Pegasus™

Powered by Onsite

GATE CONTROLLER

TROUBLESHOOTING GUIDE V2

Introduction

Gates/Turnstiles are like any other piece of equipment, they work best when they have power.

This troubleshooting guide will take you through the different scenarios as to why your Gate/Turnstile may not be operating as expected.

Notes on Power and Break Glass Box

It's important to understand that your turnstile and pedestrian gate won't operate normally if there is no power at site or if the break glass has been pressed.

The power is connected to breakers in the turnstile in the head\top of the turnstile and the access control cabinet on the side of the turnstile.

It's possible that the access control cabinet has power and the turnstile doesn't or vice versa as they are on different electrical circuits.

- If the site has no power the turnstile is designed to fail secure (locked) and the pedestrian gate will open as the lock will no longer be energised. If there is no power at site, workers are to use the pedestrian gate for site access.

- If the break glass has been pressed the, break glass light will flash and the pedestrian gate will be unlocked. The workers are to use the pedestrian gate for site access during this time.

- Turnstile free spinning - This normally indicates that the break glass has been pressed and the turnstile can be manually pushed. Changes have been implemented on the turnstiles to prevent them rotating using the turnstile motor once the break glass has been pressed.

- Confirm that site has power. Lights on the card readers will indicate if there is power to the Access Control cabinet.

- Confirm that the break glass hasn't been pressed. A flashing light on top of the Turnstile Access Control cabinet will indicate that the break glass has been pressed. The turnstile won't return to normal behavior until the break glass has been reset.

Pegasus

Notes on Workers

If the problem is affecting more than one worker and it appears to be a system wide issue call Pegasus Support on
1300 131 194 for urgent support or email the issue to support@onsitetrackeasy.com.au

If the issue is for a specific worker, please contact your Lendlease Site Safety team.

- Confirm how many workers are affected by the issue i.e. is it just selected people affected or is it everyone ?

- When a worker swipes their card the light on the card reader should go from red to green to indicate the card has been read.

- The green LED above the card reader will flash to indicate that the system is determining whether the worker is allowed on site.

- If the LED goes solid green this means the person can proceed through the turnstile.

- If the LED flashes red this means the person isn't allowed to access site.

- If it's only a single person that can't access the turnstile, check their card with the Mobile App to make sure that they have the necessary competencies to access site including the site familiarization.

Pegasus
Powered by Onsite

Troubleshooting Tips - Various

• Various troubleshooting tips are stored here. While they cover a large number of scenarios, there is the possibility you might need to refer to site based help in diagnosing internet issues or power issues, for example.

| Identified Issue	Cause	Troubleshooting	Reference
Turnstile in Free Flow State	Power outage	· Entry/Exit Lights on Turnstile and Light on card reader will not be visible if no power to cabinet	Image 1
	Break glass activated	· Break glass will have a yellow and black striped indicator to indicate that it has been activated. The turnstile won't return to normal behaviour until the break glass has been reset.	Image 2
	Hardware	· Check turnstile is not showing signs of physical damage or forced entry causing it to be broken. Specifically check the centre spindle is not off its centre housing at the top and bottom	Image 3
Turnstile not working in general	Power outage	· Entry/Exit Lights on Turnstile and Light on card reader will not be visible if no power to cabinet	Image 1
	Power outage	· Light on the internal Gate controller PC will not glow blue if there is no power to the gate controller PC.	Image 4
	System problem	· All lights are on, but multiple people that have previously accessed site can now not access site – escalate to the Lendlease Training Team and Pegasus Critical Hardware Support	
Turnstile over spinning / not spinning enough	Power outage	· Entry/Exit Lights on Turnstile and Light on card reader will not be visible if no power to cabinet	Image 1
	Power outage	· Light on the internal Gate controller PC will glow blue if there is power to the gate controller pc and it is powered up.	Image 4
	System problem	· Power cycle the turnstile and controller (Turn off and then on again) to see if the problem is resolved.	Image 3/4
	Hardware	· Check for any physical damage to turnstile, anything that may be physically preventing the turnstile from spinning	Image 3

Troubleshooting Tips - Various

Identified Issue	Cause	Troubleshooting	Reference
Card not working to open gate / turnstile	Card Issue Troubleshooting	• If the swipe card reader light flashes blue, it is indicating too many attempted swipes and it will not read the card while the light is blue.	Image 1
		• If the swipe card reader light flashes blue, it is indicating too many attempted swipes and it will not read the card while the light is blue.	
		• The green Entry/Exit Light LED above the card reader will flash to indicate that the system is determining whether the worker is allowed on site.	
		• If the Entry/Exit Light LED goes solid green this means the person can proceed through the turnstile.	
		• If the Entry/Exit Light LED flashes red this means the person isn't allowed to access site. (wrong card, not valid to work)	
		• If it's only a single person that can't access the turnstile check their card with the Mobile App to make sure that they have the necessary competencies to access site.	
		• Check that the modem	
	Card not activating turnstile/gate e.g. card is swiped and lights don't change/flash	• In general, if the card has visual damage, it should be replaced as it's difficult to tell if the internals of the card are damaged	
		• If the card is in good physical condition, but still not activating the turnstile or gate it should be reported to the Lendlease Team or Pegasus for investigation. Possible damage to the card reader.	
	System problem	• If it's only a single person that can't access the turnstile scan their card with the Mobile App to make sure that they have the necessary competencies to access site.	
	Power Outage	• Light on the internal Gate controller PC will glow blue if there is power to the gate controller pc and is powered up.	Image 4
	Hardware	• Check that the gate/turnstile doesn't have any physical damage preventing it from opening.	Image 3
	Anti-Passback rule is active	• If a person tries to log in within 5 minutes of a previous login they will be rejected. This is active on most Lendlease sites.	
	Cannot login in twice	• Specific for Circular Quay Tower. The cardholder cannot already be logged onto site when trying to login.	

Pegasus
Powered by Onsite

Troubleshooting Tips - Various

• As Lendlease manage the SIM cards and Data plans they are linked to, you will need to discuss internally if this is an issues. Pegasus can determine if they are online, but are unable to resolve internet/sim card issues due to carrier account permissions.

| Identified Issue	Cause	Troubleshooting	Reference
SIM / Data connectivity issues	A 4G Modem is used to connect the controller to the internet	· Check whether sim card is active on your account or has exceeded its data usage limit.	Image 5
	SIM not connecting to the network	· Sim card light is active on the Modem (Sim A).	Image 5
	SIM not connecting to the network	· Check whether sim card is active on your account or has exceeded its data usage limit.	Image 5
Intercom – not opening gate	Timing not right		Image 3/4
	Hardware Problem	· Check turnstile is not showing signs of physical damage or forced entry causing it to be broken. Specifically check the centre spindle is not off its centre housing at the top and bottom	Image 3/4

Pegasus
Powered by Onsite

Gate Images
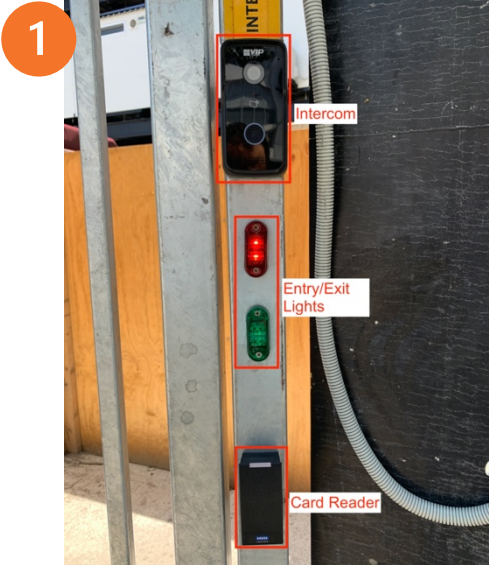
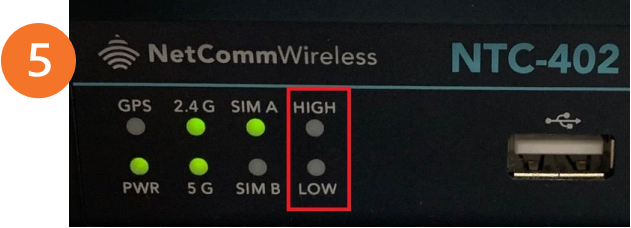1. Lights and Card Reader

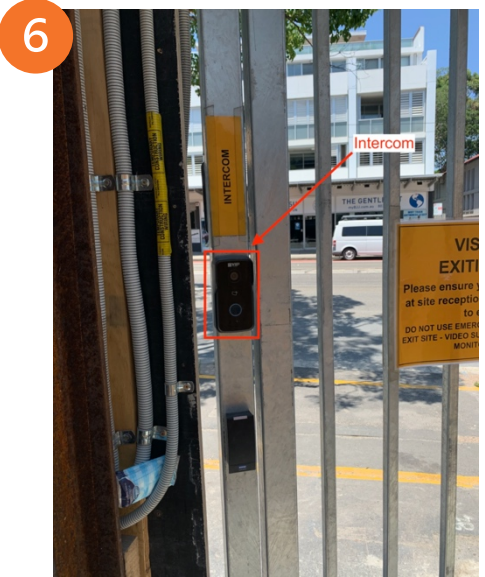2. Break Glass
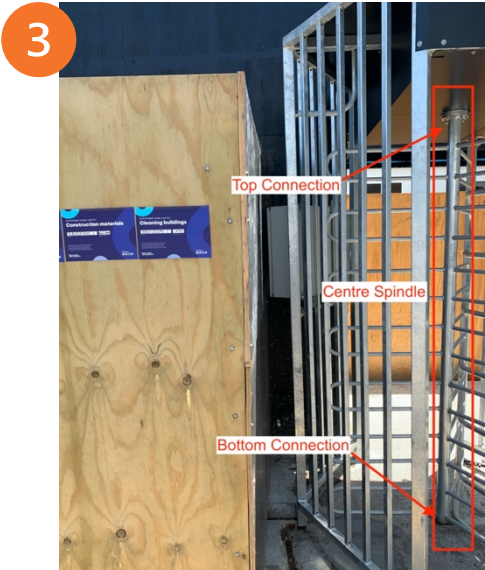
3. Hardware Inspection

4. Gate/Turnstile Controller PC

SIM A indicates an active Sim. The Hight\Low lights indicate that the modem has an internet connection. No lights indicate sim inserted but no active connection (below).

5. 4G Modem

6. Intercom

FOR ANY QUESTIONS OR ASSISTANCE
PLEASE CALL 1300 131 194

OR EMAIL **support@onsitetrackeasy.com.au**

Pegasus™
Powered by Onsite