

Access card does not unlock the door

[Czytaj po polsku](#)

The reader rejects a card or the door stays locked.

These are initial checks, not a diagnosis or repair instructions. Follow the exact equipment manual and site safety procedures.

Safe initial checks

1. Check whether the problem affects your card, all authorised users or one door. Note the message or indicator colour without guessing what it means.
2. Ask the administrator to check permission validity, the access schedule and the correct access area. A reader response alone does not confirm that the lock received the correct command.
3. If the door prevents escape or evacuation, stop routine troubleshooting and follow the site's safety procedure. For immediate danger in Poland, call 112.

What not to do

Do not bridge wiring, dismantle the lock or bypass access control. Do not publish card numbers or PINs.

What to tell support

Identify the door, attempt time, reader message and scope of the problem. Do not include access codes in the ticket.

[Contact DATPOL support](#) · [55 621 29 29](#)

Source material

[Hikvision DS-K1T804F — instrukcja terminala / terminal manual \(Janex\)](#)

DATPOL guidance, 15 September 2026. Model-specific source material does not replace your own equipment manual.

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