Anchor
FAQ

Contents

General

From time to time the questions asked by users, for example, to the telephone support, are repeated. The following listing is intended to help the user find solutions or possible procedures in response to his own questions so that he can solve the problem by himself.

Lock does not open

No input possible, a rejection is given even as the first key is pressed

Possible cause of the error:

- The external blockade is active
- Penalty time is running after 4 or repeated incorrect inputs (LED flashes briefly every 10 seconds)

Rejection after code input

Possible cause of the error:

- Code is incorrect
- Blockade (menu 2) active, only applies to user codes

Positive acknowledgement after code input, lock does not open

Possible cause of the error:

- Battery is flat. The remaining charge is sufficient for operation of the evaluation electronics but not to drive the opening mechanism
- Blockade (menu 2) active, only applies to user codes
- Delay time is running
- A delay time has been configured and an attempt is made to open user 9 but the delay time was not started
- The same code was input twice when Dualcode / "two pairs of eyes" principle is active

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FAQ's / Problems with menu functions

Many problems can be tracked down by looking at the time at which a menu sequence was quit or there was a rejection.

For that reason the tracking down of problems in menu functions is oriented towards the relevant menu sequence.

New user cannot be created

☐ ♪ ☼ **Menu Create user**	Symptom	Possible cause of the error
	Rejection when going to the menu	External blockade active
Input the master code [1][2][3][4][5][6][0]	Rejection after last code digit	Wrong master code
		Dualcode / two pairs of eyes principle active
Number of the user to be created [3]	Item acknowledgement, but the menu sequence is quit (LED off)	User already created
	Rejection signal when attempting to create user 9	Active Delay time function
Input user code, e.g. [0][3][0][3][0][3][0]	Rejection signal after last code digit	Invalid code, try another sequence of digits
Confirm the user code [0][3][0][3][0][3][0]	Rejection signal after last code digit	First and second code input differ

User cannot be deleted

☐ ♪ ☼ **Menu Delete user**	Symptom	Possible cause of the error
	Rejection when going to the menu	External blockade active
Input the master code [1][2][3][4][5][6][0]	Rejection after last code digit	Wrong master code
Number of the user to be deleted [2]	Rejection signal after input of the digits	Dualcode / two pairs of eyes principle active
[(][9][)]	Rejection signal when attempting to delete user 9	Active Delay time function

Anchor
FAQ

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The user code cannot be changed

e.g. change 1234560 to 1111111

⟨0⟩ 🎵 ☼ **Menu Change code**	Symptom	Possible cause of the error
	Rejection when going to the menu	External blockade active
Input code, e.g. [1][2][3][4][5][6][0]	Rejection after last code digit	Incorrect code
Input the new code [1][1][1][1][1][1][1]	Rejection signal after last code digit	Invalid code, try another sequence of digits
Confirm the new code [1][1][1][1][1][1][1]	Rejection signal after last code digit	Code repetition incorrect

Dualcode / two pairs of eyes principle cannot be switched off

⟨6⟩ 🎵 ☼ **Menu System setup**	Symptom	Possible cause of the error
	Rejection when going to the menu	External blockade active
Input the master code [1][2][3][4][5][6][0]	Rejection after last code digit	Wrong master code
		Dualcode / two pairs of eyes principle active + no previous user code input

Submenu Dualcode

[4]

activate=1, deactivate=0

[0]

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Changeover to UART / serial interface not possible

The activation of the UART / serial interface is vitally important for the audit function, for example. The prerequisite is that all the IO functions, namely "silent alarm" and "external blockade", had been deactivated beforehand.

6 ♫ ☼ **Menu System setup**	Symptom	Possible cause of the error
	Rejection when going to the menu	External blockade active
Input the master code 1 2 3 4 5 6 0	Rejection after last code digit	Wrong master code
		Dualcode / two pairs of eyes principle active
Submenu Mode change 1	Rejection when going to a submenu	IO function still active
Mode analog + UART 3		
Input the master code 1 2 3 4 5 6 0	Rejection after last code digit	Wrong master code
Mode analog + UART 3	Rejection after inputting digits	Incorrect digit when repeating

Possible causes of errors / correction strategy

Invalid code

When attempting to create users or to change a code, a certain code cannot be set for the one or the other, even though you are certain that it had not already been assigned to another user. This is not a malfunction, but is based on the way in which the code is stored in the internal memory.

Memory setup

You can think of the memory as a cupboard with 10 drawers.

There is a drawer for each user (master + 9 users). Whether a user is regarded as created, active, deleted or deactivated is defined by the caption field of the drawer. A change in these individual states still does not change the contents of the drawer.

If a new user is created, all the drawers are opened, regardless of the state, and the stored codes are checked to ensure that they differ in at least two places from the new code that is being created.

This means that the stored code prevents the use of this code for another user, even in the case of users who had been deleted. At this point, this stored code must first be overwritten by a new one.

The constant checking of all codes is a function of the fact that user identification is done solely through the code and without an ID / PIN. The difference in two places is a basic precondition for the provision of alarm codes for the silent alarm.

External blockade active

The lock can be blocked by a signal when using additional connection peripherals such as Primor Signal. This is done as a rule in connection with hazard alarms or alarm units to avoid false alarms due to the opening of the safe when the system is live. The blocking function takes effect after being set up via the corresponding menu function. (See the operator manual 6-3) If the blockade had been configured to signal logic low, this must be actively removed by applying current to the input. A cable breakage can be the cause for the blockade if blocking is suddenly imposed without any action from the alarm unit.

User already created

The occupancy by users can be queried by means of menu function 7 (see the operator manual). Determine a free user number in this way and then repeat the creation sequence.

Dualcode / two pairs of eyes principle active

Dualcode mode or the "two pairs of eyes" principle includes all the menu functions and the master as the active user. This means that if you wish to execute a menu function by means of the master code, a valid opening code must have been input by a user before going to the menu item in question.

Furthermore, the lock electronics always monitor whether a second user has already been created in addition to the master so as to preserve the "two pairs of eyes" principle. It is not possible to delete the last user when Dualcode mode is active.

Delay time function active

All functions that could lead to the bypassing or shortening of a set waiting time can only be executed within the release time. This includes a reducing of the release time and the creation of user 9. This special user has the right to open without waiting for the delay time to end.

This means that the delay time must be started by a valid code before executing a menu function and it is necessary to wait until the delay time has expired. Execution is only possible within the release time window.