

# Troubleshooting and Diagnostics

The Troubleshooting and Diagnostics Reference Document provides instructions to assist in tracking down the source of many basic controller installation problems. If there is a problem with a controller installation, please review these instructions and if a listed problem matches the controller's problem, review the possible causes and corrective actions.

## 1.0 Troubleshooting

Some of the troubleshooting instructions require a digital voltmeter (DVM) to verify source voltages, circuit continuity, and noise levels on the EntraGuard controller. Please have a DVM on hand before beginning troubleshooting. Refer to Figures 1 through 4 on pages 1 through 4 to identify items on the controller PCBs.

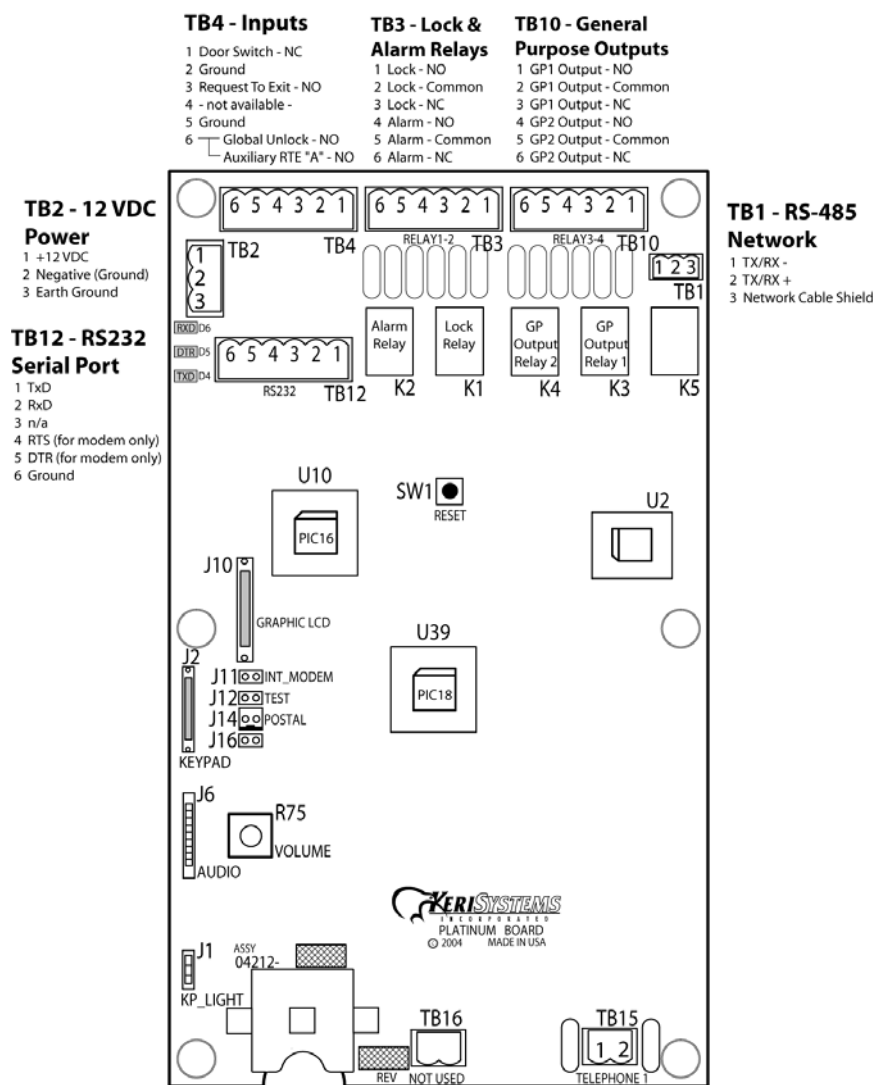


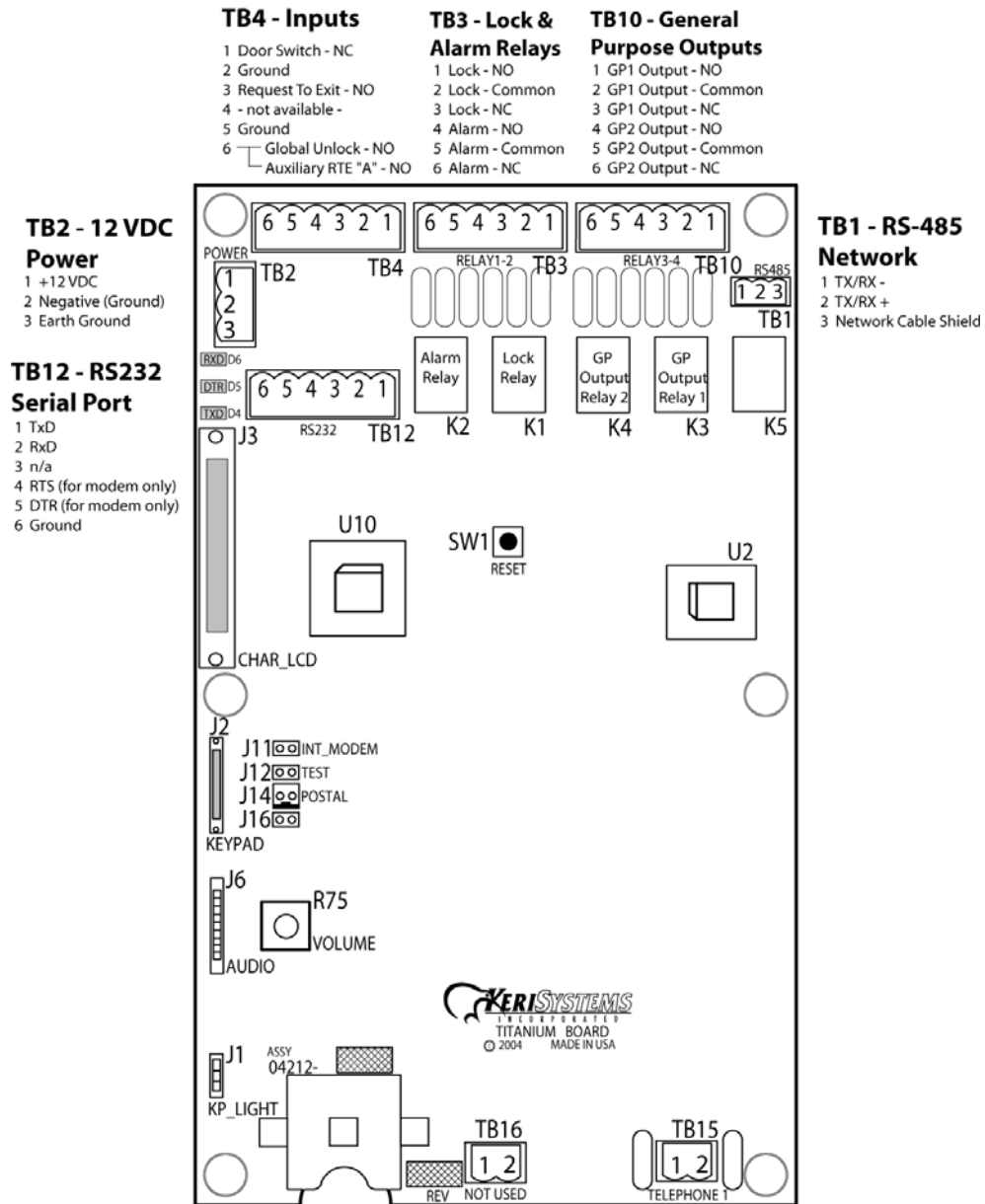
Figure 1: The EG-5000 (Platinum) Controller



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01912-001 Rev. F

# Troubleshooting and Diagnostics



**Figure 2: The EG-750 (Gold<sup>1</sup>, Titanium, and Silver) Controller**

1. For EntraGuard Gold controllers with the mechanical (standard) keypad with part numbers 05720-001, 05720-002, and 05721-001.

# Troubleshooting and Diagnostics

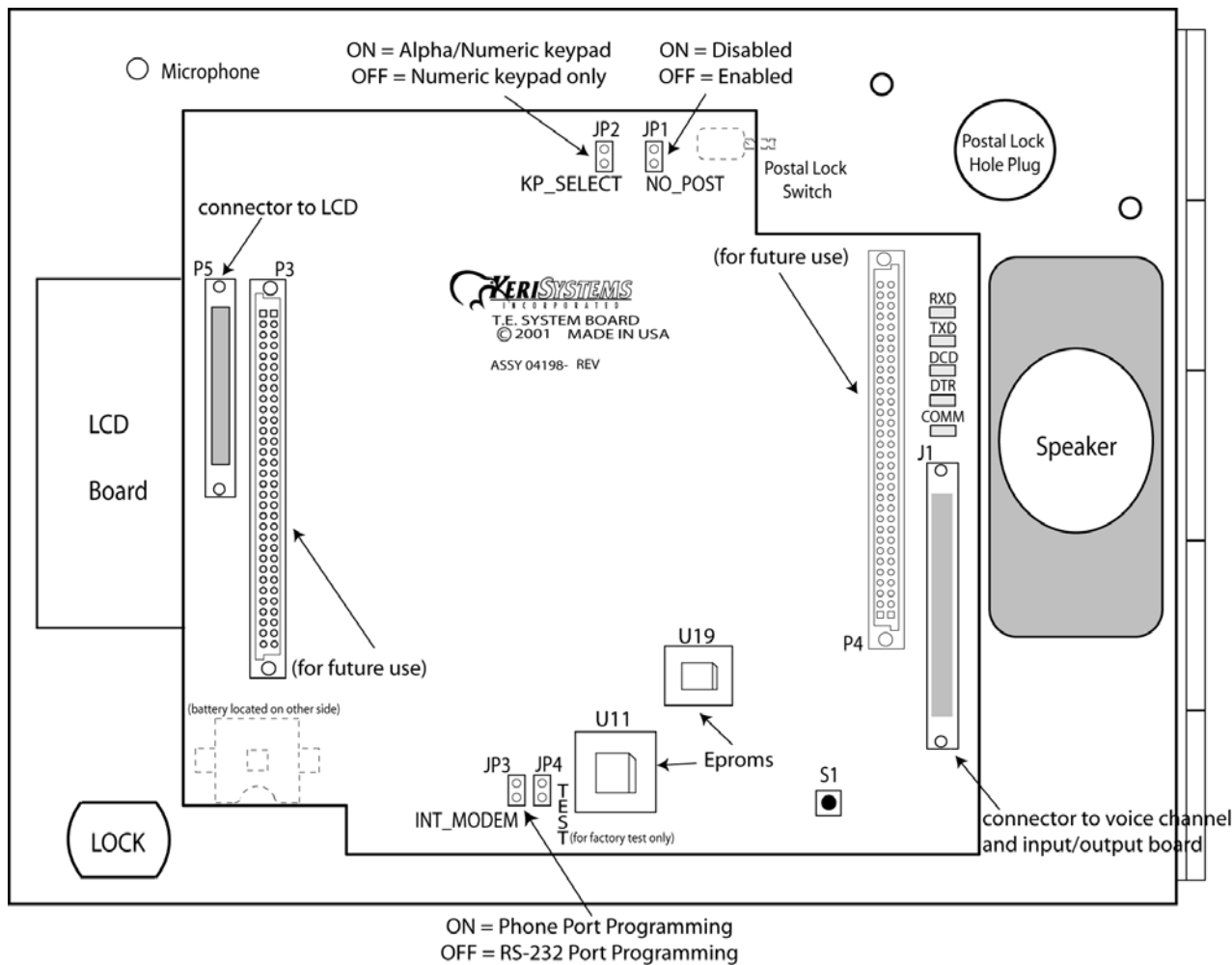


Figure 3: The EntraGuard Gold Main Board<sup>1</sup>

1. For all EntraGuard Gold controllers with the alpha numeric keypad and EntraGuard Gold controllers with the mechanical (standard) keypad with part numbers 05712-001, 05712-002, and 05713-001.

# Troubleshooting and Diagnostics

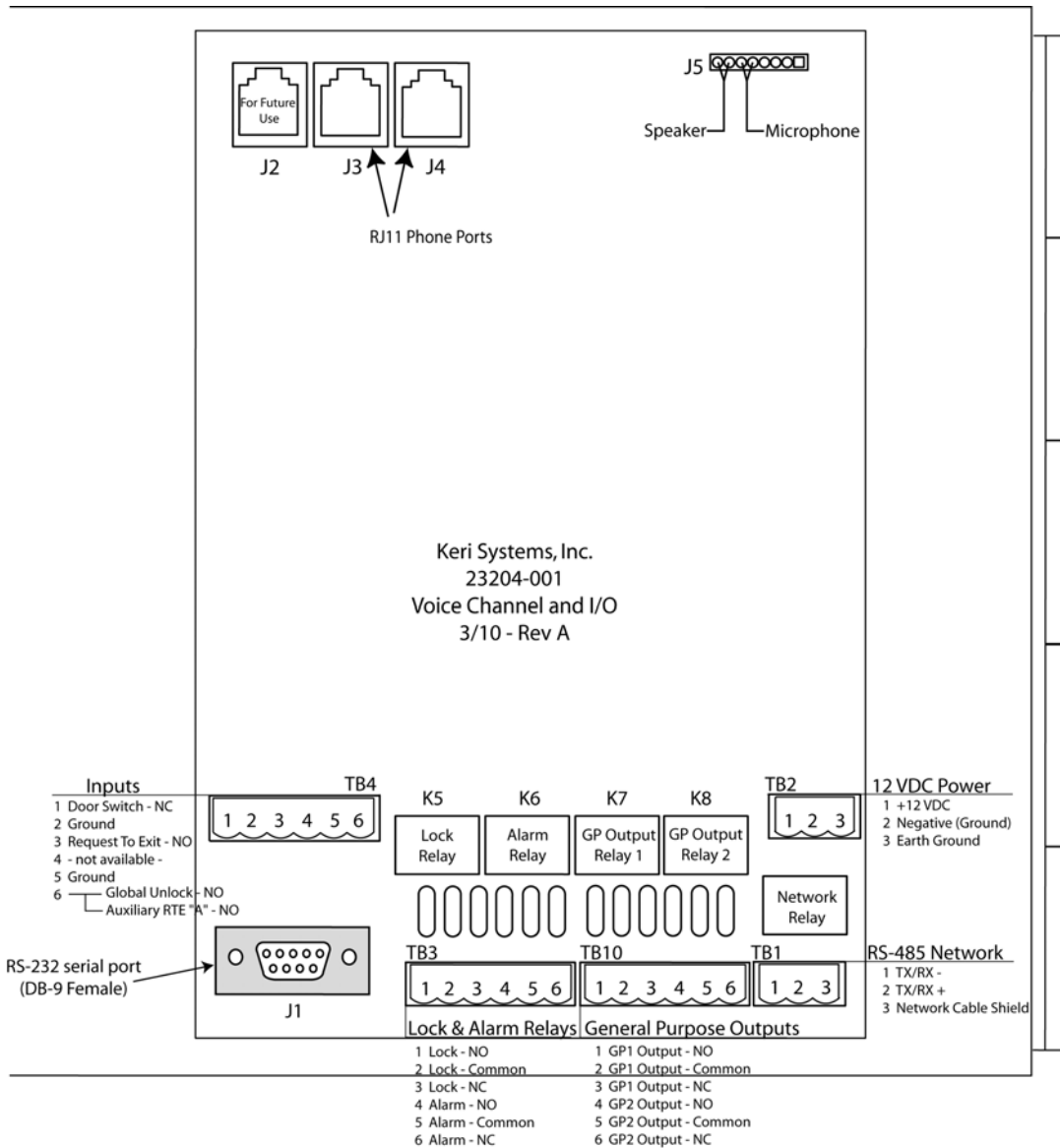


Figure 4: The EntraGuard Gold Voice Channel and I/O Board<sup>1</sup>

1. For all EntraGuard Gold controllers with the alpha numeric keypad and EntraGuard Gold controllers with the mechanical (standard) keypad with part numbers 05712-001, 05712-002, and 05713-001.

# Troubleshooting and Diagnostics

Some Corrective Action requires looking at the instructions in the appropriate Quick Start Guide. Here are the available guides along with the part number:

EntraGuard Platinum Quick Start Guide - P/N 01969-001

EntraGuard Silver Quick Start Guide - P/N 01960-001

EntraGuard Titanium Quick Start Guide - P/N 01962-001

EntraGuard Gold Quick Start Guide - P/N 01801-001

*NOTE: All references to the EntraGuard Gold controller throughout the remainder of this document are to those with the alpha numeric keypad or mechanical (standard) keypad with part numbers 05712-001, 05712-002, or 05713-001. For EntraGuard Gold controllers with the mechanical (standard) keypad and part numbers 05720-001, 05720-001, or 05721-001, refer to the EG-750.*

Problem	Possible Cause	Corrective Action
The <i>Doors</i> ™ software cannot be installed on the host computer.	<ol style="list-style-type: none"><li>1. The host computer does not have a Pentium™ microprocessor.</li><li>2. The host computer does not have enough RAM memory.</li><li>3. The host computer does not have enough hard disk space.</li><li>4. The host computer's video card/monitor resolution is too low.</li><li>5. The host computer is running an operating system incompatible with the <i>Doors</i> software.</li><li>6. The host computer does not have a compatible operating system installed.</li></ol>	<ul style="list-style-type: none"><li>• Verify the host computer meets the minimum requirements specified in the <i>Doors Users Guide</i> (P/N 01914-100).</li></ul>



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Problem	Possible Cause	Corrective Action
<p>The controller does not power-up (the LCD is blank and the keypad is not illuminated).</p>	<p>1. No power or insufficient power has been supplied to the system.</p>	<ul style="list-style-type: none"> <li>• Check the main power circuit breaker.</li> <li>• Verify the positive power lead is on TB-2, pin 1 and the negative power lead is on TB-2, pin 2</li> <li>• Measure the input voltage across pin 1 (positive) and pin 2 (negative) of TB-2. The voltage should read between 12 and 14 VDC.</li> <li>• Disconnect the power supply from the controller and verify the supply's voltage. The voltage should read between 12 and 14 VDC.</li> <li>• Verify there is a proper earth ground.</li> </ul>
<p>The controller cannot communicate with the <i>Doors</i> access control program.</p>	<p>1. Verify data is being transferred to and from the controller (see "Corrective Action" column).</p>	<ul style="list-style-type: none"> <li>• EG-5000/EG-750 controller - On the controller (next to TB12) is a set of communication LEDs (see Figure 1 on page 1 and Figure 2 on page 2). Initiate a data transfer command and view the TXD, DTR, and RXD LEDs. These LEDs should flicker if data is being transferred to and from the controller.</li> <li>• Gold controller - On the right side of the controller's main board is a set of communication LEDs (see Figure 4 on page 4). Initiate a data transfer command and view the Tx+, Tx-, DTR, and CTS LEDs. These LEDs should flicker if data is being transferred to and from the controller.</li> </ul>
	<p>2. The communication cable is loose or unplugged.</p>	<ul style="list-style-type: none"> <li>• Verify the communication cable is plugged in correctly.</li> </ul>

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Problem	Possible Cause	Corrective Action
	3. The J11 (EG-5000/EG-750) or JP3 (Gold) INT_MODEM jumper is not set correctly.	<ul style="list-style-type: none"> <li>• Verify the INT_MODEM jumper is set correctly for the chosen mode of communication.                             <ul style="list-style-type: none"> <li>- If you are using the phone port for communication, the jumper should be set <b>ON</b> J11/JP3.</li> <li>- If you are using the RS-232 port for communication, the jumper should <b>NOT</b> be on J11/JP3.</li> </ul> </li> </ul>
	4. The modem type in use is incompatible.	<ul style="list-style-type: none"> <li>• Refer to the modem's manual and verify the modem is Hayes compatible, communicates at 9600 baud or greater, can be configured to turn error checking off, and has nonvolatile RAM backup.</li> </ul>
	5. The controller to PC direct-connect cable is not wired correctly.	<ul style="list-style-type: none"> <li>• If the installation uses a Keri Systems cable, verify the correct cable has been installed.</li> <li>• If the installation uses a self-made cable, refer to the instructions in the appropriate Quick Start Guide and verify the cable has been wired correctly.</li> </ul>
	6. <i>Doors</i> is not configured to communicate through the proper COM port.	<ul style="list-style-type: none"> <li>• Refer to the <u><i>Doors Users Guide</i></u> (P/N 01914-100) or online help for COM port configuration instructions.</li> <li>• Run COMTEST to verify basic COM port operation.</li> </ul>
	7. The communication cable is connected to the wrong COM port.	<ul style="list-style-type: none"> <li>• Verify the communication cable is connected to the correct COM port.</li> </ul>
	8. The communication cable is connected to the wrong controller.	<ul style="list-style-type: none"> <li>• Verify the communication cable is connected to the master controller in the access control network.</li> </ul>
	9. The master controller is a PXL-250.	<ul style="list-style-type: none"> <li>• Verify the master controller is not a PXL-250.</li> </ul>



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Problem	Possible Cause	Corrective Action
	10. The master controller is not set with address 1.	<ul style="list-style-type: none"> <li>Verify the master controller's address is 1.</li> </ul>
	11. The <i>Doors</i> program is connected to the wrong site (if the software is configured for multi-site mode).	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, click on the <b>Select Site</b> button and verify the correct site has been selected.</li> </ul>
	12. The wrong PIN has been entered (if the software is configured to use the PIN security feature).	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, verify the PIN is correct in the Setup &gt; System &gt; Sites menu option.</li> </ul>
	13. The controller's firmware and the <i>Doors</i> software are not compatible.	<ul style="list-style-type: none"> <li>The firmware found in older controllers is not compatible with <i>Doors</i> software. Contact your Keri Dealer to verify firmware/software compatibility.</li> </ul>
	14. The host computer's serial port has an incompatible UART.	<ul style="list-style-type: none"> <li>The serial port must have a 16550 UART. Consult a computer technician to resolve this problem.</li> </ul>
	15. There is an IRQ conflict.	<ul style="list-style-type: none"> <li>Consult a computer technician to resolve this problem.</li> </ul>
	16. The COM port is not working.	<ul style="list-style-type: none"> <li>Consult a computer technician to resolve this problem.</li> </ul>
The EntraGuard's internal modem will not communicate.	1. The J11 (EG-5000/EG-750) or JP3 (Gold) INT_MODEM jumper is not set correctly.	<ul style="list-style-type: none"> <li>Verify the jumper is set <b>ON</b> J11/JP3 INT_MODEM for use with the internal modem.</li> </ul>



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Problem	Possible Cause	Corrective Action
The controller will not communicate with the modem (if using an external modem).	1. Verify data is being transferred to and from the controller (see “Corrective Action” column).	<ul style="list-style-type: none"> <li>• EG-5000/EG-750 controller - On the controller (next to TB12) is a set of communication LEDs (see Figure 1 on page 1 and Figure 2 on page 2). Initiate a data transfer command and view the TXD, DTR, and RXD LEDs. These LEDs should flicker if data is being transferred to and from the controller.</li> <li>• Gold controller - On the right side of the controller’s main board is a set of communication LEDs (see Figure 4 on page 4). Initiate a data transfer command and view the Tx+, Tx-, DTR, and CTS LEDs. These LEDs should flicker if data is being transferred to and from the controller.</li> </ul>
	2. The modem is turned off.	<ul style="list-style-type: none"> <li>• Verify the modem’s power is on.</li> </ul>
	3. The modem was plugged into an already active controller.	<ul style="list-style-type: none"> <li>• Turn the power off to both the controller and modem. Power the modem on and then the controller.</li> </ul>
	4. The controller to modem cable is not correct.	<ul style="list-style-type: none"> <li>• If the installation uses a Keri Systems cable, verify the correct cable has been installed.</li> <li>• If the installation uses a self-made cable, refer to the instructions provided in the appropriate Quick Start Guide to verify the cable has been wired correctly.</li> </ul>
	5. The modem type in use is incompatible.	<ul style="list-style-type: none"> <li>• Refer to the modem’s manual and verify the modem is Hayes compatible, communicates at 9600 baud or greater, can be configured to turn error checking off, and has nonvolatile RAM backup.</li> </ul>



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Problem	Possible Cause	Corrective Action
	6. The modem cable is connected to the wrong controller.	<ul style="list-style-type: none"> <li>Verify the modem cable is connected to the master controller in the access control network.</li> </ul>
	7. The J11 (EG-5000/EG-750) or JP3 (Gold) INT_MODEM jumper is not set correctly.	<ul style="list-style-type: none"> <li>Verify the jumper is <b>NOT</b> on J11/JP3 INT_MODEM when using an external modem.</li> </ul>
	8. The master controller is a PXL-250.	<ul style="list-style-type: none"> <li>Verify the master controller is not a PXL-250.</li> </ul>
	9. The master controller is not set with address 1.	<ul style="list-style-type: none"> <li>Verify the master controller's address is 1.</li> </ul>
	10. The <i>Doors</i> program is connected to the wrong site (if the software is configured for multi-site mode).	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, click on the <b>Select Site</b> button and verify the correct site has been selected.</li> </ul>
	11. The wrong PIN has been entered (if the software is configured to use the PIN security feature).	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, verify the PIN is correct in the Setup &gt; System &gt; Sites menu option.</li> </ul>
The host PC will not communicate with the modem.	1. The modem is turned off.	<ul style="list-style-type: none"> <li>Verify the modem's power is on.</li> </ul>
	2. The wrong COM port has been selected in the <i>Doors</i> program.	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, verify the correct COM port has been selected in the Setup &gt; System &gt; Network Configuration menu option.</li> </ul>
	3. The modem is the wrong type.	<ul style="list-style-type: none"> <li>Refer to the modem's manual and verify the modem is Hayes compatible, communicates at 9600 baud or greater, can be configured to turn error checking off, and has nonvolatile RAM backup.</li> </ul>

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Problem	Possible Cause	Corrective Action
	4. The host PC to modem cable is not correct.	<ul style="list-style-type: none"> <li>• If the installation uses a Keri Systems cable, verify the correct cable has been installed.</li> <li>• If the installation uses a self-made cable, refer to the instructions provided in the appropriate Quick Start Guide to verify the cable has been wired correctly.</li> </ul>
	5. The host computer's serial port has an incompatible UART.	<ul style="list-style-type: none"> <li>• The serial port must have a 16550 UART. Consult a computer technician to resolve this problem.</li> </ul>
	6. There is an IRQ conflict.	<ul style="list-style-type: none"> <li>• Consult a computer technician to resolve this problem.</li> </ul>
	7. The COM port is not working.	<ul style="list-style-type: none"> <li>• Consult a computer technician to resolve this problem.</li> </ul>
The lock relay continually cycles on and off.	1. The firmware PROM is not seated properly.	<ul style="list-style-type: none"> <li>• Turn controller power off. Locate the firmware PROM, and ensure the PROM is seated properly in its socket on the main board. Now follow the instructions provided in the appropriate Quick Start Guide to reset the controller's RAM.</li> </ul>
The <i>Doors</i> program will not run.	1. The host PC does not have enough conventional memory available for the program.	<ul style="list-style-type: none"> <li>• The host PC must have at least 560K of conventional memory available for use by the <i>Doors</i> program. Consult a computer technician to resolve this problem.</li> </ul>
Some controllers on the access control network are not communicating with the <i>Doors</i> program.	1. There is an addressing conflict between the controllers.	<ul style="list-style-type: none"> <li>• Check the address on each controller on the network. Each controller must have a unique address. The master controller must be set to 1 (and NOT be a PXL-250).</li> </ul>



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Problem	Possible Cause	Corrective Action
	2. RAM is corrupted in one or more of the controllers.	<ul style="list-style-type: none"> <li>In the <i>Doors</i> program, click on Setup &gt; System &gt; Controller Status menu option. Select each controller, one-at-a-time, and click on the Status button. Note those controllers that do not respond or that respond incorrectly. These controllers must have their RAM reset. Follow the instructions provided in the appropriate Quick Start Guide to reset the controller's RAM.</li> </ul>
	3. The access control network is not wired correctly.	<ul style="list-style-type: none"> <li>Review the access control network wiring on each controller. Verify the network wiring is connected correctly.</li> <li>Verify all connections have been made on lead wire and not on wire insulation.</li> </ul>
	4. Controllers are not powered on.	<ul style="list-style-type: none"> <li>Verify all controllers are powered on.</li> </ul>
	5. No power or insufficient power has been supplied to the system.	<ul style="list-style-type: none"> <li>Check the main power circuit breaker.</li> <li>Verify the positive power lead is on TB-2, pin 1 and the negative power lead is on TB-2, pin 2.</li> <li>Measure the input voltage across pin 1 (positive) and pin 2 (negative) of TB-2. The voltage should read between 12 and 14 VDC.</li> <li>Disconnect the power supply from the controller and verify the supply's voltage. The voltage should read between 12 and 14 VDC.</li> <li>Verify there is a proper earth ground.</li> </ul>
User name not showing in directory list on EntraGuard LCD	1. User ID not enrolled as an EntraGuard ID.	<ul style="list-style-type: none"> <li>Make sure the EntraGuard ID option is selected when enrolling User IDs in <i>Doors</i>. See the <i>Doors Users Guide</i> (P/N 01914-100) for how to enroll User IDs.</li> </ul>

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Problem	Possible Cause	Corrective Action
	2. User ID not turned ON.	<ul style="list-style-type: none"> <li>In <i>Doors</i>, verify the ON/OFF cell is set to ON in the Setup Cards window.</li> </ul>
	3. No access group assigned.	<ul style="list-style-type: none"> <li>In <i>Doors</i>, verify a valid Access Group has been assigned in the Setup Cards window.</li> </ul>
	4. No phone number listed.	<ul style="list-style-type: none"> <li>In <i>Doors</i>, verify the correct phone number has been entered for each user (including any necessary area codes) in the Setup Cards window.</li> </ul>
	5. Name displayed disabled.	<ul style="list-style-type: none"> <li>In <i>Doors</i>, verify the Name Displayed cell is set to ON in the Setup Cards window.</li> </ul>
User ID denied access	1. User ID not enrolled as an EntraGuard ID	<ul style="list-style-type: none"> <li>Make sure the EntraGuard ID option is selected when enrolling User IDs in <i>Doors</i>. See the <i>Doors Users Guide</i> (P/N 01914-100) for how to enroll User IDs.</li> </ul>
	2. User ID not turned ON.	<ul style="list-style-type: none"> <li>In <i>Doors</i>, verify on the Setup Cards spreadsheet that the ON/OFF cell is set to ON.</li> </ul>
	3. Not entering all numbers in the User ID.	<ul style="list-style-type: none"> <li>If the User ID number of digits (in the System Options window in <i>Doors</i>) is set for a specific number of digits (5 for example), then 5 digits must be entered (including any leading 0s).</li> </ul>
	4. Wrong access rights assigned to user.	<ul style="list-style-type: none"> <li>Verify the time zone and access group assigned to the user in the <i>Doors</i> software.</li> </ul>
	5. Changes in <i>Doors</i> software not saved and updated in controller.	<ul style="list-style-type: none"> <li>Verify all changes made in the <i>Doors</i> software has been saved, then perform an update on the controller and/or network.</li> </ul>



# Troubleshooting and Diagnostics

Problem	Possible Cause	Corrective Action
Telephone command does not perform function	<ol style="list-style-type: none"> <li>1. The function may not be turned on in the Doors software.</li> <li>2. No number was programmed for the function in the <i>Doors</i> software.</li> </ol>	<ul style="list-style-type: none"> <li>• In <i>Doors</i>, verify in the System Options page that the telephone entry option is turned on and a number has been assigned for each function. Then verify you are selecting the correct number on the telephone.</li> </ul>
	<ol style="list-style-type: none"> <li>3. Pressing wrong telephone key for command.</li> </ol>	<ul style="list-style-type: none"> <li>• In <i>Doors</i>, verify the telephone key assigned for the specific task on the System Options page is the correct number.</li> </ul>

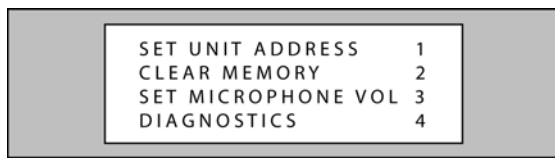
# Troubleshooting and Diagnostics

## 2.0 Set Microphone Volume

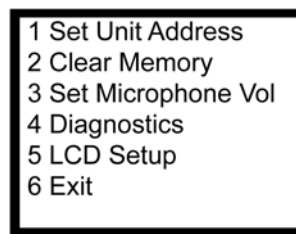
The EntraGuard controller comes with the microphone gain set for proper operation. The Set Microphone Vol menu option is not used at this time.

## 3.0 Diagnostics

Built into every EntraGuard controller is a set of diagnostic programs designed to assist in field verification of controller functions. To reach the diagnostic menu, power up the EntraGuard unit while pressing the SW1 button (EG-5000/EG-750) or S1 button (Gold). The Reset Menu will appear (see Figure 5).



EntraGuard  
Gold/Titanium/Silver LCD



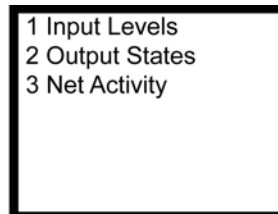
EntraGuard Platinum LCD

**Figure 5: Reset Menu**

Select 4 on the keypad and the Diagnostics Menu will appear (see Figure 6).



EntraGuard LCD  
Gold/Titanium/Silver



EntraGuard Platinum LCD

**Figure 6: Diagnostics Menu**

There are three diagnostic screens available, each of which is described in the following sections.

- Input Levels
- Output States
- Net Activity

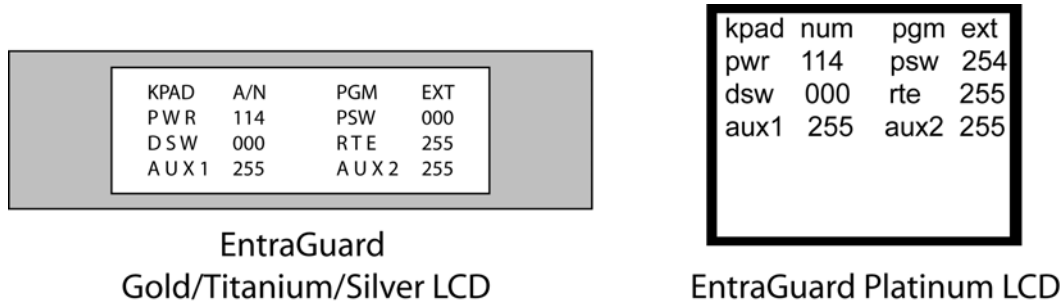
The EntraGuard Gold with Alpha/Numeric Keypad has an additional diagnostic screen.

- Keypad Signal

# Troubleshooting and Diagnostics

## 3.1 Input Levels

The Input Levels screen allows you to monitor the status of the inputs. From the Diagnostics Menu (see Figure 6 on page 15), select number 1 on the keypad to reach the Input Levels screen. The screen will appear on the LCD (see Figure 7).



**Figure 7: Input Levels Menu**

**KPAD** - indicates which Keypad characters are displayed. On the EntraGuard Gold controller with Alpha/Numeric Keypad this is selected by using the JP2 KP\_Select jumper.

- A/N - both alpha and numeric characters are displayed
- NUM - only numeric characters are displayed

**PGM** - indicates which communication port is used for programming

- INT - indicates the phone line port is being used (Master only)
- EXT - indicates the RS-232 port is being used (Master only)
- 485 - indicates the slave unit is using the 485 for communication

**PWR** - indicates the voltage of the EntraGuard power supply.

**For the following inputs, 000 indicates a closed state and 255 indicates an open state.**

**PSW** - indicates the current state of the Postal Switch input

**DSW** - indicates current state of the door input

**RTE** - indicates current state of the RTE input

**AUX1** - indicates the current state of the AUX1 input

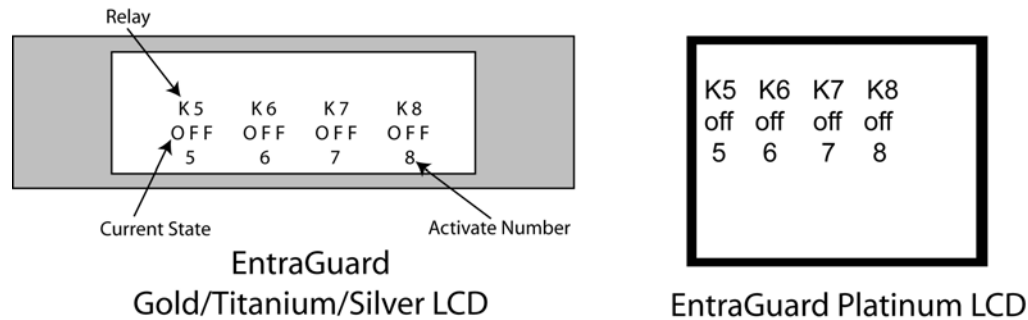
**AUX2** - indicates the current state of the AUX2 input



# Troubleshooting and Diagnostics

## 3.2 Output States

The Output States screen allows you to monitor the status of the outputs. From the Diagnostics Menu (see Figure 6 on page 15), select number 2 on the keypad to reach the Output States screen. The screen will appear on the LCD (see Figure 8).



**Figure 8: Output States**

### Relay

- K5 - Door Lock
- K6 - Door Alarm
- K7 - AUX 1
- K8 - AUX 2

To change the state of one of the outputs, select the key on the EntraGuard Controller keypad that corresponds to the Activate Number of the output you want to change. The Current State will reflect the change and remain after exiting Diagnostics.

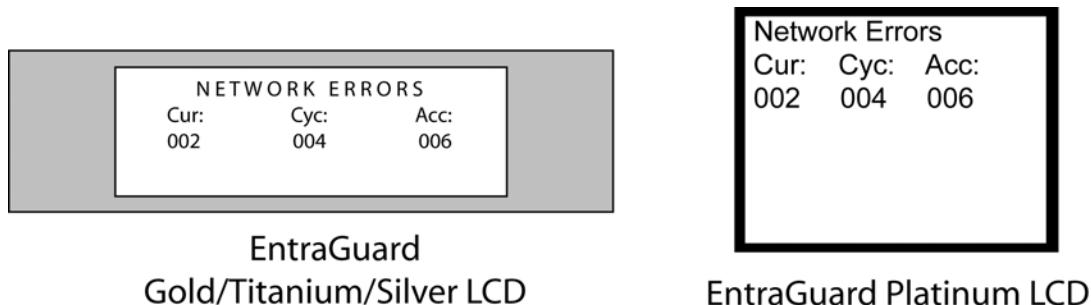
# Troubleshooting and Diagnostics

## 3.3 Net Activity

The Net Activity screen performs two different functions, depending on whether the controller is a master or a slave. From the Diagnostics Menu (see Figure 6 on page 15), select number 3 on the keypad to reach the Net Activity screen.

### 3.3.1 Master Controller

On the master controller, the Net Activity screen displays any 485 network errors (see Figure 9).



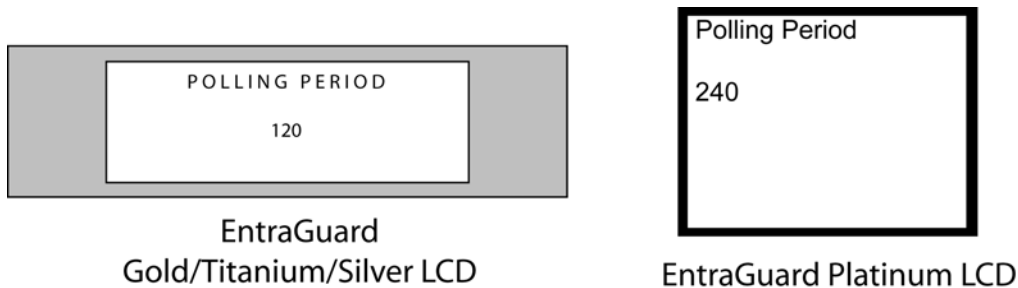
**Figure 9: Net Activity - Master Controller**

- Cur - indicates 485 network errors for the current poll
- Cyc - indicates 485 network errors for the current polling cycle
- Acc - indicates the total 485 network errors

# Troubleshooting and Diagnostics

## 3.3.2 Slave Controller

On the slave controller, the Net Activity screen shows you whether or not the master controller is polling the slave.



**Figure 10: Net Activity - Slave Controller**

The number indicates, in seconds, the period between polls from the master. This number will vary depending on the size of the network, a larger network would require more time between polls.

Contact tech support if any of the following occurs:

- EntraGuard units on the same network show different numbers.
- The polling period indicates 000, which means the master is never polling the slave unit.
- The polling period changes from day to day. The polling period should remain constant unless a change has been made to the size of the network by either adding or removing controllers.

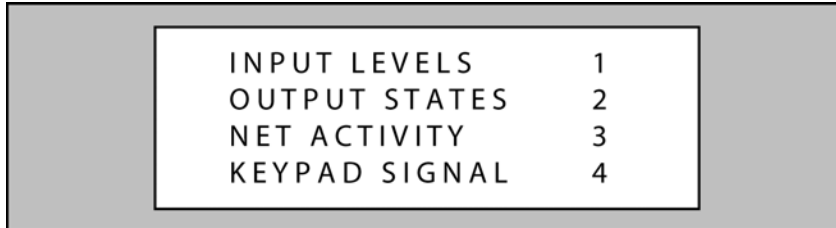
*NOTE: When checking the Net Activity on a slave controller, the number will repeatedly change as the master controller finishes polling. For a correct reading, wait until the number becomes stable.*

# Troubleshooting and Diagnostics

## 3.4 Keypad Signal for the EntraGuard Gold with Alpha/Numeric Keypad

The Keypad Signal screen allows you to test the keypad LED matrix.

1. From the Diagnostics Menu (see Figure 11),



**Figure 11: EG Gold Alpha/Numeric Keypad Diagnostics Menu**

2. Select number 4 on the keypad to reach the Keypad Signal screen. The screen will appear on the LCD (see Figure 12).



**Figure 12: Keypad Signal**

The first group of dashes represent the rows of LEDs on the keypad.  
The second group of dashes represent the columns of LEDs on the keypad.

When a set of LED beams are broken, by placing your finger over a key, one dash from each group will move down to indicate the LED matrix beam has been broken. When the beam is no longer broken, the dashes return to their previous location. Which dashes move depend on where the LED is located on the keypad. The best way to check the keypad signal is by running your finger along the red bezel surrounding the keypad with your finger just barely above the keypad.

*NOTE: The Keypad Signal Diagnostic is set up so that activating any lit key will send you back to the Diagnostics menu.*

# Troubleshooting and Diagnostics

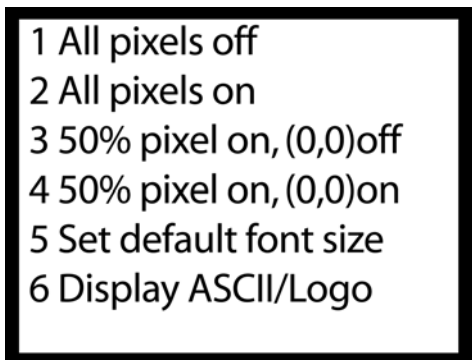
When no LED beams are being broken, the dashes must remain above the half-way point. If any of the dashes are below the half-way point on the LCD (see Figure 13), try cleaning off the red bezel surrounding the keypad. If the dash continues to register below the half-way point when not being selected, contact technical support for further instructions.



**Figure 13: Keypad Signal with Half-way Point Shown**

## 3.5 Platinum LCD Setup

The EntraGuard EG-5000 controller allows for specific setup and testing of the LCD (located on the front of the Platinum controller). The LCD Setup menu allows for testing of the pixels, setting of the default font (initially set for large), and viewing of the ASCII characters. From the diagnostic menu (see Figure 6) select number 5 for the LCD Setup menu (see Figure 14).



**Figure 14: LCD Setup Menu**

### 3.5.1 View Pixels

The LCD Setup screen allows for testing of the pixels.

To view the Platinum LCD with all the pixels off, select option 1.

To view the Platinum LCD with all the pixels on, select option 2.

To view the Platinum LCD with half the pixels off, select option 3.

To view the Platinum LCD with half the pixels on, select option 4.



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## 3.5.2 Font Setup

The LCD Setup screen allows for changing of the default font. The EntraGuard Platinum LCD is capable of using two different font sizes. The default is set for the large size. However, if the small size font would be preferred as the default, it may be changed through the reset menu.

1. From the LCD Setup menu (see Figure 14 on page 21), select 5 on the keypad to change the default font size. The Set Font Default Menu appears (see Figure 15).

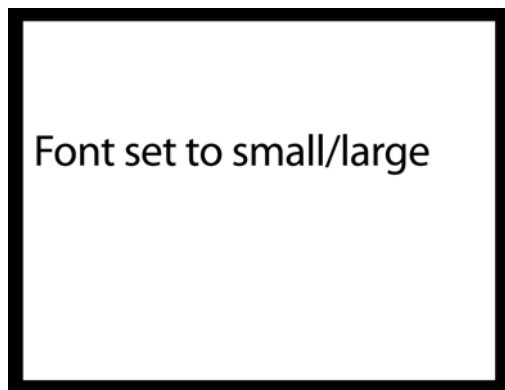


**Figure 15: Set Font Default Menu**

2. Press 1 to make the default font small.
3. Press 2 to make the default font large.

*NOTE: Users may temporarily change the font size when using the EntraGuard Platinum controller, but any changes made will always return to the default as selected here.*

4. Once the font size is selected a Font set to small/large window appears (see Figure 16).



**Figure 16: Font Set**

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## 3.5.3 Display ASCII/Logo

The LCD Setup screen allows for viewing of the characters in both the small and large font. This may be used to check the look of the different fonts before changing the default.

1. From the LCD Setup menu (see Figure 14 on page 21), select 6 on the keypad. The Display ASCII/Logo menu appears (see Figure 17).



**Figure 17: Display ASCII/Logo Menu**

To view all the characters in the small font, select option 1.

To view all the characters in the large font, select option 2.

To view the Keri Logo, select option 3.

To view a picture of a cat (to check the resolution), select option 4.

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