

Troubleshooting Digilock T-Series ADA Compliant Locks

Problem	Possible Reason	Solution
There is no audible sound when touching a valid Button Key to the receptacle and lock remains either locked or unlocked	<ul style="list-style-type: none"> ❖ Low Batteries ❖ Lock is not properly installed 	<ul style="list-style-type: none"> ❖ If the lock is locked, use a power jumper to unlock it. (See “Instructions for using a Power Jumper”) and once unlocked, replace the batteries using “Instructions for Changing the Batteries” ❖ Uninstall the lock and assemble in your hands. If the lock is functioning it is not defective. Reinstall the lock on your door. If the lock continues to have problems (it may not be adjusted for your door thickness) or if the lock does not function while uninstalled contact Digilock customer service for troubleshooting.
The lock locks and unlocks normally, but emits an additional three red blinks and three audible beeps	<ul style="list-style-type: none"> ❖ Low Batteries 	<ul style="list-style-type: none"> ❖ Replace the batteries, see “Instructions for Changing the Batteries”
When using a valid operating key the LED emits three red blinks and three audible beeps and the lock does not unlock	<ul style="list-style-type: none"> ❖ Low Batteries 	<ul style="list-style-type: none"> ❖ Use a power jumper to unlock the lock. (See “Instructions for using a Power Jumper”) and once unlocked, replace the batteries using “Instructions for Changing the Batteries”

The lock flashes red when touching the User or Management Button key to the lock	<ul style="list-style-type: none"> ❖ Key was not properly read by the lock ❖ The key is not a valid Operating Button Key ❖ This key is not programmed to the lock 	<ul style="list-style-type: none"> ❖ Try to unlock the lock again and be sure the key touches the receptacle ❖ Use a valid operating button key for access to and from the lock ❖ Program this key to the lock, refer to your programming instructions for assistance
When using a valid operating key the LED emits ten red blinks and ten audible beeps and the lock does not unlock	<ul style="list-style-type: none"> ❖ The lock is binding 	<ul style="list-style-type: none"> ❖ Press firmly in on the lock while entering a valid operating key. If this problem persists, the strike plate may need to be adjusted.
There is no audible sound when touching any of the valid button keys to the lock	<ul style="list-style-type: none"> ❖ The lock has failed to recognize valid operating button keys 	<ul style="list-style-type: none"> ❖ Reset the lock by using the "Instructions for Resetting the Lock"