

TechMaster Trouble Shooting Guide

Does the keypad or safe show any signs of physical damage?

Is it possible that someone “played” with the keypad and now the lock is in penalty?

Details are vital, do **NOT** give the generic “lock/safe is defective”.

Please have the following information available prior to speaking to your distributor or Tecnosicurezza.

- Is the safe operational (basic functions, can open/close)?
- Is the safe accessible via the Coren software?
- What is the EXACT error message. Photos & Screenshots are *expected*
 - Need the displayed error message from the LCD keypad
 - Error code & message from Coren

Function 5 Test

- Confirm that the membrane is properly functioning
- Power up the unit (by pressing any key).
 - If multiple lock unit, select lock 1
- Press and hold the 5 key for 2 seconds until the display shows:
- Press each of the buttons in the displayed order.
- Push buttons slowly so you recognize the keypad signals.
 - A single beep indicates that key is working properly
 - “Wrong/Faulty Key” means either the key pressed is not working properly or the user has pressed the key out of sequence.

MEMBRANE TEST 1234567890→√

If the membrane is not working properly, a technician can replace the membrane in the field with a new N2200/GR (Gray Rubber Membrane).

Possible causes of membrane failure are:

- End-users attempting to sanitize the membrane with hand sanitizer or some type of cleaner.
 - **NEVER APPLY HAND SANITIZER TO THE MEMBRANE**
- Water or soft-drink spilled onto the membrane
- End-user uses pen or sharp object to depress keys on the membrane

Membrane Replacement

With Tecnosicurezza products it is possible to simply replace the membrane only and not the entire keypad.

- Starting at one of the corners, take a sharp knife/razor blade, lift up the membrane and peel it off. Be certain you are getting to the very bottom of the membrane so you can get under the adhesive and it can be fully lifted.
 - If keypad is mounted via the 3:00/9:00 keypad mounting screws, unscrew (2 screws) the entry unit from the safe. Remove the black plastic backplate (4 screws) of the LCD keypad to expose the back the keypad.
 - If keypad has been mounted to the safe via shoulder screws simply lift the keypad off of the shoulder screws so that you have access to the back of the keypad. Remove the black plastic backplate (4 screws) of the LCD keypad to expose the back the keypad.
- Disconnect the 8-pin ribbon cable from the connector and remove the membrane. Clean the membrane cavity of the keypad housing to remove any adhesive left in the cavity. Route the connector of the new membrane through the hole and push it carefully onto the 8-pin connector.
- Reattach the backplate to the keypad and mount the keypad (shoulder screws or directly mounted to the safe). Peel off the protective cover from the bottom of the membrane and place the membrane center onto the membrane cavity.
- Do a Function 5 membrane test prior to closing safe door.

If all keys seem to be defective, check power supply

LCD of Keypad shows “Open” but safe handle does not turn

Possible issues:

1. **Pressure on door**
 - Typically caused by a large object inside of the safe that is pushing against the inside of the door. You can typically hear the lock click and after 3 seconds clicks again.
 - **Solution:** Push firmly against the door, enter code and open
2. **Boltwork/lock bolt pressure**
 - This is typically caused by small item being dropped into and is blocking either the boltwork or the lock’s bolt from being retracted. Although the lock itself is lock, it was never able to fully extend into the locking position. In this case, technician cannot hear the click of the lock.
 - **Solution:** Turn handle firmly counterclockwise (closing position), enter code and open the door. Clear away any interferences from the boltwork and/or lock bolt.

3. Relocker

- Depending on the safe's design, internal, glass plate, and backcover relockers can be triggered if the safe door has been slammed shut or there has been an attempted burglary of the safe. Typically, after entering a valid code, the lock will click and click again after 3 seconds, but the door cannot be opened. The handle will often have some "play" in it in the lock position; more so than normal. Technician needs to verify the firing of relocker with a borescope.
- **Solution:** Safe is forced open by drilling.

Keypad LCD Keypad shows "Lock 1-Does Not Answer"

- Connection issue
- Possible causes:
 - Connector is not properly coupled to the lock
 - Has become unseated from the lock
 - Has been connected to the wrong connector at the lock (should always be the ENT or 1 port)
 - Connector is not properly coupled to the I/O Box
 - Cable has short-typically will provide intermittent connection
 - **Solution:** Check the connections to what you have access to.
 - If the safe is closed, you may only have access to the keypad and depending on the customer the I/O Box.
 - Remove the keypad from the safe door and confirm via the back of the keypad, the cable connection via the "peek hole" in the top left hand corner of the keypad. If necessary, remove the back plate to properly connect cable to 4-pin connector.
 - If I/O Box is available, remove cable(s) from the connector and reconnect cable(s) ensuring that connector is making proper contact with the 4-pins on the left or the 4-pins on the right.
 - If checking the connection does not solve the issue, the safe must be drilled open.
 - If the safe is open, confirm all cable are plugged correctly. Replace any defective cables.

Keypad LCD Keypad shows “STATUS ON I/O”

- Appears when the keypad tries to access the I/O Box and cannot detect it. This message will be displayed for 3 seconds following a valid code. Following the 3 seconds, lock will open as normal.
 - Possible causes:
 - No power supply to the I/O Box.
 - **Solution:** Check the power to the I/O Box
 - I/O Box is not the box programmed to that keypad
 - **Solution:** Contact distributor for assistance to add I/O Box to the keypad via the configuration menu

