

eRL System Features & Troubleshooting

Problems	Solution
1. Setup Problems	
<p>1.1. When generate Used for Guest Access Code, the registered lock doesn't show up in Site Address.</p>	<p>Please click Lock Management → Select the registered lock → Click Edit → Select Installed On as Guest Room Door.</p>
<p>1.2. When use the private Master Code to unlock the lock, both factory default private Master Code 123456 and my private Master Code don't work.</p>	<p>Please follow following steps to reset the lock to factory default setting.</p> <ol style="list-style-type: none"> 1. Disconnect battery. 2. Press the  key for 2 seconds (this is very important to discharge the lock). 3. Connect the battery. You'll hear a long beep. 4. After the long beep stopped, please immediately PRESS and HOLD the  key until you hear long beep, then immediately release the  key. 5. After green light turn off, you lock will be set to factory default setting. The Master Code will be 123456. 6. Please enter the keypad command as "123456  3 " to check if the lock can be unlocked. Please check out http://www.youtube.com/watch?v=VUsNCsIpjGs to watch the video for reference. The video is not exactly the same procedure as eRL lock, just for reference only. 7. If the default Master Code can unlock the lock, please enter the keypad command to reset your private Master Code as "123456  0  your private Master Code  your private Master Code again". 8. Please enter the keypad command as "private Master Code  3 " to check if the lock can be unlocked.

<p>1.3. When follow the Quick Setup Instructions to generate one hour valid test Access Code to test the lock, the Access Code doesn't work.</p>	<p>Please check as follows.</p> <ol style="list-style-type: none"> 1. Please login to your PC version software or web version program to note down the private Master Code displayed in the software/program. 2. Please enter the keypad command as “private Master Code  3  ” to check if you can unlock the lock. If yes, go to step 3. If not, go to step 5. 3. Please enter the keypad command to reset the date/time for the lock as “private Master Code  1  YY-MM-DD-HH-MM”. <i>Note:</i> 1). <i>The hour must be in 24-hour format.</i> 2). <i>You must use standard time, not DST time to set the lock time. E.g. if your local time is DST time 16:38, please set the lock time as 15:38.</i> 4. Enter the test Access Code to test again. 5. Follow steps in 1.2 to set your lock to factory default setting and reset your private Master Code.
<p>1.4. My lock model is eRL-BE365. After install it on the door, I can press the  key to unlock the door.</p>	<p>It's caused by wrong installation. Please refer to step 6 in the Installation Manual to check your installation. Please check out http://www.ereentallock.com/3328.html and click item 4 to watch the video to fix the problem.</p>
<p>1.5. My lock model is eRL-FE595. The thumbturn on lock back cover doesn't work.</p>	<p>You can enable or disable the thumbturn by keypad command as</p> <p>“private Master Code  7  ”.</p> <p>The factory default setting sets the thumbturn as disabled. If you enable the thumbturn, your guest can turn the thumbturn to set the lock as unlocked forever. In this case, you can't control your guest check out time anymore. So we recommend you set the thumbturn as disabled for your guest.</p>

2. Daily Use Problems

2.1. After enter the code, the lock flashes red light and sounds descending tone.

Please check as follows.

1. Check if the Access Code is valid. If yes, go to step 2.
2. Please login to your PC version software or web version program to note down the private Master Code displayed in the software/program.
3. Please enter the keypad command as **“private Master Code  3  ”** to check if you can get green light and unlock the lock. If yes, go to step 4.
4. Please enter the keypad command to reset the date/time for the lock as **“private Master Code  1  YY-MM-DD-HH-MM”**.

Note:

- 1). *The hour must be in 24-hour format.*
- 2). *You must use standard time, not DST time to set the lock time. E.g. if your local time is DST time 16:38, please set the lock time as 15:38.*

2.2. I have sent the Access Code to my guest, but he cancelled his booking. How to disable the issued Access Code?

You can disable the issued Access Code by keypad command as follows.

1. If you live near by the property, you can disable it yourself using the private Master Code by the keypad command as **“private Master Code  2  the 10-digit Access Code you want to be disabled”**.
2. If you live far from the property, you can ask your cleaner or new guest to use his/her valid Access Code to disable it by the keypad command as **“valid 10-digit Access Code  the 10-digit Access Code you want to be disabled”**.

2.3. I generated the Access Code with the wrong time, how can I delete it or edit the access time schedule for this Access Code?

For security concern, once the Access Code is generated, there is no way to delete it or edit the access time schedule for this Access Code. You have to keep it in the database until it's expired and generate a new Access Code.

<p>2.4. I generated the long term Used For Personnel Access Code for my cleaner. Sometimes it works, but sometimes it doesn't.</p>	<p>Please check the daily access time schedule for this Access Code.</p>
<p>2.5. After enter the correct code, the lock flashes green light and sounds ascending tone, but turn the knob/handle can't unlock the door.</p>	<p>Please buy a brand new Duracell battery to replace the old battery.</p>