



Turnstile

FAQ Manual



Foreword

General

This manual provides the solutions to Turnstile problems during daily use.

Attention

This manual is for reference only. Not all the Turnstile problems are included.

- You can contact us for any unknown problems, and we will add them into the manual to perfect it.
- You can contact your local retailer or after-sale engineer directly for more help.

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	January 2025

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.

- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Table of Contents

Foreword.....	I
1 Debugging Problems.....	1
1.1 The Turnstile does not open after swiping the card, or the Turnstile cannot be open automatically after being powered off.....	1
1.2 The Turnstile does not open after it is powered off.....	1
1.3 After you swipe the card, one barrier opens and the other closes.....	2
1.4 After you swipe the card, the barrier can be open but not close.....	2
1.5 The open barrier will close after a long period of time.....	2
1.6 The barrier immediately closes after opening in place.....	3
1.7 The open barrier does not close for a long time.....	3
1.8 Whether the Turnstile supports setting voice prompts.....	4
1.9 The Turnstile alarms when it is open and pedestrians pass through.....	4
2 Indicator Problems.....	5
2.1 The direction indicator of the Turnstile is unresponsive or indicates the wrong direction.....	5
2.2 The Turnstile does not work after sending an effective open signal.....	5
2.3 The main control board indicators of the Turnstile are off.....	5
2.4 The direction of the indicator on the cover plate of the Turnstile is opposite to the actual direction.....	6
3 Hardware Problems.....	7
3.1 The swing barrier sways back and forth or does not stay at the positioning.....	7
3.2 The swing arm of the swing barrier faces the opposite direction of personnel entering and exiting.....	7
3.3 The swing arms on both sides of the swing barrier swing on different directions.....	8
3.4 The swing arm of the swing barrier is in place but cannot stop.....	8
3.5 The swing arms of dual-channel barrier swing in the same direction after you swipe the card.....	8
3.6 The swing arm of the barrier is not reset after power-off.....	8
3.7 How to connect the single-channel-and-bi-direction barrier with the controller.....	9
3.8 The swing arm does not stay at the positioning after it is powered off, but swings in the opposite after it is powered on.....	9
4 Other Problems.....	10
4.1 The swing arms of the swing barrier do not align.....	10
4.2 The swing arm cannot stop at the setting position by external forces, and it swings left and right when closing.....	11
4.3 The barrier does not open after you swipe the card.....	13
4.4 The barrier does not close after personnel pass by.....	14
4.5 The barrier opens in an opposite direction after swiping cards.....	17
4.6 A card cannot be swiped continuously or it only can be swiped once in a period.....	17
4.7 The left and right swing arms in the same channel are not synchronized.....	18
4.8 The entry barrier is open but exit barrier is not open after swiping the card.....	18

4.9 Buzzer alarms, top light flashes red or keeps red, and the barrier cannot open and close.....	19
4.10 Self-Test after electrification of turnstile.....	20
4.11 Detach swing barrier encoder.....	20
4.12 The issue of IR sensor.....	23
4.13 The wiring difference between the left and right cases circuit boards.....	25
4.14 The swing arms do not align (model K and model X).....	25
4.15 The Turnstile with the face recognition beeps 3 times after swiping the card (model K and model X).....	30
4.16 The lower IR indicator is solid on.....	31
4.17 The Turnstile cannot be opened in one direction after installation.....	32
4.18 The Turnstile does not self-test after it is powered on (model 2Y/4Y/5Y).....	33
4.19 Infrared fault is reported after the Turnstile is powered on.....	33
4.20 The barrier failure is reported after the self-test fails.....	34
4.21 The Turnstile fails to complete zero-position learning.....	34
4.22 The swing arm is always open after the Turnstile is debugged and it does not close even passengers pass through.....	34
4.23 The barrier is always open after Turnstile debugging, and will immediately close once unauthorized people enter the channel.....	35
4.24 The infrared anomaly has been reported after the Turnstile is powered on, and the installation ground is horizontal and neat.....	35

1 Debugging Problems

1.1 The Turnstile does not open after swiping the card, or the Turnstile cannot be open automatically after being powered off

Possible Causes

- The permission and time of card issued by the access controller are incorrect.
- The access controller is abnormal.
- The unlocking signal cable is incorrectly wired.

Solutions

1. Check whether the permission and time of card issued by the access controller are correct.



- If they are incorrect, reissue the card.
- Otherwise, take the following steps.

2. Check whether the relay works after swiping the card.



- If it does not work, it means the Turnstile works abnormally. Contact technical support.
- Otherwise, take the following steps.

3. Check the unlocking signal indicator on the main control board.



- If the indicator is off, it means no unlocking signal is received. Reconnect the unlocking signal cable.
- Otherwise, contact technical support.

1.2 The Turnstile does not open after it is powered off

Possible Causes

The backup battery (or battery) voltage is insufficient.

Solutions

1. Check whether the voltage is higher than 10 V by using a multimeter.
2. If it is lower than 10 V, replace the backup battery.
3. Otherwise, contact technical support.

1.3 After you swipe the card, one barrier opens and the other closes

Problem

In the same channel with two-way card unlocking, the barrier is open only on the swiping side, while it is still closed on the other side.

Possible Causes

The interconnecting cable is incorrectly wired.

Solutions

1. Reconnect the interconnecting cable in the guidance of the user's manual.
2. Check whether the issue is solved.
3. If it still does not work, contact technical support.

1.4 After you swipe the card, the barrier can be open but not close

Possible Causes

The anti-squeeze infrared sensors do not align.

Solutions

1. Realign the anti-squeeze infrared sensors in the guidance of the user's manual.
Before fixing the case, the infrared sensors must be correctly adjusted to open and close the barrier normally.
If the infrared sensors are not properly configured, the device will alarm and the anti-squeeze infrared indicator on the motherboard will light up after being powered on.
2. Check whether the issue is solved.
3. If it still does not work, contact technical support.

1.5 The open barrier will close after a long period of time

Possible Causes

- The memory function is enabled on the main control board.



If the memory function is enabled, the Turnstile will keep open for enough time for authorized personnel. The Turnstile will not close until the all authorized personnel pass by.

- The infrared function is abnormal.

Solutions

1. Disable the memory function.
 - a. Disable the memory function in the guidance of the user's manual.
 - b. Check whether the issue is solved. Otherwise, take the following steps.
2. Check whether the infrared function is normal.
 - a. Check whether the cylindrical photoelectric switch is connected.
 - b. If it is not connected, connect it in the guidance of the user's manual.
 - c. Otherwise, contact technical support.

1.6 The barrier immediately closes after opening in place

Possible Causes

The anti-squeeze infrared wire and left/right infrared wire are reversed.

Solutions

1. Reconnect the main control board wiring in the guidance of the user's manual.
2. Check whether the issue is solved.
3. If it still does not work, contact technical support.

1.7 The open barrier does not close for a long time

Possible Causes

- The opening duration of the barrier at the passageway is too long.
- The voltage of the anti-pinch infrared photoelectric switch is abnormal.
- The anti-pinch infrared photoelectric switch is damaged.

Solutions

1. Check whether the opening duration of the barrier at the passageway is too long or not.
 - a. If it is too long, readjust the opening duration in the guidance of the user's manual.
 - b. Check whether the issue is solved. Otherwise, take the following steps.
2. Check the voltage of the anti-pinch infrared photoelectric switch
 - a. Measure the voltage of the black output signal terminal by using a voltmeter, with the normal voltage being 0 V.
 - b. If it is not 0 V, check the power supply and power wirings.
 - c. If it still does not work, contact technical support.

1.8 Whether the Turnstile supports setting voice prompts

Solutions

The Turnstile supports setting voice prompts.

You can modify the voice prompts at the entrance and exit of the Turnstile in the guidance of the user's manual.

1.9 The Turnstile alarms when it is open and pedestrians pass through

Possible Causes

- The opening duration at the entrance and exit of the Turnstile is too short.
- The infrared photoelectric switch at the entrance and exit of the Turnstile is incorrectly wired.

Solutions

1. Check whether the opening duration at the entrance and exit of the Turnstile is too short.
 - a. Adjust the opening duration in the guidance of the user's manual.
 - b. Check whether the issue is solved.
 - c. If it still does not work, take the following steps.
2. Reconnect the infrared photoelectric switch at the entrance and exit of the Turnstile in the guidance of the user's manual.
3. Check whether the issue is solved.
4. If it still does not work, contact technical support.

2 Indicator Problems

2.1 The direction indicator of the Turnstile is unresponsive or indicates the wrong direction

Solutions

1. Reconnect the indicator board to another normal Turnstile, and then check whether the direction indicator is normal.
 - If it is normal, it means the Turnstile is incorrectly wired. Reconnect it.
 - If it is abnormal, it means the indicator board is abnormal. Get a new one.
2. Check whether the issue is solved.

If it still does not work, contact technical support.

2.2 The Turnstile does not work after sending an effective open signal

Problem

When the main control board indicator is normal and an effective open signal is given, the indicator turns to a green arrow, but the barrier does not work.

Possible Causes

The motor is incorrectly wired.

Solutions

1. Rewire the motor in the guidance of the user's manual.
2. Check whether the issue is solved.

If it still does not work, contact technical support.

2.3 The main control board indicators of the Turnstile are off

Possible Causes

- The wiring is incorrect.
- The main control board is damaged.

Solutions

1. Reconnect the wire between the power and the main control board in the guidance of the user's manual.
2. Check whether the issue is solved.

If it still does not work, contact technical support.

2.4 The direction of the indicator on the cover plate of the Turnstile is opposite to the actual direction

Solutions

Change the wiring positions of A and B of the 4 wires including A, B, +, and - on the indicator board.

3 Hardware Problems

3.1 The swing barrier sways back and forth or does not stay at the positioning

Possible Causes

- The photoelectric limit switch is irradiated by the highlight.
- The photoelectric limit switch is abnormal.
- The wire between photoelectric limit switch and the motherboard is badly contacted.
- The motherboard is damaged.

Solutions

1. Check whether the photoelectric limit switch is irradiated by the highlight.



- If it is, adopt a suitable shading method according to the real condition.
- Otherwise, take the following steps.

2. Check whether the photoelectric limit switch is abnormal.

- a. Check the power supply of the photoelectric limit switch in the zero position, left open and right open the door in place respectively.



If the power supply is abnormal, check whether the connector is loose or in poor contact according to the actual Problem.

- b. Place an iron plate on the front end of the photoelectric switch (near the detection surface) to check whether the indicator is on.
 - If it is not bright, it means the photoelectric switch is damaged, and repair it or change a new one.
 - If it is bright, adjust the position of the photoelectric switch.
 - c. If it still does not work, take the following steps.
3. Reconnect the wire between the photoelectric limit switch and the motherboard.
 4. If it still does not work, contact technical support.

3.2 The swing arm of the swing barrier faces the opposite direction of personnel entering and exiting

Solutions

Change the position of the left and right open wires.

3.3 The swing arms on both sides of the swing barrier swing on different directions

Solutions

1. Find the swing arm swings on the wrong direction.
2. Change the positive pole and negative pole of the power cable of the motor.

3.4 The swing arm of the swing barrier is in place but cannot stop

Possible Causes

- The distance between the limit iron and the limiter is far.
- The wiring between the motherboard and sub Turnstile board is incorrect.

Solutions

1. Reduce the distance between the limit iron and the limiter to less than 1 mm.
2. Check whether the issue is solved. If it still does not work, take the following steps.
3. Rewire the motherboard and sub board in the guidance of the user's manual.
4. Check whether the issue is solved. If it still does not work, contact technical support.

3.5 The swing arms of dual-channel barrier swing in the same direction after you swipe the card

Possible Causes

The card readers of access control are connected to an incorrect position.

Solutions

The 2 card readers of access control should be connected to the card reader 1 and the card reader 3 on the Turnstile respectively in accordance with the swiping-on-the-right principle.

3.6 The swing arm of the barrier is not reset after power-off

Solutions

1. Check the voltage of the dry cell (it should be not less than 9 VDC).
2. Check whether the circuit is loose or unsoldered, and the voltage output at both ends of the battery terminal (it should be not less than 9 VDC), otherwise, the control board is damaged.

3.7 How to connect the single-channel-and-bi-direction barrier with the controller

Solutions

The single channel bi-direction barrier needs to be connected with a dual-door access controller.

1. Port NO1 of the controller is connected to the left-open port of the Turnstile.
2. Port NO2 of the controller is connected to the right-open port of the Turnstile.
3. Port COM1 and port COM2 of the controller are connected to the common ports of the Turnstile.
4. The card reader is connected to port 1 and port 3.

3.8 The swing arm does not stay at the positioning after it is powered off, but swings in the opposite after it is powered on

Possible Causes

- The dry battery voltage is too low.
- The motor is oppositely wired.

Solutions

1. Check the dry battery voltage by using a voltmeter.



- If the dry battery voltage is lower than 9 VDC, replace a new one.
- Otherwise, take the following steps.

2. Rewire the motor in the guidance of the user's manual.
3. If it still does not work, contact technical support.

4 Other Problems



The following uses DH-ASGB5XXH as an example. The operation varies according to the device model.

4.1 The swing arms of the swing barrier do not align

Problem

The swing arms of the swing barrier do not align.

Figure 4-1 Unaligned arms



Possible Causes

- The cases do not align.
- The original points are incorrectly set.
- The control board is damaged.

Solutions

1. Align the cases.

- a. Keep the left and right cases at the same level and the two ends of the cases are aligned in the guidance of the user's manual.
 - b. Check whether the issue is solved. If it still does not work, take the following steps.
 2. Reset the original point.
 - a. Cut off the main power supply of the Turnstile and turn the DIP switch SW3-1 to 1.
 - b. Adjust the swing arm to the middle position and turn on the power.


Make sure that there are no obstacles in the channel to block the infrared sensor.

 - c. Wait for the Turnstile to start up and take self-test.

During the self-test, the swing arm turns to the position of about 45° in the direction of R5, accompanied by the action and sound of the electronic clutch suction.


- If the swing arm cannot be stopped at the 45° position during the original setting or self-test, it is necessary to check whether the cable connection of the encoder is firm, whether the encoder is loose, or whether replace the encoder.
- d. When the STU indicator on the control board flashes, cut off the main power supply of the Turnstile and turn the DIP switch SW3-1 to 0.
 - e. Turn on the power switch and check whether the issue has been solved after the self-test.
 - f. If it still does not work, take the above steps repeatedly.
 - g. If you fail to set the original point for times, take the following steps.
3. Replace a new main control board.
4. Check whether the issue is solved. If it still does not work, contact technical support.

4.2 The swing arm cannot stop at the setting position by external forces, and it swings left and right when closing

Problem

The swing arms cannot be aligned due to the impact of external forces. The swing arm can be manually pushed in the following range without any resistance, and the swing arm swings left and right when closing the door.

Figure 4-2 Unaligned arms



Solutions

1. Reset the original point.

- a. Cut off the main power supply of the Turnstile and turn the DIP switch SW3-1 to 1.
- b. Adjust the swing arm to the middle position and turn on the power.



Make sure that there are no obstacles in the channel to block the infrared sensor.

- c. Wait for the Turnstile to start up and take self-test.

During the self-test, the swing arm turns to the position of about 45° in the direction of R5, accompanied by the action and sound of the electronic clutch suction.



If the swing arm cannot be stopped at the 45° position during the original setting or self-test, it is necessary to check whether the cable connection of the encoder is firm, whether the encoder is loose, or replace the encoder.

- d. When the STU indicator on the control board flashes, cut off the main power supply of the Turnstile and turn the DIP switch SW3-1 to 0.
 - e. Turn on the power switch and check whether the issue has been solved after the self-test.
 - f. If it still does not work, take the above steps repeatedly.
 - g. If you fail to set the original point for times, take the following steps.
- ### 2. Slow the opening/closing the barrier speed.
- a. Slow the opening/closing speed through adjusting the DIP switch on the control board.
 - b. Check whether the issue is solved. If it still does not work, take the following steps.
- ### 3. Replace the motor or the transmission components.
- ### 4. Check whether the issue is solved. If it still does not work, contact technical support.

4.3 The barrier does not open after you swipe the card

Possible Causes

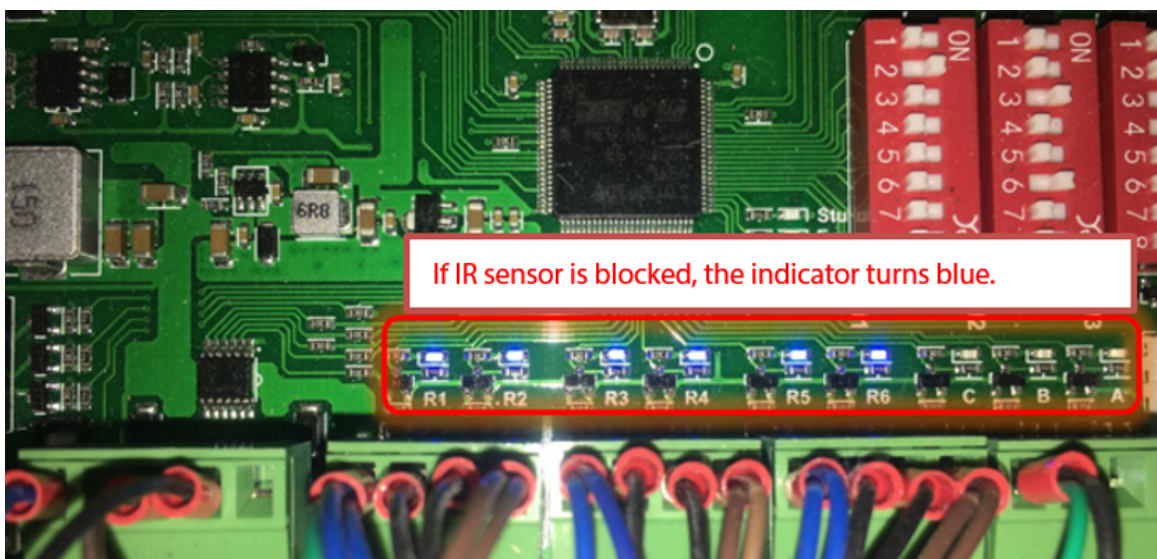
- The infrared sensor is blocked.
- The system power supply voltage is abnormal.
- The output voltage of the switching power supply is abnormal.
- The DIP switch is incorrectly set.
- The control board does not receive an opening signal.
- The two controllers are not connected.

Solutions

1. Observe the status indicator of the tail on the infrared receiving end or the status indicator on the IR sensor input signal port of the Turnstile control board, and then check whether the IR sensor is blocked.

If the IR sensor is blocked, rectify it. Otherwise, take the following steps.

Figure 4-3 IR status indicator



2. Check whether the system power supply voltage is normal.

If it is abnormal, rectify the voltage fault. Otherwise, take the following steps.



The standard input voltage of the control board is 24 VDC.

3. Check whether the output voltage of the switching power supply is normal.

If the switching power supply has a voltage output when it is unloaded, or the switching power supply indicator is dimmed or extinguished when the Turnstile is working, the switching power supply needs to be replaced.

Otherwise, take the following steps.



The standard output voltage of the switching power supply is 24 VDC.

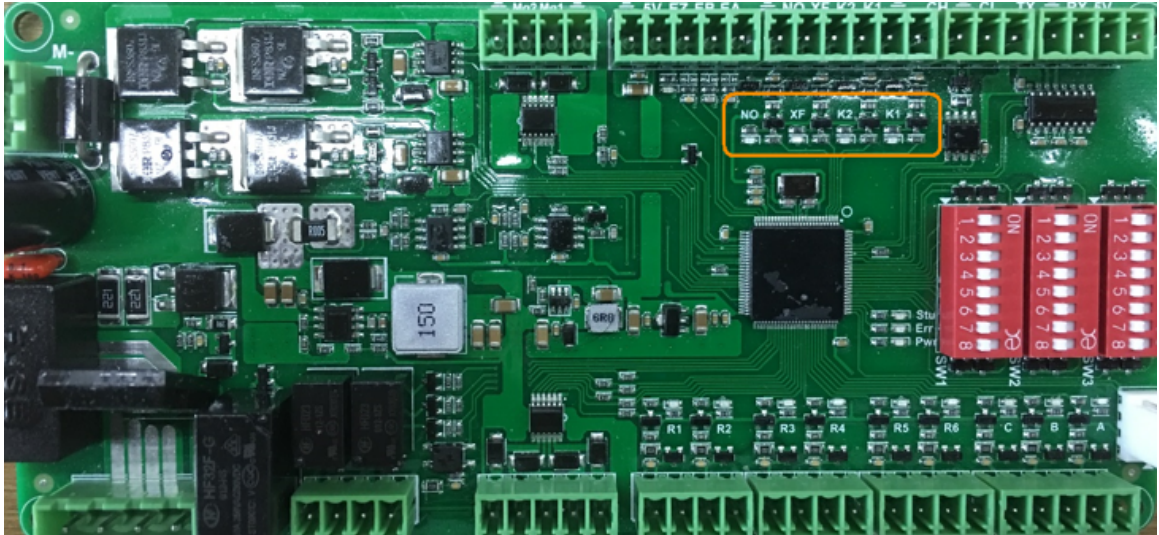
4. Check whether the DIP switch is set to **No pass for alarm card**, and the passage mode is set to **No pass**.

If they are, modify them according to the actual needs. Otherwise, take the following steps.

5. Check whether the status indicator of the K1/K2 signal receiving port on the Turnstile control board is on, and the opening signal is normally on, and the delay time is 1 second.

If the indicator is off, it means no on-signal is received. Reconnect the on-signal cable. Otherwise, take the following steps.

Figure 4-4 On-and-off indicator



6. Check whether the two controllers in the same channel are connected.

If they are not connected, reconnect them. If it still does not work, contact technical support.

4.4 The barrier does not close after personnel pass by

Possible Causes

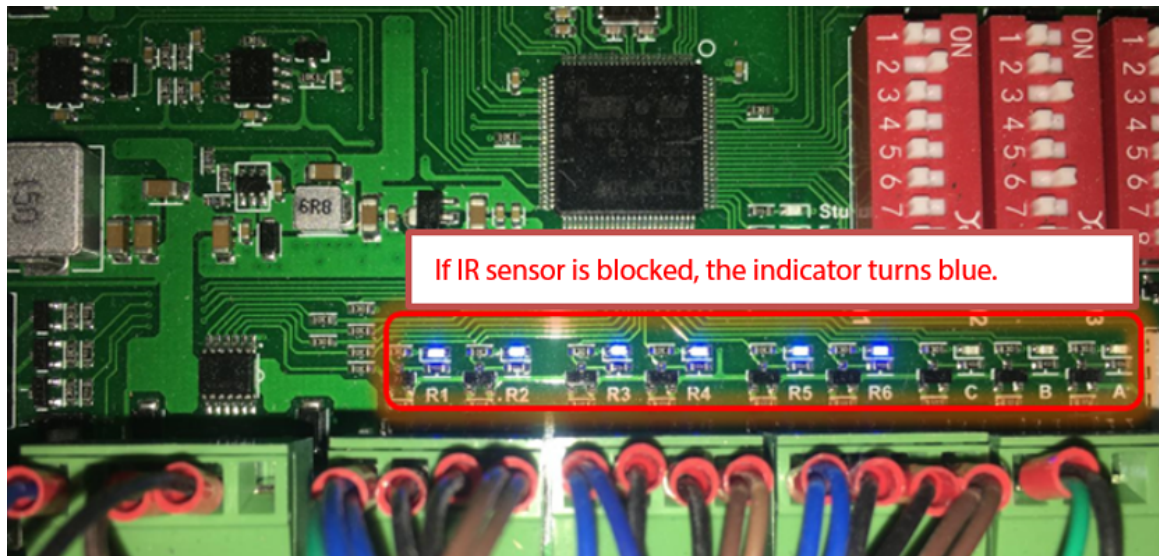
- The IR sensor is blocked.
- The DIP switches of the left and right cases are inconsistent.
- The left and right cases do not connect to connecting cable.
- The left and right cases are installed backwards.

Solutions

1. Observe the status indicator of the tail on the infrared receiving end or the status indicator on the IR sensor input signal port of the Turnstile control board, and then check whether the IR sensor is blocked.

If the IR sensor is blocked, rectify it. Otherwise, take the following steps.

Figure 4-5 IR status indicator



2. Check whether the DIP switches of the left and right cases are inconsistent.
If they are inconsistent, rectify them base on the actual condition. Otherwise, take the following steps.
3. Check whether the left and right cases connect to connecting cable.
If they do not connect, connect them. Otherwise, take the following steps.
4. Check whether the left and right cases are installed backwards.



The IR sensor in the same channel consists of the transmitter and the receiver.

- IR transmitter: The input lines are brown, and blue.
- IR receiver: The input lines are brown, blue, and black.

If the left and right cases are installed backwards, reinstall them. Otherwise, contact technical support.

Figure 4-6 IR transmitter

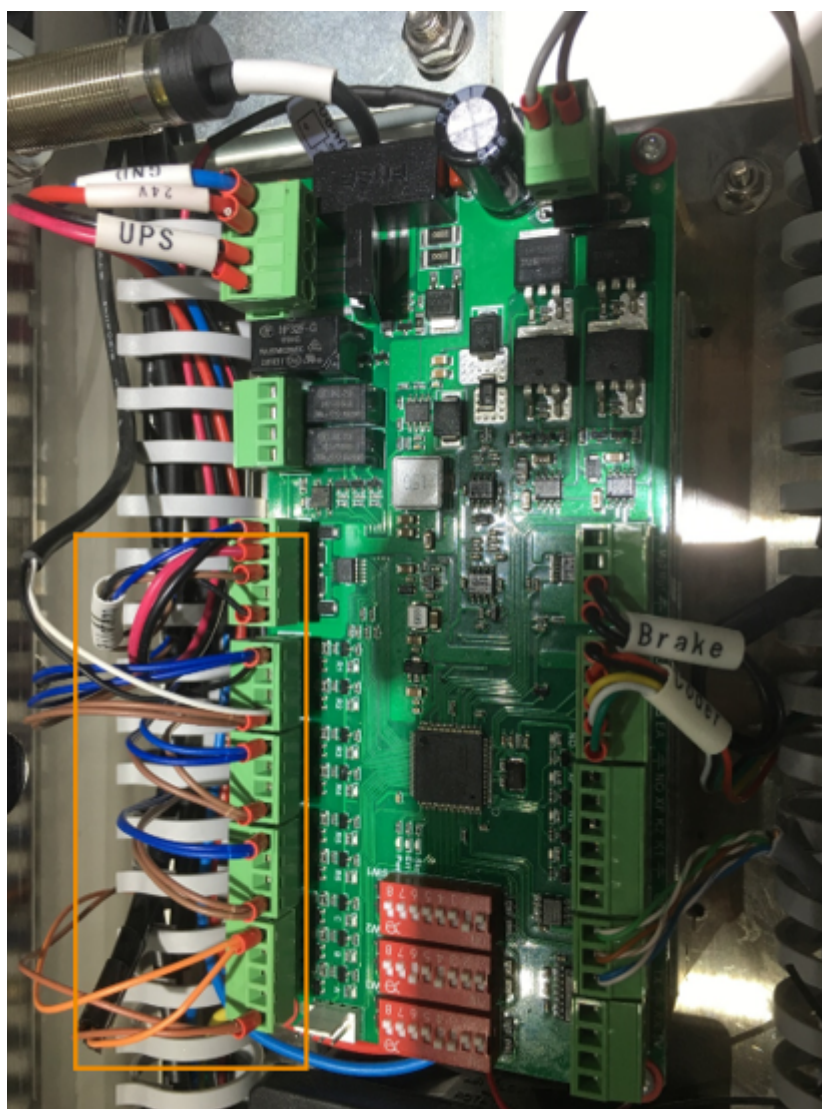
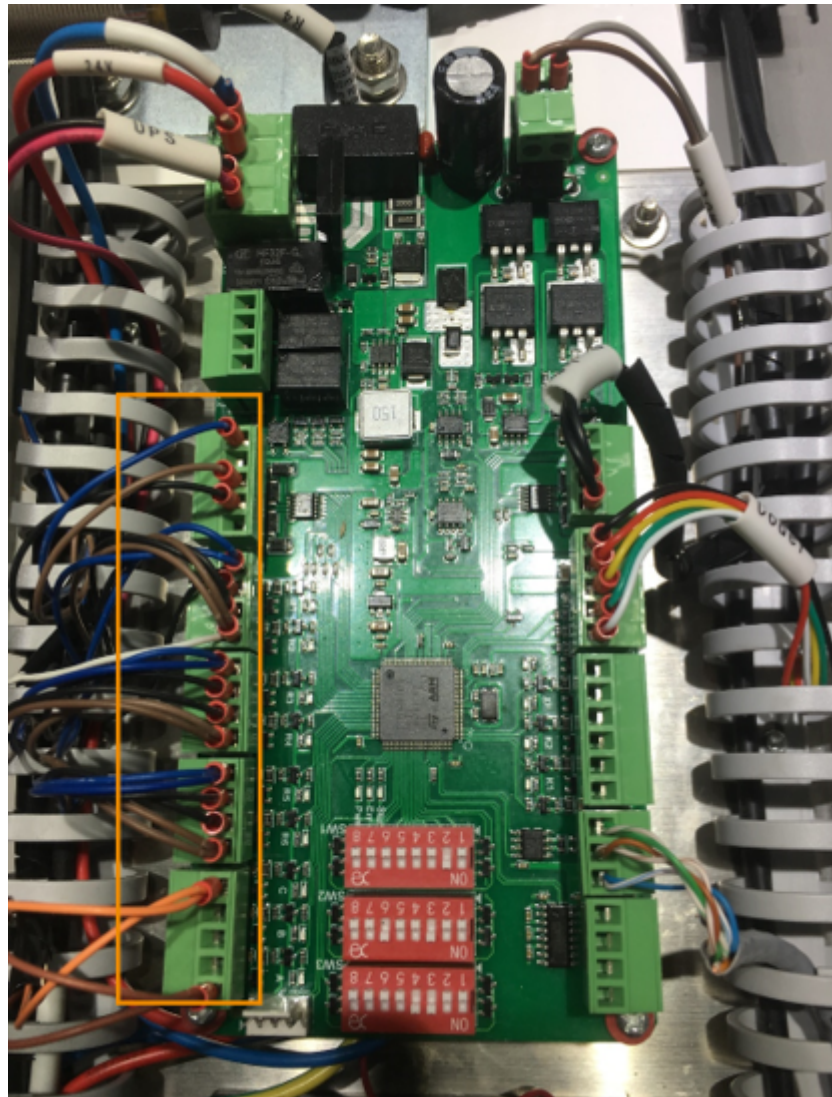


Figure 4-7 IR receiver



4.5 The barrier opens in an opposite direction after swiping cards

Solutions

Exchange the switch signal access terminals K1 and GND, K2 and GND.

4.6 A card cannot be swiped continuously or it only can be swiped once in a period

Possible Causes

- The closing delay time is too long.
- The memory function is enabled on the motherboard.

Solutions

1. Change the closing delay time.
 - a. On the operation interface of the Turnstile, change the lock delay time and save the settings on the **Lock Delay**.



The lock delay periods are as follows: 0 seconds (default), 1.5 seconds, 3 seconds, 5 seconds, 8 seconds, 15 seconds, 30 seconds, and 60 seconds.

2. Check whether the issue is solved. If not, take the following steps.
3. Disable memory function.



The Turnstile is set as once unlocking for one person by default. After memory function at the entrance and exit is enabled, multiple people can pass through the Turnstile after multiple consecutive authorization times, which is suitable for scenarios with large passenger traffic in a short time.

The status of memory function is off (default) and on.

4. Check whether the issue is solved. If it still does not work, contact technical support.

4.7 The left and right swing arms in the same channel are not synchronized

Possible Causes

- The connecting cable is loose or unwired.
- The Turnstile control board speed is inconsistent.
- The power input voltage of the Turnstile control board is inconsistent.

Solutions

1. Check whether the connecting cable is loose or unwired.
 - If it is loose or unwired, reconnect it or change a new connecting cable.
 - If it is not loose or unwired, take the following steps.
2. Adjust the speed of the left and right cases to be consistent through DIP switch.

Check whether the issue is solved. If it still does not work, take the following steps.
3. Check whether the power input voltage of the Turnstile control board is inconsistent.

Check whether the issue is solved. If it still does not work, contact technical support.

4.8 The entry barrier is open but exit barrier is not open after swiping the card

Possible Causes

- The open signal cable is not connected properly.

- The access control permission is improperly set.
- The traffic mode is set improperly.

Solutions

1. Check the open signal indicator on the motherboard of the Turnstile.

If the indicator is off, it means no open signal is received. Reconnect the open signal cable. Otherwise, take the following steps.

2. Log in to the platform configuration page, and then modify the access permission in the guidance of the user's manual.

Check whether the issue is solved. If it still does not work, take the following steps.

3. Set pass mode, and then save the settings.

There are 9 pass mode, including controlled entry and controlled exit, controlled entry and free exit, controlled entry and no exit, free entry and controlled exit, free entry and free exit, free entry and no exit, no entry and controlled exit, no entry and free exit, no entry and no exit.

4. Check whether the issue is solved. If it still does not work, contact technical support.

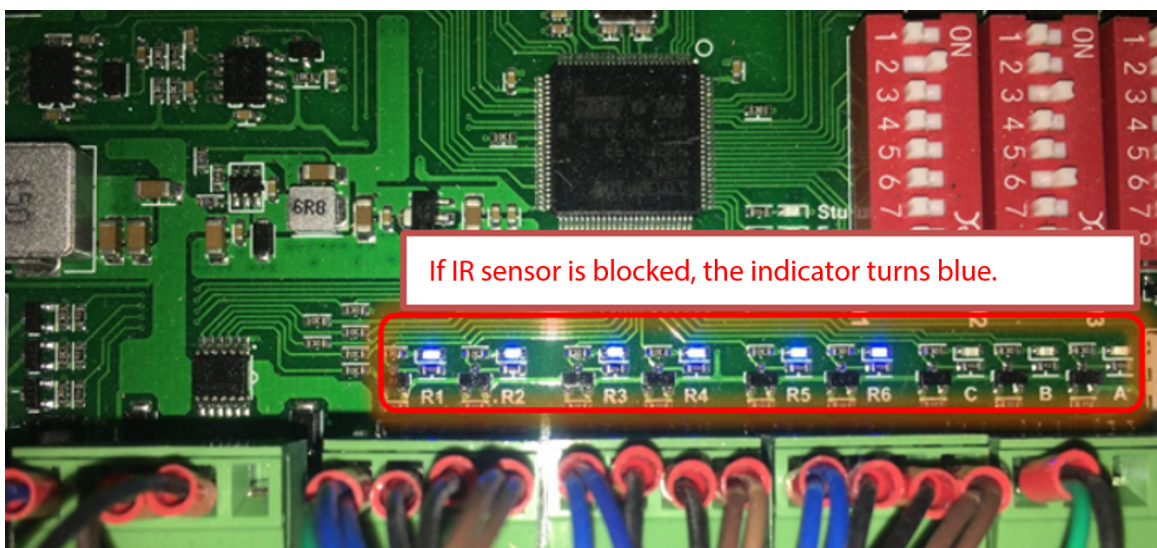
4.9 Buzzer alarms, top light flashes red or keeps red, and the barrier cannot open and close

Solutions

1. Observe the status indicator of the tail on the infrared receiving end or the status indicator on the IR sensor input signal port of the Turnstile control board, and then check whether the IR sensor is blocked.

If the IR sensor is blocked, rectify it.

Figure 4-8 IR status indicator



2. If it still does not work, contact technical support.

4.10 Self-Test after electrification of turnstile

Solutions

Normally, after the Turnstile is powered off, the swing arm opens in the direction of R1. When it is powered on, arms swing in the direction of R5 and stops at the angle of 45° (the clutch is closed), and then open the clutch the arms swing to the middle.

- If the swing arm of the Turnstile does not work, and the overhead light shows a red cross, it is necessary to check whether the IR sensor is aligned or whether there is an obstacle.
- The swing arm of the Turnstile does not work. Check whether the voltage of each power port is normal and the fuse of the control board is blown.

Measure the voltage of the motor terminal immediately after the motor is powered on, if there is voltage, unwire the motor, supply the voltage of 12 VDC–24 VDC separately, and then observe whether the swing arm can work. If it cannot swing, replace the motor component.



In order to accurately judge the problem, it is recommended to put the swing arm at different angles to observe the power, if an angle after the power-on does not work, it can be judged as the motor component problem.

- The swing arm of the Turnstile keeps rotating, or flapping the cases back and forth. It is necessary to check whether the encoder is firmly connected, and whether the encoder and motor are correctly connected. Otherwise, try to replace the encoder, and replace the control board if the problem is still not solved.

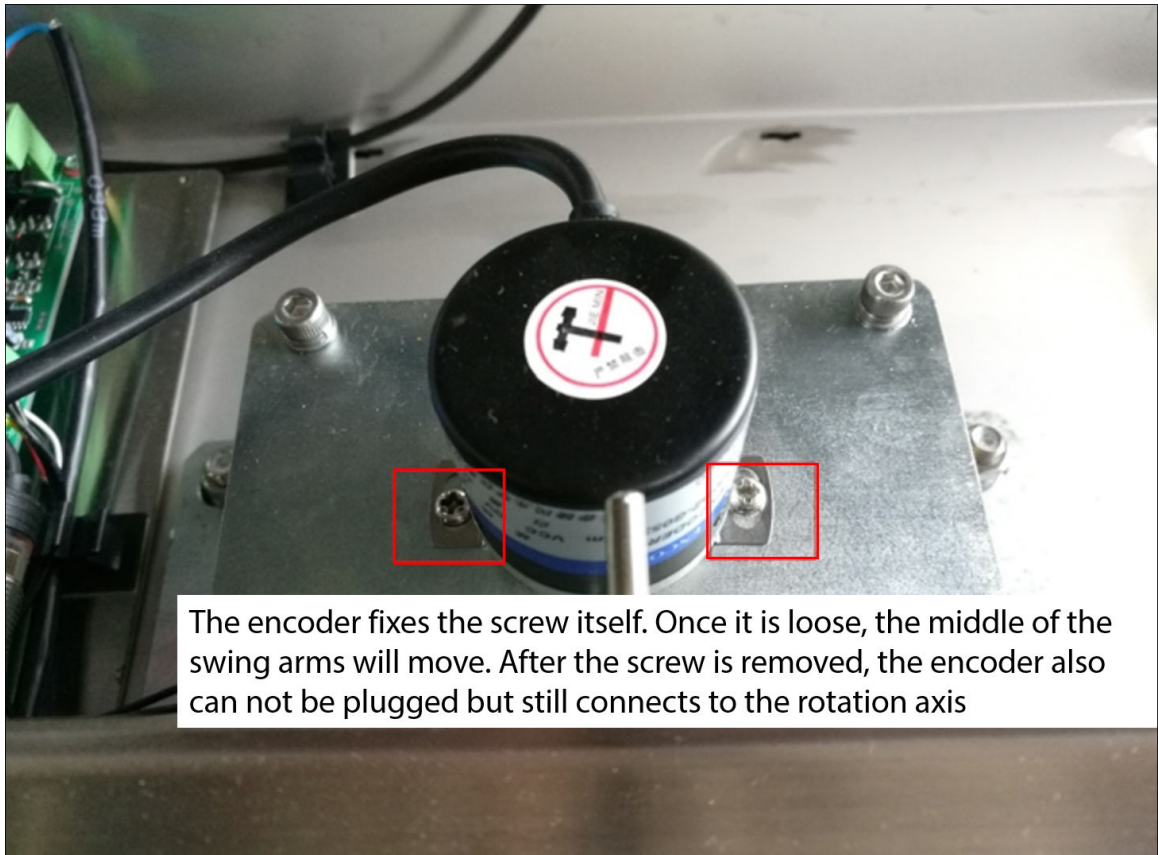
4.11 Detach swing barrier encoder

Solutions

- Position

The swing barrier encoder's position is shown as follows:

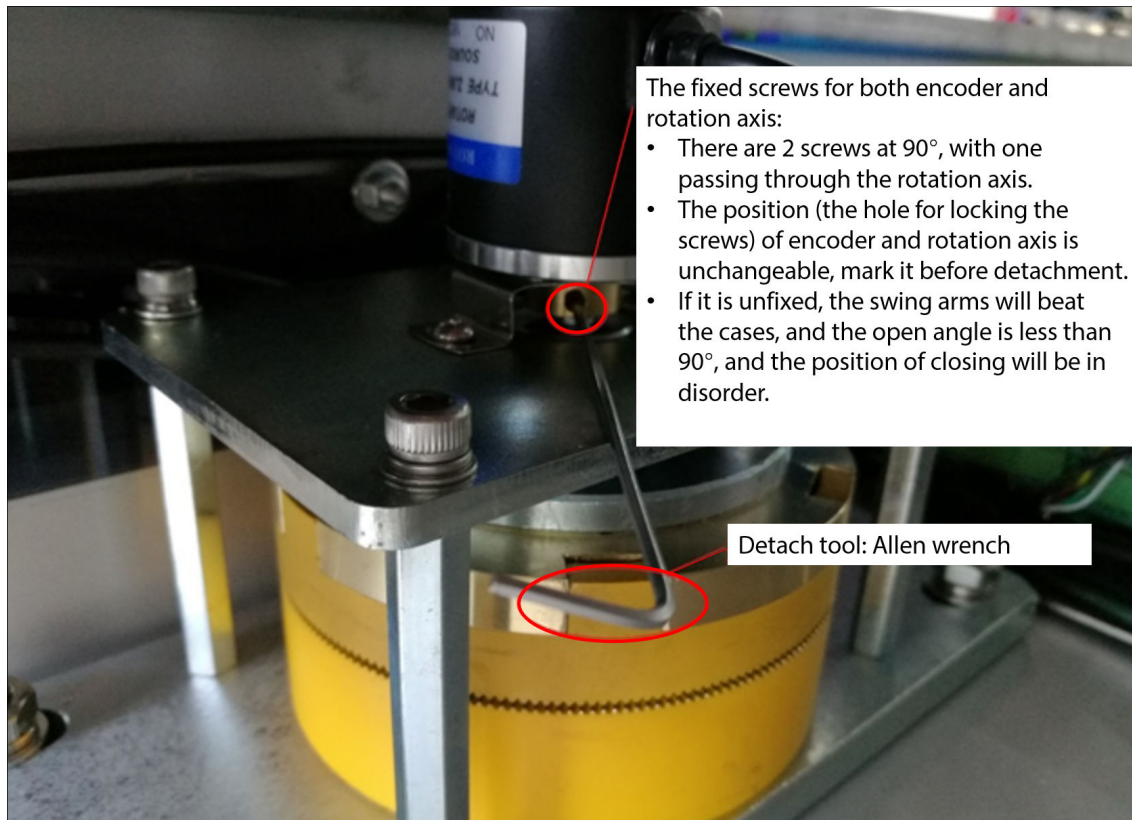
Figure 4-9 Encoder position



- Detachment

The detachment is shown as follows:

Figure 4-10 Detachment



4.12 The issue of IR sensor

Solutions

Figure 4-11 IR sensor transmitter

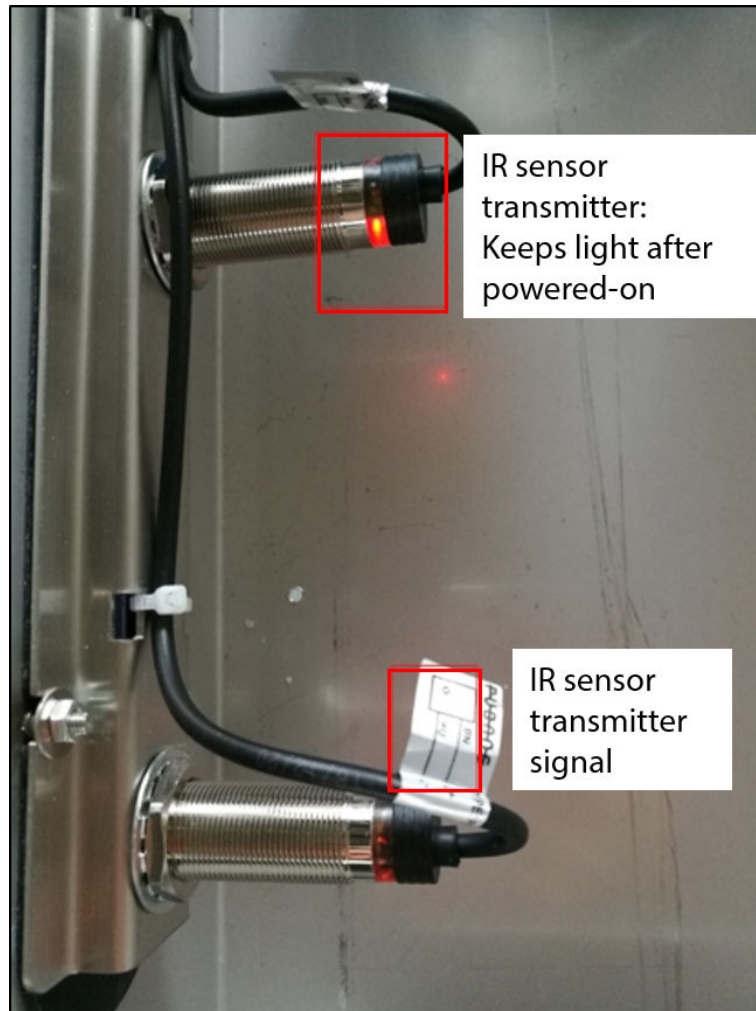
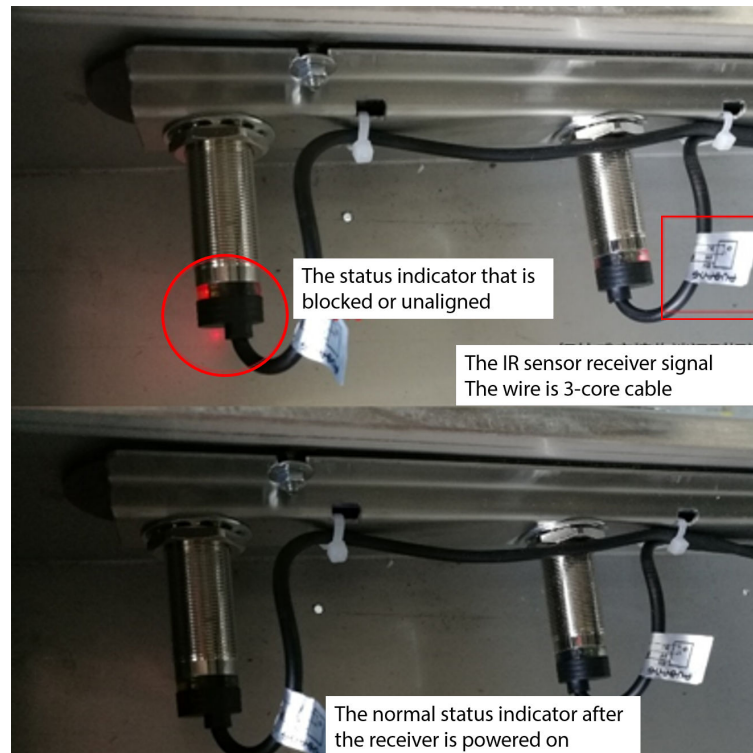


Figure 4-12 IR sensor receiver



If the IR sensor is blocked or unaligned, the indicator is shown as follows. After it is aligned, the indicator will be off.

Figure 4-13 IR sensor indicator

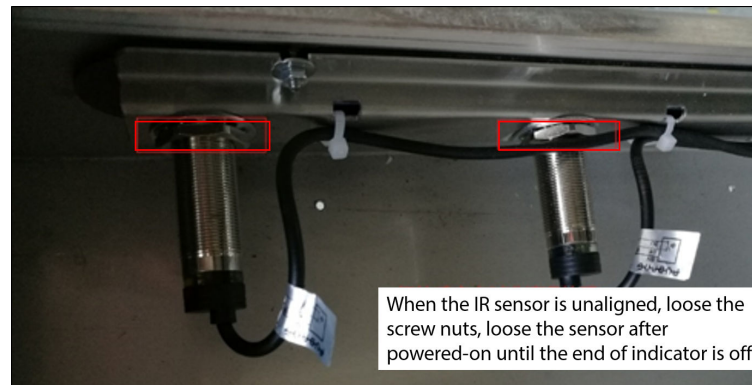


If the IR sensor is unaligned, do the following steps.



Make sure that the devices are properly installed, including placed horizontally, the two ends of the cases are aligned, and the two cases groups are not splayed.

Figure 4-14 Solution

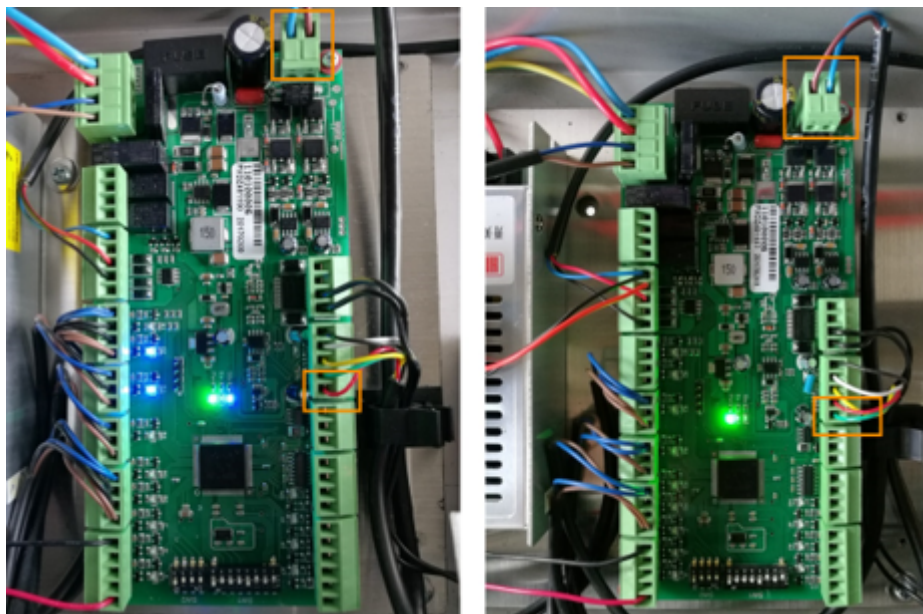


4.13 The wiring difference between the left and right cases circuit boards

Solutions

The motor terminal wiring on the circuit board of the left and right cases is different from the encoder terminal wiring. And the positive and negative wiring of the motor is opposite, and the A and B wires of the encoder are opposite.

Figure 4-15 Wires



4.14 The swing arms do not align (model K and model X)

Possible Causes

- The zero position of the Turnstile is not calibrated.
- The swing arms are loose.

Solutions

1. Calibrate the zero-position.
 - a. Enter the menu of the fault Turnstile motherboard.
 - b. Select **Start Mode** > **Origin setting**, and then press **OK**.
 - c. Power off the Turnstile, align the arms, and then power on.
 - d. After the Turnstile's self-test, enter the motherboard menu again, and then select **Start Mode** > **Normal**, and then press **OK**.
2. If the zero position does not take effect, check the arms screws.

Figure 4-16 Arms screws (1)

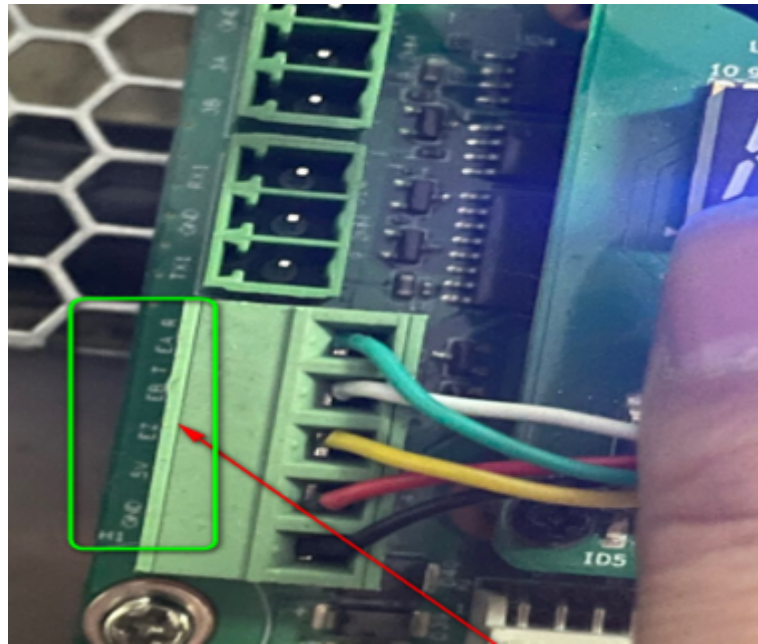


Figure 4-17 Arms screws (2)



3. Check the Turnstile factory settings.
 - a. Set F12 of the main and sub Turnstile to 02 to restore factory defaults. Power off the main and sub Turnstile after the restoring.
 - b. Power on the main and sub Turnstile at the same time, block the IR sensor out of the channel, and then out of the channel after alarm.
4. Check the encoder.
 - a. Check the encoder cable and reconnect the encoder cable (EA, EB, EZ).

Figure 4-18 Encoder cable



- b. Check whether the connecting shaft screws of encoder is loose (the connecting shaft is a small socket head cap screw and needs to be glued, please check carefully).

Figure 4-19 Encoder (1)



Figure 4-20 Encoder (2)

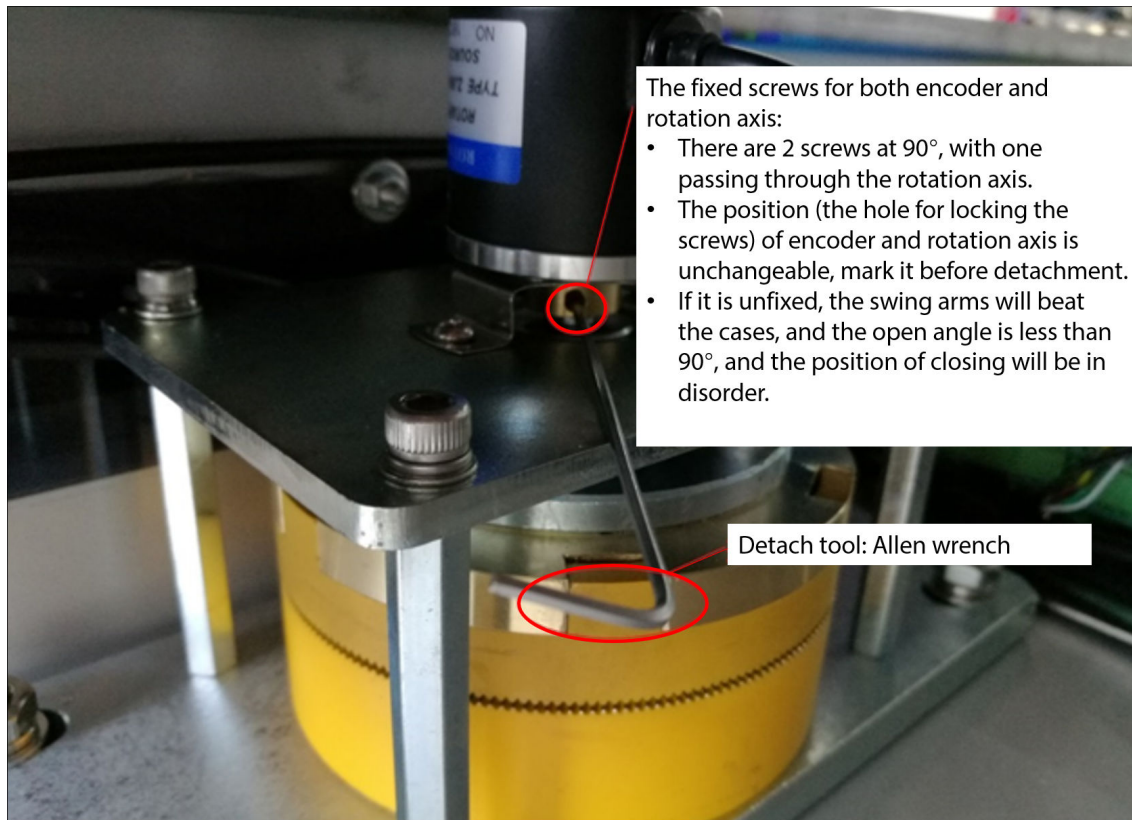


Figure 4-21 Encoder (3)



- c. If all the above are normal, replace the normal encoder and the faulty encoder, and check whether the fault is transferred.
- d. Check whether the issue is solved. If it still does not work, contact technical support.

4.15 The Turnstile with the face recognition beeps 3 times after swiping the card (model K and model X)

Possible Causes

- The DIP 8 of the Turnstile access controller board is not set to ON and is used as a card reader.
- The access controller is not wired or wired improperly with the face recognition device.
- The settings of serial port of the face recognition device are incorrect.
- The card reader program does not match the card.

Solutions

- Add the face recognition device to the SmartPSS Lite, and the card number is reported after swiping the card (the access controller and the face recognition device are connected through 485 communication).

1. In the local menu of the face recognition device, select **Communication** > **Serial Port** > **Serial Port Input**, and then select **Door 1**.
2. Make sure that the card used is an IC card, and try other cards several times.
3. Contact technical support to obtain the upper computer software.
4. Add access controller to the upper computer software.
 - ◇ Default IP: 192.168.1.108.
 - ◇ Account: admin.
 - ◇ Password: admin.
5. Check the version number of the access controller, and contact technical support to check whether the version and card type are consistent.
- Add the face recognition device to the SmartPSS Lite, and there is no card number to be reported after swiping the card (the access controller and the face recognition device are connected through 485 communication).
 1. Set the DIP switch of the access controller to ON.

Figure 4-22 Access controller



2. Check the communication connection between the access controller and the face recognition device (485 or Wiegand, if the access controller is powered separately and connects to Wiegand, it must be common).

4.16 The lower IR indicator is solid on

Problem

The IR sensor of the 5K/6K device has not been aligned, and the indicator of the infrared board has been normally on, and the device cannot self-test or operate normally.

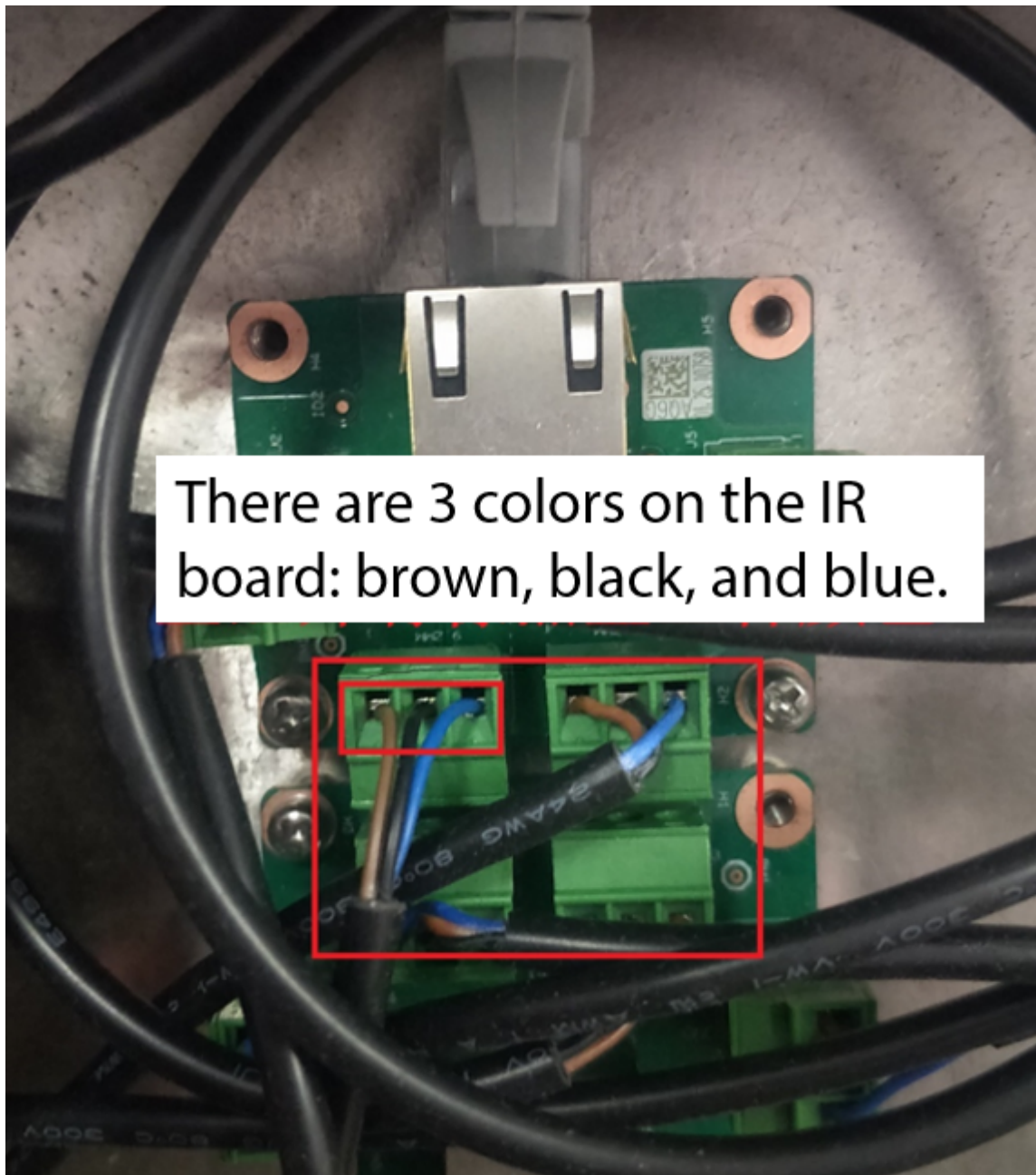
Possible Causes

- The network cable of the infrared module is not connected.
- The main and sub machines of the lower infrared board are reversed.

Solutions

- Check whether the network cable of the infrared module is not connected.
- Check whether the main and sub machines of the lower infrared board are reversed.

Figure 4-23 Main IR board



4.17 The Turnstile cannot be opened in one direction after installation

Problem

(2Y/4Y/5Y) The Turnstile has just been installed, and the setting of free passage into and out of the Turnstile can be normal, but the face recognition or short-circuit switch quantity cannot open the Turnstile in one direction.

Possible Causes

When the Turnstile is installed, the interconnecting line is not the original one, but cut and extend.

Solutions

1. Use a multimeter to measure the cable connection and change the cable sequence to normal.
2. If the Turnstile still cannot be open after the line sequence is modified, you need to apply for a new main control board and sub control board.

4.18 The Turnstile does not self-test after it is powered on (model 2Y/4Y/5Y)

Possible Causes

When connect the interconnecting line, one of the MOTOIN and MOTOOUT lines is removed.

Solutions

Find the removed interconnecting line, and then plug it in

4.19 Infrared fault is reported after the Turnstile is powered on

Problem

(2Y/4Y/5Y) The self-test on the Turnstile is normal, and the IR indicator is normal, but the Turnstile reports an infrared anomaly.

Possible Causes

The core infrared of the Turnstile is blocked during the power-on process.

Solutions

Power off the Turnstile, place the swing arm to the middle alignment position, and then power on. Do not cover the infrared during the power-on until the power-on process is complete.

4.20 The barrier failure is reported after the self-test fails

Problem

(2Y/4Y/5Y) After the Turnstile fails to self-test, the barrier failure will be reported. The swing arm cannot turn 180° after the Turnstile powers off.

Possible Causes

When the swing arm of the Turnstile is installed, the installation position is not proper.

Solutions

Install the swing arm of the Turnstile according to the mark on the arm, and tilt the swing arm to power on.

4.21 The Turnstile fails to complete zero-position learning

Problem

(2Y/4Y/5Y) The zero position of the Turnstile is offset, and the zero position cannot be made by learning.

Possible Causes

The learning steps is wrong.

Solutions

Select **F10 > 02 > OK/menu**, place the swing arm to align the closing position (no need to power off), and then press OK/menu button again.

4.22 The swing arm is always open after the Turnstile is debugged and it does not close even passengers pass through

Problem

(2Y/4Y/5Y) The swing arm self-test is normal, no matter whether someone passes or no one passes, the swing barrier has been open and cannot be closed.

Possible Causes

The traffic mode is set to free traffic.

Solutions

The traffic mode of model Y Turnstile is that the free pass gate wing is normally open and not closed, and the traffic mode can be set to authorize the Turnstile swing to close.

4.23 The barrier is always open after Turnstile debugging, and will immediately close once unauthorized people enter the channel

Possible Causes

The F00 (working mode) of the Turnstile is set to normally open, so that the swing is normally open in this mode. When an unauthorized passenger enters, the door is immediately closed, and the Turnstile is only open after authorization.

Solutions

Enter F00, and then set the working mode to normally closed mode (default mode).

4.24 The infrared anomaly has been reported after the Turnstile is powered on, and the installation ground is horizontal and neat

Problem

The infrared anomaly has been reported after the Turnstile is powered on, and the motherboard shows there are a few IR sensors unaligned.

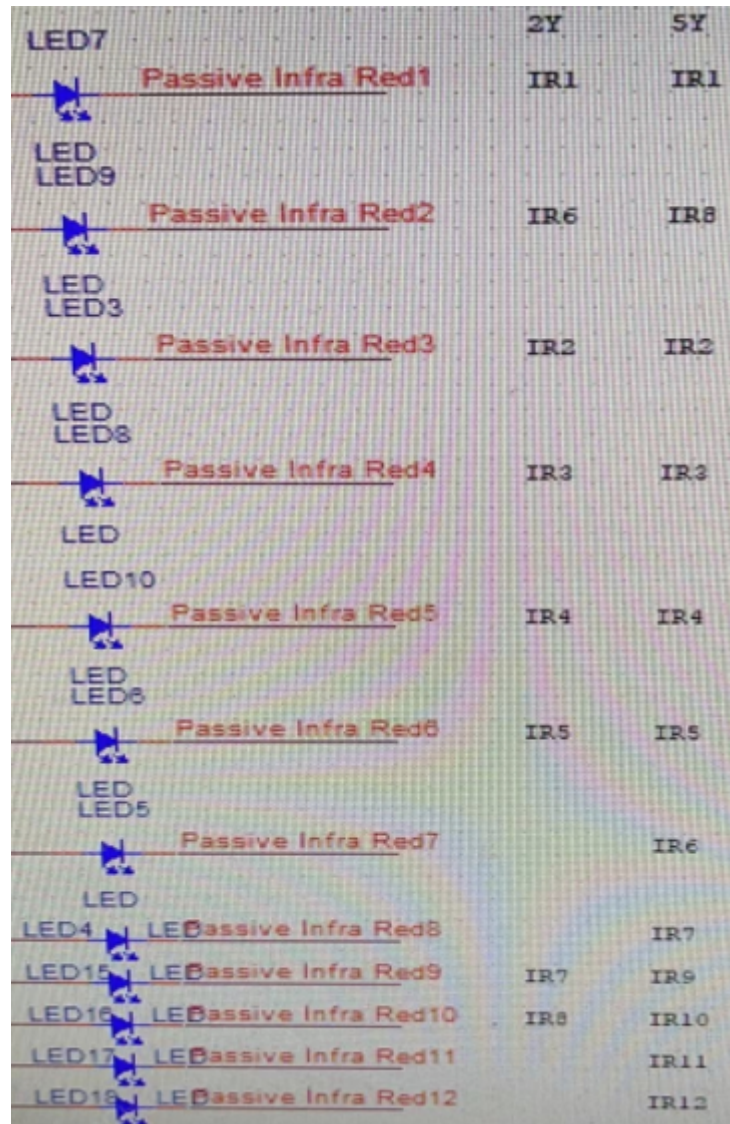
Possible Causes

The IR sensor of the Turnstile is clipped, which is touched by mistake during installation, or the line is pressed to be loose.

Solutions

Based on the IR sensor corresponding position displayed on the following motherboard, locate the IR sensor and then reinstall it.

Figure 4-24 IR sensor position



ENABLING A SMARTER SOCIETY AND BETTER LIVING

ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD.

Address: No. 1399, Binxing Road, Binjiang District, Hangzhou, P. R. China | Website: www.dahuasecurity.com | Postcode: 310053

Email: dhoverseas@dhvisiontech.com | Tel: +86-571-87688888 28933188