

RL-2000 Initial Lock Set Up Instructions

Thank you for your purchase of the RL-2000 Resort and Rental Property Door Lock. We know that you'll absolutely love the benefits you'll receive with your investment. But in order for you to experience the benefits we need to get you up and running.

It's really simple to set the locks up and install the locks on your door. This document will walk you through the initial set up procedures from setting up the lock to using the software. We suggest you read through this to get an idea of what you need to do first then come back here and take the action.

The basic steps will be to set up the software on your computer, resetting the lock's master code, setting the system code, setting up each lock's ID and location, setting the time and date to each lock and issuing codes. Are you ready? OK! Let's set up your new lock(s).

1. Software Installation

You will need to install the Software on any computer that you will be issuing codes from. The following directions will walk you through setting up the software on you computer from download or from CD.

Download and Un-Zip directly to your computer:

<http://www.resortlocks.com/TM-KEY%20V3.5.zip>

Or

Install From CD:

When you open the package you'll take the enclosed CD and insert it into your computer.

Do Not Run the Software From The Disc.

Copy And Save It To Your Computer First to a folder on your computer that you will remember. Here are the steps to copy and save to your computer:

- If you have not inserted the disc into your disc drive on your computer, do so now.
- Now, go to "**My Computer**" and access the D: drive or the drive that the CD is accessed from.
- Highlight the contents of the CD by right clicking your mouse button and selecting "**Copy**".
- Now create a new folder at some location that you will remember - like your desktop - by right clicking your mouse button and selecting "**New**" then "**Folder**".

- Name that folder something you will easily remember like “Lock Software”. (default name is “New Folder”).
- Double click that new folder and once inside, right click your mouse button, and select “**Paste**” to paste the contents of the CD you just copied to your computer.
- Note the contents. “TM_KEY” is the software you’ll access to generate codes. Don’t open it now, we’ll do that in a few minutes.
- Now, open your Disc Drive and remove the CD from the tray.
- You’ll come back to the software in a few minutes. For now Continue reading below.

If you haven’t yet installed the 4 AA batteries into the back of the lock please do so now. It’s probably best if you don’t install the lock on the door at this time because you want to program and test the lock while you are at your computer.

2. Setting Your Master Code On Your Lock

Before you can issue codes with your software, you’ll need to set your master code on the lock. The master code will allow you to program your lock. It will not be used to unlock your door. Again, it is just for programming purposes. Your master code can be anywhere from 1-6 digits. The default code master code is **123456**. If you ever have to reset your lock, it will go back to the default master code. Instructions for resetting your lock are in section 18 below. First, decide on your new master code:

Your New Master Code:_____

To set your new master code to the lock, enter the following into the lock:

123456 # 11 # Your Master Code # Your Master Code Again

* Press each button slowly, not too fast. After every time you press # you will hear 2 quick beeps and see 2 quick green flashes and then a flashing red light.

* If done **incorrectly**, you’ll hear a long beep and see a solid red light and will need to start this step over.

* If done **correctly**, after the last # you press you’ll hear 2 quick beeps and see 2 quick green flashes and then the keypad light will go out.

* You have now set your new 1-6 digit master code. You are allowed to have multiple numbers like 33433 as your code. Make sure you wrote it down.

* If you lose or forget your master code you will have to reset the lock and start over.

3. Opening And Using the TM KEY Software

Now, go to your computer and open the folder that has the software that you copied to your computer. Double click the software, TM_KEY, to open.

Enter username and password: (You can change it once logged in by clicking the “**Operator**” button on the lower right side of the software)

Username: dallas
Password: ibutton

New Username: _____
New Password: _____

4. System Code

This code will later be entered into your lock to synchronize your software with the lock. Set this now by clicking the System Code button at the bottom left of the screen. Enter in old system code of 0000 and change it to another 4 digit number, can be anything... Write this number down.

New System Code: _____

If successful it will tell you to exit and re-start the software. Do that now.

5. Lock Setting

This is where you enter information for your lock, or multiple locks if you have more than one. Click “**Lock Setting**” at the top of the screen and a new window opens up.

You can add a new lock, delete a lock, export, and print lock information. Click the word “**Add**” at the bottom left of the screen. You’ll see a line appear where you need to fill in the information.

- a. **Lock Name:** This is a unique ID to each lock. You cannot have duplicate lock names. So you could name this lock 1, lock 2, lock 3, etc or whatever is easy for you to remember. Or it could even be the room number. This is for your information so you can distinguish between the different locks.
- b. **Location:** This is the actual lock location. This is unique to the room or address of where the guest will be staying. So an example could be room 102, 103, or 104 as in the room numbers or 3445 N Ski Run Ln, as in an actual

address. This is the reference that the guest will see.

- c. **Owner:** This is a name to associate with the owner of the room or property. For example, you could set this field to the actual owner's name or company.
- d. **Contact:** This is the person to contact about this unit or property. Could be the actual owner, or a property management company or an individual.

Now that you have that information filled out click the “**Save**” button at the bottom. Now click the “**Exit**” button on the bottom right to exit out.

6. Setting the Lock ID

This assigns the lock a random unique ID. You will enter this number, along with the System Code you wrote down earlier into the lock in the next step. To set the Lock ID, simply click the lock you want, you'll notice a little black arrow at the left indicating which lock you have selected. Click on the arrow next to the lock you want (which may be the only lock available if you have just one), then click the “**Lock ID**” button at the bottom. This will show you the random lock id in a small pop-up window..

7. Setting the Codes to the Locks

In this step you will use the information you received from your software (the System Code and Lock ID) to synch your lock with your computer. You'll need to have your new master code, the new system code, and the lock ID handy for this step.

1. Enter the following into the lock to set the codes to the lock:

Master Code # 37 # System Code # Lock ID

* After the last # you press you'll hear 3 quick beeps and see 3 quick green flashes and then the keypad light will go out. If done incorrectly your remote codes will not work.

8. Setting the Time Zone

This sets the time zone that the lock will be located in so that the codes you issue will be in sync with the lock.

1. Enter the following into the lock to set the time zone. Please note that the time is code is in military or 24 hour time format.

Master Code # 88 # YYMMDDHHMM

Example: If the date and time is 05/30/2008 at 3:32PM, you would enter:

Master Code # 88 # 0805301532

* If done correctly you'll hear 2 quick beeps and see 2 quick green flashes and then the keypad light will go out. If done incorrectly you'll hear a long beep, see the red light, and will need to start this step over again.

9. Issuing Temporary Codes

The temporary codes can be issued for up to 90 days. You can issue one-time-use codes or codes that work for a minimum time. If you want a code longer than 90 days you'll have to set up an unlimited use code which is explained further down.

Now that you have everything entered into the lock and it's set up, once a guest is ready for a code:

1. Simply highlight the lock that guest will access
2. Enter their name at the top of the screen where it says "**Customer**"
3. Click the big button on the bottom right that says "**Temporary Master Code**"

* If you would like to add any additional comments to the customer add them into the "**Additional Comments**" box before clicking the "**Temporary Master Code**" button.

A new window will open up with the instructions for the guest.

1. You'll see at the top the temporary master code located in the red box.
2. Below that is a box that tells the guest the lock location. This is taken from the field "**Location**" in the lock set up area. The next line down tells the guest when the code is valid from and valid to.
3. The 3rd box at the bottom tells the guest how to set up their own 3-6 digit user code that is unique to them. They will go up to the lock and enter:

(Temporary Master Code) # (Their new unique 3-6 digit code) # # #

4. They push the # (4) times and hear a long beep and see the red light. Otherwise if they only push # (3) times it will flash red for about 20 seconds, but it will still work either way. First option is faster.

5. The guest can now enter their new 3-6 digit code and press # to access the lock. The lock will stay unlocked for about 5 seconds then it will automatically lock and the code will need to be entered again to unlock the door.
6. If the guest needs to change their new unique 3-6 digit code to another new code they will follow these steps again by entering the original Temporary Master Code that is in the red box.

10. Getting the Codes to the Guests

When you issue the code a new window appears. You can physically print it out and send it to your guest.

If you have a PDF print driver you can print it and save as a pdf and send them the pdf file to their email address as an attachment. If you don't have a PDF print driver click the link below to download a free version.

- To print as a PDF, while at the temporary code page with the red box, at the top select the icon that has a printer and a green wrench across it; the one next to the right pointing arrow.
- The print window now appears.
- From the dropdown, select "PrimoPDF" or whatever other PDF print driver you have installed and click OK at the bottom and the window closes.
- Now at the top, select the printer icon without the green wrench and Save as PDF to the location of your choice.

You can do this step while the guest is on the phone talking with you. Once you have their payment you can ask for their email address and send them the "code" to the lock before you even hang up the phone.

*** Need a PDF Print Driver?**

You can download a FREE PDF Print Driver by visiting:

<http://www.primopdf.com/>

While at the primo pdf website, click the big link on the left under Primo PDF that says "Download – Free".

Follow the link to the download page and click the link that says "Download Now". Click the "Run" button when the download window appears and finish installation.

11. Setting Up Permanent Codes

This step will set up a permanent code for you, your maintenance, housekeeping, or anyone that needs a code longer than 90 days. Please write down your codes and keep them in a safe place. While at the lock enter the following:

Master Code # 01 # Permanent 1-8 digit code # # #

* If done correctly you should hear 2 quick beeps and see 2 quick green flashes after each time you press #. The last # you press will hear a long beep and the keypad light will go out. That means you have set the permanent code correctly.

To use code at the lock enter:

Code #

12. Setting Up One One-Time-Use Code from the lock

This is a way to generate a code that will only work one time. Perfect for contractors or to allow anyone access to the lock one time. You can have up to 10 one time use codes at any given time. While at the lock enter:

Master Code # 33 # 1-8 digit one-time-use code #

To use code at the lock enter:

Code #

13. Setting Up Multiple One-Time-Use Code From the Lock (Up to 10)

This is a way to generate a code that will only work one time but you can set up to 10. Perfect for contractors or to allow anyone access to the lock one time. You can have up to 10 one time use codes at any given time. While at the lock enter:

Master Code # 33 # 1-8 digit one-time-use code # 1-8 digit one-time-use code # 1-8 digit one-time-use code (repeat up to 10 times) #

To use code at the lock enter:

Code #

- **Note:** You can also just go to the software and issue a code remotely that lasts for an hour as an option to issue a code away from the lock.

- **Note:** If you want to set up less than 10 codes just keep pressing # after the last code you want to set and that will skip over the other codes.

14. Setting Auto-Lock/Unlock Function

Auto lock/unlock is a feature that you set to tell the lock to unlock at a specific time, and to lock at a specific time. This feature is nice if you have a common area like a fitness room or some other common area that all guests will access. This works 7days a week only. You cannot specify specific days for it to work.

While at the lock enter the following:

Auto Unlock Time: # Master Code # 63 # HHMM #

Enable Auto-Unlock: # Master Code # 64 #

Disable Auto-Unlock: # Master Code # 65 #

Auto Lock Time: # Master Code # 66 # HHMM #

Enable Auto-Lock: # Master Code # 67 #

Disable Auto-Lock: # Master Code # 68 #

15. Lockout or Un-Lockout All Users

This will not let anyone access the door lock, except for one time use codes, they will still work. Great if you need to do maintenance or repairs and don't want guests accessing the lock(s) while those repairs are underway, or if you need to remove a guests access to the room quickly. To activate lockout mode, while at the lock enter the following:

Master Code # 99

* If done correctly you'll hear 2 quick beeps and see 2 quick green flashes and then the keypad light will go out. If done incorrectly you'll hear a long beep, see the red light, and will need to start this step over again.

To re-activate the lock to it's original working state, while at the lock enter the following again:

Master Code # 99

* If done correctly you'll hear 4 quick beeps and see 2 quick green flashes and then the keypad light will go out. If done incorrectly you'll hear a long beep, see the red light, and will need to start this step over again.

16. Setting Up iButton (ibuttons are purchased separately)

This allows you to set the ibutton up to work on a lock as a key override.

Master Code # 01 # Touch iButton # #

17. Batteries * Please note:

If you take the batteries out for any reason, there is about a 10 minute memory availability where all your codes and passwords are saved. To see if you missed the 10 minute window, try your master code by pressing:

Your Master Code

*If you hear one long beep, see the red light and the keypad light goes out then you have lost everything and need to start at the beginning from the top of the page.

* If you hear 2 quick beeps and see 2 quick green flashes and then the light blinks red, your codes are still saved.

18. Resetting Lock

Changing or setting this code will save your new master code which will allow you to issue the remote codes.

For about 20 seconds press and hold the small button on the inside of the back part of the lock, located right below the batteries, until you hear 3 beeps and see the light flash green 3 times, not red. (You will see one green flash initially but keep holding the button down for about 20 seconds until 3 beeps and 3 green flashes.)

This resets the master code to 123456. 123456 is the original default master code.

* **Note:** This master code is only for programming the lock. It will **not** unlock any of the locks.

This is the end of the initial set up. You may proceed with installing the lock to the appropriate location. Keep this manual handy for a reference.

Should you require further assistance please call toll free 866-475-5701.

www.ResortLocks.com