



USER MANUAL  
CODE CHANGE GUIDE  
**CL5500 ELECTRONIC LOCK**



**CL5000-CODE-CHANGE-INSTRUCTIONS**

**ABOUT CL5500**

This range of locks can be operated and managed directly via the keypad or via a compatible smartphone by downloading the K3 Connect App. This Programming and Operating Instructions provides the basics to get you started plus the full details on how to program and operate the CL5500 range of locks.

**THE BASICS**

**MASTER CODE**

The factory set Master Code is #12345678. This should be changed immediately after installation (Program 01). The Master Code (and Sub-Master Code if set) always start with the # button. This puts the lock in Programming Mode.

**ACCESS METHODS**

The lock supports a maximum of 350 Clients (users): User Codes (100), User Cards (150) and User Compatible Phones (100).

**KEYPAD**

The lock has a 12 button, back-lit keypad which includes \* and # buttons. The # button is only used for programming. The \* button is used in some Programs and with NetCodes.

**CODE FREE**

Code Free can be configured via Program 04 or via Key-in-Lever by changing the cylinder tailpiece (refer to Installation Instructions).

**LOCKED/UNLOCKED STATUS**

By default, when the lock is locked, there is no visual indication. Program 08 can be used to enable locked indication.

**REMOTE RELEASE**

The lock has two sets of terminals within the front housing for remote release, labelled REM1 and REM2. REM1 is intended for push-button release where the lock will open for the normal set time. REM2 is intended for use where the lock needs to be released for a longer period. When a switch or relay connected to REM2 is closed, the lock will open for a period of 30 minutes after which the lock will revert to normal operation. Refer to Installation Instructions for further information.

**FACTORY RESET**

The lock can be reset to its original factory settings. You may need to do this if the Master Code is no longer known or you no longer have management access via a smartphone. To reset the lock, you must have access to the battery compartment in the rear of the lock.

1. Remove a battery.
2. Press and hold the 0 button.
3. Replace the battery whilst continuing to hold the 0 button.
4. After the double beep, release the 0 button.
5. Press the 0 button three times.
6. If successful the Blue LED's will burn for 7 seconds.



**THE APP – MANAGE WITH THE K3 CONNECT APP**

The lock can be managed with the K3 Connect App\* by any Bluetooth compatible smartphone. The App is available on Apple App Store for Apple devices or Google Play™ for Android™ devices by searching for K3 Connect.

1. Install the K3 Connect App on your device.
2. Once installed, open K3 Connect and select Create Account.
3. The account creation process includes email confirmation. Once the account has been created, sign-in to the App.
4. To add a new lock, touch the + icon on the Locks screen.
5. Enter the lock DIN and choose a lock name. For this lock range it is CL5510 - DIN: CL5510  
*Note: The lock DIN is case-sensitive. DIN to be used for all CL5500 variants i.e. CL5510, CL5520, CL5500PK etc.*
6. In the App, touch the check mark and then immediately, on the lock, enter the following Program:  
#Master Code • 00 • 1 ••  
*Example: #12345678 • 00 • 1 ••*  
*Note: If you have changed your Master Code, substitute the code used in the example with your own code.*
7. The lock will now pair with your phone.

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**PROGRAMS**

**CHANGE THE MASTER CODE**

*Note: The Master Code is 8 digits in length.*  
#Master Code • 01 • New Master Code • New Master Code ••  
*Example: #12345678 • 01 • 87654321 • 87654321 ••*  
Result: The Master Code has been updated to 87654321

**CHANGE THE SUB-MASTER CODE**

*Note: The Sub-Master Code is 8 digits in length.*  
#Master Code • 02 • New Sub-Master Code •  
New Sub-Master Code ••  
*Example: #12345678 • 02 • 44556677 • 44556677 ••* Result:  
The Sub-Master Code has been changed to 44556677

**DELETE THE SUB-MASTER CODE**

#Master Code • 03 ••  
*Example: #12345678 • 03 ••*  
Result: The Sub-Master Code has been deleted

**CHANGE THE RE-LOCK DELAY**

Change the time (in seconds) for the lock to remain unlocked after successful unlocking (i.e. correct code, card or phone). The default re-lock delay is 5 seconds.  
*Note: The delay range is from 2 seconds to 30 seconds.*  
#Master Code • 06 • Time <02-30> ••  
*Example: #12345678 • 06 • 10 ••*  
Result: The lock will remain open for 10 seconds after successful unlocking

**CHANGE THE LOCKED/UNLOCK STATUS**

By changing the locked/unlocked status, you can enable a visual locked status indicator. Disable locked status indicator (default)  
*Note: This Program is available to both the Master and Sub-Master codes.*  
#Master Code • 08 • 01 ••  
*Example: #12345678 • 08 • 01 ••*  
Result: No lock status indicator

**ENABLE LOCKED STATUS INDICATOR**

*Note: This Program is available to both the Master and Sub-Master codes.*  
#Master Code • 08 • 02 ••  
*Example: #12345678 • 08 • 02 ••*  
Result: The red LED will flash every 5 seconds. *Note: Battery life will be reduced by enabling the locked status indicator.*

**EMERGENCY OPEN CANCELLATION**

By closing the normally open REM 2 contact, the lock will open for 30 minutes. The Emergency Open Cancellation reverts the lock to normal operation after the REM 2 input has been triggered.  
*Note: This Program is available to both the Master and Sub-Master Codes.*  
#Master Code • 07 ••  
*Example: #12345678 • 07 ••*  
Result: The lock reverts to normal operation  
*Note: See Installation Instruction for REM connection.*

**FEATURE RESTRICTION**

The lock supports entry methods including code, card, phone and NetCode. By default, all methods are supported but can be disabled using the program below. *Note: Access via a smartphone with the K3 Connect App is not supported in standalone applications.*  
#Master Code • 13 • User Code <0-1> • Smart Card <0-1> •  
NetCode <0-1> ••  
*Example: #12345678 • 13 • 1 • 1 • 1 ••*  
Result: Code, Card and NetCode methods are all enabled.  
Help: To enable a method, specify 1. To disabled a method, specify 0

**DISABLE KEYPAD ILLUMINATION**

*Note: Keypad illumination is disabled by default.*  
#Master Code • 14 • 0 ••  
*Example: #12345678 • 14 • 0 ••*  
Result: Keypad illumination is disabled.

**ENABLE KEYPAD ILLUMINATION BY PROXIMITY**

Keypad will illuminate when something comes in very close proximity to the keypad.  
#Master Code • 14 • 1 • Start Hour <08> •  
End Hour <17> ••  
*Example: #12345678 • 14 • 1 • 08 • 17 ••*  
Result: Keypad illumination by proximity is enabled from 8am - 5pm.  
*Note: Battery life will be reduced by enabling keypad illumination.*



ENABLE KEYPAD ILLUMINATION BY BUTTON PRESS

Keypad will illuminate when any button is pressed.

#Master Code ● 14 ● 2 ● Start Hour <08> ● End Hour <17> ●●

Example: #12345678 ● 14 ● 2 ● 08 ● 17 ●●

Result: Keypad illumination by button press is enabled from 8am - 5pm.

*Note: Battery life will be reduced by enabling keypad illumination.*

LOCK-DOWN

Prevent the lock from being unlocked by any method except via

Master Code and Sub-Master Code:

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 15 ● 1 ●●

Example: #12345678 ● 15 ● 1 ●●

Result: Lock-Down is enabled. Only the Master and Sub-Master

Codes can be used to open the lock.

CANCEL LOCK-DOWN

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 15 ● 2 ●●

Example: #12345678 ● 15 ● 2 ●●

Result: Lock-Down is canceled.

## CODE FREE

Configures the lock to allow code free passage where no code, card or phone is needed to open the lock. Up to 10 Code Free times can be added. Each period can be set to work on one or more specific days.

SETTING CODE FREE MODE

Note: Code Free takes priority over any other setting except lock-down.

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 04 ● Code Free period <0-9> ● Time Start

<HHmm> ● Time End <HHmm> ● Week Pattern ●●

Example: #Master Code ● 04 ● 0 ● 0900 ● 1630 ● 1111100 ●●

Result: The lock will be in Code Free from 09:00 to 16:30 on Monday to Friday

Help: The week pattern uses a sequence of 7 numbers (MTWTFSS)

that enable (1) or disable (0) Code Free on a particular day.

## SUSPEND OR RESTORE CODE FREE

Suspends or restores Code Free Mode for specific or all Code Free Mode periods.

SUSPEND SPECIFIC CODE FREE PERIOD

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 05 ● 1 ● Code-Free period <0-9> ●●

Example: #12345678 ● 05 ● 1 ● 0 ●●

Result: Suspends Code Free period 0

RESTORE SPECIFIC CODE FREE PERIOD

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 05 ● 2 ● Code Free period <0-9> ●●

Example: #12345678 ● 05 ● 2 ● 0 ●●

Result: Code Free period 0 restored

SUSPEND ALL CODE FREE PERIODS

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 05 ● 3 ●●

Example: #12345678 ● 05 ● 3 ●●

Result: Suspends all Code Free periods

RESTORE ALL CODE FREE PERIODS

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 05 ● 4 ●●

Example: #12345678 ● 05 ● 4 ●●

Result: Restores all Code Free periods

## DATE & TIME

UPDATE THE DATE/TIME

Update the date and time on the lock. Particularly important when

Code Free and Active-Period options are in use.

#Master Code ● 10 ● YYMMDD ● HHmm ●●

Example: #12345678 ● 10 ● 160122 ● 1422 ●●

Result: The date has been updated to January 22nd, 2016 and the time to 14:22.

## SET DAYLIGHT SAVINGS TIME

UPDATE THE DAYLIGHT SAVINGS TIME (DST)

#Master Code ● 11 ● Date Starts <YYMMDD> ● Date Ends

<YYMMDD> ●●

Example: #12345678 ● 11 ● 160327 ● 161030 ●●

Result: DST is set to start on March 27th, 2016 and end on October 30th, 2016.

In the majority of countries where DST operates, DST is applied at 01:00. This is the default DST time on the lock but can be changed by using the program below.

SET NEW DAYLIGHT SAVING TIME

#Master Code ● 12 ● Time <HH> ●●

Example: #12345678 ● 12 ● 02 ●●

Result: DST will now be applied at 02:00

## CLIENTS (USERS) – ADD A NEW CLIENT

Four different types of client can be created when the lock is in standalone operation: standard code client, one-time code client (where the code will be blocked after a single use), card user (MIFARE based smartcards) and technician clients (only applicable when GuestCode is being used).

ADD CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 20 ● 1 ● Code ●●

Example: #12345678 ● 20 ● 1 ● 3366 ●●

Result: The code 3366 can now be used to unlock the lock.

ADD ONE-TIME CODE CLIENT

#Master Code ● 20 ● 2 ● Code ●●

Example: #12345678 ● 20 ● 2 ● 7788 ●●

Result: The code 7788 can be used to unlock the lock once only

after which time it will be blocked.

ADD SMART CARD CLIENT

Note: After entering the program below, the lock will wait for a

MIFARE based smartcard to be placed over the keypad.

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 20 ● 3 ●●

Example: #12345678 ● 20 ● 3 ●●

Result: The smart card will be able to unlock the lock.

Note: This can be repeated for up to 150 cards.

ADD TECHNICIAN CODE CLIENT

*Note: Only applicable when the GuestLock feature is enabled.*

#Master Code ● 20 ● 4 ● Technician Code ●●

Example: #12345678 ● 20 ● 4 ● 4499 ●●

Result: The Technician Code 4499 is now enabled

## SELECTED DAY LOCK-OUT

This program will lock out all Clients on the specified days. Please note that if a Client has a specific Active Period, that will take priority over the selected day lock-out program. See Active Periods page 5.

ENABLE SELECTED DAY LOCK-OUT

*Note: This program does not affect Master Codes, Sub-Master*

*Codes or NetCodes. This program will affect Code Clients, smart*

*card Clients and GuestCode Clients.*

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 29 ● Week Pattern ●●

Example: #12345678 ● 29 ● 1111100 ●●

Result: Entry only permitted on Mondays to Fridays.

Help: The week pattern uses a sequence of 7 numbers (MTWTFSS) that enable (1) or disable (0) Code-Free on a particular day.

DISABLE SELECTED DAY LOCK-OUT

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 29 ● 0000000 ●●

Example: #12345678 ● 29 ● 0000000 ●●

Result: Selected Day Lock-Out is disabled

## SUSPEND AND RESTORE CLIENTS

Any Code Client can be suspended and restored. Smart Card Clients cannot be suspended when the lock is in standalone operation.

SUSPEND A CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 21 ● Code ●●

Example: #12345678 ● 21 ● 1199 ●●

Result: The Code 1199 has been suspended.

RESTORE A CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 22 ● Code ●●

Example: #12345678 ● 22 ● 1199 ●●

Result: The Code 1199 has been restored.

Help: All clients can be suspended and restored by using the lock-down programs

## DELETING CLIENTS

Any Code Client can be deleted. When the lock is being used in standalone operation, smart card clients can only be deleted by deleting all clients.

DELETE A SINGLE CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 25 ● Code ● Code ●●

Example: #12345678 ● 25 ● 1199 ● 1199 ●●

Result: The Code 1199 has been deleted.

DELETE ALL CLIENTS

#Master Code ● 26 ●●

Example: #12345678 ● 26 ●●

Result: All Clients have been deleted

## ACTIVE PERIODS

In standalone operation, specific Active Periods can only be set for Code Clients. To use Active Periods for all Client types, you will need to use the K3 Connect App. Up to 10 Active Periods can be set for each Client.

SET AN ACTIVE PERIOD FOR ALL CLIENTS

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 27 ● \*\*\*\* ● Active Period <0-9> ● Start Time

<HHmm> ● End Time <HHmm> ● Week Pattern ●●

Example: #12345678 ● 27 ● \*\*\*\* ● 0 ● 1330 ● 1830 ●

0101000 ●● Result: All Clients will have access between 13:30

and 18:30 on Tuesdays and Thursdays only.

SET AN ACTIVE PERIOD FOR A SPECIFIC CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master Codes.*

#Master Code ● 27 ● Code ● Active Period <0-9> ● Start Time

<HHmm> ● End Time <HHmm> ● Week Pattern ●●

Example: #12345678 ● 27 ● 1199 ● 0 ● 0900 ● 1700 ●

1111100 ●● Result: Client with Code 1199 has access between

09:00 and 17:00, Monday to Friday.

SUSPEND (DISABLE) SPECIFIC ACTIVE PERIOD

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 28 ● 1 ● Code ● Active Period <0-9> ●●

Example: #12345678 ● 28 ● 1 ● 1199 ● 0 ●● Result: Suspends

the first Active Period for Client with Code 1199.

RESTORE SPECIFIC ACTIVE PERIOD

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 28 ● 2 ● Code ● Active Period <0-9> ●●

Example: #12345678 ● 28 ● 2 ● 1199 ● 0 ●●

Result: Restores the first Active Period for Client with Code 1199.

SUSPEND ALL ACTIVE PERIODS FOR SPECIFIC CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 28 ● 3 ● Code ●●

Example: #12345678 ● 28 ● 3 ● 1199 ●●

Result: Suspends all the Active Periods for Client with Code 1199.

RESTORE ALL ACTIVE PERIODS FOR SPECIFIC CODE CLIENT

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

#Master Code ● 28 ● 4 ● 1199 ●●

Example: #12345678 ● 28 ● 4 ● 1199 ●●

Result: Restores all the Active Periods for Client with Code 1199.

SUSPEND ALL ACTIVE PERIODS FOR ALL CLIENTS

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

Note: Includes Code and Smart Card clients.

#Master Code ● 28 ● 5 ●●

Example: #12345678 ● 28 ● 5 ●●

Result: All Active Periods suspended.

RESTORE ALL ACTIVE PERIODS FOR ALL CLIENTS

*Note: This Program is available to both the Master and*

*Sub-Master codes.*

Note: Includes Code and Smart Card clients.

#Master Code ● 28 ● 6 ●●

Example: #12345678 ● 28 ● 6 ●●

Result: All Active Periods restored

## NETCODE

Create codes with a specific start date & time and that automatically expire after a set duration.

BLOCK A SPECIFIC NETCODE

*Note: A specific NetCode can be manually blocked using the Master Code.*

#Master Code ● 52 ● NetCode to Block ●●

Example: #Master Code ● 52 ● 412682 ●●

Result: The NetCode 412682 is now blocked

## GUESTLOCK

Simple access control for guest houses and B&B.

The GuestLock feature allows a guest to choose their own 4 digit Code (GuestCode) by prefixing their chosen GuestCode with that particular locks GuestCode prefix. The GuestLock feature must be enabled before use.

ENABLE GUESTLOCK

*Note: Enabling GuestLock sets the prefix for the specific lock.*

#Master Code ● 60 ● 748 ● 748 ●●

Example: #12345678 ● 60 ● 748 ● 748 ●●

Result: The GuestLock feature is now enabled and the GuestCode prefix is set as 748

CLEARING A GUESTCODE

Before another guest can use the lock, the current GuestCode must be cleared.

#Master Code ● \*\* ●●

Example: #12345678 ● \*\* ●●

Result: The GuestCode is cleared.

OR

#Technician Code ● \*\* ●●

Example: #4499 ● \*\* ●●

Result: The GuestCode is cleared

## TROUBLESHOOTING

BATTERY FAILURE

If the battery fails, the key-override should be used to open the lock. Batteries can be replaced by opening the battery cover on the rear of the lock. Always use high-quality AA batteries and ensure that the batteries are inserted correctly.

## IMPORTANT!

After replacing batteries, synchronise the lock with the management smartphone to reset the date and time.

Please follow local authority recommendations when disposing of old batteries.

INCORRECT CODE/CARD

If 3 incorrect access attempts are made, the lock will suspend activity for 10 seconds.

PROGRAMMING ERROR

If a programming mistake is made, the keypad will flash red and the lock will revert to normal operation.

FACTORY RESET

Restore the lock to factory default (when the Master Code is unknown).

- Remove battery
- Press and hold 0
- Replace battery
- Release 0
- Press 0 three times

## REGULATORY COMPLIANCE

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and  
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.