

TECHNICAL Practice

TELECOM SOLUTIONS FOR THE 21ST CENTURY

AES-2000
Accessible Entry
System

December 12, 2002

Apartment Entry System with Accessibility Features



AES-2000S Surface Mount

The AES-2000 Accessible Entry System provides both audio and visual assistance for those with disabilities. The LCD display with large 1/2" tall characters is back-lit and will display a directory of tenants as well as directions and prompts. A built in voice recorder and announcer can also provide a supporting audio message. When the EZ™ Access button is pressed, instructions on how to use the system are both displayed and announced.

The built in directory can support up to 525 tenant names and phone numbers and will dial a pre-programmed phone number upon selection of a tenant. Once two-way communication has been established, the tenant can activate a remote door strike by entering a Touch Tone command. A second relay is also provided to operate an automatic door. The AES-2000 will also support keyless entry at the door via its built-in keypad.

The unit is available in flush (AES-2000F) and surface mount (AES-2000S) configurations and features a highly vandal resistant housing.



AES-2000F
 Flush Mount

Features

- 16 position, back-lit display with 1/2" tall characters
- Non-volatile digital voice announcer
- Factory configured to handle 75 apartments (expandable to 525 apartments using **ERAM-4M** expansion kits) ? Need More Information on ERAM-4M? Call (715) 386-4345 and select 854.
- Non-volatile data memory for names, phone numbers and access codes
- Volume control
- Optional **AES-NET** card reader interface available ? Need More Information on the AES-NET? Call (715) 386-4345 and select 196.
- TTY jack for connection to personal teletypewriter (TTY)
- Postal lock switch input
- Built in modem for remote programming
- Available in surface mount (**AES-2000S**) or flush mount (**AES-2000F**) configurations
- Keyless entry capability
- 5 Amp door strike/magnetic lock control relays
- **Vandal resistant features:**
 - 12 gauge stainless steel front panel
 - 1/4" thick abrasion resistant polycarbonate display lens
 - Metal keypad and push button switches
 - Front panel lock
 - Speaker protection screen
- **Weather resistant features:**
 - Conformal coated circuit board
 - Gasketing behind lens, speaker, keypad and perimeter of front panel
 - Sealed switches and keypad

Applications

- High rise apartment buildings
- Condos
- Senior citizen buildings
- Assisted care centers
- Retirement homes
- Gated communities

Phone...715.386.8861

<http://www.vikingelectronics.com>

Specifications

Power: 120V AC/13.8V AC 1.25A, UL listed adapter provided
Dimensions: AES-2000S (Surface mount): 317.5mm x 247.6mm x 107.9mm (12.5" x 9.75" x 4.25"), AES-2000F (Flush mount): 381mm x 317.5mm x 88.9mm (15" x 12.5" x 3.5")
Shipping Weight: 7.7kg (17 lbs)
Environmental: -26° C to 54° C (-15° F to 130° F) with 5% to 95% non-condensing humidity
Display: 16 position, 0.5" x 4.25" back-lit LCD
Relay Contacts: 5A @ 30V DC/250V AC max.
Connections: (14) cage clamp screw terminals

IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, PLEASE CONTACT: VIKING TECHNICAL SUPPORT AT (715) 386-8666

Our Technical Support Department is available for assistance Monday 8am - 4pm and Tuesday - Friday 8am - 5pm central time. So that we can give you better service, before you call please:

1. Know the model number, the serial number and what software version you have (see serial label).
2. Have your Technical Practice in front of you.
3. It is best if you are on site.

RETURNING PRODUCT FOR REPAIR

The following procedure is for equipment that needs repair:

1. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (RA) number. The customer MUST have a complete description of the problem, with all pertinent information regarding the defect, such as options set, conditions, symptoms, methods to duplicate problem, frequency of failure, etc.
2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: **Viking Electronics, 1531 Industrial Street, Hudson, WI 54016**
3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a P.O. Box.
4. RA number on carton: In large printing, write the R.A. number on the outside of each carton being returned.

RETURNING PRODUCT FOR EXCHANGE

The following procedure is for equipment that has failed out-of-box (within 10 days of purchase):

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (R.A.) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.
3. After obtaining the R.A. number, return the approved equipment to your distributor, referencing the R.A. number. Your distributor will then replace the product over the counter at no charge. The distributor will then return the product to Viking using the same R.A. number.
4. **The distributor will NOT exchange this product without first obtaining the R.A. number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.**

WARRANTY

Viking warrants its products to be free from defects in the workmanship or materials, under normal use and service, for a period of one year from the date of purchase from any authorized Viking distributor or 18 months from the date manufactured, whichever is greater. If at any time during the warranty period, the product is deemed defective or malfunctions, return the product to Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI., 54016. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (R.A.) number.

This warranty does not cover any damage to the product due to lightning, over voltage, under voltage, accident, misuse, abuse, negligence or any damage caused by use of the product by the purchaser or others.

Viking's sole responsibility shall be to repair or replace (at Viking's option) the material within the terms stated above. VIKING SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING DIRECTLY OR INDIRECTLY FROM ANY BREACH OF ANY WARRANTY EXPRESSED OR IMPLIED, OR FOR ANY OTHER FAILURE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED BEYOND THE ONE YEAR DURATION OF THIS WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0) To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact:

Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016 (715) 386-8666

If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.

The AES-2000 uses the USOC jack RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

This equipment is Hearing-Aid Compatible (HAC).

The telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

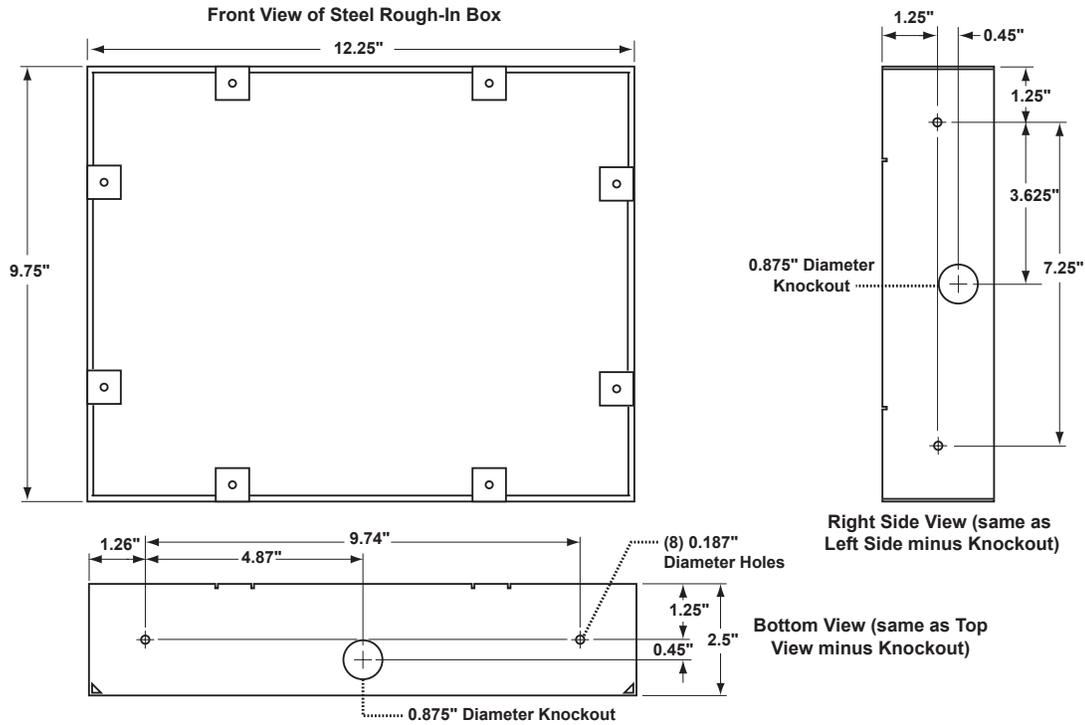
PART 15 LIMITATIONS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

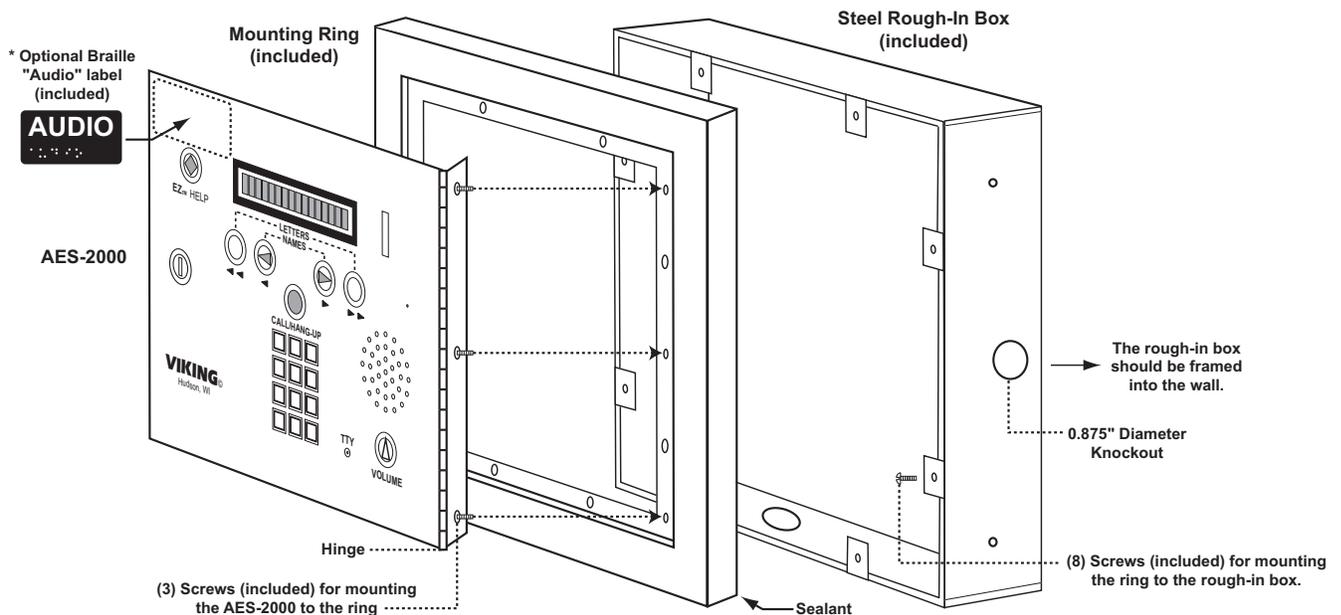
Installation

A. Flush Mount Chassis (AES-2000F)

The **AES-2000F** comes with a zinc-plated steel rough-in box and a black powder-painted steel mounting ring. The rough-in box is meant to be framed into the wall. Make sure the outer edge of the box is within 1/4 inch of the finished surface of the wall, but not protruding past the surface level. Knockouts are provided in the box to accommodate conduit entrance from the sides or bottom.



| | |
|----------------|---|
| Step 1. | After the wall is finished, the mounting ring can be screwed to the rough-in box. |
| Step 2. | Once the mounting ring is secure, the front panel of the AES-2000S can be fastened to the ring using the 3 screws and nuts provided by aligning the hinge with the three holes on the right side of the frame. Note: Make sure the key lock is in the open position. |
| Step 3. | Insert the screws and tighten the nuts firmly. Note: Be careful not to damage the foam gasket around the back edge of the panel. |



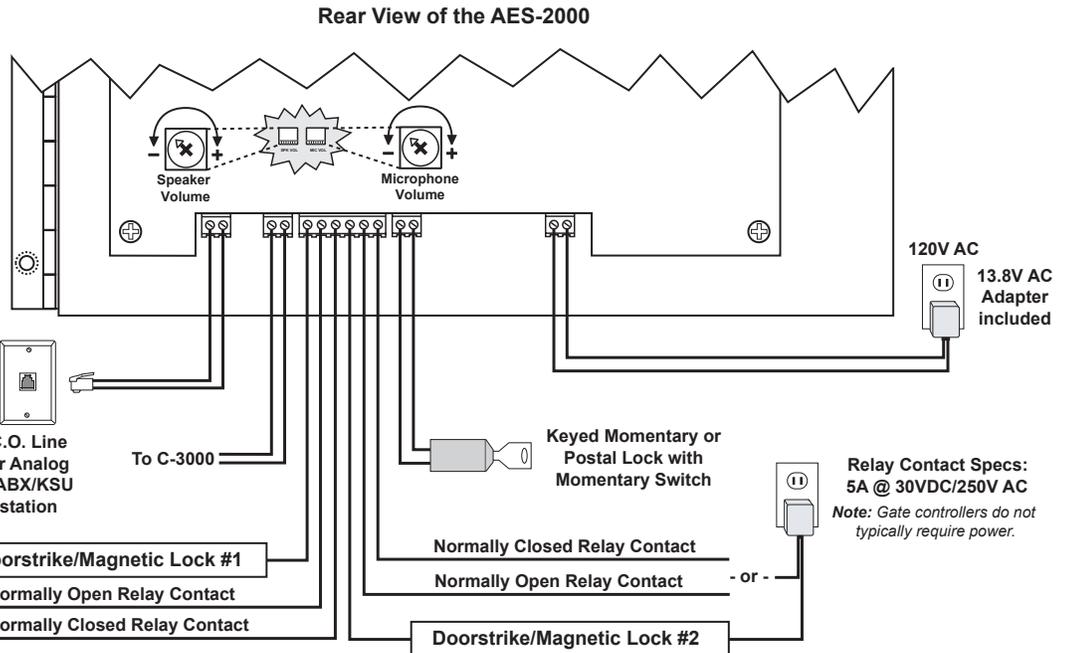
Important: If the enclosure is to be mounted outdoors, use an appropriate sealant around the outer edge of the mounting ring.

* **Note:** To help steer visually impaired visitors to the location of the **EZ™ HELP** button, the optional Braille "Audio" label may be adhered above the push button.

C. Wiring Connections

Two POTs are provided to increase or decrease speaker volume and microphone sensitivity. In certain noisy locations the speaker volume can be increased and the microphone sensitivity may need to be decreased as shown. **Caution:** Setting the microphone gain too high may cause distorted audio and prevent the distant party from breaking over.

Relay Contact Specs:
5A @ 30VDC/250V AC
Note: Gate controllers do not typically require power.



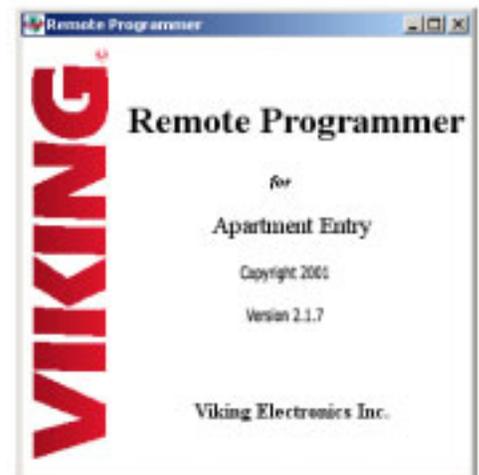
Once the **AES-2000** is secured to the wall, the unit can be connected to the building wiring as described below.

| | |
|----------------|--|
| Step 1. | Cut off the 2.1 mm plug from the end of the AC power adapter cord. The AC adapter can be located up to 100 feet away from the entry system when using a minimum of 24 AWG wire. |
| Step 2. | Make all connections to the AES-2000 panel before inserting the adapter into a wall outlet. The two wires from the AC adapter connect to the two terminal block positions labeled " 13.8 VAC ". |
| Step 3. | If the incoming telephone line has an RJ-11 connector, connect it to the RJ-11 jack on the control board. Two terminal positions marked " C.O. " are also provided for a striped wire connection. |
| Step 4. | The AES-2000 can be wired to operate a single door strike, or a door strike and an automatic door opener. The doorstrike and door strike power supply should be wired to the terminal positions labeled " Door Strike 1 ". Both normally open and normally closed contacts are available. |
| Step 5. | If your automatic door requires a contact closure for activation, wire it to the terminal positions labeled " Door Strike 2 ". Both normally open and normally closed contacts are available. |
| Step 6. | If the installation requires a postal lock, a normally open momentary key switch can be wired to the terminal block positions labeled " Postal Lock ". |
| Step 7. | If a C-3000 is to be used, connect a pair of wires from the AES-2000 terminal block labeled " C-3000 " to the C-3000 entry phone connection. The phone numbers for the lines wired to the C-3000 must have a " C " programmed as the first character (see Programming). For more information, retrieve Fax Back Document 162 and 868 . |
| Step 8. | After all the connections are made, close and lock the hinged panel. |
| Step 9. | The last step is to connect the A.C. power adapter to a wall outlet. When power is connected to the system, the front display should show " Welcome! " |

Programming

The tenant names and phone numbers must be programmed into the system for proper operation. This programming is done through the telephone line interface using the **PB-100** with special software. This allows either remote programming from a distant location, or local programming using the Viking **DLE-300** line simulator. The **PB-100** is connected to a serial port of a P.C. and Windows based software is used to enter tenant names, phone numbers and the recording for the voice directory. A data base is constructed for each apartment to make future changes easier. When the Remote Programmer software is first invoked, the screen at the right pops up. After a few seconds, the "Building Selection" screen will appear.

The following sections provide a brief overview of programming screen shots and descriptions. Detailed programming instructions are available only in the software itself.

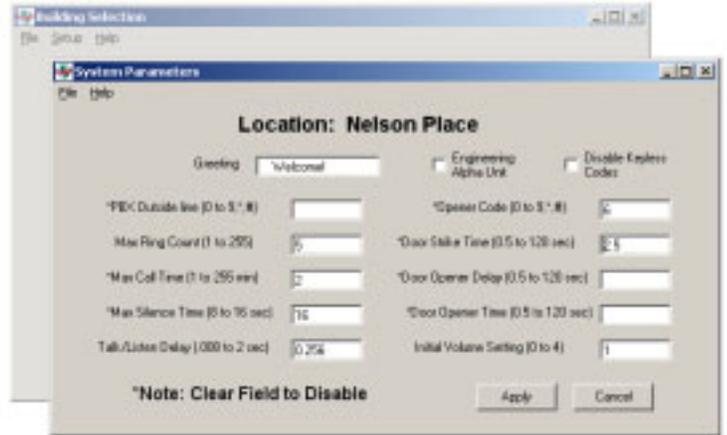


A. Building Selection



The Remote Programming Software is capable of handling information on many different buildings. The Building Selection screen (left) displays the information on each building. This screen also allows the user to add a new building, or drop an old one. Pressing the right arrow button will bring up the "Apartment Selection" screen.

The System Parameters pop up (right) (under the Setup menu) is used to set up the various programmable features of each entry system. Door strike timing, opener code, maximum call time, ring count and silence time out are all programmable from this screen.

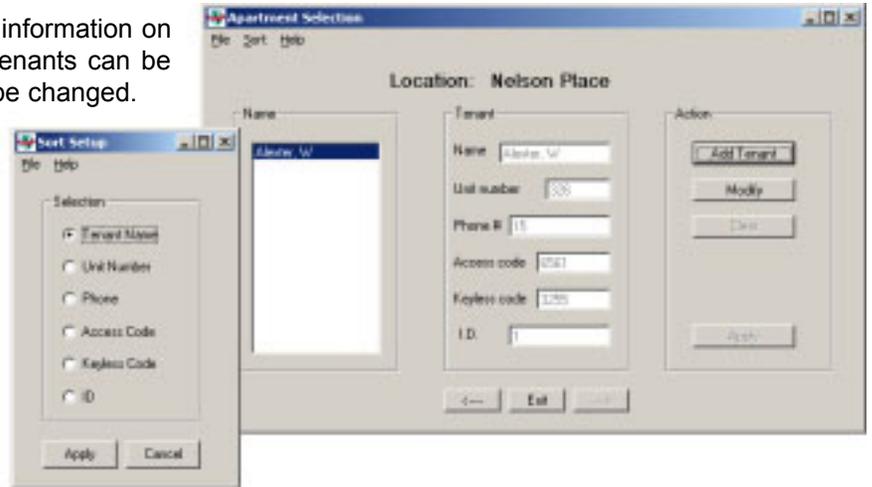


B. Apartment Selection

This screen (far right) is used to set up the information on each of the tenants in the building. New tenants can be added, and existing names and codes can be changed.

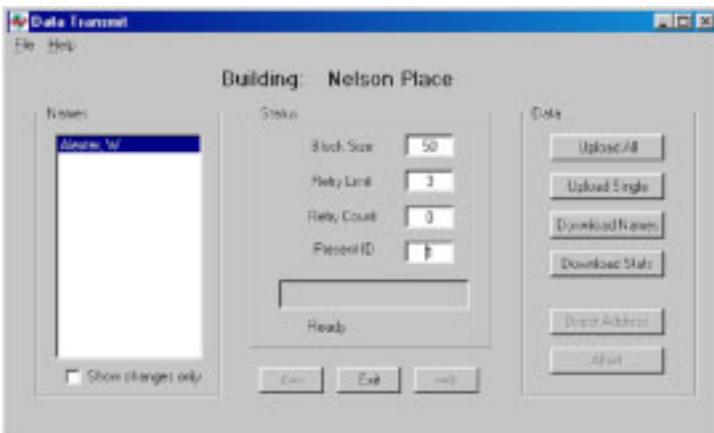
If the apartment phone line is wired through a Viking C-3000, the phone number field must start with a "C".

The list can be sorted according to name, apartment number, phone number, or code numbers by selecting the "Sort" pull down (near right). Clicking on the left arrow will bring up the previous screen "Building Selection", clicking on the right arrow will bring up the "Data Transmit" screen.



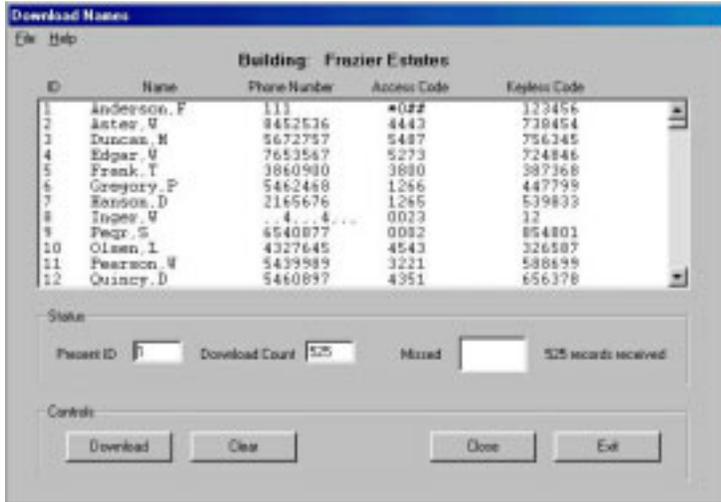
C. Transmitting Data to and from the AES-2000

1. Data Transmit Screen



The Data Transmit screen (left) is used to control the transfer of information from the P.C. to the entry system. The data block size and the number of retries can be tailored to fit any phone line condition. The user has the option of sending all the records or just sending the records that have been modified in the previous screen by setting the "Show Changes Only" check off. To go to the previous Apartment Selection screen, click on the left arrow button. To go on to the audio recording click on the right arrow button.

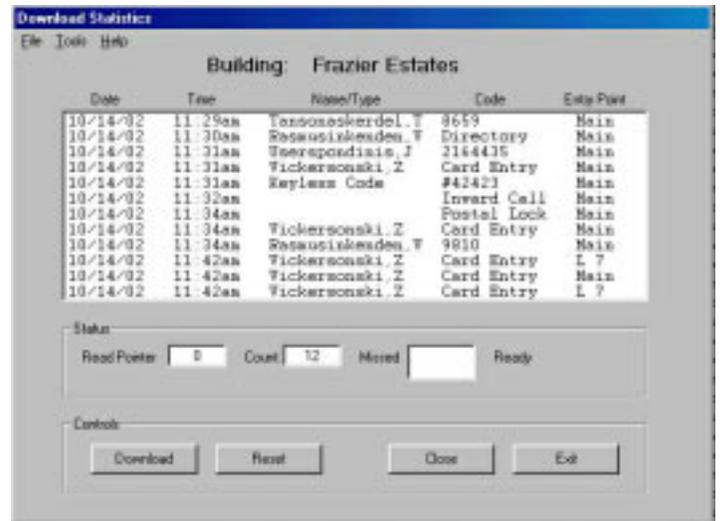
2. Download Names Screen



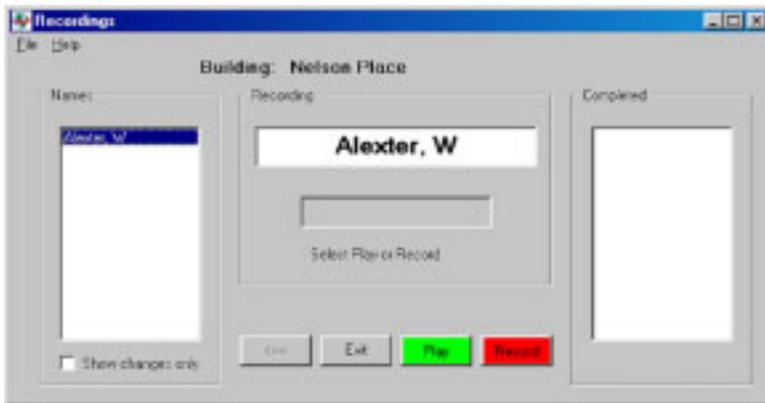
The Download Names screen (left) is used to retrieve the tenant names, phone numbers, access codes and keyless entry codes that have been previously programmed into the **AES-2000**. The “Present ID” box contains the ID number of the first record to be downloaded. The tenant ID is an unchangeable consecutive number assigned to the tenant when they were added to the database. The “Download Count” box contains the total number of records to be downloaded. Clicking on “Download” will retrieve all records starting with the “Present ID” through the Download Count. Once the records are displayed in the data field, the “File” pulldown menu can be used to print or save the data. Clicking on “Clear” will clear data fields and reset the present ID to 1. Clicking on “Close” will return the user to the Data Transmit Screen.

3. Download Statistics Screen

The Download Statistics screen (right) allows the user to retrieve the **AES-2000**'s building entry log. Each time the **AES-2000** energizes the door strike, it adds to the log, recording the date, time name/type (tenant allowing the entry) and code (type of actuation). Up to 1024 entries can be stored before the oldest entry is written over. Retrieving just a portion of the log can be accomplished by entering a “Read Pointer” value for the starting point and a “Count” value for the ending point. To receive the **AES-2000**'s existing data, click on “Download” and to clear all existing data click on “Reset”. Clicking “Close” will return the user to the Data Transmit Screen.



D. Recordings



The Recordings screen (left) is used to make an audio recording of each of the names of the tenants. These are the recordings that a user will hear when the user is stepping through the directory of the **AES-2000**. When in the record mode, the software will step through each name, displaying it in large letters, and prompting the user as when to speak. After each recording is made, the software plays it back automatically, and selects the next name from the list. Completed recordings are listed in the box on the right hand side. To go back to the data mode, click on the left arrow button. To end the session, click on the Exit button.

Operation

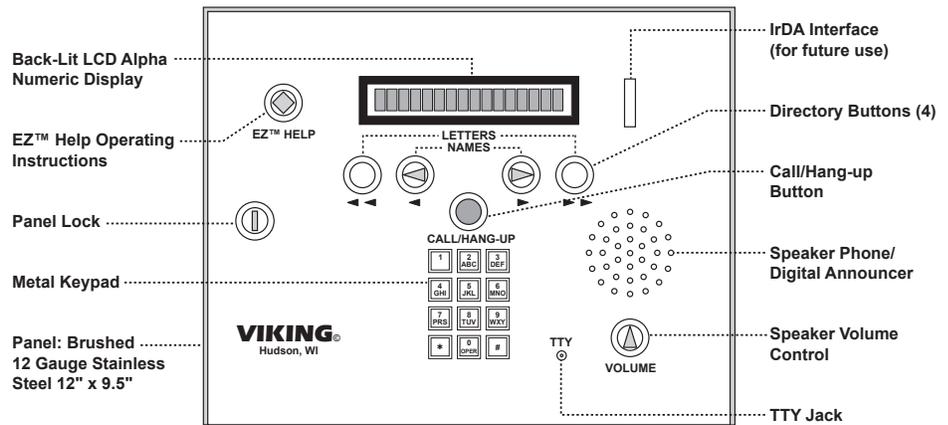
A. General

The **AES-2000** is designed to use the public switched phone network as a link between the door or gate entry of an apartment building and the individual tenant's apartment. The system enables the tenant to speak to the visitor before allowing them to enter the building. To gain access to a building, the visitor must enter a code pertaining to the apartment they wish to visit, and then speak to a person in the apartment using the built in hands-free phone. The apartment tenant could then dial a single digit "opener code" on their Touch Tone

phone to operate a door strike to allow entry. If the apartment access code is known, it may be entered by using the telephone keypad. If the apartment access code is not known, the apartment directory can be used. The directory is displayed with 1/2" tall characters on the back-lit display. Alternatively, the tenant names can be broadcast over the speaker. When the correct tenant name is displayed/announced, the user simply presses the "Call" button and the **AES-2000** speed dials the tenants apartment. You may also call a tenant by entering the person's phone number on the keypad.

Warning: If the phone number entered matches one of the pre-programmed access codes, that number will be dialed.

Note: To avoid busy signals on the entry phone, call waiting is recommended on each tenant's phone line.



B. EZ™ Help Instructions

General operating instructions can be received by pressing the **EZ™ Help** button. The Help Message is displayed on the character display and also broadcast over the speaker. When the **EZ™ Help** button is pressed followed by another button, a voice message and display will give the function of that button. For one handed operation of the EZ™ Help messages, press the **EZ™ Help** button once, then press any other button on the panel for help on it's operation. A second press of the same button will cancel the help mode and normal operation of the button will proceed. The help voice will stay active through the entire length of the call.

C. Calling a Tenant

If the right arrow button is momentarily pressed, a name will be shown on the display and broadcast over the speaker*. If the right arrow button is pressed again, the next name in the directory will be displayed and announced*. In this manner, the entire tenant directory, name by name, can be reviewed. If the button is held, the voice directory* and display go into a high speed scan mode. The directory is always in alphabetical order, so the user can quickly get an idea as to where they are in the directory. When the button is released, the full name at that point in the directory will be announced* and displayed. If the desired name is passed, the user can press the left arrow button to reverse the direction and go back to the desired name. If a person stops for a few seconds on a name, the message "**Press Call to Dial**" is announced* and displayed. The two "Letters" buttons can be used to walk through the alphabet in the same manner. When the correct letter is reached, pressing the arrow button will display and announce* the first name at that alphabet letter.

When the desired name is displayed and announced*, the visitor can press the "Call" button and the phone number for that tenant will be dialed. When the dialing process starts, the audio from the phone line will be sent to the speaker and call progress information will be sent to the display. When the tenant answers their phone, "**Entry System**" will be announced and the visitor can talk to the tenant. When the tenant confirms the visitor's identity, a single digit "opener code" may be entered from the tenant's phone, a message will be displayed "**Door Unlocked**", an audio "buzz" is heard and the door strike will be activated. After a few seconds the **AES-2000** will hang up automatically.

* **Note:** Announcements are only broadcast over the loud speaker if the **EZ™ Help** button has been activated.

D. Other Controls

Each time the volume button is pressed, the volume of the speaker is increased. If maximum level is reached, the next press will roll the volume level over to it's lowest level. The volume is reset to it's original starting point when the call is finished.

E. Keyless Entry

A tenant may use their personal keyless entry code to let themselves in by entering a "#" followed by their (1-6 digit) personal keyless entry code on the **AES-2000's** keypad. **Note:** For more accurate entry logging (statistics) a minimum of a 3 digit keyless entry code is recommended.

F. TTY

A TTY jack is available for TTY (teletypewriter) communication between tenants and the door.

Product Support Line...715.386.8666

Fax Back Line...715.386.4345

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