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# TECH SUPPORT GUIDE



QUICK GUIDE



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**STANLEY.**

## STANLEY PAC TECHNICAL SUPPORT

### Who do we Support?

Our task is to provide support to our customers while specifying, installing or servicing products we manufacture or supply. We do this through telephone support, e-mail, training classes, various documents and our web site.

Our customers are security professionals who have purchased, are about to purchase, or who are servicing products manufactured by Stanley PAC. We expect them to have basic knowledge of electronic security systems.

**Please Note:** we do not provide support to the end users of our systems. If an end user does contact us we will politely explain that they should contact their installer or service company. We may give some general advice or direction but we do not know who they are and their reason for calling could be suspicious. Remember – these are *security* systems. For this reason please do NOT ask your customer to call us directly. We have no difficulty working with your customer provided that you are present at the site or on a conference call.



### How do we Provide Support?

There are various ways we provide support. The most familiar is telephone support, but we also provide support by e-mail and through our web site.

#### Telephone Support

This is the traditional way of providing immediate support to installation and service technicians. Anyone calling our support line will usually get through immediately to an experienced support engineer. Occasionally they may have to wait a few minutes for somebody to become available. If the wait time extends more than 7 minutes they have the opportunity to leave a message. If this happens then *please leave a message* – we will get back to you.

#### Hours of Operation

Support is available as follows:

**9am to 6pm Monday to Friday** within the Eastern time zone.

Eastern: 9:00am to 6:00pm

We observe the following US holidays:

New Year, Memorial Day, Independence Day, Labor Day, Thanksgiving (plus Friday), Christmas.

Outside these hours you will be able to leave a message.

#### E-mail

You can get answers to your questions by sending an e-mail to [PACSupport.Americas@sbdinc.com](mailto:PACSupport.Americas@sbdinc.com). If your question is not urgent then it helps take pressure off our telephone support if you can use this method.

#### Website

Our website – [www.stanleypac.com](http://www.stanleypac.com) – has several resources including; the latest software releases, most previous software release including obsolete systems, technical documents etc.

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### Remote Login

On some occasions we will attempt to connect remotely to your system. This can be very useful method in helping solve problems. This requires an internet connection to which the target system has access. If we decide that a remote connection would be helpful then we will direct you to this website: [www.TeamViewer.com](http://www.TeamViewer.com).

Please contact Technical Support for instructions.

Please note:

It is our choice whether or not to use this method of support.

We will only use this method when an authorized technician is present at the location being controlled.

### File Upload

You may be requested to send a database backup to us. Please contact Technical Support for uploading procedures.

## What Products do we support?

Simply, anything manufactured or supplied by PAC in the US since 1990. Until 2020 most of these products were supplied by Radionics, later Bosch Security, using the Readykey brand name.

### Current Products

These include:

Stanley PAC and SecureNet

The 500 series of controllers and accessories

The iPAC controller

GS3, OneProx, K2000 and K3000 series readers and credentials

### Obsolete Products

These products are no longer manufactured or supplied. However we do still provide support, but we will encourage you to convert or upgrade these systems. If we get particularly busy we may have to give these systems lower priority.

These include:

Readykey X software

Readykey for Windows software

PAC Vision software

PAC Prism software

The K2100 and K2200 series of controllers

Easikey 1000

K6000 and K2000AM DOS based software

### Other Products

iPAC Controller

Some of our products are supplied for use with other manufacturer's systems. We can provide specific support for these components, but not for the system to which they are connected. These include:

D8200 series of readers and credentials

D8300 series of readers and credentials

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### Products that we do NOT support

We often get calls for products that people think we support – but we do not. This is usually due to misdirection by telephone systems or other misunderstandings. These include:

Bosch Readykey PRO. Bosch used the Readykey brand name for an access control system manufactured by another vendor. There is no connection between this product and Readykey for Windows. We direct these calls back to Bosch.

Various other Stanley products. We attempt to redirect these calls to the appropriate team. Usually these calls are for hardware products (MAS) or doors (SAT).

### How to Get the Best out of PAC Technical Support

Here we have provided a variety of tips and advice that will help you get the best possible support. It also helps us to be more effective at providing service if you take this advice into account.

- Sometimes we get busy and you may be asked to leave a message. If this happens then please leave a message including your name, a contact number and a brief description of your enquiry. We **will** return your call as soon as we are able.
- Telephone support is most important for technicians when they are on-site. If you have a general enquiry or a less urgent question then please consider using e-mail ([PACSupport.Americas@sbdinc.com](mailto:PACSupport.Americas@sbdinc.com)) rather than using the phone system.
- Make sure you have a suitable login for whichever system you are servicing **before** you call us. We can waste a lot of time when service technicians login with user passwords which do not have access to hardware or configuration functions. Most professional security installers will have a standard password for the systems they maintain. If you do not then please consider using this technique.
- Internet access can make a huge difference to resolving problems. This can allow the downloading of the latest software and drivers, the uploading of database backups and the use of remote support. However we understand that this may not always be available directly on the machine running Stanley PAC. If you suspect you may need this kind of service then arrange the connection and/or authorization **before** calling for help.
- If you are servicing PAC 2100 or PAC 2200 series controllers you will probably need a programming faceplate (K2108/K2208) at some point. In most cases there will probably be one or more connected to a controller on site. To save a wasted journey, make sure there is one on site or take one with you.
- You should have basic knowledge of network systems, TCP/IP and especially IP addressing. This is a fundamental part of most modern systems and you should understand the basic concepts of IP addresses, subnets and routers. You should also understand some of the basic tools like PING, IPCONFIG and TELNET.
- We can assume that everybody knows how to work a PC and is familiar with Windows operating systems. This should include being able to identify *which* Windows operating system you are using.
- Please take the time to work out which software system and what type of controllers the system uses **before** you call.
- Keep a spare reader that you can connect to a door controller. This can help eliminate wiring faults and diagnose faulty controllers or readers.

# PAC



Innovation in Access Control

Technical Support | 1-800-414-3038 | [STANLEYPAC.COM](http://STANLEYPAC.COM)

