



ALS1 LOCK AND LIGHTS TROUBLESHOOTING GUIDE

"ILLEGAL CARD" MESSAGE APPEARS ON COMPUTER SCREEN

- CARD IS NOT INITIALIZED
 - USE A CARD THAT HAS BEEN FACTORY INITIALIZED

"DEVICE CONNECT FAILURE" MESSAGE APPEARS ON COMPUTER SCREEN

- THE ENCODER IS NOT CONNECTED TO THE COMPUTER
 - PLUG THE ENCODER INTO THE COMPUTER
- THERE IS NOT A CARD ON THE ENCODER
 - PLACE A CARD ON THE ENCODER
- THE USB PORT ON THE COMPUTER IS BAD
 - TRY ANOTHER USB PORT

LOCK EMITS 2 SHORT BEEPS AND THE RED LAMP BLINKS TWICE

- GUEST HAS BEEN ISSUED A CARD FOR THE WRONG ROOM
 - VERIFY THE CARD IS FOR THE CORRECT ROOM AND/OR REISSUE IF NECESSARY
- BAD CARD
 - ISSUE ANOTHER CARD

LOCK GIVES 1 LONG BEEP AND A STEADY GREEN LIGHT

- CHECKOUT CARD HAS BEEN USED TO DISABLE GUEST CARD
 - ISSUE NEW GUEST CARD

LOCK EMITS 2 BEEPS AND ORANGE LAMP FLASHES TWICE

- LOCKOUT CARD HAS BEEN USED ON THE LOCK
 - TO REMOVE THE LOCKOUT HOLD THE LOCKOUT CARD NEAR THE LOCK UNTIL THE RED LAMP BLINKS AND THE LOCK EMITS 2 BEEPS

STEADY GREEN LAMP NO BEEP

- CIRCUIT BOARD WIRING IS LOOSE
 - SECURE WIRING
- DEFECTIVE CIRCUIT BOARD
 - REPLACE CIRCUIT BOARD

STEADY RED LAMP NO BEEP

- CARD HAS NOT BEEN ENCODED
- ENCODE THE CARD

GREEN LAMP FLASHES AND LOCK EMITS 1 BEEP BUT WILL NOT OPEN

- LOOSE OR BROKEN WIRING
- CHECK AND REPAIR
- BAD LOCK MOTOR
- CHANGE LOCK MOTOR

STEADY ORANGE LAMP NO BEEPS

- DEADBOLT IS ACTIVATED
- USE EMERGENCY CARD TO ENTER ROOM

YELLOW LAMP FLASHES LOCK EMITS 3 BEEPS

- INDICATES THE GUEST CARD HAS BEEN BLACKLISTED AND WILL NO LONGER OPEN THE DOOR
- ISSUE A NEW GUEST CARD

STEADY RED LAMP LOCK EMITS 1 BEEP

- GUEST CARD HAS TIMED OUT
- ISSUE A NEW GUEST CARD WITH THE NEW CHECKOUT TIME

RED LAMP FLASHES LOCK EMITS 2 BEEPS

- THE LOCK AND SOFTWARE ARE OUT OF SYNC
- ISSUE A LOCK SETTING CARD AND PROGRAM THE LOCK
- NON VALID TEMPORARY CARD IS BEING USED
- USE VALID TEMPORARY CARD

NO LIGHTS OR BEEPS

- BAD BATTERIES
- CHANGE BATTERIES
- WIRING TO BATTERY PACK IS LOOSE
- CHECK WIRING
- BAD READER
- REPLACE READER

GREEN LAMP AND LOCK BEEPS 8 TIMES

– BATTERY VOLTAGE IS LOW

– REPLACE BATTERIES





