Quick Start Guide

Camden TAC IP 100 Series Entry System

About This Manual

The Quick start guide is intended for installers and service technicians. After reading this manual, you will be able to install, register and place a test call with your TAC IP 100.

For programming the VOIP Tele-Entry System access and elevator control features, you must read the owner's manual, which contained more detailed instruction on installing your VOIP Tele-Entry System.

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Technical Support Hours:

Technical support is provided from 9:00 AM until 5:00 PM, Eastern Standard Time, Monday to Friday, excluding holidays.

Quick Start Guide

These instructions are intended to accommodate immediate use of the TAC IP 100. However, it is important to read this owner's manual before attempting more extensive use. This owner's manual contains information about features that enhance operation and performance, as well as important safety, installation, and operation instructions designed to prevent personal injuries as well as product damage.

Unpacking the TAC IP 100

The TAC IP 100 requires special care during installation to ensure optimal performance. Pay attention to the bulleted items that appear in this section and to other precautions that appear throughout this manual.

- Do save all packing materials for possible future shipping needs.

- Do inspect the TAC IP 100 for signs of damage during shipment. If damage is discovered, contact place of purchase for assistance in claims.

- Do locate and inspect the "PACKING SLIP" to determine if the product supplied for your intended application is appropriate and that you have all the parts listed in the PACKING SLIP. Ensure the model received is for the correct application (indoor or outdoor application). If not, contact place of purchase for assistance.

- Do locate and remove the accessory box from the carton. Make sure it contains all the items listed in the "PACKING SLIP". If not, contact place of purchase for assistance.

Installation Considerations

- Do install the TAC IP 100 after all major construction is complete.

- Do install the TAC IP 100 within 100 meters or 330 feet of an Ethernet Switch.

- Do select a dry, well-ventilated location out of direct sunlight.

- Do refer to Dimensions (see Installation Section) for assistance with custom installations.

- Do not expose the TAC IP 100 to elevated temperatures, humidity, steam, smoke, dampness, or excessive dust. Avoid installing the TAC IP 100 near radiators and other heat-producing appliances.

For more installation information, see the installation section.

Note
In new construction projects, it is highly recommended to mount the trim ring during construction and then to mount the TAC IP 100 in the finishing stages. This not only protects the TAC IP 100 from dust, chemical treatments to the building (highly corrosive) and Vandalism, it also ensures the trim ring will be accounted for when the developer pours concrete or builds a frame to support the VOIP Tele-Entry System.

Note
Damage caused by exposure to concrete dust, pressure spraying or applied chemicals to the building fascia VOIDS your warranty.
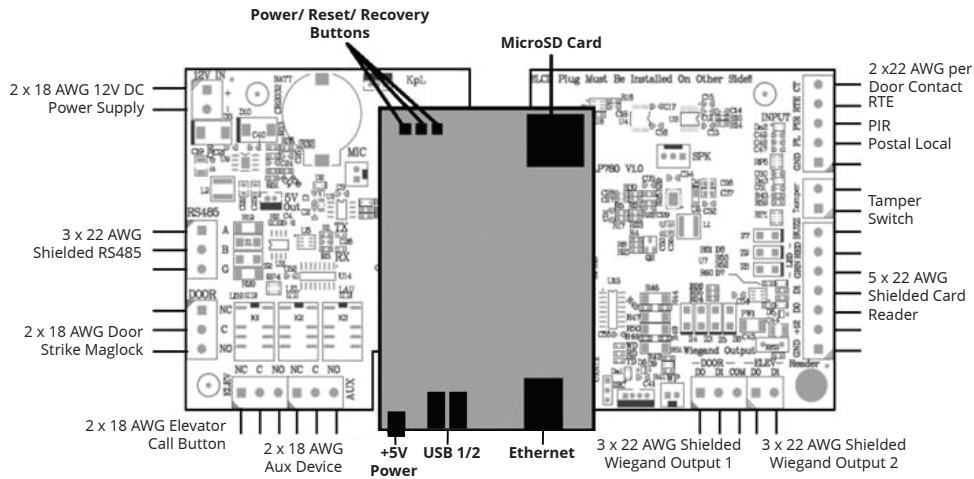
Caution
Never make or break connections to the TAC IP 100 unless it and all associated components are powered off and disconnected from electrical outlets.

TAC IP 100 Wiring Connections

• Recommended PS133UP +12VDC Power Supply

• Ethernet Cable

• Postal Lock

• Door Contact

• Request to Exit Device (RTE)

For more wiring information, see the installation section.

Parts and Tools Required

Laptop - this will be required to remotely access network hardware. A laptop may be connected directly to the TAC IP 100 via a CAT5 Ethernet cable (part of this toolkit), connected to a local network via external hub (often located at the security desk), or wirelessly connected via CPU powered Wi-Fi switch.

CAT5 cable - required to directly connect laptop to lobby phone or to insert Wi-Fi switch onto local network in front of lobby phone.

**Digital Volt Meter** - allows checking for power and signal on hardware.

Cell phone - needed to test calling, audio, and door control functions. The concierge or another phone may be used if one exists close by.

Network Installations

Before attempting to operate the TAC IP 100, it is highly recommended that you have your LAN network and Internet Connection installed, including access and configuration to the Router. A LAN will afford you the ability to program the TAC IP 100 remotely from a Laptop and the Internet connection will register services, permit the factory to provide technical support and allow testing of VOIP services for dialing.

This diagram shows a regular standalone internet modem/router that you would generally receive from an ISP. You use a network cable to connect the modem to a switch, effectively creating a LAN (Local Area Network). From the router, you can plug in a few devices, including computers, TAC IP 100, and SIP GuardPhones. If your router does not have enough ports to accommodate all the phones and computers, you can plug a switch into the router.

Please note that the TAC IP will be calling the residents phones shown in the diagram below.
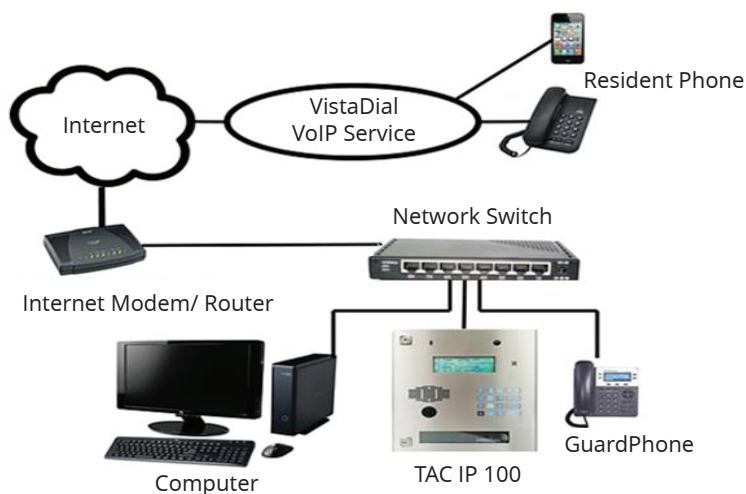
Router Configuration

The TAC IP 100 has been pre-configured to work with most commercial grade routers. You should not need to program the router to work with the TAC IP 100. There is no need to port forward or open specific ports. The router must have DHCP enabled.

Minimum Suggested High-Speed Internet Connectivity

You will need to have a high-speed (broadband) connection to use voice-over-IP. A typical Internet connection will be rated at 5 Mbits/sec. for the upload stream and 25 Mbits/sec. on the download stream. You will notice that your upload stream is almost always smaller than your download stream, which becomes your limiting factor for using VoIP service.

Determine how many people are likely going to be using the entry system at the same time. For instance, having 10 people on the phone will require 10 times as much bandwidth as having 1 person on the phone. The Camden TAC IP 100 entry system uses 80 kbps for each concurrent phone call. If video is being monitored at a central station, each entry system camera uses 1.6 Mbps.

High Speed Internet

There are many options for business-class high-speed Internet including DSL, Cable, fiber-optic, T1, wireless, microwave, and more. Unfortunately, not all these connections are right for VoIP service, so it is important to choose the right service for your system needs.

Note
Wireless Internet service providers are not an excellent choice for VoIP service because the transmission is not always strong and consistent. This can result in poor sound quality. DSL, Cable, Fiber, and T1 connections deliver the clearest connection for VoIP service.

VistaDial VoIP Service:

You will need to subscribe to the Vistadial VoIP service. This service allows the VoIP system to communicate with other telephones connected to standard PSTN or cellular telephone lines.

First-Time Power Up

Upon powering up, the VOIP Tele-Entry System will display its startup script for about 1 minute 45 seconds, then present the user screen. If this procedure fails, be sure the unit is powered up. Shut the unit off, wait 15 seconds, and then to power up the TAC IP 100.

The TAC IP 100 is shipped programed to a factory set static IP address at 192.168.10.75. It is also designed to acquire a dynamic IP address automatically from the DHCP server on start-up. To find the IP address of the VOIP Tele-Entry System enter #9789 on the keypad.

Note
Even when provided with a DHCP address, we recommend setting an Static address to easily locate the Entry Panels on your network.

*Tip: The TAC IP 100 subnet is defaulted to .10 (192.168.**10**.75). If your network uses a different subnet, example 223 match accordingly, (192.168.**223**.75).*

If for any case the VOIP Tele-Entry System fails to acquire an IP address from the DHCP server, then the factory set IP address can be used to access the configurations screens. A laptop may be connected directly to the TAC IP 100 via a CAT5 Ethernet cable, however, you must adjust your network adaptor to provide a static IP with a .10 subnet.

Note
Since all of the TAC IP 100s are shipped from the factory set to a static IP address at 192.168.10.75. If you are configuring more than one VOIP Tele-Entry System and don't have a DHCP server, make sure to turn on one VOIP Tele-Entry System at a time, and change the IP address accordingly to avoid IP conflict.

Using a browser, enter the IP address of the TAC IP 100 to access the configurations screen. A static IP address can be set up in the "System configuration screen".

Note
It is highly recommended that you have your LAN network and Internet Connection installed, including access and configuration to the Router. A LAN will afford you the ability to program the TAC IP 100 remotely from a Laptop and the Internet connection will register services, permit the factory to provide technical support and allow testing of VOIP services for dialing.

Once on the home page, you will be presented with the following choices:

• Resident Records (default user name: **staff**/password: **records**)

• Master Admin Menu (default user name: **admin**/password: **admin**)

• Concierge Desk (use either **admin** or **staff** username/password)

For the purposes of this manual, click on Master Admin Menu.

Welcome

Change Resident Records
Login with the username **'staff'** and the correct records management password

Master Admin Menu
Login with the username **'admin'** and the correct administrator password

Note
The TAC IP 100 is designed to acquire an IP address automatically from the DHCP server on start-up. Ensure that DHCP server is NOT disabled in your modem/router. If the buttons and images of the VOIP Tele-Entry System Configuration page appear to overlap; use the "View" and "Zoom Out" feature options on your browser to improve the page view.

TAC IP 100 Quick Tests

This section describes the next steps to quickly test your installation of the VOIP Tele-Entry System.

After selecting the "**Master Admin Menu**" login and entering the username and password the TAC IP 100 displays the main admin page. In the middle of the admin screen is the **System Summary Window**

The system summary window provides you with a basic snapshot of the current system status, current faults, features list, and the time & date.

Review current faults that appear in the summary window if applicable.

The table in the "**Resolve Current Faults Codes**" section provides a list of fault codes that may prevent immediate use of the VOIP Tele-Entry System. If a VOIP Tele-Entry System fails to place a call, look to this table for guidance. Read the Appendix C of the owners for a complete list of System Faults and the troubleshooting guide to gain a better understanding of what might be causing a failure of the VOIP Tele-Entry System to operate.

At the bottom of the system summary window there is a Phone Line Status section that indicates the status of the outgoing VOIP call trunks.

Trunks are listed in order of calling priority. The **# of Calls** column shows a total of how many calls have been placed by the system since it was installed or Rebooted on each line. The **State** indicates whether the line is available or bypassed or congested.

Upon successful resolution of the current fault codes, you should be able:

• to register your VOIP Tele-Entry System with VistaDial,

• place your first test call.

Note
Refer to the "**Resolve Current Faults Codes**" section to resolve any fault codes that may appear on the system summary window. If there is a match with the fault codes listed in the table, click on the fault code to resolve. If no network related faults appear at this time, you may proceed to register the VOIP Tele-Entry System with VistaDial.

Register your TAC IP 100 with Vistadial Communications

If your system is connected to the Internet, please click the Register with Vistadial and register your system.

Camden, through its relationship with Vistadial, pre-configures every product requiring VoIP services to permit a quick, seamless integration to the VistaDial VoIP services offering. Vistadial technicians are trained on the equipment you are installing and hence, can provide excellent technical support during first time installation or future service requirements.
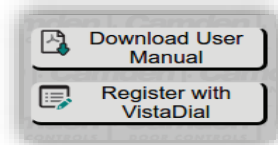
Registration allows for on-going program updates, technical support regarding VoIP service and Electronic Funds Transfer (EFT). EFT programs automate billing to the property management firms and more importantly return a portion of that revenue back to your firm for as long as you are the dealer of record for a site.

After successfully registering your VOIP Tele-Entry System, review the phone line status section for the state of your VOIP call trunks.

The **State** of a line could be available, bypassed, congested.

Phone Line Status				
Priority	Line ID	# of Calls	State	Last Call
2	voip2_trunk	0	●available	
1	voip1_trunk	0	●available	

If one or all the trunk lines are bypassed or Congested. Refer to the "**Resolve Current Faults Codes**" section to resolve the associated fault codes.
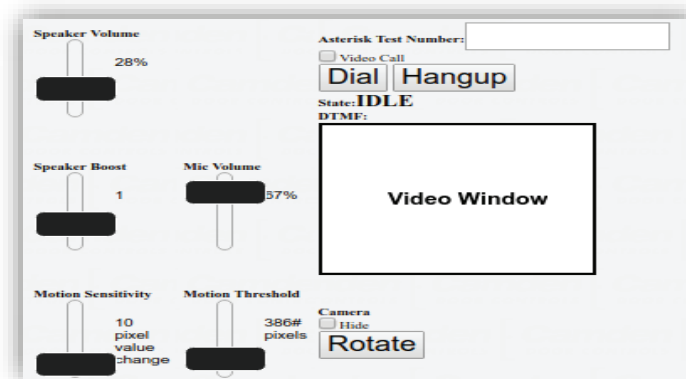
Note
You may still proceed to place your first test call if a minimum of one phone lines are available.

Place Your First Call

Navigate to the "Audio/Video Configuration & Testing" by clicking on the "Configure Audio/Video" button from the main admin page.

In the **Asterisk Test Number** field, enter a phone number you wish to call. Pressing the dial button will have the system place a call to the number. You may end the test call by pressing the Hang Up button. The **State** field tells you if the VOIP Tele-Entry System is idle or placing a call.

Note
If a key is set to release the door (see **system details** section in owner's manual). The person using the test telephone may press the set key to release the door lock. The **DTMF** field displays what keys are pressed by the test telephone. The default key to release the door is usually 6.

You may at this point adjust the kiosk volumes using the volume sliders. Test the microphone, speaker volume and adjust accordingly.

Resolve Current Faults Codes

This section provides description of **Fault Codes** and brief corrective actions to resolving issues with the installation that may prevent the operation of the VOIP Tele-Entry System. These are codes generated by the VOIP Tele-Entry System to indicate an alarm, warning, or failure of operation due to hardware, software process or network communications issue.

You may click on each fault code and follow the instructions on the help screens that appear on the screen in the system summary window.

Note
Fault Codes are very precise in their resolution; however, several may appear at the same time on the VOIP Tele-Entry System. When multiple items appear, you must interpret their causal relationship, which takes experience.

We suggest that you read Appendix C for a complete list of System Faults and the troubleshooting guide to gain a better understanding of what might be causing a failure of the VOIP Tele-Entry System to operate.

Fault Code	Description	Level	Corrective Action
Local Network	Tele-Kiosk cannot detect presence of the local network (LAN).	Critical	Check Ethernet Cable. Check VOIP Tele-Entry System has valid IP address entering '#9789' key combination at the unit keypad.
Internet	Tele-Kiosk cannot detect presence of the Internet.	Critical	Address network internet connection and reboot the VOIP Tele-Entry System

Network Related

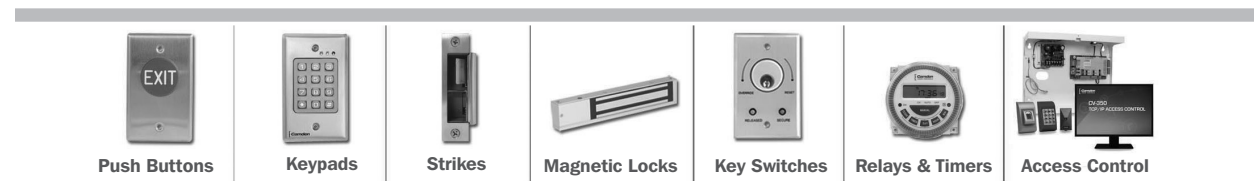| Fault Code	Description	Level	Corrective Action
NO Phone Line	If all trunks are in bypass mode, this fault code exists	Critical	This message signals that the VOIP Tele-Entry System has determined one or multiple faults are preventing communications. Check the status of VOIP trunks. Check network connection.
Congestion	Catch ALL – Presented when the system has attempted many calls over time and cannot determine the source of the fault.		This message should rarely appear. If it does, it should be removed from the Fault List on the next successful call. Check username/password in your dial plans are correct. Check if the trunks are available. Check Network connections.
Trunk (Line) Failure	Presented when the a VOIP trunk is down.		Check status of VOIP trunk. Check and resolve network related faults. Check username/password for the specified trunk.

Call Related

If the **Call Related** issues remain persistent during setup, REBOOT the VOIP Tele-Entry System.

See Appendix C in the Owner's manual for complete list of Current System Faults and detailed corrective actions.

Camden Door Control remains ever ready to assist you in your need for quality access control equipment, which includes electric strikes. Our knowledgeable support team is dedicated to your success. We offer technical support through a library of helpful technical documents as well as by email and telephone.

Liability Statement

Camden Door Controls has created this guide to serve as a general orientation to the topic and assumes no liability whatsoever for errors or omissions in the information contained herein, nor in how this information is understood or interpreted. In all cases, the reader is directed to consult the applicable codes, standards and laws that are in force within the country, state and municipality of their installation, and are further advised to submit their interpretation of the installation requirements to their local authority having jurisdiction (AHJ) prior to purchasing equipment or installing equipment.

| Push Buttons | Keypads | Strikes | Magnetic Locks | Key Switches | Relays & Timers | Access Control |