Common malfunctions and solutions			
Common malfunctions	Access control / accessories	Reason	solutions
Access control panel don't work when power supply	Power light is not bright	"+" and "-" supply wire reversed	Connection line again
	Measure Voltage is low	Power supply voltage is low	Change 12VDC power supply
For RS485 Connection between CPU and controller don't work	Communication indicator RX light not bright	Choice wrong COM port	Choice correct COM port
	Communication indicator RX light not bright	COM port is broken/or occupy	Change other COM port
	Communication indicator RX light normally on	RS485 "A" and "B"line reversed	Correct line (A-A，B-B)
	Communication instructions RX light flashing	<u>RS485</u>	<u>Reduce controller quantity , or improve</u>
	Communication indicator RX light flashing,not bright or normally on	RS485 communication interface broken or don't match	Using specified RS485
	Communication indicator RX light normally on or weak normally on	Controller power not connect ground wire	Connect ground wire
		Computer leakage or Power leakage	Change leakage equipment and connect ground wire
		External high-voltage electrical interference	Eliminate interference sources and connect ground wire
For TCP/TP Connection between CPU and controller don't work	Rj45 port communication indicator light(orange) not bright	cable port not properly, Communication wire is wrong	Change communication wire and install
		A hub port wrong	Change another hub port, or change new hub

	Rj45 port communication indicator light(orange) bright	IP address have clash/ IP occupy by other equipment	Setting Access Controller IP same with Computer IP
		Access Control IP different in one network segment	Setting Access Controller IP same with Computer IP
Read card can't open door	Access card indicator light , Read card is flashing	Unallowed ,Illegal card	Allowed card
		Expire time or not in valid time	Adjust card valid time
		Reader WG0 and WG1 wire reversed	Connect reader and controller wire in correct
		Reader wire is longer	Change short wire and new reader
	Access card indicator light , Read card is normally on	Reader wire is wrong or reader broken	Check wire.change new reader
	Access card indicator light normally on or weak normally on		