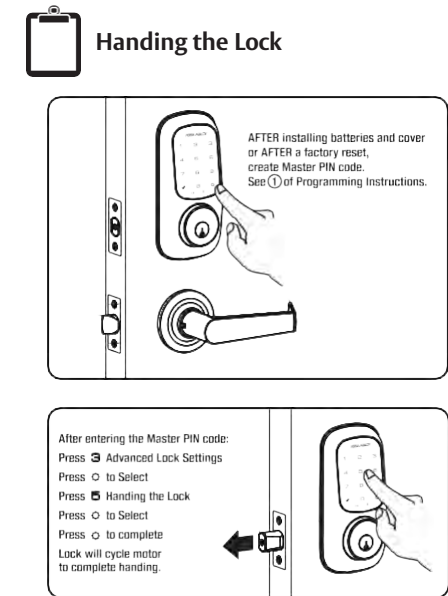
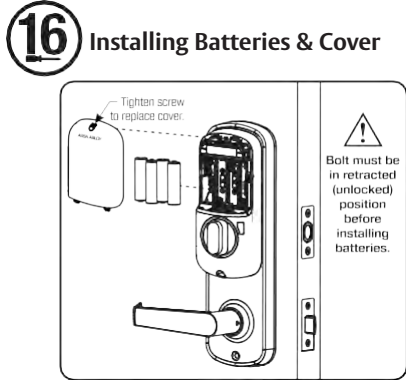
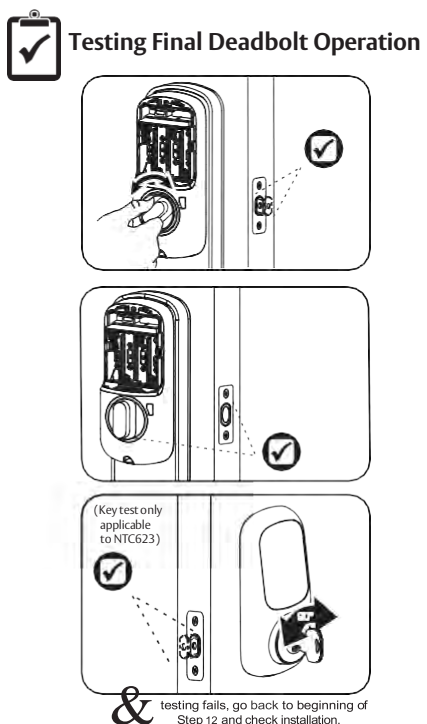
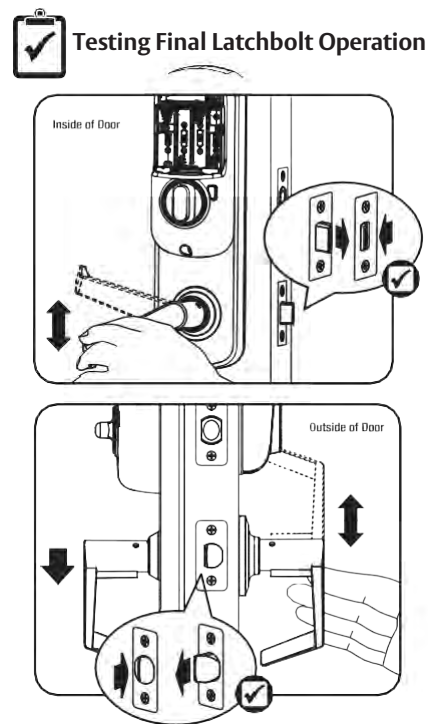
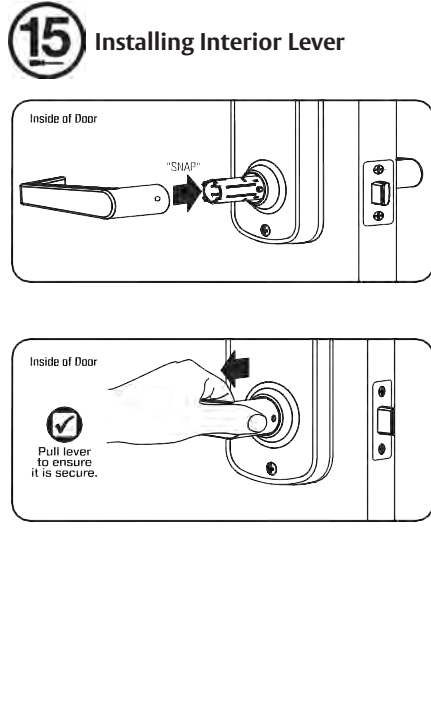
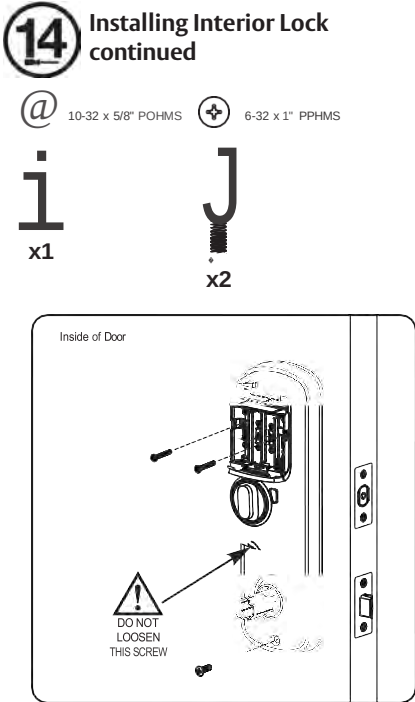
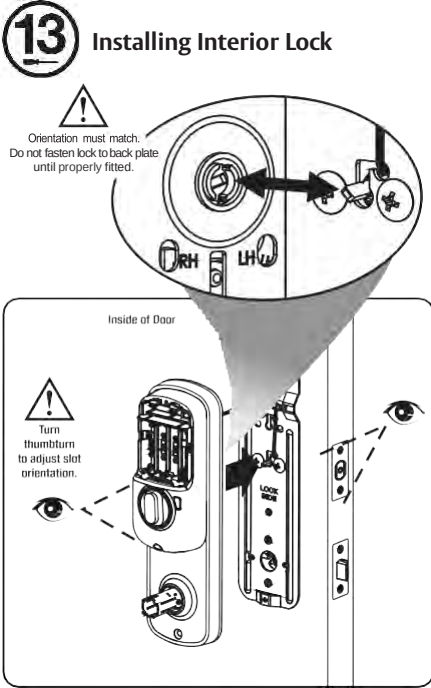




Hardware Troubleshooting

Cycle lock in both the locked and unlocked positions. If problems are found:

- Bolt will not extend and motor is grinding**
 - a. Enter your Master PIN code.
 - b. With the bolt retracted, press menu Option 3 for Advanced Lock Settings.
 - c. Press Option 5 to rehand the lock.
 - d. Test the operation, locking the door via the keypad
- Door is binding**
 - a. Check that door and frame are properly aligned and door is free swinging.
 - b. Check hinges: They should not be loose or have excessive wear on knuckles.
- Bolt will not deadlock**
 - a. Check for sufficient clearance of the bolt within the strike-side jamb. Correct this by increasing the depth of the pocket for the bolt.
 - b. Check for misalignment of bolt and/or strike which may be preventing bolt from properly entering the strike. With the door open, extend and retract the bolt; if it is smooth, check the strike alignment.
- Bolt does not extend or retract smoothly**
 - a. Bolt and strike are misaligned, see above.
 - b. Check the backset of door relative to adjustments already made to bolt
 - c. Verify proper door preparation and re-bore holes that are too small or misaligned.
 - d. Verify touchscreen wire harness is routed properly (see Step 10).
 - e. Verify bolt is installed with correct side up (see Step 6).
- Keypad numerics are scrolling**
 - Remove interior escutcheon:
 - a. Check that wire terminals are securely connected.
 - b. Check that wire harness lies flat against mounting plate and is routed through wire hook on mounting plate so cable is not pinched at any point.

Changing Lock: Replacing Cylinder

To Remove cylinder:

- Remove touchscreen from door.
- Remove pan head screw.
- Remove cylinder by letting it drop out of assembly.

Resetting Lock to Factory Default

When resetting the lock, all user codes, including the Master PIN code, are deleted. All programming features are reset to original default settings (see below).

- Remove the battery cover and batteries.
- Remove the interior lock to access the reset button hole. (See image at right.)
- Re-insert 3 batteries and insert a small screwdriver into the hole, holding the reset button for 3 seconds.
- While still holding the reset button, insert the 4th battery and hold the reset button for an additional 3 seconds.
- Release the reset button.
- Re-install the interior lock onto the door.

Upon reset, Master PIN Code creation is the only option available and must be performed prior to any other programming of the lock.

For best results, the lock should be installed on the door when resetting the lock to factory default. If the process was done and the lock was not installed on the door, review the Re-Handling instructions listed in Hardware Troubleshooting.

Programming Instructions

Touchscreen

Interior Lock

Lock Activation

G) Creating Master PIN Code

Creating a Master PIN Code must be performed upon installation or after resetting the lock to factory default. Programming and use of lock is not possible until this step has been successfully completed.

R) Creating User PIN Codes

Master PIN code must be created first. Max user codes = 25.

@ Unlocking Door with PIN Code

Definitions

All Code Lockout Mode: This feature is enabled by the Master code. When enabled, it restricts all user (except Master) PIN code access. When attempting to enter a code while in Lockout, the RED locked padlock will appear on the screen.

Automatic Re-Lock Time: After a successful unlock unit will re-lock automatically after duration selected in Advanced Lock Settings (Main Menu selection #3).

Handing the Lock: Lock handing refers to which direction the bolt comes out of the door (right or left). If lock was programmed to the door, the lock may need adjusting. Review Handing the Lock instructions and/or Re-Handling instructions listed in Hardware Troubleshooting.

Language Selling Mode: Choosing English (1), Spanish (2) or French (3) becomes the (default) setting for the lock voice prompts.

Low Battery: When battery power is low, the Low Battery Warning indicator flashes RED. If battery power is completely lost, use the battery key override.

Master PIN Code: The Master PIN code is used for programming and for feature settings. It must be created prior to programming the lock. The Master code will also operate (unlock/lock) the lock.

Network Module Setting: With the optional Network Module installed, this setting becomes available through the Main Menu (7) and allows the lock to connect with a network controller.

One Touch Locking: When the latch is retracted, activating the keypad will extend the latch during Automatic Re-lock duration or when Automatic Re-locks are disabled. When One Touch Re-lock is not in use (disabled), any valid PIN code will re-lock the lock.

Previous: While in Menu Mode, pressing this icon cancels the current operation and returns the user to the previous step.

Privacy Mode: Privacy mode is disabled by default. Enable Privacy Mode by pressing the Privacy button for 4 seconds; the lock will not disturb mode (all pin codes are disabled).

Tamper Alert: Audible alarm sounds if attempting to forcibly remove the side lock from the door.

User PIN Code: The user code operates the lock. The maximum number of user codes with Z-Wave Plus or Zigbee network modules is 25; without network module or with a network module, maximum is 25; with Bluetooth, maximum is 12. Note: When deleting user pin code(s), screen will display user pin code being deleted.

Volume Setting Mode: The volume setting for PIN code verification is set to Low (2) by default. It can be set to High (1) or Silent (3) for quiet areas.

Wrong Code Entry Limit: After five (5) unsuccessful attempts at entering a valid PIN code, the unit will shut down and not allow operation for sixty (60) seconds.

Feature Programming Thru Menu Mode Using Master PIN code*

Programming Troubleshooting

Symptom	Suggested Action
Lock does not respond - door is open and inaccessible	Touchscreen becomes active when pressed with whole hand or 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	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	Check the door gaps for any foreign objects between door and frame. Check that the wire harness is firmly connected to the PCB.
Unit chimes to indicate codes accepted, but the door will not open.	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.
Unit operates to allow access, but will not automatically re-lock.	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 SP1 first. Contact the Master user. User codes must be entered within 5 seconds (while touchscreen is active) or process will have to be restarted. Check if the user code cannot be used as part of the PIN code.
PIN codes will not register.	Lockout Mode is enabled. Only the Master can enable/disable Lockout Mode. Contact the Master user.
Upon entering a PIN code and pressing the '1' key, the unit displays 'Invalid code' error or locktimes out without responding.	Check to see if the lock is set to Lockout Mode. Setting/management Lockout Mode is done through Master Code only. Contact the Master user.
Upon entering a PIN code and pressing the '2' key, the unit displays 'Wrong number of digits'.	The digits entered were incorrect or incomplete. Re-enter the correct code followed by the check key.

Factory Settings

Settings	Factory Setting
Master PIN Code	Registration required*
Automatic Re-lock	Disabled
Inside Indicator Light	Disabled (Off)
One Touch Locking	Enabled
Privacy Setting Mode	Disabled
Volume Setting	Enabled (Low)
Language Setting	English
Lockout Mode	Disabled
Wrong Code Entry Limit	5 Times
Shutdown Time	60 Seconds

*The Master PIN code must be registered prior to any other programming of the lock.

WARNING

This product contains a small amount of lead which is known to be carcinogenic to cause cancer and birth defects or other reproductive harm. For more information go to www.pewresearch.org/canv.

Manufacturer: ASSA ABLOY
Model: NTC623-ACC / NTC643-ACC

Product Support: 1-800-810-9473

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