

APEX CRIB BOOKLET



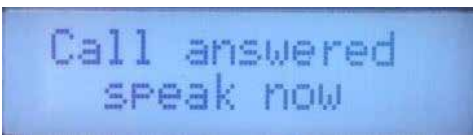
For commonly seen issues with Apex systems that are shown on the door panel display and other handy tips please consult this crib booklet before contacting our technical support team

NOT FOUND



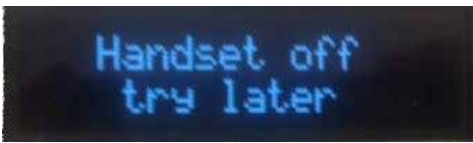
- Check wiring of A and B from door board to (PL22) main board.
- If still failing temporarily wire A and B to vertical bus if fault follows change door panel board, if fault disappears change main Apex board.

CALL ANSWERED SPEAK NOW



- When calling the system and Call answered speak now appears:
- Check S1 from door panel to PL21 on main board or PL14 on digital expansion

HANDSET OFF, TRY LATER



- Check handset privacy is not on.
- Check that BZ is not wired in PL21 (Door Connections)
- Remove marshalling boards and see if fault clears

CONSTANT LOCK RELEASE

- Remove all triggers from system, i.e. PTE, FS, DR and Access control. If this stops the door release triggering check wiring or change part causing release.
- If all triggers are removed and lock still release check door panel board if a Apex LCD if a Apex OLED check the TRM lock relay.

DOOR RELEASE ON CALL

- Check DR Wiring, if still failing, Isolate door panel board from main board, if still failing isolate marshalling boards. If fault clears build system back up putting one handset on at a time.

NO CALL TONE AT HANDSET

- Check BZ wire
- BZ can be omitted from video handsets and if this is case press and hold **Privacy** to start the ringer. Press **Privacy** to select the ringtone options and press **Door Open** to store. (Or refer to the handset instructions)

NO DR FROM HANDSET

- Check DR wire from handset to marshalling, then from main Apex board to door panel
- Check where lock is wired, if wired access control, ensure NO from door board is wired to RTE1 on access control.

NO DR FROM HANDSET WITH APEX OLED DOOR PANEL.

- Check DR wire from handset to marshalling, then from main Apex board to door panel
- Check where lock is wired, if wired access control, ensure NoV from TRM PL2 is wired to RTE1 on access control.
- Check the door panel board and TRM are addressed the same, (TRM's will always have dip switch O2 always on) (Or refer to the Apex installation guide)

NO S1 SPEECH (SPEAKER)

- Check S1 wire throughout system

NO S2 SPEECH (MICROPHONE)

- Check S2 wire throughout system

TRADES NOT WORKING ON APEX OLED DOOR PANEL

- Check that door panel has been wired to door connections PL21 and PL22 and not into the vertical bus PL3 and PL5.
- Check that PL16 dip switches are in the ON position on the Apex main board.

CAME ENTROTEC

CAME ENTROTEC

5 Ashwood Court
Oakbank
Livingston
EH53 0TL

Tel: 01506 886230

Support: 01506 886235



© 2023 - EN - APEXCRIB0323

YOU MAY NOT EVEN PARTIALLY REPRODUCE THIS DOCUMENT

CAME RESERVES THE RIGHT TO MAKE ANY CHANGES TO THIS DOCUMENT AT ANY TIME

THE DATA AND INFORMATION SHOWN IN THIS CATALOGUE ARE SUBJECT TO CHANGE WITHOUT OBLIGATION TO GIVE PRIOR NOTICE BY CAME S.P.A, E&OE



CAME S.p.A.

Came cancelli automatici S.p.A.

is certified for Quality and Environment

UNI EN ISO 9001

UNI EN ISO 14001

BS OHSAS 18001

[CAME.COM/ENTROTEC](https://www.came.com/entrotec)