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# OMNILOCK® 50

## User's Guide

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OSI Security Devices

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# Chapter 1 || The OMNILOCK 50

The OMNILOCK 50 digital lock (the Lock) is an access control device for a single door. A keyless system, it has an 11-key pad on which access codes are entered. Long-life batteries power an electronic control module that is coupled to a motor driven lockset. The control module contains the lock electronics, batteries, and keypad.

To gain entry through a door secured with the Lock, a user enters one of up to fifty individual codes at the keypad. If both the access level and the code are valid (i.e., the code entered exists in an authorized section of the Lock's code list) the outside handle will unlock for a predetermined time, then re-lock when released.

The Lock does not change the basic operation of the lockset. A key can be used at any time to open the door and the door can always be opened from the inside, regardless of the locked status of the outside handle.

The Lock maintains an audit log of all lock activity for later retrieval by an administrator. The audit log has room for up to 250 records (events), including a two digit user ID, and the date and time of each event. It even records unauthorized attempts to open the Lock!

The Lock is programmed at the door. A user must have either a Master code or one of three Submaster codes to change the operation of the Lock. Two lights (light emitting diodes or LEDs) on the Lock provide information such as lock/unlock condition, battery level, programming results, etc.

The WP4000 wireless printer, available from OSI Security devices, may be held above the Lock to receive programming prompts and to audit the Lock. The printer is entirely *optional*; it is not needed to program the Lock or to change any of its operating modes.

The Lock includes these standard features:

- **Code lengths** from 4 to 7 digits long
- **Five access code types:** Master (1), Submaster (3), Supervisors and General Users (up to 50), and Service (1)
- **Groups** of any combined size (aggregate of 50 supervisors/users)
- Lock **audit report** that gives all use and attempted access events
- **Time and Date** for audit
- Three **Access Levels** (unlocked, code required, and shutdown). Includes access by group
- Variable **Open Delay** before the lockset relocks
- **Anti-tamper** lockout that inhibits unauthorized “guessing”
- **Battery status** indications
- **Mechanical key bypass** always available

## Chapter 2 Access Levels and Codes

The Lock can be set to three levels of access: 1-Unlocked, 2-Code Required, and 3-Shutdown.

- *Unlocked* - free passage.
- *Code Required* - a valid code is required for access.
- *Shutdown* - the Master code is required for access.

Access codes can be controlled individually or in groups. The Lock provides five types of access codes. These include:

- *Master* for an administrator.
- *Submaster* for up to three administrator assistants.
- *Supervisor* for up to 50 users that are in supervisory or management positions.
- *General User* for anyone who requires normal day-to-day access.
- *Service* for someone who requires access for a limited period of time.

## Master

The Master code is reserved for the primary administrator of the Lock and is comparable to a lock's master key. The Master code has complete control of the Lock. This control includes entering or deleting user codes at all levels, setting access levels, setting time and date, setting up groups and controlling their access, and so forth.

The Master code can have as few as four and as many as seven digits. Its length sets the length for all other codes used (i.e., if its length is five digits, all other code lengths are five digits). The more digits used, the greater the possible number of code combinations and the greater resulting security.

## Submaster

Submaster codes are reserved for secondary administrators of the Lock. With up to three possible codes, Submaster codes have all the programming privileges of the Master code with these exceptions:

- Shutdown mode
- Setting the Master code
- Adding, removing, and restoring Submaster codes

## Supervisor

Supervisor codes are reserved for users who have supervisory or managerial responsibilities over a group of general users (as shipped, the Lock has four general user groups, see **Groups** on page 22). A user with a Supervisor code can control access by general users within the supervisor's group. Supervisor codes have access at access level 2-Code Required only.

## General User

General User codes are for the day-to-day user. A General User code has access at access level 2-Code Required only. If the user code is within a group that has a supervisor, access can be enabled or denied by a Supervisor (or Master/Submaster if no supervisor is defined for the group).

## Service

The Service code allows special *limited time* access for specific users such as maintenance or vendor personnel. This code is active only for a preset period (time) *from* the time it is first used.

## Chapter 3 Overview

### Basic Operation

The Lock control module has an 11 key pad on top, numbers 0 through 9 and CL (Figure 1). Operation is simple: press a code number in sequence. Two lights (actually, light emitting diodes, or LEDs), one red and the other green, light to indicate the status of the code that was keyed in.

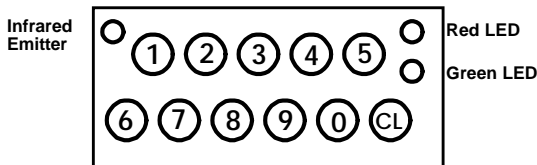


Figure 1 OMNIOLOCK 50 Key Pad

### The Green LED

If the code is valid, the green LED flashes once and the lockset unlocks. This LED also flashes to give the status of a programming code entered (e.g., one long flash to indicate that a new user code is accepted).

### The Red LED

The red LED flashes each time the lockset relocks after a code has been entered. Also, if an invalid code is entered, the red LED flashes. Invalid codes are either those that are not in the Lock's user list or codes that are restricted by the access level. The red LED also flashes at every key press then the Lock is in anti-tamper shutdown (refer to **Anti-Tamper** on page 7).



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**Tip**

If the Lock repeatedly denies access to a valid General User code, the user's group has probably been restricted by a Supervisor code (see **Groups** on page 22).

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## Supervisor Operation

The operation of the Lock by a user with Supervisor privileges is the same as described above: keying in a Supervisor code activates the lock. However, a user with Supervisor privileges can also allow or restrict access by all general users within the Supervisor's group (see **Groups** on page 22).

To allow access to all General User codes within a Supervisor's group, set the group to **unsupervised**: enter the Supervisor code then press the CL key until the green LED flashes twice.

To deny access to all General User codes within a Supervisor's group, set the group to **supervised**: enter the Supervisor code then press the CL key until the red LED flashes twice.

## Anti-Tamper

The Lock has an anti-tamper feature that helps frustrate any attempts to "guess" a valid code.

After three invalid codes are entered consecutively, the Lock enters the anti-tamper shutdown mode and will not accept any additional key presses for 10 seconds. After which time, the Lock resets and will allow a valid code to be entered. While in the anti-tamper shutdown mode, the red LED will flash for each keypress.

The Lock continues in the anti-tamper shutdown mode for each subsequent invalid code until a valid code is entered.

Consider this example where the Lock expects a code of four digits: An unauthorized individual attempts to gain entry by “punching in” numbers on the keypad. At the 4th, 8th, and 12th keypress, the red LED flashes. Beginning with the 9th keypress, the red LED flashes for each sequential keypress for 10 seconds.

Each time the Lock enters Antitamper mode, an entry is made in the Lock's Audit Log for later retrieval.

# Chapter 4 Programming

The Master or a Submaster code is required to program the Lock. Some of the programming commands operate only with the Master code.

This section covers the steps you need to program the Lock for your particular application. We recommend that you read this section thoroughly at least once, then practice on the Lock. After you know what results to expect, you can program the Lock for use. We also recommend that you photocopy the sample form in the center of this guide and write down *all* codes you intend to program into the Lock.

## Commands

The OMNILOCK 50 uses 16 unique commands for programming the Lock. Though it will prompt you, you can program the Lock completely *without* the aid of the optional printer. The LEDs indicate the status of each code you enter or verify. A summary of these commands follows:



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### Note

The command numbers for the Master, Submaster, Supervisor, General User, Service, and Audit Codes are also the unique identification (ID) numbers for the individuals to whom those codes are issued. The Lock audit identifies all events by these ID numbers.

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Code	Function	Refer to page
00	Programming Quit command	12
01-50	General User & Supervisor codes	16
51	Service code	18
52-54	Submaster codes	14
55	Master code	13
56	Audit code	20
90	Access level	25
91	Enable Groups	22
92	Disable Groups	23
93	Group boundary	24
94	Service code time	20
95	Set date	26
96	Set time	26
97	Open delay (in seconds)	27
98	Reports	39
99	Print command summary	36

## Syntax Conventions

Syntax means the order in which you enter a command and any parameters that follow it. You *must* enter each of the elements as they appear in the syntax line. In this guide, elements that appear in *italic type* are place-holders and represent specific information that you supply. Elements

within brackets ([ ]) represent optional information. A plus (+) character separates individual parameters within the syntax line. The + does **not** indicate that you should enter the sum of the numeric values!



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**Note**

Unless specified otherwise, a command is completed by pressing and holding the **CL** key until the LEDs flash (approximately 1.5 seconds after you press and hold **CL**).

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## General Programming Operation

To begin programming, enter the Master or a Submaster code. The LEDs will flash to indicate the battery level (see **Batteries**, page 29). If locked, the Lock will unlock for access. To enter the Programming Mode, press the **CL** key or begin programming before the red LED flashes. The Lock will remain in programming mode for a minute after the last key that you pressed. This timeout gives you the necessary time to decide what command you are going to use next.



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**Tip**

You have 5 seconds or the open delay time, if set longer, to begin programming after entering the Master or Submaster code. If you do not press a key during this time, Programming Mode ends. Pressing the **CL** key right after you enter the Master or Submaster code extends the open delay timeout to one minute for programming.

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Because the Lock automatically ends a programming session after one minute, you do not have to use the **Quit**

command. However, because the programming mode unlocks the lockset and the lockset remains unlocked for a minute after you stop programming, we recommend that you use the Quit command to end your programming session (step 4, below).

To program the Lock, follow these steps:

- Step 1 Enter the Master or a Submaster code. Within the Open Delay Time (refer to **Open Delay Time** on page 27), begin programming.
- Step 2 Enter the desired command sequence.
- Step 3 **Press and hold the CL** key until the LEDs flash (unless specified otherwise).
- Step 4 Repeat steps 2 and 3 as required.
- Step 5 When done, press **00** (the Quit command) to end your programming session.

When you Quit your programming session, the green LED flashes to acknowledge the command. The red LED flashes immediately afterward as the lockset locks.

## LED Indicators

By a single flash or through a sequence of flashes, the LEDs give you the status of a command that you enter during programming.

The green LED will flash each time a key is pressed during a programming session.

A single long green flash after entering a command means your programming was successful. Typically, two flashes indicate that the Lock accepted a Supervisor or higher command or code.

The red LED flashes whenever the Lock doesn't recognize a command, a parameter is invalid (e.g., Group number 5), or a Security Level is yet unassigned (during a request for status). Typically, two red flashes means that the parameter that followed the command is invalid.

## Master Code

The Master code is the same as a master key for a lock. The Master code should be disclosed only to an administrator ultimately responsible for controlling the space secured by the locked door.

As shipped from the factory, the Master code is set to the serial number of the Lock. *For security, you should change the Master Code **before** using the newly installed Lock.* Write down your new Master code and store it somewhere safe and separate from your list of all other Lock codes.

The Master code can be as few as four and as many as seven digits long. The length of the Master code sets the length for *all* other codes used on the Lock.



### Important!

If you change the length of your master code, *all* other codes are erased! Also, if you lose your Master Code, you will have to reset the Lock. This requires *dismounting* the Lock (refer to **Resetting the Lock** on page 30). This will reset the Master Code to the Lock serial number and *erase* all other programming. Don't lose your Master Code!

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To program your new Master code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

55 + Code1 + Code2 + CL

where *Code1* and *Code2* is your **new Master code** entered *twice* for confirmation. For example, to change the Master code to 1234567, you would press  
**5 5 1 2 3 4 5 6 7 1 2 3 4 5 6 7** and then press and hold the CL key until the Lock flashes.

To indicate the status of your new Master code, the LEDs will flash as follows:

Green	The new Master code is set and is the same length as the old one.
Green-Green-Green	The new Master code is set and is a <i>different</i> length from the old one (all other codes have been erased).
Red-Red	The code is already in use.
Red-Red-Red	The second set of Master code numbers did not match the first. Try it again!

## Submaster Code

The Submaster codes function the same as the Master Code with these limitations - Submaster codes can not:

- Change the Master Code
- Program other Submaster codes
- Set Shutdown access level

In addition, the Submaster codes can be removed and restored by the Master Code. The Lock can be programmed with up to three Submaster codes. The programming commands for the Submaster codes (52, 53, and 54) are also the unique ID numbers for the users to whom the Submaster codes are issued. These ID numbers appear on the Lock Audit printout to identify all events correlated to the ID numbers (i.e., Submaster code users).

## Add Submaster Code

To assign a new code for any of the three Submaster ID numbers, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$ID + Code + CL$

where *ID* is the Submaster ID number (52, 53, or 54) and where *Code* is the Code number you want to assign.

To indicate the status of your new Submaster code, the LEDs will flash as follows:

Green	The new Submaster code is set.
Red-Red	The code is already in use.

## Remove/Restore Submaster Code

To remove or to restore a previously removed Submaster Code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$ID + CL$

where *ID* is the Submaster ID number (52, 53, or 54) you want to remove or restore.

To indicate the status of the Submaster code, the LEDs will flash as follows:

Green	The Submaster code is restored.
Red-Red	The deleted code has been reassigned to another code ID since being removed and the Lock is unable to restore it.
Red-Red-Red	The Submaster code has been removed.

## General User or Supervisor Code

The General User and Supervisor code ID numbers are between 01 and 50. Any access code within this range can be either a General User code or assigned as a Supervisor code. The ID numbers (01-50) appear in the Audit Log to identify all events correlated to the access codes.

### General Users

To add a General User code to the Lock, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$ID + Code + CL$

where *ID* is the General User ID number to add. This number can be in the range from 01 to 50 (you must precede numbers 1 through 9 with a 0). *Code* is the access code (it must be the same length as the current Master code and must not already be in use).

To indicate the status of the new General User code, the LEDs will flash as follows:

Green	The General User code has been added.
Green-Green	The General User code is restored.

Red-Red	The code is already in use.
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## Supervisors

Add a Supervisor code to the Lock's code list in exactly the same manner as you would add a General User plus *continue to hold the CL key after the green LED flashes once* and until the LED flashes twice more (approximately 3 seconds).

To indicate the status of the new Supervisor code, the LEDs will flash as follows:

Green-Green	The Supervisor code has been added.
Red-Red	The code is already in use.

## Remove/Restore General User or Supervisor Code

To remove or to restore a previously removed General User or Supervisor code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$ID + CL$

where *ID* is the General User or Supervisor ID number to remove or restore.

To indicate the status of the General User or Supervisor code, the LEDs will flash as follows:

Green	General User code has been restored.
Green-Green	The Supervisor code has been restored.
Red-Red	The code is already in use.
Red-Red-Red	General User or Supervisor code has been removed.

## Service Code

The Lock can be programmed with a single Service code for use by persons who require access for a special purpose such as maintenance personnel or vendors. This code has a limited life as set by an administrator. The Service Code is valid from the first time it is used and can be used any number of times during the life of the code (one hour as shipped from the factory, refer to **Setting the Service Code Time** on page 20). When the time expires, the Service code will automatically be removed and you have to restore the code before it can be used again.

For example, the Service code could be set for use by a contract mechanical engineer that needs access to a secured room to repair the air conditioning. You might set the Service Code time for 2 hours which would allow the contractor to enter and leave as many times as required during the 2-hour time period.

The Service code may be used as a 'One-time' use code by setting the Service Code Time to 00:00 (see **Service Code Time**, page 20). When used in this fashion, the Service code will be automatically removed after its first use.

Conversely, the Service code may be made permanent by setting the Service Code Time to 99:99. When used in this fashion, the Service code will remain valid indefinitely.

## Programming the Service Code

To program the Service code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$51 + Code + CL$
------------------

where *Code* is the Code to assign (it must be the same length as the current Master code).

To indicate the status of the new Service code, the LEDs will flash as follows:

Green	The Service code has been added.
Red-Red	The code is already in use.

## Remove/Restore Service Code

To manually remove or restore a previously removed Service code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

51 + CL
---------

To indicate the status of the Service code, the LEDs will flash as follows:

Green	The Service code has been restored.
Red-Red	The code is already in use.
Red-Red-Red	The Service Code has been removed

## Setting the Service Code Time

The Service code time defines the length of time that the Service Code remains active after its first use. To set the Service code Time, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$94 + hh + mm + CL$

where *hh* is hours in the range 00 - 99 and *mm* is minutes in the range 01 - 59. (You must add a leading 0 for hours and minutes 9 or less, e.g., 0507). The Lock ships from the factory with the Service Time set to one hour (0100).



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### Note

Setting the Service Code Time to 00:00 provides a 'One-time' use code.  
Setting the Service Code Time to 99:99 will allow the Service code to remain valid indefinitely.

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To indicate the status of the Service code, the LEDs will flash as follows:

Green	Time set.
Red-Red	Invalid time.

## Audit Code

The audit code is reserved strictly for printing the contents of the Audit Log (you need the optional printer to print the Audit Log, refer to **Printing an Audit Log** on page 37). This code does *not* open the lockset.

## Programming the Audit Log Printout Code

To program the Audit code, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

56 + Code + CL

where *Code* is the Audit code (it must be the same length as the current Master code).

To indicate the status of the Audit code, the LEDs will flash as follows:

Green	The Audit code has been added.
Red-Red	The code is already in use.

## Remove/Restore Audit Code

Similar to the Submaster, Supervisor, and User codes, you can remove or restore the Lock's Audit code. To do this, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

56 + CL

To indicate the status of the Audit code, the LEDs will flash as follows:

Green	The Audit code has been restored.
Red-Red	The code is already in use.
Red-Red-Red	The Audit Code has been removed.

## Groups

The Lock's access code list may be divided into as many as four groups. The boundaries (the highest code ID number) of groups 1 through 3 are adjustable, allowing for variable sized groups, i.e. 20 users in group 1, 7 users in group 2, etc.

When the Lock's access level is at 2-Code Required, access privileges for each group may be **enabled** or **disabled** by the **Master or Submaster codes only**. When a group is disabled, access will be denied to all codes within the group. When a group is enabled, it may be either **supervised** or **unsupervised**. When a group is supervised, access will be allowed only to Supervisor codes within the group. When a group is unsupervised, all codes within the group, General User or Supervisor, will be allowed access. A group's supervision may be controlled by any Supervisor code within the group (see **Supervisor Operation**, page 7), or by the Master or Submaster codes in the absence of a Supervisor.

A typical application of this feature might be for a factory with multiple shifts where it may not be desirable to have the personnel for a particular shift in a controlled area without a shift supervisor or manager present.

## Enable Groups

With the Enable Groups command, you can re-enable a previously disabled user group (or groups). This command may also be used to set a group's level of supervision to supervised or unsupervised (see **Groups**, above) in the absence of a Supervisor code. For example, if the supervisor of a work group is out ill, then you can use this command to allow access to the workers within the affected Group.

When you enable a group, the level of supervision for the group is determined by the type of group. If the group contains one or more Supervisor codes, the group's supervision will default to supervised. If there are no

Supervisor codes within the group, the group's supervision will default to unsupervised.

The length of time you hold the **CL** key determines whether a Group's supervision will be set to its default (1 green flash) or be forced to unsupervised (2 green flashes).

To enable access for a group or groups, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$91 + [Group_1] + [Group_2] + [Group_3] + [Group_4] + CL$

where  $Group_n$  is the Group number(s) you want to enable. **If you want to enable all Groups, do not enter any Group numbers.**

To indicate the status of the command, the LEDs will flash as follows:

Green	Selected Groups (or all Groups) set to Supervised.
Green-Green	Selected Groups (or all Groups) fully enabled and have unlimited access.
Red-Red	Invalid Group number.



**Note**

An unsupervised Group (i.e., a Group with no Supervisor codes assigned) is automatically set to unsupervised level of access when the group is enabled.

**Disable Groups**

The Disable Groups command is used to restrict access to **all codes** within a group (or groups).

To disable access for a user group or groups, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$92 + [Group_1] + [Group_2] + [Group_3] + [Group_4] + CL$

where  $Group_n$  is the Group number(s) you want to disable. **If you want to disable all Groups, do not enter any Group numbers.**

To indicate the status of the groups, the LEDs will flash as follows:

Green	Selected Groups (or all Groups) disabled.
Red-Red	Invalid Group number.

## Group Boundary

A group boundary is the highest ID number within the group ( i.e. where the group ends). Use this command to set the boundaries for Groups 1, 2, and 3 (the Group 4 Boundary is fixed at User ID 50).

To set the boundary of a selected Group, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$93 + Group + Boundary + CL$

where  $Group$  is the Group number whose boundary you want to set and  $Boundary$  is highest User ID within the selected  $Group$  (01-50).

To indicate the status of the change to the Group boundary, the LEDs will flash as follows:

Green	Group boundary is set.
Red-Red	Invalid Group boundary or overlap.




---

**Note**

The Lock is shipped from the factory with the groups set as follows: Group 1, ID #'s 01–20; Group 2, ID #'s 21–30; Group 3, ID #'s 31–40; and Group 4, ID #'s 41–50.

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## Access Level

Use the Access Level command as your “master key” to either completely unlock the lockset (Unlocked), restrict access to those with valid access codes (Code Required), or lock it completely to everyone (Shutdown) except the Master code (or those with a key).

Setting the Access Level to 2, Code Required automatically enables *all* user groups and sets the level of supervision for each group to the group's default (supervised if a group contains a Supervisor code, otherwise unsupervised). Access level 3-Shutdown is only available to the Master Code. To set the Lock's access level, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$90 + \textit{Level} + \textit{CL}$

where *Level* is the Access level to set: 1-Unlocked, 2-Code Required, and 3-Shutdown.

To indicate the Access Level, the LEDs will flash as follows:

Green	Level 1: Lockset is unlocked.
Green-Green	Level 2: Code required.
Green-Green-Green	Level 3: Shutdown.
Red-Red	Invalid Access Level.

## Date

If you ever intend to audit the Lock, you need to set the date and time (following code). When the Lock is reset, the date defaults to 01/01/93 (refer to **Resetting the Lock** on page 33). To set the date, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$95 + mm + dd + yy + CL$

where *mm* is the month, 01 through 12, *dd* is the day of month, 01 - 31, and *yy* is the year, 00 through 99. You must enter a leading 0 for months, days and years 01 through 09.

To indicate the status of the Set Date command, the LEDs will flash as follows:

Green	Date set.
Red-Red	Invalid Date.

## Time

Setting the time is a companion function to setting the date. When the Lock is reset (refer to **Resetting the Lock** on page 33), it starts the time a 12:00 AM (midnight). To set the time, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

$96 + hh + mm + CL$

where *hh* is the hour, 00-23, in 24-hour clock time, and *mm* is minutes in the range 01-59 (you *must* enter a leading 0 for hours and minutes 01 through 09).

To indicate the status of the Set Time command, the LEDs will flash as follows:

Green	Time is set.
Red-Red	Invalid Time.

## Open Delay Time

The Open Delay Time controls the length of time the lockset remains unlocked after a valid code is entered. As shipped from the factory and when the Lock is reset, this time is two seconds (refer to **Resetting the Lock** on page 33). You can set a delay time from 1 to 30 seconds.

To set the open delay time, enter the following command sequence while in the programming mode (see **General Programming Operation**, page 11):

97 + ss + CL
--------------

where *ss* is the number of seconds you want the lockset to remain open in the range 1-30.



### Note

When the Master, a Submaster, or a Supervisor code is used, the Lock remains open a minimum of 5 seconds to ensure enough time to begin programming.

To indicate the status of the Set Open Time Delay command, the LEDs will flash as follows:

Green	Open Delay Time set.
Red-Red	Invalid Open delay.

## Chapter 5 Status Inquiries

The Status Inquiry command allows you to query the Lock about whether a particular code ID number is currently in use, has been removed, or has never been assigned.

To inquire about the status of any code ID, do the following while in the programming mode (see **General Programming Operation**, page 11):

- Step 1 Enter the ID (command) number that you want to inquire about followed by a *momentary* CL keypress (do not hold the CL key as you normally would to enter a command sequence).
- Step 2 Watch the LEDs.

The Lock gives a similar LED response to all queries:

Green	Code is in use.
Green-Green	Active Supervisor code.
Red-Red-Red	Requested code either has been previously removed or is currently unassigned.

## Chapter 6 Batteries

Four AA-size 1½-volt alkaline batteries power the Lock. You can expect them to last for approximately 5 years or 100,000 operations of the Lock. Each time you enter the Master or a Submaster code, the Lock flashes the LEDs according to the condition of the batteries as follows:

LED Flashes	Battery Condition	Battery Value†
Grn-Grn-Grn	½ to Full – Good	3
Grn-Grn-Red	¼ to ½ – Fair	2
Grn-Red-Red	⅛ to ¼ (Low – replace)	1
Red-Red-Red	Replace <i>now</i> – Low Battery Shutdown	0

† These Battery Values appear on the printed Status Report (refer to **Printing Reports** on page 39).

### Low Battery Indicator

When the battery status declines to level 1, the Lock will alert the user upon each entry by flashing the battery level indicator (Grn-Red-Red) instead of the single green LED.

If the battery status is allowed to decline to 0, the Lock will indicate the replace battery condition (Red-Red-Red) and will deny access to all but the Master Code (access level is set to Low Battery Shutdown).

## Replacing Batteries

Replacing the batteries requires dismantling the Lock from the door and opening the rear (door side) of the Lock. Before you remove the Lock, get four fresh **AA size alkaline** batteries and have them ready when you begin. To change the batteries, follow these steps:



---

### Tip

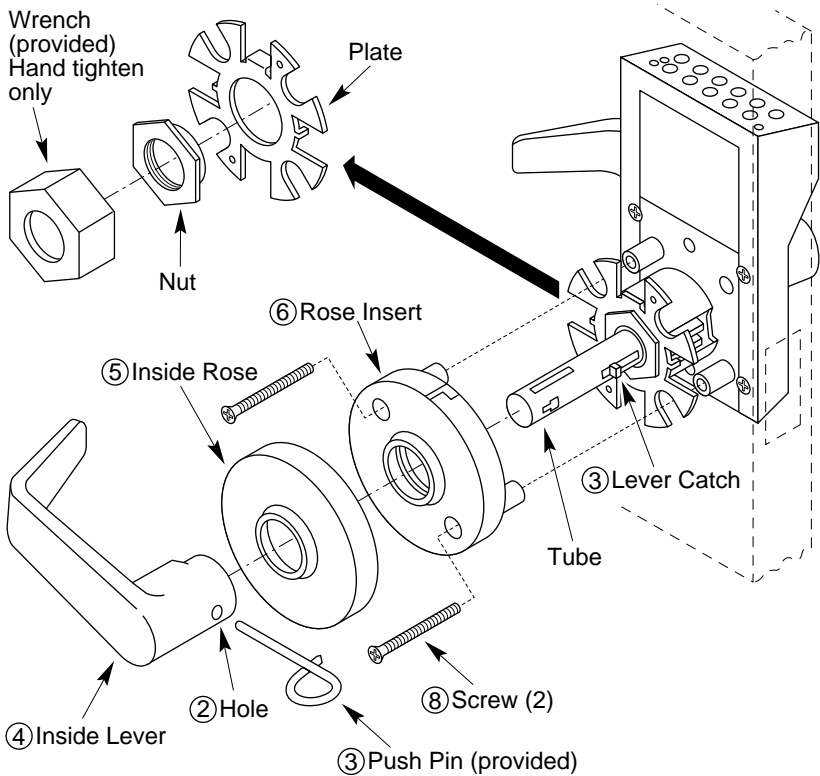
If you have the optional printer, print the Audit Log and other reports before replacing the batteries to avoid loss of important data in the event of accidental reset.

---

- Step 1 Open the Lock and prop open the door so that you can work on it.
- Step 2 Locate the lever catch hole on the handle shaft opposite the inside lever and insert the push pin supplied with the lockset.
- Step 3 Press the lever catch with the push pin.
- Step 4 Slide the inside lever from the tube.
- Step 5 Remove the inside rose by twisting it counter-clockwise slightly and pulling it off.
- Step 6 Using a No. 4 Philips screwdriver, remove the 2 screws that hold the Lock to the door.
- Step 7 Remove the rose insert (you will have to depress the lever catch again to do this).

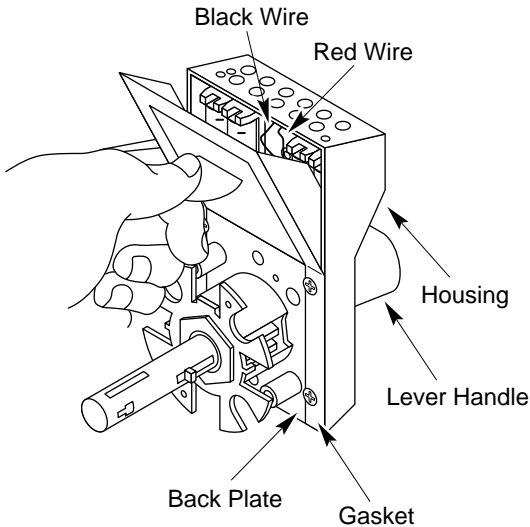
**Step 8** Using the plastic wrench provided with the Lock, remove the nut and plate.

**Step 9** Pull the lockset from the outside of the door (Figure 2).



**Figure 2 Lockset Exploded View**

Step 10 Using the tab on the battery plate, carefully pull the battery plate away from the Lock housing to expose the batteries (Figure 3).



**Figure 3**      **Opening Battery Compartment Cover**



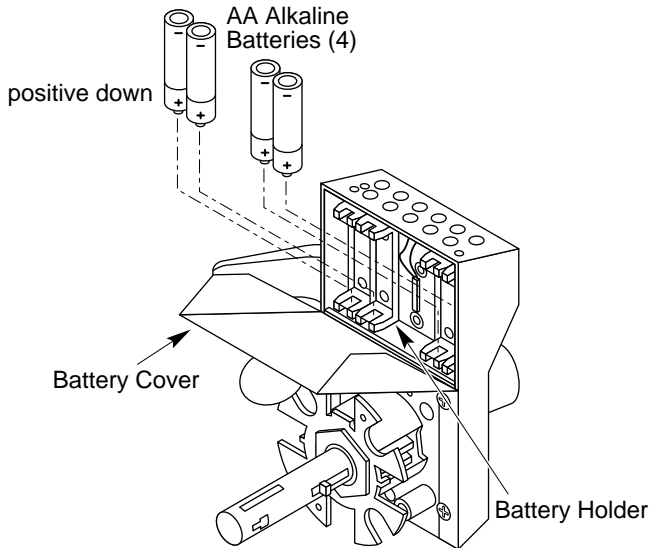
**Important!**

Get your fresh replacement batteries positioned and ready to install before you begin the next step. To preserve the Lock programming, you must replace each of the old batteries within thirty seconds of the time you remove them.

If any battery is removed for more than thirty seconds, the Lock may reset and require reprogramming (refer to **Resetting the Lock**, below).

---

Step 11 Remove and replace the old batteries, **one at a time**, with the plus (+) end **down** (Figure 4).



**Figure 4 Battery Orientation and Replacement**

Step 12 Flip the battery plate back in place and press the gasket down.

Step 13 Remount the Lock in the reverse order of steps 1 through 9 and you are done!

## Resetting the Lock

In some special cases you may want to reset the Lock to the way it was shipped from the factory. Resetting it requires removing power from it, i.e., removing the batteries for a minimum of 10 minutes. To do this, follow steps above for replacing the batteries.



---

**Important!**

All data and programming will be erased from memory when the Lock is reset. Before resetting the Lock, print the Audit Log and other reports (refer to **Reports** on page 39).

---



---

**Note**

To ensure a complete reset, **after you remove the batteries**, you may need to short the negative (-) terminal of the holder for the first Battery from the left to the positive (+) terminal of the holder for Battery second from the left for approxi-mately 5 seconds.

---

After resetting, the red LED will flash for the first seven keypresses. It then will go through a self test, then reset itself to the setting it was shipped from the factory with. If you are using a printer with your Lock, you may see these messages:

```
RAM TEST: PASS (or FAIL)
CLOCK TEST: PASS (or FAIL)
DRIVE TYPE: MOTOR (or RELAY)
              or DRIVE WIRES DISCONNECTED
              or DRIVE WIRES REVERSED
SYSTEMS TEST: PASS (or FAIL)
```

The green LED will light if the Lock's self-test completed OK or the red LED will light if something failed.



---

**Note**

If the red LED continues to flash with each keypress, the Lock requires service.

---

## Chapter 7 Using the Optional Printer

The WP4000 Wireless Printer is available from OSI Security Devices, for reading the various reports maintained by the Lock. The Lock also sends prompts to the user via the printer while the Lock is in the Programming Mode. However, the printer is entirely *optional*; it is not needed to program the Lock nor to change any of its operating modes. You will need it only to print the reports, including the Audit Log.

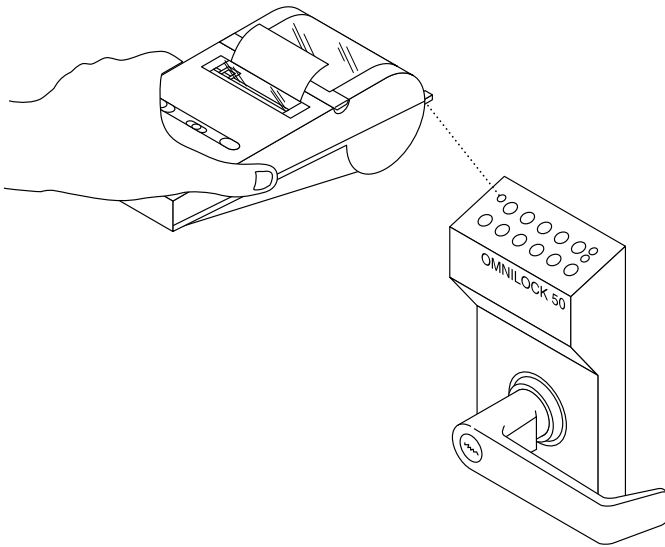
### Holding the Printer

Because the printer couples to the Lock optically, you must take care to hold it as shown in Figure 5. If you move the printer so that it cannot “see” the optical transmitter on the Lock, the printer will stop printing. If this happens, you will have to press **CL**, then re-enter the command.

### Print Command List

You can use the printer to get a “reminder” list of programming commands. To print a command list, while in the programming mode do this:

- Step 1 Turn the printer on and hold it in position above the optical transmitter on the Lock. .
- Step 2 Enter 99. (This command executes automatically and does not require you to press the **CL** key.)



**Figure 5 Holding the Printer**

- Step 3 Hold the printer in position while the command list prints.
- Step 4 When the printer stops, press **1** to continue printing, **2** to reprint what was just printed, or **CL** to end.

## Printing an Audit Log

Any user with the Audit code can print the Audit Log. This code does *not* open the lock. The Audit Log can have these types of events:

ANTI-TAMPER	Anti-tamper mode set
ATTEMPT	Unauthorized use of code
AUDIT	Audit Code Used
LOW BATTERY	Low Battery Level Set
CODE REQ'D	Code Required Access Level Set
ENTRY	Access Granted
MOTOR FAIL	Motor Drive System Failed
SHUTDOWN	Shutdown Access Level Set
UNLOCKED	Unlocked Access Level Set
1x 2x 3x 4x	Group level(s) set (where x can be +, -, s)
#xx ADDED	Code ID #xx added
#xx REMOVED	Code ID #xx removed
SET MASTER	Master Code changed
GPx END:nn	Group "x" boundary set to "nn"
SVC hh:mm	Service Code Time set to "hh" hours and "mm" minutes
SET DATE	Date Set
SET TIME	Time set
OPEN TIME:##	Open delay time set to ## seconds

To print the Audit Log, do this

- Step 1 Turn the printer on and hold it in position above the optical transmitter on the Lock.
- Step 2 Enter the Audit code. The printer will immediately begin printing the log.
- Step 3 When the printer stops, press **1** to continue printing, **2** to reprint what was just printed, or **CL** to end.

This is a sample of an Audit Log printout (the Lock serial number appears on the second line):

```
----- AUDIT LOG -----  
  
  OMNILOCK 50 #123456  
1-MORE 2-REPRINT CL-DONE  
01/15/93  
  08:33am 55-LOG ON  
  08:28am 24-ENTRY  
01/13/93  
  02:33pm 25- 1+ 2- 3+ 4s  
  02:30pm 52-CODE REQ  
  08:03am 07-ENTRY  
END OF AUDIT LOG  
-----
```

where the dates are the dates of the events, the times are the times of the events, the 2-digit numbers following the times are the events ID numbers, and the words after the ID numbers (e.g., LOG ON) are the events themselves. An ID number of **00** is an action taken by the Lock.

In some cases, three columns of numbers may be printed after the end of the Audit Log. These numbers are the results of some self tests that the Lock automatically runs. You may ignore this data.

## Printing Reports

With the Master or a Submaster code you can print the Audit Log (above), a Code Report with a list of the ID numbers together with their active codes or their status, and a Lock status report. Samples of the Code report and Status Report follow:

Report #2- Code	Report #3 - Status
---- CODE REPORT -----	---- STATUS REPORT ----
OMNILOCK 50 #123456	OMNILOCK 50 #123456 v1.0
1-MORE 2-REPRINT CI-DONE	(C) OSI SECURITY DEVICES
GROUP 1 (01 - 04)	01/15/93 08:30am BAT:3
01-1234567s 02-2345678	ACCESS: 1+ 2+ 3s 4-
03-REMOVED 04-N/A	BATTERY USAGE: #####
GROUP 2 (05 - 30)	ELAPSED USAGE: #####
05-5678901 06-REMOVED	DRIVE TYPE: MOTOR
	STATUS CODE: #

The Code Report indicates that user 01 has code '1234567s' assigned. The 's' indicates that this user is a Supervisor.

Notice that Access on the Status Report gives the current status of the Groups when at Access Level 2 (Code Required). The status symbols are a

- plus (+) which means that the General Users in a Group are fully enabled
- minus (-) which means that a Group is denied access
- s which means that a Group requires a Supervisor to grant them access.

To print any of the reports, while in the programming mode do this:

- Step 1 Turn the printer on and hold it in position above the optical transmitter on the Lock (Figure 5).
- Step 2 Press **98**.

- Step 3 Press **1** for the Audit Log, **2** for a Code Report, or **3** for a Status Report. (This command executes automatically and does not require you to press the **CL** key.)
- Step 4 Hold the printer in position while the report prints.
- Step 5 When the printer stops, press **1** to continue printing, **2** to reprint what was just printed, or **CL** to end.

## Miscellaneous Printer Messages

If you use a printer with the Lock, you may see these messages:

```
*** Keyboard Timeout ***
```

This message occurs during programming if you hold down a key too long or you have not pressed a key for one minute.

```
* Replace Batteries *
```

When you get this message, replace your Lock batteries.

```
* Motor Drive Failure *
```

```
* Service Required *
```

Indicates that the motor drive has failed. The red and green LEDs will also flash rapidly.

# Chapter 8

## Disassembling the Lock

This chapter has the steps for disassembling the Lock for service.



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### Caution

Follow the instructions in this chapter exactly or you may damage the Drive Spring.

---



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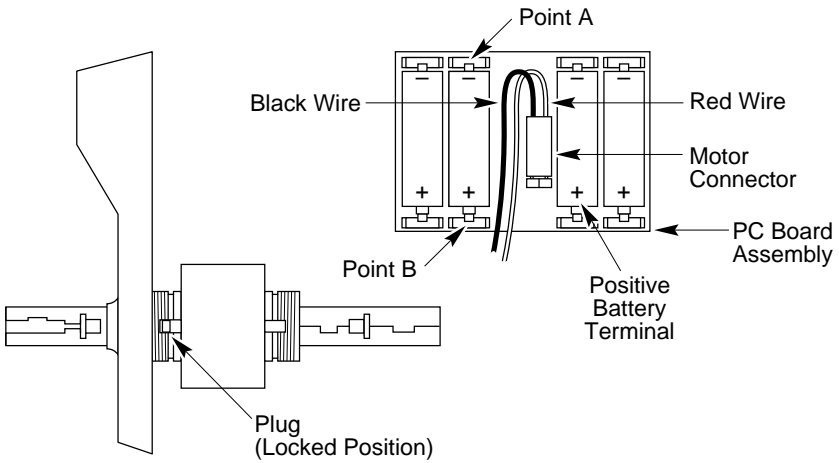
### Caution

Sensitive electronic devices!  
Use static electricity protection procedures to prevent damage to the electronic components.

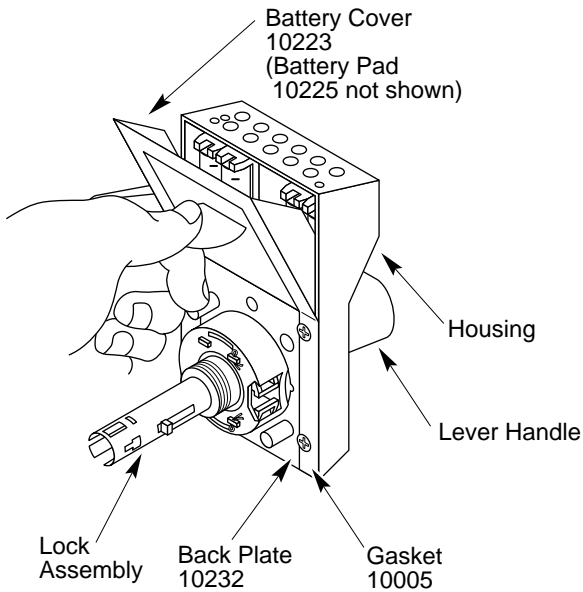
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Before you disassemble your Lock, see Figure 6 and 7 and do these things:

- (a) Ensure that the Key Cylinder and the Plug are in the locked position and the Key is removed.
- (b) If the Key Cylinder is not in place, ensure that the cam is turned fully counter-clockwise.
- (c) If the Plug is not in the locked position and the unit is operational, check the access level and set it to the *Code Required* mode.



**Figure 6 Lock Assembly and Battery Compartment**



**Figure 7 Opening the Battery Cover**

- (d) If it is already in the *Code Required* mode, carefully pull the Battery Cover and the Gasket away from the Lock Housing using the tab on the Battery Cover.
- (e) Ensure that the Motor Connector is properly connected to the PC Board Assembly. If the Motor Connector is not properly connected, correct its orientation and enter the master code. The Plug should go to the locked position after approximately 5 seconds.
- (f) If the Plug is not in the locked position and the unit is not operational, disconnect the Motor Connector from the PC Board Assembly and briefly apply 1.5 to 5 Vdc to the motor connector (Red=+, Black=-). (3 Vdc is available between Point A(-) and Point B(+), see Figure 6.)

Proceed with the General Disassembly steps regardless of the plug position.

## General Disassembly

To disassemble the Lock, see Figure 8 and do these steps:

Step 1 Remove the Lever Handle.

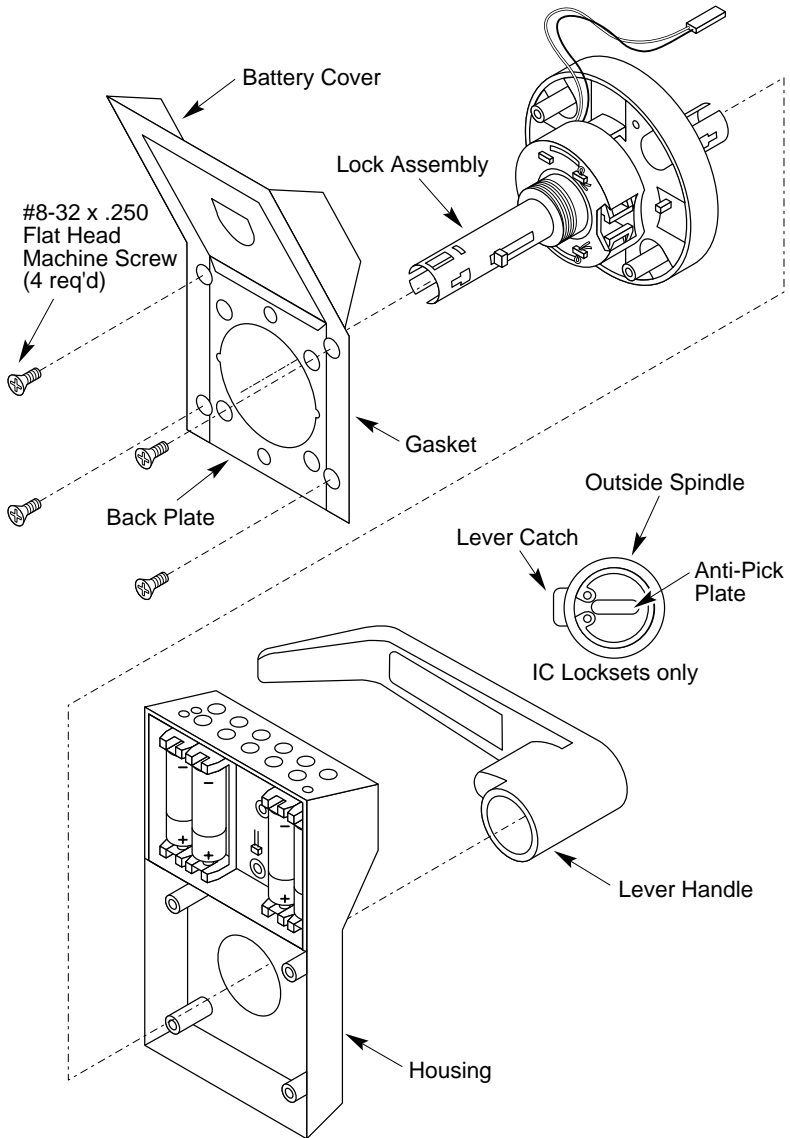


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### Note

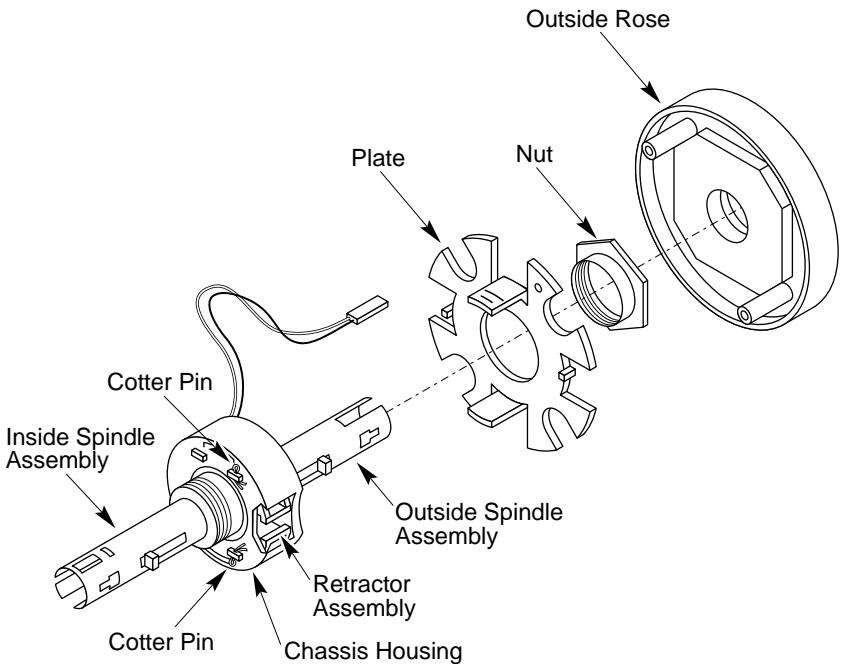
For IC Locksets, the slot in the Anti-Pick Plate must be parallel to the travel of the Lever Catch and the gap in the Retaining Ring must be located as shown in Figure 8.

---



**Figure 8** Removing the Lock Assembly from the Lock Housing

- Step 2 Grasp the tab on the Battery Cover and carefully pull the Battery Plate and the Gasket away from the Lock Housing.
- Step 3 Disconnect the Motor Connector from the PC Board.
- Step 4 Remove the four Screws securing the Back Plate to the Lock Housing.
- Step 5 As a unit, carefully remove the Battery Cover, the Back Plate, and the Gasket from the Lock Housing.
- Step 6 Remove the Lock Assembly from the Lock Housing.
- Step 7 Remove the Outside Rose, Nut, and Plate from the Lock Assembly (Figure 9).



**Figure 9 Removing the Rose, Nut, and Plate**

- Step 8 Remove the Cotter Pins from the Lock Chassis and remove the Chassis Housing.
- Step 9 Separate the Inside and Outside Spindle Assemblies. Refer to **Plug in Locked Position** below if the Plug is in the locked position. If it is in the unlocked position, refer to **Plug in Unlocked Position** on page 49.



---

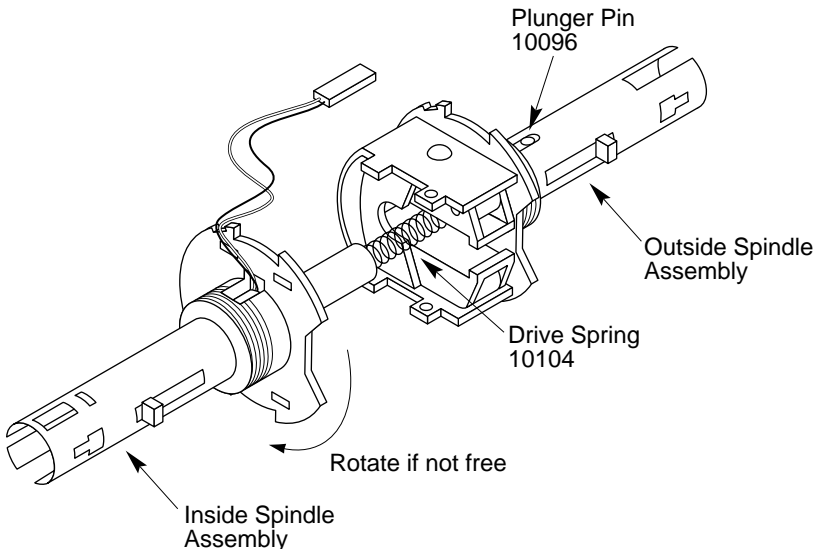
**Caution**

Carefully separate the Spindle Assemblies or you can damage the Drive Spring.

---

## Plug in Locked Position

If the Plug is in the locked position, see Figure 10 and do these steps to separate the Inside and Outside Spindle Assemblies.

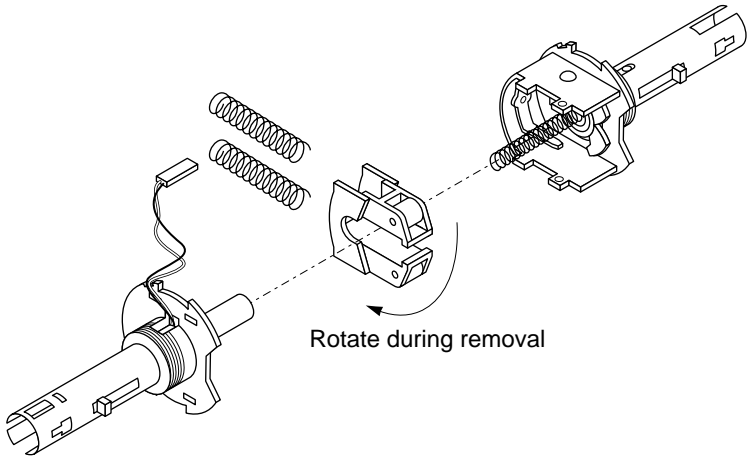


**Figure 10** Separating Spindle Assemblies with Plug in Locked Position

- Step 1 Press the Retractor Assembly about  $\frac{1}{4}$ " and slowly separate the Spindle Assemblies. Ensure that the Drive Spring is not being extended.

If the Drive Spring is being extended, release the pressure extending the Drive Spring by moving the Spindles together and rotate the Inside Spindle Assembly clockwise approximately  $90^\circ$  and continue to separate the assemblies until the Drive Spring is clear.

- Step 2 With the Retractor Assembly still depressed, rotate it to clear the Drive Spring and remove the Retractor Assembly and the Retractor Springs (Figure 11).



**Figure 11 Removing Retractor Assembly**

## Plug in Unlocked Position

If the Plug is not in the locked position, see Figure 12 and do these steps:

- Step 1 Using a pair of pliers, pull the Plunger Pin out. If the Spring pressure is not released, check whether the end of the Spring is caught in the Plunger Pin hole and release it with a small tool.

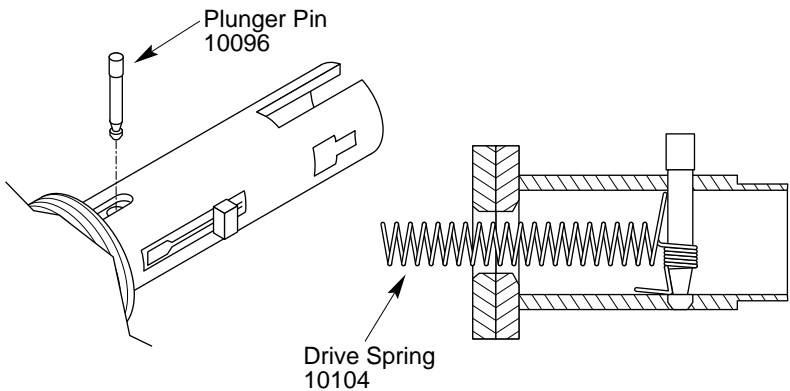


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### Tip

Twisting the Plunger Pin while pulling will help release the Pin.

---



**Figure 12** Removing the Plunger Pin

- Step 2 Press the Retractor Assembly and slowly separate the Spindles until the Plug Locking Key is in a position to retain the Retractor Assembly in a depressed position (Figure 13). Release the pressure on the Retractor Assembly.
- Step 3 Insert a partially straightened paper clip into the Tailpiece Slot of the Cam to keep the Spring from rotating.
- Step 4 Rotate the Inside Spindle Assembly clockwise approximately 7 to 10 turns without creating pressure on the Drive Spring until the Spindle disengages from the Drive Spring. Separate the Spindle Assemblies until the Drive Spring is clear.

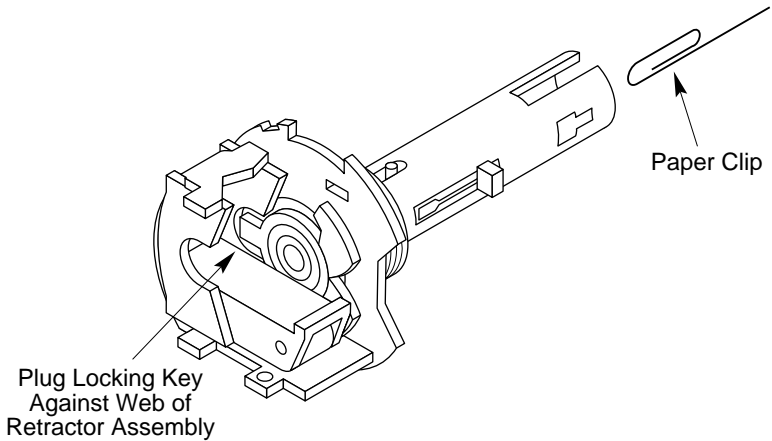


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**Caution**

Be very careful not to damage the drive spring in the next step.

---



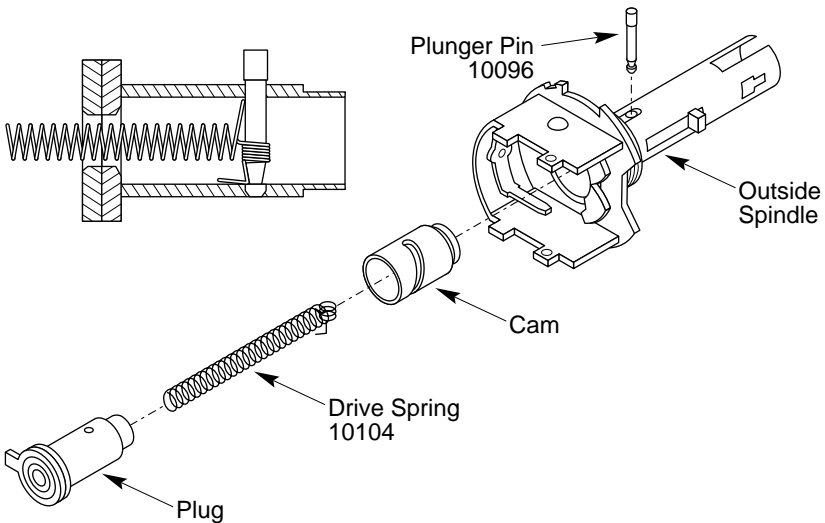
**Figure 13 Positioning Plug Locking Key to Retain Retractor Assembly**

- Step 5 Press the Retractor Assembly to release the Plug to the locked position and rotate the Retractor Assembly to clear the Drive Spring (Figure 11). Remove the Retractor Assembly.

## Removing the Drive Spring

To remove the Drive Spring from the Outside Spindle, see Figure 14 and do these steps:

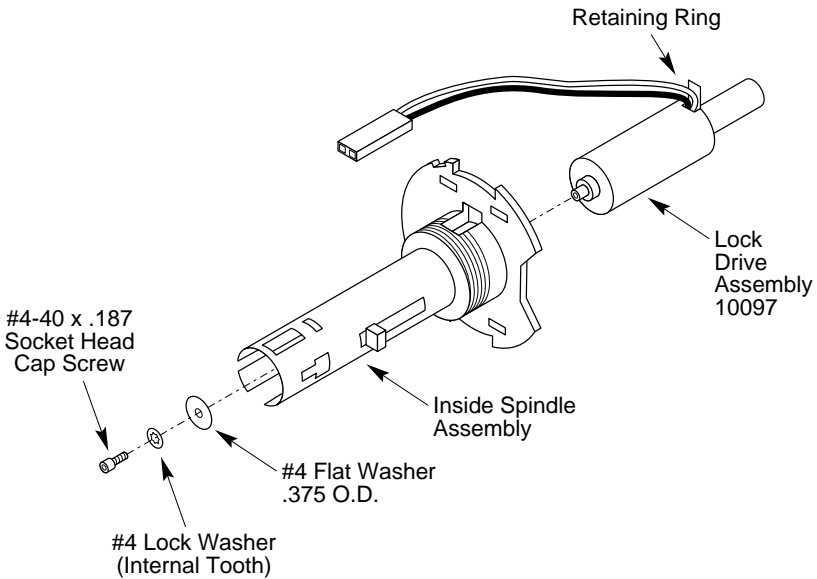
- Step 1 Remove the Plunger Pin from the Spindle Assembly. Pull the Pin out using a pair of pliers, twisting slightly while pulling.
- Step 2 Remove the Plug and the Drive Spring as a unit.
- Step 3 Remove the Cam from the Spindle.
- Step 4 Remove the Drive Spring through the large bore of the Plug.



**Figure 14** Removing the Drive Spring

## Removing the Lock Drive Assembly

To remove the Lock Drive Assembly from the Inside Spindle, engage the tab of the Retaining Ring into the slot in the Inside Spindle Assembly so that the Lock Drive Assembly will not rotate while removing the #4-40 Socket Head Screw securing the Lock Drive Assembly in the Spindle (Figure 15).

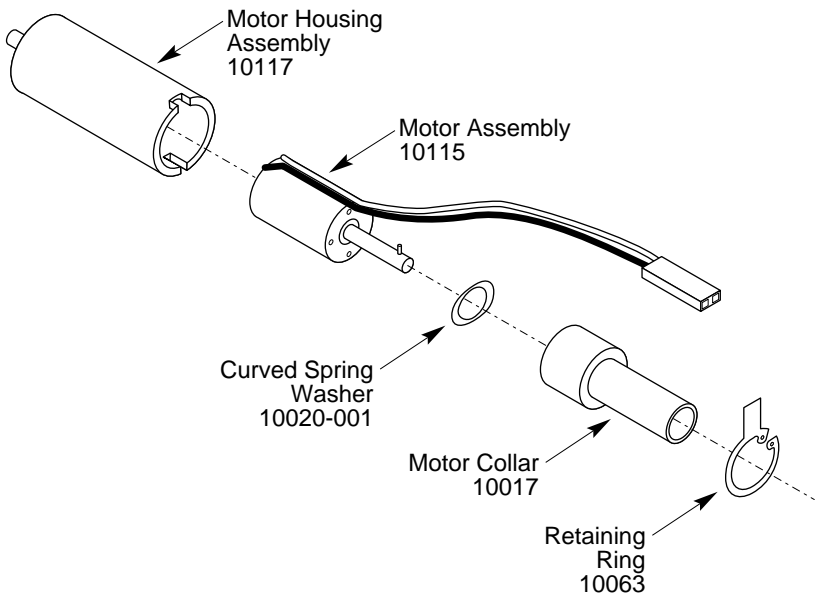


**Figure 15** Removing Lock Drive Assembly

## Lock Drive Disassembly

To disassemble the Lock Drive, see Figure 16 and do these steps:

- Step 1 Compress the Curved Spring Washer by applying pressure to the end of the Motor Collar to relieve the force on the Retaining Ring and carefully remove the Retaining Ring.
- Step 2 Remove the Motor Collar by pulling it out of the Motor Housing Assembly.
- Step 3 Remove the Motor Assembly and Curved Spring Washer by pulling on the Motor Drive Shaft.



**Figure 16 Removing the Retaining Ring**

## Lock Housing Disassembly



---

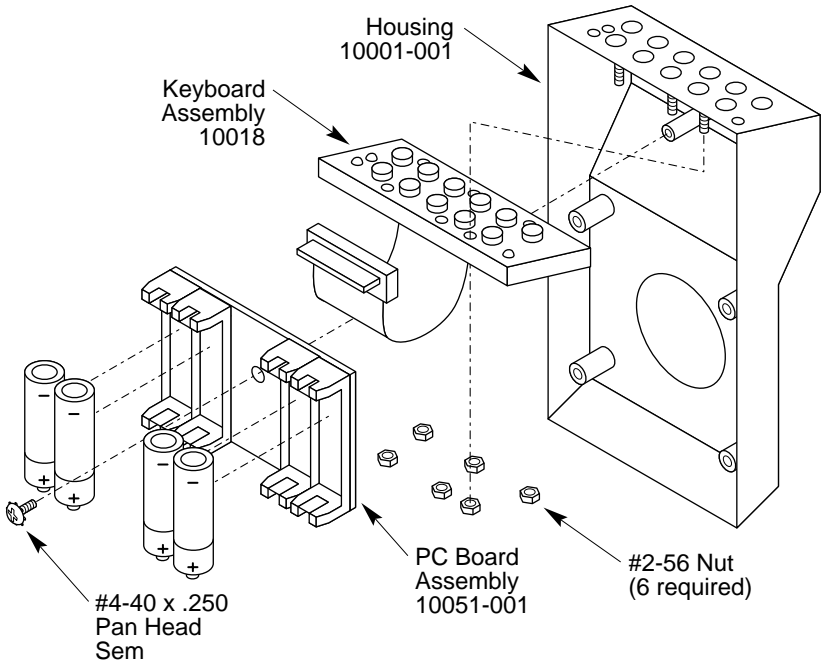
### Caution

Sensitive electronic devices!  
Use static electricity protection procedures to prevent damage to the electronic components.

---

To disassemble the Lock Housing, see Figure 17 and do these steps:

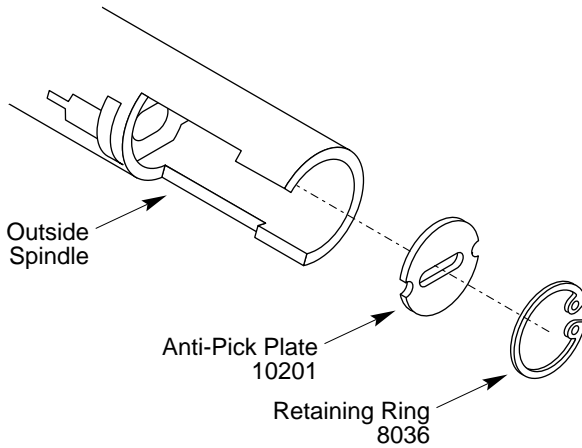
- Step 1 Remove the Batteries to avoid inadvertent damage to the PC Board Assembly.
- Step 2 Remove the screw holding the PC Board Assembly to the Housing.
- Step 3 Partially separate the PC Board Assembly from the Housing and disconnect the PC Board Assembly from the Keyboard Assembly.
- Step 4 Remove the six Nuts securing the Keyboard Assembly from the studs in the Housing and remove the Keyboard Assembly.



**Figure 17 Disassembling Lock Housing**

## Anti-Pick Plate (IC Locksets only)

Remove the Retaining Ring and Anti-Pick Plate as shown in Figure 18.



**Figure 18 Removing Retaining Ring and Anti-Pick Plate**

Use the procedures in this chapter to assemble the Lock. When the steps in the procedures call for grease, use Aeroshell 22™.

### Lock Drive Assembly P/N 10097

- Step 1 Apply a small amount (a “donut”) of grease to the Drive Pin.



---

#### Caution

Do not over lubricate. Too much grease can prevent proper Drive Spring movement.

---

- Step 2 Insert the Motor Assembly into the Motor Housing Assembly and ensure that the notch at the terminal end of the Motor Assembly is keyed on the pin in the Motor Housing Assembly. (See Figure 19. The outside edge of the Drive Pin will be approximately even with the edge of the Motor Housing Assembly.)
- Step 3 Install the Curved Spring Washer into the Motor Housing Assembly with the convex side (i.e., the side that is rounded outward) against the Motor.
- Step 4 Insert the large diameter of the Motor Collar into the Motor Housing Assembly.
- Step 5 Place the Retaining Ring over the Motor Collar.
- Step 6 Press on the Motor Collar to compress the Curved Spring Washer and maintain the pressure. If the groove in the Motor Housing is not visible, return to Step 2.



---

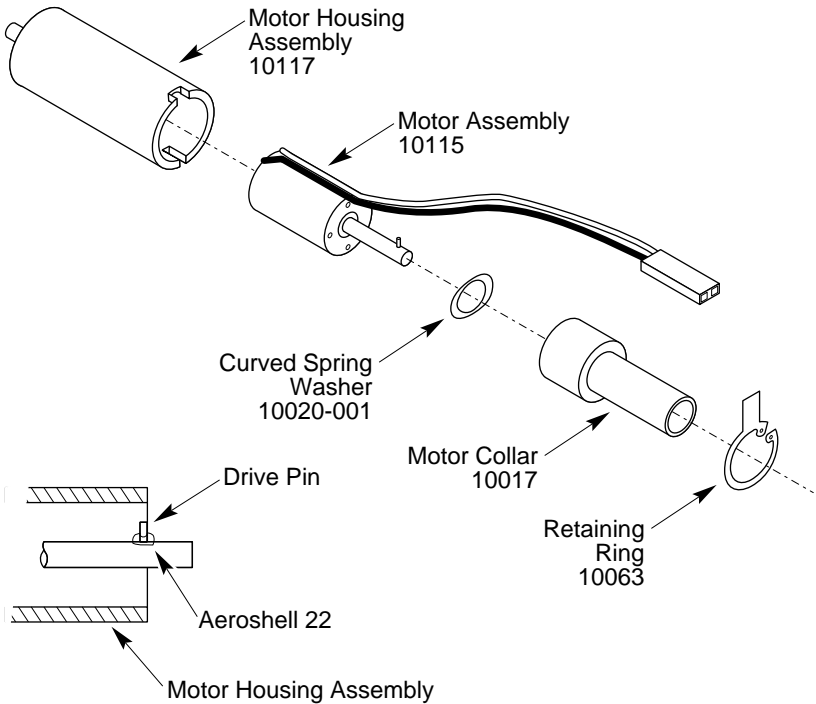
**Caution**

Do not overstress the Retaining Ring or it can be damaged.

---

**Step 7** Align the tab of the Retaining Ring with the notch in the Motor Housing Assembly and install the Retaining Ring into the groove in the Motor Housing Assembly.

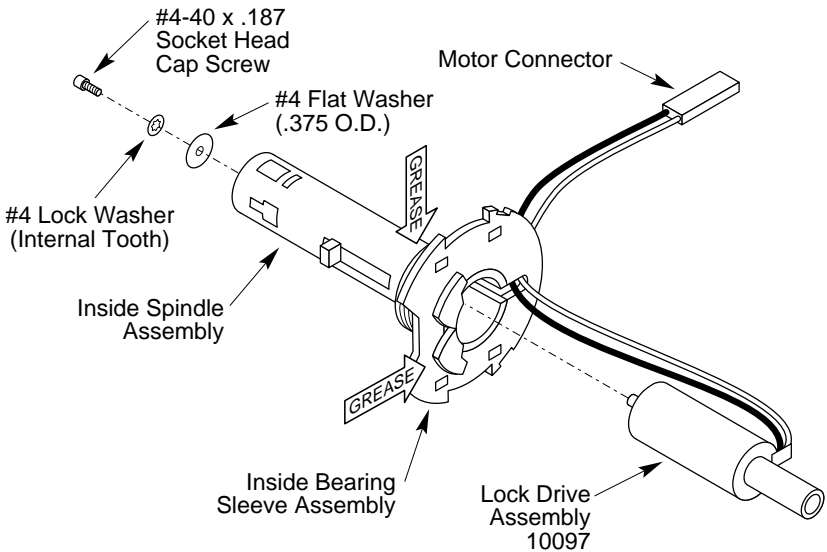
**Step 8** Release the pressure on the Motor Collar and ensure that the Retaining Ring is completely seated in the groove.



**Figure 19 Lock Drive Assembly**

## Inside Chassis Assembly

- Step 1 Apply a small amount of grease between the Spindle and the Bearing Sleeve and to the cam surface of the Spindle.
- Step 2 Pass the Motor Connector through the notch in the Inside Bearing Sleeve and insert the Lock Drive Assembly into the Inside Spindle Assembly so that the tab of the Retaining Ring engages the slot in the Inside Bearing Sleeve Assembly (Figure 20).
- Step 3 Secure the Lock Drive Assembly in place with the Screw, Lock Washer, and Flat Washer. Securely tighten the Screw.



**Figure 20 Assembling the Inside Chassis**

## Outside Chassis Assembly

If the Lock Assembly uses an IC Lockset, do these preliminary steps and refer to Figure 21 before you begin with Step 1:

- (a) Insert the Anti-Pick Plate into the Outside Spindle so that it lies against the Lever Catch.
- (b) Insert the Retaining Ring so that it holds the Anti-Pick Plate against the Lever Catch and the gap is aligned with the Lever Catch Spring.
- (c) Verify that the Lever Catch can move properly.

- Step 1 Apply a small amount of grease between the Spindle and the Bearing Sleeve and to the cam surface of the Spindle.
- Step 2 Insert the small diameter end of the Drive Spring into the large bore of the Plug and pass the Spring through the Plug until the loop end of the Spring aligns with the axis of the hole for the Plunger Pin (Figure 21).
- Step 3 Insert the Plug with the Drive Spring and the Cam into the cam end of the Outside Tube Assembly.
- Step 4 Align the plunger pin hole in the plug, the loop end of the Drive Spring, the groove in the Cam, and the oval slot in the Outside Tube Assembly.
- Step 5 Insert the Plunger Pin through the Spindle, Cam, Plug, and Spring until the large diameter of the Plunger Pin is below the surface of the Spindle.



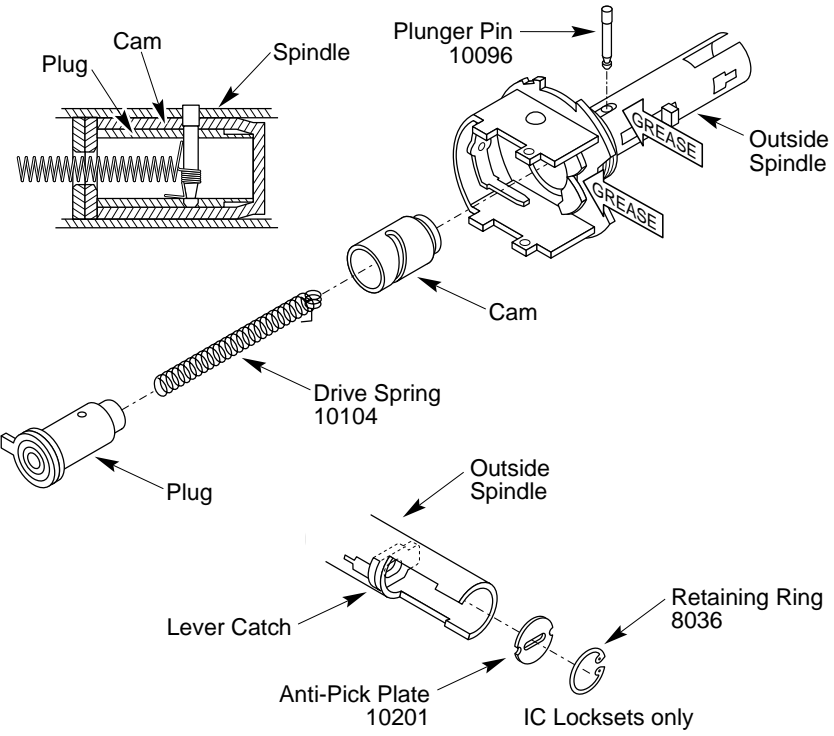
---

### Tip

Jiggling the Drive Spring and Plunger Pin slightly can help to seat the Plunger Pin.

---

**Step 6** Insert a flatblade screwdriver into the Tailpiece Slot in the end of the Cam and rotate it counter-clockwise until it stops. This puts the Plug in the locked position.



**Figure 21 Assembling the Outside Chassis**

## Lock Assembly

- Step 1 Apply a small amount of grease to the Retractor Assembly rollers and sides and Retractor Springs.



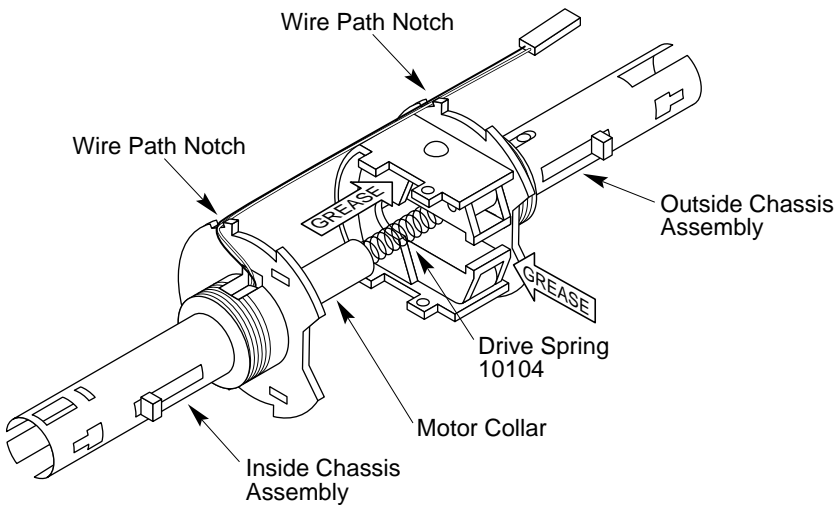
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### Caution

Avoid damaging the Drive Spring. Once damaged, the Drive Spring must be replaced.

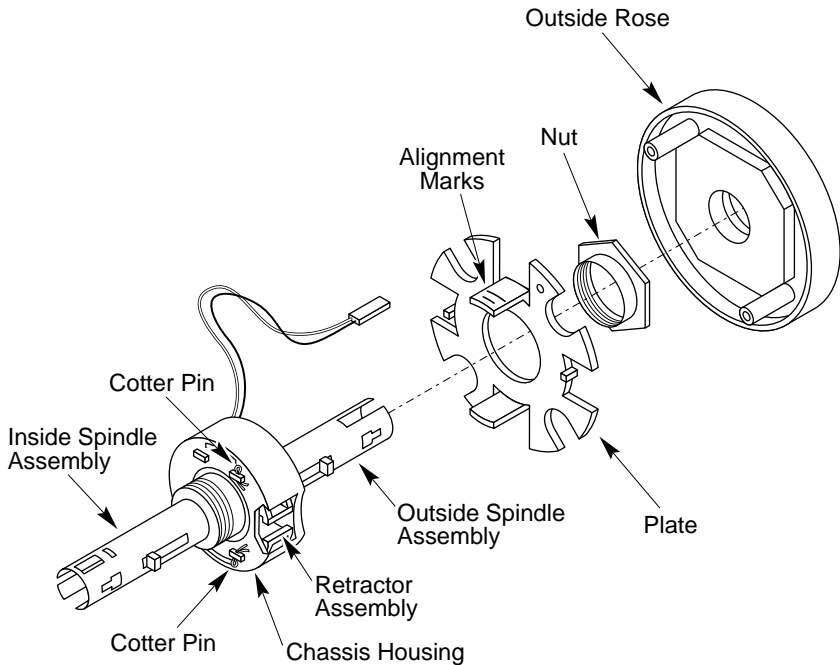
---

- Step 2 Install the Retractor Springs and Retractor Assembly into the Outside Chassis Assembly (Figure 22). Gently deflect the Drive Spring to clear the Retractor Assembly during installation. Maintain pressure on the Retractor Assembly to keep it centered in the Chassis Assembly.



**Figure 22** Installing the Retractor Springs and Retractor Assembly

- Step 3 Mate the Inside Chassis Assembly with the Outside Chassis Assembly. Slide the Motor Collar (Inside Chassis) over the Drive Spring and push the four short prongs (on Retractor Housing) into the four slots in the Inside Chassis Assembly. Slide the Inside Chassis so that it locks into place. Release the pressure on the Retractor Assembly.
- Step 4 Guide the motor wires through the two notches and slide the Chassis Housing over the Chassis Assembly. Be careful to not pinch the motor wires (Figure 23).
- Step 5 Install the Cotter Pins and bend into a locked position.



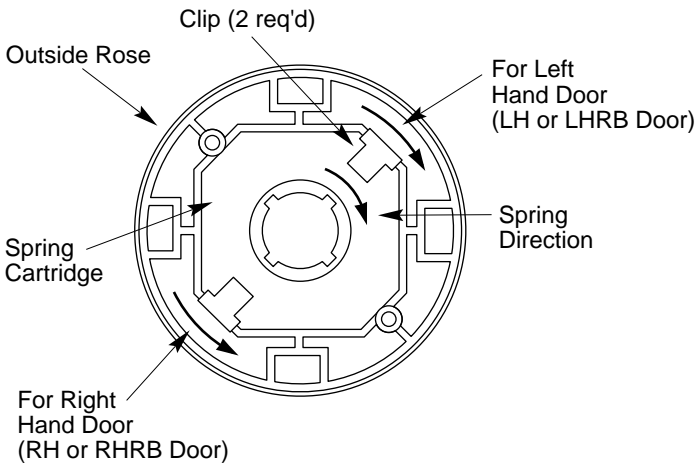
**Figure 23 Mating the Inside and the Outside Chassis Assemblies**

**Step 6** Install the outside Plate and Nut so that the edge of the Chassis Housing is at the short alignment mark. Do not pinch the motor wires.

**Step 7** Install the Outside Rose. The rose is set up for a right-hand door when sent from the factory (Figure 24). If left-hand is required, do this:

- Pry off the Clips from the Outside Rose and remove the Spring Cartridge. Flip the Cartridge over and replace into the Rose cavity. This changes the spring direction. Check the arrows on the Cartridge and Rose to verify correct rotation.
- Press the Clips back onto the rose to secure the Cartridge.

**Step 8** Repeat the process with the Inside Rose and Cartridge.

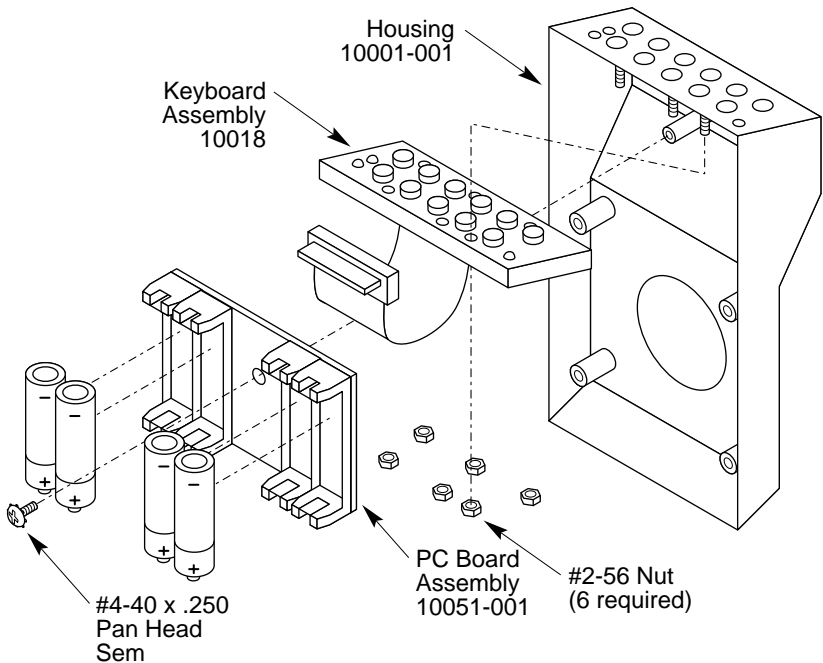


Outside Rose Shown

**Figure 24** Handing the Rose

## Lock Housing Assembly

- Step 1 Align the Keyboard Assembly in the Housing so that the six holes in the Keyboard mate with the six studs in the Housing and the Keyboard surface of the keypad is parallel to the mating surface of the Housing (Figure 25).
- Step 2 Press the Keyboard Assembly into the Housing. It may be necessary to push on the buttons and LED seals to get them started into the Housing holes.
- Step 3 Apply thread adhesive to the first few threads of the six studs and install the six Nuts finger tight, then torque to 18 in-oz.



**Figure 25** Assembling the Lock Housing



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**Caution**

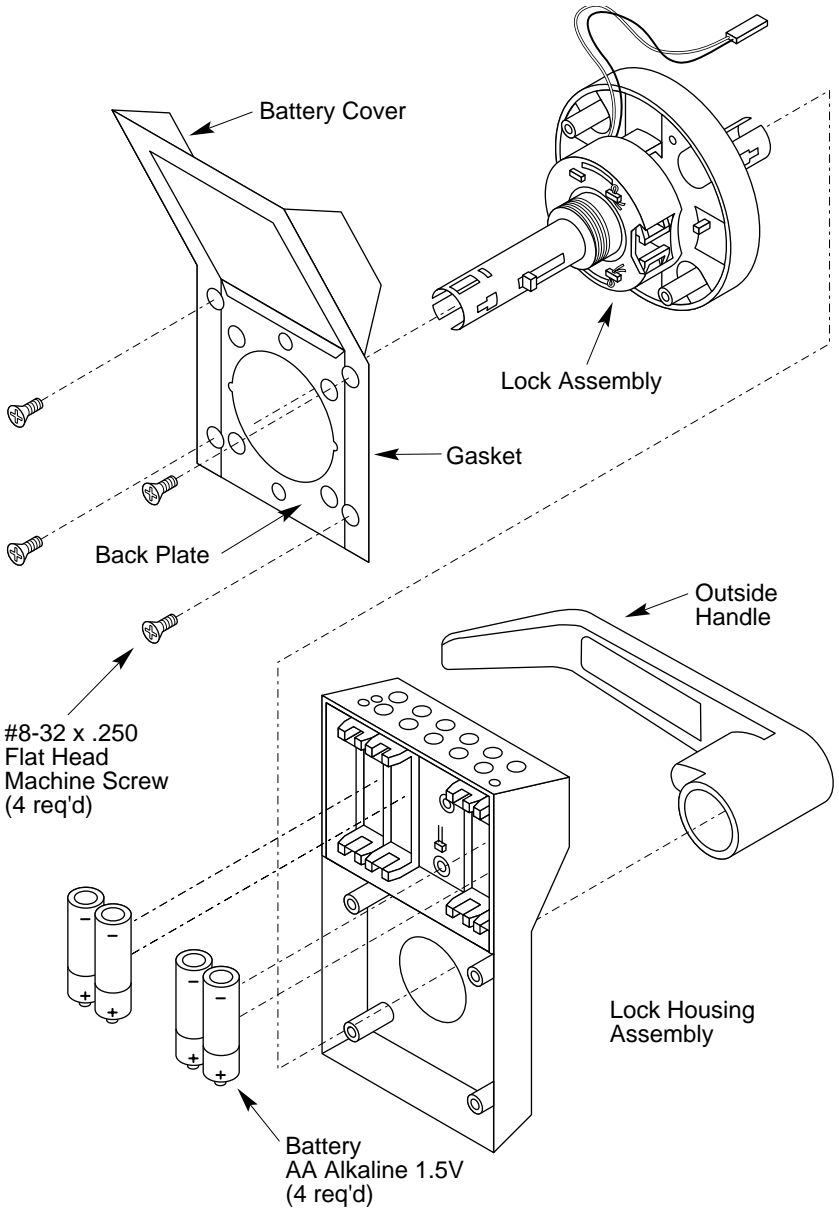
Sensitive electronic devices!  
Use static electricity protection procedures to prevent damage to the electronic components.

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- Step 4 Connect the connector from the Keyboard Assembly to the PC Board Assembly and secure the PC Board Assembly into the Housing with the Pan Head Sem.

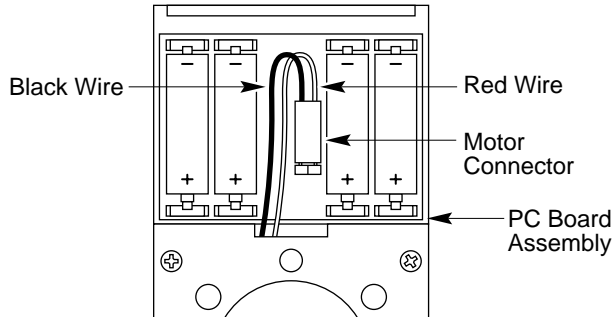
## Final Assembly

- Step 1 Install the Lock Assembly into the Lock Housing Assembly (Figure 26 shows the right-hand orientation. For left-hand rotate Lock Assembly and Handle 180°).
- Step 2 Install the Back Plate, Battery Cover, and Gasket Assembly. Place the Back Plate over the Lock Assembly and against the standoffs in the Lock Housing Assembly. Route the motor wires between the oval ribs of the Back Plate and at the ¼"× 1" notch. Ensure that the motor wires are not pinched.
- Step 3 Secure the Back Plate with the 4 Flathead Screws (approximately 19 in.-lb. torque). Ensure that the motor wires are not pinched.



**Figure 26 Final Assembly**

- Step 4 Connect the Motor Connector to the PC Board Assembly so that the Red Wire is to the right (Figure 27).



**Figure 27 Connecting the Motor Wire**

- Step 5 Install the Batteries with the “+” end down.
- Step 6 Compress the sides of the Battery Cover and press it into the Lock Housing Assembly.



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**Important!**

The Battery Cover must make electrical contact with the sides of the Lock Housing Assembly.

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- Step 7 Ensure that the Cam in the Outside Spindle is rotated to the fully counter-clockwise position (locked position). If the lockset is an IC Lockset, ensure that the slot in the Anti-Pick Plate is aligned with the travel of the Lever Catch.
- Step 8 Install the Outside Handle.
- Step 9 Reset the Lock (refer to **Resetting the Lock** on page 33).

## Chapter 10 Help!!

We have tried to be as complete as possible presenting the information in this guide.

If you have a problem with your OMNILOCK 50, please re-read the instructions under the appropriate heading.

If you are still having a problem, please call our Customer Service. We are here to help!

### Customer Service

Our Customer Support staff is available Monday through Friday 8:00 AM to 5:00 PM, Pacific time. They can be reached by calling our corporate telephone number: (408) 720-0909. Just ask for Customer Service.

### Warranty Service

OSI Security Devices will service any product we sell when you return it to the factory complete, free and clear of all liens and encumbrances. You *must* prepay transportation and accompany the product by a Return Material Authorization Number (see below). For warranty service on products that have not been registered with our Customer Service Department, include your sales receipt or other documentary proof of when you bought your OMNILOCK 50. If the product requires warranty related service, we will repair or replace it and return it to you, shipping prepaid.



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### Important!

If we find no faults with the product sent to us for warranty service, we reserve the right to charge a diagnostic fee and handling fee. Also, we will charge for repairing all damage not covered by the Limited Warranty.

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## Out-of-Warranty Service

We handle out-of-warranty repairs or replacement similar to the manner for warranty service. In this case, there will be a charge for parts, labor and return shipping costs.

## Return Material Authorization

Before you return any product to OSI Security Devices *for any reason*, you **must** first get a Return Material Authorization (RMA) number. This is an extremely important number that tells us what to do with your package when it arrives and with which we keep track of your property.

To get an RMA number, call Customer Service and describe the problem. If we determine that your Lock needs to be returned to us for repair, we will give you an RMA #. *Please* mark this number *clearly* on the outside of your shipping package in the bottom left corner. You can also help by marking the RMA # on a tag and attaching it to the Lock.

## Limited Warranty

OSI Security Devices (the "Company") warrants the products manufactured by it (the "Product") to be free of defects in material and workmanship for a period of ONE YEAR (the "Warranty Period") from the date of original purchase. If ownership of the Product is transferred, the warranty is automatically transferred to the new owner and remains in effect for the balance of the Warranty Period. During the Warranty Period the Company shall, at its option, either repair or replace, free of charge, any Product or part thereof found, upon the Company's inspection, to be defective. The Company is not responsible for warranty service should the Product fail to be properly maintained or fail to function properly as a result of accident, misuse, abuse, vandalism, disassembly, modification, improper installation, neglect or damage caused by natural disasters such as, but not limited to, fire, flood, earthquake, and lightning. Batteries (and damage caused by the batteries) are not covered by this warranty. Check with battery manufacturer about battery and battery leakage warranties. Postage, insurance, and/or shipping costs incurred in presenting the Product for warranty service are your responsibility. If claimed defect cannot be identified or reproduced in service, you may be held responsible for costs incurred.

Products are sold on the basis of specifications applicable at the time of manufacture. The Company shall have no obligation to modify or update the Product once sold.

**THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED WARRANTIES AND UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. THE DURATION OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT SHALL BE LIMITED TO THE DURATION OF THE EXPRESSED**

**WARRANTY SET FORTH ABOVE. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER OSI SECURITY DEVICES NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.**

Some states do not allow limitations on how long an implied warranty lasts and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific rights and you may also have other rights which vary from state to state, province to province, or country to country.



**Important!**

The OMNILOCK 50 is not weather tight and is neither designed nor intended for any application that will expose it to the elements. Our warranty does *not* cover any damage that may result from exposure to rain or any other abuse that results from outdoor installations.

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