Battery Products Troubleshooting Guide

Low batteries, replace batteries - no data is lost (if batteries are not lasting as expected contact Technical Support)

Severe low battery Lockout (see low batteries above) -or-
Lockout Mode initiated
Both require Freeze/Lockout credential to return lock to normal state

No LEDs light when any credential is used
Ensure credential is used properly:
• MagCard - stripe faces right
• Prox - placed near/in reader area
• iButton – seat iButton in recessed area and touch other metal post
• Code - press & release buttons firmly (press * prior to entering code if other buttons have been pressed, this will reset keypad)

See reverse side

Red LED blinks 10-12 times before Green LED
Red LED blinks 10-12 times, no Green LED

What occurs on the keypad/reader when a Normal credential is used?

Red and Green LED light as a button is pressed, lock remains unlocked
Red LED blinks 2-4 times
Red and Green LED's flash, Green LED stays on for five seconds

One Red LED blink, no Green LED
- or -
The Red LED lights for each button press, no Green LED

Green LED flashes multiple times indicating acceptance, but lock does not release

For CM/CL Locks (w/o Privacy feature), on electronics board press Lock and Unlock buttons, does the lock respond properly?

Yes
No

Do other programmed credentials operate the lock?

Yes
No

The non-functioning credential has not been programmed into lock
- or -
Bad credential

Lock has lost configuration, contact Technical Support

Has the credential recently worked on this lock?

Yes
No

Reprogram lock with most current programming file
• In Uplink, select ‘Program by Selecting Name’ (if door name is not listed you must export door programming files again)

Yes
No

Clear memory
• Re-initialize your Programming Credential
• Re-program lock (if symptom returns contact Technical Support)

Possible bad electronics board or keypad/reader
Verify proper installation (connectors, spindles, springs, etc.)

If using software, verify access to the lock, and any activation or expiration date

Reprogram lock with most current programming file

If any errors occur in Uplink, write it down and contact Technical support

12-15-07
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Unresponsive lock, no LED blinks when a credential is presented
(see reverse side for other responses)

Verify all electronic connections (keypad, reader, battery, etc.)

*Check battery voltage from the battery holder

4.7v to 6v

Remove one battery, then press a keypad button or swipe a card (to completely drain power)

Return the removed battery into battery holder

Present a valid credential

How does the lock respond to the credential

Lock responds properly

Lock responds, but not as expected

Start at top diamond on reverse side

Low batteries, replace batteries - no data is lost (if batteries are not lasting as expected contact Technical Support)

For CM/CL Locks with Privacy feature, before installing the inside cover, press Lock and Unlock pushbuttons on electronics board press Lock and Unlock buttons, does the lock respond properly?

* Checking Battery Voltage
Battery voltage may also be checked with a meter on the iButton/Programming Ports, but it may be a few tenths lower than the true battery voltage.

Replace electronics board (if accessible). Lock must be reprogrammed

Possible bad electronics board or keypad/reader

4.7v or lower

Installation Tips
• For CM/CL Locks (w/o Privacy feature), before installing the inside cover, press Lock and Unlock pushbuttons on the electronics board and verify the operation of the lock (ensure it is in a locked state before installing cover)
• When installation is complete verify operation of lock:
  • All locks (except CL) will release with the factory default Normal entry code of 13579
  To delete this default Normal code the default Programming Code must be changed (refer to programming instructions), or the lock must be computer programmed
  • For CL Campus locks the lock will release by swiping the Construction Card then entering 13579
  • If using software, set time and date on the lock

Programming Tips
• A Programming Credential must be initiated with each lock
• A lock must be in Programming Mode to accept programming
• When a Programming Credential is presented, both LEDs will alternately flash indicating the lock is in Programming Mode
• Once in Programming Mode, you have 30 seconds to begin programming (or the lock returns to normal operational)
• If you are having problems with Uplink programming:
  • Verify the cable is plugged into the lock ports as shown on the plug-in connector
  • Try to check time and date with Uplink (do not put lock in Program Mode), if errors, contact technical support
  • After selecting ‘Program Lock’, then select ‘Program Lock by Selecting Name’ (if the door name is not listed you must export door programming files again)