

User's Guide

RentalLock RL100 Access Control Device

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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:

- Basic understanding of Access Control Devices.
- Installation, operation, and maintenance of Access Control Devices.
- Windows Operating System

Finding More Information

This manual contains conceptual information, and installation and configuration steps for the RentalLock's RL100 Access Control Device. For additional information, see the following documentation:

- The *RentalLock Knowledge Base* provides users with step-by-step instructions for installing the RL100.
- For instructions on programming your RL100 hardware, see the documentation for the RL100 CE.

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 User's Guide.
- 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

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

Introduction to the RentalLock RL100

Overview

The RL100 Access Control System (the System) is a self contained, electronically controlled, battery powered, single door access control device. A keyless system, it has an 11-key pad on which access codes are entered. A control module containing the System electronics, batteries, and keypad, is coupled to a heavy duty lockset. A patented low-power motorized locking mechanism in the lockset allows for years of reliable operation on a single set of batteries.

To gain entry through a door secured with the Lock, a user enters an individual code at the keypad. If both the access level and the code are valid (i.e., the code entered exists in an authorized section of the Lock's code list) the outside handle will unlock for a predetermined time, then re-lock when released. The door can always be opened from the inside, regardless of the locked status of the outside handle.

The System maintains an audit log of all System activity for later retrieval by an administrator. The audit log stores the user ID, and the date and time of each event. It even records unauthorized attempts to open the Lock.

The System has a programmable time schedule and holiday list that allows it to automatically change access levels at predetermined times of the day. It can even be programmed to automatically unlock and remain unlocked during times when access control is not required.

The System is programmed at the door. A user must have either a Master code or one of eight Sub Master Codes to program the System. In addition, any User code can be assigned the Manager privilege to change the access level. Two lights on the Keyboard provide information such as lock/unlock condition, battery level, programming results, etc.

The RL Data Link installed on an approved PocketPC[®] device is held in front of the device to receive programming prompts and to audit the System. The PocketPC[®] device communicates with the System via infrared light and requires no wires or connectors!

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:

- Code Capacity of 99 Users and Unlimited eKeys.

-
- Code Lengths: All codes except eKey are 3-9 digits in length. eKey is 10 Digits in length.
 - 5 Code Levels: Master, Sub Master, User, eKey, Maintenance eKey
 - Audit Report that list all entries, attempts, and other system activity
 - 4 Access Levels: Unlocked, Code Required, Lockout and Shutdown
 - Variable Open Delay before lockset re-locks
 - Anti-tamper lockout that inhibits unauthorized "guessing"
 - Automatic daylight savings clock adjustments
 - Battery status indications
 - Mechanical key bypass always available
 - Full programming capabilities via the RL100 CE.

Operation and Indicators

Overview

This section describes the operating methods, input devices and indicators of the RL100. Topics in this section include:

- Basic Operation
- Indicator Lights
- Manager Functionality
- Anti-Tamper protection

Basic Operation

The System control module has an 11 key pad on top, numbers 0 through 9 and CL/Enter (Figure 1). Operation is simple: press a code number in sequence, once the code is entered the indicator light flash to indicate the status of the device.

Indicator Lights

There are two (2) indicator lights, a red and a green, on the right hand side of the key pad. These are used as a visual reference regarding the status of the device and system.

If the code is valid, the green light flashes once and the System will unlock. This light also flashes at every key press while in the programming mode.

The red light flashes each time the System re-locks after a code has been entered. Also, if an invalid code is entered, the red light flashes. Invalid codes are either those that are not in the System's user list or codes that are restricted by the access level. The red light also flashes at every key press when the System is in anti-tamper shutdown (refer to Anti-Tamper on page 16). The red light will also flash once if a valid code is entered while the access level is set to unlocked.

Manager Functionality

A User Code with Manager Privileges can change or set the access level of the device, except when the devices is in Shutdown. If the device is in Shutdown the Master Code must be used to access the device.

To change the access level of the System, enter a User Code with Manager Privileges, and during the open delay time:

To set the access level to Unlocked:

1. Press the 0 key, the green light will flash once.
2. Press and hold (approximately 2 seconds) the CL key until the green light flashes once.

To set the access level to Code Required:

1. Press the 5 Key, the green light will flash once.
2. Press and hold the CL key (approximately 2 seconds) until the green light flashes two times.

To set the access level to Lockout:

1. Press and hold (approximately 2 seconds) the CL until the green light flashes three times.

TIP

If the red light flashes while changing the access level, you have paused too long between key presses and the programming session has ended. No programming has been changed. Re-enter the Manager Code and try again.

Anti-Tamper

The system has an anti-tamper feature that helps frustrate any attempts to "guess" a valid code. If an invalid code is entered, the red light will flash. After three consecutive invalid codes are entered, the System enters the anti-tamper shutdown mode and the red light will flash for each key press. The System will not accept any code for 10 seconds, after which time, the System resets and will allow a valid code to be entered.

Each time the System enters the Anti-tamper mode, an entry is made in the Audit Log for later retrieval.

Access Levels and Codes

Overview

This section describes the various access levels and user codes available in the RL100. Topics in this section include:

- User Access Levels
- Five types of codes available
- Descriptions of the codes

Access Levels

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)

Codes

The Lock provides 5 types of codes.

- Master Code reserved for Rental Lock.
- 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.

Master Code

The Master code is reserved for the Rental Lock. 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.

For security, you should change the Master Code before installing the System.

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

Sub Master Code

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.

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 Rental Lock 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 Manager has the ability to lock the device open or closed and put the device into lockout.

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 Lock/ACS/Door/Power Supply for a specific period of time designated at the time of generation.

To generate unique eKey Codes you must alter one of the following: Start Date, Start Time, Stop Date, or Stop Time.

There are two operating modes for the eKey Code:

- eKey Only - This allows for an unlimited number of eKeys to be used in a device at any time.
- eKey with PIN – allow the user of the 10 digit eKey to set a custom PIN for the remainder of the eKeys life. Only one eKey should be used at a time in this mode. If more than one eKey is generated for the same period the second eKey used cancels out any set eKey custom PIN in the device.

eKey* Maintenance

There are up to twelve (12) eKey Maintenance Codes available for any given day.

The eKey Maintenance Codes is good for the selected time period on the selected date; it does not cancel the PIN stored in the lock. To generate unique eKey Maintenance Codes you must alter one of the following: Start Date, Start Time, or Stop Time.

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 registered and activated with RentalLock and may require additional fees.**

Programming the RL100

Overview

This section provides an overview of the programming process and options. We recommend that you read this section thoroughly at least once. Then read RL100 CE User's Guide and practice programming with the System. After you know what results to expect, you can program the System for use.

Topics in this section include:

- User Programming Options
- Necessary software and hardware
- Programming Overview
- Indicator Lights
- Keyboard Timeout
- RL100 CE Menu Quick Reference

User Programming Options

In general, the Master or a Sub Master code is required to program the System. The Manager Code has limited programming privileges. Some of the programming commands operate only with the Master code.

Refer to the following Table for an overview of programming privileges for each code level.

| Code Level | Access/Programming Privileges | Programming Functions |
|------------------|--|---|
| Master | All times | All functions |
| Sub Master | All times except when the access level is set to Shutdown | All functions, if assigned, except: 1. Change Master code 2. Program Sub Master Codes 3. Set Shutdown access level |
| User Code | Only when access level is Code Required. | No programming functions |
| eKey | Only when access level is Code Required and as allowed by the Request Date and Time settings | No programming functions |
| Maintenance eKey | Only when access level is Code Required and as allowed by the | No programming functions |

| | | |
|--|--------------------------------|--|
| | Request Date and Time settings | |
|--|--------------------------------|--|

Software and Hardware for Programming

Programming the RL100 requires the use of the PocketPC device and the RL100 CE software. Before programming for the first time, familiarize yourself with the PocketPC and the software interface.

For programming instruction please refer to the RL100 CE User's Guide.

For a list of approved Pocket PC devices visit RentalLock on the web. There are many manufacturers of Pocket PCs and new models come out all the time. In general, as long as a Pocket PC runs the Pocket PC or Pocket PC 2002 operating system, it will work with RL100 CE.

RL100 CE does not run on any non-Pocket PC devices.

Programming Overview

To begin programming, enter the Master or a Sub Master code. (As shipped from Rental Lock, the Master Code is set to 5011234.) The lights will flash 3 times to indicate the battery level. If locked, the System will unlock for access. To enter the Programming Mode, press 55 to begin programming before the red light flashes to indicate the end of the open delay time.

The System will remain in the programming mode for a minute after the last key that you pressed. 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 End 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 End command to end your programming session (step 5, below).

NOTE

Unless specified otherwise, a command is completed by pressing and holding the CL key until the lights flash (approximately 2 seconds).

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 lock unless the access level is set to Unlocked.

The default Open Delay Time is 2 Seconds; this can be changed in Menu Mode programming.

Indicator Lights

The green light will flash each time a key is pressed during a programming session.

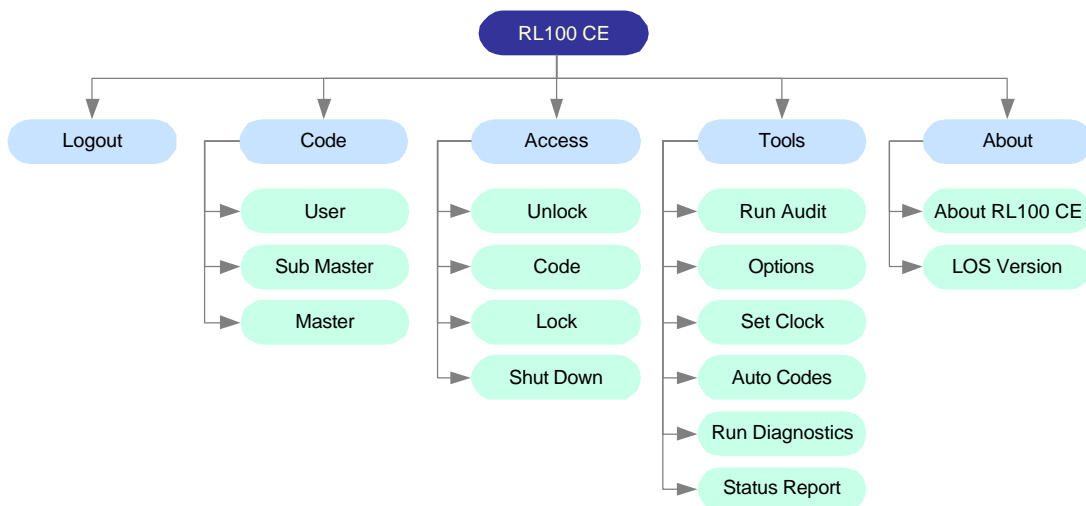
A single long green flash after entering a command means your programming was successful. The red light flashes whenever the System does not recognize a command, or if a parameter is invalid (e.g., Group number 5). Typically, two red flashes mean the parameter that followed the command is invalid.

Keyboard Time-out

If a key is not pressed for approximately one minute, the System will automatically exit the programming mode and terminate the programming session.

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 one minute after you stop programming, we recommend that you use the logout command to end your programming session.

RL100 CE Menu Quick Reference



Maintenance

Overview

This section provides information about regular and preventative maintenance. We recommend that you read this section thoroughly at least once and the battery installation instructions available at <http://www.rentallock.com/support/>.

Topics in this section include:

- Replacing the battery packs
- RL100 Preventative Maintenance
- Resetting the RL100

Replacing the Batteries

Battery replacement will be required when the voltage of the batteries indicates that long term continued operation will not be possible. The Lock gives a red warning light with each entry, and, when IR connection is made, the Mobile Device screen will indicate that replacement is required. The OFM will show the battery level under the Lock status tab. When replacement is first indicated, more than a thousand operations will be possible, so that replacement can be timely but it doesn't have to be on an emergency basis.

If the batteries are not replaced in due time, however, the Lock will enter Shutdown, and only the Programmer will have access. This reduces the possibility of total battery failure and resultant loss of programming information and audit data.

1. Remove the gasket.
2. Remove the Battery Cover Retaining Screw and remove the Battery Cover.
3. Connect the Battery Packs to the Connectors from the
4. CPU PC Board and install the Battery packs into the Housing Assembly. Arrange the wires so that they will not be pinched when the Battery Cover is installed.
5. Press and hold the Reset Button on the circuit board until the light flashes green, approximately 3 seconds. The system will go through a self-test and flash green 5 times. Any red flash indicates an electronics or motor problem.

To replace the weatherized battery packs, the electronics module must be removed from the door and the battery cover removed by unscrewing the screw in the center of the battery cover. If each cell pack is removed singly and its replacement installed, so that only one cell is absent at any time, the data in the memory will be preserved.

All Batteries need to be replaced with approved RentalLock battery pack. Use of any non-approved batteries will void warranty.

Normally the batteries should be replaced soon after the red indicator starts to flash twice after the green entry indication. However, if allowed to discharge after this indication for well over a thousand entries, the battery level will be low enough to force the Lock into Shutdown access level. It will still respond to the Master Code, thus entry can be gained so that the batteries can be exchanged. The RL100 must re-activated, after the new batteries have been installed, to insure the RL100 has the correct settings and insure the eKey technology functions properly.

Resetting the Lock

If the batteries are completely dead, or if they have been removed altogether, the memory contents will be lost. In this case, after replacing the batteries, press and hold the Reset Button for about three seconds until you observe the green indicator on the Lock keyboard flash, then release the button. After several seconds you should hear the Lock operate and the green indicator should flash several times. (A red flash indicates an inoperative component on the PC board or the drive system.) The Lock will now be in a reset state, and will not be recognized as an enrolled device by the system. It is the same as a new Lock as far as the system is concerned; however, it can be refreshed by the system.

Help

Customer Service

If you wish to return material for credit, contact the dealer from whom you purchased the product, otherwise, our Customer Support staff is available Monday through Friday 7:00 AM to 5:00 PM, Pacific time. Contact Customer Service concerning product pricing, availability and order status.

Contact Technical Support concerning technical problems and repairs. If you have not previously registered your product with Rental Lock, have the Serial Number from the device.

They can be reached by:

Calling our corporate telephone number: (601) 442-8800

Sending a Fax: (xxx) xxx xxxx

Corresponding through our website: <http://www.rentallock.com> or corresponding by E-mail: support@rentallock.com

Warranty Service

Rental Lock will service any product we sell when you return it to the factory complete, free and clear of all liens and encumbrances. You must prepay transportation and accompany the product by a Return Material Authorization Number

For warranty service on products that have not been registered with our Customer Service Department, include your sales receipt or other documentary proof of when you bought your Rental Lock product. If the product requires warranty related service, we will repair or replace it and return it to you, shipping prepaid.

Important!

If we find no faults with the product sent to us for warranty service, we reserve the right to charge a diagnostic fee and handling fee. Also, we will charge for repairing all damage not covered by the Limited Warranty.

Out-of-Warranty Service

We handle out-of-warranty repairs or replacement similar to the manner for warranty service. In this case, there will be a charge for parts, labor and return shipping costs.

Return Material Authorization

Before you return any product to RentalLock for any reason, you must first get a Return Material Authorization (RMA) number.

To get an RMA number, call Technical Support and describe the problem. If we determine your System needs to be returned to us for repair, we will give you an RMA number. Please mark this number clearly on the outside of your shipping package. You can also help by marking the RMA number on a tag and attaching it to the System.

BE SURE TO INCLUDE THE KEY FOR THE LOCK OR ADDITIONAL CHARGES MAY BE APPLIED FOR LOCKSMITH SERVICES.

Limited Warranty

Subject to the provisions described below, this RENTAL LOCK product is protected for one (1) year against defects in material and workmanship.

Should a product fail to perform as described above within the warranted period, it will be repaired or replaced with the same or functionally equivalent product by RENTAL LOCK, at its discretion, free of charge provided you: (1) return the failed product to a RENTAL LOCK repair facility with shipping charges prepaid, (2) provide RENTAL LOCK with proof of the original date of purchase, and (3) the activated product and client account belongs to you. Repaired or replacement products will be returned to you with shipping charges prepaid.

Replacement products may be refurbished or contain refurbished materials. If RENTAL LOCK, by its sole determination, is unable to repair or replace the defective product, it will refund the depreciated purchase price of the product.

This warranty does not apply if, in the judgment of RENTAL LOCK, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced. Repair by anyone other than RENTAL LOCK or an approved agent will void this warranty. The maximum liability of RENTAL LOCK under this warranty is limited to the purchase price of the product covered by the warranty less the normal depreciated value.

Prior to returning any defective product, the end customer or the reseller from whom the end customer originally purchased the product must obtain a Return Materials Authorization (RMA) number from RENTAL LOCK. All defective products should be returned to RENTAL LOCK with shipping charges prepaid. RENTAL LOCK will not accept collect shipments.

Except as specifically provided in this agreement or as required by law, the warranties and remedies stated above are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties, including implied warranties of merchantability, fitness for a particular purpose and non-infringement of third part rights are expressly excluded. RENTAL LOCK shall not

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Rental Lock offers Extended Warranties in two (2) year increments, call (800) 403-6799 for additional information.

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RL100CEv1.CAB

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