

Tech Tip 1: Need Help Quick? Check Out Our Context Help.

The manual for CyberAudit-Web (CAW) version 9.4 is currently 1070 pages. Although it is very detailed some if not most of it may not pertain to a specific customer or the issue you're trying to resolve. That's where context help comes in handy. You can find the information by clicking on any question mark icon in the software to get help for the page you are on.

Alternatively, you can click on Help from the Options drop down menu and the software will take you to a "How To" page, where you will find links on how to add cylinders, keys, people, and communicators, how to reset the hardware, miscellaneous topics and descriptions of hardware and software. There's also a section that provides an overview of the CyberLock System.

Once you are in context help you will see a "Help Topics" button at the top of the page that will take you to a list of index subjects.

If you're often not by a computer you can download the manual to your smart device - the manual is in a searchable PDF format so you can use a keyword search and get to the subject quickly. Context help is updated with all new features. Don't forget to update the PDF on your smart device to keep it up to date.

The context help is also accessible through the CAW Connect app for both iOS and Android.

Tech Tip 2: Which Cyberlock Cylinder Fits The Customer Lock Hardware

With so many possibilities it can be very challenging to identify which CyberLock cylinder will fit in the customer's hardware. A customer can have many different types of lock hardware.

If you are a new reseller, we recommend working with an established locksmith to have a site survey done before ordering. Ask for your site survey in writing. Learn as much as you can and eventually you may feel comfortable on your own.

- Does the lock hardware meet the security level of the customer's needs?
- Which mechanical cylinders fit in the mechanical lock hardware?

Unsure? We're not locksmiths but we will do our best to help.

Some of the things that may help identify the correct cylinder:

- Make and model of lock hardware
 - Check the manufacturer's web site. Often times they list which mechanical cylinders fit in their hardware.
- Take the mechanical cylinder out of the lock hardware
 - Take clear pictures of all sides of cylinder near a tape measure or ruler
 - Take pictures of the lock hardware front, back and sides

Still unsure? It's best to slow down, buy just one if possible (if Made-To-Stock), and test the fit.

Reminders: Although our cylinders fit into most commercial lock hardware, sometimes it may be advantageous to source different lock hardware. For example, a customer may have small format interchangeable core hardware in a mortise housing.

Ordered the wrong equipment?

- Not all cylinders can be returned
- When it is possible to return an order there is a 25% restocking fee
- Returns are evaluated on a case-by-case basis. Approval must be obtained prior to returning an order.

Tech Tip 3: Troubleshooting

"This lock does not work!" This statement can mean many things, ask a few questions to narrow it down:

- Is the key a known, valid key
 - Does the key have access to the lock at this time?
 - Does the key have a good battery?
 - Are the contact pins in the tip of the key clean?
 - When the key touches the lock does it alarm?
 - After download does the key show an event for the lock?
- Do all keys have issues with this lock?
- Does the solenoid click when a valid key is presented?
- If the cylinder is removed from the lock hardware, does the cylinder work outside of the lock hardware?
- Physical examination of locks
 - Any visible dirt, film, or corrosion?
 - Is the lock face in the correct orientation?
 - Does the lock turn smoothly?
 - Does the lock face rotate freely but the lock will not open?
 - Any visible damage?