USER GUIDE

SNAP: Programmer & PC Application

SNAP Folder: C:\Program Files\SNAP

Doors:
- BACK
- ConfMain
- FRONT
- LOBBY/2
- LoadDock
- SIDE1
- SIDE2

New
Save
Cancel
Delete

Name:

Sn left Outlight Saving Time:

View and Edit Access

Programming and Auditing:

View and Edit Records
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For assistance, call: 1-866-322-1237
http://www.schlage.com
Thank you for choosing Schlage for your access control needs. King Cobra 2 Locks and SNAP are the perfect combination of increased security and simplified day-to-day access control management. Designed by and for the busy user, the intuitive SNAP PC Application and SNAP will make programming and managing your people and locks a pleasure. If you do find that help is needed, please refer to this SNAP User Guide, or the help menus available within the SNAP PC Application.

This SNAP User Guide consists of several key topics, each laid out in simple, graphically supported steps:
- Setting up the SNAP
- Loading the SNAP PC Application
- Entering data about the People and Doors you will be managing
- Downloading the files to the Locks
- Obtaining audit events from a lock

Now, let’s SNAP to it and get started.

SNAP SPECIFICATIONS

- The SNAP works like a “Jump Drive” or “Removable Disk”
- Requires an available USB port for connection to a computer
- Plug-and-Play compatible (No drivers needed for Windows 2000 and XP)
- Includes 4Mb of flash memory
- When used with the SNAP PC Application
  • Supports up to 1000 people and 1000 audit events
  • Supports 100 door programming files

SNAP PC APPLICATION SPECIFICATIONS

- Supports up to 100 door definitions
- Manages access rights for up to 1000 people
- Stores and displays up to 10,000 audit events per door
GETTING STARTED

- **INSTALLING THE BATTERIES:**
  1) Remove battery cover.
  2) Install 3, AAA batteries (observe polarity markings).
  3) Replace battery cover.

**SETTING THE SNAP DATE AND TIME**

1) Turn on SNAP.
2) Enter password.
3) Set Date / Time.
   - **MAIN MENU=>UTILITIES=>**
   - **USE**
   - **SEL**
   - **(24 hour format)**
4) Display Date / Time.
   • Press the * key on SNAP numerical keypad.

**SETTING UP THE SNAP PC APPLICATION**

1) Connect SNAP to PC (use USB cable).
2) Enter password.
   Result: 1 2 3 4 (default)

**NOTE:** If window doesn't appear, open Windows Explorer, double-click drive called SNAP.*

**IMPORTANT:** When the Windows Explorer window appears, the name of the drive MUST be called, SNAP (a). If your computer's Operating System is Windows XP, this is automatic. With other Operating Systems, you might see something different, such as Removable Disk. Do the following if you need to rename your drive to SNAP:

i) In the Windows Explorer window, click Folders (b).
ii) In the left-hand pane of the Windows Explorer window, right-click on the new drive's name.
iii) In the drop down menu that appears, select Properties.
iv) In the drive's Properties box that appears, retype the name in the entry box near the top to, SNAP. Click OK.

To install the SNAP PC Application:
3) Double-click SNAPSETUP.exe
   Follow on-screen instructions.
**ENROLLING PEOPLE**

1) Click **New (a)**
2) Enter **Name (b)**
3) Assign **PIN (c)** or **iButton (d)**
4) Click **SAVE (e)**

- Repeat for each person.

**ENROLLING AN iBUTTON USER KEY:**
Verify SNAP is communicating with PC. IR logo should be on SNAP display.

1) Select person’s name (a).
2) Click **READ (b)**
3) Wait for countdown on SNAP display.
4) Press iButton into iButton reader (c).
   > iButton number will appear in the iButton field (d)
5) Click **SAVE (e)**.

- Repeat for each person requiring an iButton.

**DEFINING DOORS**

1) Click **New (a)**
2) Enter **Name (b)**
3) Click **SAVE (c)**

- Repeat for each door.
ASSIGNING ACCESS RIGHTS

1) Click the name of a door (a).
2) Click View or Edit Access (b).
3) Click/drag a name from one pane to other.
4) Repeat for all door access assignments.
5) Click Save & Close (c).

VIEWING ACCESS RIGHTS

1) Click the name of the person (a).
2) Click View or Edit Access (b).
A list box appears showing which doors that person is permitted access to and which doors that person is denied access to.
3) If correct, click Cancel (c).
NOTE: Once a lock is programmed using the SNAP, manual programming is disabled and it can no longer be programmed manually.

1) Verify SNAP is communicating with PC.
   - IR logo should appear on SNAP display.
   - If IR logo does not appear on SNAP display:
     - Enter SNAP password
     - Press the # button
     - Check USB cable connections

2) From the SNAP PC Application:
   - Click EXPORT PROGRAMMING FILES (a)
   - Wait for the, ALL FILES HAVE BEEN EXPORTED confirmation message (b).

IMPORTANT: The SNAP must always be STOPPED before it is disconnected from the PC.
Do not disconnect the SNAP from the computer while the IR logo is displayed.

STOPPING THE SNAP

On SNAP PC Application:
1) Click the Disconnect SNAP button (a)

Follow on-screen instructions.

PROGRAMMING LOCKS

1) Disconnect USB cable from SNAP.
   - Connect BNC cable to SNAP HHP.

2) Connect BNC cable to lock’s iButton receptacle.
   - Tab on connector (a) must always be on the same side as the iButton receptacle’s smaller circle (b).
   - USB cable
   - to lock
   - to PC
   - BNC cable

For assistance, call: 1-866-322-1237
http://www.schlage.com
Follow on-screen instructions to DATE and TIME.

-LOCK DATE/TIME-
GET DATE/TIME
SET DATE/TIME
USE ▲ then press SEL

GET DATE/TIME-
SET DATE/TIME

GET DATE/TIME-
SET DATE/TIME

GET DATE/TIME-
SET DATE/TIME
USE ▲ then press SEL

If lock DATE/TIME is NOT correct, use the Lock SET DATE/TIME menu to program the lock with the correct DATE/TIME information...

...follow on-screen instructions to SET LOCK DATE/TIME.

Default Program Code: 9-7-5-3-1

IMPORTANT: If you did not retrieve audits, do so before programming lock, otherwise all audits will be deleted.

IMPORTANT: The SNAP time will be programmed into the lock, so verify that the SNAP time is accurate. The SNAP time is being displayed in the top right-hand corner of the SNAP display.

NOTE: You can use either a 5 or 6 digit Programming Code or an iButton.

Default Program Code: 9-7-5-3-1

IMPORTANT: The SNAP time will be programmed into the lock, so verify that the SNAP time is accurate. The SNAP time is being displayed in the top right-hand corner of the SNAP display.

NOTE: You can use either a 5 or 6 digit Programming Code or an iButton.

Main Menu => Lock Settings =>

Program Lock

-MAIN MENU-
GET AUDIT
PROGRAM LOCK
LOCK SETTINGS
TOUR STATUS
UTILITIES
USE ▲ then press SEL

DOORS-
01of04

BACK
SIDE1
SIDE2
FRONT

-PROGRAM LOCK BACK
A. Plug in cable
B. Enter Program Mode (PIN or iButton)
C. Press SEL

+WARNING+
Programming lock erases audits!!
To save audits press ESC then GET AUDITS
SEL to CONTINUE

+WARNING+
File name does not match LOCK
LOCK: D1
SNAP: BACK

Press ESC to return to MENU

Press ESC to EXIT
SEL to STOP
ESC to CANCEL

Important: The SNAP time will be programmed into the lock, so verify that the SNAP time is accurate.
The SNAP time is being displayed in the top right-hand corner of the SNAP display.

Note: You can use either a 5 or 6 digit Programming Code or an iButton.

Retrieving Lock Audits

1) Connect BNC cable to SNAP and lock.

2) Get Audit

Main Menu =>

-GET AUDIT-
A. Plug in cable
B. For Deadbolts Touch Prog Key
C. Press SEL
ESC to CANCEL

Retrieving Audit File
Please wait...

Audit Retrieval Successful

Sel to continue

For assistance, call: 1-866-322-1237

http://www.schlage.com
IMPORTING LOCK AUDITS

1) Connect USB cable to SNAP and PC.

2) Verify SNAP is communicating with PC.

3) Open SNAP PC Application.
4) Click IMPORT AUDITS FROM FILES (a).

VIEWING STORED AUDITS

1) Select desired door name (b).
2) Click VIEW STORED AUDITS (c).

Audit Events box for Side1 door.

Use the UP ▲ and DOWN ▼ buttons on your SNAP keypad to scroll through the Programmed and Audited lists.

For assistance, call: 1-866-322-1237  http://www.schlage.com
MULTIPLE FACILITIES

• Setting up

The following section addresses how to create multiple SNAP folders on your PC, with each folder being specific to a facility. The SNAP.exe file is easily duplicated and will become a part of each folder. This approach is best used when the access control for multiple facilities needs to be kept completely separate. Following are several examples where this would make sense:

- A locksmith who is managing the access control needs of multiple customers
- A property management company that has many different facilities and customers to manage
- A hospital, corporate or research facility with independent internal groups in various wings of the facility

1) Setup the first facility using the normal SNAPSETUP.exe setup utility.
2) Make a new folder for each new facility using a unique facility name.
3) Copy the SNAP.exe file from the original SNAP folder into each new facility folder.
4) Open each folder and make a desktop shortcut.
   - Right-click/drag the SNAP.exe file over Desktop (a).
   - Release mouse button.
   - Select Create Shortcut Here (b).
5) Rename each of the shortcuts with the unique facility name.
   - Right-click shortcut (a).
   - Select Rename (b).
   - Type in a unique facility name.
   - Press Enter.

NOTE: To make the SNAP PC Application on-line HELP available, copy the SNAPHELP.HLP file from the original SNAP folder into each new facility folder.

MANAGING MULTIPLE FACILITIES

To avoid complications when managing multiple facilities, you must follow some simple yet necessary rules:

- Do not duplicate door names between facilities.
- Use the SNAP to manage EXPORT PROGRAMMING FILES and IMPORT AUDITS FROM FILES from one facility at a time.
- Do not import lock audits from one facility into a different facility. Doing so will corrupt audit events.

IMPORTANT: Never mix management of files on the SNAP from multiple facilities.
INACTIVATING & RE-ACTIVATING PEOPLE

INACTIVATING PEOPLE
To make a person on the list inactive:
1) Click the name of the person you wish to make inactive (in this case, Dominic_Peterson-Jr.).
2) Click Inactivate (b).
   A Verify Removal box (c) appears asking, "Inactivate this person?"
3) Click Yes if you wish to make this person inactive.
4) Repeat steps 1 - 3 for each person you wish to make inactive.
   Each person made inactive is designated with a red Circle/Slash around their icon (d) (in this case, John-R-Thompson).

RE-ACTIVATING PEOPLE
To re-activate an inactive person:
1) Click the name of the person you wish to re-activate (e) (in this case, John-R-Thompson).
2) Click Re-Activate (f).
3) Click Save (g).
   A Check Door Access box (h) appears stating that, "Previous Door Access Permissions have been restored"
4) If you wish to proceed, click OK.
5) Repeat steps 1-4 for each person you wish to re-activate.
The icon for each re-activated person is returned to normal.

- The Access Rights for an inactive person can be changed.
- An inactive person must first be made active before the spelling of their name can be changed.
- Whenever the spelling of an active name is changed, the Check Door Access box (h) will always appear when the Save button is clicked.

VIEWING THE ACTIVE LIST
To view a list of only the active people:
1) Click the Show Active People check box (i).
The People list displays only those names who are currently active. Since Dominic_Peterson-Jr still remains inactive in our example, that name does not appear on our list.
The battery indicator for the SNAP is located on the top left corner of the SNAP display. The batteries are typically good for 50 hours of programming operation. When the batteries are fully depleted, the SNAP will no longer power on, but data will remain intact. Replace the batteries when the battery indicator begins flashing.

**LOW BATTERY**

The battery indicator for the SNAP is located on the top left corner of the SNAP display. The batteries are typically good for 50 hours of programming operation. When the batteries are fully depleted, the SNAP will no longer power on, but data will remain intact. Replace the batteries when the battery indicator begins flashing.

**IMPORTANT:** The SNAP uses the computer power while plugged into the computer via the USB connection.

**CHANGING THE CONTRAST**

1) Follow on-screen instructions.
password

very important: for higher system security, always change the default password.

change password:
1) power up snap.
2) enter default password (1234)
3) follow on-screen instructions.

- change password -
   - change password -
   - change password -

- enter old password -
- enter new password -
- re-enter new password -

esc to cancel
esc to cancel
esc to cancel

change password
enter new password
*

forgot password ?:
1) power up snap.
2) enter any 4-digit password.
3) follow on-screen instructions to restore default password (1 2 3 4).

+ warning +
- wrong password -
+ final warning +
- are you sure ? -
- restoring password will erase all data! -
- sel to continue -
- esc to cancel -

restoring default password
-1234-

done

reformatting

main menu => utilities => snap tools => format memory =>

1) follow on-screen instructions.

- format memory -
- formatting -
- formatting -

- are you sure ? -
- all data will be lost -
- please wait... -
- formatting successful -

sel to continue
sel to continue
sel to continue

note: used to reset the snap and restore the default password (1234).

very important: for higher system security, always change the default password.

for assistance, call: 1-866-322-1237

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**RELOCK DELAY**

In the following example, a 5 second Relock Delay is desired.

Default Program Code: 9-7-5-3-1

**BEEPER SETTING**

In the following example, a Beeper value of 3 is desired.

Default Program Code: 9-7-5-3-1

In the example above, the Beeper would beep on User & Programming Mode key depressions, but not when the motor is running during lock or unlock.

**PROGRAM CODE**

Default Program Code: 9-7-5-3-1

**FIRMWARE**

- **LOCK FIRWARE**
  - Please Wait...

- **LOCK FW REVISION**
  - FW BUILD DATE: 950077-KCR
  - FW PART NUMBER: 950077-KCR

For assistance, call: 1-866-322-1237

http://www.schlage.com
How do I manually program the lock?
Once a lock has been programmed using the SNAP, manual programming will be disabled. Manual programming is no longer possible.

What should I do if communication is lost between the SNAP and PC?
To re-establish communication between the SNAP and PC:
1) Verify USB cable is connected to the SNAP and PC.
2) If the SNAP is requesting, ENTER PASSWORD, enter password, or if the SNAP has any other menu displayed, press the # button on the SNAP.
3) The SNAP will display the IR logo whenever it is in communication with the computer.

How can I tell if my locks are compatible with the SNAP system?
Press the * button on lock 5 times. If the lock responds with 2 green flashes, then your lock is compatible with the SNAP system.

Why doesn't my SNAP turn off when I press the ON/OFF button?
The SNAP uses power from your computer whenever the USB cable is connected. Disconnect the USB cable and then press the ON/OFF button.

Can the KC-2 support time zones?
KC-2 locks have the smarts to do time zones, but it requires the use of SMS Express or higher software. SNAP does not offer this function.

How do I program a KC-2 lock?
There are several options, but only one may be chosen. Do not mix methods of programming the lock. KC-2 locks may be programmed using:
- The lock keypad
- The SNAP
- SMS software and associated handheld programmer

How many users and audits can the lock keep?
The KC-2 can store up to 1000 users and 1000 audit events. Each time the lock is programmed, the audit trail will re-set. Best practice is to download the audit trail prior to reprogramming the lock. The SNAP programming tool automatically reminds the user to do this. The SNAP PC Application will keep a running record of all audits.

How does the lock store user names and information?
The KC-2 uses a “slotting” method. This is important to understand when using the SNAP PC Application, since names are never “deleted” from the database. Rather, they are made inactive, and used as place holders. This will ensure accurate event information. Inactivated names may be reactivated and reassigned when no more empty slots are available.

Can I use Schlage SMS with the KC-2?
Yes, but the KC-2 must first be re-set or blanked-out. The KC-2 is basically a CM lock, but a CM lock is not a KC-2 (see next question).

Can I use the SNAP with existing CM locks?
Existing CM locks are not compatible with the SNAP.

How much memory is in the SNAP?
The memory can hold up to 4 megabytes of information – enough for about 100 door files at a time. SNAP was designed for small to medium sized facility applications. A facility that exceeds 100 managed doors should consider SMS software.

Where is the SNAP PC Application available for downloading?
The SNAP PC application can be downloaded from irsupport.net
IBUTTON USER KEY FUNCTION DEFINITIONS

- Normal - Temporarily unlocks the door.
- Toggle - Causes the lock to change states from locked to unlocked, or unlocked to locked.
- Freeze - freezes/unfreezes the lock state. Only Pass Through can access a door that is in the locked state.
- One Time Use - Opens the door once.
- Pass Through - Same as Normal function, except it can gain access even if door is frozen with Freeze credential.
- Supervised - Two credentials owned by two different people are needed to gain access. Both credentials must be Supervised function.
- Plus Pin - Any Plus Pin function requires that both an iButton User Key and a PIN is necessary to perform the User Key function.

WARNINGS & ERROR MESSAGES

Audit data will be cleared. If necessary, use GET AUDIT to SAVE data:
When a lock is programmed with a new or updated door file, the existing audit file becomes invalid. For this reason, the audit file will be reset. In order to preserve the history of the audit file, always download the audit file before downloading the new door file. This reminder is presented whenever a lock is about to be programmed.

Current audit file will be overwritten:
This appears when you attempt to download the same audit file from the same lock, twice. It simply tells you the download has already taken place.

File name is different from door name:
This warning is given when the file that is about to be downloaded into a lock is named differently than the file that already exists in the lock. This warning will also appear when a lock is being programmed for the first time. You will need to decide if this is the correct file for this lock. Either press SELECT to continue, or press ESC to cancel.

Formatting memory - are you sure? All data will be lost:
This warning happens when you find it necessary to reformat the SNAP. It is not unusual for an electronic device to occasionally require resetting. Reformating the SNAP is the solution.

Get lock time failed:
See PROGRAMMING FAILURE below. This message indicates that the cable is not properly connected.

iButton failed or timed out:
This message indicates that either the iButton User Key is defective and could not be read, or an iButton User Key was not presented within 30 seconds.

Lock not responding:
This might appear in a variety of situations. It typically indicates that the SNAP is having difficulty communicating with the lock. To troubleshoot this, verify the following:
- BNC cable is connected properly to the SNAP
- 2-prong connector is inserted properly in the lock's iButton receptacle
- Lock has been placed in the programmer mode by entering the correct programming code, followed by SELECT.

> The lock's default programming code is 9-7-5-3-1-

Lock time does not match SNAP time:
This is when the date and time in the lock is not synchronize with the SNAP (+5 minutes). Synchronize the lock date and time with the SNAP so that audit events are recorded accurately.

Programming failure:
This appears when the connection between lock and SNAP has been severed. Reconnect and try again.

NOTE: Always change the default programming code for higher system security.

MOVING THE SNAP PC APPLICATION TO A NEW COMPUTER

Copy the files from the SNAP facility directory, or from your archive/backup location, to a folder on your new computer.