BIS Hotel 5.7 Manual Instruction

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1. System Overview

1.1. System components

1.1.1. The door locks

1.1.2. General Lock Features

When a guest occupies a room, their complete privacy is insured by extracting a deadbolt. The deadbolt can only be retracted from outside the room with the (metal) Emergency Key (for locks with cylinders), a keycard with authorized deadbolt override,

Both the deadbolt and latch bolt can be retracted by use of a keycard authorized for deadbolt override. If no deadbolt override is assigned to the card, the indicator on the outside escutcheon, just above the card insertion slot, displays a yellow light when the card is inserted

1.1.2.1. Deadbolt override

A keycard can be authorized to override the deadbolt. Certain User Groups can be pre-defined to always have Deadbolt override. For Guest Keys it is also possible to set Deadbolt override as a tick off item in the Common Door list box. This means that the card is able to override the Privacy function (unlock when door is dead bolted).

The lock can always be opened by pressing the inner handle even if the deadbolt is extracted. This serves as an emergency exit

A new guest card automatically locks out the keycard of the previous guest. This is accomplished by assigning a start time to the card. When the card is issued, the system writes the present time onto the card.

Employee keycards work in parallel with the guest keycards. The employee keycards also are valid only for a specified amount of time. However, it is usually for a longer time than a guest keycard. Employee keycards are normally issued for access to one or several sections of rooms, depending on the hotel's needs, but keycards for bellboys can easily be encoded to allow access to individual rooms, like guest keycards. Employee access keycards do not override guest keycards and therefore do not affect a guest's access

1.1.2.2. Cylinder for Mechanical Override (Optional)

Most locksets may be equipped with a mechanical cylinder operated by the metal Emergency key (EMK). This cylinder will withdraw both latch and deadbolt when operated, and represents a dual independent emergency opening system, totally separated from the electronic lock controller.

1.1.2.3. Common Doors

Common Doors are typically perimeter doors, garage, health club, pool, VIP floors etc. This access is assigned automatically when the keycards are issued based on the settings in the System Setup Module. Up to 53 of these Common Doors can be specified in the VISION system.

Access to Common Doors is given in addition to doors that are specifically selected when the keycard is issued and up to 16 Common Doors can automatically assigned to a keycard when it is issued. For example, all Guest keycards might automatically include access through exterior entrances and parking

1.1.2.4. System Events

The BIS system keeps a constant log of every computer transaction. The log is recorded to the hard disk. The log may be recalled from computer memory at any time by running a system event report. Reports may include every computer entry or may be limited to a given room or a given user. Logged data are time of event, name of operator and details about the command issued.

1.1.2.5. Lock Modes

Locks can be set to operate in 2 different modes.

Normal Mode—the door is locked and unlocks when a valid keycard is withdrawn.

Passage Mode—the door will alternate between locked and unlocked whenever a valid keycard is inserted

1.1.2.6. Time-control

All keycards include a start and expiration date

1.2. RFID card encoder

It is used for reading and writing cards

RW-41

1.3. Hand held unit

The Hand held unit brings information from BIS database to the locks when the system is started for the first time (configuration and initialization) and brings information from the lock to BIS when you want to see the information of the lock.

RD-Z08A

1.4. BIS Software

The BIS software comes on a CD. The software can be installed on any PC running Windows 98, 2000, NT, XP, Vista, Win 7, Win 8, Win sever 2003, Win server 2008.

1.4.1. Hardware requirements

Most common brand PCs that meet the requirements for Windows98, 2000, NT, XP, Vista, Win 7, Win 8, Win sever 2003, Win server 2008 can be used

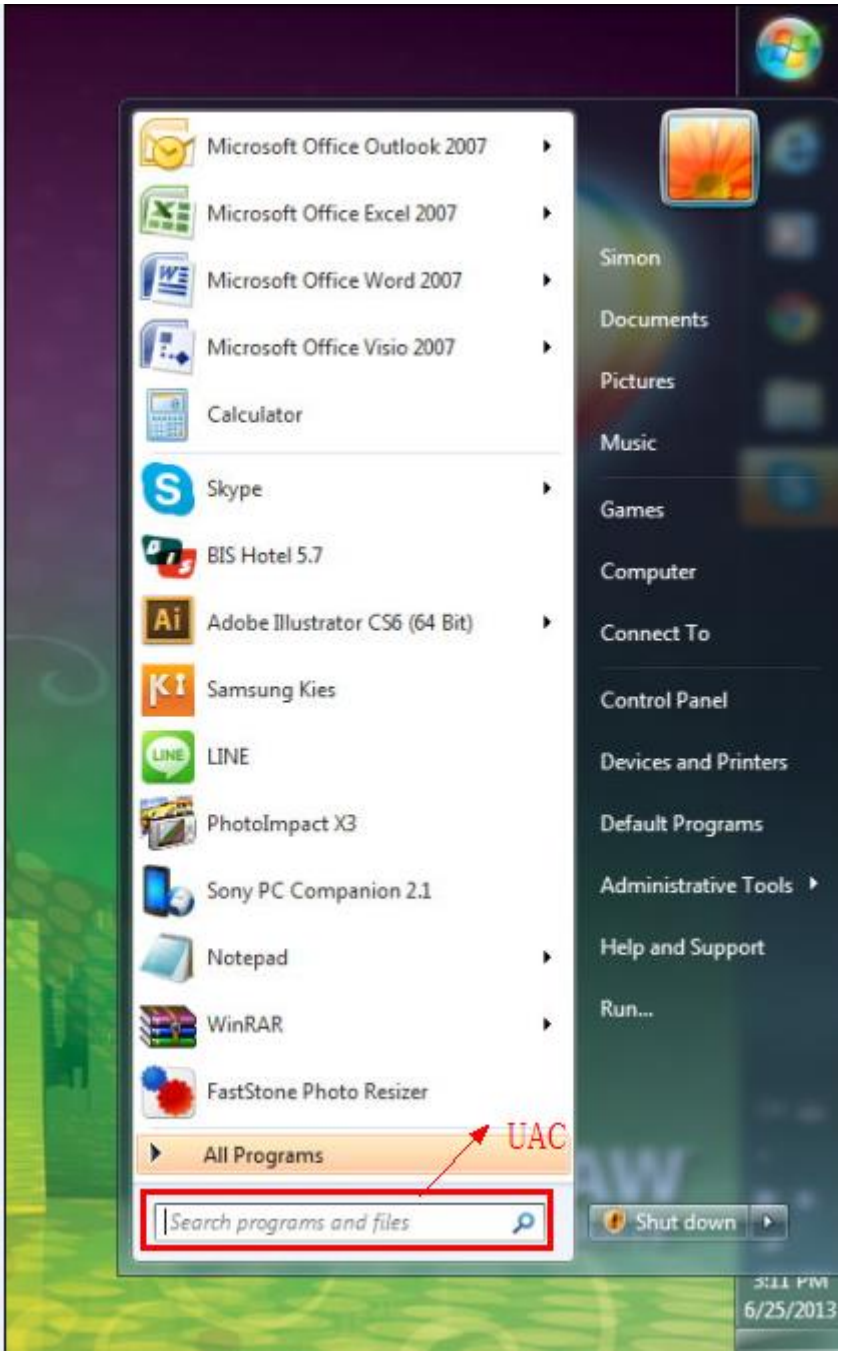
1.4.2. The requirements for the PCs OS are:

Windows 98/NT/2000/XP/Vista/7/8

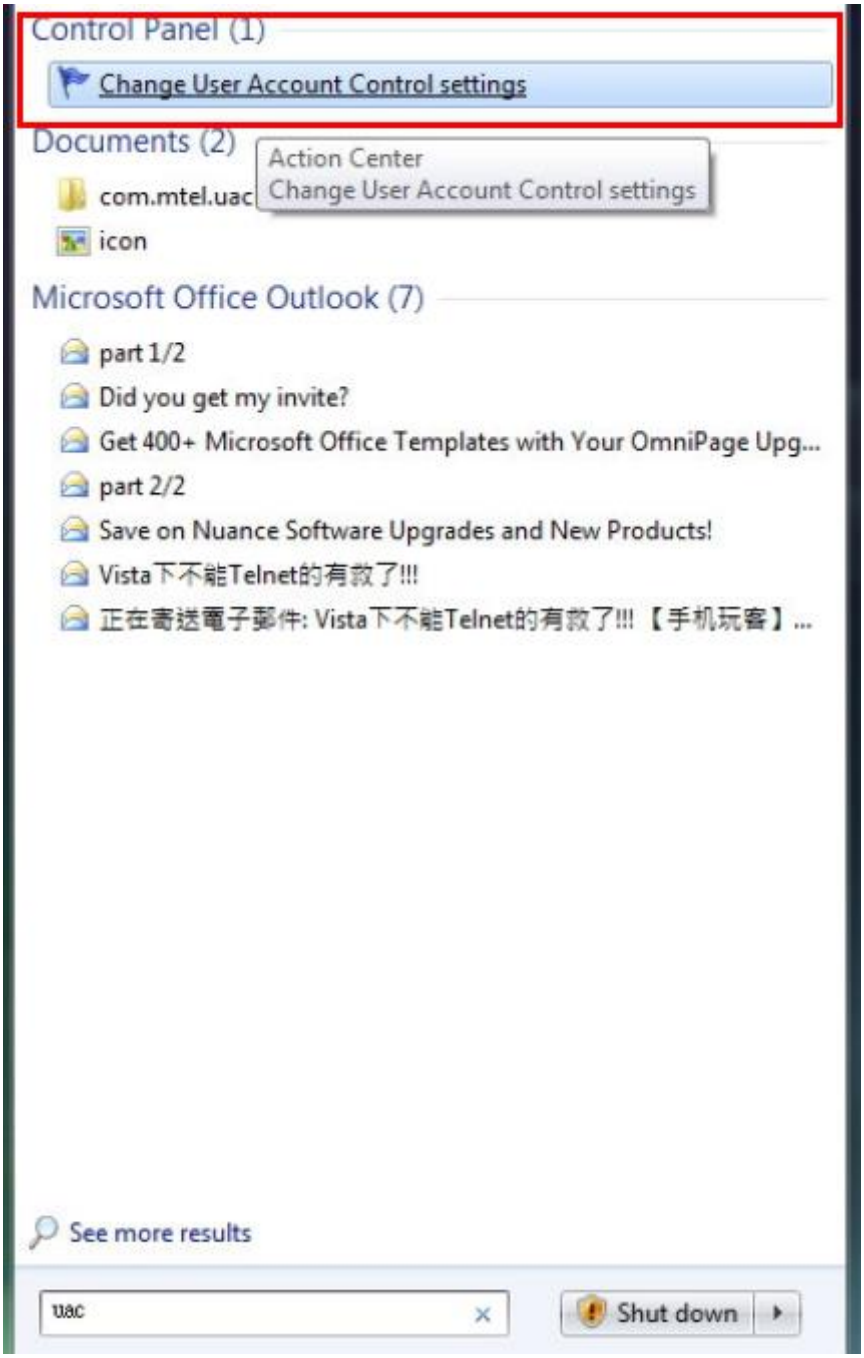
2. Before software installation

Closing UAC is necessary before installing be-tech locking system, otherwise you will get an error while running the software, and then you can not use the software. Please see below to close in Win 7 and Win 8.

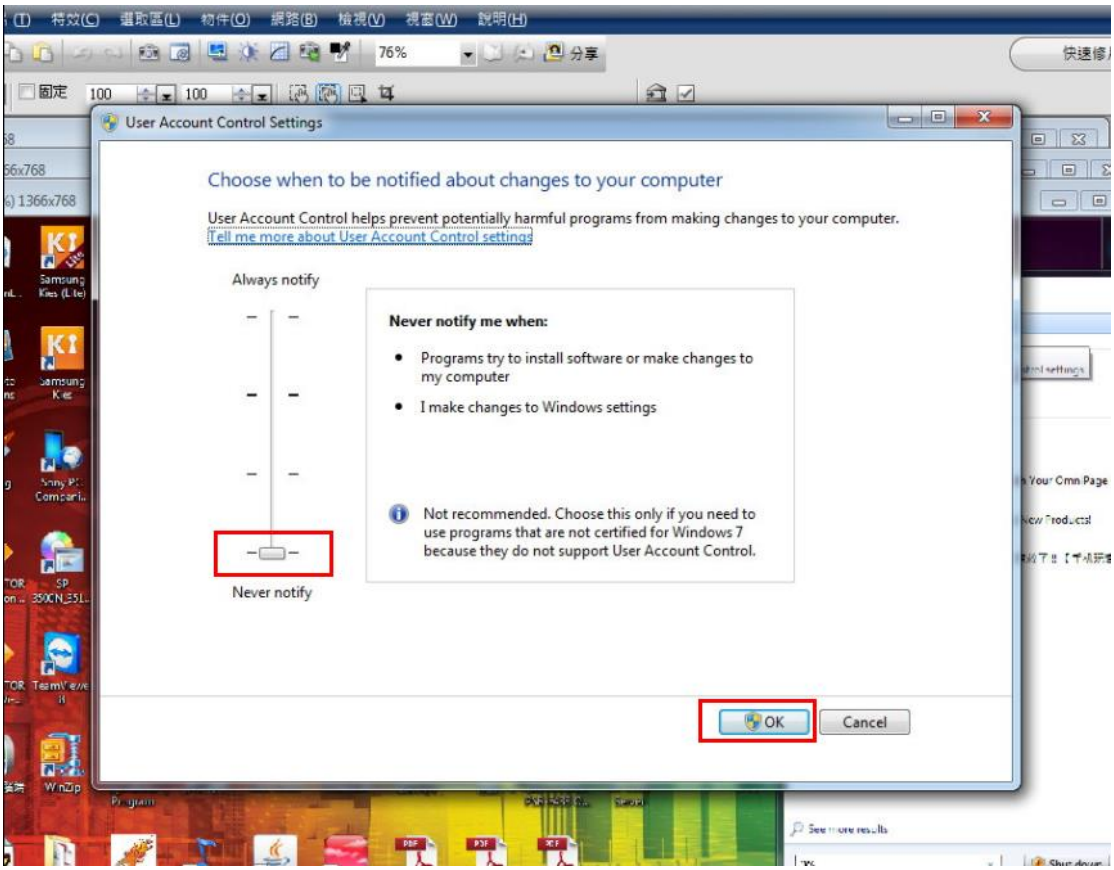
2.1. In Win 7



Press “Star” in the Win 7, you see the screen as below, and then type “UAC”

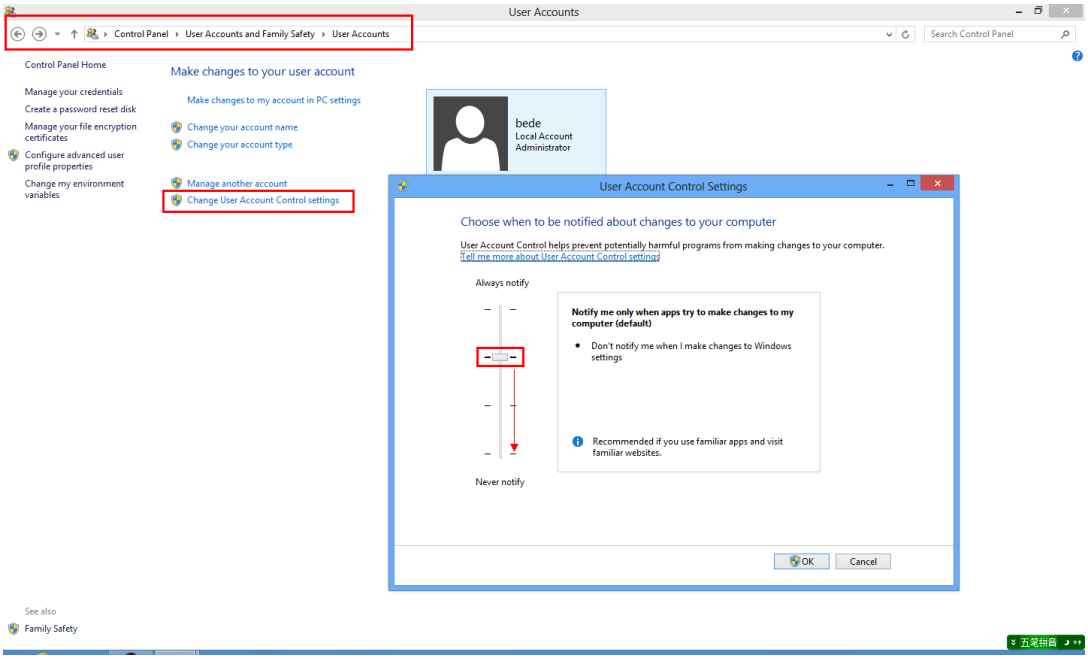


You see “Change User Account control Settings”, click it

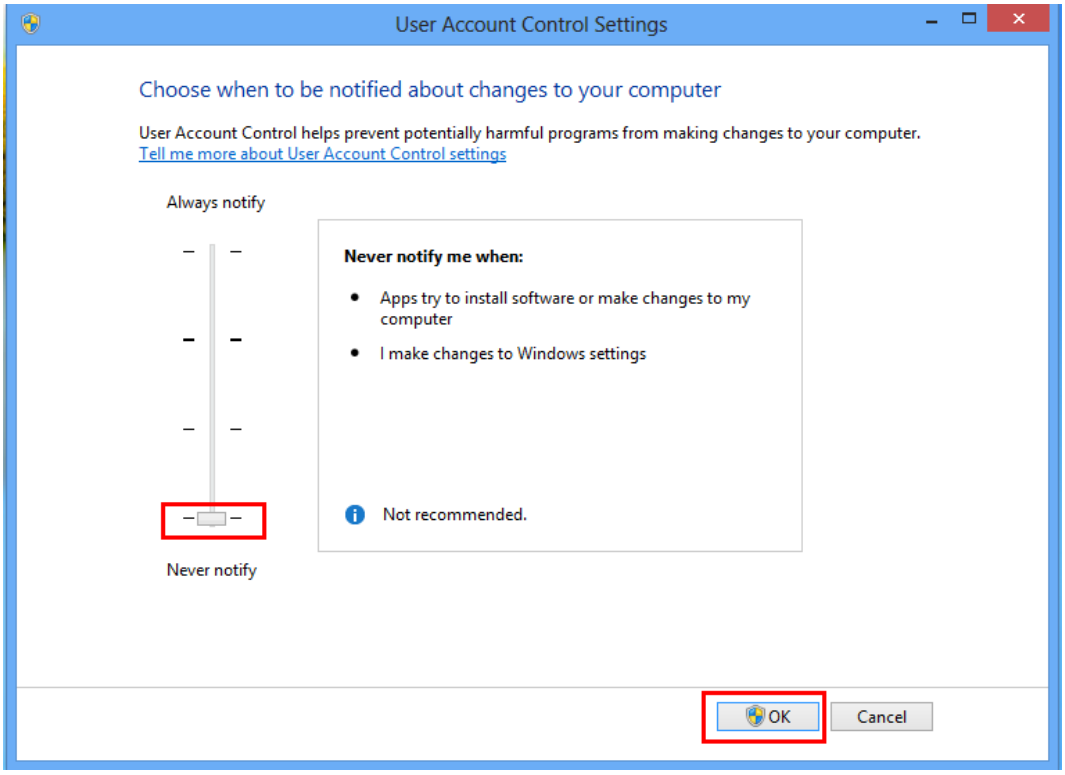


Choose “Never notify”, and press “OK”, restart your computer.

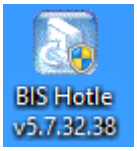
2.2. Win 8



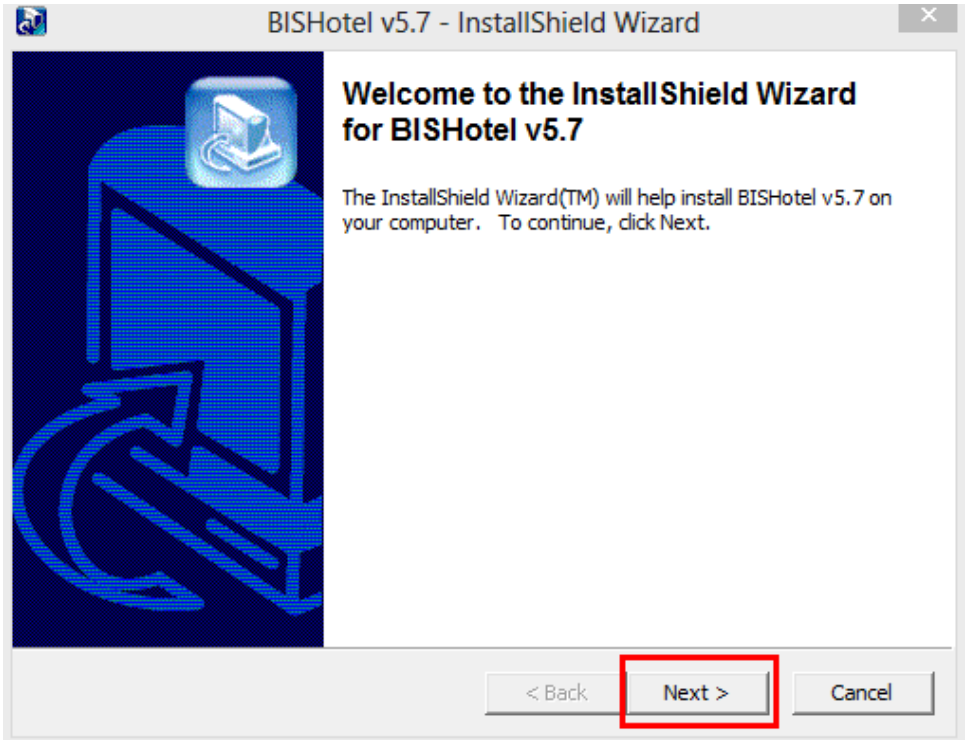
Choose “Never notify”, and press “OK”, restart your computer.



3. **Software installations**

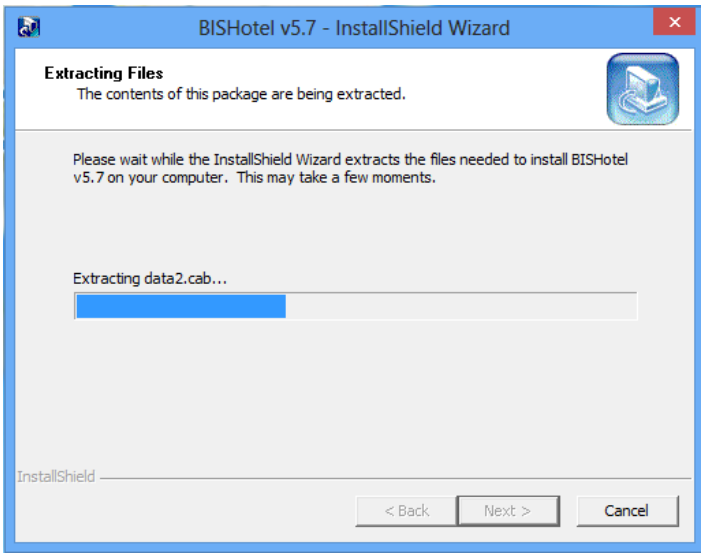
Find out Be-tech installation “exe” file and 

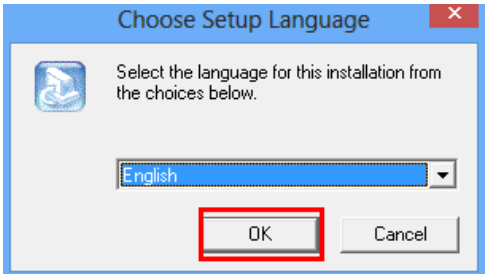
double click.



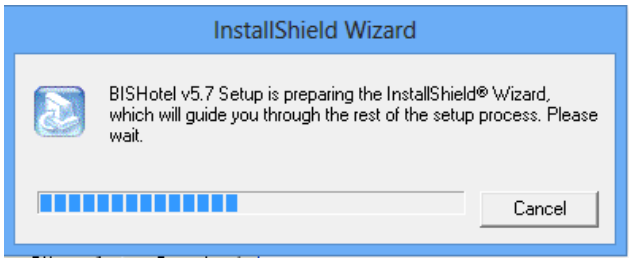
Double click the file and prepare to install

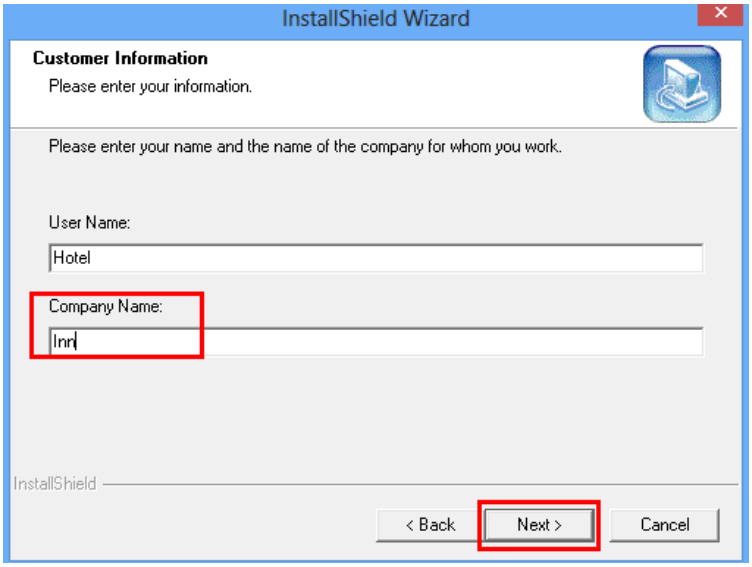
Click **Next**





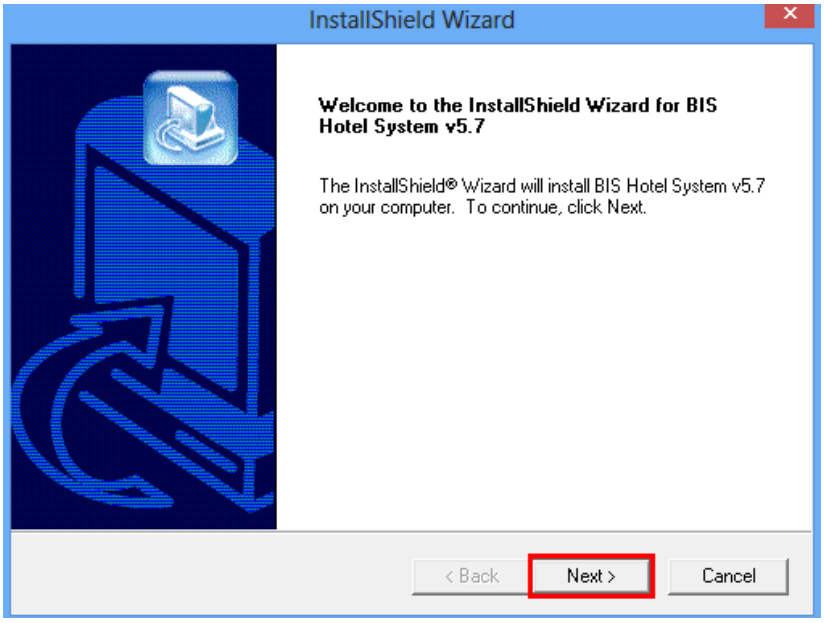
Choose language of the software

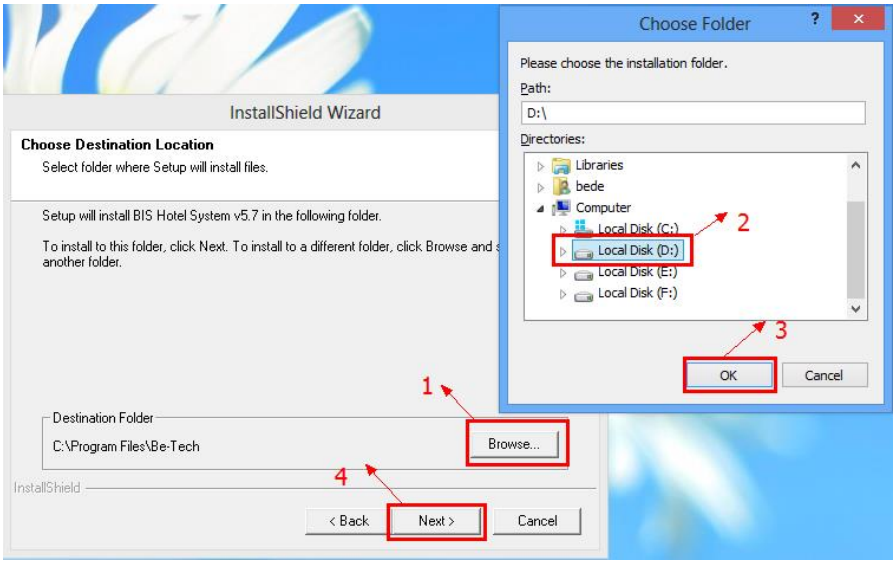




Enter the use name and company name.

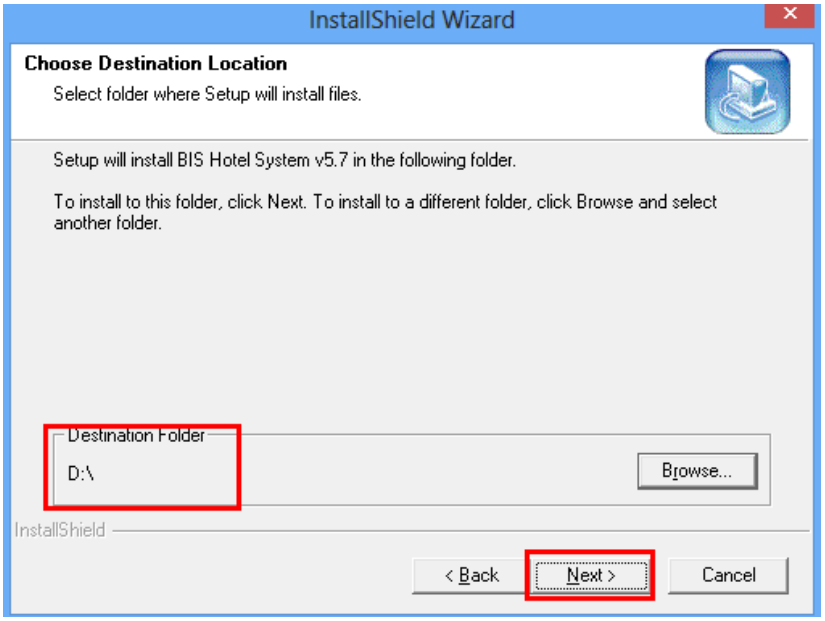
Click “Next”

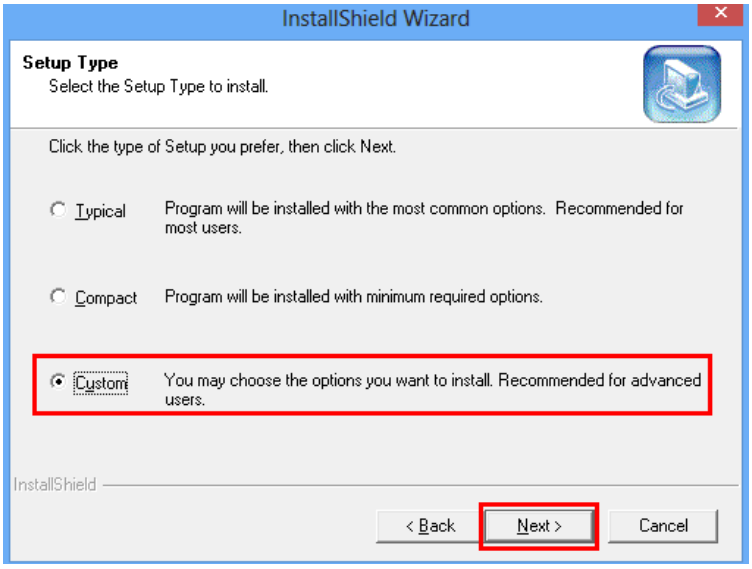




Note:

For OS Win 8, please install the software locating in other local disk except C:, otherwise that would be some little problem when you run the software. The problem is caused by the security level of Win 8, not by BIS software.

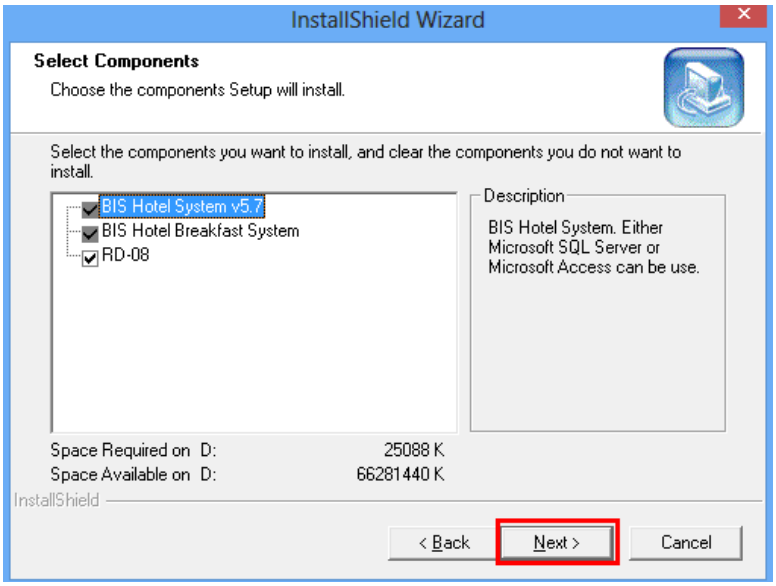


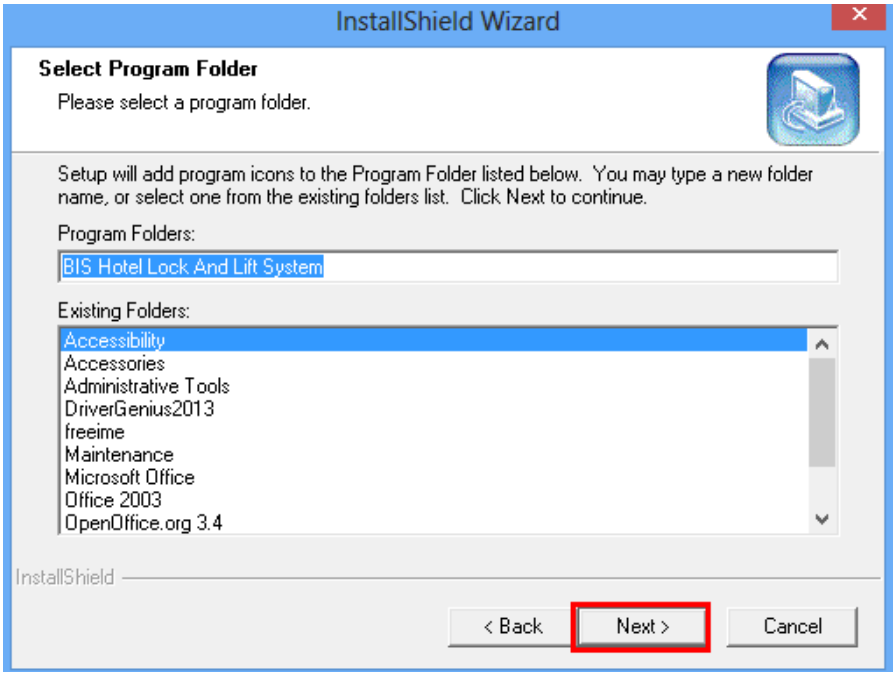


Choose “Custom”

And

Click “Next”





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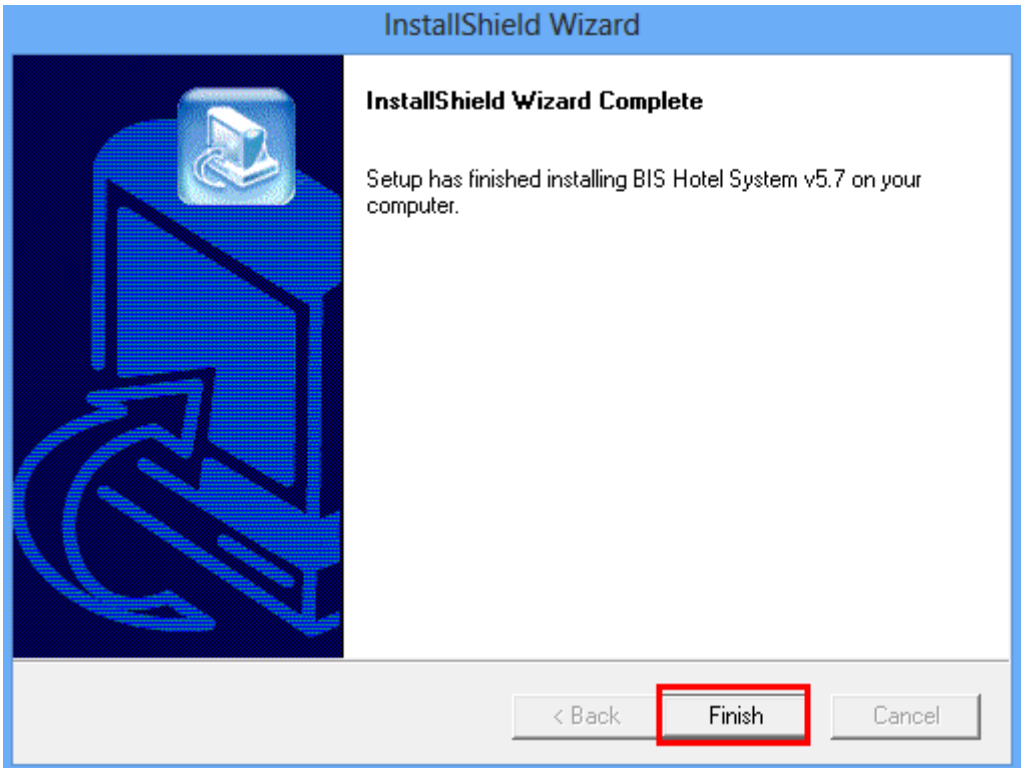
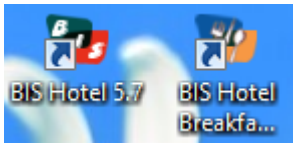


After installation, you will see the icons 

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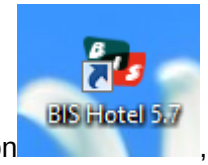
4. **Load software**

Double click the icon 

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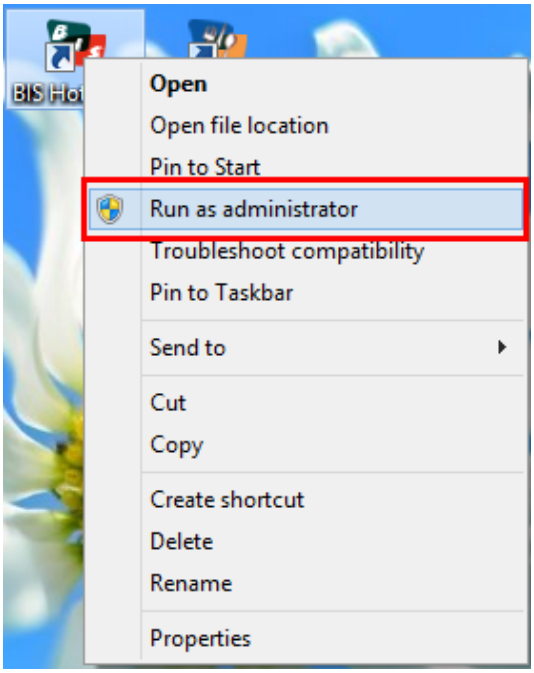
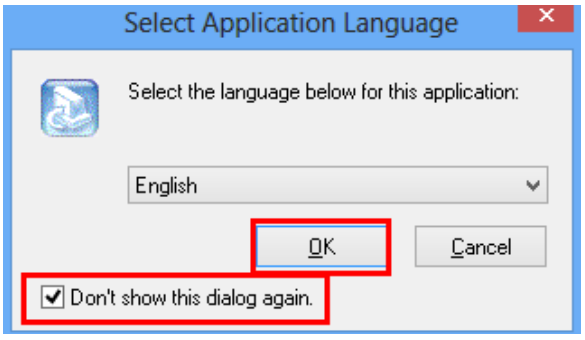
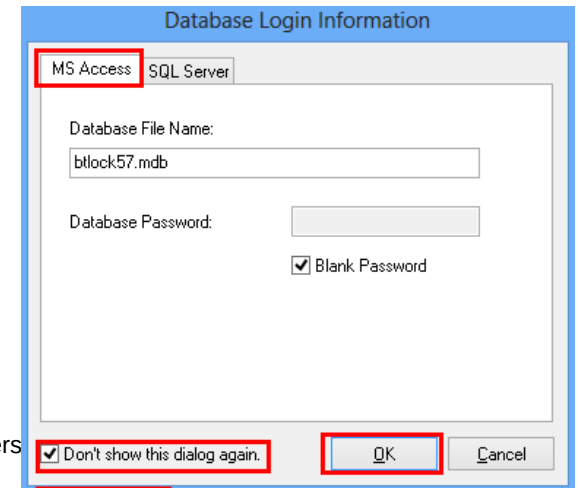


If you can't run the software in QS Win 8, please right click "BIS Hotel 5.7" and select "Run as administrator"

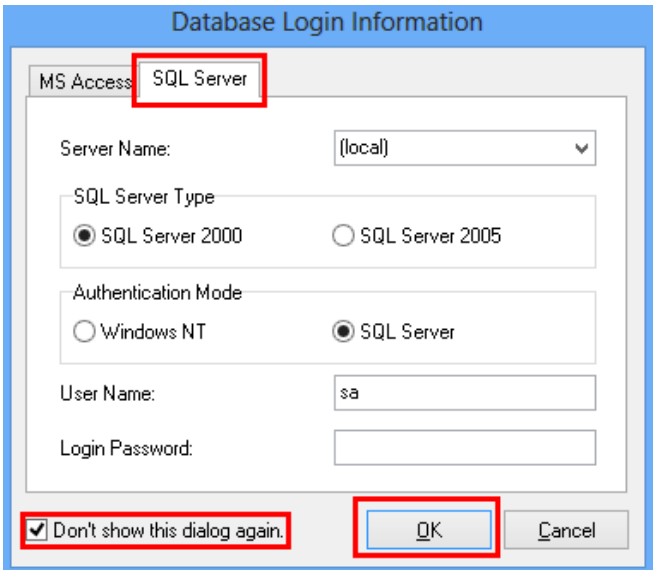


Select the application language.

The dialogue will not pop up if select "Don't show this dialog again"



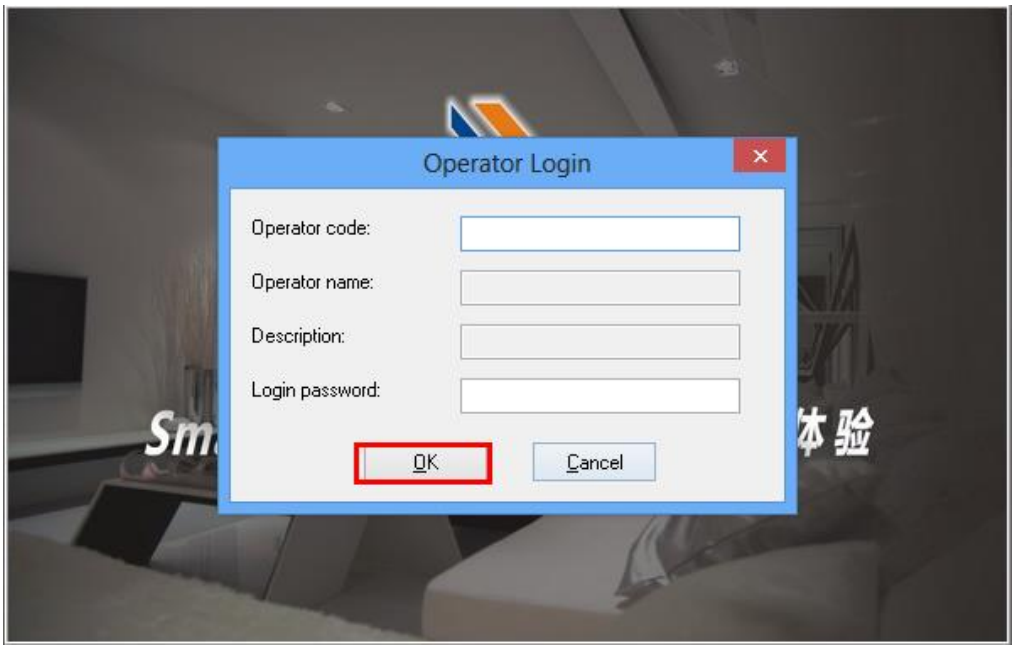
There are two databases available for Be-tech locking system, "Microsoft Access" and "SQL Server",
Ms ACCESS is for stand alone computer to issue card, which is contained after installing the software.



Before using SQL severs, you have to install SQL database first.

SQL database is for multi-computers to issue cards, regarding to how to run SQL, please contact us for more information.

Click “OK”, you will see the screen shows as below

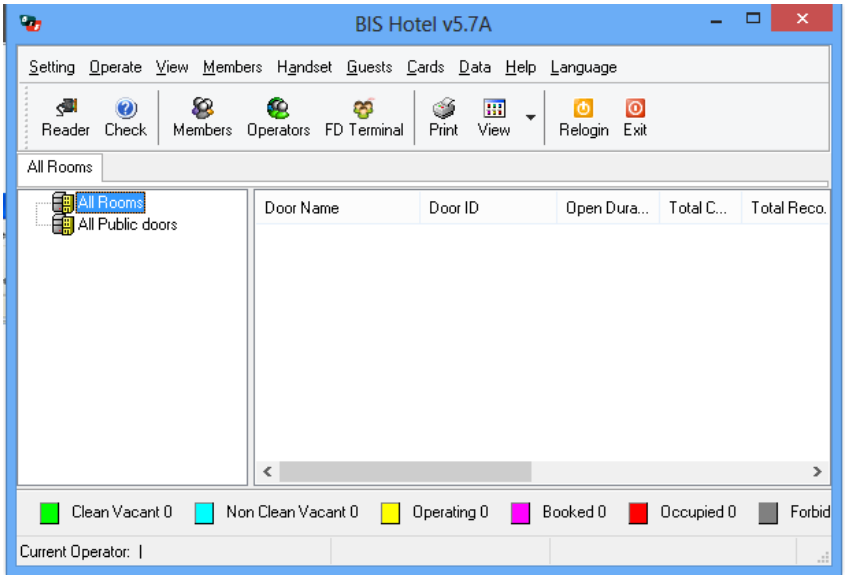


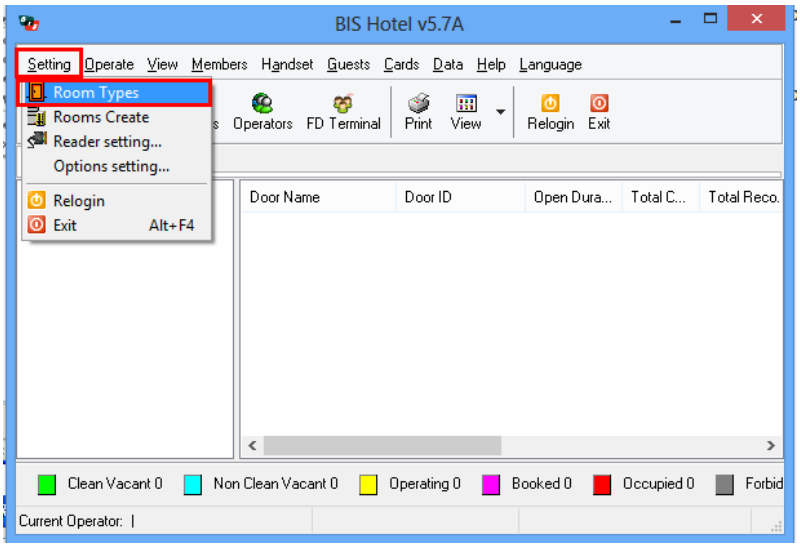
If you did not setup the operator, then you can continue as clicking “OK”, you will see as below

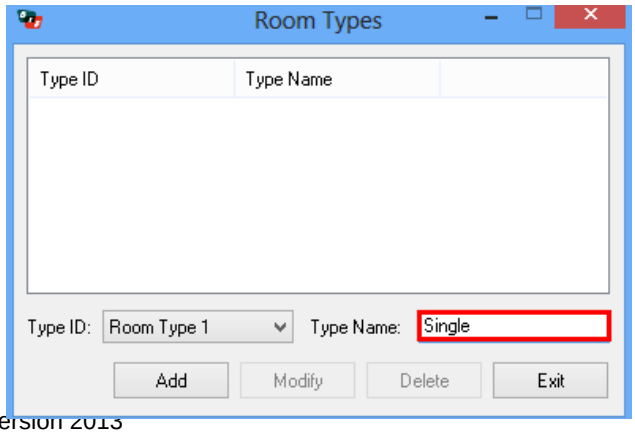
5. **Before programming a lock**

Before programming a lock, make sure all of the information is ready, such as room types, room numbers, time sections, emergence cards, staff cards are completed.

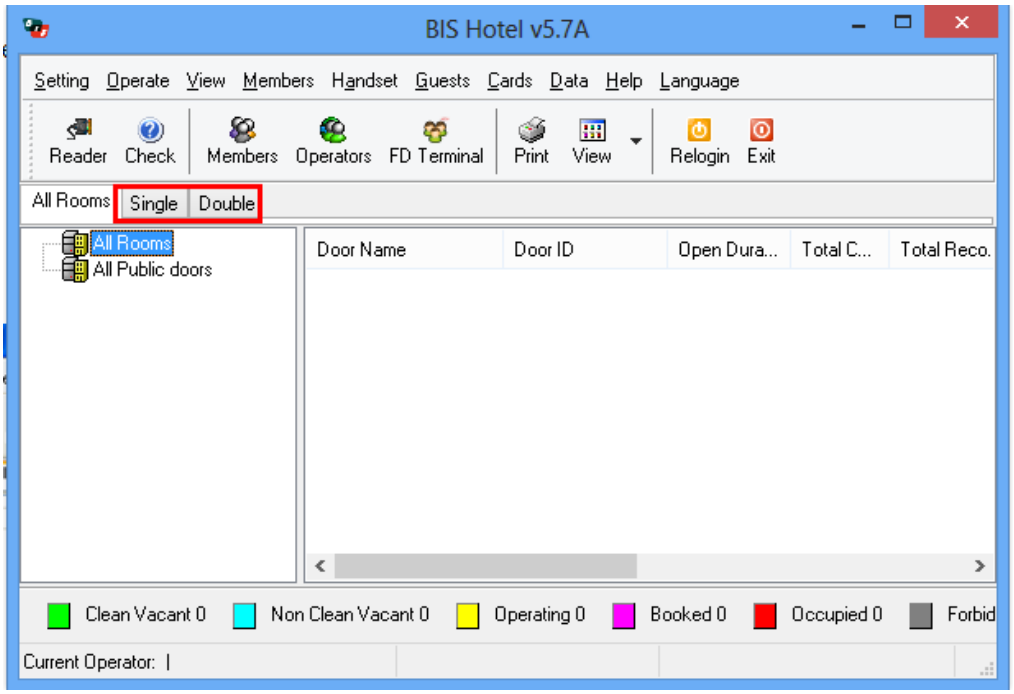
5.1. Room type





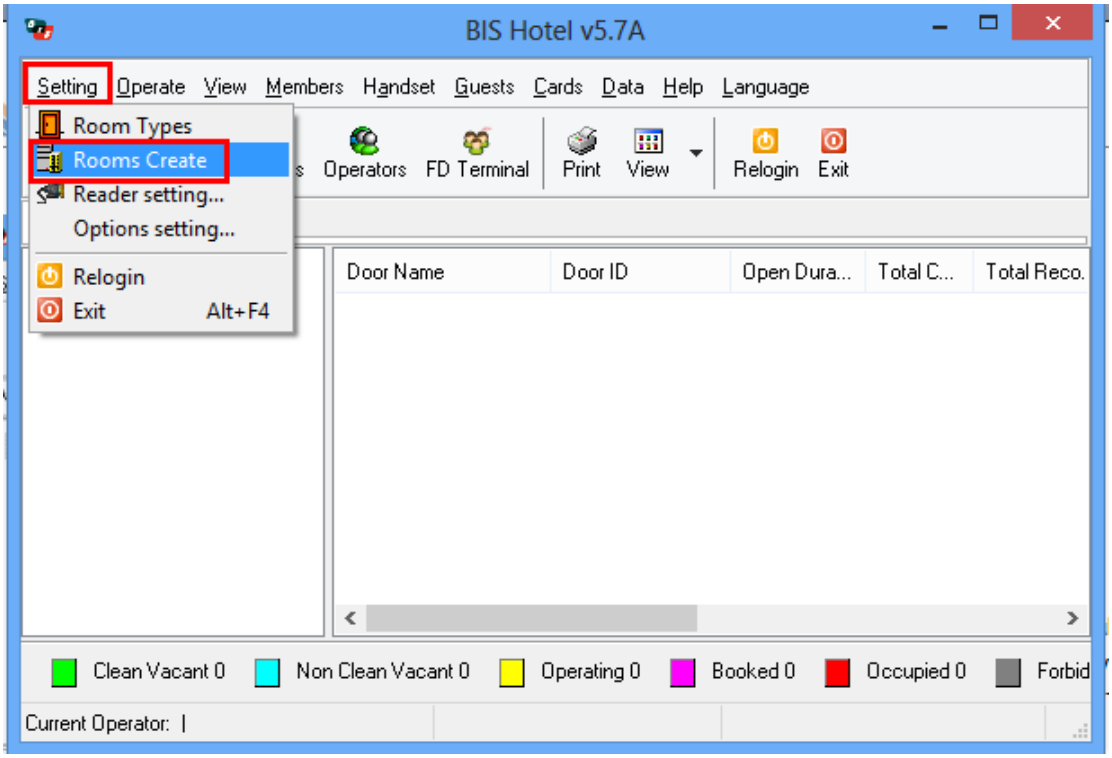


Choose the “Type ID” and enter “Type Name”, and click “Add”



After adding all the "Room Types", you will see the "Room Types" showing on the software.

5.2. Create rooms

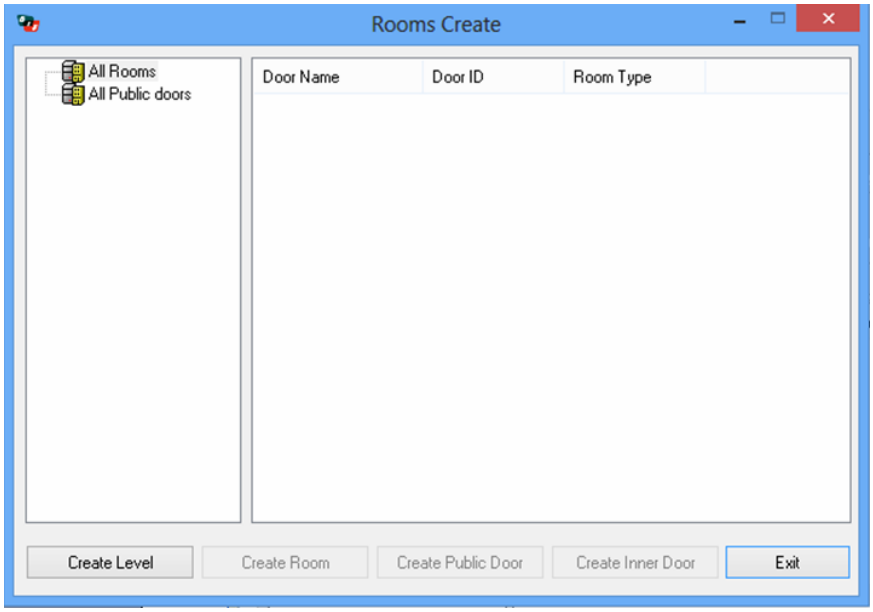


5.2.1. Create guest room

There are two types of room in the "Rooms Create", one is "All Rooms" which is normally for guest

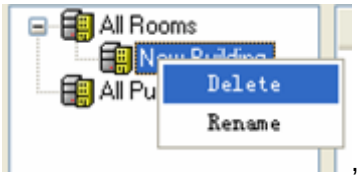
room or some special rooms that allows specified person to getting in; the other is “All Public Doors” which allows all guests and hotel staffs to get in, please find out the “MJM instruction” for further instructions.

“All rooms” is normally for setting guest room.

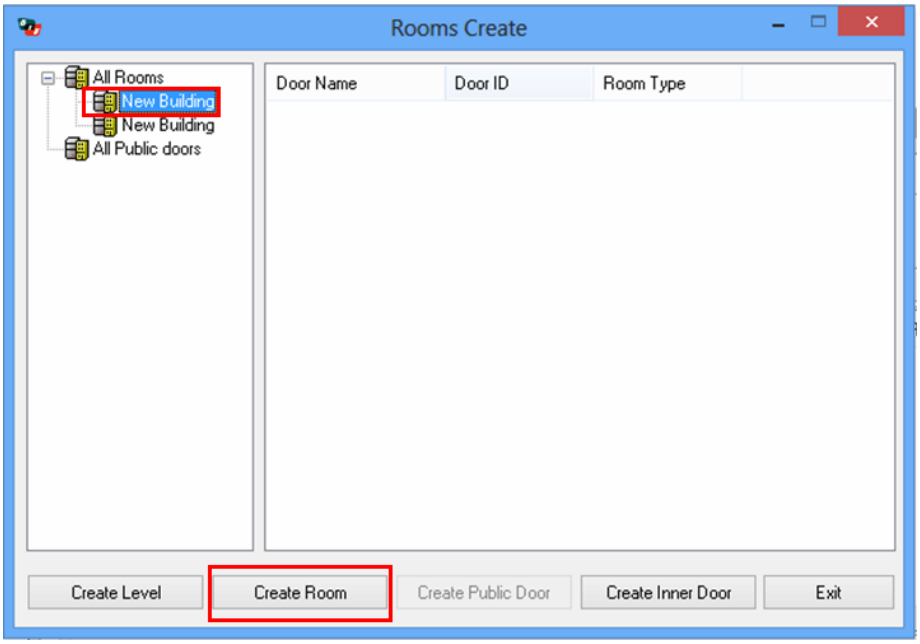


Left click “All Rooms” to make the ground color is blue

, and then click “Create Level”, the “New Building” is created. If you want to create more buildings, return to left click “All Rooms” to make the ground color is blue and click “create level”. Right click “New Buildings” to delete or rename.

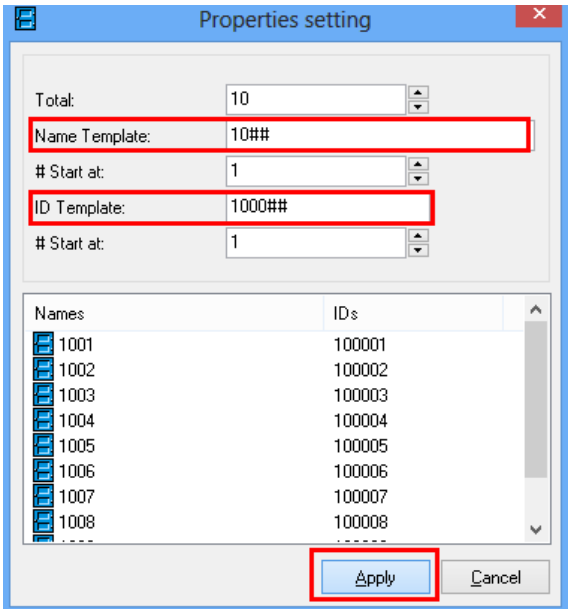


, but “All Room” is only can be renamed, can’t be deleted.



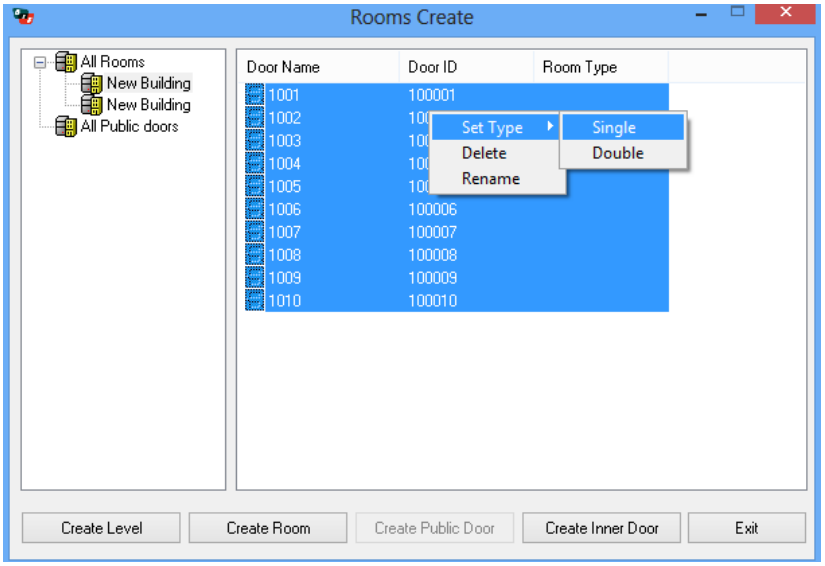
Left Click “New Building” to make the ground color is blue

, and then click “create room”

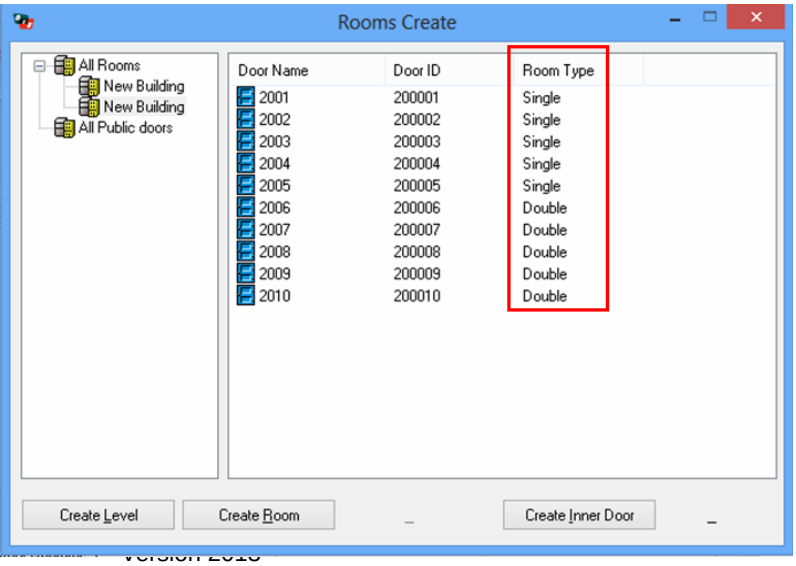


You can change “Name Template” and “ID Template”

Due to every floor own 10 rooms that we should set the total number to 10. The door name set to “10##”, the door ID set to “1000##”, both of their start number is “1”. Click the **Apply** button to finish the operation. Follow the above steps to add all the rooms of each floor.

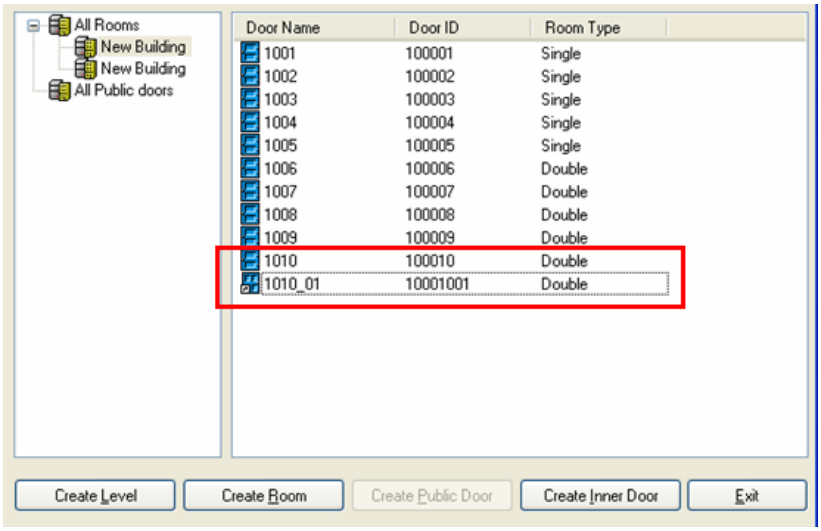


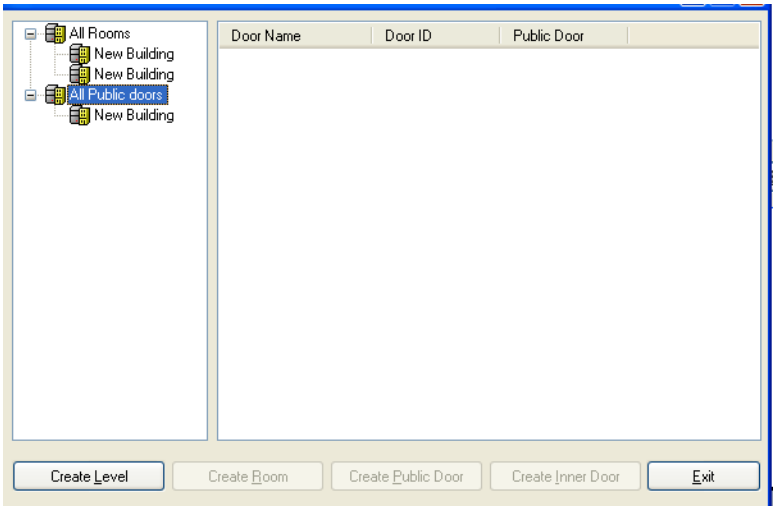
Choose the room and right click, setup the room type. You can select all rooms or one by one.

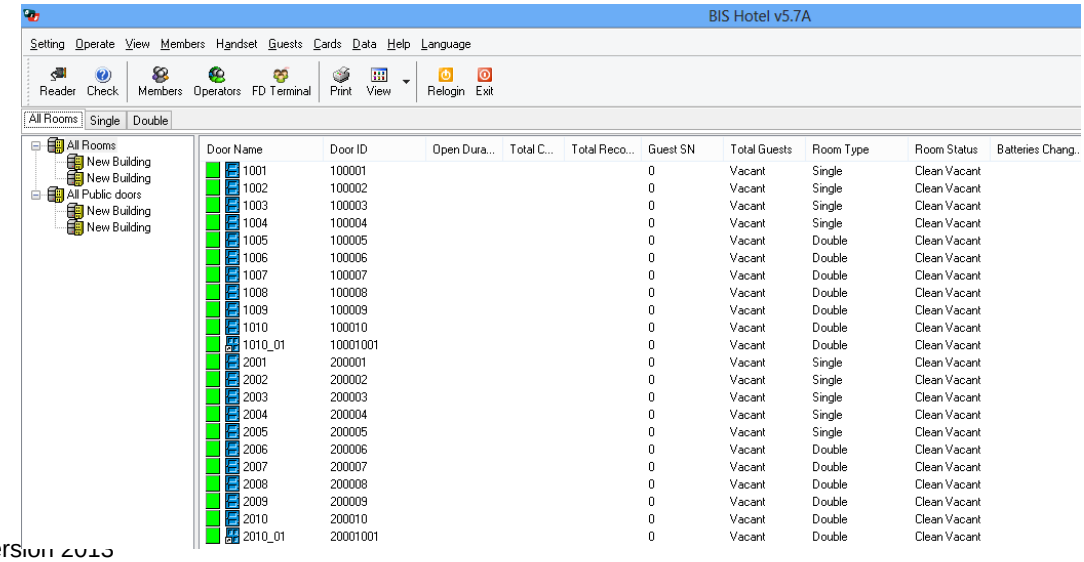


5.2.2. Create inner door

The inner door function is for normally for some big room which has an inner room. Choose the room which has the inner room and then click to make the ground color is blue, and then click “create inner room

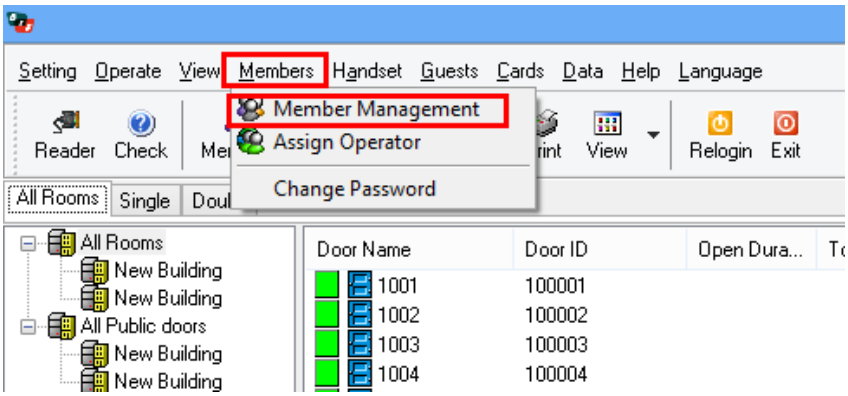


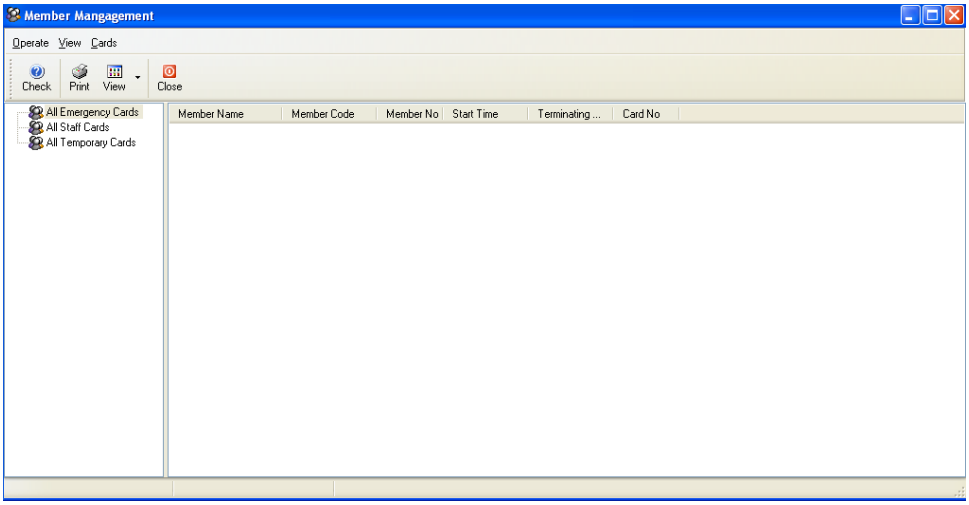




5.3. Create Members

Click “Members”, choose “Member Management”

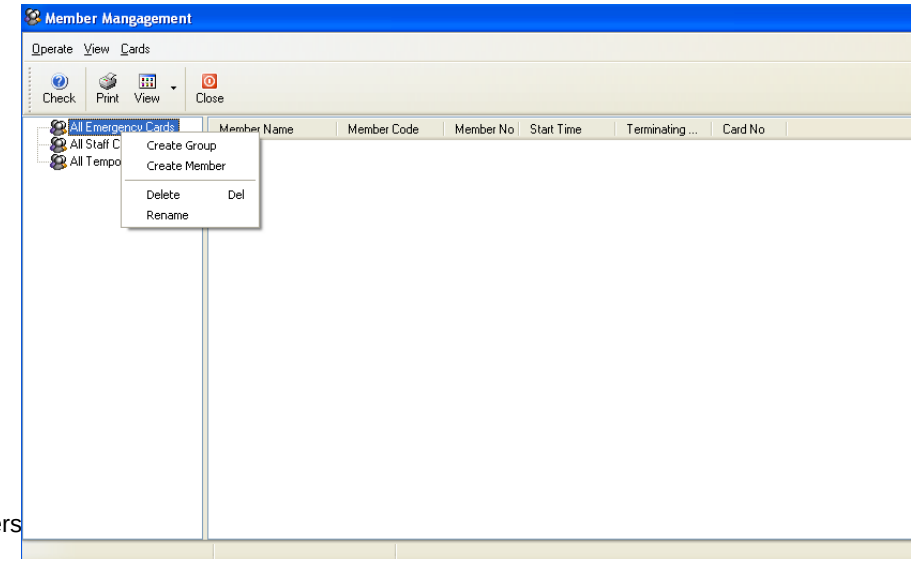




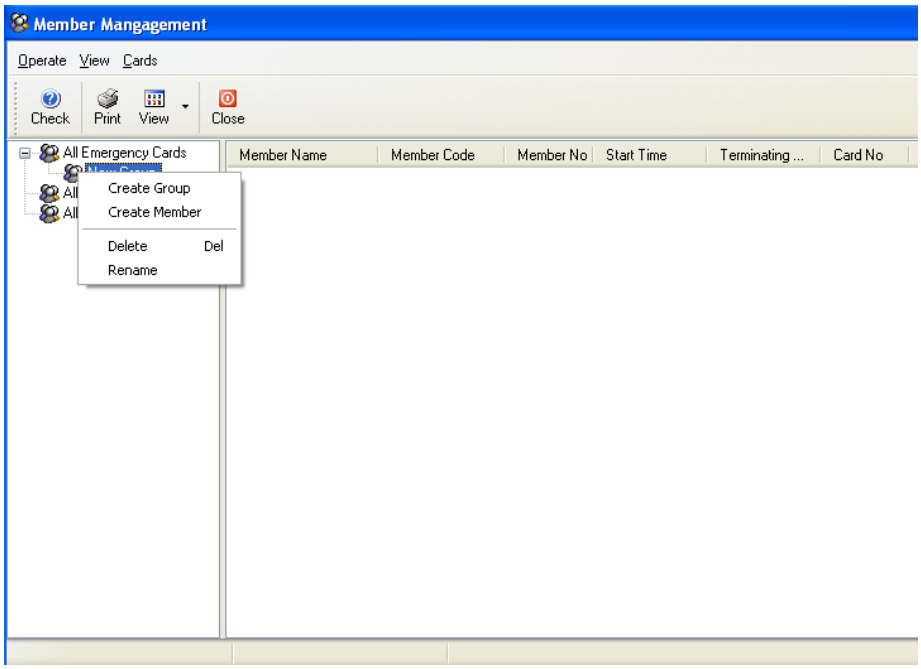
There are three items in “member Management”

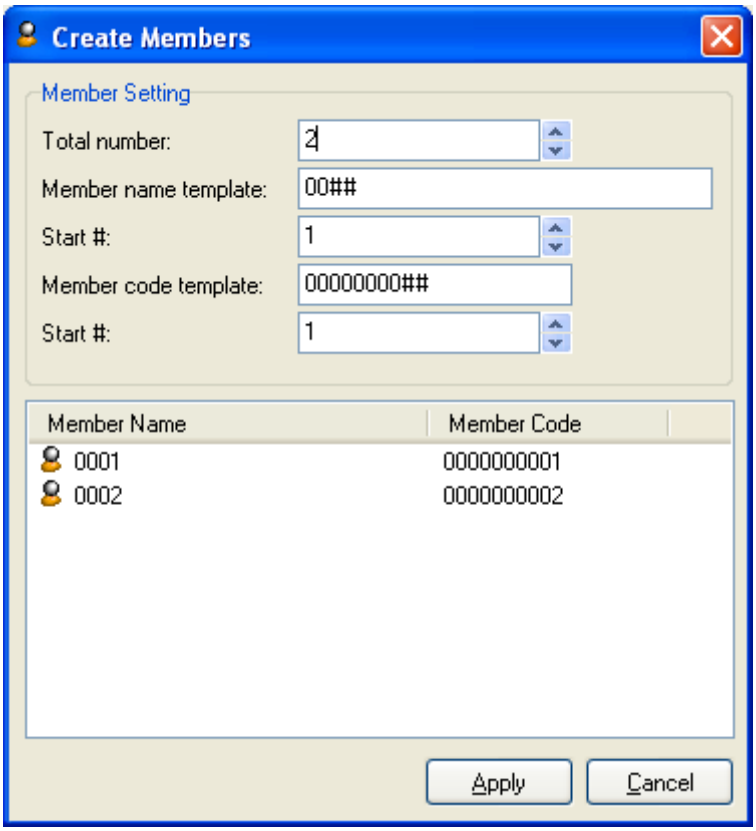
All Emergency cards, All staff cards, All temporary card

5.3.1. Create Emergency cards (Master key)



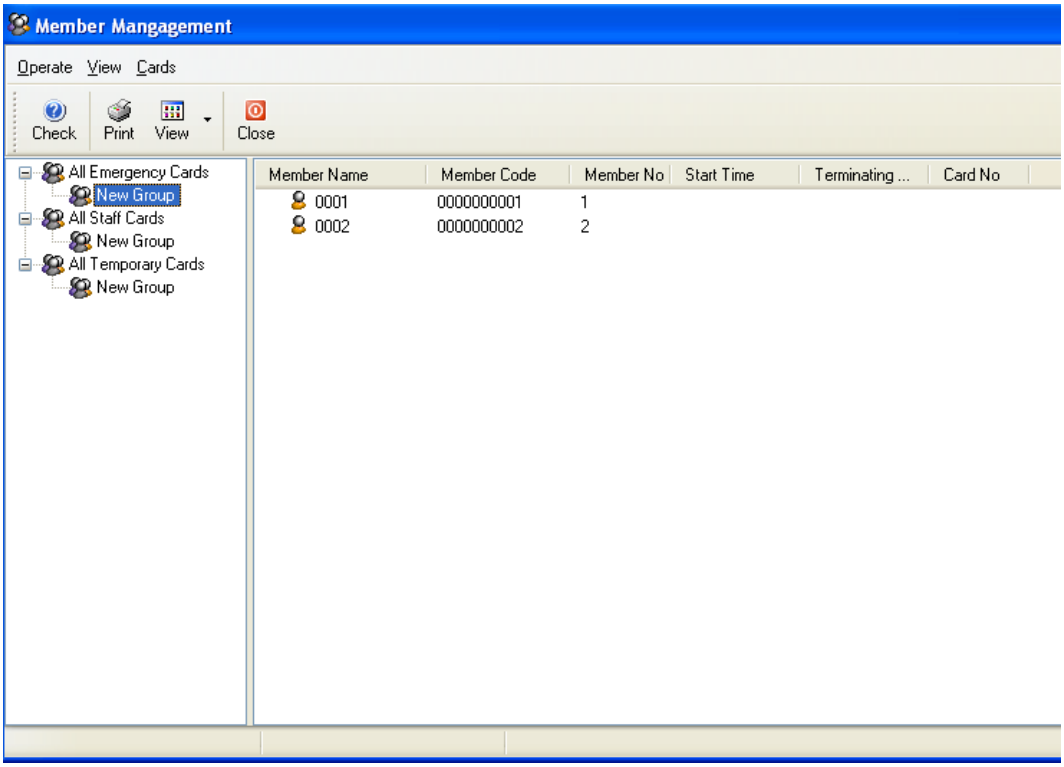
Right Click “All Emergency Cards”, you will see the options, and then click “Create Group”, “new group” is created. The cards in this group can open locks freely, without any limitations.





Create the members of “All Emergency Cards”

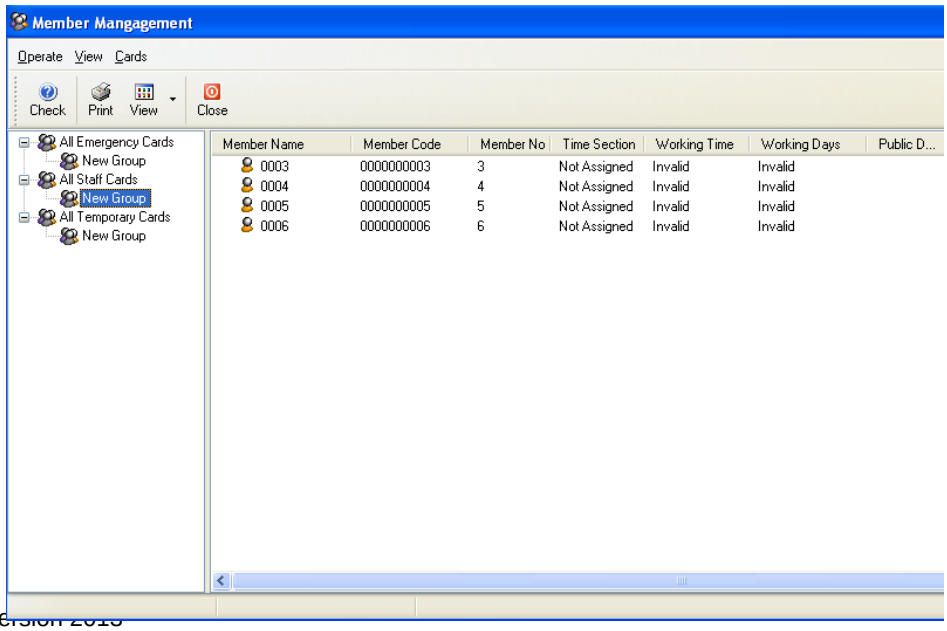
A window will turn up, now the window requires you to fill in the member information. After all the information has been registered, click the **Apply** button to finish the procedure and click the **Cancel** button to return to the system. Follow the above steps to add all the members into the system.



Notice:

Every Member code template is the unique and it is a sign of member. So before the adding, please assign the code template to every member by a plan.

5.3.2. Staff card

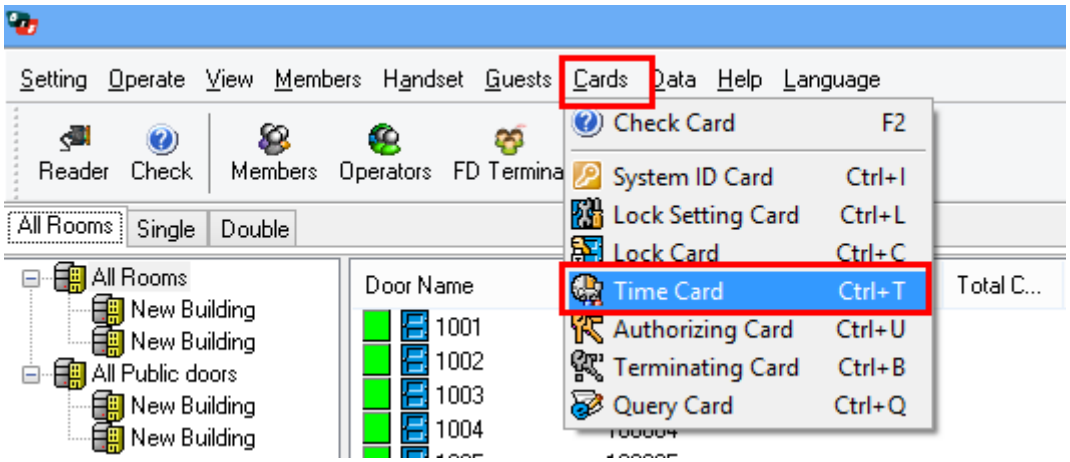


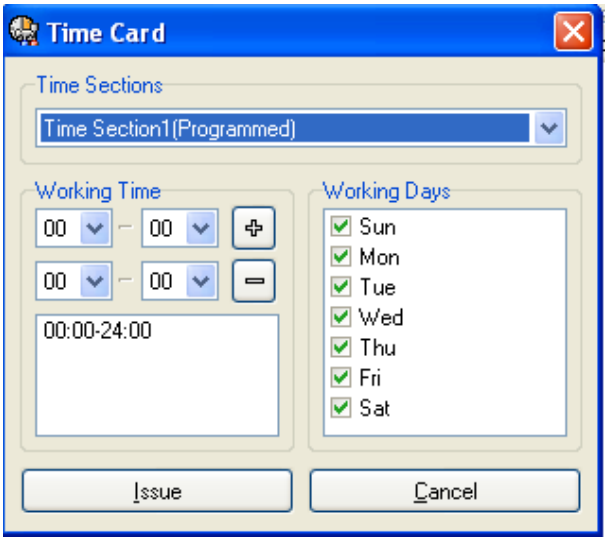
Staff cards are normally for the employees in the hotel, like house keeping, it is controlled by time and Door numbers.

5.4. Time card

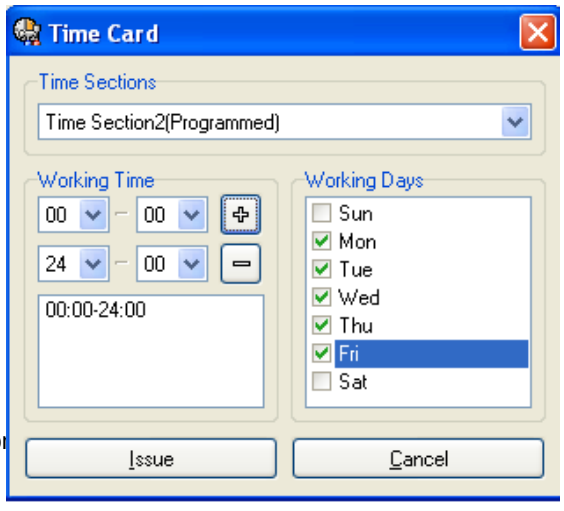
Time section is use to analyze the work time. Only the corresponding work time could be accept to open the door. At this case, we divide the Sunshine hotel work time into six sections like this:

Morning shift	Middle shift	Night shift	Morning shift	Middle shift	Night shift
8:00-16:00	16:00-00:00	00:00-8:00	8:00-16:00	16:00-00:00	00:00-8:00
Monday to Friday	Monday to Friday	Monday to Friday	Sat Sun	Sat Sun	Sat Sun



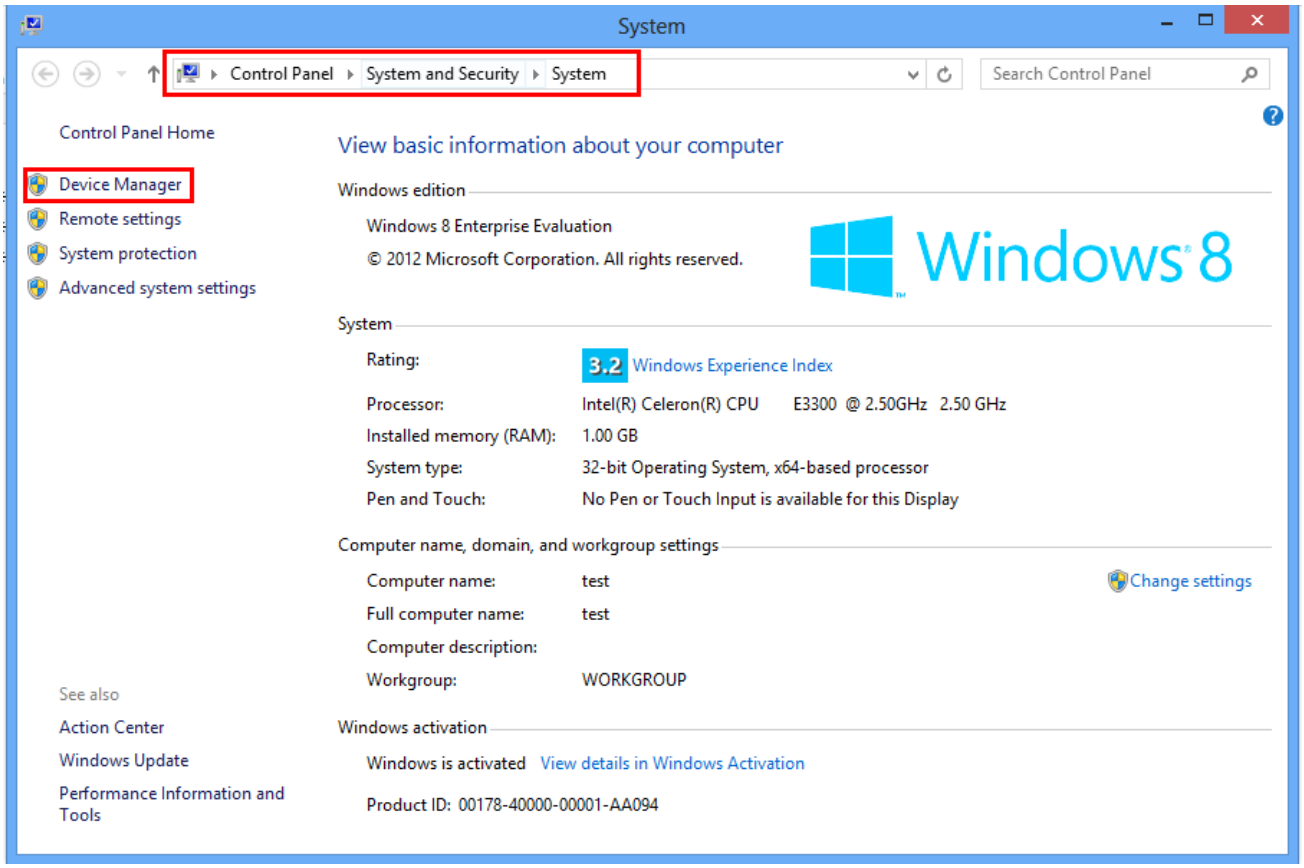


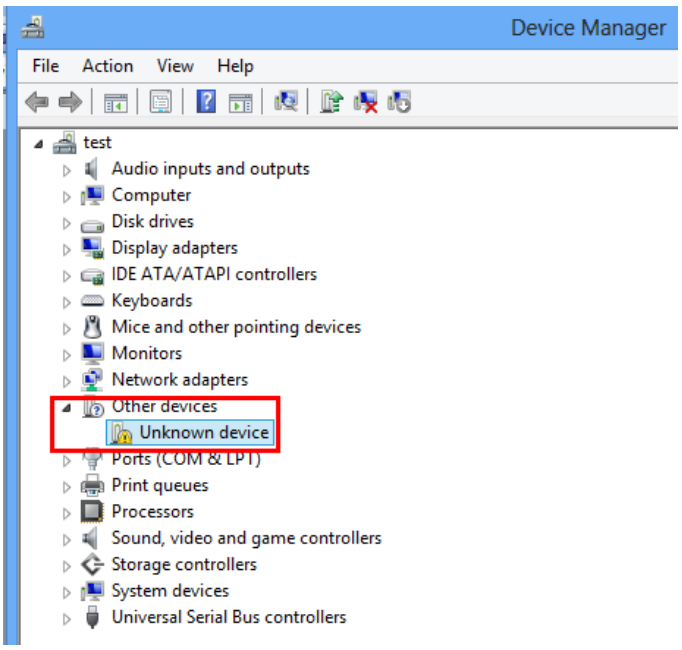
After the menu pop up, select Time Section1, the time writes 16:00-24:00, the day select the Monday to Friday, then press the **Issue** button to make a time card, make all the left time sections like the above procedures.

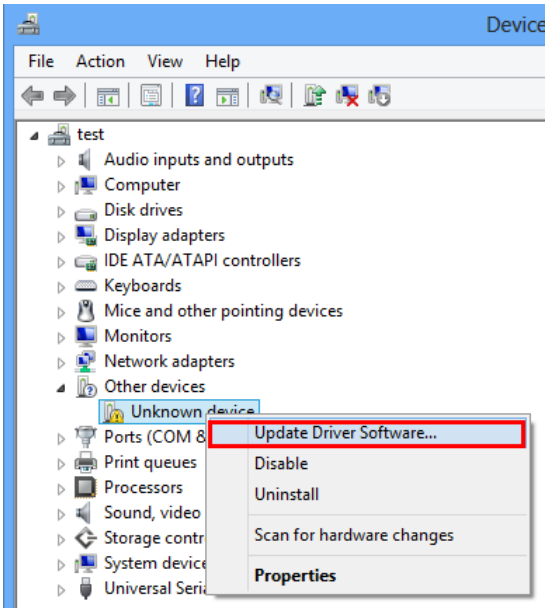


5.5. Encoder driver installation

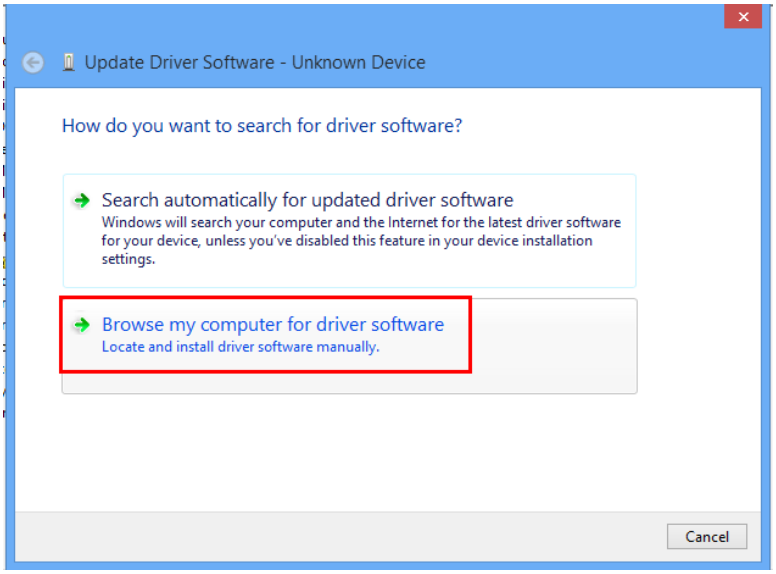
Insert the encoder, there will be a window popping up “found new hardware”, you need to install the driver, if there is nothing popping up, you need to find out device manager to fix the driver installations.

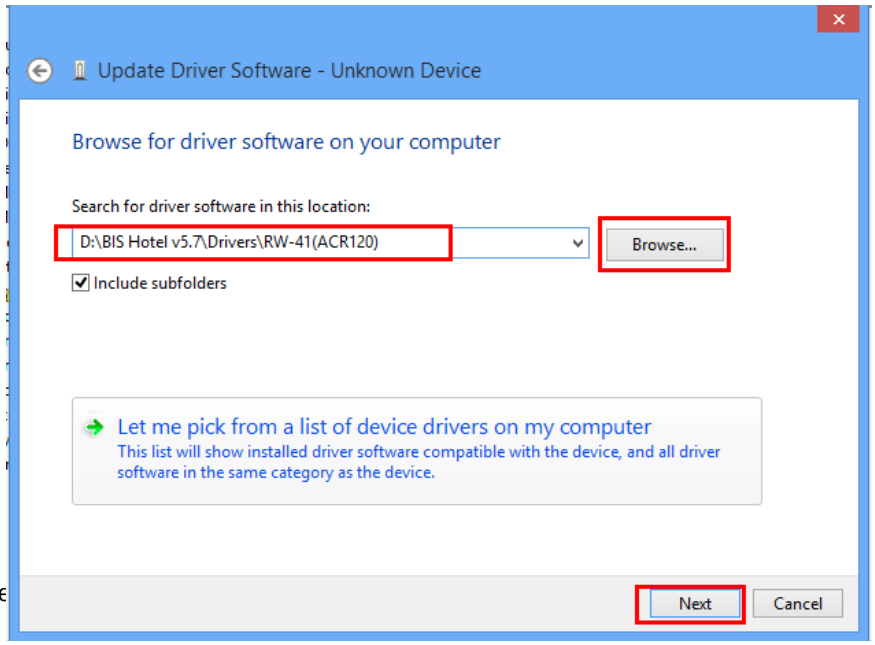




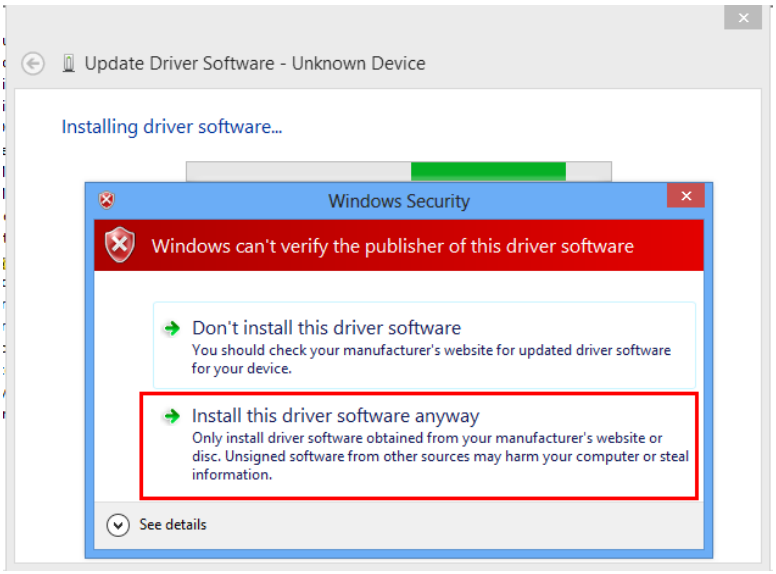


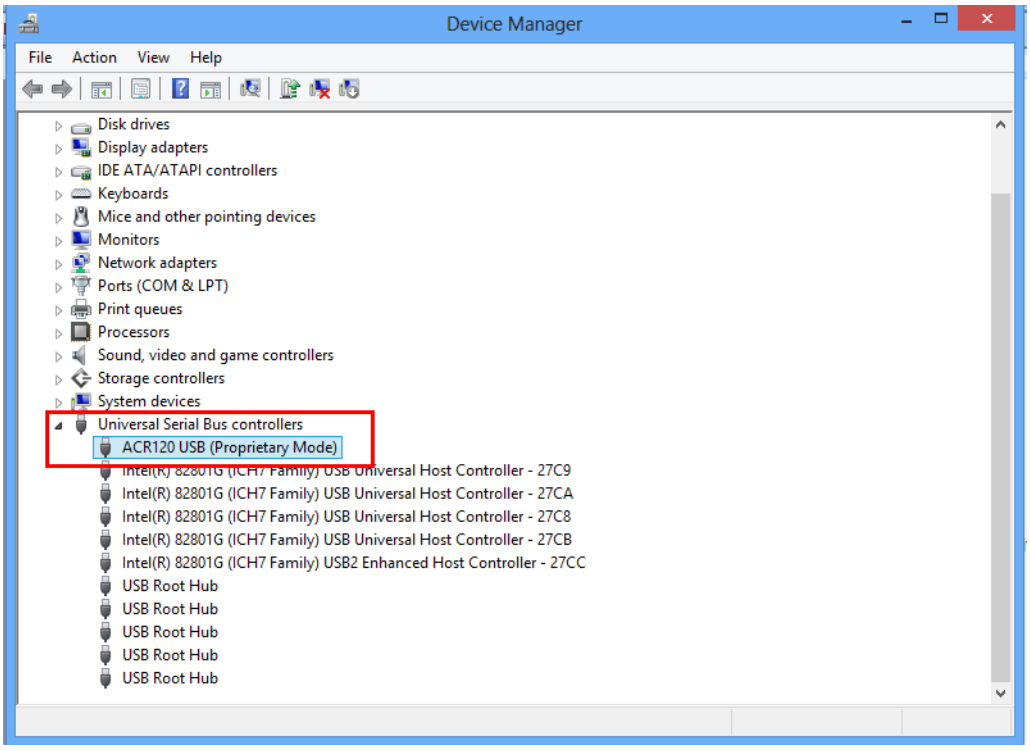
Right click





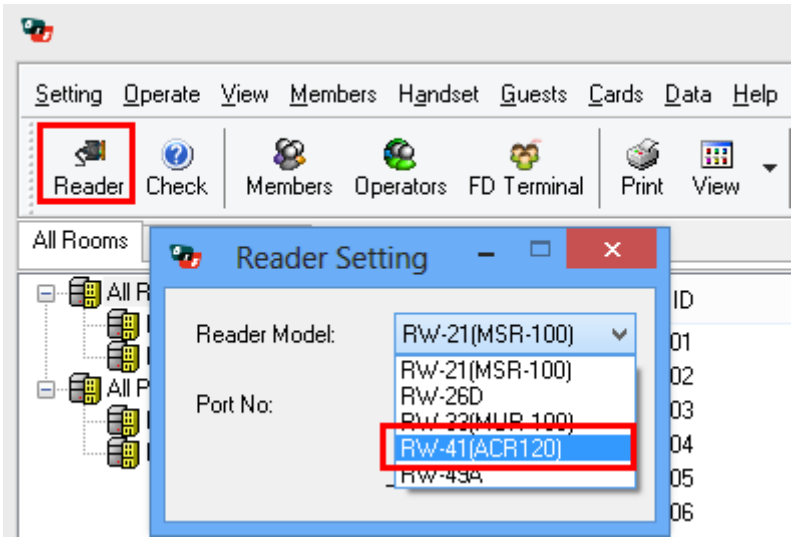
Follow the guidance to find out the **RW-41** folder.





After a while, driver installs complete, you will see the encoder details in the Device Manager

5.6. Encoder selection

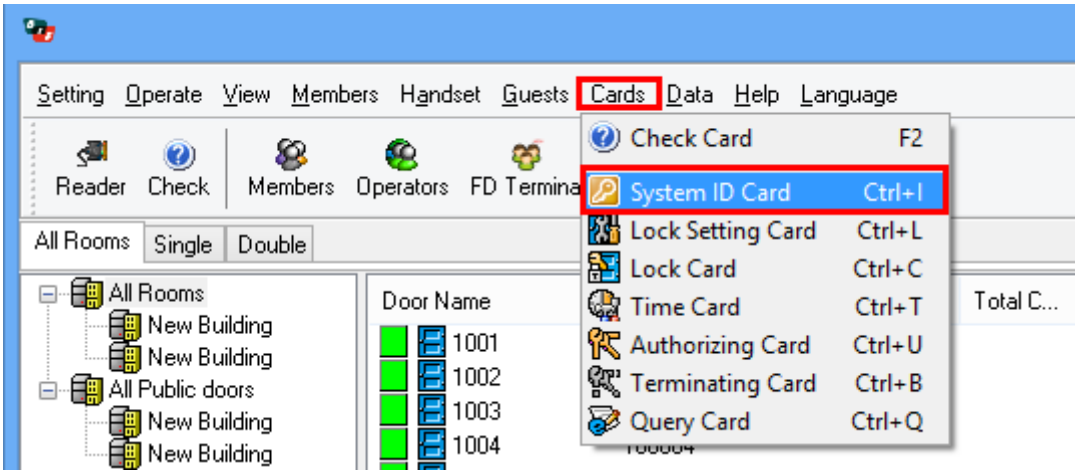


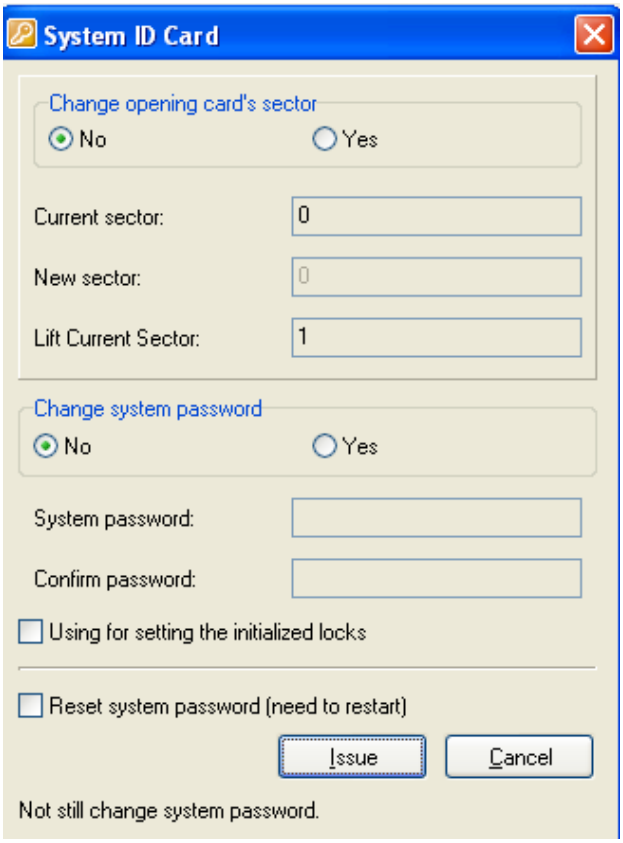
6. Main steps to program a lock （With Cards）

Making a lock accept key cards, there are four key points are required.

1. System ID card
2. Lock setting card
3. Time card
4. Authorizing card

6.1. System ID card (S50)





- **Sector**

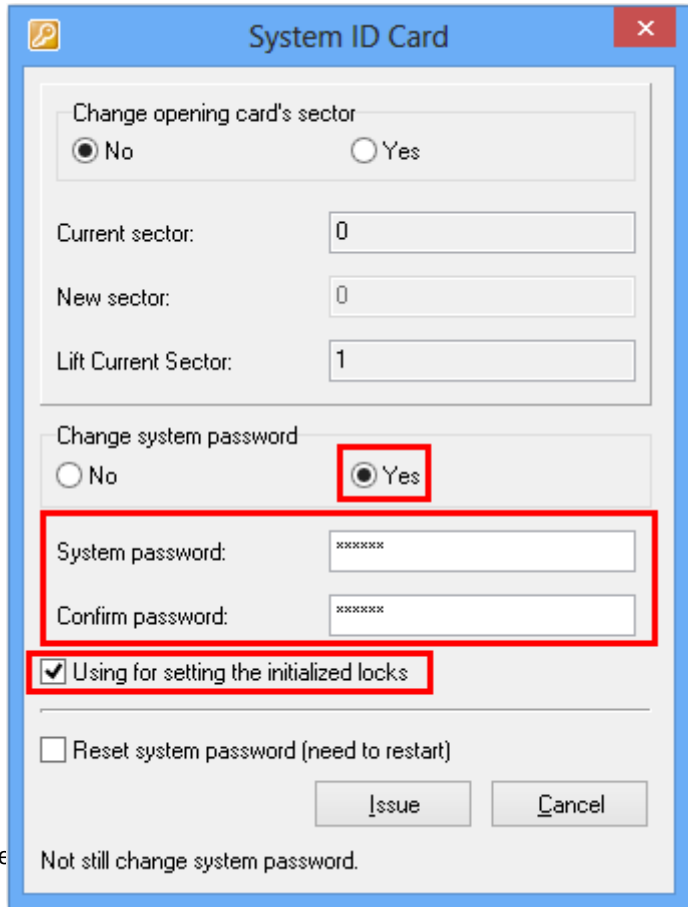
what we use for our locking system are 0.1.2 sectors, normally defaulted sector is “0” which is for locking system, “1” is for lift control system, “2” is spare sector.

- **Using for setting the initialized locks**

It needs to be selected as the lock is reset or the lock is newly installed.

- **Reset system password (need to restart)**

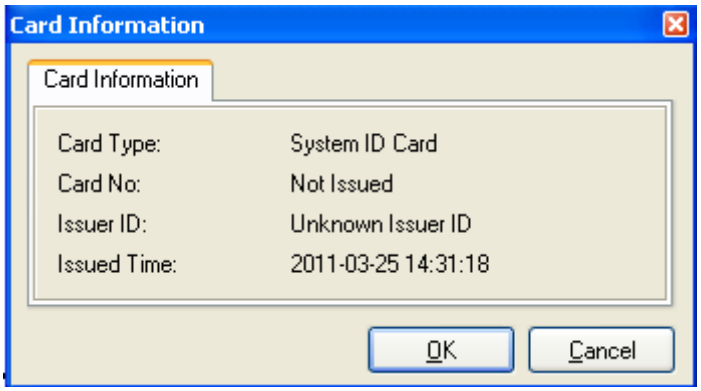
The system returns to Be-tech’s password.



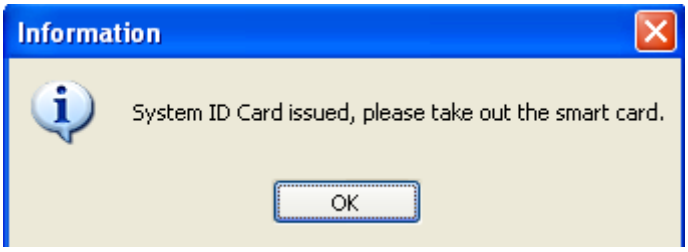
Enter 6 digits system password (numbers only), and click using for setting the initialized locks, and then click “issue”.

Note:

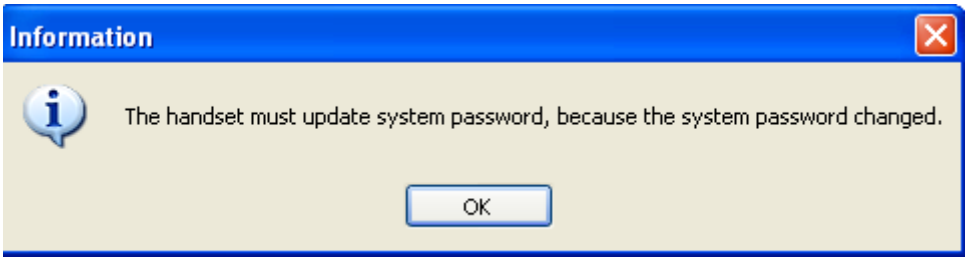
1. If you just test something of the lock, please do not change the system ID, otherwise the cards can not be used anymore in new software.
2. Issuing a system ID card with changing password is normally for the hotel that has been completed already.
3. The previous cards without changing system ID can not be used to open the doors in the same hotel after new system ID is set.



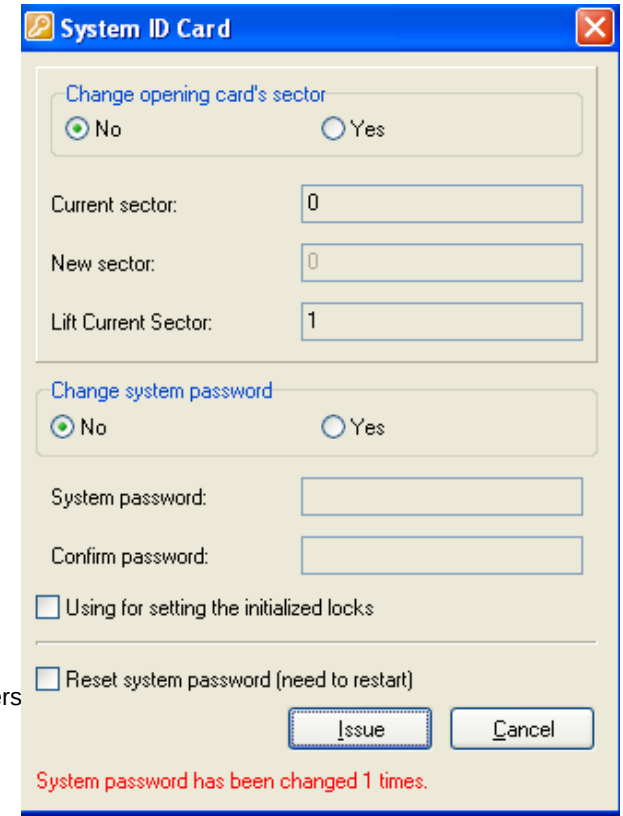
Click “OK”



Click “OK”



Click ‘OK”



If you already changed the password, you will see red words saying “system password has been changed 1 times”, it means you have already changed the password for 1 time

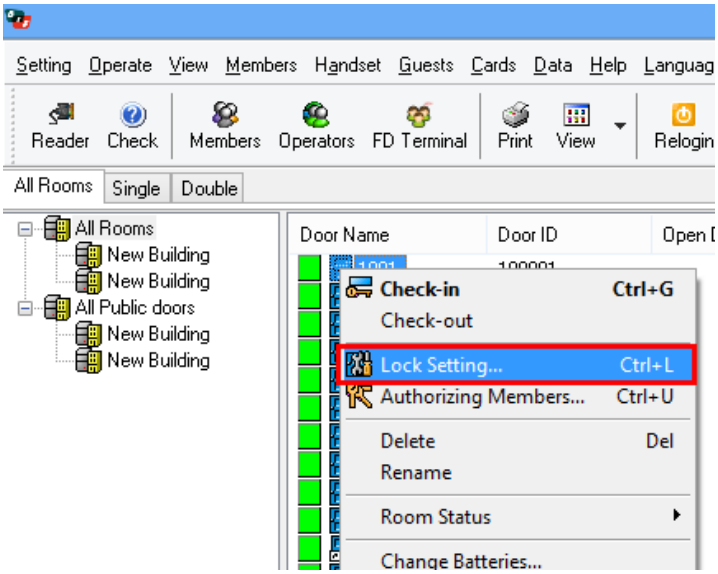
Explanation of System password: Software, key card, lock, and hand held, their original system password has been set; we call it “Be-tech password”. (However, clients no need to know what the original password is).

Why we need to change the system password?

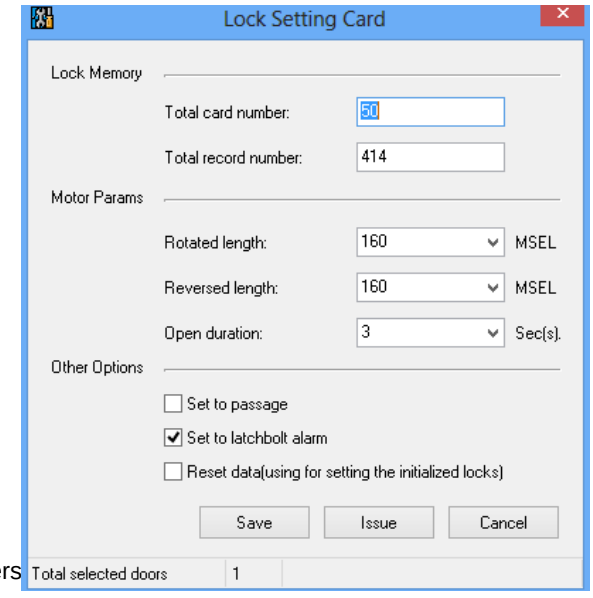
Due to there are so many clients all over the world, all locks are with “Be-tech password”, they are not safe that we can open all doors as if we keep a general card, we have to issue a new system ID card to change the system ID, then new system is no more “Be-tech password”. The system ID is changed, and all relative components must be matched with system ID so that the whole system is working.

6.2. Lock setting card (S50)

Lock setting card is used for setup lock’s information, such as lock number, lock memory, motor parameter.



Select one room, right click and find out “lock setting”



- **Lock memory**

It is used for setting up staff card and access records’ amount. Total card number is for staff card amount, the defaulted value is 50.

- **Motor parameter**

It is for setup mortise parameters, no need to change them.

- **Set to passage**

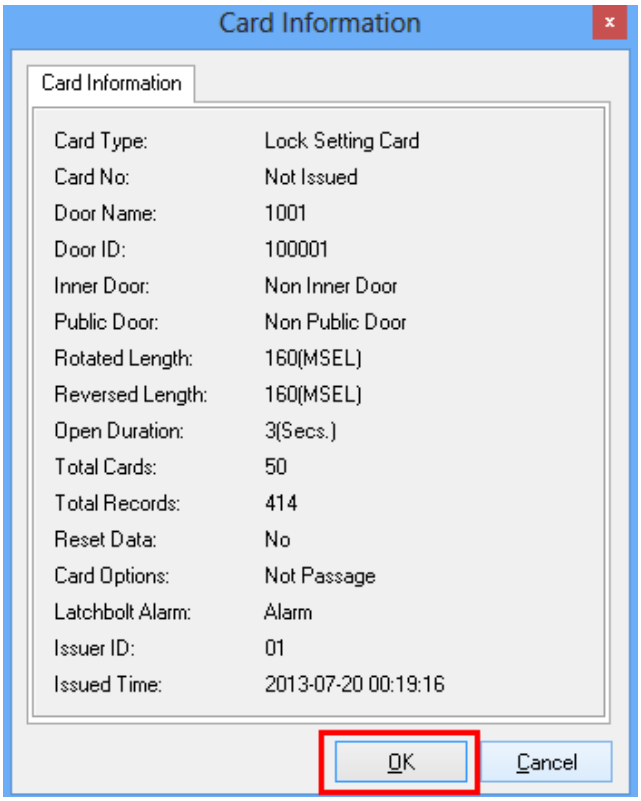
Passage means the lock won’t lock automatically after unlocking.

- **Set to latch bolt alarm**

Latch bolt alarm is for avoiding door does not close well. If latch is hanged, lock will sound “Be, Be…….”

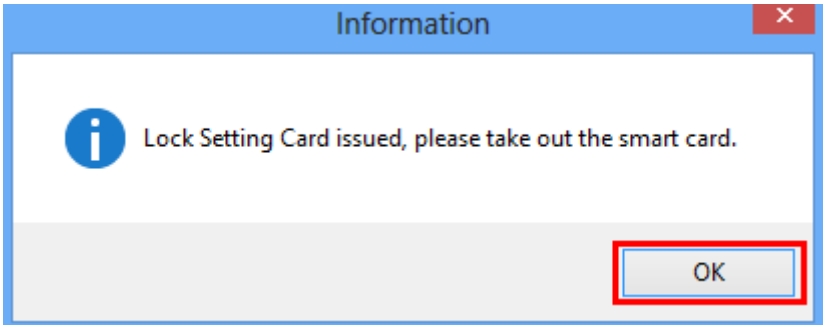
- **Reset data (using for setting initializing locks)**

Reset previous records and data, such as access records, guest SN, staff card amount…..



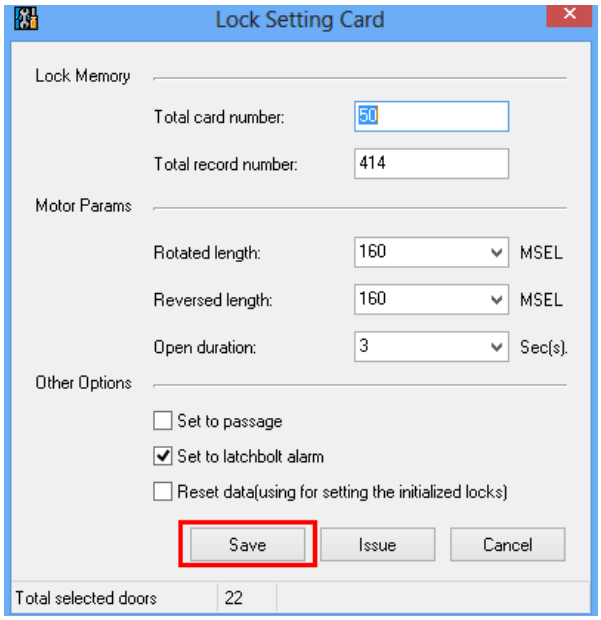
You can see all information before you issue the card

Click “OK” to issue card.



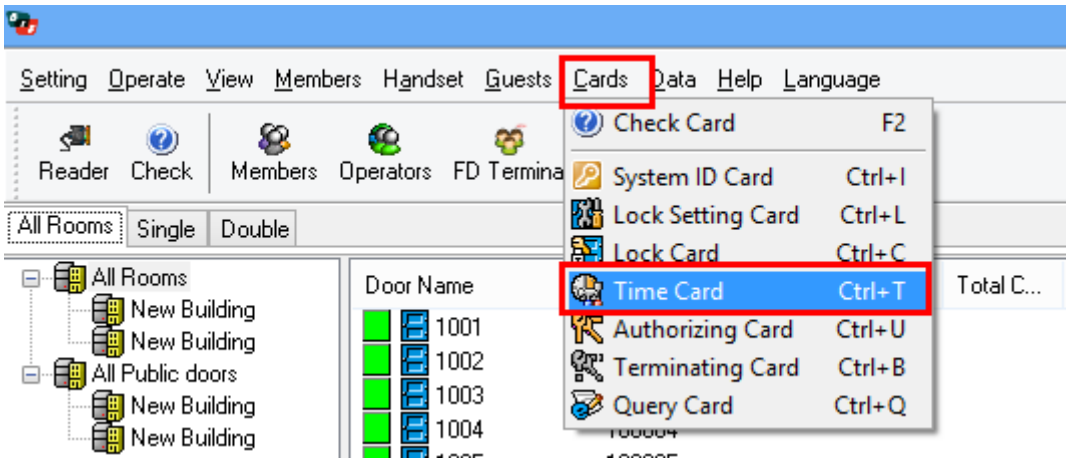
Scan the lock with lock setting card, green light and 1 beep from the lock means lock ID is set to the lock.

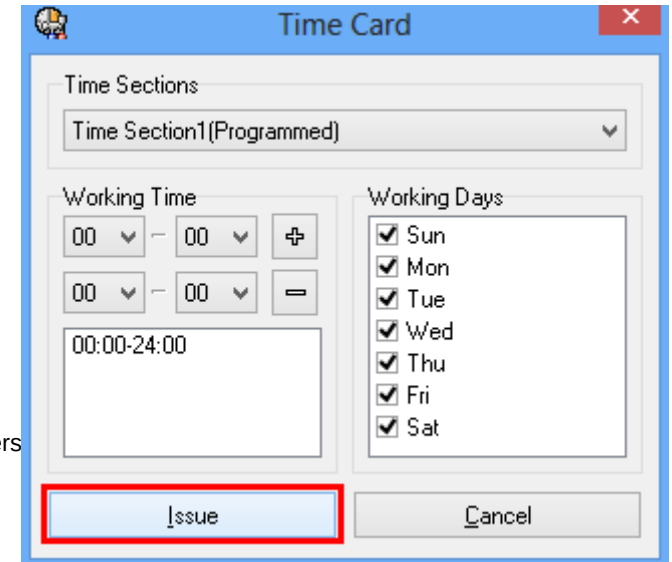
Note: If you have 100 rooms, you have to issue 100 times lock setting card, because every door with different room NO., we have to issue different cards to set up different rooms. However, 100 times is not meaning 100 cards, you can issue the lock setting cards with only 1 card. For example, you already issued the lock setting card for room 000001, and then take the card to scan the door, 1 beep, green light, setting is OK, and at this time the room is 000001. To setup room 000002, we can use a new card or the 000001 lock setting card, after issuing, the door ID would be changed 000002, at this time the lock setting card is 000002. And then scan the door, 1 beep, green light, setting is OK, and the door ID is 000002. Even though the previous ID is 000001, after scanning the ID 000002 and the door will change into ID 00002

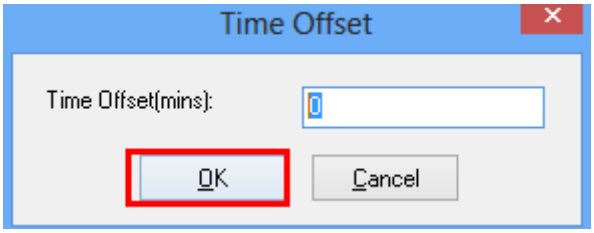


If you use handset, you can select all rooms and click “locking setting card”, and then click “Save”, you will see all rooms have been set.

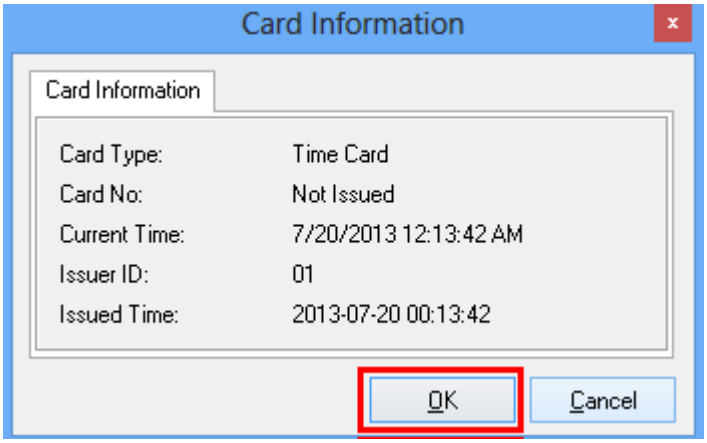
6.3. Setup lock’s time with Time card (S70)

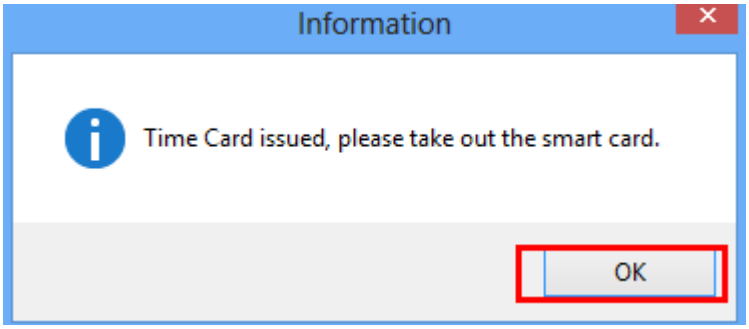






Time offset is the time you would spend to get to the room after issuing Time card.

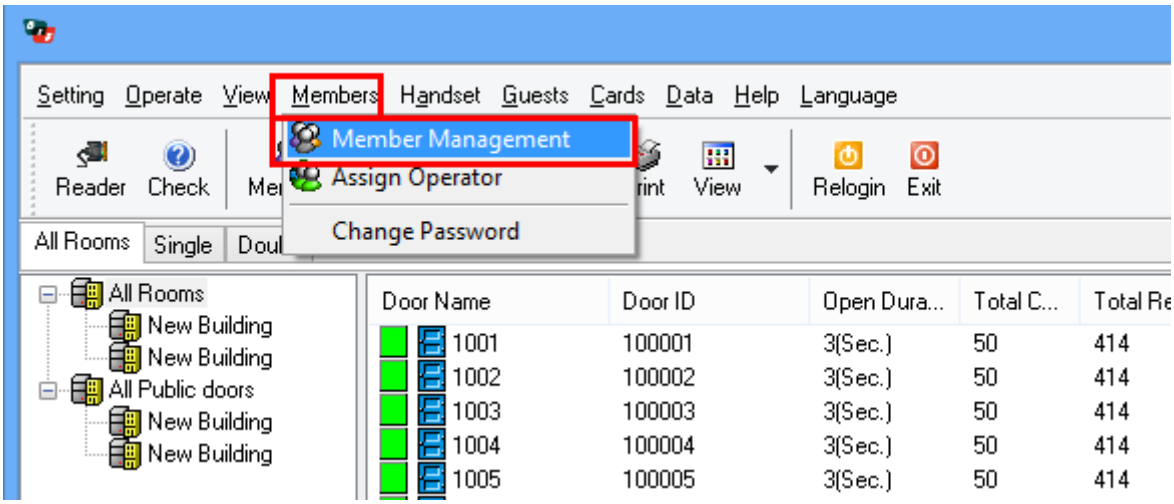


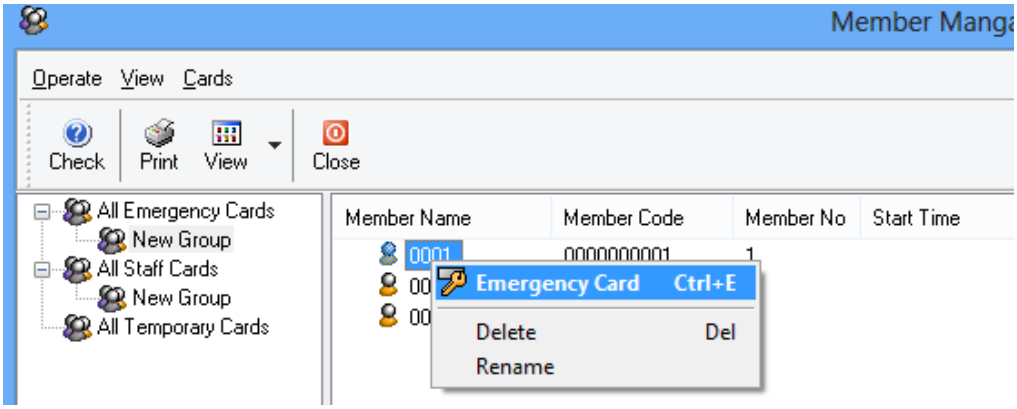


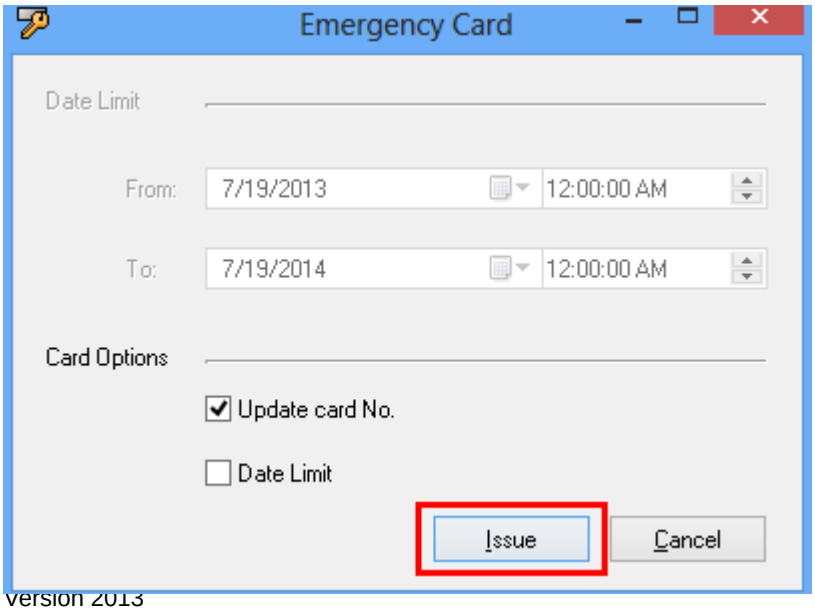
Note: The time in the card will not move. You need to scan all of the locks within 10 minutes, otherwise, you need to re-issue time card.
Green light and 1 beep from the lock mean Time is set to the lock.

6.4. Emergency cards (S50)

Emergency cards: it can open the door without any limitations.

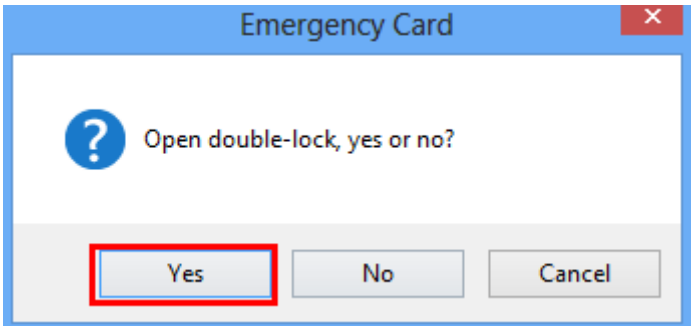


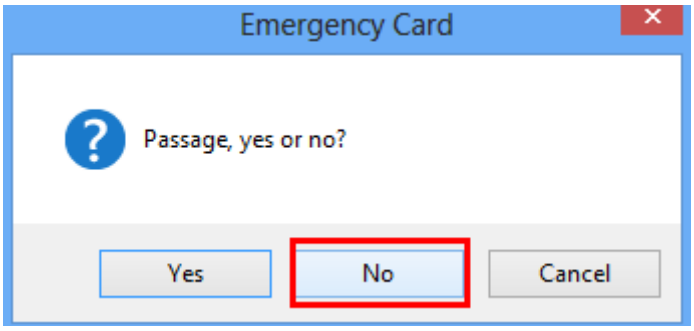


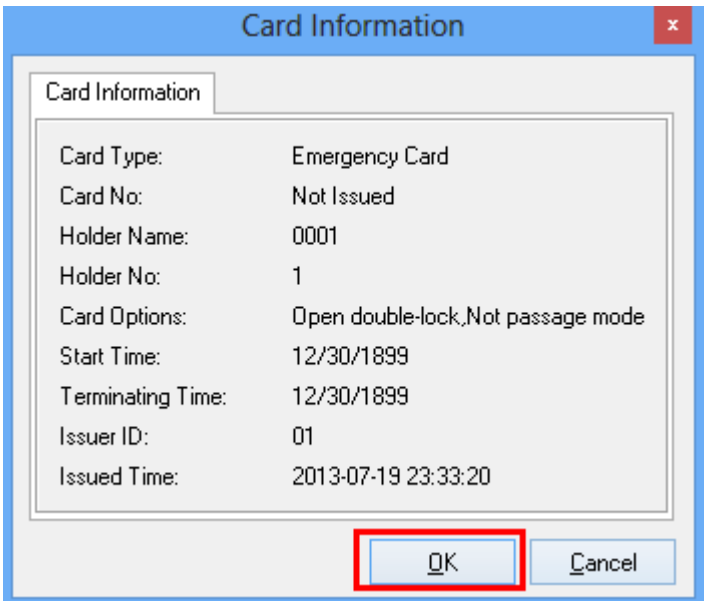


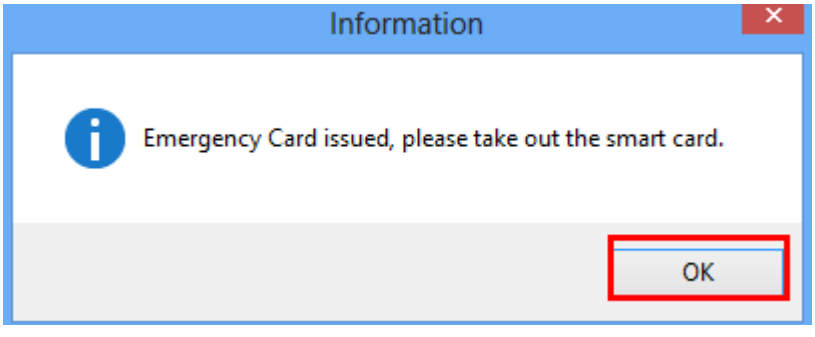
Update card No.: if the software is newly installed without and data, so the option is chosen as default. After issuing, there will be a card NO.

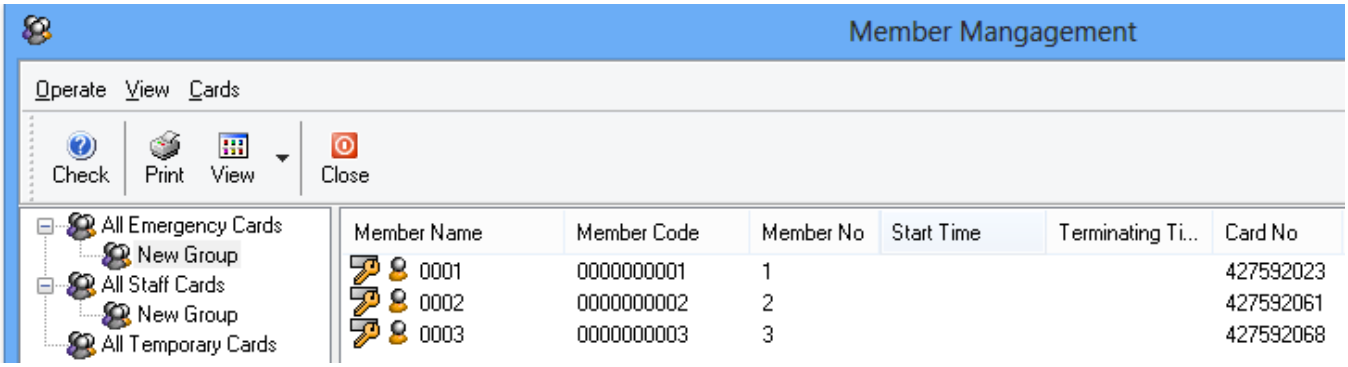
,


Emergency Card
Open double-lock, yes or no?
Yes
No
Cancel


Emergency Card
Passage, yes or no?
Yes
No
Cancel


Card Information
Card Information
Card Type: Emergency Card
Card No: Not Issued
Holder Name: 0001
Holder No: 1
Card Options: Open double-lock,Not passage mode
Start Time: 12/30/1899
Terminating Time: 12/30/1899
Issuer ID: 01
Issued Time: 2013-07-19 23:33:20
OK
Cancel


Information
Emergency Card issued, please take out the smart card.
OK

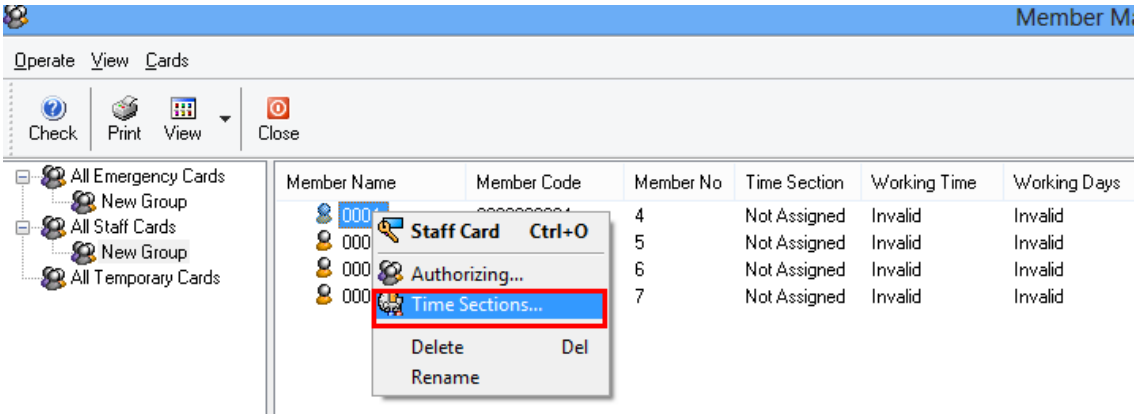


After issuing the cards, these cards are able to open door.

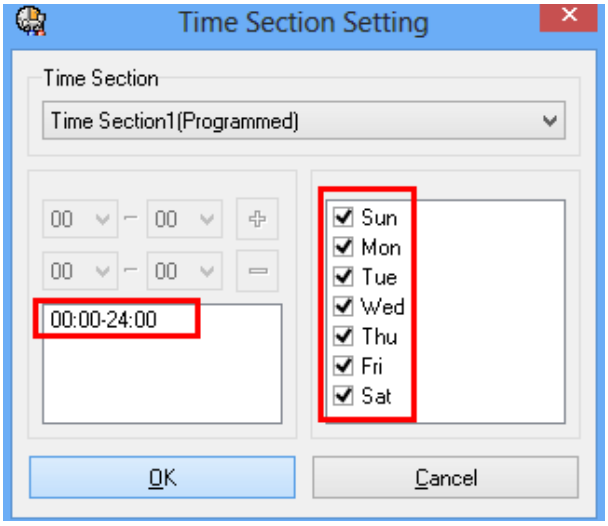
6.5. Staff card (S50)

Staff card is normally for house keeping. To setup staff card successfully, you have to setup the time section, and authorizing information.

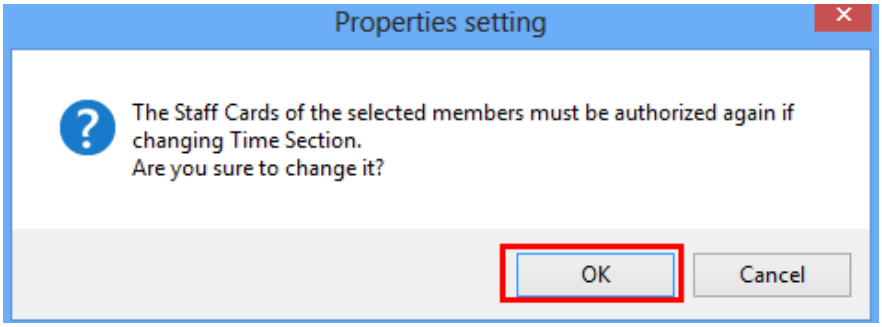
6.5.1. Setup Time section for staff cards

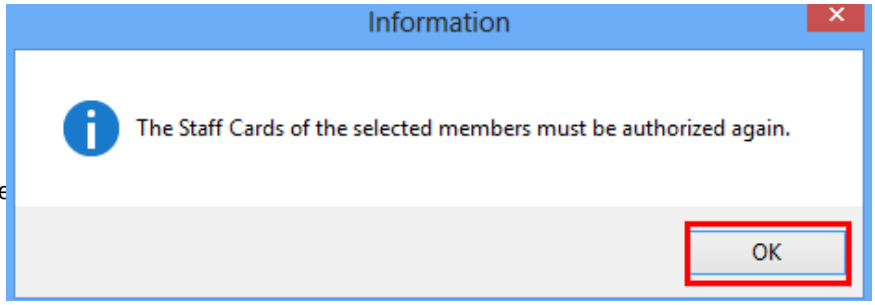


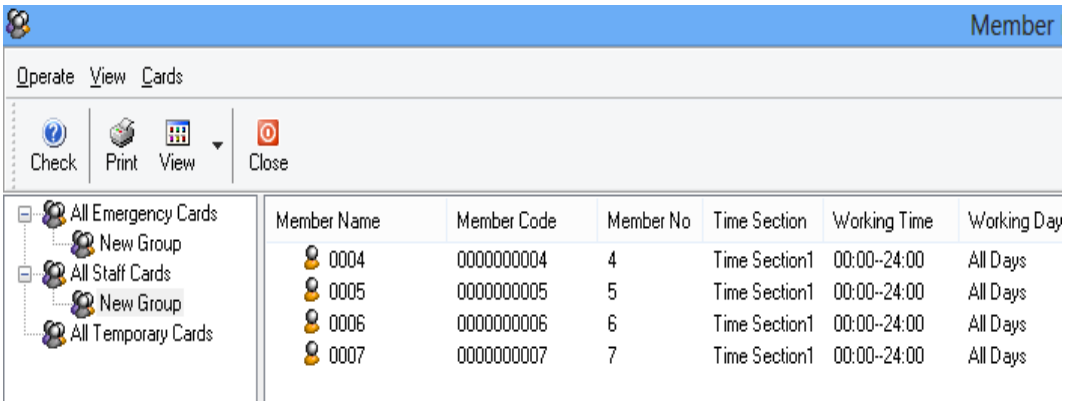
Right “Click”



This time section is already set in time card.

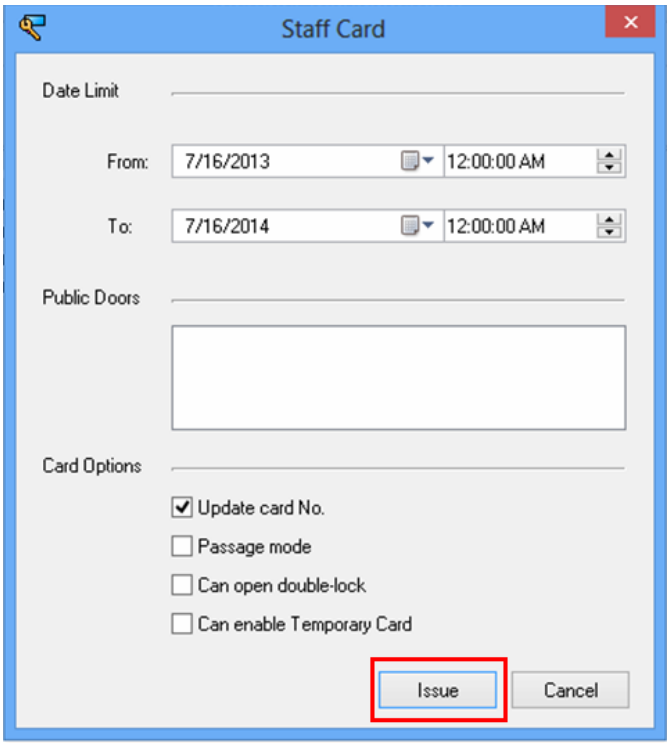


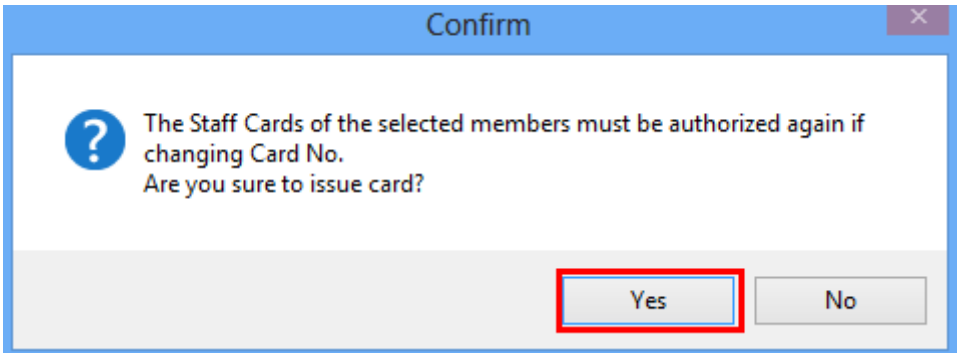


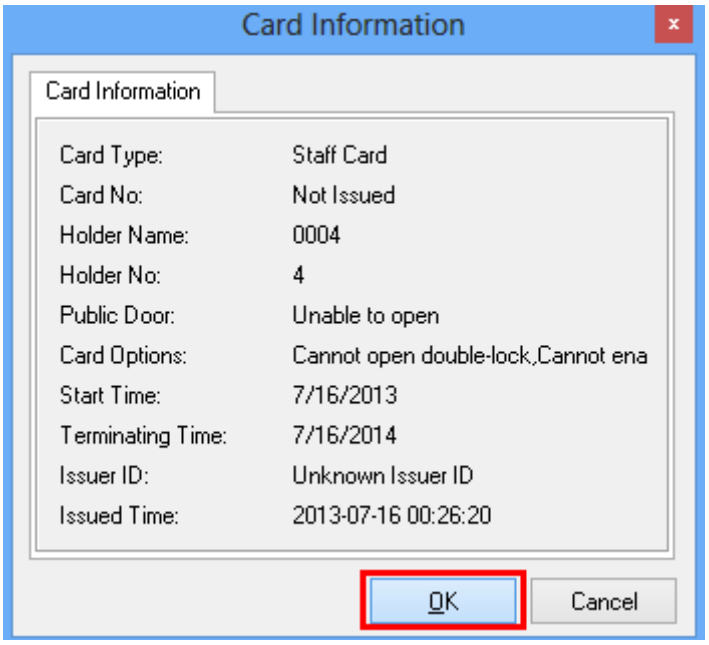


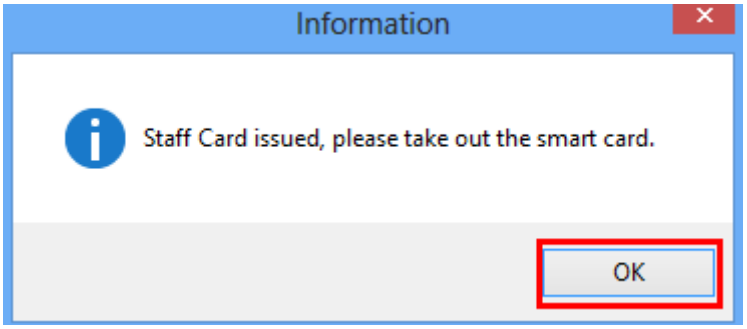
You can select all staffs to setup the time section if they are in a same work section.

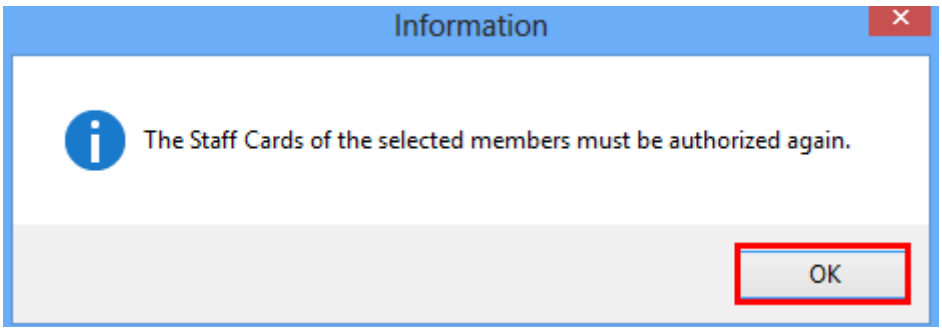
6.5.2. Issue “Staff card”,

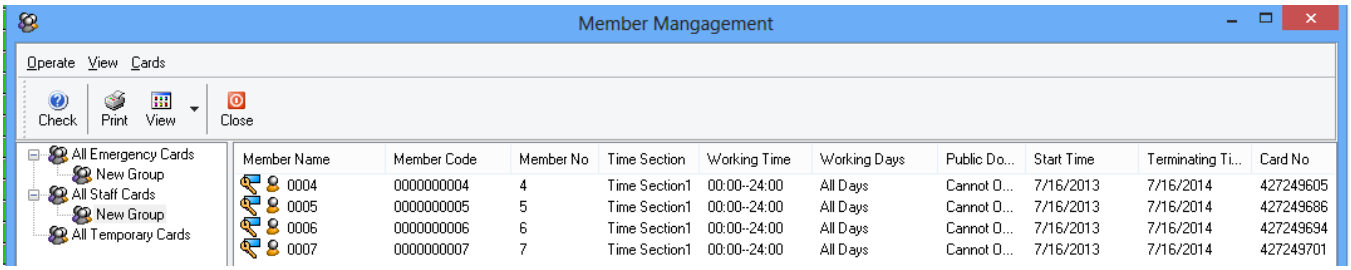





Card Information
Card Information
Card Type: Staff Card
Card No: Not Issued
Holder Name: 0004
Holder No: 4
Public Door: Unable to open
Card Options: Cannot open double-lock,Cannot ena
Start Time: 7/16/2013
Terminating Time: 7/16/2014
Issuer ID: Unknown Issuer ID
Issued Time: 2013-07-16 00:26:20
OK
Cancel


Information
Staff Card issued, please take out the smart card.
OK

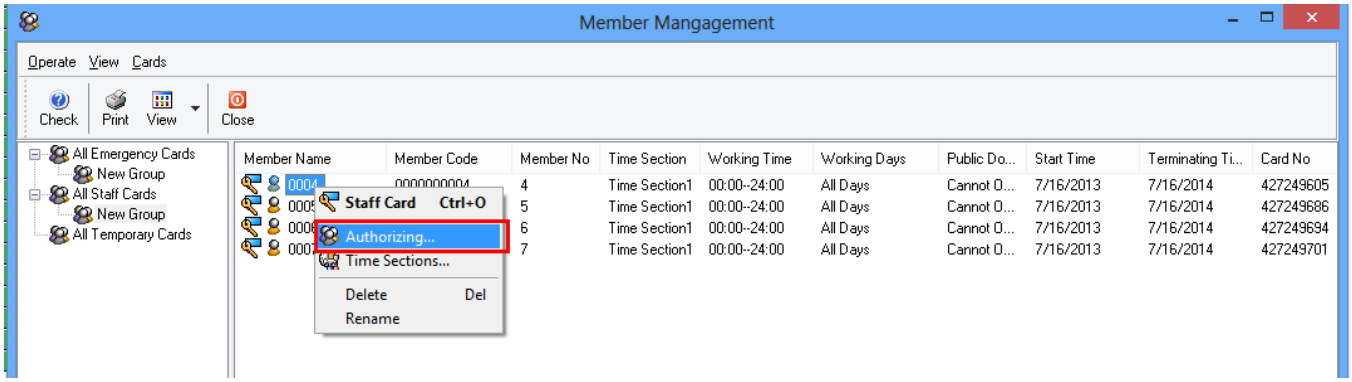

Information
The Staff Cards of the selected members must be authorized again.
OK

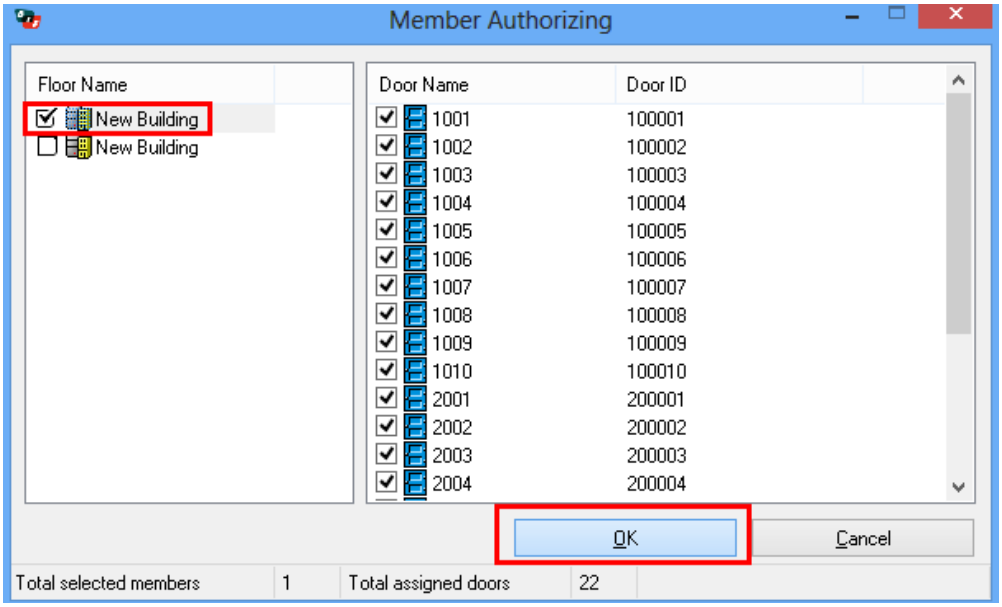


However, card can't open the door right now; even you already issued the card.

6.5.3. Authoring staffs

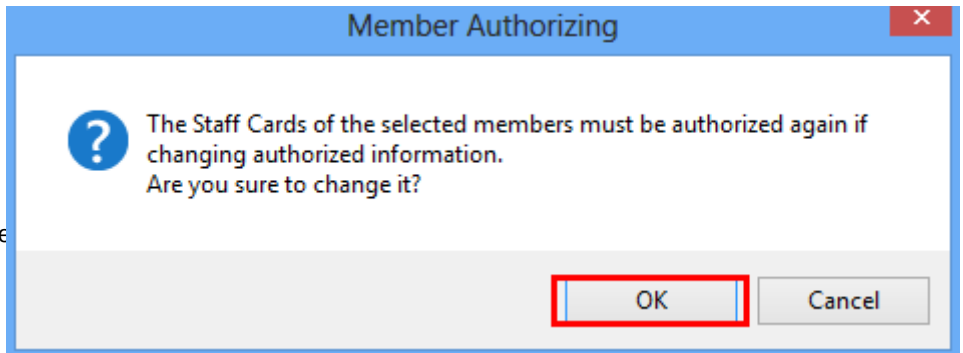
Right click and choose "Authoring….."

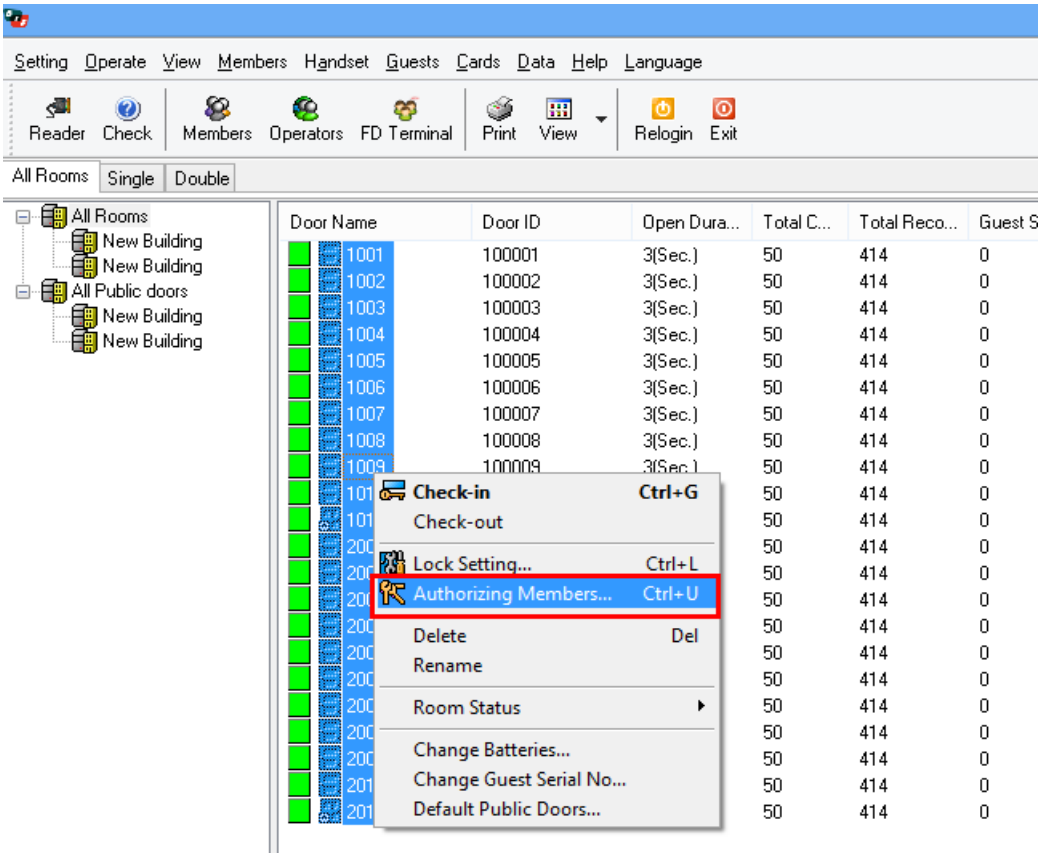




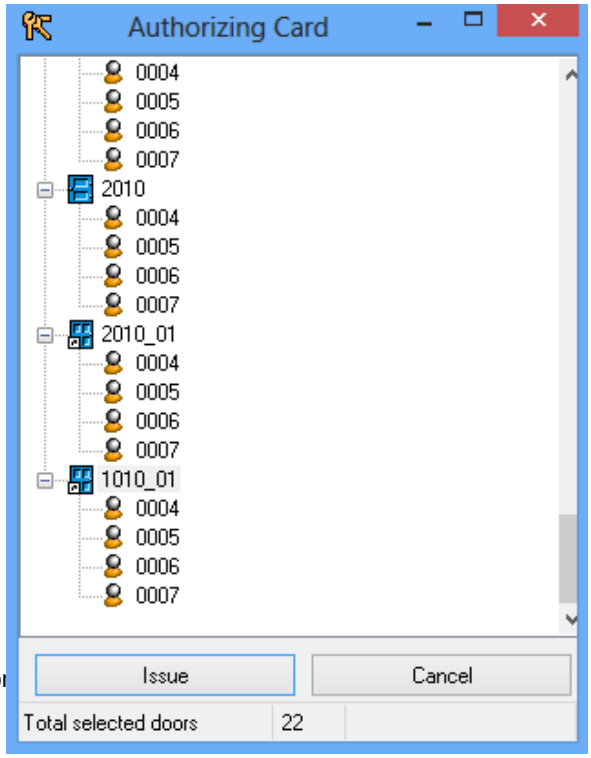
If you want to authorize staff 1 to open new building 1, just click new building

If you want to authorize staff 1 to open some of the rooms, so you need to select the door name as you want on the right.



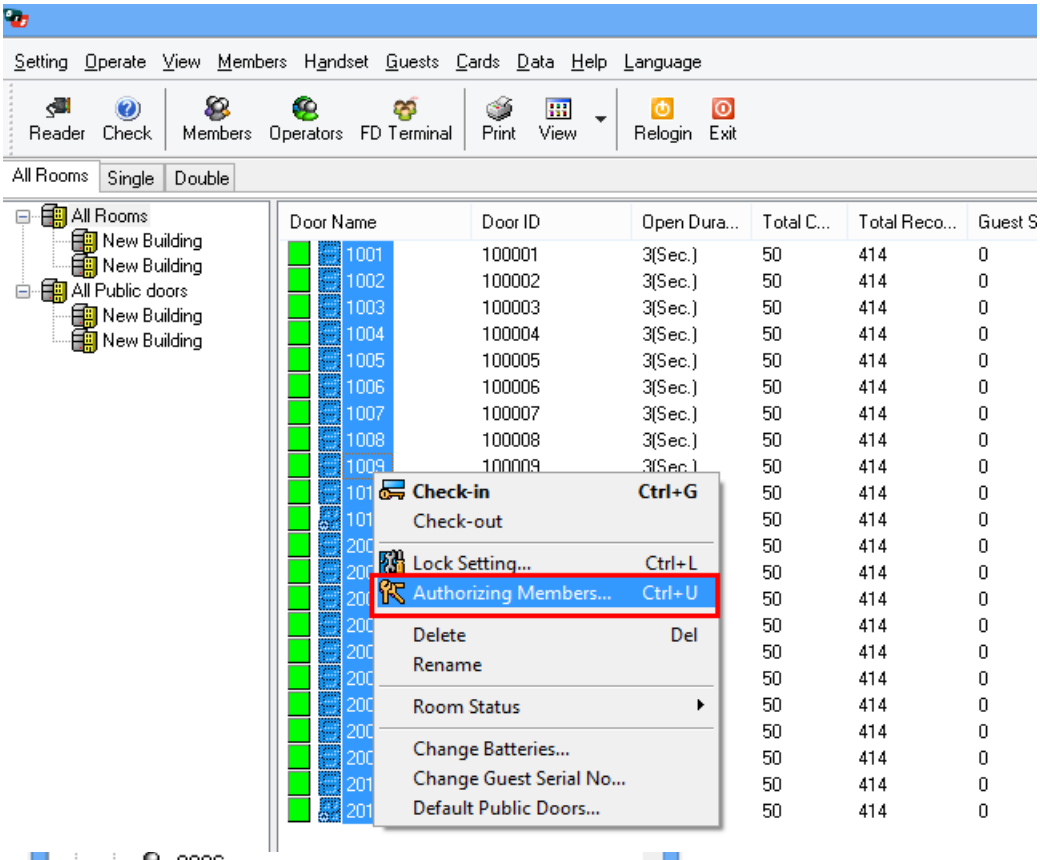


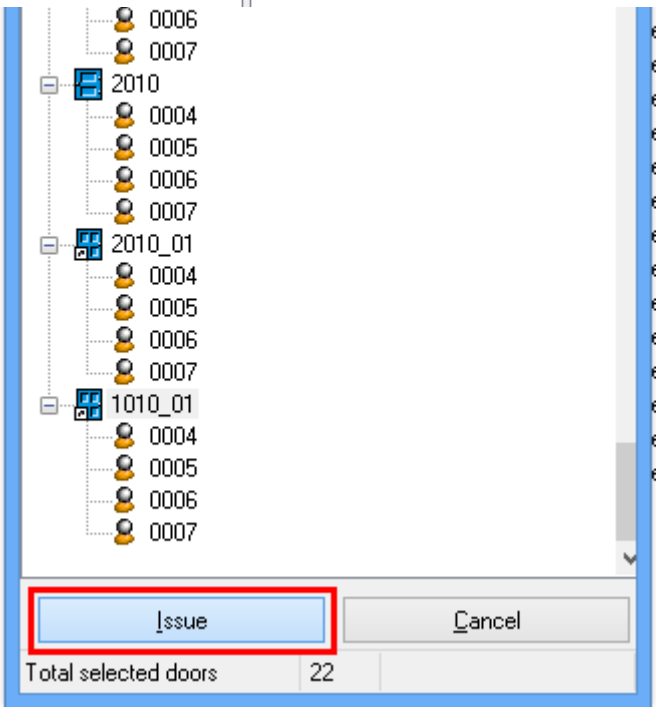
Then, go back to “All rooms”, choose all rooms and right click, find out “authorizing members” and click, you will see the members under the rooms, it means the one can open the room.



However the staff card can't open the door right now, ever though you have issued the card, so you need to issue authorizing card to scan the door, after that the staff card can be used. Please find out the authorizing card。

6.6. Authorizing card (S70)

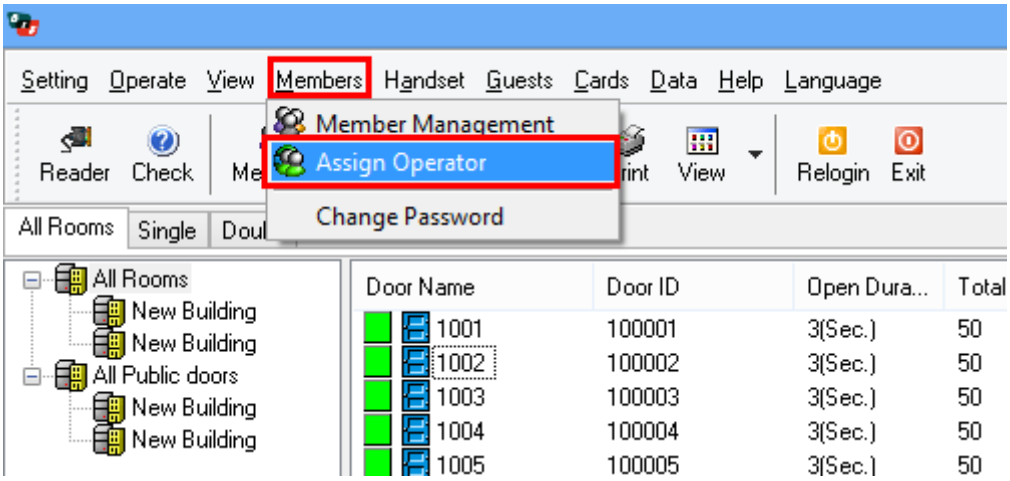


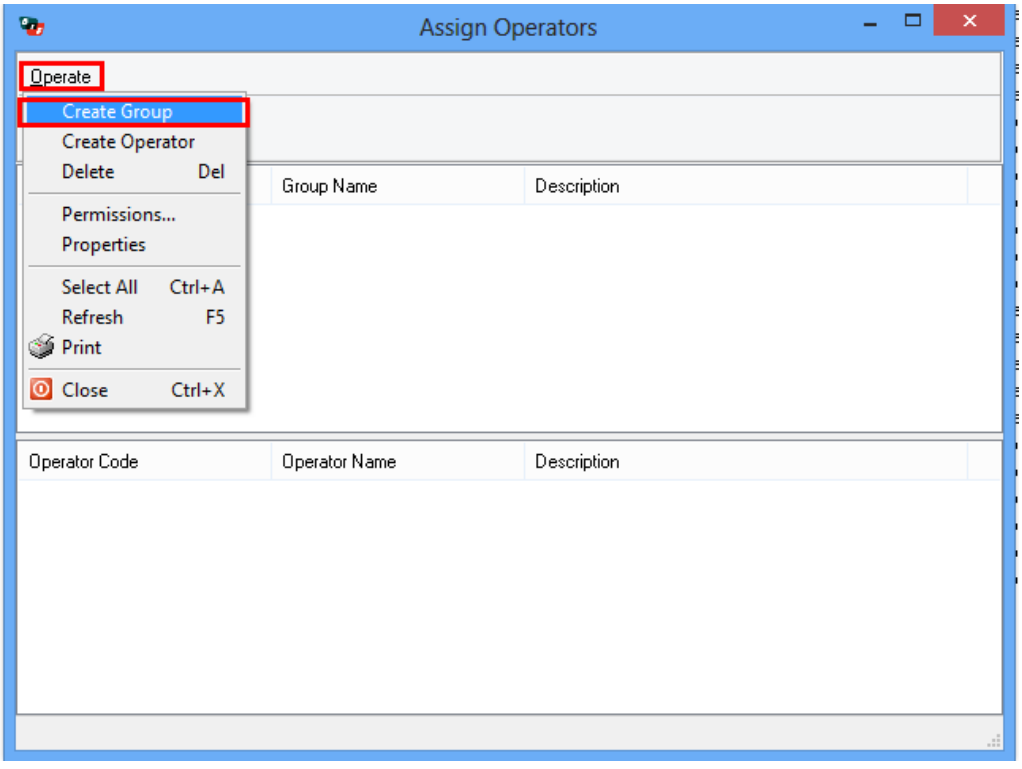


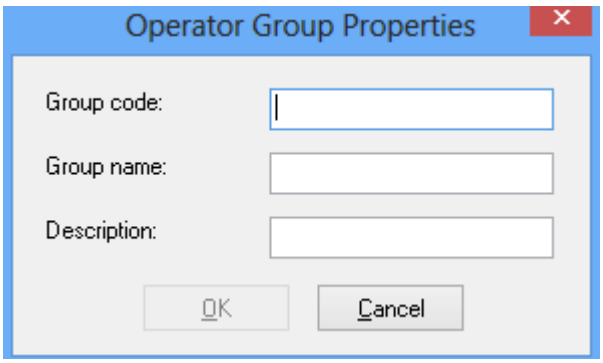
Click "Issue", and take the card to scan the door, after that staff cards are able to open the door.

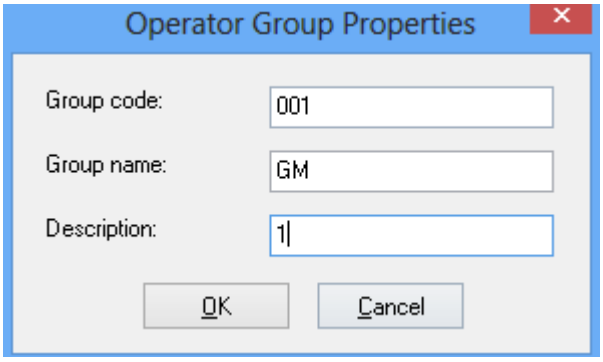
6.7. Assign member (Operator log in)

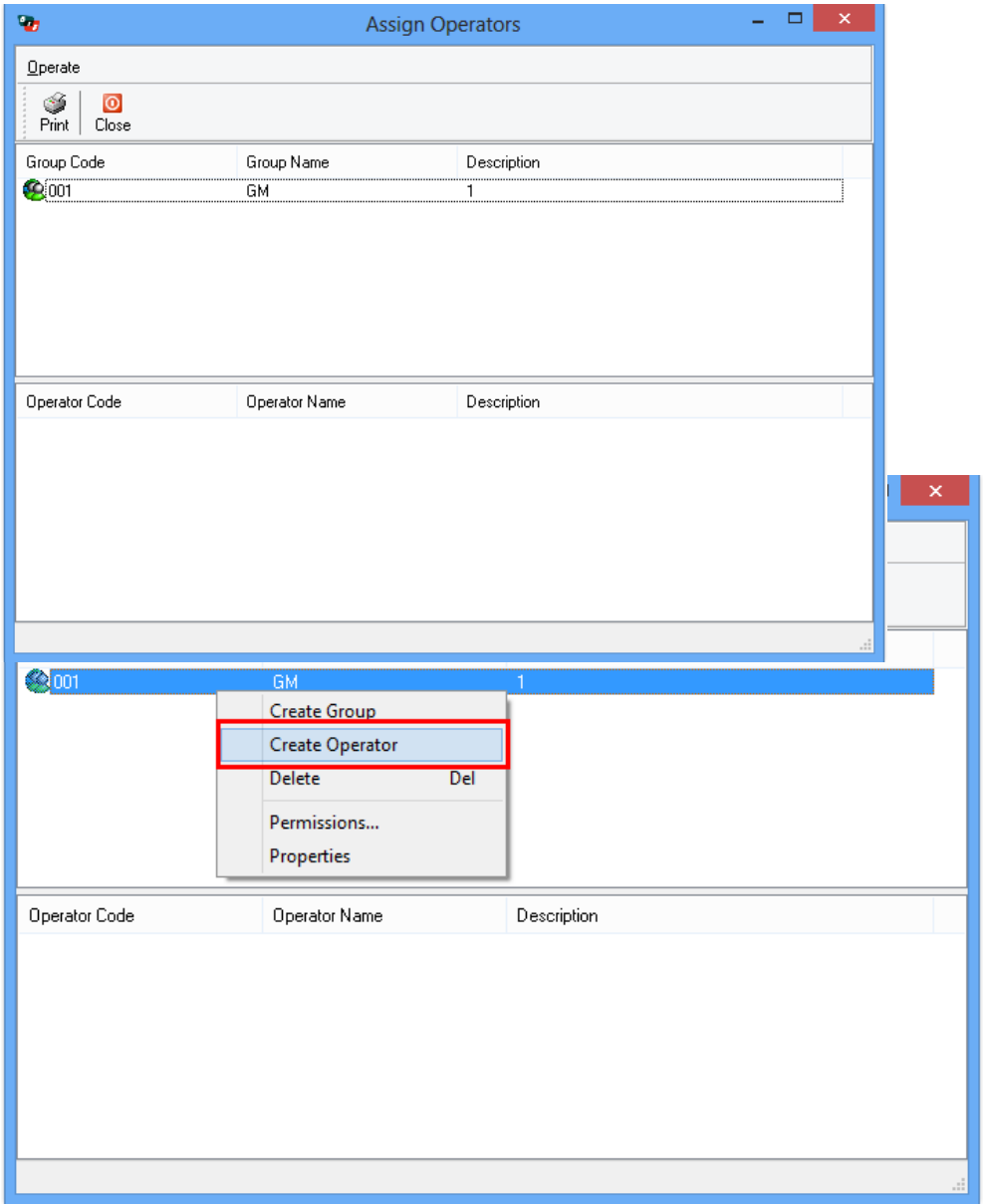
You can setup operator's permission

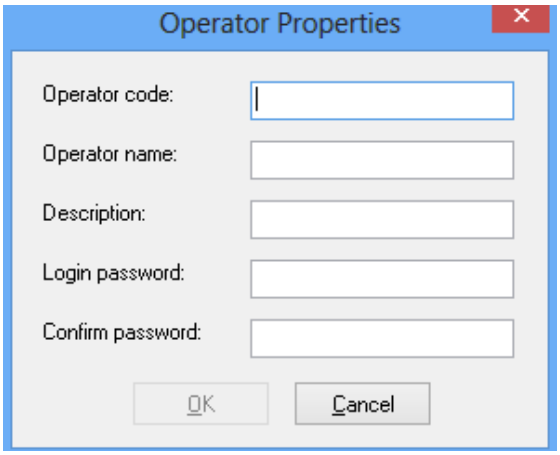


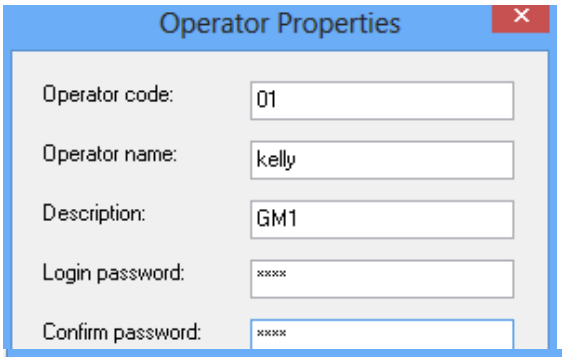


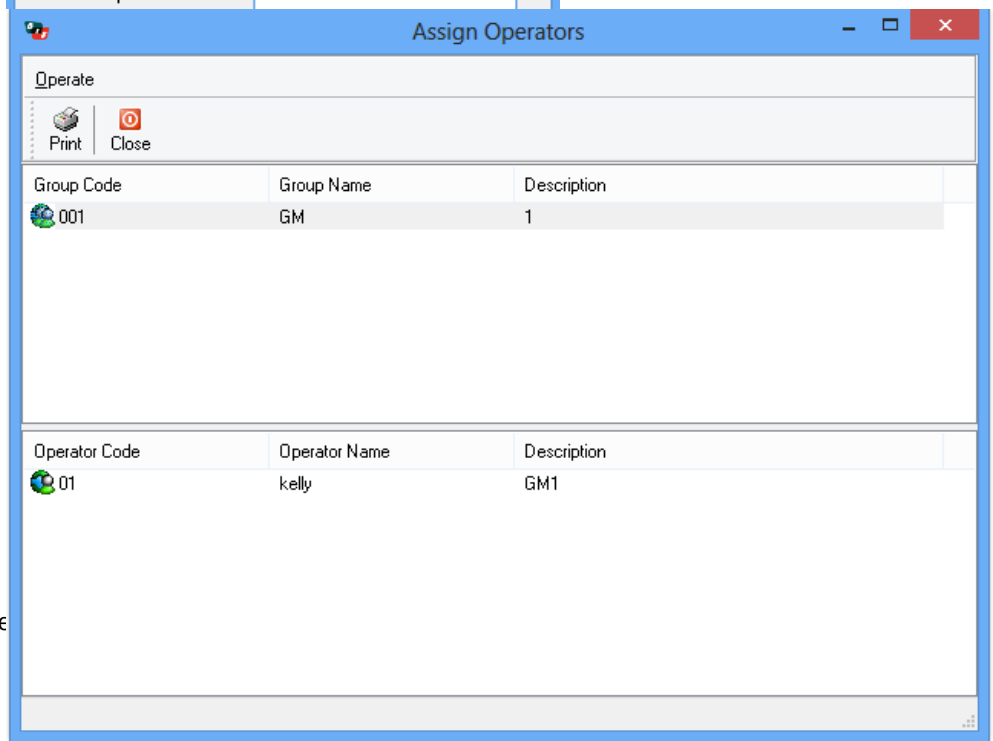

Operator Group Properties
Group code:
Group name:
Description:
OK
Cancel

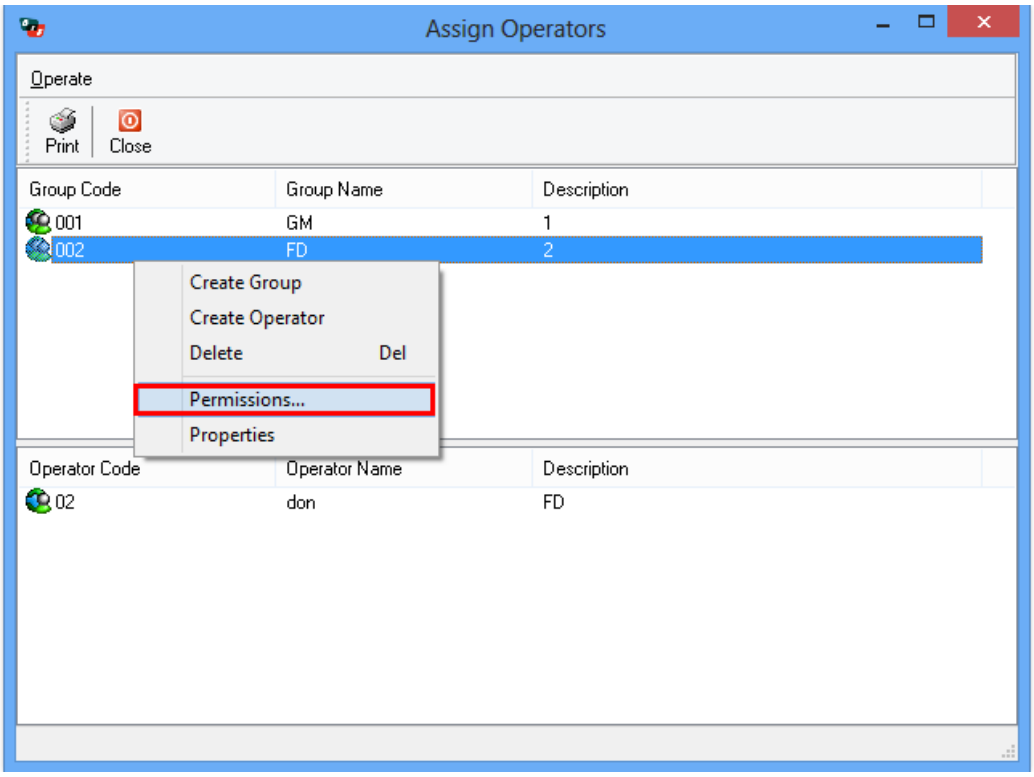

Operator Group Properties
Group code:
001
Group name:
GM
Description:
1
OK
Cancel


Assign Operators
Operate
Print
Close
Group Code
Group Name
Description
001
GM
1
Operator Code
Operator Name
Description
001
GM
1
Create Group
Create Operator
Delete
Del
Permissions...
Properties
Operator Code
Operator Name
Description

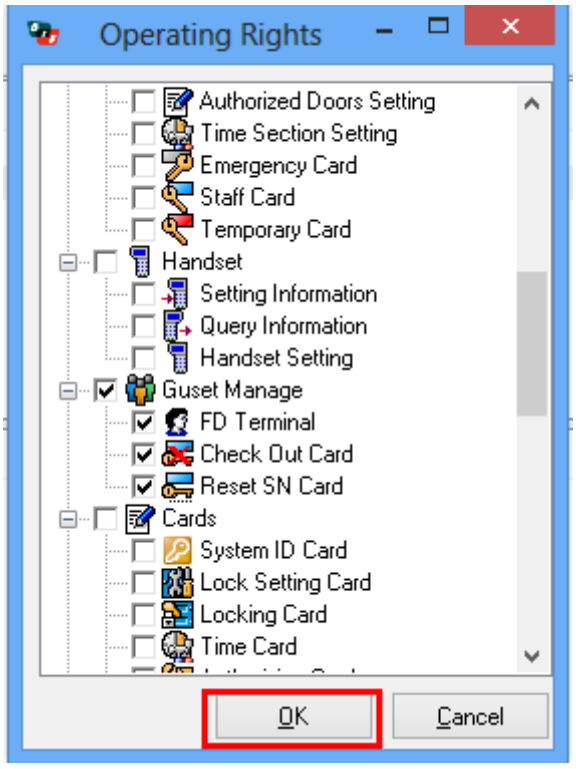

Operator Properties
Operator code:
Operator name:
Description:
Login password:
Confirm password:
OK
Cancel


Operator Properties
Operator code:
01
Operator name:
kelly
Description:
GM1
Login password:
****
Confirm password:
****

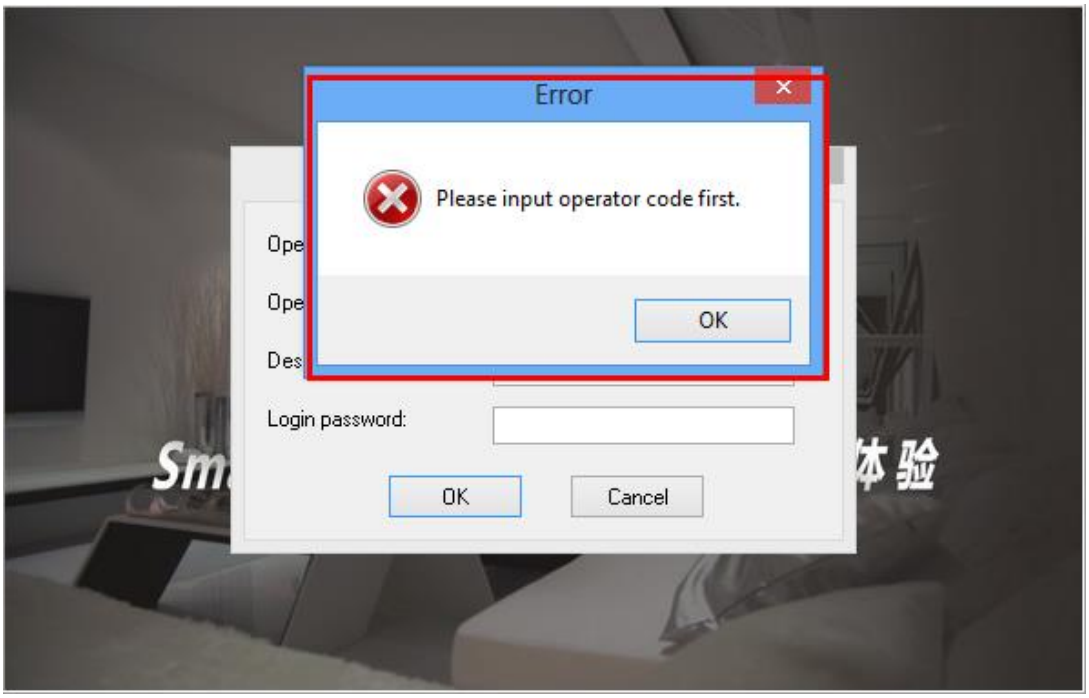

Assign Operators
Operate
Print
Close
Group Code
Group Name
Description
001
GM
1
Operator Code
Operator Name
Description
01
kelly
GM1



Set the permissions of operator.

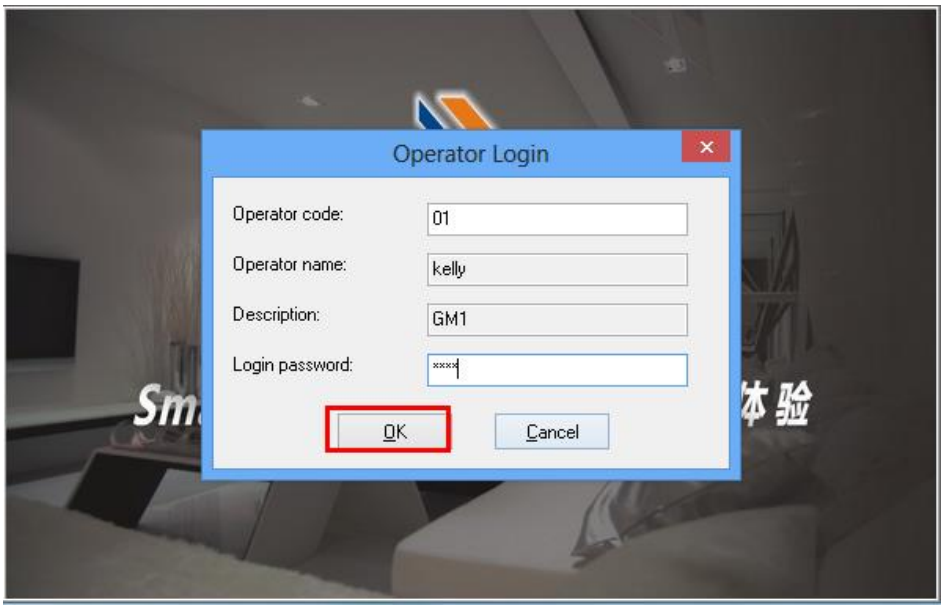


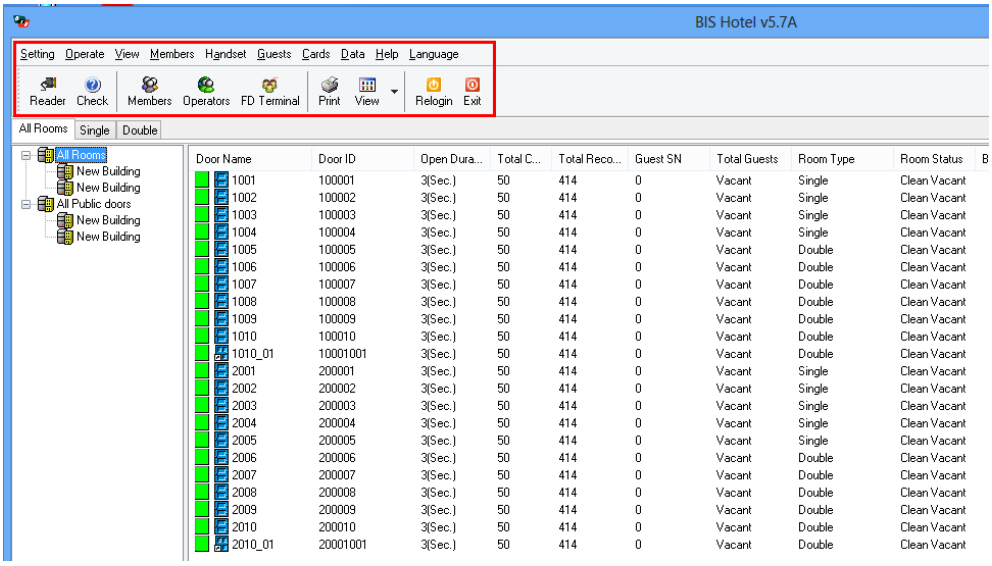
According to customer's requirement, you can set the permissions of the user.



After setup the operators, you have to enter operator code and login password to access software

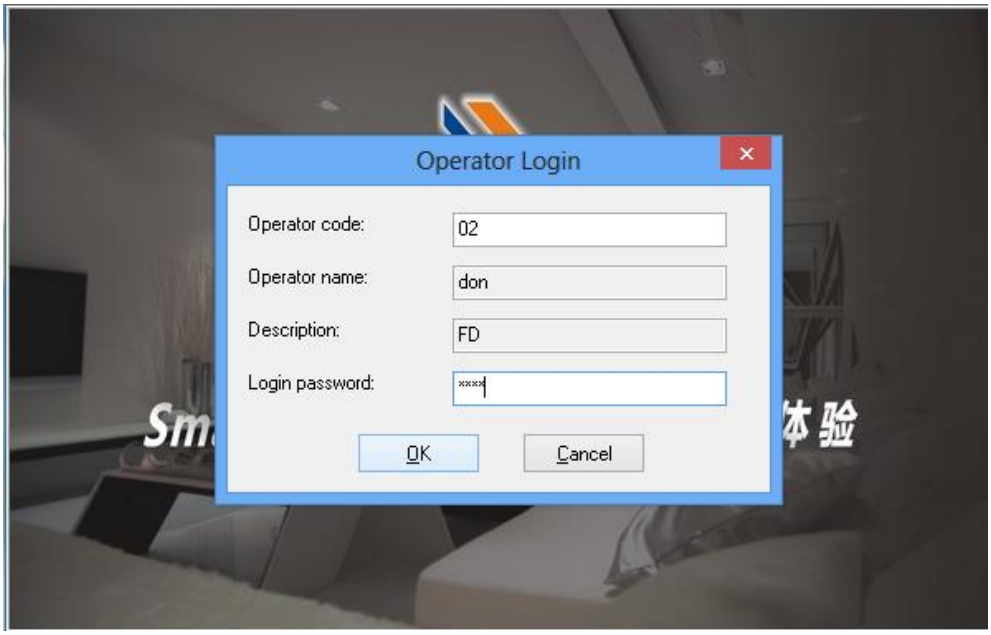
- **No permission**



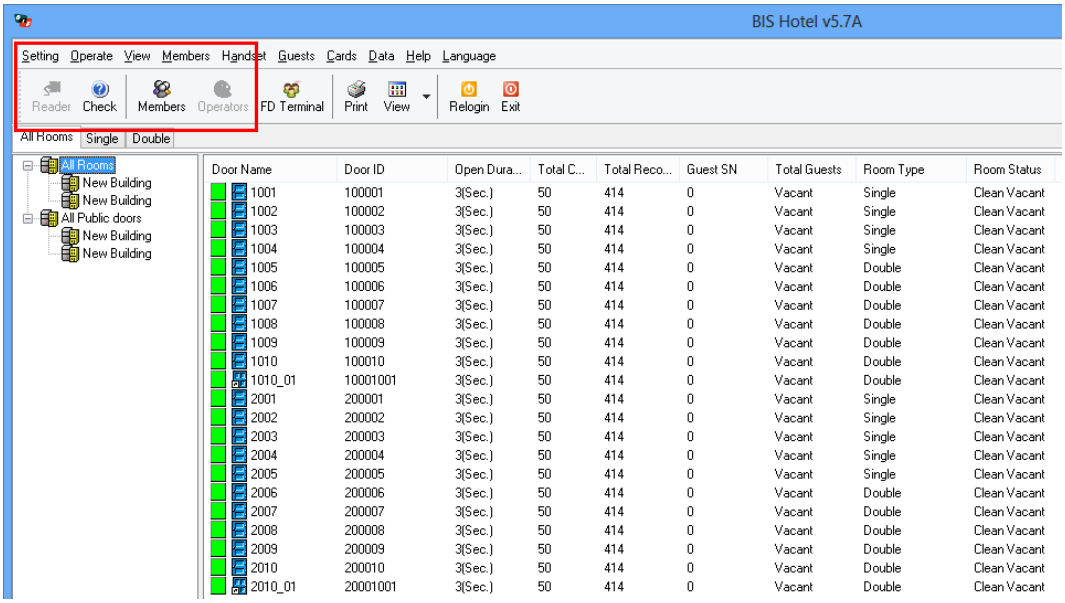


You can operate all of the options in the software.

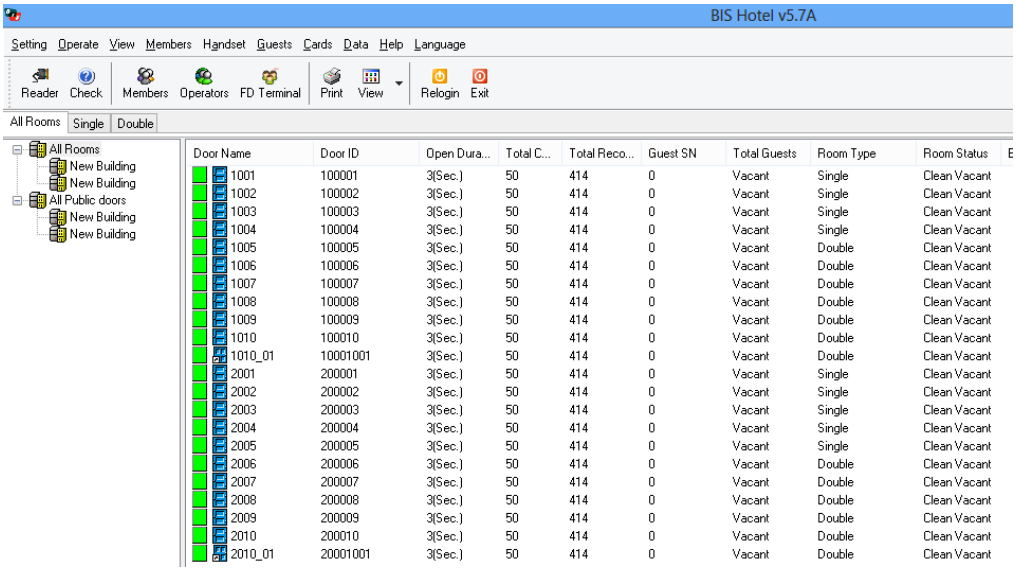
- **With permissions**



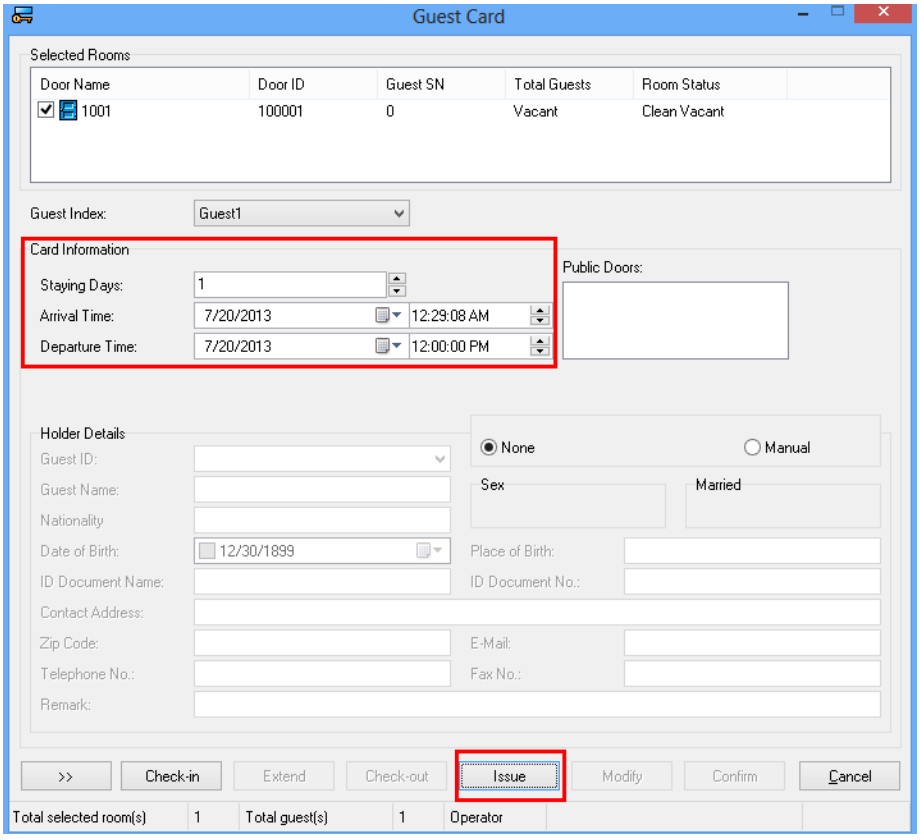
When you enter the operator that with permissions, so you will see there would be some options you can't run.



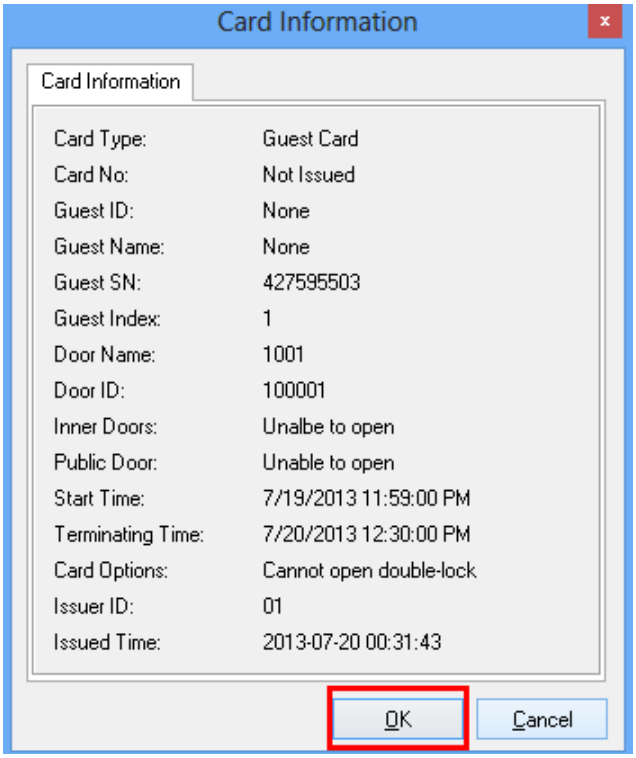
7. **Issue guest card**

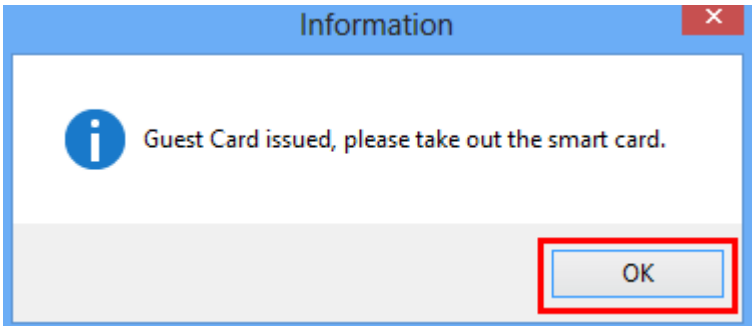


Make sure System ID, lock setting, Time, authorizing are done, double click the room number in the software, you will see guest card screen as below



You can set the valid time of the guest, and click “Issue”,

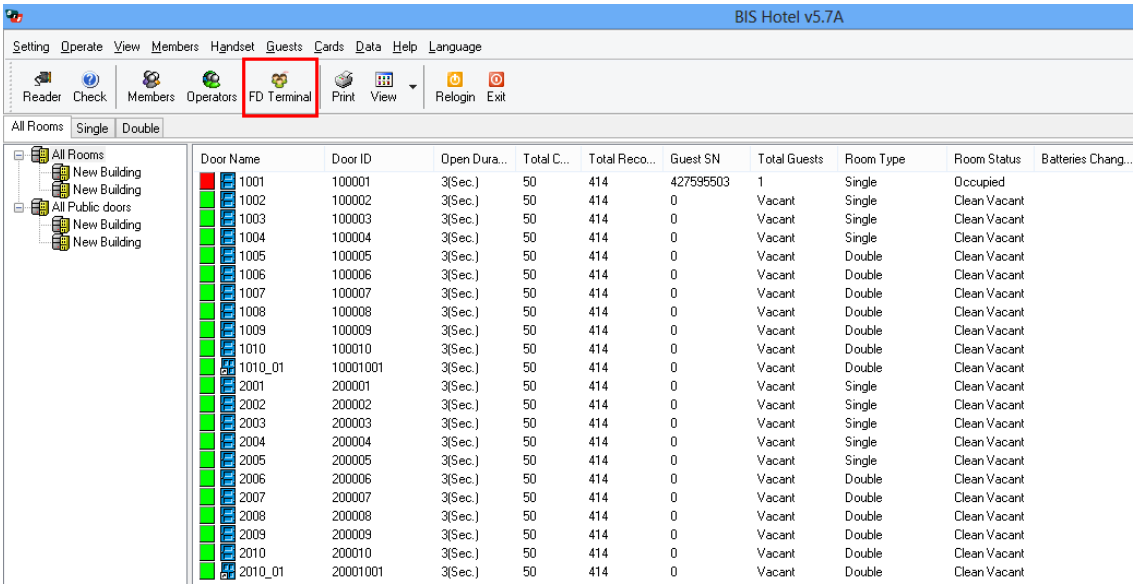




Guest card is done, then take this card to the corresponding room, try to open the lock. Green light and 1 beep, motor run from the lock, so you can push the handle.

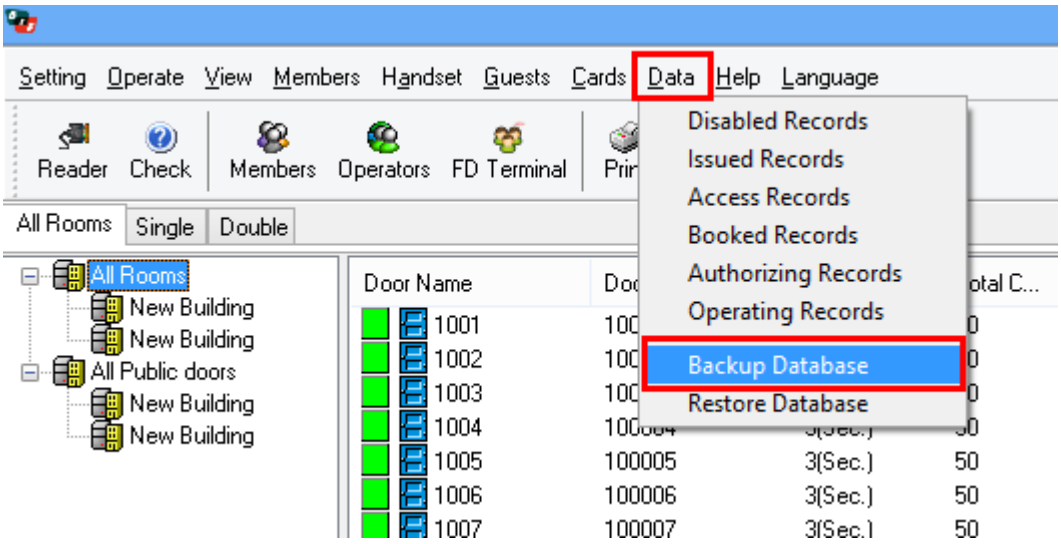
BIS hotel with a new function: FD Terminal.

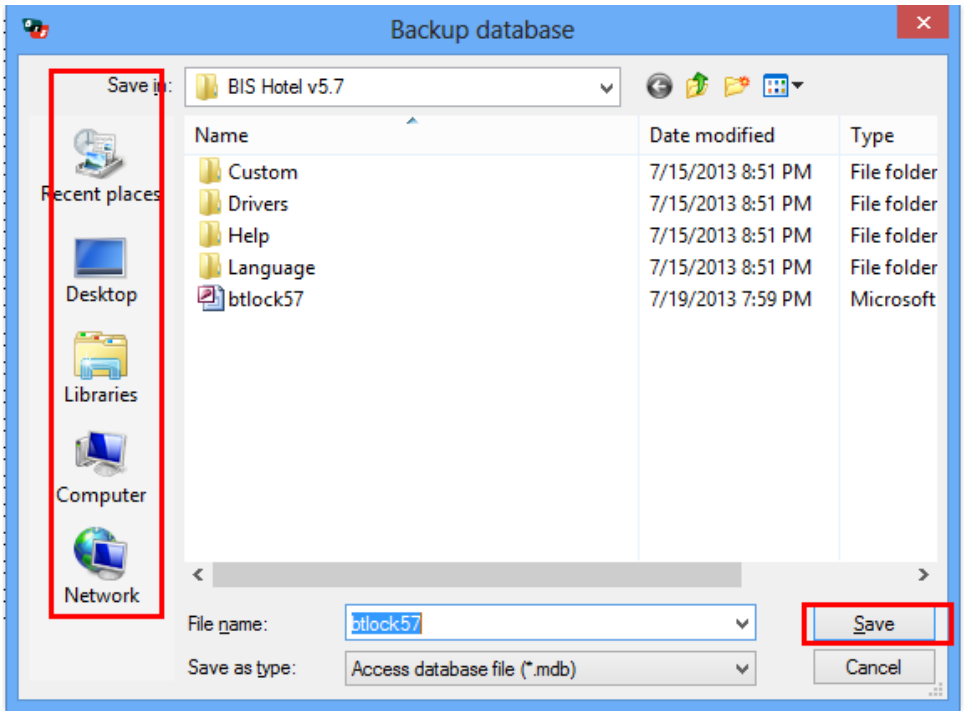
Note: When you make a reservation for a room, the room can not be occupied until the check-in date.



8. **Back up database**

When all of setup is done in the software, backup the database is necessary.



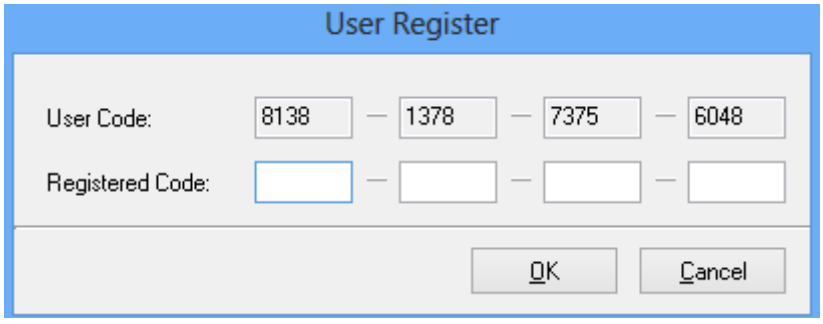


It is necessary to back up the database to another place, such as another computer or USB storage, in case that the computer is broken, you can get the back up in other place.

9. **Software registration**

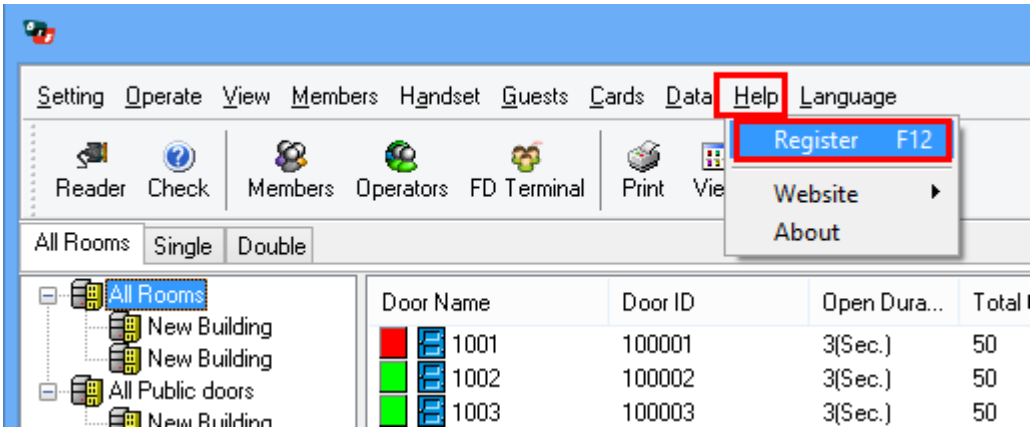
Normally, there will be user register in 30 days after you install the software. In that case, you need to have the software registered; so please send this user code to Be-Tech for a registered code. Otherwise, you can't use the software anymore out of 30 days.

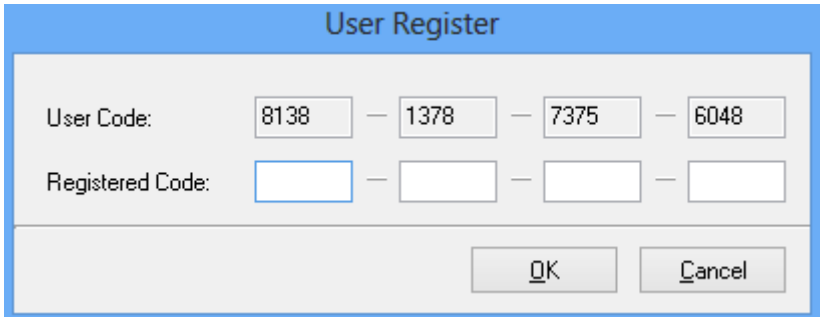
Note: The user code will be changed when close it and re-start. Different user code is required different registered code.



If you want to have the software registered after software installed, you can click "Help" and

"Register", then you will see the "User register"





10. **Hand held Unit**

White wire for PC, black one for lock

10.1. Hand held Unit profile

10.1.1. Function

Hand held unit is used for setting lock, and audit trail the information, it will make you more convenient to setup the lock, if you have hand held, and you no need issue lock setting card, authorizing card, and time card.

10.1.2. Before Using

First, before using hand held, make sure SID card, all the rooms and members have been setup.

Second, our handheld is available for Win XP/VISTA/7/8

10.1.3. How to open and shut down

Turn on：Press "*" about 3 seconds. After one "beep", the LCD shows entry window meaning that handheld is on.

Turn off：Press "*" about 3 seconds. After one "beep", the handset is off.

10.1.4. Manus of the hand held

When open the handheld, there is a Be-tech logo, Press "OK" key in entry window, and then follow the indication to enter the correct password and press "OK" key for logging in, you will see 8 options:

- **Change password of handset (change pw of handset)**
- **Communicate with PC (communicate with PC)**
- **Setup system password (setup sys pw)**
- **Setup lock's information (setup lock's info)**
- **Check lock's time (check lock's time)**
- **Adjust lock's time (adjust lock's time)**
- **Check lock's battery (check lock's battery)**
- **Download lock's info(download lock's information**

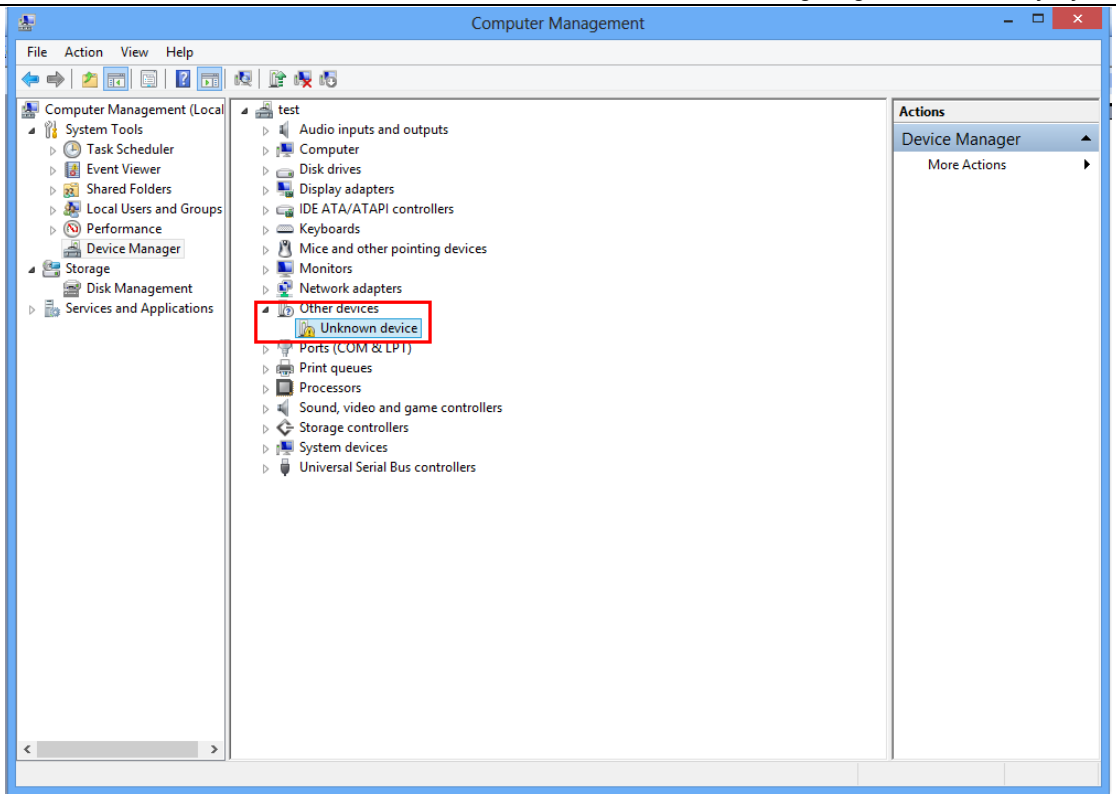
10.1.5. Hand held operating steps for programming door lock

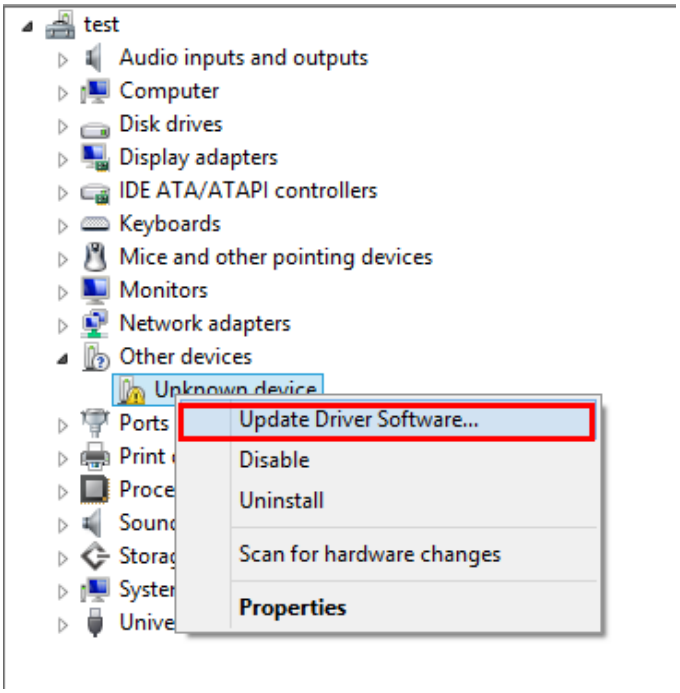
Driver installation---handset settings---Setting information

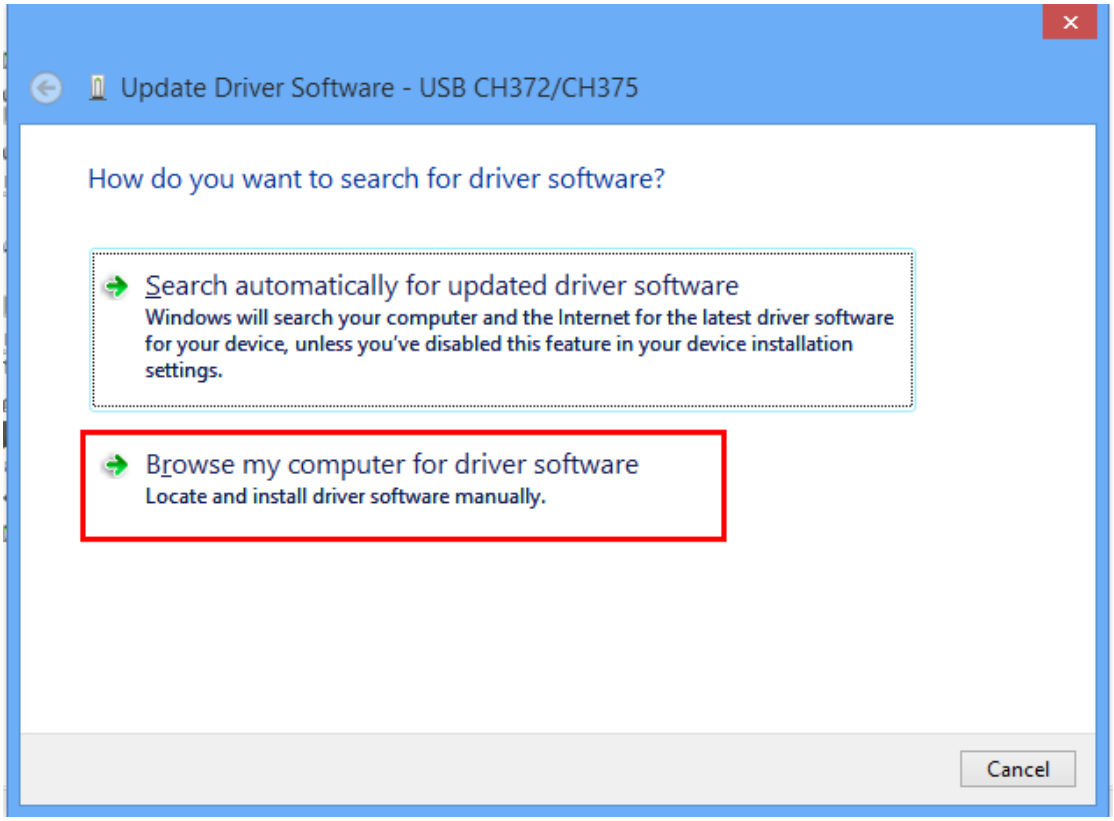
Please follow the detailed instructions to make all of the steps down as below.

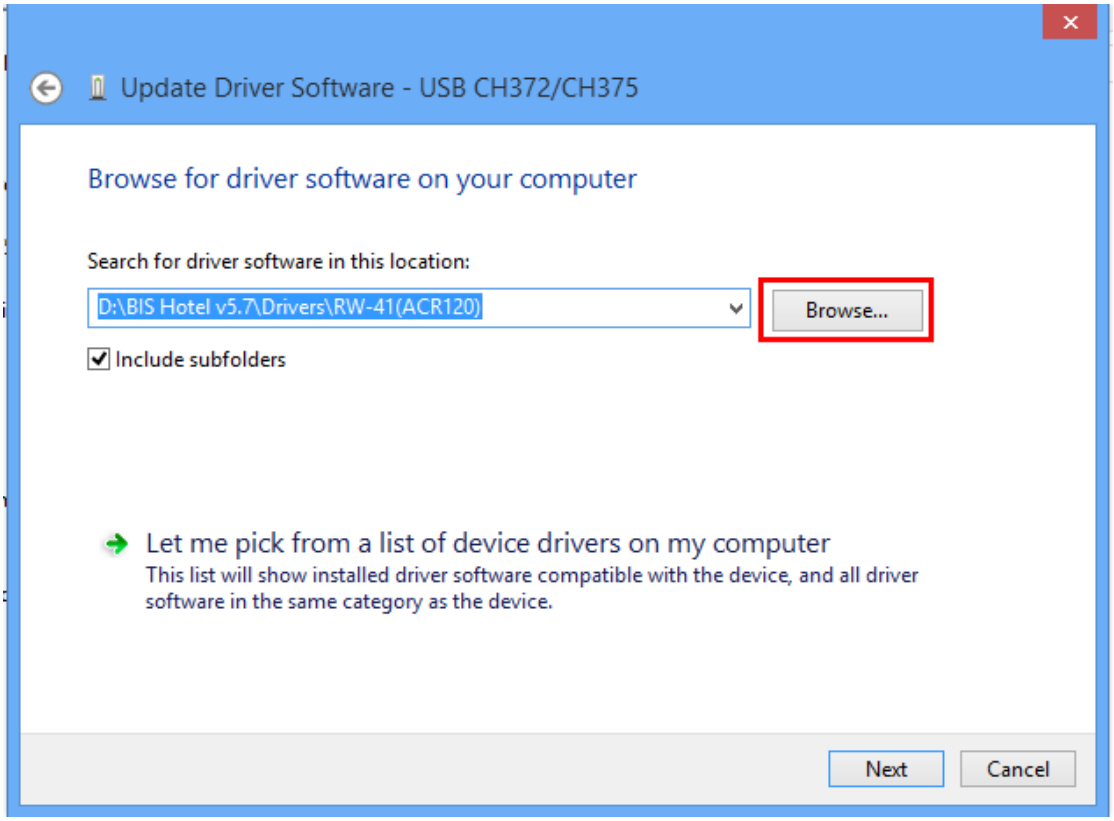
10.2. Driver installation

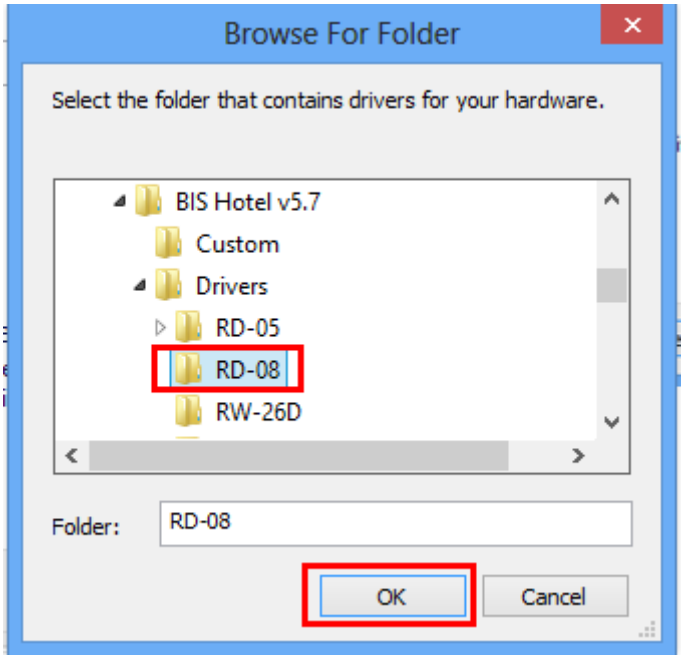
Connect the handheld to the computer, and find out the “communicate with PC, there will be a screen pops up.

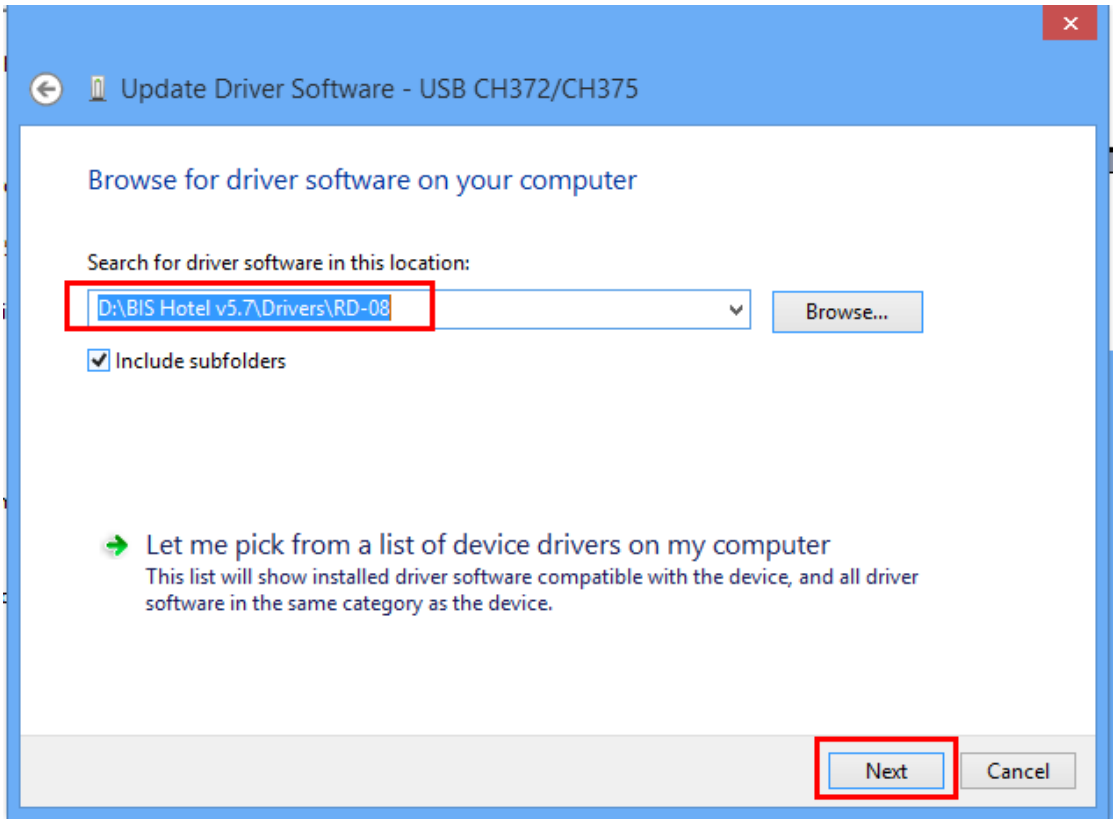

Computer Management
File Action View Help
Computer Management (Local
System Tools
Task Scheduler
Event Viewer
Shared Folders
Local Users and Groups
Performance
Device Manager
Storage
Disk Management
Services and Applications
test
Audio inputs and outputs
Computer
Disk drives
Display adapters
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Other devices
Unknown device
Ports (COM & LPT)
Print queues
Processors
Sound, video and game controllers
Storage controllers
System devices
Universal Serial Bus controllers
Actions
Device Manager
More Actions

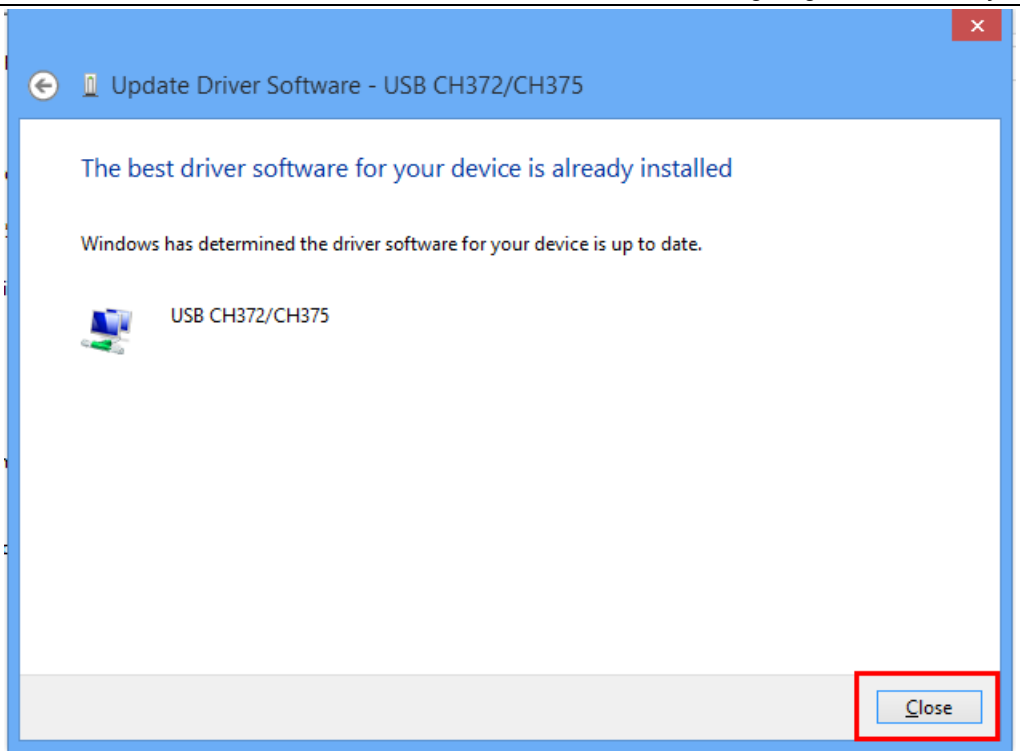

test
Audio inputs and outputs
Computer
Disk drives
Display adapters
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Other devices
Unknown device
Ports
Update Driver Software...
Disable
Uninstall
Scan for hardware changes
Properties

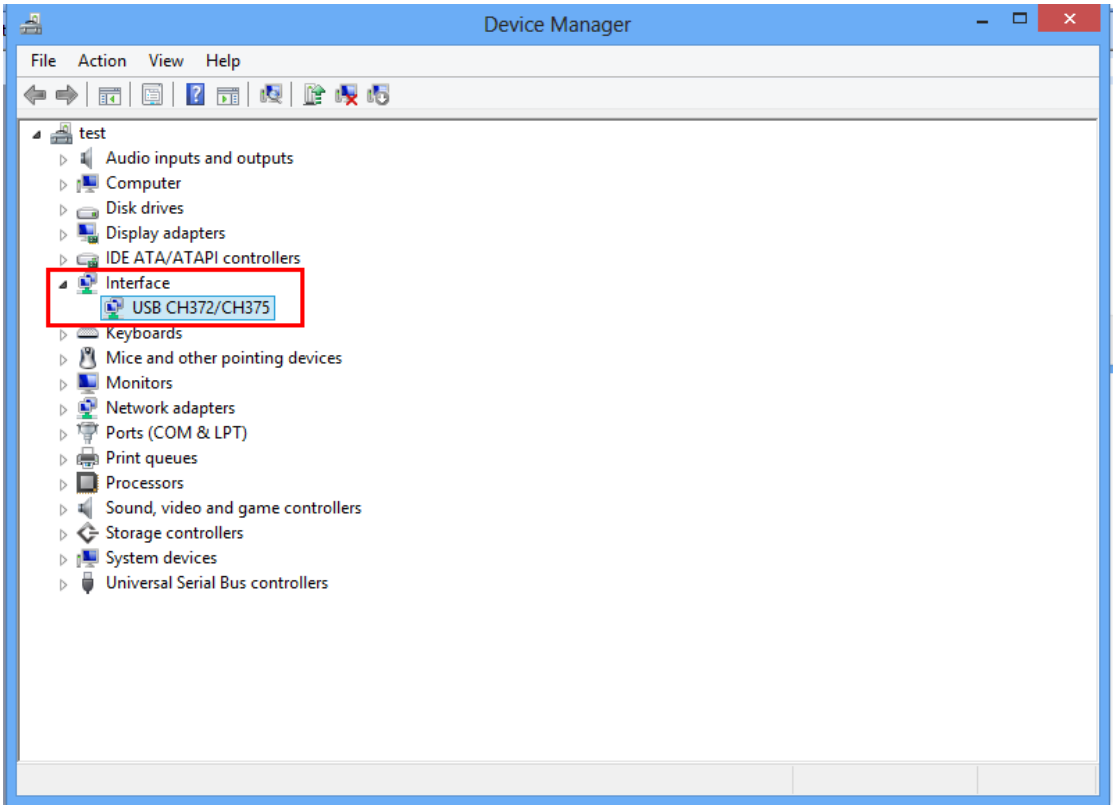

Update Driver Software - USB CH372/CH375
How do you want to search for driver software?
Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
Browse my computer for driver software
Locate and install driver software manually.
Cancel


Update Driver Software - USB CH372/CH375
Browse for driver software on your computer
Search for driver software in this location:
D:\BIS Hotel v5.7\Drivers\RW-41(ACR120)
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel


Browse For Folder
Select the folder that contains drivers for your hardware.
BIS Hotel v5.7
Custom
Drivers
RD-05
RD-08
RW-26D
Folder:
RD-08
OK
Cancel


Update Driver Software - USB CH372/CH375
Browse for driver software on your computer
Search for driver software in this location:
D:\BIS Hotel v5.7\Drivers\RD-08
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel


Update Driver Software - USB CH372/CH375
The best driver software for your device is already installed
Windows has determined the driver software for your device is up to date.
USB CH372/CH375
Close


Device Manager
File
Action
View
Help
test
Audio inputs and outputs
Computer
Disk drives
Display adapters
IDE ATA/ATAPI controllers
Interface
USB CH372/CH375
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Ports (COM & LPT)
Print queues
Processors
Sound, video and game controllers
Storage controllers
System devices
Universal Serial Bus controllers

10.3. Options operation

10.3.1. Change password of handset (change pw of handset)

Function: The default password of handset is blank. After changing password of handset, users must access to handset with the correct password next time.

Operation: choose this option, press "OK", enter a new password, press "OK", confirm the new password, press "OK", done.

10.3.2. Communicate with PC (communicate with PC)

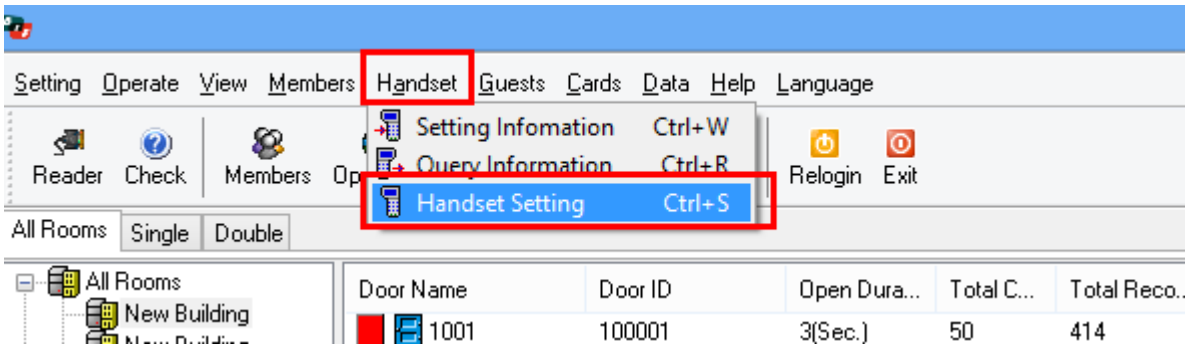
Function: setup the handset on PC such as setting time, querying information, deleting date and so on.

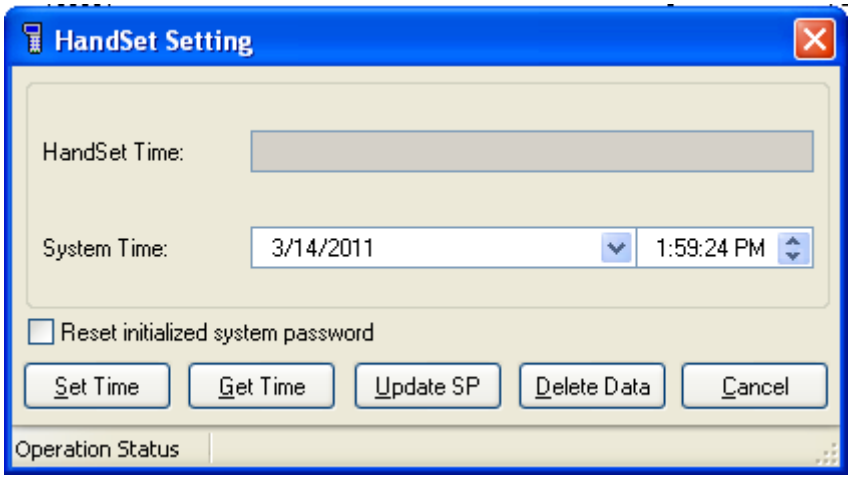
Operation: connect with pc with appropriative line, and then choose this option, press "OK", done.

And the LED will show “Waiting for communication……”, if connection is faulty, it will show “connection failure”

10.4. Handset setting

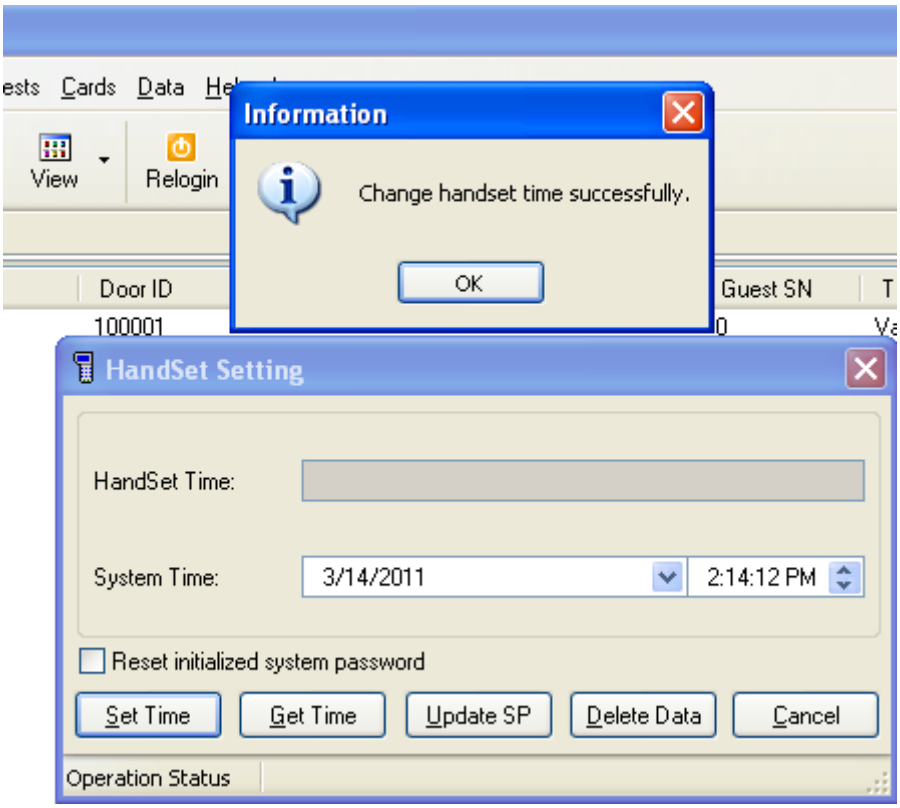
Make sure handset is communicating with PC and under “Waiting for communication……”Then go back to the software, find out the handset, select “handset setting”





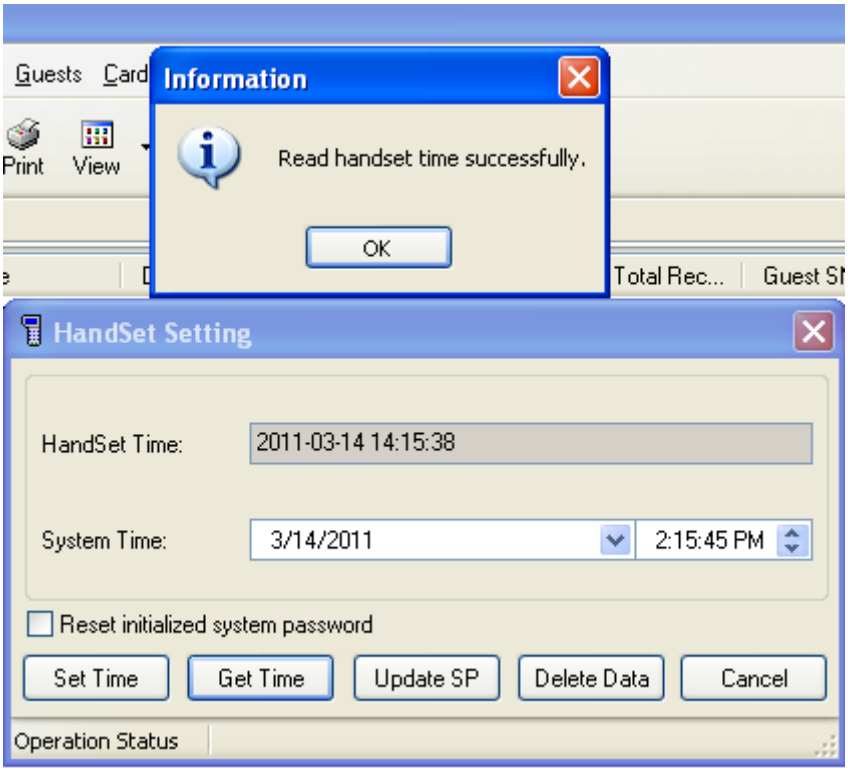
10.4.1. Set time

Set up handset's time



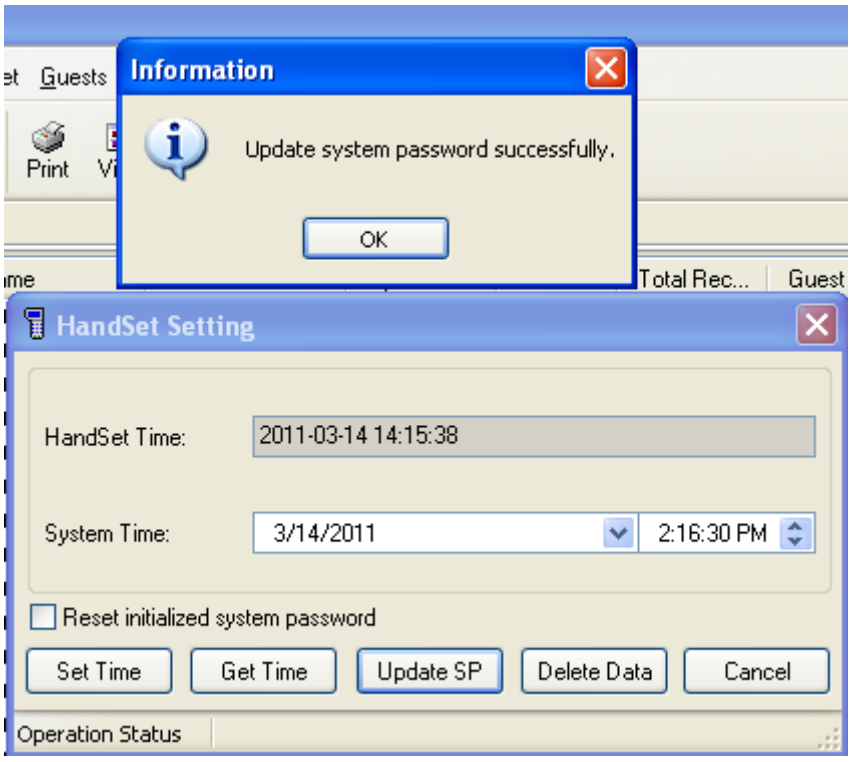
10.4.2. Get time

Check handset's time



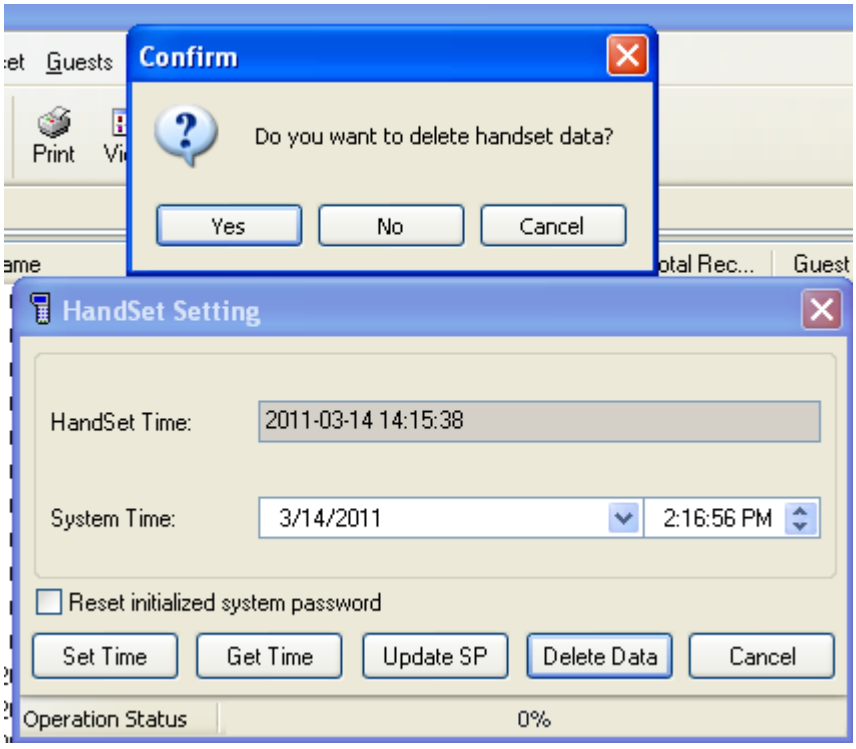
10.4.3. Update SP

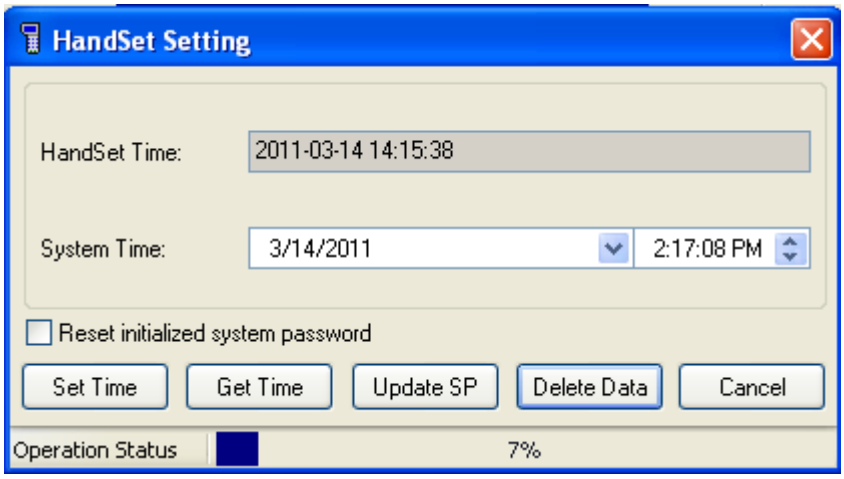
Update handset's SID as software SID, it means that the handset must have the same SID with software, if their SID is different, the key cards issued for encoder could not open the door.



10.4.4. Delete data

Delete the old data of the handset, it will take about couples minutes.




HandSet Setting
HandSet Time:
2011-03-14 14:15:38
System Time:
3/14/2011
2:17:08 PM
Reset initialized system password
Set Time
Get Time
Update SP
Delete Data
Cancel
Operation Status
7%

10.5. Setting information

Make sure handset is communicating with PC and under “Waiting for communication……”

It is used for writing information from the software to handset. Before write handset, make sure all of the rooms information is done, such as room information, authorization information.

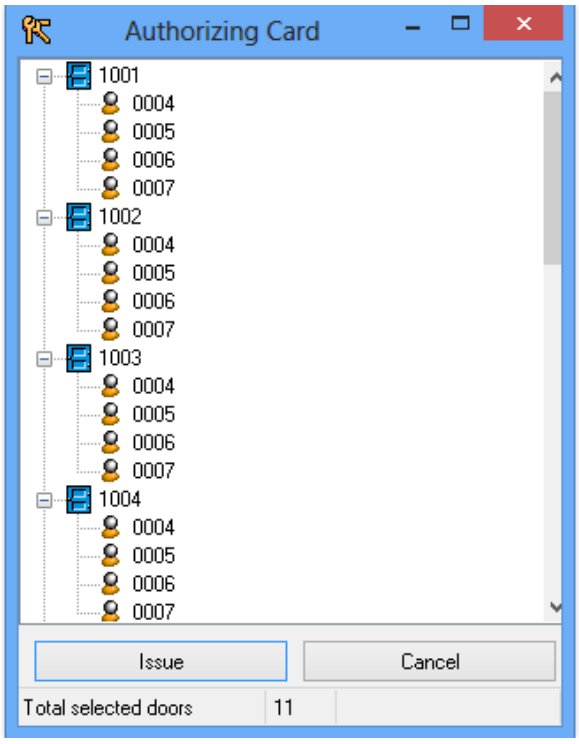
10.5.1. Correct room information

Room information must be set as below; otherwise you can not see the rooms when you are going to write the handset. (Please find out the settings in BIS Hotel 5.7)

Door Name	Door ID	Open Dura...	Total C...	Total Reco...	Guest SN	Total Guests	Room Type	Room Status	Batteries Chang...
1001	100001	3(Sec.)	50	414	427595503	1	Single	Occupied	
1002	100002	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
1003	100003	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
1004	100004	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
1005	100005	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1006	100006	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1007	100007	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1008	100008	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1009	100009	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1010	100010	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
1010_01	10001001	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2001	200001	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
2002	200002	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
2003	200003	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
2004	200004	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
2005	200005	3(Sec.)	50	414	0	Vacant	Single	Clean Vacant	
2006	200006	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2007	200007	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2008	200008	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2009	200009	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2010	200010	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	
2010_01	20001001	3(Sec.)	50	414	0	Vacant	Double	Clean Vacant	

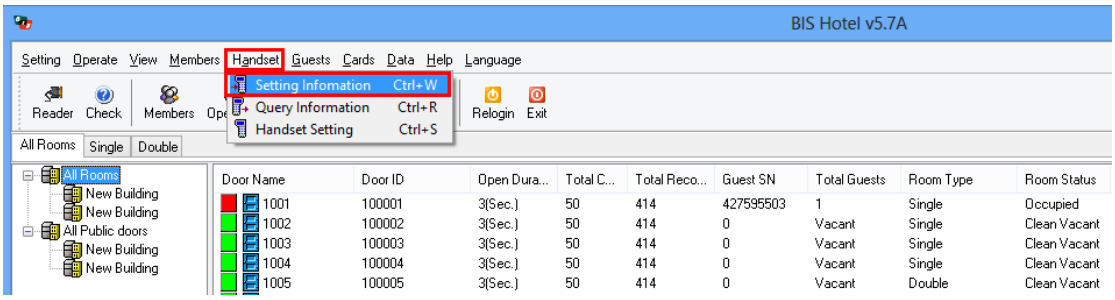
10.5.2. Correct authorization

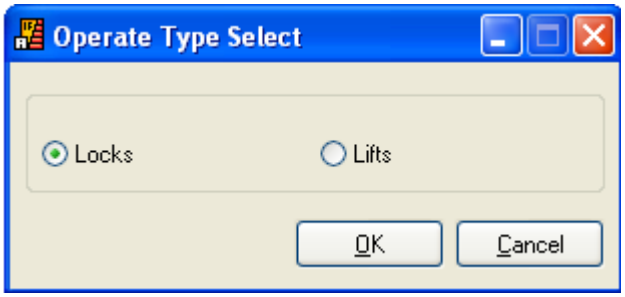
Authorization information must be set as below; otherwise you can not use the staff card to open the door. (Please find out the settings in BIS Hotel 5.7)



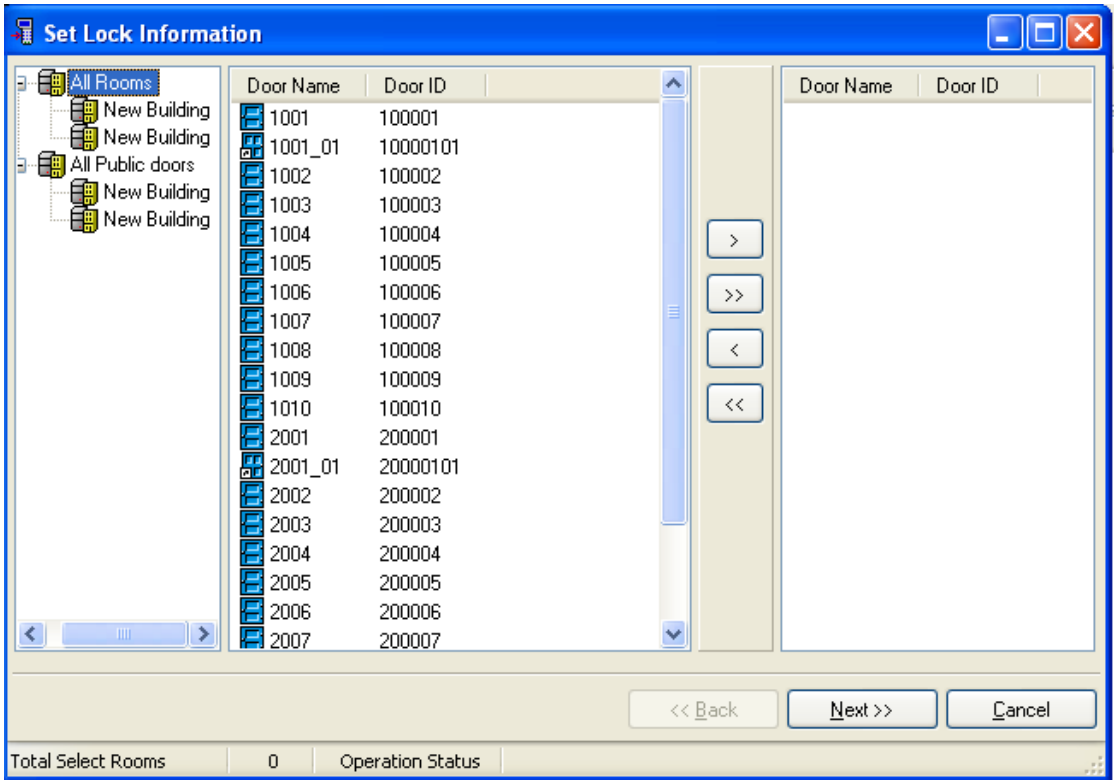
10.5.3. Write handset

Then you can set information to handset.

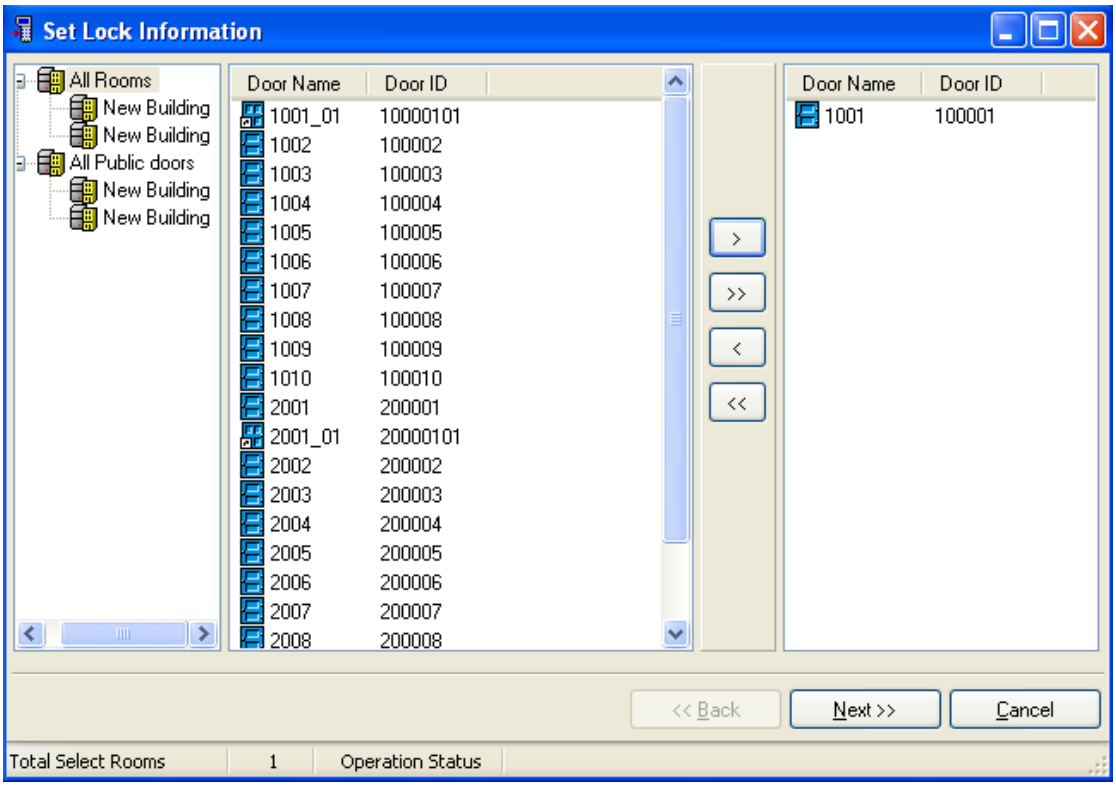




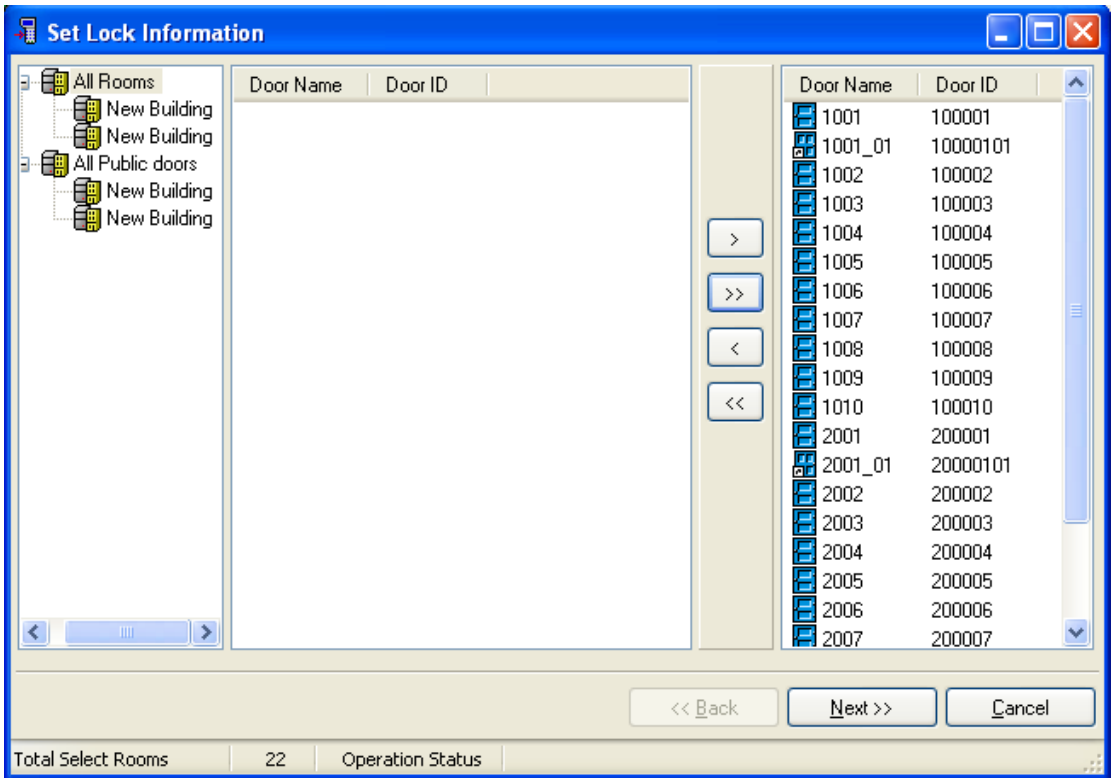
When you press “OK”, you will see all rooms on the left, basically, we choose all room and move them to right, so you press “ ”



If you want to choose only one room, press “ ”

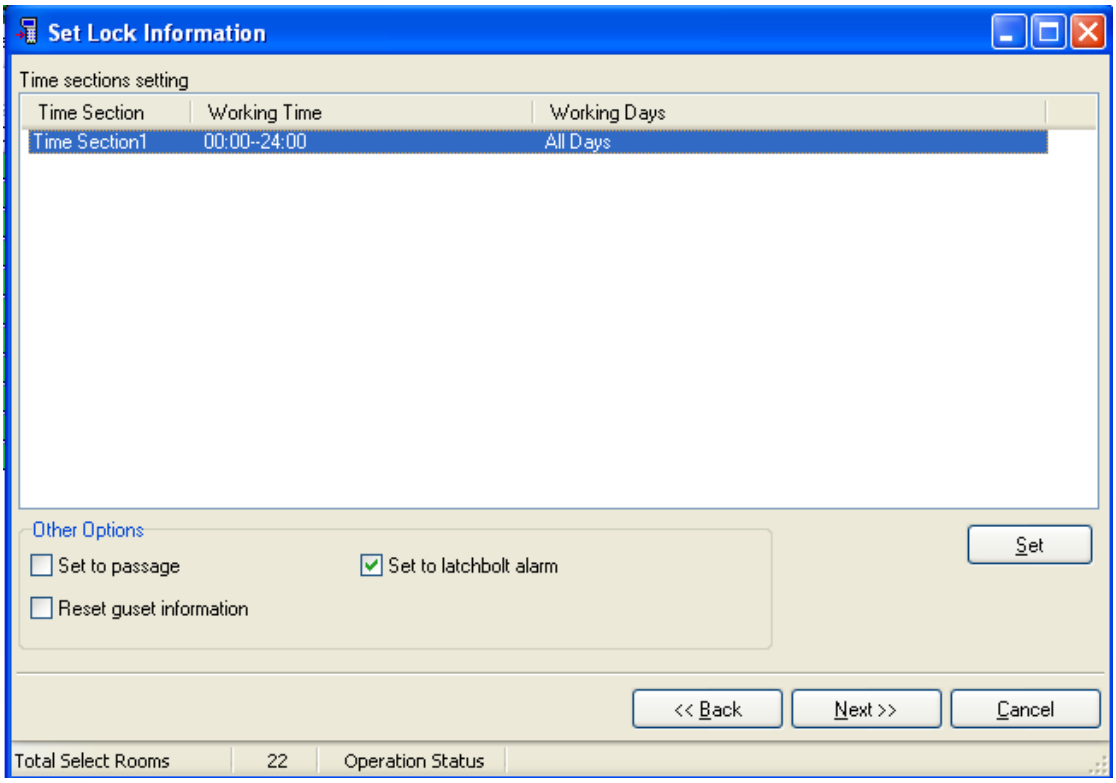

Set Lock Information
All Rooms
New Building
New Building
All Public doors
New Building
New Building
Door Name
Door ID
1001_01 10000101
1002 100002
1003 100003
1004 100004
1005 100005
1006 100006
1007 100007
1008 100008
1009 100009
1010 100010
2001 200001
2001_01 20000101
2002 200002
2003 200003
2004 200004
2005 200005
2006 200006
2007 200007
2008 200008
Door Name
Door ID
1001 100001
>
>>
<
<<
<< Back
Next >>
Cancel
Total Select Rooms
1
Operation Status

Press “next”


Set Lock Information
All Rooms
New Building
New Building
All Public doors
New Building
New Building
Door Name
Door ID
Door Name
Door ID
1001 100001
1001_01 10000101
1002 100002
1003 100003
1004 100004
1005 100005
1006 100006
1007 100007
1008 100008
1009 100009
1010 100010
2001 200001
2001_01 20000101
2002 200002
2003 200003
2004 200004
2005 200005
2006 200006
2007 200007
>
>>
<
<<
<< Back
Next >>
Cancel
Total Select Rooms
22
Operation Status

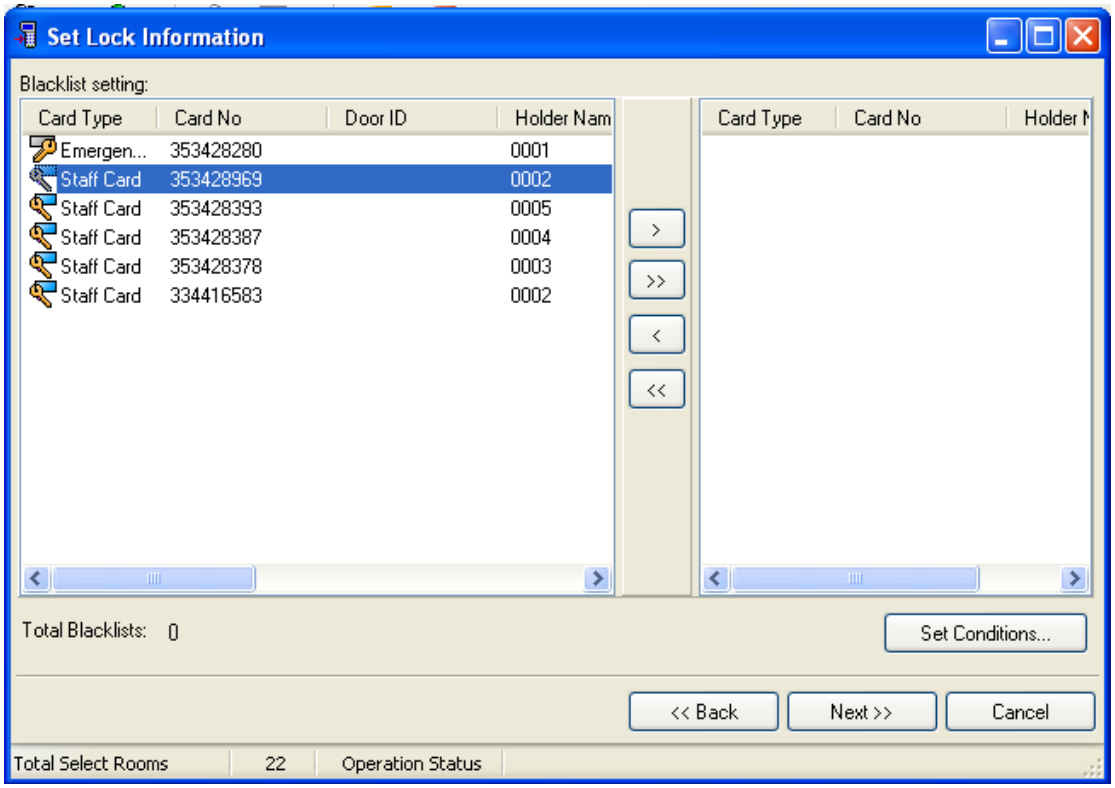
10.5.3.1. Time sections setting

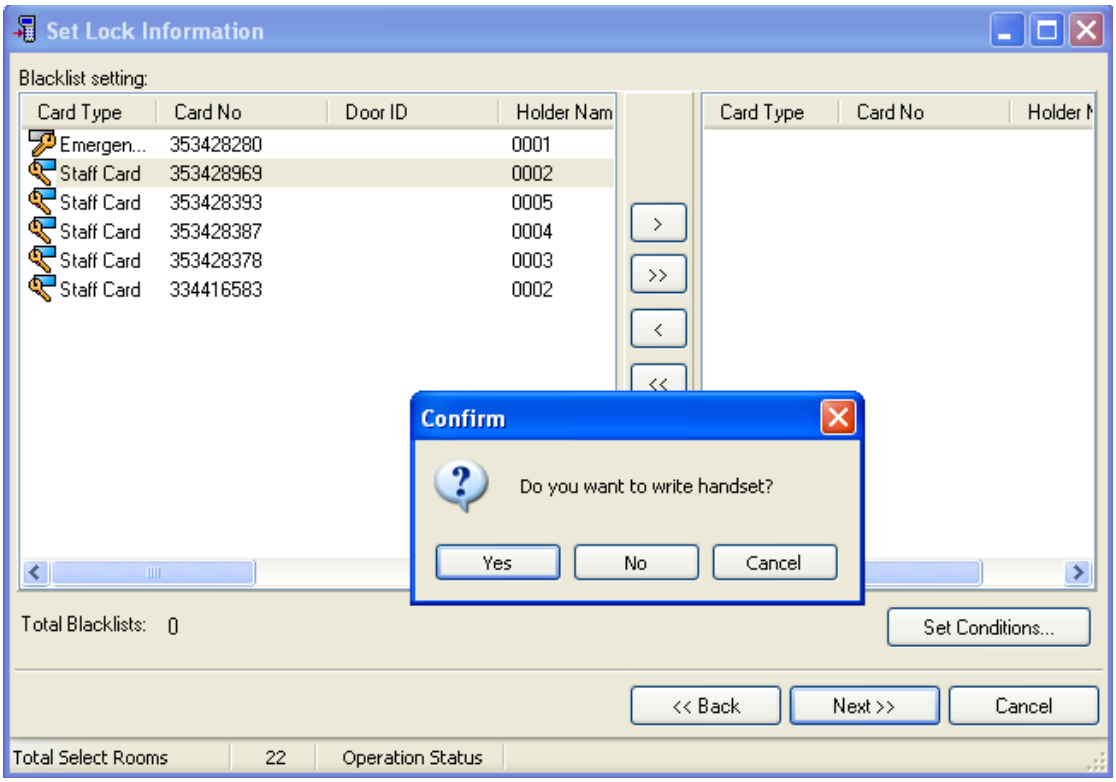
Press “set”, you will many time sections you can set, it is like the “time card”, choose “Reset guest information” if locks are newly installed. And other two options depend on requirement.

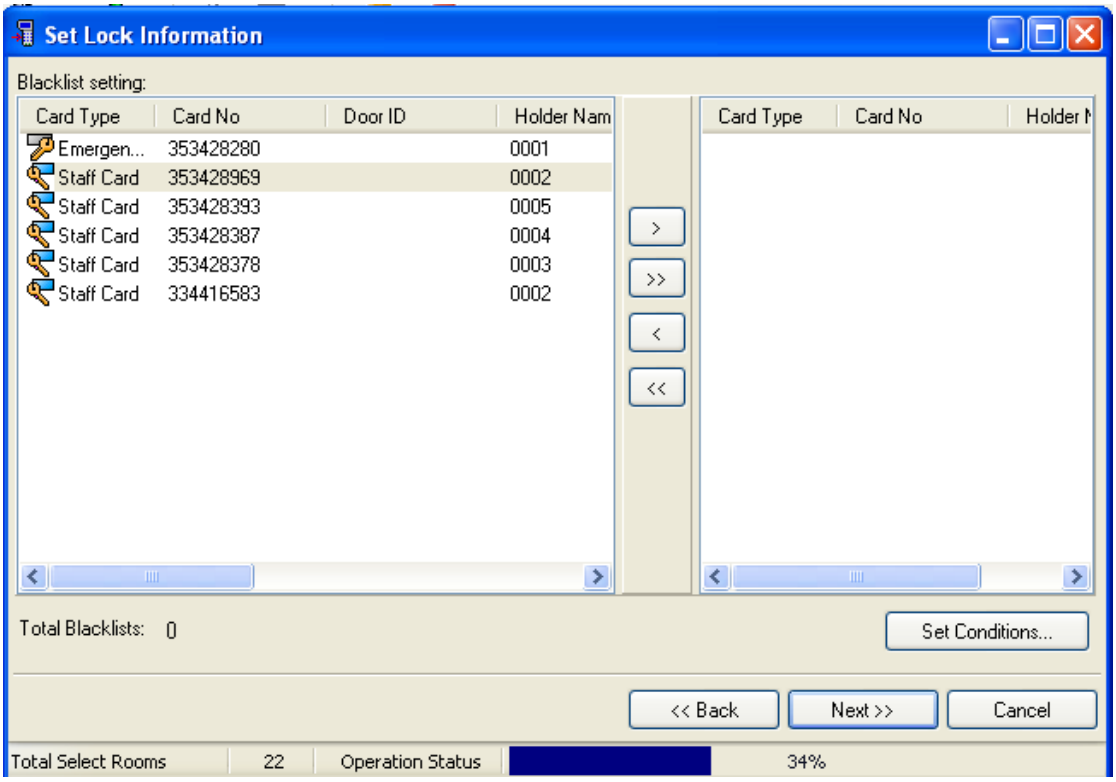


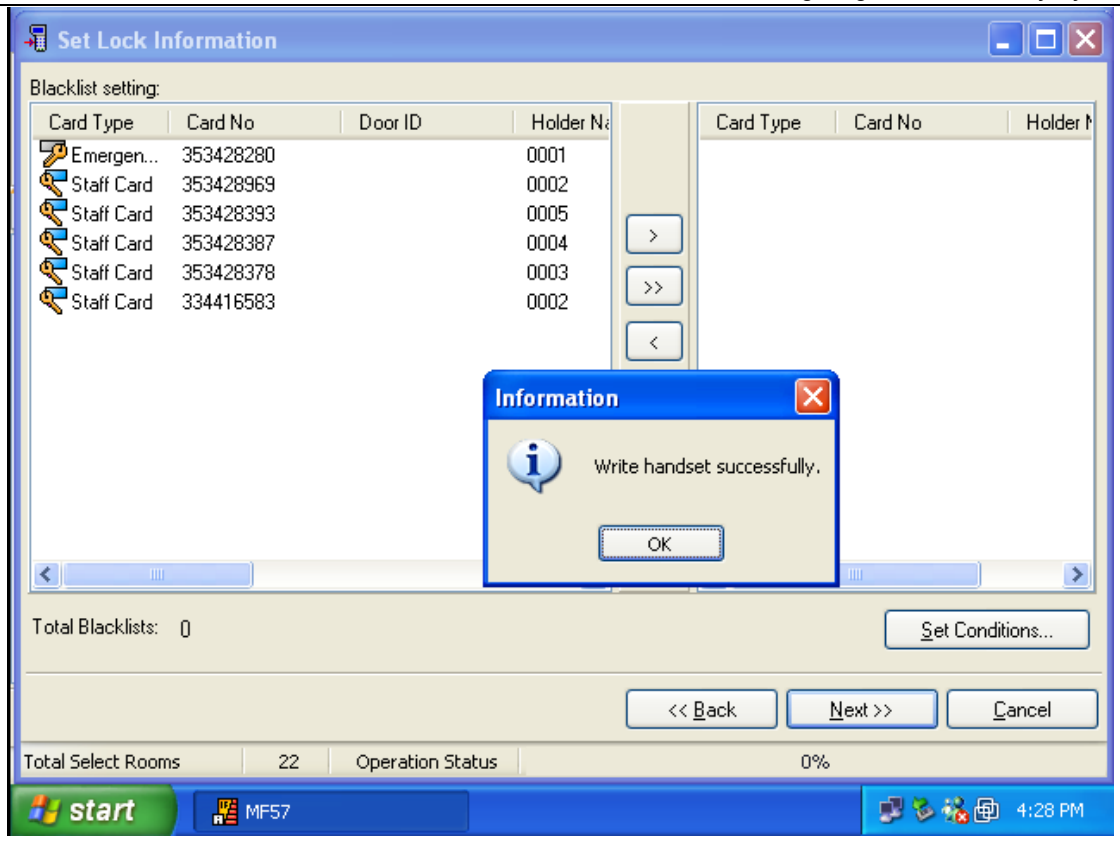
10.5.3.2. Blacklist setting

If some card is lost, in that case, you need to choose the lost card, and take it into right, and that card can not be used as all the information is transmitted into the locks. Then, press “next”,




Set Lock Information
Blacklist setting:
Card Type
Card No
Door ID
Holder Nam
Emergen...
353428280
0001
Staff Card
353428969
0002
Staff Card
353428393
0005
Staff Card
353428387
0004
Staff Card
353428378
0003
Staff Card
334416583
0002
Card Type
Card No
Holder N
Confirm
Do you want to write handset?
Yes
No
Cancel
Total Blacklists: 0
Set Conditions...
<< Back
Next >>
Cancel
Total Select Rooms
22
Operation Status


Set Lock Information
Blacklist setting:
Card Type
Card No
Door ID
Holder Nam
Emergen...
353428280
0001
Staff Card
353428969
0002
Staff Card
353428393
0005
Staff Card
353428387
0004
Staff Card
353428378
0003
Staff Card
334416583
0002
Card Type
Card No
Holder N
Total Blacklists: 0
Set Conditions...
<< Back
Next >>
Cancel
Total Select Rooms
22
Operation Status
34%



When you see “write handset successfully”, all the information of the hotel has been transmitted in the handset. The next step is going to set up the locks.

10.6. Program the lock with handset

10.6.1. Setup system password (setup sys pw)

Function ： Setup/change system password of the lock.

Operations:

Insert the USB-Mini USB wire, then go in front the lock, there is Mini USB socket at the bottom, connect handset with lock, then choose “ setup sys pw”---- “OK” ----“1 beep, green light” comes from lock, setting is successful. Then move to “setup lock’s info”

10.6.2. Setup lock's information (setup lock's info)

Function: setup/change lock's information including lock's memory, motor's parameter, authorizing staffs, blacklist and so on.

Operation:

Choose “setup lock’s info”, press “OK”, you will see enter lock’s No., in that case, you can enter the locks’ No, and press “OK”, the lock’s No. is with 8 digits, the ahead 6 digits is same as “Door ID” in the software, and the last two digits are for inner door, without inner door is “00”, for example, if you want to find out the door ID is 100001 to set, the Door ID in the software is 100001, there is no inner door in this room, so you enter 10000100; if there is one inner room in Door ID 200002, then you can enter 20000201 to find out that room No. And then, press “OK”----“1 beep, green light” comes from lock, done.

In another case, once you see “enter lock No.”, keep pressing “OK”, you will see all the rooms; find out the corresponding room, press “OK”----“1 beep, green light” comes from lock, done.

10.6.3. Check lock's time (check lock's time)

Function：Check lock's current time.

Operation：Connect the lock with appropriative line, then choose this option, press "OK", done.

10.6.4. Adjust lock's time (adjust lock's time)

Function：Set the current time to the lock.

Operation: connect with lock with appropriative line, and then choose this option, press "OK", confirm the time and press "OK", done.

This is another important step for setting the lock, it is used for setting lock's time, then choose " adjust lock's time"---- "OK" ----"1 beep, green light" comes from lock, setting is successful, if you want to sure if the time has been set, you can use "check lock's time".

10.6.5. Check lock's battery (check lock's battery)

Function：Check lock's current battery.

Operation：Connect the lock with appropriative line, then choose this option, press "OK", it will display normal/low.

10.7. Audit trail lock's access records

10.7.1. Download lock's info (download lock's information)

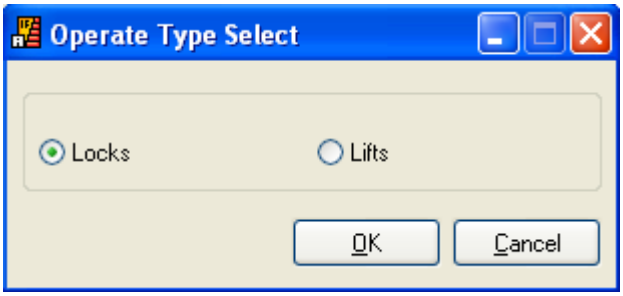
Function: download the current opening record of lock to handset

Operation: connect with lock with appropriative line, then choose this option, press "OK", wait for a moment, done.

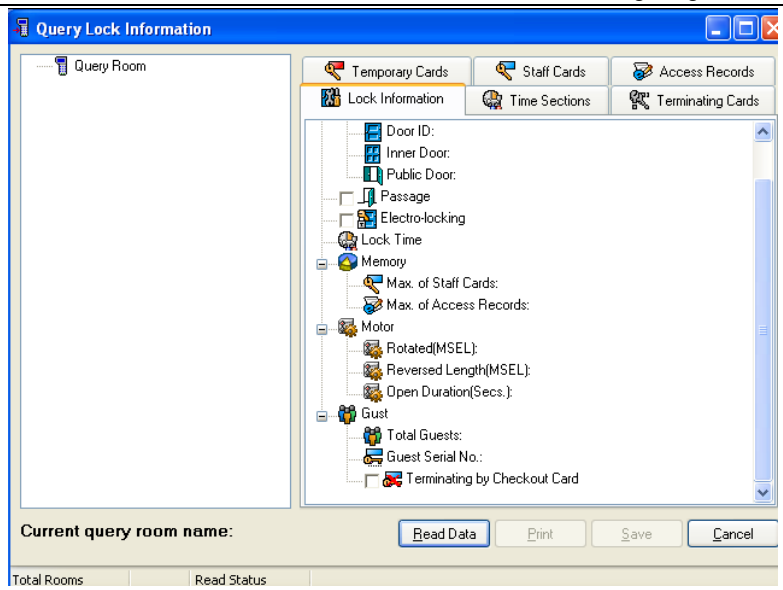
Connect the lock with handset, choose the option, and press "OK", it will take couples seconds to download the information from the lock.

After downloading the information, connect the handset with PC, and choose "communicate with PC",

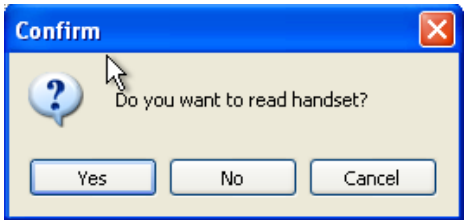
Go back to the software, find out the "Handset", and choose "query information", you will see the screen as below, and them press "OK".



Press "read data"

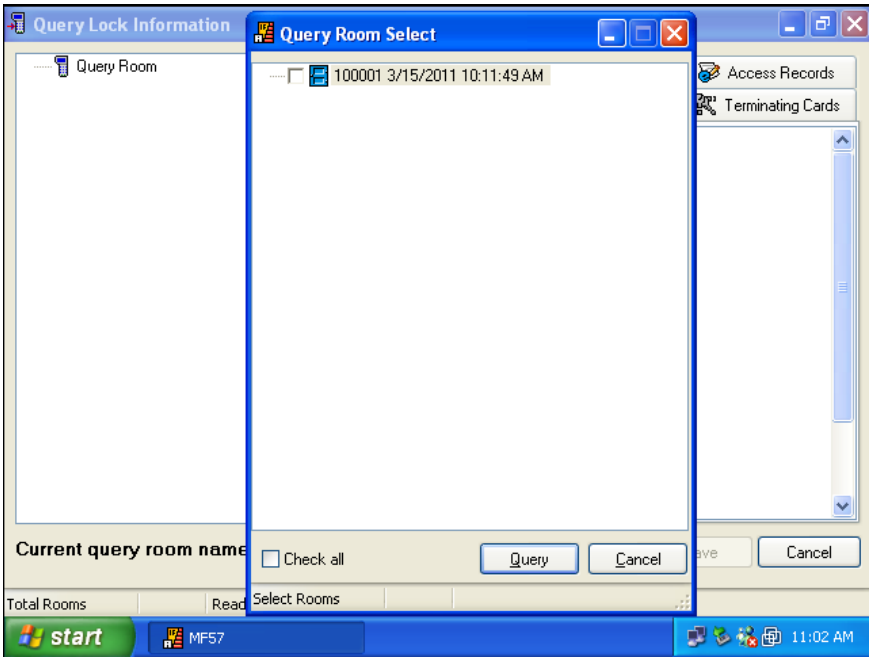


Press “Yes”.

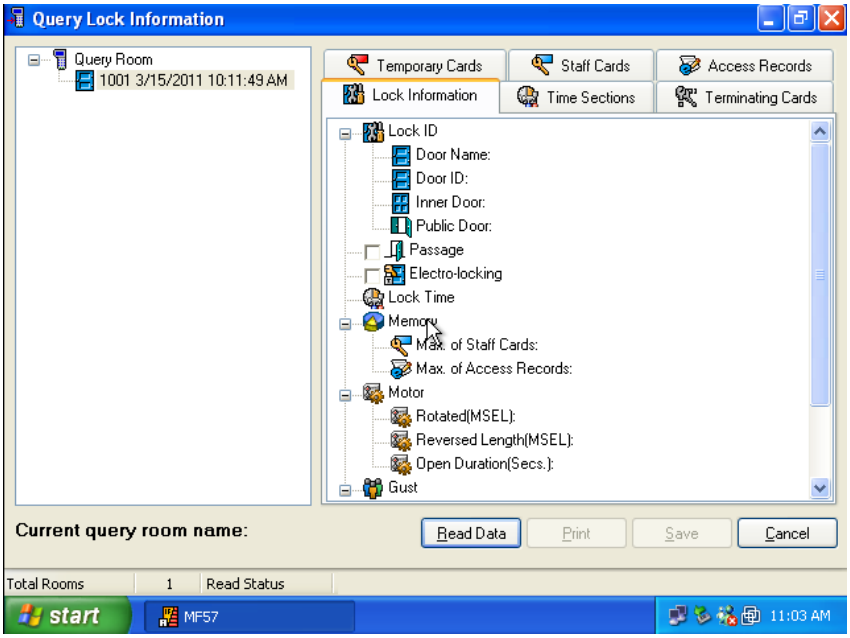


Notice: Do not move the device or load any other operation in PC when downloading the information.

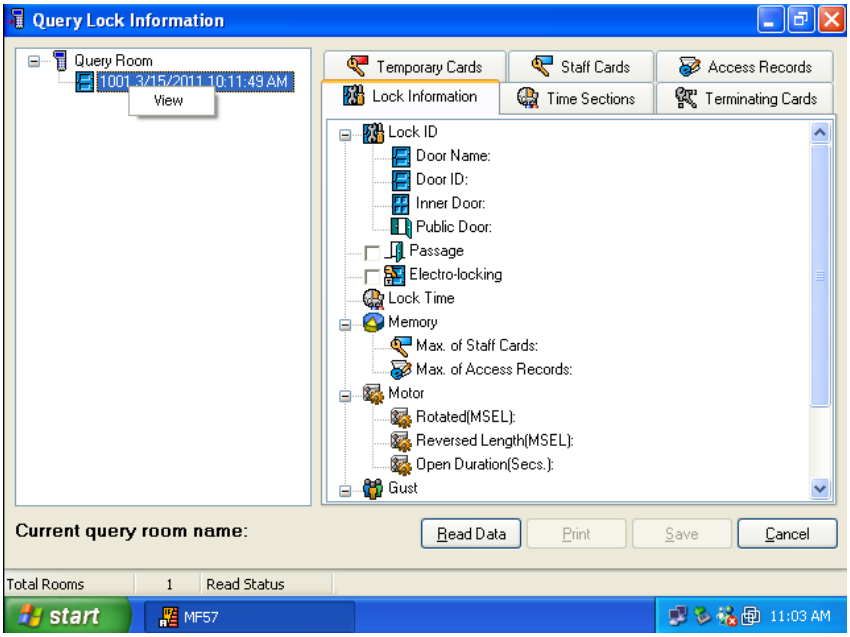
After downloading the information, you will see the screen as below, click the room you want, and then press “Query”,

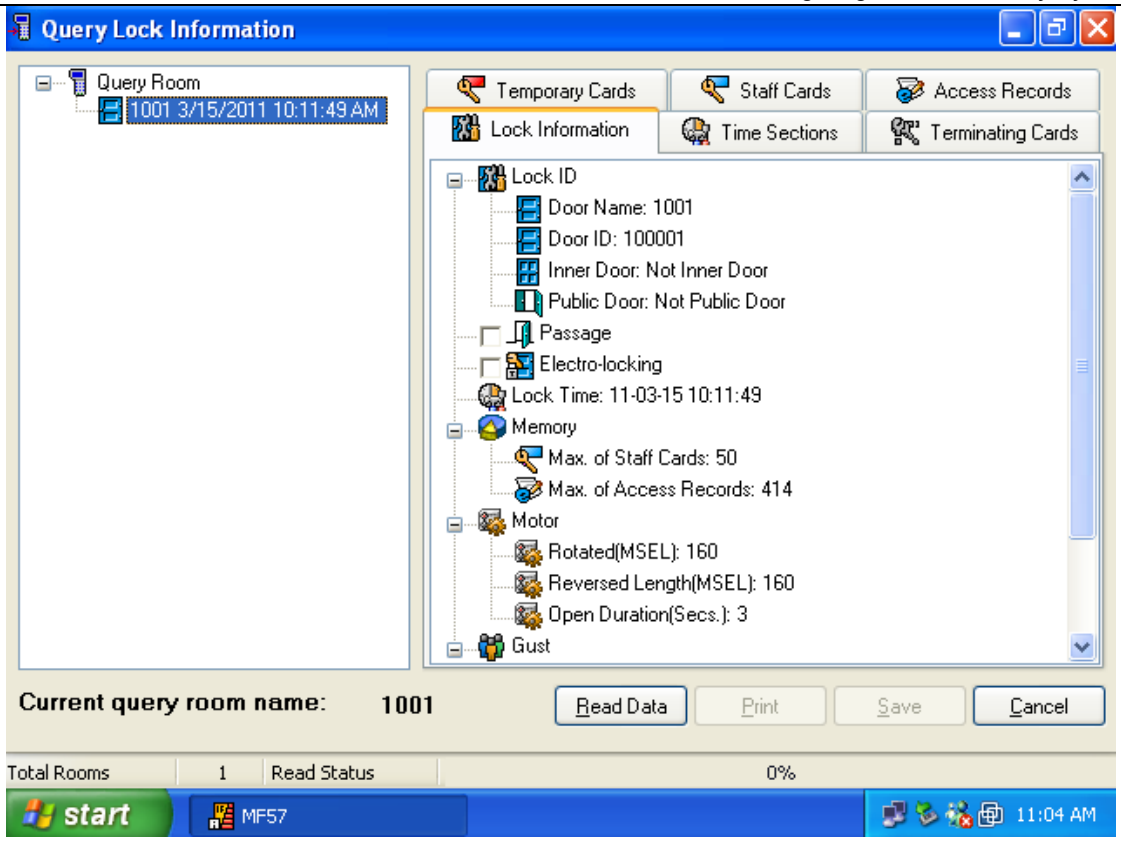


When “Read handset successfully” pops up, press “OK”, you will see another screen as below,



Choose the room and right click the mouse, and you will see “view”, press “view”, finally, you can see all the information of the lock.

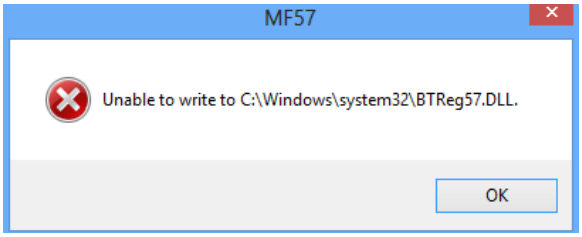




Notice: one handset can download several locks' information. But need to view the information one by one.

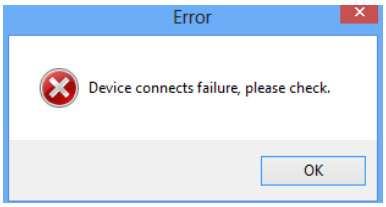
11. Trouble and Shooting

11.1. Run software error



Solution: Close the UAC following"2. Before software installation"

11.2. Encoder is not working

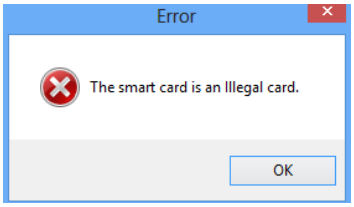


Solution: Check if the driver is installed

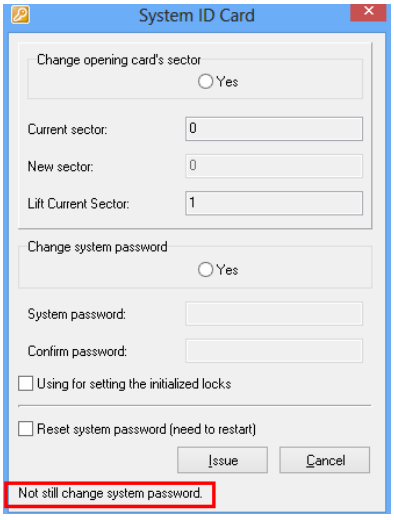
Check if the care is put on the encoder

Check if the ecoder model is correct

11.3. Illegal card error



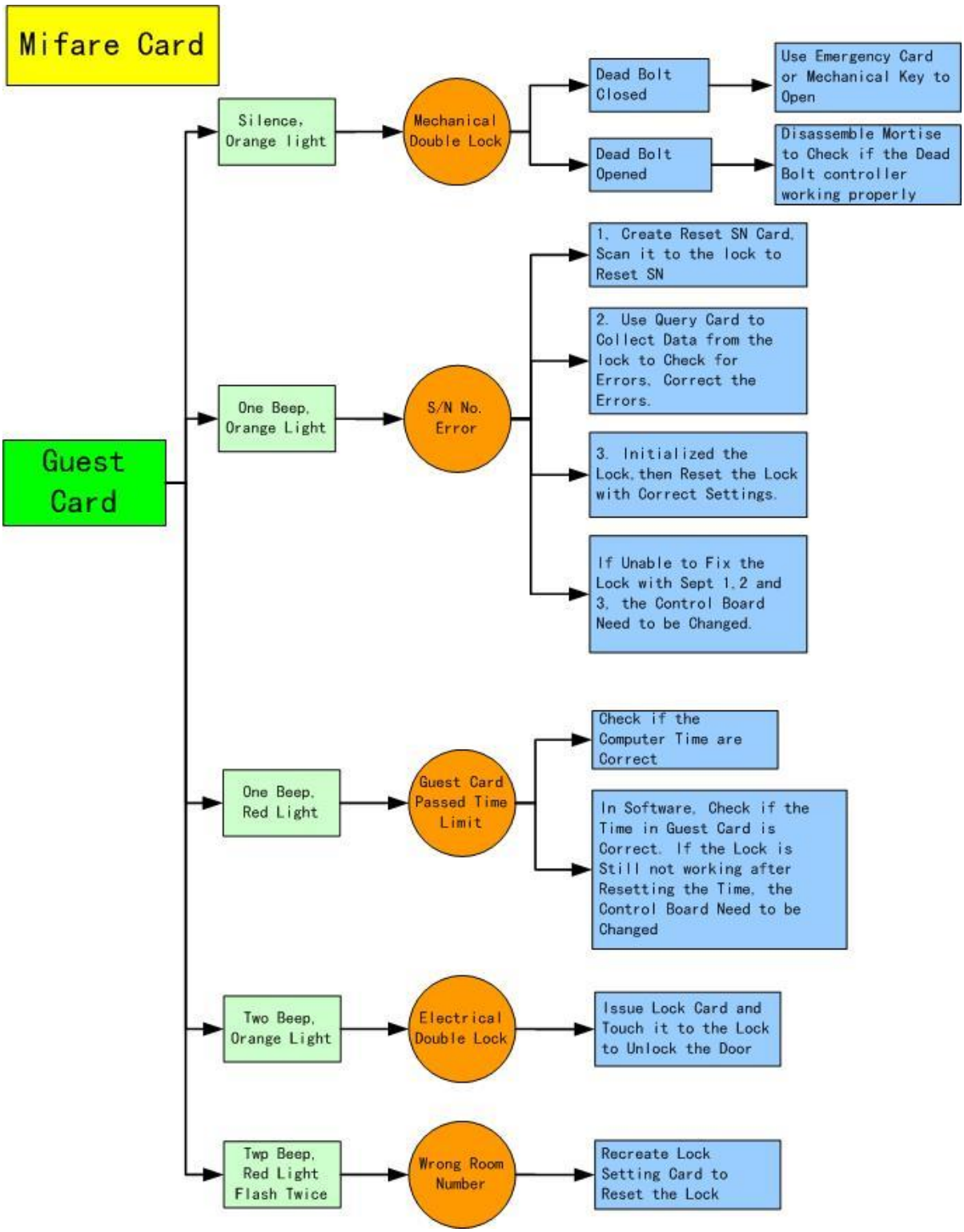
Reason: The card's system ID is different from software's. Check if the software is changed system ID. If the software is not changed system ID (as below), the card is ever changed system ID. In this case, you have to use another new cards.



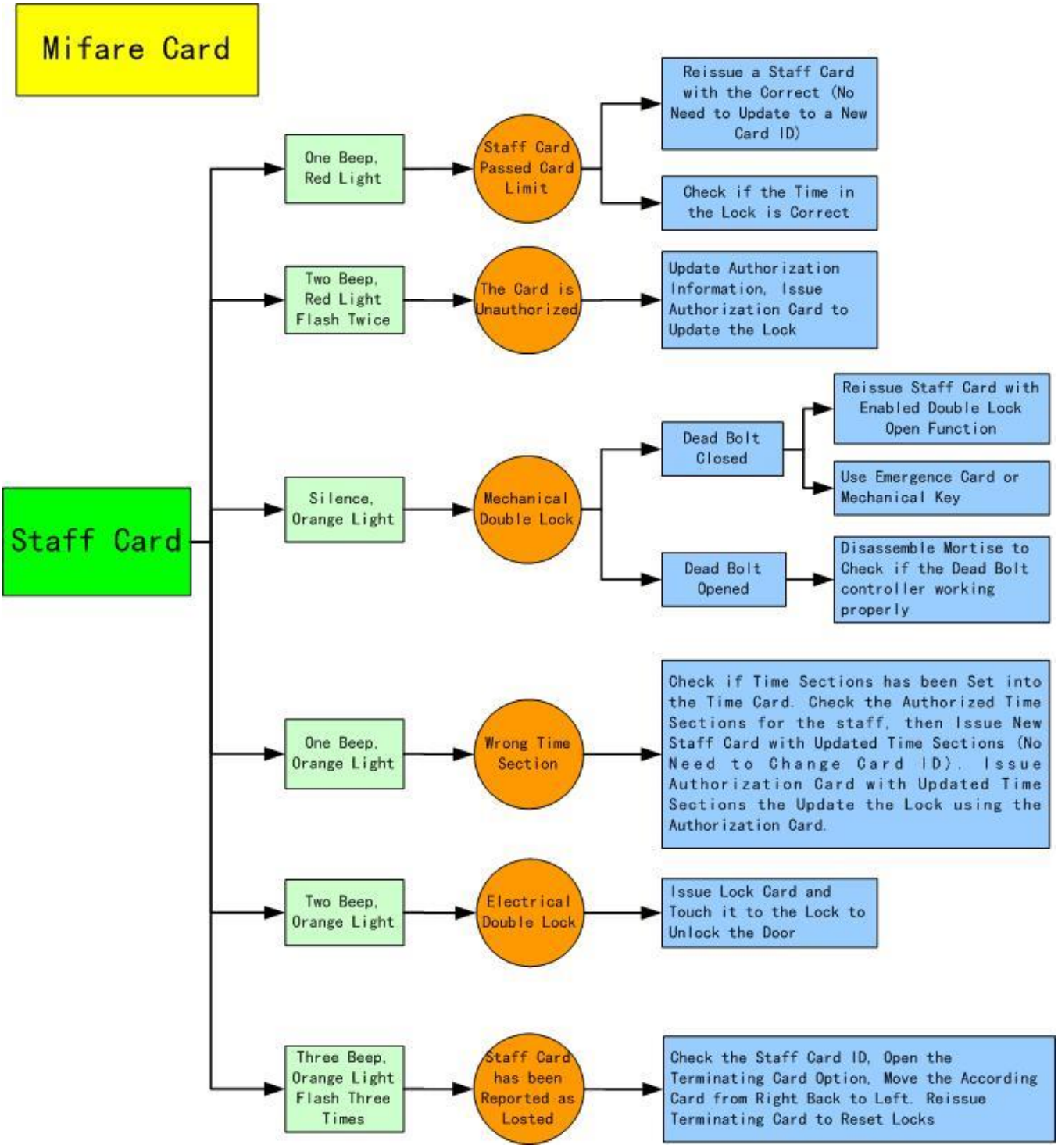
12. **Emergency solution for lock**

There are error indications for our lock; different sound and different light are indicating different errors.

12.1. Frequently errors and Trouble Shooting Guide for Guest Card

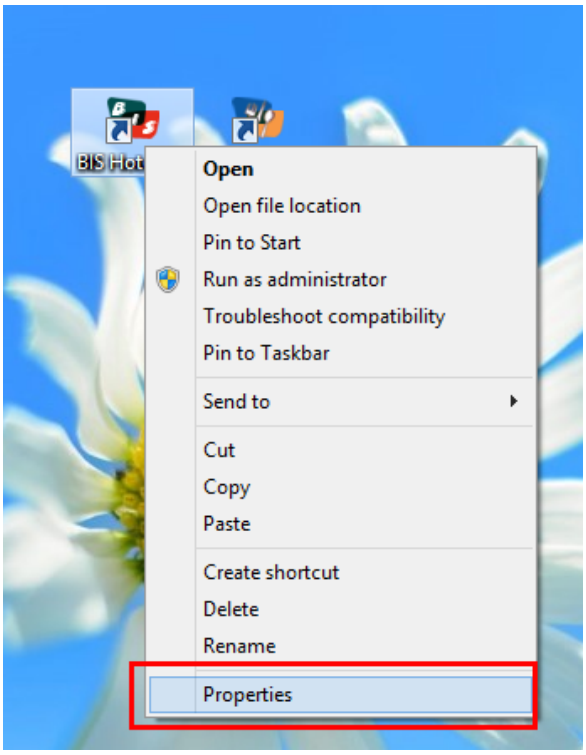


12.2. Frequently errors and Trouble Shooting Guide for staff Card

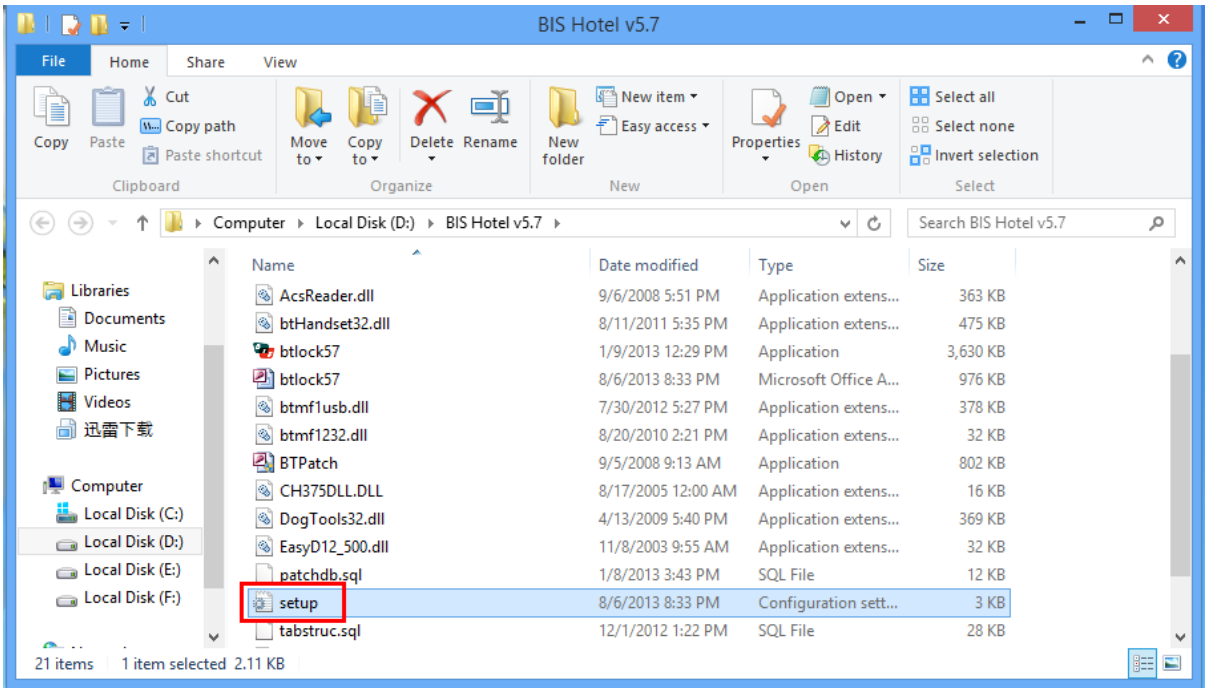


13. **Database type selection**

When you login to the software, wrong database type is selected, in that case, follow the instructions as below to re-select the database.



Right click the Icon.



Delete “setup”, and re-run the software, you will see the database selection.

13.1. Forget the operator password

13.1.1. Solution 1

Please send to us the database, and we will get it for you.

13.1.2. Solution 2

Open the database, find out “Operator”, delete the operators inside the table, and re-create the operator.

13.2. Forget the system ID that ever set

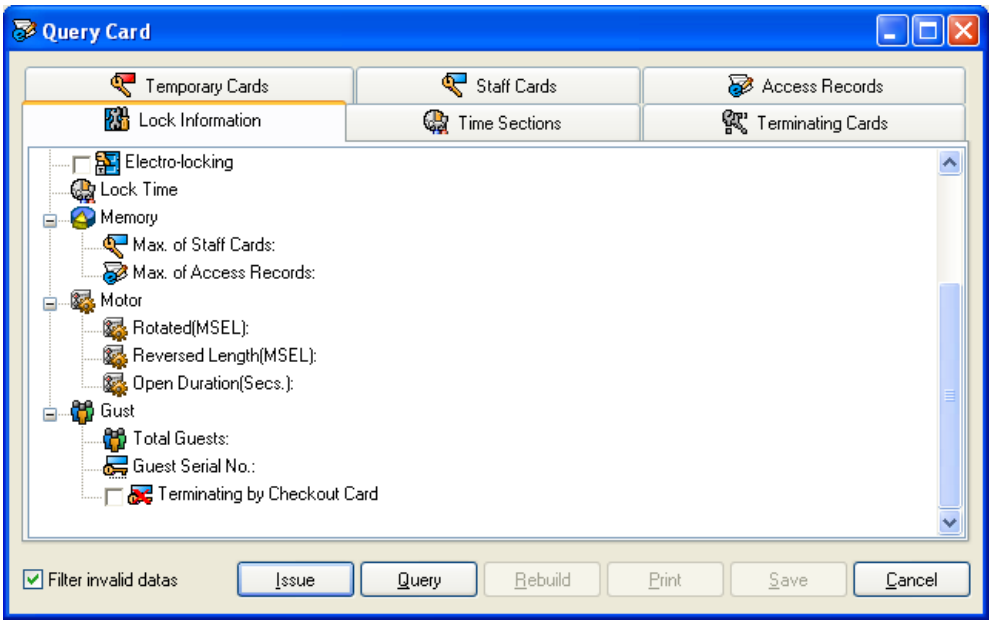
Please send the database to us via e-mail with a compressed file, be-tech will give you respond soon

13.3. Audit trail lock's information

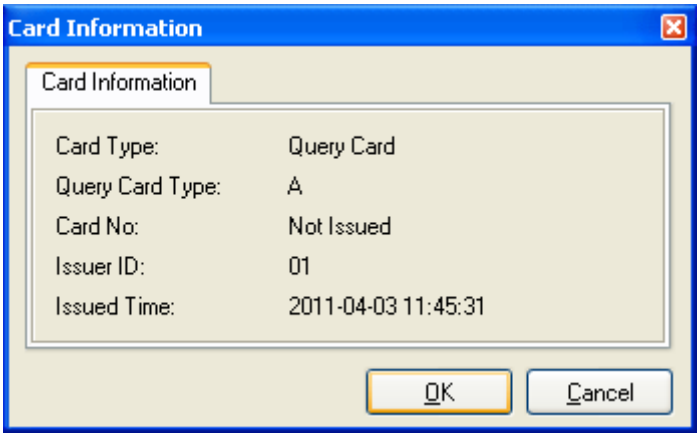
13.3.1. Audit trail with Query card (S70)

13.3.1.1. Issue query card

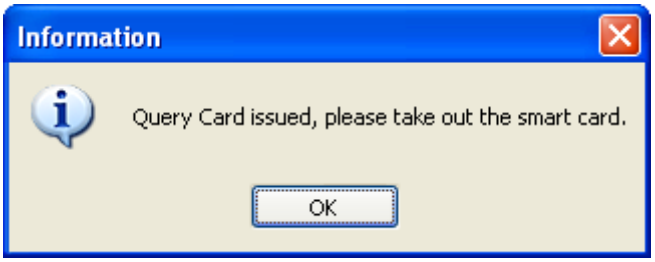
There are total 3 cards need to be issue, because only one card is not large enough capacity to contain all information of lock.



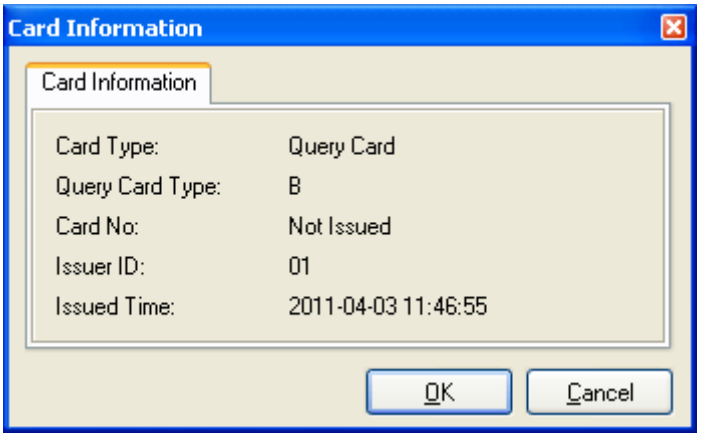
Click "Issue"



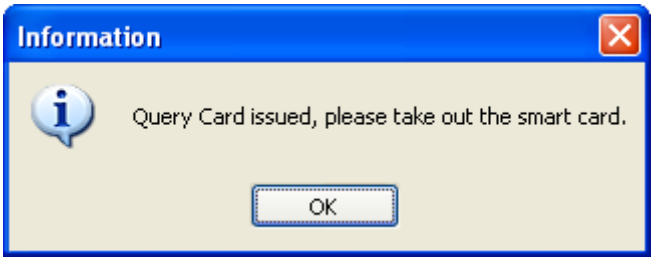
Click "OK",



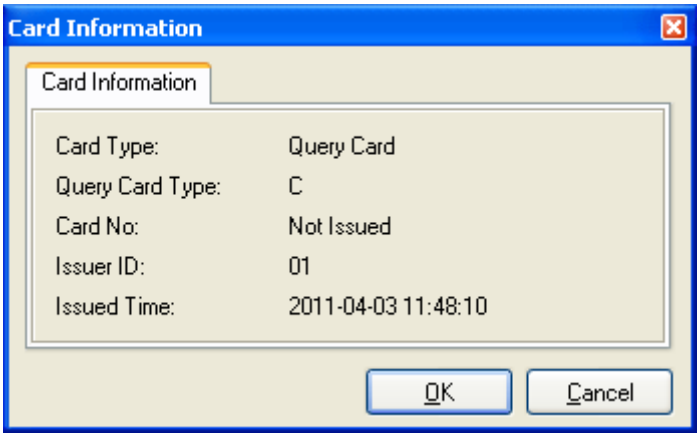
Click "OK", in about 1 min



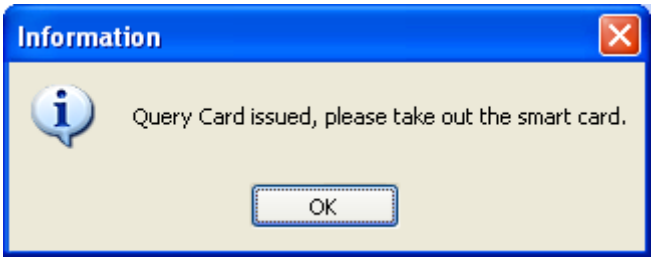
Click “OK”,



Click “OK”, in about 1 min



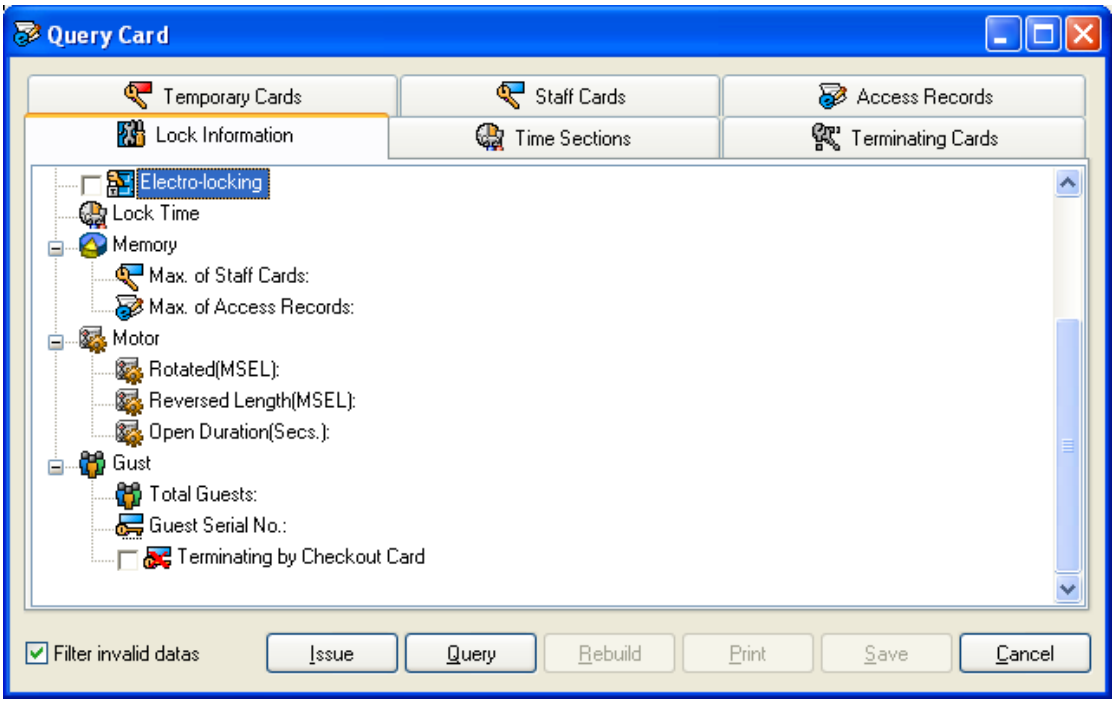
Click “OK”



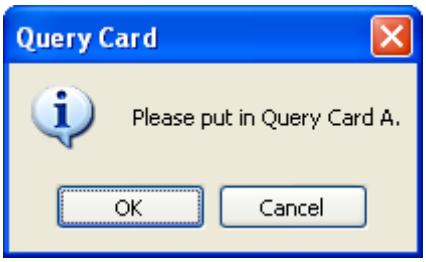
Click “OK”, in about 1 min

Take the three cards from A to C to scan the lock. The lock will be “1 beep, green light” after scanning the lock meaning read data successfully. However one of them is fail, please re-try again.

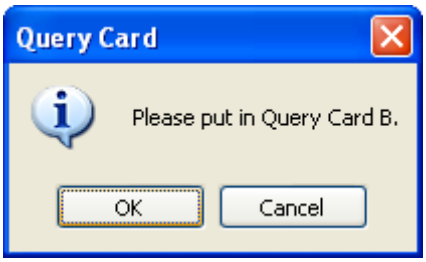
13.3.1.2. Read query card



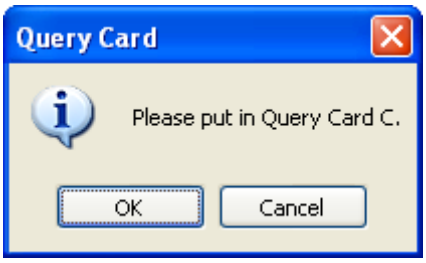
Click “Query”



Click “OK”

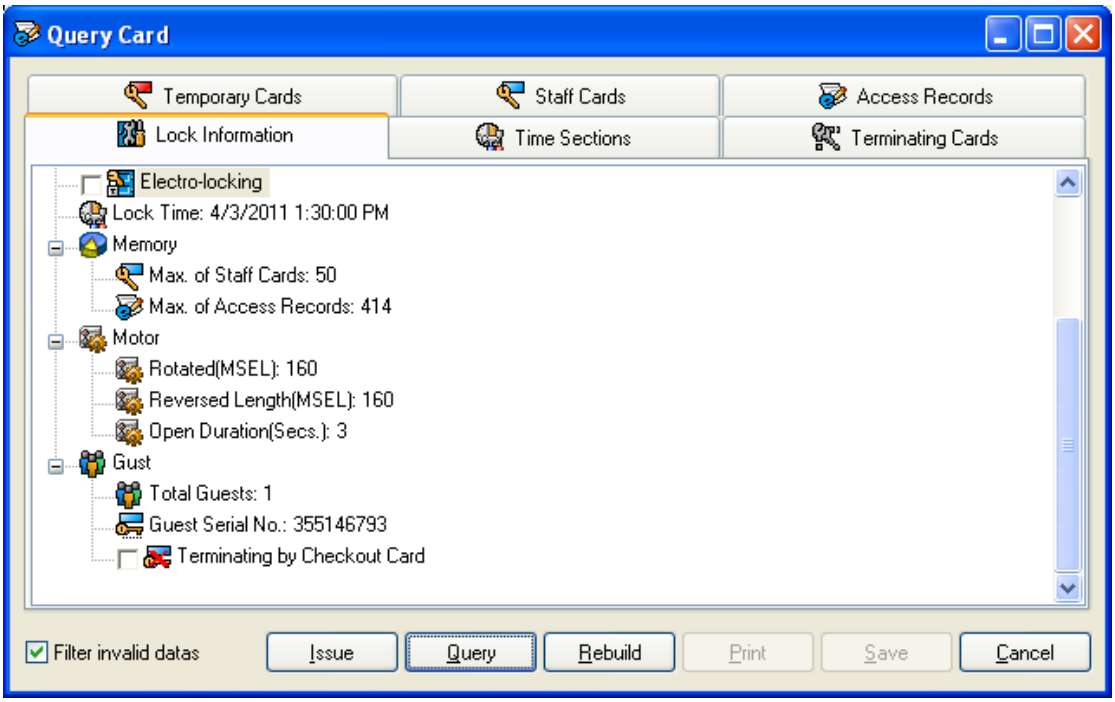


Click “OK”

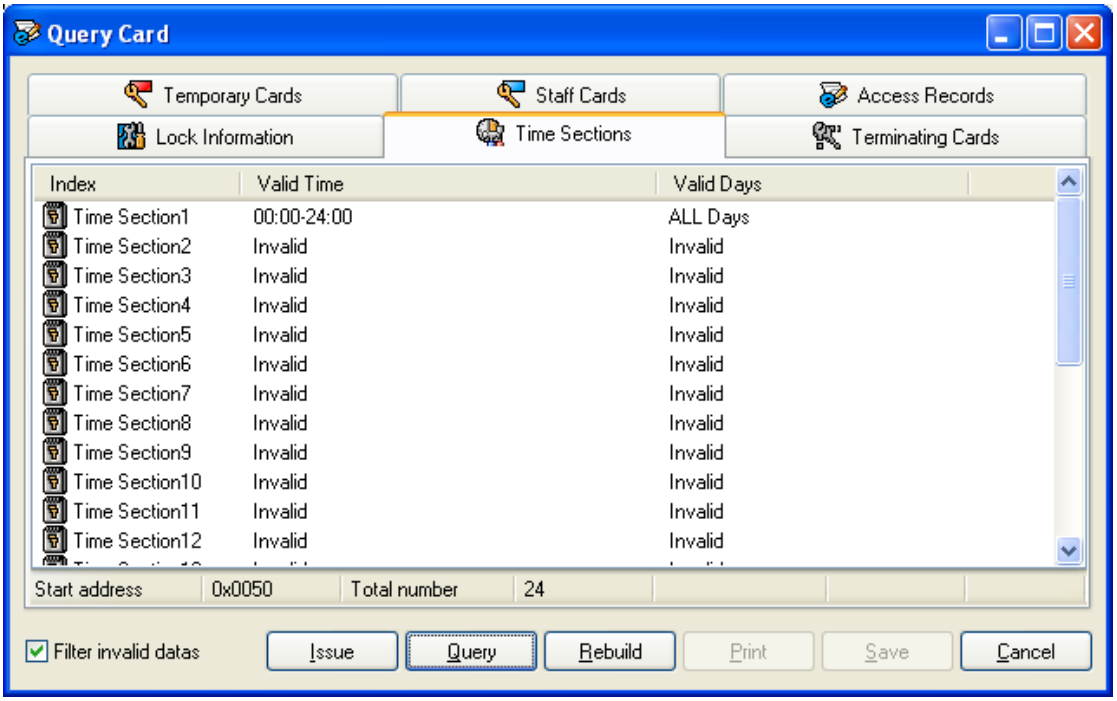


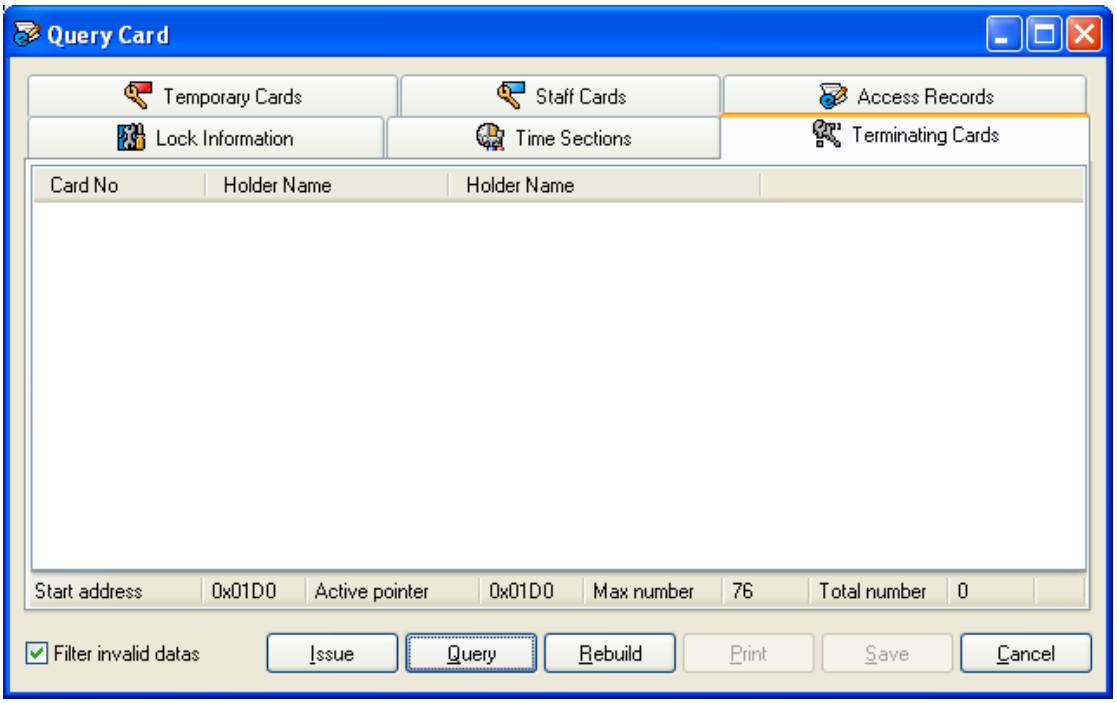
Click “OK”

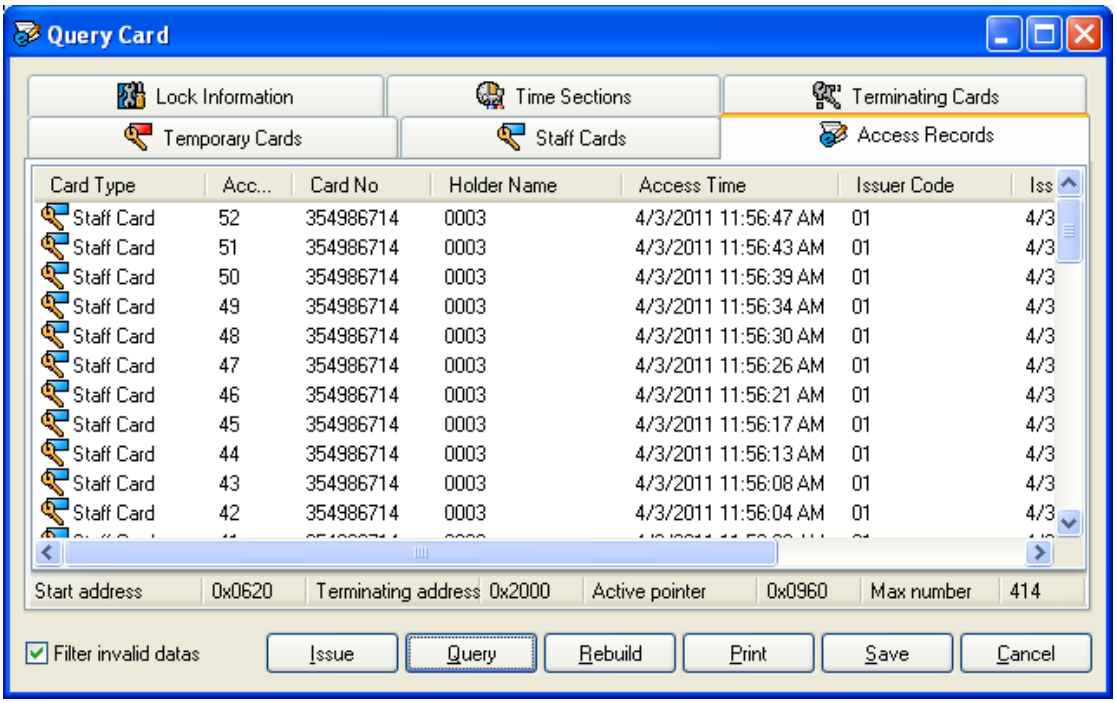
Note: If one of them can’t be read, the audit trail is unsuccessful. In that case, please re-try again.

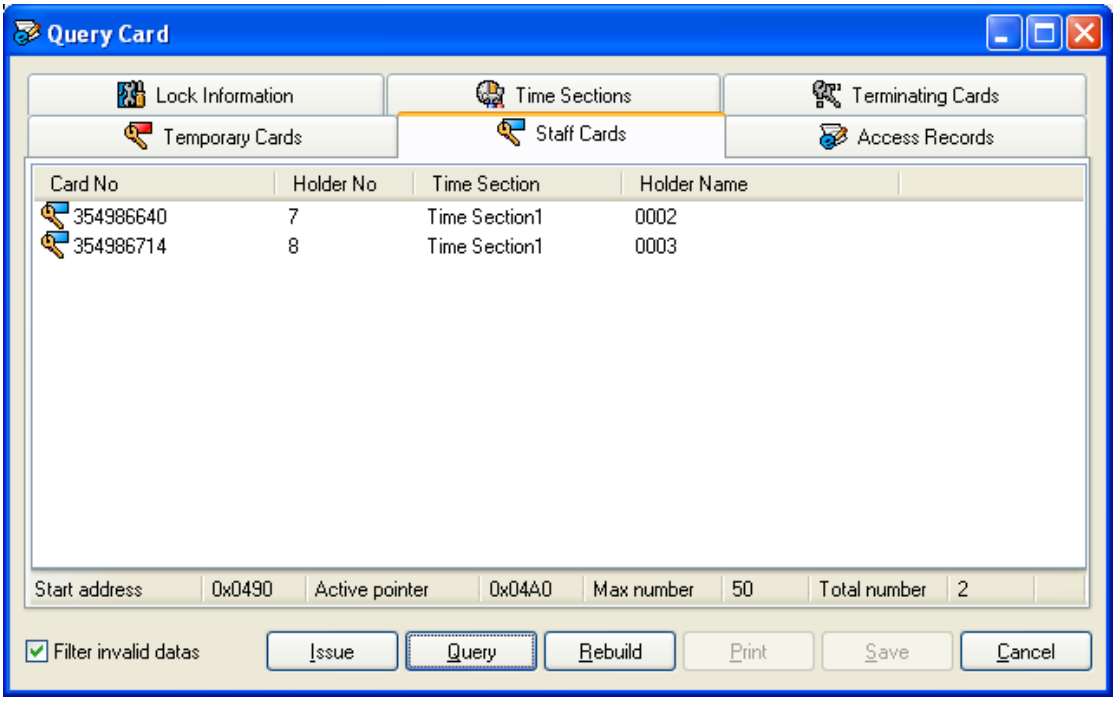


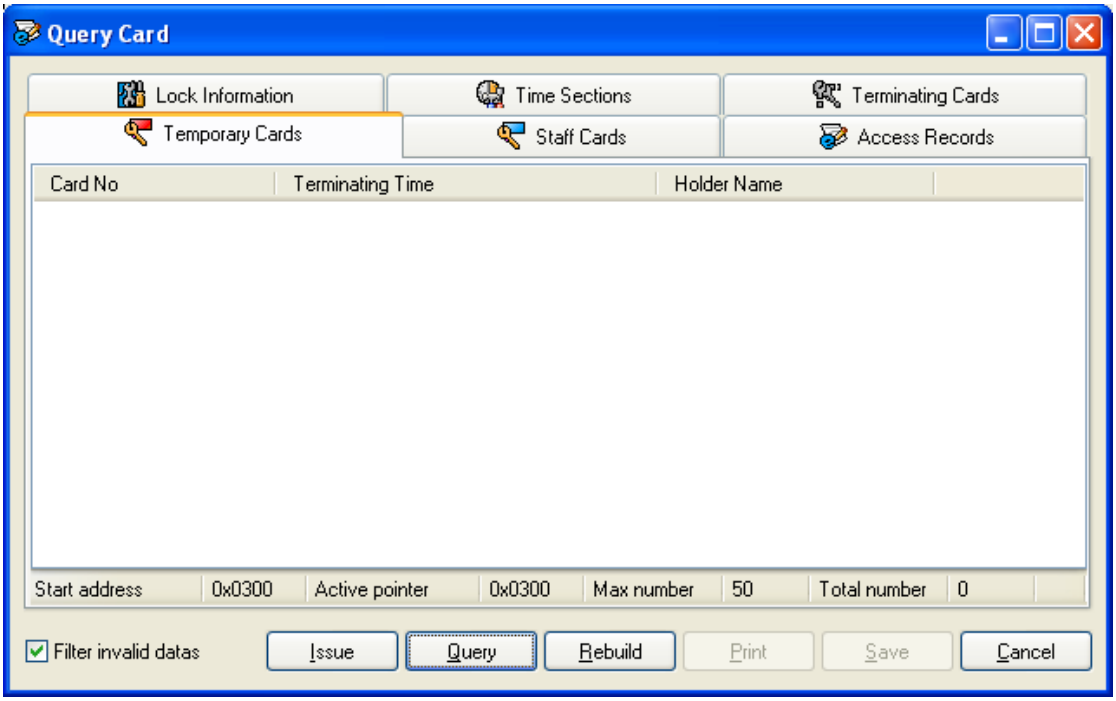
You will see the six pieces information as below,




Query Card
Temporary Cards
Staff Cards
Access Records
Lock Information
Time Sections
Terminating Cards
Card No
Holder Name
Holder Name
Start address
0x01D0
Active pointer
0x01D0
Max number
76
Total number
0
Filter invalid datas
Issue
Query
Rebuild
Print
Save
Cancel


Query Card
Lock Information
Time Sections
Terminating Cards
Temporary Cards
Staff Cards
Access Records
Card Type
Acc...
Card No
Holder Name
Access Time
Issuer Code
Iss
Staff Card 52 354986714 0003 4/3/2011 11:56:47 AM 01 4/3
Staff Card 51 354986714 0003 4/3/2011 11:56:43 AM 01 4/3
Staff Card 50 354986714 0003 4/3/2011 11:56:39 AM 01 4/3
Staff Card 49 354986714 0003 4/3/2011 11:56:34 AM 01 4/3
Staff Card 48 354986714 0003 4/3/2011 11:56:30 AM 01 4/3
Staff Card 47 354986714 0003 4/3/2011 11:56:26 AM 01 4/3
Staff Card 46 354986714 0003 4/3/2011 11:56:21 AM 01 4/3
Staff Card 45 354986714 0003 4/3/2011 11:56:17 AM 01 4/3
Staff Card 44 354986714 0003 4/3/2011 11:56:13 AM 01 4/3
Staff Card 43 354986714 0003 4/3/2011 11:56:08 AM 01 4/3
Staff Card 42 354986714 0003 4/3/2011 11:56:04 AM 01 4/3
Start address
0x0620
Terminating address
0x2000
Active pointer
0x0960
Max number
414
Filter invalid datas
Issue
Query
Rebuild
Print
Save
Cancel





13.3.2. Audit trail with Hand held

Please find out “10. Hand Held Unit—10.7 Audit trail lock’s access records”

13.4. For a lost key card

13.4.1. Guest card

Just check out the room, and issue a new guest card to open the door, the lost one is canceled.

13.4.2. Staff card

- **Solution 1**

Re-issue a staff card by update card number to open the doors, the lost one is canceled

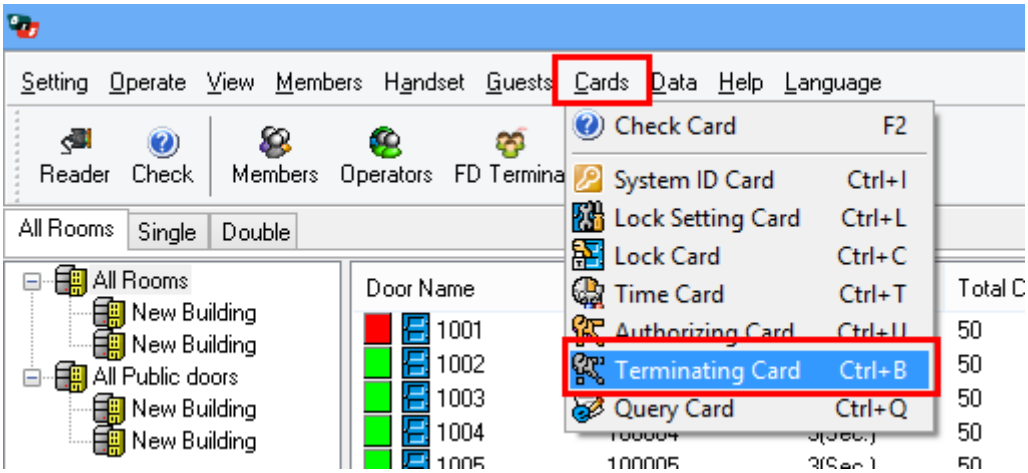
- **Solution 2**

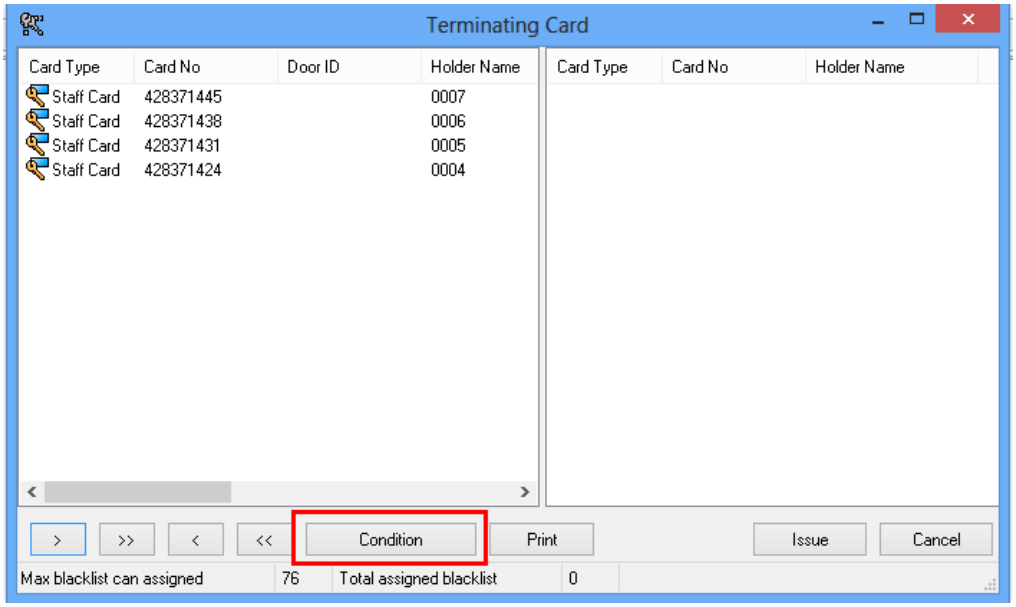
Re-issue a staff card by update card number to open the doors, if you the card can't open the door, you need to authorize again.

13.4.3. Emergency card

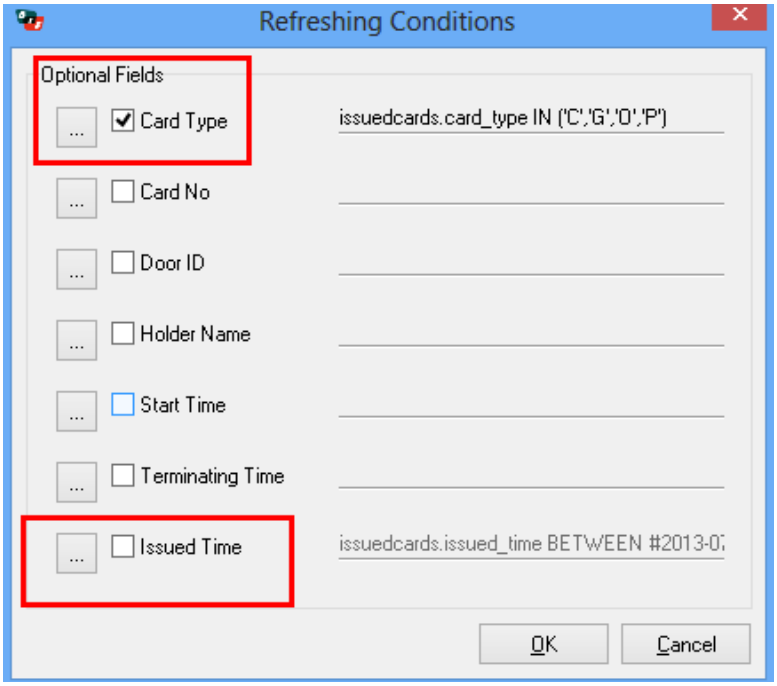
Terminating card (S70 card) or hand held is required

- **Terminating card (S70)**

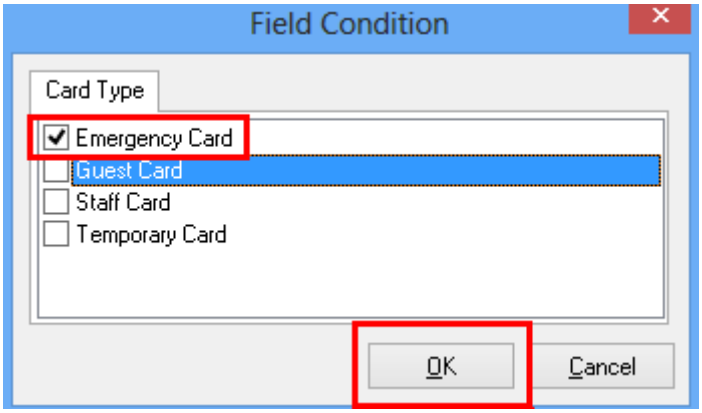




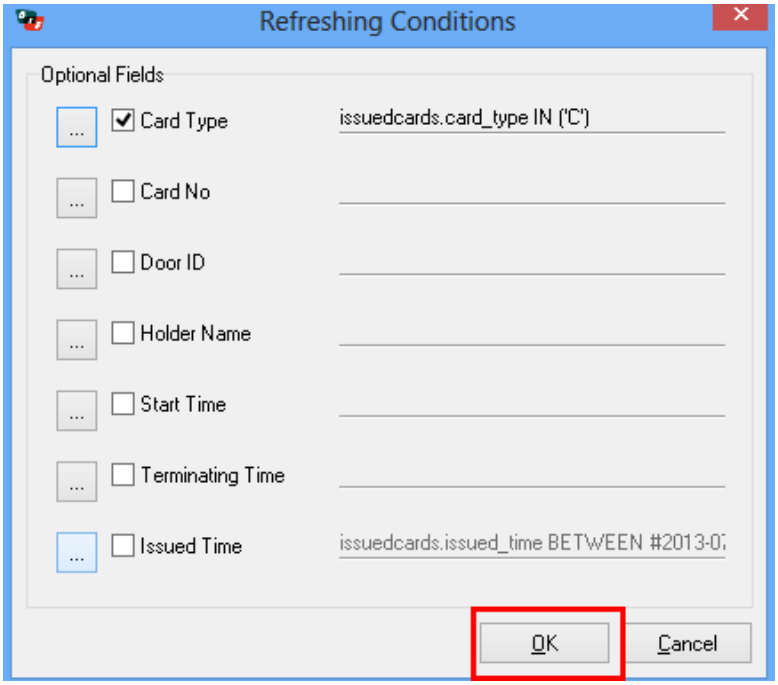
Find out the card that lost

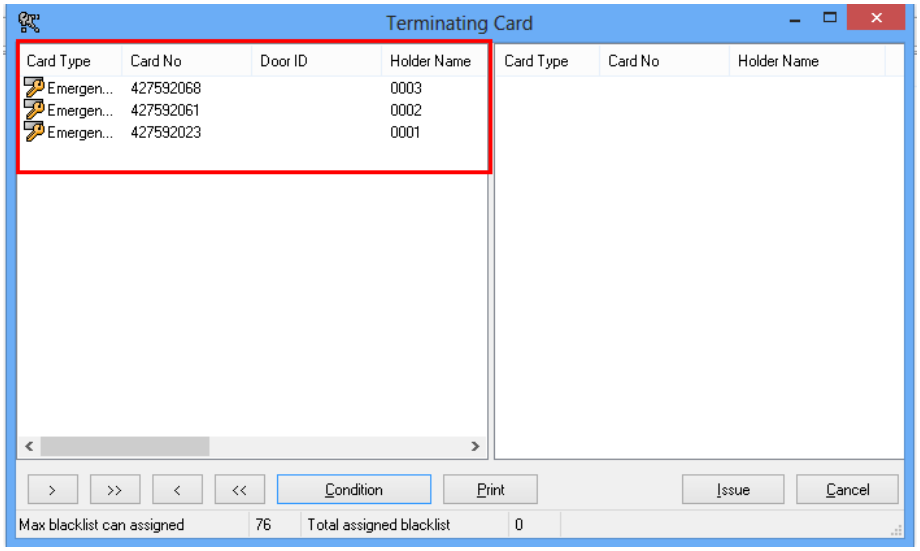


Do not click “Issued Time”

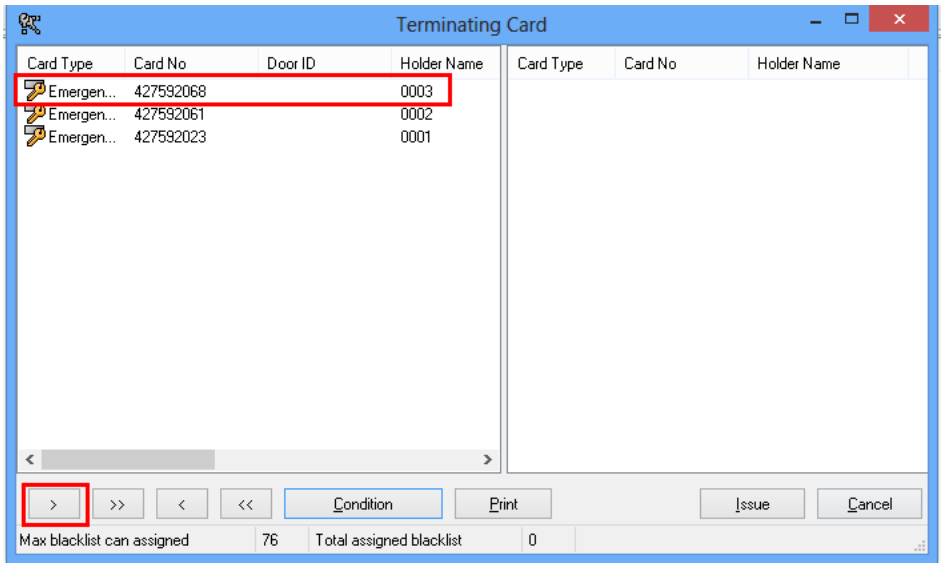


Just click” Emergency card”

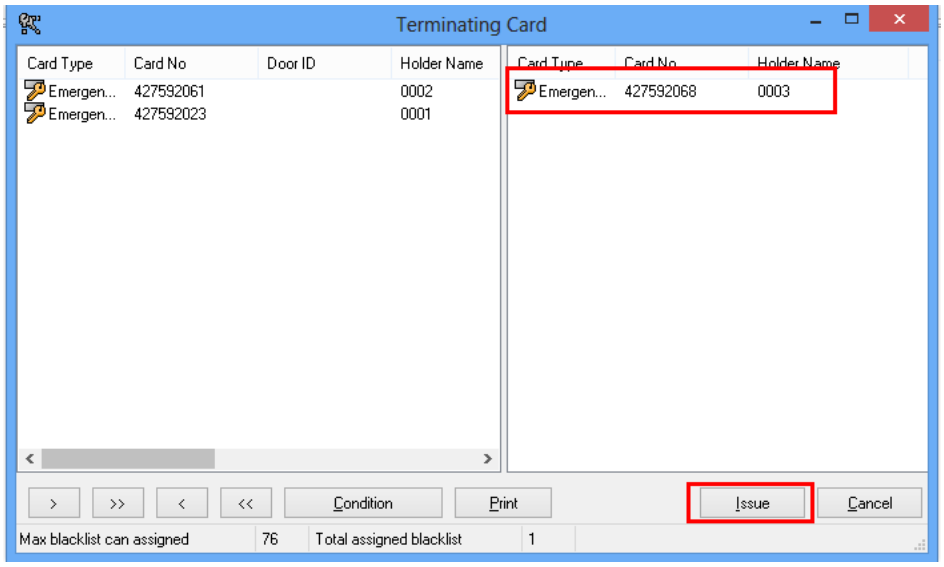




You will see the emergency cards that you ever issued.



Select the lost emergency card make it to the left window



Put a S70 card on the encoder, click “Issue”.

Scan all of rooms with this Terminating card after issuing; the lock emits 1 beep and green light, operation is successful, the lost card can not open the lock any more.

- **With Hand held**

Please find out “Black list setting” in Hand held.

Note: if you lost a key card, you want to stop it from opening the lock with hand held; you have to re-write the lock’s information because the black list setting is changed, and then setup lock’s information again.

13.5. Low voltage alarm

If you hear 8 beeps and green light when you open the lock, which means low voltage alarm, replacing the batteries is necessary.

13.6. Door Ajar alarm

- **Condition 1**

If you hear” beep, beep,beep”, ” beep, beep,beep”..... and red light, when you close the door, because the door is not close properly,

- **Condition 2**

If you hear” beep, beep,beep”, ” beep, beep,beep”..... and red light,whenever closing or opening status, please have a check with latch sensor inside lock case or replace another lock case.