

AUDITCON

Frequently Asked Questions



1. Keypad will not power up.

- If new install? If the door is open, please recheck cabling.
- If its battery assist, please change the battery.
- If over charged, then a discharge may be required.
Connect both metal terminals on the key reader as shown below.
- If Safe is closed, change the keypad.



2. Can I reset the lock without using the super master reset code?

- A. No, but you can use the Master code to shelve the lock, but this does not delete the super master if its active. No Audit records are deleted doing this process.

3. How do I reset the lock?

- A. Press #2, press 00 +++++(master code), 08 08 With super master, press #0, press 00 +++++ (super master) lock will open on 01502550

4. I forgot a User's PIN, how do I recover?

- A. Use the master code to delete the user. Master code can then install the user, the user then changes the PIN number.

5. How do I change the PIN for a User, Master and super master?

- A. See quick reference guide.

6. How can I audit the lock?

- A. Software and interface kit will be required to pull an audit, please order in PN.301101

7. How do I remove/set up time lock?

- A. Can be carried out using the keypad, but the lock must have battery assist. Software is recommended for this function.

8. What is battery assist and do I need it to use the lock?

- A. Its used to continuously allow the lights to flash during a time delay opening. With battery assist

you get no response from the lights after 40 seconds. It allows the user to do complicated programming via the keypad.

9. Do I need a 9V Battery?

- A. Only if you are using battery assist.

10. Bolt will not retract after I spin the dial and combination accepted by showing green light.

- A. Door open or closed, new install or older installation?
- If deadbolt please check the orientation of the spindle, in locked position the grooves must be facing the bolt of the lock.
 - Make sure the red lip at 12 o'clock is covered by the dial, try. Then try the same at 3,6 and 9 o'clock positions. Once opened, please check position of the grooves as previous comment. Check damage to the dial.
 - If fault persists please contact technical support.
 - For swingbolt locks, check pressure of safe bolt work against the lock bolt. Check condition of mounting plate of the safe, if distorted this can bind the lock mechanism.

11. How many users can I have in the auditcon?

- Lock type 52 – master and one user.
- Lock type 252 – Master and 20 users.
- Lock type 552 – Master and 99 users.

12. Do the user PIN's change when I change the lock from Dual to single mode?

- A. No

13. Can I recover a lost Master code?

- A. No, but if you have the super master you can reset the lock.