

# RK65K

## TROUBLE SHOOTING GUIDE

### 1. LED Is Flashing Red and Green

No facility code has been programmed into the reader. Present a card. You will hear a beep, then the LED will stop flashing in 10 seconds. If the LED is still flashing. Check the card or key tag type, they must be: RKCI-02, RKCM-02, or RKKT-02

### 2. Cannot Enter Program Mode

#### a. LED is flashing red and green.

No facility code has been programmed into the reader. Present a card. You will hear a beep, then the LED will stop flashing in 10 seconds.

#### b. LED is solid Green.

The remote open input is turned on (brown & orange wires are shorted). Remove the short.

After five entries, the reader sounds the buzzer and LED turns red for 30 sec. Default Password (12345) has been changed. If the password is lost or forgotten, it can be restored to the factory default (12345). Remove the RK65K reader from the wall and disconnect power. With the white wire temporarily connected to the brown wire, restore power, then disconnect the white and brown wires. The factory default (12345) password is now in effect.

### 3. Cards Do Not Unlock The Door

Card reader beeps, LED flashes Red once. The cards have not been programmed into the reader.

#### a. Add A Transponder (Key Tag or Card) To The System.

Using the RK-HHP programmer, place the reader in Program Mode. Press Add (+), followed by the sequence of numbers representing the Transponder ID number, then press Enter. For example, to add transponder #12 to the reader: press +, 1, 2, Enter. Transponder number 12 is now valid.

#### b. Add A Series Of Transponders To The System.

Using the RK-HHP programmer, place the reader in Program mode. Press Add (+), followed by the sequence of numbers representing the lowest transponder ID number. Then press Thru (\*) followed by the sequence of numbers representing the highest transponder ID number, then press Enter. For example, to add transponders #1 through #10 to the system: press +, 1, \*, 10, Enter. Transponder numbers 1 through 10 are now valid.

#### **4. New Cards Do Not Unlock Door after being Programmed Card reader beeps, LED does not light.**

The facility code is different from original cards. Setting Facility Code(s) Using the RK-HHP programmer, place the reader in Program mode, then press Mode, 9, Enter. While the LED is flashing Red/Green, present one User Card to the reader for each Facility Code being used (up to 10), one at a time. After you are finished, wait for the LED to stop flashing before proceeding.

#### **5. Mag Lock Does Not Unlock**

**Relay contacts are set to be normally open.**

Relay needs to be normally closed for a mag lock. Change the relay configuration to normally closed: Using the RK-HHP programmer, place the reader in Program mode, and then press Thru (\*), Thru (\*), 7, Enter. Options are:

\*\*6 - relay contact Normally Open for Door Strike (Factory default).

\*\*7 - relay contact Normally Closed for Magnetic Lock.

#### **6. LED is Blinking Red**

**The reader is in the Inactive (locked) Mode.**

To restore Normal Mode, using the RK-HHP programmer, place the reader in Program mode and then press Mode, 1, Enter.

#### **7. LED is Blinking Green**

**The reader is in the Door Unlocked Mode.**

To restore Normal Mode, using the RK-HHP programmer, place the reader in Program mode and then press Mode, 1, Enter.

#### **8. Door Does Not Unlock with Valid Card Read**

**The relay is not energizing.**

Test the Relay by disconnecting the door lock wires; connect an ohmmeter to the blue and yellow wires. Short the orange and brown wires and verify that the relay changes state.

#### **Tech Support Options:**

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