

## FAQ

### Utilities – ISU-01

#### 1. What is Utilities – ISU-01 ?

- ISU-01 is a Windows based utility to provide a simple & user friendly way for initial handle setup

#### 2. Which OS platform does ISU-01 support ?

- MS Windows XP Professional with SP3 (32bit, English edition only)
- MS Windows 7 Professional with SP1 (32bit & 64bit, English edition only)
- MS Windows 8 Professional (32bit & 64bit, English edition only)

#### 3. Why the handle ID no. NOT show in UI ?

- ensure the handle is in power ON status
- ensure the driver installation for data input cable ( ISW-USB-1.8 ) completed

#### 4. How to do if lost the user card ?

- open the door by key and edit the card assignment

#### 5. Why can't select " Dual card authentication " in ISU-01 ?

- ensure you have ordered this option before delivery
- if this option required after handle installation, you need to order a new handle with this option & replace the existing one

### Smartcard Handle

#### 1. How many user card can I assign to each handle ?

- up to 50

#### 2. How many Administrator card can I assign to each handle ?

- one

#### 3. Why does the LED light change to RED after I present a valid user card without open the door ?

- remind you the cabinet security at risk now because the handle in unlock status but the door not open yet

#### 4. Why can't open the door even I presented a valid user card to the handle ?

- ensure the handle lock under the smartcard mode that key cylinder at 12 o'clock direction. Please refer user manual " Part II < 2.1 > Two Important Notes " .

### Others

#### 1. Where can I get the USB driver for the data input cable ( ISW-USB-1.8 ) ?

- for 32 bit OS : <http://www.austin-hughes.com/support/utilities/infrasolutionS/ISW-USBV20828-32bit.7z>
- for 64 bit OS : <http://www.austin-hughes.com/support/utilities/infrasolutionS/ISW-USBV20828-64bit.7z>

#### 2. Where can find the Catalog / User manual / Model list of Cabinet Smart Card Handle ?

- please visit [www.austin-hughes.com](http://www.austin-hughes.com)

#### 3. How can get further support ?

- please send email to [support@austin-hughes.com](mailto:support@austin-hughes.com) or [sales@austin-hughes.com](mailto:sales@austin-hughes.com)