

# ACCENTRA

## ASSA ABLOY

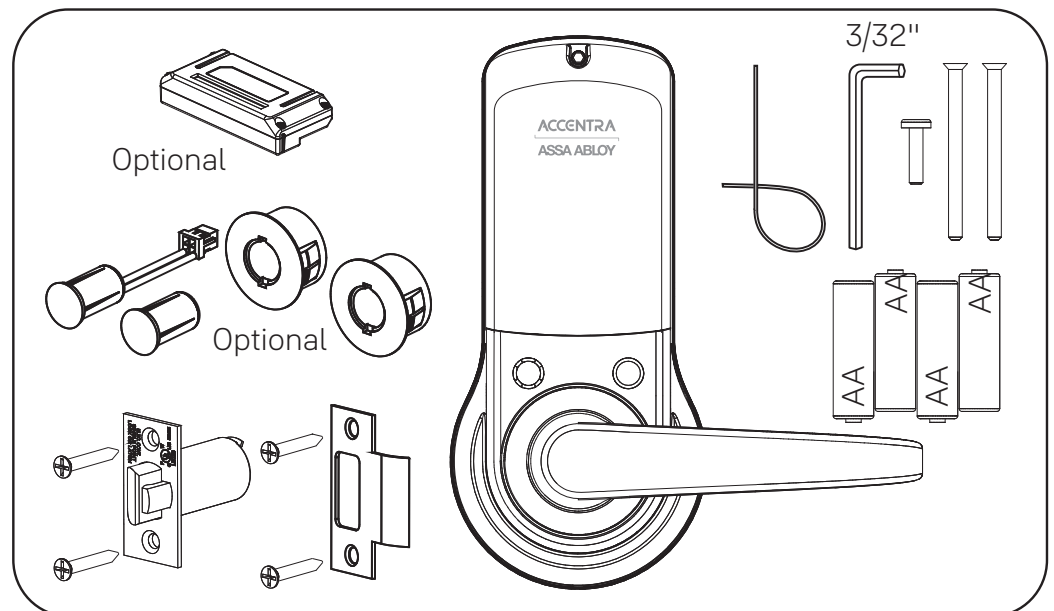
### nexTouch™ Keypad Access Cylindrical Lock Touchscreen and Push Button Installation and Programming Instructions



#### WARNING

This product can expose you to lead which is known to the state of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65warnings.ca.gov](http://www.P65warnings.ca.gov).

08/2018



Basic Model:NTB612\_ACC, Variant Model:NTB632-ACC

Retrofitting or modifying this product may impact fire rating, safety features and warranty.  
Consult with code specifications to ensure compliance with all codes and ratings.



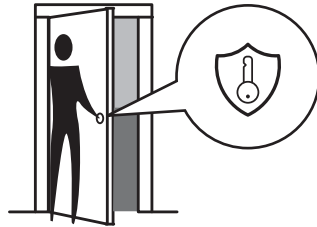
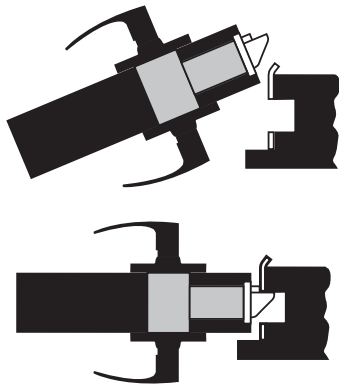
# Determine Handing



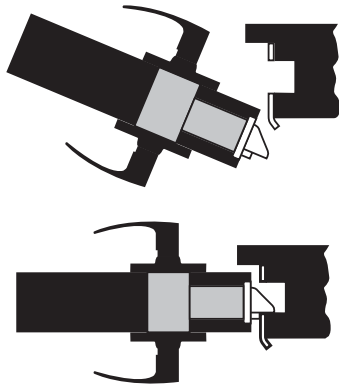
The hand of a door is determined from the secure side of the door. The term "secure" means the side from which you initially unlock and enter.



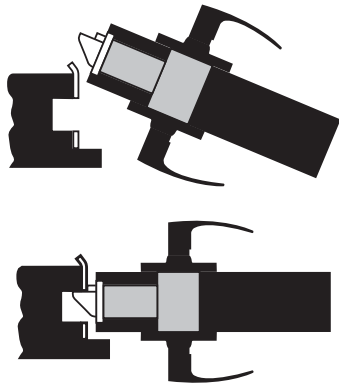
Left Hand "LH", Hinges Left.  
Open Inward.



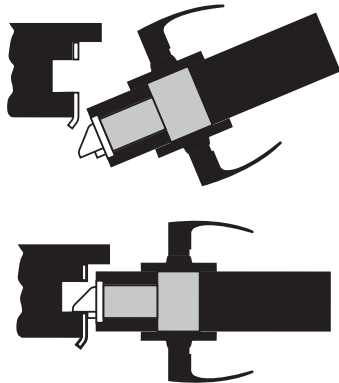
Left Hand Reverse "LHR", Hinges Left.  
Open Outward.



Right Hand "RH", Hinges Right.  
Open Inward.

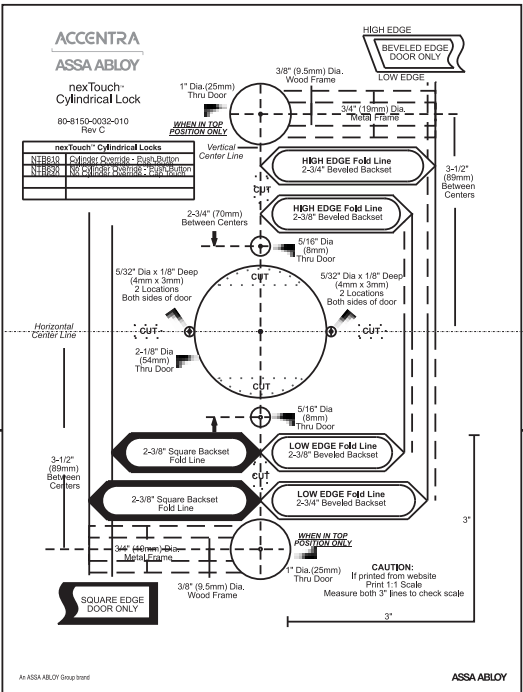


Right Hand Reverse "RHR", Hinges Right.  
Open Outward.



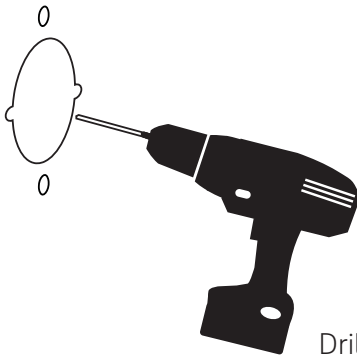
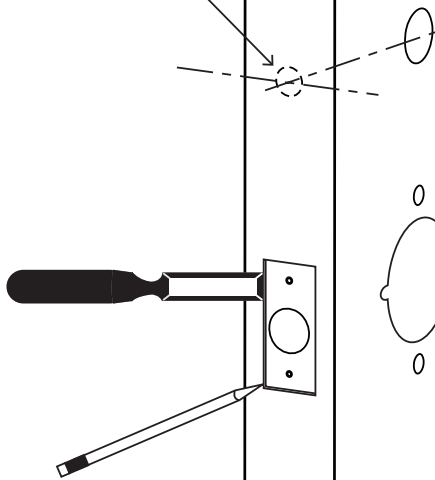


# Prepare Door



DPS Option  
Wood Door:  
3/8" Dia. Thru to  
Hole in Door Face

\*Metal Door:  
3/4" Dia. Thru to  
Hole in Door Face



Drill holes 1/2 way  
thru door then  
complete from other  
side to prevent  
splitting.



**\*Metal Door Installations**  
Supplied plastic collar **MUST** be  
installed for DPS to function properly.

# 2

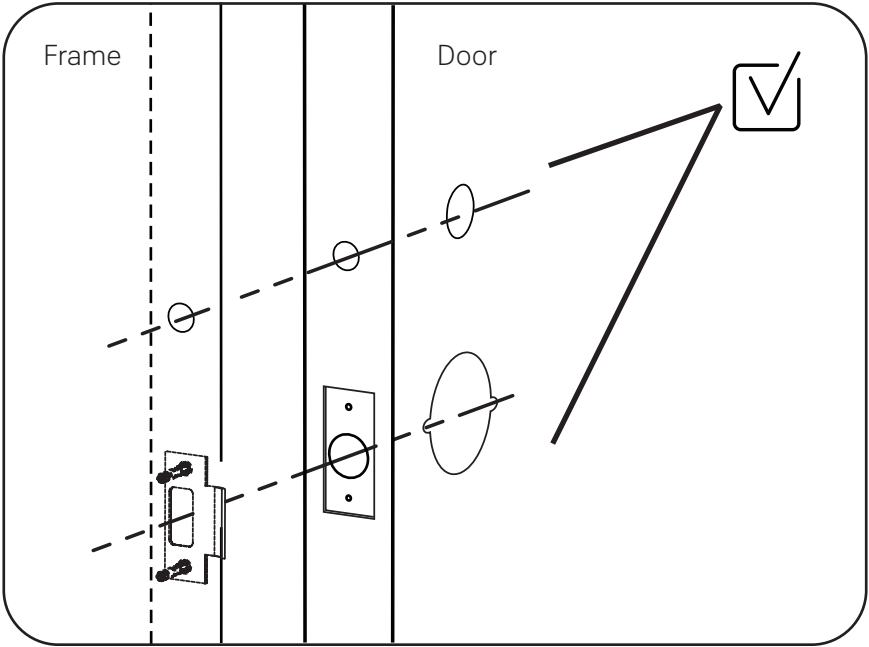
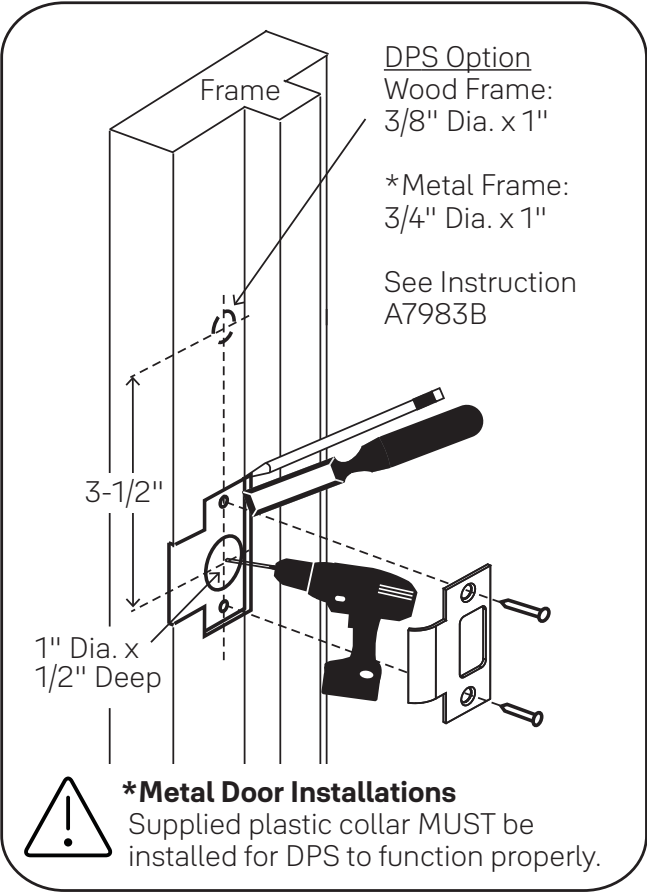
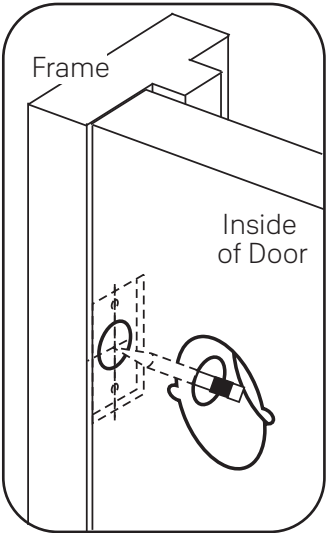
## Prepare Frame



7-16 / 8-32 x 1" UNCWS

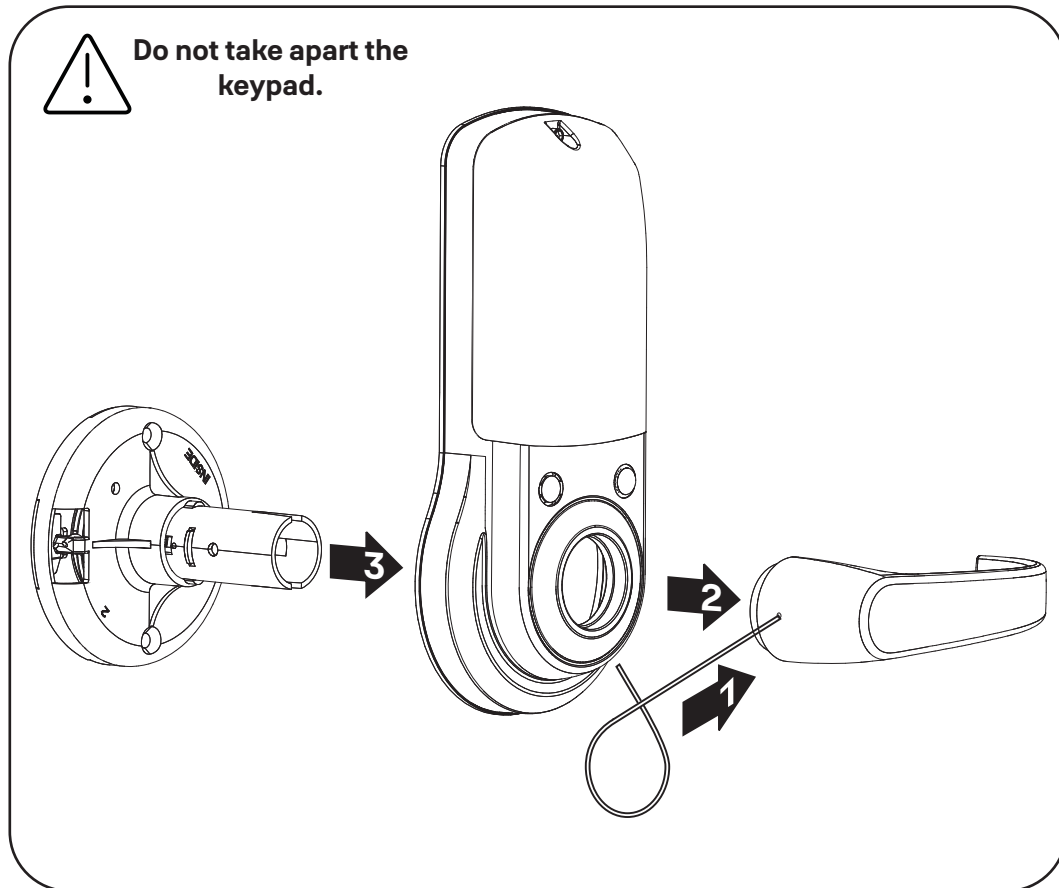


x2



# 3

## Prepare Inside Lock





## Install Latchbolt

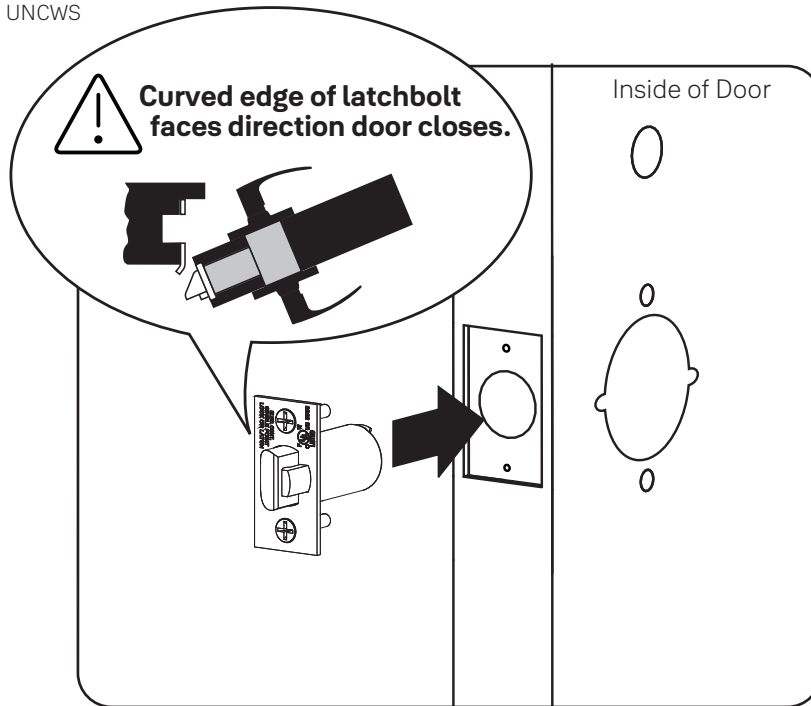
2-3/8" Latchbolt for thin doors sold separately.  
See Installation Options.



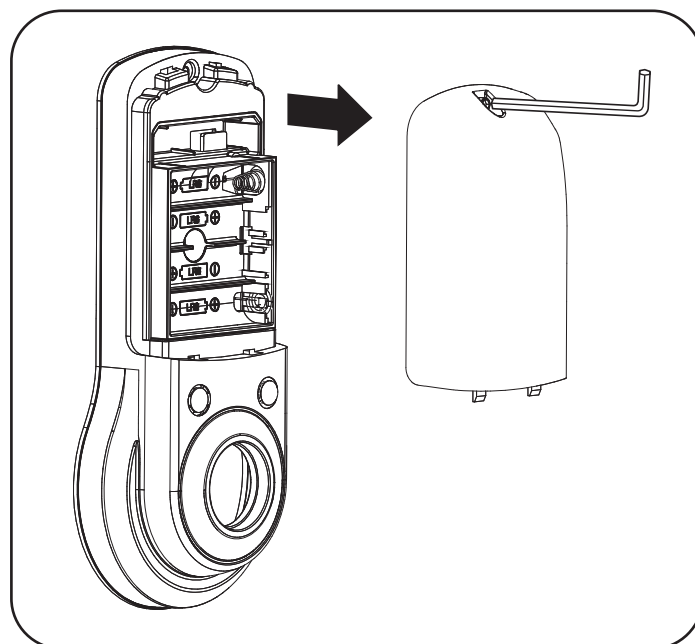
7-16 / 8-32 x 1" UNCWS

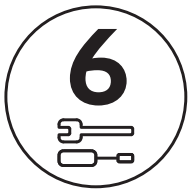


x2



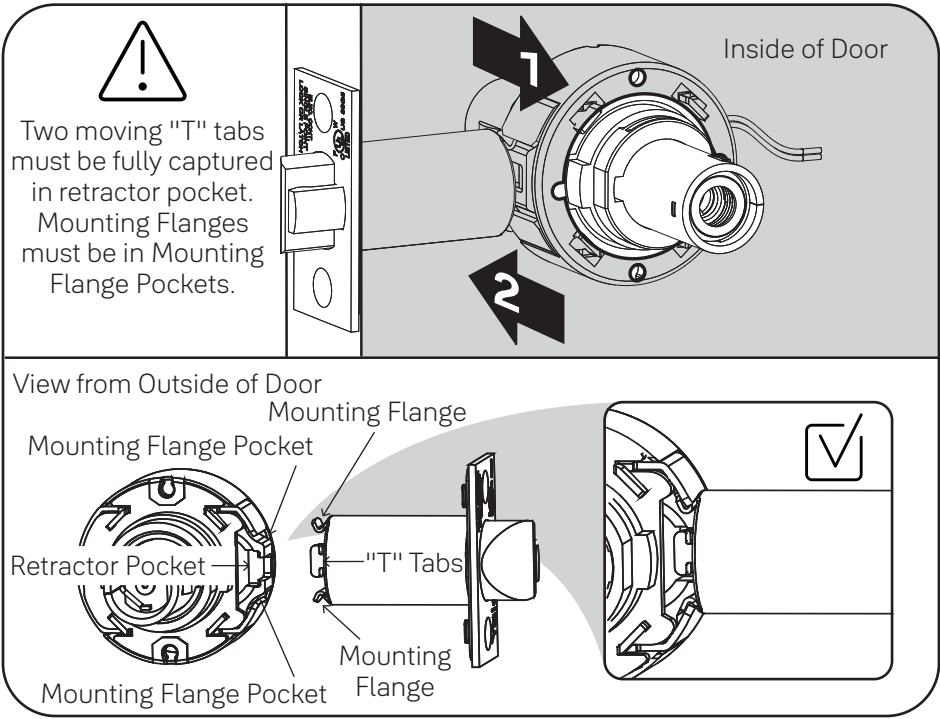
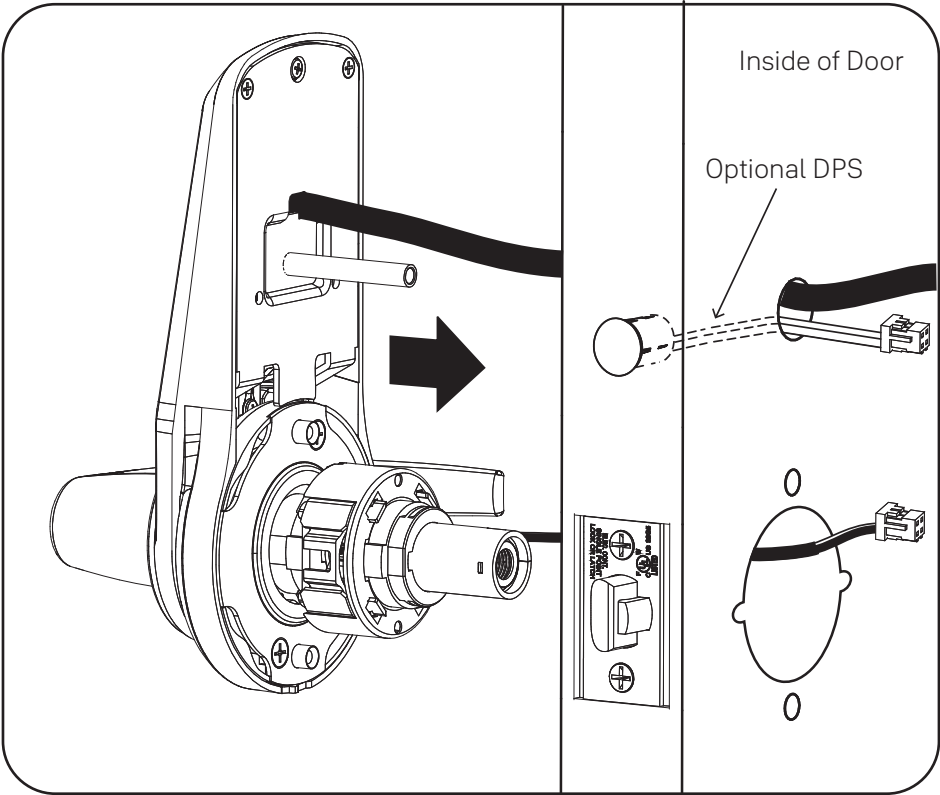
## Remove Battery Cover





# Install Keypad

Thin door gaskets sold separately.  
See Installation Options.

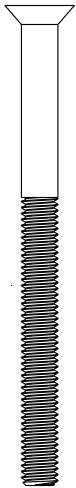


# 7

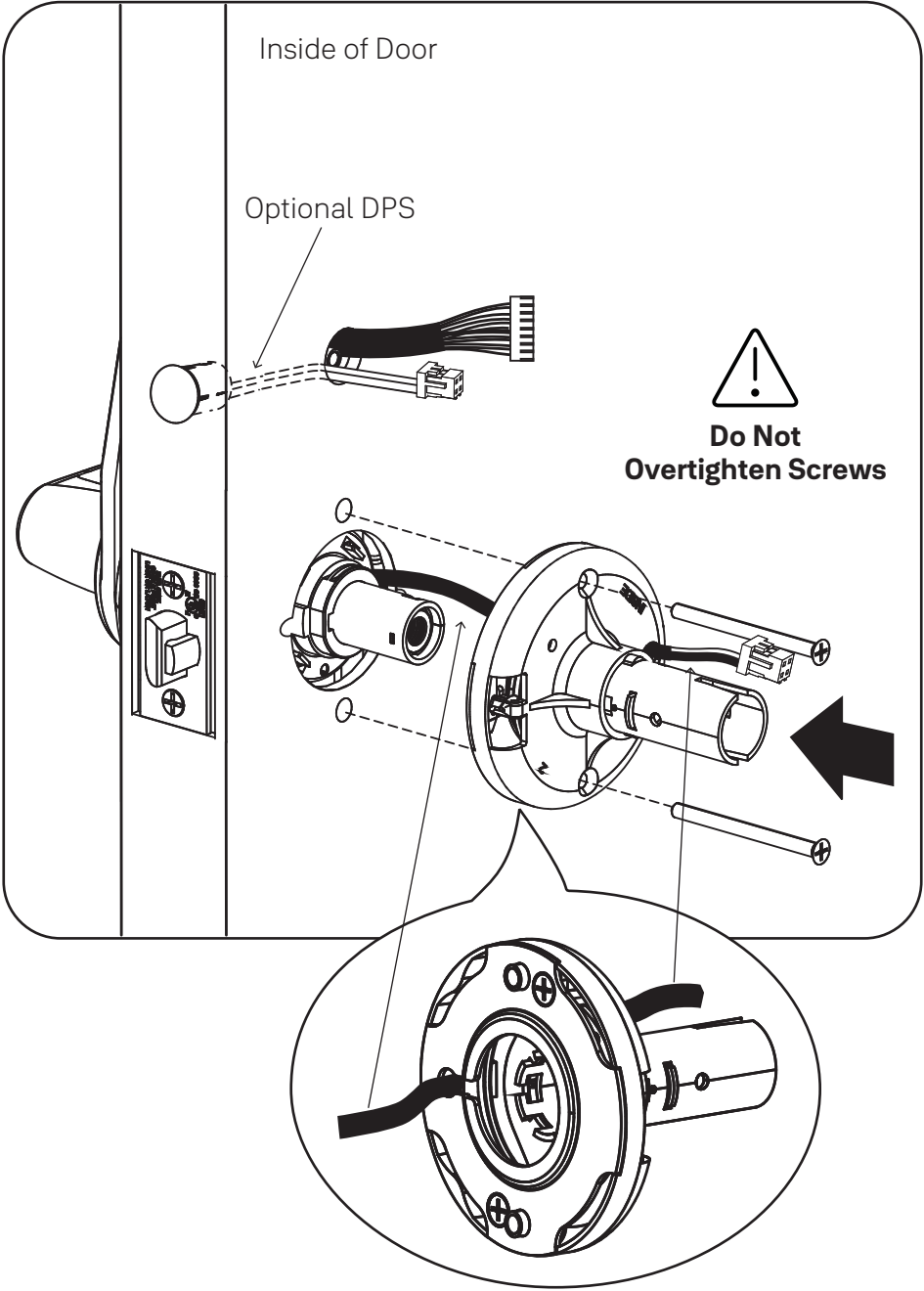
## Install Inside Support



10-32 x 2-1/2" PFHMS



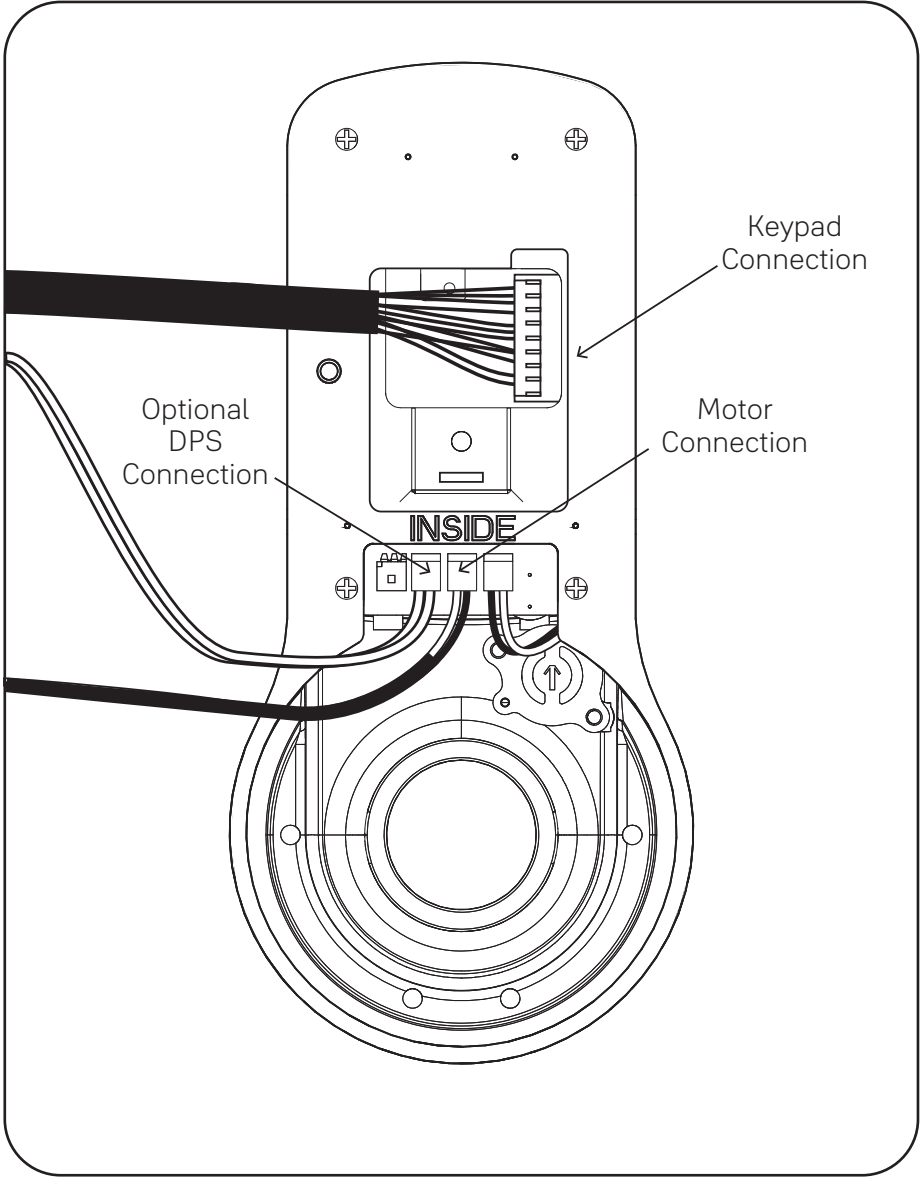
x2





# 8

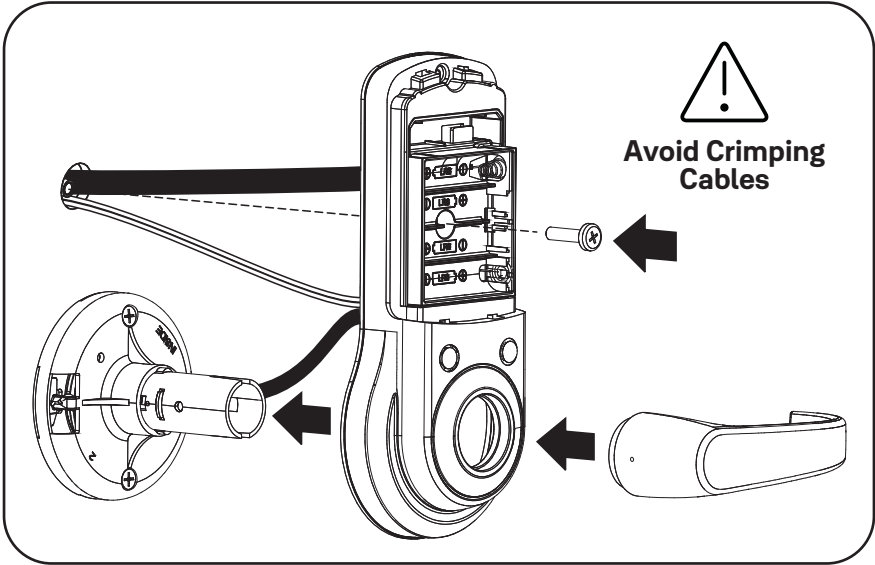
## Attach Cables to Inside Lock



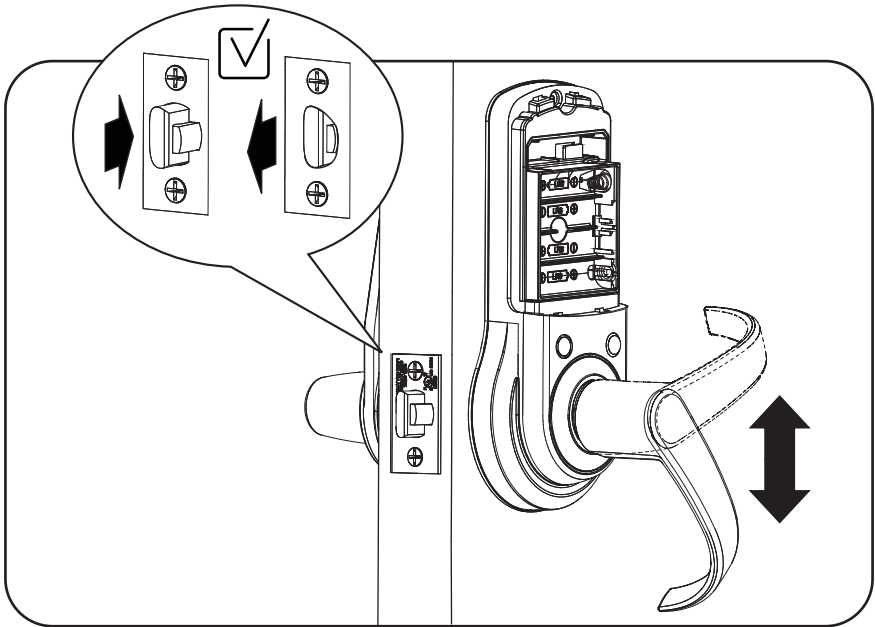


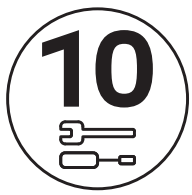
# Install Inside Lock

Thin door gaskets sold separately.  
See Installation Options.

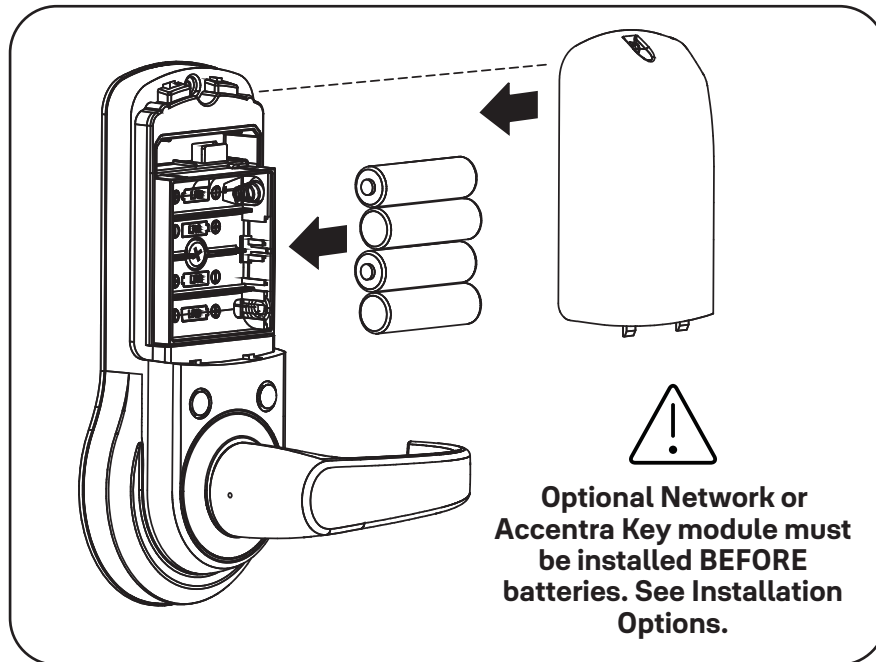


# Test Inside Lever Operation





## Install Batteries & Cover



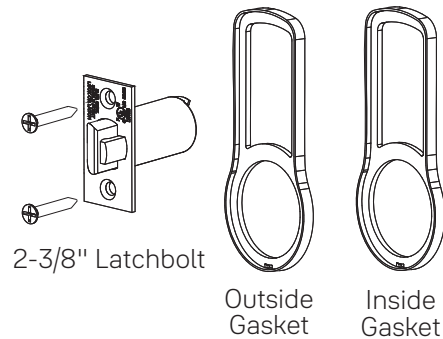
Congratulations, you've installed the  
Accentra nex **Touch**™ Cylindrical Lock!



# Installation Options

## Adjusting for 1-3/8" Door (if necessary)

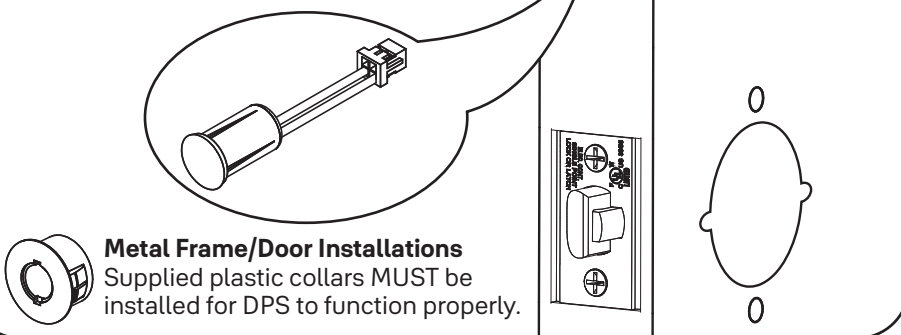
Order 1-3/8" Thin Door Kit: 14-4761-0106



**CAUTION:** Cylinders furnished with nexTouch™ lock for use in 1-3/8" doors have a tailpiece that is 1/4" shorter than the standard cylinders that are furnished for 1-3/4" doors. Trying to install a standard cylinder in 1-3/8" door will **DAMAGE** the lock.

## Privacy DPS Switch

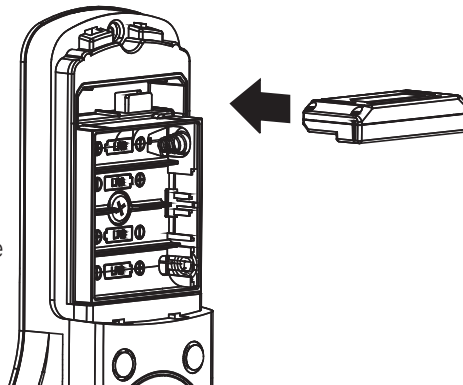
Door Position Switch Option enables Privacy feature



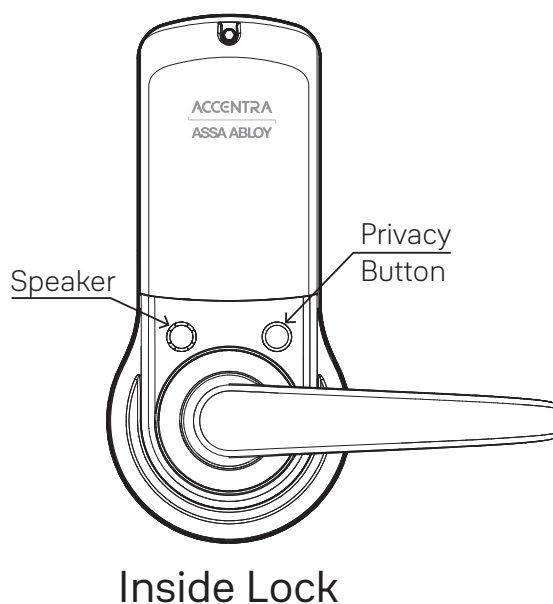
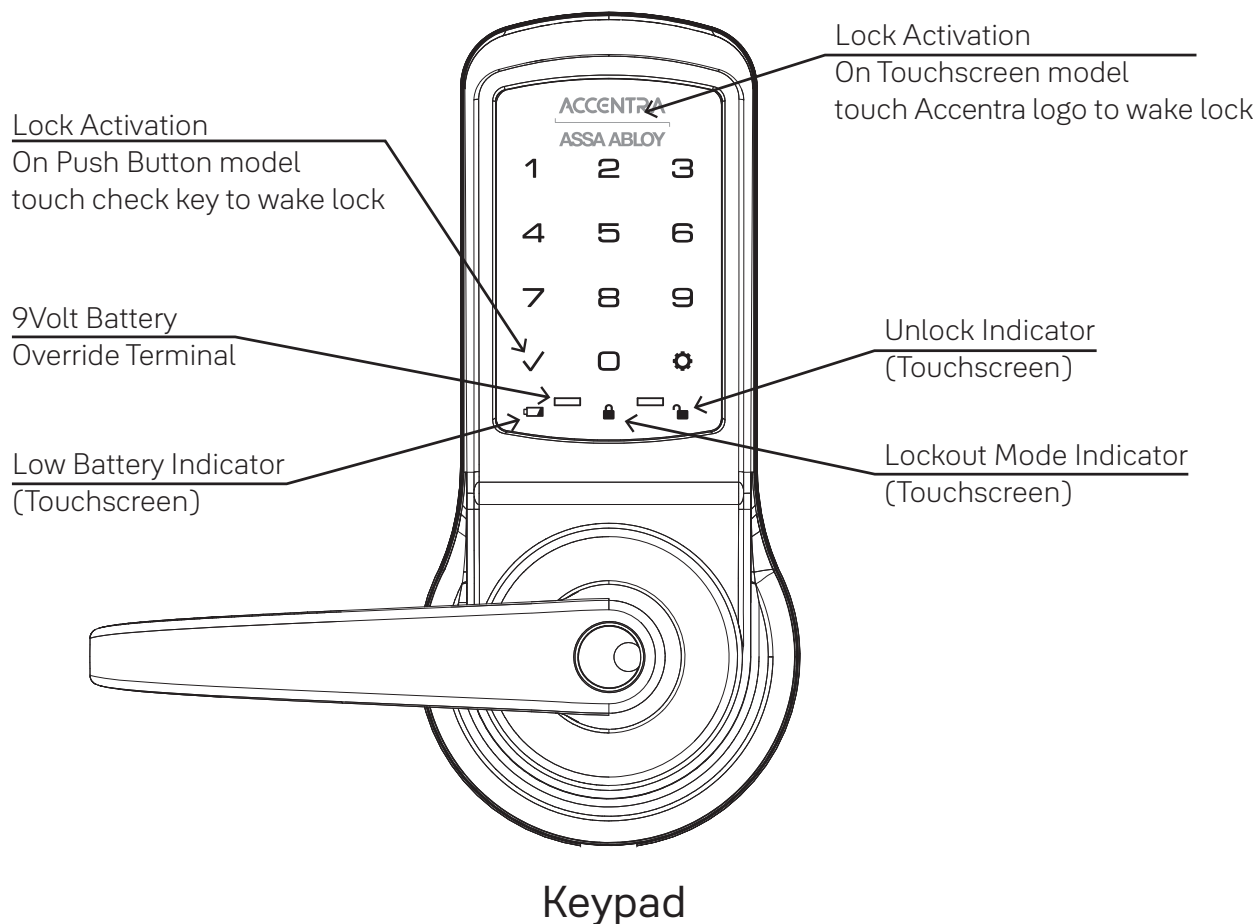
## Network or Accentra Key Module



The Accentra Key module enables access with physical (cards and fobs) and mobile credentials **ONLY**. Creation and use of User PIN codes are disabled.



# Programming Instructions



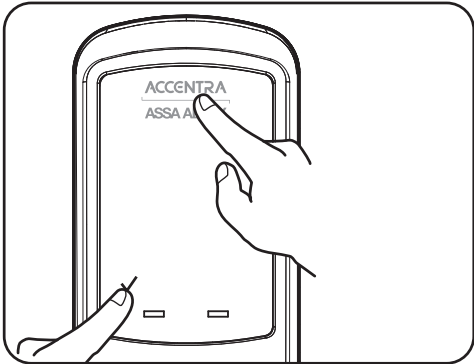
# 1

## Creating Master PIN Code

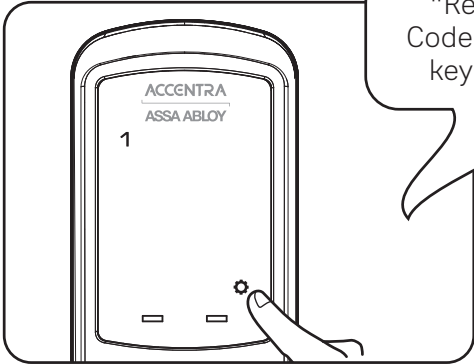
Creating a Master PIN Code must be performed upon installation or after resetting the lock to factory default. Programming and use of lock is not possible until this step has been successfully completed.

**Press**   
(Touchscreen)

**Press** ✓  
(Push Button)



**Press** ⚙️



"Register Master Code. Press the gear key to continue."

**Enter 4-8 digit Master PIN Code.**

**Press** ⚙️



"Enter a 4-8 digit PIN code. Press the gear key to continue."

**Press** ✓



"Registered."  
"Completed."

# 2

## Creating User PIN Codes

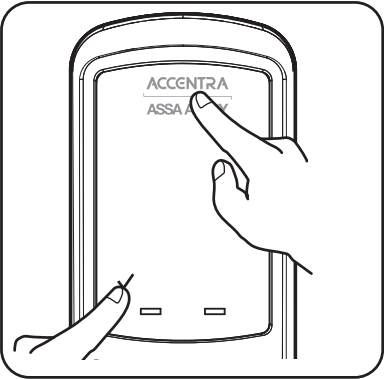
Master PIN code must be created first.

\*Max User Codes = 500

**The Accentra Key module enables access with physical (cards and fobs) and mobile credentials ONLY. Creation and use of User PIN codes are disabled.**

**Press**   
(Touchscreen)

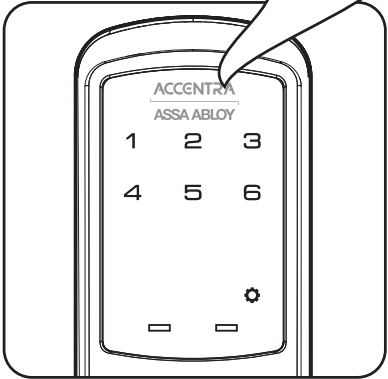
**Press** ✓  
(Push Button)



**Enter Master  
PIN code**

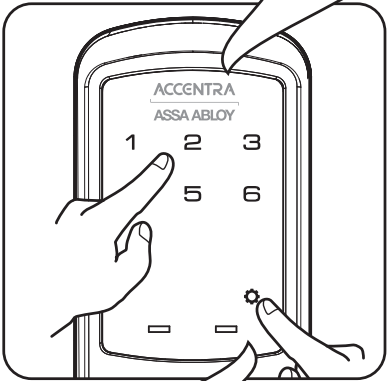
**Press** ⚙

"Menu Mode,  
enter number."



**Press 2**  
**Press** ⚙

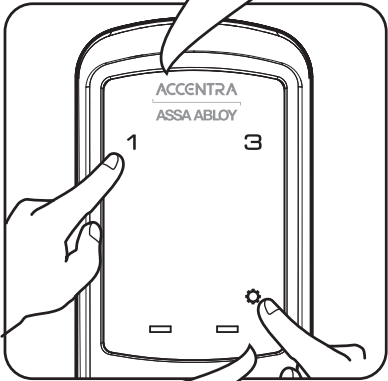
"Register User code.  
Press the gear key  
to continue."



"Press 1 to  
register a code."

**Press 1**  
**Press** ⚙

"Register User code.  
Press the gear key  
to continue."



"PIN code registration.  
Enter a 4-8 digit PIN code.  
Press the gear key  
to continue."

# 2

## Creating User PIN Codes can't

**Enter 4-8 digit PIN code  
followed by ⚙**



"Registered.  
Press the check key to  
complete. Press the gear  
key to continue."



**Adding more User Codes:**

**Press ⚙**

**Enter 4-8 digit PIN code**

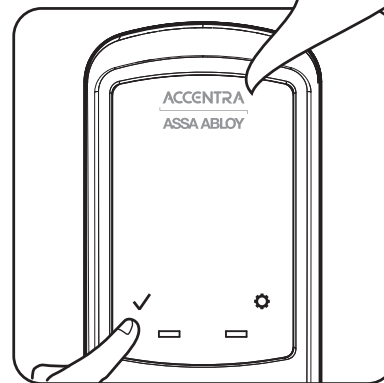
**Press ⚙**



"Registered.  
Press the check key to  
complete. Press the gear  
key to continue."

**To end programming:**

**Press ✓**



"Completed."



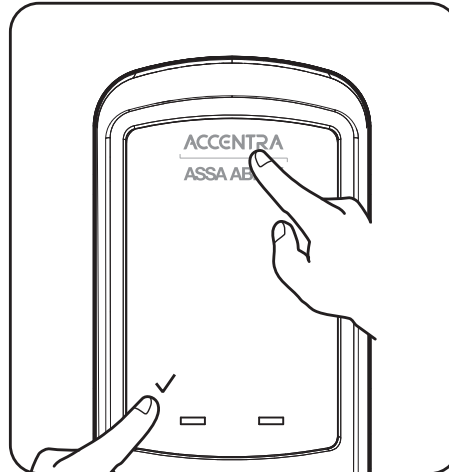
# 3

## Locking & Unlocking Door with Registered Master or User PIN Code

The Accentra Key module enables access with physical (cards and fobs) and mobile credentials **ONLY**. Creation and use of User PIN codes are disabled. Master PIN code is only used for programming and configuring lock with Accentra Multi-Family configuration app and will not unlock door.

**Press**   
(Touchscreen)

**Press** ✓  
(Push Button)

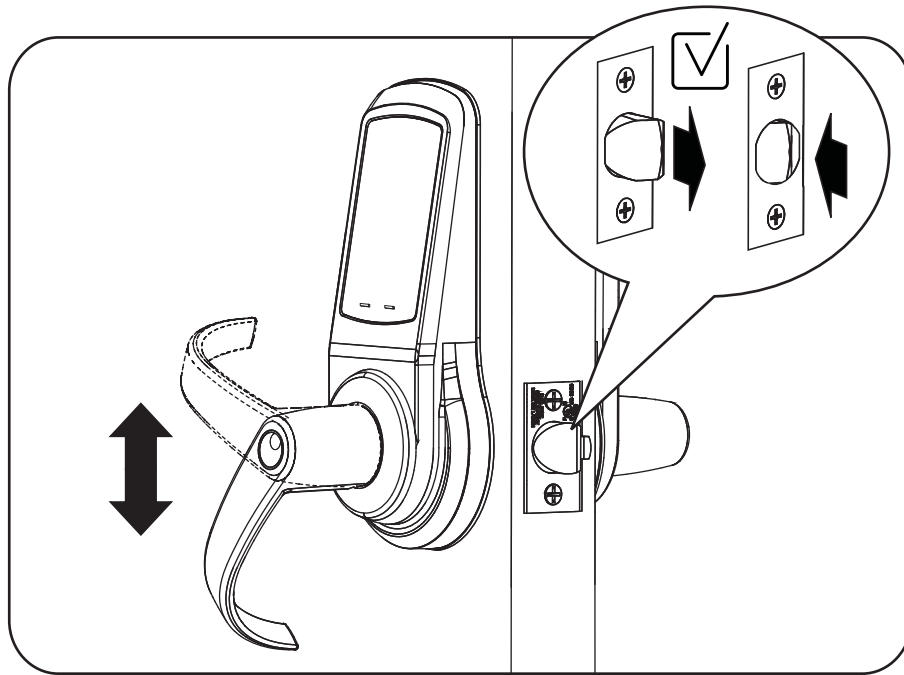


**Enter PIN Code**  
**Press** ✓



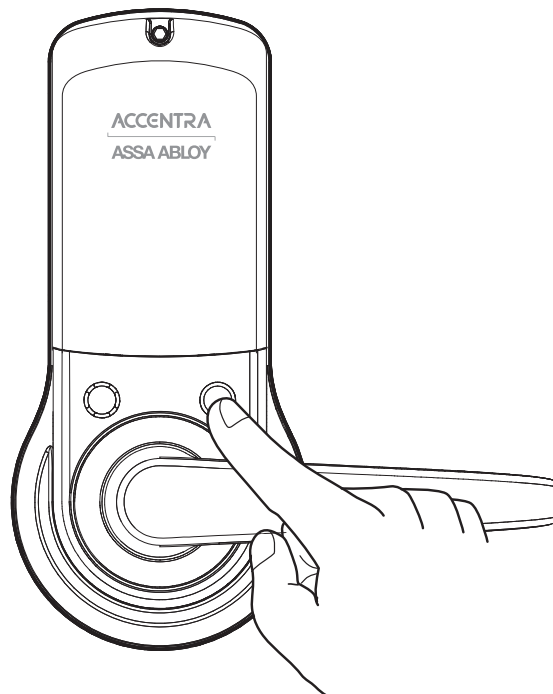


## Testing Outside Lever Operation

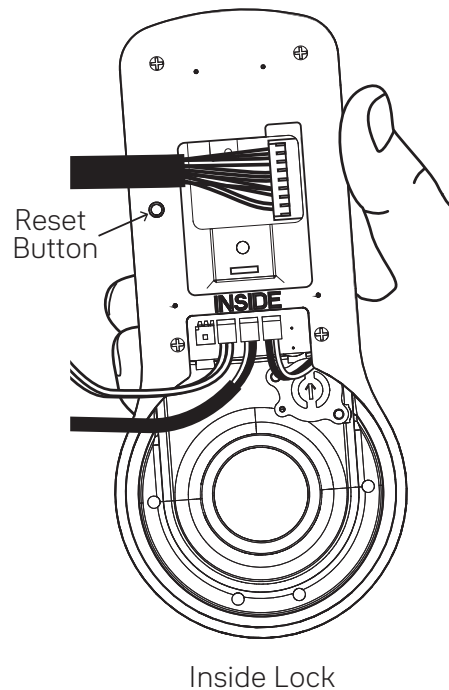


## 4

## Locking Door with Privacy Button



# Resetting Lock to Factory Default



Lever Removal Tool

Hex Wrench

When lock is reset to factory defaults all PIN codes (including the Master PIN code\*) are deleted and all programming features are reset to original default settings (see Factory Settings).



**IMPORTANT: The Reset Button is located on Inside Lock.  
The keypad remains assembled.**

1. Remove inside lever with the supplied lever removal tool.
2. Remove the battery cover with supplied hex wrench and then remove batteries.
3. Remove network module if installed.
4. Remove the 10-32 x 3/4" pan head screw from the center of the battery housing.
5. Remove the inside lock from the door to access the reset button on back of inside lock. Cables may stay connected. (See illustration above for location of the reset button.)
6. Reinstall four (4) AA batteries.
7. Press the reset button for 3 seconds.
8. While continuing to press the reset button, temporarily remove one (1) AA battery.
9. Reinstall the battery.
10. Release reset button and wait approximately 15 seconds.
11. Reassemble inside lock and lever.
12. If utilizing a network module, remove batteries. Insert module. Reinstall batteries.

Upon reset, Master PIN Code creation is the only option available and must be performed prior to any other programming of the lock.

# Definitions

**All Code Lockout Mode:** This feature is enabled by the Master PIN code. When enabled, it restricts all user (except Master) PIN code access. When attempting to enter a code while unit is in Lockout, there will be an audible lock response. The touchscreen keypad will display a RED locked padlock. (Main Menu selection #6.)

**Automatic Re-lock Time:** After a successful unlock, unit will re-lock automatically after 5 seconds or for a duration selected in Advanced Lock Settings (Main Menu selection #3 then #1).

**Eco Mode:** When enabled, Eco Mode puts unit in low power mode extending life of battery.

**Language Setting Mode:** Choose English (1), Spanish (2) or French (3) for lock's voice prompts. (Main Menu selection #5.)

**Low Battery:** When battery power is low, the Low Battery Warning indicator is a flashing red battery icon on the touchscreen keypad and the Accentra logo will flash red on the push button keypad. If battery power is completely lost, use 9Volt battery override. To use 9V battery override apply 9V battery, in either direction, to terminals on the keypad for backup power option. Activate the lock and enter your pin code to unlock door.

**Master PIN Code:** The Master PIN code is used for programming and for feature settings. **It must be created prior to programming the lock.** The Master PIN code will also unlock/lock the lock except when Accentra Key Module is installed.

**Network Module Setting:** With optional Network Module installed, this setting becomes available (Main Menu selection #7) and allows the lock to connect with a network controller.

**One Touch Locking:** When unit is unlocked, activating the lock will lock unit (during Automatic Re-lock duration or when Automatic Re-lock is disabled). When One-Touch Re-lock is **not** in use (**disabled**), any valid PIN code will re-lock the lock. (Main Menu selection #3 then #3.)

**Passage PIN Code:** When used to unlock, lock will remain unlocked/open. Lock cannot be locked/secured until Passage code is entered again.

**Privacy Button to Lock Door:** If Automatic Re-lock is disabled, a short 1 second press of this button will lock the door.

**Privacy Mode:** With optional Door Position Switch installed, Privacy Mode enabled thru Menu Mode and door closed, all keypad functions can be disabled with a 3 second press of the Privacy Button. Privacy Mode is disabled by default. Enable Privacy Mode thru Main Menu selection #3 then #4. With door closed, press and hold the privacy button until voice prompt indicates Privacy Mode is enabled. Privacy Mode duration ends when door is opened and voice prompt indicates Privacy Mode is disabled.

**Shut Down Time:** Unit will shut down for sixty (60) seconds and not allow operation after wrong code entry limit (5 attempts) has been met. When unit is in Shut down, the keypad will be flashing.






**Tamper Alert:** Audible alarm sounds if attempting to forcibly remove outside lock from door.

**User PIN Code:** The User code operates the lock. Maximum number of user codes is 500.

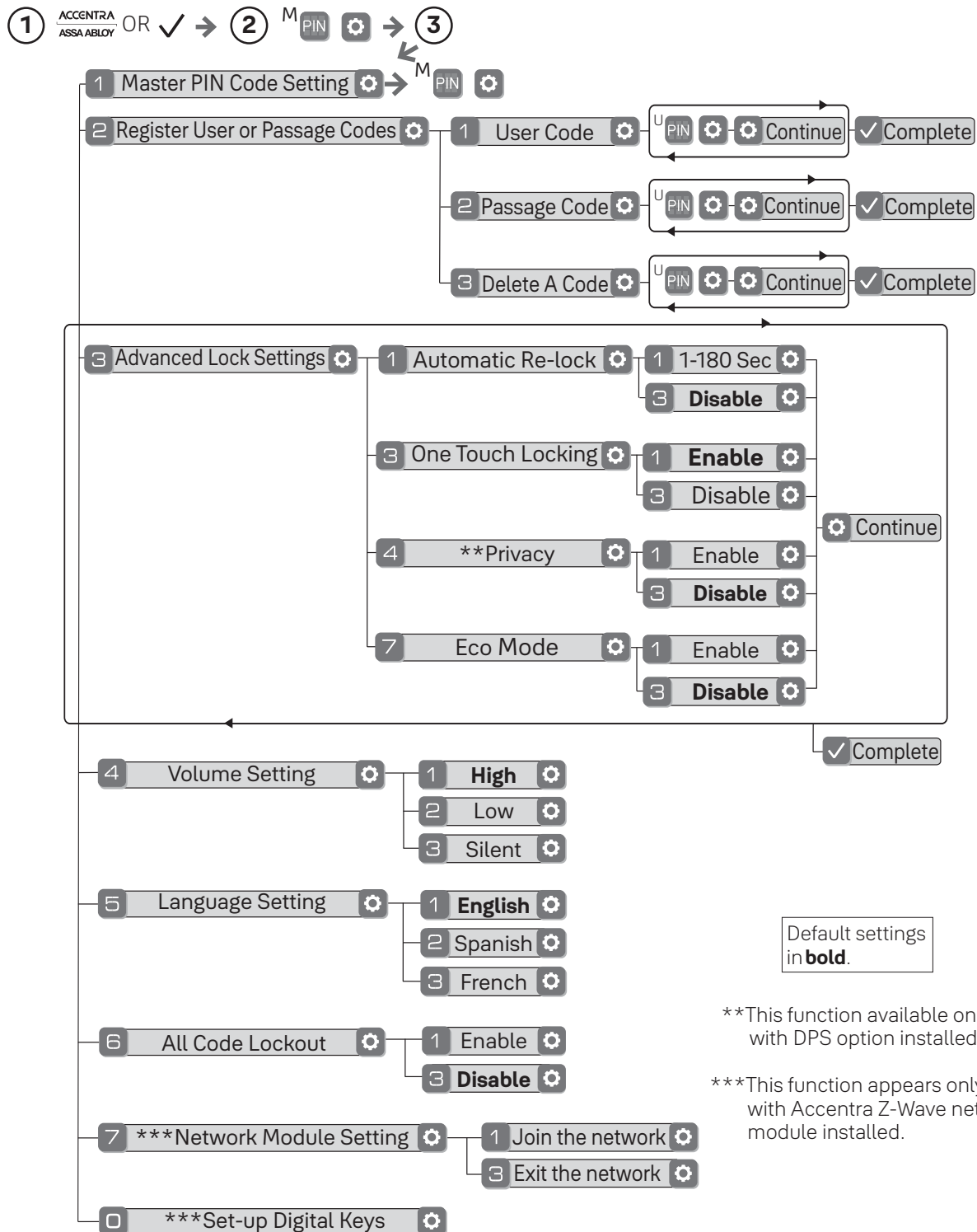
**Volume Setting Mode:** The volume setting for PIN code verification is set to **HIGH (1)** by default; otherwise it can be set to **Low (2)** or **Silent (3)** for quiet areas. (Main Menu selection #4.)

**Wrong Code Entry Limit:** After five (5) unsuccessful attempts at entering a valid PIN code, the lock will not accept a PIN code for the duration of the shut down time. The touchscreen keypad will flash, and a red padlock symbol will be at the bottom of the keypad. The push button keypad will flash and the Accentra icon will flash blue for the shut down period. The keypad will be available after the shut down time is complete.

# Feature Programming Through Menu Mode Using Master PIN code\*

1. Touch  to wake lock on touchscreen models. Touch  key to wake lock on push button models.
2. Enter 4-8 digit master PIN code\* followed by  key.  
Lock Response: "Menu mode, enter number (Enter digit corresponding to the function to be performed), press the  key to continue."
3. Follow the voice commands.
4. Press  key to complete the process and conclude the programming session.

\*The Master PIN code must be registered prior to any other programming of the lock.



# Programming Troubleshooting

Symptom	Suggested Action
<p>Lock does not respond.</p> <p>There are no lights or chimes and there is no mechanical sound indicating latchbolt movement.</p>	<p>Touchscreen models become active when Accentra logo is pressed. Push Button models become active when ✓ key is pressed.</p> <ul style="list-style-type: none"> <li>• Check batteries are installed and oriented correctly (polarity).</li> <li>• Replace batteries.</li> <li>• Check that cables are fully connected on inside lock and not crimped.</li> <li>• Apply 9V battery to terminals on the keypad for emergency power jump option.</li> </ul>
Lock wakes but does not respond. Lights dim.	<ul style="list-style-type: none"> <li>• Batteries do not have enough power. Replace batteries.</li> </ul>
Lock chimes to indicate code acceptance, but door will not open.	<ul style="list-style-type: none"> <li>• Check for another locking device on the door (i.e. deadbolt).</li> <li>• Check the door gaps for any foreign objects between door and frame.</li> <li>• Check that the motor cable is firmly connected into the PC board marked "MOTOR" on inside lock.</li> </ul>
Lock operates to allow access, but will not automatically re-lock.	<ul style="list-style-type: none"> <li>• Ensure Auto Re-lock Mode is enabled by Master user.</li> <li>• Replace batteries.</li> <li>• Ensure Passage PIN code was not used for access.</li> </ul>
User/Passage PIN codes will not register.	<ul style="list-style-type: none"> <li>• Master user creates/manages User and Passage PIN codes.</li> <li>• PIN codes must consist of 4 to 8 digits to register.</li> <li>• PIN code may already be registered.</li> <li>• Check to see if a yellow Accentra Key module is installed. PIN codes are disabled when Accentra is installed.</li> <li>• PIN codes must be entered within 20 seconds (while keypad is active) or process will have to be restarted.</li> <li>• Check ✓ or gear ⚙ cannot be used as part of the PIN code.</li> </ul>
Upon entering a User/Passage PIN code and pressing the ✓ key, the lock chimes an error or lock times out without responding.	<ul style="list-style-type: none"> <li>• Ensure All Code Lockout Mode is disabled by Master user. Touchscreen will display a red padlock on keypad.</li> <li>• The digits entered were incorrect or incomplete. Re-enter 4-8 digits followed by the check ✓ key.</li> <li>• Master user may have deleted PIN code.</li> <li>• PIN code may have expired.</li> <li>• Check to see if a yellow Accentra Key module is installed. PIN codes are disabled when Accentra is installed.</li> <li>• PIN codes must be entered within 20 seconds (while keypad is active) or process will have to be restarted.</li> </ul>
TS lock displays "Low Battery" on keypad. PBlock Accentra logo flashes red.	<ul style="list-style-type: none"> <li>• This is the alert to replace the batteries. Replace all four (4) batteries with new AA Alkaline batteries.</li> </ul>
The lock operates, but it does not chime.	<ul style="list-style-type: none"> <li>• Ensure Volume is set to Low or High by Master user.</li> </ul>
Lock will not enter Privacy Mode.	<ul style="list-style-type: none"> <li>• Ensure Privacy Mode is enabled by Master user.</li> <li>• Ensure door gap is correct.</li> <li>• Hold the Privacy Button longer.</li> </ul>

NOTE: When batteries are replaced, Network Module locks have a real time clock that will be set through the User Interface (UI); it is recommended to verify correct date and time particularly those locks operating under Daylight Saving Time (DST).

# Hardware Troubleshooting

Cycle lock in both the locked and unlocked positions. If problems are found:

Door is binding.

- a. Check that door and frame are properly aligned and door is free swinging.
- b. Check hinges: They should not be loose or have excessive wear on knuckles.

Latchbolt will not deadlock.

- a. Either strike is out of alignment or the gap between door and jamb is too great. Realign strike or shim strike out towards flat area of latchbolt.

Latchbolt does not retract or extend properly.

Latchbolt tail and retractor are not properly positioned:

- a. Remove lockset. Look through 2-1/8" hole and verify latchbolt tail is centered between top and bottom of hole.
- b. Remove latchbolt and insert lockset. Look through latchbolt hole and verify retractor mouth is centered in hole. If not, adjust outside rose plate.
- c. If necessary, rebore holes to line up retractor and tail.

## Factory Settings

Settings	Factory Setting
Master PIN Code	Registration <b>required*</b>
All Code Lockout Mode	Disabled
Automatic Relock	5 Seconds
Language	English
One Touch Locking	Enabled
Privacy Setting	Disabled
Shutdown Time	60 Seconds
Wrong Code Entry Limit	5 Times
Volume Setting	High

\*The Master PIN code must be registered prior to any other programming of the lock.

**FCC:**

This device complies with part 15 of the FCC Rules. Operation is subject to the 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.

Any changes or modifications (including the antennas) to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment.

Note : This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications not expressly approved by the manufacturer could void your authority to operate the equipment under FCC rules.

**Industry Canada:**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**FCC and IC RF Radiation Exposure Statement:**

This equipment complies with FCC and IC RF Radiation exposure limits set forth for an uncontrolled environment.

This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

RF du FCC et IC d'exposition aux radiations: Cet équipement est conforme à l'exposition de FCC et IC rayonnements RF limites établies pour un environnement non contrôlé.

L'antenne pour ce transmetteur ne doit pas être même endroit avec d'autres émetteur sauf conformément à FCC et IC procédures de produits Multi-émetteur.

Support Contacts:

**24/7 Support Email:**

support.aehg@assaabloy.com

**Technical Support Phone:**

1-800-810-WIRE (9473)

Monday – Thursday 8:00 AM to 6:00pm

Friday 9:00 AM to 5:00 PM

**Website:**

<https://www.accentra-assaabloy.com>

**Email for orders:**

Orders.Accentra@assaabloy.com

**ASSA ABLOY ACCENTRA™** provides a comprehensive range of high-performance door hardware and streamlined digital access control solutions for commercial, institutional, and multi-resident facilities.

**THE ASSA ABLOY GROUP** is the world's leading manufacturer and supplier of locking solutions, dedicated to satisfying end-user needs for security, safety and convenience.

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