

Troubleshooting

1. Handle ID no. not shown in UI

Step 1 - Handle is OFF ?

ensure the handle is in power ON status

Step 2 - Check the driver of the data input cable installed properly ?

ensure the driver is installed properly. Please refer to user manual “ Part IV < 4.4 > Driver installation for Data Input Cable “

Step 3 - Check the USB port of the notebook computer ?

Try to plug the data input cable into another USB port of the notebook computer.

Step 4 - Data input cable defective ?

Replace another data input cable.

2. Handle can't be locked after closed the door

Step 1 - Check door sensor is installed ?

If NO door sensor is installed, please select disable in < Door sensor > in ISU-01.

Otherwise, the handle CANNOT be locked after you unlock it.

Step 2 - Door sensor sensing distance when door close greater than 3mm (Inductive sensor only) ?

Ensure the distance between the door sensor and cabinet frame is LESS than 3 mm. Please refer to user manual “ Part I < 1.4 > Door Sensor Installation ”

Step 3 - Handle lock under key unlock mode and key cylinder at 3 o'clock direction ?

Ensure the handle lock under the smartcard mode that key cylinder at 12 o'clock. Please refer to user manual “ Part II < 2.1 > Two Important Notes “