

CREATE SECURITY FOR YOU

If have problem to Open door, Step by Step follow below:

How To Support you

Will support you for ever, check **Support method**(Email us or Skype or whatsAPP) from:

<https://beseencontrol.com/Contact.html>

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

<https://vimeo.com/796308863/cfda22634c>

2. Do **monitoring** in software, very **helpful to find Root Cause**. Follow **below**:

<https://beseencontrol.com/Monitoring.pdf>

- Swipe card or Fob, Check that **Any number coming into the monitor window**?
- What's the Information display at the monitor window?

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

<https://vimeo.com/796310661/a4636aa558>

	Time	Door	Info	Card NO:	20510053
5	17:15:40	m001-2-Exit	20510053----2023-02-03 17:15:41 星期五-m001-2-Exit-Denied Access:No PRIVILEGE	User ID:	
				Name:	
				Dept:	
				Read Date:	2023-02-03 17:15:41 星期五
				Addr:	m001-2-Exit
				Status:	Denied Access:No PRIVILEGE

Monitor Result

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

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

	Time	Desc	Info	Card NO:	20510053
1	17:18:21	m001-2-Exit	20510053-1-tester--2023-02-03 17:18:21 星期五-m001-2-Exit-Denied Access: Door Set NC	User ID:	1
				Name:	tester
				Dept:	
				Read Date:	2023-02-03 17:18:21 星期五
				Addr:	m001-2-Exit
				Status:	Denied Access: Door Set NC

Monitor Result

5.Make sure the **door reader match the door lock**(for example, door reader is on door1, it only open door 1 lock, not open door 2's lock)

Check below video:

<https://vimeo.com/946112039/d6dd307dac>

<https://vimeo.com/946112734/e720195d13>

6.If the software have **communication problem** to control board, follow below **guide**:

<https://vimeo.com/691667108/72e8f4cc23>

and

<https://beseencontrol.com/CheckCommunication.html>

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

1. If you prefer email, I will do email support.
2. If you want phone support, I can call you(**Please tell me your phone number**)
3. Also can do teamviewer support to remotely connect to your computer to guide you, to provide live training and support for you.