



# KIC5510/5510PK

PROGRAMMING & OPERATING INSTRUCTIONS

## INTRODUCTION

The KIC range of Smartlocks can be managed and controlled by the lock keypad directly or via a compatible smartphone, using the **K3 Connect App**. The Keypad and Linked smartphone can add users of the lock (**phones, codes or cards**) known as **Clients**.

## THE BASICS

### Access

The KIC Smartlock can be opened by the following:

- **Phone** – Up to **50** Client phones, **1** Admin phone

The Admin phone with the **K3 Connect App** downloaded can perform management programming tasks. See further details **B**).

**Admin phone can manage multiple locks, but any lock can only have one Admin phone linked to it. Additional phones may be linked to the lock as clients only.**

- **Keypad** – Up to **800** code Clients

The keypad can be used for selected management programming tasks if an Admin phone is not available. See further details **A**).

- **Card** – Up to **800** card Clients

Cards supported are: MIFARE Classic, MIFARE Ultralight, MIFARE DesFire or ISO/IEC 14443 type A with fixed UID.

- **Keys** – The lock is supplied with 2 mechanical keys.

**Note: In addition to phone Clients, the lock can store up to 800 code + card Clients in total only. Example: 200 card + 600 code Clients or 400 card + 400 code Clients etc.**

### Keypad LED Guide

The KIC Smartlock has a backlit LED keypad. There are three colors used to assist and inform the lock user.

**White** – The keypad can be programmed to illuminate by pressing any button or by proximity. Useful for nighttime operation or low light areas.

**Green** – Indicates valid client or sequence.

**Red** – Indicates invalid client or sequence.

**Green + Red** – Indicates client valid but either is:  
i) Suspended ii) Smartlock in Lockdown or iii) When programming a new client which is valid but cannot be used as is already programmed into lock.

### Low Battery Warning

When the battery is low the Red LED will flash 5 times after successful client opening to indicate low battery state. If App being used notification of low battery will also be sent to phone or device on sync.

### Lock Out

After 3 continuous unsuccessful or incorrect client unlocking attempts within one minute, the lock will give a continuous beep and red LED for three seconds. The keypad will remain inactive for 30 seconds.

### Return to Factory Default

Should the lock require resetting back to factory default take the following steps:

1. Remove the battery cover and take out one battery.
2. Press and hold down the # button.
3. Keeping the # button pressed replace the battery.
4. After 2 beeps, release the # button.
5. Immediately press the # button 4 times #####.
6. Solid Green LED followed by single beep.

**Note: All setting on lock will be erased and lock will need to be paired with phone to use App.**

## A) MANAGE LOCK WITH KEYPAD

The KIC Smartlock is supplied with a factory set default Master Code 12345678.

**It is strongly advised the Master Code is changed on installation.**

The Master Code 12345678 will open the lock. When programming the # prefix is required.

## KEYPAD PROGRAMS

### 1. CHANGE MASTER CODE

#Master Code ● 00 ● Code Length 6–8 digits

● New Master Code ● New Master Code ●●

E.g: #12345678 ● 00 ● 6 ● 654321 ● 654321 ●●

**Result:** 654321 is new 6 digit Master Code.

### 2. ENTER PAIRING MODE

#Master Code ● 11 ●●

**Result:** Lock will enter pairing mode with

**K3 K3 Connect App** on Admin phone during setup.

### 3. ADD CLIENT CODE

#Master Code ● 21 ● Code Length 4–8 digits ●

New Client Code ● New Client Code ●●

E.g: #12345678 ● 21 ● 4 ● 4444 ● 4444 ●●

**Result:** New Client Keypad code is: 4444.

### 4. ADD CLIENT CARD

#Master Code ● 22 ● Tap card on Keypad ●●

**Result:** Card now a Client and will open lock.

### 5. DELETE CLIENT CODE

#Master Code ● 31 ● Client Code ●

Client Code ●●

E.g: #12345678 ● 31 ● 4444 ● 4444 ●●

**Result:** Client Code 4444 has been deleted.

### 6. DELETE CLIENT CARD

#Master Code ● 32 ● Tap card on keypad ●●

**Result:** Client card deleted and will not open lock.

### 7. DELETE ALL CODES (EXCEPT MASTER CODE)

#Master Code ● 41 ● Master Code ● 41 ●●

**Result:** All Client codes are deleted.

### 8. DELETE ALL CLIENT CARDS

#Master Code ● 42 ● Master Code ● 42 ●●

**Result:** All Client cards are deleted.

### 9. DELETE ALL CLIENT PHONES INCLUDING ADMIN

#Master Code ● 43 ● Master Code ● 43 ●●

**Result:** All Client phones and admin deleted.

### 10. DELETE ALL CLIENT CODES, CARDS AND PHONES (INCLUDING ADMIN)

#Master Code ● 44 ● Master Code ● 44 ●●

**Result:** All Client code, cards and phones deleted except Master Code.

### 11. LOCK DOWN

#Master Code ● 51 ● 1 ●● (Lock Down ON)

#Master Code ● 51 ● 0 ●● (Lock Down OFF – factory default setting)

**Result:** When in lock down, all clients are suspended and the lock is locked. Only Master Code and Admin phone can open lock.

### 12. PASSAGE MODE

#Master Code ● 52 ● 1 ●● (Passage mode ON)

#Master Code ● 52 ● 0 ●● (Passage mode OFF – factory default setting)

**Result:** Lock set into passage mode (constantly open) until reset to default.

### 13. FIRST-MAN-IN (FMI)

#Master Code ● 53 ● 1 ●● (FMI ON)

#Master Code ● 53 ● 0 ●● (FMI OFF – factory default setting)

**Result:** When the lock is in a scheduled passage period, the lock will remain LOCKED until a valid code, card or phone Client is used to open the lock. Once open the lock will remain so for the scheduled passage period.

### DUAL-CREDENTIAL

#Master Code ● 54 ● 1 ●● (Dual Credential ON)

#Master Code ● 54 ● 0 ●● (Dual Credential OFF – factory default setting)

**Result:** When ON two valid Clients are required to open lock.

## 15. KEYPAD ILLUMINATION BY PROXIMITY

#Master Code ● 55 ● 1 ● ● (Keypad illumination by proximity ON)

#Master Code ● 55 ● 0 ● ● (Keypad illumination by proximity OFF – factory default setting)

**Result:** Entire keypad will light up when touched by card/hand etc.

**Note:** Power consumption is increased when in this mode.

## 16. KEYPAD ILLUMINATION BY BUTTON PRESS

#Master Code ● 56 ● 1 ● ● (Keypad illumination by button press ON)

#Master Code ● 56 ● 0 ● ● (Keypad illumination by button press OFF – factory default setting)


**Result:** Entire keypad will light-up on press of first button.


**Note:** power consumption increased when in this mode.

## 17. CANCEL EMERGENCY OPEN VIA REM 2


#Master Code ● 57 ● ●

**Result:** If lock REM 2 port has been used and active for emergency opening of lock, this program will cancel emergency open and put lock back into lock status before REM2 port was activated.

• **Step 1** – Download the  **K3 Connect App** onto your device or phone from the Apple App store or Google play.

• **Step 2** – Once installed open  **K3 Connect App**.

• **Step 3** – Select “Create Account” and using email sign in.

• **Step 4** – To add lock or any additional locks touch the + icon on the LOCKS screen of the  **K3 Connect App**.

• **Step 5** – Enter the lock DIN (*Description and Identification Number*) and choose a lock name.


The Locks **DIN** is: **KIC5510**. Please note the DIN is case sensitive. The lock name can be anything eg Workshop, Front door, Room 26, Dr surgery, etc.

• **Step 6** – Now pair the phone or device (within 3 feet) with the lock by pressing the tick mark on the App and then immediately on the lock enter the following **Keypad program 2:**

#Master Code ● 11 ● ●

The lock will automatically pair with the phone and is now ready to use.

## USING THE APP

The  **K3 Connect App** allows the lock owner to manage multiple locks via a compatible phone when set up as Administrator. The App and UI (User Interface) for the App are updated and improved on a regular basis, please ensure updates are downloaded to ensure optimum performance and ease of use.

Using the App the administrator can perform all the programming tasks as shown previously via the keypad, but is also able to utilise additional programs and features such as:

- **Set names for locks.**
- **Add/delete/suspend/restore All clients – Phones – Cards – Codes.**
- **Set locks parameters eg Daylight saving, Re-lock delay etc.**
- **Set Client name/reference.**

- **Set Client timed access rights – day/hour, weekly repeat.**

- **Generate TAD codes.**

TAD (Time And Duration) codes are one time specific temporary codes that can be generated in the App on phone or device anywhere, there is no need to be near the lock.

These TAD codes can be forwarded or ‘shared’ with people ie service engineers, guests, delivery companies, who can be granted access with these time specific codes.

- **Generate ATAD codes**

ATAD (Auto repeat Time And Duration) codes are time specific codes that are automatically generated in the App and issued on a daily or weekly basis up to a maximum of four weeks. This is useful for businesses managing staff

access, where personnel are changed or moved on short notice. New ATAD codes are issued automatically to a single email address (person responsible for group / shifts) which can forward the code to staff when required.

- **Block TAD codes**

TAD codes may be blocked by the Admin phone if required. **Note: Phone needs to be next to lock to block TAD code when using this lock program.**

- **View Audit trail** – Audit of activity on lock can be viewed and shared.


- **Check lock battery status** – Percentage lock charge shown and low level indication sent to phone automatically.

- **Update Lock firmware.**

## TROUBLESHOOTING

PROBLEM	SOLUTION
<b>Administrator phone becomes an invalid user</b>	The Admin may lose the administration rights when any of the following occurs: <ol style="list-style-type: none"> <li>1. Another Phone was setup as a new Admin.</li> <li>2. Operation of “Deleted All Phones” or “Delete. All Codes (exclude Management Code)/Cards/Phones including Admin” are performed on keypad.</li> <li>3. Return-to-factory-default.</li> </ol>
<b>No relocking after unlocking</b>	Check if parameter setting is in Passage mode.
<b>Lock not responding</b>	Change battery and try again.
<b>Bluetooth communication with the lock seems to not be working (For Bluetooth Pairing, Unlocking, or Sync) but other functions of the lock are working</b>	<ol style="list-style-type: none"> <li>1. Close the App then relaunch and try again.</li> <li>2. If still not working, turn-off Bluetooth function on the phone and turn-on again, then try again.</li> <li>3. If still not working, reboot the phone and try again.</li> </ol>

## B) MANAGE LOCK WITH SMARTPHONE

The KIC Smartlocks can be managed via the  **K3 Connect App** when downloaded onto a Bluetooth compatible phone or device:

- iPhone 4S or above with iOS 9.0 or above
- Android 5.0 or above with Bluetooth Low Energy capability.

**Note:** Please make sure Bluetooth connectivity on phone/device is turned ON.



**KEYINCODE LLC**

55 Concord St Unit 5C  
North Reading, MA 01864, USA

**Tel:** 978-207-0269  
**Fax:** 978-207-1867

**Email:** [sales@keyincode.com](mailto:sales@keyincode.com)  
**Web:** [keyincode.com](http://keyincode.com)



KIC5510-5510PK-POI-0318