

DESTINATION DISPATCH

→ **USER MANUAL** ←

VERSION 1.01



Date	Version	Summary of Changes
September 2, 2025	1.01	Added the Assigned Destinations and Riser Board Status subsections under the Debug section. Replaced the Panel Call Status subsection with the Hall Call Status subsection under the Debug section. Added the Coincidental Feature section. Added the Capacity Penalty Factor section. Added the Car-To-Panel Proximity section. Updated the Destination Dispatch Parameters list.
January 21, 2025	1.0	Initial Release

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1 Destination Dispatching System Overview

Destination Dispatch (DD) is an advanced system designed to optimize elevator travel time by grouping passengers according to their desired floor destinations. The system minimizes excessive intermediate stops during travel, speeds up transportation, lowers energy consumption by serving more passengers in less time, reduces congestion in waiting areas, and allows for customizable security, functional, and aesthetics options.

Passengers enter the specific floor destination they want using smart kiosks located in the hallways prior to entering the elevator. Depending on several factors (traffic, number of car calls, direction of travel, etc.), the kiosks direct passengers to an appropriate elevator car.

The DD system continuously analyzes real-time passenger origin and destination data, as well as elevator traffic levels during peak and non-peak hours, to optimize car assignments.

2 Features/Specs

Smartrise's DD unit offers key features/specifications:

- ◆ **Floor and Kiosk Capacity:**
 - Supports up to 96 floors.
 - Supports up to eight kiosks per floor.
- ◆ **Simple Installation:**
 - Straightforward installation – a single board and a pair of wires are all that's required for basic setup.
- ◆ **Field-Adjustable Software Parameters:**
 - Configs can be fine-tuned on site.
- ◆ **Configuration Options:**
 - Hybrid Configuration – Kiosks are installed on select high-traffic floors, while conventional hall fixtures are installed on the remaining, less busy, floors.
 - Full Configuration – Kiosks are installed on all floors.
- ◆ **Security Options:**
 - Includes passcode entry security with field-adjustable passcodes.
 - Includes discrete input security (e.g., key switches, card readers) using additional I/O expansion boards.
 - Supports integration with third-party security systems, such as Braxos.
- ◆ **Americans with Disabilities Act (ADA):**
 - Supports ADA accessibility features, including extended door-opening times, assignment of adjacent elevator, and special annunciations for guidance.
- ◆ **Advanced Features:**
 - Supports advanced features such as split group operation, seamless entry, VIP service, swing car operation, hospital service, car out of service, and more.

3 Operation/Dispatch Logic

Once a call is requested from the kiosk, it is processed by the Destination Dispatch Manager (DDM) in two stages:

◆ **Stage I**

The DDM evaluates all cars against a list of conditions to determine their eligibility to respond to a call:

- The car is operational and online.
- The car is on normal mode of operation.
- The anticipated weight, considering the number of calls, does not surpass the allowable weight for the car.

The cars that do not meet these criteria are excluded from the selection pool.

◆ **Stage II**

The selection of a car depends on the outcome of the dispatching algorithm, which can be one of the following:

1. **Basic Dispatching**

This method assigns the nearest car moving in the same direction as the requested call.

2. **Time to Pick-Up**

This algorithm calculates the estimated time from call entry to passenger pick-up, factoring in door dwell times and travel time prior to passenger pick-up. The car with the shortest estimated time from call entry to passenger pick-up will be selected.

3. **Time to Destination**

This algorithm calculates the estimated time from call entry to passenger drop-off, factoring in door dwell times and travel times for both passenger pick-up and drop-off. The car with the shortest estimated time from call entry to passenger drop-off will be selected.

4. **Total Cost**

This algorithm combines the **Time to Pick-Up** with the **Time to Destination** calculations and factors in the cost or delay of the current passenger's call incurred on other passengers' rides. The car with the lowest estimated **Total Cost** will be selected.

4 Destination Dispatch SRU Board Menu Structure

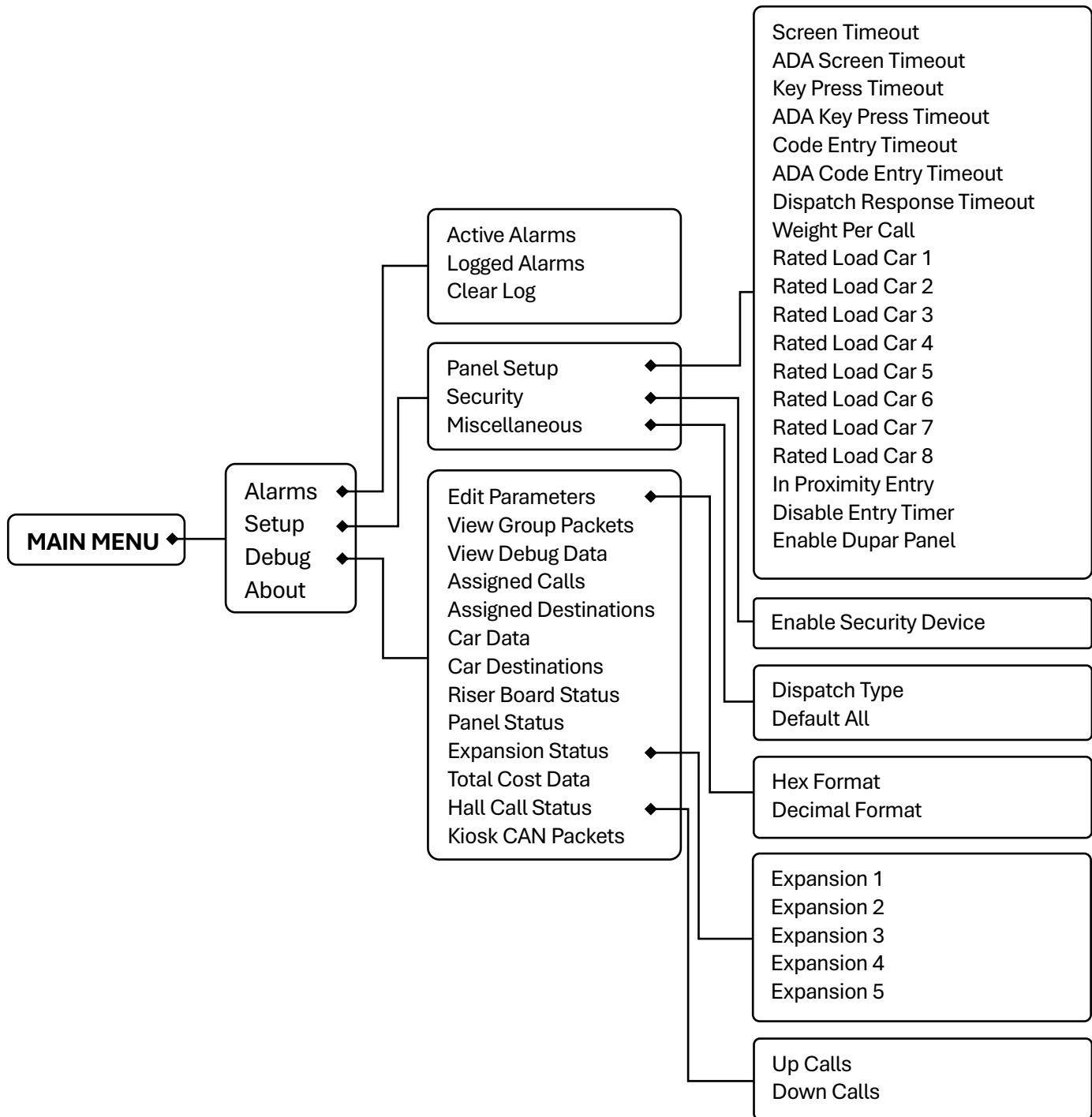


Figure 1: Destination Dispatch SRU Board Menu Structure

5 Alarms

The Alarms menu shows the alarms reported by the hardware.

5.1 Active Alarms

The Active Alarms menu displays the type of alarm triggered.

The following procedure describes how to view the list of active alarms:

1. Navigate to **Main Menu | Alarms**



Figure 2: MAIN MENU - Alarms

2. Select **Active Alarms**.



Figure 3: ALARMS Menu - Active Alarms

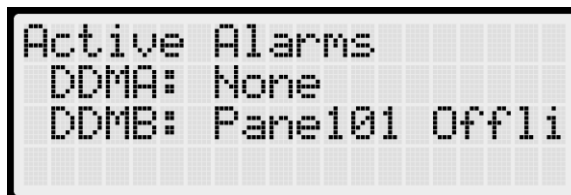


Figure 4: Active Alarms Menu

5.2 Logged Alarms

The Logged Alarms displays the history of alarms that have been triggered.

The following procedure describes how to view the list of logged alarms:

1. Navigate to **Main Menu | Alarms** [see Figure 2]
2. Select **Logged Alarms**.



Figure 5: ALARMS Menu - Logged Alarms



Figure 6: ALARM LOG Menu

5.3 Clear Log

Under Clear Log, the list of logged alarms can be deleted.

The following procedure describes how to clear the alarm log:

1. Navigate to **Main Menu | Alarms** [see Figure 2]
2. Select **Clear Log**



Figure 7: ALARMS Menu - Clear Log

3. From the **CLEAR ALARM LOG** menu, select **YES**.



Figure 8: CLEAR ALARM LOG Menu

6 Setup

Under the Setup menu, the elevator configuration can be set up.

6.1 Panel Setup

Under Panel Setup, the panel configuration can be set up.

6.1.1 Screen Timeout

The Screen Timeout represents the maximum duration a message is displayed on the kiosk screen before timing out. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's screen timeout:

1. Navigate to **Main Menu | Setup**



Figure 9: MAIN MENU – Setup

2. Select **Panel Setup**



Figure 10: SETUP Menu - Panel Setup

3. Select **Screen Timeout**



Figure 11: PANEL SETUP Menu - Screen Timeout

4. Set the Screen Timeout in msec

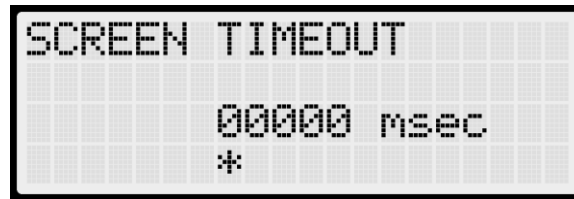


Figure 12: SCREEN TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.2 ADA Screen Timeout

The ADA Screen Timeout represents the maximum duration a message is displayed on the kiosk screen before timing out during ADA/Assisted mode. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's ADA screen timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **ADA Screen Timeout**

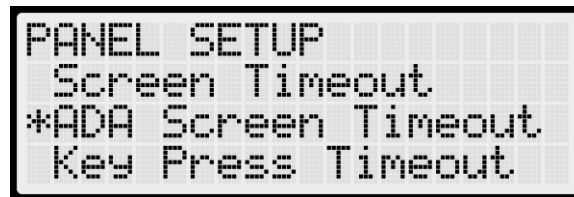


Figure 13: PANEL SETUP Menu - ADA Screen Timeout

4. Set the ADA Screen Timeout in msec

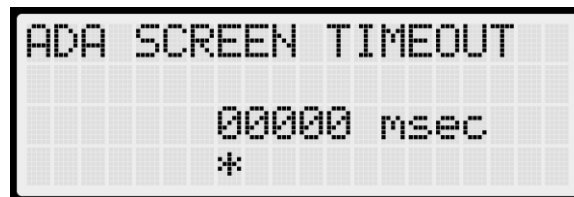


Figure 14: ADA SCREEN TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.3 Key Press Timeout

The Key Press Timeout represents the maximum duration the kiosk waits for key presses during floor selection on a mechanical keypad before processing the call, or before timing out and returning to the home screen when interacting with a multi-entry screen. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's key press timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Key Press Timeout**

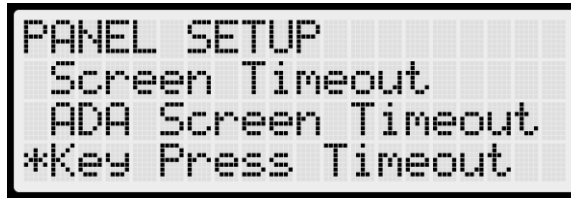


Figure 15: PANEL SETUP Menu - Key Press Timeout

4. Set the Key Press Timeout in msec

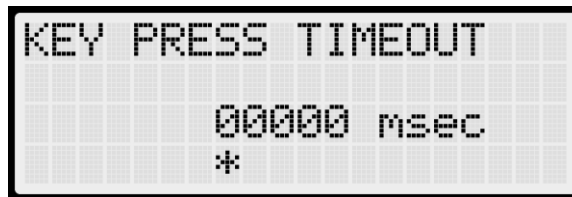


Figure 16: KEY PRESS TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.4 ADA Key Press Timeout

The Key Press Timeout represents the maximum duration the kiosk waits for key presses during floor selection on a mechanical keypad before processing the call, or before timing out and returning to the home screen when interacting with a multi-entry screen in ADA/Assisted mode. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's ADA key press timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **ADA Key Press Timeout**

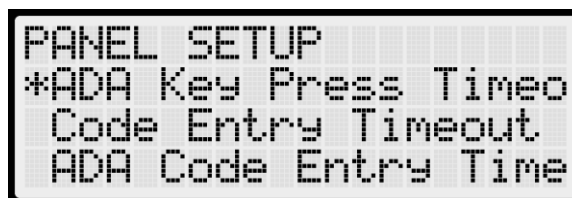


Figure 17: PANEL SETUP Menu – ADA Key Press Timeout

4. Set the ADA Key Press Timeout in msec

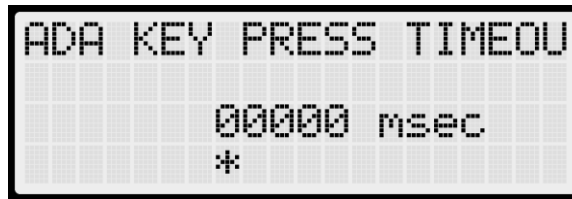


Figure 18: ADA KEY PRESS TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.5 Code Entry Timeout

The Code Entry Timeout represents the maximum duration the kiosk waits for key presses or touches during a security code entry before timing out. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's code entry timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Code Entry Timeout**

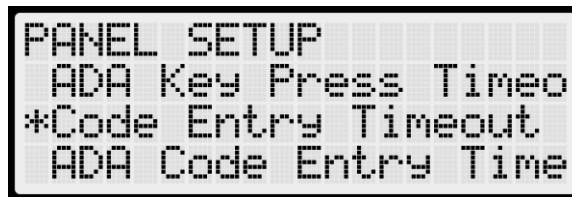


Figure 19: PANEL SETUP Menu – Code Entry Timeout

4. Set the Code Entry Timeout in msec

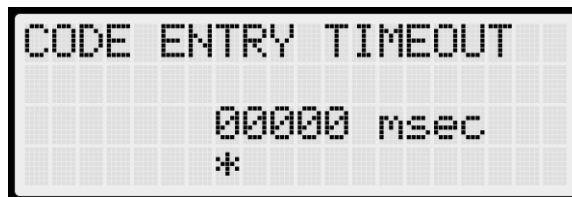


Figure 20: CODE ENTRY TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.6 ADA Code Entry Timeout

The ADA Code Entry Timeout represents the maximum duration the kiosk waits for key presses or touches during a security code entry before timing out in ADA/Assisted mode. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's ADA code entry timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]

2. Select **Panel Setup** [see Figure 10]
3. Select **ADA Code Entry Timeout**

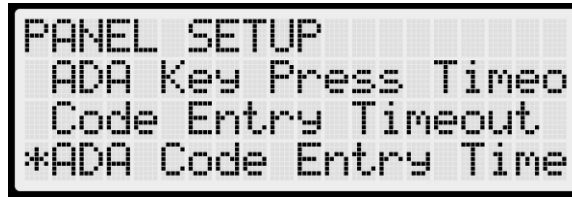


Figure 21: PANEL SETUP Menu – ADA Code Entry Timeout

4. Set the ADA Code Entry Timeout in msec

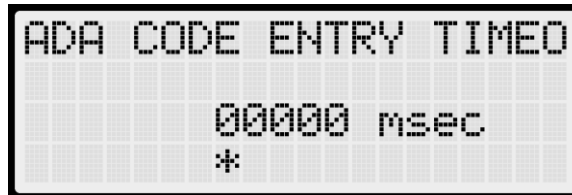


Figure 22: ADA CODE ENTRY TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.7 Dispatch Response Timeout

The Dispatch Response Timeout represents the maximum duration the kiosk waits for a response from the dispatcher before timing out and displaying the 'No Response from Dispatcher' message. The duration is set in increments of 100 ms.

The following procedure describes how to set the panel's dispatch response timeout:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Dispatch Resp. Timeout**

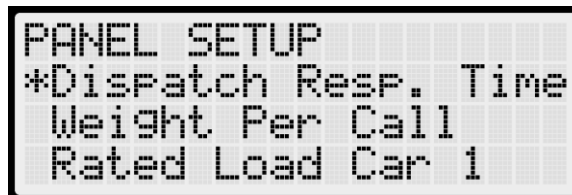


Figure 23: PANEL SETUP Menu – Dispatch Resp. Timeout

4. Set the Dispatcher Resp. Timeout in msec

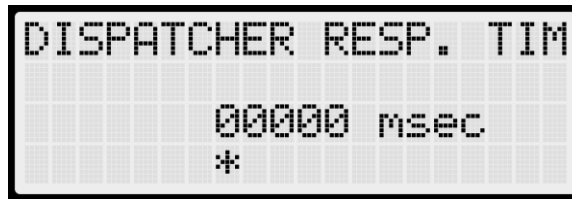


Figure 24: DISPATCHER RESP. TIMEOUT Menu

5. Scroll right and press **Save**.

6.1.8 Weight Per Call

The Weight Per Call represents the estimated weight of each call, used to estimate the weight of the car's load and determine the maximum number of accepted calls. The weight is set in increments of 10 lbs.

The maximum number of calls a single car can handle simultaneously is determined by dividing the car's Rated Load (see section **6.1.9 Rated Load Car 1-8**) by the Weight Per Call.

The following procedure describes how to set the weight per call:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Weight Per Call**

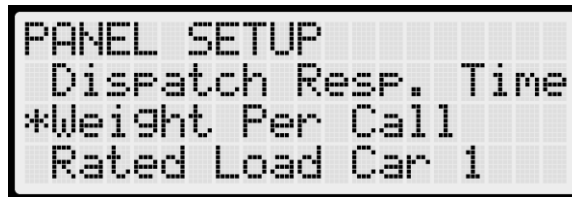


Figure 25: PANEL SETUP Menu – Weight Per Call

4. Set the Weight Per Call in lbs



Figure 26: WEIGHT PER CALL Menu

5. Scroll right and press **Save**.

6.1.9 Rated Load Car 1-8

The Rated Load Car (1 to 8) represents the rated load capacity, in pounds (lbs), that Car (1 to 8) can support, respectively.

The following procedure describes how to set the car's rated load:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Rated Load Car (1-8)**

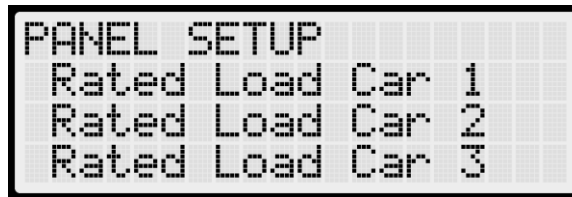


Figure 27: PANEL SETUP Menu – Rated Load Car (1-8)

4. Set the Rated Load Car (1-8) in lbs

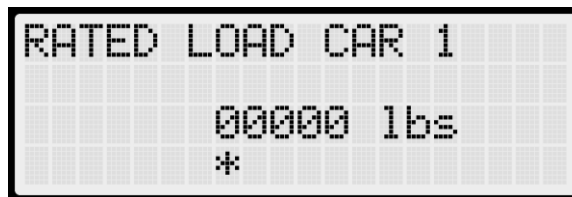


Figure 28: RATED LOAD CAR (1-8) Menu

5. Scroll right and press **Save**.

6.1.10 In Proximity Entry

The In Proximity Entry, when set to **On**, overrides the Disable Entry Timer (see section **6.1.11 Disable Entry Timer**), allowing kiosks to process calls while passengers are entering the cars.

The following procedure describes how to enable the In Proximity Entry:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **In Proximity Entry**

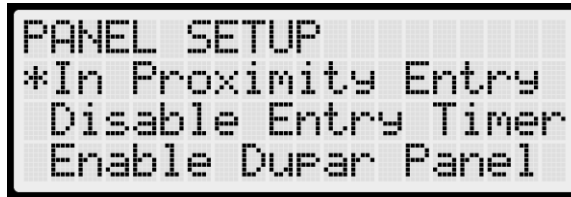


Figure 29: PANEL SETUP Menu – In Proximity Entry

4. Set the In Proximity Entry to **On**

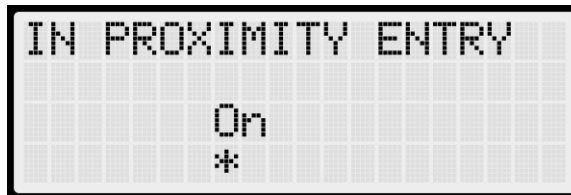


Figure 30: IN PROXIMITY ENTRY Menu

5. Scroll right and press **Save**.

6.1.11 Disable Entry Timer

The Disable Entry Timer represents the duration during which passengers are prevented from entering any floor call entry on the kiosk during passenger pickup.

NOTE: The In Proximity Entry (see section **6.1.10 In Proximity Entry**) , when set to **On**, overrides the Disable Entry Timer, allowing kiosks to process calls while passengers are entering the cars.

The following procedure describes how to set the Disable Entry Timer:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Disable Entry Timer**

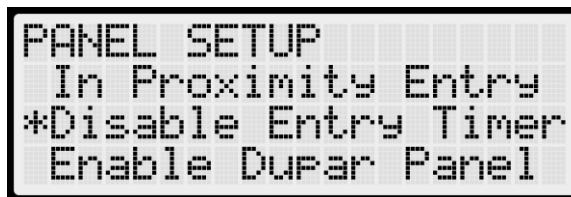


Figure 31: PANEL SETUP Menu – Disable Entry Timer

4. Set the Disable Entry Timer in sec

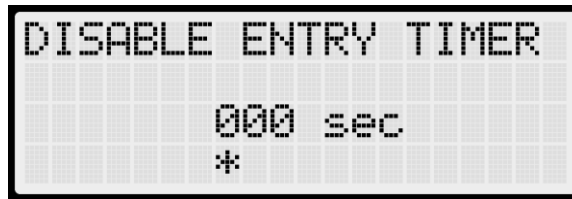


Figure 32: DISABLE ENTRY TIMER Menu

5. Scroll right and press **Save**.

6.1.12 Enable Dupar Panel

The Enable Dupar Panel, when set to **On**, activates communication with the Dupar panel.

The following procedure describes how to enable the Dupar panel:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Panel Setup** [see Figure 10]
3. Select **Enable Dupar Panel**

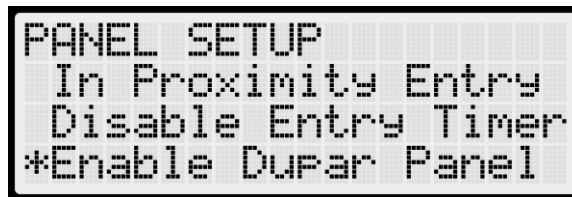


Figure 33: PANEL SETUP Menu – Enable Dupar Panel

4. Set the Enable Dupar Panel to **On**

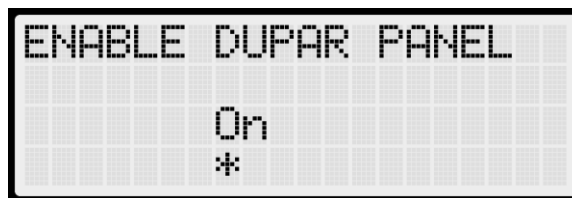


Figure 34: ENABLE DUPAR PANEL Menu

5. Scroll right and press **Save**.

6.2 Security [Enable Security]

When set to **On**, floor security will be determined by the inputs enabled on expansion boards connected to the DDMA.

The following procedure describes how to enable the security device:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Security**



Figure 35: SETUP Menu – Security

3. Select **En. Security Device**



Figure 36: SECURITY Menu - En. Security Device

4. Set En. Security Device to **On**

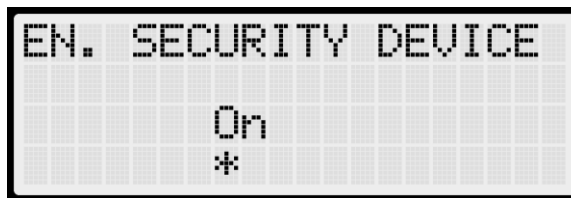


Figure 37: EN. SECURITY DEVICE Menu

5. Scroll right and press **Save**.

6.3 Miscellaneous

The Miscellaneous menu provides additional configuration and functionality options.

6.3.1 Dispatch Type

There are four dispatch types: basic = 0, total cost = 1, time to dest = 2, and time to pickup = 3 (see section **3 Operation/Dispatch Logic**).

The following procedure describes how to set the desired dispatch type:

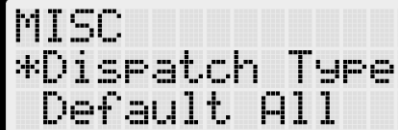
1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Miscellaneous**



```
SETUP
Panel Setup
Security
*Miscellaneous
```

Figure 38: SETUP Menu – Miscellaneous

3. Select **Dispatch Type**



```
MISC
*Dispatch Type
Default All
```

Figure 39: MISC Menu – Dispatch Type

4. Set the Dispatch Type



```
DISPATCH TYPE
TIME TO DEST
002
*
```

Figure 40: DISPATCH TYPE Menu

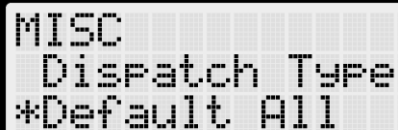
5. Scroll right and press **Save**.

6.3.2 Default All

The system can be restored to its original factory settings.

The following procedure describes how to perform the restoration:

1. Navigate to **Main Menu | Setup** [see Figure 9]
2. Select **Miscellaneous** [see Figure 38]
3. Select **Default All**



```
MISC
Dispatch Type
*Default All
```

Figure 41: MISC Menu – Default All

- From the **DEFAULT ALL** menu, select **YES**.



Figure 42: DEFAULT ALL Menu

7 Debug

The Debug menu provides access to important debugging information and allows for parameter configuration.

7.1 Edit Parameters

Parameters can be edited in binary, decimal, or hexadecimal format. For 1-bit parameters, the binary option is fundamentally included within the hexadecimal and decimal formats.

The following procedure describes how to edit parameters:

- Navigate to **Main Menu | Debug**



Figure 43: MAIN MENU – Debug

- Select **Edit Parameters**



Figure 44: DEBUG Menu - Edit Parameters

- Select either **Hex Format** or **Decimal Format**



Figure 45: PARAMETER EDIT Menu

4. Edit the address (see section **15 Destination Dispatch Parameters**)



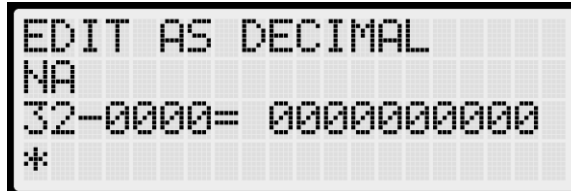
```
EDIT AS BINARY
Enable Security Code
01-0000= Off
*
```

Figure 46: EDIT AS BINARY Menu



```
EDIT AS HEX
ScreenTO_100ms
08-0000= x64
*
```

Figure 47: EDIT AS HEX Menu



```
EDIT AS DECIMAL
NA
32-0000= 0000000000
*
```

Figure 48: EDIT AS DECIMAL Menu

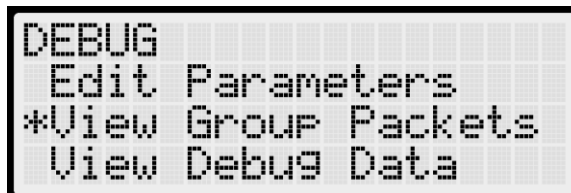
5. Scroll right and press **Save**.

7.2 View Group Packets

Under View Group Packets, view raw data and receive packet counts exchanged between group cars via the GN network.

The following procedure describes how to view group packets:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **View Group Packets**.



```
DEBUG
Edit Parameters
*View Group Packets
View Debug Data
```

Figure 49: DEBUG Menu - View Group Packets

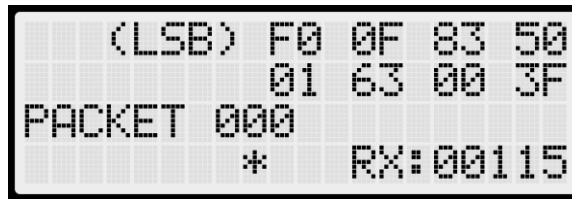


Figure 50: VIEW GROUP PACKETS Menu

NOTE: **LSB** stands for Lowest Significant Byte.

7.3 View Debug Data

Under View Debug Data, important debugging information is displayed.

The following procedure describes how to view debug data:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **View Debug Data**.

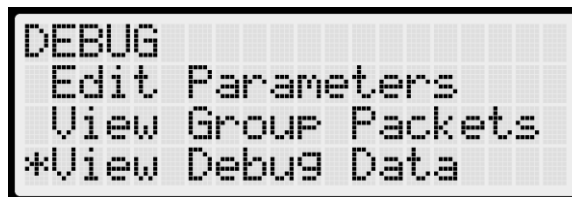


Figure 51: DEBUG Menu - View Debug Data



Figure 52: View Debug Data Menu

7.4 Assigned Calls

Under Assigned Calls, calls made from a specific kiosk and assigned to a particular car are displayed.

The following procedure describes how to view assigned calls:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Assigned Calls**.



Figure 53: DEBUG Menu - Assigned Calls

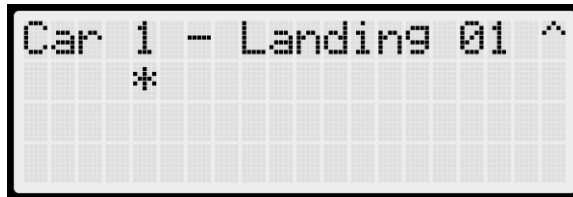


Figure 54: ASSIGNED CALLS Menu

7.5 Assigned Destinations

Under Assigned Destinations, the assigned destination of the car responding to a kiosk call from a particular landing is displayed.

The following procedure describes how to view assigned destinations:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Assigned Destinations**.



Figure 55: DEBUG Menu - Assigned Destinations



Figure 56: ASSIGNED DESTINATIONS Menu

7.6 Car Data

Under Car Data, important dispatching and car status information exchanged between grouped cars can be viewed. This data can be used to debug dispatching issues.

The following procedure describes how to view car data:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Car Data**.

```

DEBUG
Assigned Calls
Assigned Destinatio
*Car Data

```

Figure 57: DEBUG Menu – Car Data

CAR 1 - ON [M] > A-NORM - IN GRP IS. C-01 D-01 R-01 M-ST [I] [I] P-UP	CAR1 - ON [M] <> HMF: 0x00000003 HMR: 0x0000000C HML: 0x0000000F
CAR1 - ON [M] <> OMF1: 0xFFFFFFFF OMF2: 0x00000001 OMF3: 0x00000000	CAR1 - ON [M] <> OMR1: 0xFFFFFFFFE5 OMR2: 0xFFFFFFFF OMR3: 0xFFFFFFFF
CAR1 - ON [M] <> SMF1: 0xFFFFFFFF SMF2: 0xFFFFFFFF SMF3: 0xFFFFFFFF	CAR1 - ON [M] <> SMR1: 0xFFFFFFFF SMR2: 0x00000001 SMR3: 0x00000000
CAR1 - ON [M] <> LM1: 0x03 LM4: 0x00 LM2: 0x0C LM3: 0x00	CAR1 - ON [M] <> HSO-F1: 0x00000003 HSO-F2: 0x00000000 HSO-F3: 0x00000000
CAR1 - ON [M] <> HSO-R1: 0x00000004 HSO-R2: 0x00000000 HSO-R3: 0x00000000	CAR1 - ON [M] <> HSMF: 0x03 HSMR: 0x04 BYP: ON
CAR1 - ON [M] > F2F: 006 CCD: 003 HCD: 006	CAR1 - ON [M] <> bVIP: 000 bCarCapture: 000 bCarReady: 000

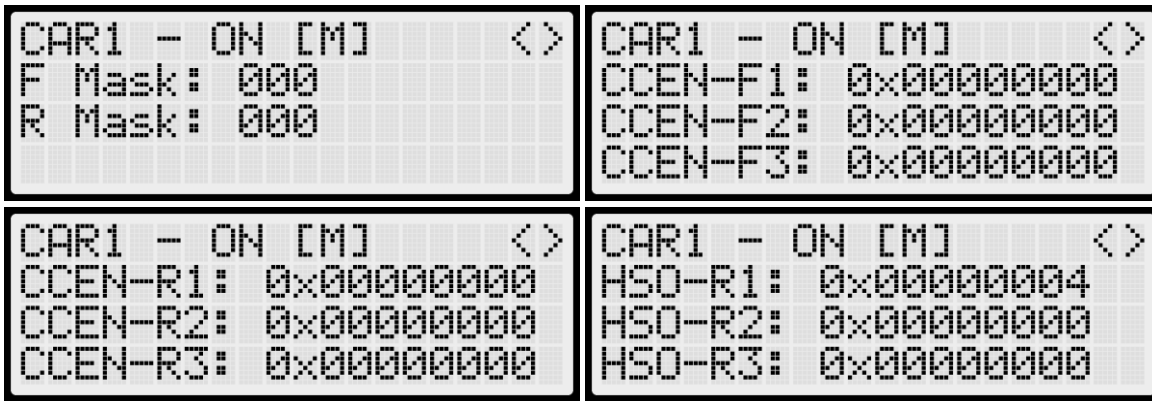


Figure 58: CAR DATA Menu

The Car Data menu displays the following:

- ◆ **Car ID:** Displays the car's unique ID number (valid range: 1–8).
- ◆ **Online Status:** Displays **ON** if the car is online and broadcasting on the group network; otherwise, displays **OFF**.
- ◆ **Master Status:** Displays **[M]** if the car is acting as the master dispatcher for the group.
- ◆ **Class and Mode of Operation:** Displays the car's class of operation as a single-letter abbreviation, followed by its mode of operation.
- ◆ **In Group Status:** Displays **IN GRP** if the car is in group and currently accepting hall calls.
- ◆ **ISR Flags:** Displays specific flags based on the car's status:
 - **I (Idle):** The car is idle and capable of performing a direction change.
 - **S (Stopped):** The car is stopped or decelerating.
 - **R (Reopen Blocked):** The car's doors are blocked from reopening in preparation for a run.

If none of the above apply, '.' is displayed.

- ◆ **Current Landing:** Displays the car's current landing number, prefixed with **C-**.
- ◆ **Destination Landing:** Displays the car's destination landing number, prefixed with **D-**.
- ◆ **Reachable Landing:** Displays the car's nearest estimated reachable landing number, prefixed with **R-**.
- ◆ **Motion Status:** Indicates the car's motion state:
 - **M-UP** for upward movement.
 - **M-DN** for downward movement.
 - **M-ST** if the car is stationary.
- ◆ **Direction Priority:** Displays the car's direction priority:

- **P-UP** when serving up calls.
- **P-DN** otherwise.

- ◆ **Hall Mask Front [HMF]:** Marks which front hall calls the car can serve.
- ◆ **Hall Mask Rear [HMR]:** Marks which rear hall calls the car can serve.
- ◆ **Hall Mask Latchable [HML]:** Marks which hall calls can be latched.
- ◆ **Opening Map Front [OMF]:** **OMF1**, **OMF2**, and **OMF3** represent the hex values for front openings on landings 1–32, 33–64, and 65–96, respectively.
- ◆ **Opening Map Rear [OMR]:** **OMR1**, **OMR2**, and **OMR3** represent the hex values for rear openings on landings 1–32, 33–64, and 65–96, respectively.
- ◆ **Security Map Front [SMF]:** **SMF1**, **SMF2**, and **SMF3** represent the hex values for security enabled on the front openings on landings 1–32, 33–64, and 65–96, respectively.
- ◆ **Security Map Rear [SMR]:** **SMR1**, **SMR2**, and **SMR3** represent the hex values for security enabled on the rear openings on landings 1–32, 33–64, and 65–96, respectively.
- ◆ **Linked Hall Mask [LM]:** Used to tie together the lamps of separate hall buttons. The first mask (**LM1**) pairs the front Hall Call boards and the second mask (**LM2**) pairs the rear Hall Call boards.
- ◆ **Hall Security Map [HSO]:** Marks landings requiring hall security contacts.
- ◆ **Hall Security Mask [HSM]:** Displays enabled secured hall calls. **BYP** status is **ON** when hall security is disabled.
- ◆ **F2F:** The car’s estimated floor to floor (worst-case) travel time.
- ◆ **CCD:** Duration doors remain open when responding to car calls.
- ◆ **HCD:** Duration doors remain open when responding to hall calls.
- ◆ **bVIP:** Displays 1 when VIP Mode is enabled.
- ◆ **bCarCapture:** Displays 1 when the car is being captured before a VIP call assignment.
- ◆ **bCarReady:** Displays 1 when the car is captured and ready to take a VIP call assignment.
- ◆ **VIP Masks [F,R Masks]:** Marks which hall riser functions the car can serve in VIP Mode.
- ◆ **Car Call Enable [CCEN]:** Displays a bitmap signalling the bypass status of car call security. Each bit represents a front or rear opening for a specific group landing.

7.7 Car Destinations

The Car Destinations displays the status of a car’s destination in the group.

The following procedure describes how to view car destinations:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Car Destinations**.



Figure 59: DEBUG Menu – Car Destinations



Figure 60: DESTINATION CAR Menu

The Car Destination menu displays the following:

- ♦ **Landing:** The car's current destination landing number.
- ♦ **Type:** The destination assignment's call type.
- ♦ **Mask:** The hall call mask for the car's current destination assignment based on the car's current hall destination mask front (HMF)/rear (HMR) fields. The hall call mask of the calls are cleared after the car arrives at the destination floor.

7.8 Riser Board Status

The Riser Board Status displays the activity of the hall network and indicates any errors present.

The following procedure describes how to view the riser board status:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Riser Board Status**.

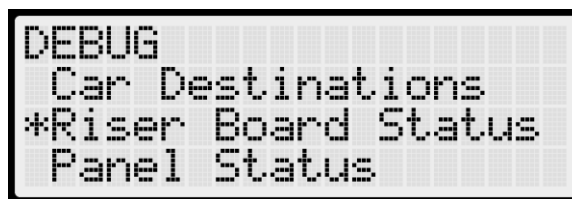


Figure 61: DEBUG Menu – Riser Board Status

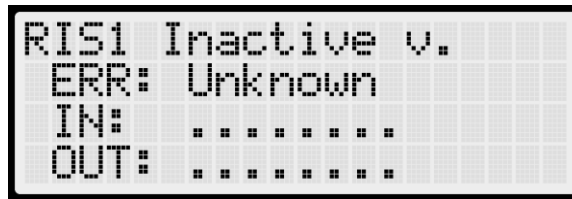


Figure 62: RISER BOARD STATUS Menu

The Riser Board Status menu displays the following:

- ◆ **Riser Board Activity and Version:** Shows the software version in the top-right corner and indicates the board's activity status. If the Riser board is online, it is marked as **Active**; if offline, it is marked as **Inactive**.
- ◆ **Error:** Displays an error if a red LED is illuminated on the Riser board.
- ◆ **In:** Displays the active inputs.
- ◆ **Out:** Displays the active outputs.

7.9 Panel Status

The Panel Status displays the status of each panel at specific landings.

The following procedure describes how to view the panel status:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Panel Status**.



Figure 63: DEBUG Menu – Panel Status



Figure 64: PANEL STATUS Menu

7.10 Expansion Status

The Expansion Status displays the input/output of an expansion board in service.

The “**IN:**” and “**OUT:**” display any active inputs or outputs on the board.

The following procedure describes how to view the expansion status:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Expansion Status**



Figure 65: DEBUG Menu – Expansion Status

3. Select any Expansion board.

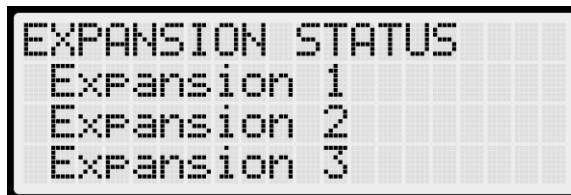


Figure 66: EXPANSION STATUS Menu



Figure 67: EXPASION BOARD STATUS Menu

7.11 Total Cost Data

The Total Cost Data displays the operation/dispatch logic debugging information.

The following procedure describes how to view the Total Cost data:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Total Cost Data**



Figure 68: DEBUG Menu – Total Cost Data

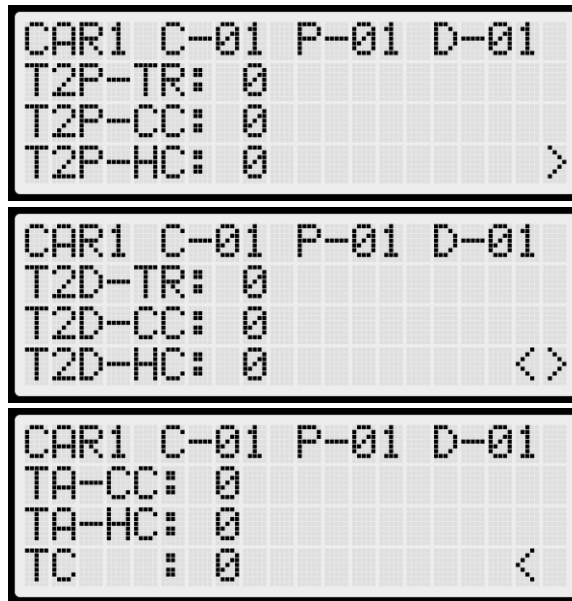


Figure 69: TOTAL COST DATA Menu

7.12 Hall Call Status

The Hall Call Status displays the direction of a car when a kiosk call is placed.

The following procedure describes how to view up or down calls:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Hall Call Status**



Figure 70: DEBUG Menu – Hall Call Status

3. Select either **Up Calls** or **Down Calls**



Figure 71: HALL CALL STATUS Menu

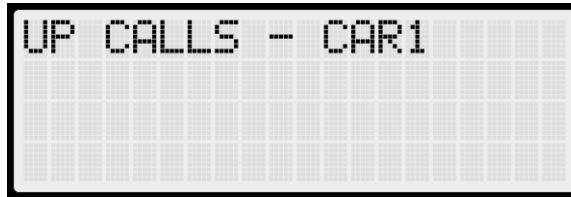


Figure 72: UP HALL CALL STATUS Menu

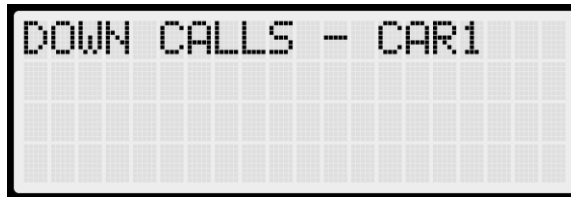


Figure 73: DOWN HALL CALL STATUS Menu

7.13 Kiosk CAN Packets

Under Kiosk CAN Packets, data transmitted to and received from the kiosks can be viewed.

The following procedure describes how to view Kiosk CAN Packets:

1. Navigate to **Main Menu | Debug** [see Figure 43]
2. Select **Kiosk CAN Packets**.



Figure 74: DEBUG Menu – Kiosk CAN Packets



Figure 75: KIOSK CAN PACKETS Menu

8 About

The About menu displays the job name and software version.

The following procedure describes how to access the About page:

1. Navigate to **Main Menu | About**

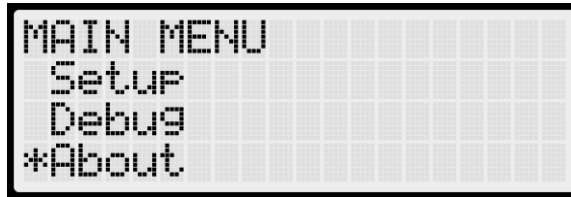


Figure 76: MAIN MENU – About

2. Select **About**.

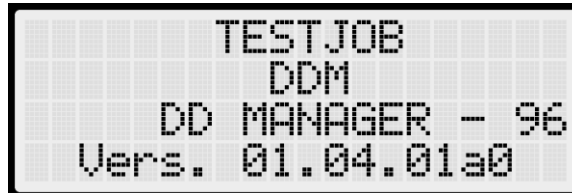


Figure 77: ABOUT Menu

9 Setup Security Code by Floor Opening

Smartrise's DDM offers the ability to secure floor openings, allowing access only to authorized personnel with a predefined security access code.

To setup the security access code by floor opening, follow these instructions:

1. Enable parameter **01-0000** (Enable Security Code)
2. Enable security access code for:

a) **Front Openings**

The security access code for front openings can be enabled using parameters **24-0000** to **24-0095** (Sec Code Front (0-95)), with each parameter corresponding directly to a specific floor's front opening:

- Enabling **24-0000** activates the security access code for the front opening on the first floor
- Enabling **24-0001** activates the security access code for the front opening on the second floor, and so on for the subsequent floors.

After enabling the parameter, set a four-digit access code. Each opening can have a unique access code or share the same code across multiple floors.

NOTE: the four-digit code cannot be **0000**, as this would leave the security access code disabled.

Rule of Thumb: To determine the correct parameter for enabling the access code of the front opening on a specific floor, subtract 1 from the desired floor number, then add the result to **24-0000**. This will give the parameter to enable.

Example of setting the security access code as '1234' for the front opening on the 20th floor

To enable the security access code for the front opening on the 20th floor:

- Subtract 1 from 20 (resulting in 19).
- Add 19 to **24-0000**, which gives **24-0019**.
- Activate parameter **24-0019** by navigating to **Main Menu | Debug | Edit Parameters | Decimal Format**.
- Set the parameter value as **00001234**.
- Scroll right and click on **Save**.

Test by performing the following steps:

- Place a kiosk call to the 20th floor's front opening. A pop-up will appear requesting the access code.
 - Enter the access code for the front opening on the 20th floor – (**1234**).
 - Tap on 'E' to register the code. The call will latch, and the appropriate car will be assigned.
- NOTE:** To clear the access code entered for any reason, tap on 'C'.

b) **Rear Openings**

The security access code for rear openings can be enabled using parameters **24-0096** to **24-0191** (Sec Code Rear (0-95)), with each parameter corresponding directly to a specific floor's rear opening:

- Enabling **24-0096** activates the security access code for the rear opening on the first floor
- Enabling **24-0097** activates the security access code for the rear opening on the second floor, and so on for the subsequent floors.

After enabling the parameter, set a four-digit access code. Each opening can have a unique access code or share the same code across multiple floors.

NOTE: the four-digit code cannot be **0000**, as this would leave the security access code disabled.

Rule of Thumb: To determine the correct parameter for enabling the access code of the rear opening on a specific floor, add the desired floor number to **24-0095**. This will give the parameter to enable.

Example of setting the security access code as '0012' for the rear opening on the 20th floor

To enable the security access code for the rear opening on the 20th floor:

- Add 20 to **24-0095**, which gives **24-0115**.
- Activate parameter **24-0115** by navigating to **Main Menu | Debug | Edit Parameters | Decimal Format**.
- Set the parameter value as **00000012**.
- Scroll right and click on **Save**.

Test by performing the following steps:

- Place a kiosk call to the 20th floor's rear opening. A pop-up will appear requesting the access code.
 - Enter the access code for the rear opening on the 20th floor – (**0012**).
 - Tap on 'E' to register the code. The call will latch, and the appropriate car will be assigned.
- NOTE:** To clear the access code entered for any reason, tap on 'C'.

10 Activating Special Modes of Operation via the Kiosk

Smartrise's DDM enables the activation of specific modes of operation through the kiosk interface.

This feature can be access-code protected if desired.

Setting Up an Access Code:

To configure an access code required to view the list of available modes of operation, follow these steps:

1. Activate parameter **24-0192** (Mode of Operation Screen Passcode) by navigating to **Main Menu | Debug | Edit Parameters | Decimal Format**.
2. Enter and save the four-digit access code desired in this format **0000XXXX**, where **XXXX** represents the four-digit access code.

Accessing and Activating Special Modes:

To access and activate special modes, follow these steps:

1. On the kiosk display screen, tap on the bottom left corner. A numeric touchpad will appear.
2. View the list of special modes:
 - i. If no access code was set (default code kept as **0000**), tap on **'E'**.
 - ii. If an access code was set, enter the four-digit passcode and tap on **'E'**.

NOTE: To clear the access code entered for any reason, tap on **'C'**.

3. Select the desired mode of operation from the list to activate it.

11 Car Calls Trigger Conditional on Photoeye

The Car Calls Trigger Conditional on Photoeye feature (parameter **01-0014 Trigger Car Calls On PHE**) ensures that car calls are only triggered when the Photoeye (PHE) is broken. If the PHE remains unbroken after the Hall Call Door Dwell Time expires, the calls made from that panel floor are cleared. The Hall Call Door Dwell Time is set using parameter **08-0004 DR Dwell Hall Time** from the controller.

This configuration is useful where accurate call triggering is essential to optimize elevator efficiency and avoid unnecessary stops.

Behavior

- ◆ **Bit = 1 (Enabled):** Car calls are only triggered if the PHE is broken.
- ◆ **Bit = 0 (Disabled):** Car calls are triggered regardless of the PHE status.

12 Coincidental Feature

The Coincidental Feature (parameter **01-0017 Enable Coincidental Feature**) ensures that kiosk calls originating from the same floor and directed to the same destination floor are grouped together and assigned to the same car. This prevents multiple cars from being dispatched unnecessarily for passengers with identical origin and destination requests.

Behavior

- ◆ **Bit = 1 (Enabled):** All kiosk calls from the same floor to the same destination floor are grouped together and assigned to a single car.
- ◆ **Bit = 0 (Disabled):** Each kiosk call is treated individually, and different cars may be assigned even if calls share the same origin and destination.

13 Capacity Penalty Factor

The Capacity Penalty Factor sets the capacity coefficient used in the total cost equation to adjust dispatching when a car exceeds 10% of its rated load. This parameter helps balance system efficiency by discouraging assignments to cars that are already heavily loaded.

Behavior

- ◆ **Parameter 08-106 = 0:**
 - No penalty is applied. The system does not adjust car assignment based on load.
- ◆ **Parameter 08-106 > 0:**
 - If the car's load is $\leq 10\%$, no additional time penalty is added.
 - If the car's load is $> 10\%$, a penalty is added to the total cost calculation, reducing the likelihood that the car will be assigned to a kiosk call.

14 Car-To-Panel Proximity and Floor Activation Bitmap

The parameters **08-0109 to 0116 (Proximity Car to Panels)** define whether a car is considered far from specific kiosks. Each bit in the parameter value corresponds to one panel:

- **Bit value = 1** → Car is **far** from the corresponding panel.
- **Bit value = 0** → Car is **near** the corresponding panel.

For example:

- Value = 00001000 (decimal 8) → Car is far from **Panel 4**.
- Value = 10000101 (decimal 133) → Car is far from **Panels 1, 3, and 8**.

This configuration works in conjunction with **32-0000 to 0002 (Car-to-Panel Prox Enable Bitmap)**, which specifies on which floors the proximity feature is active:

- **Bit value = 1** → Feature enabled for that floor.
- **Bit value = 0** → Feature disabled for that floor.

Behavior

When the proximity feature is enabled for a given floor:

- The system checks whether the assigned car is marked as far from the kiosk (based on the proximity bits).
- If the car is far, the **ADA Door Dwell Time** is applied instead of the standard dwell time.
- If the floor bit is 0, proximity logic is ignored for that floor.

Examples

◆ Car-to-Panel Proximity (08-0109 – 0116)

- Binary: 00000001 (decimal 1) → Car far from **Panel 1**.
- Binary: 00000010 (decimal 2) → Car far from **Panel 2**.
- Binary: 00000100 (decimal 4) → Car far from **Panel 3**.
- Binary: 00001000 (decimal 8) → Car far from **Panel 4**.
- Binary: 10000000 (decimal 128) → Car far from **Panel 8**.

◆ **Floor Activation Bitmap (32-0000 – 0002)**

- [illegible]

15 Destination Dispatch Parameters

The table below outlines the configurable parameters associated with DDM.

Number	String	Default Group	Min Value	Max Value	Default Value	Description
01-0000	Enable Security Code	GRP1	0	1	config	Enabling the bit prompts the need for a four-digit code to execute a call. The code is set using parameters 24 (0000 to 0191).
01-0001	Proximity Entry	GRP1	0	1	config	Enabling the bit allows calls to be processed at the kiosk on the car's current floor while passengers are entering, overriding the Disable Entry Timer (08-0008).
01-0002	Enable Security Device	GRP1	0	1	config	Enabling the bit ensures the floor security is determined by the inputs enabled on expansions connected to the DDMA.
01-0003	Enable Dupar Panel	GRP1	0	1	config	Enabling the bit will activate communication with the Dupar panel.
01-0004	Security Contact NC	GRP1	0	1	config	Enabling the bit ensures the security inputs function as normally closed.
01-0007	Kiosk Traditional Mode	GRP1	0	1	0	Enabling the bit ensures that the kiosk display remains the same as during normal operation, blocking pop-up screens from other modes of operation.
01-0008	Enable Car Selection Lamp	GRP1	0	1	config	Enabling the bit ensures that the hall lanterns are connected to CAN2. In this configuration, the hall lanterns serve as "car selection" indicators, where the up and down lanterns for the selected car will illuminate on the kiosk floor.
01-0009	Enable CC Security COP	GRP1	0	1	config	Enabling the bit mirrors the in-car security on the DDM. Once a call request to a secured floor is made from the kiosk and the car arrives at the pickup location, the enable key input for the corresponding floor must be activated inside the car before the doors close to latch the call to the secured floor.
01-0010	Disable Reassessment Logic	GRP1	0	1	0	Disabling the bit enables reassessment of the car-selection algorithm, aiming to prevent the "No Cars Available" message from being displayed. Enabling the bit disables reassessment.
01-0012	Enable Braxos Security	GRP1	0	1	0	Enabling the bit activates the Braxos security, which takes priority over the other securities.
01-0013	Braxos Offline All Secured	GRP1	0	1	0	Enabling the bit will secure all floors when the Braxos device is offline. Disabling the bit will leave all floors

						unsecured when the Braxos device is offline.
01-0014	Trigger Car Calls On PHE	GRP1	0	1	1	Enabling the bit allows Car Calls to be latched only after the PHE has been broken.
01-0015	Enable Time to Pick Boost	GRP1	0	1	config	Enabling the bit gives greater emphasis to passenger pickup time by applying a higher weighting in the dispatching algorithm, helping to reduce passenger waiting times.
01-0016	Disable Proximity When Doors Closing	GRP1	0	1	config	Enabling the bit prevents calls from being accepted at the kiosk on the car's current floor while the doors are closing.
01-0017	Enable Coincidental Feature	GRP1	0	1	config	Enabling the bit ensures that kiosk calls originating from the same floor and directed to the same destination floor are grouped together and assigned to the same car.
01-0018	Display Fire When All Cars Are Fire Active	GRP1	0	1	1	Enabling the bit allows the kiosk to continue displaying the normal call buttons so that calls can still be placed and answered by cars not in Fire mode. If all cars enter Fire mode, the kiosk screen will display "In Fire Service Mode" and block all call entries.
01-0019	AcceptCallsOnOE O	GRP1	0	1	config	Enabling the bit allows the DDM to assign kiosk calls to cars operating in OEO mode.
08-0000	ScreenTO_100ms	GRP1	0	255	20	Sets the maximum duration a message is displayed on the kiosk screen before timing out. The duration is set in increments of 100 ms.
08-0001	ScreenAssistTO_100ms	GRP1	0	255	40	Sets the maximum duration a message is displayed on the kiosk screen before timing out during ADA/Assisted mode. The duration is set in increments of 100 ms.
08-0002	KeyTO_100ms	GRP1	0	255	5	Sets the maximum duration the kiosk waits for key presses during floor selection on a mechanical keypad before processing the call, or before timing out and returning to the home screen when interacting with a multi-entry screen. The duration is set in increments of 100 ms.
08-0003	KeyAssistTO_100ms	GRP1	0	255	5	Sets the maximum duration the kiosk waits for key presses during floor selection on a mechanical keypad before processing the call, or before timing out and returning to the home screen when interacting with a multi-entry screen in

						ADA/Assisted mode. The duration is set in increments of 100 ms.
08-0004	CodeTO_100ms	GRP1	0	255	20	Sets the maximum duration the kiosk waits for key presses or touches during a security code entry before timing out. The duration is set in increments of 100 ms.
08-0005	CodeAssistTO_100ms	GRP1	0	255	20	Sets the maximum duration the kiosk waits for key presses or touches during a security code entry before timing out in ADA/Assisted mode. The duration is set in increments of 100 ms.
08-0006	DispRespTO_100ms	GRP1	0	255	20	Sets the maximum duration the kiosk waits for a response from the dispatcher before timing out and displaying the 'No Response from Dispatcher' message. The duration is set in increments of 100 ms.
08-0007	WeightPerCall_10lb	GRP1	0	255	30	Sets the estimated weight of each call, used to estimate the weight of the car's load and determine the maximum number of accepted calls. The weight is set in increments of 10 lbs.
08-0008	Disable Entry Timer sec	GRP1	0	30	10	Sets the duration during which passengers are prevented from entering any floor call entry on the kiosk during passenger pickup.
08-0009	Dispatch Type	GRP1	0	3	0	Sets one of the four dispatch types: basic = 0, total cost = 1, time to dest = 2, and time to pickup = 3.
08- (0010 to 0105)	Panel Opening Map (1-96)	GRP1	0	255	0	Sets the kiosk location at the front (0) or rear (1) opening on floor (1 to 96), respectively. Example: 00011010 indicates that kiosks 2,4, and 5 are located at the rear openings and the others are located at the front openings. In decimal format, this is equivalent to 26.
08-0106	Capacity Penalty Factor	GRP1	0	255	config	Sets the capacity coefficient used in total cost equation that boosts capacity when the car exceeds 10% load.
08-0107	Non Idle Car Priority Factor	GRP1	0	255	0	Sets the penalty coefficient for using idle cars. Increasing this value increases the chances of selecting the already moving cars.
08-0108	Lowest Evacuation Floor	GRP1	0	255	0	Sets the lowest evacuation floor for the OEO cars.
08- (0109 to 0116)	Proximity car (1-8) to panels	GRP1	0	255	0	Sets the proximity status of Cars (1-8) relative to the panels. Each bit represents the proximity between Cars (1-8) and a specific panel. A bit value of

1 signifies that the Car is far from the corresponding panel. Bit 1 corresponds to the distance between the Car and Panel 1. Bit 2 corresponds to the distance between the Car and Panel 2, and so on. When the distance between the kiosk and the car is determined to be far, the standard door dwell time is extended to the ADA door dwell time accordingly.

16- (0000 to 0007)	Rated Load Car (1-8)	GRP5	0	65535	0	Sets the rated load capacity, in pounds (lbs), that Car (1 to 8) can handle, respectively.
24- (0000 to 0095)	Sec Code Front (0-95)	GRP1	0	16777 215	0	Sets the four-digit security passcode of floor (1 to 96) front when 01-0000 is ON, respectively.
24- (0096 to 0191)	Sec Code Rear (0-95)	GRP1	0	16777 215	0	Sets the four-digit security passcode of floor (1 to 96) rear when 01-0000 is ON, respectively.
24-0192	Mode of Operation Screen Passcode	GRP1	0	16777 215	0	Sets the four-digit security passcode required to access the list of available modes of operation (MOP) that can be activated from the kiosk.
32- (0000 to 0002)	Car To Panel Prox Enable Bitmap (1-3)	GRP1	0	16777 215	0	Bitmap that dictates which floors have the car-to-panel proximity feature active - floors (0 to 31), (32 to 63), (64 to 93)