

Congratulations!

You have just received your new TRAC-key and the necessary components needed to utilize the TRACcess system, implemented by **CENTURYLINK** (Legacy Qwest). Please read the following information to become familiar with your new key.

Getting Started:

Your TRAC-key is a pager sized “key” that will allow you to access the **CENTURYLINK** sites where TRACcess devices are installed. Your TRAC-key has a unique four digit PIN code that will be used each time you enter a site. Your PIN code is confidential and should be memorized. If you did not receive a PIN code with your TRAC-key, please notify your area manager.

TRACcess devices are installed at most **CENTURYLINK** **ROW** locations as well as a few central offices. Please read this booklet before you attempt to access the sites you frequent.

***YOU MUST ‘CRADLE’ YOUR TRACKEY &
CONDUCT A ‘MANUAL eSYNC’ BEFORE YOU
HEAD OUT TO ANY OF THE SITES THAT
HAVE TRACCESS INSTALLED...***

Your Display TRAC-key



Please Take Care of your assigned TRACkey!

- Do Not - Forget to Charge/Sync your TRACkey *every week* for at least 10 min.
- Do Not - Write your PIN code on your TRACkey
- Do Not - Expose your TRACkey to extreme heat or cold
- Do Not - Get your TRACkey wet
- Do Not - Wash your TRACkey with water or chemicals
- Do Not - Drop your TRACkey

DisplayKey Button Tips

Note: each key has a 4-digit PIN code that allows authorized users to access TRACcess devices.

- Enter = Turns the key On, Selects a menu option or Accepts a code
- Up & Down Arrows = Scrolls thru the menu choices
- Enter+1 = Exit from function or submenu

DisplayKey Menu Options

- * Open Device
- * Input Access Code
- * Review Messages
- ... Menu options in the key, but **NOT Supported by CenturyLink** ...
- * Input Update Code
- * Manual eSync
- * Error Codes Received
- * Read Device
- * Release Shackle
- * Battery Status
- * View Last Entry
- * Select Language
- * eSync Phone #

Connecting the Cradle via supplied USB Cable

The software *must be installed on the computer BEFORE connecting the cradle!*

Follow the 'CenturyLink specific' software download instructions that were provided with your Display TRACkey & this user manual...

The DisplayKey's Cradle *Charges* the on-board lithium battery & provides the required weekly updates for your DisplayKey.

The light on the front of the cradle is **Green** when the key is connected and charging. When the light on the front of the cradle is **Red**, the key and cradle are initiating the communication command and searching for the CTL Server.

When the light on the front of the cradle is **Amber/Orange**, the key is communicating with the CTL Server and is receiving the *Required* Weekly Update.

Perform an eSync

There are two (2) different ways to perform an eSync. The eSync is complete when the KEY UPDATED status is displayed on the face of the key.

Important: the cradle must be connected to the computer with an open internet connection.

* Automatic eSync – place the TRACkey on the cradle (before midnight) each night.

* Manual eSync – can be performed at any time to update the TRACkey.

Press Enter to wake-up the key

Use arrow buttons to scroll thru menu until you see Manual eSync, press enter to select

Place key into cradle & communication should begin

Opening a TRAC-Lock / Door Station



To open a TRAC-Lock / Door Station:

1. Insert the TRAC-key into the TRAC-Lock.
2. Press Enter to turn on DisplayKEY
3. Scroll to OBTAIN KEY or Open Device, press Enter
4. Input your personal PIN code and press Enter
5. While the green light is flashing, pull the door handle down to open the door. The green light on the TRAC-Lock will flash 9 seconds.

To reset the TRAC-Lock before leaving the site, repeat steps 1-5. After the red light is finished flashing, remove your TRAC-key from the bezel.

CAUTION: A solid red light or ‘not authorized’ message indicates the TRAC-Lock *door batteries* (8 AA) are low and need to be replaced.

Opening & Closing a 'Classic' TRAC-Vault **EMERGENCY Purposes & CenturyLink Personnel Only!**



- **Call the Central Access Control Center On-Call (24x7): 303-707-3351**
 - This phone number should be on every TRAC-Vault
- **Provide the On-Call with the following information:**
 - Identify yourself & advise you are a TRACkey user
 - DisplayKEY serial number (on the back)
 - Serial number of the TRAC-Vault (located on the face OR right-hand side of the housing – a 7-digit serial number)
 - Address of the location
- **The CACC On-Call will provide you with the one-time Access code to input into your DisplayKEY**

Scroll thru the key menu for 'Input Update or Access Code' & press Enter
Select '2' for Access Code and press Enter
Input the code provided by CACC & press Enter - *key face should say 'successful'*.

 - When the issue is resolved, you will need to return the hard/brass key back into the TRAC-Vault

To Open a 'classic' TRAC-Vault:

1. Insert the TRAC-key into the TRAC-Vault.
2. Press Enter to turn on DisplayKEY
3. Scroll to OBTAIN KEY, press Enter
4. Input your personal PIN code and press Enter
5. While the green light is flashing, turn the thumb lever to open the locking wings & remove the vault face.

... continued on next page...

To Close the ‘classic’ TRAC-Vault:

1. Place the brass/hard key retrieved *back into* the Vault body.
2. Place the lid/face in/on the TRAC-Vault body.
3. Press Enter on Key, Select Obtain Key & place key into slot and press Enter, key will ask for your PIN Code, input your code and press Enter.
4. Green Light should flash, push back the thumb lever to close/lock the Vault.
5. The TRAC-key can now be removed from the TRAC-Vault.



To Open/Close a new ‘Bluetooth’ TRAC-Vault

1. Call the CACC On-Call to obtain the one-time Access code – follow all those previous steps.
2. Press Enter to turn on DisplayKEY
3. Scroll to OBTAIN KEY or Open Device, press Enter
4. Face of the Vault – press the big circle button, *a Red light should start flashing*
5. Point TRACkey at the Vault & Input your personal PIN code, press Enter
6. Flashing red light on the Vault will flash *faster* while communicating & will flash *Green* when access is accepted – pull down the thumb toggle down to the right to make the internal locking ‘wings’ retract to allow for the vault face to be pulled off/removed from the vault body – retrieve the emergency hard/brass key for TRAC-Lock override
7. When finished with emergency access, place the hard/brass key *back into* the TRAC-Vault, place Vault face back onto vault body & follow steps two thru four.
8. When Vault light is flashing Green, push thumb toggle back into original position to re-lock the vault... Try to just pull off the vault face again to confirm it is relocked.

Troubleshooting

TRACcess Device Does Not Open

Receive a Green Light from Device but it does not open?

Air Pressure or Door Expansion could be an issue, Push on the door...
Electronic Handle-set may have failed and may need to be replaced

Door Device is saying “Not Authorized” & you KNOW you have access

The 8 AA batteries for the door device have failed & needs replacing
The batteries may have popped out of their holder...
If these don't work, unit has reached end of life and must be replaced

Have you cradled your TRAC-key recently?

Did you conduct a Manual eSync before you went to the site?
Did you allow your key to fully charge before removal from cradle?

Are you entering the correct PIN code?

Error 01 = No Internet connection/Incorrect Server, cannot reach Internet OR DNS setting has yet to be amended (refer to download instructions)

Error 02 = Key Inactive, user's BADGE record has been terminated, so TRACkey is deactivated

Error 03 = No Internet connection/can't communicate, if Internet is Ok *then Firewall is blocking*

Error 04 = No Internet connection/can't communicate, re-start required due to connection is frozen OR failing cradle

Error 05 = Key Data Corrupted, key must be replaced

Error 06 = Incorrect Server, DNS Setting needs to be amended (refer to download instructions)

Error 07 = Internet Traffic jam, try again later

Error 08 = Server is Down, try again later

Error 09 = Cradle Time-out/can't get to Internet, most likely trying to connect via

Wireless/HotSpot & the connection isn't strong enough for communication – find another spot OR find a location where you can connect to a network directly...