



BEYOND SECURITY



# Reference Manual

Next Generation FDU

# Next Generation Front Desk Unit Reference Manual

Second Edition

A publication of  
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## **American User's Information – FCC Compliance Statement**

### **Warning**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### **Note:**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The user may find the following booklet prepared by the federal Communications Commission helpful: "How to identify and Resolve Radio-TV interference Problems." This booklet is available from the Government Printing Office, Washington, DC, 20402. Stock # 004-000-00345-4.

## **European User's Information – Declaration of Conformity**

This device complies with the EMC Directive 89/336/EEC (amended by 92/31/EEC and 93/68/EEC for a class A digital device. It has been tested and found to comply with EN50081-2: 1993 (EN55011:1991) and EN50082-2:1995 (EN61000-4-2:1995 and ENV50140:1993).

### **Note for Contactless 790 and Confidant RFID customers:**

#### **Statement according to FCC part 15.105**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and receiver; Consult the dealer or an experienced radio/TV technician for help.

#### **Statement according to FCC part 15.21**

Modifications not expressly approved by Kaba Ilco could void the user's authority to operate the equipment.

#### **Statement according to FCC part 15.19**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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## Introduction

This Reference Manual outlines how to use the Next Generation Front Desk Unit (FDU).

Guest Service Attendants at the front desk use the FDU primarily to encode Guest keycards, while management can use the FDU to make staff (submaster) keycards and to set system parameters.

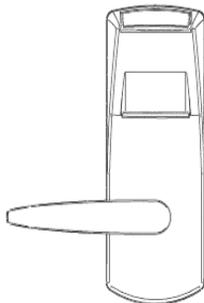


Full audit tracking capability is built into the FDU. Together with the lock audit trail, this information can determine which keycard was used to open a door and who issued that keycard.

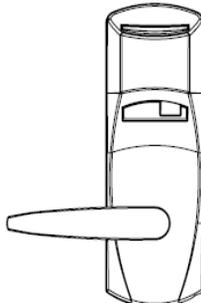
The FDU has a serial port for communication with a Property Management System (PMS) and ports for transferring data to a standard USB memory stick.

The FDU has an integrated Magstripe encoder and can also drive the Contactless encoder (for the 790 / Confidant RFID locks) via its USB port.

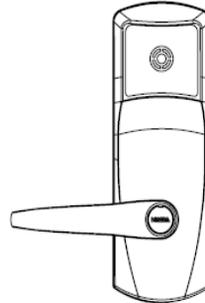
The following locks are also referenced:



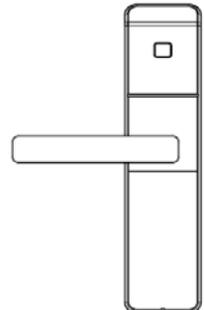
**Generation E-760**



**The Electronic 770**



**The Contactless 790**



**Confidant RFID**

The additional read-write features of the Contactless 790 and Confidant RFID (that do not apply to the other lock models) are outlined in this manual. The associated Remote Access Controllers (RACs) and Exit Device Operators are also referenced.

## Keycards

The FDU can encode two types of keycards: magstripe or Mifare (ISO 14443A 4 Byte NUID) keycards for the Contactless 790 / Confidant RFID locks.

### Magstripe Keycards:

Available in Low or High Coercivity. High Coercivity keycards are slightly more expensive but are less likely to demagnetize. No audit trail is memorized. Hotels can have either Low or High Coercivity encoding, not both.

### Contactless (Mifare 14443A) Keycards

Available in Mini, 1K or 4K versions. Mini is the most cost effective but has no memory to record audit trail (ideal for guest). 1K keycards have 80 event audit trails (ideal for staff keycards). 4K keycards have 300 event audit trails (ideal for lock audit keycards).

The following table outlines the different types of keycard that are available and compatible with each lock and their usages.

Keycard Type	Lock Compatibility			Keycard Use				
	Solitaire 710-II	Generation E-760 Electronic 770	Contactless 790 and Confidant RFID	FDU Auth.	Guest	Lock Action or Reset	Staff	Lock Audit
Magstripe Low Coercivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Magstripe High Coercivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
MIFARE Mini (Guest)			<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
MIFARE 1k (Staff)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
MIFARE 4k (Audit)			<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Chapter 1 Guest Keycard Menu

### 1.1 Guest Keycard

The information encoded on the guest keycard includes the room or suite number, the time it was created, the time it will expire, and a variety of other available options.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: When FDA or FDA PIN# is used, default menu is set to enter room number for guest keycard.)

2. Press 1 to select "Guest Keycard" menu.
3. Press 1 to select "Guest" menu.
4. Enter room number 101 (example).
5. Other options can be changed such as Nights, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
6. When all options are set to encode the keycard, press <↵>.
7. Insert and swipe a blank guest keycard and/or present up to two cards at a time to Contactless Encoder (for 790 / Confidant RFID locks)
8. Your Guest Keycard has now been created for room 101.

### 1.2 Adjoining Suites

Opens each door of a combination of up to 15 individual guest rooms, within a 15 room number range.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <⬆> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 2 to select "Adjoining Suite" menu.
5. Enter Main room number 106 (example).
6. Use arrow down <▼> to add other rooms.

7. Press the right <▶> arrow to access the available rooms to be selected, such as 107 and 108 (example).
8. When all the rooms have been chosen, press <↵>.
9. Other options can be changed such as Nights, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
10. When all options are set to encode the keycard, press <↵>.
11. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
12. Your Adjoining Suite keycard has now been created for rooms 106,107 and 108.

### 1.3 Common Door Suites

Opens the common door and up to 8 inner doors that apply to a guest occupying a Common Door Suite.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. If the user level is FDA, press the <⬆> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 3 to select "Common Door Suite" menu.
5. Enter Main Suite number 250 (example).
6. Use arrow down <▼> to add other suite rooms.
7. Press the right <▶> arrow to access the available Suites to be selected, such as 251, and 252, (example).
8. When all the suites have been chosen, press <↵>.
9. Other options can be changed such as Nights, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
10. When all options are set to encode the keycard. Press <↵>.
11. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).

12. Your Common Door Suite keycard has now been created for rooms 250, 251, and 252.

### 1.4 Guest One Shot Keycard

A one shot keycard will open a guest room door once and is valid for one hour. It does not open common area doors.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 4 to select "One Shot" menu.
5. Enter room number 101 (example) and press <↵>.
6. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Confidant RFID locks)
7. Your Guest One Shot keycard has now been created for room 101.

### 1.5 Convention Suite

Opens each door of a Convention Suite. Convention suites are used when the rooms to be keyed alike do not fit within a 15 room number range (see A.3 – Adjoining Suite). The lock on each door of the convention suite must be assigned a convention number using a Convention Suite Reset keycard.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 5 to select "One Shot" menu.
5. Enter Suite number 200 (example).
6. Other options can be changed such as Nights, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
7. When all options are set to encode the keycard, press <↵>.

8. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
9. Your Convention Suite keycard has now been created for Suite 200.

## 1.6 Pre-Registered Guest

It can be made up to 10 days before the guest's registration begins.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 6 to select "Pre-Registered Guest" menu.
5. Enter room number 350 (example).
6. Press the right <▶> arrow to access the Date menu when the Keycard will be used in the lock. Note: Pre-Registered cards can be made up to 10 days in advance maximum. Press <⏴> when Date has been chosen.
7. Other options can be changed such as, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
8. When all options are set to encode the keycard, press <⏴>.
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. Your Pre-Registered Guest keycard has now been created for Room 350

## 1.7 Pre-Registered Adjoining Suites

It can be made up to 10 days before the guest's registration begins.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 7 to select "Pre-Registered Adjoining Suite" menu.

5. Enter Main room number 455 (example).
6. Use arrow down <▼> to add other rooms.
7. Press the right <▶> arrow to access the available rooms to be selected, such as 456 and 457 (example).
8. When all the rooms have been chosen, press <↵>.
9. Press the right <▶> arrow to access the Date menu when the Keycard will be used in the lock. Note: Pre-Registered Adjoining Suit cards can be made up to 10 days in advance maximum. Press <↵> when Date has been chosen.
10. Other options can be changed such as, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
11. When all options are set to encode the keycard, press <↵>.
12. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
13. Your Pre-Registered Adjoining Suite keycard has now been created for Rooms 455, 456, and 457.

## 1.8 Pre-Registered Common Door Suites

It can be made up to 10 days before the guest's registration begins.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 1 to select "Guest Keycard" menu.
4. Press 8 to select "Pre-Registered Common Door Suite" menu.
5. Enter Main Suite number 574 (example).
6. Use arrow down <▼> to add other rooms.
7. Press the right <▶> arrow to access the available rooms to be selected, such as 575, and 576 (example).
8. When all the rooms have been chosen, press <↵>.
9. Press the right <▶> arrow to access the Date menu when the Keycard will be used in the lock. Note: Pre-Registered Common Door Suite cards

can be made up to 10 days in advance maximum. Press <↓> when Date has been chosen.

10. Other options can be changed such as, Expiry Hour, New or Duplicate Key, and any other options enabled in the FDU. Use the arrow down <▼> button to change selections.
11. When all options are set to encode the keycard, press <↓>.
12. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
13. Your Pre-Registered Common Door Suite keycard has now been created for Rooms 574, 575, and 576.

## Chapter 2 Read/Verify Menu

### 2.1 To Verify Guest Keycards

A guest keycard can be verified using the “Read/Verify” function. The guest’s room number encoded on the keycard must be known for this function, unless the FDU is configured to not require it (see section 2.2).

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 2 to select “Read/Verify.”
4. Swipe guest card to be read.

For Contactless 790 and Confidant RFID, present the guest keycard to external Contactless Encoder.

5. If the Keycard is not a Guest Keycard, the FDU will display an error message of “Invalid Keycard Type” and return to the previous menu. Otherwise the user will be prompted for the room number if required.
6. Enter the room number of the Keycard being verified, then press <↓>. For a room that is part of a Common Door Suite, enter the Common Door number.
7. If the Keycard does not match the room number entered the FDU will display an error message of “Invalid Keycard Type” and return to the previous menu.
8. If the Keycard matches the room number entered, the details of the Keycard will be displayed on the screen.
9. To see the remaining information of the Keycard, use the down <▼> arrow. If the FDU is a triple track system allowing Folio numbers, and the Keycard has no folio defined, the field will be left blank. If the FDU is a triple track system allowing Folio numbers, and the Keycard has a folio defined, the folio number will be indicated.
10. Press any key to return to the Main Menu.

## **2.2 To Enable/Disable Verify Guest Keycard**

Enables or disables the FDU to read the information on a Guest level keycard without knowing the room number beforehand.

1. Swipe the General Manager Authorization keycard.  
For Contactless 790 and Confidant RFID, present the General Manager Authorization keycard to external Contactless Encoder.
2. Press 7 for “FDU Setup” menu.
3. Press 2 for “FDU features” menu.
4. Press 1 for “Look and Feel” menu.
5. Use arrow down <▼> to select Read Back option.
6. Press the right <▶> arrow to change option to Read Back w/o Valid.
7. When option is selected, press <↵>.
8. With this option Enabled you can now press 2 at the main menu and swipe or present guest card to read back. The information encoded on the keycard will be shown on the screen.
9. If the presented Keycard is not a Guest Keycard, the FDU will display an error message of “Invalid Keycard Type” and return to the previous menu.

## Chapter 3 Property Management System Interface Menu

### 3.1 Entering/Exiting the PMS Interface

PMS Interface Mode is used for encoding guest level keycards using data transferred from a Property Management System computer.

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 3 to reach the “PMS mode” menu.
4. Re-Swipe a valid FDU Authorization Keycard, or re-enter your assigned PIN number

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

5. FDU is now in PMS mode. FDU will display “Strike <X> to Quit Interface.”

### 3.2 Logging off your Authorization or PIN number without Entering and Exiting the PMS Interface

The FDU is still communicating with the PMS and is waiting for a valid Authorization before keycards can be encoded.

1. Press <❌>.
2. Enter 2 to log off the current authorization without exiting the PMS interface.
3. The FDU is still communicating with the PMS and is waiting for a valid Authorization before Keycards can be encoded.

### 3.3 Returning to Manual Mode

To exit the PMS interface mode and return to manual mode:

1. Press <❌>.
2. Press 1 to log off and exit the PMS interface.

### 3.4 Making Guest Level Keycards Using PMS Interface

1. Complete the guest's registration using the PMS. The PMS will transmit the data to the FDU for making keycards.
2. Insert and swipe a blank keycard and/or present up to two keycards to Contactless Encoder (for 790 / Confidant RFID locks).

The FDU will prompt for blank Keycards until the number of Keycards requested using the PMS has been encoded

If a Keycard is never swiped – *The FDU will time-out.* The following message will appear: "Swipe authorization keycard, or press <X> to exit PMS interface mode." ***To complete the registration, an authorization Keycard or valid PIN will have to be used,*** and the previous steps redone using the PMS in order to create the guest's Keycard in PMS mode.

## Chapter 4 Lock Action Keycards

### 4.1 Battery Test Keycard

This keycard prompts a low battery indicator in locks when the battery is below acceptable voltage. If the red and green lights flash together when the Battery Test keycard is inserted in the lock, the battery is low. This should occur within 2 to 4 weeks prior to battery failure. There is a single green flash if the battery is still good.

1. Swipe a GMA authorized level keycard.  
If the user level is FDA, press the <⬆> key to reach the main screen.
2. Press 4 to select "Lock Action Card" menu.
3. Press 1 to select "Battery Test."
4. Enter amount of cards to be made.
5. When quantity is set, press <⬇> to encode keycard(s).
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks)(s).
7. The Battery Test keycard(s) has been created.

### 4.2 Programming Keycard

Prepares the lock for communication with the Front Desk Unit.

1. Swipe a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select "Lock Action Card" menu.
3. Press 2 to select "Programming."
4. Enter amount of cards to be made.
5. When quantity is set, press <⬇> to encode keycard(s).
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks)(s).
7. The Programming keycard(s) has been created.

### 4.3 Initialization Keycard

Initializes the lock during a first-time installation, or after an interruption of battery power.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Card” menu.
3. Press 3 to select “Installation” menu.
4. Press 1 to select “Initialization.”
5. Use the arrow down <▼> button to change keycard quantity.
6. When quantity is set, press <↵> to encode keycard(s).
7. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
8. The Initialization keycard(s) has been created.

### 4.4 Test Lock Keycard

Tests locks before they are initialized. Mostly used by the lock installers to access rooms during the installation. Test Lock keycards do not work after a lock has been initialized.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select the “Lock Action Card” menu.
3. Press 3 to select “Installation” menu.
4. Press 2 to select “Test Lock.”
5. Use the arrow down <▼> button to change keycard quantity.
6. When quantity is set, press <↵> to encode keycard(s).
7. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks)(s).
8. The Test Lock keycard(s) has been created.

## 4.5 Passage Keycards

Puts the lock in Passage mode, in which a keycard is no longer required to open the door. Passage mode is removed by re-inserting the Passage keycard.

### 4.5.1 Guest Room Passage

**In order to use Guest Rooms in Passage Mode, The FDU must be configured prior to shipping/installation at factory**

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 4 to select “Passage” menu.
4. Press 1 to select “Guest Room.”
5. Use the arrow down <▼> button to select Room #.
6. Enter the room Number 30 (example).
7. Use the arrow down <▼> button to change New or Duplicate Key and keycard quantity.
8. Press <↓> when all options are set to encode the keycard.
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Passage Guest keycard for room 30 has been created.

### 4.5.2 Guest Common Area Passage

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 4 to select “Passage” menu.
4. Press 2 to select “Guest Common Area.”
5. Use the arrow down <▼> button to select Common Area #.
6. Enter the area number 5 (example)
7. Use the arrow down <▼> button to change New or Duplicate Key and keycard quantity.
8. Press <↓> when all options are set to encode the keycard.

9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Passage Guest Common Area #5 keycard has been created.

### **4.5.3 Staff Common Area Passage**

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 4 to select “Passage” menu.
4. Press 3 to select “Staff Common Area.”
5. Use the arrow down <▼> button to select Common Area #.
6. Enter the area number 16 (example)
7. Use the arrow down <▼> button to change New or Duplicate Key and keycard quantity.
8. Press <↓> when all options are set to encode the keycard.
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Passage Staff Common Area #16 keycard has been created.

### **4.5.4 Restricted Area Passage**

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 4 to select “Passage” menu.
4. Press 4 to select “Restricted Area.”
5. Use the arrow down <▼> button to select Restricted Area #.
6. Enter the area number 84 (example)
7. Use the arrow down <▼> button to change New or Duplicate Key and keycard quantity.
8. Press <↓> when all options are set to encode the keycard.
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).

10. A Passage Restricted Area #84 keycard has been created.

## **4.6 Lockout/Unlock Keycard**

Lockout keycards always prevent access to a room by some, or all, types of keycards, with the exception of the Emergency keycard, which can open any door on the property, even if it is double-locked from the inside. Once created in the FDU, Lockout/Unlock cards must be swiped in the relevant locks.

### **4.6.1 Group Lockout**

The Group Lockout is intended specifically to lock out rooms in a specific Group.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 5 to select “Lockout/Unlock” menu.
4. Press 1 to select “Group Lockout.”
5. Use the arrow down <▼> button to select Group #.
6. Enter the Lockout number 3 (example).
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Group #3 Lockout keycard has been created.

### **4.6.2a Room Lockout**

Locks out all but the Emergency keycard for a specific room.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 5 to select “Lockout/Unlock” menu.
4. Press 2 to select “Room Lockout.”
5. Use the arrow down <▼> button to select ‘action’.
6. Press 0 to select ‘lock’.

7. Use the arrow down <▼> button to select room #.
8. Enter the room # number 105 (example)
9. Use the arrow down <▼> button to change keycard quantity.
10. When quantity is set, press <↵> to encode keycard(s).
11. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
12. A Room 105 Lockout keycard has been created.

#### **4.6.2b Room Unlock**

Unlocks a specified room locked-out by a Room Lockout keycard.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 5 to select “Lockout/Unlock” menu.
4. Press 2 to select “Group Lockout.”
5. Use the arrow down <▼> button to select action.
6. Press 2 to select ‘unlock’.
7. Use the arrow down <▼> button to select room #.
8. Enter the room # number 105 (example)
9. Use the arrow down <▼> button to change keycard quantity.
10. When quantity is set, press <↵> to encode keycard(s).
11. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
12. A Room 105 Unlock keycard has been created.

#### **4.6.3a Hotel Lockout**

The Hotel Lockout keycard is valid throughout the property. Locks that are swiped with this keycard will deny access to all authorized keycards in circulation, except the Emergency keycard.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select “Lock Action Cards” menu.
3. Press 5 to select “Lockout/Unlock” menu.

4. Press 2 to select "Hotel Lockout."
5. Use the arrow down <▼> button to select 'action'.
6. Press 0 to select 'lock'.
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Hotel Lockout keycard has been created.

### **4.6.3b Hotel Unlock**

Unlocks any room locked-out by the Hotel Lockout or Room Lockout keycard.

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 4 to select "Lock Action Cards" menu.
3. Press 5 to select "Lockout/Unlock" menu.
4. Press 2 to select "Hotel Unlock."
5. Use the arrow down <▼> button to select 'action'.
6. Press 2 to select 'unlock'.
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
10. A Hotel Unlock keycard has been created.

## **4.7 Lock Audit** **(Applicable to Contactless 790 and Confidant RFID only)**

Used to create a lock audit keycard that will carry the audits from the lock back to the FDU. See section 9.1.2 for more information.

## **4.8 Hotel Restart**

Used to set or change the Hotel Code when installing the system or if an FDU is stolen.

*This step is not for cancelling Grand Master or Emergency keycards if they have been lost or misplaced, if this happens use the relevant Reset Keycards.*

You cannot use FDA keycard or PIN to access this Function

1. Swipe or present a GMA authorized level keycard.
2. Press 4 to select the “Lock Action Cards” menu.
3. Press 7 to select the “Hotel Restart” menu.
4. Enter the new Hotel Code.
5. Use the arrow down <▼> button to change keycard quantity.
6. When quantity is set, press <↓> to encode keycard(s).
7. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Confidant RFID locks).
8. A Hotel Restart keycard has been created.

***If a Hotel Restart keycard is swiped in the FDU, a series of menus appears.***

***All assigned PINs of the FDU will be cancelled.***

## Chapter 5 Reset Keycard Menu

Reset keycards have two purposes:

- (i) To invalidate a circulating keycard for a specific access level and/or
- (ii) To change the variable addresses (Section/Group/Floor/Zone/Area Sub-Master levels) in a lock.

### 5.1 Guest Reset Keycards

#### 5.1.1 Reset Guest Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.
4. Press 1 to select “Reset Guest” menu.
5. Press 1 to select “Guest” menu.
6. Enter room number 101 (example).
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <⏴> to encode keycard(s).
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Confidant RFID locks)
10. Your Reset Guest keycard has now been created for room 101.

#### 5.1.2 Reset Adjoining Suites

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.

4. Press 2 to select “Reset Adjoining Suite” menu.
5. Enter Main room number 106 (example).
6. Use arrow down <▼> to add other rooms.
7. Press the right <▶> arrow to access the available rooms to be selected, such as 107 and 108 (example).
8. When all the rooms have been chosen, press <↵>.
9. Use the arrow down <▼> button to change keycard quantity.
10. When quantity is set, press <↵> to encode keycard(s).
11. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
12. Your Reset Adjoining Suite keycard has now been created for rooms 106,107 and 108.

### 5.1.3 Reset Common Door Suites

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.
4. Press 3 to select “Reset Common Door Suite” menu.
5. Enter Main Suite number 250 (example).
6. Use arrow down <▼> to add other suite rooms.
7. Press the right <▶> arrow to access the available Suites to be selected, such as 251, and 252 (example).
8. When all the suites have been chosen, press <↵>.
9. When options are set to encode the keycard, press <↵>.
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. Your Reset Common Door Suite keycard has now been created for rooms 250, 251, and 252.

### **5.1.4 Reset Guest One Shot Keycard**

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.
4. Press 4 to select “Reset One Shot” menu.
5. Enter room number 101 (example).
6. When options are set to encode the keycard, press <↵>.
7. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
8. Your Guest One Shot keycard has now been created for room 101.

### **5.1.5 Reset Convention Suite**

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Guest Keycard” menu.
3. Press 5 to select “Reset One Shot” menu.
4. Enter Suite number 200 (example).
5. When options are set to encode the keycard, press <↵>.
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
7. Your Reset Convention Suite keycard has now been created for Suite 200.

### **5.1.6 Reset Pre-Registered Guest Keycard**

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Guest Keycard” menu.
3. Press 6 to select “Reset Pre-Registered” menu.
4. Enter room number 350 (example).

5. When options are set to encode the keycard, press <↓>.
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
7. Your Pre-Registered Guest keycard has now been created for Room 350

## 5.2 Reset Passage Keycards

### 5.2.1 Reset Guest Room Passage

**In order to use Guest Rooms in Passage Mode, The FDU must be configured *prior* to shipping/installation at factory**

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <⬆> key to reach the main screen.
3. Press 5 to select the “Reset Keycard” menu.
4. Press 2 to select the “Reset Passage” menu.
5. Press 1 to select the “Guest Room”.
6. Use the arrow down <▼> button to select Room #.
7. Enter room number 101 (example).
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↓> to encode keycard(s).
10. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
11. Your Reset Guest Passage keycard has now been created for room 101.

### 5.2.2 Reset Guest Common Area Passage

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <⬆> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.

4. Press 2 to select "Reset Passage" menu.
5. Press 2 to select "Guest Common Area."
6. Use the arrow down <▼> button to select Common Area #.
7. Enter the area number 5 (example)
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Passage Guest Common Area #5 keycard has been created.

### **5.2.3 Reset Staff Common Area Passage**

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. If the user level is FDA, press the <⬆> key to reach the main screen.
3. Press 5 to select "Reset Keycard" menu.
4. Press 2 to select "Reset Passage" menu.
5. Press 3 to select "Staff Common Area".
6. Use the arrow down <▼> button to select Common Area #.
7. Enter the area number 16 (example)
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Passage Staff Common Area #16 keycard has been created.

### **5.2.4 Reset Restricted Area Passage**

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. If the user level is FDA, press the <🏠> key to reach the main screen.
3. Press 5 to select “Reset Keycard” menu.
4. Press 2 to select “Reset Passage” menu.
5. Press 4 to select “Restricted Area”.
6. Use the arrow down <▼> button to select Restricted Area #.
7. Enter the area number 84 (example).
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Passage Restricted Area #84 keycard has been created.

## 5.3 Reset Staff Keycard

### 5.3.1 Reset Section Staff Keycard

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
1. Press 5 to select the “Reset Keycard” menu.
2. Press 3 to select the “Reset Staff” menu.
3. Press 1 to select “Reset Submaster” menu.
4. Press 1 to select Section
5. Use the arrow down <▼> button to select Section #.
6. Enter the number 1 (example)
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
10. A Reset Section #1 keycard has been created.

### 5.3.2 Reset Floor Staff Keycard

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)

2. Press 5 to select the “Reset Keycard” menu.
3. Press 3 to select the “Reset Staff” menu.
4. Press 1 to select “Reset Submaster” menu.
5. Press 2 to select Floor.
6. Use the arrow down <▼> button to select Floor #.
7. Enter the number 24 (example)
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Floor #24 keycard has been created.

### **5.3.3 Reset Group Staff Keycard**

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select the “Reset Keycard” menu.
3. Press 3 to select the “Reset Staff” menu.
4. Press 1 to select “Reset Submaster” menu.
5. Press 3 to select “Group.”
6. Use the arrow down <▼> button to select Group #.
7. Enter the number 14 (example).
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Group #14 keycard has been created.

### 5.3.4 Reset Zone Staff Keycard

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Keycard” menu.
3. Press 3 to select “Reset Staff” menu.
4. Press 1 to select “Reset Submaster” menu.
5. Press 4 to select Zone.
6. Use the arrow down <▼> button to select Group #.
7. Enter the number 56 (example)
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Zone #56 keycard has been created.

### 5.3.5 Reset Area Staff Keycard

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Keycard” menu.
3. Press 3 to select “Reset Staff” menu.
4. Press 1 to select “Reset Submaster” menu.
5. Press 5 to select “Area.”
6. Use the arrow down <▼> button to select Area #.
7. Enter the number 38 (example)
8. Use the arrow down <▼> button to change keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
11. A Reset Area #38 keycard has been created.

### 5.3.6 Reset Restricted Area

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Keycard” menu.
3. Press 3 to select “Reset Staff” menu.
4. Press 2 to select “Reset Restricted.”
5. Use the arrow down <▼> button to select Restricted Area #.
6. Enter the number 84 (example)
7. Use the arrow down <▼> button to change keycard quantity.
8. When quantity is set, press <↓> to encode keycard(s).
9. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
10. A Reset Restricted Area #84 keycard has been created.

### 5.3.7 Reset Bellman

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Keycard” menu.
3. Press 3 to select “Reset Staff” menu.
4. Press 3 to select “Reset Bellman.”
5. When quantity is set, press <↓> to encode keycard(s).
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
7. A Reset Bellman keycard has been created.

### 5.3.8 Reset Grand Master

1. Swipe or present a GMA authorized level keycard,  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select “Reset Keycard” menu.
3. Press 3 to select “Reset Staff” menu.
4. Press 4 to select “Reset Grand Master.”

5. When quantity is set, press <↵> to encode keycard(s).
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
7. A Reset Grand Master keycard has been created.

### **5.3.9 Reset Emergency**

1. Swipe or present a GMA authorized level keycard.  
(Note: You cannot use FDA keycard or PIN to access this Function)
2. Press 5 to select "Reset Keycard" menu.
3. Press 3 to select "Reset Staff" menu.
4. Press 5 to select "Reset Emergency."
5. When quantity is set, press <↵> to encode keycard(s).
6. Insert and swipe a blank keycard and/or present keycard to Contactless Encoder (for 790 / Contactless RFID locks).
7. A Reset Emergency keycard has been created.

## Chapter 6 Staff Keycard Menu

### 6.1 Submaster Keycards

The Sub-Master addresses (Section, Floor, Group, Zone and Area) are also known as Variable addresses because they can be modified to reflect changes in staff access patterns. Variable addresses can be altered without affecting the valid keycards for other levels in two ways:

- (i) Using a Reset keycard (see Chapter 5 – Reset Keycards)  
or
- (ii) Using the FDU and programming cable to Reset the lock addresses

For hotels using 760, 770 or 710-II locks, standard magstripe keycards are used for Submaster Keycards. For hotels using the Contactless 790 and Confidant RFID, either 1K or 4K Mifare keycards can be used. 1k keycards will record a staff movement audit trail of 70 events and 4k keycards will record a staff movement audit trail of 300 events. Refer to the section “Staff Keycard Audit” (applicable only to the Contactless 790 and Confidant RFID) for the steps.

#### 6.1.1 Section Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select “Staff Keycard” menu.
3. Press 1 to select “Submaster” menu.
4. Press 1 to select “Section.”
5. Enter section number 1 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Level Staff range is from 1 to 255.
6. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
7. Use the arrow down <▼> button to add Guest or Staff Common Areas if active, and to enter keycard quantity.

8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Section #1 keycard has now been created.

### 6.1.2 Floor Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select “Staff Keycard” menu.
3. Press 1 to select “Submaster” menu.
4. Press 2 to select “Floor.”
5. Enter floor number 2 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Level Staff range is from 1 to 255.
6. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
7. Use the arrow down <▼> button to add Guest or Staff Common Areas *if active*, and to enter keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Floor #2 keycard has now been created.

### 6.1.3 Group Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. (Note: You cannot use FDA Keycard or PIN to access this Function)

3. Press 6 to select "Staff Keycard" menu.
4. Press 1 to select "Submaster" menu.
5. Press 3 to select "Group."
6. Enter Group number 3 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Level Staff range is from 1 to 255.
7. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
8. Use the arrow down <▼> button to add Guest or Staff Common Areas if active, and to enter keycard quantity.
9. When quantity is set, press <↵> to encode keycard(s).
10. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
11. Your Group #3 keycard has now been created.

#### 6.1.4 Zone Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 1 to select "Submaster" menu.
4. Press 4 to select "Zone."
5. Enter zone number 4 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Level Staff range is from 1 to 255.
6. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
7. Use the arrow down <▼> button to add Guest or Staff Common Areas if active, and to enter keycard quantity.
8. When quantity is set, press <↵> to encode keycard(s).

9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Zone #4 keycard has now been created.

### 6.1.5 Area Keycard

1. Swipe a valid FDU Authorization Keycard, or enter your assigned PIN number.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select “Staff Keycard” menu.
3. Press 1 to select “Submaster” menu and press 5 to select “Area.”
4. Enter zone number 5 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Level Staff range is from 1 to 255.
5. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
6. Use the arrow down <▼> button to add Guest or Staff Common Areas if active, and to enter keycard quantity.
7. When quantity is set, press <↵> to encode keycard(s).
8. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
9. Your Area #5 keycard has now been created.

## 6.2 FDU Authorization Keycards

The Authorization Keycards grant access to specific menus of the FDU. The FDU cannot be used until a valid Authorization Keycard is swiped in the magnetic stripe encoder or presented to the contactless encoder (for 790 / Contactless RFID locks). Menus that are not accessible at the Authorization level in use will not appear on the screen of the FDU.

To create a PIN #, the FDU must be configured to allow this function. FDU default is disabled (see section 7.3).

## 6.2.1 Front Desk (FDA)

Grants access to menus of the Front Desk Unit intended for Front Desk Staff.

1. Swipe a GMA or MA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.
4. Press the right <▶> arrow to select "Front Desk."
5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 1-100.)
6. Enter authorization number 55 (example).
7. Use the arrow down <▼> button to enable the Authorization PIN #. (This will be displayed if PIN option is enabled.)
8. Use the arrow down <▼> button to enter PIN# 1234 (example) (Each card must have a separate PIN #). Press <↓>.
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Front Desk Authorization #55 keycard has now been created.
11. The PIN# 1234 can replace the FDA #55 card to access the FDU.

## 6.2.2 Point of Sale (POS)

For properties that wish to use keycards to post charges for restaurants, boutiques and other amenities to a guest's account, or to track the use of parking by guests, a special model of FDU with a triple-track encoder is available.

To create a POS Keycard, the FDU must be configured to allow this function. FDU default is disabled. Please see Chapter 7 FDU Setup

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.
4. Press the right <▶> arrow to select "POS."
5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 1-160)
6. Enter authorization number 135 (example).
7. Use the arrow down <▼> button to enable the Authorization PIN #. (This will be displayed if PIN option is enabled.)
8. Use the arrow down <▼> button to enter PIN# 3456 (example) (Each card must have a separate PIN #). Press <↵>.
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your POS Authorization #135 keycard has now been created.
11. The PIN# 3456 can replace the POS# 135 card to access the FDU.
12. The POS Authorization only gives access to the Read/Verify Function. Although the POS Authorization uses the same numbers as other Authorization Cards. Its use will not invalidate the other keycard or vice-versa.

### 6.2.3 Bellman's (BA)

Used to make Bellman's Master keycard which opens every room on the property, except for Restricted Areas or rooms that have been locked out using the deadbolt or privacy lock, the Salesman's Lockout, a Room Lockout keycard or a Hotel Lockout keycard. The Bellman's Master keycard operates at the room and suite levels only. There are no Time Zones with this keycard, because the expiry should be set to the length of a shift (or less) in the Expiry Menu. Used to make Bellman's Master keycard.

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.
4. Press the right <▶> arrow to select "Bellman's."

5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 121-160)
6. Enter authorization number 121 (example). Press <↓>.
7. Use the arrow down <▼> button to enable the Authorization PIN #. (This will be displayed if PIN option is enabled.)
8. Use the arrow down <▼> button to enter PIN# 5678 (example) (Each card must have a separate PIN #). Press <↓>.
9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Bellman's Authorization #121 keycard has now been created.
11. The PIN# 5678 can replace the BA# 121 card to access the FDU.

## 6.2.4 Programming (PA)

Grants access to all FDU functions needed to program or audit locks. In addition, grants access to the same functions as the FDA keycard (section 6.2.1).

To create a PA Keycard, the FDU must be configured to allow this function. FDU default is disabled. Please see Chapter 7 FDU Setup

1. Swipe a GMA or MA authorized keycard.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.  
  
(Note: You cannot use FDA Keycard or PIN to access this Function)
2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.
4. Press the right <▶> arrow to select "Programming."
5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 101-120)
6. Enter authorization number 101 (example). Press <↓>.
7. Use the arrow down <▼> button to enable the Authorization PIN #. (This will be displayed if PIN option is enabled.)
8. Use the arrow down <▼> button to enter PIN# 9012 (example) (Each card must have a separate 4 digit PIN #). Press <↓>.

9. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
10. Your Programming Authorization #101 keycard has now been created.
11. Note: The PIN# 9012 can replace the BA# 101 card to access the FDU.

### **6.2.5 Master (MA)**

Grants access to menus of the Front Desk Unit intended for management (head of security, front desk manager). This keycard allows the user to make most Entry keycards, Front Desk Authorization keycards, all Reset keycards and some special purpose keycards, as well as to change most expiries and perform all functions under the Programming Menu.

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.
4. Press the right <▶> arrow to select "Master."
5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 161-180.)
6. Enter authorization number 166 (example). Press <↓>.
7. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
8. Your Master Authorization #166 keycard has now been created.

### **6.2.6 General Manager (GMA)**

Grants access to all functions of the FDU. Intended for the highest level of user.

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 2 to select "FDU Authorization" menu.

4. Press the right <▶> arrow to select “General Manager.”
5. Use the arrow down <▼> button to enter the Authorization #. (Each card must be made separately and have individual # between 181-200.)
6. Enter authorization number 186 (example). Press <⏏>.
7. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
8. Your General Manager Authorization #186 keycard has now been created.

### 6.3 Restricted Area

Grants access to a lock that has been programmed as a Restricted Area. Each Restricted Area requires its own keycard.

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select “Staff Keycard” menu.
3. Press 3 to select “Restricted Area” menu.
4. Enter restricted number 100 (example). Note: The number entered must be pre-programmed into the lock(s) or the card will not work. Restricted Area range is from 1 to 200.
5. Use the arrow down <▼> button to change New or Duplicate: (Note: Select Duplicate if adding keycard to existing cards already in use. Otherwise Select New to remake all cards.)
6. Use the arrow down <▼> button to change keycard quantity.
7. When quantity is set, press <⏏> to encode keycard(s).
8. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
9. Your Restricted Area #100 keycard has now been created.

### 6.4 Bellman’s Master

Opens every room on the property, except for Restricted Areas or rooms that have been locked out using the deadbolt or privacy lock, the Salesman’s Lockout, a Room Lockout keycard or a Hotel Lockout keycard. The Bellman’s Master keycard operates at the room and suite levels only. There are no Time

Zones with this keycard, because the expiry should be set to the length of a shift (or less) in the Expiry Menu.

*Made with a GMA authorized keycard*

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function).

2. Press 6 to select "Staff Keycard" menu.
3. Press 4 to select "Bellman's Master" menu.
4. Press the right <▶> arrow to allow access to available Guest Common Areas if option is enabled. Once Common areas are selected, press <↓>.
5. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
6. Your Bellman's Master keycard has now been created.
7. This card once encoded will last for 24 hours.

*Made with a Bellman's (BA) keycard.*

1. Swipe a Bellman's authorized keycard

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press the right <▶> arrow to allow access to available Guest Common Areas if option is enabled. Once Common areas are selected press <↓>.
3. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
4. Your Bellman's Master keycard has now been created.
5. This card once encoded will last for 24 hours.

## **6.5 Grand Master**

Opens every room on the property, except for Restricted Areas or rooms that have been locked out using the deadbolt or privacy lock, the Salesman's

Lockout, Room Lockout or Hotel Lockout. The Grand Master keycard opens all Common Area doors, but may be restricted to specific Time Zones.

Use of the Grand Master keycard should be tightly restricted since it can open any room in the property and is usually set for a relatively long expiry.

1. Swipe a GMA authorized keycard,

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 5 to select "Grand Master" menu.
4. Press the right <▶> arrow to allow access to available Time Zones if option is enabled. Once Time Zones are set, press <⏴>
5. Use the arrow down <▼> button to change keycard quantity.
6. When quantity is set, press <⏴> to encode keycard(s).
7. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
8. Your Grand Master keycard has now been created.

## 6.6 Emergency

The Emergency keycard can open ANY door in ANY situation, if the lock is working properly. The Emergency keycard overrides the deadbolt or privacy lock, as well as the Room, Hotel and Salesman's Lockouts.

Use of the Emergency keycard is usually restricted to the security staff and is strictly controlled because a lost keycard can open any room in the property.

1. Swipe a GMA authorized keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

(Note: You cannot use FDA Keycard or PIN to access this Function)

2. Press 6 to select "Staff Keycard" menu.
3. Press 6 to select "Emergency" menu.
4. When quantity is set, press <⏴> to encode keycard(s).

5. Insert and swipe a blank guest keycard and/or present card to Contactless Encoder (for 790 / Contactless RFID locks)
6. Your Emergency keycard has now been created.

## Chapter 7 FDU Setup

**The following steps should be done prior to issuing keycards.**

### 7.1 Keycard Expiry

Each keycard has an expiry time stored directly on the keycard, after which the keycard is no longer valid.

#### 7.1.1 Guest Keycard

The System offers two types of expiry times for Guest level keycards, selectable expiry or variable expiry. If variable expiry is enabled when a keycard is being encoded staff can either use the default setting of the selectable expiry, or they can enter a custom expiry value each time they encode a Guest level keycard.

The Variable Expiry feature applies to the following types of guest entry keycards only: Guest, Adjoining Suite, Common Door Suite, Convention Suite and Pre-Registered. (To enable Variable Expiry, see Section 7.2.2.1 – 1 Options)

If Variable Expiry is disabled, this feature will take effect when keycards are made.

1. Swipe an authorized GMA or MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 1 to select “Keycard Expiry” menu.
4. Press 1 to select “Guest Keycard” menu.
5. Press the right <▶> arrow to access Guest Expiry options:
6. Press 0 for nights (1 to 2730) or 1 for Hours (1-24).
7. Use the arrow down <▼> button to change expiry selections. Press <↵>
8. Adjoining Suite, Common Door Suite, One Shot and Convention Suite can be changed using same method. Use the arrow down <▼> button to change selections.
9. When all options are set press <↵>.
10. Your guest keycard expiry selections have now been saved.

## 7.1.2 Lock Action Keycards

1. Swipe an authorized GMA or MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 1 to select “Keycard Expiry” menu.
4. Press 2 to select “Lock Action Card” menu.
5. Press the right <▶> arrow to access Programming Expiry options.
6. Options available for certain cards are as follows:
7. Nights only (1 to 2730) or Hours only (1-24). Or both are available.
8. Use the arrow down <▼> button to change expiry selections, press <↓>.
9. Passage, Group Lockout, Room Lockout/Unlock, Hotel Lockout/Unlock, Hotel Restart, FDU Cancel keycards can be changed using same method. Use the arrow down <▼> button to change selections.
10. When all options are set, press <↓>.
11. Your Lock Action keycard expiry selections have now been saved.

## 7.1.3 Reset Keycards

### 7.1.3.1 Reset Guest

1. Swipe an authorized GMA or MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 1 to select “Keycard Expiry” menu.
4. Press 3 to select “Reset Keycards” menu.
5. Press 1 to select “Reset Guest” menu.
6. Press the right <▶> arrow to access Guest Expiry options.
7. Options available for cards are as follows: Hours only (1-24).
8. Use the arrow down <▼> button to change expiry selection. Press <↓>.

9. Adjoining Suite, Common Door Suite, One Shot and Convention Suite Pre-register can be changed using same method. Use the arrow down <▼> button to change selections.
10. When all options are set, press <↓>.
11. Your Reset Guest keycard expiry selections have now been saved.

### **7.1.3.2 Reset Passage**

1. Swipe an authorized GMA or MA keycard.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 1 to select “Keycard Expiry” menu.
4. Press 3 to select “Reset Keycards” menu.
5. Press 2 to select “Passage.”
6. Press the right <▶> arrow to access Passage Expiry options.
7. Options available for cards are as follows: Nights Only (1 to 2730).
8. Use the arrow down <▼> button to change expiry selection. Press <↓>.
9. Your Reset Passage keycard expiry selection has now been saved.

### **7.1.3.3 Reset Staff**

1. Swipe an authorized GMA or MA keycard.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 1 to select “Keycard Expiry” menu.
4. Press 3 to select “Reset Keycards” menu.
5. Press 3 to select “Reset Staff” menu.
6. Press the right <▶> arrow to access Section Expiry options.
7. Options available for cards are as follows: Hours Only (1 to 24).
8. Use the arrow down <▼> button to change expiry selection. Press <↓>.

9. Floor, Group, Zone, Area, Restricted Area, Bellman's Master, Grand Master, and Emergency can be changed using same method. Use the arrow down <▼> button to change selections.
10. When all options are set, press <↓>.
11. Your Reset Guest keycard expiry selections have now been saved.

#### **7.1.3.4 Staff Keycards**

1. Swipe an authorized GMA or MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 1 to select "Keycard Expiry" menu.
4. Press 4 to select "Staff Keycards" menu.
5. Press the right <▶> arrow to access Section Expiry options.
6. Options available for cards are as follows: Nights Only (1 to 2730).
7. Use the arrow down <▼> button to change expiry selection. Press <↓>.
8. Floor, Group, Zone, Area, Restricted Area, Bellman's Master, Grand Master, and Emergency can be changed using same method. Use the arrow down <▼> button to change selections.
9. When all options are set, press <↓>.
10. Your Staff keycard expiry selections have now been saved.

#### **7.1.3.5 Load Factory Default**

1. Swipe an authorized GMA or MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 1 to select "Keycard Expiry" menu.
4. Press 5 to select "Load Factory Default."
5. This option will set all expiry menus to original factory settings. Press <↓>.
6. The reset factory settings have been restored.

## 7.2 FDU Features

Certain features found within various menus in the FDU have different settings available to a GMA authorized user level keycard.

### 7.2.1 Look and Feel

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 2 to select “FDU Features” menu.
4. Press 1 to select “Look And Feel” menu.
5. Press the right <▶> arrow to access Language options.
6. Use the arrow down <▼> button to change Read Back with or without entering room number.
7. Press the right <▶> arrow to change w/o valid or w/valid options.
8. Use the arrow down <▼> button to change Time Display.
9. Press the right <▶> arrow to change U.S.A. standard 12 hour or International standard 24 hour setting.
10. Use the arrow down <▼> button to change Hide Initial Setup.
11. Press the right <▶> arrow to change Yes or No option. If unit loses power options to change date time can be hidden or viewed after FDU reboot.
12. When all options are set, press <⏴>. Your selections have been saved.

## 7.3 Keycard Encoding

### 7.3.1 Guest Keycards

#### Options

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.

3. Press 2 to select "FDU Features" menu.
4. Press 2 to select "Keycard Encoding" menu.
5. Press 1 to select "Guest Keycards" menu.
6. Press 1 to select "Options."
7. Press the right <▶> arrow to access Folio. (Note: This option is only available for FDU's with Track 2 POS systems.)
  - Certain properties may use Folio Numbers for guests to make POS purchases. The Folio Number feature must be enabled in order for a folio number to be entered and encoded when issuing a Guest keycard.
8. Press the right <▶> arrow to access Variable Expiry. Default= ON, this option allows you to change amount of nights when making keycard. With = Off for no prompt. FDU uses expiry set in memory.
9. Use the arrow down <▼> button to change Checkout Time.
10. Manually type in time, press the right <▶> arrow to change AM/PM.
11. Use the arrow down <▼> button to change Salesman Lockout. Default= No. With = Yes, When guest card is swiped in Lock, without opening door, lock will flash green. Staff access will be blocked until guest card is used again.
12. Use the arrow down <▼> button to change Disability Option. Default= No. Guest card is swiped in lock; the lock will blink green and stay unlocked for 4 seconds. With = Yes, Guest card is swiped in lock; the lock will blink green and stay unlocked for 15 seconds. This option is for 770/760 Lock Series Only.
13. When all options are set, press <↵>. Your selections have been saved.

### **Guest Common Areas**

There are eight Guest Common Areas available. Guests may be granted access to all or only to some of these areas. Admission to the common areas can be granted automatically when the keycard is encoded. Alternatively, each time a keycard is made, the areas to which guests will be admitted can be selected. Each common area can be set to offer one of these choices.

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select "FDU Setup" menu.

3. Press 2 to select "FDU Features" menu.
4. Press 2 to select "Keycard Encoding" menu.
5. Press 1 to select "Guest Keycards" menu
6. Press 2 to select "Common Areas."
7. Press the right <▶> arrow to Enable/Disable Common Areas.
8. Use the arrow down <▼> button to change Each Guest Common Areas.
9. Guest Common Areas are from 1 to 8. Options are:
  - a. Yes= When guest card is made FDU prompts question of Yes/No to allow/disallow access to Specific Guest Common Area.
  - b. No= Specific Guest Common Area will not be encoded onto card, and will have no access.
  - c. Auto= Specific Common Area will not be asked when encoding guest card. The FDU will give automatic access to the Specific Common Area.
10. When all options are set, press <↵>. Your selections have been saved.

## 7.3.2 Staff Keycards

### Staff Common Areas

There are sixteen Staff Common Areas available. Staff may be granted access to all or only some of these areas. Admission to the common areas can be granted automatically when the keycard is encoded. Alternatively, each time a keycard is made, the areas to which personnel will be admitted can be selected. Each common area can be set to offer one of these choices.

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 2 to select "Keycard Encoding" menu.
5. Press 2 to select "Staff Keycards" menu
6. Press 1 to select "Staff Common Areas."

7. Press the right <▶> arrow to Enable/Disable Common Areas.
8. Use the arrow down <▼> button to change Each Staff Common Areas.
9. Staff Common Areas are from 1 to 16. Options are:
  - a. Yes= When staff card is made FDU prompts question of Yes/No to allow/disallow access to Specific Staff Common Area.
  - b. No= Specific Staff Common Area will not be encoded onto card, and will have no access.
  - c. Auto= Specific Common Area will not be asked when encoding guest card. The FDU will give automatic access to the Specific Common Area.
10. When all options are set, press <↓>. Your selections have been saved.

### **Guest Common Areas (for Staff keycards)**

Staff can be given automatic access to a selection among the eight Guest Common Areas available. When this option is enabled, the selected Guest Common Areas are encoded on each staff keycard.

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 2 to select "Keycard Encoding" menu.
5. Press 2 to select "Staff Keycards" menu
6. Press 2 to select "Guest Common Areas."
7. Press the right <▶> arrow to Enable/Disable Common Areas.
8. Use the arrow down <▼> button to change Each Guest Common Areas.
9. Guest Common Areas are from 1 to 8. Options are:
  - a. Yes= When Staff card is made FDU prompts question of Yes/No to allow/disallow access to Specific Guest Common Area.
  - b. No= Specific Guest Common Area will not be encoded onto card, and will have no access.
  - c. Auto= Specific Common Area will not be asked when encoding guest card. The FDU will give automatic access to the Specific Common Area.

10. When all options are set, press <↓>. Your selections have been saved.

### **Fixed Timezones**

There are six fixed time zones that can be used to limit staff access to any lock in the system, except for the RAC Model 3.5, 4 and 4XT Card Readers.

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select "FDU Setup" menu.

3. Press 2 to select "FDU Features" menu.

4. Press 2 to select "Keycard Encoding" menu.

5. Press 2 to select "Staff Keycards" menu.

6. Press 3 to select "Fixed Timezones."

7. Press the right <▶> arrow to Enable/Disable Fixed Timezones.

8. Timezone setup is as follows: Timezone-1 12am to 4am, Timezone-2 4am to 8am, Timezone-3 8am to 12pm, Timezone-4 12pm to 4pm, Timezone-5 4pm to 8 pm, Timezone-6 8pm to 12am.

9. Use the arrow down <▼> button to change Each Timezone.

10. Timezones are from 1 to 6. Options are:

- a. Yes= When Staff card is made FDU prompts question of Yes/No to allow/disallow access to Guest Rooms for Specific Timezone selected.
- b. No= Specific Timezone will not be encoded onto card, and will have no access.
- c. Auto= Specific Timezone will not be asked when encoding staff card. The FDU will give automatic access to the Specific Timezone.

11. When all options are set, press <↓>. Your selections have been saved.

## 7.4 FDU Configuration

### 7.4.1 Adjust DST

The internal time on the Front Desk Unit is set when it is initialized. The FDU maintains this time, which is always local Standard Time, which it encodes on keycards and can download to the locks as required. ***Do not adjust internal time according to seasonal time changes.***

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 3 to select "FDU Configuration" menu.
5. Press 1 to select "Adjust DST."
6. Press the right <▶> arrow to change DST options.
7. System Time should be set in U.S.A. standard time
8. Press the right <▶> arrow to change Yes / No option.
9. Local time: should be 1 hour ahead with <star> after time. This would mean unit is set for DST. DST begins 2<sup>nd</sup> Sunday @ 2am of March, ends 1<sup>st</sup> Sunday @ 2am of November.
10. When option is set, press <↓>. Your selection has been saved.

### 7.4.2 Timeouts

The time-out is the period of time between operations during which the Front Desk Unit remains authorized, before returning to the main screen and requiring the swipe of a new authorization keycard or PIN.

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 3 to select "FDU Configuration" menu.
5. Press 2 to select "Timeouts."
6. FDU timeouts between keycards, 1 to 20 min. Type in desired minutes.

7. Arrow down <▼> button to change Keystroke, 1 to 20min. type in desired minutes.
8. Arrow down <▼> button to change PMS, 1 to 60min. type in desired minutes
9. When all options are set, press <↓>. Your selections have been saved.

### 7.4.3 PMS Options

Allows the FDU to be used with various Property Management Systems available by third party vendors. These options are to be used only for the Standard (direct) interface configuration, and only by the technician installing the interface. For the Gateway II (indirect) interface configuration, the factory default value must be used.

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 3 to select "FDU Configuration" menu.
5. Press 3 to select "PMS Options.
6. Press the right <▶> arrow to change Baud Rate option.
7. Arrow down <▼> to change LRC. Press the right <▶> arrow to adjust.
8. Arrow down <▼> to change SOF. Press the right <▶> arrow to adjust.
9. When all options are set, Press <↓>. Your selections have been saved.

### 7.4.4 Miscellaneous Options

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 3 to select "FDU Configuration" menu.
5. Press 4 to select "Miscellaneous Options."

6. Press the right <▶> arrow to change PA Level Enable. With this option enabled, FDU can now make PA keycard. See: Staff Keycard Chapter 6.
7. Arrow down <▼> to change POS. Press the right <▶> arrow to adjust.
8. Arrow down <▼> to change Accept PIN? Press the right <▶> arrow to adjust. Yes = FDA keycard can be replaced by entering PIN# into FDU. See: Staff Keycard Chapter 6.
9. Arrow down <▼> to change Create PIN? Press the right <▶> arrow to adjust. Yes = When making Authorization keycard, you can assign a unique PIN# for the keycard being made. See: Staff Keycard Chapter 6.
10. Arrow down <▼> to change Folio/Track 2 enable/disable. This is available for FDU-B units only. When enabled Guest keycards (all types) will have ability to create number to track ...
11. When all options are set, press <⏏>. Your selections have been saved.

### 7.4.5 Lock Options

For North American Standard Hotel Setup, these functions are not to be used.

1. Swipe an authorized GMA keycard.  
  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select "FDU Setup" menu.
3. Press 2 to select "FDU Features" menu.
4. Press 4 to select "Lock Options" menu.
5. Press the right <▶> arrow to change Common Door Privacy Override. Yes= with this function enabled, once Common Door lock is programmed. If the lock has the deadbolt engaged, the guest keycard will override the deadbolt. No= with function off, once lock is programmed, if lock has deadbolt engaged, guest card will not gain entry.
6. Arrow down <▼> to Change Privacy Override. Press the right <▶> arrow to activate Yes / No Option.
7. Press the right <▶> arrow to change Yes / No option. This function enables the option to use Global Privacy Override Option.
8. Arrow down <▼> to change Global Privacy Override. Press the right <▶> arrow to activate Yes / No Option.

9. Global Privacy Override Option Features: With this function enabled, Guest cards will override the Common Door Suite as well as the Guest Room Door, if either lock has Deadbolt Engaged. This function allows the Staff “Section” keycard to override Common Door Suite and Guest Room Door when used.
10. Local time: should be 1 hour ahead with <star> after time. This would mean unit is set for DST. DST begins 2<sup>nd</sup> Sunday @ 2am of March, ends 1<sup>st</sup> Sunday @ 2am of November.
11. When option is set, press <↓>. Your selections have been saved.

### 7.4.6 Flexible Timezones

The RAC Models 3.5, 4 and 4XT and the Contactless 790 and Confidant RFID Lock do not use the Fixed Time Zones that can be encoded on a Staff keycard. Instead, the RAC models have their own set of 8 Flexible Time Zones, which are defined in the settings of the FDU and downloaded to the memory of the RAC when it is programmed.

Guest, Staff and Passage keycards can be assigned to one of the Flexible Time Zones that are programmed into the Model 3.5, 4 and 4XT RACs and the Contactless 790 and Confidant RFID Lock.

Each Flexible Time Zone consists of four intervals that can be individually selected. All keycards of the appropriate type (Guest, Staff or Passage) will be valid during the intervals in the assigned Flexible Time Zone, and are not valid (access denied) outside of those intervals. The Passage keycard swiped outside the intervals will put the door in Passage mode at the proper time.

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 7 to select “FDU Setup” menu.
3. Press 2 to select “FDU Features” menu.
4. Press 5 to select “Flexible Timezones” menu.
5. Press the right <▶> arrow to change Timezone# options are 1 to 8.
6. Arrow down <▼> to change Times, press the right <▶> arrow.
7. Type in Start Time 6:00a (example). Press the right <▶> arrow to change am/pm.

8. Arrow down <▼> to change End Time type 10:00. Press the right <▶> arrow. Change to pm. When Start/End is set, press <↵>.
9. The FDU screen should now display the changes made for Timezone #1.
10. When all Timezones are set, press <↵>. Your selections have been saved. (Note: Timezone settings are only used in Remote Access Controller.)

### 7.4.7 Load Factory Default

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select “FDU Setup” menu.
3. Press 2 to select “FDU Features” menu.
4. Press 6 to select “Load Factory Features” menu.
5. Note: This feature will re-load all default settings on FDU.
6. Press <↵>. Your selection has been saved.

### 7.5 PIN Management

The PIN can be used by new or existing employees if agreed to by the administrator, as an alternative to using an authorization keycard. The PIN is a 4 to 8 digit code selected by either the administrator or the employee, or can be suggested by the FDU.

To ease access to the FDU, an employee having a PIN may access the FDU without their authorization keycard. Instead of swiping a keycard, the PIN is entered using the FDU keypad.

Type of creator	Type of FDU users allowed to have a PIN
General Manager	Programming, Bellman, Front Desk, POS
Master	Front Desk, POS

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select “FDU Setup” menu.
3. Press 2 to select “FDU Features” menu.
4. Press 3 to select “PIN Management” menu.
5. Swipe or present a Front Desk Authorization keycard.
6. FDU will display the Authorization # 55 (example) and will display the assigned PIN# 1234 (example) (Note: If FDA keycard does not have a PIN# you can assign one by Selecting Add PIN? Option Yes.)
7. Use the arrow down <▼> button to Modify PIN? (Note: You do not need to modify the current PIN# used. This is extra feature to change or cancel PIN# if needed.)
8. Press the right <▶> arrow to change No / Yes option.
9. Use the arrow down <▼> button to Operation.

Option 1 Press 0 to Change PIN#

- a. Use the arrow down <▼> button to change PIN#
- b. Note: FDU generates random PIN# which you may use, or manually enter new PIN#. Minimum 4 digits, maximum 8 digits. Press <↵>.
- c. You cannot use PIN# that is currently in use, also FDU will prompt you to re-assign a revoked PIN#. Press <↵> to confirm PIN change.
- d. FDU will display PIN successfully changed. Re-swipe keycard to confirm changes.

Option 2 Press 1 to Revoke PIN#

- a. Press <↵>.
- b. This feature will deny FDU access using PIN# assigned to Front Desk Authorization Keycard #55 (example). However the FDA #55 Keycard will still work in FDU.
- c. Press <↵> to confirm PIN change.
- d. FDU will display: PIN successfully revoked. Re-swipe keycard to confirm changes.

10. Your selections have been saved.

## 7.6 System Technology

An FDU can be configured to encode only magstripe keycards (for 700, 710, 760,770 and 710-11 locks) or Mifare (contactless) keycards for the Contactless 790 and Confidant RFID or both.

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select “FDU Setup” menu.
3. Press 4 to select “System Technology” menu.
4. Press the left <◀> or the right <▶> arrow to select the System Technology:
  - Mag: Magstripe Encoding only
  - CSC: Contactless Encoding only
  - Dual: Magstripe and Contactless Encoding

## 7.7 Volume

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select “FDU Setup” menu.
3. Press 5 to select “Volume” menu.
4. Press the up <▲> arrow to increase volume level or the down <▼> arrow to decrease volume level.
5. Press <⏏> to save the new volume setting. (Note: Volume can also be adjusted without using keycard. Simply press arrow up or down at main screen. Then press <⏏> when done.)

## 7.8 Contrast

1. Swipe an authorized GMA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 7 to select “FDU Setup” menu.
3. Press 6 to select “Contrast” menu.
4. Press the left <◀> arrow to lighten contrast level or the right <▶> arrow to darken contrast level.

5. Press <↓> to save the new contrast setting. (Note: Contrast can also be adjusted without using keycard. Simply press arrow left or right at main screen. Then press <↓> when done.)

## Chapter 8 Programming

### 8.1 Lock Programming

#### 8.1.1 Program Guest Room Addresses

1. If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more. Note: If the lock has already been Initialized you will not see a response. Swipe lock with the Programming keycard, if the Green L.E.D. stays on you can begin the following steps.)
2. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
3. Press 8 to select "Programming" menu.
4. Press 1 to select "Lock" menu.
5. Press 1 to select "Program Addresses" menu.
6. Type in Room Number 100 (example) to be used.
7. Consult the Planning Form to determine the desired Staff Submaster Level addresses for the lock.
8. Use the arrow down <▼> button to add Staff Submaster Levels.
9. For Section type 1 (example).
10. Note: Staff Flexible Timezone option is not available for regular guest room doors. Only used for RAC unit; when Remote Access Controller is programmed as guest room number this feature can be used. Staff Flexible Timezones must be preset prior to selecting Timezone. See Chapter 7 FDU setup.
11. When all options are set press <↓>. FDU is ready to send new configuration.
12. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
13. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
14. "Communication Successfully Completed. Press any key to continue."

15. The lock is now programmed as Room 100 with Staff Section #1 access.

### **8.1.2 Reset Addresses**

This step is done after the guest lock has been programmed with a Room Number: See 8.1.1. This step sends valid Staff Level Address from good working lock to newly installed lock on door.

Note: This step should not be done if Backup Keycards have been preset in all guest room doors.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 2 to select "Reset Addresses" menu.
5. FDU screen will display: "Ready to receive valid addresses."
6. At good working lock (usually lock next door) Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
7. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
8. "Communication Successfully Completed." Press <↓>.
9. You can now see the current active Staff Level cards in use.
10. Press <↓> on the FDU. The following message is displayed:
11. "Ready to send new configuration."
12. At the newly installed lock. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
13. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
14. "Communication Successfully Completed." Press <↓>.
15. The lock now has valid working Staff Level Addresses.

### 8.1.3 Program Common Door Suites

**In order to use Common Doors or Inner Doors, The FDU must be configured prior to shipping/installation at factory**

#### STEP 1 - Program Common Door

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 3 to select "Program Common Door Suites" menu.
5. Press the right <▶> arrow to change door type to Common
6. Use the arrow down <▼> button to select room number. Type in room # 151(example)
7. Use the arrow down <▼> button to select Staff Submaster options.
8. When all options are set, press <⏏>. FDU is ready to send new configuration.
9. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
10. Connect the communication cable from the FDU, firmly onto lock and press <⏏> on the FDU. The following message is displayed:
11. "Communication Successfully Completed. Press any key to continue."
12. The lock is now programmed as Common Door Suite #151.

#### STEP 2 - Program Inner Door

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 3 to select "Program Common Door Suites" menu.
5. Press the right <▶> arrow to change door type to Inner
6. Use the arrow down <▼> button to select room number. Type in room # 152(example)
7. Use the arrow down <▼> button to select Staff Submaster options.
8. When all options are set, press <⏏>. FDU is ready to send new configuration.
9. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
10. Connect the communication cable from the FDU, firmly onto lock and press <⏏> on the FDU. The following message is displayed: "Communication Successfully Completed. Press any key to continue."
11. The Lock is now programmed as Inner Door Suite #152.

#### **8.1.4 Program Common Areas**

**The Guest and/or Staff Areas keycards must be pre-configured in order to work in the Common Area Door(s). See Chapter 7.**

#### **STEP 1 - Program Common Areas for Ilco Kaba Lock**

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 4 to select "Program Common Areas" menu.

5. Press the right <▶> arrow to change Area Type Guest/Staff. Note: Only one type of Common Area Guest or Staff can be chosen per lock.
6. Use the arrow down <▼> button to select Area Number(s)
7. Press the right <▶> arrow to add Guest/Staff Area #.
8. Press the right <▶> arrow to change option Yes = Enabled, No = Disabled.
9. When all options are set, press <↵>.
10. Guest Flex, Staff Flex, and Passage Flex Not available for Ilco Kaba Lock.
11. Press <↵>. FDU display: FDU is ready to send new configuration.
12. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
13. Connect the communication cable from the FDU, firmly onto lock and press <↵> on the FDU. The following message is displayed:
14. "Communication Successfully Completed. Press any key to continue."
15. The Lock is now programmed as a Guest or Staff Common Area.

## **STEP 2 - Program Common Areas for RAC (Remote Access Controller)**

If this is a first time installation, insert the Initialization keycard in the RAC swipe reader. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 4 to select "Program Common Areas" menu.
5. Press the right <▶> arrow to change Area Type Guest/Staff. Note: Only one type of Common Area Guest or Staff can be chosen per RAC.
6. Use the arrow down <▼> button to select Area Number(s)
7. Press the right <▶> arrow to add Guest/Staff Area #.

8. Press the right <▶> arrow to change option Yes = Enabled, No = Disabled.
9. When all options are set, press <↵>.
10. Use the arrow down <▼> button to select Timezone Type:
11. Note: Flexible Timezones must be preset prior to selecting Timezone options. See Chapter 7 FDU Setup.
12. Guest Flexible Timezone—When used sets the time the Guest keycards will work in RAC unit. Note: if not used/selected the default is Active.
13. Staff Flexible Timezone—When used sets the time the Staff keycards will work in RAC unit. Note: if not used/selected the default is Active.
14. Passage Flexible Timezone—When used sets the time the RAC unit will remain unlocked, keycards not needed to open door. Note: if not used/selected the default is disabled.
15. Press the right <▶> arrow to add Guest/Staff/Passage Area Timezone #.
16. When all options are set press <↵>.
17. Press <↵> again; FDU is ready to send new configuration.
18. Connect the DB9 Male/Female Straight communication cable from the FDU, firmly onto RAC and press <↵> on the FDU. The following message is displayed:
19. “Communication Successfully Completed. Press any key to continue.”
20. The RAC is now programmed as a Guest or Staff Common Area.

### 8.1.5 Program Restricted Areas

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 8 to select “Programming” menu.
3. Press 1 to select “Lock” menu.
4. Press 5 to select “Program Restricted Areas” menu.
5. Type in Restricted Area Number 100 (example) to be used. Restricted Area Number Range is 1 to 200.

6. Use the arrow down <▼> button to add Passage Flexible Timezone.
7. Note: Passage Flexible Timezone option is not available for regular guest room doors. Only used for RAC unit; when Remote Access Controller is programmed as restricted area this feature can be used. Passage Flexible Timezones must be preset prior to selecting Timezone. See Chapter 7 FDU setup.
8. When all options are set press <↓>. FDU is ready to send new configuration.
9. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
10. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
11. "Communication Successfully Completed. Press any key to continue."
12. The lock is now programmed as Restricted Area Number 100.

### 8.1.6 Reset Time

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 6 to select "Reset Time" menu.
5. FDU is ready to reset time
6. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
7. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
8. "Communication Successfully Completed. Press any key to continue."
9. The lock is now synchronized with FDU unit.

### 8.1.7 Electrical Override

If this is a first time installation, or if battery power to the lock has been interrupted, insert the Initialization keycard in the lock. The red and green L.E.D.'s should flash, then the green L.E.D. should flash once more.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Press 8 to select "Programming" menu.
3. Press 1 to select "Lock" menu.
4. Press 7 to select "Electrical Override" menu.
5. FDU display: Ready to perform an electrical override.
6. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:

7. "Trying to establish link with lock." You will hear the motor engaging.
8. "Communication Successfully Completed. Press any key to continue."
9. The lock is in override mode, simply use handle to open door.

## 8.2 Another FDU

**This step is to synchronize internal settings such as date/time/keycard expiry, from one FDU to another FDU. This step is usually done after each seasonal time change.**

### **Cables required:**

FDU G4 (blue screen) to FDU G4 (blue screen):	Female-to-Female DB9 Null Modem.
FDU G4 (blue screen) to FDU G3 (green screen):	Female-to-Female DB9 Null Modem.
FDU G3 (green screen) to FDU G4 (blue screen):	Female-to-Male DB9 Straight.

### 8.2.1 Receive Configuration

This step has to be done on the FDU that will receive data from another FDU.

1. Swipe an authorized GMA, MA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Connect DB9 to port connector. If FDU G4 (port A) If FDU G3 (port B)
3. Press 8 to select "Programming" menu.
4. Press 2 to select "Another FDU" menu.
5. Press 1 to select "Receive Configuration" menu.
6. FDU display: "FDU receive in progress."
7. Follow steps in 8.2.2 Send Configuration.
8. Once steps have been done on both units
9. FDU will display: Success FDU transfer completed.
10. "Trying to establish link with lock." You will hear the motor engaging.
11. "Communication Successfully Completed. Press any key to continue."
12. The lock is in override mode, simply use handle to open door.

## 8.2.2 Send Configuration

This step has to be done on the FDU that will send data to the other FDU.

1. Swipe an authorized GMA, MA keycard.

For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.

2. Connect DB9 to port connector. If FDU G4 (port A) If FDU G3 (port A)
3. Press 8 to select "Programming" menu.
4. Press 2 to select "Another FDU" menu.
5. Press 2 to select "Send Configuration" menu.
6. FDU display: "FDU send in progress."
7. Follow steps in 8.2.1 Receive Configuration.
8. Once steps have been done on both units
9. FDU will display: Success FDU transfer completed.

## Chapter 9 Audits and Reports

### 9.1 Lock Audit

The lock audit can be consulted in the event of unauthorized access to determine which keycard was used, when entry occurred, and the identity of the operator who issued the keycard. The lock audit trail also records the use of special keycards such as Reset, Lockout, Programming, Initialization and override usage. The FDU and communication cable are used to read the audit stored in the lock or alternatively a single lock audit keycard for Contactless 790 and Confidant RFID.

#### 9.1.1 Audit Lock

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select "Audit/Report" menu.
3. Press 1 to select "Lock Audit" menu.
4. Press 1 to select "Audit Lock."
5. Note: The FDU can store up to 10 lock audits in memory. If there are audits already stored in FDU memory, FDU will display: "Erase audits already in memory?" 1=Yes to erase all audits No= Save all audits.
6. FDU display: "Ready to Audit Lock strike a key."
7. Swipe a Programming keycard into lock (or present keycard to the reader, for the Contactless 790 and Confidant RFID). Solid Green L.E.D. will come on activating program mode in lock.
8. Connect the communication cable from the FDU, firmly onto lock and press <↓> on the FDU. The following message is displayed:
9. "Communication Successfully Completed. Press any key to continue."
10. The audit is now stored into the FDU unit.

#### 9.1.2 Auditing locks with "Lock Audit Keycard" (Applicable to Contactless 790 and Confidant RFID only)

##### STEP 1 – Create Lock Audit Keycard

1. Swipe or present a GMA authorized level keycard.  
If the user level is FDA, press the <🏠> key to reach the main screen.

2. Press 4 to select “Lock Action Card” menu.
3. Press 6 to select “Lock Audit.”
4. Enter amount of cards to be made.
5. When quantity is set, press <↓> to encode keycard(s).
6. Present keycard(s) to Contactless Encoder (for 790 lock).
7. The Lock Audit Keycard(s) has been created.

### **STEP 2 – Present Lock Audit Keycard to Contactless 790 and Confidant RFID lock.**

The L.E.D. will display a green light while audit trail is being uploaded onto keycard. If there is an error, the L.E.D. will display a red light.

### **STEP 3 – Download Audit from Lock Audit Keycard to FDU**

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select “Audit/Report” menu.
3. Press 1 to select “Lock Audit” menu.
4. Press 1 to select “Audit Lock.”
5. Present Lock Audit Keycard to Contactless reader
6. The audit is now stored into the FDU unit.

## **9.1.2 Clear Lock Audit**

To clear the lock audit from the Front Desk Unit

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select “Audit/Report” menu.
3. Press 1 to select “Lock Audit” menu.
4. Press 2 to select “Clear Lock Audit.”
5. Use the arrow down <▼> button to select Audit to clear. Press <↓> to clear selected audit.

6. If there is no lock audit in the FDU display screen will read: "No Lock Audit Presently in Memory."

### 9.1.3 Lock Report

Access the audit report on the FDU or export it to a USB key or printer.

1. Swipe an authorized GMA, MA or PA keycard or enter PA PIN#. For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select "Audit/Report" menu.
3. Press 1 to select "Lock Audit" menu.
4. Press 3 to select "Lock Report."
5. Use the arrow down <▼> button to select Audit to report. Press <↵>.
6. Select the media on which the audit will be sent. Use right <▶> arrow to toggle between the Screen (FDU display), USB Drive (USB memory stick option), Serial (serial line printer connected to the serial port), or USB printer (USB line printer connected to the USB port).
7. For this example, the desired media is Screen but the next steps apply to ALL media types.
8. Use the arrow down <▼> button to select Filter
9. Use right <▶> arrow to toggle between the various filter options:
10. All = the entire audit will be displayed in reverse chronological order, from the newest entry to the oldest.
11. Keycard = When this choice is selected, the new option Type is displayed. Only the selected keycard type entries will be displayed. To select the keycard type, use the down <▼> arrow and the desired keycard type with the right <▶> arrow.
12. Staff = only staff entries will be in audit result.
13. Use the arrow down <▼> button to select the Authorization # option.
14. Specify the Authorization number. All keycard entries encoded using the specified Authorization will be displayed.
15. Use the down <▼> arrow to select the "From audit #" option.
16. Enter the starting entry in the audit. The default value is 1, which is the newest one.
17. Use the down <▼> arrow to select the "Audit quantity" option.

18. Enter the maximum number of entries in the audit to print. Only the most recent entries will be displayed, up to the specified number of entries. If an audit appears more than once, then the last entry is the most recent.
19. When all options are set Press <↓>. FDU is ready to start the audit report.
20. When viewing the audit on the FDU screen, use the <▲> and <▼> keys to scroll through the list of entries. The first two screens will show information about the lock itself. Followed by information of the lock audit.

### **9.1.4 Lock Report to Printer**

Connect a serial printer to the FDU serial port, or a USB printer to the USB port. Refer to 9.1.3. At step 6 select the media printer type that has been connected to the FDU unit. Then continue steps.

### **9.1.5 Lock Report to USB memory stick.**

Connect a USB memory stick to the USB port. Follow step 9.1.3 at step 6 select the media “USB drive” that has been connected to the FDU unit. Then continue steps.

## **9.2 FDU Audit**

The FDU audit records all keycard encoding as well as the verification of returned Staff keycards using the readback function, and the verification of Guest level keycards that are read back without knowing the room number (either in POS Verifier mode or if the Read Card feature is enabled see section 7 FDU Setup). These are all the functions of the FDU that are important from the standpoint of security or for investigating abuse. When the audit is viewed or printed, it appears in reverse chronological order (starting with the most recent entry).

1. Swipe an authorized GMA keycard.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select “Audit/Report” menu.
3. Press 2 to select “FDU Audit” menu.
4. Select the media on which the audit will be sent. Use right <▶> arrow to toggle between the Screen (FDU display), USB Drive (USB memory stick option), Serial (serial line printer connected to the serial port), or USB printer (USB line printer connected to the USB port).

5. For this example, the desired media is Screen but the next steps apply to ALL media types.
6. Use the arrow down <▼> button to select Filter
7. Use right <▶> arrow to toggle between the various filter options:
8. None = the entire audit will be displayed in reverse chronological order, from the newest entry to the oldest.
9. Keycard = When this choice is selected, the new option Type is displayed. Only the selected keycard type entries will be displayed. To select the keycard type, use the down <▼> arrow and the desired keycard type with the right <▶> arrow.
10. Room = only specified room number will be in audit result.
11. Staff = only staff entries will be in audit result.
12. Read/Verify = all keycards swiped in the read/verify will be in audit result.
13. Use the arrow down <▼> button to select the Authorization # option.
14. Specify the Authorization number. All keycard entries encoded using the specified Authorization will be displayed.
15. Use the down <▼> arrow to select the "From audit #" option.
16. Enter the starting entry in the audit. The default value is 1, which is the newest one.
17. Use the down <▼> arrow to select the "Audit quantity" option.
18. Enter the maximum number of entries in the audit to print. Only the most recent entries will be displayed, up to the specified number of entries. If an audit appears more than once, then the last entry is the most recent.
19. When all options are set press <⏏>. FDU is ready to start the audit report.
20. When viewing the audit on the FDU screen, use the <▲> and <▼> keys to scroll through the list of entries. The first two screens will show information about the lock itself. Followed by information of the lock audit.

### **9.3 Staff Keycard Audit** **(Applicable to Contactless 790 and Confidant RFID only)**

For hotels using the Contactless 790 and Confidant RFID, either 1K or 4K Mifare keycards can be used. 1k keycards will record a staff movement audit trail of 70 events and 4k keycards will record a staff movement audit trail of 300 events.

#### **9.3.1 Auditing Staff Keycard**

1. Present a valid FDU Authorization Keycard to external Contactless Encoder.
1. Press 9 to select "Audit/Report" menu.
2. Press 3 to select "Staff Audit" menu.
3. Press 1 to select "Staff Audit."
4. Present a staff keycard (Section, Floor, Group, Zone, Area, BellMan's Master or Grand Master) to Contactless reader.
5. The audit is now stored into the FDU unit. Keep the provided audit ID for further operations.

#### **9.3.2 Clear Staff Audit**

To clear a staff audit from the Front Desk Unit

1. Present a valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select "Audit/Report" menu.
3. Press 3 to select "Staff Audit" menu.
4. Press 2 to select "Clear Audit."
5. Use the <▲> and <▼> keys to scroll through the list of entries.
6. Press <↓> to delete the selected audit entry.

#### **9.3.3 Audit Report**

Access the staff audit report on the FDU or export it to a USB key or printer.

1. Present a valid FDU Authorization Keycard to external Contactless Encoder.
2. Press 9 to select "Audit/Report" menu.
3. Press 3 to select "Staff Audit" menu.

4. Press 3 to select "Staff Report" menu
5. Use the <▲> and <▼> keys to scroll through the list of entries. Entries are identified by the type of keycard and the audit entry ID.
6. Press <↓> to select the audit entry.
7. Select the media on which the audit will be sent. Use right <▶> arrow to toggle between the Screen (FDU display), USB Drive (USB memory stick option), Serial (serial line printer connected to the serial port), or USB printer (USB line printer connected to the USB port).
8. For this example, the desired media is Screen but the next steps apply to ALL media types.
9. Use the arrow down <▼> button to select Filter
10. Use right <▶> arrow to toggle between the various filter options:
  - None = the entire audit will be displayed in reverse chronological order, from the newest entry to the oldest.
  - Room = only specified room number will be in audit result.
11. Use the down <▼> arrow to select the "From audit #" option.
12. Enter the starting entry in the audit. The default value is 1, which is the newest one.
13. Use the down <▼> arrow to select the "Audit quantity" option.
14. Enter the maximum number of entries in the audit to print. Only the most recent entries will be displayed, up to the specified number of entries. If an audit appears more than once, then the last entry is the most recent.
15. When all options are set press <↓>. FDU is ready to start the audit report.
16. When viewing the audit on the FDU screen, use the <▲> and <▼> keys to scroll through the list of entries. The first screen will show information about the staff keycard itself. Followed by information of the staff movement.

## **Chapter 10 – Technical Support**

### **10.1 Support Website**

Our customer support website has been set up to provide you with u-to-date information and technical support of ILCO products and programs:

- FAQs
- Manuals and Guides
- Troubleshooting Tips
- Online store for keycards and service parts
- Latest Promos
- Product and Software updates
- Drilling templates

<http://www.ilcosupport.com>

### **10.2 Customer Support**

If you have any questions or require any additional information, call us at:

1-877-468-3555

The Technical Support Product Specialists operating our Emergency Hotline are available 24/7

Place an order for keycards or parts on [www.keycard.com](http://www.keycard.com)

## Chapter 11 – Preventive Maintenance

### 11.1 Weekly Actions

Swipe a Cleaning keycard through the Front Desk Unit 10 to 15 time once a week.



### 11.2 Monthly Actions

The lock housing should be cleaned and polished every month with a clean dry rag.



Do not use chemical cleaners or abrasives, they will damage the finish.

The magnetic reader head should be cleaned every month. Simply insert and withdraw a cleaning card several times in each lock. If your locks are exposed to high levels of dust or salt, or are exterior they should be cleaned more often (once a month).

## 11.3 Biannual Actions

### 11.3.1 Synchronize FDUs

This is done by transferring the data from a verified master FDU to all of the other FDUs in the hotel. This is done to ensure that all FDUs in a facility are set to the same time, recognize the same Authorization keycards, and have the same feature settings.

1. Label the two Front Desk Units to differentiate the one that must receive the data (new) from the one that must send the data (old or Master FDU).
2. As a property may have previous versions of Kaba's FDU system as well as the new generation model different types of cables may be required for the FDU to FDU transfer. If the version of FDU is unknown please contact Kaba Technical Support.

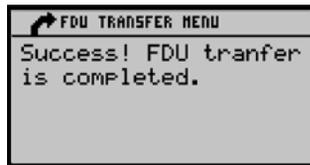
Based on the table below, connect the required FDU to FDU communication cable to the Serial Port on the rear panel of each Front Desk Unit.

<b>Sending FDU version</b>	<b>Receiving FDU version</b>	<b>Required cable</b>
Previous Generation	Previous Generation	Straight serial cable
Previous Generation	Next Generation	Straight serial cable
Next Generation	Previous Generation	Null modem cable
Next Generation	Next Generation	Null modem cable

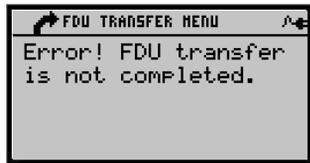
3. On the FDU that will receive data, swipe a keycard having a GMA or MA authorized user level.  
For Contactless 790 and Confidant RFID, present valid FDU Authorization Keycard to external Contactless Encoder.
4. Press 8, or use the down <▼> arrow followed by <↵> to reach the "Programming FDU/Lock" menu.
5. Press 2, or use the down <▼> arrow followed by <↵> to reach the "Another FDU" menu.
6. Press 1, or use the down <▼> arrow followed by <↵> for "Receive Configuration" to put the receiving FDU in receive mode.

7. On the FDU that will transmit the data, swipe a keycard with a GMA or MA authorized user level.
8. Press 8, or use the down <▼> arrow followed by <↵> to reach the “Programming FDU/Lock” menu.
9. Press 2, or use the down <▼> arrow followed by <↵> to reach the “Another FDU” menu.
10. Press 2, or use the down <▼> arrow followed by <↵> for “Send Configuration” to put the transmitting FDU into send mode.

After the data is transmitted, both FDU screens will give the following message.



If an error occurred, the following message is displayed and the receiving FDU will maintain it's previous configuration.



**NOTE:** The information shown above is when both FDU's are of the latest generation model. An FDU to FDU transfer using one FDU of previous generation will be slightly different. For any required support please contact Kaba Technical Support.

### 11.3.2 Reset Time in locks

The time needs to be reset in every locks with an FDU once the FDU's are synchronized. For the procedure Refer to Section 8.1.6.



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