

# Knoll Keyless Locking

## Frequently Asked Questions

### Specifying Keyless Locks

#### ***What standard options does Knoll offer for keyless locks?***

RFID (Radio Frequency Identification) and Digital Keypad.

#### ***Does Knoll offer Bluetooth locks?***

Bluetooth locks are not currently available on Knoll products.

#### ***Which Knoll products are available with keyless locks?***

+ Quoin Lockers

+ Anchor products including lockers, pedestals, credenzas and doublewides offer keyless lock options, refer to Anchor statement of line for further details

#### ***Are keyless locks available on other Knoll products outside of Anchor and Quoin?***

While keyless locks are only standard on select Quoin and Anchor, CPD is able to accommodate some requests for keyless locks on other Knoll products including Calibre, Series 2 and Reff Profiles products. Refer to CPD database and Keyless Locking Custom Product Capability and Limitation Guidelines for details.

#### ***What is Shared Use Mode?***

In Shared Use Mode, locks remain unlocked until actively locked by a user. The user will select any open, unused lock, follow the operating procedure by entering self-selected code (Keypad locks) or by presenting RFID Credential (RFID locks). The lock will remain locked until unlocked by the same code or RFID credential that was used to lock the unit. Once unlocked, the code or RFID credential is no longer stored and is available for use by another user. This functionality is ideal for free address applications.

#### ***What is Assigned Use Mode?***

In Assigned Use, the lock is programmed to allow access by a specific set of codes or RFID credentials. In this functionality, the lock will only operate with the pre-programmed credentials. Assigned Use works well for owned workstations or secure team storage.

#### ***How many users can access an Assigned Use lock?***

During programming, Assigned Use locks may be programmed to accept 1-20 credentials (code or RFID).

#### ***Can a locked unit be accessed without the user credential?***

Manager Keys, similar to a master key, will override the user credential requirement and allow access to the locked unit. Only Manager Keys programmed to access a specific lock during the programming phase will be able to access the unit.

#### ***How do I specify my lock as Shared or Assigned Use?***

All Digital Keypad and RFID locks have the ability to be programmed for either Shared or Assigned Use. As a standard practice, all locks are shipped in Shared Use mode which is the most common application. To use in Assigned Use, refer to Knoll Keyless Locking Programming, Maintenance and Troubleshooting Guide for required setup procedure.

#### ***How many Programming Keys do I specify?***

Specify only one (1) Programming Key per site. Program Keys are required to set up and maintain the system. Locks will only with one Programming Key.

#### ***How many Manager Keys do I specify?***

Each lock may be programmed for access by up to six (6) Manager Keys. Exact number of required Manager Keys will vary based on site security requirements. Refer to the specification information within the Anchor or Quoin price list for details.

#### ***How many User Keys do I specify?***

User Keys allow ADA-compliant operation of the lock for those users unable to operate the lock via standard operating procedure. User Keys are not required for an operational lock system however, we do recommend having 2-3 User Keys per site to accommodate ADA needs.

#### ***How do I know if a client badge will operate an RFID Lock?***

Knoll RFID locks are compatible on 13.56 MHz frequency with both iClass (ISO 15693) and Mifare (ISO 14443). To be certain a badge will operate locks, a sample lock can be ordered to test compatibility.

#### ***How do I operate an RFID lock if a client badge is not compatible with the standard RFID lock?***

RFID stickers are available for purchase if required. RFID stickers are intended to be applied to an employee badge.

## Lock System Setup and Programming

### ***Why can't I begin using the locks in standard Shared Use mode prior to completing the initial programming procedure?***

Upon delivery locks operate via the C + Key button only. The initial setup procedure assigns specific Programming and Manager Keys to each lock. If the initial programming procedure is not completed, no Programming or Manager Keys will be able to operate the lock. The locks will only be able to operate in full operating mode once Programming and Manager Keys have been assigned to prevent from potential lock out situations due to lost or forgotten codes.

### ***Can the initial setup procedure be completed prior to shipment?***

Due to the nature of the lock system, initial programming cannot be done prior to shipment. It is best to complete initial setup once units are in place to allow for desired Manager Key access configurations by floor, department, etc.

### ***Can Knoll Keyless locks be integrated into a client's building or security system for monitoring?***

Knoll keyless locks feature a contained system where locks are powered via battery pack and controlled through Programming and Manager Keys. Knoll keyless locks cannot be controlled through building systems.

### ***I have a lot of locks to program. Is there a quicker way to program my locks?***

The Programming Key can quickly program multiple locks to operate with the same Manager Keys once a lock is programmed with a set of Manager Keys. Follow the Express Register instructions within the Keyless Locking Programming, Maintenance and Troubleshooting Guide to quickly program the rest of your locks.

### ***How do I change a Digital Keypad lock from Shared Use to Assigned Use?***

Digital Keypad locks can be changed to Assigned Use functionality by entering a code on the keypad. Refer to the Keyless Locking Programming, Maintenance and Tfor specific programming procedure.

### ***Do Knoll keyless locks require electricity?***

RFID and Digital Keypad locks are battery-powered.

### ***What type of battery is required?***

Locks require 3-4 premium high-alkaline AA batteries. Duracell CopperTop or Energizer brand batteries are recommended. Rechargeable batteries are not recommended.

### ***How do I use Program Keys, Manager Keys and User Keys?***

To use Keys, prongs located on the end of the key must be touched to the key slot of the lock. For successful operation, be sure all prongs make contact with the lock. Touching the key to the key slot does not require excessive force, if force is applied, key prongs may be damaged. Refer to initial setup programming video for demonstration.

### ***Can I program locks to unlock to encourage users to vacate units in Shared Use?***

Digital Keypad locks with automatic bolt can be programmed to automatically unlock 1-99 hours after unit is locked when programmed in Shared Use mode. Refer to the Keyless Locking Programming, Maintenance and Troubleshooting Guide for programming instructions.

**Note:** RFID locks, horizontal locks with manual cam and locks programmed in assigned use cannot be programmed for auto-unlock.

## Troubleshooting

### ***How do I access a lock if the battery dies while in the locked position?***

Both Manager Keys and Program Keys will provide temporary power to a lock allowing lock to open so batteries may be replaced.

### ***My lock will not operate. I hear rapids beeping followed by two sets of 3 beeps.***

The lock is binding due to low battery. Follow the Battery Replacement instructions.

### ***I have changed the batteries in my lock and it is still non-responsive. What should I do?***

Ensure the battery harness is properly connected to the circuit board and that you are using premium high-alkaline batteries. We recommend Duracell CopperTop or Energizer brands. If the lock is still non-responsive after checking these two items, it may be a connection issue between the bins on the rear unit and the back of the front unit. To test, uninstall the lock and press the C button (keypad) or the Key button (RFID) several times while the front unit and rear unit are separated. Connect the front and rear units and test lock functionality before reinstalling the lock. If the error condition persists, contact Field Services for assistance.

### ***I hear rapid beeping from my lock and the lock will not operate.***

The lock is binding. This can be due to door misalignment, incorrect installation, or excess pressure on the rear unit. If the lock is in the unlocked state, loosen the mounting hardware and attempt to operate the lock to test if the error condition persists. If the lock is still emitting the rapids beeping, uninstall the lock and test in hand.

If the lock is in the locked state and you cannot access the rear unit (i.e. the door is locked), press on the door while operating the lock. If the error condition still persists, contact Field Services for assistance.

***I ordered additional Manager Keys. When I touch the key to my locks, the locks emit a single beep and do not operate. How do I program my new Manager Keys?***

Follow the Add Manager Keys instructions within the Keyless Locking Programming, Maintenance and Troubleshooting Guide to program the Manager Keys to your locks.

***I lost my Programming Key. What do I do now?***

If the Programming Key is lost, a Replacement Programming Key may be ordered. A Replacement Programming Key has the ability to override (1) previous Programming Key. Be sure to order the Replacement Programming Key as a standard Programming Key will require the lock system to be re-programmed. Once the Replacement Programming Key is received, follow the Replacement Programming Key instructions to implement.

***How do I reset my locks to factory setting?***

A time-sensitive reset key may be ordered to reset locks to factory settings.

***I received my Reset Key. What do I do now?***

Follow the Reset Key instructions. After inserting the Reset Key into each lock, confirm the at the lock has returned to factory default by pressing C Button + Key Button. The lock should now operate. Once reset, any reset locks will need to be re-programmed with Programming Key, applicable Manager Keys and User Credentials (if Assigned Use).

***I cannot access the lock, do I need to complete the drill out procedure?***

On occasion, mechanical failure may require the lock to be drilled out. Prior to drilling out any Knoll Keyless lock, all of the following steps must be completed without success:

- + The keys and code have been tried and the lock will not operate; a user's items are locked inside the storage unit.
- + The lock is binding in the locked position and putting pressure on the storage unit door while attempting to access the lock with the code or keys fails to work.
- + The lock is non-responsive in the locked position with the door stuck shut and power jumping the lock using the Manager Key fails to operate the lock even after changing the battery in the Manager Key.
- + Digilock Support Department has been contacted for any additional recommendations and was unable to resolve the issue.