

# Controlsoft Ltd

## Frequently Asked Questions

### General:

#### **Why does my controller sometimes act erratically?**

This is usually due to “Back-EMF” from the coil in the door lock. Back-EMF is a large spike that is generated by the coil switching off. It is simple to suppress this Back-EMF by fitting a Metal Oxide Varistor (a MOV) across the coil inside the lock. Every Controlsoft controller is supplied with one MOV for each output, and full instructions are provided explaining how to fit them.

### Identity Access

#### **What is the difference between IA-STD and IA-PRO?**

The Identity Access software can be downloaded free of charge from our website [www.controlsoft.com](http://www.controlsoft.com). Alternatively, it can be ordered on a flash drive as part number IA-STD. This includes everything that you will need to install the software. It does include certain features, however, which require a license to activate them. The part number for this license is IA-PRO

These features are:

- Airlocks
- AntiPassBack
- Fingerprint Enrolment
- Fire Alarm Roll Call Report
- More than 24 doors or readers
- Time Sheet Reports
- Turnstiles

#### **What PC Specification do I need to run Identity Access?**

The following spec will suffice for systems with fewer than 10,000 users:

Intel i5 processor @ 3GHZ

- 8GB RAM
- 100GB Free Disk Space
- 10/100 Network Card
- USB Port

If you do have more than 10,000 users, we would recommend an i7 processor with 16Gb RAM and 250GB free disk space

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### **How do I upgrade Controlsoft Lite to Identity Access?**

Once Identity Access software is installed, use the 'Find Controller' Wizard and the Door Wizard to configure controllers, doors and readers. Next, manually generate the required Groups, then use the IA Import feature to import all your employees and visitors from the Controlsoft Lite database. Finally, allocate the users to their respective Groups and test the system.

You must uninstall Controlsoft Lite otherwise transactions will be saved in the Controlsoft Lite database OR the Identity Access database, depending on which program connects to the controllers first.

### **How do I run a report on a single Employee?**

To do this run the Identity Access User Interface and log in. Select Management from the menu bar and click on Employee. Find the employee you wish to run the report on, right click and select Report. Customise the report from a wide range of options, for example - the first 100 logs from today.

## **i-Nets:**

### **How many doors does this controller support?**

The unit supports 2 doors, with a Request To Exit buttons or 1 door with reader IN and OUT. The controller has 5 programmable inputs and 4 programmable outputs.

### **How many cardholders can I add to this controller?**

The unit supports up to 100,000 cardholders in each controller, but the management software can support an unlimited number of cardholders.

### **What is the difference between the IDC-100 i-Net and the IDC-200 i-Net Plus?**

The i-Net connects to the host PC via an IP network.

The i-Net Plus can connect to the host PC via an IP network or USB or RS232.

### **Why do I need management software with this controller?**

The i-Net controller is much more flexible than a stand-alone controller, so the software is used to configure the unit to determine exactly how it will operate. The management software is also invaluable for managing the large number of users available with these controllers.

### **Why are my RS485 devices not polling?**

When using Master / Slave i-Nets, the Slaves must be connected to RS485 Port B.

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If the Master i-Net ACU is connected to Expander Boards, these must be connected to 'RS485 Port A'

Ensure that the DIP Switches are in the correct position.

### **What is the 4-way DIP Switch for?**

SW1 OFF allows the i-Net to communicate with RS485 readers

SW1 ON allows the i-Net to communicate with onboard Wiegand readers

SW2 OFF allows expansion using expander boards

SW2 ON allows expansion via Slave i-Nets

SW3 is not used, this should always be OFF

SW4 OFF is for normal RS232 communications

SW4 ON allows connection via a modem.

### **What is the 2-way DIP Switch for?**

SW1+2 OFF RS485 bus NOT terminated (device is not at the end of the bus)

SW1+2 ON RS485 bus IS terminated (device is at the end of the bus)

### **How do I reset the IP address of the ACU?**

There is a reset pushbutton on the right hand side of the board, press and hold this for 30 seconds. The i-Net will then reboot twice, and the IP address returns to its default address (10.0.1.230).

### **Why is the controller status "Access Denied"?**

This occurs if the software database is different to the i-Net database. To resolve this issue, disconnect from the controller in Download Manager (Controlsoft Lite) or Offline Manager (Controlsoft Pro), select "Reinitialise" in Controller Properties and Connect to the controller again.

## **AC-3300:**

### **How many doors does this controller support?**

The unit supports 2 doors, with Request To Exit buttons or Reader IN and OUT. Also supported are door contacts, and connection to a fire alarm panel.

### **How many cardholders can I add to this controller?**

The unit supports up to 2000 cardholders.

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### **How do I learn in new cards?**

Press the enter button on the controller PCB, then present your Master Card to the reader. Using the pushbuttons on the controller, define whether you want to learn normal cards, supervisor cards or master cards, then present the cards to be learned in.

### **How do I clear an alarm condition?**

Remove the source of the alarm (close the door or reset the Fire Alarm panel), then present the Master Card to either reader.

### **Why can't I clear the "FirE" message from the display?**

This indicates that the fire input is not connected, or the fire alarm relay contacts are open. Reset the Fire Alarm panel, check the wiring to the fire alarm panel or ensure that a link is fitted between the terminal blocks GND and ALM

### **Why does the display show "rtE1" or "rtE2"?**

This indicates that the Request To Exit connections are shorted. Check the wiring to the button or ensure that a link is not fitted between the terminal blocks GND and RTE1 or RTE2

## **AC3210:**

### **How many doors does this controller support?**

The unit supports 1 door, with a Request To Exit button or Reader IN and OUT. The unit also supports a door contact and connection to a fire alarm.

### **How many cardholders can I add to this controller?**

The unit supports up to 1000 cardholders.

### **How do I learn in new cards?**

Hold your Master Card to the reader until it beeps 3 times, then present the cards to be learned in.

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### AC-3100:

#### **How many doors does this controller support?**

The unit supports 1 door, with a Request To Exit button.

#### **How many cardholders can I add to this controller?**

The unit supports up to 30 cardholders.

#### **How do I learn in new cards?**

Hold your Master Card to the reader until it beeps 3 times, then present the cards to be learned in.

#### **Why does my device not reset when holding the pushbutton and down powering?**

The unit needs to be down powered by taking power directly from the controller 12v input. If powered down by switching off the mains supply, or removing the mains fuse, the 12v does not switch off quickly enough and the unit will not reset correctly.