



User Guide

Avigilon™ ACM Embedded Controller™

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Avigilon Access Control Manager Embedded Controller Fundamentals

The Access Control Manager (ACM) Embedded Controller software application from Avigilon gives you the ability to configure and control your local access control security system through a web browser. Once all of your access control components are connected to the ACM Embedded Controller software, you can use your system with ease.

The ACM Embedded Controller software is an all-in-one security management application and controller.

The ACM Embedded Controller hardware is a controller embedded with the ACM Embedded Controller application to provide a flexible and scalable platform for an economic and high performance access control system.

The controller uses a standard TCP/IP network to connect to a browser interface which links to the ACM Embedded Controller application. The application allows you to effectively control access at each entry point.

The ACM Embedded Controller software allows you to:

- Monitor and manage events and hardware
- Manage operators, card holders, card formats and access groups
- Generate access control reports

To begin using the ACM Embedded Controller application, refer to these topics:

<i>Logging into the ACM Embedded Controller Application</i>	1
<i>Safari Settings</i>	2
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Logging into the ACM Embedded Controller Application

You can log in to the ACM Embedded Controller software application from most web browsers that have access to the same network.

1. Open your preferred browser.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on the next page.

2. In the address bar, enter the IP address of your ACM Embedded Controller application. By default, every controller can be accessed from this IP address: 169.254.242.121

NOTE: The controller can also be accessed by hostname. For more information, refer to the Avigilon ACM Embedded Controller Installation Guide.

3. Enter your username in the **Login** field.

If this is the your first time logging into the ACM Embedded Controller application, the default username is `admin`.

4. Enter your password in the **Password** field.

If this is your first time logging in to the application, the default password is `admin`.

5. Click the **Sign in** button.

The application's Home page is displayed.

Important: Once you have signed in, change the default Administrator password. For more information, refer to *Editing Operators* on page 12.

Safari Settings

If using the Safari web browser, some additional steps should be taken to ensure that the system and browser work together fully. Follow the steps below:

1. Open Safari and clear all history.
2. Right-click on the Safari icon within the task bar and select **Quit**.
3. Restart Safari.
4. Enter the ACM Embedded Controller IP address in Safari.
5. Select **Show Certificate**.
6. Select **Always Trust**.

The ACM Embedded Controller will now work fully in Safari.

Navigating the Application






After you log in to the Avigilon Embedded Controller, the Home page is displayed.

The home page may look different depending on your system preferences and the permissions you have.

Access Control Manager

Embedded Controller

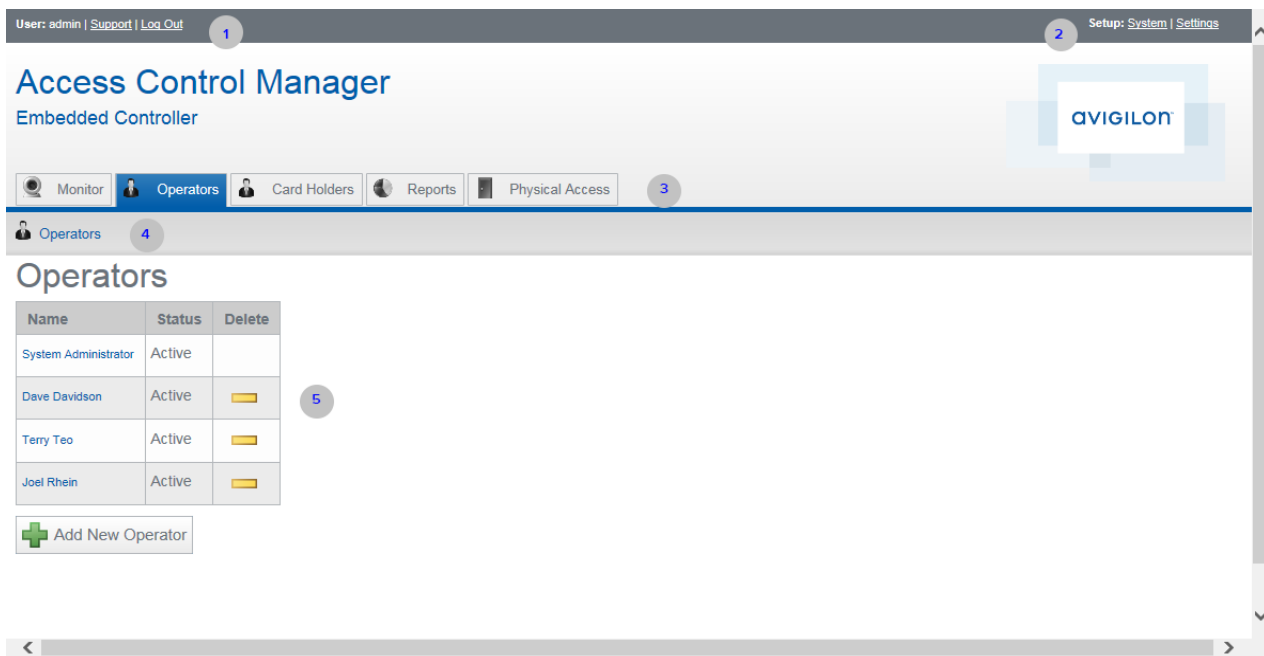
AVIGILON

 Monitor
  Operators
  Card Holders
  Reports
  Physical Access




Welcome back, John!


Hello, *John*
 You are currently connected to the ACM Embedded Controller.
 Select from the above menu to get started.

The key features of the application window are shown on the Operators Listing page:



The screenshot shows the 'Operators' page in the Access Control Manager. Callout 1 points to the user links area (User: admin | Support | Log Out). Callout 2 points to the setup links area (Setup: System | Settings). Callout 3 points to the navigation menu (Monitor, Operators, Card Holders, Reports, Physical Access). Callout 4 points to the 'Operators' breadcrumb. Callout 5 points to the 'Delete' column in the operator list table.

Name	Status	Delete
System Administrator	Active	
Dave Davidson	Active	
Terry Teo	Active	
Joel Rhein	Active	



Feature	Description
1. User links area	
Log Out	Click this button to log out of the application.
2. Setup links area	
System	Click this link to access system set-up features such as settings (time, server etc.), firmware updates, backups, and restores.

Feature	Description
Settings	Click this link to define the building blocks of the ACM Embedded Controller schedules and holidays.
About	Click this link to view version, copyright and support information, as well as links to the Terms and Conditions of Use and Legal Notices.
3. Icon task bar	
Monitor	Enables the qualified operator to monitor events and hardware status.
Operators	Allows you to view/edit existing operators and to add new operators.
Card Holders	Allows you to view/edit existing card holders and to add new card holders.
Reports	Generate reports from the ACM Embedded Controller system.
Physical Access	Define the access control field hardware, including doors, that are connected to the ACM Embedded Controller. You can also configure subpanels, card formats, events and access groups.
4. Sub-options task bar	
	<p>When you select one of the icon task bar options, the available sub-options for that task appear.</p> <p>This section changes depending on the icon task bar option that is selected.</p> <p>In the example above, only one option, Operators, is available when you select Operators in the icon task bar.</p>
5. Feature pages and fields	
	<p>When you select a link or an option from a task bar, the feature is opened in this area. This is the workspace where you will be performing most of the tasks available in the ACM Embedded Controller system.</p> <p>In the example above, you can click on an Operator name to view or edit the Operator details, or alternatively click the Add New Operator button to create a new Operator.</p>

Help in ACM Embedded Controller

The ACM Embedded Controller software help can be accessed at: <http://avigilon.com/support-and-downloads/>.

To access the above link in the software, click **About** in the top right of any ACM Embedded Controller screen. The About page that opens provides the link to the support and downloads.

Logging Out of the ACM Embedded Controller Application

- From top left User links area, click **Log Out**.

The Sign In screen is displayed.

Monitor

The Monitor screen allows you to do the following in the ACM Embedded Controller software application:

- Monitor and sort events.
- Monitor and control hardware status - for doors and subpanels.

Users with the appropriate permissions can review transaction events and control/confirm hardware statuses.

Edit Events

The system will generate events to notify you of issues that may require your attention. Events include messages issued by devices in the system.

You cannot create new events but can customize the existing system events.

Viewing Events

Do the following to view event details.

1. Select **Monitor > Events** from the icon task bar.


The Events - Listing page displays. For more information see *Events: Listing page (Monitor)* on the next page.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.

2. Review the list that is displayed.
3. Click on the event name (e.g. Subpanel offline) if you want to view the event details individually.

The Event: Edit screen displays. For more information see *Event: Edit screen* on page 75.

NOTE: If you want to edit events, it is recommended that you do this from the Physical Access Events Listing page. Select **Physical Access > Events** to view a full listing of all events.

4. Click  to return to the Events Listing page once you have viewed the event details.





Events: Sort List

The table displaying the events can be sorted to allow you to view the events in the order you want:

1. Select **Monitor > Events** from the icon task bar.

The Events - Listing page displays. For more information see *Events: Listing page (Monitor)* on the next page.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.

2. Click  in the column that you want to sort by:
 - Click  to sort in ascending order.
 - Click  to sort in descending order.
3. Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Pause/Resume Events

Follow the steps below to pause and resume events.

1. Click **Monitor** to access the Events - Listing page. For more information see *Events: Listing page (Monitor)* below.

2. Click **Pause** to pause the flow of events that are displayed on the page.

The flow of events does not actually stop, the system simply pauses the display of live updates until you click **Resume** (this button only appears when the flow of events is paused).

3. Click **Resume** to restart the flow of events that are displayed on the page.

The list of events will resume updating.

Clear Events

Follow the steps below to clear all displayed events.

1. Click **Monitor** to access the Events - Listing page.
2. Click **Clear** to temporarily clear all events from the screen.

The list will be cleared. New events automatically begin to populate the list.

NOTE: This does not delete the events, it just removes the existing events from the view. To restore the cleared events, refresh the page.

Monitor: Screens and Pages

The following screen and pages relate to monitoring events:

<i>Events: Listing page (Monitor)</i>	6
<i>Event: Edit screen</i>	7
<i>Hardware Status: Listing page</i>	8

Events: Listing page (Monitor)

When you select **Monitor** from the icon task bar, the Events Listing page is displayed.



This page contains a table of all the Events that have been recorded in the system.


Column heading	Description
Priority	Priority assigned to the event.
Panel Time	Time that the event was recorded. This is listed in the format <yyyy-mm-dd hh:mm:ss>.
Source	Source of the event - from the ACM Embedded Controller hardware or one of its subpanels.
Event Name	Name of the event (e.g. Invalid unknown card format). NOTE: Click on the name to access more details of the event. If you want to edit events, it is recommended that you do this from the Physical Access Events Listing page. Select Physical Access > Events to view a full listing of all events.
First Name	First name of the card holder involved in the event, if identified.
Last Name	Last name of the card holder involved in the event, if identified.
Card Number	Internal card number involved in the event, if identified.
Message	Message related to the event.

Also available on this screen are the following buttons:

- **Pause/Resume:** Allows you to pause and resume the events listing. For more detail see *Pause/Resume Events* on the previous page.
- **Clear:** Allows you to clear all displayed events. For more detail see *Clear Events* on the previous page.

Tip: The table can be sorted by clicking  in the column that you want to sort by:

- Click  to sort in ascending order.
- Click  to sort in descending order.



NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Event: Edit screen

The Event: Edit screen is displayed when an event is selected on the Events - Listing page.

The screen includes the following features:

Feature	Description
ID	Identifier for the event (e.g. Battery Failure). This cannot be edited.
Source	Source of the event. This cannot be edited.
Name	Name of the event (e.g. Panel battery alarm). Enter new text to edit, if required. Ensure that you use a consistent naming pattern - this will help when you sort the events list by Event Name.
Priority	Priority assigned to the event.



Feature	Description
	<p>Priority 1 alarms appear at the top of the screen, priority 2 alarms appear below the priority alarms, and so on. The priority range is 1 to 999.</p> <p>The Alarm Monitor stacks alarms on the screen according to their panel time. The priority sort must be selected to view in priority order.</p>
Masked	<p>If checked, the event does not report in the event monitor.</p> <p>If not checked, the event does report in the event monitor.</p>
Email	<p>Email of the contact person for this event. Change the email directly to edit.</p> <p>Multiple email addresses can be entered in this field. If entering more than one email address, the emails should be separated by a comma (",").</p> <p>NOTE: The SMTP server must be configured in system settings.</p>
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.






Hardware Status: Listing page

When you select **Monitor > HW Status** from the icon task bar, the Hardware Status Listing page is displayed.




This page includes tables that relate to doors and subpanels.


The Doors table lists all doors and provides an overview of the door status.

Column heading	Description
All	<p>Allows you to select individual doors to edit, or click the All column heading to select all doors.</p> <p>For more information see:</p> <ul style="list-style-type: none"> • <i>Viewing Door Details</i> on page 46 • <i>Viewing Door Details</i> on page 46
Name	<p>Name assigned to the door (e.g. Dallas_L5_Finance_Door1).</p> <p>Use a consistent naming pattern in order to make searching and changing details easier. For example, <i><location>_<level>_<work area> <unique door identifier></i>.</p>
	<p>Communication status.</p> <p>Indicates the communication status between the V100 subpanel and the ACM Embedded Controller hardware. The color indicates the current status.</p>
	<p>Lock status.</p> <p>Indicates whether this door is:</p> <ul style="list-style-type: none"> • locked - card reader disabled, or • unlocked - door relay has been activated, which will unlock the electric lock and disable the card reader. <p>Select Restore to enable the card reader and return the door to its default status. The color indicates the current status.</p>

Column heading	Description
	Power status. Indicates the status of the AC fail input on the door's V100 subpanel. The color indicates the current status.
	Tamper status. Indicates the status of the tamper input on the doors V100 subpanel. The color indicates the current status.
	Battery status. Indicates the status of the battery fail input on the doors V100 subpanel. The color indicates the current status.
	Forced status. Indicates whether this door is in a forced state. The color indicates the current status.
	Held status. Indicates whether this door is currently in a held open state. The color indicates the current status.
Mode	Access mode for the door (e.g. Card Only).

The Subpanels table contains a table which lists all subpanels and provides an overview of the subpanel status.

Column heading	Description
Name	<p>Embedded Controller hardware (e.g. V1000 - Internal) or Subpanel name (e.g. V100 - 1). The Embedded Controller hardware is always the first entry in the list. All other entries are subpanels.</p> <p>Click the Embedded Controller hardware name to view details. For more information see <i>Editing ACM Embedded Controller</i> on page 49.</p> <p>Click a subpanel name to view the subpanel details. For more information see:</p> <ul style="list-style-type: none"> • <i>Editing Subpanels</i> on page 48 • <i>Viewing Subpanels</i> on page 50
	<p>Communications status.</p> <p>Indicates either:</p> <ul style="list-style-type: none"> • The communication status between the ACM Embedded Controller hardware and the related server. The color indicates the status. • The communication status between the subpanel and the ACM Embedded Controller hardware. The color indicates the status.
	<p>Power status.</p> <p>Indicates the status of the AC Fail input on the doors, ACM Embedded Controller hardware or subpanel. The color indicates the status.</p>
	<p>Tamper status.</p> <p>Indicates the status of the tamper input on the doors, ACM Embedded Controller hardware or subpanel. The color indicates the status.</p>

Column heading	Description
	<p>Battery status.</p> <p>Indicates the status of the battery fail input on the doors, ACM Embedded Controller hardware or subpanel. The color indicates the status.</p>





For more information on the status colors that display see *Status Colors* below.

Hardware Status

Hardware status displays the current status for all doors and subpanels.

Status Colors

Status colors are used to identify the health of the different devices in the system. The status colors represent the following states:

Color	Description
 Normal	The ACM Embedded Controller hardware component is online and working properly.
 Trouble	The ACM Embedded Controller hardware component has an indeterminate status.
 Alarm	The ACM Embedded Controller hardware component is experiencing an alarm condition. The delegated operator should investigate the problem and resolve the issue.
 Masked	The specified ACM Embedded Controller hardware input is currently masked. Masked inputs do not display status state changes. Unmasked inputs display state status changes.

Operators

Operators are individuals with login access to the ACM Embedded Controller. The level of access is determined by the role assigned to the operator.

Operators can have only one of the following roles:

- System Administrator - has access to everything in the system by default.
- Operations Manager - can do the following:
 - Trigger hardware changes such as lock door, host grant, mask forced door (etc.).
 - Create and modify all Operations Manager and Card Administrator operator accounts.
 - View details of System Administrator operator accounts.
 - Create and edit access groups.
- Card Administrator - has access to card holder maintenance, reports and is able view hardware status, holidays, and schedules but not edit them.

Below is a detailed breakdown of the features each role can access:

Feature	System Administrator	Operations Manager	Card Administrator
Monitor	Full access	Overview access only to events and hardware status	Overview access only to events and hardware status
Operators	Full access	Overview access only	Overview access only
Card Holders	Full access	Full access	Full access
Reports	Full access	Full access	Full access
Physical Access	Full access	Overview access - can view details for card formats and edit access groups	Overview access - can view details for access groups
System	Full access	No access	No access
Settings	Full access	Full access	Overview access only

Adding New Operator

Do the following to add a new operator.


NOTE: The system only supports 10 operators. Only two operators can use the software at the same time.

1. Select **Operators** from the icon task bar.

The Operators - Listing page is displayed. For more information see *Operators: Listing page* on page 14.

2. Click .

The Operator: Add New screen displays.

3. Complete the fields on the Operator tab, as required. For more information see *Operator: Add New screen* on page 14. The following fields are available:
 - **First Name**
 - **Last Name**
 - **Login**
 - **Password**
 - **Confirm**
 - **Operator Status**
 - **External ID**
 - **Department**
 - **Street Address**
 - **City**
 - **State/Province**
 - **Postal/Zip Code**
4. Click  to save your changes.

The Operator: Role screen displays. For more information see *Operator: Role screen* on page 16.

5. Select the role for the newly created operator. There are three role options:
 - System Administrator.
 - Operations Manager.
 - Card Administrator.

NOTE: It is recommended that at initial setup:

- An operator account should be configured for the operators of the system.
- The default password for the System Administrator should be changed.

6. Click  to save the Operator role assignment.

The Operator: Edit screen displays. For more information see *Operator: Edit screen* on page 15

Editing Operators


Do the following to edit operator details.

1. Select **Operators** from the icon task bar.

The Operators - Listing page is displayed. For more information see *Operators: Listing page* on page 14.

2. Click on the operator name (e.g. System Administrator).

The Operator: Edit screen displays. For more information see *Operator: Edit screen* on page 15.

3. Edit the fields as required on the **Operator** tab.
4. Edit the fields as required on the **Role** tab.
5. Click  to save your changes.

Viewing Operator Details

Do the following to view operator details.


1. Select **Operators** from the icon task bar.

The Operators - Listing page is displayed. For more information see *Operators: Listing page* on the next page.

2. Review the list.
3. Click on the operator name (e.g. System Administrator).

The **Operator** tab of the Operator: Edit screen displays.

4. View the fields that are available on the **Operator** tab. For more information see *Operator: Edit screen* on page 15.
5. View the roles that are available on the **Role** tab. For more information see *Operator: Edit screen* on page 15.


6. Click  to return to the Operators - Listing page once you have viewed the operator details.

Deleting Operators

Do the following to delete an operator.

1. Select **Operators** from the icon task bar.

The Operators Listing page is displayed. For more information see *Operators: Listing page* on the next page.

2. Click  in the **Delete** column for the relevant operator.

NOTE: The default System Administrator may also be set to inactive.

A confirmation message displays.

3. Click **OK** to confirm the deletion.

The operator is removed from the Operators Listing page. For more information see *Operators: Listing page* on the next page.

NOTE: If the operator is currently logged in to the system, this action will not immediately remove their access. The next time they attempt to login they will not be able to.

Operators: Screens and Pages

The following screen/pages relate to operators:

<i>Operators: Listing page</i>	14
<i>Operator: Add New screen</i>	14
<i>Operator: Edit screen</i>	15
<i>Operator: Role screen</i>	16

Operators: Listing page

When you select **Operators** from the icon task bar, the Operators Listing page is displayed.

This page contains a table of all operators and provides an overview of the operator status.



Column heading	Description
Name	Name of operator (e.g. System Administrator). Click on the name to open the Operator: Edit page. For more information see <i>Editing Operators</i> on page 12.
Status	Status of the operator (e.g. Active or Inactive).
Delete	Provides the option to delete the operator. For more information see <i>Deleting Operators</i> on the previous page.

Operator: Add New screen

The Operator: Add New screen is displayed when the **Add New Operator** button is selected on the *Operators: Listing page* above.

The screen includes the following features:



Field	Description
First Name	First name of the operator (e.g. John). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Last Name	Last name of the operator (e.g. Smith). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Login	Login name for the selected operator.
Password	Password for the selected operator.
Confirm	Confirmation of the entered password.
Operator Status	Current status for the operator. Select either Active or Inactive from the drop-down list. NOTE: Active operators will be able to log in to the ACM Embedded Controller while inactive operators will not.

Field	Description
External ID	A unique field for imports from external systems in a future release.
Department	Organizational department of the operator role, if required.
Street Address	Street address of the operator, if required.
City	City of the operator, if required.
State/Province	State/Province of the operator, if required.
Postal/Zip Code	Postal/zip code of the operator, if required.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Operator: Edit screen

The Operator Edit screen is displayed when an operator is selected on the *Operators: Listing page* on the previous page.



The screen includes the following features:

Feature	Description
First Name	First name of the operator (e.g. John). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Last Name	Last name of the operator (e.g. Smith). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Login	Login name for the selected operator.
Password	Password for the selected operator.
Confirm	Confirmation of the entered password.
Operator Status	Current status of the operator. Select either Active or Inactive from the drop-down list. NOTE: Active operators will be able to log in to the ACM Embedded Controller while inactive operators will not.
External ID	A unique field for imports from external systems in a future release.
Department	Organizational department of the operator role, if required.
Street Address	Street address of the operator, if required.
City	City of the operator, if required.
State/Province	State/Province of the operator, if required.
Postal/Zip Code	Postal/zip code of the operator, if required.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Operator: Role screen

The Operator Role page is displayed when the Role tab is selected on the *Operator: Edit screen* on the previous page.

The page includes the following features:

Feature	Description
Operator	Operator name. This defaults from the details recorded on the <i>Operator: Edit screen</i> on the previous page.
Role	Role assigned to this Operator (e.g. System Administrator).
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Holders

Card holders are people who have access cards assigned to them. Access groups are assigned to card holders in order to determine which doors they have access to.

Adding New Card Holder

Do the following to add a new card holder.

1. Select **Card Holders** from the icon task bar.

The Card Holders Listing page is displayed. For more information see *Card Holders: Listing page* on page 24.

2. Click  .

The Card Holder: Add New screen displays. For more information see *Card Holder: Add New screen* on page 25.

3. Complete the following fields on the card holder tab, as required:

- **First Name**
- **Last Name**
- **Embossed Number**
- **Card Number**
- **PIN**
- **Card Holder Status**
- **Issue Level**
- **External ID**
- **Department**
- **Street Address**
- **City**
- **State/Province**
- **Postal/Zip Code**
- **Extended door times**
- **PIN Exempt**
- **Activate Date**
- **Deactivate Date**


NOTE: The **Last Used** and **Last Door** fields also display but cannot be edited as they are auto-populated once the card holder's card is used.

4. Click  to save your changes.


The Card Holder: Access Group screen displays. For more information see *Card Holder: Access Groups screen* on page 25.


5. Assign an access group to the card holder.

Tip: To select more than one access group, hold the CTRL or SHFT key down as you make your selection.

6. From the Available list, select the access group then click  to move the selected access group into the Members list.

The access group should display under in the list under the Members heading.

If you accidentally move an access group into the members list, click  . This will move the selected access group into the list that is displayed under the Available heading.

7. Click  to save your changes.

The Card Holder: Edit screen displays the newly created card holder's details. For more information see *Card Holder: Edit screen* on page 26.

Tip: The Add New Card Holder button displays on this screen and can be selected to add the next card holder.

Editing Card Holders

Do the following to edit a card holder information.

1. Select **Card Holders** from the icon task bar.

The Card Holders - Listing page is displayed. For more information see *Access Groups: Listing page* on page 76.

2. Search for the card holder. For more information see *Searching for Card Holders* on the facing page
The Records Found list displays.

3. Click on the card holder's name to view/edit their details.

The Card Holder: Edit screen displays.

4. Update the following fields on the Card Holder tab, as required (for more information see *Card Holder: Edit screen* on page 26):

- **First Name**
- **Last Name**
- **Embossed Number**
- **Card Number**
- **PIN**
- **Card Holder Status**
- **Issue Level**

- **External ID**
- **Department**
- **Street Address**
- **City**
- **State/Province**
- **Postal/Zip Code**
- **Extended door times**
- **PIN Exempt**
- **Activate Date**
- **Deactivate Date**

NOTE: The **Last Used** and **Last Door** fields also display but cannot be edited as they auto-populate based on the last time the related card was used.


5. Select the Access Groups tab to display details of the access groups the card holder is assigned to.

The Card Holder: Access Groups screen displays. For more information see *Card Holder: Access Groups screen* on page 25.

6. If you want to assign access groups to the card holder, do the following:

- Select an access group to assign in the list that is displayed under the Available heading.

NOTE: To select more than one access group, hold the CTRL or SHFT key down as you make your selection.


- Click  to move the selected access group(s) into the Members list.

The access group should display under in the list under the Members heading.


7. If you want to remove an access group from the card holder, do the following:

- Select the access group to remove from in the list that is displayed under the Members heading.

NOTE: To select more than one access group, hold the CTRL or SHFT key down as you make your selection.

- Click  to move the selected access group(s) into the list that is displayed under the Available heading.

The access group should display under in the list under the Available heading.

8. Click  to save your changes.

The Card Holder: Edit screen displays. For more information see *Card Holder: Access Groups screen* on page 25.

Searching for Card Holders

Do the following to search for a card holder.

1. Select **Card Holders** from the icon task bar.

The Card Holders Listing page displays. For more information see *Card Holders: Listing page* on page 24.

2. Search for the card holder using one of the following methods:
 - If the last name is known, either click on the related letter in the alphabet list (e.g. B if the last name is Baker) or enter all or part of the name in the **Last Name** search field and click **Search**.
 - If the first name is known, enter all or part of the name in the **First Name** search field and click **Search**.
 - If the full name is known, enter all or part of the last name in the **Last Name** and all or part of the first name in the **First Name** search field and click **Search**.
 - If all or part of the external ID number is known, enter all or part of the ID in the **External Id** field and click **Search**.
 - If all of the card number is known, enter the number in the **Card Number** field and click **Search**.
3. Review the list that is displayed in the **Records Found** list.
4. Click on the name of the card holder to view their details. For more information see *Editing Card Holders* on page 18.

Viewing Card Holders

Do the following to view card holder details.


1. Select **Card Holders** from the icon task bar.

The Card Holders - Listing page displays. For more information see *Card Holders: Listing page* on page 24.

2. Review the list of card holders, or narrow the list by searching. For more information see *Searching for Card Holders* on the previous page.
3. Click on the card holder name that you want to view.

The Card Holder: Edit screen displays. For more information see *Editing Card Holders* on page 18.

4. View the details that display.

5. Click  to cancel changes and return to the Card Holders - Listing page. For more information see *Card Holders: Listing page* on page 24

Deleting Card Holders

Do the following to delete a card holder:

1. Select **Card Holders** from the icon task bar.

The Card Holders Listing page is displayed. For more information see *Card Holders: Listing page* on page 24.

2. Search for the card holder to delete, if they do not already display in the **Records Found** list. For more

information see *Searching for Card Holders* on page 19.

3. Click  in the **Delete** column for the relevant card holder.

The Message from webpage dialog box displays with the message 'Are you sure?'

4. Click **OK** to confirm the deletion.

The card holder will no longer display in the Records Found list on the Card Holders Listing page.

Importing Card Holders from CSV File

Do the following to import card holders from a CSV file.

1. Select **Card Holders** from the icon task bar.

The Card Holders Listing page is displayed. For more information see *Card Holders: Listing page* on page 24.

2. Click the **Import Card Holders** button.

The Card Holders: Import from CSV File screen displays. For more information see *Card Holders: Import from CSV page* on page 27.

3. Complete the following fields:

- **CSV File**
- **Delimiter**
- **Quote Character**
- **Date Format**

4. Click .


The Choose File to Upload dialog box displays.

5. Select the file to import and click **Open**.

A dialog box displays the message "Are you sure you wish to import from this CSV file?"

6. Click **OK**.

The Import in Progress screen displays showing the progress of the import.

NOTE: If you want to halt the import, click .

NOTE: Click **Show Log** at any stage if you want to view the import log file. Click **Refresh Log** to refresh the log while the import is still in progress. The log file is cumulative (i.e. it does not clear after each run), therefore scroll down to see the details for the most recent import.

NOTE: If the import is faulty the screen renames to Import stopped.

NOTE: Once the import is complete the screen renames to Import finished. The following details display:

- Rows Processed
- Card Holders Added
- Card Holders Modified
- Number of Errors
- Log

Export Card Holder Details as a CSV File

There are two methods of exporting card holder details as a CSV file. This can be done from either the:

- Card Holders Listing page, or
- All Card Holders report

Card Holders Listing page

Follow the steps below to export card holder details as a CSV file from the Card Holders Listing page.

1. Click **Export All Card Holders** from the icon task bar.

The Card Holders Listing page is displayed. For more information see *Card Holders: Listing page* on page 24.

2. In the dialog box that displays, click **Save as**.
3. In the **Save As** dialog box that displays, select the file location to export to.
4. Click **Save**.

The file has been saved. To view the file, click **Open** in the dialog box that displays.

All Card Holders report

The All Card Holders report provides the ability to export card holder details once generated as a report. Follow the steps below to export card holder details as a CSV file.

1. Select **Reports** from the icon task bar.

The Reports - Listing page is displayed. For more information see *Reports: Listing page* on page 36.

2. Click All Card Holders from the reports list.

The Report: All Card Holders screen displays. For more information see *Report: All Card Holders screen* on page 37.

3. Complete the following search fields, as required (for more information see *Report: All Card Holders screen* on page 37):
 - **First Name**
 - **Last Name**
 - **Card Number**
 - **Access Group**
 - **Status**

- **From Date**
- **To Date**

NOTE: If nothing is selected in any field, then all card holders will be returned when the search is submitted.

4. Click  to submit the search criteria.

The Report: All Card Holders screen displays a list based on the selected search criteria.

NOTE:

5. Click **Export CSV**.

NOTE: Only users with the System Administrator role can run the export. Other users will not be able to see the **Export CSV** button.

6. Click **Save** when a dialog box displays asking 'What do you want to do with <filename>?'

A dialog box will display advising that the download has been completed. You can select to either open the file, open the folder or view downloads.

NOTE: The following Card Holder fields are exported to a CSV file:

Field name	CSV Column name
N/A - UUID generated as part of Export	Export UUID
Last Name	Last Name
First Name	First Name
External ID	External System ID
Card Holder Status	Status (Boolean 1= Active, 2 = Inactive)
Department	Department
Street Address	Address
City	City
State/Province	State
Postal/Zip	Zip
Generated UUID to uniquely identify the token throughout ACM	Token Unique
Card Number	Internal Number
Issue Level	Issue Level
PIN	PIN
Card Holder Status	Token Status (Boolean 1= Active, 2 = Inactive)
Embossed Number	Embossed Number
Extended Door Times	Ext Access
PIN Exempt	PIN Exempt
Cardholder Activate Date	Activation Date

Cardholder Deactivate Date	Deactivation Date
Members (Access Groups)	Groups

Card Holders: Screens and Pages

The following screens/pages relate to card holders:

<i>Card Holders: Listing page</i>	24
<i>Card Holder: Access Groups screen</i>	25
<i>Card Holder: Add New screen</i>	25
<i>Card Holder: Edit screen</i>	26
<i>Card Holders: Import from CSV page</i>	27

Card Holders: Listing page


When you select **Card Holders** from the icon task bar, the Card Holders Listing page is displayed.

This page contains a card holder search function.

Search option	Description
Last Name	If the last name is known, either click on the related letter in the alphabet list (e.g. B if the last name is Baker) <u>or</u> enter all or part of the name in the Last Name search field and click Search .
First Name	If the first name is known, enter all or part of the name in the First Name search field and click Search .
External Id	If all or part of the external ID number is known, enter all or part of the ID in the External Id field and click Search .
Card Number	If all of the card number is known, enter the number in the Card Number field and click Search .

For more information see *Searching for Card Holders* on page 19.

When a search has been completed the page will display a Records Found list. The list displays:

Column heading	Description
Name	Full name of the card holder (e.g. John Smith). For more information see <i>Editing Card Holders</i> on page 18.
Access Status	Access status of the card holder, which is either Enabled or Disabled. This is based on either the active or inactive card holder status or the activate/deactivate date.
Delete	The Delete icon  displays if the card holder can be deleted. For more information on deleting a card holder see <i>Deleting Card Holders</i> on page 20.




Also available on this page are:

- The **Add New Card Holder** button. For more information on adding card holders see *Adding New Card Holder* on page 17.
- The **Import Card Holders** button. For more information on importing card holders see *Importing Card Holders from CSV File* on page 21.
- The **Export All Card Holders** button. For more information on exporting card holders see *Export Card Holder Details as a CSV File* on page 22.

Card Holder: Access Groups screen

The Card Holder: Access Groups screen is displayed when the Access Groups tab is selected on the Card Holder: Edit screen.

The screen includes the following features:



Feature	Description
Card Holder	Full name of the card holder (e.g. John Smith).
Available	Lists available access groups that the card holder is not a member of.
Members	Lists access groups that the card holder is a member of.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.
	Add new card holder.

Card Holder: Add New screen

The Card Holder: Add New page is displayed when you click **Add New Card Holder** on either the Card Holders - Listing page, Card Holder: Edit screen or Card Holder: Access Groups screen.

The screen includes the following features:

Feature	Description
First Name	First name of the card holder (e.g. John). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Last Name	Last name of the card holder (e.g. Smith). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Embossed Number	The number printed on the actual card. Cards do not always have an embossed number.
Card Number	Number assigned to card.
PIN	Personal identification number for the card holder than can be entered on card readers with keypads.
Card Holder Status	Status of the card holder. Select either Active or Inactive from the drop-down list. NOTE: In order to have access, the card holder status must be active, and the date



	must be between the Activate Date and Deactivate Date.
Issue Level	This is the count of how many times a card has been re-issued. For example '3' for the third time a card has been issued. This field is only for information purposes and not directly related to the card number.
External ID	A unique field for imports from external systems in a future release.
Department	Organizational department of the card holder, if required.
Street Address	Street address for either the card holder, if required.
City	City of the card holder, if required.
State/Province	State/Province of the card holder, if required.
Postal/Zip Code	Postal/zip code of the card holder, if required. Use a consistent pattern. For example, all letters capitalized, no spaces between letters and names.
Extended door times	Select this checkbox if the card holder is to have extended door time access. Extended door time allows the card holder additional time to progress through the door such as card holder with disabilities. The amount of additional time is determined by the Extended Access field on the Door: Operations page.
PIN Exempt	Select this checkbox if the card holder is to be PIN exempt. NOTE: PIN exempt means the card holder is exempt from entering a pin code on a 'Card & Pin' required door.
Activate Date	Date of activation. NOTE: In order to have access, the card holder status must be active, and the date must be between the Activate Date and Deactivate Date.
Deactivate Date	Date that the card holder is deactivated.
Last Used	Date and time that the card was last used.
Last Door	Last door that the card was used to access.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Holder: Edit screen

The Card Holder: Edit screen is displayed when a card holder is selected on the *Card Holders: Listing page* on page 24.

The page includes the following features:

Feature	Description
First Name	First name of the card holder (e.g. John). Use a consistent approach to this. For example, determine if any apostrophes and hyphens are to be used.
Last Name	Last name of the card holder (e.g. Smith). Use a consistent approach to this. For example, determine if any apostrophes and



Feature	Description
	hyphens are to be used.
Embossed Number	The number printed on the actual card. Cards do not always have an embossed number.
Card Number	Number assigned to card.
PIN	Personal identification number for the card holder than can be entered on card readers with keypads.
Card Holder Status	Status of the card holder. Select either Active or Inactive from the drop-down list. NOTE: In order to have access, the card holder status must be active, and the date must be between the Activate Date and Deactivate Date.
Issue Level	This is the count of how many times a card has been re-issued. For example '3' for the third time a card has been issued. This field is only for information purposes and not directly related to the card number.
External ID	A unique field for imports from external systems in a future release.
Department	Organizational department of the card holder, if required.
Street Address	Street address of the card holder, if required.
City	City of the card holder, if required.
State/Province	State/Province of the card holder, if required.
Postal/Zip Code	Postal/zip code of the card holder, if required. Use a consistent pattern. For example, all letters capitalized, no spaces between letters and names.
Extended door times	Select this checkbox if the card holder is to have extended door time access. Extended door time allows the card holder additional time to progress through the door such as card holder with disabilities. The amount of additional time is determined by the Extended Access field on the Door: Operations page.
PIN Exempt	Select this checkbox if the card holder is to be PIN exempt. NOTE: PIN exempt means the card holder is exempt from entering a pin code on a 'Card & Pin' required door.
Activate Date	Date of activation.
Deactivate Date	Date that the card holder is deactivated.
Last Used	Date and time that the card was last used.
Last Door	Last door that the card was used to access.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Holders: Import from CSV page

This page displays when you select the **Import Card Holders** button on the Card Holders Listing page.

This page provides you with the ability to import a CSV file containing card holder information. For more information see *Importing Card Holders from CSV File* on page 21.

The following fields are available:

Column heading	Description
CSV File	Click Browse and navigate the directory to find the CSV file you want to upload. Click Open to select the file.
Delimiter	Select the delimiter of the file.
Quote Character	Select the quote character used to differentiate the data from the delimiter.
Date Format	Select the date format used in the file.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Generating Reports

The system offers reports about card holders, operators, events and doors.

The reports available are:

- *All Card Holders Report* below.
- *All Operators Report* on the next page.
- *Events by Selected Door Report* on page 31.
- *Events by Selected Card Holder Report* on page 33.
- *Doors Accessible by Selected Card Holder Report* on page 34.
- *Card Holders with Access to Selected Door Report* on page 35.

NOTE: All reports may be printed directly from your browser. You can also copy report output data to Excel or Word simply by selecting and copying all the data in the report output, then pasting it into Excel or Word.

All Card Holders Report

Do the following to generate the All Card Holders report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page is displayed. For more information see *Reports: Listing page* on page 36.

2. Click All Card Holders from the reports list.

The Report: All Card Holders screen displays. For more information see *Report: All Card Holders screen* on page 37.

3. Complete the following search fields, as required (for more information see *Report: All Card Holders screen* on page 37):

- **First Name**
- **Last Name**
- **Card Number**
- **Access Group**
- **Status**
- **From Date**
- **To Date**


NOTE: If nothing is selected in any field, then all card holders will be returned when the search is submitted.



4. Click  to submit the search criteria.


The Report: All Card Holders screen displays a list based on the selected search criteria. The list has the following columns- for more information see *Report: All Card Holders Results screen* on page 37:

- **Last Name**
- **First Name**
- **Status**
- **Card Number**
- **Embossed Number**
- **External ID**
- **Access Groups**
- **Activate Date**
- **Deactivate Date**

NOTE: If there are multiple pages, click the Next or Previous buttons at the bottom right of the page to move between pages.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

5. If you want to export the information in comma separated value format:
 - Click **Export CSV**.
 - Follow the prompts to open or save the file.

NOTE: Only users with the System Administrator role can run the export. Other users will not be able to see the **Export CSV** button.

All Operators Report

Do the following to generate the All Operators report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page displays. For more information see *Reports: Listing page* on page 36.

2. Click **All Operators** from the reports list.



The Report: All Operators screen displays a list based on the selected search criteria. For more information see *Report: All Operators screen* on page 38. The list has the following columns:


- **Last Name**
- **First Name**

- **Status**
- **Department**
- **Role**

NOTE: If there are multiple pages, click the **Next** or **Previous** buttons at the bottom right of the page to move between pages.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Events by Selected Door Report

Do the following to generate the Events by Selected Door report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page displays. For more information see *Reports: Listing page* on page 36.

2. Click **Events by Selected Door** from the reports list.

The Report: Events by selected Door screen displays. For more information see *Report: Events by selected Door screen* on page 39.

3. Complete the following search fields, as required:

- **Door**
- **From Date**
- **To Date**

4. Click  to submit the search criteria.

The Report: Events by Door <Door name> results screen displays a list based on the selected search criteria. The list has the following columns - for more information see *Report: Events by Door <Door name> screen* on page 39:

- **Priority**
- **Panel Date**
- **Source**
- **Event Name**
- **Last Name**
- **First Name**
- **Card Number**
- **Message**

NOTE: If there are multiple pages, click the **Next** or **Previous** buttons at the bottom right of the page to move between pages.

Events by Selected Card Holder Report

Do the following to generate the Events by Selected Door report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page is displayed. For more information see *Reports: Listing page* on page 36.


2. Click **Events by selected Card Holder** from the reports list.

The Report: Events by selected Card Holder screen displays. For more information see *Report: Events by selected Card Holder screen* on page 40.

3. Search for the card holder using one of the following methods:

- If the last name is known, enter all or part of the name in the **Last Name** search field and click **Search**.
- If the first name is known, enter all or part of the name in the **First Name** search field and click **Search**.
- If the full name is known, enter all or part of the last name in the **Last Name** and all or part of the first name in the **First Name** search field and click **Search**.
- If the external ID is known, enter this in the **External Id** search field and click **Search**.
- If the card number is known, enter this in the **Card Number** search field and click **Search**.
- If you want to narrow the date range for a search, complete the **From Date** and/or **To Date** fields then click **Search**.

NOTE: The **Last Name**, **First Name** and **External Id** search fields all have the option of selecting 'Starts With' or 'Equals' as a search modifier. Only use the 'Equals' option if you are entering the full details. If you only want to enter part of the name or external ID then use 'Starts With'.

4. Click on the name of the relevant card holder from the list in the Card Holder field.
5. Click  to run the report for the selected card holder.

The Report: Events by Card Holder <Card Holder name> screen displays a list based on the selected search criteria. (This screen name may change depending on search variables entered on the previous screen.) The list has the following columns - for more information see *Report: Events by Card Holder <Card Holder name> screen* on page 40:

- **Priority**
- **Panel Date**
- **Source**
- **Event Name**
- **Last Name**
- **First Name**
- **Card Number**
- **Message**

NOTE: If there are multiple pages, click the **Next** or **Previous** buttons at the bottom right of the page to move between pages.

Doors Accessible by Selected Card Holder Report

Do the following to generate the Doors Accessible by Selected Card Holder report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page displays. For more information see *Reports: Listing page* on page 36.

2. Click **Doors accessible by selected card holder** from the reports list.

The Report: Doors accessible by selected Card Holder screen displays. For more information see *Report: Doors accessible by selected Card Holder screen* on page 41.

3. Search for the card holder using one of the following methods:

- If the last name is known, enter all or part of the name in the **Last Name** search field and click **Search**.
- If the first name is known, enter all or part of the name in the **First Name** search field and click **Search**.
- If the full name is known, enter all or part of the last name in the **Last Name** and all or part of the first name in the **First Name** search field and click **Search**.
- If the external ID is known, enter this in the **External Id** search field and click **Search**.
- If the card number is known, enter this in the **Card Number** search field and click **Search**.


NOTE: The **Last Name**, **First Name** and **External Id** search fields all have the option of selecting 'Starts With' or 'Equals' as a search modifier. Only use the 'Equals' option if you are entering the full details. If you only want to enter part of the name or external ID then use 'Starts With'.

4. Click on the name of the relevant card holder from the list in the Card Holder field.

5. Click  to submit the search criteria.

The Report: Doors accessible by <Card Holder name> screen displays a list based on the selected search criteria. The list has the following columns - for more information see *Report: Doors accessible by <Card Holder name> screen* on page 42:

- **Name**
- **Access Groups**
- **Schedules**
- **Door Mode**
- **Offline Mode**
- **Custom Door Mode**
- **Custom Schedule**

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click ▲ to sort in ascending order.
- Click ▼ to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the ▲ icon displays. Click this icon to select the other sort option.

Card Holders with Access to Selected Door Report


Do the following to generate the Card Holders with Access to Selected Door report.

1. Select **Reports** from the icon task bar.

The Reports - Listing page displays. For more information see *Reports: Listing page* on the next page.


2. Click **Card Holders with access to selected Door** from the reports list.

The Report: Card Holders with access to selected Door screen displays. For more information see *Report: Card Holders with access to selected Door screen* on page 42.

3. Select a door from the drop-down list in the **Door** field.
4. Click  to generate the report for the selected door.

The Report: Card Holders with access to Door <Door Name> screen displays a list based on the door selected. The list has the following columns - for more information see *Report: Card Holders with access to Door <Door name> screen* on page 42):

- **Last Name**
- **First Name**
- **Status**
- **Card Number**
- **Embossed Number**
- **External ID**
- **Access Groups**
- **Activate Date**
- **Deactivate Date**

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click ▲ to sort in ascending order.
- Click ▼ to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the ▲ icon displays. Click this icon to select the other sort option.

Reports: Screens and Pages

The *Reports: Listing page* below relates to reports in general.

The following screens/pages relate to reports:

<i>Reports: Listing page</i>	36
<i>Report: All Card Holders screen</i>	37
<i>Report: All Card Holders Results screen</i>	37
<i>Report: All Operators screen</i>	38
<i>Report: Events by selected Door screen</i>	39
<i>Report: Events by Door <Door name> screen</i>	39
<i>Report: Events by selected Card Holder screen</i>	40
<i>Report: Events by Card Holder <Card Holder name> screen</i>	40
<i>Report: Doors accessible by selected Card Holder screen</i>	41
<i>Report: Doors accessible by <Card Holder name> screen</i>	42
<i>Report: Card Holders with access to selected Door screen</i>	42
<i>Report: Card Holders with access to Door <Door name> screen</i>	42

Reports: Listing page

When you select **Reports** from the icon task bar, the Reports Listing page is displayed.


This page contains a list of reports. The reports that are available are:

Report	Description
All Card Holders	Produces a list of all card holders who match the selected search criteria. For more information see <i>All Card Holders Report</i> on page 29.
All Operators	Displays a list of all operators which can be sorted as required. For more information see <i>All Operators Report</i> on page 30.
Events by selected Door	Displays a list of events for a selected door over a defined date range. For more information see <i>Events by Selected Door Report</i> on page 31.
Events by selected Card Holder	Displays a list of all events for a selected card holder over a defined date range. For more information see <i>Events by Selected Card Holder Report</i> on page 33.
Doors accessible by selected Card Holder	Displays a list of all doors accessible by a selected card holder. For more information see <i>Doors Accessible by Selected Card Holder Report</i> on page 34.
Card Holders with access to selected Door	Displays a list of card holders who have access to a selected door. For more information see <i>Report: Card Holders with access to selected Door screen</i> on page 42.

Report: All Card Holders screen

The Report: All Card Holders screen is displayed when **All Card Holders** is selected on the *Reports: Listing page* on the previous page.

The screen includes the following features:

Features	Description
First Name	First name of the card holder. This is a wildcard search - the name can be in full (e.g. john) or in part (e.g. 'jo', 'oh' or 'hn').
Last Name	Last name of the card holder. This is a wildcard search - the name can be in full (e.g. smith) or in part (e.g. 'smi' or 'mit').
Card Number	Card number, in full, of the card holders. This is an exact match search.
Access Group	List of defined access groups. Select from the drop-down list.
Status	Status, either i.e. Active or Inactive, of the card holders to be displayed. Select from the drop-down list.
From Date	Select effective or expires and a related date. The effective option maps to the card holder activate date; the expires option maps to the card holder deactivate date. The results shown will be dates equal to or after the date entered. For example, if October 31, 2015 was entered as an effective from date then the search will return all card holders with an activate date on or after October 31, 2015. If no date is entered then all results will display - subject to the entry in the To Date field.
To Date	Select effective or expires and a related date. The effective option maps to the card holder activate date; the expires option maps to the card holder deactivate date. The results shown will be dates equal to or before the date entered. For example, if October 31, 2015 was entered as an effective from date then the search will return all card holders with an activate date on or before October 31, 2015. If no date is entered then all results will display - subject to the entry in the From Date field.
	Click to submit the criteria entered and generate the report results. NOTE: If nothing is selected in any field, a list of all card holders will be returned.


Report: All Card Holders Results screen



The Report: All Card Holders Results screen is displayed when search criteria are submitted on the *Report: All Card Holders screen* above.


The screen includes the following features:

Features	Description
Last Name	Card holder's last name.

Features	Description
First Name	Card holder's first name.
Status	Status (i.e. Active or Inactive) of the card holder.
Card Number	Card number of the card holders.
Embossed Number	Embossed number on the card holder's access card.
External ID	External ID assigned to the card holder.
Access Groups	Access groups assigned to the card holder's record.
Activate Date	Activate date on the card holder record.
Deactivate Date	Deactivate date on the card holder record.
Export CSV	Click this button to export the information in comma separated value format - follow the prompts to open or save the file. NOTE: Only users with the System Administrator role can run the export. Other users will not be able to see the Export CSV button.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click  to sort in ascending order.
- Click  to sort in descending order.


NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.



Report: All Operators screen


The Report: All Operators screen is displayed when an All Operators is selected on the *Reports: Listing page* on page 36. This report has no 'inputs' page. It provides a direct list of all operators.

The screen includes the following features:

Features	Description
Last Name	Operator's last name.
First Name	Operator's first name.
Status	Status (i.e. Active or Inactive) of the operator.
Department	Department on the operator's record.
Role	Role assigned to the operator.

The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:


- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Report: Events by selected Door screen

The Report: Events by selected Door screen is displayed when this report is selected from the list on the Reports - Listing page. For more information see *Reports: Listing page* on page 36.

The screen includes the following features:

Feature	Description
Door	Door to show events for. Select from the drop-down list.
From Date	Select a 'from' date. The results shown will be dates after the date entered. For example, if October 31, 2015 was entered then the search will return all event transactions after October 31, 2015. If no date is entered then all events for that door will display - subject to the entry in the To Date field.
To Date	Select a 'to' date. The results shown will be dates before the date entered. For example, if October 31, 2015 was entered then the search will return all event transactions before October 31, 2015. If no date is entered then all events for that door will display - subject to the entry in the From Date field.
	Click to submit the criteria entered and generate the report results. NOTE: If nothing is selected in any field, a list of all events will be returned.

NOTE: If there are multiple pages, click the **Next** or **Previous** buttons at the bottom right of the page to move between pages.

Report: Events by Door <Door name> screen

The Report: Events by Door <Door name> screen is displayed when search criteria are submitted on the Report: Events by selected Door screen. For more information see *Events by Selected Door Report* on page 31.


The screen includes the following features:

Feature	Description
Priority	Priority assigned to the event (e.g. 10). The priority range is 1 - 999.
Panel Date	Date and time of the event.
Source	Source of the event.
Event Name	Name assigned to the event.
Last Name	Last name of the related card holder.
First Name	First name of the related card holder.
Card Number	Card holder's access card number.
Message	Message noted for the event.

Report: Events by selected Card Holder screen

The Report: Events by selected Card Holder screen is displayed when this report is selected from the list on the Reports - Listing page. For more information see *Reports: Listing page* on page 36.

The screen includes the following filters:


Feature	Description
Last Name	Card holder's last name. There is the option of selecting 'Starts With' or 'Equals' as a search modifier. Only use the 'Equals' option if you are entering the full details. If you only want to enter part of the name then use 'Starts With'.
First Name	Card holder's first name. Select 'Starts With' or 'Equals' as a search modifier if required.
External Id	External ID number of the card holder. This is a unique number that may be assigned to a card holder record. Select 'Starts With' or 'Equals' as a search modifier if required.
Card Number	Card number of the card holder's access card.
From Date	Select a 'from' date. The results shown will be dates after the date entered. For example, if October 31, 2015 was entered then the search will return all event transactions after October 31, 2015. If no date is entered then all events for that door will display - subject to the entry in the To Date field.
To Date	Select a 'to' date. The results shown will be dates before the date entered. For example, if October 31, 2015 was entered then the search will return all event transactions before October 31, 2015. If no date is entered then all events for that door will display - subject to the entry in the From Date field.
Search	Click to search for card holder's using the entered search criteria. NOTE: If nothing is selected in any field, a list of all card holders will be returned in the card holder field.
Card Holder	Select the relevant card holder from the list that is displayed in the Card Holder section.
	Click to submit the criteria entered and then select the card holder. NOTE: If nothing is selected in any field, a list of all events will be returned.



Report: Events by Card Holder <Card Holder name> screen


The Report: Events by Card Holder <Card Holder name> screen is displayed when this report is selected from the list on the Reports - Listing page. For more information see *Reports: Listing page* on page 36.

The screen includes the following features:

Feature	Description
Priority	Priority assigned to the event (e.g. 10). The priority range is 1 - 999.
Panel Date	Panel date and time.
Source	Source of the event.
Event Name	Name assigned to the event.
Last Name	Last name of the card holder.
First Name	First name of the card holder.
Card Number	Card holder's access card number.
Message	Message noted for the event.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:


- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Report: Doors accessible by selected Card Holder screen

The Report: Doors accessible by selected Card Holder screen is displayed when this report is selected from the list on the Reports - Listing page. For more information see *Reports: Listing page* on page 36.

The screen includes the following features:


Feature	Description
Last Name	Card holder's last name. There is the option of selecting 'Starts With' or 'Equals' as a search modifier. Only use the 'Equals' option if you are entering the full details. If you only want to enter part of the name then use 'Starts With'.
First Name	Card holder's first name. Select 'Starts With' or 'Equals' as a search modifier if required.
External Id	External ID number of the card holder. This is a unique number that may be assigned to a card holder record. Select 'Starts With' or 'Equals' as a search modifier if required.
Card Number	Card number of the card holder's access card.
Search	Click to search for card holder's using the entered search criteria.
Card Holder	Select the card holder from the list for the report.
	Click to submit the criteria entered and then select the relevant card holder from the list that is displayed in the Card Holder section.



Report: Doors accessible by <Card Holder name> screen


The Report: Doors accessible by <Card Holder name> screen is displayed when this report is generated on the Report: Doors accessible by selected Card Holder page. For more information see *Report: Doors accessible by selected Card Holder screen* on the previous page.

The screen includes the following features:

Feature	Description
Name	Name of the door.
Access Groups	Related access groups.
Schedules	Related schedules.
Door Mode	Current mode of the door (e.g. Card Only).
Offline Mode	Current offline mode for the door (e.g. No Access).
Custom Door Mode	Custom mode applied to the door.
Custom Schedule	Custom schedule applied to the door.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:


- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Report: Card Holders with access to selected Door screen

The Report: Card Holders with access to selected Door screen is displayed when the report is selected from the list on the Reports - Listing page - for more information see *Reports: Listing page* on page 36.

The screen includes the following features:

Features	Description
Door	Drop-down list of doors. Select an option from the list.
	Click to submit the criteria entered and generate the report results.


Report: Card Holders with access to Door <Door name> screen



The Report: Card Holders with access to Door <Door name> screen is displayed when search criteria are submitted on the Report: Card Holders with access to selected Door screen. For more information see *Report: Card Holders with access to selected Door screen* above.


The screen includes the following features:

Features	Description
Last Name	Card holder's last name.

Features	Description
First Name	Card holder's first name.
Status	Status (i.e. Active or Inactive) of the card holder.
Card Number	Card number of the card holders.
Embossed Number	Embossed number on card holder's access card.
External ID	External ID number of the card holder. This is a unique number that may be assigned to a card holder record.
Access Groups	Access groups assigned to the card holder record.
Activate Date	Activate date on the card holder record.
Deactivate Date	Deactivate date on the card holder record.

NOTE: The list can be sorted in ascending or descending order by any column by clicking  in the column that you want to sort by:

- Click  to sort in ascending order.
- Click  to sort in descending order.

NOTE: Once a sort order has been assigned, only the sort option that was selected is available. For example, if you select to sort in ascending order, the  icon displays. Click this icon to select the other sort option.

Physical Access: Introduction

When you click **Physical Access** from the icon task bar on the home page, the following sub-options are displayed:

Feature	Description
Doors	This feature enables the qualified operator to define and maintain doors connected to the defined panels.
Subpanels	This feature enables the qualified operator to define and maintain subpanels connected to the ACM Embedded Controller.
Card Formats	This feature enables the qualified operator to define and maintain card formats.
Events	This feature enables the qualified operator to define and maintain system events.
Access Groups	This feature enables the qualified operator to define and maintain access groups.

Doors

Doors are logical units incorporating one or more components that are connected to a panel.

These components could include:

- Doors
- Lock (such as magnetic or strike) or relay
- Reader
- Keypad

These items do not need to be physically installed on a door, but should be included if they affect how the door locks or opens.

Controlling Doors

From the Doors Listing page, you can choose to control one or more doors through the ACM Embedded Controller software.









1. Select **Physical Access** or **Monitor > HW Status** from the icon task bar.

Either the Hardware Status - Listing page, if you selected **Monitor > HW Status**, or Doors - Listing page, if you selected **Physical Access**, is displayed.

2. Select the check box beside one or more doors you want to control in the Doors list.

If you want to affect all the doors in your system, click **All** at the top of the left column to select all the doors.

3. Click any of the following buttons:

-  Unlock. Click this button to unlock the specified door. This door will remain unlocked until the **Restore** command is issued or until another change of state is directed (either via operator override or scheduled action).
-  Lock. Click this button to disable the specified door reader. This door reader will remain disabled until the **Restore** command is issued or until another change of state is directed either via operator override or scheduled action.
-  Grant. Click this button to grant temporary access to the specified door. The door will be momentarily unlocked to permit entry through the door.
-  Restore. Click this button to restore the door to its default configuration values.
-  Mask Held. Click this button to mask the Door Held Open Event for this door.
-  Unmask Held. Click this button to unmask the Door Held Open Event for this door.
-  Mask Forced. Click this button to mask the Door Forced Open Event for this door.
-  Unmask Forced. Click this button to unmask the Door Forced Open Event for this door.

Editing Doors

Do the following to view the edit door details.

1. Select **Monitor > HW Status** or **Physical Access** from the icon task bar.


Either the Hardware Status - Listing page, if you selected **Monitor > HW Status**, or Doors - Listing page, if you selected **Physical Access**, is displayed.

2. Click on the door name (e.g. V100 - Front Door).

The Door: Parameters screen displays. For more information see *Door: Parameters screen* on page 65.

3. The following fields are available on the default Parameters tab:

- **Name**
- **Door mode**
- **Offline mode**
- **Custom Door Mode**
- **Custom Schedule**
- **Mask Forced During**
- **Mask Held During**
- **Always Mask Forced**
- **Always Mask Held**

- **Door use Tracking**
 - **Don't pulse door strike on REX**
 - **Detailed events**
 - **Enable cipher mode**
 - **Do Not Log Rex Transactions**
4. The following fields are available on the Operations tab (the Door: Operations screen displays - for more information see *Door: Operations screen* on page 67):
- **Name**
 - **Strike Mode**
 - **Held Pre-Alarm**
 - **Minimum Strike Time**
 - **Standard Access Time**
 - **Held Open Time**
 - **Extended Access**
 - **Extended Held Open Time**
 - **Card Formats**
5. Click  to save your changes.

Viewing Door Details

Do the following to view the door details.

1. Select **Physical Access** or **Monitor > HW Status** from the icon task bar.

Either the Hardware Status - Listing page, if you selected **Monitor > HW Status**, or Doors - Listing page, if you selected **Physical Access**, is displayed.

2. Review the list.
3. Click on the door name (e.g. Front Door).

The Door: Parameters screen displays. For more information see *Door: Parameters screen* on page 65.

4. Click  to return to the Doors Listing page once you have viewed the door details.

Door Modes

When you see the Door Mode option on the Door: Parameters screen, the following options are listed:

NOTE: Some of the options are not listed if it is not supported by the door module.

Feature	Description
Card & Pin	This door can only be accessed using both a valid card and a PIN.
Card Only	This door can be accessed using a card. No PIN is required.
Card or Pin	This door can be accessed either by entering a valid PIN at a keypad or by using a valid card at the card reader.

Feature	Description
Facility code only	This door can be accessed using a valid card with a valid facility code only, the card number is not checked.
Locked no access	This door is always locked. No access is allowed.
Pin Only	This door can only be accessed by entering a valid PIN at a keypad. No card is required.
Unlocked	This door is always unlocked.

Subpanels

A subpanel is a physical panel that can communicate with the ACM Embedded Controller. The connected subpanels are used to connect card readers, inputs and outputs for management by the ACM Embedded Controller. Supported subpanels include the HID VertX V100 two-door subpanel, V200 input subpanel and the V300 Output subpanel.

Adding New Subpanels

Do the following to add new subpanels.

1. Select **Physical Access > Subpanels** from the icon task bar.

The Subpanels - Listing page displays. For more information see *Subpanels: Listing page* on page 68.


2. Click  (Add New Subpanel).

The Subpanels: Add New screen displays. For more information see *Subpanels: Add New screen* on page 69.

3. Complete the fields as required:

- **Name**
- **Model**
- **Port**
- **Address**

NOTE: The **Type** field also displays. This defaults as 'Subpanel'.

4. Click  to save your changes.

The Subpanels screen displays with the new subpanel added to the subpanels list.

Editing Subpanels

Do the following to view the edit subpanel details.

1. Select **Physical Access > Subpanels** or **Monitor > HW Status** from the icon task bar.

If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels.
3. Click on the subpanel name (e.g. V100 - 1).

The Subpanel: Hardware Status screen displays. For more information see *Subpanel: Hardware Status screen* on page 70.

4. At the top of the screen the following fields display:

- **Name**
- **Model**
- **Comms**

5. The following hardware types are available, depending on the type of subpanel configured:

Subpanel type	Details
V100	<ul style="list-style-type: none">• Output• Door Input• Door Output• Door Reader
V200	<ul style="list-style-type: none">• Input• Output
V300	<ul style="list-style-type: none">• Input• Output

6. Inputs can be masked and unmasked using the **Mask** and **Unmask** button.

NOTE: The status of the input changes to blue when masked.

7. Outputs can be set to:

- **On**
- **Off**
- **Pulse**

NOTE: The status of the output changes to red while the output is active.

8. Click Parameters.

The Subpanel: Parameters screen displays.

9. Review/edit the following fields on the Parameters tab:

- **Name**
- **Model**
- **Port**
- **Address**

6. Click  to save your changes.

Editing ACM Embedded Controller

Do the following to view the edit ACM Embedded Controller hardware details.

1. Select **Physical Access > Subpanels** or **Monitor > HW Status** from the icon task bar.

If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels. The ACM Embedded Controller is the first entry on the list.

3. Click on the embedded controller name (e.g. ACM Embedded Controller).

The Subpanel: Parameters screen displays. For more information see *Subpanel: Parameters screen* on page 69.

4. At the top of the screen the following fields display:

- **Name**
- **Model**
- **Comm**

5. The following hardware types are available to access :

- Input
- Output

6. Inputs can be masked and unmasked using the **Mask** and **Unmask** button.

NOTE: The status of the input changes to blue when masked.

7. Outputs can be set to:

- **On**
- **Off**
- **Pulse**


NOTE: The status of the output changes to red while the output is active.

8. Click **Parameters**.

The Subpanel: Parameters screen displays.

9. The **Name** field is available to review/change.

NOTE: The Model, Port and Address fields display but are not editable.

10. Click  to save your changes.

Viewing Subpanels

Do the following to view the full subpanel details.

1. Select **Physical Access > Subpanels** or **Monitor > HW Status** from the icon task bar.

If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels.
3. Click on the subpanel name (e.g. V100 - Front Door).


The Subpanel: Hardware Status screen displays. For more information see *Subpanel: Hardware Status screen* on page 70.

4. Review the hardware list that is displayed.

For more information see *Editing Subpanels* on page 48.

5. Click the **Parameters** tab to view subpanel parameter details.

The Subpanel: Parameters screen displays. For more information see *Subpanel: Parameters screen* on page 69.


6. Click  to return to the previous page once you have viewed the subpanel details.

Deleting Subpanels

Do the following to delete subpanels.

1. Select **Physical Access > Subpanels** from the icon task bar.

The Subpanels - Listing page displays. For more information see *Subpanels: Listing page* on page 68.

2. Review the list of subpanels.
3. Click  in the Delete column for the relevant subpanel.

The Message from webpage dialog box displays with the message 'Are you sure?'

4. Click **OK** to confirm the deletion.

The subpanel should no longer display in the list on the Subpanels - Listing page.

Inputs, Outputs and Readers

Inputs

Inputs are associated with panels or doors and can include but is not limited to:

- Motion sensors
- Door contacts
- REX (request to exit) inputs

Inputs can be controlled in two ways:

- Masking
- Unmasking

Masked inputs do not report status change. Unmasked inputs function normally.

NOTE: There are two ways to mask an input: *default masking* on the Input: Edit screen, and *dynamic masking* on the Subpanel: Hardware Status screen. During the current session dynamic masking will override the default masking. However, after a reboot the system defaults back to the default masking.

Outputs

Outputs are devices that perform tasks in response to input data such as unlocking a door (e.g. via devices such as strikes and magnetic locks).

In general, these devices are activated by panels or subpanels that use relays to initiate activation. Output devices can have one of the following states:

- On - energized
- Off - de-energized
- Pulse - intermittently on and off

Locks, in general, and strikes, specifically, come in several varieties that support a locked state that is either energized or de-energized. The default state is either locked or unlocked. This is for safety reasons. In the case of power outages and emergency shutdowns, many doors must 'fail safe', meaning that they unlock whenever the power goes off, allowing people to exit an area. Other doors, such as bank vaults and secured areas, must 'fail secure', meaning that a de-energized state requires the lock to remain secure.

Many outputs, such as sliding doors, alarms or warning lights need to be turned on and off. In order to do this, relays on many panels also provide a pulse feature that energizes the output for a specified amount of time then de-energizes the output for a specified amount of time.

Doors and other outputs can be activated by the user following a valid card or code entry.

Readers

Readers read cards and send the data to the ACM Embedded Controller.

Editing Inputs

Do the following to edit inputs for V100, V200 and V300 subpanels.

1. Select **Monitor > HW Status** or **Physical Access > Subpanels** from the icon task bar.

If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels.
3. Click on the subpanel name (e.g. V200 - 1).

The Subpanel: Hardware Status screen displays. For more information see *Subpanel: Hardware Status screen* on page 70.

4. Select the input to edit from the list that is displayed (e.g. V200 Input).

The Input: Edit screen displays. For more information see *Input: Edit screen* on page 70.

5. The following fields are available to edit:
 - **Name**
 - **EOL Resistance**
 - **Debounce**
 - **Default Masking** (this does not display for door inputs)

NOTE: There are two ways to mask an input: *default masking* on the Input: Edit screen, and *dynamic masking* on the Subpanel: Hardware Status screen. During the current session dynamic masking will override the default masking. However, after a reboot the system defaults back to the default masking.

6. Click  to save your changes.

Editing Outputs

Do the following to edit outputs.

1. Select **Physical Access > Subpanels** or **Monitor > HW Status** from the icon task bar.

If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels.
3. Click on the subpanel name (e.g. ACM Embedded Controller).

The Subpanel: Hardware screen displays. For more information see *Subpanel: Hardware Status screen* on page 70.

4. Select the output to edit from the list that is displayed (e.g. V1000 Output).
5. The following fields are available to edit:

- **Name**
- **Pulse Time**

6. Click  to save your changes.

Editing Readers

Do the following to edit readers.

1. Select **Physical Access > Subpanels** or **Monitor > HW Status** from the icon task bar.


If you selected: **Monitor > HW Status**, the Hardware Status - Listing page displays. **Physical Access**, the Subpanels - Listing page displays.

2. Review the list of subpanels.
3. Click on the subpanel name (e.g. V100 1).

The Subpanel: Hardware screen displays. For more information see *Subpanel: Hardware Status screen* on page 70.

4. Click the **Hardware** tab.
5. Select the reader to edit from the list that is displayed (e.g. V100 1 - Door 1 Reader).
6. The following fields are available to edit on the Reader: Edit screen:

- **Name**
- **Keypad Decode**

7. Click  to save your changes.

Card Formats

The ACM Embedded Controller card formats are the specific details of an access cards binary format and the defined locations of the start bits and length of bits for each defined section. The card format also defines the specific format type and specific facility code.


The ACM Embedded Controller default database has several predefined card formats. This enables the qualified operator to define custom card formats.

Adding Card Formats

Do the following to add card format details.

1. Select **Physical Access > Card Formats** from the icon task bar.

The Card Formats - Listings page displays. For more information see *Card Formats: Listing page* on page 72.

2. Review the list of card formats.
3. Click  to add a new Wiegand card format.

The Card Formats: Edit screen displays. For more information see *Card Formats: Edit screen* on page 73.

4. Complete the following fields as required:

- **Name**
- **Card Format Type**
- **Max Bits**
- **Facility Code**
- **Suppress Facility Check**
- **Facility Code Location**
- **Card Number Location**
- **Even Parity Location**
- **Odd Parity Location**
- **Issue Level Location**
- **Facility Code Length**
- **Card Number Length**
- **Even Parity Length**
- **Odd Parity Length**
- **Issue Level Length**

5. Click  to save your changes.

Editing Card Formats

Do the following to edit card format details.

1. Select **Physical Access > Card Formats** from the icon task bar.


The Card Formats - Listing page displays. For more information see *Card Formats: Listing page* on page 72.

2. Review the list of card formats.
3. Click on the card format name (e.g. 26 bit wiegand).

The Card Formats: Edit screen displays. For more information see *Card Formats: Edit screen* on page 73.

4. The following fields are available to review/change:

- **Name**
- **Card Format Type**
- **Max Bits**
- **Facility Code**
- **Suppress Facility Check**
- **Facility Code Location**
- **Card Number Location**
- **Even Parity Location**
- **Odd Parity Location**
- **Issue Level Location**
- **Facility Code Length**
- **Card Number Length**
- **Even Parity Length**
- **Odd Parity Length**
- **Issue Level Length**

5. Click  to save your changes.

Viewing Card Formats

Do the following to view card format details.


1. Select **Physical Access > Card Formats** from the icon task bar.

The Card Formats - Listing page displays. For more information see *Card Formats: Listing page* on page 72.

2. Review the list of card formats.
3. Click on the card format name (e.g. 26 bit wiegand) of the card format that you want to view.

The Card Formats: Edit screen displays. For more information see *Card Formats: Edit screen* on page 73.

NOTE: For system users with Operations Manager access, the Card Formats: Show screen displays. The fields on this screen are display only and are not editable. For more information see *Card Formats: Show screen* on page 74.

4. View the details that display.
5. Click  to return to the Card Formats Listing page.


Deleting Card Formats

Do the following to delete card formats.

NOTE: Deleting a card format that has been assigned to a door will cause the reader to no longer be able to read that card format and could result in access denied attempts.

1. Select **Physical Access > Card Formats** from the icon task bar.

The Card Formats - Listing page displays. For more information see *Card Formats: Listing page* on page 72.

2. Review the list of card formats.
3. Click  in the Delete column for the relevant card format.

The Message from webpage dialog box displays with the message 'Are you sure?'

4. Click **OK** to confirm the deletion.

The card format will no longer display in the card formats list on the Card Formats Listing page.

Edit Events

The system will generate events to notify you of issues that may require your attention. Events include messages issued by devices in the system.

You cannot create new events but can customize the existing system events.

Editing Events

Do the following to edit event details.

1. Select **Physical Access > Events** from the icon task bar.

The Events - Listing page is displayed. For more information see *Events: Listing page (Monitor)* on page 6.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.

2. Review the list.
3. Click on the event name (e.g. Subpanel offline).

The Event: Edit screen displays.

4. The following fields are available to edit:

- **ID**
- **Source**
- **Name**
- **Priority**
- **Masked**
- **Email**

For more information, see *Event: Edit screen* on page 75.

5. Click  to save your changes.

Viewing Events

Do the following to view the full event details.


1. Select **Physical Access > Events** from the icon task bar.

The Events - Listing page displays. For more information see *Event: Edit screen* on page 75.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.

2. Review the list that is displayed.
3. Click on the event name (e.g. Subpanel offline).

The Event: Edit screen displays. For more information see *Event: Edit screen* on page 75.

4. Click  to return to the Events Listing page once you have viewed the event details.

Access Groups


An access group is a list of one or more doors with a schedule. An access group may be assigned to a card holder in order to provide access to the doors in the list during the time of the assigned schedule.

Adding Access Groups

Do the following to add access groups.

1. Select **Physical Access > Access Groups** from the icon task bar.

The Access Groups - Listing page displays. For more information see *Access Groups: Listing page* on page 76.

2. Click  to add a new access group.




The Access Group: Add New screen displays. For more information see *Access Group: Add New screen* on page 76.

3. Complete the following fields:

- **Name**
- **Schedule**




4. Select one or more doors to assign to the access group from the list that is displayed under the Available heading.

NOTE: To select more than one door, hold the CTRL or SHFT key down as you make your selection.

5. Click  to move the selected door into the Members list.
The door will display in the list under the Members heading. Note that doors can be removed from the Members list by clicking  .
6. Click  to save your changes.

Editing Access Groups

Do the following to edit access groups.


1. Select **Physical Access > Access Groups** from the icon task bar.
The Access Groups - Listing page displays. For more information see *Access Groups: Listing page* on page 76.
2. Review the list of access groups.
3. Click on the name of the access group to be edited (e.g. Finance).
The Access Groups: Edit screen displays. For more information see *Access Groups: Edit screen* on page 76.
4. The following fields are available to edit:
 - **Name**
 - **Schedule**
5. Select one or more doors to assign to the access group from the list that is displayed under the Available heading.
NOTE: To select more than one door, hold the CTRL or SHFT key down as you make your selection.
6. Click  to move the selected door into the Members list.
The door will display in the list under the Members heading. Note that doors can be removed from the Members list by clicking  .
7. Click  to save your changes.

Viewing Access Groups

Do the following to view access group details.

1. Select **Physical Access > Access Groups** from the icon task bar.
The Access Groups Listing page displays. For more information see *Access Groups: Listing page* on page 76.
2. Review the list of access groups.
3. Click on the access group name (e.g. Finance) that you want to view.
The Access Groups: Edit screen displays. For more information see *Access Groups: Listing page* on page 76.

NOTE: For system users with Operations Manager or Card Administrator access, the Access Groups: Show screen displays. The fields on this screen are display only and are not editable. For more information see *Access Groups: Show screen* on page 77.

4. View the details that display.
5. Click  to return to the Access Groups Listing page.


Deleting Access Groups

Do the following to delete an access group.

NOTE: Access groups that have been added to one or more card holders may not be deleted. To delete the access group, it must be removed from all card holders with that access group assigned to them.

1. Select **Physical Access > Access Groups** from the icon task bar.

The Access Groups Listing page displays. For more information see *Access Groups: Listing page* on page 76.

2. Review the list of access groups.
3. Click  in the Delete column for the relevant access group.

The Message from webpage dialog box displays with the message 'Are you sure?'

4. Click **OK** to confirm the deletion.

The access group will no longer display in the access groups list on the Access Groups Listing page.

Linkages and Actions

A linkage can be built based on an event. You can create linkages by selecting "trigger events" and associate this with an action (or group of actions). Should the trigger event be detected, the specified actions will be executed.

Stand alone actions can be:

- created which don't get tied to a trigger event, or
- scheduled to happen for a specific period of time.

There is also an additional action which allows an email to be configured and sent when an action has been executed.

NOTE: Linkages and actions take precedence over schedules e.g. a door is scheduled to be open every day from 08:00 to 17:00, but executing an action to lock the door will override the scheduled mode of operation.

The types of triggers and actions are noted below per source type:

Source Type	Trigger events	Actions
Door	Access denied	Change Door Mode: Card and PIN
	Access denied – PIN Incomplete	Change Door Mode: Card Only
	Attempt to open Locked Door	Change Door Mode: Card or PIN

Card holder PIN not configured	
Deactivated Card Attempt	
Door closed	Change Door Mode: PIN Only
Door has been statically locked	Change Door Mode: Facility Mode Only
Door has been statically unlocked	Change Door Mode: Locked no Access
Door held masked	Change Door Mode: Unlocked
Door held open	Change Door Mode: Restore
Door held open pre-alarm	Door Mask Forced
Door held unmasked	Door Unmask Forced
Door in Card only mode	Door Mask Held
Door in Card OR PIN mode	Door Unmask Held
Door in Card+PIN mode	Door Grant
Door in facility code mode only	
Door in PIN only mode	
Door Mode does not allow Card	
Door Mode Does Not Allow Unique PIN	
Door opened	
Expired Card Attempt	
Forced door	
Forced door masked	
Forced door unmasked	
Host Rex, Door already open	
Host Rex, Door not used	
Host Rex, Door used	
Host Rex, Non-verified	
Host Rex, Use Pending	
Incorrect PIN code has been entered	
Invalid Card- Before Activation	
Invalid Card Schedule	
Invalid facility code	
Local Grant	
Local Grant – not used	
Local Grant – used	

	Local Grant Already Open Local Grant Use Pending NORMAL Door held open NORMAL Forced Door Rex Pressed, Door already open Rex Pressed, Door not used Rex Pressed, Door used Rex Pressed, Non-verified Rex Pressed, Use Pending Unknown Card Unknown card format Unknown command Unknown PIN Only request Valid Card at an unauthorized reader Valid card with an incorrect issue level	
Input	Input point in fault NORMAL Input point in fault Input point in alarm NORMAL Input point in alarm Input point masked Input point unmasked	Mask Unmask
Output	Output point active Output point inactive	Activate Deactivate Pulse
Schedule	Schedule active Schedule active belated notification Schedule inactive Schedule inactive belated notification Schedule inactive premature notification	



Subpanel	Battery alarm
	Controller type mismatch
	NORMAL Battery Alarm
	NORMAL Power Loss
	NORMAL Subpanel offline
	NORMAL Tamper
	Power Loss
	Subpanel offline
	Tamper


NOTE: The email action is a standalone action which doesn't directly correspond to any trigger event or source.

Adding Linkages and Actions

Do the following to add linkages and actions.

1. Select **Physical Access > Linkages and Actions** from the icon task bar.

The Linkages and Actions - Listing page displays. For more information see *Linkages and Actions: Listing page* on page 77.

2. Click  to add a new linkage and action.

The Linkage and Action: Add New screen displays. For more information see *Linkage and Action: Add New screen* on page 78.

3. Complete the following fields:

- **Linkage Name**
- **Status**
- **Trigger**
- **During Schedule**
- **Event By** (displays only if Door is selected as the Source type in the Trigger field)

NOTE: There are limits to how many Triggers (source types, source, events) can be selected. Each section displays a count of how many you have selected as well as the maximum number that can be selected for that particular option e.g. Output Type (2/4).

NOTE: When Door is selected as the source type, the trigger events available will vary depending on the option selected in the Event By field, as only certain events can be associated to cardholders or access groups. Only when your trigger event can be directly associated with a cardholder will you be able to select from those fields.

4. If cardholder was selected in the **Event By** field then complete a search for the cardholder by completing the following fields (as required) and then clicking **Search**:

- **Last Name**
- **First Name**
- **External Id**
- **Card Number**


NOTE: Select the relevant cardholders in the **Card Holder** field.

5. If access group was selected in the **Event By** field, then complete the **Access Group** field.

6. Complete the **Actions** field, including an Action Type and Parameters.

NOTE: There are limits to how many Action types can be selected. The heading displays a count of how many you have selected as well as the maximum number that can be selected e.g. Action Type (1/1).

NOTE: The **Summary** field displays a summary of the selections made in all other fields.

7. Click  to save your changes.

Editing Linkages and Actions

Do the following to edit linkages and actions.

1. Select **Physical Access > Linkages and Actions** from the icon task bar.

The Linkages and Actions - Listing page displays. For more information see *Linkages and Actions: Listing page* on page 77.

2. Click the Name of the linkage/action to be edited.

The Linkage and Action: Edit screen displays. For more information see *Linkage and Action: Edit screen* on page 79.

3. Check/update the following fields:

- **Linkage Name**
- **Status**
- **Trigger**
- **During Schedule**
- **Event By** (displays only if Door is selected as the Source type in the Trigger field)


NOTE: There are limits to how many Triggers (source types, source, events) can be selected. Each section displays a count of how many you have selected as well as the maximum number that can be selected for that particular option e.g. Output Type (2/4).

NOTE: When Door is selected as the source type, the trigger events available will vary depending on the option selected in the Event By field, as only certain events can be associated to cardholders or access groups. Only when your trigger event can be directly associated with a cardholder will you be able to select from those fields.

4. If cardholder was selected in the **Event By** field then complete a search for the cardholder by completing the following fields (as required) and then clicking **Search**:

- **Last Name**
- **First Name**
- **External Id**
- **Card Number**

NOTE: Select the relevant cardholders in the **Card Holder** field.


5. If a cardholder is to be removed, then select the cardholder in the right-hand box and click  to remove them.

6. If access group was selected in the **Event By** field, then review/update the **Access Group** field.

7. Review/update the **Actions** field, which includes an Action Type and Parameters.

NOTE: There are limits to how many Action types can be selected. The heading displays a count of how many you have selected as well as the maximum number that can be selected e.g. Action Type (1/1).

NOTE: The **Summary** field displays a summary of the selections made in all other fields.

8. Click  to save your changes.

Viewing Linkages and Actions

Do the following to view linkages and actions.

1. Select **Physical Access > Linkages and Actions** from the icon task bar.

The Linkages and Actions - Listing page displays. For more information see *Linkages and Actions: Listing page* on page 77.

2. Click on the linkage to be viewed.

The Linkage and Action: Edit screen displays. For more information see *Linkage and Action: Edit screen* on page 79.

3. View the displayed information.

Deleting Linkages and Actions

Do the following to delete linkages and actions.

1. Select **Physical Access > Linkages and Actions** from the icon task bar.

The Linkages and Actions - Listing page displays. For more information see *Linkages and Actions: Listing page* on page 77.

2. Click  for the linkage/action that you want to delete.

A dialog box will display - click **OK** to confirm the deletion.

Physical Access: Screens and Pages

The following pages/screens relate to physical access:








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Doors: Listing page

When you select **Physical Access** from the icon task bar, the Doors Listing page is displayed.

This page contains a table which lists all doors, and provides an overview of the door status.

Column heading	Description
All	<p>Allows you to select individual doors to edit, or click the All column heading to select all doors.</p> <p>For more information see:</p> <ul style="list-style-type: none"> • <i>Viewing Door Details</i> on page 46

Column heading	Description
	<ul style="list-style-type: none"> • <i>Editing Doors</i> on page 45
Name	<p>Name assigned to the door (e.g. Dallas_L5_FinanceDoor1).</p> <p>Use a consistent naming pattern in order to make searching and changing details easier. For example, <location>_<level>_<work area> <unique door identifier>.</p>
	<p>Communication status.</p> <p>Indicates the communication status between the V100 subpanel and the ACM Embedded Controller hardware. The color indicates the current status.</p>
	<p>Lock status.</p> <p>Indicates whether this door is:</p> <ul style="list-style-type: none"> • locked - card reader disabled, or • unlocked - door relay has been activated, which will unlock the electric lock and disable the card reader. <p>Select Restore to enable the card reader and return the door to its default status. The color indicates the current status.</p>
	<p>Power status.</p> <p>Indicates the status of the AC fail input on the door's V100 subpanel. The color indicates the current status.</p>
	<p>Tamper status.</p> <p>Indicates the status of the tamper input on the doors V100 subpanel. The color indicates the current status.</p>
	<p>Battery status.</p> <p>Indicates the status of the battery fail input on the doors V100 subpanel. The color indicates the current status.</p>
	<p>Forced status.</p> <p>Indicates whether this door is in a forced state. The color indicates the current status.</p>
	<p>Held status.</p> <p>Indicates whether this door is currently in a held open state. The color indicates the current status.</p>
Closed/Opened	Dynamic indicator of the status of the door contact input.
Mode	Access mode for the door (e.g. Card Only).

NOTE: For more information on the status colors that display refer to *Status Colors* on page 10.



Door: Parameters screen

The Door: Parameters screen is displayed when a door is selected on either the Hardware Status - Listing page or Doors - Listing page.

The screen includes the following features:

Field	Description
Name	Name assigned to the door. For example, Dallas_L5_AP_Door1.

Field	Description
	Use a consistent naming pattern in order to make searching and changing details easier. For example, <location>_<level>_<work area> <unique door identifier>.
Door mode	<p>Specifies the entry mode for the door when online with the host.</p> <p>Select the door mode from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> • Card & Pin - both an access card and a pin are required for access • Card Only - an access card only is required for access • Card or Pin - either an access card or a pin is required for access • Facility code only - facility code only is required for access (the card number is not checked) • Locked no access - door is locked, no access is available • Pin Only - pin only required for access • Unlocked - door is unlocked, no entry restrictions
Offline Mode	<p>Specifies the entry mode used for the door if the V100 supanel is no longer communicating with the ACM Embedded Controller hardware.</p> <p>Select the offline mode for the door from the drop-down list - select either Facility code only or Locked no access.</p>
Custom Door Mode	<p>Special mode to use during a time schedule specified in the 'Custom Schedule' field. For example, during normal working hours, it might only be necessary to use a card only entry at a particular door, whereas after midnight, you would enforce PIN code and card.</p> <p>Select the door mode from the drop-down list. The available options areas per Door mode above.</p>
Custom Schedule	<p>The time during which the custom mode specified above is activated. Only those schedules previously defined for this system appear in this list.</p> <p>Select the schedule from the drop-down list.</p>
Mask Forced During	<p>The time during which this door is masked even when a forced open condition is detected. Only those schedules previously defined for this system appear in this list.</p> <p>Select the schedule from the drop-down list.</p>
Mask Held During	<p>The time during which Door Held Open events from this door will be masked. Only those schedules previously defined for this system appear in this list.</p> <p>Select the schedule from the drop-down list.</p>
Always Mask Forced	Specifies that Door Forced Open events at this door are always masked.
Always Mask Held	Specifies that Door Held Open events at this door are always masked.
Door use Tracking	<p>Determines if door use events are tracked.</p> <p>Select either:</p> <ul style="list-style-type: none"> • None: No door use events are recorded. • Used: All door use events are recorded. • Used with Pending: Door use events are recorded, including pending statuses.

Field	Description
Don't pulse door strike on REX	Check this box to disable the pulse of the door strike output when the request-to-exit input is activated. This can be used to effect a 'quiet' exit. If this box is not checked, the output is pulsed.
Detailed events	Check this box to generate detailed events of all hardware at the door including door position masking, timer expirations and output status. Typically, five to ten detailed transactions will be generated for each grant transaction.
Enable cipher mode	Check this box to enable cipher mode. Cipher mode allows the operator to enter card number digits at the door's keypad. NOTE: The Door Mode must be set to "Card or Pin" and the * on the keypad must proceed the card number followed by #.
Do Not Log Rex Transactions	Check this box to indicate that request-to-exit transactions are not logged by the system.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Door: Operations screen

The Door: Operations screen is displayed when a door is selected on either the Hardware Status - Listing page or Doors - Listing page.

The page includes the following features:






Feature	Description
Name	Name assigned to the door (e.g. Dallas_L5_FinanceDoor1).
Strike Mode	Defines when a door should relock. Specifies if the strike is deactivated when the door is opened, when the door is closed, or when the strike timer expires. Options are: <ul style="list-style-type: none"> • Cut short when open – the strike is deactivated on open • Turn off on close – the strike is deactivated on close • Full strike time Select the strike mode from the drop-down list (e.g. Cut short when open).
Held Pre-Alarm	Enter the number of seconds a door can be held open before a pre-alarm is issued. This field is the time in seconds before the Door Held Open pre-alarm event is activated which may be used to send an email notification.
Minimum Strike Time	Enter the minimum time for the doors output relay to be energized. This is used in conjunction with minimum strike time which can be affected by the door contact. Minimum strike time is not affected by the doors contact.
Standard Access Time	Enter the number of seconds the door remains unlocked after access has been granted. If the door is not opened within this time, it may be configured to automatically lock based on the strike mode.

Feature	Description
Held Open Time	Enter the number of seconds the door can be held open after a valid access or valid egress before a Door Held Open event is generated.
Extended Access	Enter the number of seconds the door remains unlocked after access has been granted to card holders with the extended door times check box selected. This feature is useful for users that may require more time to enter a door, such as individuals with physical disabilities.
Extended Held Open Time	Enter the number of seconds the door can be held open for card holders with extended door time permissions. This feature is useful for users that may require more time to enter a door, such as individuals with physical disabilities.
Card Formats	Select all relevant card formats for the specific doors reader. The default options are below, however custom card formats may be created and assigned to doors as required: <ul style="list-style-type: none"> • 26-bit wiegand • 34-bit wiegand • 37 bit HID10304 • 56 bit Avigilon

Subpanels: Listing page

When you select **Physical Access > Subpanels** from the icon task bar, the Subpanels Listing page is displayed.

This page contains a table which lists all subpanels, and provides an overview of the subpanel status.



Column heading	Description
Name	Subpanel name (e.g. V100 - Front Door). Click the name to view the subpanel details. For more information see <i>Viewing Subpanels</i> on page 50.
	Communications status.
	Power status.
	Tamper status.
	Battery status.
Delete	Indicator of whether the Subpanel can be deleted. If the Delete icon  displays then the subpanel can be deleted, if required. For more information see <i>Deleting Subpanels</i> on page 50.

NOTE: For more information on the status colors that display see *Status Colors* on page 10.

Subpanels: Add New screen

The Subpanels: Add New screen is displayed when you click **Add New Subpanel** on the Subpanels Listing page.



The screen includes the following features:

Feature	Description
Name	Subpanel name (e.g. V100 - Front Door). Use a consistent naming approach for all subpanels.
Type	Defaults to Subpanel. This field is not editable.
Model	Model selection (e.g. V100).
Port	ACM Embedded Controller port to which the subpanel is connected.
Address	Select the address from the list. There are 16 options - numbered from 0 to 15. Previously used addresses will not display in the drop-down list.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Subpanel: Parameters screen

The Subpanel: Parameters screen is displayed when a subpanel (or ACM Embedded Controller) is selected on either the *Hardware Status: Listing page* on page 8 or *Subpanels: Listing page* on the previous page.



The screen includes the following features:

Field	Description
Name	ACM Embedded Controller) or subpanel name (e.g. V100 - Front Door). Use a consistent naming approach for all subpanels.
Model	Model selection (e.g. V100). Select from the drop-down list.
Port	ACM Embedded Controller port to which the subpanel is connected. Select from the drop-down list.
Address	Select the address from the list. There are 16 options - numbered from 0 to 15. Previously used addresses will not display in the drop-down list.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Subpanel: Hardware Status screen

The Subpanel: Hardware Status screen is displayed when the **Hardware Status** tab is selected on the Subpanel: Parameters screen or when a subpanel is selected on the Subpanels screen.

The screen includes the following features depending on the type of subpanel configured:



Feature	Description
Name	Subpanel name.
Model	Model details (e.g. V100).
Comms	Subpanel communications status (e.g. online).
Power	Subpanel power status (e.g. normal).
Tamper	Subpanel tamper status (e.g. normal).
Battery	Subpanel battery status (e.g. normal).
Input	<p>Input type. The following options are available:</p> <ul style="list-style-type: none"> Click the related hardware name to review and edit. For more information see <i>Editing Inputs</i> on page 51. Select Mask to set a dynamic mask for the selected input. Select Unmask to remove a dynamic mask for the selected input. <p>NOTE: There are two ways to mask an input: <i>default masking</i> on the Input: Edit screen, and <i>dynamic masking</i> on the Subpanel: Hardware Status screen. During the current session dynamic masking will override the default masking. However, after a reboot the system defaults back to the default masking.</p>
Output	<p>Output type. The following options are available:</p> <ul style="list-style-type: none"> Click the related hardware name to review and edit. For more information see <i>Editing Outputs</i> on page 52. Click On, Off or Pulse to change the status for the selected subpanel.
Door input	Door input type. Click the related subpanel hardware name to review and edit. For more information see <i>Editing Inputs</i> on page 51.
Door Output	Door output type. Click the related subpanel hardware name to review and edit. For more information see <i>Editing Outputs</i> on page 52.
Reader	Reader type. Click the related subpanel hardware name to review and edit. For more information see <i>Editing Readers</i> on page 52.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Input: Edit screen

The Input: Edit screen is displayed when an input is selected on the *Subpanel: Hardware Status screen* above.

The screen includes the following features:



Field	Description
Name	Input name.

Field	Description
	Take a consistent approach to naming inputs (e.g. V100 1 Door 1 Contact). Ensure that the name matches related readers and outputs.
EOL Resistance	<p>End-of-line resistance refers to resistance levels that must be maintained for input circuits. If the resistance across the circuit is outside of normal parameters, an event is generated.</p> <p>Select the end of line resistance. The options are:</p> <ul style="list-style-type: none"> • 2K2 Normal, 4K4 Active • 4K4 Normal, 2K2 Active • Normally open, No EOL • Normally closed, No EOL
Debounce	<p>Bouncing is the tendency of any two contacts in an electronic device to generate multiple signals as the contacts close or open.</p> <p>Debounce may be added to ensures that only a single signal will be reported for a single opening or closing of a contact.</p>
Default Masking	<p>Sets the default masking for the input.</p> <p>If checked, the input will not report state changes. If not checked the input will report state changes.</p> <p>NOTE: Default masking will be overridden by dynamic masking. However after a reboot the default masking is reapplied as a default.</p>
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Output: Edit screen

The Output: Edit screen is displayed when an input is selected on the *Subpanel: Hardware Status* screen on the previous page.



The screen includes the following features:

Field	Description
Name	Output name. Use a consistent approach to naming outputs (e.g. V100 1 Door 1 Strike). Ensure that the name matches related inputs and readers.
Pulse Time	<p>Pulse interval time. This is the number of seconds that the output will activate when a pulse command is issued.</p> <p>NOTE: This field is only available on outputs not associated with doors such as auxiliary relays.</p>
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Reader: Edit screen

The Reader: Edit screen is displayed when a reader is selected on the *Subpanel: Hardware Status* screen on page 70.

The screen includes the following features:

Field	Description
Name	Reader name. Use a consistent approach to naming readers (e.g. V100 1 Door 1 Reader). Ensure that the name matches related inputs/outputs.
Keypad Decode	Select the keypad decode/encryption method used by this reader. The options are: <ul style="list-style-type: none">• None• Hughes ID 4 Bit• Indala
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Formats: Listing page

When you select **Physical Access > Card Formats** from the icon task bar, the Card Formats Listing page is displayed.

This page contains a table which lists all card formats.

Column heading	Description
Name	Name of card format (e.g. 26 bit Wiegand). Click on the name to open the Card Format: Edit page. For more information see: <ul style="list-style-type: none">• <i>Editing Card Formats</i> on page 53• <i>Viewing Card Formats</i> on page 54
Type	Type of card format (e.g. Wiegand).
Delete	Provides the option to delete the card format. For more information see <i>Deleting Card Formats</i> on page 55.



Also available is an **Add New Wiegand Format** button. For more information see *Adding Card Formats* on page 53.

Card Format: Add New screen

The Card Format: Add New screen is displayed when the **Add New Wiegand Format** button is selected on the Card Formats - Listing page.

The screen includes the following features:

Feature	Description
Name	Name of this card format. Use a consistent naming pattern. For example, 26-bit Wiegand; 56-bit Avigilon.



Feature	Description
Card Format Type	The card format type (e.g. Wiegand). The field is not editable.
Max Bits	The maximum number of bits this card format can process.
Facility Code	The facility code of this card format.
Suppress Facility Check	Check this box to ignore a facility code check.
Facility Code Location	The location in the bit string of the first bit of the facility code.
Card Number Location	The location in the bit string of the first bit of the card number.
Even Parity Location	The location in the bit string of the first bit of the even parity bit.
Odd Parity Location	The location in the bit string of the first bit of the odd parity bit.
Issue Level Location	The location in the bit string of the first bit of the issue level.
Facility Code Length	The length of the facility code in bits.
Card Number Length	The length of the card number in bits.
Even Parity Length	The even parity length of the number of bits.
Odd Parity Length	The odd parity length of the number of bits.
Issue Level Length	The length of the issue level in bits.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Formats: Edit screen

The Card Formats: Edit screen is displayed when a card format is selected on the *Card Formats: Listing* page on the previous page.

The screen includes the following features:


Feature	Description
Name	Name of this card format. Use a consistent naming pattern. For example, 26-bit Wiegand; 56-bit Avigilon.
Card Format Type	The card format type (e.g. Wiegand). The field is not editable.
Max Bits	The maximum number of bits this card format can process.
Facility Code	The facility code of this card format.
Suppress Facility Check	Check this box to ignore a facility code check.
Facility Code Location	The location in the bit string of the first bit of the facility code.
Card Number Location	The location in the bit string of the first bit of the card number.
Even Parity Location	The location in the bit string of the first bit of the even parity bit.
Odd Parity Location	The location in the bit string of the first bit of the odd parity bit.
Issue Level Location	The location in the bit string of the first bit of the issue level.
Facility Code Length	The length of the facility code in bits.
Card Number Length	The length of the card number in bits.
Even Parity Length	The even parity length of the number of bits.

Feature	Description
Odd Parity Length	The odd parity length of the number of bits.
Issue Level Length	The length of the issue level in bits.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Card Formats: Show screen

The Card Formats: Show screen is displayed when a card format is selected on the *Card Formats: Listing page* on page 72 by a system user with the Operations Manager role. The fields on this screen are display only and are not editable.

The screen includes the following features:

Feature	Description
Name	Name of this card format. Use a consistent naming pattern. For example, 26-bit Wiegand; 56-bit Avigilon.
Card Format Type	The card format type (e.g. Wiegand).
Max Bits	The maximum number of bits this card format can process.
Facility Code	The facility code of this card format.
Suppress Facility Check	If this box is checked, then the facility code check will be ignored.
Facility Code Location	The location in the bit string of the first bit of the facility code.
Card Number Location	The location in the bit string of the first bit of the card number.
Even Parity Location	The location in the bit string of the first bit of the even parity bit.
Odd Parity Location	The location in the bit string of the first bit of the odd parity bit.
Issue Level Location	The location in the bit string of the first bit of the issue level.
Facility Code Length	The length of the facility code in bits.
Card Number Length	The length of the card number in bits.
Even Parity Length	The even parity length of the number of bits.
Odd Parity Length	The odd parity length of the number of bits.
Issue Level Length	The length of the issue level in bits.
	Cancel and return to the previous screen.

Events: Listing page (Physical Access)

When you select **Physical Access > Events** from the icon task bar, the Events Listing page is displayed.

This page contains a table which lists all system events.

Column heading	Description
Name	Name of the event (e.g. Invalid unknown card format). NOTE: Click on the name to access more details of the event. For more information

Column heading	Description
	see <i>Editing Events</i> on page 55.
Source	Source of the event (e.g. Door; Linkage and Action).
Priority	Priority assigned to the event.
Masked	Indicates if the event has been masked.
Email	Indicates if an email address has been recorded against this event.

NOTE: The following symbols display in the Masked and Email columns:



Not masked or no email recorded.



Masked or email recorded.

Event: Edit screen

The Event: Edit screen is displayed when an event is selected on the Events - Listing page.

The screen includes the following features:

Feature	Description
ID	Identifier for the event (e.g. Battery Failure). This cannot be edited.
Source	Source of the event. This cannot be edited.
Name	Name of the event (e.g. Panel battery alarm). Enter new text to edit, if required. Ensure that you use a consistent naming pattern - this will help when you sort the events list by Event Name.
Priority	Priority assigned to the event. Priority 1 alarms appear at the top of the screen, priority 2 alarms appear below the priority alarms, and so on. The priority range is 1 to 999. The Alarm Monitor stacks alarms on the screen according to their panel time. The priority sort must be selected to view in priority order.
Masked	If checked, the event does not report in the event monitor. If not checked, the event does report in the event monitor.
Email	Email of the contact person for this event. Change the email directly to edit. Multiple email addresses can be entered in this field. If entering more than one email address, the emails should be separated by a comma (","). NOTE: The SMTP server must be configured in system settings.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Access Groups: Listing page

When you select **Physical Access > Access Groups** from the icon task bar, the Access Groups Listing page is displayed.

This page contains a table which lists all access groups.



Column heading	Description
Name	Name of access group (e.g. All Areas). Click on the name to open the Access Group: Edit screen. For more information see: <ul style="list-style-type: none">• <i>Viewing Access Groups</i> on page 57• <i>Editing Access Groups</i> on page 57
Delete	Provides the option to delete the access group. For more information see <i>Deleting Access Groups</i> on page 58.

Also available is an **Add New Access Group** button. For more information on adding access groups see *Adding Access Groups* on page 56.

Access Group: Add New screen

The Access Group: Add New screen is displayed when the **Add New Access Group** button is selected on the Access Groups - Listing page.



The screen includes the following features:

Feature	Description
Name	Name of the access group. Enter the name for the new access group. Ensure that all names follow a consistent naming pattern. For example, All Doors; Level 1 Doors; Level 2 Doors; Level 3 Doors.
Schedule	Specify when the access group is active (e.g. 24 Hours Active). Select a schedule from the drop down list. Default options are: <ul style="list-style-type: none">• Never Active• 24 Hours Active Only schedules that have been defined in the system are listed. For more information on adding schedules see <i>Adding Schedules</i> on page 96.
Available	List of available doors to add to the access group.
Members	Lists doors that have been added to the access group.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Access Groups: Edit screen

The Access Groups: Edit screen is displayed when an access group is selected on the *Access Groups: Listing page* above.


The screen includes the following features:

Feature	Description
Name	Name of the access group.If changing the name of the access group, ensure that all names follow a consistent naming pattern. For example, All Doors; Level 1 Doors; Level 2 Doors; Level 3 Doors.
Schedule	Specify when the access group is active (e.g. 24 Hours Active). Select a schedule from the drop down list. Default options are: <ul style="list-style-type: none"> • Never Active • 24 Hours Active Only schedules that have been defined in the system are listed. For more information on adding schedules see <i>Adding Schedules</i> on page 96.
Available	List of all available doors not assigned to this access group.
Members	List of doors assigned to this access group.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Access Groups: Show screen

The Access Groups: Show screen is displayed when an access group is selected on the Access Groups: Listing page *Access Groups: Listing page* on the previous page for system users with the Operations Manager or Card Administrator roles. The fields on this screen are display only and are not editable.



The screen includes the following features:

Feature	Description
Name	Name of the access group.If changing the name of the access group, ensure that all names follow a consistent naming pattern. For example, All Doors; Level 1 Doors; Level 2 Doors; Level 3 Doors.
Schedule	Shows when the access group is active (e.g. 24 Hours Active). Default options are: <ul style="list-style-type: none"> • Never Active • 24 Hours Active Only schedules that have been defined in the system are listed.
Available	List of all available doors not assigned to this access group.
Members	List of doors assigned to this access group.
	Cancel any changes and return to the previous screen.

Linkages and Actions: Listing page

When you select **Physical Access > Linkages and Actions** from the icon task bar, the Linkages Listing page is displayed.

This page contains a table which lists all linkages.



Column heading	Description
Type	Indicates if this is a linkage or action.
Name	Name of the linkage (e.g. Door grant) or action (e.g. Lockdown). Click to open the linkage or action.
Description	Description of linkage (e.g. Grant on Engineering door 1).
Schedule	Schedule applied to the linkage or action (e.g. 24 hours active).
Status	Shows if the linkage or action is enabled or disabled.
Run	Click  to run the linkage or action.
Delete	Click  to delete the linkage or action.



Also available is an **Add New Linkage and Action** button. For more information on adding linkages see Adding Linkages and Adding Actions.

Linkage and Action: Add New screen





The Linkage and Action: Add New screen is displayed when you click **Add New Linkage** and Action on the Linkages and Actions - Listing page.

The screen includes the following standard features:

Feature	Description
Linkage Name	Name of the linkage (e.g. Door grant).
Status	Select if the linkage/action is enabled or disabled.
Trigger	Options are Source Type, Source and Event: <ul style="list-style-type: none"> For source type the options are: Door, Input, Output, Schedule or Subpanel. For source, select the name of the source (e.g. V1000 - Internal SIO-0). For event type, select the event type (e.g. Forced Open).
During Schedule	Schedule that applies (e.g. 24 hours active).
Event By	Displays if door is selected as the source. Select either Cardholder or Access Group.
Actions	Select either Action Type (e.g. email and alarm) or Parameters (e.g. Card & Pin). If Parameters is selected then select each related door (e.g. V100 Door 1) and click  to add to the right-hand box. To select multiple doors, either: <ul style="list-style-type: none"> Click SHFT and select the first and last doors to select a consecutive group. Click CTRL and select each individual door to select a non-consecutive group. <p>NOTE: To deselect a selected door, select it in the right-hand box and click  to remove it.</p>
Notes	Free text notes section.
Summary	Describes the triggers and actions defined.

Feature	Description
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.





The screen includes the following additional fields, depending on the options selected:

Feature	Description
Access Group	<p>Displays if Access Group is selected in the Event By field. Select each access group (e.g. Full access) to be added and click  to add to the right-hand box.</p> <p>To select multiple access groups, either:</p> <ul style="list-style-type: none"> • Click SHFT and select the first and last access groups to select a consecutive group. • Click CTRL and select each individual access group to select a non-consecutive group. <p>NOTE: To deselect a selected access group, select it in the right-hand box and click  to remove it.</p>
Last Name	Search field for last name of cardholder. Displays if cardholder is selected in the Event By field.
First Name	Search field for first name of cardholder. Displays if cardholder is selected in the Event By field.
External Id	Search field for external ID of the cardholder. Displays if cardholder is selected in the Event By field.
Card Number	Search field for card number of the cardholder. Displays if cardholder is selected in the Event By field.
Search	Click to search for the cardholder. The results display in the left-hand Card Holder section.
Card Holder	<p>Select each cardholder to be added from the list and click  to add to the right-hand box.</p> <p>To select multiple cardholders, either:</p> <ul style="list-style-type: none"> • Click SHFT and select the first and last cardholders to select a consecutive group. • Click CTRL and select each individual cardholder to select a non-consecutive group. <p>NOTE: To deselect a selected cardholder, select it in the right-hand box and click  to remove it.</p>


Linkage and Action: Edit screen




The Linkages: Edit screen is displayed when you click on the name of linkage or action on the Linkages - Listing page.

The screen includes the following standard features:

Feature	Description
Linkage Name	Name of the linkage (e.g. Door grant).
Status	Select if the linkage/action is enabled or disabled.
Trigger	Options are Source Type, Source and Event: <ul style="list-style-type: none"> • For source type the options are: Door, Input, Output, Schedule or Subpanel. • For source, select the name of the source (e.g. V1000 - Internal SIO-0). • For event type, select the event type (e.g. Forced Open).
During Schedule	Schedule that applies (e.g. 24 hours active).
Event By	Displays if door is selected as the source. Select either Cardholder or Access Group.
Actions	Select either Action Type (e.g. email and alarm) or Parameters (e.g. Card & Pin). If Parameters is selected then select each related door (e.g. V100 Door 1) and click  to add to the right-hand box. To select multiple doors, either: <ul style="list-style-type: none"> • Click SHFT and select the first and last doors to select a consecutive group. • Click CTRL and select each individual door to select a non-consecutive group. <p>NOTE: To deselect a selected door, select it in the right-hand box and click  to remove it.</p>
Notes	Free text notes section.
Summary	Describes the triggers and actions defined.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

The screen includes the following additional fields, depending on the options selected:

Feature	Description
Access Group	Displays if Access Group is selected in the Event By field. Select each access group (e.g. Full access) to be added and click  to add to the right-hand box. To select multiple access groups, either: <ul style="list-style-type: none"> • Click SHFT and select the first and last access groups to select a consecutive group. • Click CTRL and select each individual access group to select a non-consecutive group. <p>NOTE: To deselect a selected access group, select it in the right-hand box and</p>

Feature	Description
	click  to remove it.
Last Name	Search field for last name of cardholder. Displays if cardholder is selected in the Event By field.
First Name	Search field for first name of cardholder. Displays if cardholder is selected in the Event By field.
External Id	Search field for external ID of the cardholder. Displays if cardholder is selected in the Event By field.
Card Number	Search field for card number of the cardholder. Displays if cardholder is selected in the Event By field.
Search	Click to search for the cardholder. The results display in the left-hand Card Holder section.
Card Holder	<p>Select each cardholder to be added from the list and click  to add to the right-hand box.</p> <p>To select multiple cardholders, either:</p> <ul style="list-style-type: none"> • Click SHFT and select the first and last cardholders to select a consecutive group. • Click CTRL and select each individual cardholder to select a non-consecutive group. <p>NOTE: To deselect a selected cardholder, select it in the right-hand box and click  to remove it.</p>

Linkages and Actions: Examples

Noted below are examples of the entries when adding or editing linkages and actions.

Example: Trigger email

In this example the entries will result in an email being triggered by Engineering when a Forced door event occurs on Engineering Door 1 after hours.

Feature	Entry
Linkage Name	Forced Entry
Status	Enabled
Trigger	<i>Source Type:</i> Door <i>Source:</i> Engineering Door 1 <i>Event:</i> Forced door
During Schedule	After Hours
Event By	Access Group
Access Group	Engineering
Actions	<i>Action Type:</i> Email <i>Parameters:</i> john.smith@avigilon.com

Example: Unlock door

In this example the entries will result in a door being unlocked at 12:00pm (a secondary action would be configured to change the door mode back to locked using the “schedule inactive event”).

Feature	Entry
Linkage Name	Unlock Door at Noon
Status	Enabled
Trigger	<i>Source Type:</i> Schedule <i>Source:</i> Open Door At Noon Schedule (previously created using the Schedule option) <i>Event:</i> Schedule Active
During Schedule	Using Schedule as a trigger source defaults this to 24 hours active
Actions	<i>Action Type:</i> Change Door Mode <i>Parameters:</i> Unlocked -> Engineering Door



System menu

The System menu in the top-right of the screen allows you to access the following in the Embedded Controller system:

Feature	Description
Settings	Users with the appropriate permissions can alter system settings including time, mail servers, reboots and factory resets.
Firmware	Users with the appropriate permissions can review the details of the last upload and upload new firmware updates.
Backups	Users with the appropriate permissions can review the details of the last backup and add new backups or restores.

Reboot the System

Do the following to reboot the system.

1. Select **System** in the top right of the screen.
The System Settings - Listing page displays.
2. Click the **Reboot** link under the Device heading.
The Message from webpage dialog box displays the message 'Are you sure you want to reboot?'.
3. If you want to reboot, click **OK** in the Message from webpage dialog box. (If not, click **Cancel**.)

NOTE: A reboot will log the operator out and the ACM Embedded Controller will not be accessible until the reboot is complete.

Factory Reset the System

Do the following to complete a factory reset. This should only be done after careful consideration of the impact as all transactional data and configuration actions will be lost.

Important: Ensure that a backup is performed before a factory reset, otherwise all data will be lost and will not be recoverable.

1. Select **System** in the top right of the screen.
The System Settings - Listing page displays.
2. Click the **Factory Reset** link under the Device heading.
The Message from webpage dialog box displays the message 'Warning, a factory reset will result in the loss of all transaction and configuration data, do you wish to continue?'.
3. To continue with the reset, click **OK** in the Message from webpage dialog box, or click **Cancel** if you decide not to continue - this ends this procedure.
A second dialog box displays.

4. Click **OK** to continue with the factory reset.

NOTE: Clicking **OK** will result in factory reset and loss of all data.

Exporting Log Files

Do the following to export log files to forward to Avigilon Customer Service.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays.

2. Click the **Export Log Files** link under the Device heading.

The Message from webpage dialog box displays the message 'Do you want to open or save <filename, including the date and time> from <IP address>?'.
NOTE: Only System Administrators have access to the **Export Log Files** link.

3. Click **Save As** then navigate to the location to save the file to.

4. Click **Save**.

A compressed tar file of ACM Embedded Controller logs will be downloaded. This file can be forward to Avigilon Customer Service to review.

Editing Time Settings

Do the following to edit time settings.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays.

2. Click the Time Server or Manual link in the Mode section of the table under the Time heading.

The Time Server: Edit screen displays. For more information see *Time Server: Edit screen* on page 91.


NOTE: There are two options for changing the time. The Time Server option uses the time from the connected server. The manual option allows for a manual input of the time and date.

3. To change the Time Server details, select **Time Server** radio button and either:

- change the server details in the **Server** field, and
- select a different time zone in the **Timezone** field.


4. To manually enter a time, select the **Manual** radio button and do the following:

- identify the date and time in the **Date/Time** field - this field displays a calendar which can be used to set the date and time or click **Now** to select the time of the device that is browsing the ACM Embedded Controller, and
- select the Time zone in the **Timezone** field.

5. Click  to save your changes.

Editing SMTP Servers


Do the following to edit servers. SMTP Server configuration is used to define the external mail server, the ACM Embedded Controller will use, to send emails to recipients, for events that have an email address defined.

1. Select **System** in the top right of the screen.
The System Settings - Listing page displays.
2. Click the link in the Host column of the table under the SMTP Server heading.
The SMTP Server: Edit screen displays. For more information see *SMTP Server: Edit screen* on page 91.
3. If required:
 - check the box beside **TLS** to enable Transport Layer Security (TLS)
 - check the box beside **Start TLS** to start Transport Layer Security (TLS)
 - check the box beside **Verify Server Certificate**
4. The following fields are available to review/change:
 - **Host**
 - **Port**
 - **From**
 - **Username**
 - **Password**
5. Click  to save your changes.
6. To test the SMTP server configuration:
 - Click the Settings tab to return to the System Settings - Listing page.
 - Enter an email address and click **Send Test Email** to check that the SMTP server settings are correct.
 - Check the specified email to check if the test email has been received.

Editing the Network

Do the following to edit servers.

1. Select **System** in the top right of the screen.
The System Settings - Listing page displays. For more information see *System: Listing page* on page 90.
2. Click the link in the Name column of the table under the Network Interface heading (e.g. eth0).
The Port: Edit screen displays. For more information see *SMTP Server: Edit screen* on page 91.
3. In the Addressing field, select either:
 - **DHCP**, or
 - **Static**

4. If Static is selected, the following fields are available to review/change:
 - **Name**
 - **IP Address**
 - **Netmask**
 - **Gateway**
 - **Broadcast Address**
 - **Primary DNS**
 - **Secondary DNS**
 - **Domain Name**
 - **Virtual Port**
5. If DHCP is selected, the following fields are available to review/change on the Port: Edit (DHCP) screen - for more information see *Port: Edit (DHCP) screen* on page 93:
 - **Name**
 - **Hostname**
 - **DNS**
 - **Virtual Port**
6. To save your changes, click . The Message from webpage dialog box displays with the message 'Are you sure?'. Go to step 7.

NOTE: To abandon any changes made, click  to cancel changes. This ends this procedure.

7. Click **OK** in the Message from webpage dialog box.

The Message from webpage dialog box displays the message 'Update your browser to connect to the new IP Address'.
8. Click the Settings tab to return to the System Settings - Listing page.
9. If required, select SSH Enabled below the Network Interface table to enable secure shell.

Viewing a Virtual Network

Do the following to view virtual networks.

NOTE: This address is the default address of the ACM Embedded Controller used for initial configuration. This cannot be edited but can be copied if required.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on page 90.
2. Click the **Virtual** link in the final column of the table under the Network Interface heading.

The Port: Edit (Virtual) page displays. For more information see *Port: Edit (Virtual) screen* on page 93.

NOTE: If no **Virtual** link is available in the column, this is because virtual port has not been enabled. To enable or disable virtual port, click **eth0** in the **Name** column of the Network Interface table, then click in the **Virtual Port** check box. If checked the virtual port is enabled, if not checked then it is disabled.

3. The following fields are available to review:

- **Name**
- **IP Address**
- **Netmask**

4. Click  to exit.

Updating Firmware

Avigilon continually develops software enhancements, new features and improvements to products, which are available at Avigilon.com and can be downloaded. Do the following to update firmware.

1. Create a backup. For more information see *Adding New Backup* on the next page.
2. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on page 90.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.


3. Click the **Firmware** tab.

The Firmware Update page displays. For more information see *Firmware Updates page* on page 94.

4. Click **Upload New Firmware Update**.

The System Settings - Listing page displays.

NOTE: Updates are available at <http://avigilon.com/support-and-downloads>.

5. Click **Browse**, which is next to the Upload Firmware file field.
6. Select the file to upload in the dialog box that is displayed.
7. Click **Open** in the dialog box.
8. Click  to upload the file and apply the update.

The message 'Are you sure you want to apply this update?' displays.

NOTE: The upgrade process cannot be stopped once started. Do not disconnect power or network during the upgrade. After a reboot and the ACM Embedded Controller comes back online, the upgrade process is complete.

9. Click **OK** to proceed or click **Cancel** to abort the update.

If **OK** is selected, the progress of the update displays in the dialog box.

10. After the installation is complete and 'Rebooting unit' displays in the process dialog, refresh the browser to display the log in screen.

Viewing Firmware Details

Avigilon continually develops software enhancements, new features and improvements to products, which are available at Avigilon.com and can be downloaded. Do the following to view firmware details to ensure that you have the latest firmware loaded.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on page 90.

NOTE: If using the Safari web browser, additional steps are required. For more information, see *Safari Settings* on page 2.

2. Click the **Firmware** tab.

The Firmware Update page displays. For more information see *Firmware Updates page* on page 94.

3. View the details that display.

Adding New Backup

Database backups should be part of every recovery plan and should be performed at regular intervals. Do the following to add a new backup.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on page 90.

2. Click the **Backups** tab.


The Backup page displays. For more information see *Backup page* on page 94.

3. Click **Add New Backup**.

The Backup: Add New screen displays. For more information see *Backup: Add New screen* on page 95.

4. Enter the following details:

- **Password:** enter a password to encrypt the subsequent backup file. Use a consistent naming pattern to ensure ease of access for later restores.
- **Confirm:** confirm the entered password.

5. Click  to save your changes.

Depending on the browser that you are using different options may display. For example in Internet Explorer a dialog box displays asking if you want to open or save the backup document.

Viewing Backup Details

Database backups should be part of every recovery plan and should be performed at regular intervals. Do the following to check the backup details.

1. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on the next page.

2. Click the **Backups** tab.

The Backup page displays. For more information see *Backup page* on page 94.

3. View the backup and restore details.

Adding New Restore

Restoring the database from a backup will overwrite all existing configuration and transactional data on the ACM Embedded Controller. Do the following to complete add a new restore.

1. Make a backup. For more information see *Adding New Backup* on the previous page.

2. Select **System** in the top right of the screen.

The System Settings - Listing page displays. For more information see *System: Listing page* on the next page.

3. Click the **Backups** tab.

The Backup page displays. For more information see *Backup page* on page 94

4. Click **Add New Restore**.

The Restore: Upload page displays. For more information see *Restore: Upload screen* on page 95.

5. Click **Browse** beside the Upload backup file field.

The Choose File to Upload dialog box displays.

6. Select the file to upload and click **Open**.

The Restore: Upload page re-displays.

7. Enter the password that was provided when the backup was completed.

This password is used to decrypt the file.

NOTE: This password must match the backup password or this process will fail.

8. Click  to save your changes.

The Message from webpage dialog box displays with the message 'Are you sure?'

9. Click **OK**.

The restore details display on the *Backup page* on page 94.

Viewing About Information

Do the following to view About information.

1. Select **About** in the top right of the screen.

The About screen displays. For more information see *About screen* on page 105.

System: Screens and Pages

The following screens/pages relate to system settings:

<i>System: Listing page</i>	90
Time Server: Edit screen	91
SMTP Server: Edit screen	91
Port: Edit (Static) screen	92
Port: Edit (DHCP) screen	93
Port: Edit (Virtual) screen	93
<i>Firmware Updates page</i>	94
Firmware Update: Upload screen	94
<i>Backup page</i>	94
Backup: Add New screen	95
Restore: Upload screen	95

System: Listing page

When you select **System** in the top right of the screen, the Settings tab of the Systems Listing page is displayed.

This page contains four tabs. These are:

Tabs	Description
Settings	This is the default tab. This lists device, time, SMTP server and network interface details. See the sub-areas listing below for more information.
Firmware	Shows firmware update details and provides access to upload new firmware updates. For more information see <i>Backup page</i> on page 94.
Backups	Lists backup details and provides access to add backups and new restores. For more information see <i>Backup page</i> on page 94.

This page contains four sub-areas. The reports that are available are:



Sub-area	Description
Device	<p>Contains links to reboot, reset the system and export log files. For more information see:</p> <ul style="list-style-type: none"> • <i>Reboot the System</i> on page 83 • <i>Factory Reset the System</i> on page 83 • <i>Exporting Log Files</i> on page 84

Sub-area	Description
Time	Displays an overview of time settings including mode, time server, time zone and current panel time, and has a link to change time settings. For more information see <i>Editing Time Settings</i> on page 84.
SMTP Server	Displays SMTP server details including host, port and username, and provides access to edit server details and send a test email. For more information see <i>Editing SMTP Servers</i> on page 85.
Network Interface	Displays network details including name, addressing, IP address, Gateway, Netmask, MAC address and DNS, and has a link to edit port details. For more information see: <ul style="list-style-type: none"> • <i>Editing the Network</i> on page 85 • <i>Viewing a Virtual Network</i> on page 86
SSH Enabled	Secured shell enabled. To enable this, click in the check box so that a check mark displays. Important: Only enable this to allow remote access in order to solve issues. At all other times ensure that the checkbox is left unchecked.

Time Server: Edit screen

When you select **System** in the top right of the screen, the *System: Listing page* on the previous page displays. Click the link in the Mode column of the table under the Time heading (e.g. Time Server) to display the Time Server: Edit screen.



The following features display (depending on the mode selected):

Feature	Description
Mode	Select either Time Server or Manual.
Server	Related server. Displays in the Time Server mode only.
Date/Time	Manual-input of date and time. Use the drop down calendar to enter the time and date. Displays in the Manual mode only.
Timezone	Time zone. Use the drop-down list to select this.
TZ	Time zone code - automatically updates based on the selection in the Timezone field.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

SMTP Server: Edit screen

When you select **System** in the top right of the screen, the *System: Listing page* on the previous page displays. Click the link in the Host column of the table under the SMTP Server heading (e.g. smtp.gmail.com) to display the SMTP Server: Edit screen.


The following features display:


Feature	Description
TLS	Check the box beside TLS to enable Transport Layer Security (TLS).
Start TLS	Check the box beside Start TLS to start TLS.
Verify Server Certificate	Check the box beside Verify Server Certificate to enable server verification checks.
Host	Host address.
Port	Port to which this server is connected.
From	Email address for the host.
Username	Username at the host login.
Password	Password for host login.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Port: Edit (Static) screen

When you select **System** in the top right of the screen, the *System: Listing page* on page 90 displays. Click the link in the Name column of the table under the Network Interface heading (e.g. eth0) to display the Port: Edit screen.

The following features display if **Static** is selected in the **Addressing** section:



Feature	Description
Addressing	Select either DHCP or Static. See <i>Port: Edit (DHCP) screen</i> on the facing page for more information, if DHCP is selected.
Name	Port name.
IP Address	Enter the IP address for this port. If you aren't sure what the address is, consult your IT administrator. If you assign or change an IP address, make sure that any switches or routers on the ACM Embedded Controller's network recognize the changed address. To do this, either reboot the ACM Embedded Controller software, or unplug the Ethernet cable, wait a few seconds, then plug it back in.
Netmask	Enter the netmask required for addressing this connection.
Gateway	Gateway address for the appliance.
Broadcast Address	Logical address at which all devices connected to the network are enabled to receive datagrams.
Primary DNS	Optional. Primary domain name system.
Secondary DNS	Optional. Secondary domain name system.
Domain Name	Optional. Domain name where this appliance resides.
Virtual Port	Check this box to enable virtual port.
	Save your changes and return to the previous screen.

Feature	Description
	Cancel any changes and return to the previous screen.

Port: Edit (DHCP) screen

When you select **System** in the top right of the screen, the *System: Listing page* on page 90 displays. Click the link in the Name column of the table under the Network Interface heading (e.g. eth0) to display the Port: Edit screen.

The following features display if **DHCP** is selected in the **Addressing** section:


Feature	Description
Addressing	Select either DHCP or Static. See <i>Port: Edit (Static) screen</i> on the previous page for more information, if Static is selected.
Name	Port name.
Hostname	Optional. ACM Embedded Controller host name.
DNS	Optional. Domain name system. If not provided the system will use the information provided by the DHCP server.
Virtual Port	Check this box to enable virtual ports.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Port: Edit (Virtual) screen

When you select **System** in the top right of the screen, the System Settings - Listing page displays. Click the Virtual link in the table under the Network Interface heading to display the Port: Edit screen.

NOTE: The link to this page is only available if Virtual Port is selected on the Port: Edit screen. For more information see *Editing the Network* on page 85.

The following features display:

Feature	Description
Name	Port name.
IP Address	IP address for this port. This address is the default address of the ACM Embedded Controller used for initial configuration. This cannot be edited but can be copied if required.
Netmask	Netmask required for addressing this connection.
	Cancel any changes and return to the previous screen.

Firmware Updates page

When you select **System** in the top right of the screen, the System Settings - Listing page is displayed. For more information see *System: Listing page* on page 90. Click the **Firmware** tab to display the Firmware Updates page.



Section	Details
Avigilon Firmware	Shows the following Avigilon firmware details: <ul style="list-style-type: none">• Version• Build• Database Version• Last successful update• Last successful update filename
HID Firmware	Shows the following HID firmware details: <ul style="list-style-type: none">• O S Version• Last successful update• Last successful update filename

Also available is the **Upload New Firmware Update** button. For more information see *Updating Firmware* on page 87.

Firmware Update: Upload screen

When you select **Upload New Firmware Update** on the *Firmware Updates page* above. The Firmware Update: Upload screen displays.

The following features display - depending on the mode selected:

Feature	Description
Upload Firmware file	Click Browse to search for the file to upload.
	Click to upload the file selected and apply the update. NOTE: Once selected this will generate a dialog box that asks if you are sure that you want to apply this update. Click OK to continue or Cancel to not apply the update.
	Cancel any changes and return to the previous screen.

Backup page

When you select **System** in the top right of the screen, the System Settings - Listing page displays. Click the Backup tab to display the Backup page.

The following details are listed on this tab:

- Last successful backup date
- Last successful backup filename
- Last successful restore date
- Last successful restore filename



Available on this page are the following buttons:

- **Add New Backup** button. For more information see *Adding New Backup* on page 88.
- **Add New Restore** button. For more information see *Adding New Restore* on page 89.

Backup: Add New screen

When you select **Add New Backup** on the Backup page, the Backup: Add New screen is displayed.



This screen contains the following features:

Feature	Description
Password	Enter a password to encrypt the subsequent backup file.
Confirm	Confirm the entered password.
	Saves your changes and, depending on the browser being used, will present a dialog box or message asking if you want to save or open the file.
	Cancel any changes and return to the previous screen.

Restore: Upload screen

When you select **Add New Restore** on the Backup page, the Restore: Upload screen is displayed.

This screen contains the following features:

Feature	Description
Upload backup file	Click Browse beside the Upload backup file field. Browse for the file when the Choose File to Upload dialog box displays.
Password	Enter a password for the backup file.
	Saves your changes and generates the Message from webpage dialog box displays with the message 'Are you sure?'. (Click OK to continue or Cancel to cancel the upload.)
	Cancel any changes and return to the previous screen.

Settings menu

The Settings menu in the top-right of the screen allows you to access the following in the ACM Embedded Controller application:

- schedules
- holidays

Users with the appropriate permissions can add, edit and view schedules and/or holidays.

Schedules

A schedule is a time period defined for use by the system. It is an editable, reusable time template that is used for access group scheduling, door configuration of custom door mode, and masking of forced and held alarms.

Adding Schedules

Do the following to add a new schedule.

1. Select **Settings > Schedules** in the top right of the screen.

The Schedules - Listing page displays. For more information see *Schedules: Listing page* on page 100.

2. Click **Add New Schedule**.


The Schedule: Add New screen displays. For more information see *Schedule: Add New screen* on page 101.

3. Type a name in the **Name** field.

Name of the schedule. Ensure that the name is meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).

4. Select the following for each time interval row to be added:

- **Days** - Sun to Sat
- **Holiday type** - 1 to 8
- **Active** - time
- **Inactive** - time

5. Click  to save your changes.

The new schedule will display on the Schedules - Listing page.

Editing Schedules

Do the following to edit a schedule.

NOTE: The two default schedules (Never Active and 24 Hours Active) cannot be edited.

1. Select **Settings > Schedules** in the top right of the screen.

The Schedules - Listing page displays. For more information see *Schedules: Listing page* on page 100.

2. Click on the name of the schedule to be edited in the list of schedules.

The Schedule: Edit screen displays. For more information see *Schedule: Edit screen* on page 101.

3. Edit the name in the **Name** field, if required.

Ensure that the name is meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).

4. The following are available to be edited:

- **Days** - Sun to Sat
- **Holiday type** - 1 to 8
- **Active** - time
- **Inactive** - time

5. Click  to save your changes.

The Schedules - Listing page displays.

Viewing Schedule

Do the following to view a schedule.

1. Select **Settings > Schedules** in the top right of the screen.

The Schedules - Listing page displays. For more information see *Schedules: Listing page* on page 100.

2. Click on the name of the schedule to be viewed in the list of schedules.

The Schedules: Edit screen displays. For more information see *Schedule: Edit screen* on page 101.

NOTE: For system users with Card Administrator access, the Schedules: Show screen displays. The fields on this screen are display only and are not editable. For more information see *Schedule: Show screen* on page 102.

3. The following are available to be viewed:

Field	Description
Name	Schedule name. The name should be meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).
Days	Days of the week that the schedule is active (e.g. M, Tu, W, Th, F).
Type	The types of holidays for which the schedule is active. The holiday type is a number, 1 to 8, where the number's significance is user-defined. Up to eight holiday types such as government, cultural, and company can be defined.
Active	The start time for the schedule - entered using 24-hour clock format - for example, 8:00 a.m. is 08:00 in the 24-hour clock format.
Inactive	The end time for the schedule - using 24-hour clock format - for example, 5:00 p.m. is 17:00 in the 24-hour clock format.

4. Click  to exit.

The Schedules - Listing page displays.


Deleting Schedules

Do the following to delete schedules.

NOTE: Default schedules may not be deleted. Deleting schedules that are associated with objects such as doors and access groups will immediately impact the operations of those objects.

1. Check for any objects, such as access groups and doors, where the schedule to be deleted are used, and replace the schedule to be deleted. For more information see *Editing Schedules* on page 96.
2. Select **Settings > Schedules** in the top right of the screen.

The Schedules - Listing page displays. For more information see *Schedules: Listing page* on page 100.

3. Review the list of schedules.
4. Click  in the **Delete** column for the relevant schedule.

The Message from webpage dialog box displays with the message 'Are you sure?'.

5. Click **OK** to confirm the deletion.

The schedule should no longer display in the list on the Schedules - Listing page.

Holidays

Holidays are special days in the year when the standard schedule does not apply, or because a different entry and exit pattern is observed. New Year's Day and National Day are examples of holidays. The Embedded Controller is designed to accommodate a large number of diverse holidays.

Holidays are set for a specific day in the year. You will need to update the system holidays each year.

Adding a New Holiday

Do the following to add a new holiday.

1. Select **Settings > Holidays** in the top right of the screen.

The Holidays - Listing page displays. For more information see *Holidays: Listing page* on page 102.

2. Click **Add New Holiday**.

The Holiday: Add New screen displays. For more information see *Holiday: Add New screen* on page 103.

3. Enter the following for each holiday to be added:
 - **Name**
 - **Date**
 - **Additional Days**
 - **Type**

4. Click  to save your changes.

The new holiday will display on the Holidays - Listing page.

Editing Holidays

Do the following to edit holidays.

1. Select **Settings > Holidays** in the top right of the screen.

The Holidays Listing page displays. For more information see *Holidays: Listing page* on page 102.

2. Click on the name of the holiday in the holidays list.

The Holiday: Edit screen displays. For more information see *Holiday: Edit screen* on page 103.

3. The following are available to be edited:

- **Name**
- **Date**
- **Additional Days**
- **Type**

4. Click  to save your changes.

The Holidays - Listing page displays.

Viewing Holidays

Do the following to view holidays.

1. Select **Settings > Holidays** in the top right of the screen.

The Holidays - Listing page. For more information see *Holidays: Listing page* on page 102.

2. Click on the name of the holiday in the holidays list.

The Holiday: Edit screen displays. For more information see *Holiday: Edit screen* on page 103.

NOTE: For system users with Card Administrator access, the Holiday: Show screen displays. The fields on this screen are display only and are not editable. For more information see *Holiday: Show screen* on page 104.

3. The following are available to be viewed:

- **Name**
- **Date**
- **Additional Days**
- **Type**


4. Click  to exit.

The Holidays - Listing page displays.

Deleting Holidays

Do the following to delete holidays.

NOTE: Deleting holidays will affect the schedules that have the holiday type selected.

1. Check for the related holiday type in schedules and replace these. For more information see *Editing Holidays* on the previous page.
2. Select **Settings > Holidays** in the top right of the screen.
The Holidays - Listing page displays. For more information see *Holidays: Listing* page on page 102.
3. Review the list of holidays.
4. Click  in the **Delete** column for the relevant holidays.
The Message from webpage dialog box displays with the message 'Are you sure?'.
The holiday should no longer display in the list on the Holidays - Listing page.
5. Click **OK** to confirm the deletion.

Settings: Screens and Pages

The following screens/pages relate to schedules and holidays:

<i>Schedules: Listing page</i>	100
Schedule: Add New screen	101
Schedule: Edit screen	101
Schedule: Show screen	102
<i>Holidays: Listing page</i>	102
Holiday: Add New screen	103
Holiday: Edit screen	103
Holiday: Show screen	104

Schedules: Listing page

When you select **Settings > Schedules** in the top right of the screen, the Schedules Listing page is displayed.

The following details are listed in the table under the Schedules heading:



Column heading	Description
Name	Name of schedule. If listed in blue then the schedule can be accessed and edited. For more information see <i>Editing Schedules</i> on page 96.
Delete	If the Delete icon is available, then the schedule can be deleted, if required. For more information see <i>Deleting Schedules</i> on page 98.

Also available is the **Add New Schedule** button. For more information see *Adding Schedules* on page 96.

Schedule: Add New screen

The Schedule: Add New screen is displayed when **Add New Schedule** is selected on the *Schedules: Listing* page on the previous page.

The screen includes the following features:



Field	Description
Name	Name of the schedule.
	Ensure that the name is meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).
Days	Specify the days of the week that the schedule is active (e.g. M, Tu, W, Th, F).
	Check the boxes for each day the schedule is active.
Type	Specify the types of holidays for which the schedule is active. The holiday type is a number, 1 to 8, where the number's significance is user-defined. Up to eight holiday types such as government, cultural, and company can be defined.
	Check the boxes for each type of holiday for which the schedule is active.
Active	Specify the start time for the schedule.
	Enter a start time using 24-hour clock format - for example, 8:00 a.m. is 08:00 in the 24-hour clock format.
Inactive	Specify the end time for the schedule.
	Enter an end time using 24-hour clock format - for example, 5:00 p.m. is 17:00 in the 24-hour clock format.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Schedule: Edit screen

The Schedule: Edit screen is displayed when a schedule is selected from the list on the Schedules - Listing page.

The screen includes the following features:


Field	Description
Name	Name of the schedule.
	Ensure that the name is meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).
Days	Specify the days of the week that the schedule is active (e.g. M, Tu, W, Th, F).
	Check the boxes for each day the schedule is active.
Type	Specify the types of holidays for which the schedule is active. The holiday type is a number, 1 to 8, where the number's significance is user-defined. Up to eight holiday types such as government, cultural, and company can be defined.
	Check the boxes for each type of holiday for which the schedule is active.

Active	Specify the start time for the schedule. Enter a start time using 24-hour clock format - for example, 8:00 a.m. is 08:00 in the 24-hour clock format.
Inactive	Specify the end time for the schedule. Enter an end time using 24-hour clock format - for example, 5:00 p.m. is 17:00 in the 24-hour clock format.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Schedule: Show screen

The Schedule: Show screen is displayed when a schedule is selected from the list on the Schedules - Listing page. The fields on this screen are display only and are not editable. This screen displays instead of the Schedule: Edit screen for system users with the Card Administrator role.

The screen includes the following features:

Field	Description
Name	Name of the schedule. Ensure that the name is meaningful and descriptive so that system users will be able to identify the purpose of the schedule (e.g. Weekends only).
Days	The days of the week that the schedule is active (e.g. M, Tu, W, Th, F).
Type	The types of holidays for which the schedule is active. The holiday type is a number, 1 to 8, where the number's significance is user-defined. Up to eight holiday types such as government, cultural, and company can be defined.
Active	Start time for the schedule. Entered using 24-hour clock format - for example, 8:00 a.m. is 08:00 in the 24-hour clock format.
Inactive	End time for the schedule. Entered using 24-hour clock format - for example, 5:00 p.m. is 17:00 in the 24-hour clock format.
	Cancel any changes and return to the previous screen.

Holidays: Listing page

When you select **Settings > Holidays** in the top right of the screen, the Holidays Listing page is displayed.

The following details are listed in the table under the Holidays heading:

Column heading	Description
Name	Identifies the holiday. Should be a brief, meaningful name for the holiday, such as 'Labor Day'. If listed in blue, then the holiday details can be edited. For more information see



Column heading	Description
	<i>Editing Holidays</i> on page 99.
Date	Identifies the first date of the holiday. Enter YYYY/MM/DD or click on the Calendar icon to open a pop-up calendar to select the date on which the holiday starts.
Type	Identifies the type of holiday. The holiday type is a number from 1 to 8. This number is user-defined. For example, you might define 1 as government, 2 as cultural, and 3 as company. Enter a value from 1 to 8. NOTE: These correspond to the holiday types in the schedule.
Delete	If the Delete icon is available then the holiday can be deleted, if required. For more information see <i>Deleting Holidays</i> on page 100.

Also available is the **Add New Holiday** button. For more information see *Adding a New Holiday* on page 98.

Holiday: Add New screen

The Holiday: Add New screen is displayed when an event is selected on the *Holidays: Listing page* on the previous page.



The screen includes the following features:

Feature	Description
Name	Identifies the holiday. Should be a brief, meaningful name for the holiday, such as 'Labor Day'.
Date	Identifies the first date of the holiday. Enter YYYY/MM/DD or click on the Calendar icon to open a pop-up calendar to select the date on which the holiday starts.
Additional Days	Identifies the number of additional days for the holiday. Enter the number of additional days for this holiday.
Type	Identifies the type of holiday. The holiday type is a number from 1 to 8. This number is user-defined. For example, security might define 1 as government, 2 as cultural, and 3 as company. Enter a value from 1 to 8. NOTE: These correspond to the holiday types in the schedule.
	Save your changes and return to the previous page.
	Cancel any changes made and return to the previous page.

Holiday: Edit screen

The Holiday: Edit screen is displayed when an event is selected on the *Holidays: Listing page* on the previous page.


The screen includes the following features:

Feature	Description
Name	Identifies the holiday. Should be a brief, meaningful name for the holiday, such as 'Labor Day'.
Date	Identifies the first date of the holiday. Enter YYYY/MM/DD or click on the Calendar icon to open a pop-up calendar to select the date on which the holiday starts.
Additional Days	Identifies the number of additional days for the holiday. Enter the number of additional days for this holiday.
Type	Identifies the type of holiday. The holiday type is a number from 1 to 8. This number is user-defined. For example, security might define 1 as government, 2 as cultural, and 3 as company. Enter a value from 1 to 8. NOTE: These correspond to the holiday types in the schedule.
	Save your changes and return to the previous screen.
	Cancel any changes and return to the previous screen.

Holiday: Show screen

The Holiday: Show screen is displayed when an event is selected on the *Holidays: Listing* page on page 102. The fields on this screen are display only and are not editable.

The screen includes the following features:

Feature	Description
Name	Identifies the holiday. Should be a brief, meaningful name for the holiday, such as 'Labor Day'.
Date	Identifies the first date of the holiday in YYYY/MM/DD format.
Additional Days	Identifies the number of additional days for the holiday.
Type	Identifies the type of holiday. The holiday type is a number from 1 to 8. This number is user-defined. For example, security might define 1 as government, 2 as cultural, and 3 as company. Enter a value from 1 to 8. NOTE: These correspond to the holiday types in the schedule.
	Cancel and return to the previous screen.

About menu

The System menu in the top-right of the screen allows you to access a single About page.

About screen

When you select **About** in the top right of the screen, the About screen is displayed.

The following details are listed on this screen:

- ACM Embedded Controller software version
- Copyright information
- Terms and Conditions of Use link - click this to view the Terms and Conditions of Use
- Legal Notices link - click this to view Legal Notices
- Support - provides a link to the Support and Downloads section of the Avigilon website