



Access Control Solitaire 850L LearnLok FAQs

Solitaire 850L - Learnlok FAQs

Lock Programming

What is the difference between the Master Level 1 card, the Master level card, and the User card?

The Master level 1 card overrides the deadbolt and allows access. It can also be used to place the lock in passage mode. The Master level 2 card overrides the deadbolt and allows access. The User card allows access as long as the deadbolt is not engaged. Note that for cylindrical and mortise models with no deadbolt, the Master level 2 card and the user card have the same functionality.

How do I cancel a card (remove it from memory)?

To cancel a single User card, swipe the associated User Cancel card (created when you enrolled the User card into the lock) through every lock you want to remove the user from. To cancel all User cards, swipe the Learn card (#2) three times consecutively. To cancel all Master level cards, swipe the Master Level Cancel card (#6) from your Starter Pack.

What should I do if I lose my Learn card (#2)?

If you lose the Learn card, it is important to replace all Starter Pack function cards (numbered 1 to 7) in order to change the lock facility code. You must change the facility code so that if the lost Learn card is found, it will not function in your locks. Once you are ready to activate a new Starter Pack, proceed as follows:

1. Remove the batteries from the lock, wait three seconds, and then reinsert batteries.
2. Swipe the Start-Up card (#1) from the new replacement Starter Pack. Note that you do not need to re-enroll your users.

How can I place a lock into passage mode for longer than nine hours?

The passage mode function has a default of nine hours as a security precaution to prevent you from accidentally leaving the lock in the “open” mode. For example, a client might want the lock to remain in passage mode from 7:00 AM to 7:00 PM, which is three hours longer than the nine hour default. To increase passage mode the time limit from nine hours to twelve hours, proceed as follows:

1. At 7:00 AM, swipe the Passage Mode card (#5) once (or Master Level 1 twice, See your operating instructions) to start the nine hour passage mode sequence.

2. At 10:00 AM, three hours later, remove the passage mode by swiping the Passage Mode card (#5) once (or Master Level 1 twice, see your operating instructions) and then re-enable the mode to start the sequence for nine more hours.

The passage mode will then terminate at 7:00 PM.

Light Signal

When I swipe the Start-Up card (#1), the lock indicator does not flash either color. What should I do?

If you have already swiped the Start-Up card (#1) once and, at that time, the lock indicator flashed green, then red, and then green, the lock is already initialized. Once the lock is initialized, swiping the Start-Up card (#1) will not result in any light signals. Note that the only times you need to swipe the Start-Up card (#1) are to initialize the lock after it is first installed and after the batteries have been replaced.

When I swipe my User card through the lock, the indicator flashes red instead of green. What does that mean?

A red flash usually indicates that the card is invalid: it was never enrolled or it is a valid User card that has been cancelled (removed from memory). The red flash might also indicate that the lock is in lockout mode, activated by swiping the Lockout card (#3) once. In this case, the User card is not cancelled, it is just temporarily locked out (once the lockout card is swiped again, the card will function). Finally, the red flash might indicate that the deadbolt has been engaged, as the User card cannot override the deadbolt.

What light signals should I see when I cancel a card (remove it from memory)?

When you swipe the User Cancel card or the Master Level Cancel card, you should see the indicator flash green and red simultaneously. When you swipe the Learn card (#2) to cancel all User cards, you should see the indicator flash green after the first swipe, red after the second swipe, and green then red after the third swipe.

Adding and Removing Users

I have 10 locks on my property. How do I create a user that has access to all doors?

For the same User to have access to all locks, you must enroll the same User card and User Cancel card in every lock.

Batteries

How will I know if the lock batteries need to be changed?

When a card is used to access the lock, the indicator flashes green and red instead of the usual green flash to indicate that the batteries are low. You will still have access for up to 2,000 openings after you have seen the low battery signal for the first time, but it is suggested that you change all four AA batteries as soon as possible.

When the batteries are removed or changed, does the lock retain the users that are already enrolled?

Yes. Removing the batteries does not delete any of your User cards. However, once you replace the batteries, you must swipe the Start-Up card (#1) to initialize the lock with your facility code.

Lock Audit

How do I retrieve the lock Audit?

The Solitaire 850L audit software allows you to download, view, print, and save the audit trail on the laptop as follows:

1. Ensure that the Audit software is installed on your laptop.
2. Plug the programming module into your laptop.
3. Take the laptop, the programming module, and the Audit card (#7) to the lock you wish to audit.
4. On the laptop, launch the Audit program and select “ Audit Lock & Display” from the menu.
5. Swipe the Audit card (#7) through the lock and within 30 seconds, while the indicator illuminates green, connect the programming module to the front of the lock.
6. Press any key on your keyboard to download the audit trail from the lock onto your laptop.

When the batteries are removed or changed, does the lock retain the audit trail?

Yes. Removing the batteries does not delete the audit trail. Transactions are retained in the lock memory even if the batteries have been disconnected.

When I use the mechanical override, is it recorded in the lock audit?

Yes. The date and time the mechanical key override was activated is included in the audit trail. Please store the override keys in a secure location.

I swiped a card through the lock and the lock indicator did not flash either color. Will that show up in the audit?

No. If no signals are displayed, the use of the card will not show up in the audit trail. However, if you insert a card and the indicator flashes red, the card will be included in the audit as access denied.

Mechanical

Can I install the lock completely outdoors?

No. The lock can be installed on exterior applications, but not completely outdoors. Although the outside housing can withstand temperatures from -35 C to 66 C (-30 F to 150 F), the inside housing cannot be exposed to the outdoor environment, the batteries stored in the inside housing are not waterproof.

Do you have a lock that can be installed on non-conventional doors, such as glass doors?

Yes. We have two types. The Model 3 card reader can be installed beside the door and used with motion detectors, magnetic locks, or electric strike. The exit device operator can be used in conjunction with some rim, mortise, or vertical exit devices.