

## VTO Lock unlocking failed

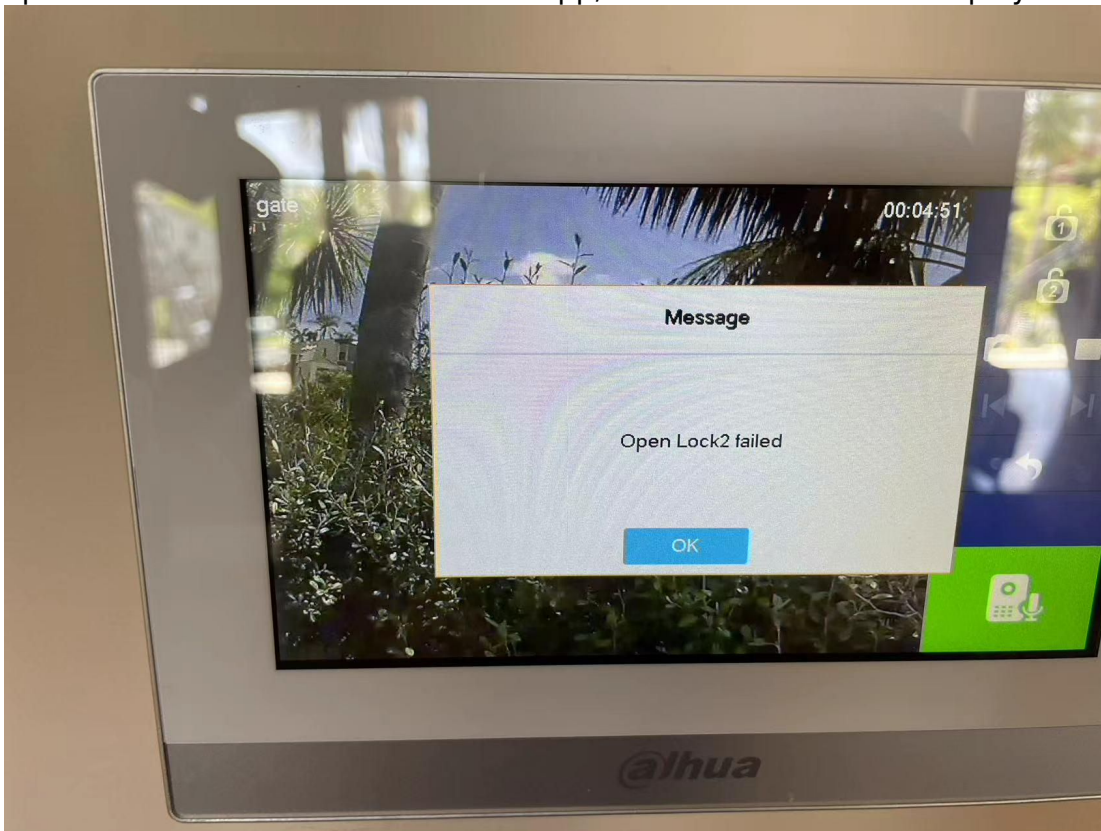
### 1. Product Model and Firmware Version:

Model: DHI-VTO2000A-2-S1

Version: General\_VTO2000A-2\_Eng\_P\_16M\_SIP\_V4.300.000000.1.R.20200319

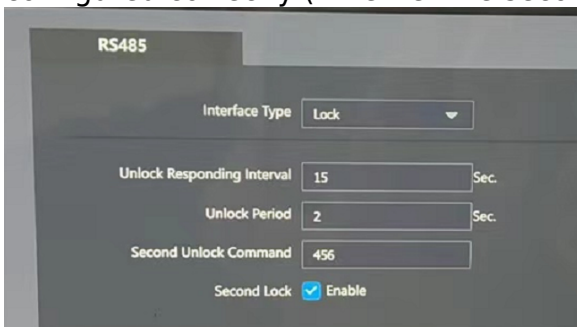
### 2. Description of the Problem:

VTO2000A-2-S1 is connected to the second lock module DEE1010B. The door cannot be opened at the end of VTH and DMSS app, and "unlock failed" is displayed



### 3. Problem Analysis and Troubleshooting:

There are three reasons for this problem. The first is whether the VTO web terminal is configured correctly (Whether the second lock is enabled).



The second is the wiring, power supply and hardware problems of the second lock module DEE1010B.

The third is whether the door lock wiring is correct

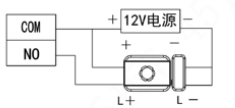


Fig3.Motor lock wiring



Fig4. Electromagnetic lock wiring

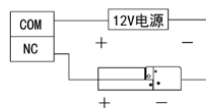
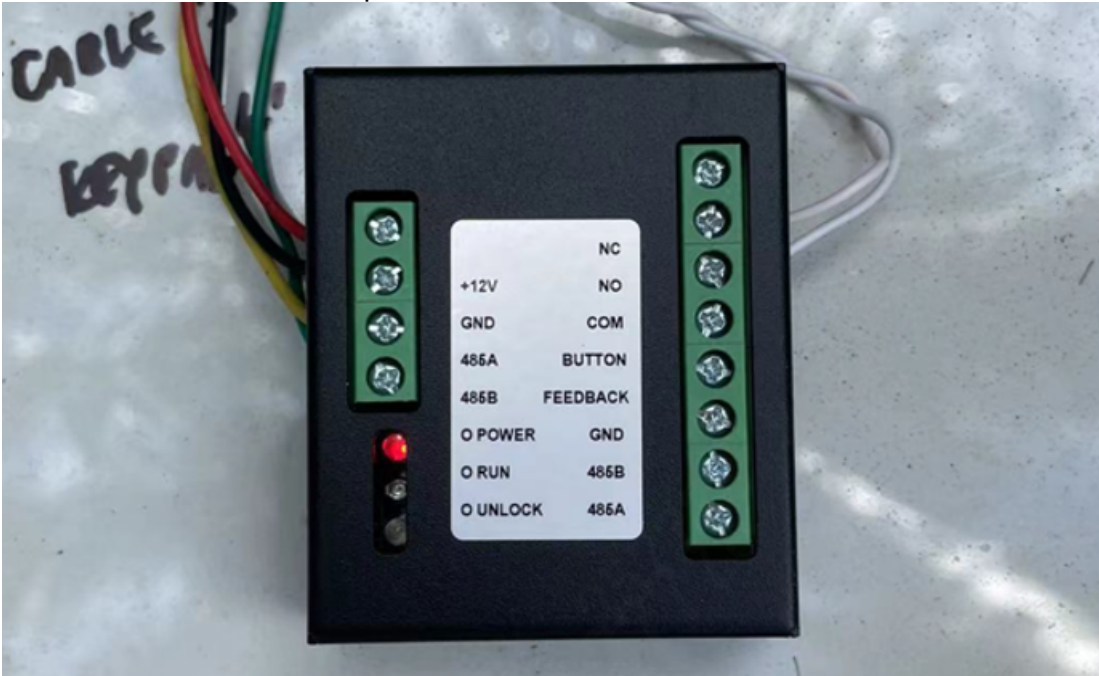


Fig5.Electric mortise lock wiring

### 4. Solution and Conclusion

It is found from the photos provided on site that the run light of the second lock module DEE1010B does not flash green, which indicates that the module is not operating normally, so we need to check the problem of the module



After measuring the voltage of 485 interface of DEE1010B module, it is found that it is only 5V, while the working voltage of normal module is 12V.

Therefore, a separate 12V power supply to the module was tried on site, and after separate power supply, the device is unlocked normally