2500 SERIES

WALL OR DOOR MOUNTED KEYPAD

1

Do this first:

Hardware Installation

Introduction

These instructions show how to install the 2500, 12V series keypad, enclosure, power supply & electric strike on a typical door. Your door setup may differ, but the same principles will apply.

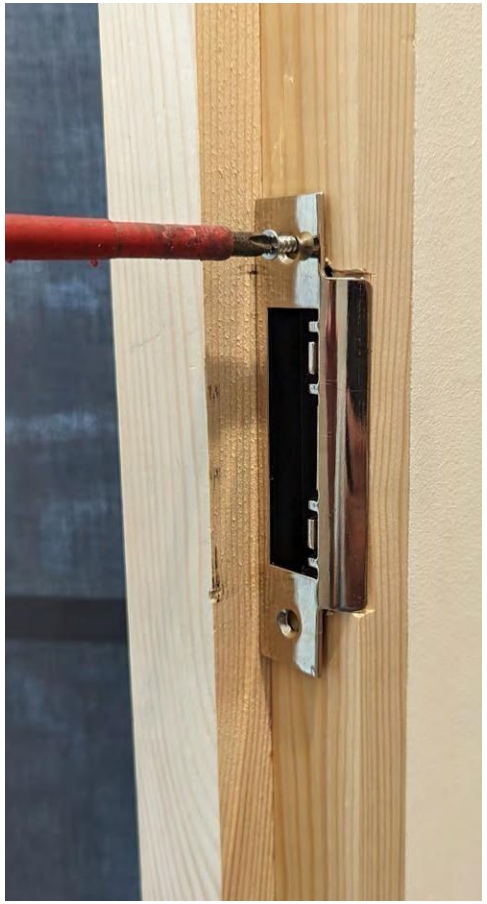
The 2500 will work with most 12V DC lock mechanisms, including electric strikes, magnetic locks, solenoid locks, gate locks and multi-point motors. It can also connect to existing intercom systems but for these we recommend professional installation.

The door used for this manual has a standard mortice latch with a lever handle and euro keyed cylinder. In this installation we are going to leave these in place and adapt to use with a 12V electric strike. *(12V strike not included.)*

The 2500 requires a mains power socket within 6 feet (2 metres) of the enclosure. The keypad is mounted on the external side and should be located on the wall or door frame as close to the existing handle as possible. The white plastic enclosure is located on the internal side and is wired to the keypad. The connector cables are approximately 32 inches (0.8 metre) in length so this will partly determine the controller position.

The controller can be located up to 10 feet (3 metres) away but this will involve lengthening the cables and purchasing additional Wi-Fi extension leads. The electric strike is also wired to the controller so this will be a determining factor. The white enclosure cover contains the Wi-Fi antenna and must be located where there is a strong Wi-Fi signal. Alternatively, fit a Wi-Fi booster device.

Installation



1. **Remove the existing strike plate from the door frame.**

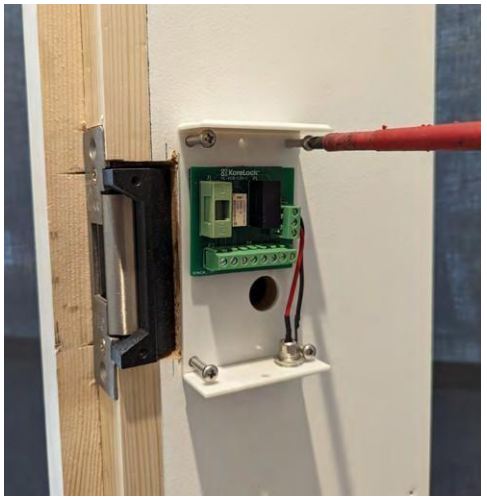
2. **Prepare electric strike install.** Determine the best position for the electric strike. Prepare the frame with the proper size cutout to fit the strike as per manufacturer's instructions.

3. **Using the included security wrench, remove the T10 screw from the underside of the white enclosure.** The cover unclips from the top side by slightly pushing out the cover sides so that it can slide off.

4. **Position the white enclosure in the preferred position.** In this instance we will install it close to the strike. This wall is hollow so the keypad and enclosure do not need to align exactly on the internal and external walls. If the wall is solid then it might be easier to drill a hole through the wall so they align perfectly. You will need to make sure that the cables from the electric strike have a route to the enclosure.

Do not mount the enclosure hard up to the strike or a wall as space is required to slide the cover on.

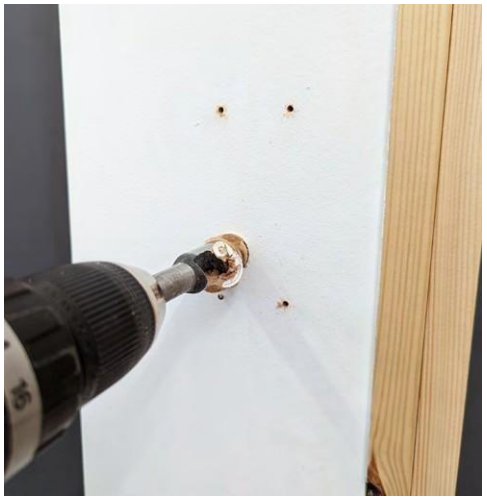
5. Mark up the position of the cable and mounting screws and drill a ¾” (19mm) cable hole.



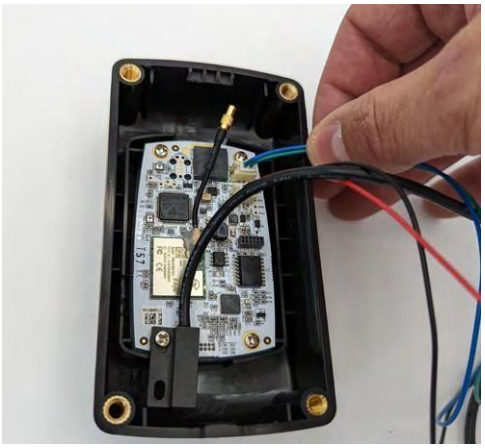
6. Fix the enclosure to the wall using the included fixings.

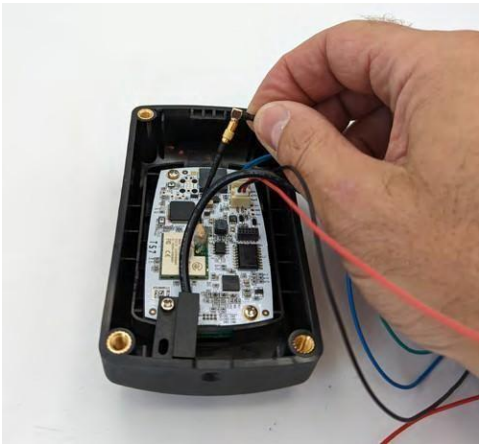
7. Remove the T10 security screw from the keypad using the included wrench.

8. Position the keypad backplate and mark the position of the cable and fixing holes.



9. Drill out these holes.

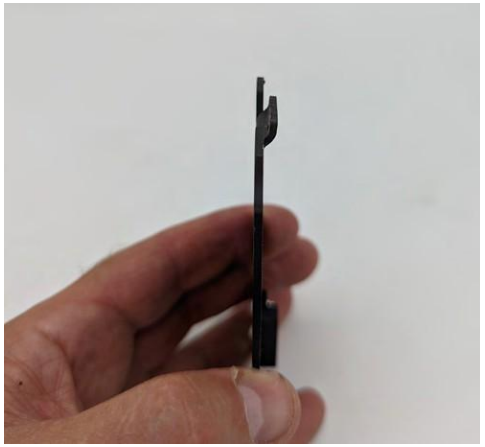




10. **Plug in the red/black and blue/green cables as per the wiring diagram. Also connect the Wi-Fi antenna lead.** You should have 4 cables.

Optional

If installing the keypad outdoors, to protect from moisture ingress, you must either fit the included rubber gasket or fit a protective rainshield. If installing indoors then there is no need to fit the gasket or rainshield.



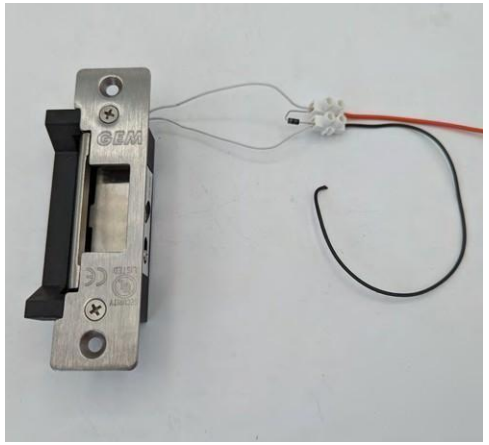
11. If fitting the gasket, use pliers to carefully bend the top tap up slightly. This makes aligning the keypad easier. There is no need to do this if fitting the rainshield.

12. In this instance we will use the rubber gasket. Place the gasket over the pre-drilled holes and then align the backplate over the gasket. Fix to the wall using the 4 included fixing screws.

13. Feed the 4 cables through the hole, making sure to pull them through the hole in the enclosure. Do not pull tight, you should leave some slack cable within the keypad body.

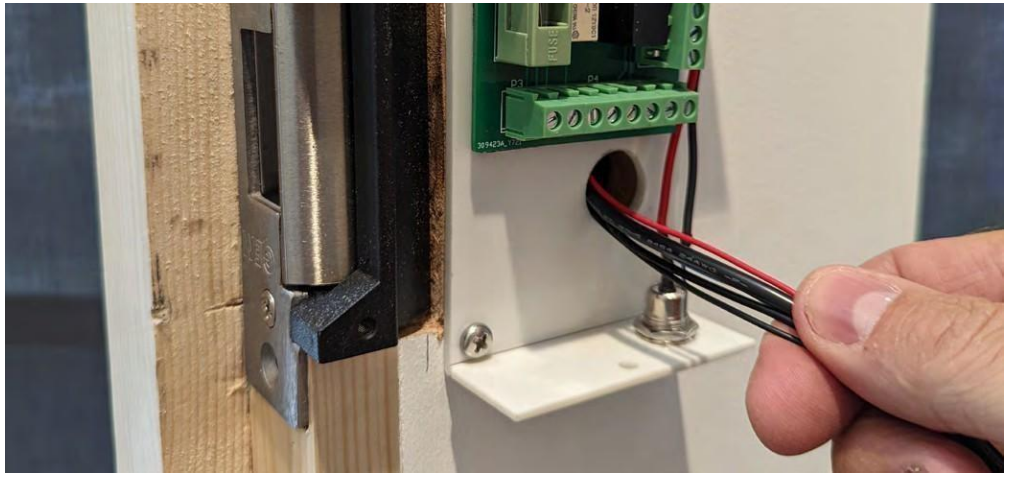
14. Hold the keypad at an angle and insert into the backplate. It must be perfectly aligned. If it will not locate, try bending the tab a 'little' more, but not too much as it could snap.

15. Secure the keypad in place with the T10 security screw.



16. **Remove the electric strike and fit the diode as per the wiring diagram.** The diode has a white ring on one side. This should connect to the +12V wire. The diode protects the electronics from unexpected power surges. Wrap some electrical insulation tape around the connector *(not shown here)*.

17. Refit the electric strike and carefully feed the cables through the door frame.



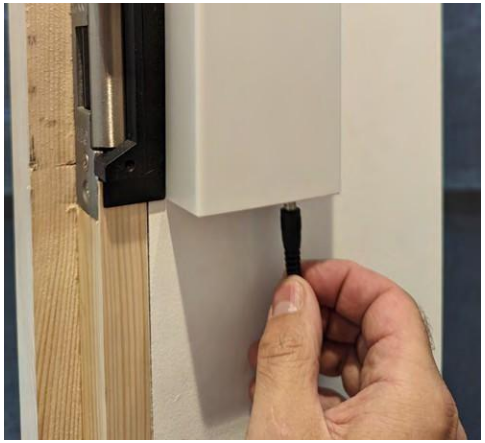
18. Locate and carefully pull the cables through the hole in the white enclosure.

19. Connect the 4 cables as per the wiring diagram.
In this instance we need a link wire between the VIN and COM terminals. Wiring for magnetic locks will differ depending on whether fail safe or fail secure is required. When fitting a Request to Exit button, an additional timer relay may be required.

20. The black 2 core cable from the keypad connects to either SEC terminals. This is a safety feature, if someone removes the keypad from the backplate then the power will switch off until the keypad is returned to the backplate.

21. **Connect the Wi-Fi antenna lead to the connector on the rear of the white enclosure cover.** Take a note of the MacID and Serial number of the lock as you will need these later. You may need to scan the QR code with a smartphone.

22. **Snap the enclosure cover back on, making sure that no cables are pinched.** Secure in place using the T10 security screw and wrench.



23. **Plug the 12V adapter into the jack on the underside of the enclosure and then plug the adapter into the main power supply.**

24. **Fix the electric strike in place.**

Set PIN Code

Add the first PIN Code on your lock by entering the following sequence on the keypad.

Enter the Programming Code (123456 by default) followed by the # button, 110 followed by #, and then enter your desired New PIN Code (4-8 digits) followed by #.

You should hear two beeps and see green lights when successful. Additional PINs can also be added via the RemoteLock app after connecting the lock to Wi-Fi.

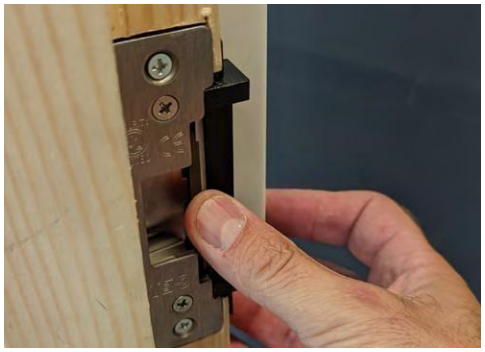
NOTE: PIN Codes cannot be single digit codes (1111) or all sequential numbers (1234).

Your PIN Code: _____

Testing

Before closing the door, check the operation of the lock.

Enter the PIN code from the previous step. The keypad should beep twice and you should hear the strike release.



Try again. This time after it beeps, push the electric strike with your finger to check that it has released. After 5 seconds it should lock back in place.

Congratulations!

Your lock is now installed.

Next:

Use the Connection Guide to finish setup.

Programming Functions

The keypad can be used to program lock functions. These functions can also be performed remotely from the RemoteLock app. None of the following functions are required for setup.

All keypad programming functions follow the same general steps:

1. Enter your Programming Code followed by the # button.
2. Enter the Function Code for the desired function, followed by the # button.
3. Some functions will also require you to enter a Function Value followed by the # button.

Function Codes

PLEASE NOTE: Most of these settings can be updated online in the RemoteLock portal. After installing and connecting your lock to Wi-Fi, please register your lock and configure settings at Connect.RemoteLock.com

100: Change Programming Code

The programming code is essentially a password. This code allows you to program the lock directly, using the keypad. By default, the code is **123456**.

You can change this code to any anything 4-8 digits in length. To set a new programming code, enter the following on the lock's keypad:

Enter your current Programming Code followed by the # button, 100 followed by #, and then enter your New Programming Code followed by #.

If successful, you will see two green flashes and hear two beeps. If an error was made, you will see a red flash.

Your Programming Code: _____

110: Add a Local User Code

Local User Codes are intended to be used as a backup to User Codes created from the app. If internet is unavailable, you can program a code directly from the lock. Note that schedules cannot be applied to a Local User Code.

Local User Codes can be 4-8 digits in length. To Add a Local User Code, enter the following on the lock's keypad:

Enter your Programming Code followed by the # button, 110 followed by #, and then enter your desired Local User Code followed by #.

Once set, the default User Code will be disabled after your Local User Code is created.

120: Delete Local User Code

If you would like to remove your Local User Code or Default 4321, enter the following on the lock's keypad:

Enter your Programming Code followed by the # button, 120 followed by #, and then enter the existing Local User Code followed by #.

130: Erase ALL Local Codes

If you would like to remove ALL of your existing Local Codes, enter the following on the lock's keypad:

Enter your Programming Code followed by the # button, 130 followed by #.

381: Enable Card/Fob Reader (Always On)

This function turns on the card/fob reader on the lock. Use this if cards/fobs are being provided to access users to unlock the door.

Enter your Programming Code followed by the # button, 381 followed by #.

ADDITIONAL FUNCTIONS

131: Erase all user codes, except **4321** default.

135: Perform a factory reset. Careful, this will **delete all codes, schedules and events**.

160: Mute keypad beeping.

161: Unmute keypad beeping.

270: Disable Passage Mode. Your lock will automatically lock after each use.

271: Enable Passage Mode. Your lock will stay unlocked after being unlocked.

312: Reset Wi-Fi connection. (Forget All Known Connections and Networks).

320: Enter Access Point Mode to allow connection to another network.

380: Turn off SmartCard reads.

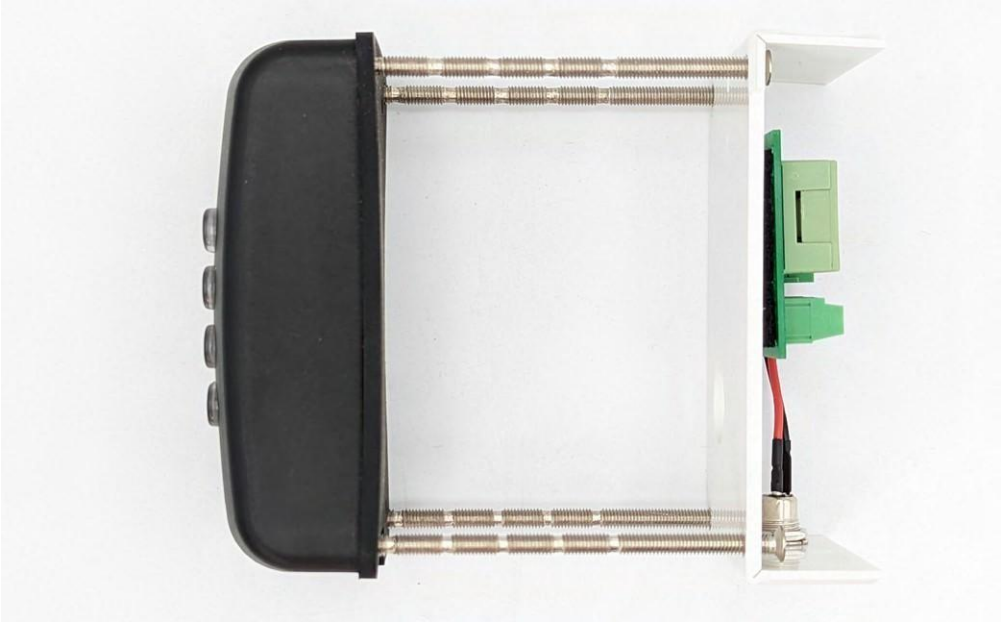
381: Turn on Always Scanning For Cards mode.

390: Require # to be pressed after a user code is entered.

391: Removes the requirement to enter # after a user code.

411: Enter **411*** to force Wi-Fi to wake up if the lock is currently set to not wake up on keypress.

Through Door or Wall Fixing Option



The 2500 series keypad can be mounted on a door, panel or thin wall up to 85mm thick using the included 4 fixing screws.

For detailed installation instructions, please visit:
support.remotelock.com

FCC ID: 2BBNS-KLKIC

(a) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received,including, an interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Troubleshooting

The strike does not release.

Electric strikes are sensitive to pressure. If the door does not close properly and the latch rubs against the side of the strike, the strike can jam and not release. When the door is closed, there should be a small amount of movement when you push/pull the door. If the latch is jamming, push/pull the door towards the door jam. Then, keeping the door held, enter a credential on the keypad and open the door. If it opens, you should then adjust the door alignment or latch position.

There is no power to the 12V keypad.

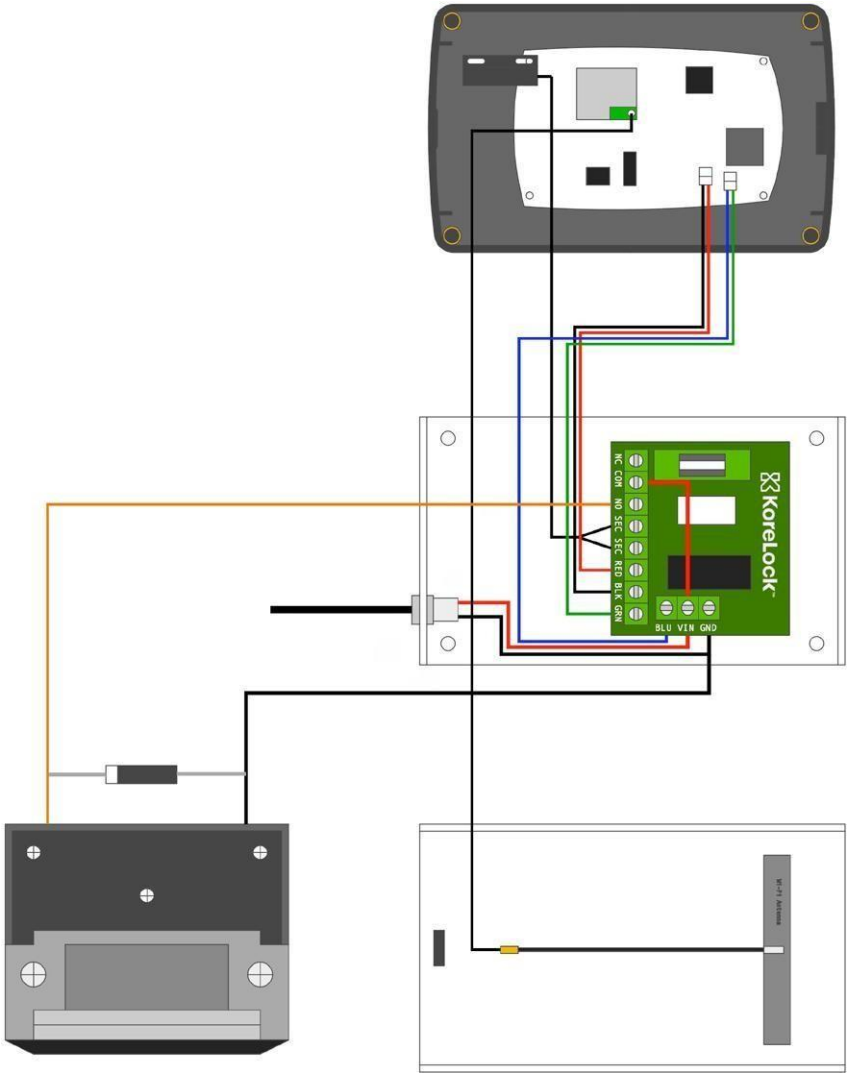
- Check all cable connections.
- Check the fuse on the green circuit board within the white plastic enclosure.
- Make sure the keypad is fitted to the backplate.
- Check that the power adapter is providing a 12V supply at the terminals.
- Ensure there is a link wire fitted between VIN & COM.

The strike is working in reverse.

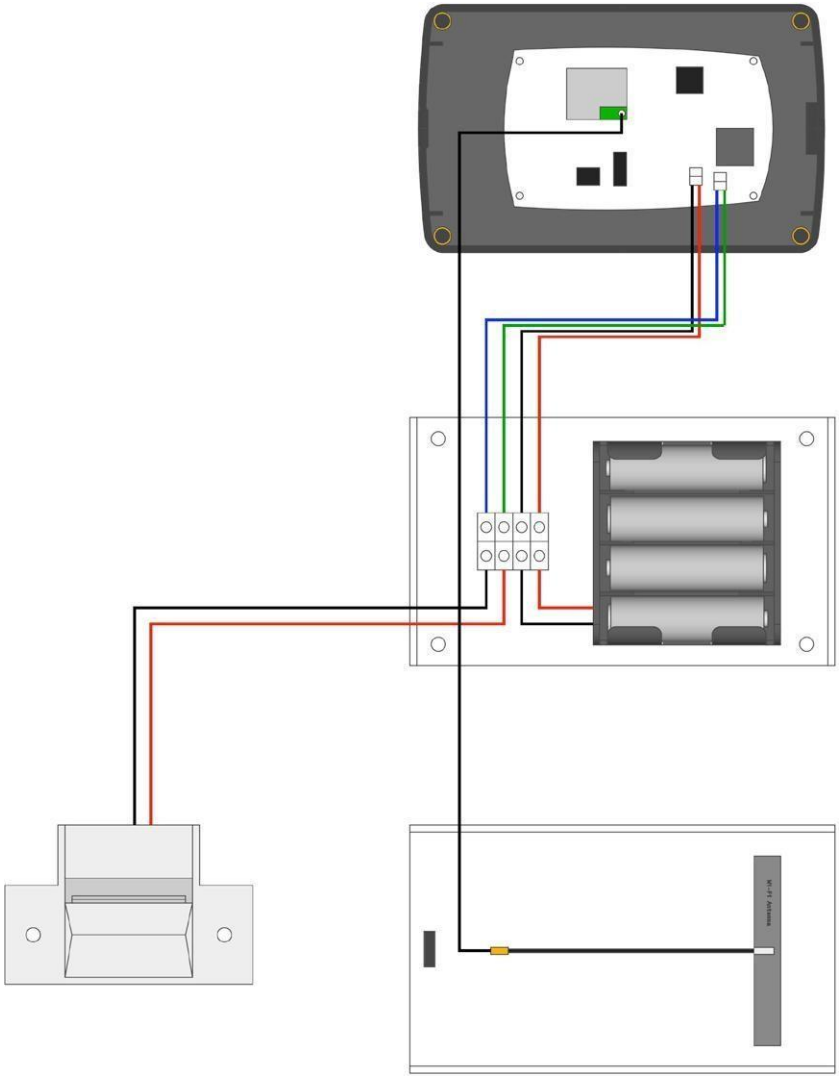
Swap the wires going to the strike and make sure to observe the polarity of the diode.

Notes

12V Wiring



Battery Wiring



Contact us for additional wiring diagrams.

Visit us online.

support.remotelock.com

We're here to help.

1 (877) 254 5625

support@remotelock.com