



Troubleshooting Guide for Vanderbilt ACT365 ACU Internet Connectivity Issues

If you encounter issues with internet connectivity on your Vanderbilt ACT365 ACU (Access Control Unit), follow these steps to troubleshoot the problem efficiently:

1. Power Cycle:

- Unplug the power cable from the central hub (Centralen) of the ACT365 ACU.
- Remove the backup battery from the unit.



- Wait for at least 10 seconds to ensure a complete power cycle.
- Reinsert the backup battery into its slot.
- Plug the power cable back into the central hub.

1. Ethernet Cable Check:

- Locate the ethernet cable connected to the ACT365 ACU.

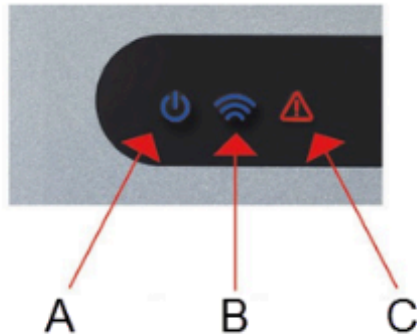


- Gently unplug the ethernet cable from the unit.
- Wait for another 10 seconds.
- Reconnect the ethernet cable securely into its port on the unit.

1. System Recalibration:

- After reestablishing the internet connection, allow the system a few moments to recalibrate.
- During this process, the ACT365 ACU will automatically search for and connect to the internet.

Door Controller Status Indicators:



The meaning of each indicator is described below.



(A) Power / System Running

This indicates that the ACT365-ACU has power.



(B) Communications

Constant illumination indicates that the ACT365-ACU is connected to the ACT365 service.

Flashing indicates that there is an issue connecting to the ACT365 service.



(C) Fault

Illuminates to indicate a fault on the system.

Possible causes are:

- Tamper open: ACT365-ACU housing is not closed.
- Break Glass: ACT365-ACU Controllers provide a method to monitor an Emergency break glass switch via the BG/EDR input. The fault LED will illuminate if the Emergency break glass switch is activated.
- Mains Fault: ACT365-ACU will accept a mains present signal from a PSU. This is wired into AC MON input on the PCB. When the PSU has no mains supply the fault is active.
- Low Supply Voltage: When voltage to the +12/24V terminal is less than +9V.
- Fuse Blown: The +12/24V output on the READER terminals is current limited to provide short circuit protection. The Fault LED will illuminate if too much current is drawn from this connection.
- The ACT365-ACU cannot connect to the ACT365 service.

By following these steps, you can effectively troubleshoot internet connectivity issues with your Vanderbilt ACT365 ACU. If problems persist after performing these actions, contact technical support for further assistance

Harba support details - Email: support@harba.co / Phone: +45 28 44 43 29

