



PDQ Spirit Application Guide

Rev 2.1 1/15/2026

PDQ Industries, Inc.: Corporate Headquarters: 2230 Embassy Drive Lancaster PA 17603

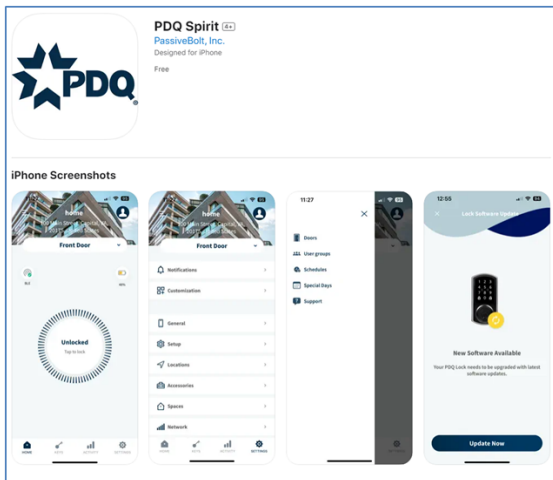
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Getting Started



Download the PDQ Spirit App on an iOS or Android device.

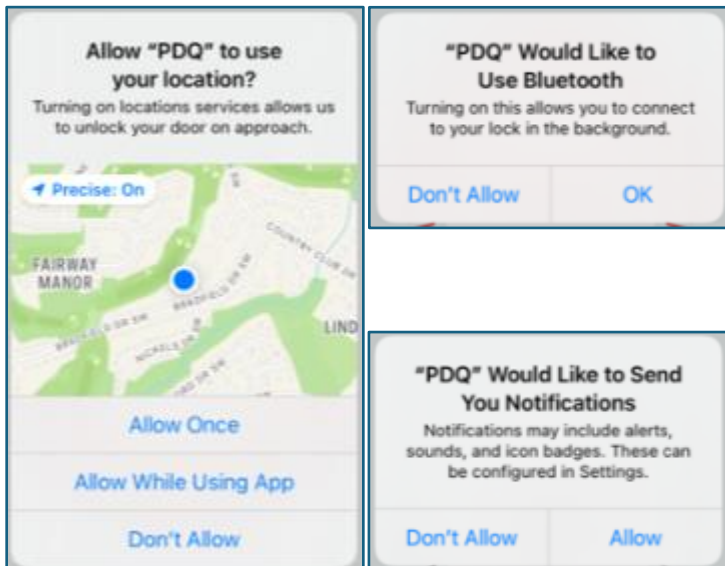
*Supports iOS 13.0 or higher

*Supports Android 12 or higher

1. Search for PDQ Spirit on the app store or Google Play Store
2. Scan the QR Code below



App Settings



Open the PDQ Spirit App and select these options for App permissions.

1. Location Services – Select “Allow While Using App”
 2. Bluetooth – Select “OK”
 3. Notifications – Select “Allow”
-
- A. Location Service Permissions: Allows the application to use the user’s location when setting up locations as well as determining when in range of specific locations / devices.
 - B. Bluetooth – Bluetooth is needed to connect to the devices to send mobile keys for unlocking.
 - C. Notifications – notification can be configured in the Spirit app; this allows the user to see notifications about handle status and tampering.

Creating Account

The left screenshot shows the PDQ logo at the top. Below it are two tabs: 'Phone' and 'Email'. Under the 'Email' tab, there is an 'Email' field with the placeholder 'example@domain.com' and a 'Password' field. A 'Log In' button is at the bottom. Below the button are links for 'Forgot Password?' or 'Sign Up'.

The right screenshot shows the 'Create Account' screen. It has fields for 'First Name', 'Last Name', 'Email', and 'Password'. Below the password field is a 'Phone Number' field with a country code selector (USA) and a '+1' prefix. A keyboard is overlaid on the screen, showing the letters 'l', 'The', and 'I'm' typed into the first name field.

When opening the app for the first time, the user will be brought to a login screen. First time users, select the option “Sign Up” to create an account.

1. Enter a First and Last Name.
2. Enter a Valid Email Address.
3. Enter a password following the password rules listed below:
 - a. Minimum of eight characters
 - b. 1 lower case letter [a-z]
 - c. 1 upper case letter [A-Z]
 - d. One numeric character [0-9]
 - e. 1 special character [#?!@\$%^&<>*~:-]
4. Enter a valid phone number.

The left screenshot shows the 'Enter Security Code' screen. It has a heading 'Enter the 6-digit code you received via Email.' and a 6-digit code input field. Below it is a link 'Didn't receive a code? TAP HERE.' At the bottom is a numeric keypad with digits 1-9, 0, and a backspace key.

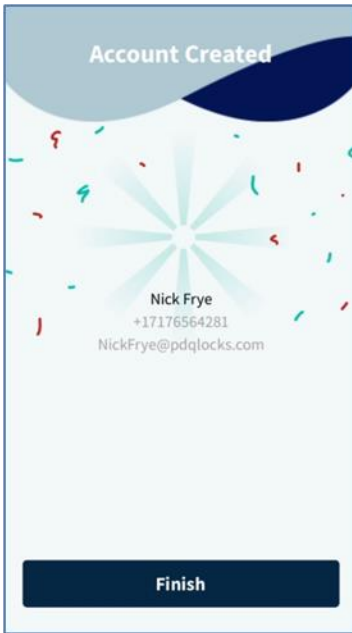
The right screenshot shows the 'Add Your Photo' screen. It has a heading 'Please add your photo so you can be easily identified by the users of our app.' and a gray user icon. At the bottom is a 'Next' button.

Once the necessary information has been entered an email with a six-digit code will be sent to the provided email address.

When received, enter the code.

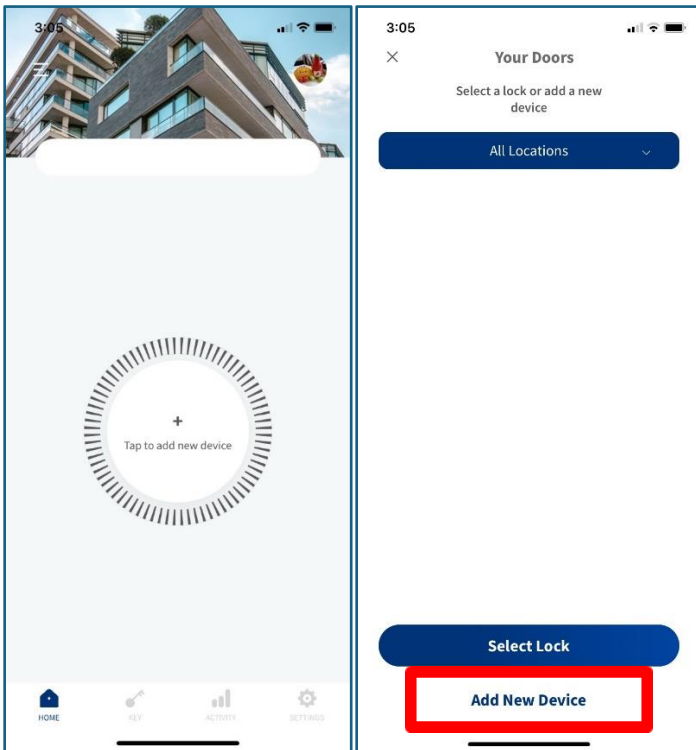
- If a code has not been received within ten minutes, select the option “Didn’t receive a code? TAP HERE.”

After the code has been entered, the user will have the option to add a photo to the account. To do this, select the gray user icon and choose a photo.



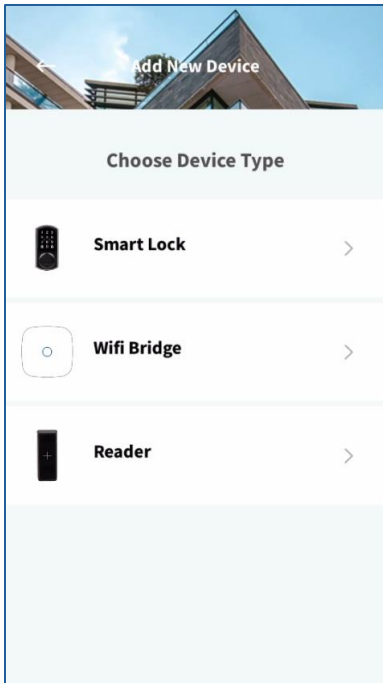
The account has been successfully created.

Adding Device

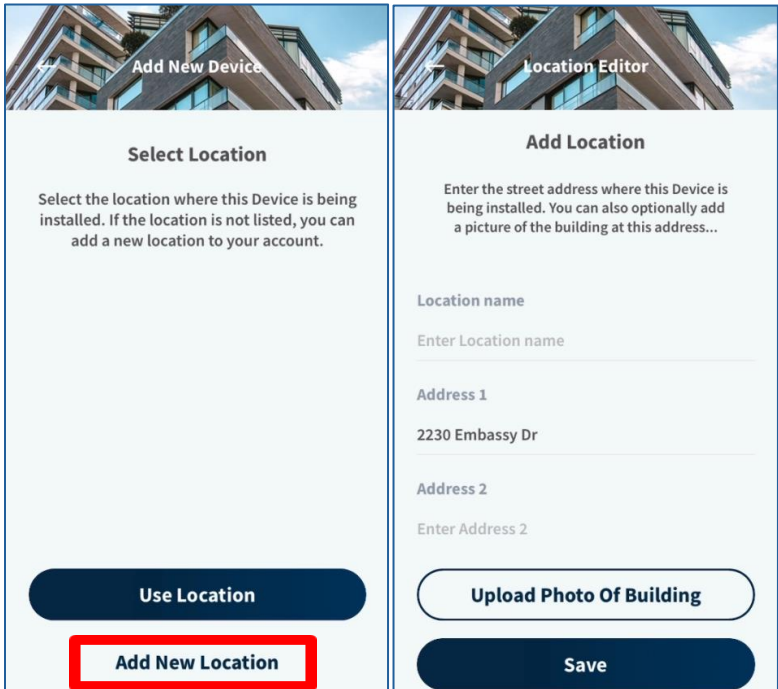


When adding the first device to the app, the user will select the option "Tap to add new device."

Next, select the option "Add New Device."

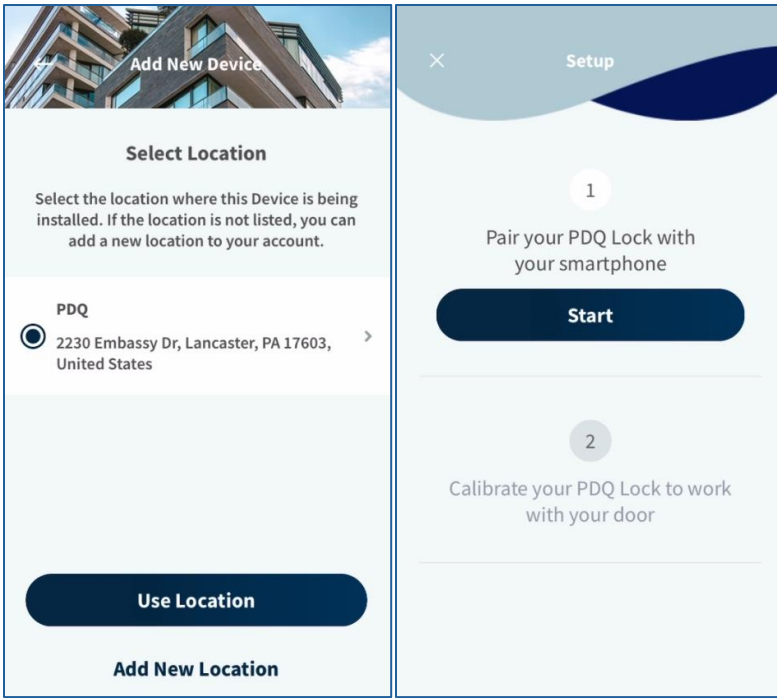


Select the option "Smart Lock."



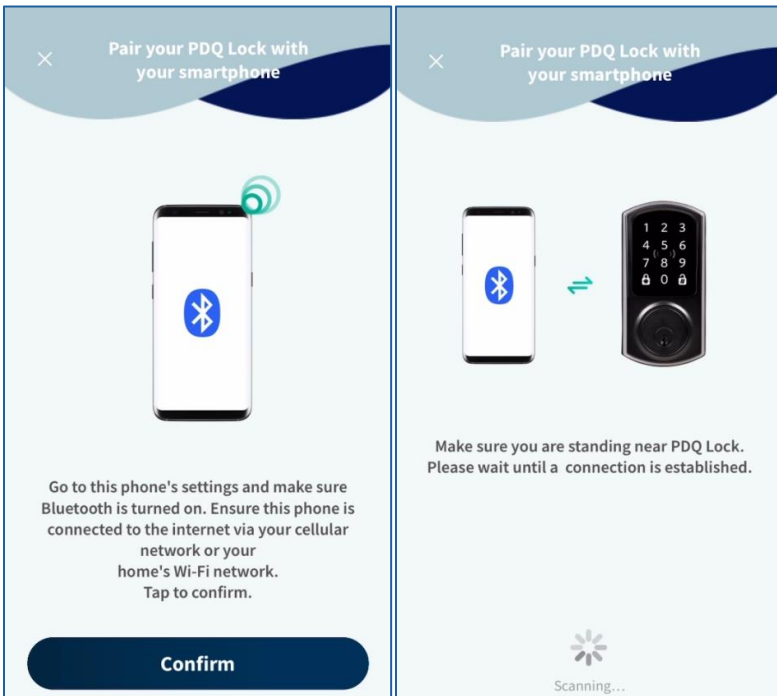
The user will be prompted to enter a new location for the app.

- Select "Add New Location."
- Add a Location name.
- The app will use the location services to pull the necessary information.
 - o Alternatively, this information can be added manually.
- There is an option to add a picture for the associated location.
- Once the necessary information has been entered, select "Save."



With the new location added, select “Use Location.”

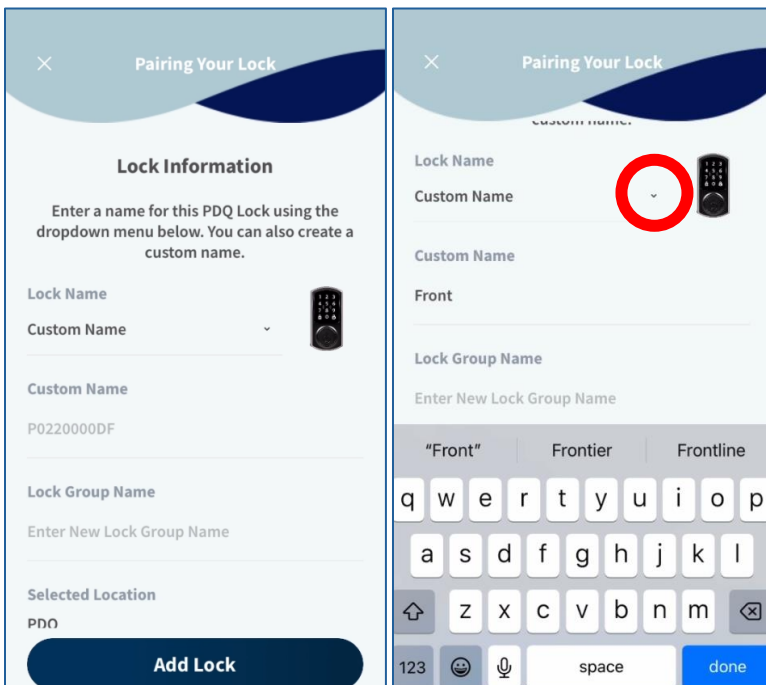
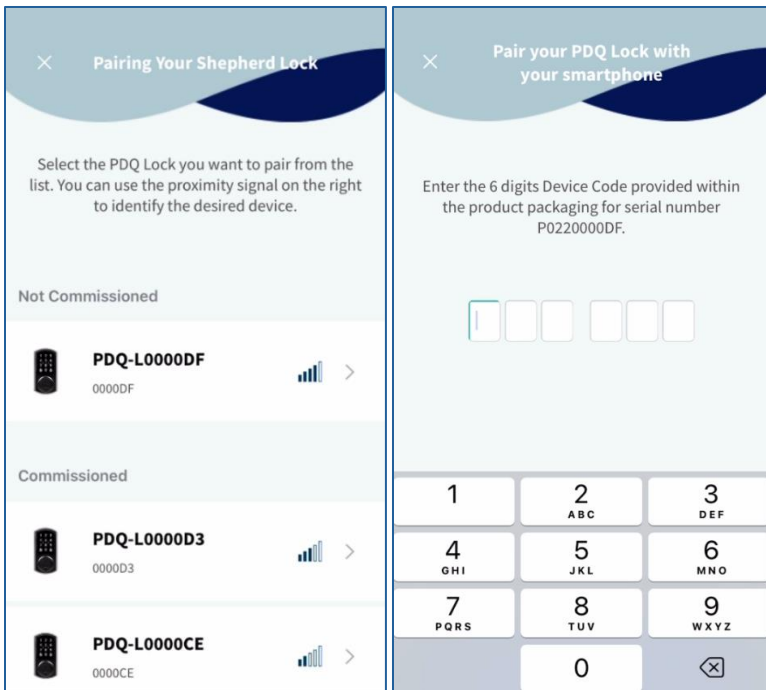
Then select “Start.”



Make sure Bluetooth is enabled on the iOS device in use.

Select “Confirm.”

The app will begin to search for a nearby device.



If near multiple devices, a list of devices and serial numbers will appear with a signal strength indicating which unit is closest to the iOS device.

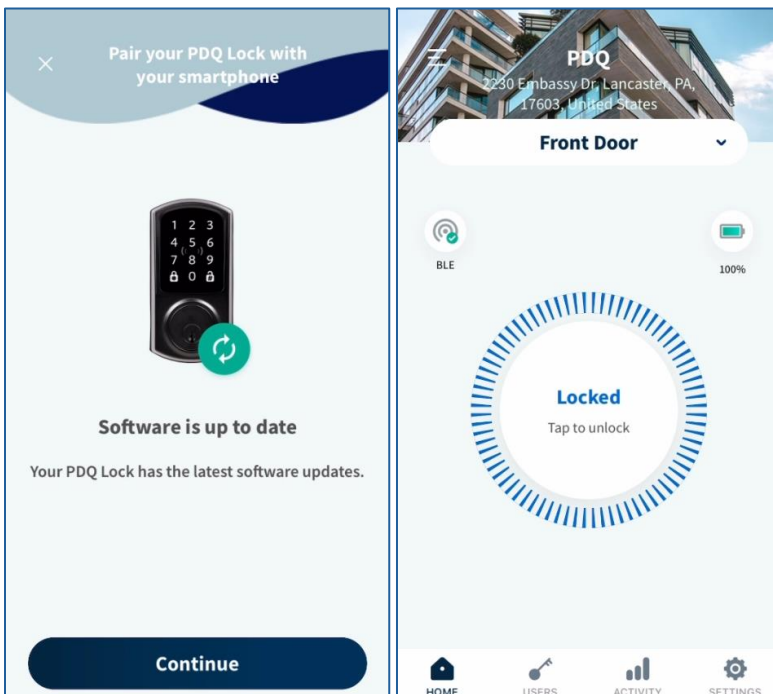
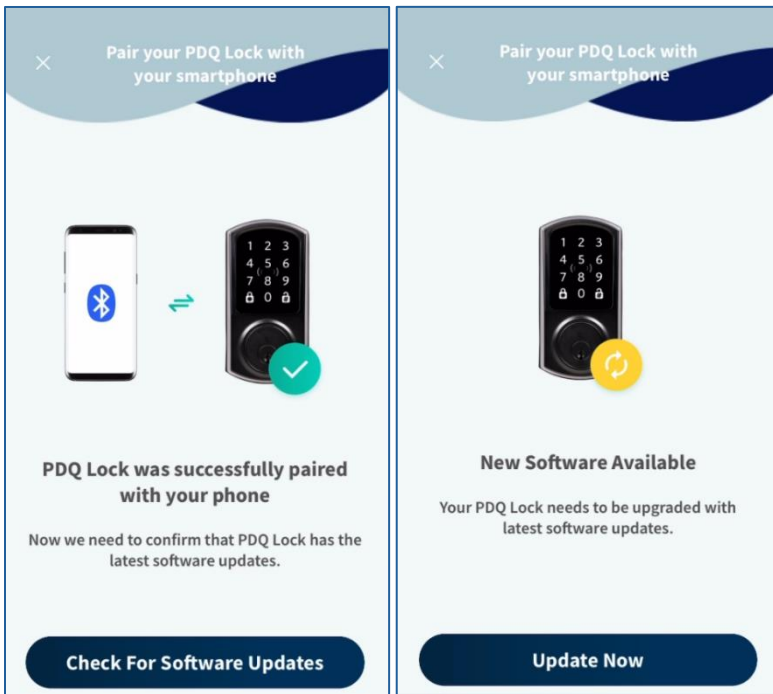
Select the device that should be commissioned by utilizing the serial number found on the back of the battery cover or the gasket on the back of the device.

If near only one device, the app will automatically connect to the device.

With the device connected to the app, enter the six-digit device code. This can be found on the back of the battery cover or the gasket of the device.

Once the device has securely connected to the app, the user will have the opportunity to name the lock.

This can either be done manually, or by selecting the drop-down menu and selecting a pre-configured name.



When the device has been assigned a name, the app will begin to search for any needed updates for the device.

If an update is required select “Update Now.”

During this time, do not power down the app or device.

- If a disconnect occurs during this time the device has an auto heal feature, no damage will come to the device or the app.

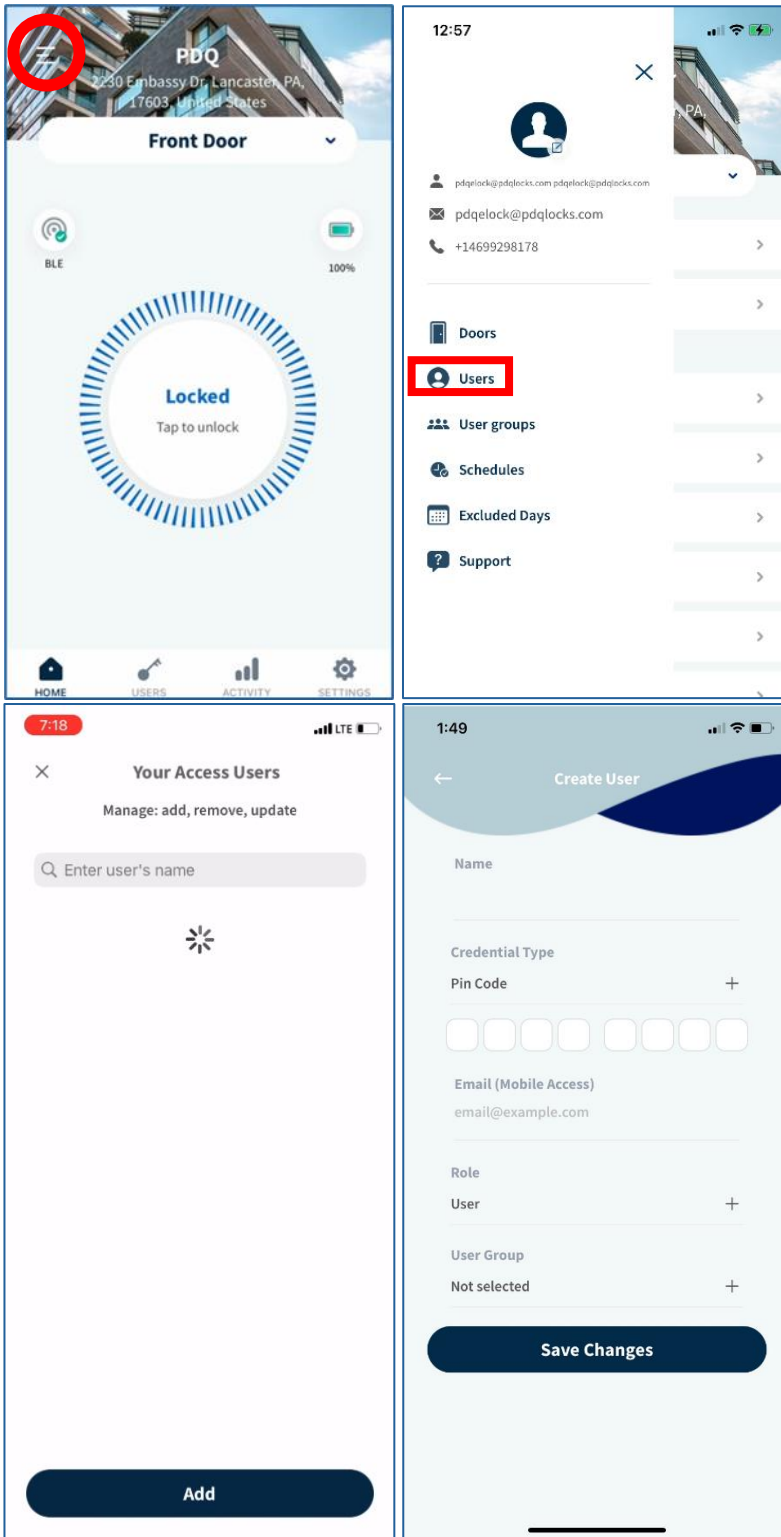
At the end of the update process the lock will restart.

Once the update has completed select “Continue.”

The device has been successfully added to the PDQ Spirit app.

Adding Users (Cards, Pin Codes or App Access)

Adding Pin Codes



To add a pin code to the lock, a user must be created.

To do this, select the hamburger menu and navigate to “Users.”

Select “Add.”

Enter a name for the newly created user.

To add a pin code, select the “+” icon under credential type, then select “Pin code.”

Enter a three-to-eight-digit pin code.

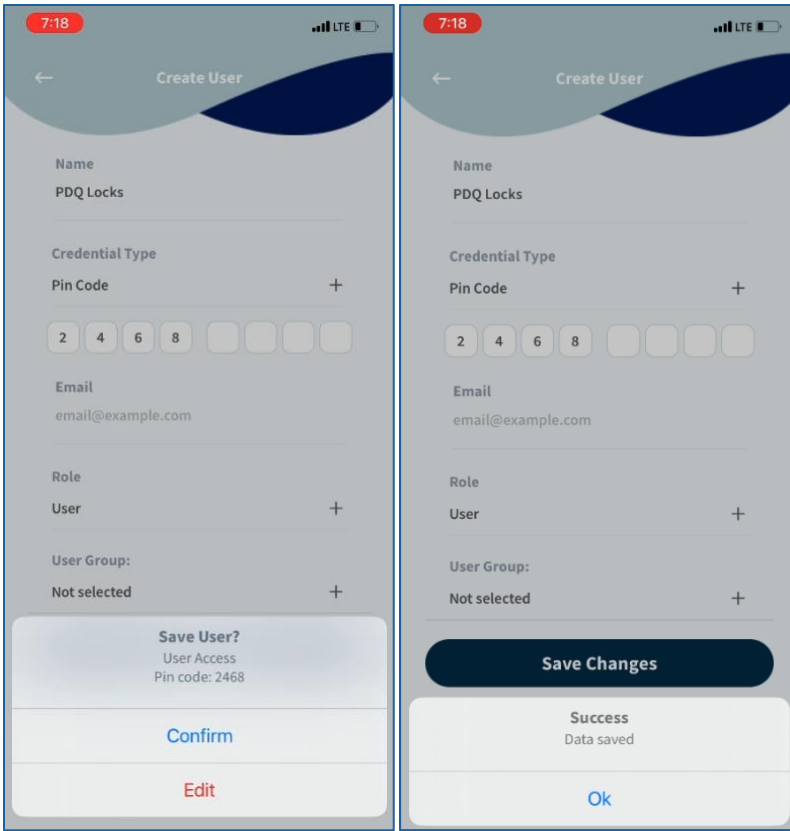
Choose a role for the user.

- For more information about roles, see section [“User Roles.”](#)

If User Groups are created, select the necessary User Group.

- For more information about User Groups, see section [“User Groups.”](#)

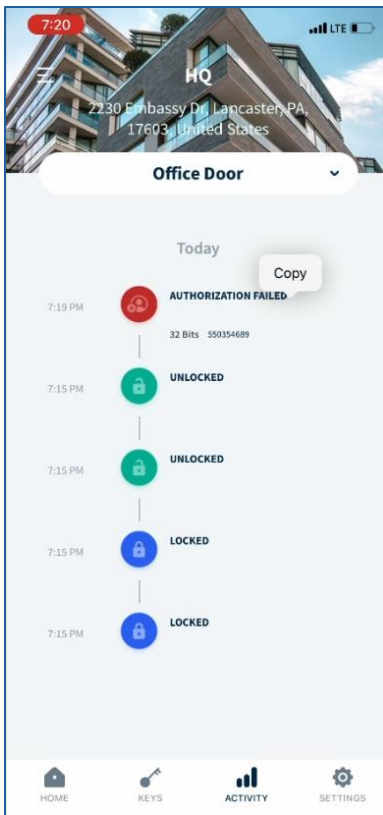
Then select “Save Changes.”



Select "Confirm."

Then select "Ok."

Adding Cards



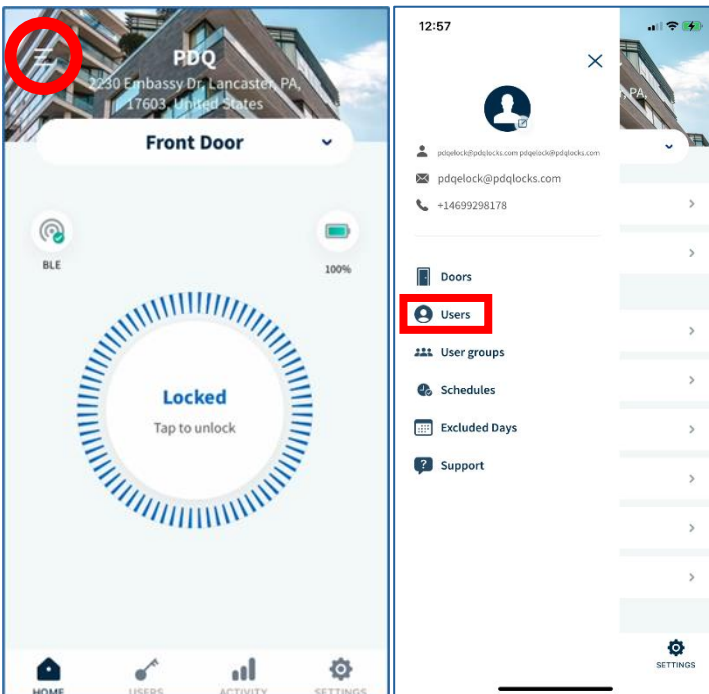
To add a card, first scan a card on the device.

Then navigate to “Activity.”

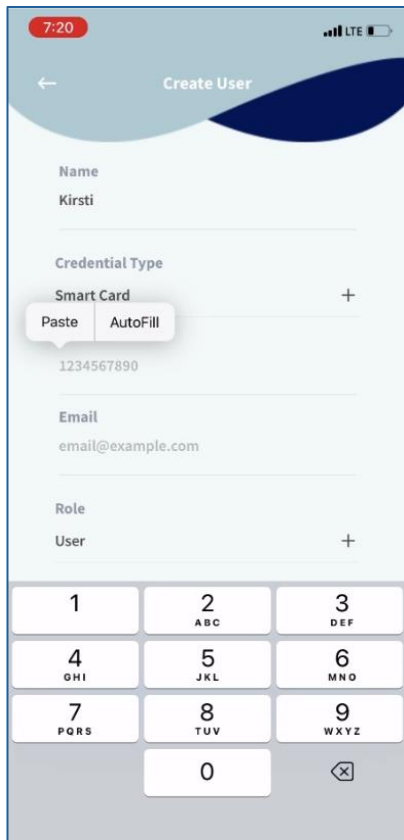
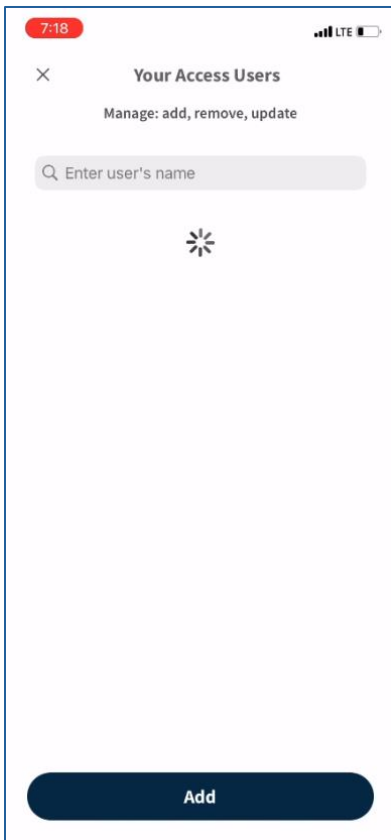
There should be an “Authorization Failed” entry.

Hold down on this entry until “Copy” appears.

Select “Copy.”



Using the hamburger menu in the top left, select “Users.”



Select "Add."

Enter a name for the newly created user.

Under Credential Type, leave the option as Smart Card.

In the field under Smart Card paste the number that was copied.

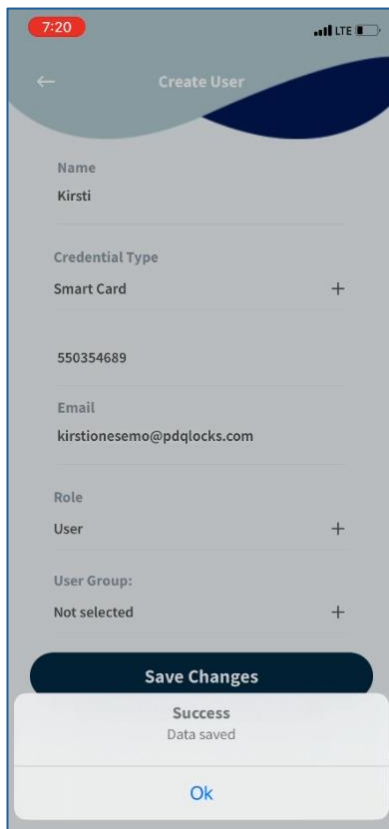
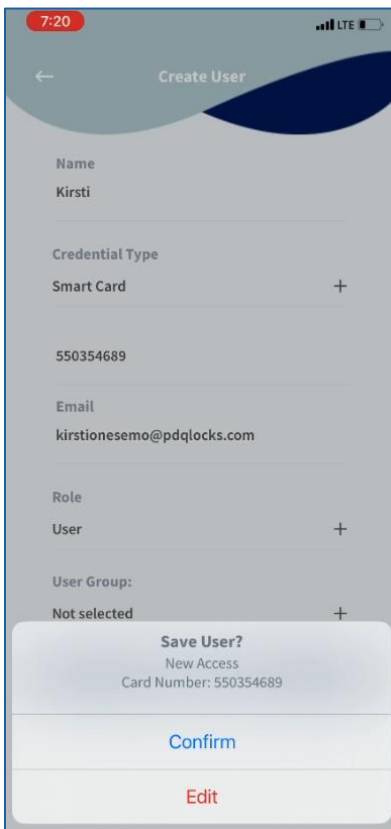
Choose a role for the user.

- For more information about roles, see section "[User Roles.](#)"

If User Groups are created, select the necessary User Group.

- For more information about User Groups, see section "[User Groups.](#)"

Then select "Save Changes."



Select "Confirm."

Then select "Ok."

Bluetooth/App Access

8:28

Create User

Name
Zachary Klares

Credential Type
Pin Code +

Email
zacharyklares@pdqlocks.com

Role
User +

User Group:
Not selected +

Save Changes

8:29

Create User

Name
Zachary Klares

Credential Type
Pin Code +

Email
zacharyklares@pdqlocks.com

Role
User +

User Group:
Not selected +

Save User?
User Access
Pin code: 123

Confirm

Edit

To add a user to the lock and provide app-based access, create a user as described above.

Enter a valid email address for the user.

The user will be sent an email to download the PDQ Spirit app.

- If the app is already downloaded and account is created, the user can ignore this email.
- If account is already created, make sure the email address used is associated with the created account.

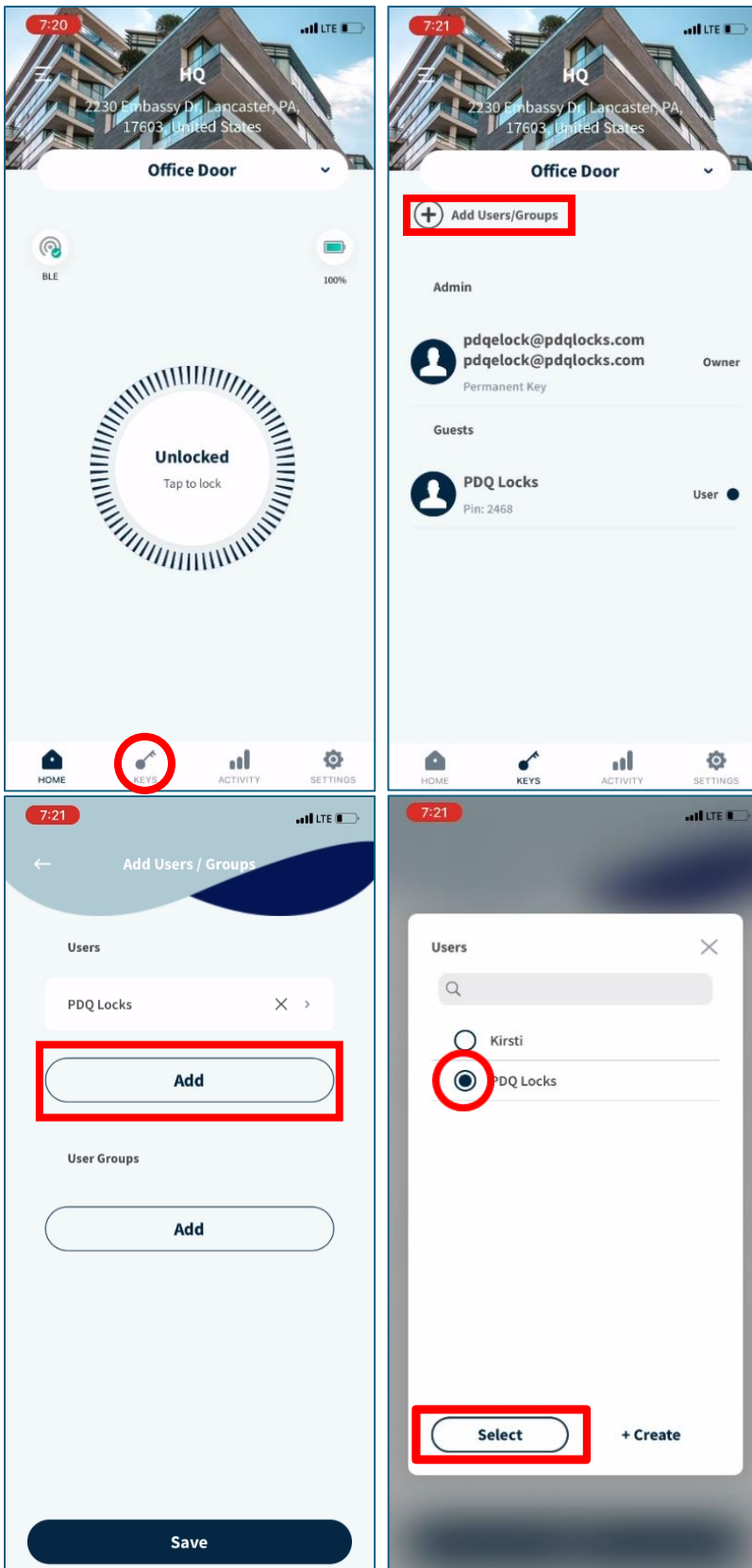
Select Smart card or Pin Code. This will act as a backup physical credential.

Once the necessary information has been entered, select "Save Changes."

Then select "Confirm."

Then select "Ok."

Adding Access to Locks



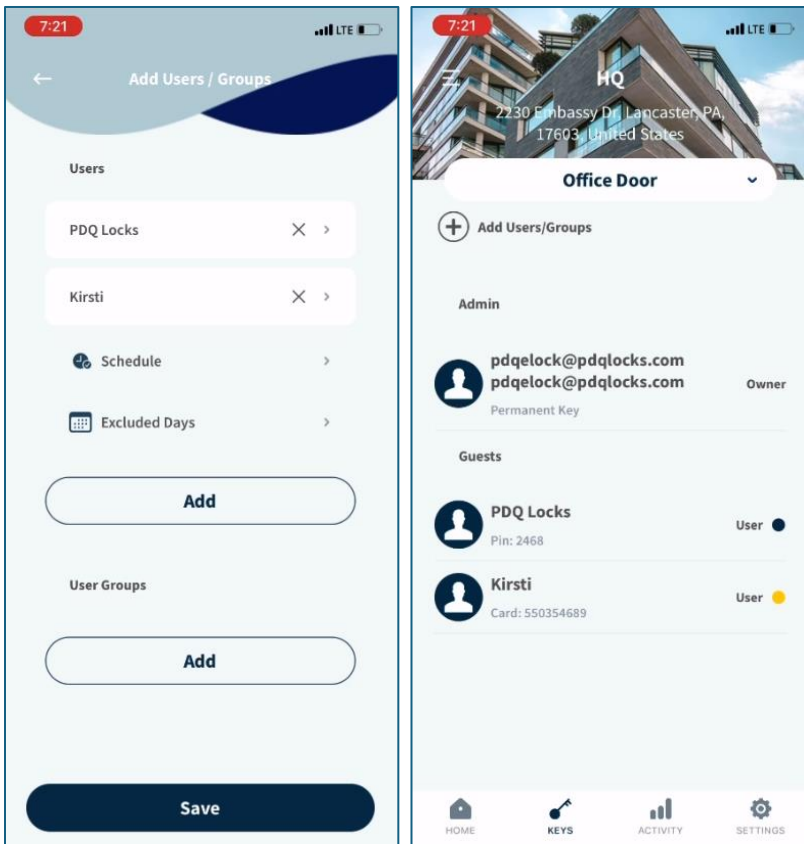
With users created, and while on the home screen select “Keys.”

Then select “Add Users/Groups.”

Select “Add” under “Users” or “User Groups.”

Select the created User or User Group that will be given access to the lock.

Once the user(s) have been chosen, press the “Select” button.



There are options for Schedules and / or Excluded days.

- See Section "[Schedules and Excluded days](#)" for more details.

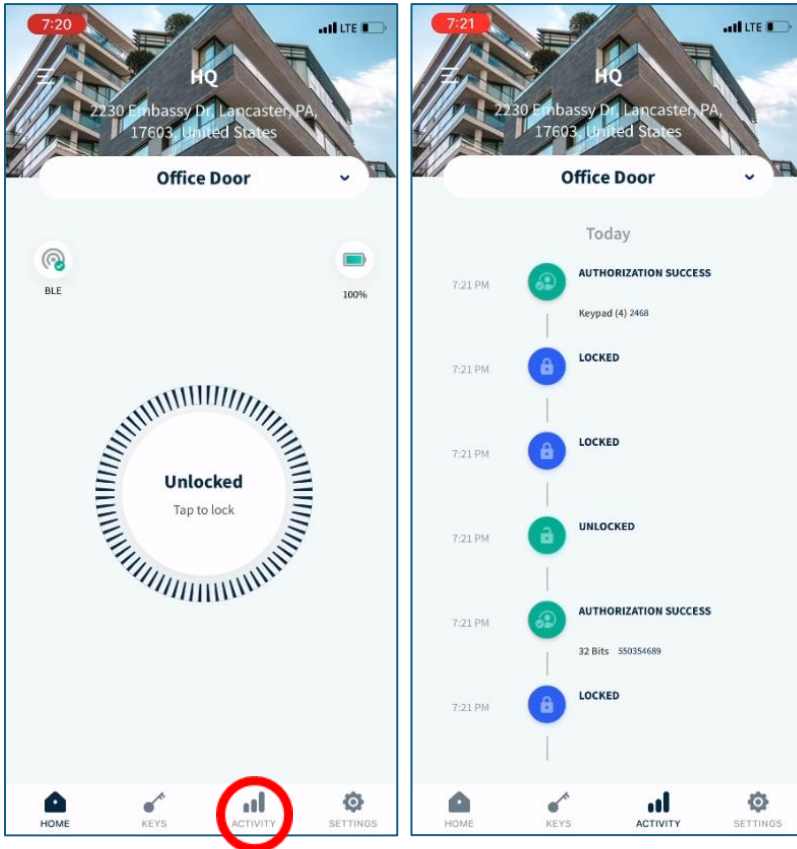
Once the necessary information has been entered select "Save."

When the user is added to "Keys" they will have a yellow dot next to them.

The form of access will not work until this yellow dot turns blue.

- A yellow dot means that the credential needs to sync with the lock.
- A blue dot means that the credential has been synced to the lock.
- Make sure the phone is within BLE range of the lock for synchronization to take place.

Activity Log



The PDQ Spirit app can track the activity of the lock.

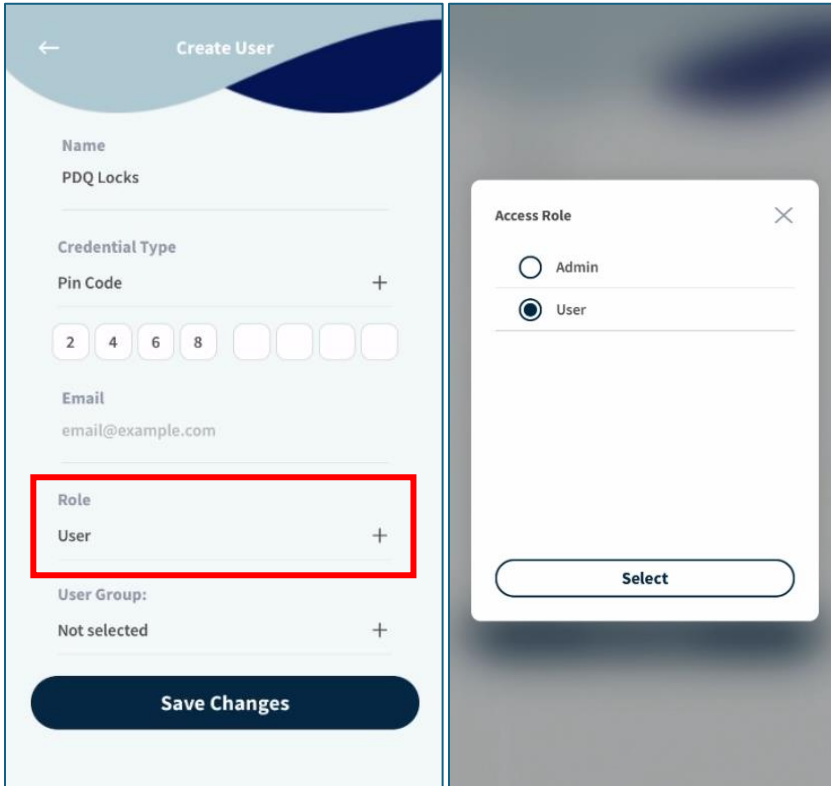
To view the activity of a device, select “ACTIVITY” at the bottom of the screen.

Various messages and details will be shown on this screen.

- **AUTHORIZATION SUCCESS** shows successful access with user credentials.
- **AUTHORIZATION FAILED** shows failed access with a credential.
- **Keypad**, under authorization attempt, indicates a user’s pin code was used
- **32 bits #####**, under authorization attempt, indicates a user’s card was used, with the card data show next to it.
- **LOCKED.**
- **UNLOCKED.**

User Roles and User Groups

User Roles



When creating a user, user roles can be assigned.

There are two options for user roles:

Admin – Is able to gain access to lock / device in all scenarios, including privacy mode. Must also be assigned to lock / device.

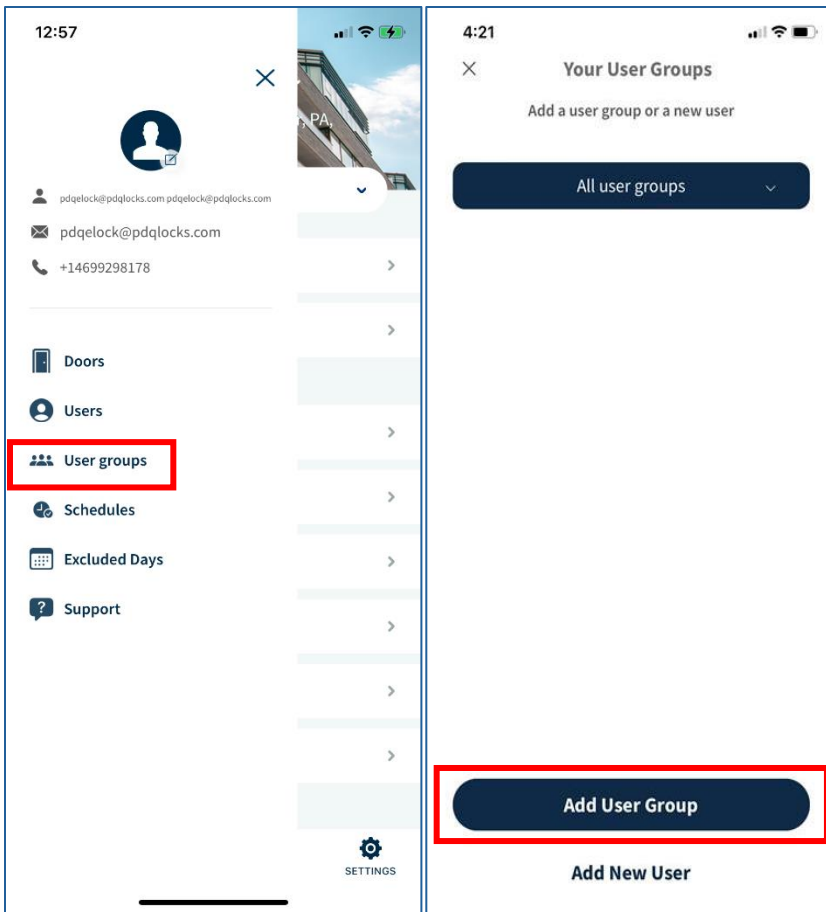
- Can create users, alter schedules, and change other settings if using PDQ Spirit app.

User – Standard user, able to gain access to assigned lock / device.

- If following schedule, users will only gain access during scheduled time frame.

Owner – The user that commissioned the lock is considered the Owner. The owner can make any modifications to the lock or users.

User Groups

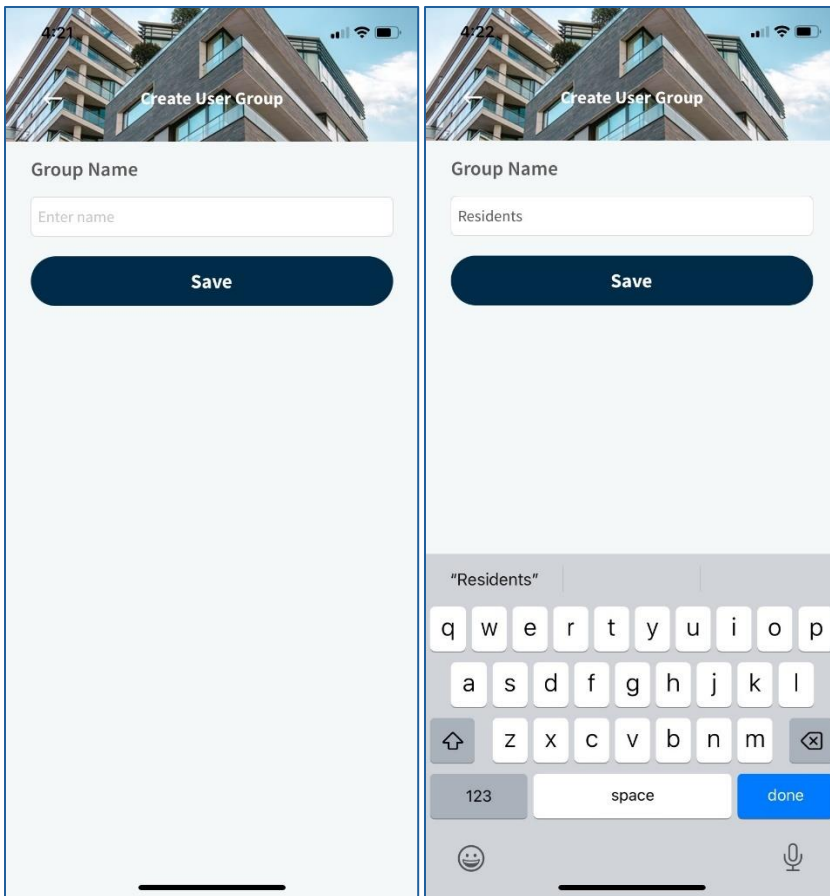


User Groups can be created for ease of use and simplicity.

To create a User Group, first open the hamburger menu in the top left.

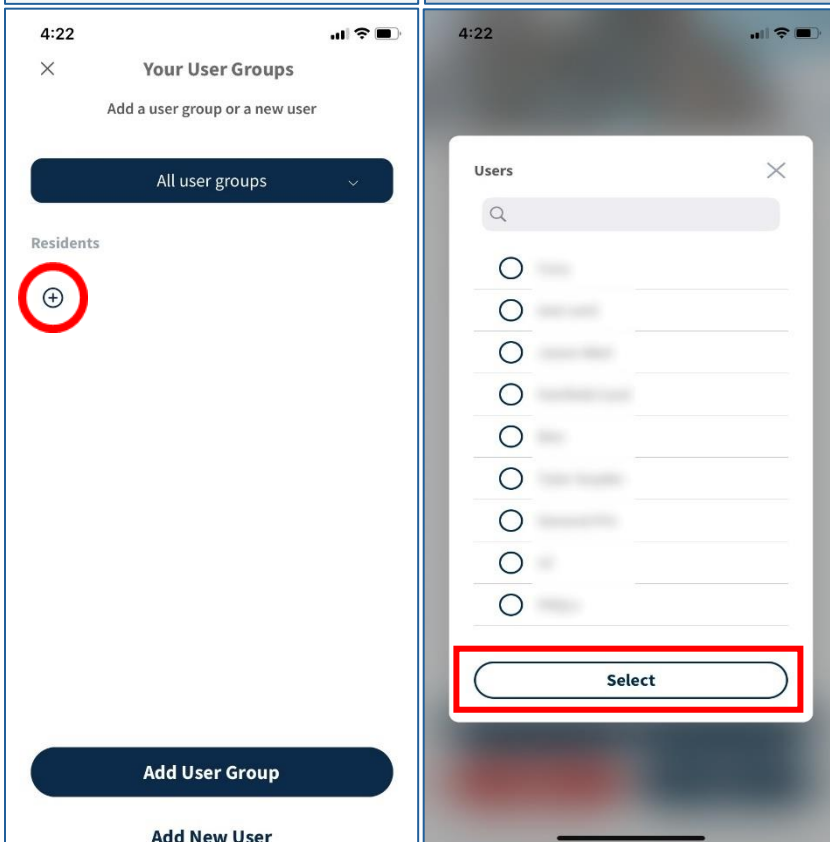
Then select "User groups."

Next, select "Add User Group."



Assign a name to the User Group.

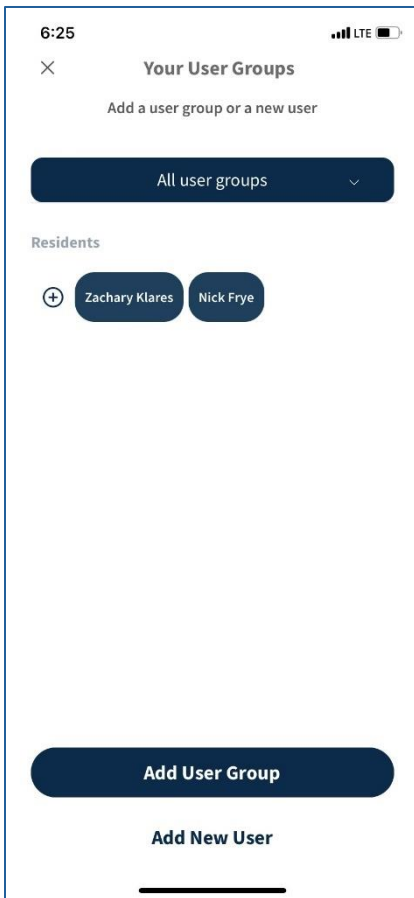
Select "Save."



Select the "+" sign under the newly created User Group.

Choose the users that will be assigned to the User Group.

Press "Select" when finished.



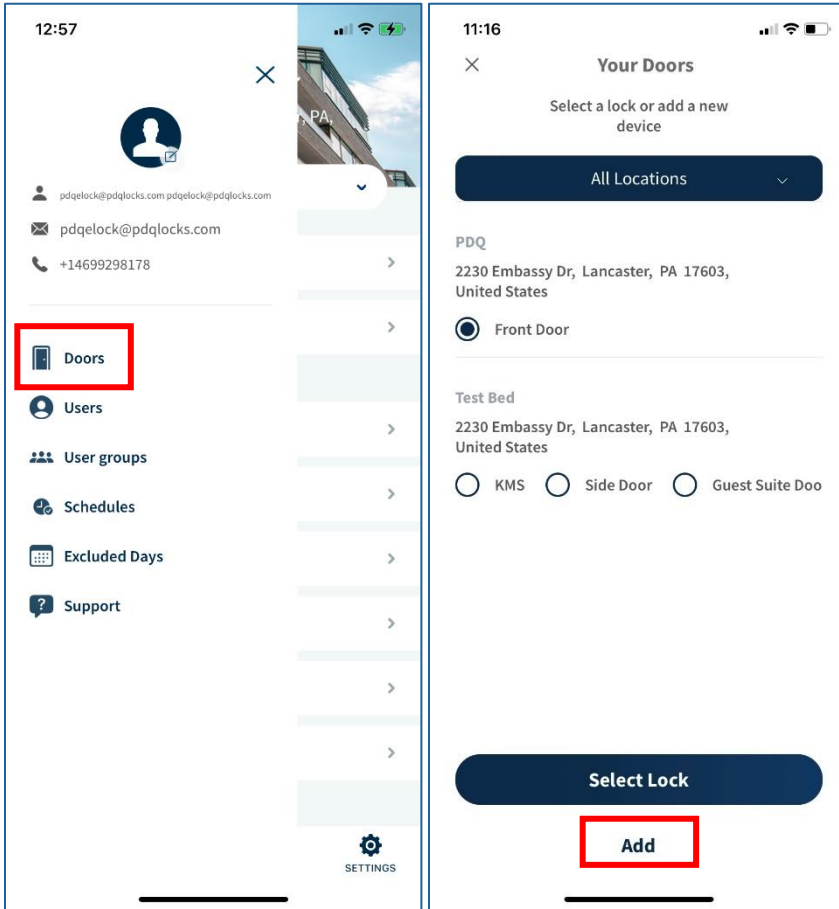
Once saved, the selected users will show up under the newly created User Group.

This user Group can now be assigned to the lock.

- See section [Adding Access to Locks](#) for more information.

Devices

Adding Additional Devices

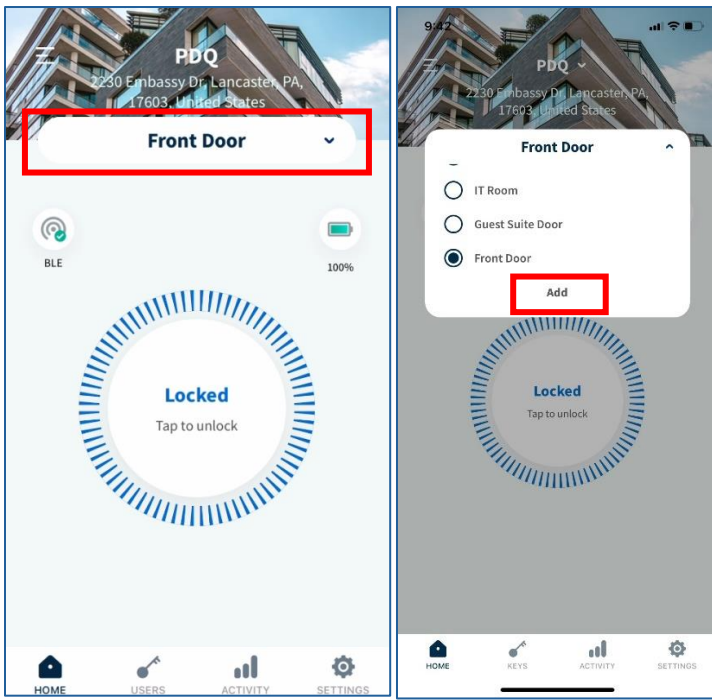


There are many ways to add additional devices.

Hamburger menu – Open the hamburger menu in the top left and select “Doors.”

Then Select “Add.”

- Refer to “[Adding Device](#)” section for more information about adding devices.

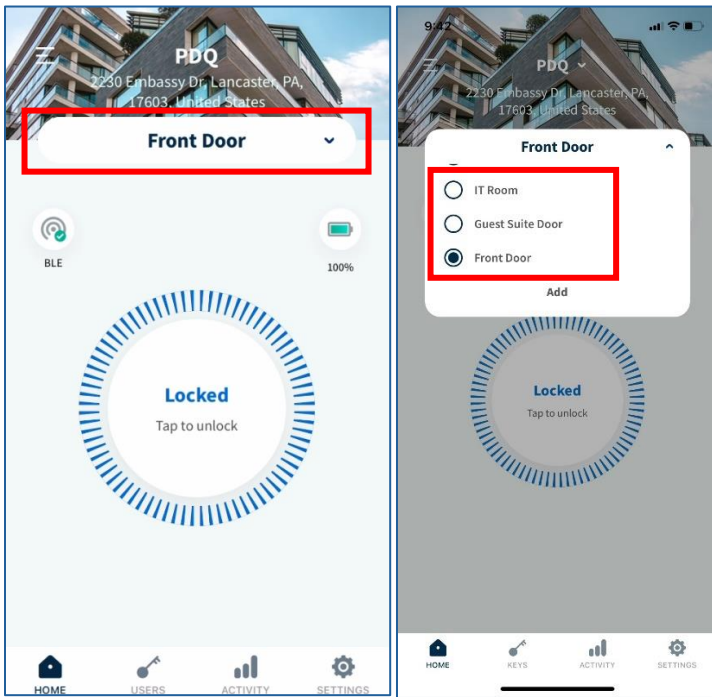


Drop Down Menu – On the home page, select the drop-down menu.

Select “Add.”

- Refer to “[Adding Device](#)” section for more information about adding devices.

Connecting to Specific Locks

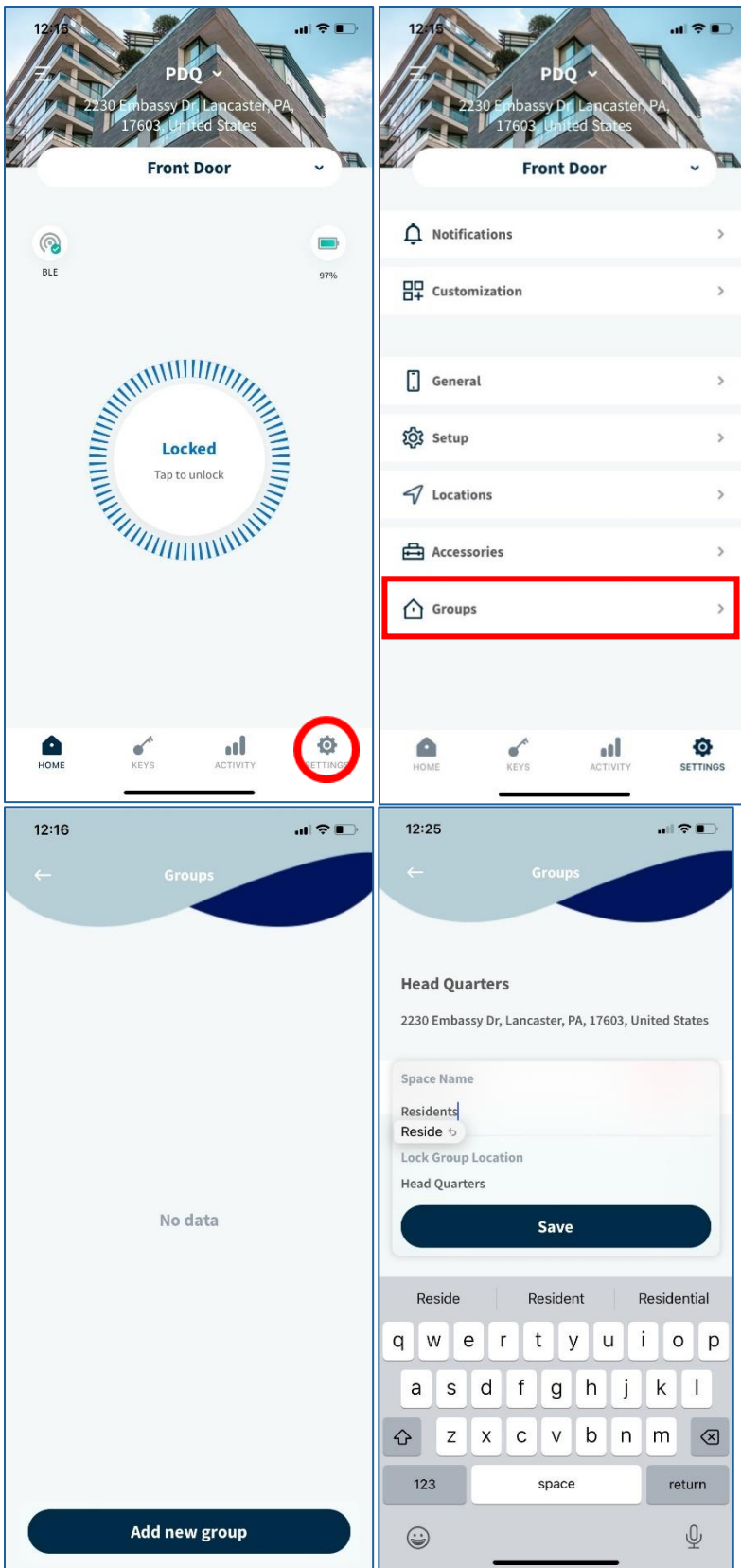


If multiple devices are connected to the PDQ Spirit app, the user can choose which lock to connect to, change settings to, and assign access to.

To change locks, select the drop-down menu at the top of the screen.

Select the desired lock.

Device Groups



Device Groups can be created for ease of use and operability.

At the bottom of the menu select “Settings.”

Then select “Groups.”

Select “Add new group.”

Give the Group a name.

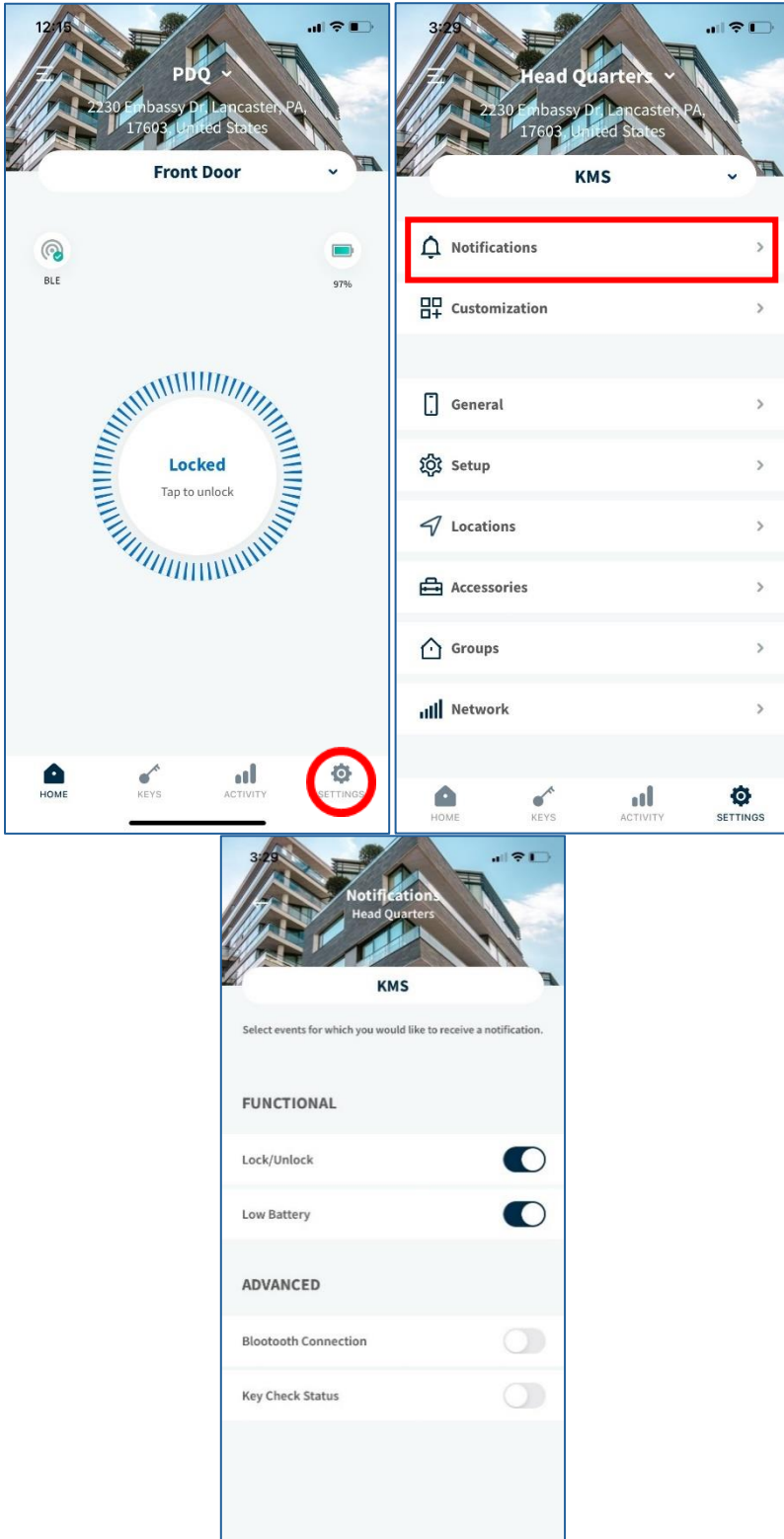
Select “Save.”

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Settings / Configurations

Notifications



Notification settings can be altered in the PDQ Spirit app.

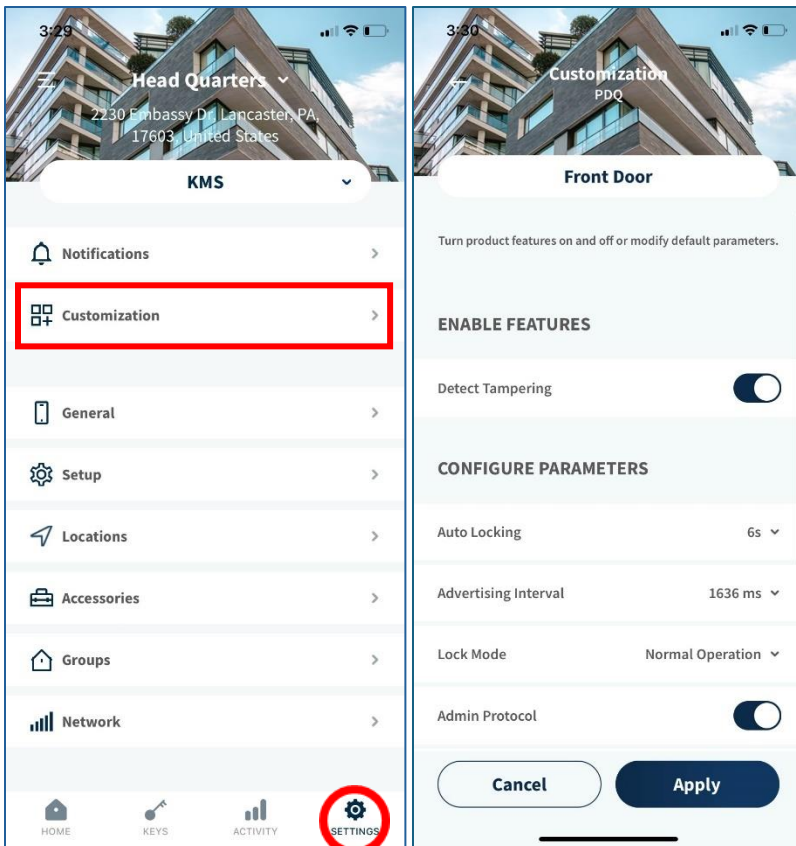
Select "Settings."

Then "Notifications."

Functional and Advanced notifications can be altered in this screen.

- **Lock/Unlock** – Sends a notification when the device has been locked or unlocked.
- **Low Battery** – Sends a notification when the device is low on Battery.
- **Bluetooth Connection** – Sends a notification when the device is connected or disconnected from the lock.

Customization



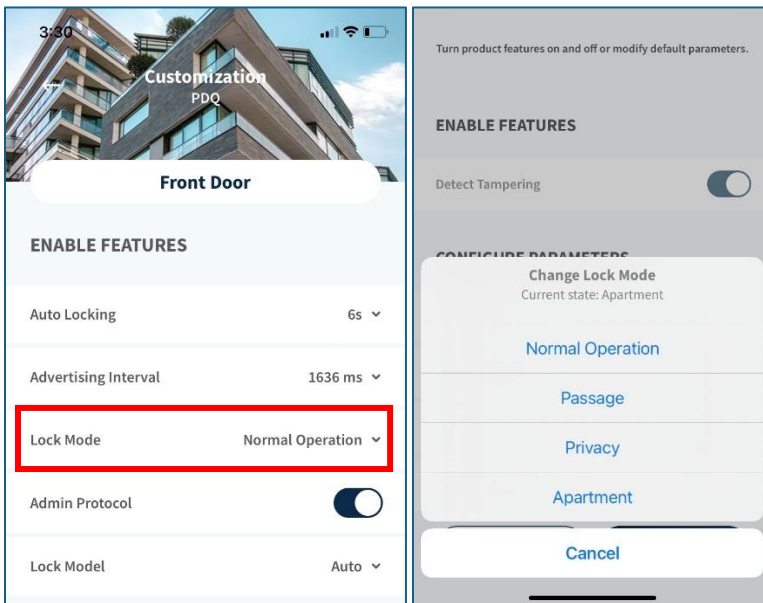
Various settings can be customized in the PDQ Spirit app.

To make changes, select “Settings” then “Customization”.

Changes can be made to:

- Tamper Detection
- Auto Locking
- Advertising Interval
- Lock Mode
- Admin Protocol

Lock Mode



Depending on the type of lock being used, various lock modes can be selected

Normal Operation: Lock will auto lock after a set period of time. Requires app, physical credential or key for entry.

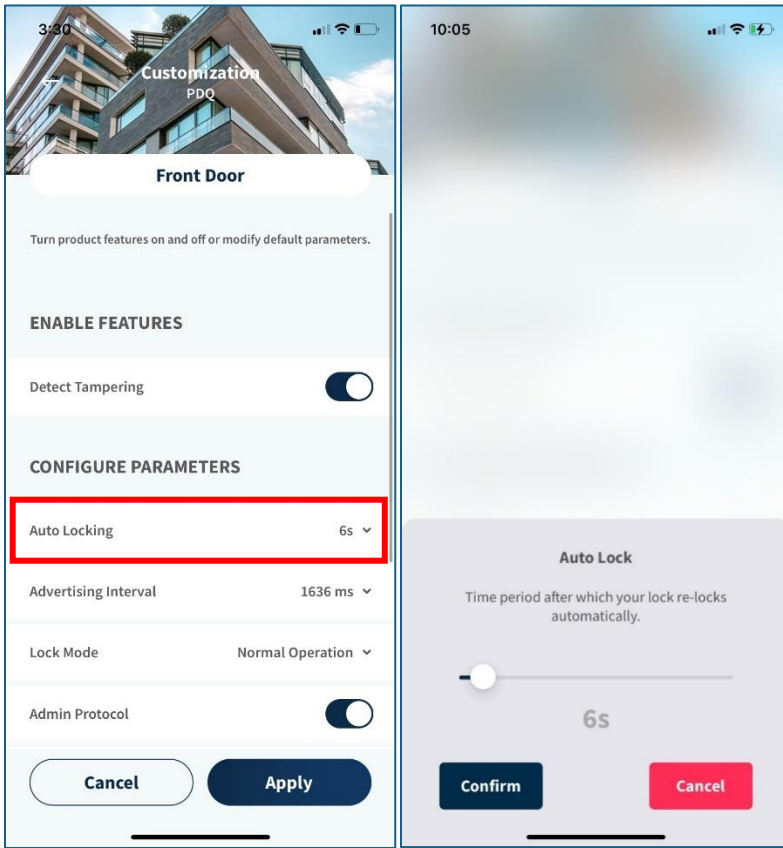
Passage: Passage mode disabled autolocking and unlocks the device for free movement. It's engaged by pressing the button on the GTS or operating the thumb-turn on the MRS. A Green LED will illuminate on the GTS to signal its engaged.

Privacy: Privacy mode disables access to unlock the device for non-owner / admin credentials. It's engaged by pressing the button on the GTS or operating the thumb-turn on the MRS. A red LED ring will illuminate on the GTS to signal it's engaged.

Lockdown: Lockdown is a function of privacy mode which disables access to unlock the device for non-owner/admin credentials. It's engaged by holding down the button on the GTS for three seconds or longer. A flashing LED ring will illuminate on the GTS to signal it's engaged.

Apartment: Apartment mode turns off auto locking in the event the user engages the handles from the inside of the lock activating the request to exit function. A green LED ring will illuminate on the GTS to signal it's engaged.

Auto Locking



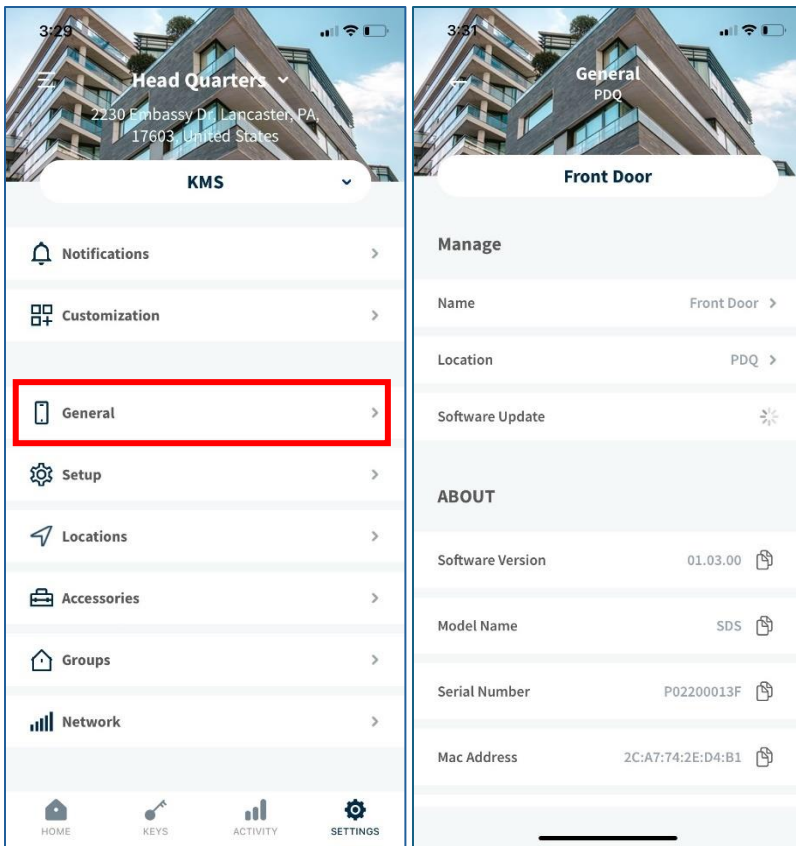
Depending on the device, auto locking will be automatically enabled.

To change the Auto-locking time frame, select “Auto Locking.”

Use the slider to determine the length of time for the lock to re-lock automatically.

Then press “Confirm.”

General Information



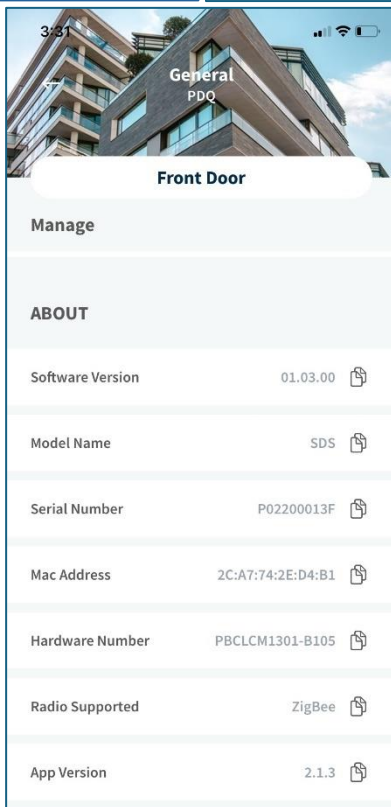
General Information for the device and app can be found in the “General” tab.

Under settings, select “General”

The name of the device and the location can be changed in this tab.

Other information includes:

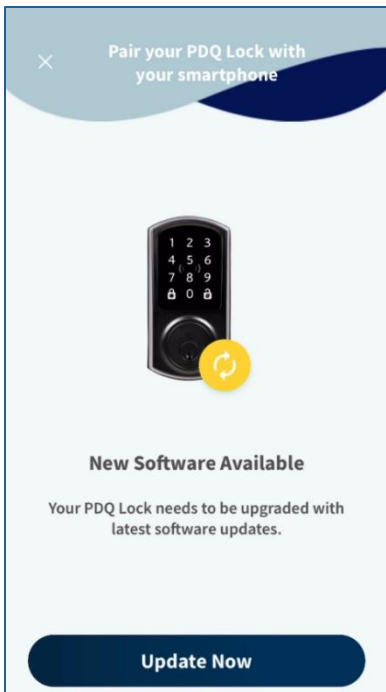
- Firmware Version
- App Version
- Model Name
- Serial Number
- Mac Address
- Hardware number



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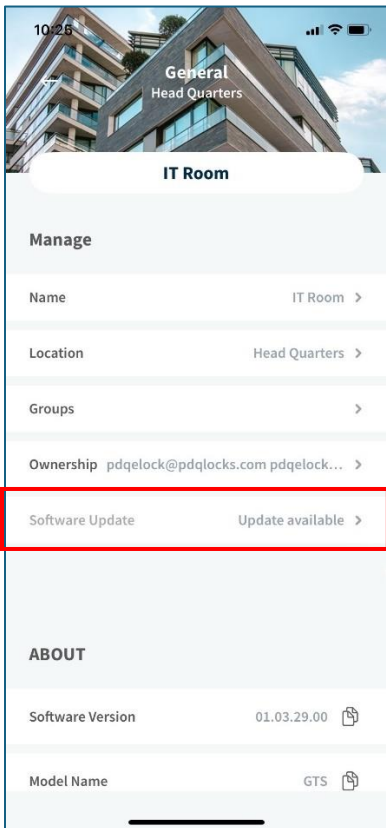
Updates



If an update is needed, the PDQ Spirit app will prompt you when you connect to the lock.

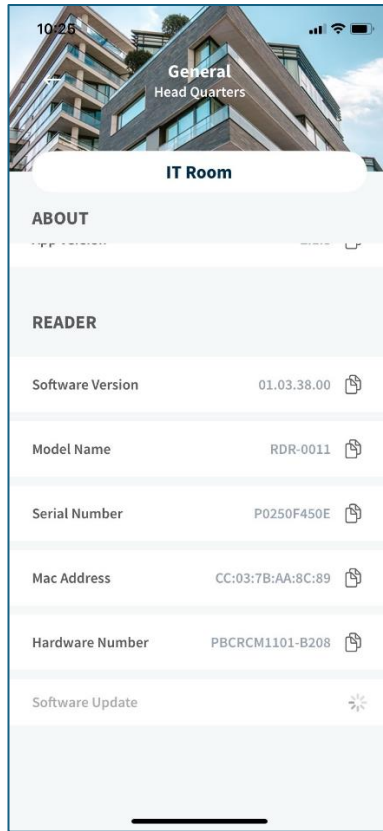
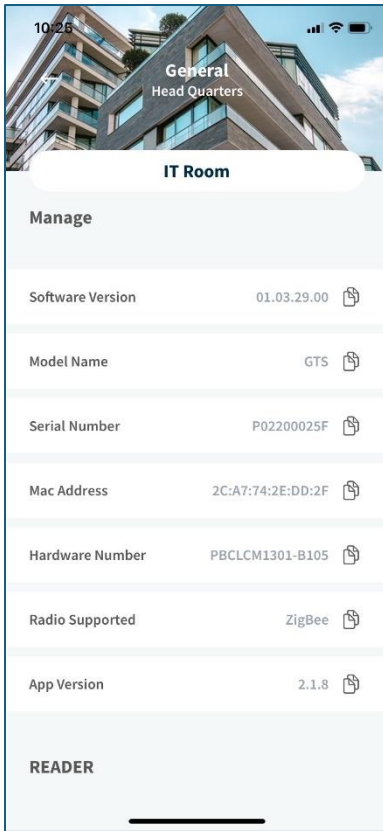
To proceed with the update, select "Update Now."

You can close out of the update prompt by selecting the "X" in the top left corner of the screen.



If the user wants to confirm the lock is updated or an update is needed, this information can be found under Settings → General

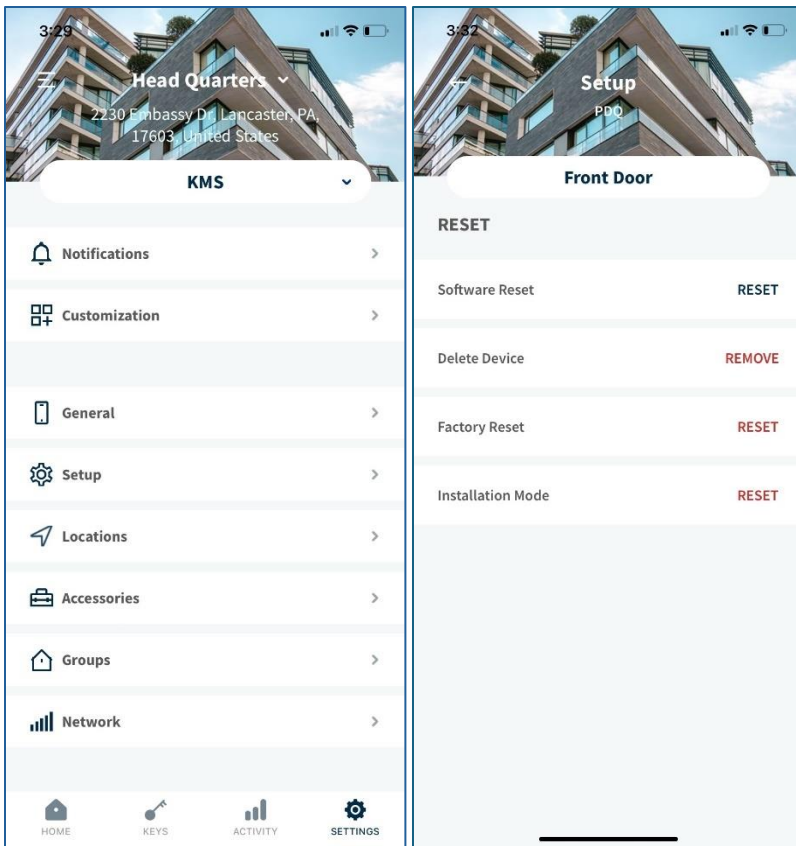
A prompt will appear next to "Software Update" stating if an update is available or if the lock is up to date.



Update information can be found for the lock and the reader by scrolling down when in the General section.

If an update is required for the Reader, the same prompt will appear as described above.

Setup



There are options to remove or reset the device which are found under “Setup.”

Under settings, select the option “Setup.”

Software Reset: Software reset should be used if the device is stuck or behaving in a non-typical manner, but the user doesn’t want to lose ownership of the device or device data.

Factory Reset: Should be used when the commissioned lock should be transferred to another owner or sent back to the manufacturer. This will clear all device data.

Delete Device: Deleting the device should be done if there is no response or connection can be made to the lock, and it needs to be removed from the application.

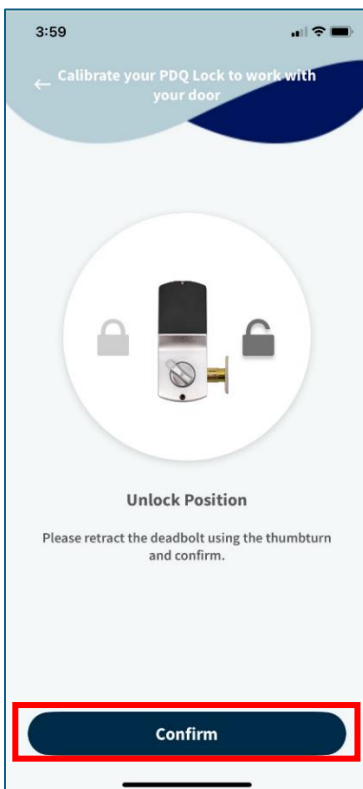
Installation Mode: This will reset the reader module of the device.

Calibration

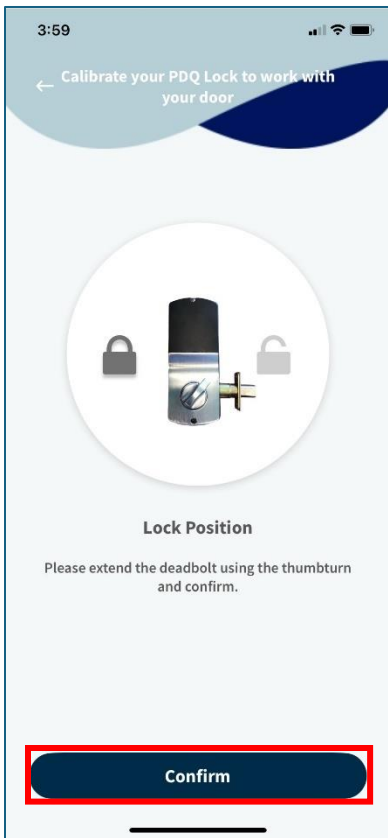


Some devices may require a calibration to determine the locked and unlocked position.

To start select "Continue" and follow along with the prompts.

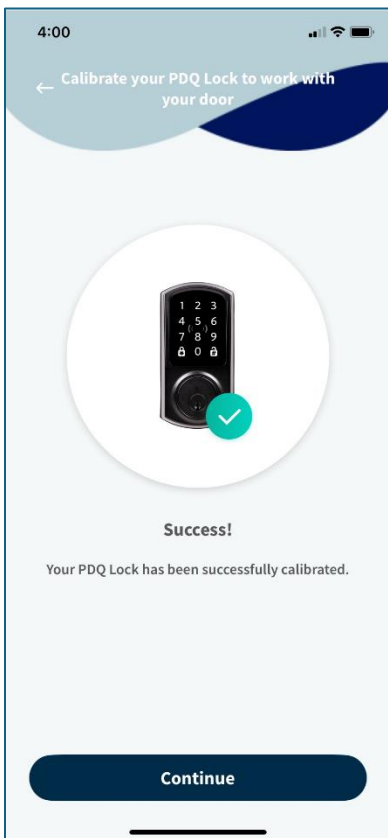


Start by setting the lock in the unlocked position. Then select "Confirm."



Next, set the device to the locked position.

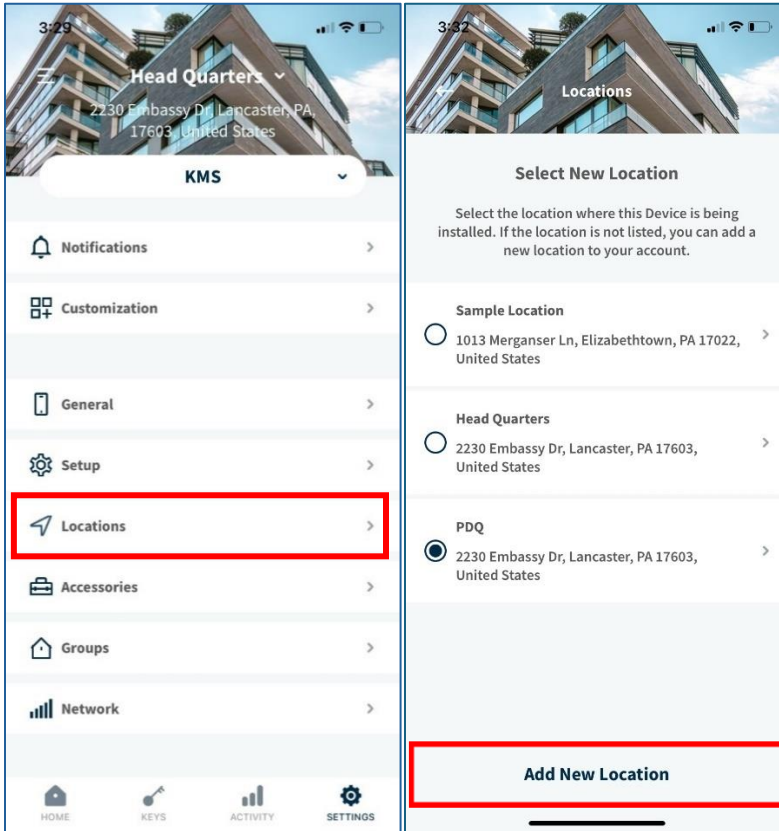
Select "Confirm" to continue.



The process is complete, and the lock has been configured correctly.

Locations

Locations



Additional locations can be added in the Spirit App.

Under settings, select “Locations.”

A list of current locations will populate.

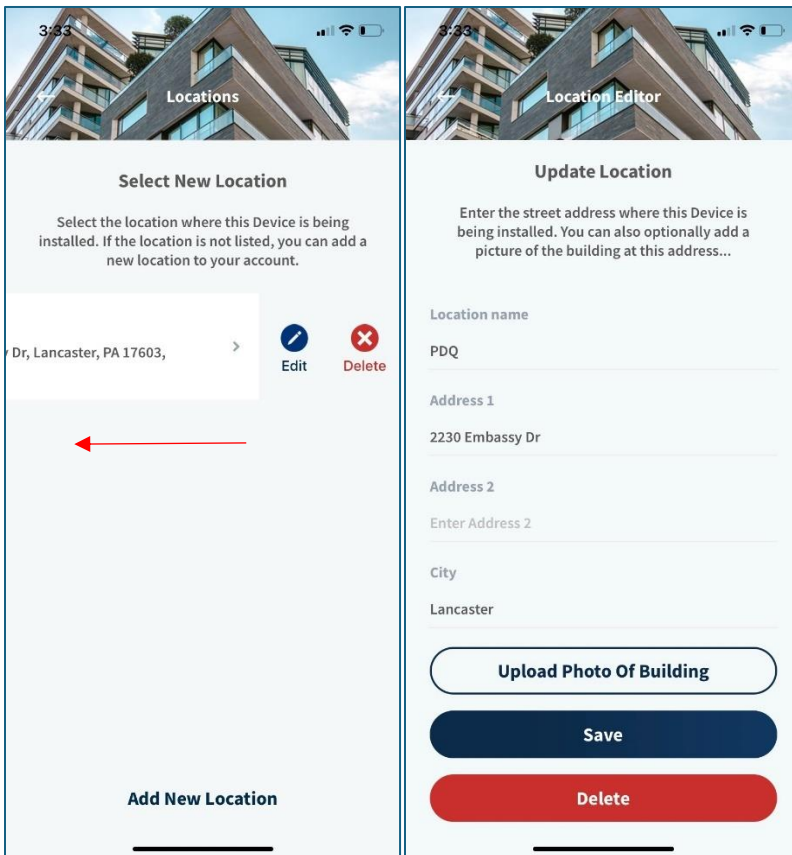
To add a new location, select “Add New Location.”

Then enter in the location details manually or allow location services to fill in this information automatically.

Upload a photo of the building if desired.

Select “Save” when all information has been entered.

Editing and Deleting Locations



Created locations can be edited or deleted.

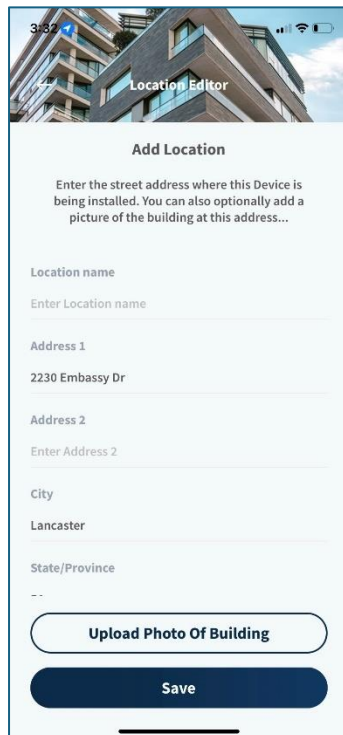
To edit or delete a location, select “Locations” under settings.

Swipe left on the location that requires editing.

Select “Edit”

Make any necessary changes to the location then press “Save”

Locations can be deleted by selecting the “Delete” option on either screen.

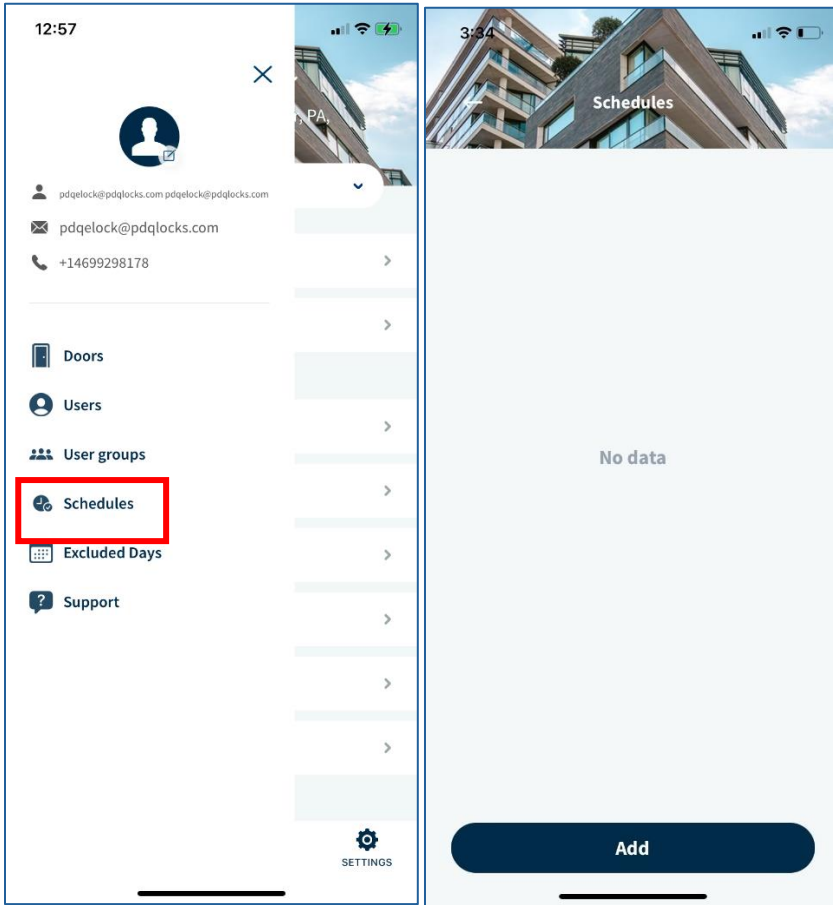


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Schedules and Excluded Days

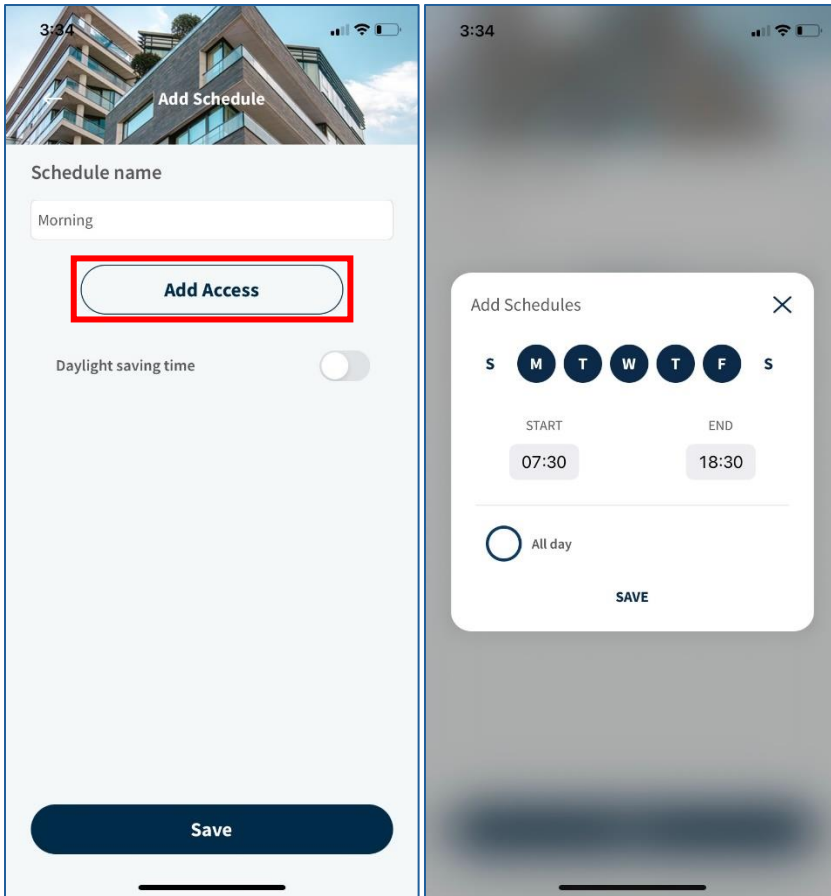
Schedules



Schedules can be created for ease of use.

To create a schedule, open the hamburger menu in the top left, then select “Schedules.”

Then select “Add.”



Give the new schedule a name.

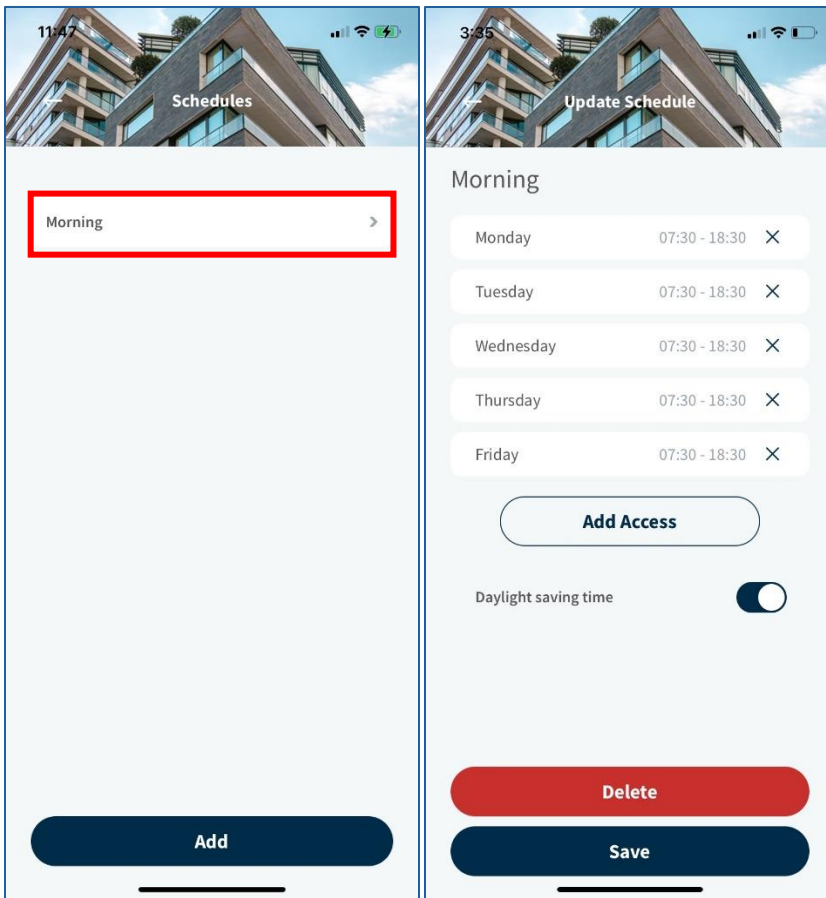
Select “Add Access” to determine days of operation, start time and end time.

- Keep in mind that this uses a 24-hour clock.
- There is an option for “All day” this will allow the user to gain access for a full 24-hour period on selected day(s).
- By default, the locks operate on a 24/7 schedule.

Once the necessary information has been entered, select “Save.”

Then select “Save” again.

Updating or Deleting Schedules



To update a schedule, navigate to Schedules in the hamburger menu.

Select the schedule that needs to be updated.

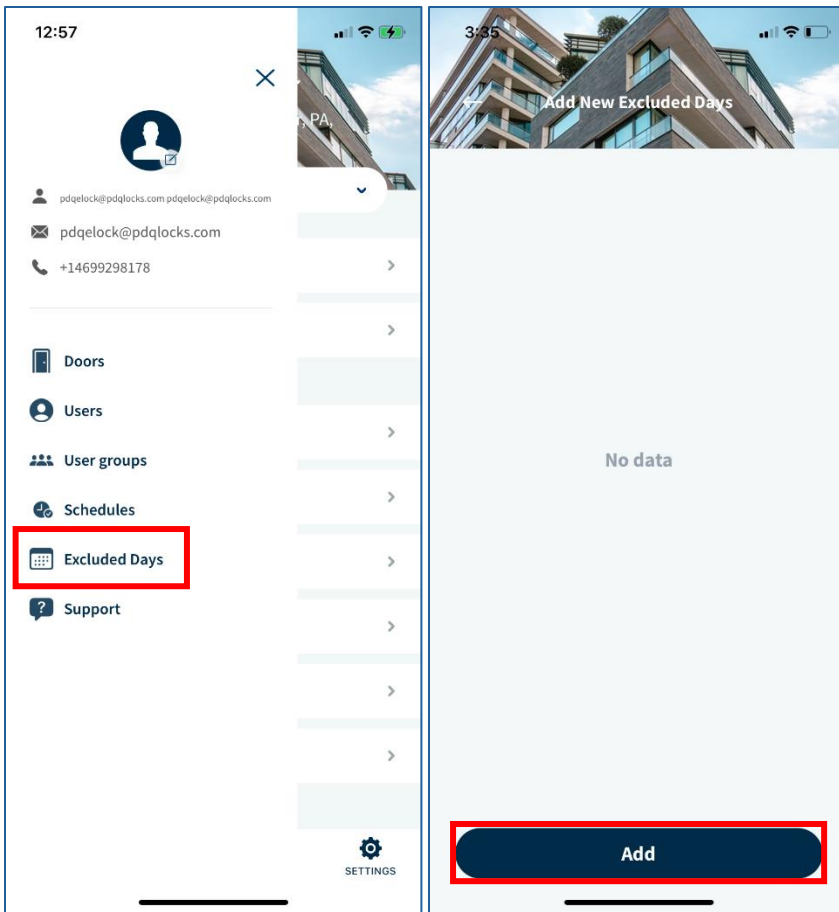
To remove days, select the "X" next to the day and time.

To change or add access select "Add Access."

When changes are made, select "Save."

To delete the schedule, select "Delete"

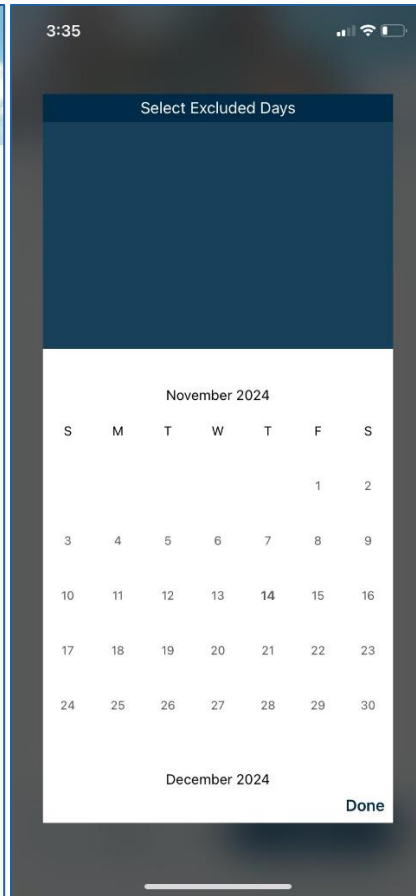
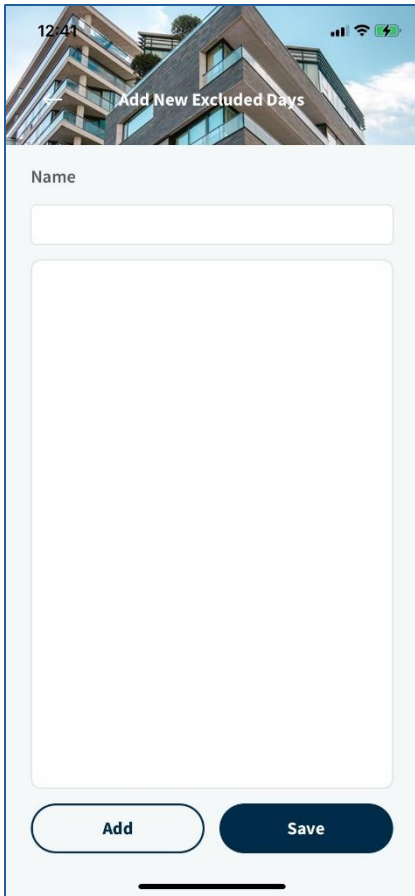
Excluded Days



Excluded days are used to schedule or plan for days that individuals either should or should not have access.

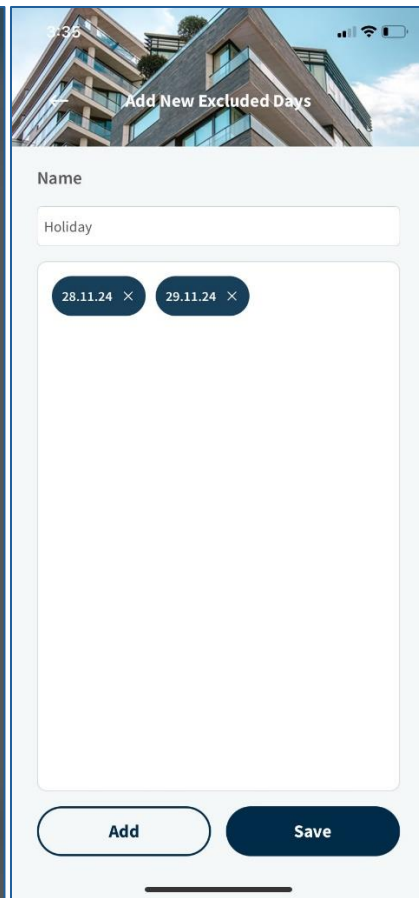
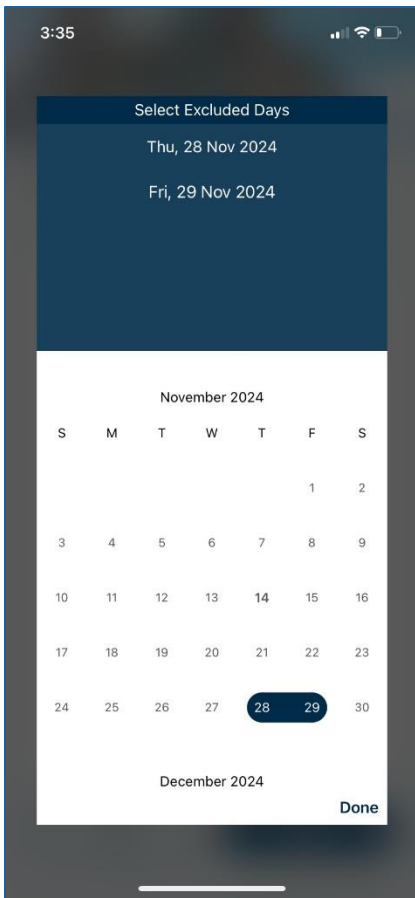
To create Excluded Days, open the hamburger menu and select “Excluded Days”

Select “Add.”



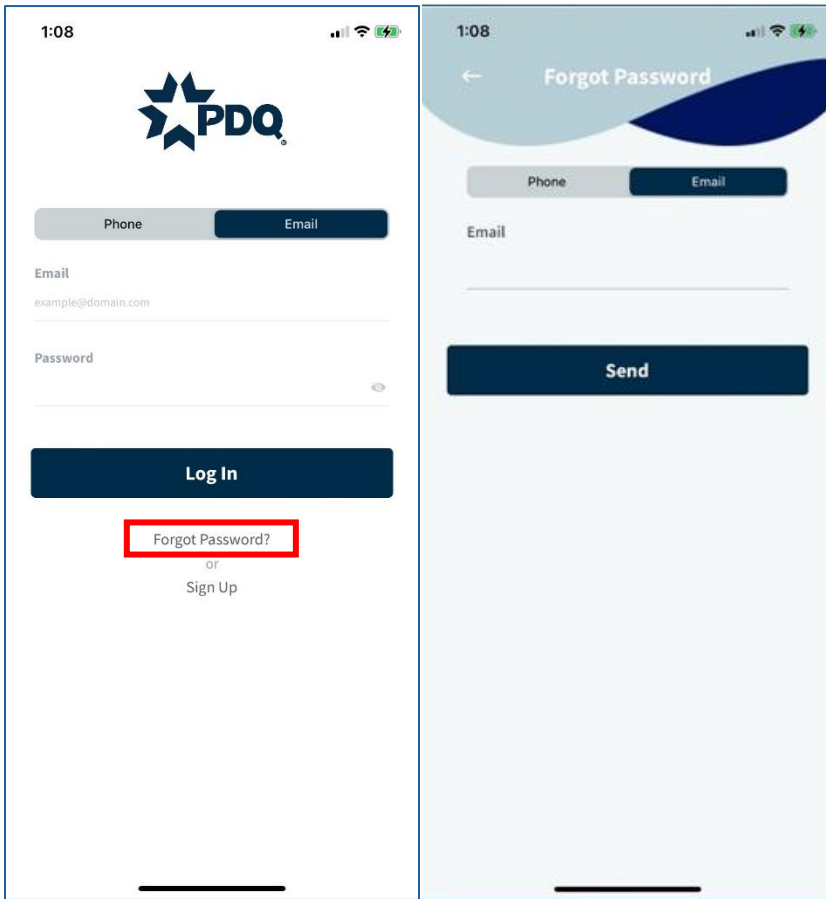
Name the excluded day(s).

Select "Add" to assign specific days from the calendar.



When finished Select "Save."

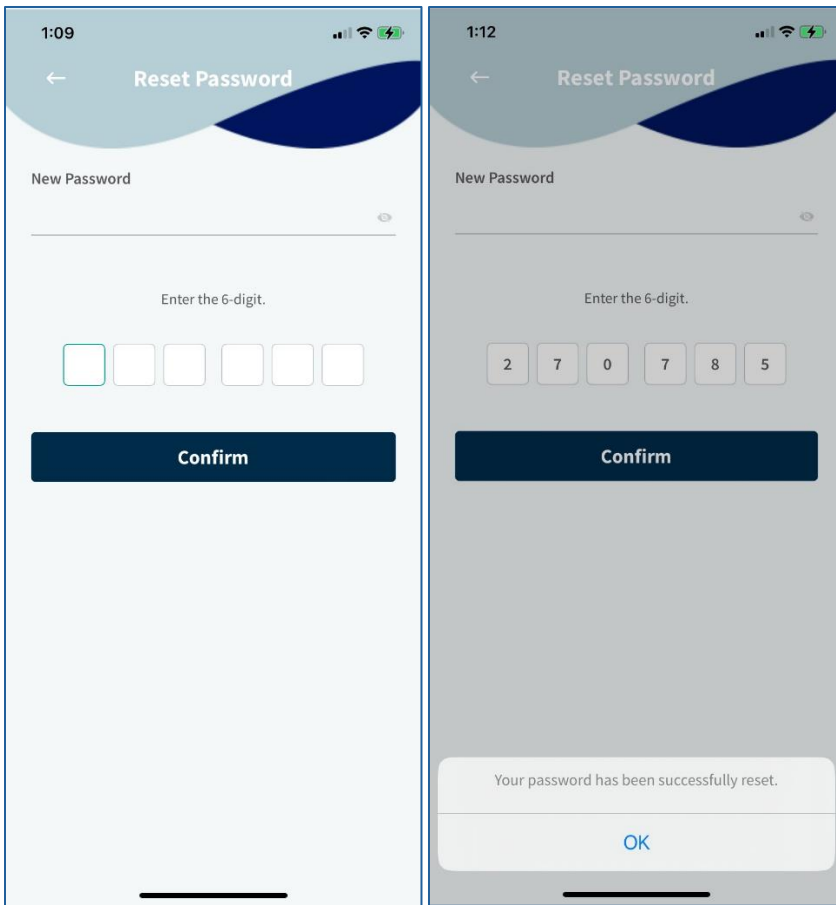
Forgot Password



If the user is having trouble signing into the account, or has forgotten the password for the account, select “Forgot Password?” to start the password reset process.

Enter the email address for the account.

Then select “Send.”



An email with a six-digit code will be sent to the provided email address.

Enter a new password, making sure to follow the password guidelines:

- Minimum of eight characters
- 1 lower case letter [a-z]
- 1 upper case letter [A-Z]
- One numeric character [0-9]
- 1 special character [#?!@%&<>*~:-]

With the new password entered and the code entered press "Confirm."

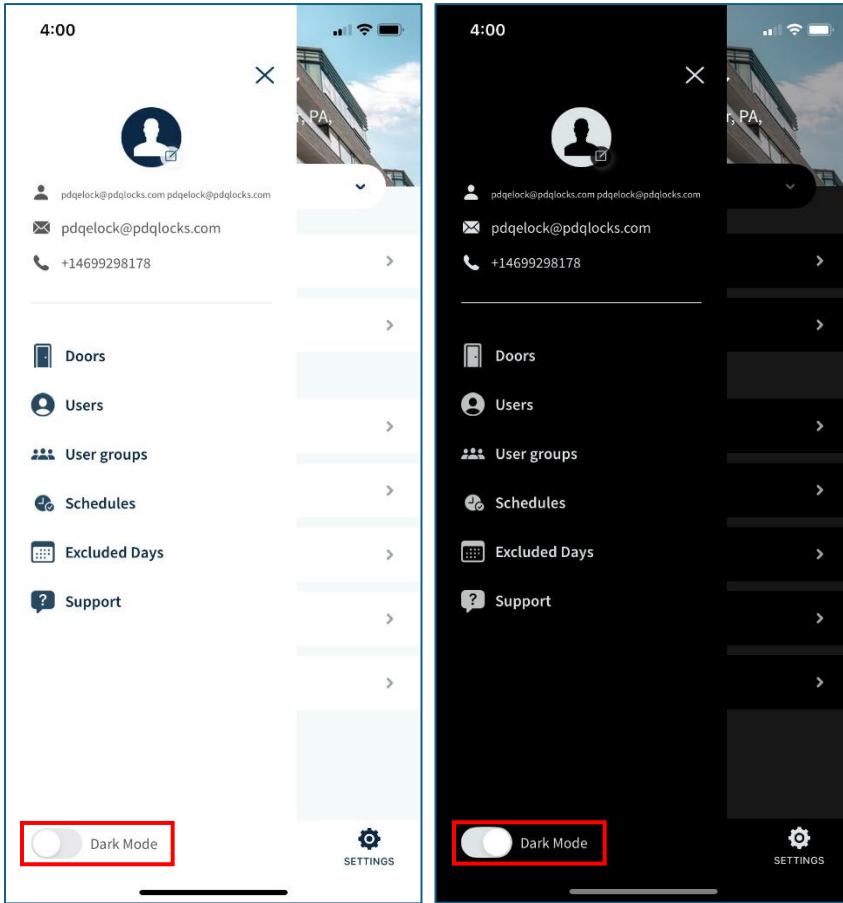
A message will pop up saying that the password has successfully been reset. Select "OK."

LED Color Code

Red LED	Unauthorized Credential
Green LED	Authorized Credential
Cyan LED	OSDP Connection Successful
Flashing Yellow LED	Firmware update in progress
Blue LED	Reader is not booting correctly – Contact Customer Support.
Orange LED	Batteries are critically low, replacements needed.



Dark Mode



The PDQ Spirit app can be set to Dark Mode.

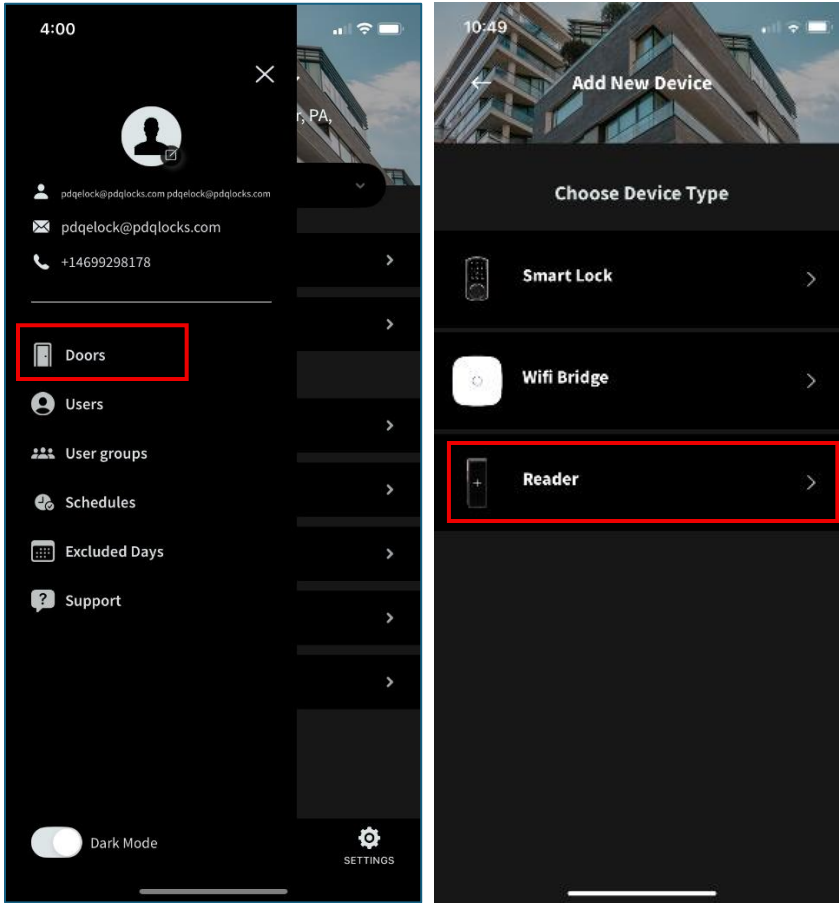
To do so, open the hamburger menu in the top left corner.

At the bottom of the menu there is a slider option for Dark Mode.

Select this to turn Dark Mode on or off.

Adding Accessories

Reader



To add a reader to the app, select the “Tap to add new device” button

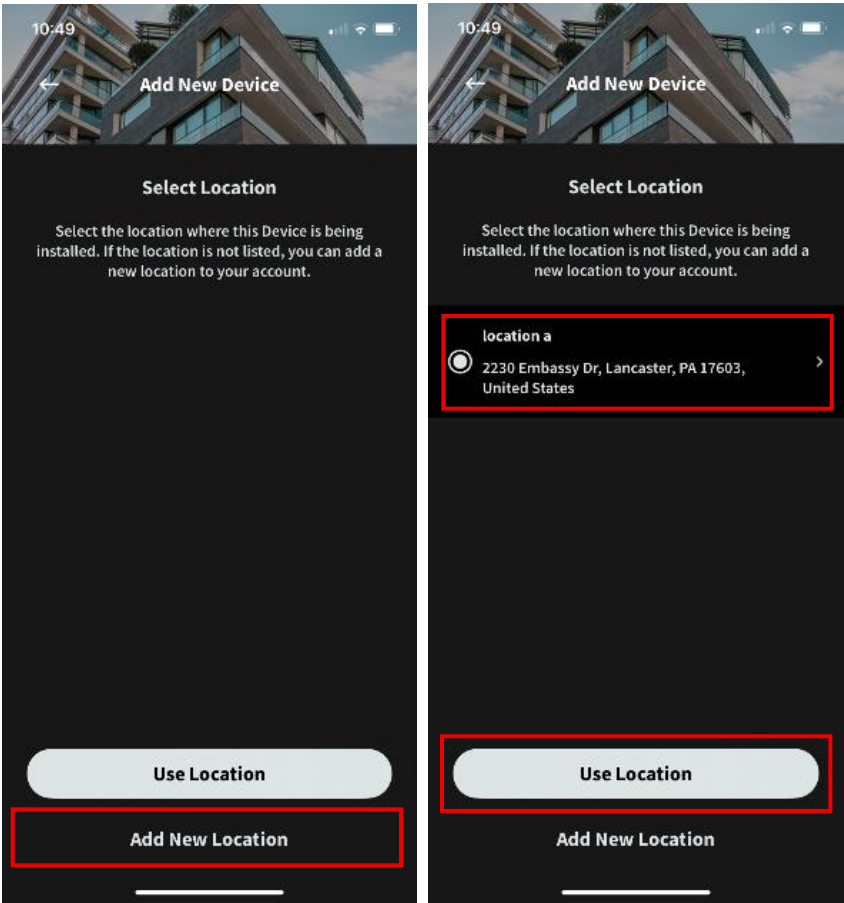
Select “Add”

Alternatively, select the hamburger menu and select “Doors”

Select “Add”

Select “Reader”

****NOTE: The app in the pictures is set to Dark Mode. Your app may look different.**



A location will need to be created before adding a reader to the app

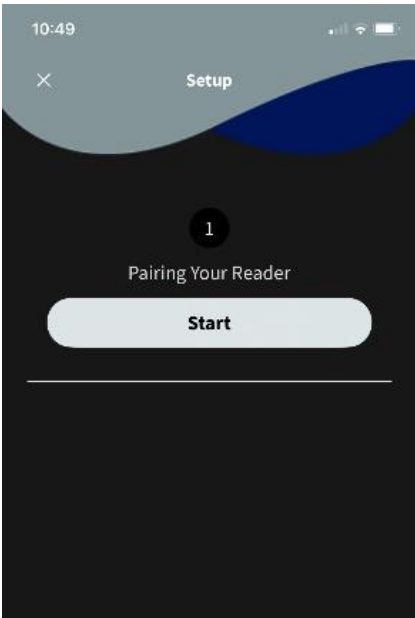
Select “Add New Location”

Location Services will pull the necessary information; this can be changed manually if required

There is an option to upload a picture of the location

Once the information has been entered and named, select “Save”

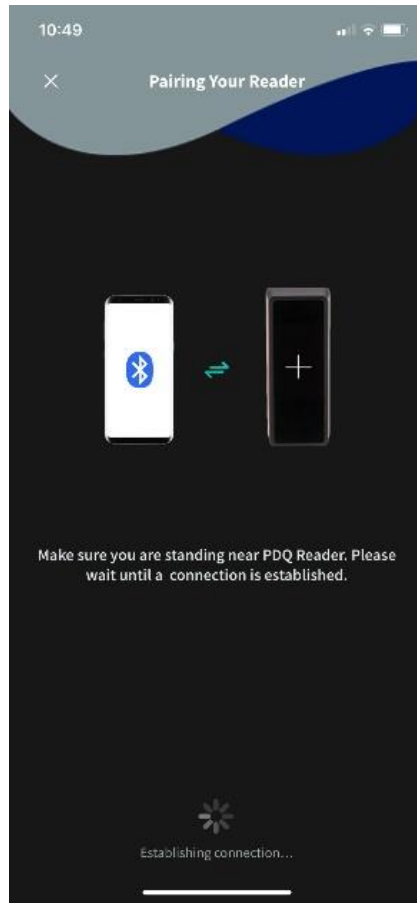
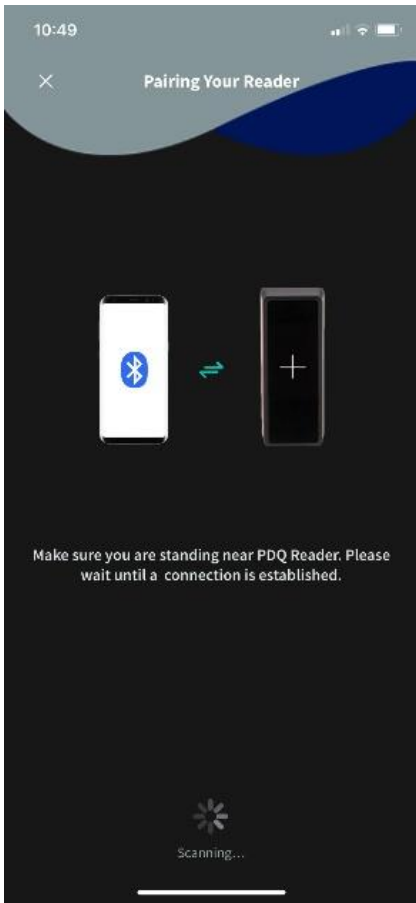
Choose the newly created location, then select “Use Location”



Select “Start”

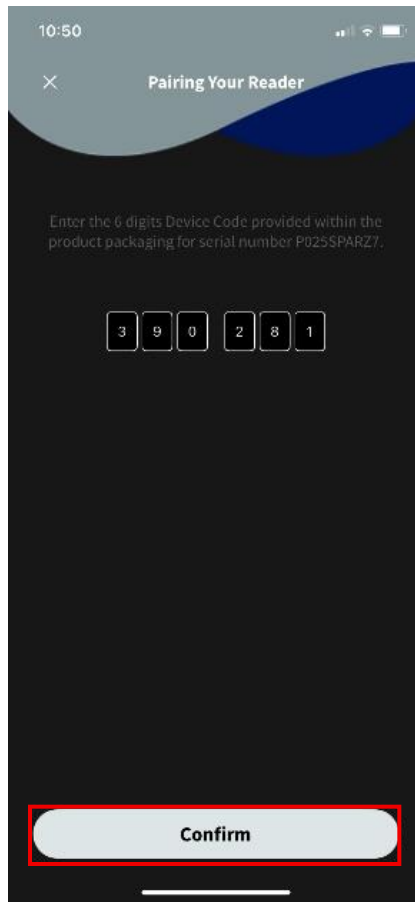
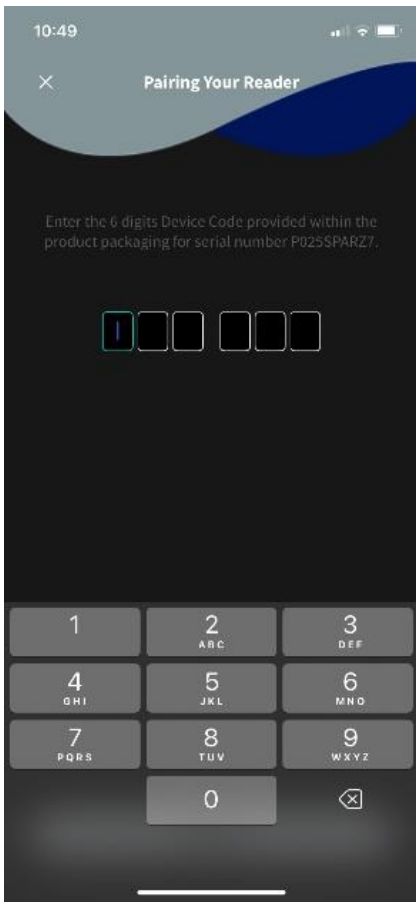
The reader will only connect during its first 30-60 seconds after powering on.

Restarting the lock may be required to connect to reader.



Allow the app to search for the reader

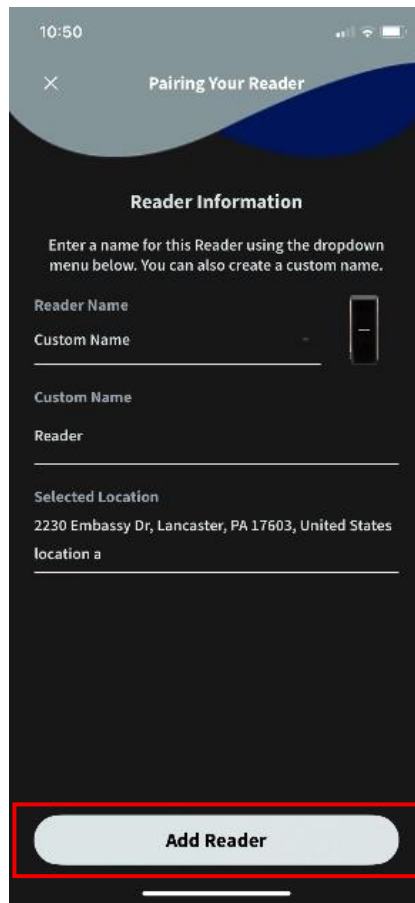
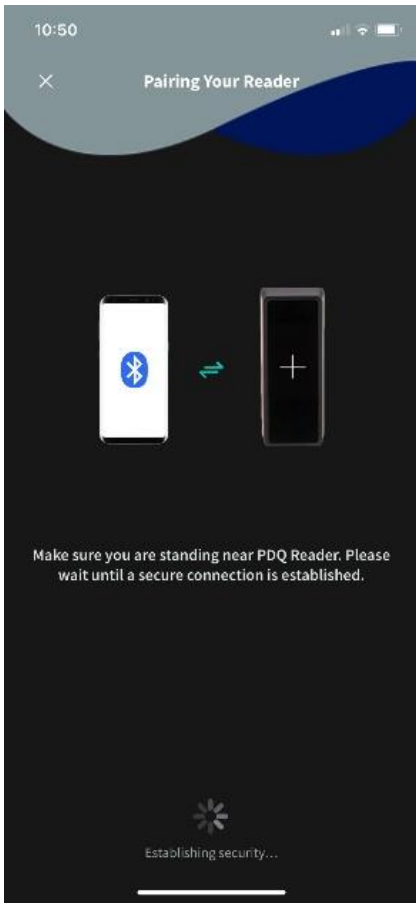
When found the app will attempt to establish a connection with the reader



When a secure connection is established, the app will require the 6-digit device code to be entered

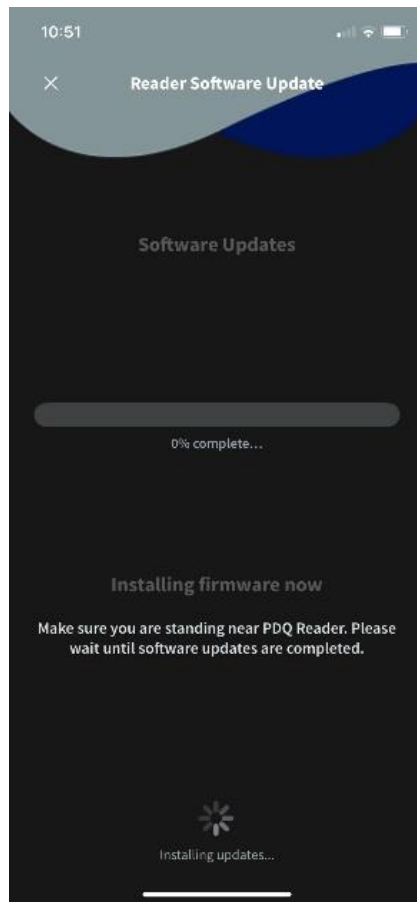
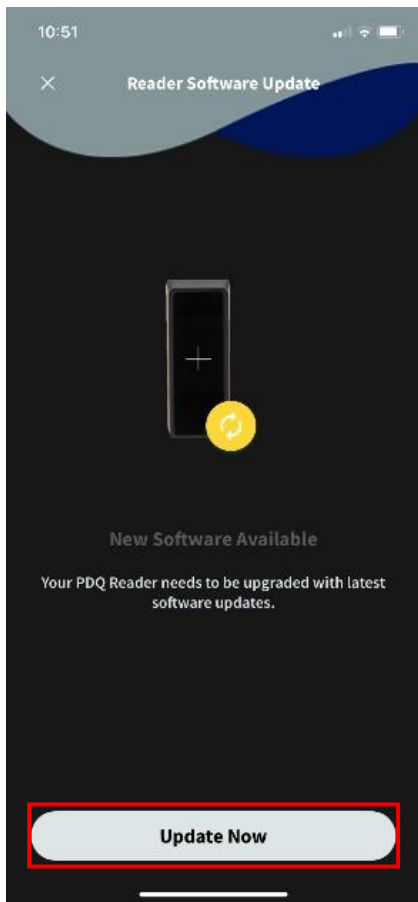
This can be found on the inside of the battery cover, on the back of the lock, or in the packaging of the lock

Default Code is 495812 if no sticker is included.



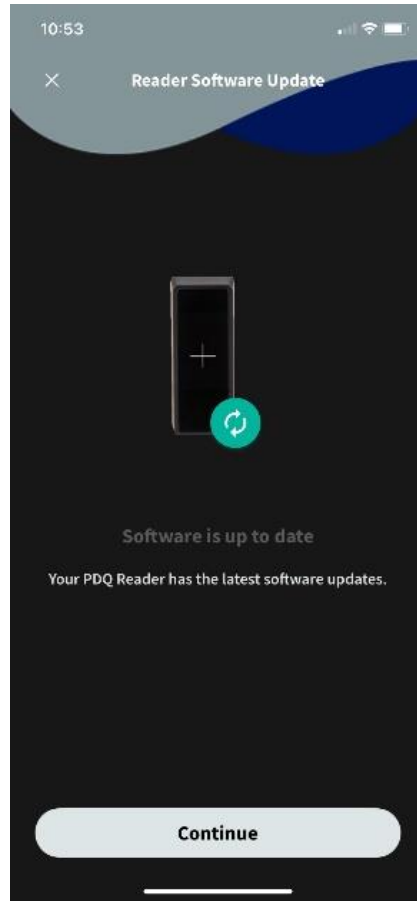
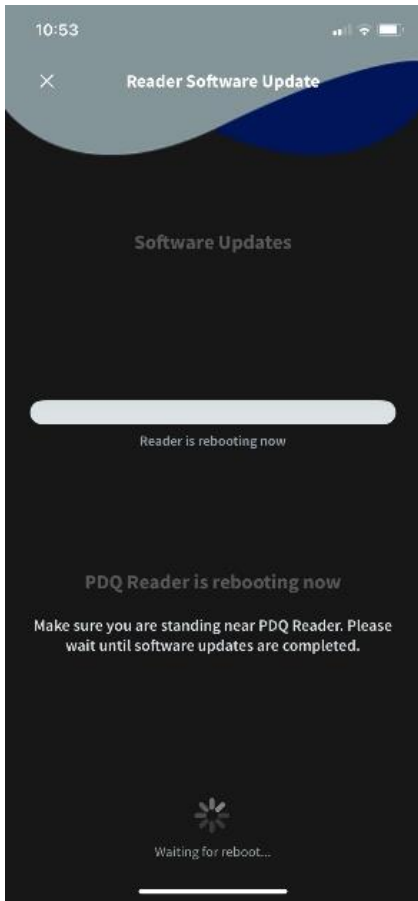
When the code is entered, the reader can be assigned a name

Once the necessary information has been entered, select “Add Reader”



The app will search for a FW update

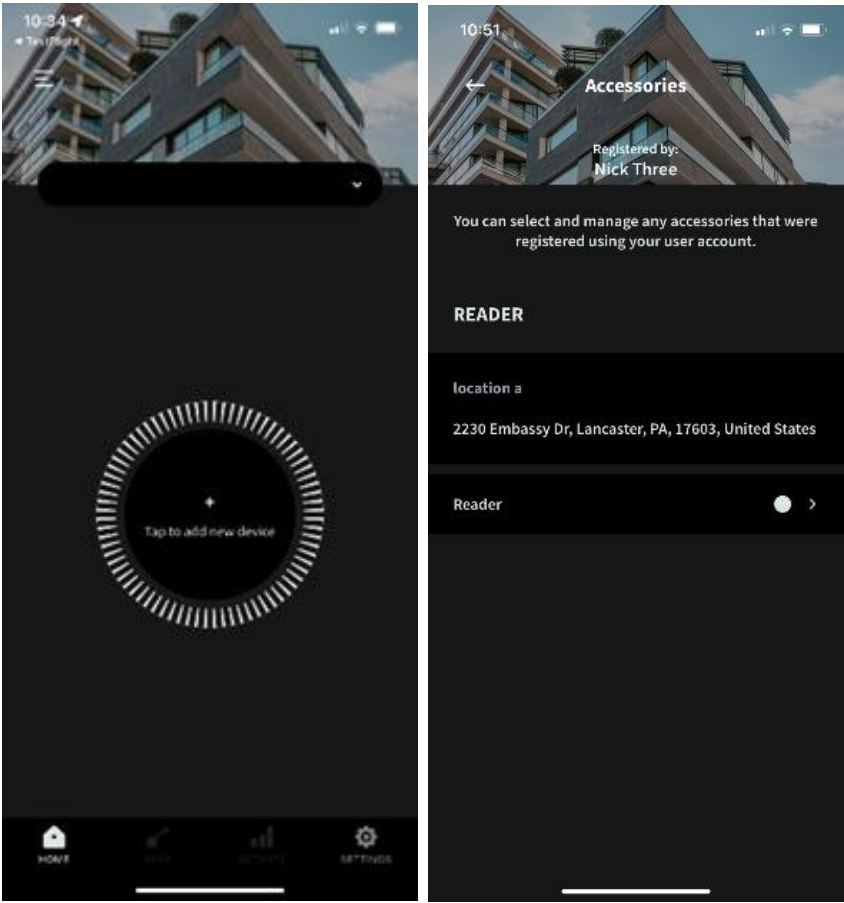
If an update is available allow the app to push the firmware update



Allow the update to commence, do not turn off the phone, close the app or power down the lock during this time

Once complete select “Continue”

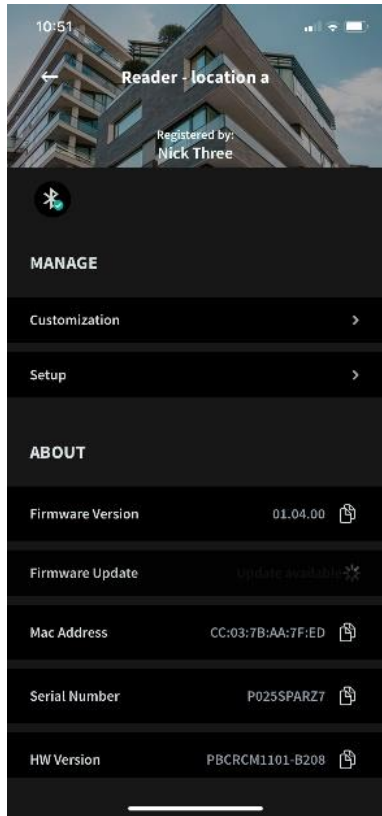
The firmware update is complete.



To confirm firmware update, go to “Settings”

Select “Accessories”

Then select the newly added reader.



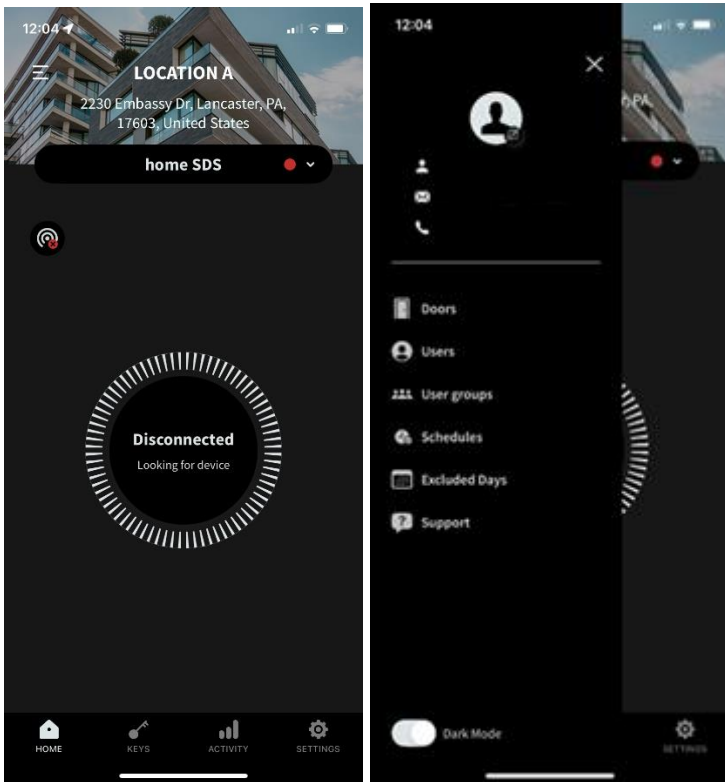
Under General, the firmware version should be shown.

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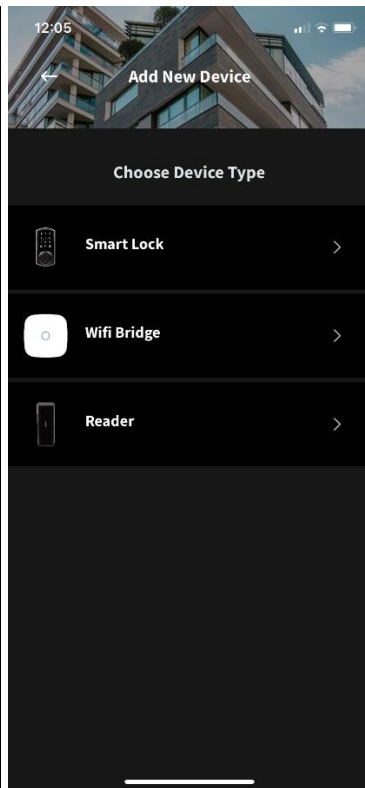
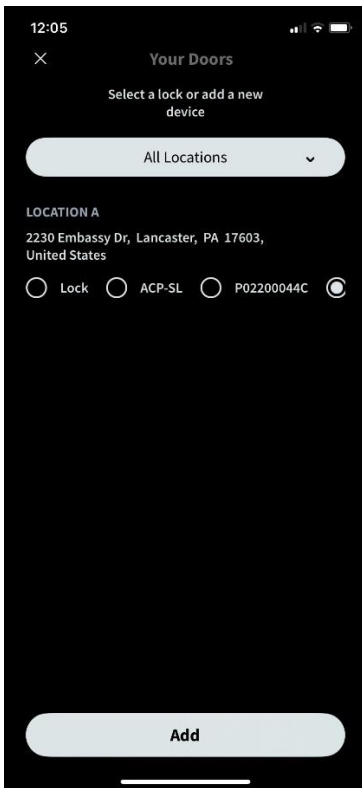
PDQ Wireless HUBs

Adding a PDQ Hub



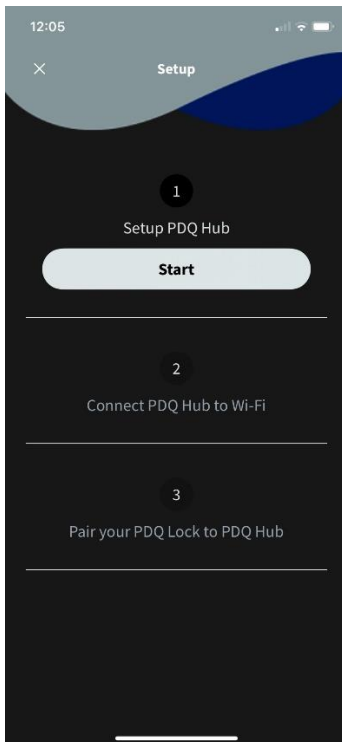
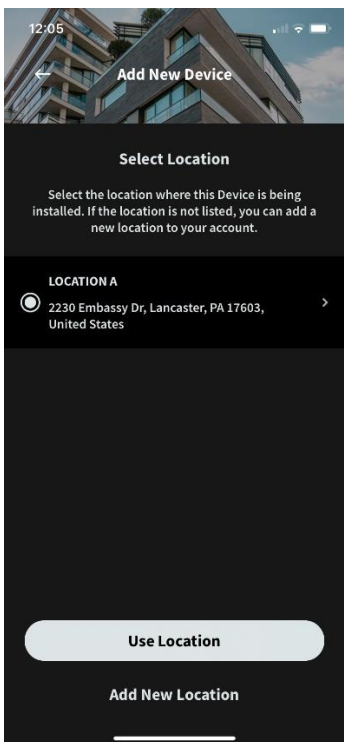
To start, open the PDQ Spirit Dev App and select the hamburger menu in the top left corner

Once in the menu, select “Doors”



Select "Add"

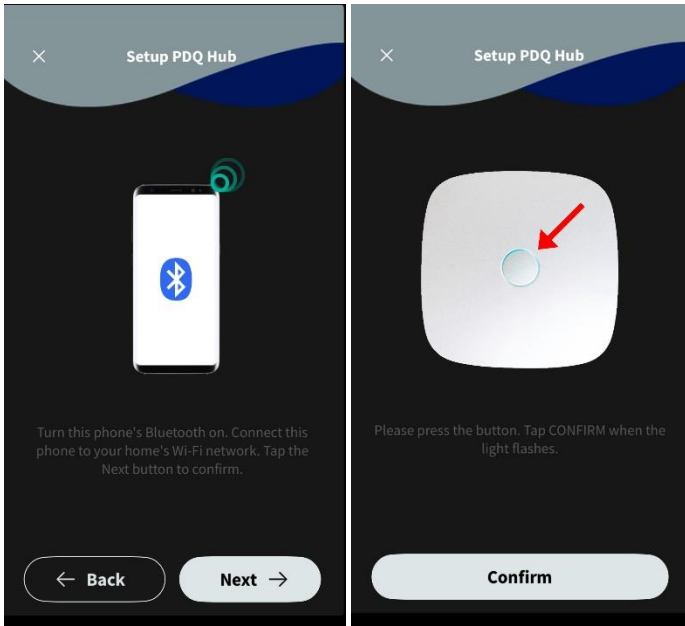
Then select "Wifi Bridge"



Choose a location, and select "Use Location"

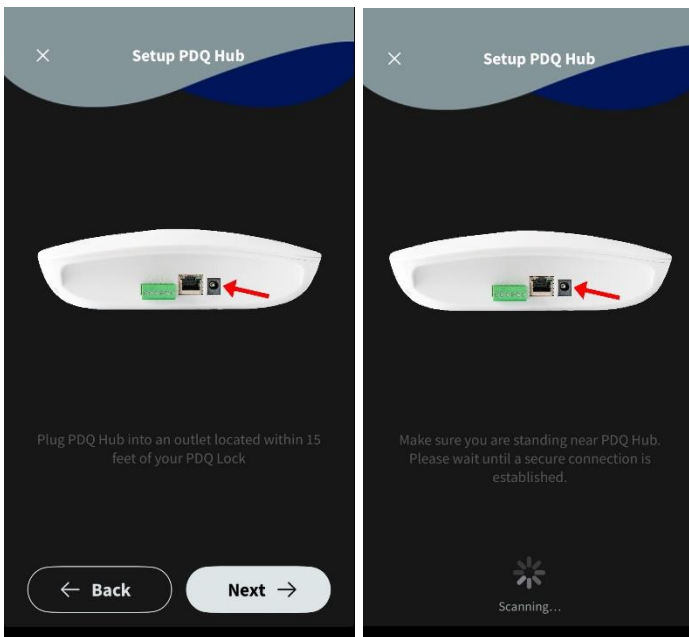
If you do not have a location created already, select "Add New Location" and create a new location for the app

To start scanning for the hub, select "Start"



Ensure that Bluetooth is enabled on your device, then select “Next”

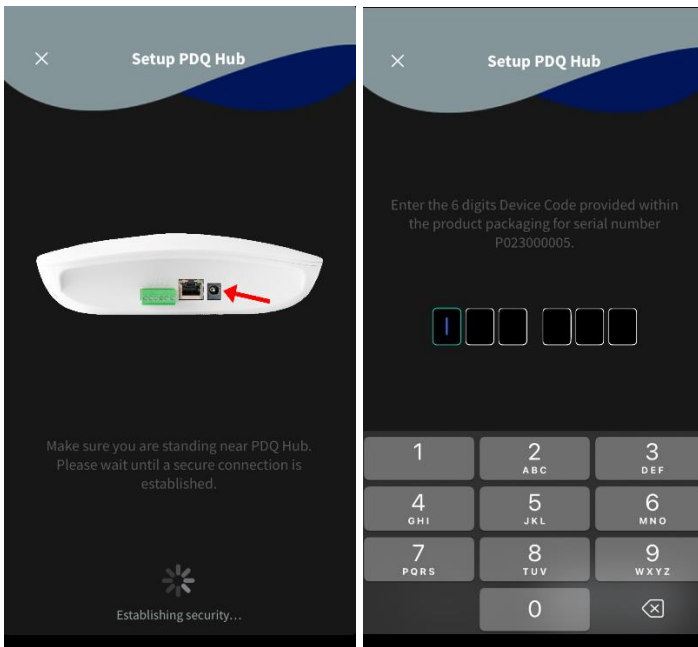
Press the button on the top of the Hub to enter broadcasting mode. The LEDs on the top will flash Cyan



Ensure that there is a 12v-24v power supply plugged into the power port of the hub

Select “Next”

The app will start searching for the hub



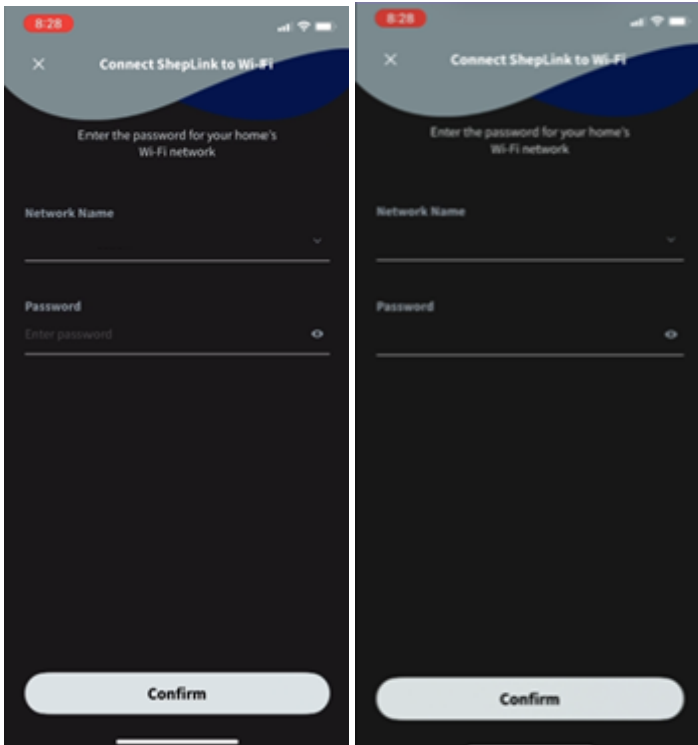
When a connection has been established, the app will ask for the 6-digit device code to be entered

*Default Device Code is 495812

Select "Continue"

Once connected, the LED will flash yellow indicating it has connected to the app

Network Configuration



After adding the hub, there will be an option to configure the Wi-Fi network.

Select the drop-down arrow from the field under Connection Name and select the preferred Wi-Fi network to put the hub on.

Enter the password for the Wi-Fi network and allow the device to connect and select “Confirm”



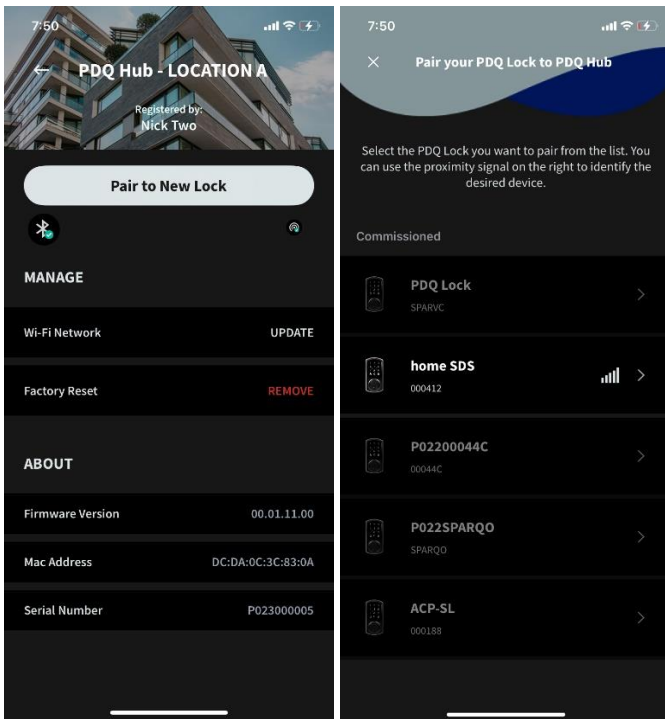
Allow the Hub to connect to the network

Once the device has connected, select “Continue”

The Hub should now be added to the network

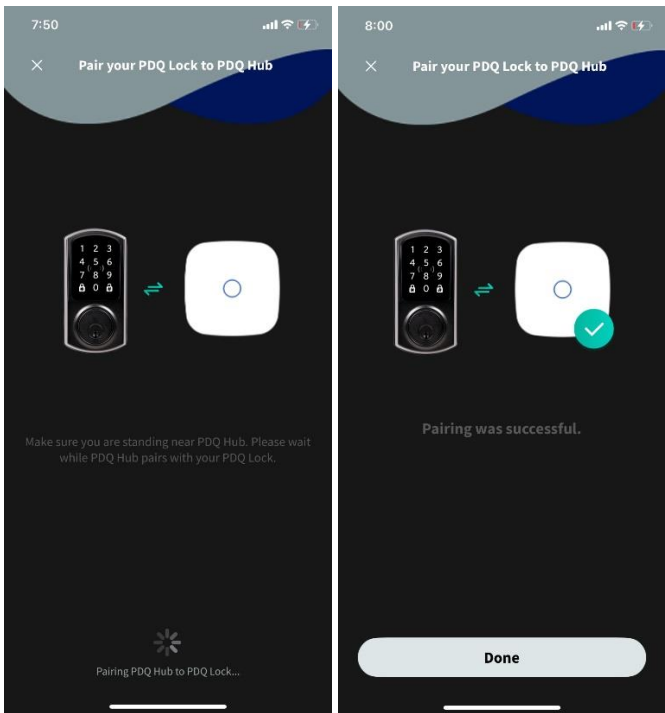
The LED will flash purple, indicating it has connected to the WLAN

Pairing Locks



To pair a lock to the hub, select “Pair to New Lock”

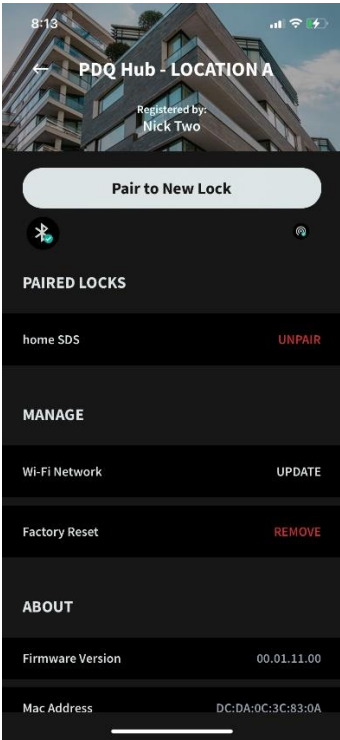
Select a lock



Allow the hub and lock to synchronize

Once complete select “Done”

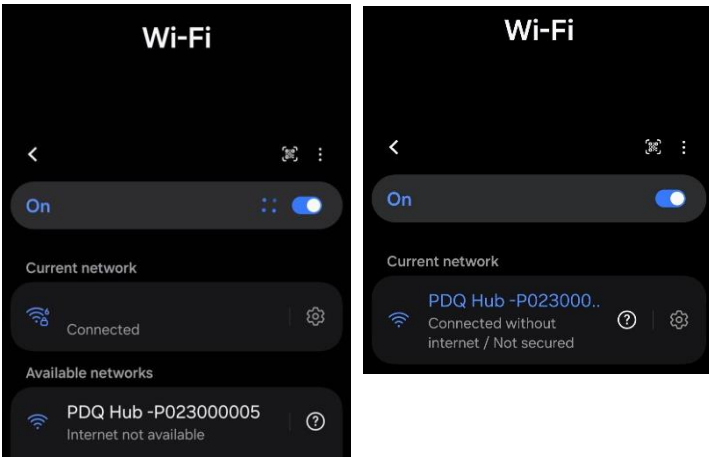
LEDs will flash blue, indicating it has paired with a lock



The lock will also appear in the list of paired locks

*To get to this screen, select Settings
 → Accessories → PDQ Hub

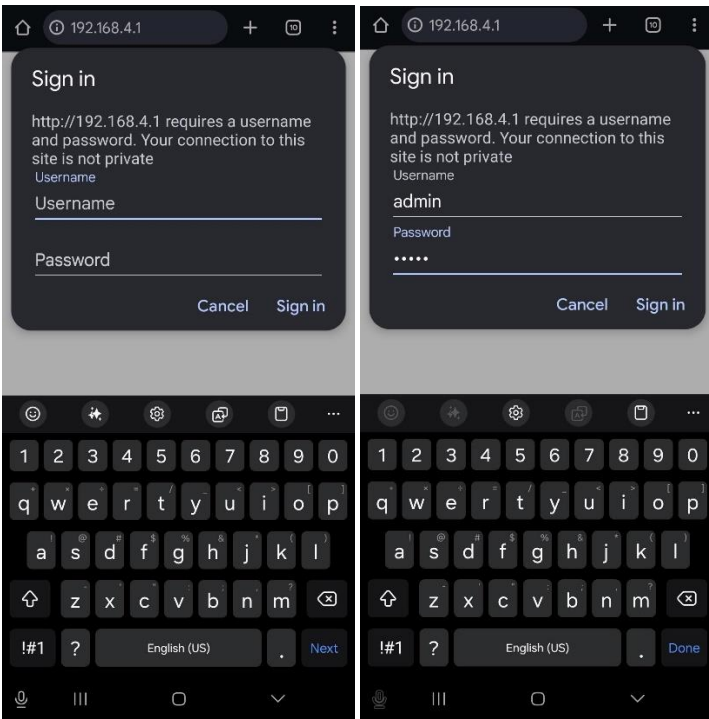
Web Interface Configuration



It is possible to configure the PDQ Hub through the web interface.

To start, connect to the PDQ Hub on a cell phone or PC

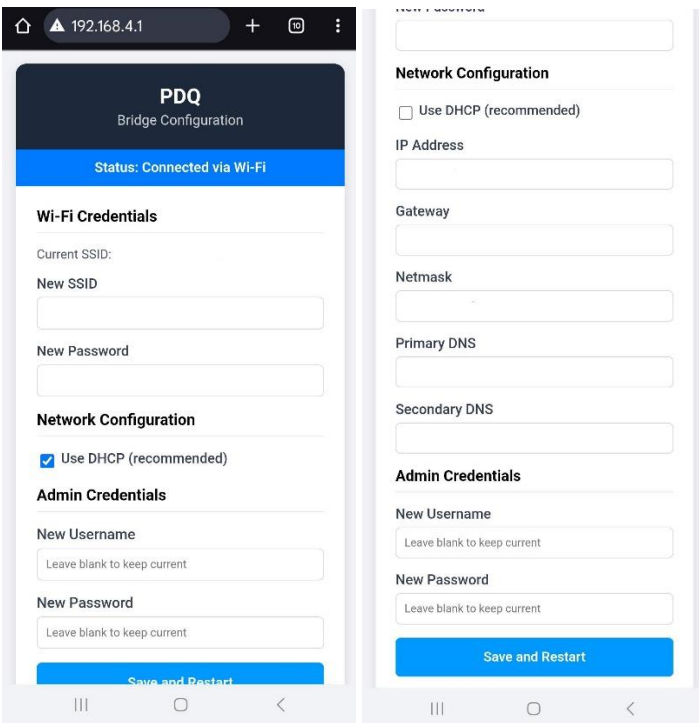
Select the PDQ Hub, use admin and password to login with the default credentials.



Open a web browser and connect to the pdq hub

192.168.4.1

Enter admin:admin as default username and password



Once logged in the Wi-Fi credentials can be saved by entering in the required information.

If DHCP is required, leave this option check

If Static IP is preferred uncheck this option and change the settings as needed.

Lastly, the default credentials can be changed on this screen

Once completed, select Save

FAQ

Q: What kind of device can I use the PDQ Spirit app with?

A: PDQ Spirit is supported by iOS devices running iOS 13.0 or higher as well as Android based phones running Android 12 or higher.

Q: What Lock types does the Spirit Lock platform include?

A: The family includes Mortise, Cylindrical, Deadbolt, Interconnected and an Exit Device Trim.

Q: What finishes are available on the Spirit Locks?

A: Depending on the lock model, the following finishes are available: 606(US4), 613E(US10B), 622(US19), 626(US26D).

Q: What types of cards are supported by the locks?

A: There are two different reader module options available to support HID Proximity and MIFARE DESFire Classic, EV1, EV2 and EV3 credentials, as well as NFC.

Q: What type of card do I need to use? Which credential do I choose when ordering?

A: Unless you have an existing access control system using 26Bit HID Proximity cards (ask your security vendor or send us a photo) you should choose the NFC option which supports MIFARE cards.

Q: Do the locks support Mobile Credentials?

A: The locks currently support Bluetooth Mobile credentials.

Q: Do the locks have a pin option?

A: The product can be ordered with a pin option.

Q: Do the locks have a key override?

A: All locks can be ordered with a key override, they can be keyed alike, different or with master keys. The format options for the cylinders depend on the lock.

Q: What types of batteries do the locks use?

A: The locks use four (4) AA batteries (Alkaline Only).

Q: How long do batteries last?

A: This depends on the number of uses and the device model. It is typically expected to have 12-18 Months of battery life.

Q: Is there an option for backup power or to be hardwired instead of using batteries?

A: The locks have a two-pin terminal onboard which can accept a five (5) volt DC power supply.

Q: How does the lock communicate to the phone or hub?

A: The default protocol for communication is Bluetooth Low Energy (BLE) 4.2 encrypted to AES 256.

Q: Are other communication protocols available?

A: The hardware on the lock is also capable of communicating Zigbee. It can be controlled by compatible Alexa devices. For more information about Zigbee communication integration reach out to PDQ Support.

Q: How do I find my card number?

A: Present the card to the lock to receive an "Authorization Failed" attempt in the activity log. Press on the number and select copy. Then paste the number into the field on the user's card.

Q: Why won't my pin/card work on the lock?

A: Verify the status color in the app. Next to the credential there should be a blue dot (not yellow). If the lock isn't connected to the phone over Bluetooth the card or pin won't sync.

Q: I created a pin code or smartcard credential and added it to the lock. The dot is blue, but it still won't work.

A: While next to the lock, remove the current access and add it back to the lock.

Q: What status events are reported by the locks?

A: Unlocked, Locked, Authorization Success, Authorization Failed, Key Override, Latch Bolt Monitor, Request to Exit, Do Not Disturb, Obstruction (Not all locks support all status events)

Q: What type of lock modes are available?

A: The cylindrical and mortise locks have three modes: Passage, Privacy and Apartment.

Q: What is passage mode?

A: Passage mode allows the user to leave the lock unlocked for passage using a button/thumbturn.

Q: What is privacy mode?

A: Privacy mode allows the user to prevent access to the lock with valid credentials when enabled using a button/thumbturn. When in Privacy mode, Lockdown can be triggered by holding the button down for 3 seconds.

Q: What is apartment mode?

A: Apartment mode allows the user to leave their apartment without being locked out when the door closes behind them. The user must re-lock the device from the outside or manually on the inside.

Q: Are the locks fire rated?

A: All locks have a UL10C fire rating, the duration of rating depends on the model. Please refer to the individual hardware specification.

Q: What's the difference between the User and Admin Role?

A: Only an admin can add users to locks or change lock settings. Users only have the ability to unlock/lock the device. Admins can also bypass privacy mode.

Q: What's the function of a User Group?

A: It allows you to add multiple users to a lock in one step instead of individually.

Q: What's the function of a Device Group?

A: This will be used for mapping users/user groups

Q: How many devices can the Spirit app manage?

A: The PDQ Spirit app can manage up to 25 devices and up to 50 users.

Q: Where can I find instructions for installation/templates/manuals?

A: Installation instructions and templates can be found with the packaging of the product. All documentation is also available on the PDQ Website. There are instructional videos on the PDQ Manufacturing YouTube page for the Spirit app.

Q: What do I do if I forget my password?

A: On the login screen, select the option, "Forgot Password" and follow the prompts. Refer to the section "[Forgot Password](#)" for more information.

Q: Is there a remote open function?

A: No, currently there is no remote open function.

Q: Can the Spirit locks be managed from a centralized platform?

A: PDQ Spirit products are managed through the PDQ Spirit app. There is no online management platform or central management platform.

Q: Do I have to update the lock when prompted?

A: Although you do not have to update the lock when prompted, it is highly recommended.

Q: Can I set up a One Time Passcode?

A: Currently, the PDQ Spirit app does not support One Time Passcode functionality.

Q: Is there a default pin code for locks with keypad options?

A: No, there is no default pin code for the locks, the user must commission the lock with the app and create a pin code to assign to the lock.

Q: Can the Spirit locks be used in offline mode?

A: Initially, no, the Spirit locks need to be commissioned to the Spirit app and have credentials set, once these credentials are created and set, the codes can be used without connection to the app.

Q: Can PDQ Smart / STP locks be used with the PDQ Spirit locks?

A: No, there is no cross functionality with PDQ Spirit and PDQ Smart/STP.

Q: I can't find the six digit device code to add the locks.

A: The six digit device code can be found on the back of the battery cover of the lock or on the back of the lock. There should also be an additional sticker in the packaging of the lock. If you do not have one, reach out to PDQ Support for additional assistance, making sure the serial number of the device is handy.

Q: Is there a warranty on the locks?

A: There is a two-year warranty on the electronics of the lock(s). Please refer to the PDQ Spirit Brochure for more information on the mechanical warranty.

Q: Can MRS-SP be re-handed in the field?

A: No, the MRS-SP should not be re-handed in the field, doing so will void any warranty on the lock.

Q: Are the locks Made in the USA?

A: The locks are assembled in the USA with foreign and domestic parts.

Troubleshooting

KMS

Issue: KMS Deadbolt isn't engaging smoothly

Solution: Check the alignment of the KMS Outside and Inside Escutcheon, making sure they are parallel to the edge of the door. Additionally, check the mounting screws, make sure they are hand tightened and not over torqued.

Issue: When I try to unlock the KMS with RFID, Pin or app credentials, it doesn't lock.

Solution: Check to see if there is anything obstructing the path of the deadbolt when engaging.

Issue: KMS Motor won't initiate

Solution: Check the connections to the control board, ensuring that all connections are seated fully and properly.

Issue: Batteries are installed, but there is no power to the KMS

Solution: Check to see if the batteries are installed properly and are new batteries. Additionally, check the connection for the battery pack to the control board and ensure that this is plugged in properly.

Issue: The KMS thumb turn seems to be jammed

Solution: If attempting to move the thumb turn causes a grinding sound, the motor is not in its proper position. This would require a replacement unit. If there is no movement on the thumb-turn, the thumb-turn might not be in the proper orientation to engage the latch bolt.

Issue: The deadbolt installed doesn't reach the tail piece for the key cylinder

Solution: The deadbolt may need to be adjusted depending on the backset of the door. Turn the deadbolt latch to unlock and extend it to the proper length for the backset of the door.



Issue: Everything is installed and connected, but the thumb turn is stuck

Solution: Take the lock off the door and adjust the tail piece so that it is in a neutral position.

SDS

Issue: Batteries are installed, but there is no power to the SDS

Solution: Check to see if the batteries are installed properly and are new batteries. Additionally, check the connection for the battery pack to the control board and ensure that this is plugged in properly.

Issue: The levers for the SDS won't lock into the chassis

Solution: Make sure the chassis is installed for the proper door thickness, adjust the plate as needed to seat the levers properly.



Issue: I can't remove the front escutcheon lever.

Solution: Insert the key and turn 45 degrees to remove the lever with a pick.



Issue: The SDS is installed and powered on, but it will not unlock or lock

Solution: Check the motor harness connection to the board ensuring that it is installed properly and all connections are secured properly. Check for any breaks in the wire as well.

Issue: The lever can be pulled off when the lock is secured to the door.

Solution: The lever may not have been seated correctly in the chassis, make sure to push the lever in place (key at 45-degree angle if it is the outside lever) until a click is heard. The back plate might need to be adjusted to account for door thickness as well.