

Traka21 Common Fault Resolutions

Unit will not power up

Possible Cause: Faulty power cable, flat back up battery

Workaround: Ensure that the power supply is correctly connected to the unit and that the adaptor plug is also correctly connected. If operating on the optional back up battery, the battery may have lost its charge. Ensure that a charged battery is inserted into the unit and the power cables are connected correctly.

Door will not open

Possible Cause: Failure of door release mechanism or spring

Workaround: Ensure that the unit is powered up correctly, as the door will not open via pin access when the unit is powered down. Using the master key, attempt to open the unit via the door mechanism override on the base of the unit. If door continues to fail to open, and there are no clear blockages, then there may be a failure with the spring or solenoid, thus requiring the unit to be returned.

Screen blank

Possible Cause: Broken screen, unit failed to power up

Workaround: Attempt to enter your pin where the pin number keys on the screen would be. If the unit is producing the key sounds, then the screen may be damaged, requiring the unit to be returned. If there is no sound, ensure that the power supply (mains or back-up) is correctly connected to the unit and that the adaptor plug is also correctly connected.

Unit frozen

Possible Cause: Software glitch

Workaround: Power down the unit and attempt to power back up. Glitches may reset upon system power up. Ensure that the unit is running on the most recent version of the software, which can be downloaded from www.traka21.com. If glitch persists, then the unit must be returned.

iFob Failure

Possible Cause: Faulty RFID tag within the fob or failure of the circuit board

Workaround: Place the iFob in question into another blank slot in the unit. If the fob isn't recognised, then it may be a fault with the RFID chip within the fob, however, if it is recognised, then it could be fault on the circuit board. Attempt to place a working iFob within the slot in question to determine the final cause. If the iFob is not recognised, the unit will need to be returned.

Door won't close

Possible Cause: Override mechanism left in open position, key bunches blocking door, failure of locking mechanism

Workaround: Ensure that the door override mechanism is in the closed position, and that none of the key bunches within the unit or any exterior item is blocking the door from closing fully.