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1 Product description

1.1 Purpose

The Questor electronic safe lock offers a wide range of functions for applications in high-security areas where access authorization must be ensured for several people, to one and the same safe, and where tight control of openings must be maintained at the same time. The Questor is particularly well suited for applications which require a high level of security, remote control of openings, a large number of users, traceability and flexibility.

1.2 Intended use

The Questor electronic safe lock serves to activate and release the mechanical lock bolt in safes, data safes, ATM machines, etc., which are normally operated manually with a bolt lock. The Questor can be used in place of mechanical combination locks and key locks. There are, however, particular provisions and conditions which have to be taken into consideration.

Access (opening the lock) is only granted after one or more codes have been entered through the input unit. The opening of the lock can also be combined with different time delays and/or made to be dependent on external signals.

The Questor electronic safe lock may only be used for its intended purpose – the activation and release of mechanical lock bolts in the aforementioned applications. Other types of use are not recommended.

The Questor electronic safe lock was designed for indoor applications (areas protected from the weather) and is not suitable for use where it will be directly affected by environmental influences.

1.3 Modes of operation

The Questor electronic safe lock offers three different modes of operation in a single lock.

- Standard mode
- Interactive mode OTC – One Time Combination
- Interactive mode ICS – Interactive Code System

The Questor lock is set to function as a conventional electronic combination lock when it leaves the factory. It unlocks after a preprogrammed opening combination has been entered. Even in standard mode, the lock offers a wide range of configuration options. Many of the configuration options can be accessed directly through the keypad on the input unit; to access special functions and to be able to easily program multiple locks, Windows® AS 271 programming software is required.

An activation procedure is used to switch the operating mode of the Questor to the mode for one-time combinations. The AS 270 activation software is utilized for this procedure. One of two modes can be selected: One which generates valid, one-time combinations in advance – OTC (One Time Combinations), or the proprietary Questor Interactive Code system – ICS. In the interactive mode, opening combinations are generated only after the system has confirmed that an authorised person is present on-site. Interactive mode is accessed using Windows® AS 273 / AS 274 management software, or through existing software which has been integrated with APHI (Application Programming Hardware Interface).
1.4 System components

Depending on the size of the system, the number of locks and the number of operators using the management software, different components are required. Next to the lock itself, the programming software and the activation software will always be required. For operation in interactive mode, either the management software or an integrated solution with a Questor interface (APHI) is required.

1.4.1 Questor lock

Questor consists of a motorized lock with standard dimensions and an input unit with green navigation buttons. The lock is shipped from the factory in standard mode with master code 00123456, and functions as a conventional safe lock.

1.4.2 AS 270 activation software

The AS 270 activation software for Windows® operating systems is used to switch from standard mode into one of the two one-time combination modes, OTC or ICS.

1.4.3 AS 271 programming software

Basic settings for the lock, such as the language, time delays for opening, inputs and outputs, etc., can be configured with the AS 271 programming software for Windows®.

1.4.4 AS 273 management software

The management software for Windows® is used to issue one-time combinations. This software monitors and logs all procedures and enables the management of locks and users from a central location.

1.4.5 AS 274 server management software

This practical software makes it possible for a large number of users to work with the Questor at the same time. Even the most sophisticated systems can be managed with this software.

1.4.6 APHI (Application Programming Hardware Interface)

The APHI external interface was developed for the integration of lock management with a customer’s existing software solution. Once it has been integrated with existing software, APHI handles all tasks related to the issuance of one-time combinations.

1.5 Conformity

The declaration of conformity can be found at the end of this document.

This product is compliant with European directives regarding the use of toxic substances as specified in RoHS 2002/95/EC.

This document is valid for the software version for the 90061.30 input unit as well as for the new software version for the 90077.33 lock and newer locks.
1.6 Technical data

1.6.1 Functions

<table>
<thead>
<tr>
<th>Code functions</th>
<th>Standard Mode</th>
<th>Interactive Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code format</td>
<td>ID+PIN (2-digit ID + 6-digit PIN). Entry sequence can be reversed to PIN+ID (with Programming Software AS 271).</td>
<td>user ID: 4-digit Opening code: 6-digit</td>
</tr>
<tr>
<td>1 Master Code</td>
<td>8 digits (bearer: e.g. Safety Officer, Head of Security, Shop Owner). Can open alone in Dual Mode and can be defined as „Master cannot open” (with Programming Software AS 271).</td>
<td>8 digits (mandatory for connecting establishing a connection with the programming software AS 271)</td>
</tr>
<tr>
<td>2 Manager Codes</td>
<td>8 digits each (bearer: e.g. Head Cashier, Shift Manager).</td>
<td>-</td>
</tr>
<tr>
<td>18 User Codes (in 2 groups of 9 each)</td>
<td>8 digits each, subordinated in groups to respective Manager Code (bearer: e.g. Cashier, Sales Assistant).</td>
<td>-</td>
</tr>
<tr>
<td>1 Courier Code</td>
<td>8 digits, opening permission without opening delays (bearer: e.g. auditor, CIT (Cash In Transit service provider). Opens alone in Dual Mode.</td>
<td>-</td>
</tr>
<tr>
<td>Code options</td>
<td>Duress Code: Can be performed by any code (if function is activated). Dual Mode: Two codes needed (Master Code and Courier Code can open alone). Code denial: Codes can be admitted/ disabled to entire code groups.</td>
<td>Duress Code: Can be performed by any code (if function is activated).</td>
</tr>
</tbody>
</table>

Time functions

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Continuous calendar until 2099.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer/winter time</td>
<td>Algorithm (e.g. last Sunday in May), requires Programming Software AS 271.</td>
</tr>
<tr>
<td>(Daylight Saving Time)</td>
<td></td>
</tr>
<tr>
<td>Time Delay</td>
<td>Programmable from 0…99 minutes.</td>
</tr>
<tr>
<td>Duress Time Delays</td>
<td>99 minutes (can be changed with Programming Software AS 271).</td>
</tr>
<tr>
<td>Confirmation Window</td>
<td>Programmable from 1…99 minutes.</td>
</tr>
</tbody>
</table>

General

| Event memory             | Min. 2400 events, protected against manipulation and power failure.             |
| Shelve Function          | Master Code can delete, respectively reset all codes, functions and settings back to factory default values at once. |

1.6.2 Electronics

<table>
<thead>
<tr>
<th>General</th>
<th>Standard Mode</th>
<th>Interactive Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power supply</td>
<td>3 Alkaline batteries 1.5 V LR6 (AA, AM3, E91), service life approx. 3-4 years (with 1 opening/closing cycle per working day, no load on lock bolt).</td>
<td>-</td>
</tr>
<tr>
<td>Memory</td>
<td>Non-volatile (protected against power failure).</td>
<td>-</td>
</tr>
<tr>
<td>Display</td>
<td>Iconographic LCD with high contrast. Display language user selectable (English, Dutch, French, German, Hungarian, Italian, Polish, Portuguese, Spanish).</td>
<td>-</td>
</tr>
<tr>
<td>Keypad</td>
<td>Silicone keys (10 numeric, 4 function, 2 navigation keys).</td>
<td>-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interfaces</th>
<th>Standard Mode</th>
<th>Interactive Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outputs</td>
<td>2 potential free contacts for alarms (30VDC / 2A, 50VAC / 0.5A with resistive load).</td>
<td>-</td>
</tr>
<tr>
<td>Inputs</td>
<td>Input 1 (signal-triggered 12VDC / 20mA): Remote Disabling, controlled Disabling Input 2 (contact triggered): Door position contact or Time Delay Override.</td>
<td>Input 1 (signal-triggered 12VDC / 20mA): Remote Enabling. Input 2 (contact triggered): Door position contact or Time Delay Override.</td>
</tr>
<tr>
<td>Data interface</td>
<td>RS232 (9600 Baud, 8 Bit, 1 Stop-Bit, no parity) for Audit Trail read-out, Programming and Activation</td>
<td>-</td>
</tr>
</tbody>
</table>
1.6.3 Mechanics

<table>
<thead>
<tr>
<th>Lock</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>85 x 61 x 33 mm</td>
</tr>
<tr>
<td>Weight</td>
<td>495 g</td>
</tr>
<tr>
<td>Mounting</td>
<td>3 screws M6 (template 67 x 41 mm)</td>
</tr>
<tr>
<td>Motor bolt</td>
<td>dead bolt (optional: spring bolt)</td>
</tr>
<tr>
<td>Relocker</td>
<td>integrated lock relocker</td>
</tr>
<tr>
<td>Cycle times</td>
<td>opening/closing approx. 2 seconds</td>
</tr>
<tr>
<td>Static resistance force</td>
<td>&gt;1000 N in all directions</td>
</tr>
<tr>
<td>Moving force</td>
<td>max. 5 N both directions</td>
</tr>
<tr>
<td>Environmental conditions</td>
<td>operation: 0…+60°C / storage: -40…+70°C</td>
</tr>
<tr>
<td>Service life</td>
<td>&gt;50 000 cycles</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Input Unit</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>128 (193) x 90 x 40 mm</td>
</tr>
<tr>
<td>Weight</td>
<td>660 g (including connection cable and batteries)</td>
</tr>
<tr>
<td>Environmental conditions</td>
<td>operation: 0…+60°C / storage: -40…+70°C / system of protection: IP53</td>
</tr>
</tbody>
</table>

1.6.4 Approvals and Certificates

<table>
<thead>
<tr>
<th>Test marks</th>
<th>CE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patent No.</td>
<td>US 6,434,987 B1; EP 1 069 264 B1; RSA 2008/03528</td>
</tr>
<tr>
<td>VdS (VdS 2396)</td>
<td>Electronic high-security lock class 2, approval only valid if marked on lock</td>
</tr>
<tr>
<td>ECB-S (EN 1300)</td>
<td>Electronic high-security lock level B</td>
</tr>
<tr>
<td>Underwriter Laboratories (UL 2058)</td>
<td>High security electronic lock type 1</td>
</tr>
<tr>
<td>NOTE: the functions &quot;Duress&quot;, &quot;One Time Combination (OTC)&quot; and &quot;Interactive Code System (ICS)&quot; are not included in the scope of UL 2058 and are therefore declared as &quot;not investigable by UL&quot;.</td>
<td></td>
</tr>
<tr>
<td>CNPP a2p</td>
<td>Level B/E</td>
</tr>
</tbody>
</table>
### 1.6.5 Factory settings

<table>
<thead>
<tr>
<th>Function</th>
<th>Factory setting</th>
<th>Can be changed with</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard Mode</td>
<td>Interactive Mode</td>
</tr>
<tr>
<td>Display language *a)</td>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Master Code</td>
<td>00123456, can open</td>
<td></td>
</tr>
<tr>
<td>Manager Code (max. 2)</td>
<td>not activated</td>
<td></td>
</tr>
<tr>
<td>User Code (max. 2 groups of 9)</td>
<td>not activated</td>
<td></td>
</tr>
<tr>
<td>Courier Code</td>
<td>not activated</td>
<td></td>
</tr>
<tr>
<td>Duress Code entry</td>
<td>not activated</td>
<td></td>
</tr>
<tr>
<td>Dual Mode</td>
<td>not activated</td>
<td></td>
</tr>
<tr>
<td>Number of wrong codes until penalty</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Penalty upon wrong code entries</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>Time Delays</td>
<td>0 minutes (deactivated)</td>
<td></td>
</tr>
<tr>
<td>Duress Time Delays</td>
<td>99 minutes</td>
<td></td>
</tr>
<tr>
<td>Confirmation Window</td>
<td>5 minutes</td>
<td></td>
</tr>
<tr>
<td>Non-return Time Delay</td>
<td>n/a</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Date / time</td>
<td>01.01.2002 0:00</td>
<td></td>
</tr>
<tr>
<td>Time format (12/24hrs.)</td>
<td>12 hrs. (AM/PM)</td>
<td></td>
</tr>
<tr>
<td>Summer/winter time (Daylight Saving Time)</td>
<td>not programmed</td>
<td></td>
</tr>
<tr>
<td>Input 1 *b) (connections 5 and 6)</td>
<td>not programmed</td>
<td></td>
</tr>
<tr>
<td>Input 2 *c) (connections 7 and 8)</td>
<td>Door position contact</td>
<td></td>
</tr>
<tr>
<td>Output 1 *d) (connections 3 and 4)</td>
<td>Duress alarm</td>
<td>Duress alarm (not programmable)</td>
</tr>
<tr>
<td>Output 2 *d) (connections 1 and 2)</td>
<td>bolt or motor open</td>
<td>bolt or motor open (not programmable)</td>
</tr>
<tr>
<td>Code format</td>
<td>ID+PIN</td>
<td></td>
</tr>
<tr>
<td>Buzzer volume</td>
<td>high</td>
<td></td>
</tr>
<tr>
<td>Buzzer every 30 seconds while lock open</td>
<td>on</td>
<td></td>
</tr>
</tbody>
</table>

### Remarks:

* a) English, French and German can be selected.
* b) Input 1 is signal-triggered (12V / 13mA).
* c) Inputs 2 is contact-triggered.
* d) Relay contacts 1 and 2 are working contacts (NO, normally open) with default factory settings.
2 Information on this documentation

2.1 Symbols and informatory notice

2.1.1 Warning messages / notice / information
Depending on type of endangerment particular symbols, notice and designations will be used. They normally contain a message, a commentary and a description of how to avoid the current danger or how to continue.
Please take note of these notice to safely manipulate the system components and to immediately work with this documentation.

Warning!
Indicates a hazard which can cause damage to the unit or have a serious effect on the function or use of the unit if unobserved.

Important!
Indicates important information which must be observed during the described procedure.

Note!
Indicates notes, information or pointers, which facilitate work or provide additional background information or point out specific details.

Requirement!
Indicates requirements that must be met for the execution, activation, modification or deletion of the described function. These requirements must be met before proceeding.

Programming Software AS 271
Refers to the Programming Software AS 271 (optionally available), which allows additional settings and functions.

2.1.2 Navigation aids
The mentioned illustration A… can be found as from page A-2, at the front of the manual.
The mentioned illustration Z… can be found as from page Z-5, at the end of the manual.

2.1.3 Text markings
- The character “.” stands for „see“, „refer to“ or „also consult“. Sample: For description of Master Code 6.1 Codes on page EN-17.
- Text appearing on the display is marked in capitals and set into quotation marks. Sample: „LOCKED“.
- Keys to be used are marked in bold capitals:
  DEL = Delete key
  NUMERIC = Numeric keys 0…9
  INFO/ESC = Information/Escape key
  ENTER = Enter key
  MODE = Mode key
  LEFT = Left arrow key
  RIGHT = Right arrow key
3 Installation and Connection

Important! Information and remarks

• Compliance to described sequence is a necessity. Improper assembly or different sequence may cause damage to the unit!
• To avoid any damage make sure to keep cables away from moving parts! Do not lead cables over sharp edges!
• Do not close the safe door until all steps have been completed successfully!
• Removal of or damage to the warranty seal (illustration Z2, item 2) voids warranty!
• The mounting screws must be secured against loosening, e.g. by using screw cement, such as LOCTITE 243 (medium, blue).
• The lock can be installed on all materials allowing sufficient anchorage of the components. Preference should be given to metallic materials.
• Removal of or damage to the VdS label (illustration Z2, item 3) voids VdS approval!
• For VdS and UL conformity lock must not be mounted directly behind leadthroughs! Clog or secure leadthroughs correspondingly (e.g. with the optional anti-drill plate).

3.1 Preparations and checks

Check content of package. Included are
- Input Unit
- Lock
- Connection cable
- Plastic bag containing installation material
- 3 batteries

3.2 Installation of Input Unit

Mount base plate

1. Remove screws (1 at battery compartment, 2 at cover) at lower end of Input Unit.
2. Lift-off cover from base plate and remove battery compartment.
3. Mark either fixation bores ① ② ③ (recommended) and one of the bores ④ (cable leadthrough) using template (illustration Z1).
4. Drill 3x Ø3.2x14mm and 1x Ø10mm. Remove burrs. Tap 3x M4 threads.
5. Mount base plate with enclosed special M4x12 flat-head screws on positions ① ② ③ or ④ ⑤ ⑥ (minimum of 2 oppositely positioned screws necessary).

Connect cables

6. Lead connection cable through Ø10mm bore and carefully draw it through door towards lock chamber.
7. Mount battery compartment in place and check for free movability.
8. Lead battery cable through strain relief guides of battery compartment and base plate (illustration Z3). Make sure not to squeeze cable!
9. Position cover on top of base plate in >90° angle (illustration Z4).
10. Plug battery cable into terminal BATTERY J3 (illustration Z5).
11. Plug connection cable into terminal LOCK J2 – white wire facing left (illustration Z5).

Mount cover

12. Engage cover at notch on top of base plate.
13. Slowly flip down cover onto base plate while carefully pulling connection cable towards the lock chamber; leave spare loop. Make sure that cables are not squeezed.
14. Push battery compartment carefully into place.
15. Carefully slide out battery compartment again until it catches at limit stop to check for free movability.
16. Fix cover on base plate using two M3x6 countersink screws.
17. Repeat step 15 to check for proper movability.
3.3 Installation of lock

Mount lock
1. Mark 3 bores using template (illustration Z2).
2. Drill Ø5mm. Remove burrs. Tap M6 threads.
3. Mount lock with 3 enclosed M6x10 screws. **Make sure that screw heads rest on base of shouldered bore! Make sure to keep space underneath lock clear for relocker system or connection cable!**
4. If lock is to be operated in spring bolt function, remove retainer screw underneath VdS label (illustration Z2, item 1). **Be aware, that this operating mode voids VdS approval!**
5. If needed, use 2x M4 threads at front end of lock bolt to attach an extension. **Observe maximal moving force of 5N in both directions (illustration Z2).**

Connect cable
6. Plug connection cable into upper lock socket Q1 (illustration Z7b) – white wire facing away from terminal block.
7. Secure any excess cable with cable tie (illustrations Z6aa, Z6b, Z6c).

Perform wiring check
8. Carefully slide out battery compartment until it catches at limit stop.
9. Insert 3 enclosed batteries (3x AA mignon, Alkaline type) according to markings in receptacles – **observe polarity!**
   A test routine is initiated:
   1st Full display appears.
   2nd Software version of Input Unit is displayed.
   3rd „BAT-CMP OPEN“ is displayed and „BEEP signal“ sounds.
10. Close battery compartment. “WAIT” while display counts down.
11. Confirm message with factory set Master Code (00123456).
    Lock status (e.g. „Open“ or „Locked“) must be displayed.
12. Fix battery compartment with countersink Allen screw.

**Important!**

**Error messages**
If message „LINE OFF“ appears, connection cable is either connected incorrectly or it was damaged during installation. Do not continue installation!

- **Check for correct connection of cable – if OK, proceed as follows:**
  - Disconnect cable and get new one.
  - Proceed as described under section 3.2 Installation of Input Unit on page EN-9.

For other error messages >8.1 Error messages on page EN-30.
### 3.4 External connections

If desired, connect external signals at lock terminal block and/or lock socket 2. Refer to below table and illustrations Z7aa (terminal layout), Z7b (lock sockets), Z8 (door contact) and Z9 (Controlled Disabling).

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Description</th>
<th>Capacity / Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/2</td>
<td>Output 2</td>
<td>std.: Bolt or motor open</td>
</tr>
<tr>
<td></td>
<td></td>
<td>30 VDC/2A, 50 VAC/0.5A with resistive load.</td>
</tr>
<tr>
<td>3/4</td>
<td>Output 1</td>
<td>std.: Duress alarm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Relay with potential-free working contacts (NO, normally open).</td>
</tr>
<tr>
<td>5(–) / 6(+)</td>
<td>Input 1</td>
<td>Remote Disabling, Controlled Disabling, REmote Enabling</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12 VDC (min. 20mA)</td>
</tr>
<tr>
<td>7 / 8</td>
<td>Input 2</td>
<td>Door contact or Time Delay Override</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Do not apply any voltage – potential free contact only!</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Recommendation: Suitable micro switch with gold-plated contacts for 12 VDC/50mA (e.g. „DB series“ by Cherry).</td>
</tr>
</tbody>
</table>

#### Socket

<table>
<thead>
<tr>
<th>Socket</th>
<th>Description</th>
<th>Capacity / Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>Connection to input unit.</td>
<td>Use enclosed connection cable.</td>
</tr>
<tr>
<td>Q2</td>
<td>Input 3</td>
<td>Not used for Questor lock</td>
</tr>
</tbody>
</table>

### 3.5 Commissioning

1. Close and secure battery compartment using enclosed M3x6 Allen screw.
2. Open lock by entering factory set Master Code (00123456).
3. Confirm with ENTER. Lock opens – „Open“ is displayed.
4. Close lock (without closing the door!) by pressing DEL or by activating the connected door contact.
5. The unit is now ready for programming and operation.
4 Modes of operation

4.1 Standard mode (factory default)

Questor is shipped from the factory in standard mode with the master code 00123456, and functions as a conventional safe lock. The lock can be configured to meet customer requirements by using the keys on the input unit or with the AS 271 programming software.

Opening the lock in standard mode:

\[ \begin{array}{ccc}
\text{lock closed} & \Rightarrow & \text{XXXX} & \Rightarrow & \text{lock open} \\
\end{array} \]

Access to programming through the input unit/keypad

\[ \begin{array}{ccc}
\text{press “Mode”} & \Rightarrow & \text{XXXX} & \Rightarrow & \text{TIME} \\
\end{array} \]

Settings

TIME: Setting the lock’s internal clock, date and display format.
DELAY: Delay times for normal opening, for opening under duress, a blocked period after a successful opening, and the confirmation time window.
CODE: Questor offers codes for one master user, two managers (each allocated with nine users), and for one courier.
AUDIT: The comprehensive audit can be read out with the software or with a terminal program.
MISC: Within a further input mask, the following settings can be adjusted:
LANGUAGE, one of various languages can be selected.
BLOCK CODE, this function is used to temporarily deactivate both individual users, and managers.
REMOTE DISABLING, when appropriately configured, the lock can be disabled through an input on the lock housing.
DURESS, the triggering of a duress alarm can be activated if necessary. The alarm is triggered by changing the opening code by ±1.
4-EYES PRINCIPLE, if necessary, Questor can be operated in standard mode as a “four-eyes” combination lock. The master user and courier can always open the lock alone.
4.2 OTC (One Time Combination)

In “One Time Combination” mode, Questor accepts one of the combinations generated by the dispatcher for a single opening of the safe. This one-time combination is valid for an unlimited period of time, but only for a single use. The lock uses a unique close seal to confirm that the safe has been closed. This close seal must be communicated to the dispatcher.

4.3 ICS (Interactive Code System)

In ICS mode, a user’s physical presence is verified at the lock. The user identifies themselves at the lock with a unique, four-digit ID. The lock responds by displaying a six-digit number. In order to receive a valid one-time opening combination, the user has to communicate this number to the dispatcher within a specific window of time. The combination provided by the dispatcher is only valid for a single safe opening during a short period of time. It can not be used again after that. The lock uses a unique close seal to confirm that the safe has been closed. This close seal must be communicated to the dispatcher.
5 Operating and display devices / operating modes

5.1 Operation and display elements

5.1.1 Input Unit (illustration A1)

1. Housing
2. Interface for Audit Trail read-out or PC connection
3. Connection cable to lock
4. INFO/ESC key (activate info display or escape/go back to upper level)
5. ENTER key (enter, confirm)
6. MODE key (activate Programming Mode)
7. Battery compartment
8. LEFT / RIGHT (directional keys to navigate)
9. NUMERICs (10 numeric keys 0…9)
10. DEL (delete, close lock)
11. LCD (liquid crystal display)
12. Buzzer

5.1.2 Display (illustration A2)

1. Menu TIME (to set time/date)
2. Menu DELAY (to program Time Delays)
3. Menu CODE (to modify codes)
4. Menu AUDIT (to read-out Audit Trail)
5. Menu MISC (to access additional settings)
6. Time format (12/24 Hrs.)
7. Text lines
8. Symbol „Warning“
9. Symbol „Replace batteries“
10. Symbol „Lock open“ (unlocked) or „Lock closed“ (locked)

Note! Menu selection
The menus are only accessible in Programming Mode.
To enter Programming Mode ➔ 7.2 Operating on page EN-21.

5.2 Buzzer signals

<table>
<thead>
<tr>
<th>Buzzer signal</th>
<th>Display</th>
<th>Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 short beep</td>
<td></td>
<td>key stroke</td>
</tr>
<tr>
<td>1 short, low-frequency beep</td>
<td>REFUSED</td>
<td>action refused</td>
</tr>
<tr>
<td>1 short beep every 60 seconds</td>
<td>WAIT</td>
<td>Time Delay or Duress Time Delay active</td>
</tr>
<tr>
<td>3 short beeps every 60 seconds</td>
<td>CONF</td>
<td>Confirmation Window active (waiting for confirmation code after elapse of Time Delay)</td>
</tr>
<tr>
<td>10 short beeps every 10 seconds</td>
<td>BAT-CMP/OPEN</td>
<td>battery compartment has been opened</td>
</tr>
<tr>
<td>10 short beeps every 30 seconds</td>
<td>OPEN</td>
<td>lock open</td>
</tr>
</tbody>
</table>

Table 2: Buzzer signals

Programming Software AS 271
Buzzer signal during „OPEN“ can be deactivated, buzzer volume may be set to high, low or off.
5.3 Status messages

During operation, the following messages could appear (messages in standard mode are indicated with “S”; messages in interactive mode with “I”):

5.3.1 Closed (modes S and I)
The lock has been mechanically locked – the current time is displayed. It can be opened by entering a combination.

5.3.2 Open (modes S and I)
The lock has been mechanically unlocked. The lock bolt and/or the safe door can be opened during a time window of 6 seconds. Otherwise, the lock closes again automatically.

5.3.3 Ready for entry of combination (mode I)
The lock is ready for operation and awaits the identification of a user (entry of a 4-digit user ID).

5.3.4 Entry of the opening combination (mode I - OTC)
As soon as a user has identified themselves at the lock by entering a 4-digit ID, the two-and-a-half minute time window for entering the opening combination starts to elapse. The remaining time is indicated on the display.

5.3.5 Entry of the opening combination (mode I - ICS)
Depending on which user has identified themselves at the lock, the time window for the entry of the combination is displayed together with the ICS-mode-specific request combination.

5.3.6 The close seal is displayed (mode I)
After the Questor has been locked or the time window for entry of the combination has elapsed, the 6-digit lock seal will appear in the display. This lock seal must be entered into the management software by the dispatcher.

5.3.7 Post-access delay (mode I)
The lock is currently waiting for the post-access time delay to expire and can not be opened. The INFO/ESC buttons can be used to call up the battery status and the last-used lock seal.

5.3.8 Opening delay (mode I)
In interactive mode, the waiting period is not displayed during an opening time delay (unlike the indication given in standard mode, see above).

5.3.9 Opening delay (mode S)
After a valid code has been entered to open the lock, the programmed opening delay begins to elapse and the remaining time will be displayed. An audible “BEEP” is sounded for 60 seconds. When the counter reaches 00:00, the end of the opening delay is signaled with another audible “BEEP”.

Note: If DEL is pressed, the opening delay will be reset and the lock will automatically revert to the “Closed” state.
The courier code bypasses an opening delay.

5.3.10 Confirmation after the opening delay has elapsed (mode S)
Once the opening delay has elapsed, the same code must be entered again as a confirmation within the programmed time window. The time remaining for entry of the code is displayed. An audible “BEEP” is sounded every 60 seconds. If the code is not confirmed, the lock will automatically revert to the “Closed” state when the counter reaches 00:00.

Note: Proceed as follows for four-eyes identification during an opening delay:
Repeat both codes as a confirmation (in no specific order).
5.3.11 Four-eyes identification (mode S)
If four-eyes identification has been activated, 2 codes must be entered to open the lock. This message is displayed as a prompt to enter the second code.

Note: The master code and the courier code bypass the four-eyes identification procedure – the lock can be opened without an additional code.

5.3.12 Blocking after entry of the wrong code/combinations (modes S and I)
A time penalty of 5 minutes begins to elapse after a fourth consecutive incorrect code/combinations has been entered for opening or programming. During this period, no codes/combinations may be entered, including those which are normally used to bypass or reset. The time remaining for the penalty period is displayed.

5.3.13 Remote block (mode S)
An external signal can be used to prevent the lock from being opened locally. When remote disabling is in effect, this message will be displayed while the lock is blocked.

5.3.14 Remote enabling (mode I)
An external signal can be used to prevent the lock from being opened locally. When remote disabling is in effect, this message will be displayed while the lock is blocked.

5.3.15 Identification with blocked code (mode S)
Codes can be blocked by a superior combination, at least until any such blocking is found to be unnecessary. Identification with a blocked code will be answered with this message. The selected function will not be executed, the state of the lock remains unchanged. This message also appears if an opening is attempted with the master code while “Master can not open” is selected.

5.3.16 Event memory (mode S)
The last 2400 events (e.g. openings, closings, programming, etc.) are stored in the power-failure-safe memory inside the lock. This data can be transferred to (optionally available special cable and software) and viewed on an external computer. This message is displayed while event data is being transferred.

5.3.17 Connected to programming software (modes S and I)
While the lock is connected to an external computer (optionally available AS 271 programming software), this message is displayed. The input unit can not be used, all keys are disabled.

5.3.18 Battery compartment has been opened! (modes S and I)
If the battery compartment has been opened, which also serves as a safeguard against the input unit being disassembled, this message will be displayed when:
- The lock is open while the battery compartment is open
- The battery compartment is opened and then closed again while the lock is locked.

This message can only be cleared by entering the valid master code or one of the manager codes.

5.4 Information menu
The information menu is activated by pressing the INFO/ESC button while “open” or “closed” appears in the display. Pressing INFO/ESC again initiates the display of the following sequence of indicators (alternately, every 6 seconds) in the display:
- Opening counter
- Battery charge (% of the rated capacity)
- Code input format (ID+PIN or PIN+ID)

Note: Press INFO/ESC again to advance to the next indicator.
6 Operation

6.1 Codes

6.1.1 Code hierarchy and entry formats

For operation and programming Master Code, Manager Codes, User Codes and Courier Code are available. Each code consists of an 8 digit number set together of an ID (identification) and a PIN (Personal Identification Number).

- The ID (2 digits) is pre-defined and identifies the code type.
- The PIN (remaining 6 digits) can be individually chosen.

**Note! ID+PIN or PIN+ID format**

With the Programming Software AS 254 the sequence to enter a code can be changed from ID followed by PIN to PIN followed by ID.

*Through the entire description of this manual the code format ID+PIN format (ID followed by PIN) is used.*

**Programming Software AS 271**

Entry format ID+PIN can be changed to PIN+ID. Information on code format used is available with **INFO/ESC** key (75.4 Information menu on page EN-16).

### Table of Codes

<table>
<thead>
<tr>
<th>Code Type</th>
<th>Code Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>MASTER</td>
<td>00 xxxxxxx</td>
</tr>
<tr>
<td>MANAGER 10</td>
<td>10 xxxxxxx</td>
</tr>
<tr>
<td>USER 11</td>
<td>11 xxxxxxx</td>
</tr>
<tr>
<td>USER 12</td>
<td>12 xxxxxxx</td>
</tr>
<tr>
<td>USER 13</td>
<td>13 xxxxxxx</td>
</tr>
<tr>
<td>USER 14</td>
<td>14 xxxxxxx</td>
</tr>
<tr>
<td>USER 15</td>
<td>15 xxxxxxx</td>
</tr>
<tr>
<td>USER 16</td>
<td>16 xxxxxxx</td>
</tr>
<tr>
<td>USER 17</td>
<td>17 xxxxxxx</td>
</tr>
<tr>
<td>USER 18</td>
<td>18 xxxxxxx</td>
</tr>
<tr>
<td>USER 19</td>
<td>19 xxxxxxx</td>
</tr>
<tr>
<td>USER 21</td>
<td>21 xxxxxxx</td>
</tr>
<tr>
<td>USER 22</td>
<td>22 xxxxxxx</td>
</tr>
<tr>
<td>USER 23</td>
<td>23 xxxxxxx</td>
</tr>
<tr>
<td>USER 24</td>
<td>24 xxxxxxx</td>
</tr>
<tr>
<td>USER 25</td>
<td>25 xxxxxxx</td>
</tr>
<tr>
<td>USER 26</td>
<td>26 xxxxxxx</td>
</tr>
<tr>
<td>USER 27</td>
<td>27 xxxxxxx</td>
</tr>
<tr>
<td>USER 28</td>
<td>28 xxxxxxx</td>
</tr>
<tr>
<td>USER 29</td>
<td>29 xxxxxxx</td>
</tr>
<tr>
<td>MANAGER 20</td>
<td>20 xxxxxxx</td>
</tr>
<tr>
<td>USER 21</td>
<td>21 xxxxxxx</td>
</tr>
<tr>
<td>USER 22</td>
<td>22 xxxxxxx</td>
</tr>
<tr>
<td>USER 23</td>
<td>23 xxxxxxx</td>
</tr>
<tr>
<td>USER 24</td>
<td>24 xxxxxxx</td>
</tr>
<tr>
<td>USER 25</td>
<td>25 xxxxxxx</td>
</tr>
<tr>
<td>USER 26</td>
<td>26 xxxxxxx</td>
</tr>
<tr>
<td>USER 27</td>
<td>27 xxxxxxx</td>
</tr>
<tr>
<td>USER 28</td>
<td>28 xxxxxxx</td>
</tr>
<tr>
<td>USER 29</td>
<td>29 xxxxxxx</td>
</tr>
<tr>
<td>COURIER</td>
<td>90 xxxxxxx</td>
</tr>
</tbody>
</table>

![Diagram of Code Hierarchy](image)
6.1.2 Code types

The factory set Master Code 0 0 1 2 3 4 5 6 is identical on all locks of this type, and therefore not suitable for daily use. Upon initialization and testing the Master Code must be changed from factory set value and set to individually selected values.

---

**Important! Personalization of codes**

During commissioning and start-up of the unit all codes must be personalized. **Never use any simple combination of numbers (e.g. 11223344, 12345678) or personal data (e.g. birthdays). For safety reasons, codes should be altered at regular intervals!**

---

6.1.2.1 Master Code

The Master Code is the highest code within the code hierarchy. It **cannot** be deleted.

**Factory setting:** 0 0 1 2 3 4 5 6

**Functions:**
- Opening the lock (even alone in Dual Mode)
- Alteration of all codes
- Accessing full range of function

---

**Programming Software AS 271**

The Master Code can be defined as „cannot open the lock“. Thereupon, entering the Master Code for lock opening is confirmed with the message „DENIED“ – the lock does not open.

---

**Warning! Lost codes**

Lost codes can only be deleted and redefined with a higher-level code. **Please take note, that a lost Master Code can neither be located nor restored under any circumstances. There is no so called „Override code“ or „Super code“!**

---

6.1.2.2 Manager Codes

2 Manager Codes (Manager Code 1, Manager Code 2) are available. Each Manager Code can administrate a group of User Codes.

**Factory setting:** no code assigned

**Functions:**
- Opening the lock
- Alteration of own Code
- Activation, deletion and alteration of subordinated User Codes
- Denial and permission of subordinated User Group
- Alteration of subordinated Time Delay and Confirmation Window
- Activation of Immediate Time Lock function

---

6.1.2.3 User Codes

A total of 18 User Codes in 2 groups of up to 9 each can be defined. User Codes can be defined even if no Manager Code is active.

**Factory setting:** no code assigned

**Functions:**
- Opening the lock
- Alteration of respective User Code

---

6.1.2.4 Courier Code

1 Courier Code can be provided to personnel filling/emptying secured containers (CIT (Cash-In-Transit Services)) without any programmed Time Delays being of relevance.

**Factory setting:** no code assigned

**Functions:**
- Opening the lock (even alone in Dual Mode) by bypassing Time Delay
- Alteration of Courier Code

---

6.1.3 Shelve Function

All codes, parameters and data (e.g Locking Periods, Time Delays etc.) are reset to factory settings. Audit Trail and opening counter remain unchanged. This function is only available if Programming Mode is accessed with Master Code.
6.1.4 Duress Code

If the lock is connected to an external alarm system, a silent duress alarm (unnoticeable for the aggressor) can be initiated by the operator.

To trigger a duress alarm, the value 1 has to be added or deducted to the last digit of the code. Duress alarms can be initiated with all code types at any time.

Entering the Duress Code for each lock opening starts the programmed Duress Time Delay.

**Requirement! Enabling/disabling Duress Code**

Duress Codes are recognized only if this function is enabled by the Master Code (\(^7.4.5.3\) Submenu DURESS (enabling Duress Code function) on page EN-28).

**Important! PIN+ID format**

With PIN+ID entry sequence changes.

To trigger a duress alarm, value 1 has to be added or deducted to the first digit of the code!

**Note! Duress status period**

After entering a Duress Code, the duress status is maintained until the lock has been opened once with a non-duress code!

**Programming Software AS 271**

Two Duress Time Delays are available: the first is valid for Master, Manager 1 and Users 11 ... 19, the second for Manager 2 and Users 21 ... 29.

The Duress Time Delays can be set independent (longer or shorter) of normal Time Delays.

6.2 Code entry

Codes are entered in 2 groups of 4 digits. To enter a code proceed as follows:

1. Key-in the first 4 digits of the code.
2. Continue by keying-in second 4 digits of the code.
3. Complete code entry by pressing ENTER.

**Note! Phantom Code / Diverting manoeuvre**

During code entry a possible observer can be diverted. Only the first 7 and the last entered digit will be considered as a code.

- **Enter your code as usual (at least the first 7 digits) and keep on adding any combination as desired.**
- **Enter the last digit of your code and press ENTER.**
6.3 Opening procedure

Display switches off automatically after 3 minutes without any key being pressed.
1. Wake-up display by pressing any key. Status message appears.
2. Enter code with NUMERICS. An asterisks appears for every digit entered.
3. If unit is set to Dual Mode enter second code.
4. Open lock by confirming with ENTER.
5. Open container.
6. If desired continue in Programming Mode (as from page EN-21).

Note! Denied opening
Opening is not possible during following conditions:
• Penalty after wrong trials (page EN-16).
• During active Locking Period (page EN-15).
• During Remote Disabling is in process (page EN-16).
• Active connection with the Programming Software (page EN-16).

6.4 Closing procedure

7. The lock normally closes automatically when the boltwork is closed.

Note! Additional closing options
Depending on the safe design the closing procedure can be made dependent on additional factors.
Contact the supplier of the safe or consult section 3 Installation and Connection on page EN-9.
7 Programming

7.1 Menus and submenus

Following menus and corresponding submenus are available in Programming Mode:

- **Menu TIME (to set time/date)**
  Submenus: "TIME", "DATE", "AM/PM"

- **Menu DELAY (to program Time Delays)**
  Submenus: "DELAY", "CNF WIN"

- **Menu CODE (to modify codes)**
  Submenus: "MASTER", "MANAGER", "USER", "COURIER", "SHELVE"

- **Menu AUDIT (to read-out Audit Trail)**
  Submenu: "START ?", "YES" and "NO"

- **Menu MISC (to access additional settings)**
  Submenus: "CDE DEN", "RMT-DIS", "DURESS", "DUAL", "LANG"

7.2 Operating

7.2.1 Activate Programming Mode

1. Open lock (6.3 Opening procedure on page EN-20).
2. Press **MODE**.
3. Enter code.
4. Confirm with **ENTER**.
   
   Programming Mode is now activated. Selectable menus according to entered code are displayed.

7.2.2 Navigate in Programming Mode

5. Scroll with **LEFT** and **RIGHT** to desired menu.
6. Confirm selection with **ENTER**.
   
   Menu is now open. First submenu is displayed.
7. Scroll with **LEFT** and **RIGHT** to desired submenu.
8. Confirm selection with **ENTER**.
   
   Settings or functions are now displayed.

7.2.3 Change settings in Programming Mode

9. To program individual settings and functions follow the corresponding description as described as from Chapter 7.4 Programming procedures on page EN-23.
10. Perform programming procedures.
11. Move with **LEFT** and **RIGHT** to "YES / NO" or "ON / OFF", then press **ENTER** to store selected setting.
12. Saving of data is confirmed with a message "accepted" on the display.
7.2.4 Quit Programming Mode

13. Press **INFO/ESC**. Next higher menu level is displayed.

7.2.5 Exit

14. Press **MODE** and confirm with **ENTER** or press **INFO/ESC** until Programming Mode is aborted.

Display switches off automatically after 1 minute without any key being pressed.

**Important!** **Loss of data**

Any changes which have not been confirmed with „Accepted“ will be lost!

7.3 Access rights

Depending on lock status and code used upon activating Programming Mode following entries and settings can be made:

<table>
<thead>
<tr>
<th>Function</th>
<th>Authorization</th>
<th>Lock</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set Date</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Set Time</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set Time format</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set Time Delays</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Set Confirmation Window</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Change Master Code</td>
<td>✓</td>
<td>✓</td>
<td>Master Code cannot be deleted!</td>
</tr>
<tr>
<td>Change Manager Code</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Delete Manager Code</td>
<td>✓</td>
<td>✓</td>
<td>Respective User Codes will not be deleted!</td>
</tr>
<tr>
<td>Change Courier Code</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Delete Courier Code</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delete User Codes</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Change User Code</td>
<td>✓</td>
<td>✓</td>
<td>User can only change own code!</td>
</tr>
<tr>
<td>Employ Shelve Function</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read-out Event Memory</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Deny/permit subordinated codes</td>
<td>✓</td>
<td>✓</td>
<td>Entire group of User Codes will be denied/permited!</td>
</tr>
<tr>
<td>Activate/deactivate Remote Disabling</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activate/deactivate Duress Code</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activate/deactivate Dual Mode</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Change Display Language</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Table 3: Access rights**

Legend:  
- **MA** Master Code  
- **U** User Code  
- **Mx** Manager Code 1, 2  
- **C** Courier Code  
- **o** open  
- **c** closed
7.4 Programming procedures

**Requirement!**  **Preconditions**
Following criteria must be fulfilled to enable programming:

- Lock must remain open during entire programming procedure.

**Important!**  **Auto switch-off**
After an operating pause of 1 minute the display will be turned off – Programming Mode will automatically be exited. Any unsaved entries will be lost!
While programming, make sure to strike any key within 1 minute.

7.4.1 **Menu TIME (to set time/date)**
Submenus: „TIME“, „DATE“, „AM/PM“

7.4.1.1 **Submenu TIME (changing time)**
Authorization: Master Code
1. Select submenu „TIME“.
2. Press **ENTER**. Currently set time appears.
3. Enter time using **NUMERIC**. After each number cursor moves automatically one digit to the right. If needed scroll **LEFT** and enter again.
4. Confirm with **ENTER**.

**Note!**  **Time format**
Possible entries depend on AM/PM setting (7.4.1.3 Submenu AM/PM (setting time format) on page EN-23).
If AM/PM is activated, time must be entered in 12-Hour-Format (e.g. 14:25 as 02:25 PM). The suffix AM or PM can be selected with **RIGHT**.

7.4.1.2 **Submenu DATE (changing date)**
Authorization: Master Code
1. Select submenu „DATE“.
2. Press **ENTER**. Currently set date appears.
3. Enter month (January=01, February=02, … December=12) and day with 2 digits, year 4 digits using **NUMERIC**. After each number cursor moves automatically one digit to the right. If needed scroll **LEFT** and enter again.
4. Confirm with **ENTER**.

**Note!**  **Date/time display**
Within the display navigation between day, month and year is performed with **LEFT** and **RIGHT**. Respective weekdays and leap years are automatically calculated.
- Execute changes at flashing digit.
- Select date of internal calendar between Jan-1-2002 and Dec-31-2099.

7.4.1.3 **Submenu AM/PM (setting time format)**
Authorization: Master Code
1. Select submenu „AM/PM“.
2. Select either „ON“ or „OFF“ by scrolling with **LEFT / RIGHT**.
3. Confirm with **ENTER**.

**Note!**  **Time format**
Entry formats depend on selected time format.
- With „ON“ time is displayed in 12-Hour-Format (1:00 – 12:59 with suffix AM (ante meridiem = before noon) or PM (post meridiem = after noon).
- With „OFF“ time is displayed in 24-Hour-Format (00:00 – 23:59).

7.4.2 **Menu DELAY (to program Time Delays)**
Submenus: „DELAY“, „CNF WIN“
7.4.2.1 Submenu DELAY (programming Time Delays)

Once a valid code is entered, the lock only opens when the programmed time delay has elapsed. A delay can be set between 0 (deactivated, no delay) and 99 minutes. Seconds are not taken into account.

Authorization: Master Code or Manager Code

7.4.2.1.1 Changing Time Delays

1. Select submenu „DELAY“.
2. Press ENTER. Current Time Delay duration appears.
3. Use NUMERICS to set duration.
4. Confirm with ENTER.

7.4.2.1.2 Deactivating Time Delays

Proceed as described above. Set delay duration to 00:00.

Note! Factory setting / Override by Courier Code
- Upon delivery Time Delays are deactivated (00:00).
- Entering a Courier Code always opens the lock without any Time Delay.

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An additional Duress Time Delays can be set independent (longer or shorter) of normal Time Delay.

It is also possible to suppress Time Delays with an external signal (see section 1.6.2 Electronics on page EN-5 „Inputs“). This allows to open the lock (e.g. to empty ATMs) without a Time Delay.

7.4.2.2 Submenu CNF WIN (programming Confirmation Window)

To prevent the lock from automatic opening once a Time Delay has elapsed, the same code has to be entered again within a certain time window.

Authorization: Master Code or any Manager Code

7.4.2.2.1 Changing the Confirmation Window

1. Select submenu „CNF WIN“.
2. Press ENTER. Current value is displayed.
3. Use NUMERICS to set duration.
4. Confirm with ENTER.

Note! Factory setting / Limitations
- Upon delivery Confirmation Window is set to 5 minutes.
- Confirmation Window value must be set 1…99 minutes (can not be deactivated).
7.4.3 Menu CODE (to apply and modify codes)

Submenus: „MASTER“, „MANAGER“, „USER“, „COURIER“, „SHELVE“

The following table shows the authorizations of codes to perform modifications (for an overview of available code types and their respective formats page EN-17).

<table>
<thead>
<tr>
<th>Master Code</th>
<th>Manager Codes</th>
<th>User Codes</th>
<th>Courier Code</th>
<th>can be modified by owner of…</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>A C D</td>
<td>A C D</td>
<td>A C D</td>
<td>Master Code</td>
</tr>
<tr>
<td>–</td>
<td>C</td>
<td>A C D</td>
<td>–</td>
<td>respective Manager Code</td>
</tr>
<tr>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>respective User Codes</td>
</tr>
<tr>
<td>–</td>
<td>–</td>
<td>–</td>
<td>C</td>
<td>Courier Code</td>
</tr>
</tbody>
</table>

Table 4: Possible code modifications

Legend:  
A Activate  
C Change  
D Delete

7.4.3.1 Submenu MASTER (programming Master Code)

Authorization: Master Code

1. Select submenu „MASTER“.
2. Press ENTER.
3. Select „YES“ and confirm with ENTER.
4. Use NUMERICs to enter new code (observe entry format – page EN-17).
5. Confirm with ENTER. „CONFIRM“ is displayed.
6. Use NUMERICs to confirm new code.
7. Confirm with ENTER.

7.4.3.2 Submenu MANAGER (programming Manager Codes)

Authorization: Master Code or respective Manager Code

1. Select submenu „MANAGER“.
2. Press ENTER.
3. If authorization with Master Code: LEFT and RIGHT to the Manager you wish to alter (Manager Codes already activated are displayed by „USED“). Press ENTER.
4. Select „YES“ and confirm with ENTER.
5. Use NUMERICs to enter new code (observe entry format – page EN-17).
6. Confirm with ENTER. „CONFIRM“ is displayed.
7. Use NUMERICs to confirm new code.
8. Confirm with ENTER.

7.4.3.3 Submenu USER (programming User Codes)

Authorization: Master Code, respective Manager Code or respective User Code

If authorization with User Code proceed directly to step 6.

1. Select submenu „USER“.
2. Press ENTER.
3. LEFT and RIGHT to the User you wish to alter (User Codes already activated are displayed by „USED“).
4. Press ENTER.
5. Select „YES“ and confirm with ENTER.
6. Use NUMERICs to enter new code (observe entry format – page EN-17).
7. Confirm with ENTER. „CONFIRM“ is displayed.
8. Use NUMERICs to confirm new code.
9. Confirm with ENTER.
7.4.3.4 Submenu COURIER (programming Courier Code)

Authorization: Master Code or Courier Code

If authorization with Courier Code proceed directly to step 3.

1. Select submenu „COURIER“.
2. Press ENTER. Activated Courier Code is displayed with „USED“. Select „YES“ and confirm with ENTER. If no Courier Code is programmed („ – – – – –“) is shown. Press ENTER again.
3. Use NUMERICS to enter new code (observe entry format – page EN-17).
4. Confirm with ENTER. „CONFIRM“ is displayed.
5. Use NUMERICS to confirm new code.
6. Confirm with ENTER.

7.4.3.5 Submenu SHELVE (employing Shelve Function)

Important! Shelve Function

Employment of the Shelve Function will erase all codes and will set all parameters, such as Time Delay, Time Lock function, Dual Mode, display language, inputs, outputs etc. to factory set values. Time/date, opening counter and Audit Trail will remain unchanged.

Before continuing, be aware that all data will be lost!

Saving data with Programming Software AS 254 prior shelving is recommended!

Take note that codes cannot be saved!

Authorization: Master Code
1. Select submenu „SHELVE“.
2. Press ENTER.
3. Select „YES“ and confirm with ENTER.

7.4.3.6 Changing a code

Authorization: 6.1 Codes on page EN-17

1. Select submenu „CODE“.
2. Press ENTER.
3. LEFT and RIGHT to the code type you wish to alter. If the Programming Mode was entered with a higher level code, press ENTER again and use LEFT and RIGHT to the code you wish to alter and press ENTER again.
4. Select „YES“ and confirm with ENTER.
5. Use NUMERICS to enter new code (observe entry format – page EN-17).
6. Confirm with ENTER. „CONFIRM“ is displayed.
7. Use NUMERICS to confirm new code.
8. Confirm with ENTER.

7.4.3.7 Deleting a code

Authorization: 6.1 Codes on page EN-17

1. Select submenu „CODE“.
2. Press ENTER.
3. LEFT and RIGHT to select code type you wish to delete. If the Programming Mode was entered with a higher level code, press ENTER again and use LEFT and RIGHT to the code you wish to delete.
4. Press DEL.
5. Select „YES“ and confirm with ENTER.

Note! Limitations

- The Master Code cannot be deleted.
- Upon deletion of a Manager Code the corresponding group of User Codes remain unchanged and will not be deleted.
### 7.4.4 Menu AUDIT (to read-out event memory)

**Authorization:** Master Code

**Precondition:** This operation can also be executed while the lock is closed by pressing **MODE** and entering the Master Code.

1. „START?“ is displayed.
2. Confirm with **ENTER**.

**Remark:** The actual content of the event memory is now output via the serial interface to a logging device (e.g. PC, printer).

3. The following is shown on the display: „STOP ?“. The event data are output. The number of output events is showed continuously on the display.
   To quit press **DEL**, **INFO/ESC** or **ENTER** again.
   When all events have been output, the message „DONE“ appears.

### 7.4.5 Menu MISC (to access additional settings)

Submenus: „CDE DEN“, „RMT-DIS“, „DURESS“, „DUAL“, „LANG“

#### 7.4.5.1 Submenu CDE DEN (programming Code Denial)

A higher-level code can deny access for lower-leveled codes until possible re-permission. As an example, „Off-Duty-Shifts“ can be locked out and reassigned again once they start their shift.

An entire User Group (with or without its corresponding Manager Code) can be declared invalid.

**Authorization:** Master Code or any Manager Code

1. Select submenu „CDE DEN“.
2. Press **ENTER**.
3. **LEFT** and **RIGHT** to desired User Group or Manager.
4. Confirm with **ENTER**.
5. Select „ON“ for denial (access not authorized) or „OFF“ for permission (access authorized) and confirm with **ENTER**.

#### 7.4.5.2 Submenu RMT-DIS (programming Remote Disabling)

Operation of the closed lock can be inhibited by an external signal. This function can e.g. be employed when additional identification (e.g. badge, biometrics) is desired or to prevent opening during certain circumstances (e.g. when alarm system is armed).

**Note! Limitations**

- **The function is not active when lock is open – lock can then be operated normally.**

**Authorization:** Master Code

1. Select submenu „RMT-DIS“.
2. Press **ENTER**.
3. Select „ON“ for activation (Remote Disabling possible) or „OFF“ for deactivation (Remote Disabling not possible) and confirm with **ENTER**.
7.4.5.3 Submenu DURESS (enabling Duress Code function)
If the lock is connected to an external alarm system, a silent duress alarm (not noticeable for
the aggressor) can be triggered (7.6.1.4 Duress Code on page EN-19).
Duress Codes are recognized if this function has been enabled by the Master Code.
Authorization: Master Code
1. Select submenu „DURESS“.
2. Press ENTER.
3. Select „ON“ for activation (Duress Code entry possible) or „OFF“ for deactivation
(Duress Code entry not possible) and confirm with ENTER.

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Duress Time Delay can be set independent (longer or shorter) of Time Delay.

7.4.5.4 Submenu DUAL (enabling Dual Mode)
The lock can be set to require 2 codes for opening. It can be employed when only 2 persons
together are supposed to be able to open the lock.
Authorization: Master Code
1. Select submenu „DUAL“.
2. Press ENTER.
3. Select „ON“ for activation (Dual Mode active) or „OFF“ for deactivation (Dual Mode
not active) and confirm with ENTER.

Following code combinations for opening in Dual Mode are possible:

<table>
<thead>
<tr>
<th>If no Time Delay is programmed</th>
<th>If a Time Delay is programmed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Codes to open the lock</td>
<td>Codes to start the Time Delay</td>
</tr>
<tr>
<td>MASTER</td>
<td>MASTER</td>
</tr>
<tr>
<td>MANAGER and MASTER</td>
<td>MANAGER and MASTER</td>
</tr>
<tr>
<td>MANAGER and COURIER</td>
<td>MASTER</td>
</tr>
<tr>
<td>2 MANAGER</td>
<td>MANAGER and CURIOER</td>
</tr>
<tr>
<td>MANAGER and USER</td>
<td>MANAGER and CURIOER</td>
</tr>
<tr>
<td>USER and MASTER</td>
<td>2 MANAGER</td>
</tr>
<tr>
<td>2 USER</td>
<td>MANAGER and USER</td>
</tr>
<tr>
<td>USER and CURIOER</td>
<td>USER and MASTER</td>
</tr>
<tr>
<td>COURIOER</td>
<td>USER and MASTER</td>
</tr>
<tr>
<td></td>
<td>2 USERS</td>
</tr>
<tr>
<td></td>
<td>USER and CURIOER</td>
</tr>
</tbody>
</table>

Table 5: Possible code combinations in Dual Mode

Note! Limitations
• Once the Time Delay has elapsed, both codes must be entered again for verification
– codes can be entered in any sequence.
• Master Code and Courier Code can open the lock without any second code.
• If Master Code or Courier Code is entered first, no second code will be required upon
confirmation.
• If two codes were entered, the opening delay of the last code will be performed.
Exception: if the first entered code was a Duress Code, its Duress Time Delay will be
performed.

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Master Code can be defined as „cannot open“. If so, it can neither be used to open the lock
nor to start the Time Delay. Message „DENIED“ is shown instead. However, if only one oper-
able code is programmed in Dual Mode, Master Code can open, though!
7.4.5.5 Submenu LANG (changing display language)
By default the system language is set to English. If desired, other languages can be selected.
(\textsuperscript{1}1.6.5 Factory settings on page EN-7)

\textit{Authorization:  Master Code}
\begin{enumerate}
\item Select submenu „LANG“.
\item Press \textbf{ENTER}. Selection „ENGLISH“ is displayed.
\item Use \textbf{LEFT} or \textbf{RIGHT} to select desired language. Press \textbf{ENTER} to confirm.
\end{enumerate}
8 Maintenance

8.1 Error messages

Operating errors, false entries or possible defects can result in error messages. Their significance and most possible cause are described in table below.

<table>
<thead>
<tr>
<th>Display</th>
<th>Menu</th>
<th>Submenu</th>
<th>Cause</th>
</tr>
</thead>
<tbody>
<tr>
<td>BAT-CMP OPEN</td>
<td></td>
<td></td>
<td>Battery compartment has been opened.</td>
</tr>
<tr>
<td>LINE OFF</td>
<td>CODE</td>
<td>MASTER MANAGER</td>
<td>Connection between lock and Input Unit is interrupted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>USER Courrier</td>
<td></td>
</tr>
<tr>
<td>ID ERR</td>
<td>CODE</td>
<td>MASTER MANAGER</td>
<td>ID is not „00“</td>
</tr>
<tr>
<td></td>
<td></td>
<td>USER Courrier</td>
<td>ID is not „10“ or „20“</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ID is not „11…19“ or „21…29“</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ID is not „30“</td>
</tr>
<tr>
<td>REFUSED</td>
<td>CODE</td>
<td>MASTER MANAGER</td>
<td>Code change:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>USER Courrier</td>
<td>Code entered did not match the code entered first.</td>
</tr>
<tr>
<td>REFUSED</td>
<td></td>
<td></td>
<td>after confirmation of an entry in Programming Mode</td>
</tr>
<tr>
<td>REFUSED</td>
<td>TIME</td>
<td>DATE</td>
<td>▪ Invalid date (e.g. Sep 31st).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Date out of limit (Jan 1st 2002 until Dec 31st 2099).</td>
</tr>
<tr>
<td>MOT FLT</td>
<td></td>
<td></td>
<td>Motion Fault during bolt movement.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Reboot unit by removing batteries for one hour and inserting new</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>batteries.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Check if bolt movement is smooth or if bolt is mechanically</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>blocked</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Call vendor for tech support (replace lock)</td>
</tr>
<tr>
<td>HDW FLT</td>
<td></td>
<td></td>
<td>Hardware fault: Proceed as with MOT FLT.</td>
</tr>
<tr>
<td>OVFLW AUDit</td>
<td></td>
<td></td>
<td>More than 2400 events occurred within the last 7 days, therefore</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>manipulation is suspected. Only Master Code or Manager Codes allowed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>for confirmation of this error message. Only Master Code or Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Codes are denied. Proceed with</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Read-out Audit Trail.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Set clock close before midnight.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Let clock run over midnight.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>▪ Set clock back to actual time.</td>
</tr>
<tr>
<td>VERSION Err</td>
<td></td>
<td></td>
<td>Input Unit and lock are not compatible. They bear different versions.</td>
</tr>
</tbody>
</table>

Table 6: Error messages

8.2 Servicing

8.2.1 Replacing batteries

The Questor is powered by 3 1.5 Volt ALKALINE batteries (type AM3, AA) with a service life of approximately 3 to 4 years.

Batteries must be replaced once the „battery low“ symbol appears. The lock remains fully operational until the battery voltage drops below a further limit which enables operation until battery replacement. However, the internal lock functions continue until the voltage finally drops below the value required for correct operation.

1. Release centre screw on the bottom side of Input Unit (illustration A3).
2. Carefully slide out battery compartment until it catches at limit stop.
3. Remove old batteries and wait 5 minutes. Replace all 3 batteries by new ones. **Observe polarity!**
4. Slide battery compartment back in and fix it with the screw. A „BEEP signal“ sounds.
5. Confirm message „BAT-CMP OPEN“ by entering Master Code or a Manager Code. If no reaction on Master Code or Manager Code: close lock **with door open**.
   If still no reaction: wait 2 minutes and enter Master Code or Manager Code again.
Warning! Power-out for more than 5 minutes
If the lock is without power for more than approximately 5 minutes the internal clock will cease and reset to the last clock hour. All other settings are saved in a power-failure proof memory.
To set time and date anew the Master Code will be required!

Important! Disposal of used batteries
Used batteries must be handled with caution and disposed separately.
Return used batteries to vendor. Please observe local regulations.

8.2.2 Cleaning
If necessary, clean external parts of the Input Unit with a soft, damp cloth and a mild detergent. Do not use solvents.

8.3 Customer Service
Should any functional errors or operating problems occur, please contact your agent or the customer service department (refer to rear cover of this manual for contact details).

8.4 Spare parts and accessories
Following items are available:

<table>
<thead>
<tr>
<th>Description</th>
<th>P/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programming Software AS 271 (including cable)</td>
<td>AS 271</td>
</tr>
<tr>
<td>Cable RS232 for Audit Trail output</td>
<td>F 675</td>
</tr>
<tr>
<td>Operating Manual</td>
<td>KSW3s527.0001</td>
</tr>
<tr>
<td>Operating Manual for Programming with Software AS 271 and Activation with Software AS 270</td>
<td>KSW3s527.0003</td>
</tr>
<tr>
<td>Operating Manual for Management Software AS 274</td>
<td>KSW3s527.0004</td>
</tr>
</tbody>
</table>
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according to 2004/108/EC and 2006/95/EC

Manufacturer: Kaba AG
Address: Mühlebühlstrasse 23
P.O. Box
CH-8620 Wetzikon, Switzerland

declares, that the product:

Product names: SL 527 / Questor
Model numbers: – –
Product options: n/a

conforms to the following product specifications:

IEC 61000-6-3: 2006
CISPR 22 (Ed.6): 2008
EN 61000-4-2 2000
EN 61000-4-3 2006
EN 61000-4-4 2004
EN 61000-4-5 2005
EN 61000-4-6 2003 / A1: 2004 / A2: 2006

Supplementary information:

The product herewith complies with the regulations of the Low Voltage Directive 2006/95/EC and the EMC Directive 2004/108/EC.

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