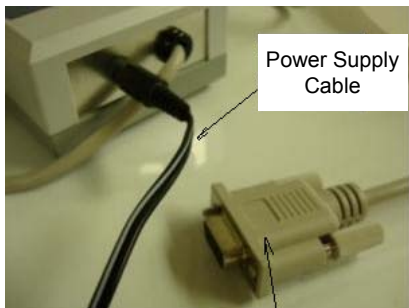


SALTO BASIC TROUBLESHOOTING GUIDE FOR STAND-ALONE ESCUTCHEONS

MAIN COMPONENTS



Serial RS232 Encoder



Port Serial Encoder



USB Encoder



Ethernet Encoder



Salto Basic Troubleshooting Guide for Stand-Alone Escutcheons

Symptom Proximity reader(XS4)	Signal meaning / Possible cause		Actions proposed
No reaction from the lock when presenting the card	Dead batteries	Very, Low battery life	Open the door with the PPD using the emergency opening menu and replace the battery. Update the lock with the PPD after replacing the batteries.
Solid Red LED with multiple beeping tones	Invalid access	The user doesn't have access to the door or Zone	1. Read the key and check if it has access to that door during the attempted time frame.
		Lock may require an update using the portable programmer	2. If access permissions are correct and key has been updated, update the lock using the PPD
LED flashes 5 times along with multiple beeping tones	Key rejection due to Privacy-Deadbolt being engaged	The user does not have permission to override the deadbolt	1. Use a key with Privacy-override enabled 2. Grant the user Privacy override 3. Possible lock installation error
Solid Green LED with single beep	Door is unlocked, enter	1. Valid key used 2. Opened with the PPD 3. Opened remotely from network computer (only for on-line control units)	Turn the lever to open the door
Red LED and beep *occurs between 6 – 20 seconds AFTER door has been unlocked	Door is re-locking		Present again the card to open the door
Green led blinking three times with beeping tones	Door is in office mode-passage mode (OPEN)		The door is already opened as has been set on office mode. (temporarily opened)
		1. An authorized user has placed the lock in office mode by using his/her card 2. The lock has been placed in an "automatic opening" mode by way of time zone setting. 3. When the authorized user set the escutcheon on the office mode pulling down the lever and presenting the key	In case it is necessary to cancel the office mode pull down the internal lever and present the card to the reader. *card user MUST have valid permissions
			check the privileges of that user as may not have office mode privileges
Green LED with Immediate Red Led along with beeping tones	End of office mode. Lock has returned to Standard mode requiring a valid card for access.	An authorized user has ended the free passage Office mode by presenting a valid card with the correct permissions. • This is accomplished by holding down the internal handle and presenting the authorized keycard.	The office mode has been disabled. If there is an issue, check the mode of the door setting located in the Salto software.
			Check the door opening mode as may be on the toggle mode
Red LED flashing 4-times followed by 1-green flash and beeping tones	Low Batteries	It is necessary to replace the battery and update the lock	The lock is warning the battery is very low. Please inform maintenance to change batteries and update the lock using the PPD.
Fast blinking Orange/Yellow LED	Reading process	This occurs with slow RFID keycards	The data exchange process is occurring. Keep the card on the reader until the led turns green or red.
3-intervals of orange/yellow LED followed by 1-Red LED flash	Card not correctly read: (key removed before the reading process has been properly finished)	Try again keeping the card on the reader	Please place the card properly against the reader and wait until the LED stops flashing.
Very short Red LED blink	Card removed too fast before reading process completed.	Place the card on the reader until the LED stops flashing.	Try to access the door again.
Delayed or Slow red LED	Not an authorized Salto card format.	Possible aftermarket key card or from a third party vendor not certified by Salto.	Contact Salto technical support

Troubleshooting Wall Reader Hotspot



*some actions from the table above will apply here

Salto Basic Troubleshooting Guide for Wall Reader/Hotspots			
Symptom Proximity reader(XS4)	Signal meaning / Possible cause/reasons		Actions proposed
No reaction from the lock when presenting the card	<ol style="list-style-type: none"> 1. The wall reader is not powered on 2. Possible incorrect wiring 3. Not a valid Salto card format 	No power to the unit	<ol style="list-style-type: none"> 1. Check the power circuit 2. Check the wiring inside the power supply unit 3. Try another valid card
Solid Red LED with multiple beeping tones	Invalid access	<ul style="list-style-type: none"> • The user doesn't have access to the door or Zone • The user card has not been updated or performed correctly 	<ol style="list-style-type: none"> 1. Read the key and check if it has access to the door during for the current time frame. 2. If access permissions are correct and key has been updated, update the wall reader from the software. 3. The unit is not communicating properly to the server 4. Card Expired
Flashing Blue LED	Key is being updated		DO NOT REMOVE THE KEY FROM THE READER until the LED stops flashing. Very important.
Immediate Blue flashing LED followed by Red LED	Card has not been read properly: (key removed before the reading process has been properly finished)		Try again keeping the card on the reader until the LED stops flashing
No card action- Red LED and continuous beep	Door left is ajar		Close the door
After the normal signal there is a one solid blue LED accompanied by a long tone	There has been a format change to the user's profile.	The format change for the user's card can't be updated at the wall reader/hotspot	Card must be updated from a Salto Workstation using the encoder. (login and press F9 key)