

MicroIQ™ Troubleshooting Guide

CONDITION	POSSIBLE CAUSE	SUGGESTION
No response from keypad digits 1-5	Battery is dead	- Replace battery
	Keypad failure	- Replace lock
No response from pressing program button for more than 5 seconds	Battery is dead	- Replace battery
	Electronic failure	- Replace lock
Code from keypad is accepted because green LED remains on after code is entered but unit will not unlock	Battery is low	- Replace battery
	Electronic failure	- Replace lock
Any code assumed to be valid will not unlock unit (3 red flashes from RED LED after entering a code)	Codes are corrupted	- Re-program codes
	Electronic failure	- Replace lock
Yellow LED flashes after entering a code	Battery is low	- Replace battery
	Electronic or mechanical failure	- Replace lock
RED LED flashes 3 times every time a keypad digit is entered	Unit is in 2 minute lock-out mode	- Wait 2 minutes and enter a valid keypad code or remove battery, press and release a keypad key - Replace battery
Knob stuck in the unlocked position	Mechanical failure	- Replace lock
Knob in the unlocked position but drawer or door is still locked	Mechanical failure	- Replace lock or repair the door or drawer mechanism
Lock not responding to Control key-fob	Keyfob not in the correct angle	- Check angle of Control key-fob
LED flashes 3 times when Control key-fob is used to unlock	Control key-fob is not valid for this lock	- Program Control key-fob into this lock