



## 5510-WS SERIES

MEDIUM DUTY COMMERCIAL LEVERS

1

Do this first:

**Hardware Installation**



**MODEL 5210**



**MODEL 5510-WS**

**PLEASE NOTE:**

This installation manual uses the 710 model.  
However, the installation steps are the same for all  
models in the 700 series.

# Need some help?



Visit us online.  
[keyincode.com/contact](https://keyincode.com/contact)



We're here to help.  
1 (978) 207 0269  
[techsupport@keyincode.com](mailto:techsupport@keyincode.com)

# Here's what you'll need:

- ✓ Four AA Batteries
- ✓ Phillips Screwdriver
- ✓ Power Drill
  - 2 1/8" Hole Saw (optional if the door is not preconfigured with this hole)
  - 1" (25mm) Drill Bit (for the middle hole and edge borehole if the door is not preconfigured)
  - 3/8" (10mm) Drill Bit (for the upper two support holes)
- ✓ Measuring Tape
- ✓ Adhesive Tape

## You are here.

1

### **Install your lock.**

Use this Hardware Installation Guide to get your lock installed.

2

### **Get connected.**

Use the Connection Guide to get your lock online and registered.

3

### **Take control.**

Now your lock is fully functional and can be managed from anywhere.

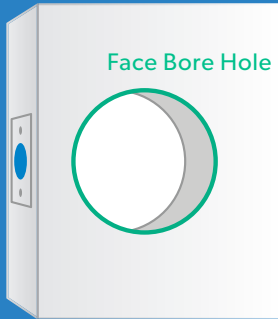
# Let's get started.

First things first, let's get your new lock installed.

## Drilling new holes?

Most doors will have an existing hole drilled for a lever installation. If your door needs to be drilled, you'll need to drill a 2 1/8" (54mm) face bore hole for the lockset on the face of the door, as well as a 1" edge bore hole for the latch on the edge of the door.

Edge Bore Hole



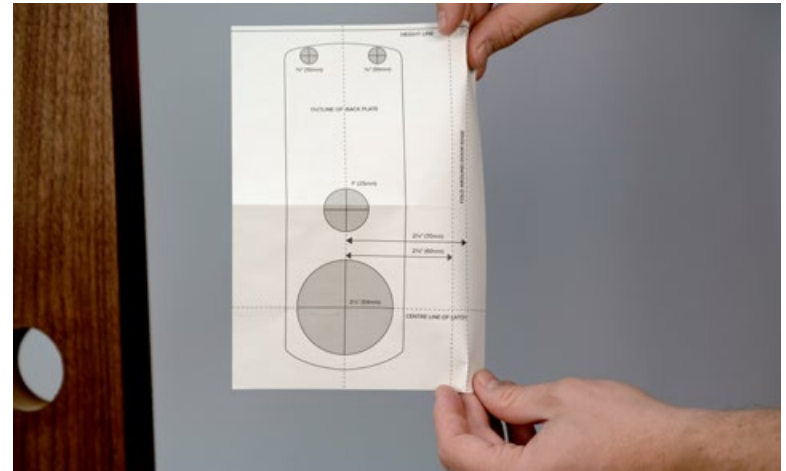
Face Bore Hole

## STEP 1

# Position the template.

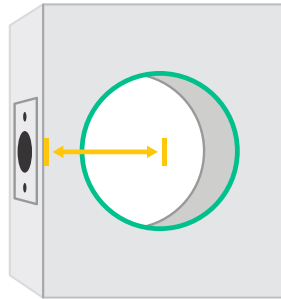
Crease the template along one of the dotted lines (60mm (2 3/8'') or 70mm (2 3/4'') latch). Place the template on the door and position with the existing bore hole.

Once the template is aligned, tape it to the door.



### Quick Tip

The **backset** is the distance from the center of the **face bore hole** to the edge of the door.



## STEP 2

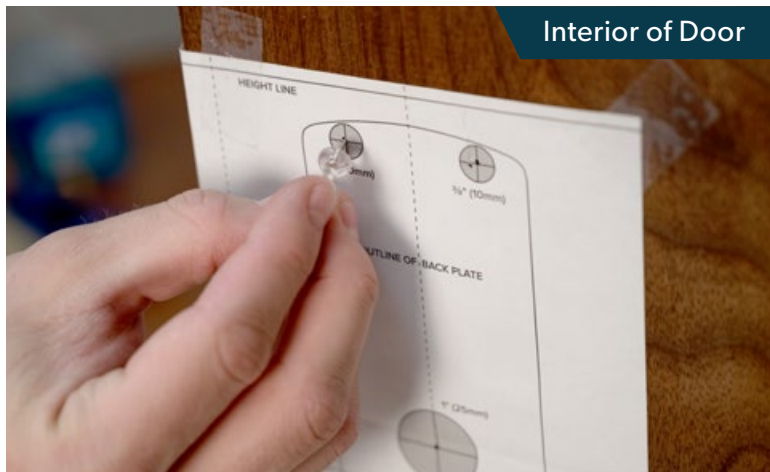
# Mark carefully and drill.

Use a thumbtack or sharp object to mark the center of each hole you will drill. Mark the three holes on the exterior of the door.

Then apply the template to the interior of the door and mark the holes from this side as well.

### Quick Tip

View the template from the other side of the boring hole to make sure it's aligned.

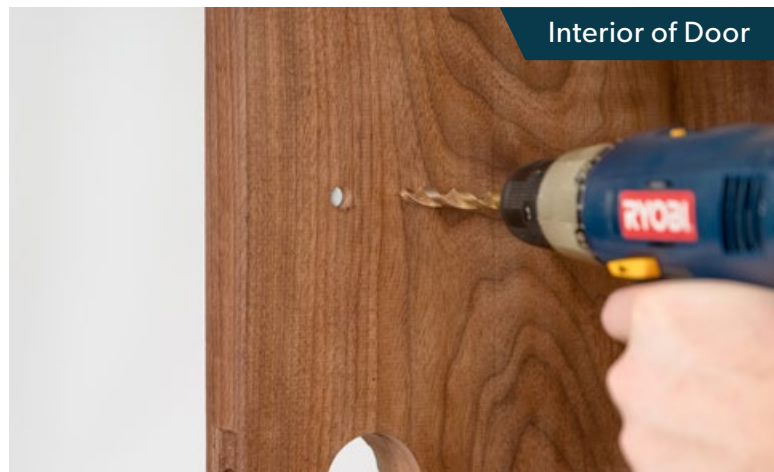


Remove the template.

Make sure the markings are aligned precisely from one side of the door to the other and double check all the measurements and markings before drilling.

Align the drill bit over your mark and hold the door steady. Keep the drill level and straight. Drill the  $\frac{3}{8}$ " holes halfway through on the first side. Then drill the remaining half from the other side of the door. This prevents damage to the door and improves accuracy.

$\frac{3}{8}$ " (10mm) Drill Bit





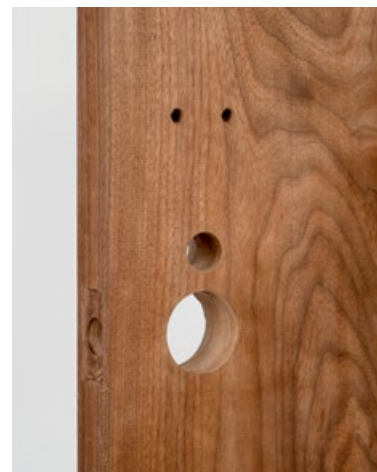
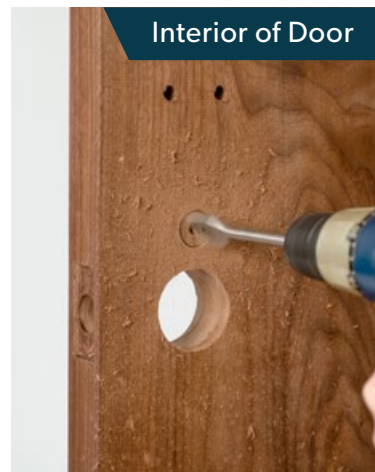
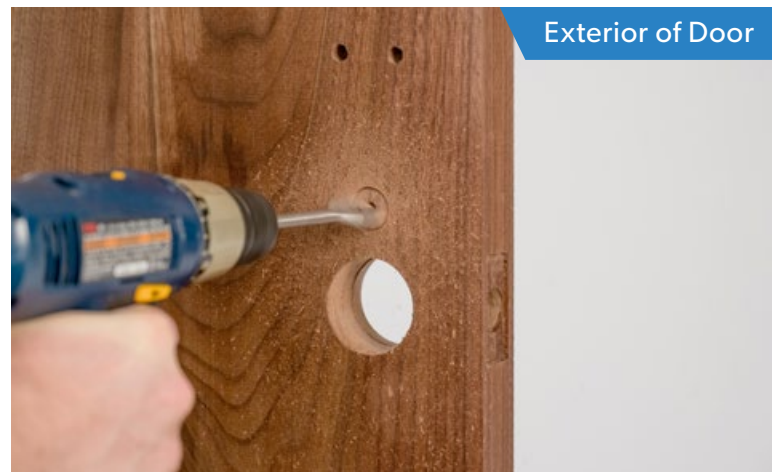
Repeat these steps for the 1" middle hole.

**PLEASE NOTE:**

A ½" hole could be drilled instead of a 1" hole if the support tube will not be used.

We use a 1" hole in this example in case the optional support tube will be used.

1" (25mm) Drill Bit



### STEP 3

## Install the latch.

#### OPTIONAL:

If you are using a 70mm latch, and would like to use the fire cup, insert the fire cup into the 54mm (2 1/8") boring hole. Place the open side of the fire cup to face the keypad side with the small bolt through-hole at the bottom.

Install the latch using the screws provided, with the bevel towards the door frame.



#### Quick Tip

Make sure the latch plate lays flush with the door. If the latch plate is not flush with the door, draw an outline around the faceplate edge and chisel a rebate to allow the latch to lay flush with the door edge.



## STEP 4

# Prepare the exterior, keypad side of the lock.

### A. Screw the latch support post to the back plate of the exterior, keypad half of the lock.

Put it in the outer hole of Side A for a left hand hung door and in outer hole B for a right hand hung door.

Be sure to screw the latch support post in the hole that aligns with the through-hole in the latch you're using.

### PLEASE NOTE:

A left hand hung door will have the hinges on the left side when facing the exterior side of the door, a right hand hung door will have the hinges on the right.



Showing outer hole of Side A for a left hand hung door.

## B. OPTIONAL: Cable Tube

Installing the cable tube is optional. It does provide some extra stability and fire protection but is not required.

### PLEASE NOTE:

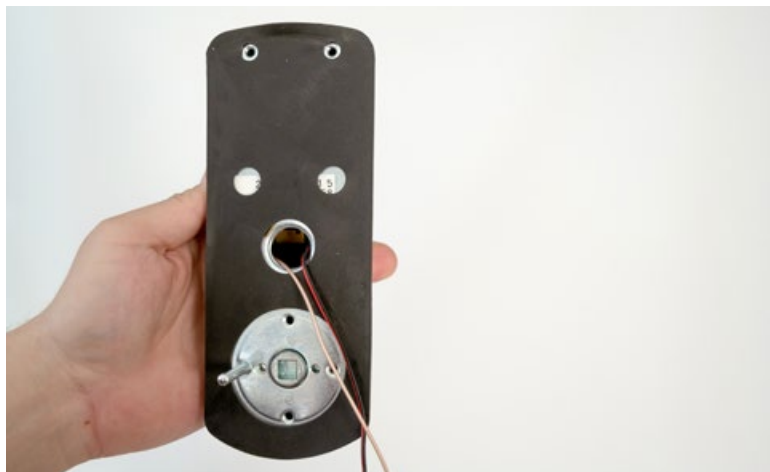
You will need to have drilled a 1" middle hole in order to use the cable tube. Screw the cable tube into the front plate (slotted side out), passing the cable through the tube.

If needed, use the slot at the end of the tube and a flat head screwdriver to screw the cable tube far enough into the exterior of the lock. Be sure to screw the cable tube in far enough.

## C. Fit the rubber gasket on the back plate.

### Quick Tip

You will see your lock's serial and model number on the RemoteLock sticker on the back of the lock. Write it down or take a picture for your records. This number is needed during online registration after installation. You will also find this sticker on the lock's box.



## STEP 5

# Prepare the interior, battery pack side of the lock.

### A. Remove Interior Fixing Plate.

To remove the fixing plate from the interior portion of the lock, start by removing the battery cover. Use a phillips head screwdriver to remove the screw at the top of the cover.

Next, remove the four screws from the back plate.

### B. Separate the interior fixing plate and apply the other rubber gasket.



## STEP 6

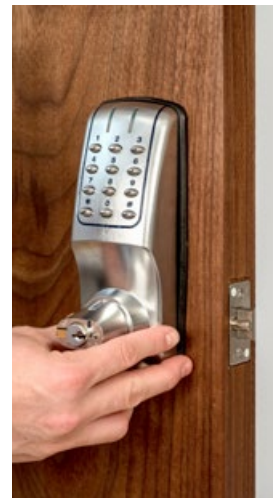
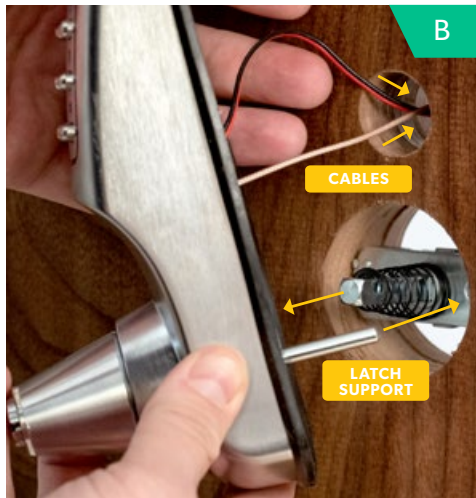
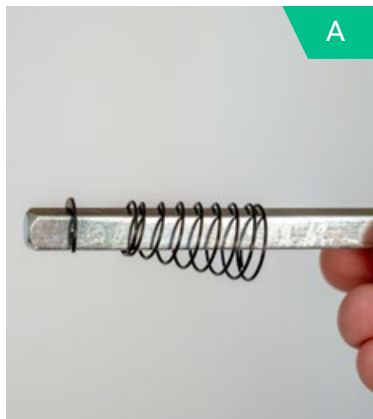
# Installing the lock

### A. Spindle

Place the spindle into the latch with the spring on the keypad side (exterior) of the door.

### B. Place the keypad side of the lock

Place the exterior, keypad side of the lock onto the door, passing the cables through the middle hole in the door. Insert the spindle into the lock hub and the latch support post through the latch.



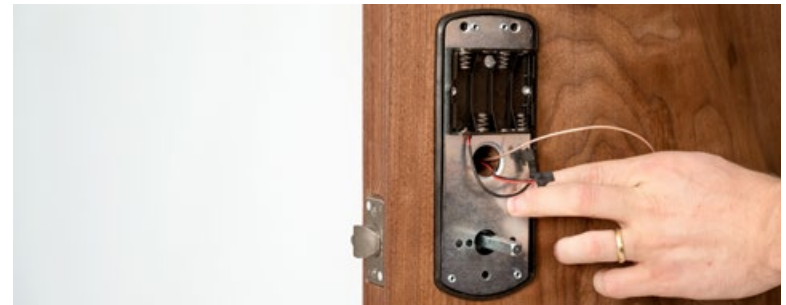
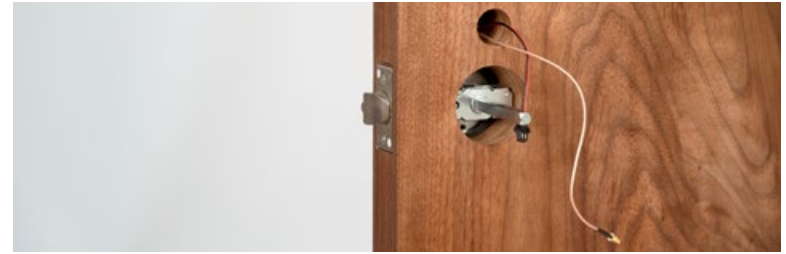


### C. Interior fixing plate

Pass the wires and spindle through the interior fixing plate and hold both sides of the lock to the door.



If using the optional cable tube, screw the ring nut onto the tube until finger tight.



## D. Temporary Alignment Insert

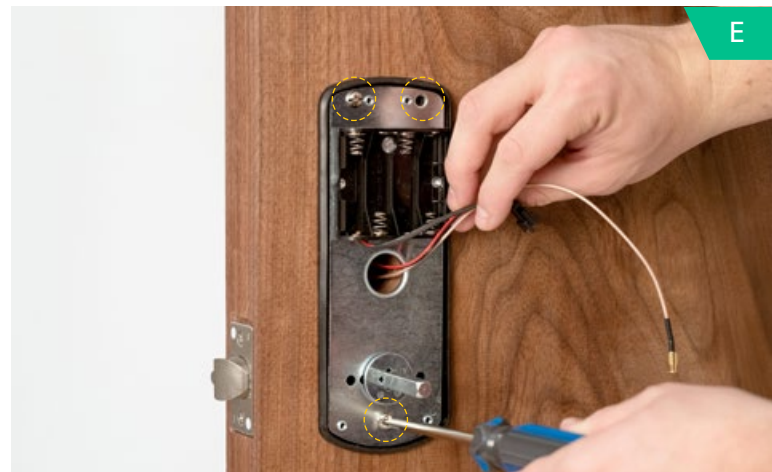
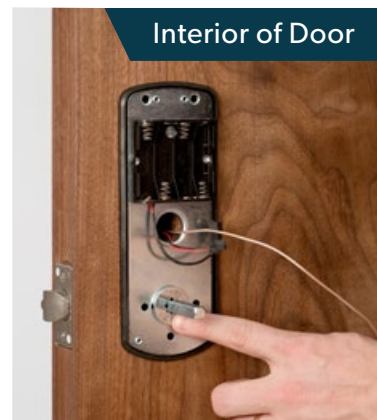
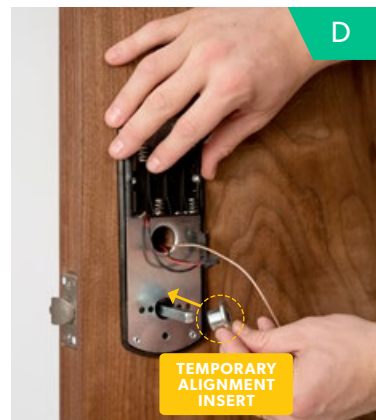
Fit the alignment insert over the spindle. This will be placed temporarily to position the fixing plate before being removed.

## E. Secure the Fixing plate

Screw the three fixing bolts through the back fixing plate and into the interior half of the lock.

### Quick Tip

Make sure you are using the correct size bolts before tightening. You do not want to use bolts too long for your door.





## F. DO NOT SKIP THIS TEST:

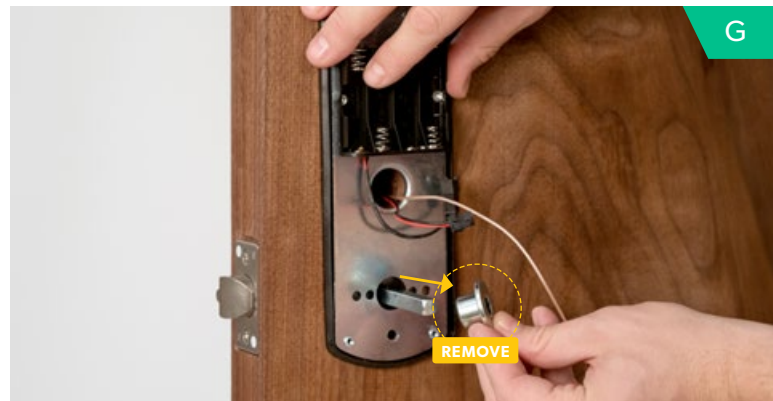
Check that the spindle turns freely and the latch retracts and projects smoothly with the alignment insert in place. This can be checked by gripping and turning the handle hub on the keypad side of the lock. If it is too tight, you will notice that the latch does not smoothly and easily snap back into place. Loosen the fixing bolts slightly and adjust the position of the fixing plate until the spindle turns freely. Tighten the fixing bolts. Test the spindle again. Do not over-tighten the bolts.

## G. Remove The Alignment Insert

If the insert is left in place, it could cause problems with the lock. **Please make sure to remove this insert before moving to the next step.**

## H. Connect Power Cables

Connect the power cables, storing any excess cable in the door. (If using optional cable tube, screw end cap on.)



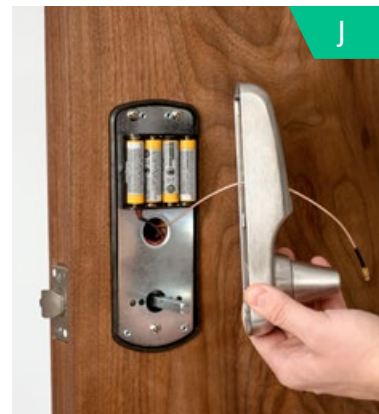
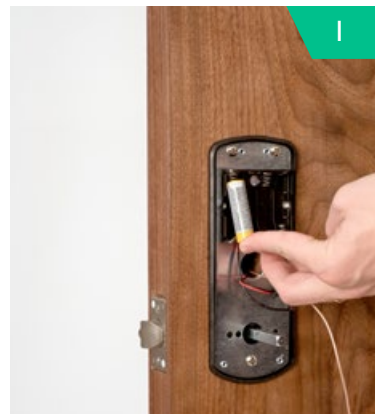
## I. Install Batteries.

Insert four name brand, AA, Alkaline or Lithium batteries into the battery compartment.



### IMPORTANT:

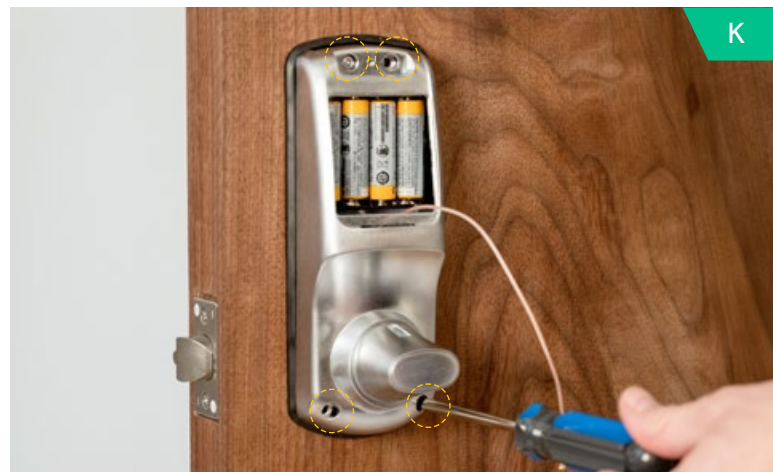
Do not use rechargeable batteries.



## J. Place the interior lock body on to the inside fixing plate.

Fit the interior lock body over the back fixing plate. Slide the spindle into the lock body. Be sure to guide the gold Wi-Fi antenna connector through the battery cover opening.

## K. Secure the interior lock body to the door using the four screws.

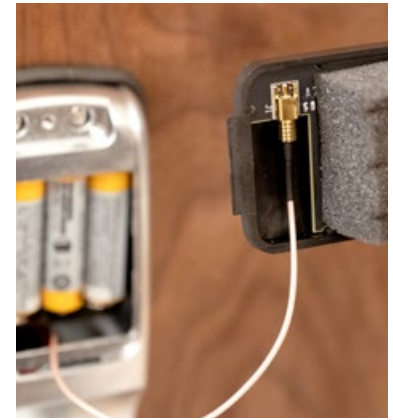
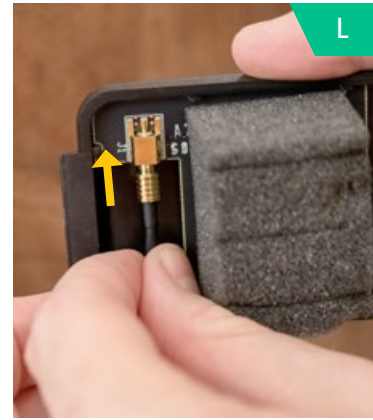


## L. Wi-Fi Connector

Connect the gold Wi-Fi cable to the connector board on the battery cover. Push until you hear the cable connect in the port. You should hear the antenna cable pop into place when fully connected. Once connected, try not to disconnect too frequently.

## M. Battery cover

Store the Wi-Fi antenna in the lock body and fit the battery cover on and secure with screw.

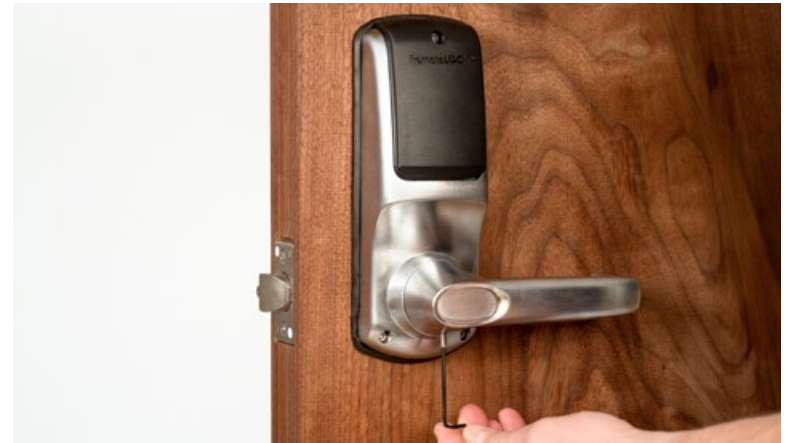


## STEP 7

# Handle installation

### A. Interior Handle

Fit the interior handle over the hub. Use the small allen wrench to loosen the hex screw enough to allow the handle to slide onto the lock. Once in place, tighten the hex screw.



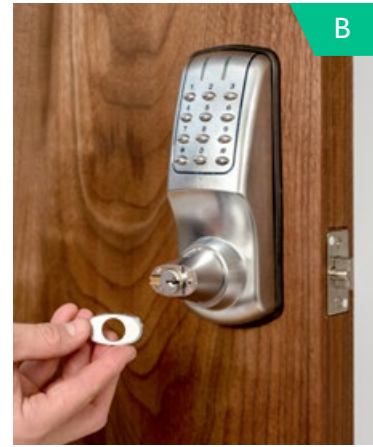
## B. Outside (keypad) Handle

Fit the key cylinder plate over the key cylinder.

Then install the outside handle.

The inside handle will now retract the latch. The outside handle will turn freely without retracting the latch.

Enter the factory default code **1234#**. The green lights will flash and the outside handle will now retract the latch.



## STEP 8

# Test your lock.

Make sure you don't lock yourself out.

Lock the lock by entering \* \* on the keypad.

Enter the factory default code **1234#** on the keypad to unlock the lock.

The green lights will flash and the outside handle will now retract the latch.

### PLEASE NOTE:

**1234** will be disabled once an additional code is added to the lock. Also, entering **#** after the code will not be required after the lock is connected to Wi-Fi.

Congratulations!  
Your lock is now  
installed.

Next:  
Use the Connection  
Guide to finish setup.

# Using your lock.

## Locking

Lock the door by pressing \* \* on the keypad.

## Unlocking

Unlock the door by entering a user code followed by the # button on the keypad. # will no longer be required after connecting the lock to Wi-Fi.

Once your lock is installed and connected to Wi-Fi, you can easily control your lock, add and manage access codes with the RemoteLock app.

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For a complete list of manual programming options, visit [remotelock.com/programming](https://remotelock.com/programming).

## Default Settings

By default, and after a factory reset, your lock has the following settings:

**Programming Code:** 123456

**User Code:** 1234

**Auto-Lock:** Enabled

**Auto-Lock Delay:** 5 Seconds

**Keypad Sound:** Enabled

**Heartbeat Interval:** 1 Hour

**Card Reader:** Off (Enable with 381 or 382 function)



# Programming Functions

The keypad can be used to program lock functions. These functions can also be performed remotely from the RemoteLock app. None of the following functions are required for setup.

All keypad programming functions follow the same general steps:

1. Enter your **Programming Code** followed by the **#** button.
2. Enter the **Function Code** for the desired function, followed by the **#** button.
3. Some functions will also require you to enter a **Function Value** followed by the **#** button.

## Function Codes

**PLEASE NOTE:** Most of these settings can be updated online in the RemoteLock portal. After installing and connecting your lock to Wi-Fi, please register your lock and configure settings at [Connect.RemoteLock.com](https://Connect.RemoteLock.com)

### 100: Change Programming Code

The programming code is essentially a password. This code allows you to program the lock directly, using the keypad. By default, the code is **123456**.

You can change this code to any anything 4–8 digits in length. To set a new programming code, enter the following on the lock's keypad:

Enter your current **Programming Code** followed by the **#** button, **100** followed by **#**, and then enter your **New Programming Code** followed by **#**.



## Function Codes (cont.)

If successful, you will see two green flashes and hear two beeps. If an error was made, you will see a red flash.

### 110: Add a Local User Code

Local User Codes are intended to be used as a backup to User Codes created from the app. If internet is unavailable, you can program a code directly from the lock. Note that schedules cannot be applied to a Local User Code.

Local User Codes can be 4–8 digits in length. To Add a Local User Code, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the **#** button, **110** followed by **#**, and then enter your desired **Local User Code** followed by **#**.

Once set, the default User Code will be disabled after your Local User Code is created.

### 120: Delete Local User Code

If you would like to remove your Local User Code, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the **#** button, **120** followed by **#**, and then enter the existing **Local User Code** followed by **#**.

### 130: Erase ALL Local Codes

If you would like to remove ALL of your existing Local Codes, enter the following on the lock's keypad:

Enter your **Programming Code** followed by the **#** button, **130** followed by **#**.

## Function Codes (cont.)

### 381: Enable Card/Fob Reader (Always On)

This function turns on the card/fob reader on the lock. Use this if cards/fobs are being provided to access users to unlock the door.

Enter your **Programming Code** followed by the **#** button, **381** followed by **#**.

### 382: Enable Card/Fob Reader on Button Press

This function turns on the card/fob reader on the lock only after a button press. This saves a bit more power than using the Always On 381 function.

Enter your **Programming Code** followed by the **#** button, **382** followed by **#**.

## ADDITIONAL FUNCTIONS

**131:** Erase all user codes, except **1234** default.

**135:** Perform a factory reset. Careful, this will **delete all codes, schedules and events**.

**160:** Mute keypad beeping.

**161:** Unmute keypad beeping.

**270:** Disable Passage Mode. Your lock will automatically lock after each use.

**271:** Enable Passage Mode. Your lock will stay unlocked after being unlocked.

**312:** Reset Wi-Fi connection. (Forget All Known Connections and Networks).

**320:** Enter Access Point Mode to allow connection to another network.

**380:** Turn off SmartCard reads.

**381:** Turn on Always Scanning For Cards mode.

**382:** Turn on Only Read Card On Keypress.

**390:** Require # to be pressed after a user code is entered.

**391:** Removes the requirement to enter # after a user code.

**411:** Enter **411\*** to force Wi-Fi to wake up if the lock is currently set to not wake up on keypress.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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

## Notes

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**KeyInCloud**

CONNECTION GUIDE WITH KEYINCLOUD

# KEYINCODE SMARTLOCK CONNECTION GUIDE WITH KEYINCLOUD INTEGRATION

## STEP 1

### CONNECT YOUR LOCK TO WI-FI

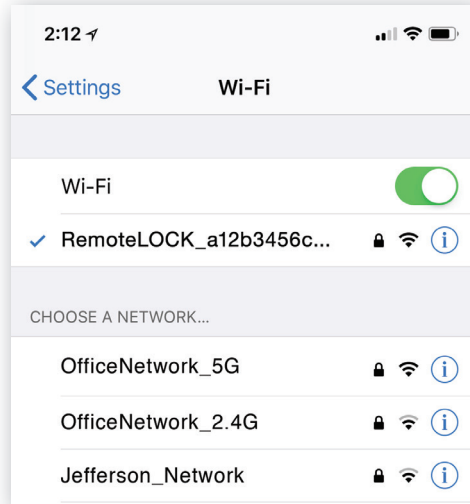
After installing batteries, your lock creates a Wi-Fi network for a few minutes. Open the Wi-Fi settings on your smartphone or laptop.

Find and connect to the RemoteLock network. It will be named RemoteLOCK, followed by the lock's MAC address.

### QUICK TIP

#### Not seeing the RemoteLock network?

Your lock broadcasts a temporary network that will expire after 10 minutes. To rebroadcast the network, simply remove and reinsert your lock's batteries.



## STEP 2

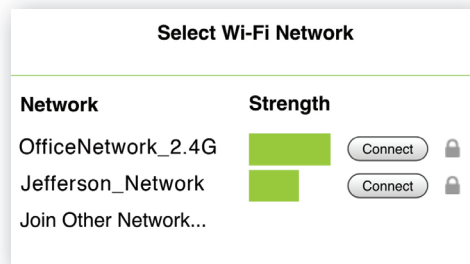
### CHOOSE YOUR NETWORK

Once connected to the lock's network, you will be presented with a list of available Wi-Fi networks.

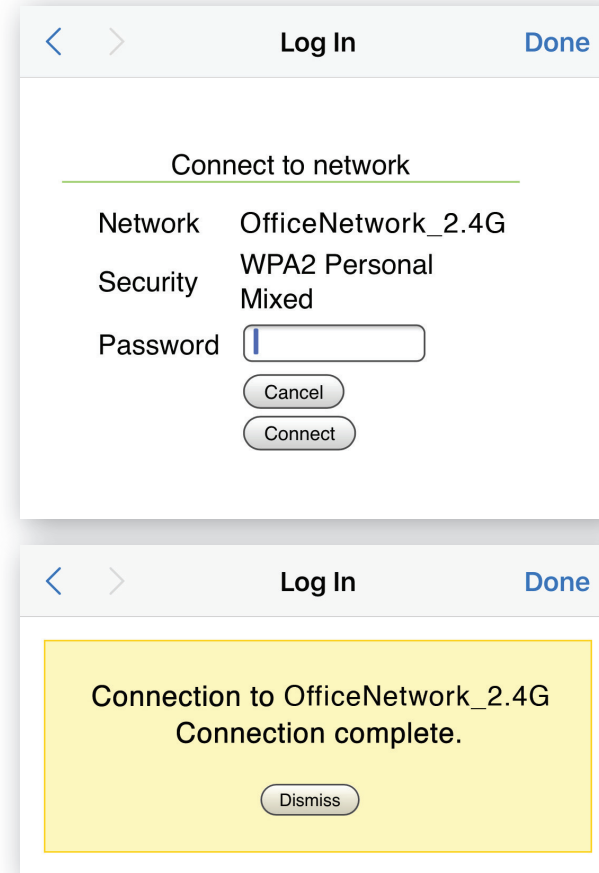
Select the Wi-Fi network you want to connect your lock to. You will need to know the password for that network.

### QUICK TIP

If you were not automatically directed to a list of available Wi-Fi networks, you can do so manually by typing 192.168.0.1 into your web browser's address bar.



## STEP 3



### ENTER YOUR CREDENTIALS

After you've selected the network, enter your password and select **Connect**.

When your lock is connected, you'll see a success message and hear the lock beep twice.

*If you hear 2 beeps on your lock, but do not see the "Connection Complete" message, your lock has still successfully connected to your network.*

## STEP 4 & 5



### KEYINCODE ACCOUNT LOGIN

Log into your KeyinCloud account at: [www.keyincloud.com](http://www.keyincloud.com) and select "Login" on the upper right hand corner of the page.

Enter the e-mail address associated with your account to establish a connection.

### ADMIN ACCOUNT PASSWORD

Establish a Password for your Admin Account associated with the e-mail address as noted in Step 4 (previous).

## STEP 6



### ADD YOUR NEW DEVICE

If registering by smartphone, select the "Add Device" icon on the main screen. This allows you to scan the QR Code on the lock packaging to input the serial number.

If registering via the web application, go to the "Devices" section and select "Register Device".

You will be prompted to enter a name, location and serial number.

The serial number and model number can be found on the back of the lock or on the lock packaging.

## STEP 7



### KEYINCLOUD PORTAL ACCOUNT (QUICK SETUP)

Now your KeyinCloud enabled Lock is setup we recommend you carry out these steps:

**7A:** Create an Access code for your own use. Go to Users, 'Add Access Users' and enter your details.

**7B:** In the Lock settings page, change the Programming Code to a unique 6 digit number.

**7C:** Under 'Local Pins' uncheck 1234, this will remove the default code.

**7D:** Change the 'Heartbeat Interval' to 4, 8 or 12 hours, this will conserve battery life.

**7E:** Make sure the correct battery type is selected, Alkaline or Lithium.

**7F:** Click Save and then press any button on the lock keypad to upload these settings.

### LOCK HEARBEATS AND BATTERY LIFE

Your lock connects to the internet using Wi-Fi. In order to conserve battery usage, the lock's Wi-Fi radio is put to sleep for periods of time.

By default, the radio wakes up every hour and connects to the internet to see if new user codes or other commands are pending. This "heartbeat" interval can be shortened or lengthened from the lock's settings page.

A longer heartbeat interval leads to longer battery life.

The lock will also connect to the internet every time the keypad is pressed. This way lock events are reported in real time. When the lock connects to the internet, it stays connected for about 10 seconds and then returns to sleep mode.

To test commands sent from the mobile or web app to the lock, send the command (Eg. Add user code or lock/unlock), then press any button to wake the lock



# CONGRATULATIONS!

Now your lock is fully functional  
and can be managed from anywhere





Visit us online.  
[keyincode.com/support](https://keyincode.com/support)



We're here to help.  
1 (978) 207 0269  
[techsupport@keyincode.com](mailto:techsupport@keyincode.com)