

## Intelligent Biometric Controls, Inc. FAQ's

### 1TOUCH Evo

1. Does this fingerprint door lock, lock automatically?
  - a. Yes, Out of the box the 1Touch lock's automatically.
2. Can you set it so it stays unlocked?
  - a. The 1Touch Evo cannot be set to be unlocked like a traditional lock. You can set it to NOT require authentication.
3. Where do the keys go?
  - a. You remove the decorative cover from the keyway using the black Magnetic Key Cover tool that came with the lock.
4. How do I change the batteries?
  - a. On the back lock body (the side of the lock without the scanner) find the battery cover. Take the screw out & replace the batteries.
5. What kind of batteries should I use?
  - a. Any 4 AA batteries will work. We suggest for 1st time users get brand name new batteries like Energizer or Duracell.
6. How often should I change the batteries?
  - a. If in a conventional home setting you will be able to get several thousand uses out of a set of batteries. Though not required we do recommend you change batteries at the same time you change them in your smoke detectors or when you change your clocks. It's best to keep the batteries as fresh as possible.
7. How do I know if the batteries are getting low?
  - a. When you slide the scanner cover up it will make a series of very quick beeps. That is the low power warning. It sounds much different than the chime you get normally.
8. If the batteries need replaced or the power is lost will all the users need to be reprogrammed?
  - a. No, if power is lost the stored information is not lost.
9. Can you set it so it stays unlocked?
  - a. The 1Touch cannot be set to be unlocked like a traditional lock. You can set it to NOT require authentication.
10. Can you create a pass code smaller than 8 digits?
  - a. No, the lock requires an 8 digit pass code.
11. Does each scan count as a user?
  - a. The scanner takes two scans per template but the second scans do not count against the total number of users
12. Can I get more keys made for my lock?
  - a. This lock comes with 4 high security "Laser Cut Dimple" keys, which are "Bump proof". Due to this security feature it is very difficult to have extra keys made. Normal hardware stores will not be able to do it. However you can contact a technical support staff member for details on how to special order more keys.
13. Is there a way to purchase a 1Touch that has a scanner on both sides of the door?
  - a. No! This question is asked a lot by parents of special needs children who have special security requirements. There are legal limitations to selling anything that locks on both sides of a door.

## Intelligent Biometric Controls, Inc. FAQ's

### BioBolt Evo

1. Does this fingerprint deadbolt lock automatically?
  - a. The Bio Bolt does not lock automatically. No Slug Deadbolt locks automatically. It requires that the deadbolt is manually locked, easily by pressing the \* button. Scanning or applying a passcode does not lock the deadbolt.
2. Can you set it so it stays unlocked?
  - a. Yes, the Deadbolt has to be set to stay locked.
3. Where do the keys go?
  - a. You remove the decorative cover from the keyway using the black Magnetic Key Cover tool that came with the lock.
4. How do I change the batteries?
  - a. On the back lock body (the side of the lock without the scanner) find the battery cover. Take the screw out & replace the batteries.
5. What kind of batteries should I use?
  - a. Any 4 AA batteries will work. We suggest for 1st time users get brand name new batteries like Energizer or Duracell.
6. How often should I change the batteries?
  - a. If in a conventional home setting you will be able to get several thousand uses out of a set of batteries. Though not required we do recommend you change batteries at the same time you change them in your smoke detectors or when you change your clocks. It's best to keep the batteries as fresh as possible.
7. If the batteries need replaced or the power is lost will all the users need to be reprogrammed?
  - a. No, if power is lost the stored information is not lost.
8. How do I know if the batteries are getting low?
  - a. When you slide the scanner cover up it will make a series of very quick beeps. That is the low power warning. It sounds much different than the chime you get normally.
9. Can you create a pass code smaller than 8 digits?
  - a. No, the deadbolt requires an 8 digit code.
10. Does each scan count as a user?
  - a. The scanner takes two scans per template but the second scans do not count against the total number of users
11. Can I get more keys made for my lock?
  - a. This lock comes with 4 KW1 keys. Normal hardware stores will be able to cut new keys necessary.
13. Is there a way to purchase a Bio Bolt Evo that has a scanner on both sides of the door?
  - a. No! This question is asked a lot by parents of special needs children who have special security requirements. There are legal limitations to selling anything that locks on both sides of a door.