Pat. Pending

161 Street & River Ave - Main Gate		
MANAGEMENT OFFICE		
MAURINO, KEITH	BUILDING 3	
ALPHA MEDIA	BUILDING 3	501 FL:5
BERG, DAVE	BUILDING 1	201 FL:2
BERTUCCI, JOHN	BUILDING 1	312 FL:3
CAMBRIDGE DESIGNERS WEB SERVICE INC.	BUILDING 1	PHB FL:1
CARSON, JEFF	BUILDING 1	1258 FL:12
CARTMAN, LINDA	BUILDING 1	203 FL:2
DEWEY, CHEATHAM, & HOWE LAWYERS	BUILDING 3	241 FL:2
DONOVAN BUSINESS PRODUCTS	BUILDING 1	308 FL:3
EDWARDS, HOWARD	BUILDING 1	204 FL:2
FRANK, JEROME	BUILDING 1	301 FL:2

To search directory, please enter Name or Suite.

A	B	C	D	E	F	G	H	I	J	K	L
M	N	O	P	Q	R	S	T	U	V	W	X	↓
Y	Z	1	2	3	4	5	6	7	8	9	0	Close

Alpha Communications® and Alpha Media®, Inc.
AlphaEntry™ V.2.5
Installation & Configuration Manual

42 Central Drive
Farmingdale, NY 11735-1202
Phone: 631-777-5500 Fax: 631-777-5599

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Introduction

AlphaEntry™ is a computerized directory display system that provides tenant information and communication ability <u>literally</u> at your fingertips. There are different ways to configure AlphaEntry™ depending on your building's specific needs.

As a lobby panel, AlphaEntry™ provides features for visitors to call a resident or commercial tenant through an interactive touch screen panel and can be buzzed in by the tenant. Visitors are assisted through multi-lingual voice and screen prompts. AlphaEntry™ will also allow quick tenant access with personal entry codes.

When used by a Concierge, AlphaEntry™ adds additional features to allow a Concierge or Doorman to easily obtain contact information and place a call to the desired tenant's intercom, telephone, cell phone, or work number using either a touchscreen or a conventional flat screen monitor and mouse. In this version, emergency and frequently called numbers at off premises locations can also be immediately accessed.

Also included in a concierge application, is the ability to control lobby lights, taxi lights, gates, elevator calls, cameras, or any other device that uses a momentary or latching dry contact closure to operate (for safety considerations this feature is not recommended for unsupervised garage door opening or closing). Calls to the concierge telephone (if equipped with caller ID and a CID capable modem) features on-screen QwikID™, which not only displays the calling number, but also will search the resident database to show the tenants name and apartment. QwikID™ allows handy one touch call back and automatic received call logging.

AlphaEntry™ also enables you to manage your tenant's package deliveries, logging both delivery and pick up time/date, and notifying your tenants at the lobby panels, and/or by email or text messaging, depending on configuration. AlphaEntry™ MailRoom™ is an optional add-on which will allow you to have displays in your mailroom(s) to let your tenants know they have received packages as well as view building announcements, local weather forecasts, and more.

All these available features can be enabled or disabled in the AlphaEntry™ 2.5 Editor to customize the application to suit your facility's unique needs and security issues.

With a simple network and/or internet connection, AlphaEntry™ 2.5 is now multi-building capable, and allows a virtually unlimited number of buildings, entrances, concierges, and tenants all working from a common database so that information updates and resident changes can be accomplished quickly from any location!

AlphaEntry™2.5 software can be used as a standard dialer telephone entry system, "No Phone Bill" type telephone entry system, and interface to virtually any new or existing intercom system, ALL AT THE SAME TIME, giving you the best of all worlds and ultimate connectivity!!

AlphaEntry™…. The future of building communications, today!!!

System Requirements

The following system requirements must be met to run the AlphaEntry™ 2.5 application correctly.

- A Windows compatible PC with mouse, hard drive, CD or DVD player
- Pentium 4 Processor or Higher
- Your operating system must be Windows 2000/2003 Server/XP or Vista
- Color monitor or color touchscreen monitor (standard or widescreen format)
- 128 Megs of Ram (minimum)
- One Available USB port (for USB Dongle)
- USB Dongle (provided with AlphaEntry™ software)

Requirements for optional features:

- One additional USB port (if Touchscreen is being used)
- One available serial port or additional USB port with serial adapter (if relay boards will be used).
- Modem, Dedicated Phone Line, and Concierge Handset, Lobby Handset, or Lobby Open Voice Module are required to call to Suites.
- Camera for Optional Event Log Still pictures
- USB Grabber if using a coax type camera
- Additional equipment may be required for special customized applications. Please contact Alpha Communications for more information.
- Internet or LAN connection for remote updating and multiple entrance applications.

For additional requirement information for the optional AlphaEntry™ MailRoom™ add-on, please refer to the AlphaEntry™ MailRoom™ manual.

IMPORTANT SYSTEM NOTES

To prevent conflicts between AlphaEntry™ and other installed software, it is highly recommended that the computer be used exclusively for AlphaEntry™ and not loaded with any additional software or used for any other purposes, with the exception of additional Alpha Media products designed to work in conjunction with AlphaEntry™. In addition, all screen savers and system power management/ hibernation options should be disabled.

To ensure system reliability and longevity, please check that all hardware is installed and configured as per manufacturer's recommendations and manufacturer's distance limitations and cabling requirements are observed.

When planning your installation, consider distance limitations, and potential electromagnetic interference (EMI) sources.

It is recommended that a quality Battery back up/surge protector/ power filter be used for all devices and components connected to 110VAC power.

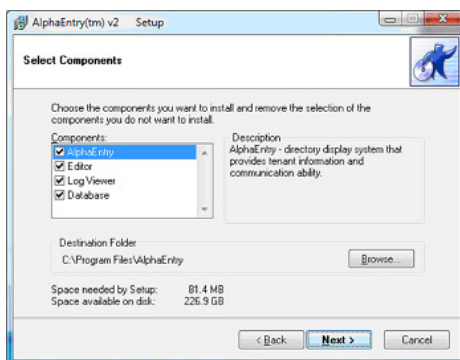# Installing AlphaEntry™2.5 Software

<mark>Do not insert the USB Dongle until the software setup is complete!!</mark>
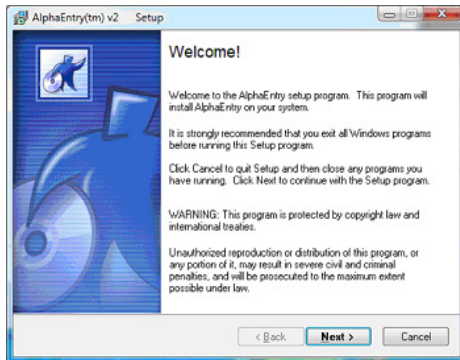
To begin the installation of AlphaEntry™, please insert the CD into a CD-Rom drive. The installation wizard will guide you through the process of installation.
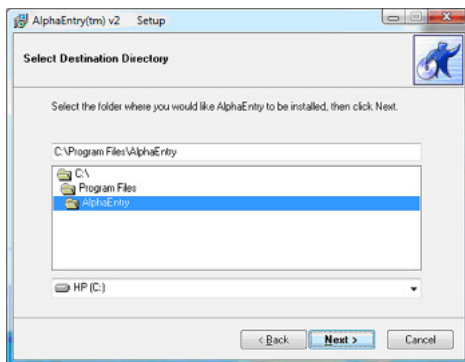
Alpha Media, Inc. recommends that AlphaEntry™ be installed in the default directory (C:\Program Files\AlphaEntry\).

Check the box for each component you will be installing at this Entry/Master.

☐ AlphaEntry™   Entry/Master Software

☐ Editor   For Configuring and Data entry

☐ Log Viewer   To view real time event information

☐ Database   This machine will be the System Server

This password will be needed whenever making a new connection to the AlphaEntry database.

Once the software has completed the installation process, click the "Finish" button to close the installation program.

On the initial start of AlphaEntry™, You will be asked if you wish to use the demo database or start with a clean database. In a facility installation, you will want to start with a clean database and enter real information for that facility but if using a computer for a demo, you may wish to use and/or modify the provided demo database.

After the installation is complete, you will be instructed to insert the USB Dongle into any one of the USB ports on that computer. The dongle is not required for use of the Editor, Log Viewer, or Database.

<u>**Do not insert the USB Dongle until the software setup is complete!!**</u>

What is a Dongle?

A Dongle (pronounced DONG-uhl) is a mechanism for ensuring that only authorized users can use specific software applications. This is your software key that plugs into an available USB port on your computer. Like a key, no two Dongles are alike.

The AlphaEntry™ program accesses this key for verification while running. Removing this key while using AlphaEntry™ will not allow the program to run, but will allow you to use the AlphaEntry™ Editor.

If for any reason your Dongle is lost or damaged you must obtain another from Alpha Communications®.

If a dongle is not installed, AlphaEntry™ will operate in Demo Mode which will allow full functionality for a period of 30 minutes and then require a restart. The Demo Mode is only allowed 200 starts.

When in Demo Mode, the main screen will show DEMO Mode in the upper right corner and indicate the number of starts used.

Starting AlphaEntry™

To start AlphaEntry™, Double Click on the AlphaEntry icon on the screen desktop.

Exiting AlphaEntry™

To exit AlphaEntry™, use the keyboard to spell out the word **EXIT**, then click the **Reset** button.

If a password has been set, you will be prompted to enter the four digit password.

Enter the password and click "submit". This will bring you to the Windows desktop.

To restart AlphaEntry™, double click the desktop icon.

AlphaEntry™ User Operation

The Visitor Touchscreen Interface

AlphaEntry™ has many available options. The administrator's configuration determines which options are to be used at each entry. The description below assumes all available options are set on.

When a visitor approaches the entrance panel, they will see a welcome message displaying the building name and address. Centered on the welcome screen is a prompt that reads: "**Touch Screen to View Directory**" in the default language. Below the prompt, buttons listing the other available languages are displayed. If the visitor wishes to see and hear the prompts in one of the other languages they can touch one of the language option buttons and the welcome screen will immediately change to the language of their choice. At the end of their session, the screen will revert to the default language predetermined by the administrator.

AlphaEntry™ comes with English, French, German, Russian, and Spanish languages installed to accommodate different markets. Other language modules are available at additional cost.

After touching the screen to initialize a session, the directory screen will display accompanied by onscreen and voice prompts in the requested language. Residents and/or commercial tenants will display in alphabetical order; residents by last name, companies by special order determined by the administrator (ex: Dr. William Gold D.D.S. could be alphabetized by "G"). The up and down arrow buttons can be used to scroll the listing, or the visitor can touch letters or numbers to search. All listings of the last name, company, or suite number that match the enter letter(s) will display. If a match is not found, the screen will reset and the visitor can try again.

When a name is selected, the call box will display and list the available contact method(s). At this time the visitor can press the call button to call the tenant or press the Cancel button to return to the Directory screen. After a predetermined time, the directory will close and revert back to the screen saver/ slideshow image(s).

When the call is placed, a countdown timer is displayed to inform the visitor how much time they have before the call is automatically ended. This call duration is determined by the administrator. In a large system with multiple entries and heavy traffic, this call time can be made shorter to reduce wait time. In a small single entry system a call timer may not be required. All visitors that are waiting at any entry panel for a call to go through are put in a first come - first served queue and given an indication of approximate wait time for the system to be available. In the event of a Standard Dial Telephone Entry configuration, a heavy traffic system can use separate C.O. lines for each panel to reduce or eliminate wait time.

When the call is answered, the tenant has the capability to "buzz" the door by pressing a single touchtone digit on their phone, or pressing the door release button on their intercom after which time the AlphaEntry™ session will end automatically.

The Doorman/ Concierge Interface

AlphaEntry™ has many available options. The administrator's configuration determines which options will be available to the Doorman/ Concierge. The description below assumes all available options are set on.

As in the preceding section, the Doorman/Concierge can place a call to a tenant and operate the interface the same as a visitor, using a touch screen or a standard flat screen monitor with mouse. A keyboard is not required unless data editing will be done at this location (an on-screen keyboard utility is available for minor changes when in the Editor). The following features are available to the Concierge at the discretion of the administrator.

In addition to the regular directory screen, tabs can be turned on for emergency phone contacts and off premises listings enabling the Concierge to place calls from AlphaEntry™ as easily as contacting tenants. Additional tenant call buttons can be made visible to allow the Concierge to contact the tenant through a cell phone, home number, or work number in the event of an emergency. If there are notes specific to the tenant, a note icon will be displayed in the call box as well. Clicking this icon will display any stored notes pertaining to this tenant. These notes are read only and can only be changed in the Editor. All calls made by the Concierge through AlphaEntry™ are logged and the numbers are not displayed on screen to maintain tenant privacy. The Concierge can be equipped with a phone that can dial out for calls not listed, or restricted to calls in AlphaEntry™.

Also available for Concierge use is the Switch Console which enables AlphaEntry™ to control lighting, taxi lights, doors, cameras. Each switch can be configured to operate a controlling relay as either a latching On/Off switch (Push On, Push Off), or a timed momentary contact switch (Push On, Shuts off automatically after a specified time from 0.1 seconds to more than 24 hours).

Qwik-ID Caller Identification has been included in AlphaEntry™ V. 2.5. For detailed instructions on usage please see Appendix E on Pg. 51.

Call Forwarding/ Interception has also been included in AlphaEntry™ V. 2.5. For detailed instructions on usage please see Appendix G on Pg. 52.

Package Tracking has also been included in AlphaEntry™ V. 2.5. For detailed instructions on usage please see Appendix G on Pg. 53.

Administrator Shortcuts

Type these 4 letter codes in at an entry or master, and then click the **RESET** button to shut down the entry to access other AlphaEntry™ components.

EDIT	Shuts down the entry and invokes the Editor (at this entry only, the rest of the system will be fully functional) if the Editor Software is installed
ZONE	Change this Entry/ Master to another Entry/ Master or change to another database
VIEW or LOGS	Shuts down the entry and invokes the Log Viewer.
EXIT	Shuts down the entry and returns control to Windows.

AlphaEntry™ Editor V2.5

Editor Introduction

The AlphaEntry™ Editor allows persons with administrative access to configure all entries/masters as needed to fit your specific facility. It also allows access to the resident database to add, delete, and modify your resident records.

Because AlphaEntry™ 2.5 can be used with multiple entries or masters, and since each system is different in it needs, the editor is set up to allow each entry to be configured as required by the physical location and facility layout. Two examples of this follow:

A simple application:

123 West 73rd Avenue is an apartment building with a front and side entrance. There is no concierge or attendant. This scenario would require the following:

Location	Will Display
Front Entry	All tenants
Side Entry	All tenants

A more complex application:

Miami Luxury Towers is a gated community consisting of 4 separate buildings. There are 2 concierges located in Building 1 and there are 3 gate entrances to the facility. Gate 1 is exclusive to Bldg 1.   Bldg 1 and Bldg 2 have one entrance and share a second common entrance at the rear. Bldg 3 and Bldg 4 have one entrance each. The breakdown of this scenario would be:

Location	Will Display
Gate 1	All tenants in Bldg 1 and the concierges
Gate 2	All tenants in Bldgs 1,2,3, 4 and the concierges
Gate 3	All tenants in Bldgs 1,2,3, 4 and the concierges
Bldg 1 Front	All tenants in Bldg 1 and the concierges
Bldg 2 Front	All tenants in Bldg 2 and the concierges
Bldg 1 & 2 Rear	All tenants in Bldg 1, Bldg 2 and the concierges
Bldg 3	All tenants in Bldg 3 and the concierges
Concierge 1	All tenants in Bldgs 1,2,3, and 4 with additional concierge features
Concierge 2	All tenants in Bldgs 1,2,3, and 4 with additional concierge features

The versatility of AlphaEntry™ 2.5 enables you to configure difficult facilities in the easiest way possible.

Programming and System Configuration

The information that is displayed in the AlphaEntry™ application is maintained in a database file. This file stores resident and business names, locations, and necessary contact information. Alpha Media, Inc. has developed the AlphaEntry™ Editor to allow the administrator to input names, locations, and phone numbers as well as set administrative options easily.

To access the Editor exit the AlphaEntry™ screen if necessary **(see Pg. 4 – Exit procedure)** then click the "AlphaEntry Editor" Icon on your desktop.

At this point you will be asked for your security code if you have previously entered one. Once your code is entered the Main editor screen will appear. Although it is not required for system operation, we recommend creating a security code, if you have not already done so, to prevent unauthorized changes or viewing of data and system configuration settings **(see Pg. 10 – Security Code).**
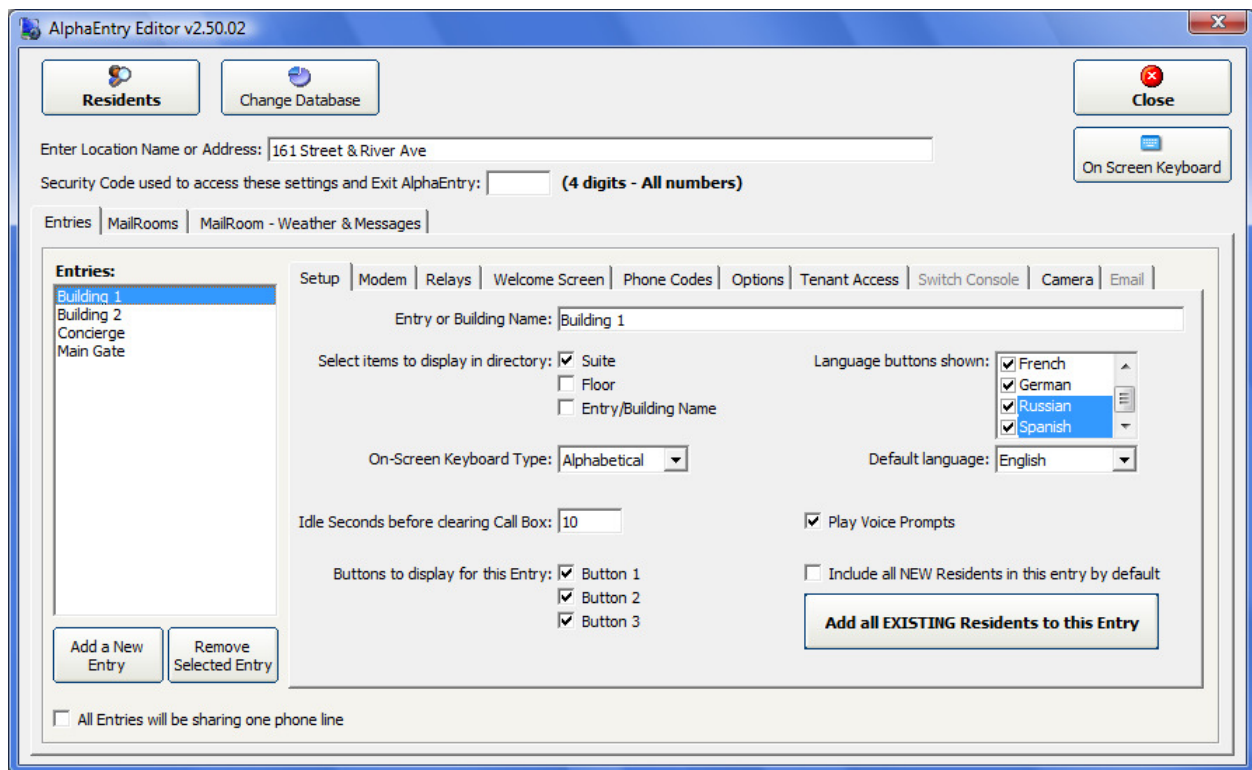
Main Entries Editor Screen – Full View

The Entries Editor is comprised of 10 tabbed screens. Depending on initial configuration some of these tabs may not be active. The following pages are descriptions of each screen, and information on all the questions related to them.

The Residents button at the upper left corner of the Editor screen will access the AlphaEntry™ tenant database to allow additions, deletions, and editing of tenant, emergency, and off premises information to be displayed. This button is visible from all Editor tabs. See Page 26 **"Entering Contact Information"** for further editing information.

The Change Database button allows you to change to a different database for editing and configuration. This is usually done when editing several different systems from a remote location by internet access. Pressing this button will open the window below.

Database Selector Window

Enter your user name, password, server address, and the port number of the system you wish to modify, then click on the Connect to Database Button.
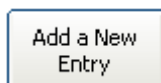
Click this button to add a new entry to the system. You will be prompted to enter the new building or entry/master name. When completed, the name will be added to the list of system entries on the left of Main Editor screen. See Page 7 for more detailed information regarding configuring of entry/ masters.
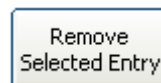
Click this button to remove a highlighted entry from the system. You will be asked to confirm before the entry/master is deleted.

Clicking this button enables a pop up keyboard. This is helpful when making minor changes to the system from one of the touch screen entries when no standard keyboard is available.
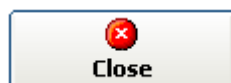
The Close Button will exit the Editor program and prompt you to launch AlphaEntry™. This button is visible from all Editor tabs.

In AlphaEntry™ 2.5 configuring your system to your application must start by answering basic setup questions. The first two questions relate to all entries/ masters for the system. As a point of clarification, " Entry " is generally a public access screen at an entrance lobby or gate and a "Master" is either a Concierge, Doorman, or Administrative access screen. Other than these labels, they are synonymous and all function in the same manner dependent on individual settings.

Enter Location Name or Address
Use this field to enter the name or address of the building (if one location) or complex. This will be displayed on the welcome screen and the top of the main user screen(s). (i.e. "161 Street & River Avenue" or "Miami Luxury Towers").
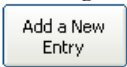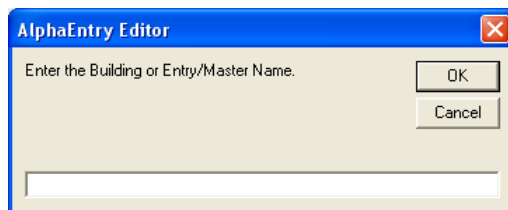
Security Code
Since the data contained in AlphaEntry™ is personal contact information of the tenants, it is highly recommended that the system administrator enter a 4 digit numeric code here to prevent unauthorized access and changes to the data or system configuration. After your choice of code is entered, the code will be required to enter the Editor or exit the program. An existing security code can be changed, if necessary, in this field. All access, whether at any entry or by Internet, will be protected by this code. The code will display as you enter it, but will change to **** after you leave the field for security reasons.

Configuring Entries/ Masters

Each entry/master may have different settings depending on your application so the editor is designed to allow separate configurations for each location. To set up your first entry/master location, click the button [Add a New Entry]. The box below will open.

The Entry/Master Name Box

Enter an appropriate descriptive name for the location (i.e. Front Lobby, Main Gate, Building 2, Concierge) and then hit Enter. The name you have chosen will now appear in the list box of Entries and Masters to the left. Clicking on the name will enable the configuration boxes to the right for that specific location. The location name will be displayed at the top of the main screen for that entry.

All entries will be sharing one phone line ? **(Telephone Entry/ Multiple Entry systems)**
Check this box if all entries will share the same telephone line. If a Telephone Entry/ multiple entry system will be used, the different entries can share the same telephone line or each have their own dedicated line. If the facility has several entrances and high visitor traffic, then it is recommended to use separate lines. If shared, when one entry is in use, the other entries, when placing a call, will display a system busy indication with an approximate waiting time. All calls placed through AlphaEntry™ will be put in a first come-first served queue and will be processed in order as soon as the system is available for the next call. If a system has one or more concierge stations then separate lines should always be used.
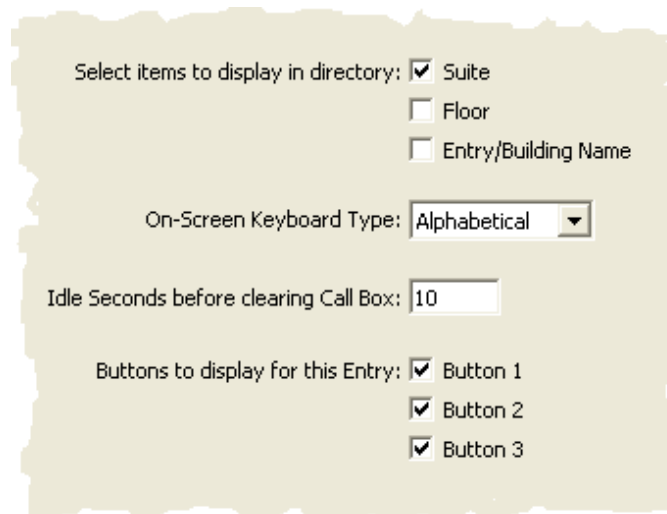
Entry Setup - (1st Tab)

Entry or Building Name:
>	The name for this specific location will be placed in this field automatically however, if you choose to rename this location now or at a later date, you can edit it here and it will be updated in the system immediately.

Select items to display in directory:
>	Each entry/master will display just the resident/company name by default however you can list additional information for each resident if desired. The Suite number can be listed or omitted depending on your security issues or special configuration needs. The Floor number can also be listed. If you are using this entry point for communication to several buildings, the building numbers can be listed. Please check the appropriate boxes for your needs at this entry/master.

Directory Display Options

On Screen Keyboard type:
>	The Keyboard can be set to **Alphabetical** or **"QWERTY"** keyboard style depending on preference. Default is Alphabetical. With multiple entries, each entry is configured individually.

Idle Seconds before clearing call box:
>	Determines how long a call box will display. When a name is selected, a call box will pop up. If a call is not initialized within this specified time (between 5 to 999 seconds) the call box will automatically close and control will revert to the main directory. A recommended setting for this time is between 5-15 seconds. If a duration is specified that exceeds the "Idle Settings before re-displaying Welcome Screen" value, a warning box will appear after entering that value.

Entry Setup - (1st Tab) –continued

<u>**Buttons to display for this Entry:**</u>

Because AlphaEntry™ can interface with so many different communication devices, the buttons can be used to connect to a tenant's intercom, telephone, dummy phone, cell phone, or work phone. Up to three buttons can be programmed for each tenant.

With a Concierge station, usually all three buttons would be available to call the tenant. So even if the tenant was not at home (1st button) you could reach him on his cell phone (2nd button) or even a work number (3rd button) in the event of an emergency or situation that would require immediate contact. On an entry panel used by visitors you might want to display the 1st button for his suite phone only. Each Entry/Master can be configured to show one, two or all three buttons, or even no buttons if you want to use that particular entry as a directory without contact capabilities. Every effort has been made to make AlphaEntry™ flexible enough to be easily configured to your facilities needs.

To configure the buttons that show at this entry, check the boxes for the buttons you want visible.

<u>**Default Language:**</u>

AlphaEntry™ prompts can be displayed in English, French, German, Russian, and Spanish. You can even use a different language at each entrance if you wish. Simply select your languages of choice from the drop down menu shown below.
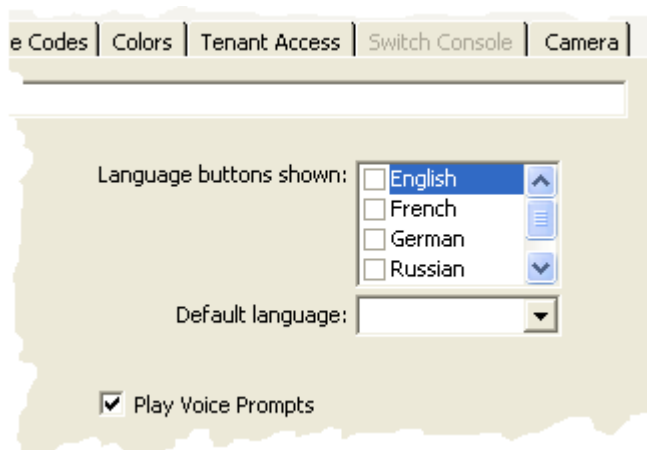
Language Display Options

Buttons will appear on the main screen to allow visitors to select their preferred language during their session with AlphaEntry™. When their call is done, the entry will return to the default language which must be selected in the default language dropdown box.

<u>**Play Voice Prompts:**</u>
Checking the Play Voice Prompts checkbox will enable audio prompts as well as visual prompts in the chosen language. This is a valuable tool for those who may be visually impaired. Your entry must be equipped with speakers for this feature.

Entry Setup - (1st Tab) –continued

Adding Residents automatically:

   If you have already entered residents into the database, this feature enables you to automatically add them to the entry/master that you are currently configuring. In some applications, such as two entrances in one building where all residents would be listed, this saves data entry time by automatically marking all resident records for inclusion in the display using the **Add all EXISTING Residents** button rather then having to change each record manually. If you have a situation where most of your residents will be listed but not all, you may still want to mark all for inclusion and then override the individual resident records by removing them from a specific entry/master using the display check boxes (shown below). Obviously, this global change must be used cautiously because it will change all the records and is an irreversible action. A warning box to this effect will appear when this button is selected.
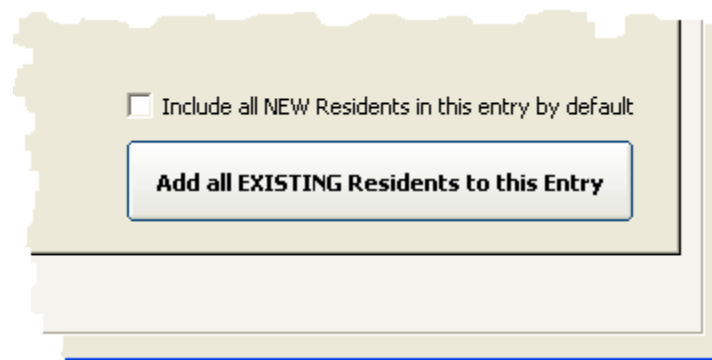
Automatic Adding of Residents Features

   Include all NEW Residents by default: This check box will automatically mark a new resident record to display at this entry/master as they are added to the database to save data entry time. Individual records can be changed at anytime through the resident record editor.

   Where an individual resident is displayed can be seen at anytime by accessing the individual resident record where all entry/masters in the system will be displayed. The picture below shows the portion of the Resident record where these changes are applied. Note in this example that this particular resident will display on the Building 1 entry screen as well as the Main Gate and Concierge screens but not display in the Building 2 or Building 3 entries.
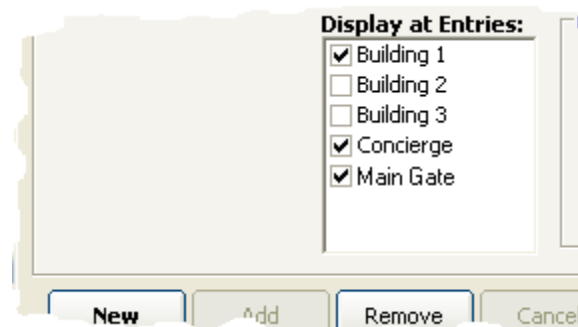
Resident Record Display List

Modem & Port Setup - (2nd Tab)

Modem Screen Detail

Will this Entry be using a Modem to dial out?
    If your system will use a dedicated phone line or "no phone bill" equipment, the computer will require a modem to interface to those connections. Please refer to System Requirements on Pg.2 to determine the correct modem type.   If the **Yes** radio button is selected, the following questions will need to be answered. If the **No** radio button is selected, the following questions will be grayed out and not required for this entry.

Specify the modem to dial out:
You will most likely have only one choice available unless your computer is equipped with multiple modems. If using an external modem, you may enter a Comm Port number.

Select the type of device you will use to Talk/Listen when dialing out:
       Choices are Open Voice Lobby, Handset Lobby, or Concierge Telephone. Each entry/ master can be configured independently

Display "Emergency" and "Off Premises" tabs
       If this check box is checked, the additional tabs on the Information screen will be visible and enabled. This is usually done for a Concierge or Doorman operated system if you wish your concierge to have access to these features. It is rarely done when used as a lobby panel for tenant and visitor use but is available if your application should require it for special applications.

Enter the Serial Comm Port used to connect the open-voice interface board
       If Open-Voice speaking has been selected above, you must specify which serial port will be connected to the open voice interface boards. Otherwise, this field will be grayed out.

Maximum number of seconds a call can last:
       At an open-voice entry, the call will end when the tenant buzzes the visitor in. If the visitor is not buzzed in, there must be a way for the program to end the call. This has been done by limiting the amount of time the call will stay active before reverting back to a ready state for the next visitor. Usual suggested time is 45 seconds but you can specify 10 to 999 seconds for this function. The screen will display a "countdown bar" to the visitor to indicate when the call will be ending. The call can also be canceled by pressing the "Cancel Call" button that will appear on screen.

Both a "No Phone Bill" AND an outside phone line will be connected at this Entry
       Check this box if this Entry will use this configuration.

What is the Phone Number for this entry?
    If your system will use the call forwarding option, the phone number of this entry is required.

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Relay Board Setup - (3rd Tab)

Relay Board Detail

Will you be using a Serial Comm Port to connect to external relay boards?
AlphaEntry™ can be used as a telephone entry type system and may not require use of relay boards. However if AlphaEntry™ is interfaced to a conventional intercom system or requires door strike control or special functions such as on screen concierge building controls (Switch Console) or other special applications then one or more relay boards will be required.

If **Yes** is selected, then you will be required to answer the remaining four questions on this tab.
If **No** is selected, the remaining answers are not required and will be grayed out.

Enter the Serial Comm Port to use to activate the relays:
If the radio button "Yes" is selected then you must assign which serial port will be used to connect to the relay boards. More information on available Ports can be found on your PC by :

2000, 2003 Server, XP	Vista
Click Start button	Click Start button
Right Click on My Computer	Click Computer
Select Properties	Select Properties
Select Hardware Tab	Select Device Manager
Select Device Manager	
Expand (+) Ports	Expand (+) Ports

Display "Switch Console"
The Switch Console is used for Concierge control of lights, gates, cameras, elevator calls, etc. If this feature is used by your application, it will control relays providing either momentary or latching dry contact closures. Checking this box enables the Switch Console configuration tab in the Editor and the Switch Console tab on the AlphaEntry™ directory screen. This feature is usually used for Concierge controls however; it can be enabled for any entrance if special needs require it.

Default number of Seconds a relay is activated for:
When AlphaEntry™ is interfaced to a conventional intercom system the program presses the apartment call button using the relay board(s). To make AlphaEntry™ as adaptable to your requirements as possible, the amount of time the relay will be energized is determined here. Default time is 3 seconds. Duration can be set from .1 seconds to 999 seconds.

The relay boards used to call the residents will be using Multiple Common Wires
Some intercom systems use a matrix based wiring scheme and may require multiple commons. If your existing system uses this method, then this box must be checked. This will add a common wire field to the resident button fields to allow proper system configuration.

Welcome Screen Settings - (4th Tab)

Welcome Screen Detail

Idle Seconds before displaying Welcome Screen
   This field controls the amount of time in seconds that the active window will revert back to the Welcome screen picture(s).

Slide Show Welcome Screen
        The Welcome Screen settings allow the administrator full customization of pictures and text. By checking the **"Welcome Screen is a slide show"** box, the screen background will automatically change pictures at the interval chosen in the **"Change Slide every"** field. (5 –999 seconds)

        When you put a check mark in the box next to "**Hide Welcome Text**" it will take out the text overlay leaving the Welcome Screen just with the background image. This allows the administrator to make any custom graphics with their own Welcome Screen text. The graphics file default location is   *C:\Program Files\AlphaEntry\SlideShowPics*

Display Minimize Button
   This checkbox allows the minimize and close button to be visible on a concierge screen to allow the PC to be used for other functions without exiting AlphaEntry™ or to close AlphaEntry™ without the "EXIT" code. The pass code is still necessary to be able to exit the program in this fashion.

Installer Message:
    These fields allow the installer or maintenance company to display contact information at the administrator's discretion. The message will appear in the bottom left corner of the welcome screen.
    As a convenience to the installer, clicking on the $\boxed{\text{Copy above text to ALL Entries}}$ button will copy the installer information to all existing entries automatically.
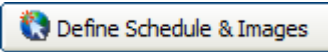
Welcome Screen Settings - (4ᵗʰ Tab) – continued

Scheduled Welcome Screens

       The Scheduled Welcome Screens, when enabled, allows the AlphaEntry™ Welcome Screen to display alternate special images. This feature is generally used when AlphaEntry™ is used as a lobby panel for public and resident use. It allows the administrator to display a background image relating to a holiday greeting, special event, or announcement during a programmed date range. Checking the "Use Scheduled Welcome Screens" box will automatically enable the special messages to activate when the current date is within the administrator's determined date range.

Placing a check mark in the box next to "Hide Welcome Text" leaves the Welcome Screen images only.

Clicking/Touching the [🌐 Define Schedule & Images] will open the screen where the administrator can input and delete scheduled welcome screens and adjust date ranges.

> **Please Note:** The Define Schedule & Images button is grayed out if the "Use Scheduled Welcome Screen" is not checked.

To add a special welcome screen, click the "Add New Schedule" button. A window will open where you can specify the starting and ending dates. The administrator will also specify the image name. A thumbnail of the selected image will appear on the lower right.
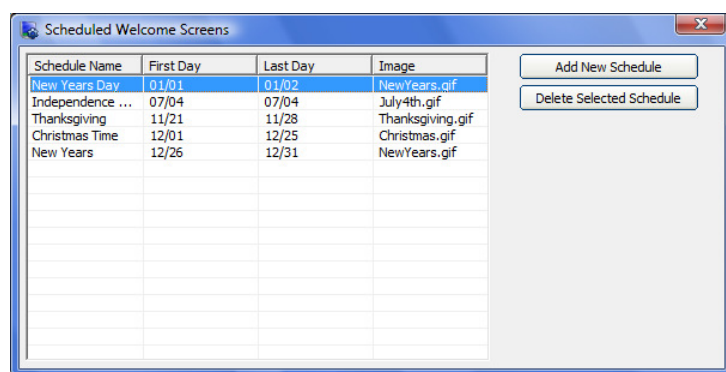
Scheduled Welcome Editing Screen

The graphic can be created in any graphic program in .jpg, .gif, .bmp, or .png format.

To delete a scheduled entry, highlight from the list on the left, and click the "Delete Selected Schedule" button.

When scheduled screens are used it will automatically suspend the slideshow during the date range associated with the scheduled screen.

The scheduled graphics file default location is   C:\Program Files\AlphaEntry\SchedulePics

> For more information on custom graphic requirements, see **Creating Your Own Custom Graphics** on Page A of the Appendix

DTMF Phone Code Settings - (5th Tab)

If you are using AlphaEntry™ as a telephone entry type system, the phone codes tab will be enabled. This screen is used to configure relays to respond to DTMF tones produced by the tenant telephones. This allows the tenants to operate door releases or control other necessary devices.

Phone Codes Screen

To Add a phone code:

Enter the phone key you wish to control the device in the Phone Code field (0-9, *, or #).

Enter the Relay you will be using to control the device. You can have up to 16 boards of 8 relays each depending on your application so you must enter the board number and then the relay number in their respective fields.

Enter the duration in seconds that the relay will be activated. The Editor will insert the previously specified global default relay time, but this can be overwritten. The duration of activation can be from
1 – 999 seconds.

It is recommended that you enter a description to document what the relay usage will be.

To Delete a phone code:

Highlight the line of the relay you wish to remove by clicking on it.
Press the "Remove Selected Phone Code" button to the right.
Note: Only one relay line can be removed at a time to prevent accidental deletions.

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Phone Code Settings - (5th Tab) continued

To Edit a phone code:

Highlight the line of the relay you wish to edit by clicking on it.
The information for that line will appear in the Add/Edit fields below and can then be modified as needed.
When editing is finished for that relay press the "Add Phone Code" button and the information will be added into a new line. When you are sure your listing is correct, highlight the old line and click the "Remove Selected Phone Code" button.

A few notes regarding phone codes and relays:

The relays provided on the RY008AE boards are factory set to be <u>Normally Open</u> but can be individually changed to a <u>Normally Closed</u> state if needed, by changing the relay's jumper on the board.

Setting one number to operate more than one relay:

In the example below, pressing the **7** key will release the door for 3 seconds on one relay, turn on the inside lobby lighting for 180 seconds on a second relay, and call an elevator to the lobby with a third relay set for a 2 second duration (wired in parallel with the lobby elevator call button).

Setting more than one number to activate a relay:

Using the same example, the first relay will also activate by pressing the **9** key to release the door, but this will not turn on the light or call the elevator, as the other two relays will not be activated. This scenario is illustrated below.

Relay Setting Example

Option Settings - - (6th Tab)

Options Screen

The options screen allows an entry or concierge screen to display the Tenant listing by Suite number instead of alphabetically by Tenant Name by checking the Sort Residents by Suite Box.

"Show Tenant Notes in Call Box" will display any notes pertaining to the tenant. This is usually a concierge option and not used on a visitors entry panel.

"Show Tenant Photo in Call Box" will display a picture of the tenant. This is usually a concierge option and not used on a visitor entry panel.

"Package Delivery & Pickup can be done from this entry" allows processing of tenant packages through this entry/master. This procedure is done through the tenant call box by clicking on the package icon.

For further information on the Package Tracking options please refer to Appendix G on Pg. 54

"This Entry can Forward it's Calls to another Entry" will enable all calls to be sent to the second named station in the drop box (in this example "Concierge"). The second location will have a switch that will toggle the Call Forwarding feature On & Off. When this feature is on, all visitors contacting a tenant at the first panel will be forwarded to the second location (Concierge) instead. The information of who they are trying to contact will be displayed at the Concierge station so that the Concierge can screen visitors for their tenants when required.

For further information on the Call Forwarding option please refer to Appendix F on Pg. 53

Tenant Access - (7ᵗʰ Tab)

Tenant Access Configuration Screen

Do you want to allow tenants to be able to enter the building with an access code?

If external relay boards are being used in your application (see Pg.15), tenants can let themselves in by entering a personal password. This screen is used to connect the relay that you will use to release the door. The program must know which relay on which board will be activated when a tenant's password is entered on the lobby screen. Each tenant will have, at the administrator's discretion, an individual password with the option to have an additional password for special usage (refer to Page 28 - Assigning Tenant Access Codes). Specify the Board number, relay number, and duration of closure in the fields provided. If a Normally Closed relay is required for a Magnetic Lock or other special device, a jumper on the relay board for that specific relay can be moved to make the relay operate as Normally Closed. Please be sure to check that amperage and voltage requirements do not exceed relay tolerances.

Important Postal or Service Personnel Access information

If your application requires access for a mail carrier, and you wish to allow entry through the lobby touchscreen you <u>must</u> answer this question yes and follow these steps.

1. Make a new commercial listing putting "Mailman" in the Business Name field
2. Make a non-existent Suite # (Example: "M")
3. Check the Hide Listing Box so "Mailman" does not show in the tenant listings.
4. Enter a Tenant Access Code of your choice (Example: 123)

The Mail Carrier will now be able to release the door by entering "M123" at the lobby panel.
NOTE: A standard Postal Lock can be interfaced with the system however there will be no record of access in the event log.

This procedure can be used for other service personnel that require building entry on a regular basis. By listing each service person and their pass code separately, the event log will display time and date of access for each person.

Switch Console Configuration   (8th Tab)

Switch Console Configuration Screen

If external relay boards are used (see Pg.15), another available feature AlphaEntry™ includes is the ability to control lobby lights, taxi lights, gates, elevator calls, cameras, ADA automatic doors, or any other device that uses a momentary or latching dry contact closure to operate (for safety considerations this feature is not recommended for unsupervised garage door opening or closing). These features are usually used only for concierge or building management masters.

Each of the RY008AE boards contain eight programmable relays. Some of the relays are reserved for system use, dependent on configuration, but others are available to be programmed to respond to DTMF tones sent by the tenant telephones (when configured as a telephone entry system) or concierge operated switches. Up to a total of (8) RY008AE boards (64 relays total) can be chained on the same serial cable run if your application requires additional switches.

The relays provided on the RY008AE boards are factory set to be <u>Normally Open</u> but can be individually changed to <u>Normally Closed</u> state if needed, by changing the relay's jumper on the board.

NOTE: Please be sure to check that amperage and voltage requirements do not exceed relay tolerances, and be sure to use isolation relays for 110 VAC applications to prevent possible system damage.

All these available features can be enabled or disabled in the AlphaEntry™ Editor to customize the application to suit your building's unique needs and security issues.

To Add a switch console activated relay:

1. **Switch Label**.
Using the appropriate fields below the main box, enter a label to identify the switch function.
   This label will be displayed on the button.

2. **Relay Board Number**.
Enter the Relay Board Number for the relay to be used. (1 – 16)

3. **Relay Number.**
 Enter the Relay position on the board (1-8)

4. **Relay Type.**
Specify if this relay will be used as a **latching/toggled** switch (Push ON, Push OFF), or a **Timed** switch (after pressing the switch the relay will remain active for a specified amount of seconds).
If the switch is timed, enter the time duration the relay will remain active (between 0.1 – 999 seconds).

5. **Add Switch.**
When finished, press the "Add Switch" button.

To Delete a switch console activated relay:

1. Highlight the switch to be deleted.
2. Press the " Remove Selected Switch" button

To Edit a switch console activated relay:

1.Highlight the switch to be edited.

2.Edit the switch information in the fields provided below, and then press the "Add Switch" button.
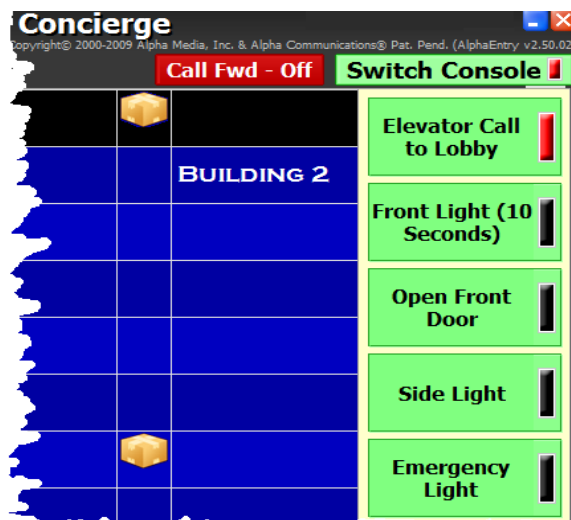
On Screen Switch Console

When a switch is activated on screen, its pilot light will glow red to indicate the switch is on.

 There is also a pilot light indicator that will illuminate on the Switch Console tab. If the Switch Console is minimized, this will illuminate if any of the switches are active.

PLEASE NOTE: In some jurisdictions there are laws regulating video camera recording and this feature may not be permitted in some states or localities. Please check with local authorities to determine if this function can be used.
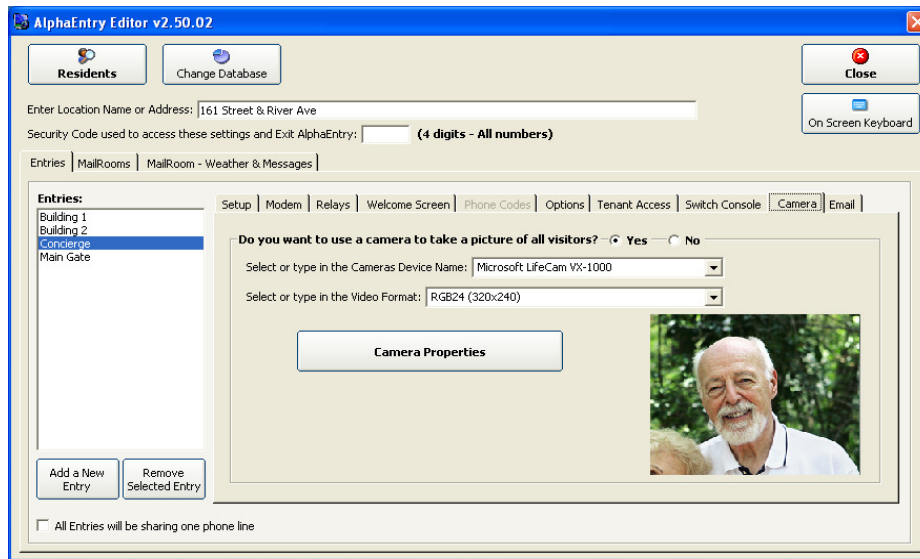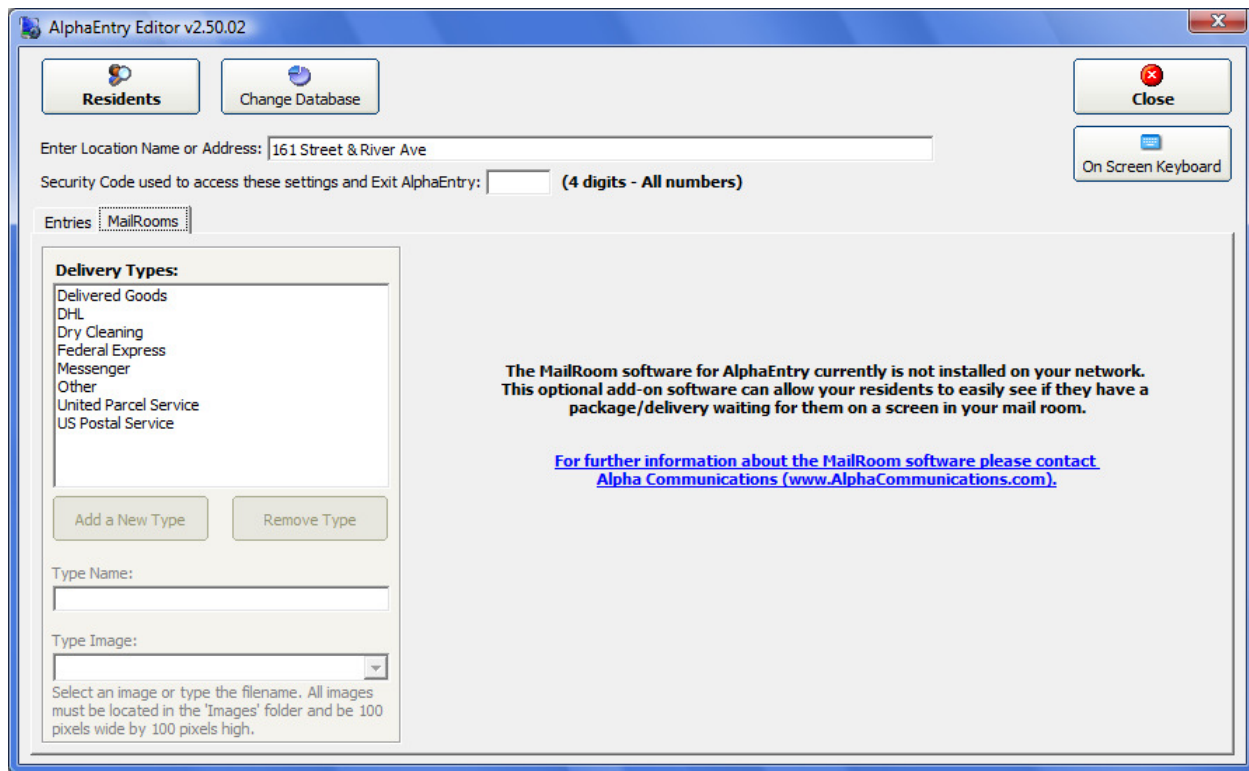

Camera Configuration Screen

AlphaEntry ™ keeps an event log whenever the lobby panel is used. If a camera is connected to this entry, it will take a snapshot to be included in the event log . This camera should be mounted in the panel, or elsewhere in the lobby area in such a way as to see the visitor or tenant using the lobby panel. For camera set up convenience, the live feed from the camera will display in the lower right side of the box if it has been connected and enabled.

Clicking on the **Camera Properties** button will open the window shown to the right. This window will vary with the camera and device driver that is chosen, but can be used to optimize and adjust the camera for the best picture results. With most cameras, a live window will open so you can view your adjustment results.
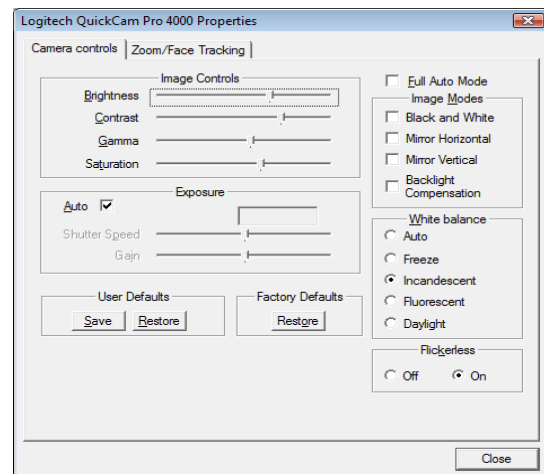
Camera Properties Screen

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Package Tracking Configuration

MailRooms Configuration Screen

When the MailRooms tab is selected in the editor, the above screen will display. AlphaEntry provides the more commonly used delivery types and related images but you can provide your own types and related images or remove unnecessary types if you like.

The related images are included in the information but will only show on the optional AlphaEntry™ MailRoom™ displays.

For more information on Package Tracking, see Appendix G on Pg. 53

MailRoom display check box

Show a Package Icon in Tenant listing… Check this box so this entry can display a package icon for each tenant with a package in the system.

Package Delivery and Pickup can be done…
Checking this box will allow this entry to process Delivery and Pickup information for Package tracking features.

AlphaEntry™ Editor

Entering Resident/ Tenant/ Contact Information

5. Adding, Editing, and Deleting Record Information

From the Main Editor Screen, touch/click on [**Residents**] The Resident Editor Screen will open.

TENANT LISTINGS SECTION   TENANT INFO SECTION   BUTTON CONFIGURATION SECTION

Resident Record Editing Screen

The Main Information Screen is divided into three sections.

The leftmost section is a scrolling list of all tenants in the database. From here you can highlight any tenant to modify or delete their related information.
The middle section displays the highlighted tenants suite, name, photo, email, and access code information.
The rightmost section is information used by the program to associate the phone numbers to call, or relays that will activate when the tenant's call buttons are pressed. AlphaEntry™ allows up to three call buttons to be listed for each tenant

Adding a New Tenant   (Residential or Commercial)

Select the **New** button near the bottom of the window. This will create a new blank tenant record.

Using the Radio Buttons, select whether the entry is a Residential or Commercial Listing.
At the top of the window you may enter the "Suite/ Apartment" number or location within the building if you wish it to be listed on the Directory Screen, or leave the suite number empty so that the number will not show for privacy and security reasons.

RESIDENTIAL	COMMERCIAL
Enter the first name of the resident.	Enter the Business name as you want it displayed
Enter the last name of the resident.	Enter the Start sort position (for Alphabetizing)
Residents are alphabetized automatically by Last Name, then First Name or Initial. *(Residents can be listed by Suite Number also see Option Settings on Pg. 20)*	The "Start Sort Position" allows the administrator to determine the sort position of the business name. In the example "Dr. William Gold DDS". If the administrator wishes to sort the name under "**G**" that would be the 13th character, so **13** would be entered in the "Start Sort Position:" text box.

> **Please Note:** Spaces and punctuation are included in the number of characters.

Selecting Locations to Display Tenant

In a large facility or multiple building scenario, you may want to list the tenant only at a main gate, the Concierge's screen, and the tenant's specific building entrance.

To do this, check the boxes for all the locations that you wish the tenant to be displayed. All available locations will be shown in the list box.

Enter the Floor number or name, and the Building if applicable. All buildings in the complex will be available in the drop down box.

If the system is equipped with AlphaEntry™MailRoom™, the mailroom drop down box will list all available Mail Rooms in the facility for display purposes.

Assigning Tenant Access Codes

Tenant Access codes are used to allow tenants to "buzz" themselves in when AlphaEntry™ controls locked entry door(s). The administrator can assign access codes, or tenants can choose their own and have the administrator enter them into the database. The administrator must enable this feature (see Page 21– TENANT ACCESS).

AlphaEntry™ can store an unlimited amount of access codes per resident record. The additional codes can be used for a visitor or service personnel that would need access to the tenants apartment on a temporary basis. Access can be limited to specific days, date ranges and times by checking the appropriate boxes and setting the parameters in the Access Codes tab.

Access codes can be 3 to 15 characters consisting of numbers 0-9 and letters A-Z. By allowing combinations of 36 alphanumeric characters and requiring matching of the suite number, AlphaEntry™ provides a very high level of security. A log is kept for each system event including which access code was used, and a picture of the visitor, if equipped with a camera, for additional security/tracking ability. These logs can be found in your AlphaEntry folder.

This box shows the access codes form.
This example already has two pass codes stored for this tenant.

To remove or edit an existing code, highlight the code in the list box, then make necessary changes or hit the Remove button to delete the code entirely.

To add an additional code, Press the New Code button.

This example shows a pass code being created for a housekeeper. The code, *4242*, has been labeled *Housekeeper Access* and is a restricted code in that the code will only allow entry on Tuesdays between the hours of 8:00 am and 12:00 pm.

If the access should only be allowed for a specific date range, then the dates checkbox would be checked and the date range entered into the two adjacent fields.

After the parameters have been set, hit the Add Code button to save the information.

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Entering Tenant Notes

This feature is used in concierge applications to store needed information regarding a tenant. If there are notes in this field, the concierge will see a clipboard icon on the right of the tenant's call box. Clicking that icon will display the notes.

Emergency Notes are only used with the soon to be released optional AE emergency call system and will display **only** when an emergency call is received from the tenant. These notes will be instructions to the concierge regarding notifications and/or other health related information pertinent to the tenant.

If the Clipboard Icon is visible it indicates notes are available regarding this tenant.

Both of these memo fields are only editable with administrator access through the editor.

Entering Tenant Pictures

The Photo tab allows you to display a picture of the tenant to assist in identification by the concierge or other personnel with access to this program. Photos could be displayed at a visitor entrance but it is not recommended for security reasons.

You may insert tenant pictures, in jpeg, bmp, or gif format. Select the picture by clicking the browse button. A copy will automatically be stored in the AlphaEntry™ database.
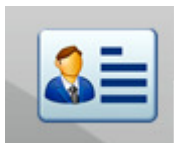
If this icon is visible it indicates a tenant picture is available.

Although the program will resize the picture, it is recommended that you do not exceed a picture size of 400 wide by 300 high for best results.

If a picture is available, the concierge will see a clipboard icon in the tenant's call box. Clicking that icon will display the photo.

Entering Tenant Email information

Tenants email addresses and/or mobile device contact information can be stored in AlphaEntry™ to enable automatic notifications of package arrivals.

Hiding a Listing

   Hiding a listing enables you to store information that is not displayed at any of the lobby or concierge screens. Why would you want to do this?

   If you create a resident record "**MAILMAN**" and give that record an access code of **MAIL123**, the mailman can buzz himself in to deliver and pickup mail. Then hide the listing so MAILMAN does not show up on the tenant directory.

   Creating non-displayed listings for any service personnel that come to the building frequently gives them easy access and also logs all their arrival times in the AlphaEntry™ event log.

Priority Listings

   All priority listings will display at the beginning of the AlphaEntry™ directory in Yellow on Black.

   You may wish to list the building super or the management office here for easy visitor access. The listing will also appear in its usual alphabetized location unless the Hide Listing is also checked in that resident record.

Assigning Call Buttons to Tenant Contacting Choices

Up to three different phone numbers or relay codes can be entered for each resident or business. A suite can be listed but not have a call button, or a button only visible to the concierge.

   On systems that interface with "No Phone Bill" hardware, the necessary information passed to the N.P.B. equipment will be dependent on the manufacturer of the equipment and their code requirements. The necessary string for the relay equipment is entered in the "Dial Num." field (as shown on Button 2).

   Dependant on configuration, available connections are:

Regular C.O. Telephone Number	Dial Num
No Phone Bill Telephone Number	Dial Num
No Phone Service- Dummy Phone	NPS Tel
Intercom connection	Relay

NOTE: NPS Available on 1st button only

   The **Hide** check box will make that button position invisible, preventing calling to that number or intercom. but will leave the information available for system use.

    Which buttons are displayed at the lobby panel(s) is determined during each lobby panel configuration.

Any combination of Phones and Relays can be combined. For instance, a suite with an open voice or handset intercom would use a relay, but a work phone or cell phone number for that resident could be assigned to the other buttons. (telephone line is required for telephone contact options).

Entering Phone Numbers (Standard Dialer type Telephone Entry)

For each phone number entered, add the location and comments as needed. For example, you can enter the phone number for that suite, the cell phone number for that person, and a work number as well. In the comments, you can specify the times when each phone number should be used or other pertinent information.

As a good rule to follow, always make Button 1 the number that the visitors will use. In your system you may make a global decision to only allow visitors to see Button 1 and your concierge to view 1 & 2 or all 3.... This is variable at each entrance/master which allows for maximum versatility to configure to your facility.

To add a phone number:

1. Choose button 1 ,2, or 3, click the radio button "**Dial Num**"
2. Enter the **Number** (999-9999 or 999-999-9999 format). If the phone number requires a "1" before dialing, the program will provide it automatically.
3. Enter a **Label** (such as: Suite, Cell phone, Work, Conference Room, etc.) if no label is given the button will just say **CALL**
4. Enter **Comments for Button** (such as: No Calls after 10:00 pm., Call here 8:00 – 5:00, etc.)
    These comments are very important because they make AlphaEntry™ even more powerful
    and personal to a concierge as well as better communication to the visitors.

Entering N.P.B. Codes (No Phone Bill type Telephone Entry)

For each N.P.B. code, add the location and comments as needed.

As a good rule to follow, always make Button 1 the number that the visitors will use. In your system you may make a global decision to only allow visitors to see Button 1 and your concierge to view 1 & 2 or all 3.... This is variable at each entrance/master which allows for maximum versatility to configure to your facility.

To add a No Phone Bill code:

1. Choose button 1 ,2, or 3, click the radio button "**Dial Num**"
2. Enter the No Phone Bill Equipment code in the **Number** field.
3. Enter a **Label** (such as: Suite, Cell phone, Work, Conference Room, etc.) if no label is given the button will just say **CALL**
4. Enter **Comments for Button** (such as: No Calls after 10:00 pm., Call here 8:00 – 5:00, etc.)

Entering No Phone Service Information (Dummy or N.P.S. Phone)

AlphaEntry™ can be used to give you a Standard Dialer system that can access tenants that have no telephone service. The tenant must have a telephone jack in their suite with wiring accessible to the system. This method assigns a relay to control a "dummy" phone in the apartment.

NOTE: This feature is only available in the #1 button location however, other buttons can be assigned to the tenants cell, work, or intercom.

To add a No Phone Service Relay:

1. Click the radio button "**NPS Tel**" on Button # 1(After this is selected, the relay fields will appear.)
2. Enter the **Board** number in the first field .
3. Enter the **Relay** number on that board in the second field.
4. Enter a **Label** (such as a Suite number or location.)
5. Enter **Comments for Button** (such as: No Calls after 10:00 pm., Call here 8:00 – 5:00, etc.)

Entering Relay Information (system must be equipped with Relay Boards)

Optional relay boards are used to interface with an in-house intercom system. AlphaEntry™ can be used with most any intercom system that requires a dry contact to initiate a call.

To enter information tying a relay to a button:

1. Click the radio button "**Activate Relay**". (After this is selected, the relay fields will appear.)
2. Enter the **Board** number in the first field
3. Enter the **Relay** number on that board in the second field.
4. The **Length** field, which determines the duration in seconds of relay activation, is set to the system default, but is adjustable here for each relay and it's special applications.
5. Enter a **Label** (such as a Suite number or location.)
6. Enter **Comments for Button** (such as: No Calls after 10:00 pm., Call here 8:00 – 5:00, etc.)

Entering Emergency Contacts

This section is used for what is considered Emergency contacts only (i.e.: Police numbers, Fire Department, and Medical numbers). You may have some emergency numbers for building issues (i.e. Elevator Emergency Repair or plumber) that you would prefer to enter in here as well.

Select the **Emergency** tab.

Press the **New** button near the bottom of the screen.

Enter the name of the contact, phone number, button label, and related comments in the appropriate fields as shown in the previous section.

When all the information is entered and verified, Press the **Add** button to save the contact to the database.

Entering Off Premises Contacts - (Frequently called Phone numbers in other locations)

This section is used for Phone numbers at other locations that the concierge would call on a regular basis such as, Parking Garage, Restaurants, Drug Stores, off site Building Manager, etc.

By entering these types of numbers here, the concierge will have quick access to important phone numbers.

Press the **New** button near the bottom of the screen.

Enter the name of the contact, phone number, button label, and related comments in the appropriate fields as shown in the previous section.

When all the information is entered and verified, Press the **Add** button to save the contact to the database.

Editing contacts

To edit a contact of any type, highlight the selected entry from the appropriate list on the left of the Contacts Editor Screen, and make your changes to the fields as needed.

The changes will be saved to the database automatically, as typed.

Deleting contacts

To remove a contact of any type, highlight the selected entry from the appropriate list, and press the "Remove" button.

Enter the Security code to complete the deletion.

Save Settings

When exiting the Editor program, AlphaEntry™ will ask if you would like to launch the application.

Choosing "Yes" will automatically launch the AlphaEntry™ application.

Choosing "No" will bring you back to Windows.

NOTES:

AlphaEntry™ Wiring Diagrams

Wiring of AlphaEntry™ systems vary depending on application so these wiring diagram examples have been included to insure proper connections and ease of installation. Once the determination has been made on specific facility requirements, please refer to the appropriate diagram(s) in this section.

Please remember that facilities using multiple entrances/masters may likely require several different wiring configurations depending on the functions and capabilities required at each entrance/master.

N.P.S. = No Phone Service (Dummy Phone Options)
O.D. = Outside Dialing (connectivity to a dedicated telephone line)

Assistance on additional information or custom requirements can be obtained from:

Alpha Communications
Technical Support
Monday through Friday
8:30am – 5:00 pm Eastern Time.
1 (800) 666-4800

Lobby Panel w/Handset - Std. Dialer

When installing a handset for use with an AlphaEntry™ lobby panel use this wiring guide to properly attach the handset and control unit to the RY008AE Board.
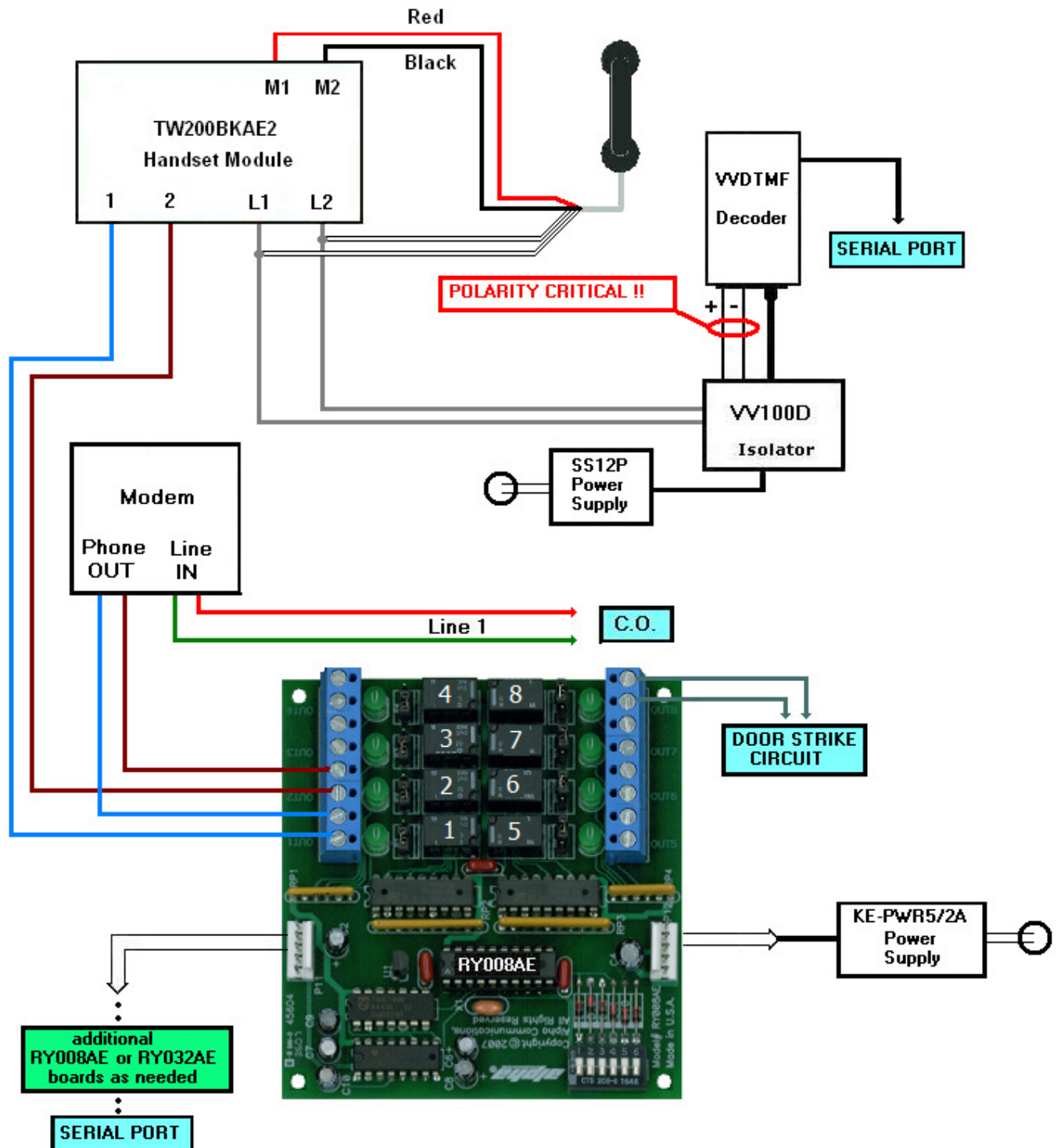
Lobby Panel w/Handset - Std. Dialer
w/ N.P.S.* Option

When installing a handset on an AlphaEntry™ lobby panel or concierge system, use this wiring guide to properly attach the handset and control unit to the RY008AE Board.

 Additional RY008AE boards are added as needed for No Phone Service tenants. One board controls eight Dummy Phones. Spare relays on the first board can be used as well to control dummy phones if they are not needed for other controls/functions.

* No Phone Service

Lobby Panel w/Handset – No Phone Bill

When installing a handset for use with an AlphaEntry™ lobby panel use this wiring guide to properly attach the handset and control unit to the RY008AE Board.
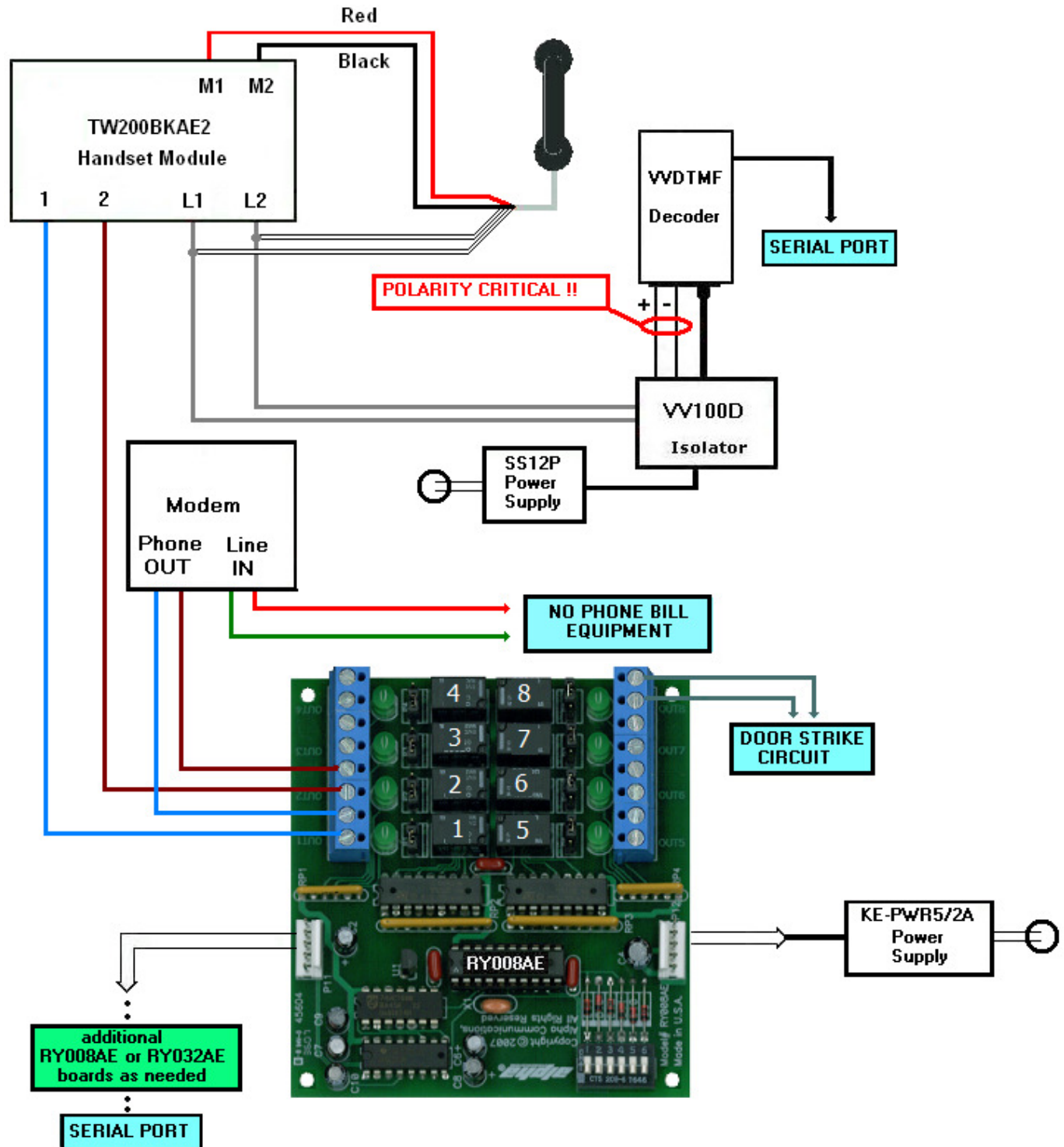
Lobby Panel w/Handset –No Phone Bill w/Outside Dialing Capability

When installing a handset for use with an AlphaEntry™ lobby panel use this wiring guide to properly attach the handset and control unit to the RY008AE Board.
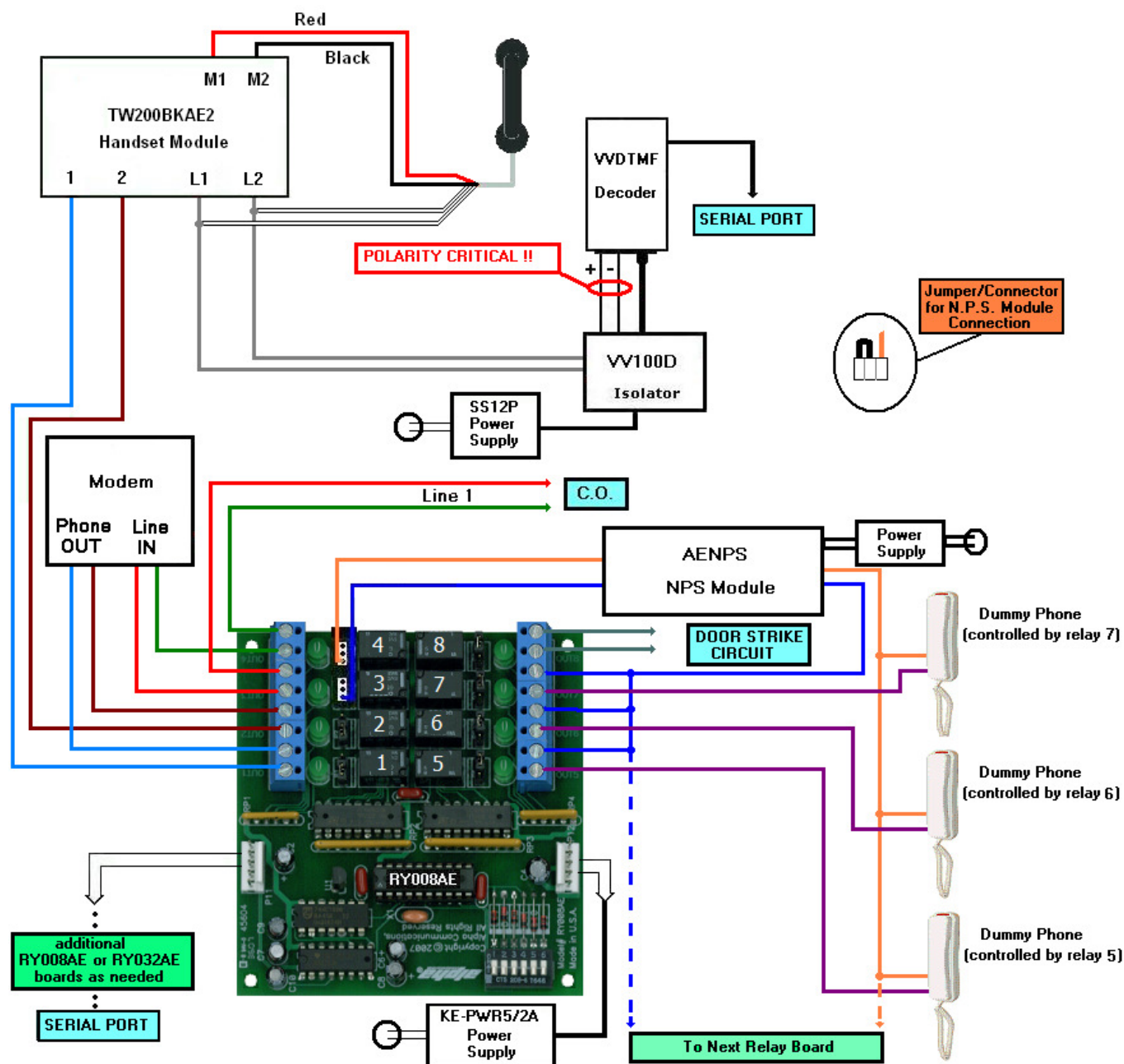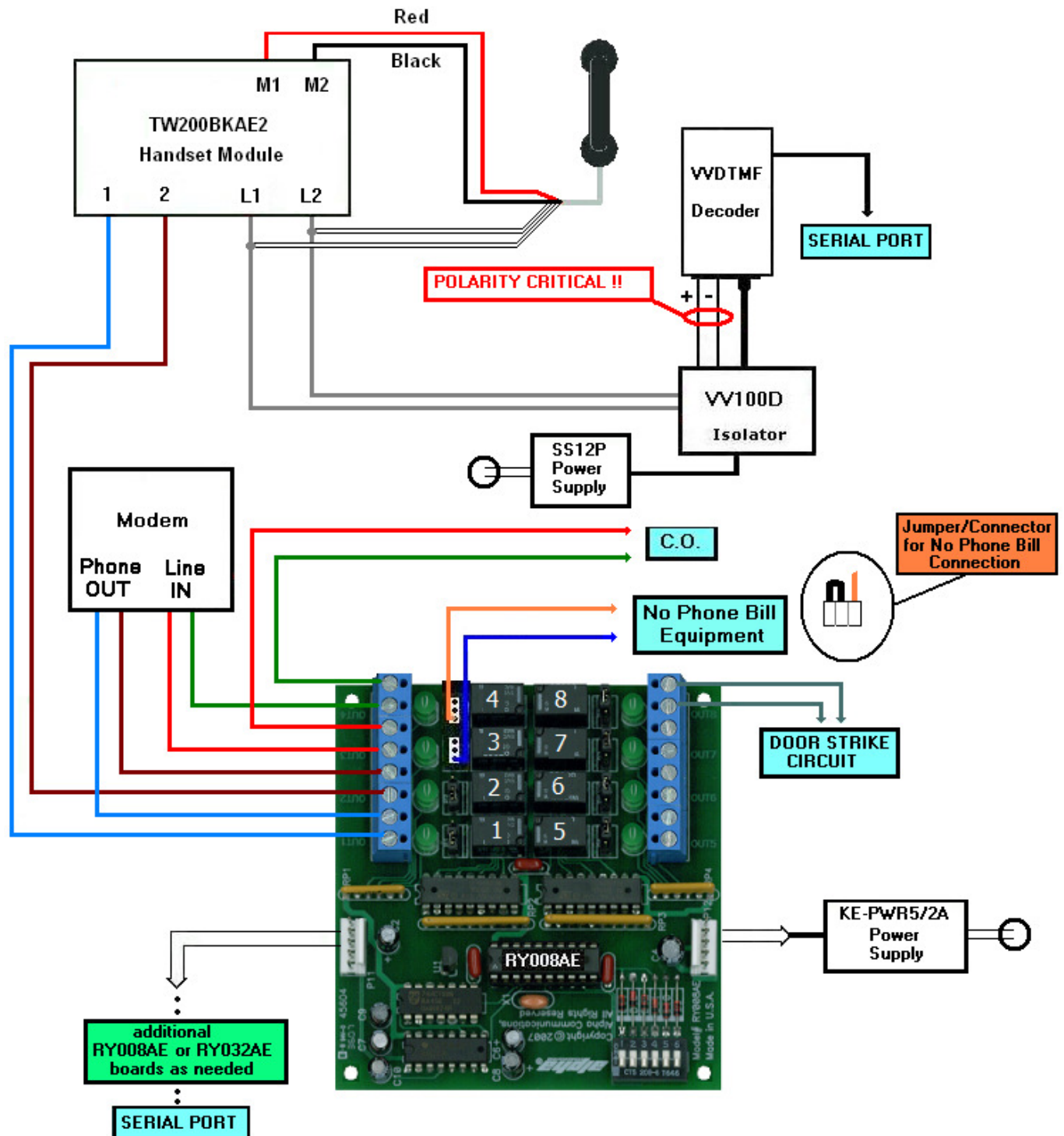
Lobby Panel w/Open Voice - Std. Dialer

When installing an AEMDFB open voice module on an AlphaEntry™ lobby panel, use this wiring guide to properly attach the module to the RY008AE Board and the VVDTMF/VV100D decoder. Note that the incoming C.O. telephone line connects to the computer's modem Line IN connection first and from there connects into the RY008AE board.
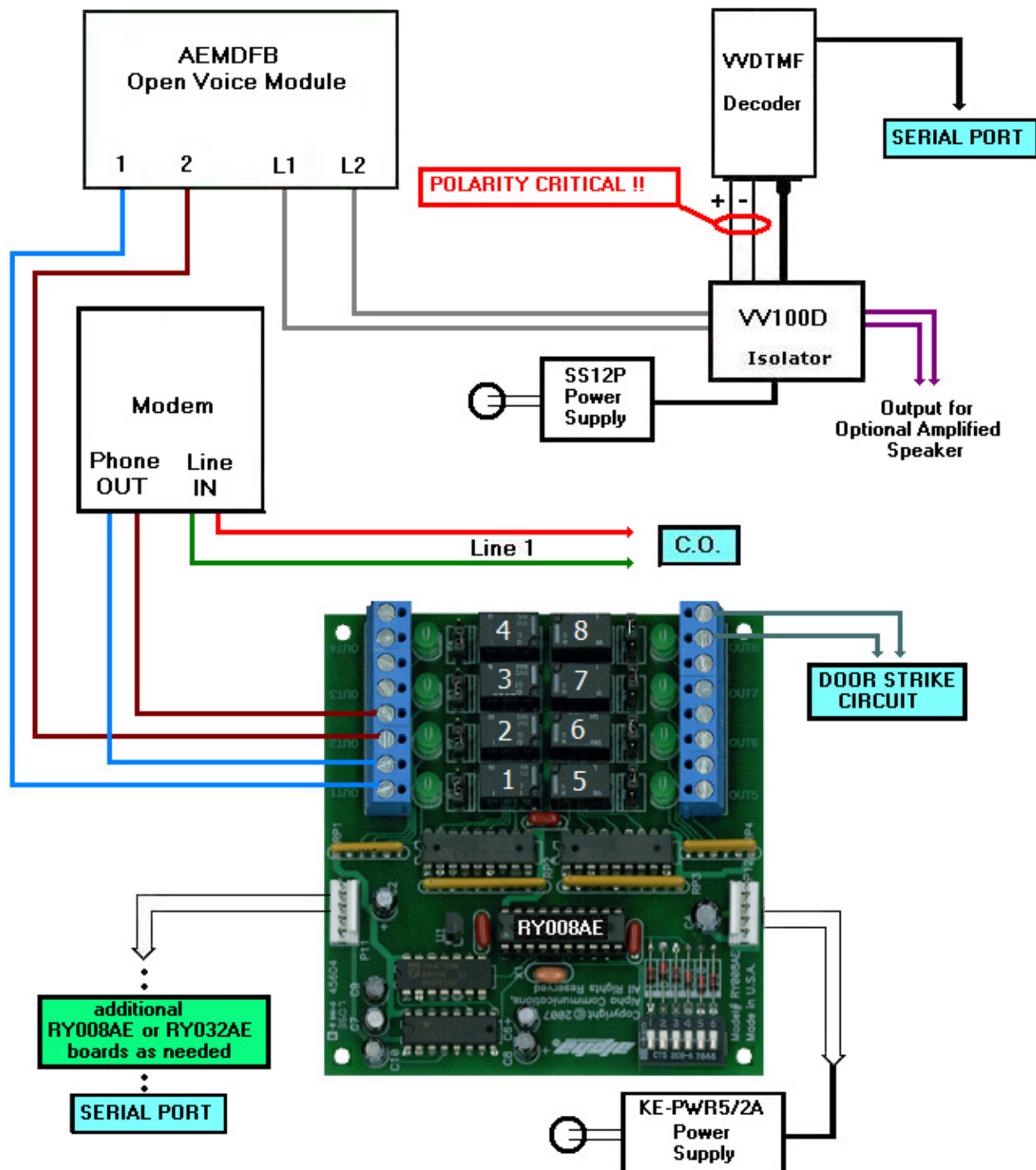
Lobby Panel w/Open Voice - Std. Dialer
w/ N.P.S.* Option

This wiring diagram shows the proper hookup when connecting No Phone Service dummy phones to AlphaEntry™. There may be 2 to 4 relays available for dummy phones on the existing RY008A (Board #1). Each dummy phone requires one relay. Up to 15 additional RY008A boards can be chained on the same serial/power cable.

(15 x 8 = 120 maximum + available relays on Board #1)
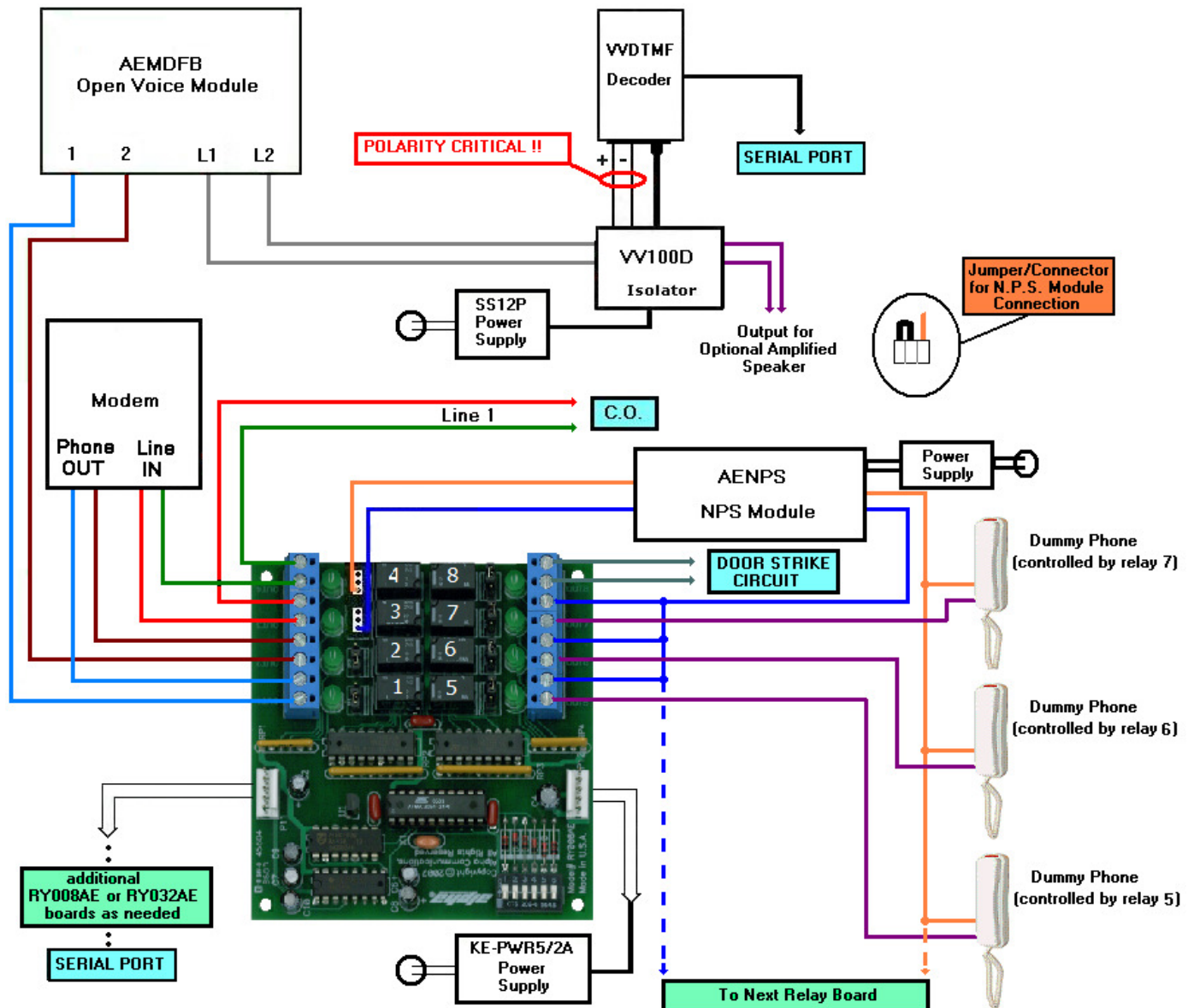
* N.P.S. = No Phone Service

Lobby Panel w/Open Voice – No Phone Bill

When installing an AEMDFB open voice module on an AlphaEntry™ lobby panel, use this wiring guide to properly attach the module to the RY008AE Board and the VVDTMF/VV100D decoder.

Note that the incoming C.O. telephone line connects to the computer's modem Line IN connection first and from there connects into the RY008AE board.
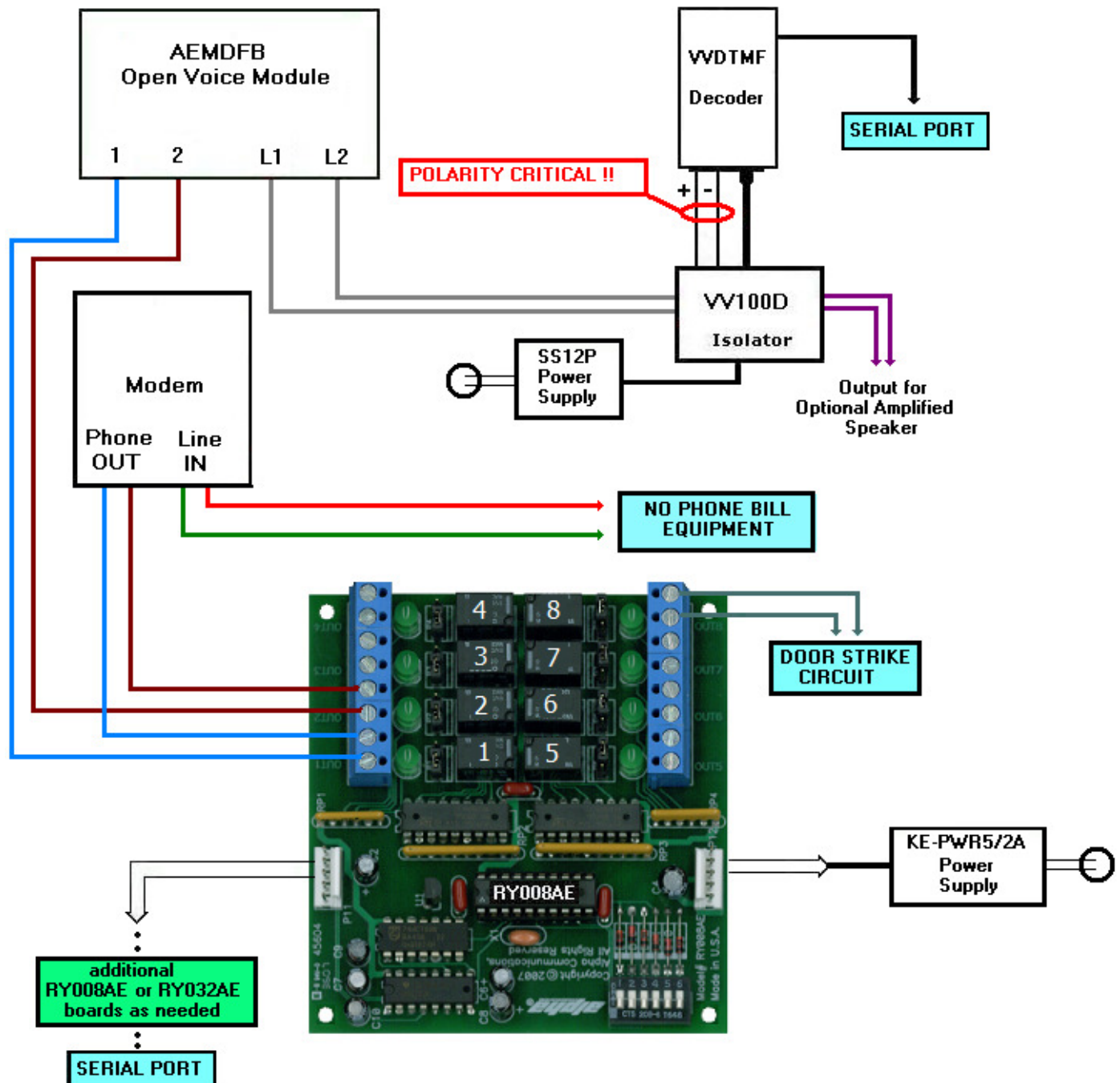
Lobby Open Voice - No Phone Bill w/ Outside Dialing Capability

This wiring diagram shows the proper hookup when connecting AlphaEntry™ to an in building No Phone Bill system. In this configuration, calls can be made by either No Phone Bill equipment or a dedicated telephone company line. Outside calls are limited by the programming of the system.
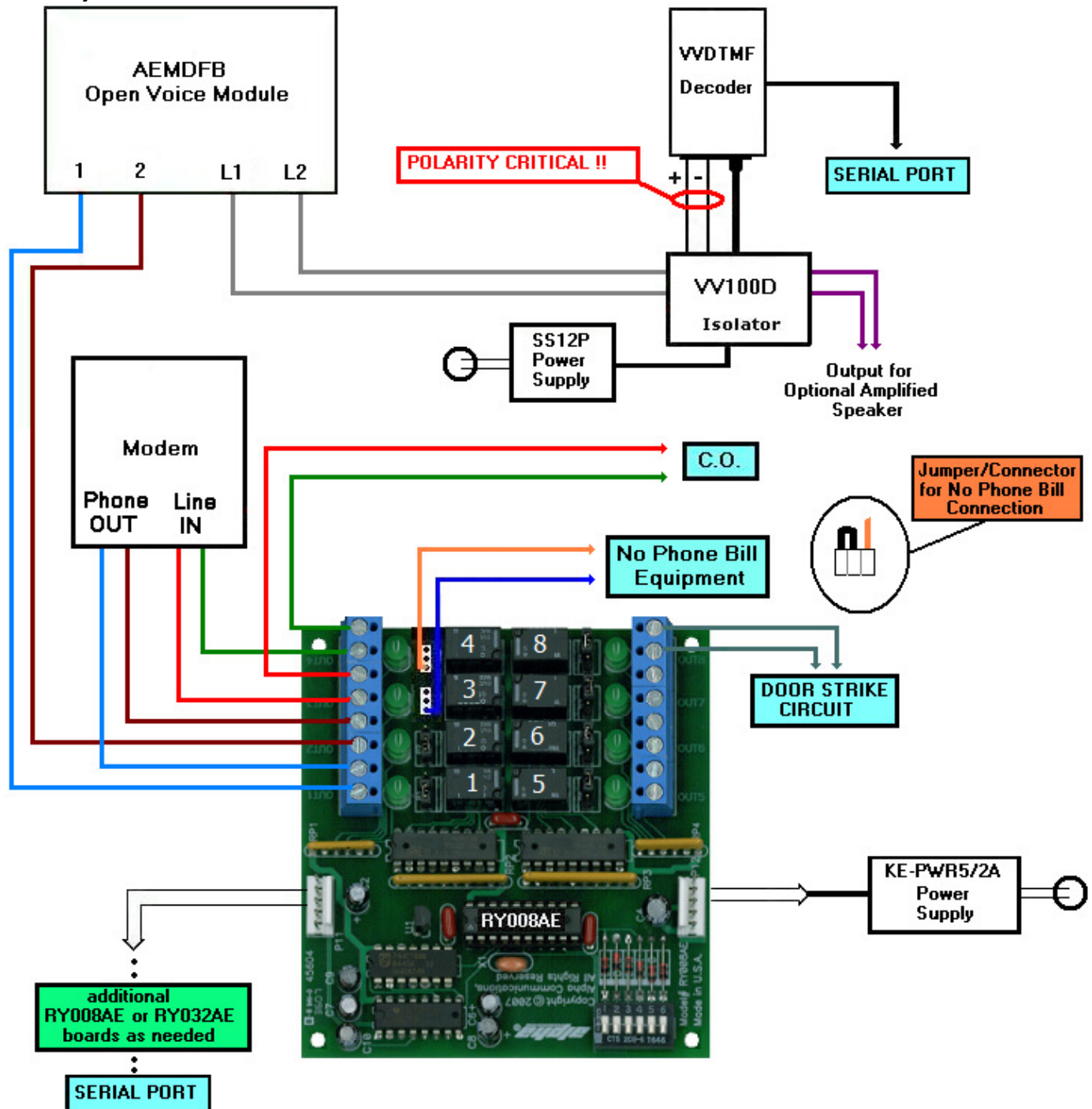
Concierge Handset Installations
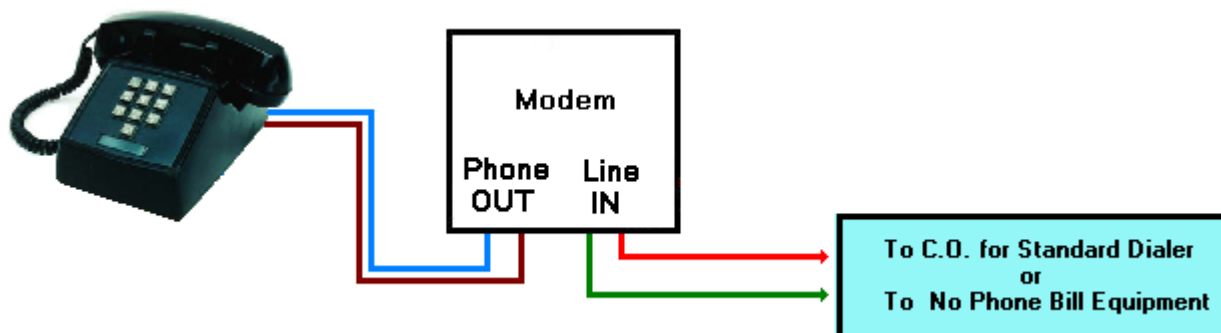
STANDARD DIALER CONFIGURATION –Unrestricted Outside Dialing

 If AlphaEntry™ will be used by a concierge, the Standard Dialer configuration allows the concierge outside phone call capabilities as well as calls placed through AlphaEntry™ by simply dialing from the attached telephone. The RY008AE Relay Board may not be required for this application unless door release or switch console options will be used.

 Calls placed to the concierge on this phone line will show up on the AlphaEntry™ display as incoming calls. If the C.O. line has optional Caller ID capabilities then QwikID™ will display the incoming phone number. If the calling phone is contained in the AlphaEntry™ database, the incoming phone number will be displayed along with the Name and Suite number provided in the contact's record.   For more information on QwikID™ refer to Page 6.

STANDARD DIALER CONFIGURATION – Limited Outside Dialing

 If the concierge is not to be allowed outside dialing **except** for phone numbers listed in the AlphaEntry™ database, then the *Lobby Panel w/Handset - Std. Dialer* method on Page 33 is recommended.

Please note that the RY008AE Relay Board will be required for this application.

STANDARD DIALER CONFIGURATION – w/ N.P.S. option

 If the concierge is not to be allowed outside dialing **except** for phone numbers listed in the AlphaEntry™ database, then the *Lobby Panel w/Handset - Std. Dialer w/ N.P.S.* method on Page 34 is recommended. This will allow communication with all contacts listed in AlphaEntry™ including dummy phones for tenants with No Phone Service.

 A conventional Phone may be used instead of the Alpha handset but will still be controlled (to prevent unauthorized dialing) by AlphaEntry™ if connected to the wires going to the Alpha handset from relays 1 & 2. If the concierge requires unrestricted outside dialing then connect the conventional phone to the Phone OUT jack of the modem. This would also allow incoming calls to the concierge (ring down).
Please note that the RY008AE Relay Board will be required for this application.

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NO PHONE BILL CONFIGURATION – w/ Unlimited Outside Dialing

  If the concierge is allowed to dial out to any number as well as phone numbers listed in the AlphaEntry™ database, then the *Lobby Panel w/Handset – No Phone Bill w/ Outside Dialing Capability* method on Page 36 is recommended.

   Modifications to this wiring for concierge use would be to disregard wiring to relays 1 and 2 and connect the concierge full feature telephone to the Phone OUT jack of the modem. This would allow regular use of the C.O. Line without intervention from AlphaEntry™ unless a No Phone Bill call is made at which point AlphaEntry™ would take command of the phone. Ring down to the concierge would be available by the tenants regular telephone dialing to the concierge's telephone number. A dedicated C.O. Phone line is required for this configuration.

The RY008AE Relay Board is required for this application

NO PHONE BILL CONFIGURATION – w/ Regulated Outside Dialing

  If the concierge is not to be allowed outside dialing except for phone numbers listed in the AlphaEntry™ database, then the *Lobby Panel w/Handset – No Phone Bill w/ Outside Dialing Capability* method on Page 36 is recommended. A dedicated C.O. Phone line is required for this configuration.

If ring down to the concierge is needed, then a separate phone without dialing capabilities would be hooked to the incoming C.O. Lines before the RY008AE board.

The RY008AE Relay Board is required for this application

Concierge Stations with Open Voice Configurations

   In the event of a Doorman or Concierge station that requires Open Voice configuration, please refer to the wiring diagrams for Lobby Panels in the desired format.   All Concierge functions can be easily configured into the station by the software. Although outside dialing through AlphaEntry™ is easily accomplished, unrestricted outside dialing would only be available through a standard telephone connected into the system and controlled through the Switch Console. For more information on this or other possible configurations please contact:

<div align="center">

Alpha Communications – Technical Support
Monday through Friday   8:30 am – 5:00 pm Eastern Time

1 (800) 666-4800

</div>

Appendix A
Creating Your Own Custom Graphics

AlphaEntry™ allows you to add your own graphics as a background for your Welcome Screen.

Whether you want pictures of your building, a neighborhood map, a text message announcing an event, rental information telephone numbers, advertising, or other ideas you may have, this can be done quite easily following these guidelines.

A picture size of 1024 by 768 pixels or 800 by 600 pixels will fill the screen nicely and is the best size for the display. AlphaEntry™ 2.5 now features automatic scaling of pictures for both 4:3 standard and 16:9 wide screen format monitors making slideshow designing maintenance even simpler. If the size you have chosen is not these exact dimensions, the image will be automatically adjusted for best fit to your screen resolution.

When your pictures have been properly formatted, save them to the SlideShowPics Folder. The graphics file default location is **C:\Program Files\AlphaEntry\SlideShowPics.**

If your **" Welcome Screen is a slide show"** box is checked, all the images in that folder will rotate in alphabetical order. If it is not checked only the picture that is first in the folder alphabetically will be displayed.

You may wish to move images that you do not want to show into a new folder such as: C:\Program Files\AlphaEntry\SavedPics

Image files with .bmp, .jpg, or .gif extensions can be used.

Use these same rules to create your scheduled welcome screens for holidays, events, or announcements and then save them to **C:\Program Files\AlphaEntry\SchedulePics.**

When scheduled screens are used it will automatically suspend the slideshow during the date range associated with the scheduled screen.

Appendix B
The Event Log Viewer

Any activity on AlphaEntry™ creates a date/time stamp and stores it in the system event log. The contact and event information is also saved at this time as you can see in the picture below. If a camera is connected to an entry it will also store a still frame taken during any visitor initiated session or tenant entry access attempt.

If AlphaEntry™ MailRoom™ is an installed option, package delivery and tenant pick-up times will also be logged and viewable here.


The Event Log Viewer is a separate software application that can be installed in any computer that has the ability to access the server, to enable authorized persons to view the calls placed at all entries. If an entry is equipped with a connected camera, still shots of all visitors will also be included.

The Event Log Viewer software does not require a Dongle for operation which would enable a security guards PC to monitor real time, or review previous, entry activities. When an event is highlighted in red it indicates a failed access attempt. If an event with a still picture is selected, the picture will display to the right of the log viewer in a larger format. Events are displayed in time order and filtered by date. The count indicator displays the amount of events recorded on the particular date.

Appendix C
Open Voice Module Adjustments

Gain Adjustment
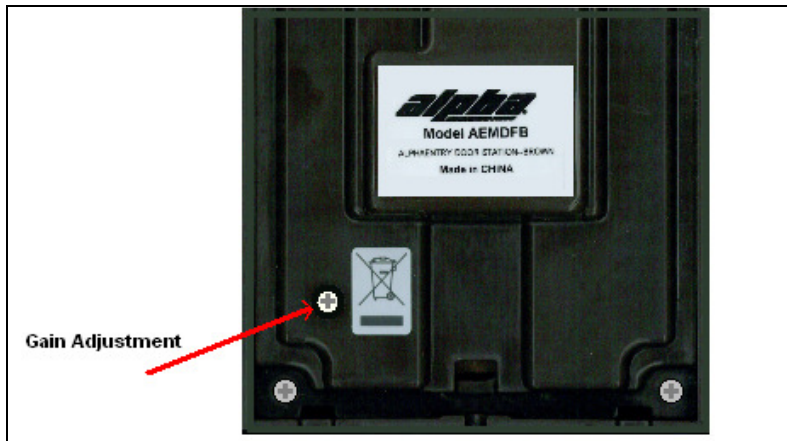
There is a gain control on the back of the AEMDFB in the bottom left corner that can be adjusted with a small screwdriver.

If the volume is too low turn the screw clockwise, if the volume is too high or if you hear a pulsing volume level turn the screw counterclockwise until the pulsing stops.

The pulsing is caused by the switching of the VOX electronics between speaking and listening and when the gain is set too high, the mic will hear the speaker and cut back and then not hear the speaker and raise the level causing the pulsing. Because the acoustic and ambient noise of each installation is different this "threshold level" will usually need to be adjusted for best operation.

Appendix D
Accessing the AlphaEntry™ Database via Internet

If the computer that contains your AlphaEntry™ database has Internet access, you can allow your database to be accessed over the Internet. This is useful for remotely updating the AlphaEntry™ database with new resident information, for allowing multiple entries to connect to a database from outside of your local network, or for viewing the logs from a remote location.

To setup your network so you can access your SQL Server database from the Internet through you need to have the following:

1) A network that has a public IP address that you can use on the Internet
2) Access to go into your firewall/router settings

Whenever you try to connect to your AlphaEntry™ database from any location on the Internet you will need to enter your public IP address in the database login screen. If you do not know what your public IP address is just go to the computer that you have your database on and open up the following URL: http://www.alphamedia.net/cgi-bin2/ip.exe

NOTE: There is a difference between the IP address that you use to connect to your database on your local network and the public IP address that you need to use on the Internet. If you try to login to your database from the Internet (outside of your local network) with the IP address you use on your local network, it will not work.

Once you know what you public IP address is you will then need to go into your firewall/router, that you have your database behind and setup port forwarding. Basically what needs to be done is any traffic that comes into your firewall/router on port 1433 (the default port number used by the SQL Server) needs to be forwarded to the local IP that you have your SQL Server database running on. For example, if the local IP address of your database is "192.168.1.100", then in your firewall/router settings you will need to specify that any incoming traffic on port 1433 be forwarded to "192.168.1.100".

IMPORTANT: the machine that the SQL Server database is located on may also have its own personal firewall software on it for more security in addition to your hardware firewall. Many different types of anti-virus packages have a software firewall in them that block any outside access to the computer. Also, any versions of Microsoft Windows since XP(SP2) have the Windows Firewall built into them. To allow access to your machine you will need to configure the personal firewall software to allow traffic for the SQL Server database to be allowed to enter that machine. Normally these settings are listed in an area called "Exceptions" in the personal firewall settings.

Appendix E
## Concierge – QwikID™   Caller Identification Feature

When the concierge is equipped as a standard dialer system and the dedicated phone line is equipped with Caller ID and a CID capable modem, any call placed from a tenant (ring down) or outside caller to the concierge will display on screen with QwikID™ unless this feature has been disabled in the editor. If the caller has blocked the CID information from displaying, then QwikID™ will indicate that the information was not available.

The feature works similarly to Caller ID, displaying the number and name of the calling party (if available through the caller ID information). First, QwikID™ searches the AlphaEntry™ database and if the calling number matches a tenant phone number in the database, the tenant name and suite information is added. The actual tenant phone number is not displayed for privacy reasons. In addition the call is time and date stamped. All incoming calls are added to an on-screen list which can be viewed by the concierge (to remind him of the call in case follow-up is necessary). The calls are also added to the system log. If an incoming number is not in the AlphaEntry™ database, the phone number will be displayed and recorded as well.

 Clicking on the green call button will automatically redial the calling number unless the Caller ID information was unavailable.

Clicking on the red "X" button will remove the call from the list. A record of the call will remain in the log.

If the tenant calling in has an associated picture in the system, the picture will pop up on the screen as well to aid in concierge recognition of the tenant..
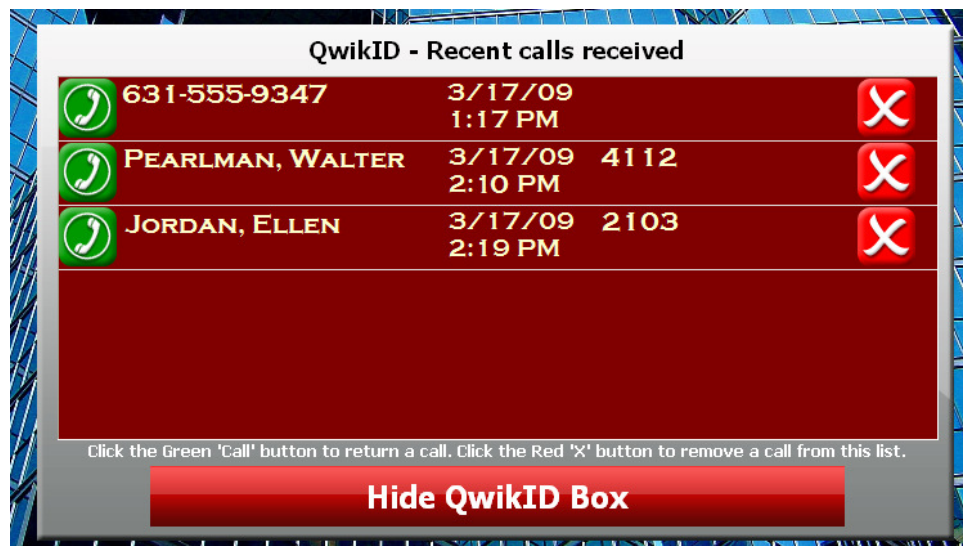
NOTE: It is recommended that if a tenant has blocked their outgoing Caller ID information and uses a speed dial to call the concierge, they preface the number with *82 to temporarily unblock their Caller ID information so their identity will be available to the system.

To disable this feature, check the Disable QwikID box located on the Editor's Modem tab.

Appendix F
Concierge – Call Forward Feature

This AlphaEntry™ feature allows a concierge to intercept calls from an entrance when they are either screening visitors or wish to prevent calls from the entries to the tenants at a time when their tenants would not want to be disturbed.

If this feature has been enabled by the administrator, There will be a tab near the top right of the concierge screen which when clicked will alternate between ON or OFF

Call Fwd - On

When this feature is on, all entries that have been enabled by this feature will operate in this manner:

Visitor selects tenant he wishes to call.

The call is automatically routed to the concierge.

The information pops up on the concierge screen identifying the calling entry as well as the information for the tenant that the visitor wishes to contact.

At this point the concierge can speak with the visitor, contact the tenant for instructions if necessary, and can open the door through the switch console to allow the visitor access.

Call Fwd - Off

AlphaEntry™ will operate in it's normal fashion with visitors calling directly to the tenants with no intervention from the concierge.

> If a tenant wishes to always have his calls go to the concierge, then his contact button in his record should contain the concierge's phone number and the concierge can contact the tenant for instructions through a second button on the concierge screen. The concierge will not have an indication of who the visitor wishes to contact though and must obtain this information from the visitor.

Appendix G
## Concierge –Package Tracking Feature

One of the many headaches of building management, is keeping track of incoming deliveries to your tenants, notifying them, and keeping track of which packages have not been picked up yet.

AlphaEntry™ allows your doorman, concierge, or shipment receiver to manage resident packages from their AlphaEntry™ station, and maintains a log of when deliveries are received in, as well as when your tenant picks up their packages .

This feature gives your designated employee(s) the ability to display package arrivals to residents through the entry panels, or at a concierge station depending on the needs of your facility. AlphaEntry™ will even send emails and/or text messages automatically to your tenants when a package arrives for them!
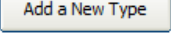

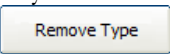**PACKAGE TRACKING EDITOR CONFIGURATION**

All delivery types are selectable by the administrator in the Editor.
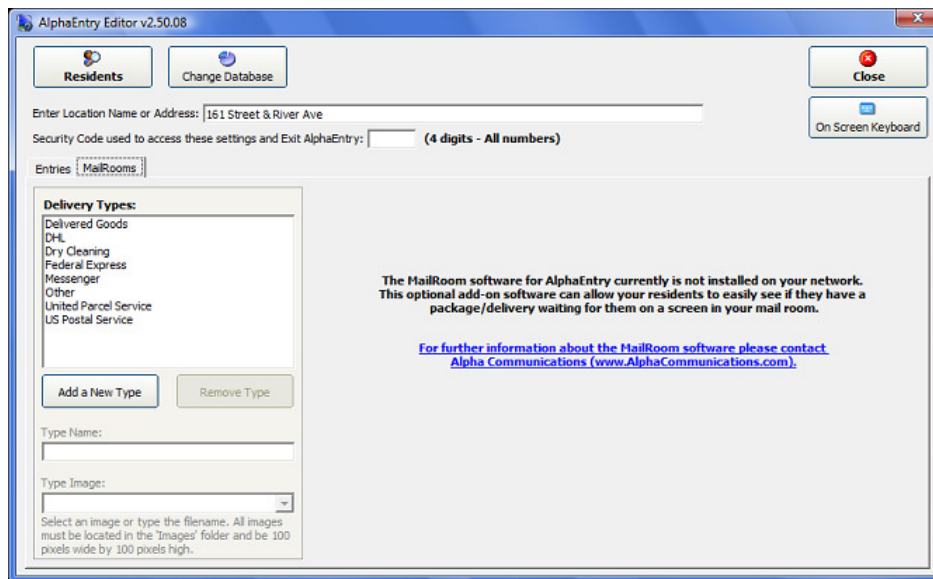
AlphaEntry™ comes with the more common delivery types installed already, however additional custom types can be added easily by the administrator using the package tracking Editor.

Please Note: If you have the optional MailRoom™ display monitor add-on, this Editor page will be different and you should refer to the AlphaEntry™MailRoom™ manual supplied with the additional program.

To add a new delivery type, click on [Add a New Type], enter the new name, and assign a new graphic image to it. You may choose one of the included graphics or create your own. The requirements for additional delivery type icons are that they are .png files sized 100 pixels wide by 100 pixels high.

If you see default delivery types that you do not see as being needed you may delete them using the [Remove Type] button, however, it may be a good idea to retain them for possible future needs.

USING PACKAGE TRACKING FROM YOUR ALPHAENTRY™ STATION

The screen to the left shows a typical entrance panel. Note the package icon indicating that the tenant has a package in the system that needs to be picked up.

This icon can be configured to display or not, depending on your facilities needs.

With optional AlphaEntry™ MailRoom™ software, detailed package information can be displayed, along with local weather, time and building announcements, on additional monitors in your mail room or common areas.

## To Access Package Tracking through AlphaEntry™
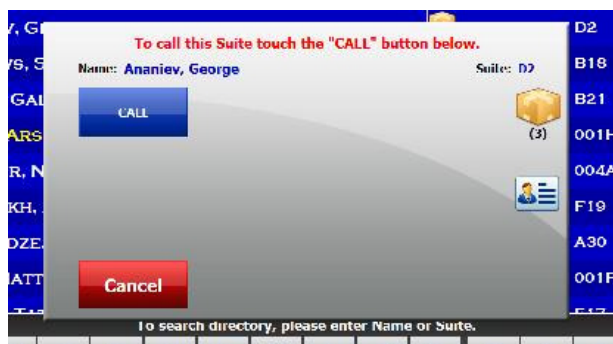
Select the tenants name from the AlphaEntry™ call screen.

On the right side of the tenant's call box, you will see a package icon. If the tenant has packages in the system to be picked up, the icon will display in color as shown to the left with the number of packages shown below.

If there are currently no packages waiting for pickup, the package icon will be gray but still clickable to add packages.

To Display Packages in the System for the Tenant
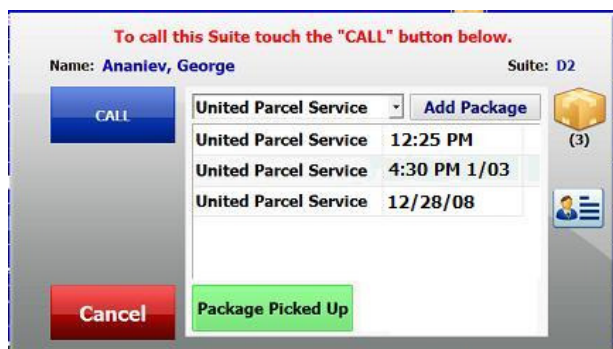
When the package icon is clicked on, a listing of current packages for this tenant is displayed as shown to the left, giving information on when the package was received and from which carrier with the most recent package at the top.

The delivery time will display just the time if the package was delivered today, show time and date if on a previous date of the current year, or just the date if received in a previous year.

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To ADD a Package
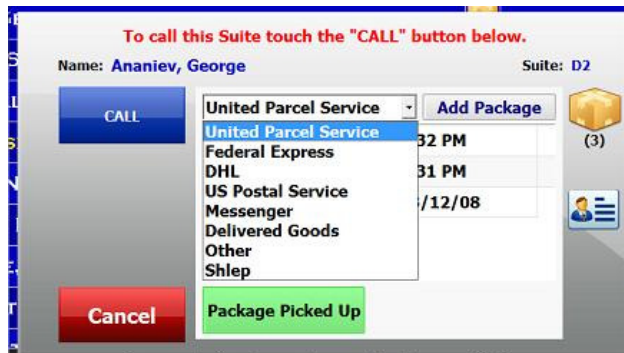
Select the delivery type from the drop down box as shown to the left, then click the Add Package Button.

The system will immediately post the new package, timestamp it, and log the transaction in the AlphaEntry™ Log file.

To close the package tracking window click on any other part of the call box, or click cancel to close the entire call box.
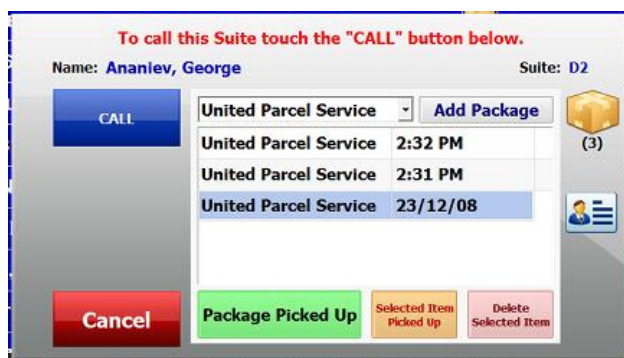
To DELETE a Package
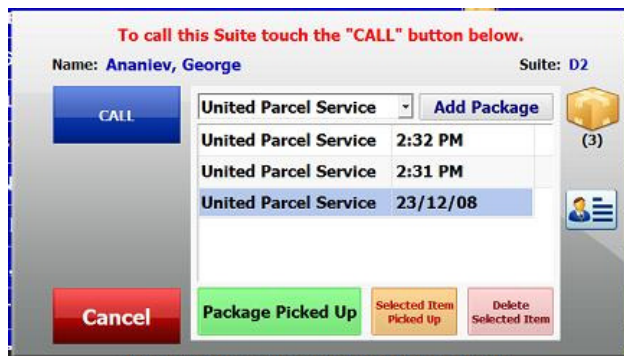
In the event that a mistake is made when adding a package, click on the line for the package you wish to Delete. Once it is highlighted, two buttons will appear at the bottom of the box.

Click the pink **"Delete Selected Item"** button. This will remove the package from the list.

To Mark a Package as Picked Up

When a tenant receives his package(s), click on the line for the package you wish to mark as picked up. Once it is highlighted, two buttons will appear at the bottom of the box.

Click the orange **"Selected Item Picked Up"**. This will remove the package from the list and log when the package was picked up.

If the tenant picks up all their packages, click the green **"Package Picked Up"** button. This will remove all the packages from the list, and log when the packages were picked up.

AlphaEntry™ MailRoom™ is an optional add on module designed to seamlessly integrate with your AlphaEntry™ products to provide display monitors in your mailrooms or other locations to alert the tenants that they have packages awaiting pickup. AlphaEntry™ MailRoom™ is fully customizable to suit the unique requirements and security concerns of your facility.