



Control your property rental time
remotely, securely, economically, and easily



eRL-08[®]

Rental Property Keyless Remote Access Control System

Frequently Questioned Answers

- Version 1.0

Below you'll find some of the frequently asked questions about the eRL-08 Rental Property Keyless Remote Access Control System.

1. What is the eRL-08 Rental Property Keyless Remote Access Control System composed of?

This system is composed of two parts. One is the ***eRL-08 Lock Device***, the electronic keypad lock installed on the door of your rental property. The other is the ***eRL-08 Remote Access Controller***, a software program running on your own computer to remotely manage the ***eRL-08 Lock Devices***.

2. Why the eRL-08 Rental Property Keyless Remote Access Control System is a better way to manage your rental property?

- You don't need to exchange the key or keycard with your guests. They also don't need to worry about losing the key or keycard when they are on vacation. No matter how far you are from your rental property, you can control your guest's check-in and check-out time by generating 10-digit time sensitive Access Code for them through the ***eRL-08 Remote Access Controller***, all in the comfort of your own home/office. After that, all you need to do is to email, fax, or phone the Access Code to your guest for their use.
- It is much more controllable than a regular keypad lock or key box. You won't need to worry about your guest entering your property before their designated stay time, or still staying at your property after their stay time is over. All the Access Codes you issued are time sensitive, so can be used only for as long as you set it for. After their stay time is over, the Access Code will automatically become invalid. The Access Codes are all generated by ***eRL-08 Remote Access Controller*** software, so you can keep track of all the Access Codes used by your guests and your personnel.
- Through different kind of time sensitive Access Code, you can grant different access need for your guests, personnel, or facility efficiently.

3. Does the eRL-08 Rental Property Keyless Remote Access Control System require any wire/network connection to control access to your rental properties?

No. There are not any wire/network connection required between the ***eRL-08 Lock Device*** and the ***eRL-08 Remote Access Controller***. The ***eRL-08 Remote Access Controller*** controls the access through the latest encrypt/decrypt technologies. After you set your guest's desired stay length time and date, the ***eRL-08 Remote Access Controller*** will encrypt the restrained time information to generate a 10-digit Access Code. Afterwards, you can easily email, fax, or phone them to tell them their Access Code. When your guests arrive on your rental property and enter the 10-digit Access Code into the lock, the lock's microprocessor will decrypt the 10-digit Access Code and recognize the valid stay length and time, and will determine whether to unlock or not.

4. Other similar products generate Access Codes through vendor's website for their customers to use, resulting in a fee of several hundred dollars a year for their service. Does the eRL-08 Rental Property Keyless Remote Access Control System also charge similar fees?

No. Once you buy this product, there is absolutely no more fees charged for services. All you need to do is to install the *eRL-08 Remote Access Controller* software on your own computer, which comes with the lock for free. Once you install the software, you are in charge of generating and keeping track of all Access Codes. Since this software program doesn't use any network connection, you can easily generate Access Codes for guests upon their request, no matter where you are.

5. Does the use of the eRL-08 Remote Access Controller software require an expert knowledge of computer?

Absolutely not. The *eRL-08 Remote Access Controller* software requires very little computer skills to use. It works on laptops or desktop which runs Windows operation system. The software is very simple, easy, user-friendly, and the online help is very detail. Anyone can learn how to use it in a short period of time. Please **click here** to see screenshots of the software.

6. If my computer ever breaks down; will my database be lost?

No, To prevent you losing the database in case your computer breaks down, the *eRL-08 Remote Access Controller* has a database backup/restore function. You need to periodically backup your database, so in case your computer creaks down, all your database can still be recovered using the backup file.

7. Can I control my rental property from anywhere in the world?

Yes, since the *eRL-08 Remote Access Controller* is operated through your own computer without any network connection, you can control your rental property from any corner in the world. Whether at home, at work, or outside, as long as you have your computer in hand, you can grant access to your rental property at any time. Please be aware of that the date and time you set for the Access Code must be the local time of your rental property location. In case the country you're at has a time zone different from your rental property's location, than the date and time you set for the Access Code must be according to the time zone your rental property is located at.

8. How many different types of Access Codes can the eRL-08 Rental Property Keyless Remote Access Control System generate?

This system follows your rental property's unique needs. It has 3 different types of Access Codes for different types of people accessing your rental property:

- For Guests:

- For short term stay - Control stay length from one hour to 32 days, and check-in/check-out time at any hour of the day.
- For long term stay - Control stay length from 32 days to 732 days (2 years).
- For Personnel:
 - For short term staff - Control employment term from one hour to 32 days, daily start/end work time at any hour of the day.
 - For long term staff - Control employment term from one month to 24 months (2 years), daily start/end work time at any hour of the day.
 - For one time use – Generate an Access Code for use of one time for external service workers.
- For Facility:
 - For short term use - Control use term from one hour to 32 days, daily open/close time at any hour of the day.
 - For long term use - Control use term from one month to 24 months (2 years), daily open/close time at any hour of the day.
 - For one time use - Generate an Access Code for use of one time for external service workers.
- For Group:

One Group Access Code to access all eRL-08 Lock Devices which are set in the same Group.

 - Guest type Group Access Code - Control access to the same group eRL-08 Lock Devices from start date/time to end date/time per your preset.
 - Personnel type Group Access Code - Control access to the same group eRL-08 Lock Devices from start date to end date, daily access time from start hour to end hour per your preset.
 - Facility type Group Access Code - Control access to the same Facility group eRL-08 Lock Devices from start date to end date, daily access time from start hour to end hour per your preset.

9. The 10-digit Access Code is hard to remember for my guest/personnel, is there an easy way for them to use the Access Code?

Yes. Guest/Personnel can create their own easy to remember Personalized Code to replace the 10-digit Access Code originally given to them. After they enter the 10-digit Access Code and successfully unlock the lock, they can enter an easy to remember code between 3-6 digits. This way, they can use their Personalized Code to unlock the lock afterward.

10. How many Personalized Codes can be used totally?

Each original 10-digit Access Code is allowed to be replaced by only one 3-6 digit Personalized Code. Each time when the new Personalized Code is created, the old Personalized Code for the same 10-digit Access Code will be deleted automatically. The *eRL-08 Lock Device* allows up to 200 different Personalized Codes to replace 200 different 10-digit Access Codes totally.

11. Can the user's Personalized Code be the same as another user's Personalized Code?

No. If a user is trying to create the Personalized Code which has been used by other user, the *eRL-08 Lock Device* will play visible and audible warning, and reject this Personalized Code. In this case, the user has to create a different Personalized Code.

12. How long can you control each Access Code's valid time for?

For your guests, you can control the Access Code valid time from one hour to 732 days (2 years). For your personnel, you can control the Access Code valid time from one hour to 24 months (2 years). For your facilities, you can control the Access Code valid time from one hour to 24 months (2 years).

13. My property is for long term rental; can I use eRL-08 Rental Property Keyless Remote Access Control System to manage it? What are the advantages if I use this system?

This system is specially designed not only for short term vacation rentals, but also for long term rentals. The up to 2 years' valid Access Code is especially suitable for long term rentals.

Here are the advantages of using this system to manage your long term rentals:

- The new renters won't need to worry about the previous renters still having the key to your rental property.
- You wouldn't need to go to your rental property to reset the code like you would have to if you used a normal code lock every time when new renters came.
- You won't need to constantly remind your renters to pay their monthly rent. Renters have to pay their monthly rent deposit checks beforehand, and all you need to do is to generate an Access Code with their desired stay length time in it. Once their time is up, the renters won't be allowed to enter their home. The lock serves as a reminder for your guests to pay their rent fee if they still want to stay longer.

14. If I give my housekeeper an one year Access Code, but she quits after 8 months, how can I keep her from still entering my property after her resignation?

This is easy to do. You need to run the *eRL-08 Remote Access Controller*, in the category of "History Code" to find out her Access Code, in the category of "Lock Management" to find out the Key Code for the lock. Using a valid Access Code disables

her Access Code as follows on *eRL-08 Lock Device* keypad.

enter your valid 10-digit Access Code → * → enter her 10-digit Access Code you want to be disabled.

Now her Access Code is invalid forever.

15. Is it possible for someone to guess an Access Code to enter my rental property?

This would be impossible:

- The 10-digit Access Code is generated from 10 billion possible combinations, and the 3-6 digit Personalized Code can be made from over 1 million combinations. That would make guessing an Access Code extremely difficult.
- For security concern, *eRL-08 Lock Device* is designed with an Inactive State feature. The *eRL-08 Lock Device* will enter an inactive state after the 3rd wrong code input for 30 seconds. After 30 seconds is passed, the next wrong code will make the *eRL-08 Lock Device* entire it's 30 second inactive state again.

16. How does the eRL-08 Rental Property Keyless Remote Access Control System adjust to the Daylight Saving Time?

Anytime when you set the date/time for your *eRL-08 Lock Device*, you **must** use normal time, **NOT** the Daylight Saving Time. When you generate the Access Code which valid time is in Daylight Saving Time, the *eRL-08 Remote Access Controller* will adjust the Daylight Saving Time for the *eRL-08 Lock Device* automatically. So you don't need to go back and forth to your rental property to adjust the Daylight Saving Time in the *eRL-08 Lock Device*, and don't worry about your guests can't enter your rental property when they arrive on time.

17. Why does the eRL-08 Rental Property Keyless Remote Access Control System use the computer to generate and control all Access Codes, and not like normal keypad locks to use the simple keypad to set Access Codes?

That is because this system is developed especially for **remote** managing rental properties.

- Using a keypad with 12 buttons to generate few codes sounds very simple, but using this keypad to manage many Access Codes, with just hands to set them, and keeping track of all these Access Codes manually can prove to be a very difficult task.
- This system's main goal is to find a way for you to easily generate and keep track Access Codes in the comfort of your own home/office. No matter how far your rental property is from you, you can still easily manage and control your rental property. With a keypad, there is no way to do this.
- Another one of the system's goals is to ensure an accurate control of check-in and check-out time with people using your rental property. Using a keypad would

make this impossible, one Access Code can last forever, so you can't control people's check-in and check-out time at all.

18. Does the eRL-08 Lock Device require a professional to use PDA to set up?

Absolutely not. The *eRL-08 Lock Device* is easy to set up by yourself without special PDA or any device, a totally DIY product as easy as following:

- After you register the *eRL-08 Lock Device*'s location, name, and people who is in charge of your rental property with the *eRL-08 Remote Access Controller*, the *eRL-08 Remote Access Controller* will randomly generate a 6-digit private Key Code for this *eRL-08 Lock Device*. After, print out or note down the private Key Code and input it into the *eRL-08 Lock Device* as follows:
* 0 # → enter the old 6-digit private Key Code → # → enter the new 6-digit private Key Code → re-enter the new 6-digit private Key Code.
Note: When the lock is shipped from the factory, the old 6-digit private Key Code is 123456.
- Set the *eRL-08 Lock Device*'s date and time as follows:
* 1 # → enter the 6-digit private Key Code → # → enter the Year, Month, Day, Hour, and Minute in YYMMDDHHMM format.

Now you done! Your *eRL-08 Lock Device* is ready to use.

19. A guest phones me to book my rental property next month on the 26th, but I can't remember if that time have been reserved for other guest, how can I quickly check my rental property availability?

The *eRL-08 Remote Access Controller* can keep track of every Access Code's specific time information in real time. All you need to do is to click "**Code Generation**", select your rental property address and lock, than click "**Checked Reserved**". Immediately, you can view all dates and times reserved by your guests. You can reply your guest online. So you see actually the **eRL-08 Rental Property Keyless Remote Access Control System** is not only the remote access control system, but also the rental management system.

20. What should I do if my guest forget their given Access Code, so can't enter the property after they arrive?

This is simple. The *eRL-08 Remote Access Controller* keeps all generated Access Codes in its database. When he/she is on the line, you can just click on "**History Codes**" and easily find out your guest's Access Code, then tell them the Access Code again.