



# Access Control User & Troubleshooting Guide

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# How does Access Control work?

Access Control provides a layer of security to your gated and caged pitches and courts, buildings and facility doors, so your customers can enjoy your facilities in peace. This is achieved through the use of remotely controlled locks.



## Step 1:

Your customer makes a booking through your booking calendar, the Playfinder website or by venue staff placing a booking into the Bookteq system.



## Step 2:

Your customer receives a booking confirmation email with a unique entry code that will be active at the time of their booking. They will also receive a reminder email and SMS an hour before their booking.



## Step 3:

Your customer arrives at the venue at the time of their booking, enter the code into the Access Control keypad at the gate or door and is granted instant access to the facility.

# Connectivity

## Connectivity issues: what to do if your lock goes offline

### How to tell if your lock is offline

Your staff may notice one or more of the following signs:

- Codes from new bookings are not working

Codes generated for recent bookings may not open the gate.

- Email notifications

The system will send an email, notifying you that your lock has gone offline. If these situations occur, it is likely the device has temporarily lost internet connectivity.

## First steps your staff should try

Before performing a reset, your staff should try the following basic checks.

1

### Check the signal lights

As a first step, your staff can check whether the connection has been lost by looking at the signal lights on your SIM/Wi-Fi box. Like a mobile phone, an active connection will display signal bars—the stronger the signal, the more bars shown. These lights should be flashing green. If no bars are visible, this is a good indication that the signal has been lost.

2

### Check local internet connection

Connectivity issues are often caused by temporary signal loss.

If your system is powered by WiFi, rather than wired, your staff should:

- Check whether the venue's WiFi network is working
- Try switching the WiFi router off and on again
- Make sure the WiFi cable has not come off

Once internet access is restored, the device should automatically reconnect and download new booking codes.

3

Wait for the connection to restore

Temporary signal loss can occasionally occur due to network issues.

In many cases, the connection will automatically re-establish.

Your staff should allow one hour for the system to reconnect before taking further action.

Your team will also be notified if a device loses connection, so you will normally be aware if this occurs.

# Resetting the device (last resort)

If the connection does not restore and the device remains offline, your staff may attempt a system reset.

Important: This should only be carried out by authorised staff.

## To reset the device

1. Enter the following code on the keypad:  
\*246899
2. Wait approximately 5–10 minutes for the system to restart.
3. Once the reset process is complete, test the device again, however please bear in mind that it may take another 5 minutes for the codes to finish loading onto the lock again.

If entering the reset code has not worked, please refer to your Business Watch Raising a Service Call document.

# Important information about resetting

Before performing a reset, your staff should be aware of the following:

This action will clear all previously stored data on the device.

This means:

- previously downloaded access codes will be removed
- the device will need to reconnect to the system to download fresh codes

For this reason, the reset code should only be used when other troubleshooting steps have failed.

## Security notice

The reset code is a sensitive administrative code.

Your staff must:

- keep this code confidential
- only share it with authorised personnel
- never provide it to customers or hirers

# Power

## Power loss: what to do if your lock has no power

Your Access Control device requires a power supply to operate the keypad, indicator lights and locking system.

If power is lost, the device will not function until power is restored.

This guide explains how your staff can identify a power issue and safely restore power where possible.

## How to tell if your lock has lost power

Your staff may notice the following signs:

All lights on the device are off

If the device has completely lost power, no indicator lights will be visible.

Keypad does not respond

The keypad will not light up or respond when buttons are pressed.

Access codes do not work

Codes will not open the lock because the device is not powered.

It is important to note the difference between power loss and connectivity issues:

- Flashing red light → the device is online but has lost internet connectivity.
- No lights at all → the device has lost power.

# First checks your staff should carry out

Before attempting anything further, your staff should check the venue's power supply.

Check if there is power elsewhere

Your staff should check whether there is power in other areas of the site. This will help determine whether the issue is with the lock or with the overall power supply.

## Important: backup battery behaviour

Your access control system has a backup battery that keeps the lock codes stored, but it doesn't power the door controls because they require more power than the unit can supply.

Battery usage guidance

The backup battery is designed to provide short-term power only.

Typically it can operate for up to approximately 12 hours.

It is not intended for long-term use, so if the system is running on battery power your staff should take action as soon as possible to restore the main power supply.

This helps prevent unnecessary battery drain or damage.

# Electrical safety

Your staff should **avoid any handling of electrical components.**

If the above steps have been followed and the device still has no power, the issue may require professional attention.

In this situation your staff should:

- contact a qualified electrician, or
- contact the appropriate maintenance specialist

before attempting any work on the power supply.



# Common issues & operational checks

This section covers common issues reported by customers and how your staff can investigate them using the Access Control tools within your Bookteq workspace.

Customer cannot access the venue

If a customer reports that their access code is not working, your staff can investigate this directly within the Access Control section of your Bookteq workspace.

1

## Step 1: Check the access code

Locate the booking and confirm the access code assigned to that booking.

Verify that the customer is entering the correct code.

2

## Step 2: Check the access logs

Access Control records attempts to use access codes.

Your staff should review the logs to determine whether the code was accepted or denied and if the customer entered the correct code.

### 3 Step 3: Check the booking window

If a code was denied, the most common reason is that the user attempted access outside their booking window.

This usually happens when:

- the customer arrives too early
- the customer arrives after their booking has ended

Your staff can confirm this by comparing:

- the booking start and end times
- the time of the access attempt in the Access Control logs

### 4 Step 4: Check for connectivity issues

If no access codes appear in the system, this may indicate the Access Control device has gone offline.

Your staff can investigate this by:

- checking the last booking that successfully accessed the venue
- noting the time that booking worked

This can help identify approximately when the Access Control device lost connection.

Refer to the Connectivity Troubleshooting section if the device appears to be offline.

# Floodlights troubleshooting

If floodlights are not responding correctly, your staff can use the Access Control test mode to check the relay configuration.

## Enter test mode

On the keypad, enter:

**\*246811 and \*246822 to turn the lights on or off**

This will activate the system's testing mode.

## Complete commissioning

If the test works successfully, your staff should enter the commissioning complete code to finalise the configuration.

## If the test continues to fail

If the floodlights still do not respond correctly after repeating the test process, the issue may require further investigation.

In this case, your staff should report the issue to support so it can be reviewed.

# Monthly testing and system checks

To help ensure reliable operation of your access system, it is recommended that your staff perform a test of the Access Control device once every month.

Regular testing helps confirm that the device is connected, operational, and correctly synchronised with the booking system in Bookteq.

## How to perform the monthly test

Your staff should follow this simple procedure:

### 1. Create a test booking

Log into your Bookteq workspace and create a new booking specifically for testing purposes.

This booking can be:

- short duration (for example, 5–10 minutes)
- scheduled at a convenient time for staff

### 2. Wait for the system to synchronise

After creating the booking, your staff should wait approximately 10 minutes to allow the Access Control device to download the new access code.

### 3. Test the access code

Once the waiting period is complete:

- Go to the venue entrance keypad
- Enter the access code associated with the test booking
- Confirm that the gate or lock responds correctly

If the code works successfully, the system is operating normally.

### 4. Cancel the test booking

If the test is successful, your staff should:

- Return to the Bookteq workspace
- Cancel the test booking to avoid unnecessary charges or confusion

## If the Test Is Unsuccessful

If the access code does not work during the test:

- Follow the troubleshooting steps outlined in this guide
- Check connectivity and power status first
- Review booking window timing and device logs

If the issue persists after completing the recommended checks, your staff should contact support for further assistance.

## Why Monthly Testing Is Important

Regular testing helps venues:

- Detect connectivity or power issues early
- Ensure customer access is not disrupted
- Maintain reliable self-service operation
- Reduce unexpected access failures during real bookings


## Need Further Help?

If your staff follow the steps in this guide and still experience difficulties, our support team is here to help.

You can search our Venue Knowledge Base for more detailed articles and troubleshooting advice:

<https://support-hub.bookteq.com/en>

If you need to contact us directly:

 0333 300 3465

 support@bookteq.com