

best practices

STOP!

correct initial set-up of your digilocks is crucial for the locks to operate as intended, read below before attempting set-up

YOU SHOULD HAVE

- **Programming Key (Yellow)** – Each system of locks can only accept one Programming Key
- **Manager Key (Black)** – Each lock can accept up to six Manager Keys
- **Digilock** (Aspire or Versa)

Keys are handed over and must remain with the End-User. Installers should not be taking keys away from the site.

Unless otherwise requested by the dealer, the initial set-up should be the responsibility of the end-user. The dealer should ensure proper knowledge transfer to the end client.

PROGRAMMING KEYS (required to set-up and maintain the system)

- Each lock can only work with one Programming Key
- Installers should not be using Programming Key during installation
 - All locks come with factory default settings with “C” + “Key” as the default code to operate the lock. This is enough for installation purposes
- The Programming Key is strictly to be used by the end user’s facilities department or designated person during set-up
- When a Programming Key is paired to a Digilock, the lock belongs to that system run by the paired programming key

END-USER INITIAL SET-UP

- When the locks are handed over to the end-user, they must be in factory default settings with “C” + “Key” as the default code
- The initial set-up is very sensitive and needs to be done right
- To complete initial set-up, you will need to know whether the lock is set-up for “Assigned Use” or “Shared Use”
 - LED Lights up **RED** = Shared
 - LED Lights up **GREEN** = Assigned
- How to Videos are available to help guide you through set-up:
 - Simply scan the QR code on your key to access the videos on our website. In addition, there are several other resources here that can help get your lock up and running

NOTE: Before assigning user codes, all locks must be programmed with a Programming Key and a Manager Key

TROUBLESHOOTING

If you run into trouble while setting up your Digilocks, you can:

1. Refer to the [Digilock User Guide](#)
2. Refer to the [How to Videos](#)
3. Refer to the [Troubleshooting Page](#)

If you still have trouble, please contact your dealer.