



MkII Manual
Installation

Comb 
Communications

Giving you Access and Control

comb-communications.com



CONTENTS

Section 1

<i>Introduction</i>	6
<i>Account Creation and Activations</i>	7
<i>Distributor Account</i>	8
<i>Installer Account</i>	8
<i>Managing agent Account</i>	8
<i>Organisation Account</i>	8
<i>Login Process</i>	8

Section 2

<i>Web Overview Summary</i>	10
<i>Dashboard</i>	10
<i>Organisation</i>	10
<i>Customers</i>	10
<i>Suppliers</i>	10
<i>Users</i>	10
<i>Intercom</i>	11
<i>Logout</i>	11

Section 3

<i>Creating an Installer & Managing agent</i>	11
<i>Creating an Organisation</i>	11

Section 4

<i>Installer Dashboard</i>	18
<i>Intercom update</i>	18
<i>Power Status</i>	19



<i>Signal Strength</i>	19
<i>Expiring Vouchers</i>	20
<i>News</i>	20
<i>Organisation Dashboard</i>	21
<i>Installers</i>	22
<i>Intercom Synchronization</i>	22
<i>Dashboard Short Cuts</i>	22
<i>Managing Agent Dashboard</i>	22

Section 5

<i>Organisation Tap</i>	22
<i>Organisation Name</i>	22
<i>Phone numbers</i>	23
<i>Pin</i>	23
<i>Remote Controls</i>	23
<i>Individual Units</i>	23
<i>Reports</i>	23
<i>Spreadsheet</i>	23
<i>Unit Messaging</i>	23
<i>Vouchers</i>	24
<i>Email address</i>	24

Section 6

<i>Organisation Management</i>	24
<i>Updating a New Unit</i>	24
<i>Allocating a Remote</i>	26
<i>Sending a Message</i>	27
<i>COMB CASH</i>	28



<i>Purchasing Comb Cash</i>	29
<i>Charges per SMS</i>	29

Section 7

<i>Suppliers</i>	29
<i>Changing Installers</i>	30
<i>Adding Managing agent</i>	30
<i>Deleting Managing Agent</i>	32
<i>Setting Supplier Rights</i>	33
<i>Adding User</i>	34

Section 8

<i>Reports</i>	37
<i>Telephone Usage</i>	37

Section 9

<i>Intercom</i>	38
<i>Triggers</i>	38
<i>Linking A PCB to an Organisation</i>	39
<i>Gate Trigger Defaults</i>	40
<i>Adding a Gate trigger default</i>	41
<i>Time Grids</i>	41
<i>Setting a Time Grid</i>	42

Section 10

<i>How to Exit</i>	42
<i>TAP-TAP</i>	43
<i>Setting up Tap-Tap</i>	43
<i>Setting TAP-EX</i>	44



Section 11

<i>Welcome Message</i>	45
<i>Volumes</i>	46
<i>Ring/Call Times</i>	46
<i>Alternative Phone Numbers</i>	46
<i>Incoming Calls</i>	47
<i>Relays</i>	47
<i>Sim Information</i>	48
<i>SMS Group</i>	48
<i>Inputs</i>	48
<i>Group SMS</i>	48
<i>PC Board Linking a PCB</i>	49
<i>Intercom Health Check</i>	49
<i>Tap Temporary Pin</i>	50
<i>Amounts of TAP key Pad per system supported</i>	51
<i>Tap Board Wire Configuration</i>	52

Section 12

<i>Introductions</i>	53
<i>Installation process of a BT Loader phone</i>	53
<i>Installation process Computer</i>	59



Disclaimer

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SECTION 1

This manual will cover almost every aspect needed to install the MKII intercom systems. Before please make sure that you have all the necessary details.

Step 1: Your account has to be created by the distributor company.

Step 2: To confirm the activation of your account, you would have received an SMS and an Email welcoming you to our product if you did not receive the SMS or email you will be able to login

Step 3: The welcome message will contain a USERNAME, COMB-CODE & PASSWORD that you will use to login with.

Additional information for installation companies

In-addition to the information mentioned above, an installer will need the following information from the organisation.

You will need:

- 1. Organisation address and postal address.**
- 2. Organisation land-line and fax Number.**
- 3. Administrator or chair person mobile number and email address.**
- 4. The number of units the organisation has.**

The product comes standard with a Box Sleeve that contains most of the information you will need, like the board serial number and link code.

Account creation and activations

Please read this section if you don't have login information. We will be covering how to get your credentials here.

Distributor account

The Distributor accounts are created by the manufacturing company, Comb-Communications are the manufacturer for this products. The distributors will create installation companies and managing agent accounts that purchase the product from them. An installer or managing agent will only be created after they attended training on the product.



Installer account

If this is the first time as an installer of the MKII system, you will have to make sure that your account is created by the distributor, provided that you have taken the course. You can only get access to our web site if you are a certified installer. Once you have come in for our 1 day training course, you will get a Certificate and can be a Certified Comb Installer, should you be successful. Contact your distributor for more information on training dates and cost.

Managing agent account

As a managing agent, your account can be created by the Installer that installed the Intercom system or the administrator that has rights to add you as a user.

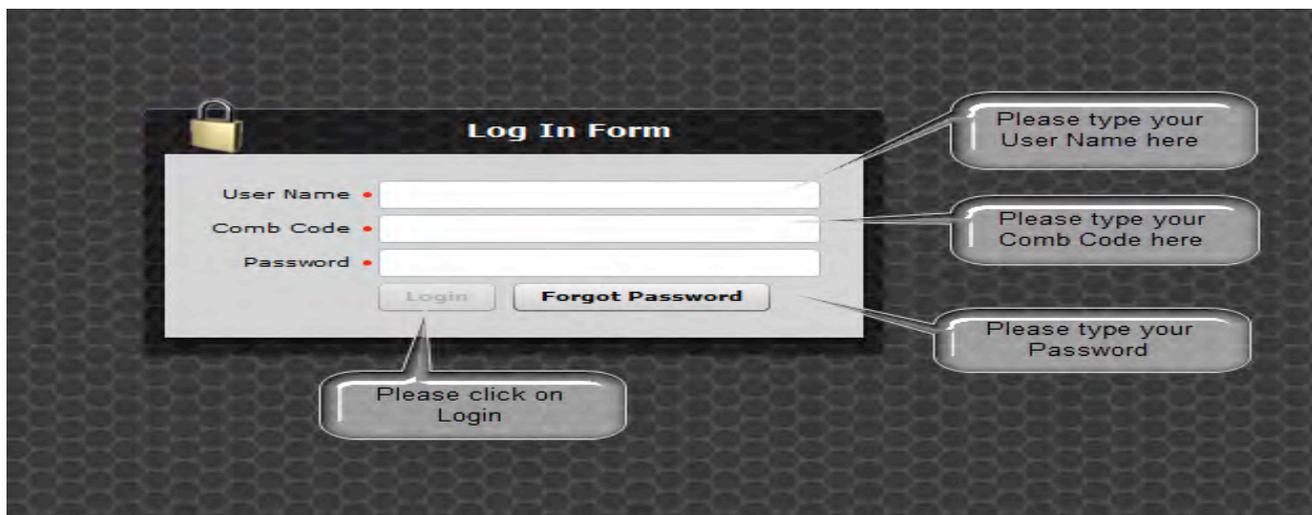
Organisation account

The responsibility to create the Organisation lies with the Installer, the installer also need to link the PCB and make sure the intercom is in a good working order. This topic will be cover in depth in section 3.

Logging on for the first time?

Logging on for the first time

To login please open your internet browser and type: <http://client.comb-communications.com> then push enter.



Login on

If your login fails, you will be given three (3) attempts before the account is blocked. If you have lost or forgot your password, please see **forgot password** section below.



Account locked

If you exceed three (3) attempts the website automatically blocks the account. In order to unlock the account, you'll be prompted to type your Username, Comb Code, Mobile Number and Email Address to reset your password.

Unlocking Account

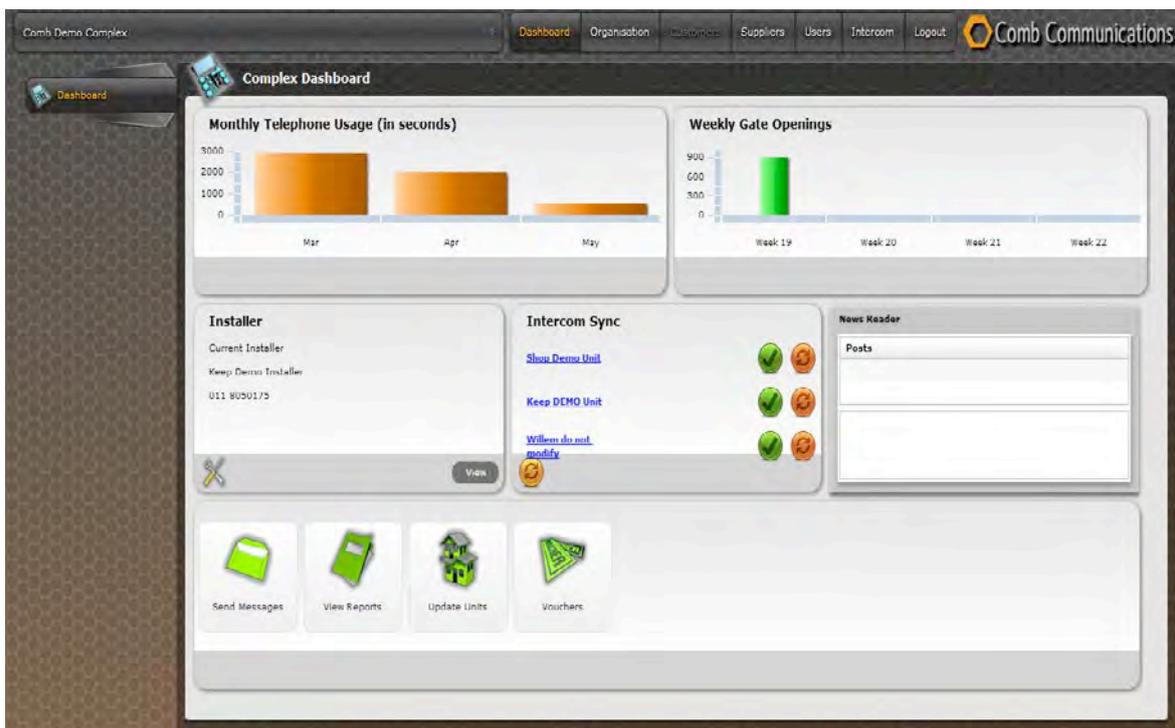
When your account is locked, type your Username, Comb Code and Mobile number to get an OTP (one time pin) via SMS. After you received the OTP type it into the block on the website together with your new password, then retype the new password as prompted by the site.

SECTION 2

Website overview

Website layout

The website is divided into the following six (6) main categories: top menu, bottom menu, left tab menu, context window, context window menu and an information panel.



Dashboard

The Dashboard provides ease of use for intercom management. There are different dashboards for every account type, installation, managing agent, and distributors all have different dashboards. The organisation also has its own dashboard.



Organisation

Organisation management tab is where users manage their units, remotes, reports, send bulk messaging, and manage comb cash.

Customers

The customer tab is where the installation company navigates to his/her customers.

Suppliers

The supplier tab is where you view your supplier's get all the information you need about your supplier's as well as contact details.

Users

The users tab manages the users within your organisation, it gives you the ability to add new users, deactivate existing users and give permissions to users.

Intercom

The intercom tab is where installation companies manage the intercom system settings.

Log out

The logout tab is where you logout. As expected the logout menu will log the current user out of the system.

SECTION 3

Creating a installer or a managing agent

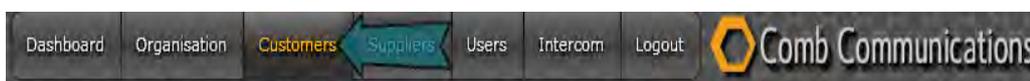
Distributors have the ability to create both installers & managing agent accounts. With this been said, installers also have the ability to create managing agents and organisations. This information will not only be useful to distributors, but also to installation companies. Installation companies can also create managing agents.

Step 1

- Go to Comb-Connect at <http://client.comb-communications.com>.
- Enter your USERNAME, COMB_CODE & and PASSWORD.

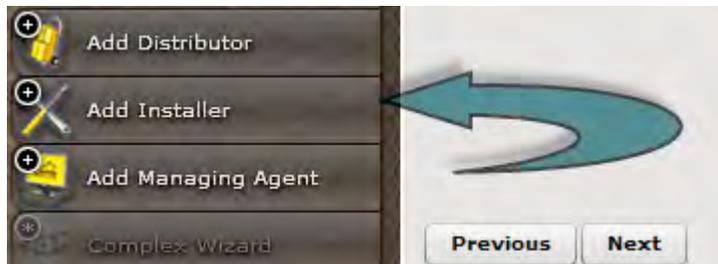
Step 2

- Click on the Customers Tab.



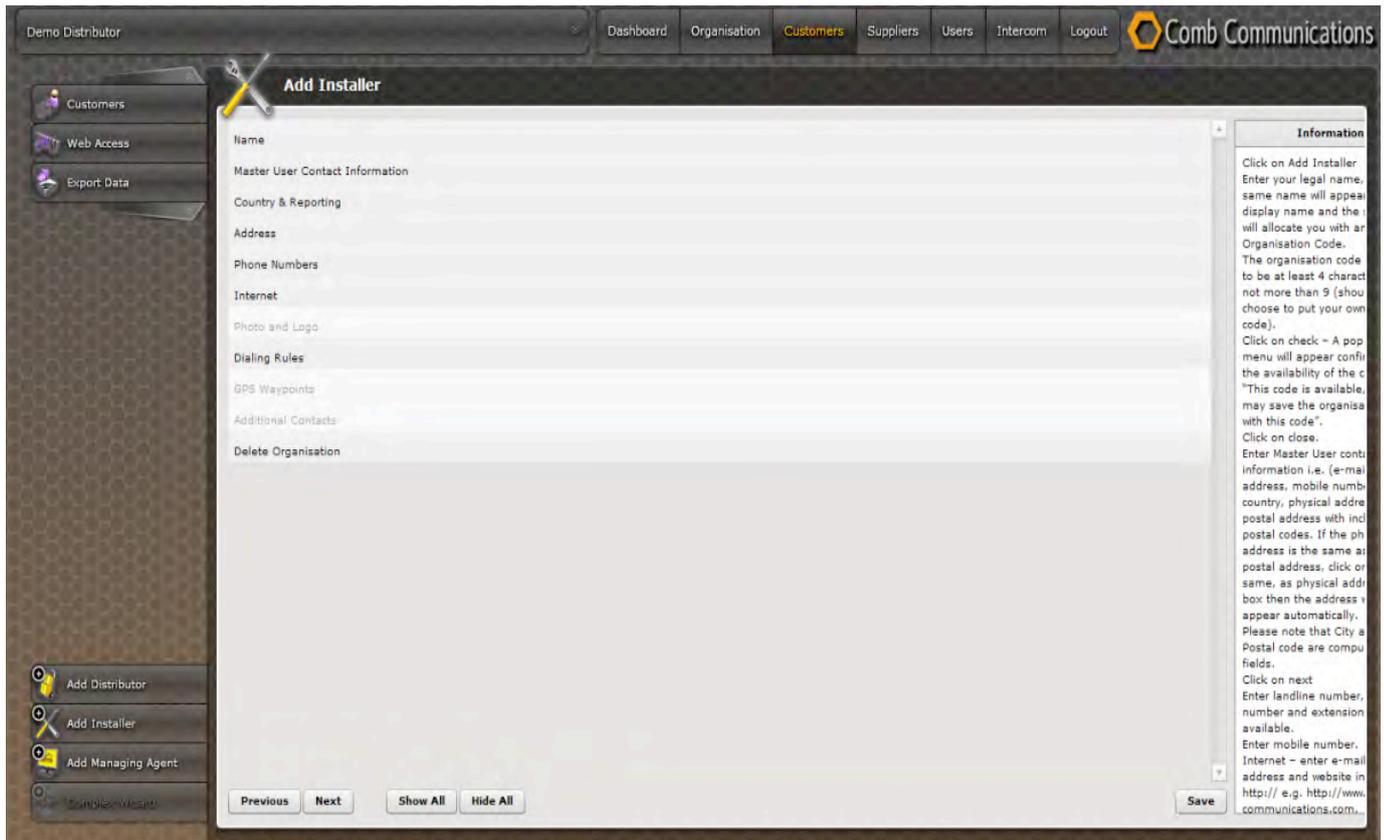


- Click on **Add Installer/Add Managing Agent** bottom left corner.



Step 3

- Click on **Name,**
- Type the **Legal Name,**
- Type the **Display name,**
- The **Organisation Code (Comb code)** is auto generated by the system. And will normally be the first four letters of their company,
- Click on **Master User Contact Information,**
- Type the **Master User Email address,**
- Type the **Master User Mobile Number,**
- Click on **Country & Reporting,**
- Select your **Country,**
- Select **Time Zone,**
- Click on **Address,**
- Type the **Physical Address** and the **Postal Address.,**
- Click on **Phone Numbers,**
- Type the **Land Line Number,**
- Type the **Fax Number,**
- Type the **Mobile Number,**
- Click on **Internet,**
- Type the **E-mail Address,**
- Type the **Web Address.**



Click on Dialling Rules

- Tick the Dialling rules box to enable the intercom to dial international numbers.

When done click on the save button, the client will receive an email and an SMS. The email and SMS will contain the information that they need to access their account. The message will contain the **USERNAME, COMB CODE & PASSWORD.**

Creating an Organisation

Creating an organisation is very simple provided you have gathered all the information you need as indicated in section 1. Listed below is all the information you need before creating an Organisation.

Log in as an installer and go to the customer's tab. Click on complex wizard (left) and click **Begin new set up** (bottom right), you will need the following information to complete this section:

- **Legal name.**
- **Organisation physical address and postal address.**
- **Chair person email address & Mobile number.**
- **Number of units within the organisation.**



- The PCB serial number and Link code.

Login to your Installers account

- Click on the **Create organisation** button, to start creating the organisation.



Organisation Wizard page

- Click on **Begin New Setup** at the Bottom right.



STEP 1 OF 8 STEPS

Type the **Legal Name** of the Organisation (Please ensure that the spelling is correct, this field cannot be edited The **Display Name** will automatically be filled in to reflect the same as the display name (this can field can be edited).

The default country is South Africa. Only change this option if you are not from South Africa.

CLICK NEXT



STEP 2

The organisation contact **details and address.**

Please note that all the fields with red dots are mandatory.

- Add the **Physical Address** of the organisation,
- Add the **Postal address.**

If the postal address is the same



- Tick **Same as Physical Address** box. Only if it's the same
- Add the **Postal Address**
- Click on **Phone Numbers**

Remember the red dots are Mandatory fields

- Add the **land line number** of the organisation.
- Add the **fax number** of the organisation.
- Add the **mobile number** of the chair person or administrator.
- Click on the **internet button**.
- Add the **email address** of the chair person or administrator.

Dialing Rules tab

- To dial international numbers **Tick the tick box**. Or click the **next button**, as this field is not mandatory.

STEP 3

- Type the Intercom name (e.g. Main gate, Pedestrian gate etc.).
- Click Add.

There are additional options next to the Intercom name, please do not configure any of them.

As these fields will be cover in the next modules.

- Click on the **Next** button to go to the next page.

STEP 4

- **Time Grids** are covered in depth in the up-coming modules please don't configure it hereCclick **Next**

SETP 5

- **Triggers**
- **are covered later**
- Click **Next**.



STEP 6

Number of units is where we set the amount of units in the organisation.

- Type the number of units

STARTING unit CODE

What is the starting unit code of the organisation (please note that a number cannot start with a 0)?

Say you have 50 units starting from 101 to 150. Please type 101 as your starting code.

The amount of units added will affect your annual charges; please make sure that you enter the exact number.

- Click **Add** and **Next**.

STEP 7

Master User Details,

Please enter the details of the person that you want to give login rights to, eg the administrator. This person will receive an SMS and an Email containing the **Username, Comb Code** and **Password**.

NB The details added here needs to be unique for the organisation to be created successfully.

- Add **Email address**
- Add **Mobile Number**
- Read the **Terms and Conditions**
- Tick the accept terms and conditions (That the information you entered are correct).
- Click **Next**.

STEP 8

This is a summary of your Set-up

- Check if all the **information you** entered is correct
- Click on the **FINISH** button.

Well done!!!!!!

You have successfully created an organisation.



SECTION 4

Installer Dashboard

Colours play a vital role on the dashboard. If the colour is red, in any of the blocks, it indicates that attention is needed here. Let's take a look at what each block entitles.

If any Block is **Red** there will be a view button, and a description of why it is red. It can be that intercom didn't update, because there is a power cut or it could be that a low signal strength are recorded. The view button will help you check the intercom health status.



Intercom Updates

This indicated that all your intercom(s) have or haven't synchronized within the last 48 Hours.

Power status

This indicates when there has been a power cut.

Signal strength

This indicates if there was a signal problem and displays how low the signal is.



Expiring vouchers

This block will display the number of organisations that have expiring and expired web access vouchers. If you don't make payment to renew your licence, the organisation will be disconnected and you will no



longer be able to manage this organisation. Please advise the organisation to pay their annual fee as a matter of urgency.

Expiring Vouchers

- 0 Customer(s) web access has expired.
- 0 Customer(s) web access will expire in 1 month.
- 0 Customer(s) web access will expire in 3 months.



NEWS

This is where news are posted.

Organisation Dashboard



The dashboard displays several key metrics and management tools:

- Monthly Telephone Usage (in seconds):** A bar chart showing usage for August, September, and October. August usage is approximately 2800 seconds, while September and October are around 1000 seconds.
- Weekly Gate Openings:** A bar chart showing openings for Weeks 42, 43, 44, and 45. Week 42 has the highest number of openings at approximately 12.
- Installer:** A section listing current and demo installers with their contact information (e.g., 011 8050175).
- Intercom Sync:** A table showing sync events for users like Brian Test, SAUKE, and TEST 2, including dates and times.
- News Reader:** A section for viewing posts.
- Navigation Tools:** Buttons for Send Messages, View Reports, Update Units, and Vouchers.

Monthly Telephone Usage Report (in seconds)

This block gives you a record of the last three months telephone usage report.



Gate Openings

The gate openings block will display the data for the last 4 weeks.

- The red pillar indicates the gate openings done via telephone calls.
- The green pillar indicates the number of openings via remote controls.
- The orange pillar indicates the number of openings via pin codes.

Installer

This block shows the current installation company, the view button will display the installation company information and contact details.

Intercom Sync

This block will indicate the last synchronization, pending updates, the signal strength, the current firmware, and the latest firmware with its release note. You can mark your intercom for a firmware upgrade here.

News Reader

This information block will display News.

Easy Access Short cuts

- **Send message** allows users to send web messages.
- **View reports** allows users to view reports.
- **Update units** allows users to update unit numbers.

Managing Agent Dashboard

Please refer to installer's dashboard as option are the same.

SECTION 5

Organisation tab

The organisation tab provides the organisation details; this tab gives users the ability to manage their organisation in a easy and efficient way.

Let's cover the menu list on the left hand side of the organisation tab.



Organisation Name

- Indicates organisation contact details.
- Identifies your comb code.
- Shows the chairperson contact details.

Phone Numbers

- Allows users to manage their telephone list.
- Manage triggers and time grids per unit.

Pin Codes

- Allow 2 pins per unit (consists of 4 digits).
- Manage pins.
- Manage triggers and time grids per unit.
- At the Tap-Tap keypad, the sequence work as follow, if the code is 1234 for unit 1; it will look like this;
 1. ***unit number*pin code (*1*1234).**
- At the intercom keypad, the sequence work as follow, if the code is 1234 and unit 1;
 1. ***unit number wait for the display to ask for the code the enter the code(*1 ... 1234).**

Remote Controls

- Enables remote management.
- Multiple remotes can be programmed per unit.
- Manage allocation and de-allocation of remotes.
- Delete remotes.

Individual Units

- Ability to view units per page.
- Allows users to add units email address.
- Enables remote de-allocation box available.
- Allows PIN management.
- Ability to manage Initials and phone numbers



- Enables you to add and delete units.
- Enables you to edit the description of the name.

Reports

- View gate openings report.
- View telephone usage report.
- Customize the dates per report.

Spreadsheet

- View phone list on excel sheet.
- Ability to add new numbers and pins using the excel sheet.

Unit Messaging

- Gives users the ability to send bulk emails and SMS's.
- Indicates the current comb cash balance.
- Enable users to select what type of message to send out, email, SMS or both.

Vouchers

- Indicate the date the organisation was created.
- Indicates the expiry date of the annual web access.

Email Addresses

- Reflect the email addresses captured for the units.
- Enables editing of email address and description.

SECTION 6

Organisation Management

Every section will include a description and an image supporting the steps.

Editing resident contact details (changing phone numbers, email addresses, descriptions and initials).



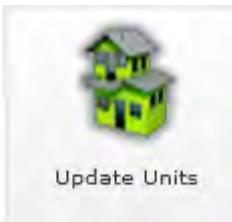
Updating a New Unit

Updating a telephone number of a new tenant, follow a few easy steps by using one of the underneath methods.

Users can update via the Web site (as indicated below);

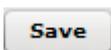
- **Spread sheet**
- **Nova loader**

1. From the DASHBOARDS click on the update units icon UPDATE.



- 2. Select the unit code.**
- 3. Add the new resident's description.**
- 4. Add his/her email address.**
- 5. Enter the contact details.**

Click save.



Allocating a unit with a remote(s)

Allocating a remote is done under the individual unit section.

Click Lookup

1. Highlight the remote

Click Select



Res. Code 12 Display Show All

Edit Residential Unit

Gate Trigger Defaults **Unit 5 Garden** Reapply

Residents Code 12

Description Peter

E-mail Address pt@peter.co.za

Tel 1 011234567 Initial HOME Receives SMS

Tel 2 Initial Receives SMS

Tel 3 Initial Receives SMS

Pin 1 1804 Pin 2 7777

Remote Controls

Serial No.	Desc.	Deallocate

Remote Control No. Lookup Allocate

2. Click the **Allocate**

3. Click **save**.

Unallocated Remotes

Serial No.	Description
1042144	22
10866225	2002
11334731	10101011
11393854	12
13465924	789
15143225	5525
15723569	11
4645169	1
565607	66
888	9

Save Step 2 Step 3

Select Cancel

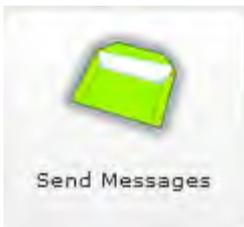


Sending Messages

Messages can only be sent by user with administrator rights within the organisation. SMS messages can only be sent after a SMS voucher has been purchased from Comb Communications. As soon as the voucher is purchased the comb cash will be loaded to the organization.

Email messages do not need a voucher.

1. Click on the send messages shortcut on dashboard.



2. Type the subject of your message.
3. Type the body of your message.
4. Select the type of message to send.
5. Click sent to send the messages out to residents.

Resident Messaging

Email Subject: This is the email's subject. It is also stored as a header
Step 2

Email Body: The email message and sms message to be sent
Step 3

SMS Text

Send Residents SMS Send Residents E-mail
Step 4

Comb Cash Balance - R 17.40
Comb will send 0 email(s) and 0 sms at an sms cost of 0.00
Enter additional recipients below, comma separated
Type additional recipients' email addresses and / or phone numbers in here. Separate them using commas.

0 Characters / 0 SMS message(s) per recipient
Step 5

Date	Subject	E-mail Recipient Count	SMS Sent	SMS Delivered	SMS Pending	SMS Failed
Wed Jul 27 12:02:10	Test message	4	4	0	0	0

Area below displays the log, delivery report.



Purchasing Comb Cash

1. Contact the contract department at Comb Communications or mail us on sales@comb-communications.com.
2. Discuss the amount of comb cash needed with a Comb-Communications accounts team and the representative will assist.
3. After the Comb Cash has been invoiced and Comb-Communications received proof of payment the sales department (sales@comb-communications.com) will load your voucher to your organisation and it will be ready for use.

Web Access Vouchers Fees

Web Access Vouchers for the G2 and MKII's are calculated according to the amount of units in the organisation.

Please note that this product has a annual license fee, please ask your supplier for the latest costs.

SECTION 7

Suppliers

Enables user to change suppliers and add/delete managing agent companies. Organisations can have multiple managing agents but only one Installation Company linked to it.

Details of the suppliers are located here. Administrators have the ability to grant certain rights to existing users

Changing Installers

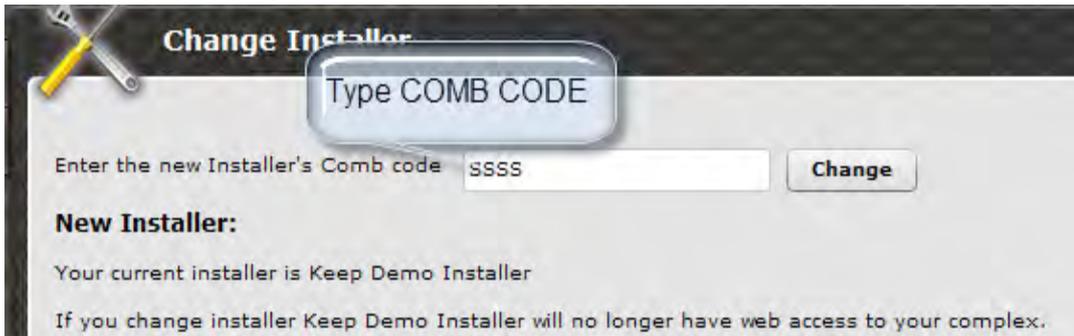
1. Click on the **Suppliers tab**



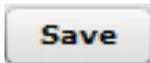
2. Click **change installer on the bottom left**



3. Type the **Comb code** of the new installation company



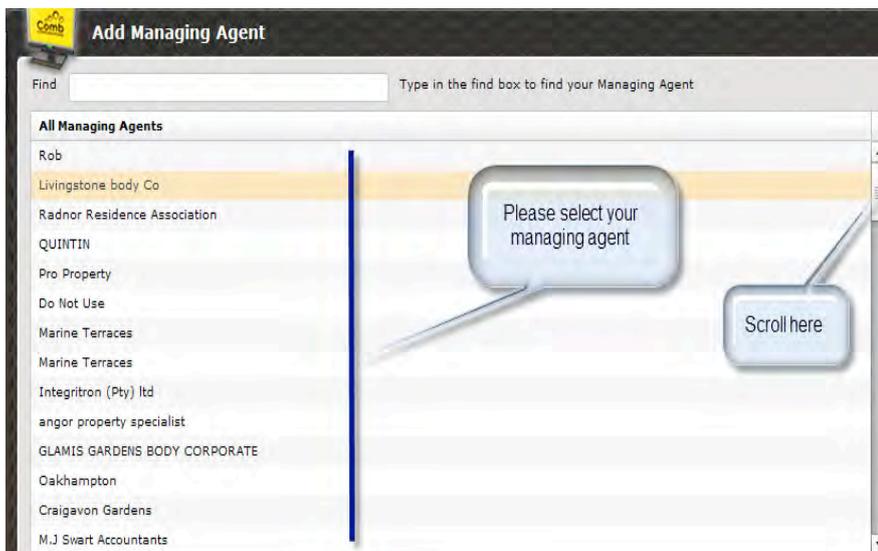
4. Click save



Adding Managing agent

Organisations have the right to add and delete managing agents. Here are some steps to follow, when adding or deleting managing agents

Click Suppliers



1. Click Add Managing Agent



2. Select Managing Agent from list

3. Click Add



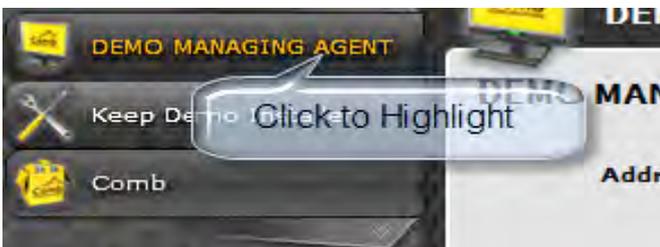


Deleting Managing Agent

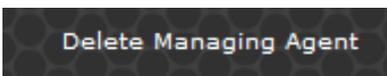
1. Click Suppliers



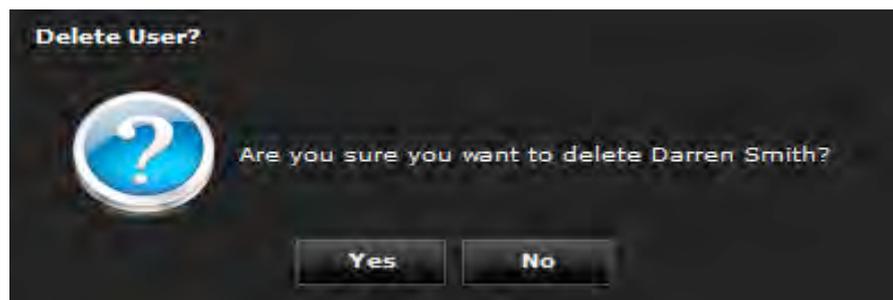
2. Select Managing Agent to be deleted



3. Click Delete Managing Agent



4. Click Yes



Setting permissions Per Supplier

Users can grant certain permission to suppliers. List of all the permissions are list on is category

1. Click on the Suppliers tab

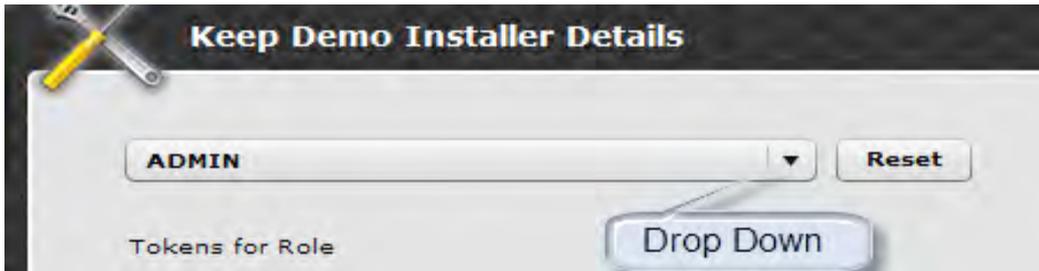


2. Click on the What Org Can Access option





3. Click on the drop down



4. Select the permissions and save

Users

This tab displays the details of all the active users within the organisation. Administrators are created during complex set-up, any users thereafter are manually created by the administrator

Adding User

1. Click on Users



2. Click on Add user



3. Complete the Information requested in the field

New User*

Account

User Name •

Active •

Password flagged for reset.

Person

First Name •

Last Name •

E-mail • john@serviceprovider.co.za

Land Line Number (011) 5005000 Extension

Fax Number (011) 5005000 Extension

Mobile Number • 0835005000



4. Click Save

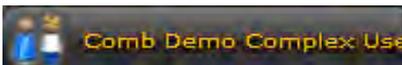


Deleting a User

1 Click on the **Users** Tab



2. Highlight the user to be deleted



3. Click on **Delete Account** top right



4. Click **Yes**

Setting User Permissions

Administrators can also grant certain permissions to any user.

1. Highlight the user



2. Click **Own Or Web Access**



3. Click the drop down and select desired permission.

4. Save settings



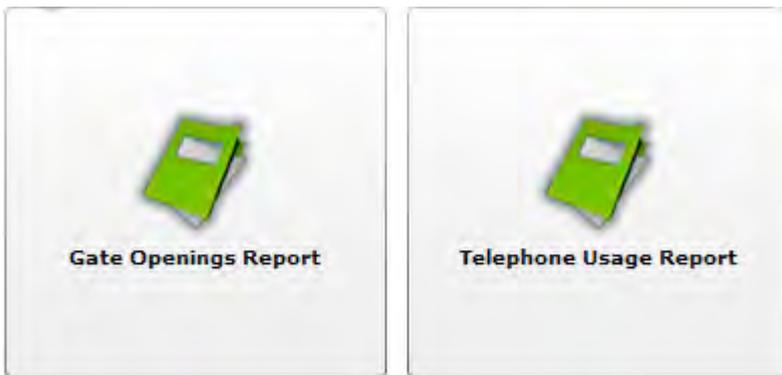
Logout

Once you have finished with your sessions please click on the logout button to exit your account.



For more information on our product and service please contact us on email info@comb-communications.com or visit www.comb-communications.com

SECTION 8



Reports

Telephone Usage Report

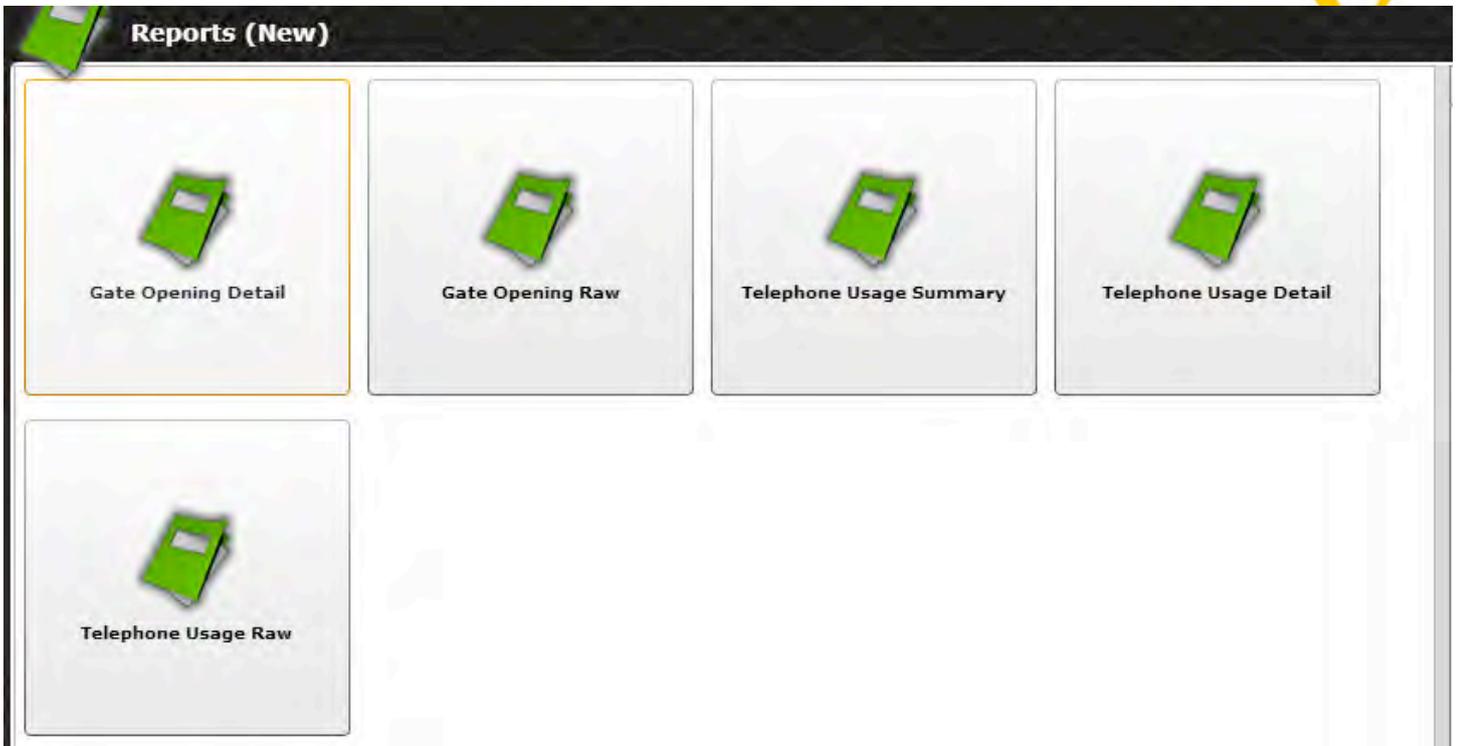
Provide a report of the intercom call usage, these figures are calculated in percentage, depending on the total cost per custom duration.

1. Click on organisation tab
2. Click on reports (left tab)
3. Select telephone usage report
4. Type cost as per itemised bill
5. Click get reports

Gate Access Report

Any activity that involves the gate being opened is reported here. Users can check what method(s) were used to open the gate, when and whether the gate was opened or not.

1. Click on the organisation tab
2. Click on reports (left Tab)
3. Click on gate access report



The same rules will apply on this page, with a slight change. This viewing gives a full page by opening a new tap on the side that gives option to select dates that a report is requested for. In a case were a telephone usage report is requested, users can enter the amount charged and select a date from and to, the page will provide a breakdown of the usage value.

Gate Opening Report

Gate Opening Detailed: Will provided a breakdown per event braking down each unit opening the gate with dates, times and method.

Gate Opening Raw: Provideds a raw view of this opening, laying out the even happening by date view. Showing date, time, unit and method.

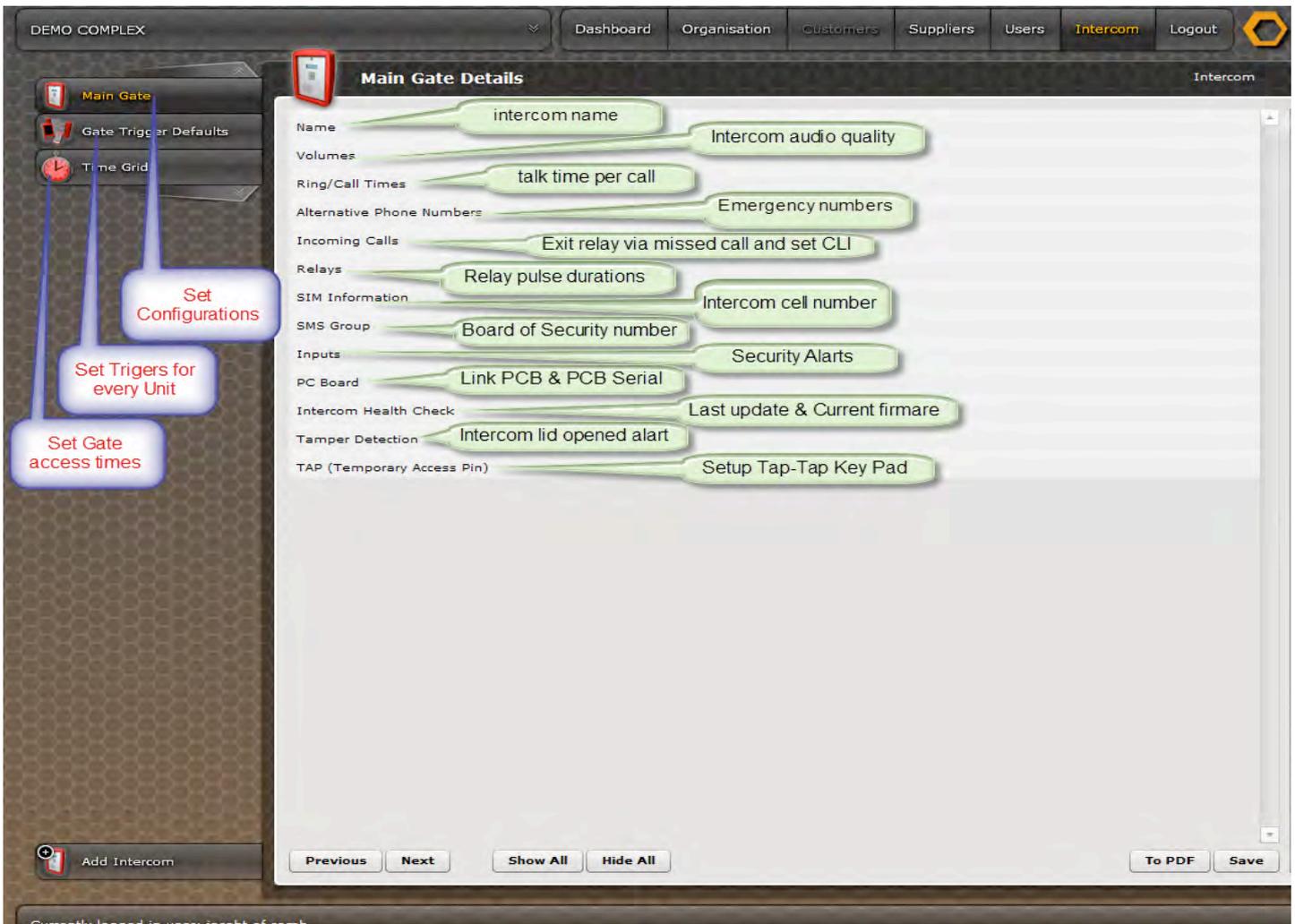
Telepone usage report

First before you start using this feature always make sure that a bill from the service provide has been sent in a form of an itermised bill. You will need to enter the total amount billed on the account on the sheet to get a proper breakdown of the usage per unit per call.

Telephone Usage Summary: Provides a straight breakdown of each usage perunit. Showing Unit, percentage used and amount.

Telephone Usage Detailed: Provides a breakdwn of spent done per unit and also showing how long each call took and what is the percentage in usage.

Telephone Usage Raw: This indicates a raw view of usage, this viewing shows each spent sort by date. Showing time spent percentage.



SECTION 9

Intercom

Intercom tab provides system settings and configurations. This section of the manual is mostly focused on installation companies. We will cover the technicality of the system things such as TAP, TRIGGERS, and TIME GRIDS etc.

Triggers

Triggers are a set of keys on your phone, remote and pin that are pressed to open the gate. Setting triggers are done in two ways, either you can program a trigger per unit or universal.

Linking A PCB to an Organisation

For every new set-up or upgrade a PCB has to be link to the organisation. This code is unique to all organisations and directs the intercom to the web account in order to update the intercom.

1. Click on the intercom tab





2. Click on PC Board(middle section)

PC Board

Serial Number

Reference

Link PC Board

Upgrade B1000

3. Click Link PC Board, type the Serial number and Link code

Link PCB

PCB Serial Number

PCB Link Code

Link PCB

Close

4. Click Link PCB & Save.

Save

Gate Trigger Defaults

Universal triggers are set on this tab, here you get to decide what you want the resident to press during the call to open the gate.

As default we have: Dual Time Multi Frequency (DTMF)		9 main Gate
		6 pedestrian Gate
Remote	Button 1 Main Gate	
	Button 2 Pedestrian	
Pins	Pin 1 Relay 1	
	Pin 2 Relay 2	

Relay 1		Pin 1	All Times	
Relay 2		Pin 2	All Times	
Relay 2		Button 2	All Times	
Relay 1		Button 1	All Times	
Relay 2		All Phones	DTMF 6	All Times
Relay 1		All Phones	DTMF 9	All Times



Adding a Gate trigger default

The MKII intercom system has 4 relays to operate 4 gates, hence we have provided options to add and delete triggers at will.

1. Click Gate Trigger Defaults



2. From the top menu select required trigger using the drop downs as indicated below.



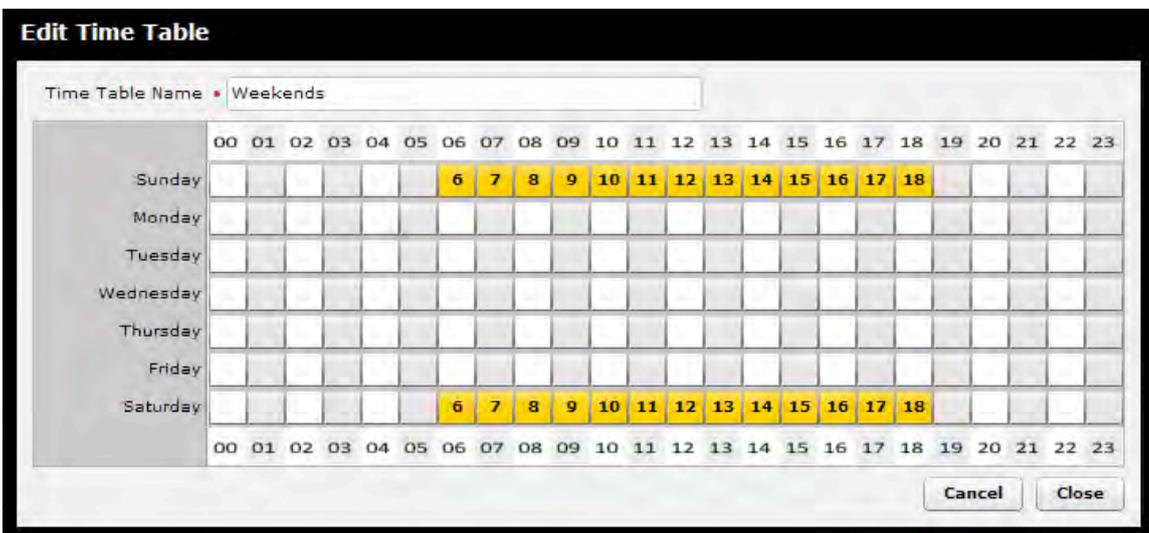
3. Click Add than Save



Time Grids

System timer, these are used on any function that can operate the gate, tenants residents or anyone who has access to the organisation can be granted access during certain times or days of the week.

Below is a typical example of weekend's time grids, this time grids only allow entry during weekends 6 AM to 6 PM. Yellow blocks indicates active and unmark blocks indicate inactive. Rows indicate days and colons indicate hours.





Setting a Time Grid

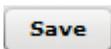
1. Click on **Gate Trigger defaults,**



2. Click the drop down on **All Times** to change & select required time,



3. Click on **Save.**



SECTION 10

How to Exit

Resident and visitors have different exit way. As default the exit relay has been set to 3, but any relay can be used for this feature. Depending on how the installation requirements are, there is 3 means of exit.

Listing all the exit features

1. **Remote**

2. **TAP and TAP-Ex Codes**

3. **Missed Call**

Remote: Simply program a button to operate relay 3.

Tap Tap: Request codes by SMS the amount of tabs to the cell phone number of the intercom e.g. SMS **Tab5** to the cell phone number of the intercom.

Tap-ex: Activate the feature and every time a relay is latched via a Phone call, the resident gets an SMS containing a single exit code for the visitor.



Missed call: Give the intercom a missed call(enable CLIP On the intercom and sim card)

TAP TAP

Temporary access code, these codes can be requested on a daily bases. There are two sets of codes, entry codes and exit codes. These codes are 5 digits long and only work until 12 midnight.

To request for codes users have to SMS the amount of codes to the cell phone number of the intercom.

E.g. SMS "Tap5" to the mobile number of the intercom.

The intercom will respond with the message containing one code for entry and one code exit, that will work 5times for entry and 5 times for exit.

Setting up Tap Tap

1. Click the Intercom Tap,



2. Click on Tap(Temporary Access Pin),

TAP (Temporary Access Pin)

TAP (Temporary Access Pin) is currently only available on M111 systems with firmware version 3.2.8 and higher.

Tick to activate

TAP Enabled

Incoming relay Incoming TAP relay Relay 1

Outgoing relay Incoming TAP Time Grid All Times

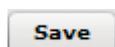
Outgoing TAP relay Relay 3

Outgoing TAP Time Grid All Times

Max no of PINS per unit

Maximum TAP 100

3. Click Save.





Setting TAP-EX

Tap-Ex operates the out going tap relay. Every time a resident gets a visitor the intercom has the ability to send the resident an exit code. Users have to enable the feature online.

Enabling TAP-EX feature

1. Click on Intercom Tab,



2. Click on Tap (Temporary Access Pin),

3. Enable by ticking the box,

4. Click on the Save button.



SECTION 11

Welcome Message

Users have the ability to programme a welcome message on the LCD of the intercom. Here is how you can obtain this feature.

1. Click on the Intercom tab,





2. Click Name and start typing the message,

Main Gate Details

Click Here

Name

Name • Main Gate

Screen 1 Message 1 Welcome

Screen 1 Message 2 DEMO COMPLEX

Screen 2 Message 1 Please enter

Screen 2 Message 2 residents code

Type welcome message

3. Click on Save.



Volumes

Controlling the quality of your audio is managed here, users can minimize and maximize audio on this section.



RING/CALL TIMES

Users have the ability to select the duration that suits their needs during calls, before and after the gate is triggered in seconds

Ring/Call Times

Click to select

Outgoing Talk Time 45 (seconds)

Incoming Talk Time 60 (seconds)

Outgoing Ring Time 45 (seconds)

Talk Time After Gate Trigger 10 (seconds)

Alternative Phone Number

Staying in touch with your security or emergency services is also possible and has been set with no time limit per call. There are five options so each number is dialed as follow;

Dial **001 for option 1 set to 10111

Dial **002 for option 2 set to 10177

Dial **003 for option 3 set to 112

Dial **004 for option 4 set to 0827654321

Dial **005 for option 5 set to 0860103089



Incoming Calls

Miss call the intercom otherwise known as buzz the intercom. There are two features here whether you want to call the guard or you want to open the gate yourself.

Call Action

Latch relay means opening the gate using the miss call action.

Answer call means call the guard to alert of any action needed from the tenant.(please increase the incoming talk time.

Relays To Pules

Which relay should the miss call latch?

Caller Line Identification

Otherwise known as CLIP or CLI, means only users listed on the complex telephone list can open the gate using the miss call feature.

Incoming Calls

Call Action: **Latch Relay** (Drop to select action)

Relay to Pulse: **3** (Selec Relay to latch)

Caller Line Identification: **Yes**

Relays

Set pulse times per relay depending on delays per gate needed. Here is a typical example of a default pulse time here relay 3 is set longer due to exit delay period.

Name	Type	Pulse Time (s)
Relay 1	Vehicle Gate	0.5
Relay 2	Pedestrain Gate	0.5
Relay 3	Vehicle Gate	300
Relay 4	Other	0

Callouts: Relay Name, Gate selected, Delay Times

Sim Information

In order to update the intercom number via the web, users must enter the intercom mobile number on voice number.

Inputs

Sending a signal to the intercom or a pulse is possible, users have the ability to send group, single alert SMS's and to pulse a relay(trigger an alarm).



Group SMS

In an event of a break-in and there was a cut in any circuit, the intercom can send an alert via SMS to anybody in charge of security automatically. First the group has to be created under the SMS Group field and set on inputs.

Programming a Group SMS

1. Click on **SMS Group** add the numbers that should get an SMS.

2. Click **Save**.

Programming Inputs to send SMS

1. Click on **Input**.

2. Select the type of action that the input must execute and what message to send.

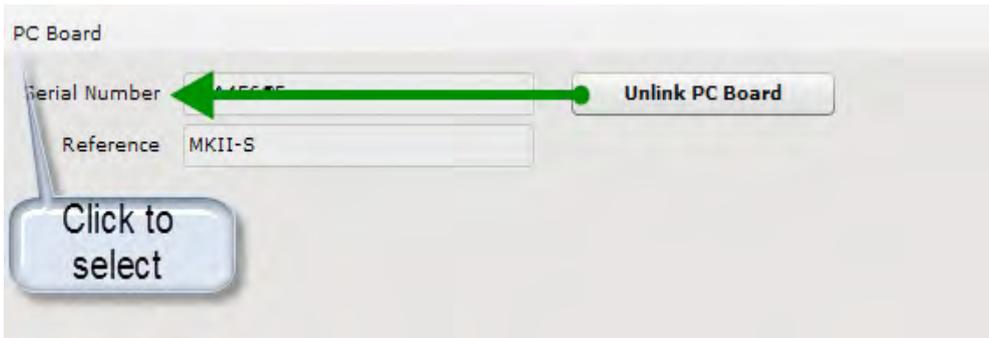
PC Board

Here users can see the currently installed PC board number and its reference. Users also have the ability to link an unlink PC board from this window. To get these codes you would have to dial the following command from the intercom.

LINK CODE DIAL : *#0015



SERIAL NUMBER : *#0008



Intercom Health Check

Users can see the currently running firmware version and the intercom last connection date.

TAP (Temporary Access PIN)

For all preapproved visitors, residents are now able to request pin codes via SMS called **Tap-Tap**. Added on to the product is an automatic pin code that is generated every time the gate is opened which is called **Tap-ex**.

Below are the steps to follow before using the function(s)

Login>Click Intercom Tab> Click Tap (Temporary Access Tap)

Tap Enabled : To enable Tap-Tap

Incoming Tap Relay : Select the relay you want latched for entry

Incoming Tap Time Grid : When do you want the gate to allow entry?

Outgoing Tap Relay : Which relay is used for exit?

Outgoing Tap Time Grid : When do users allow exit via tap codes

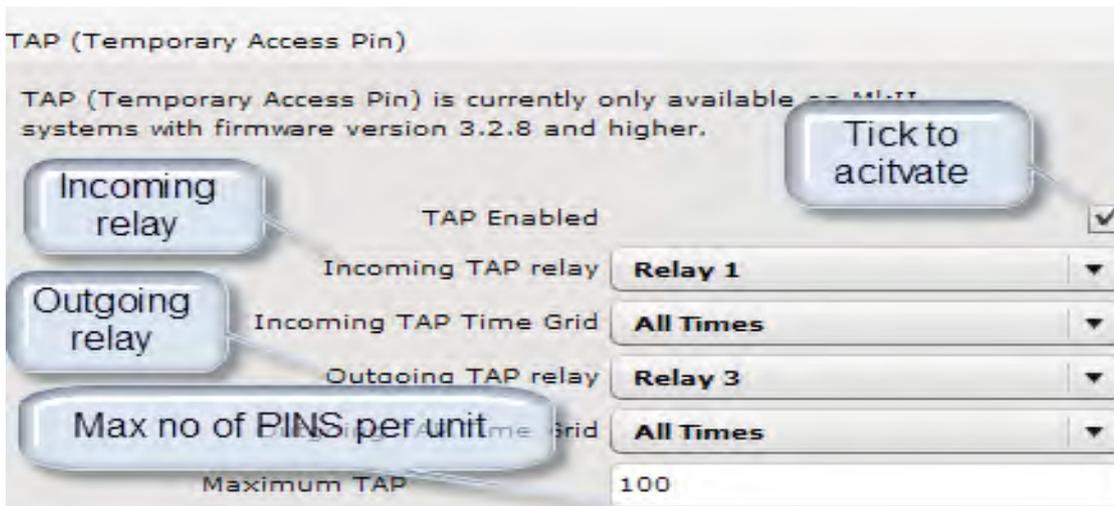
Maximum Tap : How many taps per unit daily

Enable Exit Tap (Tap-Ex) : Code sent for every visitor

Send Tap when this relay : Automatically detects the latched relay and send Code

Once done the page should like the below,

Always remember you can have Tap-Tap active without Tap-ex or visa verse. Whenever Tap-ex is enabled you will need to select the **outgoing relay**.



Amounts of TAP key Pad per system supported

The intercom system supports up to 2 Tap Tap Key pads within 25 Meters with a direct power source from the intercom tap connector.

Requesting a Tap Code

SMS the word Tap(n) (with or without spaces not case sensitive) to the cell phone number of the intercom. Normal SMS rates will apply depending on your tariff plan.

The sms will come back as following **E.g. SMS Tap 5 to the intercom number 0811111111**

Intercom Reply

Temporary pin for Entry is 12345 and Exit is 54321. Valid for 5 tries.

Receiving a Tap-ex Code

Once the feature is activated online. When you open for the visitor in this case being via relay 1 an automatic SMS will be sent to the resident to give to his/her visitor.

Intercom Reply

Temporary pin for Exit is 54321, Valid for single exit.

Cancelling a Tap Code

Simply SMS the word Tap cancel to the cellphone number of the intercom. The system will respond with a confirmation SMS.

Tap Board Wire Configuration

Intercom TAP Board	TAP TAP Key PAD
• Positive	+ Positive
• Negative	- Negative
FRX	FRX
CH2	CH2

SECTION 12

BT LOADER AND NOVA LOADER



BT Loader Manual
Installation

Comb 
Communications

Giving you Access and Control

comb-communications.com



Introduction

The BT Loader is a Bluetooth device dongle which should be installed on your phone or computer. This device comes as a replacement of what used to be called a Nova Loader or Nova Loader dongle as most clients would call it. This device provides convenience for capturing remotes on your phone via **Bluetooth** and on a computer using the **Nova loader** application.

Device is hands free and can last longer without being charged, comes with a USB cable and drivers are downloaded from the website in the link below. This device makes capturing remotes with ease, as long as you have the dongle and your phone that's it.

N.B Only currently available for Android Phones, not any other phones with different Operating systems applications.

Installation process

First download the application(s) on <http://www.comb-communications.com> (Ctrl-click to follow link). Download drivers for your computer.

LOADING REMOTES BT & NOVA LOADER

Loading remote has never been made any easier. Get a BT Loader dongle, install the BT Loader app (Phone app) and install the Nova Loader (Windows app).

BT Loader app can be used in the following devices

2. Android smart phones

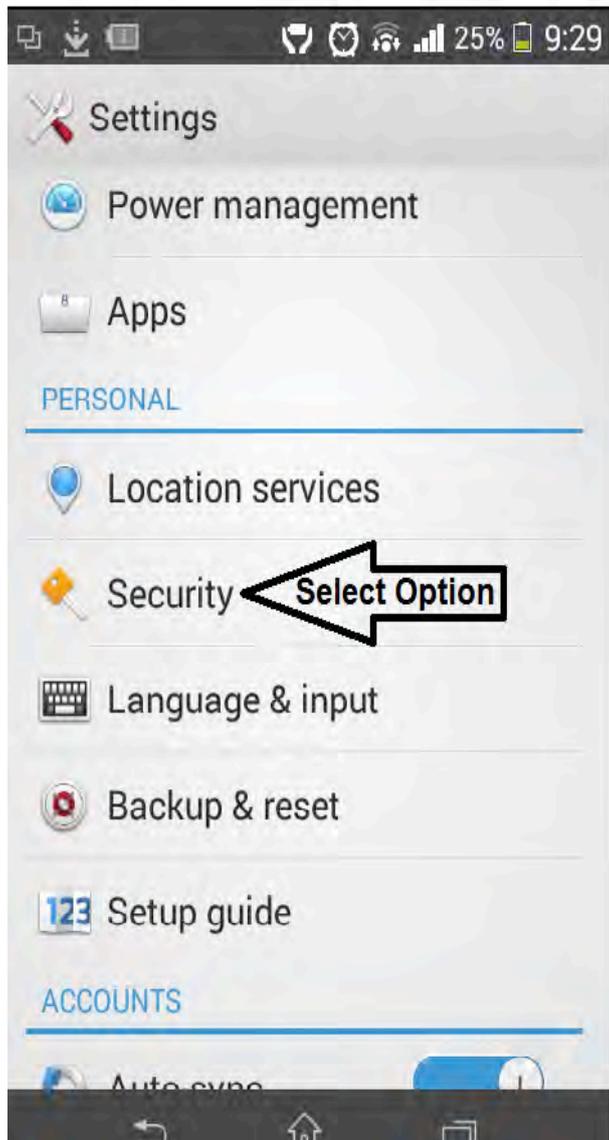
3. Microsoft Windows XP, Vista, 7 (any higher windows requires the PC app to be ran in compatibility mood). Comb Nova Loader link



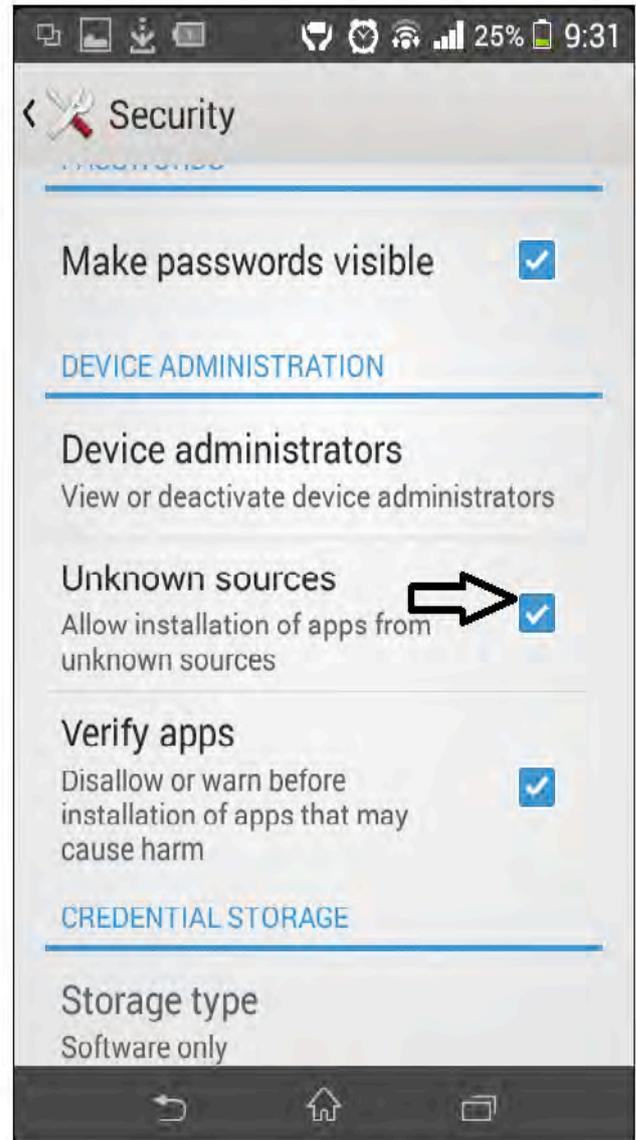
Phone Set-up

First you need to pair the devices, the phone and the dongle.

Go under security to allow Unknown Sources.



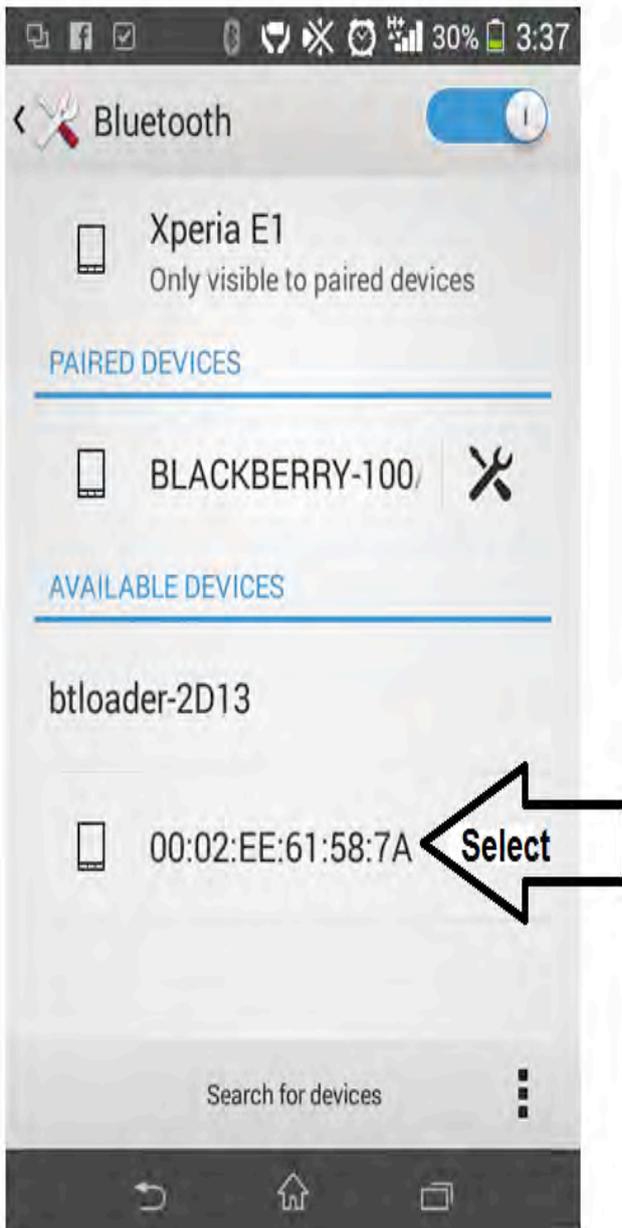
Tick unknown sources box and go install app.



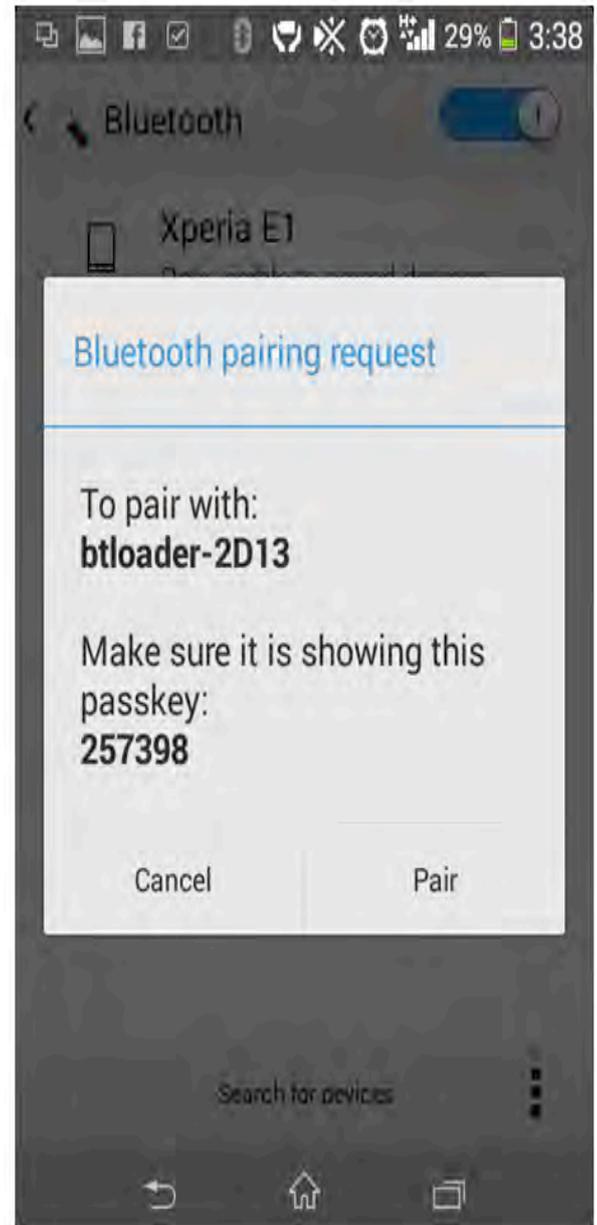


The app is not currently on the google play therefore not unknown on the store as yet hence users need to enable this facility in order to allow installation.

Search using bluetooth settings



Select pair



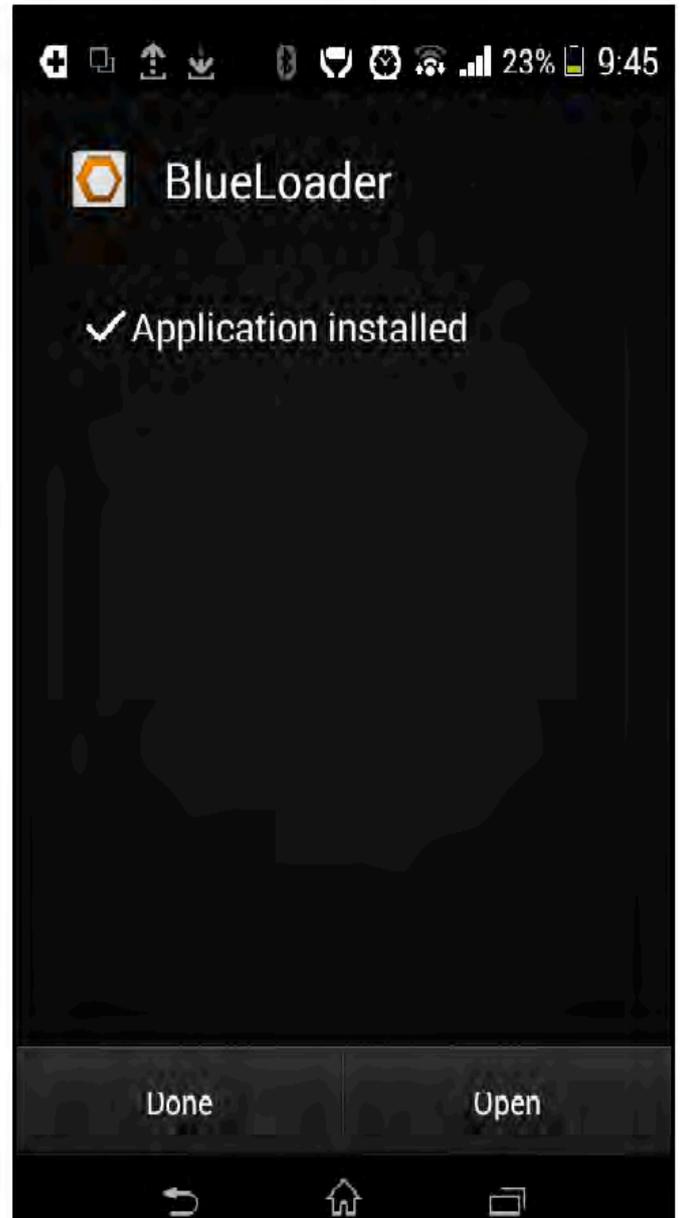
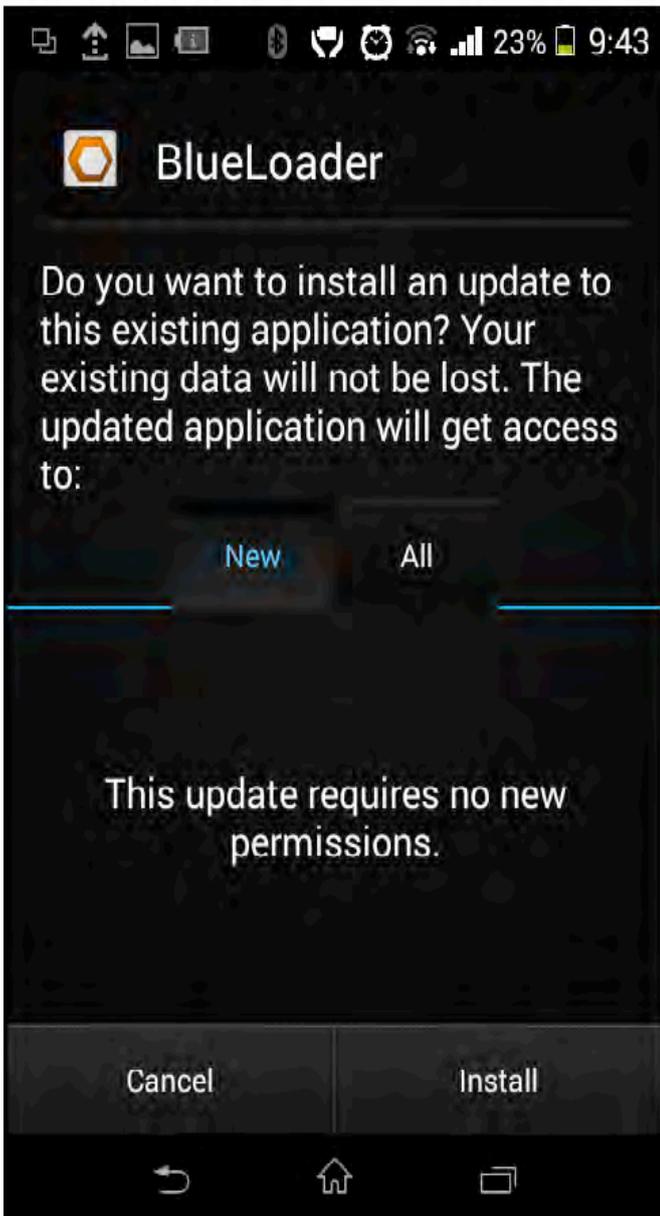
Pairing the device will allow the phone and the BT Loader to communicate and send data from the remote to the BT loader dongle to your phone.

NB, Should you have more than 1 BT loader dongle linked to your phone, please unlink the old one and only work on the new one. This will help avoid any confusion with regards to the devices.



Locate app on the phone and select icon to start installation once app is downloaded

Open app to access login screen

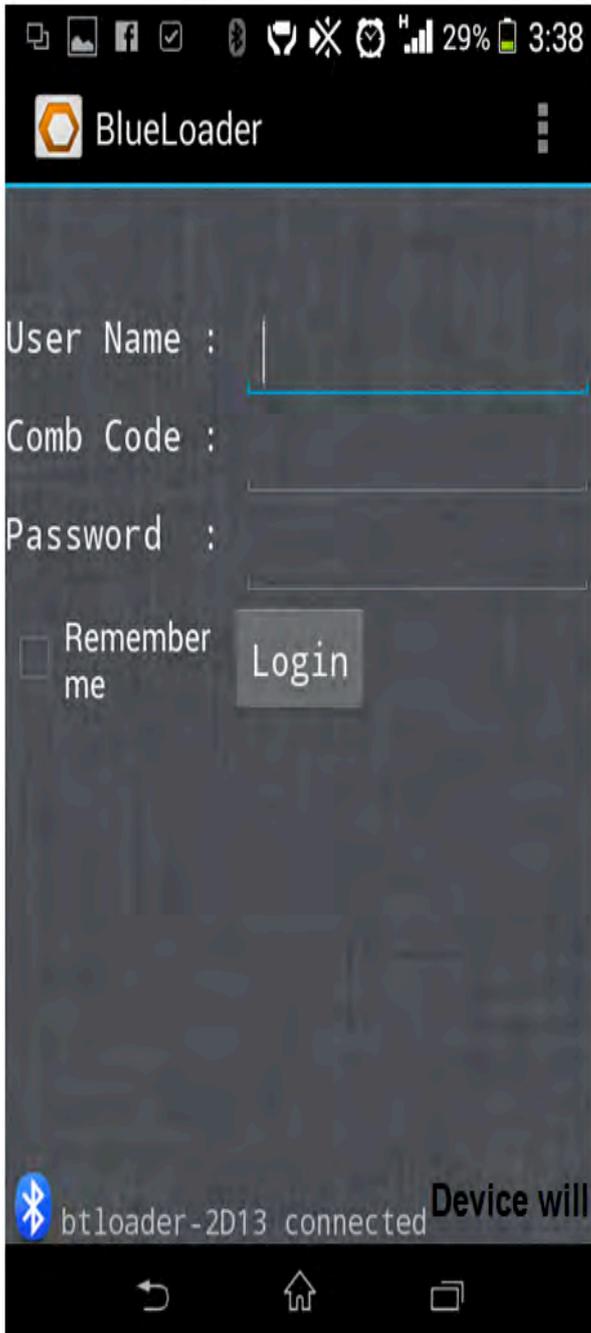


Installation should be relatively simply, after installation most phones will store the app under My Files folder on the menu screen>Downloaded apps.

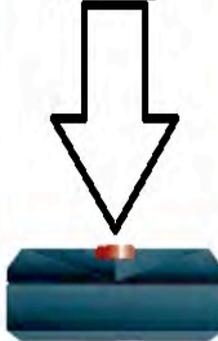
Tap on the Comb Icon folder to open the app the next screen will appear.



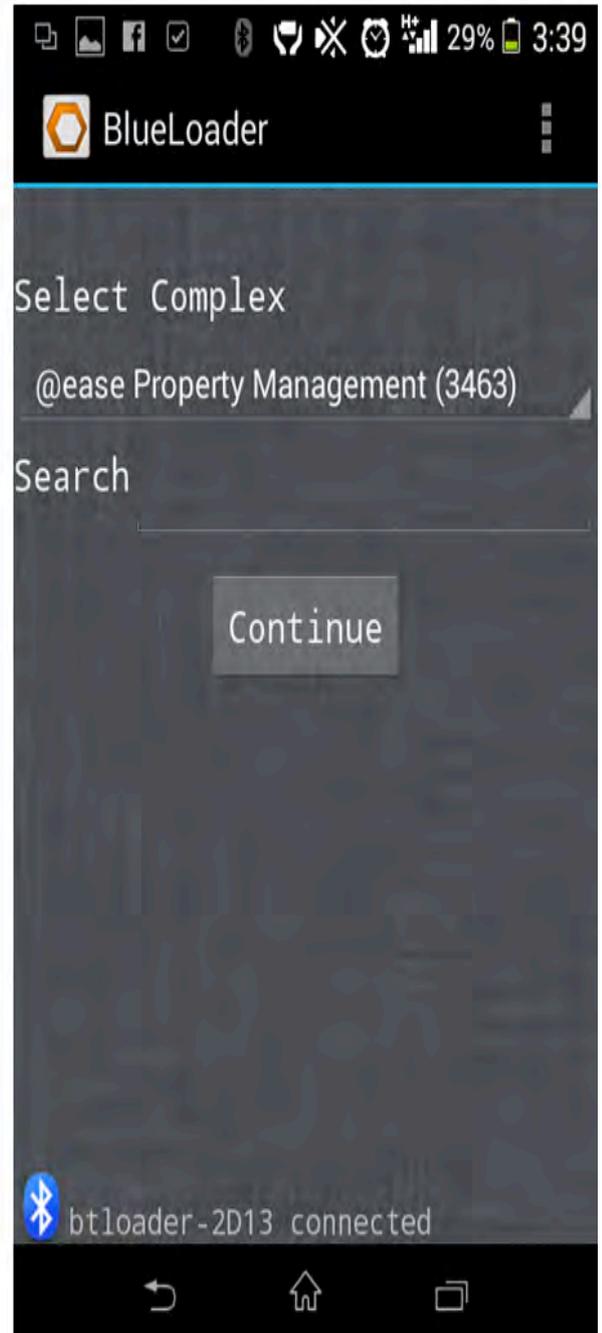
Once app is installed Login.



LED remains flashing



Select complex from drop down.



Log in using current username, comb code and password from the one used to log into the complex via client.comb-communications.com

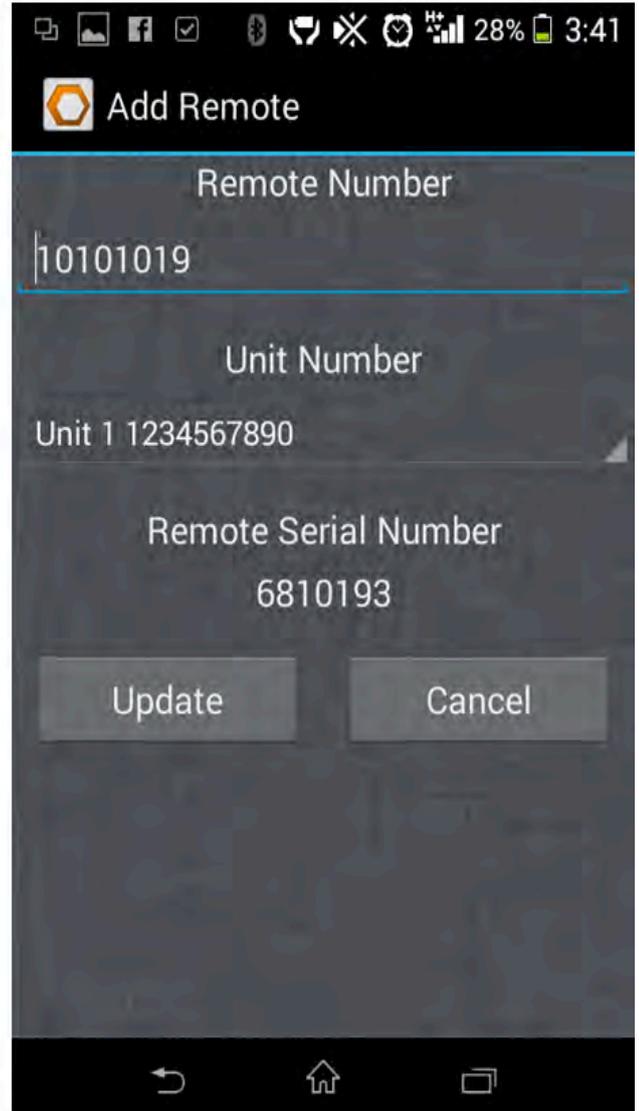
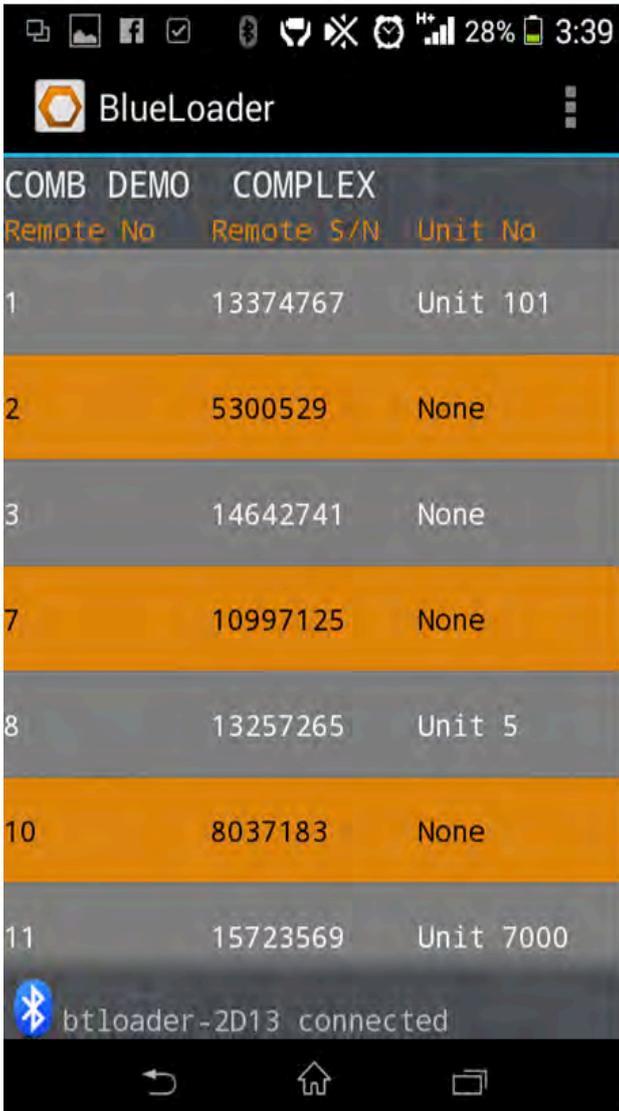
Ensure that at the bottom of the screen it shows connected and the BT loader is on, this indicates that the phone Bluetooth is currently connected to the BT Loader dongle.



Push your remote button



Type the remote number and allocate remote to Unit Number.



Screen shot 1 show the current remotes, allocated and not allocated (none). To allocate a remote all that's needed is to push a remote and screen shot 2 will populate.

This window you need to allocate a remote number and assign the remote to a unit. Eg for unit number 1 remote number will be 101, if 5 remotes on unit number 1 that means that remote 5 on unit 1 will be given remote number 105.

Tap update at the bottom to allocate a remote, SMS the word *update* to the *cellphone number of the intercom* (*#0003) and tests the remote after the intercom has successfully updated.



Computer installation process

2. After connecting your cable check which port the Bluetooth device is linked to



3. Nova Loader Login screen



To download the nova loader software please go to [Nova Loader Hyperlink](#) (Ctrl-Click)

Connect the BT loader USB cable to the dongle and computer.

Notice the exclamation mark **USB Serial Device (COM11)** on the device manager, this means that the drivers are not installed as yet, to install the drivers go to link <http://www.comb-communications.com> and download and install the drivers.

For 32bit Operating System install file name: dpinst_x86.exe

For 64bit Operating System install file name: dpinst_amd64.exe

Plug the dongle out of your computer, restart your computer and then plug the dongle in and the reading must change to **STMICROELECTRONICS Virtual COM Port (COM11)** , this would simply mean that the drivers are installed and program is ready. Notice that its currently linked to Com Port 11



Once the Nova loader application is installed, open it and use the website login details.

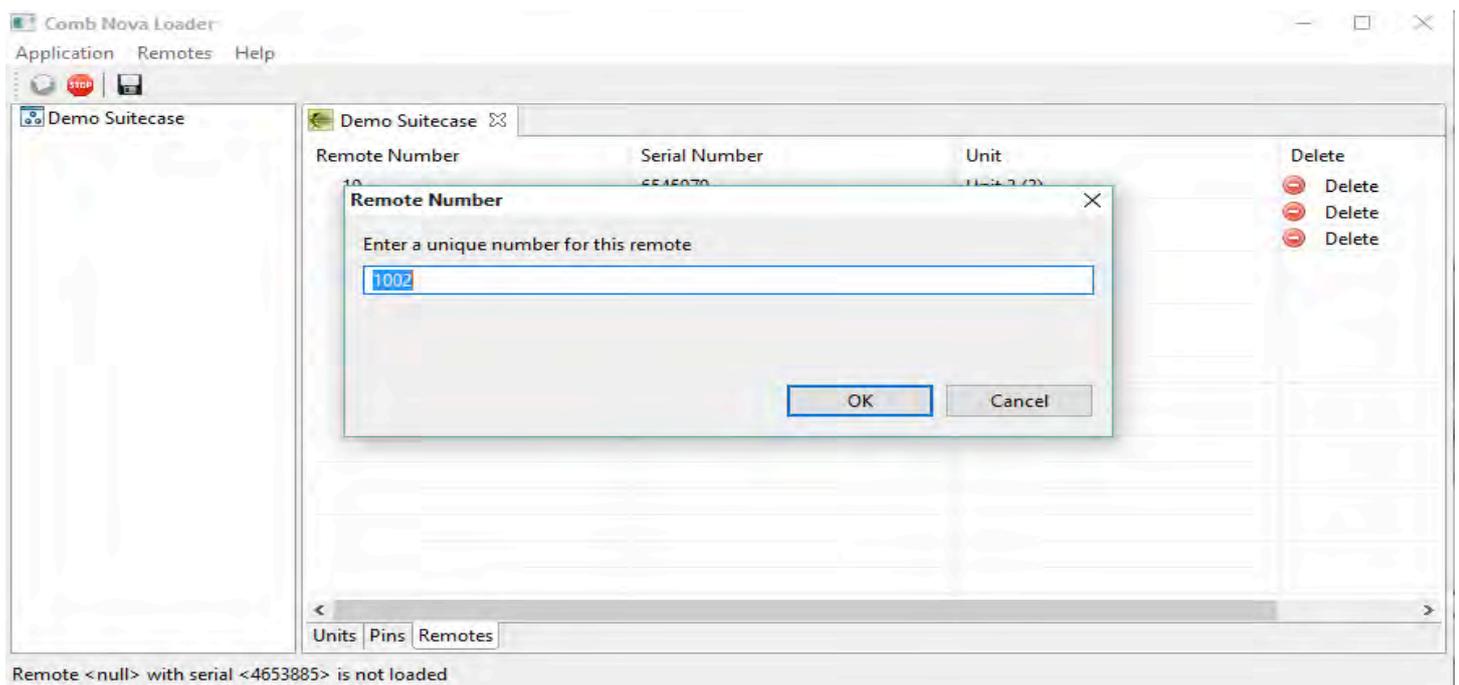
Click play and push a remote

Before you start capturing the remote make sure that your Nova Loader is picking up the comb port. To check that please follow these simple steps.

Click> Application> Preferences> Select correct Com Port> Click Apply and OK.

This window you need to allocate a remote number and assign the remote to a unit. Eg for unit number 1 remote number will be 101, if 5 remotes on unit one that means that remote 5 on unit 1 will be given remote number 105.

Tap update at the bottom to allocate a remote, SMS the word *update* to the *cellphone number of the intercom* (*#0003)and tests the remote after the intercom has successfully updated.





GLOSSARY

Comb Code:

Organisation Code used to identify a user within a specific Organisation, for example: Comb Communications would be COMB

Comb Cash:

For sending SMS's you need to purchase these are this cash loaded on your complex and

Dashboard:

A dashboard is a user interface that, somewhat resembling an automobile's dashboard, organizes and presents information in a way that is easy to read

Trigger DEFAULTS:

A list of factory settings that are used to open the gate when receiving signals from remotes, pins or calls

Organisation:

The persons (or committees or departments etc.) who make up a body for the purpose of administering something.

Remote controls:

Device that can be used to control a machine or apparatus from a distance.

INDIVIDUAL unit:

Within an Organisation an INDIVIDUAL unit would represent a house/stand or flat.

Time Grids:

Is a table that contains 7 days of the week with 1 hour intervals.

Cost

Amount charged by the Service provider for your contract or prepaid sim card

Tap

Temporary access Code, temporary codes sent from the intercom on request for preapproved visitors

Tap-Ex

Temporary exit Code, automatic sms's sent from the intercom when relay 1 is latched.

Annual fee

Web licence fee that is charged yearly, 15 units and less is free.