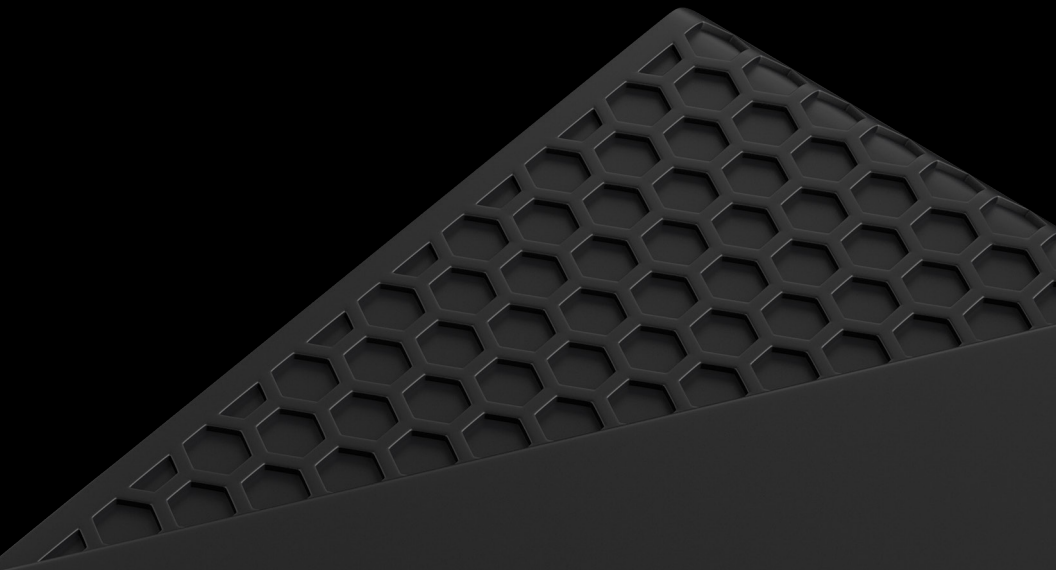# alcatraz ai

The Rock
Install Guide

Installation Prerequisite

Installation to be performed only by certified installer

Power Sourcing Requirement: PoE+ (802.3at Type 2) 30W

PoE+: UL 294B and UL 1310 Class 2 LISTED / APPROVED power source is mandatory to maintain UL 294 Listing Status

A ULC 60839- 11- 1 and CSA C 22.2 No 223 Class 2 power supply must be provided for ULC installations

Wiegand/OSDP Badge Reader max cable length: 5 ft - 22 AWG (1.5 m)
Wiegand Panel max cable length: 500 ft - 22 AWG (152 m), 300 ft - 24 AWG (91 m)
OSDP Panel max cable length: 4000 ft - 24 AWG (1,219 m),
    max length between nodes: 1640 ft - 24 AWG (500 m)

Parts Included

1x Alcatraz AI Rock
1x Wall plate
1x Wiring harness
1x Rock release tool
4x Cable ties
4x Mounting screws #6-32

Required Tools and Supplies

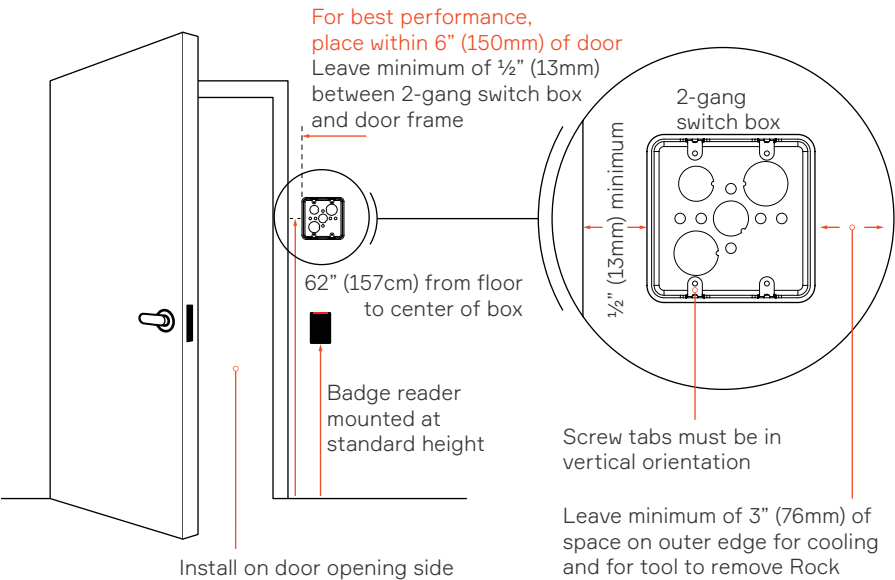| |
|---|
| 2-Gang switch box |
| Gel filled B connectors or equivalent |
| 22/6 cable, 5-9 conductor, Genesis 12061109 or equivalent (Wiegand) |
| 4 conductor shielded twisted pair, Belden 3107A or equivalent (OSDP) |
| Level |
| Measuring tape |
| Wire stripper / cutter |
| Phillips screwdriver |

Complies with US FDA performance standards for laser products except for deviations pursuant to Laser Notice No. 50, dated June 24, 2007

CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure
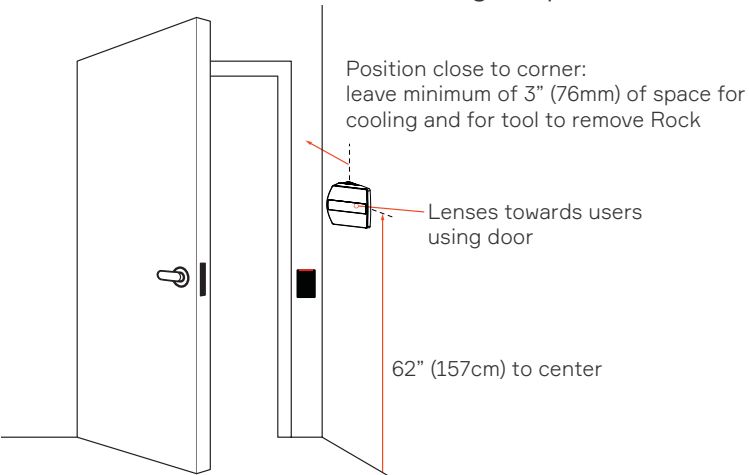
ATTENTION: L'utilisation de commandes, réglages ou instructions autres que ceux spécifiés ci-dessus présente un risque d'exposition dangereuse aux radiations
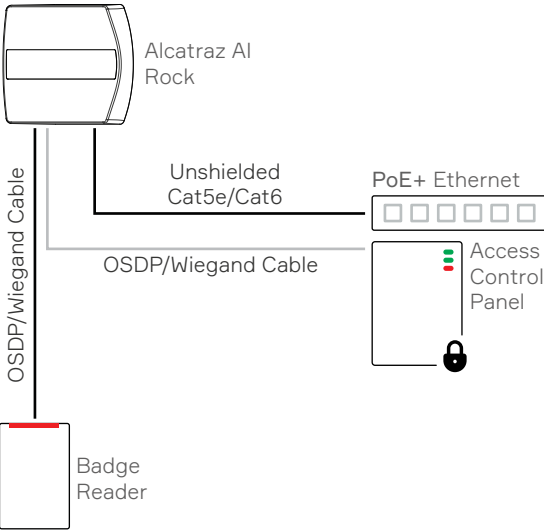
Step 1 –

Mount 2-gang switch box in wall

For best performance, place within 6" (150mm) of door
Leave minimum of ½" (13mm) between 2-gang switch box and door frame

½" (13mm) minimum

2-gang switch box

62" (157cm) from floor to center of box

Badge reader mounted at standard height

Screw tabs must be in vertical orientation

Leave minimum of 3" (76mm) of space on outer edge for cooling and for tool to remove Rock

Install on door opening side

Alternate corridor install for tight spaces

Position close to corner: leave minimum of 3" (76mm) of space for cooling and for tool to remove Rock

Lenses towards users using door

62" (157cm) to center

Step 2 –

Wire cable harness to badge reader and access control panel

Connection Overview

Alcatraz AI
Rock

Unshielded
Cat5e/Cat6

PoE+ Ethernet

OSDP/Wiegand Cable

OSDP/Wiegand Cable

Access
Control
Panel

Badge
Reader

Wiring Harness Connections

Reader & Panel Wires

Rock connector

BLACK

Badge
Reader

GRAY

Access
Control
Panel

READER

PANEL

~1.5m / 5ft

OSDP wiring table

+12v *	RED
GND *	BLACK
+ RS485A *	GREEN
– RS485B *	WHITE
Beeper	YELLOW
Tamper	VIOLET
Hold	BLUE
LED Green	ORANGE
LED Red	BROWN

* Wires in RED are required

It is possible to reuse existing Wiegand wiring for OSDP, however, using simple stranded cable typical of Wiegand access control readers does not meet RS485 twisted pair recommendations

For OSDP cable lengths greater than 200ft. (61M) or EMF interference, install 120Ω +/- 2Ω resistor across RS-485 termination ends

Wiegand wiring table

+12v *	RED
GND *	BLACK
D0 *	GREEN
D1 *	WHITE
Beeper	YELLOW
Tamper	VIOLET
Hold	BLUE
LED Green *	ORANGE
LED Red *	BROWN

* Wires in RED are required
LED wires are required for wiegand installations

For wiegand installations that require 1-Wire LED control, ONLY connect the ORANGE wire (Panel LED Green) to the LED terminal on the panel

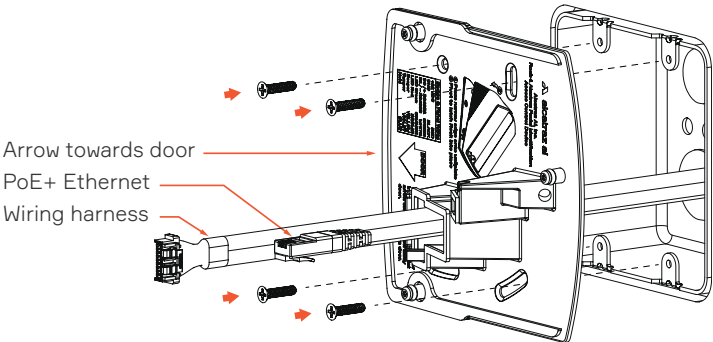CAUTION: Incorrect wiring may cause permanent damage

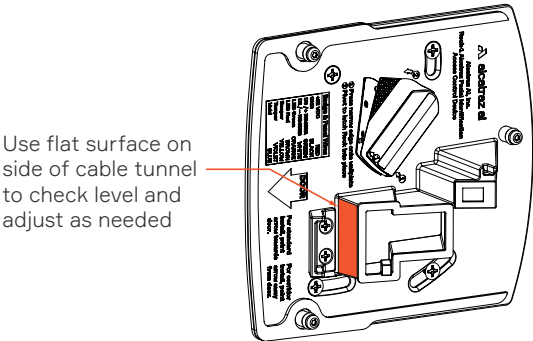ATTENTION: Un mauvais câblage peut causer des dommages irréversibles

Step 3 –

Thread cables through and attach wall plate to 2-gang box

Attach wall plate to 2-gang box with provided flat head screws, paying attention to point the arrow towards door
Installed screw heads must be flush to the wall plate. Protruding screw heads will cause interference when installing the Rock onto the wall plate
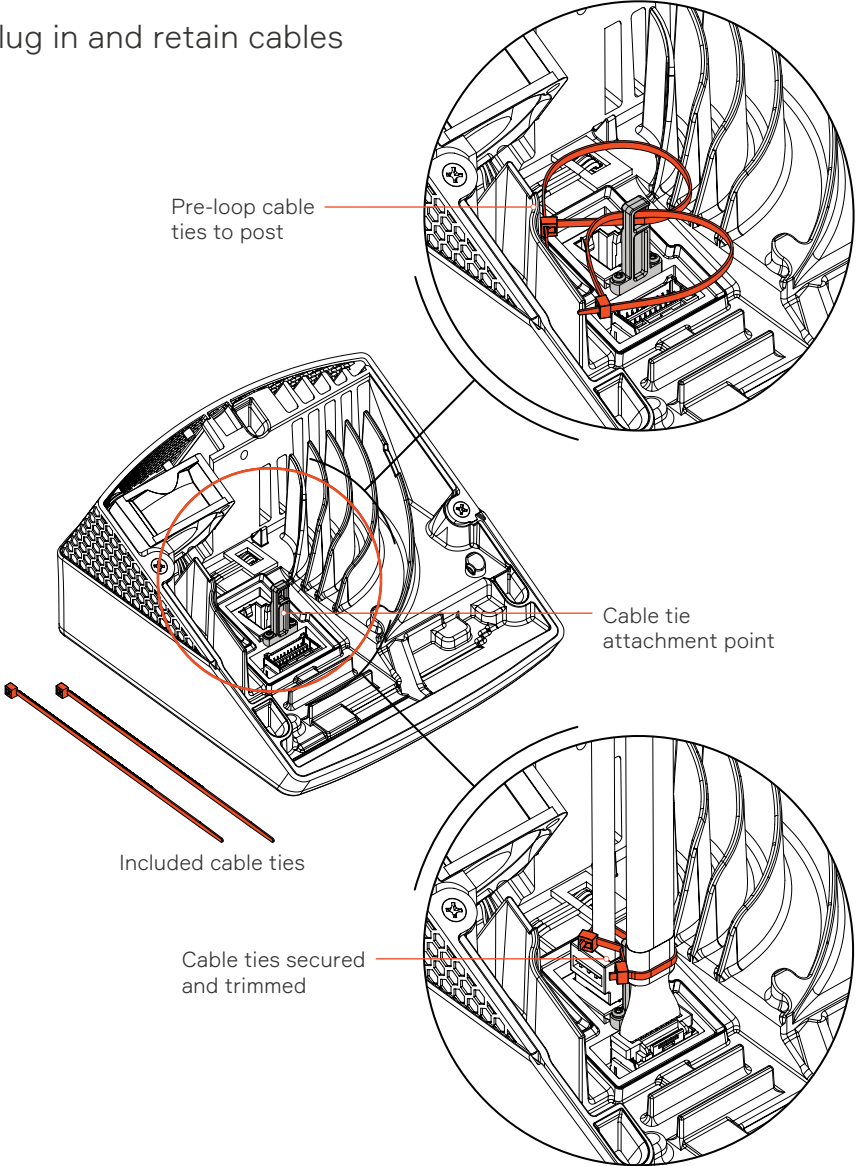
Arrow towards door

PoE+ Ethernet

Wiring harness

Check level on wall plate

Use flat surface on side of cable tunnel to check level and adjust as needed

Step 4 –

Plug in and retain cables

Pre-loop cable ties to post
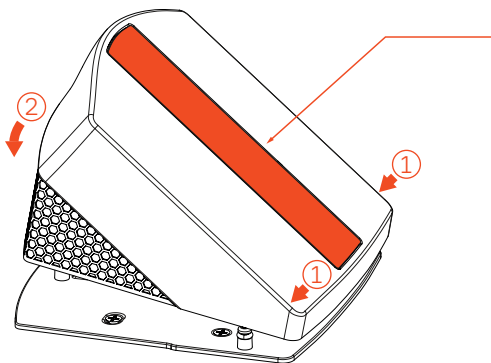
Cable tie attachment point

Included cable ties

Cable ties secured and trimmed

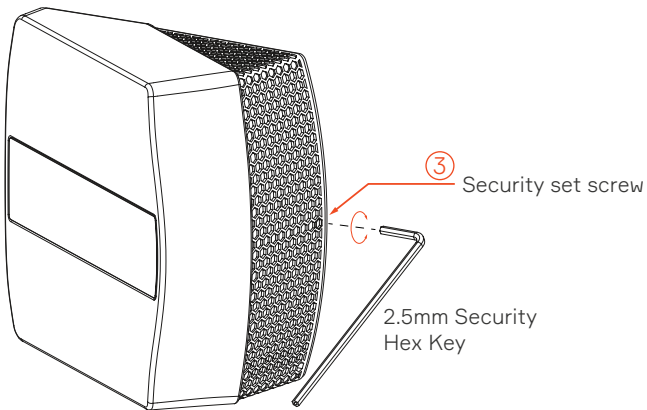# Step 5 –

Attach Rock to wall plate

① Press narrow edge onto wall plate at slight angle
② Pivot to latch Rock into place

CAUTION:
Do not press on glass lens cover during installation, *glass may break*

ATTENTION:
Lors de l'installation, ne pas appuyer sur le couvercle en verre de la lentille pour ne pas le briser

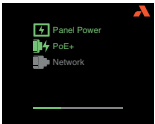③ To attach or remove Rock from wall plate, tighten or loosen set screw on lower edge of vent mesh

③ Security set screw

2.5mm Security Hex Key

The Rock has TAMPER detection: Removal of Rock from wall plate will result in TAMPER signal assertion to ACS
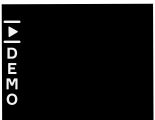
Step 6 –

Post installation check

Rock Power up
The Rock must have PoE+ (802.3at Type 2, minimum 30W) plugged into a reliable source to provide the Rock with sufficient power
The bootup sequence will not be successful if the Rock does not have sufficient power, and may go into a reboot loop

Booting
Status icons and a progress bar appear in the main display to indicate booting and will complete in approximately 2 min

Running
By default all new Rocks start in demo mode until configured - this will be indicated by the word DEMO down the left side of the display
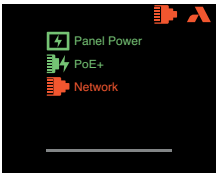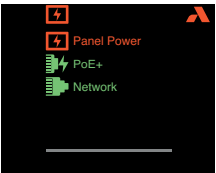

One or more of the following status icons may be present in the status bar on the display after bootup

*No PoE+ Power	QR Code read active
*Bad network connection	Server connection bad
*No Panel Power	Not on-boarded to server
*Tamper detected	Person in range

* Must be resolved before completing install

The installation is not complete if any of the following errors are present, these errors must be resolved to complete the installation
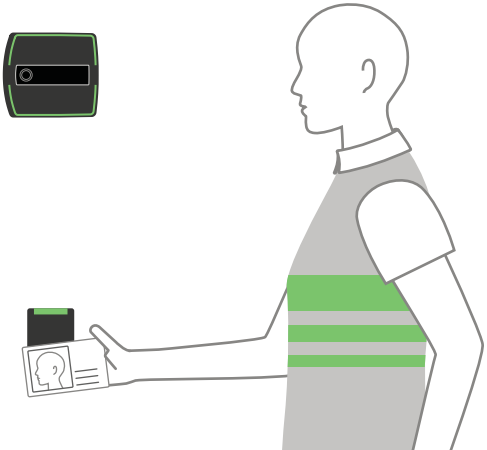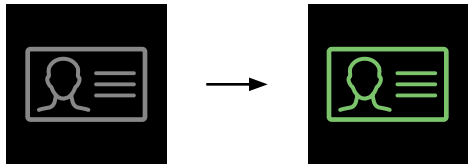
Step 7 –

Post installation functionality verification

1. Make sure all fault messages are cleared (see step 6)
2. Swipe badge* (badge must have access to door in ACS)
   a) Rock and badge reader will flash the same color
   b) Gray badge icon turns green

2a:
Match LED color on Rock and badge reader

2b:
Gray to Green badge icon

Door should unlock and the installation is now complete, you may proceed with commissioning - access the Alcatraz AI Admin Portal Guide by scanning the QR code on the back cover of this document for more info

*If a mask is being worn, an animation to pull down the mask will be displayed - it is not necessary to remove the mask to swipe badge
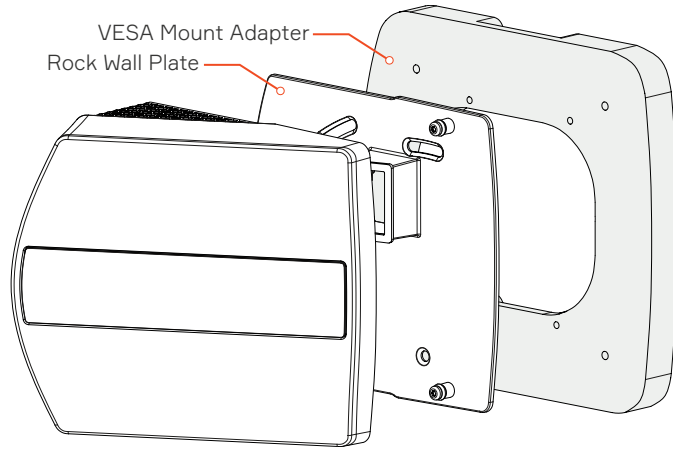
Troubleshooting Icons –

No PoE+ Power		No PoE+ power has been detected.	Check PoE+ power source. Minimum 802.3at Type 2, 30W.
No Panel Power		No panel power has been detected.	Check ACS power source.
Bad Network Connection		The following may scroll: IP:0.0.0.0, SN:0.0.0.0, GW:0.0.0.0, SRV:onboarding.alcatraz.ai(?).	Check for loose network connections or disabled network ports.
Tamper		Rock is removed from mount.	Check that the Rock is secure to the wall.
Internal Comms Down		Internal communications are down.	Power cycle. Contact Support if it persists.
QR Code Receptive		Icon is able to read an Alcatraz AI generated QR code shown to the camera.	Icon will disappear after Onboarding.
QR Config Accepted		Rock accepts network configurations after scanning in QR code.	If not displayed after a QR code scan, try holding QR code further away, or print QR code on a piece of paper
No DNS Connection		Rock cannot connect to the DNS server.	Check that required ports are open and firewall rules are properly configured.
IP resolution failed		Rock cannot resolve the server IP address.	Check that required ports are open and firewall rules are properly configured.
NTP not syncing		Rock cannot connect to the NTP server.	Check that required ports are open and firewall rules are properly configured.
No Server Connection		Rock cannot connect to the server running the Alcatraz AI Admin Portal.	Check that required ports are open and firewall rules are properly configured.
Not Onboarded		Rock has not been onboarded to the Alcatraz AI Admin Portal.	Will clear once the Rock is onboarded and status in Alcatraz AI Admin Portal shows Active and Online.

Optional Mounting Accessories

VESA Mount Adapter (RCK-VESA-01)

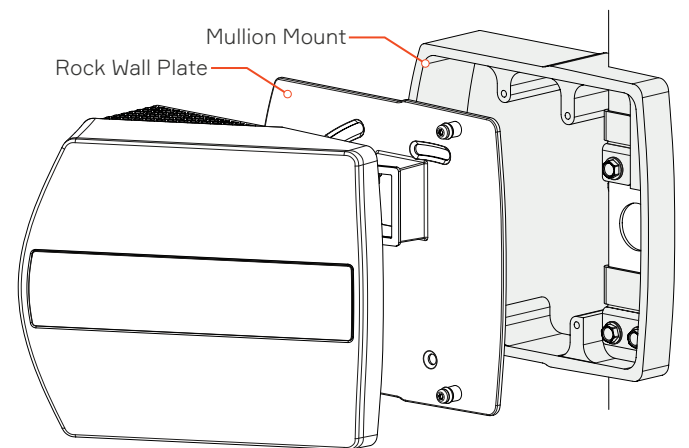VESA Mount Adapter
Rock Wall Plate

Surface Mount (RCK-SURF-01)

Surface Mount
Rock Wall Plate

EU/UK Wall Plate Adapter (RCK-EUR-PLT-01)

EU/UK Wall Plate Adapter
Rock Wall Plate

Mullion Mount (RCK-MULL-01)

Mullion Mount
Rock Wall Plate

Alcatraz AI Warranty

The Alcatraz AI limited warranty does not include service to repair damage to the product resulting from installation or service by other than an Alcatraz AI certified installer. Go to support.alcatraz.ai to request a login to take the free, online Certification Training.

Limited Warranty and Limitation of Liability

Alcatraz AI warrants that the products shall be free from material defects for a period of one (1) year from the date of purchase (the "Warranty Period"). This warranty shall apply only to the original purchaser unless the buyer is authorized by Alcatraz AI to resell the products, in which event this warranty shall apply only to the first repurchase.

It is necessary to obtain a Return Material Authorization (RMA) number before returning suspected defective products to Alcatraz AI. An RMA number may be requested by contacting Alcatraz AI support at support@alcatraz.ai. The RMA number must be written on the documentation accompanying the return. If the product is delivered by mail or by an equivalent shipping carrier, the purchaser agrees to insure the product or assume the risk of loss or damage in transit, to prepay shipping charges to the warranty service location and to use the original shipping container or equivalent.

Alcatraz AI will in its sole discretion decide either to repair or replace the returned product. Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of Alcatraz AI. This limited warranty does not include service to repair damage to the product resulting from accident, disaster, unreasonable use, misuse, abuse, customer's negligence, reseller's negligence, installation or service by other than an Alcatraz AI certified installer, or non-Alcatraz AI modification of the product. Alcatraz AI reserves the right to examine the alleged defective goods to determine whether the warranty is applicable.

Without limiting the generality of the foregoing, Alcatraz AI specifically disclaims any liability or warranty for goods resold in other than Alcatraz AI's original packages, and for goods modified, altered, or treated by customers.

ALCATRAZ AI MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND ALCATRAZ AI DISCLAIMS ANY WARRANTY OF ANY OTHER KIND, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALCATRAZ AI SPECIFICALLY DISCLAIMS ANY WARRANTY COVERING LABOR TO UNINSTALL AND REINSTALL PRODUCTS. EACH PURCHASER UNDERSTANDS THAT THE ALCATRAZ AI PRODUCT IS OFFERED AS IS. IF THIS PRODUCT DOES NOT CONFORM TO ALCATRAZ AI'S SPECIFICATIONS, THE SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. ALCATRAZ AI'S LIABILITY, IF ANY, TO AN END USER OR RESELLER, SHALL IN NO EVENT EXCEED THE TOTAL AMOUNT PAID TO ALCATRAZ AI FOR THE APPLICABLE ALCATRAZ AI PRODUCT. IN NO EVENT WILL ALCATRAZ AI BE LIABLE TO AN END USER OR RESELLER FOR ANY DAMAGES, INCLUDING ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF ALCATRAZ AI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY.

Extended Warranty Period

When products are purchased subject to a multi-year contract, the Warranty Period equals the length of the contract, as long as contract payments remain current. Furthermore, if a contract extension is executed before the then current contract ends, the Warranty Period is likewise extended. For example, if products are purchased for a contract length of three (3) years, the Warranty Period is three (3) years, and if a contract is extended for two (2) years, the Warranty Period is likewise extended by two (2) years, but only if the contract extension is executed before the previous contract has expired. If a contract expires before being extended, the Warranty Period reverts to one (1) year. If contract payments lapse, the Warranty Period reverts to one (1) year. IF A CONTRACT EXPIRES BEFORE BEING EXTENDED, OR IF CONTRACT PAYMENTS LAPSE, THE WARRANTY PERIOD IRREVOCABLY REVERTS TO ONE (1) YEAR.

Premium Service Plan Including Advanced Replacements

For customers which separately purchase premium service, after RMA is obtained, Alcatraz AI will expedite shipment of replacement products ("Advanced Replacements") before suspected defective products are returned. In this way the suspected defective products can be uninstalled, and products installed in their place, during one field service call, avoiding two separate service calls and resulting in a minimum of service interruption to the customer.

When Advanced Replacements are shipped, the suspected defective products must be received at the warranty service location within thirty (30) days of shipment of the Advanced Replacements. If the suspected defective products are not received within thirty (30 days, Alcatraz AI will invoice the purchaser for the then current list price of the Advanced Replacements, and payment for the Advanced Replacements will become due immediately.

ROCK-1 ALCATRAZ FACIAL AUTHENTICATION ACCESS CONTROL DEVICE

Part Number	S10-0001
Input Power	PoE+ (42.5 to 57V DC) Rock Power Consumption 10W Typical at 25C
	12VDC Pass-through from Access Control Panel, Max 300mA
Badge Reader Output	12VDC 200mA
Operating Temp	-20º – 66ºC (-4º – 150ºF), UL Tested: 0º – 49ºC
Humidity	Relative humidity 10-90% non condensing
Weight	709g (1lb 9oz)
Size	W 13.2cm (5.2") x H 12.2cm (4.8") x D 8.3cm (3.3")

Max number of face/templates enrolled shall not exceed 10,000

Ethernet/PoE+ and Wiegand Cable to Reader and Panel are Class II/Power Limited

Equipment not intended for connection to telephone, or outside wiring as covered by Article 800 in the National Electrical Code, NFPA 70

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION: Any changes or modifications to this device not explicitly approved by the manufacturer could void your authority to operate this equipment.

ATTENTION: Tout changement ou toute modification apportés à cet appareil sans l'approbation expresse du fabricant risque d'invalider l'autorisation relative à son utilisation.

CE Marking

Alcatraz AI hereby declares that these facial authentication devices are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

WARNING: This product can expose you to chemicals including DINP, which is known to the State of California to cause cancer, and DIDP, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

AVERTISSEMENT: Ce produit peut vous exposer aux produits chimiques, dont DINP, connu de l'Etat de Californie pour causer le cancer et DIDP, connu de l'Etat de Californie pour causer des anomalies congéniales ou d'autres dommages reproductifs. Pour plus d'informations, visitez le site www.P65Warnings.ca.gov.

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Need Support?
Call: 1 (650) 600-0197
Visit: support.alcatraz.ai for documentation or to submit a ticket

Alcatraz AI, Inc.
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Indianapolis, Indiana 46204

www.alcatraz.ai   541-0001-00-00   Rev. 3.5

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