

<p style="text-align: center;">Troubleshooting Digilock Matrix Series Keypad Locks</p>		
Problem	Possible Reason	Solution
There is no audible sound when touching the keypad and the lock is unlocked	<ul style="list-style-type: none"> ❖ Low Batteries ❖ Lock is not properly installed 	<ul style="list-style-type: none"> ❖ Replace the batteries, see "Instructions for Changing the Batteries" ❖ Uninstall the lock and assemble in your hands. If the lock functions in your hands 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 in your hands contact Digilock customer service for troubleshooting.
There is no audible sound when touching the keypad and the lock is locked	<ul style="list-style-type: none"> ❖ Lock is in "sleep state" ❖ Low Batteries 	<ul style="list-style-type: none"> ❖ Wait 1 full minute and try the user code again, or unlock the lock with a valid management bypass key ❖ Use a power jumper for to access the lock see "Instructions for using a Power Jumper" and then replace the batteries, see "Instructions for Changing the Batteries"
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 entering a valid operating code/key the LED emits three red blinks and three audible beeps and the lock does not unlock	❖ Low Batteries	❖ Use a power jumper to unlock the lock, see "Instructions for using a Power Jumper" and replace the batteries, see "Instructions for Changing the Batteries"
The lock continues to go into "sleep state"	❖ Invalid operating code ❖ This user code is not programmed to the lock	❖ Use a valid management bypass key to unlock the lock ❖ Program the user code to the lock, refer to your programming instructions for assistance
When entering a valid operating code/key the LED emits ten red blinks and ten audible beeps and the lock does not unlock	❖ The lock is binding	❖ Press firmly in on the lock while entering a valid operating code/key. If this problem persists, the strike plate may need to be adjusted.
There is no audible sound when touching the keypad, the lock is locked and the management key does not allow access and power jumper does not unlock the lock.	❖ The lock has failed to recognize valid operating code/keys	❖ Reset the lock see "Instructions for Resetting the Lock"