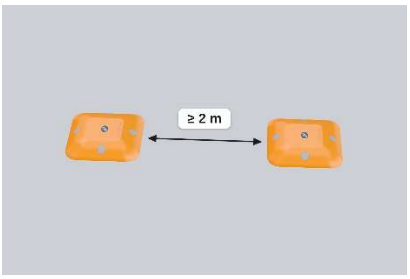
TOSBA : Quick Help Guide

This document applies to TOSBA V3.0 and later versions. For issues encountered with devices running earlier firmware versions, please contact our technical support service.

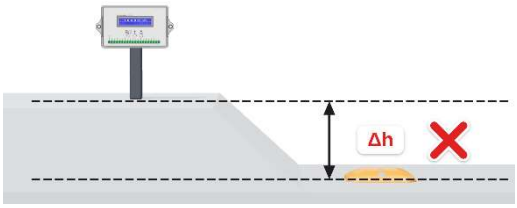
TOSBA : Key points to consider during installation:



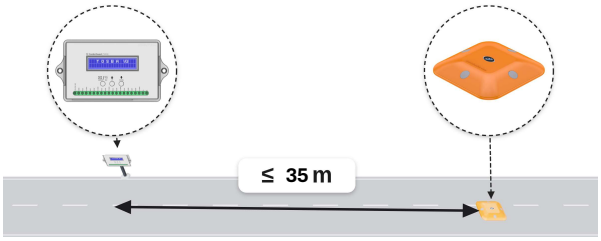
1. When installing the TC inside a metal enclosure, extend the receiver antenna to the outside of the box.



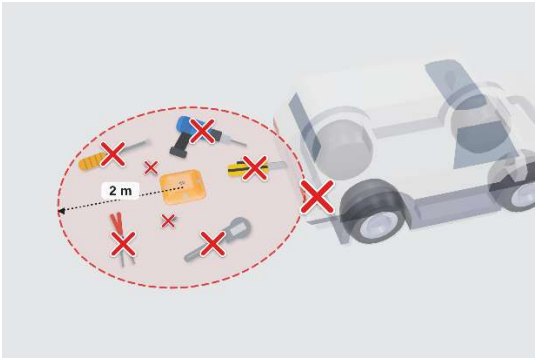
2. If two sensors are to be used in the installation, the distance between them must be at least 2 meters.*(In cases where both sensors are required to control the same output, the relay outputs must be bridged.)*



3. During installation, there must be no elevation difference between the TC and the sensor.



4. During installation, the distance between the TC and the sensor must not exceed 35 meters. *(The operational range may vary depending on environmental conditions.)*

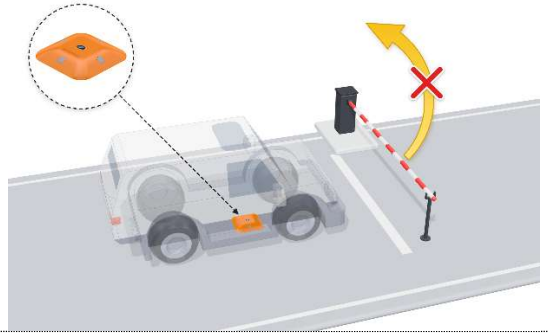


5. During the calibration phase, there must be no metals or moving metal objects (such as vehicles, motorcycles, etc.) within at least 2 meters of the sensor. For the calibration process to be completed accurately, the four screws on the back cover of the product must be tightened, and the device must be completely secured to the ground using its top mounting screws before calibrating.

6. During the sensor registration process, press and release the button on the sensor once. *(The button must not be held down for an extended period.)*

7. Sensor sensitivity is set to MEDIUM by default. Do not increase the sensitivity level unless necessary.

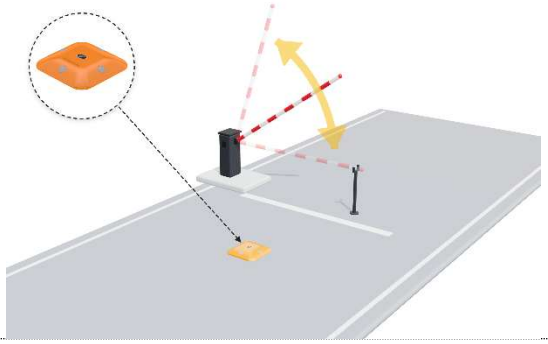
1.Problem : A vehicle approaches the TS/KS but the barrier/door, etc. (relay output) does not open.



Step 1 : Check the power connection of the TC.	
The power connection is secure and the product is working.	Proceed to the next step.
There is no power connection and the product is not working.	Check the power supply line of the product.
Step 2 : Press and hold the ENTER button on the TC and try to enter the menu screen.	
The screen changes and the menu is accessed.	Proceed to the next step.
The screen does not change and the menu cannot be accessed.	User intervention cannot fix this. Send the product to our technical service.
Step 3 : Perform the calibration process for the relevant sensor. *(Observe the points to be considered during the calibration process.)*	
Calibration was successful.	Test the product again; if the problem is not resolved, proceed to the next step.
Calibration failed.	Proceed to the next step.
Step 4 : Remove the relevant sensor from its location, open the top cover of the sensor and visually inspect the inside ***(is there any liquid contact or impact damage on the device?)***.	
There is no liquid contact or impact damage on the device.	Proceed to the next step.
There is liquid contact or impact damage on the device.	User intervention cannot fix this. Send the product to our technical service.
Step 5 : Measure the battery of the relevant sensor with a voltmeter.	
The sensor battery is above 2.6V.	Proceed to the next step.
The sensor battery is 2.6V or below.	Replace the sensor battery and test the product again; if the problem is not resolved, proceed to the next step.
Step 6 : Reset the relevant sensor and the TC using the hardware reset method, then repeat the installation and calibration processes for the relevant sensor and test the device again. ***(Information on the hardware reset and installation processes can be found in the quick setup guide for TC and/or user manuals.)***	
The device was registered and calibrated successfully.	Test the product again; if the problem is not resolved, proceed to the next step.
The device could not be registered or failed to calibrate.	Proceed to the next step.
Step 7 : Check the distance between the TC and the relevant sensor, and whether there is an elevation difference between the TC and the TS/KS.	
The distance between the TC and the sensor is shorter than 35 meters and there is no elevation difference between them.	Proceed to the next step.

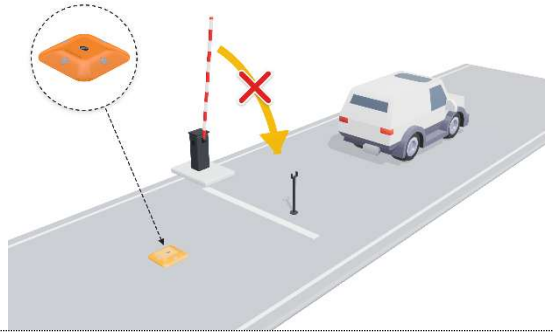
The distance between the TC and the sensor is longer than 35 meters, or there is an elevation difference between their locations.	After meeting the required conditions (distance and elevation difference), test the product again; if the problem is not resolved, proceed to the next step.
Step 8 : Power the TC from an external source, then repeat the installation and test it.	
The device is working and the barrier opens.	Cause of the problem: Interference / noise on the power supply line.
The device did not work or the problem was not resolved.	Proceed to the next step.
Step 9 : In the area where the relevant sensor is located, measure the magnetic field on all 4 sides of the sensor using a mobile phone app *(you can search for "magnetic field meter" in app stores)*.	
The magnetic field value is stable at every position or varies by ˜1/2 units.	In this case, if the device is not working, please send the product to our technical service.
The magnetic field value is not stable or varies by ˜5/6 units or more.	The product is not suitable for use in this environment.

2.Problem : There is no vehicle on the TS/KS, yet the barrier/door, etc. keeps opening and closing continuously.



Step 1 : Enter the menu screen of the TC, then go to the 4th tab, SENSOR INFO. Place a metal object on the relevant sensor and remove it. Check the Sensitivity and Version information of the sensor.	
The sensor sensitivity is "HIGH" and the version is V3 or above.	Enter the menu screen of the TC and go to the 6th tab, SENSITIVITY. Then select the relevant sensor, set the sensitivity level to MEDIUM or LOW, and go to the 4th tab to confirm the change. Finally, test the product again; if the problem persists, send the product to our technical service.
The sensor sensitivity is "MEDIUM" and the version is V3 or above.	Enter the menu screen of the TC and go to the 6th tab, SENSITIVITY. Then select the relevant sensor, set the sensitivity level to LOW, and go to the same 4th tab to confirm the change. Finally, test the product again; if the problem persists, send the product to our technical service.
The sensor version is lower than V3 or the sensor sensitivity is "LOW".	User intervention cannot fix this. Send the product to our technical service.
If the problem persists, try the solution steps between Step 3 and Step 9 under Problem 1, in order.	

3.Problem : After a vehicle passes over the TS/KS, the barrier/door (relay output) stays open.



Step 1 : Is there a parked vehicle or metal around the relevant sensor?	
A vehicle has parked, or a metal object has been placed, around the sensor afterwards.	Remove the metal object or parked vehicle around the sensor, then test the product again; if the problem is not resolved, proceed to the next step.
There is no parked vehicle or metal around the sensor.	Proceed to the next step.
Step 2 : Press and hold the ENTER button on the TC and try to enter the menu screen.	
The screen changes and the menu is accessed.	Proceed to the next step.
The screen does not change and the menu cannot be accessed.	User intervention cannot fix this. Send the product to our technical service.
Step 3 : If a safety photocell is used in the system, enter the menu screen of the TC, then go to the 7th tab, RELAY OUTPUT. Change the relay output to PULSE. Then test the product again.	
The problem could not be resolved and the product does not work.	User intervention cannot fix this. Send the product to our technical service.
A safety photocell is not used in the system, or PULSE mode is not suitable for use.	User intervention cannot fix this. Send the product to our technical service.

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