

# TRACcess Manager 5

## Frequently Asked Questions

### 1. When does my DisplayKEY expire?

A TRACcess DisplayKEY expires every other day at midnight. Once a key expires it cannot access TRACcess devices until it has been updated. The key can be updated by performing an eSYNC using the DisplayKEY cradle. The DisplayKEY can also be updated by obtaining an update code and entering it into the key. Update codes can be obtained through TRACcess voice and only 1 update code can be obtained between each eSYNC.

### 2. My key is stuck on Searching (or Connecting to cradle). How do I stop it?

Press the enter and the number 1 at the same time.

### 3. What if my DisplayKEY is lost or stolen?

If your key is lost or stolen, contact your system administrator to have it deactivated. When a key is deactivated it can no longer be updated.

### 4. If my DisplayKEY is lost or stolen, anyone finding it would still need to know my PIN code to use it, right?

Right. If your DisplayKEY is stolen, the key will remain updated until midnight on its expiration date. In the meantime, anyone finding it would need to know the PIN code to open TRACcess devices. Never write your PIN code on your DisplayKEY or store it in your DisplayKEY pouch.

### 5. How do I turn on the backlight?

Press the **enter** button to turn on your DisplayKEY, then press **enter** again and hold for 2 seconds to turn on the backlight.

### 6. Why does my DisplayKEY keep turning off?

Your DisplayKEY turns off after 15 seconds of inactivity to conserve the battery.

### 7. Can I leave my DisplayKEY on the cradle?

You cannot overcharge the battery in your DisplayKEY, so leaving it on the cradle when not in use is a good idea.

### 8. How often should I charge my key?

On a full 4 hour charge, the DisplayKEY battery will last 3 weeks. If the key is left on the cradle overnight about 1 night a week, it will always be charged.

### 9. Can I leave my DisplayKEY on the cradle?

You cannot overcharge the battery in your DisplayKEY, so leaving it on the cradle when not in use is a good idea.



**10. My key says “Expired Update Now.” What should I do?**

To perform a manual eSYNC:

- a. Press **enter**.
- b. Scroll to Manual eSYNC.
- c. Press **enter**.
- d. Place your key in the cradle and verify the green light comes on.
- e. The screen will display “Connecting to Cradle.” Verify the green light turns red. Do not remove the DisplayKEY from the cradle when the light is red.
- f. When the light switches to green, the key display will show that it is updated if the eSYNC was successful.

**11. How often do I have to update my key?**

The key expires every other day at midnight. It is best to place your key on the cradle each night so you know it is updated and charged when you need to use it.

**12. My key says “Not Authorized” when I try to open a TRACcess device. What should I do?**

Contact your manager. They can confirm if you should have access to that device. It would be a good idea to provide them with the serial number of the device you are trying to open.

**13. How many times can I get an update code?**

You can obtain 1 update code between each eSYNC.

**14. Why do I update my key every other night?**

Updating your key is how the access permissions are delivered to your key and how the access activity is delivered to the network so report information is up to date.