



If the lock is beeping and or making a sound when you swipe the card but the shelf/flag is not opening...

A: Make sure you are using the **user or manager card**...not the sound settings card to open it. The sound setting card just silences the lock and will not open the unit. If that doesn't work....

B: Insert batteries in the battery backup pack making sure the batteries are installed correctly. If the batteries are not installed correctly the battery backup pack will not work.



C: Plug the battery backup into the port located on your product.



D: While the battery backup is plugged it...swipe your card again making sure you are over the trigger point. A good way to tell is the noise the lock makes when the card goes over it.