

DOORKING SYSTEMS

access control solutionsTM

MAINTENANCE GUIDE

TELEPHONE ENTRY & ACCESS CONTROL

TELEPHONE ENTRY & ACCESS:

- Defining the problem
 - What are symptoms?
 - What is not working?
 - Does the Phone Call Out?
 - Do Cards or other Access Devices Open door / gate?
 - Tracking down the problem
 - Telephone / Access System Controller
 - System Programming
 - Operator Error
 - Access Device Failure or Wiring Problems
 - Trouble Shooting Test Sequence.
 - Checking Access Devices
 - Test Sequence and Adjustments
 - Programming the System
 - Basic Programming Sequence
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 - Remote Acct. Mgr. Software: Quick Reference Guide
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Troubleshooting Access Systems

Telephone Entry Systems are becoming much more sophisticated and complex. In addition to the actual Telephone Entry box, you often have several Access Devices, such as Card Readers, Radio remote controls, Digital keypads, etc. These typically are at the main property entrance, but you may also have access devices at multiple entry points throughout a property. Many systems utilize advanced features such as PC Software and Elevator Control as part of the access system.

This makes troubleshooting an access system a much more difficult task. It is important to get a clear description of what the actual problem is. This will help reduce the amount of time needed if a service company needs to come out and work on your system. For example...

- ❑ “My Gate won’t work”. But does this mean the Gate Operator is down, or that people can’t get into the property because the Access System is not functioning.
- ❑ “I keep losing codes that I just put in”
- ❑ “I can’t program the system”.

Try to get an accurate description of what is or is not working, when the failure occurs, and what did the system actually do when it failed...

TRACKING DOWN THE PROBLEM

With any troubleshooting situation, you should try to narrow down the possibilities of what may be causing the system problems. There are several areas that may be the source of the problem:

- ❑ **The Telephone/Access System** - This is the main controller of the system, providing the telephone entry functions and controlling all card reader activities at various entry points. A Service Company will be needed to repair this.
- ❑ **Access Device failure** - This can either be the actual device (card reader, transmitter/clicker, receiver, etc.) or in wiring from the device back to the main controller.
- ❑ **System Wiring** - If a problem has affected the System Wiring, a service company will need to test and repair.
- ❑ **System Programming** - This can be a problem on systems programmed at the main unit and on PC Programmable Systems. In many situations, a problem entering new tenant or access device information can be reported as a system failure: “I put in a new card and transmitter number yesterday and it doesn’t work today”. Problems with Modem communication and also affect system programming.
- ❑ **Operator Error** - As systems get more complex, tenants, residents and other systems users need to understand how the systems work. Resident frustration can result in reported problems..



ACCESS DEVICE PROBLEMS

If a Resident has a problem with an Access Device, such as a Card or Transmitter/Clicker, you can test the device to determine if the Card or Transmitter is defective. This is performed at the Telephone Entry system utilizing our **Wiegand Test** mode.

Testing Access Devices - If the system accepts programming, but does not respond to cards, transmitters or similar devices, the problem may be with the Access Device. Try putting System into **Wiegand Test Mode**

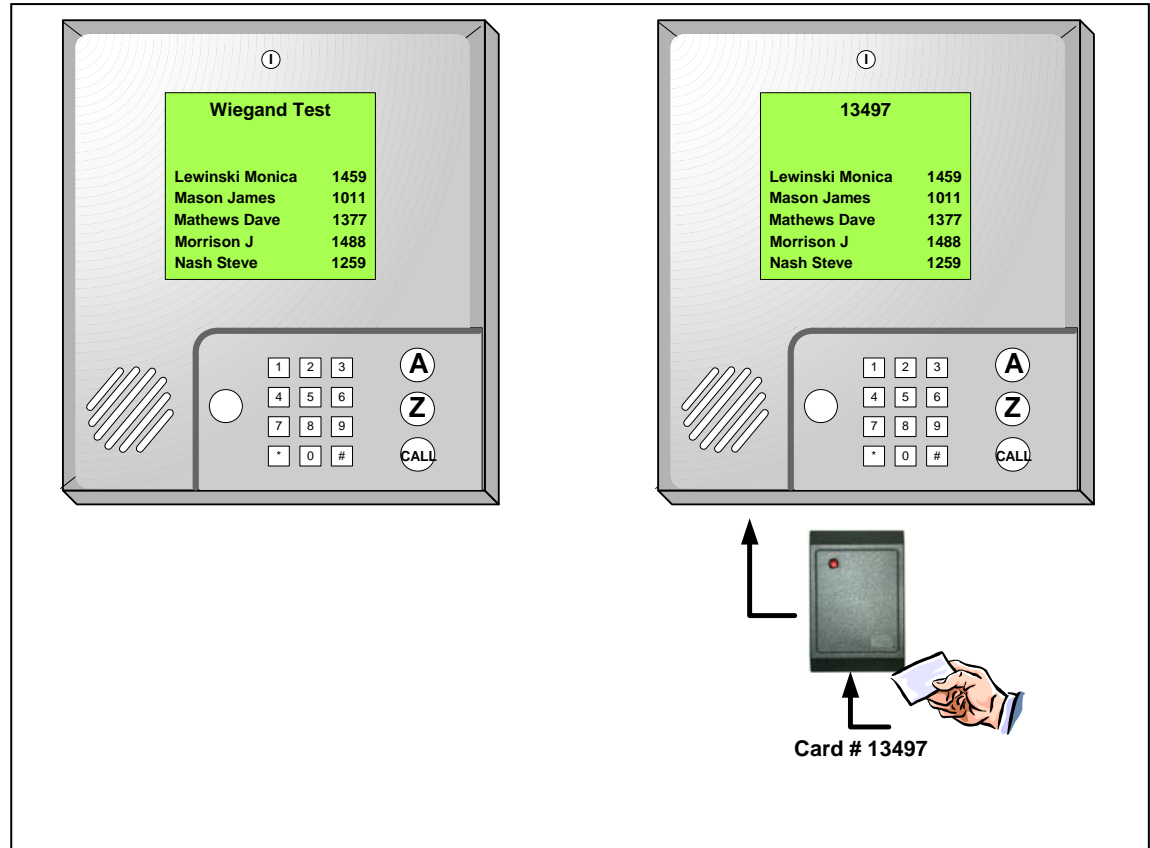
- ✓ * 82 master code
- ✓ Then enter 9999 *
- ✓ Display will read "Wiegand Test"

In this mode, any card or transmitter activated will be shown on the system display. This will test the access device, the system wiring, and the actual card or transmitter. This will also test that the Controller is receiving and processing the card information.

If the card number displays properly on the Control Board, the Wiring, the device and card are working properly.

If no number shows on the display, try testing a different card and/or a different reader device. If still no display of number, Call Service Company.

If an incorrect number is displayed on all devices, Call Service Company.



Trouble Shooting Telephone Entry Systems - The following information will address some operational problems that may occur with the Telephone Entry System. For more details on these, or for additional troubleshooting information, please refer to the System Installation Manual.

| <u>Symptom</u> | <u>Items to check</u> |
|---|--|
| Ringing or Howling from speaker | <ol style="list-style-type: none"> 1. Volume is too high causing feedback, <u>turn volume potentiometer counter clockwise.</u> 2. Feedback sensitivity needs adjustment, <u>call dealer</u> (or refer to Installation manual). |
| System will not activate with touch tone from resident's phone. | <ol style="list-style-type: none"> 1. Residents phone may emit a short pulse 9 tone rather than a continuous tone. <u>Have resident press 9 key twice.</u> 2. Speaker volume too high. <u>Adjust volume</u> &/or <u>Feedback.</u> 3. Noise (hum, static, buzz, etc.) on telephone line. <u>Call Dealer.</u> |
| System will not answer when attempting to program remotely. | <ol style="list-style-type: none"> 1. Check that Ring Pin Jumper is in place. 2. Wrong Phone Number or Master Code entered. <u>Check Phone Number, program new master code.</u> 3. Noise (hum, static, buzz, etc.) on telephone line interfering with programming communication. <u>Call Dealer.</u> |
| Cannot get into Programming mode using system keypad. | <ol style="list-style-type: none"> 1. Wrong Master Code used, start over. 2. Pausing too long between pushing buttons. 3. Keypad malfunctioning. <u>Test Keypad by using master code programming.</u> |
| System emits a long tone and cancels programming. | <ol style="list-style-type: none"> 1. Pausing for over 40 seconds between commands. 2. Invalid command entered. |
| Message on LCD Display has scrambled characters | <ol style="list-style-type: none"> 1. Send information from computer to Phone Entry System to reprogram system. |

MAINTENANCE: The DoorKing Telephone Entry Systems are basically maintenance free devices. Once properly installed, the unit should provide the user with years of trouble free operation.

When cleaning the stainless steel faceplate, do not use any type of material or cloth that can scratch the surface. Use a soft damp cloth to wipe off the faceplate on a regular basis, at least once a month. Stainless Steel cleaner may be used to clean the faceplate. This will help prevent contaminants in the air from sticking to the surface.



COMMON PROGRAMMING FUNCTIONS

*** 0 1 - Phone Numbers** - This will enter Phone Numbers into the system memory. (Note: for 10 or 11 digit dialing, use *23 Area Code programming and *41 Phone Number programming. See manual for details)

1. From the keypad, enter: * 0 1 _ _ _ _ (4-digit master code). The system will emit a short BEEP tone.
2. Enter the desired Directory Code followed by the * key: _ _ _ * , a short BEEP will sound. (Note, the directory code can be programmed for 1, 2, 3 or 4 digits in length. This usually is a 3-digit code).
3. Enter the Phone Number followed by the * key: _ _ _ _ _ _ * (BEEP).
4. If you are entering more than one phone number, repeat steps 1, 2 & 3. If you are finished programming, press the 0 and # keys at the same time. A long BEEP will sound, indicating you have left the programming mode

*** 6 6 - Name Programming** - This will enter names into the Directory (for units with an LCD Directory).

1. Enter * 6 6 _ _ _ _ (4-digit master code), a short BEEP will sound.
2. Enter directory code followed by * key: _ _ _ * (BEEP).
3. Enter first letter of name using keypad, followed by * key. For example, the #6 key will program the letters M, N, O or 6. Pressing the key once will display "M", pressing twice will display "N". To enter the letter "N" press the 6 key twice followed by the * key: 6 6 * (BEEP). Repeat for additional letters or numbers in a name or apartment code. When the entire name is spelled out, press the * key a second time to enter the complete name. Repeat for additional names.
4. Press the 0 and # keys at the same time to end programming.

*** 0 2 - Entry Codes** - This programs 4-digit entry codes which will open the door or gate. Programming is similar to Phone Numbers.

*** 8 2 - Wiegand Test Mode** - This will help test cards and transmitters to see if they are functioning properly.

1. Enter * 8 2 _ _ _ _ (4-digit master code), a short BEEP will sound.
2. Enter 9 9 9 9 * (BEEP). The directory will show the message "Wiegand Test Mode".
3. Activate Card Reader or Remote Clicker. The Card number will be displayed on the directory. If the Card or Transmitter is bad, no number will be displayed.
4. Press the 0 and # key at the same time to Exit Test Mode. NOTE: IF THE SYSTEM IS LEFT IN WIEGAND TEST MODE ALL THE TELEPHONE ENTRY SYSTEM AND ALL CARD READERS WILL NOT OPEN DOORS OR GATES.



