

# TSE 5000/6000 - FAQ (Frequently Asked Questions)

## „Please repeat the process“

**What action is to be taken if the last digit of the code is not accepted or „Please repeat the process“ appears in the display.**

- The battery separator strip inside the cylinder was not removed after unpacking.
- The Keypad is not registered to the cylinder electronics.
- Power supply of the cylinder is to be check.
- This may indicate a transmission fault, please change the radio channel (at least 3 channels apart).
- The Keypad is located outside the radio range and is unable to reach cylinder for data exchange.

**When is a change of the radio channel necessary?**

TSE has radio channel 1 as factory setting. If frequent disturbances occur in the way that the code has to be entered more than once („Please repeat the process“) before the lock opens, please change the radio channel to e.g. 4. Overall, the channels 1 to 12 are available. It is recommended to have a distance of three channels to other wireless applications (e.g. WLAN).