

snap fitness ^{24/7}

Door access troubleshooting Guide



Door issues

The most common issue is when doors go offline, which is usually fixed by a power-cycle. However, faulty hardware and power issue can also cause problems with door access. This guide should help you identify what kind of issue you are dealing with, provide some self-troubleshooting and fixes and direct you to the right third part for help where needed.

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Identify the **type of issue**

Glofox/ software

- Member's status issues.
- Card barcode's issues

Offline door

- Internet/
network issue
- Power issues
- Damaged or faulty hardware

Door lock/ frame

Online door:

- Mag/Strike log power issue
- Faults with AC adapter/ power supply
- Stuck lock
- Damaged door frame

Offline door:

- Faulty controller

Glofox/**software issues**

If the door doesn't open when a card is scanned, you should first rule out that there is no legit issue with the members' or staff's cards you are testing and if you report the issue to Glofox support, make sure to check the following first:

- Is there an outstanding amount on the member's profile in Glofox? You may want to double check their name doesn't appear in the Money Owed report.
- Does the member have an active membership? I.e. no future start memberships, frozen memberships, etc..
- Is the right barcode assigned to the member/ staff profile in Glofox?
- Does the issue affect only one or a specific pool of members?

*Quick tip: in some instances, if an individual card doesn't work for non of the reasons listed above, go to their Glofox profile > 'Details' tab > click on 'Save changes'. This updates their access levels.

Is the door online/**offline**?

Once you have ruled out any issues in Glofox, you need to establish if the door is online/ offline. When a door is offline:

- The attendance in Glofox is not showing/ updating. Note that if you have more than one door and only one is offline, you'll still see access activity in Glofox for the door that is online.
- Most cards being scanned don't allow access even when there is no issue with the memberships, that's because without the internet connection, the link between the door system and Glofox is lost. Therefore, the door system doesn't recognise the status of the membership and denies access.

However, because the door controller has an internal memory of its own, some people (that scanned at the door successfully prior to the door going offline) might still be allowed access even if the door is offline, because the door pulls the latest registered membership status from its internal memory.

For this reason, with any cards newly assigned in Glofox (after the door went offline), or any members who's status updated after the door went offline (i.e. returned from freeze or clearing a debt) their status will not be recognised when scanned and access is denied.

Loss of Power?

If you've established that the door is offline, you should check for any power-related issues:

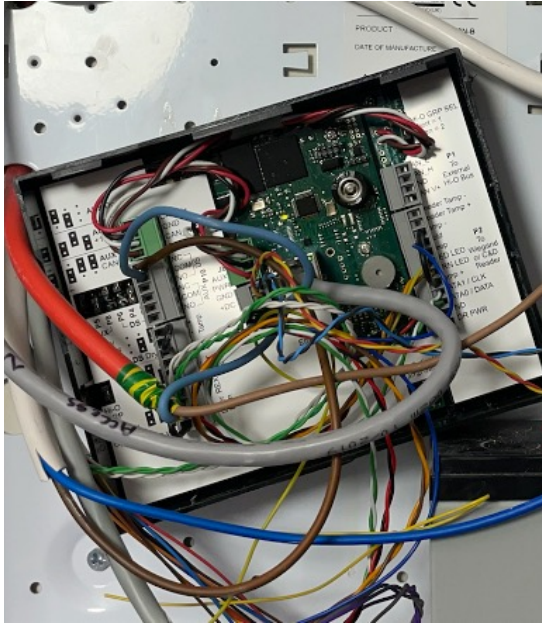
- If the lights on the card reader and door's controller are off, they are not getting power.
- If the door is offline because it's not getting power, then the door will not work for anyone.
- If the controller is getting power, but the card reader is not, the door will likely still be online, but the access will not work for anyone. In this case, it is likely that the card reader's wiring has become loose or damaged and you should contact the security company (usually, but not limited to, RVTV or Scion Communications) to help you trouble shoot it and confirm if you require a new reader.
- If the controller is not getting power, a power-cycle will probably fix it, although you might need to perform it more than once. If the issue persists, contact the security company.
- If you've been told you need a new controller and/ or reader, these can be ordered by emailing internationalorders@liftbrands.com – Please also CC your Franchise Business Coach.

Power-cycling doors

- **WHAT** – To ‘power-cycle’ means to remove power from the door and other hardware connected to it, and then restoring the power.
- **WHEN** – Typically, doors need to be power-cycled when they go offline – meaning that it has lost the internet connection or power. Without power, the door would automatically lose connection to the internet.
- **WHY** – doors can go offline for various reasons – most likely one of the following:
 - Power outages.
 - Loss of internet connection (i.e. the internet temporarily goes down, but the door needs to be power-cycled to re-establish the connection with the door, even if the internet connection came back. Or, the internet connection is intermittent/ unstable or down).
 - Equipment failure (i.e. Issues or damaged cables, routers, modems, switches, door controller, etc...).

Familiarise yourself with the **Hardware**

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Door controller

Location: this is usually in a comms room where all other security related hardware is stored. In rare occasions, it may be above ceiling tiles and/ or closer to door.



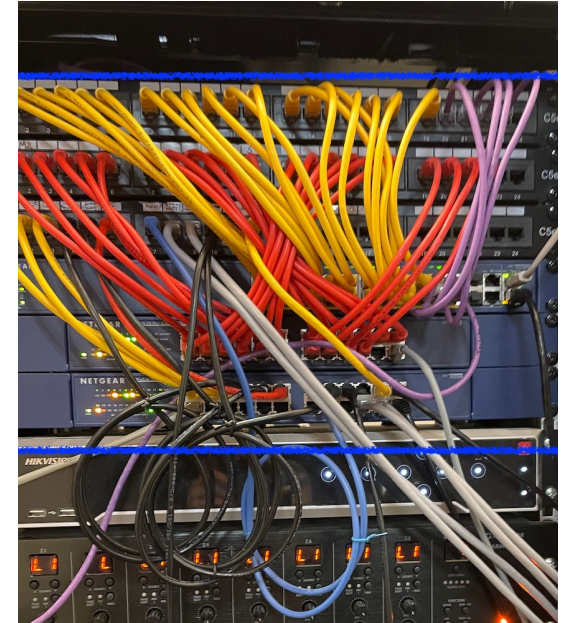
Card reader (older models might look slightly different)

Location: next to the door



Internet modem (this may look different depending on model and internet provider)

Location: can vary, but typically located in a comms room, in the office or at the reception desk.

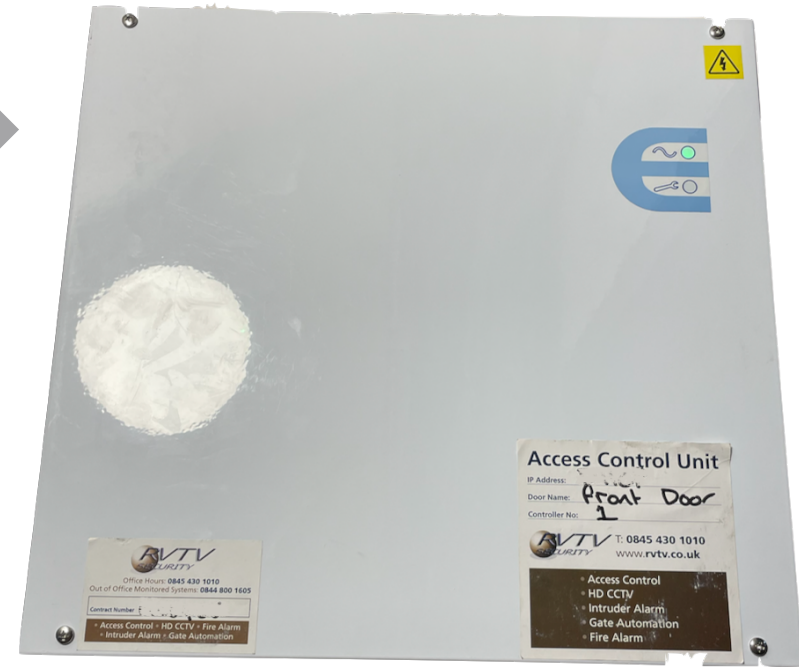


Router & Switch (this may look different depending on make and model)

Location: usually in a comms room or in the office where all other security related hardware is stored.

/the hardware

Sometimes, the controller might be placed inside an **electric box** that may be similar or look exactly like this.



Alternatively, the controller itself could be screwed directly onto the wall, in which case you'll be looking for the **front of the controller**, which looks like this.

In both scenarios you'll need to arm yourself with a screwdriver.

Power-cycle Step-by-step

Quick guide:

1. Remove power from the controller and leave it off.
2. Remove power from the internet hardware, leave it off for 60/120 seconds, then reconnect power and wait for the internet to come back on fully.
3. Reconnect power to the controller and check if the door is back online.

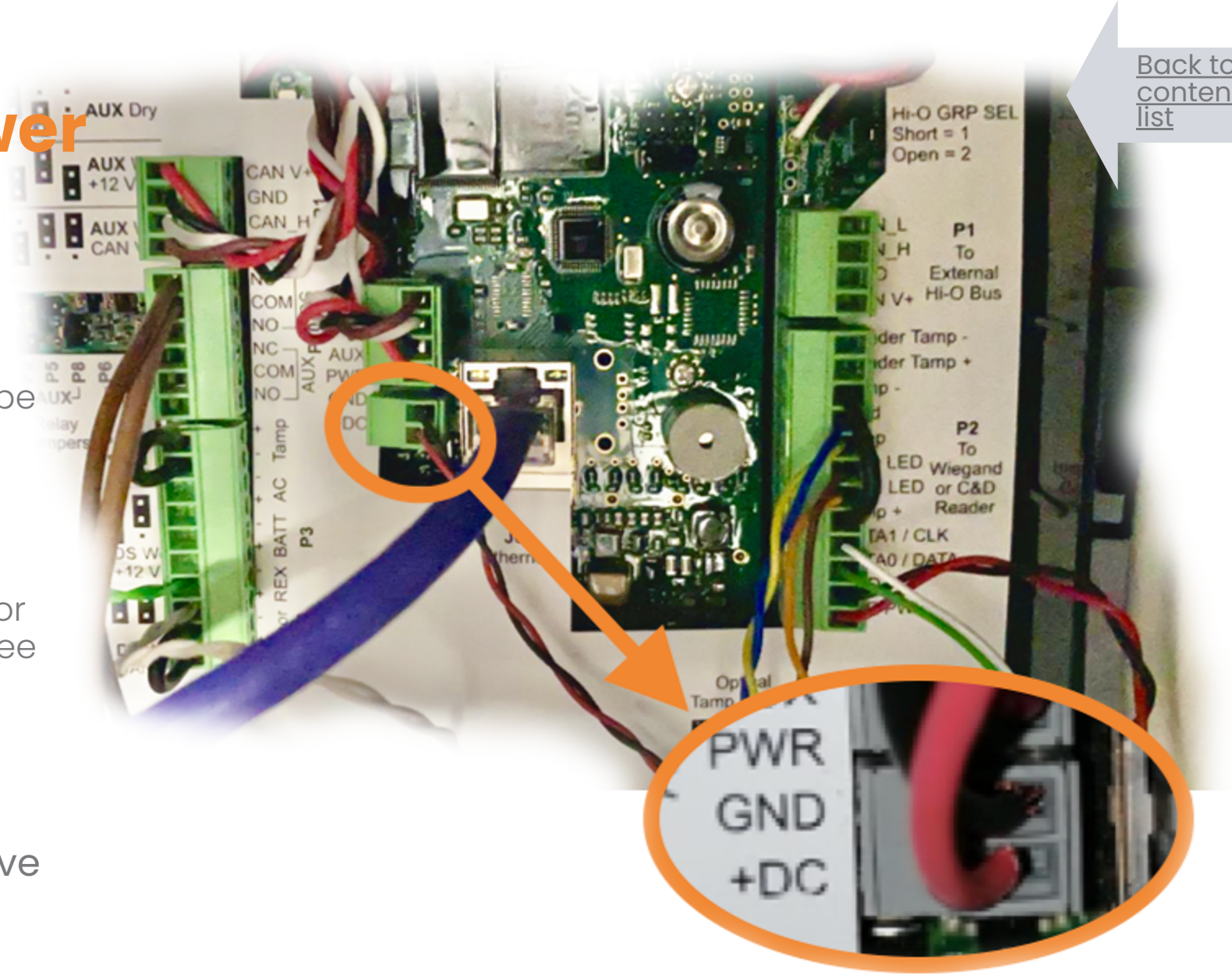
Step 1 – Remove power from the controller

- a. There are two ways to remove power from the controller:
 - Find the power source (this might be a power switch/ socket on the wall connected to the controller) and unplug it.

Or

 - On the controller, unplug the grey or green socket labeled GND/ +DC (see picture). It's important not to pull directly on the wires.

- b. Check that the light on the card reader went off to ensure you have removed power. Leave the controller off for now.



Step 2 – Remove power from internet hardware

- a. Remove power from the internet modem, and also from the router and switch if you have them.
- b. Leave all hardware off for 60/120 seconds.

Step 3 – Reconnect power

- a. Reconnect power to the modem/ router and switch – wait for the internet to come back on fully (i.e., try to load an internet page).
- b. Reconnect the power to the controller and check the door is back online (i.e., test door with a card and see if it opens and the attendance shows in Glofox).

Still not online?

1. Sometimes one power-cycle is not enough, and you'll need to perform it a few times before it works.
2. If this still doesn't fix it, it's likely there's an issue with the hardware, which needs to be either fixed or replaced. Please note that this could be any part, including wires, the controller, the reader, a battery back-up or any of the internet appliances. In this case, please contact your security company and they should help you identify the source of the problem.
3. If you are unable to address the issue after all the steps above, contact your Franchise Business Coach and/or log a ticket with support@liftbrands.com.

Door lock issues

If you can confirm that the door is online, this is most likely an issue with the door frame, mag lock or strike lock. Both mag and strike locks are operated by power:

- Mag Lock: is an electromagnetic lock that requires power to lock. Mag locks require a secondary power supply.
- Strike Lock: it's an electric lock that requires power to unlock. Strike locks use the same power supply as the HID door controller.

If there's a mechanical or power supply issue to the lock, your security company, door manufacturer or a lock smith should be able to help you testing and fixing this.

On the next page, you'll find a few examples of lock/ power issues.

Door is online/**registering scans,** **but is not unlocking**

- This could be due to the AC adapter (external power supply) not supplying enough power to trigger the unlocking mechanism on the door. Overtime, AC adapters may start to deteriorate, and a weaker/ unstable power signal is sent to the door, so it may unlock for some people, but not others or members will need to scan several times in order to unlock the door.
- Alternatively, There may be an issue with the physical lock itself. The club can purchase powdered graphite to spray in/around the lock. This will clear out anything that might be causing the lock to stick. If this does not help, an independent locksmith should be contacted to look at the lock. Clubs with Maglocks may have a separate power supply outside of the door's AC Adapter that may not be sending enough power to the lock (11.5 – 12 volts recommended).

Door is offline **and not unlocking for any members**

When a door is offline it should still unlock for any members that have been able to get access to the club before the door went offline. When a door is offline, cards cannot update with the door system so any members with a new OK status or members that have recently had access revoked will not be able to have their cards update in order to grant/deny access according to their status in Glofox. In this case the club should:

- check the card reader light to verify that it is getting power.
- next, scan a card and listen to both the door controller and the lock on the door. There should be a faint click on the controller and then a click on the lock itself. If you do not hear a click on the controller or the lock then most likely the controller or AC adapter is dead and needs to be replaced.

/faulty controller

Door not locking back up after opening

This does not pose an issue for members' access, but it presents a risk in terms of security.

It could be the result of a couple things, the first being that the door closer above the door is not closing the door all the way for the locking mechanism to catch. Second is that there's a weak power supply being sent to the lock on the door to trigger the locking of it, typically this is an issue with Maglock doors.

This also requires you to contact your security company or a locksmith.