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Introduction

VisualDOORS is a highly graphical and easy to use client for administering your access control system. It is the answer to those looking for a simple and straight-forward administrative client that has an abundance of powerful features.

The VisualDOORS software builds upon the strong foundation of Doors.NET and presents itself as a clean and highly graphical user interface. Once deployed, VisualDOORS manages a traditional version of Doors.NET and is implemented as a 'second steering wheel' in a matter of speaking.

Consequently, while operating within VisualDOORS, most of the traditional and often-used access control features of Doors.NET are graphically represented and easily executed. If advanced features are required, the user can simply click-over to the full interface and create whatever access protocols are necessary. Movement between the conventional client and the simplified/graphic client is seamless.
Configurable/Available Features

- Controller Setup (PXL, Entraguard, NXT and MSC)
- Reader Setup
- Add, Edit and Delete Cardholders
- Add, Edit and Delete Credentials
- Add, Edit and Delete Access Groups
- Assign Access Groups
- Add, Edit and Delete Time Schedules
- Auto-Unlock Time Schedules
- First Person In
- Add, Edit and Delete Holidays
- Door Contact
- Enrollment Reader
- Temp Unlock, Lock, Unlock, Lockout and Lockdown Doors
- Strike Time/Unlock Time
- Held-Open Time
- ADA/DDA Settings
- Entraguard User Settings
- View Live Events
- Remotely Operate Doors from Live Events
- Run Reports Using the Report Wizard
- Save and Export Reports

Non-Configurable Features

The following access control features are not configurable in Visual Doors. If required, (and if supported with the hardware type you are using), they must be configured in the standard Doors.NET client.

- Anti-Passback
- Auto-Unlock Suspend/Restore
- Card + PIN/Dual Verification
- Elevator Control
- Global Lock and Global Unlock
- Alerts and Alert Acknowledgement
Logging In

1. To log in to Visual Doors, click the client icon located on the desktop.

2. The login window will appear.
3. Enter admin as both the user name and the password.
4. Click the LOGIN button.
Logging in from a Remote Location

If you will be logging into a Visual Doors Application Server from a remote client then you will need to know the static IP address of the host PC.

1. To log in to Visual Doors, click the client icon located on the desktop.

2. The login window will appear.
3. Click on the server parameters icon (the white cog).

4. Enter the host IP address in the field highlighted below:
5. Click on the save icon.
6. Enter **admin** as both the user name and the password.
7. Click the LOGIN button.

**Using the Help**

Visual Doors has a comprehensive, but easy to understand help file built into the software that explains how to administer the software.

**Opening the Help File**

1. You can access the help file via the icon located in the General section of the client.
2. You can also open the help by pressing the F1 key - the help file will open to the section that you have open in Visual Doors... for example, if you are on the cardholders page and you press the F1 key, the help file will automatically open to the cardholders help section.

Table of Contents

The table of contents located on the left is a hierarchical list of topics. Double-click any of the topics to expand the section and to reveal any sub-topics. For example; the cardholders section has multiple sub-topics that cover each of the supported enrollment methods.
The Index

The Index includes a list of common search terms (keywords). Click the Index icon to display the Index pane.

In the Index search text, field type a keyword for the topic you wish to find information about. For example; ‘Access Groups’. You will immediately see a list of the help topics which contain the search string.
Click one of the topics and the related information will display on the right.

Search Facility
The search facility is similar to the Index but it searches all text-content, not just keywords. When you type in a word or phrase then click Search, you will see a list of pages where that word or phrase appears. (It is ranked in order of how often the search-criteria appears).

Favorites

The help viewer also has a Favorites pane where you can add your favorite topics and searches.
To add a favorite search topic, perform a search using the search facility, then click Add Search to Favorites icon (as highlighted below):

Glossary

The Glossary contains a list of access control related terms and definitions.

Simply click the term/phrase and the definition will appear.
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AC</td>
<td>Access Control (a)</td>
</tr>
<tr>
<td>Access Card</td>
<td>Access Control (b)</td>
</tr>
<tr>
<td>Access Control Network</td>
<td>Access Group</td>
</tr>
<tr>
<td>An access group combines time schedules and doors into a superset of information that is applied to cardholders. Basically an access group defines what times and through which doors cardholders are granted access. To be granted access at a secure door, a cardholder must match the criteria of the access group (the door must be in their assigned group and access will only be granted within the time schedule(s) assigned to that access group).</td>
<td></td>
</tr>
<tr>
<td>Access Level</td>
<td>Access Point</td>
</tr>
<tr>
<td>Access Time</td>
<td>Access Time</td>
</tr>
</tbody>
</table>
Cardholders

Cardholders are added to Visual Doors using manual enrollment or presentation enrollment. Manual enrollment requires you to enter the specific card details for each cardholder that you add (for example; the card format, the facility code and the imprint (the number that is printed on the card).

**NOTE:** NXT cards do not use a facility code.

Presentation enrollment is a convenient method of adding cards using any reader on the system as an enrollment reader. Once the reader has been set for enrollment you then enroll the new card by presenting it at the reader (the card details are then automatically detected and added to the new cardholder record.

Cardholders can be setup as permanent, or they can be temporary for a set number of days or between a specified activation and expiration date. Cardholders can also be assigned multiple credentials (they can have more than one card) and you can add an image of the cardholder which automatically display in the live events window when the cardholder gains access at a door.

**Manual Enrollment**

1. From the home screen click on the Cardholders tile.
2. Click the Add icon.

3. The add cardholder window will appear.
4. Enter a first name and a last name (a middle name is optional).

5. Select the correct card Format (Keri NXT, Keri MS or Wiegand 26-bit) (1).
6. Enter the card Imprint (this is the number typically printed on the top right-corner of the card) (2).
7. Enter the Facility Code (this will usually be found on the box the cards arrived in) (3).
8. Set Never Expire to Yes to make the new card permanent.

9. Leave Never Expire at No then enter an activation date and expiration date to make the new card temporary.

10. By default the new cardholder will be assigned Total Access (access to all doors, all day every day). Leave at Total Access or select an alternate valid group.
11. If you are adding just a single card, click the Close button.
12. You will see that the new cardholder has been added to the list on the left side.
13. The new cardholder will automatically be sent out to the access control system.

Presentation Enrollment

Set a Reader as an Enrollment Reader

1. From the home screen click on the Doors tile.

2. All the doors on the system will be displayed on the left.
3. Locate and select the door you will use for enrollment.
4. The door setting will be displayed on the right.
5. Locate the **Enrollment Reader** option and set it to **YES**.

6. Click save.

**Presentation Enroll the new Cardholder**

1. From the home screen, click on the cardholders tile.
2. Click the Add icon.

3. Enter a first name and last name (middle name is optional).

4. Click the ADD button and the new card record will be created.
5. Click the CLOSE button and you will see the new record listed on the left.
6. Select the new record.

7. The cardholder properties will appear on the right.
8. Place a check mark in the option: "Enroll From This Reader".
9. Select the enrollment reader from the list.

10. Place a check mark in the option: "Calculate Internal Number".
11. Select the correct card format from the Format list.

12. Present the card at the enrollment reader.
13. The Facility Code and Imprint will be detected and displayed (or just the Imprint if using NXT cards) - you will also see the unique 'cardnumber'.
14. Click the SAVE/ADD Card button and the unique card number will be assigned.

15. The card record (and cardnumber) will be sent out to the access control network so you will be able to gain access with the card almost immediately.

Add a Cardholder Photo

You can add a cardholder image for the purpose of visual verification of the cardholder identity. When the card is used to gain access the cardholder image will display on a small window within the live events grid.
1. From the home screen, click the Cardholders tile.

2. The cardholder list be display on the left.
3. Select the cardholder you wish to edit.

4. Click the ATTACH CARDHOLDER PHOTO button.
5. A Windows Explorer window will appear allowing you to navigate to the cardholder image. The image should ideally be stored somewhere on the local host PC.
6. Select the cardholder image then click OPEN.
7. The cardholder will now be displayed within the cardholder record.

8. When access is granted or denied at any door the cardholder image will automatically appear in a window located on the live events screen.
9. Also listed in the Photo Recall window are door command buttons allowing you to quickly unlock/lock the door that the card was used on.
Access Groups

Access groups combine time schedules and doors into a superset of information that is applied to cardholders – (determining when and where individual cardholders can gain access). Each door can be assigned a unique time schedule, or any number of doors can be assigned the same time schedule.

To be granted access to a secure door, a user must meet the criteria of the access group. The user must be at a door that accepts members of that access group and it must be during a time zone that allows that user access. Any changes to an access group will be immediately applied to all cardholders which are assigned that access group.

**NOTE:** When using PXL controllers only one access groups can be assigned to a cardholder. Other controller types support multiple access groups.

Add Access Groups

Create a new Access Group

1. From the home screen, click on the Access Groups tile.
2. Existing access groups will be listed on the left.
3. Click the Add icon.

4. Select **New Access Group** (at the bottom of the list).
5. Enter a description for the new group.

6. Beneath the access group description all the doors are listed, (along with their respective controllers).
7. Listed above the check boxes are all the available time schedules.
8. Place check marks in the doors (and their corresponding time schedules) for all the doors that will be part of this access group. For example; in the following screen caption all the selected doors will be using the **Work Week** time schedule. So any cardholder assigned this access group will only be able to use the selected doors during the work week hours.

9. Any doors that are not selected won't be part of the access group.

10. Once you have selected all the required doors the access group will be created, there is no need to save the access groups page.
Assign Access Groups

Assign an Access Group to a Cardholder

1. From the home screen, click the Cardholders tile.

2. You will see all the cardholders listed on the left.
3. Select a cardholder you wish to edit.

4. The cardholder record will appear on the right.
5. Locate and click on the Access Rights tab located above the cardholder record.
6. Place check marks against the access group you wish to assign to the cardholder.

7. The updated cardholder information will be sent out to the access control network immediately.
Unassign Access Groups

Un-assigning an access group is very simply a case of de-selecting/removing the check-mark from the access group selection. Again, this information will be updated immediately and there is no need to perform any kind of update.

Assigning Multiple Access Groups

When using NXT and NXT-MSC controllers you have the option of assigning multiple access groups to cardholders.

Edit or Remove Access Groups

This section explains how to remove doors from access groups, add doors to access groups or remove access groups from the system entirely.

Edit Access Groups

1. From the home screen, click on the Access Groups tile.

2. All the existing access groups will be displayed on the left.
3. Select a group that you wish to edit.
4. The access groups assigned doors and time schedules will be displayed on the right.
5. Select any doors you wish to have in the group.
6. Deselect any doors you do not wish to be part of the group.
7. These changes will automatically affect every cardholder that is assigned this access group.
Remove an Access Group

Perform the following steps to completely remove an access group from the system (it will automatically be unassigned from any cardholder which is assigned the group).

1. From the home screen, click on the Access Groups tile.
2. Select the access group you wish to remove.
3. Click on the red X and you will see cancel and delete buttons. Click the DELETE button.
4. The doors will be automatically unassigned from the group and the group will be unassigned from the relevant cardholders. Cardholders that were assigned this should no longer able to gain access.
Time Schedules

Time schedules are assigned to access groups to determine the hours in which cardholders are able to gain access. They are also used in Auto Unlock Schedules (AUL). AUL schedules are assigned to doors to determine when the door should automatically unlock and then re-lock again.
Create a New Time Schedule

1. From the home screen, click the Time Schedules tile.

2. The Time Schedules screen will open and any existing time schedules will be listed on the left.
3. Click on the Add icon.
4. Then select the new schedule.

5. Rename the new schedule.
6. Enable the new schedule.
7. Click the save icon.
8. Click on **Add Intervals to Time Schedule** icon.
9. Place a check mark in any day of the week that the schedule will be active on.
   Or use the M-F option to select Monday-to-Friday.

10. Save the schedule.
11. Next, click the **Select start time** clock icon.
12. A clock will appear allowing you to set the start time. First select the start time hour and then select the start time minute.

13. The start time will then be set.
14. Click on the Select end time clock icon and use the same method to set the end time for the schedule.
15. Finally, click the green save icon and the new Time Schedule will be created.
16. The schedule can now be used as an auto-unlock schedule or to define when cardholders can gain access.
Edit Time Schedules

It is very simple and straight-forward to make changes to existing time schedules. For example, you may wish to define a different start and end time for Mondays.

1. From the Time Schedules page, deselect Monday from the existing schedule, then save.

2. Click **Add Interval to Time Schedule.**
3. Select Monday for the new interval.
4. Click the start time clock and set a new start time.
5. Click the stop time clock and set a new stop time.
6. Save the new time schedule settings.

Auto Unlock Time Schedules

Once time schedules have been setup they can be used to automatically unlock and lock doors. For the following example the work week time schedule will be assigned to a specific door to automatically unlock the door as per the start and end times defined in the work week schedule.

1. From the home screen click on the Doors tile.

2. Select from the door list the door you wish to edit.
3. Scroll-down the reader properties and locate the **Auto Unlock Schedule** option.

4. Select the time schedule from the drop-down list.
5. Click the green save icon.

6. The door will now automatically unlock at the start time and lock again at the end time.
**Holidays**

Holidays are specified calendar dates that are used to deactivate certain time schedules. For example, on Christmas Day and New Year's Day you may not want any doors in the system to automatically unlock. When a holiday is active on a time schedule, it overrides the time schedule settings (and prevents the time schedule from activating). If a time schedule does not activate then cardholders who are assigned access groups with that associated schedule are inactive, preventing access.

If your system uses multiple different hardware types you should be aware that the number of holiday 'types' and the maximum number of holiday dates differs per hardware platform and the system will limit itself to the lowest value of the controller types being used. For example; if your system uses PXL and NXT controllers the system holiday limitations will be based on the PXL controllers.

**Holiday Schedule Limitations**

<table>
<thead>
<tr>
<th>Hardware Type</th>
<th>Holiday Schedules</th>
<th>Holidays per Schedule</th>
<th>Intervals per Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>PXL</td>
<td>3</td>
<td>32</td>
<td>4</td>
</tr>
<tr>
<td>NXT</td>
<td>8</td>
<td>32</td>
<td>6</td>
</tr>
<tr>
<td>MSC</td>
<td>8</td>
<td>255</td>
<td>8</td>
</tr>
</tbody>
</table>

**Create a New Holiday**

1. Click on the Holidays tile located on the home screen.
2. Click the Add icon.

3. Give the Holiday a new name.
4. Set the holiday to being enabled.
5. Set the type for the holiday (default is Type 1) - If you want all your holidays to make the same time schedule(s) inactive then set them all as Type 1.

6. Set the **Start Date** and **End Date** (set the same date for both if the holiday is just for one day).
7. Save the new holiday.

**Holiday Assignment**

Once Holidays have been setup, they can be assigned to Time Schedules. For example, you may have a schedule that automatically unlocks certain doors during the day. When you enable 'Type 1' holidays (HT1) on that schedule, any holiday which is set to type 1 will de-activate the time schedule on the defined holiday date.

1. From the home screen, click on Time Schedules
2. Locate and select the appropriate schedule (in this case, the schedule which automatically unlocks certain doors during the working week).
3. To the right-hand side of the schedule settings you will see HT1, HT2, HT3, HT4.
   - These are the 4 available holiday 'Types'. If your holiday is setup as Type 1 you should place a check mark in HT1, then save.
4. This schedule will now not activate on any holiday that is set as Type 1.
Lock and Unlock Doors

The Unlock Doors page allows you to unlock and re-lock any door on the system. It also allows you to put the selected door into Lockout mode (no access with a card but the Request-to-Exit button works) or you can put the selected door into Lockout (no access with a card or by pressing the Request-to-Exit button).
Temp Unlock Doors

To temporarily unlock a single door, for example, the front entrance door:

1. From the home screen, click the Unlock Doors tile.

2. The reader/door list will be on the left.
3. Locate and click on the door you wish to temp unlock.
4. Click on the Temp Unlock icon.
5. The door will unlock for the duration of the strike time (the same amount of time the door will unlock if you present a valid card).

**NOTE:** The door strike time can be adjusted in [Hardware Setup](#).

---

**Unlock Doors**

To unlock a single door, for example, the Front Entrance door:

1. From the home screen, click the Unlock Doors tile.

2. The reader/door list will be on the left.
3. Locate and click on the door you wish to unlock.
4. Click on the Unlock icon.

5. The door will unlock and will remain unlocked.

**Lock Doors**

To re-lock a door which has been unlocked, for example, the Front Entrance door:

1. From the home screen, click the Unlock Doors tile.
2. The reader/door list will be on the left.
3. Locate and click on the door you wish to lock.

4. Click on the Lock icon.

5. The door will immediately return to its normal locked state.
Lockout Doors

Lockout (sometimes referred to as Emergency Lockout) will immediately 'lockout' the door and prevent access from being granted with a valid card. Access will, however, still be allowed using request-to-exit buttons. Any doors put into lockout and are unlocked via an auto-unlock schedule, or have been unlocked from the Unlock Doors page, will also lock.

To lockout a door, for example, the front entrance door:

1. From the home screen, click the Unlock Doors tile.

2. The reader/door list will be on the left.
3. Locate and click on the door you wish to put into lockout.
4. Click on the Lockout icon.

5. The door will immediately go into a locked-out state.

Lockdown Doors

Lockdown (sometimes referred to as Emergency Lockdown) will immediately 'lock-down' the door and prevent access from being granted with a valid card. Access will also not be possible using a request-to-exit button. Any doors put into lock-down, which are unlocked via an auto-unlock schedule, or have been unlocked from the Unlock Doors page, will also be locked.

To lockdown a door, for example, the front entrance door:
1. From the home screen, click the Unlock Doors tile.

2. The reader/door list will be on the left.

3. Locate and click on the door you wish to put into lockdown.

4. Click on the Lockdown icon.

5. The door will immediately go into the locked-down state.
Hardware Setup

Depending on what type of controller is being used, controllers are either manually added or they are scanned for and imported into the software. Either-way their is minimal configuration involved in getting a new controller online.

Visual Doors supports four different controller types:

Once the controllers have been added to the system you can then configure the readers and add NXT 4x4 modules, (NXT 4x4 modules can only be added to NXT and MSC controller types).

When Using PXL Controllers

When using PXL controllers you must first get the master controller online, other slave controllers are then added to the system using a process called Auto configuration. Communication to the PXL network is via serial or Ethernet.
When Using Entraguard controllers

Entraguard controllers can be used standalone or as part of a PXL network. Therefore they can be configured as a master controller or as a slave controller. Communication to a master Entraguard is via Serial or Ethernet.

When Using NXT controllers

You can add NXT controllers manually or using the Scan feature. Typically you would use the Scan feature if you are connecting to it on the same Local Area Network and it has been reset. Manually adding the controller would typically be done when the controller is pre-configured with its TCP/IP address information and may not be located on the same Local Area Network.

When using MSC controllers

MSC controllers can either be manually added to the system or detected using the Scan feature. **NOTE:** You would also scan for the MSC controller if you wish to connect to it, perhaps to change the controller IP address or the Gateway IP address.
PXL Controller Setup

Manually Add PXL Controllers

When manually adding PXL controllers there are three available communication methods: Serial, Modem or TCP/IP. Visual Doors supports a mixture of multiple master PXL controllers - each using a different communication method.

The following steps explains how to manually add the PXL using each communication method.
Ethernet Connection Method

1. From the Visual Doors home screen click on the Hardware tile.

2. The communication gateways will be listed on the left (if there is more than one hardware gateway).
3. If you have more than one gateway, ensure you have selected the correct gateway.
4. Click **Manually Add Controller**.
5. The Add Controller window will appear.
6. Enter a description for the new controller.
7. Ensure the controller is set as a Master controller.
8. Click the icon corresponding to the controller type you are adding.
10. The new controller will be added to the controller list.
11. Highlight the controller and you will see the controller properties.
12. The controller, at this point, has a red dot against it (indicating it is offline).

13. Locate the Communication Channel Type and select TCP/IP Client.

14. Locate the IP address field and enter the IP address for communicating to the PXL network.
15. Click the green save icon.

16. Within approx. 30 seconds the controller should come online.
17. The controller will have a green dot against it when it is online.

Serial Connection Method

When connecting to a master PXL controller using a serial connection, the steps are the same as what is outlined in the previous section, except for steps 13 and 14. Instead of selecting a TCP/IP communication channel you leave the setting at the default of Serial:
• You then have to enter the COM port number for the physical COM port, or the assigned COM port if you are using a USB-Serial adapter.
• Click the green save icon.

Modem Connection Method

1. Again, following steps outlined in the Ethernet (TCP/IP) setup method.
2. When you reach communication channel selection, select Modem Dial Out.

3. Enter the Com port number for the modem connected to the host PC.
4. Enter the phone number for the remote location of the PXL master controller.
5. Click on the green save icon.

Auto Configure PXL Controllers

Once the master PXL is online you can use the Auto-configuration feature to detect the slave PXL controllers. 'Auto config' is used to automatically retrieve the PXL controller and door information from the PXL network and then populate the Visual Doors software with the hardware details.

1. From the home screen, click on the Hardware tile.
2. If you have multiple different gateway types, ensure the PXL gateway is selected.
3. Highlight the PXL master controller.

4. Click the Auto Config icon.

5. The Auto Config window will appear immediately.
6. In the Status Message section you will start to see regular events stating: "PXL Master is searching for slave controllers". Be patient as it will take a few minutes for Auto Config to complete (as the master controller looks for a possible 127 slave controllers).
7. Once searching is complete, all the detected slave controllers will be listed.

8. Click the APPLY button and the detected PXL slave controllers will be added to the system.
9. In the Status Messages section you should see an **Auto Config Complete** message.
10. Close the Auto Config window and the new controllers will now be listed on the hardware screen and should be showing as online.
11. The green dot indicates an online PXL controller. When the dot is red this indicates the controller is offline.

**Entraguard Setup**

Visual Doors supports the Entraguard, Silver and Titanium Telephone Entry controllers functioning as a node on a PXL-500 network for seamless integration with a PXL system. The Entraguard can work as a single unit or networked to other Entraguard or PXL units. This guide explains how to add the Entraguard using a serial or Ethernet connection and it explains basic configuration.
Supported Enraguard specific controllers types are:

- Enraguard Titanium 250
- Enraguard Titanium 250, modem
- Enraguard Silver
- Enraguard Silver, modem
- Enraguard Platinum 5000
- Enraguard Platinum 5000, modem

Once you have setup and configured the Enraguard, refer to the Enraguard User Setup guide for instructions on adding users for the Enraguard. Enraguard information can be adding to existing users who already use cards or they can be added as new Enraguard users.

Adding an Enraguard Master via Serial or USB-Serial Connection

**NOTES:**
- When using the Enraguard Silver or Platinum with RS-232 serial communications, ensure the J19 and J20 jumpers are both set.
- Ensure the J11 (Internal Modem jumper) is off.

1. Set the address for the Enraguard as address #1 (refer to the standalone Enraguard Installation guide for instructions).
2. Connect one end of the serial cable to the Enraguard and the other to the PC COM port or into the USB-Serial adapter.
3. From the home screen, click on the Hardware tile.

4. If you have multiple, different hardware types, ensure the PXL gateway is selected.

5. Click the **Manually Add Controller** icon.

6. Enter a new description for the Entraguard master controller.

7. Select from the available controller types the correct model of Entraguard controller.

8. The Entraguard will be added to the hardware screen and the red dot next to the controller will indicate it is currently offline.
9. By default, the new controller will be assigned a serial communication channel so all you have to do is enter a COM port number.

**NOTE:** If you are using a USB-Serial adapter you may need to go into Device Manager to check what COM port is assigned to the device (Right-click Windows start menu >> Device Manager >> Port COM & LPT)

10. Enter the correct COM port number then click save.
11. Within a few seconds the red dot should turn green, indicating the Entraguard is now online.
Modem Connection Method

**NOTES:**
- When using the Entraguard Silver or Platinum with and external modem (connected to the RS-232 port), ensure the J19 and J20 jumpers are both set across the pins.
- Ensure the J11 (Internal Modem jumper) is off.

1. Following steps outlined in the previous section (Serial connection method).
2. When reach communication channel selection, change the default Serial channel to **Modem Dial Out**.
3. Enter the Com port number for the modem connected to the host PC.
4. Enter the phone number for the remote location of the PXL master controller.

5. Click on the green save icon.

Adding an Entraguard Master via Ethernet Connection

**NOTE:** Support for the LAN unit on Entraguard begin with PCB 23217-001 Rev. E. Earlier units cannot support a LAN unit.
1. Power-down the Entraguard master controller.
2. On the Entraguard PCB, remove jumpers from J11, J19 and J20.
3. Insert the LAN-520X into port J7, orient the LAN-520 as shown below.
4. Apply power to the Entraguard.
5. For setting up the LAN-520 with an IP address refer to the standalone Basic LAN-520 Setup Guide standalone document (P/N: 01519-001).
6. Once you have set the LAN-520 with an IP address, log into the Visual Doors software.
7. From the home screen, click on the Hardware tile.

8. If you have multiple, different hardware types, ensure the PXL gateway is selected.
9. Click the **Manually Add Controller** icon.

10. Enter a new description for the Entraguard master controller.
11. The Entraguard will be added to the hardware screen and the red dot next to the controller will indicate it is currently offline.
12. From the Communication Channel Type drop-down list, select TCP/IP client.
13. Locate the IP address field and enter the IP address that is assigned to the LAN-520 that is connected to the Entraguard.

![IP Address Field]

14. Click outside of the IP address field, then click the green save icon.
15. Within a few seconds the red dot to the left of the Entraguard will go green indicating the Entraguard is online.

![Online Indication]

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Entraguard Settings

Once the Entraguard is online it can be configured on the Hardware Setup screen.

**Description** - Enter a description for the Entraguard controller, for example, where the controller is located within the facility.

![Description](image)

**Communication Channel Type** - Determined by the method being used to communicate with the Entraguard (Serial, modem or TCP/IP).

![Communication Channel Type](image)

**Controller Timeout (ms) and Network Timeout (seconds)**

The default settings will be the optimum settings for most system.
Controller Timeout - The amount of time before a controller detects the PXL gateway as offline.

Network Timeout - The amount of time before the PXL gateway detects the controller as offline.

IP Address and Port Number - The TCP/IP Settings used when the communication channel type is TCP/IP.
**Baud Rate and Com Port** - The settings used when using a serial communication channel (or when using a USB-Serial adapter).
Use System Global Lock/Unlock

System Global Lock and Global Unlock is configured in the standard Doors.NET client. It enables an operator to unlock or lock all doors, or a dedicated group of doors via icons in the Doors.NET client or from a dedicated hardware input. This setting allow you to toggle between whether this feature is enabled or disabled for the controller.
**NOTE:** There are limitations with Global Lock/Unlock related to response times when using PXL or Entraguard controllers. These limitations, and further setup instructions are explained in more detail in the standard Doors.NET help file.

**Enable Daylight Savings**

Enable the controller to automatically adjust its timestamp for daylight savings (this setting is only supported for the US and Latin America).

**Connect Timer** - The number of seconds allowed for connection to directory users for this Entraguard unit.
**Command Unlock** - The phone handset digit, when pressed by the tenant, will unlock the door.

**Command Output 1** - The phone handset digit, when pressed by the tenant will activate output 1.

**Command Output 2** - The phone handset digit, when pressed by the tenant will activate output 2.

**Command Hang Up** - The phone handset digit, when pressed by the tenant, will hand up the call with the Entraguard.
Display Messages - The LCD display on the Entraguard displays three messages informing a tenant or a guest how to use the telephone entry system. The messages display on-screen one after the other and each message can be edited. By default, each message will display on screen for 10 seconds but this too can be adjusted. To edit the message text, simply overwrite the existing text (highlighted below) and then click the green save icon. The Entraguard, if online will be updated automatically.
NXT Controller Setup

Manually Add NXT Controllers

NXT controllers are typically added to the system using Auto Config. However, there are some rare situations where the controller will have already been programmed with its IP address and simply needs to be manually added.

**NOTE:** To manually add an NXT controller you will need to know the controller's programmed IP address.

1. Ensure the NXT controller is powered on and connected to the network.
2. From the home screen click on the Hardware tile.
3. If you have multiple, different hardware gateways ensure the NXT gateway is selected.
4. Click the **Manually Add Controller** icon.
5. Add a description for the new controller.
6. Click on the icon for the NXT controller type you are adding (2 door or 4 door).
7. The new NXT controller will be immediately added to the hardware screen.
8. Enter the controller's programmed IP address.
9. Click outside of the IP address field, then click the green save icon.

10. The red dot next to the controller should go green to indicate the controller is now online.
Auto Config NXT Controllers

The following section explains how to add NXT controllers using the Auto Config feature. Auto Config polls the local subnet and NXT gateway and automatically returns a list of all NXT controllers it finds.

1. Ensure all the NXT controllers are connected to the network and are powered on.
2. From the home screen, click the Hardware tile.

3. If you have multiple, different controller types, ensure the NXT gateway is selected.
4. Click on the Auto Config icon and the local network will be searched for NXT controllers.

5. The detected controllers will be listed in the Available Controllers section.
6. You can use Auto Config to assign IP addresses to multiple NXT controllers.
7. In the Starting IP Address field enter the IP address you wish to assign to the first controller in the list.
8. In the Ending IP Address field enter the IP address you wish to assign to the last controller in the list. The controllers listed in between will also receive their IP addresses so ensure the range is large enough to accommodate all the controllers you have detected.
9. Click the ASSIGN button to assign the IP addresses to the NXT controllers.
10. Click the APPLY button.
11. Within a few seconds you should see the **Auto Config Complete** message.

12. Close the Auto Config window. The new NXT controllers should be listed on the hardware screen and showing as online.
MSC Controller Setup

Manually Add MSC Controllers

NXT Mercury-Powered (MSC) controllers are typically added to the system using the Scan feature. However, there are some rare situations where the controller will have already been programmed with its IP address and simply needs to be manually added.

**NOTE:** To manually add an MSC controller you will need to know the controller's programmed IP address.

1. Ensure the MSC controller is powered on and connected to the network.
2. From the home screen click on the Hardware tile.
3. If you have multiple, different controller types, ensure the MSC gateway is selected.
4. Click the **Manually Add Controller** icon.

5. Add a description for the new MSC controller.
6. Click on the icon for the MSC controller type you are adding (2 door or 4 door).
7. The new MSC controller will be immediately added to the hardware screen.
8. Enter the controller’s programmed IP address.
9. Click outside of the IP address field, then click the green save icon.

10. The red dot next to the controller should go green to indicate the controller is now online.
Scan and Import MSC Controllers

The following section explains how to add MSC controllers via the Scan feature. The Scan featurepolls the network and MSC gateway and automatically returns a list of all detected MSC controllers it finds.

1. Ensure all the MSC controllers are connected to the network and are powered on.
2. From the home screen, click the Hardware tile.

3. If you have multiple, different controller types, ensure the MSC gateway is selected.
4. Click on the Scan Network for Controller icon and the local network will be searched for MSC controllers.

5. The detected controllers will be listed in the grid. Controllers with a green square against them are already online. Controllers with a red square against them are offline.
6. Select one of the offline MSC controllers.
7. Click the IMPORT button.

**NOTE:** Only 1 MSC controller can be imported at a time.

8. The red square will turn yellow and then green (indicating that the MSC controller is now online to the MSC gateway)
9. Close down the Scan window.
10. The new MS controller will be displayed on the hardware screen and is ready to configure and use.

Controller Settings

PXL Controller Settings

**Description** - Enter a description for the controller, for example, where the controller is located within the facility.
**Enabled** - Allows you quickly toggle between enabling and disabling the controller.

**Update Network Button** - Use the network update button to manually perform an update on the controller.

**Communication Channel Type** - The communication channel determined by the communication method to the PXL master controller. You can communicate to a PXL network via Serial, Modem or Ethernet.

**Controller Timeout (ms) and Network Timeout (seconds)**
The default settings will be the optimum settings for most system.

**Controller Timeout** - The amount of time before a controller detects the PXL gateway as offline.

**Network Timeout** - The amount of time before the PXL gateway detects the controller as offline.

**IP Address** - The TCP/IP address of the PXL controller.

**Port Number** - The TCP/IP communication port number.
Use System Global Lock/Unlock

System Global Lock and Global Unlock is configured in the standard Doors.NET client. It enables an operator to unlock or lock all doors, or a dedicated group of doors via icons in the Doors.NET client or from a dedicated hardware input. This setting allow you to toggle between whether this feature is enabled or disabled for the controller.

![Image of System Global Lock/Unlock](image)

**NOTE:** There are limitations with Global Lock/Unlock related to response times when using PXL or Entraguard controllers. These limitations, and further setup instructions are explained in more detail in the standard Doors.NET help file.

Enable Daylight Savings

![Image of Daylight Savings](image)
Enable the controller to automatically adjust its timestamp for daylight savings (this setting is only supported for the US and Latin America).

NXT Controller Settings

Description - Enter a description for the controller.

Update Network Button - Click the button to perform a manual update on the controller.

Reset Memory button - Click this button to perform a reset on the controller. The controller will retain its IP address settings but following the reset, you will need to perform a manual update.
**IP Address** - The IP Address assigned to the NXT controller.

![Image of IP Address]

**Daylight Savings** - Allows you to define custom Daylight Savings dates for the controller.

![Image of Daylight Savings]

**MSC Controller Settings**

**Description** - Enter a description for the controller.

![Image of Description]

**Update Network Button** - Click the button to perform a manual update on the controller.
Reset Memory button - Click this button to perform a reset on the controller. The controller will retain its IP address settings but following the reset, you will need to perform a manual update.

IP Address - The IP Address assigned to the NXT controller.

Port - The TCP/IP port number used to communicate to the MSC controller.

Daylight Savings - Allows you to define custom Daylight Savings dates for the controller.
NXT 4x4 Setup

The NXT 4x4 module can be added to NXT or MSC controllers. The process for adding the 4x4 modules is the same, regardless of controller type.

1. From the home screen, click on the Hardware Setup tile.

2. If you have multiple, different hardware types, ensure the relevant gateway is selected on the left.

3. Select the controller.
4. Click the Add NXT 4x4 icon.

5. Click Yes to the prompt asking you to confirm you wish to add the 4x4.
6. The 4x4 icon will alter slightly and the controller will now be communicating to the 4x4.
**NXT 4x4 Settings**

Click on the 4x4 module and the four input and four outputs will be listed.

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NXT IO board</td>
<td></td>
</tr>
</tbody>
</table>

- New 0 NXT 2D.Input.Bus 0.TB 22.4
- New 0 NXT 2D.Input.Bus 0.TB 23.4
- New 0 NXT 2D.Input.Bus 0.TB 24.4
- New 0 NXT 2D.Input.Bus 0.TB 25.4
- New 0 NXT 2D.Output.Bus 0.TB 22.1
- New 0 NXT 2D.Output.Bus 0.TB 23.1
- New 0 NXT 2D.Output.Bus 0.TB 24.1
- New 0 NXT 2D.Output.Bus 0.TB 25.1

Click on any of the inputs or outputs to view the individual I/O settings...
NXT 4x4 Input Settings

**Description** - Enter a description for the input.

![Description](Gymnasium Fire Door)

**Line Supervision** - Set the circuit polarity for the input (Normally-Open, Normally-Closed or Supervised, 3-state or 4-state Open or Closed).

![Line Supervision](Unsupervised, Normally Closed)

**Link to Output** - You can select an output to be activated when the input goes active.

**NOTE:** You can link the input to an output on a different 4x4 module, but both 4x4 modules must be connected to the same controller.

![Link To Output](Door 1 Forced Alarm)
**Link Action** - Select what you wish the selected output to do when the input goes active. The available options are:

- *Follow* - The output will 'follow' the state of the input.
- *Latch On* - If de-activated, the output will be activated when the input goes active.
- *Latch Off* - If activated, the output will be de-activated when the input goes active.
- *Pulse On* - If de-activated, the output will be activated for the duration of the output pulse time.
- *Pulse Off* - If activated, the output will de-activate for the duration of the output pulse time.

**Link Schedule** - Specify a time schedule to restrict when the link action will be allowed to operate (or select Always to always allow the link action).

**NXT 4x4 Output Settings**

**Description** - Enter a description for the output.
Activate on Schedule - You can select a time schedule to automatically activate and de-activate the output or select Always for the output to always be in the active state.

Door/Reader Setup

NOTE: Not all the reader settings listed below are available for every controller type.

Reader Description

Add a description for the door to identify its location.
Enable/Disable the Reader

Allows you to quickly toggle between the reader being disable or enabled.

Manufacturer Model

If you have manually added a controller or if you have scanned for, and imported an MSC controller, you will need to set the manufacturers model (reader type). Adding a controller using Auto Config will detect the correct manufacturer model automatically.

Held Open Time

Adjusting the door held open time determines how long the door can be held open before the reader goes into an alarm state (the reader will be constantly beeping and the LED will be flashing red). The door held open option is enable in the Door Forced/Held setting of the PXL and NXT controllers and in the Beeper Control setting of MSC controllers.
Enrollment Reader

You can set any reader on the system as an enrollment. You can enroll a new card by presenting it to the reader and the card details are automatically detected.

Strike Timing

The Strike Timing settings determined how long the door is opened for, following a valid card read, an exit button being pressed, or the door being temporarily unlocked via the Visual Doors software. You might have strike time set to 10 seconds and the door held open time set to 25 seconds.

Strike Timing - DDA

There is a DDA Strike Time setting to assist cardholders with disabilities. When DDA-configured cardholders present their cards, the door will unlock for an extended period of time.
Live Events

The Live Events grid, enables monitoring of system activities as they occur. For example, you can see who has gained access or who has been denied access at which doors and at what times. You can also see if doors have been held or forced open, if they have been automatically unlocked or operated from the software via the Unlock Doors page.

Photo Recall

If cardholders have photographs added to their records you will see the cardholder photo appear when the card is presented to a reader.
Searching and Sorting Events

You can search for certain event types by clicking the highlighted arrow in the message header.

<table>
<thead>
<tr>
<th>Cardnumber</th>
<th>First Name</th>
<th>Last Name</th>
<th>Card ID</th>
<th>Card Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3157425278</td>
<td>James</td>
<td>Coima</td>
<td>874602027</td>
<td>Active</td>
</tr>
<tr>
<td>963258795</td>
<td>Kathleen</td>
<td>Baker</td>
<td>963258795</td>
<td>Active</td>
</tr>
<tr>
<td>213615289</td>
<td>Emma</td>
<td>Cameron</td>
<td>607657513</td>
<td>Card</td>
</tr>
</tbody>
</table>
Or you can list the live events with the newest or the oldest events at the top by clicking the highlighted arrow in the header of the controller timestamp column.
Repositioning Event Columns

You can also re-position a column by clicking on it and then dragging it to a different position. For example, you may want the event 'message' to be the first column.

Simply release the mouse button when the blue arrows indicate where you wish the column to go. The column will then remain in that position.
Field Chooser

The Live Events grid has a field chooser which allows you to determine which columns will be shown on the live events grid. By default, the following columns are displayed:

- Location
- Message
- Details
- Cardnumber
- Timestamp (Controller)
- Timestamp (Server)
- First Name
- Last Name
- Card Status
- Imprint

You may, however, just want to see the controller timestamp (the exact time that the event occurred), the location and message type and the name of the card-holder...

1. On the top-left corner of the live events grid, click the icon you see highlighted below.
2. The Field Chooser box will appear.

3. Scroll through the list of available fields/columns and deselect those you do not wish to display, (for example; Detail and Imprint).

4. Close the Field Chooser box and the live events grid will be adjusted accordingly.
## Visual Doors Setup and User Guide

- **Live Events**

<table>
<thead>
<tr>
<th>Location</th>
<th>Message</th>
<th>Cardnumber</th>
<th>Timestamp (Controller)</th>
<th>First Name</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>PKL 8</td>
<td>Controller - Online</td>
<td>0</td>
<td>11/9/2016 2:34:59 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PKL 8</td>
<td>Controller ID Report</td>
<td>0</td>
<td>11/9/2016 2:34:59 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PKL 7</td>
<td>Controller - Online</td>
<td>0</td>
<td>11/9/2016 2:34:53 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PKL 7</td>
<td>Controller ID Report</td>
<td>0</td>
<td>11/9/2016 2:34:53 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PKL 6</td>
<td>Controller - Online</td>
<td>0</td>
<td>11/9/2016 2:34:53 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PKL 6</td>
<td>Controller ID Report</td>
<td>0</td>
<td>11/9/2016 2:34:53 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Running Reports

Visual Doors has a built-in report wizard and designer that allows you to create a new report from scratch or to modify an existing, saved report. The report wizard is very easy to use and you can save an unlimited number of reports so you don't have to enter your search criteria each time. Once reports have been saved they can also be exported to the hard drive, a network drive or removable media so you can share the reports with other people. Reports can be exported as PDF or Excel formats.

The following example explains how to run a report on all the system transactions for the past 2 days:

1. From the home screen, click on the Reports tile.

2. The Reports Wizard window will appear.
3. The default report selections are for all messages that have occurred for the current day since midnight. But as you can see, you have the option of running reports against specific cardholders, hardware or message type.
4. To begin with, select **Calculate Date Range**.
5. From the drop-down list, select **Today - 2 Days**.
6. Click NEXT.
7. On the next screen, click the RUN REPORT button.

8. The report information will appear on the grid behind the report wizard window.
9. Minimize the report wizard to view the generated report.
10. You can re-size and reposition any of the columns, plus as with Live Events, you can use the field chooser to select/deselect any of the columns.
The available report types are as follows:

• All Messages
• All Messages from Cardholder
• All Messages from Cardholder, MessageType
• All Messages from Control Point
• All Messages from Control Point, MessageType
• All Messages from Controller
• All Messages from Controller, Cardholder
• All Messages from Controller, Cardholder, MessageType
• All Messages from Controller, MessageType
• All Messages from Gateway
• All Messages from Gateway, Cardholder
• All Messages from Gateway, Cardholder, MessageType
• All Messages from Gateway, MessageType
• All Messages from MessageType
• All Messages from Monitor Point
• All Messages from Monitor Point, MessageType
• All Messages from Panel
• All Messages from Panel, MessageType
• All Messages from Reader
• All Messages from Reader, Cardholder
• All Messages from Reader, Cardholder, MessageType
• All Messages from Reader, MessageType
• All Messages from Search
• Last X Messages from Cardholder
• Last X Messages from Cardholder, MessageType
• Last X Messages from Control Point
• Last X Messages from Control Point, MessageType
• Last X Messages from Controller
• Last X Messages from Controller, Cardholder
• Last X Messages from Controller, Cardholder, MessageType
• Last X Messages from Controller, MessageType
• Last X Messages from Gateway
• Last X Messages from Gateway, Cardholder
• Last X Messages from Gateway, Cardholder, MessageType
• Last X Messages from MessageType
• Last X Messages from Monitor Point
• Last X Messages from Monitor Point, MessageType
• Last X Messages from Panel
• Last X Messages from Panel, MessageType
• Last X Messages from Reader
• Last X Messages from Reader, Cardholder
• Last X Messages from Reader, Cardholder, MessageType
• Last X Messages from Reader, MessageType
• Last X Messages from Search

Saving Reports

1. After running the report, restore the report wizard window.
2. You will see there is a description field where you can enter a name for the report.
3. Click the SAVE button.

4. The report will automatically be saved and will be available to select from the drop down list the next time you open the report wizard.

5. There is no limit to how many reports you can save.
Report Analytics

The Analytics option provides you with a full list of ALL the events that have been generated by the system. This can be useful for finding out if the system is generating a lot of specific non-critical event type, such as door opened/door closed, auto-unlock time schedule active/inactive, or lots of critical event types, such as: anti-passback violations, door held/door forced, controller offline or access denied events. You can then use this information to recommend improved methods of best practice for users of the access control system or to setup and assign filter to the hardware to suppress non-critical events.

**NOTE:** Setting up and assigning filters can only be performed from within the standard Doors.NET client.

1. Place a checkmark against the Analytics option.

2. Ensure there is no restriction on the hardware, cardholders or message types.
3. Click NEXT.
4. Click the RUN REPORT button.

5. The Analysis report will be generated and it will display all events which have been generated by the entire system. Along with the message type reference number and the message description, you will see a count of the number of times the event has been generated and a percentage value indicating what percentage of the events are of this particular event type.
Exporting Reports

As well as printing and saving, you also have the option of exporting a report as a PDF or Excel document.

1. Once you have generated a report, click the downward arrow on the export icon.
2. You will see the two available formats.
3. Select which format you wish to use.

4. The text on the button will appear specifying the selected format.
5. Click the text on the Export icon.

6. Windows file explorer will immediately open, allowing you to select a location in which to save the report.
7. Once you have navigated to the save destination, enter a name for the report and click the SAVE button.
Operator Permissions

The Operator Permissions section allows you to very quickly and easily add additional system administrators and restricted users or to enable/disable the permissions of existing operators. You can configure an operator to only see certain tiles on the home screen. For example, you may wish to setup an operator who will only be able to access cardholders, time schedules and access groups but not to be able to access the hardware setup.

Create a New System Administrator

The following steps will explain how to setup a new system administrator who will be able to access all areas of Visual Doors.

1. From the home screen, click on the Operators and Permissions tile.
2. Click on the System Administrators operator group.

3. The system settings and permissions will appear to the right.

4. Enter a User Name (1).
5. Enter a password for the new operator account (2).
6. Re-enter the password for the new operator account (3).
7. Click the ADD OPERATOR button (4).
8. Expand the System Administrator group on the left and you will see the new account will be listed.

9. You will now be able to log into Visual Doors with the new user name and password.
Create a New User with Restricted Permissions

The following steps explain how to setup a user that will not be able to access the hardware setup or the operator and permissions setup.

1. From the home screen, click the Operators and Permissions tile.

2. Select an account type from the list on the left, for example, Limited User.

3. Enter a User Name for the new user (1).
4. Select an Account Type for the new user, such as Manager (2).
5. Enter a password for the new user account (3).
6. Re-enter a password for the new user account (4).
7. Click the ADD OPERATOR button (5).
8. From the System Permissions list, deselect Hardware and Operators and Permissions.
9. Click the SAVE button.
10. When you log back into Visual Doors, the Hardware Setup, Doors and Operator Permissions tiles will be hidden from the home screen.