

Access Control Help Desk **Frequently Asked Questions**

General:

Do I need an L or Z&L bracket for my mag lock?

You need an L bracket if the lock is to be fitted on the secure side of a door which opens away from the secure area (like an emergency escape door). The bracket is fitted to the door frame and the lock drops below the frame – and holds the armature of the lock which is fitted direct to the door.

Two things to consider:

- Can you drill directly through the door (is it sealed for fire resistance) to hold the armature?
- Will fitting a mag lock reduce the safe head height for people using the door and cause injury?

A Z&L bracket is used when an inward opening door is to be controlled (door opens into the secure area). The L bracket allows the lock to be fitted to the frame. The Z (made up of 2 x Ls) holds the armature and is fitted to the door. Again the question of fixing to the door by drilling through it needs to be considered.

Standalone Systems:

What is the difference between an EX5M.52G and the io99 detailed in S & I (Sales & Install)?

There is no difference – they are the same unit. No one could remember the EX5 reference so we changed it to io99 for ease of use.

What is the difference between the SA-500 & the SA-600?

The SA-500 is for internal use only and has the reader aerial built into the controller – which must be placed outside of the secure area. This allows the user to have a card & PIN facility.

The SA-600 has a separate reader (the P225W26) which can be sited adjacent to the controlled door. As this is potted this can be used for both internal and external locations. The controller is then sited within the secure area (not suitable for external environments) so no PIN facility is available.

I have a SA-500 ioPass. Can I add a second reader for read in and read out?

No. The ioPass can only accept one reader for single direction control.
For read in/out control on a single door which can be standalone – then the io200 should be used.

All Systems:

Can I use cards/tags from other access control systems on C.Cure, Kantech Siteguard Access or Excelsior?

“Probably” is the answer. You will need to get the card format checked by the design authority for the system you wish to use. However, if the customer does not have too many cards it may be more cost effective and an easier site to manage in the future to change the cards and readers. Remember you will need to supply additional cards in the future – will you be able to get them from the existing supplier?

Some systems have readers that are formatted. These may therefore need to be changed as well.

If you wish to have the format of the cards used on a site checked – you will need to send 6 – 12 cards from site WITH A READER for testing. For C.Cure & Kantech it must be sent to the Technical Support/Evaluation team in Echt. For SGA contact Grosvenor Technology on 01279 838000. For Excelsior contact IET on 01442 878777

Do I have to use anti-pass back when I have in & out readers on a door?

No. In & out readers can be used without anti-pass back (APB). In fact, if it is a door that is being controlled we would not recommend the use of APB. Tailgating is too easy at a door and cardholders will be trapped in or out of the secure area – having not used their card or tag.

If a customer wishes to use APB at a door – always identify this problem to them at the survey stage and in the specification.

Can I use the same cards for SGA and Excelsior?

Yes - with careful management of the cards and assuming the readers formats are the same.

SGA does not use site codes to manage the sites cards – it reads the whole card number as a unique identifier. Excelsior however reads the first part of the card as the site code and the remainder of the card as the users unique ID. Therefore providing the Excelsior site(s) cards are all given the same site code – SGA will read the card with no problem.

When should I propose SGA in place of Excelsior?

Firstly, if the customer wants more than 8,000 cardholders at any door or more than 1,008 card readers on a system SGA should be specified. OR if the customer requires more than one access group or time zones on a single card – SGA can provide this. The customer may also require more than one PC to control the system, or graphics of the site to be presented at the PC – SGA can support these requirements. Other features of SGA that Excelsior does not provide are: alarm inputs, which are to be monitored if input/output switching is required (for CCTV for instance). serial interfaces to some other systems – Galaxy Intruder, some CCTV matrices etc.

For full details of the features etc of both products please refer to the Tyco Safety Products catalogue for Access Control – PMC003

Can I use PIN only on Kantech, SGA or Excelsior?

Kantech & SGA can be set to PIN only by means of its standard firmware. Using standard devices Excelsior cannot be used as PIN only either with a hand held programmer or PC based. However for large projects speak to Product Management who can assist with a design that may resolve the situation.

NOTE – PIN only is not a recommended or secure system for access control and with the cost of proximity an alternative solution should be quoted, identifying the additional benefit of carrying a card.

Can I automatically set an intruder alarm system from the access control onsite head count?

SGA can provide an output when the last known person in a specified area leaves. However it is not recommended that any intruder system is set automatically. Any person tailgating in to the area could be left on site OR if someone tailgates out of the area the alarm would never be set.

It should be the intruder alarm key holders responsibility for “Good house keeping” to check the site before the alarm is set. Making the system automatic reduces the site security and increases the risk of fire or damage due to flooding etc.

Can I mix reader type and formats on our systems?

C.Cure, Kantech & SGA will support various reader types on a controller – formats must be approved before use. But Excelsior will support various formats – but only one per controller network. Excelsior has an E-PROM that needs to be the same in every controller on a network. This PROM dictates the reader type for that part of the system

Can we supply cards with customers' artwork or photos?

Tyco Safety Products has a card bureau in Letchworth set up solely to support ADT and other Tyco businesses. This bureau stocks cards BUT can also provide custom artwork for end users that do not wish to invest in their own card production equipment due to the number of cards required.

The card bureau will produce cards with customer logo, text and photos, generated from digital images supplied by the customer. Proofs of the design are produced prior to the order being accepted so that both parties are clear as to what is required.

However with Kantech and SGA the ID package is included in the core software sold for access control. So for some customers the ability to provide their own cards for new starters or replacements for lost items may be less costly than they may expect.

Kantech:

What is the maximum lock power output from the KT-300?

The KT-300EU-8K or -56K supplied from Tyco EMEA has a European enclosure (TYCO-A-ACCESS) with integral PSU. This provides up to 500mA at 12Vdc for each lock.

The standard KT-300/128K or /512K from Canada has a separate transformer and provides up to 250mA at 12Vdc.

Additional local power can be provided by a separate external Power Supply and a relay switched by the KT-300 PCB lock output.

Can a KT-100 support two readers?

Yes. A KT-100 will support one door output but this can be for reader in and out OR reader in and egress button out.

I want to control a vehicle barrier or turnstile from a Kantech controller. How do I do this?

You will need to provide a 12Vdc relay in addition to the KT-100 or KT-300 controller. The relay will be switched by the lock output from the controller. The relays contacts can then be used to switch the gate, barrier or turnstile.

NOTE: If the turnstile is to be controlled for entry and exit – two relays will be required – or the turnstile will revolve the same way for each transaction and no one will get out!

Can I generate an evacuation release of door from Kantech?

With Global Edition software you can take a signal from the fire alarm (or whatever other system you need to monitor) and on activation a number of doors can be released. This is only available with GE. Special Edition and Corporate Edition will require the signal to be wired to each controller requiring a door or doors to be released.

NOTE: From version 4.0 onwards – when this event is triggered a list of those on site can also be provided by Global Edition software. This can be used as a Roll call list BUT be aware that unless turnstiles are used at every perimeter point people can tailgate and there may be people not recorded on or off site.

Excelsior:

What controller do I need to extend my existing Excelsior System?

This depends on the controller type:

SG Excelsior as sold from S & I (Sales & Install) – E8043 (4,000 cardholders) or E8003 (8,000 cardholders)

Standard (Tower) Excelsior as sold by Thorn or through 3rd parties – E8343 (4,000 cardholders) or E8303 (8,000 cardholders)

The safest way to check is to identify the cards & readers.

If the cards/readers are stock coded with 9 digit numbers – the system is SG Excelsior. If they have E8xxx numbers – it will be standard Excelsior.

If you remove the proximity reader from the wall and it state Grosvenor 2L on the back – it is SG Excelsior. Tower means Standard.

Where do I purchase Domain software for my Excelsior System from?

Domain Software was the name given by Thorn/ADT to the software from Excelsior. This is now supplied as NSL (Non Stock Listed) by IET, Hemel Hempstead UK. Telephone number +44 (0)1442 878777

What is the latest version of Domain software for Excelsior?

Tyco can no longer supply this software – so we have no records of the latest version or features.

This is now supplied as NSL (Non Stock Listed) by IET, Hemel Hempstead UK. Telephone number +44 (0)1442 878777

What is the part number for the Excelsior Hand Held Programmer?

Tyco can no longer supply this programmer – so we have no records of the latest version or features.

This is now supplied as NSL (Non Stock Listed) by IET, Hemel Hempstead UK. Telephone number +44 (0)1442 878777

I want to add PIN to the existing readers on my Excelsior system. What is the part number?

There is no combined reader and PIN device (mag stripe or proximity). This could only be supplied as a separate keypad sited next to the reader.

Tyco no longer stock this product. This is now supplied as NSL (Non Stock Listed) by IET, Hemel Hempstead UK.

Telephone number +44 (0)1442 878777

Can I replace my Excelsior system with Kantech?

If it is the SG version – Yes. Speak to the Applications team from the ACVS group – they will be able to advice on the design – but note the cards will all have to be learnt on to the system. You cannot transfer a database from Domain to Kantech EntraPass without card problems.

The cables for Excelsior are no longer on S&I (sales & Install). Where do I purchase them from?

The necessary cables are still stocked by Tyco Letchworth – they are no longer in S&I as it is not a product for new system sales.

The cable part numbers below are for supply only:

Data cable (controller to controller) Belden 9207 twin axial – 610.001.048 (order in multiples of 100m)

Reader cable (controller to reader) Belden 9504 or 9536 – 610.001.045 (order in multiples of 100m) or 610.001.053 (order in multiples of 100m)

Input and output cable (controller to either door contact, lock egress button etc – note this is a one pair cable so multiple runs required) Belden 8451 – 610.001.047 (order in multiples of 100m)

What cards do I need for my Excelsior system?

This will depend on the format of Excelsior used – Standard (Tower) or SG (Siteguard). If you cannot find the details in previous orders placed on Tyco. Then the safest route is to contact the Card Bureau in Letchworth – 01462 667715 (Network 512 7715).

I have checked with the card bureau and all of the cards for the site code on my customer's site have been issued. What can I do?

There are a few options:

If you have version 4 firmware fitted in the controllers – then three additional site codes can be added to the system BUT this does reduce the security of the cards on site. The Site code is read by the controller – and if accepted then the ID number of the card is used for access control. Therefore if you have two cards with acceptable site codes and the same ID – they are seen as one card. Therefore you must ensure that throughout the site the card ID ranges issued are never duplicated. However this may mean that cards from another site with the same site code – and an ID number matching a different site code on your site would have the same level of access control.

The safest route is to organise a customer specific site code and start card issue again.