

**INTERNET**  
SYSTEMS GROUP

# Moose Entry System Installation Guide

Version 4.0



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## Introduction

Thank you for purchasing this new Moose Lodge Entry System from us. We hope that it will serve you well into the future.

This guide is intended to show you the easy way to install your unit. Should you run into any issues, we are happy to help!

## System Overview

The system is made up of 2 main units

1. The **exterior**, member facing sign-in box



2. And the **interior** control box



Each unit has a dedicated purpose, and specific connections which will be detailed below.

## Installation steps - Direct Systems

### Direct systems

1. Remove the old card reader
  - a. Use care when pulling out the existing reader, as there may be an extender in place that could come apart.  
  
**Note:** you may be able to use the existing wiring to pull a string to allow you to easily pull in the new wiring
2. Remove the existing controller - there is a connection here, usually a black or white plug, that we will use to connect the new system to the existing mag lock.
3. Remove the cover of the interior box, and mount it to the wall where the old system was.
  - a. **NOTE:** For Magnetic Lock or "Normally Open" systems, you will need access to the switch to bypass the mag lock. Magnetic Strike or "Normally Closed" systems do not use this feature.
4. Mount the exterior box, being sure to allow for the cables to pass through the rear hole.  
  
**NOTE:** You can do this after running the cables if it's easier
5. Run the three (3) cables (HDMI, USB, and Cat6 Control), and the included power cable down the same path as the existing card reader
6. Connect the four (4) cables to both boxes
  - a. Cat6: Connect to the port marked "CONTROL"
  - b. USB: Connect to the port marked "USB"
  - c. HDMI: Connect to the port marked "VIDEO"
  - d. POWER: Connect to the power port next to the control port
7. Connect the interior box connections:
  - a. Power: Connect the supplied 110V Power Cable

- b. Maglock: Connect the supplied wiring harness to the box, and the existing Mag lock connector.
- c. Network: Connect a network cable to the computer - this should connect to your cable modem, main switch, or similar device.

**Note:** Step C is optional, but is required for monitoring and remote support.

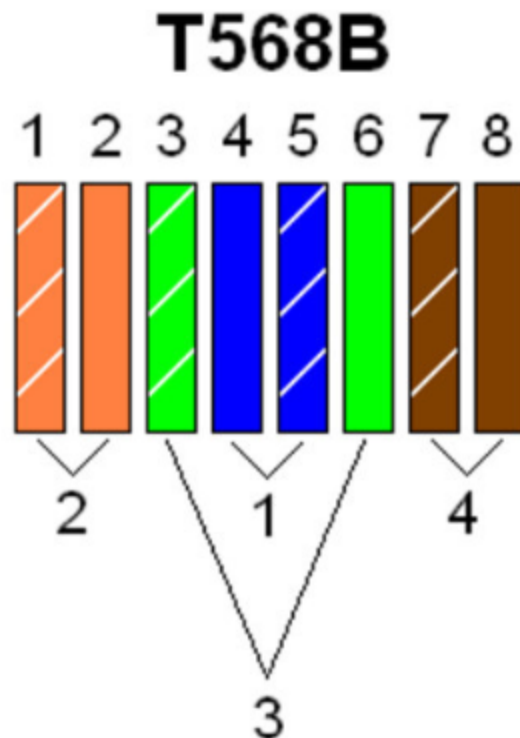
- d. Diagnostics: Not normally connected. This is only used to connect a keyboard/mouse for troubleshooting.

## Installation steps - Network Systems

**Note:** This process changed with the release of the Mark 8 system. For earlier systems, please contact support

1. Remove the old card reader
  - a. Use care when pulling out the existing reader, as there may be an extender in place that could come apart.  
**Note:** you may be able to use the existing wiring to pull a string to allow you to easily pull in the new wiring
2. Remove the existing system - there is a connection here, usually a black or white plug, that we will use to connect the new system to the existing mag lock.
3. Remove the cover of the interior box, and mount it to the wall where the Wyse box was.
  - a. **NOTE:** For "Normally Open" systems, you will need access to the switch to bypass the mag lock. Normally Closed systems do not use this feature.
4. Mount the exterior box, being sure to allow for the cables to pass through the rear hole.  
**NOTE:** You can do this after running the cables if it's easier
5. Run the three (3) network cables, and the included power cable down the same path as the existing card reader

**Note:** You may have to cut the ends off and replace them if the conduit is too small - this may require a network professional to reattach the ends. We are using standard T56B network cables

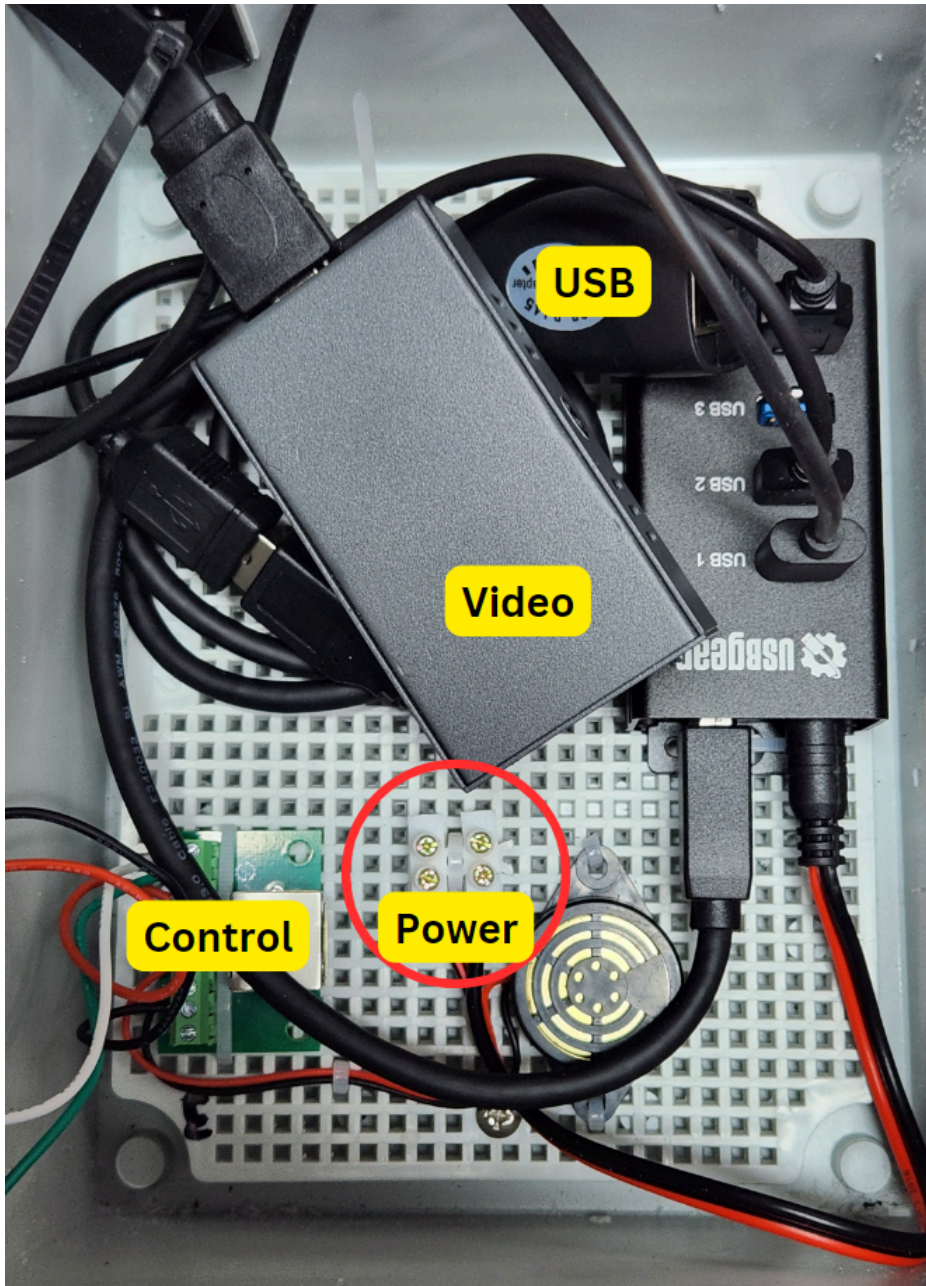


6. Connect the four (4) cables to both boxes
  - a. RED: Connect to the port marked "CONTROL"
  - b. YELLOW: Connect to the port marked "USB"
  - c. GREEN: Connect to the port marked "VIDEO"
  - d. POWER: Connect to the power port next to the control port
7. Connect the interior box connections:
  - a. Power: Connect the supplied 110V Power Cable
  - b. Maglock: Connect the supplied wiring harness to the box, and the existing Mag lock connector.
  - c. Network: Connect a network cable to the computer - this should connect to your cable modem, main switch, or similar device.

**Note:** Step C is optional, but is required for monitoring and remote support.

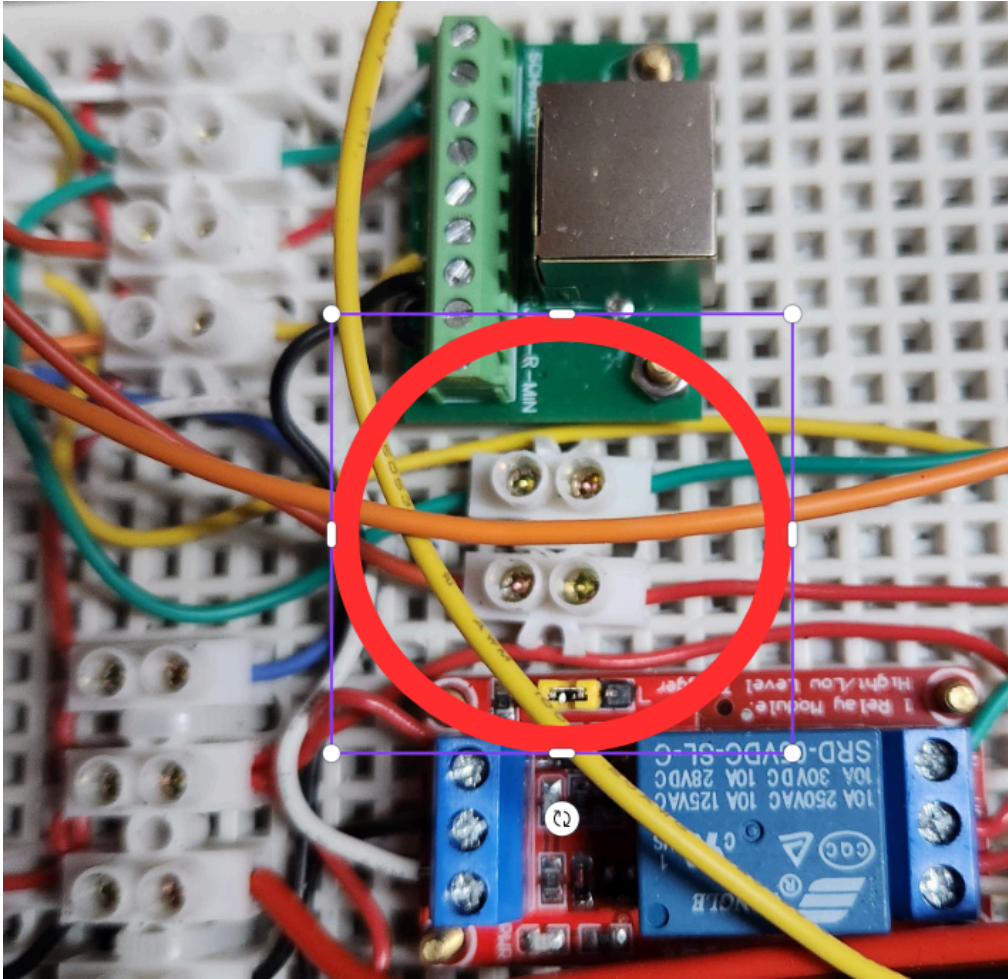
- d. Diagnostics: Not normally connected. This is only used to connect a keyboard/mouse for troubleshooting.

### Exterior Box Connections



### Interior Box Connections





## Operation

The system is controlled by a small but powerful computer. This allows us to use modern software to control the box, as well as provide remote support and monitoring.

### Normal Operation

Once the computer has booted and the software has loaded, the system lights will show what the system *thinks* it's doing - these lights exist on both boxes, and should react the same on both boxes:

BLUE (Left-Interior only): The computer has power

WHITE: The system is ready

RED: The door is locked

GREEN: The door is unlocked

YELLOW 1 & 2 (Interior only): A buzzer is sounding outside

BLUE (Right-Interior Only): Indicates that the system is in Bypass Mode

Normally open systems utilize the Bypass switch to unlock the door.

NORMAL: Box is functioning normally

BYPASS

- (Magnetic Lock) Bypass feature is engaged and the door is unlocked
- (Magnetic Strike) Bypass feature is engaged and the door is locked

### Power On Procedure

1. Ensure that the interior box is plugged in and turn on the power button.
2. Turn on the computer and wait for it to boot up. The software will launch automatically.

3. Once the software is loaded and the system is ready, the white light will come on

## Reboot

Because there is no keyboard associated with this system, the only way to currently reboot it is to power the system off. This is done by powering off the system using the power switch.

## Remote Support/Monitoring

Included in your purchase is 1 year of Remote Support (requires an internet connection). Extensions are available, and include proactive monitoring as well as software upgrades for your door as they are available. Please contact us for more information.

## Entry Logging

Also included in your purchase is 45 days of rolling Entry log access, using RapidityMMS Moose Entry Edition. Your username and password will be provided to you via email.

Other versions of RapidityMMS are also available, and provide a myriad of features, including calendar management, Email notifications for your members, and more.

Please contact us for more information.

## Troubleshooting

### Display, Magnetic Stripe Reader and QR reader don't work

Both the Magnetic stripe reader and the QR reader have lights to indicate whether they have power

1. Ensure the system has power
2. Ensure all cables are connected, most importantly the power and USB cables  
(See installation section)
3. Ensure the USB Hub in the exterior box is connected to the USB Extender

### Display will not come on

4. Ensure the computer is on
5. Reboot the computer
6. Ensure the HDMI cables are connected between the computer and the interior box in the interior box
7. Ensure the Cat 6 Network cable is connected between the interior box and the exterior HDMI extender
8. Verify that the HDMI extender has power - check for a red light on both HDMI extenders in both boxes

9. Verify that the HDMI extender has a video signal - check for a green light on both HDMI extenders in both boxes



HDMI Extender

10. Verify that both the HDMI and USB cables are connected to the display in the exterior box - the display is powered by the USB cable.
11. Test the network cable to ensure it is properly wired
12. Verify that the network cable used between the boxes is Cat 6 (Cat 5 and 5e will not work).
13. Please note that the display may be deactivated during a remote support session, and may require a reboot to re-enable it
14. Verify that the screen resolution is set to a supported mode - this will require remote access

## Magnetic Card Reader AND the QR reader don't function

1. Ensure the computer is on

2. Reboot the computer
3. Ensure that the USB cables are connected between the computer and the interior box.
4. Ensure the USB extender and network jumper cables are properly connected inside each box
5. Ensure that the USB hub is connected to the extender cable inside the exterior box
6. Ensure that the network cable is properly connected between both boxes

### Magnetic Card Reader does not function but the QR reader does

1. Ensure that the reader is connected to the USB hub inside the exterior box
2. Ensure that there is power on the USB hub (This is the other wire between the boxes - not the network cables). You can test it in the outside box with a meter - there should be 5 Volts DC at the white block. It should be plugged in

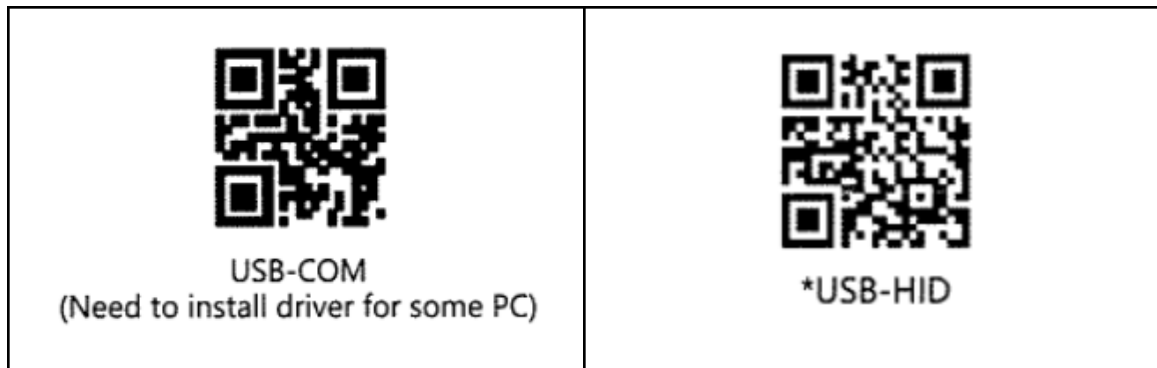
### QR reader does not function but the Magnetic card reader does

1. Make sure these are new cards. The card with a MagStripe does not have a valid QR code.
2. If using the app, make sure the screen brightness is turned up.
3. Ensure that the reader is connected to the USB hub inside the exterior box

4. Ensure that there is power on the USB hub (This is the other wire between the boxes - not the network cables). You can test it in the outside box with a meter - there should be 5 Volts DC at the white block. It should be plugged in
  - a. Inside Box
    - i. Round plug next to the control port
    - ii. Inside it runs to a white block on the right (2 wires), and across to the left main power white block (6 wires)
  - b. Outside Box
    - i. Connected to the white block inside the box
    - ii. Connected from the white lock and plugs into the USB hub
5. (Models 1 - 5) Reset the reader by scanning the following codes:



6. (Model 6+) Depending on your configuration select either USB-COM or USB-HID Mode



### Door is unlocked and will not lock (Normally Open)

1. Verify that the maglock is connected to the interior box
2. Verify that the Bypass switch is OFF
3. Verify that the Green light is OFF
4. Swap the polarity of the maglock connection
5. Verify that all connections in the interior box are secure

### Door is locked and will not unlock (Normally Open)

1. Verify that the maglock is connected to the interior box
2. Verify that all connections in the interior box are secure
3. Verify that the Green light is ON

### Door is locked and will not unlock (Normally Closed)

1. Verify that the maglock is connected to the interior box

2. Verify that the red light is not on
3. Verify that all connections to the interior box are secure

### Door is unlocked and will not lock (Normally Closed)

1. Verify that the maglock is connected to the interior box
2. Verify that all connections to the interior box are secure

### Remote Doorbell is not functioning

1. Verify that the maglock is connected to the interior box
2. Verify that the doorbell is properly connected to the maglock
3. Verify that the doorbell has available power (requires a meter)
4. Swap the polarity of the maglock connection
5. Swap the polarity of the doorbell connection

### Remote Lights are not working

1. Verify that the Control network connection between the boxes is stable

### Repairing System Components

Other than the actual wiring and the control circuit card, everything in this system can be repaired using off the shelf parts, freely available at Amazon or your local computer

or electronics store. A list of these parts is available in the Support Section at

<https://MooseEntry.com/Support>

## Tips

### Disabling the buzzer

The buzzer can be disabled by disconnecting the buzzer red wire on the RJ45 breakout in the Exterior box. It can be enabled by reconnecting it to terminal 6 on the network breakout card.

### Set up WiFi

A direct connection is preferred, but the system will support WiFi if required. That being said, this setup requires some basic computer knowledge, as well as a monitor, keyboard and mouse. This also requires the Main WiFi and not the Guest WiFi (the system must be connected at all times, and will not support requests to reauthenticate). Complete instructions for WiFi are out of scope for this document - please contact a PC technician if you do not know how to configure WiFi.

**Note:** While it is possible to connect a keyboard and mouse to the computer, the system display is very small, and may be difficult to read - therefore we recommend the following method:

1. For Direct models, disconnect the HDMI Plug from the outside of the box and plug in the monitor. For Network Models , open the cabinet and connect the monitor in place of the existing monitor connection.
2. Connect a Monitor, Keyboard, and Mouse, as well as the power supply (Connect the power last).
3. Boot the computer and wait for it to come all the way up (Moose Entry is running)
4. Close Moose Entry (type "xxxx" and hit enter)
5. Configure the wifi and test
6. Shutdown the computer and reconnect it to the system