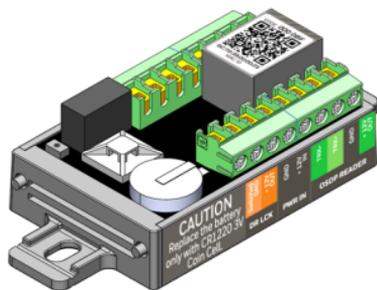
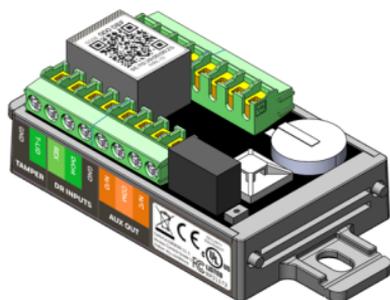


MPA1C1

Access Control Unit

Installation Guide

For MPA1C1 Controller and MPA1ENCP Plastic Enclosure



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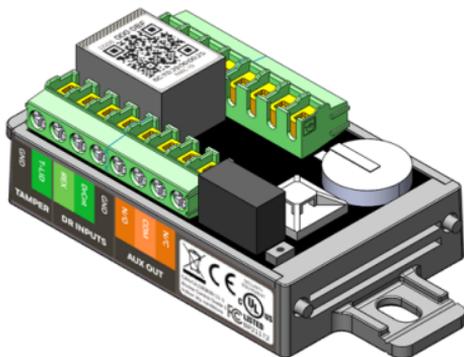


Installing the MPA1C1 Panels

- [Introduction](#) beginning on page 3
- [Panel Components and Descriptions](#) beginning on page 5
- [Download and Install App](#) beginning on page 13
- [Mounting and Installing Options](#) beginning on page 14
- [MPA1ENCP Plastic Enclosure Installation](#) beginning on page 15
- [Commission the MPA1C1](#) beginning on page 33
- [Hardware Specifications](#) beginning on page 39
- [Maintenance](#) beginning on page 44
- [Troubleshooting](#) beginning on page 45
- [Technical Support](#) beginning on page 49

Introduction

This document describes how to install the MPA1C1 access control unit.



MPA1C1 Overview

An MPA1C1 access control unit is a full-featured single-door web-based smart edge access control system.

The MPA1C1 panel includes a built-in web server, built-in Ethernet, and PoE (Power over Ethernet) capability. You can manage the access control system using either a web browser, MPC (MAXPRO® Cloud) or WIN-PAK.

For supported configurations, see beginning on page 32 to view illustrations of the supported MPA1C1 system configurations.

Note:

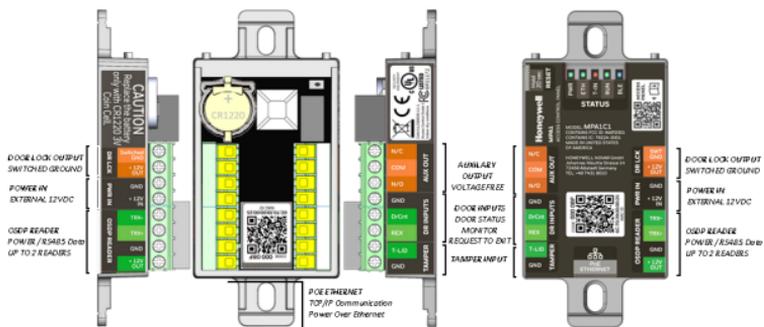
- The MPA1C1 web server/browser is intended for monitoring and programming use only.
- MPC and WIN-PAK software are intended for monitoring and programming use only, and have not been evaluated by UL.

Panel Components and Descriptions

Note: *This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.*

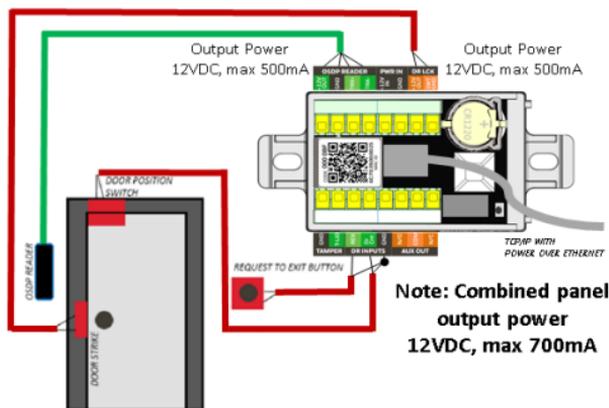
The MPA1C1 panel consists of a web browser enabled controller, and a PoE power supply. The following figures show the MPA1C1 panel wiring and components and the typical door configurations that the panel can be used in.

MPA1C1 Compact Enclosure wiring connections

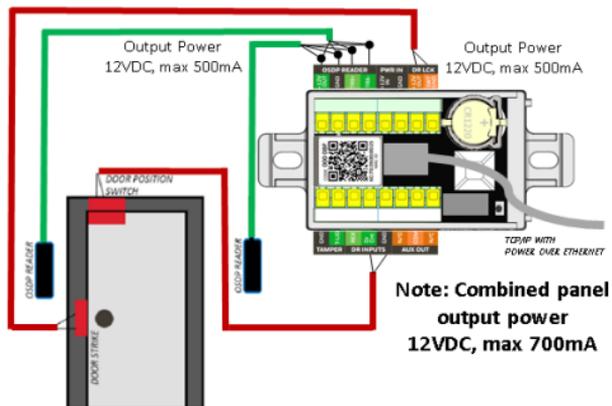


- Install according to ANSI/NFPA70 National Electrical Code and local codes.
- All wiring except for the CAT5 Cable shall be shielded wire.
- Terminal blocks are rated for 12-26 AWG wiring.
- UL Listed and suitably rated ferrule connectors have to be used in case of braid copper wires or in case of two wires connected to one screw terminal. The cross section of the ferrule connectors and the wire gauges have to match.
- To fix the ferrule connectors please use a proper crimping tool.
- Canadian Electrical Code, part 1. Local Authority Having Jurisdiction.

MPA1C1 door with single-reader and door strike



MPA1C1 door with two-readers and door strike



MPA1C1 Access Control Unit

You can use the MPA1C1 panel as a standalone panel with independent card and transaction storage or, with a host software upgrade, as a fully monitored online access control device.

The three panel inputs are capable of four state supervision: *Normal*, *Alarm*, *Short* and *Cut*. One input is used for door status on each door. There is one tamper input in the MPA1C1.

All three inputs can also be used as additional inputs when not required for their default purpose. By default non-supervised inputs are used for Request to Exit (REX) button, Door Position Switch (DrCnt), and Tamper (T-LID).

Note: *The MPA1C1 can only connect to OSDP readers.*

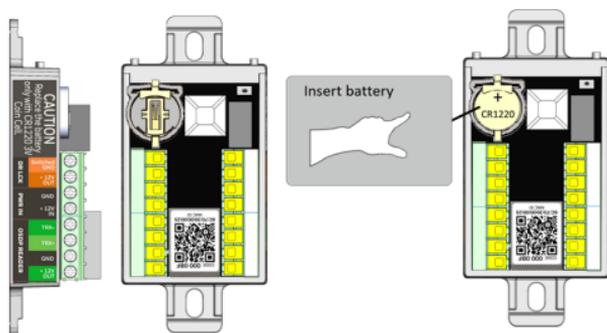
For MPA1C1 reader specifications, see [Hardware Specifications](#) beginning on page 39.

Real-Time Clock Protection

The Panel's Real Time Clock (RTC) is backed up using a CR1220 3V Lithium/Manganese Dioxide coin cell battery which will power the real-time clock for the least 100 days in the absence of primary power.

Ensure the battery coin cell has been placed in the battery holder when MPA1C1 is commissioned and when in normal operation.

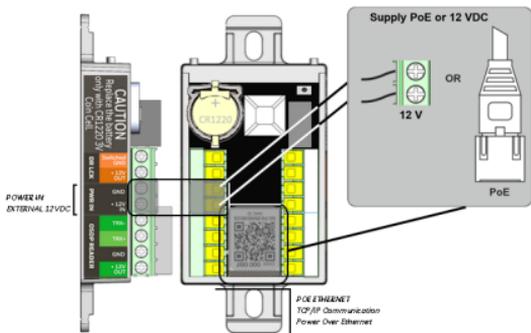
Replace the battery only with CR1220 Coin Cell type. Using another type of battery may result in a risk of Fire Or Explosion. Refer the Owner's Manual for Safety Instructions.



Caution: Risk of Fire, Explosion, And Burns. Do Not Recharge, Disassemble, Heat Above 100°C, or Incinerate.

Power Supply

The MPA1C1 can be powered from PoE or an external 12VDC power supply.



Power over Ethernet

The MPA1C1 controller can be powered by Power over Ethernet (PoE - 802.3af). This PoE can supply a total system current of 1070mA @12VDC.

However the MPA1C1 controller can consume 300mA of current. This leaves 700mA of total current for the 12VDC external power to eg readers and locks.

See [Hardware Specifications](#) beginning on page 39, for further details on current limits using PoE.



The system has not been evaluated by UL when powered by Power over Ethernet.

Use of PoE and compliance with safety regulations:

- PoE can be connected if the Ethernet cable is installed only inside the building.
- If the connected Ethernet cable is (partly) installed outside the building, then the MPA1C1 must be powered by an external 12VDC Power supply.

External Power Supply

The MPA1C1 can also be powered from an external 12VDC power supply.

If an external power supply is connected and powering, the MPA1C1 will take power from the external power supply.

An external power supply is recommended in case of controlling heavy duty locks (such as Magnetic locks), where output current for the lock would exceed 500mA.

Backup power

The MPA1C1 can be powered from PoE or an external power supply. The backup power supply must be connected to the power source.

Recommended backup power source

Power Source	Power Backup
PoE Switch or PoE inserter	UPS (Unbreakable Power Supply)
External 12V Power	7Ah sealed lead-acid battery

- For ULC60839-11-1 and UL294 and CAN/ULC60839-11-1 Complaint systems, DC Power shall be provided through a UL/ULC listed access control, or burglar alarm power supply with class 2 limited output.

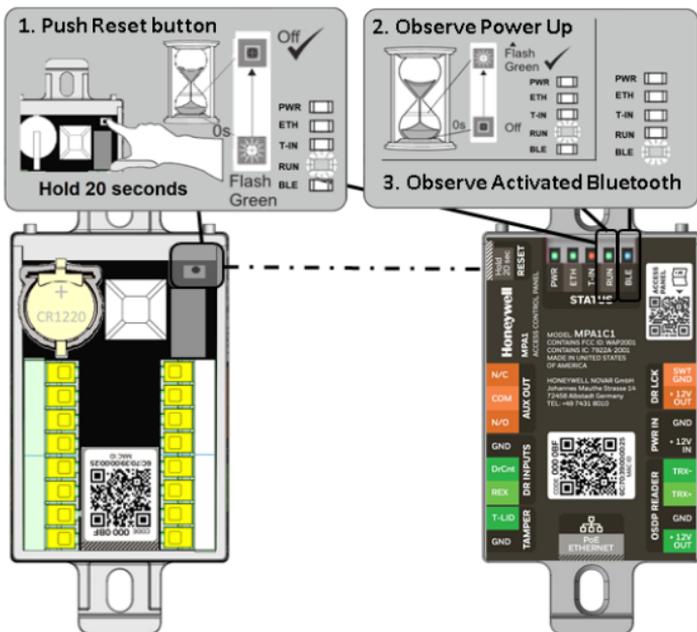
The 7Ah lead-acid battery in the external power supply is not evaluated by UL294 and CAN/ULC60839-11-1

The battery or UPS provides standby backup power, depending upon system configuration and activity.

For MPA1C1 power consumption details, see [Power consumptions](#) beginning on page 41

Reset button

MPA1C1 has a reset button. While MPA1C1 is powered up and RUN LED is blinking, press the reset button for 20 seconds to reset to factory default configurations and activate the Bluetooth communication for the commissioning application.



Download and Install App

The panel needs the Device Utility App (Bluetooth Mobile App) to complete commissioning.

Download the application from the App Store or Play Store.

Scan this QR code for the application in the App Store.



[Get Device Utility App Here](#)

Scan this QR code for the application in the Play Store.



[Get Device Utility App Here](#)

Minimal required Mobile Operating System:

- iPhone: iOS 13 or higher
- Android: Android 6 or higher

Mounting and Installing Options

The MPA1C1 controller (MPA1C1) has been designed to fit in a single gang US electrical gang box.



For compliance with UL294 and CAN/ULC60839-11-1, the MPA1C1 is intended to be installed within the secure/protected area.

To mount the MPA1C1:

- Fully wire the MPA1C1. Ensure all the cables have proper strain relief, and use the provided zip tie for additional CAT5 Cable strain relief.
- Push the MPA1C1 into the junction box with LEDs visible.

MPA1C1 in a single gang US electrical gang box



- Place the light blocking label on the back of the single gang cover plate.
- Attach any provided cover plate.

MPA1ENCP Plastic Enclosure Installation

If the US gang box is not available or used, a plastic enclosure with tamper is available as MPA1ENCP.

The MPA1C1 Controller slides and snaps into the enclosure inner base without using any tools.

Make sure that the RJ45 Connector is on the outer left side.

The below figures show how to insert the MPA1C1 controller in the MPA1ENCP inner base.



Note: The MPA1C1 Controller has been installed already in the MPA1ENCP enclosure.



Wiring the enclosure tamper switch

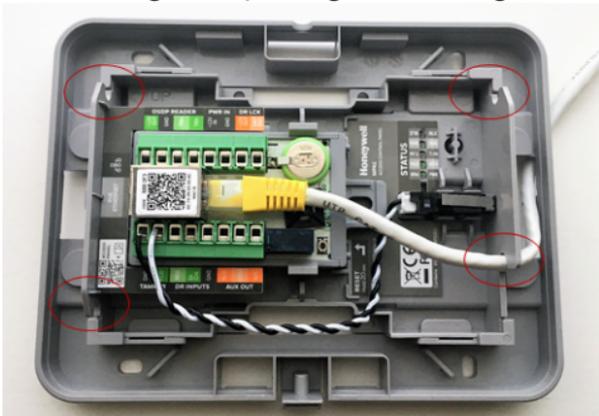
The Lid tamper switch wires connect with the T-Lid inputs as demonstrated below.



Note: *There is an additional internal accelerometer tamper switch that will detect any movement from the wall or from a gang box*

Fix Wirings

The design of the base is so that the wiring can be lead neatly in the cabinet using the openings at the edges of the inner base.



The cables can be tied down the using the cable ties at the cable tie points.



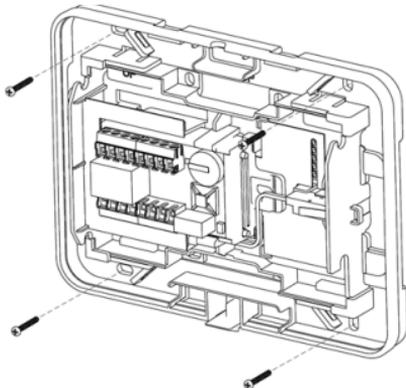
Break out tabs in the cover

Cables can be lead in the side of the cover when breaking out the break out tabs per picture below.

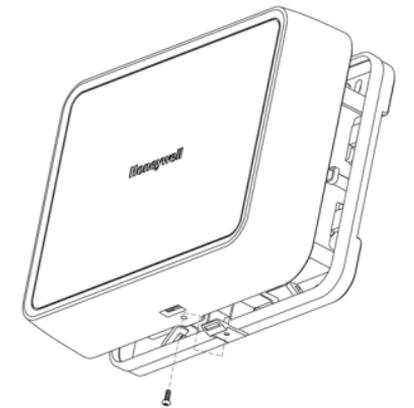


Fix enclosure base to the wall

Fix the plastic enclosure base to the wall using 4 large screws (not included in the accessory bag). Make sure the secure fixing is suitable for the material of the wall. Note the location of the fixing holes.



Install the cables and close the cover aligning the top side first and snap in the bottom part. Fix the lid screw as indicated in the drawing below.



The Inner Base

The inner part (inner base) of the base can be snapped out of the outer part. Turn the base, facing the full base from the back side. Push the indicated plastic clips out.

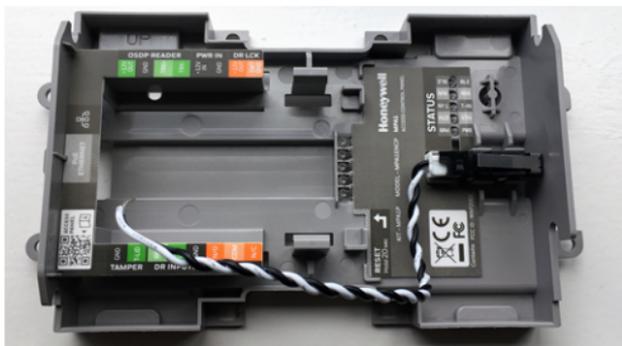


Move the inner base towards you.



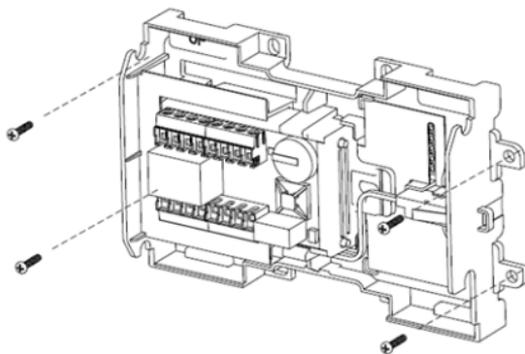


Take out the inner base and turn it facing the labels toward you, and snap in the MPA1C1 panel.

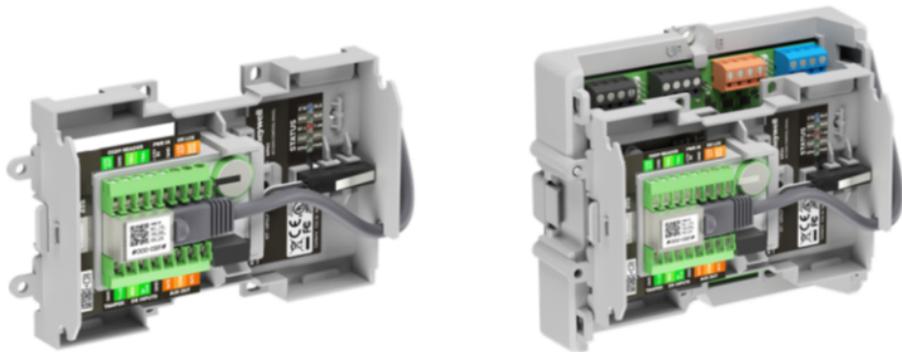




The inner base (with MPA1C1) can now be mounted on other devices or in a metal cabinet, using 2 or 4 short cabinet mounting screw supplied in the accessory bag.



The inner base can be mounted on top of a MPA2 controller, a MAXPRO intrusion smart power supply or on the bottom of the metal enclosure. The inner base can also be mounted on a DIN-Rail using DIN-Rail adapters.



Note: Above mounting option is not evaluated by UL294 and CAN/ULC60839-11-1.

Wiring the OSDP Readers

The MPA1C1 Access Control panel only supports OSDP readers. OSDP (Open Supervised Device Protocol) is a bi-directional RS485 multi-drop AES128 Encrypted protocol.

The MPA1C1 provides a single OSDP connection for the door which can have 2 OSDP readers connected (Address '01' = Entry reader and Address '02' = Exit reader).

The OSDP readers are connected through the connector marked as OSDP READER.

The MPA1C1 can communicate to external readers connected with 300m (1,000 ft) of twisted pair, 24 AWG wire at **9600 BAUD**.

The OSDP reader bus (TRX+, TRX-, 12V, GND) supplies standard 12V for the readers. The maximum power drawn is 500mA for the readers.

The maximum recommended length of the OSDP readers wiring is 50m (164 ft) using Cat5E cable per OSDP reader. The length is based on 250mA current consumption per reader (2 readers) and therefore a voltage drop of 2.1V (10VDC at the reader).

Addressing OSDP readers

An OSDP reader address is default (factory) set to '00'.

In this setting the reader will be readdressed to the first available address ('01' for IN reader or '02' for OUT reader).

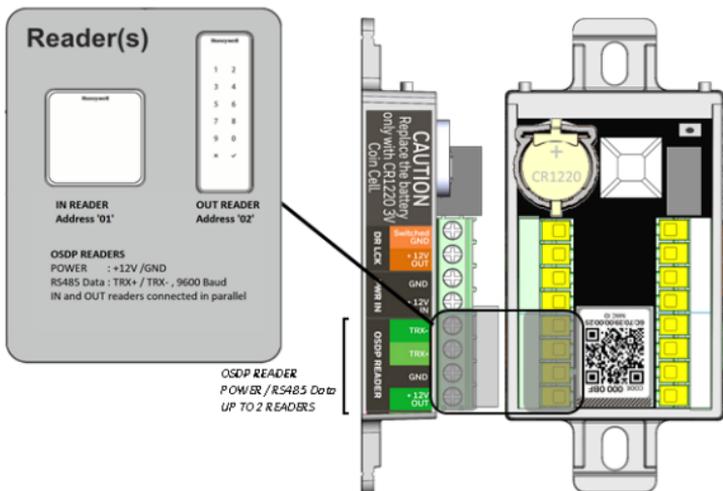
This readdressing will happen after the reader has been connected and the panel has been powered-up.

No extra setting needs to be done when using only the IN reader (Entry) configuration. The reader will automatically get address '01' to act like an IN reader. This is an automated process.

For IN and OUT reader use, the readers will need to be connected one-by-one.

Connect the IN reader first, then the reader will automatically get address '01' when the panel is powered up, for example, when commissioning the panel for the first time.

To connect OUT reader, power-off MPA1C1 and connect the OUT reader in addition to the IN reader. The OUT reader will be automatically readdressed '02' when the panel is powered-up again.



Note:

- For OSDP reader addressing settings, see reader instruction (installation manuals are manufacturer dependent).
- If a reader is already addressed as '01' or '02', the reader will not be readdressed.

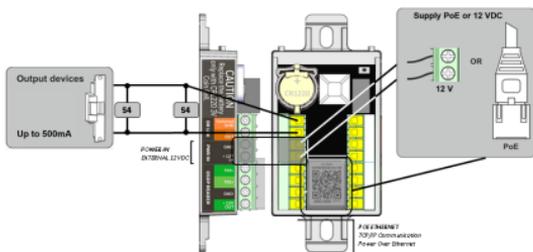
Wiring Electrical Door Lock

Wire door strikes and magnetic locks.

Wiring Door Strikes

- Follow these steps to wire door strike to the Controller Board:
- Use the following figure to locate the door strike terminals on the controller and to wire the door strike lock according to the power supply used.
- Be sure to use the S4 suppressor kits as shown below. The 12VDC OUT is limited to 500mA. In this case the controller may be powered using PoE or external 12VDC.
- The DR LCK SWITCHED GROUND (SW GND) door operation can be set in the web user interface and host software as FAIL SAFE, or FAIL SECURE.
- If the door operation is set for FAIL SECURE a door strike that locks without power can be connected
- If the door operation is set for FAIL SAFE the door strike that releases without power can be connected

Wiring an Access Control Door Strike



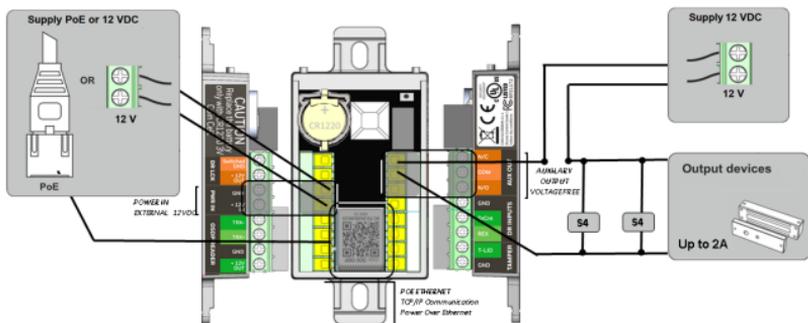
Note: S4 Suppressor kits are not evaluated by UL294 and CAN/ULC60839-11-1.

Wiring a Magnetic Lock

Use the following instructions to wire a heavy duty magnetic lock to the Controller Board:

- Use the following figure to locate the AUX OUTPUT voltage free terminals on the controller and to wire the magnetic lock according to the powersupply used. The contacts can switch up to 2A.
- Be sure to use the S4 suppressor kits as shown below.
- The 12VDC must be taken from the external Power supply as shown below.
- If needed the AUX OUT door operation can be set in the web user interface and host software as Fail safe and Fail secure.
- If the door operation is set as **Fail Secure** a door strike that locks without power can be connected.
- If the door operation is set as **Fail Safe** a magnetic lock that releases without power can be connected.

Wiring an Access Control Magnetic Lock



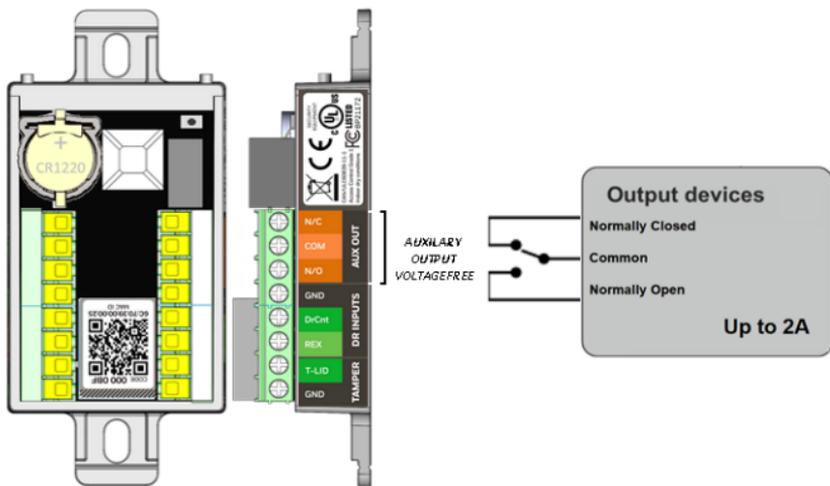
Note: S4 Suppressor kits are not evaluated by UL294 and CAN/ULC60839-11-1

Wiring auxiliary output

The auxiliary relay output can be used to connect voltage / potential free connections upto 2A @ 30VDC. Power Factor is 0.6.

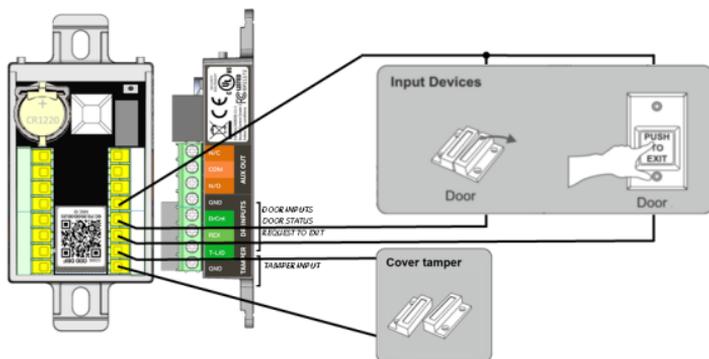
There are 3 outputs at the AUX OUT terminal block:

- **N/C (Normally Closed):** Connected to COM when relay is not energized
- **COM (Common):** Connected to either N/C or N/O
- **N/O (Normally Open):** Connected to COM when relay is energized



Supervised and non-supervised input wiring

The supervised inputs are located on the following terminal blocks:



Non-supervised input Terminal Blocks

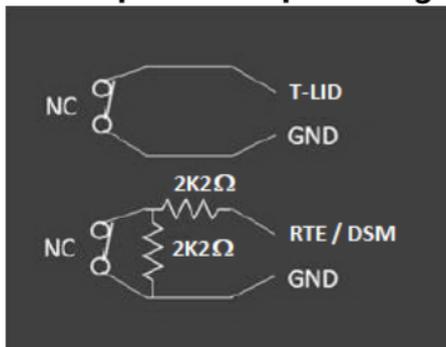
Default Board Configuration	Terminal Block
DrCnt (Door Contact) N/C	DR INPUTS (GND, DrCnt)
REX (Request To Exit) N/C	DR INPUTS (GND, REX)
T-LID (Cover Tamper) N/C	TAMPER (GND, T-LID)

Door Status (DrCnt) and Request to Exit (REX) may be configured as Normally Open or Normally Closed contacts and as supervised or non-supervised.

All inputs on the Controller Board and the additional inputs have default functions, but they can be configured for general purpose inputs.

The following figure shows the typical wiring for supervised and non-supervised inputs.

Supervised and non-supervised input wiring



For Supervised inputs standard 2.2K ohm resistors will be used. The MPA1C1 panel accepts only 2.2K ohm values.

The wire used for the inputs cannot exceed 30 ohms over the entire length of the cable.

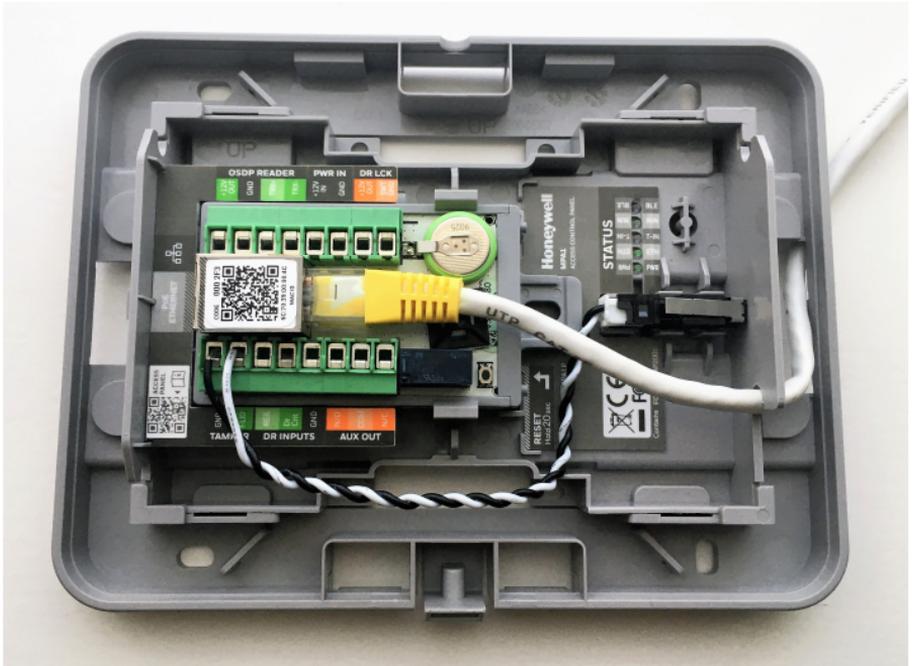
Remember that the distance from the panel to the door must be doubled to determine the total resistance.



The system has not been verified for compliance with UL1076 Burglar Alarm units and systems.

Connect Ethernet cable

Ethernet cable can be with Power over Ethernet. The Enclosure has been designed to lead the Ethernet cable as smooth as possible and to lead away from the tamper switch.



Commission the MPA1C1

Perform the following steps to install the MPA1C1 panel:



Warning: Use a static strap whenever touching the panel to ensure protection from Electrostatic Discharge (ESD).

Step 1. Check all wiring.



Improper wiring can cause damage to the MPA1C1 at power-up and result in a loss of warranty.

Step 2. Apply power to the panel with PoE or external power supply.

Step 3. Setup the device with the Device Utility App for network settings, time settings, and the mode of operation -

- Access control device in MAXPRO Cloud
- Access control device in WIN-PAK
- Stand-alone web enabled Panel (Primary or Secondary).

Note: *The App will ask to reset the MPA1C1 in order to activate the Bluetooth. Press the reset button for 20 seconds to reset to factory default configurations and activate the Bluetooth communication for the commissioning application. The Bluetooth on the MPA1C1 will remain active for 30 minutes.*

Step 4. After downloading the commissioning configuration to the MPA1C1, the MPA1C1 will automatically restart.

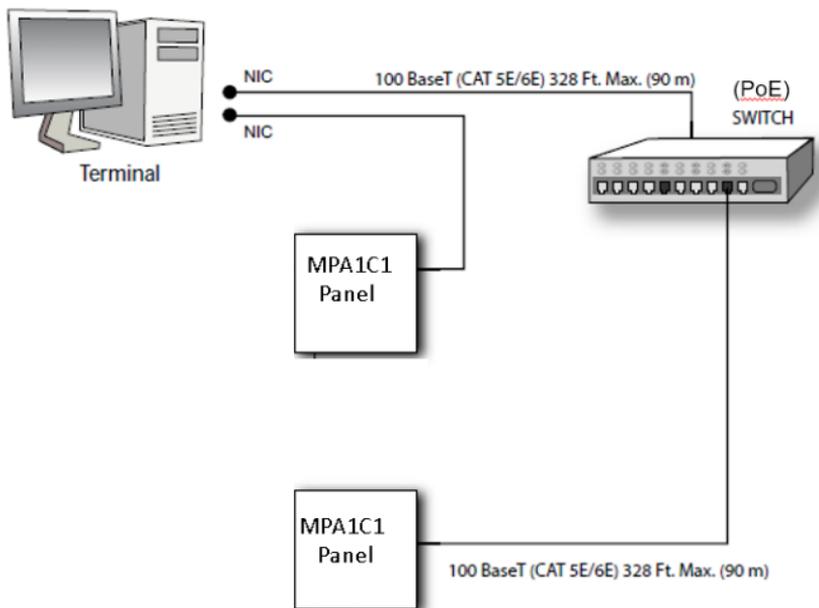
Step 5. Check for the RUN LED for a successful power-up. If the LED is blinking green slowly, the panel is powered up successfully.

Note: *If no configuration is downloaded to the MPA1C1, then the MPA1C1 is automatically set up as a MAXPRO Cloud enabled device.*

System Configuration

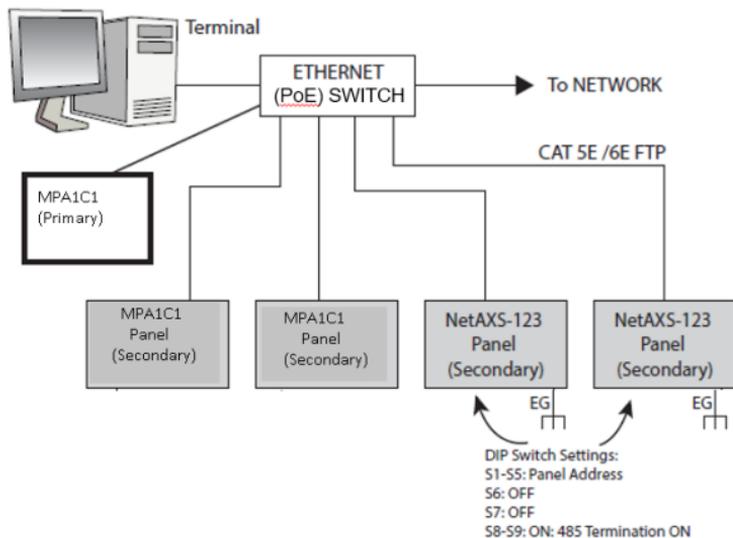
This section provides wiring diagrams for each of the system configurations.

Ethernet Connection for standalone web mode



Note: *UL294 and CAN/ULC60839-11-1 evaluation consists of the stand alone mode of this device.*

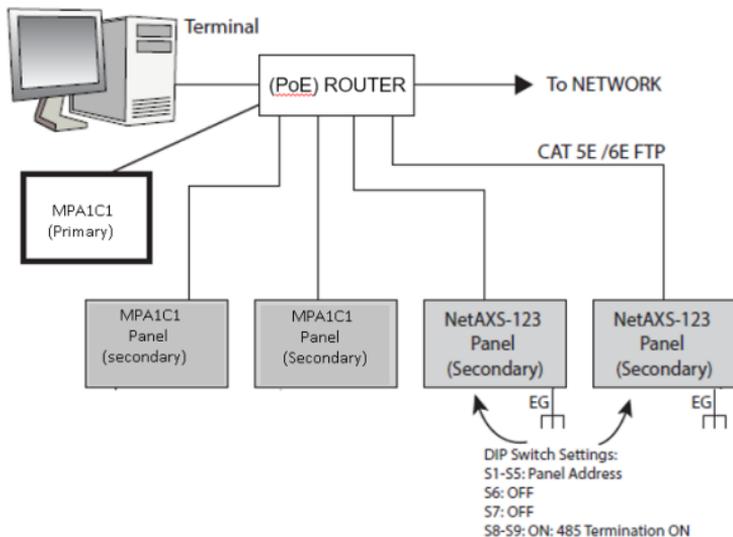
Ethernet Virtual Loop (EVL) with all panels on common IP Subnet



Note:

- The Network must provide DHCP server (or use dedicated Network configuration with a router, as shown in next section).
- The Network must provide firewall protection from unauthorized access.
- EVL is not evaluated by UL294 and CAN/ULC60839-11-1.

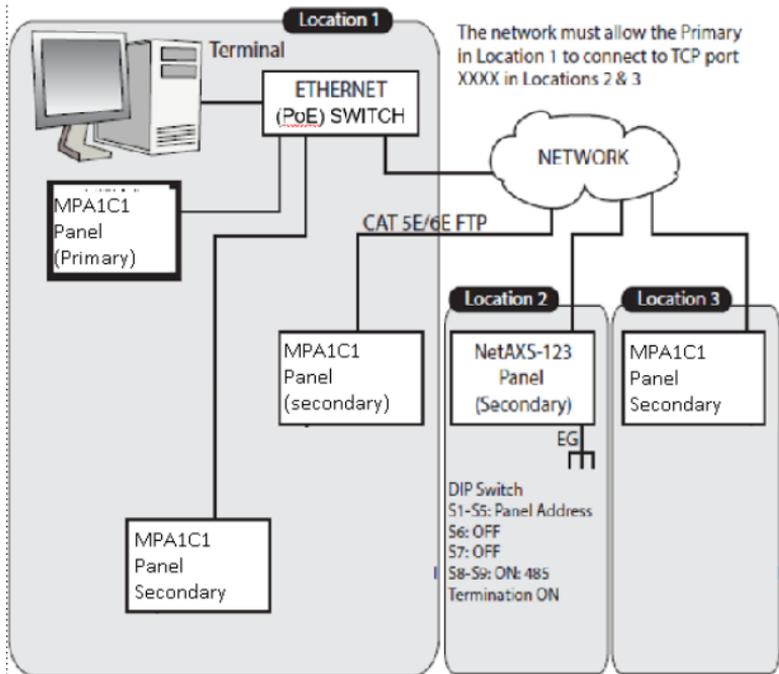
Ethernet Virtual Loop - network dedicated to Access Control



Note:

- The router must provide DHCP service.
- EVL is not evaluated by UL294 and CAN/ULC60839-11-1.

Ethernet Connection with Virtual Loop - Multiple Locations



Note:

- EVL is not evaluated by UL294 and CAN/ULC60839-11-1.
- The network must provide DHCP server (or use dedicated Network configuration with a router shown in next section).
- It is recommend for the network to provide firewall protection from unauthorized access.

- If the locations are in different Geographic time zones, it is recommended that each time zone be served by its own "Ethernet Virtual Loop". The reason for this is, all controllers on the same Ethernet Virtual loop must be set to the same Geographic time zone.
- The network must allow the Master in Location 1 to connect to TCP port #xxxx in Locations 2 and 3.
- Controllers that are on a different subnetwork than the Master (which is likely the case for loops across multiple locations) will NOT be automatically discovered by the Primary controller. In this case, it is recommended that you request an IP address reservation from your network provider or administrator. This address will be needed when the user sets up the Master controller. There is a "Manual Registration" button on the EVL registration screen for this purpose.

Note: *EVL is not evaluated by UL294 and CAN/ULC60839-11-1.*

Hardware Specifications

Door lock output (DR LCK)

Switched Ground enables the Ground (powering the lock), or disables ground (releasing power from the lock).

The MPA1C1 can source up to 500 mA of current through its 12V Out.

Connect the positive side of the lock to the 12V Out and Ground wire of the lock to the SW GND of the MPA1C1.

Relay Contacts (AUX OUT)

1 Form-C SPDT relay, 2A (at dry contact) @ 30VDC (0.6 Power Factor) is configured as Normally Open and Normally Closed outputs.

Reader Interface (OSDP READER)

- **Reader Power:** See Power outputs section: Maximum output current for reader(s) is 500mA @ 12VDC nominal.
- **Reader Data Communication:** Single half-duplex RS485 OSDP V2.1.8 with multi-drop support at **9600 Baud**.

Power input (PWR IN)

An External DC power supply can be connected PWR IN: +12V IN and GND. The input voltage is specified at 10 to 15VDC (12VDC Nominal). Maximum input current is 900mA @12VDC.

Power outputs(+12V OUT)

The following power rating are valid when the MPA1C1 is powered by an external power supply:

- There are two 12VDC power outputs. One at DR LCK and one at OSDP READER. The output voltage to the device connected to these outputs is specified at 9 to 15VDC (12VDC Nominal).

- Total output power to all devices connected to MPA1C1 is limited to 700mA @ 12VDC nominal, combined over the two power outputs.
- Maximum output current for reader(s) is 500mA connected to OSDP READER: +12V OUT & GND
- Maximum output current for the door lock output is 500mA connected to DR LCK: +12V OUT & SWITCHED GND.

PoE Power Limitations

If you are using the MPA1C1, powering the panel with PoE, you must comply with these specifications for proper operation:

- An MPA1C1 panel powered by PoE is 802.3af Power Class 3 compliant, providing a maximum of PSE 15.4W of input power and maximum of 12.95W of output power to the panel. This input power is split between on-board power consumption and external load consumption. A maximum current capacity of 700mA @ 12VDC is available for all external devices combined.

Note:

- If connected to a PoE+ or higher Power Sourcing Equipment (PSE) the MPA1C1 will successfully negotiate Class 3 power, so the MPA1C1 can be plugged into any PSE device, but will only draw up to Class 3 power.
- Two readers per door can still be supported as long as the total current is within the external load capacity stated above.
- To find the power consumption of the device, refer the product documentation or use a current meter.
- In case the MPA1C1 is powered by the PoE AND by an external power supply on (PWR) +12V IN, then the power will be taken from the external power supply if that voltage is over 12.2V. In this case POE acts as a backup voltage with above limitations.

Example:

If the total current consumption of your external devices exceeds the 700mA maximum current, then use one of the following system configurations:

- Power the panel with an external 12VDC power supply.
- Power some or all of the external devices with an external power supply to lower the total external current powered by the MPA1C1 panel below 700mA.

Power consumptions

Device Element	Current
<i>Door strike or magnetic lock current</i>	500 mA
<i>Reader A maximum current</i>	100 mA
<i>Reader B maximum current</i>	100 mA
<i>Buzzer or sounder current</i>	20 mA
<i>Door position switch</i>	20 mA
<i>Request to exit switch</i>	30 mA
<i>Total current for this example</i>	770 mA

- The maximum power available in the PoE 802.3af Power Class 3 standard is 15.4W. This limit is generally at 48VDC, and it is measured at the output of the power injector or PoE switch. Line losses cause a decrease in the power available at the panel when you use longer Ethernet cable lengths. You can minimize these line losses by using either of the following methods:

- Connect the MPA1C1 to an external 12VDC PSU, eliminating the use of PoE.
- Connect the MPA1C1 panel to the power injector or PoE switch with the shortest possible Ethernet cable length.

Mechanical dimensions

MPA1C1 Controller	Height = 3.95" (100mm) Width = 1.78" (45mm) Depth = 1.1" (28mm) The Controller is designed to fit in a single gang US junction Box
MPA1ENCP Plastic Enclosure	Height = 5.51" (140mm) Width = 7.09" (180mm) Depth = 1.7" (43mm)
MPA1P MPA1 Kit in Plastic Enclosure	Height = 5.51" (140mm) Width = 7.09" (180mm) Depth = 1.7" (43mm)

Environment

- **Temperature:** 32° to 104° F (0° to 40° C) if PoE powered; 32° to 120° F (0° to 49° C) if powered from external 12VDC Power supply.
- **Humidity:** 5% to 85% RHNC.

For Canada:

- **Humidity:** 93+/-2% at a temperature of 32+/-2°C.
- Indoor dry.

UL294 Performance Level

Destructive Attack:	I
Line Security:	I
Endurance:	IV
Standby Power:	I

Cable

Use industry-standard cables that meet the following specifications:

Cable Specifications	Description	AWG	Maximum Distance: Feet (Meters)
<i>Readers</i>	8 Conductor, Shielded. (CAT 5E/ 6E FTP)	22-24	OSDP = 150 m (500 Ft) Depending on minimum voltage input of the reader
<i>Alarm Input</i>	Twisted Pair, Shielded. (CAT 5E/ 6E FTP)	22-24	300 m (1000 Ft)
<i>Relay Outputs</i>	Twisted Pair, Shielded. (CAT 5E/ 6E FTP)	22-24	300 m (1000 Ft)

Basic Standalone Operation

Card Read / Door Lock Operation

Step 1. Present a card to a reader.

Step 2. The reader sends the card number to a reader input on the panel.

Step 3. The panel searches its database and:

- If it is a valid card, then energize the door relay associated with the reader input. The card is valid when it is in the card database on the panel and the current time and date conforms to the time zone associated with the card.
- If it is not a valid card, the door relay remains locked.

Door Egress (REX) / Door Lock / Door Status Operation

Step 1. Activate the door egress input (REX).

Step 2. The panel energizes the door relay associated with the particular door egress input for a default time of 10 seconds.

Step 3. If the door status goes from close to open to close again during the 10 second door open period, the door relay will be immediately de-energized.

Maintenance

Perform the following maintenance on the MPA1C1 installation:

- Change any backup battery every two to two-and-a-half years.
- Oil the lock once per year.

Troubleshooting

Troubleshooting Problems and Solutions

Problem	Solution
<i>The panel powers up, but it does not respond to any communication, cards reads, or input activation.</i>	Reset the panel by pressing the reset button for 20 seconds. Use the mobile application (Device Utility App) to reconfigure the unit.
<i>No communications exist with the Ethernet port</i>	Only a panel set up to be a PRIMARY Panel will have communications on the Ethernet port. If the panel is set up to be a SECONDARY panel in EVL (Ethernet Virtual Loop) Mode, then access the panel via the PRIMARY panel after registering the SECONDARY panel in the PRIMARY panel. If you need to the access the panel directly, you will need to reset the panel and set up the panel again.

Problem	Solution
<i>The readers are not responding to card reads</i>	<p>Option 1: Be sure that OSDP readers have been connected or are in OSDP mode</p> <p>Option 2: Set up the correct addressing on the OSDP readers. Addresses other than '00', '01' or '02' are not recognized. Set the reader in one of these addresses:</p> <ul style="list-style-type: none">'00' for auto addressing'01' for entry reader'02' for exit reader <p>Option 3: Make sure that the reader baud rate is set to 9600 Baud</p> <p>Option 4: Make sure that the reader accepts secure channel communication</p>

LED status for general troubleshooting

LED Status	Description
LED PWR - Green	Power LED, automatically powers on when system is powered from either DC or PoE.
LED ETH - Green	Ethernet Link LED, automatically powers on when MPA1C1 Ethernet has link to external Network switch.
LED T-IN - Red	Tamper LED, On when internal Accelerometer tamper is activated. Flashing twice when: <ul style="list-style-type: none">• Request to Exit (REX) inputs in triggered, or released.• Door contact (DrCnt) input is triggered, or released.• Tamper (T-LID) input is triggered, or released.
LED RUN - Green	RUN Activity LED slowly blinks (1 second on, one second off) in normal operation. Blinks rapidly when the RESET button is pressed for 20 seconds.Turns OFF after 20 seconds of continuous pressing of the RESET button.
LED BLE - Blue	Bluetooth LED for commissioning with Device Utility App: Blinks slowly: Bluetooth active, trying to connect. ON: Bluetooth active and connected to mobile device with Device Utility App. OFF: Bluetooth is disabled after restart or after 30 minutes after reset. Bluetooth is OFF in normal operations

Related models including packing list

MPA1C1:	Single Door Controller	Listed by UL
Packing List:	MPA1 Controller Including: <ul style="list-style-type: none"> • QR code for online manuals and translations • Printed English Installation manual • Printed English Quick installation guide • Resistor pack (6 x 2K2 Ohm) / 4 x cabinet mounting screw (small) 1 x lid screw / 3 x cable ties. • CR1220 battery for Controller 	
MPA1ENCP:	Plastic Enclosure for MPA1C1	Listed by UL
Packing List:	MPA1 Plastic enclosure including Tamper switch and cable	
MPA1P Kit:	Including MPA1C1 and MPA1ENCP	Listed by UL
Packing List	MPA1 Controller mounted in MPA1 Plastic enclosure including: <ul style="list-style-type: none"> • Tamper switch and cable. • QR code for online manuals and translations Printed English Installation manual • Printed English Quick installation guide • Resistor pack (6 x 2K2 Ohm) / 4 x cabinet mounting screw (small) 1 x lid screw / 3 x cable ties. • CR1220 battery for Controller 	

Technical Support

Normal Support Hours

USA	(800) 323-4576 Monday through Friday, 7:00 am to 7:00 pm Central Standard Time (CST), except company holidays
EMEA	Monday through Friday, 9:00 am to 7:00 pm EST The 800-323-4576 is correct but Technical Support is Option # 3.

Note: *We will be updating the phone queue when ready to have an option to select MPA after selecting Option # 3 for technical support.*

You Tube - Honeywell Help and Support Channel:

https://www.youtube.com/channel/UCBEL6ouNV_LN5lEpYRujMTg/
featured

Discover - Customer Portal:

<https://honeywelldiscovertraining.com>

Learning Management - Online Training:

- Register for classroom training, get product certified, and more.

Email Technical Support:

- Who waits on hold anymore? Submit an e-mail support question and we will respond within 2 business days.

Schedule Technical Support:

- Coordinate a scheduled time that works best for you and your customer. Hours for Scheduled Support are 10AM - 4PM EST.

How-To Videos:

- DIY with videos that address some of the most common questions around our products and solutions.

MyWebTech | Customer Portal

<https://mywebtech.honeywell.com>

- **Download Center:** Access the Download Center for the latest firmware and software updates
- **Knowledge Base Library:** Technical bulletins, user guides, and how to documents.
- **Case History:** Ability to view cases recorded by Technical Support and view the status of a database service.
- **Notification Center:** Sign up to receive up-to-date product notifications.

Web

For technical assistance, visit

<https://www.honeywellaccess.com>

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**THE
FUTURE
IS
WHAT
WE
MAKE IT**

Document #: 800-26169_ Rev E
Date: September 2020