

FAQ's

GSD Access Control

Q1: Why can't I select the TCP/IP option for the communications settings for the Wi Plus Controller on the GSD Application?

A: You can only select this option when you purchase a TCP/IP licence from GSD. This Licence is required to enable the TCP/IP function for the WPC Controller on the GSD Application.

Q 2: Why isn't my Controller communicating with the GSD Win application serially?

A In order for the Controller to communicate with the GSD Win application serially, the following must be correct. The Serial cable must be connected into OV TX RX on the Direct Connect terminal on the Controller. The Dip Switch on the Controller must be set for address 1, 2 or 3 respectively. The correct Com port must be selected in the Settings Tab of the GSD Application.

Q 3: How do I activate my Licence which I have purchased?

A This Licence Key is Activated in the Settings Tab in the GSD Win application. Select the Software Activation option and paste in the Licence Key which will have been emailed from GSD.

Q 4: How do I acquire a Licence Key to allow me to put more than 10 doors on my WPC?

A To acquire a Licence Key you must do the following steps:

A: Contact your Distributor whom will place the order for the Licence with GSD.

B: GSD will contact the Installer who will email GSD the Hardware ID number and GSDWin Application version number which can be found in the Settings Tab of the GSD Win application of the host PC to support@globalsecurity.ie

C: GSD will reply to the Email with a Licence Key based on the Purchase Order. This Licence Key will be activated by the Installer in the Software Activate option in the Settings Tab of the GSDWin Application.

This process is the same for all Licence types.

Q 5: How do I add another Door Control to an existing system?

A You must put your new Door Control at the relevant Door location and ensure it is getting the correct 12VDC supply. Create a Door record on the GSD application for this new Door Control.

In the GSDWin Database, select the Controller you wish to add the Door to, **Select Wireless Network**, Select **Allow Doors to Join**, go to the newly installed Door Control and wait until it beeps out the next available address, when it does this proceed to present a Card to assign that address at which point the Door Control LED remains on, go back to the GSDWin application and select **Secure Network**, go into Settings and do a **Configuration Download**.

Q 6: My GSDWin Application does not seem to be recognising the USB Fingerprint enrolment reader.

A When you are installing the GSDWin Application software ensures the USB Fingerprint enrolment reader is not plugged in. Should the USB Fingerprint enrolment reader still not be working, unplug it from the PC. Put in the GSDWin Application CD and select the **Repair** option of the GSD Application.

Q 7: Does the GSDWin Application software support Multi Client ?

A Not currently. The GSDWin Database must be only be accessed from one PC.

Q 8: How do I set up Fire Doors on the GSDWin Application software ?

A You can select any door(s) you want to open on a Fire Door activation by selecting those doors in the software. This option is **Fire Exit Door** in the **door options**. The fire panel can be monitored from the Controller itself or from any Door Control. Once the Fire Panel activates i.e. detects smoke, the monitoring unit(Controller/Door Control) will detect this because the Normally Closed pair of wires from the Fire Panel goes open and all selected doors are opened until the Fire Panel is reset. If you want to connect the fire panel into the Controller then wire the pair from the Fire Panel into the desire input i.e. 1,2,3,4 and set that input to **fire override**. If you want to connect the fire panel into the Door Control e.g. WPX, WPP etc then wire the pair from the Fire Panel into input 3 and OV and set that input 3 to **fire panel**.

Q 9: Why is my Door Control off line even though it was online before?

A

A: Ensure it is getting the full 12VDC Voltage.

B: Ensure it is not disabled on the GSD Database.

C: Has something changed near the unit such as something placed in the way of the unit e.g. filing cabinet blocking the signal.

D: Has a GSD Repeater been powered down which was required by this Door Control to communicate with the Controller.

Q 10: How do I default a WPX Door Control?

A See page 2 of the WPN,WPX and WPP manual to do this. If you want to default a WPX Door Control which is not on a Controller you must remove the Left Hand Security Wing. Power down the unit, power up the unit, after the unit gives the wake up tone present any fob four times and present any different fob the fifth time. The unit should now be defaulted and this will be evident as the LED on the unit flash red on/off.

Q 11: What are the LED indications on the Wi Door Controls?

A Flashing Red LED means that the Door Control is fully Defaulted and ready to be joined to a n Access Control Network.

Solid Red LED means that the unit is already on a Network and thus it has an address.

Orange LED means that the Door Control is not enabled on the Controller and thus cannot join the Controller during a broadcast or it can also mean that a Door record does not exist on the GSDWin application and therefore no Door record exists in the Controller after a download and so the new Door Control will flash orange as it cannot join the Controller on a broadcast as no address is available.

Q 12: How do I set up a Wi Pin and Prox Door Control to require Pin and Prox to allow access to users?

A To set this Door Control to operate in this mode you must set the **Timed Action** "Pin and Prox" to "**all day every day**" and save this setting.

Q 13: What can I do to stabilise a Door Control that is going on/off line sporadically on the GSDWin database.

A The Door Control can communicate to the Controller directly or indirectly through other Door Control(s) as all Door Controls act as repeaters. A Door Control can be going on/off line sporadically because its signal to the Controller is not stable. This can be rectified by installing a GSD-RPT which is

a GSD repeater. It is placed strategically so that it can act as a stepping stone for the signal between the Door Control and the Controller.

Q 14: How do I install a GSD Repeater?

A To install a GSD Repeater you must:

A: Remove the Cover.

B: In GSDWin Database select Controller- **Wireless Network-Allow Doors to join**

C: Hold down the Tamper Spring on the Repeater until the LED comes on, then remove your finger.

D: The LEDs will flash until the Repeater joins the network and then they will turn off permanently.

E: When LEDs turn off, put the cover back on the Repeater.

F: Put the Repeater in the desired installation position and monitor if the LED's remain off. Because if the LED's start flashing this indicates the Repeater has lost comms with the Controller as it may be too far from the Controller.

Q 15: Can the Door Controls be hard wired?

A Yes, the Network Door Controls can be hard wired back to the Controller. An End of Line resistor (120R) must be used on the last Door Control(Across A-B) and the Controller(Across A-B). The Door Controls must be wired in a Daisy chain format. Once Door Controls start to communicate VIA 485 they do not act as Repeaters.

Q 16: How are Door Controls added to the Controller on a 485 configuration?

A They are added to the GSDWin Database by selecting the relevant Controller. Then right click on the Controller and select **Manually Assign Addresses**. The Door Control(s) beep the next available and the address is assigned by pressing a Button or presenting a Card. You can have wireless and wired Door Controls on the same system.

Q 17: How many Controllers can I have on a system?

A

The maximum number is 3 for the WPC.

The maximum number is 5 for the WEC.

The maximum number is 100 for the WCC.

See GSD Brochure for product feature table.

Q 18: Why are users getting exit granted on an exit reader when they do not have access rights to that door?

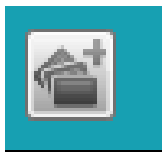
A This is because “**Exit always on**” is selected in Door options for the Door in question.

Q 19: I have my Slave reader wired correctly but it only beeps when I present a card but it won't give access even though the card has full access rights. Why is this happening?

A The reason that the Slave Reader is not letting you in the door is because **Slave Reader** must be selected on input 3 in the inputs and outputs for that door in the application. You must set **input 3 to Slave reader** and output 1 sets itself to reflect that as this is where the Clock and Data lines from the Slave reader are wired into that Door Control.

Q 20: How do I add a Batch of Cards?

A Go into the users Tab and click on the Add Batch option (see symbol below). Indicate what user number you want to start assigning the Batch from e.g. user 1. Then enter the first and last fob/card number. Be mindful not to over write existing batch cards that may have been entered previously. When you click Add, this Batch is downloaded to the Controller.



Q 21: Does the GSDWin Application support Time and Attendance?

A Yes, the GSD Application uses the access and exit events to generate T&A reports. The T&A function can also generate Payroll Salary reports.

Q 22: What is the Hardware and Application setup required for generating Time and Attendance reports?

For T&A reports you need Entry/Exit Readers on the Perimeter Doors. The Perimeter Doors are the Doors which will be monitored for entry and exit events and it is from these events that the Time and Attendance reports are generated. The Perimeter Doors must also have Anti -Passback selected. By selecting Anti- passback, this ensures that each entry event should have an exit event, thus allowing accurate Time and Attendance reporting.

Q 23: Does the GSDWin Application support **Muster reporting** and how is it set up?

A Yes, a Muster report is generated automatically and it can also be emailed to a selected Email account in PDF or CSV format. The Muster Doors are selected in the Settings Tab-Muster Report (see below)

The screenshot shows the 'Muster Report Settings' dialog box. It is divided into several sections:

- Enable Muster Report:** A checked checkbox.
- Email Settings:** Includes fields for SMTP Server, User Name, Password, From, and To. A Port field is set to 25. There is an 'Enable SSL' checkbox. A 'Report' section has radio buttons for PDF (selected) and CSV. A 'Test' button is located to the right of the email settings.
- Muster Report Door Group:** Contains two lists: 'Available Doors' (1 - Door 1 through 1 - Door 7) and 'Selected Doors' (currently empty). '1 - Door 1' is selected in the available list.
- Reset Users:** Includes an 'Auto Reset' section with an 'Enable Auto Reset' checkbox and an 'Auto Reset Time' field set to 00:00. A 'Manual Reset' section contains a 'Reset Now' button.
- Additional Info:** Includes an 'Enable Additional Info' checkbox and a dropdown menu currently set to 'Automobile'.

At the bottom of the dialog are 'Save' and 'Cancel' buttons.

For Muster reports you need Entry/Exit Readers on the Perimeter Doors or Muster Doors. The Muster Doors are the Doors which will be monitored for entry and exit events and it is from these

events that the Muster reports are generated. The Muster Doors must also have Anti -Passback selected. By selecting Anti- passback, this ensures that each entry event should have an exit event, thus allowing accurate Munster reporting.

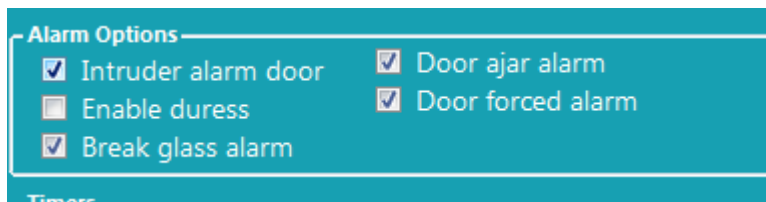
Q 24: Can Door Controls work in fall back mode?

A Yes, All Door Controls work in fall back or standalone mode should they lose Comms with the Controller. They must have completed a full synchronisation with the Controller before they are capable of operating in fall back mode. All network Door Controls WPX, WPP, WPN and WBI can hold 1,000 events when in Standalone mode.

Where the Controllers are not connected to the Database they can hold events in their memory. The WPC can hold 5,000 events, WEC can hold 20,000 events, WCC can hold 20,000 events.

Q 25: How does the “Alarm Manager” work and can I Arm/Disarm the Intruder Panel from any Door?

A The Alarm Manager is a feature which is used to allow a Manager User to Arm or Disarm the Intruder Panel from the Access Control System when he/she has this option selected for them(user options). The Intruder Panel can be connected to any Door Control (ip3 + op1) and/or the Controller input (1 -4).The Input of the relevant Door Control/Controller must be set to Intruder Panel on the GSDWin Application. The Intruder Panel can be Armed or Disarmed from the Controller if the Alarm Manager user goes through any Door on the system with the “Intruder Alarm Door” selected as per Alarm Options shown below. E.g If you set ip3 of the Controller to Panel Alarm then output 3 of the Controller will automatically be the Panel Alarm output. Note: users who are not Alarm Managers will not gain access through doors with Intruder Alarm Door selected when the Intruder Panel is armed.



Input and Outputs

Input 1	Exit Button
Input 2	Door Contact
Input 3	Panel Alarm
Output 1	Panel Alarm
Output 2	Door Alarm or Buzzer

Card / Eob Options

Controller

Configuration

Name: Controller 1

Number: 1 Enabled

Version: GSD Wi-Plus Ctrl 3.25.32 25/04

Options

Silent Operation + - ☰

Wireless Network

Inputs and Outputs

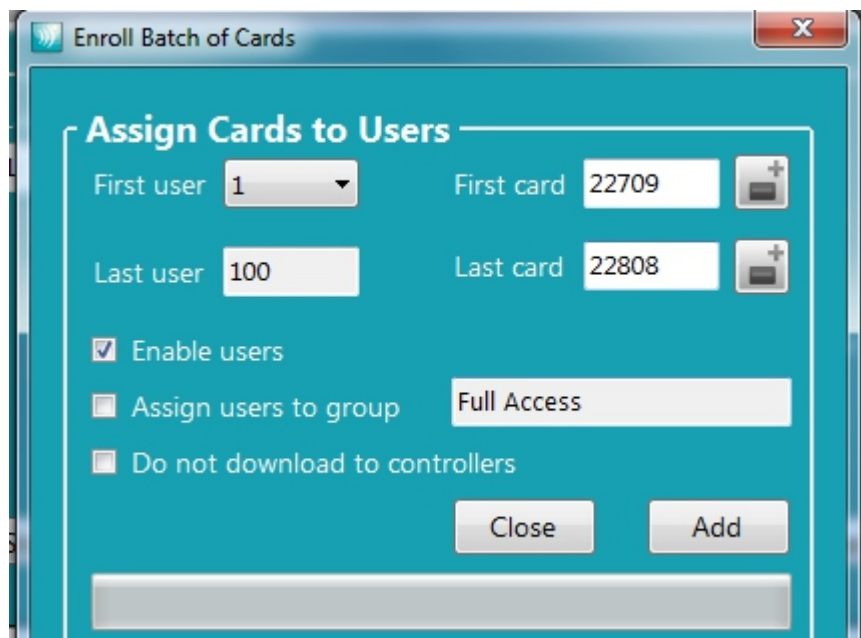
Input 1	Intruder Panel
Input 2	Not Used
Input 3	Not Used

Q 26: How many Passwords can I have on the Application?

A Two, Installer and Administrator.

Q 27: Cards are showing **Unknown Token** on the Current events when I try to access Door(s). Why is this happening?

A This is because the Door Control/Controller does not recognise the Fob/Card signature. Ensure the Cards are Batch enrolled correctly and conduct a Configuration download.



Q 28: What Licences are required for the GSD Controllers and how do they work ?

A There are a number of Licences available.

You need a Licence to enable the TCP/IP function on the Wi Plus Controller.

You need a Licence to enable the ability of the Wi Plus Controller to control Doors 11- 15.

You need a Licence to enable the ability of the Wi Enterprise Controller to control Doors 11 - 20.

You need a Licence to enable the ability of the Wi Corporate Controller to control Doors 11 - 20.

Note: Each Controller will require a separate Licence for each feature listed above.

Licences are Hardware linked which means that they are generated from the hardware number provided from the GSDWin Application Host PC, and therefore they cannot be activated on another PC.

Q29: My reader is flashing red and beeping intermittently and it also is not opening the door on the first card access attempt. It does open the door after a number of attempts. What is causing this ?

A These signs point to a faulty Power Supply. The power supply is unable to supply a steady Voltage as it is over loaded or it is faulty and unable to supply the current it is specified for. The Voltage output may read correctly with a Volt meter but the Voltage output will drop if the Power Supply heats up due to it been overloaded or faulty.

Standalone FAQ's

Q 1: How do I default a 1KP if I do not know the engineering code ?

A:

To default a GSDs-1KP when the engineering code is unknown, you must

A: Remove the security Wings.

B: Remove the power from the unit.

C: Hold down the X Key and power up the unit, when the unit powers up let off the X Key and press the 6666.

D: The GSDs-1KP is now defaulted. The Engineering Code is now 6666.