

Summary: PIM400-485 appears to lose Link with an AD400 lock immediately after a power cycle while using the Schlage Utility Software (SUS) Diagnostics Tool.

Affected Product:

PIM400-485
AD400 lock
HHD/SUS Diagnostics tool

Issue:

When an AD400 lock is properly linked with a PIM400-485 prior to cycling the power to the PIM400-485, the SUS Diagnostics tool will not immediately show the AD400 as linked.

The user may think that the link with the lock has been broken due to the cycling of power to the PIM400-485, although it has not. Only the current status of the lock is no longer available in the PIM400-485.

Solution:

In order for the SUS Diagnostics tool to properly display linked locks after a "Power-On Reset" of a PIM400-485, the AD400 lock must communicate once with the PIM400-485. Do any of the following to initiate communication with the PIM400-485.

- Wait for the normal "Heartbeat" to cause the AD400 lock to communicate with the PIM400-485
- Present a credential to the AD400 lock
- Momentarily toggle any AD400 lock lever

Then restart the SUS Diagnostics tool again and the lock will be shown as linked and available

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Contact Technical Support for any questions concerning this Technical Notification
1-866-322-1237 Option 2 – Hours of Operation 8 AM to 8 PM MST
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