

Troubleshooting

Lost/Stolen Guest Fob-

Issue new or replacement Fob and use it on the lock.

The lost fob will no longer work on that lock

Lost/Stolen Management Fob-

Issue new or replacement Fob.

It will have to be used on every lock on the entire property to disable the lost Management Fob

(This is a lot of work, so try to avoid this situation)

Low battery Indicator-

Lock lights up red, then green when a staff fob is used.

Functions normally.

Lock has run out of battery and is inaccessible-

Use the Emergency Kit

A black square box that holds 4 AA Batteries.

Plugs underneath the lock.

EM Kit--->



Staff Fobs work but Tenant Fobs do not work on a lock-

Reprogram the lock and make sure the time/date is correct

Common with the "out of staying period error" when a guest card is read

Lock is stuck on Green and Open-

Emergency card was used, activate the deadbolt or follow the Tablet procedures on releasing EM Mode

Lastly, make sure to keep this USB Flash Drive safe --->

It has the Miwa PC and Tablet Software.

It is \$699 to replace it.

