



# OpenTech IoE: Internet of Everything

## R18 Release Notes

April 7, 2020

## EPIC ACS-3594 – PTI Keypad Integration

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### **PTI Keypad Integration – Overview**

Release 18 introduces PTI Keypad Integration, the tenth integration supported by the OpenTech IoE platform. Other integrations currently available include: INSOMNIAC CIA (Access Control); INSOMNIAC Smart Eye (Security monitoring); INSOMNIAC SmartDoor (Office analytics); INSOMNIAC SmartGate (Gate analytics); INSOMNIAC Individual Unit Alarms; DaVinci Lock System; HVAC; Call Center; and an Alexa Skill.

*PTI is a registered trademark and brand mark of Preferred Technology Systems LLC and PTI Security Systems. OpenTech Alliance is not associated with Preferred Technology Systems LLC or PTI Security Systems.*

PTI Keypad Integration allows self-storage owners and operators to leverage the investment in PTI keypads while benefiting from many of the features of the OpenTech IoE platform.

PTI keypads can be swapped out for CIA keypads when the owner / operator wants to convert to take full advantage of the OpenTech IoE platform's rich features and functionality.

Facilities can have a mix of PTI Apex and VP keypads; PTI keypads can NOT be intermixed with CIA keypads at a facility.

PTI keypad integration is only applicable for facilities that are using keypads. Facilities that are utilizing door alarm board, relay expansion boards or SiteGraphics are not candidates for PTI integration.

PTI Keypads can NOT be powered from the INSOMNIAC CIA Gateway. The reason is that PTI keypads operate at 12V and the INSOMNIAC CIA Gateway outputs 24V. Connecting PTI keypads to the Gateway power source will damage the PTI keypads or damage the Gateway. A separate power source would need to be provided for powering PTI devices. This could result in a potential issue for installer

Configuration of access code format is NOT available with PTI keypads. PTI keypads will only operate in \*code# configuration. PTI Keypads do allow for the flexibility of changing access code format. Keypress Display can NOT be configured in the Control Center for PTI keypads. This setting must be applied at each keypad.

## **PTI Keypad Integration – Overview (cont'd)**

VP Keypads have a 2 x 20-line display and custom messages cannot be configured for these type of keypads. Apex keypads have a 4 x 20-line display; Apex keypads custom messages can be configured for these keypads.

Functionality for utilizing the inputs on Apex keypads will NOT be implemented. VP keypads do NOT have inputs. If the operator wishes to have SmartGate or SmartDoor functionality, then the devices will need be connected to inputs on the CIA Gateway.

Monitoring door held open and configuring Request to Exit devices on hallway doors will NOT be implemented with PTI keypads.

PTI SiteGraphics will NOT be compatible.

DigiGate keypads will NOT be compatible.

PTI Keypad Integration requires the Gateway firmware to be configured in RS485X mode.

The following hardware can communicate with the Gateway in PTI Integration Mode:

- PTI Apex Keypad
- PTI VP Keypad

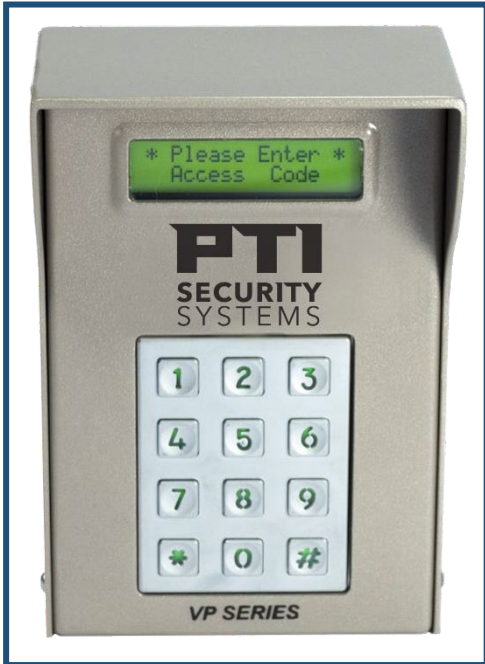
The following hardware is NOT supported when the Gateway is configured in PTI Integration Mode:

1. CIA Keypad
2. CIA Unit Alarm Board
3. CIA Relay Expansion Board

There will be a one-time standard Setup, Training and Customization (STC) fee of \$199 per facility for the configuration of the system as well as the PTI devices. If the facility upgrades to CIA keypads, there is no additional STC charge.

Refer to PTI Apex and VP manuals for additional instructions on PTI keypads.

**PTI VP Keypad (two-line display)**



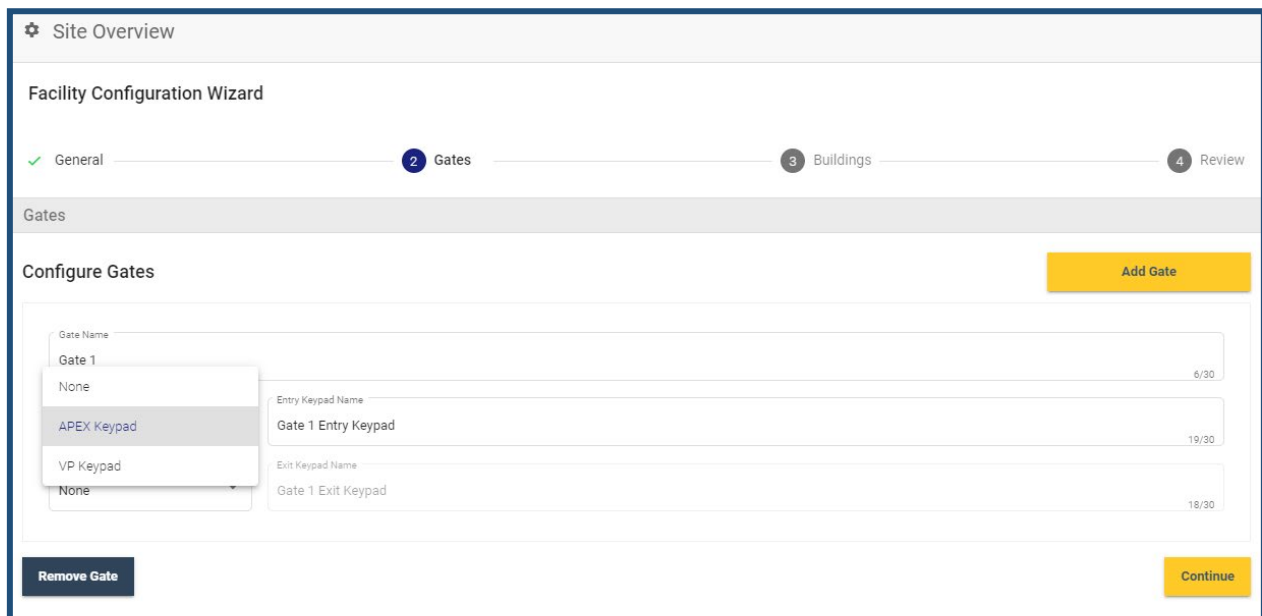
**PTI Apex Keypad (four-line display)**



The following enhancements are included in the PTI Keypad Integration Epic:

[\[ACS-3597\] PTI Keypad Integration Site Overview](#)

- Extended to include support for PTI keypad integration mode.
- Default setting shall be “disabled”.
- If PTI integration mode is enabled:
  - The system will use the RS485X channel; i.e., dedicated to PTI keypads.
  - The RS485X channel selection will in turn drive the device and facility settings to be enabled as well as disabled.
  - Two PTI keypad selections are available for Apex and VP.
- The factory baud rate of 9600 is supported for all PTI keypads.
- The user interface is extended for STC Admin to select the keypad type in the Site Overview For each building (door) and / or gate keypad.
- Keypad selection invokes a “wizard” to complete the facility set up.
- The Site Overview user interface is also extended to allow STC Admin to customize names for gate and building keypads (30 character limit).
- There is a limit of two gates (with associated keypads) that can be configured in the Site Overview. Additional gates / keypads can be added via Administration => Configuration => Devices.
- Once the STC Admin verifies the facility configuration is correct, it can be published. A Notification is sent back to the STC Admin when the facility set up is complete.



The screenshot shows the 'Site Overview' interface with the 'Facility Configuration Wizard' active. The wizard has four steps: General, Gates (current), Buildings, and Review. The 'Gates' step is titled 'Configure Gates' and features an 'Add Gate' button. A dropdown menu is open for 'Gate Name', showing options: None, APEX Keypad, VP Keypad, and None. The form includes fields for 'Gate 1', 'Entry Keypad Name' (Gate 1 Entry Keypad), and 'Exit Keypad Name' (Gate 1 Exit Keypad). There are 'Remove Gate' and 'Continue' buttons at the bottom.

[ACS-3598] - PTI Keypad Integration - Devices: Add New Device

- New Device types can be added for:
  - PTI VP keypad (1 relay)
  - Apex keypad (2 relays)
  - RS485X channel
- PTI devices do NOT support the following:
  - Inputs
  - Barriers
  - Display scroll
  - Standalone mode
  - Custom keypad messages
  - Access granted message
  - Adjusting beacon strength (for Storage Genie app)

[ACS-3599] - PTI Keypad Integration - Devices: Edit Existing Device

- Device types can also be edited (or deleted) for:
  - PTI VP keypad
  - PTI Apex keypad
  - RS485X channel
- PTI Conversion to CIA Keypads:
  - Accessible option via Administration => Configuration => Facilities => Actions Drop Down List (DDL) => Convert Facility.
  - Unpairs the facility and associated PTI devices (site will not be operational at this time).
  - Technician on site to install the CIA keypads.
  - Convert Facility will create the CIA counterpart devices; changes all keypads from RS485X to RS485 CIA setups.
  - Conversion process to update devices runs in background mode (take about 5 minutes to execute).
  - Devices must be re-paired once CIA hardware shows up on the Hardware list view.

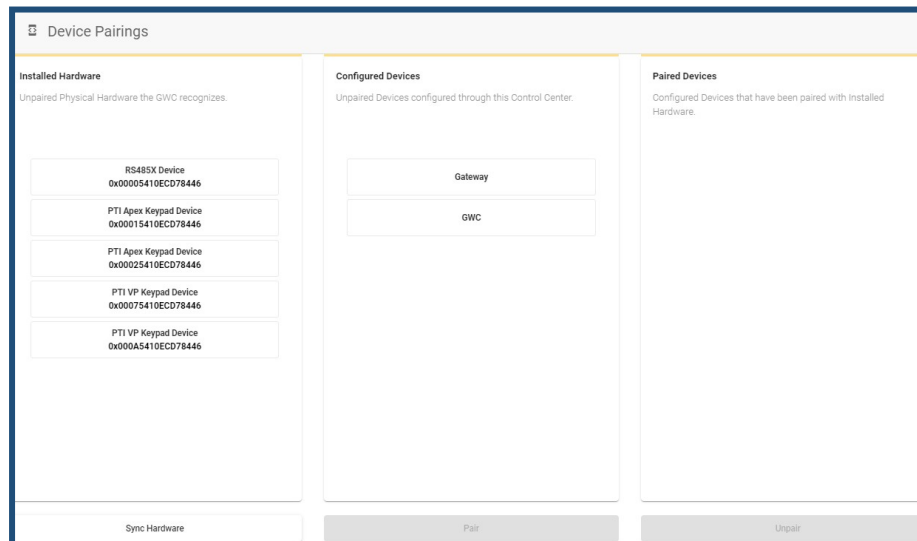


[ACS-3600] - PTI Keypad Integration - Devices List View: Display Hardware UID

- PTI keypads assume the unique ID of the RS485X channel with the following appended:
  - "/" <channel> / <keypad address of RS485X>
- For Example:
  - If base ID of the RS485X channel was 0x0123456789ABCDEFzd **AND** it has three keypads attached at addresses 1, 3 and 5 on RS485X Channel A, the addresses would display as:
    - "0x0123456789ABCDEF/A/1"
    - "0x0123456789ABCDEF/A/3"
    - "0x0123456789ABCDEF/A/5"


[ACS-3601] - PTI Keypad Integration - Device Pairings


- PTI devices are paired (or unpaired) via Administration => Configuration => Device Pairings.



[ACS-3602] - PTI Keypad Integration - Facility Settings

- Displays a Notice of Exclusions of *non-supported* facility settings for PTI emulated facilities:

 Facility Settings

 The following facility settings do not apply to PTI keypads. Please upgrade to CIA keypads to take advantage of these features.

- Access Code Start Key
- Access Code End Key
- Text Me My Code
- Key Press Display
- Invalid Access Code Count
- Invalid Access Code Time
- Invalid Access Code Lock Time
- Enable Weigand Facility Code

#### [ACS-3603] - PTI Keypad Integration - Action Groups

- Action Groups are assumed to behave as they normally do with the Gateway Controller determining if there is an action to be performed (as opposed to the keypad).
- When configuring Action Groups (Add new or Edit existing Action Group):
  - If Device selected is VP keypad, the selection is limited to one (1) relay,
  - If Device selected is Apex keypad, the selection is limited to two (2) relays.
- Actions Supported:
  - Open
  - Close
  - Hold
  - Emergency Open All
  - Keypad Lockdown (Disable Facility Access)

#### [ACS-3604] - PTI Keypad Integration - Triggers

- When configuring Triggers in PTI Integration Mode (applies to Add new or Edit existing Trigger):
- The below Trigger types *are* supported as follows:
  - At Time of Day – Supported in PTI Integration mode
  - At Start of Time Group – Supported in PTI Integration mode
  - At End of Time Group – Supported in PTI Integration mode
  - Input(s) Change -- Gateway device selection only in PTI Integration mode
  - Output(s) Change – Gateway device selection only in PTI Integration mode
  - Tamper Input - Gateway device selection only in PTI Integration mode
  - Door Alarm – Gateway device selection only in PTI Integration mode
  - Offline – Gateway device selection only in PTI Integration mode
  - Unit Door Alarm – Gateway device selection only in PTI Integration mode

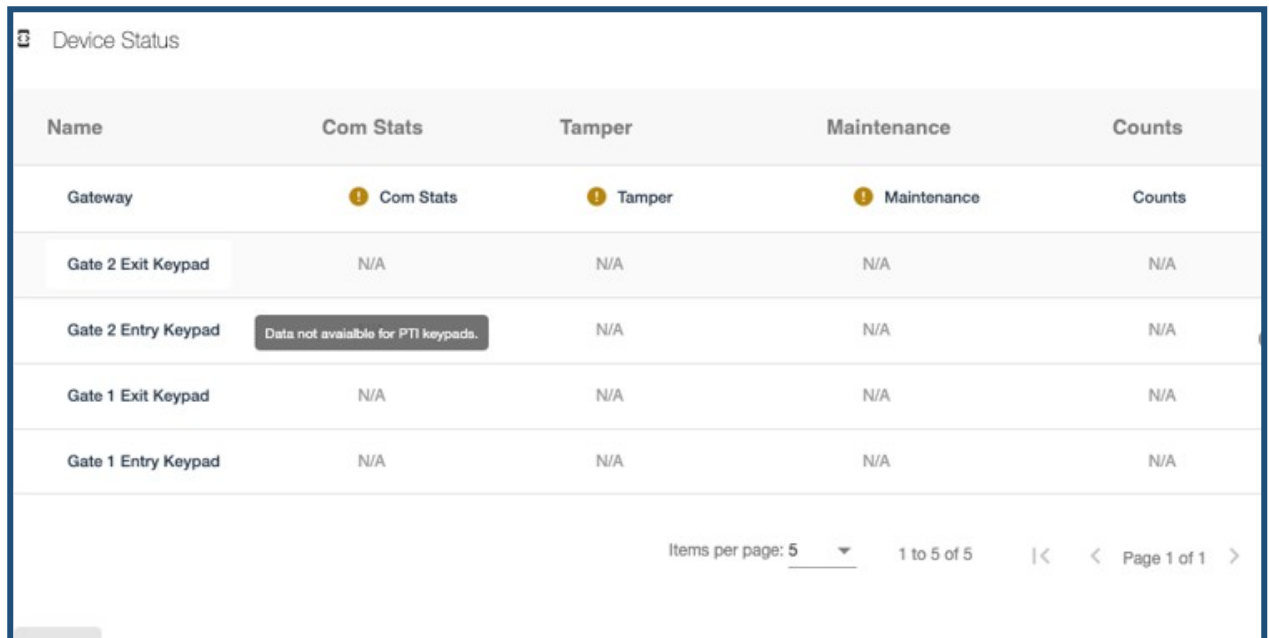






[ACS-3606] - PTI Keypad Integration - SmartGate

- PTI keypads do not have inputs.
- When adding or editing a SmartGate, the drop down list (DDL) will not show any PTI integration devices for Contact Sensor Device or Relay Device.
- The SmartGate input can be wired to the gate associated with the RS485X channel in lieu of an input.

[ACS-3607] - PTI Keypad Integration - Dashboard Device Status Widget

- Predictive Maintenance, Com Stats, Tamper, and Counts:
  - Not available with PTI Keypads.
  - Shows a status of "N/A".
  - Displays a Tool Tip for the user: "Data not available for PTI Keypads".



Name	Com Stats	Tamper	Maintenance	Counts
Gateway	 Com Stats	 Tamper	 Maintenance	Counts
Gate 2 Exit Keypad	N/A	N/A	N/A	N/A
Gate 2 Entry Keypad		N/A	N/A	N/A
Gate 1 Exit Keypad	N/A	N/A	N/A	N/A
Gate 1 Entry Keypad	N/A	N/A	N/A	N/A

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[ACS-3608] - PTI Keypad Integration - No Display of Facilities If Configured for PTI Integration

- There is no Storage Genie operation for systems utilizing PTI Keypads.
- PTI configured facilities are not displayed as available in the Storage Genie mobile app.
- Other facilities not using PTI keypads continue to be displayed as available in the Storage Genie mobile app.

[ACS-3609] - PTI Keypad Integration – SmartDoor

- PTI keypads do not have inputs.
- When adding or editing a SmartDoor, the drop down list (DDL) will not show any PTI integration devices for Contact Sensor Device or Motion Sensor Device.
- The SmartGate input can be wired to the gate associated with the RS485X channel in lieu of an input.

## R18 Enhancements

*The following enhancement are included in Release 18:*

[ACS-3592] - Dashboard Widget Displays Only if Facility has Installed Unit Alarms

[ACS-3612] - Replace with new Individual Unit Alarms Marketing Logo

[ACS-3661] - Update 404 Error Message Screen – Reflects the new STC E-Mail Address

[ACS-3663] - Facility Life Cycle Management - ISI firmware update to force Token to be forgotten

[ACS-3664] - Colors and Color Coordination on Dashboard Widgets – All colors are now pure bold and not 'pastel tinted' for a more vibrant and uniform user interface:

- **Dark Gray** – All units on Unit and Alarm widgets
- **Blue** – Rented Units, Closed Units, Tenants, Tenants Using Locks
- **Green** – Vacant Units, Open Units, Visitors, Assigned to Vacant Unit
- **Red** – Delinquent Units, Alarming Units, Assigned to Overlock
- **Yellow** – Guests and Return to Dropbox

[ACS-3671] - Add Unit > Board Tool Tip – Alerts Admin user there is no unit alarm board found

[ACS-3678] - Prevent PMS Adapter service from passing "default" for facility identifier to ACS

[ACS-3685] - Update to .NET Core 3.1

[ACS-3686] - Reduce the scope of ACS User Activity updates on each service request

[ACS-3694] - Alphabetize the portfolio report company listing and allow searching

## R18 Enhancements (cont'd)

[\[ACS-3697\]](#) - Gracefully handle duplicate Smart Gate and Smart Door events

[\[ACS-3701\]](#) - Align filtered indexes to EF & and Direct Queries – Improves query performance  
Reducing maintenance and storage costs

## R18 Production Bug Remediation

*The following bugs were addressed in Release 18:*

[\[ACS-3679\]](#) - Must Know Notification Type Not Displaying as Toast Notification – The “Must Know” notification was only displaying on the left Navigation menu; it now correctly displays as a toast notification in the upper right hand corner of the Control Center.

[\[ACS-3662\]](#) - Add Facility Form - Auto-fill generates error on State entry field – Control Center user can now use the auto-fill functionality when completing the Add Facility form.

[\[ACS-3683\]](#) - Error - The value 'AtStartTimeOfDay' and AtEndTimeOfDay' generates a 'not valid' error – When selecting a trigger in name of “AtStartTimeOfDay” or “AtEndTimeOfDay” for edit, it no longer produces a “not valid” error message until it is a valid warning.

[\[ACS-3706\]](#) - Administrator-level user API calls sometimes succeed with unresolved target facilities

[\[ACS-3708\]](#) - CreatedOn date is defaulting to the beginning of the day – The CreatedOn date now reflects the created on the datetime field as displayed on the Devices widget.

[\[ACS-3712\]](#) - Text Me My Code is not sending the correct keypad sentinels – The query that retrieves the keypad sentinels for a facility no longer returns empty values.

[\[ACS-3713\]](#) - Twilio callback is receiving 415 error response – The Twilio callback endpoint now updates the delivery status of an outbound text message.

### OpenTech Support

- The OpenTech IoE / CIA team is available to address any questions you may:
  - (602) 773-1700 (Option 1) **or** via email at [ioesupport@opentechalliance.com](mailto:ioesupport@opentechalliance.com).