



System 6000TM Failsafe Keycards

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Introduction

Failsafe keycards provide critical insurance

You wouldn't drive your car without insurance. Too many things could happen. Similarly, you shouldn't operate the SAFLOK System 6000™ without the insurance of stored Failsafe keycards.

If your property is without power – or if your computer system fails, Failsafe keycards are your insurance against lost revenue and dissatisfied guests.

The preparation and storage of Failsafe keycards should be done when the System 6000 is first set up. If your property is operating without Failsafe keycards, it is critical that you correct this situation immediately.

What are Failsafe keycards?

Failsafe keycards are backup keycards for guest rooms. These keycards are made in advance and stored in a safe location. In the event of a power outage or a system failure that temporarily prevents the making of new keycards, the Failsafe keycards can be issued to guests who are checking in.

Three sets or “sequences” of keycards should be created and stored. This will allow your property to rent a room three times during a power outage or system failure. Each of these sets should contain two keycards, so each guest can have two keys for his or her room.

Storing your Failsafe keycards

Even though Failsafe keycard preparation does take time, this time and effort will greatly pay for itself in an emergency. Here's how to prepare your three sets of Failsafe keycards:

- First, get a three-ring binder for each set of Failsafe keycards. Use plastic holder pages that are designed to hold business cards or baseball cards. These plastic pages are ideal for holding the Failsafe keycards. (As an alternative, you can use three bins or boxes with separate envelopes for each room's keycards.)
- Label the three-ring binders as “Failsafe Sequence #1,” “Failsafe Sequence #2,” and “Failsafe Sequence #3.”
- Then label each pocket in the holder pages (or each envelope) with “RM101,” “RM102,” and so on.

Note: Because Failsafe keycards could potentially be used at any time to access a room, the Failsafe binders should be stored in a very secure location.

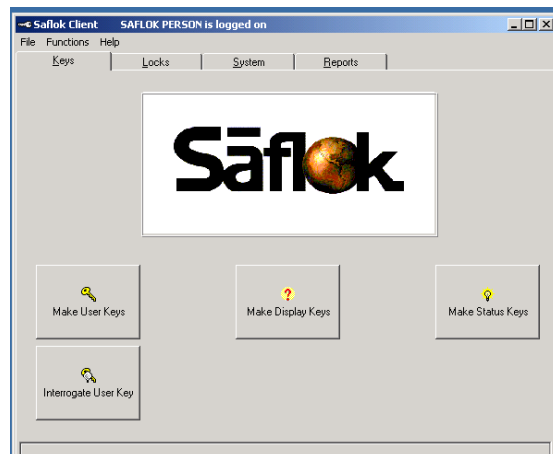
If you have questions about Failsafe keycards, contact SAFLOK at 800.999.6213.

Making Failsafe Keycards

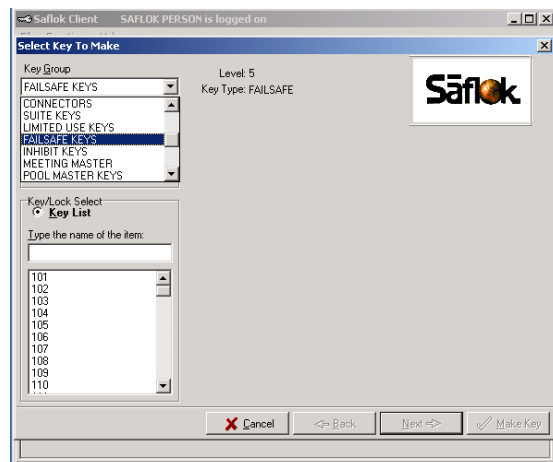
With the binders or storage bins labeled and ready (see the previous section), you now are ready to make the Failsafe keycards.

Note: The user making the Failsafe keycards will need to have the appropriate authorization. If this user does not currently have this authorization, edit their user information and add the “Failsafe Keys” authorization group.

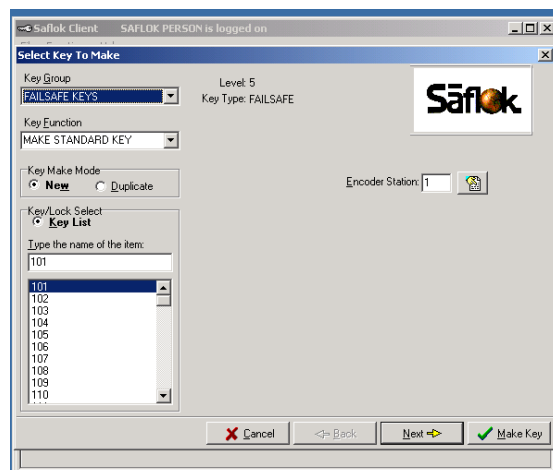
1. Click on the **Keys** tab. Then click on the **Make User Keys** function box.



2. Click the **down arrow** under Key Group and select **Failsafe Keys**.

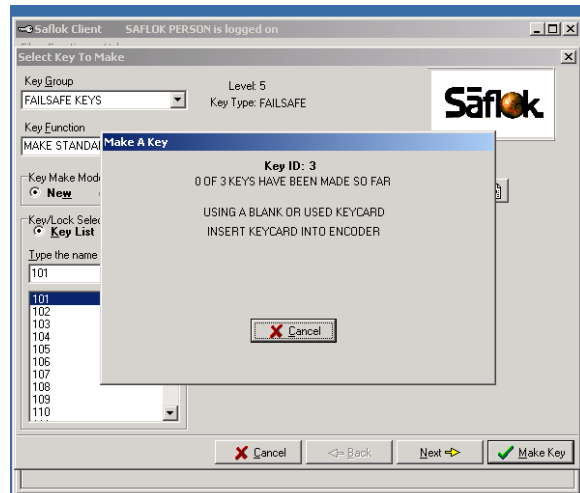


3. Under Key Function, select **Make Standard Key**.
4. Make sure **New** is selected under Key Make Mode.
5. Enter the first **room number** then click **Make Key**.



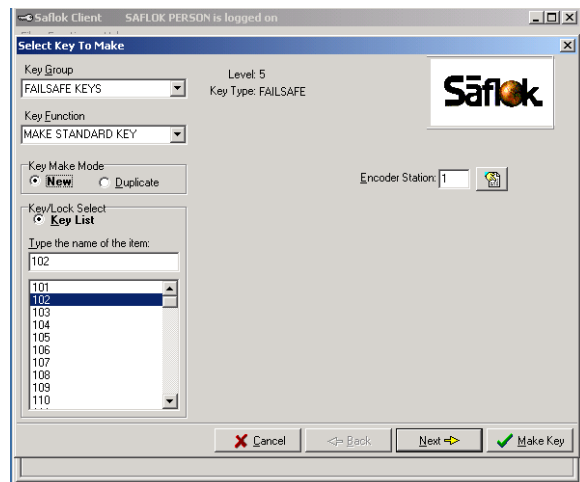
Making Failsafe Keycards (continued)

6. The insert key screen shown above will appear. Insert the first key. At the prompt insert the second key. At the next prompt, (to make a third key) click **Cancel**.



7. The screen will return to the Select Key To Make screen. The Key Group, Key Function and Key Make Mode will still be ready for making Failsafe Keys. Select the next **room number** and click **Make Key** and follow the instructions in step 4.

8. Continue to make all of the room keycards (two for each room) for Sequence #1. To start Sequence #2, simply start with the first room number again and repeat the process. Then make the keycards for Sequence #3.



Note: Sequence #1, #2, and #3 Failsafe keycards for Room 101, as an example, could all be made at one time (followed by the three sets for Room 102, and so on). However, if you do this, there are several important things to keep in mind. First, have all three binders open and prepared to receive the sets. After you make the Sequence #1 Failsafe keycards for Room 101 (two keycards), you must click on "Cancel." (In other words, it is critical that you DO NOT simply made six of the same keycards.) By clicking on "Cancel," you will then be making completely new keycards for Room 101 for Sequence #2. Be sure to place the Sequence #1 keycards in the Sequence #1 binder and to not mix up the order.

Note: Every time you make a new Failsafe keycard set for a room, you are making a new sequence of keycards. These will correspond to Sequence #1, Sequence #2, and Sequence #3, which is the order that you make these keycards. However, the software does not indicate which sequence is being generated. The person making the keycards must keep track of the sequences by filing the keycards in the proper binder.

Issuing and Updating Failsafe Keycards

In the event of a power or system failure, Failsafe keycards should be issued to new guests. The Sequence #1 Failsafe keycards should be issued first for a room. If there are no keycards in the Sequence #1 binder for that room, issue the keycards from the Sequence #2 binder. If there are also no keycards in the Sequence #2 binder, issue keycards from the Sequence #3 binder.

Failsafe keycards will expire based on the time and date that the keycard is *first* used in the lock. (The length of time a Failsafe keycard will work was set by your property in the software design.)

Any room that has had Failsafe keycards issued needs to be updated so that three complete sequences are stored.

If a room's Sequence #1 Failsafe keycards are issued, move the Sequence #2 keycards into the Sequence #1 binder. Then move the Sequence #3 keycards to the Sequence #2 binder. Next, make a new set of keycards for the room and store them as Sequence #3.

If a room had Sequence #1 and Sequence #2 keycards issued, move the Sequence #3 keycards to the Sequence #1 binder and make two new sets, storing them as Sequence #2 and #3 (making sure that these are kept in the order they were made).

If a room had all three sequences issued, make three new sets (making sure that these are kept in the order they were made).

Make the new replacement sets of Failsafe keycards as soon as the power or system failure is resolved.

If you remain diligent with your Failsafe keycards, power or system failures won't stop things from running smoothly for guests.

Questions? Call Customer Service at 800.999.6213 and select option 3.
For online assistance, visit support.saflok.com.



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Manufactured under one or more of the following patents:

U.S.: 4,177,657; 4,411,144; 4,534,194; 4,890,870; 5,198,643;
5,477,041; 5,820,177; 5,986,564; 7,051,561; D494,841; D501,131
D512,899; D519,021; D531,629; D533,009; D533,047; D533,762;
D533,763; D535,629 CANADA: 1,252,854; 1,298,902
U.K. 2,010,375
Other U.S. and foreign patents pending

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