RK600
TROUBLE SHOOTING GUIDE

1. **Cannot Enter Program Mode**

    If the unit has already been operational, then the default password (12345) could have been changed. If the password is lost or forgotten, it can be restored to the factory default of (12345): Remove the Unit from the mounting plate, turn off power to the Unit. Then Press and Hold the reset button located in the middle near the top of the circuit board, and restore the power with the button pushed. The default password of 12345 has now been restored to the Unit.

2. **Cards do not Unlock the Door**

    a. If The LED flashes Red and causes 3 beeps:

    The card is not programmed into the unit as valid. Enter the program mode, then enter any program sequence to Add a Card and verify the following: A green light and a beep means that the Transponder was accepted. A red light and three beeps means a Transponder has already been stored for the selected User Number. Just delete the selected User Number (it is already taken) or select a new User Number and re-add the card.

    b. If The LED flashes Green once and beeps:

    The relay might not be energizing, the power supply for the lock is bad, or the lock is bad: To test the relay, perform the following test: Disconnect the lock wiring from the unit. Connect an Ohm meter to the same contacts the lock was connected to. Short the Orange and Brown wires (Remote Open) from the unit, and verify that the relay changes state: If it does change, the relay is good and you will need to check the lock power supply, wiring, or the lock. If it does not change, the relay is bad and the unit needs to be replaced.

    c. If The LED Stays Solid Green

    The Orange and Brown wires or (REX) switch is shorted: Remove the short or disconnect the switch and the LED will turn off and the door will lock. All valid cards will unlock the door again.

    d. If The LED is Flashing Red

    The Unit is in the Inactive (Locked) mode, the door is locked, and no valid cards work. To restore the Unit back to the Normal Mode: Place the Unit into the program mode: Press Mode Press 1 Press Enter The LED will stop flashing, the door will lock, and all valid cards will now work.

e. If The LED Is Flashing Green:

The Unit is in the Door Unlocked Mode, the door is unlocked. To restore the Unit back into the Normal Mode:

Place the Unit into the program mode: Press Mode, Press 1, Press Enter.

The LED will stop flashing, the door will lock, and all valid cards will now work.

3. Constant Beeping

If the Unit beeps and will not turn off (until repowering), check the following:

a. The power supply is noisy:

Try a new power supply, or connect a 12v battery, if the beeping stops, Replace the power supply.

b. If a common power supply is being used for the Unit and Lock:

Add separate power supplies for the Unit and lock.

4. PIN Code does not Unlock the Door

a. If you enter the PIN and the LED does nothing, no response:

The PIN Code was entered wrong. To use a PIN Code with the RK600: you must enter the User Number and then the four digit Pin Code, followed by the * key: Example: (21) is the User Number, (4321) is the Pin Number.

b. If you enter the PIN and the LED flashes Red and causes 3 beeps:

The PIN Code is not programmed into the unit as valid. Place the Unit into the program mode: Press ADD, Enter the User Number (14), Press ADD, Enter the 4-digit PIN Code (3253), Press ENTER. A green light and a beep means that the PIN Code was accepted. A red light and three beeps means a Transponder or PIN Code has already been stored for the selected User Number. If so, just delete the selected User Number (it is already taken) or select a new User Number.

5. RK-AT No Communications

a. The PC must have either COM Port's 1 or 2.

If the PC does not have a com port, you can use a USB to RS232 adaptor. During the installation of this adaptor it must be setup as COM Port 1 or 2.

b. Verify the wiring is correct.

RK-AT Wire color	Function	DB9 Pins	Signal Source
Red	RXD	3	From PC
Orange	CTS	4	From PC
Brown	TXD	2	From AT module
Black	GND	5	

Note: The cable length for the RK-AT is approx 12 inches. If you need to extend the wire (up to 300 feet, 4 conductor shielded, 18 gauge) just cut the RK-AT cable in the middle and splice this cable in-between.

c. Verify the password is correct

If the unit has already been operational, then the default password could have been changed. If the password is lost or forgotten, it can be restored to the factory default of (12345): Remove the Unit from the mounting plate. Turn off power to the Unit. Push the reset button located in the middle near the top of the circuit board, and restore the power with the button pushed. The default password of 12345 has now been restored to the Unit.

d. The com port on the PC or the RK-AT could be bad.

Try connecting a different PC with RK-Link installed to see if you can communicate.

Tech Support Options:
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Tech Support Hours: 8:00 am to 4:30 pm P.S.T.
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