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General

From time to time, questions from users repeat themselves, e.g. during telephone support. The following list is intended to

provide users with solutions or procedures to help them solve problems on their own if questions arise.

Lock does not open

No input possible, input is rejected even as the first key is pressed

Possible cause of the error:

- The external operating lock 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
- Operating lock (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 level is enough to operate the evaluation electronics but not to drive the opening mechanism
- Operating lock (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 dual code / "two pairs of eyes" principle is active

FAQs / Problems with menu functions






Many problems can be traced by monitoring the time when a menu was exited or there was a rejection. For that

reason, tracking problems in menu functions is based on the relevant menu sequence.

New user cannot be created

   Create user menu	Symptom	Possible cause of the error
Enter the master code 	Rejection when opening the menu Rejection after last code digit	External operating lock active Wrong master code digit Dual code / two pairs of eyes principle active
Number of the user to be created 	Item acknowledgement, but the menu sequence is quit (LED off) Rejection signal when attempting to create user 9	User already created Active Delay time function
Enter user code, e.g. 	Rejection signal after last code digit	Invalid code , try another sequence of digits
Confirm the user code 	Rejection signal after last code digit	First and second code input differ

User cannot be deleted

   Delete user menu	Symptom	Possible cause of the error
Enter the master code 	Rejection when opening the menu Rejection after last code digit	External blockade active
Number of the user to be deleted 	Rejection signal after entering the digits	Dual code / two pairs of eyes principle active

The user code cannot be changed




e.g. change 1234560 to 1111111



Change code menu

Symptom

Possible cause of the error

	Symptom	Possible cause of the error
Enter code, e.g. 	Rejection when opening the menu	External operating lock active
Enter the new code 	Rejection after last code digit	Invalid code , try another sequence of digits
Confirm the new code 	Rejection signal after last code digit	Code repetition incorrect

Possible causes of errors / correction strategy

Invalid code

When attempting to create users or to change a code, some users may have noticed that a certain code cannot be set, 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

Think of the memory as a cupboard with 10 drawers.

There is one drawer for each user (master + 9 users). Whether a user is regarded as created, active, deleted or deactivated is defined by the drawer's label field. 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 at

least two digits are different 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.

All codes are constantly checked due to the fact that users are identified by their code and without the ID/PIN. Alarm codes for the silent alarm can only be configured if the codes differ by at least two digits.

External operating lock active

The lock can be disabled by a signal if additional connection peripherals such as Primor Signal are used. This is normally used with hazard alarms or alarm systems to avoid false alarms caused by opening

the safe when the system is live. An active signal, i.e. a current supply to the input, is required to disable a lock. If the lock is disabled unexpectedly, check the master system.

User already created

User allocation can be monitored using menu function 7 (see the operator manual).

Use menu function 7 to find a free user number and then create the user again.

Dual code / two pairs of eyes principle active

The dual code 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 using the master code, the user must have entered a valid opening code before opening the corresponding menu.

Furthermore, in addition to the master, the lock electronics always monitor that a second user has been created in order to maintain the "two pairs of eyes" principle. It is not possible to delete the last user when the dual code mode is active.

The dual code function is activated at the factory and cannot be deactivated by the user.

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 expire.

This means the user must enter a valid code to start the delay time before executing a menu function and then wait for the delay time. This can only be executed within the release time window.