



SAM[®] RF

Operations Manual

Section 8: Frequently Asked Questions and Glossary

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Section 8: Frequently Asked Questions and Glossary

8.1 Frequently Asked Questions

- Q: How can I make a key for a vendor that will last longer than a Limited Use key?**
A: If your site design was set up with Zone keys, you can make a Zone key with a limited shift time and expiration date. Be aware that the Zone key will allow the vendor to access any unit in that zone.
- Q: What type of batteries do I use in the utility device?**
A: The batteries in the utility device are rechargeable NiCad batteries. DO NOT put alkaline batteries in the utility device, as they will explode when placed in the charger base.
- Q: Why does every key work except the Limited Use Key?**
A: The date and time in the lock is not set properly. Use the utility device to set the date and time in the lock.
- Q: What does it mean when the lock displays no light when a key is used?**
A: The batteries in the lock are dead. Use the EPS or the utility device in the battery backup mode to open the lock, and then replace the batteries (see Section 6.7 “Opening a Lock with a Dead Battery”).
- Q: How do I determine why a key is not working?**
A: Read the key to verify it is the proper key and has not expired. If the data on the key looks fine, then use the Diagnostics key (see Section 5.15 “Creating Diagnostics Keys” and Section 8.16 “Reading Diagnostics Keys”) to determine why the key does not work in the lock.
- Q: How long will the batteries in the lock last?**
A: The batteries in the locks will last about two years, depending upon usage.
- Q: Will I need to update my lock’s clock for daylight saving time?**
A: No, the clock in the lock will automatically update for daylight saving time changes. However, to ensure accuracy, we recommend that the lock’s clocks be updated once a year. Use the utility device to update the lock’s date and time (see Section 6.5 “Resetting the Date/Time in Lock(s)”).
- Q: How long do the utility device batteries last?**
A: If the batteries have a full charge, they will last three to five hours off the base when the unit is in use.
- Q: Can keys be made if the utility device is out of the electronic encoder base?**
A: Yes, the utility device just sits in the electronic key encoder base to charge its batteries; it does not need to be in the base to create keys.
- Q: Why is a Resident key not working in some common access locks?**
A: Read the key to verify the common access locks were assigned to the key when it was made. If they were, remake the key for the resident creating a duplicate Resident key.

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Frequently Asked Questions (continued)

Q: What do I do when a staff member loses their key?

A: You will need to create an Inhibit Master or Inhibit Zone key (depending upon which key is lost). Then the Inhibit key needs to be used in every lock where the lost key had access.

Q: Can the SAM RF system be networked?

A: Yes, the SAM RF software can be loaded onto multiple computers. Follow the instructions in Section 2.3 "Installing the SAM RF Software for Client/Remote Computers".

Q: Can the SAM RF system interface with property management systems?

A: Yes, however interface software needs to be written by SAFLOK and the property management company. Additional charges will apply.

Q: Can I change the password time out in the software?

A: No, the time out cannot be changed. The system will log you out if there are no transactions performed within five minutes.

Q: How do I back up my database files and how often should I do this?

A: The detailed instructions for backing up files are in Section 4.14 "Backing Up Data Files." We recommend that you back up the files every day.

Q: How do I order parts?

A: Contact the main office at **800.999.6213**. Select option **1**, then select option **2** for Parts Order Department.

Q: How do I request service or technical support?

A: Contact the main office at **800.999.6213**. Select option **3** for Technical Support.

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8.2 Glossary

Auditing Locks – Auditing a lock refers to retrieving information saved in the lock and uploading that information to the SAM RF system. The lock audit shows which keys have been used to gain access along with the time and date that each key was used. You may want to audit a lock if there has been a question of security in a unit.

Audit Trail – The audit trail refers to the data retrieved from the lock during a lock audit.

Battery Check Key - The Battery Check key is a non-opening key that is designed to check the battery voltage in the lock. If the lock has 5.0 volts or more when the battery check key is used, the lock light will display one green light. If the lock has less than 5.0 volts, the lock will display one red light. This means you must replace the battery within the lock. The Battery Check key never expires. It can be used on any lock on the property.

Common Access Locks – A common access lock will be used for areas within your property that all residents need access such as the pool, laundry room, or garage.

Construction Key – Construction keys will allow you and your staff to gain access into locks that have just been installed and have not yet been programmed using the utility device.

Diagnostics Key - The Diagnostics key is designed to help analyze and reveal why a key will not gain entry. This is a non-opening key that may be used in any lock on the property. The Diagnostic key can be read upon return from the lock to determine why the key did not work.

Electronic Key Encoder – The electronic key encoder is used to program the keys for your locks.

Electronic Key Encoder USB Cable – The USB cable that connects from the electronic key encoder to the USB port on the PC.

Emergency Key – An Emergency key will open every lock on the property including units, suites, and common access areas. These keys should be held by the property management and be available for the fire department.

Emergency Power Supply (EPS) – The EPS is used to provide external power to the lock if the batteries in the lock are too low to allow a key card to open the lock.

Guard Check Key – The Guard Check key allows your staff or security to register their patrol throughout your property. The non-opening key is programmed to operate in all of your common access locks. The key can be read upon return from the locks to see the common access number(s), date(s) and time(s) the key was used.

Inhibit Key – Inhibit keys can be made for Resident keys, Zone keys and Master keys. An Inhibit key is used to cancel a specific key out of locks if a key was lost or stolen.

Latch/Unlatch Keys - The Latch/Unlatch key allows a common access lock to be unlatched and latched. The first time the key is used in the lock it will unlatch the lock; now the lock is set it so that no key will be required to open the door. The second time the key is used in a lock it will latch the lock, setting it so that a key must be used to open the lock.

Limited Use Key – A Limited Use key can be issued to staff residents or vendors who need access to specified unit lock(s). It will work for a limited period of time on a specified date.

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Glossary (continued)

Master Key – A Master key will open every lock on the property. These keys should be issued to employees that need access to all units, suites and common access areas.

Resident Key – A Resident key will be issued to the resident. This key will allow access into the individual resident unit as well as any associated suite and common access locks.

Suite Lock - Suite locks are used for areas where multiple unit keys need access such as an entry way into a building.

Unit Lock – A unit lock will be used on an individual door such as an apartment door.

Utility Device – The utility device is used to communicate with the lock for lock programming, lock auditing, getting lock information, etc.

Utility Device USB Cable – The USB cable that connects from the utility device to the electronic key encoder to communicate with the PC or from the utility device to the lock's receptive port to communicate with the lock.

Work Order – A work order can be input into the system when a unit or area of the property has maintenance issues that need attention.

Zone Key – Zone keys will open specific groups of unit locks such as: all the units in a building or all the units on a floor as designated in the site design process. A Zone key will be issued to employees who need access to those units.



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5,477,041; 5,820,177; 5,986,564; 7,051,561; D494,841; D501,131
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D533,763; D535,629 CANADA: 1,252,854; 1,298,902
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Other U.S. and foreign patents pending

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