

Telephone Entry Pro - FAQs

E3 Entry Pro Access Control System

This notice applies to the following products:

Order#	Model#	Description
720-200402	EP-402	Entry Pro, 2 Door Standalone Telephone Entry System, 4.3" Display w/Keypad upgradable to 36 or 64 Doors
720-200436	EP-436	Entry Pro, 36 Door Telephone Entry & Access Control System, 4.3" Display w/Keypad, upgradable to 64 Doors
720-200736	EP-736	Entry Pro, 36 Door Telephone Entry & Access Control System, 7" Touch Screen Display w/Keypad upgradable to 64 Doors.
720-200104	EP-EXN	2 Door Expansion Unit with Cabinet and CPU & I/O
720-200105	EP-ACM	2 Door ACM add on I/O Board for EXN

Q = Questions and A = Answers

Q- What is the difference between EP-4xx & EP-7xx models?

A- The EP-4xx models come with a 4.3" display and come in two models; a standalone 2 door version EP-402 and a Networked version EP-436 with support for 36 doors and upgradable to 64 doors. The EP-7xx model comes with a 7" touch screen display, support for 36 doors, network enabled and upgradable to 64 doors.

Q- How many EP units can be interconnected?

A- 32 units can be interconnected via a TCP/IP Ethernet network.

Q- How many doors does each unit support?

A- Each unit supports 2 Doors, 4 Wiegand inputs for IN and OUT readers.

Q- Can you expand the EP-4xx or EP-7xx to 4 Doors in one cabinet?

A- No, to expand the system you can add EP-EXN units to EP-436 or EP-736 networked models. EXN units can be expanded to have 4 doors by adding an EP-ACM I/O board.

Q- What if my installation requires more than two doors?

A- EP-EXN expansion unit clients can be added to which supports 2 additional doors. You can expand the EXN with the EP-ACM adding 2 more doors allowing up to 4 doors per EXN. The EP family can support up to 64 doors by interconnecting up to 32 clients.

Q- Can I intermix the new EP-xxx series with the EN models?

A- Yes, new EP series will work with existing EN models the only requirement is they must all be on the same firmware version and it is recommended that the EP unit be the controller and older EN models be clients.

Q- What if my installation requires more than one Telephone Entry front end?

A- All Telephone Entry front ends ship as a controller. If you require additional TE front ends the installer will need to change the additional TE unit front ends to be clients. Included in all packages is a controller to client code that when the system is factory reset the user interface allows the installer to enter a new client configuration key. When the dealer enables this feature the additional TE now functions as a client within a multi TE unit installation.

Q- How do I program the speaker volume, and display settings?

A- This is accomplished via a settings tab on the front panel display. Utilizing the arrow key, tab all the way to the right, click the setting icon and arrow thru the various settings. Note the system will ask for a pin number once initially set up.

Q- Will the unit support other languages?

A- Initially the unit will not support multi languages. French and Spanish are on the development list and should be available on our second phase release in September.

Q- Can you have multiple administrators logged on to the system at the same time?

A- Yes, the system supports many concurrent users using the same browser and or different internet browsers. Review the product specifications as the number varies by different models.

Q- Will a Mega-Code radio be included with the product?

A- Yes, the systems includes a Wiegand Output Reader (WOR) that communicates between Mega-Code and Wiegand.

Q- Why does the unit have a motion detector?

A- The motion detector serves several purposes. The first is the turning on and off of the screen. This allows the system to save energy and screen life. In addition, the motion sensor starts the welcome screen process and validates users are in front of the unit as part of the queuing validation of navigation prompts.

Q- Does the Entry units work in bright sunlight?

A- Yes, it will work in most bright light conditions. We have several attributes that enhance our capabilities in bright light conditions. First, we coat the screen with an antiglare material and then can automatically adjust the background light. Contrast range is automatically adjusted with an ambient light sensor. Whether it is very bright or a dark night our technology can be viewable in most applications.

Q- Does the unit support a camera integration?

A- Yes, each Telephone Entry unit supports the internal mounting and powering of an optional pin-hole IP color camera.

Q- What is the SD Micro card used for?

A- Each day the unit will automatically back up the system and events to the SD card. If the system has a high volume of events above 50K threshold, the system will back up the events to the SD card. In addition to the SD card the system administrator has an additional option to set up an FTP server for off device / offsite data back-up.

Q- Can the units be recessed in the wall?

A- Yes, we offer two Trim Ring mounting options part numbers; 720-100123 & 720-100124. These trim rings support both new installation and retrofit legacy installations, covering the wall gaps from current products.

Q- What type of phone support does the Entry unit support?

A- The e3 Entry units supports an analog POTS line, Digital to Analog Line through a cable modem for example. Additionally, many analog POTS to VoIP adapters work with the system as well.

Q- Can the system be remotely programmed via a modem?

A- No, the product does not support modem management.

Q- What accessories do you need to gooseneck mount the unit?

A- You do not require any additional mounting plates or accessories. One key attribute of using our product in this application is the installer does not need to remove any hardware in order to mount to the goose neck. The internal board placement provides a center area where the mounting and wiring is brought into the Entry unit.

Q- What accessories do the installer require for TTY required installations?

A- The e3 Entry family has TTY installed from the factory and does not require any additional accessories to support from the EC / EN unit.

Q- What is construction mode?

A- Unique to our platform, the system administrator has a manual option to override the output relays for the unit. This allows an operator with the mechanical key to open the Entry unit and manually override the gate or door. In some installations customers may not have the system connected via phone line and or network in order to program.

Q- Can you add and delete users via the front keypad?

A- No, the only way you can program users is being connect to the unit over the network via a web browser.

Q- Is the system capability of dialing multiple phone numbers?

A- Yes, the system has the option to dial up to three different phone numbers.

Q- Can you select what names show up in which directory?

A- The system has a simplified method of adding users to various directories. If the users' names are turned on for directory (default) and assigned an access level, then e3 Entry will display the name.

Q- Does the system offer do not disturb mode?

A- Yes, the administrator can log into the system and turn the feature on and off per user.

Q- Does the system offer a vacation mode?

A- Yes, the administrator can log into the system and turn the feature on and off per user.

Q- What is the feature "One Time Events"?

A- One-time events allow an administrator the ability to program a time and date that an action should happen. Example: In the community center the complex is hosting a "Get to know your Neighbors" event. It is on Feb 14th XXXX at 6:00PM till 8:00PM. You can label the event and program the door to unlock when that happens. In addition, you can send an email out to the event coordinator that it has happened. Our system can offer up to 150 events at any given time.

Q- How does an operator toggle or latch the system for always open access?

A- We offer multiple methods to create this condition. One method is via a toggle card or code. Enter / present card and/or code and the door / gate is now open / unlocked. Second is called double presentation. If the card or code is presented twice in rapid succession, then the gate or door will latch or remain unlocked until presented in rapid concession a second time. We offer extended time, manager-in, two-person mode and one-time only card types also.

Q- What if we want the gate or lobby door to unlock at a certain time of the day every day, can we do this?

A- Yes, we offer auto unlock schedules that can include three different sets of holidays. It may be that you want to exclude the door from opening when it is a holiday or only when it is a holiday. One enhancement to the feature that we offer is that we can also monitor if the location is occupied. For example, the facility usually has a receptionist but today the receptionist is sick. The system can monitor up to one hour (configurable) before that the building is occupied or manager is in the building so the lobby would auto unlock but if no one else shows up the door or gate will not open.

Q- What if the system requires an RFID reader?

A- The Telephone Entry units all offer the ability to internally mount an RFID reader. This universal mount can accept many different models however we recommend the 2-1 HAS as it has the perfectly cut harness length for connecting to one of the systems reader ports. It is capable of reading HID, AWID and Securakey compatible 125Khz 26 – 37 bit credentials.

Q- What type of power supplies are included and/or could be added to the EN and EC.

B- Each unit includes a 12-volt regulated plug in power supply.