



TROUBLESHOOTING GUIDE

DOC #: TG090002

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REVISION: A

PROBLEM: Reader not working.

NOTE: While troubleshooting reader problems, your troubleshooting steps should vary whether or not it's a new installation or an existing system. If the identical readers are working on other reader ports, new readers should also work.

Before a door will unlock, you must present a "Valid Badge" to the reader. Pay close attention to the alert that displays on the software. A "Badge Valid" alert should display with the correct name. If it doesn't, refer to TG090003 (New badges not working troubleshooting guide).

TROUBLESHOOTING TIPS:

- 1) Verify you updated the Access Group your badge is using. You must apply a time schedule to your new reader in the Access Group. If this is not correct, the door will not unlock and you might think the reader is not reading properly. This is a very common error.**
- 2) If your badges are using facility codes, verify your panel and facility code is added to the "Administration/Facility Codes" screen. If you recently added a panel and a new reader, and you didn't add the new panel into the facility code screen, your badges will not unlock the door and a "Badge Violate Void" alert will display.**

- 3) If this is a new installation, you must verify your wiring is correct. Refer to the wiring instructions supplied with the reader. Standard Prox readers usually require 5 wires for operation (power, ground, LED, Data 0 and Data 1). If you are experiencing problems reading a badge properly, wire your reader directly to the panel (eliminating any field wiring). If the reader starts working, this verifies you have a problem in the field wiring.**
- 4) If you present a badge to the reader and nothing displays on the CA3000, there is a possibility the badge format for the badge is not in the CA3000 software (Refer to TG090003 – New badges not working troubleshooting guide). Wire up another reader on another reader port. Determine if your badge reads on another reader. If it does, this verifies your badge format is correct in the CA3000 software.**
- 5) If you present a badge, and the wrong badge number displays, there is a possibility the Data 0 and Data 1 wires are reversed. Swap the Data 0 and Data 1 wires on the panel. After reversing the wires, swipe the badge again. If the wrong badge number still displays, put the Data 0 and Data 1 wires back to the way you originally had them (If these 2 wires are reversed, the wrong badge number displays).**
- 6) If this is an existing system and the reader stopped working, swap the reader with another reader on the same panel. Verify if the non-working reader works on a different reader port. If it works on a different reader port, the reader port on the panel could be defective or a programming setting could be incorrect.**

- 7) Verify your software is configured properly. Refer to the following:**
- a) Verify you configured the reader and selected the “Enabled” check mark on the “General” tab. If you have any other checkmarks selected on the “General” tab, uncheck them. Verify if this corrects the problem.**
 - b) Verify on the “Options” tab, there is not a “Card Only” Time schedule selected. Set your 3 schedules, “Card Only”, “Free Access” and “Degrade mode” to “Not Used”. Verify if this corrects the problem. NOTE: If the “Card Only” time schedule is not in effect, it will turn off the reader, and nothing will display after swiping the badge.**
 - c) If you present a badge and the software displays “Badge Valid”, verify your strike relay is configured under the “Door Control” tab. If it is configured correctly, measure the strike relay with an ohmmeter. Verify the relay is changing states. If it is changing states while a valid badge is presented, you must check the wiring to the lock.**
- 8) If this is an existing system and a reader stopped working, swap the non-working reader with a working reader on the same panel. Verify if the non-working reader starts to work. If it works on a different reader port, the original reader port on the panel could be defective. If the non-working reader doesn’t work on a working reader port, you need to verify your software settings.**
- 9) If the non-working reader is a reader/keypad, verify the keypad section of the software is configured properly. If there is a problem with the keypad, and your software is configured for “Card and Pin”, it will appear the reader is not working when the badge is presented. This is because the software is waiting for a pin code to be entered after the badge swipe. NOTE: Only certain model keypads are supported on our panels.**

10) Verify you have the correct brand reader for the type of badge you are presenting. Certain badges are proprietary and only work on certain readers. For example, Indala badges are proprietary and only work with Indala readers. This is also true for other brand readers.