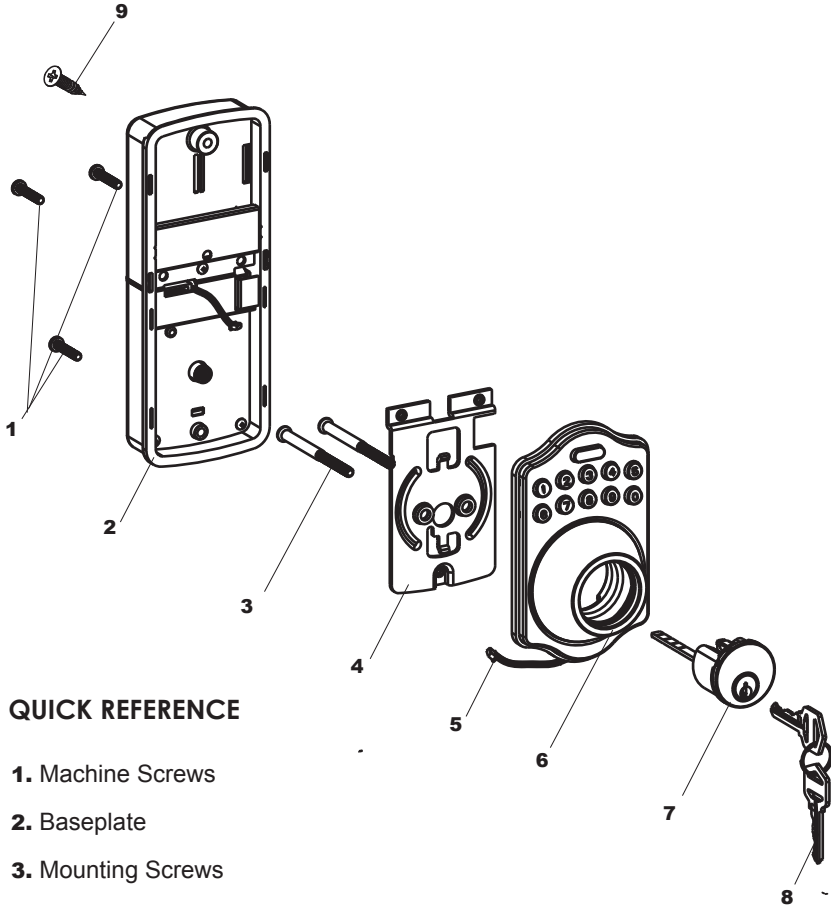# Rockwell Security Inc.

Rockwell ®

MULTIPAD USER MANUAL

www.rockwellsecurityinc.com

Before you Begin

Remove and discard all packing materials and verify you have all parts shown below.

Follow step by step installation to ensure proper operation of the lock.
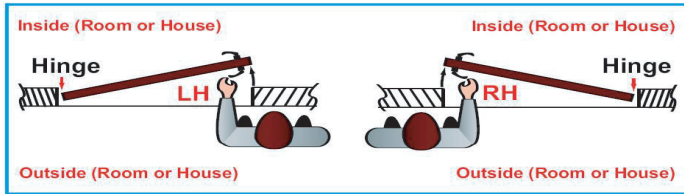You will need 4 AA Alkaline Batteries for installation (not included)

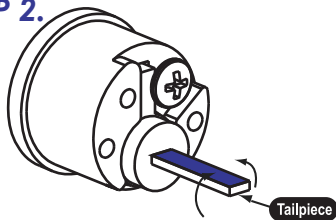## QUICK REFERENCE

1. Machine Screws

2. Baseplate

3. Mounting Screws

4. Mounting Plate

5. IC Wire

6. Keypad

7. Cylinder

8. Key

9. Wood Screws

DEFAULT PROGRAMMING CODE: 0000
DERAULT USER CODE: 1234

▶ STEP 1.

Check your Door Handing

Inside (Room or House)   Inside (Room or House)

Hinge   **LH**   **RH**   Hinge

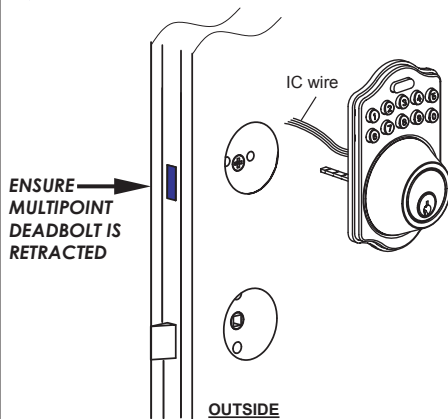Outside (Room or House)   Outside (Room or House)
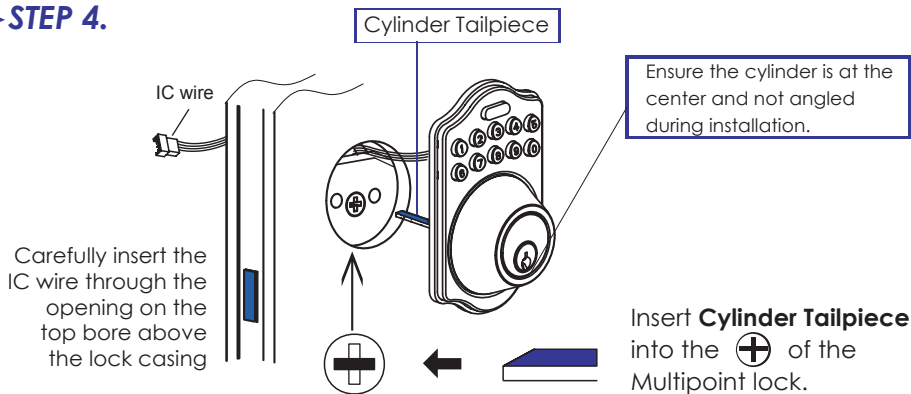
▶ STEP 2.

Tailpiece

Determine the cylinder tailpiece orientation.
Without the key inserted into the Cylinder,
keep the tailpiece flat.

NOTE: Improper orientation of the tailpiece
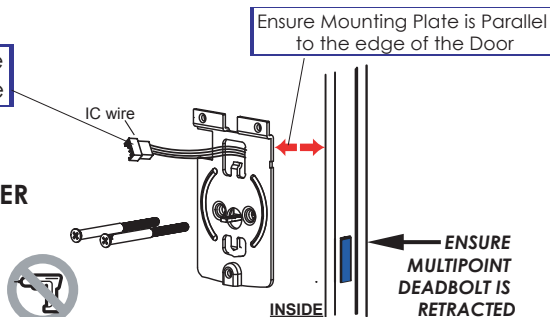may cause the lock not to function properly.

▶ STEP 3.

IC wire

**ENSURE
MULTIPOINT
DEADBOLT IS
RETRACTED**

OUTSIDE

▶ STEP 4.

Cylinder Tailpiece

Ensure the cylinder is at the
center and not angled
during installation.

IC wire

Carefully insert the
IC wire through the
opening on the
top bore above
the lock casing

Insert **Cylinder Tailpiece**
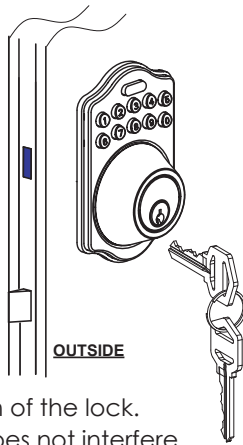into the ⊕ of the
Multipoint lock.

▶ STEP 5.

Insert the wire through the
top Slot of mounting plate

Install the mounting Plate
using the two mounting
plate screws. **DO NOT OVER
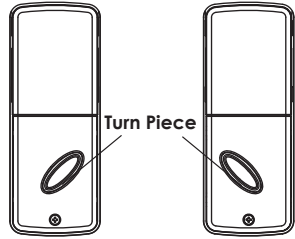TIGHTEN THE MOUNTING
PLATE SCREWS.**

Ensure Mounting Plate is Parallel
to the edge of the Door

IC wire

**ENSURE
MULTIPOINT
DEADBOLT IS
RETRACTED**

INSIDE

►STEP 6.

Using your Key, test the operation of the lock by extending the deadbolt and retracting it to check the **OUTSIDE** manual operation of the lock. Ensure the wire does not interfere with the manual operation.

►STEP 10.
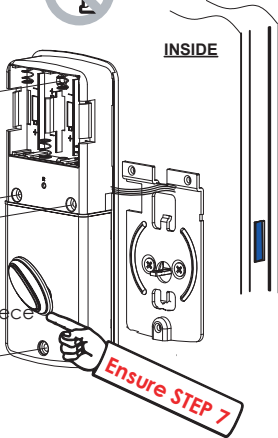
INSIDE

Optional Wood screws

Machine screws

Internal Turnpiece

Machine screws

Ensure STEP 7

Align the ╋ of the internal turnpiece with the cylinder tailpiece ensure the turnpiece is oriented correctly based on your door handing.

Attach the internal assembly to the mounting plate using the screws.

Ensure the internal assembly is straight and parallel to the door prior to tightening the screw. **DO NOT OVERTIGHTEN** internal assembly screws.

►STEP 7.

(For Left Handed door)   (For Right Handed door)

Turn Piece

Ensure turnpiece is oriented correctly prior to installing the interior assembly onto the door.

►STEP 8.

Slide Up To Remove   Battery Cover
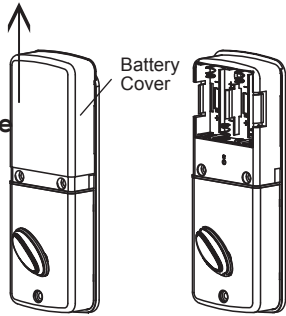
Remove the battery cover by Sliding it up to the top and pulling it then.

►STEP 9.

Connect The Wire

Connect the wire from the external assembly with the wire in the internal assembly checking orientation. Ensure wire is tucked in and does not interfere with the operation of the turnpiece, or installation of interior assembly.

3.

►STEP 11.
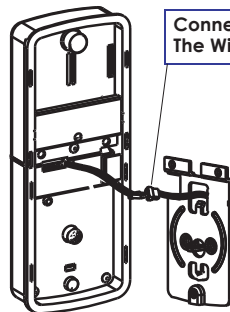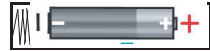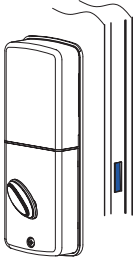Install the batteries.
Ensure proper orientation of polarity
during installation of the batteries.

⚠️ **Alkaline Battery WARNING:** Do not dispose of in fire,
recharge, put in backwards, disassemble, mix with used or
other battery types. May explode or leak and cause personal
injurg.

►STEP 12.

Upon installing the batteries, the unit should
automatically determine the handing and
direction of the Multipoint Deadbolt to lock
and unlock. **Wait 20 SECONDS** until you hear
a **BEEP** and a GREEN light on the exterior
assembly.

►STEP 13. - Test with the door in the open position

Test Keypad operation to lock the door by pressing the (✳)
button to ensure correct installation. If door
does not operate correctly do as below to rectify issue.

Enter Programming Code Default (0000) ➡ (✳) ➡ (0) ➡ (✳)

Once you have pressed the above buttons the unit will flash and the
Multipoint bolt will determine the direction to lock and unlock..
Wait 20 seconds to complete this process until you hear a beep. Then
repeat step 13.   If the door locks, then proceed to the next step.
If lock does not operate refer to the trouble shooting guide.

►STEP 14.

With the door in the open position test the unlocking function by pressing
the user code to unlock.

Default user code is (1) (2) (3) (4)

Press (1) (2) (3) (4) (✳) to unlock the door

You will hear a beep and see a green LED indicator unlocking the door.

If lock does not operate refer to the trouble shooting quide.

4.
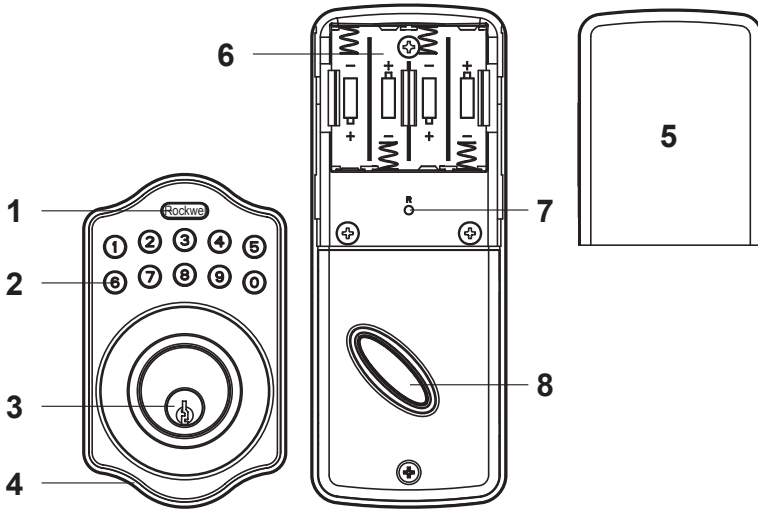
1. **One touch button** - Used to operate the locking function, clearing codes, to enter codes, confirming programming codes and clearing errors.
2. **Keypad Number Buttons** - Used for user codes, programming codes. There are a **maximum** of 6 user codes with each user code ranging from 4 - 8 digits long.
3. **Locking Cylinder** - Used with a key to manually extend and retract the multipoint lock bolt from the exterior.
4. **Gasket** - Used to prevent water infiltration to the unit.
5. **Battery Cover** - Slide the cover to change batteries or restore default settings.
6. **Battery Holder** - AA Alkaline Batteries (4 Required)
7. **Reset Button** - Used to restore default settings.
8. **Turnpiece** - Used to retract and extend the multipoint bolt from the interior.

PROGRAMMING THE KEYPAD

Always ensure the lock is in the unlocked position with the Multipoint center deadbolt retracted when performing any programming functions.

** PROGRAMMING CAN ONLY BE DONE IN THE UNLOCKED POSITION **

** ALWAYS PROGRAM THE KEYPAD WITH THE DOOR IN THE OPEN POSITION **

Programming Code (P Code)
User Code (U Code)

* Detect Left / Right Hand Door Installation

Enter P Code (0000) → (✳) → (0) → (✳) → Wait 20 seconds until you hear 3 beeps

Remark : Upon initial installation, in the UNLOCKED POSITION, it is recommended to run the Door handing detection to ensure proper operation.

* Adding A New User Code

Enter P Code (0000) → (✳) → (1) → (✳) → Enter New U code → (✳)

Remark :
6 User codes can be programmed with each user code, ranging from 4 - 8 digits.

* Deleting An Existing User Code

Enter P Code (0000) → (✳) → (2) → (✳) → Enter the U Code you want to delete → (✳)

* Deleting All User Codes Simultaneously

Enter P Code (0000) → (✳) → (3) → (✳)

WARNING: WHEN DELETING ALL USER CODES. THE ONE TOUCH LOCKING BUTTON AND THE AUTOMATIC RELOCKING FUNCTION WILL NOT OPERATE AND THE DOOR CAN ONLY BE OPENED WITH A KEY.

* Changing the Programming Code

Enter P Code (0000) → (✳) → (4) → (✳) → Enter New P code → (✳)

Remark : It is highly recommended to change the programming code immediately upon installation retain a copy of the new programming code and store in a safe place.

* Turning On/Off Automatic Relocking

Enter P Code (0000) → (✳) → (5) → (✳)

Remarks : The preset time delay for auto relock is 30 seconds, you can change the time delay by following next set of instructions. Repeat the autolock steps to cancel the Auto-locking function.

PROGRAMMING THE KEYPAD

Always ensure the lock is in the unlocked position with the Multipoint center deadbolt retracted when performing any programming functions.

** PROGRAMMING CAN ONLY BE DONE IN THE UNLOCKED POSITION **

** ALWAYS PROGRAM THE KEYPAD WITH THE DOOR IN THE OPEN POSITION **

Programming Code (P Code)
User Code (U Code)

* Resetting Auto Relock Time Delay

Enter P Code (0000) ➡ (✱) ➡ (6) ➡ (✱) ➡ Enter Seconds (10~99) ➡ (✱)

Remarks : Automatic relock time delay can be reset to function between 10-99 seconds.

* Mute On/Off

Enter P Code (0000) ➡ (✱) ➡ (7) ➡ (✱)

Remark : Repeat same steps to turn on audio indicator. LED illumination will continue to function even if mute is ON, turning on mute button will only cancel audible indicator.

* Enabling/Disabling All User Code

Enter P Code (0000) ➡ (✱) ➡ (8) ➡ (✱)

Remark : Auto-locking and Keypad locking function will not operate when All User Codes are disabled. The lock can only be operated by key during this time. Repeat the steps to enable the User Codes or enter new User Codes.

* Creating a disposable User Code

Enter P Code (0000) ➡ (✱) ➡ (9) ➡ (✱) ➡ Enter new disposable U Code ➡ (✱)

Remark : A disposable code can only be used once.

* Restoring Factory Default Setting

Press (R)

Remark : Press **"R"** button for over 5 seconds, to restore factory default setting. Upon restoring default setting, Please run door handing detection until you hear 3 long beeps to ensure proper operation.

Technical Specifications

1.   Programming the Keypad— the Keypad can be programmed to change the user codes, add new users, activate automatic relocking feature and program timing of the auto-relock feature. Plus a number of other functions.

The PRESET (DEFAULT) PROGRAMMING CODE IS 0 — 0 — 0 – 0

ANY PROGRAMMING OF THE KEYPAD NEEDS TO BE DONE IN THE UNLOCKED POSITION. PROGRAMMING THE KEYPAD IN THE LOCKED POSITION WILL RESULT IN PROGRAMMING ERRORS. IT STRONGLY RECOMMENDED TO CHANGE THE PROGRAMMING CODE IMMEDIATELY. PROGRAMMING CODES CAN BE CHANGED AT ANYTIME.
PLEASE HOWEVER RETAIN A COPY OF THE NEW PROGRAMMING CODE AND STORE IT IN A SAFE PLACE. SHOULD YOU LOOSE YOUR PROGRAMMING CODE, YOU MAY PRESS THE RESET BUTTON UNDER THE BATTERY COVER TO RESTORE ALL FACTORY DEFAULT SETTINGS INCLUDING THE **PRESET PROGRAMMING CODE 0000.**

Programming codes can be 4– 10 digits in length.   It is not used to unlock the door, only used to set functions and features.

2   *LED AND A UDIO Indicator*   —— the keypad has a built in LED AND AUDIO INDICATOR
LED FLASHES GREEN ONCE Plus 1 Audio Beep — indicates SUCCESSFUL OPERATION
LED FLASHES GREEN TWICE Plus 2 long Audio Beeps— Indicates SUCCESSFUL PROGRAMMING
LED FLASHES RED 3 X Plus 3 Audio Beeps — OPERATIONAL ERROR
LED FLASHES RED 5 X Plus 5 Audio Beeps — CODE INPUT ERROR.
AFTER 5 UNAUTHORIZED USER CODE ATTEMPTS. KEYPAD WILL SHUT DOWN 45 SECONDS.
FOR SECURITY PURPOSES THE SYSTEM WILL ONLY RESTART AFTER 45 SECONDS.
LED FLASHES ORANGE 3 X plus 3 audio beeps — SYSTEM HAS BEEN RESTORED TO DEFAULT SETTINGS
LED FLASHES ORANGE IN A SLOW MANNER —DURING PROGRAMMING
LED FLASHES RED PLUS 10 RAPID BEEPS— Low Battery Warning. Please replace batteries.

8.

3.   USER Codes—
   The Preset (default) USER CODE IS 1234
   A maximum of 6 user codes can be preset.
   User codes are only used to activate and operate the lock and can not be used for
   programming features.
   User codes can be preset from 4– 10 digits.
   User codes can also be changed and deleted at anytime.

4.   Deleting an Individual User Code
   User Codes can be deleted individually. To delete an individual user code, you will
   need to enter the Programming code to do the same. A deleted user code can be
   reset and added even though it has been previously deleted.

5.   Deleting all user codes at once
   All user codes can be deleted simultaneously. The programming code is required to do the
   same and the same user codes that have been deleted can again be reprogrammed for use.

   Warning: Deleting all user codes simultaneously will also delete the automatic relocking
   function and the keypad locking function. The lock can only be operated manually with
   a key during this time. These functions will only be restored once new user codes are
   programmed.

6.   Creating a disposable User Code
   A disposable user code can be programmed for single use. Disposable user codes are only
   good for one use.

7.   Restore Factory default settings—
   Factory default settings can be restored by pressing the Reset button on the interior
   receiver module under the battery cover. Restoring the factory default settings, cancels
   any user programmed settings and restores original factory settings. Programming code
   will be *reset to - 0- 0- 0- 0 and user code will be set at -1- 2 -3 -4*

9.

8.   Incomplete Door closing/Opening

The Multipad has a feature that provides warning LED and Audio indicators if the lock is not fully engaged in the lock or unlock position. If the multipoint deadbolt is not extended or retracted fully into the closed or open position, you will see 3 red LED warning flashes and you will hear the 3 audible beeps that the door is not completely locked or unlocked.
This is a warning signal should the multipoint lock be prevented from properly engaging into the strike or retracting from the same.

9.   Automatic Locking Feature

The Multipad has an automatic relocking feature where the keypad can be programmed to lock automatically between 10—99 seconds. The keypad is not preset with this feature in the factory default settings but can be added. Once the automatic relocking feature is programmed, the default setting is 30 seconds. The time delay to automatically relock can be easily programmed to between 10 –99 seconds. To cancel the automatic relocking feature, repeat the same programming steps used to activate the feature.

10.   Mute function

Audible signals can be heard when pressing the keypad, programming and during operational errors. The audible signals can be muted if needed. Note: Muting the audible signals will prevent warning of incomplete door closing, or low battery warning. LED status indicators however will continue to operate if the mute function is programmed.

11.   Code Protection

5 unauthorized tries of user codes automatically stops the operation of the keypad for 45 seconds to prevent unauthorized access.   System will only restart after 45 seconds after 5 unauthorized used code attempts.

12.   LED indicator

The keypad is built with LED indicator which lights up the keypad for ease of operation in the dark.

Trouble Shooting Guide

1. Upon installation you are unable to lock the door with the keypad but are able to lock the door manually with a key. When attempting to lock with the keypad you hear 3 beeps.
Possible solutions: The door handing may not have been completed.
Please refer to door handing detection and run the program again.

2. Upon installation of the keypad and batteries—there is no response when any button is depressed and no sounds are emitted and LED indicators are not working.
- Please check installation of the batteries making sure they have been installed with the correct polarity in the battery pack. Or please check the cable connection to ensure it is properly connected.

3. Attempted to execute the door handing identification program but it failed and three red light flashes and 3 audio beeps are heard. Ensure the thumbturn on the internal receiver was oriented correctly during installation. If so, Check whether the lock works with a manual key or by operating the thumbturn from the internal side. - if the lock works manually, Press the reset button and run the door handing identification program again.

4. The lock was functioning normally but suddenly the multipoint deadbolt locks up and the turn piece from the inside can not be rotated, the lock can not be operated with a key. The Keypad detection may be abnormal.
Please take out one battery first and press any button on the front panel keypad for 15-20 seconds to reset. Reinstall the battery back and the keypad will automatically re-detect its position.
If this happens repeatedly, please check the opening of the lock strike, whether it is at the center of the deadbolt or whether it is obstructing the multipoint deadbolt from engaging into the strike.

5. When the door is closed, you hear the multipoint deadbolt coming out, when you press the one touch button to lock the door, however, you hear 3 beeps. However, when trying the same with the door in the open position, no beeps are heard when locking the door.
There may be some hindrance in the multipoint deadbolt from engaging into the strike. Please recheck the depth of the hole in the strike and check whether the strike position is correct. Check door alignment and repair.

6. The door can be locked normally, but three short beeps are heard and the door will not unlock using the keypad.
Cause: Microswitch may not be functioning properly.
Solution: Unlock the door manually with keys, and contact distributor for inspection and maintenance.