



FAQ - Frequently Asked Questions

COPYRIGHT

©2018 DAQ Electronics, LLC
Revised 11/08/18 - Revision #003

This documentation is provided as a component part of DAQ Electronics. All parties or individuals who are in possession of the documentation accept in full and without exception or limitation the DAQ Electronics unrestricted rights of ownership of this material. This documentation is not available by any other means except by license which is only available from DAQ Electronics. Under no circumstances may any part or the whole of this documentation be reproduced, stored in a retrieval system, transmitted, copied, modified, distributed, displayed, sold, licensed, published or derivative works created there from in any form or by any means electronic mechanical, recording, or otherwise without the written permission of DAQ Electronics being obtained in advance of the requirement.

It is expressly forbidden for the holder of this documentation to use this documentation either in its entirety or in part or any graphics to provide training or tuition, assistance or knowledge transfer to any other party whatsoever, or for marketing of promotional literature or material of any type whatsoever without the prior written permission of DAQ Electronics. Use of this documentation in any manner inconsistent with the user manual and related documentation is strictly prohibited. Use of the documentation is not transferable.

TRADEMARKS

EntroWatch, EntroStar, Callisto, CallistoView, and StarWatch are trademarks of DAQ Electronics and/or Remsdaq Ltd. All other product and company names may be the property of their respective owners.

PROPRIETARY INFORMATION

This documentation contains confidential and proprietary information which must be maintained in confidence and used only in a manner consistent with the documentation and may not be disclosed to any third parties.

DAQ Electronics, LLC
Piscataway Corporate Center
262B Old New Brunswick Road
Piscataway, NJ 08854
USA

T + 1.732.981.0050
F + 1.732.981.0058
www.daq.net

TABLE OF CONTENTS

1.0 SPECIFICATIONS	3
1.1 CAPABILITY	3
1.2 COMMUNICATIONS	4
2.0 INSTALLATION.....	4
3.0 POWER.....	5
4.0 MISCELLANEOUS	6

1.0 SPECIFICATIONS

1.1 CAPABILITY

Q. What readers can I use on the EntroStar?

A. Any wiegand compatible reader including all forms of biometric. Please note that newer HID Multi-Class SE readers can each draw as much as 3W for short periods of time and may cause issues with systems using PoE supplies. If these readers are to be used, it is suggested to either connect a 12 volt battery to the EntroStar unit, or power it via PoE+, or a conventional 12V supply (e.g. EN-DC-0003P).

Q. What is the card capacity of EntroStar?

A. There are no fixed capacities within the EntroStar unit and the limits will depend on how many access rights, actions etc. but potentially 1m+.

Q. Does EntroStar support 4-state monitoring of alarm inputs?

A. Yes, the 3 door contact inputs for each door and the 3 auxiliary inputs are all supervised (tamper protected). Note that the Enclosure tamper input is 2 state only.

Q. Does the break glass monitor input unlock the door when in alarm?

A. No, the input is for monitoring DPDT break glass units only. Wire the lock through the break glass unit to drop power to the lock.

1.2 COMMUNICATIONS

Q. Can EntroStar talk to any BACnet master station?

A. Yes, if that master fully supports ANSI/ASHRAE 135-2010.

Q. Can an EntroStar talk to more than one master station?

A. Yes, BACnet supports multiple subscribers.

Q. If I lose communications to the EntroStar what happens?

A. All events are buffered with local time stamping for subsequent upload.

2.0 INSTALLATION

Q. Can EntroStar be installed on a network with fixed IP addresses?

A. No, EntroStar will look for a DHCP server by default. If it fails to find one, EntroStar will assign itself a unique private IP address.

Q. Can EntroStar units be installed in different time zones?

A. Yes, an advanced setting specifies a UTC offset for the EntroStar.

Q. How do I connect a non RJ45 reader to EntroStar?

A. Use the RJ45/terminal block adapter and then std. CAT5 cable.

Q Do I need to use the Input Terminator Units (ITU) provided when connecting input devices to the EntroStar?

A. Yes. All the inputs on the EntroStar, with the exception of the enclosure tamper switch, are supervised/tamper protected and an ITU must always be used.

3.0 POWER

Q. Do I have to power EntroStar over PoE/PoE+?

A. No, an optional 12vPSU with/without battery can be specified.

Q. If I choose PoE/PoE+ can I still connect a battery?

A. Yes, the PoE/PoE+ supply will actually trickle charge the battery.

Q. Do I need PoE+ to control 2 magnetic locks?

A. It depends on the lock. Some newer magnetic locks draw as little as 3.6W. Each EntroStar can provide up to 9.3W via PoE to power external devices (locks and readers) and up to 24.9W via PoE+.

Q. What happens to my card/access data if I lose power to the EntroStar?

A. All card/access data is held in non-volatile memory.

Q. Why won't my EntroStar unit power from a 12VDC battery?

A. For the EntroStar power supply and battery, the battery back-up will only work when it switches over from mains power. If you have powered up the unit and then lose power, the battery will take over. You cannot just connect a battery and turn the unit on. This is because the unit disconnects the battery from the circuit when the battery gets too low. Therefore, when the unit is powered off and there is NO BATTERY, the battery circuit gets disconnected as there are 0 volts present on the battery line. When the mains power is present, the battery circuit is connected. When the mains power disappears, the battery will take over. After the battery drains to a certain level, the board will disconnect the battery from the unit. It will not reconnect that circuit until mains is reapplied.


4.0 MISCELLANEOUS

Q. If I configure my system to support simple 56 bit, 32 bit, or 16 bit card numbers, my PINs don't work?

A. Upgrade your EntroStar firmware to V1.2 or later.

Q. How many attempts do I get to enter my PIN?

A. EntroStar supports a rolling PIN that will allow up to two initial incorrect numbers to be entered.



DAQ Electronics, LLC
262B Old New Brunswick Road
Piscataway, NJ 08854 USA

T+ 1.732.981.0050
F+ 1.732.981.0058

www.daq.net
www.entrowatch.com
