[**Trouble shooting guide**]

Support Method:

✧ email: **be.seen@hotmail.com**

✧ skype: **pablochen.1996**

✧ **Can do WhatsAPP video call, tell us your whatsAPP number.**

■ We bring value to a lot projects during the past 20 years, also save a lot cost for many customers. If any problem, **please don't return directly,** that will **bring big loss** to us. Contact our technical support please.

■ This is **advanced** security control system, programming need **software**(below have detail guide), If you want **simple control without software**(just allow/deny access), contact us and we can send you device **freely**, please **don't return all**, most parts can be used.

■ If you follow below guide, you can get below advanced features:
   ❖ **Different person have different access time**.
   ❖ Can use phone app to open door locally or remotely.
   ❖ **Can check history detail entry record: who open door at what time.**
   ❖ Easily add or delete or activate/disable users.
   ❖ **Keep door open during business time and close automatically at off duty time**
   ❖ Holiday Control automatically
   ❖ **A lot of advanced features...**

Contents

1. Quick trouble shooting guide check firstly.

Quickly follow below steps to solve problem quickly:

1.1.Kindly Check if can open door from software? Follow below video:

https://vimeo.com/796308863/cfda22634c

1.2 Do **monitoring** in software, very **helpful to find** root cause. Follow below and **swipe card/fob on door reader**.

https://beseencontrol.com/Monitoring.pdf

1.3 If show **Deny access(picture below)**, follow below **video** to solve:

https://vimeo.com/796310661/a4636aa558

1.4. If show **Door Set NC(picture below)**, follow below **video** to solve:

https://vimeo.com/796306598/89b2375745

2. Search in software, can't find the control board.

Make sure have a good network cable, connected from control board to your router or to your computer. Make sure **the network cable is a good cable**, we have customer have a bad cable and spend long time to find the cause. **Test cable firstly if can't search/find control board**.
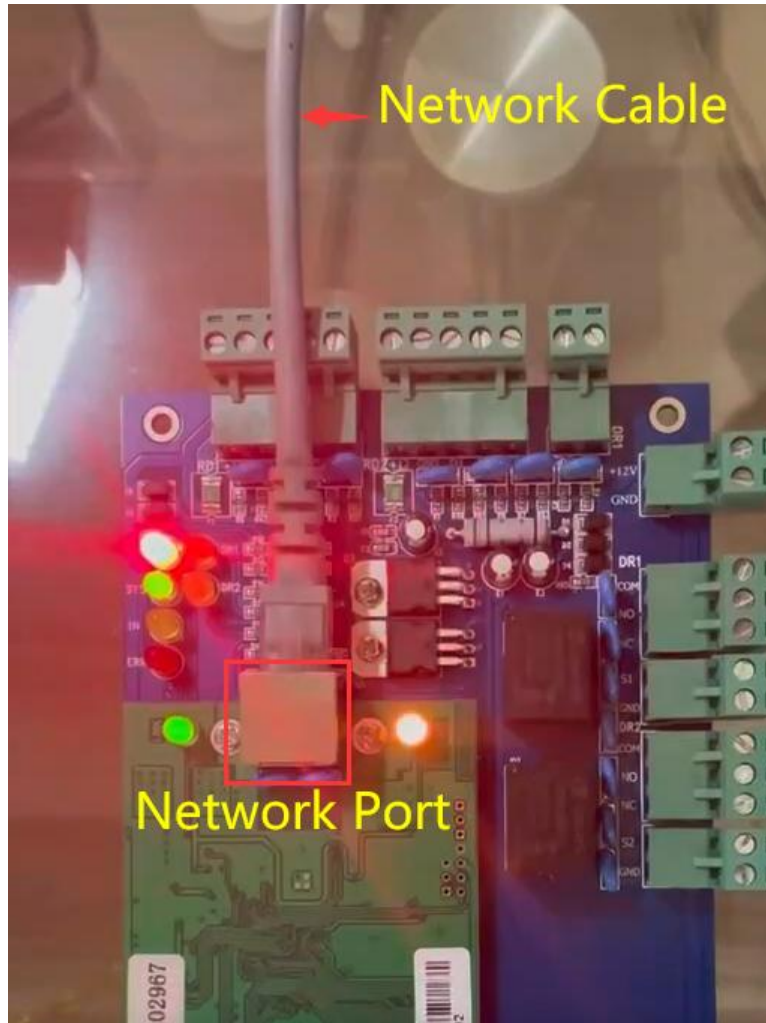
try that the network connection cable is connected **directly** to your laptop/computer, please:

- **disable** the **computer's WiFi** firstly

- power off the control panel and power on again.

- search again in the software.
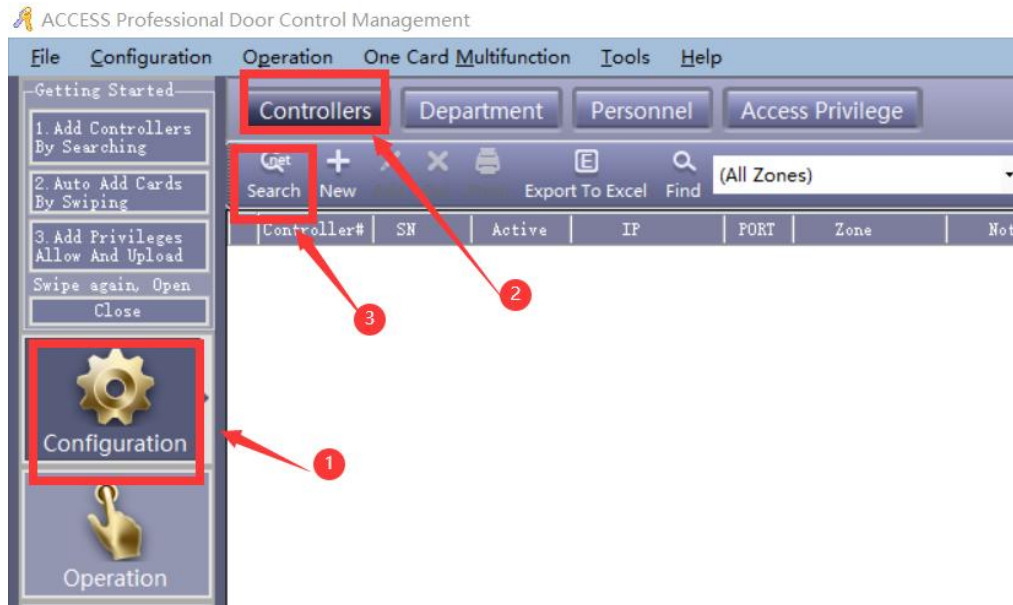
If the software have **communication problem** to control board, follow below **guide**:

https://beseencontrol.com/CheckCommunication.html

If still can't find it, please contact our technical support, do a live remote support.

3. If any exception, Firstly Check Part

3.1 If power box is not turned ON or Just light on a few seconds

Please follow below video:
https://youtu.be/kT0q6J75p1o

3.2 **Check the wire from Power supply board to Control Panel**

Please **don't use UPS+/-** or **Batt+/-** from power board to control panel, Just use 12V and GND please, Related youtube video from this link:

https://vimeo.com/815299245/e04d91bb96

3.3 **Check door reader wire(If door reader have grey wire)**

If the door reader has grey wire, connect that grey wire together with reader's black wire, both to GND of control panel, relate video as below:

https://vimeo.com/815299364/df8fa6e368

4. I enrolled user, assigned open privilege and upload, but when swipe on door reader, can't open door/Lock.

[Answer]do monitor in the software and swipe card, **check the info in monitor window**. follow below link:
https://beseencontrol.com/Monitoring.pdf
The monitor result will provide a lot useful information.

4.1 **If it shows as "Denied Access: No Privilege"**

For the door reader, If there is a **grey wire**, connect that **grey wire** together with reader's black wire, both to GND of control panel.
then usb reader and door reader will read the same number.

Also, try below **video**, continue programming by the monitored number:
https://vimeo.com/691667108/72e8f4cc23

4.2 **If nothing(no any information) come into software monitor window.**

➢ Please check reader wire, especially check if reader's **green and white** wire reversed? **Green** wire should go to **D0** of control panel; **White** wire should go to **D1**.

➢ Use the reader's itself reader wire, <mark>short distance</mark> wire to control board, because very possible that if extend the wire, the extension wire some place bad or broken or loose.

➢ check the D0/D1 connection terminal metal part, is really connected/contacted well for the wire.

➢ Also refer to below **video**: the **IN LED should flash** even it's un-enrolled card/tag.

https://vimeo.com/815299982/dc0f64866d

4.3 **If the swipe record shows as GREEN LINE, but lock not open.**

[Answer]: Green line means the card/fob has open privilege, please check:
Check point 1: if the door reader is **Matching to open** the lock? For example, door 1 reader is to open door 1 lock, make sure lock is connected to door 1's place; check below video:
https://vimeo.com/815298576/ab8155641b

Check point 2: Is the door set to Normal close? Follow this guide: https://beseencontrol.com/CheckController.pdf

and video: https://vimeo.com/796306598/89b2375745

Check point 3 : is: Now need to check lock wire, do you **have a wire from 12V to COM** for the lock connection? Please check the lock wire diagram and video from our support page, make sure the wire is correct.

Or you can Take a clear picture for the **controller board+power supply board** part and **send to my email**, I will check your wire details and feedback you asap. Please kindly also short video also:

https://vimeo.com/815299245/e04d91bb96

5. Other useful Check Tips/Video

Reader/exit button/motion sensor and Lock is matching:
https://vimeo.com/815298576/ab8155641b

Check control board behavior:
https://vimeo.com/815299982/dc0f64866d

6. Exit button/Motion sensor don't open door

Check this video: **https://vimeo.com/815298310/6116f85611**

7. System Feature Video:

https://vimeo.com/815611373/c394f685c4

The system support below features:

- Basic funtion: swipe card/key fob to open door
- **Check/download/export the detail History Entry Record.**
- Allow for access for certain door at certain time for different users.
- **Keep door auto open during business time.**
- Keypad PIN code programming(need to use keypad reader).
- **Your own Fire alarm system trigger door auto open in emergency.**
- Swipe certain times to open and swipe certain times to Close.
- **First card Open.**
- a lot other features ….

We have over 20 years experience in this field.   If you give us chance to support you, we will bring huge value to your project.

please don't return directly, return bring big loss to us, *Just kindly let you know that please contact me for technical support if you have any question.*

About our support:

I will **support you for ever** with my over 20 years install experience.

- If you prefer email, I will do email support.
- If you want phone support, I can call you**(Please tell me your phone number)**

- **Also do whatsAPP live technical support.**

- Also can do teamviewer support to remotely connect to your computer to guide you, to provide live training and support for you.