

Field Operator Manual



Need Support?

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OTCaccess C5 introduction

Dear field operator,

We are introducing you to OTCaccess C5 – new generation, smart lock system, designed to ease the access process as well as secure valuable assets.

OTCaccess is a unique access management solution developed by BVK Technology. It is designed to manage multiple scattered access points (places that need to be accessed) with OTCs (One Time Codes).

An OTC is a One Time Code used by a field operator to unlock a certain location. The OTCs are generated based on the person who is going to use it (a certain field operator), the lock that needs to be accessed, the starting time within which the field operator will access and the action to be taken at the lock (unlock, exit penalty mode, manually synchronize the time of the device, etc.). Therefore, in case one of this factor is wrong at the moment of entrance, an OTC could be either generated in advance or requested at the moment of access.

A field operator, the person who will unlock the lock, is defined by a PIN-code. Each PIN-code is unique and cannot be shared with other field operators. A PIN-code may or may not include authorization level of the field operator depending the corporate policies. Please ask your administration about your status.

OTCaccess locks are designed to work in offline environments, however, once connected to the network, all the actions taken regarding the lock will be real-time monitorable by the monitoring center.

FCC Compliance Information

OTCaccess C5 controller with FCC ID: 2A4FC2105

OTCaccess MiniSmart Bluetooth Keypad with FCC ID: 2A4FC2303

OTCaccess Secure Safe Lock FCC ID: 2A4FC2103

The devices comply with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) the devices may not cause harmful interference, and (2) the devices must accept any interference received, including interference that may cause undesired operation.

Note: The 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.

The 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 the 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 to 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.

Changes or modifications to this product not authorized by BVK Technology could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.

Getting started

Before You Start Using the Device:

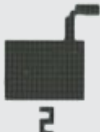
- As a field operator, make sure you know your PIN code in advance. If you are using the system for the first time, make sure you received your PIN code via SMS and/or e-mail. PIN digits may vary between 4-6 digits based on your corporate preferences. In case you forgot your PIN code, or haven't received one, contact your administrator.
- Make sure you have got an 8-digit OTC from your administration via SMS/e-mail/phone call/custom application.
- Make sure that you know for which door your OTC is generated for.
- In case you have to use OTCaccess mobile app to request the OTC yourself, please check "OTCaccess Mobile App User Manual".
- Ask your administration if the device have got a Time Delay or an Opening Window defined. In case it does, please check "Time Delay" and "Opening Window" sections of this manual.
- Make sure that the OTCaccess device conforms installation standards and that it is in working state.



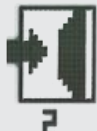
OFLN/ONLN – the connection status of the device. OFLN means that the device is offline, ONLN means that the device is online. Contact your administrator whether your device should be online or offline.

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Note: It is preferred for devices to work online in order to make sure that all actions are monitored real-time by the operation center.



LCKD/ # - the state of the lock. LCKD means that the lock is locked, number (or rotating numbers) indicates which lock is unlocked. The number of the lock will be shown instead once you enter a valid OTC and unlock it.



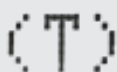
CLSD/ # - the state of the door. CLSD means that the door is closed, -- means that the door is open. number (or rotating numbers) indicates which door is closed/open. The number of the door will be shown once you open/close it.



PNLT1/PNLT2 - In case many wrong OTC entries were made, the device gets into 1st Penalty or 2nd Penalty Mode. To get more information about Penalty mode, check “1st Penalty Mode” and “2nd Penalty Mode” sections of this manual.



BLE – whether the Bluetooth of the device is on or off. If your use case requires to use mobile app over Bluetooth, make sure the BLE icon is shown on the display.



T – The device is test mode



Main Screen – The main screen will display the current state of the device. It will guide you through OTC validation process.



ARMED – shows that the device is ready to accept an OTC.



Date – alternatively, “ARMED” will be changed with the current date



C – The temperature of the environment.



Time – alternatively, the temperature will be changed with the current time

Unlocking Safe



1. Enter function code "11".

Note: Function code number may vary. Confirm with your administrator.



2. Press green tick button.



3. Enter your PIN code.

Note: In case you forgot your PIN code, or haven't received one, contact your administrator.



4. Press green tick button.



5. Enter your OTC.

Note: You should receive your 8-digit OTC code by SMS/e-mail/phone call. Contact your administration to get an OTC.



6. Press green tick button.



Note: There is a 30 seconds timeout for each entry (function, PIN code, OTC). In case the entry exceeds 30 seconds, the OTC validation process will restart.

The cancel button will bring you back to the first step of your entrance.

In case your code is valid the keypad's buzzer make 2 short and 1 long beep, the led on the keypad will turn green and "OTC Valid. Lock01 Unlocked" message will be displayed. The lock will get unlocked.

Unlocking Top Box



1. Enter function code "12".

Note: Function code number may vary. Confirm with your administrator.



2. Press green tick button.



3. Enter your PIN code.

Note: In case you forgot your PIN code, or haven't received one, contact your administrator.



4. Press green tick button.



5. Enter your OTC.

Note: You should receive your 8-digit OTC code by SMS/e-mail/phone call. Contact your administration to get an OTC.



6. Press green tick button.



7. In case your code is valid the keypad's buzzer make 2 short and 1 long beep, the led on the keypad will turn green and "OTC Valid. Lock02 Unlocked" message will be displayed. The lock will get unlocked.

Note: There is a 30 seconds timeout for each entry (function, PIN code, OTC). In case the entry exceeds 30 seconds, the OTC validation process will restart.

The cancel button will bring you back to the first step of your entrance.

Close Code

In case the OTCaccess set works offline the system might require a Close Code. A close code is the guarantee that the door is really closed.

In case your system requires a Close Code Follow the steps:



1. The close code will appear automatically, after you successfully unlocked the door with an OTC and afterwards locked the it back, on the screen of the keypad. Once you get this code you should contact your administration and report the Close Code.



2. After the administrator assures you that Close Code was issued to the system, press green tick button.

Penalty Mode



After 10 (default value, can vary) consecutive invalid PIN/OTC entries the device enters 1st penalty mode. 1st penalty mode device behavior: For 180 seconds every 3 seconds. (default values, can vary) the device will make a beep sound, keypad's led will get blue and will not accept any OTC entries. After 180 seconds, the device will come back to operational state.

Note: Each your wrong PIN/OTC entry is recorded by the system. Do not forget that excessive wrong entries will lead to penalty mode! This practice is used in order to scare the thief.



2nd Penalty Mode



After 1st penalty mode is closed, in case 5 (default value, can vary) more consecutive invalid PIN/ OTC entries are done, the device enters 2nd penalty mode.

Once the device is in 2nd penalty mode it will not accept any OTC entries unless a Penalty Mode Off OTC is entered to the device.

To get a Penalty Mode Off OTC, contact your administrator.

Once you get the code follow these steps:



1. Enter function code "04".



2. Press green tick button.



3. Enter your PIN



4. Press green tick button.



5. Enter Penalty Mode Off OTC.



6. Press green tick button.



7. If a right combination was entered, the device will close its Penalty Mode. Keypad's buzzer will make 2 short and 1 long beep, the led on the keypad will turn green and "Penalty Mode Closed" message will be displayed. The device will come back to its normal working state and starts accepting OTCs.

Manual Time Synchronization

OTCaccess locks contain an inner clock named RTC. The clocks must be kept up to date since OTCs are time sensitive. In case the lock runs in offline mode for a long time it is natural that the time value may shift. If lock's time shifted/is wrong, the OTC will not be valid. You can check the actual time value of the lock as it is shown on keypad's display.

From time to time, the time on the locks should be updated by manual time synchronization.

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To get a Manual Time Synchronization OTC, contact your administration.



1. Enter function code "02"



2. Press green tick button.



3. Enter your PIN Code



4. Press green tick button.



5. Enter Your OTC



6. Press green tick button.



7. Enter the time value.

Note: Enter the time value as you get in your message. The given time value is in UTC.



8. Press green tick button.

Time Lock

Time lock is the feature of the lock, that disables entrance outside working hours or days.

The lock will not accept any OTCs unless the system is within working hours.

Please contact your administrator whether one or multiple time lock settings exist at the locks.

Time Delay

After entrance of a valid OTC, the system might make you wait for a certain period of time before it opens the lock. This waiting period is called "Time Delay". It is especially useful in Burglar Alarm cases (Check Burglar Alarm section)

Opening Window

After entrance of a valid OTC, and Time Delay period is ended, the lock waits for a certain period of time for you to enter your OTC one more time, to confirm that you are in front of the door and you still want to enter. This period of time is called "Opening Window"

Troubleshoot

OTC Invalid



a. PIN-code might be entered wrong

Try to re-enter your Function, PIN code and OTC combination. In case you get the same error and you are sure that system clock, the function code and your OTC are all correct, contact your administrator and ask him to reset your PIN-code and generate a new OTC for you.

b. OTC might be entered wrong

Try to re-enter your Function, PIN code and OTC combination. In case you get the same error and you are sure that your PIN-code is right, the system clock is correct, you are entering the right function & PIN code for that OTC and try re-entering. In case you still get the same error, contact your administrator and ask him to generate a new OTC for you.

c. The OTC was used previously

OTCs can be used only once. If you re-enter the same OTC, it will not be valid. Ask your administrator for a new OTC.

Note: There may be some cases where opening codes can be used multiple times within the set time period. Assume you are provided a One-Time Code (OTC) unless otherwise stated.

d. OTC duration exceeded.

Each OTC has a validity period called “duration”. When you receive an e-mail or SMS with your OTC, the time until it’s valid will be stated in the message. In case you exceeded the duration of the OTC, ask your administrator for a new OTC.

e. OTC is generated for wrong lock/user.

Before using the OTC, make sure that the OTC is generated for you and for the namely lock you want to unlock. These are stated in e-mail and SMS message you received for the new OTC. In case you get the same error ask your administrator for a new OTC.

f. Lock system’s time is wrong

Check the time on the keypad. It should be displaying the right local time. OTCs are time sensitive. If the time on the screen is wrong, make sure to perform “Manual Time Synch” operation, before re-entering your OTC.

g. Lock system might be in 2nd Penalty Mode

Check the error message on the keypad. In case it displays “2nd Penalty Mode” error message, make sure to perform “Penalty Mode Off” operation (check 2nd penalty mode section) before re-entering your OTC.

OTC is valid, but lock doesn't open

- a.** Make sure the lock is not stuck. In case you try to turn the knob (handle) of the safe or force the lock to open the door before the beep sound is fully heard, you may cause the lock to stuck. Please make sure 2 short and 1 long beep are clearly heard, then turn the knob or lock handle gently. The lock will be giving you enough time to open before it stops triggering.
- b.** Check the keypad's screen for which lock is getting unlocked after entering the OTC. Make sure you are at the right door.
- c.** Check the keypad's screen for any error messages.
- d.** Try turning the system off and on.
- e.** The lock might be harmed. Ask a technician for help.

How to open the lock during a power cut

The keypad has a 9V battery snap and a Type-C USB port. In case of power cuts, you might use a 9V battery or a power bank with Type-C USB cable to power up the lock system. After the system boots up, you can unlock with a valid OTC.

Note: In some scenarios some OTCs can unlock multiple locks at the same time (eg. Safe & Top Box at once). While using a battery or power bank it is recommended to only open one lock at a time. This will use the power source more efficiently.

