

Quickly follow **below steps** to solve problem quickly:

1. Kindly Check if can **open door from software?** Follow below **video**:

<https://vimeo.com/796308863/cfda22634c>

2. Do **monitoring** in software, very **helpful to find** root cause. Follow below:

<https://beseencontrol.com/Monitoring.pdf>

3. If show **Deny access**(**picture below**), follow below **video** to solve:

<https://vimeo.com/796310661/a4636aa558>



4. If show **Door Set NC**(**picture below**), follow below **video** to solve:

<https://vimeo.com/796306598/89b2375745>



5. If the software have **communication problem** to control

board, follow below **guide**:

<https://beseencontrol.com/CheckCommunication.html>