Moose Entry System Installation Guide

Version 1.1

Internet Systems Group, Inc
1440 Coral Ridge Dr, Suite 245
Coral Springs, FL 33065

Page intentionally left blank

Table of Contents

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 3 main units

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

2. The **interior** control box, and
   a. PICTURE HERE
3. The computer controller.

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

Installation steps

1. Remove the old card reader

    a. The card reader should be plugged into the Wyse box. 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 Wyse box - there is a connection here, usually a white plug, that we will use to connect the new system to the existing mag lock.
    a. PICTURE
3. Remove the cover of the interior box, and mount it to the wall where the Wyse box was.
    a. NOTE: For Normal 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
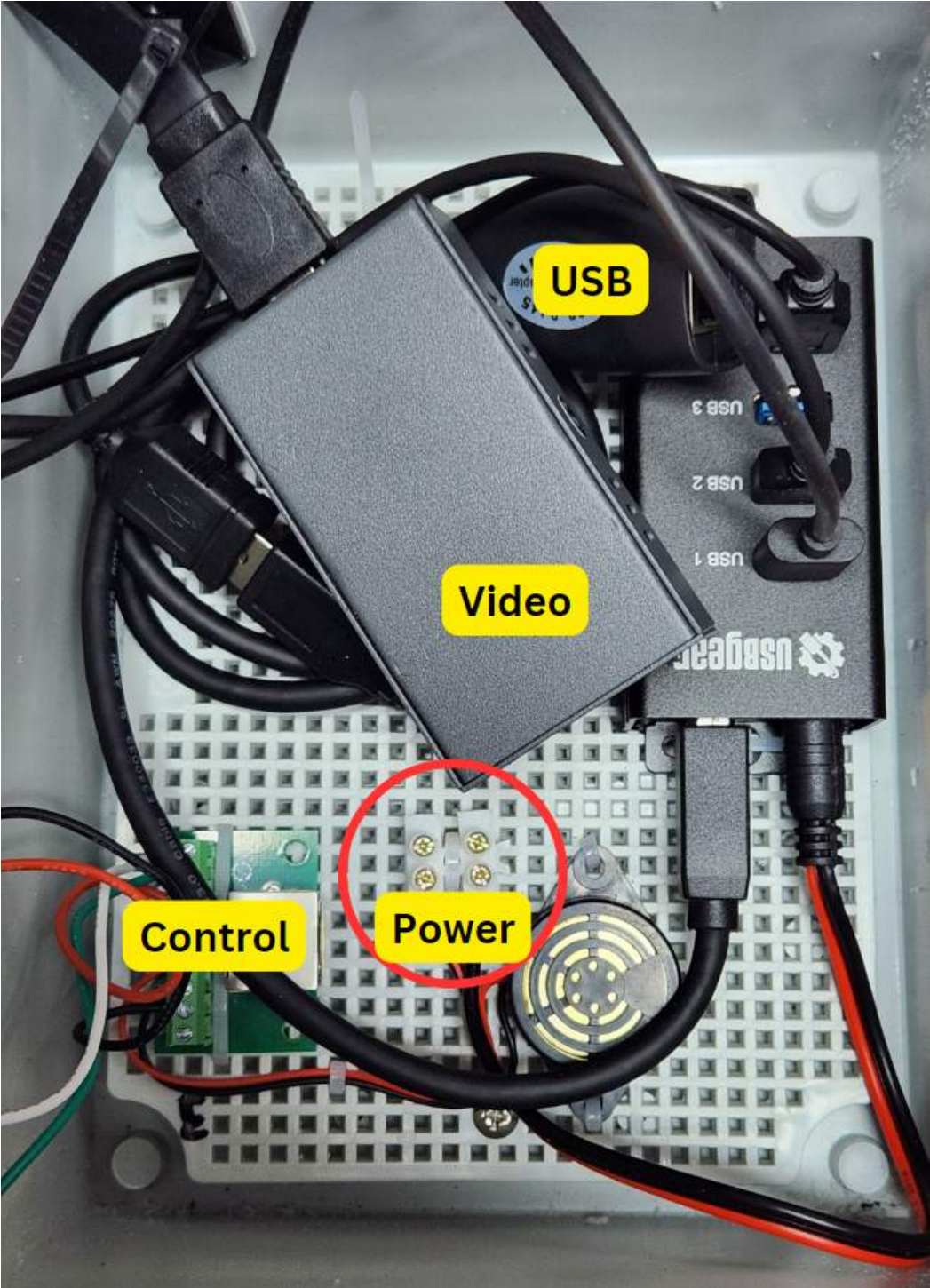
T568B

```
1 2 3 4 5 6 7 8
```
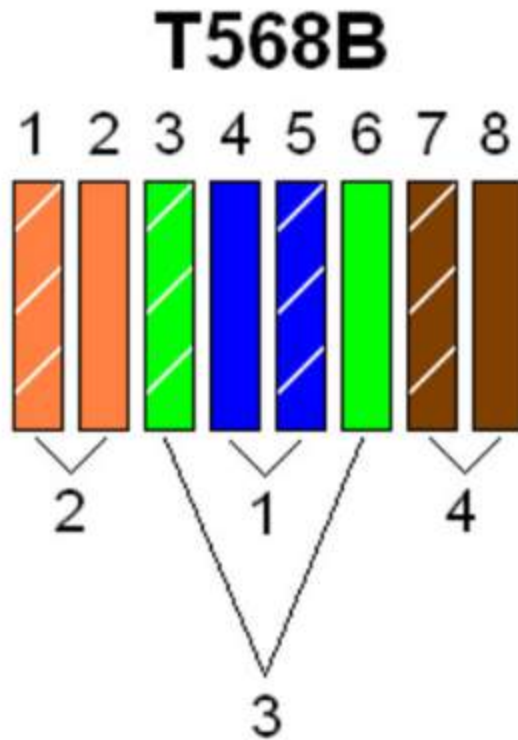

6. Connect the four (4) cables to both boxes
   a. RED: Connect to the port marked "CONTROL"
   b. YELLOW: Connect to the port marked "USB"
   c. GREEN: Connect to the port marked "VIDEO"
   d. POWER: Connect to the power port next to the control port

Interior Box Connections

Exterior Box Connections

7. Connect the interior box connections:
    a. Power: Connect the supplied 5VDC Power Adapter
    b. Maglock: Connect the supplied wiring harness to the box, and the existing Mag lock connector.
    c. VIDEO IN: Connect the provided HDMI cable to the computer and the box
    d. USB IN: connect the supplied two (2) USB cables to the computer and the box

8. Connect the computer: Other than the connections mentioned above,
    a. Connect the provided USB and Video cables to the computer
    b. Connect the provided power adapter to the computer
    c. Connect a network cable to the computer - this should connect to your cable modem, main switch, or similar device.

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

9. To change the operation mode (Optional)

If your box has not been preset to work with your system, you may have to change its mode. To change from Normally Open to Normally closed operation or vice versa, you have to swap the red and green wires in the control box:

Normally Open: Red to red, green to green (Pictured)

Normally Closed: Red to green, green to red

Note: in the newer boxes the red wire has been replaced with a grey wire, but the process is the same.
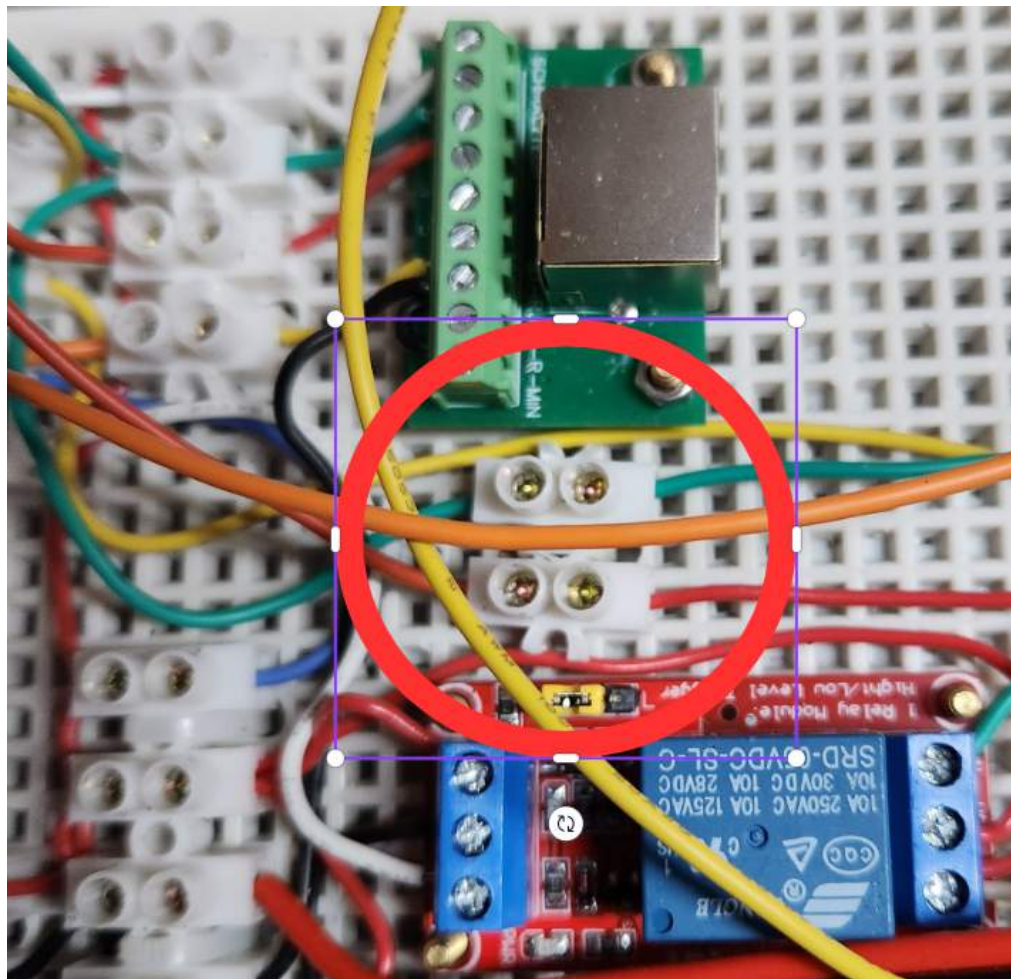
Operation

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:

>WHITE: The system has power

>RED: The door is locked

>GREEN: The door is unlocked

>YELLOW (Interior only): The buzzer is sounding outside

Normally open systems utilize the Bypass switch to unlock the door. *This feature is not supported by Normally Closed systems and may have unpredictable results*:

>NORMAL: Box is functioning normally

>BYPASS: Bypass feature is engaged and the door is unlocked

Power On Procedure

1. Ensure that the interior box is plugged in - you will see a white indicator light on both boxes.
2. Turn on the computer and wait for it to boot up. The software will launch automatically.

Reboot

Because there is no keyboard associated with this system, the only way to reboot it is to power it off. This can be done 2 ways:

- Unplug the computer or
- Hold the computer power button for 10 seconds - less will put the computer to sleep.

Remote Support

Included in your purchase is 90 days 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.

Monitoring

Also included in your purchase is 90 days of Entry log access, using RapidityMMS Moose Entry Edition. Your username and password will be provided to you via email. RapidityMMS Moose Edition is also available, and provides a myriad of features, including calendar management, Text notifications for your members, and more. Please contact us for more information.

Troubleshooting

Display will not come on

1. Ensure the computer is on
2. Reboot the computer

3. Ensure the HDMI cables are connected between the computer and the interior box

4. Ensure the Cat 6 Network cable is connected between the interior box and the exterior HDMI extender

5. Verify that both the HDMI and USB cables are connected to the display.in the exterior box

6. Verify that the HDMI and Network cables is connected inside the interior box

7. Verify that the HDMI extender has power - check for a red light on both HDMI extenders in both boxes

8. Test the network cable to ensure it is properly wired

9. Verify that the network cable used between the boxes is Cat 6 (Cat 5 and 5e will not work).

10. Please note that the display may be deactivated during a remote support session, and may require a reboot to re-enable it

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

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. Reset the reader by scanning the following codes:

Restore default settings	USB HID keyboard
$SW#RST	$USB#HID

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 not on

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 connection in the interior box are secure

Door is locked and will not lock (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 connection is 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 connection is 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.

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 is 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. Disconnect and remove the computer and power supply from the system.

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

5. Configure the wifi and test

6. Shutdown the computer and reconnect it to the system