

WORK ORDER · ATLAS-ORIGINATED

KFF-240801 — Lobby card readers offline

EMERGENCY

ON SITE

SLA: 4 hr response · elapsed 1h 35m

Site & customer

CUSTOMER	Acme Fire & Security
SITE	4100 Meridian Pkwy, Plano, TX
CONTACT	Site manager · 972-555-0101
SCHEDULED	Today, 9:00 AM · technician arrived 9:12 AM

Equipment & platform

PLATFORM	AMAG Symmetry · confirmed by ATLAS before dispatch
CONTROLLER	Mercury LP1502 — panel SEC-P1, reader bus 1
AFFECTED	4 mullion readers, main lobby turnstile line
LAST SERVICE	Quarterly access control inspection — 3 months ago

Reported issue

Main lobby card readers offline after overnight network maintenance. Badge presentation returns no response at all four lobby readers; panel reports normal at the head end.

ATLAS dispatch summary

Generated 09:47 — ATLAS session #A-4471

Symptom: Four readers on bus 1 dark; controller online, no reader comms.

Steps attempted remotely: Verified panel online at head end; confirmed firmware unchanged; reviewed controller event log — bus resets logged from 02:14 (matches UPS replacement window).

Suspected fault: Reader bus power or polarity disturbed during switch-room UPS work; duplicate OSDP address possible if a reader was re-seated.

Parts likely needed: OSDP reader (KAS-RDR-OSDP-BLK), EOL resistor kit (KAS-TERM-EOL) — both confirmed on van.

Guardrail check: Passed — no life-safety modification requested. Escalation approved for dispatch.

This section arrives pre-written from ATLAS. The technician rolls with context instead of a blank ticket.

Assignment

TECHNICIAN	R. Alvarez — KTX-014, senior, access control / Mercury panels
AVAILABILITY	On site · 2 of 3 calls completed today · rating 4.9
DISPATCHED	09:51 from ATLAS Dispatch · ETA 32 min · arrived 9:12 AM
VAN STOCK	OSDP reader ×5 · EOL kit ×18 — both above min level

Field actions

09:12	Arrived; met site manager; badge test confirmed four readers unresponsive.
09:24	Metered reader bus at panel: 11.9 VDC nominal — power present.
09:38	Isolated reader branch; found reversed data pair at re-terminated splice in switch room.
09:55	Corrected polarity; re-addressed reader 3 (duplicate OSDP address 2 found).
10:14	Verified Secure Channel handshake on all four readers; badge test passed ×4.
10:26	Documented bus voltage and firmware version; site manager signed off.

Resolution & billing

ROOT CAUSE	Reversed data pair + duplicate OSDP address introduced during UPS replacement
TIME ON JOB	1 h 35 m
PARTS USED	EOL resistor kit ×1 (\$7.75)
STATUS	Resolved — pending customer invoice KIN-240705
FOLLOW-UP	Add switch-room change notice to site SOP in ATLAS Vault

Every FieldForce work order carries the same structure: platform pinned before dispatch, actions timestamped, root cause recorded, and the whole session landing in one audit trail alongside the originating ATLAS session.

kryos-fieldforce.netlify.app