Elock Software Instruction Book



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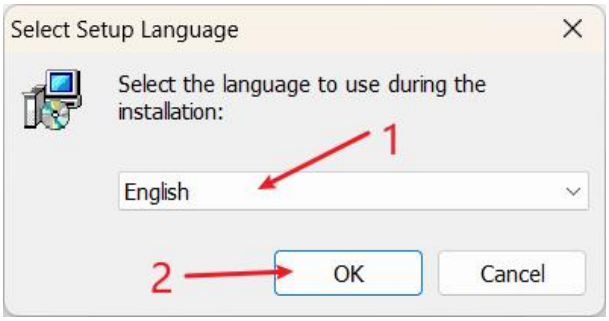
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1. Software Installation

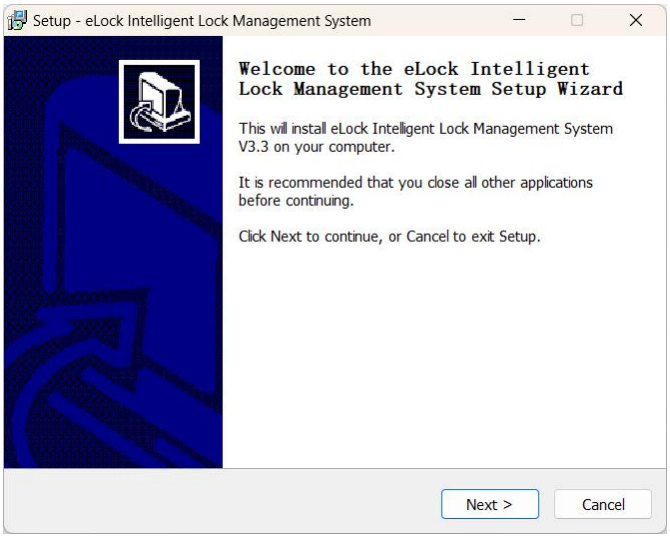
First get the installation pack from the supplier. Then unzip it. Then in the folder double click the exe file to start the installation programme.

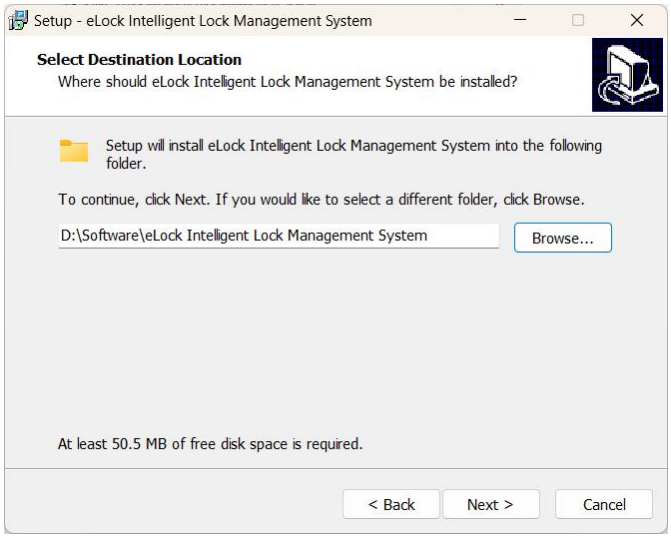


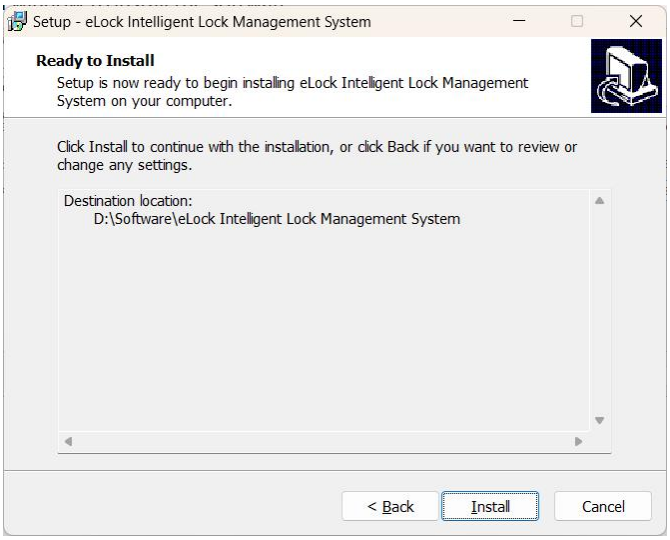
Then a window will be prompted. You can choose your preferred language.

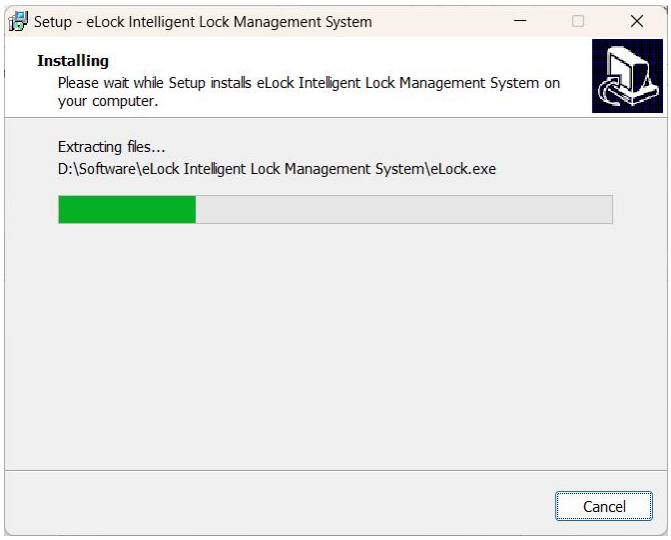


Follow the instructions in each window to install the software.

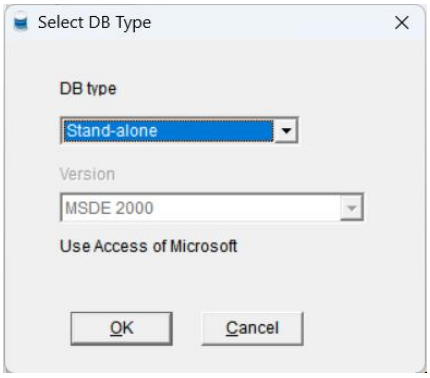








Then select DB type as ‘Stand-Alone’.



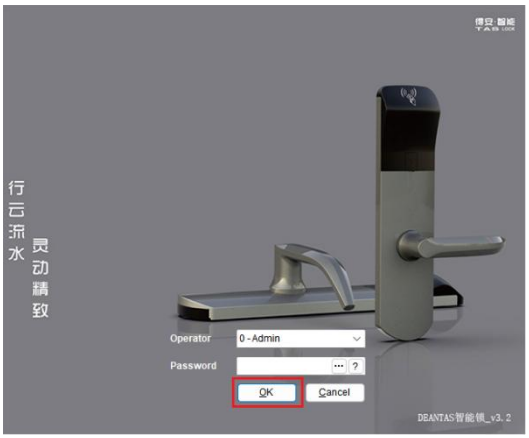
2. Room Data Set-Up

2.1. Authorize the Software

Double click the short-cut on the desktop to open the eLock software.



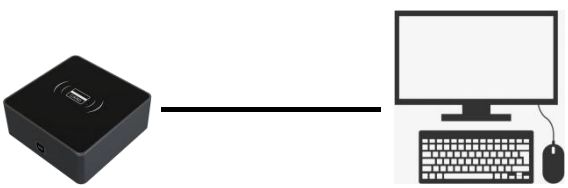
There is no default password, so just click ‘OK’.



Newly installed software needs authorization. Click ‘OK’ to see the next window.



Before move on please connect the encoder to the computer/laptop’s USB port.



The encoder is a self-driven device so just plug & play. When successfully connected the rim of the glass will give constant red light as shown below.



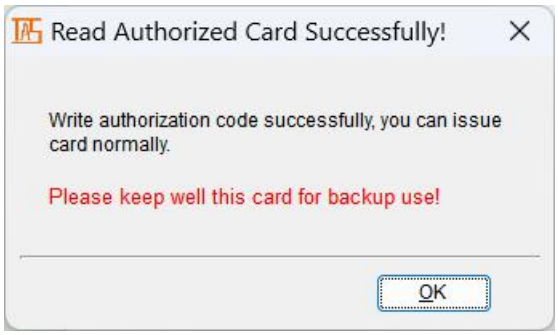
Then put the **Authorization Card** on the encoder. The encoder should give blue light.



Then go back to the eLock software window. Click 'Read'.



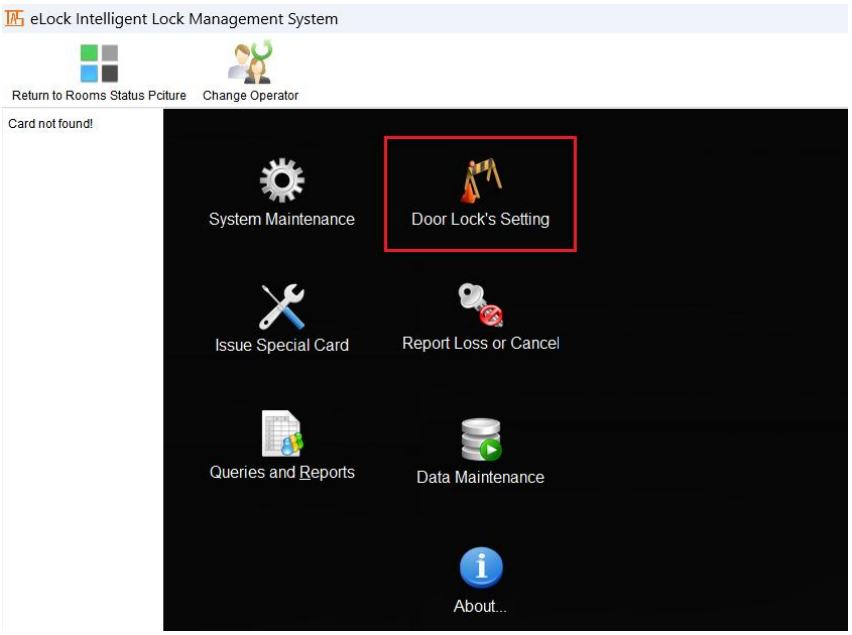
As instructed by next window. **PLEASE KEEP THE AUTHORIZATION CARD SAFE. IT'S IMPORTANT!!!**



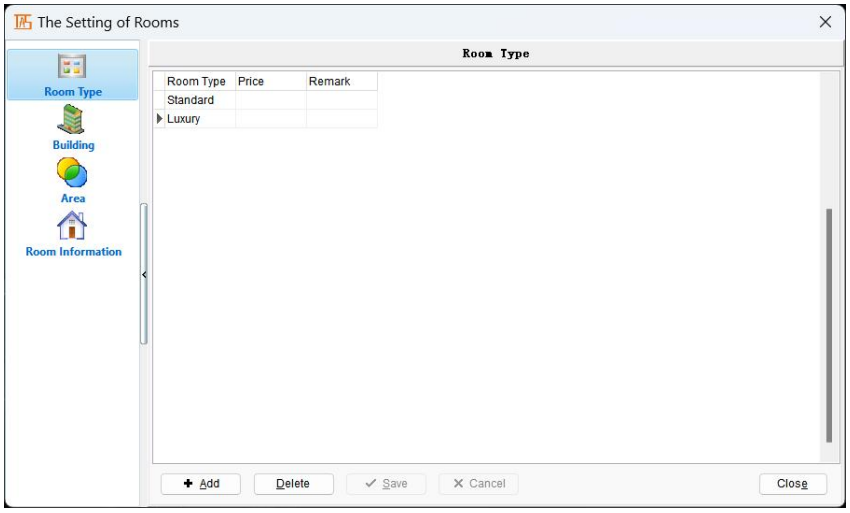
Then you should see the software homepage. For future use, please connect the encoder before opening the software.

2.2. Add Rooms

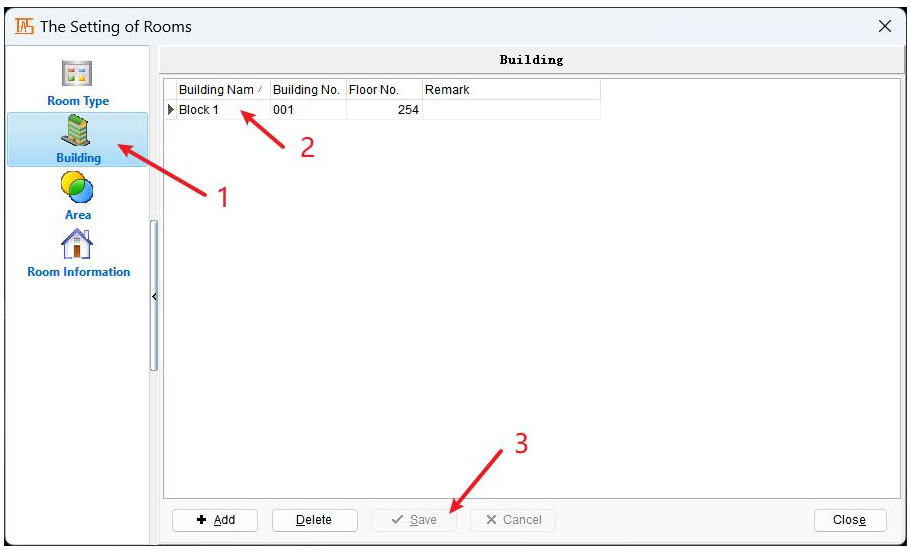
In software homepage. Click 'Door Lock's Setting'.



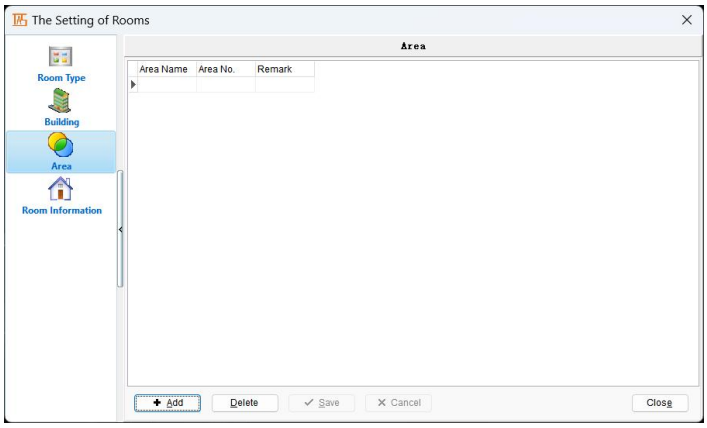
Add room types. You can edit the price and remark as you like but it's also OK to leave them blank.



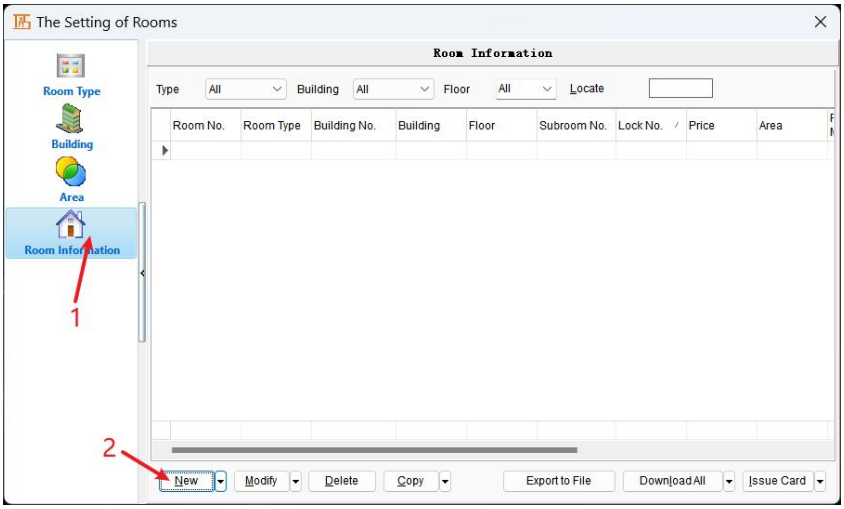
Add at lease one building in 2nd tab. The maximum floor number for each building is 254.



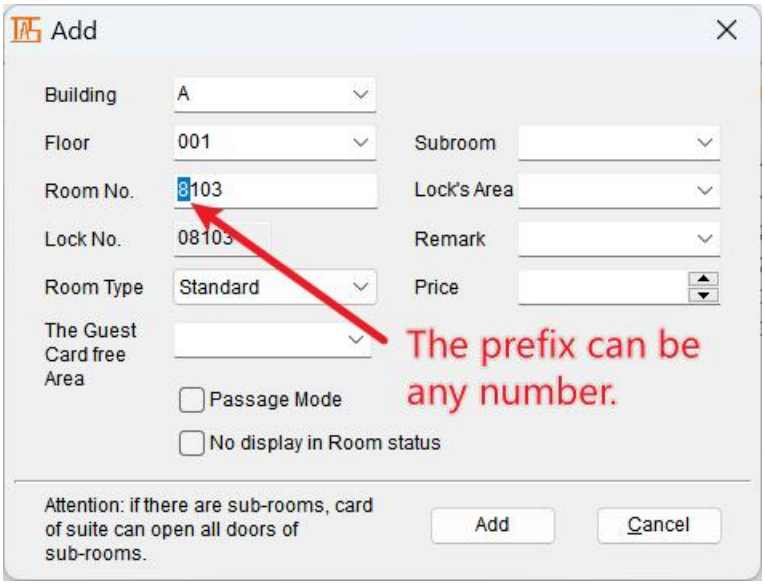
Most times it's unnecessary to add an area. It can be skipped.



Then in 'Room Information' tab. Click 'New' to add rooms.

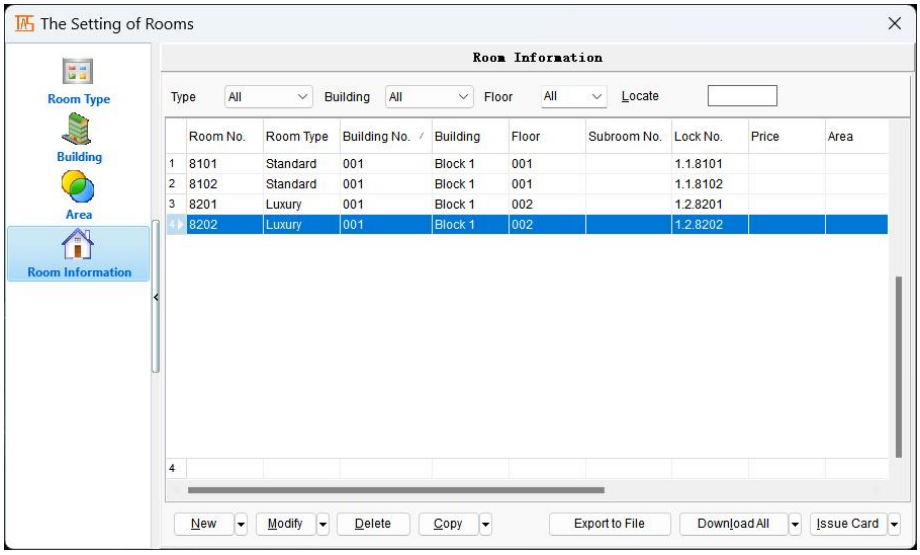


In the prompted window. Choose Building, Floor, and room type. The Room No. will be generated automatically. If you don't like the default room number combination you can add/change the prefix(1st digit) by another number. The rest of the boxes can be either blank or filled if necessary.

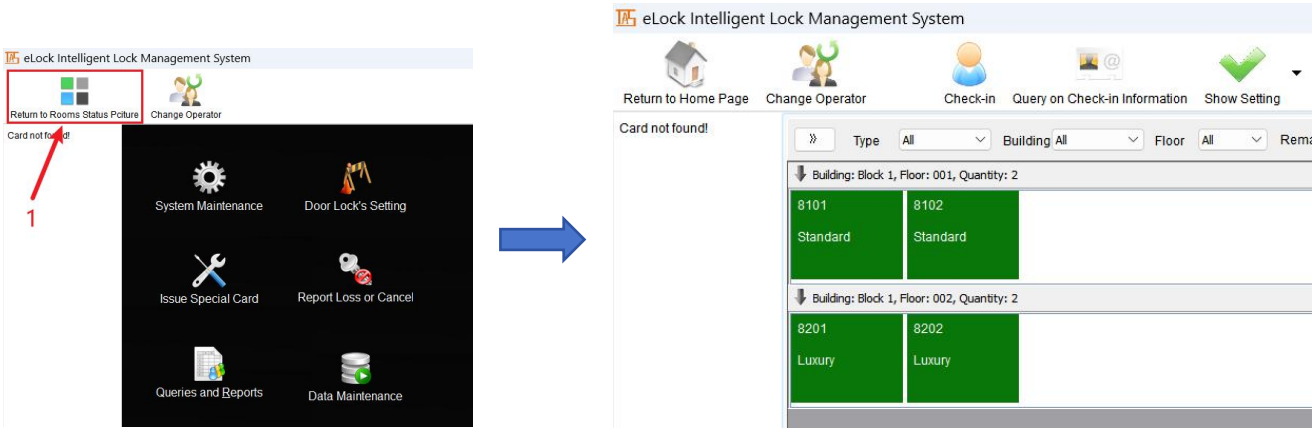


Click ‘Add’ repetitively to add rooms consecutively. The room number will automatically plus one after each click. If you want to skip a certain combination you need to edit room number manually.

When finished adding all room, click ‘Cancel’ to go back to last page. All rooms added will be listed.



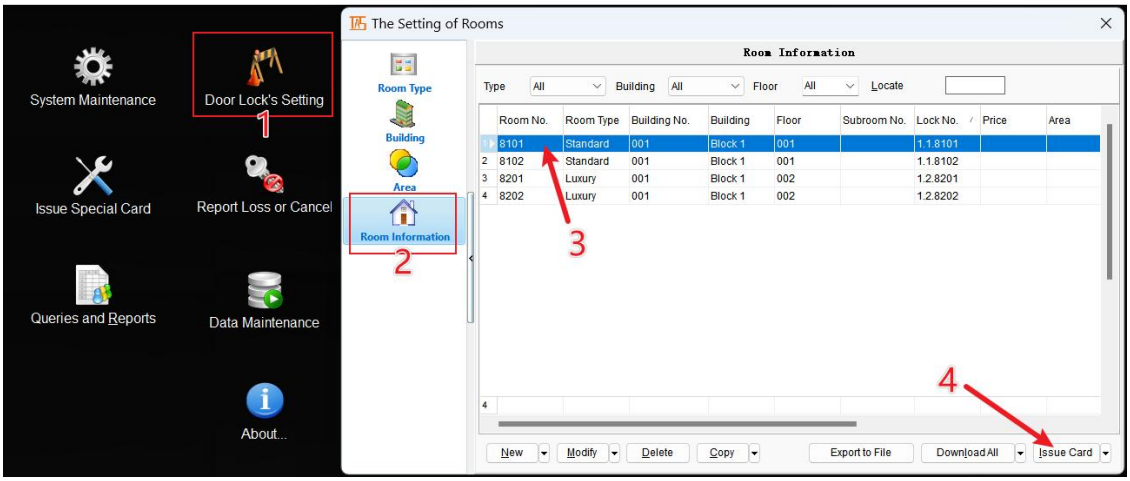
Close this window. And on the top left corner of home page. Click ‘Return to Rooms Status Picture’ to see all rooms added.



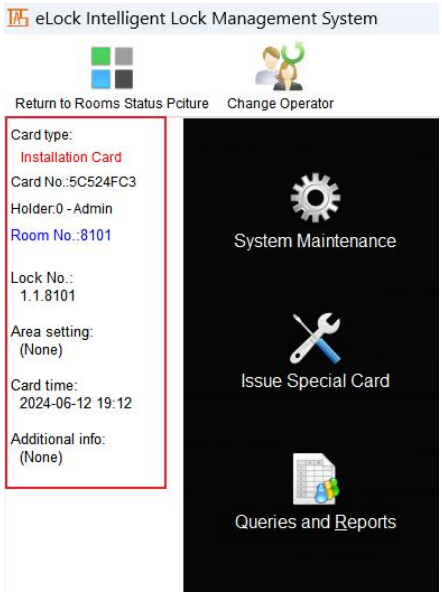
3. Door lock Set-Up

3.1. Room/Lock Number Set-Up

Open the software. Click the ‘Door Lock’s Setting’ on homepage. Select a room and then issue card.

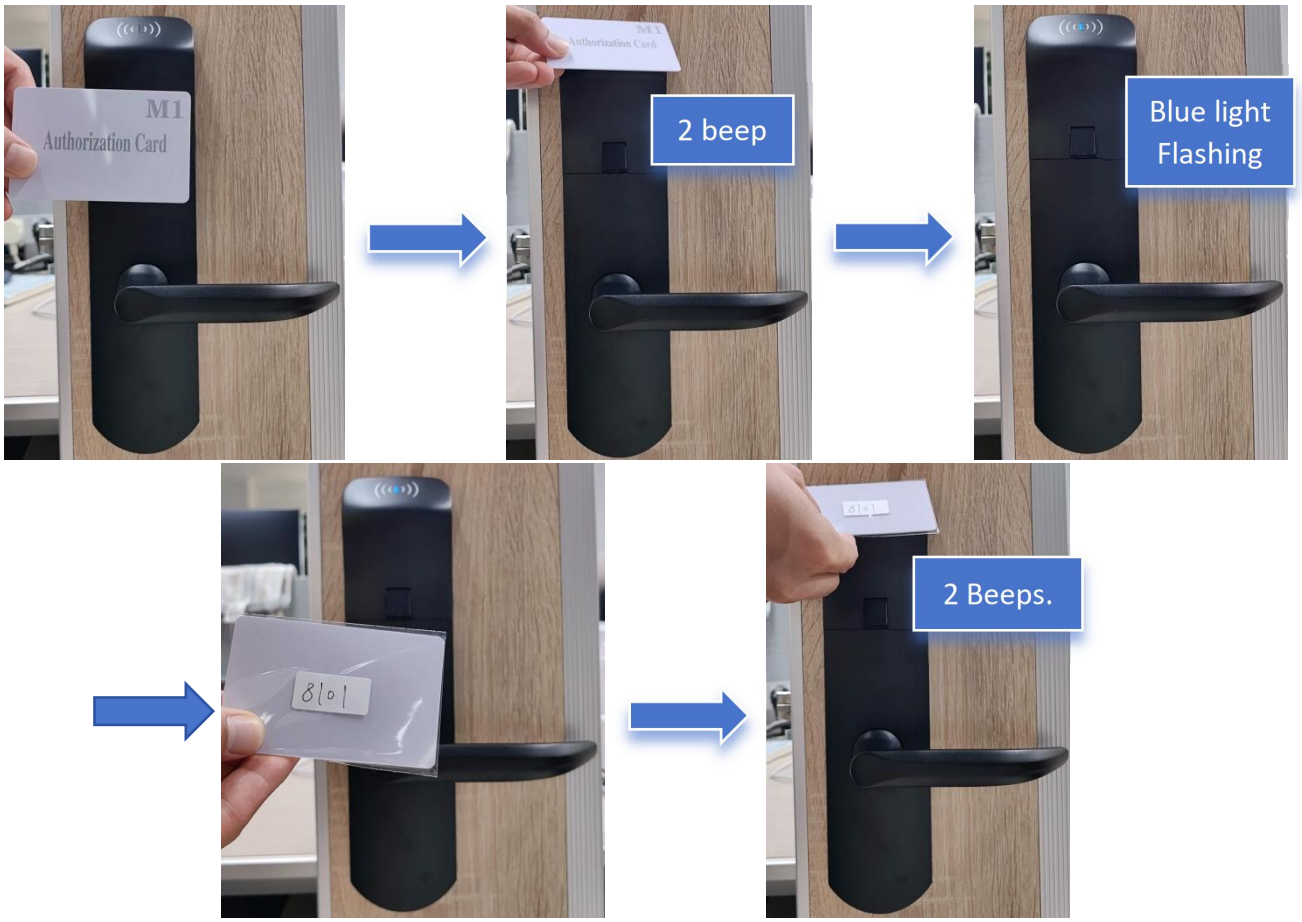


Put one of the white/blank card on the encoder. One beep sound will be given. If issued successfully the card info will be updated on the left bar of the software.



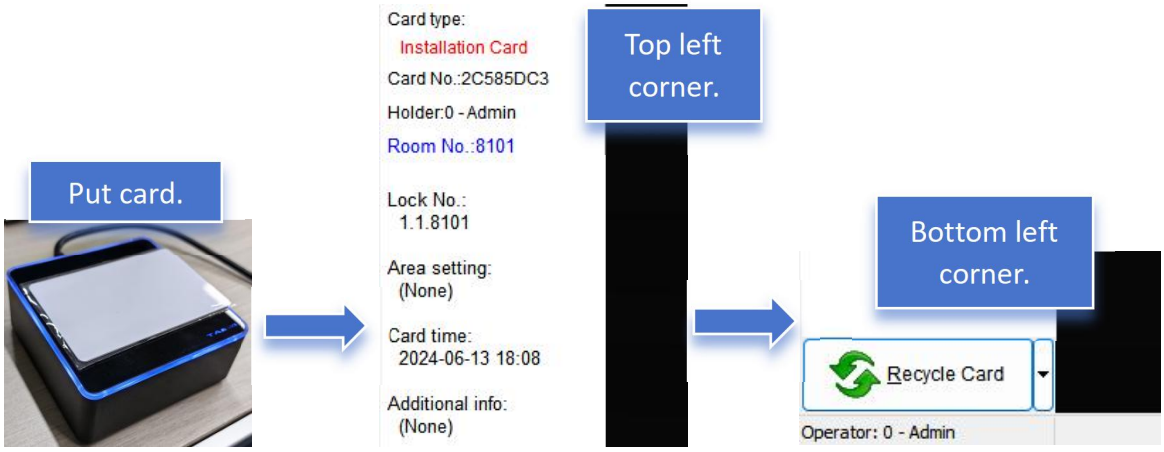
Find the right room/lock, e.g room 8101. Then:

- Swipe the Authorization Card;
- Within 3s swipe the relative room's Installation Card.



Go back to the software to Recycle the installation card.

Remember all cards are recycled in the same way.

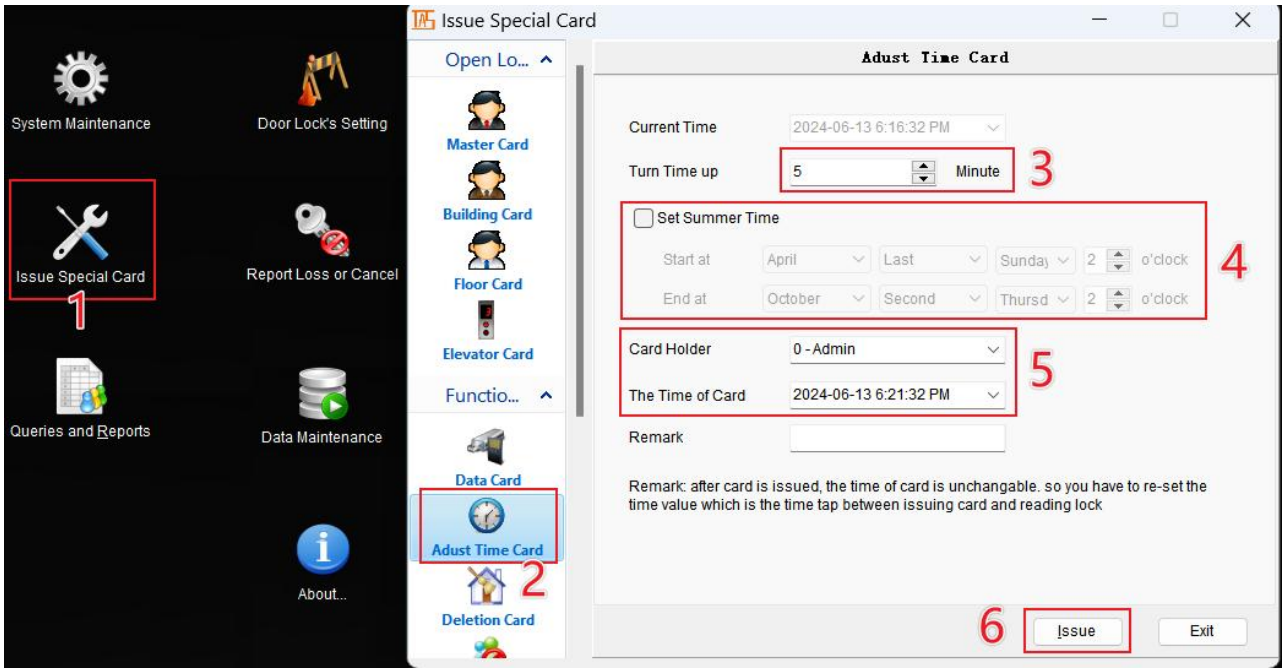


Repeat the steps above to set-up each lock. Please note it's crucial to recycle then re-issue the installation card each time for the correct room/lock number before swiping.

If swiped the lock with wrong room number by installation card. Just re-issue the installation card with correct number. Then repeat the same set-up procedure above to overwrite the room number in lock.

3.2. Time Synchronization

After setting-up all locks. It is necessary to sync time on all locks. Go to the software homepage and issue the **Time Adjust Card**.

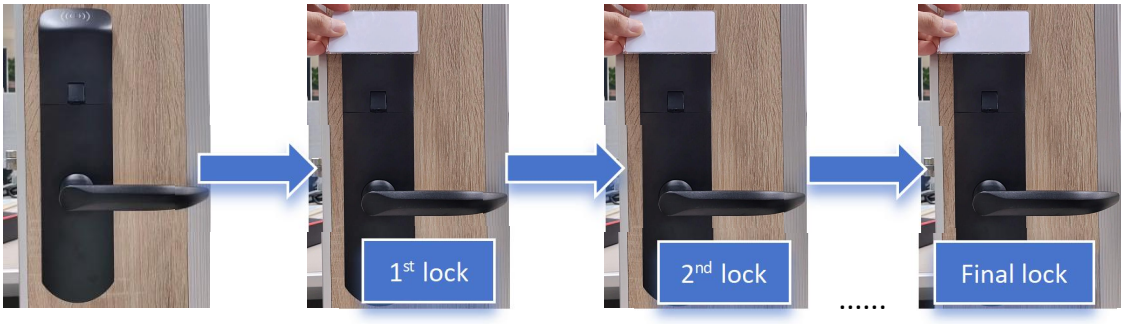


Some Key Terms Explanation:

- **Turn Time Up:** Think about how long it will take to swipe all locks with Time Adjust Card, if it can be done within 5min then just leave the default 5min unchanged, otherwise change it accordingly. The point is making sure the date/time on lock is a little bit ahead of the clock.

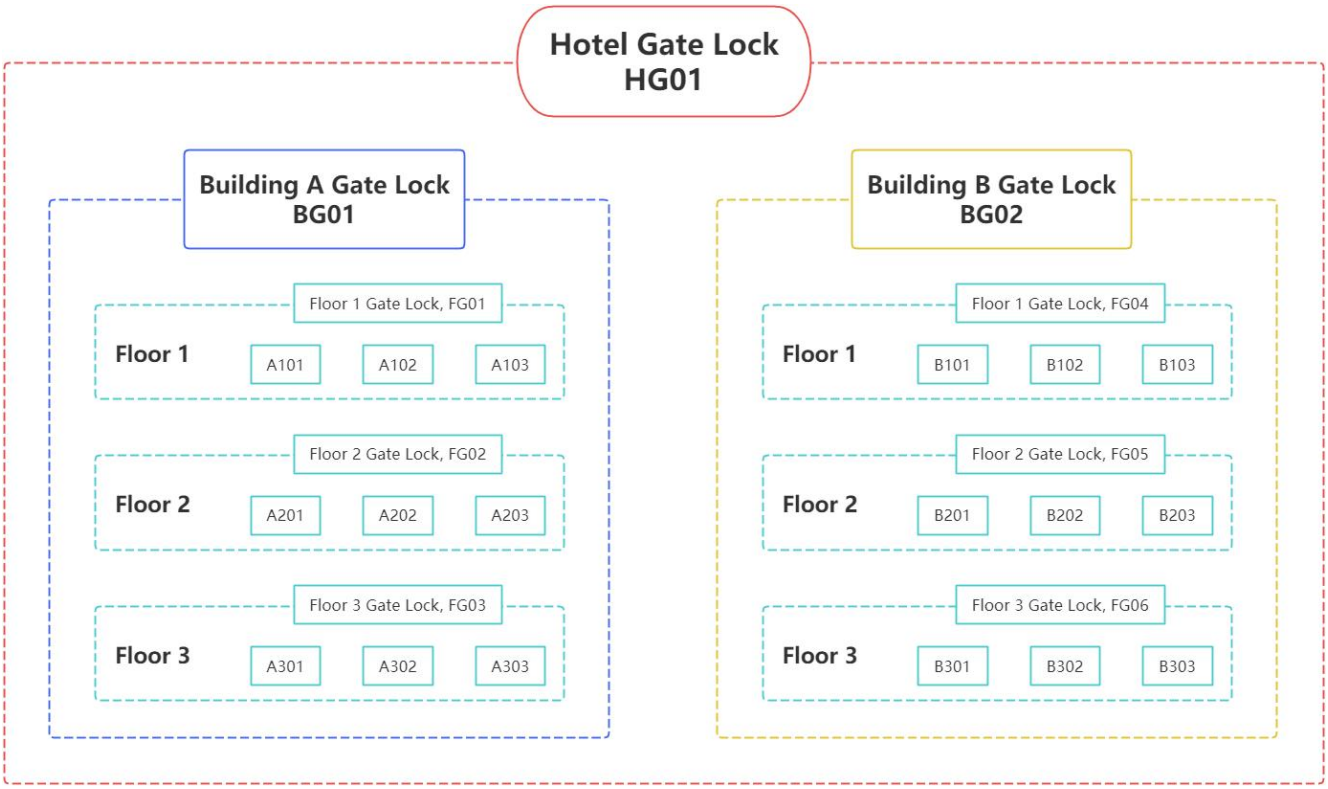
- **Set Summer Time:** As name suggests if the property's region has more than one clock in a year they must all be added into the software to avoid time-error issue.

Then swipe all locks with Time Adjust Card directly, no need to swipe Authorization Card before. Remember you can always re-issue the Time Adjust Card if you think the remaining time is not enough.



3.3. Common Gate Lock

Common gate lock means a lock on a door which leads to a group of rooms/locks. After setting up the common gate lock. All guest cards within the group can open the common gate lock. Take a example hotel like shown in picture below.

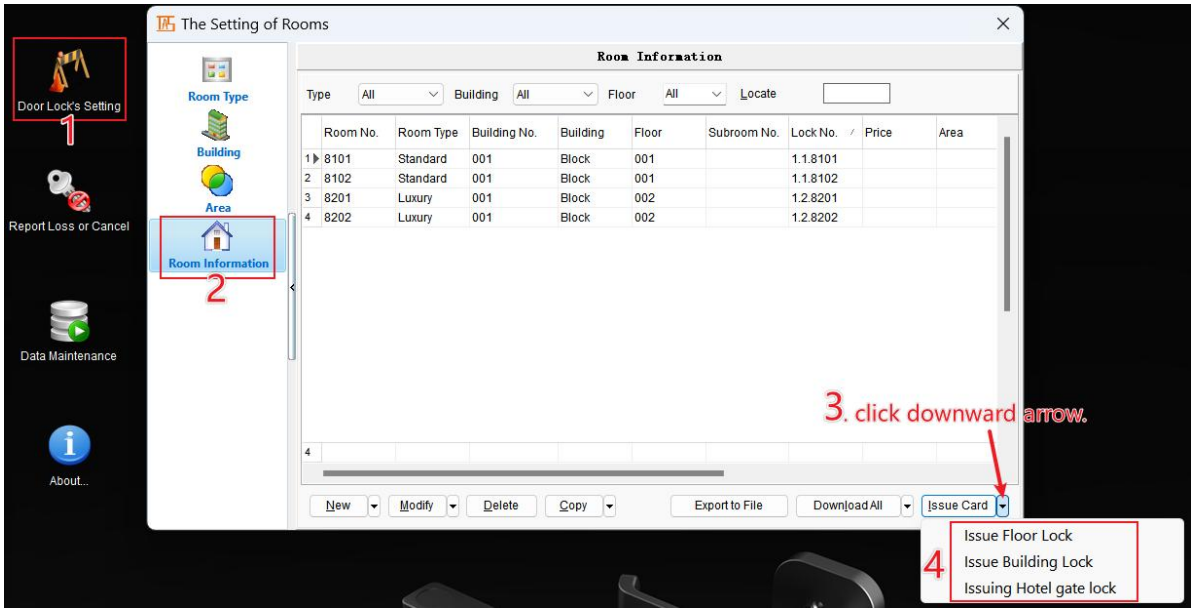


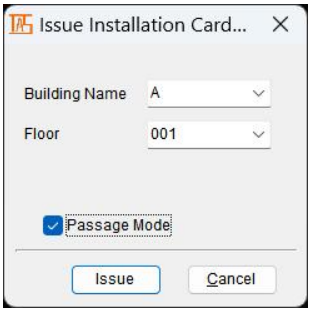
Some quick facts to help understand how common gate lock works:

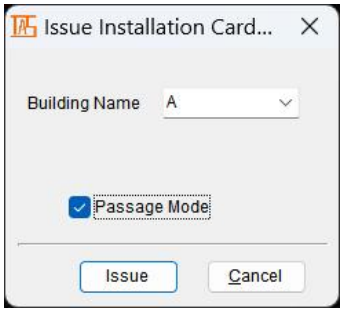
- A guest card issued for any room of the hotel can open HG01;
- Only guest card for a room in Building B can open BG02;
- Only guest card for a room in floor 3, Building A can open FG03;

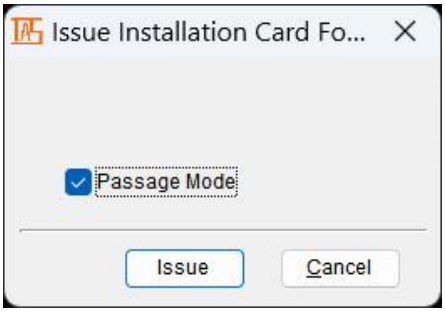
Please note the room number, e.g. HG01, in above picture is only for presentation. In the software there is no room number for any common gate lock.

The common gate lock can be set-up by the same way. Just go the software, place a blank card on the encoder and then issue the card. Select and confirm the info in the prompted window









Then go to the relative lock, same procedure:

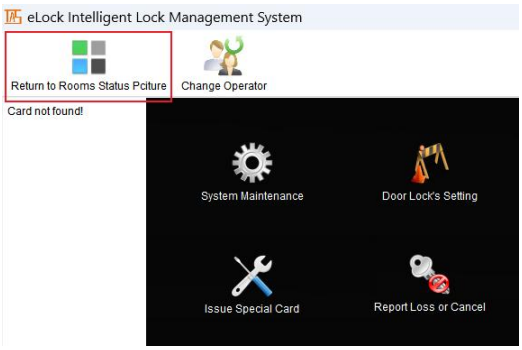
- Swipe the Authorization Card;
- Within 3s swipe the Floor Lock/Building Lock/Hotel Gate Lock Installation Card.

Please remember to also sync time on all common gate locks.

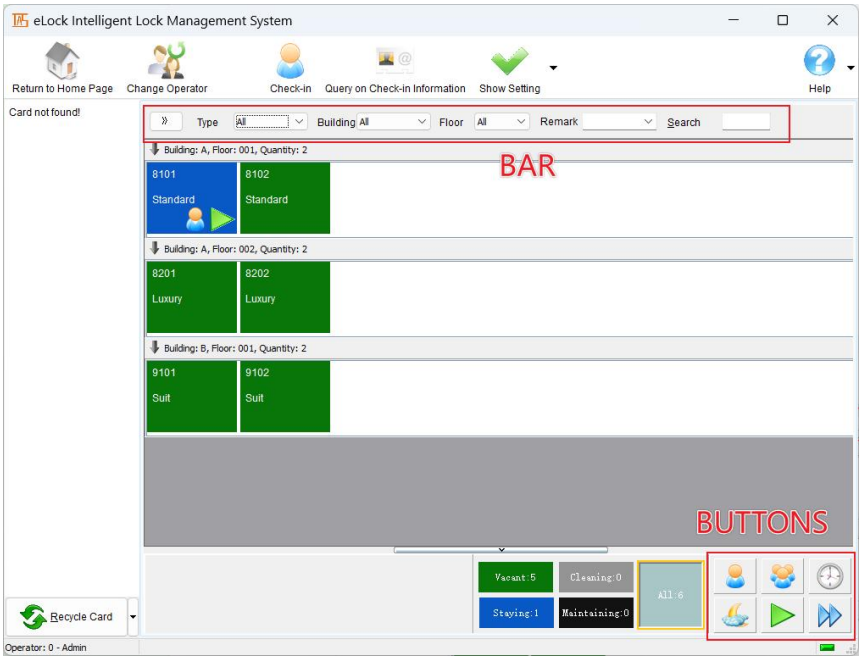
4. Property Running

4.1. Check-In

Open the software, click ‘Return to Rooms Status Picture’.

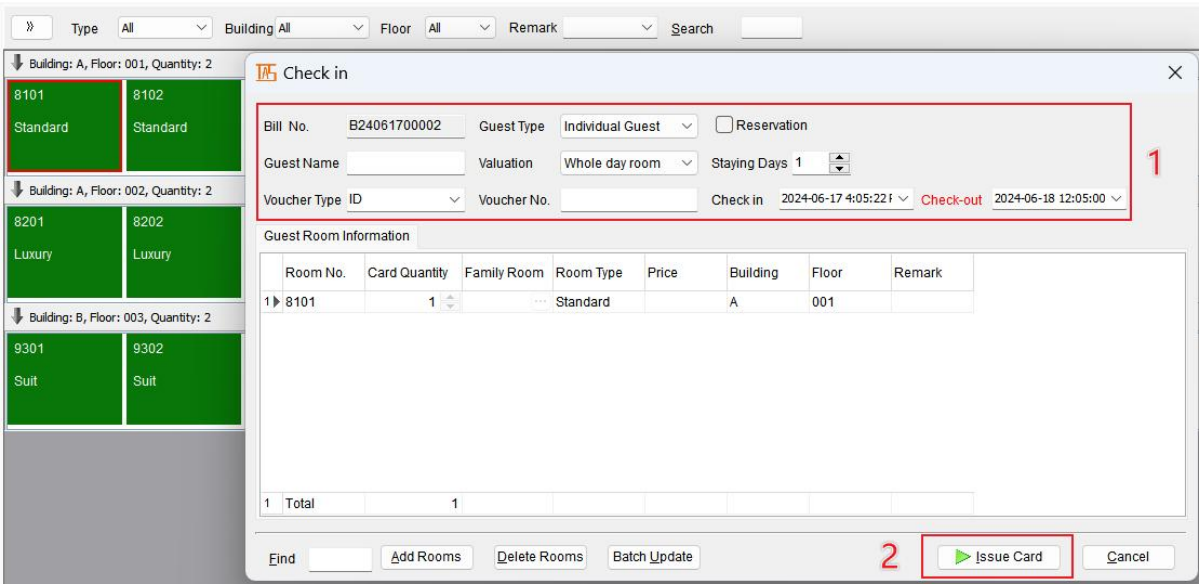


You should see all rooms listed by small green rectangles. You can also filter the room show-up page by the filter bar and filter buttons.



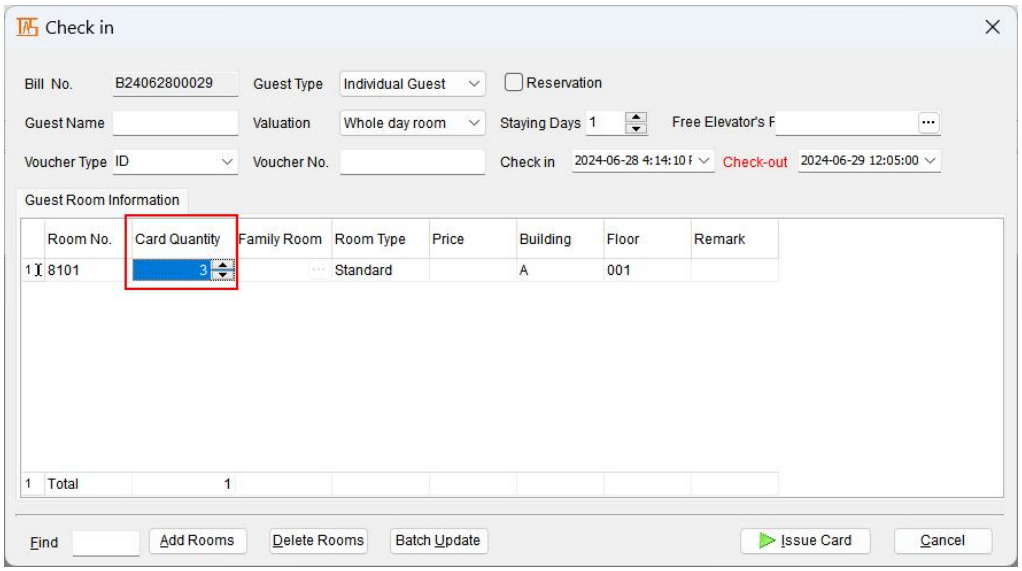
Double click a room rectangle. Fill or adjust info on prompted window. Place a blank card on encoder.

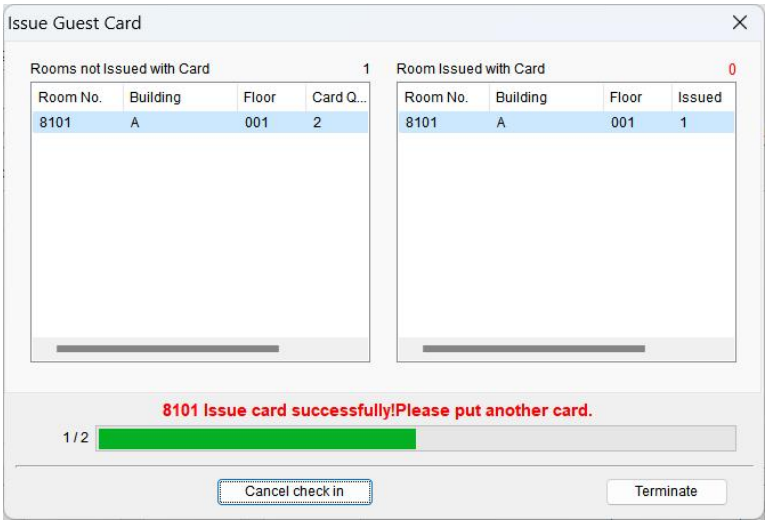
Then click ‘issue card’.



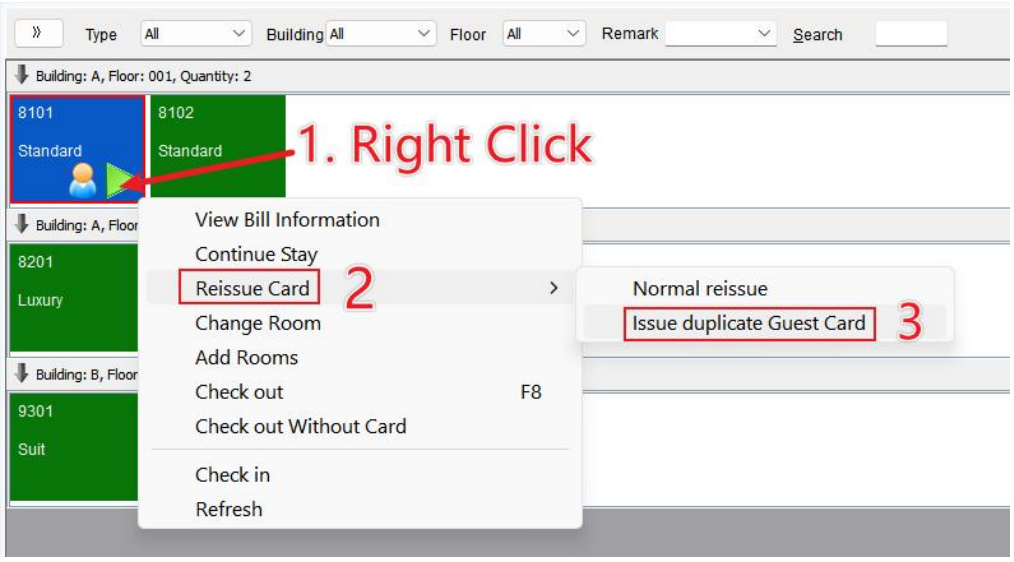
4.2. Multiple Guest Cards for one Room

If there are more than one client for one room, a couple for example, it is necessary to issue multiple cards for one room/lock. Just edit the number of cards when issuing.



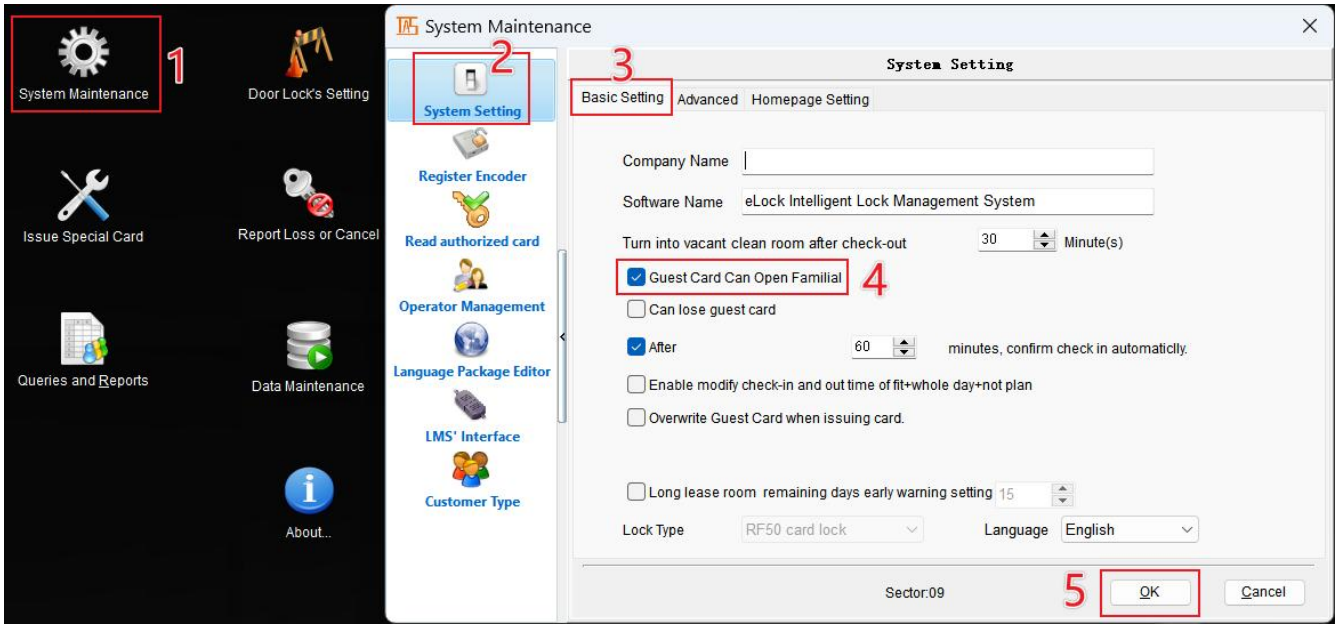


Please note the gust card can also be added later after check-in. Just right click the checked room rectangle and...

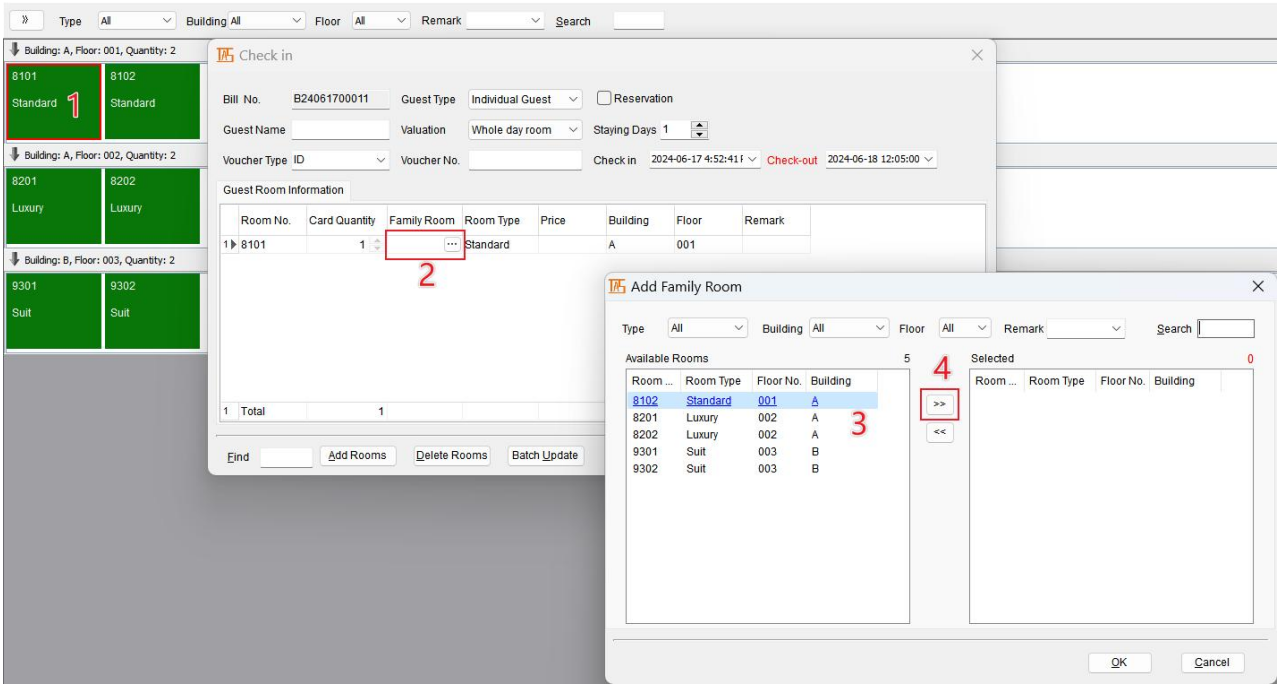


4.3. Guest Card for Multiple Rooms

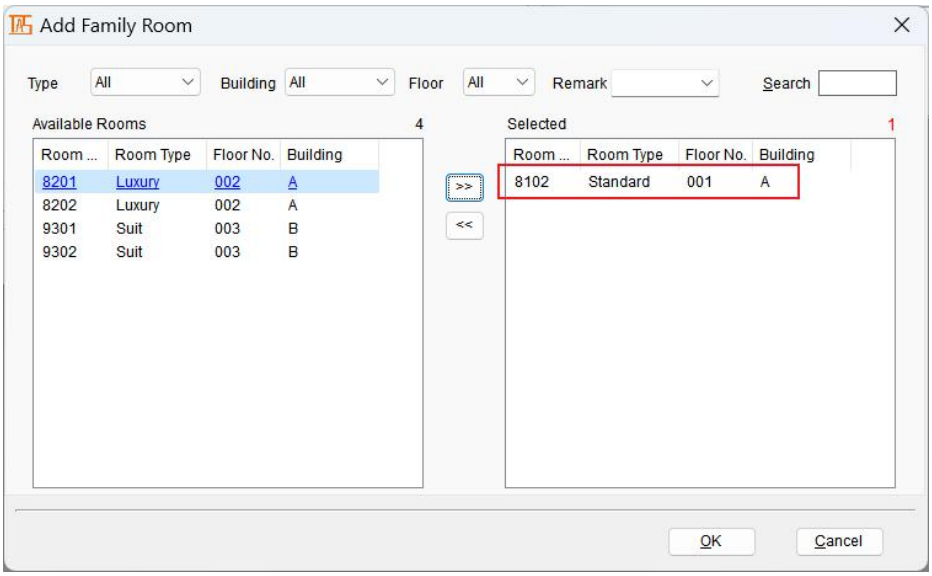
In the case a group of clients checked-in for several rooms and want to have access to each other's room. You need to use the family room function. First enable this function in 'system maintenance'.



Then go to the room status page. Let's say we need to make room 8101 and 8102 as family rooms. First double click rectangle for 8101 and click 'family room'. Then click the arrow to add 8102 to the list on the right.



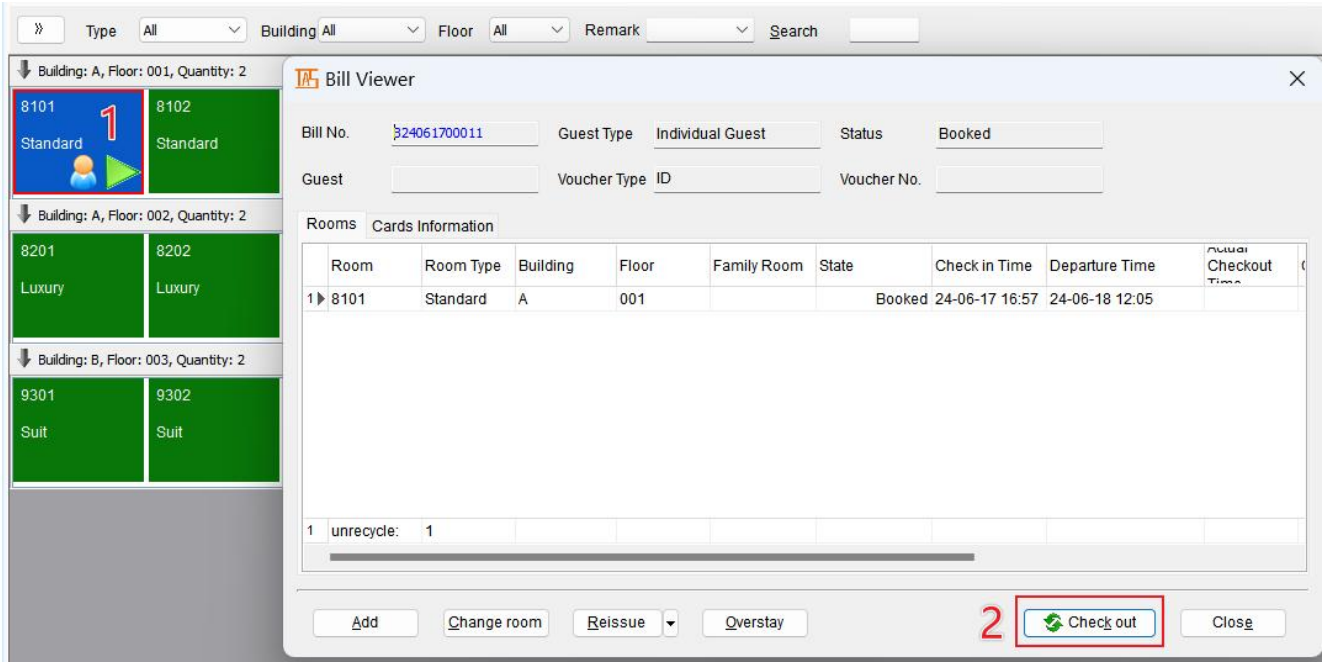
All rooms selected on the right can be opened together by the cards issued.



Repeat the procedure on check-in for 8102, but this time select 8101 to the right. If check-in successfully, cards for both 8101 and 8102 can open each other's room.

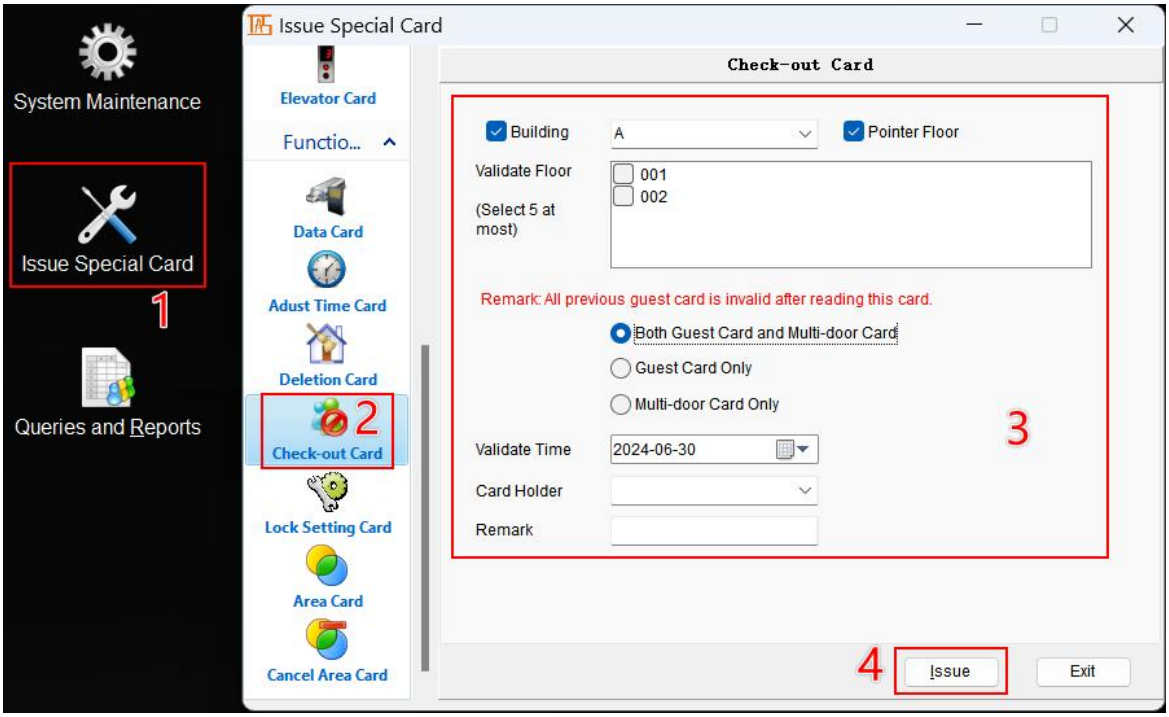
4.4. Check-Out

Go to the room status page. Double click the rectangle and click 'check-out'. Then place the card on encoder. You should hear a 'beep' which indicates operation success.

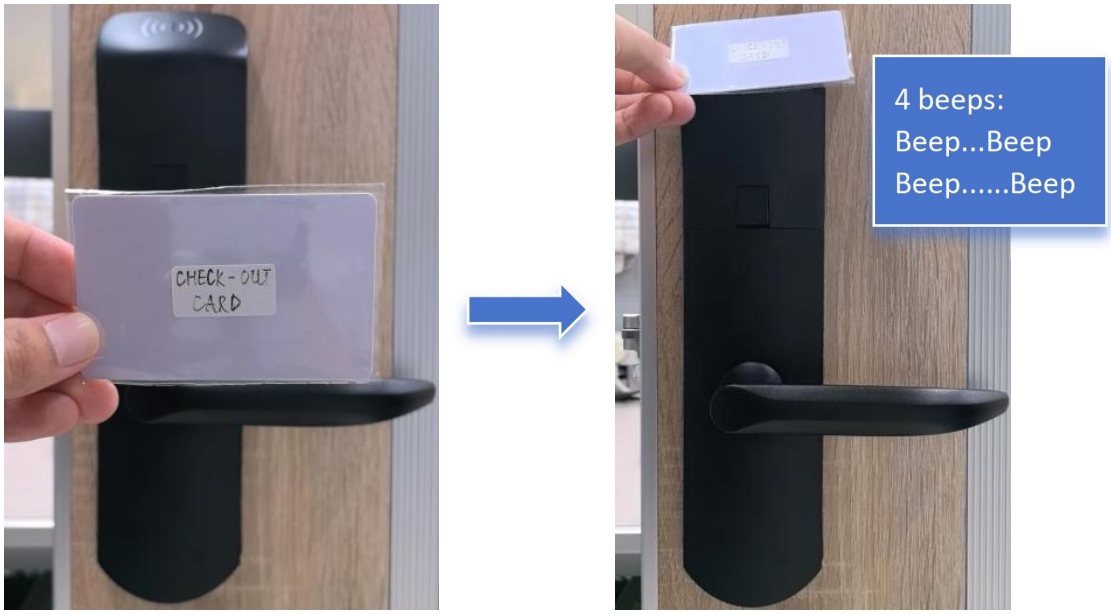


4.5. Card Lost or Stolen

If guest card is lost or stolen. First issue a **Check-out Card** in the software. Make sure the relative room/lock is in the selected range.



Then go the relative room/lock, swipe the **Check-out Card**,



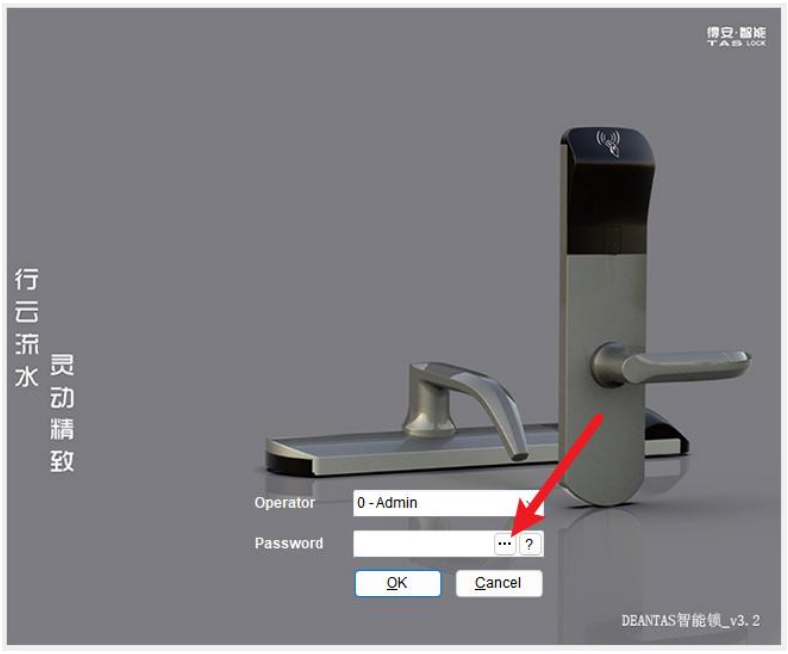
Then all previously issued guest cards and and **Multi-door card** (guest card for multiple rooms) are now disabled.

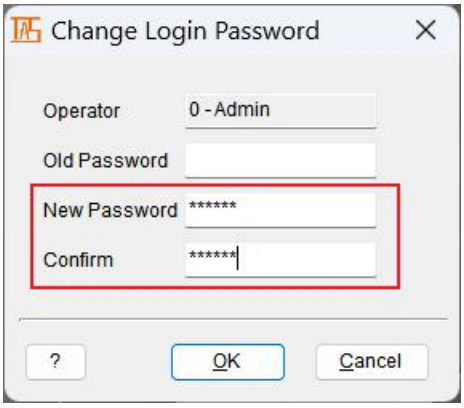
5. Property Management

5.1. Operator Management

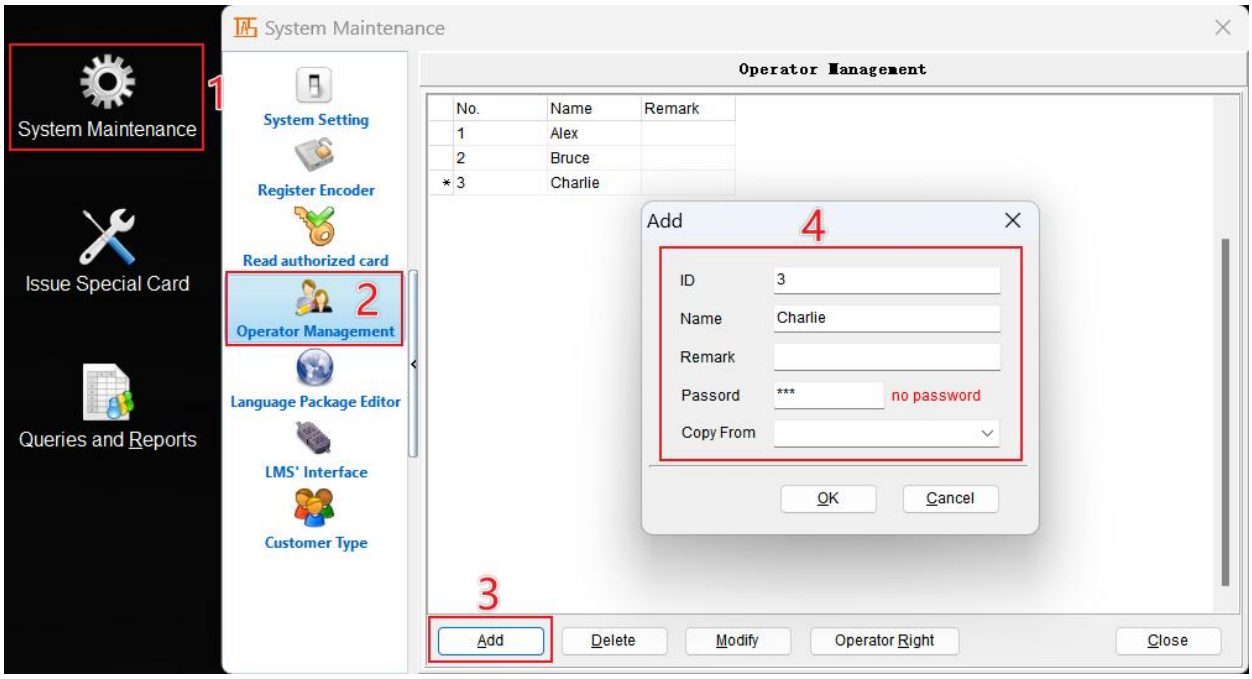
Usually there are more than one person for a property's operation and maintenance. To give different worker different permissions we can customize the operators in the software.

First set-up a password for the default Admin account which has highest authority. Open the software and click '...' in the log-in page. And then set-up the password.



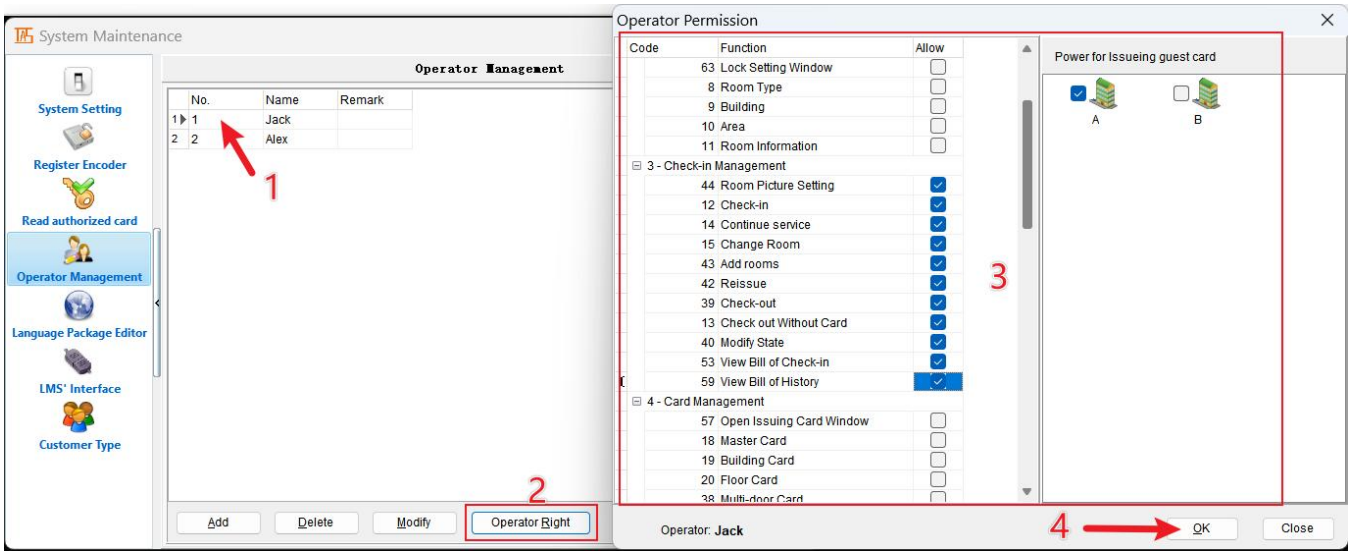


Then log into the software. On homepage click 'system maintenance', then...

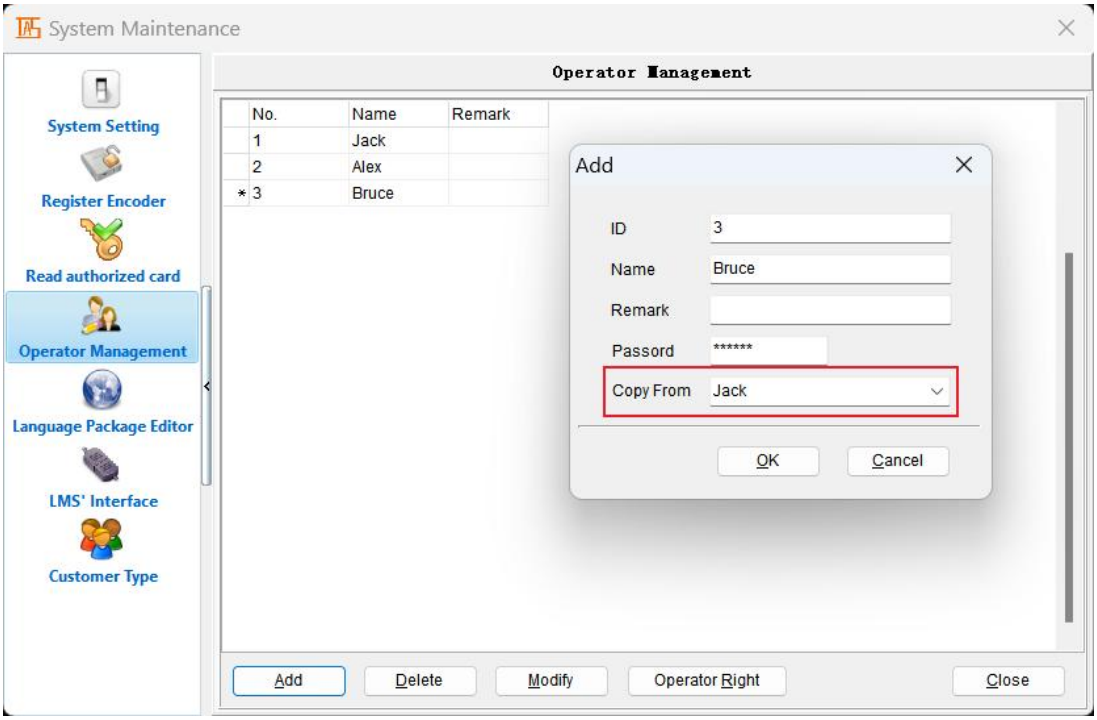


Note that there is no default password for new operator, insert one if necessary.

After adding the operator, you can change its rights/authorization.



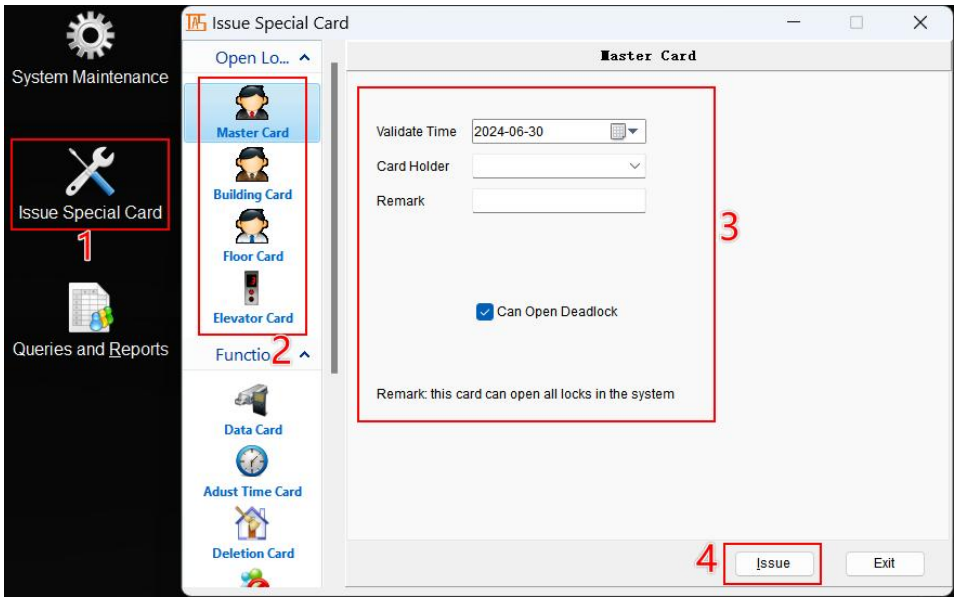
You can also copy an existing operator to make a new one with exactly the same rights.



Then let different workers log-in as different operators.

5.2. Special Card

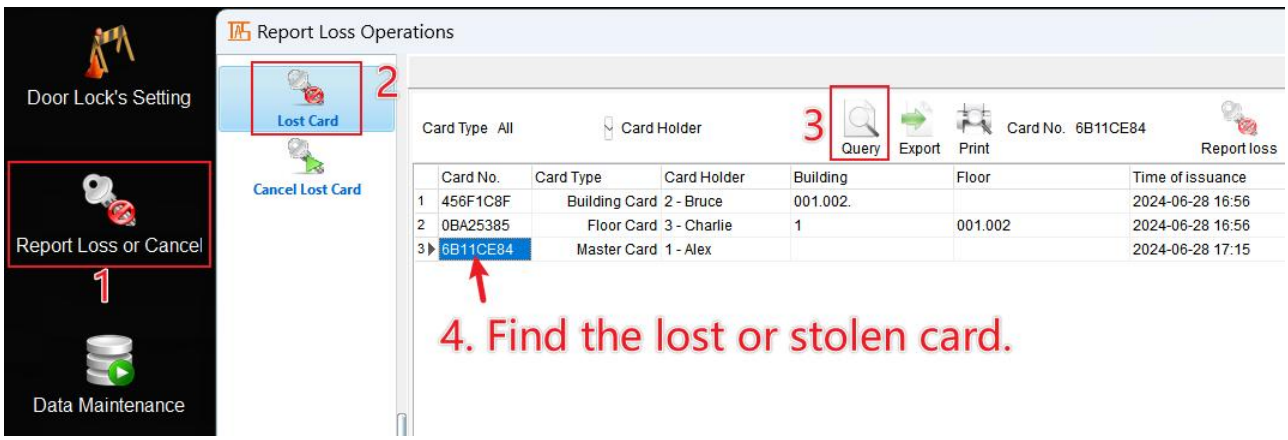
In software homepage, just click 'Issue Special Card' and select the one you wish to issue.



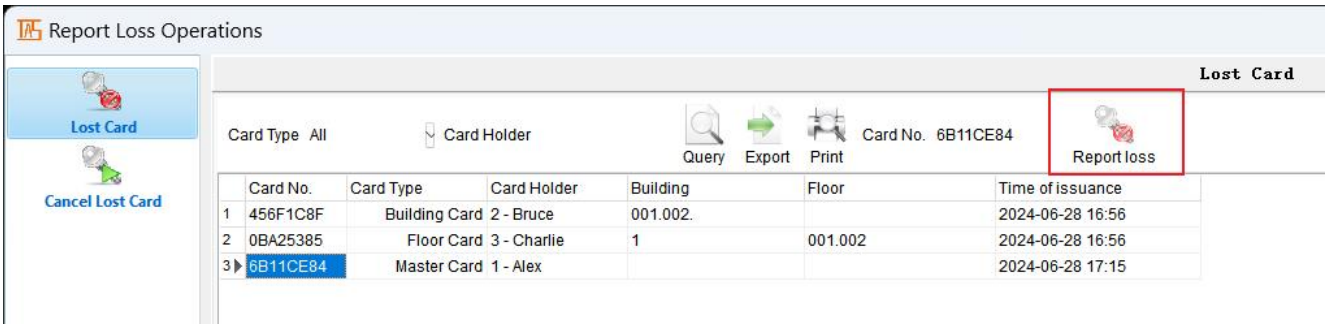
- **Master Card:** Can open all locks in the hotel. Deadlock means the lock which are double-locked from inside.
- **Building Card:** Can open all locks of selected buildings.
- **Floor Card:** Can open all locks of selected floors in selected buildings. Also used to set-up **Common Floor** of elevator is installed with **Elevator Access Control**.
- **Elevator Card:** Can give access to certain floors of elevator if the property is equipped with compatible **Elevator Access Controller**. Contact us to buy our model! Need to enable this function in system first.

5.3. Special Card Lost or Stolen

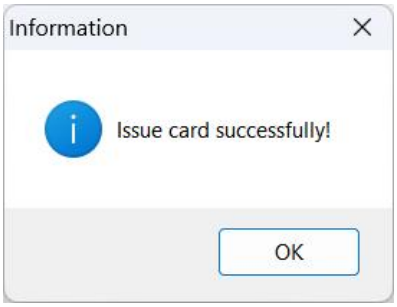
To disable a <u>lost or stolen special card</u> (briefed as **Issue Card** below), go to the software homepage and,

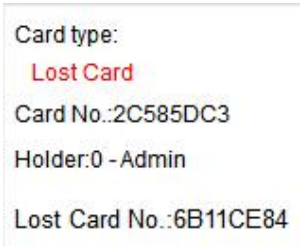


Then put a blank card on the encoder . And then Click ‘Report Loss’.



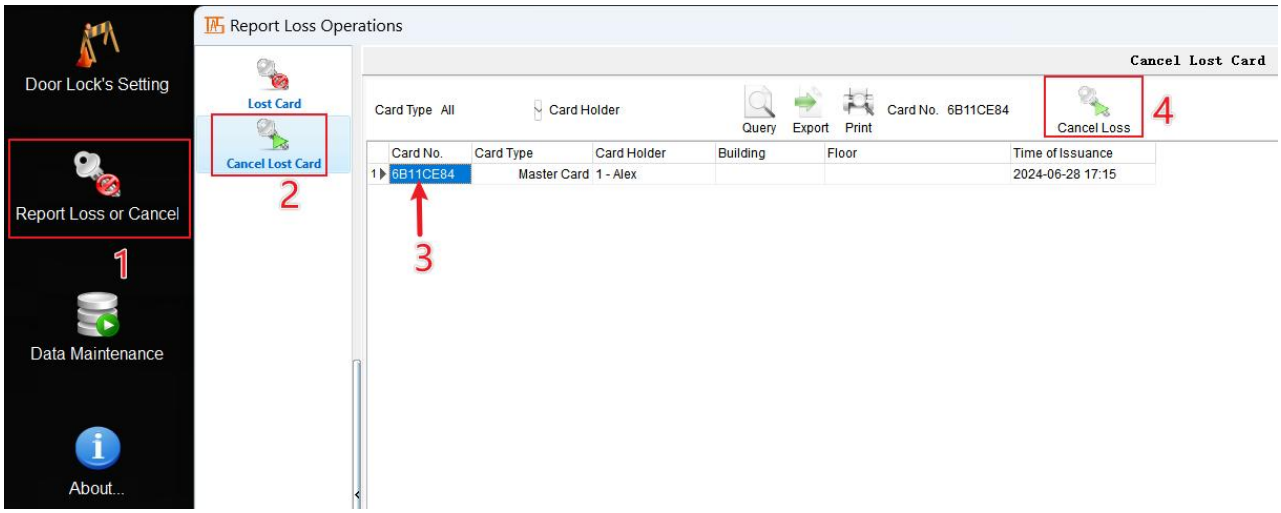
A ‘success’ window should prompt, and on the left side of homepage the card type shown is ‘Lost Card’.





Then swipe the ‘Lost Card’ directly on all locks that can be opened by **Issue Card** to disable it. For example, if the **Issue Card** is a Master Card, you need to swipe every lock in the hotel once. Therefore please becareful with all types of **Special Card**.

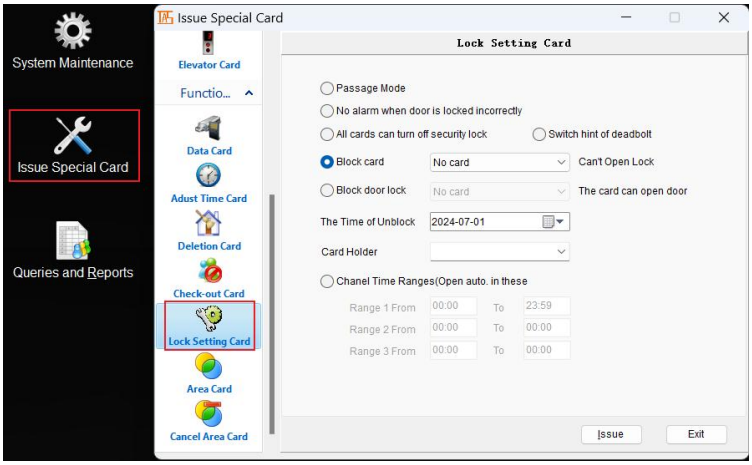
If the **Issue Card** is found later. You can enable it again by issuing a **Cancel Lost Card**.



Then swipe all locks involved again to restore access for the found **Issue Card**.

5.4. Lock Setting Card

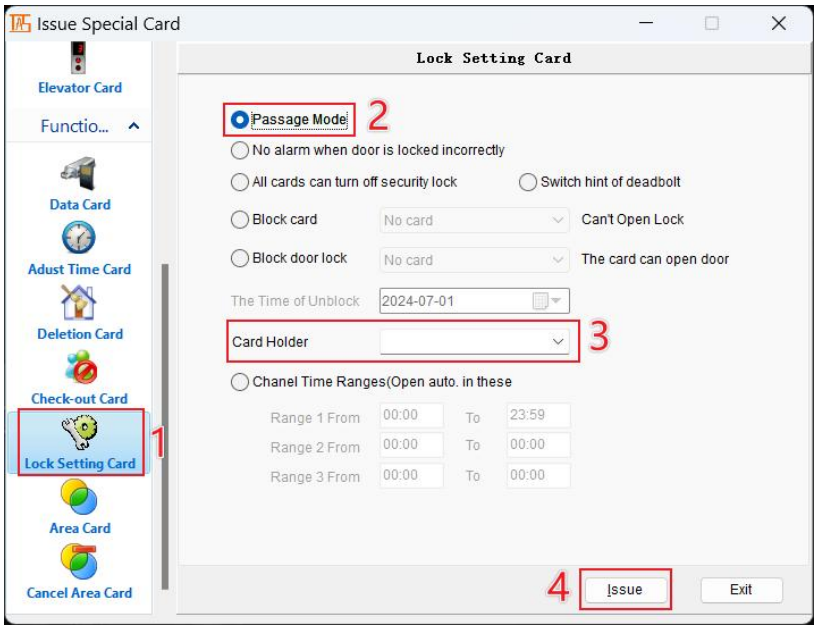
Lock Setting Card is an advanced multi-function card which usually cause issues if mis-used. So please read this section thoroughly. And make sure not to use **Lock Setting Card** if the purpose can be fulfilled by other card types. It is recommended to forbid all operators except **Admin** to issue this card. Now you have been warned. To issue this card, go to the software homepage,



As you see you can issue the **Lock Setting Card** with different functions for various purposes. And you can swipe directly on locks for all versions of **Lock Setting Card**.

(1) Passage Mode

All locks can be enabled with **Passage Mode**, which means if swiped with a valid room card, e.g. guest card or master card, the lock will remain access until next swipe. This mode is disabled by default.



Note that **passage mode** can turn on and off interchangeably by swiping **Lock Setting Card**.

(2) No alarm when door is locked incorretly

By default the lock will give continuous beep and light warning if the lock tongne is pressed instead of fully pushed into the latch (fake lock). If swiped by **Lock Setting Card** this warning will be canceled.

(3) All cards can turn off security lock

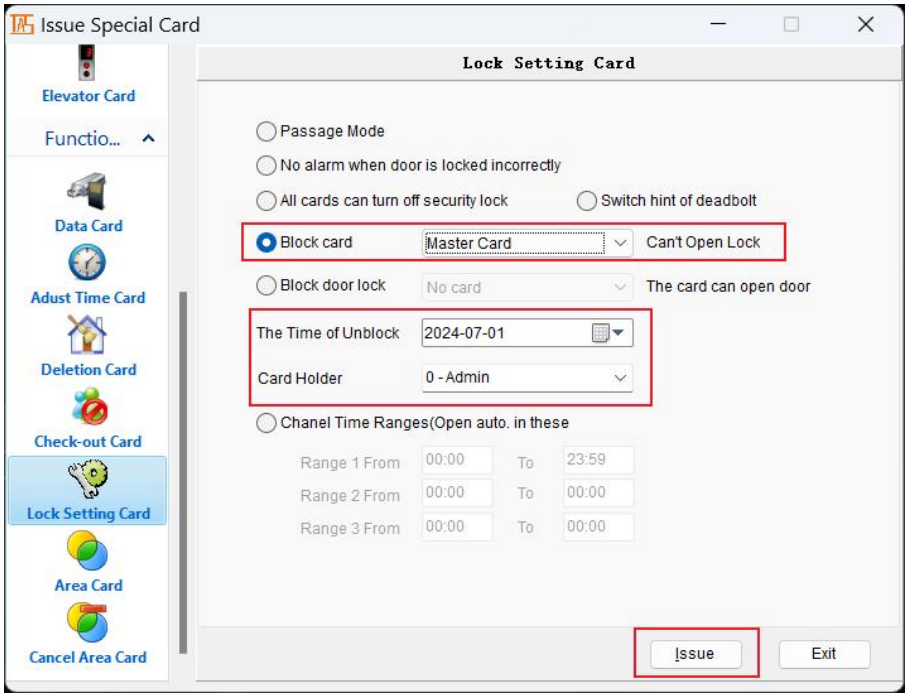
By default only **Master Card** and **Building Card** can open double-lock / deadlock / security lock. If swiped by **Lock Setting Card** with this function all cards including guest card can open double-lock.

(4) Switch hint of deadbolt

Useless. Will be removed by next version of software. Ignore it.

(5) Block Card

Choose a card type that will be disabled for access. If you select 'no card' then all cards can open lock normally. Please note by this way the lock will only disable access for one type of card. For example, if you issue two **Block Cards**, one for guest card and another for building card, the lock will only block the card type that you swiped lastly. And you can also set the period for block to work.



Please note only the lock swiped by this version of **Lock Setting Card** will work.

(6) Block door lock

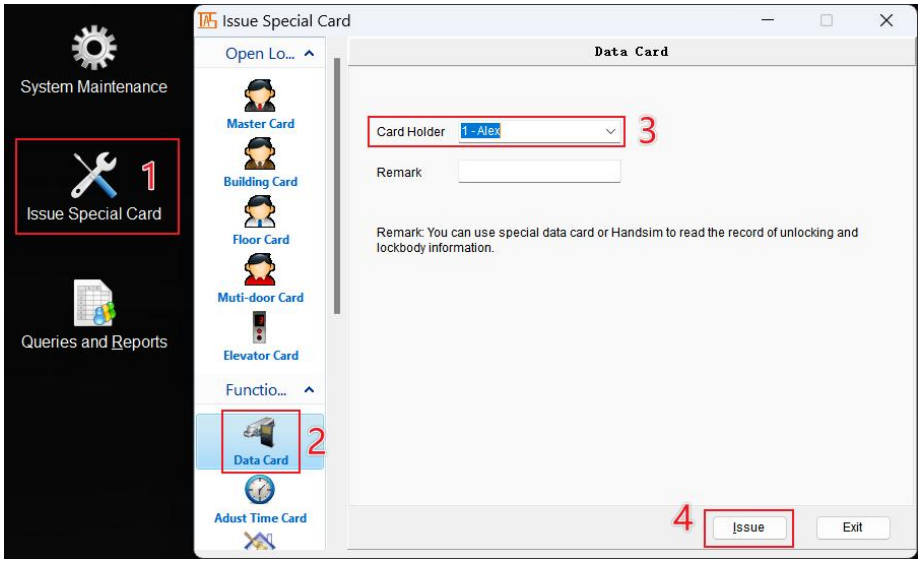
Only the chosen card type can open the lock. If you select 'no card' then no card can open lock. Please note only the lock swiped by this version of **Lock Setting Card** will work.

(7) Channel Time Ranges

The lock will automatically turn to **passage mode** for the selected time range. And will lock like normal again in other time periods.

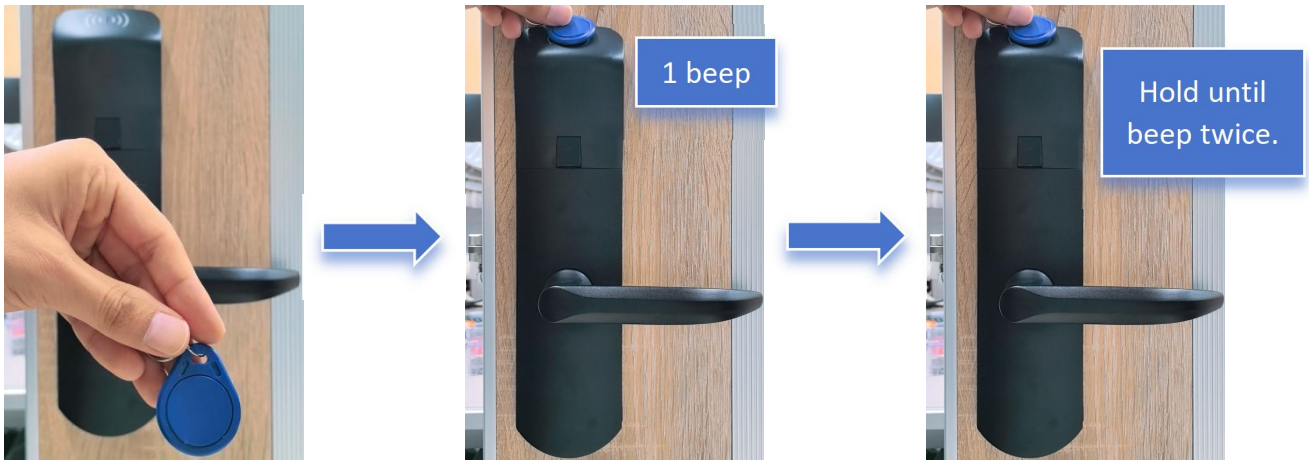
5.5. Lock-Opening Record

Get the special blue/green **Data Card** first . Then go the software, put **Data Card** on encoder then click 'issue'.

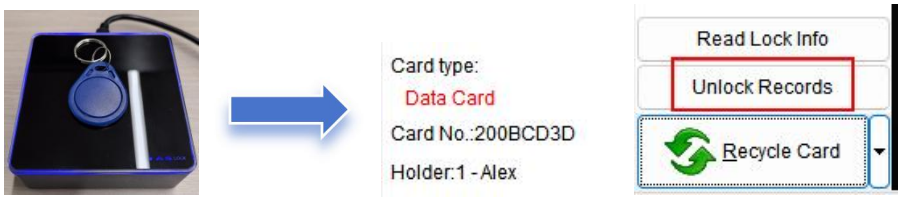


Then go to the relative lock,

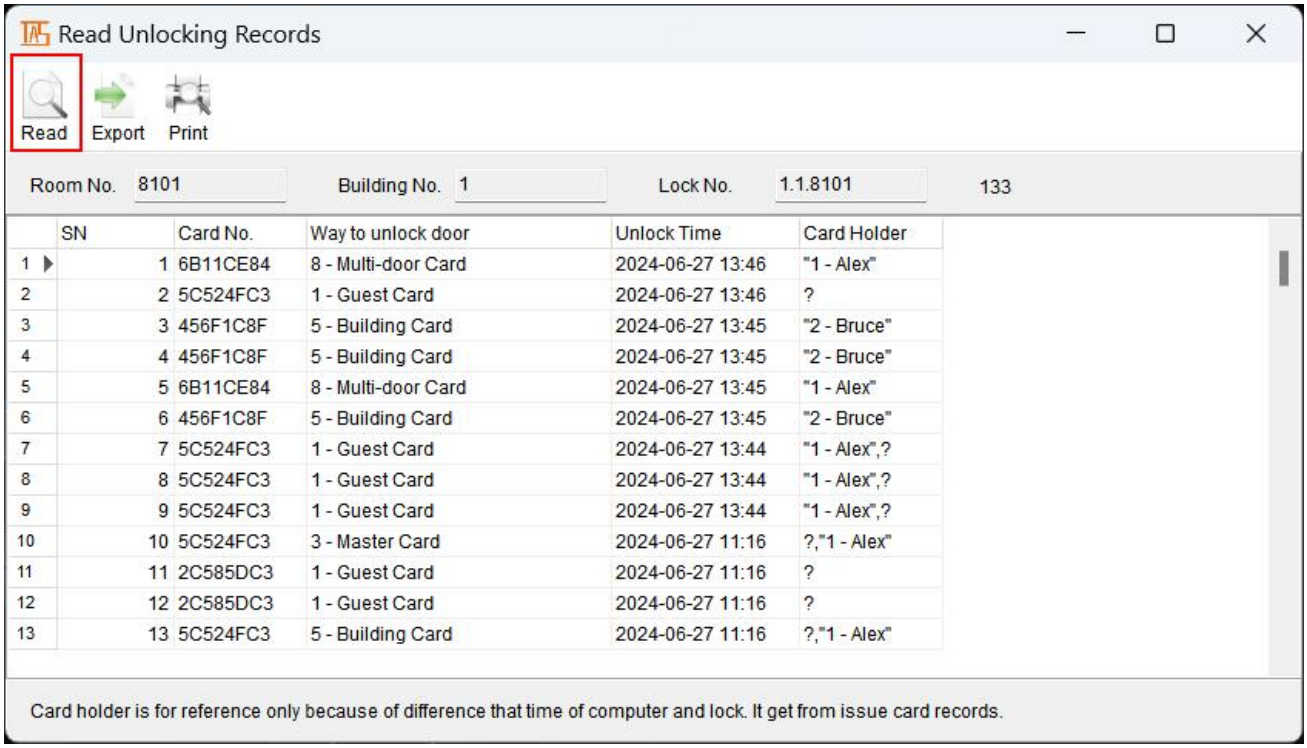
- Stick and hold the **Data Card** on the lock's induction area until lock beeps twice. It may take up to 20s to finish reading all data.



- Then go back to the software, put the **Data Card** on the encoder, on the left side of software homepage. Click 'Unlock Records'.



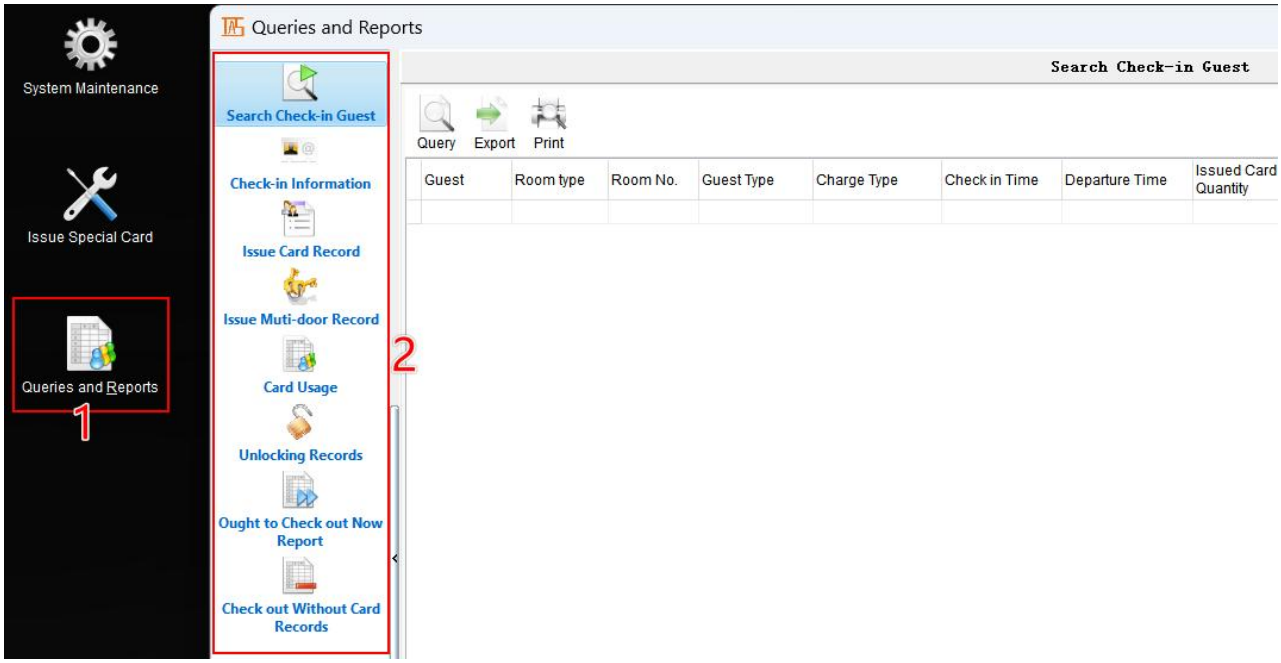
- In the prompted window, click 'read' then after a while the unlocking records will show below. You can export or print the record.



	SN	Card No.	Way to unlock door	Unlock Time	Card Holder
1	1	6B11CE84	8 - Multi-door Card	2024-06-27 13:46	"1 - Alex"
2	2	5C524FC3	1 - Guest Card	2024-06-27 13:46	?
3	3	456F1C8F	5 - Building Card	2024-06-27 13:45	"2 - Bruce"
4	4	456F1C8F	5 - Building Card	2024-06-27 13:45	"2 - Bruce"
5	5	6B11CE84	8 - Multi-door Card	2024-06-27 13:45	"1 - Alex"
6	6	456F1C8F	5 - Building Card	2024-06-27 13:45	"2 - Bruce"
7	7	5C524FC3	1 - Guest Card	2024-06-27 13:44	"1 - Alex",?
8	8	5C524FC3	1 - Guest Card	2024-06-27 13:44	"1 - Alex",?
9	9	5C524FC3	1 - Guest Card	2024-06-27 13:44	"1 - Alex",?
10	10	5C524FC3	3 - Master Card	2024-06-27 11:16	?,"1 - Alex"
11	11	2C585DC3	1 - Guest Card	2024-06-27 11:16	?
12	12	2C585DC3	1 - Guest Card	2024-06-27 11:16	?
13	13	5C524FC3	5 - Building Card	2024-06-27 11:16	?,"1 - Alex"

5.6. Other Record and Report

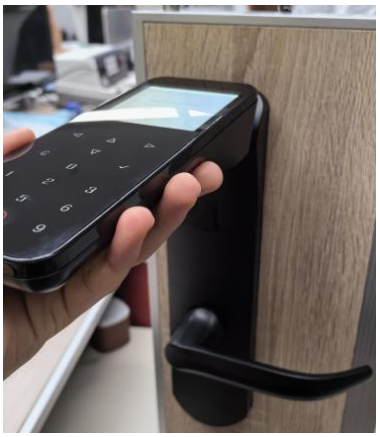
You can also search and export all kinds of data stored on the software. Such as check-in record and card-issuing record. Just go the software homepage...

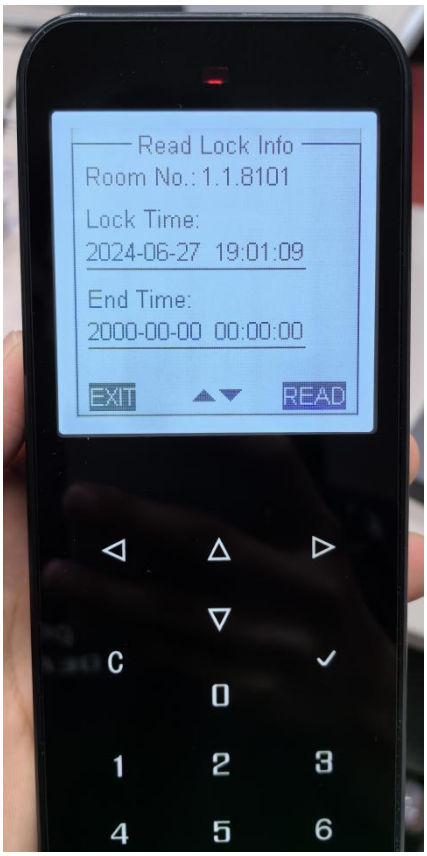


6. HandSim Handheld

Handsim handheld Set-Up Phone is a soft&hard-ware integrated and mini PMS device. It enables functions like quick lock set-up, time sync, lock diagnostic, card reading, guest card issuing, quick room check-out, lock firmware update and so on. With its intuitive and straightforward built-in operating system, it boasts a rich set of user-friendly features, making it a great assistant for hotel operations and maintenance.







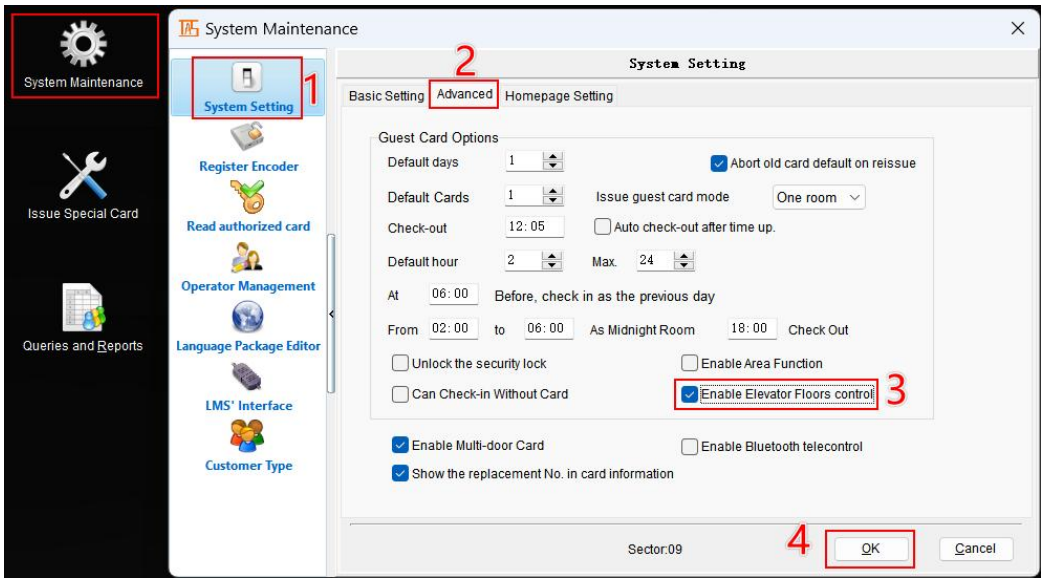
Advantages of HandSim:

- **Troubleless Set-Up:** No need to issue many installation cards. No need to sync time.
- **Effertless Maintenance:** Full diagnostics and solutions for all lock issues.
- **Seamless Security:** Extract unlocking record directly. No need to use the complicated **Data Card**.
- **Worryless Insurance:** Check-in and check-out independently if software on computer is unavailable.

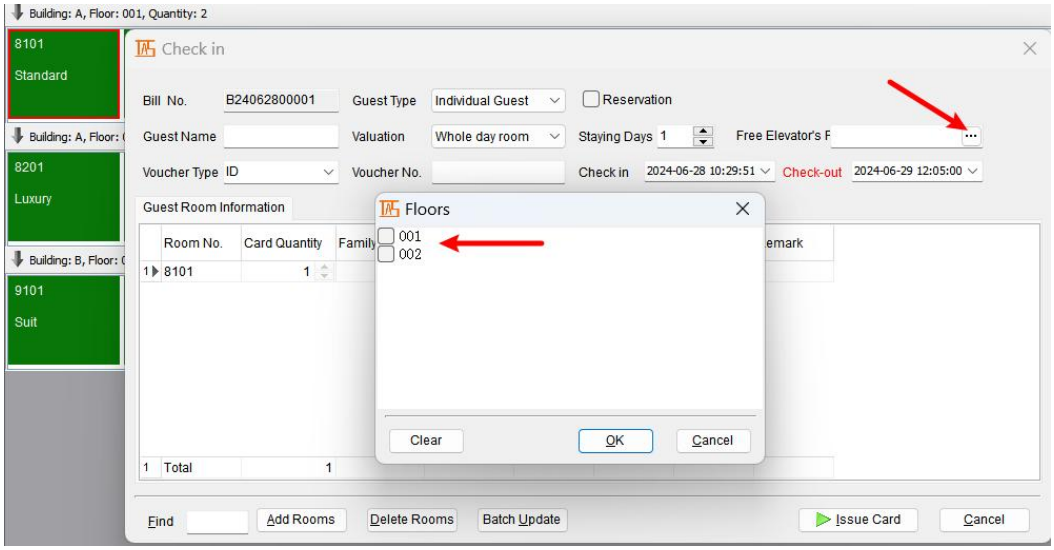
Please check the **HandSim Instruction Book** for more information. Contact us to purchase and try it!

7. Elevator Access Control

The software can also be used to control the elevator if the property is installed with our **Elevator Access Controller**. First go the software homepage,



Then you can choose the floor access when check-in,



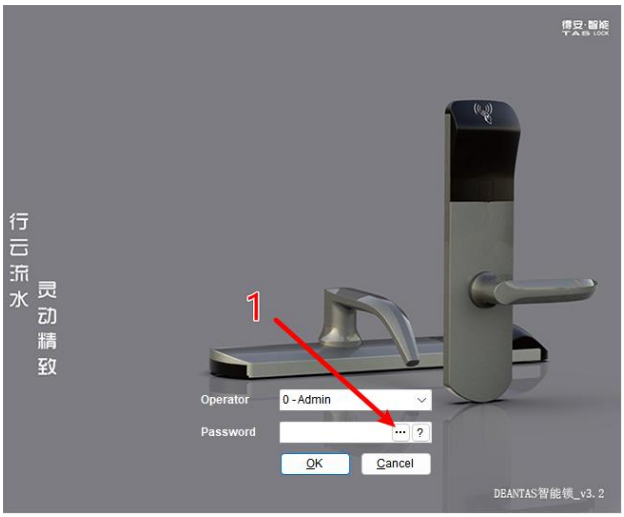
For more information, please check the **Elevator Access Control Instruction Book**. Contact us to buy it!

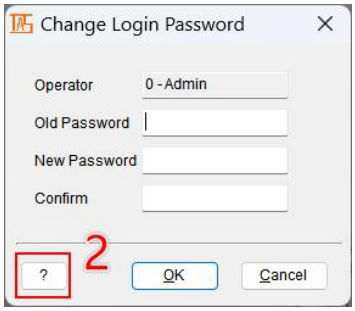




8. Forget Password Solution

If you forget the password, send the recovery code to us to restore it.

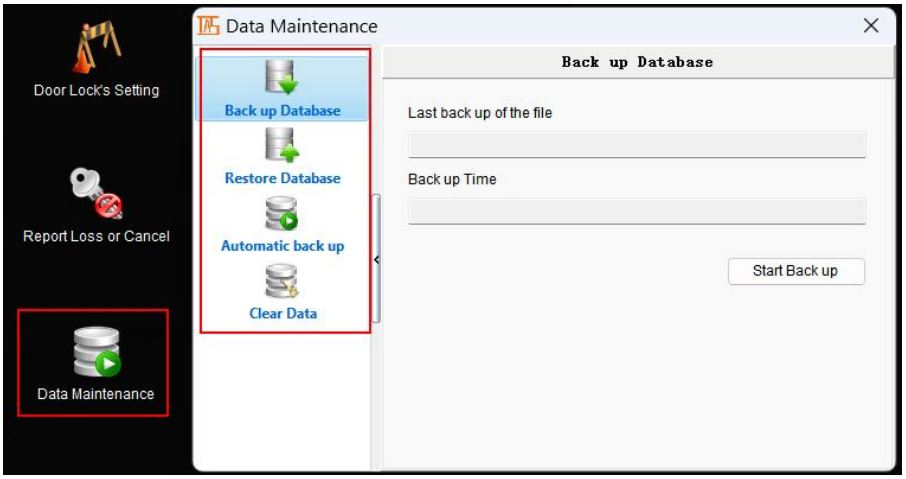




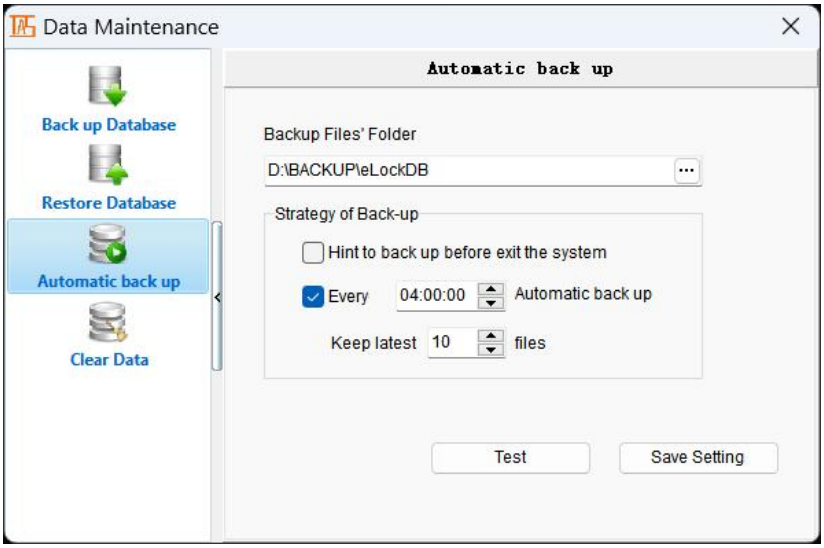


9. Data Back-up & Recovery

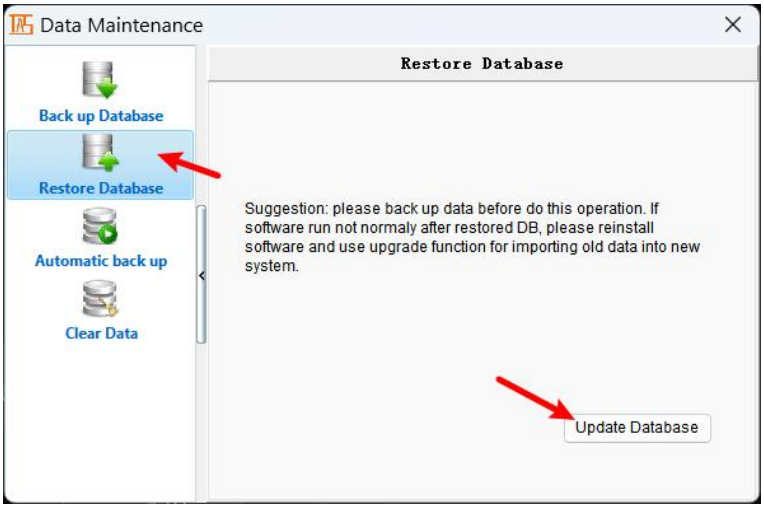
It is recommended to regularly back-up software data for unexpected accidents. Go to the software homepage then,

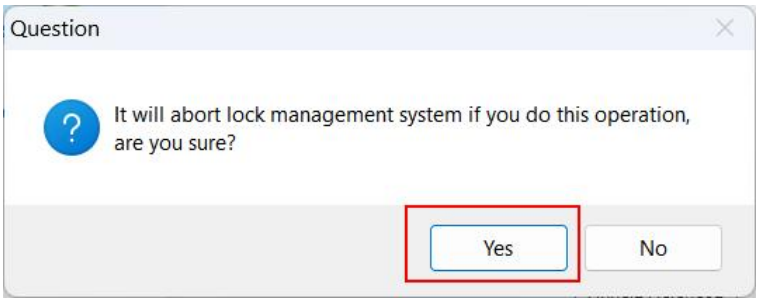


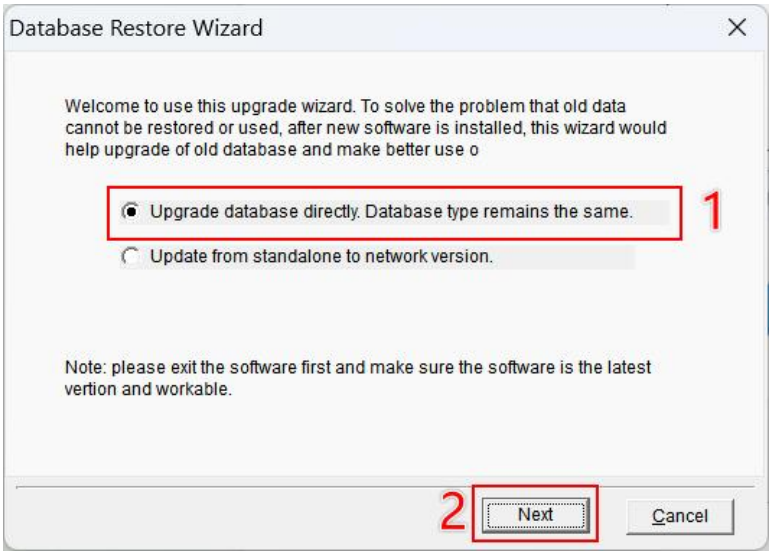
Can back-up data manually or automatically,

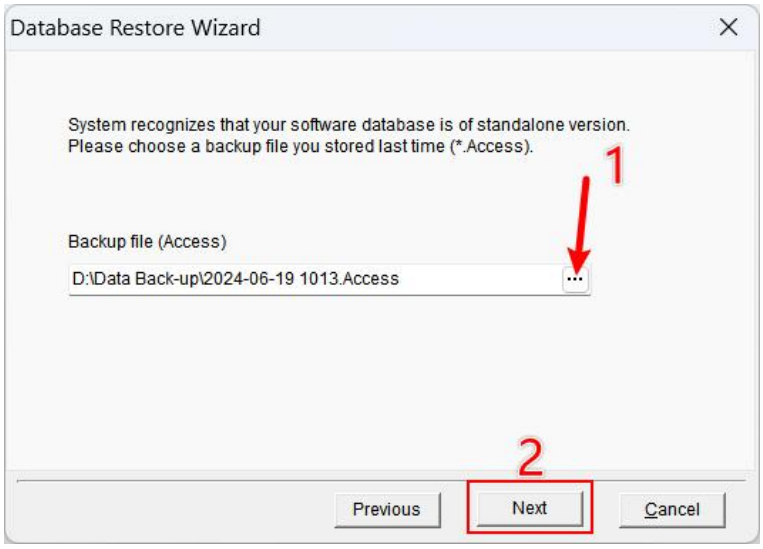


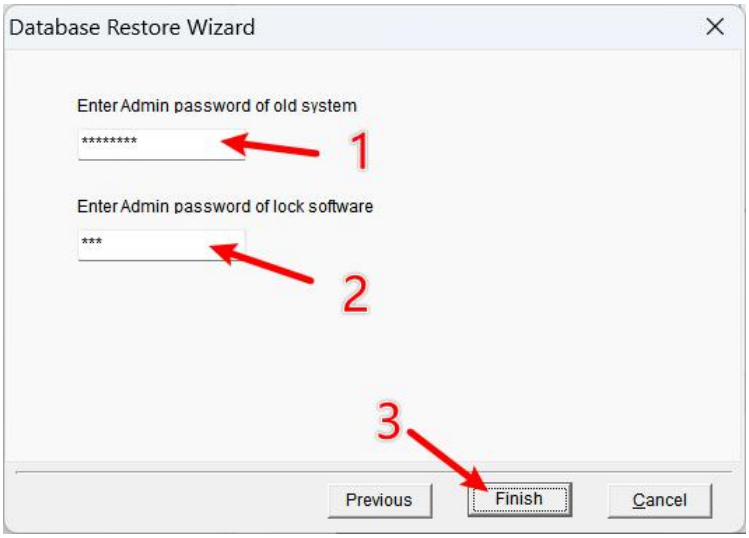
To restore data (usually when software is re-installed), click ‘Restore Database’ and then,

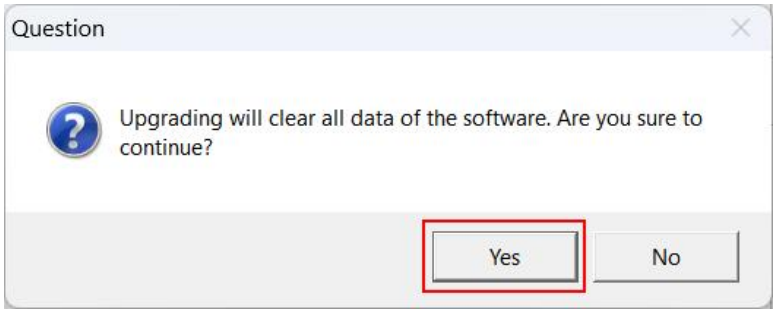


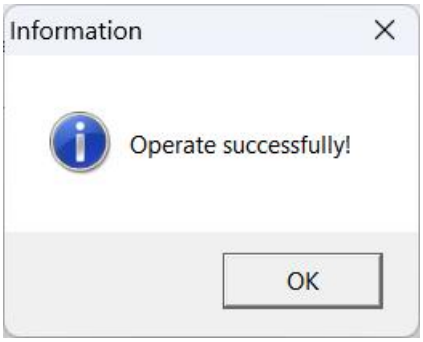








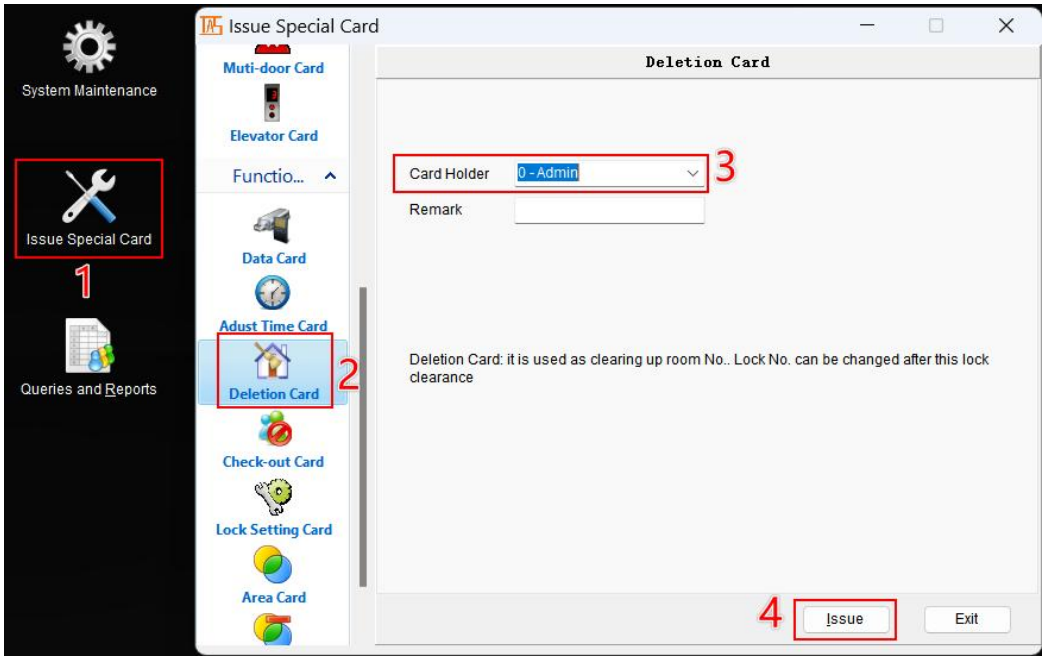




Reopen the software, the data should be restored. Please note you will need to read the **Authorization Card** again if software is re-installed. Click here to see how.

10. Initialize door lock

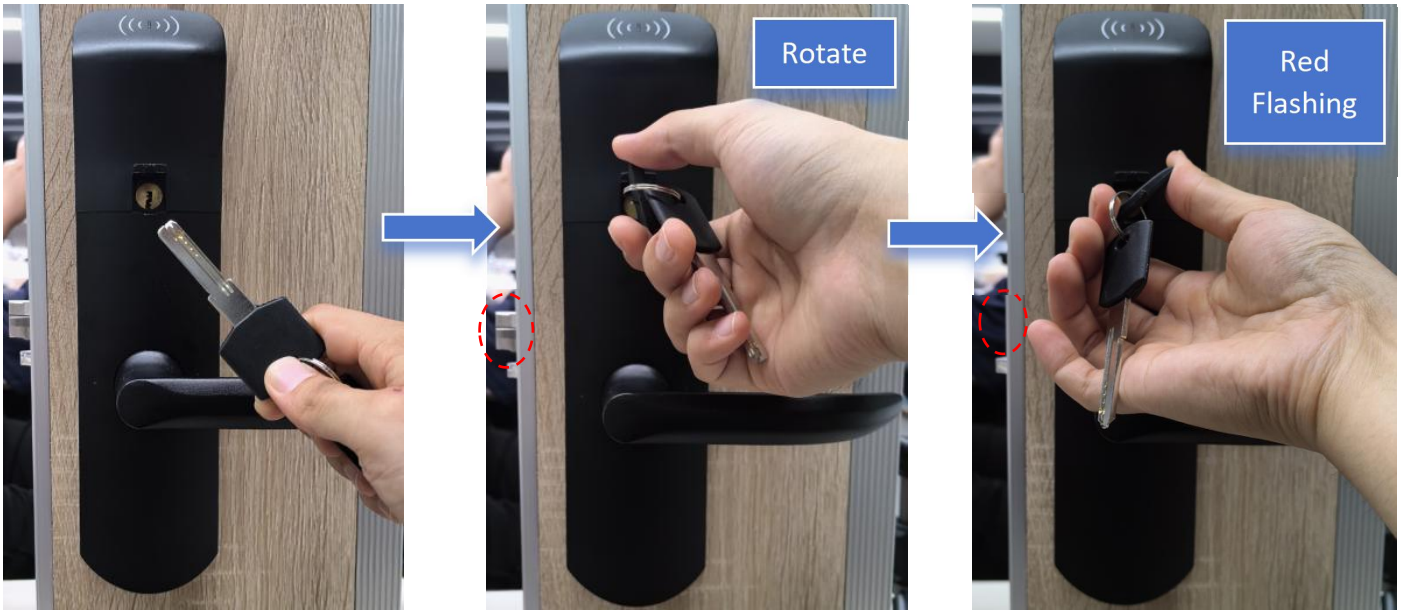
To clear up lock number data and initialize the lock to the default settings. Issue the ‘Deletion Card’ in the software.

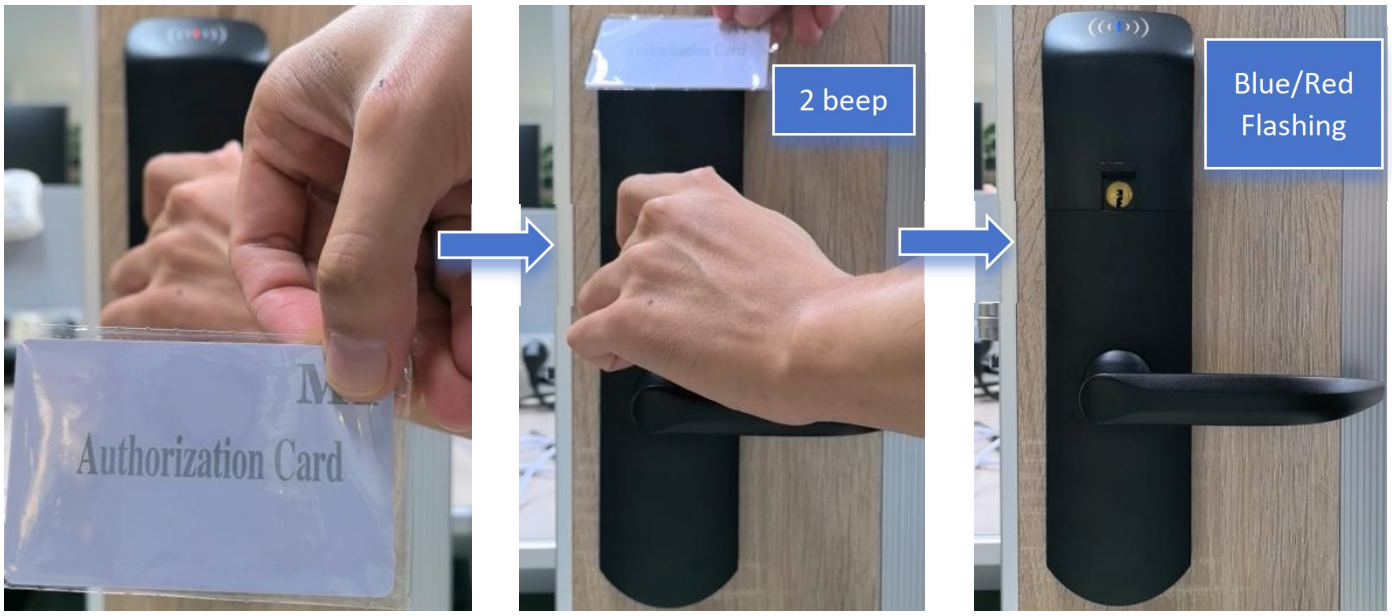


Then go the relative lock, swipe the ‘Deletion Card’ directly.



If unable to initialize lock by swiping 'Deletion Card', use the mechanical key with **Authorization Card** to completely erase all data on lock.





11. Trouble Shooting

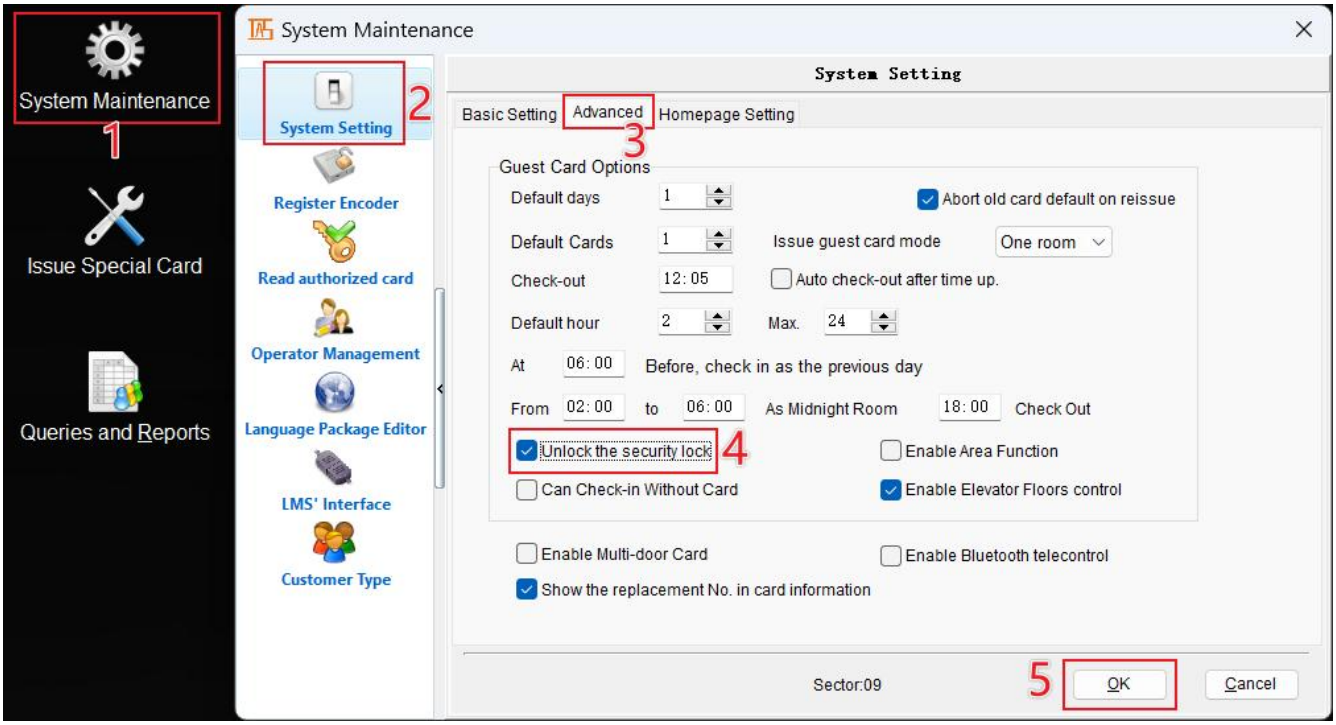
Sound-Light Warnings of Lock	
Type of Warning	**Meaning and Solution.**
1 short-beep and 1 red light flashing.	Time on lock is faster. Sync time again. Click here to see how. **OR** The guest card is disabled by **Check-out Card**. Just check-in again.
2 short-beeps with 2 red light flashing.	The lock is with double lock / deadlock / security lock. Can enable guest card to open security lock/deadlock in the system setting. Click here to see how.
3 short-beeps with 3 red light flashing.	Wrong room number / building number / floor number. Please check whether the card issued matches with room/lock number.
4 short-beeps with 4 red light flashing.	Card is set as lost or stolen. Swipe the lock with **Cancel Lost Card** to lift the restriction. Click here to see how.
6 short-beeps with 6 red light flashing.	Wrong Authorization Code. Need to make sure the code on software is the same as on locks. Click here to see how to fix.
7 short-beeps with 7 red light flashing.	The lock has already been set-up by installation card. If you want to overwrite please swipe **Authorization Card** first.
8 short-beeps with 8 red light flashing.	The card type is blocked by the **Lock Setting Card**. Click here to see how to cancel this setting.
10 short-beeps with 10 red light flashing.	The card is replaced by a new card. Just issue it again on software.
1 short beep and 1 long beep with blue light.	Swiping / Setting successful. Usually happens after swiping **Authorization / Installation / Time Sync / Lock Setting card**.
BeepBeep...BeepBeep... BeepBeep Three continuous pairs of short beeps.	Low voltage warning, please replace with new batteries. Guest card can still unlock but master card cannot.
BeepBeepBeep..... Continuous Beeping.	Voltage level critically low, can't unlock by any card. Please open by mechanical key and replace with new batteries.

- **Enable guest card to open double lock / deadlock / security lock.**

Lock in double lock / deadlock /security lock means extra lock. Usually done by uplifting handle inside room.



By default, the guest card cannot open double lock. To enable guest card with this function, go to the software homepage and then,

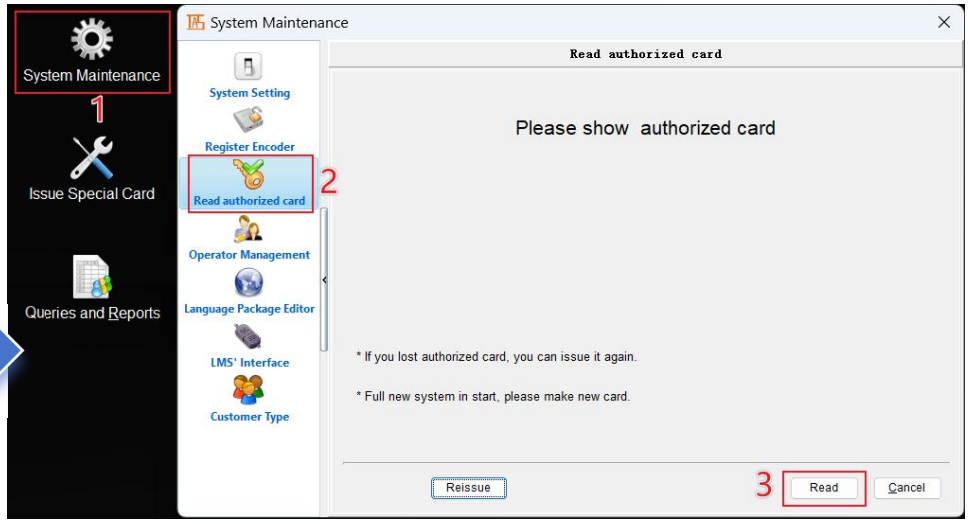


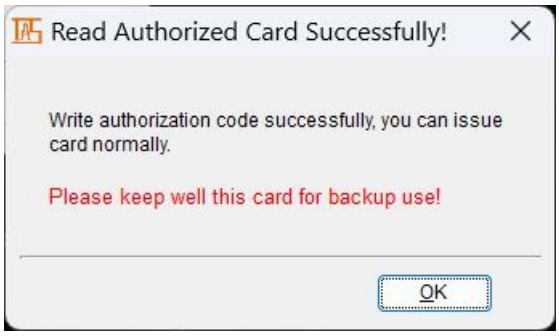
Then all guest cards issued later can open double lock.

- **Authorization Code Synchronization**

If accidentally read the wrong card when supposed to read **Authorization Card**. The software would use the wrong **Authorization Code** thus all cards issued will be denied by locks. To sync the code again, connect the encoder, put the correct **Authorization Card** on top, then open the software.







AUTHORIZATION CARD IS VERY IMPORTANT! PLEASE KEEP IT SAFE!

12. Windows Date Format Bug fix

If having issues like can't issue card or **Master Card** can only be valid for one day. This is usually because of the Windows Date & Time format. Just change the date display format to YYYY-MM-DD and restart the software to re-issue cards.

