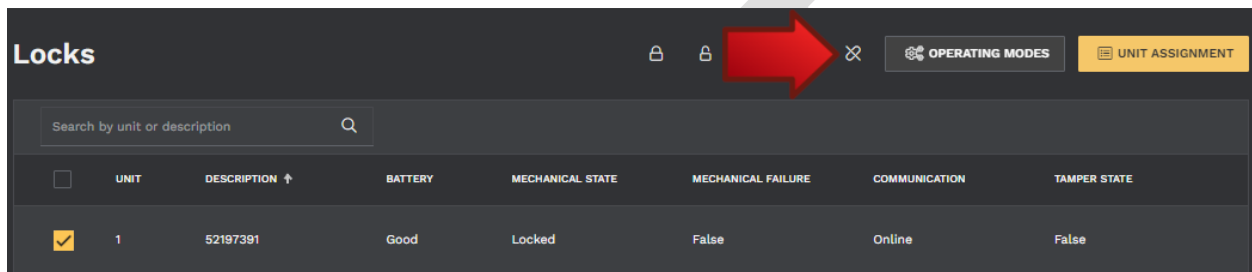


There are instances in troubleshooting a Doorboss lock; it might be advantageous to factory reset the lock. These instances could be the lock went offline, the lock will not come back online after replacing the batteries, or the lock is not accepting commands from the software. The following is the proper procedure for performing a lock reset.

### 1. Unlearn the Lock

Remove the lock from the software by selecting the lock and pressing the un-learn button.



### 2. Press & Hold the Learn Button

Open the battery door on the troubled lock, then press and hold the learn button.



### 3. Power Down the Lock

While holding the Lock's Learn button, unplug the battery pack powering the lock.



### 4. Keep Holding the Learn Button

While holding the Learn Button, plug in the battery pack. Keep holding the Learn button until the Lock's LED starts blinking rapidly. At most, hold the button for five seconds.



### 5. Re-Learn the Lock into the Transceiver

Place the Lock's Transceiver into Learn mode, Learn the lock back into the system, and reassign it to the Storage Unit.

