


Programming Troubleshooting

Symptom	Suggested Action
Lock does not respond – door is open and accessible.	<ul style="list-style-type: none"> • Touchscreen becomes active when pressed w/whole hand. Use a larger area of the hand or fingers and verify contact with at least 3 areas. • If touchscreen numbers are visible, check to see if they respond when pressed. • Check batteries are installed and oriented correctly (polarity) in the battery case. • Check batteries are in good condition; replace batteries* if discharged. • Check to see if touchscreen harness is fully connected and not pinched.
Lock does not respond – door is locked and inaccessible.	<ul style="list-style-type: none"> • Batteries may be completely discharged. • Use mechanical key to gain entry and replace batteries*.
Unit is on for a while then shows no reaction. Lights dim.	<ul style="list-style-type: none"> • Batteries do not have enough power. Replace batteries*.
Unit chimes to indicate code acceptance, but the door will not open.	<ul style="list-style-type: none"> • Check the door gaps for any foreign objects between door and frame. • Check that the wire harness is firmly connected to the PCB.
Unit operates to allow access, but will not automatically re-lock.	<ul style="list-style-type: none"> • Check to see if Auto Re-lock Mode is enabled. • Disable Auto Re-lock Mode to lock the door (automatically). • If low battery indicator is lit (see below), change batteries*.
PIN codes will not register.	<ul style="list-style-type: none"> • PIN codes must consist of 4 to 8 digits to register. • The same PIN code cannot be used for multiple users. • Registration/management of PIN codes is set by the authority of the Master Code, which is set first. • Contact the Master user. • User codes must be entered within 5 seconds (while touchscreen is active) or process will have to be restarted. • Star[*] or pound[#] cannot be used as part of the PIN code.
Upon entering a PIN code and pressing [*] key, the unit displays "invalid code" error or lock times out without responding.	<ul style="list-style-type: none"> • Lockout Mode is enabled. • Only the Master can enable/disable Lockout Mode. • Contact the Master user.
Upon entering a PIN code and pressing [*] key, the red padlock icon appears and there are different tones.	<ul style="list-style-type: none"> • Check to see if the lock is set to Lockout Mode. • Setting/managing Lockout Mode is done through Master Code only. Contact the Master user.
The unit operates, but it makes no sound.	<ul style="list-style-type: none"> • Check to see if Silent Mode is enabled (see Feature #4).
The unit responds "Low Battery"	<ul style="list-style-type: none"> • This is the alert to replace the batteries. Replace all four (4) batteries* with new AA Alkaline batteries.
Upon entering a PIN code and pressing [*] key, the unit responds "Wrong number of digits".	<ul style="list-style-type: none"> • The digits entered were incorrect or incomplete. Re-enter the correct code followed by the star [*] key.

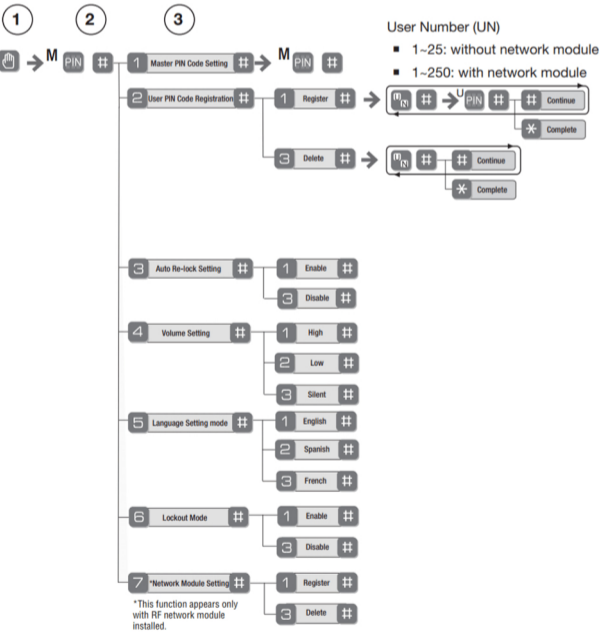
* When batteries are replaced, Network Module locks have a real time clock that will be set through the User Interface (UI); it is recommended to verify correct date and time particularly those locks operating under Daylight Saving Time (DST).

** Network Module locks only

Feature Programming Through Menu Mode Using Master PIN code*

1. Touch the screen with the back of your hand or fingers to activate .
 2. Enter the 4-8 digit Master PIN code* followed by the # key.
Lock Response: "Menu mode, enter number, press the # key to continue."
 3. Enter digit corresponding to the function to be performed followed by the # key.
Follow the voice commands.
- Note: If the lock is connected to a network controller, it is recommended that it is programmed through the centralized user interface (PC or hand-held device) to ensure communication between the lock and the controller unit.


*The default Master PIN code must be changed prior to programming of the lock.



CAUTION: When joining a network your controller may or may not be aware of any previously saved user codes stored in the lock. It is recommended that all user codes be deleted from the lock prior to joining a network.

Yale Real Living™ Touchscreen Deadbolt Quickstart Guide

Programming

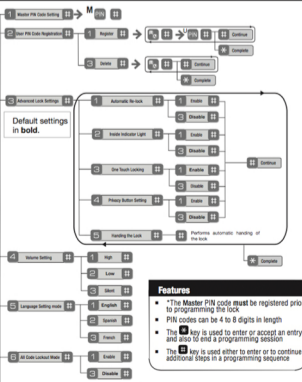
1. Touch the screen with the back of your hand or fingers to activate .
2. Enter the 4-8 digit Master PIN code* followed by the # key.
Lock Response: "Menu mode, enter number, press the # key to continue."
3. Enter digit corresponding to the function to be performed followed by the # key.
Follow the voice commands.
4. Press the # key to complete the process and conclude the programming session.

Note: If the lock is connected to a controller, it is recommended that it be programmed through the centralized user interface (PC or hand-held device) to ensure communication between the lock and the controller unit.




*Default Master Pin Code must be registered prior to any programming of lock.

For more information go to: www.yalerealiving.com

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Open Door With PIN Code

1. Touch the screen with the back of your hand or fingers to activate. 
2. Enter PIN code. 
3. Touch the [*] key to confirm the selection. 
4. Unlock. 