

TSE 5000/6000 - FAQ (Frequently Asked Questions)

Cylinder

What is the administrator code for TSE 5000/6000 upon delivery?

The factory code is 123456. If the Administrator Code is no longer known, there is no way to run administrator functions. Inside the packaging of the 5013 TSE Set the administrator code can be found on a piece of paper (individual admin code).

Where is the administrator code stored?

The administrator code as well as the data is stored in the cylinder.

Does the administrator code need to be changed?

The administrator code should definitely be changed, so that no unauthorised person can open the door with the factory setting 123456.

Why does the door open delayed, even though the button on the E-Key has been pressed?

The delayed opening indicates that the battery supply in the cylinder is too weak and the batteries need to be replaced. If during the delay the red LED on the E-Key flash simultaneously, the battery inside the E-Key needs to be replaced, should only the door open delayed, the batteries in the cylinder need to be replaced.

Why does the door not open automatically?

After entering the correct code / E-Key operation a clicking sound occurs when the lock is unlocked (just like when a car is unlocked). The lock can be opened for a few seconds manually. Afterwards the lock is locked again. With this procedure, optimal reliability and a very low battery consumption is guaranteed.

In which areas can the TSE 5000/6000 be used?

The TSE can be mounted on all doors that have a profile cylinder or the corresponding preliminary setup for such. The Keypads are sorted into IP classes, which provide information about the operating conditions in outdoor areas.

TSE Keypad PIN: IP 65

TSE Keypad FINGERSCAN: IP 54

TSE Keypad CARD: IP 65

What can I do if the battery indicator varies strongly between individual operations being performed ?

The batteries inside the Keypad and inside the cylinder should be replaced.