

# User's Guide

## **RentalLock RL100 CE for Windows Mobile™ Devices**

Version 1.0

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## Before You Begin

### ***Who Should Use This Manual***

This manual is for system administrators responsible for configuring, deploying, and maintaining RL100 Access Control Devices. This manual assumes knowledge of:

- The Windows Mobile™ Operating system.
- Installation, operation, and maintenance of PocketPC device.
- Windows Operating System

The screen images shown in this guide were taken from a handheld Windows CE running PocketPC 2002 operating system.

### ***Finding More Information***

This manual contains conceptual information, and installation and configuration steps for the RentalLock's RL100 CE using a handheld PC. For additional information, see the following documentation:

- The *RentalLock Knowledge Base* provides users with step-by-step instructions for using the RL100 CE application.
- For instructions on installing, configuring, and maintaining your RL100 hardware, see the documentation included in your RL100 package.

This book and other RentalLock documentation are available in Adobe PDF format in the following locations:

- The documentation directory of your RL100 Companion CD-ROM.
- The product documentation library at <http://www.rentallock.com/support>

Using the Adobe Acrobat Reader, you can view and search the documentation electronically or print it for easy reference. To download the Adobe Acrobat Reader for free, please go to Adobe's Web site at <http://www.adobe.com>.

### ***RentalLock on the World Wide Web***

RentalLock offers online Technical Support Services at <http://www.rentallock.com> that include the following:

- PDF versions of all current RentalLock technical publications.
- A Frequently Asked Questions page with answers to the most common technical issues.
- The latest service packs and hot fixes for download.
- An Online Knowledge Base containing an extensive collection of technical articles, troubleshooting tips, and white papers.

- Most recent RL100 CE User's Guide.
- Interactive online support forums.

### ***Reader Comments***

It is our goal to provide well-written, accurate, clear, complete, and usable documentation for RentalLock products. If you have any comments, corrections, or suggestions for improving our documentation, we would be happy to hear from you. You can email the authors at:

[documentation@rentallock.com](mailto:documentation@rentallock.com)

Please include the name and version number of the product and the title of the document in your email.

## Introduction to the RentalLock RL100 CE

### *Overview*

The RentalLock RL100 CE lets you use a handheld PC to make an Infrared connection to an RL100 device. When the Infrared connection to the RL100 device is established, you can access programming features, audit the device and run device.

### *Features*

When connected to the RL100, the RL100 CE provides additional flexibility that make remote access control flexible, simple and. The RentalLock RL100 CE has the following programming features:

- Set Master Code
- Set Sub-Master Codes
- Program User Codes
- Assign Manager Privileges
- Set Access Level
- Audit Device
- Set Options
- Set Clock
- Retrieve Status Report
- Run Diagnostic Report

## Deploying the RL100 CE

### Overview

This section describes how to use the RL100 CE. Topics in this section include:

- System requirements
- Installing the RL100 CE
- Updating the RL100CE
- Uninstalling the RL100 CE

### System Requirements

The **RentalLock Manager** runs on any system that has an Internet connection and a Web Browser. The basic system requirements are:

- Windows® 98, 98SE, ME, NT 4.0, 2000 or XP
- Internet Explorer® 5.0 or higher (5.5 or 6.0 recommended)
- Microsoft ActiveSync® 3.4 or higher (3.7 recommended)

Before you can install RL100 CE onto your Pocket PC you will need to install Microsoft ActiveSync® on your computer, the version, 3.7, and installation instructions are available on the accompanying CD or available from [www.microsoft.com/windowsmobile/products/pocketpc/default.mspx](http://www.microsoft.com/windowsmobile/products/pocketpc/default.mspx)

The **RL100 CE** runs on any **Pocket PC 2000** or **Pocket PC 2002** Pocket PC computer. Popular models include: Audiovox PDA1032C, Audiovox Thera, Casio GFORT, Cassiopeia E-115, Cassiopeia E-125, Cassiopeia E-200, Cassiopeia EM500, Compaq iPAQ 31 36 3700 Series, Compaq iPAQ 3800 Series, Compaq iPaq 3900 Series, Dell Axim X5, Fujitsu Siemens Loox, HP iPaq Pocket PC H1910, HP iPaq Pocket PC H5450, HP Jornada 560 Series, Toshiba 2032, Toshiba e310, Toshiba e550G, Toshiba E570, Toshiba e740.

There are many other manufacturers of Pocket PCs and new models come out all the time. As long as a Pocket PC runs the Pocket PC or Pocket PC 2002 operating system, it will work with RL100 CE.

**RL100 does not run on any non-Pocket PC devices.** This includes:

- Older Windows CE devices, prior to Windows CE 3.0 (Pocket PC 2000), such as the H/PC (Pocket PC PC), CE 2.11 and CE 1.0 devices. Some older devices can be upgraded; check with your device manufacturer.
- Palm Organizers or Palm-compatible devices, such as the Handspring Visor® and
- Treo®, Sony CLIE® and the Palm/cell phone combinations from Kyocera and Samsung

- Pocket PCs that use the Hitachi SH3 processor which include the HP Jornada 420, 430, 430se, 525, 540, 545, 547, 548, and 680 models, plus some others.
- BlackBerry® wireless email pagers
- Symbian OS devices, such as the Nokia 7650 and Nokia 9200
- Devices that use other operating systems such as EPOC

If you are using one of these other types of devices, you might consider switching to the Pocket PC or using one in addition to the device you have now. For example, if you have a BlackBerry, you could continue to use that for email and use a Pocket PC for RL100 CE and other applications.

### ***Installing the RL100 CE***

The RL100 CE can be installed using one of two methods:

- **Local Installation.** The installation program is run on the Windows CE device from a previously downloaded setup file.
  - **PC installation.** This method can be used only with Windows CE devices attached to a PC. The installation program is run on the PC, which then downloads the necessary files to the Windows CE device.
- To install the RentalLock RL100 CE using the local installation method.
1. Copy the RL100 CE setup program (RL100CEvxx.cab, where *xx* is the version you are loading) to the Windows Mobile™ device.
  2. On the Windows Mobile™ device, locate the setup program using the File Explorer, double-click the RL100CEvxx.cab icon.
  3. The package will automatically install into the “Program Files” directory and the RL100CEvxx.cab will be deleted.
  4. When the installation is complete the RL100 CE option will appear on the Start Menu.
- To install the RentalLock RL100 CE using the PC installation.
1. Double-click the RL100CE Setup icon on your PC and follow the instructions that appear. The necessary files are downloaded to the Windows Mobile™ device.
  2. When the installation is complete the RL100 CE option will appear on the Start Menu.

### ***Starting RL100 CE***

To start the RentalLock RL100 CE on the Windows Mobile™ device.

- Click **Start, RL100 CE**

### ***Updating the RL100 CE***

To update an existing installation the RentalLock RL100 CE

1. Connect to the Windows Mobile™ device using the ActiveSync™ program.
2. Copy the RL100 CE setup program (RL100CEvxx.cab, where *xx* is the version you are loading) to the Windows Mobile™ device.
3. On the Windows Mobile™ device, locate the setup program using the File Explorer, double-click the RL100CEvxx.cab icon.
4. The package will automatically install into the “Program Files” directory and the RL100CEvxx.cab will be deleted.
5. When installed all necessary file will be overwritten.

### ***Uninstalling the RL100 CE***

To uninstall the RentalLock RL100 CE

6. Connect to the Windows Mobile™ device using the ActiveSync™ program.
7. After the devices have Synchronized, Got to **Tools, Add/Remove Programs...**
8. Select the **RentalLock RL100 CE** from the installed programs list and click **Remove**.
9. Click **OK** to complete the uninstallation.

## Configuring an RL100 using the RL100 CE

### Overview

This section describes how to use the RL100 CE to configure an RL100 device. Topics in this section include:

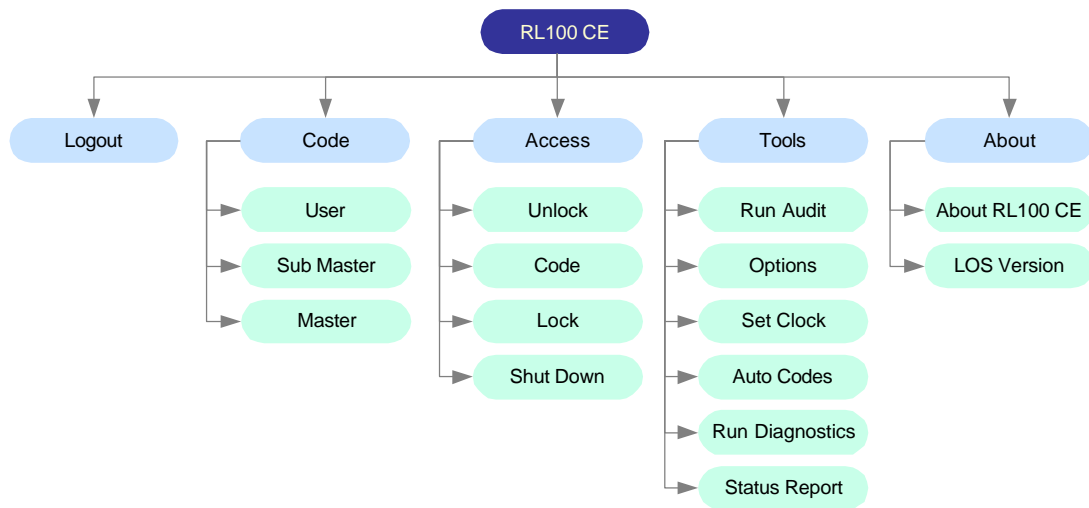
- RL100 CE User Interface
- Quick Reference Menu
- Programming Procedures
- Connecting the Windows Mobile™ device and RL100 to a device
- User Codes available for use

### The RL100 CE User Interface

The RL100 CE User Interface is comprised of five sections which provide messages, forms and reports

- **Main Menu**  
The **Main Menu** appear across the bottom the display screen.
- **Sub Menu**  
**Sub-Menus** are the options which appear when a **Main Menu** is selected.
- **Message**  
The **Message** provides information about connectivity and status.
- **Notice Window**  
The **Message** provides information about connectivity and status.
- **Action Forms**
- 

### RL100 CE Quick Reference



## ***Programming Procedures***

To begin programming the RL100, enter a valid Master or Sub Master code. The green light will flash indicating the battery levels and the red light will flash to indicate the device is open. If locked, the system will unlock for access.

To enter the Programming Mode, press **55** before the red light flashes a second time, indicating the end of the open delay time.

The system will remain in the Programming mode for a minute after the last key or command is completed. This timeout gives you the necessary time to decide what command you are going to use next.

### **TIP**

You have 5 seconds or the open delay time, if set longer, to begin programming after entering the Master or Sub Master Code: If you do not press a key during this time, Command mode ends. Pressing the CL key right after you enter the Master or Sub Master Code extends the open delay time-out to one minute for programming.

Because the system automatically ends a programming session after one minute, you do not have to use the logout command. However, because the programming mode unlocks the lockset and the lockset remains unlocked for a minute after you stop programming, we recommend that you use the logout command to end your programming session

When you quit your programming session; the green light flashes to acknowledge the command. The red light flashes immediately afterward to indicate the end of the programming session and the system will device unless the access level is set to Unlocked.

The default **Open Delay Time** is 2 Seconds; this can be changed in the **Tools > Options** on the RL100 CE.

## ***Connecting the RL100 CE to an RL100 device***

Because the Windows Mobile™ device connects to the System optically via the Infrared Port (IR), you must take care to hold the device so the IR port of the device and the IR port of the Programming device are level and have an unobstructed view of each other.

If you move the Programming device so that it cannot “see” the optical transmitter on the System, the Programming device will stop communicating. If this happens, you will have to press CL or wait one minute until the system resets.

**To create a link between the RL100 and the RL100 CE, follow these steps:**

1. Launch the RL100 CE program
2. Holding the Windows Mobile™ device in the proper location.
3. Enter a valid Master or Sub Master code, after the lights have flashed.
4. Enter 55.
5. On the RL100 CE Screen you will see  
\*\* CONNECTION ESTABLISHED \*\*
6. You are now in the programming mode

### ***User Codes Available***

The RL100 can be programmed with 1 Master Code, 8 Sub-Master Codes and up to ninety-nine (99) User Codes. These Master Code is Reserved by RentalLock for programming purposes. The Sub-Master codes and User Codes are available for your use. These are permanent codes which reside in the RL100 until changed or removed they are valid 27hours a day, 7 days a week 365 days a year, if these codes are compromised each device will need to be reprogrammed, in a sense re-keyed. For security purposes, the Master and Sub-Master **must be** entered through the RL100 CE at the door but for your convenience the 99, available, User Codes can be programmed via a programming packet available from the RentalLock Manager

### **The RL100 is equipped with 5 types of codes.**

- Master Code reserved for RentalLock.
- Sub Master Code for up to eight administrators.
- User for anyone who requires normal day-to-day access.
- eKey for time sensitive access.
- eKey Maintenance for daily time sensitive access.

All codes are 6-9 digits in length, except the eKeys are 10 digits in length. All codes consist of a three digit code ID number and a PIN (personal identification number). The ID number uniquely identifies the code and is used to reference the code while programming.

Any time a code is used, its ID number or eKey is recorded along with the date, time and action taken in the System's audit log. All failed attempts are also logged.

ID Number	Code Type
001 (eKey/ PIN used)	eKey
501	Master Code
502 – 509	Sub Master Codes
002 – 099	User Codes

510

Maintenance eKey

The PIN length is determined by the length of the Master code and may be 4, 5 or 6 digits long (only one PIN length can be in use at a time).

There are two modes of operation supported: PIN Only, where only the PIN is required for access, and ID+PIN, where the user must enter both the code ID and the PIN for access.

**Important!**

There are two modes of operation supported: PIN Only, where only the PIN is required for access, and ID+PIN, where the user must enter both the code ID and the PIN for access. When the length of the Master code is set to 4 through 6 digits, the System operates in PIN Only mode. When the length of the Master code is set to 7 through 9 digits, the System operates in ID + PIN mode.

Not only does the ID+PIN mode afford a much higher level of security, but it also enables the Auto code feature which can greatly simplify code management.

For these reasons, a minimum code length of 7 digits is recommended.

Note: due to the widespread use of seven digit telephone numbers, a seven digit number may also be easier to commit to memory.

## Programming Codes Using the RL100 CE

### Overview

This section describes how to program the various codes using the RL100CE. Topics in this section include:

- Programming the Master Code
- Programming the Sub-Master Code
- Programming the User Code
- Extending Manager Privileges to User Codes
- Understanding the eKey
- Understanding Maintenance eKey\*

### Master Code

The Master code is reserved for the RentalLock. The Master code has complete control of the System. This control includes entering or deleting user codes at all levels, setting access levels, setting time and date, setting up groups and controlling their access, and so forth. The Master code should be disclosed only to an administrator ultimately responsible for controlling the space secured by the locked door.

The Master code can have as few as four and as many as nine digits. Its length sets the length for all other codes used (i.e., if its length is five digits, Access Levels and Codes all other code lengths are five digits). The more digits used, the greater the possible number of code combinations and the greater resulting security.

If you change the length of the Master Code PIN all other PIN must be changed.

#### ➤ Changing the Master Code

1. Select **Code > Master**
2. Enter correct **PIN** length
3. enter the new **Master Code PIN**, the ID for the Master Code is always **501**
4. Verify the new **Master Code PIN**
5. **Verify** you wish to change the **Master Code PIN**
6. After reading the **PIN warning**, click **OK**
7. In the **Notice Window**, you will see that the Master Code was changed

For security, if you should change the Master Code before installing the System inform RentalLock of the change so it can be note in your account. If you change the Master Code and do not notify RentalLock and there is a problem with the door or your account RentalLock may not be able to help and the device will have to be reprogrammed to make it operational again.

Write down your new Master code and store it somewhere safe and separate from your list of all other System codes.

### ***Sub Master Codes***

The System can be programmed with up to eight (8) Sub Master Codes.

The Sub Master Codes function like the Master Code with the following limitations – Sub Master Codes can not:

- Change the Master Code
- Program other Sub Master codes
- Set Shutdown access level

A Sub Master's authority may also be restricted to any combination of the Main Menu programming options.

#### ➤ **Adding a Sub Master Code**

1. Select **Code > Sub-Master > Add**
2. Enter the **Sub-Master ID** you wish to add, **502 – 509**
3. click **OK**
4. Enter the new **Sub-Master Code PIN**
5. Click **OK**
6. Verify the **Sub-Master Code** was entered on the **Message Field**

#### ➤ **Removing a Sub Master Code**

1. Select **Code > Sub-Master > Rem**
2. Enter the **Sub-Master ID** you wish to remove, **502 – 509**
3. Click **OK**
4. Verify the **Sub-Master Code** was removed on the **Message Field**

#### ➤ **Placing a Sub Master Code on hold**

1. Select **Code > Sub-Master > Hld**

2. Enter the **Sub-Master ID** you wish to place, **502 – 509**
3. Click **OK**
4. Verify the **Sub-Master Code** was placed on hold in the **Message Field**

➤ **Reserving a Sub Master Code**

1. Select **Code > Sub-Master > Hld**
2. Enter the **Sub-Master ID** you wish to reserve, **502 – 509**
3. Click **OK**
4. Verify the **Sub-Master Code** was reserved in the **Message Field**

➤ **Verifying Sub Master Codes**

1. Select **Code > Sub-Master > Ver**
2. Verify the **Sub-Master Code/s** entered on the **Message Field**

Sub Master Codes are programmed into the device and reside there until manually removed or changed. If compromised the device **MUST** be reprogrammed to insure complete removal.

### ***User Codes***

The System can be programmed with up to ninety-nine (99) User Codes. These codes must be enabled in the RentalLock Manager and are set via the downloaded programming packet.

User Codes are for the day-to-day user. A General User code has access at Code required access level only. Any User Code may be assigned as a Manager; a Manger has the ability to device the device open or closed and put the device into lockout.

➤ **Adding a User Codes (Auto)**

1. Select **Code > User > Add**
2. Select **Coding Method Auto1, Auto2, Auto3 or Auto4**
3. Enter the **Starting ID** position, **002 - 099**
4. Enter the **Ending ID** position, **002 - 099**
5. Click **OK**
6. Verify the **User Codes** entered on the **Message Field**

➤ **Adding User Codes (Manual)**

1. Select **Code > User > Add**
2. Select **Coding Method Manual**
3. Select the **.LOC file** containing the **User Codes**
4. Click **OK**
5. Verify the **User Codes** entered on the **Message Field**

➤ **Removing a User Code**

1. Select **Code > User > Rem**
2. Enter the **User ID** you wish to remove, **002 - 099**
3. Click **OK**
4. Verify the **User Code** was removed on the **Message Field**

➤ **Placing a User Code on hold**

1. Select **Code > User > Hld**
2. Enter the **User ID** you wish to place, **002 - 099**
3. Click **OK**
4. Verify the **User Code** was placed on hold in the **Message Field**

➤ **Reserving a User Code**

1. Select **Code > User > Hld**
2. Enter the **User ID** you wish to reserve, **002 - 099**
3. Click **OK**
4. Verify the **User Code** was reserved in the **Message Field**

➤ **Verifying User Codes Entered**

1. Select **Code > User > Ver**
2. Verify the **User Code/s** entered on the **Message Field**

➤ **Extending Manager Privlidges**

1. Select **Code > User > Ext**
2. Enter the **User ID** you wish to extend privileges to, **002 - 099**
3. Click **OK**
4. Verify the **User Code** was has extended privlidges in the **Message Field**

User Codes are programmed into the device and reside there until manually removed or changed. If compromised the device **MUST** be reprogrammed to insure complete removal.

### **eKey\***

An eKey is a remotely generated 10 digit number which will allow access to a specific device/ACS/Door/Power Supply for a specific period of time designated at the time of generation.

To generate unique eKey Codes you must use the RentalLock Manager.

### **Maintenance eKey\***

There are up to twelve (12) eKey Maintenance Codes available for any given day.  $(1024) 2^{10}$

The eKey Maintenance Codes is good for the selected time period on the selected date; it does not cancel the PIN stored in the device. To generate unique eKey Maintenance Codes you must use the RentalLock Manager

This is to be used for any access to the unit by management, housekeepers, emergency personnel, etc...

**\* Access to eKey functionality requires the device be activated on the RentalLock Manager and may require additional fees.**

## Configuring the RL100's Settings

### Overview

This section describes how to use the RL100 CE to configure an RL100 device. Topics in this section include:

- Setting the Clock
- Setting the Open Delay
- Running Diagnostics
- Running an Audit
- Running a Status Report
- Controlling the Access Level

### Setting the Clock

The internal clock of a device (e.g. RL100) is set using the RL100 CE. The clock can be set to any time desired, the default is the time in the computer used to Sync the data.

#### ➤ Setting the device clock

1. Select **Tools > Set Clock**
2. Set the desired **Date**
3. Set the desired **Time**
4. Click the **OK** Button

### Setting the Open Delay

The Open Delay is the amount of seconds the device remains unlocked, after a valid code is input.

#### ➤ Setting the Open Delay

1. Select **Tools > Options**
2. Set the desired number of seconds in the Open Delay Field.
3. Set the correct Lock ID.
4. Set the correct Location.
5. Click the **OK** Button.

### Running RL100 Diagnostics

The running a diagnostic report will provide the current status of the a device. The device lock will cycle a report of the device will appear in the message window.

## ➤ Running a Diagnostic Report

1. Select **Tools > Run Diag**
2. Review the **Report Log**
3. Click the **OK** Button to close.

## *Running an Audit of an RL100*

To run an Audit on the device select Audit (Aud) from the Main Menu and Select Get Audit. An audit of the lock will automatically be run.

The audit will be automatically saved to the root directory of the PocketPC as the date.

In the sample Audit Log printout above, the dates are the dates of the events, the times are the times of the events, the 3 digit numbers following the times are the code ID numbers, and the words after the ID numbers (e.g., LOG ON) are the events themselves. An ID number of 000 indicates an action taken by the System (no code was used).

### Audit Events

ANTI-TAMPER	Anti-tamper mode set
ATTEMPT	Attempted access by restricted code
AUDIT LOG	Audit Code Used
LOW BATTERY	Low Battery Level Set
ENTRY	Access Granted
LOG ON	Menu Mode entered
MOTOR FAIL	Motor Drive System Failed
SHUTDOWN	Shutdown Access Level Set
UNLOCKED	Unlocked Access Level Set
LOCKOUT	Lockout Access Level Set
DST	Daylight Savings Time change
xxx ADD	Code ID xxx added
xxx HOLD	Code ID xxx placed on hold

xxx Restore	Code ID xxx restored
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### ***Running an RL100 Status Report***

Running a diagnostic report will provide the current status of the device. The device lock will cycle a report of the device will appear in the message window.

#### **➤ Running a Diagnostic Report**

1. Select **Tools > Run Diag**
2. Review the **Report Log**
3. Click the **OK** Button to close.

### ***Controlling the Access Level***

The System can be set to four (4) levels of access: Unlocked, Code Required, Lockout and Shutdown.

1. Unlocked - free passage.
2. Code Required (normal operation) - a valid code is required for access.
3. Lockout - The Master, Sub Master or a Manager code is required for access.
4. Shutdown - The Master code is required for access. (Can only be set or changed by the Master Code)

#### **➤ Setting the device to Unlocked**

1. Select **Acc > Unlock**

#### **➤ Setting the device to Code Required**

1. Select **Acc > Code**

#### **➤ Setting the device to Lockout**

1. Select **Acc > Lock**

#### **➤ Setting the device to Shutdown**

1. Select **Acc > Shutdown**

## End-User Licensing Agreement

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