

Error Code U010 or N010 in GT Setup Tool

Problem

Error codes U010 or N010 are displayed in the GT Setup Tool for Windows when attempting to upload settings to an entrance panel or guard station. Both errors have the same cause.

Cause

Error codes U010 and N010 show that the programming PC cannot connect to the GT Series station. This can be caused by trying to upload to an incompatible station, a disconnected USB cable, an improper ID setting, or insufficient power.

Compatible Stations

The GT Setup Tool for Windows is only compatible with the following models: GT-DMB-N, GT-MKB-N, GT-DB, and GT-DB-VN. It will not be able to connect with GF or GH stations, or with older GT-DM, GT-DMA, GT-MK, or GT-NS stations.

The programming PC connects to the GT station Series station with a micro USB cable. If the connecting cable is a serial to jack or USB Type B cable, that means the station is not compatible with the current GT Setup Tool.

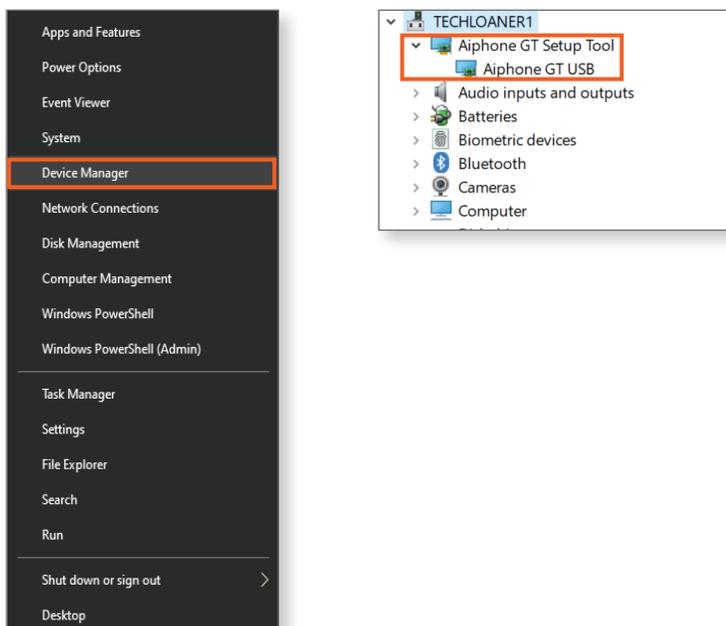
The proper tool for older GT and GH Series stations can be downloaded here:
<https://www.aiphone.com/wp-content/uploads/GT-SYSTEM-SETUP-TOOLD.zip>.

The GF programming software is no longer available, since it does not run properly on modern versions of Windows. Contact Aiphone Technical Support for support and upgrade options.

No Connection

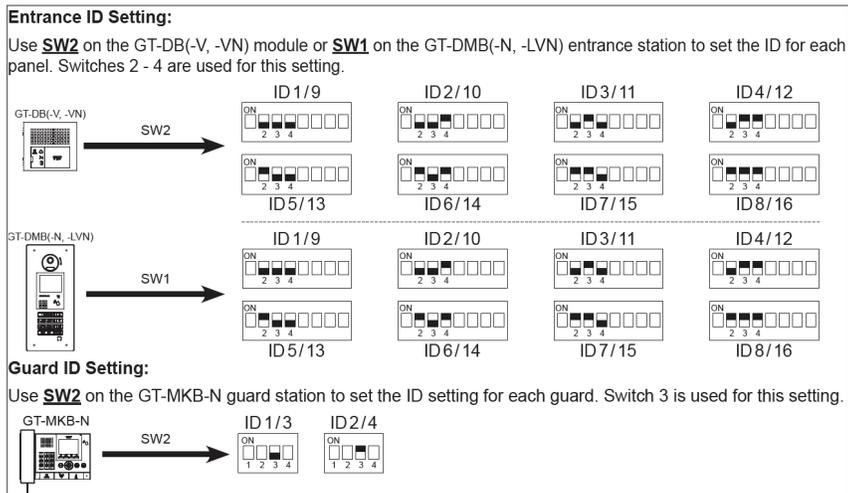
Make sure that the micro USB cable is firmly connected to both the programming PC and the GT Series station. As long as the connection is made, the U010 or N010 error is not caused by any sort of driver issue. The connection can be verified using the programming PC's Device Manager.

To access Device Manager, right click on the PC's start button. A menu will pop up, with Device Manager towards the middle of the list. The connection will appear as below. If it does not, try a different USB cable, or try a different USB port on the PC.



Duplicate ID Setting

If there is more than one entrance panel or guard station on the system, make sure that each station is set to a unique ID. Entrance panels and guard stations count in the system differently, so there is no conflict if a guard station and an entrance panel share the same ID. If there is a GT-MCX on the system, it will occupy ID 1 for both guards and entrance panels. If an ID is changed, power cycle the station to let the change take effect. Disconnect both the power supply and **R1/R2** connection to perform the power cycle.



Power Issues

The entrance panel or guard stations receive their power from two sources. The digital display and keypad are powered by the power supply connected directly to the station, while the main part of the station gets its power from the **R1/R2** wires. This is the case even on all-in-one stations like the GT-MKB-N or GT-DMB-N. **R1/R2** is the audio line for the system, and is also the station's main connection with the rest of the system. Without that power, the GT Setup Tool cannot upload to or download from the station.

If uploads still fail after **R1/R2** is plugged in, there are a number of checks to troubleshoot the issue.

- Use a voltmeter to check the **R1/R2** wires. The cables should deliver a steady 24V DC at all times.
- Make sure the GT-BC is connected to power and its power switch is in the ON position.
- Make sure that none of the entrance panels or guard stations are in programming mode. If any are, take them out of programming mode and try to connect again.

If the error codes persist after checking these settings and connections, contact Aiphone Technical Support for additional assistance.