## Access Easy Controller (AEC) Does Not Show Activity from **Card Swipe Troubleshooting Flowchart**





## **Table of Contents**

Troubleshooting Flowchart1
Special Note
All Transactions
Card Compatibility4
Door Status
Manual Control
Scheduling Options5
Door Contact Input5
Input State Configuration
Reader Access Modes7
Enrollment Reader7
Reader Hardware
Diode Installation
Reboot Controller9



### **Special Note**

Steps contained in this document are for troubleshooting purposes only. Once troubleshooting is complete, you may need to reconfigure your system to match your specific operating requirements. This document is not meant to replace other released literature or be used for installation support. Please consult the referenced product's Installation and Operation Guides during use of this document.

### All Transactions

Browse to Activity | Transactions and click on the All tab. Verify that the table is displayed properly in your web browser.

Swipe the credential at the access reader again and verify whether or not the All Activities Table displays that recent activity.

SActivity 🔞	Card 🏀 🏀 Configuration	System 👔	Report					
😽 Activity   Transactions								
Choose Location : [All Activities]								
All Alarm	All Alarm Valid & Alarm Restore & Alarm Time Attendance APB Video Verification							
All Activities	All Activities 🔒 🖏							
Date & Time	Location	Name	Card No	Event				
28/06/2011 20:52:5	3 Reader Board 5			Board Present				
28/06/2011 20:52:5	3 Reader Board 1			Board Present				
28/06/2011 20:52:4	3 Door 4			Door Access Enabled				
28/06/2011 20:52:4	3 Door 3			Door Access Enabled				
28/06/2011 20:52:4	3 Door 2			Door Access Enabled				
28/06/2011 20:52:4	3 Door 1			Door Access Enabled				
28/06/2011 20:52:4	3 Alarm Input			Alarm				
28/06/2011 20:52:4	2 Undefined output point 8			Turned On				
28/06/2011 20:52:4	2 Alarm Input			Armed				
25/06/2011 06:38:5	1 Door 1			Door Held Open				

### **Card Compatibility**

Most readers will provide an audible beep when a compatible card is presented to it. The reader does not need to be connected to the AEC system for the acknowledgement beep to occur. Therefore, if a card is presented to a powered reader and the acknowledgement beep does not occur, then the card may not use a radio frequency or format that is compatible with that reader. Review the part number for your reader and ensure that you are presenting a compatible card.



#### **Door Status**

If the door is in any state other than Locked: Closed, the system will not record access activity for that reader

#### **Manual Control**

Browse to Activity | Device Control. Hover over the icons in the status column to read a description of the door'

SActivity 🔞	Card 🏼 🎉 Configu	uration 🛛 🎲 Sys	tem 🕼 Rep	oort
				🍀 Activity   Device Control
Door Input	Output			
Description	Status	Manual Action		
Door 1	3	No Change	O Unlock	O Momentarily Unlock
Door 2	<b>a</b>	No Change	OUnlock	O Momentarily Unlock
Door 3	<b>a</b>	No Change	OUnlock	O Momentarily Unlock
Door 4	<b>_</b>	● No Change	🔘 Unlock	O Momentarily Unlock

To lock or unlock the door, select the appropriate Manual Action, and click on the (save) icon to apply your change.

#### **Scheduling Options**

Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Verify that the Scheduling Option selected will allow for the door to maintain a Locked: Closed state.

Scheduling Options
<ul> <li>Unlock door</li> </ul>
Schedules will not be used to unlock this door
Schedules will be used to unlock this door
$\bigcirc$ Schedules and holidays will be used to unlock this door
Schedule No Schedule 🔽
Only after a valid access condition

### Door Contact Input

Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Select the IO Configuration tab. If you do not have a door contact installed on this door, change the Source entry to None. Then click on the save icon to apply your change.

Door Input Settings				
	Source	Address		
Request-to-Exit Device	: Input 🛩	1	Door Shunt Only	Disable transaction
Door Contact	: None 💙	2		
Schedules and holida	ays will be used to sh	unt door conta	ct No Schedule	*
Door Force Open Alarm [	Delay Duration (0-25	: 0 Seconds		
Pre-alarm Warning befor	e door held open ala	irm (0-60)	: 0 Seconds	

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## **Input State Configuration**

Browse to Configuration | Input State. Select the level of supervision that matches your hardware configuration.

Activity	Card	2 Configuration	System	Report					
🔀 Configuration   Input State									
Reader Input									
<b>Description</b>		Reader B	oard # - Input #		2 State Non-Supervised	2 State Supervised	4 State Supervised	Inverted Input	
Door 1 - Reque	st to Exit	Reader Boa	ard 1 - Input 1		0	۲	0		
Door 1 - Door 0	Contact	Reader Boa	ard 1 - Input 2		0	۲	0		
Door 2 - Reque	st to Exit	Reader Boa	ard 1 - Input 3		0	۲	0		
Door 2 - Door 0	Contact	Reader Boa	ard 1 - Input 4		0	۲	0		
Door 3 - Reque	st to Exit	Reader Boi	ard 1 - Input 5		0	۲	0		
Door 3 - Door 0	Contact	Reader Boa	ard 1 - Input 6		0	۲	0		
Door 4 - Reque	st to Exit	Reader Bo	ard 1 - Input 7		0	۲	0		
Door 4 - Door 0	Contact	Reader Bo	ard 1 - Input 8		0	۲	0		

Utilize the wiring diagram below for identification of supervision.





#### **Reader Access Modes**

There are four access modes that can be configured in the AEC system. They include card only, PIN code required, PIN only, and dual card mode.

Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Select the Advanced tab and review your selection for the PIN Code Settings and Dual Card Settings sections of programming.



## Enrollment Reader

If the reader is configured as an enrollment reader, it will not function as an access reader.

Browse to Card | Card Administration and select the Enrollment tab. Verify that the reader being tested is not selected as the Card Enrollment Reader. If it is, open the drop-down box, and select [Unused] from the list.

Assignment Enrollm	ent	Import/Export	Batch Card	
Card Enrollment Reader Card Number	:	[Unused]	✓	
Name List of scanned cards	:			

Notes: You do not have to click save to apply this change. It will take effect immediately. If a reader is wired properly, the reader's LED will toggle red/green to let you know it is configured as an Enrollment Reader.



### **Reader Hardware**

Consult both the AEC Hardware Manual and the Installation Sheet that came with the reader to ensure the reader is connected to the AEC hardware properly. Below is a table showing a common wiring configuration.

HID ProxPoint Pigtail	AEC Reader Input
Red	+12 VDC
Black	Ground
Green	Data 0
White	Data 1
Orange	Green LED

To help troubleshoot the hardware, the AEC reader board is equipped with a Card Read LED (LED12). Each time that card data is sent from a reader to the AEC reader board, the Card Read LED will illuminate briefly. The same LED monitors all four reader inputs, so you may need to disconnect all other readers for accurate monitoring.

### **Diode Installation**

In all instances where an output relay is used to operate an inductive load, such as when interfacing with an external relay, or powering DC door strikes and magnetic locks, a backbiased diode should be wired across the coil of the driven device. This will protect the electronic circuitry on the AEC hardware by providing suppression from back-emf when the devices are de-activated.

Failure to install the diodes correctly may cause doors to become inactive.

The table below shows an example of proper diode installation.





### **Reboot Controller**

Browse to System | Advance Setting. Click on the Reboot icon to reboot your controller.

System Maintenance	Firmware Upgrade	Database Backup/Restore	Customer Logo	Video SDK
Maintenance Options				
🗱 Reboot				
🔘 Shutdown				

Note: The controller may take up to 8 minutes to reboot. The system will not respond during a portion of the reboot process.

-End of document-

