What to do if a user is denied access with a valid token

A Door does not open when a user card is presented

If the red LED is flashing when the token is presented, confirm that this user should have access by looking at their user record at the PC.

If there is no beep or change of LED's when the user card is presented, try this card on other known working readers. If there is no response at any reader then the card should be replaced.

Check the door reader with another valid card. If this card also fails, ensure that the reader LED's are on. If they are not then the reader is faulty or has no power. Contact the installer if necessary.

If the green LED is flashing when a card is presented, the door should be unlocked. Contact the installer if required.

User validity

Check the events screen to see why a user is being denied access to an area.

Look at the users record to check their access level and ensure that they have access. Click on Current Validity to show exactly where a user has access. Check the 'Expires end' date and confirm this has not past.

User validity is correct but access is still denied

Ensure that any changes that are made to User validity are sent to the door controller by clicking Apply on the User record.

If all the settings appear correct at the PC, synchronise the information in the user record with the door control units. The supervisor will have access to the Doors screen. The Reinstate button is found in the Doors screen. Select the ACU's you wish to reinstate and then click OK.

The door control units should show a Tick alongside each one. If any control units show a Cross, they are off-line and will not receive any card updates.

In this case, please see: AN1061 - ACU's not responding - RS485 data line < http://paxton.info/1552 > or contact your installer.