

# Cell Access

**FAAC-X1K/4GA & FAAC-X1K/3GA**

## End User Instructions



For Service and Support, call your dealer/installer on:

Company Name	
Phone Number	
Email / Web	

**FAAC**

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## Overview of System

Thank you for purchasing a FAAC Cell Access System.

This product is a cellular Intercom system, which operates on GSM networks AT&T or T-Mobile depending on model and area.

You will need to ensure you have adequate cellular coverage at your location before using this product.

You will also need to ensure that this product has an active SIM card inside. Failure to maintain the SIM card plan will render the product un-operational until cellular service is restored.

### Receiving A Call and Opening Gates / Door

Visitors can press the call button, which will initiate a call from your intercom to the designated phone numbers which will have been programmed by your installer.



**Output 1**

This is usually main gate/door.

**Press 1 to open**

Press 2 to hold open

Press 3 to un-hold

(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)

**Output 2**

This can be pedestrian gate, driveway lights or other.

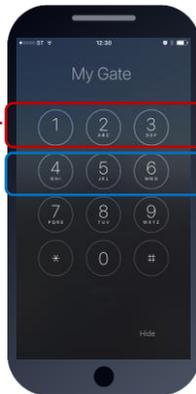
Press 4 to open/activate

Press 5 to hold open/on

Press 6 to un-hold/off

(Note: Hold open features are only available on certain gate/door systems. Contact your installer for details)

 Need help? Call your installer / dealer!



## Access Control by Calling the intercom (CallerID)



This product can store up to 100 phone numbers, which we shall call "Authorized phone users". While these users will not receive a call from the intercom on visitor arrival, they can call the intercom from their phone which will trigger output 1 and open the gate/door. Contact your installer to have numbers added or removed from this list.

To open your gate or door (output1), simply call the sim card number of the intercom from your phone.  
If your number has been stored by your installer, then relay 1 will trigger and open the gate or door and the call will be rejected, making this a free call.

## Installing the FAAC Cell Access App

You can use the free **FAAC Cell Access** App. Take care not to install the Pro version of this app as it is only for installer configuration of your intercom.

### Note to Iphone users

Apple do not give permissions for any app to send SMS messages or make phone calls without the user confirming on the SMS or calling screen. This is a restriction by apple and not a restriction of the APP. Android users do not have this restriction (the app will dial and send SMS in-APP)



Need help? Call your installer / dealer!





Enter the phone number of the INTERCOM



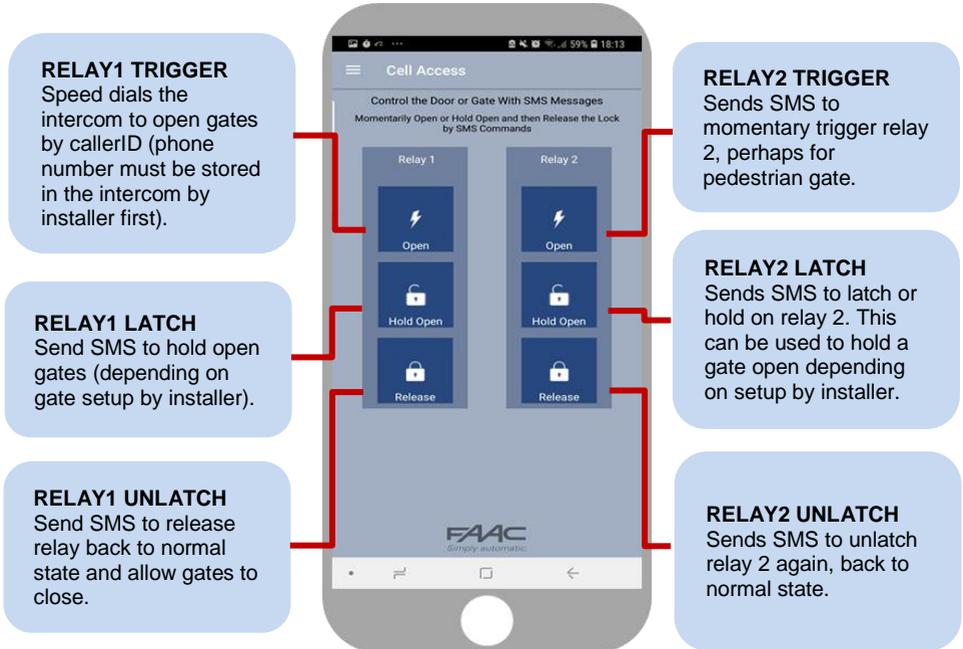
Enter 9999 (unless changed by engineer on the intercom) and press SAVE

Enter 1234 (unless changed by engineer on the intercom) and press SAVE



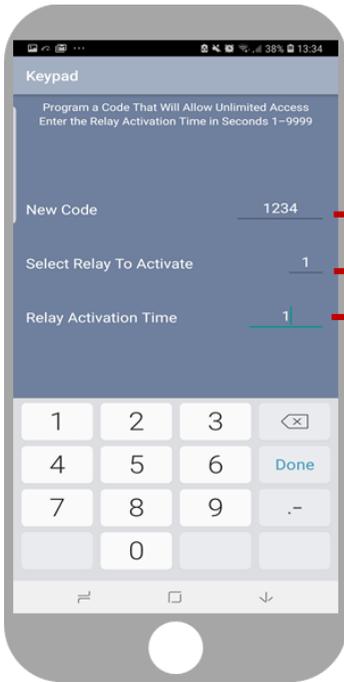
**IMPORTANT:** Android users, if you receive an error message “Command Failed”, go to Phone Settings/Application Manager/Permissions, and turn on all permissions for the app.

### Summary of the App Home Screen



### Keypad Codes

- 200 x 24/7 codes
- 20 x time restricted codes
- 30 temporary codes
- Delete codes
- Check stored keypad codes



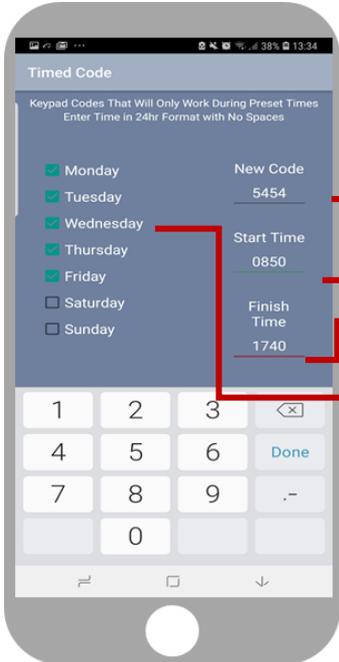
## Permanent Keypad Code

Stores up to 200 codes, all of which can be used to gain access 24/7.

Enter a 4-digit code

Choose relay 1 or relay 2 (pedestrian option)

1 second for gate systems or strike lock. 3-10 seconds for magnetic locks. Can also enter longer time for holding gates open for a pre-defined period.



## Time Restricted Code

Stores up to 20 codes which can be restricted to pre-set times and days of the week. (Relay 1 only).

Enter a 4-digit code

Enter start time in 24hr format (military style) with no colon. E.g. 8.30am = 0830

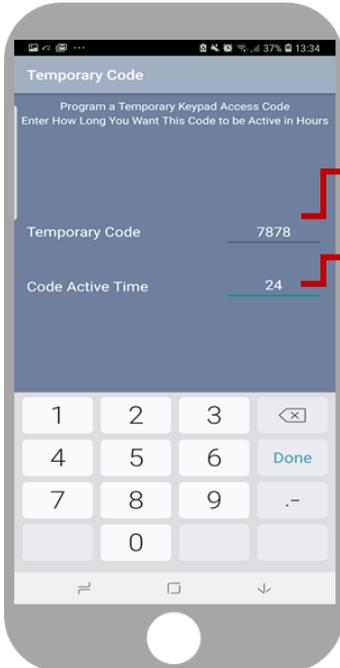
Enter end time in 24hr format (military style) with no colon. E.g. 1.30pm = 1330

Select the days which access are to be granted



Need help? Call your installer / dealer!





## Temporary Code

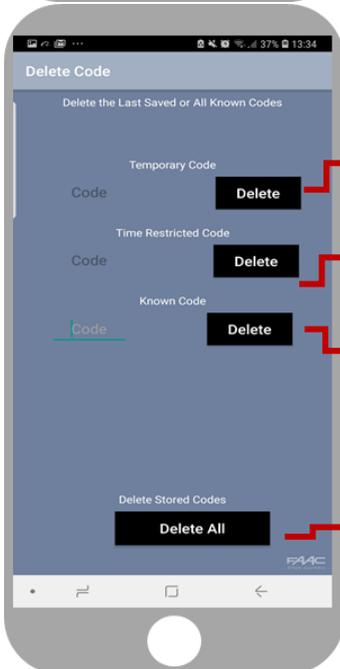
Stores up to 30 codes which will auto expire after the pre-set time has elapsed.

Enter a 4-digit code

Enter time in hrs (1-168)



Need help? Call your installer / dealer!



## Delete Codes

Quick delete for last stored Temp code

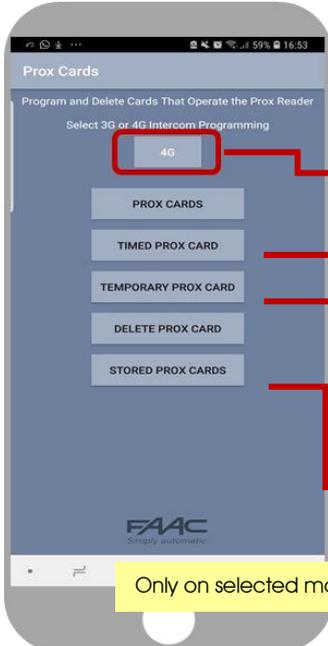
Quick delete for last stored time restricted code

Enter known code you wish to delete here

Delete all keypad codes and start over

## Proximity Cards (Optional)

Cards can be added by serial number printed on the card. There are 3 types of card stored.



Ensure to select your correct intercom model. 4G models can store a name against each card for reference. Check with your dealer!

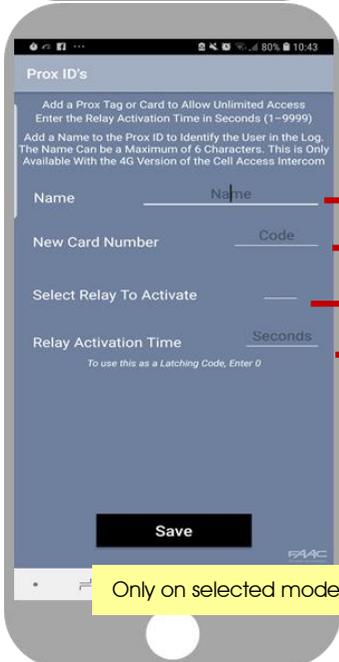
Time restricted Prox cards (cards that will only work during pre-set times and days of the week)

Temporary Prox cards which auto expire in a pre-se time.

Check stored Prox cards. Intercom will reply with SMS message.

Only on selected models!

## 24/7 cards



Enter card users name (4G model only)

Enter card serial number (10 digits)



Choose relay 1 or relay 2 for activation

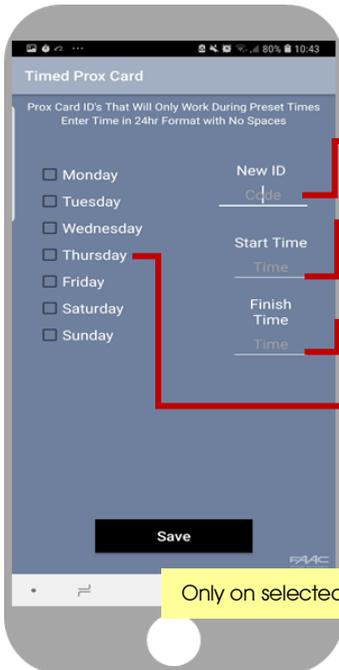
1 sec for gates or strike lock. 5-10 secs for mag lock. 0 = latching

Only on selected models!



## Time Restricted Prox Cards

Store up to 20 cards which only work during pre-set days and times of the week. (Relay 1 only).



Enter card ID (10 digits)

XXXXXXXXXX

Enter start time in 24hr format (military style) with no colon. E.g. 8.30am = 0830

Enter end time in 24hr format (military style) with no colon. E.g. 1.30pm = 1330

Select the days which access are to be granted

Only on selected models!

## Auto Expiring Temp Cards

Store up to 30 cards which auto expire within a certain time frame. (Relay 1 only).



Enter card ID (10 digits)

XXXXXXXXXX

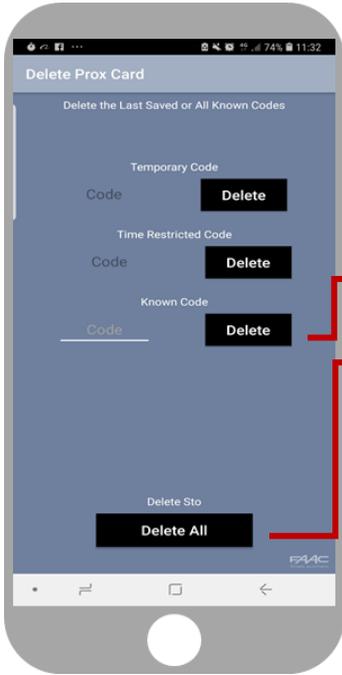
Enter countdown time in hours (1-168)

Only on selected models!



Need help? Call your installer / dealer!





## Deleting cards

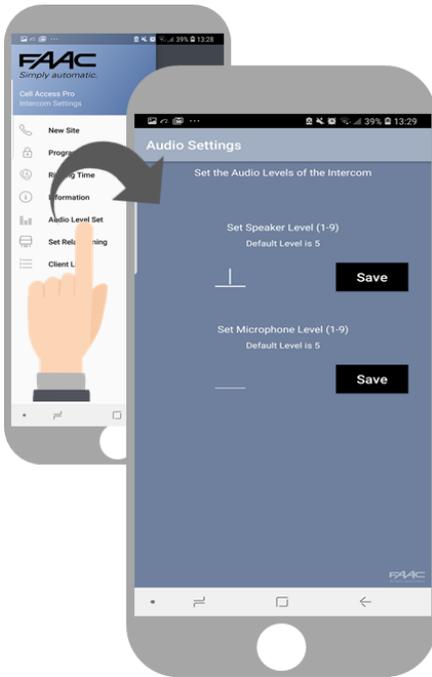
This screen allows any known card ID to be deleted (by serial number), and it will also show the last stored cards for each type of card.

Enter known card ID (10 digits)



Delete all stored cards and start again.





## Volumes

Adjust microphone and speaker volumes (1-9, default = 5).

If you experience high levels of echo on your phone when speaking to the gate, try reducing the microphone sensitivity on the intercom as much as possible and also reduce the intercom speaker volume if possible.



## Do Not Disturb

Use this screen to set the ACTIVE time for the call button. Any button press outside of these times will be ignored by the intercom.

Quick enable / disable button

Set start and end time for button active times (24hr format, no colon). E.g. 8.30am = 0830.

Set the days in which calls should be received, and do not select days which calls should be ignored.

**TIP:** When the intercom is set for do not disturb, this applies to the intercom, not the individual phone. So do not disturb setup will affect all phones that receive calls from the intercom in the exact same way.

## Troubleshooting

### **Problems installing the APP**

Ensure that the full phone number of the intercom is entered in the settings screen, and that the pass codes used are correct. Your installer can inform you of what the pass codes are for using this app.

Android users – see install instructions at the beginning of this manual, especially the reference to permissions.

### **On an iPhone it does not activate the commands without first taking me to my dialling screen or SMS screen.**

This is a security feature implemented by Apple and not a restriction of the app itself. Apple block direct SMS or dialling from any app and require the user to confirm SMS sending or call generation before it will occur.

### **My gates are opened and will not close.**

This may or may not be caused by the intercom. It could be some other piece of hardware connected to the gate which is holding open the gates. To check, use the Gate Status button. If either relay is ON, then go to the home screen and press the UNLATCH button to restore the relays to their normal state.

### **My intercom is not responding to SMS messages.**

This can be caused by poor reception, by insufficient power cable from the transformer to the intercom, or a service issue with your network provider. Some SIM cards can get de-activated by the provider due to a long period of inactivity. Check with your provider and contact your installer for support.

### **My intercom is no longer operating at all.**

Contact your installer for support.

### **Some features which I expected to operate are not working as expected from the beginning.**

Contact your installer and explain the issues. They should be able to help.





