

Troubleshooting Keypad Messages

The messages displayed on the gate and door access keypads and APEX devices can help in troubleshooting your site. Below, there is a list of potential display messages and a description of the potential causes of the problem. If you need assistance or have any questions about the messages on your keypads, please contact our technical support department by creating a ticket at <http://ptisecurity.com/support/>.

PLEASE NOTE:

PTI strongly recommends any installation of PTI equipment or computers be completed by a certified, licensed, qualified, and competent individual. PTI Security Systems can recommend local dealers and installers, but it is up to the customer to verify their qualifications. Any pricing negotiations or contracts are at the sole discretion of the customer and dealer.

KEYPAD MESSAGE DISPLAYED	POTENTIAL ISSUES & SOLUTIONS
ACCESS DENIED	This indicates that the FalconXT does not recognize the code. Often the user has forgotten the correct sequence of numbers and input an incorrect or invalid code. The FalconXT will print the incorrect code on the event log for reference. Verify this against the actual code entered for the customer's unit in StorLogix.
ACCESS GRANTED	On keypads and swipe readers connected to the FalconXT, this message allows entry to the property, triggering the relay. If the gate/door isn't opening, verify that you can hear the relay click by placing your ear close to the relay on the back of the keypad board while pressing a valid code. If the relay is clicking, the problem may be in the wiring to the gate operator/door strike or in the gate operator/door strike itself. If the relay isn't clicking, contact PTI Technical Support as the keypad may need to be sent in for repair.
ACCESS SUSPENDED	Generally, this indicates that the user assigned to this code has been locked out from the property due to delinquent rent payments. This means the user has a "Suspended Unit" status in StorLogix has not been unsuspended. Remember to unsuspend the user in your management software as well as StorLogix. If interfaced to an Accounting Software and it shows paid, call your Software Technical Support to verify that the information is being sent to the FalconXT.
ANTI-PASSBACK ENABLED	<p>This message indicates that Anti-Passback is enabled in the FalconXT settings of StorLogix. Anti-Passback is when a customer tailgates on or off the property without entering their code. After explaining the importance of logging onto and off of site, allow the user to leave by triggering the gate in the "Open Door Gate Wizard" in your StorLogix Software. After every user has left for the day, clear all users off-site in StorLogix.</p> <p>CAUTION: Do not do this while other users are on-site as you will clear them out of the site and they will be unable to exit.</p>

KEYPAD MESSAGE DISPLAYED	POTENTIAL ISSUES & SOLUTIONS
AREA CLOSED	This indicates that the user is not authorized as a 24-hour user and attempted to enter an unauthorized area during closed hours. Check the user's permitted time zones in StorLogix. Compare the time that they attempted to enter the area and the time they are permitted. The time zone settings for each unit can be found in StorLogix
AREA DENIED	This indicates that the user has attempted to access a keypad that is not located within their permitted area. In StorLogix, verify the user's access level and confirm that the keypad is within their verified area.
CARD EXPIRED	This message indicates that the user has swiped a card that is expired. Verify the card's expiration date in StorLogix for that unit. Extend this date if necessary.
CODE EXPIRED	This message indicates that the user has entered a code that has expired. Verify the expiration date in StorLogix for that unit and extend the date if necessary.
EXIT IS GRANTED	On keypads and swipe readers connected to the FalconXT, this message allows exit from the property, triggering the relay. If the gate/door isn't opening, verify that you can hear the relay click by placing your ear close to the relay on the back of the keypad board while pressing a valid code. If the relay is clicking, the problem may be in the wiring to the gate operator/door strike or in the gate operator/door strike itself. Contact a local dealer for assistance in troubleshooting this or contact PTI technical support to have a local dealer referred to you.
PLEASE WAIT	<p>When the keypad displays 'Please Wait' and then it returns to the date and time, it is an indication that the keypad is not in communication with the FalconXT. Verify that the baud rate is set correctly. Check that the remote unit address is set correctly and is not duplicated in another remote unit elsewhere on site. Verify that the wires are all firmly connected in the keypad and there are no breaks in the RS485 line back to the FalconXT. Verify that the terminal blocks are seated firmly in the keypad. If all seems OK, open up the keypad and disconnect the terminal blocks by sliding them off of the pins. Wait 60 seconds then slide them back onto the pins.</p> <p>CAUTION:</p> <p>Be sure to put the correct terminal block back on the correct side. Make sure that the terminal blocks are lined up with the correct pins or you can damage the electronic circuitry permanently. Within 1–2 minutes the keypad should come back online and allow the gate to open with a valid code. If this doesn't happen, call your local dealer for further service or contact PTI technical support.</p>
PLEASE SEE THE MANAGER	This message appears only on APEX keypads. This security check is designed to discourage someone from attempting numbers at random to enter the site. If the "Max Attempts before Lockout" is set to a value other than zero, the APEX will check to see if the user has tried a code more than the allowed times. If not, the APEX will proceed to the next security check. If the maximum number of unsuccessful attempts has been exceeded, the APEX will display the following message and disable any further access attempts. The APEX will not allow any further attempts until it has had 60 seconds without any key being pressed. If a key is pressed while this message is displayed, the timer starts over.

KEYPAD MESSAGE DISPLAYED	POTENTIAL ISSUES & SOLUTIONS
PLEASE TRY YOUR CARD AGAIN	This message appears only on APEX keypads. This means that the card reader detected a card being swiped but was unable to read it. The card may have been held at the wrong angle, swiped too fast, or be partially demagnetized or scratched. Try the card again slowly or at another keypad. If the card cannot be read due to being scratched or partially demagnetized, a different card may have to be used entered as their code for future use by this user.
TAMPER LOCKOUT	This message will display on APEX or VP keypads when the tamper switch is enabled in the firmware, and a user has activated the tamper switch. Verify that the keypad is in its case and firmly screwed together. If you do not wish to use this function, turn the tamper switch off in the firmware.
THANK YOU FOR USING YOUR STORAGE FACILITY EXIT IS GRANTED	This message should appear only on APEX keypads. This message appears when a user has entered a valid code to exit the property. The words 'Your Storage Facility' may be changed to reflect the name of the actual facility in StorLogix. If the gate/door doesn't open, verify that the relay is set to trip in this remote unit by verifying the remote unit number and checking the remote unit setup in StorLogix. Verify that the relay is clicking by placing your ear near to it while you enter a valid code. If the relay is clicking, but the gate is still not opening, the problem may be in the wiring to the gate operator/door strike or in the gate operator/door strike itself. Contact a local dealer for assistance in troubleshooting this or contact PTI technical support to have a local dealer referred to you.
THE CARD YOU ENTERED HAS EXPIRED	This message appears only on APEX keypads. This indicates that the user has swiped a card that has an expired code on it. Verify the expiration date in StorLogix for that unit and extend the date if necessary.
THE CARD YOU ENTERED IS NOT VALID	This message appears only on APEX keypads. This indicates that the FalconXT does not recognize the card. Most of the time, the user has swiped the wrong card or gotten a new card and swiped it. The FalconXT will print the incorrect code on the event log for reference. Verify this against the actual code entered for the customer's unit in StorLogix.
THE CODE YOU ENTERED HAS EXPIRED	This message appears only on APEX keypads. This indicates that the user has entered a code that has expired. Verify the expiration date in StorLogix for that unit and extend the date if necessary.
THE CODE YOU ENTERED IS NOT VALID	This message appears only on APEX keypads. This indicates that the Falcon does not recognize the code. Often times the user has forgotten the correct sequence of numbers and input an incorrect or invalid code. The FalconXT will print the incorrect code on the event log for reference. Verify this against the actual code entered for the customer's unit in StorLogix.
THIS AREA IS CURRENTLY CLOSED	This message appears only on APEX keypads. This indicates that the user is not a 24-hour user and attempted to enter the property during the closed hours. of the property for his time zone that are set in StorLogix. Verify the access level in StorLogix that they attempted against the time they should be allowed on and off of the property. The time zone for a particular unit may be found in StorLogix.

KEYPAD MESSAGE DISPLAYED	POTENTIAL ISSUES & SOLUTIONS
<p style="text-align: center;">THIS DEVICE IS OUT OF SERVICE PLEASE SEE THE MANAGER</p>	<p>This message appears only on APEX keypads. When you get this message and then it returns to the date and time without allowing entry to the property, the keypad is not in communication with the FalconXT. Verify that the baud rate is set correctly. Check that the remote unit address is set correctly and is not duplicated in another remote unit elsewhere on site. Verify that the wires are all firmly connected in the keypad and there are no breaks in the RS485 line back to the FalconXT. Verify that the terminal blocks are seated firmly in the keypad. If all seems OK, open up the keypad and disconnect the terminal blocks by sliding them off of the pins. Wait 60 seconds and then slide them back onto the pins.</p> <p>CAUTION:</p> <p>Be sure to put the correct terminal blocks back on the correct side and make sure that the terminal blocks are lined up with the correct pins or you can damage the electronic circuitry permanently. Within 1–2 minutes, the keypad should come back online and allow the gate to open with a valid code. If this does not happen, call your local dealer for further service or contact PTI technical support to recommend a local dealer.</p>
<p style="text-align: center;">THIS UNIT HAS BEEN TAMPERED WITH</p>	<p>This message appears only on APEX keypads. This message indicates that someone has opened or tampered with the keypad and activated the tamper switch. Verify that the keypad is in its case and firmly screwed together. If you do not wish to use this function, it may be disabled in the APEX programming. Refer to the APEX manual.</p>
<p style="text-align: center;">TRY CARD AGAIN</p>	<p>This message indicates that the card reader has detected a card being swiped but was unable to read it. The card may have been held at the wrong angle, swiped too fast, or be partially demagnetized or scratched. Try the card again slowly or at another keypad. If the card cannot be read due to being scratched or partially demagnetized, a different card may have to be used entered as their code for future use by this user.</p>
<p style="text-align: center;">WELCOME TO YOUR STORAGE FACILITY ENTRY IS GRANTED</p>	<p>This message should appear only on APEX keypads. This message appears when a user has entered a valid code allowing entrance to the property. The words 'Your Storage Facility' may be changed to reflect the name of the actual facility in StorLogix. If the gate/door doesn't open, verify that the relay is set to trip in this remote unit by verifying the remote unit number and checking the remote unit setup in StorLogix. Verify that the relay is clicking by placing your ear near to it while you enter a valid code. If the relay is clicking, but the gate is still not opening, the problem may be in the wiring to the gate operator/door strike or in the gate operator/door strike itself. Contact a local dealer for assistance in troubleshooting this or contact PTI technical support to have a local dealer referred to you.</p>
<p style="text-align: center;">YOU ARE NOT ALLOWED INTO THIS AREA</p>	<p>This message appears only on APEX keypads. This indicates that the user has attempted to access a keypad that is not allowed within his access level. Verify in StorLogix what access level they are in and if the keypad is allowed within that access level.</p>
<p style="text-align: center;">YOUR ACCESS HAS BEEN SUSPENDED</p>	<p>This message appears only on APEX keypads. This indicates that the user assigned to this code has been locked out from the property in suspend unit in StorLogix generally for non-payment of rent and hasn't been reactivated. If interfaced to an Accounting Software and it shows paid, call your Software Technical Support to verify that the information is being sent to the FalconXT.</p>

Other messages may appear on older keypad models. Contact PTI Technical Support for clarification on any message other than those listed within this document.