



QUICKPARKING

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## Ramp & Barrier

Luke Bryant - 2025-07-29 - [Hardware \(Open\)](#)



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### Ramp & Barrier

Ramp issues are relatively common and mostly because we do not know their exact specification. In addition to this, not all parking locations use same ramp. Interface to our software is setup via a COM port digital relay. Issues that can be handled from our side include:

- Barrier is plugged into wrong COM Port on the back of the device.

**This can usually be resolved with the assistance of the Support Team as long as we know which COM Port is currently being used.**

- Barrier is connected to the wrong relay pin.

**This can usually be resolved with the assistance of the Support Team as long as we know which connection pins are being used for the barrier.**

- Hardware seems to work fine, but issue still happening.

**This means that a deeper investigation must be carried out and there is a high possibility of an issue relating to a specific piece of hardware or an API connection.**

In the above cases one of the most important troubleshooting tools would be a photograph of the internal area of the terminal in question, a locally appointment member of staff should have access to the key to access the terminal.

Thanks and regards,

The Quick Parking Support & Assistance Team



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[www.quickparking.com](http://www.quickparking.com) | [support.quickparking.com](http://support.quickparking.com) | [support@quickparking.com](mailto:support@quickparking.com)