

Access Control Troubleshooting Questionnaire

Please answer the following questions to the best of your ability and send back to Hilton's Electronic Security. These details give us the information needed to fully diagnose the problem.

What is the Cardholder's Name?

What is the Credential Number?

What is the name of the Door that is not working?

What is the date and time that the credential is being presented?

Is the credential physically damaged?

Does credential work other doors?

Do other credentials work this door?

Does the reader beep when credential is presented?

Does the reader beep when other credentials are presented?

Is the light on the reader lit up?

Are there any other details that may be pertinent to this issue?