

# Access Control Troubleshooting SOP

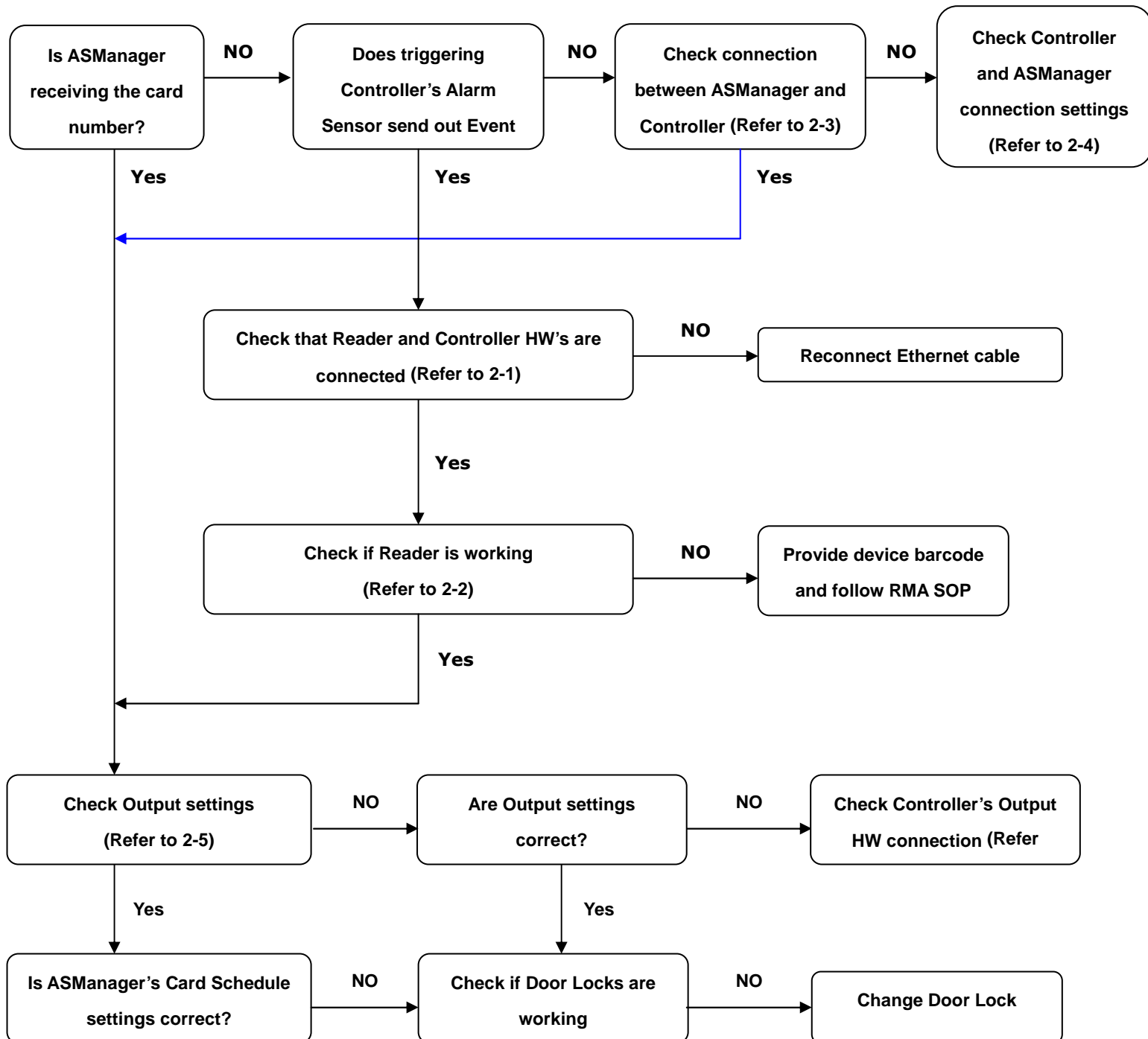
Please follow Steps 1.~2. for troubleshooting SOP. If the problem still occurs after troubleshooting, please provide the following information:

| Customer Name | Country | Brief description of problem | How often does problem occur | No. of devices with the described problem | Steps taken to temporarily solve the problem |
|---------------|---------|------------------------------|------------------------------|---|--|
|               |         |                              |                              |   |  |

| Device Model | Device Barcode | Device FW Version | ASManager SW Version |
|--------------|----------------|-------------------|----------------------|
|              |                |                   |                      |

| Copy ASManager Database   | Controller HW Connection                                |
|---|---|
| Please have customer copy the following folder<br>C:\Access Control \ASManager \ASRes | Please have customer take a photo of the hardware setup |

## Step 1. SOP Flow Chart



## Step 2. Troubleshooting Steps

### 2-1. Check that Reader is connected to Controller

- a. Use RS485 to connect reader with controller. In controller web UI, please make sure that Extended Reader settings are correct. For example, check Reader Barcode no., RS485 connection status (Red color means disconnected, green color means connected)
- b. If Reader works and can swipe cards but user is unable to add card number of cards swiped, please check the Wiegand connection (D0 and D1)

### 2-2. Check Reader hardware

- a. Reader does not power up: please make sure that power is connected properly
- b. Reader does not beep when swiping a card: Please check if Reader's light changes to green when card is swiped. Reboot the Reader and try swiping card again to see if Reader beeps
- c. Reader is unable to detect Card or Tag: Check if Reader's light changes to blue when Card or Tag is swiped. If yes, please check and make sure Reader's power input is within specification (DC 7.5V ~ DC 12V)
- d. Reader is unable to detect Card or Tag: Make sure the swiped Card or Tag's frequency is compatible with Reader's. (For example: GV-R1352 's frequency is 13.56Mhz so it can only be compatible with Cards and Tags with 13.56Mhz frequency)

## 2-3. Check connection between ASManager and Controller

- a. **Make sure that ASManager PC and Controller are in the same domain. For example same LAN**
- b. **Unable to ping Controller IP Address and unable to access Controller's Web UI: Try rebooting the Controller. Check that Controller's Ethernet port is normal (flashing green light and constant orange light). If Controller's Ethernet port is not working, customer will have to RMA the unit**

## 2-4. Check Controller and ASManager connection settings

**ASManager is unable to connect to Controller: Make sure that Controller's IP Address/HardWare ID /Port/3DES/ID/Password is entered correctly in ASManager.**

## 2-5. Check Controller Output Setting

- a. **Door locks immediately after card is swiped: Check that door sensor's NO/NC is configured correctly(Under Input Setting in Controller's Web UI)**
- b. **Sometimes door will not open when card is swiped: Check that Controller's relay is working when card is swiped. If relay is not working normally. Customer will have to RMA the unit.**
- c. **Swiping a card when access is permitted but door does not open. Happens when AS100/400 Controller is powered off for a long time and powered on again: Please check if battery on Controller is running low. (ASManager Event Log will have Low Battery Event when Controller battery is low. Please change battery and Controller should be working.)**