



- 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 for 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 (Videx part number TIP-001, TIP-004, or TIP-006).
- 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. The battery should be replaced. For keys without beepers, this is a red flash once every eight seconds. The 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 to be updated to reset its clock.
- 9 When updating a key in an Authorizer Keyport, wait for the display to read “KEYREADY” before removing the key.
- 10 The default solenoid retention time is one second. Some users may require more time to rotate the key. Consider increasing this value to two or three seconds. Note: Increasing the time will reduce the life of the battery.
- 11 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. The lock may have been in “tamper delay” mode. Normal operation is restored when an authorized key opens it.
- 12 If a key sirens or flashes an unauthorized pattern (see CyberKey Rechargeable Flash Patterns) when contacting a lock, it does not have authorization to open that lock. Try updating it. If this 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 Contact Cleaning Instructions.

