

## How to solve two ASI6 to control the same door

### 1. [Product Model and Firmware Version:](#)

ASI6214J-MFW ASI6214J-MW

General\_ASIX2XXJ\_MultiLang\_NP\_V2.000.0000000.4.R.200721.zip

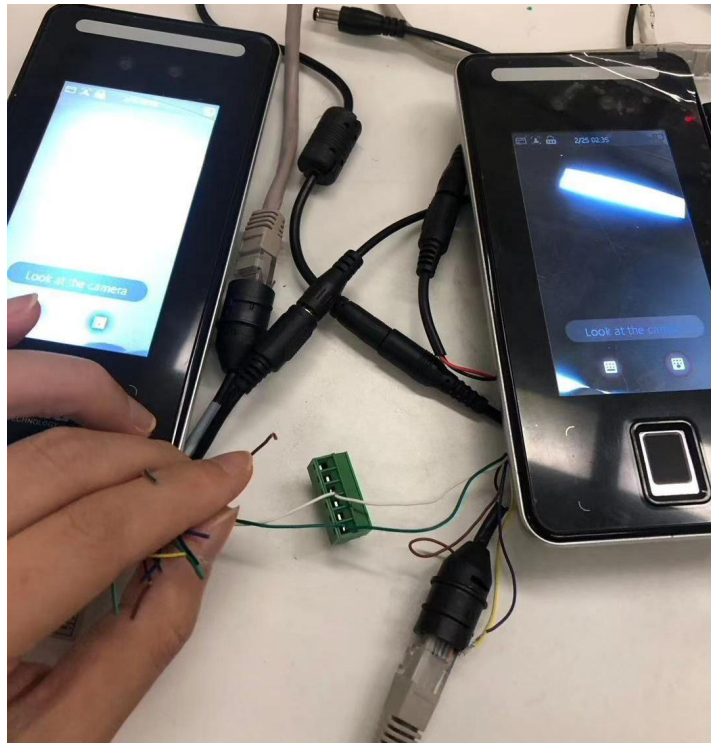
### 2. Description of the problem

After two ASI6 devices are connected to the same door, the face cannot open the door

### 3. Problem Analysis and Troubleshooting:

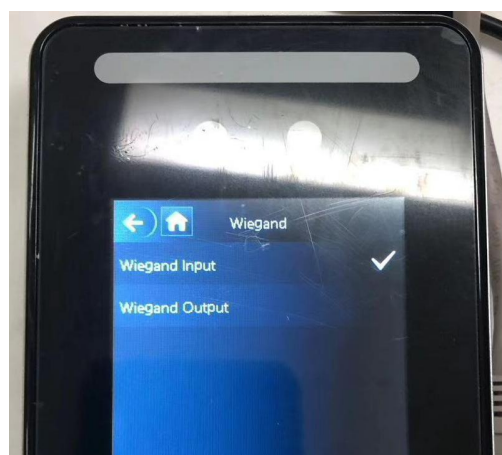
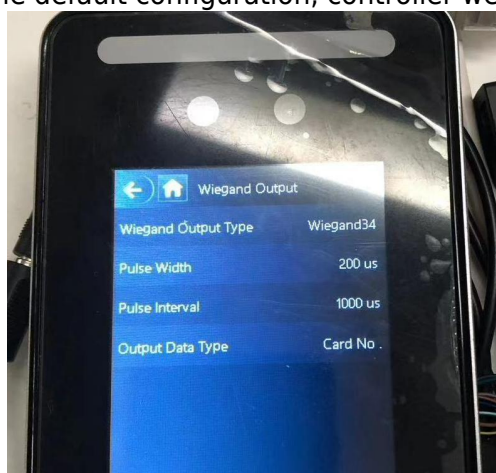
1 First check the wiring

Wiegand (CON2 white to white, green to green), both devices need to be connected to the network cable

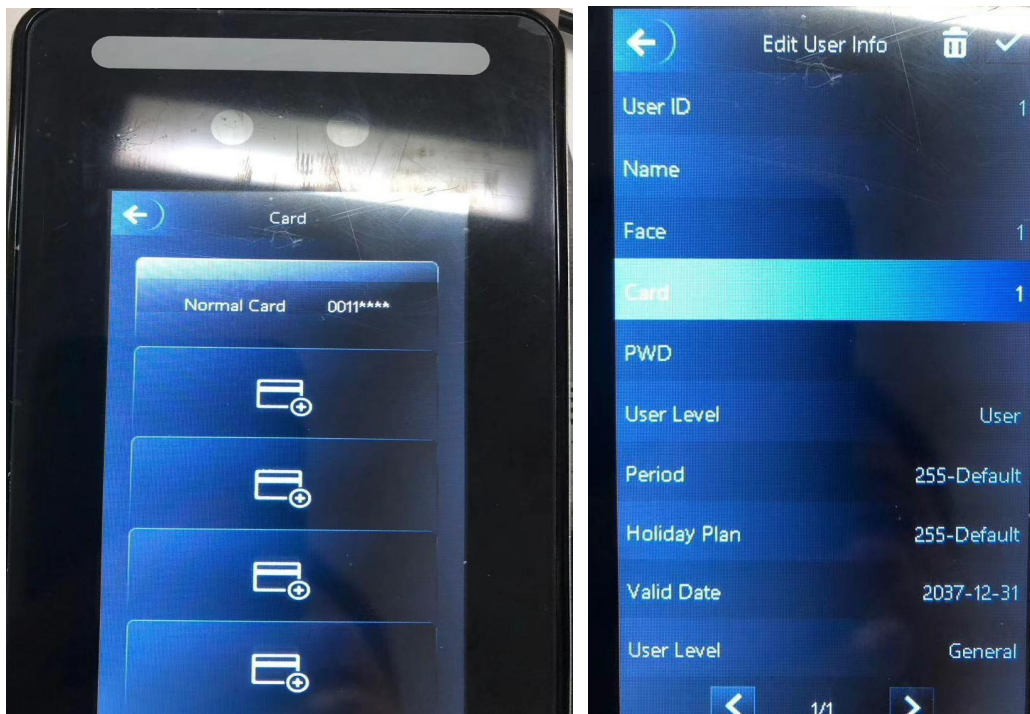


(2) After the wiring is complete, restore the device to factory and reactivate it, then check if the two ASI6 settings are correct

As a card reader device set weigen output, the transmission mode default to Card no., the rest keep the default configuration, controller weigen default to input, do not modify



(3) add personnel: two equipment personnel are added to the same person, add the way the front end of the equipment entry, enter the face, enter the card number 112233, after the input to confirm the equipment end of the card number for 00112233.



(4) two devices added to the smartpssAC platform, brush the face to open the door test results are as follows.

Card reader side swipe face□

| 事件信息                |                |                 |    |
|---------------------|----------------|-----------------|----|
| 全部                  | 报警             | 异常              | 正常 |
| 时间                  | 事件             | 事件描述            |    |
| 2021-02-16 00:52:05 | 172.5.9.99/门 1 | 关门事件            |    |
| 2021-02-25 02:29:37 | 172.5.9.88/门 1 | 关门事件            |    |
| 2021-02-16 00:52:02 | 172.5.9.99/门 1 | 00112233 刷卡开门   |    |
| 2021-02-25 02:29:34 | 172.5.9.88/门 1 | 00112233 人脸识别开门 |    |
| 2021-02-16 00:52:02 | 172.5.9.99/门 1 | 开门              |    |
| 2021-02-25 02:29:34 | 172.5.9.88/门 1 | 开门              |    |

Controller side face swipe:

| 事件信息                |                |                 |    |
|---------------------|----------------|-----------------|----|
| 全部                  | 报警             | 异常              | 正常 |
| 时间                  | 事件             | 事件描述            |    |
| 2021-02-16 00:54:10 | 172.5.9.99/门 1 | 关门事件            |    |
| 2021-02-16 00:54:07 | 172.5.9.99/门 1 | 00112233 人脸识别开门 |    |
| 2021-02-16 00:54:07 | 172.5.9.99/门 1 | 开门              |    |

#### 4. Solution and Conclusion:

- (1) First check if the wiring is correct.
- (2) If the wiring is correct, restore the device to the default device and reconfigure it to check whether the input and output of the two devices are correct
- (4) cross-test the two devices, if the cross-test or the face can not open the door, you need to grab the packet to print the log.