+carepod™
by Carstens.

Digilock®

Advanced Lock Management Programming Guide

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Advanced Electronic Lock Management

Centralized System | Audit Trail

This management system offers audit trail capabilities and accommodates up to 500 unique members (250 users, 250 managers). It requires one (1) white Data Key and one (1) Android tablet with Digilock's Numeris app preinstalled per facility.

With the Advanced system, you can set up CarePod™ lock groups, manage user access, conduct maintenance, and run diagnostics via the tablet app. It also can pull an audit trail report of the last 500 lock operations for any individual CarePod installed at your facility. Previous reports can be saved to the app or backed up to a computer.

This centralized system doesn't require network access—eliminating data security concerns. Advanced CarePod locks are designed to work with user codes, RFID badges and/or black Manager Keys.

Compatible with Advanced Keypad and Touch RFID lock options

Tablet App Features

Profiles
Organize lock groups
Assign members & access

Members
Create users
Assign roles

Lock information
Check battery status

Audit
Conduct lock-specific audits
Save reports

Maintenance
Backup/restore/clear member database

Contents

Before Starting – Plan Your Approach

+ Who

Determine who will have access to specific CarePod™ Wall-Mounted Workstations. Of those with access, who will be assigned the role of "User" and "Manager"?

+ What

Gather all your User and Manager credentials. If using Keypad locks, make sure to have a list of Access Codes and corresponding employees identified. For Touch RFID locks, make sure to have all employee RFID badges collected at the time of set up. You'll also need to have all black Manager Keys.

+ Where

Map out how you will organize your CarePod lock system. With Advanced Management, you can place individual locks into groups or "profiles." For example, by floor, department, etc.

Set Up Your Tablet

Set Date and Time

Step 1

Before starting, ensure the tablet is fully charged, then press and hold the top power button to power the device on.

Step 2

Set with the correct date and time. To do so, select the Settings icon.

# Set Up Your Tablet

Set Date and Time

Step 3

Select General management.
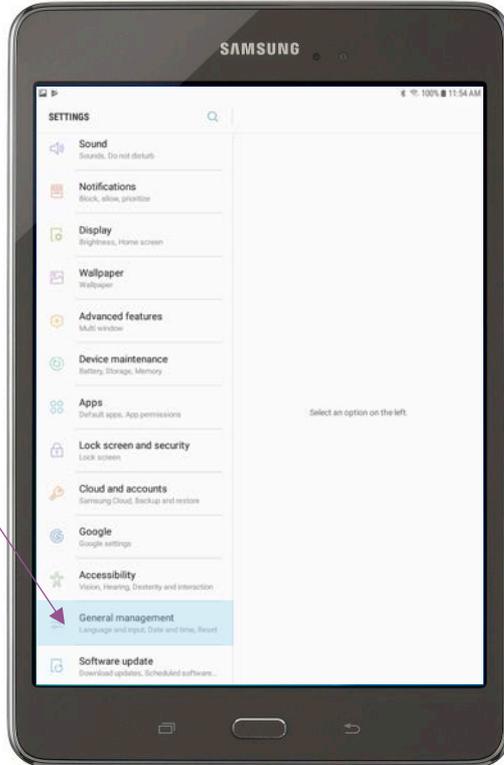
Step 4

Select Automatic date and time, enabling Wi-Fi access, or manually set the date and time.
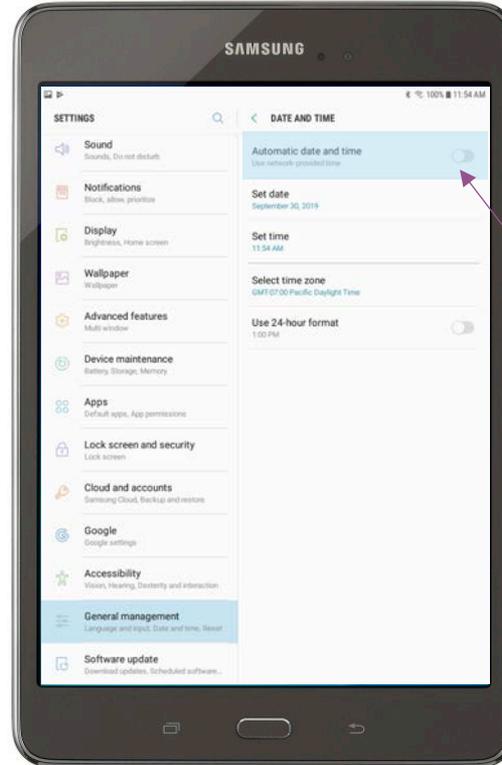
Part 1 – Initial Setup

Open the App

Locate the Numeris App Icon

Step 1

Find and select the
Numeris V3 icon.

Connect the White Data Key

Data Key

## Step 2

Using the provided cable, connect the white Data Key to the tablet device.

Note: White end of cable attaches to the white Data Key.

Create Your Facility Master Account

Step 3

During the initial setup of the app and locks, you must set up a single, facility-wide master UserID and Password to access your Advanced system account.

1. Enter your desired UserID and Password

2. Warning—these credentials once set, cannot be recovered.*
   Make sure to document these in a secure place for future reference.

3. Press "CONTINUE"

4. Choose "NO" when prompted if the lock system is currently managed by a yellow Programming Key.

Note: In the event the UserID and Password is misplaced, the tablet will have to be sent to Digilock for retrieval.

Log In Using Your UserID and Password
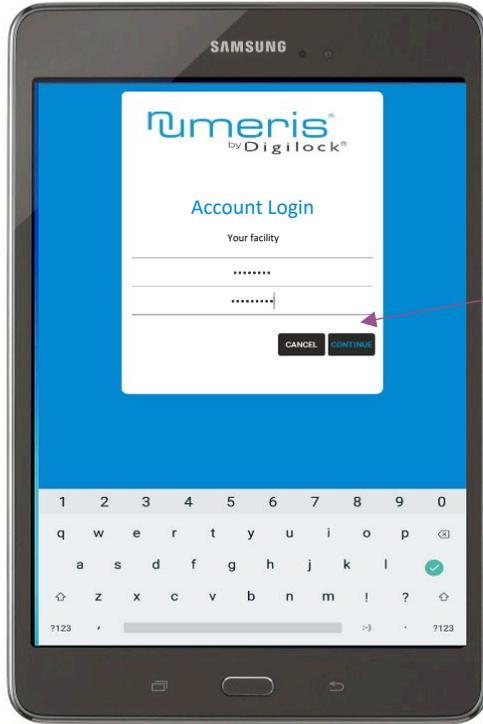
Step 4

Enter your UserID and Password again.

Setup Complete

Success!

You have successfully set up your tablet and can now begin creating profiles and members.

+ Part 1 – Navigating the App

Tablet App Navigation

Profiles

Add, edit, and delete profiles
Set lock features
Assign members
*Note: At least one (1) Manager Key/RFID*
Card must be assigned to a profile.

Members

Add, edit, and delete

Audit

Conduct lock-specific audits
View and save audit reports
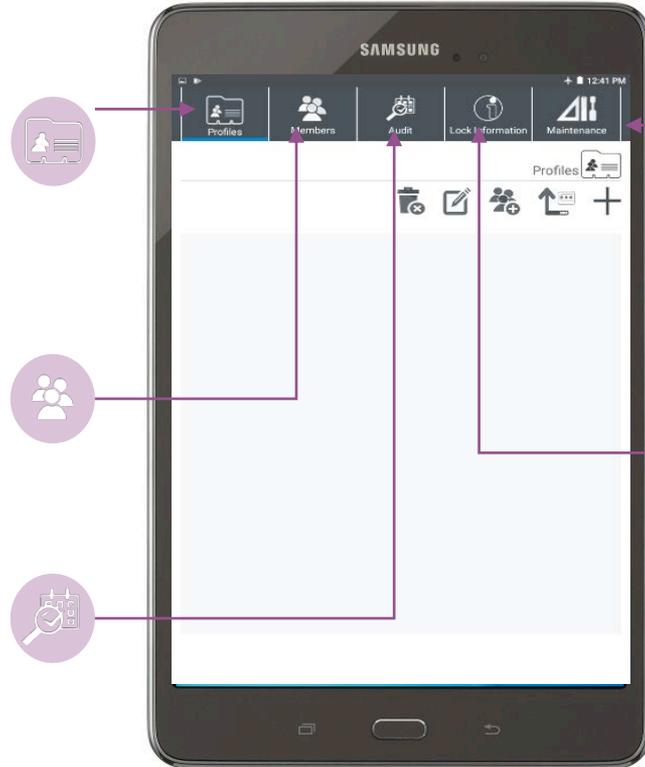
Maintenance

Backup, restore, & clear member database
Change UserID and passwords
Replace white Data Key

Lock information

Check battery status

Buttons Explained

Delete

Add

Edit

Set/edit lock features

Program/Update Locks

Initial setup
Update managers
Update users
Update features

Members Icon

Add/delete members in profile
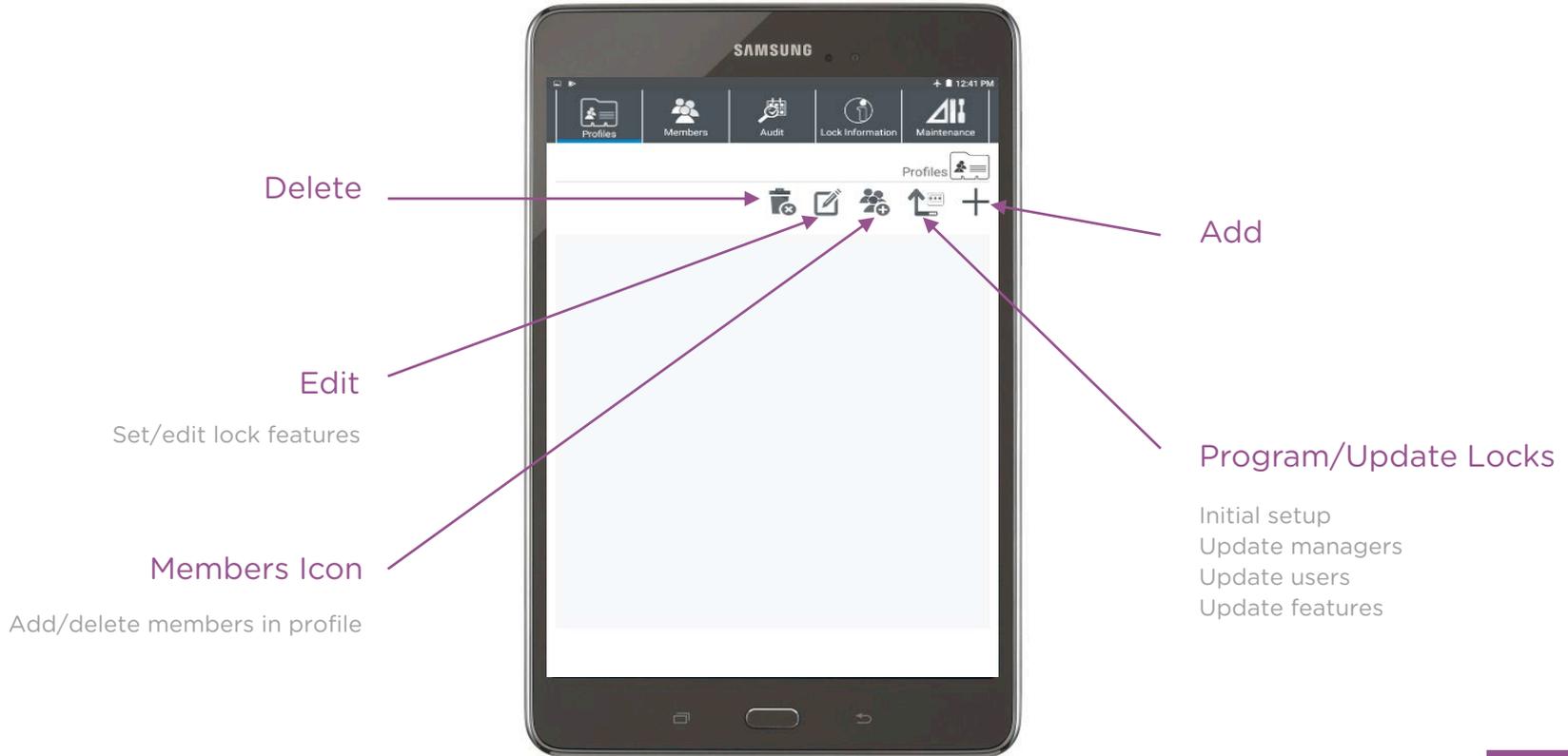
+ Part 2 – Creating Profiles

Understanding Profiles

Profiles are defined as a grouping of locks organized for a specific reason (for example, by floor, department, etc.). The Profiles section of the tablet app acts as a database of all the locks in your facility.

Note: Multiple profiles can be created within the app, however each lock can only be assigned one (1) profile at a time.
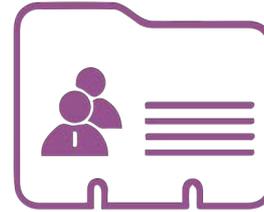
Creating Profiles

Step 1

Select the Profiles tab at the top of the screen.
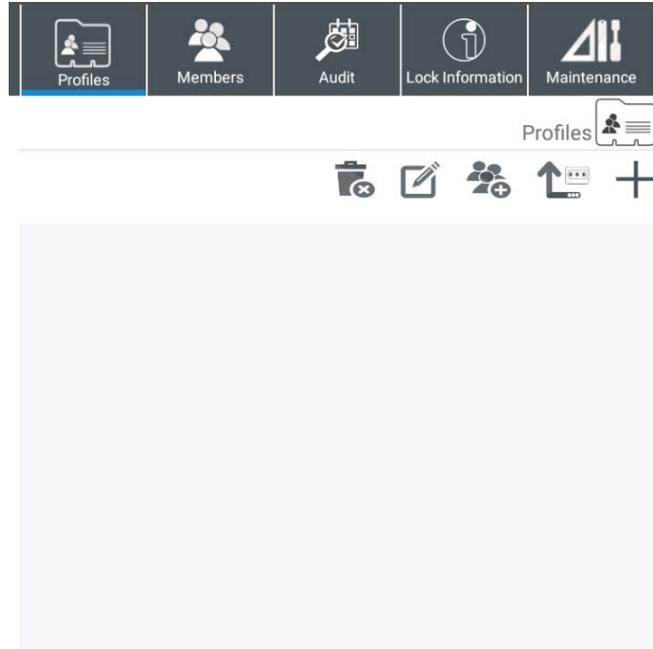
Step 2

Touch the + icon to add a new profile.

Note: Multiple profiles can be created within the App, however each lock can only be assigned one (1) profile at a time.

Creating Profiles

Step 3

Enter a lock profile name and and description.

Maximum is 8 characters as the profile name will also be part of the LockID.

Step 4

Select lock type: Slam latch.

Step 5

Choose "Multiple"

The Audible Indicator can be enabled or disabled.

Step 6

Press the Save icon to finish setting up the profile.

Repeat these steps for any additional profiles.

Note: Multiple profiles can be created within the App, however each lock can only be assigned one (1) profile at a time.

Part 3 – Setting Up Members

Members

Note: You can have up to a total of 500 unique members in your facility.

Of those 500, a maximum of 250 can be managers.

The CarePod™ Wall-Mounted Workstation Advanced Management system allows for up to 500 unique members (250 users, 250 managers).

- A user is defined as an individual 4-7 digit User Code (Keypad locks) or a User Touch RFID Card (RFID locks).

- A manager is defined as a black Manager Key (compatible with both Keypad and Touch RFID locks) or a Manager RFID Card (Touch RIFD locks). Any existing employee RFID Card can be set up as a Manager RFID Card— you do not need a special card for this role.

- At least one (1) black Manager Key should be added to each profile in your facility account. Black Manager Keys can provide power in the event of battery failure so you can still open your CarePod.

- Pro Tip: Set up ALL Profiles, Users, and Managers on the app prior to attempting to program locks. This will prevent making multiple trips to your installed CarePod workstations.

Adding Manager Members

Step 1

Select the Members tab at the top of the screen.

Step 2

Select the + icon to add a Member.

Step 3

Input Member information, select member type, and access method.

Step 4

Ensure the white Data Key is connected. When complete, select Save.

*Note: A Manager can be assigned one or more types of credentials.*

Adding Manager Members

Step 5

Follow onscreen prompts.

With the white Data Key connected to the tablet, insert the black Manager Key to the key insert on the white Data Key and/or touch and hold an RFID Card to the white Data Key to register.

When complete, the pop-up will close and the member will be added to the database. Repeat steps 1-5 to add additional members.

Connect key...

RFID CARD

Note: A Manager can be assigned one or more types of credentials.

Adding User Members

Step 1

Select the Members tab at the top of the screen.

Step 2

Select the + icon to add a Member.

Step 3

Input Member information, select member type, and access method.

For User, choose from "User Card" for RFID or "User Code" for 4-7 digit keypad code access.

Step 4

Ensure the white Data Key is connected. When complete, select Save.

Adding User Members

Step 5 – User RFID Card

Follow the prompts on screen. When asked, touch and hold the User RFID Card to the white Data Key and the member will be saved.
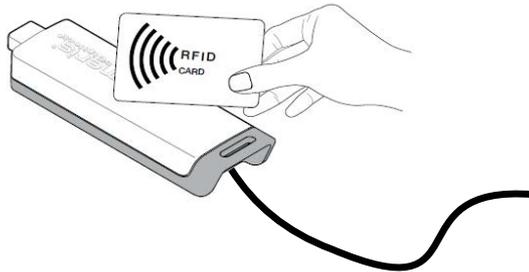
OR

Step 5 – User Code

When prompted, enter a 4-7 digit code or select AUTO to generate a random code.

Select Done.

Then tap the Save icon to save the User to the member database.

Note: A User can only be added if the lock is in assigned functionality. Users can be assigned one or more types of credentials.
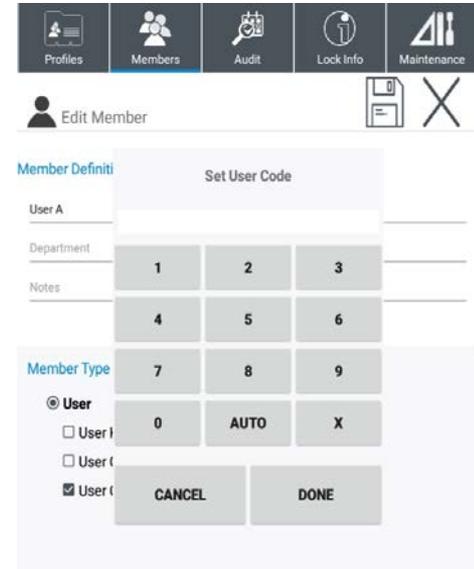
Assigning Members to a Profile

Step 1

On the Profiles page, select the profile you would like to assign members to.

Selected profiles appear in blue.
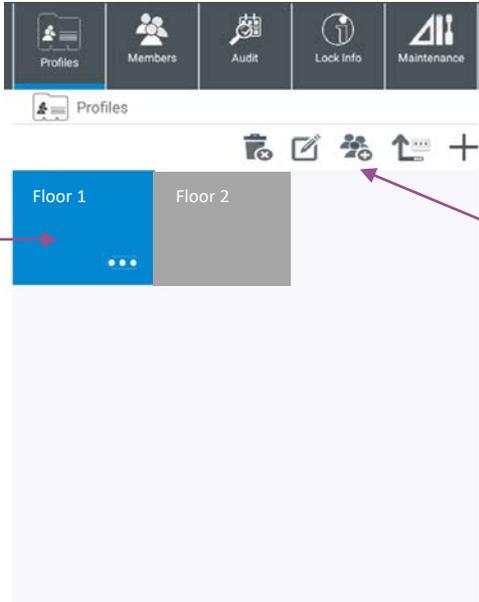
Step 2

Press the Add Members icon to add members to a profile.

Step 3

Check the boxes of the members (Managers and Users or just Managers) you wish to add to the profile.
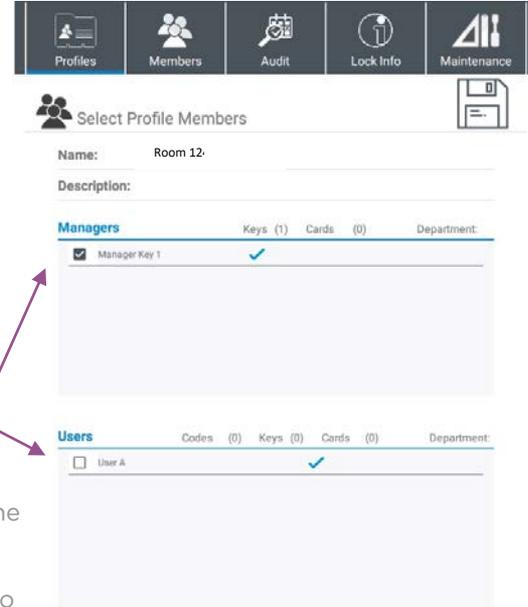

Step 4

Save selected information.

Note: Multiple profiles can be created within the App, however each lock can only be assigned one (1) profile at a time.

Removing Members from a Profile

Step 1

On the Profiles page, select the profile you would like to manage.

Selected profiles appear in blue.
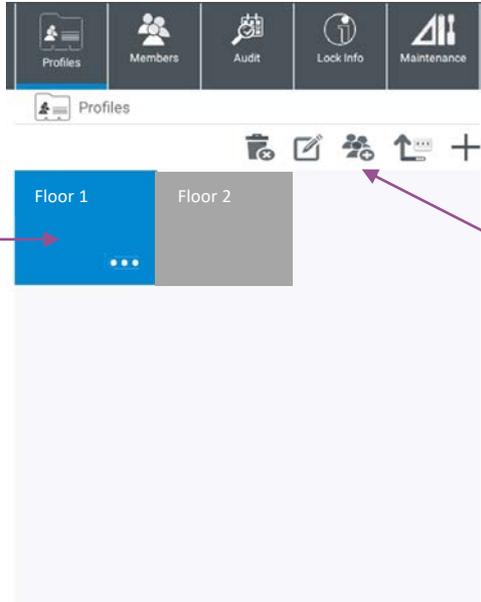
Step 2

Press the Add Members icon to edit members in a profile.

Step 3

Uncheck the boxes of the members (Managers and/or Users) you wish to remove from the profile.


Step 4

Save selected information.

Note: Multiple profiles can be created within the App, however each lock can only be assigned one (1) profile at a time.
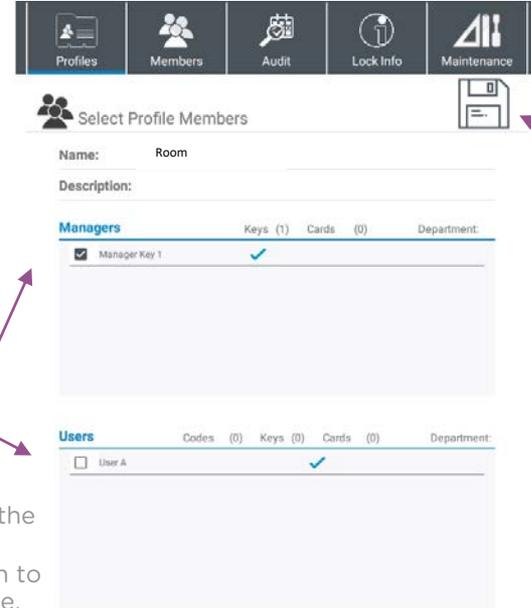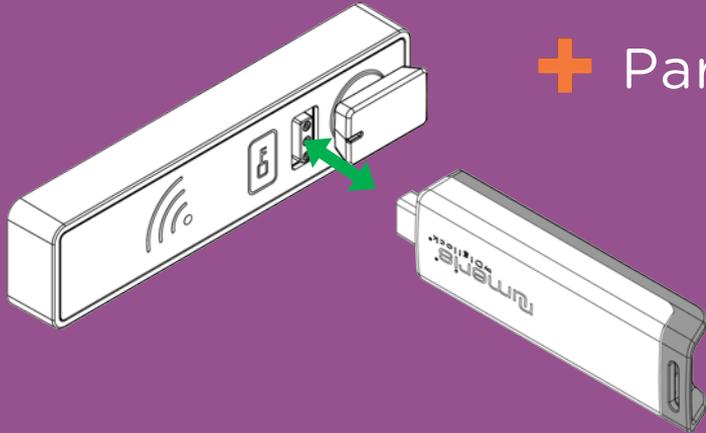
+ Part 4 – Programming CarePod™ Workstation Locks

Initial Lock Programming

## Choose a Profile and Set a LockID
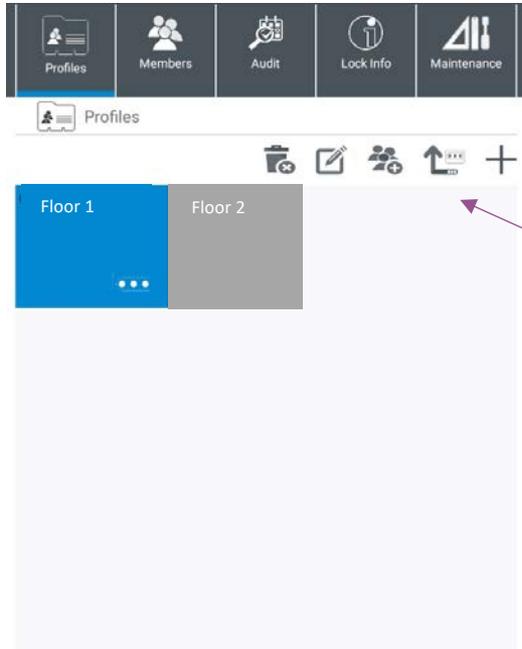
Step 1

Choose which profile you want to assign to the lock.

Step 2

Connect the white Data Key to the tablet. Press the Data Key Transfer icon to upload the profile information from the tablet to the white Data Key.

Step 3

Select Initial Setup With LockID* to program locks that are set at factory default and to give them a unique ID.
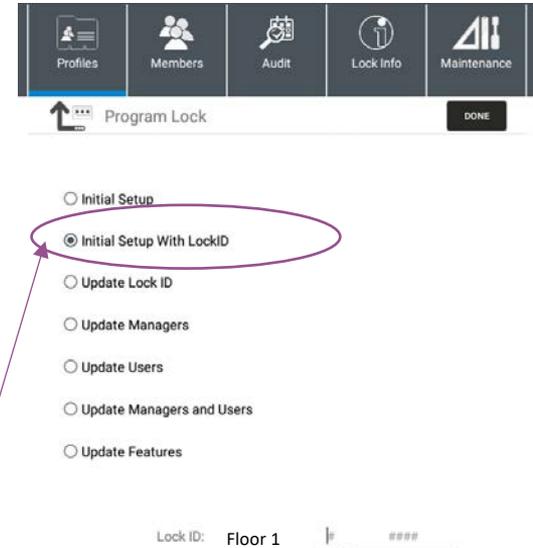
Note: If the locks are already programmed, select Update LockID, Managers, Users, Managers and Users, or Features to update the corresponding information.

Initial Lock Programming

Initial Setup with LockID

Step 4 - Create the LockID

a.) The LockID begins with the assigned Profile name.

b.) Set a prefix character (can be any letter/number/symbol).

c.) Set a numerical identifier (can be 1-4 characters, numbers only).

d.) Select Done.
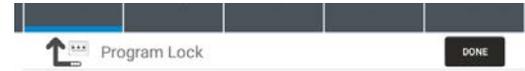
Initial Lock Programming

Programming Individual CarePod™ Workstations

Step 5

Follow the onscreen prompts. Touch the white Data Key (with the tablet still connected) to ALL the CarePod locks that will be assigned the selected profile.

The lock will emit two sets of two-tone beeps to indicate successful programming.

Repeat at the next workstation until all workstations have been successfully programmed to the desired profile.
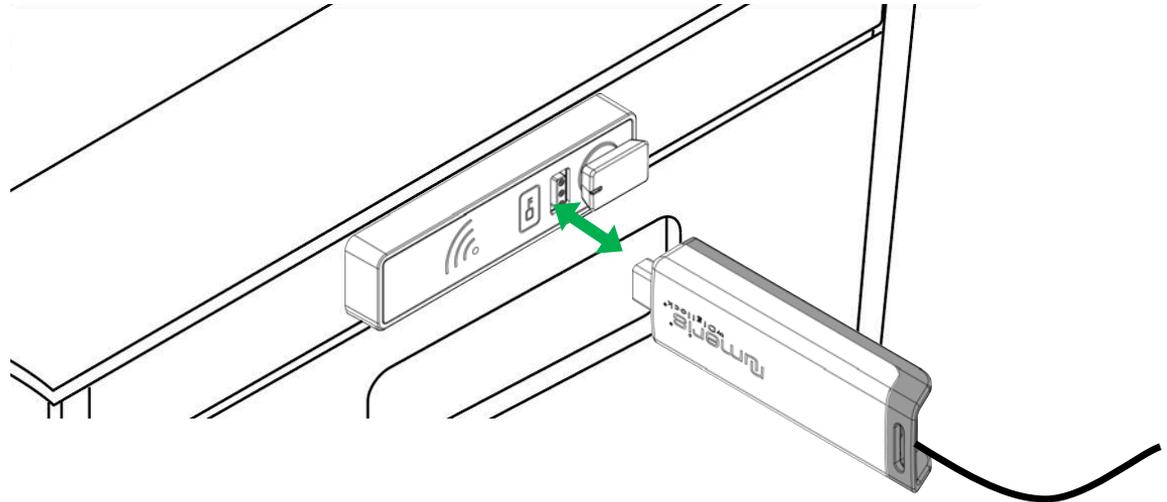
Note: Only heard a single beep? Try inserting the key again. Make sure that the metal side of the key faces the turn knob on the lock.

Initial Lock Programming

Completing Programming

Step 6

Once you have successfully inserted the white Data Key to all locks, click the back arrow to exit the programming sequence.

Note: Only heard a single beep? Try inserting the key again. Make sure that the metal side of the key faces the turn knob on the lock.

Programming Different Profiles

To **program a set of CarePod™ workstations to a different profile in your database,** connect the white Data Key to the tablet.

Select Profiles, then choose the profile name you want to program.

Repeat steps 1-6 to program a new set of locks.
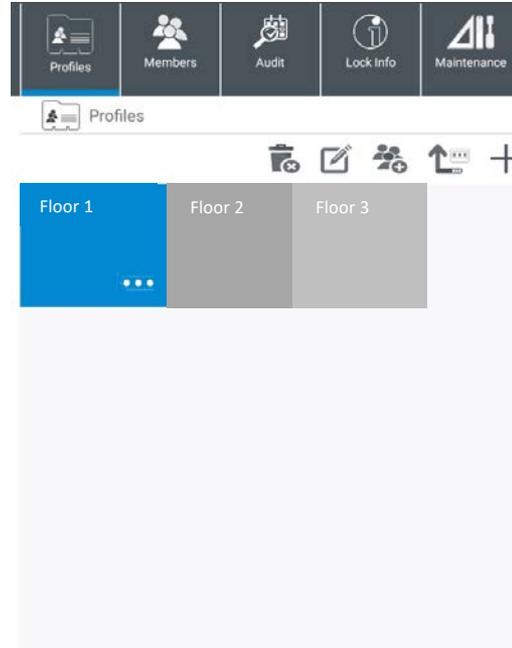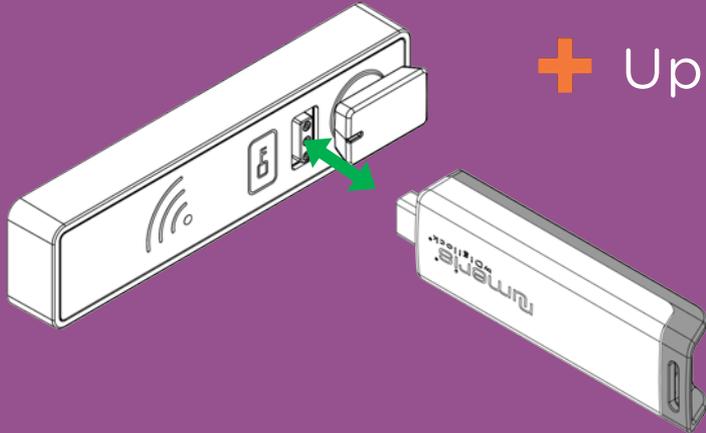
Updating CarePod™ Locks

Adding/Removing Members From a Profile

Step 1

On the Profiles page, select the profile you would like to manage.

Selected profiles appear in blue.
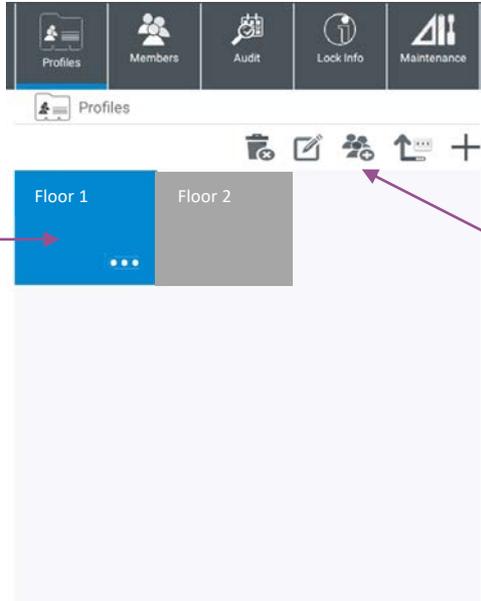
Step 2

Press the Add Members icon to edit members in a profile.
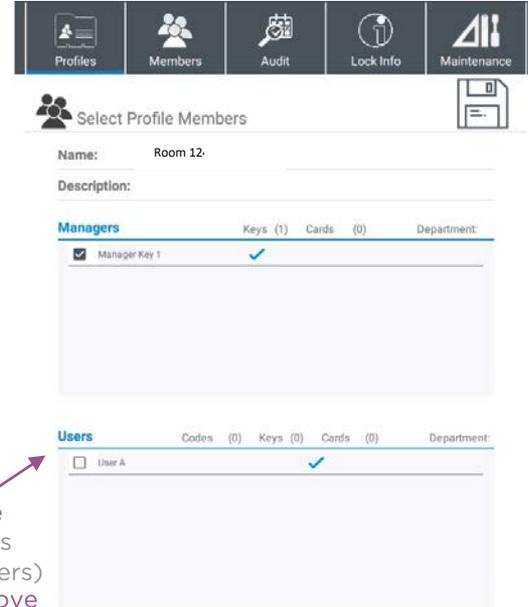
Step 3

Check or uncheck the boxes of the members (Managers and/or Users) you wish to add/remove from the profile.

Step 4

Save selected information.

*Note: Multiple profiles can be created within the app, however each lock can only be assigned one (1) profile at a time.*

Changing a User Code (Keypad Locks)

Step 1

On the Members page, select the member you would like to manage.

Step 2

Tap the pencil edit icon.
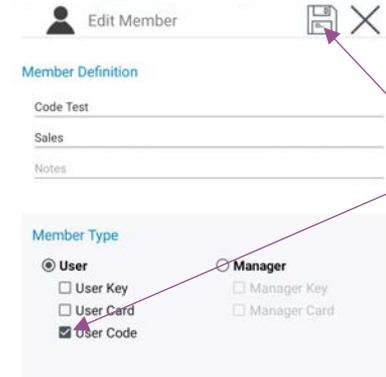
Step 3

Uncheck the user code checkbox then tap Save icon.

Changing a User Code (Keypad Locks)

Step 4

Tap the pencil icon.
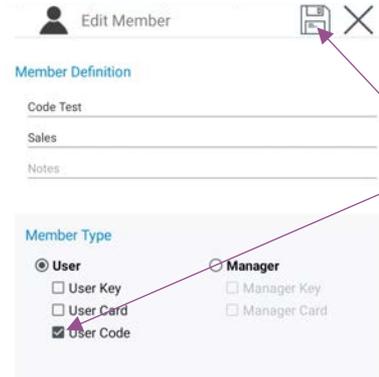
Step 5

Recheck the User Code box then tap Save.

Step 6

Enter the new desired User Code when prompted. Tap done to save the code and return to the main member screen.

Updating CarePod™ Locks

Step 1

On the Profiles page, select the profile you recently changed.

Selected profiles appear in blue.
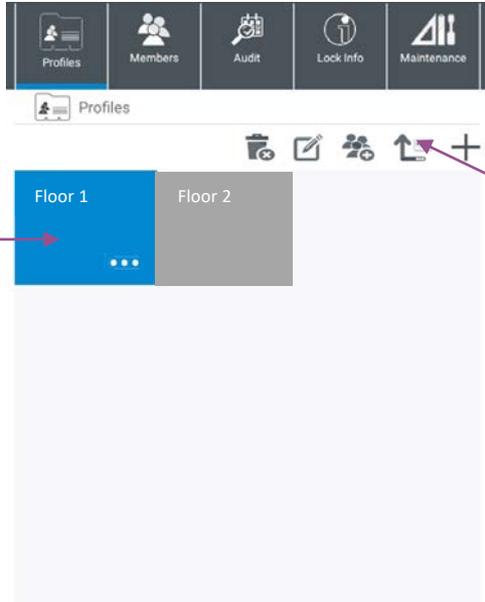
Step 2

Connect the white Data Key to the tablet.

Press the Data Key Transfer icon to upload the profile information from the tablet to the white Data Key.

Step 3

Choose the desired update type.

Step 4

Select Done.

Note: Multiple profiles can be created within the app, however each lock can only be assigned one (1) profile at a time.
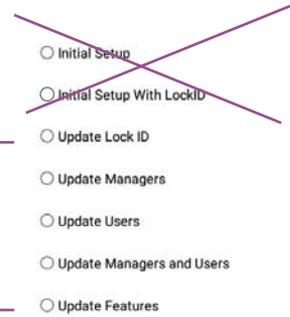
Updating CarePod™ Locks

Step 5

Touch the white Data Key (with the tablet connected) to ALL the CarePod workstation locks that will be assigned the updated profile.

The lock will emit two sets of two-tone beeps to indicate successful programming.

Repeat at the next workstation until all workstations have been successfully reprogrammed.
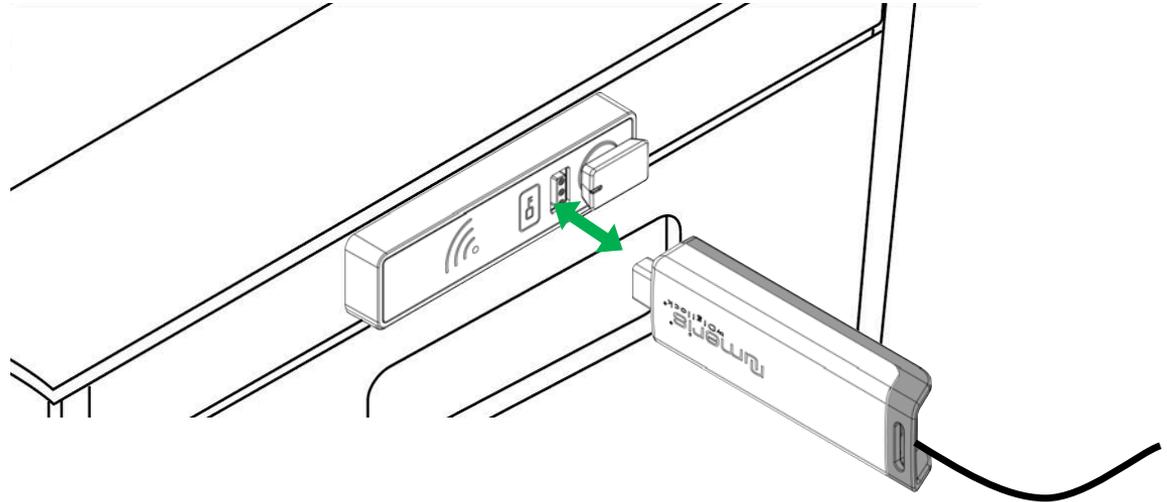
Note: Only heard a single beep? Try inserting the key again. Make sure that the metal side of the key faces the turn knob on the lock.

Audit Trail

This Digilock Numeris application offers an audit trail allowing the System Manager to view when the lock(s) have been accessed and by whom.

An audit can be done on a single lock or on multiple locks for a routine audit.

Note: Because the Advanced locks operate on a standalone centralized system which is not networked, audits are conducted by inserting the white Data Key into each lock individually.

Audit Trail

Conducting an Audit

Step 1

Select the Audit tab.

Step 2
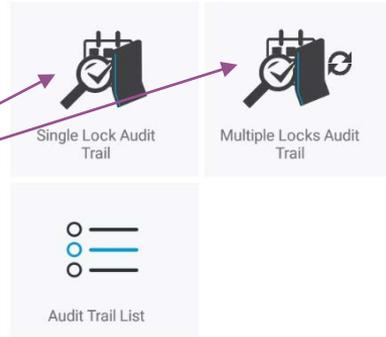
With the white Data Key connected, select the option for a Single Lock Audit Trail or for Multiple Locks Audit Trail.

Profiles | Members | Audit | Lock Info | Maintenance

Audit Trail

Single Lock Audit Trail

Multiple Locks Audit Trail
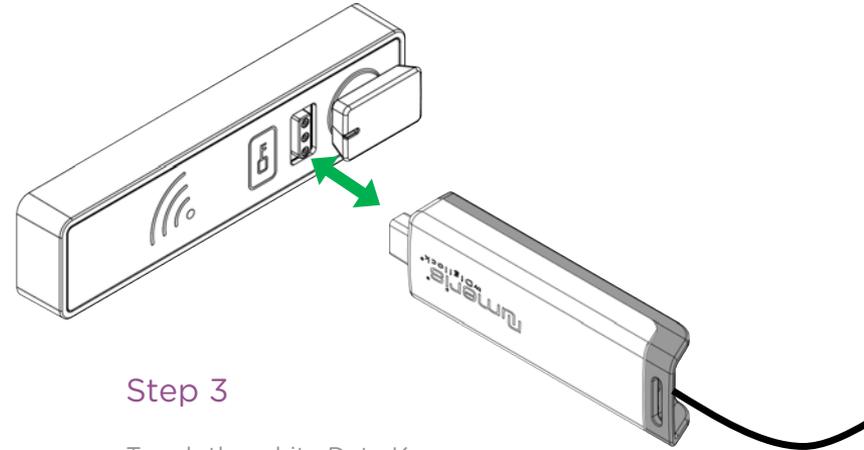
Audit Trail List

Step 3

Touch the white Data Key (while connected to the app) to the lock(s). The lock will emit a two-tone beep.

Audit Trail

Audit Results

Step 4

The Audit Trail information will be displayed showing the unique LockID.

Tap Save to name the report and save the audit for future reference.

Note: All saved Audit Trail reports can also be accessed via the internal storage folder on the tablet device. Find them in the Digilock Numeris Audit Trail folder in the devices directory.

To back up your Audit Trails to a computer, simply copy these files over to your desktop while the tablet is connect to any PC.
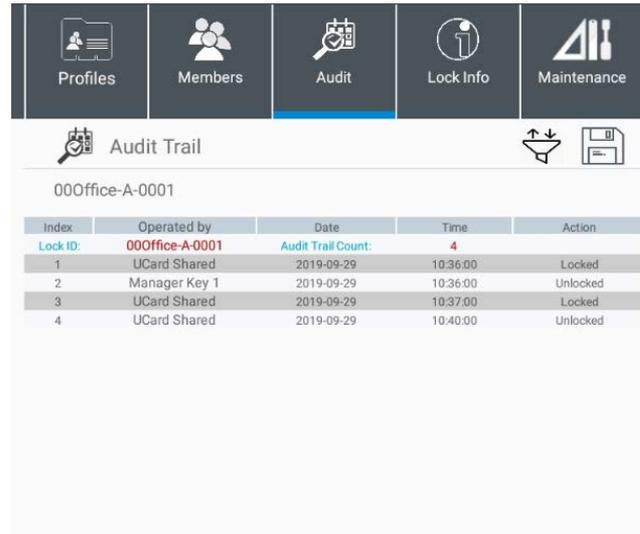
| | Profiles | Members | Audit | Lock Info | Maintenance |

Audit Trail

00Office-A-0001

Index	Operated by	Date	Time	Action
Lock ID:	00Office-A-0001	Audit Trail Count:	4	
1	UCard Shared	2019-09-29	10:36:00	Locked
2	Manager Key 1	2019-09-29	10:36:00	Unlocked
3	UCard Shared	2019-09-29	10:37:00	Locked
4	UCard Shared	2019-09-29	10:40:00	Unlocked

*Note: The Audit Trail will only display the unique LockIDs if they have been assigned one.*

Lock Usage Analytics

Take Audit Trail to The Next Level

With the Lock Usage Analytics feature, a system manager can quickly see how often specific locks are being used during a self-selected timeframe.

Step 1

With the white Data Key connected, select Lock Usage Analytics under Lock Information.

Note: Lock Usage Analytics is only available when the locks have been given unique LockIDs.
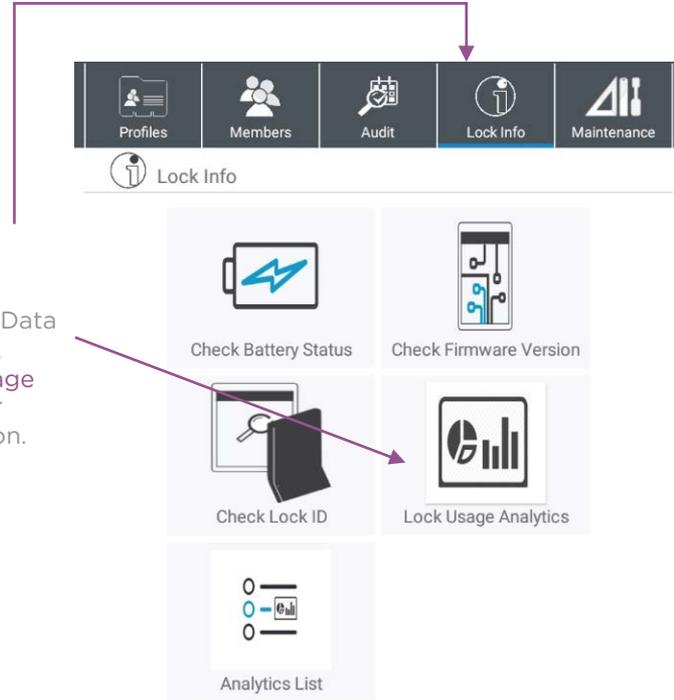
Lock Usage Analytics

Step 2

Select the preferred analytics settings.
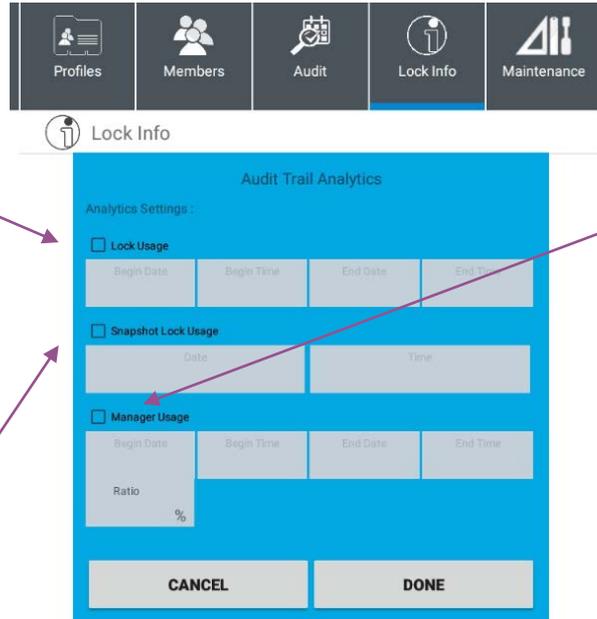
Lock Usage

Shows list of locks from the most used to the least used within the self-selected timeframe.

Snapshot Lock Usage

Shows list of lock(s) that were in the locked position (in use) at the self-selected date and time.

Manager Usage

This feature allows the system manager to see how often a Manager credential must intervene and access the lock(s) for the User.

A self-selected timeframe and a ratio percentage for Manager Usage are chosen.

For example: *The timeframe can be set for the first several weeks of use and the Manager Usage ratio is set at 20%. All locks that record a Manager Key or RFID Card being used 20% or more within the selected timeframe will be shown. If a large amount of locks are shown this could indicate that additional user training is required.*

Note: One or more of the analytic settings can be selected at the same time.

Lock Usage Analytics

Step 4 – View the Report

Here's an example showing all 3 usage types.
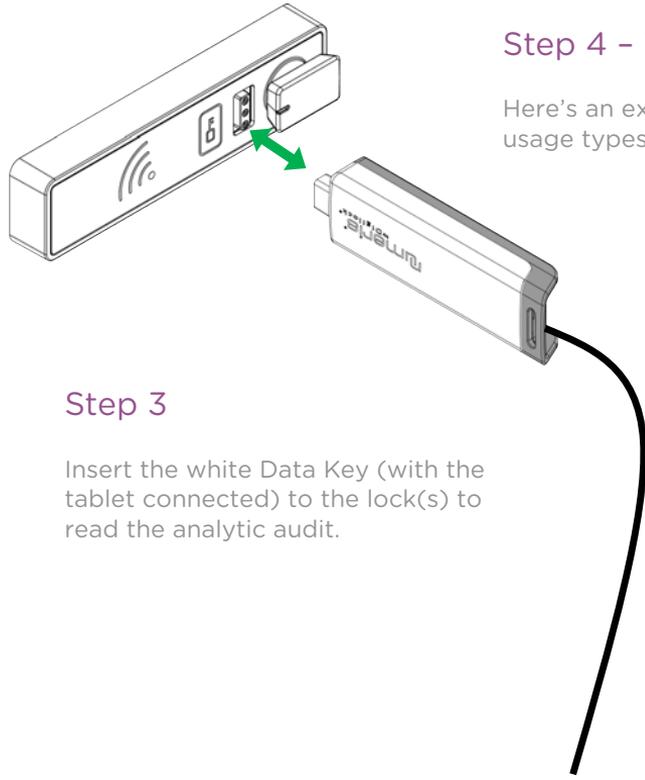
Step 3

Insert the white Data Key (with the tablet connected) to the lock(s) to read the analytic audit.

Lock Information

Battery Status | Firmware | LockID | Analytics

Checking Battery Status

Step 1

With the white Data Key connected, select Check Battery Status under Lock Information.

Step 2

Insert the white Data Key to the lock. The lock will emit a two-tone beep.
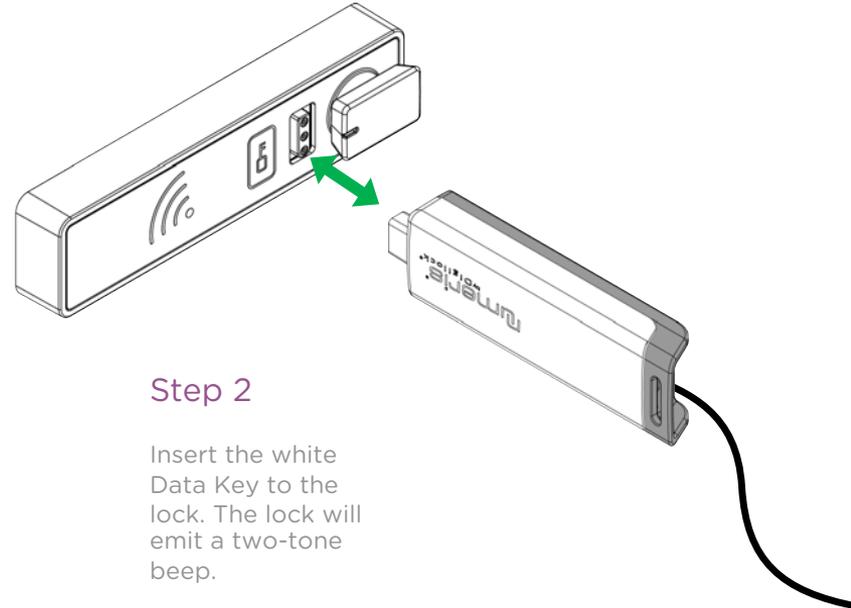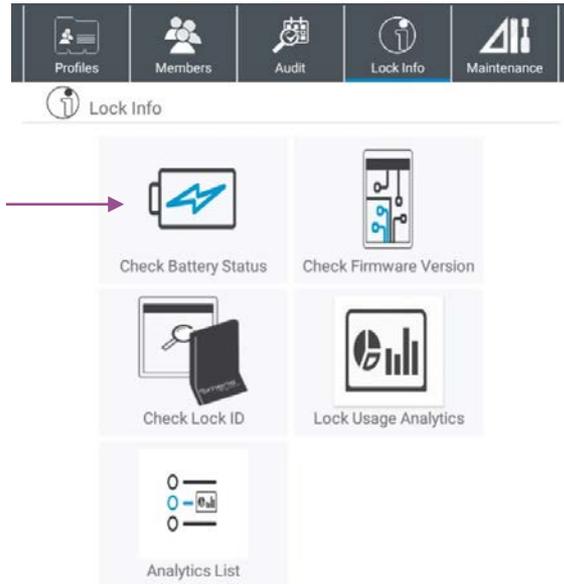
Checking Battery Status

Step 3

The battery information will be displayed. Select Continue to check the battery status on additional locks or select Done.
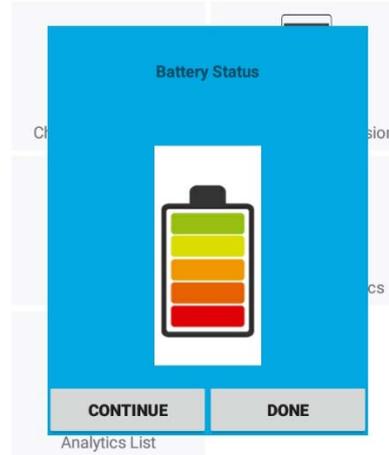
Checking LockID

Step 1

With the white Data Key connected, select Check LockID under Lock Information.
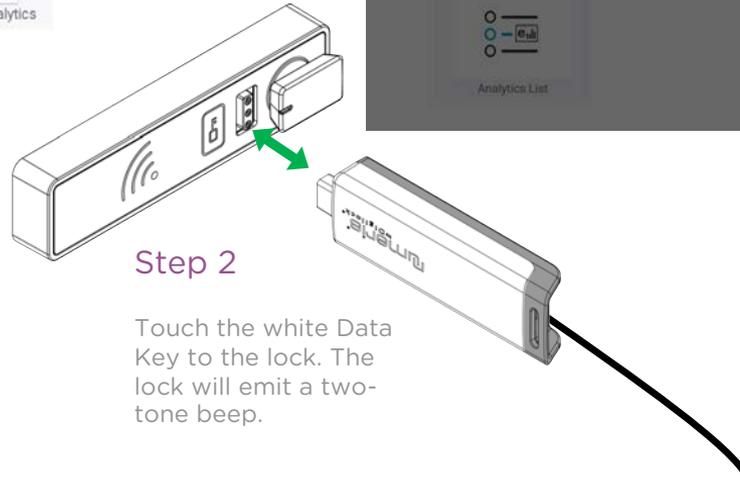
Step 2

Touch the white Data Key to the lock. The lock will emit a two-tone beep.

Step 3

The LockID information will be displayed. Select Continue to check the ID on additional locks, or select Done.
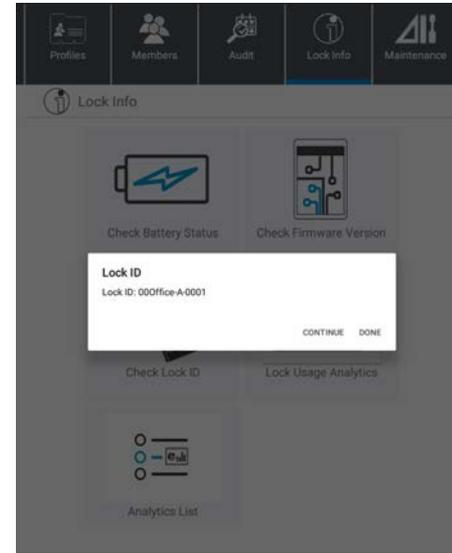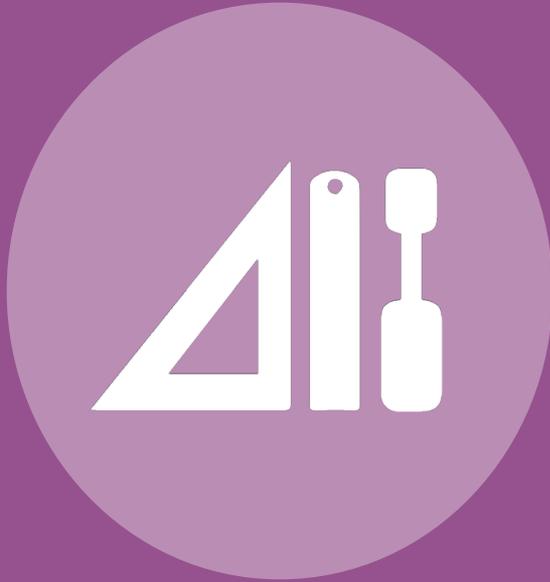
+ Maintenance

Replacing the White Data Key

Contact Digilock Support

In order to replace a white Data Key* you must contact Digilock Support for assistance.

1-800-989-0201, Option 3
Monday – Friday, 7:00 am to 5:00 pm PST

Note: The tablet app can only be assigned one (1) white Data Key at a time.

Replacing the White Data Key

Step 1

With the replacement white Data Key* connected, select Replace Data Key under Maintenance.

Step 2

Select Done to replace original lost/stolen/broken Data Key.

Note: The tablet app can only be assigned one (1) white Data Key at a time.

Replacing the White Data Key

Step 3

Touch the new white Replacement Data Key* to ALL locks assigned to the previous Data Key. The lock will emit a two-tone beep to indicate successful programming.
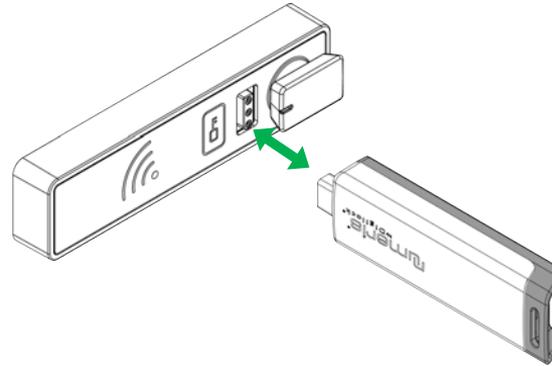
*Note: The tablet app can only be assigned one (1) white Data Key at a time.

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Backing Up the Member Database

Back Up Regularly

Advanced lock management allows you to back up your members and profiles to a computer.

Backing up the database regularly ensures ensure changes to members and access rules are saved in the event of anything happening to tablet.
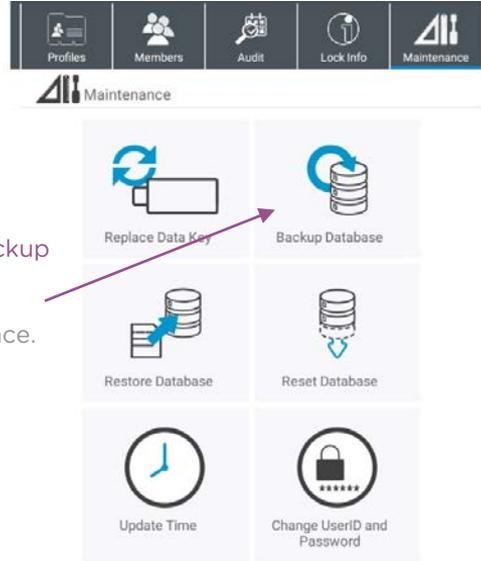
Step 1

Select **Backup Database** under Maintenance.
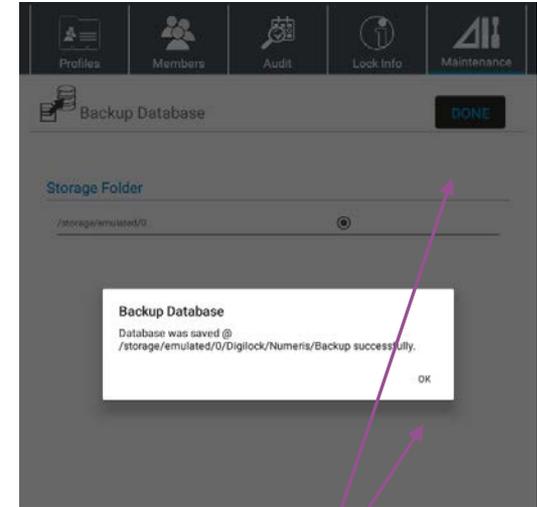
Step 2

The database will be saved on the tablet device. Select **OK** followed by **Done** to return to the main utility screen.

Note: At this step, the backup has only been saved to the tablet's internal file directory. Proceed to step 3 to back up to a computer.

Note: Database must be backed up in order to avoid the loss of profiles and members.

Backing Up the Member Database

Step 3

To copy the saved file to a computer, connect the tablet device and select Allow when prompted to allow the computer to access the data on the tablet device.
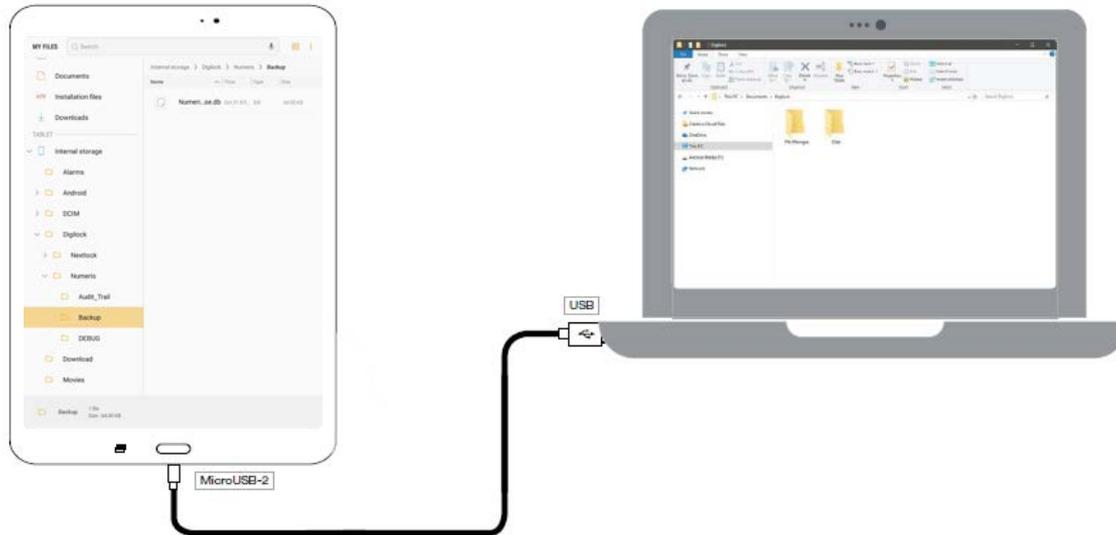
Step 4

Navigate to the device directory in the computer's file manager, and then to Digilock > Numeris > Backup.

Copy this folder to your computer.

Note: Database must be backed up in order to avoid the loss of profiles and members.

Backing Up the Audit Trails

Step 1

To copy saved Audit Trails to a computer, connect the tablet device and select Allow when prompted to allow the computer to access the data on the tablet device.
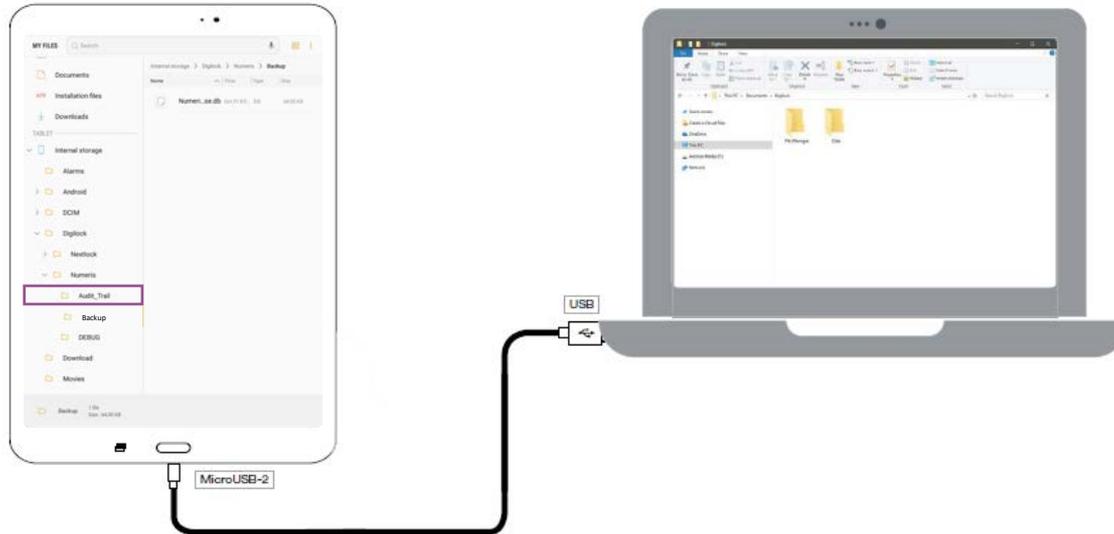
Step 4

Navigate to the device directory in the computer's file manager, and then to Digilock > Numeris > Audit Trails.

Copy this folder to your computer.

Note: Database must be backed up in order to avoid the loss of profiles and members.

Restoring the Database

Retrieve vital information

In the event you need to restore your member and profile database from a backup on your computer, follow these steps.

Step 1

With the white Data Key connected, select Restore Database under Maintenance.
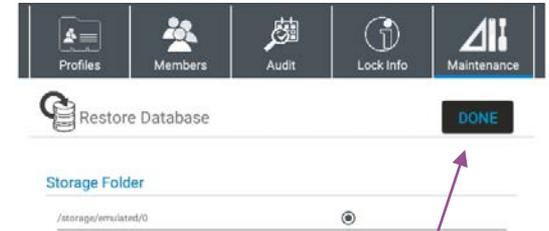
Step 2

Select Done to restore the database to a previously backed-up version.

Note: Database must be backed up in order to avoid the loss of profiles, members, and audit trail history.

Reset the Database

Step 1

Select Reset Database under Maintenance.
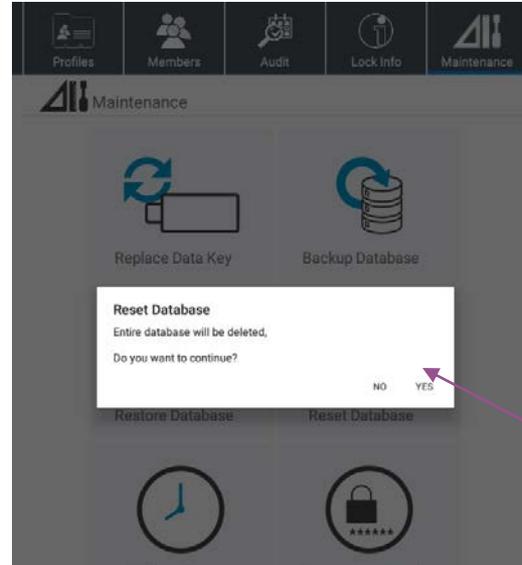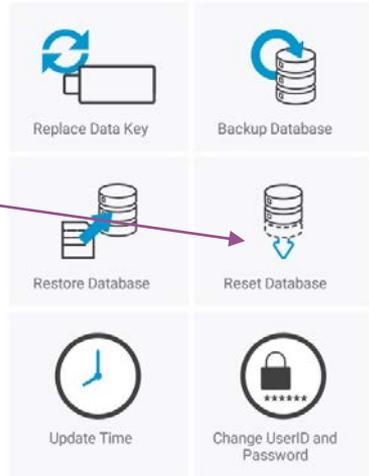
Warning: Resetting the database cannot be undone. Make sure to back up to a computer before proceeding.

Step 2

To delete the database, select YES. To cancel, select NO.

Updating the Time

Step 1

With the white Data Key connected, select Update Time under Maintenance.

Step 2

Ensure the time and date on the tablet device is correct. Select OK to transfer the date and time information onto the white Data Key.
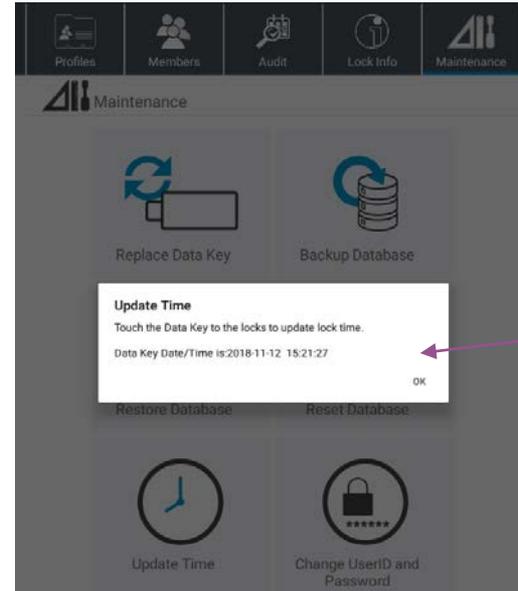
Updating the Time

Step 3

insert the white Data Key to all the locks in your facility.

The lock will emit a two-tone beep to indicate successful programming.
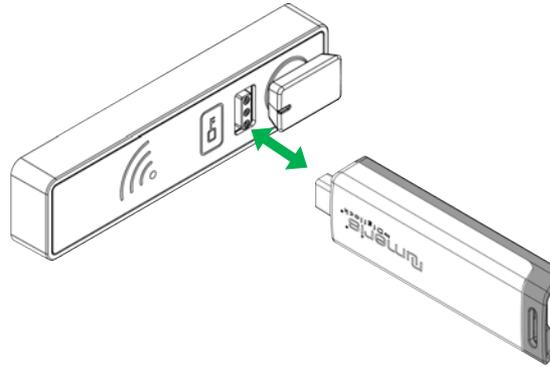
Changing Login Credentials

Step 1

Select Change UserID and Password under Maintenance.

Step 2

Use the current password to update the UserID and Password.* When complete, select the Save icon.

*Note: If login and password information is forgotten, please contact Digilock Support at 1-800-989-0201 and select Option 3.

Lock Operation

Keypad

Lock Operation with a User Code
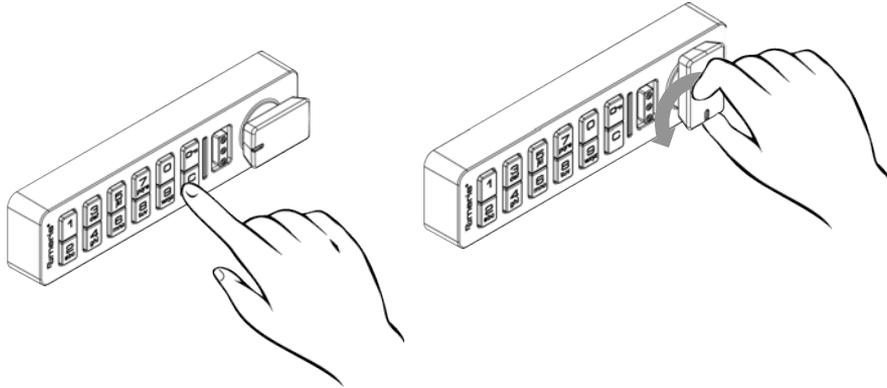
Step 1
To unlock: Press C [assigned 4-7 digit code]
🔓 then turn the knob to the unlocked position.
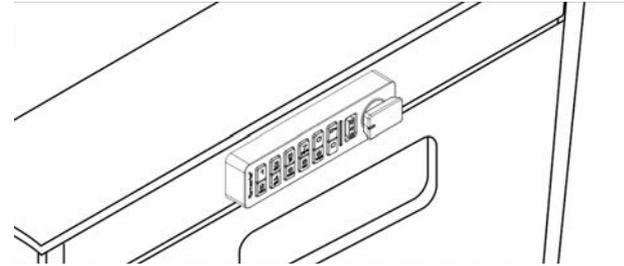
Step 2
To lock: Close the CarePod™ door.

Keypad

Lock Operation with Black Manager Key
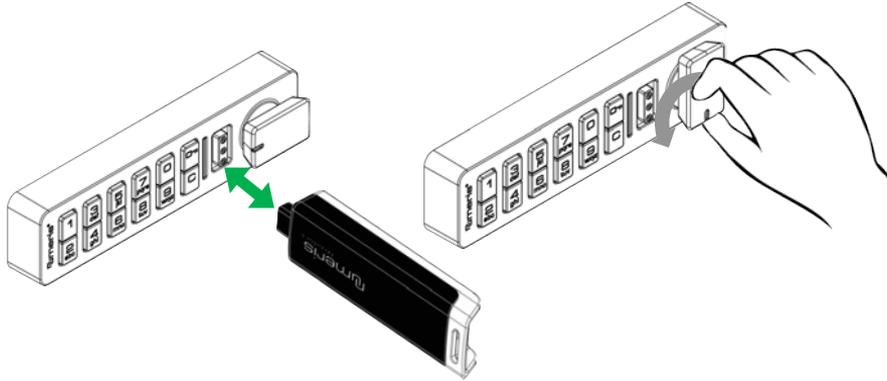
Step 1
To unlock: Insert a valid black Manager Key, then turn the knob to the unlocked position.
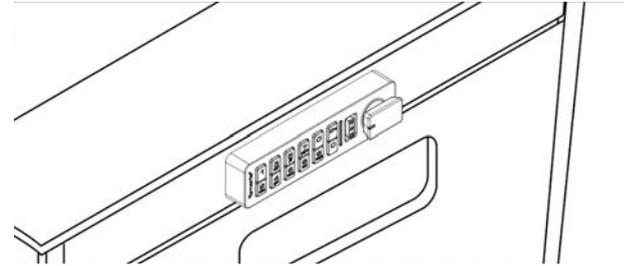
Step 2
To lock: Close the CarePod™ door.

Touch RFID

Lock Operation with an RFID Card
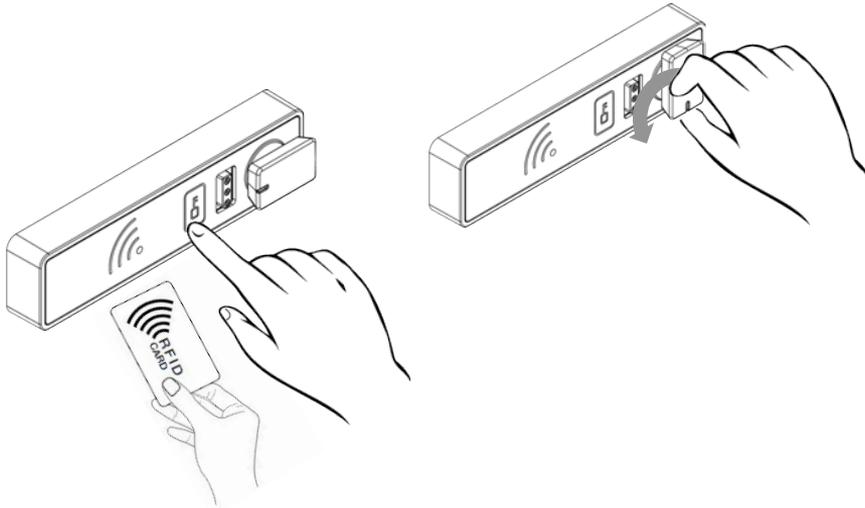
Step 1
To unlock: Press [lock icon] then touch and hold the RFID card to WiFi symbol on lock. Then turn the knob to the unlocked position.
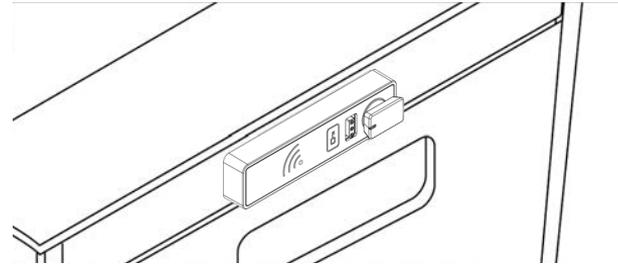
Step 2
To lock: Close the CarePod™ door.

Touch RFID

Lock Operation with a Manager Key or Manager RFID Card

or
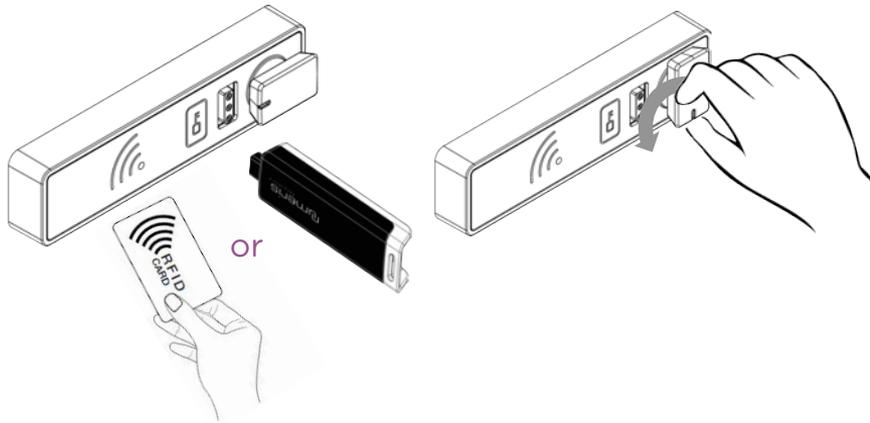
Step 1
To unlock: Insert a black Manager Key or press ⬚ then touch and hold a Manager RFID card to the WiFi symbol on lock. Then turn the knob to the unlocked position.
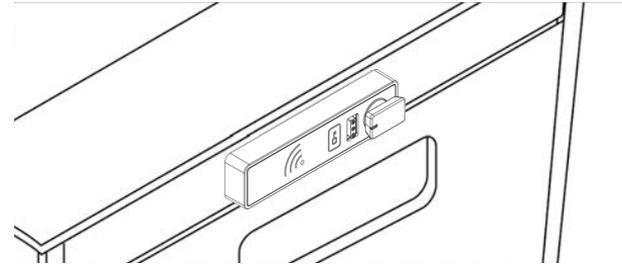
Step 2
To lock: Close the CarePod™ door.

Need support?
Monday – Friday, 7:00 am to 5:00 pm PST

All CarePod™ Wall-Mounted Workstations featuring Digilock® electronic locks come with the reassurance of phone and live-chat technical support.

1-800-989-0201 x3
Visit digilock.com/contact to chat live with a Digilock team member
Or email Digilock-support@digilock.com

Digilock®

2-Year Limited Warranty

LIMITED WARRANTY. Security People Inc. dba Digilock (Company) warrants to the original purchaser of Product manufactured by Company to be free of defects in material and workmanship, provided: (1) Company has been notified of such defects within two years of purchase date and been given the opportunity of inspection by return of any alleged defective Product to Company, or its authorized distributor, free and clear of liens, encumbrances, transportation prepaid, accompanied by the statement of defects and proof of purchase; and (2) Product has not been subject to modification, abuse, misuse, mishandling, misapplication, neglect (including but not limited to improper maintenance), accident, improper installation, alteration and/or modification (including but not limited to use of unauthorized parts or attachments), disassembly, or adjustment or repair performed by anyone other than authorized service personnel during such period; and (3) such defect has not been caused by corrosion or ordinary wear and tear.
This warranty does not cover batteries, normal wear and tear of parts and/or damage resulting from any of the following: negligent use or misuse of product, use of improper voltage or current, and/or use contrary to operating instructions. The exclusive remedy shall not be deemed to have failed of its essential purpose so long as Company is willing and able to repair or replace non-conforming Product in the prescribed manner.

Unless otherwise expressed by Company on the sales order acknowledgement, Product is not designed or intended for exterior use or where exposed to moisture. Any use where Product is exposed to moisture is not covered by any warranties and voids any warranties and any resulting damage caused by direct exterior exposure or moisture is at the Buyer's own risk.

The liability of Company for any breach of the foregoing warranty shall not extend to dismantling, installing or reinstalling, but shall be limited to repairing or replacing said items, as Company's option, within a reasonable time after receipt of written notice from Buyer, within the period of time stipulated herein, of any such non-conforming Product, provided that (i) such notice is given immediately upon the detection of such non-conformance and (ii) such notice is received within the time period stipulated herein. BUYER AND COMPANY EXPRESSLY AGREE THAT THE BUYER'S SOLE AND EXCLUSIVE REMEDY AGAINST COMPANY SHALL BE FOR THE REPAIR OR REPLACEMENT (AT COMPANY'S OPTION) OF NON-CONFORMING PRODUCT AS PROVIDED HEREIN.

COMPANY SPECIFICALLY DISCLAIMS ANY OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND THE IMPLIED WARRANTY OF MERCHANTABILITY, AND COMPANY ALSO SPECIFICALLY DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. IN NO EVENT SHALL COMPANY BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT (INCLUDING BUT NOT LIMITED TO BREACH OF ANY OBLIGATION IMPOSED ON COMPANY HEREUNDER OR IN CONNECTION HEREWITH) OR THE USE, STORAGE, DISPOSAL OR HANDLING OF PRODUCT.

Consequential damages for purposes hereof shall include, without limitation, loss of use, income or profit, shutdown, slowdown or stoppage of any production line or facility, or losses sustained as the result of injury (including death) to any person, or loss of or damage to property (including without limitation property handled or processed by the use of Product).

Buyer shall indemnify Company against all liability, cost or expense which may be sustained by Company on account of any such loss, damage or injury. Company will not evaluate warranted Product without Buyer obtaining a Return Merchandise Authorization (RMA) number from Company. Such returns must be prominently marked with the RMA number and shipped prepaid.

Company makes no other warranty, and the warranty is limited to the duration of the expressed warranty period as set forth above.

NOTE: Should Product be considered a consumer product as may be covered by the Magnusson Moss Federal Warranty Act, please be advised that: (1) some states do not allow limitations on incidental consequential damages or how long an implied warranty lasts so that the above limitations may not fully apply; (2) this warranty gives specific legal rights, and a buyer may also have other rights which may vary from state to state.

LIMITATION OF LIABILITY. Company's maximum liability for any damages resulting from or caused by Product, whether in contract, tort, or otherwise, is limited to the purchase price of Product.
In no event shall Company be liable for any consequential damages of any nature arising from the sale or use of Product, whether in contract, tort or otherwise, by either use or purchase of Product, the user or purchaser agrees to this limit on Company's liability. Company is not responsible for any modification, addition or alteration to Product by others.

Company reserves the right to make changes in designs and specifications or to make additions or improvements on its products without notice and without incurring any obligation to incorporate them on products previously manufactured.