Installation/Owner’s Manual

Model 1802 & 1802EPD
Telephone Entry System

Use this manual for circuit board 1862-010 Revision P or higher.

1802-065-N-11-17

Control a main entry point plus an additional entry point.

Date Installed: ________________________________

Installer/Company Name: __________________________

Phone Number: ____________________________

Circuit Board Serial Number and Revision Letter: ____________________________

Leave Manual with Owner

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### QUICK GUIDE: Terminal Descriptions

**Located in the upper left corner of circuit board.**

**Switch Input 2 Terminal**  
**Non-Removable**  
A closure between these terminals will cause Relay 2 to activate for the programmed strike time or dial a preprogrammed phone number (see section 3.1.7).

#### Main Terminal

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<tr>
<td>CGND</td>
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</tr>
<tr>
<td>PSW</td>
<td>16 VAC Input Power</td>
</tr>
<tr>
<td>MICG</td>
<td>Microphone ground Input (White Wire)</td>
</tr>
<tr>
<td>MIC</td>
<td>Microphone input (Green Wire)</td>
</tr>
<tr>
<td>SPKR</td>
<td>Speaker Output (Purple Wire)</td>
</tr>
<tr>
<td>COM</td>
<td>Common for Switch Input 1 terminal #4, speaker, Back-Up Battery NEGATIVE (12 VDC)</td>
</tr>
<tr>
<td>BAT</td>
<td>Back-up Battery POSITIVE (12 VDC) (connect negative to terminal 8)</td>
</tr>
<tr>
<td>C</td>
<td>Relay 1 Normally Closed – 30 Volt, 3 Amp max.</td>
</tr>
<tr>
<td>NC</td>
<td>Relay 1 Normally Open – 30 Volt, 3 Amp max.</td>
</tr>
<tr>
<td>NO</td>
<td>Common for Switch Input 1 terminal #4, speaker, Back-Up Battery NEGATIVE (12 VDC)</td>
</tr>
<tr>
<td>16AC</td>
<td>16 VAC Input Power</td>
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**Switch Input 1 Terminal**  
**Non-Removable**  
A closure between terminals 4 and 8 will cause Relay 1 to activate for the programmed strike time or dial a preprogrammed phone number – see section 3.1.7.

**Relay 2 Terminal**  
**Non-Removable**  
Normally Open – 30 Volt, 3 Amp max.  
Normally Closed – 30 Volt, 3 Amp max.  
Common – 30 Volt, 3 Amp max.

See page 15 for terminal wiring.
# Overview for System Programming

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Relay 2= 01 (1 sec) |
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| Talk Time                      | 20     | 3.1.5   | • 08    | 060 (60 sec)   |
| Tone Open Numbers              | 21     | 3.1.6   | • 05    | 1 (hang-up)    |
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Relay 1= 9  
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**Features**

- 1802EPD has a built-in **Electronic Programmable** Directory using a 16-character LCD display.
- 1802EPD has **A** and **Z** scroll buttons and a big **CALL** button to simplify use.
- 1802 default provides service for up to **600 residents** but can be reprogrammed to provide service for up to **1000 residents**.
- 1802EPD provides service for up to **100 residents**.
- 1802 and 1802EPD are programmed from the front keypad.
- 1802 and 1802EPD can be programmed remotely using a touch-tone telephone.
- 1802 and 1802EPD can communicate with a touch-tone phone **WIRELESSLY** using a Wireless Adapter Kit sold separately.
- System keypad will emit DTMF tones after a call is answered allowing the system to be used with auto-attendants, answering machines, etc.
- Directory codes can be set from 1 to 4 digits in length and can be randomly assigned.
- Up to 16-digit phone number dialing with optional pauses between digits when necessary.
- Two internal relays allow the system to control a main entry point plus an additional entry point.
- Built in time clock provides hold open time zones, entry code time zones and “Flash” entry codes.
- 5-digit entry codes available for special needs.
- 2 programmable switch inputs can be set to activate a relay or dial a preprogrammed phone number.

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**Included with the system is an extra random keyed cabinet lock. If desired, for added security against unauthorized entry into the system, the standard lock may be replaced with the random lock.**

**Note:** DoorKing cannot replace this specific lock or keys if lost.

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NOT used for Factory Set 16-Digit Phone Number Programming

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## RESIDENT INSTRUCTIONS
Important Notices

FCC – United States
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 and Regulations. 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.
FCC Registration Number: DUF6VT-12874-OT-T

DOC - Canada
The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user’s satisfaction.
Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable means of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.
Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.
Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.
CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.
DOC Registration Number: 1736 4528 A

Notice:
The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the load numbers of all the devices does not exceed 100.

Notice:
DoorKing does not provide a power transformer on units sold outside of the United States. Use only transformers that are listed by a recognized testing laboratory to power the telephone entry system. An Inherently Protected Transformer must be used to power this device. 1802 and 1802EPD systems require a 16.5-volt, 20 VA transformer.

Listing:
This product has been tested to and found to be in compliance with the UL 294 Safety Standard by Intertek Testing Services NA Inc. (a Nationally Recognized Testing Laboratory) and is ETL listed.
General Information

- Prior to beginning the installation of the telephone entry system, we suggest that you become familiar with the instructions, illustrations, and wiring guidelines in this manual. This will help ensure that you installation is performed in an efficient and professional manner.
- The proper installation of the telephone entry panel is an extremely important and integral part of the overall access control system. Check all local building ordinances and building codes prior to installing this system. Be sure your installation is in compliance with local codes.
- When used to control a door or pedestrian gate, try to locate the telephone entry system as near as possible to the entry point. The unit should be mounted on a rigid wall to prevent excessive shock and vibration from closing doors or gates. Continuous vibration and shock from slamming doors or spring-loaded pedestrian gates will damage the circuit board. Under no circumstances should the unit be mounted directly to a moving door or gate.
- ADA mounting requirements for door control (Ref: ICC/ANSI A117.1-2009). The requirements below apply ONLY when the telephone entry system is being used to control entry through a PUBLIC DOOR ONLY. If this system is used to control entry through a vehicular gate or private entrance, the dimensions noted below do not apply.

1. **Unobstructed Forward Reach.** Where a clear floor or ground space allows only a forward approach to an object and is unobstructed, mounting height shall be a minimum of 15 inches (381 mm), and a maximum of 48 inches (1.22 m), above the floor or ground to the operable controls.

2. **Obstructed High Forward Reach.** If the high forward reach is over an obstruction, reach and clearances shall be as shown. NOTE: If the height of a control is 48” maximum, then the length of the obstruction must be 20” or less. If the height of a control is 44” maximum, then the length of the obstruction may be increased to 25” or less.

3. **Unobstructed Side Reach.** Where a clear floor or ground space allows a parallel approach to an object and the side reach is unobstructed, and the edge of the clear floor space is 10 inches (255 mm) maximum from the object, mounting height shall be a minimum of 15 inches (380 mm), and a maximum of 48 inches (1.22 m), above the floor or ground to the operable controls.

4. **Obstructed High Side Reach.** If the side reach is over an obstruction 10 inches or less, mounting height shall be a maximum of 48 inches (1.21 m) above the floor or ground to the operable controls. If the side reach is over an obstruction greater than 10 inches, but less than 24 inches, mounting height shall be a maximum of 46 inches (1.17 m) above the floor or ground to the operable controls.

- When used to control a vehicular gate with an automatic gate operator, the telephone entry system must be mounted a minimum of six (6) feet away from the gate and gate operator, or in such a way that a person cannot operate the entry system and/or touch the gate or gate operator at the same time.
- Be sure that the system is installed so that it is not directly in the traffic lane. Goose neck mounting post and kiosks work well for these type systems. When planning where to locate the system, take into consideration traffic lane layouts, turn around lanes for rejected access, conduit runs, power availability, etc.
- Environmental factors must also be taken into account. Surface mount units are designed for direct outdoor installations, however it is preferable to protect them from direct exposure to driven rain or snow whenever possible. Flush mount units must be protected from direct exposure to the elements.
- This telephone entry system contains a number of static sensitive components that can be damaged or destroyed by static discharges during installation or use. Discharge any static prior to removing the circuit board from the lobby panel by touching a proper ground device.
- Instruct the end user to read and follow these instructions. Instruct the end user to never let children play with or operate any access control device. This Owner’s Manual is the property of the end user and must be left with them when installation is complete.
SECTION 1 - INSTALLATION

Prior to installing the telephone entry system, we suggest that you become familiar with the instructions, illustrations, and wiring guidelines in this manual. This will help ensure that your installation is performed in an efficient and professional manner.

Order your telephone line to be installed at least two weeks prior to the planned telephone entry system installation date. This will assure that a phone line is available when the unit is installed. The telephone company will require the following information from you:

- **Type:** Touch Tone, Loop Start
- **Ringer Equivalence:** 0.0 A
- **Jack Type:** RJ11C
- **FCC Registration (US):** DUF6VT-12874-OT-T
- **DOC (Canada):** 1736 4528 A
- **Electrical Listing:** Complies with UL 294 - ETL Listed

**Caller ID:** You may want to order caller ID blocking from the telephone company for the entry system phone line. Without caller ID blocking, residents with the proper phone equipment WILL BE ABLE to identify the telephone number that the telephone entry system is installed on. This may or MAY NOT be desirable.

**Call Waiting:** Residents may order call waiting from their local telephone company AFTER the system has been installed. They can avoid missing calls coming from the telephone entry system while they are using their phone (No busy signal).

### 1.1 General Installation

There are 2 different styles of the 1802 telephone entry system (Surface and Flush mounts), and different ways to mount them (On a wall, in a wall, attached to architectural style post, kiosk, etc). Models will ALL need a telephone line, power and communication wires run to them in conduit or inside a architectural style post. Feed all of the wires through the back or bottom of the entry system using the existing knock-outs provided in the enclosures. DO NOT make any new holes in the enclosure to feed wires through. Keep ALL the entry system’s wires away from any existing high voltage power wires a minimum of 6" to help prevent any noise and hum pickup in the system’s phone line. The system MUST also be properly grounded to function correctly.

**WARNING** If this telephone entry system is used to control a vehicular gate with an automatic gate operator, the telephone entry system must be mounted a minimum of six (6) feet away from the gate and gate operator, or in such a way that the user cannot come into contact with the gate or gate operator when using this entry system.

The telephone entry system contains static sensitive components that can be damaged or destroyed by static discharges during installation. **Discharge any static prior to removing the circuit board by touching a proper ground device. GREAT care must be taken after removing the components from the enclosure to protect them throughout the installation. Carelessness on your part is NOT covered under warranty.**

Make sure ALL dirt, metal or wood debris is removed from inside the enclosure after mounting it. A thorough cleaning of the enclosure is needed before re-installing the components back into the system and wiring it. Any debris left inside could damage the control board and cause the telephone entry system to malfunction during operation.

Included with the system is an extra random keyed cabinet lock. If desired, for added security against unauthorized entry into the system, the standard lock may be replaced with the random lock. Note: DoorKing cannot replace this specific lock or keys if lost.
1.1.1 Remove Components from Enclosure

There are 2 different models of the 1802 telephone entry system - Standard 1802 and 1802EPD which has an electronic programmable directory with scroll buttons.

1. Disconnect the keypad ribbon cable from the circuit board. Disconnect the scroll buttons cable from the circuit board of the 1802EPD (not shown).

2. Remove the screw from the top of the circuit board.

3. **GENTLY** remove the circuit board by pulling it out of the main terminal.

4. Remove the two screws from the main terminal and remove the ground wire locknut.

5. Remove two locknuts from the faceplate hinge (Surface mount and Flush mount).

6. Remove the faceplate, main terminal (still wired), store them in a Safe Place until they need to be re-installed.
1.1.2 Install Enclosure

There are 2 different styles of the 1802 telephone entry system - surface and flush mount. The illustrations below show typical installations but specific installations can vary from this.

1. Mount the enclosure using the mounting holes provided in the corners (see sections 1.2 and 1.3 for your chosen model dimensions). Be sure that mounting screws or nuts (Not supplied) do not protrude into the enclosure where they could cause a short on the back of the circuit board. Make any necessary conduit connections through the back or bottom of the enclosure using the existing conduit knock-outs. DO NOT make any new conduit holes in the enclosure.

2. Route all wiring through conduit or mounting post (not supplied) into enclosure.

3. Clean out the enclosure. Make sure that all dirt, metal and/or wood debris is removed.

4. Re-install components back into the enclosure (Reverse section 1.1.1 steps on previous page). Use the wiring schematics in the back of this manual to help re-install the components if necessary. DO NOT apply any power at this time.

Mount to a Mounting Post

There are different styles of DoorKing mounting posts. All mounting posts need the adapter plate to mount the 1802. Surface mount models ONLY.

Mount ON a Surface

(See section 1.2).

Mount IN a Surface

(See section 1.3).

Examples of conduit runs that may be used, depending on how you choose to run the wiring. Some installations will allow the conduit to be run outside the wall and connect to the bottom of the enclosure but this is generally NOT recommended.
1.2 Surface Mount Dimensions

Surface mount units can be mounted directly to a wall, pilaster, post mounted using a DoorKing Adapter Plate (P/N 1802-111) with DoorKing mounting posts (P/N 1200-036, 1200-045, 1200-0046 and 1200-049). Be sure the unit is mounted securely and is not subject to vibration from closing doors or gates.
1.3 Flush Mount Dimensions

Flush mount units get installed into a wall/kiosk and can be mounted outside exposed to the weather. It is preferred that they have limited direct exposure to the weather. We suggest that when they are mounted outdoors, it is in a protected area, such as a lighted-covered kiosk for example. DoorKing offers a self-standing kiosk for the flush mount unit ideal for walk-up pedestrian applications (P/N 1200-160). Be sure the unit is mounted securely and is not subject to vibration from closing doors or gates.

The flush mount installation has two parts; the rough-in box and the flush mount housing. The rough-in box is installed in the wall first. Use appropriate hardware (not included) to secure the box in the wall. Run all necessary conduit (not included) to rough-in box. Slide the flush mount housing into the rough-in box and secure them together with the hardware included.
1.4 Memory Chip Replacement

The 1802 is shipped with the memory chip already installed in the unit. However, if you need to replace the chip, follow the instructions below.

⚠️ CAUTION

Power MUST be OFF to the Circuit Board!!

DO NOT install the memory chip with power to the telephone entry system turned ON. Attempting to install the memory chip with power on will irrevocably damage the chip. Memory chip is a static sensitive component. Discharge any static electricity from your hands by touching a proper ground device before touching the control board. Handle the memory chip with care, the pins bend easily.

DO NOT install the memory chip UPSIDE DOWN. this will cause permanent damage to the chip. Be sure that the memory chip is seated correctly in the socket.

Discharge any static electricity from your hands by touching a proper ground device before installing chip!

1862-010 Circuit Board Memory Chip Location
1.5 Postal Lock Installation

At some locations, such as gated communities, it will be necessary to provide access to the mail carrier so that they can deliver the mail. Mail carrier access will be provided by the installation of an Arrow Postal Lock. This is the same lock that the Post Office uses for gang mailboxes. These locks are not available to the public. The installer or the building owner/manager will have to call the Post Office and arrange for the installation of this lock into the telephone entry system. All DoorKing commercial telephone entry systems are designed to accept installation of the postal lock.

Prior to installation of the postal lock, be sure power to the telephone entry system is turned OFF.

1. Remove the hole plug on the faceplate of the telephone entry system.
2. Cut the wire tie wrapped around the switch ONLY when installing postal lock.
3. Remove the two hex nuts from the postal lock-mounting studs. Mount postal lock on the studs and secure with the hex nuts.

When the lock is installed, the pawl of the lock, in the extended position is depressing the switch. When the mail carrier inserts his key and turns the postal lock, the pawl is withdrawn into the lock and the switch will activate the relay for the programmed strike time, that has been programmed for this feature.

Factory default settings for the Postal Lock Switch: After the key has been turned, Relay 1 will activate (section 3.1.7) for One (1) second of strike time (section 3.1.3).

Note: The switch input feature (section 3.1.7) is factory set to “activate a relay” and not “dial a phone number”.

- Hole Plug
- Extended Pawl
- Withdrawn Pawl
- Relay Activates
- Existing postal lock-mounting studs located inside the faceplate of the telephone entry system.
- Blue Wire N.C.
- White Wire Com
- Prewired Postal Lock Switch
- Existing postal lock-mounting nuts.
SECTION 2 - WIRING

Prior to installing wiring to the telephone entry system, we suggest that you become familiar with the instructions, illustrations, and wiring guidelines in this manual. This will help ensure that you installation is performed in an efficient and professional manner.

The wiring of the telephone entry panel is an extremely important and integral part of the overall access control system. Use proper wire for the communication line, power wires, and be sure that the system is properly grounded. Check all local building ordinances and building codes prior to installing this system. Be sure your installation is in compliance with local codes. Telcom Access Standards. It is not permissible for customers to use the telcom network lead-in cable to provide the intercom function between the gate and the house. New Zealand Customers: All door and gate entry systems wiring must comply with PTC106: March 2008, Section 9.

**WARNING** If this telephone entry system is used to control a vehicular gate with an automatic gate operator, the telephone entry system must be mounted a minimum of six (6) feet away from the gate and gate operator, or in such a way that the user cannot come into contact with the gate or gate operator when using this entry system. If this unit has been installed closer to the automated vehicular gate, do not proceed with any wiring until the unit has been moved and re-installed so that it is in compliance with these instructions.

This telephone entry system contains a number of static sensitive components that can be damaged or destroyed by static discharges during installation or use. **Discharge any static prior to removing the circuit board from the enclosure by touching a proper ground device.**

### 2.1 Wiring Guidelines

#### 2.1.1 Power

Use only the supplied transformer (or UL listed equivalent) to power the telephone entry system. **DO NOT power any other devices (electric strikes, magnetic locks, lights etc.) from this power transformer.**

**Note:** Transformer is not supplied on units sold outside the United States. An Inherently Protected Transformer must be used to power this device. Only use transformer that is listed by a recognized testing laboratory to power the telephone entry system.

- **Wire polarity does not matter**
  - Up to 100 feet, use 18 AWG, 600 volt insulated wire.
  - Up to 200 feet, use 16 AWG, 600 volt insulated wire.

**The importance of proper AWG power wiring cannot be over stressed!**

- **Power wires are susceptible to noise and hum pickup; therefore it is preferable that you keep power wire runs as short as possible.**

“Optional” 12 volt .8 amp hour gel-cell battery (DoorKing P/N 1801-008) can be installed to provide stand-by power in the event of a power outage.

#### 2.1.2 Wire Runs

Be sure that you use proper wire that has an insulation rated for an underground environment. **All wires should be placed in conduits.** Proper pre-planning can greatly ease the installation and wiring of this system. Always check with the local building code to determine the type of wire required in your municipality.

**DO NOT** run high voltage (115 V) power lines and low voltage/communication lines in the same conduit. These should be in separate conduits at least six (6) inches apart. Be sure that all phone line wiring is twisted and completely isolated from ground.
2.1.3 Grounding

Proper grounding of this system is a requirement. To be effective, ground connections should be made with a minimum 12 AWG, 600 volt insulated wire to a ground point within 10 feet of the telephone entry system. The ground point must be at an electrical panel, a metallic cold water pipe that runs in the earth, or a stainless steel grounding rod driven at least ten (10) feet into the soil. A mounting post anchored to concrete does NOT make a good ground.

Some Acceptable Ground Sources

- Ground to an existing electrical system.
- Ground to a metallic cold water pipe.
- Grounding rod 10 feet in soil.

IMPORTANT: Ground wire shown without safety protection for clarity. Make sure ground wire is protected from being touched or electrical shock could occur!

2.1.4 Surge Suppression

The use of surge suppressors can significantly reduce the chance of component failure because of static charges or surges. DoorKing recommends Installing a Phone Line surge suppressor (DoorKing P/N 1877-010 or equivalent) and a Low Voltage surge suppressor (DoorKing P/N 1878-010 or equivalent) to help protect the entry system from power surges.

2.1.5 Ferrite Filter

The Telephone Entry System comes with a Ferrite Filter. This will help prevent noise and hum pickup in the phone lines. Install around the 16 VAC power wires on the main terminal #13 and #14.

To install the ferrite filter, release the clip on the side to open the filter, place the wires in the circular core and snap the filter closed.
Switch Input 1: A closure between terminals 4 and 8 will cause Relay 1 to activate for the programmed strike time or dial a preprogrammed phone number (see section 3.1.7).

Switch Input 2: Non-removable.


Ferrite Filter: 200 ft. max. with 16 AWG wire. 1600 ft. max. with 22 AWG wire. (Wiring MUST be twisted and isolated from the ground)

PHONE LINE CONNECTION

PHONE LINE CONNECTION

Earth Ground Only (see Section 2.1.3).

NOT a low voltage common.

OPTIONAL: DoorKing Wireless Adapter Kit connection.

Wire MUST be twisted and isolated from the ground.

1600 ft. max. with 22 AWG wire.

800 ft. max. with 24 AWG wire.

Microphone Ground Input (White Wire).

Speaker Output (Purple Wire).

Common for Switch Input 1: Terminals 1, 4, Speaker, Back-up Battery Negative (12 VDC)

Back-up Battery Positive (12 VDC) (connect negative to Terminal 8).

1.5 ft. Female BNC. Terminate on these wires - see section 2.1.5.

16 VAC Input Power

20A Maximum. 120 VAC Minimum. 16 A Maximum. 220 VAC Minimum. 18 A Maximum.
2.3 Telephone Entry System Wiring and Adjustments

Optional Base Adapter Wiring

- LCD Display Contrast Adjust
- See 2.3.3
- Switch Input 2
  - A switch closure across these terminals activates Relay 2 for its programmed strike time or dials a preprogrammed phone number. See section 3.1.7 Switch Input Feature.
  - Note: LCD display must be removed to access this terminal with 1802EPD models.
- Master Code Switch
- See 2.3.4
- Wireless Adapter Power Transformer
  - Polarity Does NOT Matter
- Click Sensitivity Adjust
- See 2.3.2
- Microphone Adjust
- See 2.3.1
- Feedback Adjust
- See 2.3.1
- Speaker Adjust
- See 2.3.1
- Tone On/Off Jumper
- See 2.3.1
- Ring Pin Jumper
- See 2.3.5
- Handset/Hands Free Jumper
- See 2.3.6
- Central Office Phone Line Input
  - touch tone, loop start
- "PHONES" Switch Input 1
  - See section 1.6 for Postal lock connection.
  - A switch closure across these terminals activates Relay 1 for its programmed strike time or dials a preprogrammed phone number. See section 3.1.7 Switch Input Feature.

Main Terminal

- Power Input
  - 16.5 VAC, 20 VA power. See section 2.1.1
- Relay Input 1
  - "NO" - Normally Open (NO)
  - "NC" - Normally Closed (NC)
  - "C" - Common (C)
- Relay Input 2
  - "C" - Common (C)
  - "NC" - Normally Closed (NC)
  - "NO" - Normally Open (NO)

- "CGND" Earth Ground
- See section 2.1.3
- "PSW" Switch Input 1
- See section 1.6 for Postal lock connection.
- "PHONES" Wire Size Distance
  - 24 AWG Up to 800 ft
  - 22 AWG Up to 1600 ft
  - Wiring MUST be twisted and completely isolated from ground. See section 2.1.4

Relay Input 2

- Power Input
  - 16.5 VAC, 20 VA power. See section 2.1.1
- Relay Input 1
  - "NO" - Normally Open (NO)
  - "NC" - Normally Closed (NC)
  - "C" - Common (C)
- "BAT" - 12 VDC Back-Up Battery Input
  - Back-up battery power for the telephone entry system.

Gate Control

- Gate Operator
- To a Relay Input
- Gate Operator is wired to Normally Open (NO) relay input.

Door Control

- Electric strike is wired to Normally Open (NO) relay input.

Door Locks

- Magnetic lock is wired to the Normally Closed (NC) relay input.
- Power for electric strike or magnetic lock is NOT provided by the system. Use separate UL listed power supply.

Remote Wireless Adapter Terminal

- See page 23 for Base Adapter wiring.
- Remove Reset Jumper Pin Connector.
- Do NOT jumper the Reset pins together. Reset button will NOT operate.

NOTE

- LCD Display Contrast Adjust
- See 2.3.3
- Switch Input 2
  - A switch closure across these terminals activates Relay 2 for its programmed strike time or dials a preprogrammed phone number. See section 3.1.7 Switch Input Feature.
  - Note: LCD display must be removed to access this terminal with 1802EPD models.
- Master Code Switch
- See 2.3.4
- Wireless Adapter Power Transformer
  - Polarity Does NOT Matter
- Click Sensitivity Adjust
- See 2.3.2
- Microphone Adjust
- See 2.3.1
- Feedback Adjust
- See 2.3.1
- Speaker Adjust
- See 2.3.1
- Tone On/Off Jumper
- See 2.3.1
- Ring Pin Jumper
- See 2.3.5
- Handset/Hands Free Jumper
- See 2.3.6
- Central Office Phone Line Input
  - touch tone, loop start
- "PHONES" Switch Input 1
  - See section 1.6 for Postal lock connection.
  - A switch closure across these terminals activates Relay 1 for its programmed strike time or dials a preprogrammed phone number. See section 3.1.7 Switch Input Feature.

Main Terminal

- Power Input
  - 16.5 VAC, 20 VA power. See section 2.1.1
- Relay Input 1
  - "NO" - Normally Open (NO)
  - "NC" - Normally Closed (NC)
  - "C" - Common (C)
- Relay Input 2
  - "C" - Common (C)
  - "NC" - Normally Closed (NC)
  - "NO" - Normally Open (NO)

- "CGND" Earth Ground
- See section 2.1.3
- "PSW" Switch Input 1
- See section 1.6 for Postal lock connection.
- "PHONES" Wire Size Distance
  - 24 AWG Up to 800 ft
  - 22 AWG Up to 1600 ft
  - Wiring MUST be twisted and completely isolated from ground. See section 2.1.4

Gate Control

- Gate Operator
- To a Relay Input
- Gate Operator is wired to Normally Open (NO) relay input.

Door Control

- Electric strike is wired to Normally Open (NO) relay input.

Door Locks

- Magnetic lock is wired to the Normally Closed (NC) relay input.
- Power for electric strike or magnetic lock is NOT provided by the system. Use separate UL listed power supply.
2.3.1 Speaker Volume, Microphone and Feedback

Speaker volume, microphone volume and feedback ALL interact with each other to affect the audio performance of the system.

1. Locate the speaker volume, microphone volume and feedback adjustments on circuit board (see previous page).
2. Set the speaker volume: Place a phone call from the telephone entry system to a resident. While they are talking, adjust the speaker volume potentiometer for adequate sound. To increase the volume rotate the potentiometer clockwise, to decrease the volume rotate the potentiometer counter clockwise. See Feedback adjustment below.
3. Set the microphone volume: Place a phone call from the telephone entry system to a resident. Talk to the resident in a normal voice while adjusting the microphone volume potentiometer. Ask the resident to let you know when the sound in their telephone is adequate. To increase the volume rotate the potentiometer clockwise, to decrease the volume rotate the potentiometer counter clockwise. See Feedback adjustment below.
4. Set the feedback: Place a phone call from the telephone entry system to a resident. After they answer, ask the resident to remain silent.
5. While the resident is still on the line, remove the jumper from the TONE OFF terminals on the circuit board and place it on the TONE ON terminals. A tone will be heard in the speaker.
6. Rotate the feedback potentiometer clockwise, and then counter clockwise. When the tone from the speaker is minimum, this is the correct adjustment.
7. Jumper MUST be moved back to the TONE OFF terminals when complete.
8. High microphone and speaker volume levels may cause feedback. It may be necessary to reduce the speaker volume if the microphone volume is set too high. Likewise, it may be necessary to reduce the microphone volume if the speaker volume is set too high.

2.3.2 Click Sensitivity - Use for Rotary-Dial Phones ONLY

1. Locate the click sensitivity adjustment on circuit board (see previous page).
2. If rotary dial phones are NOT used, set the click sensitivity to FULL counter-clockwise to disable this feature. If rotary dial phones are in use, proceed to step 3.
3. Place a phone call from the telephone entry system to a resident with a rotary dial type phone. After they answer, ask the resident to dial 9 while you adjust the click sensitivity potentiometer (the resident may have to dial 9 several times for you to obtain the correct adjustment). When the door or gate opens, this is the correct adjustment for the click sensitivity.
4. Note: Adjusting the click sensitivity too high (potentiometer fully clockwise) could cause the system to respond to loud noises while it is in use. If this happens, rotate the click sensitivity potentiometer counter clockwise 1/8 turn and re-test the system. You may have to perform this step several times to find the correct adjustment.

2.3.3 LCD Display Contrast

LCD display is adjusted at the factory and should NOT need to be re-adjusted. If it does, Let the system run for at least 10-minutes before making any display contrast adjustments.

1. Locate the contrast adjustment (see previous page).
2. Turn the MASTER CODE switch ON. The display will read MST CODE. While the display is lighted, turn the contrast potentiometer clockwise and then counter clockwise until the display is satisfactory.
3. MASTER CODE switch MUST be turned OFF when finished.

Note: Approximately 30 seconds after the master code switch is turned ON, the system will signal a long tone. This is normal and can be ignored. After the master code switch is turned OFF, the display will read MST CODE for approximately 30 seconds.
2.3.4 Master Code Switch

The master code switch MUST be kept in the OFF position for normal operation. Turn the master code switch ON when programming the system’s master code. See section 3.1.1 to program the system’s master code. If the master code switch is turned ON and a new master code is NOT entered, the system will sound a long tone after approximately 30 seconds. This tone will continue every 30 seconds until a new master code is entered, or until the switch is turned off. After the switch is turned off, the LCD display will remain lit for approximately 30 seconds, and then will turn off.

Note: Master code switch is turned ON when adjusting the LCD display, see section 2.3.3 for more information.

2.3.5 Ring Pin Jumper

Always Answer Calls

The ring pin jumper is labeled RING on the control board. This jumper MUST be installed to allow the system to ALWAYS answer the calls placed to it. If remote programming or remote relay operation is to be used, the jumper MUST be installed on the pins. Removing the jumper will cause the system to NEVER answer calls placed to it.

Never Answer Calls

2.3.6 Hands Free – Hand Set Jumper

For Hands Free (HF) operation, the jumper is set in the right position from the factory.
For a system with a Hand Set (HS), the jumper is set in the left position from the factory.
An optional handset kit (P/N 1807-012) is available for the surface mount 1802 ONLY.
DO NOT place jumpers on both the HS and HF pins at the same time.

1802 with the optional handset jumper position.
We strongly suggest that you read these programming instructions in their entirety before beginning any programming of this telephone entry system.

The DoorKing 1802 Telephone Entry Systems can be programmed from the keypad on the front of the entry system, or remotely from an off-premise location using a touch-tone telephone. When programming from an off-site location with a touch-tone telephone, the RING jumper **MUST** be installed on the circuit board (see 2.3.5). We recommend that you do not attempt programming from an off-site location until you become familiar with these programming instructions.

### Programming from the Keypad

Follow the programming instructions as described in each section of this manual. The system will prompt you with short (beep) tones when programming steps have been followed correctly and with a long tone (beeeeeep) when the programming step is ended. The LCD display will prompt you for information that you will need to enter.

### Programming from an Offsite Location

Follow these steps when programming the system from an offsite location (remote). You **MUST** use a touch-tone telephone and the RING jumper **MUST** be installed to perform off-site (remote) programming.

1. Call the telephone number that the entry system is installed on from a touch-tone telephone. The entry system will answer with a one-second tone.
2. Follow the programming instructions as described in each section of this manual. The system will prompt you with short (beep) tones when programming steps have been followed correctly.
3. When complete, hang up. (You cannot use 0 # to end remote programming sessions).

### Programming Notes

When each programming step is performed correctly, a short tone (beep) will be heard. When the programming session is ended, a long tone (beeeeeep) will be heard.

The amount of telephone numbers that can be programmed into the standard 1802 system is 600. The 1802EPD model has a standard memory size of 100. The memory size also determines the number of four-digit entry codes (memory size + 12) that can be programmed into the system. Five-digit entry codes are limited to six.

### 3.1 General Programming

#### 3.1.1 Master Code

This programming step sets the system **MASTER CODE**. The master code is the four-digit number required to gain access to the system memory. You need to know the master code prior to performing any of the programming functions on the following pages.

**Factory setting = NO Factory code set**

1. Open the cabinet of the telephone entry system and turn the master code switch **ON**.

2. Choose and enter a four-digit master code 1234 then press (beep).

3. Turn the master code switch **OFF** and close the cabinet.

**Important Note:** There is no way of retrieving the master code after it has been programmed in. If you forget it, you will have to program in a new one but all other previously programmed information will remain intact. Use log tables in back of manual to record your new master code. Keep it secure!
# Overview for System Programming

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<td>- 08</td>
<td>060 (60 sec)</td>
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<td>21</td>
<td>3.1.6</td>
<td>- 05</td>
<td>Relay 1= 9 8 7 6 \ Relay 2= 5 4 3 2</td>
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<td>3.1.7</td>
<td>- 23</td>
<td>0 (relays activate)</td>
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<td>22</td>
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</tr>
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<td>3.1.13</td>
<td>- 40</td>
<td>1 (hang-up after 5 sec of dial-tone)</td>
</tr>
<tr>
<td>Wireless Communication Compatibility using DoorKing Wireless Adapter Kit</td>
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<td>3.1.14</td>
<td>- 43</td>
<td>0 (0 sec)</td>
</tr>
</tbody>
</table>

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3.1.2 Single or Multiple Systems

This program sequence sets the telephone entry system to operate as a single unit on the phone line, or to share the phone line with other units. If multiple systems are sharing the same phone line, then each one must be set as a “multiple system” and each must have a unique master code.

Factory setting = 0 (Single System)

1. Press \[ \text{OPER} \text{ OPER} \text{ OPER} \text{ OPER} \] and enter your four-digit MASTER CODE \( \text{beep} \).
2. Press \( \text{beep} \) for a single system, OR \( \text{beep} \) for multiple systems.
3. Press \( \text{beep} \) together to end this programming sequence \( \text{beep} \).

3.1.3 Relay Strike Time

These steps will program Relay 1 and Relay 2 strike times. Strike times can be programmed from 1/4 second (enter 00 in step 3) up to 99 seconds by entering the desired time in seconds.

Factory setting for relay strike times are: Relay 1 = 01 (1 sec), Relay 2 = 01 (1 sec).

1. Press \[ \text{OPER} \text{ OPER} \text{ OPER} \text{ OPER} \] and enter your four-digit MASTER CODE \( \text{beep} \).
2. Press \( \text{beep} \) to set Relay 1, OR \( \text{beep} \) to set Relay 2 strike time.
3. Enter the two-digit strike time in seconds (00-99), then press \( \text{beep} \).
   (Example: 1/4 second - enter 00, 1 second - enter 01 etc.)
4. Repeat steps 2 and 3 to set other relay strike time.
5. Press \( \text{beep} \) together to end this programming sequence \( \text{beep} \).

3.1.4 “Tone Open” Sound ON or OFF

The following programming sequence turns the “Tone Open” sound either On or Off (when the relays activate). This feature is available on Rev L boards or higher. See 3.1.6 for information about “Tone Open” numbers feature.

Factory setting = 1 (tone ON)

1. Press \[ \text{OPER} \text{ OPER} \text{ OPER} \text{ OPER} \] and enter your four-digit MASTER CODE \( \text{beep} \).
   The LCD display will read: 1=Y 0=N
2. Enter \( \text{beep} \) for YES - tone will sound or \( \text{beep} \) for NO - tone will not sound, then press \( \text{beep} \).
3. Press \( \text{beep} \) together to end this programming sequence \( \text{beep} \).

3.1.5 Talk Time

This programming sequence sets the maximum time allowed for conversation when the entry system places a call to the resident. The talk time can be set from 1 second up to 255 seconds (4 minutes, 15 seconds) and is entered as a three-digit number in step 3. The talk time set here DOES NOT affect the telephone numbers that are programmed under directory codes 0, 00, 000, 0000 and 1, 01, 001, 0001. The talk time for these two directory code sets are factory set to the maximum. Phone numbers programmed under these directory codes should be reserved for management or emergency phone numbers that generally require longer conversations.

Factory setting for talk time = 060 (60 seconds).

1. Press \[ \text{OPER} \text{ OPER} \text{ OPER} \text{ OPER} \] and enter your four-digit MASTER CODE \( \text{beep} \).
2. Enter the three-digit talk time in seconds (001-255), then press \( \text{beep} \).
   (Example: 1 second - enter 001, 20 seconds - enter 020 etc.)
3. Press \( \text{beep} \) together to end this programming sequence \( \text{beep} \).

Important Note: If you make a mistake while programming, press \( \text{SP} \text{ SP} \) keys at the same time to escape from programming no matter how much has been completed, then begin again at step 1.
3.1.6 Tone Open Numbers

These steps will program the tone open numbers for Relays 1 and 2. You will need to enter a four-digit number (see chart below) to set the relay functions. **If a function is not desired, enter # in place of a number.**

Fill out log table in back of this manual for desired tone open numbers.

**Factory setting is:** Relay 1 = 9876, Relay 2 = 5432.

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Press [ ] (beep) to set Relay 1, OR [ ] (beep) to set Relay 2.
3. Enter the **four-digit tone open number code**, then press [ ] (beep).

(Example: If you want a relay to have a momentary activation function ONLY, and you want that relay to momentary activate when the number 9 is pressed, enter 9 # # _. If a function is not desired, enter # in place of a number. **DO NOT** duplicate 4-digit tone open numbers, Example: **DO NOT** set any of Relay 1’s 4-digit tone open numbers to the same number - 9879.)

4. Repeat steps 2 and 3 to set other relay tone open numbers.
5. Press [ ] together to end this programming sequence (beeeeeeep).

**Note:** Residents will only be able to activate the **Momentary activation** when using the entry system.

### 4-Digit Tone Open Number Code Function

<table>
<thead>
<tr>
<th>1st Digit</th>
<th>2nd Digit</th>
<th>3rd Digit</th>
<th>4th Digit</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relay 1-9</td>
<td>Relay 1-8</td>
<td>Relay 1-7</td>
<td>Relay 1-6</td>
<td>Momentary activation. Relay will activate for the programmed strike time (3.1.3).</td>
</tr>
<tr>
<td>Relay 2-5</td>
<td>Relay 2-4</td>
<td>Relay 2-3</td>
<td>Relay 2-2</td>
<td>Relay hold. Relay will activate and remain activated until commanded to release.</td>
</tr>
<tr>
<td>Relay hold</td>
<td>Relay release. Deactivates the relay hold command.</td>
<td>Relay hold 1-hour. Relay will activate for 1-hour and then will automatically deactivate itself.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.1.7 Programming Switch Input 1 and Switch Input 2

This programming sequence will set how the **TWO switch inputs** on the telephone entry system control board will operate. Switch input 1 is labeled PSW (postal switch) and is found on terminal 4 of the main terminal strip. Switch input 2 is a two terminal auxiliary input located on the upper left hand corner of the control board. These switch inputs can be programmed to activate their respective relays (switch 1 - relay 1, switch 2 - relay 2). They can also be programmed so that switch 1 dials out the phone number programmed in directory code 0, 00, 000, or 0000, and switch 2 dials out the phone number programmed in directory code 1, 01, 001, or 0001. Each switch is programmed independently.

**Factory setting =** Switch input 1 = 0 (relay 1 activates), Switch input 2 = 0 (relay 2 activates).

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Press [ ] (beep) to set Switch Input 1, OR [ ] (beep) to set Switch Input 2.
3. Press [ ] (beep) to set to activate the relay, OR [ ] (beep) to set the switch input to dial-out a preprogrammed phone number.
4. Press [ ] together to end this programming sequence (beeeeeeep).

3.1.8 Number of Rings Before Telephone Entry System will Answer

This programming sequence sets the number of rings to allow before the telephone entry system answers a call placed to it. This programming sequence **does not affect** the number of times that a resident’s telephone will ring when a call is placed from the entry system to the resident.

**Factory setting =** 02 (two rings).

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Enter a two-digit **number of rings**, then press [ ] (beep).
3. Press [ ] together to end this programming sequence (beeeeeeep).
3.1.9 PBX Line Access Code Programming

If the telephone entry system is connected to a PBX telephone system rather than a dedicated C.O. line, you may need to set the unit to dial a line access code prior to dialing the resident phone number. Typically, the line access code is “9”, but check with the PBX system administrator to be sure.

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the single-digit line access code number, then press (beep).
3. Press together to end this programming sequence (beeeeep).

Note: To change a line access number, enter the correct number in step 2. To delete a line access number, enter in step 2.

3.1.10 Star Key Function

This programming sequence sets the function of the key on the keypad during conversation. This key can be set to hang-up the entry system when pressed during conversation, or it can be programmed to touch-tone out during conversation.

Factory setting = 0 (hang-up).

1. Press and enter your four-digit MASTER CODE (beep).
2. Press for hang-up, OR (beep) for touch-tone.
3. Press together to end this programming sequence (beeeeep).

3.1.11 Keypad Function (DTMF Tone Programming)

This programming sequence sets the function of the 0 through 9 and the *, # keys on the keypad during conversation. The keys can be set to hang-up the entry system when they are pressed during conversation, or they can be programmed to DTMF tone out during conversation. The later may be desirable if the entry system is used with an auto-attendant type telephone system where the caller is prompted to enter numbers from a touch-tone telephone.

TIP: If DTMF tones are required, program the # or * key to hang-up the system.

Factory setting = 0 for all numbers (hang-up).

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the single-digit desired key number, then press (beep).
3. Press (beep) for hang-up, OR (beep) for touch-tone.
4. Repeat steps 2 and 3 to program other keys.
5. Press together to end this programming sequence (beeeeep).

3.1.12 System to Stay On-Line or Hang Up after Touch Tone Number Pressed

This programming sequence provides a method for the telephone entry system to remain on-line after a resident has pressed the touch tone number to open the door or gate. Each relay can be set independently to either remain on line or hang up.

Factory setting = 1 (hang up after touch tone number pressed) for both relays.

1. Press and enter your four-digit MASTER CODE (beep).
2. Press for relay 1, OR (beep) for relay 2.
3. Press (beep) to keep the system on-line, OR (beep) to make it hang up.
4. Repeat steps 2 and 3 to program other relay.
5. Press together to end this programming sequence (beeeeep).
3.1.13 Automatic Hang-up Function

This programming sequence determines when the phone system will automatically hang itself up after a predetermined time of inactivity. You can program the system to not hang-up (0), to hang-up after 5 sec of dial-tone (1), to hang-up after 15 sec of silence (2) or to hang-up after either 5 sec of dial-tone or 15 sec of silence (3).

Factory setting = 1 (hang-up after 5 sec of dial-tone).

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the single-digit hang-up code desired (0, 1, 2 or 3), then press (beep).

<table>
<thead>
<tr>
<th>Hang-up Code</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No hang-up.</td>
</tr>
<tr>
<td>1</td>
<td>Hang-up after 5 sec. of dial-tone</td>
</tr>
<tr>
<td></td>
<td>(Factory setting).</td>
</tr>
<tr>
<td>2</td>
<td>Hang-up after 15 sec. of silence.</td>
</tr>
<tr>
<td>3</td>
<td>Hang-up after 5 sec. of dial-tone OR</td>
</tr>
<tr>
<td></td>
<td>15 sec. of silence.</td>
</tr>
</tbody>
</table>

3. Press together to end this programming sequence (beeeeeep).

3.1.14 Wireless Communication Compatibility using DoorKing Wireless Adapter Kit

This programming will allow the 1802 phone system to connect wirelessly to a touch-tone phone that is connected to the base adapter when using the DoorKing Wireless Adapter Kit (P/N 1815-570 Sold Separately). The 1802 MUST be programmed for a 6 sec. pause ONLY when using the Wireless Adapter Kit, otherwise leave this at the factory setting.

Factory setting = 0 (0 sec).

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter six (6) seconds to pause after the “Dial _” has TT’d out, then press (beep).
3. Press together to end this programming sequence (beeeeeep).

See page 15 for remote adapter wiring.
3.2 Directory Code and Phone Number Programming

Up to 16-Digit Phone Numbers can be programmed into the 1802 when using the factory default settings (sections 3.2.1 - 3.2.7). The 1802 can store up to 600 Phone Numbers and the 1802EPD can store up to 100 Phone Numbers. Only the 1802 has the capability of storing up to 1000 phone numbers. But to do this, it has to use the old software programs, which are much more complex to program don’t offer nearly as many area codes to use. If more than 600 phone numbers are needed, and you are using an 1802, then sections 3.2.8 - 3.2.13 MUST be used with the limitations of the old software but DoorKing DOES NOT RECOMMEND this.

3.2.1 Programming the Directory Code Length

This programming sequence sets the directory code length to 1 - 2 - 3 or 4 digits. If 11 or more resident names or telephone numbers are going to be programmed into the system, the directory code must be at least two-digits. If 101 or more resident names or telephone numbers are going to be programmed, the directory code must be at least three-digits. Factory setting is three (3) digits.

**CAUTION:** After programming this sequence, it is NOT recommended changing the directory code length. Reprogramming this sequence in the future will delete ALL phone numbers and directory codes that have been previously programmed into the system.

1. Press ☐☐☐☐ and enter your four-digit MASTER CODE ☐☐☐☐ (beep).
2. Enter the directory code digit length (1, 2, 3 or 4), then press ☐☐☐☐ (beep).
3. Press ☐☐☐☐ (beep) to cancel this function, OR ☐☐☐☐ (beeeeeeep) to confirm the change.
   The programming sequence will automatically end itself after pressing ☐☐☐☐. This CANNOT be UNDONE!

3.2.2 # Key - Insert an Amount of “Pause Time” Between Phone Number Digits

This programming sequence sets an OPTIONAL Pause Time that the # Key will program in if needed when dialing a 16-Digit Phone Number in section 3.2.3. Insert the chosen Pause Time (# Key) between any phone number digits that need a pause when dialing. # Key can be used multiple times when programming a 16-digit phone number.

**Note:** # Key “Pause Time” will NOT function when 7-Digit Phone number programming is used, section 3.2.10.

Factory setting is 0 (0 sec).

1. Press ☐☐☐☐ and enter your four-digit MASTER CODE ☐☐☐☐ (beep).
2. Enter the seconds of pause single-digit (0 to 9 seconds), then press ☐☐☐☐ (beep).
3. Press ☐☐☐☐ together to end this programming sequence (beeeeeeep).
3.2.3 Programming Phone Numbers - Up to 16-Digits

In this programming sequence, the directory codes and phone numbers (up to 16 digits) will be programmed into the system. Be sure you have programmed the directory code length that you desire as described in section 3.2.1. Changing the directory code length (Section 3.2.1) AFTER programming the telephone numbers will ERASE ALL the phone numbers and directory codes that have been previously programmed in.

If you use directory codes 0, 00, 000, 0000 and/or 1, 01, 001, 0001 remember that the talk time for these directory codes are factory set to the maximum and cannot be changed. Use these directory codes to program management or emergency phone numbers, which generally require longer conversation periods.

Important: The factory default setting is 16-digit phone numbers. Section 3.2.8 *45 7-digit phone numbers MUST NOT have been reprogrammed ON (1 - YES). If it has been, section 3.2.9 *44 16-digit phone numbers MUST be reprogrammed ON (1 - YES) before proceeding and ALL previously programmed phone numbers WILL be erased.

1. Press and enter your four-digit MASTER CODE (beep).
2. Choose and enter a directory code (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).
   Note: Use the log tables in back of this manual to keep track of names, phone numbers and directory codes.
3. Enter the phone number (Up to 16-digits, but less digits will be accepted) for the chosen directory code, then press (beep).
   Note: Entering the (beep) anywhere in the phone number (multiple #’s can be used) will cause the dialing sequence to pause (1-9 seconds) if necessary, whatever was programmed in section 3.2.2.
   Example: Phone number 1-904-359-6679 needs to be dialed with a pause after the 1.

   Programming: [3] 3 5 9 9 6 (beep)

   Important Note: If you make a mistake while programming, press [2] [1] keys at the same time to escape from programming no matter how much has been completed, then begin again at step 1.

4. Repeat steps 2 and 3 to enter additional directory codes and phone numbers.
5. Press together to end this programming sequence (beeeeeep).

3.2.4 Deleting Individual Phone Number

This programming sequence is used to delete a SINGLE phone number under a known directory code. Note: This programming will NOT work for 7-Digit Phone Number programming, use section 3.2.13.

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the directory code (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).
3. Press (beep) again. This CANNOT be UNDONE!
4. Repeat steps 2 and 3 to delete additional phone numbers.
5. Press together to delete additional phone numbers (beeeeeep).
3.2.5 Deleting ALL Phone Numbers
This programming step deletes ALL phone numbers previously programmed into the system.

**CAUTION:** This programming step CANNOT be UNDONE!

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter , then press (beep). This CANNOT be UNDONE!

This programming sequence will automatically end itself by a long (beeeeeeep).

3.2.6 Display / DELETE Phone Numbers with UNKNOWN Directory Codes
This program sequence is useful to display phone numbers when you DO NOT KNOW what directory code they have been programmed under. This sequence also gives you the option to delete the phone number after it is displayed.

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter , then press (beep). This CANNOT be UNDONE!

3. The information programmed under the directory code entered in step 2 will appear on the LCD display. If C C C C C C appears, this indicates that NO phone number has been programmed under the entered directory code.

**7-Digit Phone Number Programming ONLY Note:** The first directory code will be displayed on the LCD screen. The phone number, area code reference number and area code programmed under this directory code. The telephone number will display for 2 seconds, then the area code reference number and area code will display for 2 seconds. This sequence will repeat itself. If C C C C C C appears, this indicates that NO phone number has been programmed under the entered directory code. If the first digit is flashing, this is the area code reference number and indicates that the number displayed is a long distance phone number.

3. Press to go to the next step.
4. Press to move forward to the next directory code, OR press to DELETE the displayed phone number and move forward to the next directory code. This CANNOT be UNDONE!

After the last phone number is displayed and OR is pressed, this programming sequence will automatically end itself by a long (beeeeeeep) OR you can press (beeeeeeep) together to end this programming sequence at ANY time (beeeeeeep).

3.2.7 Display Phone Numbers with KNOWN Directory Codes
Use this programming sequence to display phone numbers programmed under known directory codes, i.e. if you wanted to see what is programmed under directory code 2719 (assuming directory codes have been programmed for four digits in 3.2.1). This programming sequence will NOT ALLOW you to delete phone numbers.

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the known directory code you wish to display the information for (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).

3. The information programmed under the directory code entered in step 2 will appear on the LCD display. If C C C C C C appears, this indicates that NO phone number has been programmed under the entered directory code.

**7-Digit Phone Number Programming ONLY Note:** The information programmed under the directory code entered in step 2 will appear on the LCD display. The telephone number will display for 2 seconds, then the area code reference number and area code will display for 2 seconds. This sequence will repeat itself. If C C C C C C appears, this indicates that NO phone number has been programmed under the entered directory code. If the first digit is flashing, this is the area code reference number and indicates that the number displayed is a long distance phone number.

4. To display additional phone numbers press and repeat step 2.
5. Press together to end this programming sequence (beeeeeeep).
7-Digit Phone Number Programming - Limited Use

7-Digit Phone Number programming sections 3.2.8 - 3.2.13 will ONLY need to be used when more than 600 Phone Numbers are needed (not typical) OR installing an OLD memory chip in a NEW 1802 (from an old 1802 that has previously programmed information on it). DoorKing does not recommend using an old memory chip. Reprogramming the new memory chip with existing information will take some time but will save time when programming and operating the unit in the future. DoorKing DOES NOT RECOMMEND using 7-Digit Phone Number programming for a NEW 1802. It is more complex to program and and limits the features available compared to 16-Digit Phone Number programming.

Section 3.2.1 - “Directory Code Length” MUST be programmed before section 3.2.10 can be programmed.

Section 3.2.2 - “Pause Time” # key will NOT function when programming 7-Digit Phone Numbers.

Section 3.2.4 - “Delete Individual Phone Number” will NOT work for 7-Digit Phone Number programming. Use section 3.2.13.

Sections 3.2.5 - 3.2.7 - “Delete and Display” programming WILL function when using 7-Digit Phone Number programming.

Section 3.2.8 - “7-Digit Phone Number Capability” MUST be programmed to YES before section 3.2.10 can be programmed.

3.2.8 7-Digit Phone Number Capability

This programming sequence will change the factory set 16-Digit Phone Number programming to 7-Digit Phone Number programming. DoorKing DOES NOT RECOMMEND using 7-Digit Phone Number programming for a NEW 1802.

Factory setting is 0 (NO).

**CAUTION:** If 7-digit programming is turned ON (1-YES), All previously programmed phone numbers and directory codes will be ERASED.

1. Press and enter your four-digit MASTER CODE (beep).
   2 sec. LCD display will read: 7 DIG?.
   ...then the LCD display will read: 1=Y 0=N.

2. Press (beep) for YES, OR (beep) for NO.

The 1 “YES” LCD display will read: ERASING. This CANNOT be UNDONE! Programming sequence will automatically end itself when finished by a long (beeeeeep).

3.2.9 16-Digit Phone Number Capability

This programming sequence DOES NOT need to be changed when using 16-Digit Phone Number programming. This ONLY needs to be turned back ON (1-YES) if you want to change 7-Digit Phone Number programming back to 16-Digit Phone Number programming. DoorKing ALWAYS RECOMMENDS using 16-Digit Phone Number programming for an 1802.

Factory setting is 1 (YES).

**CAUTION:** If this programming is turned back ON (1-YES), All previously programmed phone numbers and directory codes will be ERASED.

1. Press and enter your four-digit MASTER CODE (beep).
   2 sec. LCD display will read: 16 DIG?.
   ...then the LCD display will read: 1=Y 0=N.

2. Press (beep) for YES, OR (beep) for NO.

The 1 “YES” LCD display will read: ERASING. This CANNOT be UNDONE! Programming sequence will automatically end itself when finished by a long (beeeeeep).
In this programming sequence, the directory codes and 7-digit phone numbers will be programmed into the system. Be sure you have programmed section 3.2.8 to YES (7-digit capability) and the directory code length that you desire in section 3.2.1. Changing the directory code length AFTER programming the telephone numbers will ERASE ALL the phone numbers and directory codes that have been previously programmed in. To program phone numbers that will be referenced to an area code (long distance calls and 10 digit calling), follow the instructions under 3.2.11 Long Distance Phone Number Programming below. If you use directory codes 0, 00, 000, 0000 and/or 1, 01, 001, 0001 remember that the talk time for these directory codes are factory set to the maximum and cannot be changed. Use these directory codes to program management or emergency phone numbers, which generally require longer conversation periods.

Note: If this telephone entry system is being used in an area that requires 10-digit dialing, proceed to 3.2.11 and 3.2.12 to program the area code and phone number. DO NOT program 7-digit numbers.

1. Press and enter your four-digit MASTER CODE (beep).
2. Choose and enter a directory code (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).
3. Enter a seven-digit phone number for the chosen directory code, then press (beep).
   If the number that you are entering in this step is LESS than seven-digits, enter in the empty spaces. For example, if the system is connected to a PBX that requires four-digit extension numbers and you want to enter extension 2217, you would enter this number as: then press (beep).
4. Repeat steps 2 and 3 to enter additional directory codes and phone numbers.
5. Press together to end this programming sequence (beeeeeeep).

3.2.11 Programming Area Codes (Area Code Reference Numbers)

Up to 15 different area codes can be programmed for any 10-digit or long distance calling requirements and will be referenced as area code reference number 01 through 15. The area codes will be entered as a four-digit number (1 + the three digit area code, example: 1203). If area codes are being programmed to facilitate 10-digit calling requirements, precede the three-digit area code with # (example: #203).

1. Press and enter your four-digit MASTER CODE (beep).
2. Choose and enter a two-digit area code reference number (01 through 15) that will reference area code to be programmed, then press (beep).
3. Enter the four-digit area code, then press (beep).
   For long distance calling requirements: enter 1 and the three-digit area code (example: 1203).
   For 10-digit calling requirements: enter # and the three-digit area code (example: #203).
4. Repeat steps 2 and 3 to enter additional area codes. Use a different area code reference number for each area code programmed when entering more than one area code (up to 15).
5. Press together to end this programming sequence (beeeeeeep).

Use these tables to keep track of area codes programmed in. Complete log table in back of manual when finished.
3.2.12 Programming Phone Numbers WITH Area Code Reference Numbers

Program phone numbers that are referenced to an area code (long distance and 10-digit dialing calls). Make sure that the area code(s) have already been programmed with area code reference numbers in previous section 3.2.11. Be sure you have programmed section 3.2.8 to YES (7-digit capability) and the directory code length that you desire in section 3.2.1.

Note: If long distance or 10-digit dialing is NOT required, program the 7-digit telephone numbers as described in section 3.2.10.

1. Press and enter your four-digit MASTER CODE (beep).
2. Choose and enter a directory code (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).
3. Enter the two-digit area code reference number (01 through 15), then press (beep).
   See tables on previous page and log tables in back of this manual for area code reference numbers that have been programmed in.
4. Enter a seven-digit phone number for the chosen directory code, then press (beep).
   If the number that you are entering in this step is LESS than seven-digits, enter # in the empty spaces. For example, if the system is connected to a PBX that requires four-digit extension numbers and you want to enter extension 2217, you would enter this number as: then press (beep).
5. Repeat steps 2, 3 and 4 to enter additional long distance phone numbers.
6. Press together to end this programming sequence (beeeeee).

3.2.13 Deleting Individual 7-Digit Phone Number

This programming sequence is used to delete a SINGLE phone number under a known directory code using the 7-Digit Phone Number Programming ONLY. Note: Use section 3.2.4 when using factory default 16-Digit Phone Number Programming.

1. Press and enter your four-digit MASTER CODE (beep).
2. Enter the directory code (1, 2, 3 or 4 digits, depending on what was programmed in 3.2.1), then press (beep).
3. Enter , then press (beep). This CANNOT be UNDONE!
4. Repeat steps 2 and 3 to delete additional phone numbers.
5. Press together to end this programming sequence (beeeeee).
This Section only applies to the 1802EPD system. The 1802EPD keypad has all the letters in the alphabet, numbers 0 through 9, and a space key (1). This allows the keypad to be used to program all names and numbers into the system’s electronic programmable directory (EPD).

Messages or names can only be programmed from the system keypad. You CANNOT program messages or names from a remote location using a touch-tone telephone.

3.3.1 How to Program Letters and Numbers

When entering names into the electronic directory using the system keypad, pressing the key once will display the first letter listed on the button, pressing twice will display the second letter, pressing a third time will display the third letter, and pressing a fourth time will display the number (or fourth letter).

Example using the number 6 key:

Press one time to display the letter M, then press to enter it in the system.
Press two times to display the letter N, then press to enter it in the system.
Press three times to display the letter O, then press to enter it in the system.
Press four times to display the number 6, then press to enter it in the system.

This chart provides the sequence required to enter each letter and number from the keypad into the system memory. A sequence is also provided to add a space, clear the display if a mistake is made, and a sequence to skip a name if there is a desire not to provide a name with a phone number.
3.3.2 Programming the Welcome Message

The welcome message, followed by the instruction message, scrolls across the screen from right to left when the system is not in use. The welcome message can be a maximum of 48 characters (spaces count as a character) and is entered into the system memory in three lines of 16 characters each. The example below shows how the sample message was divided into three lines. Use the blank matrix to organize your own message.

Default Welcome Message = WELCOME TO THE DKS PHONE SYSTEM HAVE A NICE DAY

<table>
<thead>
<tr>
<th>Example: WELCOME TO THE DKS PHONE SYSTEM HAVE A NICE DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 1</td>
</tr>
<tr>
<td>Line 2</td>
</tr>
<tr>
<td>Line 3</td>
</tr>
</tbody>
</table>

After organizing your welcome message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete line has been entered, press * to enter the line, then start the next line.

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).

   The LCD display will read: 1ST LINE WEL MSG.

2. Enter the characters into Line 1 (refer to 3.3.1 for reference). Remember to press [ ] (beep) after each character.

3. After the last character in the line has been entered, press [ ] (beep) to enter the entire block (16 characters max.).

   The LCD display will read: 2ND LINE WEL MSG.

4. Repeat steps 2 and 3 to enter characters into Line 2.

   The LCD display will read: 3RD LINE WEL MSG.

5. Repeat steps 2 and 3 to enter characters into Line 3.

6. Press [ ] (beep) to enter all three lines into the system memory.

7. The new user message will begin to scroll across the screen.

3.3.3 Reset Welcome Message to Factory Default

This programming sequence allows you to reset the welcome message to the factory default.

Default Welcome Message = WELCOME TO THE DKS PHONE SYSTEM HAVE A NICE DAY

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).

2. Press [ ] (beep) to reset the message to default, OR [ ] (beep) to keep the current programmed message.
### 3.3.4 Programming the Instruction Message

The instruction message follows the welcome message and scrolls across the screen from right to left when the system is not in use. The instruction message can be a maximum of *48 characters* (spaces count as a character) and is entered into the system memory in **three lines of 16 characters each**. The example below shows how the default instruction message was divided into three lines. Use the blank matrix to organize your own message.

**Default Instruction Message = PUSH A Z TO FIND NAME THEN PUSH THE CALL BUTTON**

<table>
<thead>
<tr>
<th>Line 1</th>
<th>Line 2</th>
<th>Line 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>P U S H</td>
<td>A Z T O F I N D</td>
<td>P U S H T H E C A L L B U T T O N</td>
</tr>
<tr>
<td>N A M E</td>
<td>N E N T</td>
<td>T O N</td>
</tr>
<tr>
<td>H E C A L L B U T T O N</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

After organizing your instruction message in the matrix above, follow the instructions below to enter the message into the system. After each desired letter, number or space is displayed on the directory, remember to press * (beep) to enter that character. Spaces count as a character and must be entered into memory as a character. After a complete line has been entered, press * (beep) to enter the line, then start the next line.

1. Press and enter your four-digit MASTER CODE (beep).
   - The LCD display will read: 1ST LINE INSTRUCT.
2. Enter the characters into Line 1 (refer to 3.3.1 for reference). Remember to press (beep) after each character.
3. After the last character in the line has been entered, press (beep) to enter the entire block (16 characters max.).
   - The LCD display will read: 2ND LINE INSTRUCT.
4. Repeat steps 2 and 3 to enter characters into Line 2.
   - The LCD display will read: 3RD LINE INSTRUCT.
5. Repeat steps 2 and 3 to enter characters into Line 3.
6. Press (beep) to enter all three lines into the system memory.
7. The new instruction message will begin to scroll across the screen.

### 3.3.5 Reset Instruction Message to Factory Default

This programming sequence allows you to reset the welcome message to the factory default.

**Default Instruction Message = PUSH A Z TO FIND NAME THEN PUSH THE CALL BUTTON**

1. Press and enter your four-digit MASTER CODE (beep).
2. Press (beep) to reset the message to default, OR (beep) to keep the current programmed message.
3.3.6 Programming Names

Before beginning manual programming of this telephone entry system from the keypad, it is strongly recommended that the resident log sheets in the back of this manual be competed in their entirety. This will make programming easier and can be used as a reference when entering phone numbers, names and entry codes.

When you are entering names into the electronic directory, remember to press * after each desired letter, number, or space is displayed on the LCD. When the entire name is displayed on the directory, press * again to enter the entire name into the directory. If you make a mistake, simply press # to clear the display and start over. Names cannot be more than 11 characters in length - spaces count as a character. Names are referenced to a phone number by entering the directory code that the residents phone number has been programmed to.

Example of programming 11 characters: JONES APT 1

<table>
<thead>
<tr>
<th>Digit</th>
<th>Keypad Sequence</th>
<th>Programming Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>J</td>
<td>Press the 5 key one time to display J, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>2</td>
<td>O</td>
<td>Press the 6 key three times to display O, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>3</td>
<td>N</td>
<td>Press the 6 key twice to display N, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>4</td>
<td>E</td>
<td>Press the 3 key two times to display E, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>5</td>
<td>S</td>
<td>Press the 7 key four times to display S, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Press the 1 key one time for a space, then press the * key to enter the space.</td>
</tr>
<tr>
<td>7</td>
<td>A</td>
<td>Press the 2 key one time to display A, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>8</td>
<td>P</td>
<td>Press the 7 key one time to display P, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>9</td>
<td>T</td>
<td>Press the 8 key one time to display T, then press the * key to enter the letter.</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Press the 1 key one time for a space, then press the * key to enter the space.</td>
</tr>
<tr>
<td>11</td>
<td>1</td>
<td>Press the 1 key twice to display 1, then press the * key to enter the number.</td>
</tr>
</tbody>
</table>

1. Press [Oper] and enter your four-digit MASTER CODE [0123] (beep).

The LCD display will read: DIR CODE.

2. Enter the directory code of the resident (1, 2, 3 or 4 digits, depending on programming in 3.2.1), then press [Enter] (beep).

The LCD display will read: 11 CHAR NAME.

3. Begin entering the residents name one character at a time. (refer to 3.3.1 for reference). When the desired character (letter, number or space) is displayed, press [Enter] (beep) to enter that character.

4. Repeat step 3 to enter additional characters until the desired name is displayed on the LCD display (11 characters max.). If you make a mistake, press [Clear] to clear the display and start over.

5. After the last character has been entered, press [Enter] (beep) again to enter the complete name.

The LCD display will be blank.

6. Repeat steps 2, 3, 4, and 5 to enter additional names.

7. Press [Clear] together to end this programming step.

The LCD display will read: SORTING.

System alphabetizes the names. This may take a few minutes. Sorting is complete when a long (beep) is heard.
3.3.7 Delete a Single Name
This program sequence is useful to delete a SINGLE name that has been programmed into the directory.

1. Press \[\text{A} \, \text{B} \, \text{C} \, \text{D}\] and enter your four-digit MASTER CODE \[\text{E} \, \text{F} \, \text{G} \, \text{H}\] (beep).
2. Press \[\text{P}\] to keep the name, OR \[\text{Q}\] to erase the name. The next name is displayed.
3. Repeat steps 2 and 3 to keep skipping or erasing names.
4. Press \[\text{Q} \, \text{R}\] together to end this programming sequence.
   The LCD display will read: SORTING.
   System alphabetizes the names. This may take a few minutes. Sorting is complete when a long (beeeeeeep) is heard.

3.3.8 Delete ALL Names
This programming step deletes ALL names that have been programmed into the directory.

**CAUTION:** This programming CANNOT be UNDONE!

1. Press \[\text{A} \, \text{B} \, \text{C} \, \text{D}\] and enter your four-digit MASTER CODE \[\text{E} \, \text{F} \, \text{G} \, \text{H}\] (beep).
   The LCD display will read: 1=Y 0=N
2. Press \[\text{P}\] to erase all names, OR \[\text{Q}\] to keep all names.
3. When you press \[\text{P}\] in step 2,
   The LCD display will read: ERASING.
   Erasing is complete when a long (beeeeeeep) is heard. This CANNOT be UNDONE!

3.4 Entry Code Programming

3.4.1 Programming Four-Digit Entry Code
This programming sequence programs four-digit entry codes into the system memory. The number of four-digit entry codes that can be programmed is the same as the telephone number memory capacity, plus 12. We suggest that all entry codes that are programmed into the system be listed with the names of residents that they have been assigned to (see log tables in back of this manual).

Notes:
Temporary four-digit entry codes can be programmed into system that will only be active for 24 hours. See section 3.5.5 for more information about “Flash Entry Codes” if this feature is desired (Time clock must be programed, section 3.5.1).
Hold four-digit entry codes can be programmed into system that will reverse the relay activation ONLY. See section 3.4.5 for more information about “Hold Four-Digit Entry Codes” if this feature is desired.

1. Press \[\text{A} \, \text{B} \, \text{C} \, \text{D}\] and enter your four-digit MASTER CODE \[\text{E} \, \text{F} \, \text{G} \, \text{H}\] (beep).
2. Enter the four-digit entry code, then press \[\text{P}\] (beep).
3. Repeat step 2 to enter additional entry codes.
4. Press \[\text{Q} \, \text{R}\] together to end this programming sequence (beeeeeeep).
3.4.2 Delete Individual Four-Digit Entry Code

1. Press \[\text{ }\] and enter your four-digit MASTER CODE (beep).
2. Enter the four-digit entry code to be deleted, then press (beep).
3. Repeat step 2 to delete additional entry codes.
4. Press together to end this programming sequence (beeeeee).

3.4.3 Delete ALL Four-Digit Entry Codes

This programming step deletes ALL four-digit entry codes that have been programmed into the system.

**CAUTION:** This programming CANNOT be UNDONE!

1. Press \[\text{ }\] and enter your four-digit MASTER CODE (beep).
2. Press then press (beep).
   
   This programming sequence will automatically end itself by a long (beeeeee).

3.4.4 Four-Digit Entry Code Divide Number to Activate Relays

The four-digit entry codes can be made to activate either relay 1 or relay 2 by programming a four-digit divide number. Four-digit entry codes equal to or less than the divide number will activate relay 1. Four-digit entry codes greater than the divide number will activate relay 2.

**TIP:** you can make ALL four-digit entry codes (except 0000) activate Relay 2 by programming divide number 0000, or make ALL four-digit entry codes activate Relay 1 by programming divide number 9999.

Factory default divide number is 9999 - Activates Relay 1.

1. Press \[\text{ }\] and enter your four-digit MASTER CODE (beep).
2. Enter the four-digit divide number, then press (beep).
3. Press together to end this programming sequence (beeeeee).

3.4.5 "Hold Four-Digit Entry Codes" - Reverse Relay Activation ONLY

A four-digit entry code can be programmed to reverse the condition of relay 1 or relay 2 ONLY. If a relay is NOT activated, entering one of these entry codes will activate it and keep it activated (Hold). If a relay is activated, entering one of these entry codes will release it. (4) entry codes can be assigned to each relay using specific Hold Code numbers. DO NOT use existing four-digit entry codes that were programmed in from section 3.4.1. Rev P circuit board or higher ONLY.

**Hold four-digit entry code will override** any hold open sequence that is in progress and close the gate immediately.

**Hold code numbers 1 through 4 are assigned to Relay 1 ONLY** (one four-digit entry code per hold code number).

**Hold code numbers 5 through 8 are assigned to Relay 2 ONLY** (one four-digit entry code per hold code number).

1. Press \[\text{ }\] and enter your four-digit MASTER CODE (beep).
2. Enter a single-digit hold code number (1-4:Relay 1, 5-8:Relay 2), then press (beep).
3. Enter a four-digit entry code, then press (beep). Fill in table below and in back of this manual.
4. Repeat steps 2 and 3 to enter additional Hold four-digit entry codes (up to 8 codes total).
5. Press together to end this programming sequence (beeeeee).

### Relay 1 Hold Code

<table>
<thead>
<tr>
<th>Hold Four-Digit Entry Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
</tbody>
</table>

### Relay 2 Hold Code

<table>
<thead>
<tr>
<th>Hold Four-Digit Entry Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>
3.4.6 Programming Five-Digit Entry Code
This programming sequence programs five-digit entry codes into the system memory. The number of five digit entry codes that can be programmed is limited to six. We suggest that all entry codes that are programmed into the system be listed with the names of residents that they have been assigned to (see log tables in back of this manual).

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Enter the five-digit entry code, then press [ ] (beep).
3. Repeat step 2 to enter additional entry codes.
4. Press [ ] together to end this programming sequence (beeeeeeep).

3.4.7 Delete Individual Five-Digit Entry Code
1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Enter the five-digit entry code to be deleted, then press [ ] (beep).
3. Repeat step 2 to delete additional entry codes.
4. Press [ ] together to end this programming sequence (beeeeeeep).

3.4.8 Delete ALL Five-Digit Entry Codes
This programming step deletes ALL five-digit entry codes that have been programmed into the system.

**CAUTION:** This programming CANNOT be UNDONE!

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Press [ ] then press [ ] (beep).
   This programming sequence will automatically end itself by a long (beeeeeeep).

3.4.9 Five-Digit Entry Code Divide Number to Activate Relays
The five-digit entry codes can be made to activate either relay 1 or relay 2 by programming a five-digit divide number. Five-digit entry codes equal to or less than the divide number will activate relay 1. Five-digit entry codes greater than the divide number will activate relay 2.

**TIP:** you can make ALL five-digit entry codes (except 0000) activate Relay 2 by programming divide number 00000, or make ALL five-digit entry codes activate Relay 1 by programming divide number 99999.

Factory default divide number is 99999 - Activates Relay 1.

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Enter the five-digit divide number, then press [ ] (beep).
3. Press [ ] together to end this programming sequence (beeeeeeep).
3.5 Time Functions Programming

3.5.1 Programming Time Clock
This programming sequence programs the calendar chip in the telephone entry system for the current time and date. The calendar chip **MUST** be programmed if you are going to use any of the time functions available with the entry system.

1. Press \( \text{Def} \) and enter your four-digit MASTER CODE \( \text{Def} \) (beep).
2. Enter the four-digit current hour and minutes, then press \( \text{Def} \) (beep).
   
   DO NOT use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
3. Press \( \text{Def} \) (beep) for AM, OR \( \text{Def} \) (beep) for PM.
4. Enter the two-digit month, then press \( \text{Def} \) (beep).
5. Enter the two-digit day of the month, then press \( \text{Def} \) (beep).
6. Enter the two-digit year, then press \( \text{Def} \) (beep).
7. Enter the single-digit day of the week (Sun = 1, Mon = 2, .....Sat = 7) then press \( \text{Def} \) (beeeeep).

3.5.2 Automatic Relay Activation Time Zones
This program sequence sets up to FOUR time zones to automatically activate and deactivate the relays on the control board. Each relay can be programmed with TWO independent time zones.

**Time zones 1 and 2 controls Relay 1 operation ONLY.**

**Time zones 3 and 4 controls Relay 2 operation ONLY.**

Use the chart in the log tables in back of this manual to record the time zones that are programmed. These time zones can be independently turned ON or turned OFF after they have been programmed (see operating instructions 4.2.5 to turn ON or OFF the programmed time zones).

1. Press \( \text{Def} \) and enter your four-digit MASTER CODE \( \text{Def} \) (beep).
2. Enter a single-digit time zone number (1 or 2 = relay 1, 3 or 4 = relay 2), then press \( \text{Def} \) (beep).
3. Press \( \text{Def} \) (beep) to turn time zone ON, OR \( \text{Def} \) (beep) to turn time zone OFF.
4. Enter the four-digit BEGINNING hour and minutes, then press \( \text{Def} \) (beep).
   
   DO NOT use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
5. Press \( \text{Def} \) (beep) for AM, OR \( \text{Def} \) (beep) for PM.
6. Enter the four-digit ENDING hour and minutes, then press \( \text{Def} \) (beep).
   
   DO NOT use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
7. Press \( \text{Def} \) (beep) for AM, OR \( \text{Def} \) (beep) for PM.
8. Enter the seven-digit days of the week, then press \( \text{Def} \) (beeeeep). (Sun = 1, Mon = 2, .....Sat = 7)
   
   All seven digits MUST be entered, to skip any days of the week the time zone will NOT be active, enter # in place of a day.
   
   Example 1, to have a time zone active on Saturday and Sunday ONLY (Sun = 1, Sat = 7), enter 1 7 # # # # #.
   
   Example 2, to have a time zone active on Monday thru Friday ONLY (Mon = 2, Tues = 3, .....Fri = 6), enter 2 3 4 5 6 # #.
9. Repeat steps 2 through 8 to enter additional time zones.
10. Press \( \text{Def} \) together to end this programming sequence (beeeeep).
3.5.3 Four-Digit Entry Codes Time Zone

This programming sequence sets up ONE time zone for the **FOUR**-digit entry codes to activate the system relays. This time zone uses a range of four-digit entry codes (Boundary numbers) and can be programmed for certain days of the week. This time zone can be turned ON and turned OFF after it is programmed (see operating instructions 4.2.4 to turn ON or OFF the programmed entry code time zone).

1. Press and enter your four-digit MASTER CODE (beep).
2. Press (beep) to turn **time zone ON**, OR (beep) to turn **time zone OFF**.
3. Enter the four-digit BEGINNING hour and minutes, then press (beep).
   **DO NOT** use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
4. Press (beep) for AM, OR (beep) for PM.
5. Enter the four-digit ENDING hour and minutes, then press (beep).
   **DO NOT** use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
6. Press (beep) for AM, OR (beep) for PM.
7. Enter the seven-digit days of the week, then press (beeeeeeep).
   All seven digits MUST be entered, to skip any days of the week the time zone will NOT be active, enter # in place of a day.
   Example 1: to have a time zone active on Saturday and Sunday ONLY (Sun = 1, Sat = 7), enter 1 7 # # # # #.
   Example 2: to have a time zone active on Monday thru Friday ONLY (Mon = 2, Tues = 3, ......Fri = 6), enter 2 3 4 5 6 # #.
8. Enter the LOWER four-digit entry codes **boundary number**, then press (beep).
   Entry codes LOWER than this number will NOT activate relays when the entry code time zone is ON.
9. Enter the UPPER four-digit entry codes **boundary number**, then press (beep).
   Entry codes HIGHER than this number will NOT activate relays when the entry code time zone is ON.
10. Press together to end this programming sequence (beeeeeeep).
3.5.4 Five-Digit Entry Codes Time Zone
This programming sequence sets up **ONE time zone** for the **FIVE-digit entry codes** to activate the system relays. This time zone uses a range of five-digit entry codes (Boundary numbers) and can be programmed for certain days of the week. This time zone can be turned **ON** and turned **OFF** after it is programmed (see operating instructions 4.2.4 to turn **ON** or **OFF** the programmed entry code time zone).

Note: FLASH entry codes can NOT be used with five-digit entry codes.

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Press [ ] (beep) to turn **time zone ON**, OR [ ] (beep) to turn **time zone OFF**.
3. Enter the four-digit **BEGINNING** hour and minutes, then press [ ] (beep).
   - **DO NOT** use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
4. Press [ ] (beep) for AM, OR [ ] (beep) for PM.
5. Enter the four-digit **ENDING** hour and minutes, then press [ ] (beep).
   - **DO NOT** use military (24 hour) time format, simply enter the hour (2 digits) and the minutes (2 digits). For example, 8:30 is entered as 0830. AM or PM gets set on the next step.
6. Press [ ] (beep) for AM, OR [ ] (beep) for PM.
7. Enter the seven-digit **days of the week**, then press [ ] (beeeeeep). (Sun = 1, Mon = 2, .....Sat = 7)
   - All seven digits MUST be entered, to skip any days of the week the time zone will **NOT** be active, enter # in place of a day.
   - Example 1: to have a time zone active on Saturday and Sunday ONLY (Sun = 1, Sat = 7), enter 17####.
   - Example 2: to have a time zone active on Monday thru Friday ONLY (Mon = 2, Tues = 3, ......Fri = 6), enter 23456#.
8. Enter the **LOWER** five-digit entry codes **boundary number**, then press [ ] (beep).
   - **Entry codes LOWER** than this number will **NOT** activate relays when the entry code time zone is **ON**.
9. Enter the **UPPER** five-digit entry codes **boundary number**, then press [ ] (beep).
   - **Entry codes HIGHER** than this number will **NOT** activate relays when the entry code time zone is **ON**.
10. Press [ ] together to end this programming sequence (beeeeeep).

---

3.5.5 “Flash Entry Codes” - Active for ONE-DAY ONLY
This programming sequence sets up “Flash Entry Codes”. Flash codes are **four-digit entry codes** that will operate **ONLY ONE TIME** on a specific day of the month - they will not operate **before** or **AFTER the programmed day**. The flash codes will be valid for a single **24-hour period** ONLY. For example, if you program a flash code on July 1st to be active on the 10th, the code will become valid at 12:00 AM on July 10th and expire at 11:59 PM on July 10th. The code will not be valid on August 10th. You can program up to **EIGHT flash codes** in the system.
Flash code numbers 1 through 4 will activate **Relay 1 ONLY**.
Flash code numbers 5 through 8 will activate **Relay 2 ONLY**.

1. Press [ ] and enter your four-digit MASTER CODE [ ] (beep).
2. Enter a single-digit flash code number (1-8 depending on which relay is to be activated), then press [ ] (beep).
3. Enter the two-digit day of the month that the code is to be active, then press [ ] (beep).
4. Enter a desired four-digit **FLASH ENTRY CODE**, then press [ ] (beep).
5. Repeat steps 2 through 4 to enter additional desired **FLASH ENTRY CODES**.
6. Press [ ] together to end this programming sequence (beeeeeep).
SECTION 4 - SYSTEM OPERATING INSTRUCTIONS

4.1 General Instructions

4.1.1 Guest Instructions
The standard 1802 system has instructions on the faceplate that will instruct guest on the operation of the telephone entry system. Guests will locate a residents name and directory code in a directory associated with the standard 1802. This may be a letter board type directory, an add-on directory or a built-in directory like that found in the 1810 unit. When a directory code is entered on the keypad, the telephone entry system will call the preprogrammed telephone number stored under that directory code. If the line is busy, the system will emit a busy signal. Pressing the hang-up key (any key or the preprogrammed hang-up key) will hang the system up. Guest can then try again. Residents can avoid missing calls from the telephone entry system by ordering call waiting from the local telephone company.

The 1802EPD system uses an electronic display to show a welcome message and user instructions. It has a built-in electronic directory that allows guest to use the A and Z buttons to electronically display a resident's name. When a directory code is entered on the keypad, or if the CALL button is pressed when the residents name is displayed, the telephone entry system will call the preprogrammed telephone number stored under that directory code. If the line is busy, the system will emit a busy signal. Pressing the hang-up key (any key or the preprogrammed hang-up key) will hang the system up. Guest can then try again. Residents can avoid missing calls from the telephone entry system by ordering call waiting from the local telephone company.

Either system can be programmed so that the keypad emits DTMF tones after a connection is made (section 3.1.12). For example, in a business application, a call from the telephone entry system may be answered by an auto-attendant requesting that you enter a resident's extension number. This is possible with the system provided that it has been programmed to emit DTMF tones once the call is answered.

4.1.2 Responding to a Guest Call
When communication is established, the resident has the option of opening the door(s) or gate(s) by pressing the programmed tone open number(s) on their touch tone telephone, or they can deny access to their guest by pressing # on their telephone. If access is granted, the resident will hear a confirmation tone in their handset indicating that the door or gate has opened, then the system will automatically hang up.

Residents should be instructed by management to always press the # key on their telephone if they wish to deny a guest access. If a resident hangs up to deny access instead of pressing #, the telephone entry system will remain on line until its programmed talk time expires or until it detects dial tone.

Some newer type telephones emit a short tone rather than a continuous tone when their keys are pressed. This may cause the telephone entry system to not respond to the tone open number. If this happens, simply press the tone open number twice in rapid succession to open the door or gate.

If a resident is using rotary dial telephone, they will grant access to their guest by dialing 9. To deny access to their guest, residents with rotary phones must simply hang up.

4.1.3 Using an Entry Code
The FOUR and FIVE-digit entry codes will operate either relay 1, relay 2, or they can be programmed so that certain codes will activate only relay 1 while others will activate only relay 2. Both four and five-digit entry codes can be time zone restricted.

**FOUR-Digit Entry Code** - Press ![4] and then enter your four-digit Entry Code ![1] ![2] ![3] ![4]


If management decides to utilize resident entry codes, residents should be instructed to keep their unique code secret. Telling other persons their code or allowing other persons to use their code compromises security and defeats the purpose of the system.
4.2 System Administrator

The administrator can perform the following operations from a remote location (off-site) using a touch-tone telephone. You must know:

- The phone number of the system.
- The system’s four-digit MASTER CODE.
- If the system is using a LAN telephone line or a cellular phone line.

4.2.1 Remote Programming (Touch-Tone Phone)
1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep heard).
   Note: the number of rings before the system answers is dependent on the programming in 3.1.8.
2. After the system answers, follow the desired programming steps in Section 3.
3. When complete, hang up. You cannot use 0 # together to end the programming step from a touch-tone telephone.

4.2.2 Remote Relay Activation
1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep heard).
   Note: You must know if the system is on a LAN telephone line OR a Cellular phone line.
   Note: the number of rings before the system answers is dependent on the programming in 3.1.8.
2A. On a LAN telephone line: Press *16 and enter the four-digit MASTER CODE (beep heard).
2B. On a CELLULAR phone line: Press *97 and enter the four-digit MASTER CODE (beep heard).
3. Press the desired single-digit tone open number (beep heard).
   Note: Refer to 3.1.6 to determine which tone open features have been programmed, i.e. momentary open, hold open, release, hold open one hour and then release.
4. Hang up.

4.2.3 Remote Relay Check
The telephone entry system can be called and a check can be made to determine if any of the relays in the system are in a “Hold Open” mode. This check can be useful if your gate (or door) is held open and you suspect that the telephone entry system relay may be the cause.
1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (beep heard).
   Note: You must know if the system is on a LAN telephone line OR a Cellular phone line.
   Note: the number of rings before the system answers is dependent on the programming in 3.1.8.
2A. On a LAN telephone line: Press *16 and enter the four-digit MASTER CODE (beep heard).
2B. On a CELLULAR phone line: Press *97 and enter the four-digit MASTER CODE (beep heard).
3. The system will emit a series of short tones if the relay is in a continuous activation mode.
   Relay 1 activated: beep - pause - beep - pause . . .
   Relay 2 activated: beep beep - pause - beep beep - pause . . .
   Relay 1 & 2 activated: beep beep beep - pause - beep beep beep - pause . . .
4. Press the programmed single-digit tone number to deactivate the relay (beep heard). The system will automatically hang up.
   Note: the single-digit tone number is dependent on the programming in 3.1.6 (factory defaults: Relay 1 - 7, Relay 2 - 3).
4.2 System Administrator Continued

4.2.4 Remote Entry Code Time Zone Enable / Disable
The entry code time zones can be turned **OFF** (disable) or **ON** (enable) remotely from a touch-tone telephone at any time without changing the time zone boundaries. To program the time zone boundaries, see sections 3.5.3 and 3.5.4. Entry code time zones can also be turned **off** or **on** at the system keypad by skipping step 1 and proceeding directly to step 2 in the sequence below.

1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (*beep heard*).  
   **Note:** the number of rings before the system answers is dependent on the programming in section 3.1.8.
2. Press *36 for **FOUR-digit entry code time zones**, or *37 for **FIVE-digit entry code time zones**, then enter the four-digit **MASTER CODE (*beep heard*)**.
3. Press 0 * (beep heard) to turn the time zone **OFF**, or press 1 * (beep heard) to turn the time zone **ON**.
4. Press 0 # together (beeeeeep).

4.2.5 Remote Automatic Relay Time Zone Enable / Disable
The **four time zones** that automatically activate and deactivate the relays can be turned **OFF** (disable) or **ON** (enable) remotely from a touch-tone telephone at any time without changing the time zone programming. To program the automatic relay activation time zones, see section 3.5.2. The four Automatic relay time zones can also be turned **off** or **on** at the system keypad by skipping step 1 and proceeding directly to step 2 in the sequence below.

1. Call the telephone number that the entry system is installed on. The system will answer with a short tone (*beep heard*).  
   **Note:** the number of rings before the system answers is dependent on the programming in section 3.1.8.
2. Press *35 and enter the four-digit **MASTER CODE (beep heard)**.
3. Enter the single-digit time zone number that you want to turn OFF or ON, then press * (beep heard).  
   **Note:** Refer to section 3.5 to determine which time zones have been programmed into the system or see log tables in back of this manual.
4. Press 0 * (beep heard) to turn the time zone **OFF**, or press 1 * (beep heard) to turn the time zone **ON**.
5. Hang up the phone or if at the system keypad, press 0 # together (beeeeeep).
4.3 Miscellaneous Operating Instructions

4.3.1 Switch Input 1 & 2 Operation
The two switch inputs can be programmed to either activate their respective relay (switch input 1 activates relay 1; switch input 2 activates relay 2) or they can be programmed to call the phone number programmed under the first two directory codes (switch input 1 calls the phone number programmed under directory code 0, 00, 000 or 0000; switch input 2 calls the phone number programmed under directory code 1, 01, 001 or 0001). Each switch input is programmed independently (3.1.7). Switch 1 input is typically used as the postal switch and is pre-wired and pre-programmed for postal switch operation. We suggest that switch input 1 should be left programmed to activate relay 1 to allow the mail carrier entry.

Switch 2 input can be programmed as the application requires. For example, if the telephone entry system is controlling a vehicular gate with relay 1 and a pedestrian gate with relay 2, a postal lock box (DoorKing P/N 1402-080) could be installed at the pedestrian gate for the mail carrier and connected to switch input 2. In this manner, the postal lock box would allow the mail carrier access through the pedestrian gate when it is activated. Another use of switch input 2 is to program the input to call a preprogrammed telephone number instead of activating relay 2. An auxiliary button can be installed and connected to switch input 2 and labeled “assistance”. When the button is pressed, the system will automatically dial the phone number programmed under directory code 1, 01, 001 or 0001.

4.3.2 Talk Time
The talk time for directory codes 0, 00, 0000 and 1, 01, 001, 0001 is factory set to 4 minutes 15 seconds and cannot be changed. These directory codes should be reserved for use with management or emergency phone numbers that typically require longer talk times. For example, if directory code 000 was programmed to call a management phone number, the system will allow the full 4 minutes and 15 seconds of talk time before automatically ending the call.

4.3.3 Phone Line Sharing for Multiple Telephone Entry Systems
More than one telephone entry system can share the same phone line provided that the units have been programmed for multiple systems on the same line (see 3.1.2). When the unit is programmed for multiple systems sharing the same line, it checks the phone line for 48 volts (not busy) before attempting to place a call. If the phone line is in use, the system will emit a busy signal. If two or more systems are sharing the same phone line, it is important that each system be programmed with its own unique master code. When more than one system is on the same phone line, and a call is placed from one of the systems to a resident, only the system that placed the call will respond to any tone open numbers. Do not be concerned that all the units will activate their relay when the resident presses the tone open number.

4.3.4 Connection to a PBX using 7-Digit Phone Number Programming ONLY
If the telephone entry system is going to be connected to a PBX system, you may need to program extension numbers in place of a seven-digit telephone number. To do this, enter the extension number and fill the remaining spaces with the # key in the phone number programming step.

For example, if the PBX system uses four-digit extensions and you want to program extension 2217 as a phone number, in step 3, section 3.2.10 press:

3. Enter ABCDEF, then press 9 (beep).

If the PBX system requires you to dial 9 to obtain an outside line, and you want to program some outside line phone numbers in the system, program the number 9 as one of the alternate area codes. In step 3, section 3.2.11 press:

3. Enter ABCDEF, then press 9 (beep). Then program the outside phone number as a long distance number (section 3.2.12) using the area code reference number used to program 9 as one of the alternate area codes.

4.3.5 Areas with 10-digit Dialing using 7-Digit Phone Number Programming ONLY
If the telephone entry system is installed in an area where the telephone company has instituted 10 digit dialing, simply program the required number of alternate area codes into the system without preceding the area code with the number 1. For example, if 310 is one of the area codes required, in step 3, section 3.2.11 press:

3. Enter ABCDEF, then press 9 (beep). Then program the outside phone number as a long distance number (section 3.2.12) using the area code reference number used to program 310 as one of the alternate area codes. Program additional area codes and phone numbers as described in sections 3.2.11 and 3.2.12.
SECTION 5 - MAINTENANCE

The DoorKing telephone entry system is essentially a maintenance free device. When the unit is properly installed, it should provide years of trouble free service. Maintenance is limited to updating the directory and phone number and/or entry codes when residents move in or out. The faceplate of the unit should be cleaned on a regular basis to keep contaminants in the air from sticking to the surface and possibly causing pitting. When cleaning the faceplate of the system, NEVER use an abrasive cleaner or cloth. Stainless steel cleaner works very well with a soft cloth for systems with a stainless steel faceplate. A clean damp soft cloth should be used to clean gold plated faceplates.

5.1 Replacement Parts

The following items are replaceable and can be ordered from your installing dealer.

<table>
<thead>
<tr>
<th>Item</th>
<th>Replacement Part(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Board</td>
<td>Replacement Circuit Board P/N 1862-010 REV P or higher. LCD display is NOT INCLUDED.</td>
</tr>
<tr>
<td>Keypad</td>
<td>Replacement keypads – 1802 P/N 1895-017 num only, 1802EPD P/N 1895-016 num &amp; letters</td>
</tr>
<tr>
<td>Transformer</td>
<td>Replacement power transformer – 16.5 VAC, 20 VA U.L. Listed DoorKing P/N 1804-060</td>
</tr>
</tbody>
</table>

5.2 Troubleshooting

If problems should develop with your telephone entry system, refer to the troubleshooting table below and on the following pages to try and correct any problems. Our experience has shown that a majority of reported problems are actually programming related and can be corrected on site. If problems persist and they cannot be corrected, contact your authorized DoorKing dealer for assistance. Before performing any troubleshooting, check the following:

1. Have a good VOM meter handy to check voltages and continuity.
2. Have a telephone test set (DoorKing P/N 1800-050 or equivalent) to check the telephone line. Noise on the phone line will cause problems with the entry system.
3. Be sure that the entry system case is properly grounded.
4. Be sure that the telephone wires are twisted.
5. A hum on the system indicates that the phone line or 16 VAC power lines may be grounded. Check to be sure that the phone lines or power lines are not shorted to ground.
6. Check the 16 VAC system power. Be sure that the transformer is properly rated (16 VAC, 20 VA). Keep the wire run from the transformer to the entry system as short as possible. Use 16 or 18 AWG, 600 volt insulated wire only. The importance of proper power wiring cannot be over stressed!
7. Isolate the telephone entry system. Disconnect any external devices, such as gate operators, electric strikes, magnetic locks, etc., which may affect the operation of the system.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Possible Solution(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot get into programming mode.</td>
<td>• Wrong master code entered. Start over.</td>
</tr>
<tr>
<td></td>
<td>• Waiting too long between pushing buttons. Enter information quicker.</td>
</tr>
<tr>
<td></td>
<td>• Keypad is not plugged into board correctly. Cable points down.</td>
</tr>
<tr>
<td></td>
<td>• Memory chip is installed upside down (Section 1.4).</td>
</tr>
<tr>
<td>System emits a long tone and cancels programming.</td>
<td>• Waiting too long between pushing buttons.</td>
</tr>
<tr>
<td></td>
<td>• Forgetting to press * first when programming.</td>
</tr>
<tr>
<td>Keypad is dead.</td>
<td>• No power. Check for 16.5 VAC input power.</td>
</tr>
<tr>
<td></td>
<td>• Check that the keypad is properly connected to the circuit board. The cable on the plug points down when connected to the circuit board.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Possible Solution(s)</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Buzz or noise on the phone line.            | • Disconnect the phone line from the system and check it with a handset. If line is noisy, problem is with the phone line and not the entry system.  
• Check for any shorts to ground behind the circuit board.  
• Check for pinched wires near the door hinge.  
• Check for 16-volt power shorted to ground.  
• Check for phone line shorted to ground.  
• Check that phone wires are twisted.  
• Check that the proper type of phone wire was used for an outdoor and/or underground application.  
• Check that all wires, speaker, keypad, etc. are isolated from ground.  
• Check that the cabinet is properly grounded. Be sure that case ground (CGND terminal 3) is not used as a low voltage common.  
• Check for excessive voltage drop on 16 VAC power. |
| Ringing or howling from the speaker.         | • Feedback improperly adjusted (2.3.1).  
• Volume is set too high (2.3.1). |
| After dial out, dial tone is heard on the speaker. | • Phone line is a rotary-dial line. Have the phone company change it to a touch-tone line. |
| Door strike locks on.                       | • Excessive voltage-drop on 16 VAC line.  
• Using a transformer with too low VA rating.  
• Relay strike time programmed too long (3.1.3). |
| Door strike or gate operator holds open.     | • Auto relay time zone enabled. Turn auto relay feature off or reprogram the time zone (5.2.5).  
• System was given a hold open command. Call the system and press the tone deactivate relay number (4.2.5). |
| Entry system will not answer when called.   | • Ring pin is not installed (2.3.5).  
• Number of rings to answer is set to high. Reprogram (3.1.8).  
• Bad phone line or insufficient ring voltage. |
| Rotary dial 9 will not activate relay.      | • Adjust click sensitivity (2.3.2). |
| Touch-tone 9 will not activate relay.        | • Re-program tone-open number to 9 (3.1.6).  
• If resident phone emits a short pulse rather than a long tone, press 9 rapidly twice “99”.  
• Try another phone that is known to work.  
• Lower speaker volume and re-adjust feedback (2.3.1). |
| Relay activates but gate operator will not open. | • Re-program relay strike time for a longer period (3.1.3).  
• Check wiring to gate operator.  
• Check gate operator. |
| Postal switch will not activate relay.      | • Be sure that the wire-tie has been clipped off the postal switch.  
• Be sure that the relay has been programmed for postal switch input (3.1.7). |
| Switch input 2 will not activate relay.      | • Reprogram switch input 2 which only activates relay 2 (3.1.7). |
| FOUR-digit entry codes will not work.        | • Forgetting to press “#” first.  
• Entry code is time zone restricted. Reprogram time zone (3.5.2) or turn time zone off (4.2.5).  
• Entry code attempted was a FLASH entry code that is no longer valid (3.5.5). |
| FIVE-digit entry codes will not work.        | • Forgetting to press “#” first.  
• Entry code is time zone restricted. Reprogram time zone (3.5.2) or turn time zone off (4.2.5). |
| Entry codes will not activate relay 1.       | • Re-program relay 1 low and high ranges. FOUR-digit codes (3.4.4), FIVE-digit codes (3.4.9). |
| Entry codes will not activate relay 2.        | • Re-program relay 1 low and high ranges. FOUR-digit codes (3.4.4), FIVE-digit codes (3.4.9). |
| System emits a beep every 30 seconds.        | • Master code switch is in the ON position. Turn master code switch OFF (2.3.4). |
| LCD is unreadable                            | • Adjust contrast. (2.3.3). |
5.3 Accessories

Surge Suppressors
Phone line suppressor. P/N 1877-010.

1802 Adapter Plate
Needed when mounting to mounting posts. P/N 1802-111.

Mounting Posts & Kiosk
Off-Set pad mount. P/N 1200-036.
Standard goose-neck, In-ground mount P/N 1200-046.
Standard dual-mount. P/N 1200-049.

Telephone Test Set
Includes clips, cord and carrying case. P/N 1800-050.

Back-Up Battery
12 volt .8 amp hour gel cell provides stand by power during power interruptions. P/N 1801-008.

1802EPD Heater Kit
Allows the 1802EPD Telephone Entry System LCD display to maintain normal operation to approximately -20°F (-29°C). P/N 2600-582.

1802EPD CCTV Camera Kit
High resolution color camera kit. P/N 1812-145.

Secondary Keypads: Allows remote activation of the system relays by use of the access codes. Does not provide any voice communication to the main unit or to the resident telephone. P/N 1812-082 (surface mount); P/N 1812-197 (flush mount).

DoorKing Wireless Adapter Kit: Allows wireless communication of the system with the telephone line connected to the base wireless adapter. P/N 1815-570.
1802EPD Wiring Schematic

Scroll Buttons
- A
- Z
- CALL

Phone Line
- Ground
- Green

Microphone
- Red
- White
- Green

LED Keypad Light
- Gray
- Orange

Keypad
- Scroll Buttons
- Red Wire
- Right

Postal Lock Switch (Switch Input 1)
- Red Wire
- White

Speaker
- Purple

P2 10-Pin Keypad plug position on circuit board - Red wire left.
Complete the information in the tables on the following pages to maintain a record of the information that has been programmed into the telephone entry system.

### 6.1 Log Tables

#### Master Code (section 3.1.1)

<table>
<thead>
<tr>
<th>1st Digit</th>
<th>2nd Digit</th>
<th>3rd Digit</th>
<th>4th Digit</th>
</tr>
</thead>
</table>

#### Tone Open Numbers (section 3.1.6)

<table>
<thead>
<tr>
<th>Momentary Activation</th>
<th>Relay 1</th>
<th>Relay 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relay Hold OPEN</td>
<td>Factory - 9</td>
<td>Factory - 5</td>
</tr>
<tr>
<td>Relay RELEASE</td>
<td>Factory - 8</td>
<td>Factory - 4</td>
</tr>
<tr>
<td>Relay Hold OPEN 1 Hour</td>
<td>Factory - 7</td>
<td>Factory - 3</td>
</tr>
</tbody>
</table>

#### Relay Strike Time (section 3.1.3)

<table>
<thead>
<tr>
<th>Relay 1</th>
<th>Relay 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory - 1 sec.</td>
<td>Factory - 1 sec.</td>
</tr>
</tbody>
</table>

#### Postal Lock Activates (section 3.1.7)

<table>
<thead>
<tr>
<th>Switch Input 1-Relay 1</th>
<th>Switch Input 2-Relay 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory Set</td>
<td></td>
</tr>
</tbody>
</table>

#### Area Code Reference Number (section 3.2.11)

<table>
<thead>
<tr>
<th>Area Code Reference Number</th>
<th>Area Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
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<tr>
<td>02</td>
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<tr>
<td>07</td>
<td>07</td>
</tr>
<tr>
<td>08</td>
<td>08</td>
</tr>
</tbody>
</table>

#### Relay 1 Hold Code | Hold Four-Digit Entry Code

<table>
<thead>
<tr>
<th>1</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>4</td>
<td>8</td>
</tr>
</tbody>
</table>

#### Relay 2 Hold Code | Hold Four-Digit Entry Code

<table>
<thead>
<tr>
<th>5</th>
<th>(section 3.4.5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

#### Area Code Reference Number (section 3.2.11)

<table>
<thead>
<tr>
<th>Area Code Reference Number</th>
<th>Area Code</th>
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</thead>
<tbody>
<tr>
<td>09</td>
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<td>10</td>
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</tbody>
</table>

Area Code Note: Used for 7-Digit Phone Numbers Programming ONLY.

#### Area Code Reference Number (section 3.2.11)

<table>
<thead>
<tr>
<th>Area Code</th>
<th>Area Code Reference Number</th>
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</thead>
<tbody>
<tr>
<td>09</td>
<td>Factory - 9999</td>
</tr>
<tr>
<td>10</td>
<td>Factory - 99999</td>
</tr>
</tbody>
</table>

#### Four-Digit Entry Code Divide Number (section 3.4.4)

| Factory - 9999 |

#### Five-Digit Entry Code Divide Number (section 3.4.9)

| Factory - 99999 |

**FOUR-Digit Entry Code Time Zone** (section 3.5.3)

<table>
<thead>
<tr>
<th>Beginning Time</th>
<th>Ending Time</th>
<th>Days of the Week</th>
<th>Lower Boundary #</th>
<th>Upper Boundary #</th>
</tr>
</thead>
</table>

**FIVE-Digit Entry Code Time Zone** (section 3.5.4)

<table>
<thead>
<tr>
<th>Beginning Time</th>
<th>Ending Time</th>
<th>Days of the Week</th>
<th>Lower Boundary #</th>
<th>Upper Boundary #</th>
</tr>
</thead>
</table>

**Automatic Relay Activation Time Zones** (section 3.5.2)

<table>
<thead>
<tr>
<th>Zone 1 - Relay 1</th>
<th>Zone 2 - Relay 1</th>
<th>Zone 3 - Relay 2</th>
<th>Zone 4 - Relay 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Time</td>
<td>Ending Time</td>
<td>Days of the Week</td>
<td></td>
</tr>
</tbody>
</table>
Residents Information
Make additional copies of this table as needed.
Alternate Area Code may be needed when using 7-Digit Phone Numbers Programming ONLY, see sections 4.3.4 and 4.3.5 for more info.

<table>
<thead>
<tr>
<th>NAME</th>
<th>AREA CODE</th>
<th>PHONE NUMBER</th>
<th>DIRECTORY CODE</th>
<th>ENTRY CODE</th>
<th>ALT. AREA CODE</th>
</tr>
</thead>
</table>
Residents Information
Make additional copies of this table as needed.
Alternate Area Code may be needed when using 7-Digit Phone Numbers Programming ONLY, see sections 4.3.4 and 4.3.5 for more info.

<table>
<thead>
<tr>
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<th>ENTRY CODE</th>
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</table>
Your building / community has been equipped with a DoorKing Telephone Entry System that will provide communication for your guest from the lobby door / gated entrance to your home by use of the local telephone network. If you have any questions regarding the use or operation of this system, please see your System Administrator (building manager / HOA representative) or Call:

Phone #

Guest Communication: Your name (or apartment number) and telephone number have been programmed into the DoorKing telephone entry system under a specific DIRECTORY CODE. This directory code can be from 1 to 4 digits long. When a guest comes to visit you, they will look up your name in a resident directory (located on the LCD display or on a separate printed directory to provide guests with the resident directory information). Your DIRECTORY CODE will be shown next to your name. Your guest will enter this code on the telephone entry system keypad that will place a call to your home (If your guest already knows YOUR specific directory code, they can simply enter the code on the keypad without having to look up your name in the resident directory). If the telephone entry system is equipped with a “CALL” button, use the “A” “Z” buttons to locate the desired name on the LCD screen and press the CALL button to place a call to your home. A guest CANNOT enter your telephone number on the keypad, it MUST be the DIRECTORY CODE ONLY!

Granting or Denying Access to your Guest: Once you have answered the phone call and you have identified your guest, you have the choice to either grant access or deny access to your guest.

Touch-Tone Phones ONLY.
To GRANT ACCESS to your guest, press _____ on your touch-tone telephone. The telephone entry system will respond with a confirmation tone indicating that the door or gate is opening and will automatically disconnect itself. Some newer telephones emit a very short duration tone when the number is pressed. If your telephone does this, you may have to press the “GRANT ACCESS NUMBER” twice in rapid succession to open the door or gate.

To DENY ACCESS to your guest, press the “#” key on your touch-tone telephone.

Rotary-Dial Phones ONLY.
To GRANT ACCESS to your guest, dial “9”.

To DENY ACCESS to your guest, hang-up your phone.

Call Waiting: If you are on your telephone when a guest tries to contact you from the telephone entry system, they will hear a busy signal and will have to wait for you to end your call before they can contact you. To eliminate this problem, you can order call waiting from your local telephone company.

Privacy: If you DO NOT want your name and/or apartment number listed in the electronic resident directory (only available on certain model telephone entry systems), inform the system administrator of this. Your telephone number can be stored in the system without your name being displayed on the directory. If you choose this option, you will need to inform your guest what YOUR directory code is, otherwise there will be NO WAY for them to identify YOUR directory code on the telephone entry system’s electronic resident directory.

Access Code: Your system may be equipped with an “access code” that will allow you to open the door / gate by entering this code on the telephone entry system’s keypad. Your system administrator will advise you of YOUR access code if this option is available.

To use your access code, first press the [ ] key, and then enter your four-digit code [ ] [ ] [ ] [ ].

System Administrator’s Note: Fill in the phone number and access granted number above, copy and distribute this sheet to the residents.
Installation/Owner’s Manual

Model 1802 & 1802EPD

Telephone Entry System

Use this manual for circuit board 1862-010 Revision P or higher.

Control a main entry point plus an additional entry point.

www.doorking.com

DoorKing, Inc.
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Inglewood, California 90301
U.S.A.
Phone: 310-645-0023
Fax: 310-641-1586