

EntryPoint and CAW Lite FAQ

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EntryPoint:

- 1) In the EntryPoint system, how many keys can be used per lock?
Answer: While there is no limit to the number of keys per lock or to the number of locks per key. Note that EntryPoint does not offer the ability to set access schedules or provide audit information. A typical installation would be less than 50 locks and 50 keys.

- 2) Do I need special types of CyberLocks or CyberKeys for my EntryPoint system?
Answer: Standard CyberLocks are fully compatible with EntryPoint. CyberKeys must be IR capable. These can be identified by the words "Cellular CyberKey" on the side of the key. All CyberKeys made since the middle of 2006 are IR capable.

- 3) How do I add keys or locks to my EntryPoint system?
Answer: Introduce CyberLocks to the system by touching them to the Grand Master key. Introduce CyberKeys by pointing the IR diodes (two black bumps on the side of the key above the flashing light) at the Grand Master's IR diodes. **Note:** It may be necessary to "wake" the Grand Master first by touching it to a CyberLock.

- 4) Why has my Grand Master stopped programming keys/locks?
Answer: Check the following.
 - A) Does it have power? Watch the light on the side for 10 seconds. It should blink at least once.
 - B) It may be asleep. An awake Grand Master will blink approximately once per second. Touch it to a lock to wake it up.

- 5) I have an EntryPoint system and one of my users lost a key. How do I block that key?
Answers:
 - All keys have 24/7 access to all locks in the system. If you have the Grand Master key you can upgrade to CyberAudit-Web Lite, and then use it to re-key the system by changing the access code in the locks and remaining keys.
 - If the Grand Master key is lost, please contact Videx Technical Support for assistance.

- 6) Is it possible to upgrade my EntryPoint system directly to CyberAudit-Web Enterprise?
Answer: Yes, EntryPoint can be upgraded to CyberAudit-Web Enterprise. Locks and keys will have to be reprogrammed. Also, once in Enterprise, the Grand Master serves a different role. Please contact Videx technical support for more information.

CyberAudit-Web Lite:

1) How many keys can be used per lock in CyberAudit-Web Lite?

Answer: There is no limit to the number of keys per lock.

2) How many locks can a key open in CyberAudit-Web Lite?

Answer: With the built-in "Full Access" schedule, there is no limit. A key that uses custom schedules can access a maximum of 3300 locks.

3) Can I use the Grand Master to convey CyberAudit-Web Lite changes to my standard CyberKeys?

Answer: No, when using CAW Lite, the Grand Master is used to program and reset locks only. If used with a standard key, it will overwrite the key to operate 24/7 with all locks it has communicated with. Always use CyberAudit-Web Lite and the IR Encoder to communicate with standard CyberKeys.



4) Can I use a Grand Master to download a lock's audit trail?

Answer: No, a Grand Master is used to program and reset locks only. See number 3 above. A standard CyberKey can be programmed to retrieve a lock's audit trail.

5) Is it possible to export activity log files to an Excel spreadsheet for reporting analysis?

Answer: In Lite you can save the audit trail page as an html file (.htm extension on a Windows PC). Both MS Excel 2000 and MS Excel 2003 will open the htm file, correctly separate the columns, and recognize the date/time formats.

6) How do I delete a key or lock from the database?

Answer: Click on the  or the  for the key or lock to be deleted. This will bring up the "Key Properties" or "Lock Properties" screen. On the far right is the "Delete" button. Click it. A dialog box will appear asking for confirmation of the deletion. Choose "OK".

Caution:

Keys and locks that are deleted will continue to behave according to how they were last programmed.

Example: A key that has permission to open a lock will continue to do so regardless of what is shown in the software until the key is updated using the IR Encoder.

7) How do I reset a lock?

Answer: Resetting a lock is not a standard feature of CyberAudit-Web Lite. If needed, please contact Videx technical support for assistance.

8) How do I tell a lock about lost keys?

Answer: CyberAudit-Web Lite allows a system to be "re-keyed" by changing the access code. It requires updating all locks and all remaining keys with the new access code.

9) If I change my Login password do I need to update keys and/or locks?

Answer: The Grand Master must be updated. Normal CyberKeys and CyberLocks do not need to be updated.

10) Can I use my Grand Master key with more than one CyberAudit-Web Lite database?

Answer: No. A Grand Master is registered with a specific database. Removing the battery will **NOT** reset a Grand Master.

11) Why does my CyberKey now alarm when I touch a CyberPoint?

Answer: The CyberKey may have been programmed by a Grand Master. A Grand Master does not have the information needed to operate CyberPoints. Update the key by logging into CyberAudit-Web Lite and using the IR Encoder. CyberPoint functionality will be restored.

12) The CyberIREncoder software gave an error about a "Database flag". What does it mean?

Answer: The CyberKey or Grand Master may belong to a different database.