

Select Gate

SG1A and SG2



**Select
Engineered
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SG1A and SG2 Troubleshooting Guide

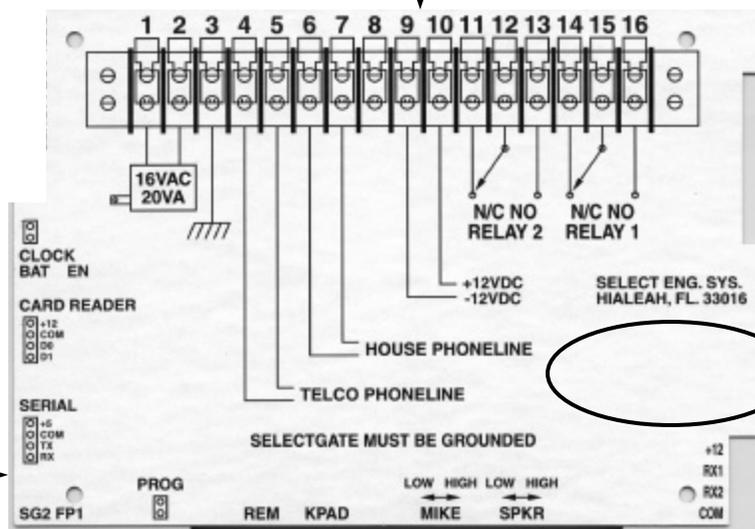
Make sure that you have the correct manual.
The Select Gate's serial number reflects the model type.
SES has 3 different models with 3 different manuals:

Serial Number / Model Identification:

250 to 4999 **SG1** Manufactured 1993 through Aug 2001
14,000 to 14,999
24,000 to 24,999

5000 to 5999 **SG1A** Manufactured Aug 2001 through July 2002
15,000 to 15,999 **SG1AW** SG1A with weigand output keypad.
25,000 to 25,999

6000 to **SG2** Manufactured beginning July 2002
13,999 **SG2M** = **SG2** with 2400 baud Modem



Power LED Under Here

Serial Number Here

General Checkpoints:

1. Make sure the ground wire (wire 16 gauge, 50 ft. maximum) is connected and goes to a valid earth ground. Meter the Select Gate ground, should read less than 1 ohm.
2. Make sure that you have the correct AC transformer, it should be 16 VAC 20 VA. Also check the 110 outlet that the transformer plugs into, it should read 110 to 120 VAC.
3. On the terminal barrier strip, contacts 1 and 2, with the transformer plugged in, the voltage should read 16 to 18 VAC.
4. Phone Line voltage on terminal barrier strip, contacts 4 & 5 should read 48 to 52 Volts DC.
5. On the terminal barrier strip, contacts 9 &10, the voltage should read 13 to 14 volts DC.
6. With wires removed from the terminal barrier strip 6 & 7, measure 48-52 VDC on the position 6 & 7 and 4 & 5 of the terminal barrier strip. Measure 0 VDC on the pair removed from 6 & 7. (house phone line)
7. Set the microphone potentiometer to 9 O'clock and speaker potentiometer to 6 O'clock.
8. D27 (near the serial pins) Power Light should be on all the time.
9. On the terminal barrier strip, contacts 9 &10 is intended only for the Back up Battery or alternative 12VDC power input.
DO NOT USE as a power supply for any devices (Camera, Gates, etc.) Any other use of these pins will result in board damage.
10. The best way to troubleshoot voice or ring problems is using a test phone (butt set) connected to positions 6 & 7 on the terminal barrier strip. (the butt set will allow you to hear the dial tone, noise, ring and make the testing easier)
11. When programming, pay attention, **long beeps mean an error in programming.**
12. The # key and the black "**push to call**" button perform the same function. (use this test to check the "push to call" button and the keypad for functionality.
13. To reset all functions to the factory default: enter the program mode, and then 991010*.

Troubleshooting:

Problem: Select Gate seems to be dead with no lights.

Check:

1. Meter the AC Voltage at the terminal barrier strip, at contacts 1 and 2. It should read 16 to 18 VAC.
2. Check for open wire on power harness.
3. Check the 16 pin connector to insure that it is plugged in correctly.
4. Check the transformer and it's connections.
5. If you still have no resolution to the problem, contact SES technical support for further assistance.

Problem: The Select Gate does not ring the phone(s) in the house (with the Select Gate on the same phone line as the house).

Check:

1. AC power (should be 16 to 18 VAC) and proper wire gauge is used (16 gauge up to 50 Feet from the transformer). For longer runs of wire, check the manual for the correct wire gauge.
2. Disconnect telephone house side wires, and connect a test phone on the terminal barrier strip, contacts 6 and 7. Then push the "push to call" button, if the test phone rings, continue to the next step.
3. If Test Phone doesn't ring ,make sure that Call Forward feature is disabled (650 * while in programming mode) and that the speaker potentiometer is not turned all the way down.
4. The Select Gate will ring the "REN" of **5.0** on the telephone line. The "REN" (Ringer Equivalence Number) of every instrument, (phone, fax, etc.) is located on the bottom on a model number information tag. All of the devices on this phone line added together can not exceed the REN of 5.0 or none of the devices will ring. Solution is to remove enough devices to have the REN below 5.0. For additional phone capacity, contact SES for a ring booster.
5. If you still have no resolution to the problem, contact SES technical support for further assistance.

Troubleshooting (continued):

Problem: The Select Gate is not calling the intended device. (with the Select Gate on dedicated phone line or extension of a PBX)

Check :

1. Make sure that the "Call Forward" feature is enabled and that the number to be dialed was programmed correctly.
2. You should hear dial tone when "Push to Call" button is depressed. If not check the speaker adjustment.
3. Check for a dial tone with a test phone on the terminal barrier strip, contacts 4 and 5.
4. If you still have no resolution to the problem, contact SES technical support for further assistance.

Problem: Can't call the Select Gate from the house (with the Select Gate on the same phone line as the house).

Check:

1. That the program password is valid. The remote control password is always the first 2 digits from programming password. The factory default is 77 *. If the factory default password has been changed, for example: 5454, then the program password will be 54 *.
2. Make sure that the remote control password is entered within 4 seconds after go off hook on house phone (dial tone).
3. Disconnect the terminal barrier strip, contacts 6 and 7, attach a test phone at those terminals, then call the Select Gate from the house. If the test phone rings, troubleshoot the house phones.
4. Sometimes the telephone company will use 77 for a function that can create a situation that will not allow the house to reach the Select Gate. (the factory default 7777). Change the first two digits of the pass code to any area code or exchange that may be dialed locally.
5. Reversing Ring and Tip on the terminal barrier strip, (contacts 6 & 7) will sometimes resolve the problem of polarity.
6. If you still have no resolution to the problem, contact SES technical support for further assistance.

Troubleshooting (continued):

Problem: The Select Gate does not open the entrance with a “PIN” (Personal Identification Number).

Check:

1. Is the * (star) being pushed before Pin Number? The * must be pushed before the number is entered for it to work correctly.
2. Short contacts 11 and 12 on the terminal barrier strip. If the entrance opens, reprogram the PIN number with a time zone of 0 and a function of 0. Then enter the * and PIN number that was programmed. If at that time it doesn't open the entrance, this indicates the problem being the door strike or gate controller. Check their setup, and try the * PIN again.
3. If you still have no resolution to the problem, contact SES technical support for further assistance.

Problem: The Select Gate rings the phone in the house once then stops ringing.

Check:

1. How many devices are on the house telephone line. If too many devices are on the line, it may not work correctly. Devices may be removed from the telephone line or a ring booster may be added.
2. The ring and tip on the terminal barrier strip, the house phone line may be attached backwards, switch the pair of wires on the terminal barrier strip, positions 6 & 7 with positions 4 & 5.
3. Disconnect the house phone at the terminal barrier strip, contacts 6 & 7, attach a butt set (test phone) at contacts 6 & 7, call the house with the butt set. If the butt set works, disconnect all of the telephones in the house except one, reconnect the house phone line (contacts 6 & 7) and call the house from the Select Gate again. If it then rings multiple times, a ring booster may be needed.
4. If you still have no resolution to the problem, contact SES technical support for further assistance.

Troubleshooting (continued):

Problem: When the black (Push to Call) button is pressed, dial tone is heard through the speaker.

Check:

1. When the call forward is enabled, the dial tone will be heard through the speaker. Disable the call forward function through programming.
2. The telephone line and the house telephone line is installed backwards, contacts 4 & 5 and 6 & 7 on the terminal barrier strip. Switch the two lines, and try calling the house again.
3. If you still have no resolution to the problem, contact SES technical support for further assistance.

Problem: Unable to enter into programming mode.

Check:

1. Are you pressing the default password **7777 *** ?.
2. Do you have to correct password? If the password has been changed, the factory default will not work.
3. If you can't remember, or can't get the correct password, shorting the J9 "Programming" pins will reset the password to the factory default of **7777 ***.
4. If you still have no resolution to the problem, contact SES technical support for further assistance.

“BETTER TECHNOLOGY MAKES BETTER SYSTEMS”

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