

SmartAccess

»»»»»» entry HD

◀ lighting

User Guide
US edition

powered by
USTA 
SERVE TENNIS

Contents

2	System overview: SmartAccess Entry HD
4	SmartAccess Entry HD installation
5	Weekly system health check
6	SmartAccess Entry HD codes
7	Adding, changing or deleting codes
9	Changing the batteries
10	Gate closer adjustment
12	System Overview: SmartAccess Lighting
13	SmartAccess Lighting installation
14	Fault finding / FAQs
17	Help & support

System overview

Powered by Serve Tennis, the SmartAccess Entry HD system is a flexible and reliable entry management platform that facilitates access for both casual and regular players alike.

A speedy booking process guarantees their court will be ready and accessible at the time they have booked, minimizing the need to contact venue operators.

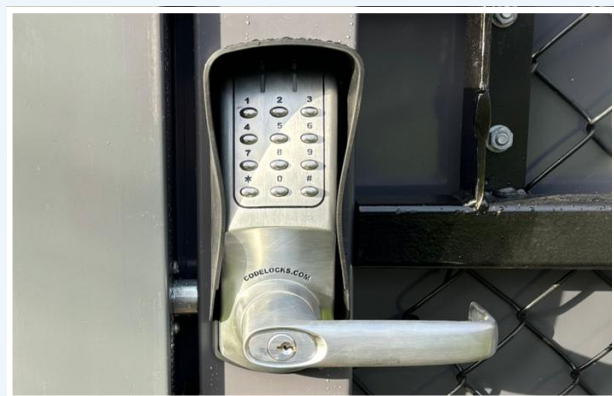
Entry HD also enables venues to harness user data for communications, access real-time stats and insights, and manage multiple venues from a single platform.

The screenshot shows the 'Court Booking' page of the SmartAccess system. At the top, there are navigation links: HOME, BOOKING, SIGN IN, and a REGISTER button. Below the navigation, there are links for 'BOOK A COURT' and 'CANCEL A COURT'. The main heading is 'Court Booking' with a subtext: 'Please select a court and a time when you would like to play.' Below this, the date 'Wednesday 15th March' is displayed, along with a 'Day view' dropdown and a calendar icon. The main content area is a table with four columns representing different courts: Court 1, Court 2, Court 3, and Court 4. Each column has a header row describing the court type (e.g., 'Full, Outdoor, Non-Roadlit, Acrylic') and a grid of time slots from 06:00 am to 09:00 am. The grid cells are currently empty, indicating no bookings.



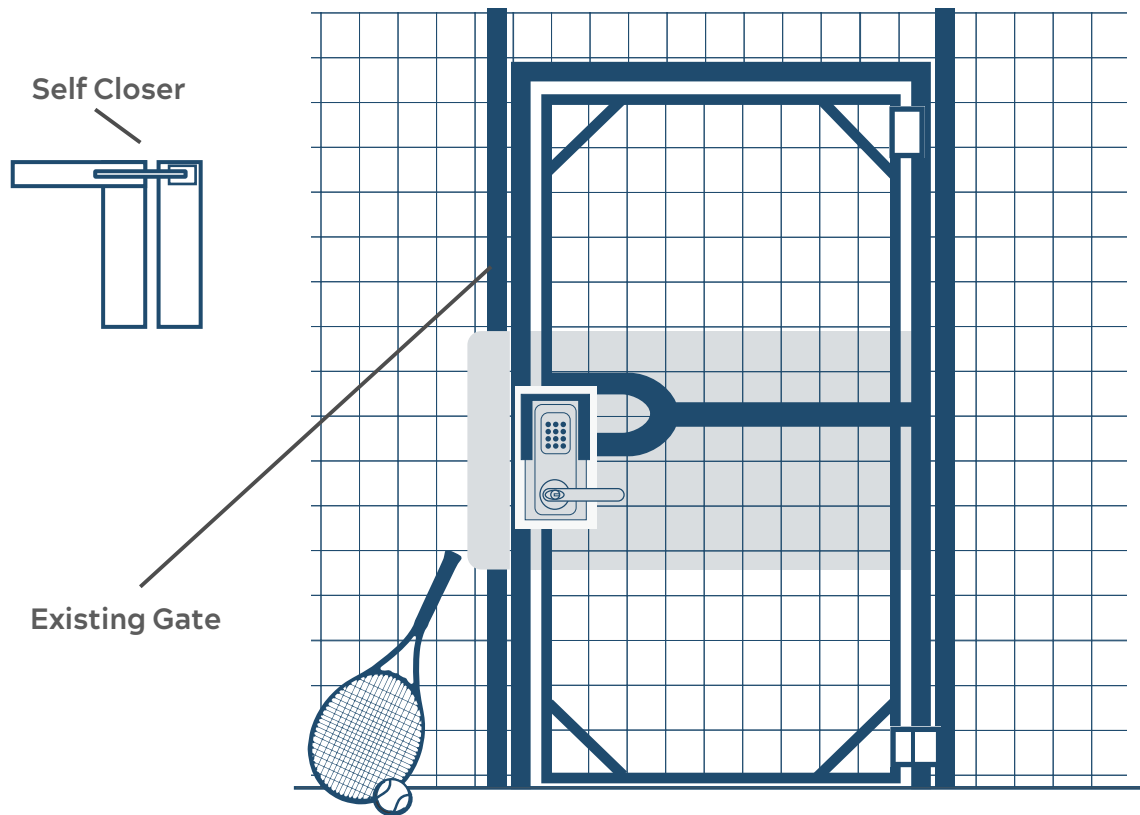
Entry Made Simple

Players can make court bookings and payments for a venue anytime, anywhere, with Serve Tennis's real-time booking platform – available via web or app. Once a court and timeslot has been booked, and payment has been made, the player will receive a unique pin code which will provide access, via a digital keypad located at the court gate, for the duration of the booking. Pin attempts outside of the booked timeslot will result in entry being denied.



Digital Keypad

The SmartAccess Entry HD digital keypad has evolved since its inception, and there are two variants: **Entry v1** (above, left), which has now been superseded with **Entry v2** (above, right). Both versions perform in exactly the same way. However, you will note that Entry v2 now has a fully metal outer shell.



1 INSTALLATION

Using a universal fitting enclosure we can fit the system to any existing court which saves replacing the whole gate.

2 GAINING ENTRY

Entry is gained via digital keypad situated outside the court. Once the access code is entered, the lock releases and you are able to open the gate. In case of an emergency, there is a key override built into the lock on the outside of the gate. Insert the key and turn to allow access. We can also add a management code if requested.

3 EXITING THE COURT

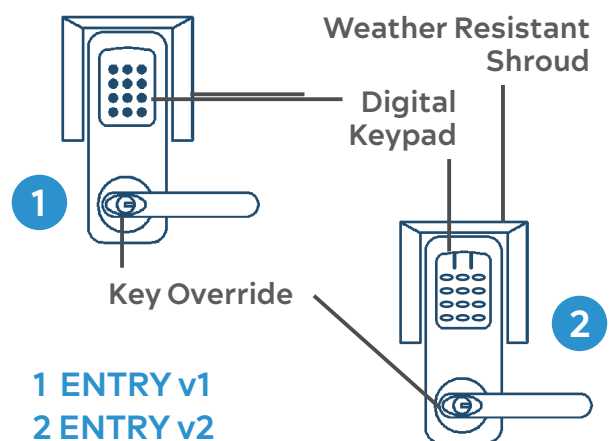
Use exit paddle. Gates are always open from the inside - no pins or cards are needed to exit.

4 WEATHER-RESISTANT SHROUD

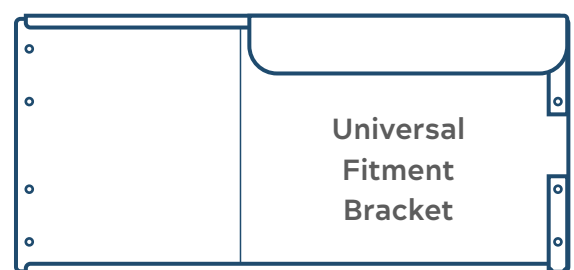
A weather-resistant shroud protects the digital keypad.

5 SELF CLOSER

An automatic closer is fitted as part of every installation to ensure the security at the gate is maintained.



1 ENTRY v1
2 ENTRY v2



SmartAccess Entry HD installation

Assembly

- 1) Assemble module kit and lock
- 2) Temporarily bolt the Z section to the main plate, making lock fitting easier
- 3) Drill box section for latch barrel to correct hand
- 4) Assemble box and lock and handles to main plate including latch
- 5) Remove Z section temporary bolts, leaving section in place held by lock tube and latch

Prepare gate

- 6) Decide latch position
- 7) Mark cut-out to suit lock box, allowing for rubber seal
- 8) Use temporary angle brace to clamp [on square section gate or security screw on tube gate] vertically to the top and bottom rail to maintain distance after cutting
- 9) Open gate and use odd clamp bars to form an A section through gate. To stop movement clamp bars in position
- 10) Using PPI, cut sections away leaving a couple of mm to fit rubber channel to allow lock box fitting when ready

Fitting module

- 11) Slide box section of module into recess just made, ensuring inner faces of module Z and main section are pressed against gate frame. Secure with tamper-proof screws
- 12) Remove gate temporary holding angle and A frame and slide in adjustable section of main plate and secure to size
- 13) Mark latch keep position on frame post and fit keep

Weekly system health check

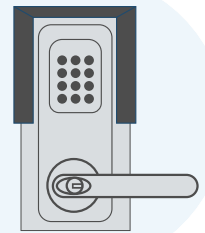
Weekly testing

We recommend an inspection of the system carried out weekly, as follows:

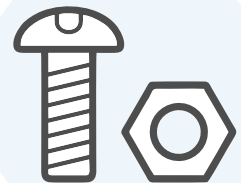
1 Create a test booking on Serve Tennis.



2 Enter the code into the keypad and enter the venue.



3 Visually inspect all components and fixings, including the bolts and screws of the gate and frame.



4 Test the gate lock overriding key operators.



5 Ask yourself if there have been any significant changes to the environment the system is operating in.

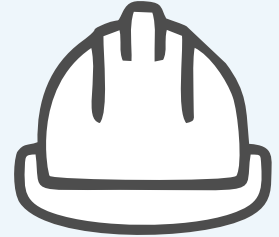


SmartAccess Entry HD codes

There are three types of code used within the SmartAccess system:

Engineer Code

This is confidential, and used by SmartAccess engineers to configure the system.



Manager Code

This code is used by the venue's responsible person to add or delete User Codes. This code should NOT be shared with non-authorised persons.



User Code

This code can provide 24/7 access. It is designed for venue operators and persons such as maintenance teams. No booking is associated to the User Code. These codes should be kept to a minimum and monitored for misuse. Technically, you can program up to 80 User Codes, however it is recommended that no more than 3 are programmed.



To add a User Code:

#Manager Code • 20 • User Number • Code ••

Example: #12345678 • 20 • 7 • 3366 ••

Result: The User Code 3366 has been assigned to User 7 and can now be used to unlock the lock.



To delete a User Code:

#Manager Code • 25 • Code • Code ••

Example: #12345678 • 25 • 1199 • 1199 ••

Result: The code 1199 has now been deleted.

To add time restrictions to a User Code:

There are 10 time parameters available to be programmed. The Week Pattern is made up of the days of the week (MTWTFSS). Enter 1 to be active, or 0 to be inactive, for each day.

#Manager Code • 27 • User Code • Active Period (0-9) • Start Time (HHmm) •

End Time (HHmm) • Week Pattern ••

Example: #12345678 • 27 • 1199 • 0 • 0900 • 1700 • 111100 ••

Result: User with code 1199 has access between 09:00-17:00, Monday to Friday.

To change the Manager Code:

#Manager Code • 02 • New Code • New Code ••

Example: #12345678 • 02 • 44556677 • 44556677 ••

Result: The Manager Code has been changed to 44556677.

Notes:

- the • in the instructions above denotes a pause, you will receive a single confirmation tone for each icon listed
- Users should be numbered 1-80. We strongly recommend making a record of which User each User Code is assigned to (eg. User 1: Dave Smith. Code: 6695)
- Manager Code will be set by SmartAccess Systems and venue operator advised
- If a programming mistake is made, the LED will flash red and the lock will revert to normal
- Venue operators are required to maintain a list of all codes created

To add or change a User Code:

#Manager Code • 01 • User Number • Code ••

Example: #12345678 • 01 • 07 • 3366 ••

Result: The User Code 3366 has been assigned to User 07 and can now be used to unlock the lock.



To change the Manager Code:

#Manager Code • 13 • New Code • New Code ••

Example: #12345678 • 13 • 44556677 • 44556677 ••

Result: The Manager Code has been changed to 44556677.

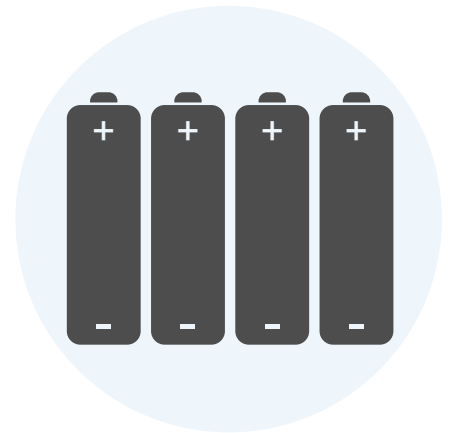
Notes:

- the • in the instructions above denotes a pause, you will receive a single confirmation tone for each icon listed
- Users should be numbered 01-80. We strongly recommend making a record of which User each User Code is assigned to (eg. User 01: Dave Smith. Code: 6695)
- Manager Code will be set by SmartAccess Systems and venue operator advised
- If a programming mistake is made, the LED will flash red and the lock will revert to normal
- Venue operators are required to maintain a list of all codes created

Changing the batteries

What type of batteries does the electronic lock use?

The lock uses four AA batteries, which should power approximately 10,000 operations.



How will I know when the batteries need changing?

1 Entry v1: A red LED behind the keypad will flash on opening to indicate low battery.

2 Entry v2: The two red LEDs at the top of the keypad will flash on opening to indicate low battery.

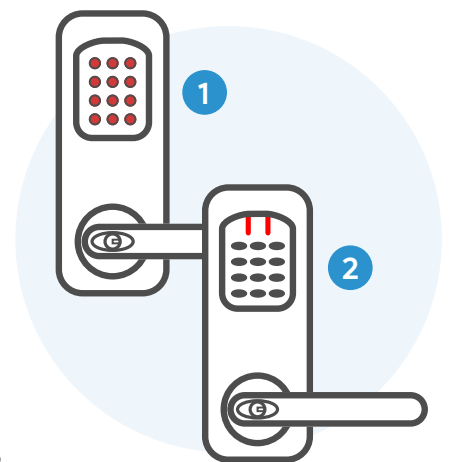
You can check the battery level at any time via the keypad:

#Manager Code • 87 ••

Example: #12345678 • 87 ••

Result: Red and blue LEDs will flash to indicate battery status:

•• <=20% •••• <=50% ••••• <=80% •••••••• <=100%

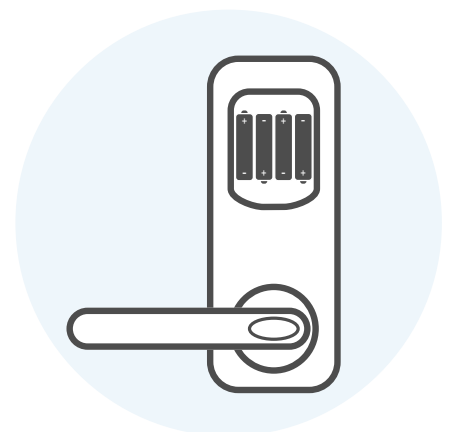


To change the batteries:

The batteries are housed within the back plate and are accessible by removing the battery cover, held in place with a small screw or Allen bolt.

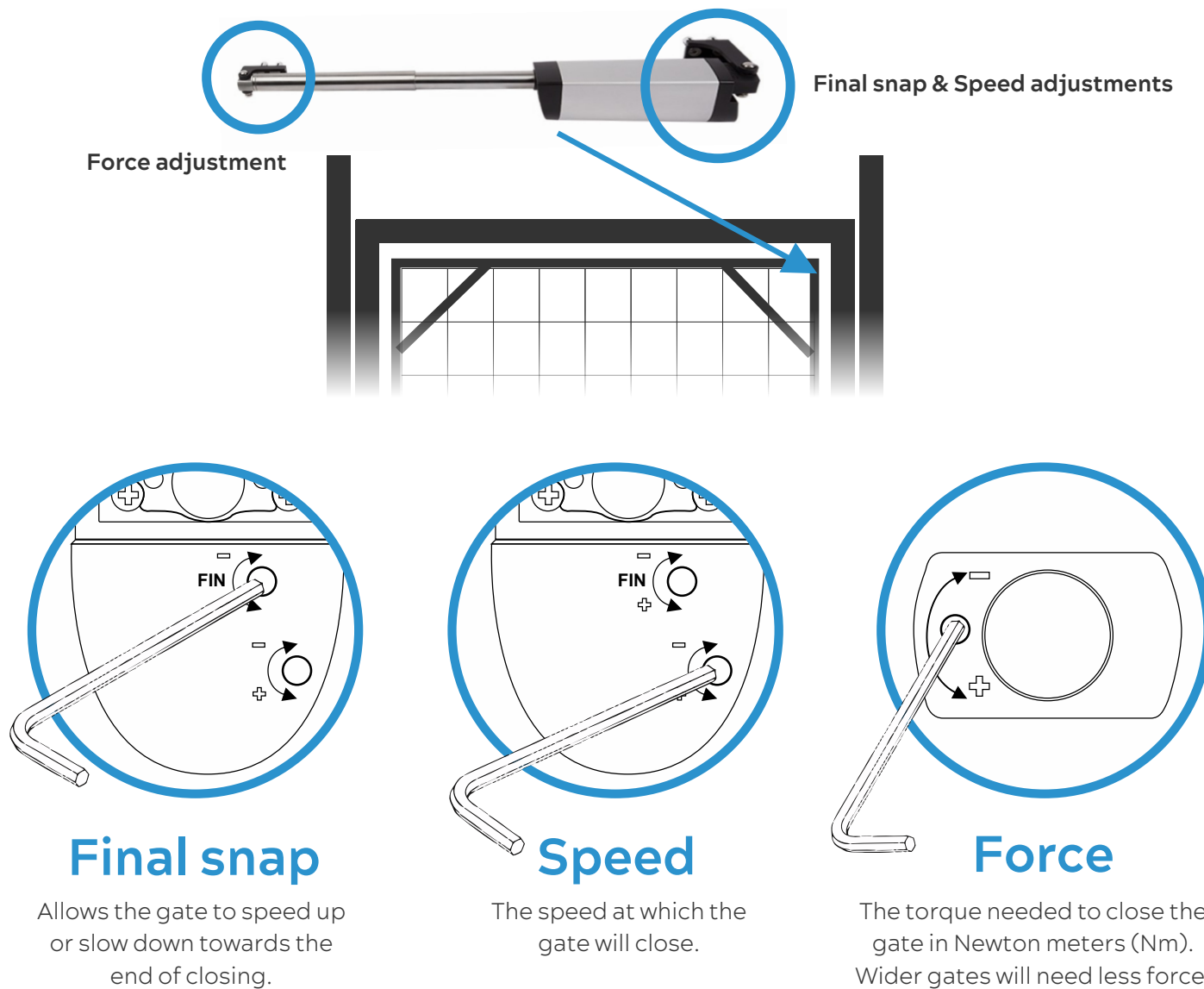
As there is no need to remove the lock from the door, it only takes a minute or so to change the batteries.

The lock has a non-volatile memory so all codes will be remembered when the batteries are swapped over.



Battery Failure

If the battery fails, the key-override should be used to open the lock.



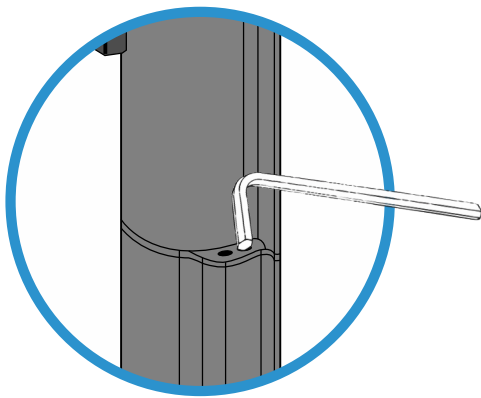
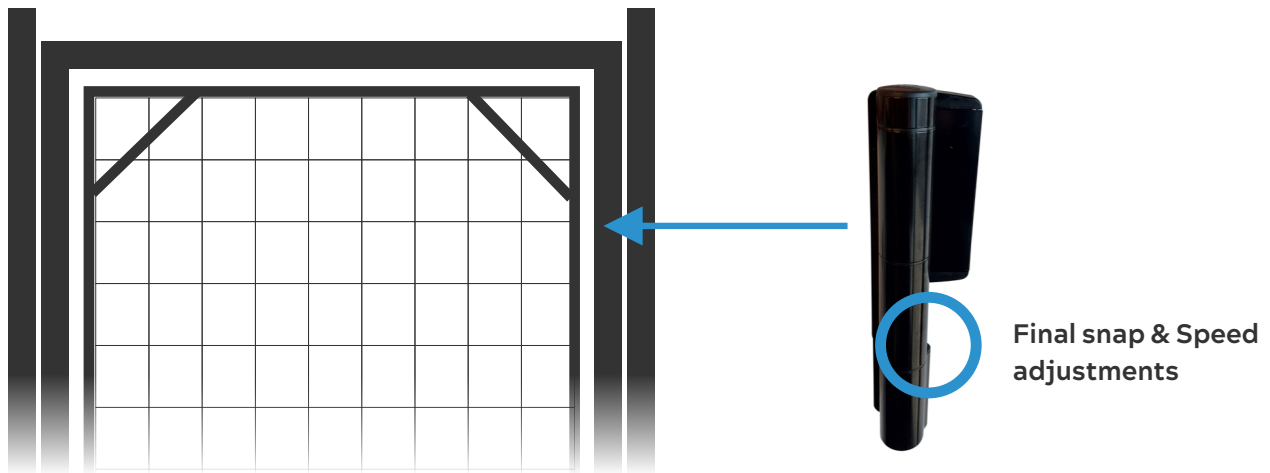
The final snap, speed and force of the closer can all be adjusted using a 3mm allen wrench

As the seasons, with their varying temperatures, come and go, the gate closer may require adjusting to ensure a consistent close.

Only competent persons should carry out the adjustment, ensuring you have suitable steps or platform.

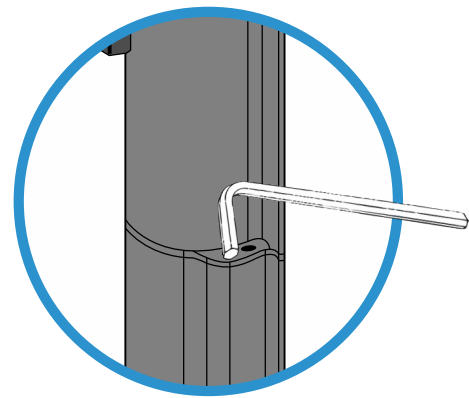
Adjustments

Using small adjustments, turn left to increase, or right to decrease, the final snap, speed and force.



Final snap

Allows the gate to speed up or slow down towards the end of closing.



Speed

The speed at which the gate will close.

The final snap and speed of the closer can both be adjusted using a 3mm allen wrench

As the seasons, with their varying temperatures, come and go, the gate closer may require adjusting to ensure a consistent close.

Only competent persons should carry out the adjustment, ensuring you have suitable steps or platform.

Adjustments

Using small adjustments, turn left to increase, or right to decrease, the final snap and speed.

System overview

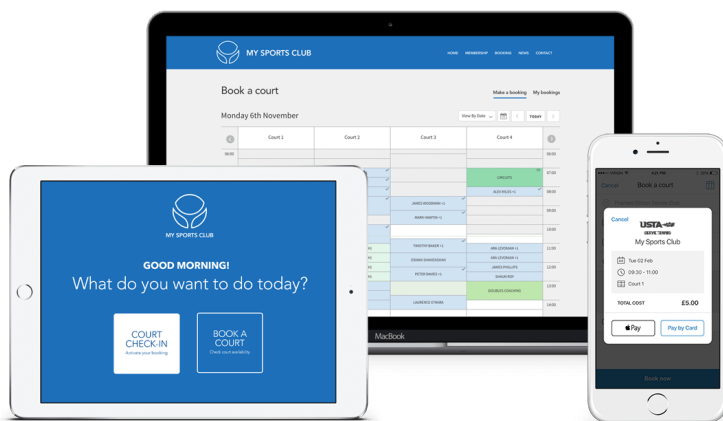
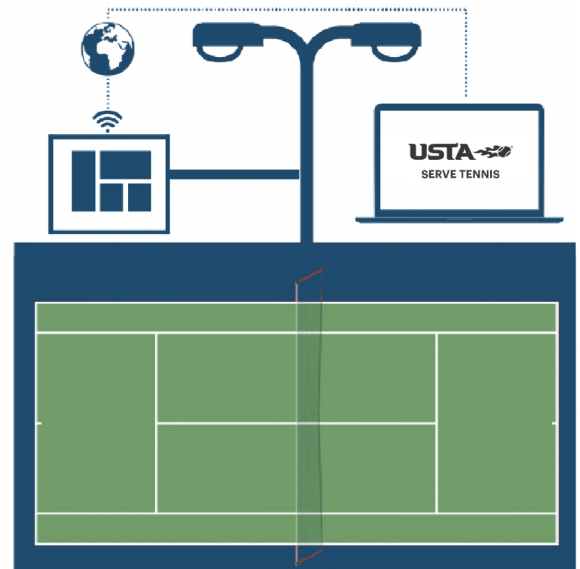
SmartAccess
lighting

Serve Tennis delivers to you SmartAccess Lighting - a flexible and reliable system that enables you to monitor and control your venue lighting remotely via the Serve Tennis platform.

Lighting Made Simple

Floodlighting is configured to turn on when the venues are in use. They also have the ability to allow for different warm-up and cool-down periods.

LED floodlights can be set to turn on automatically if there's a booking and when a player accesses the gate. Halogen floodlights can be configured to turn on prior to a booking and stay on if there's a concurrent booking.



1 LIGHTING CONTROL

SmartAccess Lighting has been designed to enable you to monitor and control your venue lighting remotely, via the Serve Tennis platform.

2 CONNECTIVITY

Utilizing telecoms technology with the use of a 4G router, we can offer device connectivity at any remote site. The 4G mobile data SIM, which the router uses to connect to the Serve Tennis platform, is quad-network so always ensures connectivity. This allows for status monitoring, as well as remote programming from your computer or smartphone.

3 INSTALLATION

Because of its optimized design and integrated status LED indicators, the unit can be fitted by your nominated electrician or lighting contractor. Following this fitting, we can commission the system remotely through some functional testing of the system.

4 PROGRAMMABLE OUTPUTS

Each unit can accommodate up to three lighting triggers. Adding control panels is a simple process we can handle during distribution.

5 SECURE HOUSING

Measuring 355mm x 305mm x 95mm, the compact unit can fit most existing lighting pillars and features an anti-tamper system.

SmartAccess Lighting Installation

- ① GSM Aerial
- ② 240 Mains Electric Supply Plug In
- ③ Relays & Associated LEDs
- ④ Door Lock -
for SmartAccess Engineer use only
- ⑤ Reset Button
- ⑥ Battery Power Up Connector -
for SmartAccess Engineer use only
- ⑦ Power LED (Blue = On)
- ⑧ Cloud Connectivity LED
(Solid Blue = Connected Flashing Blue = Disconnected)
- ⑨ Fault Condition LED - Call SmartAccess Systems



Mains electric requirements

- Prior to installation, the venue is to arrange the installation of a 13 amp switched fuse, spur mounted inside or beside an externally rated cabinet.
- The SmartAccess equipment is 12v DC with a 2 amp draw. The SmartAccess control panel has 3 x 12v DC (as a max load of 100 milliamps) lighting triggers ready for the venue's electrical contractor to connect into the lighting system.
- The venue's electrical contractor will establish the method of connection from the SmartAccess control panel to the lighting system, which is typically via a 12v- 230v contactor/relay.
- The cabling from the SmartAccess control panel triggers to the court lighting is to be specified and carried out by the electrical contractor.
- Note - The lighting configuration is different at each location. However, these 12v DC triggers have been designed to work at any venue.

Fault finding / FAQs

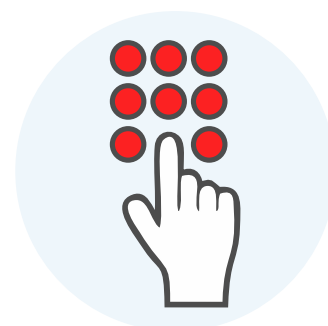
Why won't a player's code open the gate?

1) Check the booking has been made for the correct time and date, and that the code matches the player's confirmation email for the booking.



2) Ask the player to describe any lights on the keypad when entering their code:

- a. A blue light indicates that an entry code is correct. The gate should open.
- b. A red light indicates that an entry code is incorrect. Make sure the * key has been pressed at the start of the code.



3) If you have checked the above and the gate is still not opening, utilize the key override. If this is not feasible, administrator should issue a 4 digit user code to grant access for the player. This user code should then be deleted (Entry v1) or changed (Entry v2) at the earliest convenience to prevent potential reuse/abuse of the code. See page 7 for how to add and delete user codes.



4) If the issue reoccurs, please contact us using the details on page 17 of this guide. With your enquiry, if you are able to attach a short video of the keypad in use to display the issue, it may help us to identify and resolve the problem more quickly.



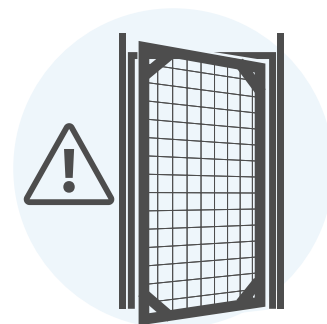
What do the different tones/sounds mean?

- 1) Two quick beeps (with a blue light displayed) signals the code has been input correctly.
- 2) A short tone (with a red light displayed) signals the code has been input incorrectly.
- 3) A long tone (with a red light displayed) signals the code has been input incorrectly three times. The keypad has now been locked, and the user will have to wait one minute before trying again.



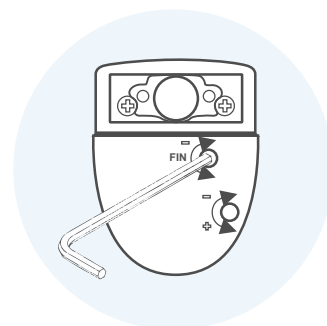
Why won't my gate close?

- 1) Check the gate has not been mechanically moved
- 2) Check for any signs of vandalism
- 3) Check the Gate Closer does not require adjusting (see pages 10-11).



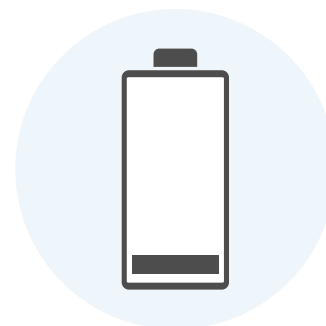
How do I adjust the gate closer?

See pages 10-11.



How will I know if the battery power is low?

See page 9.



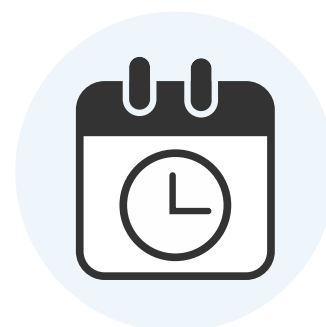
How do I reset the date/time?

Input into the keypad:

#Manager Code • 10 (Entry v1) **OR** 54 (Entry v2) • YYMMDD • HHMM ••

Example: #12345678 • 10 (Entry v1) **OR** 54 (Entry v2) • 240315 • 1500 ••

Result: The date/time has been set to 3pm on March 15th 2024.



The lock has no power.

Utilize the key override. Once entry has been gained, replace the lock's batteries.



The wrong court has illuminated.

- 1) Check the booking is for the correct court.
- 2) Check the booking is for the correct time and date.
- 3) Check the correct trip switches are ON.
- 4) Check there is no alternative light switch overriding the SmartAccess Lighting control

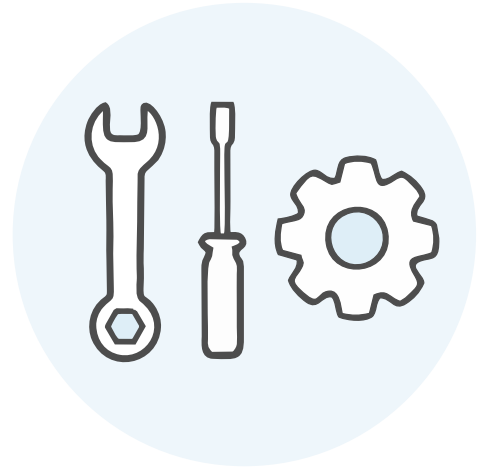


Help & support

Reporting a fault

Should a fault with the system arise, please read the User Guide to identify the possible issue.

- 1 Once the checks are complete and the fault is still present, please get in touch using the contact details below, detailing the nature of the fault and providing your contact details.
- 2 Prior to sending an engineer to the site, our support team will need to discuss the fault by phone and, where required, will ask the venue operator to carry out simple tests whilst at the gate.



Ensure your venue understands their responsibilities

- 1 The venue operator is to ensure weekly checks are undertaken.
- 2 The venue operator(s) understand how to report a fault.
- 3 The venue should clearly display who the venue's point of contact is, should a player have an issue that needs resolving.
- 4 The venue should have a process in place for securing and accessing the gate key, in the event of an emergency occurring.



How To Contact Us

☎ +44 (0)1285 883 729

✉ support@smartaccessusa.com

Our support desk is open seven days a week [between the hours of 07.00 and 21.00 (GMT) between March and October (inclusive), and 07.00 and 19.00 (GMT) between November and February (inclusive)] to log and respond to issues arising with, or related to, the operation of the gate and/or access control system.

SmartAccess Systems

