

TSE 5000/6000 - FAQ (Frequently Asked Questions)

Keypad - 1/2 -

What do the three black bars shown at the center of the screen indicate?

They symbolise the battery level. The small dot on the right is supposed to represent the positive pole of the battery. 3 full, black fields indicate full battery level of the Keypad and the cylinder.

What happens if I do not immediately change the batteries despite the demand: „Please change the batteries“

You have to enter the code a second time. Simultaneously, the LED of the inner knob flashes 5 x 5 times. If you do not change the batteries now you can open the lock another 50 times this way. After that, the door can only be opened with the administrator code. The batteries need to be changed now, otherwise the door cannot be opened anymore.

What can I do if the lock does frequently not open when fingerprints are used?

The finger structure has changed as a result of injury, contamination, wear or moisture influence. Remedy: use another finger or enter fingers upnew. The fingerscan and the finger should be dry.

What does the letter M imply, which can be seen in the lower right area of the display ?

The M means menu. By pressing the function key you can change to the menu area.

How do I set my language at the Keypad?

The default setting is in German. If required please select via the item Sprache / Language in the menu, the language in which you can operate and program the TSE easiest. Communication difficulties are thus easily avoided. The menu structure can be seen in the user guide.

Why is there a button with ON and ENTER on it?

The same button is used to turn the device on (ON) and for confirming a function (ENTER).

Why do only the first two digits of the serial number appear in the info menu?

For security reasons, the complete serial number is only displayed after entering the correct administrator code.

What do I do if after a battery change the message „confirm with Enter battery change“ is displayed? (older generation TSE 5001/5002 + TSE 6101/6102)

This message is a safety feature and has to be confirmed with enter and the administrator code.

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

Please change the batteries inside the Keypad. The contact between battery and the contact pads is not sufficient. Please lubricate the battery terminals with commercial terminal grease (e.g. from a car accessory shop) in order to fully ensure the flow of electricity.

What do I do when the TSE cannot be operated as described in the instructions of the Keypad?

If there is an undefined behavior, perform a „reorganisation“. Select under the menu item Administrator the sub-item ‚Reorder‘, press ENTER, enter the administrator code, and wait until the reorganisation has been completed.

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Keypad - 2/2 -

What should I do if the Keypad should be attached with the included adhesive pads?

It is essential to ensure clean surfaces that are free of e.g. grease, oil and silicone films or other debris. Be sure to completely remove the protective film from the adhesive pads. If you do not use the enclosed wall mounting plate, first glue all pads on the Keypad and press them firmly to the desired position. At colder temperatures the mounting of the wall mounting plate should be done simultaneously with the installation of the Keypad.

What can I do if despite freezing temperatures I want to fit my Keypad with the adhesive pads in the winter?

The adhesive pads reach their ultimate bond strength at 20°C after 72 hours, heat speeds the process up. Inside the attached adhesive pad is a high performance adhesive, which is also applicable to object and ambient temperatures starting from 0°C. If the temperatures differ greatly, appropriate measures (e.g. fan heater or hair dryer) need to be taken. After completion of the action please check the adhesive function by carefully pulling at the Keypad. If the adhesive has reached its final adhesiveness, this can be used in accordance with the approved environmental conditions.

The display can react sluggish at temperatures below zero. Does this have a negative impact on the operability of the lock?

No, the functionality of the lock remains intact, only the display responds more slowly at very cold weather.

What must be considered when sticking the Keypad on the Keypad carrier or smooth surfaces?

On the back of the Keypad between the two middle batteries there is a membrane. It is responsible for the pressure balance in case of temperature fluctuations and therefore for the safe operation of the TSE. If this membrane is glued shut or firmly covered, this will inevitably lead to failure of the Keypad and the loss of the guarantee or warranty.

What can I do if the Keypad does not respond to an entry?

The Keypad is a touch Keypad where the „buttons“ may only be touched. Should they be (firmly) pressed, another input is not possible for 30 sec. Thereafter, the system responds as usual.

What can I do a lock that is mounted on a steel or metal door does not open frequently?

The contact between the battery and the contact pads is not sufficient enough. Please grease battery terminals with commercial terminal grease (e.g. available in a car accessories store) in order to ensure unrestricted flow of electricity.