

MX-SERIES

Introducing EZ Connect

SERVICE MANUAL



 **Proxess**

To learn more: visit www.proxess.com

or call 303-317-6656

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INTRODUCTION

The *Proxess MX-Series Service Manual* contains important information to assist you in maintaining your Proxess Mortise Lockset.

CERTIFICATIONS AND STANDARD

- ANSI/BHMA A156.25 (Indoor/Outdoor)
- ANSI/BHMA A156.2 Grade 1
- ULC S319 PDR
- FCC Part 15
- RoHS
- ULC Canada
- UL10C Fire-Rated
- UL10B Neutral Pressure Rated
- ADA Compliant
- Industry Canada (IC)

TECHNICAL SUPPORT

The first source for technical answers is this MX Series Service Manual. All documentation and training materials are also available on our website: www.proxess.com. If you are not able to find an answer in this manual, contact your local Proxess Representative. If you do not know your local Proxess Representative, contact the Customer Service Department at Proxess (303)-317-6656.

LOCK FUNCTIONS





Note: All functions can be Programmed so the only two decisions required for stocking is either a deadbolt or latch-only option.

Name	Similar ANSI # Mech	Proxess Similar Electronic Function
Contact Proxess for additional function capabilities.		
Mortise Latch Functions (Lock Model MX-STL)		
Entry/Office Lock	F04	Lock Model MX-STL Enable toggle schedule and double present credential to outside reader to lock/unlock door
Classroom Lock	F05	Lock Model MX-STL Enable toggle schedule and double present credential to outside reader to lock/unlock door
Storeroom/Exit Lock	F07	Lock Model MX-STL Lockset always locked with free egress. Present credential to outside reader to lock/unlock door. Handles are not rigid.
Mortise w/Deadbolt Functions (Lock Model MX-STB)		
Dormitory Lock	F13	Lock Model MX-STB Select "Office Mode" in the ACS, turning the deadbolt on the inside lever will deny access to all but "Pass Through" card reads for entry. Deadbolt retracted by key outside or lever inside. Pass Through cards are programmed in the ACS.
Hotel/Motel Lock	F15	Lock Model MX-STB Select "Office Mode" in the ACS, turning the deadbolt on the inside lever will deny access to all but "Pass Through" card reads for entry. Deadbolt retracted by key outside or lever inside. Pass Through cards are programmed in the ACS. There is no occupancy indicator when deadbolt is thrown.
Entrance/Office Lock	F21	Lock Model MX-STB A valid credential should provide momentary unlocking and allow entry by that user, with the latch relocking in an administrator defined time (usually 5-8 seconds)..
Mechanical Lock Only Function		
Passage/Closet Latchset	F01	Mechanical Lockset offered for this function.
Privacy or Bedroom	F19	Mechanical Lockset offered for this function.
Double Key Functions		
*Storeroom	F30	BX-EN-POE (for ProxessIQ System) Mini-Controller (for LoxIQ System) This function requires a dual reader style entrance if made electronic. The locking mechanism would be an electric strike.
*Toggle Storeroom	F35	BX-EN-POE (for ProxessIQ System) Mini-Controller (for LoxIQ System) This function requires a dual reader style entrance if made electronic. The locking mechanism would be an electric strike.

*ATTENTION: Functions that secure both sides of the door could violate emergency exit capabilities, and violate life safety codes, potentially creating hazardous or even fatal consequences.

HOW TO ORDER

NOTE: Customer may leave steps blank if standard option is preferred for that step in the ordering process.

STEP:	1 SERIES	2 FUNCTION	3 LEVER STYLE	4 FINISH	5 KEYING
Standard Product #	MX	STB	8	626	KA
Standard description	MX Mortise lock for mortise cut-out door	STB Standard bolt function (programmable)	8 Curved return	626 Satin chrome	KA Keyed alike
Option description		STL Standard latch function	 6 Angled return	 606 Satin brass	KI Keyed individually
				 690 Dark bronze (613 equivalent)	LC Less core
				 <i>Other finishes upon request</i>	CK Custom keying

STEP 6: SPECIFIC INSTRUCTIONS

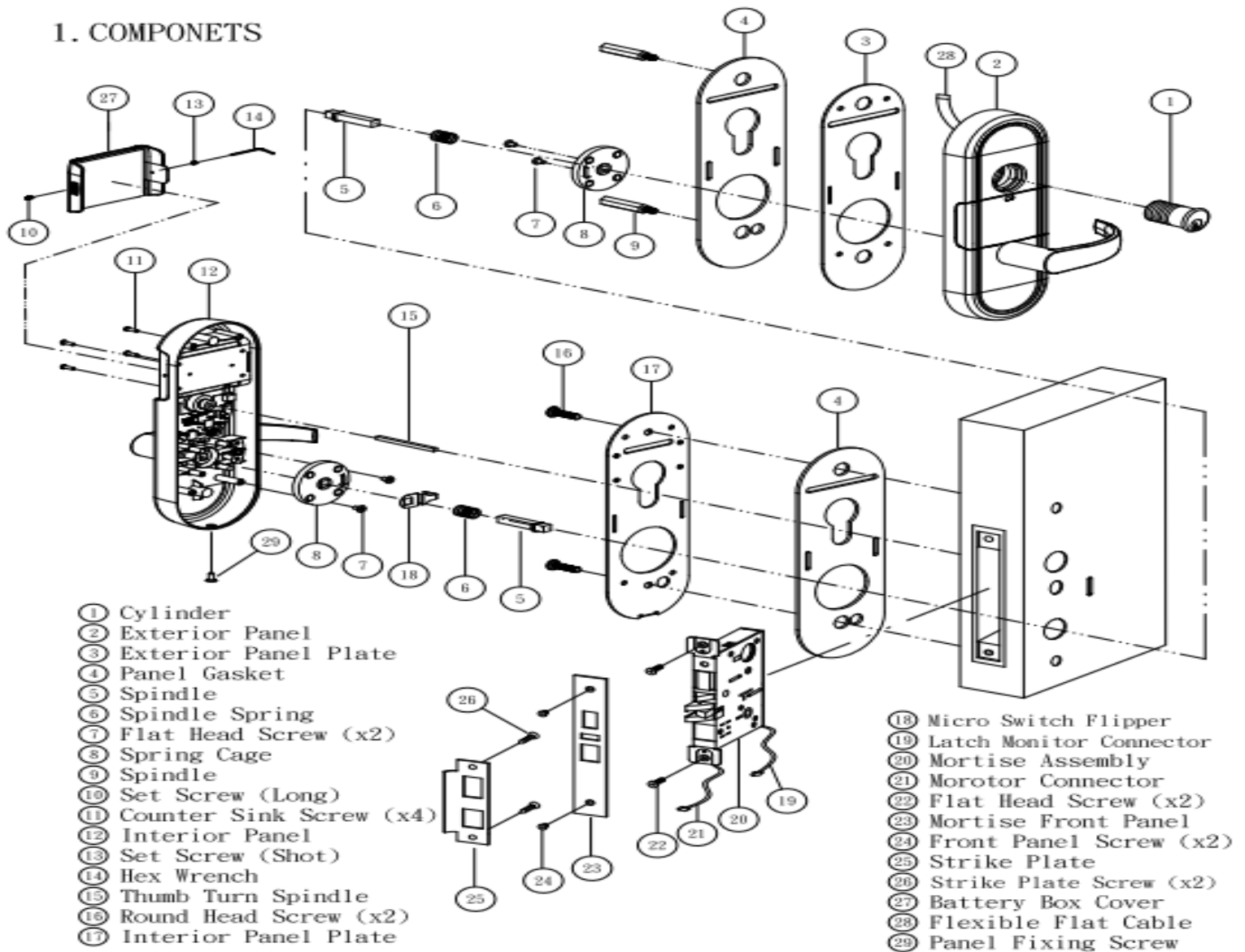
- **Door thickness**
If door thickness is significantly thicker than 1 3/4", a special length cylinder may be required
- **Handing**
MX is easily reversible in the field by simply rotating the lever 180 degrees before installation
- **Specify 'W'** when both exterior and interior trim are exposed to outside environments

To order software, go to the **Support and Data Sheets** tab on the Proxess website, then proceed to the **Download** tab to choose your software. Typically, you would choose **LoxiQ** software for small, phone-based systems (50 users/doors) and **ProxessIQ** server-based software for large systems. However, LoxiQ doors and users are limited only by the practicality of entering info on a phone vs server software.

LOCK PARTS

PARTS BLOWUP

1. COMPONENTS

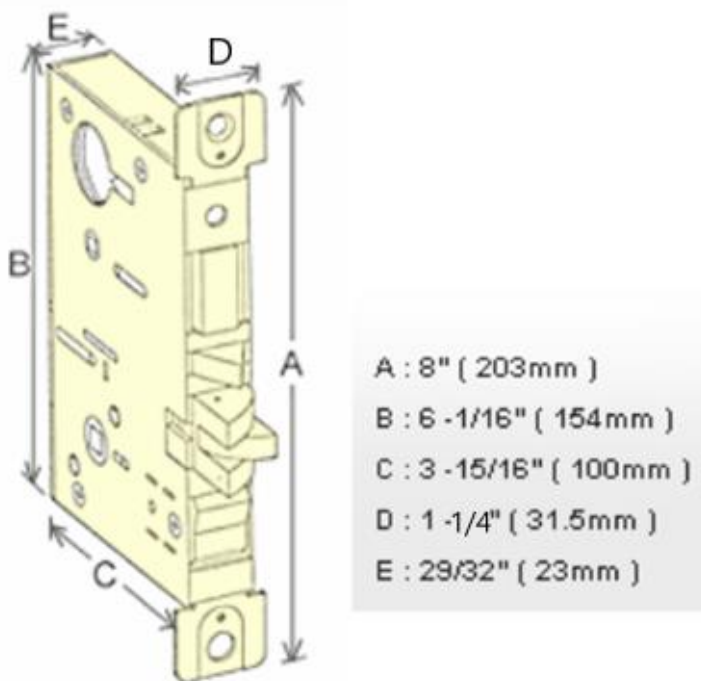


PART NUMBERS AND DESCRIPTIONS

ITEM	PART NUMBER	DESCRIPTION
1	M00-0031A	Cylinder
2	M00-0006A	Exterior Trim
3	M00-0018A	Exterior Backplate
4	M00-0020A	Gasket
5	M00-0013A	Spindle
6	M00-0014A	Spindle Spring
7	M00-0033A	Flat Head Screw (x2)
8	M00-0015A	Spring Cage
9	M00-0013A	Spindle
10	M00-0035A	Set Screw (Long)
11	M00-0037A	Counter Sink Screw (x4)
12	M00-0007A	Interior Trim
13	M00-0036A	Set Screw (Short)
14	M00-0042A	Hex Wrench
15	M00-0016A	Thumb Turn Spindle
16	M00-0038A	Round Hex Screw (x2)
17	M00-0017A	Interior Backplate
18	M00-0008A	Micro-Switch Flipper
19		Latch Monitor Connector

ITEM	PART NUMBER	DESCRIPTION
20	M01-0011A	Mortise Chassis for Bolt Functions
	M02-0011A	Mortise Chassis for Latch Only
21		Motor Connector
22	M00-0034A	Flat Head Screw (x2)
23	M01-0012A	Chassis Faceplate for Bolt Functions
	M02-0012A	Chassis Faceplate for Latch Only
24	M00-0039A	Front Panel Screw (x2)
25	M01-0030A	Strike Plate for Bolt Functions
	M02-0030A	Strike Plate for Latch Only
26	M00-0040A	Strike Plate Screw (x2)
27	M00-0005A	Battery Cover
28	M00-0021B	6-Pin Cable
29	M00-0041A	Trim Fixing Screw
30	M06-0001A	for Angled Return
	M08-0001A	For Curved Return

PROXESS MX CASE AND STRIKE DIMENSIONS



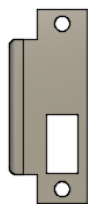
CYLINDER/KEYING

Due to the extra thick trim that houses RF and battery components, Proxess mortise locks will require special length (1 $\frac{3}{4}$ inch) cylinders. When using other manufacturers' cylinders, ensure that you have the proper 1 $\frac{3}{4}$ inch long cylinder.

Proxess locks are supplied with only small format removable cores and we strongly recommend that these locks are keyed differently than other cylinders in the existing lock system. Keys for Proxess locks are meant to be used only in emergency situations that require a mechanical key bypass. Proxess software monitors when a mechanical key is used. Proxess supplies custom keyed cores to match existing Proxess locks/systems. You will see a core mark on the face of the core. Simply provide your account name and this core mark in order to receive custom "matching" keying. Most Proxess cores contain several "spool" segments standard as a safeguard to resist picking. The software will notify the administrator of entry audits when access was gained by a key or in the unlikely event the lock was picked.

TRIM PARTS

STRIKE PLATES



SL



SB

ITEM	PART NUMBER	DESCRIPTION
SL	M02-0030A	Latch only strike plate
SB	M01-0030A	Bolt and latch strike plate

LEVERS



6



8

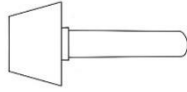
ITEM	PART NUMBER	DESCRIPTION
6	M06-0001A	Angled Return

MAINTENANCE

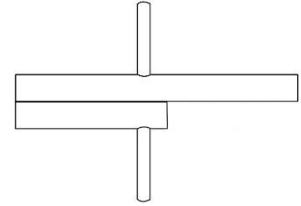
TOOLS FOR MAINTENANCE



Philips Screwdriver, #2



Core Turn Knob Tool
PN#: AX-309



Cylinder and Core Testing Wrench
PN#: AX-609

TROUBLESHOOTING HARDWARE

The following table illustrates possible causes and solutions for common problems after installing the lock hardware.

PROBLEM	CAUSE	SOLUTION
No beeps or blinks when the batteries are installed	Improper plug connection	Check all wiring and connectors to make sure the connectors are secure, and the cable is not pinched
	Reversed battery or dead batteries	Check the position of the batteries to make sure they are seated correctly
	Pinched wires or damaged cabling	Ensure the internal cabling is routed properly and cables have not been damaged during assembly
LED does not beep or blink on exterior when credential is presented	Batteries are dead and need to be replaced	Replace the batteries, synchronize the lock with the MPD and try the credential again
	Damaged or disconnected 6 pin cable	Check both ends of the 6-pin cable for proper connection.
MPD does not connect to the lock	Bluetooth is not enabled on the MPD	Enable Bluetooth in Settings
Red LED When credential is presented (Access Denied).	Improper Credential Permissions	Ensure the credential has appropriate access to the door.
	Lockset is in Lockdown	Have administrator take the lockset out of lockdown, or program the necessary credential to have "Pass-Through" privileges. (See software manual).

BEEP AND BLINK GUIDE

Operation indicators (Usually non-repeating)	Description
3 Red Beep/Blinks	The lockset has been set to toggle unlocked.
3 Green Beep/Blinks	The lockset has been set to toggle locked.
Warning Indicators (Will continue until problem resolved)	Description
3 Red Blinks (No Beeping)	Battery Low
3 Amber Beep/Blinks	Battery Critical
3 Double-Red Beep/Blinks	Battery Critical
3 Double-Red Beep/Blinks	Lockset Not Synchronized
Start-Up Sequence Beep/Blinks	
If a problem with the lockset occurs, there may be a sequence of Beep/Blink indicators during start-up that will help to determine the problem. These will be 3 short Beep/Blinks followed by a series of longer Beep/Blinks. Please note them and contact a Proxess customer service representative.	

INSTALLATION INSTRUCTIONS

The following pages contain the Installation Manual for the MX- Series Mortise Lock

A. CHECKLIST (4 AA BATTERIES INCLUDED)

Parts List: Each Proxess MX-Series lockset includes

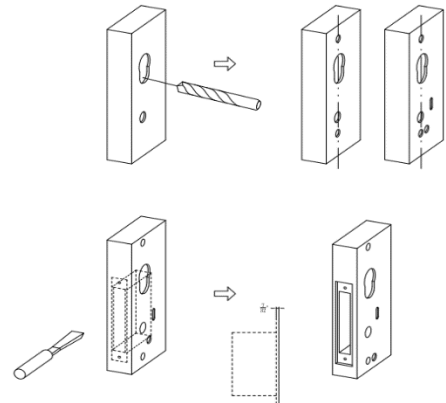
- Door Preparation Template
- Mortise Lever Lockset with Installation Instructions
 - Exterior lock assembly (include housing, lever and cylinder drive unit)
 - Interior lock assembly
 - Cylinder
- Hardware box includes:
 - ASA Strike Plate (Deadbolt or Latch Only)
 - Spindle Pack Includes:
 - Spindle x4 pcs
 - Thumb Turn Spindle
 - Micro Switch CAM
 - Spindle Spring
 - Round Head Screw x2 pcs
 - Spring Cage Pack Includes:
 - Spring Cage x2 pcs
 - Flat Head Screw x4 pcs
 - Screw Pack includes:
 - (SP1) Set Screw (Long)
 - (SP2) Set Screw (Short)
 - (SP3) Counter Sink Screw x4 pcs
 - (SP4) Front Panel Screw x2 pcs
 - (SP5) Strike Plate Screw x2 pcs
 - (SP6) Panel Set Screw
 - (SP7) Hex Wrench

B. Door Preparation

Measure the desired height from the floor to the door handle.

Use the Mortise Lock Installation Template for prepping the Mortise door holes.

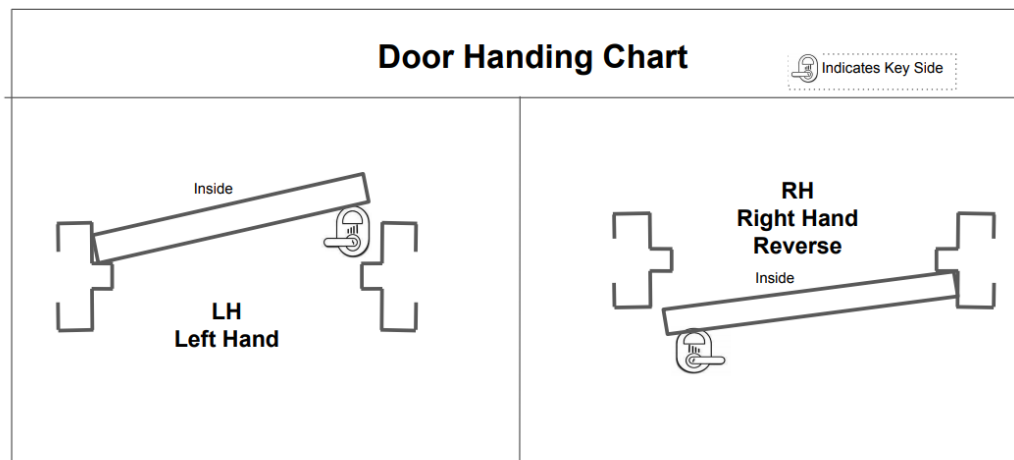
- Using the provided template, drill out the proper holes in the door.
 - Use a $\frac{3}{4}$ inch hole saw to drill the hole for routing the cables through. If you do not have a hole saw, use a $\frac{1}{2}$ inch drill bit and drill two holes.



Front Panel Size: L 8-1/32" x W 1-5/16" x D 7/32"

Lock Handing

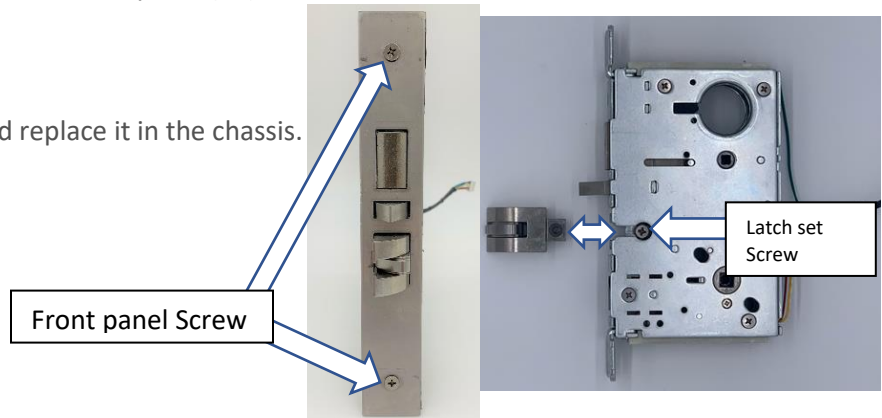
Note: The lock is right handed by default. To rehand the lock, you will need to change the lock bolt orientation.



C. Left Hand and Right Hand Reverse Set Up (See D for RH and LHR Set Up)

C.1 Latchbolt Orientation Set up

1. Remove the front panel screw (24) and the front panel (23).
2. Then, unscrew the latch set screw.
3. Pull out the latchbolt, turn it 180°, and replace it in the chassis.
4. Then, screw back in the set screw.



C.2 Remove Free Wheeling Lever Set Screw

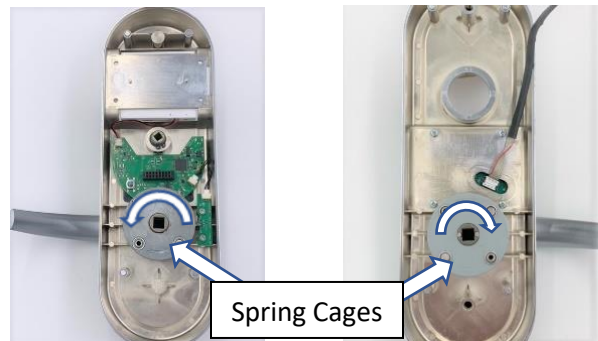
See below. Note: arrow "B" must point down.



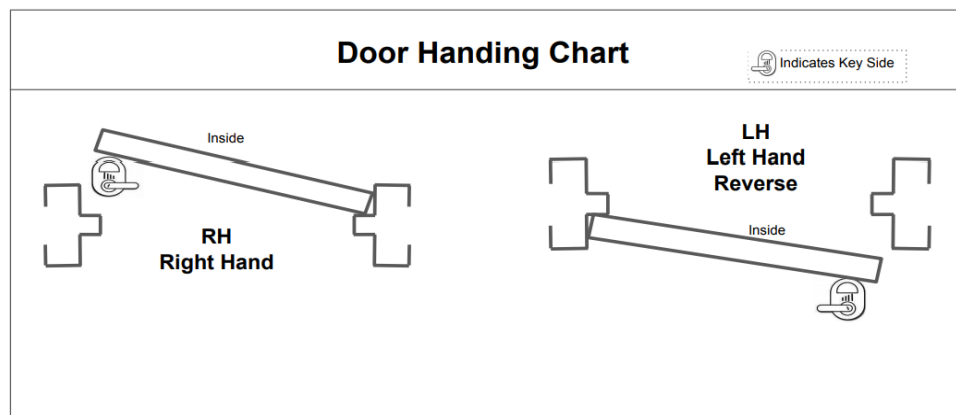
Only remove the screw from the reader/ external side of the Mortise assembly.

C.3 Proper Spring Cage Orientation Set Up (For Left Hand or Right-Hand Reverse)

1. For Exterior Panel Spring Cage- Place the spring cage on the exterior side of the trim. Arrow should point clockwise or in the direction you want the handle to engage the latch.
 2. Then, screw in the two set screws.
- For Interior Panel Spring Cage – Arrow should point counterclockwise.



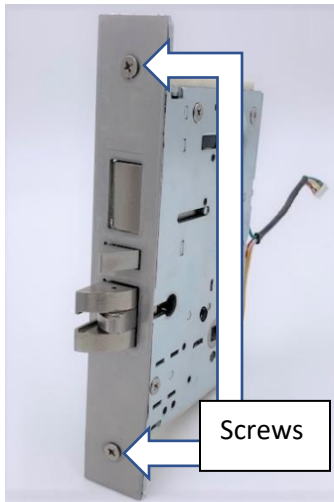
D. Right Hand and Left-Hand Reverse Setup



D.1 Right Hand and Left Hand Reverse

Do not remove the latchbolt.

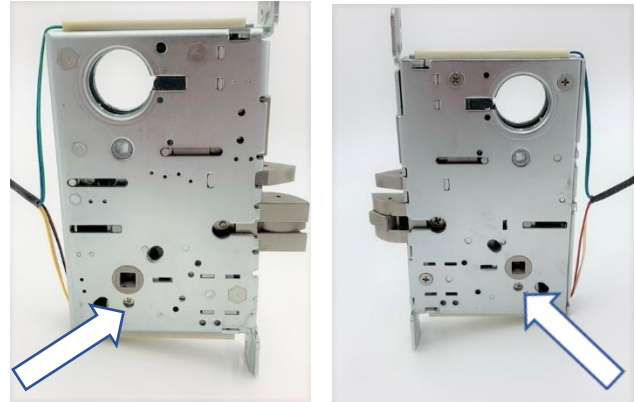
1. Remove the front panel set screw (24) and the front panel (23).



D.2 Remove Free Wheeling Lever Set Screw

See below. Note: Arrow B must point down.

Only remove the screw from the reader/ external side of the Mortise assembly.



D.3 Proper Spring Cage Orientation Set Up (For Right Hand or Left Hand Reverse)

1. For Exterior Panel Spring Cage- Place the spring cage on the exterior side of the trim. Arrow should point counterclockwise or in the direction you want the handle to engage the latch.
2. Then, screw in the two set screws.

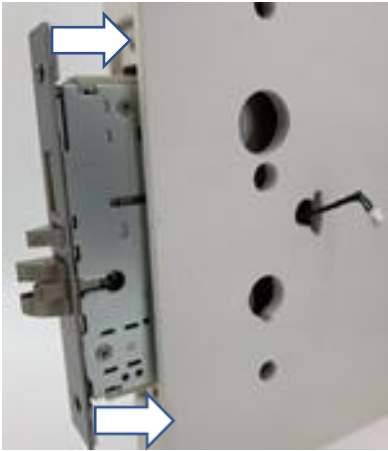
For interior panel Spring Cage – Arrow should point clockwise.



Hardware Installation

E. Mortise Chassis Installation

1. Route the cables through the door hole. Use pliers if necessary.
2. Slide Latch Monitoring Cable (19) and Motor Cable (20) through the door hole as shown.
3. Then, slide Mortise Lock chassis (20) into the door and screws (22) as shown (Do not fasten screws at this point). It may be easiest with a second person to hold the chassis.



F. External Panel Installation

F.1 Attaching Hex Bolts and Gasket

Ensure Ribbon Cable is secure in Exterior Trim first. Note that cable cannot be folded.

Insert Hex Bolts (9) onto the Exterior Trim (2).

Then install Exterior Gasket onto the Exterior Trim.



F.2 Insert Spindle

1. Insert the spindle (5) and spindle spring (6) into the spring cage.

Ensure the lever rotates smoothly and drives the spindle properly.



Having a hard time installing the spindle? Make sure the handle is 90° perpendicular to the trim in the desired orientation. Shifting the handle slightly may help particularly troublesome spindles.

NOTE: Pay close attention to the spring. The small spring is not attached to anything and can be easily misplaced.

F.3 Insert Ribbon Cable

1. Insert the ribbon cable into the 5/8" opening on the side of the door.
2. Pull the ribbon cable through the other side of the door.

If necessary, use pliers to route the cable. Make sure the cable is not bent or pinched.



Ensure This arrow is pointing down when installing exterior housing



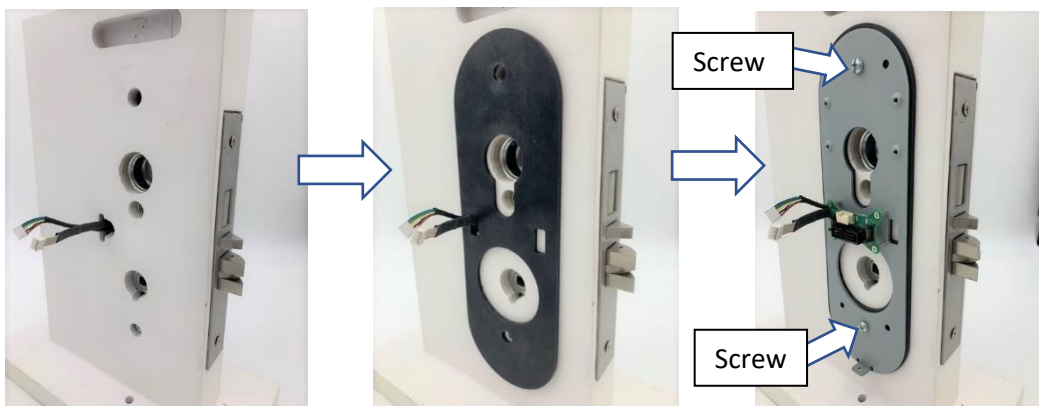
F.4 Insert the Exterior Panel Assembly into the door

(Ensure the handle moves freely)



F.5 Install Interior Backplate

1. Insert the ribbon cable into the Interior Gasket (4) and Interior Backplate (17).
2. Fasten the two screws (16).



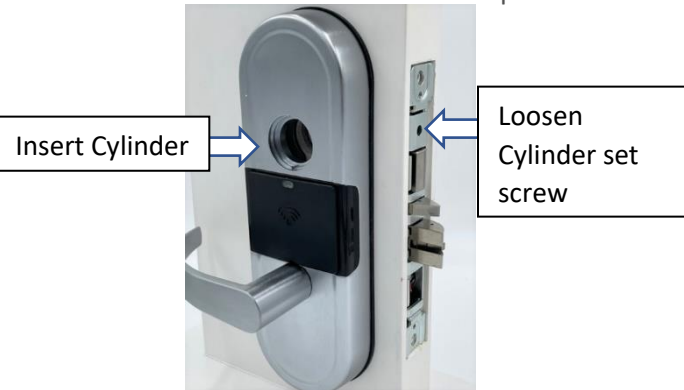
F.6 Connect Cables

1. Attach Exterior Housing cable to the plug on the left or right side of the EZ connect board
2. Attach the chassis cable to the plug on top of the Ez connect board
3. Tuck away loose cable to avoid it being pinched by interior housing



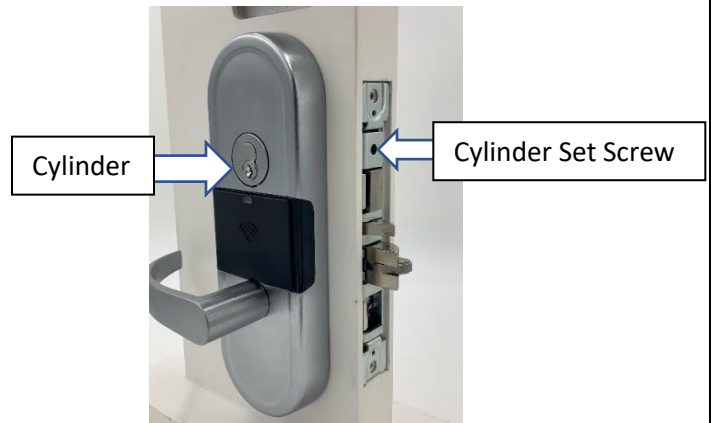
F.7 Install Cylinder

1. Loosen the cylinder set screw in the mortise chassis to insert the cylinder.
2. Insert the cylinder (1) into the front panel and ensure it sits flush with the front plate.



F.8 Tighten Cylinder and Backplate

1. Insert the screwdriver into the side of the Chassis and then tighten the Mortise Cylinder set screw(22).
2. Tighten interior backplate (17).



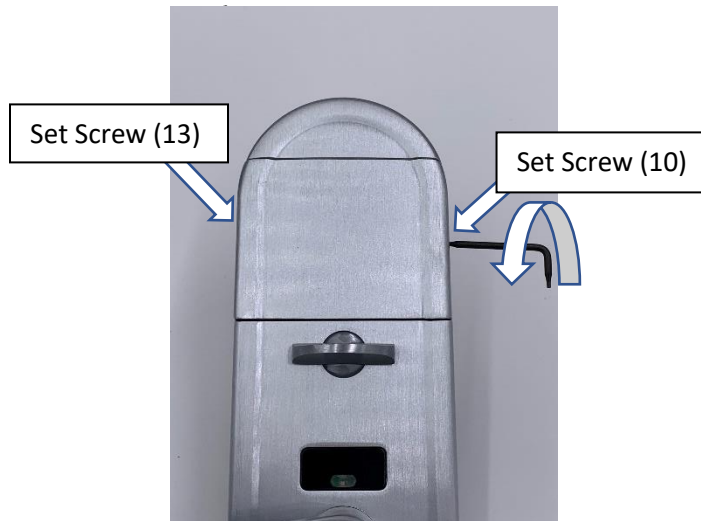
Step F Completed



G. Interior Assembly Preparation

G.1 Remove Battery Cover

Use Hex Wrench (14) to loosen long (10) and short set screws (13).



Next remove the battery cover (27).



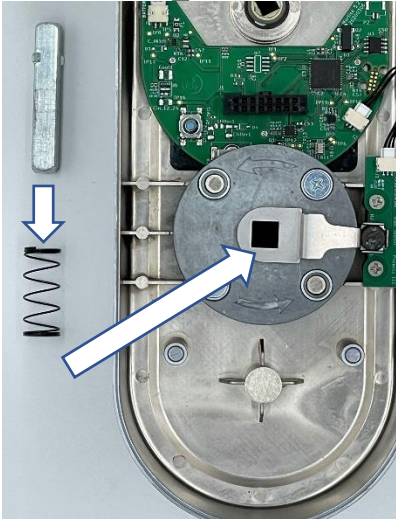
G.2 Inserting Micro Switch CAM

1. Insert the Micro Switch Cam (18) on the spring cage as shown.
2. Then, move (18) to the right and align it with the spindle slot as shown.



G.3 Inserting Spindles

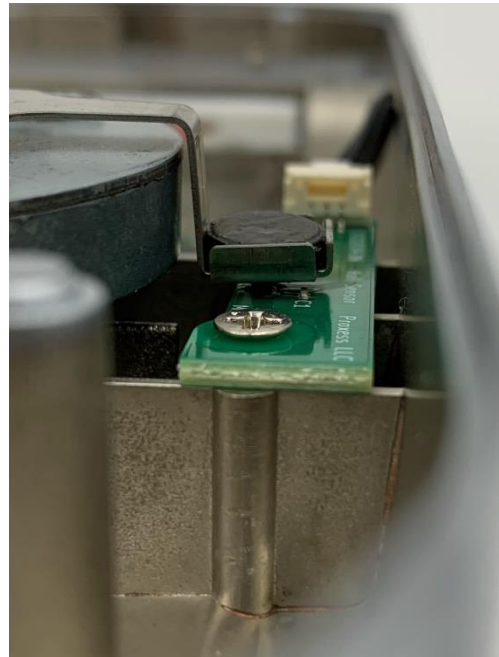
Insert spindle (5) and spring (6) into the spring cage as shown.



Note: The spring is not attached to anything and can be easily misplaced. Use caution when installing the spring.

G.4 Engaging the Micro Switch

Turn the lever to make sure (18) is not touching Micro Switch.



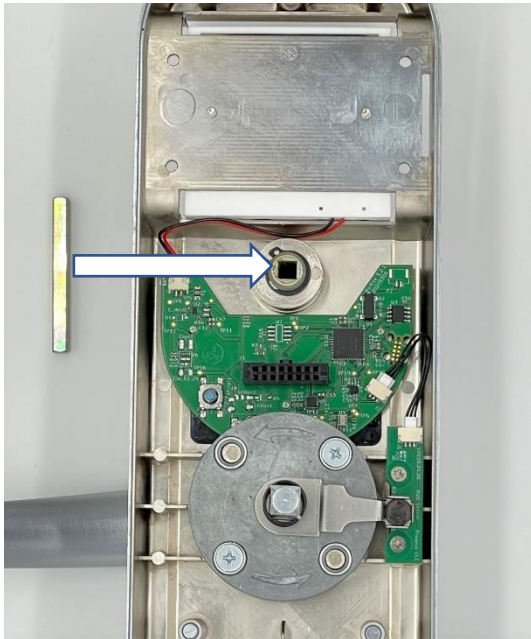
Step G Completed



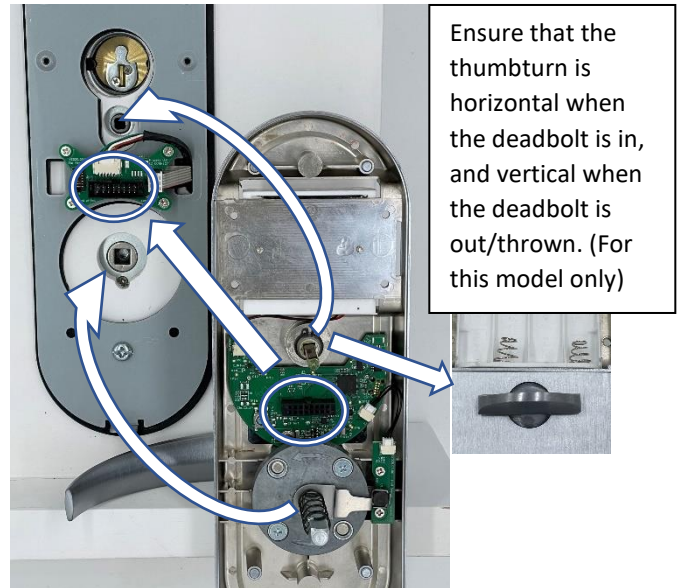
H. Interior Panel Installation

H.1 Installing Thumb Turn Spindle and Connectors

Insert Thumb Turn Spindle (15). (For this model only)



H.2 Then align the spindles and EZ connect with the chassis and place it onto the interior backplate.



H. Completed

Turn the lever to ensure proper latch engagement. The latchbolt should retract.



H.5 Insert the 4 battery compartment screws and bottom set screws to finish installing the interior trim.



I. Operation Test

I.1 Insert AA Alkaline batteries (x4) into the battery compartment

I.2 Green light will turn on and you will hear a beep, indication that the power is on



I.3 Turn the lever and make sure the lever is free to rotate

I.4 Testing the Lock

1. Take a programmed credential, place it in front of the panel and wait for one second. The green light will flash and you should hear a beep.
2. Turn the handle to actuate the latch and the door can be opened. After about 5-6 seconds, the door will automatically lock again.



I.5 If the latch cannot be actuated, go back to I.1.

I.6 Thumb turn lever function test (F15 only).

Turn thumb turn lever, deadbolt latch will extend;
deadbolt latch will work with Cylinder Emergency Key.
(For this model only)

I.8 Insert Battery Cover (27) onto the Exterior Trim.

I.9 Tighten the Battery Cover into place.



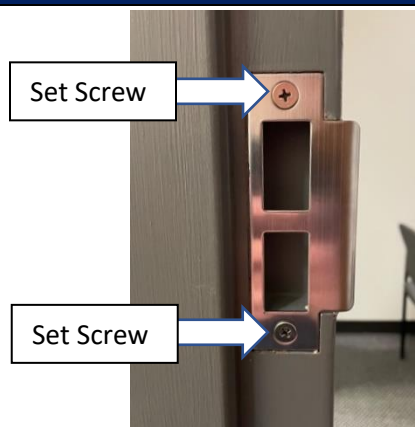
I.7 Fasten mortise chassis plate on with the chassis plate screws after all function tests work properly.



J. Strike Plate Installation

J.1 Use the template provided to create the strike plate mounting hole on the door frame.

J.2 Insert the strike plate set screws (25) and (26).

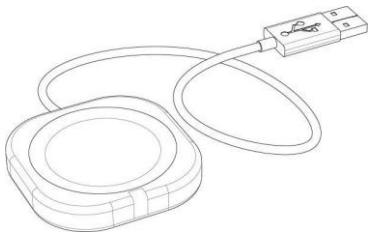


(USE THE TEMPLATE FROM MX INSTALLATION MANUAL FOR ACURATE DIMENSIONS)



ADDITIONAL RESOURCES

SERVICE EQUIPMENT



ENR™

Enrollment Reader and Programmer

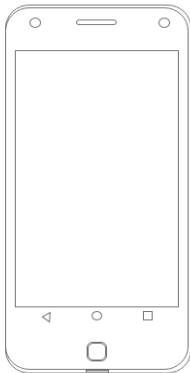
Proxess' ENR™ makes the credential enrollment process intuitive and simple. Just place a credential on the desktop reader and a pop-up window automatically appears. From here you can create a new user, assign this card to an existing user, or view the details of an existing cardholder.



NX™ Smart Credentials

Network on Card Smart Credentials

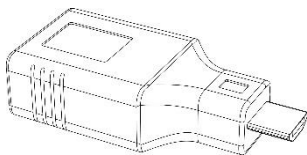
Proxess systems utilize the most advanced and flexible credential technology in the industry, DESFire EV1,2, or 3, and add six layers of protection, encryption and mutual authentication, providing the most secure credentials in the industry.



MPD Mobile Programming Device

Android Mobile Phone with no SIM Card

The Mobile Programming Device is used with the Proxess LoxIQ™ software to build door groups, access profiles, time schedules, and so much more. It can also be used to assign high security Network on Card credentials to personalized profiles with the Proxess Enrollment Reader and On-the-Go Converter. Proxess software is currently compatible with only Android devices. However, we are excited to develop software with IOS capabilities. Please check our website for the latest capabilities for Proxess products.



OTG On-the-Go Converter

The On-the-Go Converter is provided with the Mobile Programming Device and Enrollment Reader to assign credentials. Proxess offers OTG converters for both Micro USB and Type C devices.

For additional information about service equipment and Proxess products, please visit our website:

www.proxess.com

SOFTWARE SOLUTIONS FOR LOCKSET PROGRAMMING

LoxIQ™

LoxIQ™ is a software app created by Proxess, LLC. Instead of requiring all the expensive components of an access system (approx. \$3k/dr), LoxIQ™ requires only the locks, a phone, and a programmer. Although the system has the capability of unlimited doors and users, it is typically implemented in smaller systems of 100 doors/users or less...Expandable to full server system software.

For more information about LoxIQ™, please visit our website:

<http://www.proxess.com/Proxess/media/Proxess/Documents/loxIQ-datasheet-20190114.pdf?ext=.pdf>

ProxessIQ™

ProxessIQ™ is the enterprise access control software, supporting Proxess intelligent wireless locksets and door controllers. A ProxessIQ™ system can begin with a single wire-free lockset and incrementally expand to an unlimited number of locations, doors and users.

For more information about ProxessIQ™, please visit our website:

<http://www.proxess.com/Proxess/media/Proxess/Documents/ProxessIQ-Scalable-ACS.pdf?ext=.pdf>

Proxess Sync™

The Proxess Sync™ mobile phone App synchronizes changes from the ProxessIQ™ software to LoxIQ™ locksets across the country. It is the simplest to use configuration App, requiring just a click to perform the synchronizations. Strictly a performance App, it is secure and uncompromising. All of the configuration changes are securely made on the PC software and the App user simply clicks to have the changes executed.

For more information about Proxess Sync™, please visit our website:

[http://www.proxess.com/Proxess/media/Proxess/Images/Solutions/Proxess-Sync-DS-Pg-1-\(1\).pdf?ext=.pdf](http://www.proxess.com/Proxess/media/Proxess/Images/Solutions/Proxess-Sync-DS-Pg-1-(1).pdf?ext=.pdf)

FCC STATEMENT

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 communication. 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 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.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

User Manual Notice required by Section 8.4 of ISED RSS-Gen Issue 5

Industry Canada Statement

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.

Industrie Canada l'énoncé

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 ID: 2AKUZPXH01

IC: 22335-PXH01

Product Marketing Name: MX-Series Mortise Lockset

Contains FCC ID: SH6MDBT50Q

Models (HVINS):

- PXH01-CX03-B (CX-Series Cylindrical Lockset)
- PXH01-CX03-DC (CX-Series Lockset)
- PXH01-MX02-B (MX-Series Mortise Lockset)
- PXH01-MX02-DC (MX-Series Mortise Lockset)

UL STATEMENT (Pending)

Outside lever is normally locked. Inside lever always allows egress.

Unit shall not interfere with the operation of Panic Hardware.

Wireless communications, Wi-Fi, Bluetooth, Door Position, and Request to Exit features are not part of UL Listed product.

Tested to compliance with UL 294 5th Edition Class I.