
Marks USA Knowledgebase

All Articles in All Categories

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There are no articles in this category.

Custom Lock Division

There are no articles in this category.

Cylindrical Locksets All Lever and Knob Cylindrical Locksets

Can I put a knob on the inside of a 195?

Yes, spring pack connector must be removed.

Can the Marks cylindrical locks be ordered without the clutch feature?

Yes - The code is □

Note that with the ridid lever the Lifetime Mechanical Warrenty is voided.

Does Marks have a quick ship program?

We depend upon our distributors to maintain a level of inventory for rapid delivery.

How do you time a cylindrical classroom lockset

Cylindrical Leversets (Grade 1 and Grade 2) need to be timed

In reading the install instructions for "Suvivor Series Key-in-lever", page three and four refer to "function abbreviations". I cannot find a key to these. Can you help me out?□

Thanks

In the "CATALOGS" section of our website, refer to page 108. This will show a list of the CYLINDRICAL KNOB/LEVER FUNCTIONS.

Installation Issues with Classroom (S-Function) Sets

When inserting the cylinder into an S-function cylindrical set, TIMING is the key!

What cylinders will fit into your series of cylindrical locks?

The 70 series and 90 series locksets can be ordered to accept a wide variety of OEM cylinders. A list of these is available in our price book. About the only cylinder that is not compatible is the Yale standard key-in-lever cylinder. Its too long.

What does "ANSI" mean, and how does it affect me?

ANSI stands for American National Standards Institute. This body publishes the standards and procedures to which products are tested. Products listed meet a certain test criteria for the level desired.□

These standards are now established and maintained By BHMA xxxxxxxxxxxxxxxxxxxx

what is the different between (195dc/26d-F8) and (195dc/26d-G3)

The G3 represents the "less cylinder" option. F8 refers to the option for a lever that accepts a Sargent conventional cylinder which has a smaller hole. We do not supply the cylinder, so a lock set with this option is shipped without the cylinder as well.

Acceptable Cylinders/Other Manufacturers 70 & 90 Series

Hello i have marks i/c core going in one of my bldgs,But i have best service equipment can i cut marks keys with my existing key cutter A4 system.

You can cut the keys on the A4 system. The keys for the Marks IC are cut on the Best system.

Knob Sets 110 & 180 Series Locksets

There are no articles in this category.

Installation

Q & A about installing locksets

There are no articles in this category.

Lever Sets

Survivor Series Locksets

My 295 FELs and FEUs came with a little thingy with wires on both ends, whats that for

It is a bridge rectifier which is used to change the supply power to DC. The bridge rectifier prevents the solenoid from buzzing when power is applied.

My family Doctor ask me to fix his door knobs in his office

Their are two in question they are both Marks, American lever 26D lock sets which grade they are I don't know. One will not open up from the inside by turning the lever down only works going up and the other will not lock when you push the button in. They look like a high quality lock set. Can you help? And where would the nearest dist. be located I live in Trevoise Pa. 19053

□

Thank You □

Mike

The lock with the button issue most likely has a broken locking rod stop. This would prevent the button from staying in when depressed. The other lock could have a broken tube. Please call our customer service department for product return information and local ditributors. Thanks.□

what cylinders from other manufacturers will the 70 & 90 series locksets accept and in what lever designs.

Sargent conventional, Corbin conventional, Corbin IC Core (6 and 7 pin), Yale IC Core (6 and 7 pin), Schlage 6 pin IC Core, Sargent IC core, and Medeco IC core (large format).

Deadbolts and Deadlatches

I am taking off my Marks lockset to paint. I got the exterior and interior plates off, but can't get the lockset out of the mortise because I can't get the deadbolt cylinder out. Is there some special trick to this?

In order to remove the mortise cylinder you must first loosen the set screws that hold it in place. The set screw(s) are accessible from the face of the lock (where the latch is) and are on level with the cylinder. Depending on the model, the faceplate may need to be removed to see the screw(s). Once the screw(s) are loose the cylinder can be turned counterclockwise to remove it.

Finishes

What is the Finish warranty from Marks USA?

LIFETIME FINISH LIMITED WARRANTY:☐

MARKS USA finishes with the suffix "E" indicate finishes which have a "PVD" coating.

☐

Locksets with the "3E" finish will be warranted to the original user against tarnishing as long as the user occupies the residential premises upon which the lockset was originally installed. Locksets with this finish, used in commercial applications will be limited to two years. This warranty does not cover scratches, abrasion, abused or misused products. Upon return of a defective product to Marks USA, we will, at our sole discretion, either replace the product or refund the purchase price in exchange for the product. Due to climatic conditions, chemical or abrasive actions, other finishes are excluded from this warranty. This warranty does not cover nor provide for the reimbursement or payment of incidental or consequential damages arising from the sale of the product.

IQue Locksets Standalone access control locksets

According to the instructions, 9991234# is used to initialize the lock. But, 9991234* is used to create the programming functions for the lock. What is the difference between the # and the * key?

The initialization process consists of two steps, first creating the lock ID and then creating the Great Grand Master code. The factory code (9991234) is used to accomplish both steps. 9991234 followed by # allows you to create the six digit Lock ID. Then 9991234 followed by * allows you to create the User ID then the PIN of the GGM. During normal operation the * key is used as the

enter key during programming, and the terminator to execute an entry after a valid code is entered. During normal operation the # key is used after a valid UID and PIN to enter into program mode.□

According to the instructions, the UID can be 2-4 digits, and the pin # 3-6 digits. Yet when I try to create a GGM with 2 digits for the UID and 3 for the pin # the lock keeps rejecting it? Why?

The lock will not reject this combination and does in fact support a two digit UID and three digit PIN. However, the two digit UID is not recommended if you are using the software, since the error codes are two digits and the reports section does not support the two digit UID. If you continue to have problems entering this code length its possible you set your GGM to another length.

CAN A GGM BE RESET? HOW?

The GGM can only be reset by resetting the lockset back to factory default. This will remove all information from the lockset's memory. Instructions on how to reset the lockset can be found in the programming guide. An alternative option would be to just change the PIN of the GGM. Refer to Function 08 in the programming guide to change the PIN.

Can I configure locks in the same time zone different from each other

No. There is only one configuration screen per time zone. All of the locks in a time zone will have the same configuration settings. This is also why it is impossible to assign different type locks to the time zone. (ie Standard iQue and Next generation together)

Can I set the lock to use a IUD only without a proxy key ? I have the IQ KP

□
Thanks□
Robby

Yes. In a Prox system, any user that does not have a card assigned to them will use their PIN to gain access if the lock is set to Prox Only. Prox Only and PIN Only are the same thing.□

The Prox card/fob takes the place of the user's PIN when the card is assigned to them in the software. □

When adding a user manually at the keypad, enter a PIN for that user instead of presenting a Prox card/fob. The user's PIN will be the same length as the GGM's PIN. If the GGM was assigned a Prox card/fob, the user's PIN will be 6 digits in length by default.

Can I use the privacy function in conjunction with scheduled passage mode

No, the privacy function will not override the scheduled passage mode, the lock will not relock and

the schedule will not resume after privacy is cancelled. These functions were not designed to be used together.

Hi we make a weldable gate box for your IQ line. A customer of ours wants to know if the footprint for the IQ3KK is the same as for the single sided product?

It is the same except for four holes that will need to be drilled for the through bolts. You can contact the factory for template and dimension information.

How can I get the Programming Guide Manual for IQ PROX Series Lockset in Spanish?

□

Thank you

Unfortunately our manuals are only available in English at this time.

How can I tell the original iQue from the Next generation product

The locks serial number will identify the version of the lock. As a rule, a four digit serial number (IE; 3049) indicates an older iQue, while a six digit serial number (IE; 125683) indicates next generation iQue. All Prox locks are next generation locks. Chose the proper lock type selection in the Lock Maintenance section if you are adding the lock to the software.

How do I get a Great Grand Master code

The Great Grand Master (GGM) is the very first code you would create in the iQue lock. You chose what the code will be, and it will remain personal and private except to those you share it with. First enter the factory code followed by star (9991234*) then the User ID and # then the PIN and #. □

Remember that the GGM has the authority to perform all program functions and should only be given to people you want to have the ability to program the lock.

How do I reach IQue tech support?

Please check the IQue Knowledge Base for frequently asked questions.□

LIVE IQue tech support is available Monday - Friday from 8:00 AM - 8:00PM EST - □

How do you clear an IQue Lockset

Clearing the lock can be done in a couple of different ways. Function 16 for instance can erase certain parts of the memory. Option Zero clears Users, Schedules and Holidays, While Option One clears everything but the GGM and Group 2 user codes. □

The other way to clear an iQue is to reset completely to factory default. This erases all user programmed information in the lock and restores the factory default configurations.

I added a code to the lock in Group 9, when that user enters the door doesn't lock behind him, but if he enters his code again it relocks.

This is a useful feature and is normal, Group 9 is a group that should be used for Passage Toggle Codes. Any code in group Nine will toggle the state of the lock when entered. Enter while the lock is locked and it remains unlocked, enter it while the lock is unlocked and it re-locks. If you do not desire this feature, do not add any codes to Group Nine. □

Passage mode initiated this way will cancel at midnight just as Function 30 does. Also using a Group 9 code to re-lock will cancel any passage schedules for the remainder of the day until midnight.

I am a contractor and need to change the handing of a I que series lock on a door for a customer. Can you give me some instructions

The method used to change the handing of the IQue lockset depends upon which model you are working with (Cylindrical, Mortise, or Panic device). In any case the outside housing needs to be removed from the door before the lever/latch orientation can be changed. Please refer to the installation instructions that came with the lockset or you can download the instructions here: <http://www.marksusa.com/downloads/installationinstructions>

I am a locksmith in Tulsa OK and I need an installation and instruction manual for a customer of mine. This is a Marks IQ1K. I don't know what was done with it, and I don't know where to get one. □

Thanks for any helpful info. □

Frank Mahaffey c/o Holder's Security

Instruction manuals are available for download in the Tech Support section of our website. If you need further information, please contact Tech Support.

I can't get the outside lever on my IQ1K lock, it slips on the tube but doesn't catch.

1. On the standard key in lever application, make sure you have the key in the cylinder and it is turned approximately 45 degrees.□

2. If the chassis has been rotated counter clockwise out of the exterior trim, the door thickness setting may be wrong, leaving an insufficient amount of the exterior tube exposed.□

3. In any preparation an incorrect tailpiece can prevent a lever from being installed, verify the tailpiece selection.□

4. Never install an Interchangeable Core before the lever has been installed on the tube. This would require destructive disassembly of the chassis to repair.

I can't use 9991234 to initialize my Metro Lock, what's wrong?

The Metro lock is programmed with a GGM code at the factory as a courtesy. This is done due to popular demand at construction sites. The GGM code is 123456 followed by star to unlock the door. This can be changed in two ways. □

1. The lock may be reset to factory default and then a new GGM can be created.□

2. The PIN number (456) can be changed using Function 08 to do so.

I created a schedule for one of my users codes and now all of the other codes do not have access?

By creating a schedule for an individual or a group you are denying access to all users that are not included in that schedule. You must then grant access to the other users by creating appropriate schedules for their access needs. The only exception to this rule is that access of codes or cards in Groups 01 thru 09 will not be affected by schedules or holidays.

I did a function 30 earlier in the day to unlock and relock the door, now my Scheduled Passage Mode didn't execute. What happened?

The Function 30 relock cancels any remaining passage schedules for the day. This will reset itself at midnight, however if you need to restore the scheduled passage mode you can do so by setting the date. Use Function 13 to set the date and the passage flag will be reset, which will restore your passage schedule.

I get a red light when I try to program a four digit UID and a three digit PIN

This is not a supported configuration. While the software will allow you to set the 4 + 3 combination, the lock does not support a UID that is longer than the PIN. The only time this can occur is when you set a four digit UID and a three digit PIN.□

NOTE: As per the release notes on the program CD, the use of a two digit UID has been found to cause report issues in the software. The two digit PIN is the same length as the error codes in the system and should not be used if you are using the iDat software.

I have a lock outdoors and sometimes the moisture tends to worry me. Can you recommend anything that would protect the outside of my lock from the weather?

Moisture should not be an issue with the iQue locks since the keypads are weather resistant, however, if the concern is about freezing precipitation on the moving parts of the tactile keypad and no overhang is available, you may want to look at a product made by STI. model 6514 at sti-usa.com

I installed an IQ2K and programmed it. When I enter my code I get a green light and hear the motor run but the latch doesn't retract when I turn the lever, The key override doesn't work either, Did I do something wrong?

The clutch alignment on the IQ2K, 3K and 7K is critical. The clutch hub notch must be at the 12 O'Clock position, aligning it with the clutch pawl otherwise no engagement can take place. Check the alignment on the door, an out of alignment lock can cause this problem also.

I installed and programmed an IQ1K, and when I enter my code and star I get a green light but no motor sound and the door doesn't unlock

The red and gray pair to the chassis motor must be connected to operate the clutch. Check the connection. This connector may have separated if it was not connected properly.

I just installed a new iQue and after creating the GGM the lock is cycling unlocked then relocked accompanied by green light then red with a beep. What's wrong?

This is not actually a malfunction. It is a condition caused when the orange wire of the secretaries button circuit contacts ground. Place a piece of electrical tape on the end of the orange wire and make sure it was not pinched or captivated during the installation of the lock.

I just uploaded to my iQue using the iDat and now none of my codes work,

not even the GGM

A couple of things can cause this, First, the GGM must be the same in the software as in the lock or this error will occur. Secondly if you interrupt an upload before it completes, it will cause the database to be incompletely uploaded and this error will occur. Be sure to wait for the "uploading done" message and the lock to beep, indicating it is finished receiving.

I need to be able to clear the audit trail in the lock. How do I do this without clearing the user name and password information in the lock?

The lock must be reset to factory default to clear the audit trail. This would clear everything out of the memory including all users and the GGM code. You can limit the size of the audit trail being downloaded by selecting a smaller number of events.

I put my code into the lock, and the LED flashes green, but the door doesn't open. What could be the problem?

On a new IQ2K installation the problem is probably a misaligned clutch notch. This would also prevent key access. On an IQ1K the problem may be the result of a failure to connect the red and gray motor wires or a shorted wire due to a pinch or chop from improper installation. The green light indicates the code is good. Make sure you hear the motor run to unlock and relock.

I put my lock into passage mode using Function 30 and it relocks before I tell it to, What's going on?

On the Next Generation iQue the manual passage mode cancels at midnight. What may be occurring is that the lock is re-locking at a time that it thinks is midnight because the proper time was probably not set. This false midnight is usually the time that the batteries were connected after installation or a full reset. Set the time using Function 12 to solve this problem.

I reset my iQue lock but get a red light when I enter 9991234*

This is a common error. Many users fail to dump the remaining power in the lock before reconnecting the batteries. This causes the lock to simply re power by beeping and flashing green, instead of the two second red light that indicates the reset has taken place. To prevent this, make sure the jumper you use on the yellow/gray (or yellow/black) pair of wires is making good contact in both sides of the connector. To dump the power from the lockset, press the star key a few times after disconnecting the batteries.

I uploaded to my lock and now the lock gives me a red light and a beep after the third digit, and I can't get into program mode either because it does the same thing when I try that.

Chances are that the Function 37 has been set to Terminator Off. There are a couple of reasons this might happen. 1. The software you are using may be pre-version IV and does not have "lock type" settings. 2. The lock type setting was improperly set when you created the lock in the software. Solution, set the correct lock type in the software or update your software.

I want my code to be as short as possible, how short can it be, and how do

I do that?

The shortest code possible in the iQue is 3 digits. By selecting PIN Only mode (Function 32) in the lock or in the software configuration screen, you will be able to enter using just the PIN.□

Remember the PIN can be 3, 4, 5, or 6 digits long.

I want to assign more than 1 user to a lock, do the beginning of the UID's have to be different or can they be the same?

Each User Identification Number (UID) must be unique and have the same amount of digits as the GGM's IUD.

I want to install a camera and have it work in conjunction with the ingress and egress of the lock I have on the door. Is there anything I can install to make that work like that?

There are several options available in the security industry in general, from motion sensors to the connection of our relay output or REX switch. The iQue can be ordered with the relay option to trigger devices when access is done via code and a REX switch can be used to report to the audit trail or connected to trigger devices during egress. Our onboard relay will handle DC loads to 3 amps at 48 volts and is user configurable to normally open or normally closed.

I was interested in the Biometrics product you have in your catalog. I don't see a list price for it, but is it available? If so, when?

The Biometrics model is no longer available.

I would like to install a relay wire to an electric strike and a magnetic lock. Do you have anything like that, and if not what would you suggest?

Order your iQue lock with the Z9 option to have it supplied with the relay wiring harness. The relay may be set for normally open or normally closed according to your needs. The iQK keypad only unit comes with the relay output standard. The Z9 option also includes the (Z8) Fire Tower Input.

If I connect the battery pack wire to the wire in the chassis, would that do any damage to my lock?

The motor will run continuously while the power is applied to it in the re-lock direction, but no damage should occur. Eventually the batteries would drain if left connected. It is not recommended to try this.

If I want to add audit trail later, can I simply get the iDat and the software?

Yes, however there are conditions that could cause your audit trail to be inaccurate. 1. If the date and time has never been set in the lock, the events in the locks memory will not correspond to the actual date and time of the event. 2. In order to obtain an accurate audit trail report you must have the user information in the software, or the software has no database information to generate a report from. The report will not list codes that do not exist in the database, such a report would consist of error reports only.

If my I-DAT is not resetting, what could be the reason?

Once you select a com port and establish communication to the iDat by setting the time to test the port, you will be able to reset the iDat also. Make sure you have the correct com port selected and that you can set the time, using the configure serial port screen.

If the wires become pinched or frayed inside the lock, what damage or problems can that do to the lock?

Each of the wires supports a feature or function of the lock. Pinching, chopping, fraying of wires can cause an intermittent malfunction or a full shutdown of the electronics depending on the wires that are shorted to ground. Avoid damaging or pinching any of the wires of the iQue.

Im trying to enter new user codes into my I-Que, but Im having trouble. I have followed all the steps in the manuel and everything goes right (the lights change the correct color) until I enter a code. I have tried tons of codes and none will work. What can I do?

Make sure that the maximum users allowed in the memory has not been exceeded. Contact Technical Support for further assistance.

In the back of the battery pack there are many different colored wires. Some have white connectors on them, the others have nothing fastened to them. What function do these wires provide?

All of the wires on the iQue have a purpose, some perform a dual role. The wires with connectors are supplied to plug in factory installed options during installation. Examples are the REX sensor and the key override sensor. These are supplied with quick connectors since they are on board options. The bare wire inputs such as secretaries button and the Alarm interface are for external options that need to be hard wired during the installation. These are generally connected using wire nuts or crimp connectors.

Is there any other way to reset my lock by way of the keypad without opening the housing and shorting out the wires?

A full reset can only be done using the reset procedure. This clears all of the user programmed information and sets all parameters to their factory default. However if you need to delete users or

schedules, without changing the Lock ID, GGM and Group 2 users, you can use Function 16 to Clear Memory. Option 0 clears all users but GM and group 2, schedules and holidays. Option 1 clears only schedules and holidays.

On the double sided keypad locks, if two people, one on either side of the door enter their codes into the door simultaneously, what will happen?

This would be handled just like any other code entry error. An incorrect code that is entered receives a red light and a beep and no access granted. Entering a valid code would grant access. If an incorrect code is entered three times in a row, there would be a thirty second lockout.

On the double sided keypad locksets, if I want to lock someone out from one side of the lock, can I program a code so that they cannot get in?

No. While the iQKK has two keypads and can be programmed from either side, it has only one user memory database. Any codes in the memory will be valid on both sides of the lock.

Once I download the information from my lock and then download the info from my I DAT, could I still go back to my lock to retrieve that info if something happens to my computer?

Downloading the audit trail does not erase the contents of the locks memory, However the audit trails memory will wrap when filled, dumping blocks of old events to make room for new events. The number of events stored will never exceed the locks maximum capability. Also be aware that while you can retrieve an audit trail again, the audit trail will not contain the user database. So if the computer crashes, and you haven't backed up your MDB file, your information could be lost.

We have a lot of Trilogy and Cobra products. Can we download data from those locks into the IQue software?

No. There are several reasons why this is not possible. Some non-Marks products allow mixing code lengths which the iQue and software do not support. While the Marks software does have import capability, it is designed to use an Excel spread sheet with uniform and expected data fields or errors will certainly occur.

What determines the length of the UID and PIN numbers? Are there restrictions or rules?

Basically the end user chooses the length of the code by creating the GGM. There are rules on code length. The UID can be 3 or 4 digits, while the PIN can be 3 to 6 digits. The total number of digits cannot exceed 10. The user code can be shortened to as little as 3 digits by setting the lock to PIN only mode.

What does the length of the code need to be

For best results use this rule. The User ID can be 3 or 4 digits long. The Personal Id Number can be 3 to 6 digits long. □

The total (UID + PIN combined) code length should be 6 digits minimum, and 10 digits maximum.□

NOTE: Do not use a 4 digit UID with a 3 digit PIN. The lock does not support this.

What happens if I cut the excess wires in the cable harness? Will the lock be affected by it?

All of the wires on the inside of your iQue have a purpose. Some of them are for options you may never use. Others may be connected if the need arises. The iQue's wires should not be cut off or pinched, or left uninsulated and touching metal or each other as a variety of symptoms can occur, including total electronic failure. Failures caused by improperly installed or mishandled wires are not covered under the limited lifetime warranty.

WHAT KEY WAY DOES THE IQ LOCKSETS COME IN?? DO WE ORDER IT IN A SPECIFIC KEYWAY?

The standard keyway for all of the IQ locksets is the Schlage "C" keyway. There are other keyways available such as our "A" keyway and Hi Security.□

Please consult customer service for your keyway options. 1-800-526-0233

When adding a new user code to the lock I get an error light after I enter the group level

This indicates that the UID you are entering already exists in the locks memory. A UID may be used only once in the lock. Choose another UID or delete the user then try again.

Which wires get connected to the battery pack?

The red and gray pair labeled "to battery pack" is the correct connector. On some models the connection is to red and black. The proper connection will have a "female" connector on the end of the wires. It is easier to differentiate these connections after the paper tape has been removed. The paper tape is only an aid to insertion of the harness through the door.

While installing my lock, I decided to clip the excess wires that were not connected to anything. Will that be a problem in the operation of my lock?

Clipping wires makes it necessary to splice if you ever need those leads again. Some wires have multiple purposes and may be needed for normal operation or procedures. In certain conditions it may actually void your warranty so consult Tech Support before clipping any wires.

Why doesn't the factory code open the lock?

The factory code is used to initialize the lock with your Lock ID and your Great Grand Master code. The factory code must be replaced by a code you create. This was done this way so that it is impossible to leave a default code in the lock that anyone with knowledge of the product would know. You must create a GGM to operate the lock.

Idat MARK2 Software

How can I transfer the user information from my iDat Version IV software to the iDat Mark2 software?

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These instructions will help you to convert your iDat Version IV user information so it may be imported into the iDat Mark2 Software. You must have Microsoft Access and Microsoft Excel installed on your computer to perform these steps.□

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1) Locate your "MarkUSA.mdb" file □

- a) This file contains all your database information□
- b) It is located in the following directory□
- i) C:\Program Files\MarksUSA□

□
□

2) Open the database in Microsoft Access □

- a) Select "Tables" from the "Objects" list□

□
□

3) Open the table called "Tbl_User" □

- a) Here you will see all of your user information□

4) At the top of the screen click "File" and select "Export" □

□
□

5) Select the folder in which you would like to save the file □

- a) Choose a location that is easy to find□

□
□

6) Under "Save as type" select "Microsoft Excel 97-2003(*.xls)"□

- a) Click "Export All"□
- b) Close Microsoft Access□

□
□

<b style="mso-bidi-font-weight: normal">7) <b style="mso-bidi-font-weight: normal">Locate the Excel file that was created in step 7

- a) Open the file
- b) It should contain all of your user information

<b style="mso-bidi-font-weight: normal">8) <b style="mso-bidi-font-weight: normal">Keep these columns and delete the rest

- a) UID, PIN, Fname, Lname, GID

<b style="mso-bidi-font-weight: normal">9) <b style="mso-bidi-font-weight: normal">Rename the UID and GID headings to read UserID and Group

<b style="mso-bidi-font-weight: normal">10) <b style="mso-bidi-font-weight: normal">Add these two column headings

- a) "Facility code" and "ProxID"

<b style="mso-bidi-font-weight: normal">11) <b style="mso-bidi-font-weight: normal">Enter the ProxID and Facility code information for all of your users if you have a Prox system (skip this step if you are not using Prox)

- a) Facility code can be found on the package in which your cards or fobs came in

<b style="mso-bidi-font-weight: normal">12) <b style="mso-bidi-font-weight: normal">Arrange the columns in this order

- a) Fname - Lname - Facility code - ProxID - UserID - PIN - Group

- b) Double check your information for accuracy

<b style="mso-bidi-font-weight: normal">13) <b style="mso-bidi-font-weight: normal">Click "File" and select "Save as"

- a) Under "Save as type" select "CSV (Comma delimited)(* .csv)"

- b) Click "Save"

- c) Close Microsoft Excel

- d) You now have a file that is ready to be imported into the iDat Mark2 Software

<b style="mso-bidi-font-weight: normal">14) <b style="mso-bidi-font-weight: normal">Open your iDat Mark2 software

- a) You must create the facility and GGM before the import can take place

<b style="mso-bidi-font-weight: normal">15) <b style="mso-bidi-font-weight: normal">At the top of the screen click "file" and select "Import Users File"

- a) Locate the CSV file that was created in step 13

- b) Click "Open" to import the file

<b style="mso-bidi-font-weight: normal">16) <b style="mso-bidi-font-weight: normal">You will see a "User Import Report" showing

- a) Records found in file

- b) Records imported

- c) Records not imported

- d) Ideally the number of records found will be one more than the records imported and the

records not imported will be one.□

i) This is because the GGM will not be imported as it is already in the system □

□

<b style="mso-bidi-font-weight: normal">17) <b style="mso-bidi-font-weight: normal">You will see that all your users are now in the facility and are sorted according to their group number.□

a) You can now □

i) rename your groups□

ii) add zones□

iii) add locks to your zones□

iv) assign users to zones□

v) upload to your lockset(s)

I created a facility and saved it but my information is gone when I opened the software again. Did I lose it?

No. You may have saved the facility in the wrong directory or under the wrong name. If you're not sure where you have saved it you can use the search feature on your start menu to find the facility on your PC. The facility must be saved on the removable drive for it to be recognized. Also, the facility must be saved as "default.xml". The facility can exist on the drive and be opened under a different name but it will not generate the lock files needed for the upload.

I get an error on the iDat when I select "upload to lock" or "audit trail".

The reason for the error is most likely that the iDat can not find or access the information from the drive. The reason can be derived from the type of error displayed.□

No Disk: USB drive is not present or not inserted properly□

CMD Failed: iDat can not find the files on the drive.□

There must be an "Upload" and "Download" folder on the drive for these functions to work properly. The "Upload" folder is created automatically by the software when the upload files are generated. The "Download" folder can be created on the drive if it is not present. Open the removable drive (from the launchpad or My Computer). Create a new folder here and name it "Download".□

See also: iDat Mark2 Upload Trouble Shooting

iDat Mark2 Upload Trouble Shooting

After a successful upload the iDat should display the amount of "records uploaded". This number will depend upon how many users, holidays, and schedules apply to the particular lock set being uploaded to. An unsuccessful upload will result in an error or an incorrect number of records uploaded will be displayed.□

The following is a list of possible scenarios and the most likely causes:

IR Error or Timeout

- iDat positioning □
- IR Port Issue or Malfunction □
- Solution: Reposition iDat and try upload again. If problem persists contact Tech Support. □
-
-
-

Error: CMD Failed (Upload and Download)

- Folder is missing or has been deleted from the drive □
- Solution: The upload folder is created on the drive every time the software is closed. If this folder is not present on the drive, it may have been deleted or there may be an issue with the software itself. In this case please contact Technical support at 1-800-526-0233. The download folder can be created manually by adding a new folder to the drive and naming it "Download". □
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-
-

Uploaded 0 records

- No zone created □
- No lock added to zone □
- Lock ID does not match □
- Solution: Make sure there is a zone created in the facility, a lock is added to the zone and the lock ID in the software matches that of the lock set you are attempting to upload to □
-
-
-

Uploaded 1 records (or amount of records is less than expected)

- Some or all of the groups/users have not been assigned to zone □
- Solution: Technically this is a successful upload but there is information missing from the zone. Make sure that all the groups/users intended to have access are assigned to the zone □
-
-
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-
-
-
-

The software will not start. The U3 launchpad comes up, but when I click on the Marks software nothing happens.

If the Marks iDat software does not start you may have to install Net Framework on your computer or upgrade your current version of Net Framework. Your Net Framework version should be 2.0 or higher.

You can download Net Framework at the following:

□

<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en>

□

IDat Software

Can I display the audit trail on the screen of the DAT module

The display on the iDat provides information limited to the identification of the locks by ID and serial number, the battery condition in the lock and the progress of the task you are performing. You must download your audit trail information to the PC in order to view or print your audit trail.

Do the Prox cards I use for my lock have to be programmed with a certain format? I tried to program some cards and the software is giving me an error message? What should I do?

Our Prox lock accept HID cards and fobs in 26,33, and 37 bit format. If you see a message stating that the card has an invalid format, you must configure the pcProx device for that format.

I assigned a prox card while creating a user and accidentally clicked the update button, now my user isnt there and I can't find the card.

This can happen when the wrong button is used while creating a user. While the user is not created when you click the update button the card has still been assigned in the database. The best way to avoid this is to create your users with UID and PIN and the "Add" button then go back and assign the desired card and use the update button. In order to restore this card in the sytem you will need to contact Tech Support.

I don't really think we will ever download an audit trail. Can I rent an "I-

Dat" from anyone to upload my data into the locks initially?

We do not currently have provisions for this from the factory. However, you might check with your distributor to see if they will work with you on this.

I have just purchased idat unit and software. Much to my chagrin, the software is version 1.2.0. I note that you have an online manual for version 4, which looks like a modern software program, as opposed to the version I have. Would you please send me instructions as to how I can download the current version of the program.

□

Thank you very much,

Shmuel Einstein

310-551-4929

The software can not be downloaded from our website. Please call tech support to obtain the latest version of the software.

For IQ Tech Support Call: 1-800-526-0233

LIVE TECH SUPPORT 8am to 8pm EST Mon - Fri

On Line Tech Support at www.marksusa.com

Email: iqe@marksusa.com

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I need to move the IDat software to a different machine. How do I transfer the data over?

There is a file that needs to be backed up from the old installation. The file path is C:\Program Files\MARKS USA\MarksUSA.mdb

Make a copy of the "MarksUSA.mdb" file on a disk or removable drive. Install the iDat software onto the new computer.

Overwrite the "MarksUSA.mdb" file in the new computer with the saved file from the old computer. The file path would be the same C:\Program Files\MARKS USA\MarksUSA.mdb

Start the software as normal and enter your password. You should see the same information that existed on the old computer.

I set up my user id at 2 digits but will need at least 3. How do I change user id from 2 to 3 without losing data?

In order to make changes in code length the lock must be reset to factory default and reinitialized with the desired code length.

I uploaded a time zone and my lock won't let me in using PIN only

Check the configuration screen in the time zone, make sure PIN only is selected

I would like to speak to someone about programming this.

For IQ Tech Support Call: 1-800-526-0233

LIVE TECH SUPPORT 8am to 8pm EST Mon - Fri

On Line Tech Support 24/7 at www.marksusa.com

Email: iqtech@marksusa.com

I'm trying to upload and I keep getting a "not found" message

The "not found" message is very specific. It indicates that the lock you are trying to upload to is not contained in the iDat. This could be due to a number of things.

1. You did not upload to the iDat. An empty iDat will give you this message.
2. The time zone you uploaded does not contain this lock. Make sure the lock is assigned to the time zone.
3. The locks Lock ID is not set to the ID number that you intend to use. The top line of the iDat indicates what the lock ID is set to.

I've already assigned a group of users to a time zone, can they also be assigned to another time zone?

Yes. You can assign users to any and all time zones according to your needs.

I've assigned a lock to a time zone and now it's not on the list to assign to other time zones?

This is normal! Only one time zone can be uploaded to a lock. Therefore, you can assign a lock to only one time zone.

If I download the Marks software into my PC, and I keep getting errors when I input information about the lock, what could be the problem?

The software may require a re-installing to make sure there is no corrupted data in the system. When entering user information into the system, avoid using any special characters. Anything other than alphanumeric values can cause errors in the database.

Is there any other device and or other way I can get information from the lock without the use of the I DAT (EA 6000)?

No, the iDat is the only device that can communicate to and from the iQue locks via ultra secure infrared ports.

Our computer died and lost all. We have reinstalled the program into the new computer. Can i upload the information from the IDat back to the computer?

No. The only information that can be transferred from the iDat to the computer is audit trail information. The audit trail contains the events that occur in the lock. It will not contain all user information and settings from the database.

pcProx Configuration - Truncate Length

In regards to the "Truncate Length" in the pcProx configuration, this setting should remain at 20. The information in the "Help" section of the software that mentions changing the truncate length to 16 is incorrect. Changing this setting to something other than 20 may cause your cards/fobs not to function properly.

What is the time period given in terms of how much a download from the I DAT consists of? Months, days, weeks?

This totally depends on the frequency of the recorded events and the iQues audit trail capability.

For instance if the iQue can hold 1600 events in it's memory and you have 2000 door access in a day, a daily download would represent less than a full day of useage. On the other hand if the lock is used once per day, the lock would have space to spare with only 365 events, and the audit trail would represent a full year of usage. Downloads need to be done as often as needed to audit the amount of information your report requires.

When I try to upload to the iDat, I get an "error connecting to instrument" message. What can cause that?

The "error connecting" message can be cause by a couple of things. The time zone you are uploading could have errors in it or you may be trying to upload too many time zones to the iDat, however, the most common cause of this message is a missing Holiday, which is a required field in the database. Create at least one holiday in the software to satisfy this requirement. The holiday can be overridden by use of holiday access schedules or it can be deleted at the lock after upload.

When programming new keys I entered the information and then used "update" instead of "add". I can not access the key info to delete or edit. How can I correct the mistake in the programming?

Changing or deleting this information so it can be reentered into the system would require the editing of the database itself. Microsoft Access is required to do this. It is also recommended that you call iQue Tech Support before attempting to do so. □

For IQ Tech Support Call: 1-800-526-0233□

LIVE TECH SUPPORT 8am to 8pm EST Mon - Fri□

On Line Tech Support 24/7 at www.marksusa.com□

Email: iq@marksusa.com

Will my IDAT software work with Windows Vista or are there some known problems?

The software has not been tested with Windows Vista. We are not aware of issues at this time.

IQue Prox Locks

After creating the GGM my iQue with Z9 option unlocked and is chirping at one second intervals

Check to see that the green 26 ga wire is not touching ground. This would activate the Fire-Tower function, which was designed to do this during a fire alarm condition when properly connected to the alarm system.

Can I program fobs and Prox cards at the lock without the Prox device E6100? If so, how?

The iQue is capable of stand-alone operation. Cards and fobs can be programmed directly into the lock, however, if the software is used in conjunction with cards and fobs it is necessary to use the E6100 to enroll the cards and fobs into the software. The user data cannot be retrieved and transferred into the software using the iDat. Only the audit trail is down loadable from the locks memory. To program a card/fob, add a user into the lock per the Function 01 instructions, but present the card to the antenna when you get to the step to enter the PIN. See programming guide, Function 01, User Maintenance.

Can not get the iDat to upload lock information. I do a reset ldat module, then do a up load time zone. Go to the door lock enter my code * 14* and the lock goes to red light and Prox card does not work.

□

On a second note what is the definition for time zone. So, I understand if I program the software correct.

□

810-640-2000

Make sure that you have added your lock(s), and users to the time zone. Check to see if you get an error message on the iDat after the failed attempt to upload. "Not Found" would indicate that the lock ID is not present in database or the lock ID does not match what is in the database. "IR Timeout" indicates that the communication was started and interrupted for some reason. This is most likely due to the position of the iDat during the upload.

The term "time zone" as it pertains to the Marks software has nothing to do with time. To prevent confusion we can just use the term "zone". A zone, just like a user group, allows for the organization of locks in a facility. This makes the facility easier to manage. Locks of the same type, with the same settings, and the same user access can be placed in the same zone.

If you continue to have issues, or have any questions, please call to speak with one of our tech support specialists.

For IQ Tech Support Call: 1-800-526-0233

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LIVE TECH SUPPORT 8am to 8pm EST Mon - Fri

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During programming I sometimes am not able to finish inputting the codes in time. How much time do I have to put in a code before it makes me start the process over again?

You have 5 seconds to press the next key before being timed out. This is normally ample time to program, but it may help if you have your data organized on a list to aid in the programming process.

Function 30, did not stay in the unlocked mode. Does it reset to the locked mode at midnight?

Yes. Manual Passage Mode (Function 30) will reset at midnight and return the lockset to a secure state.

I would like to network my IQ lock so I can control several locks from one location. Is that possible?

The iQue does not currently support network communication.

I'm trying to enroll my HID format cards into the software and I'm getting the message "invalid card format", Help?

The HID cards are available in many different bit lengths, the module in the software must be set to the proper bit length in order to read it correctly. Bit lengths from 24 to 37 are supported. NOTE: DO NOT CHANGE THE TRUNCATE LENGTH, leave it set to 20.

If my time zones I program into the lock overlap each other will that be a problem for the lock to recognize in terms of its operation?

Schedules can overlap as long as they do not contradict each other. A Basic (All Users) schedule cannot be used in conjunction with Group or User schedules. Passage schedules will allow unrestricted access for a defined period of time. Passage schedule can be used with Basic or Group/User schedules.

What hardware do I need to use prox cards with the audit trail?

To use prox cards with the audit trail, you will need to purchase two items. The iDat is required to communicate to and from the lock. This comes with the software and serial cable included. The other required item is the E6100 prox card enroller. This device is used to retrieve and enroll the embedded code in the prox card, so that it can be assigned to a user.

When I try to use my E6100 Prox enroller I get the message that the datapot is not open or that the device is not connected.

This indicates a possible problem with the USB port itself, Check to make sure the USB port is enabled and working. All of the E6100 Enrollers that Marks sells are fully tested before they are sold. Make sure the port is not being used by another application.

Marks Metro Series Locksets

When I install a 91A/3 Marks Metro Lock set , the inside knob is locked as well as the outside.

If the inside spindle is not installed properly the knob may not turn freely on one or both sides. The spindle is two pieces, one threaded into the other, and must not be tightened all the way when installed. Loosening the spindles a few turns will allow the inside knob to move freely when the outside is locked. Otherwise the spindle will be rigid causing the outside hub to lock both sides of the door.

When I set the lock to the free passage mode, it changes back to the locked mode by itself after a couple of hours. No holiday schedules are programmed or other programming that I can see would cause this. Is the lock not supposed to stay unlocked until the lock command is activated?

If the lock is set to passage mode, either by the manual passage function (30) or a group 9 user code, it will automatically lock at midnight of the same day. This is a safeguard that prevents the door from remaining unlocked if the user fails to lock it manually. The time must be set in the lock (function 12) for this feature to work properly. If the time is not set the unit will re-lock at what it considers to be midnight but is actually a different time.

Mortise Locks

How do I Bevel a mortise lockset?

What are BHMA Certified Locksets?

BHMA was founded in 1925 as the Hardware Manufacturers' Statistical Association. Although the Association continues to collect proprietary statistics for its member companies, BHMA today is nationally recognized for its leadership role in ensuring the quality and performance of builders hardware.

What are self adjusting spindles?

Mars USA manufactures trim with out set screws- this allowas for captured spring loades spindles in the lock trim that adjust upon installation

What is Handing on a mortise or cylindrical lockset?

□

By specifying the handing of a lock, you tell the manufacturer how the latch is to be oriented with the door, and, which side of the lock body is rigid when in the "locked" position. If the latch nose is pointed the wrong way, then when the door is shut, instead of the latch sliding along the angled side (into the body), it will hit (on the flat side) against the frame of the door. Likewise, if the handing is specified incorrectly, you may find yourself locked in to a room instead of locking others out. □

Handing is comprised of **two parts**: Whether the lock is a **right** or **left** hand, and whether the lock is regular or **reverse**. □

By convention, lock handing is always determined in reference to the "outside" of the door. As shown in the diagram above, if you stand on the outside of a doorway, facing the door, the "hand" of the door is determined by which hand you would use to open the door. For example, looking at the diagram on the far left: You would use your left hand to open this door. If you used your right hand, you would have to release the knob as you entered the room, as you right arm would block your path. □

Doors that open into a room are said to have regular handing, and doors that open to the outside have **reverse** handing. Reverse handed doors are common in public buildings, such as schools, where in an emergency you don't want to force a group of people step backward, in order for the door swing in.

What is Marks normal leadtime for their cylindrical, mortise, and iQue locks, respectfully?

General Lead time is Mortise 4-6 weeks □

Cylindrical 3-4 weeks

What is the Marks USA product mechanical warranty?

LIFETIME MECHANICAL LIMITED WARRANTY□

MARKS USA warrants that its products are free from defects in materials and workmanship. This warranty is limited to the lifetime of the door on which our lock is installed. In the event our product does not conform to this warranty, MARKS USA will repair or replace the product free of charge. This warranty does not cover defects or damage arising from improper installation, lack of or improper maintenance, improper storage, shipping and handling, ordinary wear and tear, misuse,

abuse, accident, unauthorized service, or use with unauthorized non-MARKS products or parts. We reserve the right to make changes in materials, components or manufacturing methods. Liability under all warranties expressed or implied is limited to replacement of the defective goods. This warranty does not cover nor provide for the reimbursement or payment of incidental or consequential damages.

What size are the Marks USA removable core cylinders?

Standard IC Core Models

Interchangeable Core models for 6 or 7 pin cores

Accepts:

Marks, Medeco Keymark, Falcon, & Best.

When will you come out with a mortise body that can be handed without opening the case, like most other manufacturers?

Our current Nova series mortise lock is field reversible.

You advertise a "lifetime warranty". What procedure do I use to get a replacement product?

Take it to your distributor for their determination as to warranty coverage and immediate replacement. or call Customer service (1800-535-0233) for direction

Handing

There are no articles in this category.

4 Series Mortise Lock Handing

How to change handing for Grade One Mortise Bodies for use with Handle sets.

There are no articles in this category.

5 Series Mortise Lock Handing

How to change handing on Grade One Series Knob and Lever set handing.

There are no articles in this category.

9 Series Mortise Lock Handing

There are no articles in this category.

Trim Installation

There are no articles in this category.

Ornamental Iron Locksets

I have a Marks lock on my iron door, I never got a key for it so I was trying to take the lock off to get it rekeyed, but I can't the lock off the door. I took all strews off but the lock cylinder won't come out of the door. Is there anyway to get this out?

The cylinder can be removed by loosening the set screws that hold it in position. These screws are located in the lock front or faceplate and are accessible when the door is open. Once the screw is loosened the cylinder should turn freely and it can be unscrewed from the lock body by turning it counterclockwise. Use a blank key or a small flathead screwdriver to remove the cylinder. Do not try to remove the cylinder by turning the collar. It will spin independently from the cylinder and the cylinder will not turn at all.

What are mushroom knobs?

Mushroom knobs are our standard ornamental knobs with a shortened projection. They are used when there is not sufficient space □

between the ornamental iron security door and the main door.

Why are Ornamental Mortise Locks installed upside down and will this affect how the cylinder functions?

Ornamental Iron locksets are installed so that the knobs of the Ornamental Iron Door are located above the Front door knob. This allows for less space between the doors. □

Mounting a cylinder upside down does not affect how the cylinder functions. There are springs in the cylinder that assist in moving the cylinder pins when the key is inserted.

Tubular Locksets

Are the bolts interchangeable between the 130 and 140 series devices?

No, they are not interchangeable.

Woven Wire Gate Locks

There are no articles in this category.