

How to use the electronic lockers

Pay machine with display and card reader

The pay machine consists of three parts:

1. The display, which shows current information.
2. Banknote acceptor: please note that only 5-euro banknotes are accepted. The machine will not accept money until you have exceeded the allowed usage time of your locker.
3. Card reader: only CampusCards are accepted.



The display will update when you hold your card against the reader or insert it into the card slot.

For further explanation, please see section [‘What does the information on the pay machine mean?’](#)

How to use the lockers

Use your CampusCard to lock and unlock university lockers, as shown on the information posters ‘Regulations on locker use’

How to close a locker

Press the locker door shut until the yellow LED starts blinking. While pressing the locker shut, hold your CampusCard against the area marked with circles (see picture). The locker will lock automatically within a few seconds. If your card is not recognised, the LED will flash faster and the lock will not engage.



How to re-open your locker

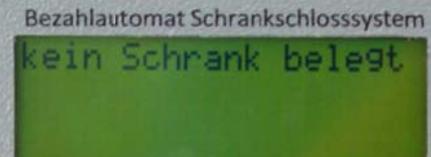
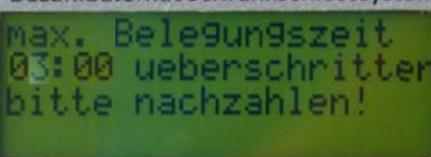
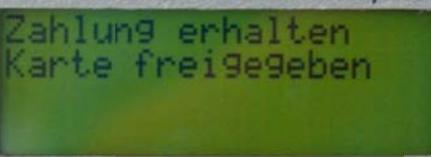
Hold your CampusCard against the area on your locker marked with circles (see image above). The locker will unlock and open automatically after a brief delay. If your card is not recognised, the LED will flash faster and the locker will remain shut and locked.

When your locker has been blocked

If you do not re-open and clear your locker within the time limit (see regulations on locker use), it will be blocked. To lift the block, you have to pay a fine of €5 at the pay machine. To do so, hold your CampusCard against the machine’s card reader and insert the banknote into the banknote acceptor.

Please follow the instructions on the machine display.

What does the information on the pay machine mean?

<p>Bezahlautomat Schrankschlosssystem</p> 	<p>The machine has not detected a CampusCard or you are not holding your card against the card reader or have not inserted it into the card slot.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>The card is not recognised. Please note that it can take up to one workday for newly issued cards to be registered on the system.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>There are currently no lockers occupied using the CampusCard you are holding against the pay machine.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>A locker is currently locked with the CampusCard you are holding against the pay machine. The displayed locker can be opened. The time display indicates how long the locker has been occupied. You cannot lock two or more lockers at the same time using the same CampusCard.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>The locker was occupied past the time limit. Please hold your CampusCard against the pay machine card reader and insert 5 euros to unblock your locker (blocking time 1). Your card will remain blocked until the fee is paid.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>One payment has been received, the CampusCard is unblocked and you may proceed to open your locker.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>The occupation time exceeds the time limit by (xx) hours. The contents of the locker have not been removed for safekeeping. See item 5 of the posted regulations on locker use.</p>
<p>Bezahlautomat Schrankschlosssystem</p> 	<p>You have exceeded the time limit. The CampusCard is blocked for locker use and the contents of the locker have been removed and may be collected from university staff (blocking time 2). See item 5 of the posted regulations on locker use.</p>

Troubleshooting

Problem	Possible cause	Solution
Locker does not close properly	You are not holding your CampusCard against the card reader.	Hold your CampusCard against the card reader.
	Door is slightly ajar.	Press the locker door shut until the LED starts flashing yellow.
	Another locker is currently occupied using your CampusCard.	Open and empty the other locker.
	Your CampusCard is damaged.	Contact the reading room staff.
Locker will not open	You are trying to open the wrong locker.	Check the pay machine display for the locker number you are currently using.
	Your card is in blocking time 1 (Karte in Sperrzeit 1).	Your card is blocked. Follow the instructions on the pay machine display.
	Your card is in blocking time 2 (Karte in Sperrzeit 2).	Contact the reading room staff.
	Your card is damaged ('Karte defekt').	Contact the reading room staff.
Pay machine does not accept money	The card reader did not detect your CampusCard.	Insert your CampusCard into the card slot.
	Banknote acceptor LED is flashing red.	Please follow the instructions on the pay machine display.
	You are trying to pay with a banknote other than a 5-euro one.	Use a 5-euro banknote.