



CyberLock[®]

Ultimate User Guide



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CyberLock Best Practices

We highly recommend conducting a training session for all new CyberKey users to share this list of best practices, let them know how charging and expiration works, and to let them try their key for the first time as it is different than a traditional mechanical key.

CyberKey User Tips

- 1.) Insert the CyberKey straight into the lock, not at an angle.
- 2.) Press the CyberKey firmly into the lock and wait for a solid light on the key before turning it. You may hear or feel a click depending on the background noise. The key should turn easily. **DO NOT** force the key to turn.
- 3.) To prevent undue wear, **NEVER** use the CyberKey to pull the door open. Use one hand to turn the key and the other to open the door.
- 4.) When the battery of the CyberKey is running low, the key will emit a low tone beeping or flashing. For more charging instructions see "Hardware Troubleshooting".
- 5.) If a CyberKey sirens and/or flashes when contacting a lock, the key either doesn't have permission to open that lock or it's expired. First, try updating the key. If that doesn't resolve the situation contact your system administrator to add that lock to your key's access privileges.
- 6.) In rare situations locks can be in "tamper delay" mode. If a lock doesn't respond immediately to an authorized Cyberkey, try holding it in the lock for up to ten seconds to see if the lock will open. The lock should return to normal after being opened by an authorized key.
- 7.) If a CyberKey has no reaction to the lock, one or both components may be in need of cleaning. Cleaning should be done periodically to ensure good electrical contact between the lock and key. For more information on cleaning see the "Preventative Maintenance and Care" section of this guide.



Preventative Maintenance and Care

Cleaning Instructions

CyberKeys can have trouble connecting with locks for several reasons. The most common being that some sort of barrier has built up in the key or the lock, meaning it just needs a thorough cleaning. We recommend establishing a regular monthly cleaning schedule. See the graphic below for care instructions.

Cleaning CyberLock Products:

Important Reminders:

- **NEVER** use sharp tools to clean CyberLock Products.
- **Do NOT** use any lubricants or sprays on CyberLock Products.
- **If you have to use a disinfecting product, don't spray directly on CyberLock products and ALWAYS follow it with denatured alcohol.**

CyberLocks:

- **Use a stainless steel brush* to make small circular motions in the lock opening for 10-20 seconds.**
- **Take denatured alcohol and a cotton swab and gently rub the inside of the lock face.**
- **Dry up any excess cleaner with the dry side of the cotton swab.**

*Stainless Steel brushes are available for purchase

CyberKeys:

- **Use a toothpick to gently remove any lint or dirt from the inside the tip of the key.**
- **Clean one contact pin at a time, using small twisting motions with a stainless steel brush*.**
- **Take denatured alcohol and a cotton swab and gently rub the inside the tip of the key.**
- **Dry up any excess cleaner with the dry side of the cotton swab.**

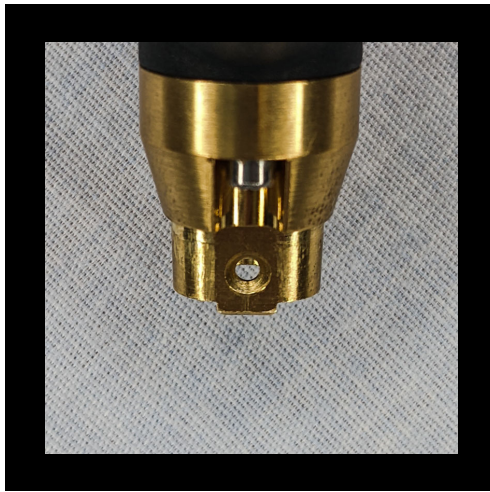


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Key Maintenance

If you've cleaned your CyberKeys and locks and they still seem to be having trouble connecting, the next step is going to be checking out the key itself.

Specifically, you'll need to check that the key's tip or nose piece is still in good shape. If it isn't, it will need to be replaced.



The keys shown here has a new nose piece. Any new CyberKey or new tip should look like this.



The keys shown in the right image are in various states of wear.

The leftmost of the three options is only slightly worn and would likely function fine. Once the tab at the top of the key wears completely into the open circle that tip **MUST** be replaced as the key can start to damage locks at that point.

Preventative Maintenance and Care ²

Environmental Influences

CyberLock Cylinders are designed to operate in a variety of environments, having been tested in temperatures ranging from -40° to 160° F. That being said, there are specific weather conditions that require preventative maintenance to ensure the best quality and longevity for your CyberLock products.

Cold Weather Conditions

The biggest concern in cold weather conditions is the formation of ice inside the lock face. Ice will prevent your key from making proper contact with your lock, keeping your locks from operating correctly. In preparation for cold weather, make sure your locks and key receive a thorough cleaning.

If ice forms on the face of the lock, the following actions in this recommended order should be taken:

- Remove ice in and around the lock face with a stainless steel cleaning brush (do NOT use any sharp objects on CyberLock products).
- Squirt warm water into the lock face to melt the ice, followed by compressed air to keep the ice from reforming (do NOT use any lubricants or non-approved cleaning agents).
- In cases of especially stubborn ice, you can apply a microwavable heat pouch or something similar to the face of the lock (do NOT use any sort of open flame).
- When dealing with a CyberLock PADLOCK, shake and twist the padlock body then tap to remove the ice.

Other Environmental Solutions

CyberLock products being used in wet environments should make use of key caps.

CyberLock products being used in chemical environments should expect to clean those products with a greater frequency than normal to prevent any build-up on the lock face. Key caps are also recommended in this sort of environments.



Key Types & Charging Instructions



CK-IR7 CyberKeys are powered with a replaceable CR-2 Lithium battery. The battery life on these keys are about a year (2000 to 5000 opening). The key will alert you when the battery is dead. Remember to use your key right after changing the battery. If you find it isn't working after changing the battery, it might need to be reprogrammed.



CyberKey USB are rechargeable. They use a standard micro-USB port. A full battery will last 4 to 6 month, but we recommend charging about once a month just to ensure peak conditions.



CyberKey Blue3 is also rechargeable. They use a standard micro-USB port. A full battery will last 1 month, but we recommend charging every 2 weeks.

Icon Map & Meaning

These icons appear on most pages and allow you to interact with the different elements of the Cyberlock system. Many will require you to select one or more elements before becoming active.



Add icon - This allows you to add a new element such as a new person, key, or communicating device.



Delete icon - This allows you to delete an element such as a person, key, or communicating device. Note - deleting a person will also delete any keys or cards associated with that person.



Hide icon - This allows you to hide an element from a particular administrator node. The element will still exist in the database at a higher node.



Cut icon - Cuts visibility of an element from one administrator node into the clipboard ready to paste into a different node.



Copy icon - Copies visibility of an element from one administrator node into the clipboard ready to paste into a different node as well as keep the original location of the element.



Paste icon - To be used after a cut or copy to add visibility of an element to the currently selected administrator node.



Report icon - Allows you to print the current view as well as custom reports such as a list of users and the locks they have access to.



Expand icon - For larger monitors you can use this icon to expand the list to the limits of your monitor's resolution.

Other Important Icons

Below are some useful icons that are in various locations throughout CyberLock software.

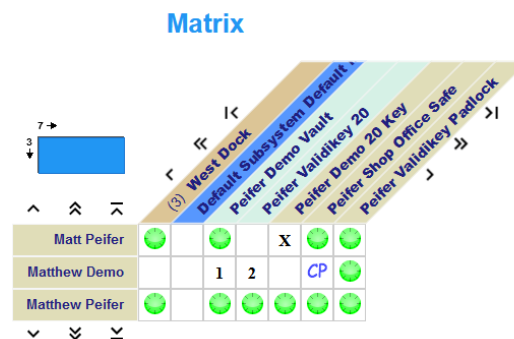
C Change icon - this appears next to keys and communicators when a change has occurred in the system that the element does not yet know about. For example, when you add a new lock to the system even if a key is supposed to have access to it that key will not work until it is updated which will cause the change icon to disappear from next to that element.

⊘ Lost or Replaced icon - When a lock or key is labeled as lost or replaced this icon appears next to the lock. This is a way to keep a record of that old item for auditing purposes as well as letting locks know which keys are supposed to be locked out when they try to update.

R Reset icon - Occasionally you will have a lock that needs to be reset. Once that process is done this icon appears next to the lock to signify it is back in a factory default state and not locked into your database anymore. This is especially useful if locks need to be sent back for repair.

OK Online icon - This appears next to communicator devices to signify they are currently online. If this icon is not showing next to Web Authorizers or Vaults there may be a networking or hardware issue that needs attention.

Schedule icons - Custom Schedules can have icons or Characters to signify a difference in schedules. This helps you look at a matrix and quickly asses what keys have what schedule as shown in the example below:



Audit Reports Explained

Audit reports are meant to quickly pull information about one specific element (either a person, key, lock, or communicator). In each case you will find that element, left click on the name, and select "Audit Report" from the resulting drop down menu.

People / Key Report Menus

View audit trail data [?](#)

View data beginning

and ending

- View battery, reset, and error events
- View dates and times not rendered to time zone
- View repetition count for each event
- View key communication events

Pulling an Audit for a Person or Key will result in the menu shown above. By default it will set the date range for the past month but you can select any date range you would like. The 4 options available to check are typically only used for diagnostic purposes. Once you have the date range set and click "Go" you will get a report like the one below:

<i>Audit Trail for Matthew Demo</i>							
12/14/2021 12:30:01 PM							
Central time(US+Canada)							
9 events							
Lock or Door Name	Key Name	Download Date	Source	Event ?	Communicator	Date	?
Peifer Validikey Padlock	Matthew Demo (K16003DA8)	12/14/2021 12:28:49 PM	CyberKey 18	Key expired or out of schedule	Matt PC	12/14/2021 12:27:22 PM	
Peifer Validikey Padlock	Matthew Demo (K16003DA8)	12/14/2021 12:28:49 PM	CyberKey 18	Key expired or out of schedule	Matt PC	12/14/2021 12:27:18 PM	
Peifer Validikey Padlock	Matthew Demo (K16003DA8)	12/14/2021 12:28:49 PM	CyberKey 8	Authorized to open (b)	Matt PC	12/14/2021 12:24:40 PM	
Peifer Validikey Padlock	Matthew Demo (K16003DA8)	12/14/2021 12:28:49 PM	CyberKey 8	Authorized to open (b)	Matt PC	12/14/2021 12:24:34 PM	

This report will show you the name of the lock used, what event actually happened, and the date it occurred. There are 2 dates listed in this report, the Download Date is when the key was updated and sent this information back to the server and the Date on the far right is the time the event actually occurred.



Lock Audit Report Menu

View audit trail data ?

View data beginning 14 Nov 2021
and ending 14 Dec 2021

View data downloaded from keys
 View data downloaded from the lock

View dates and times not rendered to time zone
 View repetition count for each event

The main difference between pulling an audit from a lock vs a person is the option listed above to view data downloaded from keys or from the lock. Data downloaded from the keys requires that all keys have been updated recently to send that information back to the server. If you have an incident and want to view all the logs from that lock you can download that information through a programming process listed below:

- 1.) Edit the properties of a key that has access to the lock next to the option "Locks to Download"**
- 2.) Select the lock in question from the drop down list. We typically recommend also selecting the "Clear this instruction when lock has been downloaded" option**
- 3.) Update the key you have just edited**
- 4.) Take the key to the lock. The download process can take a few minutes depending on the number of logs**
- 5.) Update the key again to bring the information back to the server**
- 6.) Pull an audit from that lock and select the "View data downloaded from the lock" option**

Report Building

If you are wanting to view a information on multiple elements at a time, it might be easier to build a report. This software has a very robust reporting feature that allows you to view everything happening in the system or narrow down each option individually. If you have specific requirements for a report you may want to give us a call to help build the first few reports but the options to narrow down are shown in this example:

Details for Report... *Test Report 2*

<p>Name </p> <p>Test Report 2</p>	<p>Owned By</p> <p>Peifer Shop </p>
<p>Included People and People Tags </p> <hr/> <p>All</p>	<p>Included Locks, CyberPoints, and Lock Tags </p> <hr/> <p>All</p>
<p>Included Communicators </p> <hr/> <p>All</p>	<p>Included Doors </p> <hr/> <p>All</p>
<p>Included Events </p> <hr/> <p>All</p>	<p>Time Zone </p> <hr/> <p>Central time(US+Canada)</p>
<p>Date Filter </p> <hr/> <p>Date Past 1 Weeks</p> <p>Weekdays Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday</p> <p>Time of Day Any</p>	<p>Included Columns </p> <hr/> <p>Included Columns Person, Key Name, Lock Name, Event, Date, Source, Download Date</p> <p>Sorting By Date (Descending)</p>
<p>Output </p> <hr/>	

[Quick View](#) [Download XML](#) [Download TSV \(Tab Separated Values\)](#)

Password Resets

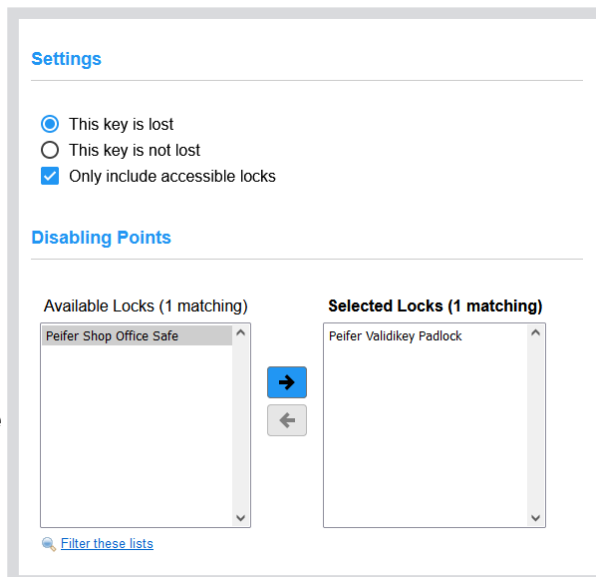
To reset your password follow the steps listed below. If you continue to run into issues getting into your account feel free to contact us.

- 1.) Double check that your email is correctly listed in your people record.
- 2.) After putting in an incorrect password a small pop up will appear.
- 3.) Click "forgot password".
- 4.) Select "send password".
- 5.) An email will be sent to the address listed (step 1) and from there follow the instructions given.

Lost Key Solutions

The best possible way to deal with lost or stolen keys is to set your system up with an effective expiration / renewal policy that does not give someone access for longer than they really need. In most situations we recommend not allowing a key to last longer than 1 month at a time without requiring an update, but we know that sometimes that time frame isn't an option. If a key is lost or stolen and there is time left on that key, the Cyberlock system allows you to create a poison pill that will kill that key if it shows back up in your database. This does require a few steps outlined below in order to set up:

- 1.) Go to the key properties of the lost or stolen key
- 2.) Edit the option under "Lost Key"
- 3.) Select the option "This key is lost" (we also recommend selecting the "only include accessible locks" option)
- 4.) In the disabling points menu, select the locks you want to put the poison pill in and move them to the right box:



The screenshot shows the 'Settings' section with three radio buttons: 'This key is lost' (selected), 'This key is not lost', and 'Only include accessible locks' (checked). Below this is the 'Disabling Points' section, which features two list boxes. The 'Available Locks (1 matching)' list contains 'Peifer Shop Office Safe'. The 'Selected Locks (1 matching)' list contains 'Peifer Validkey Padlock'. A blue arrow button points from the available locks to the selected locks, and a grey arrow button points from the selected locks back to the available locks. A 'Filter these lists' link is visible at the bottom left of the interface.

If your database has many locks, you can narrow this down by only selecting exterior doors or areas that the key would have to go to first as the disabling points instead of every single lock that key had access to.

Lost Key Solutions continued

Once the disabling points have been selected you will then need to program those locks with an existing key.

- 5.) Once the disabling points have been selected you will then need to program those locks with an existing key.
- 6.) Go to the properties of a key that has access to the same doors and select the option "Cyberlocks to Program".
- 7.) Select the option that has the locks you selected in step 4.
Alternatively if you are using Generation 2 Cyberkeys (CK-USB, CK-BLUE3, etc.) you can select the option "All locks with change icons visible to this admin node" option. This would let you use any key even if it does not have access to all the doors to send out this poison pill.
- 8.) Update the programming key.
- 9.) Touch all the locks that need programming.
- 10.) Update the key again.
The change icon next to the locks in the lock list should disappear when the programming job is completed.

