ALVARADO
dormakaba Group

IntraQ-X Installation Guide
PUD4253R3-0 Version 2.0
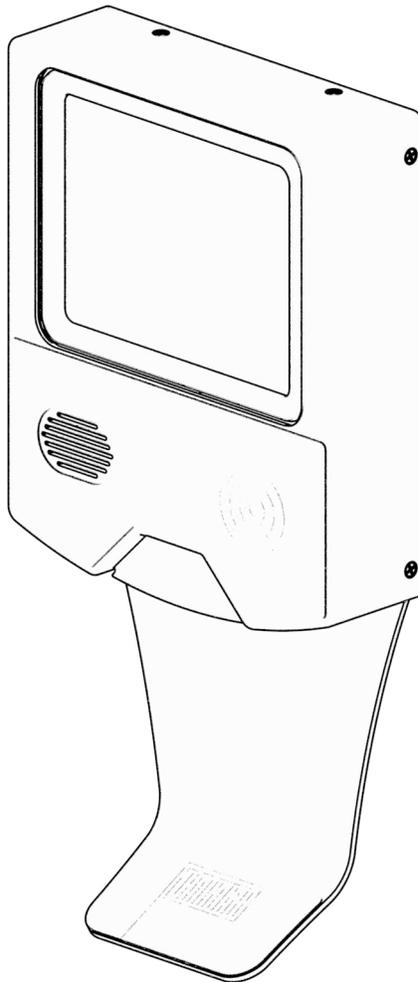
Contents

Document Overview

This guide provides instructions for installing an Alvarado IntraQ-X suite scanner. It is meant to be used by the personnel who will install the unit. Upon completing the steps in the guide, the device will be ready for final configuration by Box Office (or other relevant) personnel.

Some notes about the scope of this document:

- Alvarado does not provide mounting hardware. The venue is expected to select appropriate mounting hardware. The IntraQ-X unit weighs about 5 pounds.

- This guide assumes that all applicable external hardware (like power supplies, door strikes, and POE+ switches for example) is already installed and ready for use.

- Device configuration occurs after installation and is not covered by this guide.

- This guide assumes that power over Ethernet cabling is in place and ready for use. See the **Power Requirements** section on page 4.

Support

Contact Alvarado's Entertainment Support department for assistance.

Phone: 909-591-8431

Email: **helpdesk@alvaradomfg.com**

Mounting Hardware

Alvarado does not provide mounting hardware with IntraQ-X units. It is the responsibility of the venue to determine the appropriate mounting hardware to use for each device.
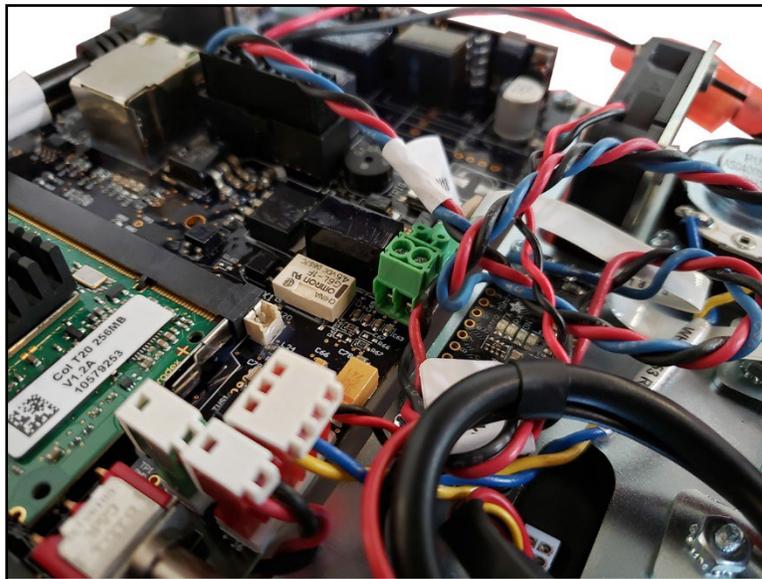
Setting Up

IMPORTANT	The items in this section must be addressed **before** you attempt to install the IntraQ-X device.

Power Requirements

- POE+ is only **required** if the IntraQ-X devices will supply power to door strikes. However, Alvarado recommends POE+ for all installations, even if the IntraQ-X devices will not power the door strikes.

- Alvarado recommends that the POE+ switch power settings are set to MAX power setting and not Auto-Negotiate.

- An IntraQ-X can provide a maximum of 12V DC at 600 milliamps to the door strike.

Door Lock/Strike Wiring

The IntraQ-X has a 12V DC relay on the board that can power and activate a door strike. The relay on the board can be set to normally open or normally closed in the device's configuration. If the door strike is being powered externally, then the board must connect to an external 12V DC relay. Refer to the diagrams below.
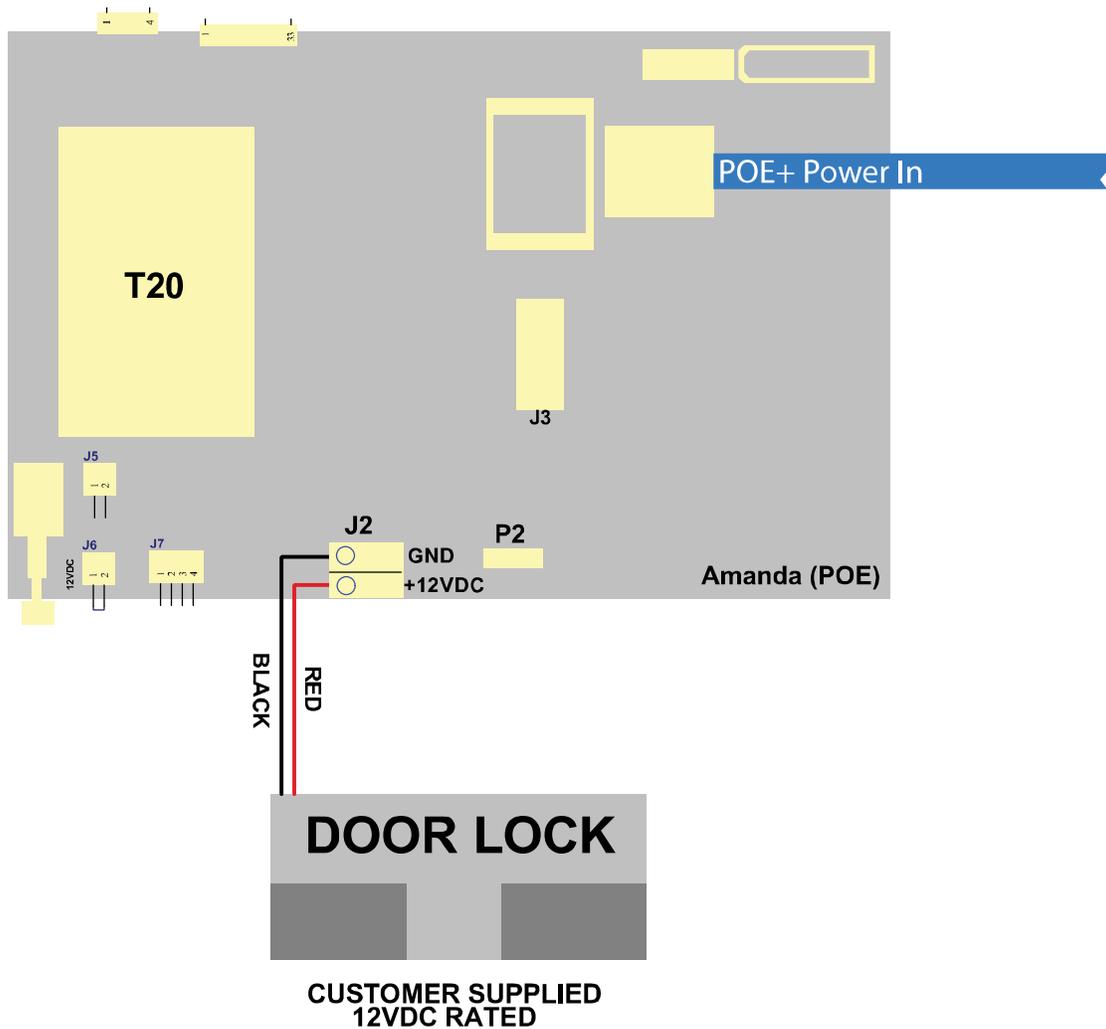

Relay terminal block

Strike Powered by IntraQ-X

A setting in the application configuration files determines whether the relay on the board is **normally open** or **normally closed**. The relay is set to *normally open* by default.

| NOTE	Door strikes must be a maximum of 12VDC 600 mA for the IntraQ-X to supply power.

Strike Powered Externally

An external 12V relay is required if an external power supply will provide power to the door strike (not supplied by Alvarado).
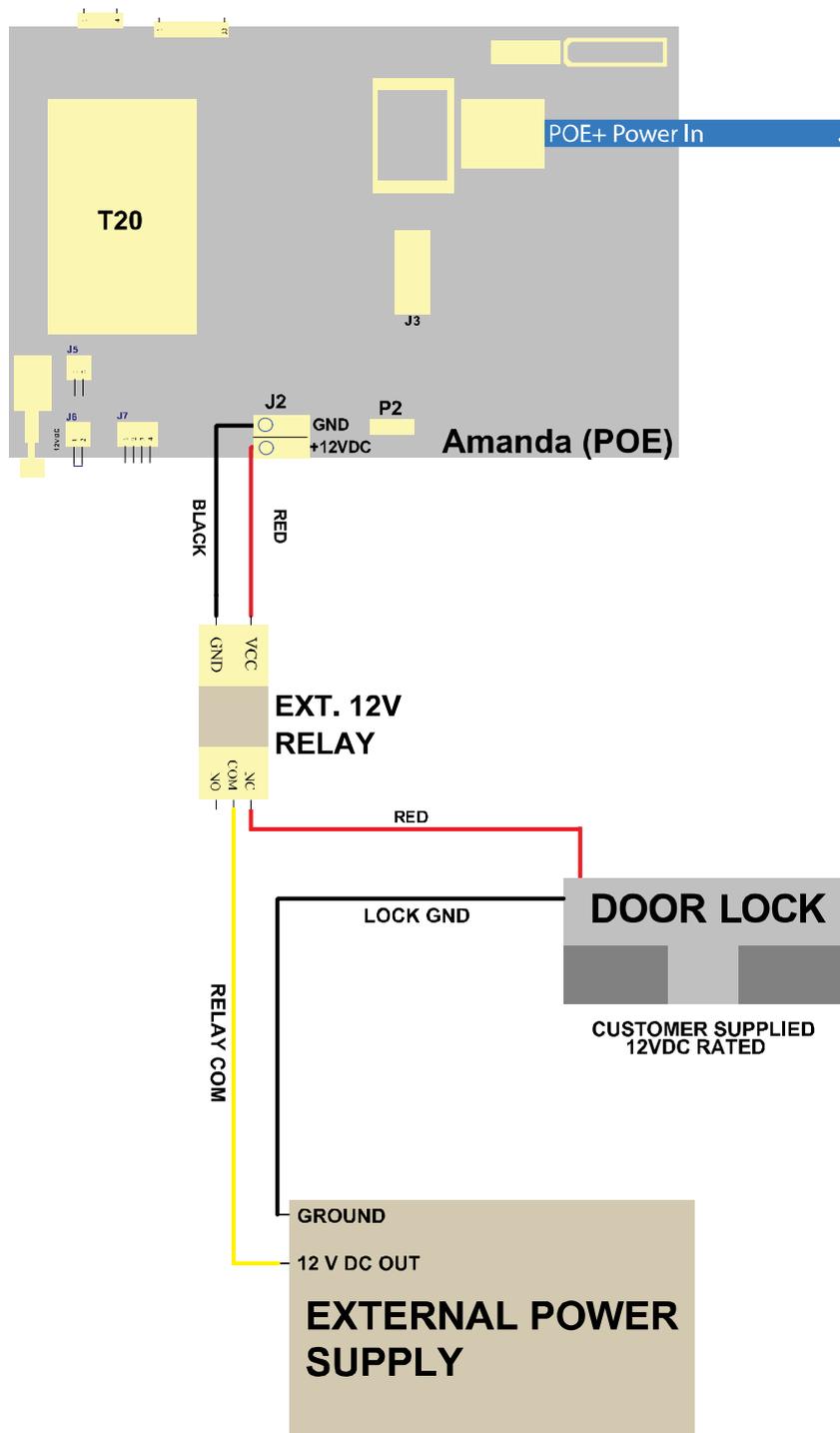
Normally Open

The relay on board set to **normally open** in the software configuration.

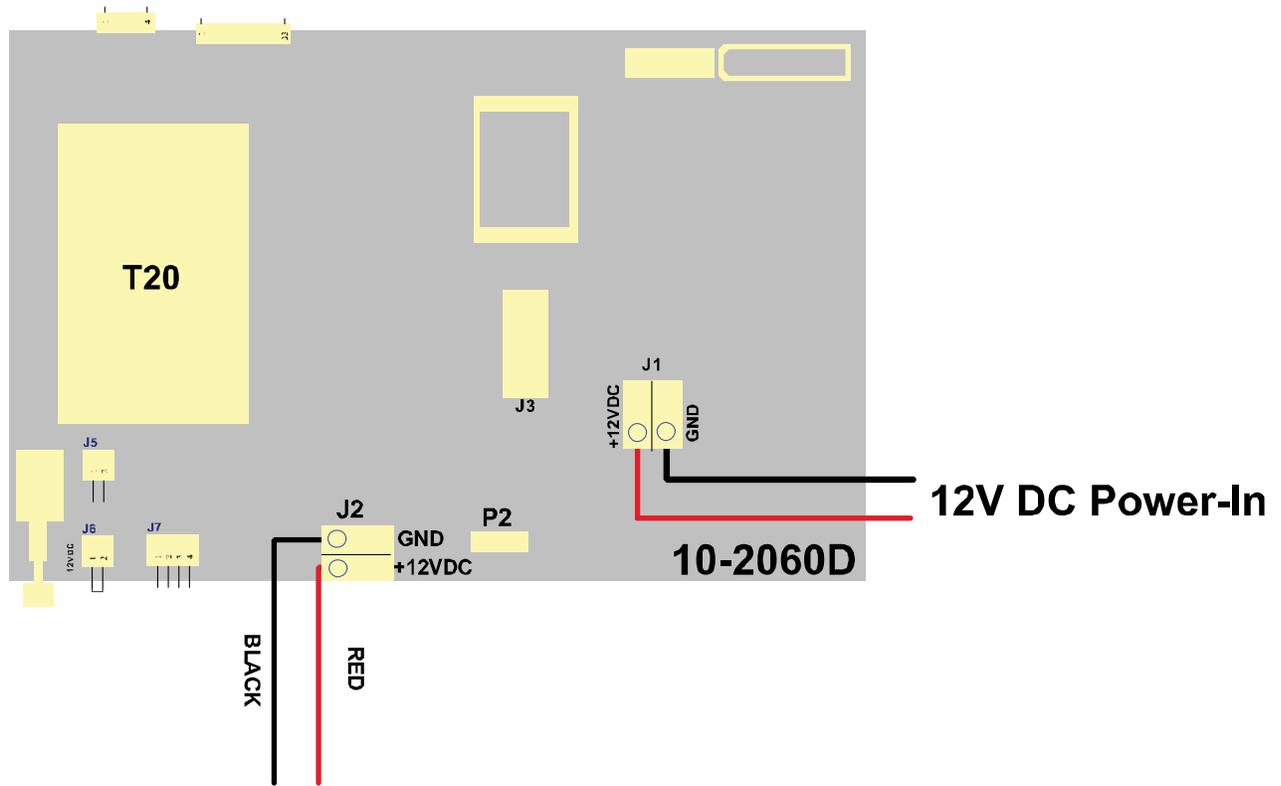For Assistance: support@alvaradomfg.com +1 (909) 591-8431
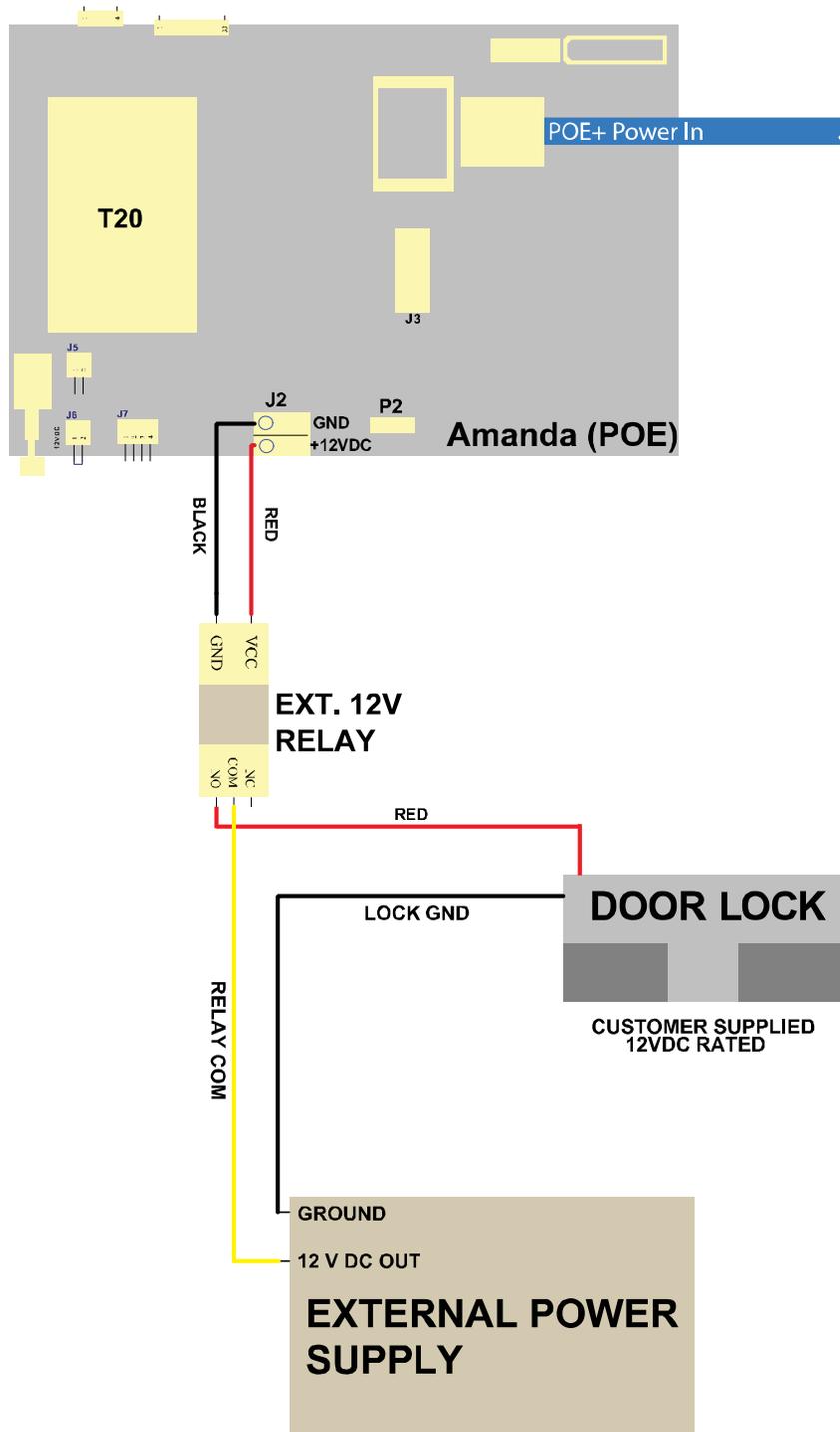
Normally Closed

The relay on board set to **normally closed** in software configuration

External 12V Power

IntraQ-X devices with 10-2060D boards (supplied by Alvarado) receive 12V DC power from connectors instead of from the POE. Door strike wiring is identical to the illustrations above.
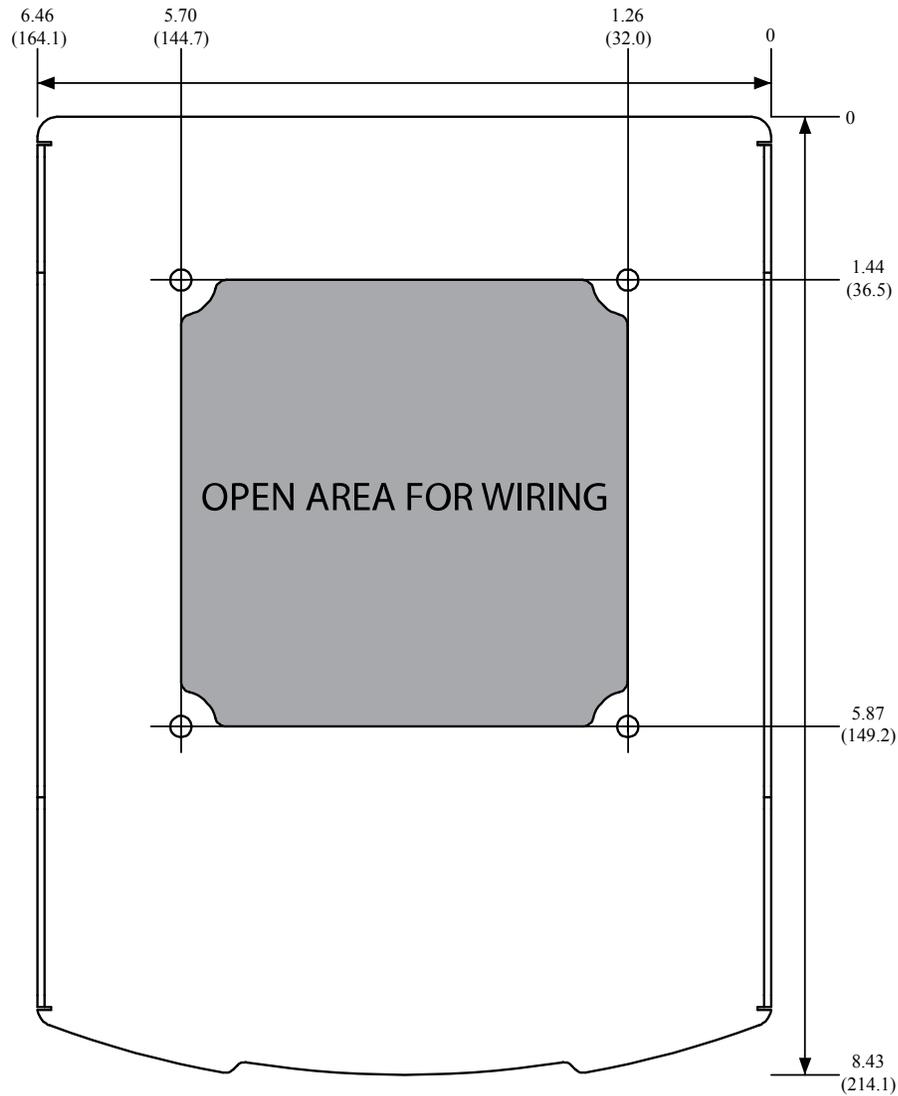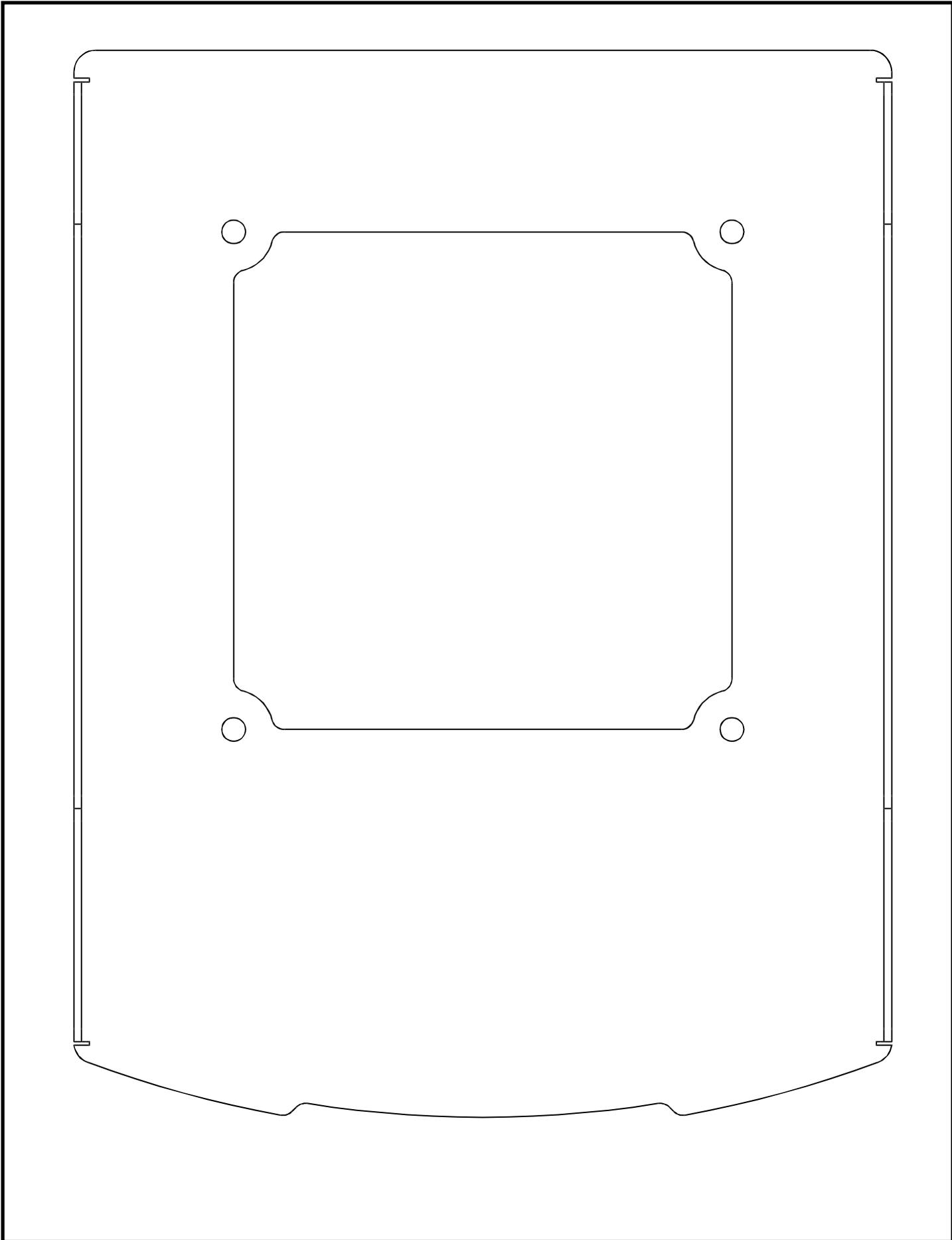
Mounting the Device

Alvarado does not provide mounting hardware with IntraQ-X devices. The venue is expected to provide size #8 or M4 mounting hardware. The IntraQ-X unit weighs about 5 pounds.

Mounting Holes

The drawing below displays the IntraQ-X's backplate dimensions.

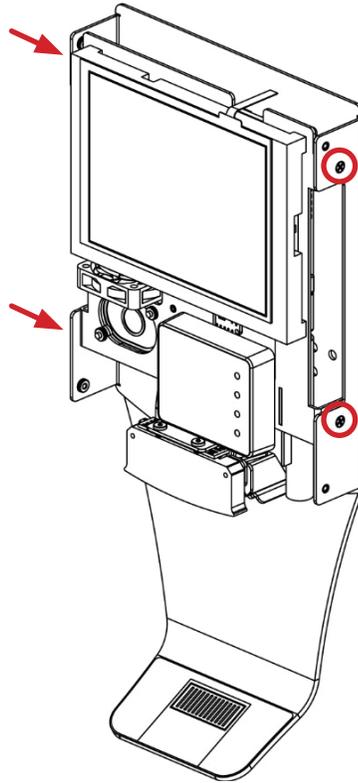6.46 (164.1) 5.70 (144.7) 1.26 (32.0) 0

0

1.44 (36.5)

OPEN AREA FOR WIRING

5.87 (149.2)

8.43 (214.1)

(Shown with the printer box open from the right-hand side.)

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Mounting Process

1. Use a #1 Phillips-head driver to remove the four Phillips-head screws and pull the electronics assembly away from the backplate assembly

2. Secure the backplate to the wall using appropriate mounting hardware. Pull the Ethernet cable and door strike wires through the open area for conduit wiring on the back plate while you do so.

| NOTE | If the mounting hardware is metal, ensure it does not come into direct contact with any metal on or inside the wall. |

3. Connect the wires for the door strike based on the wiring diagrams presented in the **Door Lock/Strike Wiring** section above.

4. Connect the Ethernet cable from the wall to the Ethernet port on the board. Route the Ethernet cable around the USB port and across top of the board.
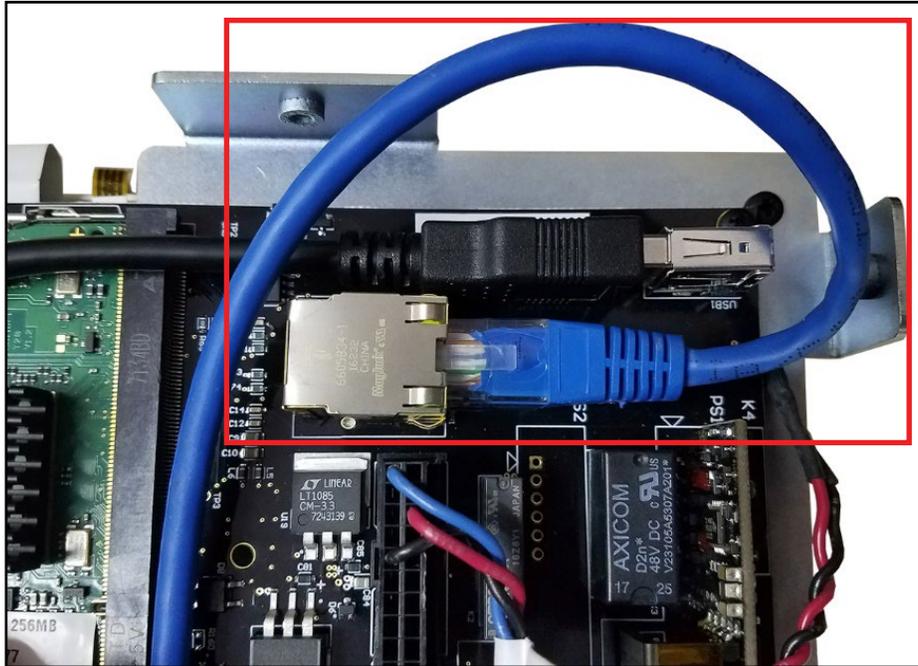
5. Use the #1 Phillips-head screwdriver to reattach the electronics assembly to the backplate.

6. Press the recessed power button to turn the unit on. The application will launch automatically.
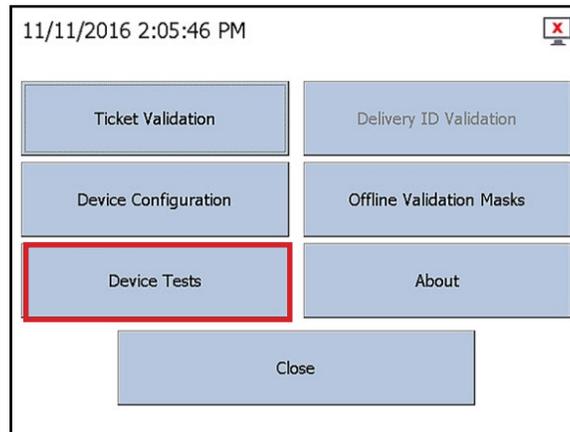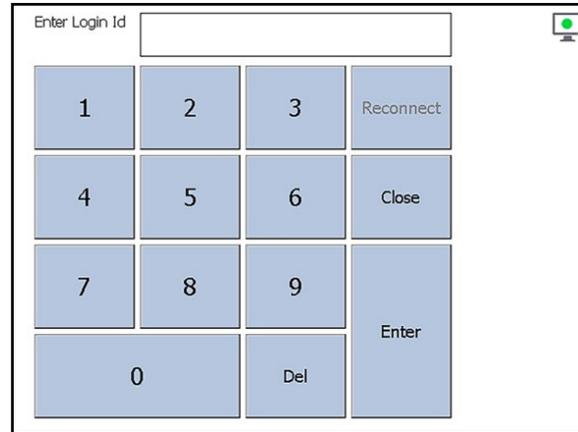

Recessed
Power button
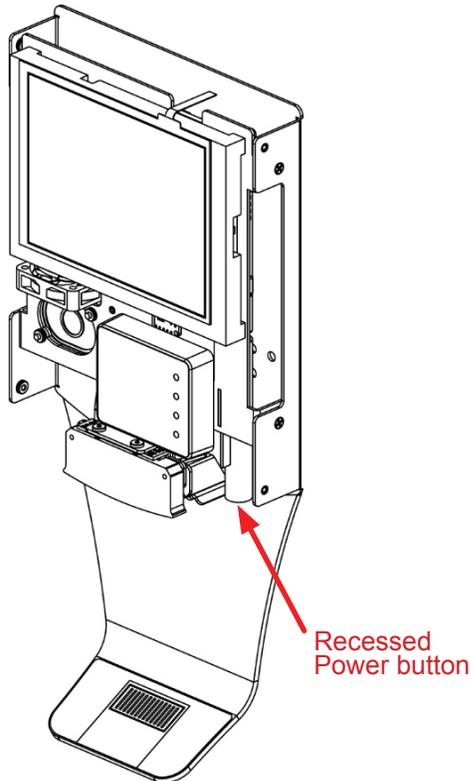
| NOTE | Press the power button again to turn the unit off. |

Test Relay

1. While on the scan screen, **tap the screen three times within two seconds** to go to the *Login* screen.

2. On the *Login* screen, enter **123** into the field and press **Enter** to go to the *Administrator Menu*, shown below.

3. Press the **Device Tests** button.

Administrator Menu

4. Press **Activate Relay** and verify the door unlocks.
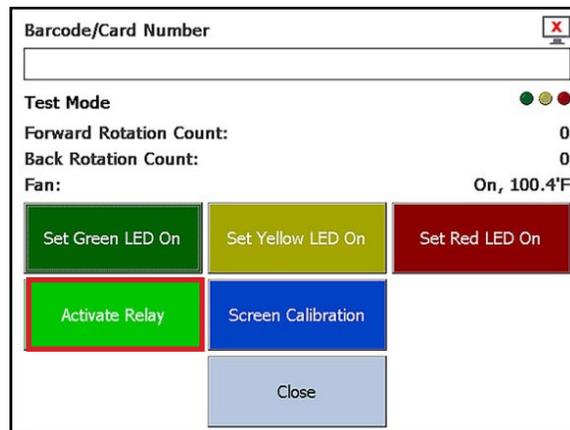
Attach Case

1. Ensure the unit is powered off.

2. Put the IntraQ-X case on the unit. Use firm, even pressure to push the cover into position.
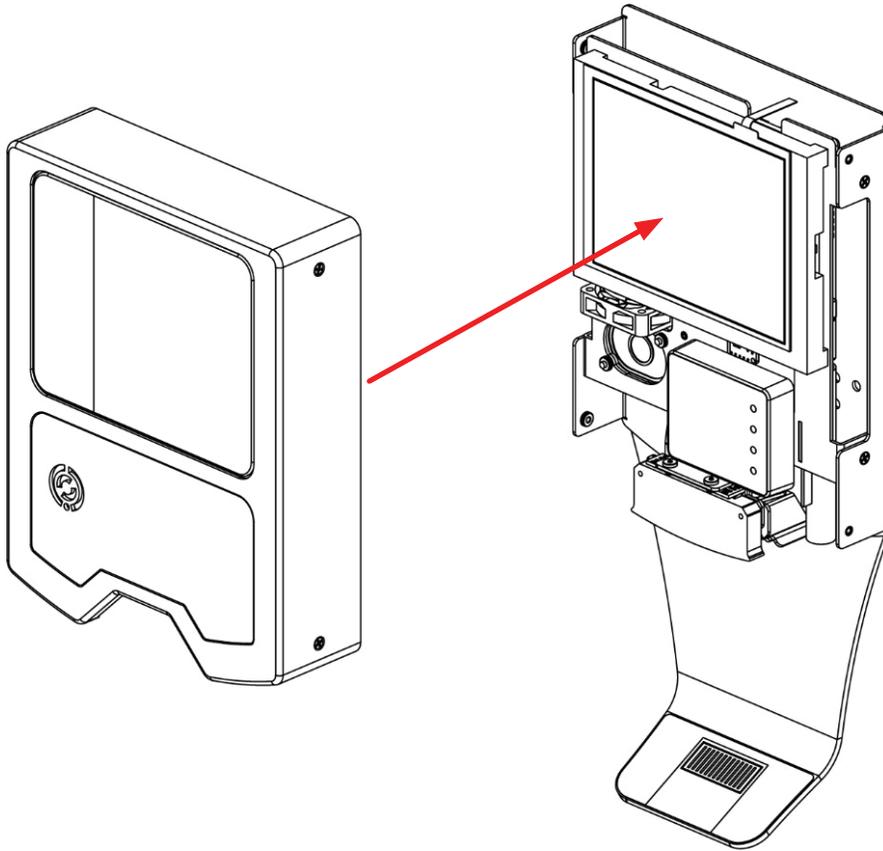
3. Use a #1 Philips-head driver to secure the four case screws.
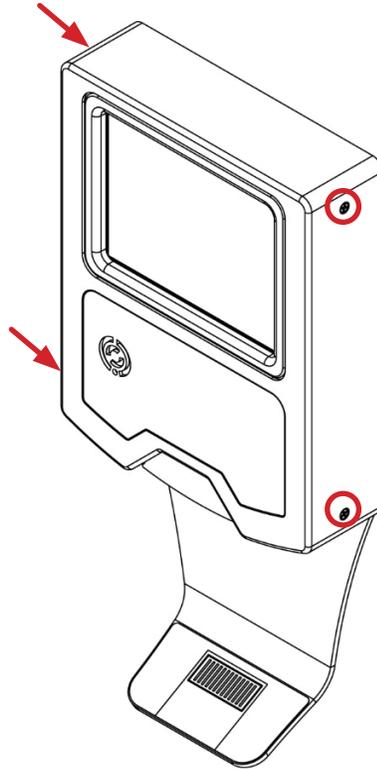
4. When the case is attached, access the power button through the opening on the lower-right side of the unit.

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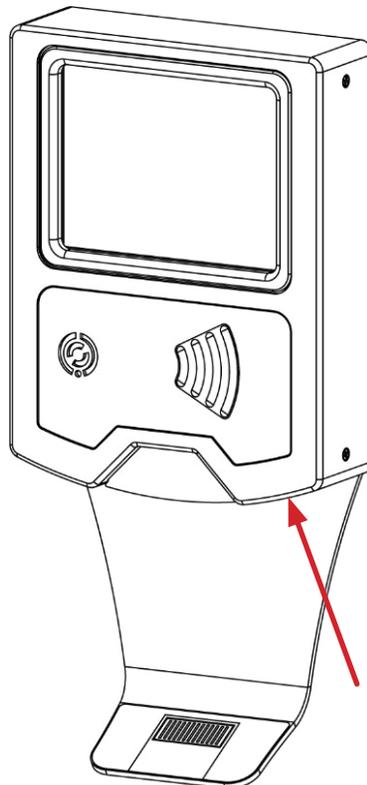
Maintenance

- Remove the case and clean the interior with compressed air every 12 months.

- Use a mild soap/water solution and a microfiber cloth to clean the touchscreen display.

- Use a cloth and a mild soap/water solution to clean the case and the scan window.

Troubleshooting

Device doesn't power on.

When you press the power switch on the IntraQ-X, the unit does not power on.

Potential Cause	Solution
The Ethernet cable is unplugged at the POE switch.	Check the POE switch and verify the cable is plugged in. Verify the POE switch is on.
The 12V fuse is blown (Amanda DC boards only).	Check the 12V fuse for continuity. Replace the 12V fuse.
The Ethernet cable is unplugged at the IntraQ-X's Ethernet port.	Remove the case and verify the Ethernet cable is plugged into the POE splitter.
The Ethernet cable is bad.	Replace the Ethernet cable.
The Ethernet connector on the board is bad.	Contact Alvarado.

Activating the relay does not unlock the door.

When you scan a valid ticket or manually activate the relay on the *Device Tests* screen, the door does not unlock.

Potential Cause	Solution
The relay is not wired correctly.	Check the diagrams in the **Door Lock/Strike Wiring** section on pages 4. Verify the relay is wired correctly for the desired configuration.
The door strike is not receiving power. (IntraQ-X provides power.)	Verify the door strike does not draw more than 12 VDC (600 W) power. Verify the relay, POE splitter, and door strike wires are properly connected.
The 12V fuse is blown (Amanda DC boards only).	Check the 12V fuse for continuity. Replace the 12V fuse.
The door strike is not receiving power. (External power supply.)	Verify the relay, power supply, and door strike wires are properly connected.

Revision History

Revision	Date	Author	Revision History/Description
1.0	1/23/2018	D Bohannon	Original Document
2.0	4/26/2021	D Bohannon	Updated for current hardware.

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