Owner’s Manual

1833, 1834, 1835, 1837

PC Programmable Telephone Entry and Access Control Systems

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SECTION 3 – PROGRAMMING

IMPORTANT! Many of the advanced features available with this telephone entry system cannot be programmed from the system keypad. These features include relay hold open time zones, security levels, and elevator control options. If any of these features are used, the system must be programmed with the DoorKing Remote Account Manager for Windows software, VERSION 5.4. Refer to the software User’s Manual for more information on these features.

We strongly suggest that you read these programming instructions in their entirety before beginning any programming of this telephone entry system.

3.1 General Programming Information

The DoorKing PC Programmable Telephone Entry System is primarily programmed by using the DoorKing Remote Account Manager for Windows software and the user supplied PC by either RS-232 connection or by modem, however it can also be programmed from the keypad on the front of the entry system. When programming from an off site location with a PC, the RING pin must be installed on the circuit board.

The PC programmable telephone entry systems (except 1834) have three relays on the circuit board, all of which are programmable for any function required. These relays are designated as Relay 0 (R-0), Relay 1 (R-1), and Relay 2 (R-2). If Tracker expansion boards are used with this system, it is very important that you understand the function of these three relays. The weigand input auxiliary terminals (also the Tracker board input terminals) can only cause R-1 or R-2 to activate. Weigand input devices cannot cause R-0 to activate. Therefore, if Tracker expansion boards are used with this system, R-0 must be designated as the PRIMARY relay, and R-1 and R-2 are then designated as Tracker board command (CMD) relays with R-2 controlling tracker boards 1 through 8 (system relays 3-10), and R-1 controlling tracker boards 9 through 16 (system relays 11-18). The PRIMARY relay is the relay that a resident activates from their telephone after receiving a call from a visitor. When tracker boards or other weigand devices are used with the system, be sure that R-0 is programmed to respond to the tone open number (typically 9), the postal switch input, and the rotary dial 9 function.

Refer to the Remote Account Manager User’s Manual for more information on Tracker board relay numbering scheme and designations.

The Anti-Pass Back feature requires the use of APB chips installed in the telephone entry system. Anti-Pass Back will not function with a standard chip set.

Device codes, tracker expansion, anti-pass back and elevator control features are NOT AVAILABLE with the 1834 system.

3.1.1 Programming with a PC

Prior to programming the system with a personal computer and the DoorKing Remote Account Manager for Windows software, there is certain information that you must know and must program into the system before the computer can communicate with the system. See page 29 to set-up the telephone entry system for PC programming. Programming the system with a PC may be accomplished either by modem or by direct connection using the RS-232 communications terminal on the circuit board. Using the RS-232 communications terminal will require the use of a cable with a DB-9 connector on one end (DoorKing P/N 1818-040), and the DoorKing Remote Account Manager for Windows software VERSION 5.4.
3.1.2 Programming from the Keypad

Follow the programming instructions as described in each section of this manual. The system will prompt you with short tones (beep) when programming steps have been followed correctly, and with a long tone (beeeeeeep) when the programming step is ended. The display will also assist you in viewing the information that you are programming. It is highly recommended that you complete the resident listing in the appendix prior to starting any programming from the keypad. This listing will provide you with the information needed to complete the manual programming sequence.

This symbol _ in the programming steps indicates numbers that you will need to enter, one number per symbol. When programming from the keypad, after each programming step is performed correctly, a short tone (beep) will be heard. When the programming session is ended, a long tone (beeeeeeep) will be heard.

NOTE: Relay hold open time zones, security levels, holiday schedules, anti-pass back IN / OUT tables, anti-pass back re-sync schedules and elevator control functions cannot be programmed from the system keypad. These functions can only be programmed from a PC using the Remote Account Manager software, version 5.4.

3.1.3 System Memory Identification

Prior to starting the programming of the PC programmable telephone entry system, you must know the memory capacity and type of the EEPROM chips that are installed in the unit. This can be determined by inspecting the small chip that has a tag listing the memory size on it and will be labeled APB if anti-pass back is enabled. The memory size determines the number of residents, vendors, four-digit entry codes and device codes that can be stored in the system. APB indicates that the chip set has anti-pass back capability. The table shows the valid numbers available with each memory level.

<table>
<thead>
<tr>
<th>Part Number</th>
<th>System Memory</th>
<th>Phone Number Capacity</th>
<th>Name Capacity</th>
<th>Entry Code Capacity</th>
<th>Device Code Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1835-150</td>
<td>1835-140</td>
<td>25</td>
<td>25</td>
<td>25</td>
<td>625</td>
</tr>
<tr>
<td>1835-151</td>
<td>1835-141</td>
<td>75</td>
<td>75</td>
<td>75</td>
<td>1875</td>
</tr>
<tr>
<td>1835-152</td>
<td>1835-142</td>
<td>125</td>
<td>125</td>
<td>125</td>
<td>3125</td>
</tr>
<tr>
<td>1835-153</td>
<td>1835-143</td>
<td>250</td>
<td>250</td>
<td>250</td>
<td>6250</td>
</tr>
<tr>
<td>1835-154</td>
<td>1835-144</td>
<td>500</td>
<td>500</td>
<td>500</td>
<td>8000</td>
</tr>
<tr>
<td>1835-155</td>
<td>1835-145</td>
<td>1000</td>
<td>1000</td>
<td>1000</td>
<td>8000</td>
</tr>
<tr>
<td>1835-157</td>
<td>1835-147</td>
<td>3000</td>
<td>3000</td>
<td>3000</td>
<td>8000</td>
</tr>
</tbody>
</table>
3.2 **Programming with a PC**

Prior to programming the PC Programmable Telephone Entry System with the DoorKing Remote Account Manager for Windows software and the user supplied PC, the system must have the MASTER CODE programmed into it. The master code cannot be set with the PC and must be programmed from the system keypad.

This telephone entry system has a programming function that is used in special circumstances when interfaced with a DoorKing 1816 Telephone Intercom System. This CALL UP feature provides special programming that will allow the system to call the phone number of a CO line connected to the 1816 system. Once the 1816 answers the call, the system will automatically send out DTMF tones that will activate the CALL UP feature in the 1816 system, and then send the four digit directory code to the resident selected by the visitor. This allows visitors to contact tenants in the building that do not have CO phone service through the telephone entry system. **This feature IS NOT programmable from the software and must be turned ON or OFF at the system keypad (3.2.2).**

### 3.2.1 Master Code

This programming step sets the system MASTER CODE. The master code is the four-digit number required to gain access to the system memory. You need to know the master code prior to programming the system with the PC, or to perform any of the programming functions on the following pages.

**NOTE:** The master code cannot be programmed from an off-site location. The master code can only be programmed from the system keypad.

**Factory setting = 9999**

1. Open the cabinet of the telephone entry system and turn the master code switch (the small toggle switch) on.
2. Enter a four-digit master code _ _ _ _ then press * (beep).
3. Turn the master code switch off and close the cabinet.

### 3.2.2 Programming for Call-up Operation

This feature is only used when the telephone entry system is interfaced with a DoorKing 1816 Telephone Intercom system under certain special applications. The factory setting for this feature is OFF. Do not change this feature to ON. Refer to the 1816 Installation Manual, and check with your DoorKing representative on the special applications that this feature is used for.

**Factory Setting = OFF**

1. Press *78 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter 0* (beep) to turn the call up feature OFF.
   Enter 1* (beep) to turn call up ON.
3. Press 0# TOGETHER to end this programming step (beeeeeeep).
3.2.3 PC Programming Table

The information in the chart will be required when you program the PC programmable telephone entry system from your PC. The chart is provided for you to record the information that has been programmed in the preceding steps.

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Master Code (enter number)</th>
<th>Memory Size (circle one)</th>
<th>Chip Type (circle one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1833, 1835, 1837, 1834</td>
<td></td>
<td>25 75 125 250 500 1000 2000 3000</td>
<td>Standard APB</td>
</tr>
</tbody>
</table>

STOP!!

If the telephone entry system is to be programmed from a PC, no other programming is required at the system itself. Complete the chart in section 3.2.3 as this information will be required when programming the unit from your computer. Refer to the Remote Account Manager for Windows software manual for additional programming information. Continue with the remaining sections in this chapter if the telephone entry system will be programmed by any other method. If the factory setting matches your need, there is no reason to reprogram that section.

Remember that relay hold open time zones, security levels, and elevator control functions can only be programmed from the Remote Account Manager software. If any of these features are being used, do not proceed with any other programming steps in this manual.
3.3 General Programming

Proceed with the programming steps on the following pages only if PC programming will not be used.

3.3.1 Relay Strike Time

These steps will program Relay 0 (not applicable to the 1834), Relay 1 and Relay 2 strike times. Strike times can be programmed from 1/4 second (enter 00 in step 4) up to 99 seconds by entering the desired time in seconds. If Tracker expansion boards are going to be used with this system, set Relay 2 strike time to 00 for Tracker boards 1-8. If more than 8 Tracker boards are being used, set Relay 1 strike time to 00 (for Tracker boards 9-16) and then set Relay 0 strike time for the desired time in seconds. In this application, Relay 0 becomes the PRIMARY relay that will open the door or gate after the tenant presses 9 on their telephone.

Factory setting for relay strike times are: Relay 0 = 01, Relay 1 = 01, Relay 2 = 01.

1. Press *03 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Press 0* to set relay 0, or 1* to set relay 1, or 2* to set relay 2 strike time.
3. Enter the two-digit strike time _ _ (00-99) then press * (beep).
4. Repeat steps 2 and 3 to set other relay strike times.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.3.2 Talk Time

This programming sequence sets the maximum time allowed for conversation when the entry system places a call to the resident. The talk time can be set from 1 second up to 255 seconds (4 minutes, 15 seconds) and is entered as a three-digit number. For example, to set a talk time of 20 seconds, enter 020 in step 3. The talk time set here does not affect the telephone numbers that are programmed under directory codes 0, 00, 000, 0000 and 1, 01, 001, 0001. The talk time for these two directory codes are factory set to the maximum. Phone numbers programmed under these directory codes should be reserved for management or emergency phone numbers that generally require longer conversations.

Factory setting for talk time = 60 seconds.

1. Press *08 and enter the four digit MASTER CODE _ _ _ _ (beep).
2. Enter three digits for talk time (seconds) _ _ _ (001-255) then press * (beep).
3. Press 0# TOGETHER to end this programming step (beeeeeeep).
3.3.3 Tone Open Numbers

These steps will program the tone open numbers for relays 0, 1 and 2. You will need to enter a four-digit number (see chart below) to set the relay functions. If a function is not desired, enter # in place of a number. For example, if you want the relay to have a momentary activation function only, and you want the relay to activate when the number 9 is pressed, enter 9 # # # in step 4. Do not duplicate tone open numbers, i.e., don’t set relay 0, 1, and 2 tone-open numbers all to 9. If Tracker expansion boards are connected to the system, there is no need to set a momentary open tone open number for the tracker control relay(s). However, you may want to set HOLD and DEACTIVATE tone numbers, which will allow management to have a function to automatically unlock all doors/gates controlled by a Tracker board (refer to 5.3.2).

Factory setting is: Relay 0 = ####, Relay 1 = 9876, Relay 2 = 5432.

1. Press *05 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Press 0* to set relay 0 or 1* to set relay 1 or 2* to set relay 2 tone numbers.
3. Enter the four-digit tone open number code _ _ _ _ then press * (beep).
4. Repeat steps 2 and 3 to set the other relays tone open numbers.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).

<table>
<thead>
<tr>
<th>DIGIT</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Momentary activation. Relay will activate for the programmed strike time (3.3.1).</td>
</tr>
<tr>
<td>2</td>
<td>Relay hold. Relay will activate and remain activated until commanded to release.</td>
</tr>
<tr>
<td>3</td>
<td>Relay release. Deactivates the relay hold command.</td>
</tr>
<tr>
<td>4</td>
<td>Relay hold 1-hour. Relay will activate for 1-hour and then will automatically deactivate itself.</td>
</tr>
</tbody>
</table>

3.3.4 Postal Switch

This programming sequence sets that relay(s) will activate when the postal switch input is activated on the telephone entry system. The system can be programmed so that only one relay will activate, or any combination of relays will activate. HINT: The relay that you designate as the primary relay should be programmed to activate from the postal switch input. To cause a relay to activate, enter a 1 in it’s respective character slot, or enter a zero to not activate the relay. Any combination of 1’s or 0’s is permissible. For example, entering 010 in step 3 will cause only relay 1 to activate. Entering 101 will cause both relay 0 and relay 2 to activate.

Factory setting = 010.

1. Press *50 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the three-digit (1’s or 0’s only) postal relay code _ _ _ then press * (beep).
3. Press 0# TOGETHER to end this programming step (beeeeeeep).
3.3.5 Touch-tone / Rotary-dial

This programming sequence will set the telephone entry system to dial out in either a touch-tone or rotary format. Generally, this will be set for touch-tone.

Factory setting = touch-tone.

1. Press *07 and enter the four digit MASTER CODE _ _ _ _ (beep).
2. Enter 0* (beep) for touch-tone or enter 1* (beep) for rotary.
3. Press 0# TOGETHER to end this programming step (beeeeeep).

3.3.6 Rotary-dial 9

This programming sequence sets which relay(s) will activate when the system receives a rotary-dial 9 open command from a residents rotary telephone. The system can be programmed so that only one relay will activate, or any combination of relays will activate. HINT: The relay that you designate as the primary relay should be programmed to activate from a rotary 9 command. To cause a relay to activate, enter a 1 in it’s respective character slot, or enter a 0 to not activate the relay. Any combination of 1’s or 0’s is permissible. For example, entering 010 in step 3 will cause only relay 0 to activate. Entering 101 will cause both relay 0 and relay 2 to activate.

Factory setting = 010.

1. Press *51 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the three-digit (1’s or 0’s only) rotary 9 code _ _ _ then press * (beep).
3. Press 0# TOGETHER to end this programming step (beeeeeep).

3.3.7 Single or Multiple Systems

This program sequence sets the telephone entry system to operate as a single unit on the phone line, or to share the phone line with other units. If multiple systems are sharing the same phone line, then each one must be set as a "multiple system" and each must have a unique master code.

Factory setting = Single System.

1. Press *04 and then enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter 0* (beep) for a single system or 1* (beep) for multiple systems.
3. Press 0# TOGETHER to end this programming step (beeeeep).
3.4 Programming Letters, Numbers and Messages

These programming steps apply only to the 1834, 1835 and 1837 systems. The keypad on these systems have all the letters of the alphabet, the numbers 0 through 9, and a space key printed on it. This allows the keypad to be used to program all names and numbers into the systems electronic directory.

NOTE: Names should not be programmed from a remote location using a touch-tone telephone.

3.4.1 Programming Letters and Numbers

When entering names into the electronic directory using the system keypad or a touch-tone telephone, pressing the key once will display the first letter listed on the button, pressing twice will display the second letter, pressing it a third time will display the third letter, and pressing it a fourth time will display the number (or fourth letter).

Example using the number 6 key:

Press one time to display the letter M
Press two times to display the letter N
Press three times to display the letter O
Press four times to display the number 6

The chart below provides the sequence required to enter each letter and number from the keypad into the system memory. A sequence is also provided to add a space, clear the display if a mistake is made, and a sequence to skip a name if there is a desire not to provide a name with a phone number.

<table>
<thead>
<tr>
<th>To Display</th>
<th>Press</th>
<th>To Display</th>
<th>Press</th>
<th>To Display</th>
<th>Press</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>2*</td>
<td>N</td>
<td>66*</td>
<td>0</td>
<td>0*</td>
</tr>
<tr>
<td>B</td>
<td>22*</td>
<td>O</td>
<td>666*</td>
<td>1</td>
<td>11*</td>
</tr>
<tr>
<td>C</td>
<td>222*</td>
<td>P</td>
<td>7*</td>
<td>2</td>
<td>2222*</td>
</tr>
<tr>
<td>D</td>
<td>3*</td>
<td>Q</td>
<td>77*</td>
<td>3</td>
<td>3333*</td>
</tr>
<tr>
<td>E</td>
<td>33*</td>
<td>R</td>
<td>777*</td>
<td>4</td>
<td>4444*</td>
</tr>
<tr>
<td>F</td>
<td>333*</td>
<td>S</td>
<td>7777*</td>
<td>5</td>
<td>5555*</td>
</tr>
<tr>
<td>G</td>
<td>4*</td>
<td>T</td>
<td>8*</td>
<td>6</td>
<td>6666*</td>
</tr>
<tr>
<td>H</td>
<td>44*</td>
<td>U</td>
<td>88*</td>
<td>7</td>
<td>77777*</td>
</tr>
<tr>
<td>I</td>
<td>444*</td>
<td>V</td>
<td>888*</td>
<td>8</td>
<td>8888*</td>
</tr>
<tr>
<td>J</td>
<td>5*</td>
<td>W</td>
<td>9*</td>
<td>9</td>
<td>99999*</td>
</tr>
<tr>
<td>K</td>
<td>55*</td>
<td>X</td>
<td>99*</td>
<td>SPACE</td>
<td>1*</td>
</tr>
<tr>
<td>L</td>
<td>555*</td>
<td>Y</td>
<td>999*</td>
<td>CLEAR</td>
<td>#</td>
</tr>
<tr>
<td>M</td>
<td>6*</td>
<td>Z</td>
<td>9999*</td>
<td>SKIP NAME</td>
<td>*#</td>
</tr>
</tbody>
</table>
3.4.2 Programming the User Message – 1834, 1835 Systems

The user message, followed by the instruction message, scrolls across the screen from right to left when the system is not in use. Both the user and instruction message can be programmed to display your own message. The user message can be a maximum of 48 characters (spaces count as a character) and is entered into the system memory in three blocks. The first two blocks contain 20 characters while the third block contains 8 characters. The example below shows how the sample message was divided into three blocks. Use the blank matrix to organize your own message. Only upper case letters, numbers and spaces can be programmed from the system keypad.

**Factory Default User Message = This Space is For Your User Programmable Message**

NOTE: The factory default message was programmed from a PC, therefore upper and lower case letters are displayed.

<table>
<thead>
<tr>
<th>Example</th>
<th>THANK YOU FOR VISITING OAKWOOD CONDOMINIUMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>T H A N K Y O U F O R V I S I T I N G</td>
</tr>
<tr>
<td>Block 2</td>
<td>O A K W O O D C O N D O M I N I S</td>
</tr>
<tr>
<td>Block 3</td>
<td>U M S</td>
</tr>
</tbody>
</table>

After organizing the user message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete block has been entered, press * to enter the block, then start the next block.

1. Press *80 and enter the four-digit MASTER CODE _ _ _ _ (beep). The screen will display: **BLOCK 1**.
2. Enter the characters into block 1. Remember to press * (beep) after each character.
3. After the last character in block 1 has been entered, press * (beep) to enter the entire block. The screen will display: **BLOCK 2**.
4. Enter the characters into block 2. Remember to press * (beep) after each character.
5. After the last character in block 2 has been entered, press * (beep) to enter the entire block. The screen will display: **BLOCK 3**.
6. Enter the characters into block 3. Remember to press * (beep) after each character.
7. After the last character in block 3 has been entered, press * (beep) to enter the entire block.
8. Press * to enter all three blocks into the system memory.
9. Press 0# together to end this programming step (beeeeeeep).
10. The new user message will begin to scroll across the screen.
3.4.3 Programming the Instruction Message – 1834, 1835 Systems

The instruction message scrolls across the screen from right to left when the system is not in use and follows the user message programmed in 3.4.2. The instruction message can be a maximum of 52 characters (spaces count as a character) and is entered into the system memory in three blocks. The first two blocks contain 20 characters while the third block contains 12 characters. The example below shows how the sample instruction message was divided into three blocks and programmed into the system. Use the blank matrix to organize your own message. Only upper case letters, numbers and spaces can be programmed from the system keypad.

**Factory Default Instruction Message: Push A-Z To Find Name Or No. Enter Code Or Push Call**

NOTE: The factory default instruction message was programmed from a PC, therefore upper and lower case letters, dashes (-) and periods (.) are allowed.

<table>
<thead>
<tr>
<th>Example</th>
<th>PUSH A OR Z BUTTON TO FIND NAME ENTER CODE OR PUSH CALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>P U S H A O R Z T O F I N D N A M E E N T E R C O D E O R P U S H C A L L</td>
</tr>
<tr>
<td>Block 2</td>
<td>N A M E E N T E R C O D E O R P</td>
</tr>
<tr>
<td>Block 3</td>
<td>U S H C A L L</td>
</tr>
</tbody>
</table>

After organizing the instruction message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete block has been entered, press * to enter the block, then start the next block.

1. Press *81 and enter the four-digit MASTER CODE _ _ _ _ (beep). The screen will display: **BLOCK 1**.
2. Enter the characters into block 1. Remember to press * (beep) after each character.
3. After the last character in block 1 has been entered, press * (beep) to enter the entire block. The screen will display: **BLOCK 2**.
4. Enter the characters into block 2. Remember to press * (beep) after each character.
5. After the last character in block 2 has been entered, press * (beep) to enter the entire block. The screen will display: **BLOCK 3**.
6. Enter the characters into block 3. Remember to press * (beep) after each character.
7. After the last character in block 3 has been entered, press * (beep) to enter the entire block.
8. Press * to enter all three blocks into the system memory.
9. Press 0# together to end this programming step (beeeeeep).
10. The new user message will begin to scroll across the screen.
3.4.4 Programming the User Message – 1837 Systems

The user message is displayed on the top four lines of the 1837 display. This message can be a maximum of 80 characters (spaces count as a character) and is entered into the system memory in four blocks. The example below shows how the sample message was divided into four blocks and centered on the screen. Use the blank matrix to organize your own message. Only upper case letters, numbers and spaces can be programmed from the system keypad.

Factory Default User Message: This Space is For Your User Programmable Message

NOTE: The factory default message was programmed from a PC, therefore upper and lower case letters are allowed.

<table>
<thead>
<tr>
<th>Example</th>
<th>WELCOME TO THE OAKWOOD CONDOMINIUMS PLEASE DRIVE CAREFULLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>W E L C O M E T O T H E</td>
</tr>
<tr>
<td>Block 2</td>
<td>O A K W O O D</td>
</tr>
<tr>
<td>Block 3</td>
<td>P L E A S E D R I V E</td>
</tr>
<tr>
<td>Block 4</td>
<td>C A R E F U L L Y</td>
</tr>
</tbody>
</table>

After organizing the user message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete block has been entered, press * to enter the block, then start the next block.

1. Press *80 and enter the four-digit MASTER CODE _ _ _ _ (beep). The screen will display: BLOCK 1.
2. Enter the characters into block 1. Remember to press * (beep) after each character.
3. After the last character in block 1 has been entered, press * (beep) to enter the block. The screen will display: BLOCK 2.
4. Repeat steps 2 and 3 to enter characters into block 2. The screen will display: BLOCK 3.
5. Repeat steps 2 and 3 to enter characters into block 3. The screen will display: BLOCK 4.
6. Repeat steps 2 and 3 to enter characters into block 4.
7. After all four blocks are entered, press * to enter them into the system memory.
8. Press 0# together to end this programming step (beep beep).
3.4.5 Programming the Instruction Message – 1837 Systems

The instruction message is displayed on the bottom four lines of the 1837 display. This message can be a maximum of 80 characters (spaces count as a character) and is entered into the system memory in four blocks. The example below shows how the sample instruction message was divided into four blocks and centered on the screen. Use the blank matrix to organize your own message. Only upper case letters, numbers and spaces can be programmed from the system keypad.

Factory Default Instruction Message: Use A-Z to Find Name Or Number - Enter Code On Keypad - Busy Press Any Key - Try Again.

NOTE: The factory default instruction message was programmed from a PC, therefore upper and lower case letters, dashes (-) and periods (.) are allowed.

<table>
<thead>
<tr>
<th>Block 1</th>
<th>USE A Z TO FIND NAME OR NUMBER ENTER CODE ON KEYPAD BUSY PRESS ANY KEY TRY AGAIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>USE</td>
<td>A</td>
</tr>
<tr>
<td>Block 2</td>
<td>123456789123456789123456789</td>
</tr>
<tr>
<td>OR</td>
<td>N</td>
</tr>
<tr>
<td>Block 3</td>
<td>123456789123456789123456789</td>
</tr>
<tr>
<td>ON</td>
<td>K</td>
</tr>
<tr>
<td>Block 4</td>
<td>123456789123456789123456789</td>
</tr>
<tr>
<td>ANY</td>
<td>K</td>
</tr>
</tbody>
</table>

After organizing the instruction message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete block has been entered, press * to enter the block, then start the next block.

1. Press *81 and enter the four-digit MASTER CODE _ _ _ _ (beep). The screen will display: BLOCK 1.
2. Enter the characters into block 1. Remember to press * (beep) after each character.
3. After the last character in block 1 has been entered, press * (beep) to enter the block. The screen will display: BLOCK 2.
4. Repeat steps 2 and 3 to enter characters into block 2. The screen will display: BLOCK 3.
5. Repeat steps 2 and 3 to enter characters into block 3. The screen will display: BLOCK 4.
6. Repeat steps 2 and 3 to enter characters into block 4.
7. After all four blocks are entered, press * to enter them into the system memory.
8. Press 0# together to end this programming step (beeeeeeep).
3.5  Programming Phone Numbers and Names

Before beginning manual programming of this telephone entry system from the keypad, it is strongly recommended that the resident log sheets in the back of this manual be competed in their entirety. This will make programming easier and can be used as a reference when entering phone numbers, names, entry codes and device numbers.

This section of the manual will instruct you on how to enter phone numbers and names into the system memory from the keypad on the telephone entry system. Prior to entering any information, you will set the directory code digits to the desired length. Changing the directory code length after programming is complete will delete all programmed phone numbers, area codes, and names and will require you to re-enter this information.

If you are in an area that requires 10 digit dialing, you will need to program the area code(s) required as described in 3.5.3, and then program the resident phone numbers as described in 3.5.4. If 10-digit dialing is not required, simply enter the 7-digit phone number as described in 3.5.2.

1834, 1835, 1837 systems only. When you are entering names into the electronic directory, remember to press * after each desired letter, number, or space is displayed on the LCD. When the entire name is displayed on the directory, press * again to enter the entire name into the directory. If you make a mistake, simply press # to clear the display and start over. Names cannot be more than 15 characters in length - spaces count as a character.

The example below shows the keypad sequence to enter **JONES APT 1** into the directory.

<table>
<thead>
<tr>
<th>To Enter: JONES APT 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>J</td>
</tr>
<tr>
<td>O</td>
</tr>
<tr>
<td>N</td>
</tr>
<tr>
<td>E</td>
</tr>
<tr>
<td>S</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>A</td>
</tr>
<tr>
<td>P</td>
</tr>
<tr>
<td>T</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>*</td>
</tr>
</tbody>
</table>
3.5.1 Programming the Directory Code Length

This programming sequence sets the directory code length to 1 - 2 - 3 or 4 digits. If 11 or more resident names or telephone numbers are going to be programmed into the system, the directory code must be at least two-digits. If 101 or more resident names or telephone numbers are going to be programmed, the directory code must be at least three-digits. If 1001 or more resident names or telephone numbers are going to be programmed, the directory code must be set to four-digits.

Factory setting is three (3) digits.

CAUTION: This programming sequence will delete all phone numbers and directory codes that have been previously programmed into the system.

1. Press *20 and enter the four-digit MASTER CODE _ _ _ _ (beep). The display shows: # OF DIRECTORY CODE DIGITS.
2. Enter 1, 2, 3 or 4 then press * (beep). The display shows: ERASE MEM? 1=Y 0=N
3. Enter 0 * to cancel out of this program (beeeeep).
   Enter 1 * to change the directory code length (and erase all memory). The display will show ERASING and will sound a long beep when complete.
   Directory codes are now set to the programmed length.

3.5.2 Programming 7-digit Phone Numbers

In this programming sequence, the directory codes and 7-digit phone numbers will be programmed into the system. Be sure you have programmed the directory code length that you desire as described in 3.5.1. Changing the directory code length after programming the telephone numbers will erase all the numbers and directory codes that have been programmed. To program phone numbers that will be referenced to an area code (long distance calls and 10 digit calling), follow the instructions under Long Distance Phone Number Programming on the next page. If you use directory codes 0, 00, 000, 0 000 and/or 1, 01, 001, 0001 remember that the talk time for these directory codes are factory set to the maximum and cannot be changed. Use these directory codes to program management or emergency phone numbers, which generally require longer conversation periods.

NOTE: If this telephone entry system is being used in an area that requires 10 digit dialing, proceed to 3.5.3 and 3.5.4 to program the area code and phone number.

1. Press *01 and enter the four-digit MASTER CODE _ _ _ _ (beep). The display will show DIRECTORY CODE.
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep). The display will show PHONE#.
3. Enter the seven-digit phone number _ _ _ _ _ _ _ then press * (beep). If the number that you are entering in this step is less than seven-digits, enter # in the empty spaces. For example, if the system is connected to a PBX that requires four-digit extension numbers and you want to enter extension 2217, you would enter this number as 2217#### then press * (beep).
4. Repeat steps 2 and 3 to enter additional directory codes and phone numbers.
5. Press 0# TOGETHER to end this programming step (beeeeep).
3.5.3 Programming Area Codes

Up to 10 different area codes can be programmed for any 10-digit or long distance calling requirements and will be referenced 0 through 9 (for a total of 10). The area codes will be entered as a four-digit number (1 + the three digit area code). If area codes are being programmed to facilitate 10-digit calling requirements, precede the three-digit area code with #.

1. Press *24 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the area code reference number (0 through 9) _ then press * (beep).
3. Enter the area code _ _ _ _ then press * (beep). NOTE-1: for long distance calling requirements, enter 1 and the three-digit area code. NOTE-2: for 10-digit calling requirements, enter # and the three-digit area code.
4. Repeat steps 2 and 3 to enter additional area codes. Remember to use a different area code reference number when entering more area codes.
5. Press 0# TOGETHER to end this programming step (beeeeep).

3.5.4 Programming Phone Numbers with Area Code Reference

In this section, phone numbers that are referenced to an area code (long distance and 10-digit dialing calls) will be programmed. Be sure that the area code(s) have been programmed as described in the preceding section.

NOTE: If long distance or 10-digit dialing is not required, program the seven digit telephone numbers as described in 3.5.2.

1. Press *41 and enter the four-digit MASTER CODE _ _ _ _ (beep). The display will show CO.
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep). The display will show PHONE#.
3. Enter the area code reference number _ then press * (beep).
4. Enter the seven-digit phone number _ _ _ _ _ _ _ then press * (beep). If the number that you are entering in this step is less than seven-digits, enter # in the empty spaces. See 3.5.2, step 3.
5. Repeat steps 2, 3, and 4 to enter additional long distance phone numbers.
6. Press 0# TOGETHER to end this programming step (beeeeep).
3.5.5 Programming Names (1834, 1835, 1837 Systems Only)

In this section, names will be programmed into the system. Names are referenced to a phone number by entering the directory code that the persons phone number has been programmed to.

1. Press *66 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Begin entering the residents name one character at a time as described on page 30. When the desired character (letter, number or space) is displayed, press * to enter that character.
4. Repeat step 3 to enter additional characters until the desired name is displayed in the directory. NOTE 1: 15 characters maximum. NOTE 2: If you make a mistake in steps 4 or 5, press # to clear the display and start over.
5. After the last character has been entered, press * (beep) to enter the complete name. The display will be blank.
6. Repeat steps 2, 3, 4, and 5 to enter additional names.
7. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.5.6 Deleting Individual Phone Numbers

This programming sequence is used to delete a single phone number under a known directory code. Proceed to 3.5.7 to delete the resident name.

1. Press *01 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Press # # # # # # then press * (beep).
4. Repeat steps 2 and 3 to delete additional phone numbers.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.5.7 Delete Names (1834, 1835, 1837 Systems Only)

This programming sequence is used to delete a resident name from the directory. These steps will not erase the resident telephone number from the system. Go to section 3.5.6 to delete the resident telephone number.

1. Press *65 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Use the A and Z buttons to locate the name that is to be erased, then press * (beep).
3. Repeat step 2 to erase additional names.
4. Press 0# TOGETHER to end this programming step (beeeeeeep).
3.5.8 Delete Area Codes

This program sequence deletes area code numbers that have been programmed into the system.

1. Press *24 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the area code reference number (0 through 9) _ then press * (beep).
3. Enter # # # # then press * (beep).
4. Repeat steps 2 and 3 to delete additional area codes.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.5.9 Display Phone Numbers (1834, 1835, 1837 Systems Only)

Use this programming sequence to display phone numbers programmed under known directory codes, i.e. if you wanted to see what phone number was programmed under directory code 271. This programming sequence will not allow you to delete phone numbers.

1. Press *06 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. The phone number programmed under the directory code entered in step 3 will be displayed on the LCD. If C C C C C C C is displayed, this indicates that no phone number has been programmed under the entered directory code. If the first digit is flashing, this is the area code reference code and indicates that the number displayed is a long distance or 10-digit number.
4. To display additional phone numbers press * and repeat step 2.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.5.10 PBX Line Access Code Programming

If the telephone entry system is connected to a PBX telephone system rather than a dedicated C.O. line, you may need to set the unit to dial a line access code prior to dialing the resident phone number. Typically, the line access code is "9", but check with the PBX system administrator to be sure.

1. Press *09 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the line access code number _ then press * (beep).
3. Press 0# TOGETHER to end this programming step (beeeeeeep).

NOTE: To change a line access number, enter the correct number in step 2. To delete a line access number, enter # in step 2.
3.6 Programming Device Codes (1833, 1835, 1837 Only)

Device codes must be five (5) digits in length and are typically card and transmitter codes. Each device code that you enter is assigned to the directory code that you select. Up to 25 device numbers can be entered under a single directory code, up to a maximum of 8,000 for the system. You cannot duplicate device codes.

3.6.1 Programming Device Codes

This program sequence enters device (card, transmitter, digital) codes into the system memory.

1. Press *70 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code that the device code is to be assigned to (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Enter the five-digit device code _ _ _ _ _ then press * (beep).
4. Repeat steps 2 and 3 to enter additional device codes.
5. Press 0# TOGETHER to end this programming step (beeeeeep).

3.6.2 Deleting Device Codes

This program sequence deletes individual device codes.

1. Press *71 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Enter the five-digit device code _ _ _ _ _ then press * (beep).
4. Repeat steps 2 and 3 to delete additional device codes.
5. Press 0# TOGETHER to end this programming step (beeeeep).

3.6.3 Enabling Facility Codes

This program sequence allows you to use (enable) or not use (disable) facility codes.

1. Press *72 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter 0 to disable facility codes or enter 1 to enable facility codes then press * (beep).
3. Press 0# TOGETHER to end this programming step (beeeeeeep).

3.6.4 Programming Facility Codes

This program sequence enters device facility codes into the system memory. Up to 10 facility codes (reference numbers 0 through 9) may be programmed. Valid facility codes are 000 – 255.

1. Press *73 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the first facility code reference number _ (0 – 9) then press * (beep).
3. Enter the three-digit facility code _ _ _ then press * (beep).
4. Repeat steps 2 and 3 to enter additional facility codes.
5. Press 0# TOGETHER to end this programming step (beeeeeeep).
3.7 Programming Four Digit Entry Codes

Four digit entry codes are entered on the system keypad preceded by # to allow the resident access. Do not confuse four-digit entry codes with a five-digit device code entered from a weigand keypad.

3.7.1 Programming Four Digit Entry Codes

1. Press *02 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Enter the four-digit entry code _ _ _ _ then press* (beep).
4. Repeat steps 2 and 3 to enter additional entry codes.
5. Press 0# TOGETHER to end this programming step (beeeeeep).

3.7.2 Delete Four Digit Entry Codes

1. Press *02 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter the directory code (1, 2, 3 or 4 digits depending on what was programmed in 3.5.1) then press * (beep).
3. Press # # # # *(beep).
4. Repeat steps 2 and 3 to delete more entry codes.
5. Press 0# TOGETHER to end this programming step (beeeeeep).

3.7.3 Entry Code Ranges

Four-digit entry codes can be made to activate relay 0, relay 1, or relay 2 or any combination of relays by programming HI and LOW ranges for each relay. Ranges may overlap, which will cause more than one relay to activate if this is desired. For example, if the low boundary for relay 0 and relay 1 is 2000, and the hi boundary is 3000 for relay 0 and 4000 for relay 1, then entry codes between 2000 and 3000 will activate both relays, and entry codes between 3001 and 4000 will only activate relay 1.

1. Press *12 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Press 0* to set relay 0, or 1* to set relay 1, or 2* to set relay 2 boundaries.
3. Enter the four-digit low boundary _ _ _ _ then press * (beep).
4. Enter the four-digit high boundary _ _ _ _ then press * (beep).
5. Repeat steps 2, 3, and 4 to set the other relay boundaries (or proceed to step 7).
6. Press 0# TOGETHER to end this programming step (beeeeeep).
3.8 **Anti-pass Back (1833, 1835, 1837 with APB Chip Set Only)**

The programming steps below will allow you to set up and program some basic functions for the anti-pass back feature. However, you must set up the IN and OUT relay programming table in the Remote Account Manager software, version 5.4. Anti-Pass Back tables cannot be set from the keypad. Refer to manual 1835-066.

### 3.8.1 Programming the Anti-Pass Back Mode

Anti-Pass Back (APB) can be set to operate in one of three different modes. PASSIVE APB records an APB Violation and will allow entry or exit. ACTIVE APB records an APB Violation and will not allow entry or exit. TRAP APB records an APB Violation and will allow entry but not exit.

1. Press *43 and enter the four-digit MASTER CODE _ _ _ _ (beep).
2. Enter 0 for OFF, 1 for PASSIVE, 2 for ACTIVE or 3 for TRAP, then press * (beep).
3. Press 0# TOGETHER to end this programming step.

### 3.8.2 Re-Sync All Devices

This programming step is used to allow all cards one ‘move’ either in or out without causing an APB Violation to be recorded.

1. Press *45 and enter the four digit MASTER CODE _ _ _ _ (beep).
2. Press 1 to Re-Sync ALL devices or press 0 to not Re-Sync, then press * (beeeeeeep).
3. The programming sequence will end itself after all cards are re-synced.

### 3.8.3 Re-Sync Individual Devices

This programming step is used to re-sync a single card only.

1. Press *46 and enter the four digit MASTER CODE _ _ _ _ (beep).
2. Enter the five digit device number _ _ _ _ _ then press * (beep).
3. Press 0# TOGETHER to end this programming step.

### 3.8.4 Reset Facility Counter

This programming step is used to reset the facility counter. The facility counter keeps track of the number of “IN’s” and “OUT’s” when using APB mode.

1. Press *48 and enter the four digit MASTER CODE _ _ _ _ (beep).
2. Enter a five digit number that you want the count to start at _ _ _ _ _ then press * (beep).  
   (Example: to start at 25, enter 000025)
3. Press 0# TOGETHER to end this programming step.
30 Series Control Board Adjustments

- Feedback
- Speaker Volume
- Microphone Volume
- Click Sensitivity
- Master Code Toggle Switch
- Hands Free (HF) / Hand Set (HS) Jumper
- 1816 Interface Jumper
- Ring Pin
- Relay 2 Contact Normally Open (NO) / Normally Closed (NC) Jumper

- Main Terminal Strip
- Auxiliary Terminal Strip
- Elevator Control Terminal Strip
- RS 232 Terminal Strip
- Relay 0 Terminals
- Keypad Pins
4.1 Speaker Volume, Microphone and Feedback

Speaker volume, microphone volume and feedback all interact with each other to affect the audio performance of the system. Use the following steps to set these adjustments.

1. Open the front of the telephone entry system and locate the speaker volume, microphone volume and feedback adjustments (see page 47).
2. Set the speaker volume about 1/3 from full counter-clockwise.
3. Set the microphone volume to 1/2.
4. Place a phone call from the telephone entry system to a resident. If feedback occurs, turn the speaker volume counter-clockwise until it ceases.
5. While the tenant is still on the line, ask them to remain silent while rubbing your finger over the microphone hole on the face plate. Rotate the feedback adjustment throughout its range while listening to the sound coming from the speaker. When the sound is minimum, this is the correct setting.
6. Speaker volume and microphone volume may now be adjusted to desired levels. If both are set too loud, feedback may result. For louder speaker volume, the microphone volume may need to be decreased. For louder microphone volume, the speaker volume may need to be decreased.
7. Normal setting for both speaker volume and microphone volume is about 1/2.
8. After setting these adjustments, close the face plate of the entry system and place some test calls. If feedback occurs, microphone and/or speaker volume will need to be reduced.

4.2 Click Sensitivity – For Use with Rotary Dial Phone(s) Only

1. Open the front of the telephone entry system and locate the click sensitivity adjustment.
2. If rotary dial phones are not used, set the click sensitivity to full counter-clockwise to disable this feature. If rotary dial phones are in use, proceed to step 3.
3. Place a phone call from the telephone entry system to a resident with a rotary dial type phone. After they answer, ask the resident to dial 9 while you adjust the click sensitivity potentiometer (the resident may have to dial 9 several times for you to obtain the correct adjustment). When the door or gate opens, this is the correct adjustment for the click sensitivity.
4. NOTE: Adjusting the click sensitivity too high (potentiometer fully clockwise) could cause the system to respond to loud noises while it is in use. If this happens, rotate the click sensitivity potentiometer counter clockwise 1/8 turn and re-test the system. You may have to perform this step several times to find the correct adjustment.

4.3 Display Contrast (1834, 1835, 1837)

1. Let the system run 10-minutes before making any display contrast adjustments.
2. Open the front of the telephone entry system and locate the contrast adjustment. On the 1834 and 1835 systems, this adjustment will be on the display board or on the display interface board, depending on which style (surface, flush or wall) you have. On the 1837 system, this adjustment is located on the back of the display.
3. Turn the contrast potentiometer clockwise and then counter clockwise until the display is satisfactory.
4.4 **Back-light Cutoff**

1. This is a factory set adjustment and should not be adjusted in the field.

4.5 **Master Code Switch**

1. The master code switch is left in the off position for normal operation. Turn the master code switch on when setting the system master code. See programming instructions to set the system master code. If the master code switch is turned on and a new master code is not entered, the system will sound a long tone after approximately 30 seconds. This tone will continue every 30 seconds until a new master code is entered, or until the switch is turned off.

4.6 **Ring Pin**

1. The ring pin is labeled RING on the control board. This shorting pin must be installed to allow the system to answer any calls placed to it. If remote programming or remote relay operation is to be used, the shorting pin must be installed. Removing the shorting pin will cause the system to never answer any call placed to it.

4.7 **Relay 2 Contact Pin**

1. This shorting pin sets the contacts on relay number two to be set to either Normally Open (NO) or Normally Closed (NC). The pin is set to NO from the factory.

4.8 **Auto – 1816 Pin**

1. This shorting pin sets the system to operate as a stand-alone unit (AUTO), or to interface with the 1816 Telephone Intercom System. The pin is set to AUTO from the factory.

4.9 **HF – HS Pin**

1. This shorting pin is located in the lower left hand corner of the circuit board. For Hands Free (HF) operation, the shorting pin is placed on the HF pins. For a system with a Hand Set (HS), the shorting pin is placed on the HS pins. The pin is set to HF from the factory.
SECTION 5 – OPERATING INSTRUCTIONS

5.1 Guest Instructions

Instructions on the telephone entry systems guide guests on the usage of the system and how to locate and call the resident that they wish to visit. The 1834, 1835, and 1837 systems utilize A and Z scroll buttons that a guest will use to locate the resident that they are wishing to visit. Pushing the A button will cause the resident directory to scroll up while pushing the Z button causes the resident directory to scroll down. Holding these buttons down will cause the system to scroll or page through the resident directory rapidly. Resident names are listed in the directory alphabetically.

Although the systems are similar in the way that they operate, they differ in the way that the resident information is presented to the guest. The 1834 and 1835 electronic directory displays resident names (or apartment numbers) and their respective directory code on a single line while the 1837 system displays a page of eight resident names at a time. The 1833 system relies on a separate directory to provide guests with resident directory information.

1. If the guest knows the resident’s directory code, they can simply enter it on the system keypad to place a call.
2. If the guest does not know the resident’s directory code, they must check the directory and find the code assigned to the person they wish to visit.
   - **1833 Systems** - Guest must check the separate directory listing to locate the person they wish to visit to find their assigned directory code. They must then enter this code on the system keypad.
   - **1834, 1835 Systems** - Guest use the A and Z buttons to locate the name in the directory. Once the resident’s name is displayed, the guest presses the CALL button and the system will connect to the resident’s telephone. The guest may also enter the directory code on the keypad to place the call.
   - **1837 Systems** - Guest use the A and Z buttons to locate the name in the directory. When the desired resident’s name is displayed on the page, the A and Z buttons are used to move the PUSH CALL cursor up and down. When the PUSH CALL cursor is flashing on the desired resident’s name, the guest then can press the CALL button and the system will connect to the resident’s telephone. The guest may also enter the directory code on the system keypad to place the call.

If the resident’s line is busy, the system will emit a busy signal. If this happens, the guest can press the # key or the CALL button to hang up and then try again. Residents can avoid missing calls (and guests) from the telephone entry system by ordering call waiting from the local telephone company.

**DTMF Tones** – The telephone entry system can output DTMF tones from the keypad AFTER a call has been answered.

- If the # key is pressed by itself – the system will hang-up.
  
  Example: # = hang-up.

- If any key is pressed prior to the # key, then all keys pressed will emit DTMF tones.
  
  Example: 1 2 3 4 # = DTMF tones for all buttons including the # key.

- If there is more than a 2-second delay between numbers and the # key, then the # key will hang-up the system.
  
  Example: 1 2 3 4 - - - - - - # = hang-up.
5.2 **Resident Instructions**

Resident control of the door or gate that the telephone entry system controls is limited to opening the door or gate in response to a call from a guest, or they may open the door or gate by using their assigned four-digit entry code. A resident instruction sheet is included in the back of this manual and may be copied and passed out to your residents.

5.2.1 **Responding to a Guest Call**

When communication is established, the resident has the option of opening the door(s) or gate(s) by pressing the programmed tone open number(s) on their touch tone telephone, or they can deny access to their guest by pressing # on their telephone. If access is granted, the resident will hear a confirmation tone in their handset indicating that the door or gate has opened, then the system will automatically hang up.

**Residents should be instructed by management to always press the # key on their telephone if they wish to deny a guest access.** If a resident hangs up to deny access instead of pressing #, the telephone entry system will remain on line until its programmed talk time expires or until it detects dial tone.

Some newer type telephones emit a short tone rather than a continuous tone when their keys are pressed. This may cause the telephone entry system to not respond to the tone open number. If this happens, simply press the tone open number twice in rapid succession to open the door or gate.

If a resident is using rotary dial telephone, they will grant access to their guest by dialing 9. To deny access to their guest, residents with rotary phones must simply hang up.

5.2.2 **Using an Entry Code**

Four-digit entry codes provide a means for a resident to gain access by entering their assigned code on the telephone entry system keypad. The four-digit entry code will operate relay 0, 1 or 2 depending on the boundaries that have been programmed into the system (3.7.3).

1. To use entry codes, first press # and then enter the four-digit entry code _ _ _ _.
2. The system will emit a tone (beep) and the display will show **OPEN** when a valid code is entered on the keypad.

If management decides to utilize resident entry codes, residents should be instructed to keep their unique code secret. Telling other persons their code or allowing other persons to use their code compromises security and defeats the purpose of the system.
5.3 **System Administrator**

The administrator can perform the following operations from a remote location using a touch tone telephone. You must know the phone number of the system and the system master code.

5.3.1 **Opening from a Remote Location**

1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep).
2. Press *16 and enter the four-digit MASTER CODE _ _ _ _ (beep).
3. Press the desired tone open number _ (beep). **NOTE:** Refer to 3.3.3 to determine which tone open features have been programmed, i.e. momentary open, hold open, release, hold open one hour and then release.
4. Hang up.

5.3.2 **Tracker Board Override Hold Open Command**

The Tracker board override command is used when tracker expansion boards are connected to the system. **This command will cause ALL tracker boards connected to the telephone entry system to open or unlock the gate or door that they are controlling, and will remain in this state until commanded to return to normal operation.** This feature is useful when management wants to open all gates or unlock all doors - perhaps during an emergency situation as an example.

**NOTE:** Hold open tone numbers must be programmed for the override command to be functional. See Section 3.3.3.

1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep).
2. Press *16 and enter the four-digit MASTER CODE _ _ _ _ (beep).
3. Press the hold open tone number that was programmed in section 3.3.3 _ (beep).
4. Hang up.
5. To release the override hold command and return the system to normal operation, repeat steps 1 through 4. In step 3, enter the DEACTIVATE tone number in place of the HOLD tone number.
5.3.3 Relay Check

The telephone entry system can be called and a check can be made to determine if any of the relays in the system are in a "hold open" mode. This check can be useful if your gate (or door) is held open and you suspect that the telephone entry system relay may be the cause.

1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep).
2. Press *16 and enter the four-digit MASTER CODE _ _ _ _ (beep).
3. The system will emit a series of short tones if the relay is in a continuous activation mode.
   - Relay 1 activated: beep - pause - beep - pause . . .
   - Relay 2 activated: beep beep - pause - beep beep - pause . . .
   - Relay 0 activated: beep beep beep - pause - beep beep beep - pause . . .
4. Press the programmed tone number _ to deactivate the relay (beep). The system will automatically hang up.

5.3.4 Time and Date Check

This operating function lets you check the current date, time and day of the week that the system is currently programmed to. If the calendar chip in the system is not programmed, the system will emit a long beeeeeep when this function is entered on the keypad. **NOTE:** The calendar chip can only be set by the PC when communication is established either by modem or the RS-232 terminals.

1. Press *30 and enter the four-digit MASTER CODE _ _ _ _ (beep).

   The display will show: The date - Month / Day / Year
   The time - Hours / Minutes / AM or PM (AM=0, PM=1)
   The day of the week (1=Sunday, 7=Saturday).

   This information will be displayed for approximately four-seconds, then the display will return to normal.
5.4 **Miscellaneous Operating Instructions**

5.4.1 **Talk Time**

The talk time for directory codes 0, 00, 000, 0000 and 1, 01, 001, 0001 is factory set to 4 minutes 15 seconds and cannot be changed. These directory codes should be reserved for use with management or emergency phone numbers that typically require longer talk times. For example, if directory code 000 was programmed to call a management phone number, the system will allow the full 4 minutes and 15 seconds of talk time before automatically ending the call.

5.4.2 **Line Sharing**

More than one telephone entry system can share the same phone line provided that the units have been programmed for multiple systems on the same line (see 3.2.2). When the unit is programmed for multiple systems sharing the same line, it checks the phone line for 48 volts (not busy) before attempting to place a call. If the phone line is in use, the system will emit a busy signal. If two or more systems are sharing the same phone line, it is important that each system be programmed with its own unique master code. When more than one system is on the same phone line, and a call is placed from one of the systems to a resident, only the system that placed the call will respond to any tone open numbers. Do not be concerned that all the units will activate their relay when the resident presses the tone open number.

5.4.3 **Connection to a PBX**

If the telephone entry system is going to be connected to a PBX system, you may need to program extension numbers in place of a seven-digit telephone number. To do this, enter the extension number and fill the remaining spaces with the # key in the phone number programming step. For example, if the PBX system uses four-digit extensions and you want to program extension 2217 as a phone number, in step 3, section 3.5.2 press:

3. 2 2 1 7 # # # * (beep).

If the PBX system requires you to dial 9 to obtain an outside line, and you want to program some, but not all, outside line phone numbers in the system, program the number 9 as one of the alternate area codes. In step 3, section 3.5.3 press:

3. 9 # # # * (beep).

Then program the outside phone number as a long distance number (3.5.4) using the area code reference number used to program 9.

5.4.4 **Areas with 10-digit Dialing**

If the telephone entry system is installed in an area where the telephone company has instituted 10 digit dialing, simply program the required number of alternate area codes into the system without preceding the area code with the number 1. If 310 was one of the area codes required, in step 3, section 3.5.3 press:

3. 3 1 0 # * (beep).

Then program the outside phone number as a long distance number (3.5.4) using the area code reference number used to program 310. Program additional area codes and phone numbers as described in sections 3.5.3 and 3.5.4.
SECTION 6 – MAINTENANCE

The DoorKing telephone entry system is essentially a maintenance free device. When the unit is properly installed, it should provide years of trouble free service. Maintenance is limited to updating the directory and phone number and/or entry codes when residents move in or out.

The faceplate of the unit should be cleaned on a regular basis to keep contaminants in the air from sticking to the surface and possibly causing pitting. When cleaning the faceplate of the system, never use an abrasive cleaner or cloth. Stainless steel cleaner works very well with a soft cloth for systems with a stainless steel faceplate. A clean damp soft cloth should be used to clean gold plated faceplates.

6.1 Trouble Shooting

If problems should develop with your telephone entry system, refer to the trouble-shooting guide on the following pages to try and correct any problems. Our experience has shown that a majority of reported problems are actually programming related and can be corrected on site. If problems persist and they cannot be corrected, contact your authorized DoorKing dealer for assistance. Before performing any trouble-shooting, check the following:

1. Have a good VOM meter handy to check voltages and continuity.
2. Have a telephone test set (DoorKing p/n 1800-050 or equivalent) to check the telephone line. Noise on the phone line will cause problems with the entry system.
3. Be sure that the entry system case is properly grounded.
4. Be sure that the telephone wires are twisted.
5. A hum on the system indicates that the phone line or 16 VAC power lines may be grounded. Check to be sure that the phone lines or power lines are not shorted to ground.
6. Check the 16 VAC system power. Be sure that the transformer is properly rated (20 VA for 1833, 1834 and 1835 systems; 40 VA for 1837 systems). Keep the wire run from the transformer to the entry system as short as possible. Use 16 or 18 AWG, 600 volt insulated wire only. The importance of proper power wiring cannot be over stressed!
7. Isolate the telephone entry system. Disconnect any external devices, such as Tracker expansion boards, elevator control boards, RS232 connection, card readers, RF receivers, keypads, etc. which may affect the operation of the system.
<table>
<thead>
<tr>
<th>SYMPTON</th>
<th>POSSIBLE SOLUTION(S)</th>
</tr>
</thead>
</table>
| Cannot get into programming mode.           | • Wrong master code entered. Start over.  
• Waiting too long between pushing buttons. Enter information quicker.  
• Keypad is not plugged into board correctly. Cable points down.  
• Memory chips are installed upside down.                                                                                                                      |
| System emits a long tone and cancels         | • Waiting too long between pushing buttons.  
• Forgetting to press # first when programming.                                                                                                              |
| programming.                                 |                                                                                                                                                                                                                     |
| Keypad is dead.                              | • No power. Check for 16 VAC input power.  
• Check that the keypad is properly connected to the circuit board. The cable on the plug points down when connected to the circuit board.                       |
| Buzz or noise on the phone line.            | • Disconnect the phone line from the system and check it with a handset. If line is noisy, problem is with the phone line and not the entry system.  
• Check for any shorts to ground behind the circuit board.  
• Check for pinched wires near the door hinge.  
• Check for 16-volt power shorted to ground.  
• Check for phone line shorted to ground.  
• Check that phone wires are twisted.  
• Check that the proper type of phone wire was used for an outdoor and / or underground application.  
• Check that all wires, speaker, keypad, etc. are isolated from ground.  
• Check that the cabinet is properly grounded. Be sure that case ground (terminal 3) is not used as a low voltage common.  
• Check for excessive voltage drop on 16 VAC power.                                                                                                           |
| Ringing or howling from the speaker.         | • Feedback improperly adjusted (4.1).  
• Volume is set too high (4.1).                                                                                                                                     |
| After dial out, dial tone is heard on the    | • Phone line is a rotary-dial line. Have the phone company change it to a touch-tone line.                                                                                                                            |
| speaker.                                    |                                                                                                                                                                                                                     |
| Door strike locks on.                        | • Excessive voltage-drop on 16 VAC line.  
• Using a transformer with too low VA rating.  
• Relay strike time programmed too long (3.3.1).                                                                                                              |
| Door strike or gate operator holds open.     | • System was given a hold open command. Call the system and press the tone deactivate number (5.3.1).                                                                                                               |
| Entry system will not answer when called.    | • Ring pin is not installed (4.6).  
• Bad phone line or insufficient ring voltage.                                                                                                                                                                          |
| Rotary dial 9 will not activate relay.       | • Adjust click sensitivity (4.2).                                                                                                                                                                                      |
| Touch-tone 9 will not activate relay.        | • Re-program tone-open number to 9 (3.3.3).  
• If resident phone emits a short pulse rather than a long tone, press 9 twice in rapid succession 99.  
• Try another phone that is known to work.  
• Lower speaker volume (4.1) and re-adjust feedback (4.1).                                                                                                    |
| Relay activates but gate operator will not    | • Re-program relay strike time for a longer period (3.3.1).  
• Check wiring to gate operator.  
• Check gate operator.                                                                                                                                                                                                 |
| open.                                       |                                                                                                                                                                                                                     |
| Postal switch will not activate relay.       | • Be sure that the wire-tie has been clipped off the postal switch.  
• Be sure that the relay has been programmed for postal switch input (3.3.4).                                                                                        |
### SYMPTOM | POSSIBLE SOLUTION(S)
--- | ---
Four-digit entry codes will not work. | • Forgetting to press # first.  
• Re-program the entry code ranges (3.7.3).
Entry codes will not activate relay 0. | • Re-program relay 0 low and high ranges (3.7.3).
Entry codes will not activate relay 1. | • Re-program relay 1 low and high ranges (3.7.3).
Entry codes will not activate relay 2. | • Re-program relay 2 low and high ranges (3.7.3).
System emits a beep every 30 seconds. | • Master code switch is in the ON position (4.5).
DTMF tones are heard 15 seconds after call is answered. | • The system CALL UP feature is turned on. Re-program this feature to turn it off (3.2.3).
LCD Display shows:  
Reset Mem?  
1 = Y  2 = N  | • The memory chip size (small chip) and the main memory storage chip (large chip) do not match in memory size. By pressing 1, the main memory storage chip will be matched to the memory size chip. **All data in the main memory will be erased when this function is performed.**  
• Press 2 to cancel out of this function.
LCD display shows:  
Need 1835(37) SM MEMCHIP  | • The small chip in the PC board socket is for an 1838 system and cannot be used in the telephone entry system.
LCD is unreadable. | • Adjust contrast (4.3).

#### 6.1.1 RS-232 Test

This test procedure will check the RS-232 hardware to determine a pass or fail mode. You will need two short pieces of wire to perform this test.

1. Open the cabinet of the telephone entry system and locate the RS-232 terminals in the upper left hand corner of the control board.
2. Short terminal 1 to terminal 2 using the first piece of wire.
3. Short terminal 3 to terminal 4 using the second piece of wire.
4. Press *17 and enter the four-digit master code _ _ _ _ (beep).
5. Press *.

   **PASS** - The display will indicate: **RS232 HARDWARE PASS** and a long tone will be heard (Beeeeep).

   **FAIL** - The display will indicate **RS232 HARDWARE FAIL** and two short tones and then a long tone will be heard (Beep - Beep - Beeeep).
6. Remove the jumper wires from the terminal after performing this test.
6.1.2 Weigand Test (1835, 1837 Systems Only)

This programming sequence will allow you to view the weigand data on the display as it is received by the control board. This will allow you to verify that the weigand device is functioning properly.

1. Press *82 and enter the four-digit master code _ _ _ _ (beep).
2. Enter 9 9 9 9 * (beep).
3. Activate one of the weigand input devices by placing a card on a card reader, pressing a transmitter button, or entering a digital code on a weigand keypad.
4. If the weigand data is shown on the display, this verifies that the weigand device is operating properly and sending the information to the entry system. If no data appears on the display, the weigand devices are not functioning.
5. Press 0# TOGETHER to cancel the weigand test mode.

6.1.3 Elevator Board(s) Hardware Test

This programming sequence is designed for troubleshooting the elevator control board(s) that may be connected to the telephone entry system. This sequence will take approximately four (4) minutes to complete and will check the operation of the CALL relay, and then all the odd numbered relays, then all the even numbered relays on the elevator control board(s). This test confirms communication between the telephone entry system circuit board and the elevator control board(s).

1. Press *76 and enter the four-digit master code _ _ _ _ (beep).
2. The display will show: WHICH ELEVATOR? (1835 - 1837 systems only).
3. Enter the elevator shaft number (1, 2, 3 or 4) _ then press * (beep).
The display will show: ELEVATOR TEST 1 (1835 - 1837 systems only).
   Once the test starts, the CALL relay (LED ON) will activate, and then ALL odd numbered relays will activate, and then ALL even numbered relays will activate on the 1st elevator control board. After this sequence, if more than one elevator control board is connected, ALL odd numbered relays, and then ALL even numbered relays will activate on the 2nd elevator control board. After this sequence, ALL odd numbered relays, and then ALL even numbered relays will activate on the 3rd elevator control board. After this sequence, ALL odd numbered relays, and then ALL even numbered relays will activate on the 4th elevator control board. This sequence will repeat itself ten (10) times.
4. Once the test is complete (approximately 4 minutes), this programming sequence will automatically end itself.
6.1.4 Elevator Board / Floor Hardware Test

This testing sequence will allow you to check activation of individual relays on the elevator control board(s) and will confirm communication between the telephone entry system circuit board and the elevator control board(s).

1. Press *77 and enter the four-digit master code _ _ _ _ (beep).
   The display will show: WHICH ELEVATOR? (1835 - 1837 systems only).
2. Enter the elevator shaft number (1, 2, 3 or 4) _ , then press * (beep).
   The display will show: FLOOR? (1835 - 1837 systems only).
3. Enter the two-digit floor number _ _ , then press * (beep).
4. The relay LED on the elevator control board that represents the floor number entered will turn ON for approximately 1 second.
5. To check other floor relays, repeat steps 2 and 3.
6. When complete with the testing, press 0# TOGETHER to end this testing sequence.
   NOTE: This program test sequence will automatically end itself if no keypad inputs are detected after approximately 30 seconds.

Refer to the Elevator Control board installation manual for more information on troubleshooting the elevator control boards.

6.1.5 Automatic Hang-up Options

This sequence will allow you to program different methods by which the telephone entry system will hang-up if a resident denies a guest access by hanging up their telephone rather than pressing the # key to terminate the call.

Factory setting is 1, dial tone detect ON.

1. Press *40 and enter the four-digit master code _ _ _ _ (beep).
   The display will show: 0=N 1=DT 2=SIL 3=BTH (1834, 1835, 1837 systems only).
   0 – BOTH OFF. Unit hangs up after programmed strike time runs out.
   1 – DIAL TONE detect ON. Unit hangs up after detecting 5-seconds of dial tone.
   2 – SILENCE detect ON. Unit hands up after detecting 15-seconds of silence.
   3 – BOTH ON.
2. Enter the hang-up option code _ (0, 1, 2 or 3) then press * (beep).
3. Press 0 # TOGETHER to end this programming step (beeeeep).
   NOTE: If the resident grants access, or denies access by pressing the # key, the unit will hang up automatically. This hang-up sequence is only active if the resident denies access and simply hangs up their telephone before pressing the # key.
### 6.2 Accessories

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface Trim Ring</td>
<td>Use to recess a surface mount unit into a wall or column. P/N 1803-150.</td>
<td></td>
</tr>
<tr>
<td>Flush Kit</td>
<td>Use to install flush style units into a wall or column. Kit includes rough in back box and trim ring. P/N 1814-165 comes with stainless steel trim ring. P/N 1814-166 comes with gold plated trim ring.</td>
<td></td>
</tr>
<tr>
<td>Flush Ring</td>
<td>Use to surface mount a flush style unit. P/N 1814-152.</td>
<td></td>
</tr>
<tr>
<td>Stainless Steel Case</td>
<td>Replaces the black steel surface mount case with a stainless steel case. P/N 1810-102.</td>
<td></td>
</tr>
<tr>
<td>Telephone Test Set</td>
<td>Includes clips, cord and carrying case. P/N 1800-050.</td>
<td></td>
</tr>
<tr>
<td>Battery</td>
<td>12 volt .8 amp hour gel cell provides stand by power during power interruptions. P/N 1801-008.</td>
<td></td>
</tr>
<tr>
<td>Tracker Boards</td>
<td>Tracker expansion boards (P/N 2351-010) allow the 1833, 1835 and 1837 system to operate up to sixteen individual doors or gates, provides door ajar and forced entry alarms, and can activate local and building alarm systems. Also allows DoorKing gate operators to report gate operator data and activity to the entry system.</td>
<td></td>
</tr>
<tr>
<td>RS-232 Cable</td>
<td>RS-232 cable with DB-9 connector on one end and wires on the other end. Use this cable to program the entry system from a PC using RS-232 communications instead of the modem. P/N 1818-040.</td>
<td></td>
</tr>
<tr>
<td>Elevator Board</td>
<td>Elevator control boards (P/N 2348-010) provide control of up to four elevators, with each elevator having a maximum of 64 floors.</td>
<td></td>
</tr>
</tbody>
</table>
### 6.3 Log Tables

Complete the information in the tables on the following pages to maintain a record of the information that has been programmed into the telephone entry system if the system IS NOT being programmed from a PC. If PC programming is being utilized, there is no reason to maintain these log sheets since the PC will maintain a complete record of the information that has been programmed.

Make copies of the resident log sheet so that you have enough to complete a listing of all residents and data. Enter the information as shown in the example below. AAC stands for Alternate Area Code. Enter the alternate area code number if alternate area codes have been programmed and assigned to this resident (3.5.3). DIR is the resident’s unique directory code and can be 1 to 4 digits (3.5.1). Enter the resident’s four-digit entry code (3.7.1) in the ENT field if they are used. Enter the resident’s unique device code (3.6.1) in the DEVICE field if access control devices (Transmitters, cards, etc.) are used. Enter the SEC LEVEL (Security Level), FL (Floor), and ER (Elevator Reference) numbers as required.

<table>
<thead>
<tr>
<th>NAME</th>
<th>AAC</th>
<th>PHONE #</th>
<th>DIR</th>
<th>ENT</th>
<th>DEVICE</th>
<th>SEC LEVEL</th>
<th>FL</th>
<th>ER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, John</td>
<td>3</td>
<td>765-0000</td>
<td>173</td>
<td>3812</td>
<td>04231</td>
<td>02</td>
<td>14</td>
<td>2</td>
</tr>
</tbody>
</table>

**MASTER CODE (3.2.1)**

**RELAY STRIKE TIME (3.3.1)**

RELAY 0 | RELAY 1 | RELAY 2

**TONED OPEN NUMBERS (3.3.3)**

<table>
<thead>
<tr>
<th>TONE-OFF NUMBERS</th>
<th>RELAY 0</th>
<th>RELAY 1</th>
<th>RELAY 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOMENTARY ACTIVATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONTINUOUS ACTIVATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACTIVATE 1 HOUR</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**POSTAL SWITCH ACTIVATES (3.3.4)**

<table>
<thead>
<tr>
<th>POSTAL SWITCH ACTIVATES</th>
<th>RELAY 0</th>
<th>RELAY 1</th>
<th>RELAY 2</th>
</tr>
</thead>
</table>

**ROTARY 9 ACTIVATES (3.3.6)**

<table>
<thead>
<tr>
<th>ROTARY 9 ACTIVATES</th>
<th>RELAY 0</th>
<th>RELAY 1</th>
<th>RELAY 2</th>
</tr>
</thead>
</table>

**ENTRY CODE RANGES (3.7.3)**

<table>
<thead>
<tr>
<th>ENTRY CODE RANGES</th>
<th>RELAY 0</th>
<th>RELAY 1</th>
<th>RELAY 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOW BOUNDRY</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGH BOUNDARY</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**AREA CODES (3.5.3)**

<table>
<thead>
<tr>
<th>AREA CODES</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>0</th>
</tr>
</thead>
</table>

63
<table>
<thead>
<tr>
<th>NAME</th>
<th>AAC</th>
<th>PHONE NUMBER</th>
<th>DIR CODE</th>
<th>ENT CODE</th>
<th>DEVICE CODE</th>
<th>SEC LEVEL</th>
<th>FL</th>
<th>ER</th>
</tr>
</thead>
</table>

Make additional copies of this table as needed.
Resident Instruction Sheet

Your building / community has been equipped with a DoorKing Telephone Entry System that will provide communication for your guest from the lobby door / gated entrance to your home by use of the local telephone network. If you have any questions regarding the use or operation of this system, please see your system administrator (building manager / HOA representative) or call ____________

Guest Communication

Your name (or apartment number) and telephone number have been programmed into the telephone entry system under a specific DIRECTORY CODE. This directory code can be from 1 to 4 digits long depending on the needs of the application. When a guest comes to visit you, they will look your name in a directory. Your DIRECTORY CODE will be shown to the right of your name. Your guest will enter this code on the system keypad that will cause the system to place a call to your home (If your guest already knows your directory code, they can simply enter the code on the keypad without having to look up your name). Some systems are equipped with a CALL button. When your name is displayed in the directory, the guest can press the CALL button to establish communication with your home.

Granting or Denying Access

Once you have answered the phone call and you have identified your guest, you have the choice to either grant access or deny access to your guest.

To grant access to your guest, press ________ on your touch-tone telephone. The telephone entry system will respond with a confirmation tone indicating that the door or gate is opening and will automatically disconnect itself. Some newer telephones emit a very short duration tone when the number is pressed. If your telephone does this, you may have to press the open number twice in rapid succession to open the door or gate.

To deny access to your guest, press the # key.

Rotary Phone Only. If you have a rotary dial phone, dial 9 to grant access. To deny access, hang up.

Call Waiting

If you are on the telephone when a guest tries to contact you from the telephone entry system, they will hear a busy signal and will have to wait for you to end your call before they can contact you. To eliminate this problem, you can order call waiting from your local telephone company.

Privacy

If you do not want your name and/or apartment number listed in the electronic directory, inform the system administrator of this. Your telephone number can be stored in the system without your name being displayed on the directory. If you choose this option, you will need to inform your guest of your directory code, otherwise they will have no method of contacting you from the entry of your building / community through the telephone entry system.

Access Code

Your system may be equipped with an access code that will allow you to open the door / gate by entering this code on the system keypad. Your system administrator will advise you of your access code if this option is available. To use the access code, first press the # key, and then enter the four digit code.

System Administrator - Fill in the blanks above and copy this instruction sheet for your residents.