

# What to do if readers or keypads are not working

## Software settings

Confirm that the settings of the reader or keypad are correct. For further details see: [AN1046 - Configuring a reader or keypad](#). < <http://paxton.info/930> >

## User token

Check that the user token and the reader are communicating. The reader should beep or the LED's change when a token is presented.

If there is no response from the reader, the token should be tested on a known 'working' reader to confirm that the token is not at fault.

## Interference

Test the reader 'in hand' and not fixed to the wall.

Proximity readers must be mounted at least 300 mm apart. If readers are mounted too close to one another, their radio signals will overlap and be degraded. Many security systems use the same 125 kHz signal. Check for other manufacturers equipment in the area.

Mounting on a metal surface may also affect the read range as the signal will be reflected back and cancel out part of the original signal.

## Supply voltage

Using a multimeter, confirm that the reader has sufficient voltage. Voltage should be measured at the reader/keypad across the Red and Blk/Wht terminals. ACU's with yellow labels should have 12V across these terminals unless the jumper settings have been changed. White labelled ACU's should have 5V.

## Connections

Check the wiring and integrity of the connectors. - Where possible, test this reader on the other port to check for any hardware faults.

## Cable

If the reader cable has been extended, check that the correct cable is used and that the maximum cable distance has not been exceeded.

K, P, and KP-series readers and keypads can be extended up to 100 metres from the ACU using Belden 9540. The spare cores should double up with those used for power.

To confirm that an extended reader cable is not at fault, wire the reader direct into the reader port. If the reader works, this indicates a problem with the cable extension.

