dormakaba

CENCON
Frequently Asked Questions

1. What does IPI mean?

- Insert Person Identifier Key to reader

2. What does LCO mean?

- The lock has had five wrong consecutive tries so is in Lock out mode

3. How do you get out of the LCO?

- Firstly, the engineer needs to retrieve the audit count from the lock. The process is to power the lock up:
  A. Spin left and press ##, then apply the key. A message will appear e.g. SC-00 07 (the audit is 7)
  B. It would also be beneficial to also retrieve the close code by pressing #4 then apply key e.g. C89 The engineer then requires to contact the control centre and then ask them what the audit count of the lock on the computer system. The computer and lock run in sync, there are no wires or communications between the lock and computer so they need to be correct.
  C. The computer audit should be e.g. 7 also. If it is 6 then the Control centre requires a closing code to bring the computer to 7.
  D. The Control Centre may require the engineers key number to re-assign that open code to their key before they can use that closing code on the computer. When the Control Centre has issued the new opening code the engineer should carry out this process:
  i.   Power lock up and enter the code
  ii. Do not apply the key
  iii. Wait for 4.5 minutes
  iv. Then attempt to open lock using normal procedure, code then Fob, the lock will show LCO (this is okay)
  E. Repeat steps i-iv and on the third attempt of opening lock, the lock will show OPR.

(sometimes, depending on how many times the previous engineers and crew have attempted to open the lock with the incorrect code, you may need to continue stage i-iv more then 3 times...)
  F. The lock is now removed from lockout

4. What are the common error codes?

- ⚡**03**: Wrong serial number on key or information not on red SA key, wrong factory combination, mode is already active
- ⚡**06**: The lock is active in a mode which the key is not authorised to access
- ⚡**0A**: The lock was In the closed state when the change key was entered
- ⚡**07**: Bad key contact or bad key ErA Customer did a #50 but the bolt isn't retracted all the way
- ⚡:   (Lightning bolt only) wrong code

5. User has lost the shelve SA key, how do I create a new shelve key?

- If the lock is pending shelve and you need to create a new shelve kit. You have to do an open/close at the lock with a valid opening code that was generated using the original shelve key
- Report back to close seal
- Dispatch another opening code from the system, close the lock again on the system, this will make the lock active again on the system
- A new shelve kit can now be created

6. User has lost the activation SA key, how do I create a new activation key?

- On the system, go to lock operations
- Select the lock
- Select administration
- Insert new SA key in reader
- Reissue activate key for locks

7. How do you determine who is active and in what modes on a cencon lock?

- Press #70 , write down the results and call tech support.

8. How do I retrieve the auditcount of the lock in the mode you wish to open?

- Press ## then apply the key.

9. How do I get the serial number of the lock

- Press #2 the lock will show you in sequence the serial number

10. How do I retrieve the last closing code?

- Press #4 then apply the key for the mode you wish to open. Route and FLM only

11. How do I determine a shunt or a non-shunt cencon lock back?

Gen 2 depop

Gen 2 with shunt