

# Select Gate SG Series



**SG3**



**SG2**

## TROUBLESHOOTING GUIDE

If you need to get further assistance, please contact our tech support.  
Be sure to track the steps that you have already done, this helps our tech support better assist you.



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# SG Series Trouble Shooting Guide

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# SG Series Trouble Shooting Guide

Rev 1.0  
August 2016

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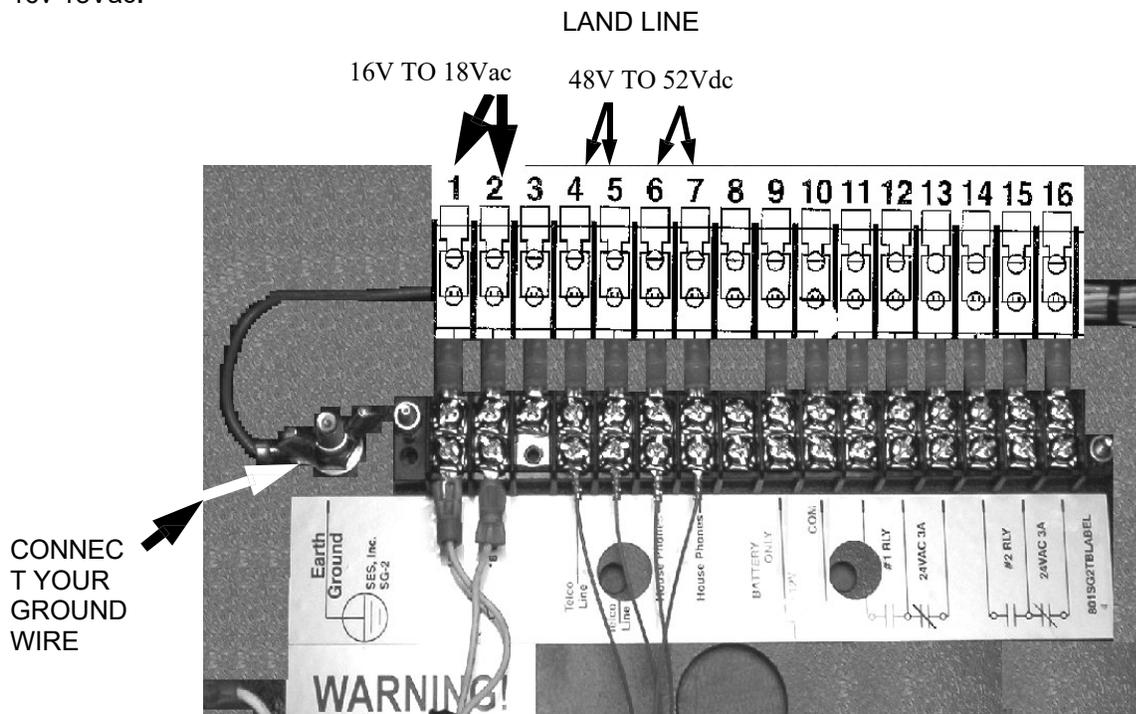
## CHECK THE INSTALLATION FIRST

Your SES product will only perform as well as the installation environment in which it is located. An excellent installation will result in years of trouble free service. If a problem arises it will be easy to isolate.

For correct troubleshooting, you will need the following equipment:

- Multi-meter.
- Butt Set or Regular Telephone with phone cord and alligator clips.
- Key #325 (standard flat key) for SG2 models and Key #001 (standard flat key-earlier version) or Key #2400 (round barrel key-most recent version) for SG3 models.

1. Make sure the SG has a **RELIABLE** earth ground connected to the unit, as close as possible to the SG.
2. Make sure that SG has the correct ac voltage for the transformer. It should be 16-18Vac. Also check the 110Vac outlet that the transformer plugs into, it should read 110 – 120Vac.
3. On the terminal barrier strip contacts 1 and 2; with the transformer plugged in, the voltage should read 16v-18Vac.

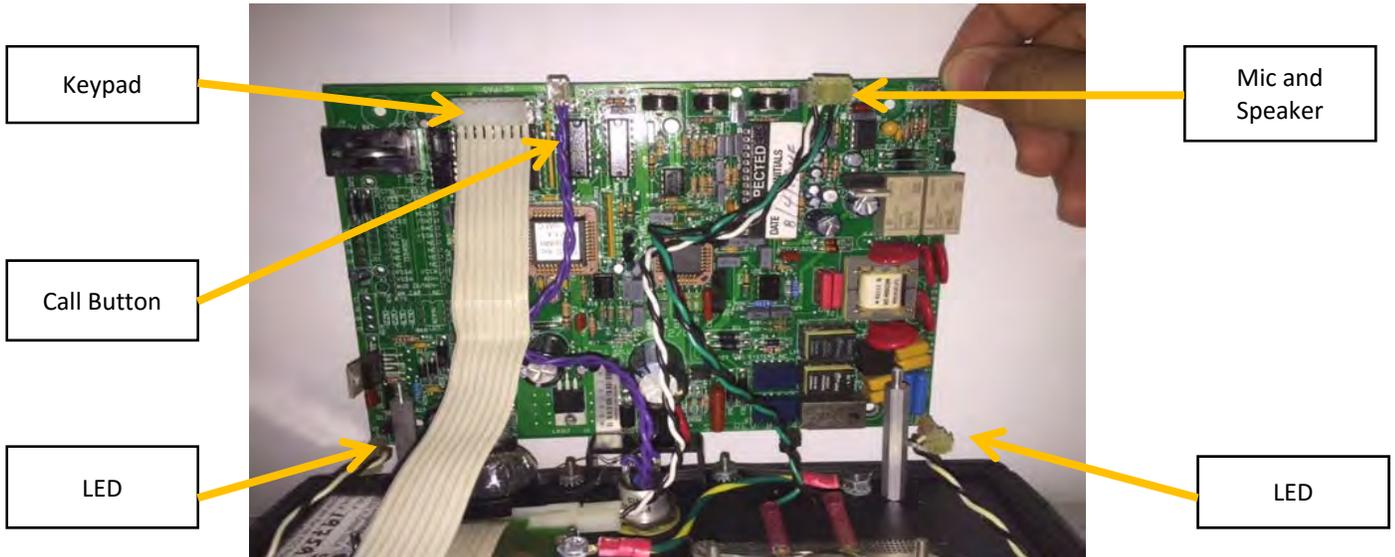


4. Phone line voltage on terminal barrier strip. Contacts 4 & 5 should read 48 to 52Vdc. See Manual for proper telephone wiring specs. For land line PBX systems, VOIP, or other devices, acceptable range = 24-52Vdc
5. With the wires removed from the terminal barrier strip 6 & 7, phone line voltage should measure 48-52Vdc on connections 6 & 7 and 4 & 5. Also measure 0Vdc on the house phone wires that were removed from 6 & 7. Ensure house wiring is not crossed with Telco wiring.

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6. Remove the PCB board and check to see that all wiring harnesses are connected properly and replace the board on the SG unit. As shown in the pictures below.

**SG PCB Board**



# SG Series Trouble Shooting Guide

7. Set the microphone, speaker, and voice potentiometer (voice potentiometer is not available on the SG2) to 1/4 of the way starting from the low (counter clockwise) position.



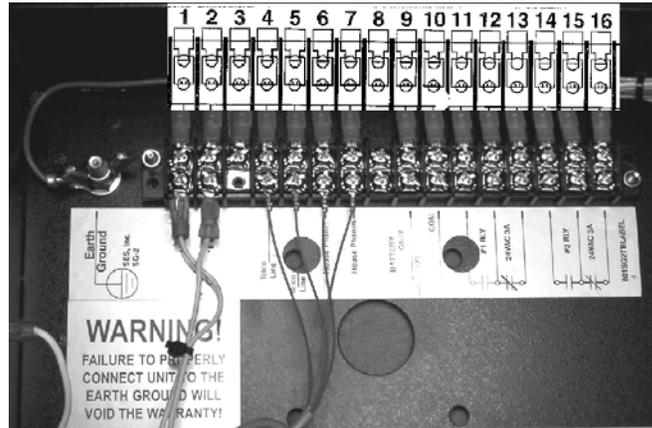
8. The best way to troubleshoot voice or ring problems is using a test phone (butt set) connected to positions 6 & 7 on the terminal barrier strip. (The butt set will allow you to hear the dial tone, possible line noise, rings and make the testing easier).
9. On the SG series when programming, pay attention to beeps; A long beep means an error in the programming; 3 short beeps means "ok"
10. 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.
11. If after a complete troubleshooting process you are still having problems, reset the unit to factory default. This will remove unknown or unnecessary data in memory on the SG. Enter into programming mode and then 991010\*.

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## The SG is dead and not responding.

### Check:

1. Measure the AC Voltage on the terminal barrier strip at contacts 1 and 2. It should read 16 to 18Vac.



2. Check for open wires on power harness.
3. Check the 16 pin connector to insure that it is plugged in correctly.
4. Check the transformer and its connections.

## The Select Gate does not ring to the house phones (with the Select Gate on the same phone line as the house).

### Check:

1. AC power (should be 16 to 18 Volts) and proper wire gauge is being used (16 gauge up to 50 feet from the transformer). For longer runs of wire, check the manual for the correct wire gauge and installation.
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, something could be wrong with wiring to the home.
3. If test Phone doesn't ring, make sure that Call Forward feature is disabled (640\* while in programming mode).
4. If test phone is ringing, but calling tone is not heard from SG speaker make sure that the speaker potentiometer is not turned all the way down.

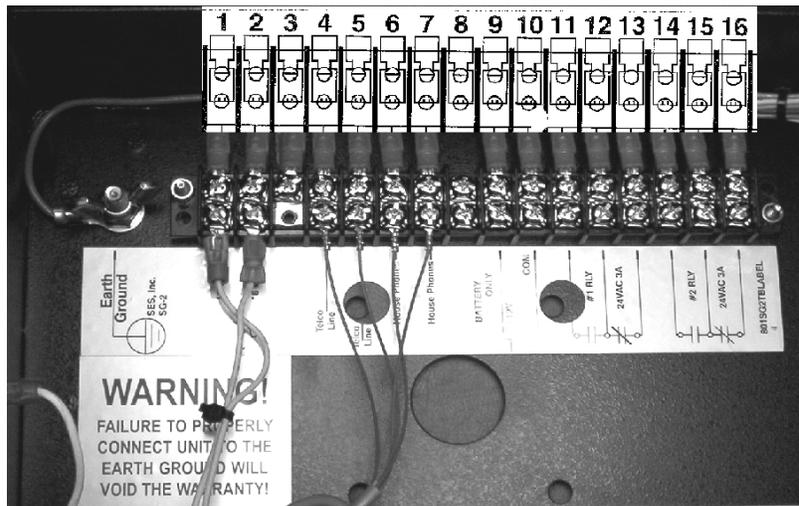
# SG Series Trouble Shooting Guide

5. The Select Gate can support up to 5 different devices of REN value 1 on one phone line. The “REN” (Ringer Equivalence Number) of every instrument, (phone, fax, etc.) is located on the bottom of the model number information tag. All of the devices on this phone line added together cannot exceed the REN of 5.0 or not all of the devices will ring. Solution is to remove enough devices to get the REN value below 5.0. In extreme cases, contact your phone provider for a “Ring Booster”.

## **When the black (Push to Call) button is pressed, a 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. (64 0 \*).
2. The telephone line and the house telephone line are installed backwards. Contacts 4 & 5 and 6 & 7 on the terminal barrier strip need to be switched then try calling the house again.
3. If you still have no resolution to the problem, contact SES technical support for further assistance.



# SG Series Trouble Shooting Guide

## **The Select Gate is not dialing out when the Select Gate is on a dedicated line or no sound coming from the speaker.**

### **Check:**

1. Make sure that the "Call Forward" feature is enabled (641\*) and the phone number to be dialed was programmed correctly. Example of the correct way to program a phone number = (65 3053334444\*).
2. You should hear dial tone after "Push to Call" button is pressed. If not, check the speaker adjustment, telephone line, and dial tone. If you don't hear anything from the speaker, call SES for further troubleshooting.
3. Check for a dial tone with a test phone on the terminal barrier strip contact 4 & 5 and verify connection is ok. Dial the same telephone number previously programmed from test phone. If it calls out, then there is a possible phone line issue.

## **I can't call the SG from the house with the Select Gate on a shared phone line to the house.**

### **Check:**

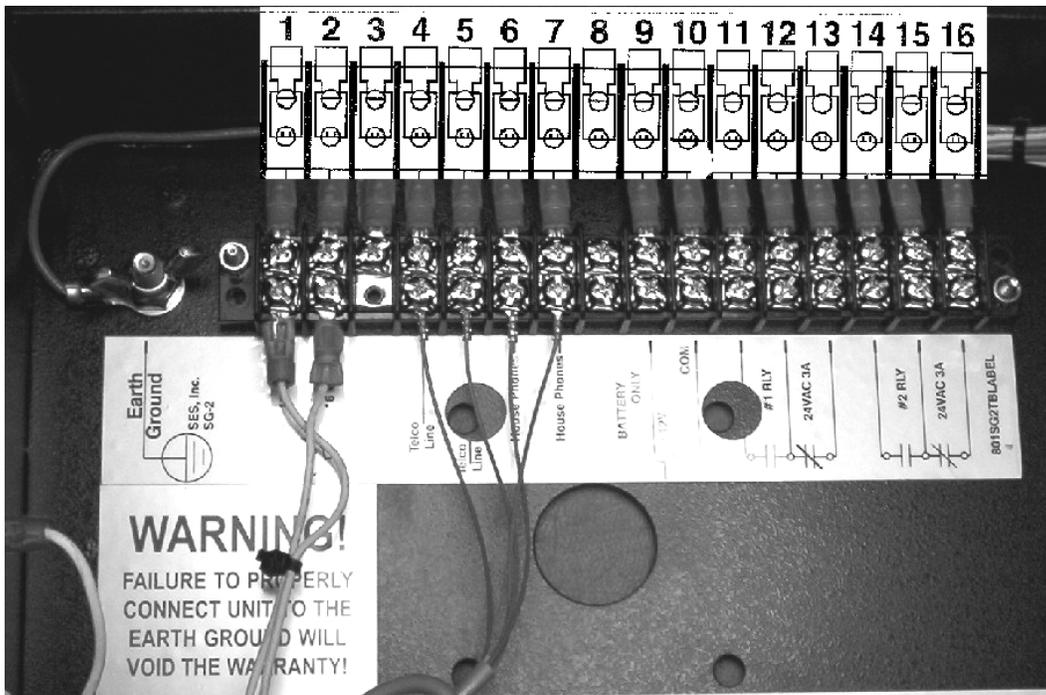
1. That the program password is valid. The remote control password is always the first 2 digits from programming password. The factory default is 77 \*. If the factory default password has been changed, for example: 5454, then the remote control password will be 54 \*.
2. Make certain that the local telephone company automated equipment permits dialing of digits outside the local area code. Otherwise, change first two digits of remote control password to match local area code.
3. Make sure that the remote control password is entered within 4 seconds after going off hook on house phone and telephone keys are held for a second each.
4. Disconnect the terminal barrier strip, contacts 6 and 7. Attach a test phone at those terminals, then call the SG from the house with 77\*. If ok, troubleshoot the house phones or line back to the house.
5. Reversing Ring and Tip on the terminal barrier strip, (contacts 6 & 7) will sometimes resolve the problem with polarity. Note however, that if this is the case, it means that there may be a partial short to ground on one of the telephone wires.

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## The SG does not open the entrance with a “PIN” (Personal Identification Number).

### Check:

1. The \* must be pushed before the number is entered for it to work correctly. Four beeps after the PIN will indicate a valid code, a long beep will indicate an invalid code. On voice SG3, it will say “Invalid PIN code”.
2. Short the contacts 11 and 12 on the terminal barrier strip by. If the entrance opens, reprogram the PIN number (programming mode 12 00 1234 00\*). Then enter the \* and PIN number that was programmed. If shorting contacts 11 and 12 on terminal barrier strip doesn't open the entrance, this indicates the problem being the door strike, gate controller or wiring. Check their setup and try the \* PIN again.



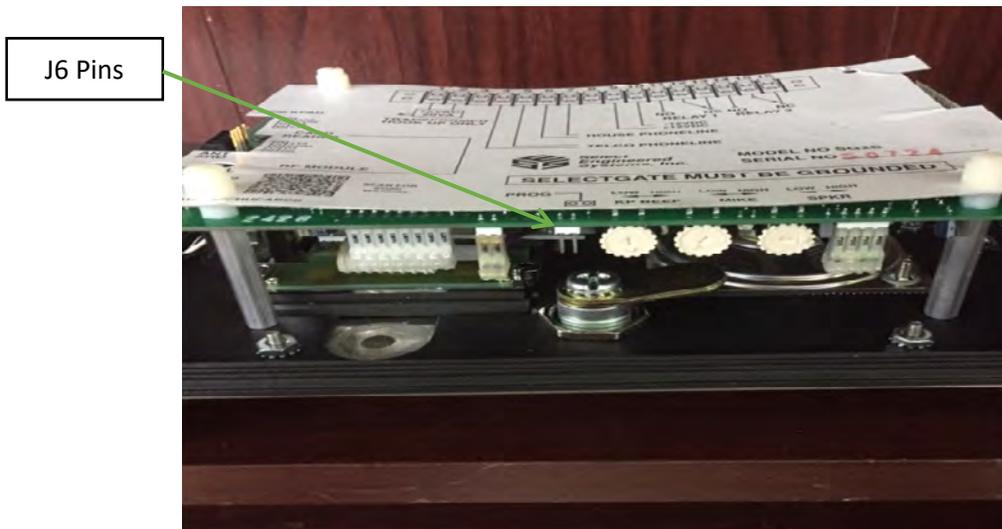
3. Remove field wiring from 11 + 12. Place ohmmeter across 11+ 12 and enter PIN code (ex.\*1234).Read continuity on ohmmeter.

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## Unable to enter into programming mode.

### Check:

1. The correct sequence to get into programming mode is: press the star (\*) and zero (0) key at the same time, 2 beep will be heard then enter the factory default password **7777 \***. If it is valid, 5 beeps will be heard. If invalid, a long tone will be heard. On the SG3 voice, the unit will say "OK" if entered correctly.
2. If the password has been changed then the factory default will not work.
3. If you can't remember or can't get the correct password, temporarily shorting out the J6 "Programming" pins will emit 5 short beeps and reset the password to the factory default of **7777\***.



## My cell phone won't open the door/gate when I key in a touch tone.

### Check:

1. Mute the phone and then key in the touch tone command.
2. If it doesn't have a mute button, lower the volume and then key in the touch tone desired. The phone is getting interference from its own speakers. When sound from the speaker reaches the micro-phone, the slight delay creates an "echo" that in effect, "confuses" the touch tone detection equipment.

# SG Series Trouble Shooting Guide

## PBX Troubleshooting

### Unit doesn't call the House

#### Check:

1. If the SG is connected in a dedicated extension of the PBX, the Call forward feature (641\*) **must** be enabled and the Phone or Extension or Call All Number to dial **must** be programmed on the unit (65NUMBERTODIAL\*). In this case, the extension wires must be connected on terminals 4 & 5 (Telco). When Push to Call button is pressed dial tone should be heard through speaker.
2. If SG is connected on a CO port of the PBX with dial tone the call forward must be disabled (640\*). In this case there will be a line coming in from Telco on terminals 4&5 and going out to the PBX CO through terminals 6&7.
3. If SG is connected on CO port of the PBX without dial tone the call forward must be disabled (640\*). In this case there will be only one pair of wires going from terminals 6&7 to the PBX CO port. If the SG is intended to be called from the house a pair of jumpers must be placed from 9 to 4 and 10 to 5.

### Can't call SG from the house

#### Check:

1. If the SG is in a **Dedicated Extension** of the PBX, the ring detect on the unit must be set to answer after 2 rings (4502\*). In order to call it, just dial from the house telephone the extension number where the SG is connected to, wait for a beep then enter 77\*6 to open door.
2. If the SG is in a CO port of the PBX with dial tone, from the house telephone just select the CO port or line where the SG is connected, then press 77\*6 to open door, hold telephone keys for a second each tone. If it doesn't work try right at the unit with test phone, if ok at the unit check PBX settings for DTMF.
3. If SG2 is connected on CO port of the PBX without dial tone, make sure that the jumpers from 9 to 4 and 10 to 5 have been placed on the unit, then from the house telephone just select the CO port or line where the SG is connected to press 77\* 6 to open door, hold telephone keys for a second each tone. If it doesn't work try right at the unit with test phone. If ok at the unit check PBX settings for DTMF.

# SG Series Trouble Shooting Guide

Need a manual?

It's easy.

Go to our web site:

<http://www.selectses.com/products/products/select-gate-series/>



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