

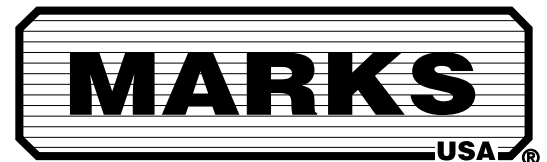


**IQMETRO** \*  
Series



Programming Guide®

*For use with  
i-Que **METRO** \* only*



Congratulations, you have just purchased the **IQ *METRO* \* series lockset by Marks USA**, the most advanced stand-alone door lock and access control system on the market today. The lock, designed for easy installation, will provide years of reliable service when properly installed and maintained.

This manual is designed to act as a guide through the many features and functions of your **IQ *METRO* \* series stand-alone access control system**.

Please take the time to read it thoroughly and follow the instructions carefully so that your experience will be positive and trouble free.

Marks USA would like to thank you for selecting the i-Que series for your access control needs.

**For Technical Support Contact:**



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Amityville, NY 11701

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For more information about the i-Que series,  
or the complete Marks USA product line,  
maintenance manuals, new product announcements,  
pricing and templates, visit our website at:

**[marksusa.com](http://marksusa.com)**

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## For Technical Support

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# Notes

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# BEFORE YOU START!

## IMPORTANT DEFINITIONS

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1. **FACTORY CODE:** is **9991234**, and is used to initialize the lock for a new installation or full reset. This code must be entered to set the **GREAT GRAND MASTER (GGM)**. After the GGM code is set, the **FACTORY CODE** will no longer be valid and is only re-enabled after a full reset, see page 11.
2. **LOCK ID:** A unique six digit number entered during initialization defining the specific lock.
3. **USER IDENTIFICATION NUMBER (UID):** A unique number assigned to each User with 2, 3 or 4 digits.
4. **GROUP:** One or several Users, all of whom have the same access to the locks, categorized by a two digit **GROUP number**.
5. **PERSONAL IDENTIFICATION NUMBER (PIN):** A unique combination of 3, 4, 5 or 6 keypad letters, numbers or both.  
(Letters or numbers may be used multiple times to increase the total number of combinations).
6. **YOUR CODE:** Your unique combination of **UID** and **PIN** codes, in that order, having up to 10 total digits.
7. **GREAT GRAND MASTER (GGM):** Code required by the **SYSTEM MANAGER** to perform all programming functions. It replaces the **FACTORY CODE**. This code can also open the lock.
8. **SYSTEM MANAGER:** Person establishing the **GGM** and responsible for highest level of programming. Can establish lower levels of programming for other users or groups.
9. **PROGRAM INSTRUCTION:** Series of key strokes used to enter a function.

## IMPORTANT KEYS

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1. **TERMINATOR KEY (\*):** Acts like the "Enter" key on a computer, and is used to add or confirm codes on the keypad.
2. **PROGRAMMING KEY (#):** After a valid **YOUR CODE** is entered, this key is depressed to enter the programming mode.  
**This key can also be used as a time saving feature, allowing the entry of multiple functions.**  
**At the end of any PROGRAMMING INSTRUCTION, replace the last \* with a # to return to FUNCTION NUMBER input, eliminating the need to reenter YOUR CODE.**

## LED INDICATOR

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### LED INDICATING GREEN (NORMAL MODE)

1. Denotes lock enabled to open.  
Will flash green after entering valid **YOUR CODE** and **TERMINATOR KEY (\*)**.

### LED INDICATING RED (NORMAL MODE)

1. Denotes a wrong **YOUR CODE** entry to open the lock.
2. Denotes wrong **YOUR CODE** entry 3 consecutive times and disables keypad for 20 seconds.  
If another wrong **YOUR CODE** is entered, the keypad is disabled for 40 seconds.

### LED INDICATING RED (PROGRAMMING MODE)

1. Denotes incorrect entry or error and vacates programming mode.
2. Programming mode vacated if no key entry within 5 seconds.

## 1. INITIALIZE LOCK

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Initializing the lock with a unique 6 digit code assigns a **LOCK ID** number to each specific lock. Using keypad, enter the **FACTORY CODE 9991234**, the **#** key, and the 6 digit **LOCK ID** (usually starting with 000001), and finally, the **#** key.

	<i>Factory Code</i> #	<i>6 digit Lock ID</i> #
Example:	<b>9991234 #</b>	<b>000001 #</b>

This code will **NOT** open the lock.

## 2. Create GREAT GRAND MASTER (GGM)

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This code is required by the **SYSTEM MANAGER** to perform all programming functions. In any lock system, the number of digits used for the UID of each User must be the same. Example: If the UID is 3 digits, all Users must have a 3 digit UID code.

Also, the number of digits used for the PIN of each User must be the same. Example: If the **GGM's** PIN is 5 digits, all Users must have a 5 digit PIN code.

Using keypad, enter the **FACTORY CODE 9991234**, the \* key, the **UID** of the system manager (either 2,3 or 4 digits), the **#** key, the **PIN** of the system manager (either 3,4,5 or 6 digits), and finally, the **#** key.  
**FACTORY CODE \* UID # PIN #**

	<i>Factory code</i> *	<i>UID (2 ,3, or 4 digits)</i> #	<i>PIN (3,4,5 or 6 digits)</i> #
Example:	<b>(9991234) *</b>	<b>123 #</b>	<b>12345 #</b>

The **GGM** is now established for the **SYSTEM MANAGER** only:  
a combination of their UID followed by their PIN.

Lock is now initialized.

### SYSTEM MANAGER'S ACCESS TO THE LOCK:

---

Enter UID plus PIN, then the \* key.

	<b>GGM *</b>
Example:	<b>12312345 *</b>

## GROUPS

In order to organize the management of individual Users, they can be put into 98 different **GROUPS**. Users in the same **GROUP** will have the same access rights. Users in different **GROUPS** can have varied access rights from other **GROUPS**. Each **GROUP** is assigned a 2 digit **GROUP NUMBER** from **02** to **99**.

**All Users must be assigned to a GROUP.** Depending on your assigned **GROUP**, you may or may not be able to program the lock, and may also have restricted access.

The **SYSTEM MANAGER** is automatically assigned to group 01, and can assign Users to all other groups. **GROUPS 02** through **09** are management **GROUPS**, with 24/7 access to the locks, and can change various settings used during access by other User **GROUPS**. The Table of Contents (inside front cover) lists the minimum **GROUP NUMBER** required for rights to program **EACH** specific function. Higher **GROUPS** can override access functions of lower **GROUPS**.

Example: **GROUP (02)** can override access functions to **GROUP (03)**, etc.

**GROUPS 10** through **99** have no programming rights. Their access may be restricted by schedules or during holidays. They may, however, change their own **PIN** when authorized by the **SYSTEM MANAGER**.

## Function 01, Adding & Deleting User Codes *Min. Group Number 03*

### To Add Users:

Enter **YOUR CODE** (UID and PIN), the # key, **FUNCTION NUMBER** (01), the \* key, the Users **UID** you want to include in the **GROUP**, the \* key, the 2 digit **GROUP NUMBER**, the \* key, the User's **PIN**, the \* key twice.

PROGRAM INSTRUCTION	YOUR CODE #	Function #	UID *	Group No. *	PIN *	*
Example:	12312345 #	01 *	678 *	04 *	56789*	*

### To Delete Users:

Enter **YOUR CODE** (UID and PIN), the # key, **FUNCTION NUMBER** (01), the \* key, the Users **UID** you want to delete, the \* key, the 0 key in place of the **GROUP NO.**, the \* key twice.

PROGRAM INSTRUCTION	YOUR CODE #	Function*	UID to be deleted *	0 * to delete User	*
Example:	12312345 #	01 *	678 *	0 *	*

**NOTE: GROUP NUMBERS ARE NOT USED TO ACCESS THE LOCK**

### User's Access the Lock:

Enter User's **UID** plus User's **PIN** then the \* key.

PROGRAM INSTRUCTION	UID	PIN *
Example:	123	12345 *

### User's Entry to Programming Mode

Enter User's **UID** plus User's **PIN** then the # key.

PROGRAM INSTRUCTION	UID	PIN #
Example:	123	12345 #

## Section 2 Lock Configuration

### Function 32: PIN Only Entry

*Min. Group Number 02*

The PIN Only mode allows management to shorten the length of the code that the User must enter to **gain access**. The code can not be shorter than the PIN.

#### PIN Only Mode (for Access PIN ONLY)

PROGRAM INSTRUCTION	YOUR CODE #	32 *	0 *	*
---------------------	-------------	------	-----	---

#### UID & PIN Required - Default

PROGRAM INSTRUCTION	YOUR CODE #	32 *	1 *	*
---------------------	-------------	------	-----	---

**NOTE:** Program mode requires that UID and PIN be entered.

### Function 08: Change User PIN

*Min. Group Number All Users*

This function gives users the ability to change their PIN. (*User must know his UID and PIN to perform this function*).

PROGRAM INSTRUCTION	YOUR CODE #	08 *	New PIN *	Verify PIN *	*
---------------------	-------------	------	-----------	--------------	---

### Function 10: Deny / Restore Access

*Min. Group Number 03*

This function is used to temporarily deny access to User Groups (10-99) without removing them from the memory.

#### To DENY access to a Group

PROGRAM INSTRUCTION	YOUR CODE #	10 *	Group to be denied access *	1 *	*
---------------------	-------------	------	-----------------------------	-----	---

#### To RESTORE access to a Group

PROGRAM INSTRUCTION	YOUR CODE #	10 *	Group to be restored access *	0 *	*
---------------------	-------------	------	-------------------------------	-----	---



## Function 07: Change Group Association

*Min. Group Number 03*

This function allows management to change the Group an existing User is assigned to.

PROGRAM INSTRUCTION	YOUR CODE #	07 *	User UID * (of existing User)	New Group No. *	*
---------------------	-------------	------	----------------------------------	-----------------	---

## Function 11: Set Access Level

*Min. Group Number 03*

Access can be denied to Users in Groups lower then the Group number entered.

This function **cannot** deny access to Groups 03 (*Master*), 02 (*Grand Master*), or 01 (*Great Grand Master*).

To allow all Groups access the Group level setting must be set to "99".

PROGRAM INSTRUCTION	YOUR CODE #	11 *	Group Level *	*
---------------------	-------------	------	---------------	---

## Function 18: Define Open Time

*Min. Group Number 03*

This function will set the time delay the lock will stay unlocked after a valid user code has been entered.

The time delay can be set from 1 to 9 seconds. (*Default setting is 3 seconds.*)

PROGRAM INSTRUCTION	YOUR CODE #	18 *	Single Digit 1 - 9 seconds *	*
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# Function 33: Multiple Code Entry

Min. Group Number 03

For higher security the lock can be set to require two User codes be entered before access is granted.  
For even higher security it can be required for one of the Users to be in a Manager Group.

### One User code required - Default

PROGRAM INSTRUCTION	YOUR CODE #	33 *	0 *	*
---------------------	-------------	------	-----	---

### Two User codes required

PROGRAM INSTRUCTION	YOUR CODE #	33 *	1 *	*
---------------------	-------------	------	-----	---

### Two User codes one must be a Manager

PROGRAM INSTRUCTION	YOUR CODE #	33 *	2 *	*
---------------------	-------------	------	-----	---

# Function 30: Manual Passage Mode

Min. Group Number 03

This function puts the lock in an unlocked state, granting free access (*no code required*) to all Users, until lock is returned to the locked state.

### Closed - Locked - Default

PROGRAM INSTRUCTION	YOUR CODE #	30 *	0 *	*
---------------------	-------------	------	-----	---

### Open - Unlocked

PROGRAM INSTRUCTION	YOUR CODE #	30 *	1 *	*
---------------------	-------------	------	-----	---

# Function 34: Lock Audio

Min. Group Number 03

If the Audio is set to "ON" the lock will beep with each key pressed.  
To conserve power the audio is turned off (*default*).

### Audio Off - Default

PROGRAM INSTRUCTION	YOUR CODE #	34 *	0 *	*
---------------------	-------------	------	-----	---

### Audio On

PROGRAM INSTRUCTION	YOUR CODE #	34 *	1 *	*
---------------------	-------------	------	-----	---

# Function 36: Fail Secure

Min. Group Number 03

Use this function to create a power reserve to ensure if the **Low Battery Warning** is not heeded, and the battery pack fails, the lock will fail in the **selected** state.

### Lock fails in the last state that the lock was in when the power was lost. - Default

PROGRAM INSTRUCTION	YOUR CODE #	36 *	1 *	*
---------------------	-------------	------	-----	---

### Fail Secure - Lock will ensure that power is reserved to fail in the locked or secured position.

PROGRAM INSTRUCTION	YOUR CODE #	36 *	0 *	*
---------------------	-------------	------	-----	---

## Section 3 Additional Functions

### Function 12: Set Time

*Min. Group Number 03*

The time (HHMM) must be set prior to setting any holidays. See the chart below for help.

PROGRAM INSTRUCTION	YOUR CODE #	12 *	HHMM *	*
---------------------	-------------	------	--------	---

**Example** 3:30 p.m. = 1530

Daylight savings time is enabled by default. To disable daylight savings add a "0" (zero) at the end of the time entry.

**Example** 3:30 p.m. = 15300 Daylight savings disabled

Standard Time	Military Time	Standard Time	Military Time
1:00 am	0100	1:00 pm	1300
2:00 am	0200	2:00 pm	1400
3:00 am	0300	3:00 pm	1500
4:00 am	0400	4:00 pm	1600
5:00 am	0500	5:00 pm	1700
6:00 am	0600	6:00 pm	1800
7:00 am	0700	7:00 pm	1900
8:00 am	0800	8:00 pm	2000
9:00 am	0900	9:00 pm	2100
10:00 am	1000	10:00 pm	2200
11:00 am	1100	11:00 pm	2300
12:00 pm	1200	12:00 am	2400

### Function 13: Set Date

*Min. Group Number 02*

The date must be set prior to setting any holidays. This function will set the Month, Day, Year and day of the week. There are 2 formats available: **Standard** (default) (MM DD YY) or **European** (DD MM YY).

PROGRAM INSTRUCTION	YOUR CODE #	13 *	MMDDYY *	*
---------------------	-------------	------	----------	---

**NOTE:** For European Date format set: DD MM YY "0" \*

### Function 06: Temporary User Schedule

*Min. Group Number 03*

This function allows you to restrict an **existing** User access by a **date range**. To further restrict the temporary User **by time**, you can also implement a User schedule.

Temporary User schedules do not delete and must be maintained or access repeats annually.

PROGRAM INSTRUCTION	YOUR CODE #	06 *	UID *	MMDD * (Start Date)	MMDD * (End Date)	*
---------------------	-------------	------	-------	------------------------	----------------------	---

## Function 09: Holiday Maintenance

Min. Group Number 03

Setting holidays will block access to Users in Groups 10 - 99 during these periods.

**NOTE:** Dates are set by month/day format. The i-Que does not track the year of the holiday, so holidays that occur on different dates each year will have to be manually adjusted each year.

**NOTE:** Holidays are not automatically removed from memory. It is suggested to maintain the holiday schedule yearly. *Example = 1225 = Christmas Day* This holiday recurs each year. Holidays (*like Thanksgiving*) that fall on different dates each year must be readjusted each year.

Also, You may enter a shutdown as one event by entering the start date and end date.

Example: Christmas / New Year week Start=1225 End=0101 is an eight day period.

### To SET a Holiday

PROGRAM INSTRUCTION	YOUR CODE #	09 *	MMDD * (Start Date)	MMDD * (End Date)	*
---------------------	-------------	------	------------------------	----------------------	---

### To DELETE ALL set Holidays

PROGRAM INSTRUCTION	YOUR CODE #	09 *	0 *	*
---------------------	-------------	------	-----	---

## Function 31: First Supervisor To Arrive

Min. Group Number 03

When enabled this function will delay access until a management code has been entered.

### Disabled, Users will have access - Default

PROGRAM INSTRUCTION	YOUR CODE #	31 *	0 *	*
---------------------	-------------	------	-----	---

### Enabled, Users will be denied access until a manager enters their code.

PROGRAM INSTRUCTION	YOUR CODE #	31 *	1 *	*
---------------------	-------------	------	-----	---

## Section 5 Lock Maintenance

### Function 17: Battery Status Check

Min. Group Number 03

This function manually checks the battery status of the i-Que.

The LED on the keypad will display visual indicator.

PROGRAM INSTRUCTION	YOUR CODE #	17 *	WATCH LED	*
---------------------	-------------	------	-----------	---

Yellow - Yellow Two yellow LED flashes indicate full power.

Yellow - Red Yellow then Red LED flashes indicate half power.

Red - Red Two Red LED flashed indicates batteries need to be changed.

**Note** If the voltage of the battery pack falls to 4.2v DC, the i-Que will beep every hour indicating a low battery status.

# Battery Information

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**THE I-QUE IS SHIPPED WITH 4 AA ALKALINE BATTERIES.** The life span of the batteries has been tested in two different ways. The first test was performed to see how many operations could be performed repeatedly before a failure. The test averaged 150 thousand operations. The second test was performed over time for normal operations. This test revealed that the i-Que batteries would last approximately four years at 80 - 90 thousand operations. Using the factory settings, the lockset is set for optimized power usage.

## Changing the Batteries

When the batteries need to be changed, you will have 10 minutes to remove the old batteries and install the four new AA batteries, before memory is effected. **IT IS RECOMMENDED TO USE ONLY ALKALINE BATTERIES,** due to the predetermined power settings in the lock. The alkaline battery has a gradual curve in the drop off voltage. This curve determines the power settings for the two stages of battery warnings and the Fail Secure settings. A lithium battery differs from an alkaline battery in the life cycle of the battery cell. A lithium battery has a very sharp drop off voltage, going from fully charged to a dead cell quickly. This makes monitoring the voltage settings impossible.

## Two Stage Low Battery Warning

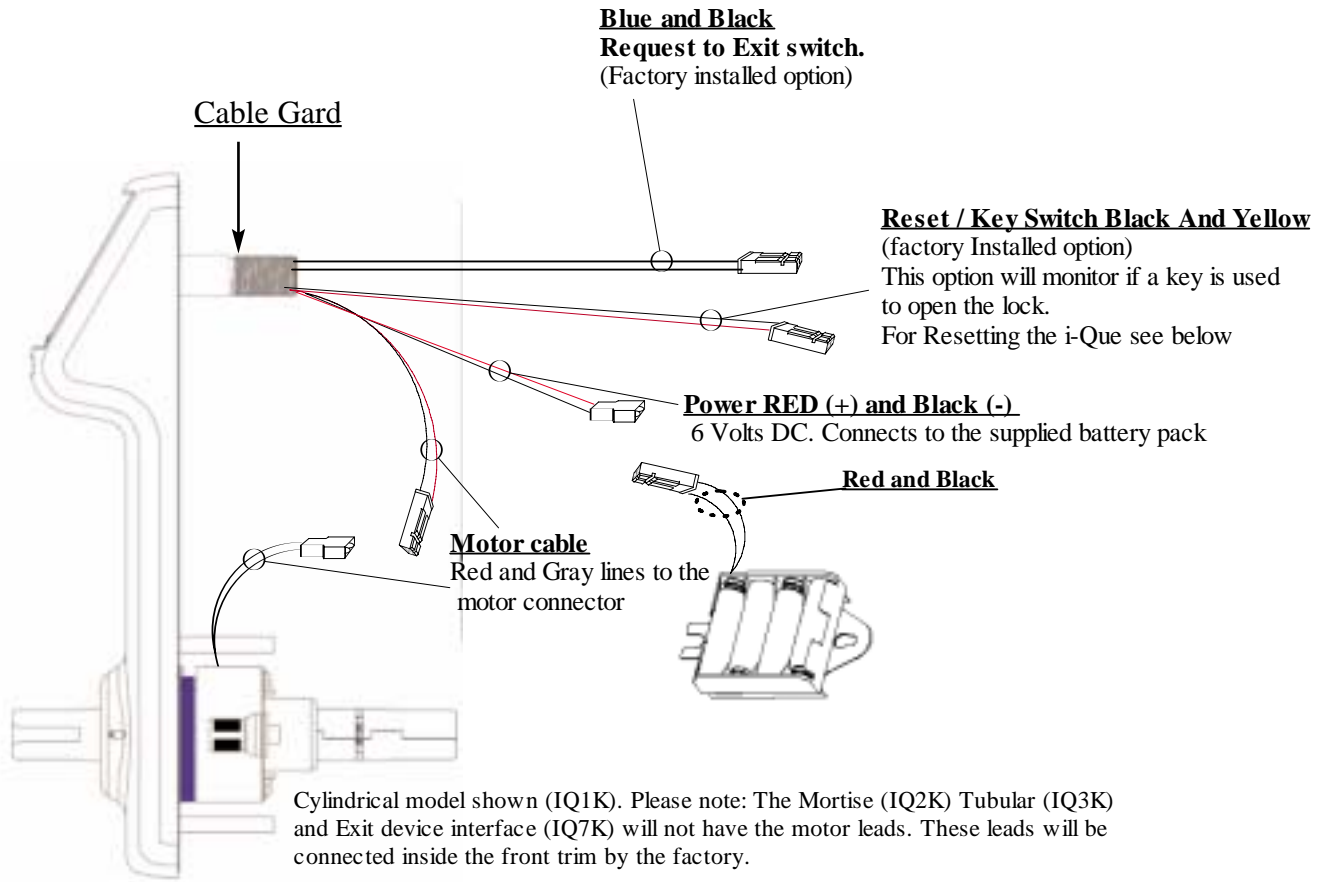
The i-Que has a two-stage low battery warning.

The **first warning stage** will add a **double beep and yellow LED** when the user enters their code.

The **second warning stage** will be a **double beep every hour. BATTERIES SHOULD BE CHANGED IMMEDIATELY.** Double beeps will occur until the batteries fail.

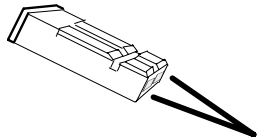
**To ensure the lock fails in a locked or unlocked mode, use Function 36 Fail Secure page 7 or the lock will fail in the last state, either open or closed.** The batteries can also be checked manually using Function 17 Battery Status Check above.

## Connection Diagram



### Reset the i-Que back to factory default

**Yellow and Black**



- Unplug the batteries and place aside
- Find the Black And Yellow cable
- Using a reset wire (small piece of wire or paper clip) short the two wires of the black and yellow cable together (place the wire from the one hole on the connector to the one next to it, thus making a loop)
- With the reset wire in place reinstall the batteries.
- The LED should go RED then Green, You should hear the lock relock.
- Remove the reset wire and reassemble the batteries and cover on to the housing assembly.
- The lock is now reset. You are now ready to initialize the lock. Create the **GGM** code (See Page 2.)

# Glossary

<b>Access Code</b>	Numeric or alphanumeric data which when correctly entered into a keypad, allows authorized entry into a controlled area without causing an alarm condition.
<b>Access Control</b>	The control of persons, vehicles and materials through entrance and exit of a protected area utilizing hardware systems specialized to control and monitor the movement into, out of, or within the protected area.
<b>ESD</b>	Electro Static Discharge
<b>Fail safe lockset</b>	A type of lock set that unlocks when a power failure occurs.
<b>Fail secure lockset</b>	A type of lock set that locks when a power failure occurs.
<b>Keypad</b>	A device for inputting information into a computer controlled system for the purposes of arming and disarming an alarm system or operating an access control system.
<b>Multiple Key Depressions</b>	The pressing of more than one key simultaneously.
<b>Personal Identification Number (PIN)</b>	This number can be a combination of digits and letters, increasing the overall number of code possibilities.
<b>Tailgating</b>	In access control, tailgating is the act of one or more individuals entering a controlled area by using a single code. Also known as piggybacking.
<b>User Identification Number (UID)</b>	A unique number assigned to each User. The UID has a length 2 to 4 digits.
<b>Terminator</b>	The “*” key acts as the terminator which functions similar to the “enter” key on a standard computer keyboard. It is also pressed after a code is entered to gain access.
<b>Programming Key</b>	The “#” key is the programming key. Note that the “#” key is used during the initialization process for the lock GGM and to enter program mode.



## **Trouble shooting guide for the i-Que Line**

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### **Set up**

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- Q** The factory code will not open the lock.
- A** The factory code will not give you access to the lock at any time.  
This code is only used to set up the lock, the first code that will open the lock is your GGM code.

### **Adding Users**

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- Q** I have installed Users and some of them do not have access?
- A** How many users are installed? If you have the basic model that holds 64 Users and have installed more than 64, some Users will not have access.  
If you have installed holidays to restrict access, you will also need to set the date and time.
- Q** My GGM code is set to 3 digits for UID and the PIN is 3 digits.  
Can I set my Users up to have a PIN of 4 digits?
- A** No, the Great Grand Master code length sets up the format for all other Users in the system.
- Q** I am trying to add a User but when I enter the Group number, I get a red LED.
- A** This indicates that the Users UID is already in memory. Each UID must be unique.

# Notes

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