Basic Gate System Troubleshooting

Use these steps if your gate system is not working and you suspect that your keypads or multiplexers are not communicating with the Falcon Base Unit or FalconXT. Follow the steps below in order. If you need assistance after you have tried these steps, please contact our Technical Support Department by creating a ticket at **http://ptisecurity.com/support/.**

1. **Ask yourself the question, "What has changed at this site that might have caused the problem?" Examples include:**

   - Construction/electrical work on-site or in the area
   - Changes made to the system
   - New computer or peripheral added (printer, hard drive, etc.)
   - New employee operating system
   - Furniture moved (pinching wires/pulling wires)
   - Power interruptions or surges (Blackouts or brownouts)
   - Lightning strikes
   - Vandalism

2. **Ask yourself the questions:**
   - Was the system working previously?
   - When did the problem first occur?
   - When and how did the problem first get noticed?
   - How often does the problem occur?
   - Does it tend to occur at specific times or in specific areas?

3. Check all power and data lines to the Falcon Base Unit or FalconXT, computer, printer, Graphics Adapter and each Remote Keypad or Multiplexer to make sure all items connected tightly and correctly with no shorts, loose wires, crossed wires, exposed bare wires, or missing connections.

4. Verify that each remote has a different address number assigned to it. No two remotes should have the same address, and no remotes should be assigned unit # '0' or unit # '22'. To do this on a keypad, press '*' then '#' and watch what unit number comes up. On multiplexers, open the front of the case and watch the display. The display should cycle through the time, the remote address, and the last activity that occurred on that remote. If any two units have the same number, look in your manual for instructions on how to change these numbers. If all are assigned different numbers, proceed to step #5.

5. **Perform a simple system reset:**
   - Press the "Soft Reset" button located in the upper lefthand corner of your FalconXT circutboard.
   - Watch for any problems in the system.
   - Verify system working. If not, contact PTI Technical Support for further assistance.

PLEASE NOTE:
Any troubleshooting could require an adjustment of the configuration. The adjustment differs with every setup depending on the computer, operating system, software, wiring, internet connection, modem connection, site-specific issues, or any other variable introduced into the setup. This troubleshooting and configuration may involve a great deal of time and investigation. It may also include purchasing additional equipment or redoing part or all of the installation. In no circumstances will PTI Integrated Systems be responsible for any damages either incidental or consequential based on these recommendations. Please refer to our warranty for specific coverages and warranties.