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1 Overview

Exploded diagram of the ACW2-XN

Key
1 AC - Controller Module
2 AW2 - Wiegand Door Module
3 A-X1 - Power Supply Unit
4 Metal Enclosure

• Note:
Parts catalog is on the next page
# System Components Catalogue

<table>
<thead>
<tr>
<th>Picture</th>
<th>Part #</th>
<th>Description</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="ACW2-XN" /></td>
<td>ACW2-XN</td>
<td>Web-based Access Control Solution Controller + Wiegand Module + Power Supply (Factory installed in a robust metal enclosure)</td>
<td>Base Unit</td>
</tr>
<tr>
<td><img src="image2.png" alt="AW2" /></td>
<td>AW2</td>
<td>Wiegand Door Module</td>
<td>Added to expand the system</td>
</tr>
<tr>
<td><img src="image3.png" alt="AC" /></td>
<td>AC</td>
<td>Controller Module</td>
<td>RMA spare part only</td>
</tr>
<tr>
<td><img src="image4.png" alt="A-X1" /></td>
<td>A-X1</td>
<td>Power Supply</td>
<td>RMA spare part only</td>
</tr>
</tbody>
</table>
# Troubleshooting

**Note:**
Please ensure that the latest firmware is installed
Also make sure that the browser and platform **meet or exceed** the minimum requirements:

- Firefox 52.0.2
- Chrome 58.0.3029.110
- Apple iOS Version 10.1.1
- Android 6 (Marshmallow)
- Windows 7

This troubleshooting guide only identifies problems and the solutions.
Please refer to the installation guide, videos and software help for detail on solution implementation.

Search for the heading describing your problem and then follow the supplied guidelines:

## Power supply in ACW2-XN not powering up (Disconnect the battery)

### Key Indicators
- Green LED on the power supply should come on.

(Picture shows the PSU LED illuminated)

### Analysis
- Is the mains cable connected correctly in the ACW2-XN box?
  - Fix mains cable wiring to ACW2-XN.
- Is the mains cable plugged in and switched on?
  - Plug in the mains cable and switch on the power at the wall socket.
- Is the mains cable defective?
  - Replace mains cable.
- Is the power supply defective?
  - Replace power supply.
Controller not powering up (Disconnect the battery):

Key Indicators

- The STAT and SPD LED’s on the controller should come on.

(Picture shows the STAT and SPD LEDs illuminated)

Analysis

- Is one of the peripheral devices causing the power supply not to power up?
  - Disconnect locks from power supply output.
  - Reconnect locks one at a time until the defective lock is identified.
  - Is the defective lock wired correctly?
    - Wire the defective lock correctly.
  - Replace defective lock.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
- Is the controller defective?
  - Replace controller
- Is the power supply defective?
  - Replace power supply
Battery backup not working:

Key Indicators

- Controller should remain powered up when mains power is removed.
- The STAT and SPD LEDs should both be ON

(Picture shows the STAT and SPD LEDs illuminated)

Analysis

- Is the connection to the battery defective?
  - Fix defective battery connection (polarity reversed or loose connection)
- Is the battery fuse defective?
  - Replace battery fuse.
- Is battery defective?
  - Replace battery
Can’t connect to controller - direct connection:

Key Indicators

- Browser should open the ID Access Manager login screen on entering the correct IP Address.

Analysis

- Is the controller powered up?
  - Power up the controller.
- Are the dip-switch settings on the networked controller configured correctly?
  - Check dip-switch setting on networked controller.
- Is PC network connection defective - does it connect to different device using the same network port?
  - Fix PC network connection.
- Are the network IPV4 settings on the PC correct?
  - Set IPV4 settings on PC correctly.
- Are there incorrect network settings saved in the controller?
  - Factory default controller (restore using backup once logged in).
- Is the network cable defective?
  - Replace Network cable.
- Is the networked controller defective?
  - Replace networked controller.
Can’t connect to controller - LAN connection (DHCP service):

Key Indicators

- Browser should open the ID Access Manager login screen on entering the correct URL.

Analysis

- Is the controller powered up?
  - Power up the controller.
- Are the dip-switch settings on the networked controller configured correctly?
  - Check dip-switch setting on networked controller.
- Is a mobile device being used to connect to the networked controller?
  - Use a PC or laptop to connect to the networked controller.
- Are there incorrect network settings saved in the controller?
  - Factory default controller (restore using backup once logged in).
- Is the network cable defective?
  - Replace Network cable.
- Is the networked controller defective?
  - Replace networked controller.
Web-Based Access Control Solution
ACW2-XN

Can’t login to HID Access Manager:

Key Indicators

- HID Access Manager login screen.
  a. Can’t move past the login screen.

![Admin Logon](image)

Analysis

- Has the correct password been entered?
  o Use correct password to login.
- Still can’t login?
  o Upgrade controller firmware (could be corrupted)
- Still can’t login?
  o Factory default controller (restore using backup once logged in)

Can’t discover Wiegand Door Module (Device Discovery)

Key Indicators

- HID Access Manager Door view.
  a. When running Discovery, no reader fixed address is found.

![Discovery finished, no unused Fixed Addresses found](image)

Analysis

- Are the DIP-Switch settings on the Wiegand Door Module set correctly?
  o Set the DIP-Switch settings on the Wiegand Door Module, correctly.
- Is Wiegand Door Module mounted correctly?
  o Re-seat and mount Wiegand Door Module into ACW2-XN correctly.
- Are the locks drawing too much power so that power budget is exceeded?
  o Disconnect the locks and power them from an external power supply.
- Is the Wiegand Door Module defective?
  o Replace the Wiegand Door Module.
- Is the Networked Controller defective?
  o Replace Networked Controller.
Reader not powering up

Key Indicators

- Reader LEDS’s should glow RED or GREEN when the reader is powered up.

Analysis

- Is the reader wired correctly?
  - Wire the reader correctly.
- Has the maximum cable distance to the reader been exceeded?
  - Ensure cable distance does not exceed maximum length.
- Is the Reader defective?
  - Replace reader.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
- Is the Wiegand cable to the reader, defective?
  - Replace Wiegand cable to reader (wiring is correct – but is cable defective)
Reader LED’s not working as expected

Key Indicators

- Reader LED’s behavior does not conform to what has been configured.

Analysis

- Is the reader wired correctly?
  - Wire all relevant reader connections, including LED control, correctly.
- Have the Door Mode patterns for the door been configured correctly in the software?
  - Configure the Door Mode Pattern settings in Software correctly.
- Is the Reader defective?
  - Replace reader.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
- Is the Wiegand cable to the reader, defective?
  - Replace Wiegand cable to reader (wiring is correct – but is cable defective).
Reader Buzzer not working as expected

Key Indicators

- When a tag is presented at the reader, the reader buzzer should beep.

(LED turns green, an event is logged on HID Access Manager— but there is no “BEEP”)

Analysis

- Has the reader been wired correctly?
  - Wire all relevant reader connections, including buzzer control, correctly.
- Is the Reader defective?
  - Replace reader.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
- Is the Wiegand cable to the reader, defective?
  - Replace Wiegand cable to reader (wiring is correct – but is cable defective)
Reader not reading cards at all

Key Indicators

- HID Access Manager Live View
  a. Place a tag on the reader and an event should appear in ~ 5 to 10 sec.

Analysis

- Is the card type supported by the reader?
  o Acquire the correct card type for the solution. HID recommends HID R10 readers with Seos 8K, H10302 cards.
- Is the card defective?
  o Try a few different cards
- Is the dip-switch settings on Wiegand reader module set to the proper position?
  o Set dip-switch to the proper position. (Refer to the Installation Guide for details).
- Has the reader been wired correctly?
  o Wire the reader properly, check “Reader Power”, “Wiegand Data Lines”, and “Reader Inputs”
- Has the reader been assigned to a door in HID Access Manager?
  o Configure the door settings properly. The correct “Fixed Address” must be assigned to the reader.
- Is the reader defective?
  o Replace the reader
- Is the Wiegand Door Module Defective?
  o Replace the Wiegand Door Module
- Is the Wiegand cable defective?
  o Replace Wiegand cable from the reader to the Wiegand Door Module
Reader not reporting correct card number

Key indicators

- HID Access Manager Live! View
  - Card number displayed in live transaction view should match number printed on card.

Analysis

- Have the HID Access Manager Wiegand settings been configured correctly in the software?
  - Configure the correct Wiegand settings in the software
- Are the dip-switch settings on Wiegand Door Module configured correctly?
  - Set the dip switches, on the Wiegand Door Module, to the correct setting.
- Is the card type supported on the reader?
  - Configure reader to support card type.
- Are two readers mounted too close together?
  - Re-mount readers further apart.

Note:
Only card formats supported by the system will read out the card number that is printed on the card:

i. H10301 (27-bit)
ii. H10302 (37-bit)
iii. H10304 (37-bit)
iv. Corp1000 (35-bit)
v. Corp1000 (48-bit)
Lock not working

Key indicators

- Pressing the REX button should unlock the lock.
- Presenting an allowed card at the reader should unlock the lock.
- The associated relay LED should change state (Change from ON to OFF, or OFF to ON)

Analysis

- Has the relay been configured correctly in the software?
  - Configure the relay correctly in the software.
- Has the relay to lock been wired correctly?
  - Wire the relay to lock correctly.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
- Has the correct kind of lock been used, 12V DC?
  - Replace the lock with the correct kind of lock.
- Is the lock powered from the ACW2-XN?
  - Is the battery voltage of the battery in the ACW2-XN, too low?
    - Recharge / replace the battery
- Is the lock powered from a separate power supply?
  - Is the power supply that is supplying the lock, switched on?
    - Switch on the power supply for the lock.
  - Is the power supply for the lock defective?
    - Replace the power supply for the lock.
**REX input not working**

**Key indicators**

- Pressing the REX button should drive the relay and unlock the lock.
- The REX (RTE) LED on the relevant AW2 module should be ON while the REX button is pressed.

*Picture shows the LED for REX1 illuminated*

**Analysis**

- Has the REX input been wired correctly?
  - Wire REX input correctly.
- Has the REX input been configured correctly in the software?
  - Check that REX has been configured in the software
- Is the REX switch defective?
  - Replace REX switch.
- Is the Wiegand Door Module defective?
  - Replace Wiegand Door Module.
DPS input not working

Key indicators

- The green LED on the DPS input on the relevant AW2 module is on when the door is closed.

(Picture shows the LED for DPS1 illuminated)

Analysis

- Has the DPS input been wired correctly?
  - Wire the DPS input correctly.
- Has the DPS input been configured correctly in the software?
  - Configure the DPS input correctly in the software.
- Has the DPS sensor been installed such that the magnet and switch are close enough together, to function correctly?
  - Mount the DPS sensor and magnet close enough together to work.
- Is the DPS sensor defective?
  - Replace DPS sensor.
- Is the Wiegand Door Module defective?
  - Replace the Wiegand Door Module.
Date & time incorrect

Key indicators

- HID Access Manager Date and Time should match the Date and Time on the PC, or mobile device.

Analysis

- Has the coin cell battery insulating tab been removed?
  - Remove the insulating tab.
- Has the date & time has been configured in software?
  - Configure the Date and Time in the software.
- Is there a coin cell battery inserted in the battery holder, on the controller?
  - Insert coin cell battery.
- Is the coin cell battery defective?
  - Replace coin cell battery.
4 System Specifications

Hardware Capabilities

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max People</td>
<td>1000</td>
</tr>
<tr>
<td>Max Cards</td>
<td>3 Cards per Person</td>
</tr>
<tr>
<td>Max Logs</td>
<td>100,000 events</td>
</tr>
<tr>
<td># of Doors</td>
<td>2 Doors or 1 APB Door (*Expandable to 8 doors, or 8 APB Doors)</td>
</tr>
</tbody>
</table>

Note:
1. Additional ACW2-XN and/or AW2 modules are required.

5 Electrical Specifications

Power Supply (A-X1)

<table>
<thead>
<tr>
<th>AC Mains Input</th>
<th>DC Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>100-230 VAC (50/60Hz), 1.3A</td>
<td>12V, 5A</td>
</tr>
</tbody>
</table>

Battery Charging Circuit

<table>
<thead>
<tr>
<th>Conditions</th>
<th>Current</th>
<th>Power</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply at 12V DC, battery flat, max charge current</td>
<td>500 mA</td>
<td>6 W</td>
</tr>
</tbody>
</table>

Optional Battery (Strongly recommended)

Not included with the ACW2-XN, this battery must be sourced separately

Note:
- Only connect the battery after all system wiring is complete and tested on the built-in power supply

<table>
<thead>
<tr>
<th>Battery</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Lead Gel</td>
</tr>
<tr>
<td>Voltage</td>
<td>12V</td>
</tr>
<tr>
<td>Capacity</td>
<td>7 Ah</td>
</tr>
<tr>
<td>Physical Dimensions</td>
<td>65 mm x 101 mm x 151 mm – or smaller</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Battery Protection Fuse</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length</td>
<td>20 mm</td>
</tr>
<tr>
<td>Type</td>
<td>Slow-blow</td>
</tr>
<tr>
<td>Rating</td>
<td>6.3 A</td>
</tr>
</tbody>
</table>
Controller Module (AC)

Power

<table>
<thead>
<tr>
<th>Conditions</th>
<th>Current</th>
<th>Power</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply at 12V DC</td>
<td>140 mA</td>
<td>1.7 W</td>
</tr>
</tbody>
</table>

Inter-Module Communications

<table>
<thead>
<tr>
<th>Connector</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-way connectors:</td>
<td>Power and data lines to other modules</td>
</tr>
<tr>
<td>female on the left, male on the right</td>
<td></td>
</tr>
</tbody>
</table>

Network

<table>
<thead>
<tr>
<th>Connector</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>RJ45</td>
<td>Ethernet, 10/100 Base T, half or full duplex</td>
</tr>
</tbody>
</table>

RS-485 Device Port (for linking a master AC1 to a slave AC1)

<table>
<thead>
<tr>
<th>Interface</th>
<th>Baud Rate</th>
<th>Data Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>RS-485</td>
<td>38 400</td>
<td>8 data bits, no parity, 1 stop bit</td>
</tr>
</tbody>
</table>

Wiegand Module (AW2)

Power (At 12V DC)

<table>
<thead>
<tr>
<th>Conditions</th>
<th>Current</th>
<th>Power</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relays idle, No readers Connected</td>
<td>37 mA</td>
<td>0.44 W</td>
</tr>
<tr>
<td>Both relays activated, maximum reader load</td>
<td>503 mA</td>
<td>6 W</td>
</tr>
</tbody>
</table>

Relays

<table>
<thead>
<tr>
<th>Contact Rating</th>
<th>Configuration</th>
<th>Contacts</th>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>[10A, 28VDC]</td>
<td>Double Pole Single Throw</td>
<td>NO, NC, COM</td>
<td>&gt; 100 000 (with MOVs installed across 12V inductive loads)</td>
</tr>
<tr>
<td>[5A, 220VAC]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[12A, 120VAC]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Inter-Module Communications

<table>
<thead>
<tr>
<th>Connector</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-way connectors:</td>
<td>Power and data lines to other modules</td>
</tr>
<tr>
<td>female on the left, male on the right</td>
<td></td>
</tr>
</tbody>
</table>

Wiegand Reader Port

<table>
<thead>
<tr>
<th>Connector</th>
<th>Reader Connections</th>
</tr>
</thead>
<tbody>
<tr>
<td>10-way Screw Terminal Plugs</td>
<td>12V, 5V, 0V, D0, D1, LED(Red), LED(Green), Buzzer, Hold, Shield</td>
</tr>
</tbody>
</table>
Calculations

The following calculation must be performed for each additional DC power Supply, together with all locks that are powered from that power supply.

- **Note:**
  See individual lock and power supply installation manuals for current consumption and maximum current output.

\[
\begin{array}{c}
\text{12 V Power Supply max current output} \\
\text{Maximum lock current total} \\
\text{Margin}
\end{array}
\]

*(The margin may not be negative.)*
6

Assembly / Disassembly Guides

• Note
Refering to the exploded diagrams in the overview section (page 3) will help you to visualise the operations that follow.
When powering down the system, all doors will be in the fail-safe / fail-secure state. Warn people ahead of time so that the lease disruption / inconvenience results.

Add an AW2 Wiegand Module

1. Disconnect the 12V battery, if one is present in the cabinet.
2. Unplug the mains supply plug from the power outlet.
3. As long as there is space in the cabinet, another AW2 module may be plugged into the side connector of any of the existing modules (AW2 or AC).
4. Settle the new AW2 so that the module base holes line up with the four screw holes in the cabinet, secure the module in place using the four screws (included with the new module), using an appropriately-sized flat screwdriver.
5. Using the information in the Installation Guide:
   a. Wire the readers to the Wiegand terminal
   b. Wire the electrical locks
   c. Wire the REX push buttons and door position sensors
6. Take the new AW2 module label and fix it to the correct position on the back page of the Quick Install Guide for the ACW2-XN. Also fill in the name for the door/s that this AW2 Module will be controlling, in the space provided.
7. Reconnect the AC Mains – the STAT (Status) LEDs on the Controller and Wiegand Modules will flash rapidly for approximately one second, allow a minute for the system to boot up.
8. Using HID Access Manager, click on Device Discovery so that the new Wiegand port addresses will be read into the system.
9. Click on “Doors”, “Add Doors”. Allocate the new Wiegand addresses to the corresponding doors – using the back page of the ACW2-XN Quick Install Guide for address information.
10. Test the system.
11. Re-connect the battery, if one is present.
Replace an AW2 Wiegand Module

1. Take note how the existing wiring is connected (take a picture with a smartphone) before you remove anything.
2. Disconnect the 12V Battery if there is one present in the cabinet.
3. Unplug the mains supply plug from the power outlet.
4. If the faulty AW2 module is the outer module (ie, not trapped between two other modules) then jump to step 7.
5. Remove the four screws securing the outer AW2 module to the Cabinet.
6. Leaving the outer module wiring in place unplug the outer module from the faulty module.
7. Unplug (only the wired) screw terminal plugs from the faulty AW2 Module
8. Remove the four corner screws that secure the faulty AW2 to the cabinet
9. Pulling sideways, unplug the faulty module from the module that it is plugged into.
10. Plug the new module into the now vacant socket and settle the module’s mounting base so that it is positioned over the four screw holes.
11. Replace the four screws to secure the new module to the cabinet, using an appropriately-sized flat screwdriver.
12. Take the label that came with the new AW2 Module and fix it over the faulty module’s label on the back page of the ACW2-XN’s Quick Install Guide.
13. Remove the necessary plugs, one at a time, from the new module (put them on the old module) and plug the existing wired plugs into their correct positions – using your photo for reference.
14. If you didn’t have to remove an outer module, jump to step 17.
15. Plug the outer module into the side connector of the new module.
16. Secure the outer module with its four corner screws, using an appropriately-sized flat screwdriver.
17. Reconnect the AC Mains – the STAT (Status) LEDs on the Controller and Wiegand Modules will flash rapidly for approximately one second, allow a minute for the system to boot up.
18. Using HID Access Manager, click on Device Discovery so that the new Wiegand port addresses will be read into the system.
19. Click on “Doors”, and navigate to the door/s associated with the replaced AW2 Module. Allocate the new Wiegand port addresses (these will be on the new label that you fixed on the last page of the Quick Start Guide. (All other settings for the effected doors will not have changed.)
20. Re-connect the battery, if there is one in the cabinet.
21. The system should now function correctly.

Replace a Controller Module

1. Disconnect the 12V Battery, if one is present in the cabinet
2. Unplug the ACW2-XN mains supply cable from the AC power outlet
3. If the Controller module has one side without an AW2 module plugged into it, skip to step 6
4. Leave the wiring on the obstructing AW2 module/s in place, remove the four corner screws securing the AW2 Module to the cabinet. Keep the screws safe.
5. Unplug the obstructing AW2 module/s, draw them aside and keep them out of the way with string/tape/a cable tie.
6. On the Controller Module: unplug the Network cable, the DC terminal plug and any wired RS-485 plug.
7. Remove the same terminal plugs on the new Controller Module
8. Remove the four corner screws and the Controller Module.
9. Position the new controller module over the mounting holes and fasten in place using the same four screws.
10. Replace the Network plug, the DC power terminal plug and the RS-485 terminal plug, as they were.
11. Replace any removed AW2 modules in their original positions, and secure them with their corner screws
12. Reconnect the AC Mains – the STAT (Status) LEDs on the Controller and Wiegand Modules will flash rapidly for approximately one second, allow a minute for the system to boot up.
13. The Wiegand Modules’ STAT LEDs will remain on constantly as long as a suitable supply voltage is present. At this point you can reconnect the 12V battery, if one is present.
14. Run the Access Manager Utility Tool and follow the procedure to restore the back up to different Controller Module.

• Note:
If no system backup was performed, you will need to set up the system as per the initial installation. You will also need to scan in all the cards and users – consult the Installation Guide for the steps in this process.
Replace a power supply unit

1. Disconnect the 12V Battery, if one is present in the cabinet
2. Unplug the ACW2-XN mains supply cable from the AC power outlet
3. Take note of the Power Supply terminal wiring (take a photo with a smartphone – make sure it is clear)
4. Using a Phillips screwdriver, remove all the crimped terminal lugs from the power supply terminals.

   • Note:
     An Allen key (to fit the securing screws) is included with the new power supply.

5. Remove the three screws securing the existing power supply (these are through the bottom face of the cabinet when it is vertically mounted, the power supply can now be removed.
6. Reverse these steps, installing the new power supply, but be sure to thoroughly check the terminal wiring before restoring mains power. The STAT (Status) LEDs on the Controller and Wiegand Modules will flash rapidly for approximately one second, allow a minute for the system to boot up.
7. Check that the system is running correctly on the power supply before reconnecting the 12V battery, if one is present in the cabinet.