

1. Conduct a training session for CyberKey users. Let them try their key in a lock before it is installed.
2. Insert the key straight into the lock, not at an angle.
3. Press the key firmly into the lock before rotating away from the home position.
4. When opening a lock, wait to see a solid light on the key prior to turning. The lock should turn only if the light is on. You may hear or feel a click, depending on background noise.
5. To prevent undue wear, do not use the key to pull open a door.
6. Periodically inspect the key tip for wear. If it is worn, replace it with a new tip. TIP-001, TIP-008, TIP-010, TIP-011, TIP-001-S, TIP-008-S (visit cyberlockquotes.com for corresponding key/tip information). Tips are key specific. Generation 2 keys can be replaced by the reseller.
7. When the battery in the key is running low, the key will emit a warning. For keys with beepers, this is a beep that sounds once every eight seconds for a period of one minute. A beep every eight seconds for one minute indicates that the battery should be replaced. For keys without beepers, the indication of a low battery is a red flash once every eight seconds. A red flash every eight seconds indicates that this battery should be recharged.
8. When changing the battery in a key with a replaceable battery, the operation must be completed within one minute. If it is not, the key may need updated to reset the internal clock. The best practice is to always update the key after replacing the battery.
9. When updating a key in an Authorizer Keypoint, wait for the display to read "KEYREADY" before removing the key.
10. If a lock does not respond immediately to an authorized key, try holding it in the lock for up to twenty seconds to see if the lock will open.
11. The lock may have been in "tamper delay" mode. Normal operation is restored when an authorized key opens the lock.
12. If a key sirens or flashes an unauthorized pattern when contacting a lock, it does not have an authorization to open that lock. Try updating the key. If it does not resolve the issue, please contact your system administrator.
13. To ensure good electrical contact between keys and locks, it may be necessary to periodically clean contaminants from the tip of the key and the face of the lock. To clean locks and keys, refer to the CyberLock Cleaning Instructions.

