



LOGIQUIP[®]
Healthcare Storage Solutions



QT[®] CARTS

PROGRAMMING AND TROUBLESHOOTING GUIDE
FOR ELECTRONIC OR PROXIMITY LOCKS

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SECTION 1

Setting up the Electronic Lock

Getting Started Out of the Box

Stand-alone QT® Cart electronic and proximity locks can be programmed either through direct input into the keypad or through direct connection via USB to LockView Software. For direct connection to LockView software, please follow LockView Instruction Manual.

For Networked (802.11g or Ethernet) electronic locks, please follow the “*eLock Database & Network Configuration & Installation Manual*” and “*LockView Instruction Manual*” before proceeding.

The electronic lock is shipped in **Factory mode**. Whenever the electronic lock is in this mode, it is unsecured.

****To ensure the security of each electronic lock installed, the setup code (supplied on green sticker set as Setup Cd) must be kept in a safe location. One is located on this book, and the other is located on the lock computer inside your cart.****

INITIAL PROGRAMMING

Each electronic lock can store any combination of **3,000 unique PIN or card credentials**.

There are 2 categories of credential – **Supervisor** or **User**.

A valid Supervisor credential is needed to add and delete other supervisor and/or user credentials. Best practices for credentials is to have the supervisor code be at least one digit longer than a user code.

1. Press **LOCK/CLEAR**.
2. Press **ADD SUPERVISOR**.
3. Enter Supervisor PIN code (4 to 14 digits)
4. Press **ENTER** or present supervisor card credential (if equipped).

Note: This supervisor credential now occupies slot 1.

5. Press **LOCK/CLEAR** to exit manual programming.

There are two status levels; Supervisor and User. Only Supervisors are, among other things, allowed to ADD & DELETE Users and other Supervisors. It is the recommendation of LogiQuip that each cart has two (2) Supervisor PIN codes. Additionally, each Supervisor PIN code should be at least one digit longer than the longest active User PIN code.

****For ease of initial programming, a 14-Day free trial of LockView 5/5Pro is available, and can be downloaded at <http://logiquipfiles.com/software/LockView5.zip>.****

Software and annual service contract pricing, which includes technical support and software updates, are available from your local LogiQuip sales representative.

Adding & Deleting Users & Supervisors

ADD USER

1. *Enter* valid supervisor PIN code and press **ENTER**.

or

- Present* valid supervisor card credential (if equipped).
2. Press **ADD USER**.
3. *Enter* the new user PIN code (4 to 14 digits) or present new user card credential.
4. Press **ENTER**.
5. Press **LOCK/CLEAR**.

ADD SUPERVISOR (It is recommended that the supervisor codes are at least one digit longer than the user codes.)

1. *Enter* valid supervisor PIN code and press **ENTER**.

or

- Present* valid supervisor card credential (if equipped).
2. Press **ADD SUPERVISOR**.
3. *Enter* the new user PIN code (4 to 14 digits) or present new user card credential.
4. Press **ENTER**.
5. Press **LOCK/CLEAR**.

DELETE USER

1. *Enter* valid supervisor PIN code and press **ENTER**.

or

- Present* valid supervisor card credential (if equipped).
2. Press & Hold **ADD USER** if the credential to be deleted is a user.
3. Press **LOCK/CLEAR**.
4. Release **ADD USER**.
5. *Enter* the PIN code to be deleted and press **ENTER**.

or

- Present* the card to be deleted.
6. Press **LOCK/CLEAR**.

DELETE SUPERVISOR

1. *Enter* valid supervisor PIN code and press **ENTER**.

or

- Present* valid supervisor card credential (if equipped).
2. Press & Hold **ADD USER** if the credential to be deleted is a user.
3. Press **LOCK/CLEAR**.
4. Release **ADD SUPERVISOR**.
5. *Enter* the PIN code to be deleted and press **ENTER**.

or

- Present* the card to be deleted.
6. Press **LOCK/CLEAR**.

Operating the Electronic Lock

Follow the instructions below to operate the electronic lock.

PIN CREDENTIAL

1. *Enter* a valid PIN (between 4 – 14 digits)
2. *Press* **ENTER**.

CARD CREDENTIAL

If the electronic lock is equipped with a card reader (HID Prox or HID iCLASS)

1. *Present* valid card within range of the HID reader.

DUAL CREDENTIAL

If the User or Supervisor requires a dual credential:

1. *Enter* a valid PIN and press **ENTER**.

or

1. *Present* a valid card (for HID Prox or HID iCLASS credentials).
2. *Enter* the second credential (4 – 14 digit PIN).
3. *Press* **ENTER**.

NOTE:

1. **THE SECOND CREDENTIAL MUST ALWAYS BE A 4 – 14 DIGIT PIN.**
2. **LOCKVIEW SOFTWARE IS REQUIRED FOR DUAL CREDENTIAL PROGRAMMING.**

Cleaning the Keypad

To clean the keypad surface, apply non-acid based cleaner to a clean cotton cloth; do not spray cleaner directly on the keypad. Wipe down keypad (especially the edges) of excess cleaner.

Note: The use of excessive cleaner will cause the circuitry to corrode and fail.

Setup Mode & Factory Reset

SETUP MODE

Setup Mode would be necessary only:

- in the event initialization of the electronic lock was done via manual programming and it is now desired to add the electronic lock to the database in LockView.
- in lieu of a valid Supervisor credential, setup mode allows manual programming of Supervisor and/or User credentials.

To place the electronic lock into **setup mode**:

1. Press **LOCK/CLEAR** for 3 seconds.
2. Enter the 8-digit setup code (**Setup Cd**) assigned to the electronic lock and press **ENTER**.
3. Press **LOCK/CLEAR** to exit setup mode.

Note: Each electronic lock has a unique setup code. The code can be found on the lock computer inside the cart.

FACTORY RESET

If it becomes necessary to erase **ALL** Supervisors/Users and access entries from the electronic lock and reset all settings to the original factory defaults, a **FACTORY RESET** may be performed. This function will also remove the quiet functionality of the electronic lock.

Settings can only be reprogrammed using the LockView software.

****WARNING**** Once a factory reset is performed, it cannot be reversed, and will require the use of software to reset the quiet features and programmed automatic lockout time of the cart.

To perform a Factory Reset:

1. Press **LOCK/CLEAR** for 3 seconds.
2. Enter the 8-digit setup code (**Setup Cd**) assigned to the electronic lock and press **ENTER**.
3. Press & Hold **LOCK/CLEAR**.
4. Press **'86'**.
5. Release **LOCK/CLEAR**.

LED Behavior and Tone

Each electronic lock membrane keypad has a green, red, yellow and blue LED

During general lock use:

- **Key press** = 1 RED flash
- **Supervisor** = Flash GREEN (2 blink pattern x 9)
- **User** = Solid GREEN
- **Dual Credential Supervisor** = Alternate RED & GREEN after first credential; flash GREEN (2 blink pattern x 9) after secondary PIN
- **Dual Credential User** = Alternate RED & GREEN after first credential; solid GREEN after secondary PIN
- **Programming Mode** (after pressing **ADD SUPERVISOR** or **ADD USER**) = Flash GREEN to RED to YELLOW (repeat)
- **Network or USB Connection** = Solid BLUE
- **PC Control Mode** = Simultaneous flashing of GREEN, RED and YELLOW (repeat) with solid BLUE

During key lock override:

- The cart will make a quiet tone during key lock override. The tone is a reminder to relock the cart. A failure to lock the cart will result in a greatly diminished battery life.

SECTION 2

FAQ and Troubleshooting

Part 1: Locking and Unlocking

1. When I try to lock the cart using the electronic lock using the keypad, the lock rumbles, makes a clicking sound and will not lock.
 - a. Check to be sure the key lock of the cart is in the lock position.
 - b. Check to be sure nothing has fallen behind the drawers and has become lodged under the lock bar.
2. We lost the key. What do I do now?
 - a. Additional keys are available for purchase using item number VKY.
3. Can I use the key to work the locking system without using the keypad to unlock the cart?
 - a. Yes, the key will override the electronic lock while it is in the locked position. During keylock override, the cart will make a quiet tone to indicate the electronic lock has been overridden.
4. Can we program a different lock time in the QT carts?
 - a. Yes, original 200 series locks require using the LockView program (lock serial numbers ASDF – ASDF). A 14-Day free trial of LockView 5/5Pro is available, and can be downloaded at <http://logiquipfiles.com/software/LockView5.zip>. Contact your sales representative to purchase a full version.
 - b. For all other locks, the autolock time can be set at the keypad. For instructions see “Changing Autolock Time” on page 5.
5. My drawers will not close.
 - a. Remove the bottom drawer and check for debris. If the drawers are overfilled, product will get trapped and will not allow the drawers to close.
6. The buttons on my keypad will not work.
 - a. This problem generally results from a crimped ribbon cable. If the lid is lifted or removed for any reason, special care should be taken to ensure the ribbon cable stays in the open space towards the front of the lid. If it moves back out of the channel, it will be pinched between the lid and the top of the cart. This failure is obvious, and requires a new keypad.
 - b. Care also must be taken when inserting the new keypad. If you try to justify the keypad too far to the left, you run the risk of crimping the ribbon cable where it meets the keypad. If you visually inspect the full length of the ribbon cable and it looks good, you probably have a crimp in this location. Again, this will require the keypad to be replaced.

Part 2: Battery Questions

1. How do we change the batteries in our QT carts?
 - a. Behind the middle drawers is a battery box containing 6 D batteries. Remove the battery box; change the batteries; snap the battery box back in place, and reinstall the drawers. You will need a T15 tamper resistant Torx bit to remove the battery box from its cradle.
2. Does changing the batteries delete the user codes or master code?
 - a. No, all codes are retained in memory during a battery change.
3. How often do we need to change the batteries?
 - a. Depending on use, the battery life for the QT cart line is about 15 months. A 12-month maintenance schedule is recommended for battery changes.
4. Will the batteries die if the cart does not get used for a while?
 - a. Yes, much of the battery draw is when the cart is physically locking and unlocking. While the cart

is in a locked or unlocked position, it goes into a low power state and waits for the next input.

5. Our batteries died quickly.
 - a. First, replace the batteries. Check to see if the cart has been unlocked with a key. If it has, relock the cart. When the cart is unlocked with the key the system goes into alert mode. During that time, energy consumption spikes, and it remains at that peak level until the cart is relocked with a key.

Part 3: General Questions

1. We do not want to keep a copy of this guide. Can it be accessed electronically?
 - a. Yes. You can download the electronic version of this document at <http://logiquipfiles.com/manuals/ProgrammingandTroubleshootingGuideforElectronicorProximityLocks.pdf>.
2. We are having trouble installing the side rails for my accessories.
 - a. The hardware provided for the accessory rail has what is called a football nut. To use the football nut, insert the nut vertically in the accessory slot and turn horizontally. This locks the nut into place. The tools required to do this are included with your cart
3. Are the accessories interchangeable with the accessory rail?
 - a. Yes, the accessories are interchangeable with the rails. If you wish to change your accessories periodically this can easily be done without the use of tools. Just switch out the proper frames for each accessory. If you must change the accessory rail the tools are provided with the cart.
4. How do we put the divider sets in the drawers?
 - a. The two thick plastic rails in your divider set are the main rails for the dividers they go in the front and back of the drawer. The clear plastic runners are the actual dividers. These can be left whole or snapped off to size and installed using the joining bracket (clear plastic T) to fulfill your storage needs.
5. My cart will only roll one direction.
 - a. The back, left caster on the cart has a green lock on it. This is a position locking caster if the break is locked on the caster the caster will not swivel but will still roll.
6. Do the carts only come in white or are there any other colors?
 - a. We have multiple colors for the carts, drawers, and even color strips for the side of the carts to help determine or mark the carts for different medical needs.
7. Should we put a lot of stuff on top of the carts or inside the drawers?
 - a. The top of the QT cart is great for storage of items commonly used. We recommend you do not store items over 20 lbs. on top of the carts and if you need to keep that much weight on the top keep the bulk of the weight away from the front of the cart to prevent a potential tip hazard. The weight limit for the top of the cart or the drawers inside the cart is 20 lbs.
8. I plugged the cart into a laptop running LockView, and the access is denied. Now what?
 - a. With a laptop still connected to the cart. Follow the steps below. The cart should begin communicating with the software in 30 – 60 seconds.
 - i. Press **LOCK/CLEAR** for 3 seconds.
 - ii. Enter the 8-digit setup code (**Setup Cd**) assigned to the electronic lock and press **ENTER**.

**For issues not resolved please contact:
Technical Support (800)665-3760**



SCAN TO DOWNLOAD THE ELECTRONIC VERSION

