

[FAQ]

Why cannot GV-AS400 Controller reconnect to readers after recovering from a power shutdown?

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Applied to

GV-AS400 Controller of all versions

Question

After recovering from a power shutdown, my GV-AS400 Controller can't reconnect to the Fingerprint Readers automatically. And I have to manually submit the readers again to re-establish the connection between the controller and the readers.

Answer

The symptom occurs because the controller's battery units are out of power. And the controller will not be able to store the settings when the power is off. You can simply solve this problem by changing the battery on the controller.