



TROUBLESHOOTING GUIDE

DOC #: TG090005

DATE: 2/6/2009

REVISION: A

PROBLEM: Keypad not working.

NOTE: There are many types of keypads. Only certain models work with the Continental Access panels. It is highly recommended to purchase the keypads from Continental Access. Weigand keypads MUST send a 4 bit burst to operate with Continental Access panels. Below is information on different keypads Continental Access sells, along with troubleshooting and configuration information for them.

TROUBLESHOOTING TIPS:

- 1) If this is a new installation, you must verify your wiring is correct. Refer to the wiring instructions supplied with the reader.**
- 2) You must determine the type of keypad you are using. The different models are XY matrix and WEIGAND. The XY matrix keypads are wired to 7 pins on the controller (You must use an adaptor board on the Supertwo panel to use an XY model keypad). The 7 pins are rows and columns (r1, r2, r3, r4, c1, c2 and c3). The data from the keypad is received on these 7 pins. The weigand model wires up like a reader to (Pwr +5 or +12, gnd, LED, D0, D1).**

- 3) **Verify you're entering the facility code, badge number and pin code properly into the keypad. Refer to the following for examples :**
 - a) **Badge number only - Enter 57987# (This is when you configure the keypad settings to enter the badge number only into the keypad).**
 - b) **Facility code and badge number – Enter *0157987# (Note: The * clears the buffer, the 01 is for facility number 1 and the 57987 is the badge number and the # sends it).**
 - c) **Card and Pin – Swipe the badge and enter a 4 digit code (1532). 1532 is the pin code set up in personnel and no # is needed. Our software is expecting a 4 digit code. If you are using card and pin and nothing displays in the event grid, there is a possibility the card read, but the pin code is not being recognized due to a keypad problem.**
 - d) **Common code – Enter a 4 digit code which is configured under the Keypad settings. You don't have to press #.**
- 4) **Certain weigand keypads are not supported on older Continental Panels with older firmware. The Essex weigand keypad (no reader built in) is supported on old and new Continental panels. HID Proxpro (weigand) Reader/Keypads are only supported on Continental panels with Version 2 or later firmware. You can't use HID Proxpro (weigand) Reader/Keypads on legacy panels (microterm, miniterm, smarterm and superterms with v1 firmware). If you have a legacy panel, you can use the HID Proxpro(XY) Reader/Keypad, Essex XY keypad or the Essex weigand keypad.**
- 5) **If you are using a XY model HID Proxpro Reader/Keypad, it MUST be the exact model # 5355ags00. Other models don't work with Continental Access panels.**
- 6) **If you are using a WEIGAND model HID Proxpro Reader/Keypad, it MUST be the exact model # 5355agk00. Other models don't work with Continental Access panels.**

7) Verify your access group is configured properly to allow access at the reader or keypad.

8) Most keypads require the keypad settings under “Configuration/Readers/Door Control” to be configured. If you are using an Essex weigand model keypad, you don’t have to configure the keypad settings. All other readers you do. Refer to following for the different configuration options:

a) Special mode to be able to enter the badge number into the keypad: (use for troubleshooting also)

Keypad Enabled = Yes

Common Code = FFFF

Card and Pin Schedule = Not Used

Common Code Schedule = 24 X 7

b) Common Code of 5678

Keypad Enabled = Yes

Common Code = 5678

Card and Pin Schedule = Not Used

Common Code Schedule = 24 X 7

c) Card and Pin:

Keypad Enabled = Yes

Common Code = 0000

Card and Pin Schedule = 24 X 7

Common Code Schedule = Not Used

- 9) Use the special FFFF mode to test the keypad. If any of the rows or columns are reversed on an XY keypad, the correct number will not display. Set the keypad settings for entering the badge number into the keypad. Press 12345# (software will display “badge violate void 12345). Press 67890# (software will display “badge violate void 67890).**
- 10) While wiring an XY HID keypad, you must be very careful. It is not 1 for 1 as per the drawing. Pay close attention to the rows and columns on the wiring diagram compared to the pins on the board.**
- 11) The Essex weigand keypad sends a 26 bit format. The highest number you can enter is 65536. If you need the Essex weigand keypad to send a facility code, you need to follow the instructions that come with the keypad to program in a site code.**