trouble shooting

below is a list of steps to complete for troubleshooting your digilock
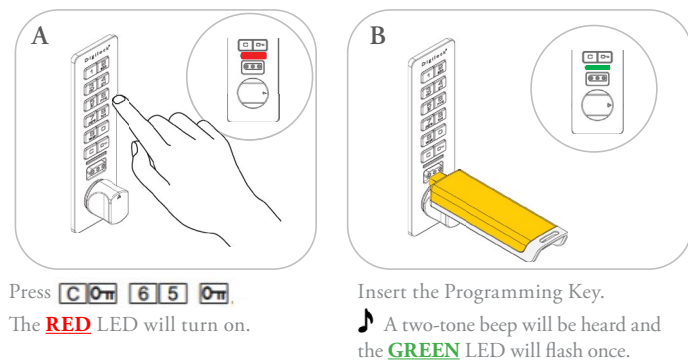
DETERMINE THE FUNCTIONALITY OF THE LOCK

Before you begin, you need to determine the functionality of the lock. To do so, press any key on the lock and check the LED color:
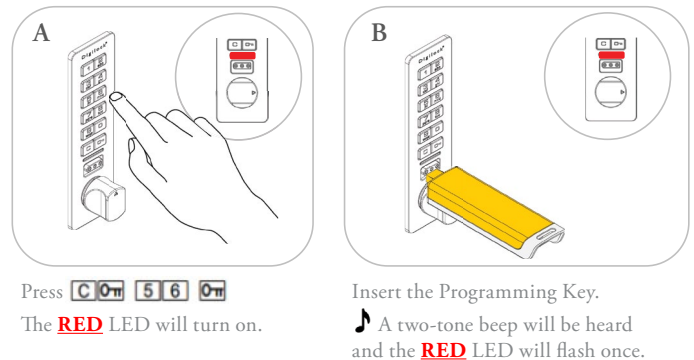
• If **RED** = Shared
• If **GREEN** = Assigned

TO CHANGE THE FUNCTIONALITY OF THE LOCK

To set for Assigned use:

To set for Shared use:

Press C 0⊤ 6 5 0⊤.
The **RED** LED will turn on.

Insert the Programming Key.
♪ A two-tone beep will be heard and the **GREEN** LED will flash once.

Press C 0⊤ 5 6 0⊤
The **RED** LED will turn on.

Insert the Programming Key.
♪ A two-tone beep will be heard and the **RED** LED will flash once.

NOTE: If the lock is currently in the locked position when switching to Shared use, the lock will engage and the knob can be turned to the unlocked position

STEP 1:

Check to see if the lock is in Default Factory Settings. To do so, Press "C" and "Key"

a) If this unlocks the lock, the lock is still in factory settings and needs to be programmed before it can be used

- Follow the how to videos below to program your lock:
 Shared Use – How to Program or refer to the Digital Locks User Guide
 Assigned Use – How to Program or refer to the Digital Locks User Guide

b) If the lock emits a single beep and does not unlock, the lock has been programmed already and may possibly have a user code assigned

- Follow the videos below to learn how to operate the lock:
 Shared Use – How to Operate or refer to the Digital Locks User Guide
 Assigned Use – How to Operate or refer to the Digital Locks User Guide

The following scenarios are possible when operating the lock:

i) User code is not recognized – Single beep and lock does not unlock
- Make sure you are at the right locker
- Make sure you entered the right code
- If you cannot remember the code, you need to remove the user code and add a new user code:
 Remove User Code
 Add User Code

NOTE: After three wrong entries the lock will go into sleep mode for one minute. For immediate access, operate the lock with a Manager Key.

ii) Dead lock battery – Lock emits no sound, no LED
- A Manager Key can be used to supply enough power to open the lock
- Insert a valid Manager Key, if the lock operates, this is confirmation of a dead battery in the Digilock and needs to be replaced
- See battery replacement instructions provided

iii) Low Lock Battery – Lock emits two sets of three beeps

- See battery replacement instructions provided
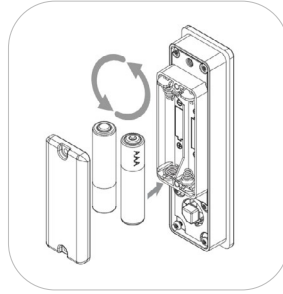
trouble shooting (continued)

TO REPLACE LOCK BATTERY:

Surface Mount
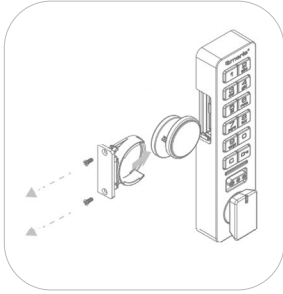
Remove the screws and battery pack.
Replace the premium CR2450 battery.
Re-insert battery pack and screws.

Recess Mount

Remove the screws and the battery cover.
Replace the two premium AAA batteries.
Replace battery cover and screws.

STEP 2:

Check the Programming Key. To do so, override with a Programming Key (Yellow):

1. Press "C" + "Key"
2. Immediately insert the Programming Key
3. Within six seconds, turn the knob to the unlocked position
4. Open the door

- To relock, close the door and turn the knob to the locked position
- There are three possible scenarios when a Programming Key is used:

    i) Valid Programming Key used – Lock emits two-tone beep, and you can unlock it
      - Proceed to Step 3

    ii) Incorrect Key – Lock emits a single-tone beep and does not unlock
      - If the correct key cannot be located, the lock needs to be reset and programmed with a new one. Contact us for further instructions

    iii) Low Key Battery – No Response from lock (no sound, no LED)
      - Replace the key batteries and try again

STEP 3:

Check the Manager Key. To do so, override with a Manager Key (Black):

1. Insert a valid Manager Key
2. Within six seconds, turn the knob to the unlocked position, then open the door

- To relock, close the door and turn the knob to the locked position
- There are three possible scenarios when a Manager Key is used:

    i) Correct Manager Key – Lock emits two-tone beep, and you can unlock it
      - No further action needed

    ii) Incorrect Manager Key – Lock emits a single-tone beep and does not unlock
      - Locate the correct Manager Key
      - If the correct Manager Key cannot be located or if a Manager Key was never added, follow How to Add Manager Key videos:
        Shared Use – How to Add Manager Key or refer to the **Digital Locks User Guide**
        Assigned Use – How to Add Manager Key or refer to the **Digital Locks User Guide**

    iii) Low Key Battery – No response from lock (no sound, no LED)
      - Replace the key batteries and try again

If you are still experiencing issues with your Digilocks after completing these steps, please file a claim with Teknion for further assistance.