FAQ and Troubleshooting

View the following advices on most frequently asked questions.

About General Tips

1. **What are the differences between WEC200-00 and WEC200-01**
- See the following table.

	WEC200-00	WEC200-01
Standalone (Offline)	No	Yes (50 users for white list/ 10 visitors/ 20 logs)
Controlled by software (Online)	Yes	Yes
Protocol	Available	Not available

2. **Is there a limitation of punches under the normal mode (offline) and what will happen when the log memory gets full**
- There is no limitation of punch. However, only 20 logs are available. The logs are stored as rotational queue. If it exceeds 20, the 21th log will overwrite the first one.
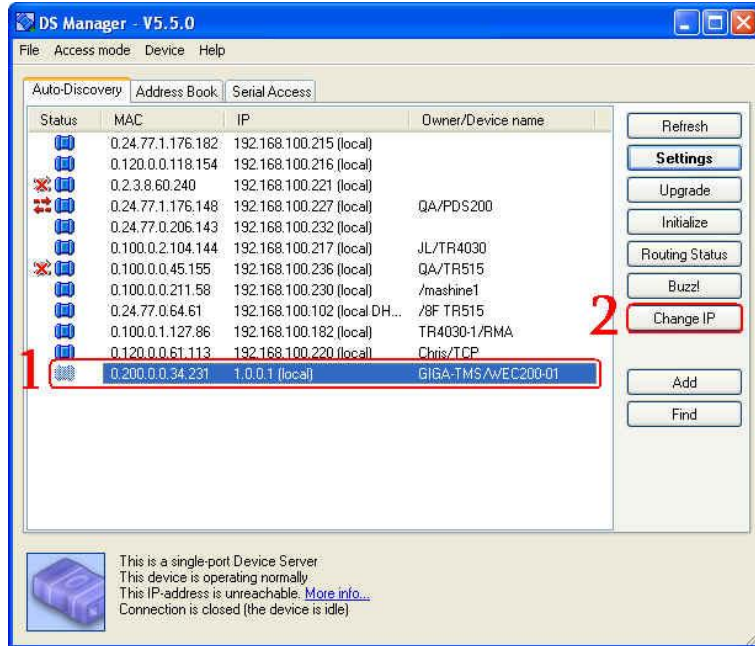
3. **Will powering off WEC200-01 clear the logs under the normal mode (offline)**
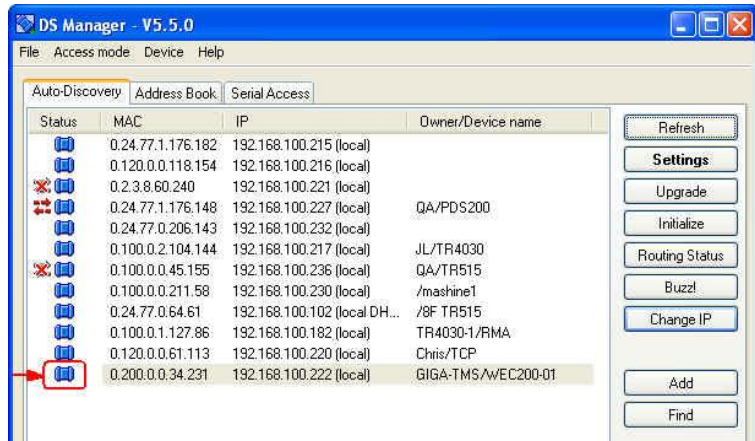- The log is stored in EEPROM, so the data is still kept even though the power is off.

4. **If you want to set/change IP address for WEC200-01**
- Follow the steps as below.
  (1) Connect WEC200-01 with Hub via WAS-1499 cable.

(2) Power on WEC200-01 with 12VDC.

(3) **Disable the firewall and antivirus program in your computer!**

(4) Open the software *DS Manager* (Start\Programs\Tibbo Terminal Server Toolkit\Tibbo DS Manager). Find your WEC200-01 on the "Auto-Discovery" list. (Default IP address of WEC200-01 is "1.0.0.1".)

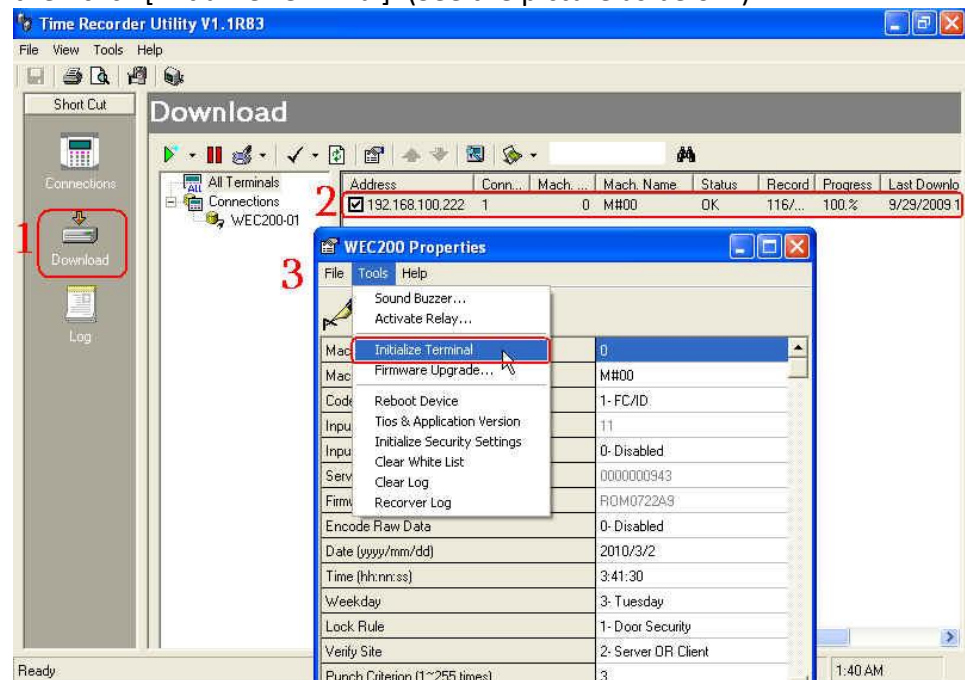(5) Click your WEC200-01 on the list and click [Change IP].

(6) Enter an available IP address and then click [OK]. Once IP address is changed successfully, WEC200-01 will sound 3 beeps and the status icon of your WEC200-01 on *DS Manager*'s list will become blue.
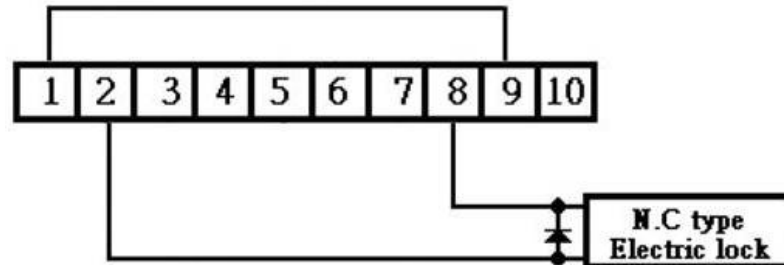

5. **If you want to reset WEC200-01**

• Use the "Initialize Terminal" function in the software *Time Recorder Utility* to set the settings of WEC200-01 back to default by the following steps - under the normal mode of software *Time Recorder Utility*, click [Download] inspection and then double-click your WEC200-01 on the terminal list to launch "WEC200 Properties" window. Click [Tools] and

then click [Initialize Terminal]. (See the picture as below.)

6. **If you want to connect WEC200-01 with the lock**
*   Refer to the picture as below.

Note:
1. Relay #1 (Pin 8, 9, 10) is for the electric lock; relay #2 (Pin 5, 6, 7) is for the bell.
2. Add a diode (EN4001 or EN4002) between A and EL of the electric lock.

7. **Does WEC200-01 support UDP**
*   No, WEC200-01 supports TCP only.

8. **Does WEC200-01 support VPN**
*   No, WEC200-01 doesn't support VPN.

9. **Can WEC200-01 communicate via MSComm**
*   No, WEC200-01 doesn't support the communication via MSComm.

About Software (DS Manager)

1. **If you can't find your WEC200-01 on the "Auto-Discovery" list of the software *DS Manager***
*   Make sure WEC200-01 is powered on.
*   Make sure WEC200-01 is connected with Hub via WAS-1499 cable.
*   Disable the firewall and antivirus program in your computer.
*   Change the other computer to try.

2. **When you try to configure WEC200-01 with [Settings] function in the software *DS manager,* it is not allowed and "Logging in…" message appears**
*   WEC200-01 only supports a few commands of the software *DS Manager*, like [Change IP] function. As for [Settings] function to set EM module of WEC200-01, it is not available.

3. **When you try to reset WEC200-01 with [Initialize] function in the software *DS manager,* it is not allowed and "Logging in…" message appears**
*   WEC200-01 only supports a few commands of the software *DS Manager*, like [Change IP] function. As for [Initialize] function to initialize EM module of WEC200-01, it is not available.

About Software (Time Recorder Utility)

1. **If the communication is failed when clicking [Test Connection] in the software *Time Recorder Utility***
*   Make sure WEC200-01 and your Hub are connected via the "WAS-1499" cable.
*   Make sure the firewall and antivirus program in your computer are disabled before using the software. If it still doesn't work, use the software *DS Manager* to detect WEC200-01 first. (Before using the

software *DS Manager*, disable the firewall and antivirus program in your computer as well.) Then go back to the software *Time Recorder Utility* to test the connection again.
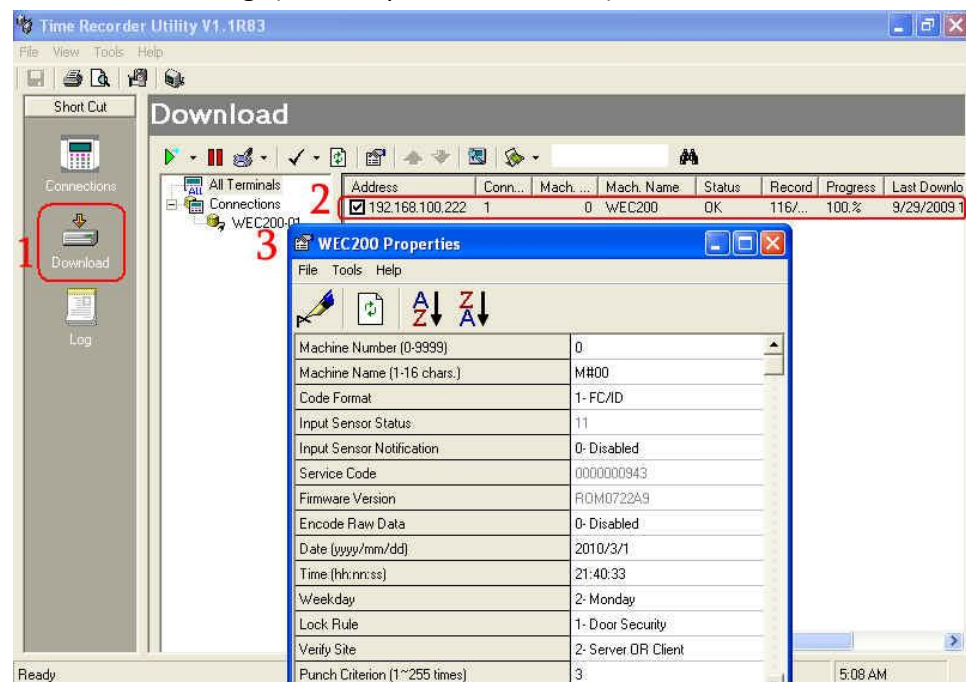
- Try the other port of your Hub to connect with WEC200-01.
- Try the other WAS-1499 cable if you have more than one cable.

2. If there is no data output when the card is presented to the reader that connects with WEC200-01

- Make sure the reader supports Wiegand interface.
- Set the reader to Wiegand interface if it is necessary to set.
- Make sure the wire connection between WEC200-01 and the reader is correct. (Pin 1: +12V, Pin 2: +5V, Pin 3: GND, Pin 4: Data 0, Pin 5: Data 1.)
- Make sure the communication between WEC200-01 and the software *Time Recorder Utility* is successful.
- Use Windows built-in program *HyperTerminal* (Start\ All Programs\ Accessories\ Communications\ HyperTerminal) to test by using TCP/IP connection. Note: The "Host address" and "Port number" in *HyperTerminal* must be set the same as "IP-address" and "Port" in "WEC200 Properties" of the software *Time Recorder Utility*.

3. If you want to set WEC200-01

- Use the software *Time Recorder Utility* to access the settings of WEC200-01 by the following steps - under the normal mode of software *Time Recorder Utility*, click [Download] inspection and then double-click your WEC200-01 on the terminal list to launch "WEC200 Properties" window for setting. (See the picture as below.)

4. **What is the maximum number that WEC200-01 can be served by the software *Time Recorder Utility***

- The number of devices connected with the software *Time Recorder Utility* is determined by the Windows OS version. For Windows XP, 10 devices are acceptable. For Windows Server version, we suggest not over 20 devices. If the number exceeds, it still can work (if the Windows OS allows), but will run slowly.

5. **What is the maximum number of users that can be served by the database of software *Time Recorder Utility* under the extended mode (online)**

- The number of users depends on the TR.mdb file. This file is up to 2 G MB. If leaving 200MB for user usage, 10,000 users can be defined.

6. **What does [Input Sensor Status] feedback mean in "WEC200 Properties" window**

- The first value indicates the status of sensor 1 and the second value indicates the status of sensor 2. "0" indicates short, and "1" indicates broken. For example, "01" means the status of the first sensor is short and the status of the second sensor is broken; "11" means the statuses of the first and the second sensors are broken.

7. **What will it be if setting [Lock Rule] to "Door Security" or "Equipment Return" in "WEC200 Properties" window**

- Door Security: After the door is open by presenting the card in the white list to the reader, the door will be closed automatically later (depending on the [Lock Duration] you set). Equipment Return: After the door is open by presenting the card in the white list to the reader, the door will not be closed unless the same card is presented to the reader again.

If you need further technical support, please contact GIGA-TMS Support.
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