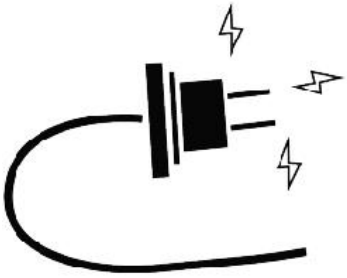
INFINITY ACCESS CONTROL MANUAL



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Introduction

Please Read this Introduction before Starting Install

Please take a moment to read through this introduction before installing your new QuikStor Infinity Series access control products. This has been designed to save the installer time in the pre-planning and installation stages. This outline will cover all possible questions regarding minimum system requirements, materials, standards, installation, and trouble shooting tools in order to achieve a fully functional QuikStor access control system.

Please keep in mind that we have a fully trained and staffed Technical Support Department at your disposal that can assist you with questions or concerns during the entire installation process.

To reach the Technical Support Department, please call (800) 321-1987 8am to 5pm PST Monday through Friday.

Tools Needed for Installation

- ☐ Fish Tape
- ☐ Electrical tape
- ☐ Wire Nuts
- ☐ Phillips-head screw driver
- ☐ Flat-head screw driver
- ☐ Wire strippers
- ☐ Wire markers
- ☐ Sharpie ™ felt marker
- ☐ Hammer
- ☐ Multi-Meter
- ☐ Socket Set
- ☐ ½ Masonry Bit
- ☐ Hammer Drill

QuikStor Recommends the Following Wire

- 18/2 for all 12VDC, Relay, and Bypass wiring
- 18/2 OAS (shielded) for intercoms
- 12 gauge insulated wire for grounding (stranded is preferred)
- Cat5e/6 Ethernet cable for all data transmissions
- RG-59 (analog keypad cameras under 700ft)
- RG-6 (analog keypad cameras above 700ft

  * Fiber can also be used for data connection. See Fiber section on page 12.

NOTE: You will need a network router or managed hub for communication between the keypads and management software. For wired keypad communication you will need an available port on your router or managed hub for each keypad. If you are installing the keypad system with Wi-Fi data communication, please disregard the Ethernet Data Cable in this document. QuikStor does not recommend un-managed hubs or "dumb" switches.

Wiring Requirements

Power

- 12 VDC runs should be no longer than 200ft (please note that the keypad needs a minimum of 11.70 volts DC in order to operate at an optimum service level).
- Earth Ground wiring – grounding is most effective at short distances as electricity travels to the point of least resistance. All grounding locations should be 6' or less from the keypad.

Data

- Ethernet Data Cable runs (please see page 12 for Fiber Optic data runs) over 250ft will require the use of signal boosters to ensure proper signal strength is met due to the 300ft Ethernet limit.

Splices

- Splices made on 18/2 should always be done with wire nuts or using a suitable termination/splice block.
- Any splices made in underground junction boxes or in an area where water or other foreign materials could short the wires, they must have a wire nut (or similar connector) filled with silicone or like material.
- BNC coax crimps should be used at all terminations and splice points when working with video coax.
- BNC couplers should be used at all splice locations when working with video coax (it is recommended that you wrap the splice with electrical tape to avoid grounding the video signal).

QuikStor does NOT provide:

- Gate Motors
- Gates
- Exit Loops or Safety Beams
- Bypass Switch

Pre-Installation Tips

Wiring

- Check the gate motor for a 120v outlet. This can provide you with an excellent local source of power for your keypads and prevents severe voltage drop issues) Confirm that the power outlet has a constant-hot connection and is not on a timer or photocell device.
- Plan on running a couple of spares of each type of wire. This can help in case you forgot something or need it for future add-ons to the system.
- Keypads should be on their own individual QuikStor provided power supplies. QuikStor does not recommend shared power panels unless proper voltage & amperage per channel are confirmed by the installer.
- QuikStor recommends a switch that bypasses the keypad system in the event that the gate needs to be held open for an extended length of time. Please keep this in mind when you are planning your wire pulls. An extra 18/2 cable between the office bypass switch and gate motor will be needed.
- Make sure all conduits are complete before starting the job.
- Verify that all conduits follow a logical pattern as suggested by the QuikStor typical conduit layout drawing included in this document. (*Note that the QuikStor typical conduit layout drawing is merely a suggested guideline and can be deviated from or done in other ways based on your own personal experience. In no way does QuikStor accept any liability for mishandled conduit runs, improper conduit sizes, improper interpretations, or misused guidelines based on this layout*.)

Computer

- If using QuikStor Cloud or Express management software, please make sure your client has installed the requisite QuikStor software and data entry has been completed before you head out to complete the Installation.
- Windows PC with internet access and all windows updates completed.

By following these suggestions you should be well on your way to a quick and easy installation of your new QuikStor access control products.

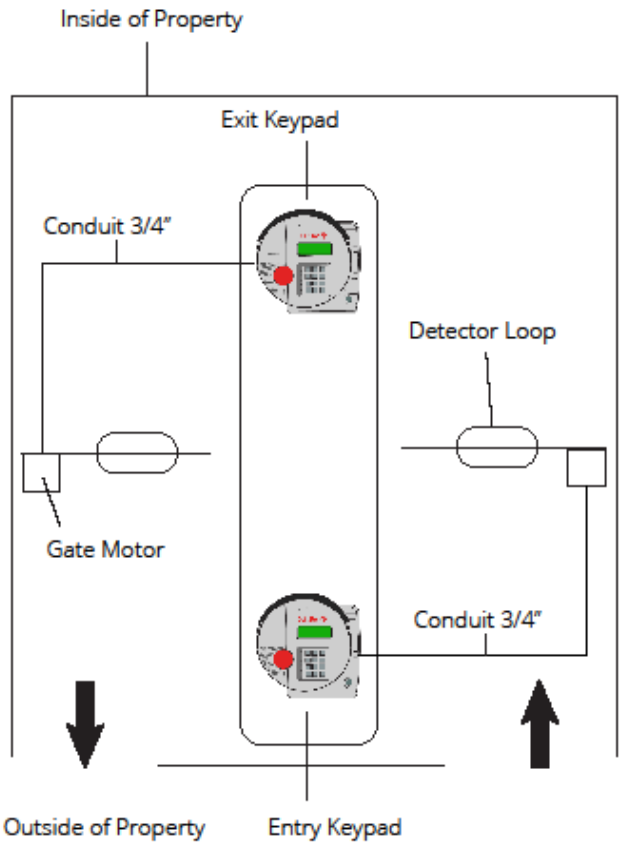
Conduit Requirements

- A minimum of one ¾” to 1” conduit is needed from the office management area to the gate operator, junction box, or Christie™ box.
- A minimum of one ¾” conduit to each keypad stubbed up approximately a foot above grade is needed.
- A minimum of one ¾” conduit is needed from the junction box or Christie box to the gate motor for the relay control wires if your layout does not allow stubbing up next to the gate motor.

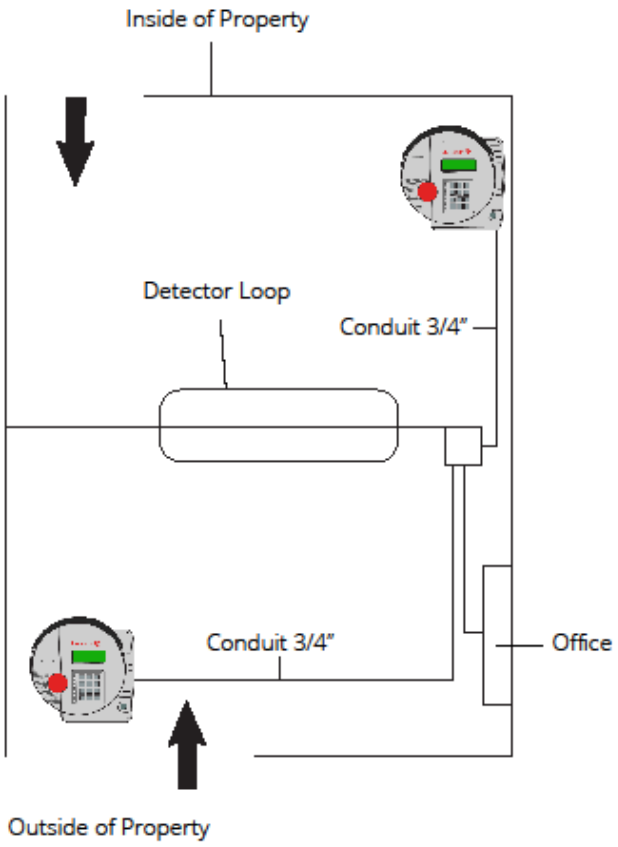
Note: If the keypads have cameras it is necessary to use 1’ conduit or larger for the main run from the office

The next page contains a sample CAD layout for a typical QuikStor conduit layout.

(*Note that the QuikStor typical conduit layout drawing is merely a suggested guideline and can be deviated from or done in other ways based on your own personal experience. In no way does QuikStor accept any liability for mishandled conduit runs, improper conduit sizes, improper interpretations, or misused guidelines based on this layout.*)



Dual Gate Operators with an Island



Single Gate Operator/No Island

QUIKSTOR SECURITY AND SOFTWARE

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Rev. Date 5/22/18

DRAWING DESCRIPTION

Access Device Setup

Pages 1 of 1

Illustrated By

Installation Steps

Installation tip!

It is always a good idea to label your wires with a Sharpie™ or wire markers! This will assist you during the installation and helps you or others later during service.

Wire Pulls

Pull the main wire run leaving enough slack to splice wires properly. The main run usually consists of the following wire:

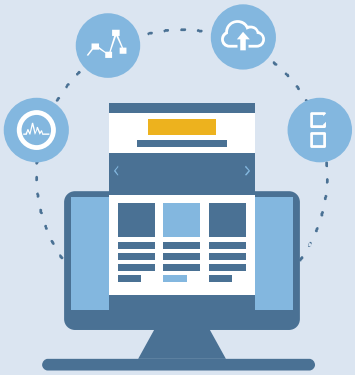
Typical two keypad wired system with intercoms:

- Ethernet for data communications. Each keypad will need a dedicated Ethernet cable to the nearest managed Ethernet switch. A single Ethernet cable may be used for wiring between switches.
- One 18/2 for 12 VDC for each keypad (this is if you have not chosen to power keypads locally from the gate motor)
- One 18/2 OAS Shielded for intercoms to each keypad (Must be home run back to the office base station!)
- One 18/2 for bypass or gate over ride directly to gate motor terminals
- One or two spare 18/2 OAS Shielded for future use
- One or two spare Ethernet for future use

An additional 18/2 for power and RG-59/RG-6 for analog video data will be needed for keypads with analog cameras.

Pull keypad runs leaving at least 5’ of extra wire from the finished grade to thread through the keypad stand.

The different types of keypad installation



Infinity keypads can be used to open gates, access doors, and/or restrict elevator control. In this manual we focus on the most common keypad installations which are gates. Access door setup is nearly identical to gates except in two respects. First an access door keypad is usually mounted on the wall next to the door versus a keypad stand. The hardware used to mount the keypad will depend on the material you are mounting to (concrete, drywall, etc). The second difference is that instead of connecting the dry contact relay of the keypad to a gate motor it will be connected to either an electric door strike or magnetic lock. Since the relay on the Infinity keypad is a dry contact, the voltage you choose for the door hardware control does not matter, though QuikStor recommends staying with a 12VDC or 24VAC (max) lock system. Review the Installation instructions for your particular door hardware on how to properly wire your hardware to the Infinity keypad relay.

Polycarbonate Housing

This housing is a cutting-edge design that provides a corrosion resistant and surge-resistant blend of high-strength polycarbonate. It provides the same vandal & weather-resistant protection for your keypad circuitry, but with the added benefits of improved styling, customized logo, keypad lighting, and integrated components. Infinity keypads are eligible for a seven-year warranty!

Mounting Keypad Stands

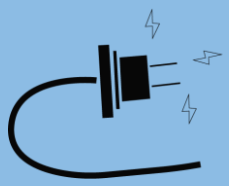
QuikStor provides 3/8” REDHEAD brand drop in anchors. We feel that this is a suitable way to anchor our keypad stand but if you have an alternate method of anchoring products to concrete please feel free to use it.

To mount the keypad stand use your fish tape to pull in the excess wire through the top of the stand. Then mark the four holes on the level 18x18x18 concrete pad.

Mark your hammer drill’s ½” bit to the desired depth and begin boring out your first hole. It is always helpful to anchor the stand with the first REDHEAD and check to see if your pre-marked holes align. Sometimes the drill may drift. This will allow you to compensate on your next hole in order to get the proper alignment.

Tighten bolts
Ensure the keypad/stand is level. (It may be necessary to shim the bottom of the keypad stand in order to achieve a level appearance.)
Place the keypad stand base cover on then proceed to installing the keypad.

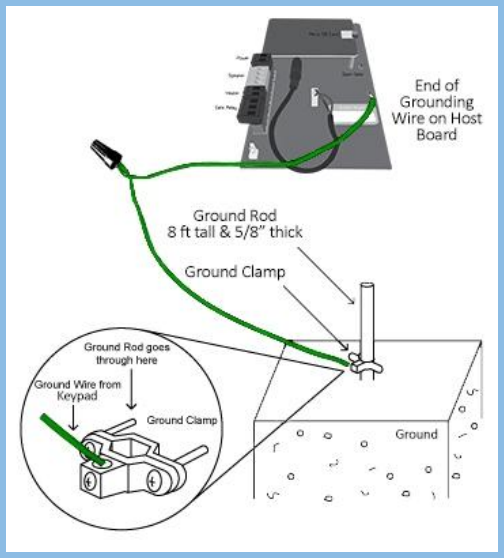
Keypad Installation



QuikStor provides carriage bolts to mount the keypads to the back plate of the gooseneck. Mount and level the keypad to the gooseneck utilizing the pre-drilled mounting holes and proceed to terminate the wiring to the keypad.

IMPORTANT – PLEASE READ!!!

Your new Infinity Series Access System has been through extensive testing for surge dissipation and lightning resistance. Through tests run at independent laboratories, as well as in the field, it has been determined that having a grounding rod driven into the ground near each keypad stand will provide the highest level of protection from electrical surges. Connecting a #12 AWG stranded ground wire to your keypad system will greatly improve its reliability and survival during electrical surges.



Simply connect one end of the grounding wire to the Grounding wire attached to the keypad circuit board and the other end to a grounding clamp around the grounding rod.

For added protection it is also recommended to run a separate grounding wire between the base of the keypad stand and the grounding rod. If a grounding rod is not available you may run the same grounding conductor down the keypad stand from the host board grounding wire and terminate it to the mounting bolts of the keypad stand. This is a much less effective solution and increases the possibility of lightning related surge damage.

NEVER install a keypad without a grounding wire running between the host board grounding wire and a solid grounding point!

Keypad Wiring Breakdown

Keypad wiring breakdown

It is important to make strong mechanical and electrical connections. Below is a breakdown of each wire, wire type and wire color that is needed to make your new keypad operational.

Ethernet Cable (Please see page 14 for Fiber Optic cable runs)

- CAT5/6 (Data Communications)
- Earth Ground – this wire is to be run between the grounding wire on the keypad circuit board and a grounding point near the keypad stand. You may use a #12 stranded ground wire between this terminal and a secure grounding point on the keypad stand or nearby grounding rod (preferred).

NEVER OPERATE YOUR KEYPAD SYSTEM WITHOUT THE EARTH GROUND CONNECTED AND PROPERLY GROUNDED!

Power

- 12V – red wire of 18/2 unshielded wire
- GND – black wire of 18/2 unshielded wire

Relay

- NO – Normally Open – red wire of 18/2 unshielded wire

OR

- NC – Normally Closed – red wire of 18/2 unshielded wire
- COM – black wire of 18/2 unshielded wire

NOTE: The choice to use Normally Open or Normally Closed will be based on the type of gate motor you have or type of access control device you are controlling.

Intercom (Optional)

- STN – red wire of 18/2 OAS shielded wire
- COM – black wire of 18/2 OAS shielded wire
- SPK – the two 18 gauge speaker wires will be pre-wired from QuikStor to the two SPK terminal locations. If you need to remove them for any reason they are interchangeable and you can place either wire on either terminal without negative consequence.

Fiber Optic

Fiber optics advantages:

Fiber optic cable is the type of communication recommended for sites that have long distances between buildings or access control keypads. The benefit is that it would not reduce bandwidth or have limitations on lengths of wire runs like cat-5 would.

Fiber optics disadvantages:

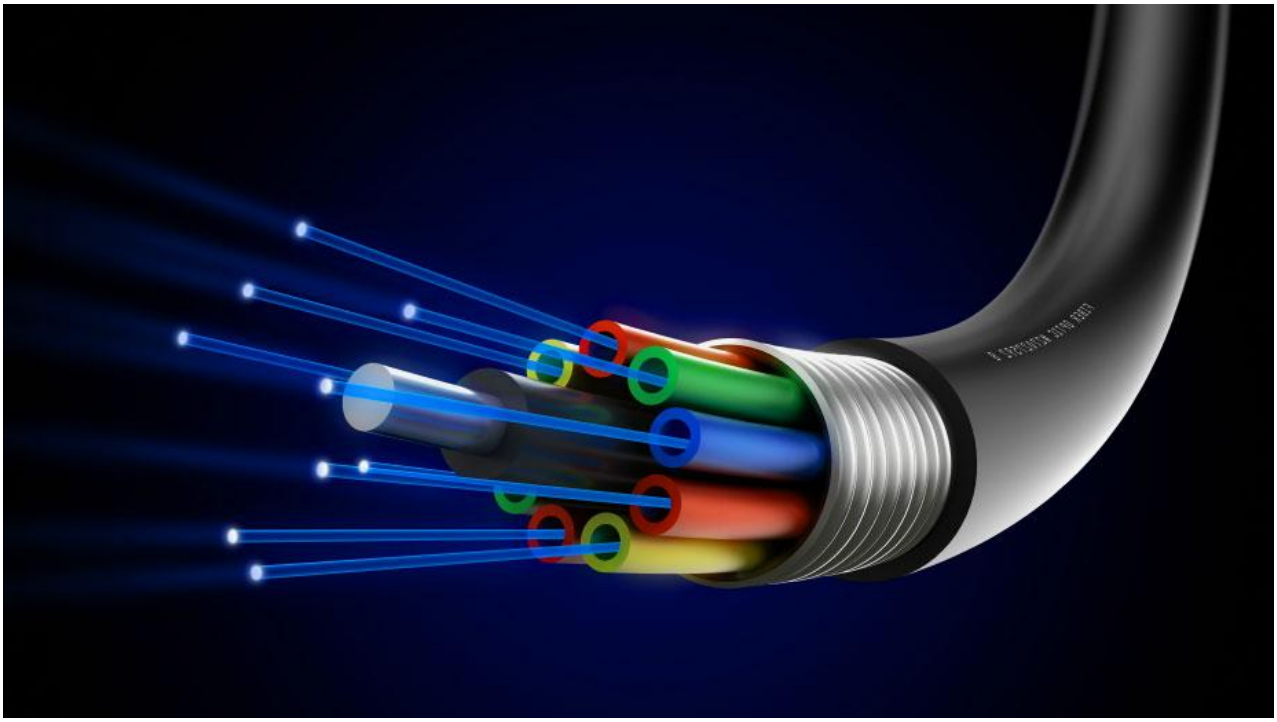
Fiber optic cable has a tendency to be more costly initially as does the infrastructure equipment. In addition it can often be problematic finding qualified technicians to properly install and configure the fiber optic connections.

Type of fiber optic cable

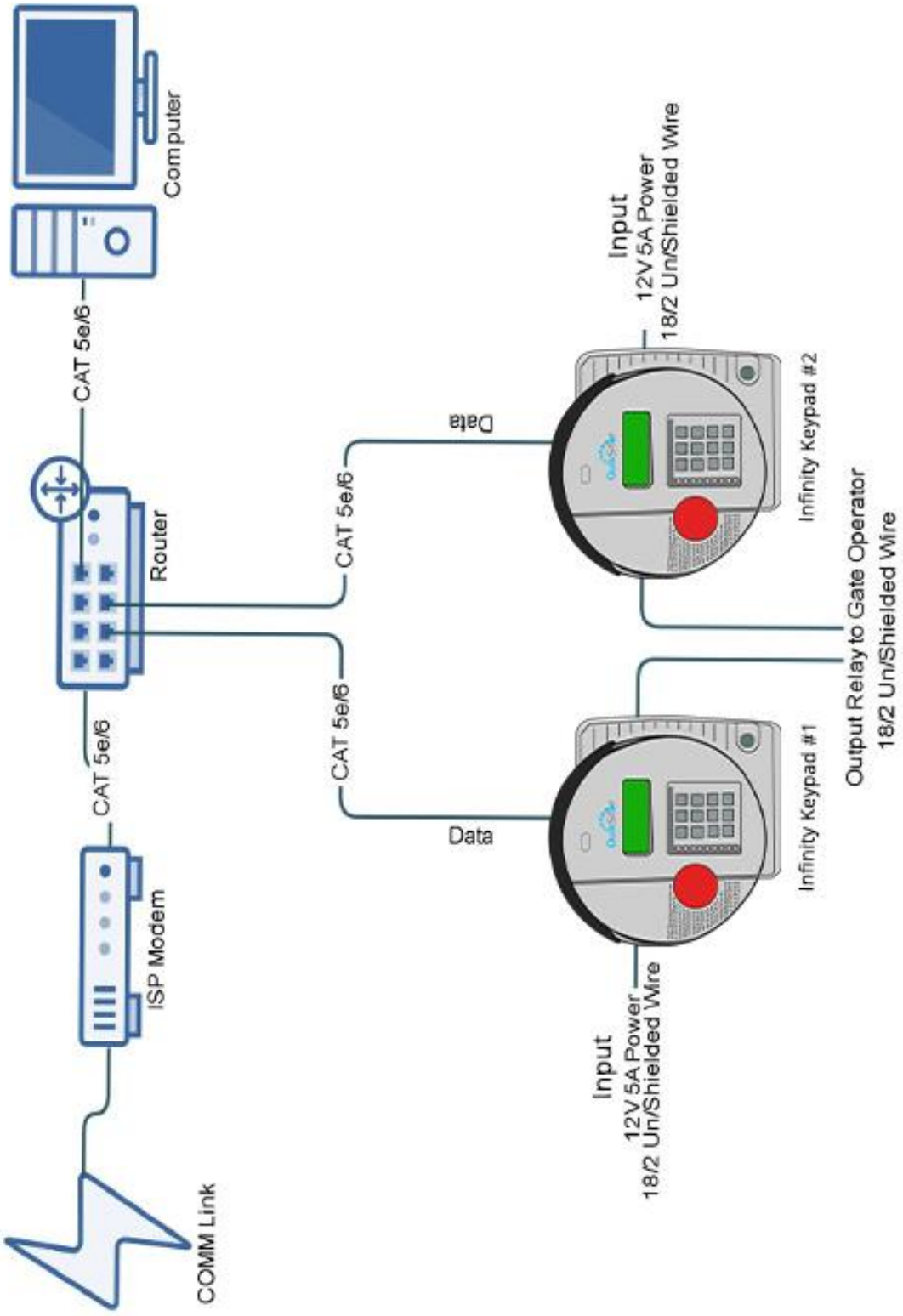
Multi mode fiber optics is the recommended type of fiber cable used as opposed to single mode. The Typical transmission speed and distance limits are 100 Mbit/s for distances up to 1.25 miles (100BASE-FX), 1 Gbit/s up to 3280', and 10 Gbit/s up to 1800'.

Equipment needed to bridge fiber optic connections

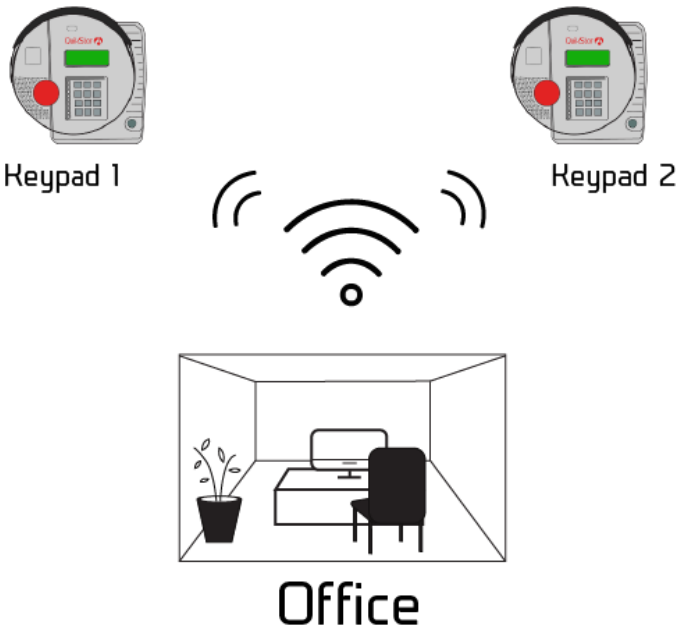
It is required that you have a switch that can handle multi mode fiber optic connections but it is also ok to use a fiber optic media converter to link the fiber and the connection to the switch.



Wired Keypad Configuration



Wi-Fi Keypad Communication



The Infinity Series access control system has the ability to communicate wirelessly via Wi-Fi. This is a great option if conduit runs are not possible, you are in a high lightning area and wish to reduce wiring exposure or if you simply want reliable communication that will never require maintenance and replacement as wire typically does over time.

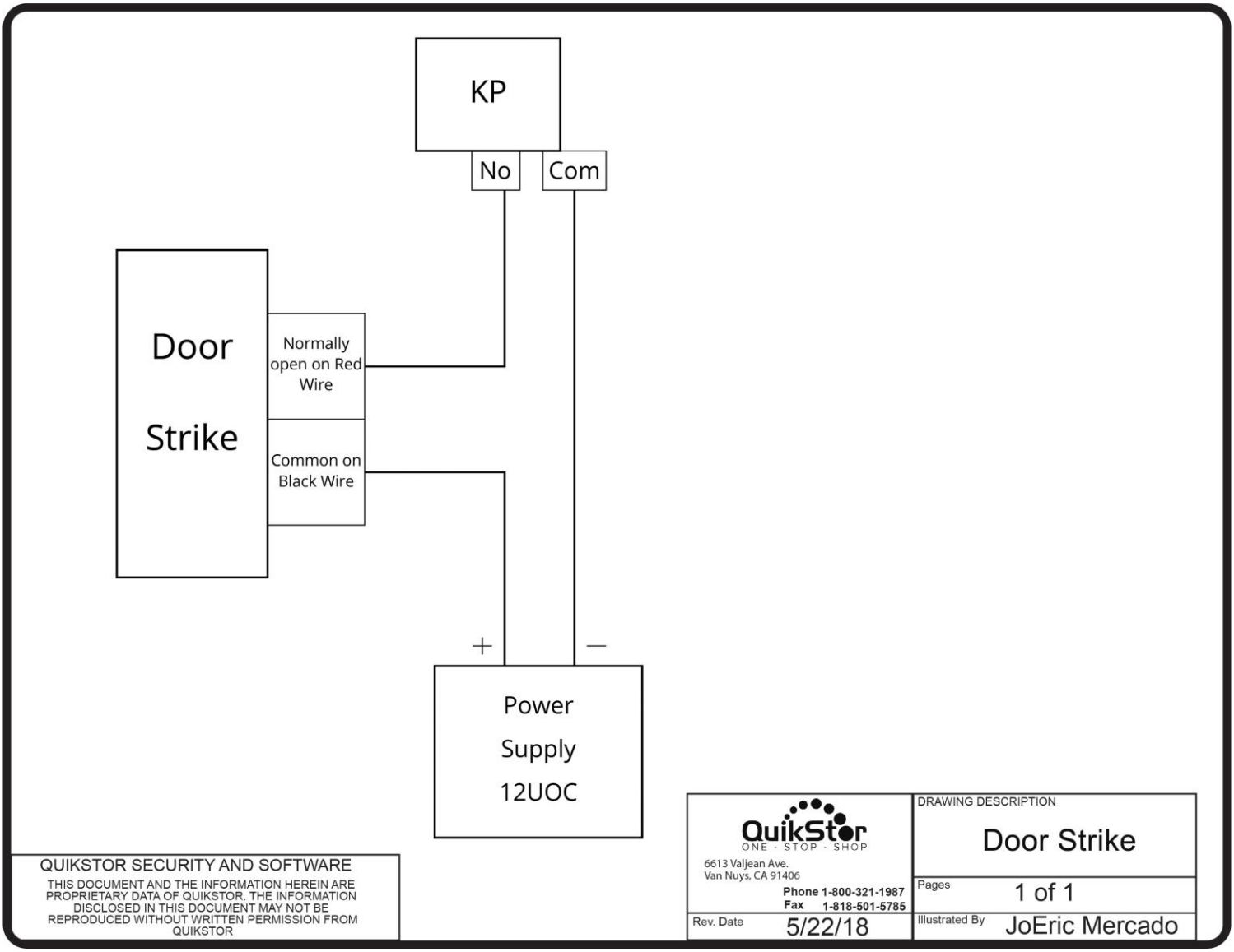
When using the Wi-Fi communication option you will not need to use an Ethernet cable to the keypads for data communication. Instead, the keypads internal Wi-Fi receiver will communicate to your Wi-Fi enabled router.

Wi-Fi networks have a range that's limited by the transmission power, antenna type, the location they're used in, and the environment. A typical wireless router in an indoor point-to-multipoint arrangement using 802.11n and a stock antenna might have a range (105-250 ft). Obstacles, including occupied storage units, will reduce this range.

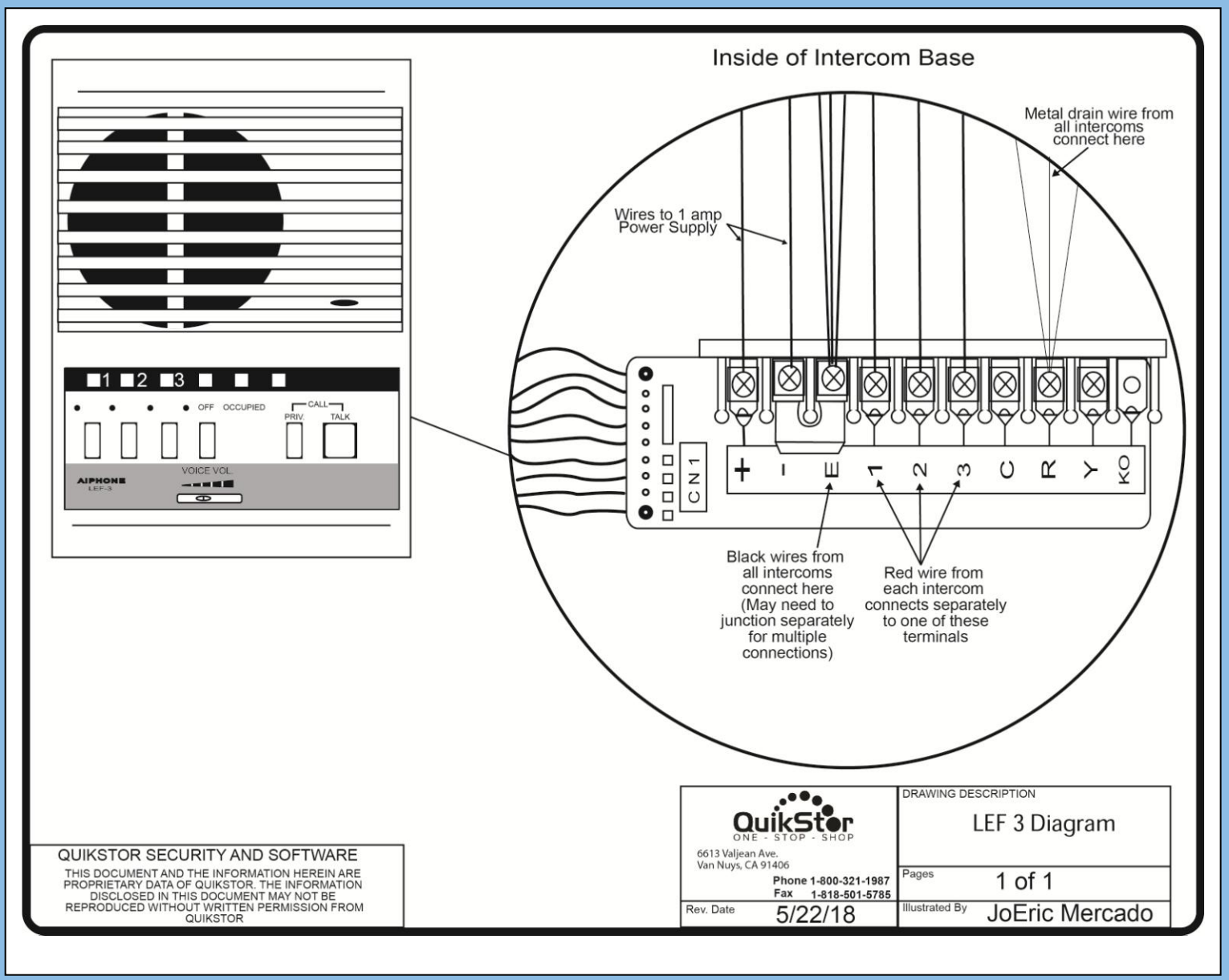
NOTE: You can reach much longer distances with use of Access Points and Mesh Networks. Please contact your Account Representative with a map of your facility to advise on prime router and Access Point placement for your facility.

There is no problem mixing and matching wired and Wi-Fi keypads at a single site.

Door Strike Diagram



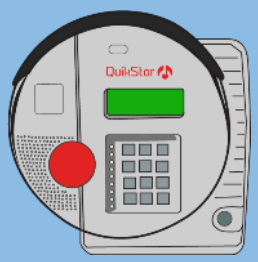
Connecting an Intercom



Final Hardware Checklist

Before setting up your gates within QuikStor Cloud or Express Management Software there are items that should be complete. If the site is not using QuikStor's management software please follow the documentation for the software used at that site. Contact QuikStor Support if there are questions not answered in that documentation.

Below is a basic checklist that will aid you. Please check off each item as it is completed:



- ☐ Your gate and keypad hardware is completely set up.
- ☐ Your keypads are plugged into the router or a managed hub (Even if you are going to use WI-FI for communication, the keypads need to be wired to the router or managed hub for programming first)
- ☐ **IMPORTANT:** Make sure you enter the SHUTDOWN command before removing power from the keypad or the memory card may become corrupt. (**Command:** **1#7488#)
- ☐ Keypads should be powered up. You can verify this by pushing buttons on the keypad. You should hear beeps from the key presses and see a welcome message on your LCD screen.
- ☐ QuikStor Data Entry has been completed and can access the full QuikStor Cloud or Express software (if applicable – if you are converting from another version of QuikStor software, this will not apply to you).

Establishing keypad communication for the first time

The first thing that you will do is have QuikStor Technical Support connect to your PC so that they can load and setup the requisite software. They will be loading a program called QuikStor Control Panel for QuikStor management software users. They will be loading an additional program for customers not using QuikStor as their management solution. This program is called 3rd Party Import Tool.

Now that the QuikStor Control Panel software is loaded onto your machine you need only setup up those variables that are unique to your facility, such as time zones, grace period, etc. If you are using the Quikstor Cloud or Express (QSX) management software, you can easily configure these settings by following the instructions in your Cloud or QSX manual or help files. If you are using different management software that integrates with the Infinity Access Control System, you will set all of these variables in the QuikStor Control Panel. You will also need to keep this program open if you wish to view real time gate activity.

Wireless keypads must be hard wired first in the office so QuikStor Technician can program them to work on your wireless network.

QuikStor Control Panel

The initial installation of the QuikStor Control Panel will be performed by a QuikStor Technician during the installation and keypad configuration process.

Using the QuikStor Control Panel to Configure your Keypads

Note: For the purposes of this documentation we will assume that you are using QuikStor management software as your facility management software. Many of these features will work regardless of which management software you are using, but others are QuikStor specific. If you are using different management software please follow that vendor's instructions and the "Non-QuikStor Management Software Integration" section below.

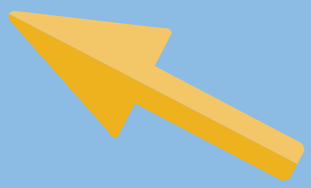
Minimum Computer Requirements

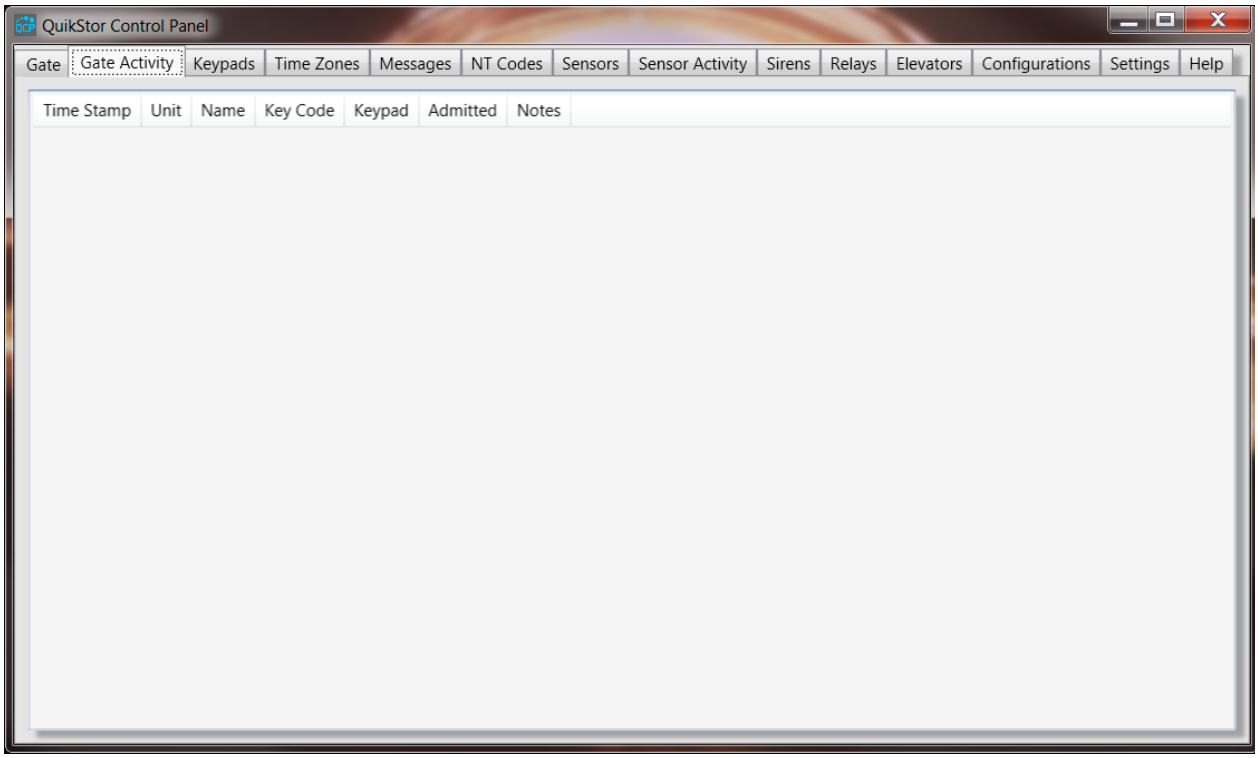
Operating System: Windows XP, Vista, Windows 7, Windows 10

Processor: 2 GHz

Memory (RAM): 2 Gigs of Ram

Free Disk Space (Min): 4.5 GB



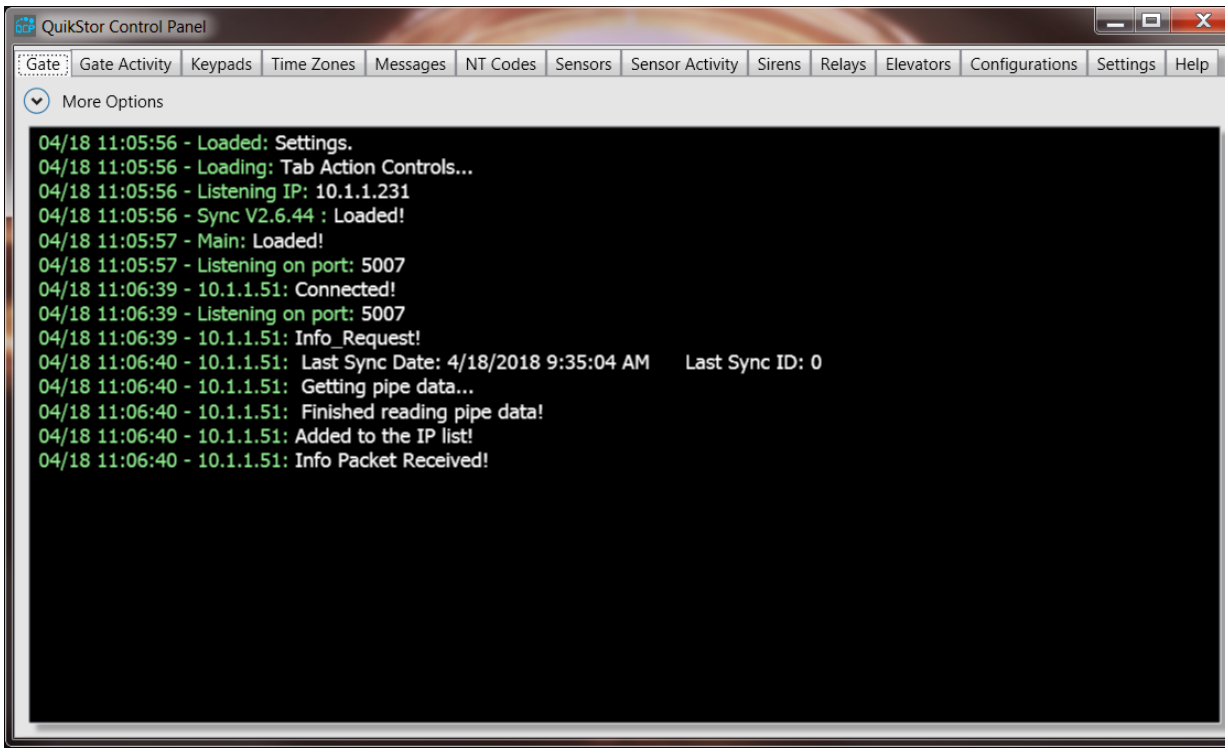


Gate Activity Tab

Your daily operations with the gate will be done solely within your QuikStor management software, including reviewing real-time gate activity and running gate reports. However you will need to use the QuikStor Control Panel to setup your initial gate configuration settings.

The screen above shows a typical 3rd party management integration that displays gate activity and non-tenant codes. Activity and keycode reports can be generated using the 3rd Party Tool.

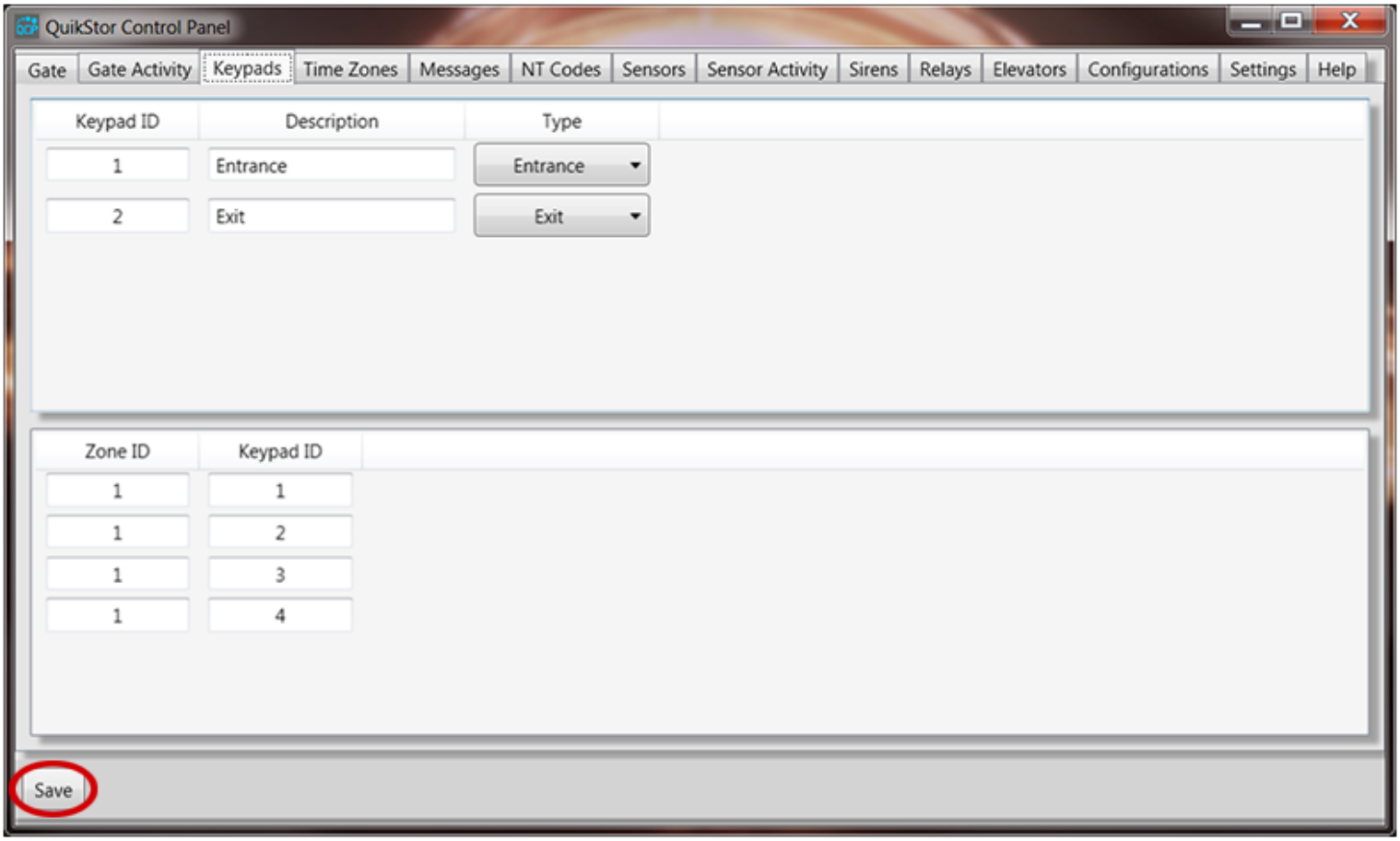
At the top of the QuikStor Control Panel are your menu tabs.



Gate Tab

Gate: This diagnostic screen shows you the status and communication of all attached keypads and Sync information.

Gate Activity: This screen gives you real time gate activity reporting. (show above)



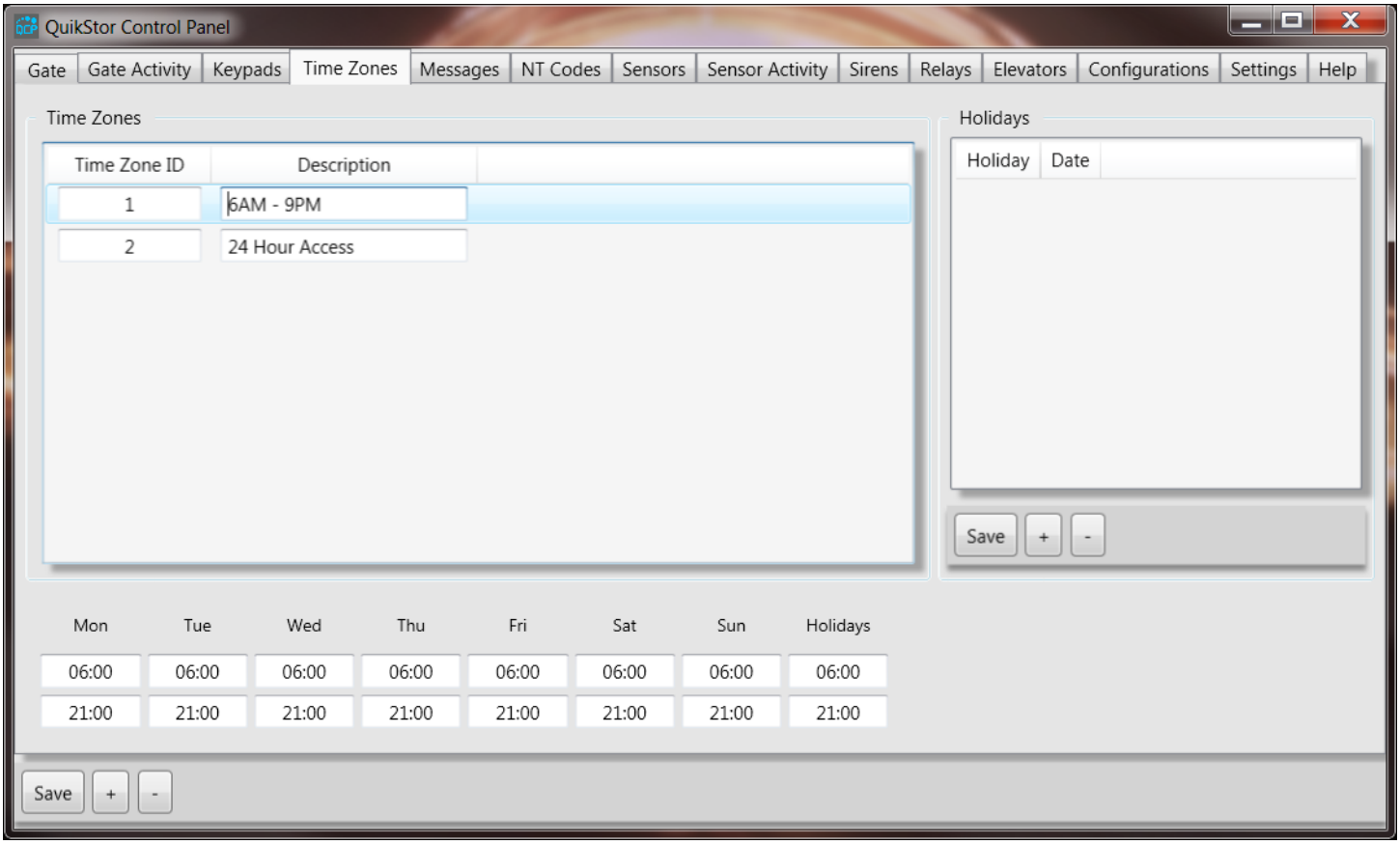
Keypads Tab

Keypads: This screen is where you enter your keypad information.

Here you will specify if your keypad will be set as an Entrance, Exit, Access Door, or Elevator.

On the bottom part of this screen is where you define which keypads belong to which keypad zone. A keypad zone is one or more keypads that a tenant may access at the facility. In this form you would enter the zone number, followed by one keypad device on the first line. Each line can have one zone, and one device listed. For example, if you have a two keypad system and you want them both to be part of keypad zone #1, then you would have two lines as shown in the picture.

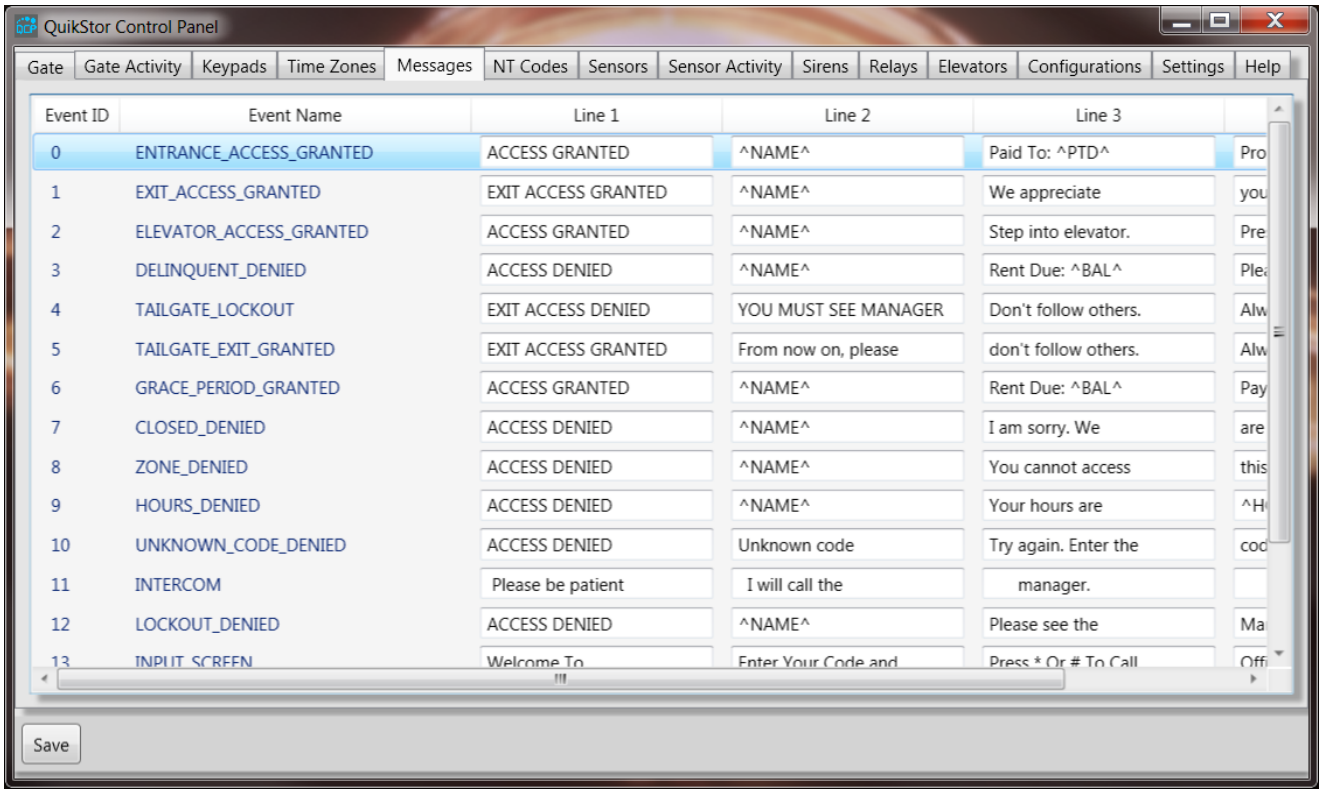
Notes: Make sure to click on Save at the bottom of each section after making any changes.



Time Zones Tab

Time Zones: Here you can setup time zones for your tenants, managers and vendors. Each zone is designated a number or "Zone ID". Next to the ID you can enter a description for the zone, such as Extended Hours. Finally there is a 7 day setup for both open and close times, starting with Monday. **All times are in 24HR format**. Simply click the ADD or DELETE buttons at the bottom of the frame to add or remove any time zones.

Holidays: Most storage facilities will close their site down for at least a few holidays throughout the year. This box will allow you to define those holidays. Simply enter in a description like, "Christmas" followed by the date then click Save. Click the ADD or DELETE buttons at the bottom of this frame to add or remove other holidays.

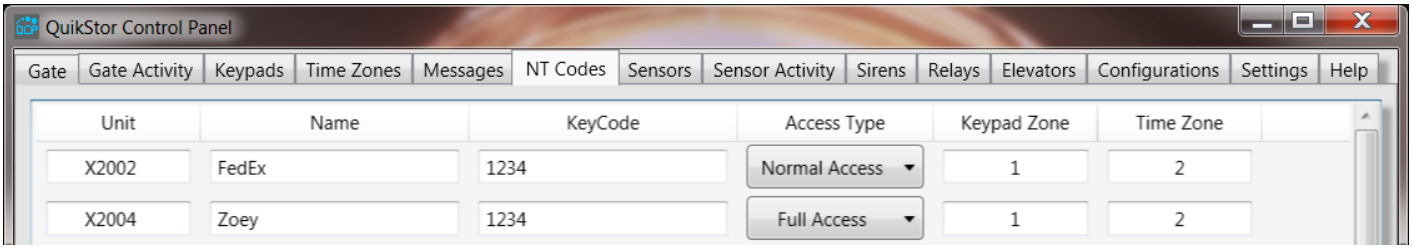


Messages Tab

Messages: The keypads come from the QuikStor factory with standard industry messages for various events, such as letting someone on to the property, notification of delinquency, etc. However you can click on this tab to modify several of these messages to customize them to your own needs.

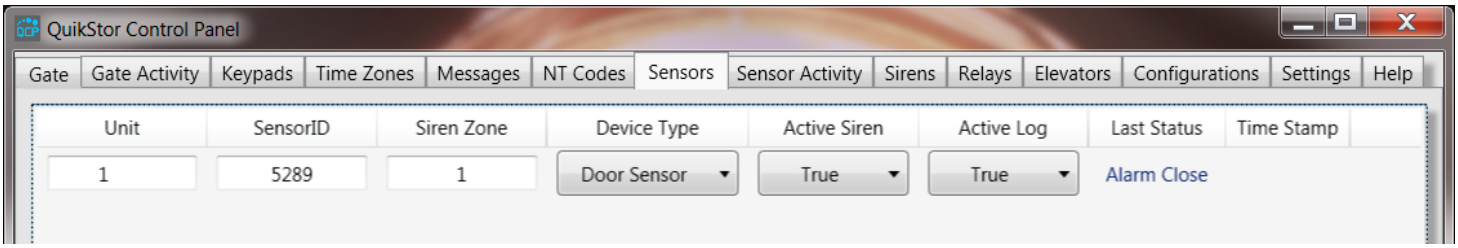
Below is a list of merge field style variables that you can use with your keypad messages to help personalize the messages your tenant receives:

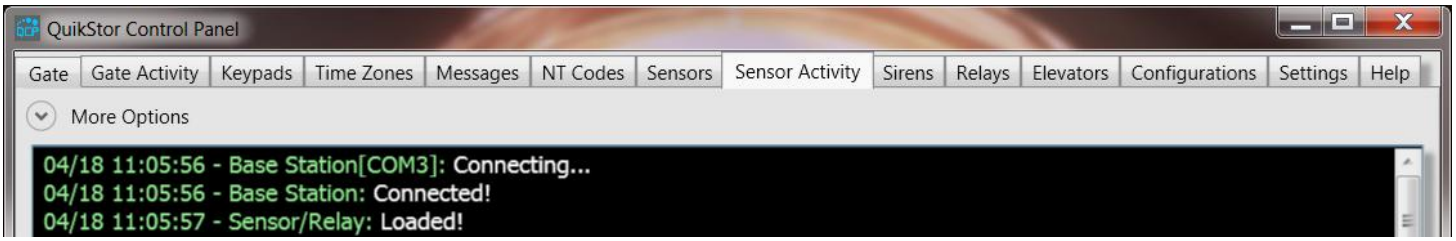
- ^NAME^ -- Prints out as much of the tenant's Last Name as possible
- ^PTD^ -- Prints out the paid-thru date in MM/DD/YYYY format
- ^BAL^ -- Prints out the customer's current balance
- ^UNIT^ -- Prints out the customer's unit number
- ^HOURS^ -- Prints out the customer's access hours for the present day
- ^RTIME^ -- Current time of the day, in HH:MM AM/PM format. Designed for the welcome screen only!
- ^DATE^ -- Current date, in MM/DD/YYYY format.
- ^DOW^ -- Current day of the week, 3 letter abbreviation. For example, FRI for Friday
- ^TEMP^ -- Current interior temperature of the keypad, in Fahrenheit. The "F" symbol will be appended to the value.



NT Codes Tab

NT Codes: this button is only used for sites not running QuikStor management software. It allows the manager to add a code for contractors, trash pick-up, etc. When you click this button you will see a screen where you can enter in a name, code, access rights and a keypad





Sensors Tab

Sensors: This table shows a list of the wireless sensors programmed at your facility. There are various options that can be setup for each individual sensor:

Unit – the unit associated with the sensor.

Sensor ID – this is the hardcoded ID of the sensor. This number can be found on a tag inside of the wireless sensor.

Siren Zone – the siren zone that this sensor is associated with.

Device Type – use the drop-down box to select the type of wireless device you would like to monitor. You may select Sensor, Panic Pendant, Motion Sensor, or Repeater.

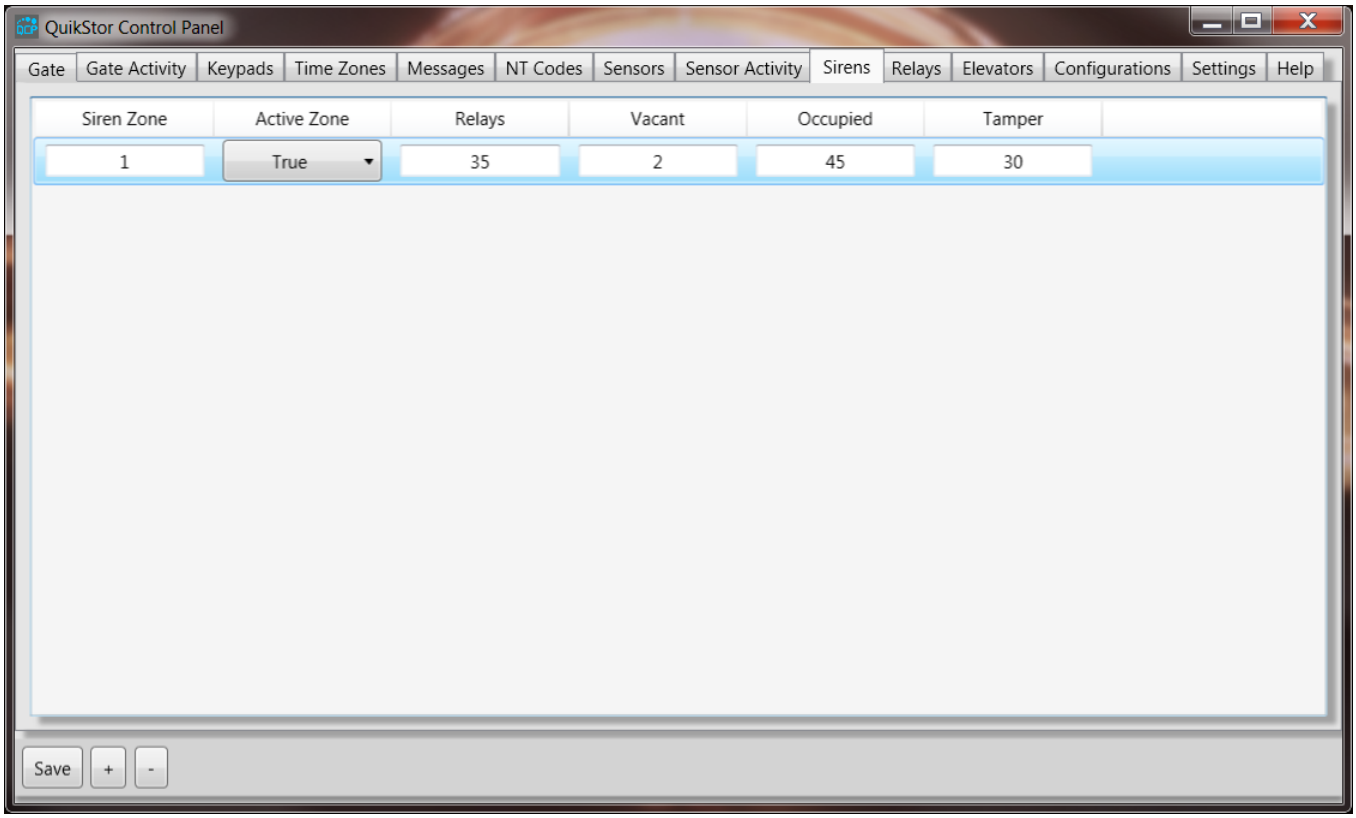
Active Siren – will the siren sound if this unit is activated? Turning this off individually allows a manager to silence a siren temporarily while conducting an auction, cleaning a unit, performing maintenance, etc.

Active Log – select “Yes” if you want to log activity for this sensor. “No” if you do not.

Last Status – shows the last type event associated with this unit, such as a Door Close. Remember that you can see an historical report showing all activity in QuikStor Cloud or Express or by using the 3rd Party Import Tool if applicable.

Time Stamp – Gives date and time of the last status.

Sensor Activity: This screen show you sensor activity and allows you to manually trip a relay.



Sirens Tab

Sirens: You can setup siren zones so that only sirens in the affected areas sound. For example, if you have a unit on the 3rd floor you may want to create a siren zone that only sounds the sirens on the 3rd floor.

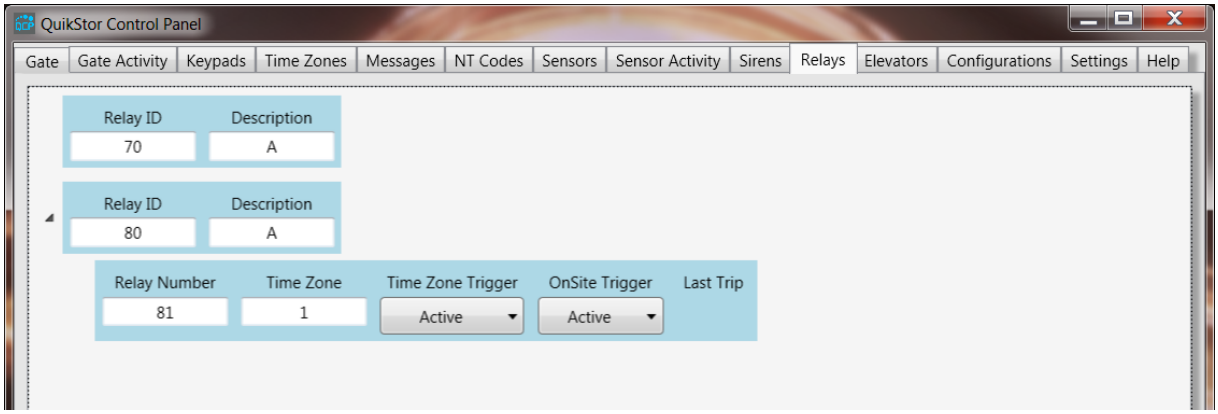
Active Zone – select "Yes" if you want this zone to actively sound a siren when activated. "No" if you do not.

Relays – enter which relay is triggered when this siren zone is activated. If you would like to have multiple sirens, on multiple relays, sound at the same time just separate them with commas (i.e. 61,62,63).

Vacant - how many seconds should the alarm sound when there is an unauthorized opening of a vacant unit?

Occupied – how many seconds should the alarm sound when there is an unauthorized opening of an occupied unit?

Tamper Event - how many seconds should the alarm sound when there is a tamper event detected (wall removal, Introduction of a second magnet, etc)?



Relays Tab

Relays: Elevator & Relay Setup – use this tab to setup elevator and relay boards. including using the Relay Module to control lighting, perimeter beam arming, etc.

The Relay section allows you to assign the following:

Relay ID – select the ID address of the relay board you are connecting to your Infinity access system. The relay boards connect via RS-485 using 18/2 for data back to an RS-485 to USB converter in the office. You may daisy chain multiple relay boards on the same 18/2 RS-485 wiring to the office.

Relay Description – this is where you will write a description for your relay board. This is particularly helpful when you have multiple relay boards around a large facility performing various functions, such as elevator control, sirens, etc.

Relay Setup – this is a free-form space that allows you to make notes as to what each relay is doing. For example, “Relay 45 – Siren 2”

The Relay Trigger section allows you to setup specific relay boards & relays to control various devices outside of the QuikStor system. The settings include the following:

Relay Board – select the relay board that you would like to use to control your external devices

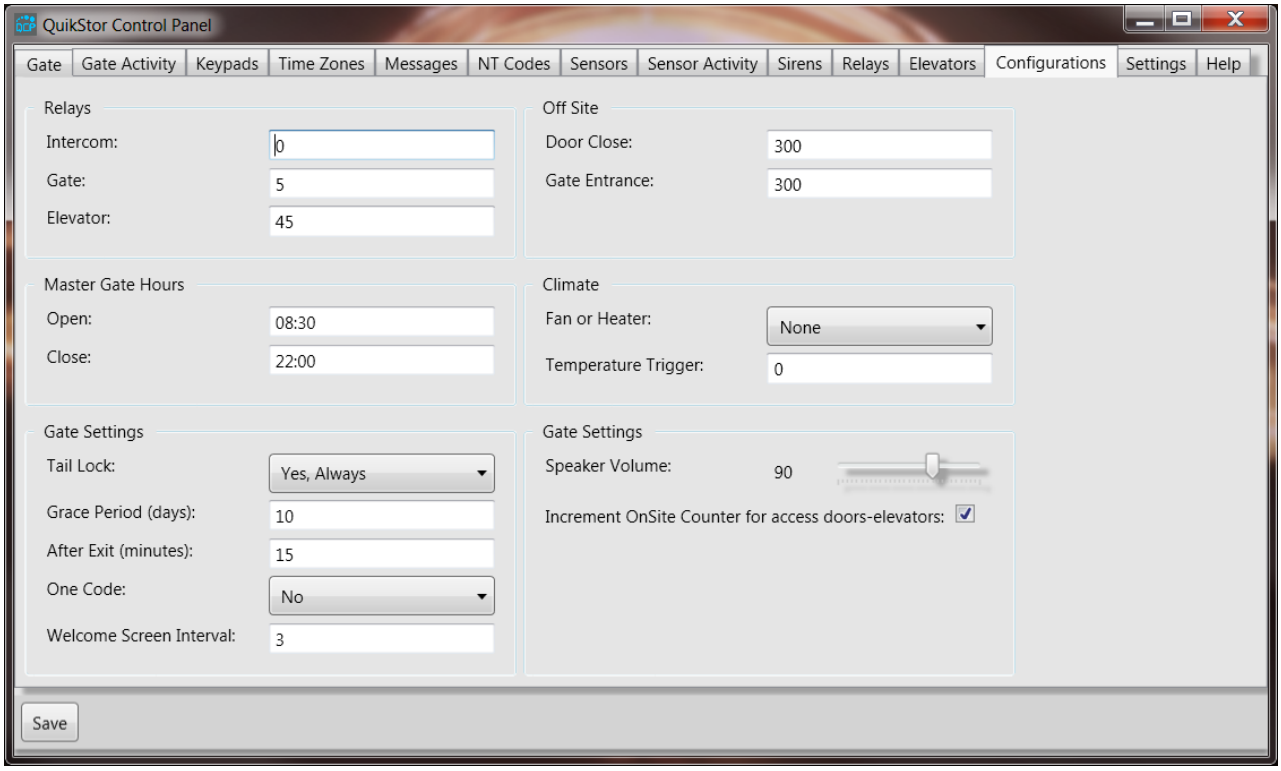
Relay ID – select the specific relay that will control each external device

Time Zone Schedule – select which time zone will be used with this function. Please note that this time zone is not related to the keypad time zone discussed earlier in the manual. See below for relay time zone setup.

Time Zone Control – you can select Active or Inactive depending on whether or not you want the device to be controlled during specific hours or not

Onsite Control – you select Active or Inactive depending on whether or not you want the device to be controlled based on if someone is onsite or not. This is useful if you want to have lighting come on only when someone is onsite at night.

The Relay Time Zone Schedule section allows you to setup relay zone descriptions such as, “Lighting Schedule”. In this section you can also select the hours that you want to associate with that schedule.



Configurations Tab

Configurations: This is the tab where you will fine tune and customize the Infinity system to your facility. Here is a listing of the variables and what they do in the program:

Relays – There are two relays inside the keypad; the main gate relay and the intercom relay. The intercom relay is set at a default of 6 seconds and should not be changed unless directed by QuikStor Support. The main gate relay is set by default to 5 seconds. This setting is fine for most gate motors; however you may want to modify this setting if you are controlling an access door to hold the door open longer with the keypad relay. Lastly there is an elevator setting when controlling elevator relays (on the separate Relay Board.) The default is to hold the relay for 45 seconds, but again this can be modified to suit your facility's needs.

Master Gate Hours - This is where you select the gate hours for your entire site. Select the opening time in the first box and your closing time in the second box. This time is what other variables reference, such as siren duration or after exit settings. Typically corresponds to your office hours.

Tenant Offsite (Minutes) – there are two fields that determine how long a tenant can be onsite before they are moved offsite by the system. The first is how long after they entered their code at an entrance keypad and the second is how long after their door is closed (only applicable to sites with QuikStor wireless door alarms). Both of these settings are used to assure that the system is kept current and/or that a unit is re-armed if someone tail gates out of the facility.

Climate (Fan or Heater) – depending on the climate you live in you may choose to add a small fan or heating element inside of the keypad housing. The fan helps keep the inside circuitry cool in extreme heat environments. The heating element is for extreme cold climates where freezing could occur on the keypad keys. Select “Fan” to enable the fan feature or “Heater” for the heater feature on the drop down menu. The necessary hardware must be installed inside the keypad for these features to work.

Tail lock – Set to ‘Yes, Always” if you want to lock a tenant in that did not enter their code at the entry keypad. Enter a “No, Never” if you would like to allow “tailgaters” out of your facility at any time. You can also only lock them in during certain times. For instance if you only want to lock them in while the manager is on duty, select, “Yes, Only During Master Gate Hours”, conversely if you only want to lock them in after normal office hours select, “Yes, Only After Master Gate Hours”. Exit gate activity will show up as, “Tail Out” or “Tail Lock” in your QuikStor activity window based on which option you choose above.

Grace Period (Day) – how many days past their paid-to-date do you want to allow tenants into the facility? A specialized message will come up on the entry keypad notifying the tenant that he is past due and needs to pay his rent now.

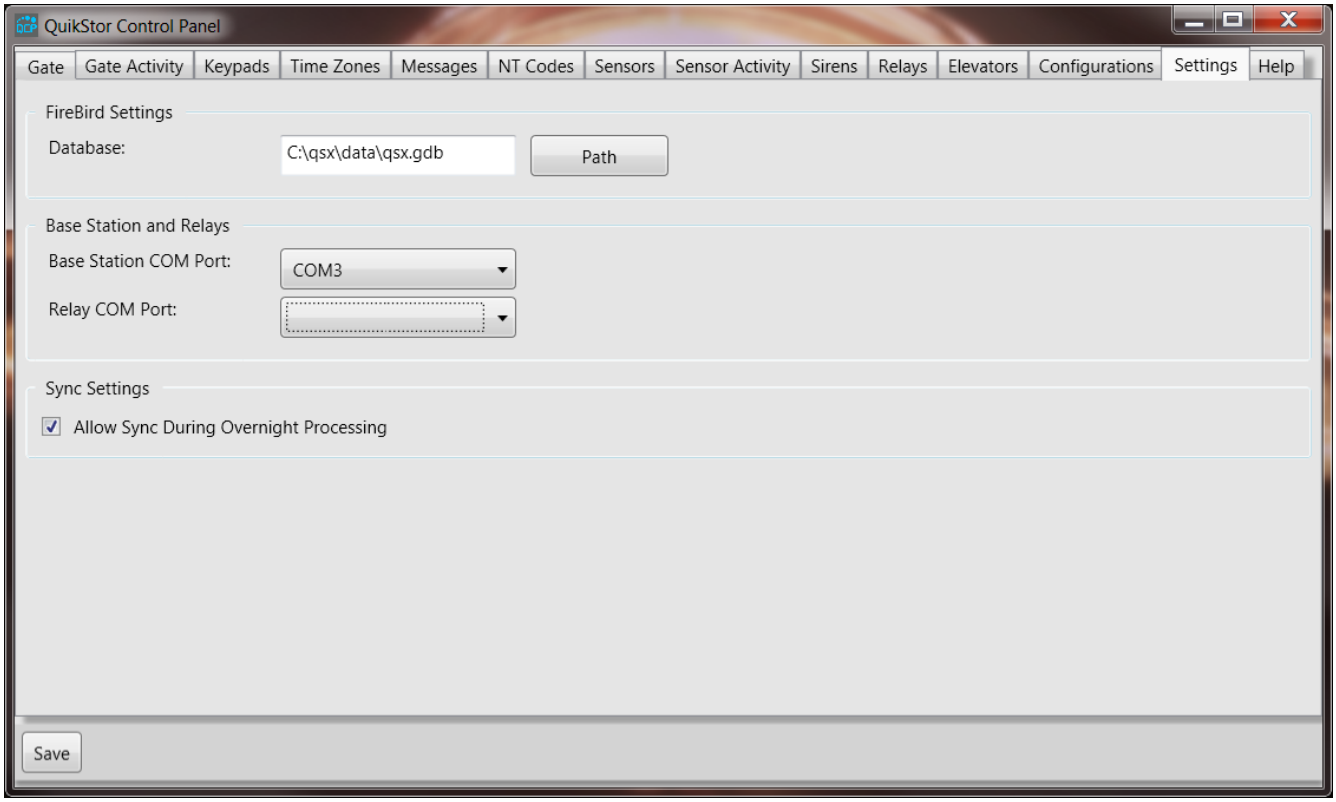
After Exit (Minutes) – how many minutes after closing (tenant’s gate hours) are tenants allowed to leave the facility using the exit keypad?

One Code – you can assign multiple gate codes to each unit, however if you prefer to only have one code per unit you can lock down this feature by changing this variable to “Yes”. By default it is set to “Off”.

Welcome Screen Interval – your Infinity keypads allow you to have alternating welcome messages allowing you to convey more information to your tenants. For instance, you could choose to only change the bottom line and alternate between the current time/date and the current temperature. If you choose to have alternating screen the number of seconds in this field that you would like to display each screen. The higher the number the less frequent the interval.

Speaker Volume – adjust the speaker volume for intercom communication or audio feedback

Increment OnSite Counter for Access Door/Elevator Onsite List – if the checkbox is selected the onsite list will be incremented for access door and elevator keypads. If unchecked the onsite list will not increment.



Settings Tab

Settings: This screen is used by support to configure your site.

Help Tab

Help: This screen tells you the version number of your QuikStor Control Panel.

Troubleshooting

Warning: Never disconnect power to the keypad without entering the Shut-Down command. Doing so would cause SD card corruptions.

If the keypad is not grounded properly, poor operation or outright failure can result. Ground your keypad!

Unknown code:

- Make sure the tenant is using the correct code.
- Make sure the Infinity Keypad is detected in the Keypad List of the QuikStor Control Panel. (if it is not please restart the QuikStor Control Panel application)
- If the code is only working on some keypads and not others select the non-working keypad and hit Synch All Tables on the QuikStor Control Panel.

Keypad is not on the Keypad List:

- Restart the QuikStor Control Panel.
- Enter the Restart Command (**1#7378#) at the keypad that is not online.

Unresponsive Keypad:

- Try the Restart Command on the Infinity Keypad (**1#7378#).
- If restarting doesn't solve the problem, try a shutdown command and if that doesn't work reset power to the Keypad.

No Gate Activity:

- Verify the QuikStor Control Panel is running (verify there is only one instance of it running at a time via Task Manager).
- Restart the sync program if it is was unable to connect to the QuikStor Control Panel after 2 minutes.
- Restart your computer.

Incorrect Keypad Responses:

- Select Re-Map Firebird then select Sync All tables for each Infinity Keypad.

*All Keypad commands start with "**1#" and end with "#" (To see the IP Address: **1#4723*)*

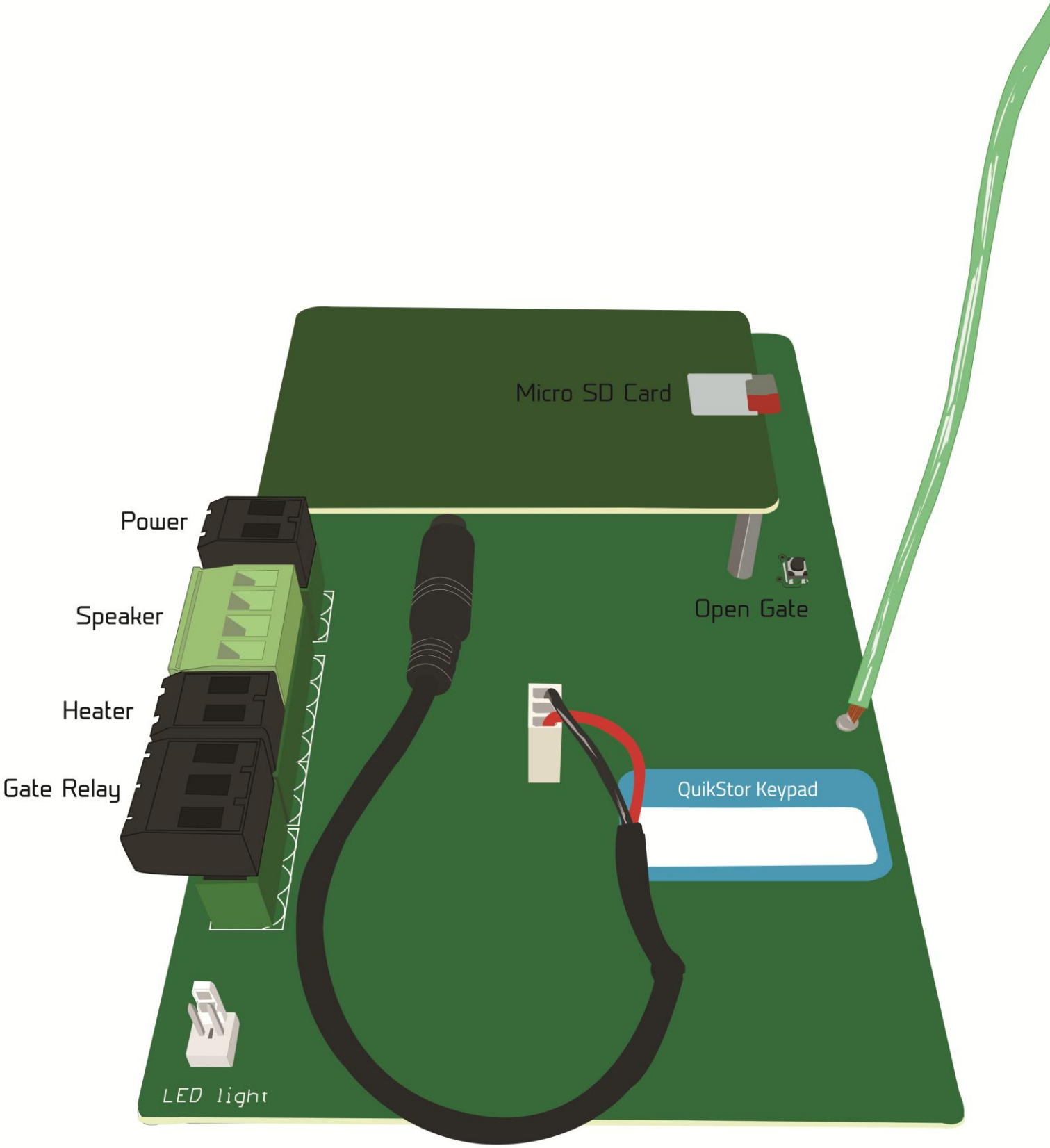
- Show IP Address: *4723*
- Restart Keypad: *7378*
- Shutdown Keypad: *7488*
- Display Version: *8377*

Enable/Disable Keypad Commands

- Sound: *7663*
- Debug Mode Switch: *3324*

If you still need help after trying the corresponding troubleshooting steps, please contact support at 800.321.1987 or support@quikstor.com.

Where to Find Key Components



Frequently Asked Questions

What is the difference between Wi-Fi and Internet? Wi-Fi is simply an alternative to network cables to connect devices of a local area network (LAN). The Internet is generally known as the wide area network (WAN), the internet connects computers from around the world.

Is Infinity 100% wireless? Do I still connect Relay wires and power? No, Infinity is not 100% wireless, Relay Wires and Power is still a requirement per the Installation guidelines.

Can I use Cat5 wires for power? No, each Infinity Keypad needs to utilize the provided power supply along with 18 gauge wire which ensures your keypad receives the proper amount of power without interference.

Can I use my own Router's Wi-Fi? Yes, QuikStor recommends that there is a clear line of sight from your wireless router to your keypads to ensure you experience the full performance and functionality of the system without issues.

What is the minimum signal strength needed for Wi-Fi? Per the recommendations of the QuikStor engineering team wireless Infinity keypads are required to maintain a signal level of less than -64 dBm. Lower values mean better signal (ie. -60 dBm is a better signal level).

Can I set my keypad to Wi-Fi and wired connections? No, each keypad can be one or the other, but never both. However there can be a combination of wired and wireless keypads at a single facility.

How can I view a gate activity report in PDF for 3rd party QCP? Unfortunately, the current export option is exported to .csv format, you may convert a .csv document to .pdf via the print options in your .csv viewer.

Is it possible to daisy chain Cat5. No, but you could utilize hubs or switches at the gate location or in the buildings to network keypads in close proximity to each other with a single CAT5 cable returning back to the office.

What are the advantages/disadvantages of Cat5 vs. Fiber? There are many factors but one of the main reasons why fiber has a greater advantage is distance. CAT5 is limited to roughly 300 feet. In addition fiber utilizes light to transfer data so there is never an issue with electromagnetic interference or the possibility of an electrical surge being carried over the data line. The greatest disadvantage to fiber is that it does require someone that is specifically trained in terminating and installing fiber in order to have a quality installation.

FAQ (Cont.)

What kind of internet connection do we need? A standard Internet connection is required for the QuikStor Keypad Subscription service. However if your facility purchased a stand-alone Infinity system no Internet is required to use them.

Do we really need to ground our keypads? Can we get an exemption? Yes, grounding is a forced requirement and there is no exemption. This is a requirement for our warranty policy, not grounding your keypad will void warranty and likely cause problematic operation of your access control system.

What exactly is a two-way integration. QuikStor management software inherently displays gate & alarm activity directly in your management software along with easily accessible reporting and configuration. No additional software needs to run on your computer. However additional software is provided for your Infinity system if you are running a 3rd party management software that doesn't allow for two-way integration.

What's the range of your access points and wireless keypads? Our wireless access points have a theoretical range of about 600ft when in line of sight from each other and the keypads. Interference, wireless configuration and other factors can affect the range.

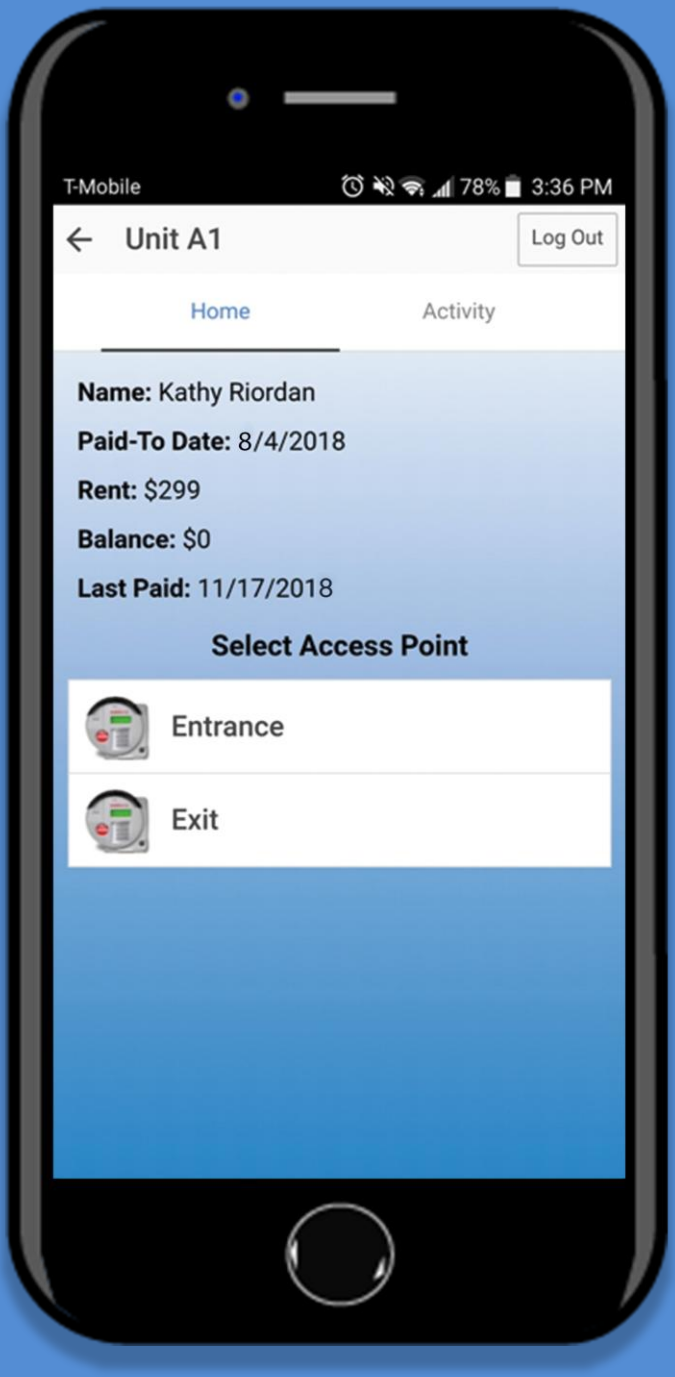
What's the range of Ethernet? About 300ft depending on interference and other factors. This range can be increased using boosters. Fiber is another option with much better range and bandwidth.

How many access points do we need? Depends on the distance and location of keypads. Consult your Account Representative to ask for assistance laying out your facility.

What happens if I don't use the supplied 5 amp power supply per keypad? Lower amperage power supplies are unable to provide the necessary power to the keypads and poor connection and operation may result.

Our keypad keeps dropping its connection. Why? Poor wireless reception, improperly configured firewall, loose grounding wire, interference, too many Wifi networks, bad access point(s) are all possible causes.

How come our keypad is no longer picked up by QCP? If for any reason the static IP of the office PC is changed, the keypads would no longer be able to connect. Additionally, if for whatever reason keypads are not able to connect to the network, they won't be picked up by QCP.



QuikStor Tenant App

Allow your tenants the convenience of opening the gate with their phones!

Contact Us Now

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sales@quikstor.com

www.QuikStor.com

Still have questions? Call us!

QuikStor Technical Support Department

1.800.321.1987 Support Line

1.818.501.5785 FAX

Support @quikstor.com

Or access the FREE 24/7 QuikStor Knowledgebase located at:

http://support.quikstor.com/