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Changing a Door Controller

This is a step by step guide to changing a door controller which is being replaced because you suspect it is faulty.

This information assumes that the software is Version 2.20 or greater. If you are running an earlier version of the software you should upgrade to version 2.20. Upgrade for free here http://www.doorentrydirect.com/support/smart_upgrade.htm

1. Open the file "Network_Test.trm". This will launch the application Windows Terminal (C:\Smart\Terminal.exe)
    - Note: no other programs should be running. For tips on how to use and get the best from this program go to http://www.doorentrydirect.com/support/smart_networktest.htm
2. Each door on the network is numbered (set by the DIP switches on the door controller).
3. Click the hello button representing the door controller you wish to change.
4. If you get a response (with only numeric characters) then the communications would appear to be OK. Are you sure you want to change it?
5. Assuming that the controller is still to be changed. Turn the power off to the control unit.
6. Quit out of the Smart.net software (Omnis 7)
7. Disconnect the protocol convertor
8. Unplug the terminals to the controller and replace it. If you need to undo the terminals make sure that the network connections are NOT shorted out.
9. Set the DIP switch setting to match the control unit removed. Check for correct setting.
10. Replace connection terminals
11. Reconnect power
12. Refit the protocol convertor lead
13. Open the Network_Test.trm file again and click the required 'Hello' button
14. You should get a response.
    - If you do, quit Terminal and continue below.
    - If you don't get a response, check that everything is re-connected correctly and check the physical network. Also try calling other door controllers. Refer to the fault finding guide http://www.doorentrydirect.com/support/smart_troubleshooting.htm
15. Launch Smartlib.lbr
16. Open the System window
17. Click on Advanced (password is 'jennifer')
18. Select the door from the list that you have changed
19. Select 'Refresh Door Controller' from the 'Refresh Controller' menu
20. Check that your cards work and report properly