

Troubleshooting

Problem	Possible Cause	Action
No beeps or blinks when battery pack is connected.	<ul style="list-style-type: none"> • Improper plug connection. • Pinched wires or bent pins. • Reversed battery or dead battery. 	<ul style="list-style-type: none"> • Check all wiring, and the three plugs. • Check that battery voltage is 6 VDC or better with new batteries.
Fails power up self test. There were no three green LED blinks and beeps at the end of power up, just three RED LED blinks and beeps.	<ul style="list-style-type: none"> • Motor not connected. • Battery voltage low. 	<ul style="list-style-type: none"> • Check all three plug connections, inspect for cut or pinched through door wires. Measure battery voltage, must be over 6 VDC.
Unable to connect to the device with BLE, don't see the expected lock name, or "Schlage Lock".	<ul style="list-style-type: none"> • The battery cover must be installed to avoid Tamper Mode before BLE will work. • The tamper switch could be broken. 	<ul style="list-style-type: none"> • Press "+" in the app. • Install the battery cover. • Turn the outside lever, and check for the name again by pressing "+" in the app.
Latch is not retracting when access is granted.	<ul style="list-style-type: none"> • Latch tail assembly incorrect. 	<ul style="list-style-type: none"> • Check installation step 2.
NDE is crooked in the door preparation.	<ul style="list-style-type: none"> • Check installation step 2, that the latch tail fits in the slide slot. 	<ul style="list-style-type: none"> • Center and square the lock in the door prep.
Outside lever won't go on.	<ul style="list-style-type: none"> • Key cylinder is assembled incorrectly. • Follow lever installation pull/push instructions. 	<ul style="list-style-type: none"> • See Cylinder and Lever installation. • Check cam rotation and key rotation for handing.
Batteries are hot.	<ul style="list-style-type: none"> • A battery is reversed. 	<ul style="list-style-type: none"> • Replace all batteries, with polarity per the battery pack markings. Measure the battery voltage as 6 VDC or more when new to confirm proper insertion.
Can't do a Factory Default Reset (FDR)	<ul style="list-style-type: none"> • Motor/RTX cable is disconnected. Pins are bent or cut. 	<ul style="list-style-type: none"> • Hold down the FDR button until there are two green blinks and beeps; then turn the inside lever three times. Check all connections are correct and no wires are cut or pins are bent.
No Wi-Fi connection	<ul style="list-style-type: none"> • Wrong Wi-Fi Configuration. 	<ul style="list-style-type: none"> • Check the Wi-Fi configuration for the location. You must have the SSID, Security type, Password, and in some higher security configurations, the user ID.
Intermittent Wi-Fi connection Wi-Fi signal is weak	<ul style="list-style-type: none"> • Your phone's Wi-Fi may be turned off. • You may be too far from a Wi-Fi access point or have walls blocking the Wi-Fi signal. 	<ul style="list-style-type: none"> • Use your smart phone Wi-Fi settings to confirm the desired SSID is present and listed under "Choose a Network" on your phone. Use the same SSID, password, and user name to connect your smart phone to the Wi-Fi to confirm the Wi-Fi is functioning at this door location. The NDE lock and phone can both connect with the proper Password and User ID. Make sure the SSID assigned to the lock is at the nearest access point with a strong signal.
After enrolling credentials and access files into the NDE, all valid cards are still denied.	<ul style="list-style-type: none"> • DPS (door position sensor) is not calibrated. • Activation or Expiration date errors. 	<ul style="list-style-type: none"> • Calibrate DPS using your mobile application. • The DPS must be calibrated before access is granted. Use the ENGAGE mobile application to calibrate the DPS. • The NDE clock is set automatically with the first communication to the Engage mobile application. Check the User Credential information in the app to make sure you have enrolled the "User Configuration" with the proper access Activation and Expiration dates.
Reader does not respond to credentials, (no beeps or LEDs) but lock passed power up self-test.	<ul style="list-style-type: none"> • Lock is not detecting a user in the area around the reader. 	<ul style="list-style-type: none"> • Credentials should be presented by hand directly over the logo on the front of the reader. Avoid interference from lanyards, wallets, or purses.