TSE 5000/6000 - FAQ (Frequently Asked Questions)

Software

What should be done when installation/operational problems with the software occur?

For the different softwares a PC with Windows XP, Windows Vista or Windows 7/8 in standard configuration is required; as well as a USB port. It is known that faulty software may cause unacceptable changes in the operating system. This may cause disturbances. In such cases, please download the latest update of your TSE software via: www.burg.biz >Support & Service. If this is not successful, please download the latest updates for your operating system.

If the problem is still not resolved, a new installation on another computer should be carried out, or disturbing programs should be removed or reinstall the operating system. It may be useful to disable the virus protection before installing. Install the program in principle through a user with administrator rights.

Where can I find out about the latest developments of the BURG-WÄCHTER software?

Under www.burg.biz you will find all relevant information. All updates of the different software versions are available here: www.burg.biz > Support & Service.

Is a backup necessary?

Regular backups are recommended in order to avoid the loss of data from the locking system.

Is it necessary to always connect the USB adapter when using the software?

By connecting the USB adapter, a direct access to the data is prevented. Therefore, please always store the USB adapter in a safe place.

How to manage different access rights within one master locking system?

Create for the various safety areas a respective locking plan.

Access right		
1	Full, exclusive access rights
1/2	Access only with one other person
1/3	Access only with two other people
0	No access
Admin	Full access and programming rights
FS+	In case of managing fingerscan units for safe electronics in certified mode. Here the fingerscan and a PIN code are required for opening.

How do I protect my data?

Install a virus protection program, made by a well known manufacturer and update it regularly. For higher standards you can secure the installation path of BURG-WÄCHTER software additionally with a customary available encryption program on a very high level.

How is a locking system set up?

BURG WÄCHTER provides the programming of locking systems as a service at low costs. Please provide the data via your dealer. If you are planning to install and programm yourself please proceed as follows:

Enter all the necessary data in your office, via a laptop and Home / Business / Professional Software (date and time during are set during assembly on site). If the TSE 3004/3005 Keypads are under power, the data transfer can take place already in the office. Please label the Keypads and battery compartments clearly, so that on site they only have to be actually mounted.

Does Windows 8 support the TSE Software?

Yes, it will be supported.