Programming Instruction of Keypad EZ Firmware Update by the Transport Tool

BEST
dormakaba Group

BEFORE YOU BEGIN:

Windows 7/10 Laptop or notebook with BEST Transport. Transport software can be downloaded at the location below:
https://dhwsupport.dormakaba.com/hc/en-us/articles/201207196-BEST-Offline-Lock-Transport-6-0-Information-and-Downloads

OVERVIEW

A USB to Serial Cable

NOTE:
Contact tech support for information about this cable.

Connect to harness from lock.

Programming Instructions

1 **REMOVE BATTERY HOLDER.**
CONNECT USB TO SERIAL ADAPTOR CABLE TO LAPTOP.
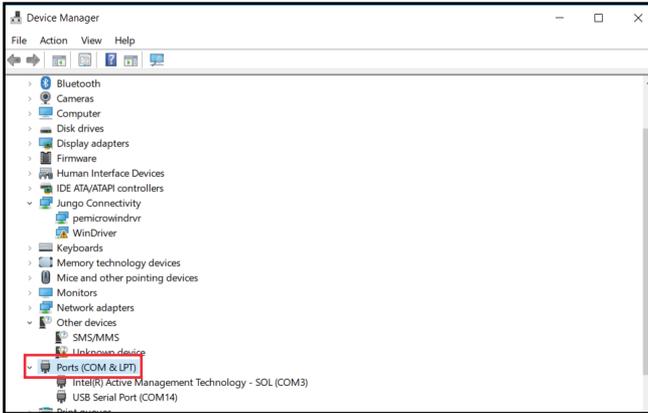

Programming connector from lock

USB to serial cable

1 Remove the battery holder and locate the programming connector that mates with the USB to serial adapter cable **(A)**.
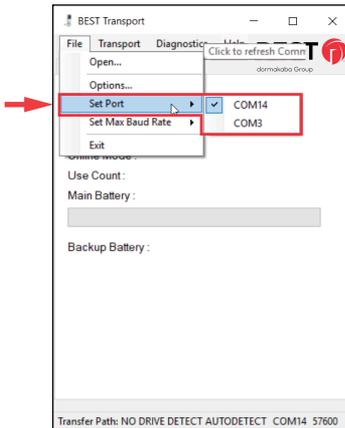
2 Join the two connectors tightly.

3 Connect the USB to serial adapter cable **(A)** to the programming laptop.
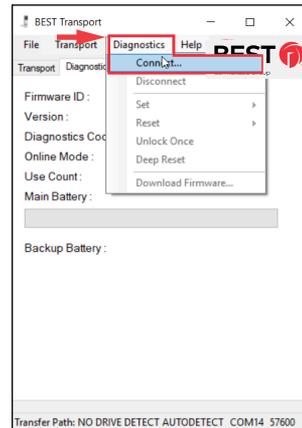
2 **GO TO DEVICE MANAGER.**

1 Go to the Device Manager to determine which COM port the cable has been assigned to.
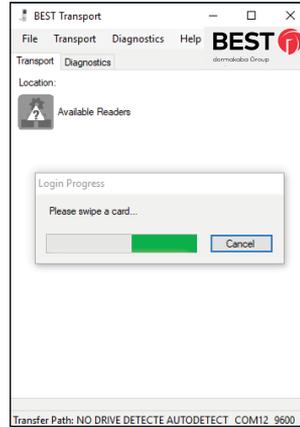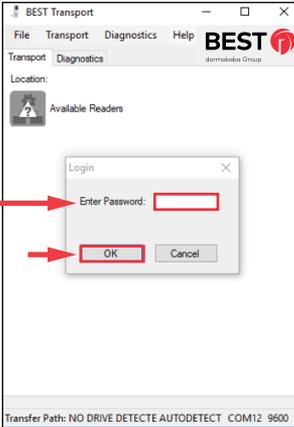
3 **LAUNCH OFFLINE TRANSPORT CLIENT APPLICATION.**

1 Launch the Offline Transport Client application on the laptop.
2 Select the COM port where the USB cable is located.

4 **SELECT DIAGNOSTIC TAB. SELECT CONNECT.**

1 Select the Diagnostic tab.
2 Select connect.

---

5 **LEAVE PASSWORD BLANK. SELECT OK.**

Do not enter a password.

Login — window: Enter Password: [ ] OK Cancel

Login Progress — Please swipe a card... Cancel
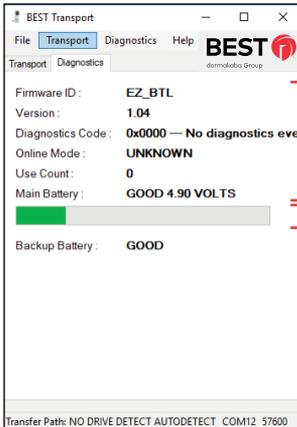
Transfer Path: NO DRIVE DETECTE AUTODETECT COM12 9600

1 Do not enter a password.
2 Select the OK button.

NOTE:
The Transport will start looking for a connection.

---

6 **ENTER 00#9998#53#1#.**

Firmware ID :   EZ_BTL
Version :   1.04
Diagnostics Code : 0x0000 — No diagnostics eve
Online Mode :   UNKNOWN
Use Count :   0
Main Battery :   GOOD 4.90 VOLTS

Backup Battery :   GOOD

Transfer Path: NO DRIVE DETECT AUTODETECT COM12 57600

NOTE:
Entering 00#9998#53#1# on the Keypad EZ puts the lock into a mode to receive new firmware.
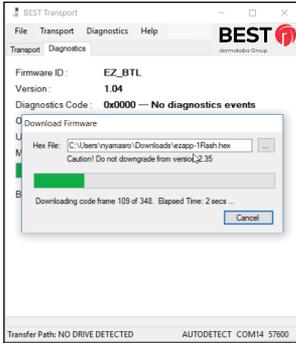
Transport status

Lock status
- If the lock indicates a solid **green** LED, the connection is well established.

WARNING:
Once you enter the "Initiate Firmware Update" command of 53# 1#, you must be able to complete the update. The lock will NOT be able to exit this process once it begins and if you are unable to complete the update for any reason, then the circuit board will need to be replaced with a new one.

1 Enter 00#9998#53#1# on the Keypad EZ.

---

7 **SELECT FIRMWARE.**
SELECT OK.

NOTE:
Once the firmware upgrade is initiated, watch the update progress bar until completion. The **green** LED will quickly begin to blink.

NOTE:
Once reprogramming is accomplished successfully, the Keypad EZ board will reboot and will achieve a normal operation mode.

1 Select the Diagnostic tab again.

2 Select download firmware from the drop-down menu.

3 Select the desired firmware to download.

4 Select OK.

ADDITIONAL NOTES:

1 During this update process, the Keypad EZ board may exhibit three types of LED indicators:
- Solid **green** LED – the connection between the board and the computer through the Transport is well established.
- Fast blinking **green** LED – the firmware is downloading.
- Blinking **red** LED once every two seconds – the board is in the bootloader; the connection between the board and the computer through the Transport is not established.

2 If scenario (Blinking **red** LED once every two seconds) occurs, it may indicate that the USB driver of the Transport is unresponsive.
- Restart the driver by disabling the driver in device management then enabling it again and attempt to update the firmware one more time.

For Complete Online Instructions Visit:
https://dhwsupport.dormakaba.com/hc/en-us
For Assistance or Warranty Information:
Call 1-800-392-5209 or visit
https://dhwsupport.dormakaba.com/hc/en-us

T92906_A