

Lock Installation and Pairing

OVERVIEW:

This visit will be focused around installing the locks for the Sempro system onto the stores fixtures. This will include but not be limited to;

- Installing the appropriate locks for each fixture that requires a lock
- Testing fixture stability, is it secure with the lock
- Testing the locks individually
- Capture testing in a specific series of events
 - Test the RFID card with the lock
 - Document the time stamp of testing and serial number on the RFID card
 - Test the lock through the MTI app
 - Test the lock through the CVS app if applicable (may not be live in the store yet)
- Verify all keys are authorized and functioning
- Verify the app functionality with the locks

GETTING STARTED:

- It will be required to download the MTI Managed Access App to your Device.
- Use the below links to view and download the Guides for the Managed Access app and web portal. These documents MUST be downloaded and will be critical to have on hand for the proper installation of the Sempro system.
- Note: You will need a store specific URL once in the app for your specific store.

Techs looking for assistance should be seeking assistance in the dedicated **TEAMS Chats FIRST.**



Select the device type you are utilizing to take you to the app store to download the MTI app



[CLICK HERE TO DOWNLOAD THE MANAGED ACCESS APP FIRST TIME USE GUIDE:](#)

[CLICK HERE TO DOWNLOAD THE MANAGED ACCESS PAIRING GUIDE:](#)

TOOLS REQUIRED:



x2
Versa Keys



x1
Connect Card -
401-00008



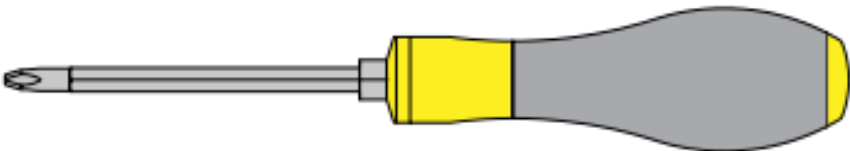
2.5mm Allen Wrench



MTI Micro Tool



22mm Wrench



#2 Phillips Screwdriver

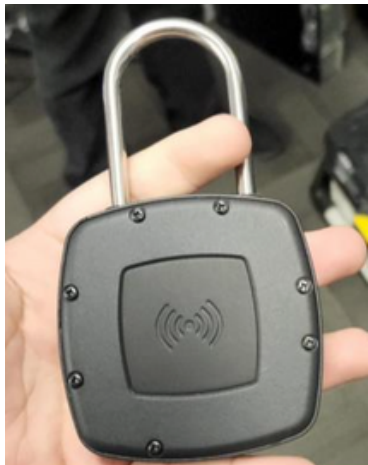
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Lock Identification Guide



Click Lock



Cam Lock - Blade Lock



Plunger Lock - Push Lock



Sliding Door - Slide Lock



Ratchet Sliding Lock



Universal Lock - Pull Lock

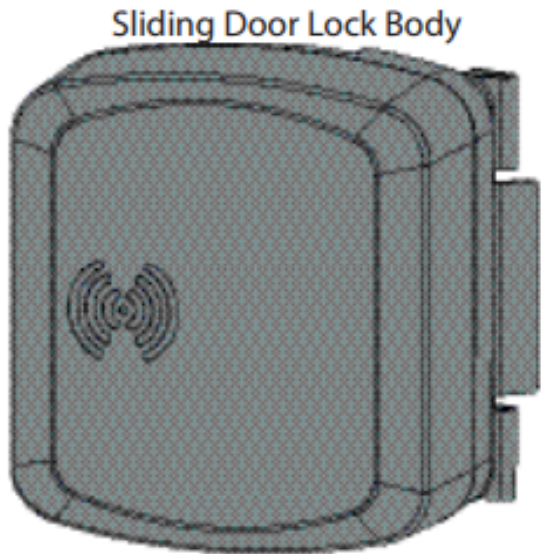
Slide Lock Installation Guide

[Click Here for the Slide Lock installation Video](#)

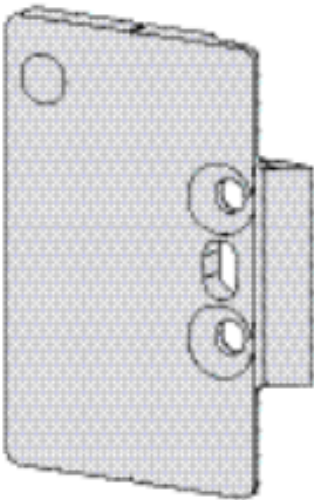


SLIDE LOCK

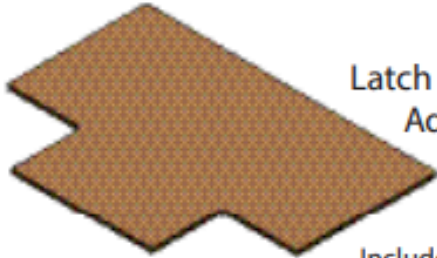
GLASS DOOR LOCKS™ PRODUCT MANUAL



Sliding Door Lock Body



Latch

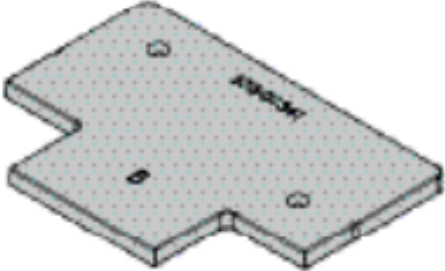


Latch Spacer Adhesive

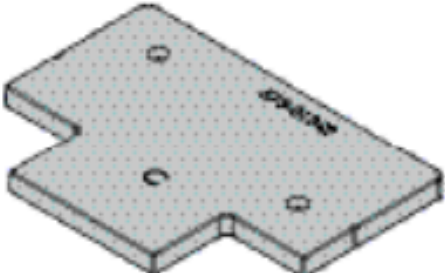


Latch Spacer Screws

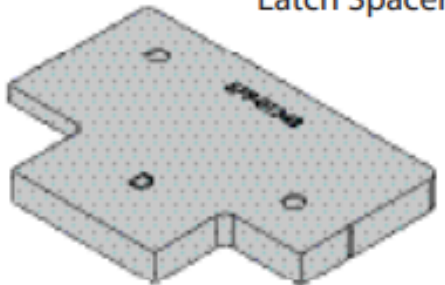
Includes two (2). Clear and black adhesive with transfer tape (not shown).



Latch Spacer B



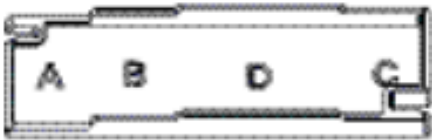
Latch Spacer C



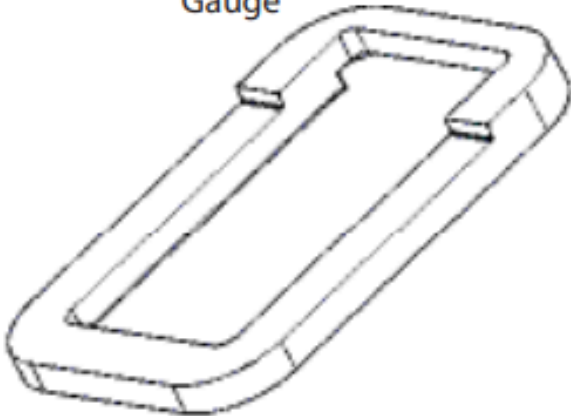
Latch Spacer D



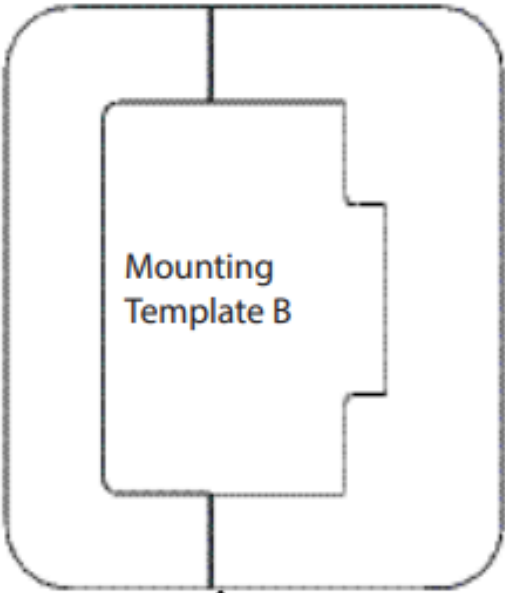
Battery



Door Depth Gauge



Mounting Template A

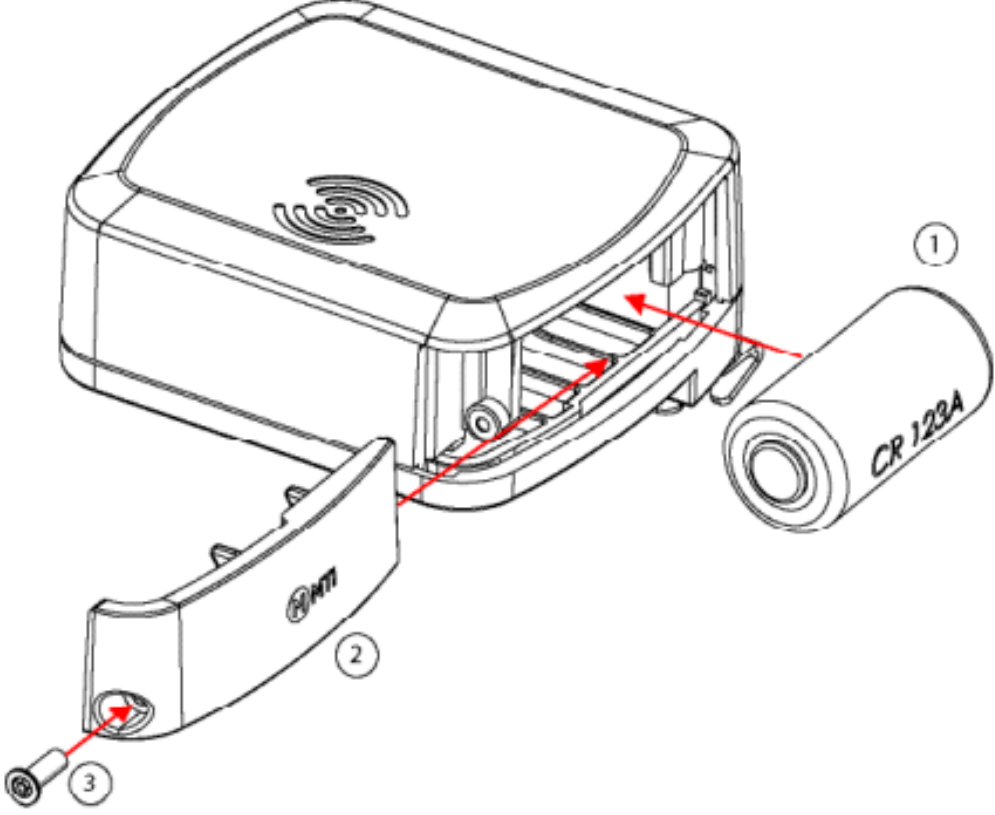


Mounting Template B

Keys not included. See Page 2.



BATTERY



1

2

3



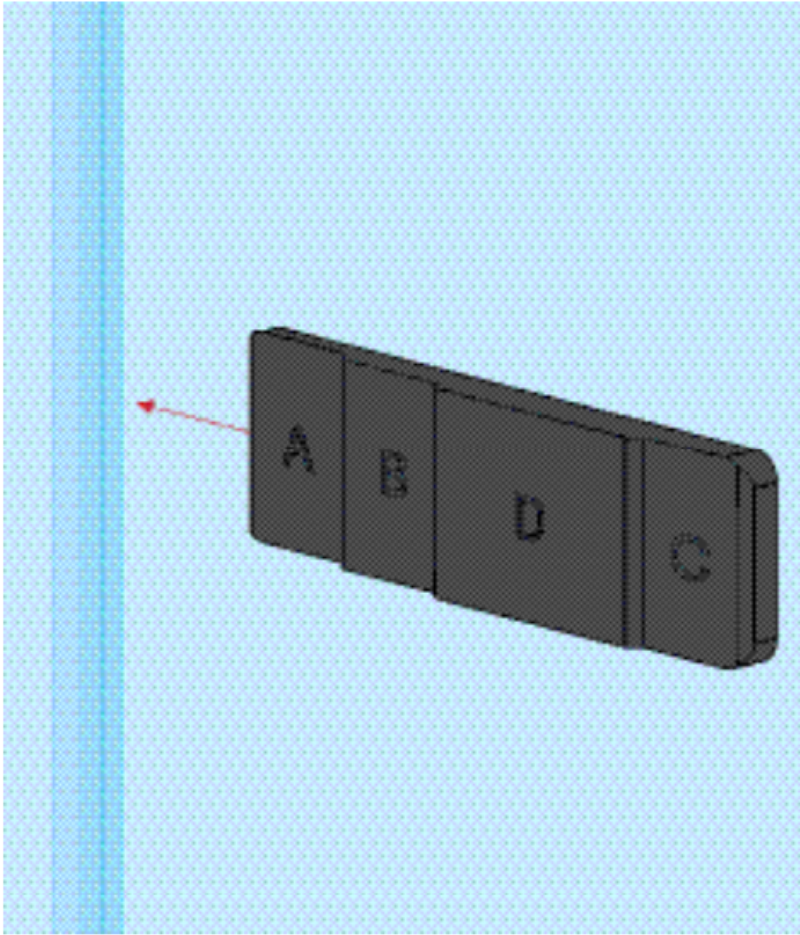
Battery Caution

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

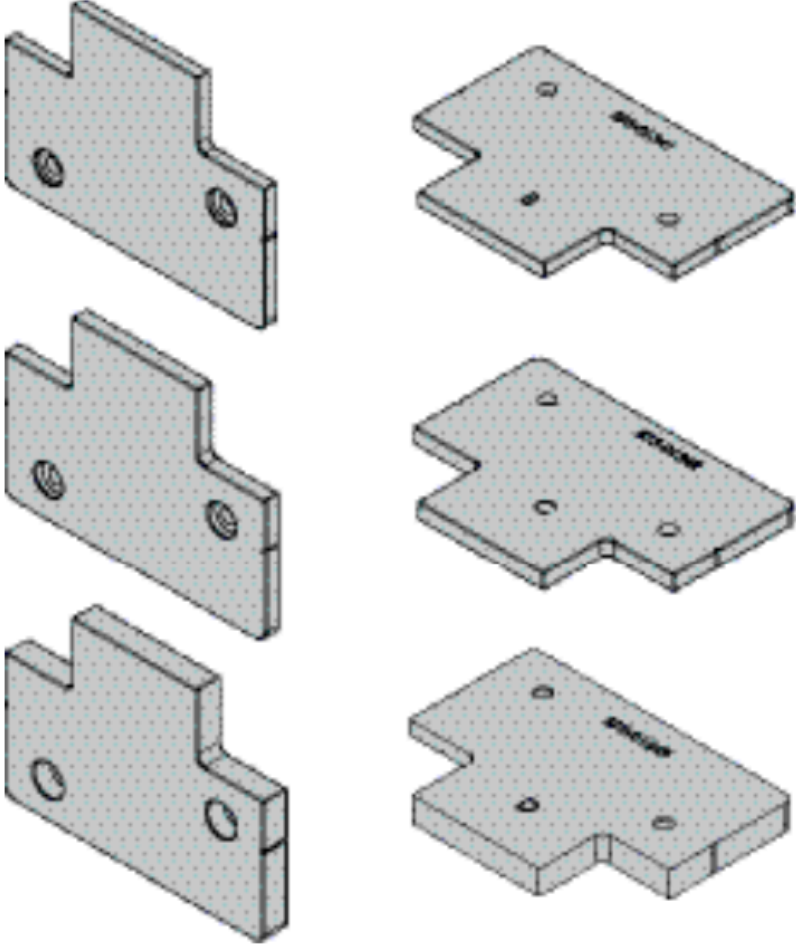
Remove batteries of uninstalled locks before storing.

ATTACHING SPACERS

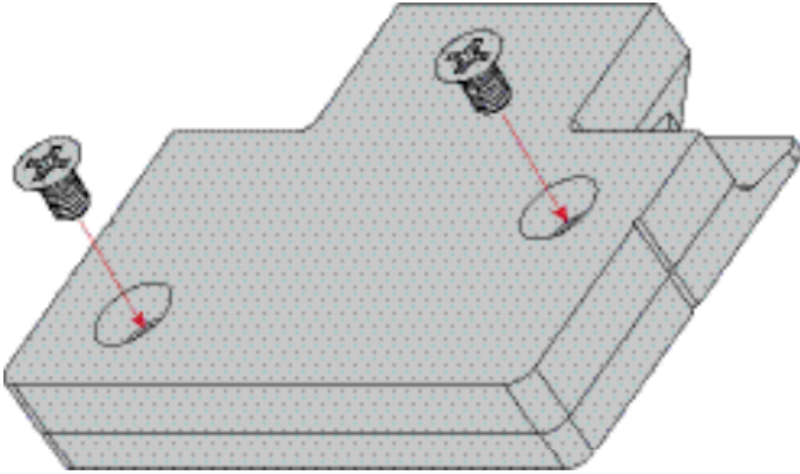
1 Insert the gauge into the gap between the front and back panel doors.



2 The letter closest to the edge behind the front panel indicates the spacer required to fill the gap. "A" does not require an additional spacer.



3 If spacer is required, secure spacer to latch using the two included screws. If no spacer is required, proceed to step 4.

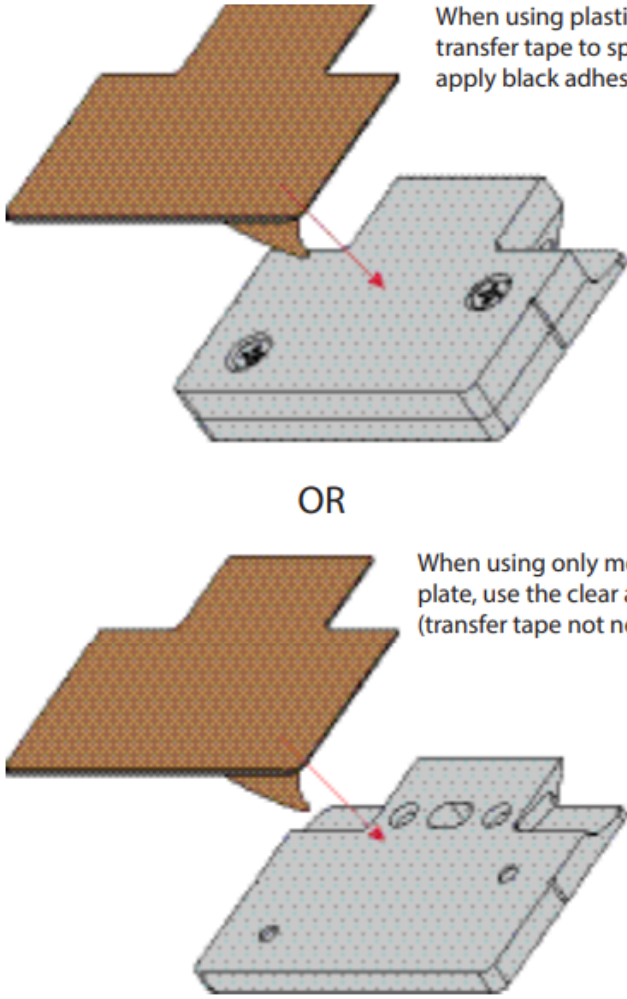


4 Apply adhesive to the back of the spacer or to the back of the latch if the spacer is not used.

When using plastic spacer apply transfer tape to spacer first, then apply black adhesive.

OR

When using only metal latch plate, use the clear adhesive (transfer tape not needed).





INSTALLATION

GLASS DOOR LOCKS™ PRODUCT MANUAL



1 Ensure that keys have been correctly registered and locks have been completely set up before installing. Fully close the sliding doors. Clean the area where lock will be placed with alcohol wipe. For glass doors, Novus primer is recommended to improve adhesion.	2 Place Template B on the back panel and slip it between the panels. The template notch should face away from the front panel, aligning the molded line on the template with the edge of the front glass pane. Use tape to set the template in place.
3 Open the sliding doors to fully expose the latch template, which will aid in placement.	4 Peel the backing off the VHB on the latch.
5 Place the latch into the opening on the template taped to the back cabinet door's surface.	6 Slide the remaining door so lines up with the line on Template B. Place Template A on the front door so it lines up with Template B. Remove Template B
7 Peel VHB on the back of the lock body.	8 Place the lock body in Template A, ensuring that the latch on the back is flush to the edge of the door. Remove Template A. Note: Make sure keys have been programmed to lock prior to this step.

LOCKREMOVAL

1	2	3
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Slide Ratchet Lock Installation Guide

[Click Here for the Ratchet Lock installation Video](#)



SLIDE LOCK

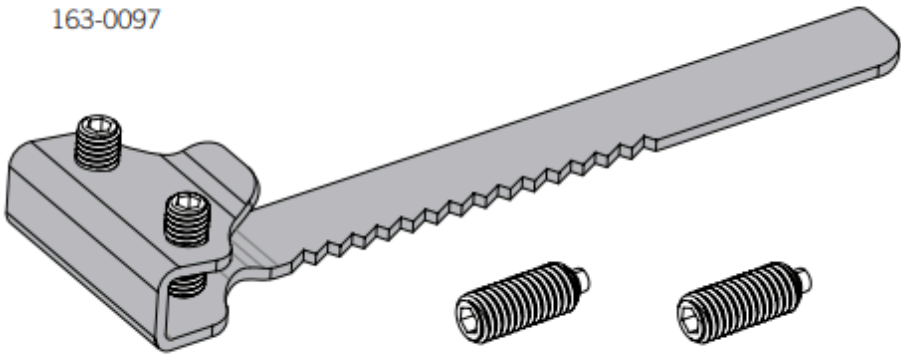
RS 1 Glass Door Lock Kit Contents

Glass Door Lock Body



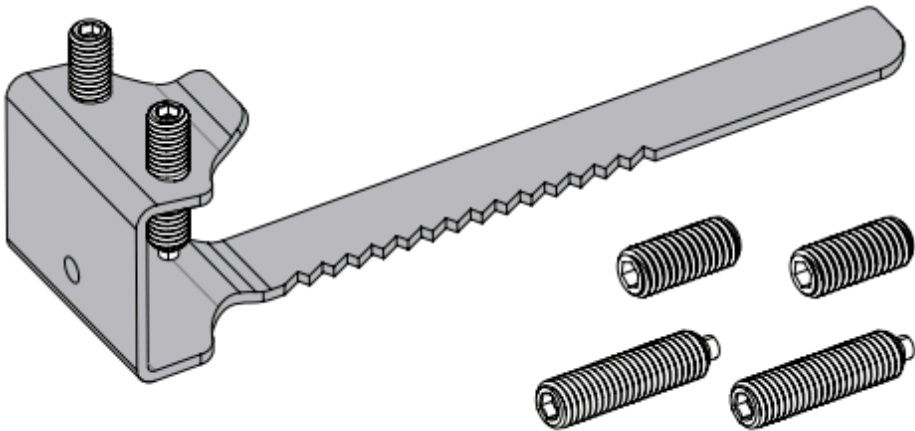
Battery

Glass Door Lock Mount for Thin Glass (3-10mm)
163-0097



OR

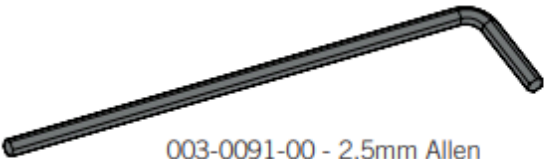
Glass Door Lock Mount for Thin Glass (10-19mm)
163-0098



Tools - Not included



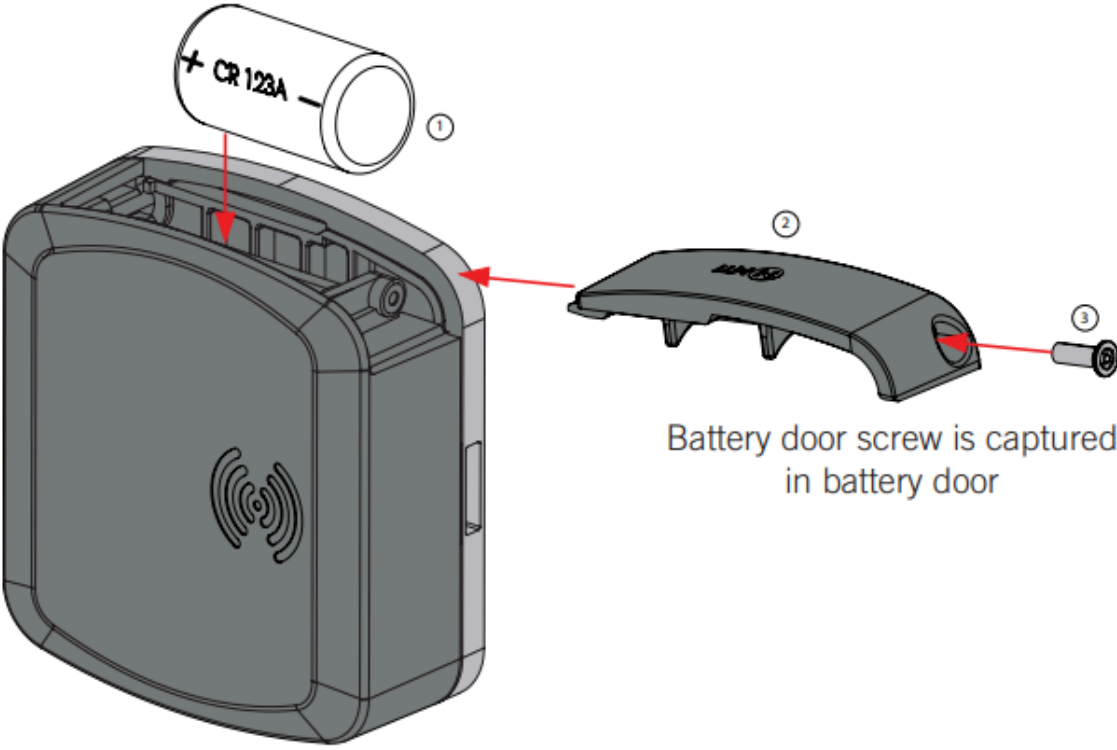
003-00036 - For battery door



003-0091-00 - 2.5mm Allen key - For latch set screw



BATTERY



CR123A

1

2

3

Battery door screw is captured in battery door

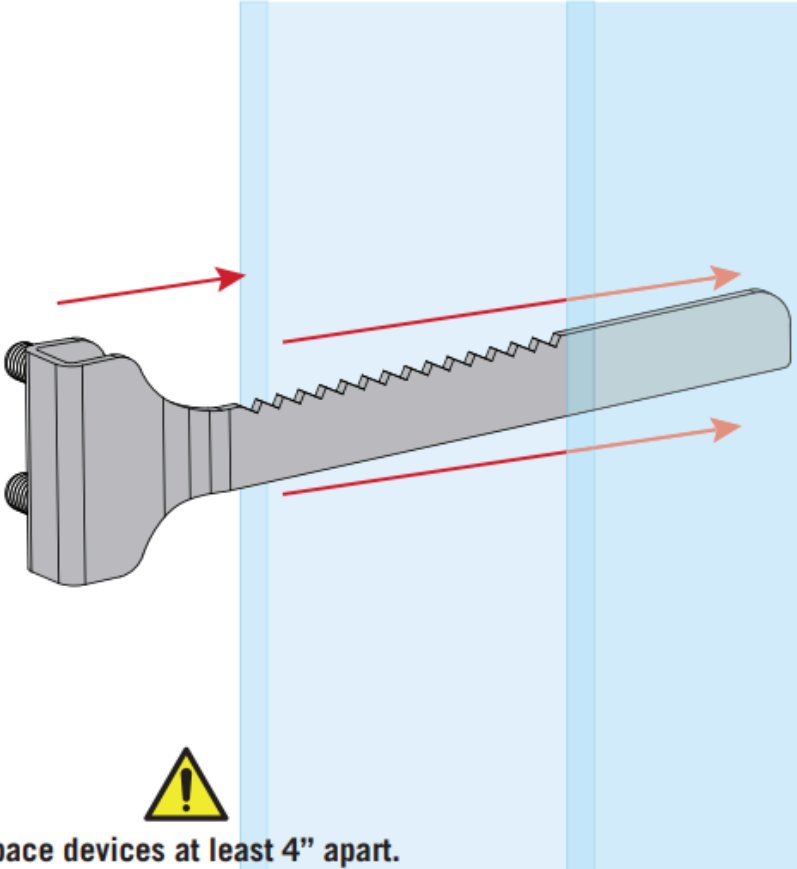
Battery Caution

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Remove batteries of uninstalled locks before storing.

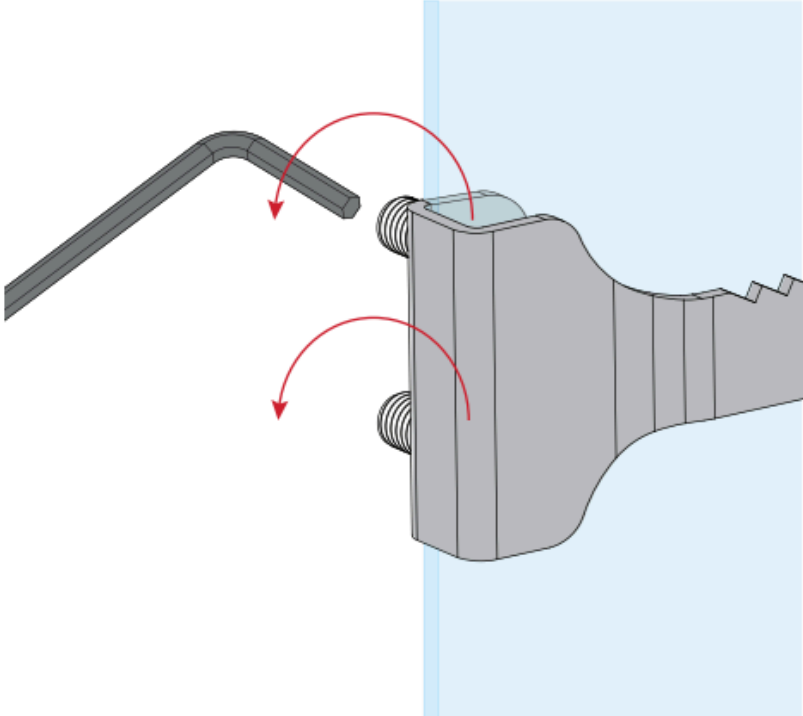
GLASS DOOR INSTALLATION & USE

1 Slide the lock mount over the back sliding glass door while it is in its closed position.

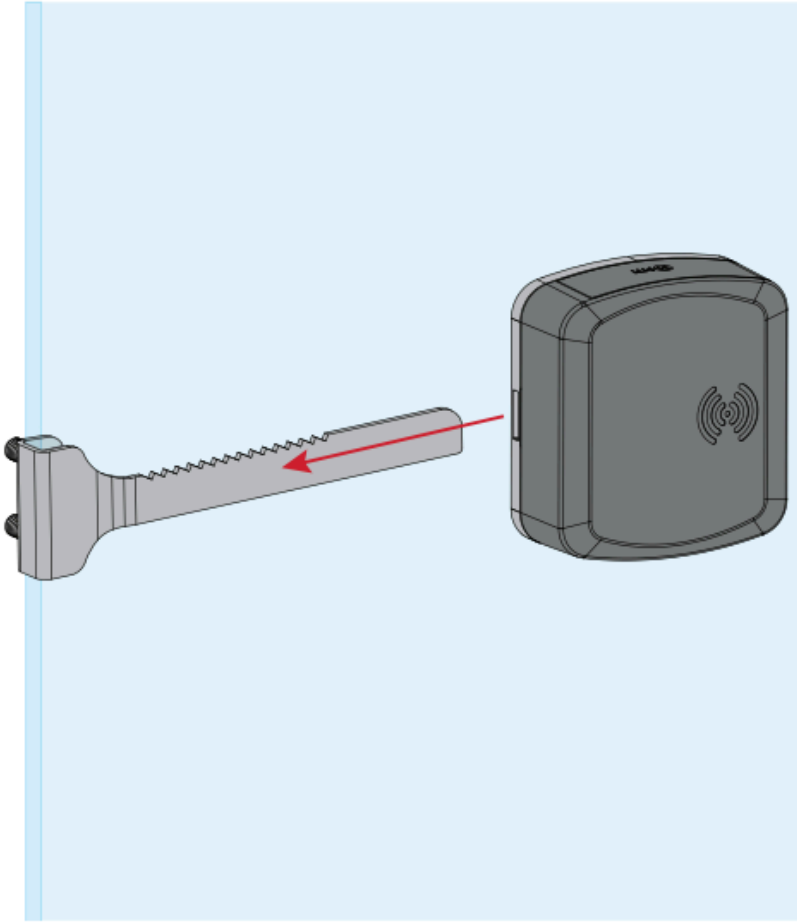


Space devices at least 4" apart.

2 Tighten the set screws with hex key

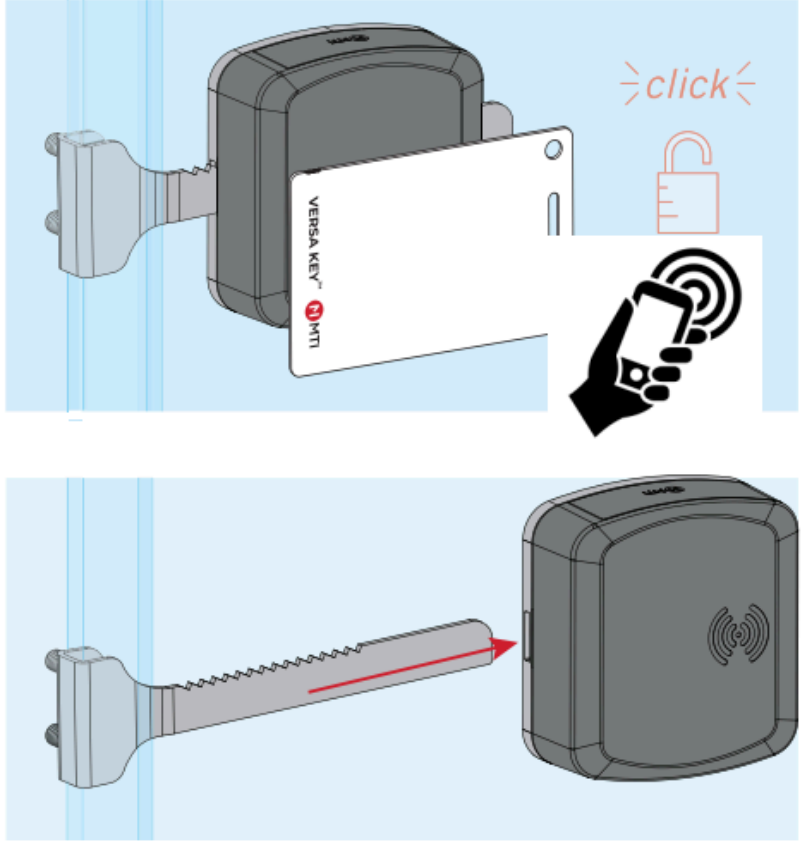


3 Slide the front glass door into its closed position and slide the lock over the lock mount blade.



Using the Glass Door Locks:

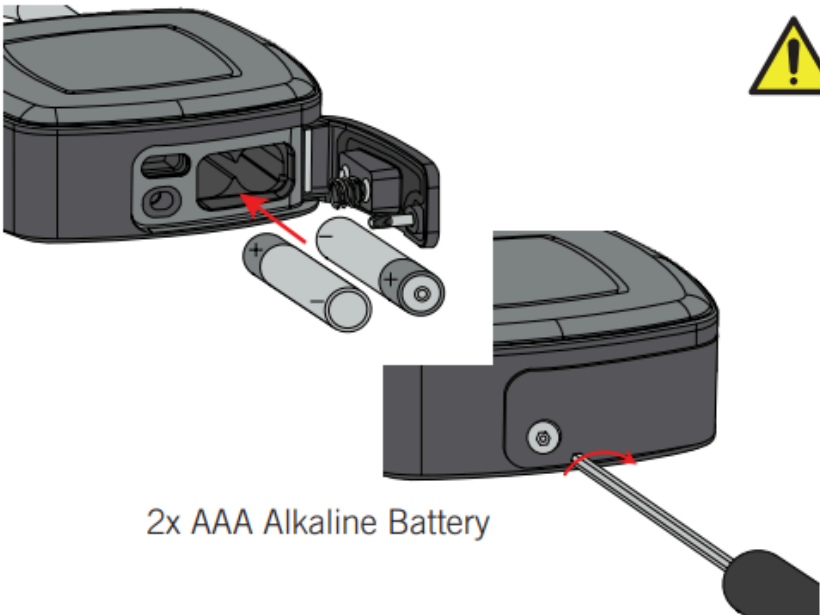
Place the User Card on the lock, or open mobile application on phone and tap phone to the lock. Once the phone detects the lock, mobile app will present UNLOCK button. Touch button to unlock. Lock will emit a single beep immediately followed by a double beep. Once you hear the motor click, slide the lock off of the Glass Latch Bracket to slide the glass doors open. Slide the glass doors closed and replace the lock on the Latch Bracket to relock.





Click Lock (Padlock) Installation Guide

BATTERY



2x AAA Alkaline Battery

Battery Caution

Risk of fire or explosion if the battery is replaced by an incorrect type.

- battery type: AAA (non-rechargeable)
- chemical system of the battery: Alkaline

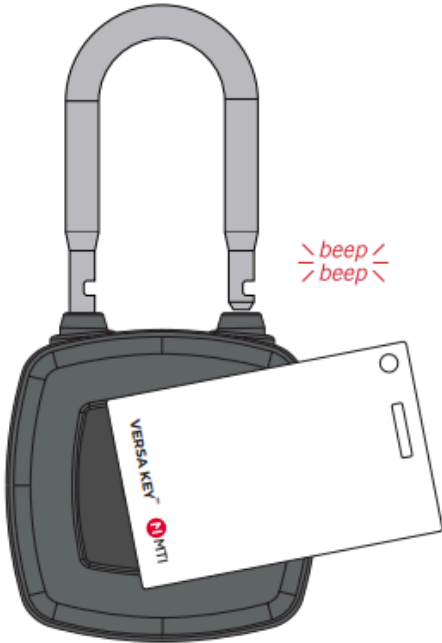
KEY REGISTRATION (Standard Mode) - Complete Before Use

1 Swipe Authorization card to enter enrollment mode. You will hear a double beep tone, indicating enrollment mode has been entered.



Lock shackle MUST be held closed during the initial setup process.

2 Swipe each User card to lock. A double beep tone indicates a card is now enrolled. Repeat for each user card, up to 250 user cards. If a card fails to be recognized, the lock will emit 4 fast beeps.



3 Swipe Authorization card again to close enrollment mode. Enrollment mode times out after 3 minutes of no activity. Lock will emit 4 fast beeps when enrollment has timed out.

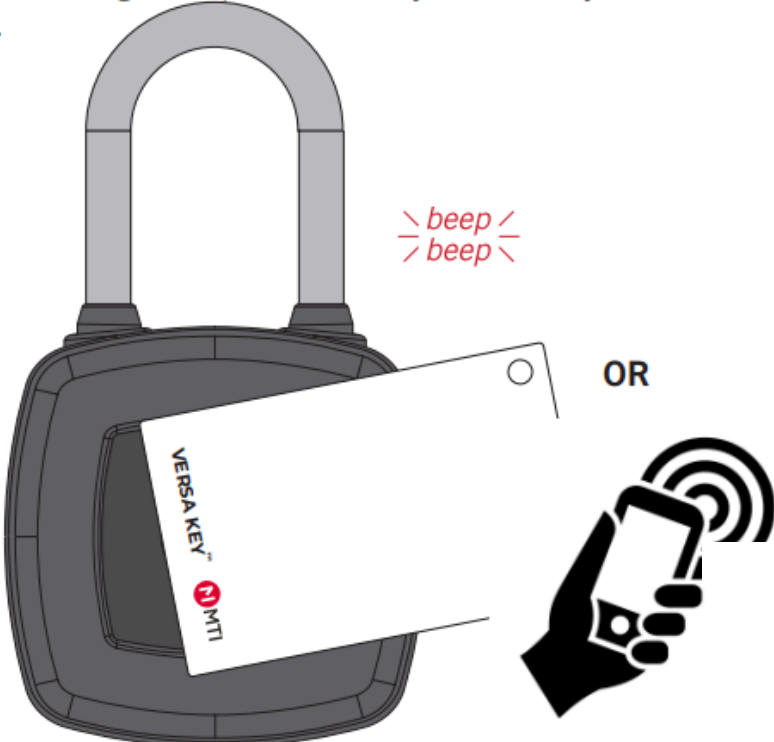


Using PadLock

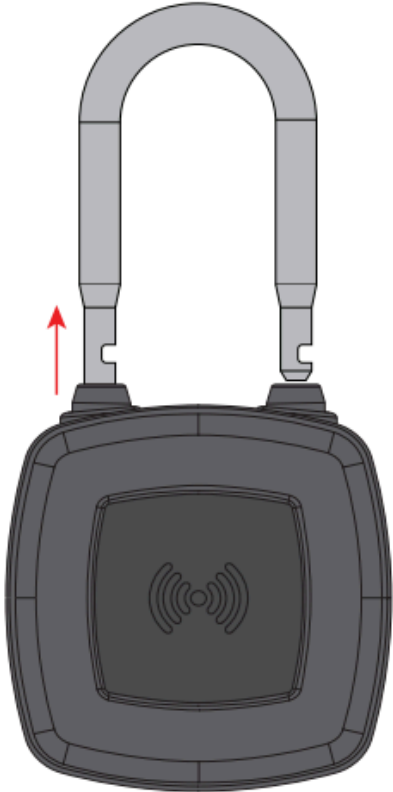
MTI PADLOCK™



1 Swipe Versa User Card on lock. Lock will emit double beep if card is accepted.
Or, open mobile application on phone and tap phone to the lock. Once the phone detects the lock, mobile app will present UNLOCK button. Touch button to unlock. Lock will emit a single beep immediately followed by a double beep.



2 Motor will cycle to unlock state. Shackle will pop open.





- 3
- When finished, re-install lock to door latch and press shackle closed until you feel a click. Lock will emit a single beep when it is locked. If lock is not returned to locked position, it will start alarming after 5 minutes of being unlocked.

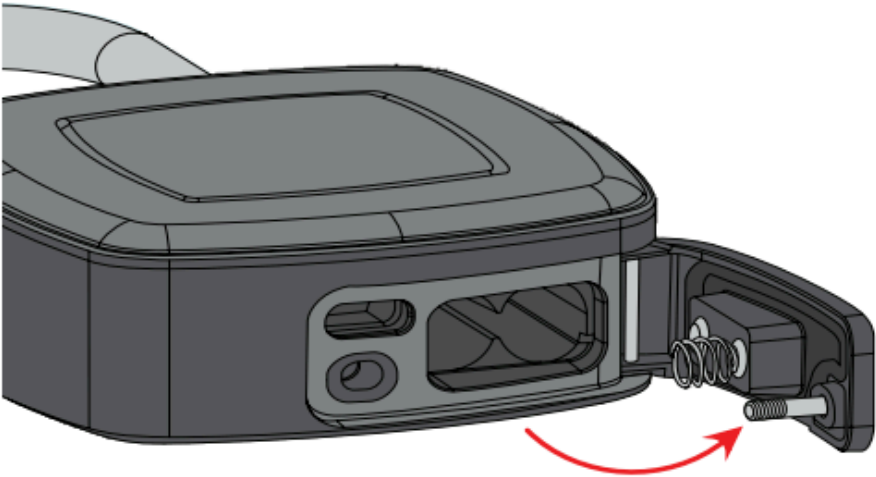


Powering lock with dead battery

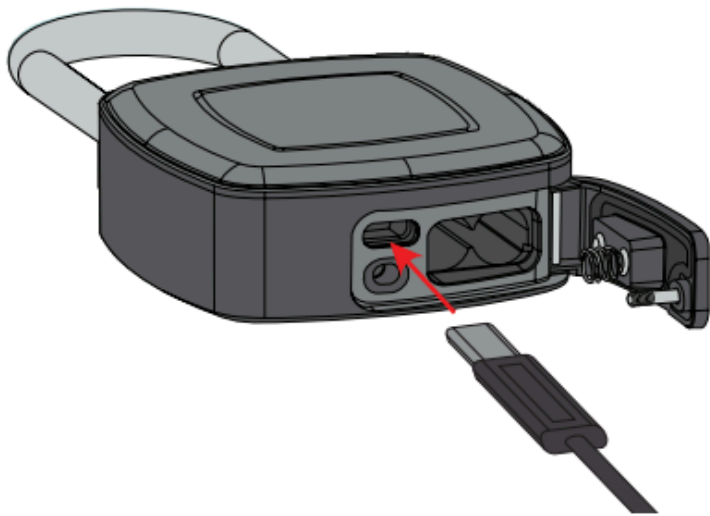
MTI PADLOCK™



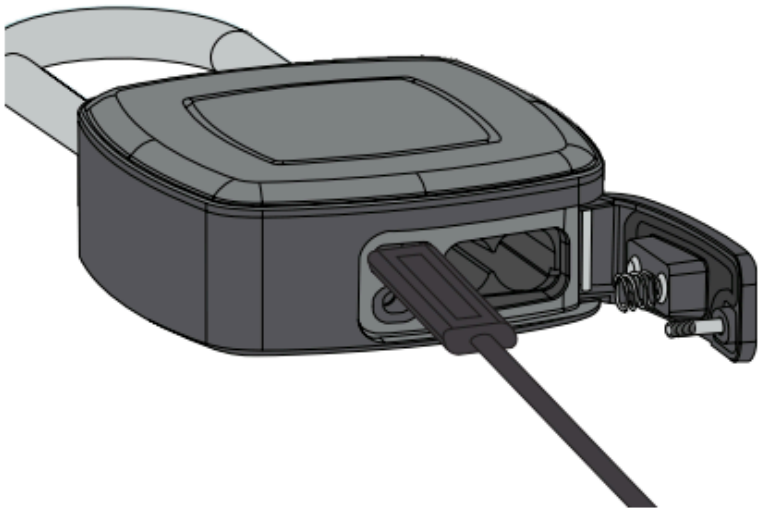
- 1
- Open battery door with hex too.



- 2
- Insert USB-C from 5V USB-C power supply or external battery pack. We recommend MTI P/N 400-00186.

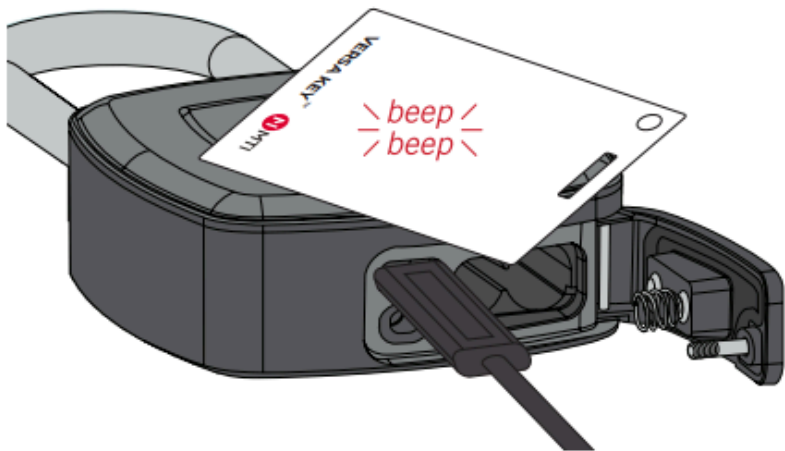


- 3
- Upon powering up, wait 10 seconds to initialize lock.



- 4
- Swipe RFID card and it will unlock the shackle.

Leave battery plugged in until you have re-locked the door. Replace battery as soon as possible.



Twist / Push Lock Phone Orientation Guide

TECHNOLOGY OVERVIEW:

MTI Locks are configured to optimize battery life and as such have a deep sleep mode which allows the battery to conserve battery life.



- Locks wake up once an hour to communicate health statistics and to receive any commands from the instore hub
- To facilitate the use of mobile devices, capacitive sensing technology allows the BLE radio to be activated when an object (device) is presented near the sensor
- Once BLE radio is activated, mobile device makes a connection to the lock
- To avoid false wake-up (people walking by the fixture or standing near the lock) we have tuned this distance to be approx. 1 inch from the sensor
- Capacitive sensor is in the bottom 3rd of the lock

CURRENT PHONE PLACEMENT CHALLENGE:

Customers have struggled on proper phone placement for first attempt.

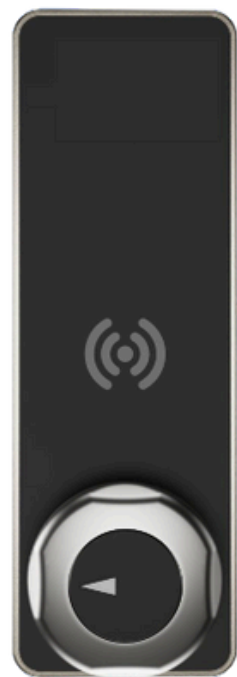


- Varied Installations – Locks are mounted differently across fixtures, vertically and horizontally
- User Behavior – Customers naturally focus on their phones during unlock attempts, not the lock itself
- Tap Placement – Users naturally gravitate toward the knob as a visual target, leading to misplaced phone taps
- Icon Visibility – Lock/unlock indicators may be less noticeable at standard installation height

INSTALLATION AND GRAPHIC PLACEMENT
RECOMMENDATIONS ON THE NEXT PAGE

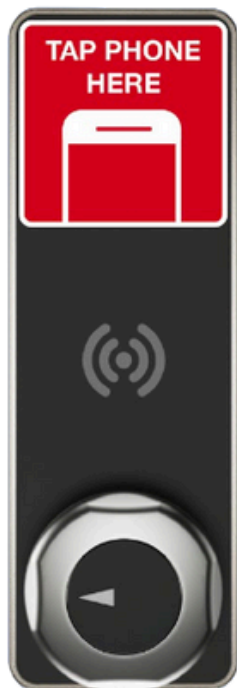


RECOMMENDATIONS – INSTALLATION AND GRAPHIC PLACEMENT



Change Vertical Installation

- **Natural Placement** – Users instinctively tap at the top.
- **Guided Motion** – Encourages proper phone alignment.
- **Less Frustration** – Fewer failed attempts, smoother experience.
- **Familiar Interaction** – Matches common BLE tap points with phone tap on top of devices.



Add Lock Iconography

- **Instant Visibility** – Bold red design grabs attention.
- **Clear Guidance** – Reduces confusion, speeds up use.
- **Faster Unlocking** – Directs users to the right spot.
- **Universal Clarity** – Simple for all users to understand.
- **Familiar Interaction** – Replicates familiar imagery.



Current Orientation



New and Recommended Orientation

EXAMPLES OF OTHER NFC / BLE READER BEHAVIOR

Lock orientation change is similar to other popular phone tap use cases.



Phone is placed on top of payment devices, typically NFC / BLE payment will not work if phone placed on bottom of payment device



CamLock Installation Guide

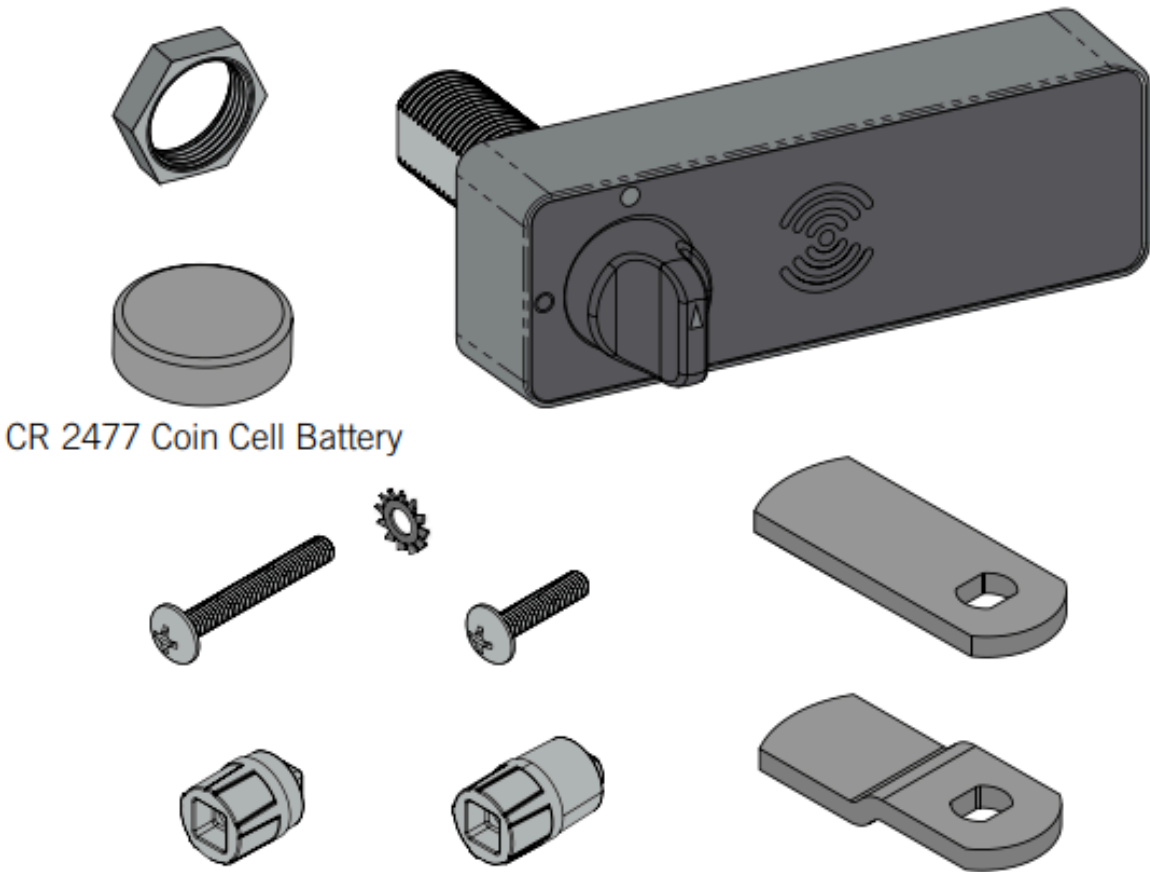
[Click Here for the CamLock installation Video](#)



CamLock Kit

SmartLock

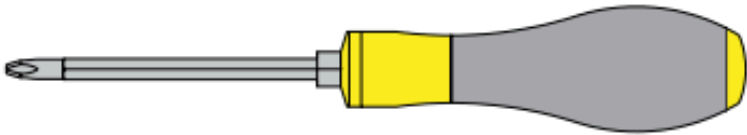
MTI CAMLOCK™



Not included

003-00036 - For battery door

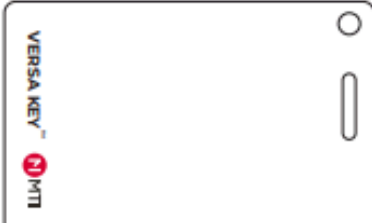
No. 2 Philips Screwdriver - Cam Mounting



Key Starter Set – 185-00459

User Key Bulk (x5) Pack - 185-00460

Connect Card - 401-00008



x1

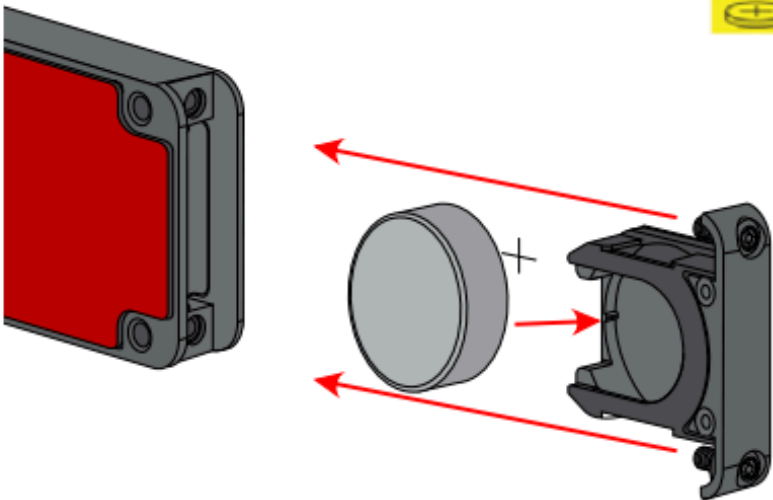
x2

x5

x1



BATTERY



CR 2477 Coin Cell Battery

Battery Caution

Do not ingest the battery, Chemical Burn Hazard.

Keep new and used batteries away from children.

The product contains a lithium coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

If the battery compartment does not close securely, stop using the product and keep it away from children.

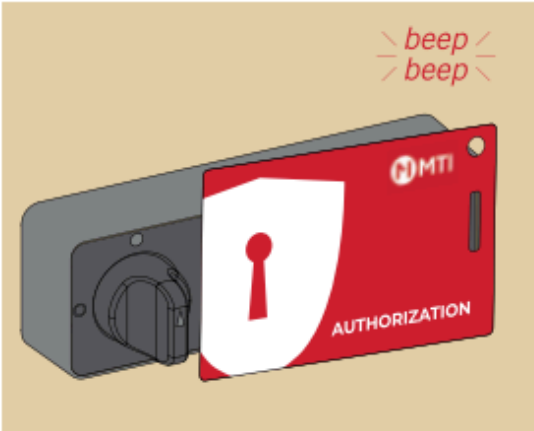
CAUTION:

Risk of fire or explosion if the battery is replaced by an incorrect type.

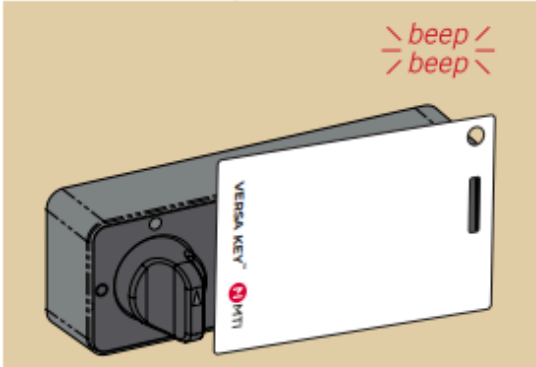
- battery type: CR 2477 (non-rechargeable)
- chemical system of the battery: Lithium

KEY REGISTRATION (Standard Mode) - Complete Before Installation

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2 Swipe each User card to lock. A double beep tone indicates a card is now enrolled. Repeat for each user card, up to 250 user cards. If a card fails to be recognized, the lock will emit 4 fast beeps.



3 Swipe Authorization card again to close enrollment mode. Enrollment mode times out after 3 minutes of no activity. Lock will emit 4 fast beeps when enrollment has timed out.

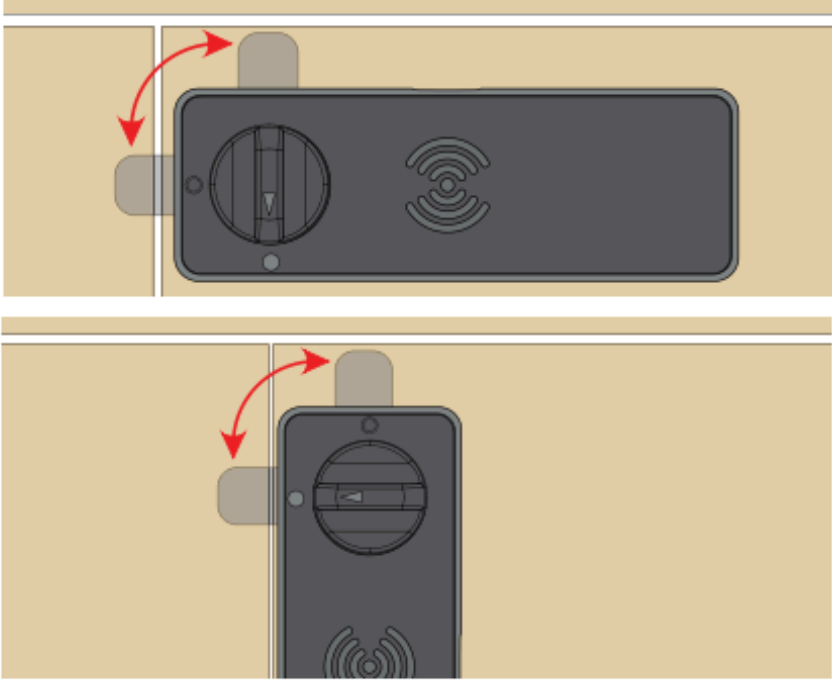


CAM Lock Installation and Use

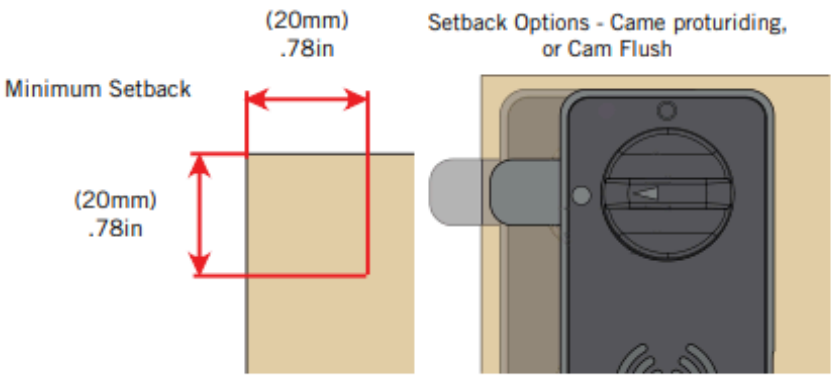
MTI CAMLOCK™



1 Determine if lock will be mounted vertical or horizontally. Now is time to determine if CAM will contact edge, or top of fixture when in the locked position. Steps assume horizontal mounting.

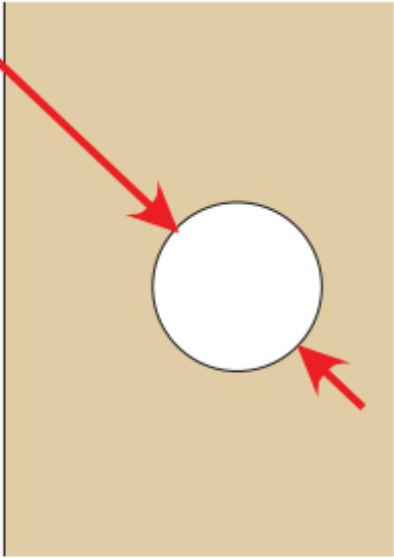


2 Measure setback from side and top edge based on where selected cam will engage with fixture. Cam may extend past edge of door or sit even. Some fixtures may have a pocket cam engages into, or it may engage with an internal bracket. Once location is determined, mark center location for hole.

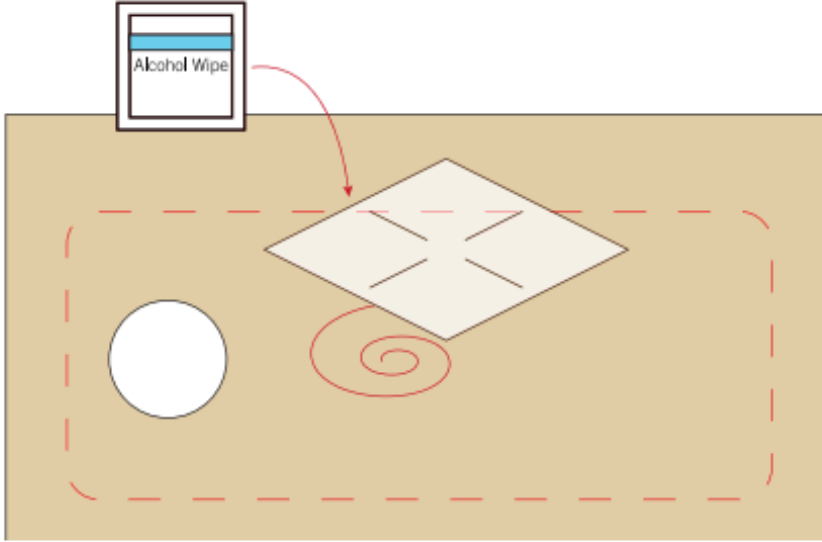


3 Drill 3/4 inch (19m) hole. Ensure hole is drilled square to the surface of the door.

.75in

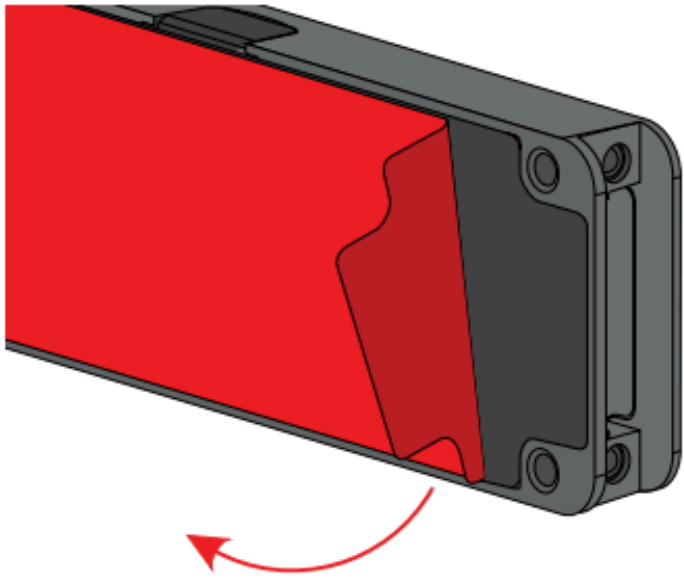


4 Clean surface of door with alcohol wipe, in the area where lock will contact. Allow to dry thoroughly.

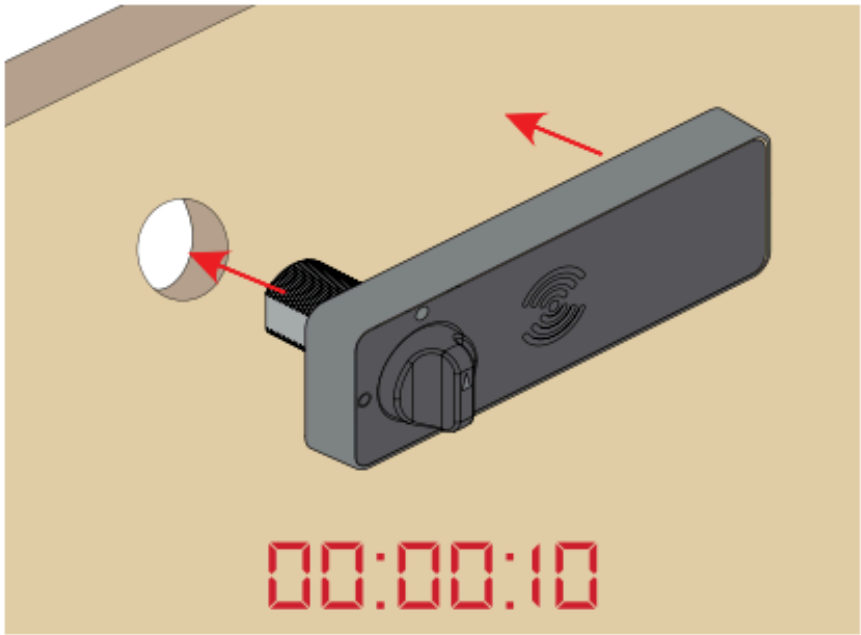




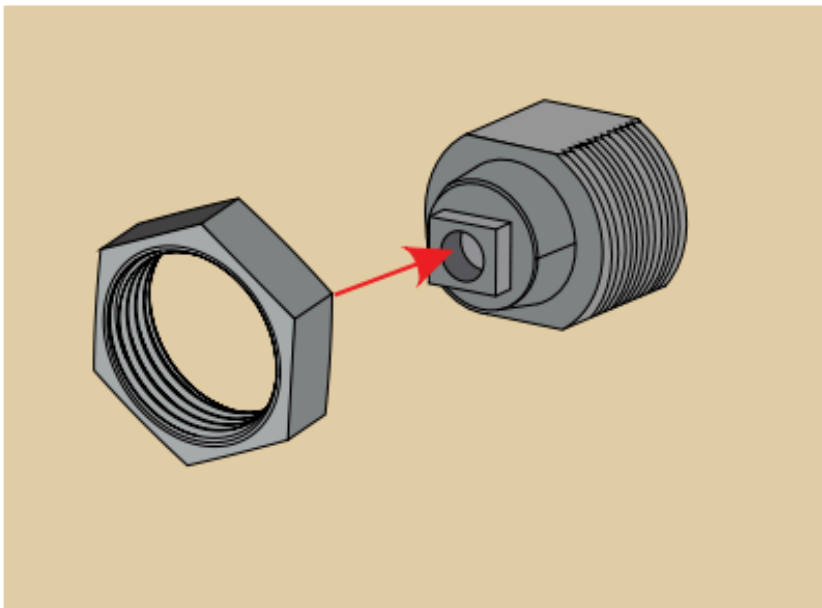
5 Peel red liner from VHB tape



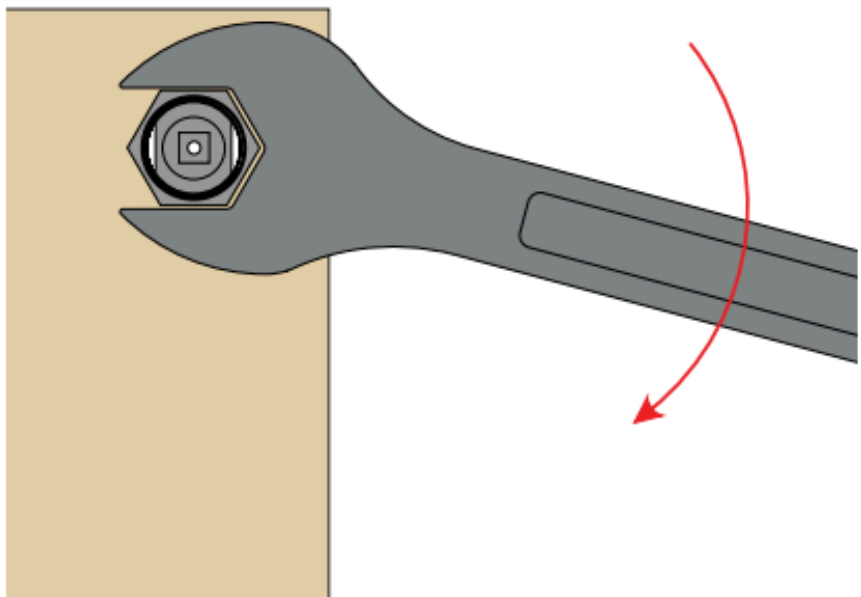
6 Apply lock to door, ensuring it is straight. Apply pressure to VHB for 10 seconds to ensure complete adhesion.



7 Attach large nut to threaded bushing on inside of door.



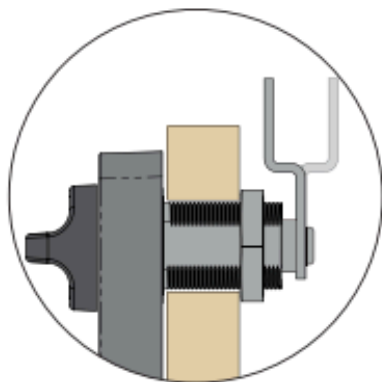
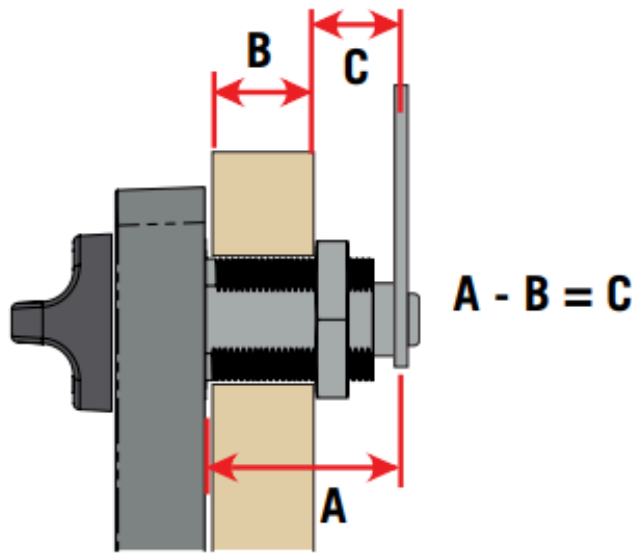
8 Tighten nut with wrench until nut is firmly in place.



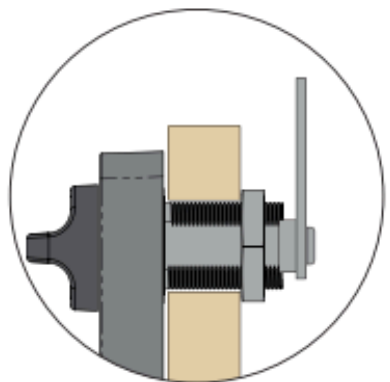
Do Not overtighten nut to avoid damaging door surface

ATTACHING CAM

1 Pocket location for Cam is determined by max distance vs door thickness. Door thickness may determine pocket depth (C) Straight or offset Cams may be used to accomodate different engagement depths. If there is no pocket, a small metal bracket (not included) can be installed to the correct depth.

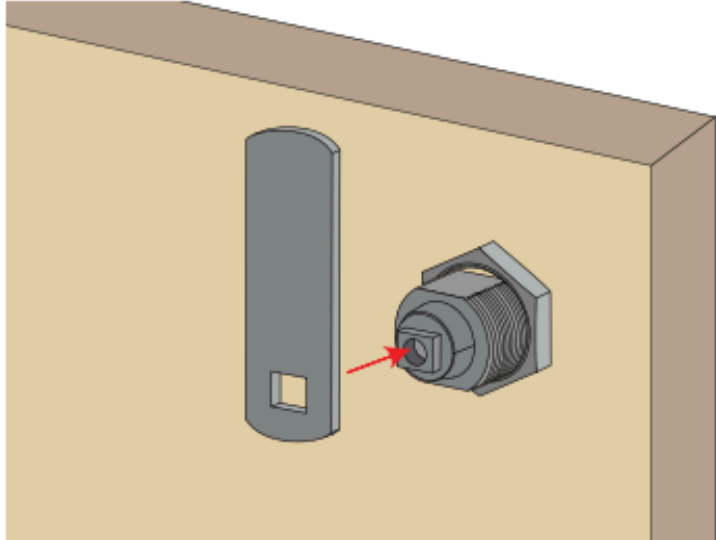


Offset Cam

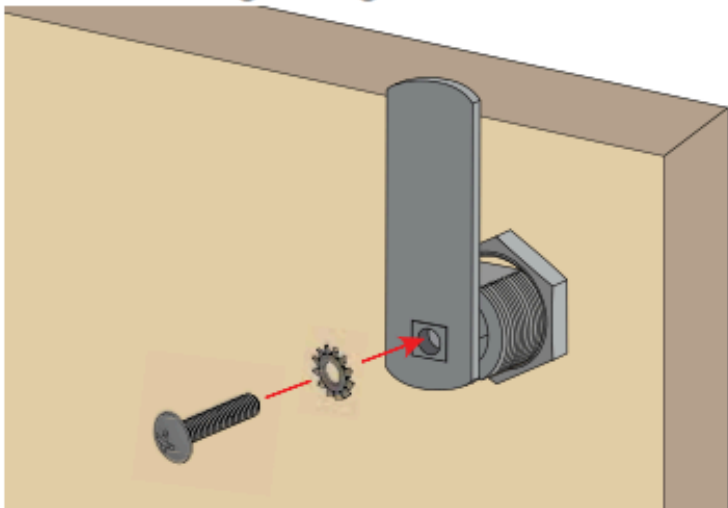


Straight Cam

2 Slide Cam adapter onto CamLock shaft. It will engage with mating square "keyway".



3 Attach CAM to Cam shaft with phillips screw and serrated washer with No 2 screwdriver. Check to ensure Cam is oriented in the correct lock/unlocked position before tightening screw.



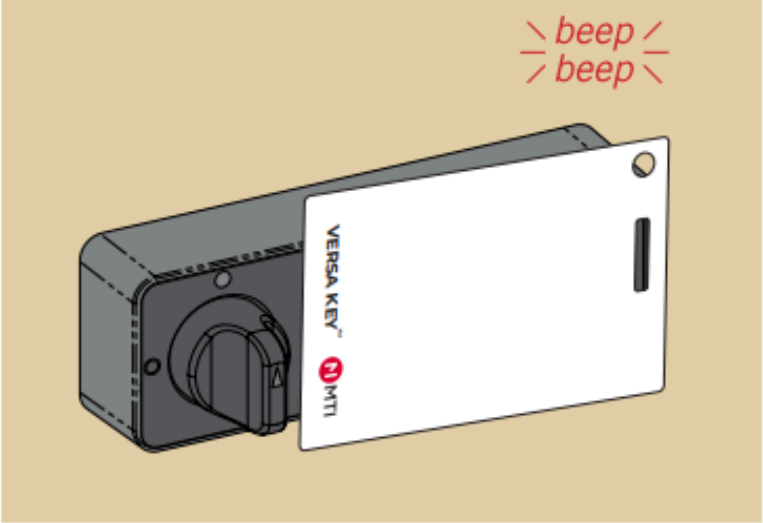
Using CamLock

MTI CAMLOCK™

MTI

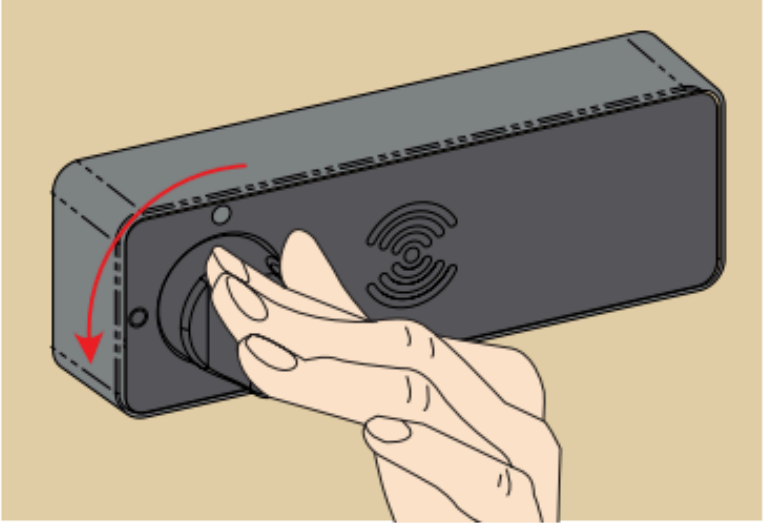
1

Swipe Versa User Card on lock. Lock will emit double beep if card is accepted. Motor will cycle to unlock state.



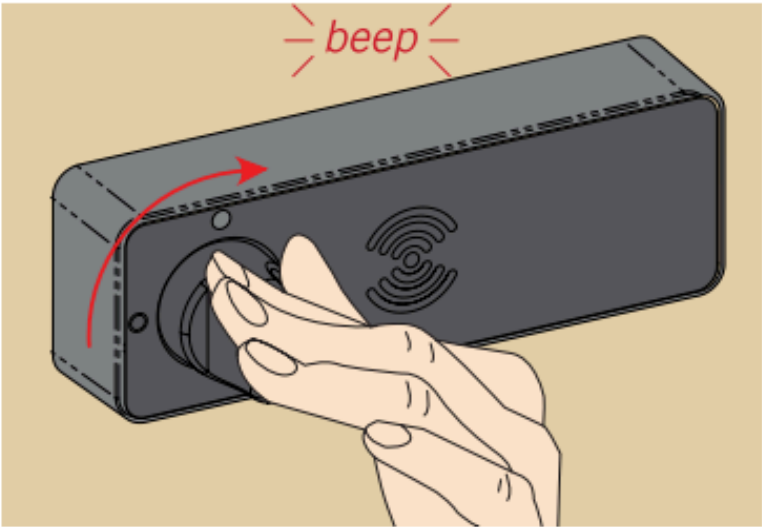
2

User manually unlocks the lock by twisting knob.



3

When finished, close door and twist lock to locked position. Lock will emit a single beep when it is locked. If lock is not returned to locked position, it will start alarming after 5 minutes of being unlocked



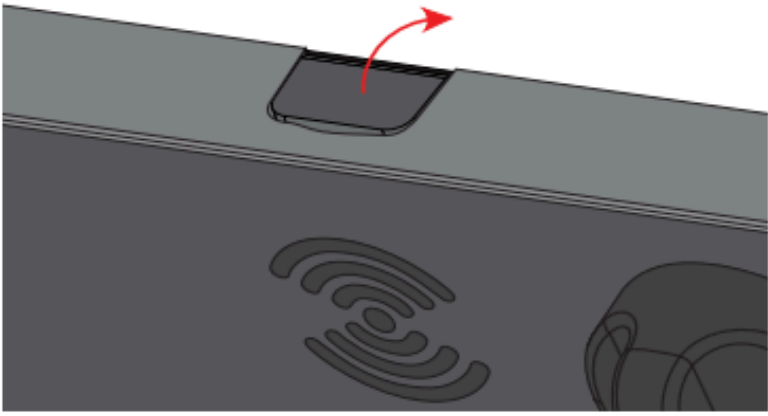
Powering lock with dead battery

MTI CAMLOCK™

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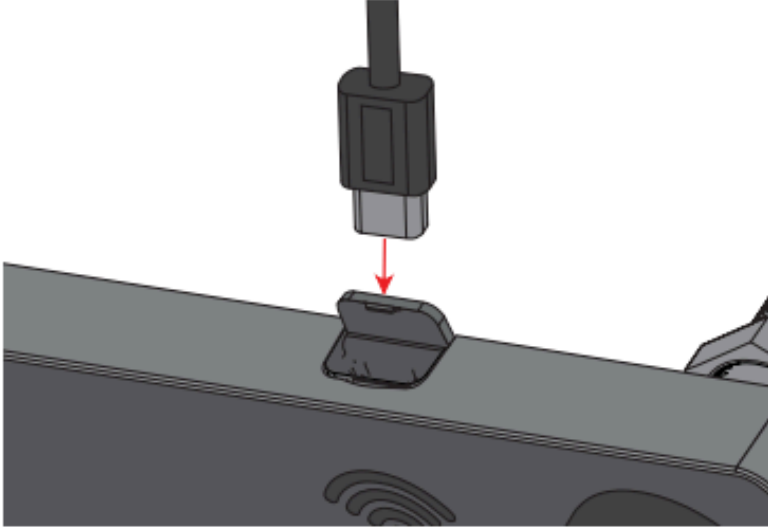
1

Flip up dust cover on power port.



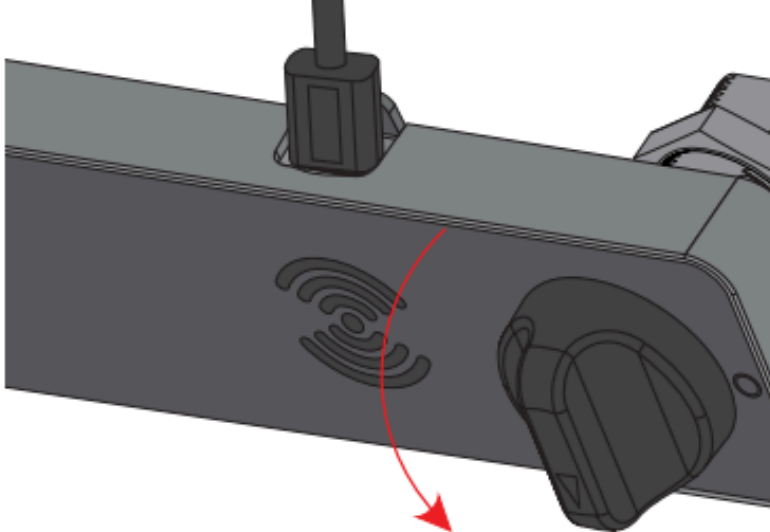
2

Insert USB-C from 5V USB-C power supply or external battery pack. We recommend MTI P/N 400-00186.



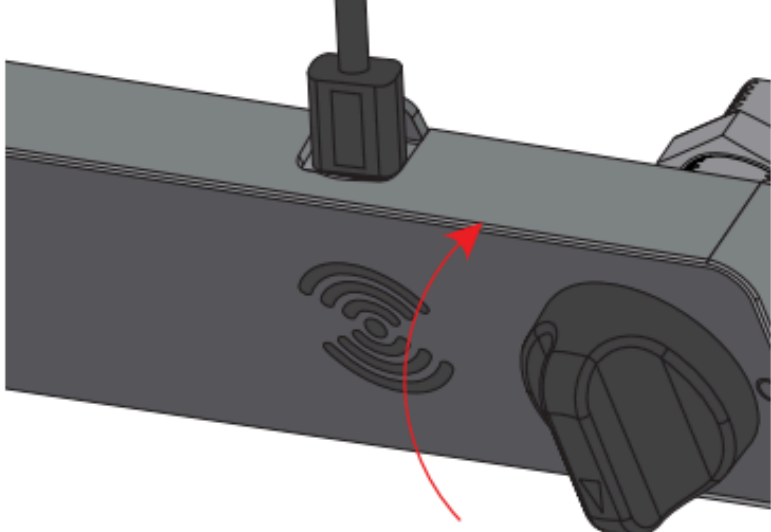
3

Upon powering up, wait 10 seconds to initialize lock. Swipe RFID card. Twist lock to unlock normally.



4

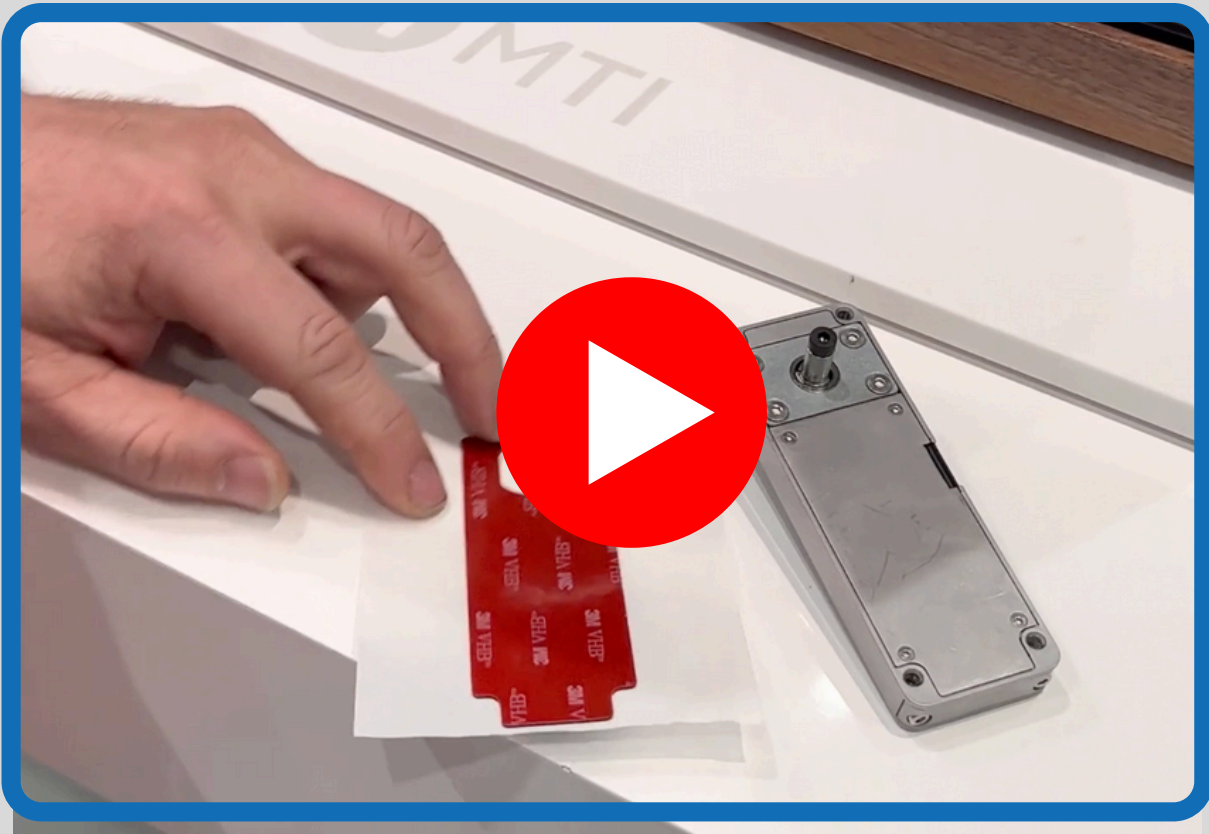
Leave battery plugged in until you have re-locked the door. Replace battery as soon as possible.





PlungerLock Installation Guide

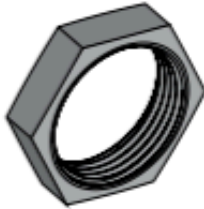
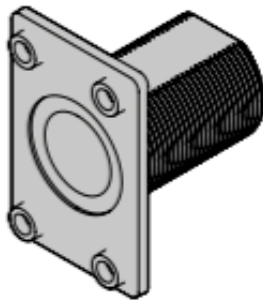
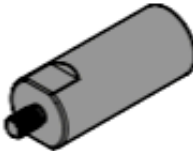
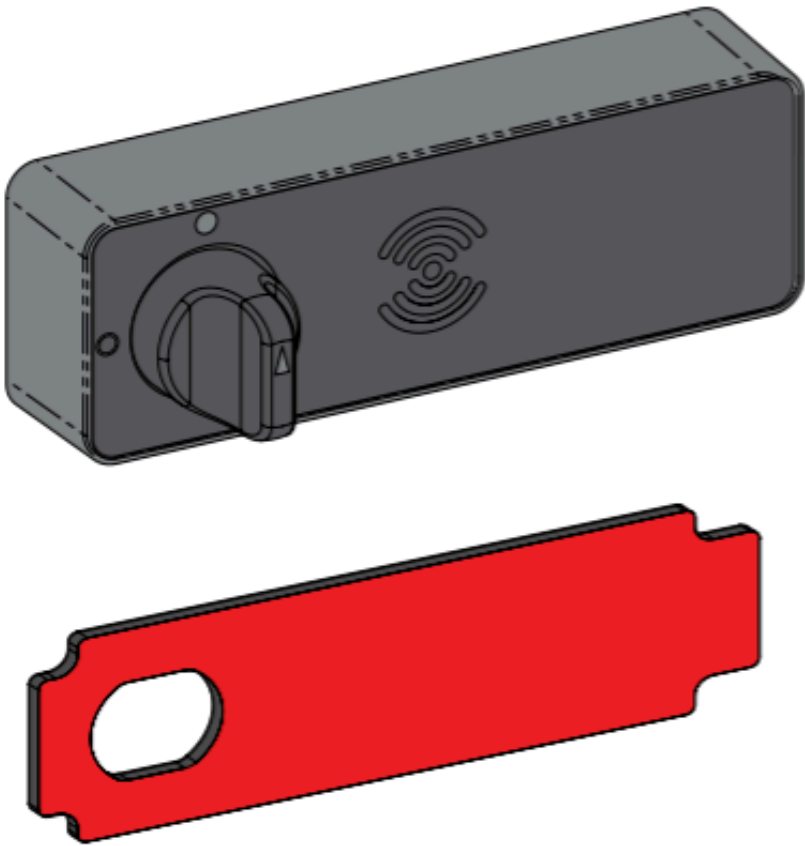
[Click Here for the PlungerLock installation Video](#)



PlungerLock Kit

SmartLock

MTI PLUNGER LOCK™



Bushing Mount
(Included)

Not included

003-00036 - For battery door



22mm Wrench - For Bushing Mounts



Key Starter Set – 185-00459



x1



x2

User Key Bulk (x5) Pack -
185-00460



x5

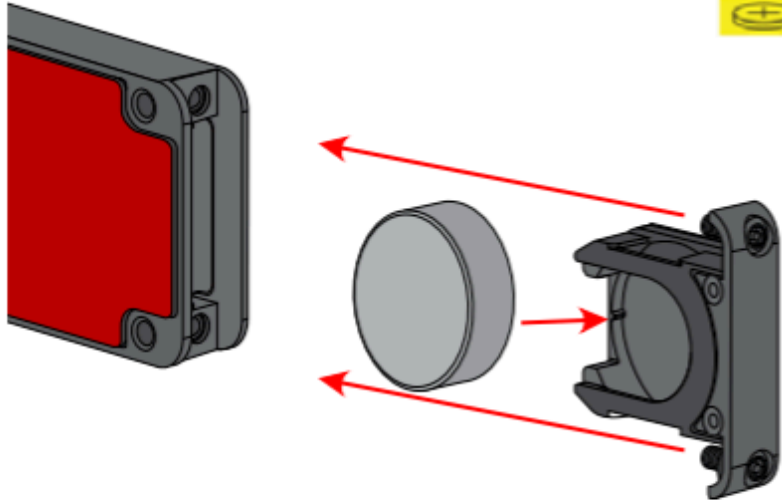
Connect Card -
401-00008



x1



BATTERY



CR 2477 Coin Cell Battery

Battery Caution

Do not ingest the battery, Chemical Burn Hazard.
Keep new and used batteries away from children.

The product contains a lithium coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

If the battery compartment does not close securely, stop using the product and keep it away from children.

CAUTION:

Risk of fire or explosion if the battery is replaced by an incorrect type.

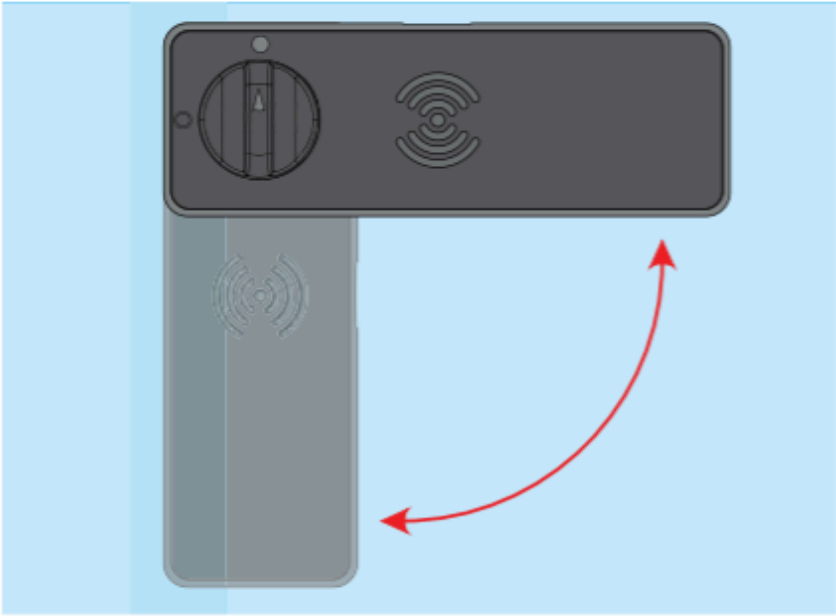
- battery type: CR 2477 (non-rechargeable)
- chemical system of the battery: Lithium

Plunger Lock Installation

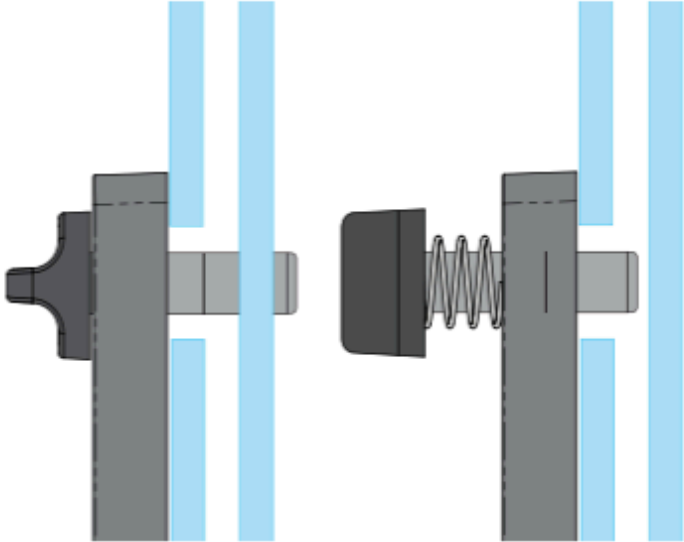
MTI PLUNGER LOCK™



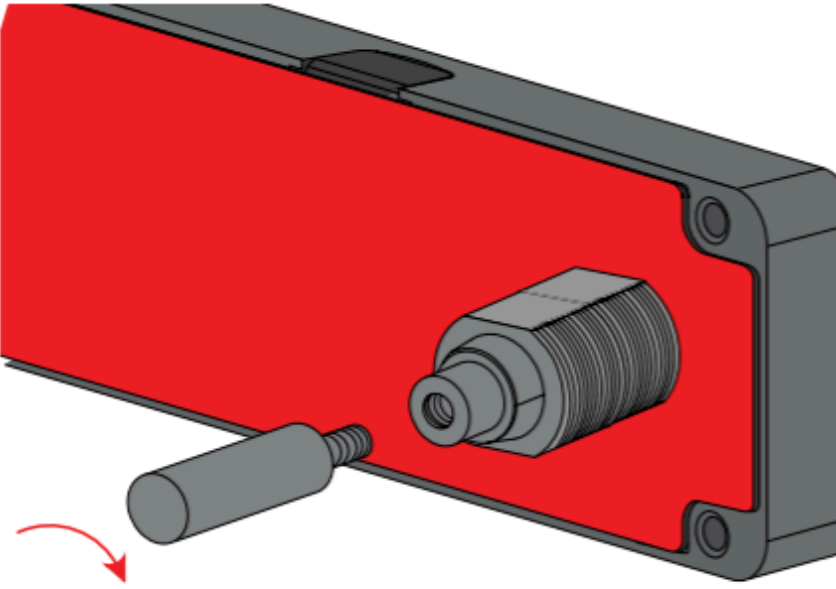
1 Determine if lock will be mounted vertical or horizontally.



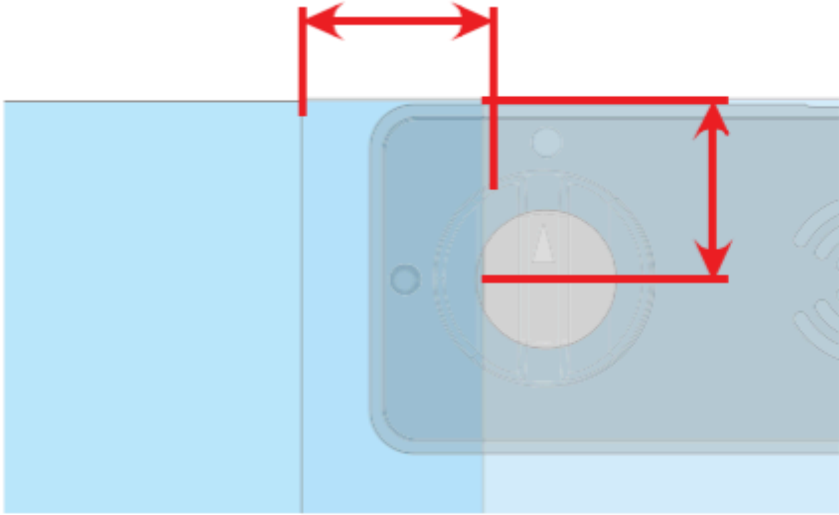
2 Measure total thickness of both doors plus door gap. This will determine which plunger, or plunger + extension to use. Plunger must be long enough to engage back sliding door, and clear it when the lock is open. Lock travel is 10mm.



3 If plunger extensions are needed, they simply screw into the lock plunger. Threads are M4.

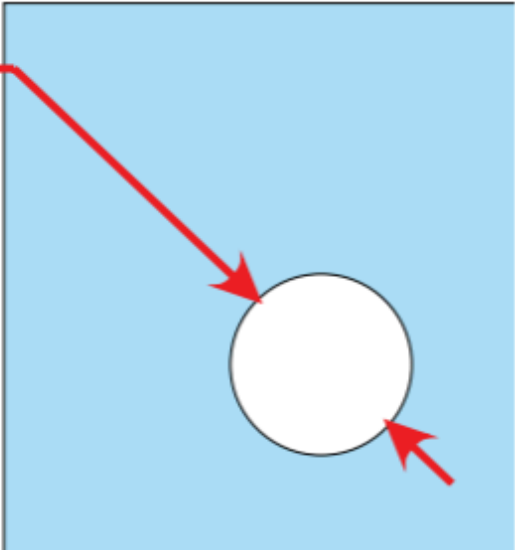


4 Measure Door Overlap (A) plus diameter of hole for plunger. Will range from 10-19mm. For Plunger only a 10mm clearance hole is needed. If using optional threaded bushing mount, drill a 19mm hole. Edge of hole should be even with edge of door overlap.

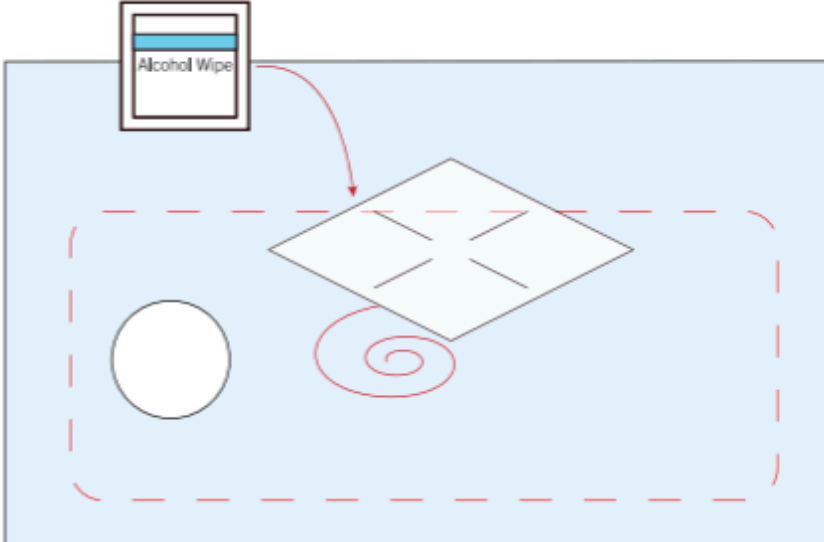


5 Drill hole in front door panel where marked in previous step. Hole size will vary depending on mounting type.

(10-19mm)
.39-.75in



6 Clean surface of door with alcohol wipe in the area where lock will contact. Allow to dry thoroughly.



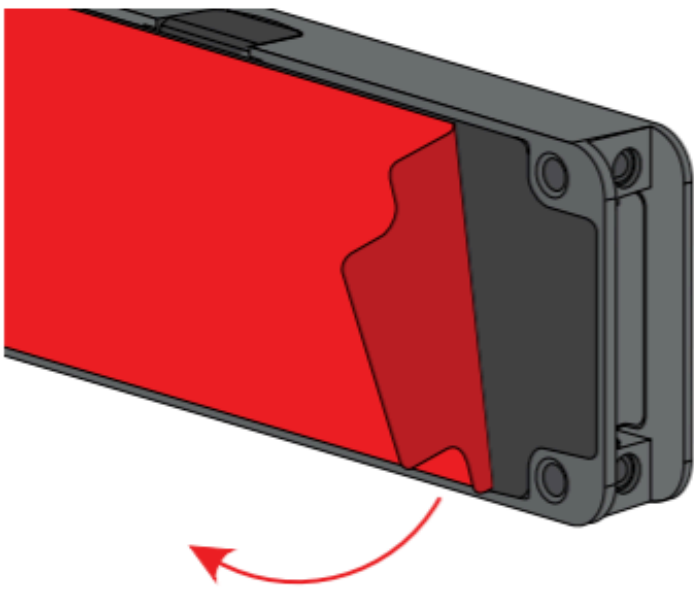


Plunger Lock Installation

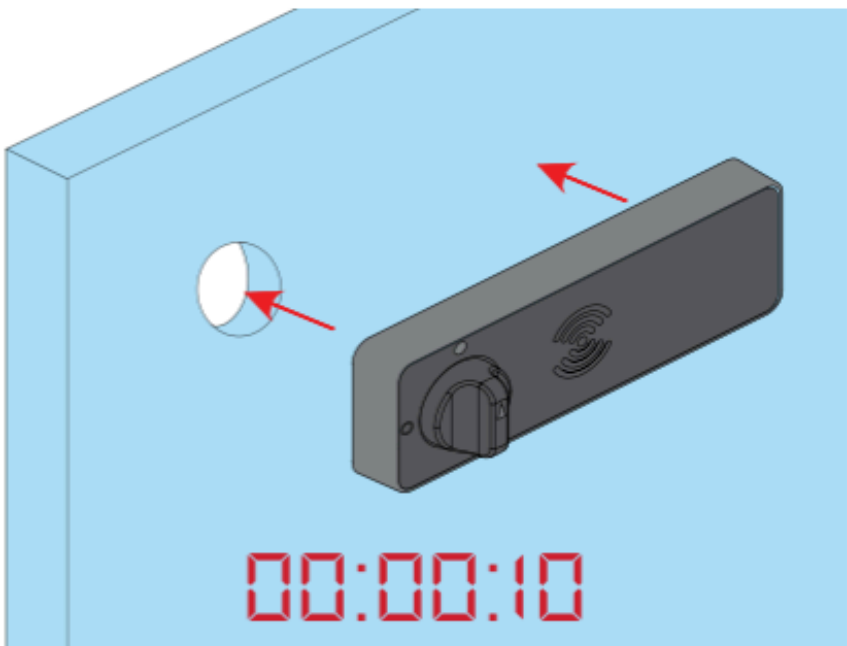
MTI PLUNGER LOCK™

MTI

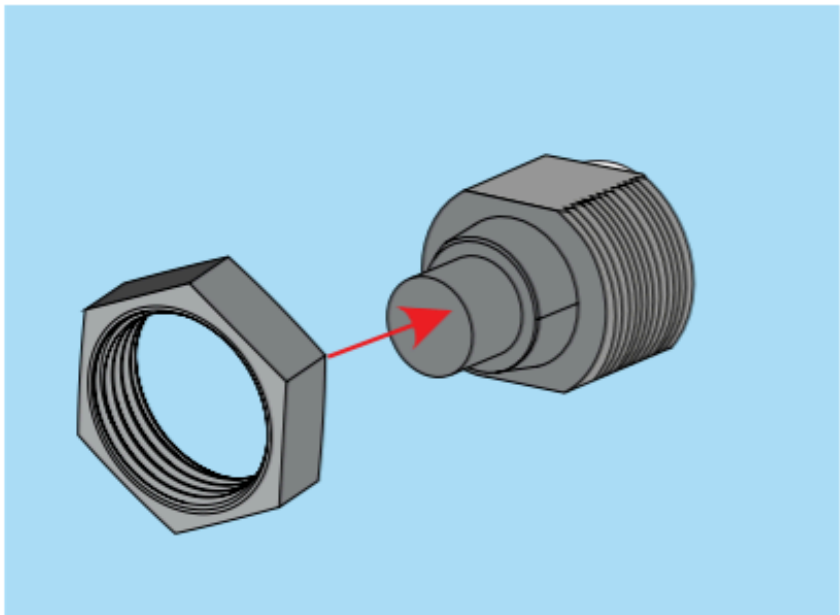
7 Peel red liner from VHB tape.



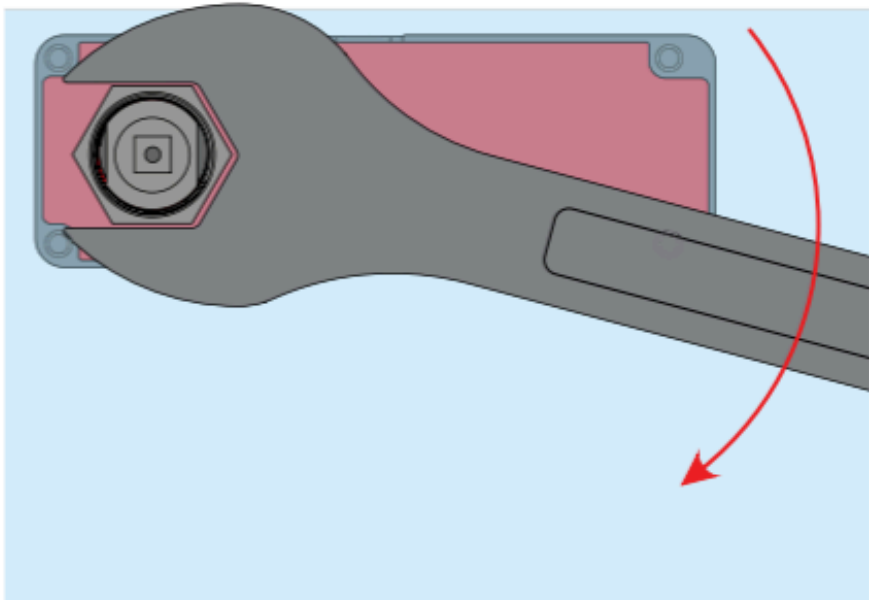
8 Apply lock to door, ensuring it is straight. Apply pressure to VHB for 10 seconds to ensure complete adhesion.



9 For applications using threaded bushing, attach nut to bushing.



10 Tighten nut with wrench until nut is firmly in place.



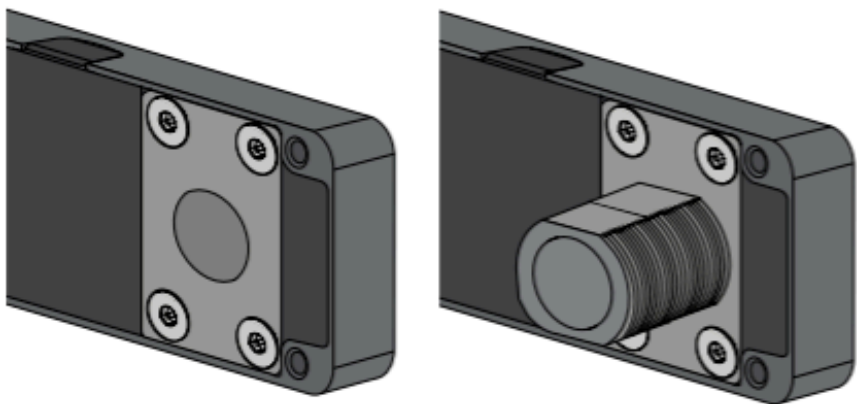
Do Not overtighten nut to avoid
damaging door surface

Mount Types

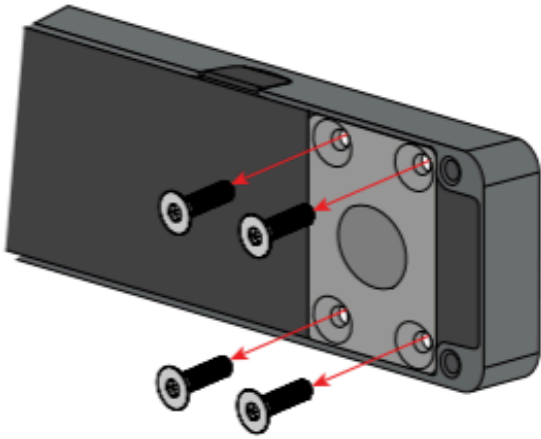
MTI PLUNGER LOCK™

MTI

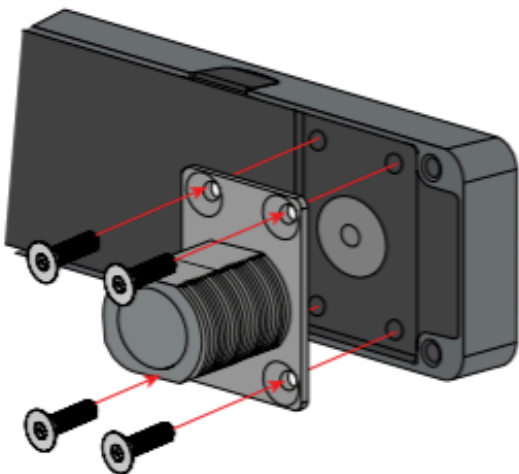
1 Mount back plates are either a simple flush mount (standard) or the optional threaded bushing kit included in the kit. If using flush mount, skip to step 4



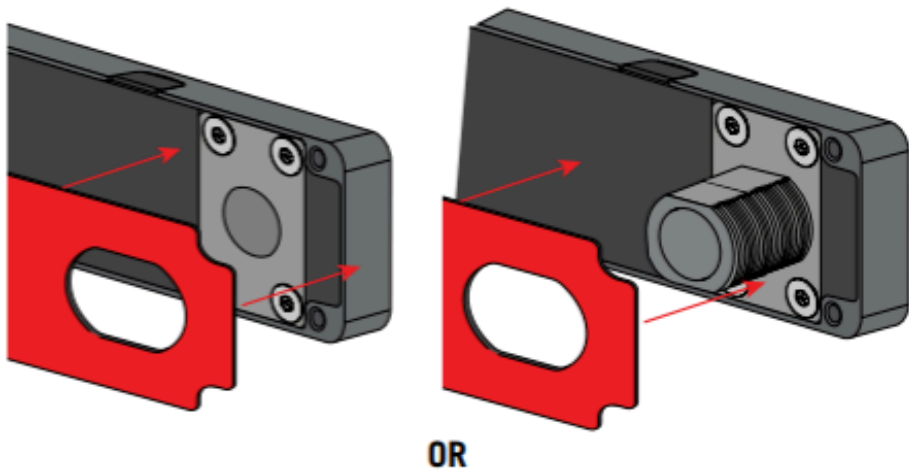
2 Change to bushing mount by removing four screws holding flush mount plate. Use MTI Retail Tool to remove.



3 Install threaded bushing with the screws removed in step 2. Tighten until they are snug. Do not over tighten.



4 Apply VHB to back of lock. Place pressure all around VHB pad to ensure good adhesion.



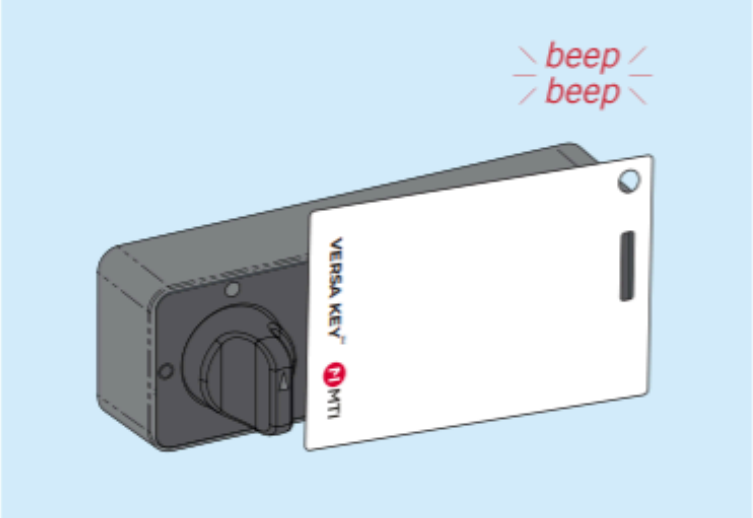
Using Plunger Lock

MTI PLUNGER LOCK™

MTI

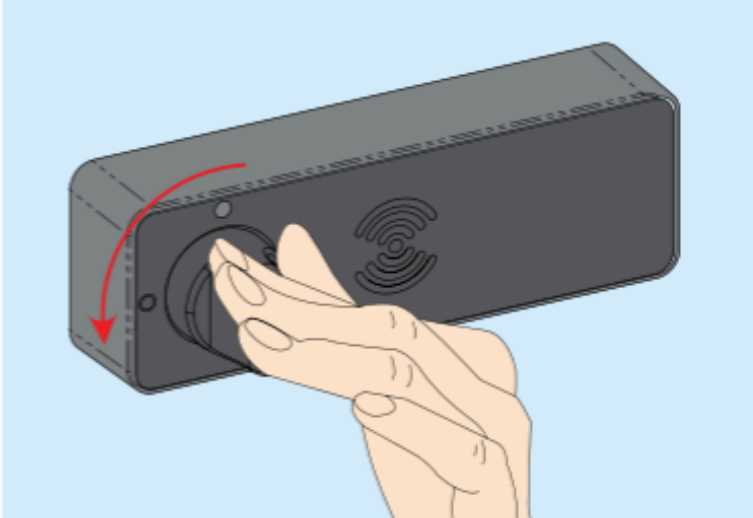
1

Swipe Versa User Card on lock. Lock will emit double beep if card is accepted. Motor will cycle to unlock state.



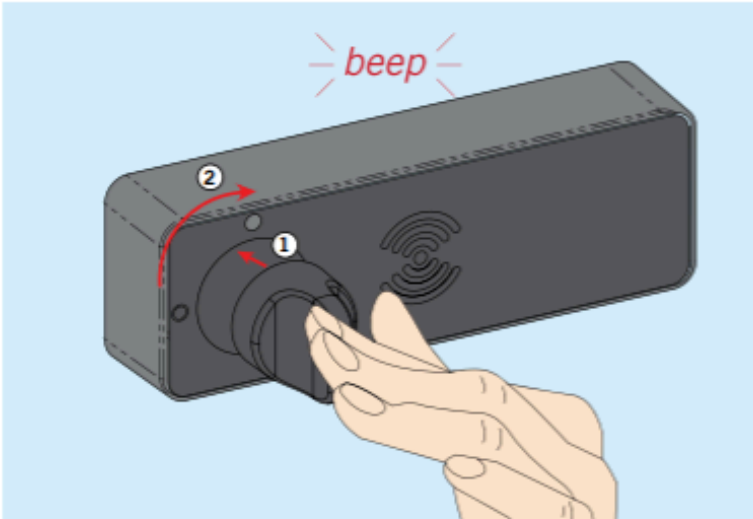
2

User manually unlocks the lock by twisting knob and it will pop the knob/plunger out. Door may now be opened.



3

When finished, close door, push knob in, and twist knob to locked position. Lock will emit a single beep when it is locked. If lock is not returned to locked position, it will start alarming after 5 minutes of being unlocked.



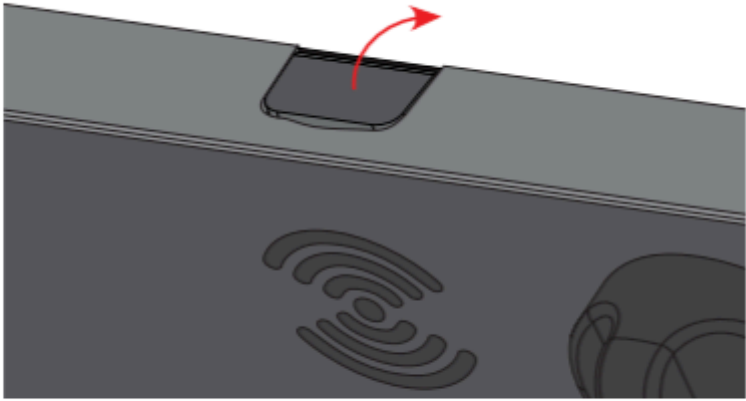
Powering Lock with Dead Battery

MTI PLUNGER LOCK™

MTI

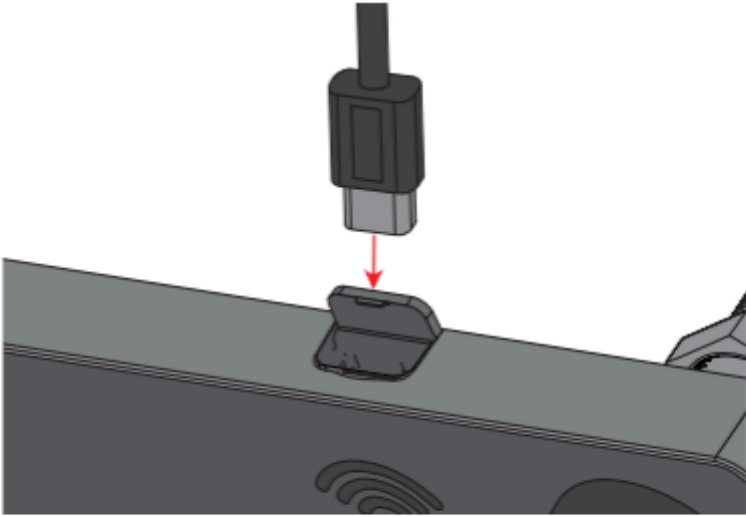
1

Flip up dust cover on power port.



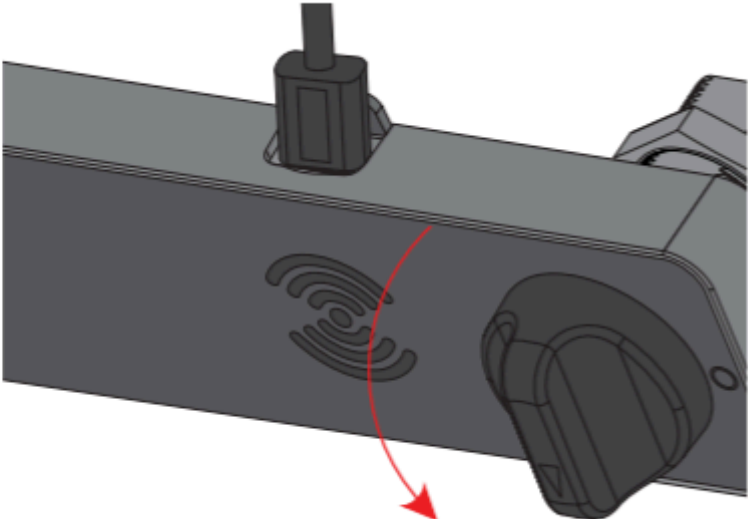
2

Insert USB-C from 5V USB-C power supply or external battery pack. We recommend MTI P/N 400-00186



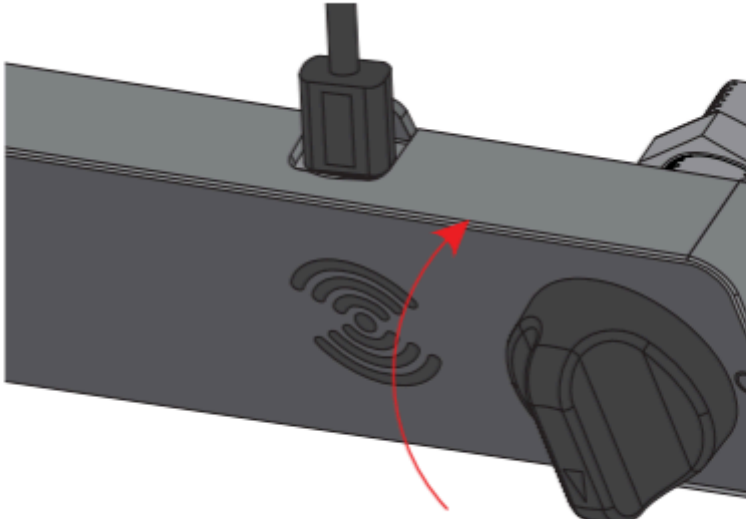
3

Upon powering up, wait 10 seconds to initialize lock. Swipe RFID card. Twist lock to unlock normally.



4

Leave battery plugged in until you have re-locked the door. Replace battery as soon as possible.





Universal Door / Drawer Lock
Installation Guide

[Click Here for the Universal
Lock installation Video](#)



Universal Door/Drawer Lock

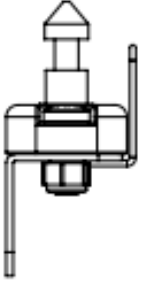
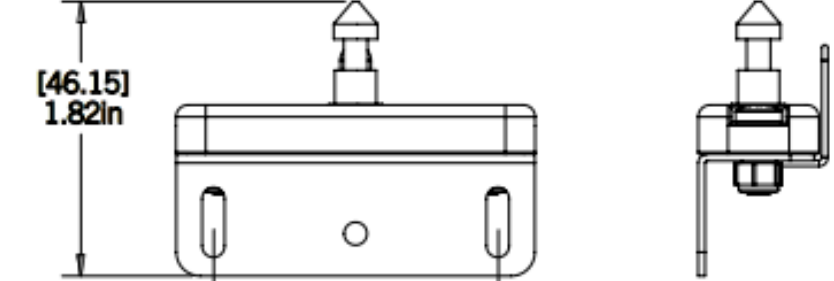
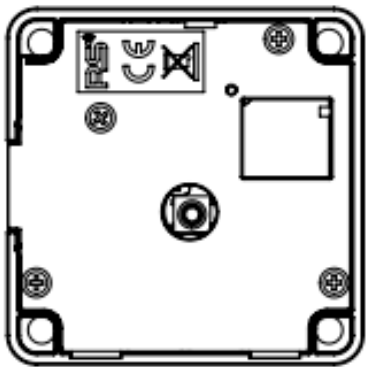
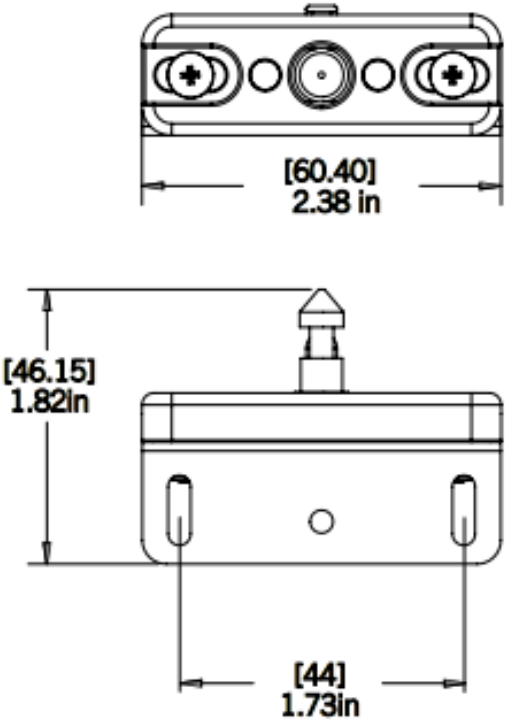
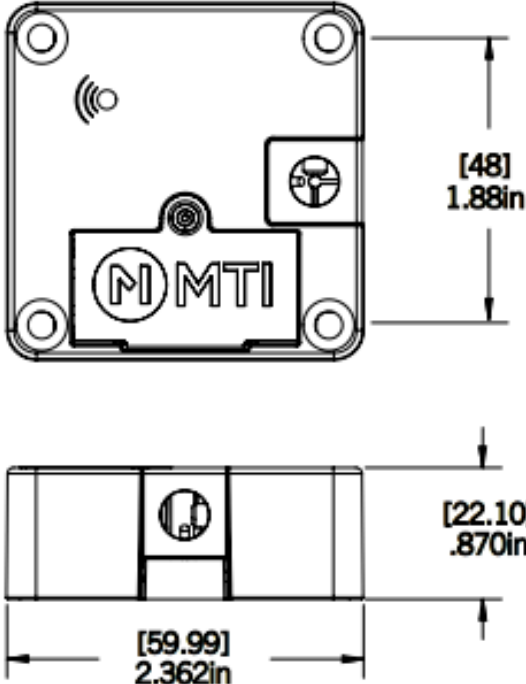
MTI RFID SmartLock™ Overview

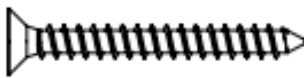
MTI

185-01212

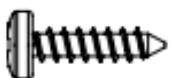
UL1 Universal Door/Drawer Lock







#7-16 x 1.3in Wood Screw - 4 pieces



#7-16 x .60in Wood Screw - 2 pieces



Universal Door/Drawer Lock

MTI RFID SmartLock™ Overview

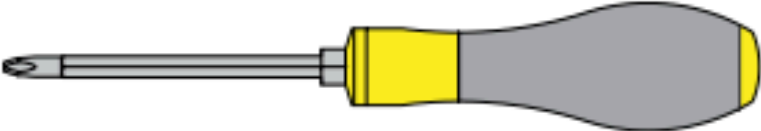
MTI

Required Tools

MTI Retail Tool - For Battery Door - 003-00087

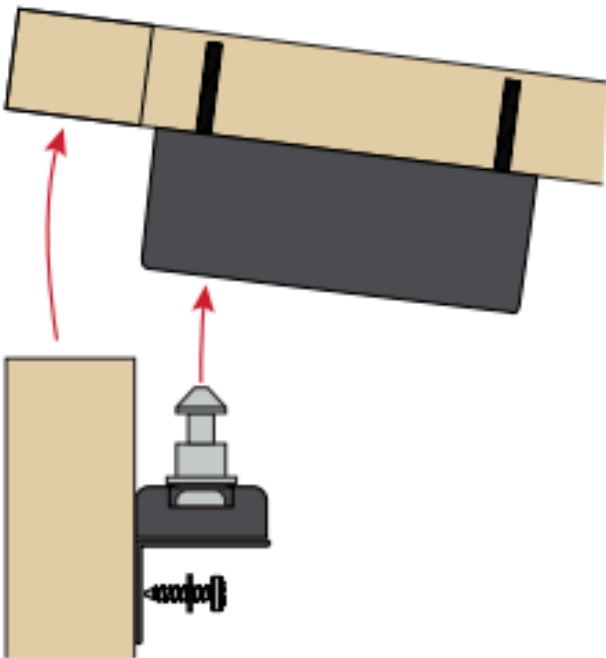


No. 2 Philips Screwdriver - Lock/Latch Mounting

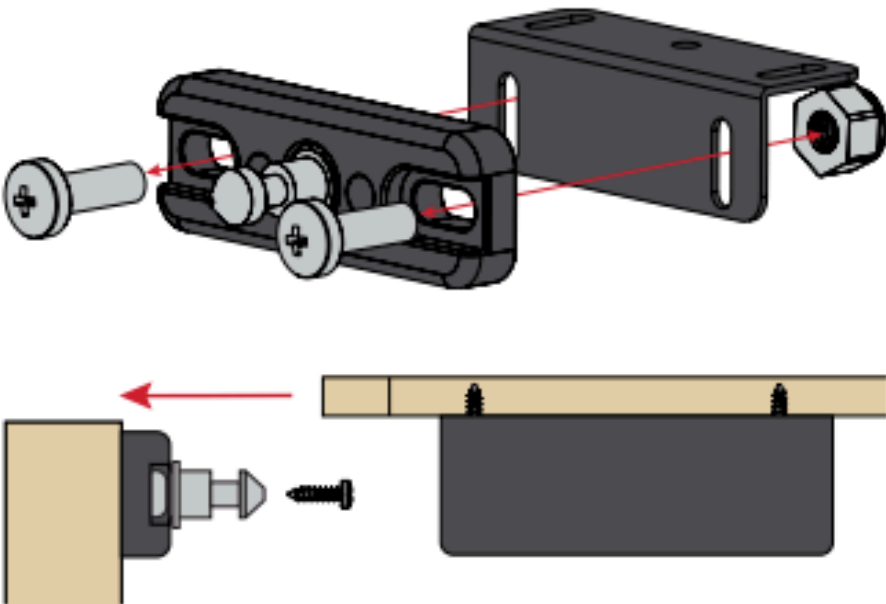


Mounting Options

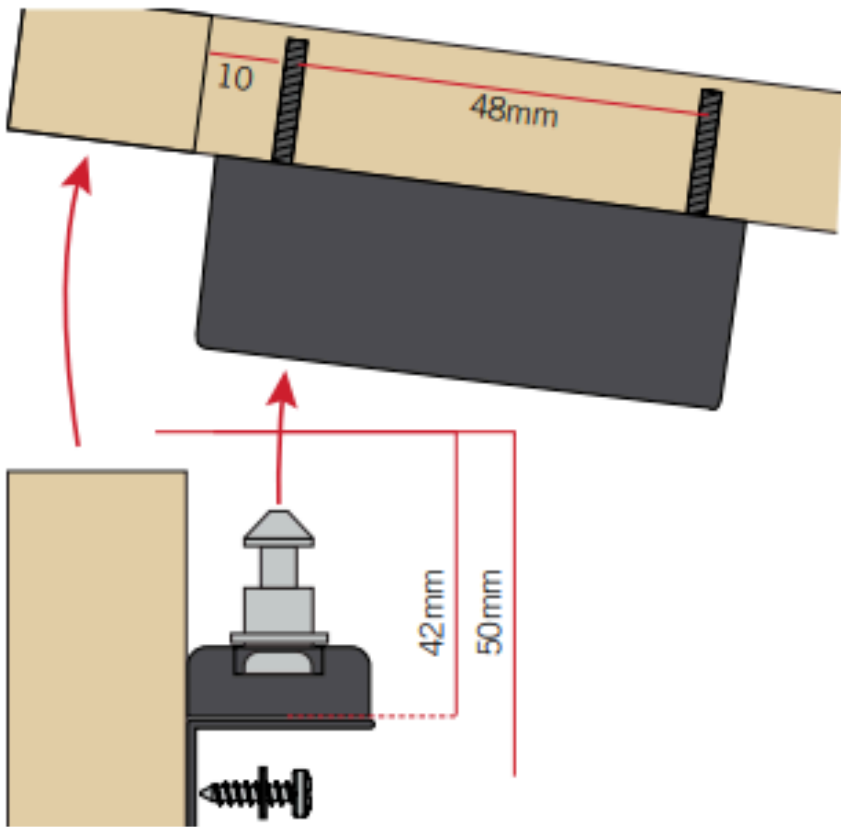
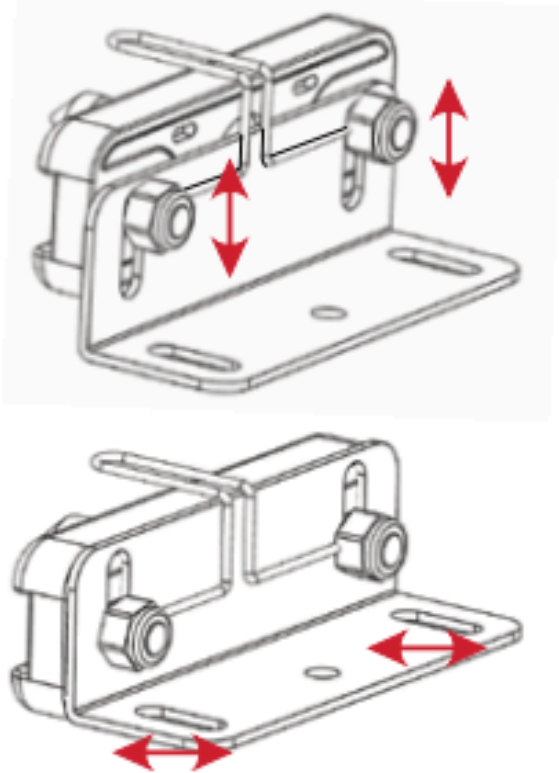
Swinging Door or Drawer



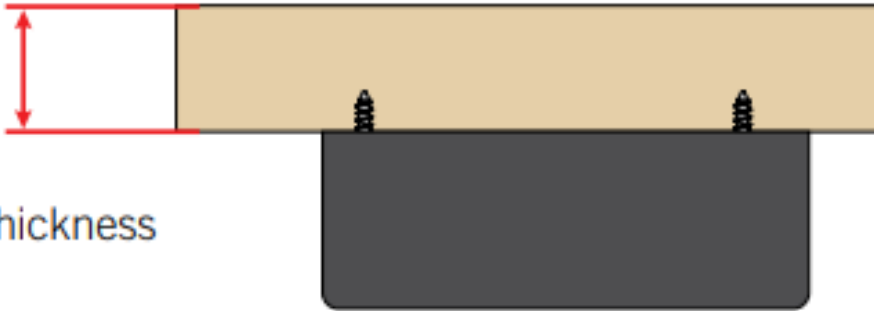
Sliding door - Remove “L” bracket



Latch can be adjusted for better alignment



Door material must be wood, plastic, or glass.
RFID antenna cannot read through a metal door.



1in./25mm Max Thickness



Vira One Shelf / Sliding Door Lock Installation Videos

[Click Here for the Vira Sliding Cabinet installation Video](#)



[Click Here for the Vira One Shelf installation Video](#)



MTI Hub Installation and Lock Pairing Video Guides

[Click Here for the MTI Hub installation Video](#)



[Click Here for the Lock Pairing Video Guide](#)

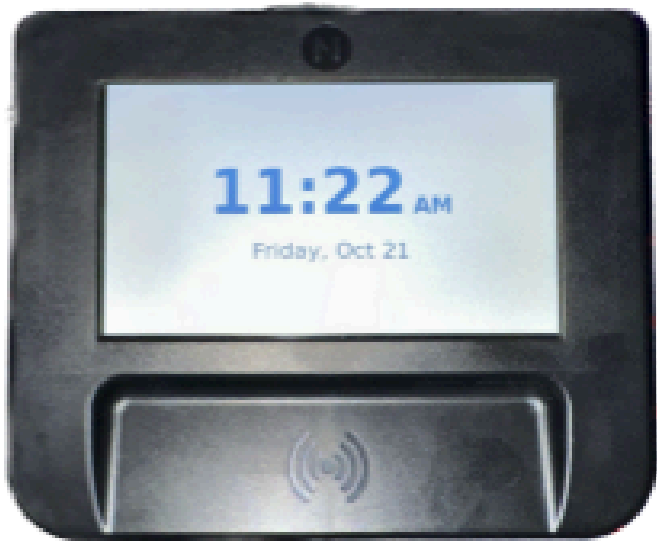
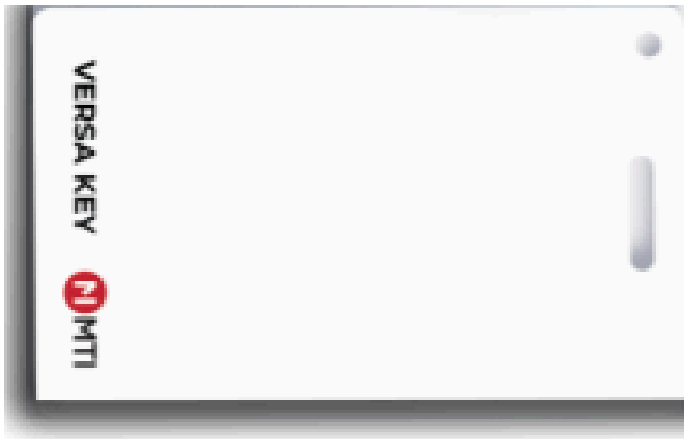




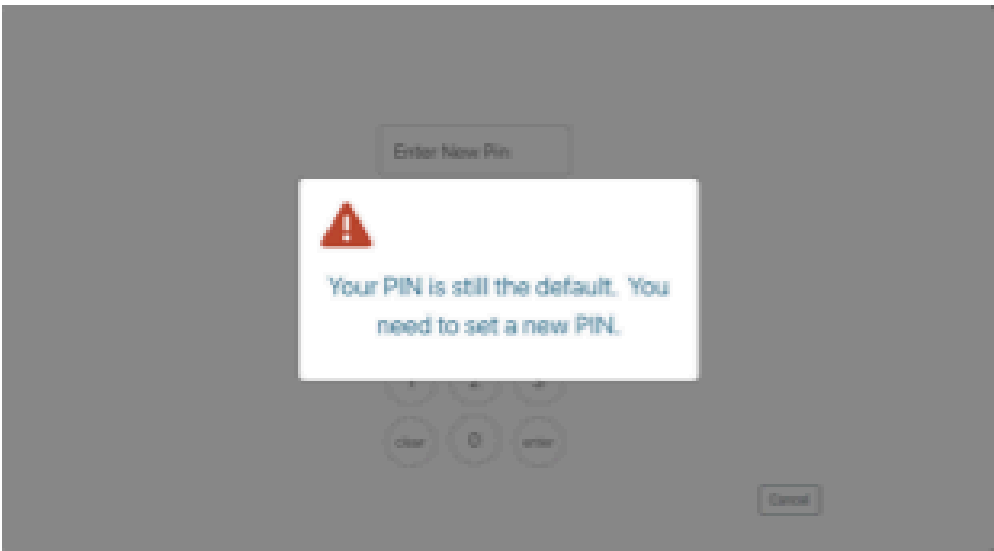
First Time Pin Setup on MTI Pin Pad

MTI Locks™ + MTI Connect®

Required Tools

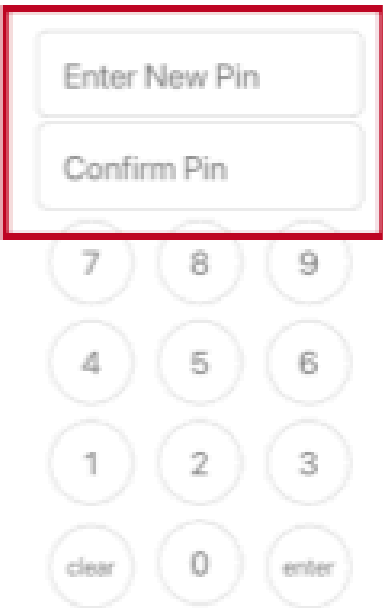


1. Default PIN 5555



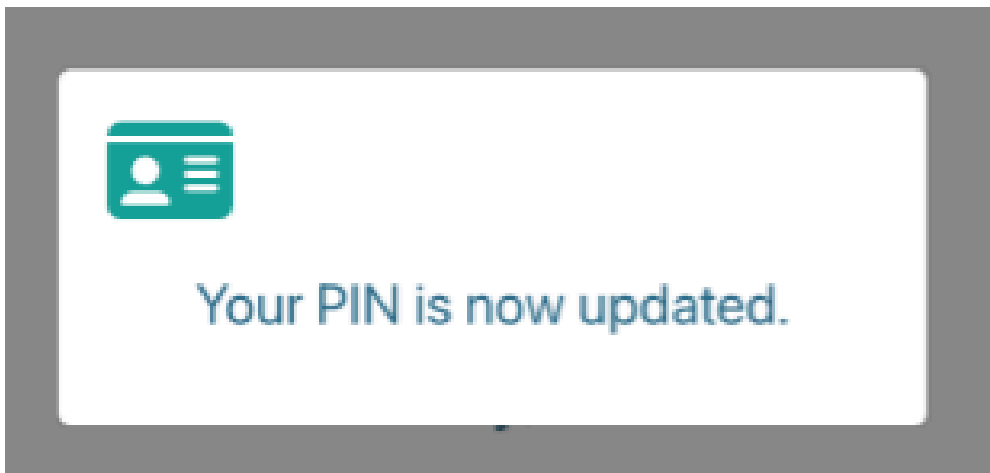
On your first tap the pinpad will ask you to set a new PIN

2.



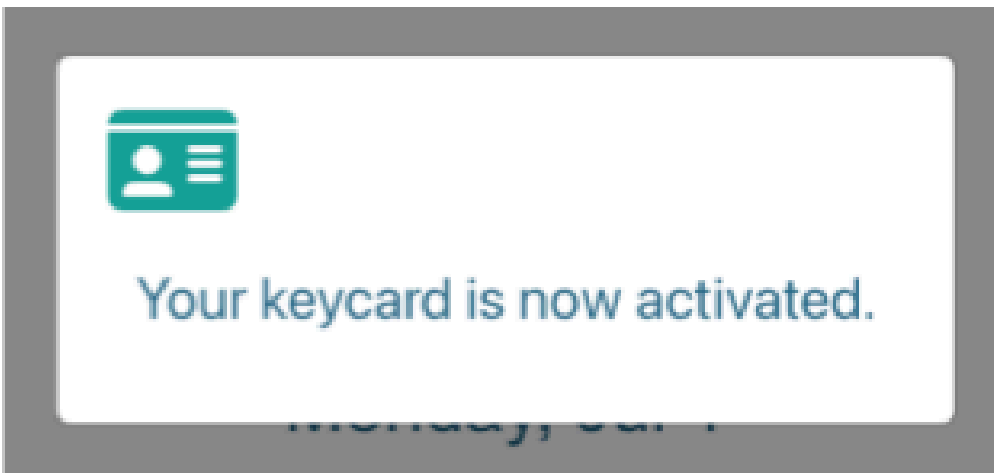
Type in your new PIN twice and hit enter

3.



You will see a new popup confirming your new PIN

4.



You can now activate and deactivate your card as needed.



POE Extender / Repeater Installation

[Click Here for the Repeater
installation Video](#)



MOUNTING

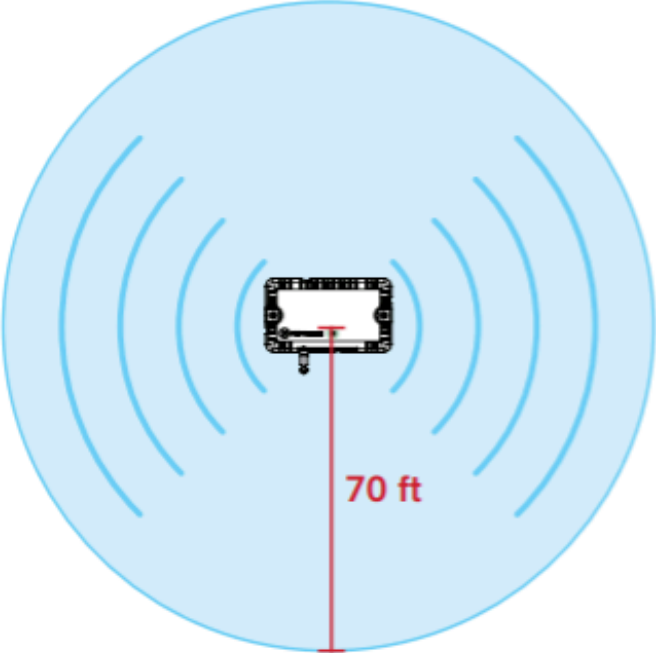
MTI CONNECT® PoE NETWORK EXTENDER PRODUCT MANUAL

N MTI

1

NOTE: This device requires professional installation to prevent tampering with or removal/replacement of the antenna by anyone other than qualified service professionals.

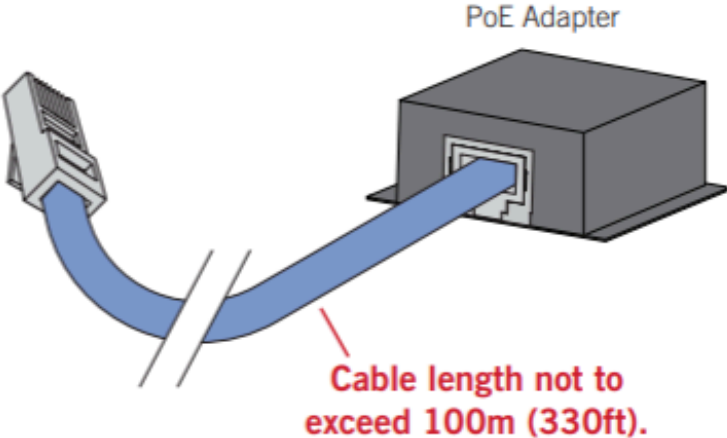
Choose an appropriate location, preferably on the ceiling, within 70 ft of the MTI Connect® Hub or another network extender.



2

NOTE: PoE Network Extender must be powered by an ES1 (<60 VDC) and PS1 (<15W) PoE power source. Passive and Active PoE adapters are supported.

Run a Cat5e cable to the chosen location. Cable must be terminated with an RJ-45 Connector following TIA-568 A/B standards. Connect one end of the cable to a PoE adapter.

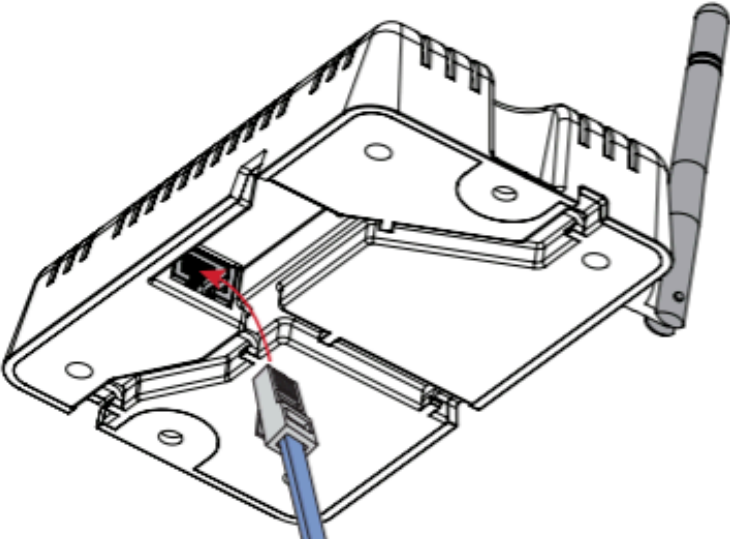


Cable length not to exceed 100m (330ft).

3

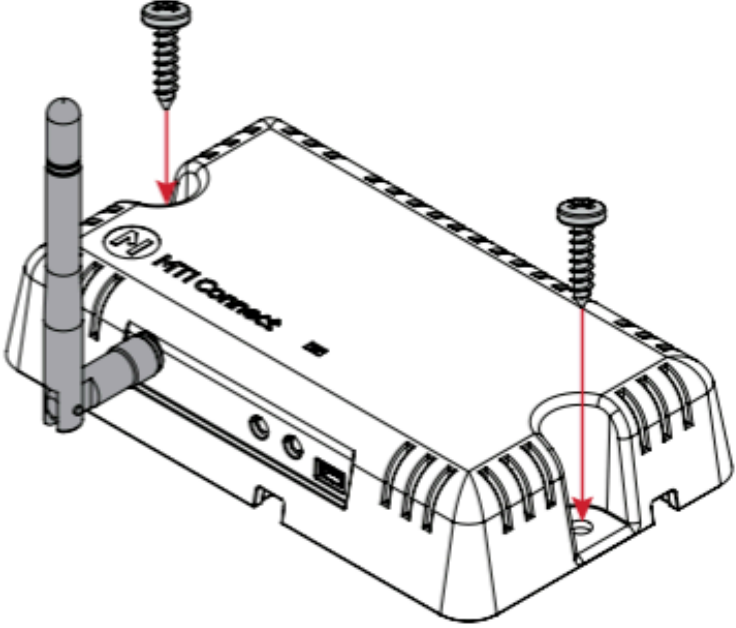
NOTE: Cat5e cables and PoE devices should be installed by certified professionals, following installation standards defined by local electrical code.

Plug the Cat5e cable's RJ-45 connector into the PoE Network Extender's RJ-45 jack and route the cable as desired, using the provided cable channels if needed.



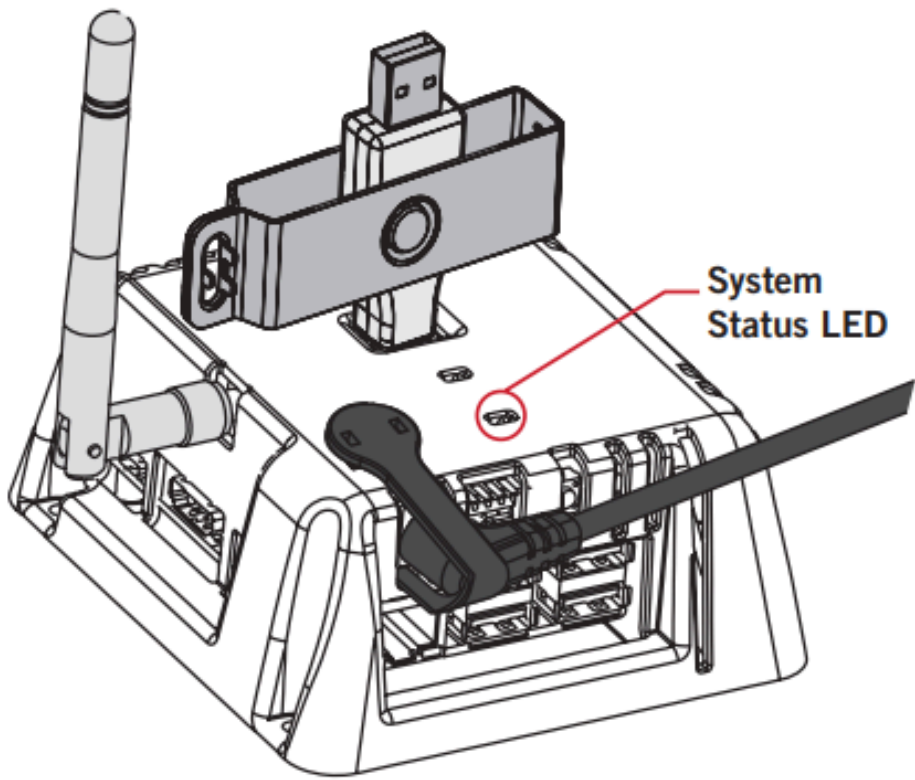
4

Mount the extender using the 3.5 mm x 16 mm screws (or longer if needed) for the mounting surface (not included).



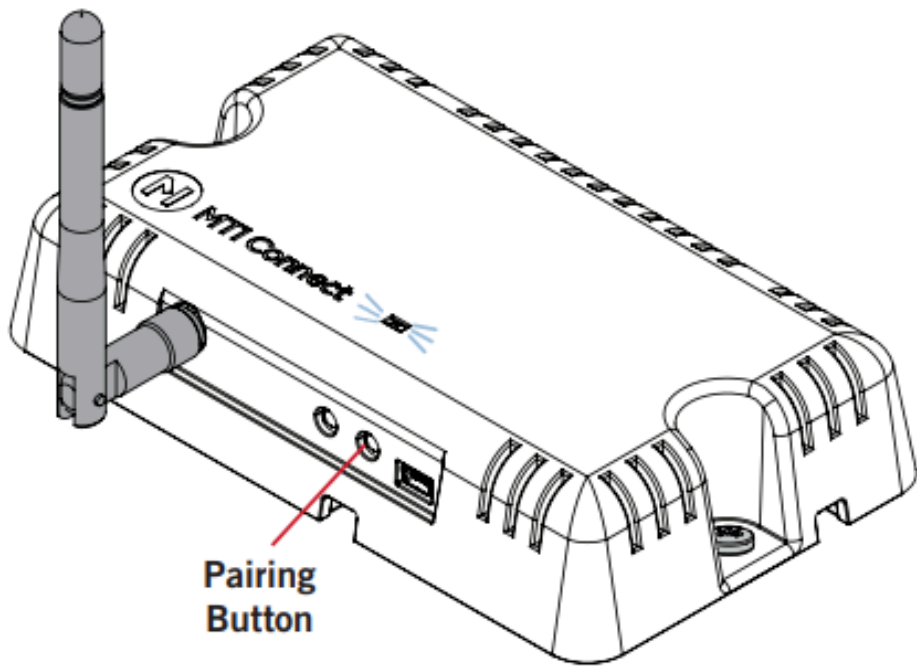
NETWORK PAIRING

- 1 Place the MTI Connect® Hub in pairing mode by inserting an MTI Connect® Unified IntelliKey into the USB Mini connector on the top of the MTI Connect® Hub. After 10 seconds the System Status LED will begin flashing blue, indicating the Hub is in Pairing mode.

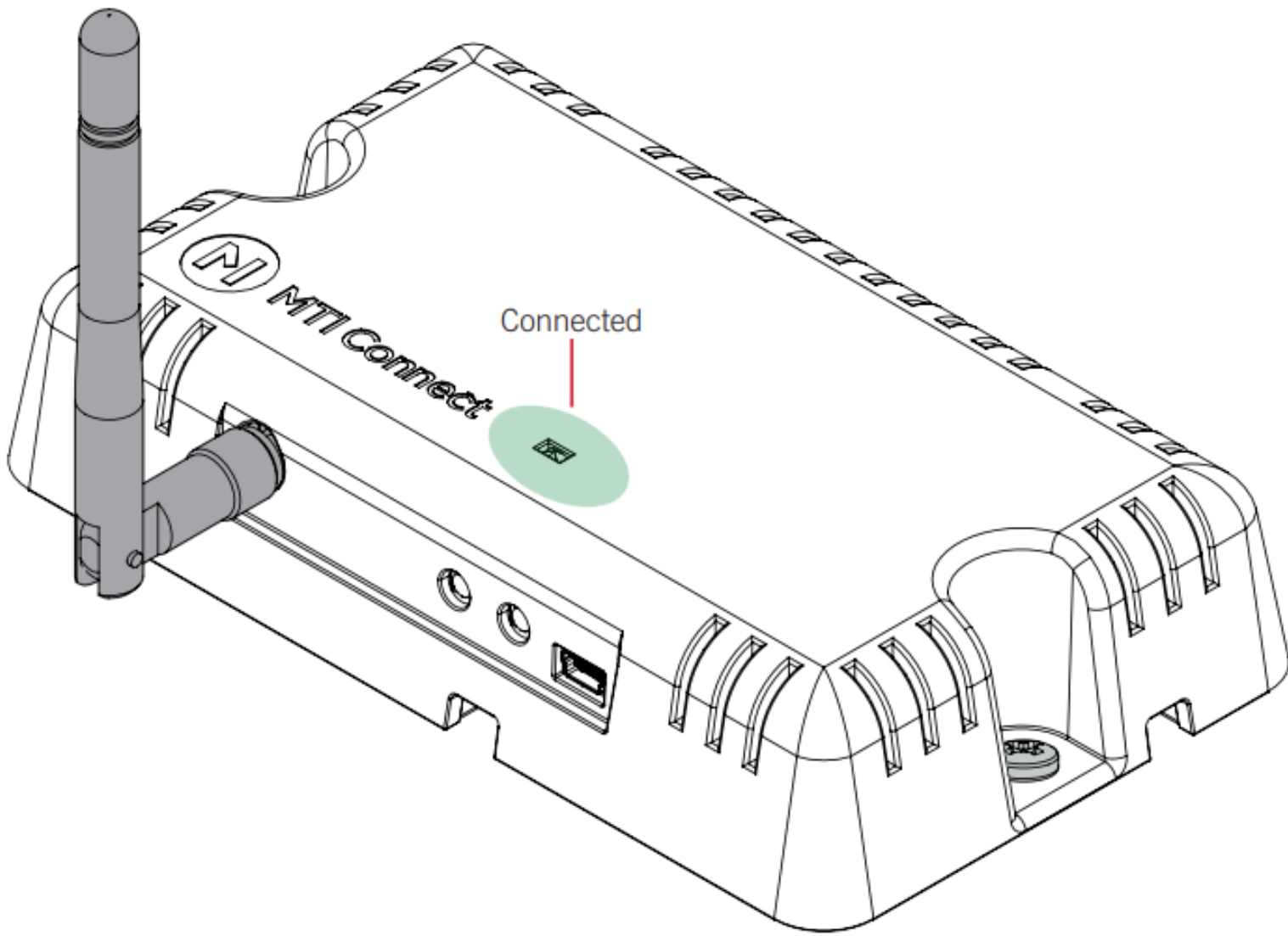


! The MTI Connect® Hub will automatically exit pairing mode after 15 minutes and it's status LED will return to the previous state.

- 2 Press the recessed Pairing Button (labeled) shown below for two seconds. The Network Extender Status LED will begin flashing blue, indicating it has entered pairing mode.



- 3 When the Network Extender attaches to the mesh network, the blue flashing LED will become solid Green. If the Network Extender does not connect to a mesh network within 90 seconds, it will exit pairing mode and will return to its previous state.

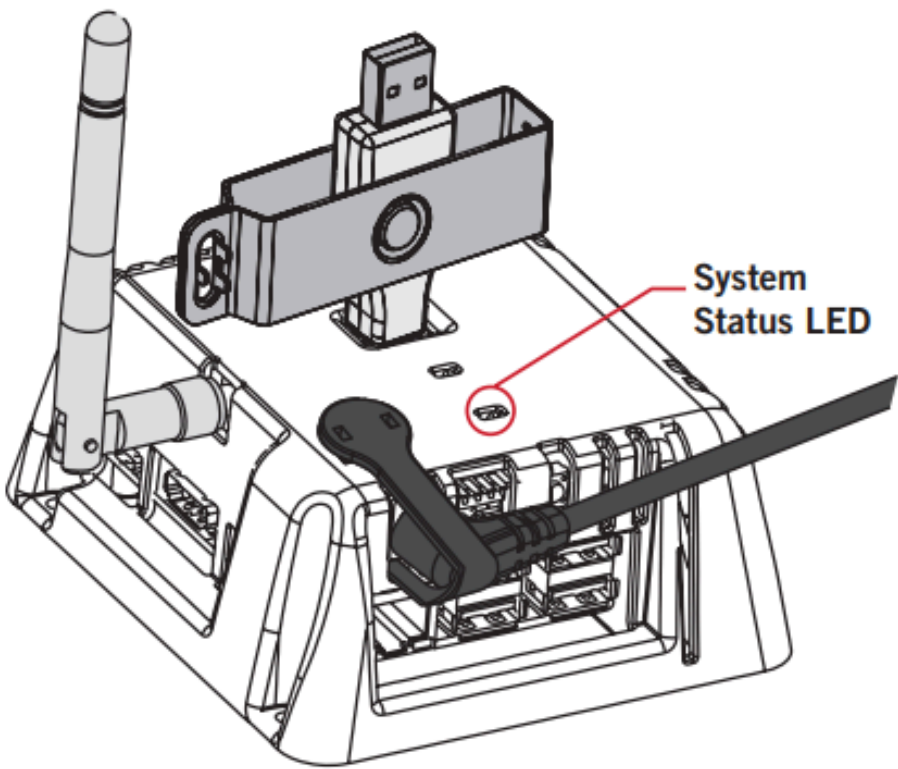


Alternative network pairing method on the following page:



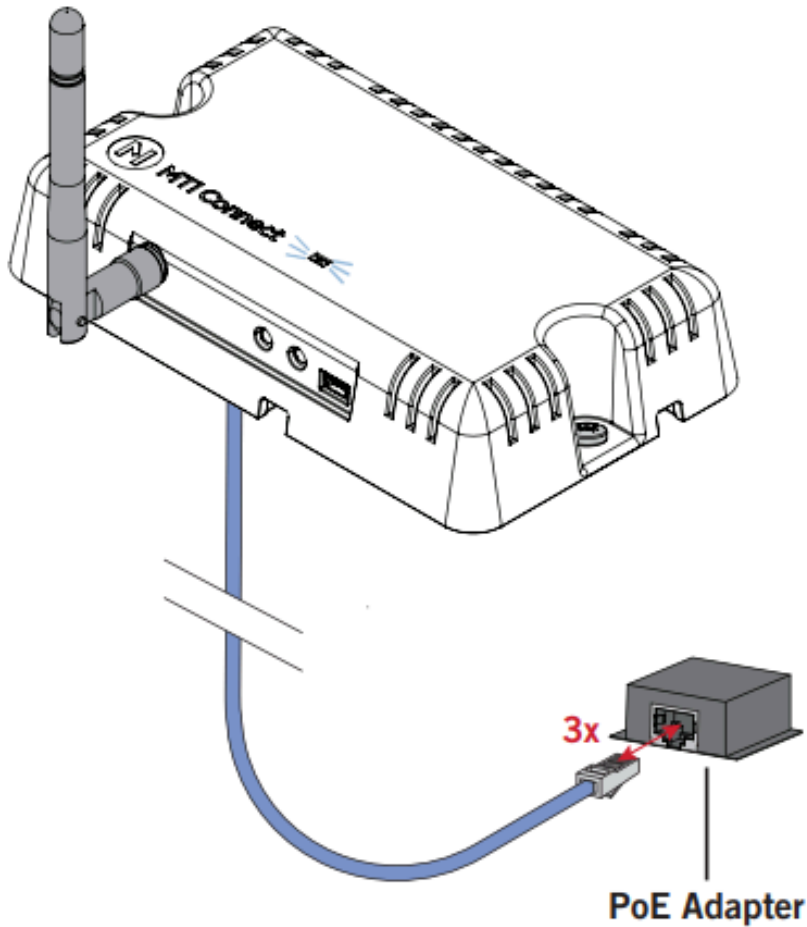
ALTERNATIVE NETWORK PAIRING

- 1 Place the MTI Connect® Hub in pairing mode by inserting an MTI Connect® Unified IntelliKey into the USB Mini connector on the top of the MTI Connect® Hub. After 10 seconds the System Status LED will begin flashing blue, indicating the Hub is in Pairing mode.

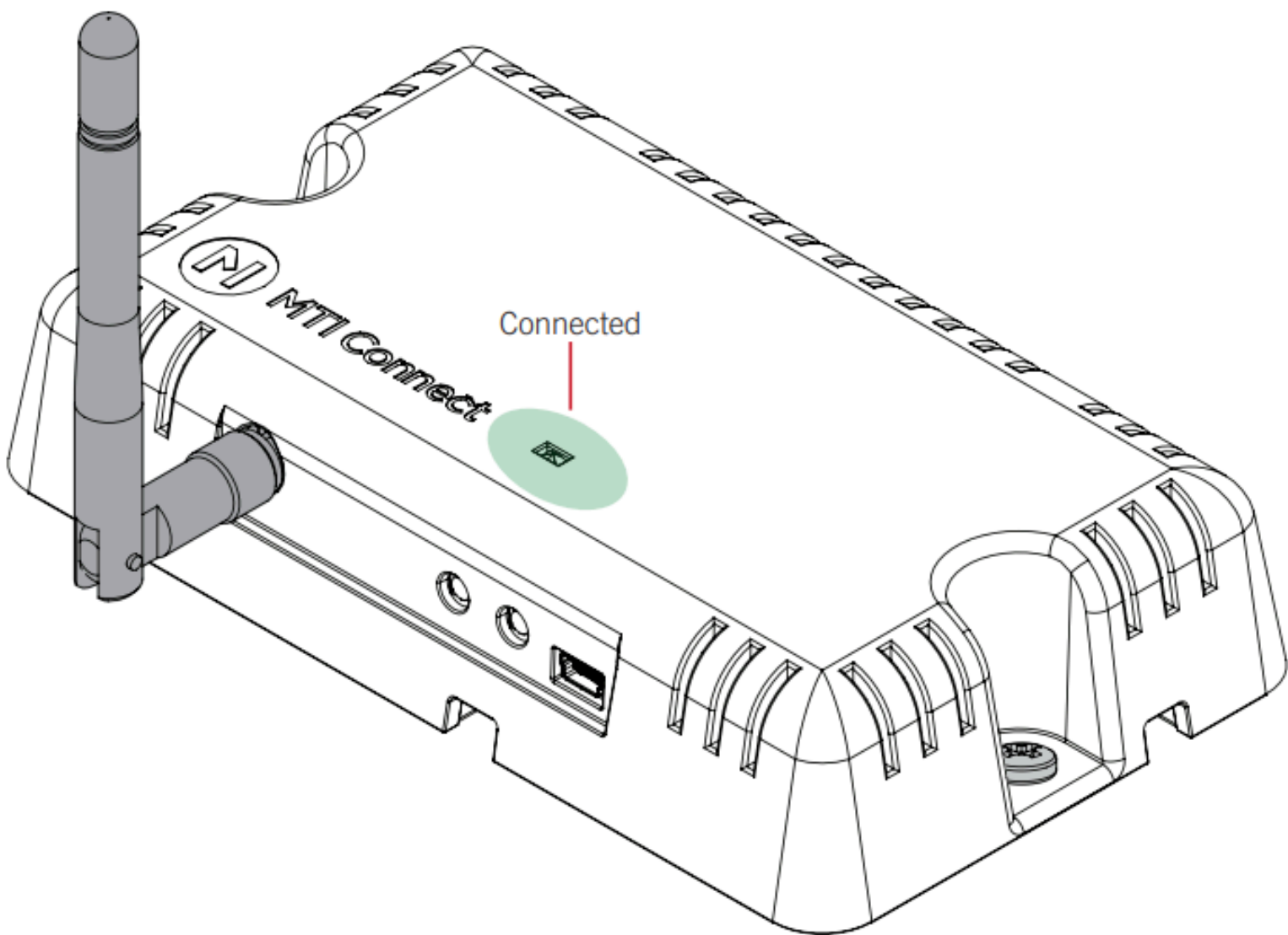


 The MTI Connect® Hub will automatically exit pairing mode after 15 minutes and it's status LED will return to the previous state.

- 2 Cycle the power to the Network Extender by unplugging and re-plugging the connection at the POE power adapter 3 times. Upon re-connecting the 3rd time, the Network Extender LED will flash blue.



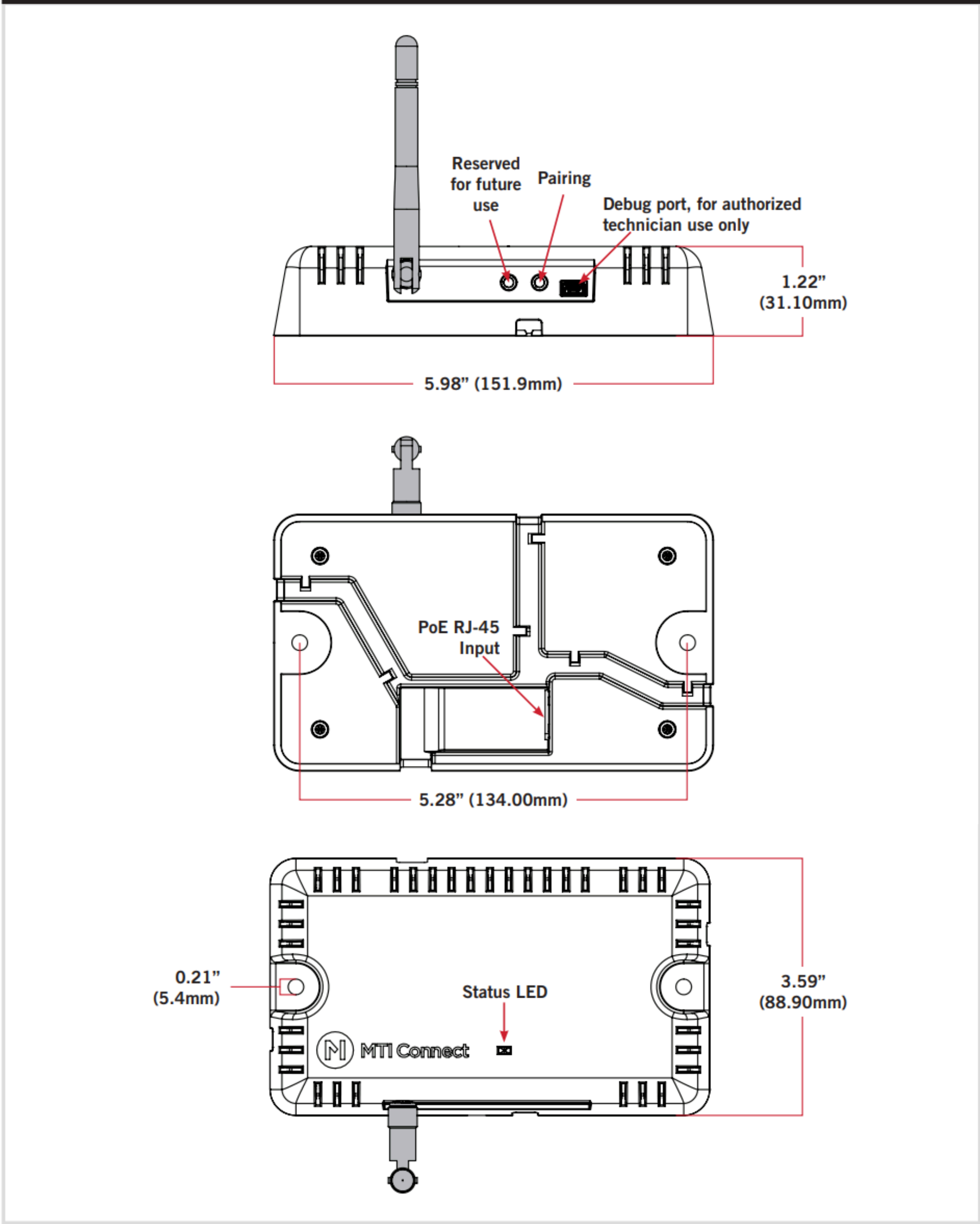
- 3 When the Network Extender attaches to the network, the blue flashing LED will become solid Green. If the Network Extender does not connect to a network within 90 seconds, it will exit pairing mode and will return to its previous state.



Functionality diagram on the following page:



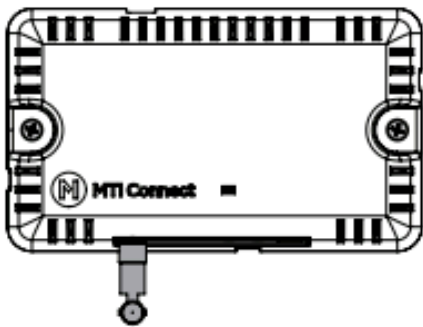
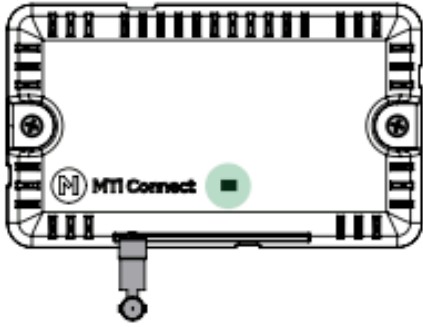
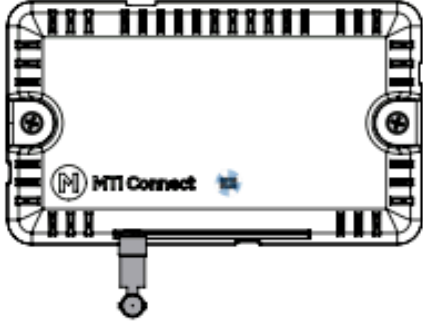
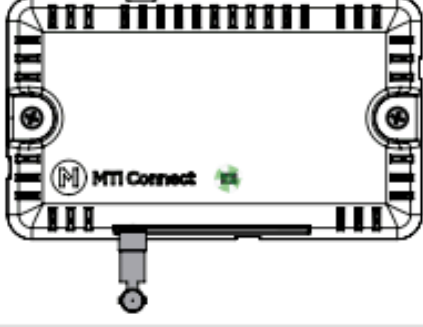
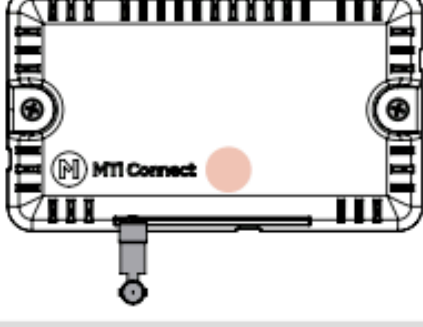
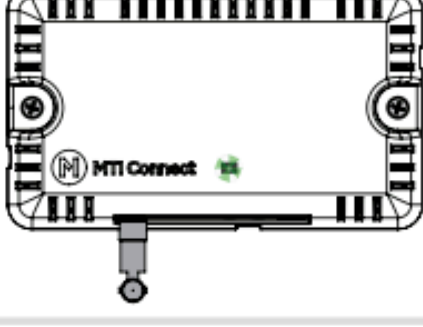
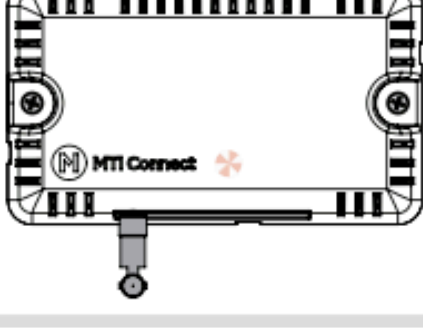
FUNCTIONALITY



LED Status Indicators on the following page:



LED STATUS INDICATORS

Visual Reference	System Status	Condition
	No Lights On	Network Extender has no power and backup battery has been depleted. Reconnect Network Extender to power.
	Status LED Solid Green	Network Extender is fully functional: – Mesh network communication is good
	Status LED Flashing Blue	Network Extender is in mesh pairing mode.
	Status LED Flashing Green	Currently communicating on mesh network, but has had communication issues within the last 24 hours.
	Status LED Solid Red	No communication with mesh network; Either has never been paired or has lost communication with the mesh network.
	Status LED Flashing Green once every 10 seconds	Network Extender is in battery backup mode and is communicating with the mesh network - connect to power.
	Status LED Flashing Red once every 10 seconds	Network Extender is in battery backup mode and is not communicating with the mesh network - connect to power.



RS1 Ratchet Lock - How to Solution a Stuck Lock Video

[Click Here for the RS1 Ratchet Lock - How to get Unstuck Video](#)



Managed Access Enterprise FAQ:

The lock beeps 4 times and my key card wont work.
Wait up to 30 seconds and try again. If the lock beeps 4 times again, check to make sure your key is activated using your Managed Access Pin Pad.

The lock doesnt make any beeps when swiping my key card.
First ask someone else to use their key card on the lock to see if it works for them. If the issue persists check the battery. If the battery is dead the lock will not respond.

What do I do if the battery is dead?
Use the MTI Multitool to remove the battery door and replace the battery.

What do I do if my key is lost/stolen? ***
Inform a manager/lead right away. Have them reach out to MTI to activate a new keycard.

How do I activate/deactivate my key card? (For Managed Access location)
Activate your key card using the MTI Pin Pad and then tap your key card against a lock. Recommend removing card from badge holder.

How do I tell if the locks battery is low?
During normal operation when a lock is closed there is a short confirmation beep. When the battery is in a low or critical state the beep is longer.

What do I do if my lock is stuck (not opening)?

Beeping defintions

popping the battery in out

pictures: tool + best buy PNs +

make it like the pairing stuff pictures

If your question is not answered:
Simply contact the MTI Connect Support Team at **1-800-305-1043** or email **connectstupport@mtigs.com**

