1. **What if a Group Enters to Access One Unit?**

   Each person in the group will need to enter their code into the entry keypad letting StorLogix, the size of the group. If one person only enters their code and then leaves with the rest of the group in the unit, the Doorboss re-engages no matter the position of the unit door.

2. **What if a DoorBoss Engages While the Door is in the Up Position?**

   Site management/employee needs to unlock the doorboss in the StorLogix Software, then proceed to the unit to knock the hasp back to the open position, allowing the door to close. Once the hasp is in the correct position and the door closes properly, the doorboss requires being returned to "normal" operation by the site manager/employee via the software.

3. **The DoorBoss takes a Long Time to Disengage?**

   Three reasons slow down the operation of the DoorBoss lock.

   - The batteries in the doorboss are low and need replacement. The electric motor operating the DoorBoss piston does not have the power to operate at its fastest speed.
   - A large number of commands hit the DoorBoss system at one time. Each transceiver communicates with individual DoorBosses "Learned" into it one at a time.   If the "Slow" DoorBoss is one of the last devices to receive a command from its transceiver, it could seem to the tenant that the DoorBoss lock is malfunctioning. The only real fix for this is to re-learn all the Doorbosses into the site existing transceivers to balance the network traffic better or add a transceiver to the site's DoorBoss system to take some of the load off existing transceivers.
   - The tenant unit is close to the site's main entry keypad. Returning to how the transceiver communicates with individual Doorboss, the tenant could be at their unit before the command to disengage reaches the Doorboss Lock. Like the previous answer, the only way to "fix" this issue is to add a transceiver to the network or balance the network load on the existing transceivers.

4. **Can I disengage DoorBoss from the Actual Lock?**

   Yes and No. If the Doorboss is in Service Mode, you can press the DoorBoss's tamper switch to engage/disengage the lock. If the lock losses communication with the system and the command to enter into Service Mode does not reach the lock, there is no way to unlock a Doorboss from the unit.

5. **Does an Alarm Sound if the Doorboss gets Pulled off the Unit?**

   No, the DoorBoss lock comes equipped with a tamper switch; its main job is to alert the site employees the lock's battery door was removed if it is **not** in Service Mode.

6. **Will the DoorBoss Lock Disengage if the power goes out?**
7. **A group of DoorBosses stopped functioning.**

   Two scenarios cause this issue:

   - The Transceiver or Repeater controlling the area where the group of locks is located has malfunctioned and will need attention from a local tech.
   - External forces disrupted the communication between the DoorBoss lock and the Transceivers or Repeaters.

8. **My Site's Doorbosses are locking while the Tenants are still onsite or while their unit is open.**

   While in the "Unlock for Onsite Users" Mode, the tenant entering/exiting the site via the site's keypads controls the extension and retraction of the DoorBoss Lock's pistons. Some locations do not employ an exit keypad, so StorLogix Cloud has no idea when the tenant exited the site. In these situations, the software has to rely on one of two timers to know when to send the lock command to the DoorBoss Device. Below is an explanation of the two timers.

   - Clear Tenants Time of Day - Located in the Controller settings Alarm tab of StorLogix Cloud.   This timer removes all users/tenants found on the Onsite User List to an Offsite Status at a selected time of day. Once the User/Tenant moves to an Offsite status, the software sends the command to the DoorBoss Lock to secure the unit.
   - Rearm Wait Time - Located in the individual Access Area or Unit's Detail tab of StorLogix Cloud.   This timer removes users/tenants to an Offsite Status after a specific time has passed. (Measured in Hours and Minutes) Once the User/Tenant moves to an Offsite status, the software sends the command to the DoorBoss Lock to secure the unit.

9.