then tilting up toward the side of the locker, then slide out. This will prevent the panel from scratching the inside bay.

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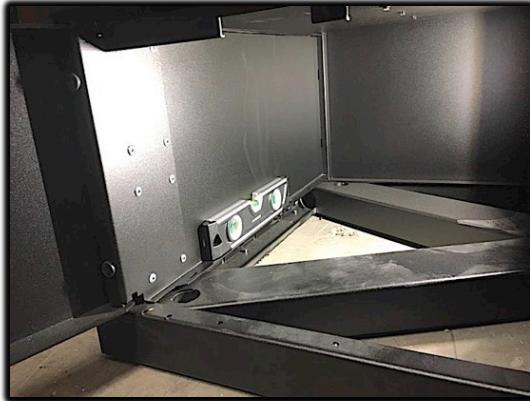


Leveling  
bolt hole  
locations  
under  
floor  
panels on  
corners of  
the frame.



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- Level one of the end lockers and work your way to the other side. The level measurement should be taken from the bottom of the locker anywhere on the frame.



- Once you have leveled the first locker you can use that locker as the level reference. As you level the locker next to it you should only have to match the same height and remove any gaps between them.
- Once leveled correctly the mating bolt holes will line up. Continue this process down the line of lockers.
- Adjust the 3/8" Hex bit leveling bolts in the appropriate corner as necessary. Adjust the bolt until it hits the floor slowly. Raise and lower as needed. Generally placing a bolt in one corner will raise the locker in the opposite direction. For example, if the locker needs to be tilted forward you would place bolts in the back two corners.
- Utilize composite shims when needed for unmanageable floor variations or when leveling bolts dig into the floor surface. The shim can be placed under the bolt.
- **Mating bolts and holes**
  - Open the **top two locker doors** so you can remove the glove box access panels to expose the mating bolt holes. There are no screws holding these access panels.
  - In the same location where you pulled the red manual door release lever to open all of the locker doors you will see two bare metal plates or slide locks. One on each side of the opening. Each has a small hole in it.

- Before moving this slider lock place one hand on the glove box panel (inside the top locker) so it does not fall once the metal slider is released. With your index finger, push the slider toward the outside of the locker. This will release the glove box on that corresponding side.
- Slide the glove box out and set aside.



**Glove Box Slide Locks**



Locker door manual release lever in center and slide lock levers on each

Locked position

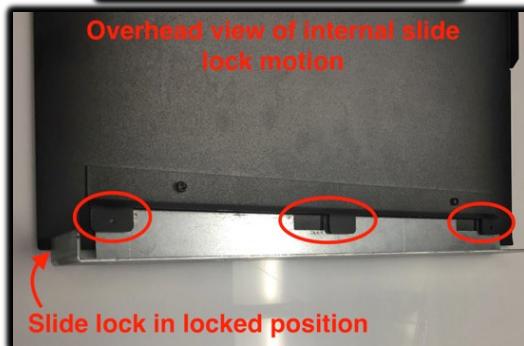


Unlocked position



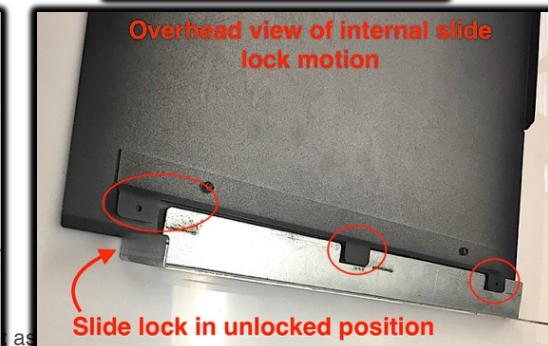
**Overhead view of internal slide lock motion**

**Slide lock in locked position**



**Overhead view of internal slide lock motion**

**Slide lock in unlocked position**



corner walls of the locker. These will only be exposed when the glove box is out. There are two through holes on each side



Top Left

Top Right

- Once the lockers are leveled, aligned, and the holes line up, bolt the lockers together using the bolts, washers, and nuts provided in the install kit.



- Bolt/washer/nut sizes: 1/4" 20 x 1.5" bolt with 1/4" nut and washer.
- You will need a 7/16" socket, wrench, and/or vice grip to tighten these up.

- Bottom mating bolt locations are below each floor panel. Any of the 6 holes on each side can be utilized. Place two bolts on each side of the locker.
- The mating bolts do not thread into these holes. They will just pass through and require a nut and washer to tighten.



Bottom mating bolt holes below floor plate

- Tightening the bolts in these locations will require some special tools. In addition to the tools listed above it is highly recommended to have a Right-angle driver and some adapters to utilize your 7/16" socket on your drill (See below and reference our tool list for specifics).



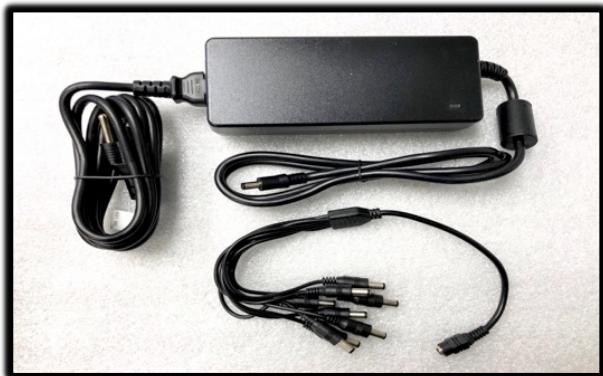


### Step 3: Prepare the Main Unit

- Unpack the backup battery and make sure the internal battery is connected. The battery will be unplugged during shipping so you need to validate battery connectivity. Turn unit over to find the battery connector. See below.



- Open the touchscreen locker door on the Main locker and place the back-up battery in the locker on the back-right hand side.
- Run the power cord into the center channel of the locker and connect with the extension cord run in the prior steps.
- Unpack the control board power supply and **8-output** adapter. Place it at the back-left side of the locker. Plug it into the back-up side of the battery as shown on page 14.



Any unused outputs on the 8-output power adapter must be taped off with electrical tape to prevent component resets if these were to touch.

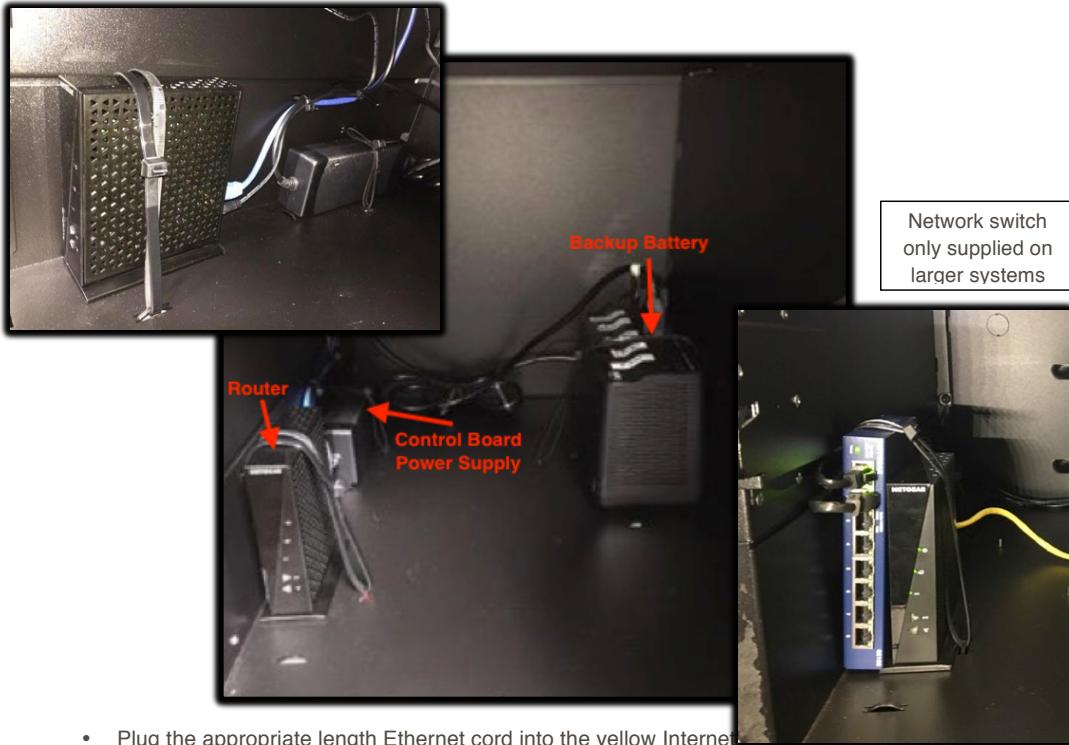
- Unpack the router and place it in front of power supply on the left-hand side. Plug the router power cable into the battery backup on the side that has backup power as shown on page 14.

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Utilize the supplied oversized zip ties to secure all the components as shown and utilize the supplied small zip ties to wire manage the routed cables as shown.



- Plug the appropriate length Ethernet cord into the yellow Internet port on the router.
- Run that Ethernet cord through the grommet used for the power wire and then plug it into the verified live network feed on the wall.
- Plug the touchscreen charger into the **backup side of the battery. This is critical for network operation during power outages.**
- On single wall installs with 1 Main there may only be one network jack on the wall. However, on installations with lockers on separated walls and/or with additional mains you will have Ethernet Link

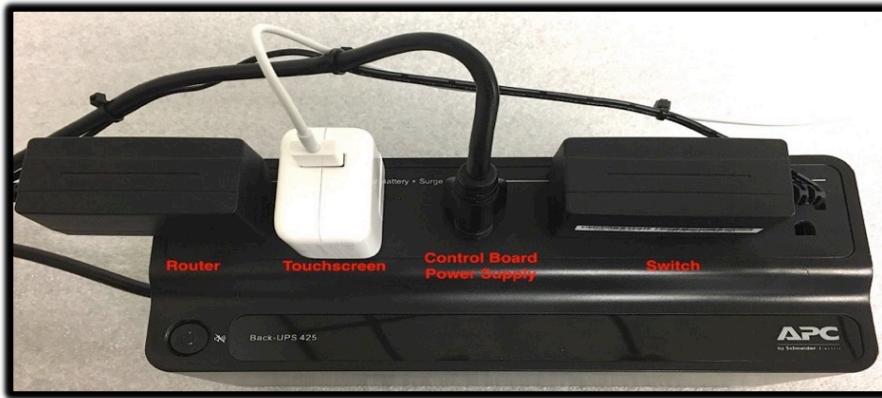
jacks that will need to be connected to the router or the switch to provide network connectivity to the other locker bank locations on separated walls.

- Cleanliness of component placement and wire management inside this locker is critical. This must be professional and neat. Excess wires bundled and zip tied. No exceptions. Our properties will see the inside of this locker and will have access for any future troubleshooting needs.

Configuration for Small Systems. Note that the surge only outlets will not be used on Indoor systems



Configuration for Four or More Lockers w/Network Switch



#### Step 4: Mounting Single Lockers

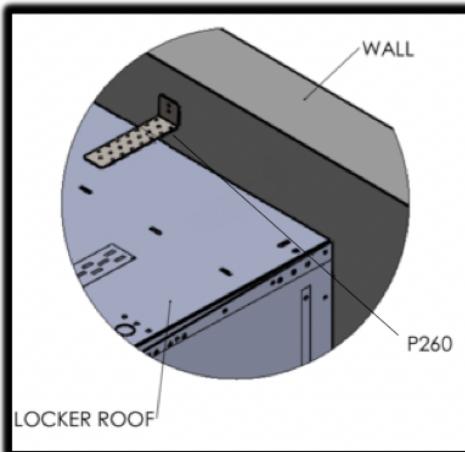
**It is a requirement to fasten single lockers, placed by themselves, to the wall.**

**This can be accomplished through the usage of our wall bracket kit.**

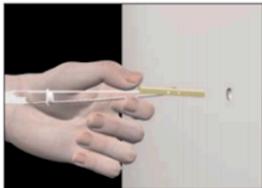
**We will provide the wall brackets and standard fasteners to attach the brackets to the wall and lockers. For anything other than stud or hollow wall mounting**

**you will have to procure the proper fastening solution for the wall surface you are mounting to. Ex. concrete anchors**

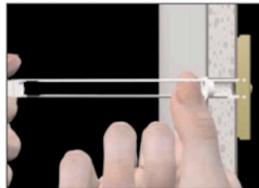
- Level locker per installation guide before installing any mounting brackets.
- Wall bracket kits come with one L bracket, 2 drywall screws, 2 hollow wall toggle anchors with bolts, and 3 sheet metal screws to mount the bracket to the locker and wall.
- Utilize the three sheet metal screws to fasten the bracket to the center of the lockers roof.



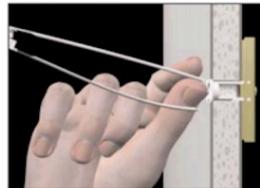
- The drywall screws would be used to mount the bracket directly to a stud in the wall and the toggle anchors would be used to mount to a location on a wall that is hollow. Toggle anchor installation is outlined below.



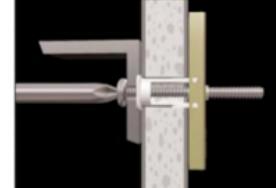
Drill a  $\frac{1}{2}$ " hole for each anchor.  
Hold anchor flat alongside  
plastic straps & slide anchor  
through the hole and push into  
the wall



Hold ends of straps together  
between thumb & forefinger  
and pull toward you until the  
anchor rests behind the wall.  
Once resting, hold the flange  
against the wall while  
continuing to pull the straps  
until tight.



Place thumb between straps at  
wall. Push thumb side to side,  
snapping off straps level with  
the flange.



Place item to be mounted  
over the flanges. Insert the  
anchor screws and tighten until  
snug against the bracket.

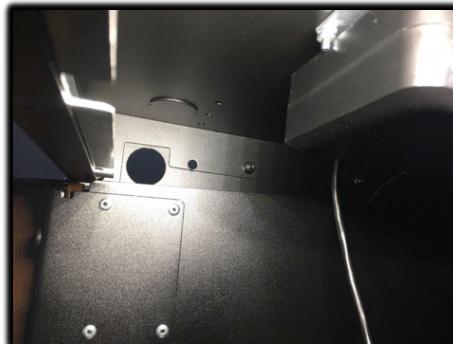
- As outlined in prior steps, open the top two doors of each locker and remove each glove box to expose the wire channels and pass through knockouts.
- Control boards will be pre-installed in the upper left glove box (Except XL lockers) and all lock wires will be connected inside.
- Each locker bank control board will need an Ethernet cable and power extension cable run to the main locker bank. \*Maintain some slack to allow for plenty of room to wire into the control board and the power unit.

- The only reasons a control board would need to be opened would be to wire in an XL locker or troubleshoot a lock firing issue.

**Note: For the addition of any Oversized locker(s), see the next section titled *Oversized (XL) Locker Addition(s)***

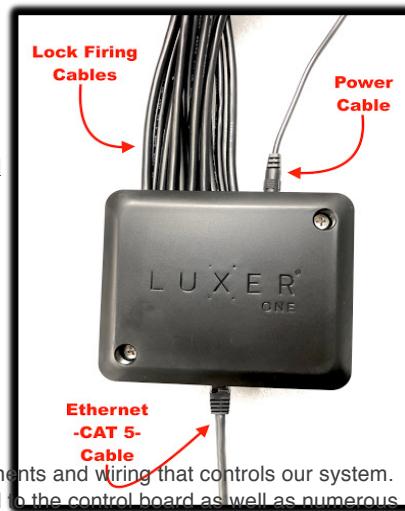


Control board mounting hooks

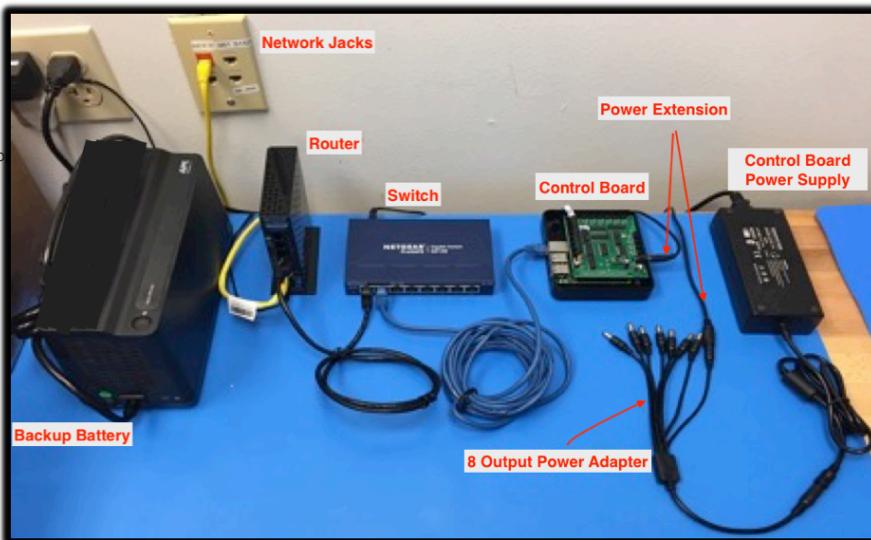


Wire channel pass through

- The control boards are slid onto keyhole hooks to hold them in place.
- Start with a control board at the first locker bank on the left and then follow around the room to the right in sequence. Route an Ethernet cable of the appropriate length and a power extension from each control board location to the main locker control bay.
- Power extensions can be connected together for longer lengths. Any connections should be wrapped with electrical tape to prevent accidental disconnection. This should be done in the main bay and on any extensions used to reach other lockers so they do not pull apart when wires get pulled.
- If the need arises where access to a control board is required always use a hand screwdriver to open and close the control board housings. They will strip out if a drill is used.



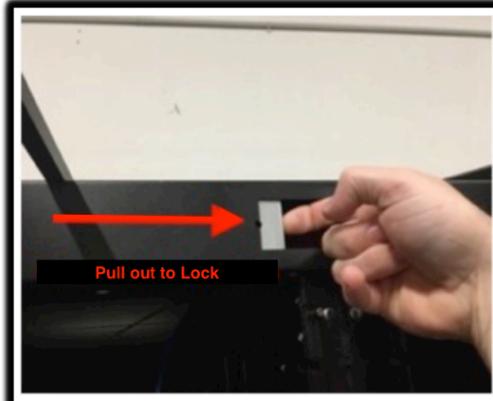
- Pictured below, you will see a laid out example of the components and wiring that controls our system. Most set ups will have numerous lock firing cables connected to the control board as well as numerous power extensions connected to the power output adapters from the other lockers control boards.
- The switch will also have multiple network cables plugged in from the other lockers control boards



- Smaller set ups with 3 or less lockers may not include a switch as the routers built in switch ports can be utilized. In that case, each control board would just be connected to the router directly.

**Process to lock the Glove box:**

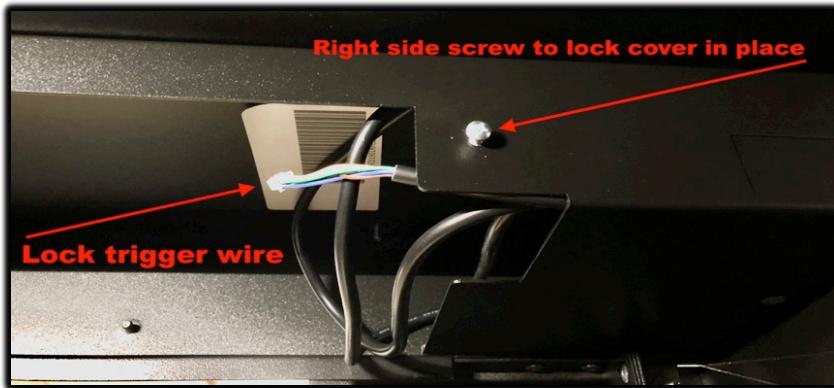
- To place the ceiling cover (glove box) back in, you will notice the three slots toward the back of the locker ceiling as pictured below. Slide the tabs from the ceiling plate into the slots at the rear of the locker. Now with the ceiling release lever in the release position hold the ceiling plate up into place. Now you can hook your index finger and pull the release lever back into the lock position. You may need to wiggle the ceiling plate and lever a bit to ensure it sets in place and engages to the locked position.



**Step 6: Oversized (XL) Locker Addition(s)**

- Oversized lockers require a special wiring procedure.
- In the top ceiling of the oversized locker there is a removable cover. While inside the locker and looking out notice the ceiling plate above with two screws in it.
- While holding the ceiling plate, unscrew the two screws on this cover and slide out to reveal the lock trigger wire and LED bar.





- Inside you will find an LED light bar that is pre-wired with a plug. This plug will mate up with one of our extension cables directly.
- Along with the lock harness route the extension connected to the LED bar to one of the lockers next to the XL. These will be plugged directly into the neighboring lockers control board on the last two ports.
- For installs with 2 or more XL lockers in a row a separate control board may be provided in the kit. This will ensure there are enough available ports for the XL lockers locks and LED lights. In these cases, this board can be stored in the ceiling of one of the XL lockers.

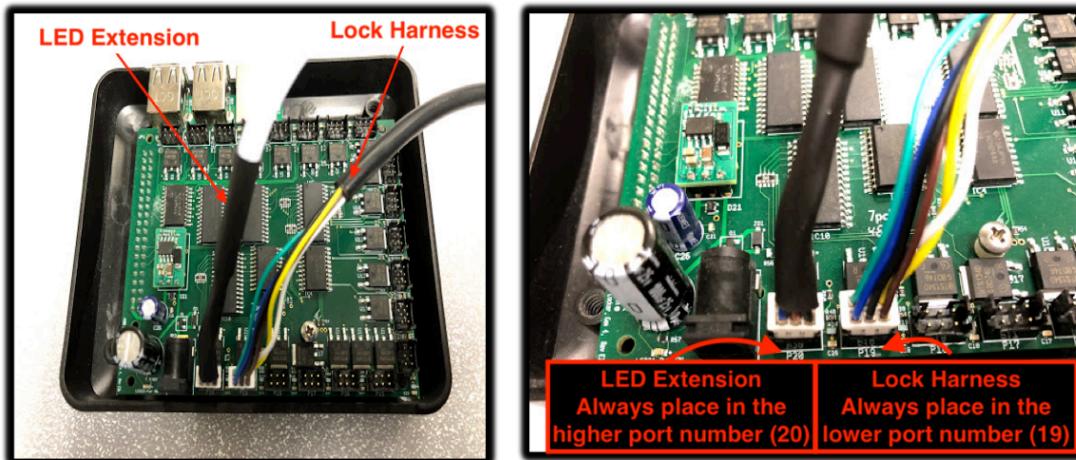
**Accessing the ports on a control board:**

- This can be done without removing the control board if desired.
- Always use a hand screwdriver (Philips) to open and close the control board housings. The 2 screws will strip out if a drill is used.

**Connect Harness and Contact Support**

- The lock harness needs to be plugged into an open port **FIRST**, then the LED bar extension.
  - Example: If ports #'s 19 & 20 are free, LOCK wire goes into #19 then the LED goes into #20
- When calling Luxer support to configure, make sure to let them know the port numbers you have plugged the two lock extensions from the oversized locker into.





**Test:**

- Once configured, test fire the door from the touchscreen interface to ensure it is lighting up when the locker is triggered.
- To re install the control board housing cover remove the screws before placing the top back on. This will allow the alignment of the screw holes instead of the screws getting in the way while trying to line up the top.
- Now place the housing over the board. Be careful not to force it or the connectors on the board could be damaged. Make sure all the wires are coming out of the side with the power port neatly. Always tighten these screws with a hand screwdriver otherwise the holes will be stripped out if a drill is used.

**XL floor panel:**

- The XL lockers have a two-piece floor panel. They will only fit in their respective place.
- There are two types of screws that secure these floor panels in place.
- The two small undercut screws (8/32" x 1/4") are specifically for the front two holes. These undercut screws will ensure that the opening and closing door will not scrape.
- The remaining six self-drilling screws (#10 x 5/8") go around the sides and the back of the floor plates.
- These are all stainless-steel screws.

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## Step 7: Turn the Power On

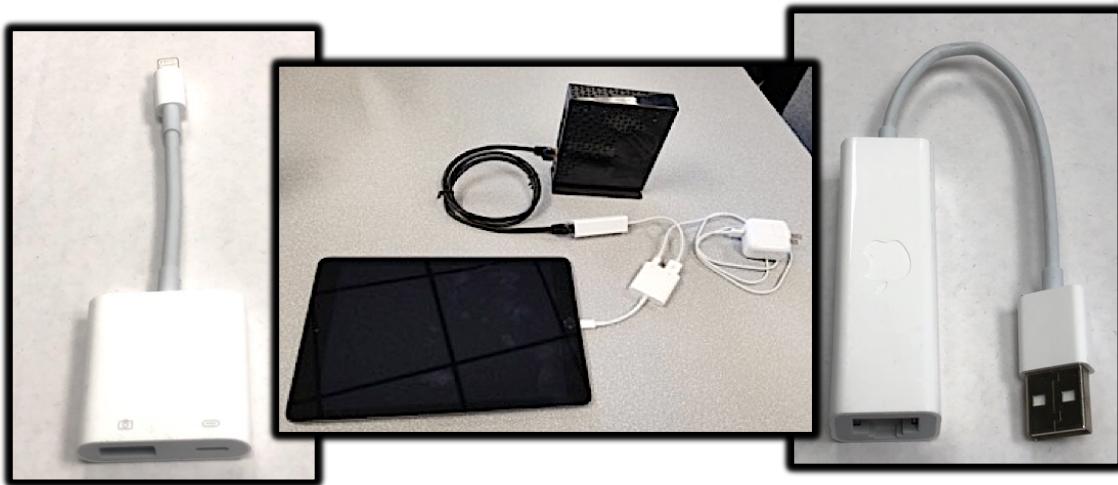
- Before turning the system power on make sure that all control boards do not have the power cables plugged in. This is critical for the sequential self-programming process. Only plug the power into each control board when directed to individually in Step 9.
- Once all the wires are run, turn the systems power on by holding down the button on the backup battery in the Main locker.

## Step 8: Mount and Connect the Touchscreen

- Unscrew the touchscreen housing nuts from the back of the door.
- Insert the touchscreen with power port on the left and camera on the right, when looking at the front of the screen. This means the Home button should be hidden on the left.
- Next Plug an Ethernet cable into an open port on the router or switch.
- Plug the other end of the Ethernet cable into the Ethernet to USB adapter
- Plug the Ethernet to USB adapter into the USB to lightning adapter.
- Plug USB to lightning adapter into the touchscreen
- **Plug the touchscreen charger into the backup side of Battery Backup (As shown in Step 3: Prepare the Main Unit)**
- Plug the touchscreen charging cable into the USB to lightning adapter

Touchscreen networking components list:

1. Touchscreen
2. Touchscreen charger and cable
3. Router
4. 3-foot Ethernet cable
5. USB to Ethernet adapter
6. USB to lightning adapter



USB to Lightning Adapter

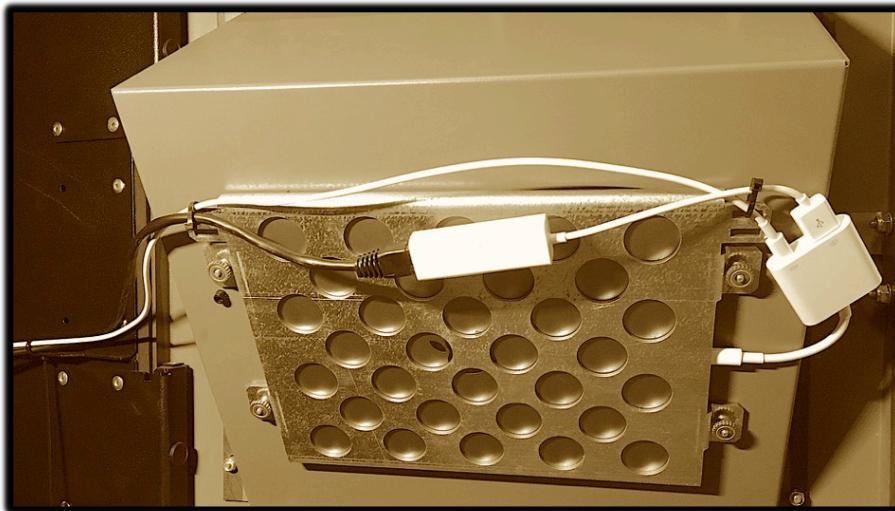
USB to Ethernet adapter

Access the Touchscreen settings:

- **Ensure Wi-Fi is turned OFF**
- In the Wi-Fi settings you will see “Ethernet”. Press on “Ethernet”. If set-up has been completed correctly you will see an IP addresses listed.
- **Ensure Bluetooth Is ON**

### Completed Setup

- Once these steps are complete use zip ties to strain relieve and neatly guide the adapters and wires as shown below.



### Step 9: Complete Self-Configuration

1. Start with all control boards unplugged from power, plug in only one at a time working left to right. Programming must be done in sequence.
2. The information below will all be populated on your touchscreen in the Luxer One App. If not contact support.

Location ID: Somewhere USA

Application Server Address: api2.luxerone.com

Public Key: 534453545

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3. Select Resync button
4. Select "Set Up Servers"



5. On the first bank of lockers starting left, plug the power into the control board. (Where door 1 will be)
6. Back out of Server settings and then click back in. May need to wait a few minutes for the board to be recognized.
7. luxer-lockers://... - Not Assigned- should appear on the bottom right. If it does not show up power cycle board.
8. Select the: **luxer-lockers://... - Not Assigned-**
9. Select "Add New" in top right
10. Under "Lockers Bank" select the type of locker bank the control board being set up is in. Leave all other fields untouched.

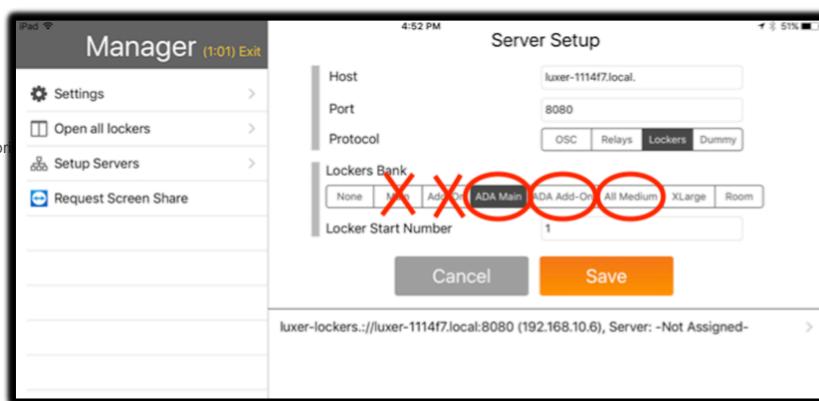
**DO NOT USE the MAIN or ADD-ON options**

Utilize the following:

- ADA Main - Bank that holds screen
- ADA Add-on - Bank that has 17 doors of varied size
- All Medium - Bank that has 14 doors of the same size
- All other locker types must be set up by calling into support.**

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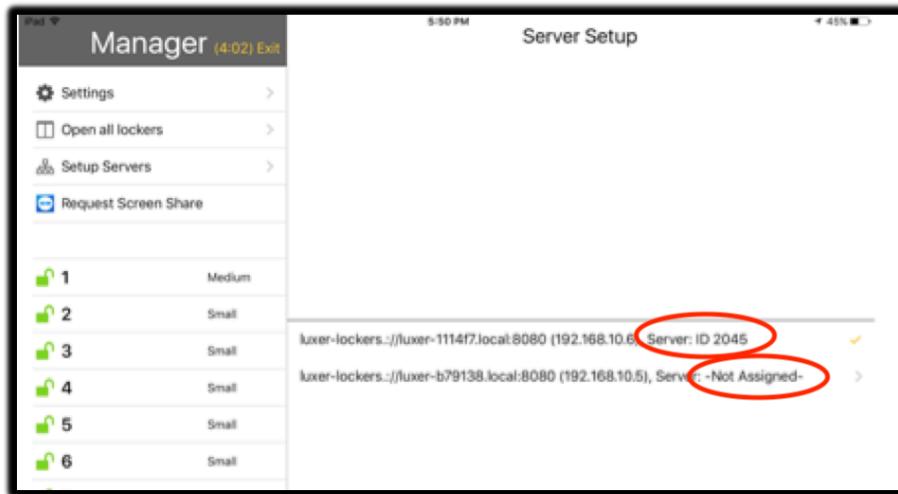
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11. Select Save

12. Locker door numbers should populate on the left side after it saves. This control board is now setup.

13. Plug in the next board to the right and repeat steps 6-13 for each board in the system. The newest plugged in board should be the only one that ends in "Not Assigned", the ones that have been set up already will have a "Server:ID XXXX"



- After self-configuration contact Luxer One Support to wrap up camera aiming and any additional locker programming. 415-390-0123 x992

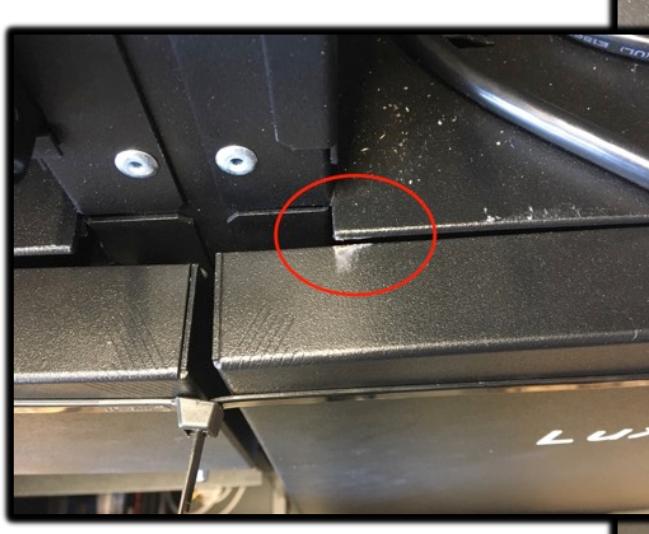
## Step 10: Adjusting and Troubleshooting Doors/Locks

- Adjusting doors is part of every installation
- Doors having issues opening or closing most often need to be adjusted on the door side. The latch is usually catching.
  - Using a ratchet or wrench loosen the 3/8" latch nuts and slide the latch up or down depending on where it is hitting the lock hook.
  - The key is to have the door next to the one that is not closing opened so you can shine a flashlight into the lock hook area to see where the door latch is hitting and binding up as shown below.

- You will be looking at the door latch and lock hook from the side with your head almost inside the locker cavity next to it.
- If the door latch is not sitting within the 3/16 " lock hook cavity it will bind. A 3/16" Allen key is an equivalent gauge.

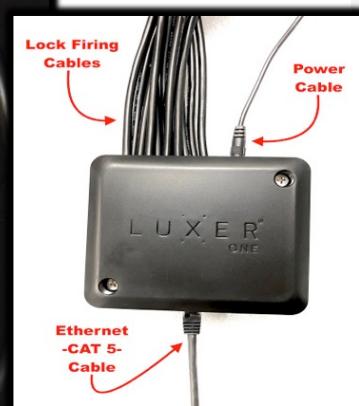
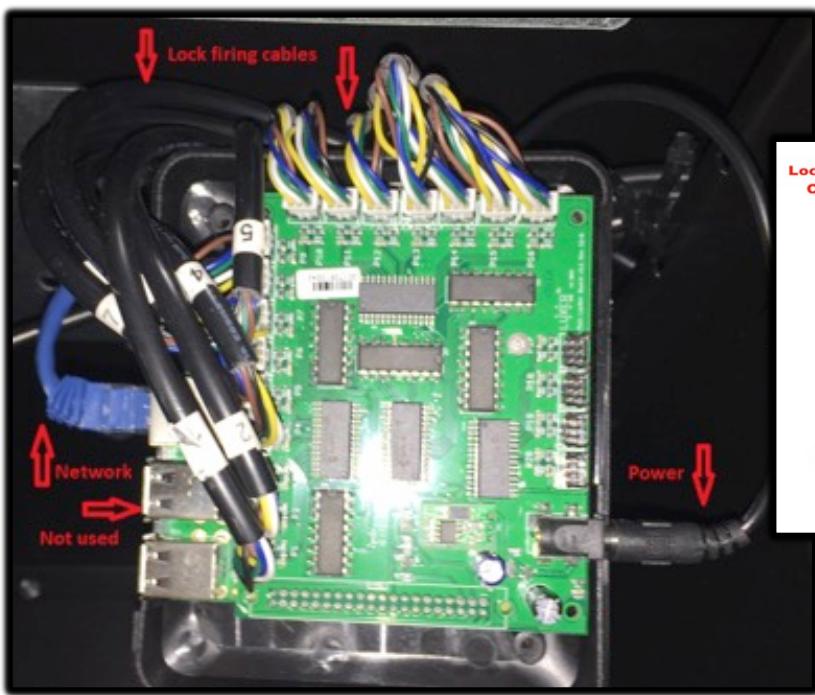
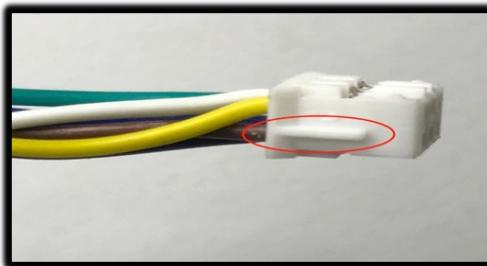


- When a bank can't be leveled to earth level you may have to level visually to have an aesthetic look. The result of this is a major increase in doors that will not close and doors that look out of alignment.
- **A few other door opening/closing issues that are less common:**
  - Locker shelf lip and door are rubbing. This can happen on the top or bottom.
- **Left picture:**
  - Inner door hinge rubbing in the area circled in the right picture below.
  - Always look for signs of rubbing in these areas if the door latch is completely aligned and the door still has closing or opening issues.



- **Troubleshooting lock firing issues:**

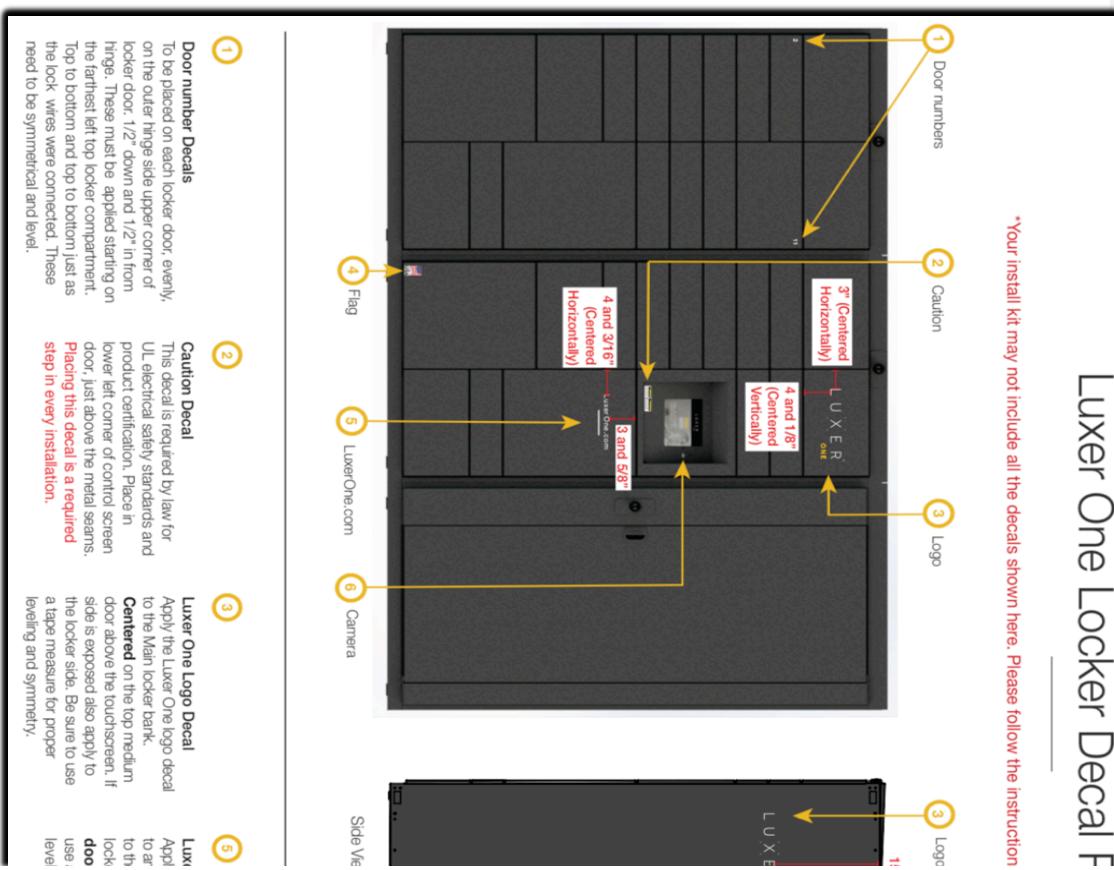
- If firing a lock from the touchscreen produces no lock release sound you will likely need to check the locks connection at the control board.
- Access the control board in the top left glove box of the affected locker.
- The lock firing cables will be pre-numbered from the manufacturer and should be plugged into the control board sequentially.
- Find the door wire for the door number affected. Re-insert the plug once found. If no issue is found here advanced troubleshooting will need to be completed with support.
- The lock cables have a small raised guide that will line up with the control board ports as pictured below. If they do not go in easily, the ridges are not lined up. You must double check this as this can cause unnecessary troubleshooting delays later.



- Work the cables so that they are coming out of the opening on the power side of the control board cover. Be sure that they are not pulled too tight as they will come unplugged (Best practice is to strain relief with zip ties)
- You will need to remove the housing cover screws before placing the top back on. This will allow the alignment of the screw holes instead of the screws getting in the way while trying to line up the top.
- Always tighten these screws with a hand screwdriver otherwise the holes will be stripped out if a drill is used. Once each lock is fully tested the control box can be slid back onto the ceiling pegs if it was removed.

## Step 11: Apply Numbering, Branding, Locker Side Plugs

- Review the decal placement document on the next page thoroughly. It will cover all decal variations that you may receive in your kit.
- Start with numbers and apply them to the upper corner on the **hinge side** of each door. These must be applied starting on the farthest left top locker compartment.
- It is critical that you pay attention to ensuring no numbers are placed on crooked. Properties will be critical of this. This will take some time.
- Apply the camera sticker to the right of the actual iPad camera. This decal is included in the iPad box on top of the iPad.



- Last, make sure the locker side plugs are inserted to provide a clean and finished look. Shown below.





## Step 12: Set and Adjust Cam Locks

- The cam lock codes will need to be configured before the installation is complete.
- The property specific code can be found by utilizing the last 4- digits of the Public Key, found on the Luxer One Manager Interface on the touchscreen.

### Locating the combo lock four-digit code:

In the example below, the Public Key is “123456789”. Therefore, the “**CAM LOCK CODE**” for this site will be set to **6-7-8-9. (Last Four Digits)**

- It is important that each tower utilize the exact same code. If there are multiple locations at one property, each location should utilize the same specific Public Key for that precise location, and all towers in the same location must be set to the same code.

**Manager (4:02) Exit**

Locker	Size
1	Medium
2	Small
3	Small
4	Small
5	Small
6	Small
7	Small
8	Medium
9	Large
10	Medium
11	Small
12	Small

**LuxerOne Manager I**

Setting	Value
Location ID	222
Application Server Address	api2.luxerone.com
Public Key	123456789
Starting locker number	1
Flip camera	<input checked="" type="checkbox"/>
Enable back camera	<input checked="" type="checkbox"/>
Sync System	Firebase

Re-S

```
settings.json GET 2017-07-10 18:02:30 +0000
settings.json GET 2017-07-10 18:07:30 +0000
settings.json GET 2017-07-10 18:12:30 +0000
settings.json GET 2017-07-10 18:17:30 +0000
settings.json GET 2017-07-10 18:22:30 +0000
settings.json GET 2017-07-10 18:27:30 +0000
settings.json GET 2017-07-11 15:34:28 +0000
```

To set the code, follow these instructions:

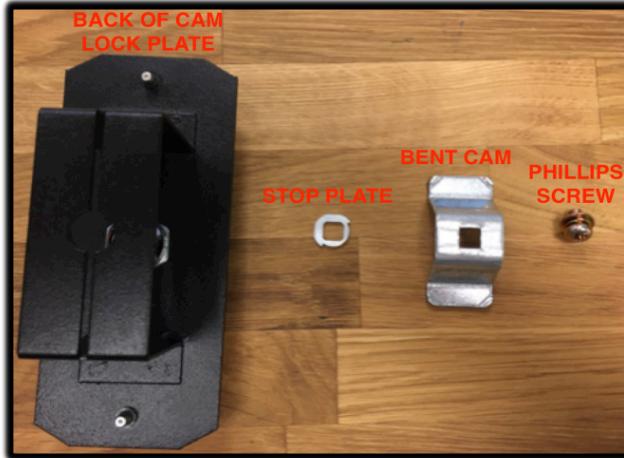
- Combination must be on opening number prior to resetting(0-0-0-0)
- On the undersides outer edge of the lock there is a hole for the code reset button. Rotate the face of cam until the code-reset dimple comes into view.
- Push this dimple in with a paper clip or pick tool and keep it pushed in
- Set the specified combination by turning the dials to the desired combination – starting with the dial **marked '1', and moving to '2', '3', and then '4'**.
- Release the reset button and your new combination will be set.

To lock, rotate lock to “locked” position. Rotate all of the dials after lock is closed. To open the lock, turn dials to your unique site combination.

#### **Cam lock code setting alignment resolution:**

- If you cannot align the code numbers on the lock or if its not showing the code-setting dimple, you will need to take the lock apart.

- The lock will need to be disassembled and reassembled to make the code-setting dimple visible.
- The only tool needed is a Phillips screwdriver.



Follow these procedures:

- 1) Remove the Phillips screw on the back of the lock. These are often very tight and require some force to remove with a good screwdriver.
- 2) Once the Phillips screw has been removed, remove the silver bent cam. Before moving to the next step, make sure you are either holding the front dial of the Cam lock in your palm or have the handle face down on a table. The dial and cylinder will fall out if not carefully held while disassembling.
- 3) Remove the stop plate.
- 4) Rotate black knob 180 degrees until the code reset dimple is visible.
- 5) Re-assemble ensuring latch is placed on correctly. When locker latch is in the lock position it will be vertical and numbers on the front dial will be horizontal.



### **Solutions for difficult Locking and Unlocking**

CAM Locks should never be difficult to lock into position on the locker or to unlock and remove with the code. If any cam lock has this issue the Bent Cam as shown below must be bent wider to ensure easy turning of the Cam. This can be accomplished simply with a flathead screwdriver as shown below.

- The most common issues with Cam lock functionality are tight, hard to turn, lose, or locks that wont grab the locker metal when turning to the lock position.
- These issues can all be remedied with the simple steps below. The only tools required are a flathead screwdriver and a vice grip or electrician pliers. A soft cloth can be useful when Cam arm tightening is needed.



- A new Cam lock may have a very small gap between the Cam arms and the back of the lock plate. This gap represents the space that the Cam arms will utilize to grab the locker metal in the lock position. If these spaces are very narrow the lock, in some cases, will not even turn or lock. In addition, if forced to lock with lots of pressure, the Cam will be almost impossible to turn when trying to remove.



- To remedy this, a flathead screwdriver must be slid into this narrow gap between the lock plate and the Cam. Pressure must be applied back and forth with the screwdriver to pry that gap open slightly wider.



- The end result will be a gap that allows the Cam to spin more freely when locking and unlocking. Care must be taken to ensure the gap is not over expanded as the lock will have no problem closing but the whole plate will jiggle. This can be easily remedied by pushing the Cam arms back in to decrease the gap. If needed, this can be accomplished with a vice grip or electricians pliers wrapped with a soft cloth. This will prevent scratching on the front of the Cam lock plate.

**Locker Interior Access:**

- Through Interface:
  - ❖ Property management can gain access to any locker through the Manager Interface without accessing the manual lever override. Demonstrate access to the Manager's Interface and how to open the "Screen" door and any other door.
  - ❖ Demonstrate that the "Screen" door will need a slight tug when the open door command is triggered.
  - ❖ Show the open all lockers button and let them know they will use that for audits. (Do not demonstrate by opening All lockers)

Once complete explain that they must exit the Manager Interface to prevent the next person from gaining full access to all locker doors. The system will time out after 5 minutes and revert to the main page.

- Manual Lever:
  - ✧ Show how to access manual door operation lever.
  - ✧ Provide the site with their unique Cam lock Code and ensure they understand how this code must be kept confidential.
  - ✧ The locks can sometimes be tight. Make sure to show that the Cam needs to be perfectly aligned to adjust the numbers.
  - ✧ Show how to manually open lockers by pushing the manual override lever up. Have them do it so they can get a feel for it.

□ Power Supply and Router reset:

- Open up the screen door and identify the power supply and router.
- Each of these devices may need to be reset if the system is not functioning properly.
- Unplugging and plugging the power back in will reset the router.
- The Backup battery power supply has an on/off switch that can be used to cycle the power and reset the whole system with the exception of the Touchscreen.

□ *Touchscreen Removal:*

- To remove the Touchscreen first unplug the charger or adapter plugged into it. After removing, and while holding the back of the Touchscreen bracket, remove the 4 finger nuts holding the housing on. The screen can now be gently removed while holding the bracket and the screen together. Demonstrate that the screen is not adhered to the bracket to ensure it is not dropped. Show the camera placement when setting the touchscreen back in place.

*\*This is important for the site to know in case they ever need to reset the touchscreen.*

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