
FLock V3.0 User Manual



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1. System Overview

1.1. System components

1.1.1. The door locks



1.1.2. General Lock Features

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

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

1.1.2.1. Deadbolt override

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

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

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

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

1.1.2.2. Cylinder for Mechanical Override

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

The metal cylinder is recordable. Recoding of the cylinder requires use of the special Recode key which is included in the system package.

1.1.2.3. Common Doors

Common Doors are typically perimeter doors, garage, health club, pool, VIP floors etc. This access is assigned automatically when the keycards are issued based on the settings in the System Setup Module. Access to Common Doors is given in addition to doors that are specifically selected when the keycard is issued and up to 16 Common Doors can automatically assigned to a keycard when it is issued. For example, all Guest keycards might automatically include access through exterior entrances and parking

1.1.2.4. System Events

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

1.1.2.5. Lock Modes

Locks can be set to operate in 2 different modes.

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

Manual Mode—the door will alternate between locked and unlocked whenever a valid key card is inserted

1.1.2.6. Time-control

All keycards include a start and expiration date

1.2. RFID card encoder

It is used for reading and writing cards, just plug into the computer, no need to install driver.



1.3. Hand held unit

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

1.4. Flock V3.0

The software can be installed on any PC running Windows XP, Vista, Win 7, Win 8, Window 10, Win sever 2003, Win server 2008, Win server 2012


1.4.1. Hardware requirements

Most common brand PCs that meet the requirements for Windows XP, Vista, Win 7, Win 8, Window 10, Win sever 2003, Win server 2008, Win server 2012 can be used

1.4.2. The requirements for the PCs OS are:

Windows XP, Vista, Win 7, Win 8, Window 10, Win sever 2003, Win server 2008, Win server 2012.,

2. Software installations

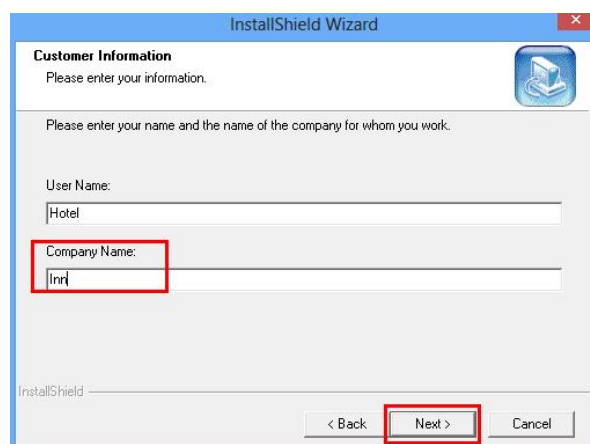
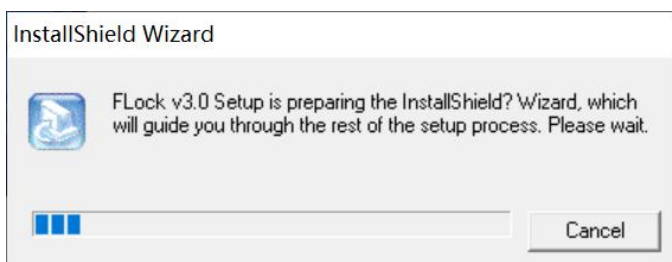
Find out installation  FLOCK v3.0.1.exe “exe” file and double click.



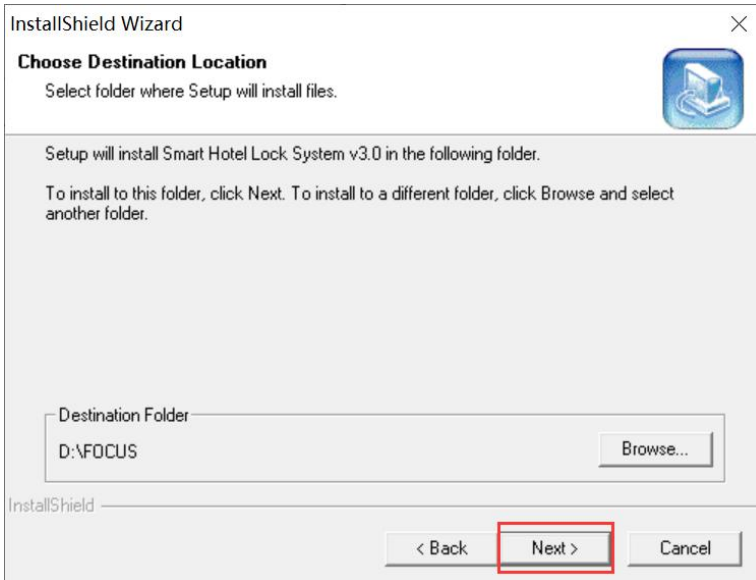
Double click the file and prepare to install
Click **Next**



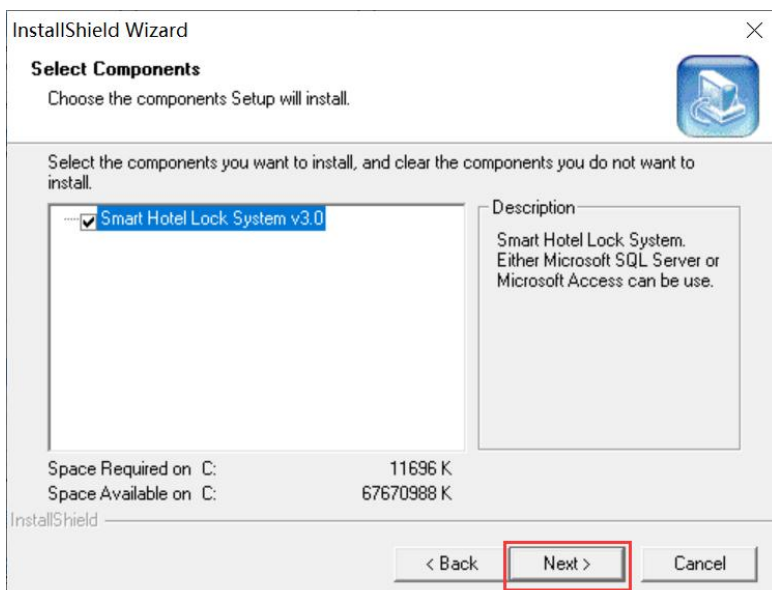
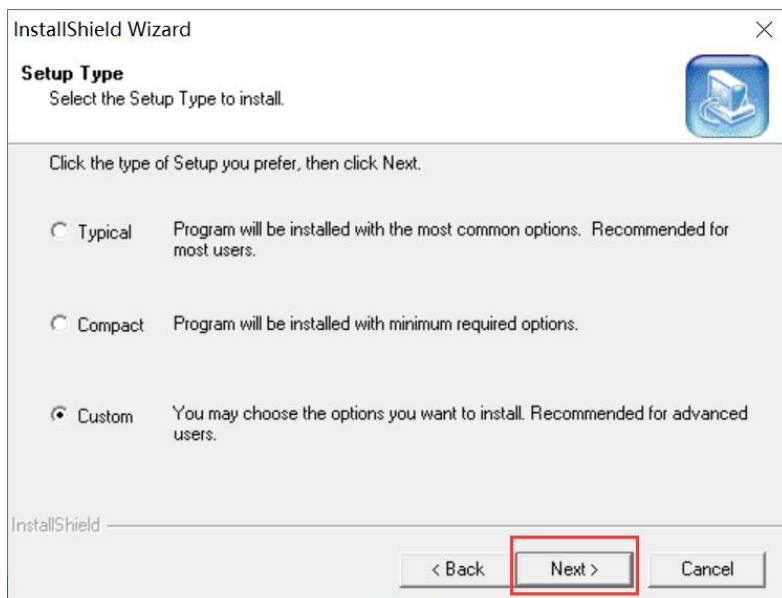
Choose language of the software

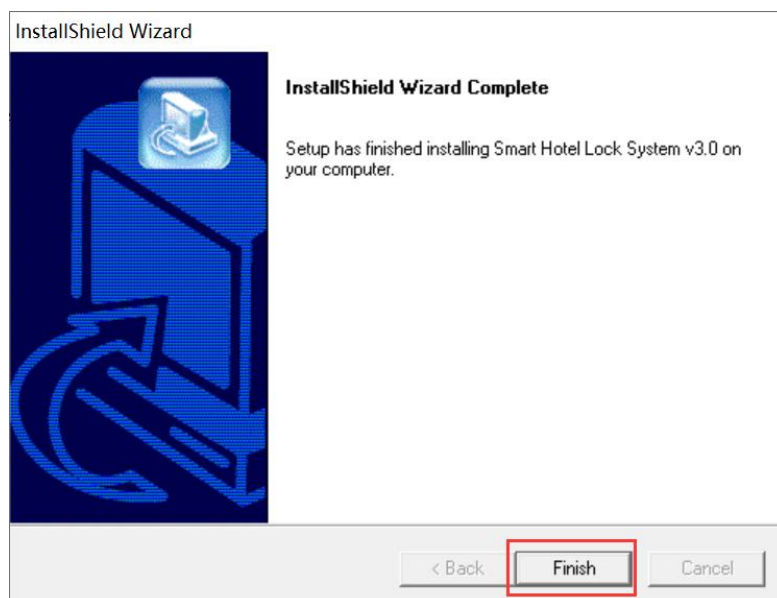
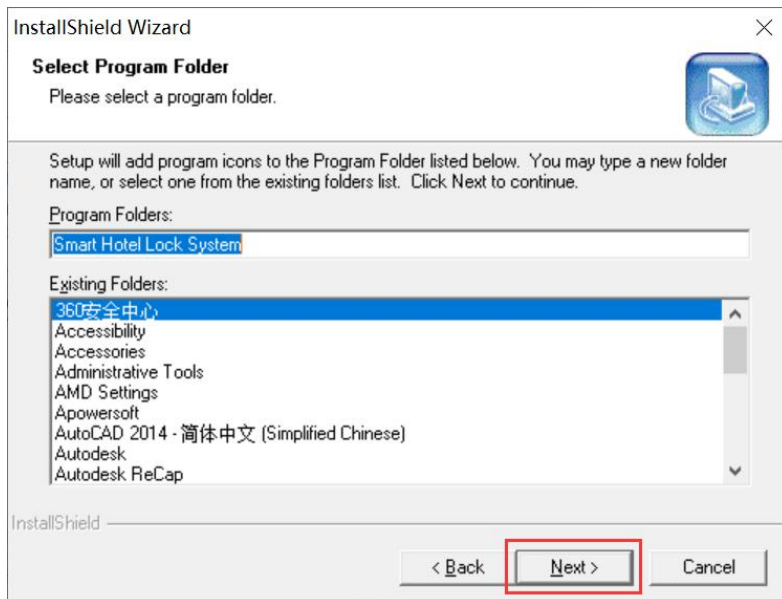


Enter the use name and company name.



Click "Next"





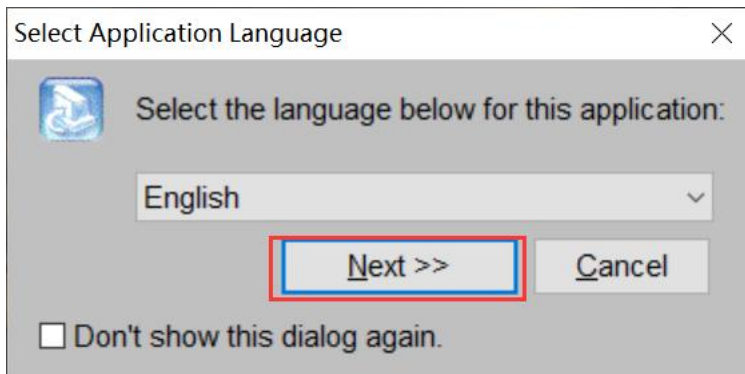
After installation, you will see the icons



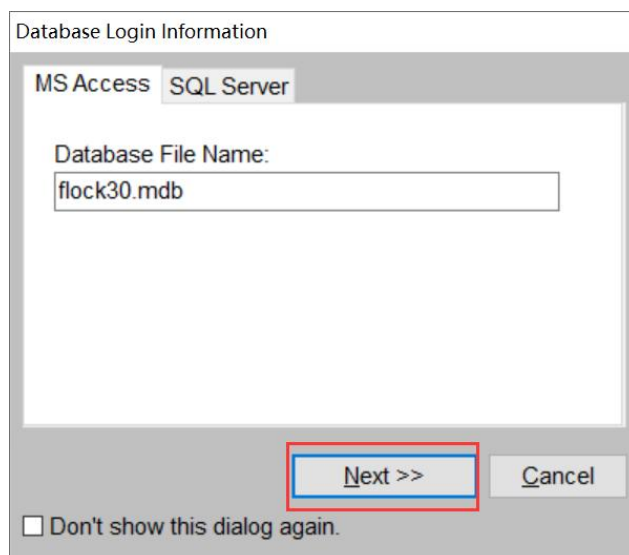
3. Load software



Double click the icon,



Select the application language.



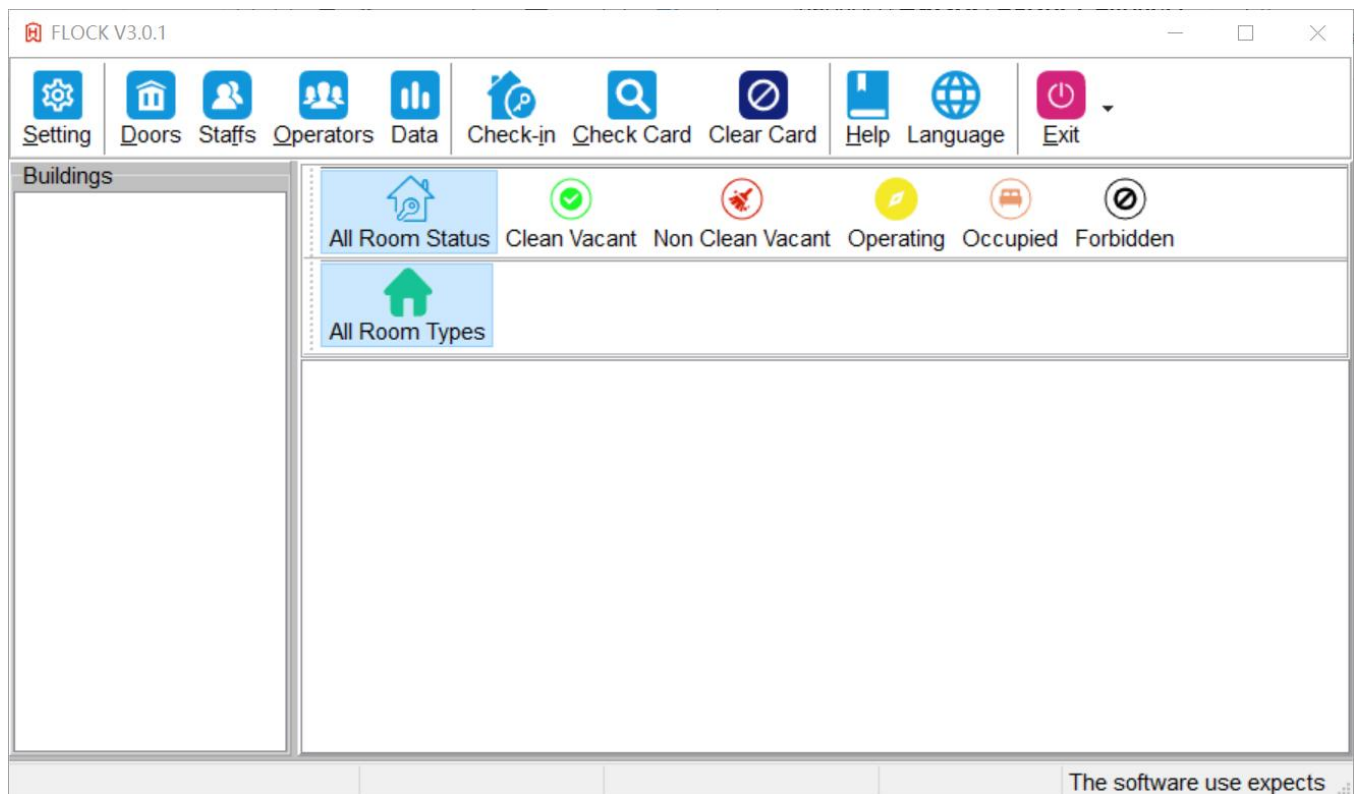
The dialogue will not pop up if select "Don't show this dialog again"

There are two databases available for this locking system, "Microsoft Access" and "SQL Server", Before using SQL servers, you have to install SQL database first.



Click "OK", you will see the screen shows as below

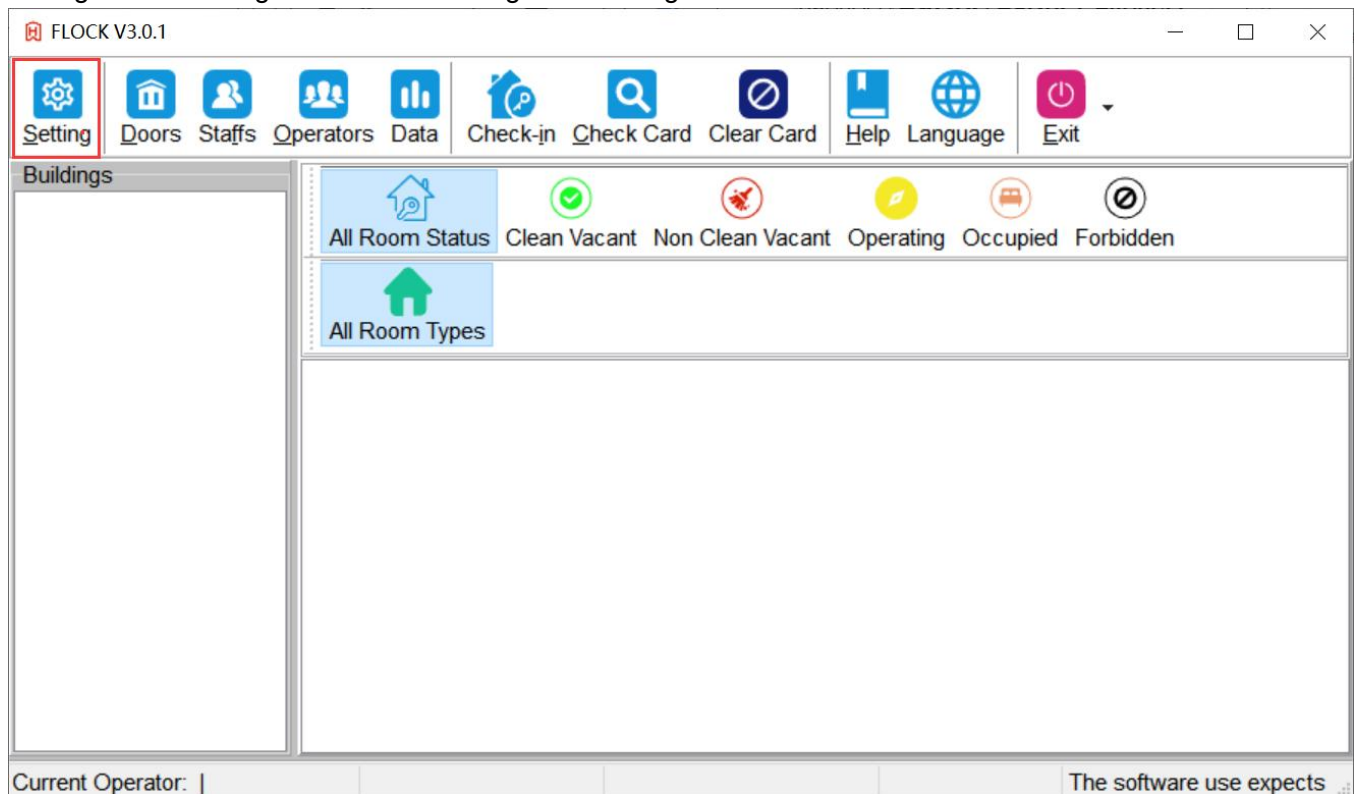
If you did not setup the operator, then you can continue as clicking "Login", you will see as below

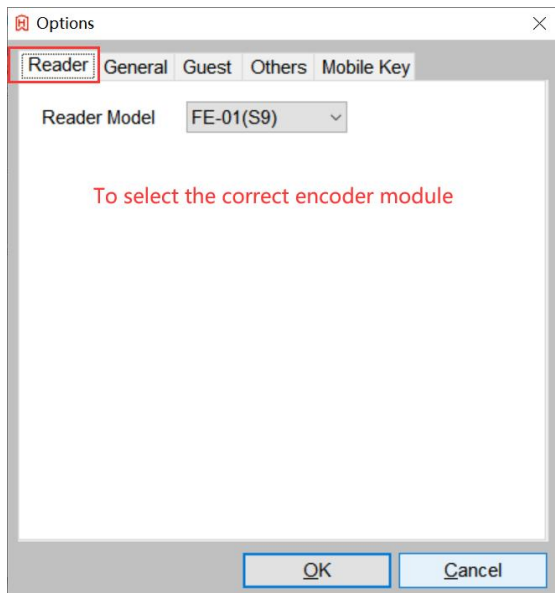


4. Before programming a lock

4.1. Software Configurations

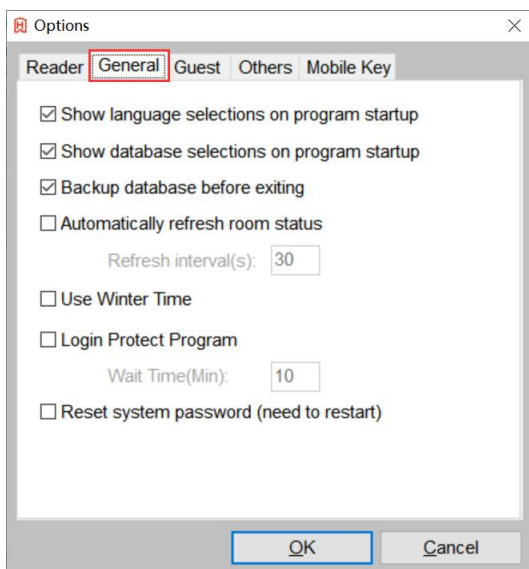
Let's get into "Setting" to know something base setting of the software.





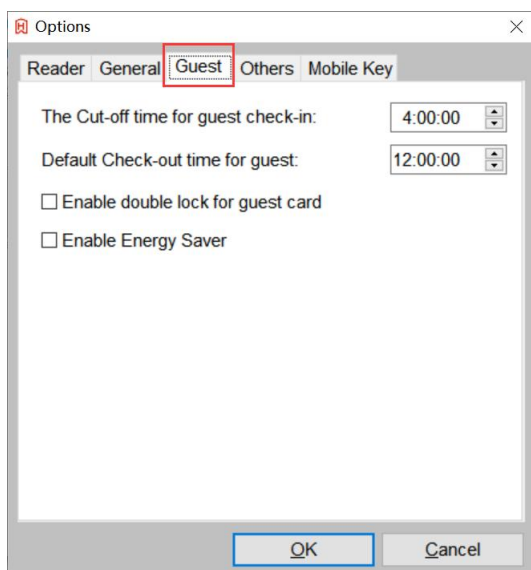
Reader

To select the correct encoder model of software.



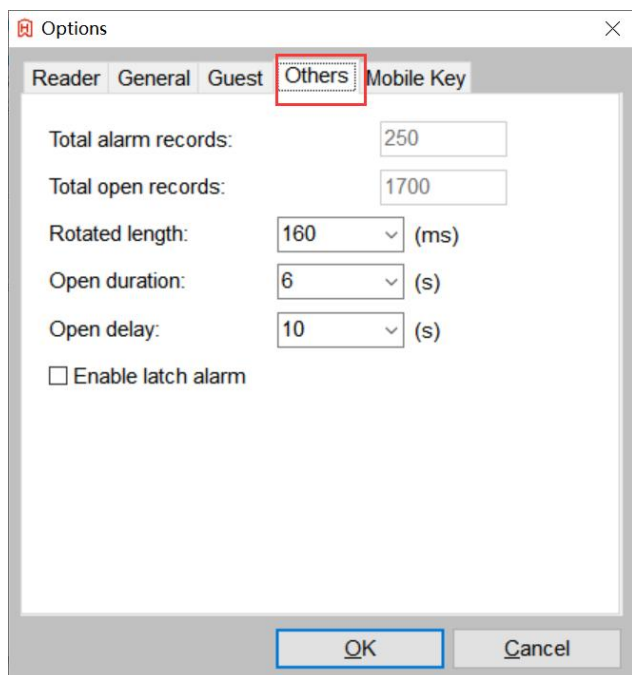
Note:

Do not check the box on “Reset system password (need to restart)” when running the software, otherwise you can not issue cards. And there will be error when issuing cards.



If you want the guest card enable double lock, please check the box “Enable double lock for guest card”

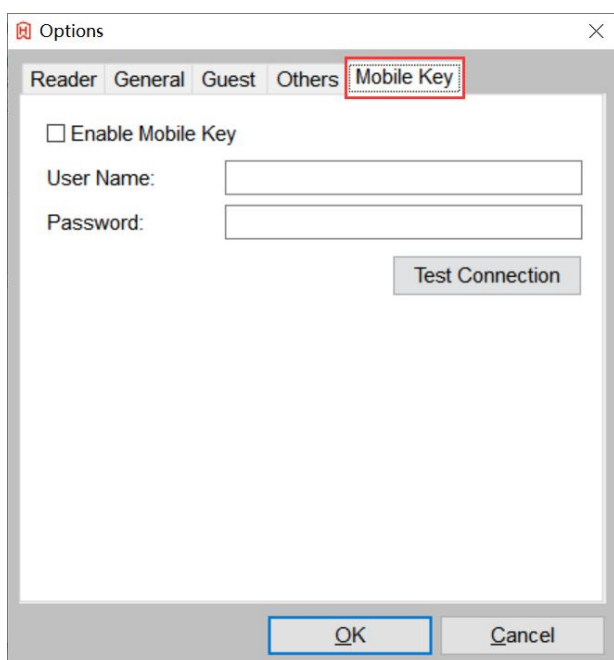
If you want enable room specified function ESU, please check the box “Enable Energy Saver”



The image shows the 'Options' dialog box with the 'Others' tab selected. The 'Others' tab is highlighted with a red rectangle. The dialog contains the following settings:

- Total alarm records: 250
- Total open records: 1700
- Rotated length: 160 (ms)
- Open duration: 6 (s)
- Open delay: 10 (s)
- ☐ Enable latch alarm

At the bottom, there are 'OK' and 'Cancel' buttons.



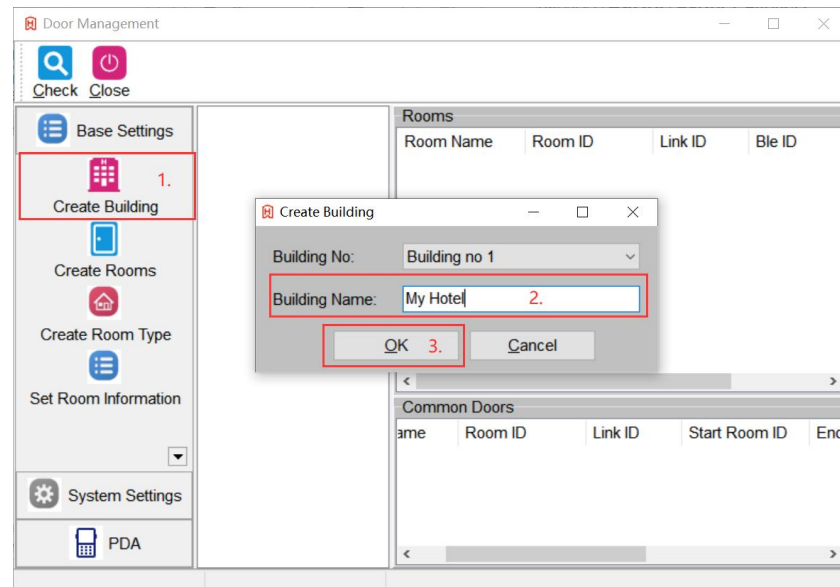
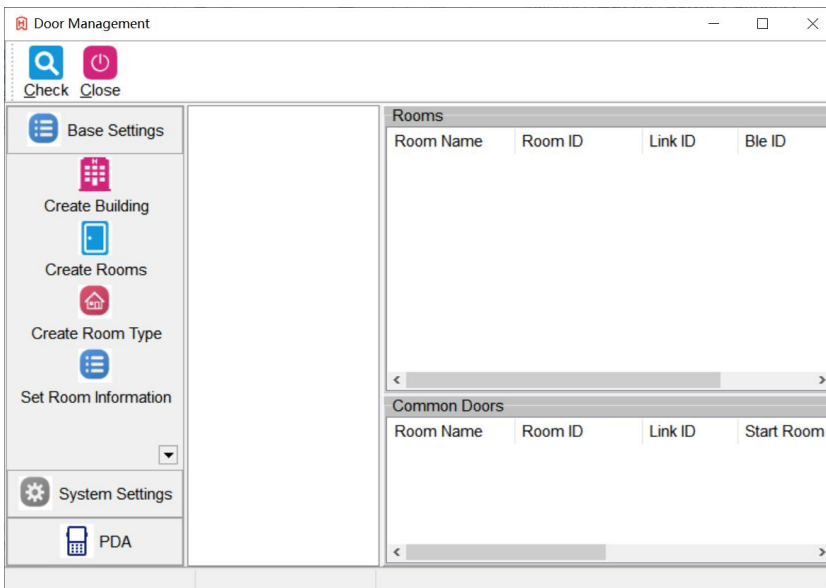
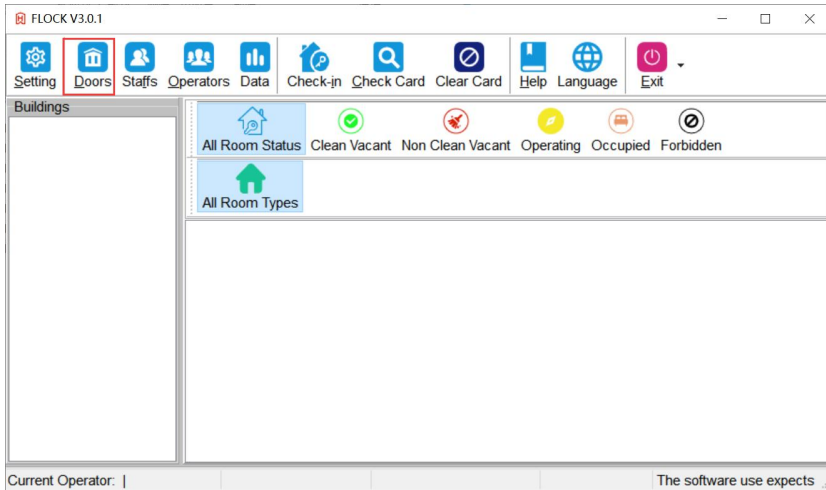
The image shows the 'Options' dialog box with the 'Mobile Key' tab selected. The 'Mobile Key' tab is highlighted with a red rectangle. The dialog contains the following settings:

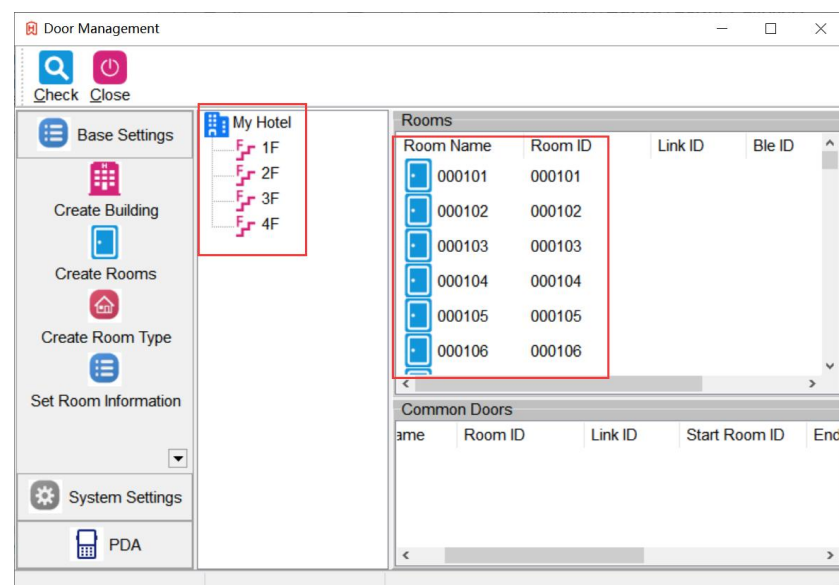
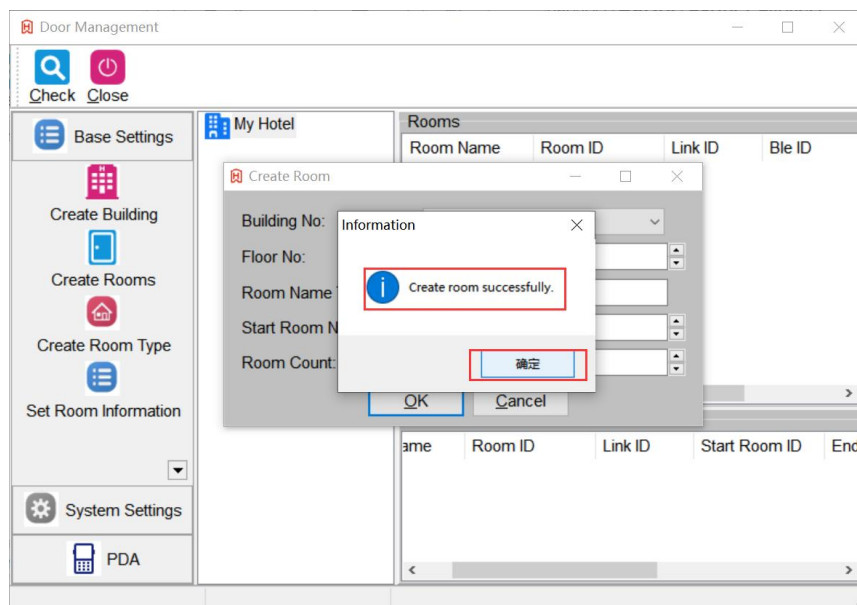
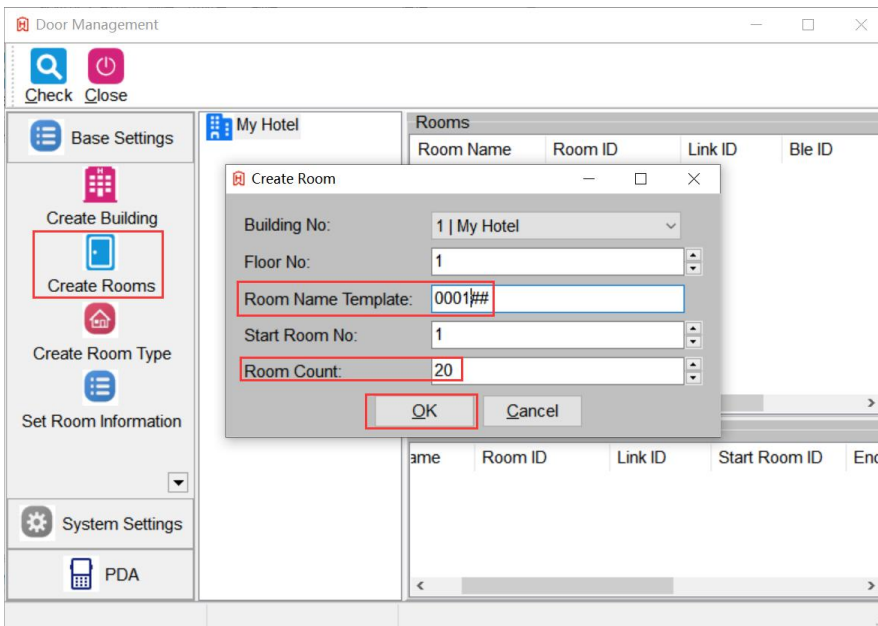
- ☐ Enable Mobile Key
- User Name: [text box]
- Password: [text box]
- Test Connection [button]

At the bottom, there are 'OK' and 'Cancel' buttons.

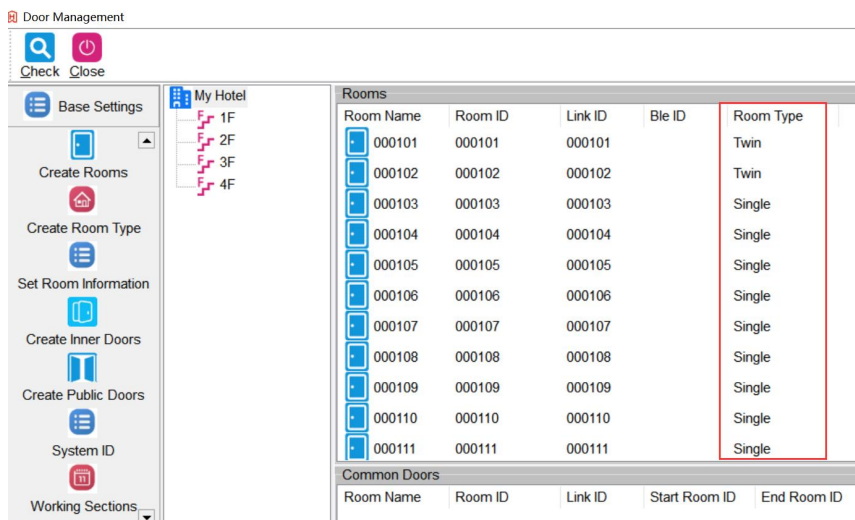
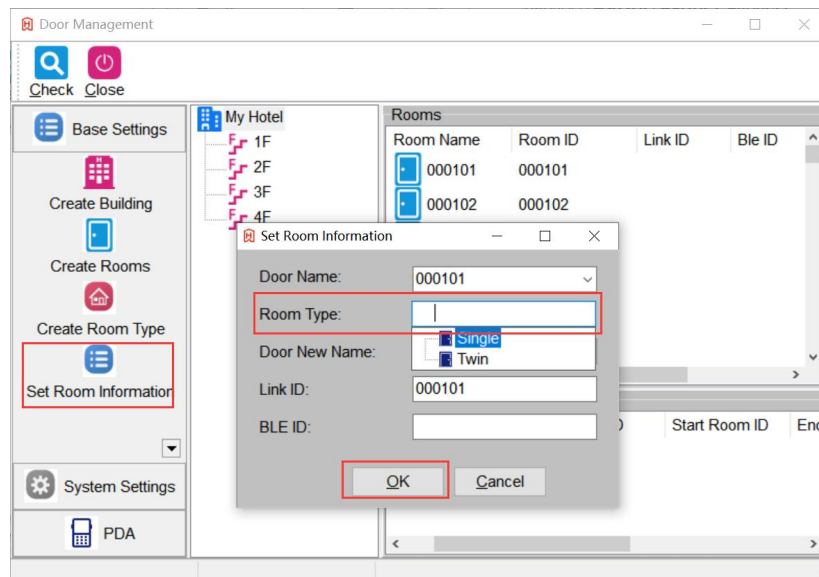
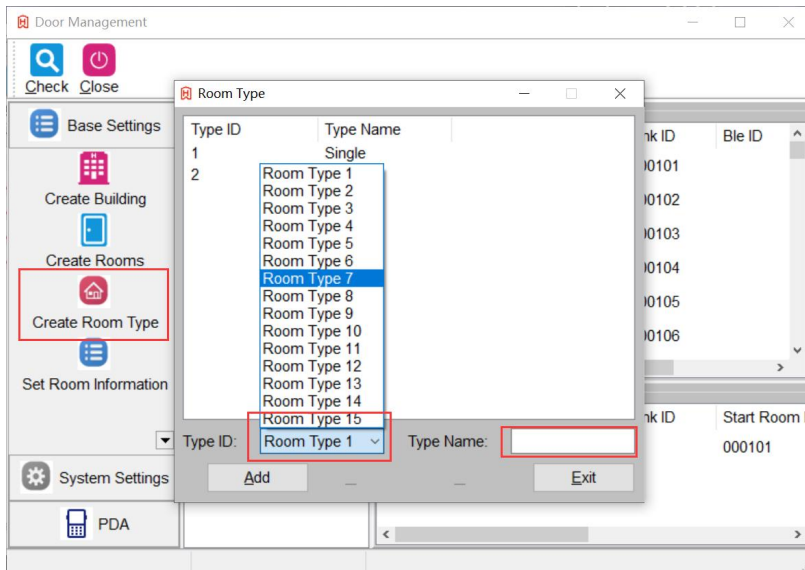
If you want to active Mobile key function, please check the box “Enable Mobile Key”
(Please check the mobile key function user manual for more information)

4.2. Configure Hotel Guest Rooms

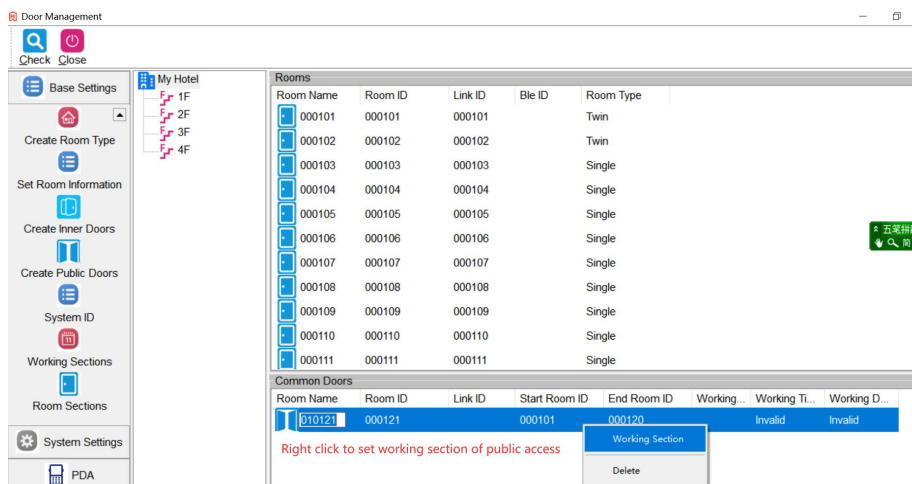
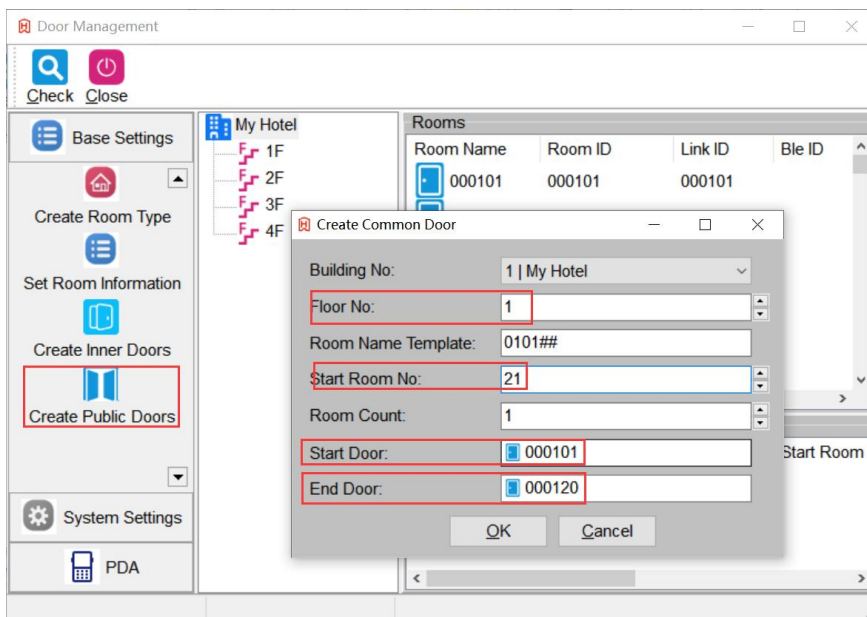




4.3. Setup the room type



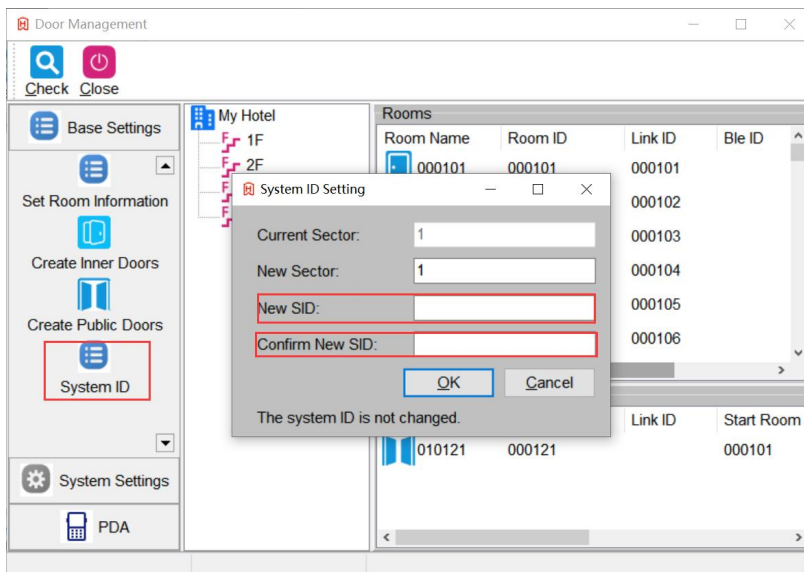
4.4. Create Public Doors



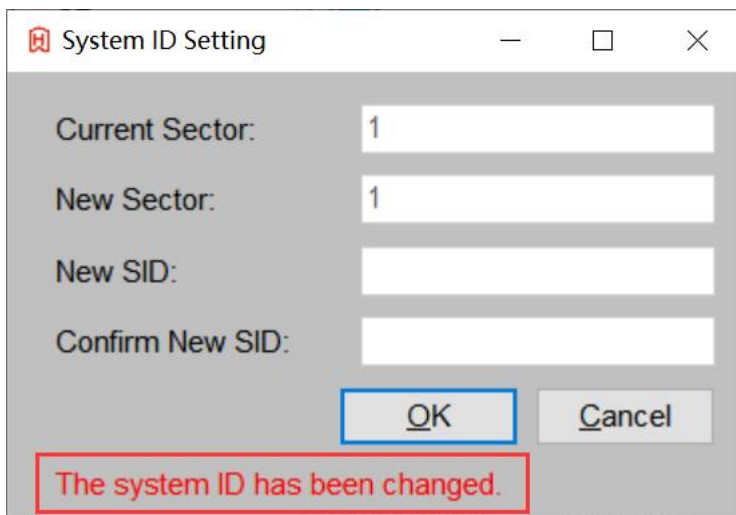
Common Doors							
Room Name	Room ID	Link ID	Start Room ID	End Room ID	Working Se...	Working Time	Working D...
010121	000121		000101	000120	Working Se...	06:00-20:00	All Days

At During this time duration, you need to tap cards to get into the public place.

4.5. Setup system ID



Enter 6 digits system password
(numbers only)



After you set a new SID, you will see the red words : The system ID has been changed

Note:

1. If you just test something of the lock, please do not change the system ID, otherwise the cards can not be used anymore in new software.
2. Issuing a system ID card with changing password is normally for the hotel that has been completed

already.

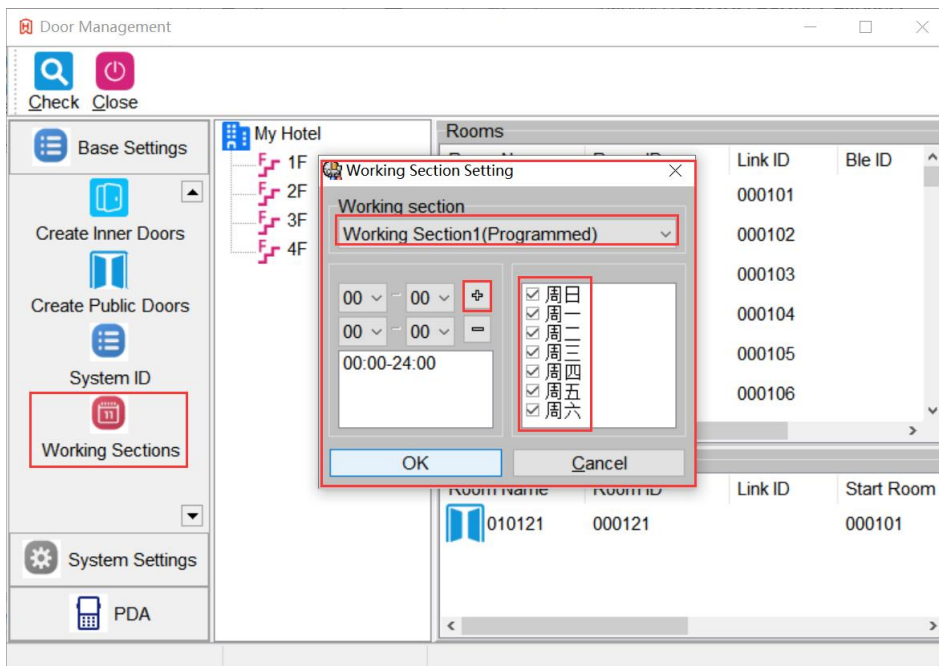
Explanation of System password: Software, key card, lock, and hand held, their original system password has been set; we call it "factory password". (However, clients no need to know what the original password is).

Why we need to change the system password?

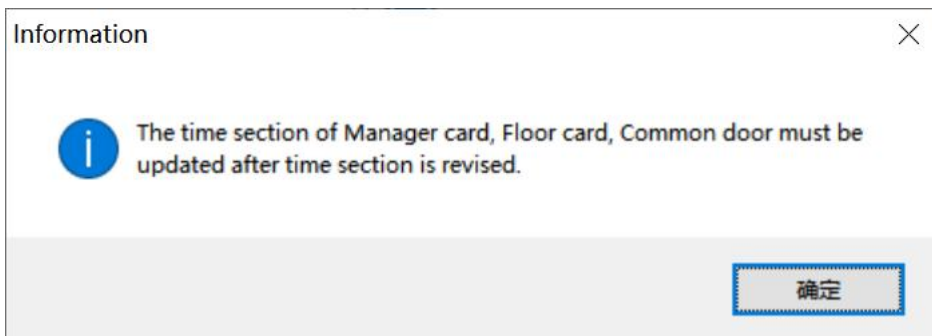
Due to there are so many clients all over the world, all locks are with "factory password", they are not safe that we can open all doors as if we keep a general card, we have to issue a new system ID card to change the system ID, then new system is no more "factory password". The system ID is changed,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

3. If you just test something of the lock, please do not change the system ID, otherwise the cards can not be used anymore in new software.

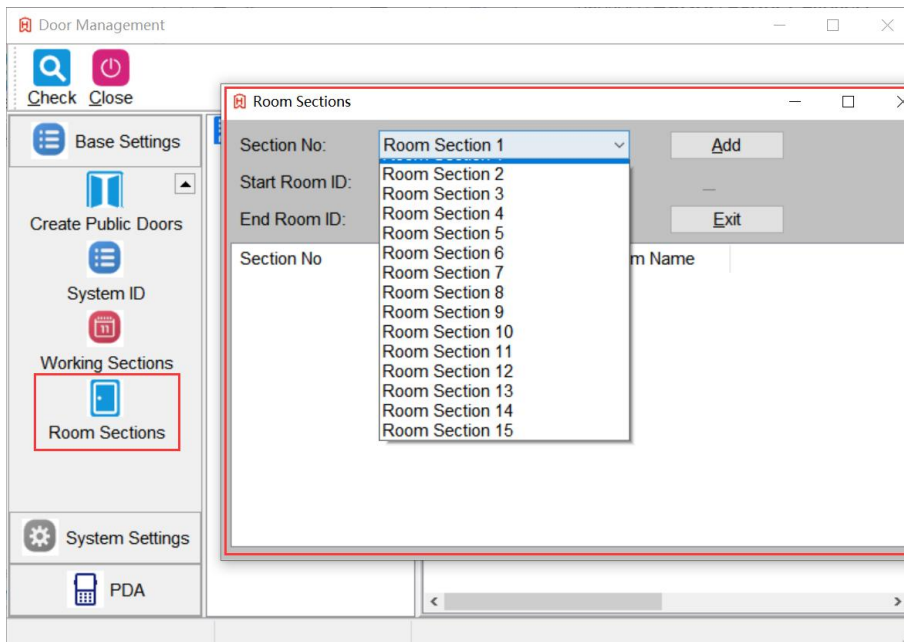
4.6. Working Sections



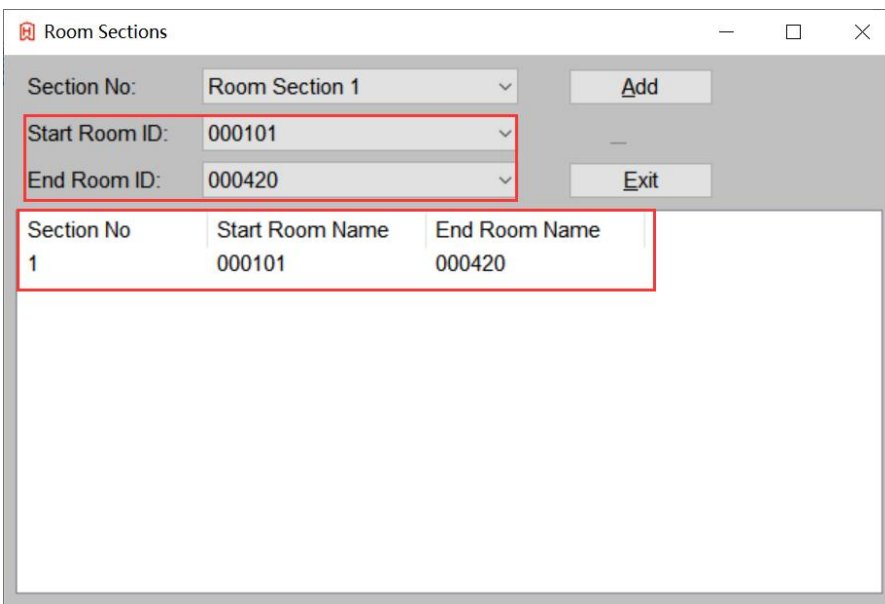
There are 6 working sections can be set. And this working section function can be used for common door, manager card, house keeping card



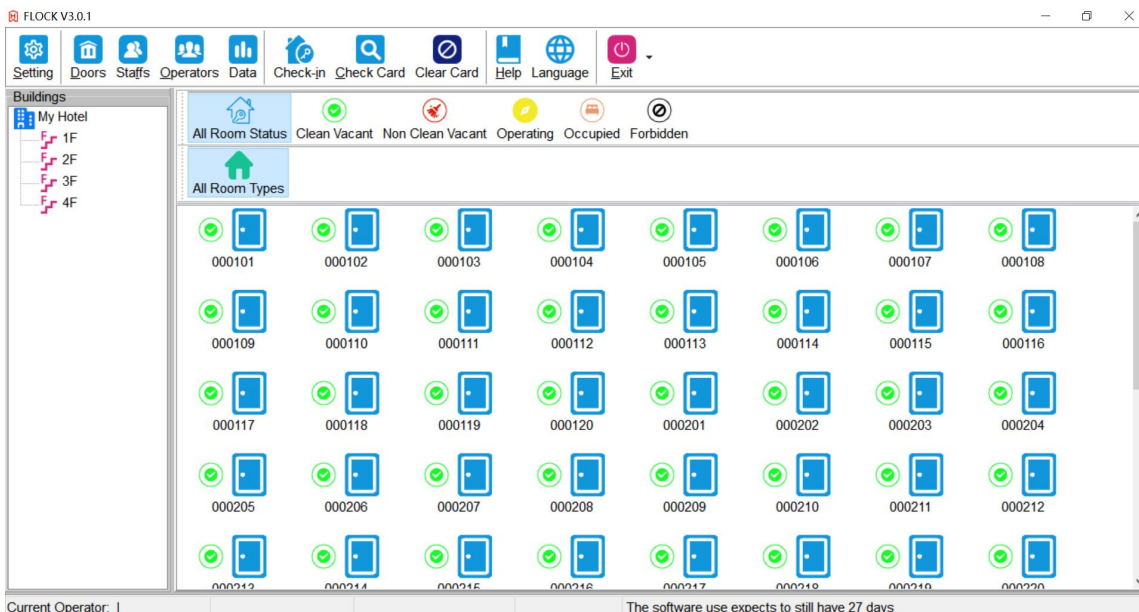
4.7. Room sections



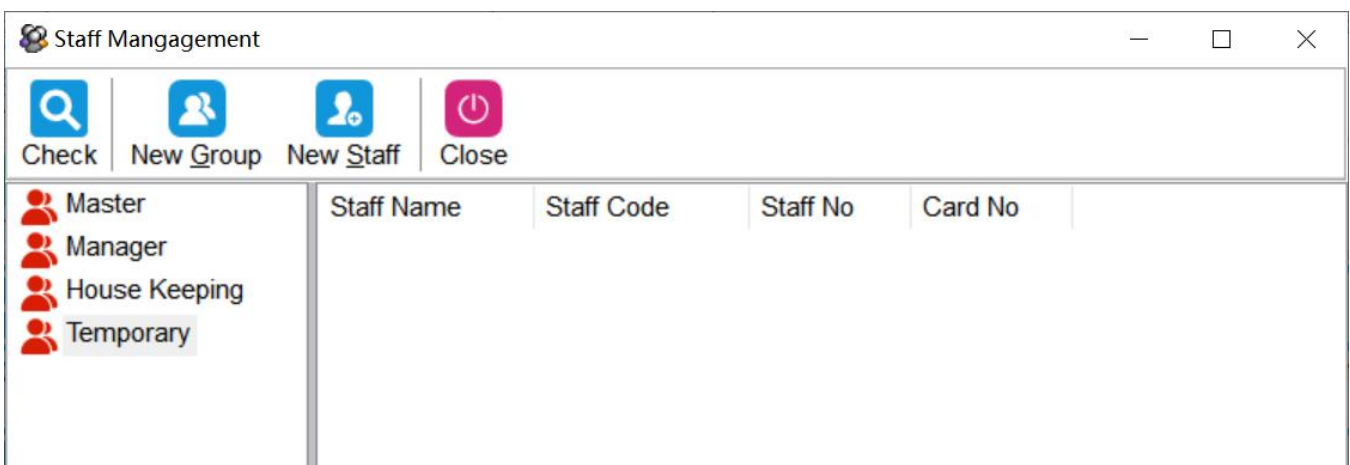
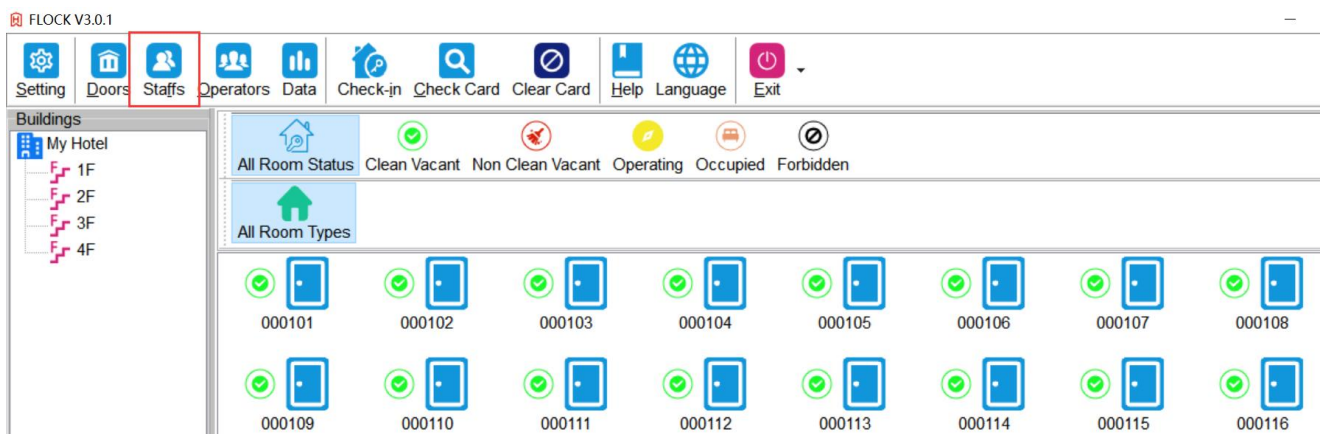
Rooms sections is mainly used for Manager card



The room list information is done

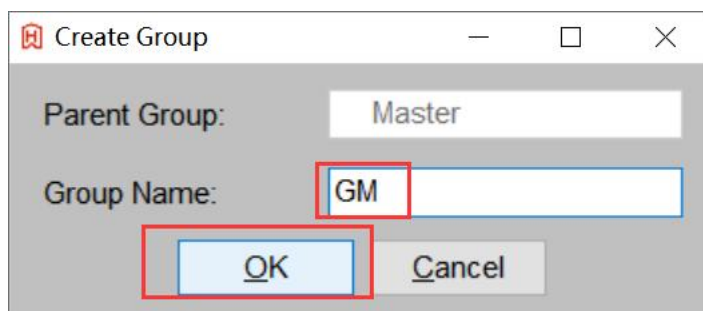
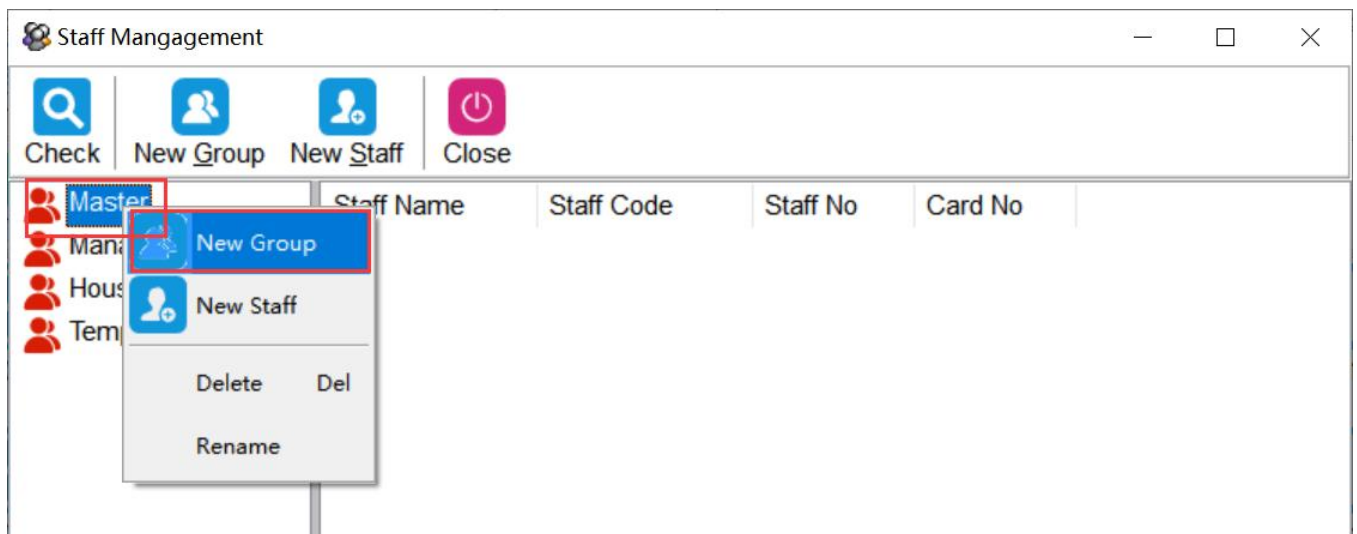


4.8. Set Hotel staffs



4.8.1. Set Master card

Master card is the high management level of the hotel, which can unlock all the locks anytime.



Staff Management

Check New Group New Staff Close

	Staff Name	Staff Code	Staff No	Card No
Master				
Manag				
Hous				
Temp				

New Group

New Staff

Delete Del

Rename

Create Member

Parent Group: GM

Staff ID Template: 00##

Staff Name Template: 00##

Staff Count: 2

Add

OK

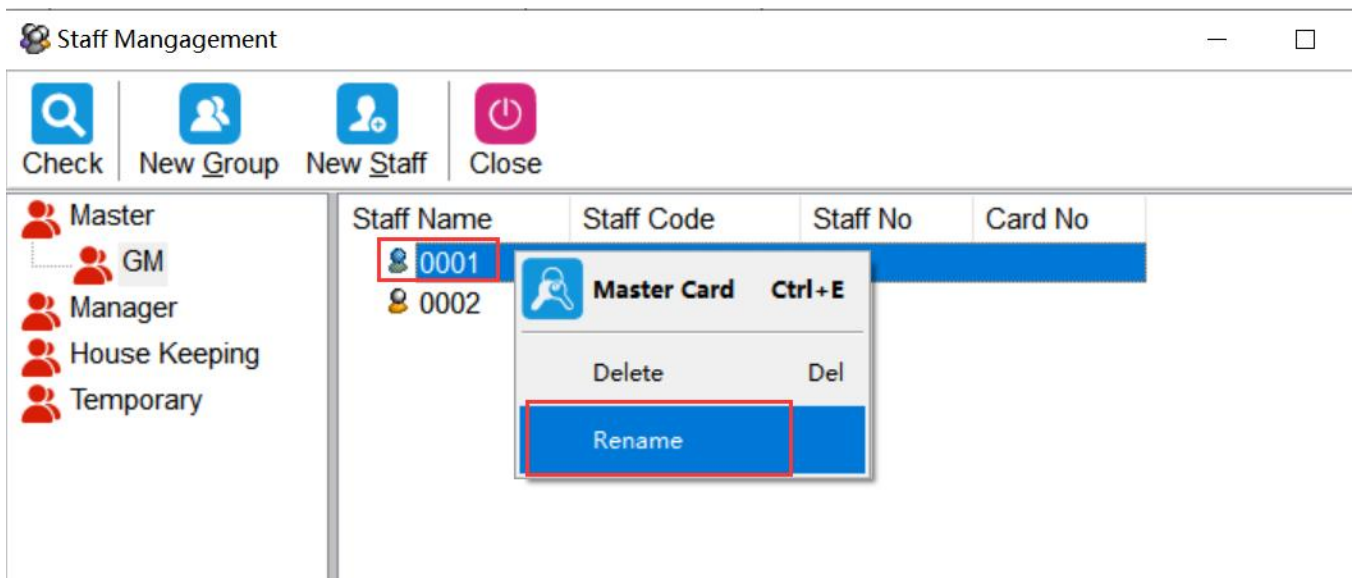
Cancel

Index	Staff ID	Staff Name
1	0001	0001
2	0002	0002

Information

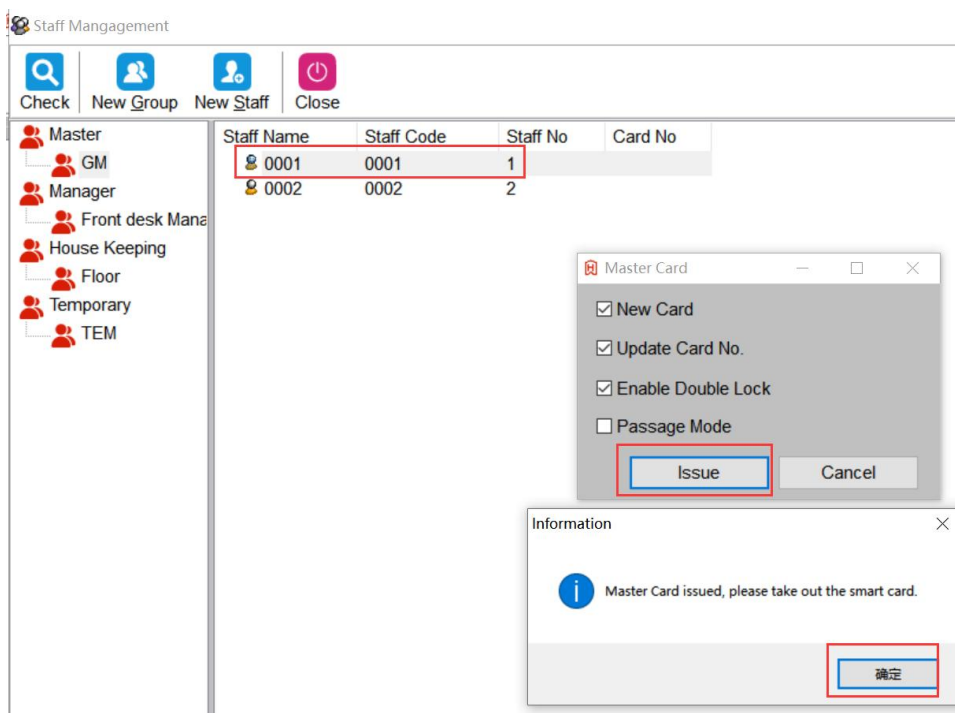
Create staff successfully.

确定



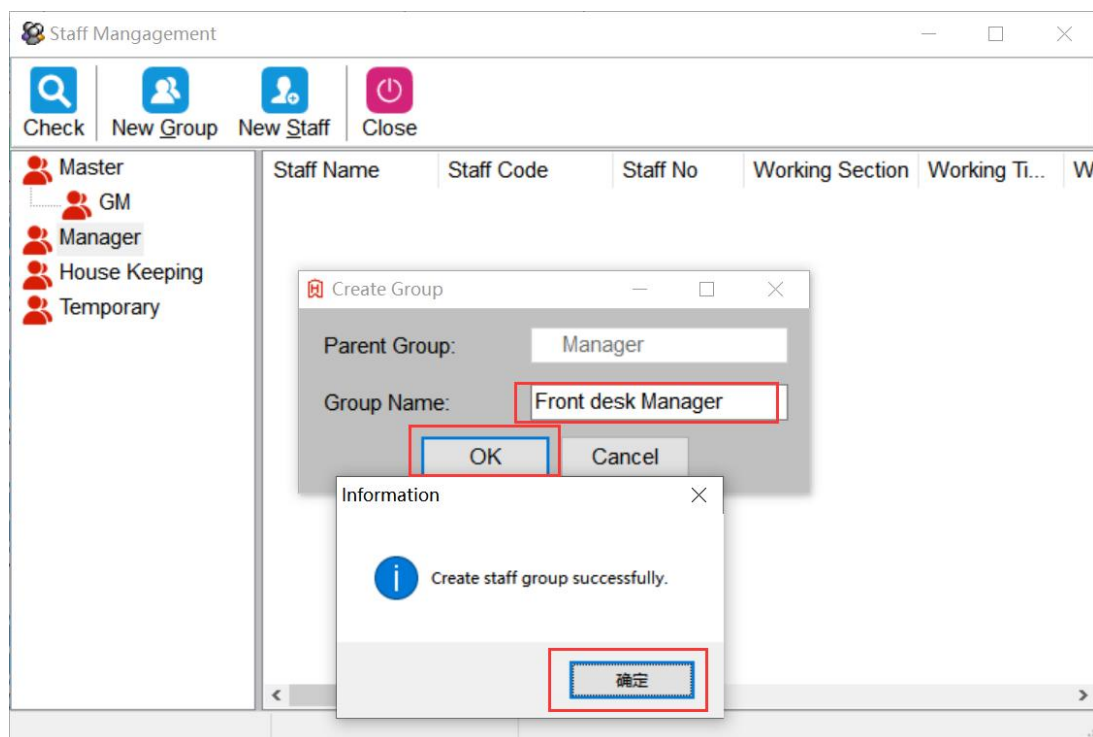
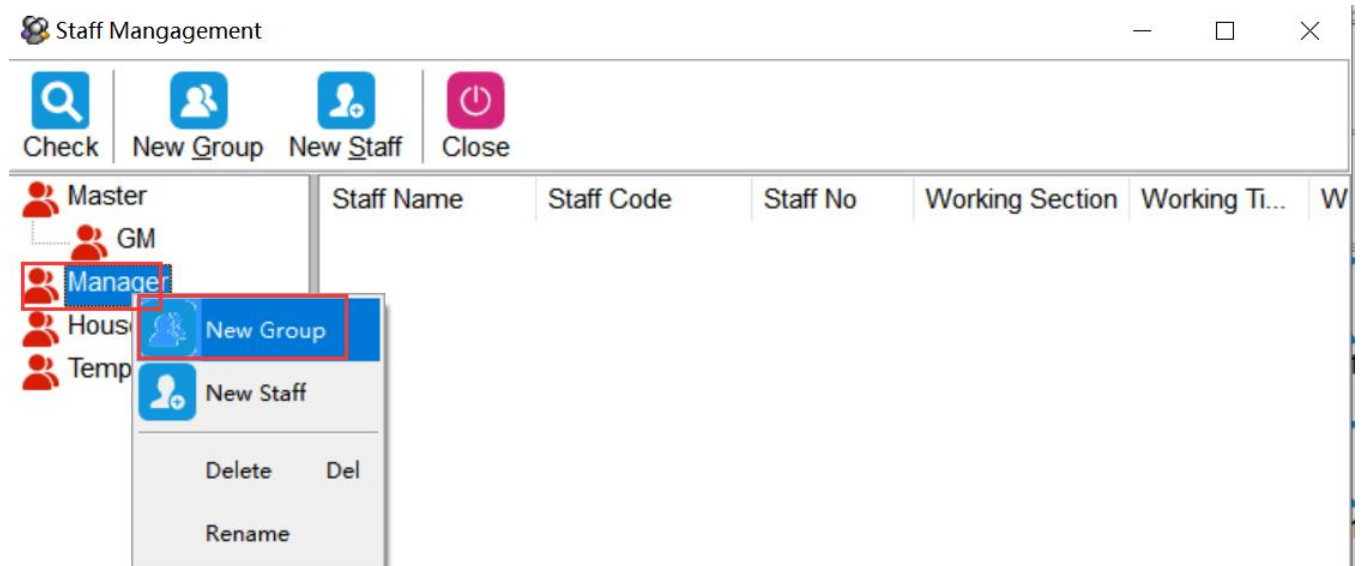
4.8.2. Issue Master card

Double click the



4.8.3. Set Manager Card

Master card is the second management level of the hotel, which is limited by valid time and room section



Parent Group: Front desk Manager

Staff ID Template: 10##

Staff Name Template: 10##

Staff Count: 4

Add

OK

Cancel

Index	Staff ID	Staff Name
1	1001	1001
2	1002	1002
3	1003	1003
4	1004	1004

Information

Create staff successfully.

确定

Same way to create House keeping card and Temporary card, but make sure all the Staff ID is unique, so please change the number of staff ID template when create other staffs.

4.8.4. Issue Manager card

When issue the Manager card, you need to select the room section, means that all the rooms under this room section can be unlocked by that manager card.

Staff Management

Check New Group New Staff Close

Master GM Manager Front desk Manager House Keeping Floor Temporary TEM

Staff Name	Staff Code	Staff No	Working Section	Working Ti...	Working Days
1001	1001	3	Working Secti...	00:00--24:00	All Days
1002	1002				
1003	1003				
1004	1004				

Manager Card

Valid Duration

From: 2020/10/11 0:00:00

To: 2021/10/11 0:00:00

Doors

Room Section: Room Section 1

Rooms: 000101 ---- 000420

Card Options

☒ New Card

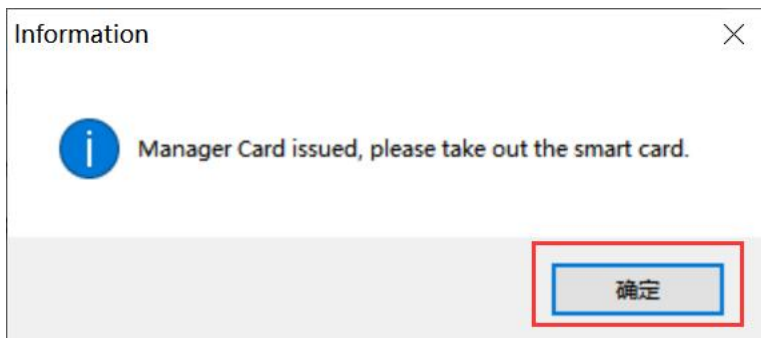
☒ Update Card No.

☐ Passage Mode

☐ Enable Double Lock

☐ Enable Temporary Card

Issue Cancel



4.8.5. Issue House keeping card

Staff Management

Check New Group New Staff Close

	Staff Name	Staff Code	Staff No	Working Section	Working Ti...	Working Days	Bu
	GM						
	Manager						
	Front desk Mana						
	House Keeping						
	Floor						
	Temporary						
	TEM						
	2001	2001	7	Working Secti...	00:00--24:00	All Days	
	2002	2002	8	Working Secti...	00:00--24:00	All Days	
	2003	2003					
	2004	2004					
	2005	2005					
	2006	2006					
	2007	2007					
	2008	2008					
	2009	2009					
	2010	2010					

House Keeping Card

Valid Duration

From: 2020/10/11 0:00:00

To: 2021/10/11 0:00:00

Floors

Building: My Hotel

Floor: 1F 1F

Card Options

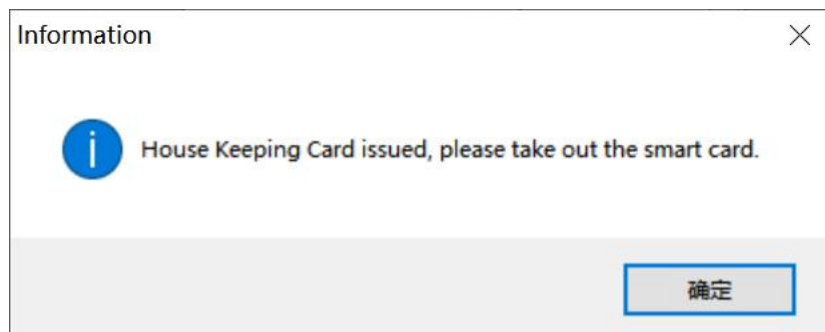
☒ New Card

☒ Update Card No.

☐ Passage Mode

☐ Enable Double Lock

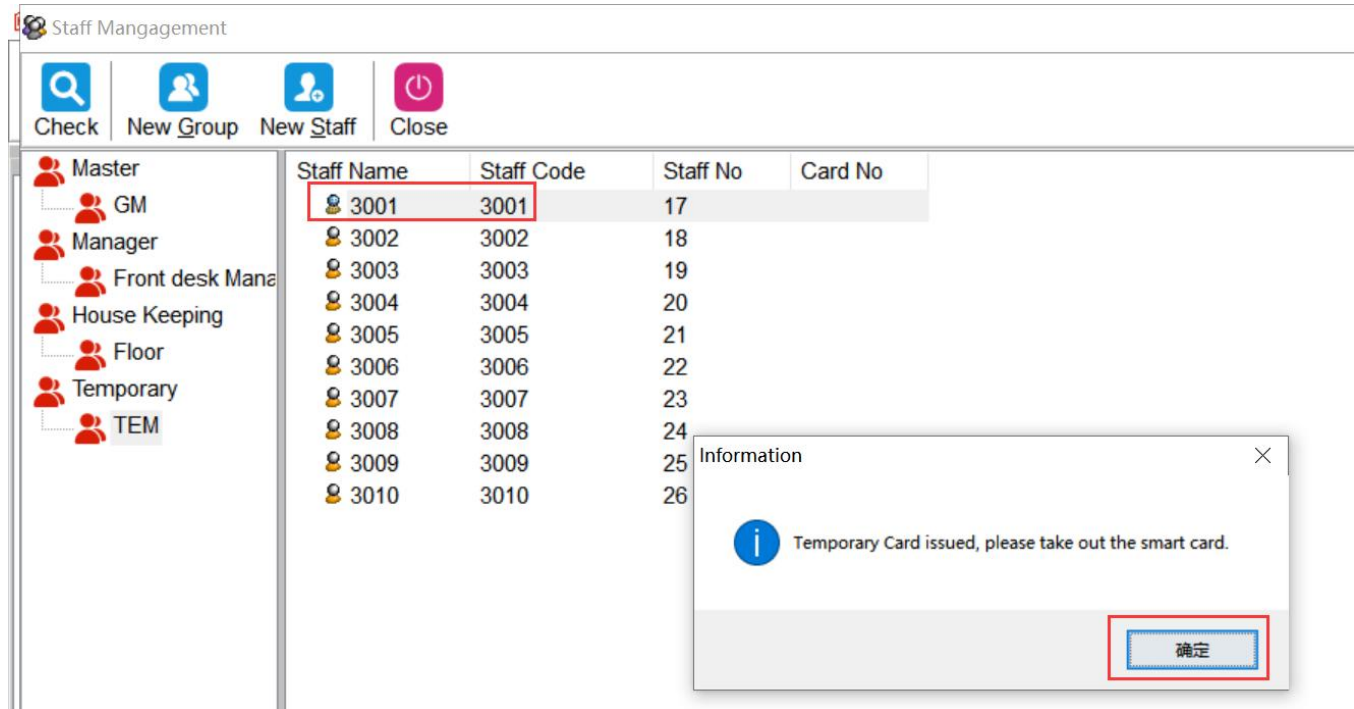
Issue Cancel



4.8.6. Issue Temporary Card

Temporary card works under authorization by Manager card.

You need to issue Manager card with enable Temporary card, and also available for the certain lock, tap the manager card to unlock the lock, then tap the manager card again, tap the Temporary card during the orange light is flashing, one beep and green light, the Temporary card is set to the lock, test the Temporary card and unlock the lock.

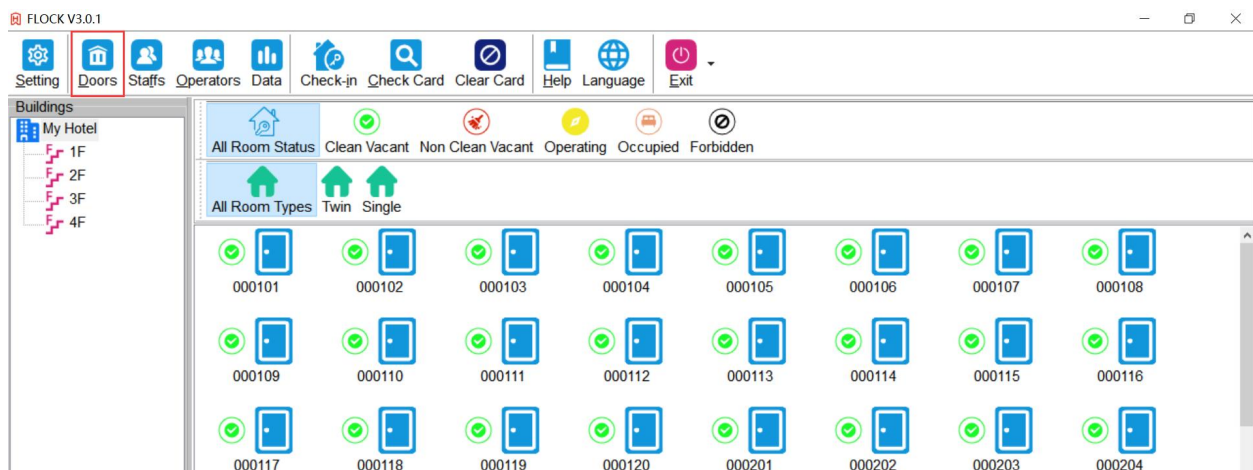


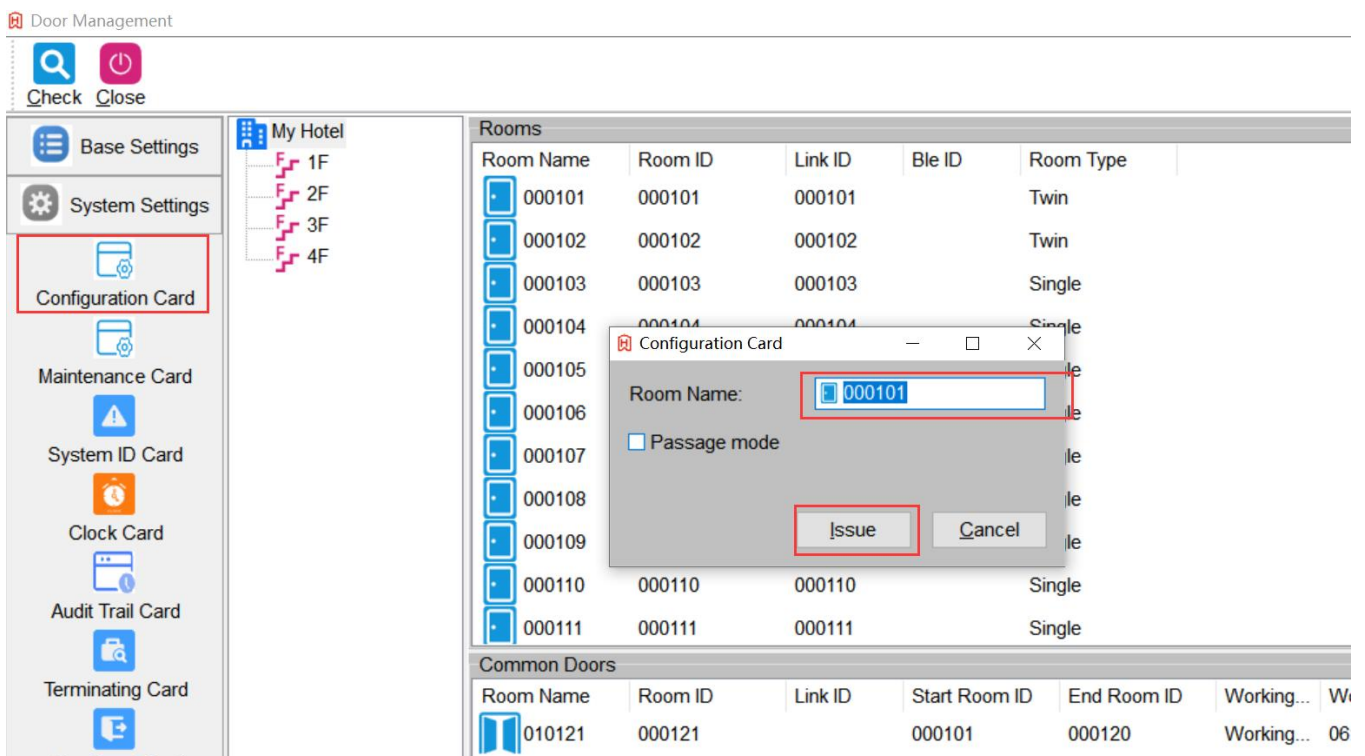
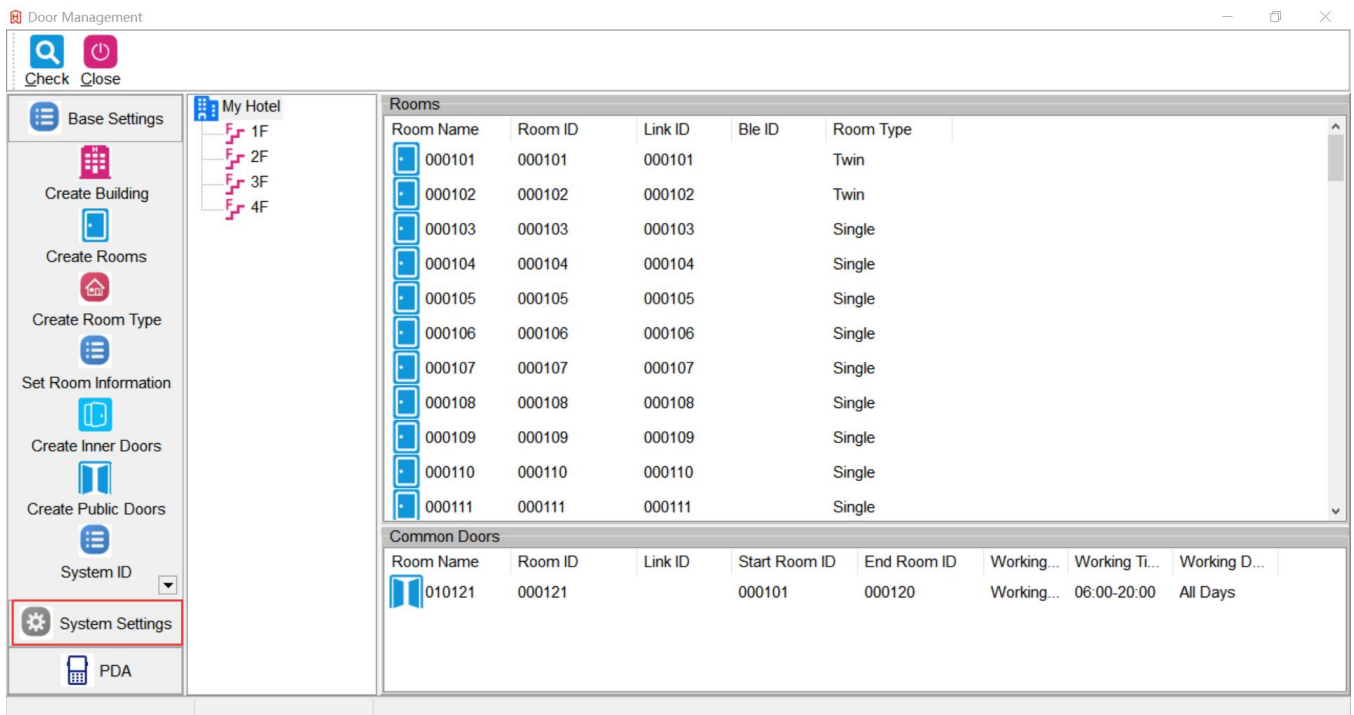
5. How to program a lock (With Cards)

5.1. Connect the encoder to computer

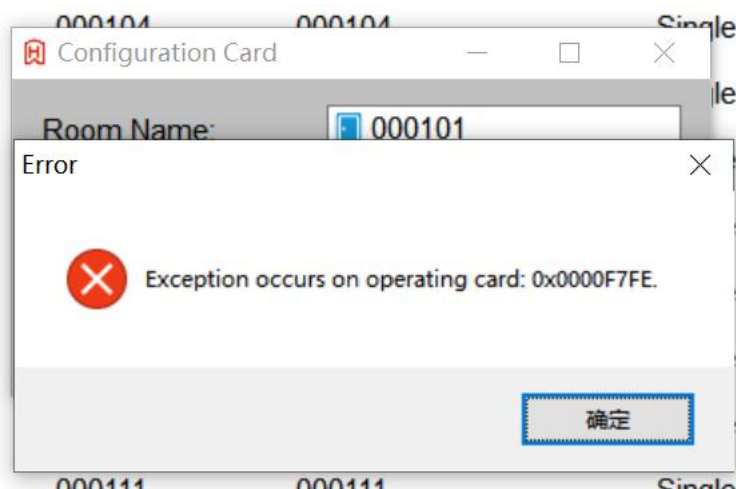
You will hear one beep when encoder is ready, driver of this encoder is not required.

5.2. Configuration card

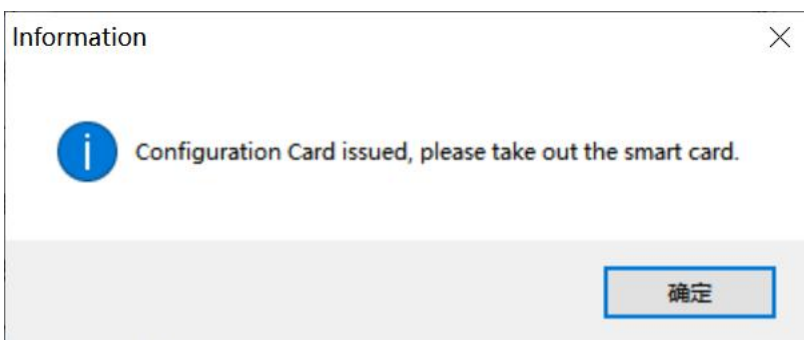




Select the room that you want to program, put a configuration card 9S50) on the coder (needs to encrypt 0-15 sectors)



if a incorrect encrypted card, there will be error.



Tap this Configuration card to the lock, one beep and blue light, the programming of the lock is done, then you can issue guest card to check the lock. Test the Master card, Manger card, House keeping card at the same time after the programming.

6. Assign member (Operator log in)

You can setup operator's permission

Set the permissions of operator.

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

-
- **No permission**

You can operate all of the options in the software.

- **With permissions**

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

7. Issue guest card

7.1. Way 1: Double click the room



Select the room, and double click.

The screenshot shows a 'Guest Card' form. At the top, there is a 'Room Name' field with the value '000103'. Below it is an 'Inner Room' section with 'Room Name' and 'Room ID' fields. To the right of this is a 'More Rooms' section with two empty input fields. Below these are 'Staying Days' (1), 'Arrival Time' (2020/10/11 22:18:41), and 'Departure Time' (2020/10/12 12:00:00). Below these are four input fields for 'Guest Name', 'Passport / ID', 'Phone No.', and 'E-mail'. At the bottom, there are two radio buttons: 'New Card' (selected) and 'Duplicate Card'. To the right of these are four buttons: 'Check Card', 'Issue' (highlighted with a red box), 'Check-out', and 'Cancel'.

Guest Card

Room Name: 000103

Inner Room:

Room Name	Room ID

More Rooms:

Staying Days: 1

Arrival Time: 2020/10/11 22:18:41

Departure Time: 2020/10/12 12:00:00

Guest Name:

Passport / ID:

Phone No:

E-mail:

☐ New Card
☒ Duplicate Card

Check Card

Issue

Check-out

Cancel

Guest Card

Room Name: 000103

Inner Room:

Room Name	Room ID

More Rooms:

000101

000102

Staying Days: 1

Arrival Time: 2020/10/11 22:18:41

Departure Time: 2020/10/12 12:00:00

☒ New Card
☐ Duplicate Card

Check Card

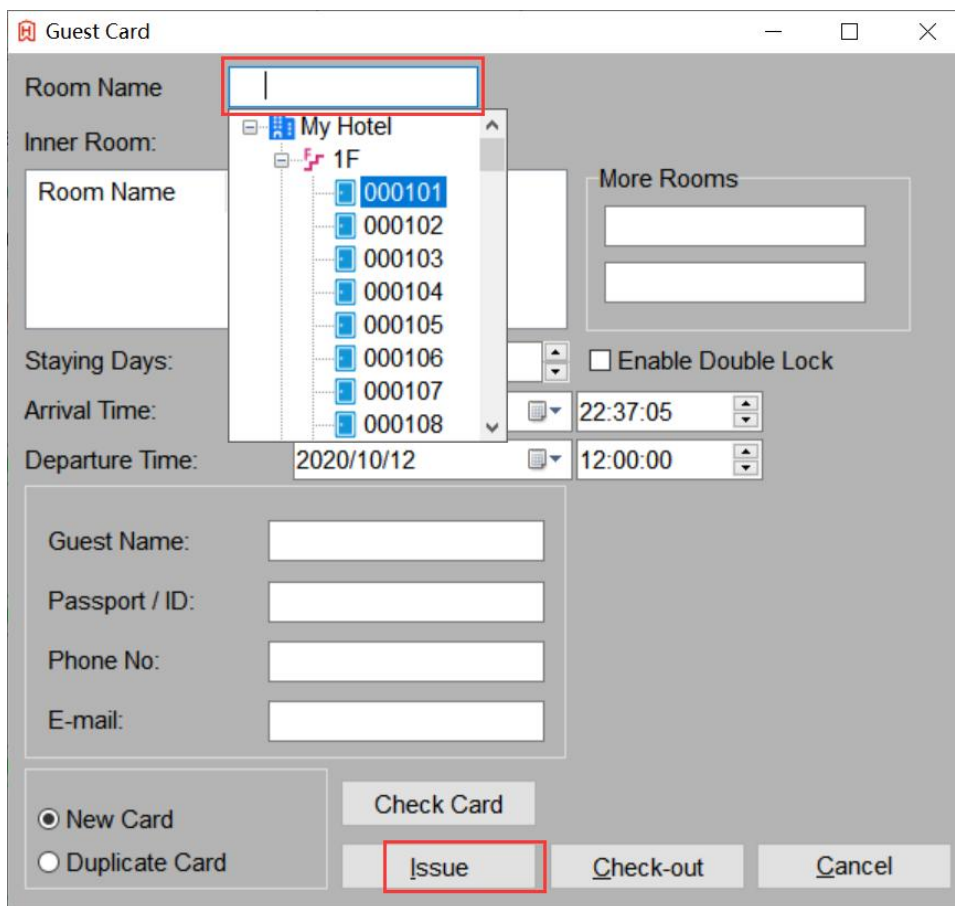
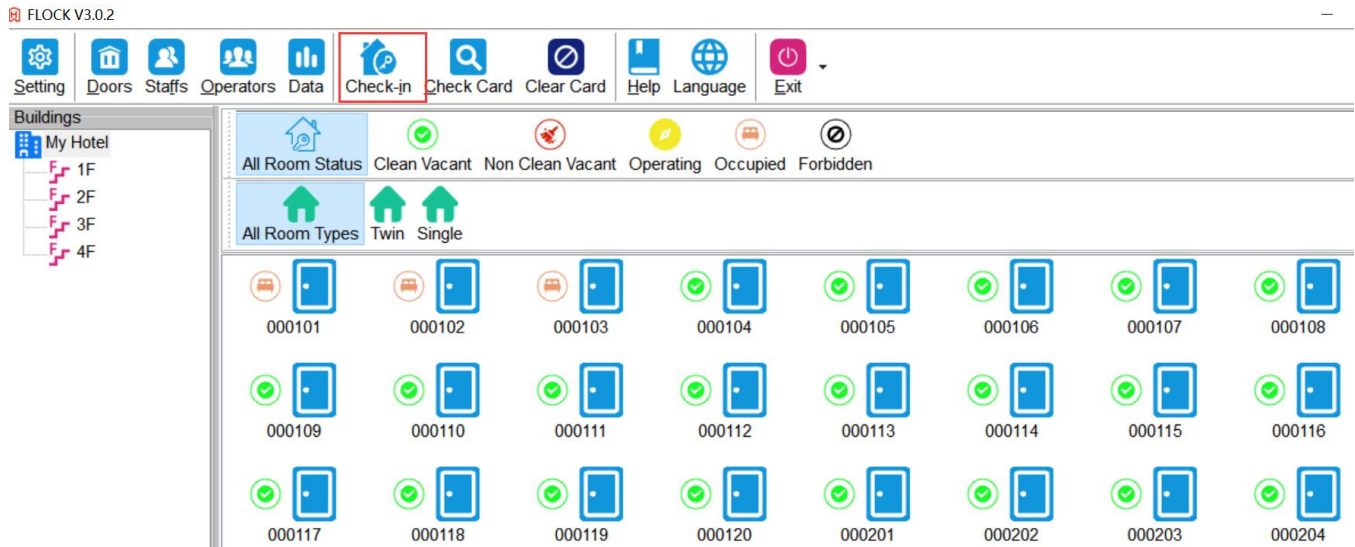
Issue

Check-out

Cancel

You can select two more rooms

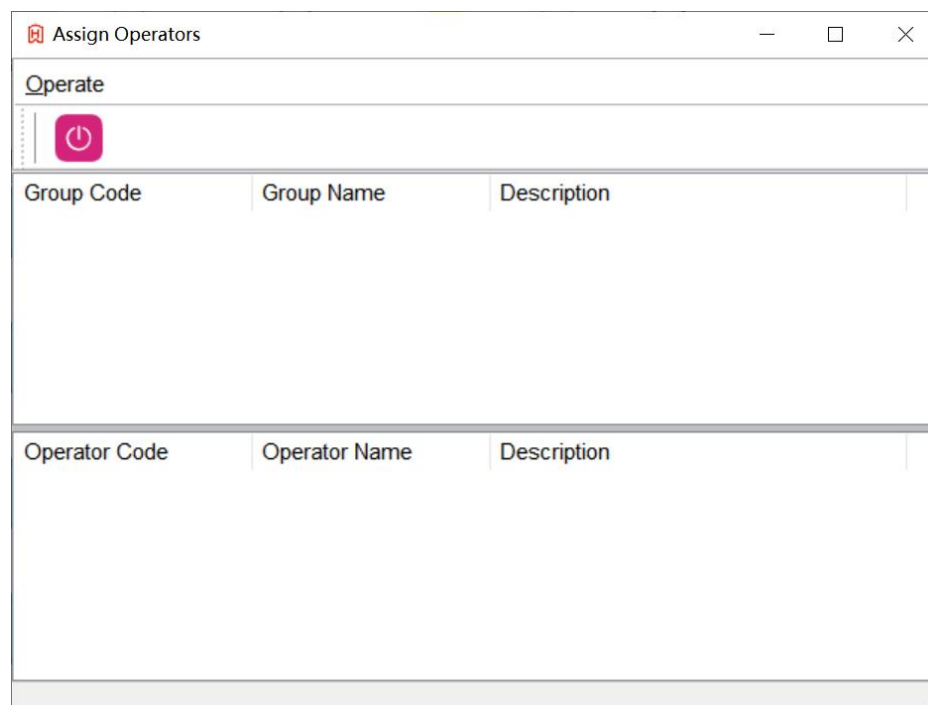
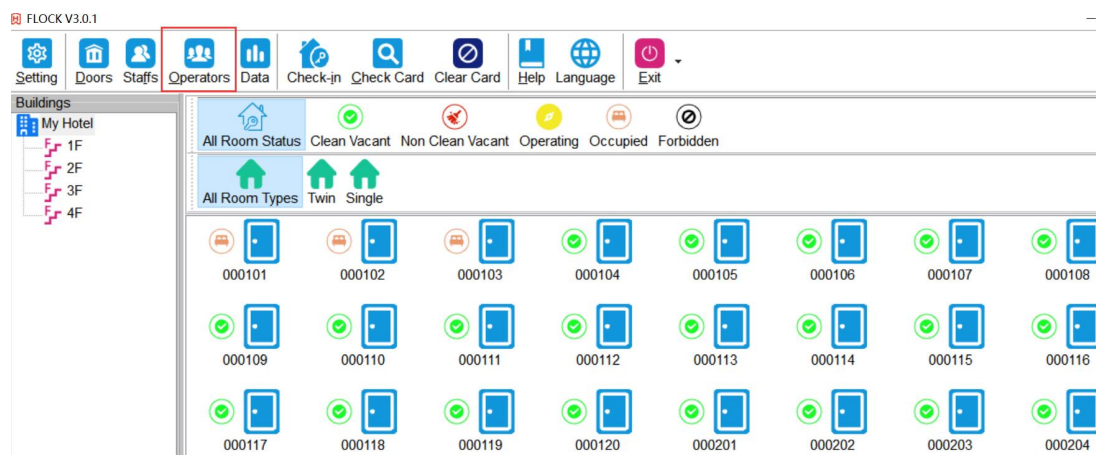
7.2. Another way to Check-in

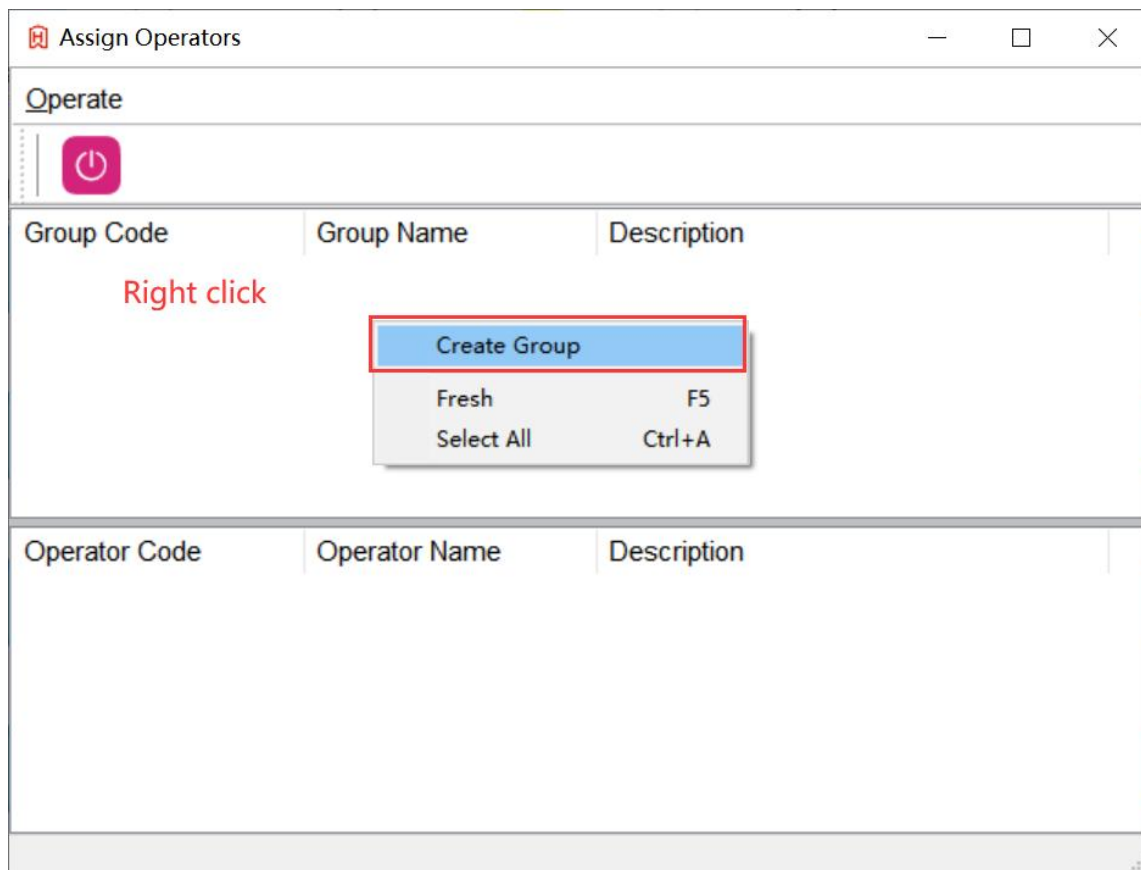


Select the room you want to check-in and issue.

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

8. Create Software Operators





Operator Group Properties

Group code: 1

Group name: ADMIN

Description: ADMIN

OK Cancel

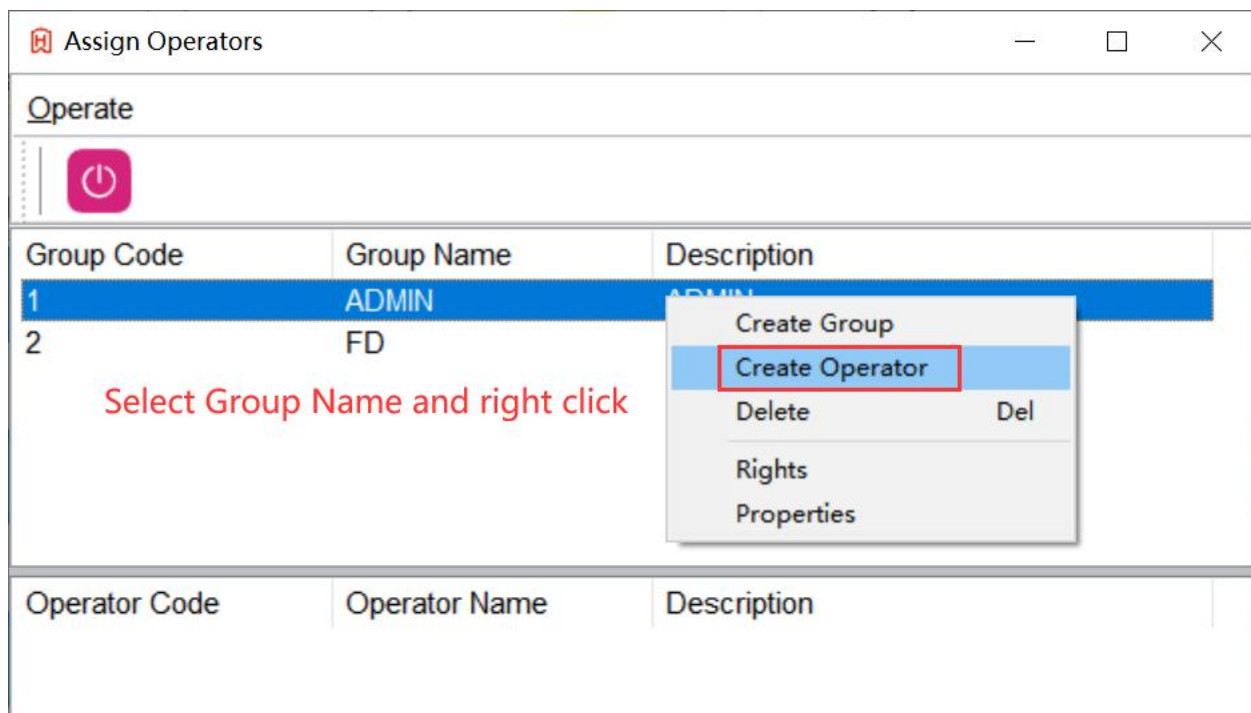
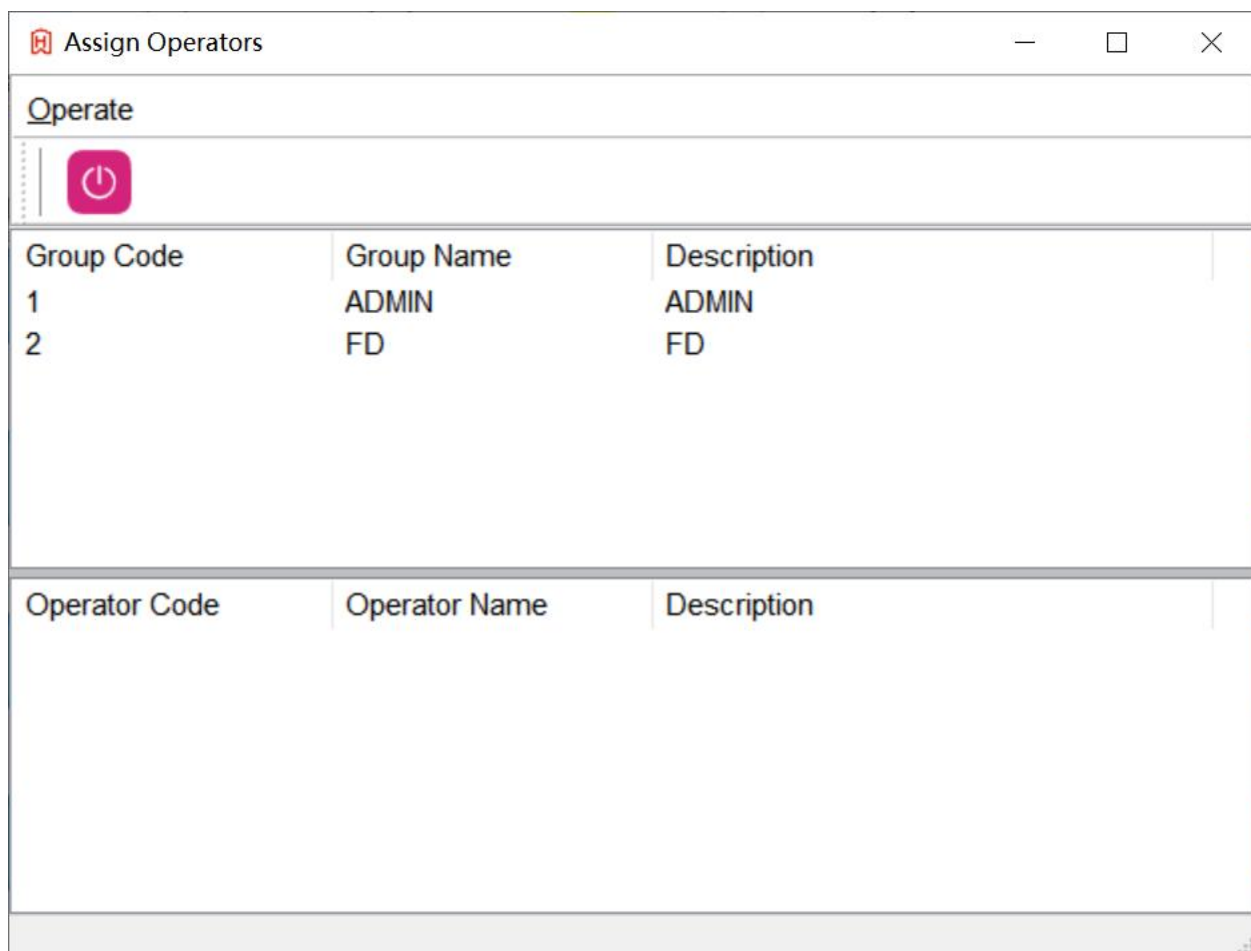
Operator Group Properties

Group code: 2

Group name: FD

Description: FD

OK Cancel



Operator Properties ✕

Operator code:

Operator name:


Description:

Login password:

Confirm password:

Assign Operators — □ ✕

Operate



Group Code	Group Name	Description
1	ADMIN	ADMIN
2	FD	

Select Group name and right click

Create Group

Create Operator

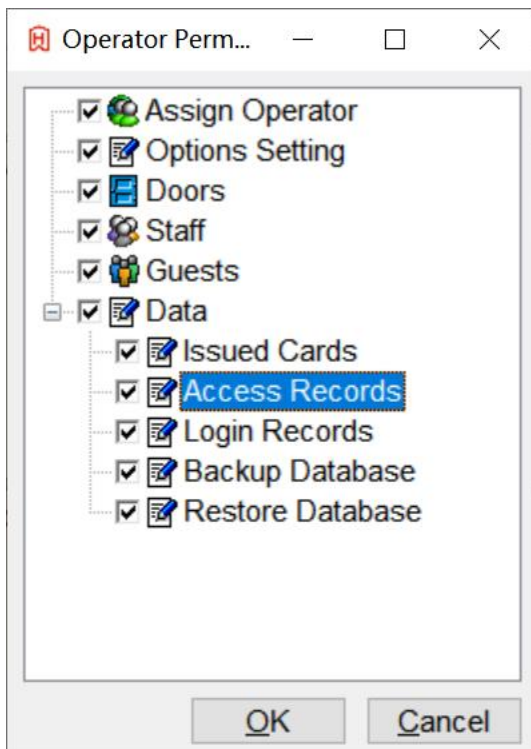
Delete

Del

Rights

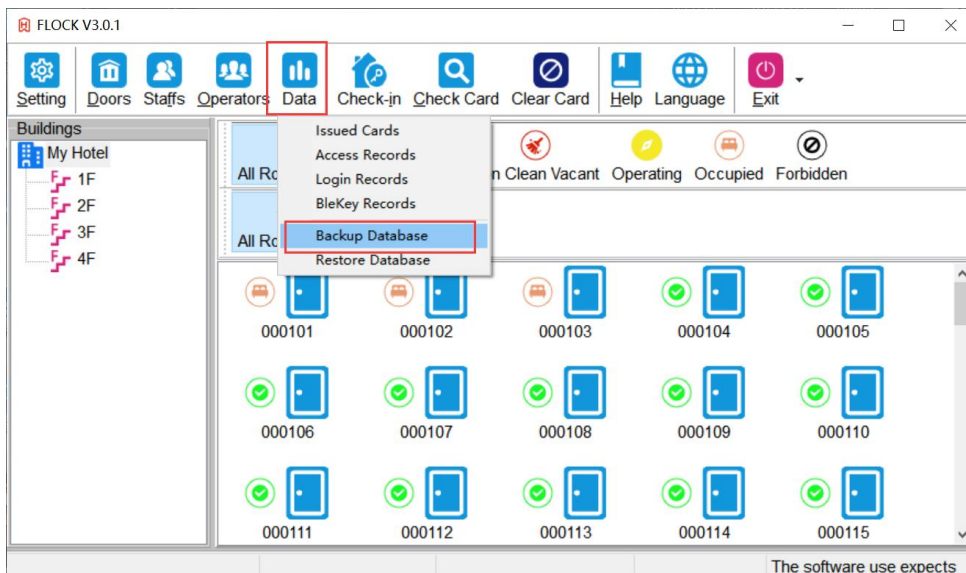
Properties

Operator Code	Operator Name	Description



9. Back up database

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



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

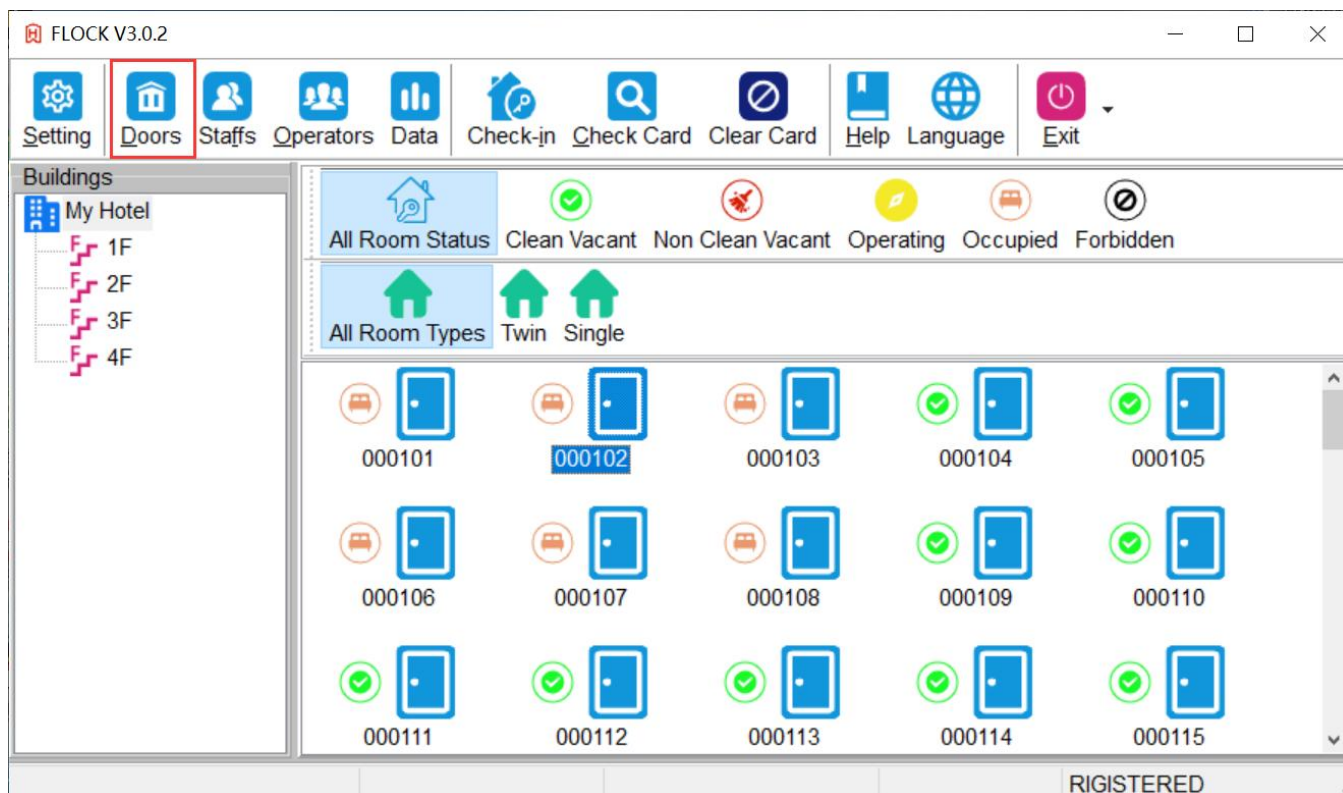
10. Software registration

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

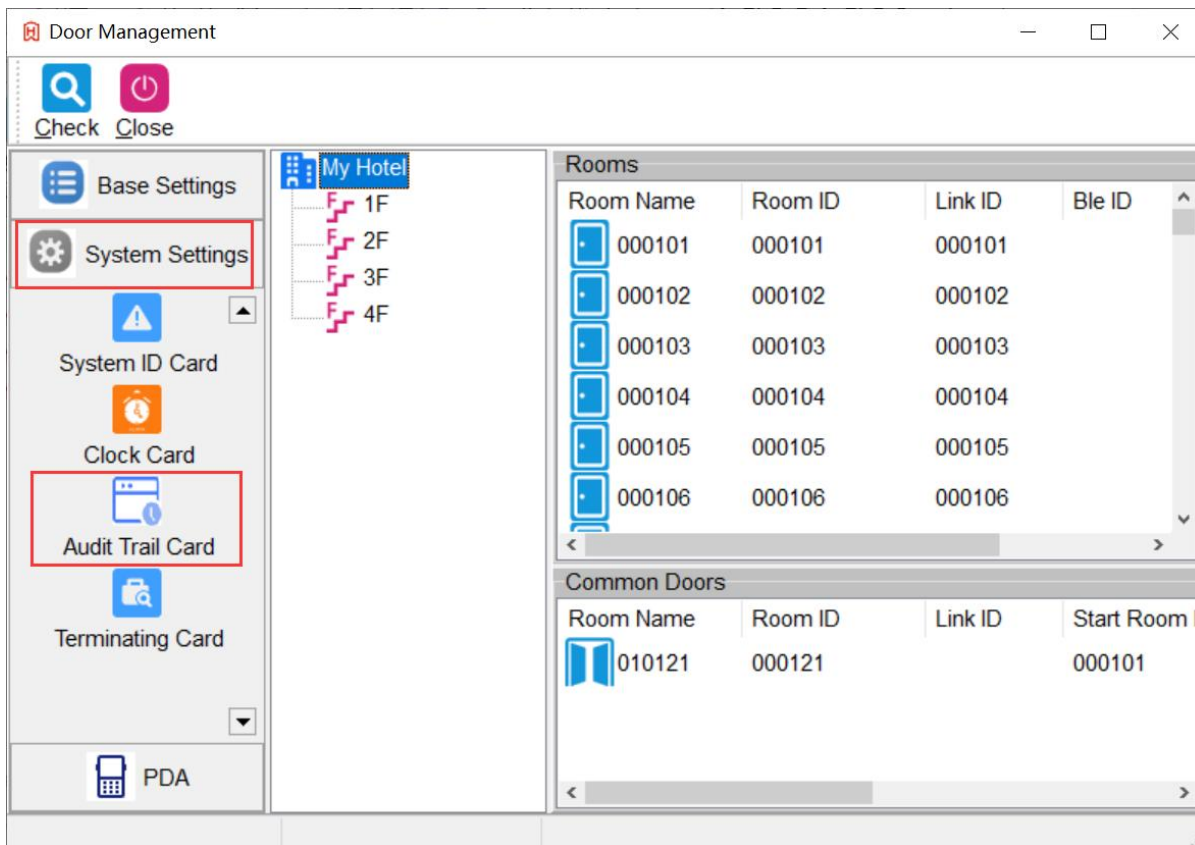
11. Get Lock's access logs

Tap the **Data card** on the lock, you will hear a short tone beep, and see blue LED light is on and last **around 45s**, then you will send a long tone beep, download information is done. **(Note: Pay attention to holding the card on the lock during downloading the data, do not move the card!!! otherwise it will be failed and get red led light)**

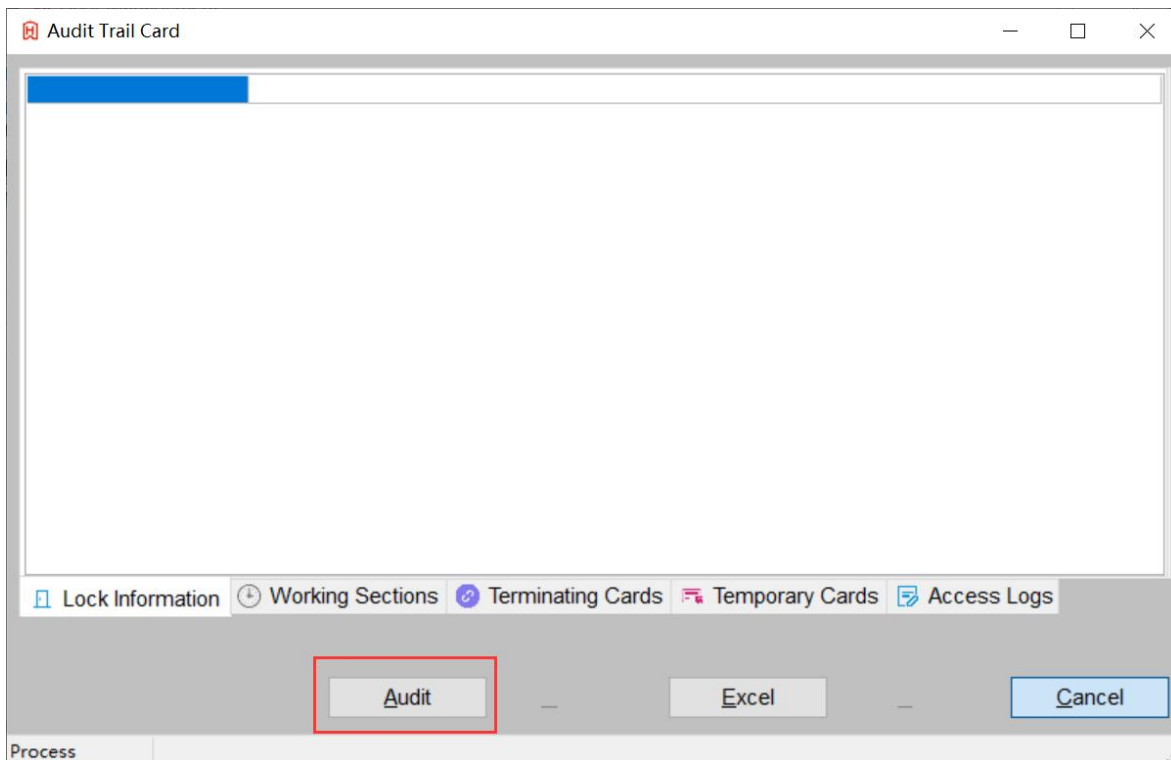
Then go to the software and click doors,



Find out “Audit trail card”



Put the data card on the encoder and click “Audit”



Audit Trail Card

Lock Information

Working Sections

Terminating Cards

Temporary Cards

Access Logs

Audit

Excel

Cancel

Process

7%

After reading the data card, you will see all the information on the lock.

Audit Trail Card

Room ID	000301
Inner Door	Not Inner Door
Room Name	000301
Guest SN	0
Emergency Card No	0
Staff Card No	0
Floor Card No	0
Guest Card No	0
Lock Time	1899/12/30

Lock Information

Working Sections

Terminating Cards

Temporary Cards

Access Logs

Audit

Rebuild

Excel

Print

Cancel

Process

0%

