

CyberLock[®] Contact Cleaning Instructions

With time, dirt or residue may accumulate on the face of a CyberLock (Figure 1). If foreign material builds up where a CyberKey makes contact with the lock, it may cause intermittent performance. Lack of good contact between key and lock is indicated when an authorized key (with a good battery) contacts a lock and the light on the key does not turn on.

Determine Style of Lock Before Cleaning

There are three styles of lock faces, as shown in Figures 2-4. When viewing a CyberLock, you will see either two or three small circles; these are contact points. The first style of lock face is a silver color with three contact points (Figure 2), the second is a gold color with two contact points (Figure 3), and the third is a silver color with two contact points (Figure 4).

Cleaning Instructions

To clean the first two styles of lock faces (shown in Figures 2 and 3), use Videx part number BRUSH to gently scrub the nose and contact points in small circular motions. Be careful to apply only light pressure; you only want to remove the build-up of contaminants and not the nickel or gold plating on the contact points.

More pressure may be applied when cleaning the third style of lock face (Figure 4), as the contact points and lock face are made from solid stainless steel.

Once the face and contacts of a CyberLock have been cleaned, they should be bright and shiny, like those shown in Figure 5.

Warning: Never scrape the contacts with a sharp tool, as this will cause damage. When cleaning a CyberLock, DO NOT use sprays or lubricants!

If this procedure fails to provide satisfactory results, please contact Videx technical support.



Figure 1: Dirty lock face



Figure 2: Nickel-plating on lock face with three contact points



Figure 3: Gold-plating on lock face with two contact points



Figure 4: Stainless steel lock face with two contact points



Figure 5: Lock in Figure 1 after cleaning dirty nose and contacts

CyberKey[®] User Tips



- 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 until it has been rotated 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).
- 7 When the battery in the key is running low, the key will emit a warning. This is a beep that sounds once every eight seconds, for a period of one minute. The key will repeat this cycle up to once an hour. It may also sound when it contacts a lock.
- 8 When changing the battery in a key, the operation must be completed within one minute. If it is not, the key may need to be updated in a CyberKey Station or an Authorizer Keyport 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 when contacting a lock, it does not have authorization to open that lock. Try updating it at a CyberKey Station or Authorizer Keyport. 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. Clean the contact pins inside the key tip using the cleaning brush (Videx part number BRUSH). To clean locks, refer to the CyberLock Contact Cleaning Instructions on the reverse side of this page.

