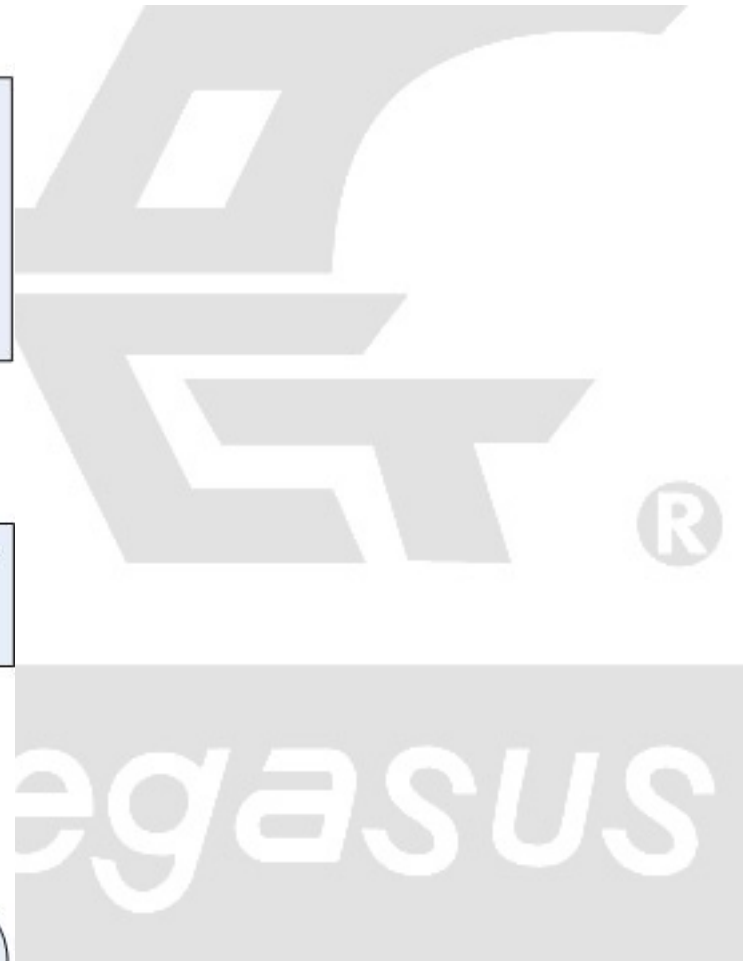
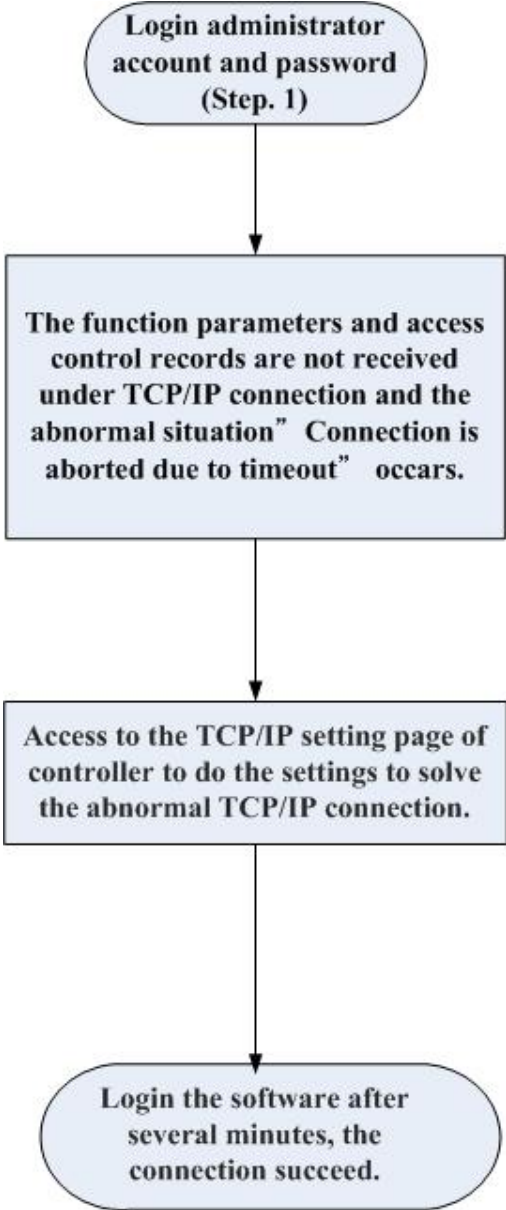




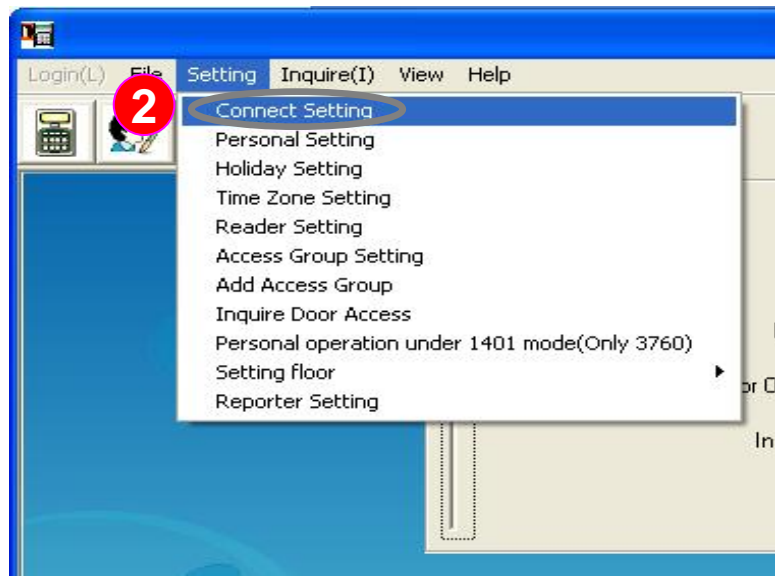
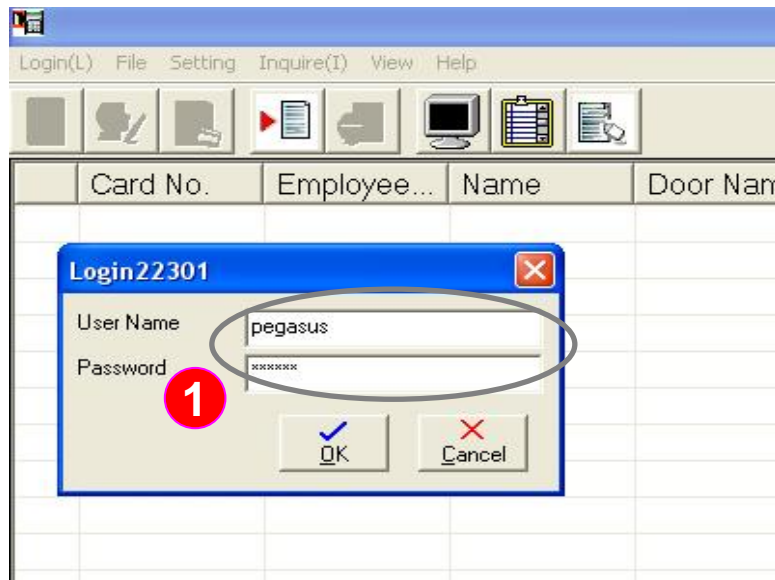
The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP.

Pongee Industries Co., Ltd.

Copyright ©Pongee Industries Co., Ltd.



FAQ: The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



The example illustration:

PC-1074, P (F) P3702, PM-S2E-S01T have built in TCP / IP, it allows the user could connect with access control software via TCP / IP. Please refer to following steps to restore the connection when abnormal connection occur.

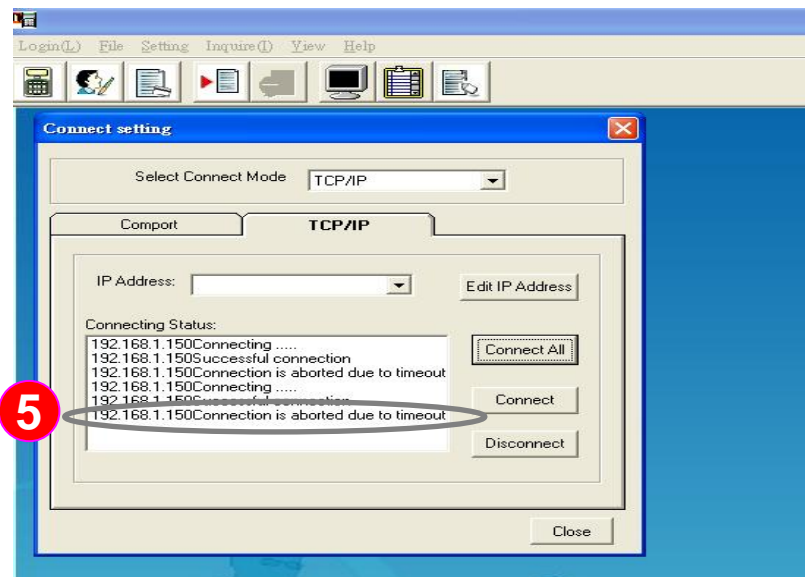
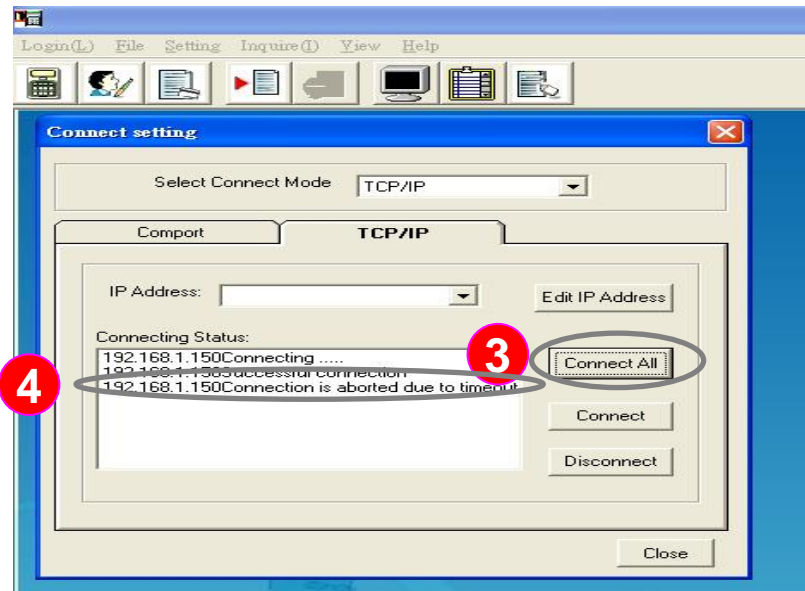
Instruction: Login administrator account and password

1 : Please log in to the administrator account system first

Account name: pegasus
Password: pongee

2 : Under normal operation of the software, we will receive function parameters and access control records from the access controller . <Example>, we assume that the abnormal situation occurs and the above-mentioned data are not received under TCP / IP connection. Please click the menu "Setting (S)" and drop-down display window then click " Connect Setting " .

FAQ: The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



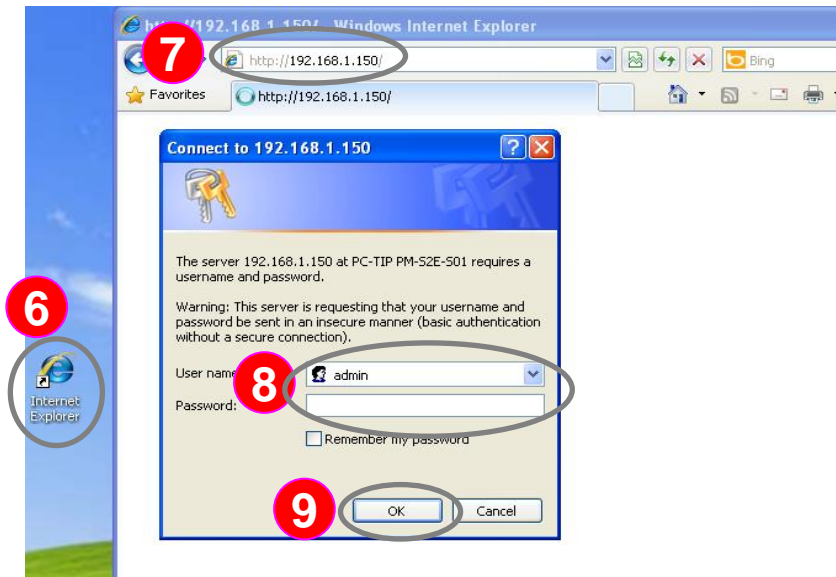
Instruction: <example> “Connection is aborted due to timeout” occurs When the software can’ t receive function parameter and access control record under TCP/IP connection.

- 3 : Click " Connection All ", the software begins to detect all configured TCP/IP devices
- 4 : At this time, you will find the final status of device IP is "Connection is aborted due to timeout" , which means TCP / IP connection failure.

*Remarks: The common reasons result in this failure (1) Internet connection timeout (2) line anomalies (3) lines are off or disconnect (4) Factors such as network congestion ...etc

- 5 : At this time, the IP connection will still show "Connection is aborted due to timeout" in the final state even click "Connect all “ again. It means that the TCP/IP connection still fail.

FAQ: The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



Instruction: The following steps will solve the abnormal TCP / IP connection “Connection is aborted due to timeout.”

6 : At this time you don't need to close the access control system , please open the browser (<example> we take Google Chrome as example)

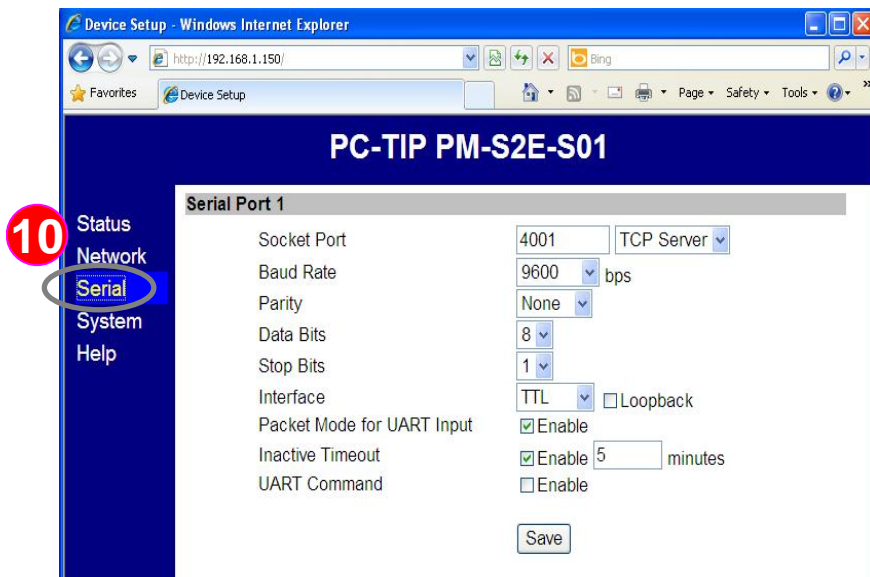
7 : Enter the configured IP address for TCP / IP of controller (in this case the default input <http://192.168.1.150>) then enter " Enter " key to complete

8 : Then enter the username and password, in this <Example> Enter the default:

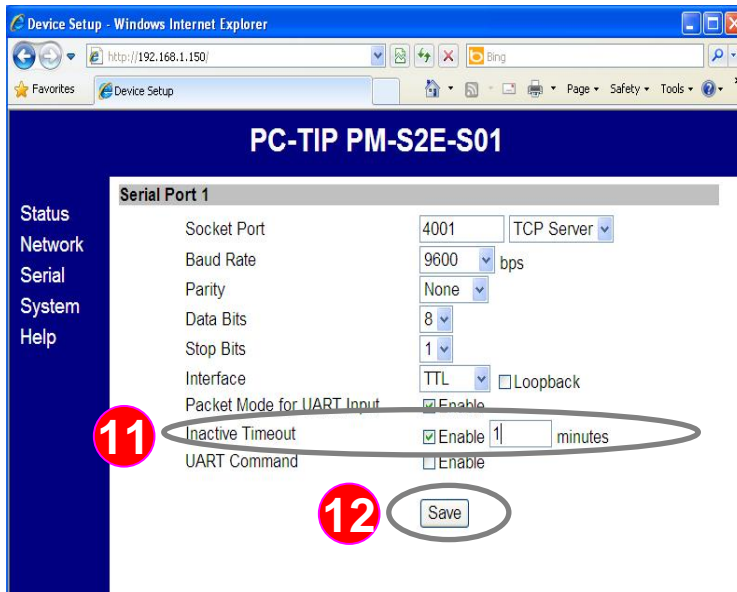
Account name: admin (lower case)
Password: (keep blank)

9 : After entering, please press the " OK" button

10 : At this time, we are in the settings page for TCP / IP of controller, please select "Serial"



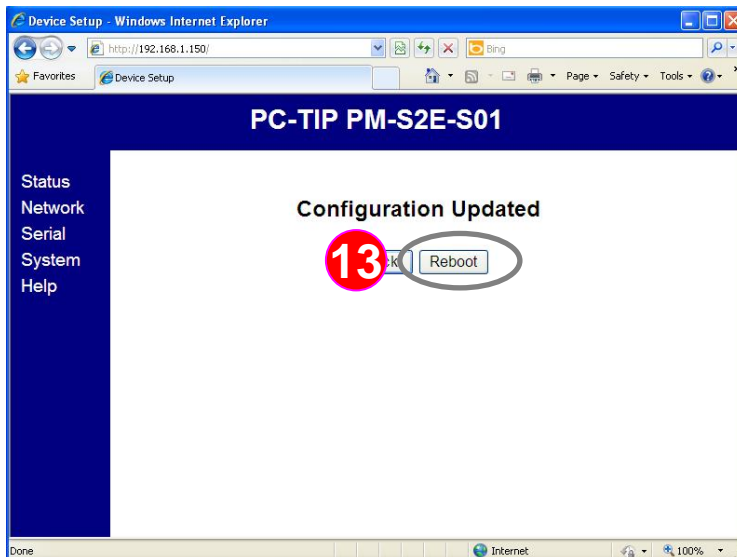
FAQ: The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



Instruction: The following steps will solve the abnormal TCP / IP connection “Connection is aborted due to timeout.”

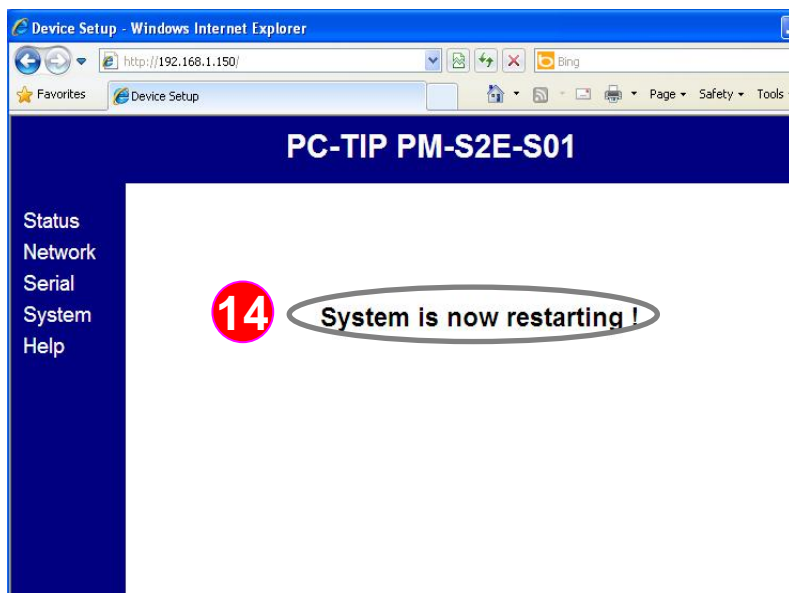
11 : Please check the time of “Inactive Timeout” , and please change the default from 5 minutes to 1 minute

12 : Press 「 Save 」



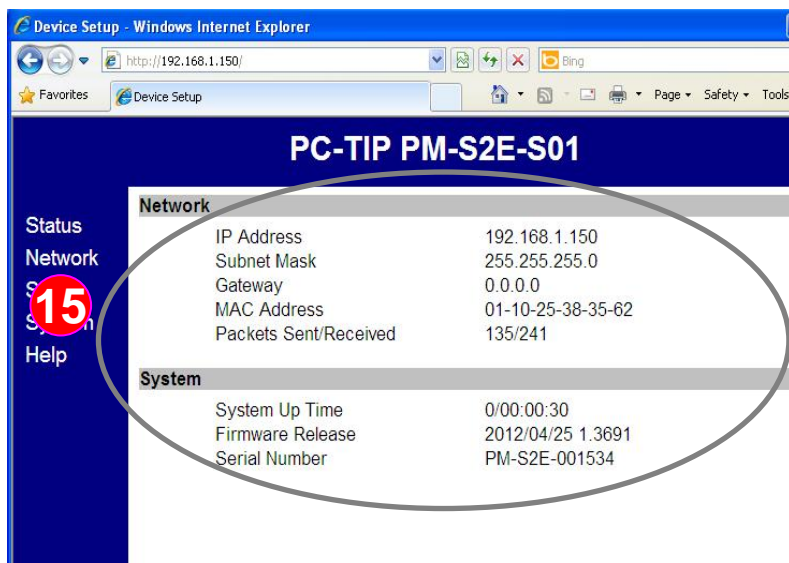
13 : Then you will see "Configuration Updated", please click "Reboot" to restart

FAQ: The solution for the message "due to time out" when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



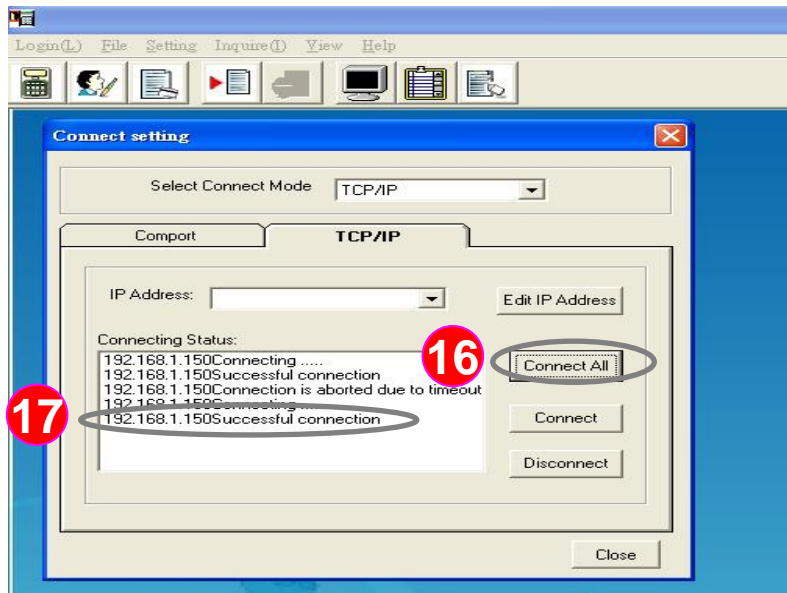
Instruction: The following steps will solve the abnormal TCP / IP connection "Connection is aborted due to timeout."

14 : Please wait one minute when "System is now restarting" appears.



15 : Then it will return to the home page of setting page.

FAQ: The solution for the message “due to time out” when PC-1074, P(F)P3702 and PM-S2E-S01T connect with access control software (all series) via TCP / IP



Instruction :The following steps will solve the abnormal TCP / IP connection "Connection is aborted due to timeout."

- 16** :Please wait one minute, then click "Connect all" again. The software will automatically detect the set-up TCP / IP address
- 17** :At this moment, the software will show "successful connection "

