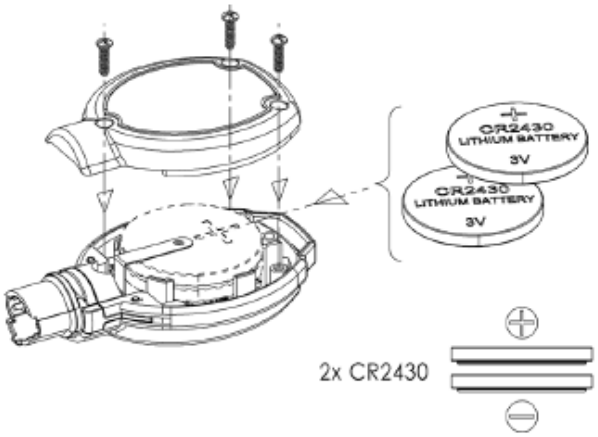
E-PRL FAQ

Q: Do I need power supply to power up the lock?
A: No, the power is supplied by the key.

Q: How long do the batteries last?
A: The laboratory tests indicate around 20,000 cycle (opening + closing = 1 cycle) for standard keys and 12,000 cycles for BT keys.

Q: How can I replace the batteries?
A: Removing the cover as shown in the picture below.



Q: Which dimensions can I choose from?
A: Besides the standard sizes, minimum custom sizes are dictated by the internal electronics.

- The length must be minimum 24 mm.
- The diameter of the lock must be at least 19 mm.
- The head of the lock can be of any size.

Q: How many combinations can a key have?
A: More than 10 billion combinations.

Q: Do I need 1 key per lock?
A: No, you don't. A key can open endless locks.

Q: What's the red key for?
A: It is used to program the lock and link the USER keys or USER encryption codes with the lock.

Q: What's the blue key for?
A: It is used to download the accesses performed by the keys in a specific lock.

Q: What's the POD for?
A: It is used to read and memorize the keys within the GSN-KEY Management Software.

Q: Can I use one black key to open more than 1 lock?
A: Yes, you can.

Q: Can a lock be opened by more than 1 key?
A: Yes, it can.

Q: What's the difference between Multi-Code and Unique-Code?
A: Unique-Code means that all the keys, although different, have the same encryption. Therefore, by storing a single Unique-Code key in the lock, all the keys with that encryption can open the lock. Multi-Code means that all keys have different encryption. All keys must therefore be stored on the lock (not just one).

Q: Is the mechanical system secure?
A: The materials of the lock are all stainless steel. Some components are tempered stainless steel.

Q: Is the Electronic system secure?
A: Hardware of locks: any attempt to inject an electrical signal without voltage or current limit on the externally accessible terminals can destroy the circuits but has no influence on the stepper motor. In fact, the locking mechanism of the lock is controlled by a stepper motor that will never move without adequate sequential driving.
Hardware of keys: the data of the combined master key is stored in the flash memory of the single chip microcontroller; this memory is protected from reading in production and therefore there are no dangers for security by accessing the card by opening the lock. Data of all key models are programmed into the flash memory of the single chip microcontroller; this memory is internally protected by reading and therefore there are no security risks in case of access to the circuit.
Communication security: It's a system protected by secrecy. If you need more information, contact Giussani Locks.

Q: Is the communication decryptable?
A: Only the lock and the database of the management software can decrypt the information. To create an algorithm to decrypt the code, a system would need a lot of time of "snitching" the data.

Q: Can I force the lock to open it?
A: The lock can be forced only with special tools that perfectly cover the shape of the lock and are very resistant (hardened stainless steel). Because of its complexity, it is easier for the thief to access from another point.

Q: What happen if I lose a key?
A: Depending on the configuration chosen (standard, Bluetooth, Unique-Code, Multi-Code), there are different types of activities necessary. However, it will not be necessary to change the locks.

Q: Can I control who opened the lock remotely?
A: Yes, with the Bluetooth version.

Q: Can I deactivate a key remotely?
A: Yes, with the Bluetooth version.

Q: Can I plan timing when to activate/deactivate the key?
A: Yes, with the Bluetooth version.

Q: How can I program a key into a lock?
A: Using the Master key and then entering the User key (s) to be programmed.

Q: How can I reset a lock?
A: Entering the Master key 5 times (see also the LED indications on the manual).

Q: Can I program the lock remotely?
A: No, you can't. Remotely, you can define planning permission, but the key must be physically programmed in the lock.

Q: What's the difference between the Bluetooth version and the stand-alone one?
A: The Bluetooth version, unlike the standard version, allows you to manage the planning of the keys (calendars) and also to update them in real time, inhibit a key from use and receive the access data in real time.

Q: How can I install the mobile phone app?
A: Download it from Google Play Store or Apple Store. You will need to enter the server's IP address, the server's communication port and then the phone registration password, which is communicated by the GSN-KEY management software administrator.

Q: Does the app work for both Android and IOS?
A: Yes, it does.

Q: Can I connect more than 1 key to a mobile phone?
A: Yes, you can connect up to 20 keys to one mobile phone.

Q: Can I connect more than 1 key to more than one mobile phone?
A: No, you can't. A key can be combined with only one mobile phone.

Q: Do I need a server to run the access control system?
A: You don't need a physical dedicated server, but it is necessary to have at least a PC that can work as a server.

Q: Can you install and manage the system for me?
A: Yes, we can.

Q: Can data be accessed by other software?
A: No it can't, but the data can be exported in various formats and transferred to other software.

Q: Can I order blue, black, red keys and locks in different numbers?
A: Yes, you can combine them as you please.