Empower Access, Elevate Security

Cielo365.com

User Manual

Cielo365

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About the Manual

This manual provides step-by-step instructions for operating Cielo365.

All images displayed are for illustration purposes only and may not exactly represent the actual products.

Table of Contents

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1 Revisions

Guide	Description
October 2024	Created user manual
October 2025	Update User Manual for version 3.4.0

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2 Overview

Cielo365 is a cloud-based SaaS application backed by MinervaIoT platform which is catered for small to medium scale businesses \ companies \ customer. This application provides access control features to secure the premises of the customer based on the privileges a person holds in the company. The cardholder in question authenticates himself \ herself using one of the authentication mechanisms supported by the company, which may vary from cards to various biometrics.

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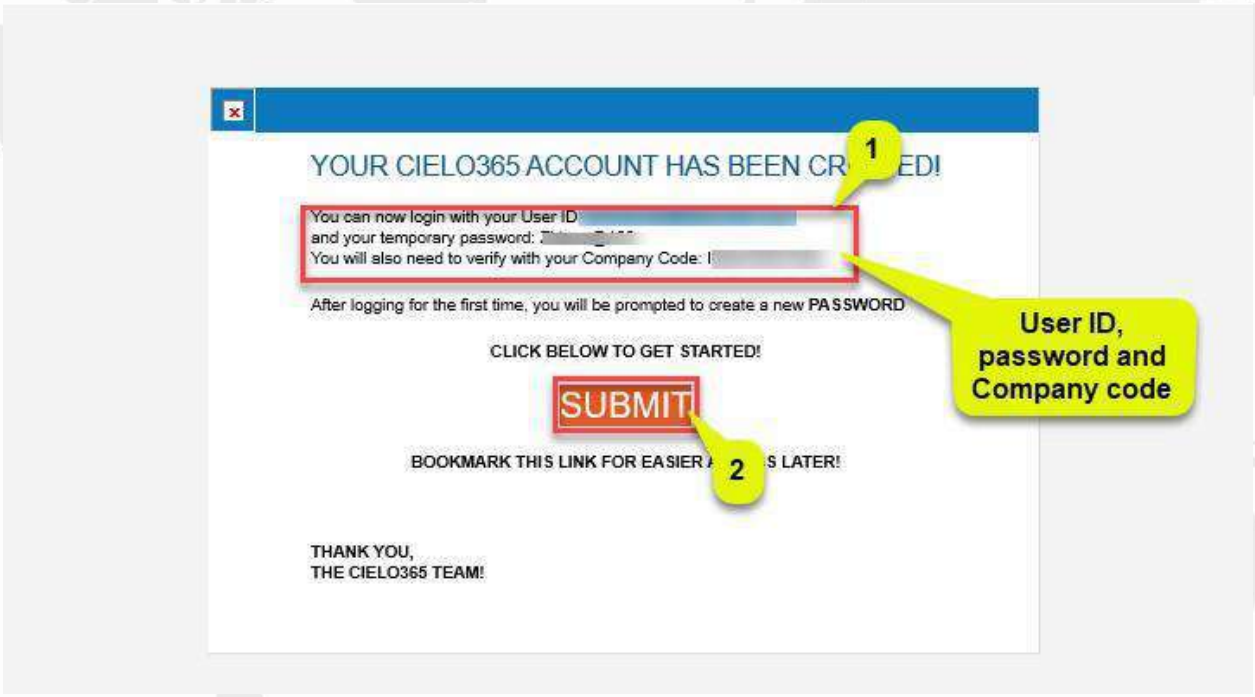
3 Get Started

3.1 Account Activation

For account activation, the authorized user will create a customer account, and an email will be sent confirming successful account creation. This email will include the email ID, password, and company ID. They must click the **Submit** button to confirm and activate the account.



After clicking the **Submit** button, you will be redirected to the login page, where you will need to log in using the authorized credentials. Upon submission, a passcode will be sent to the designated email. This passcode must be entered in the designated field, followed by setting a new password before clicking **Verify**.

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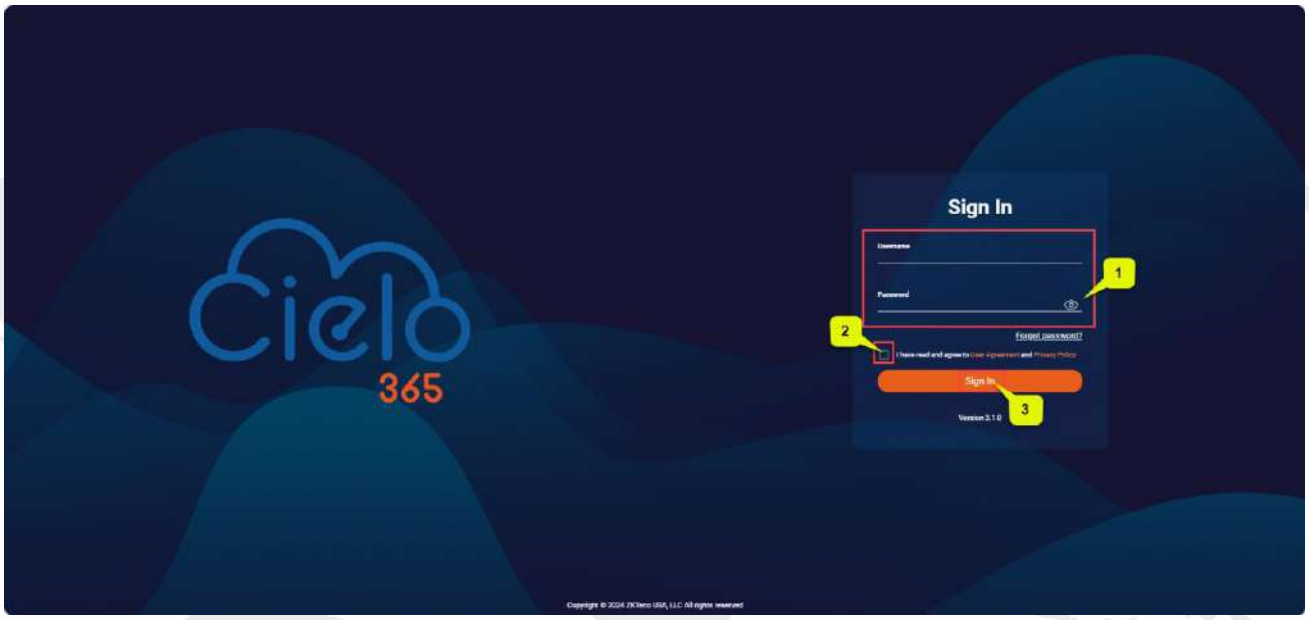
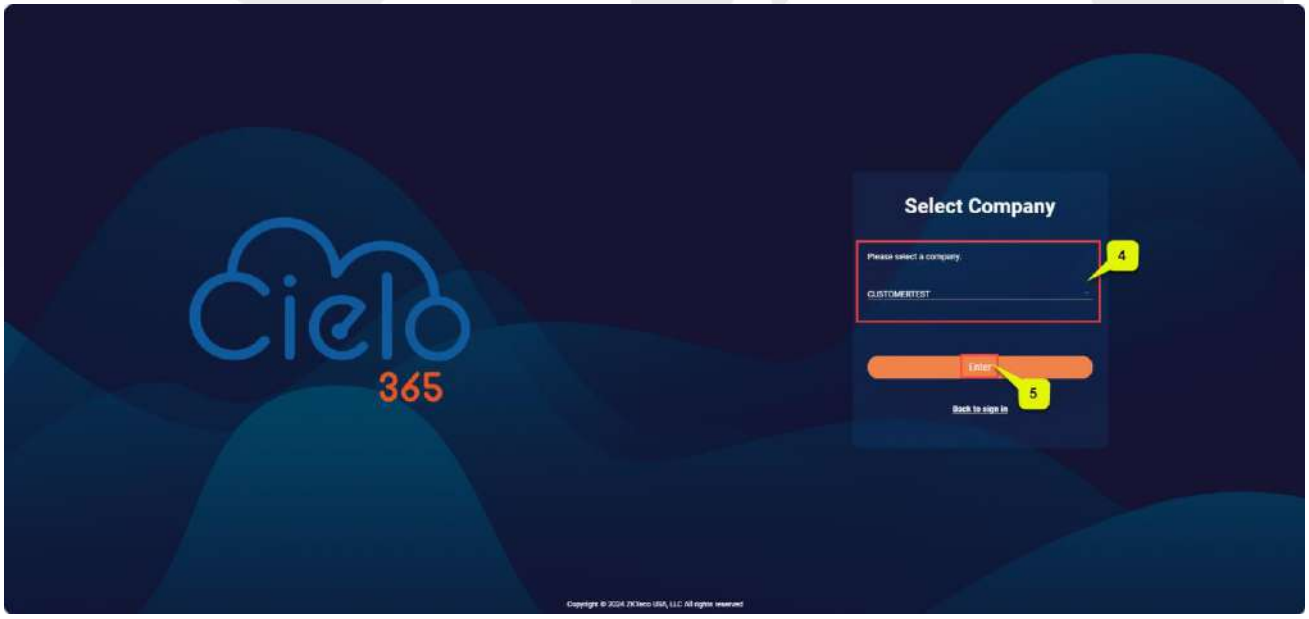
3.2 Login to Cielo365

Please follow the instructions below to access Cielo365.

1. Enter the URL: https://login.cielo365.com in your browser.
2. Sign in using your user credentials.



3. On the **Verify Company** page, select the company code and click **Verify**.



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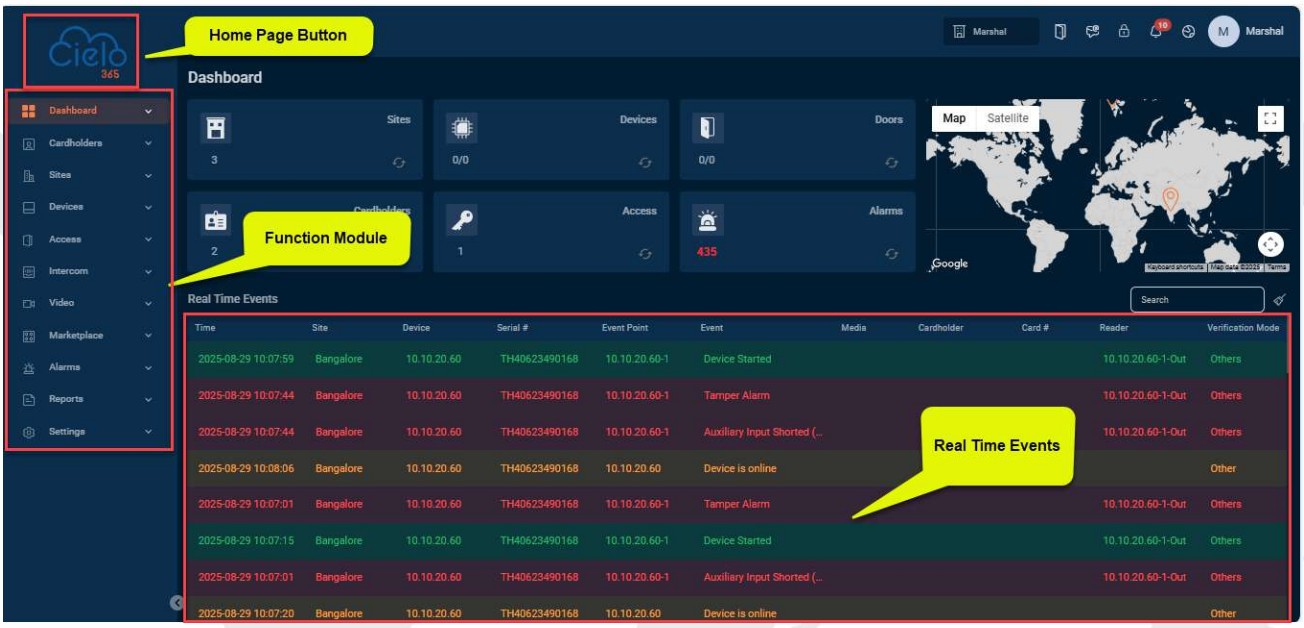
4 Dashboard

4.1 Introduction to the Dashboard

The dashboard interface provides information on the number of devices, cardholders, alarms, sites, doors, and access points, along with real-time events, site map location, and notifications.



Description of the Following Icons:

Doors: The user can perform the following remote operations:

Remote Open: Refer to Remote Door Opening

Remote Close: Refer to Remote Door Closing

Normal Open: Refer to Normal Open

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Initiate Lockdown: Refer to Initiate Lockdown

Cancel Lockdown: Refer to Deactivate Lockdown

Cancel Alarm: Refer to Cancel Alarm

Enable Intraday Passage Mode : Refer to Enable Intraday Passage Mode

Disable Intraday Passage Mode : Refer to Disable Intraday Passage Mode

Lockdown: The lockdown feature allows the user to lock down a specific site.

Clear Lockdown: The Clear Lockdown feature enables users to deactivate an active lockdown.

Switch Company: Allows the user to switch from one company to another.

Notifications: Users can view the most recent notifications here.

4.1.1 Profile

Profile: Users can view the account profile, review subscription details, and sign out of the application.

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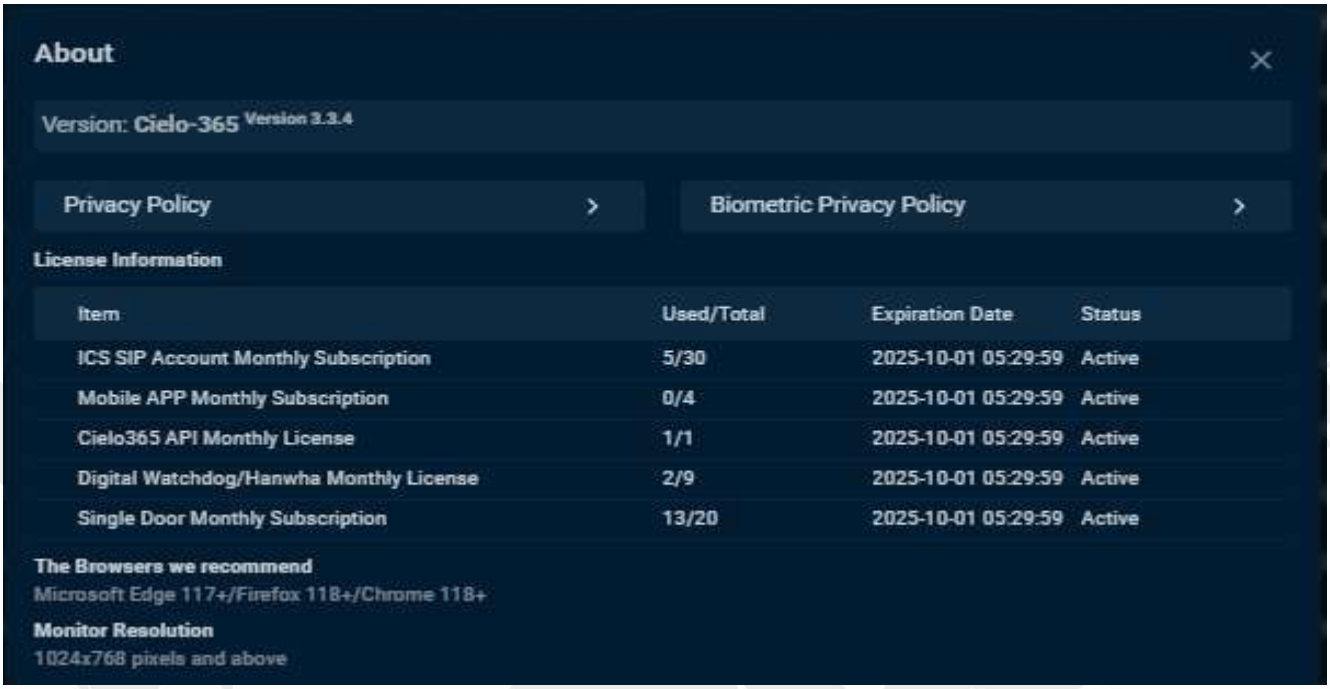
4.1.1.1 About



About: In software, About is a section that provides important information about the product, like **Software Details**:

- The software is called Cielo-365, and you are using version 3.3.4.

License Information:

- The software uses different subscription licenses to enable various features.
- Each license has a limit on how many times it can be used or activated, and they have an expiration date.
- The license statuses shown are currently active, meaning they are valid and working until the expiration date, October 1, 2025, while others have been cancelled.

Breakdown of Licenses:

(1) ICS SIP Account Monthly Subscription
- You have 30 possible accounts, 5 are currently in use.

(2) Mobile APP Monthly Subscription
- You have 4 licenses for the mobile app; none are currently used.

(3) Cielo365 API Monthly License
- 1 license available and fully used (1/1).

(4) Digital Watchdog/Hanwha Monthly License
- 9 licenses total, 2 are currently in use.

(5) Single Door Monthly Subscription

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- 20 licenses total, 13 are currently in use.

Real-Time Events: Real-time events are displayed on the dashboard, with the most recent 50 events currently visible.

Common Features Used Across All Modules

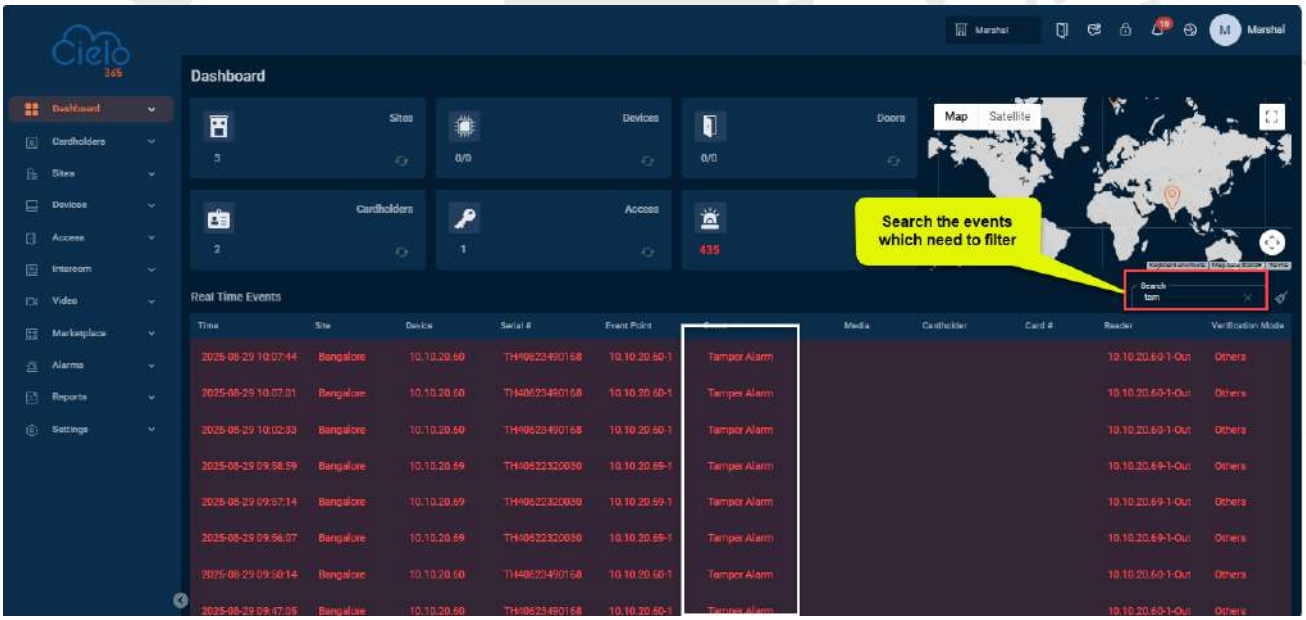
Filter: Allows you to display only the required columns by selecting the desired options provided within the filter settings.

Refresh: Allows the user to view the most recent version of the page as requested by using this command within the application.

Search: Enables users to enter queries to find specific information within the interface.

4.2 How to filter event?

In the search field enter the events name and click enter, then the search event will be displayed below as show in image.



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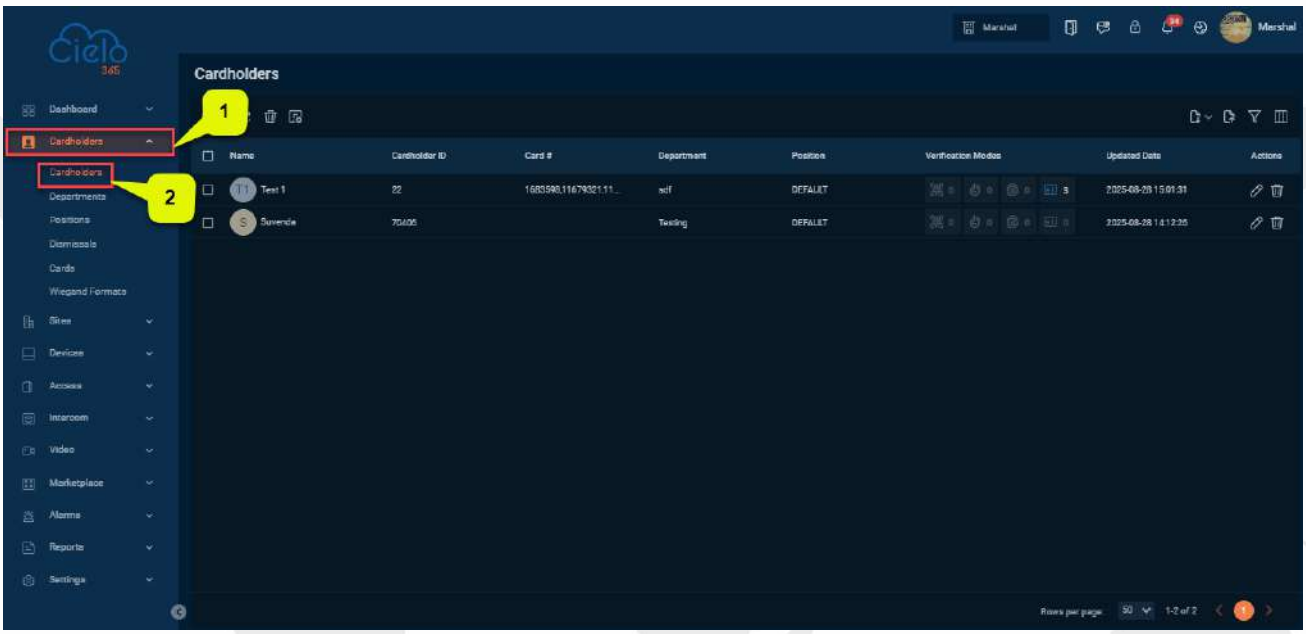
5 Cardholders

5.1 Cardholders

The Cardholders interface displays a list of cardholders and their information records. Users can add new cardholders, edit, delete, or dismiss them from this section.



A brief note about the columns displayed on the Cardholder Records Interface:

Cardholder ID: Displays the unique ID assigned to the cardholder.

First Name: Displays the first name of the cardholder.

Last Name: Displays the last name of the cardholder.

Card Number: Displays the card number assigned to the cardholder.

Department: Displays the department to which the cardholder belongs.

Position: Displays the designation or job title of the cardholder.

Verification Modes: Displays the verification modes used by the cardholder (e.g., Card, Password, Palm, Face).

Updated Date: Displays the date when the cardholder's information was last updated or edited.

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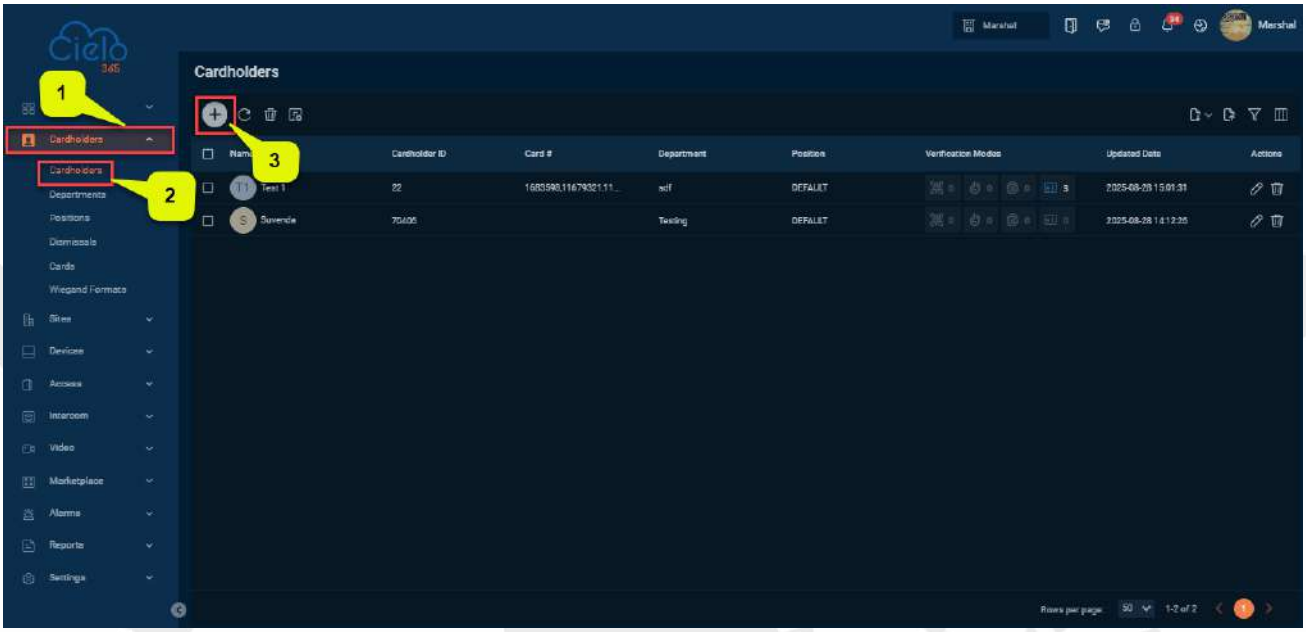
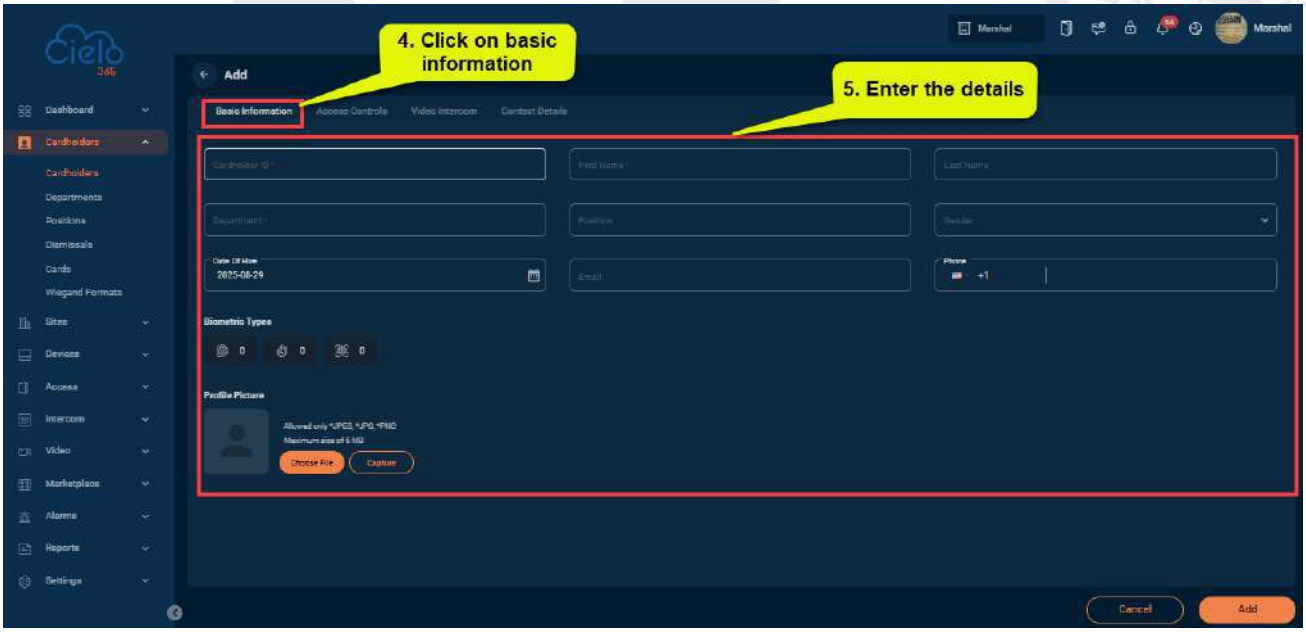
5.1.1 Add a Cardholder

The Add function allows the user to create a new cardholder record in the application.





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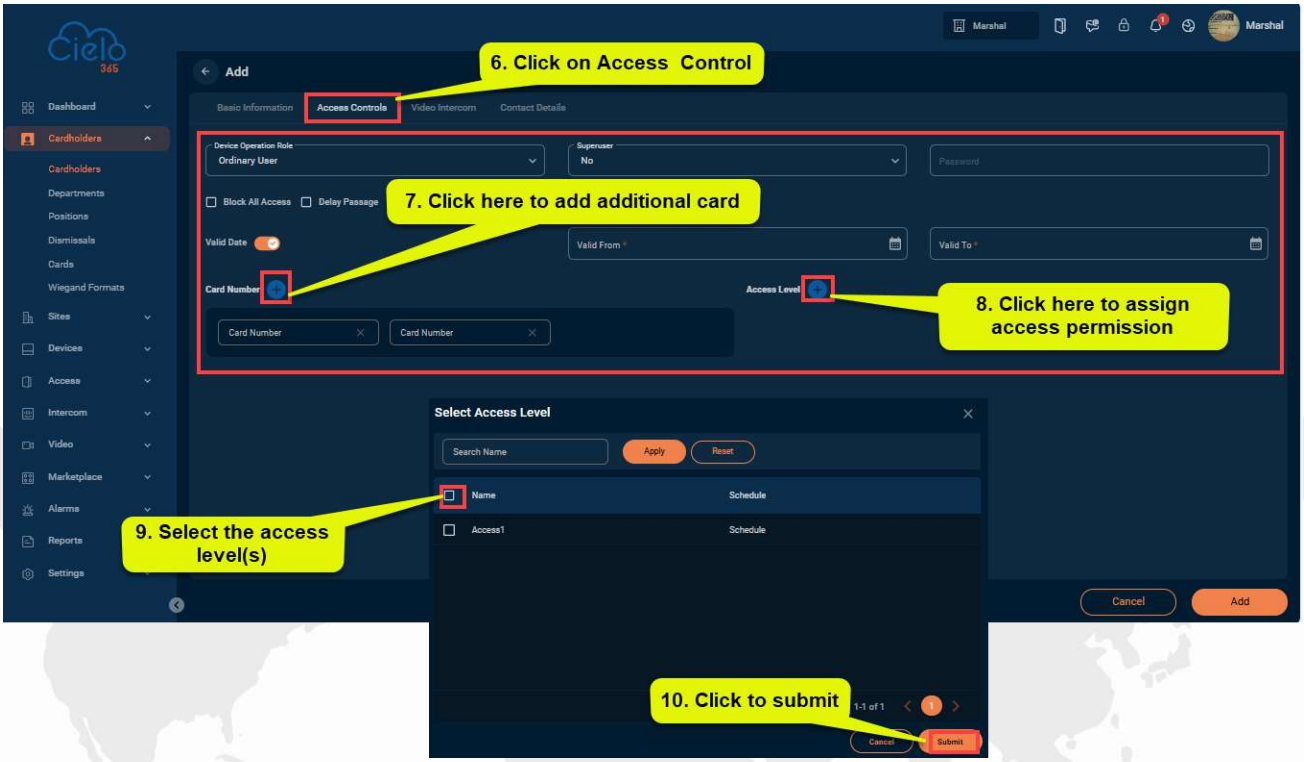

To add a SIP cardholder in the Video Intercom module

1. In the **Cardholder** interface, select the intercom device from the directory.
2. From the Type drop-down list, select Armatura ICS Account or Existing Account.

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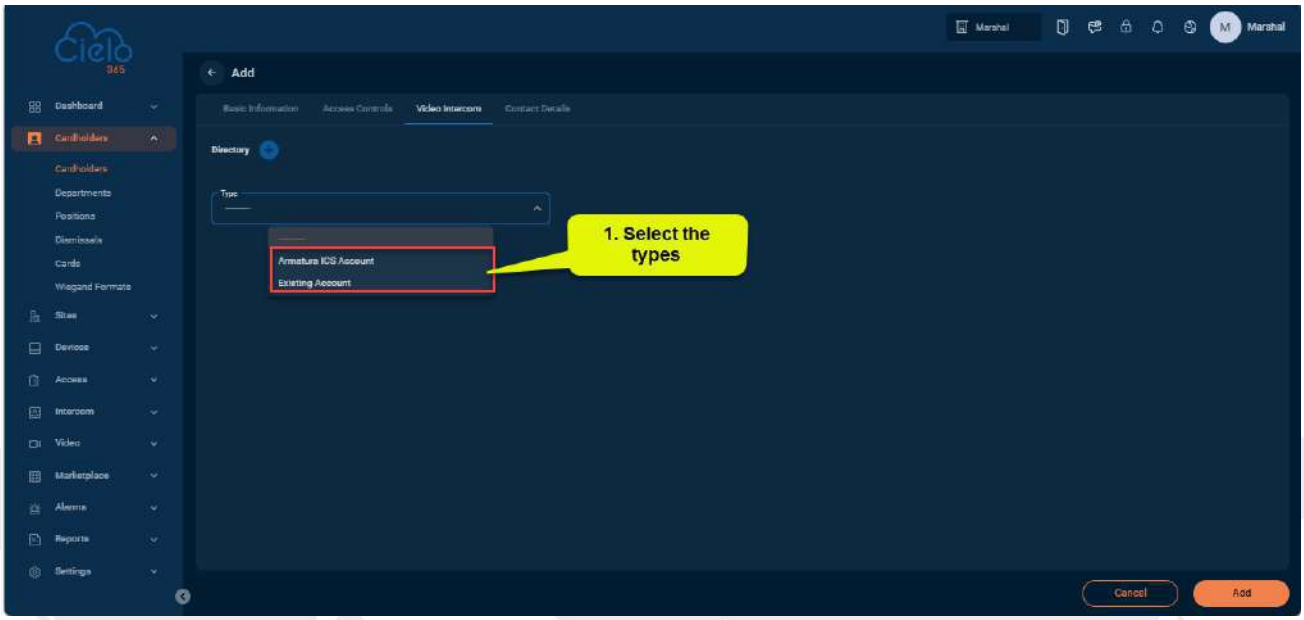
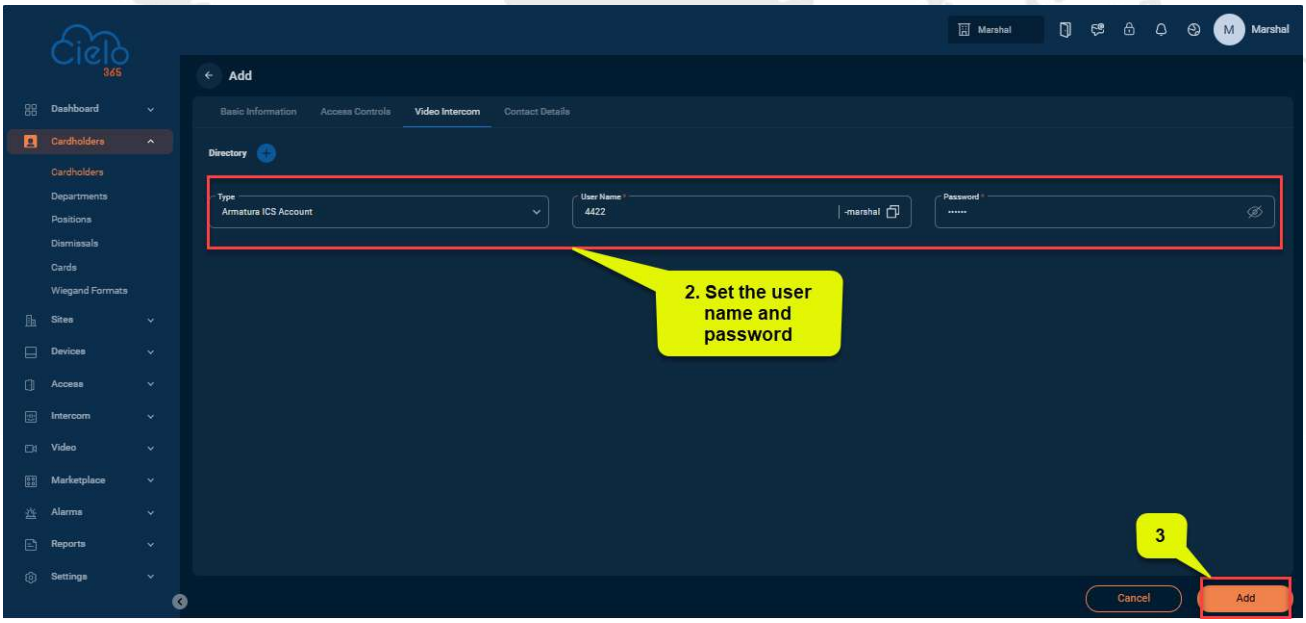


3. If you select **Armatura ICS Account**, the system automatically generates a username and password. You can update the credentials if needed.
4. Select **Add** to save the information and create the SIP account.



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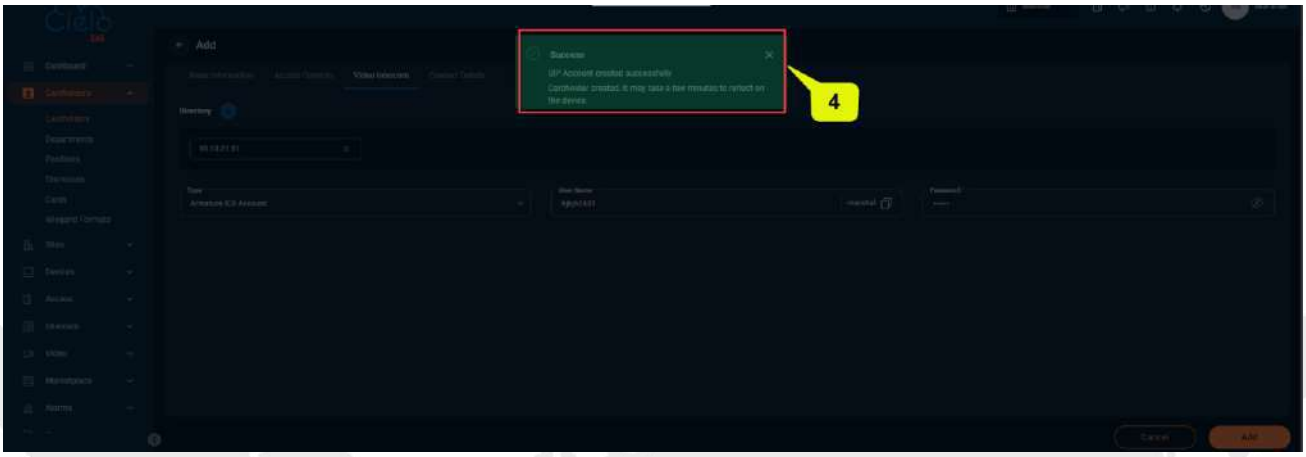
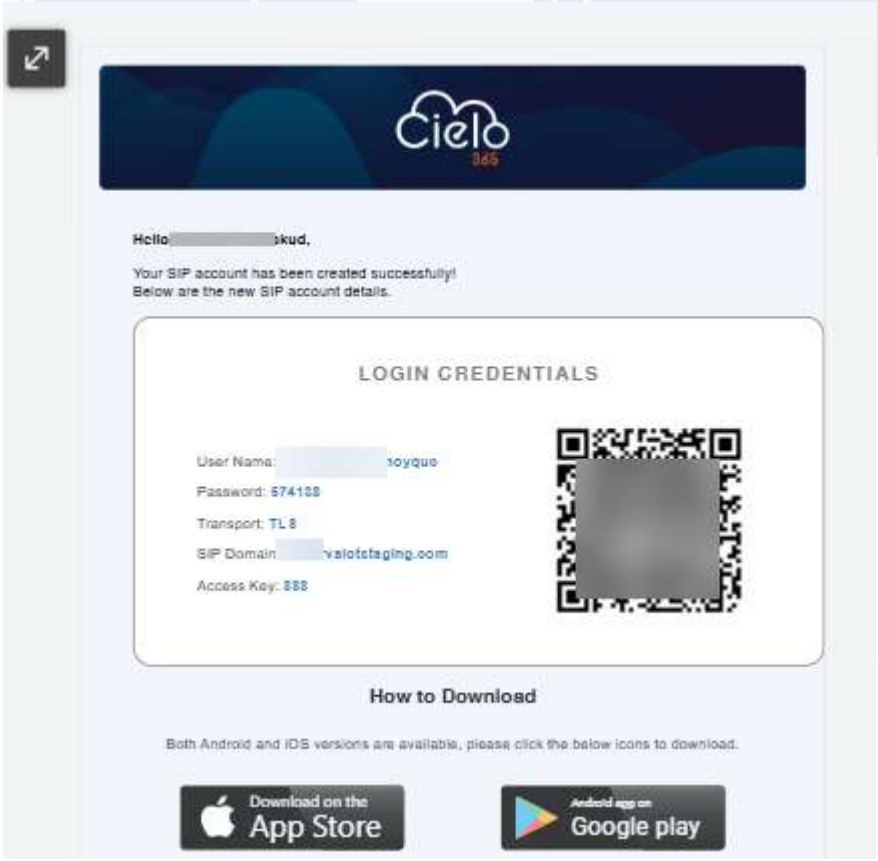
5. After you add the details, a success message pop-up appears as **SIP account created successfully,** and **Cardholder created**. The user also receives an email confirming the SIP account creation.





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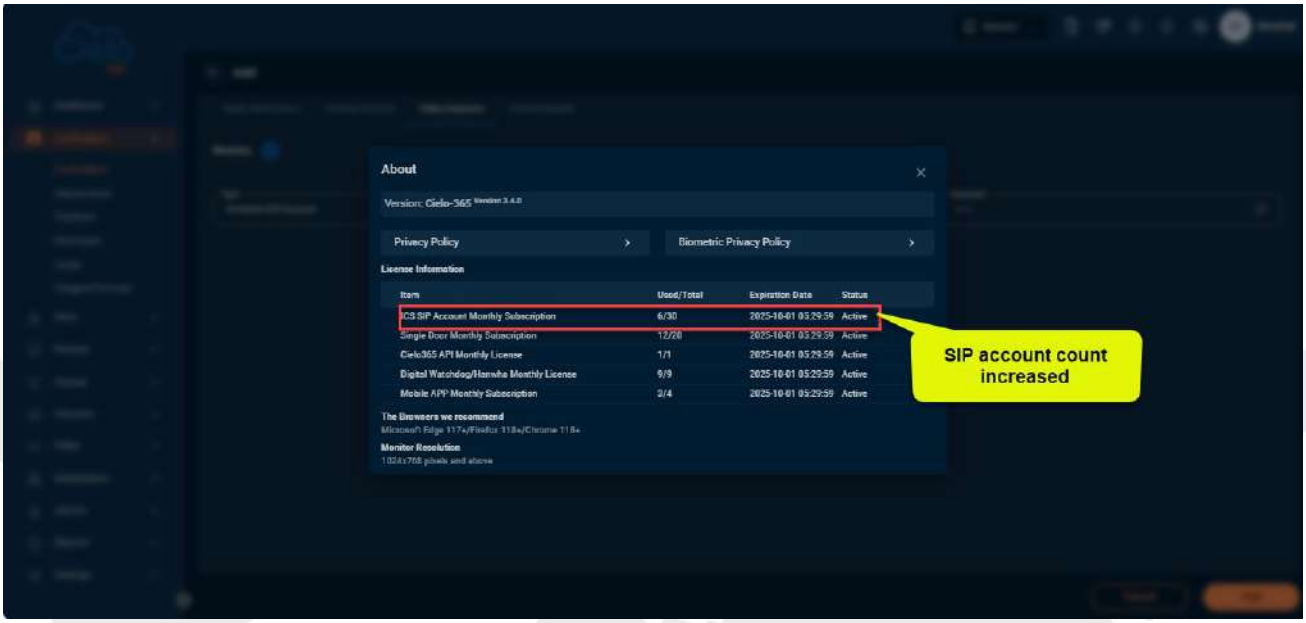
6. When you create a SIP account successfully, the system increases the **ICS SIP account monthly subscription count** on the **Profile > About** page.



7. After you create a SIP account, the user can either reset the password or delete the account.

To reset the password:

- In the **Cardholder** interface, select the cardholder and choose **Edit**.
- In the Video Intercom section, select Reset Password.
- Enter the new password and save the changes. If we reset the password, it will take 30 minutes to update in the application

To delete the SIP account:

- In the **Cardholder interface**, select the cardholder and choose **Edit**.
- In the Video Intercom section, select Delete Account.
- Confirm the action to delete the SIP account. And it will take up to 30 minutes to reflect in the application.

Note: When you delete a SIP account, in the **ICS SIP account monthly subscription count** will decrease on the **Profile > About** page.

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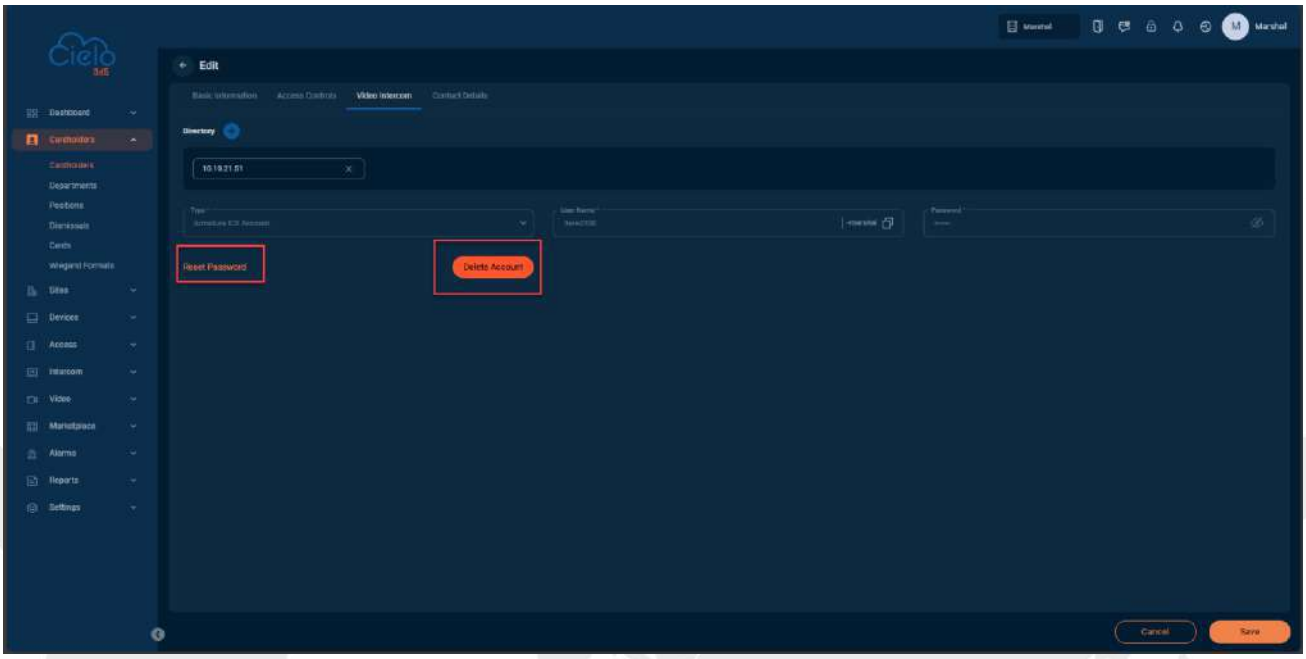
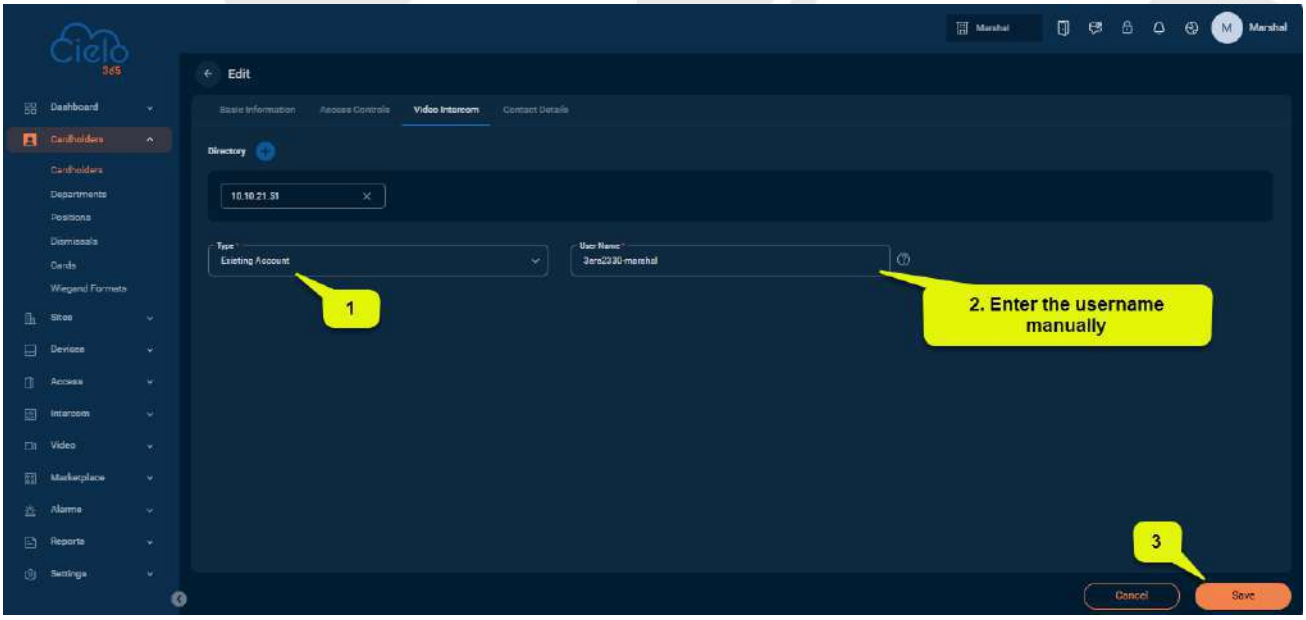


8. If the user has an existing SIP account, the system saves it automatically. When you provide the directory, the system synchronizes the user details to the device.
   - In the **Cardholder** interface, select the intercom device from the directory.
   - From the **Type** drop-down list, select **Existing Account**, enter the existing user name, and then click **Save**.



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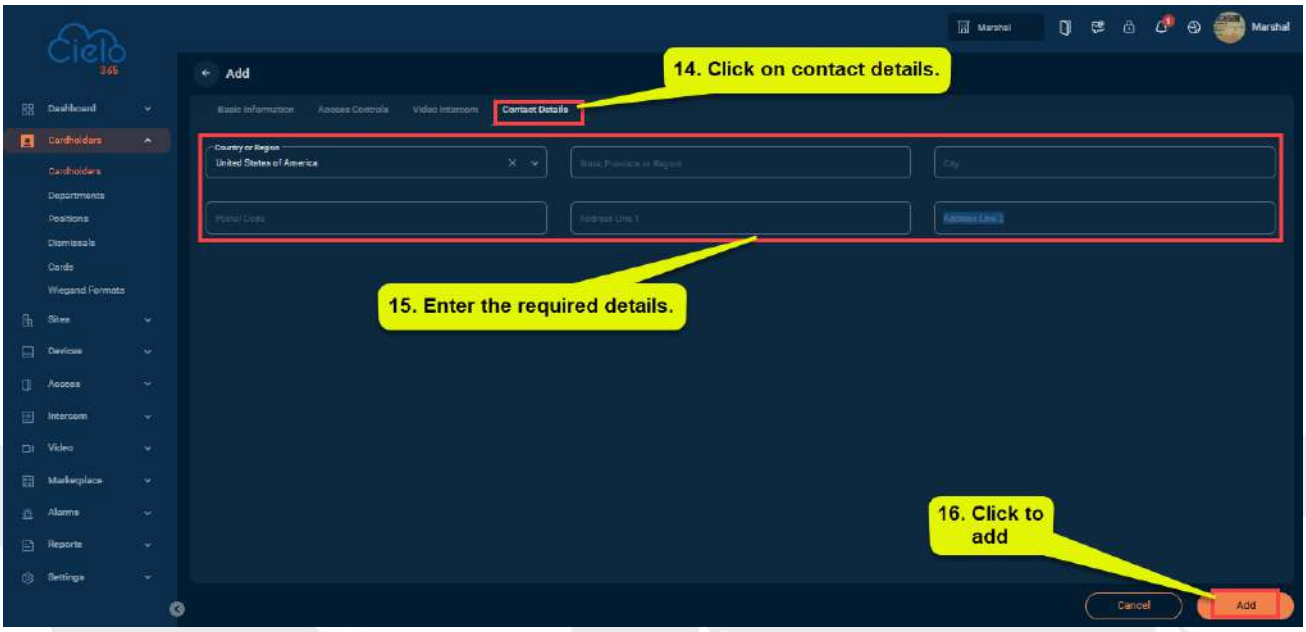

To create a cardholder, perform the following steps:

- In the Cardholders interface, click **Add** icon to create a new Cardholder.
- Click on **Basic Information** and enter the required details of the cardholder.
- Next, click on **Access Controls** and enter the required details, if necessary, click on **Valid Date** to select the validity time, and then assign the appropriate **Access Level** for the cardholder.
- Click on **video intercom**, enter the required details and add a directory
- Click on **Contact Details** and enter a cardholder's contact information.
- After entering the details, click **Add** to save and create the new cardholder.

Field descriptions are as follows:

Basic Information:

Cardholder ID: Enter the unique ID of the cardholder**.**

First Name: Enter the first name of the cardholder.

Last Name: Enter the last name of the cardholder.

Position: Enter the position or job title of the cardholder**.**

Gender: Select the gender of the cardholder.

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Email: Enter the cardholder's email address.

Department: Displays the department to which the cardholder belongs.

Phone: Enter the mobile number of the cardholder.

Date of Hire: Enter the date the cardholder was hired. Click to select the date.

Picture: Upload a profile picture for the cardholder.

Biometric Types: Select the biometric type(s) to register for the cardholder.

Access Controls:

Device Operation Role: Enter the device operation role for the cardholder.

Super User: Specify whether the cardholder is a super user.

Password: Enter the password for the cardholder.

Block All Access: Select if the cardholder's access should be Blocked.

Delay Passage: Select the delay passage setting for the cardholder.

Access Level: Choose the access level for the cardholder.

Card Number: Displays the card number assigned to the cardholder.

Valid Date: Displays the validity date of the cardholder's credentials.

Contact Details:

Address: Enter the cardholder's address.

Country: Select the country from the drop-down list.

State: Select the state from the drop-down list.

City: Enter the cardholder's city.

ZIP Code: Enter the cardholder's ZIP code.

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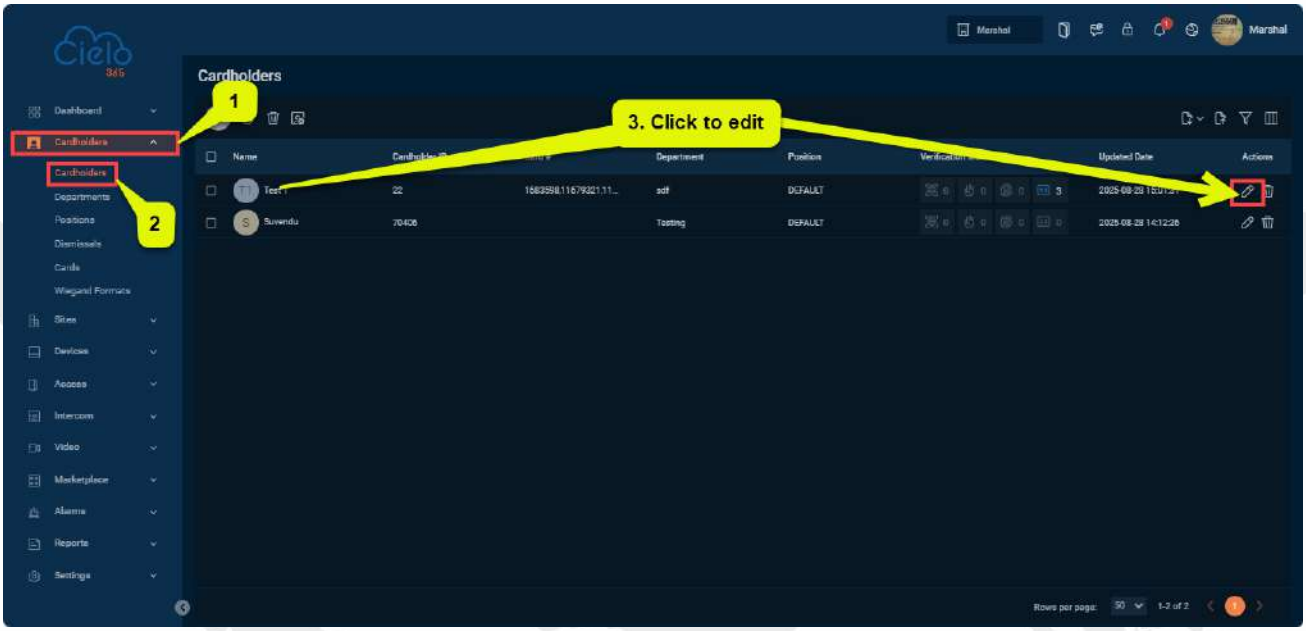
5.1.2 Modify a Cardholder Record

The Modify function allows the user to modify cardholder records within the application.



To modify existing cardholder details, perform the following steps:

- On the Cardholders interface, select the cardholder record from the list that needs to be edited.
- Click on the **ID** or **Edit** **icon**, to modify the cardholder record.
- Make the necessary changes and click **Save**.

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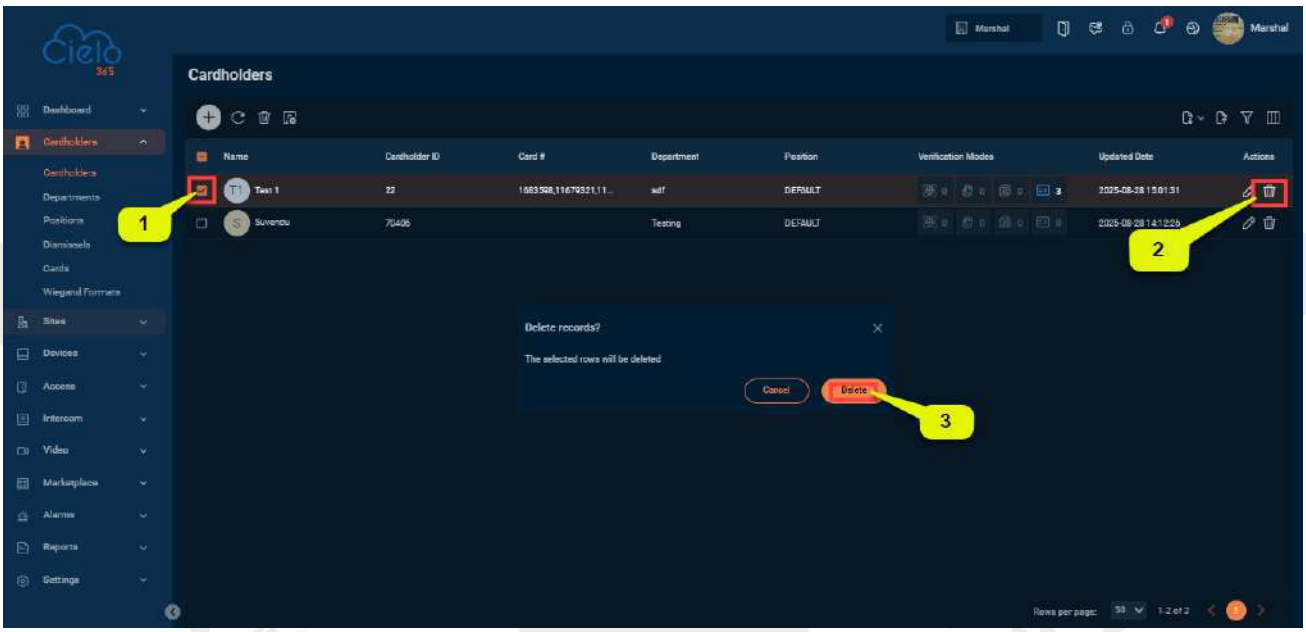
5.1.3 Delete a Cardholder

The Delete function allows the user to remove existing cardholder records from the application.



To delete an existing cardholder, perform the following steps:

Tip： The erased data cannot be recovered.

On the **Records** interface, select the required cardholder data from the list. If the cardholder is mapped to a SIP account, the system also deletes the associated SIP account.

- Click **Delete** or click the **Delete** **icon**, to delete the selected data.
- Click **Delete** to confirm and remove the selected cardholder data from the application.

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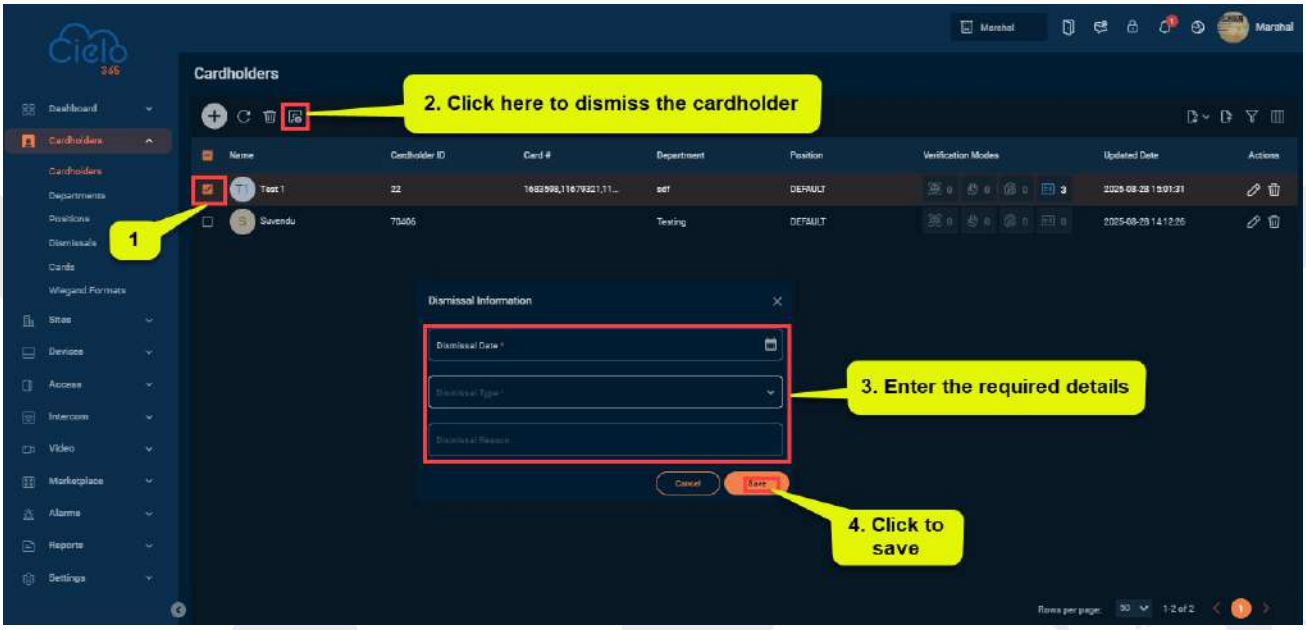
5.1.4 Dismissal of the Cardholder

The Dismissal function allows the user to revoke a cardholder's access. All dismissed cardholders will be listed under **Cardholders > Dismissals**.



To dismiss an existing cardholder, perform the following steps:

- On the **Cardholder** interface, select the required cardholder from the list to dismiss.
- Click the **Dismissals** **icon** and on the pop up enter the **Dismissal Date**, **Dismissal Type** and **Dismissal Reason**.
- Click **Save**, to confirm and dismiss the selected cardholder.

Field descriptions are as follows:

Dismissal Date: Enter the date of dismissal for the cardholder.

Dismissal Type: Select the type of dismissal for the cardholder.

Dismissal Reason: Enter the reason for dismissing the cardholder.

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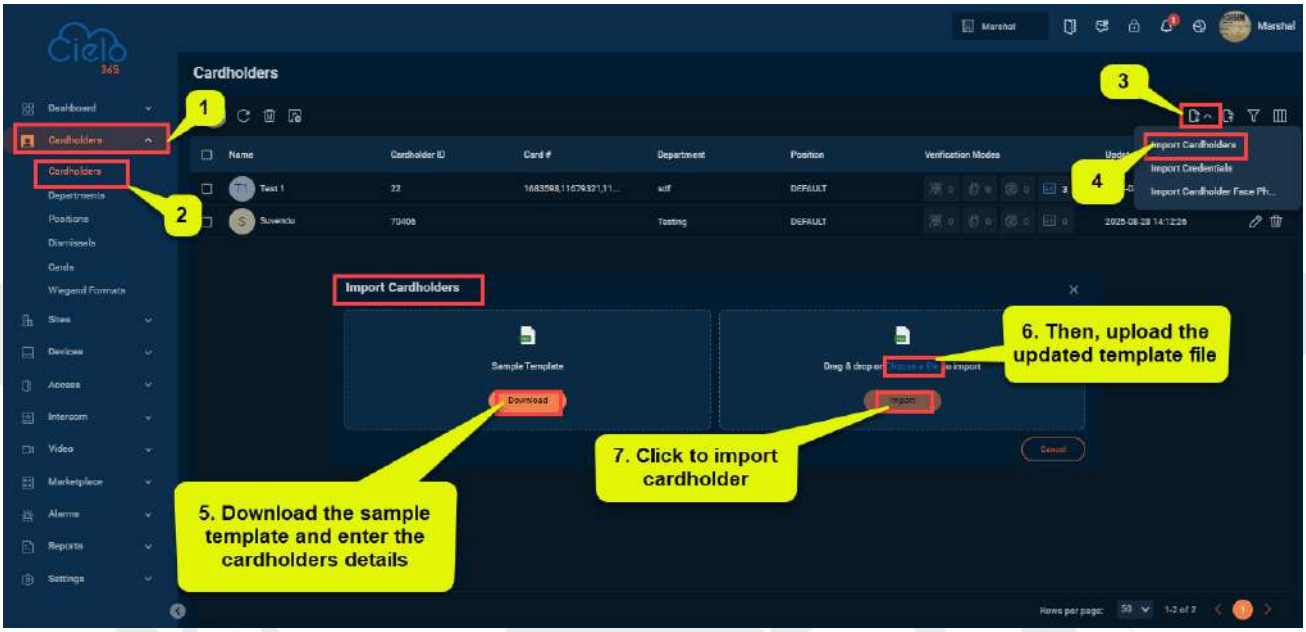
5.1.5 Import Cardholders

Import cardholder records.



To Import Cardholders, perform the following steps:

- On the **Card holder** interface, users can view the complete list of cardholder records.
- Click the Import icon, select **Import Cardholders,** download the sample template, enter the required details into the template, upload the updated file, and click **Import.**

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5.1.6 Import Credentials

Import credentials records.

To Import Credentials, perform the following steps:

- On the **Card holder** interface, users can view the complete list of cardholder records.
- Click the Import icon, select **Import Credentials,** download the sample template, enter the required details into the template, upload the updated file, and click **Import**.

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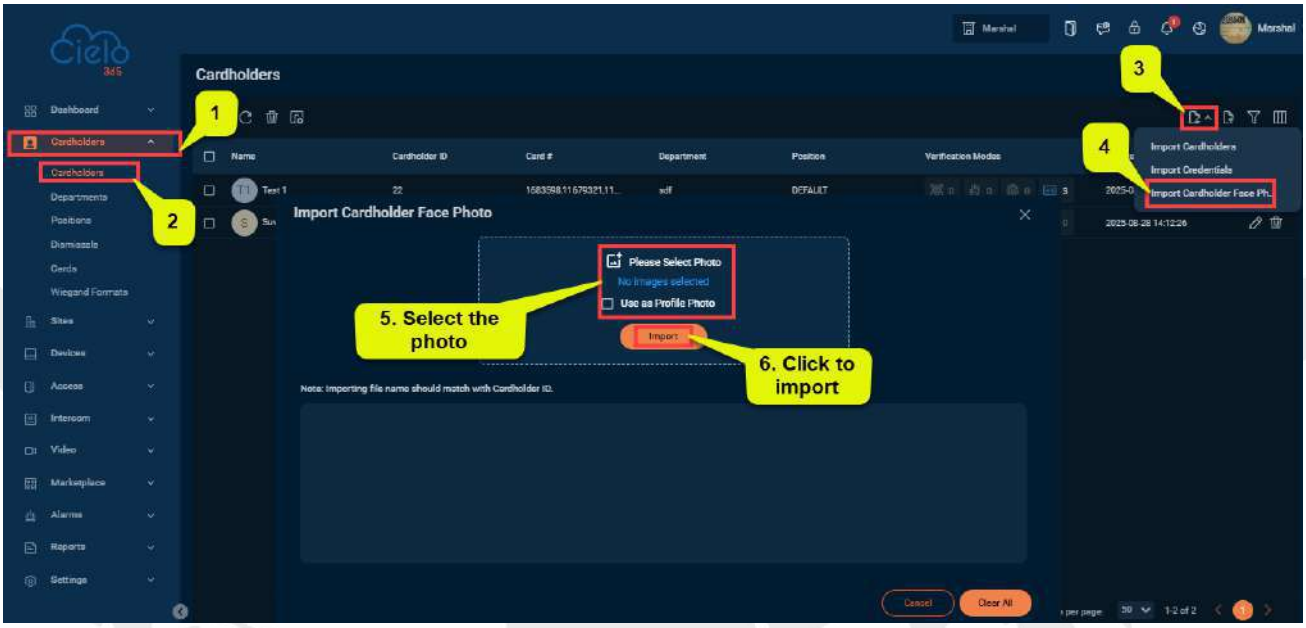
5.1.7 Import cardholder face photo

Import cardholder face photo.



To Import Cardholder Face Photo, perform the following steps:

- On the **Card holder** interface, users can view the complete list of cardholder records.
- Click the Import icon, select **Import Cardholder Face Photo,** download the sample template, enter the required details into the template, upload the updated file, and click **Import**.

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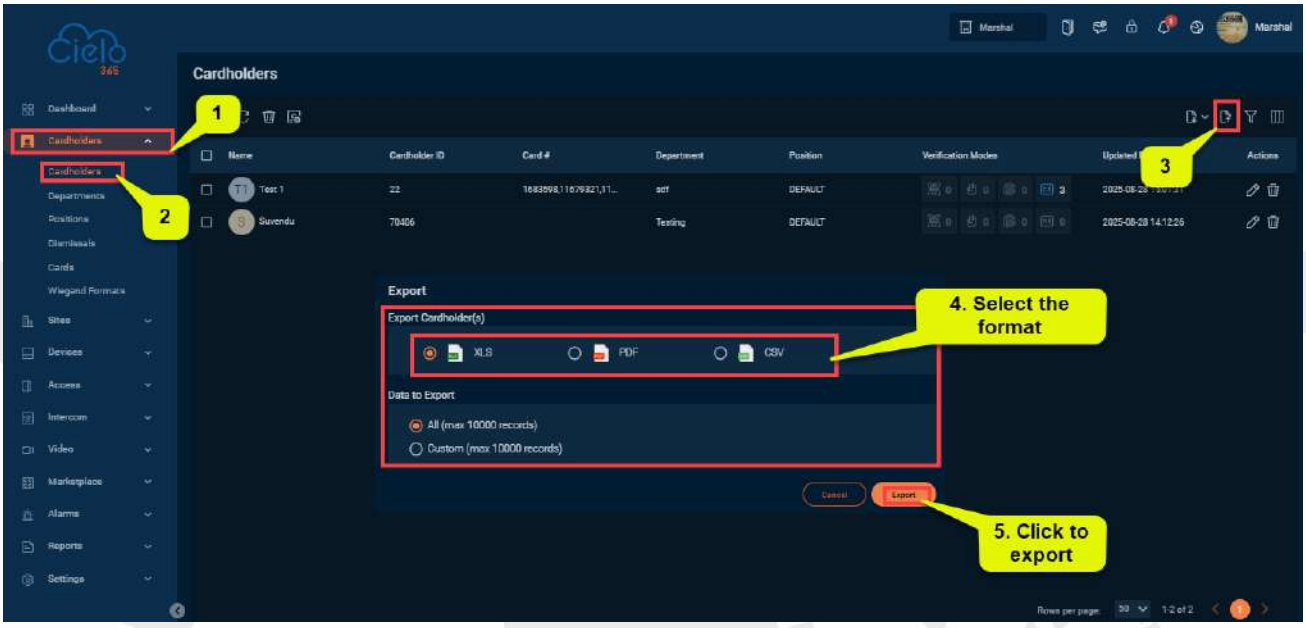
5.1.8 Export Cardholder

Users can export the cardholder records list in Excel, PDF, or CSV format.



To export, perform the following steps:

- On the **cardholder** interface, users can view the complete list of cardholder records.
- Click **Export** , **icon** to export the cardholder records list in Excel, PDF, or CSV format.

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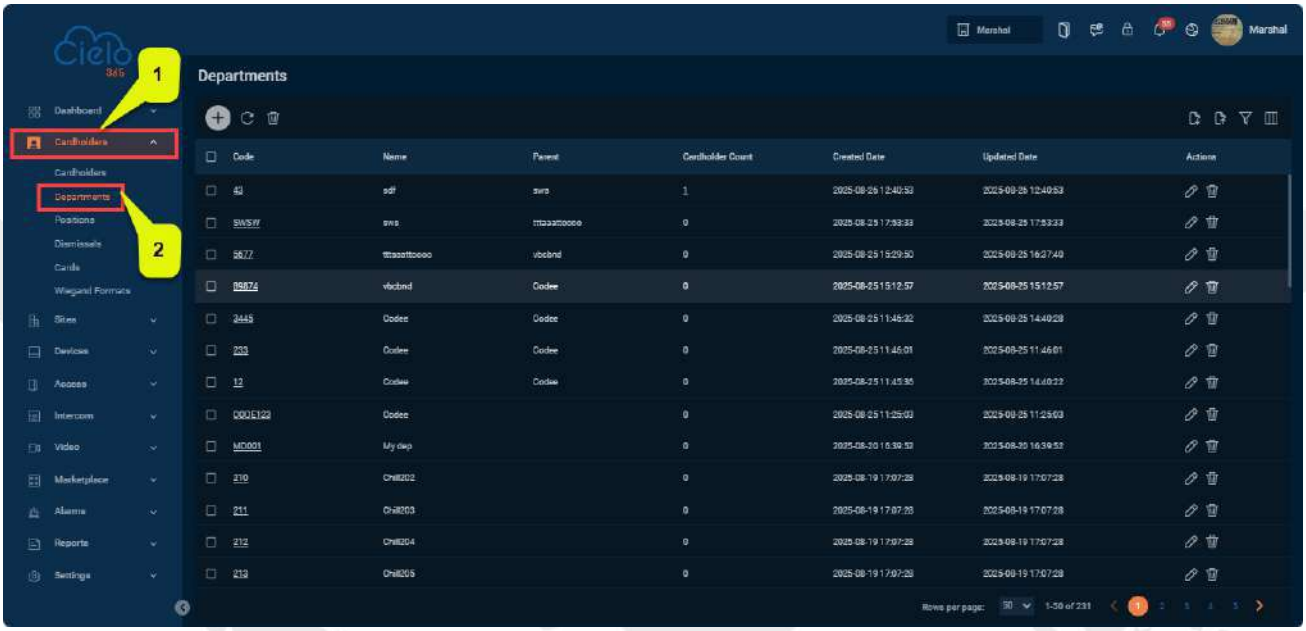
5.2 Departments

In the Department interface, users can add a new department, edit or remove an existing department, and manage the personnel within those departments.



A brief description of the columns displayed on the Department Interface:

Department Code: Displays the unique code number assigned to the department.

Name: Displays the name of the department.

Parent: Displays the name of the parent or superior department.

Cardholder Count: Displays the number of Cardholders in the Department.

Created Date: Displays the date when the department was created.

Updated Date: Displays the date when the department details were last updated.

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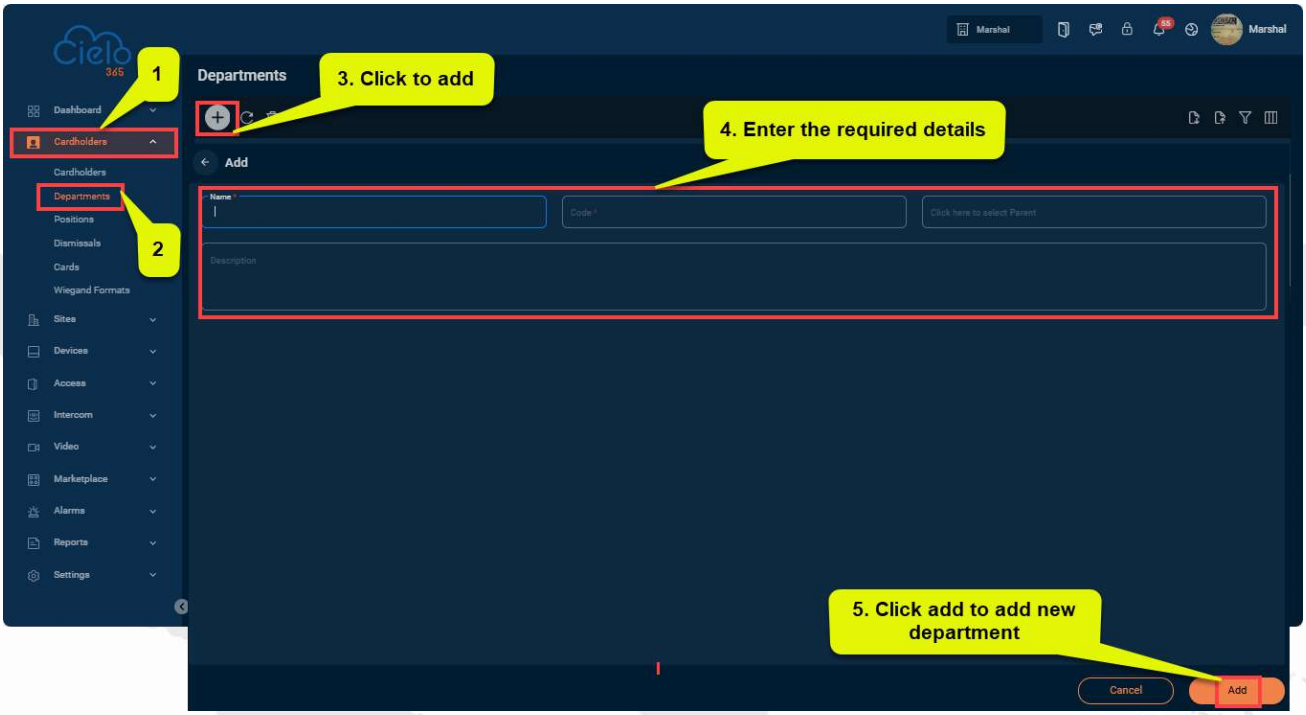
5.2.1 Adding a Department

The Add function allows the user to create a new department name with a unique department code.



Field descriptions are as follows:

Name: Displays the name of the department.

Department Code: Displays the unique code number assigned to the department.

Parent: Displays the name of the superior or parent department.

To create a new department, perform the following steps:

- On the **Department** interface, click the **Add** **icon** to create a new department.
- Enter the unique department code and the required department name.
- In the **Parent** field, select the desired department name from the list to set as the parent department (if applicable).
- After selecting the parent department, enter a description in the **Add Department** interface.
- After entering all details, click **Add** to save and create the new department.

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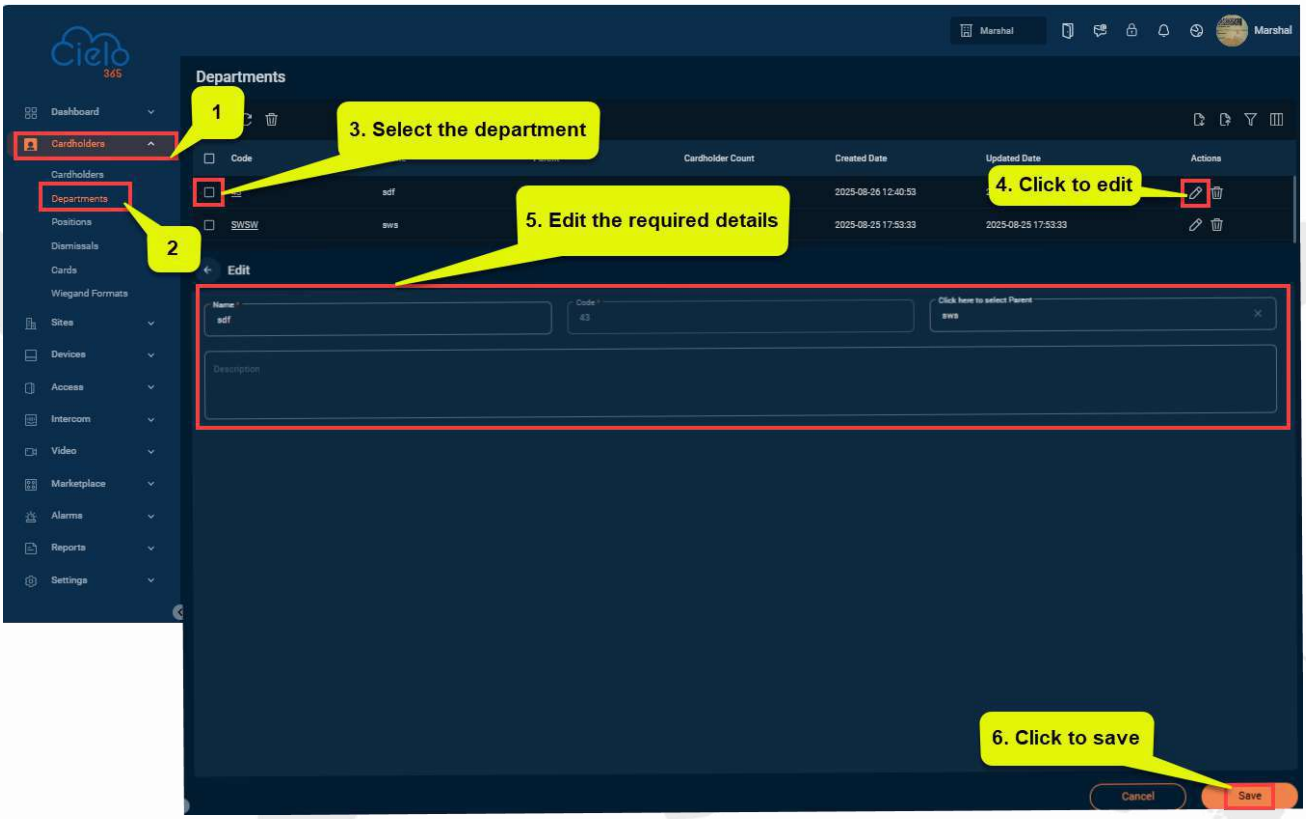
5.2.2 Editing a department

The Edit function allows the user to modify existing departments within the application.



To edit existing department details, perform the following steps:

- On the **Department** interface, select the department you want to edit from the list.
- Click on the **Department code** or **Edit** **icon**, to modify the selected department.
- Make the necessary changes and click **Save**.

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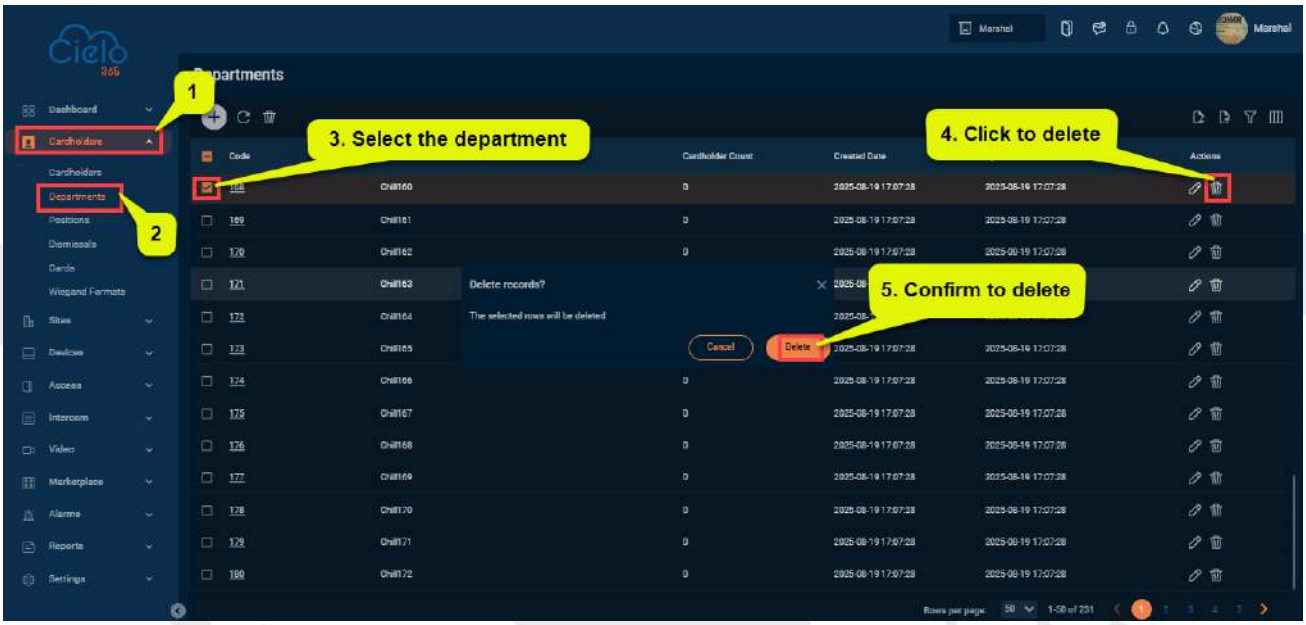
5.2.3 Deleting a Department

The Delete function allows the user to remove existing departments from the application.



To delete an existing department, perform the following steps:

> **Tip:**
>
> Make sure before deleting, that the erased data cannot be recovered.

- On the **Department** interface, select the desired department from the list.
- Click on the **Delete** **icon,** to remove the selected department.
- In the confirmation pop-up, click **Delete** again to confirm and permanently delete the selected department.

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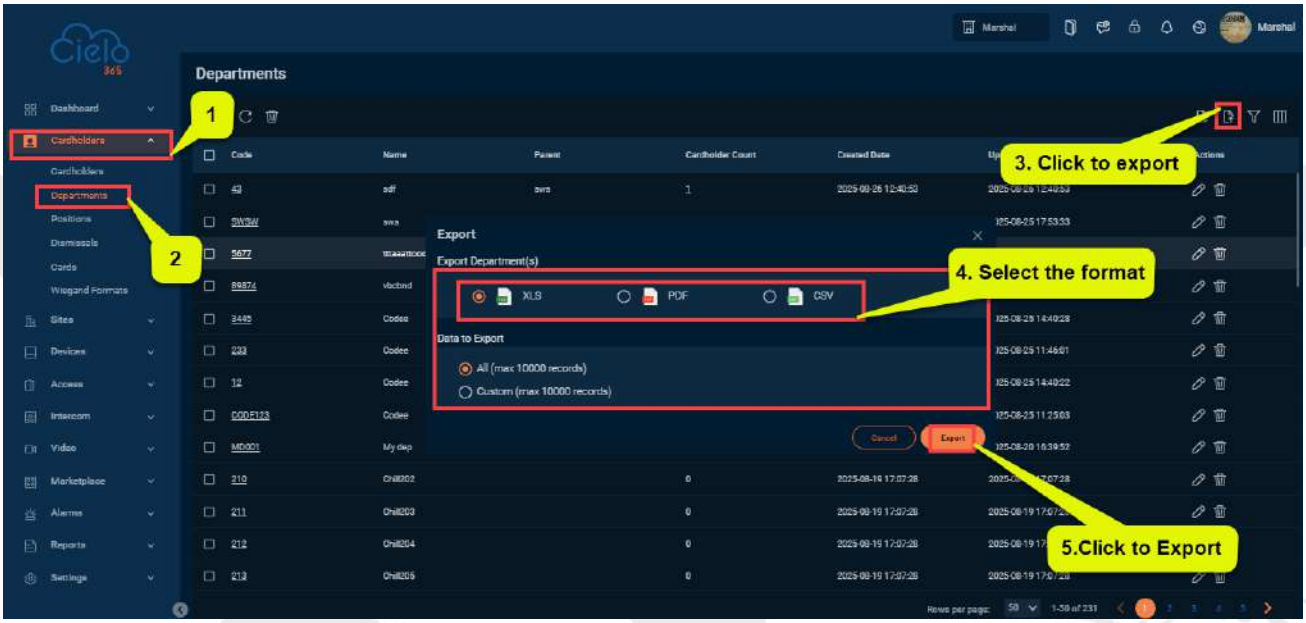
5.2.4 Export Departments

Users can export the department records list in Excel, PDF, or CSV format.



To export, perform the following steps:

- On the **Department** interface, view the complete list of department records.
- Click **Export** **icon**, to export the department records list in Excel, PDF, or CSV format.

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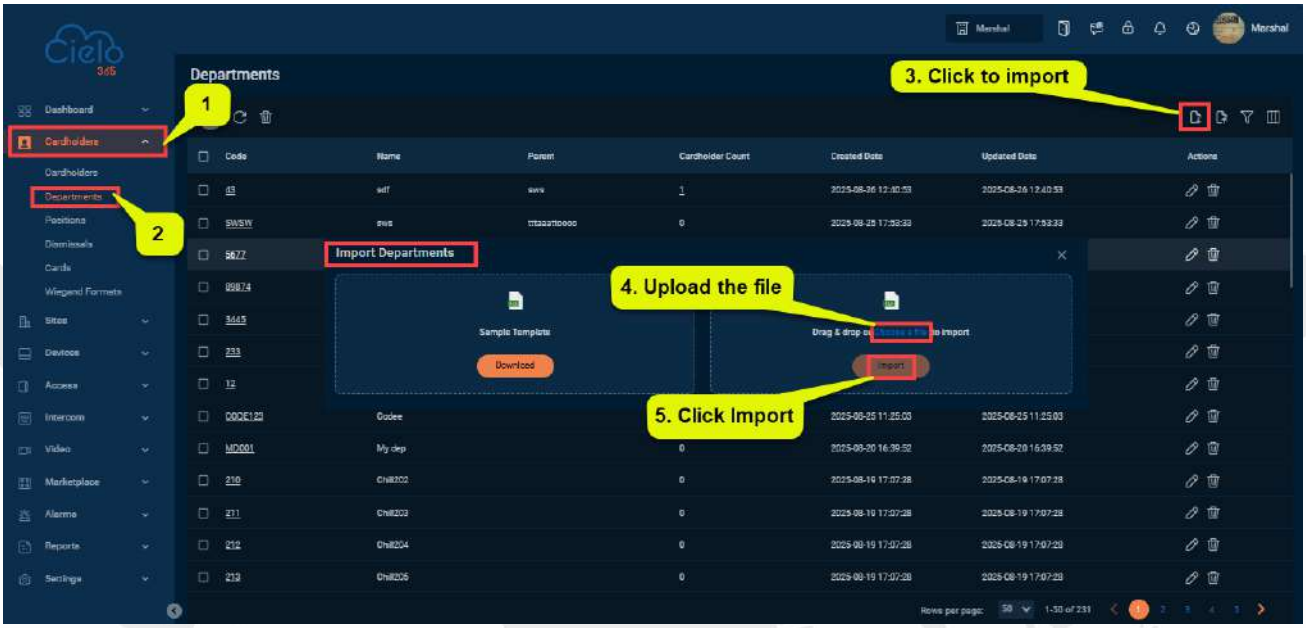
5.2.5 Importing Departments

Users can import the department records list in Excel, PDF, or CSV format.



To import, perform the following steps:

- On the **Department** interface, view the complete list of department records.
- Click the **Import** **icon**, to import the department records.
- Click **Upload** to upload the file and click **Import**.

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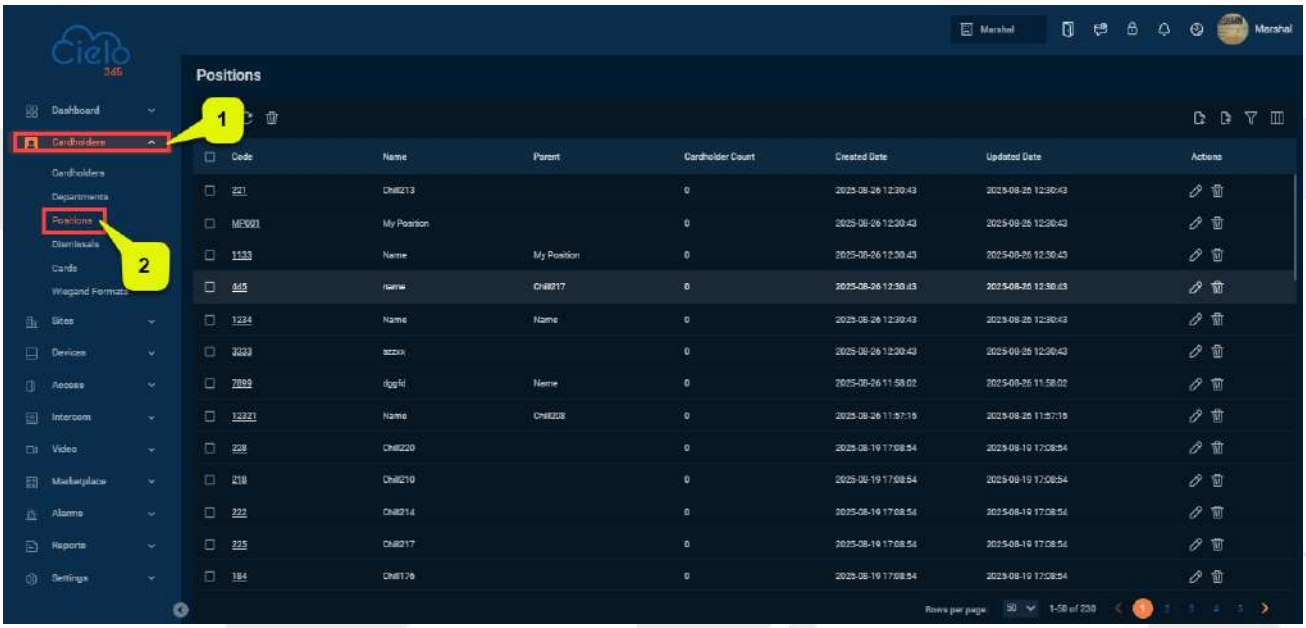
5.3 Positions

The **Positions** interface allows users to manage and maintain cardholder nominations and selections into different categories.

On this interface, users can create a new position, as well as edit or delete existing positions or sub-positions based on the organization's rules and requirements.



The position identifies a cardholder's role and work responsibilities, such as "Director," "CEO," "Manager," "Accountant," "Developer," "Sales" and others.

A brief description of the columns displayed on the Position Interface:

Position Code: Displays the unique code number assigned to the position.

Name: Displays the name of the position.

Parent: Displays the name of the superior position.

Cardholder Count: Displays the number of Cardholders in that position.

Created Date: Displays the date when the position was created.

Updated Date: Displays the date when the position details were last updated.

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5.3.1 Adding a Position

The Add function allows users to create a new title for a position with a unique position code.

Field descriptions are as follows:

Position Code: Enter the unique code number assigned to the position.

Name: Enter the name of the position.

Parent: Enter the name of the superior position.

To create a new position, perform the following steps:

1. On the **Position** interface, click the **Add** **icon** to create a new position or sub-position name.
2. Enter a unique **Position Code** and the required **Position name**.
3. In the **Parent** field, select the appropriate position name from the list to define it as the parent position (if creating a new sub-position).
4. After selecting the parent position, enter a description in the add position interface.

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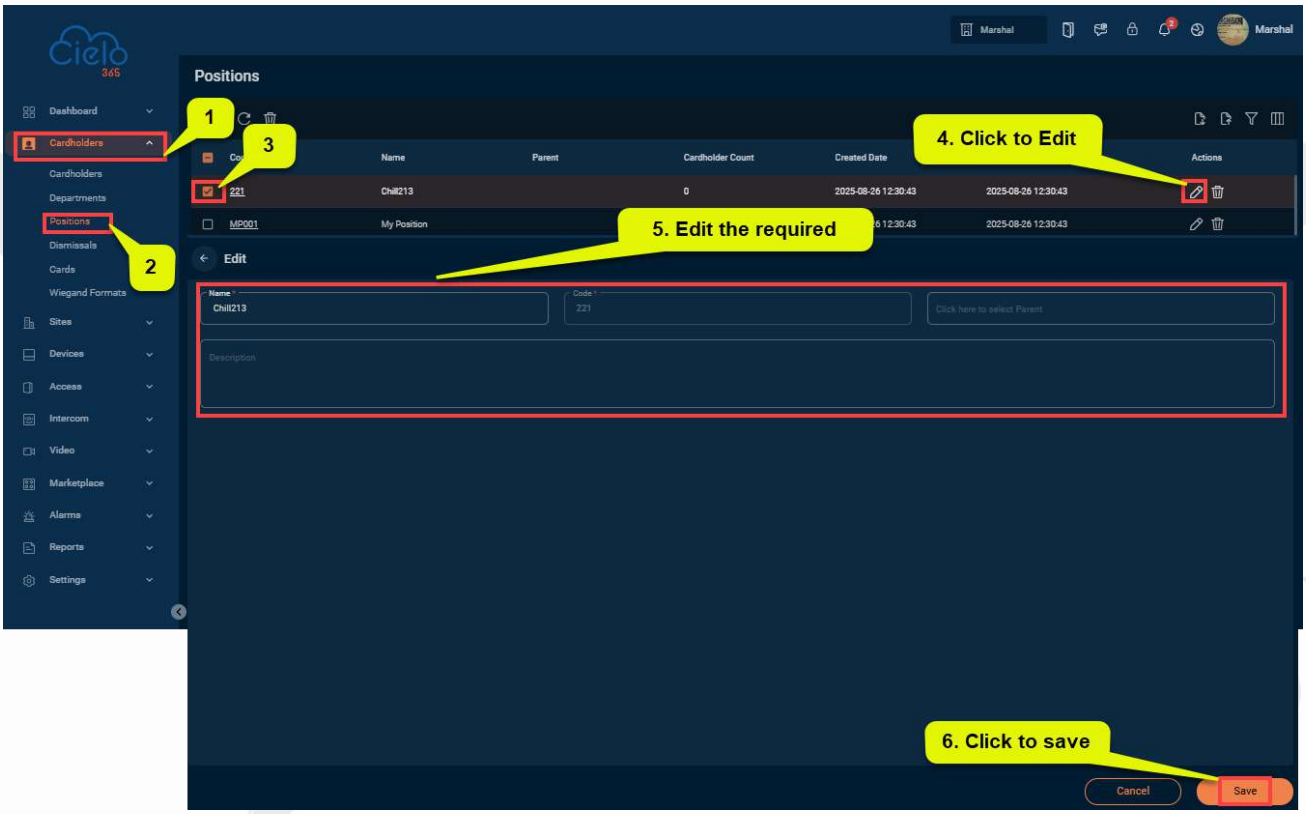
5. After entering all details, click **Add** to save and create the new position or sub-position name.

5.3.2 Editing a Position

The Edit function allows users to modify existing positions within the application.



To edit existing position details, perform the following steps:

- On the **Position** interface, select the position you want to edit from the list.
- Click on the **Position Code** or the **Edit** **icon,** to modify the selected position.
- Make the necessary changes and click **Save** to update the position details.

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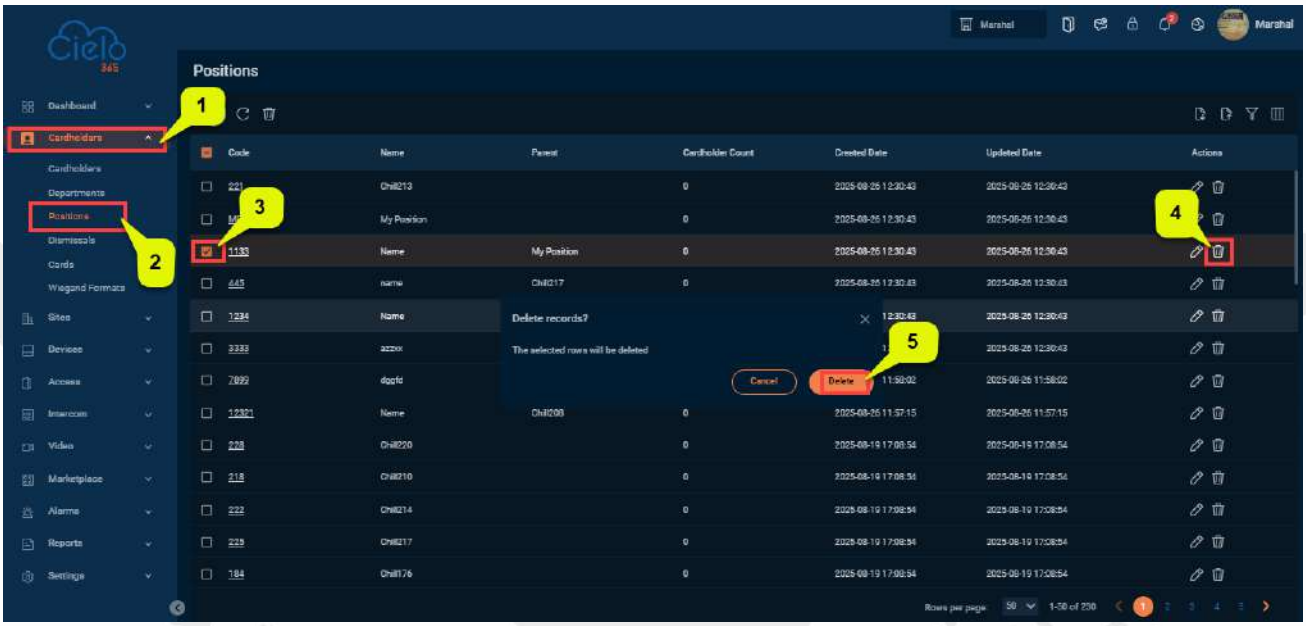
5.3.3 Deleting a Position

The Delete function allows users to remove existing position or sub-position data from the application.



To delete an existing position, perform the following steps:

> **Tip:**
>
> Make sure before deleting, that the erased data cannot be recovered.

1. On the **Position** interface, select the desired position code from the list.
2. Click **Delete** or click on the **Delete** , icon to remove the selected position.
3. In the confirmation pop-up, click **Delete,** again to confirm and permanently delete the selected position from the list.

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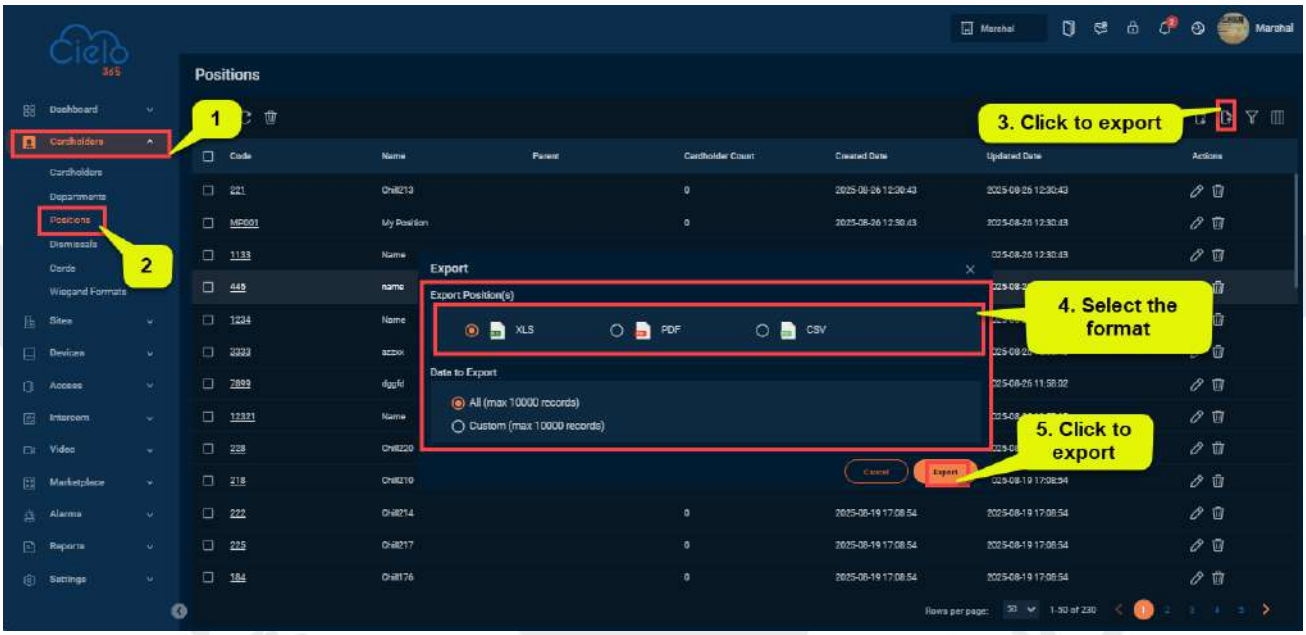
5.3.4 Exporting the Position List

Users can export the position records list in Excel, PDF, or CSV format.



To export, perform the following steps:

1. On the **Position** interface, view the complete list of position records.

2. Click the **Export** **icon** to export the position records list in Excel, PDF, or CSV format.

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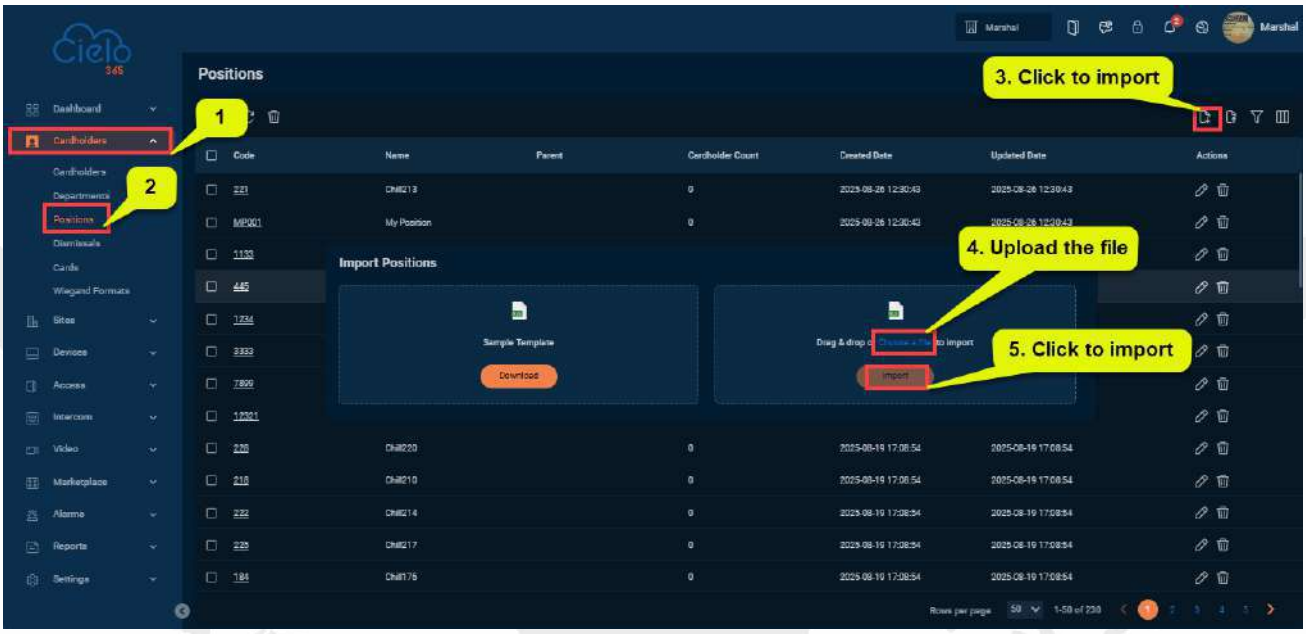
5.3.5 Importing the Position List

Import position records.



To import, perform the following steps:

1. On the **Position** interface, view the complete list of position records.
2. Upload the file and then click the **Import** **icon** to import the position records.

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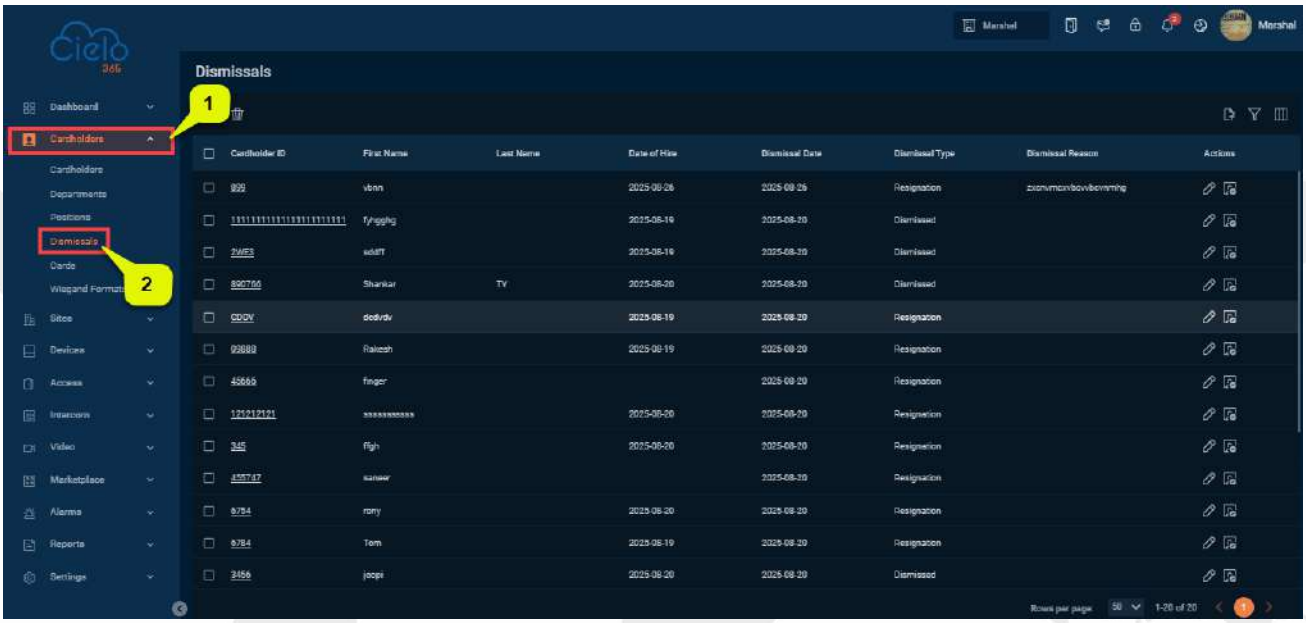
5.4 Dismissals

The **Dismissals** interface displays a list of all cardholders who have been dismissed. Management or the admin can reinstate cardholders from this interface. Here, users can edit, delete, or reinstate the dismissed cardholders.



A brief description of the columns displayed on the Dismissals Interface:

Cardholder ID: Displays the unique ID of each cardholder.
First Name: Displays the first name of each cardholder.
Last name: Displays the last name of each cardholder.
Date of Hire: Displays the hire date of each cardholder.
Dismissal Date: Displays the dismissal date of each cardholder.
Dismissal Type: Displays the type of dismissal for each cardholder, indicating whether it was a resignation or dismissal.

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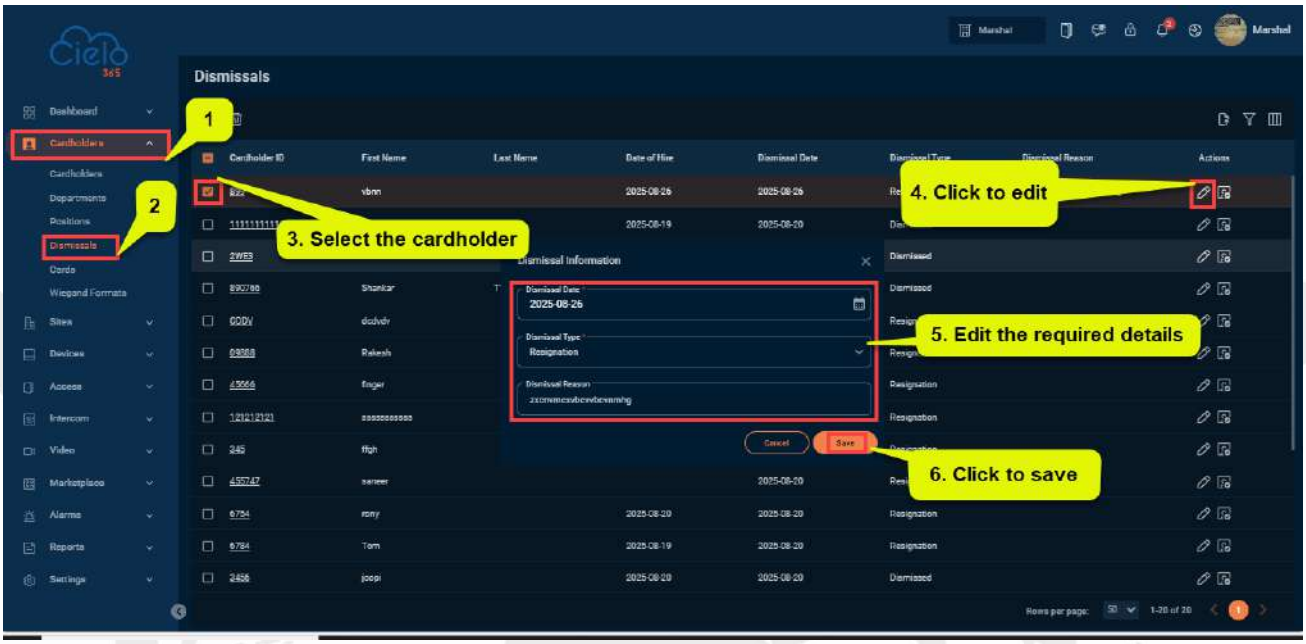
5.4.1 Editing the Dismissals

The **Edit** function allows users to modify dismissal records within the application.



To edit existing dismissal details, perform the following steps:

1. On the **Dismissals** interface, select the dismissal record you want to edit from the list.
2. Click on the **Cardholder ID** or the **Edit** icon to modify the selected dismissal.
3. Make the necessary changes and click **Save** to update the dismissal details.

5.4.2 Deleting the Dismissals

The **Delete** function allows users to remove existing cardholder records from the application.

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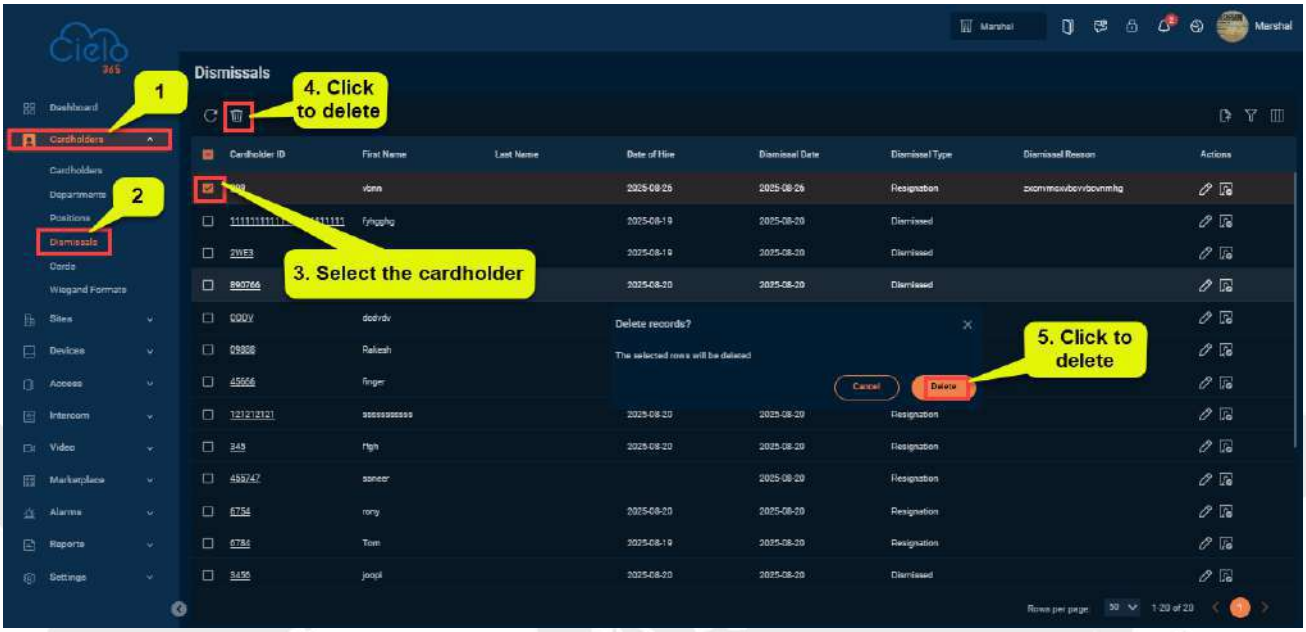

To delete the existing dismissals, perform the following steps:

> **Note:** The erased data cannot be recovered.

- On the **Dismissals** interface, select the desired cardholder from the list.
- Click the **Delete** 🗑 **icon** to remove the selected record.
- In the confirmation pop-up, click **Delete** again to confirm and permanently delete the selected cardholder data from the application.

5.4.3 Reinstating a Cardholder

The **Reinstatement** function allows users to reinstate dismissed cardholders within the application. Reinstated cardholders will be displayed under **[Cardholders] > [Records].**

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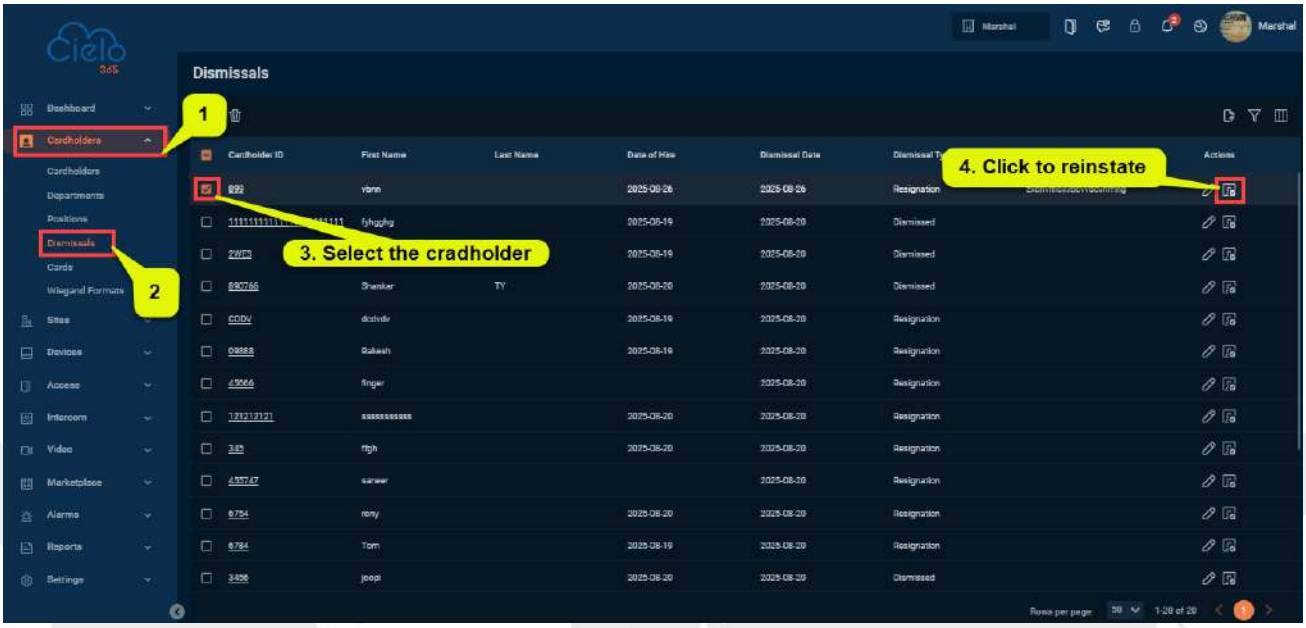

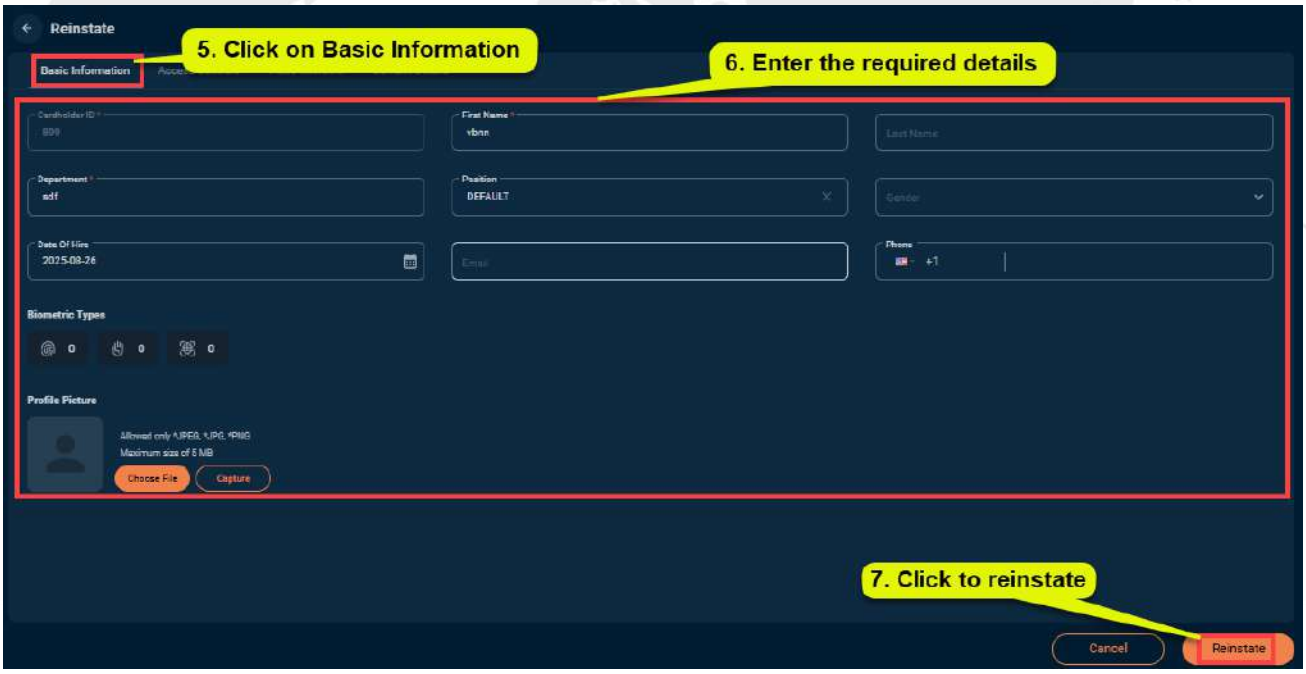

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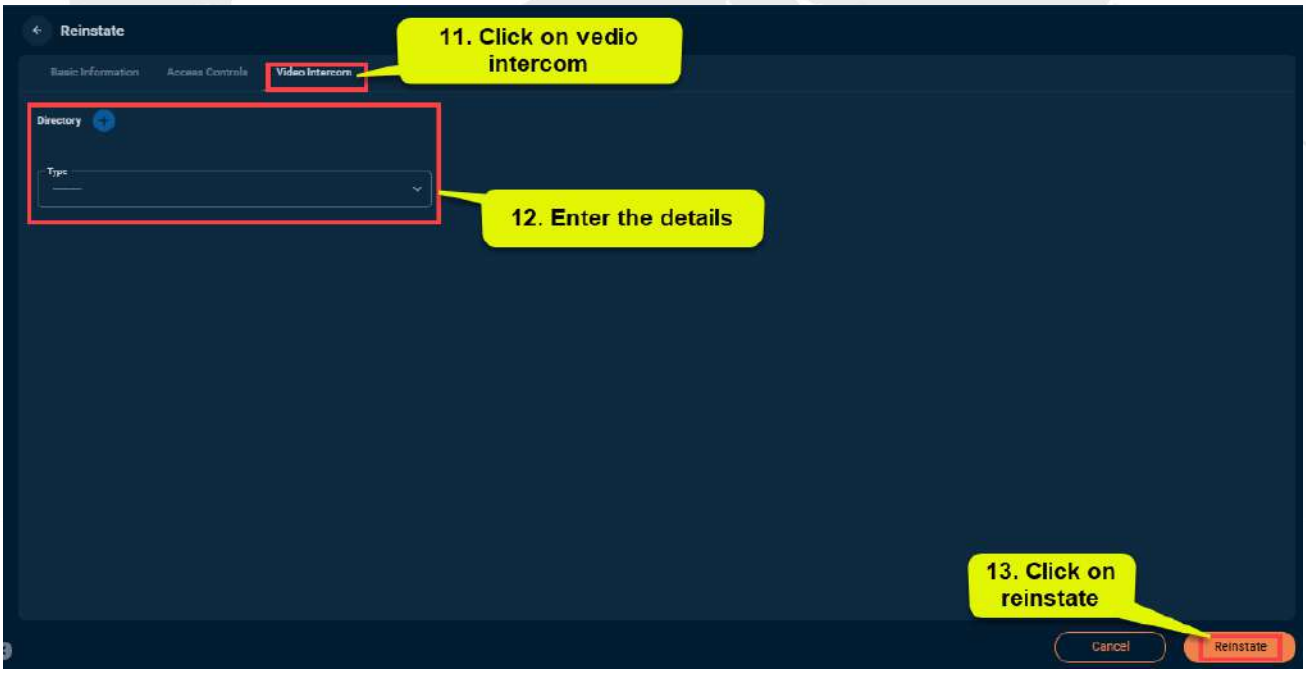

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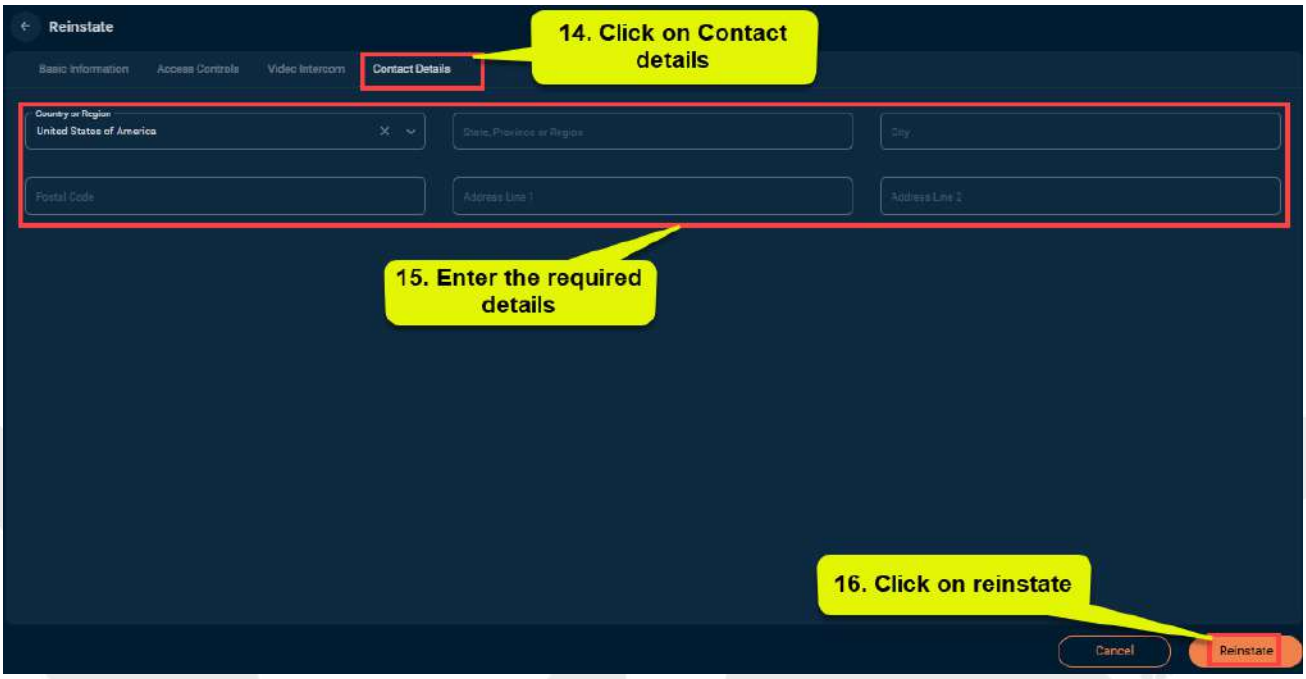

To reinstate a dismissed cardholder, follow these steps:

1. In the **Dismissals** interface, select the cardholder you wish to reinstate from the list.
2. Click the **Reinstatement** **icon** to open the Reinstate Cardholder interface. **Add** or **edit** information as needed. Click **Basic Info** and enter the cardholder's required details.
3. Next, click on **Access Controls** enter the necessary details, and select the **Valid Date** to set the cardholder's access validity. Set the **Access Level** accordingly.
4. Finally, click on **Contact Details** and enter the cardholder's contact information.
5. Click on **Reinstate** to complete the process. The reinstated cardholder will now be displayed under **[Cardholders] > [Records].**

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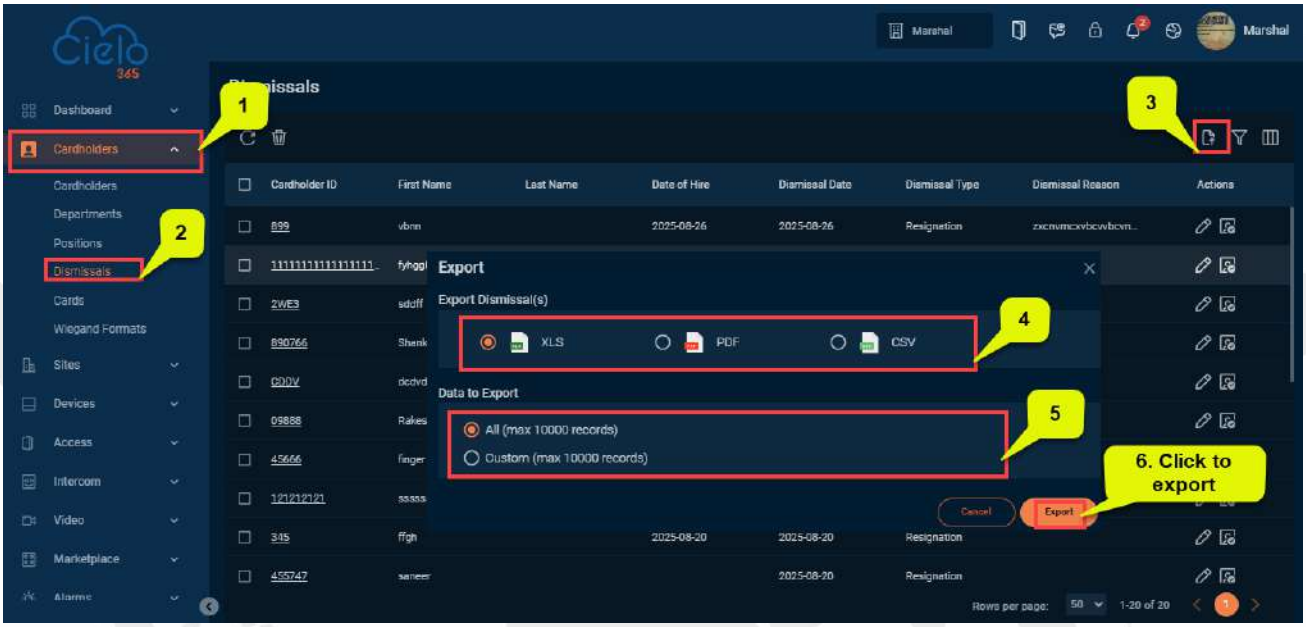
5.4.4 Exporting the Dismissals List

Users can export the dismissal list in Excel, PDF, or CSV format.



To export, perform the following steps:

- On the **Dismissals** interface, view the complete list of dismissals.
- Click the **Export** **icon** to export the dismissals list in Excel, PDF, or CSV format.

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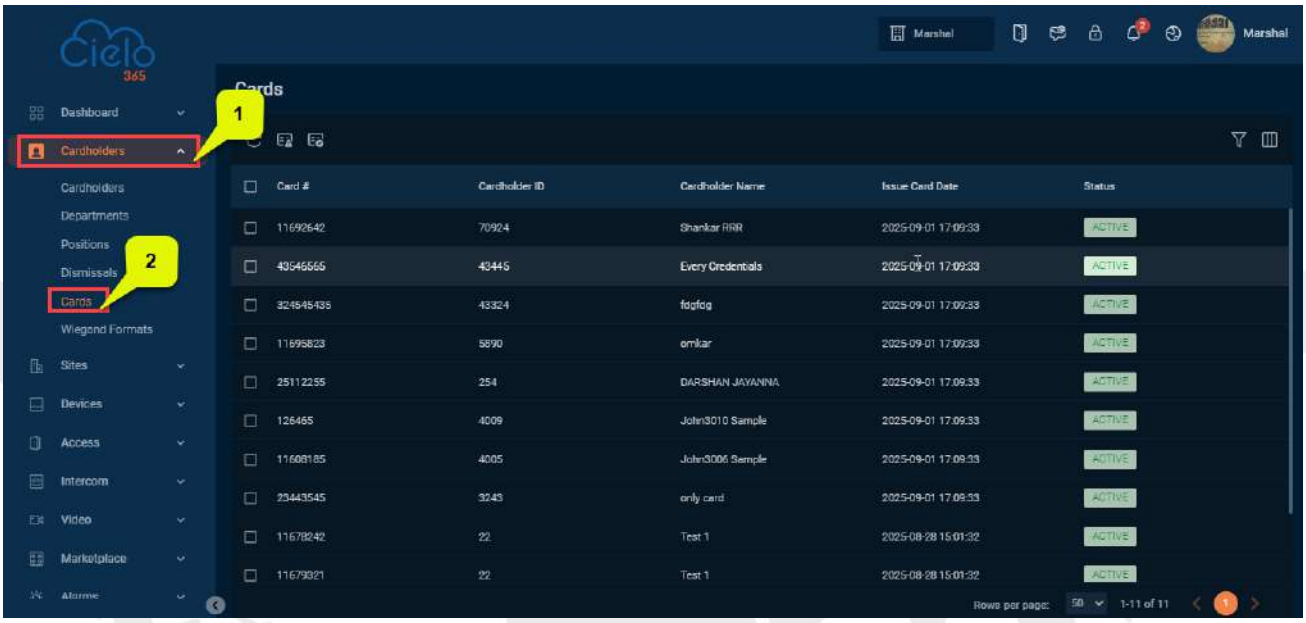
5.5 Cards

The **Cards** interface provides details of cards along with cardholder information.



A brief description of the columns displayed on the Card Interface:

Card Number: Displays the card number.

Cardholder ID: Displays the cardholder ID.

Cardholder Name: Displays the name of the cardholder.

Issue Card Date: Display the date of card issued.

Status: Displays the overall status of the card.

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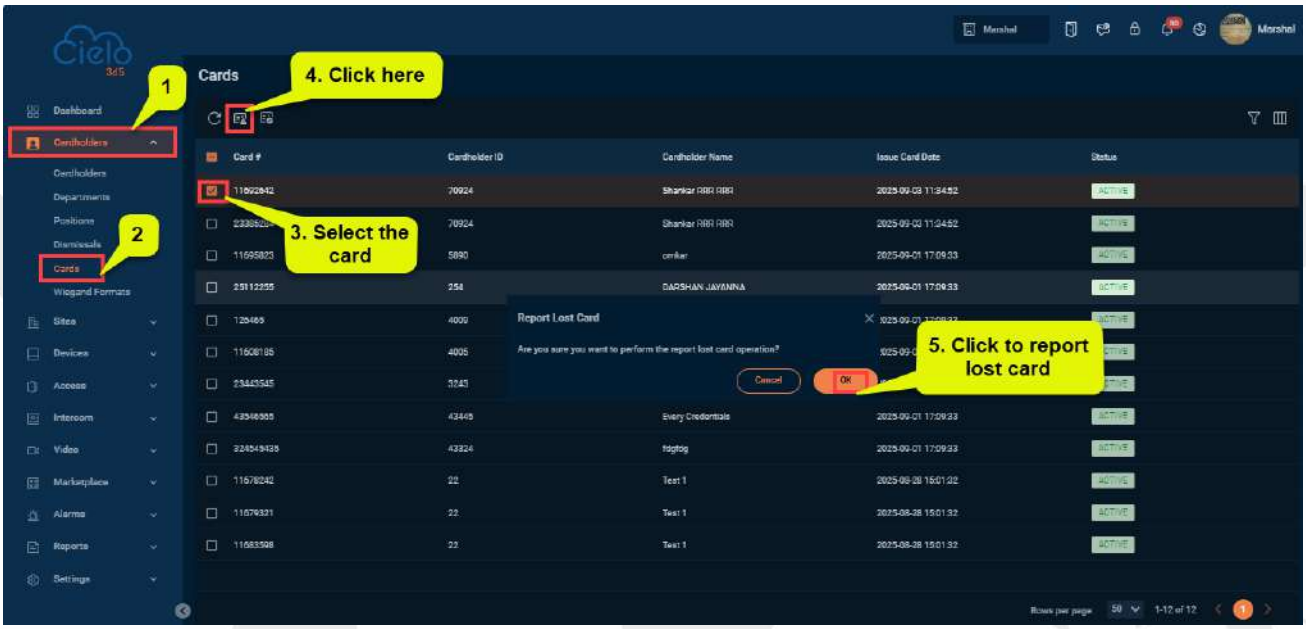
5.5.1 Report a Lost or Stolen Card

This function allows users to report an existing card as lost or stolen, which will deactivate the permissions associated with that card.



To report a lost or stolen card, perform the following steps:

- On the **Card** interface, view the complete list of cards.
- Select the lost card and click the **Report Lost or Stolen Card** **icon**, confirm the action by clicking **OK.**

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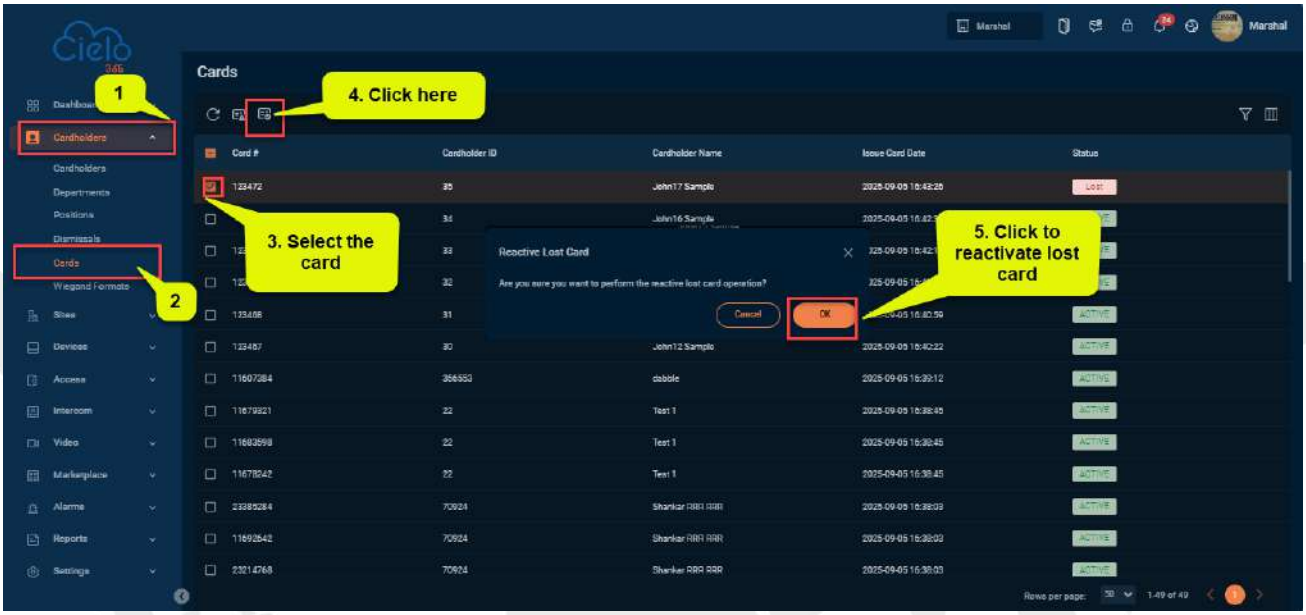
5.5.2 Reactivate a Lost or Stolen Card

This function assists the user in reactivating lost or stolen cards.



To reactivate lost card or stolen card, perform the following steps:

1. On the **Card** interface, view the complete list of cards.
2. Select the card that needs to be reactivated and click the **Reactivate Lost or Stolen Card** **icon** to reactivate it.

5.6 Wiegand Formats

The Wiegand protocol is a data format that enables readers and panels to communicate with each other over a Wiegand interface. Various data format variations are utilized in the data transmission process.

The Wiegand format refers to the card format that can be identified by Wiegand readers. The application includes 9 default Wiegand formats, and users can set the Wiegand card format as needed.

This function allows users to create, delete, or edit the Wiegand formats for card readers.

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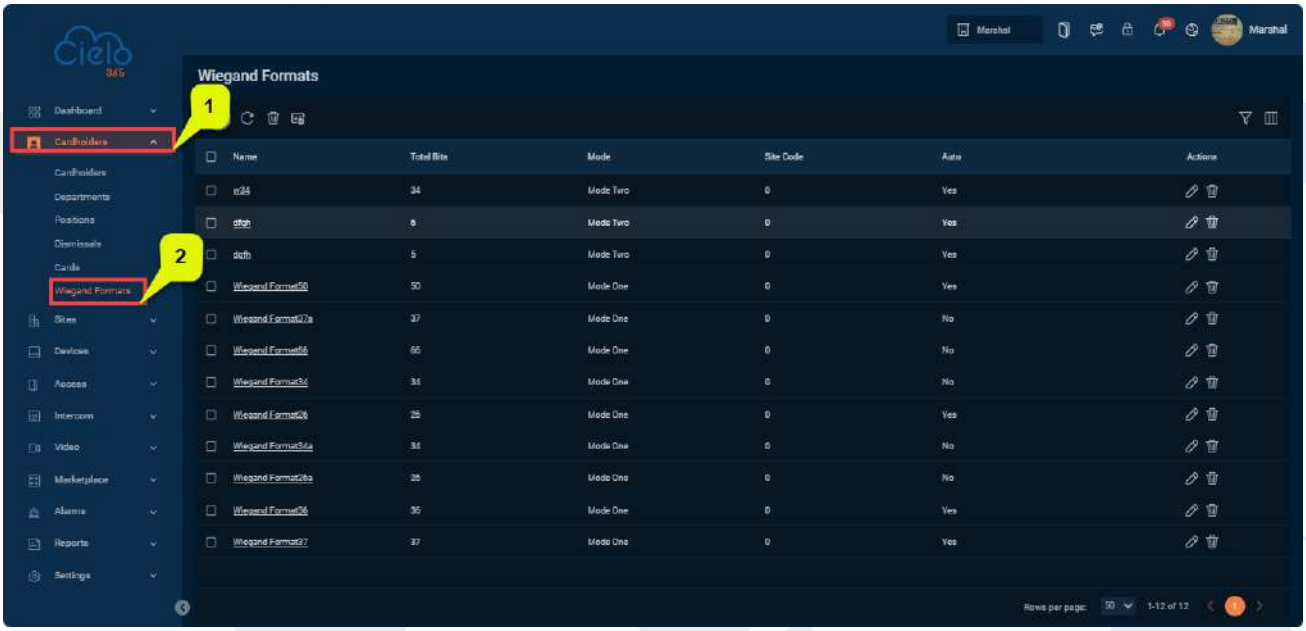
Tip:

The Wiegand protocol is a data-format system that includes several default formats for devices to use. Customers can create a specific format if needed. Various data format variations are utilized in the data transmission process.



A brief description of the columns displayed on the Wiegand Format Interface:

Wiegand Name: Displays the name of the Wiegand format.

Total Bits: Displays the total bit count of the Wiegand format.

Mode: Displays the mode type, such as mode 1 and mode 2.

Site Code: Displays the site code associated with the format.

Auto: Indicates whether the data is automatically synced with the device.

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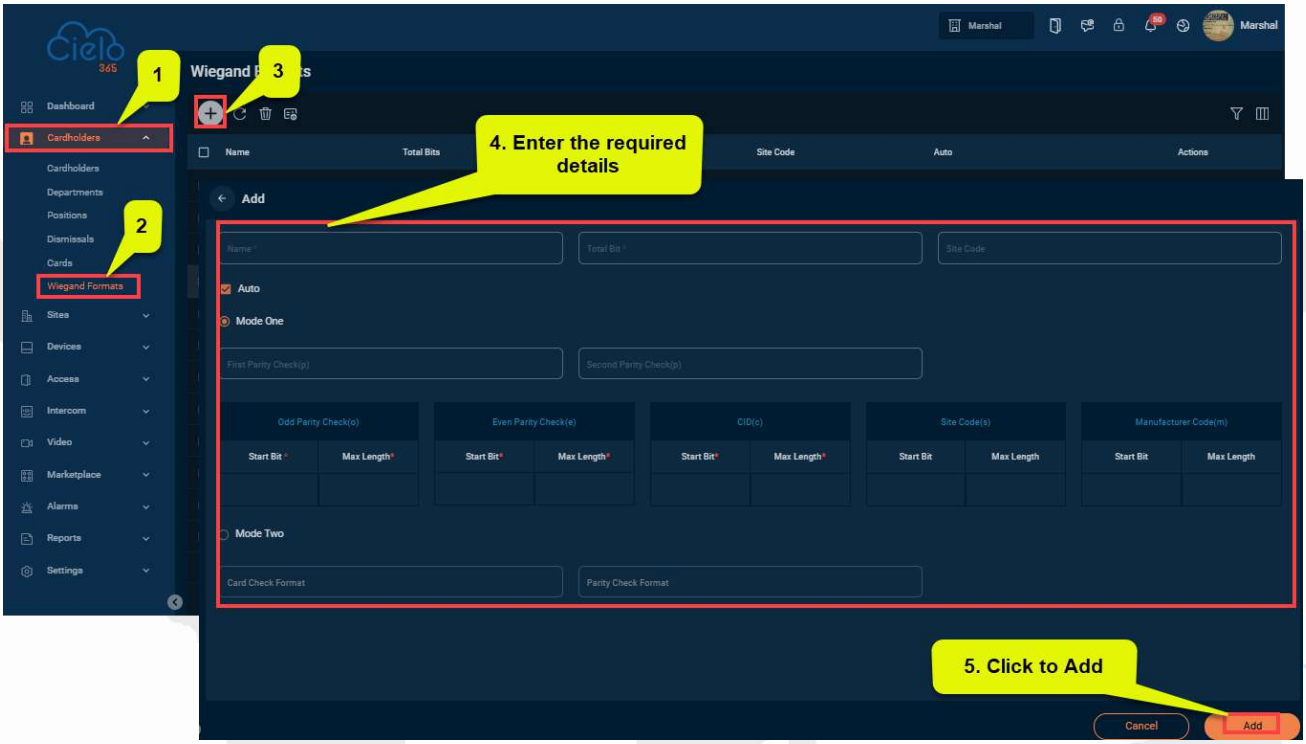
5.6.1 Adding a Card Formats

The **Add** function allows users to create a custom Wiegand format with a unique name.



To add a new Wiegand format, perform the following steps:

- On the **Wiegand Format** interface, click the **Add** **icon** to create a new format.
- Enter a unique name, total bits, and the required site code.
- In the **Add Wiegand Format** interface, select the required modes and enter the parity check formats.
- After entering all the details, click **Add** to save and create the new Wiegand format.

Format Explanation

- P" indicates Parity Position; "s" indicates Site Code; "c" indicates Cardholder ID; "m" indicates.
- Manufactory Code: "e" indicates Even Parity; "O" indicates Odd Parity; "b" indicates both odd checks.

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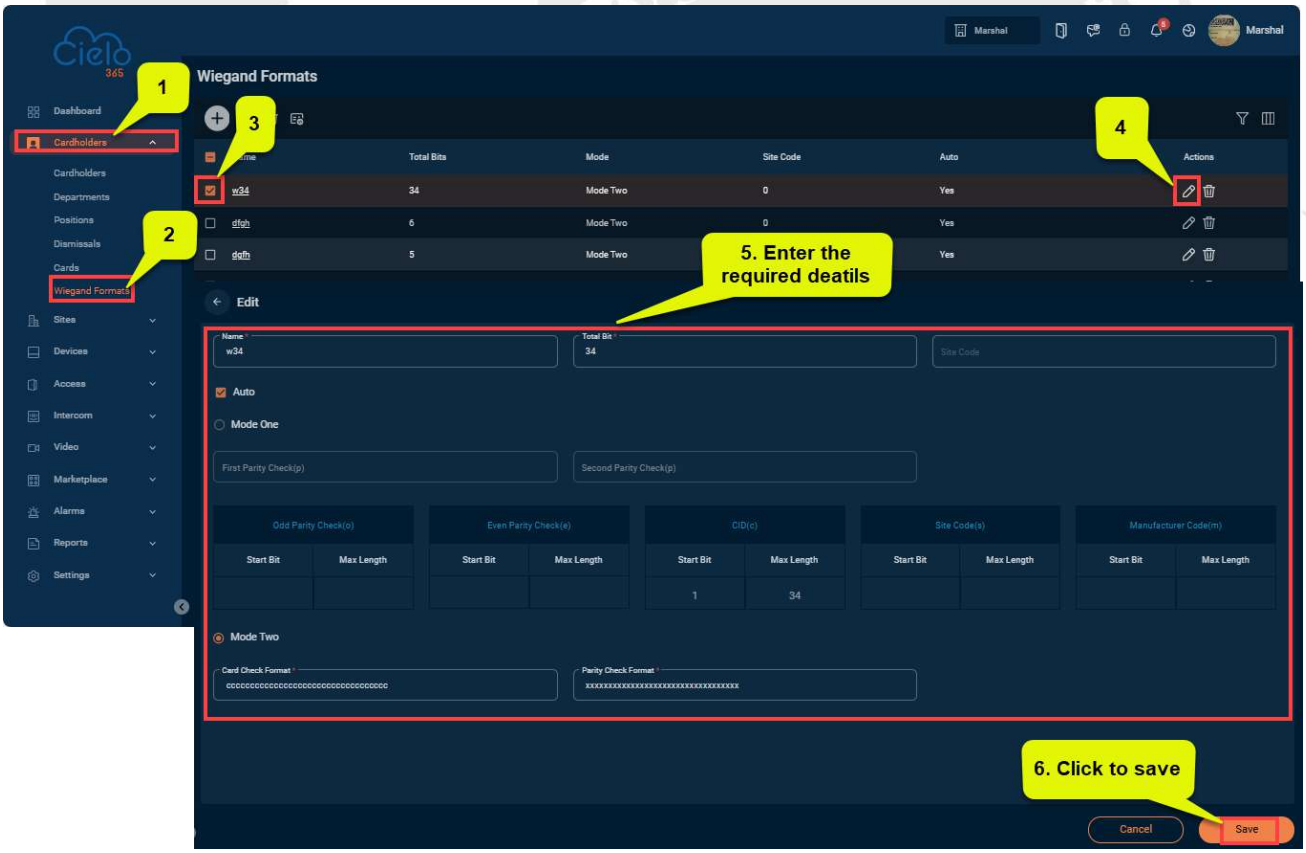
- and even check; “x” indicates parity bits no check.
- The previous Wiegand Format 37: the first parity bits (p) check “eeeeeeeeeeeeeeeee”; the second
- parity bits check “ooooooooooooooooooo”. Card Check Format can only be set “p, x, m, c, s”, Parity.
- Check Format can only be set “x, b, o, e”.

5.6.2 Edit the Wiegand Format

The **Edit** function allows users to modify the existing Wiegand format within the application.



To edit existing Wiegand format details, perform the following steps:

- On the **Wiegand Format** interface, select the Wiegand format you want to edit from the list.
- Click on the **Name** or the **Edit** **icon** to modify the selected format.

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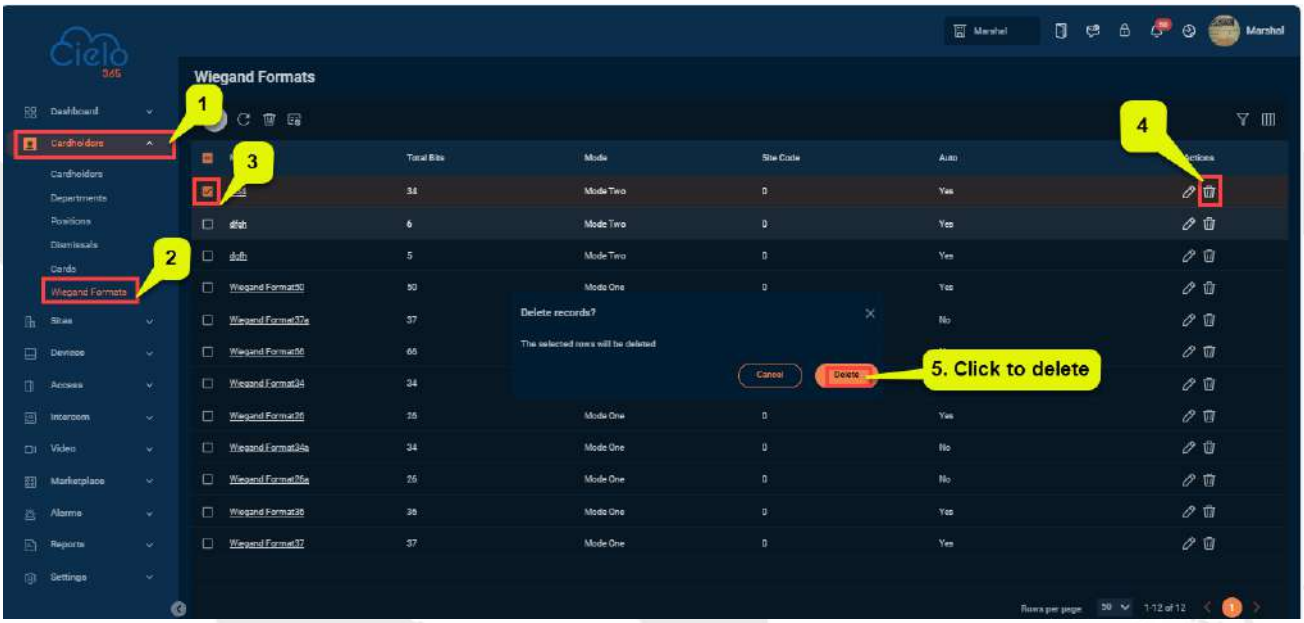
- Make the necessary changes and click **Save** to update the Wiegand format details.

5.6.3 Delete a Wiegand Format

The **Delete** function allows users to remove existing Wiegand formats data from the application.



To delete the existing Wiegand format, perform the following steps:

> **Note:** The erased data cannot be recovered.

1. On the **Wiegand Format** interface, select the desired format from the list.
2. Click **Delete** or click on the **Delete** **icon**, to remove the selected Wiegand format.
3. In the confirmation pop-up, click **Delete** again to confirm and permanently delete the selected Wiegand format from the list.

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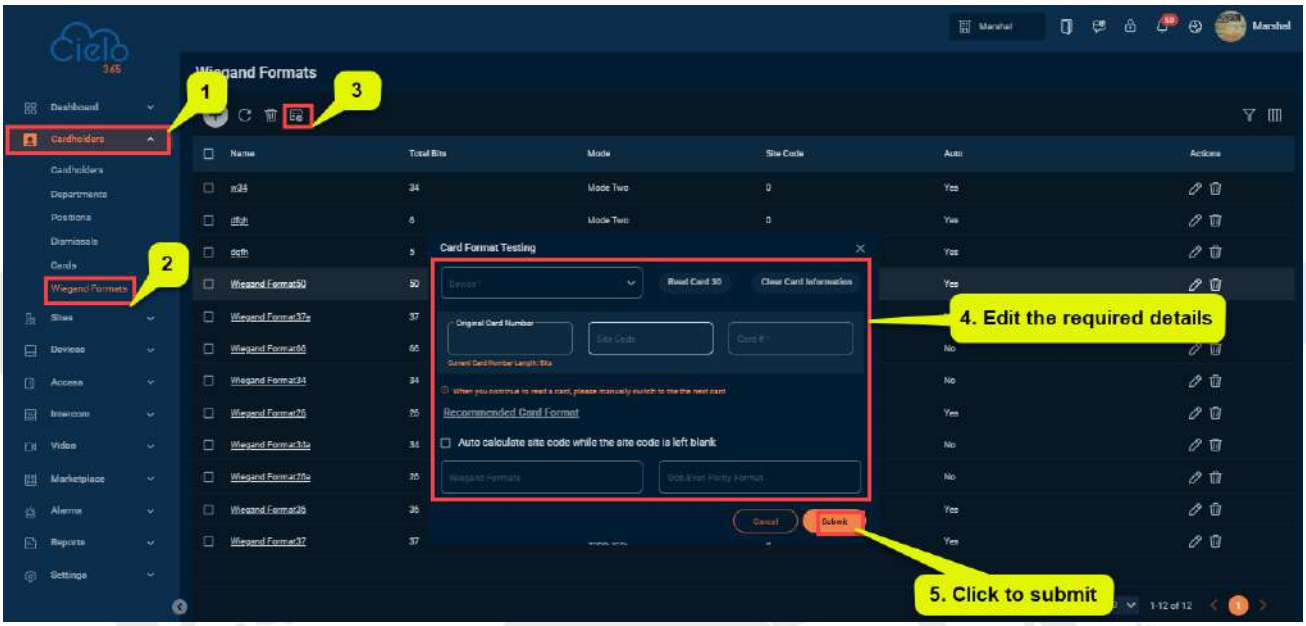
5.6.4 Wiegand Format Testing

The **Wiegand Format Testing** function allows users to check the card format.



To test Wiegand format, perform the following steps:

Wiegand Format Testing

When the card number does not match the one displayed on the system, the user can use the **Wiegand Format Testing** function to calibrate the Wiegand format. The page is explained as follows:

1. Select a device that supports the Wiegand format testing function, click the icon, and enter the card number along with the site code (optional).
2. Click **[Read Card]** and swipe the card on the reader. The original card number will be displayed in the **Original Card Number** text box.
3. Click **[Recommended Wiegand Format]**, and the recommended Wiegand card format will be displayed below.
4. Click **[Auto calculate site code while the site code is left blank],** and the application will calculate the site code based on the Wiegand format and card number.
5. Click **[OK],** and the page will navigate to the Wiegand format page to save the new Wiegand format.

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Note: The Wiegand format testing function is only supported by a limited number of devices.

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6 Sites

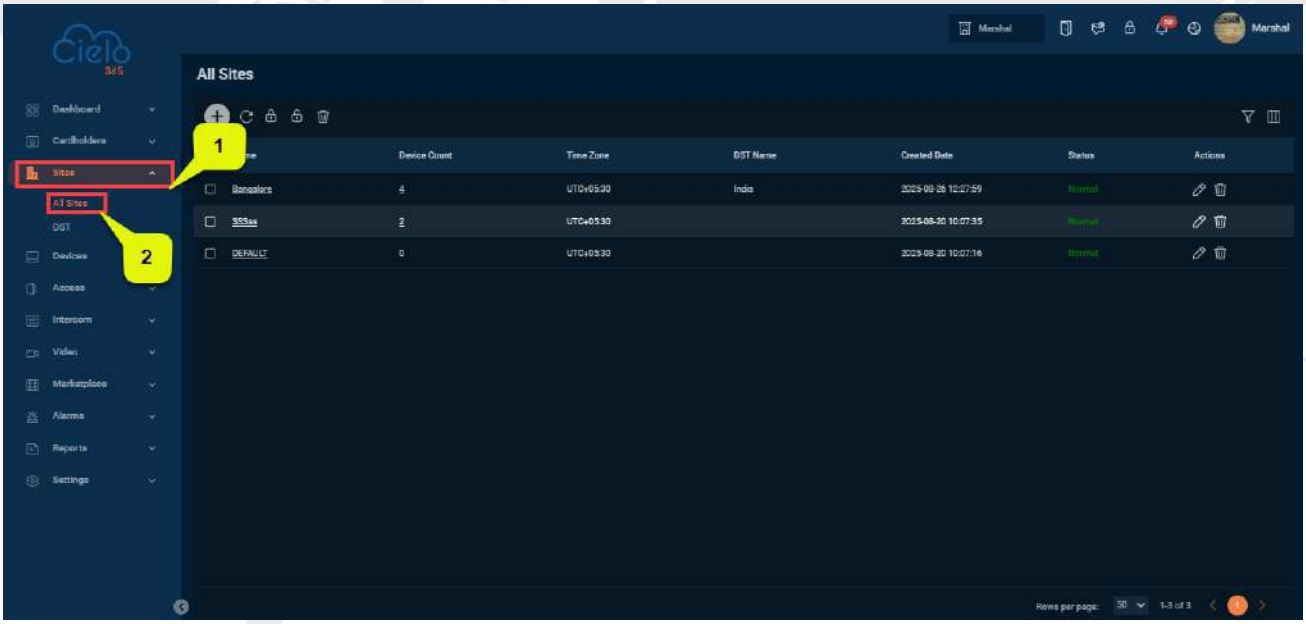
The Sites module will display the location of the site. There are only two submodules within the Sites module:

- All Sites
- DST

All site modules will assist users in adding, editing, or deleting site information within the application.

6.1 All Sites

The **All-Sites** interface enables users to view a list of the sites added to the application.



A brief description of the columns displayed on the All-Sites Interface:

Name: Displays the name of the site.
Device Count: Displays the number of devices associated with the site.
Created Date: Displays the date the site was created.
Time Zone: Displays the time zone of the site**.**
DST Time: Displays the daylight-saving time.

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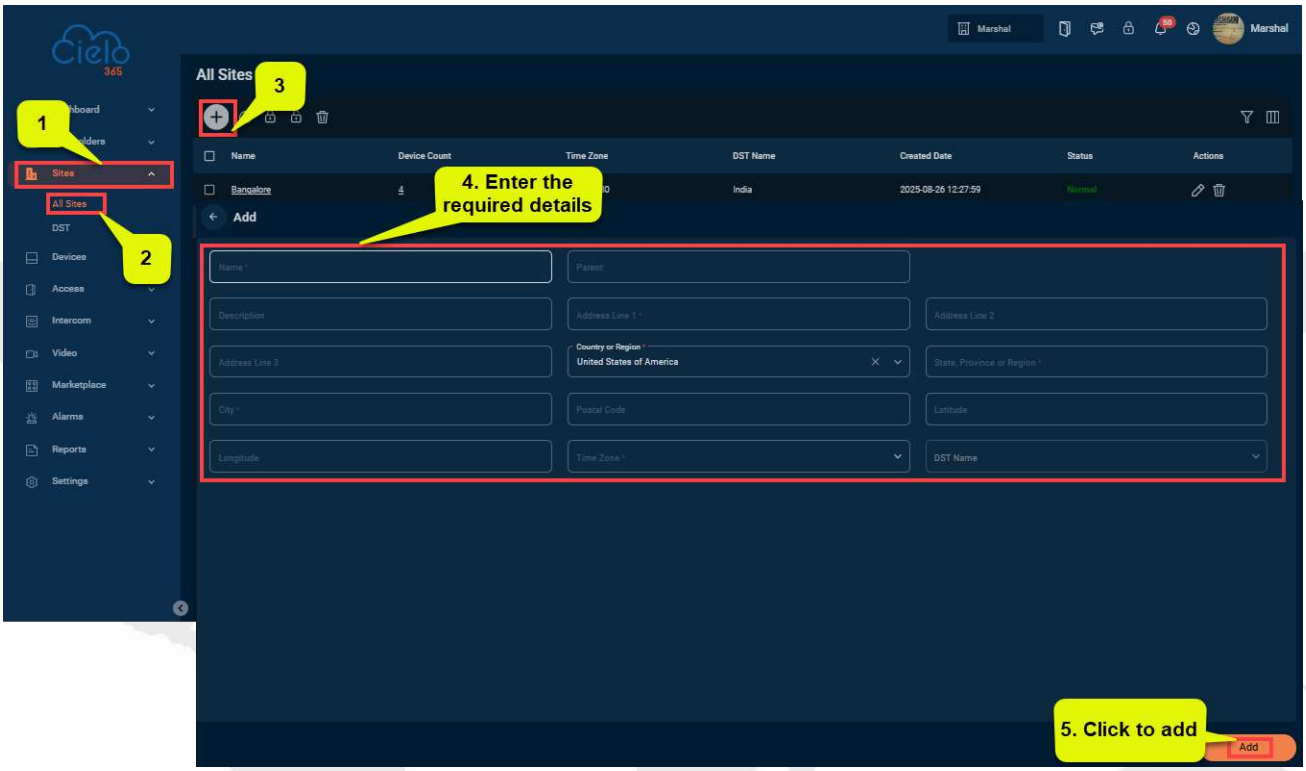
6.1.1 Adding a Site

The **Add** function allows users to create a new site within the application.



To create a new site, follow the steps below:

Basic Information:

- In the **All-Sites** interface, click **Add** icon to create a new site location.
- In the **Add Site** form, enter the location name **[site name]**, parent location name, and description.
- Set **Daylight Savings** to **ON** or **OFF** based on the needs of different regions.
- Enter the site details such as address, state, country, and city.
- Provide the ZIP code, latitude, longitude, and time zone.
- After entering all the details, click **Add** to save and create the new site.

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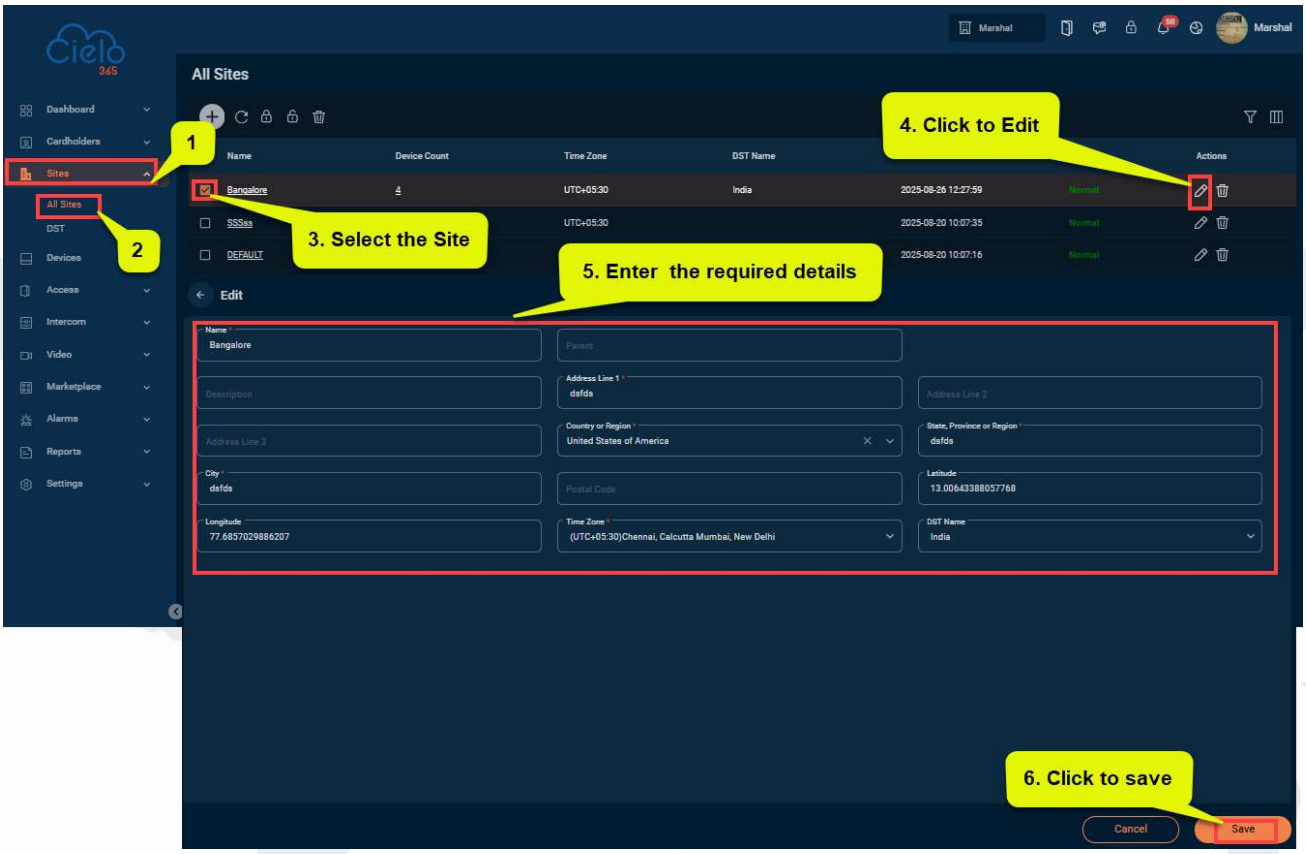
6.1.2 Editing a Site

The **Edit** function allows users to modify the existing site details within the application.



To edit existing site details, follow the steps below:

1. On the **All-Sites** interface, select the site location you want to edit from the list.
2. Click on the **Site** name or the **Edit** icon to modify the selected site.
3. Make the necessary changes and click **Save** to update the site details.

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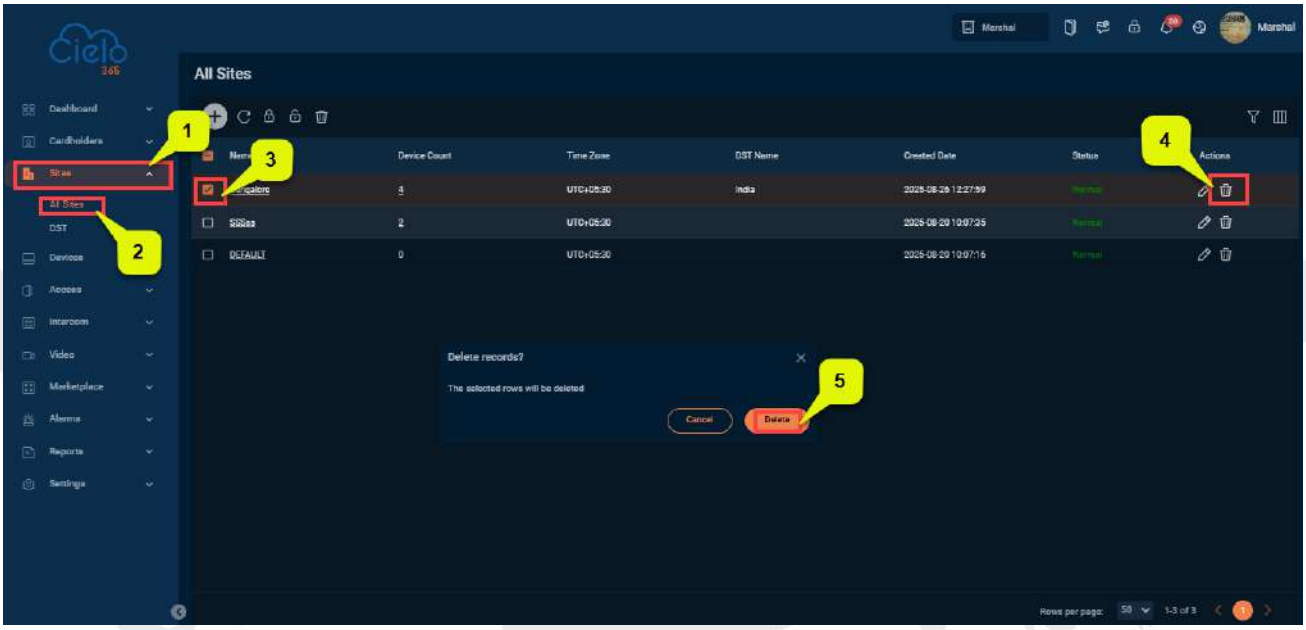
6.1.3 Deleting a Site

The **Delete** function allows users to remove an existing site location from the application.



To delete an existing site, follow the steps below:

> **Note**: The erased data cannot be recovered.

- On the **All-Sites** interface, select the site you wish to delete from the list.
- Click **Delete** or click on the **Delete** **icon** to remove the selected site.
- In the confirmation pop-up, click **Delete** again to confirm and permanently remove the selected site from the list.

6.2 Daylight Savings Time (DST)

Daylight Savings Time (DST) is a function that adjusts the officially prescribed local time to conserve energy. The unified time adopted during this period is known as DST. Typically, regions that observe daylight saving time advance their clocks by one hour near the start of spring to encourage people to

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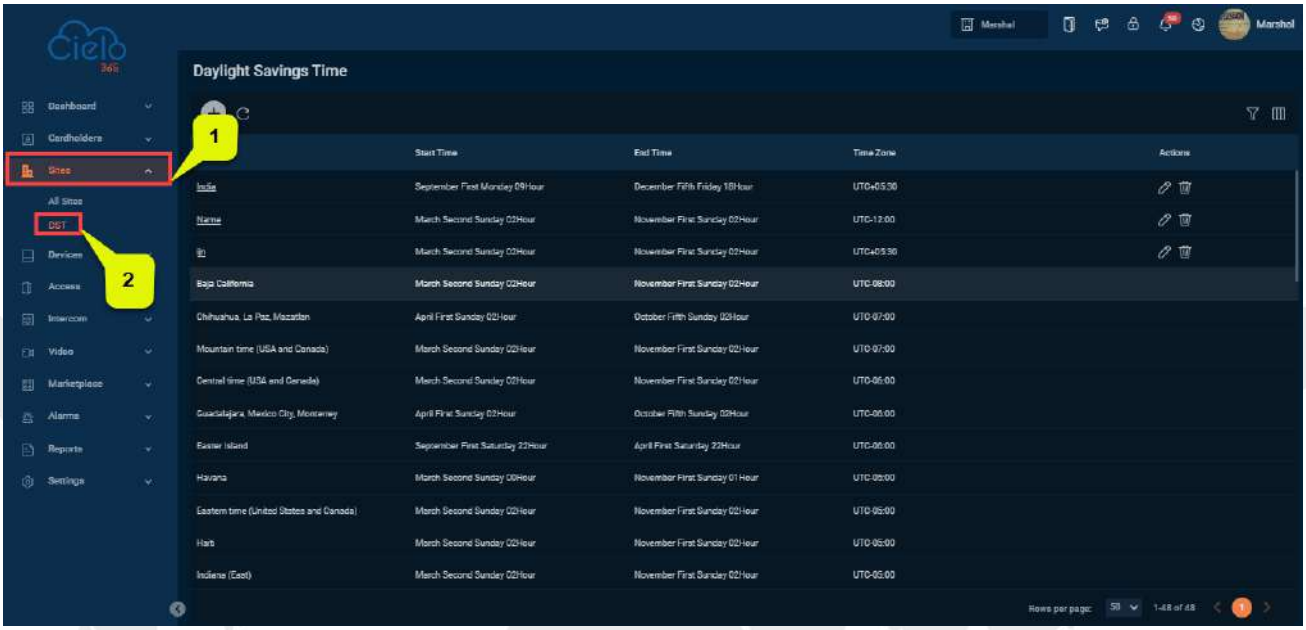
go to bed earlier, which can help in energy conservation. In autumn, the clocks are set back to allow for earlier rising. Various countries have different regulations regarding the implementation of DST, and it is currently observed in 70 nations.



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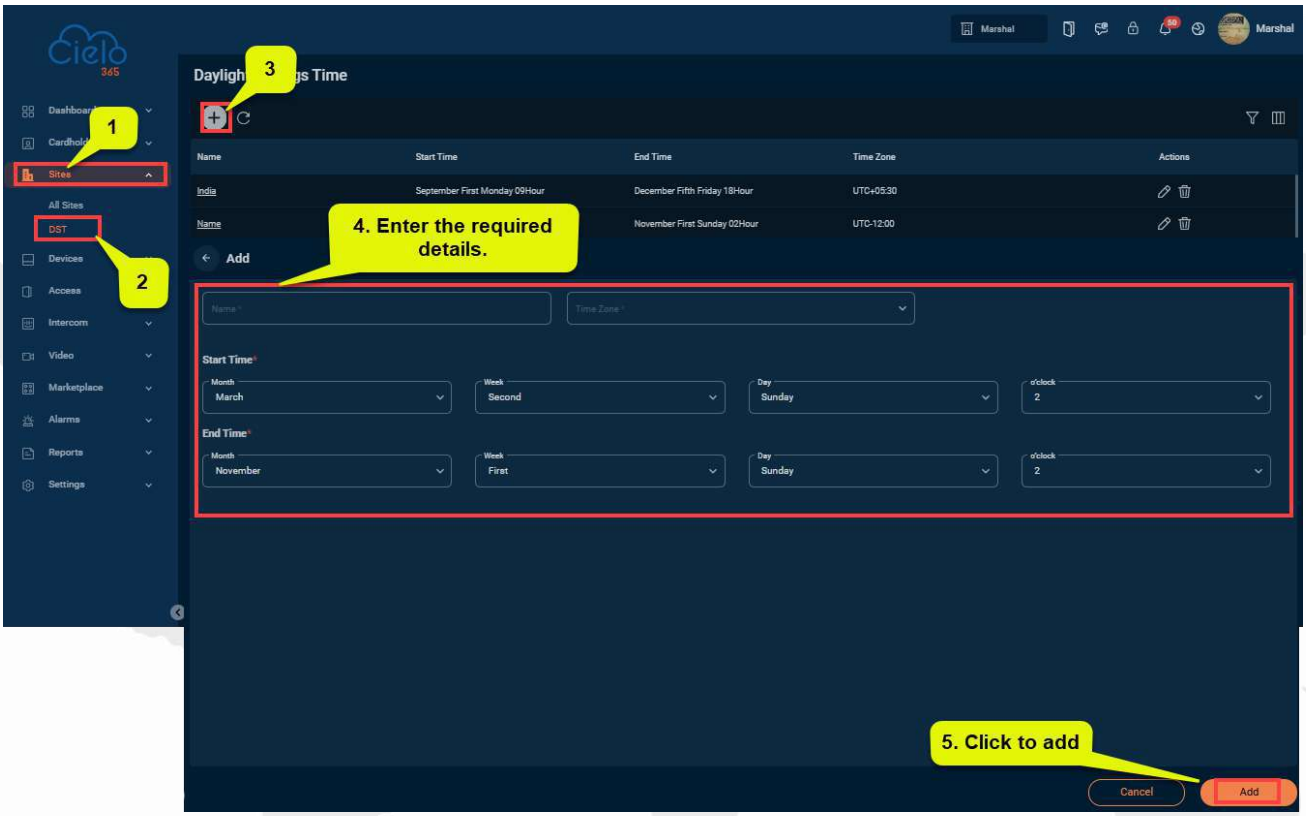
6.2.1 Adding Daylight Savings Time

The **Add** function allows users to create a new daylight-saving time (DST) entry within the application.



To create a new DST entry, follow the steps below:

- On the **DST** interface, click **Add** **icon** to create a new DST entry.
- In the **Add DST** interface, enter the DST name, time zone, and other relevant information.
- Click **Add** to save the new DST entry.

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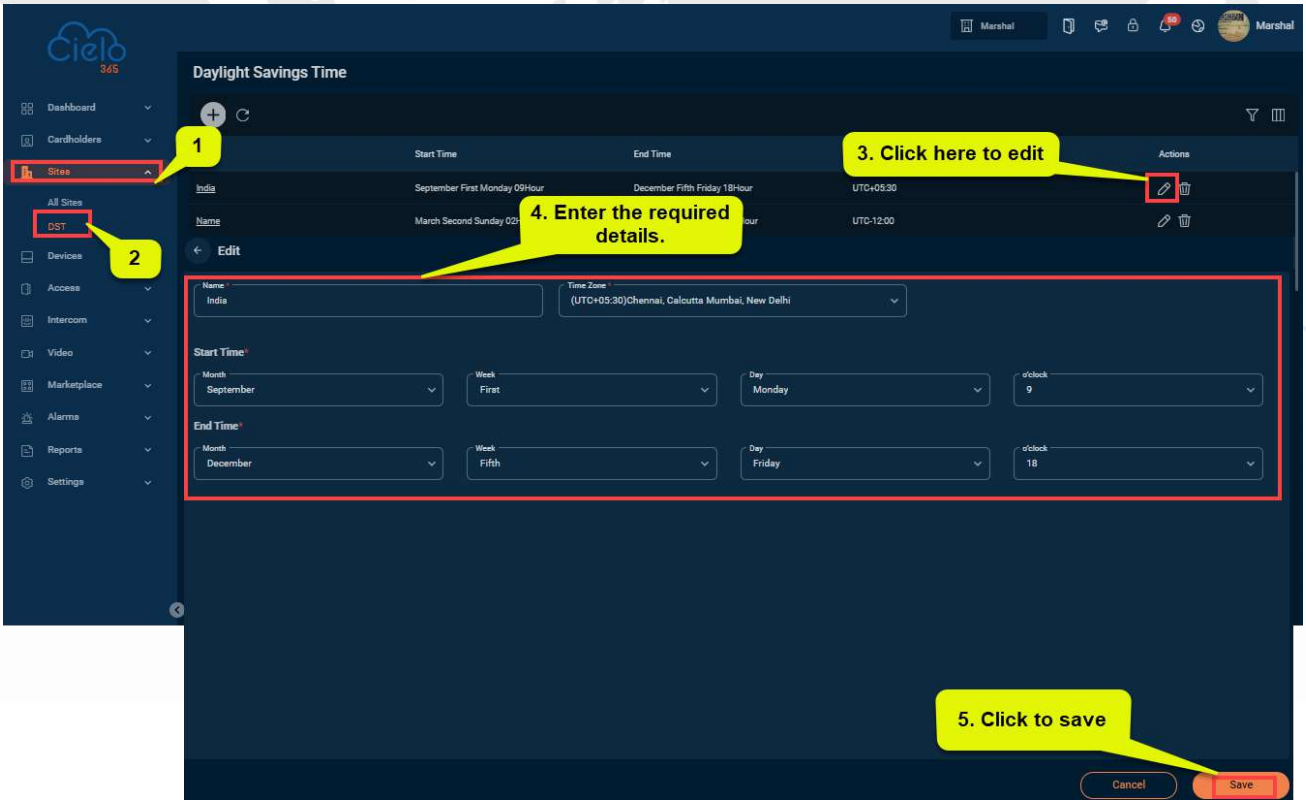
6.2.2 Edit Daylight Savings Time

The **Edit** function allows users to modify existing DST details within the application.

To edit existing DST details, follow the steps below:

1. On the interface, select the **DST** you want to edit from the list.
2. Click on the **Edit** **icon** to modify the selected DST.
3. Make the necessary changes and click **Save** to update the DST details.



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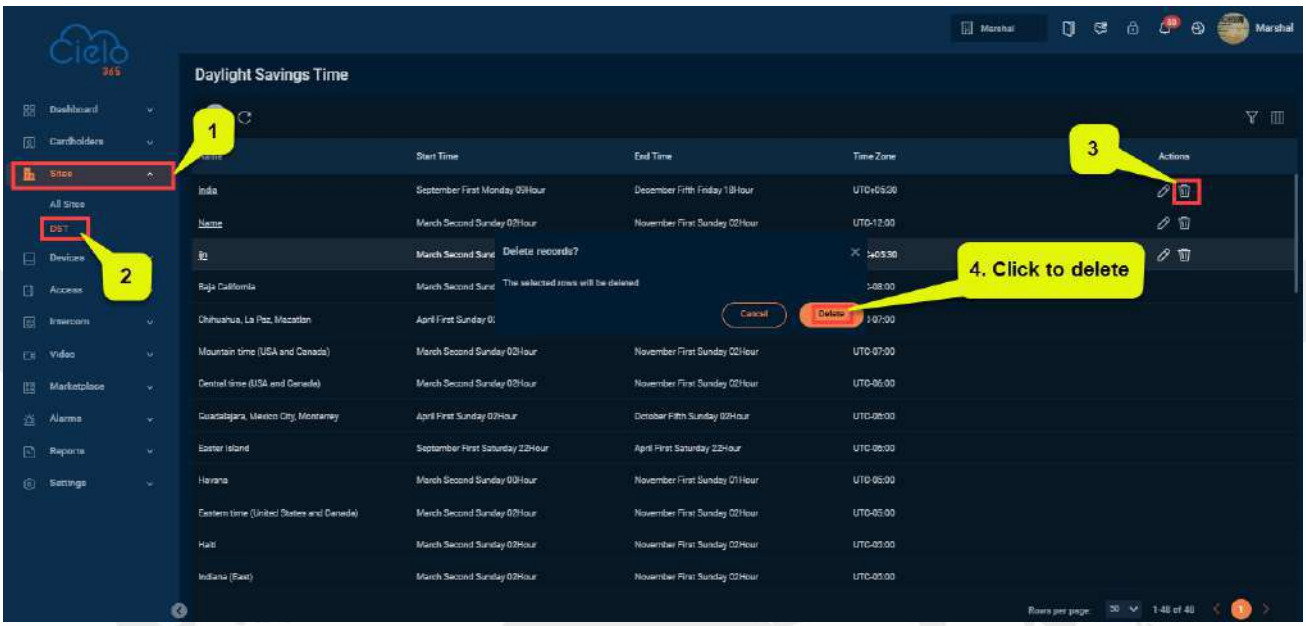
6.2.3 Delete Daylight Saving Time

The **Delete** function allows users to remove existing DST entries from the application.



To delete a DST entry, follow the steps below:

> **Note**: The erased data cannot be recovered.

1. On the **DST** interface, select the DST you wish to delete from the list.
2. Click **Delete** or click on the **Delete** **icon** to remove the selected DST.
3. In the confirmation pop-up, click **Delete** again to confirm and permanently remove the selected DST from the list.

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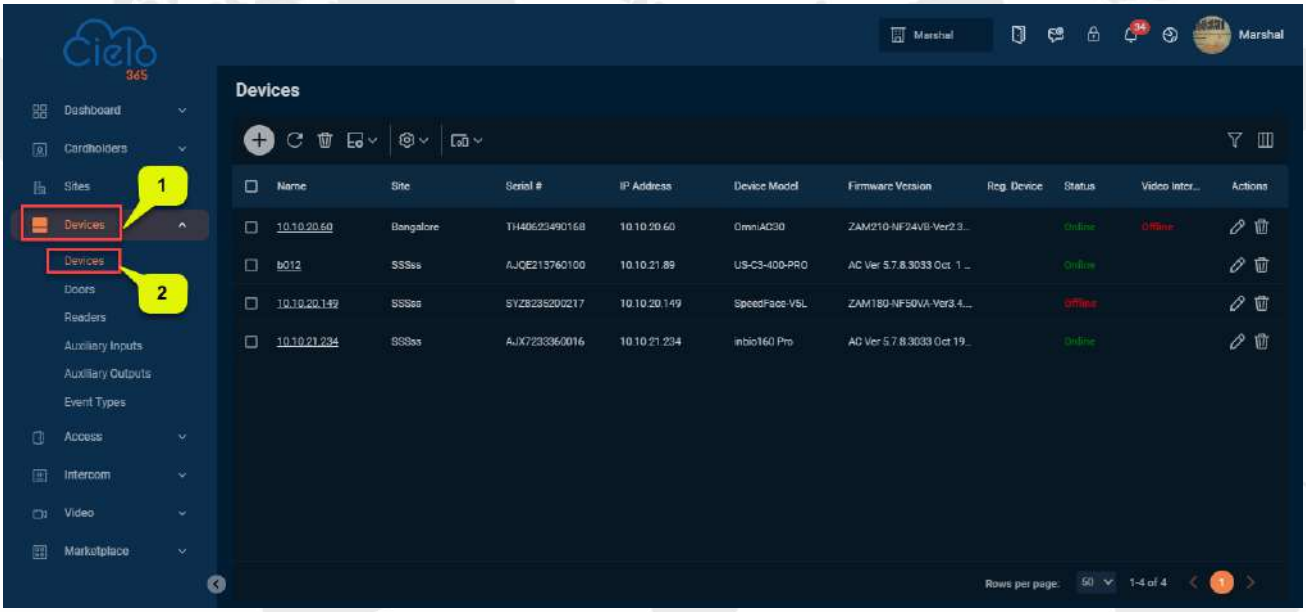
7 Device Module

Set the communication parameters for the added devices, including system and device settings, after adding a device. Once the connection is established, users can check the information of the devices and perform actions such as remote monitoring, uploading, and downloading.

7.1 Device

Once the device is successfully added, users can view its information here.



A brief description of the columns displayed on the Device Interface:

Name: Displays the name of the device.

Site: Displays the site location.

Serial Number: Displays the serial number of the device.

IP Address: Displays the IP address of the device.

Model: Displays the model number of the device.

Status: Indicates whether the device is online or offline.

Firmware Version: Displays the firmware version of the connected device.

Reg. Device: Displays whether the device is used as a biometric registration device.

Video Intercom: Display the device supports intercom or not.

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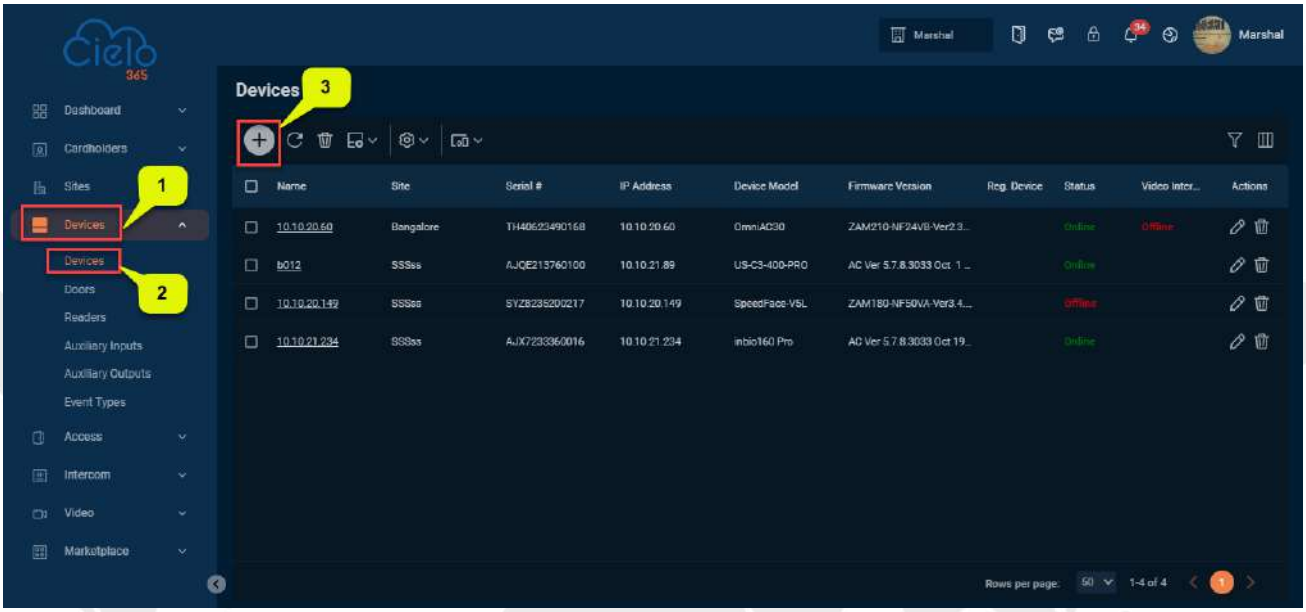
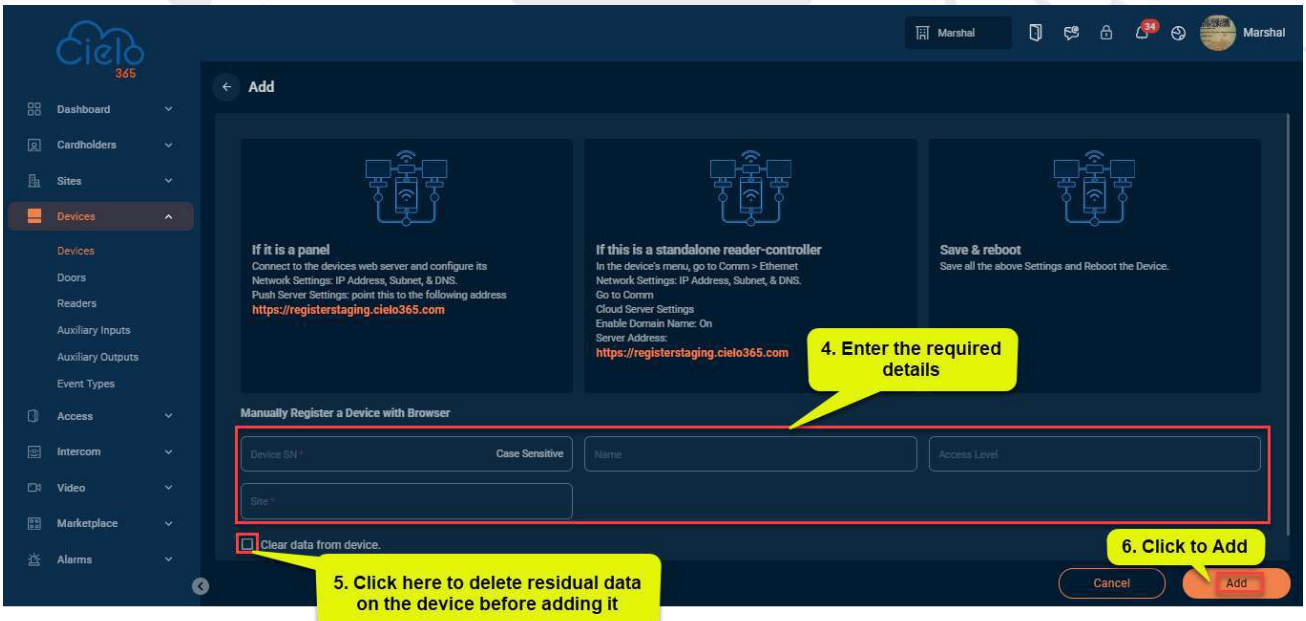
7.1.1 Add a Device

This function allows users to add a device to the application.





To add a new device, follow the steps below:

1. On the **Device** interface, click **Add** **icon** to add a new device.

2. In the **Add New Device** interface, read the instructions carefully and check the clear data box (if applicable).

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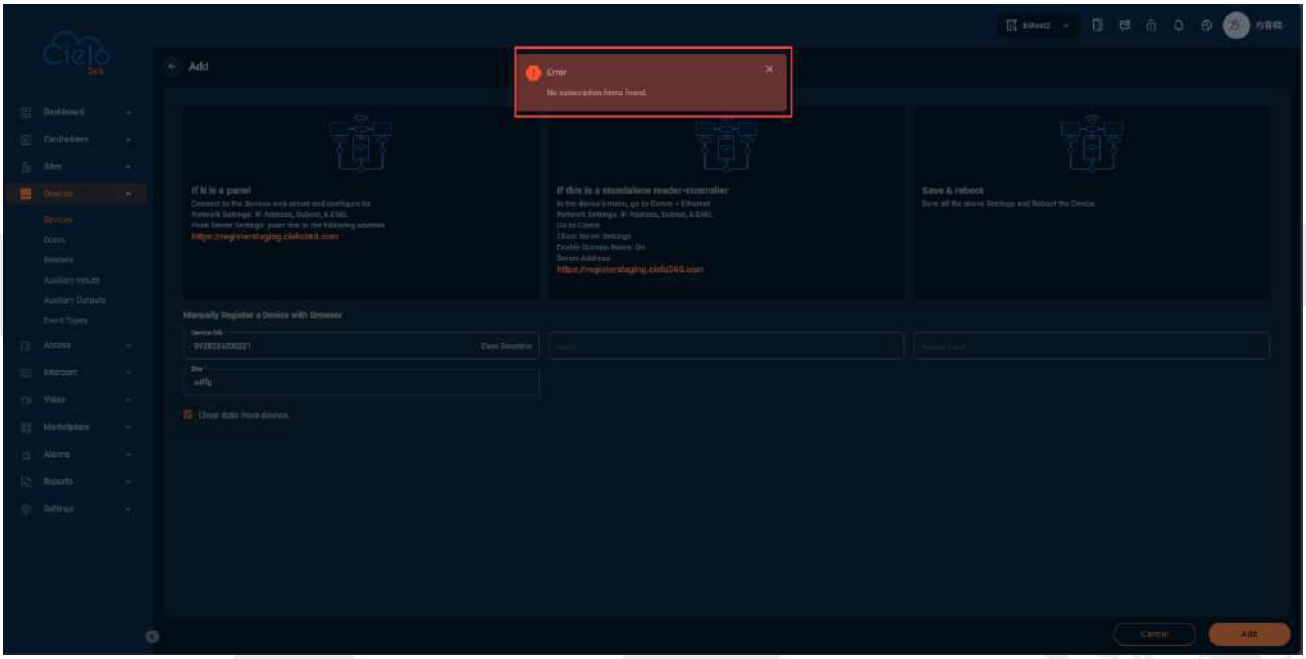
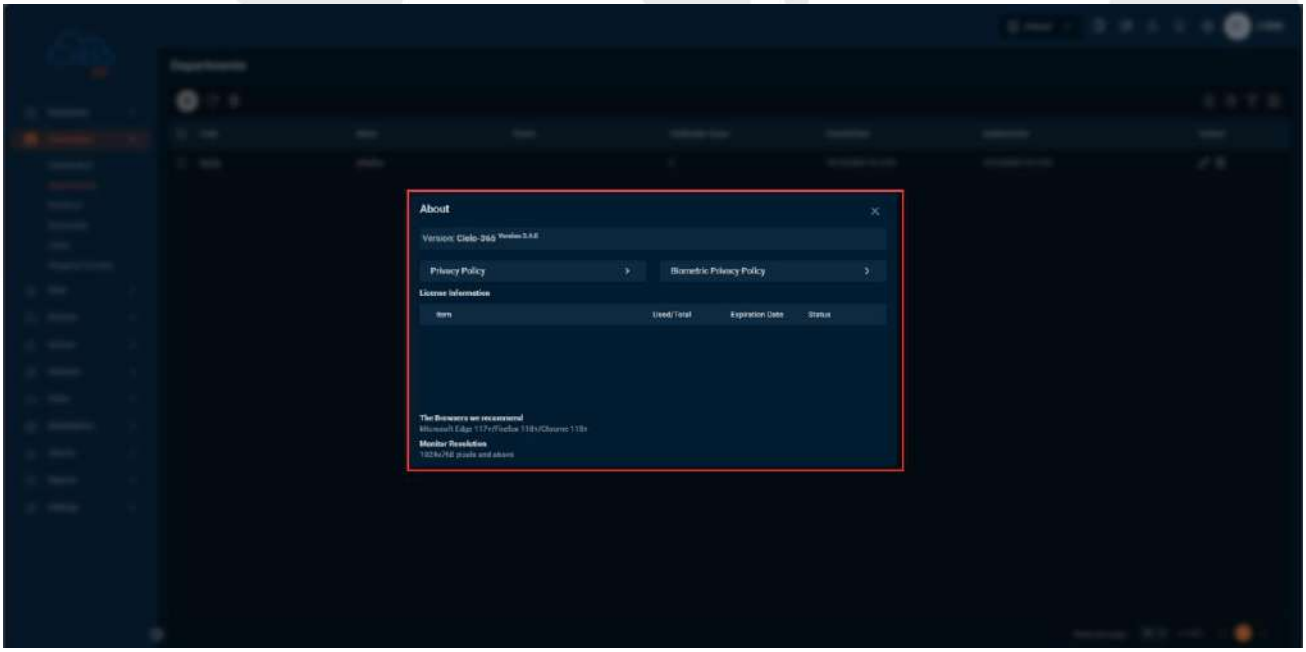
3. Enter the device's serial number, site, access level, and device name. Then click the **Add** button to save and connect the new device.

Note: While adding a device, if the customer doesn't have an active subscription, the system displays an error message.



On the **About** page, the system does not show any license information.



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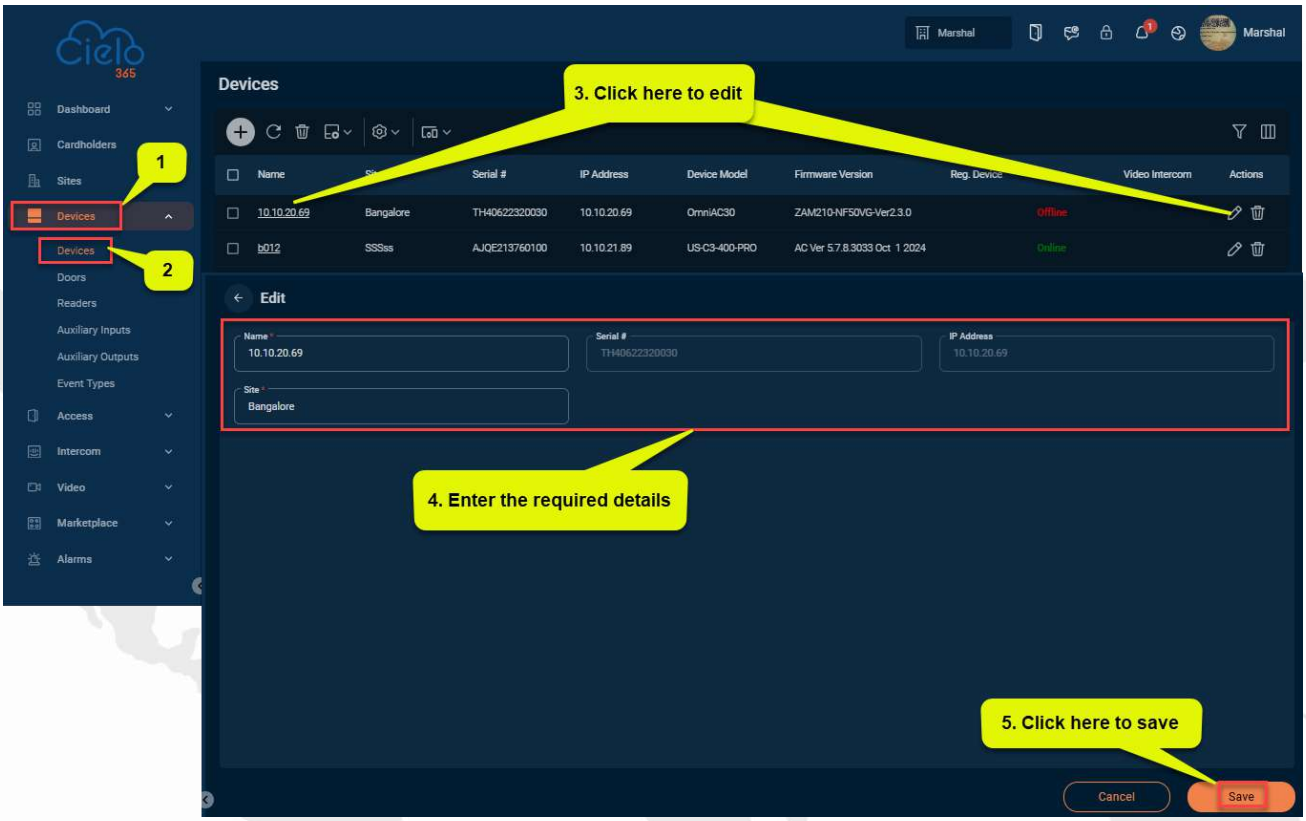
7.1.2 Edit the Device

The **Edit** function allows users to modify existing device data within the application.



To edit existing device details, follow the steps below:

1. On the **Devices** interface, select the device you want to edit from the list.
2. Click on the device name or the **Edit** **icon** to open the device details.
3. Make the necessary changes then click **Save** to update the device information.

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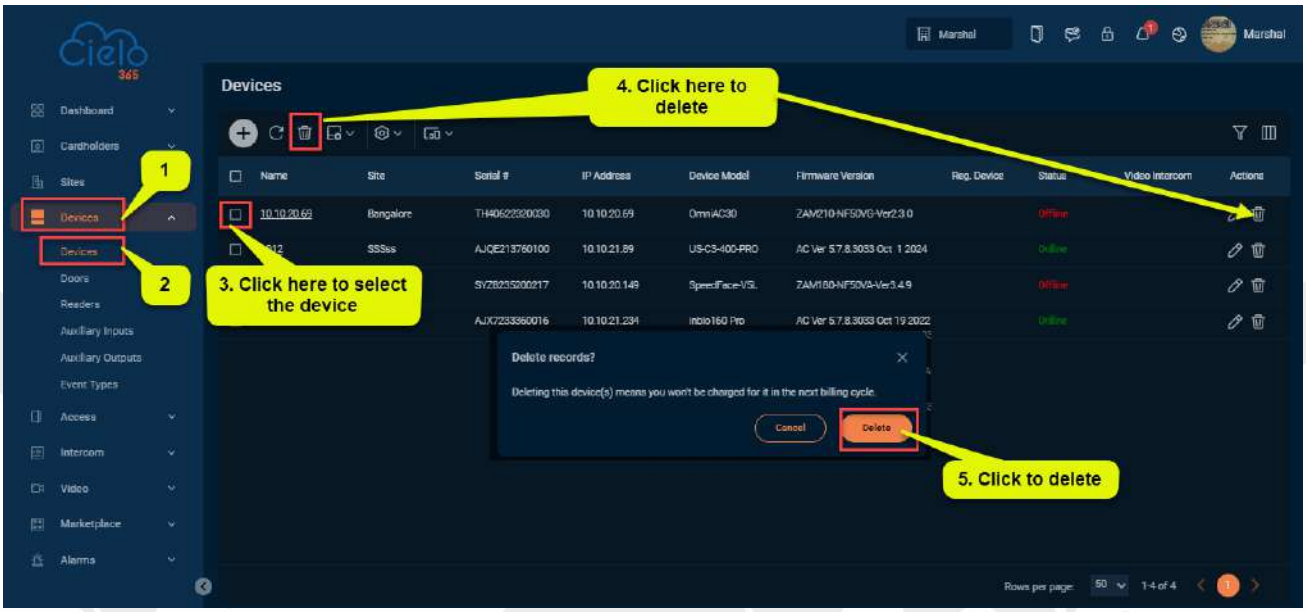
7.1.3 Delete A Device

The **Delete** function allows users to remove an existing device from the application.



To delete an existing device, follow the steps below:

> **Note:** Once erased, the data cannot be recovered.

1. On the **Device** interface, select the device you want to delete from the list.
2. Click **Delete** or click on the **Delete** **icon** to remove the selected device.
3. In the confirmation pop-up, click **Delete** again to confirm and permanently remove the selected device from the list.

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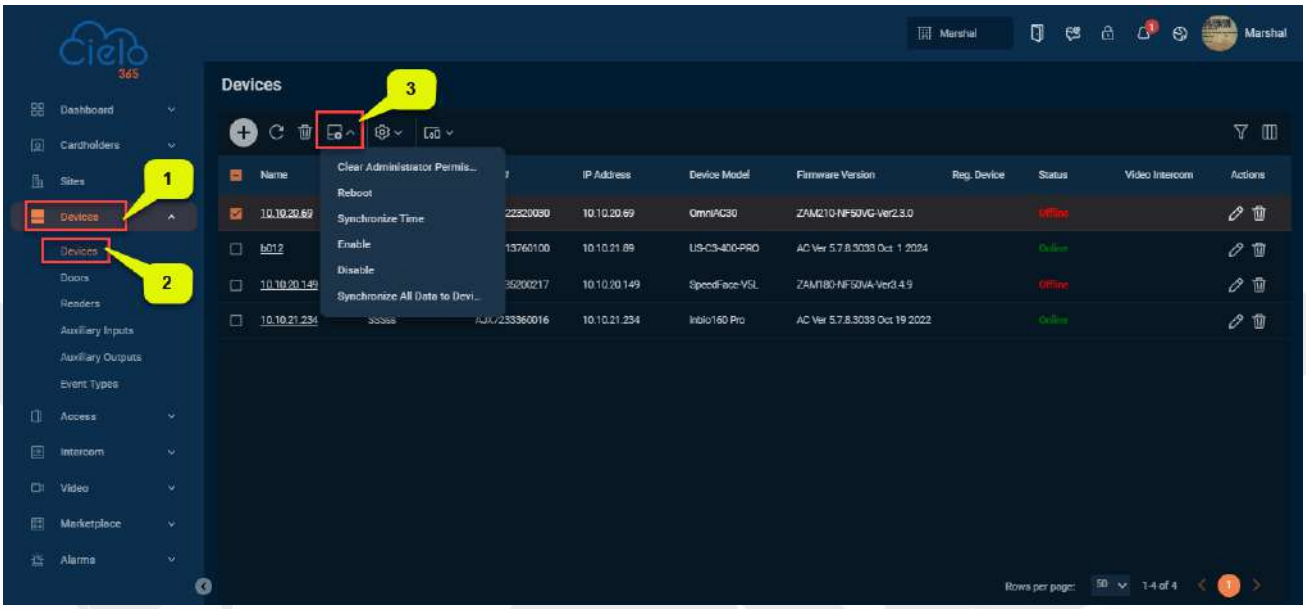
7.1.4 Device Control

The Control function allows users to perform specific device functions through the application.



Functions available under the Control Menu:

- Clear Administrator Permission
- Reboot
- Synchronize Time
- Enable
- Disable
- Synchronize All the Data to Device

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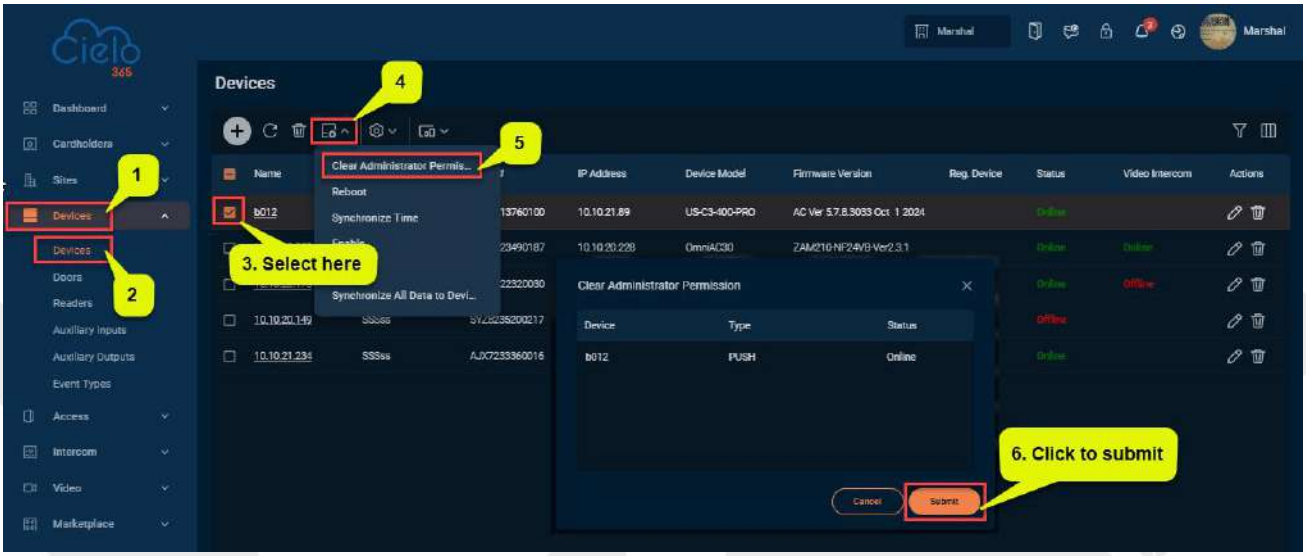
7.1.4.1 Clear Administrator Permission

The user can remove the administrator permission and all related restrictions by using the **Clear Administrator Permission** feature.



To clear administrator permission of the device, follow the steps below:

1. On the **Devices** interface, select the device you want to remove administrator permissions.
2. In the **Control Menu** click **Clear Administrator Permission** to clear admin permissions of the selected device.
3. Click **Submit** to confirm the action.

Note: Once administrator permissions are cleared, the device will be fully accessible to all users without restrictions.

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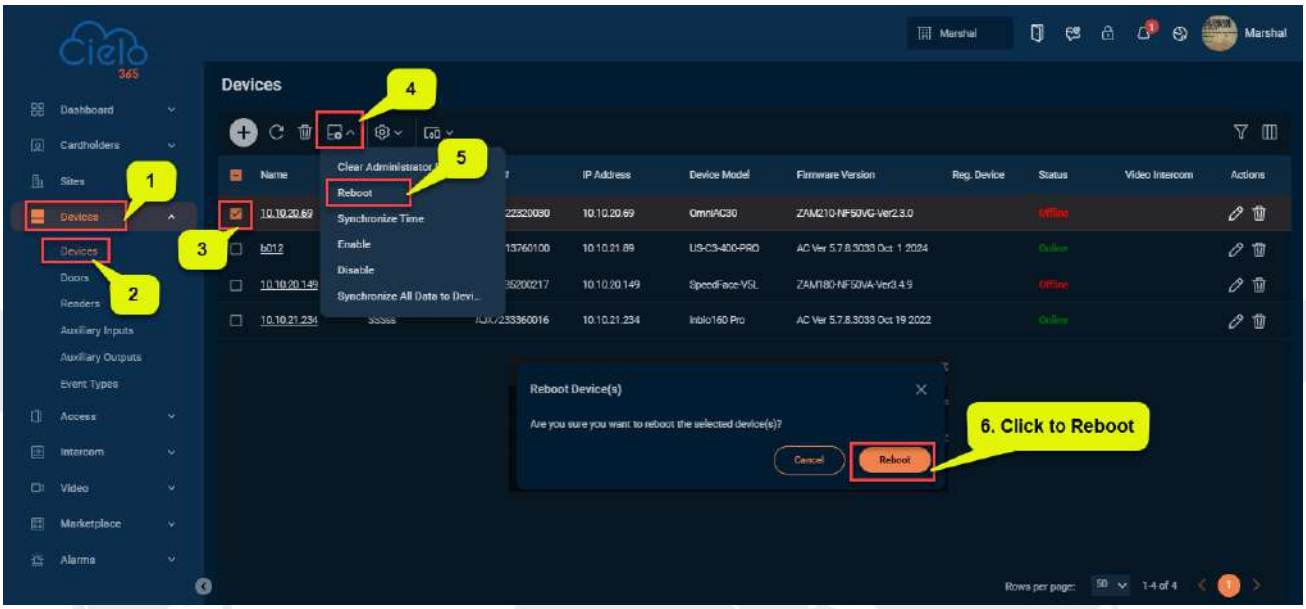
7.1.4.2 Reboot

The **Reboot** function allows users to reboot the selected device.



To reboot the device, follow the steps below:

1. On the **Devices** interface, select the device you want to restart or reboot from the list.
2. In the **Control Menu** click **Reboot** to initiate the restart of the selected device.
3. Click **Reboot** again to confirm and restart the selected device.

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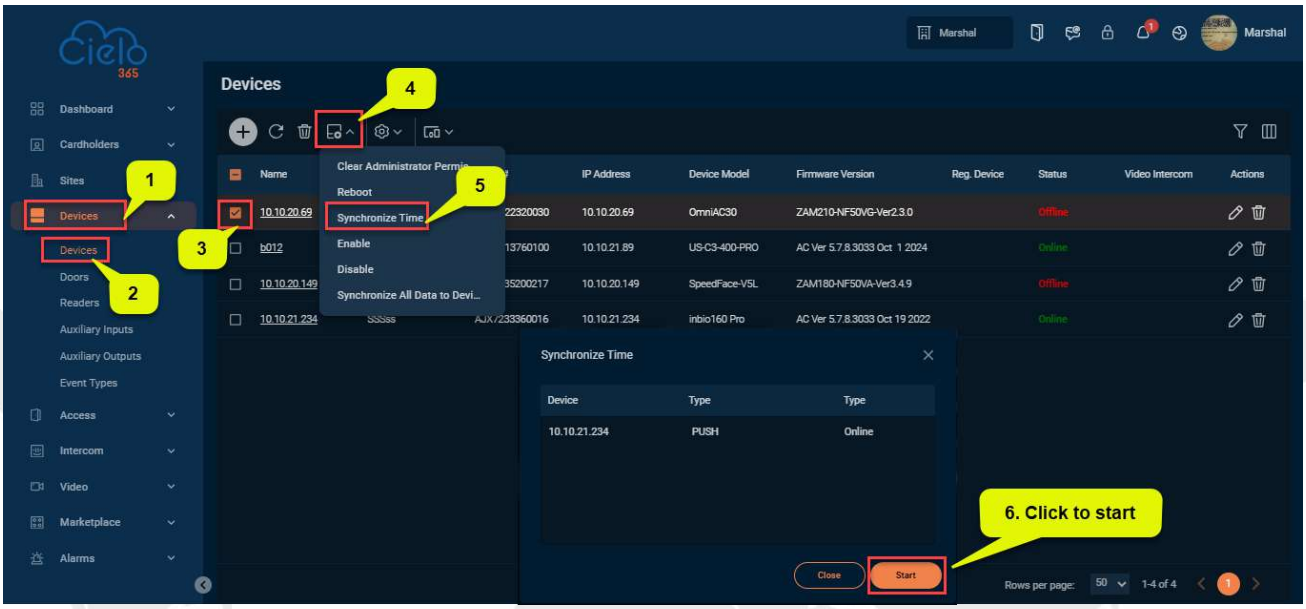
7.1.4.3 Synchronize Time

The **Synchronize Time** function updates the device time to match the server's current time.



To synchronize the device time, follow the steps below:

1. On the **Devices** interface, select the device(s) from the list that you want to synchronize with the server's current time.
2. In the **Control Menu** click **Synchronize Time** to initiate the synchronization for the selected device(s).
3. Click **Start** to synchronize the time of the selected device(s).

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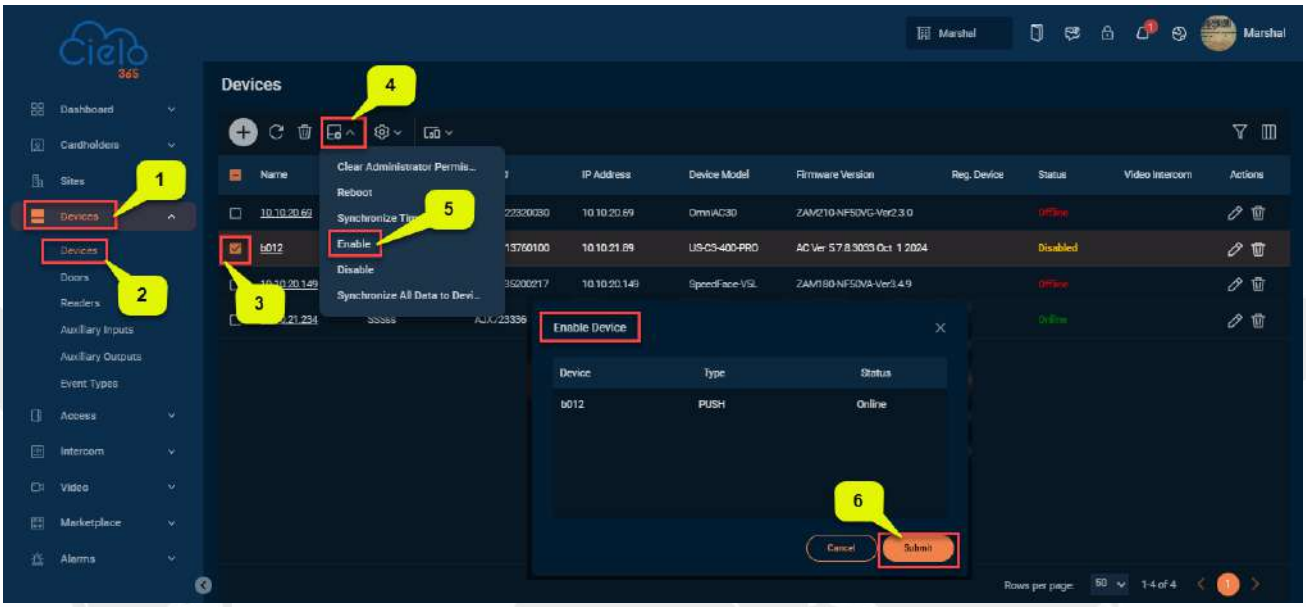
7.1.4.4 Enable

The **Enable** function allows users to change an inactive device to an active state.



To enable the device, follow the steps below:

1. On the **Devices** interface, select the device(s) from the list that you want to change to the active or enabled state.
2. In the **Control Menu**, click **Enable**, and then click **Submit** to change the selected device(s) to the enabled state.

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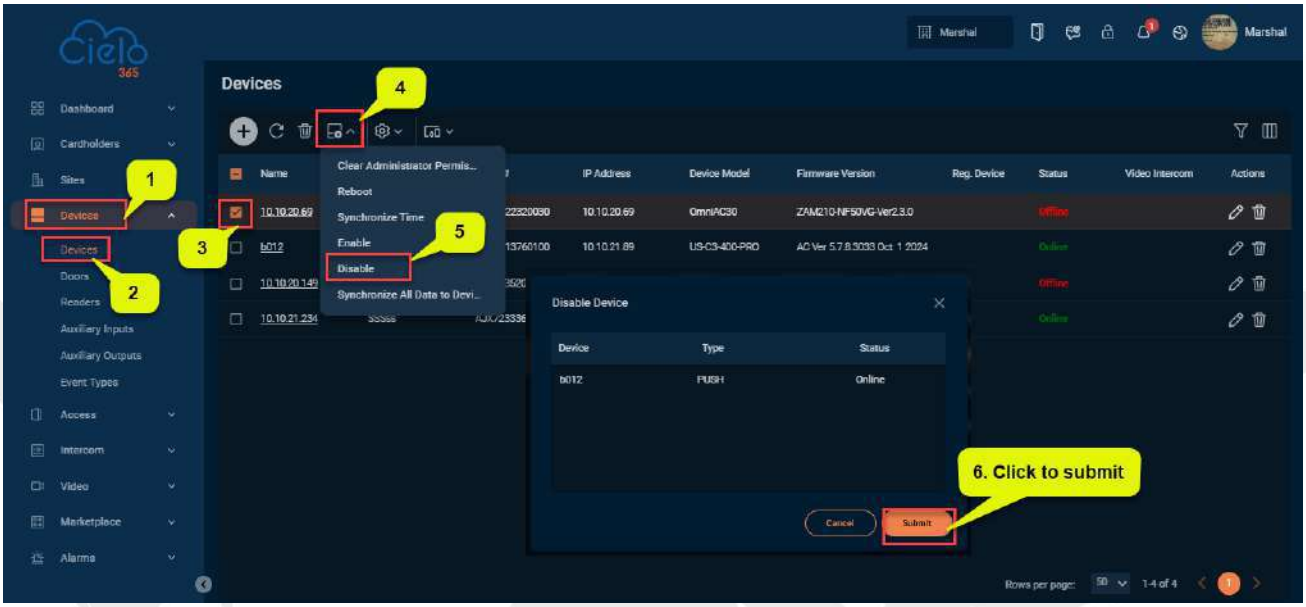
7.1.4.5 Disable

The **disabled** function allows users to change an active device account to a disabled state.



To disable the device, follow the steps below:

1. On the **Devices** interface, select the device(s) from the list that you want to change to the inactive or disabled state.
2. In the **Control Menu** click **Disable** and then click **Submit** to change the selected device(s) to the disabled state.

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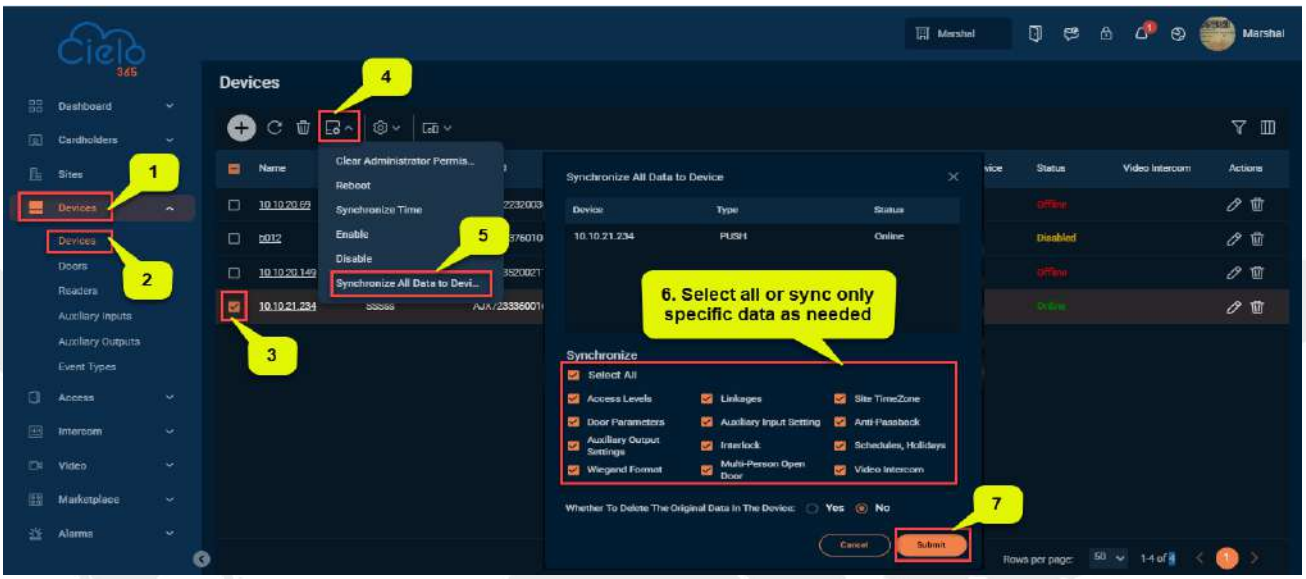
7.1.4.6 Synchronize All Data to Device

The **Synchronize All Data to Device** function allows users to sync or merge the device's data from the application to the device.



To synchronize all data from the application to the device, follow the steps below:

1. On the **Devices** interface, select the device(s) from the list that you want to sync all data from the application to the device.
2. In the **Control Menu** click **Synchronize All Data to Device**. In the **Synchronize All Data to Device** interface, select **All Data** to sync all data or **Specific Data** to sync only selected data from the application to the device.
3. Click **Submit** to sync either all data or specific data from the application to the device.

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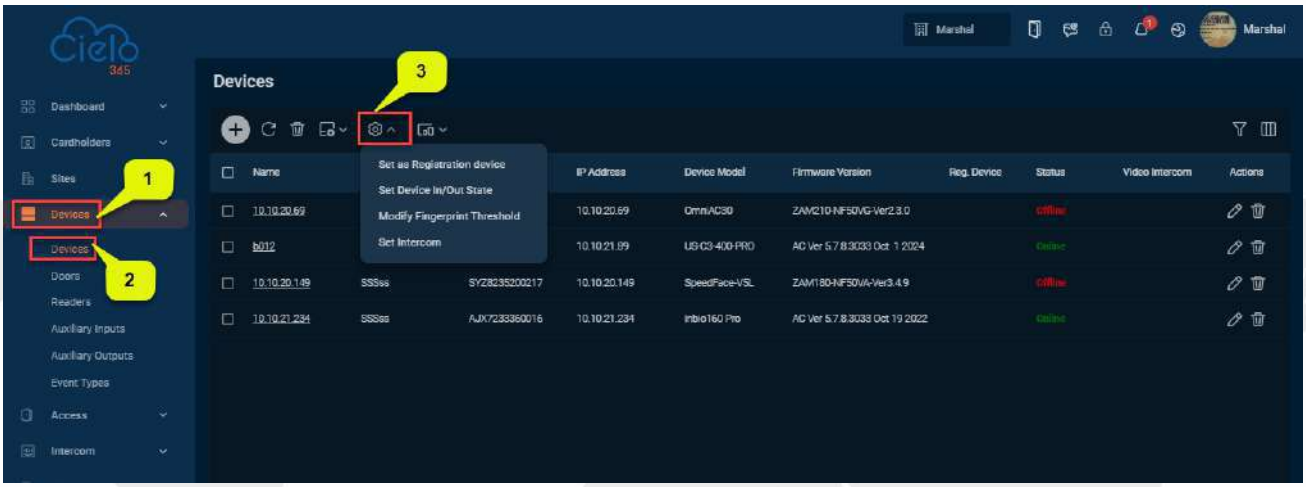
7.1.5 Setup

The **Setup** function allows users to configure the device's time zone, set it as a registration device, manage its in/out state, and more.

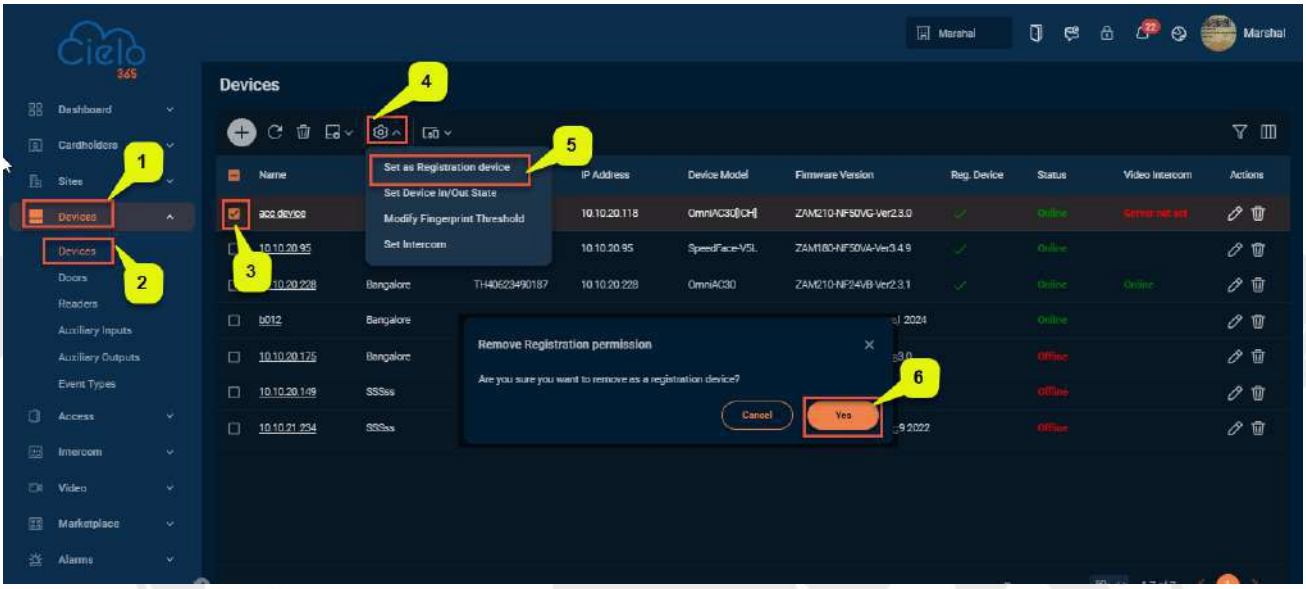


Functions available under the Setup Menu:

- Set as Registration Device
- Set Device In/Out State
- Modify Fingerprint Threshold
- Set Intercom

7.1.5.1 Set as a Registration Device

The **Set as a Registration Device** function allows users to designate a device as a registration device, enabling the automatic upload of standalone device data, such as personnel information.

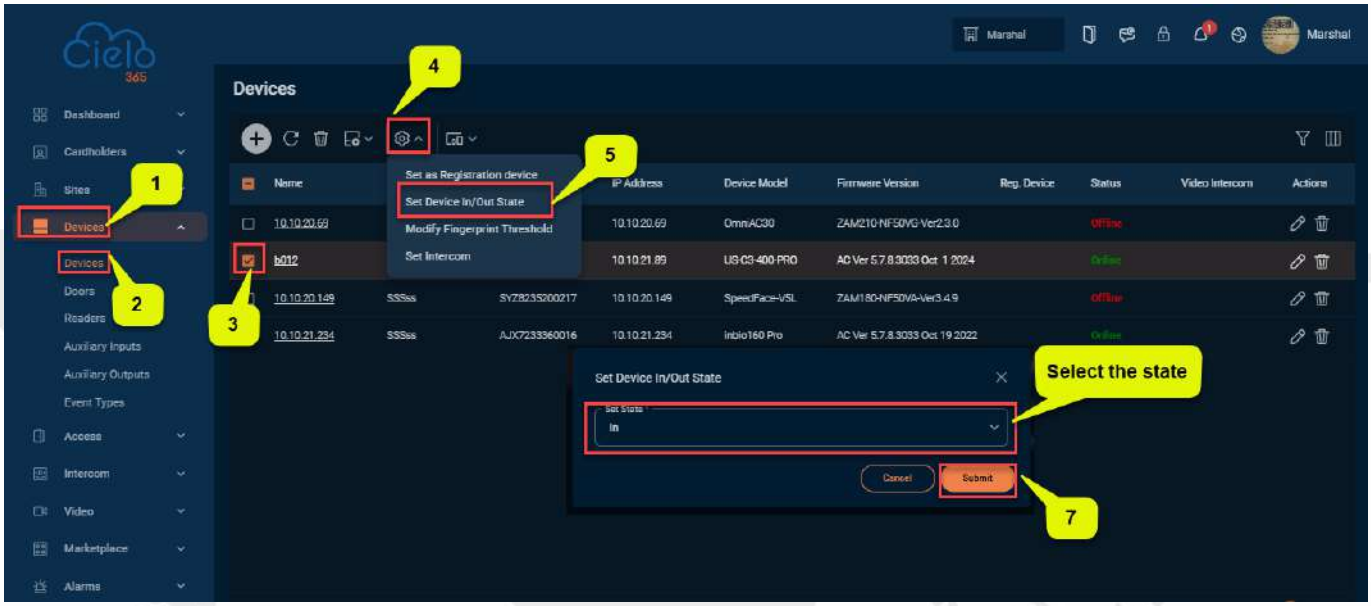


To set a device as a registration device, follow the steps below:

1. On the **Devices** interface, select the applicable device(s) from the list to designate as registration devices.
2. In the **Setup Menu**, click **Set as Registration Device**. In the **Set as Registration Device** interface, select **Yes** to confirm setting the device as a registration device.

7.1.5.2 Set the Device In/Out State

The **Set Device In/Out State** function allows users to change the status of the device's In/Out state.



To set the In/Out status for a device, follow the steps below:

1. On the **Devices** interface, select the applicable device(s) from the list to set their In/Out state.
2. In the **Setup Menu** click **Set Device In/Out State**. In the **Set Device In/Out State** interface, select **Set State** to choose either **In** or **Out** for the device state.
3. Click **Submit** to apply the In/Out state to the selected device(s).

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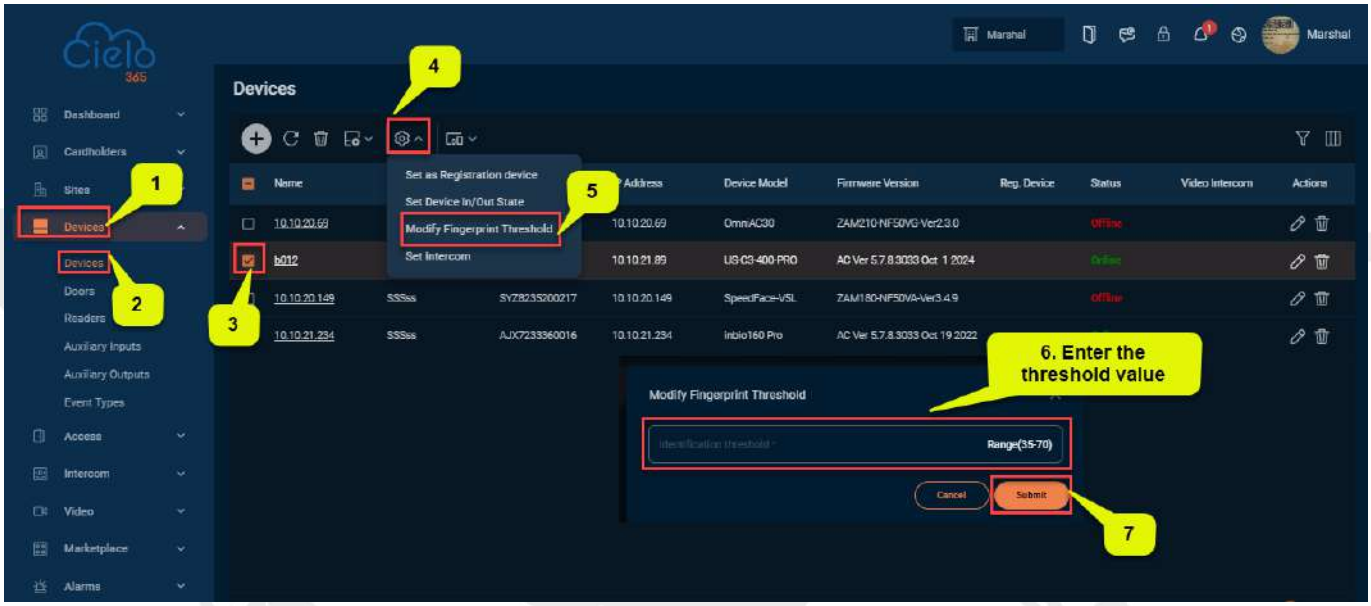
7.1.5.3 Modify the Fingerprint Threshold

The **Modify Fingerprint Threshold** function allows users to change the fingerprint verification sensitivity range.



To modify the fingerprint threshold for a device, follow the steps below:

1. On the **Devices** interface, select the applicable online device(s) from the list to modify the fingerprint threshold.
2. In the Setup Menu, select Modify the Fingerprint Threshold. In the Modify the Fingerprint Threshold interface, set the identification threshold.
3. Click **Submit** to set the modify the fingerprint threshold.

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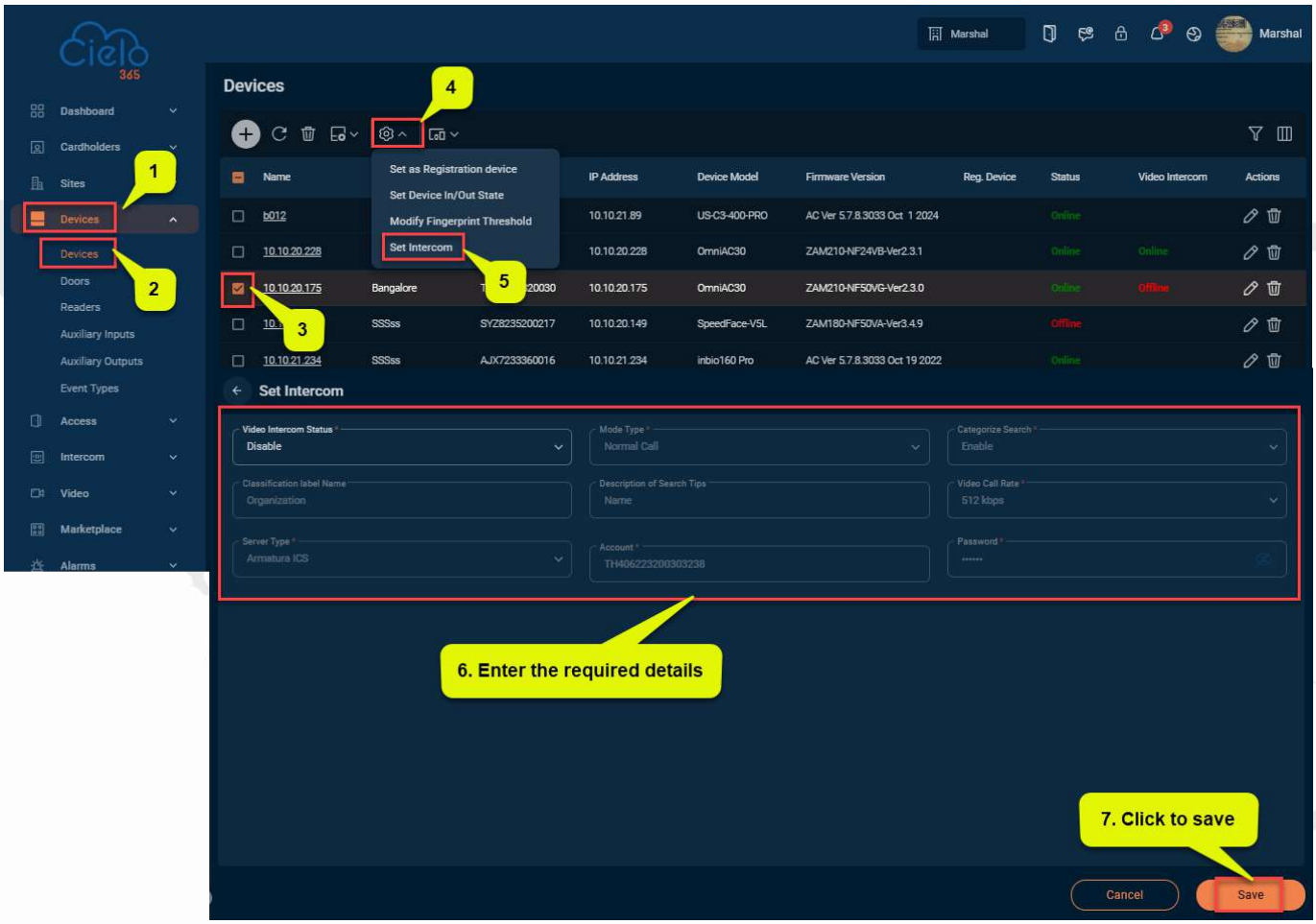
7.1.5.4 Set Intercom

The **Set Intercom** function allows users to set the duration of a video call with an unknown person outside the gate or office. Users can also select the call mode: **Normal Call** or **Direct Call**.



To Set the Intercom for a device, follow the steps below:

1. On the **Devices** interface, select the applicable online device(s) from the list to Set the Intercom call
2. In the **Setup Menu**, select **Set Intercom**. In the **Set Intercom** interface, set the direct call or normal call.
3. Click **Save** to set the intercom call.

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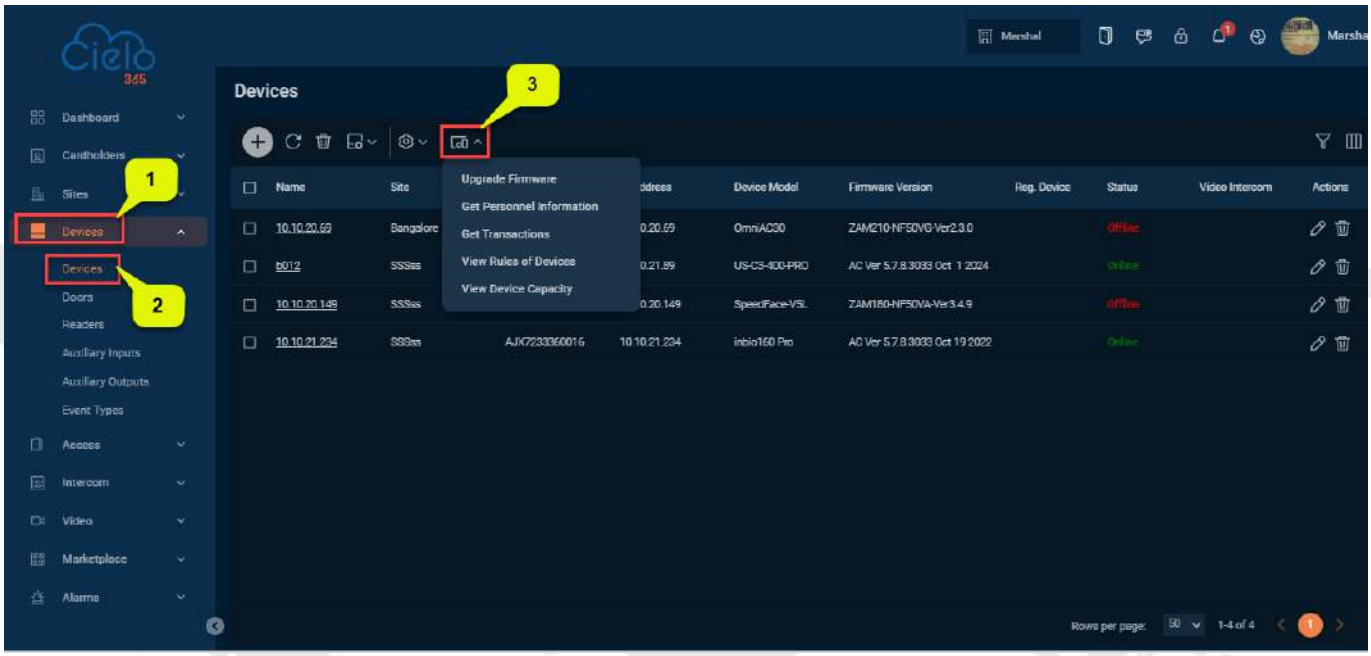
7.1.6 Communication

The **Communication** function allows users to view the device rules and assess the device capacity.



Functions available under the Communication Menu:

- Upgrade Firmware
- Get Personnel Information
- Get Transactions
- View Rules of Devices
- View Device Capacity

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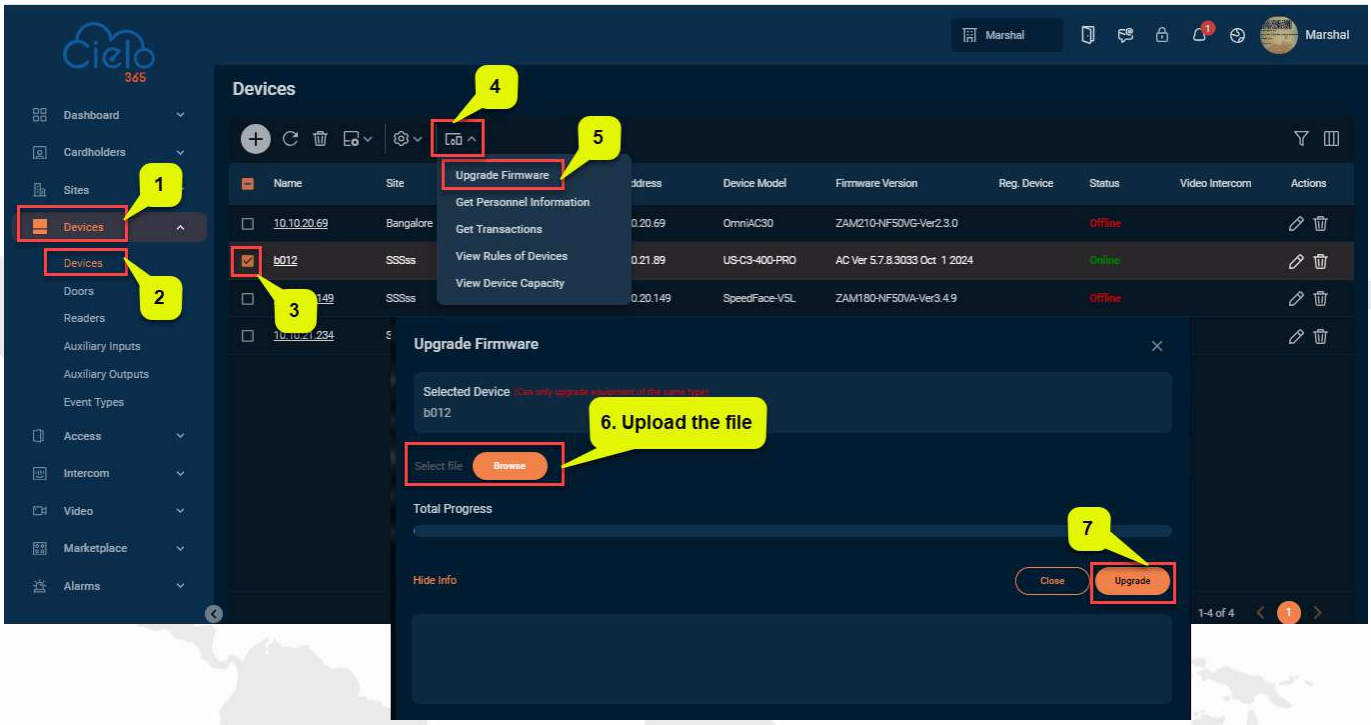
7.1.6.1 Upgrade Firmware

The user can upgrade the device by selecting a firmware file (CFG) that is already stored on the device.



To upgrade firmware device, follow the steps below:

- On the **Devices** interface, select the applicable online status device(s) from the list that you want to upgrade.
- In the **Communication Menu,** select **Upgrade Firmware**. In the **Upgrade Firmware** interface, users can view the selected device and then select the latest firmware file that is already stored on the device.
- Click **Upgrade** and wait until the progress reaches 100% to complete the upgrade.

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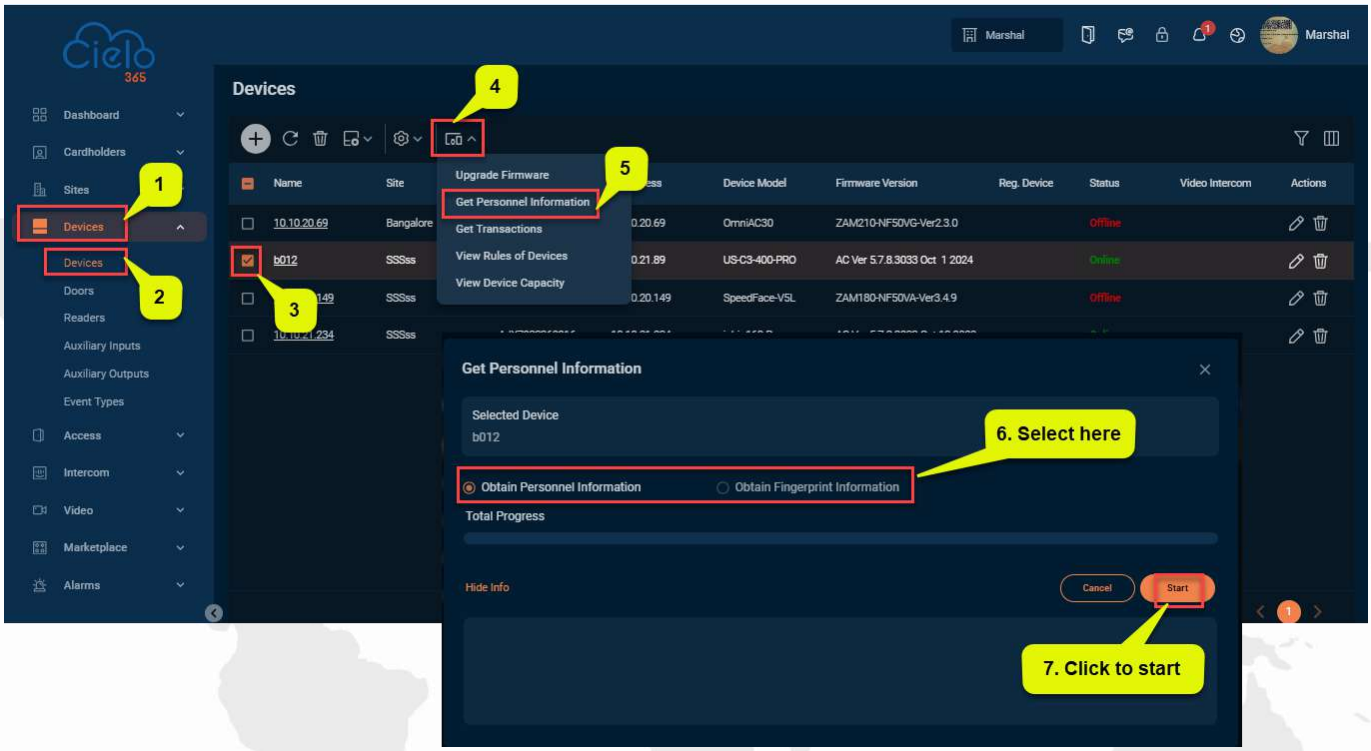
7.1.6.2 Get Personnel Information

The user can retrieve personnel data stored on the device using the **Get Personnel Information** feature in the software.



To Get Personnel Information from the device, follow the steps below:

- On the **Devices** interface, select the applicable online status device(s) from the list to retrieve the data to software
- In the Communication Menu, select Get Personnel Information. In the Get Personnel Information interface, users can view selected device and then choose either Obtain Personal Information or Obtain Fingerprint Information to retrieve the desired data.
- Click **Start** and wait until the progress reaches **100%** to complete the process.

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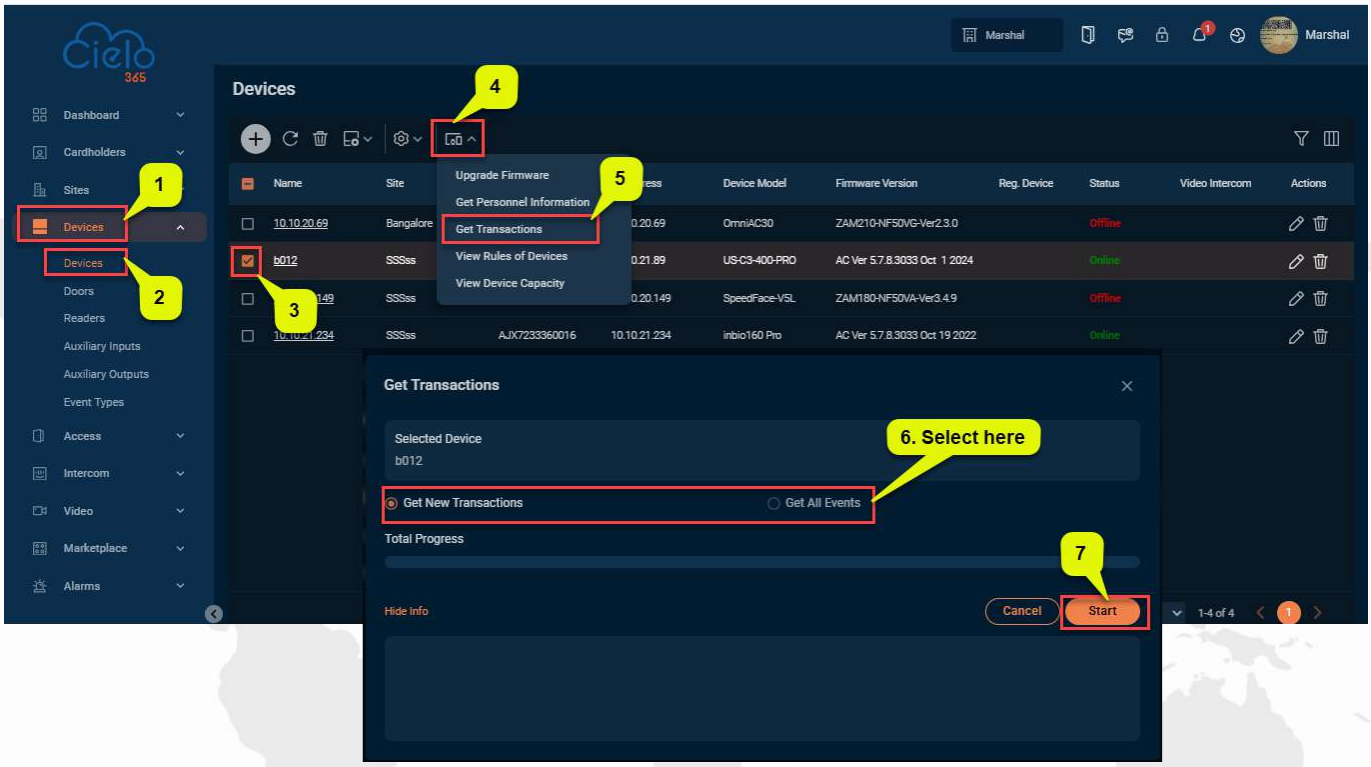
7.1.6.3 Get Transactions

When the device is in **disabled mode** (no internet connection), the user can retrieve transaction data using the **Get Transactions** feature in the software.



To get transaction data from device, follow the steps below:

- On the **Devices** interface, select the applicable online status device(s) from the list to retrieve the transaction data to software
- In the **Communication Menu,** select **Get Transaction**. In the **Get Transaction** interface, users can view selected device and then and then choose either **Get New Transaction** or **Get All Events** to retrieve the desired data.
- Click **Start** and wait until the progress reaches **100%** to complete the process.

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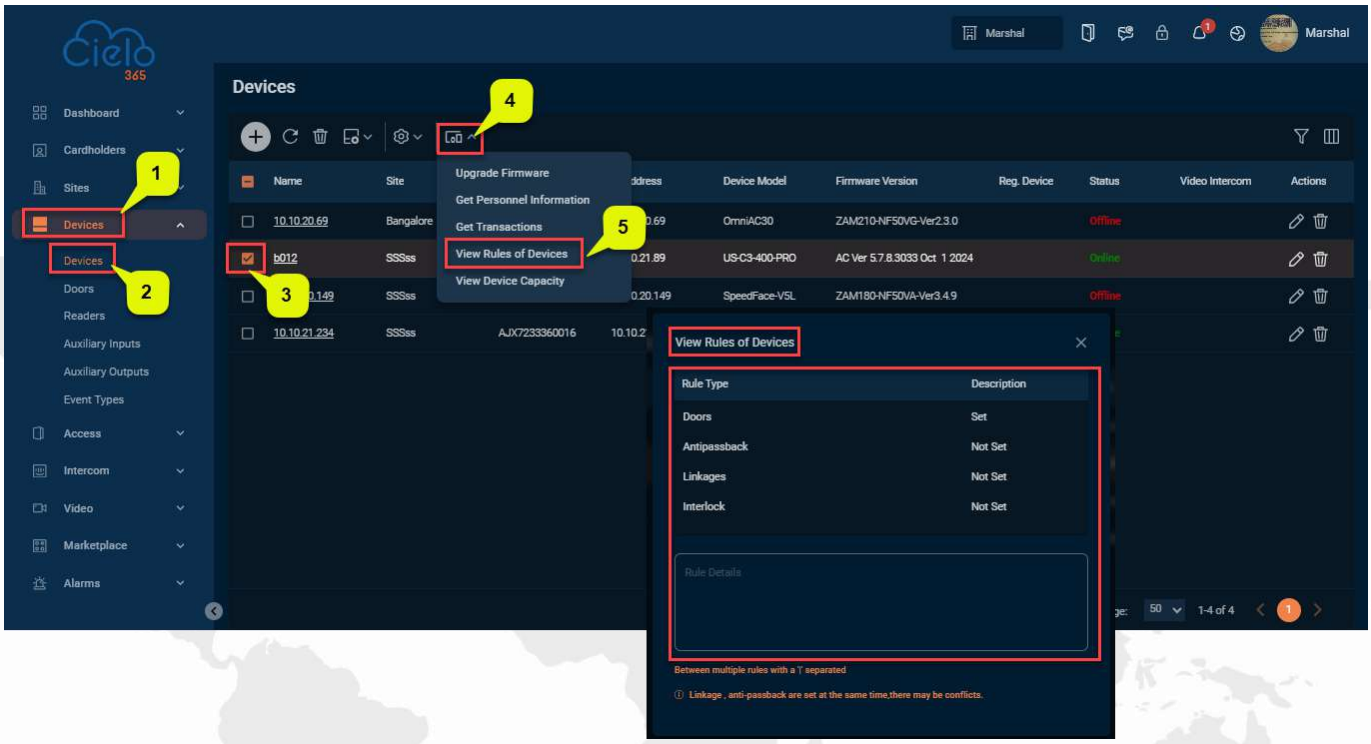
7.1.6.4 View Device Rules

The **View Device Rules** function helps users see the access rules associated with the device.



To view the rules assigned to the device, follow the steps below:

1. On the **Devices** interface, select the applicable online status device(s) from the list to view the assigned rules.
2. In the **Communication Menu,** select **View Rules of Devices**. In the **View Device Rules** interface, users can view the role type and its description.
3. Click **Cancel** to close the window.
4. On the **Communication Menu**, select **View Rules of Devices** and on the **View Rules of Devices interface;** User can view the role type and their description**.**
5. Click **Cancel** to close the window.

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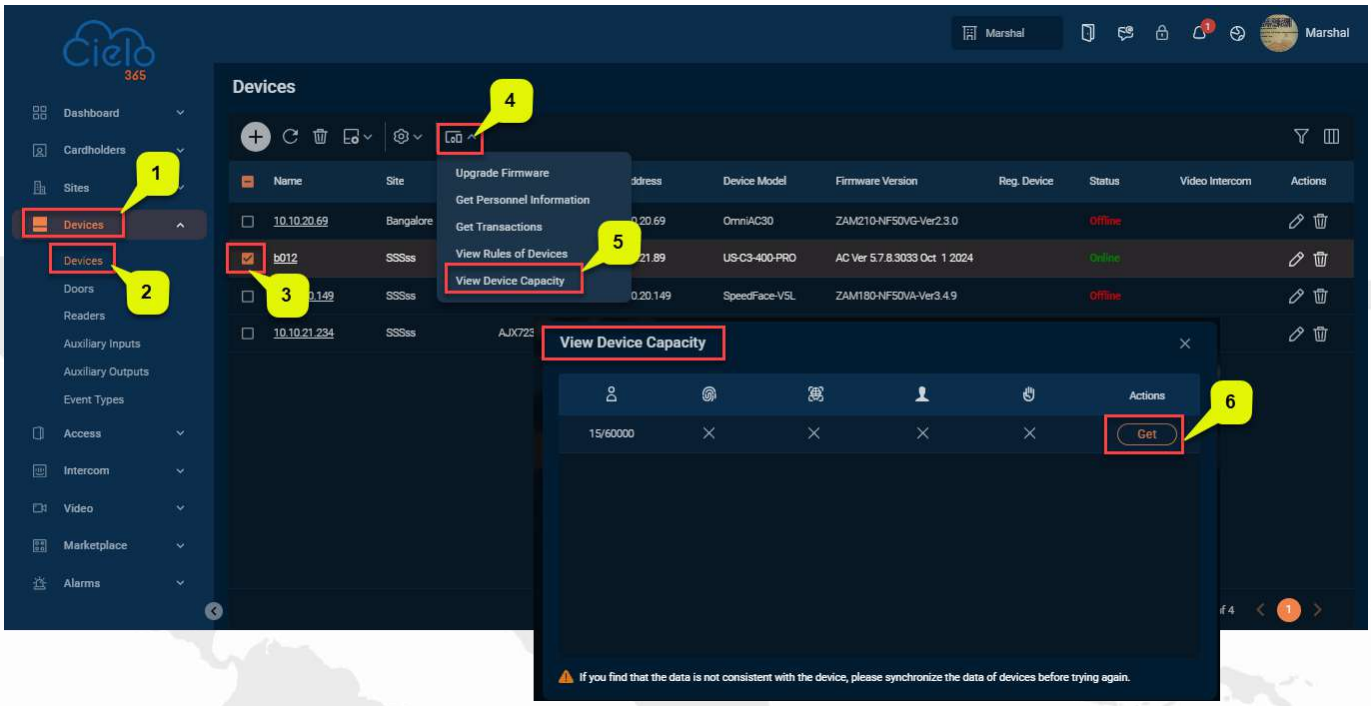
7.1.6.5 View Device Capacity

The **View Device Capacity** function helps users check the capacity of the device.



To view the device capacity, follow the steps below:

1. On the **Devices** interface, select the applicable online device(s) from the list to view their capacity.
2. In the **Communication Menu** click **View Device Capacity** and wait for a moment; a popup will appear with the details.
3. Click **Cancel** to end the function.

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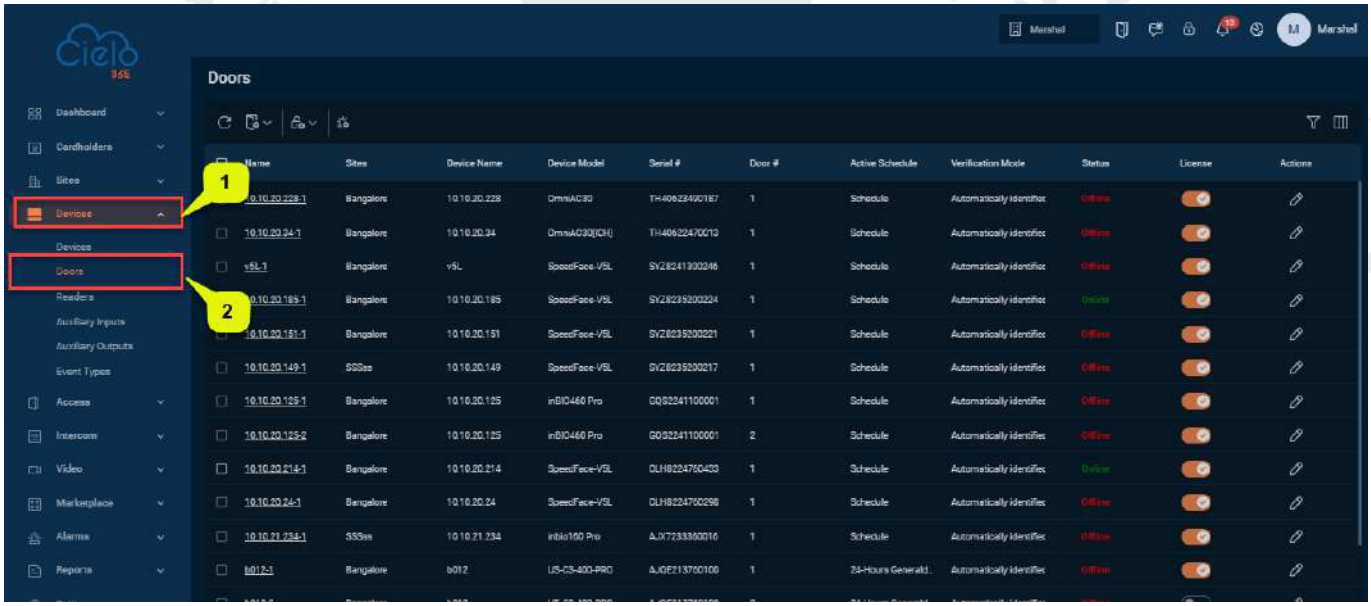
7.2 Doors

The **Door** function displays the number of doors connected to the device. Users can perform the following tasks here:

- Remote Open
- Remote Close
- Normal Open
- Enable Intraday Passage Mode
- Disable Intraday Passage Mode
- Initiate Lockdown
- Cancel Lockdown
- Cancel Alarm



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A brief description of the columns displayed on the Door Interface:

Door Name: Displays the name of the door associated with the device.

Site: Displays the site location.

Device Name: Displays the name of the device.

Serial #: Displays the serial number of the device.

Device Model: Displays the model of the device.

Door #: The system automatically assigns a number based on the quantity of doors connected to the device. This number corresponds with the door number on the device.

> **Tip:**
>
> By default, the suffix number in the door name matches the door number. However, the numbers 1/2/3/4 in Anti-Passback and interlock refer to the door number, not the number following the door name, and they are not necessarily related.

Status: Indicates whether the device is enabled or disabled.

Active Schedule: Displays the active time of the door.

Verification Mode: Displays the types of verification modes supported by the device.

Note:

When the user disables the license, all access levels linked to this door will be removed. if the user enables or disables the door license, the license information on the About page will be updated accordingly by adding or deleting the related entry.

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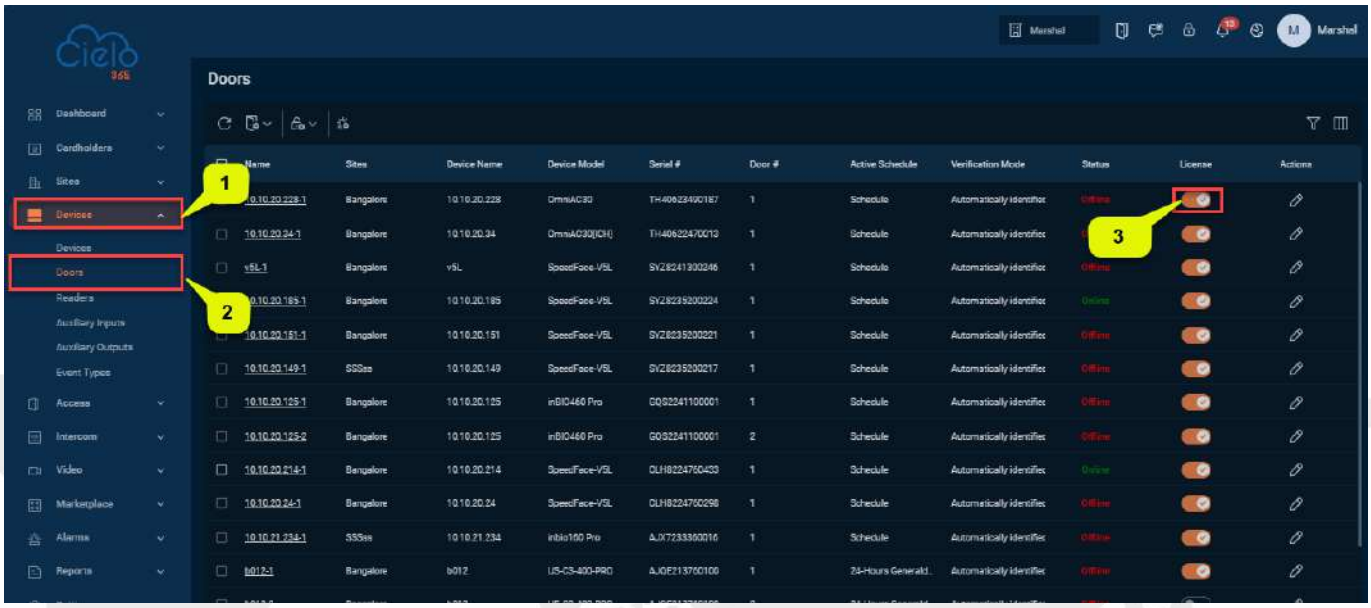

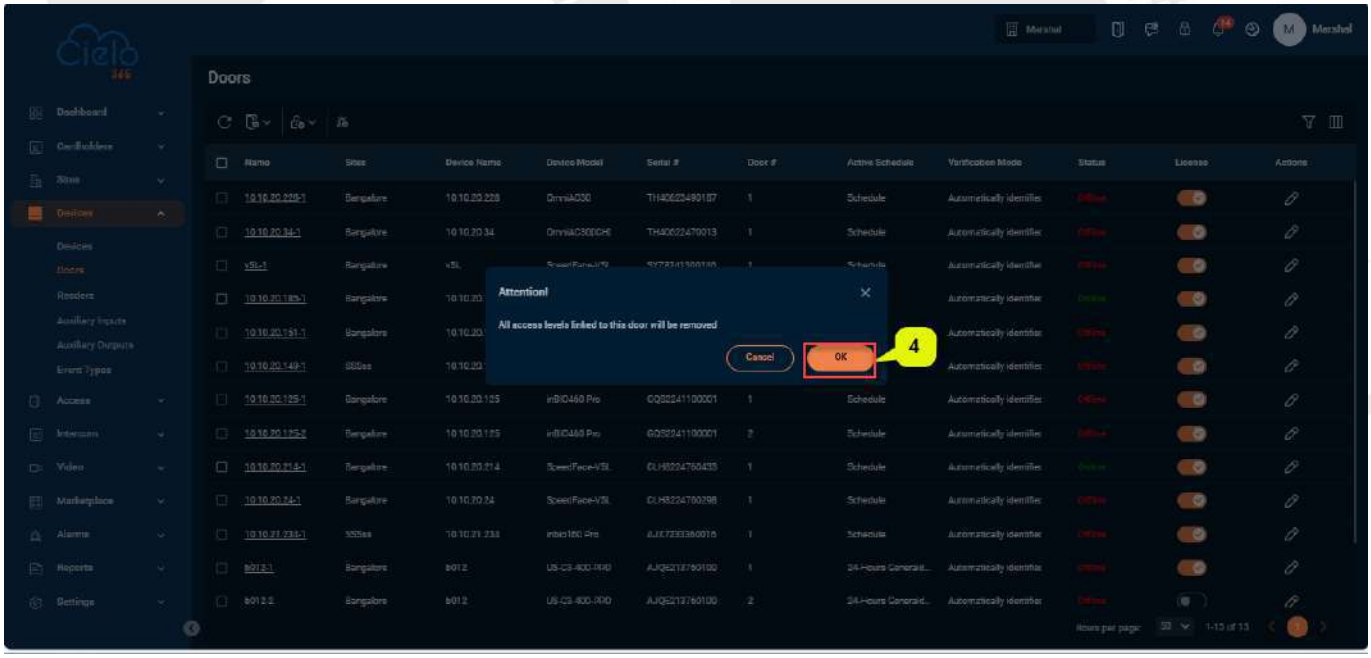

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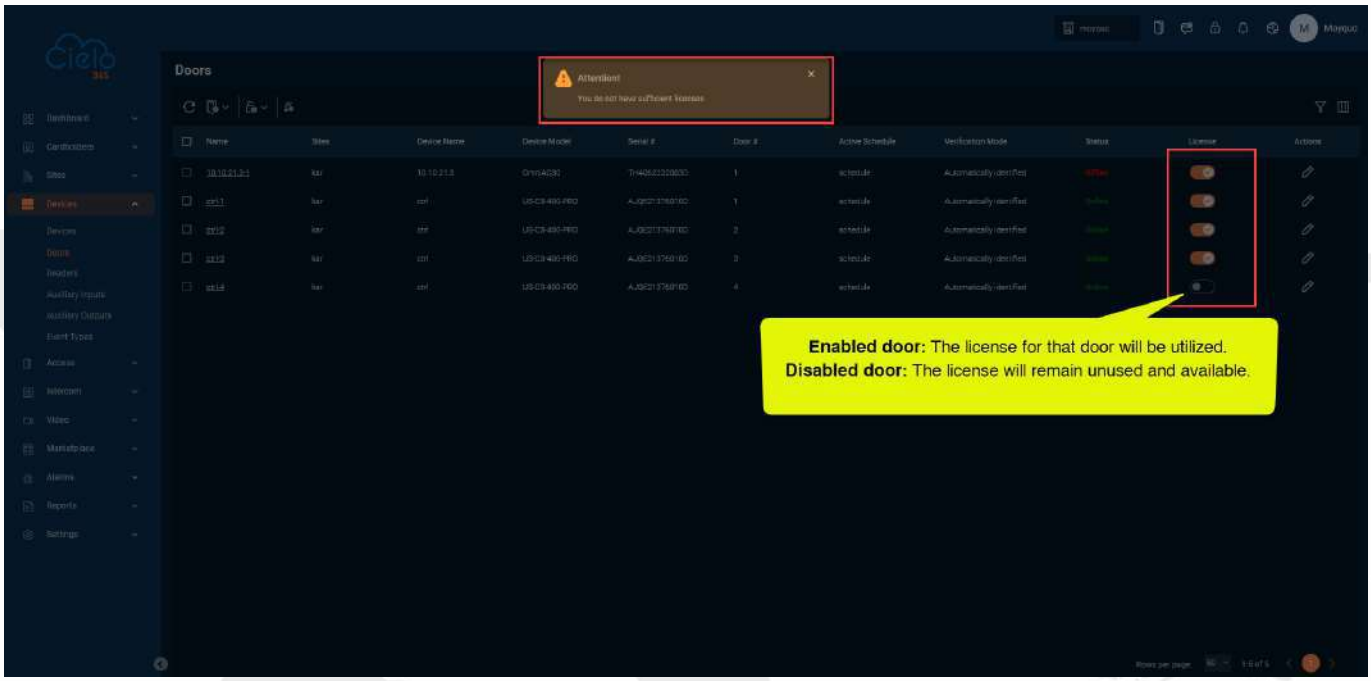
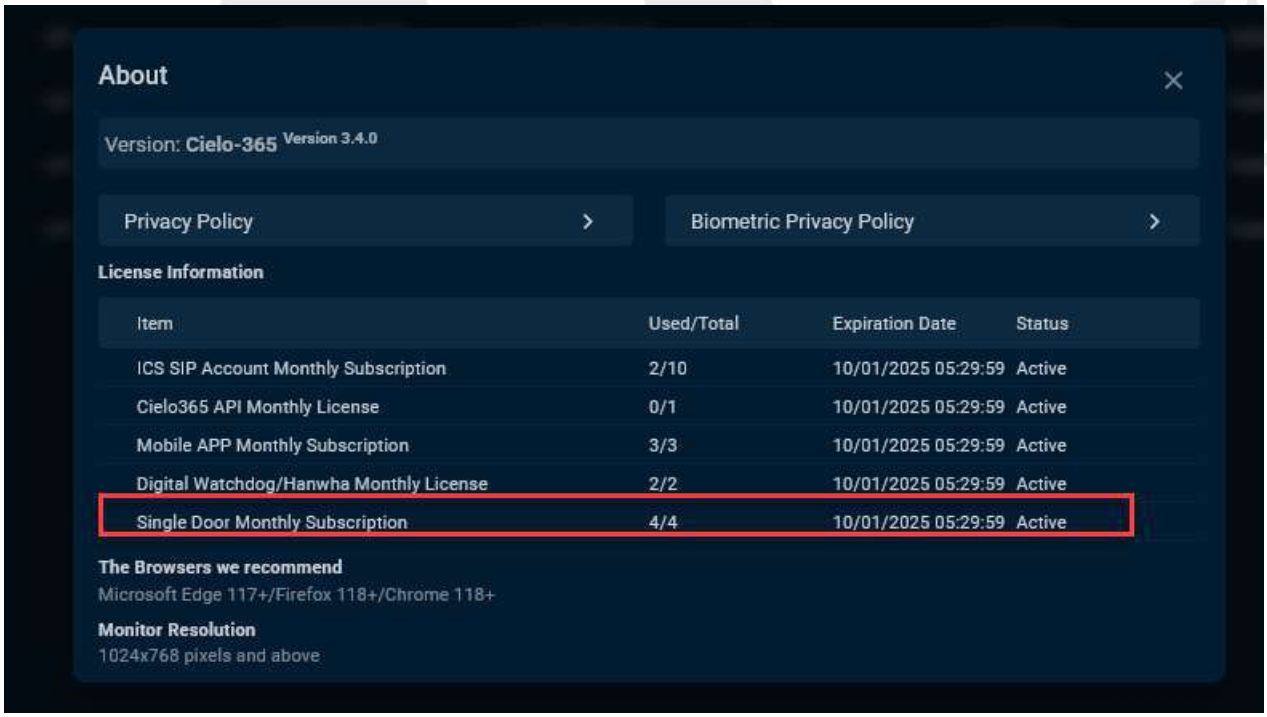
If you use an excess door license, the system displays the error message **You do not have sufficient licenses.**





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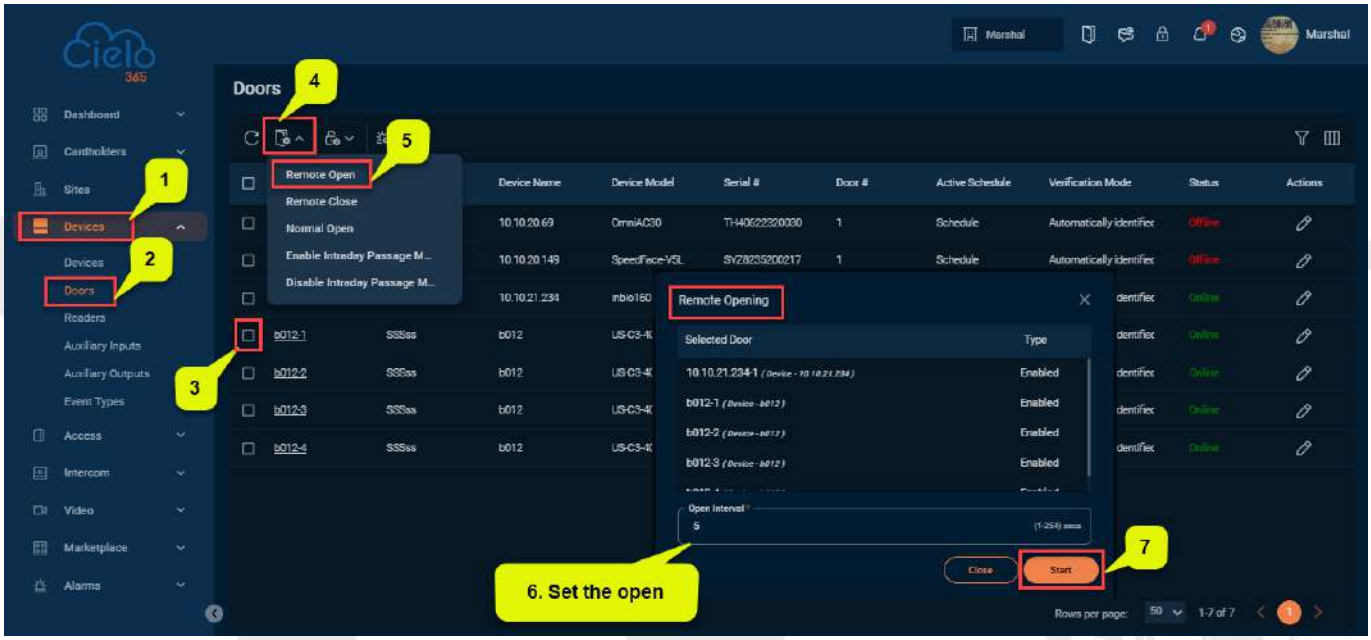
7.2.1 Remote Open

The **Remotely Open** function allows users to open the door from the application.



To unlock the door, follow the steps below:

1. On the **Remotely Open** interface, select the applicable online status device(s) from the list to unlock the door.
2. Click Remotely Open. In the Remotely Open interface, set the Open Interval as required.
3. Click **Start** to unlock the door.

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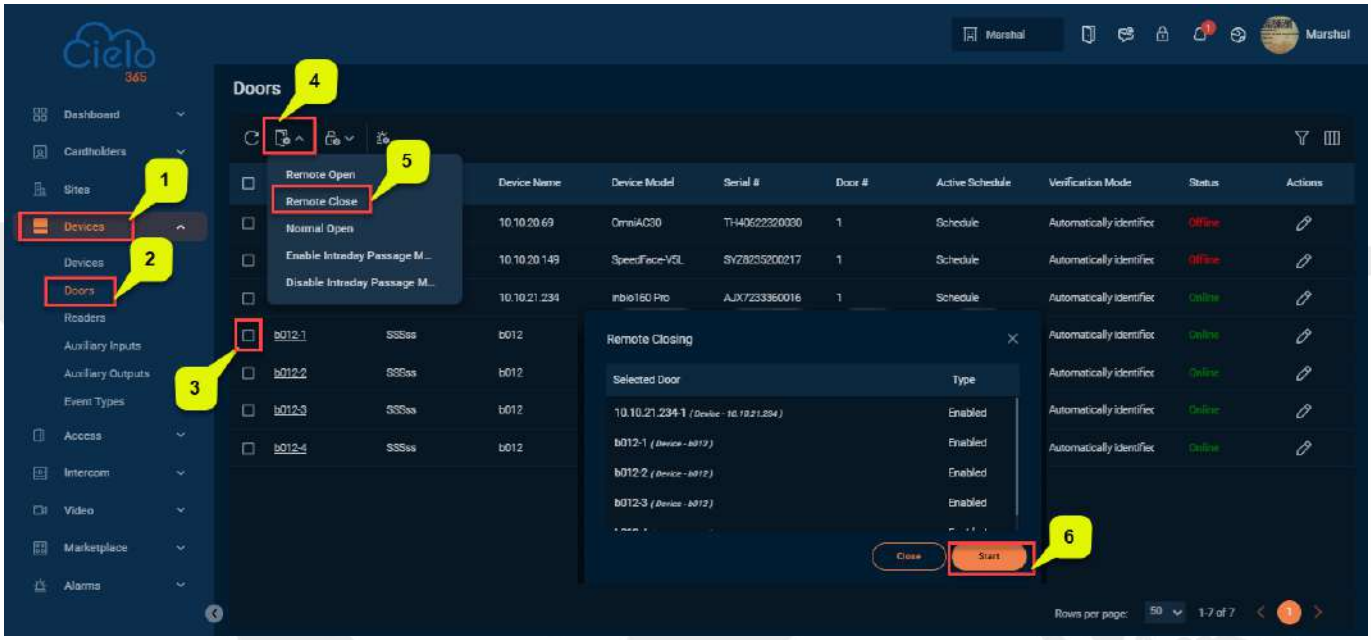
7.2.2 Remotely Close

The **Remotely Close** function allows users to lock an unlocked door from the application.



To lock the door, follow the steps below:

1. On the **Remotely Close Door(s)** interface, select the applicable online status door(s) from the list to close the door.
2. Click **Remotely Close Door(s),** and then click **Start** to lock the door.

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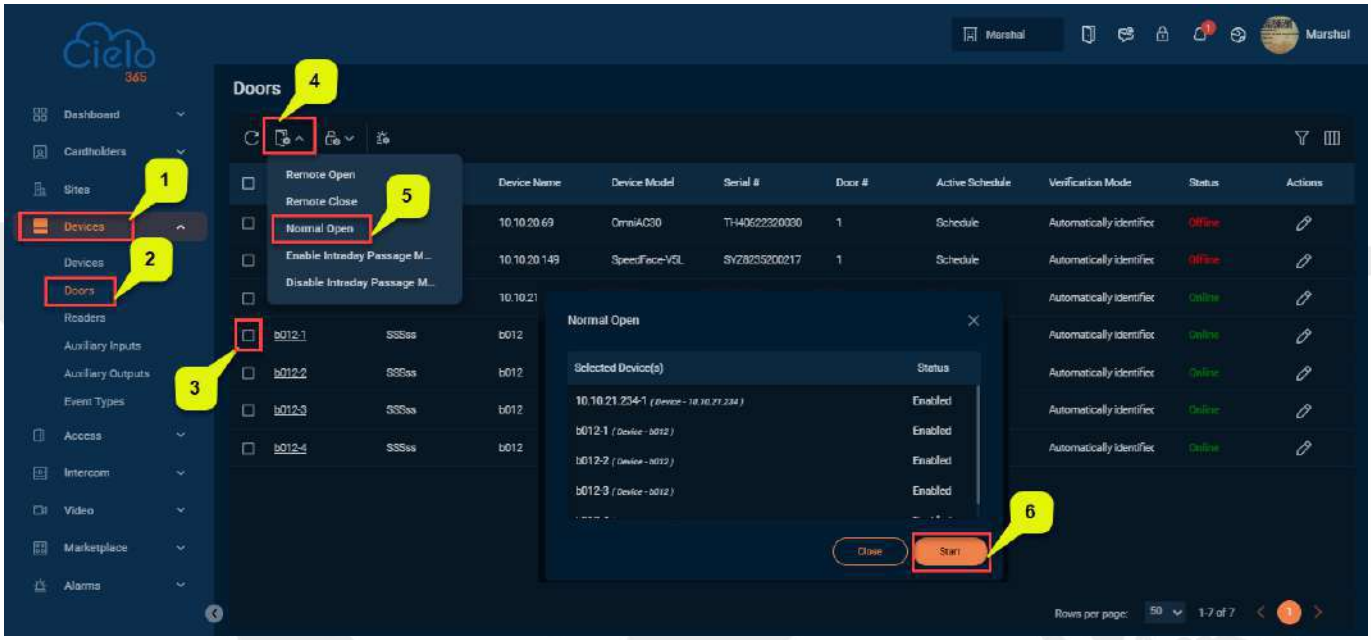
7.2.3 Normally Open

The **Normally Open** function allows users to unlock the door indefinitely from the application.



To Normally Open the door, follow the steps below:

1. On the **Doors** interface, select the applicable online status device(s) from the list to unlock the door.
2. Click **Remote Normally Open**, and in the **Normally Open** interface, click **Submit** to keep the door unlocked indefinitely.

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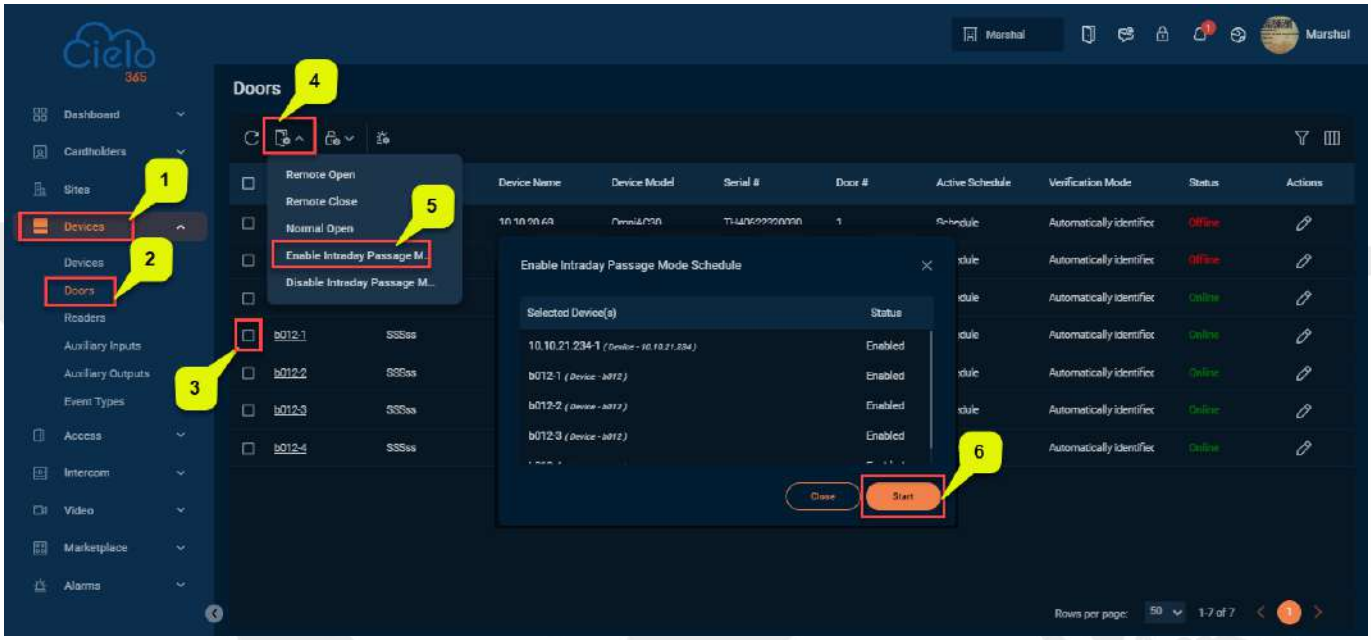
7.2.4 Enable Intraday Passage Mode

The **Enable Intraday Passage Mode** function allows users to activate the passage mode feature.



To enable intraday passage mode, follow the steps below:

1. On the **Door interface**, select the applicable online status door(s) from the list to enable the door lock.
2. Click **Enable Intraday Passage Mode**, and then click **Start** to activate the door lock.

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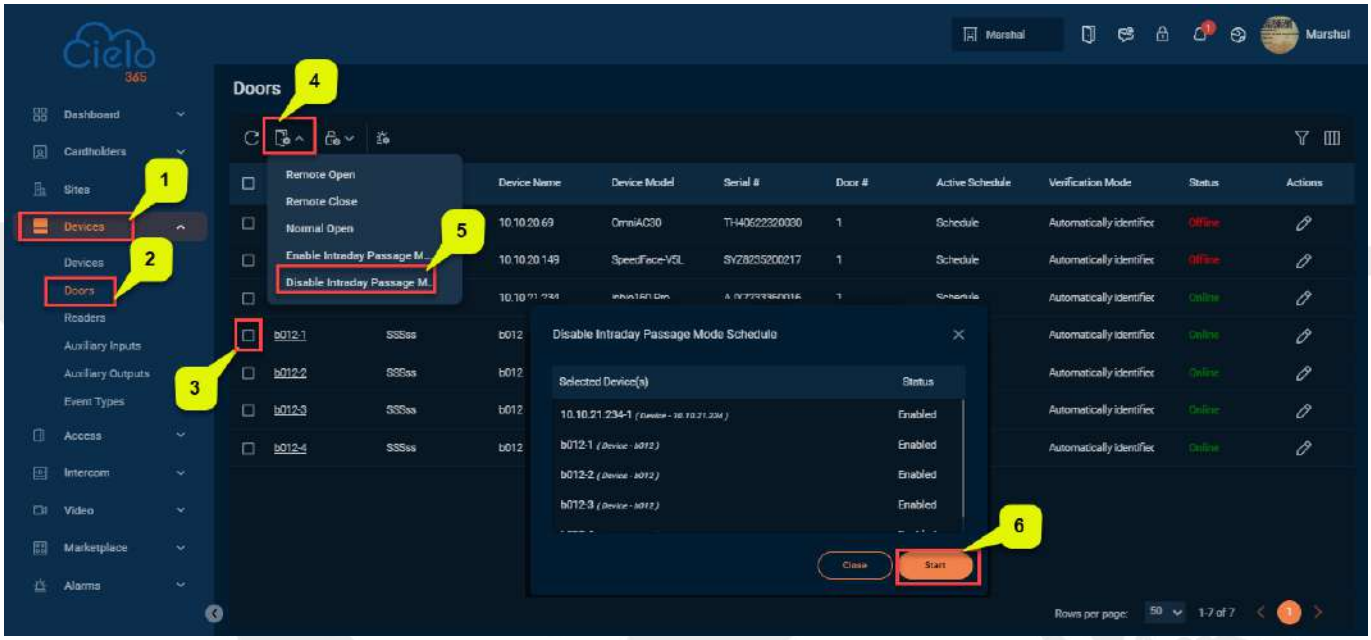
7.2.5 Disable Intraday Passage Mode

The **disabled Intraday Passage Mode** function allows users to deactivate the passage mode feature.



To disable **intraday** passage mode, follow the steps below:

1. On the **Door** interface, select the applicable online status door(s) from the list to disable the door lock.
2. Click **Disable Intraday Passage Mode**, and then click **Start** to deactivate the passage mode.

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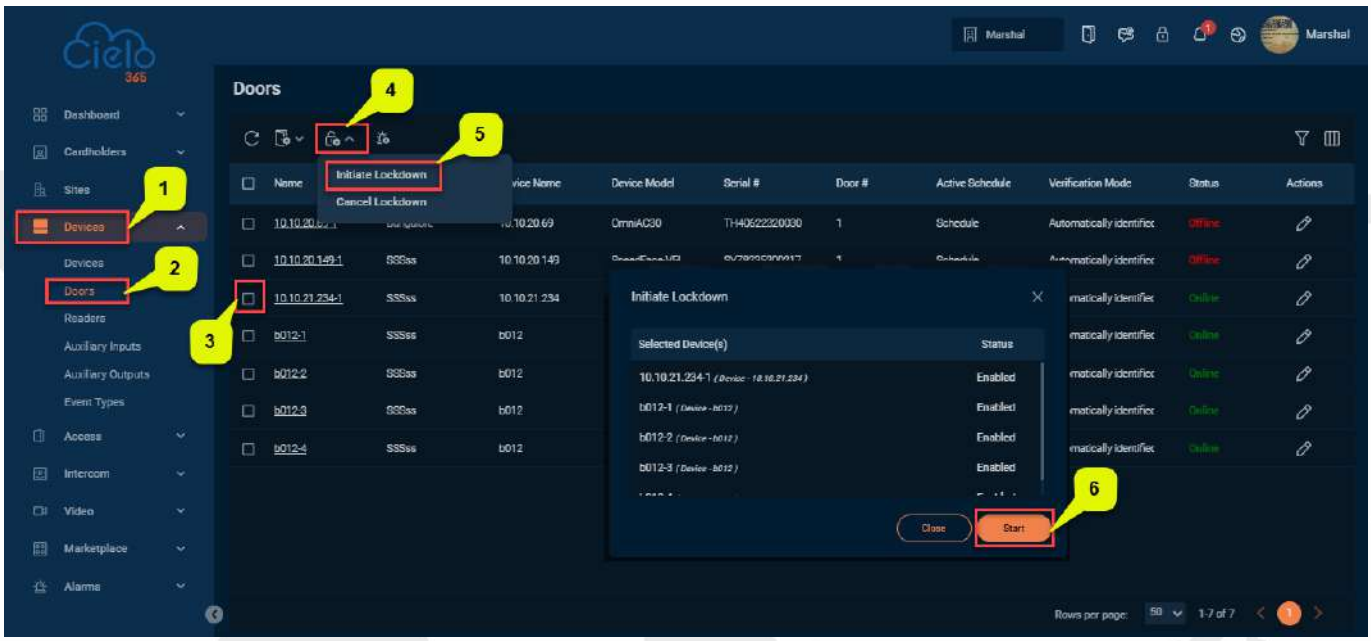
7.2.6 Door Lockdown/Unlock Operation

7.2.6.1 Initiate Lockdown

The **Initiate Lockdown** function allows users to lock down a door through the application.



To initiate lockdown, follow the steps below:

1. On the **Door** interface, select the applicable online status door(s) from the list to lock down the door.

2. Click **Initiate Lockdown**, and then click **Start** to lockdown the door.

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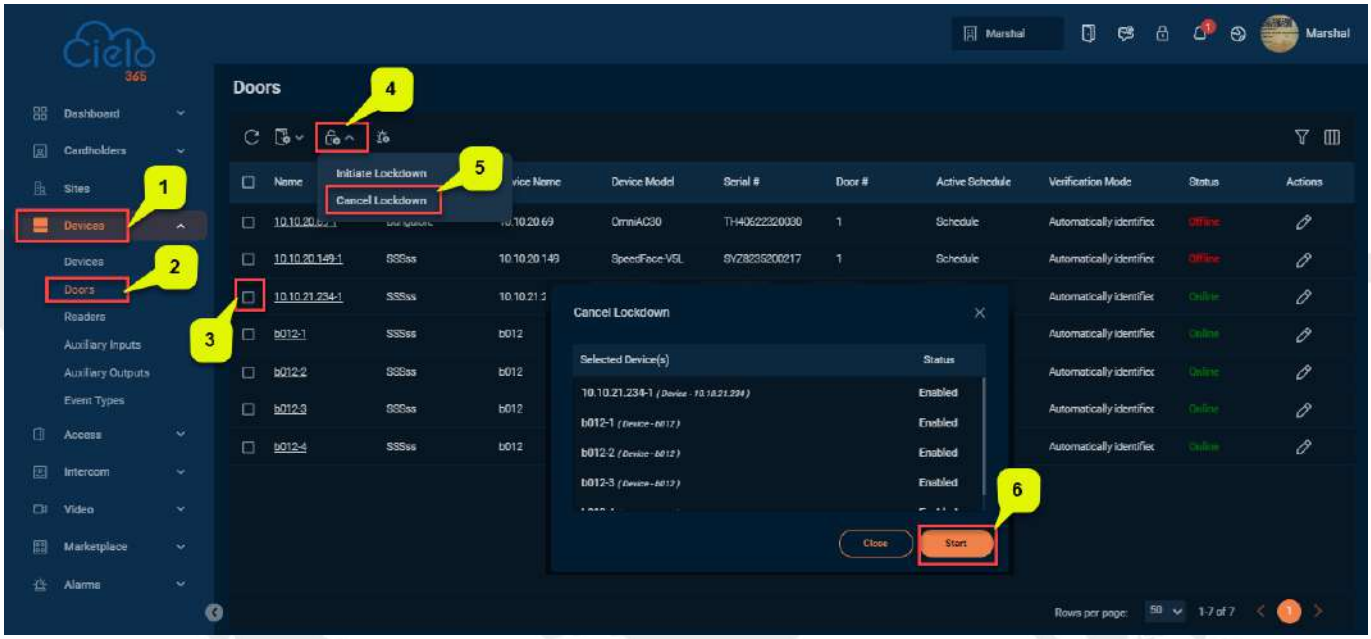
7.2.6.2 Cancel Lockdown

The **Cancel Lockdown** function allows users to cancel the lockdown of the door from the application.



To cancel the lockdown, follow the steps below:

1. On the **Door** interface, select the applicable online status door(s) from the list to cancel the door lock.
2. Click **Cancel Lockdown**, and then click **Start** to remove the lockdown from the door.

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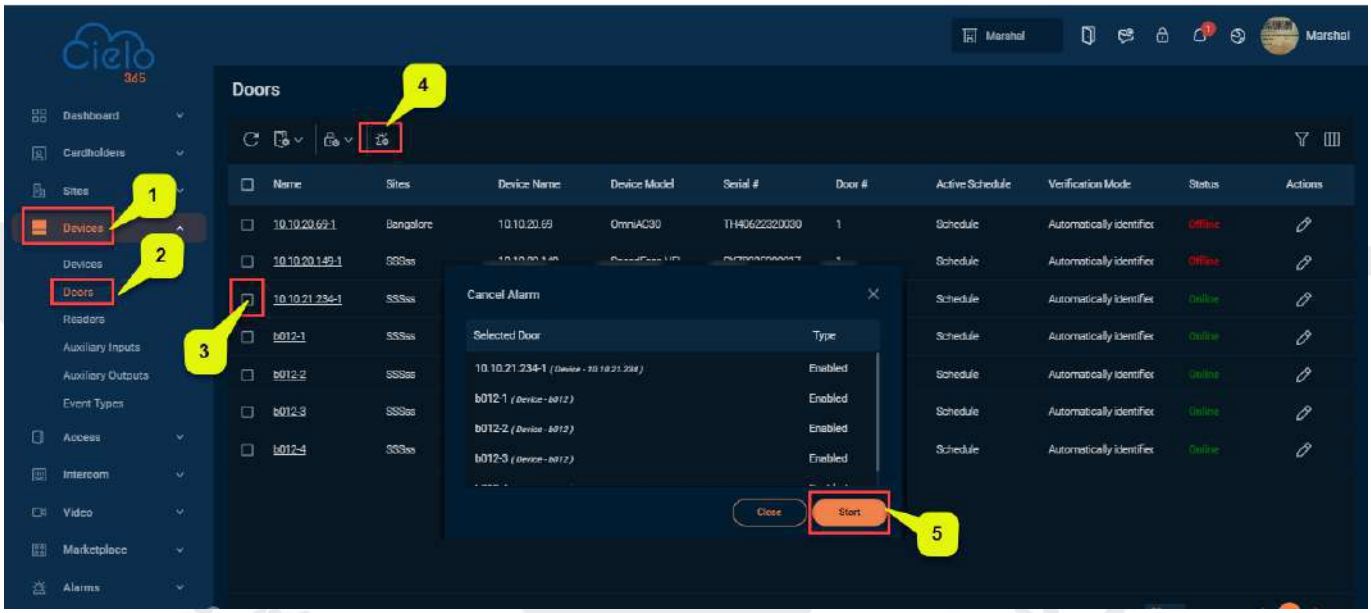
7.2.7 Cancel Alarm

The **Cancel Alarm** function allows users to cancel the alarm for the corresponding door.



To cancel the alarm, follow the steps below:

1. In the **Door** interface, select the door(s) from the list to cancel the alarm.
2. Click **Cancel Alarm**, and then click **Start** to cancel the alarm for the selected door(s).

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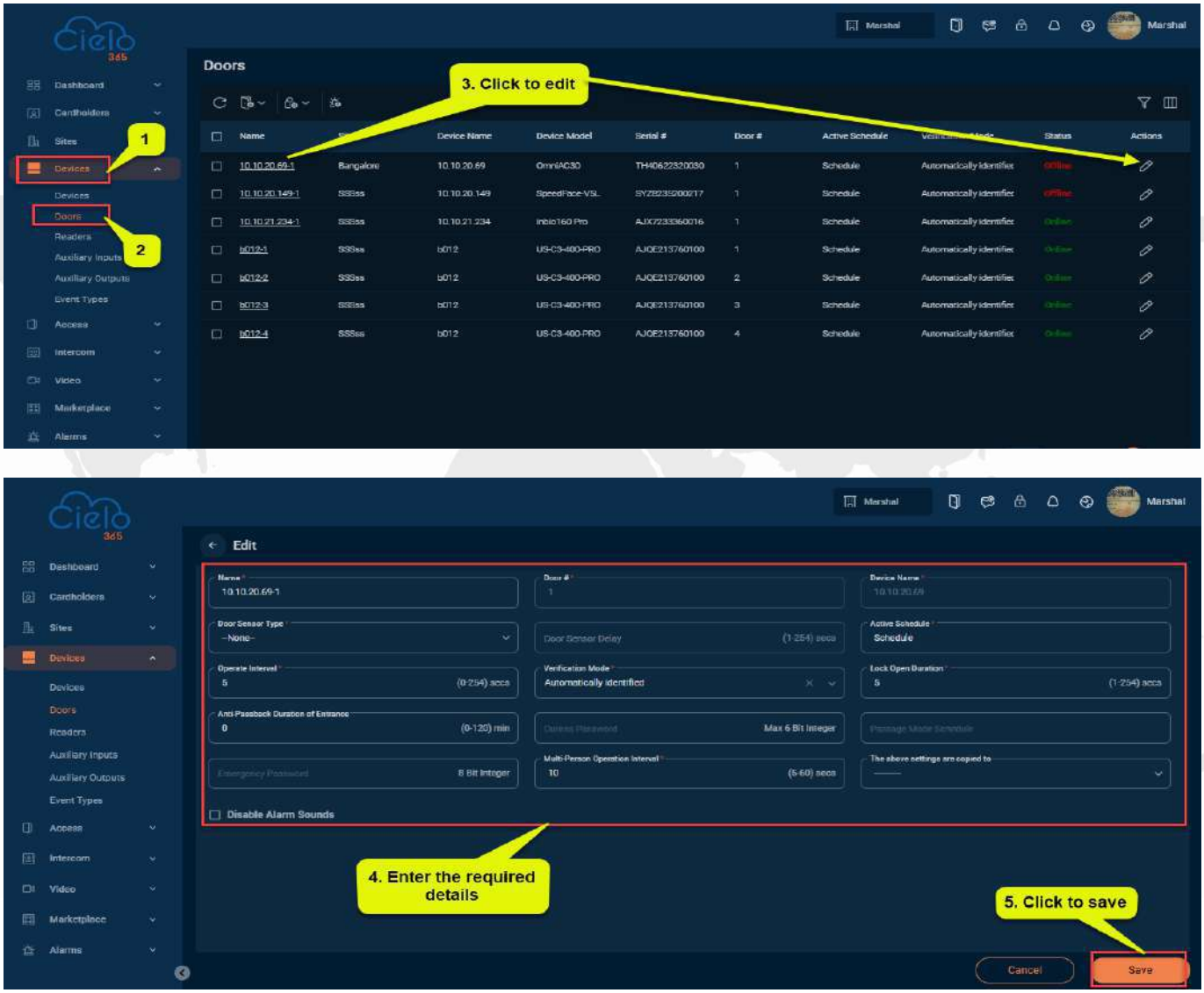
7.2.8 Edit a Door

The **Edit** function allows users to modify the existing door information within the application.



To edit existing door details, follow the steps below:

1. On the **Door** interface, select the door you want to edit from the list.
2. Click on the door name or the **Edit icon** to modify the selected door.
3. Make the necessary changes and click **Save** to update the door details.

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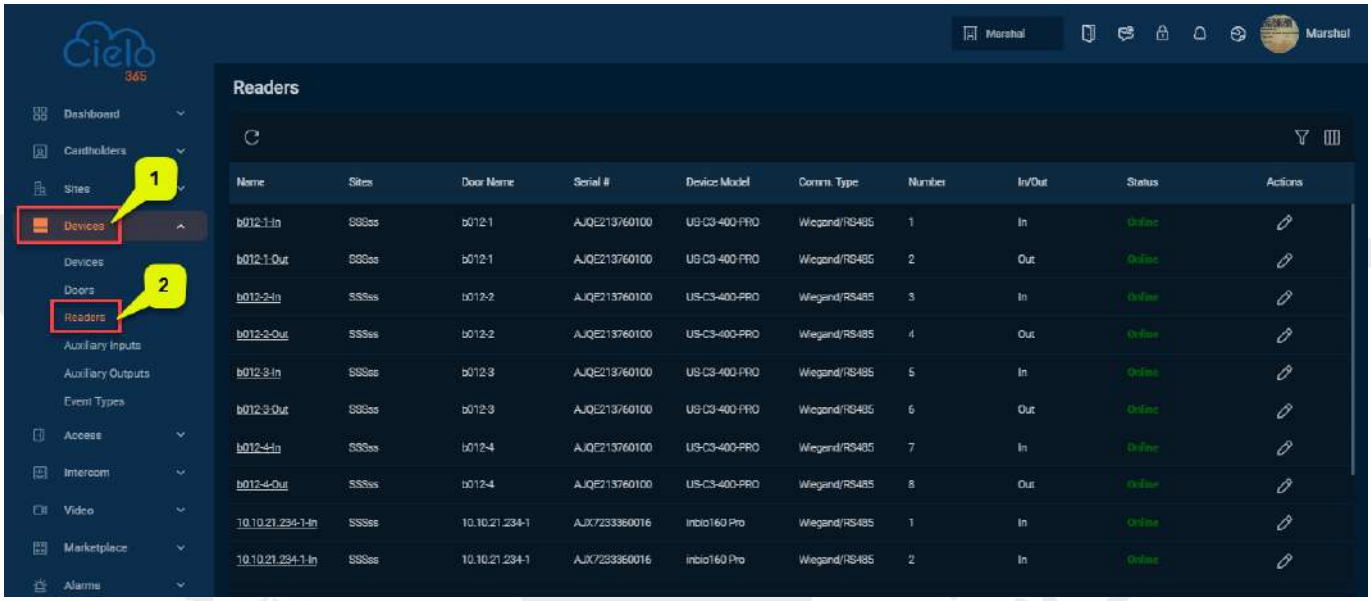
7.3 Readers

The **Readers** function displays the list of readers that are connected to the device.



A brief description of the columns displayed on the Reader Interface:

Reader Name: Displays the name of the device's reader.

Sites: Displays the name of the location.

Door Name: Displays the name of the door associated with the reader.

Serial #: Displays the unique serial number of the device.

Comm. Type: Displays the communication type of the reader.

Device Module: Displays the model of the device.

In/Out: Indicates the in/out status of the reader.

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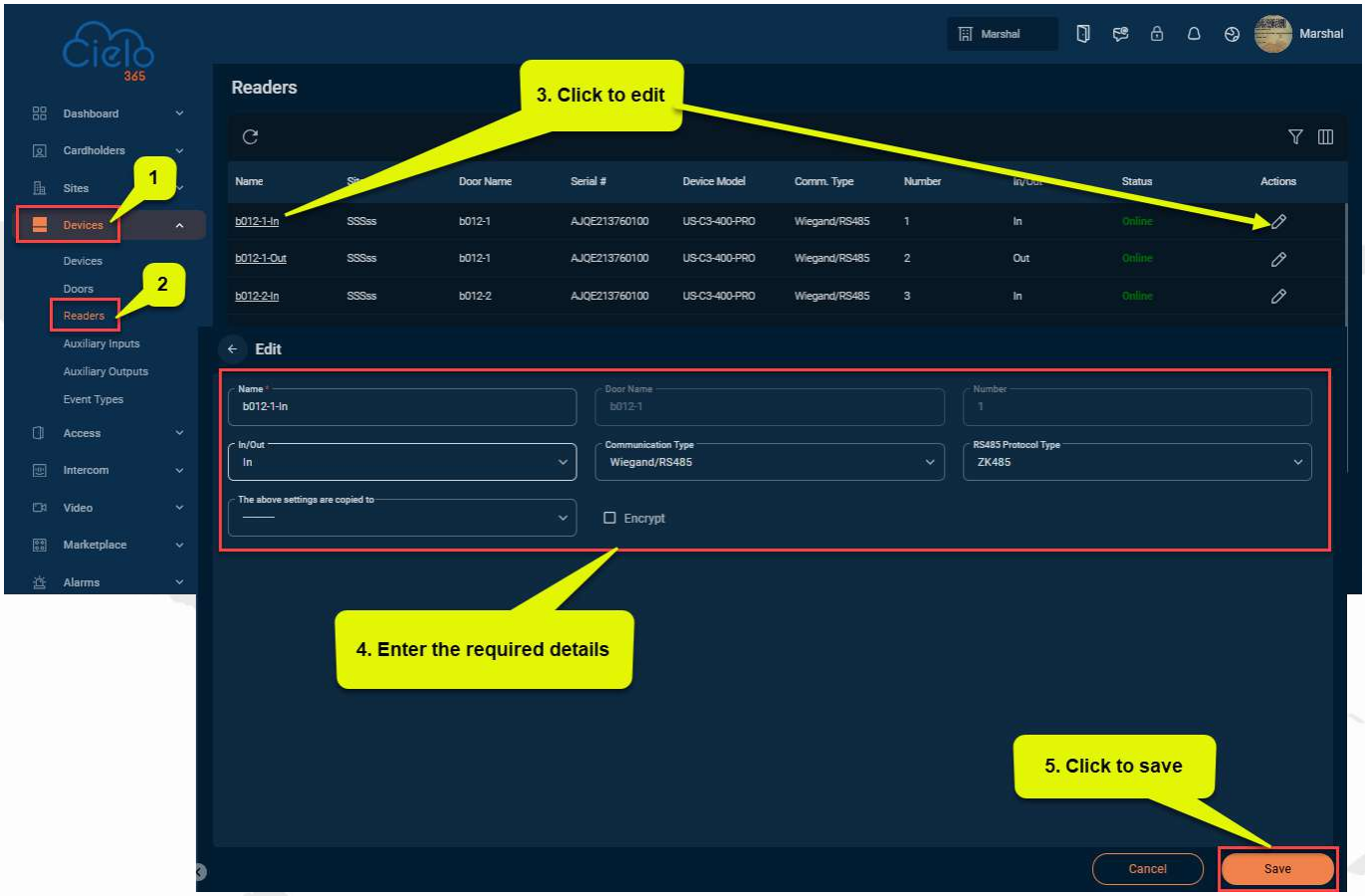
7.3.1 Editing a Readers

The **Edit** function allows users to modify the existing reader information within the application.



To edit existing reader details, follow the steps below:

1. On the **Reader** interface, select the reader you want to edit from the list.
2. Click on the **reader's** name or the **Edit** icon to modify the selected reader.
3. Make the necessary changes and click **Save** to update the reader details.

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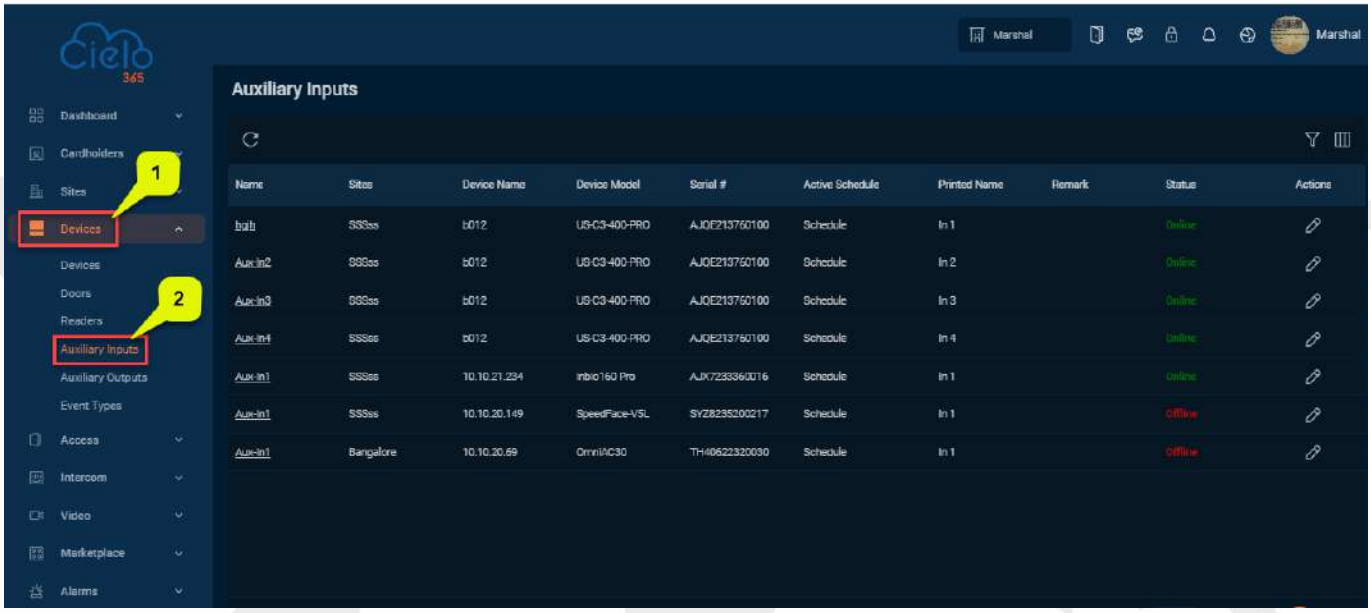
7.4 Auxiliary Input

The **Auxiliary Input** function helps users connect devices, such as sensors, alarms, and more, to the application.



A brief description of the columns displayed on the Auxiliary Input Interface:

Name: Displays the name of the auxiliary input.

Device Name: Displays the IP address of the device.

Serial Number: Displays the unique serial number of the device.

Printed Name: Displays the printed name associated with the device.

Remarks: Displays any remarks or notes for this input.

Device Model: Displays the model of the device.

Status: Displays the online or offline state of the device.

Sites: Displays the associated device sites.

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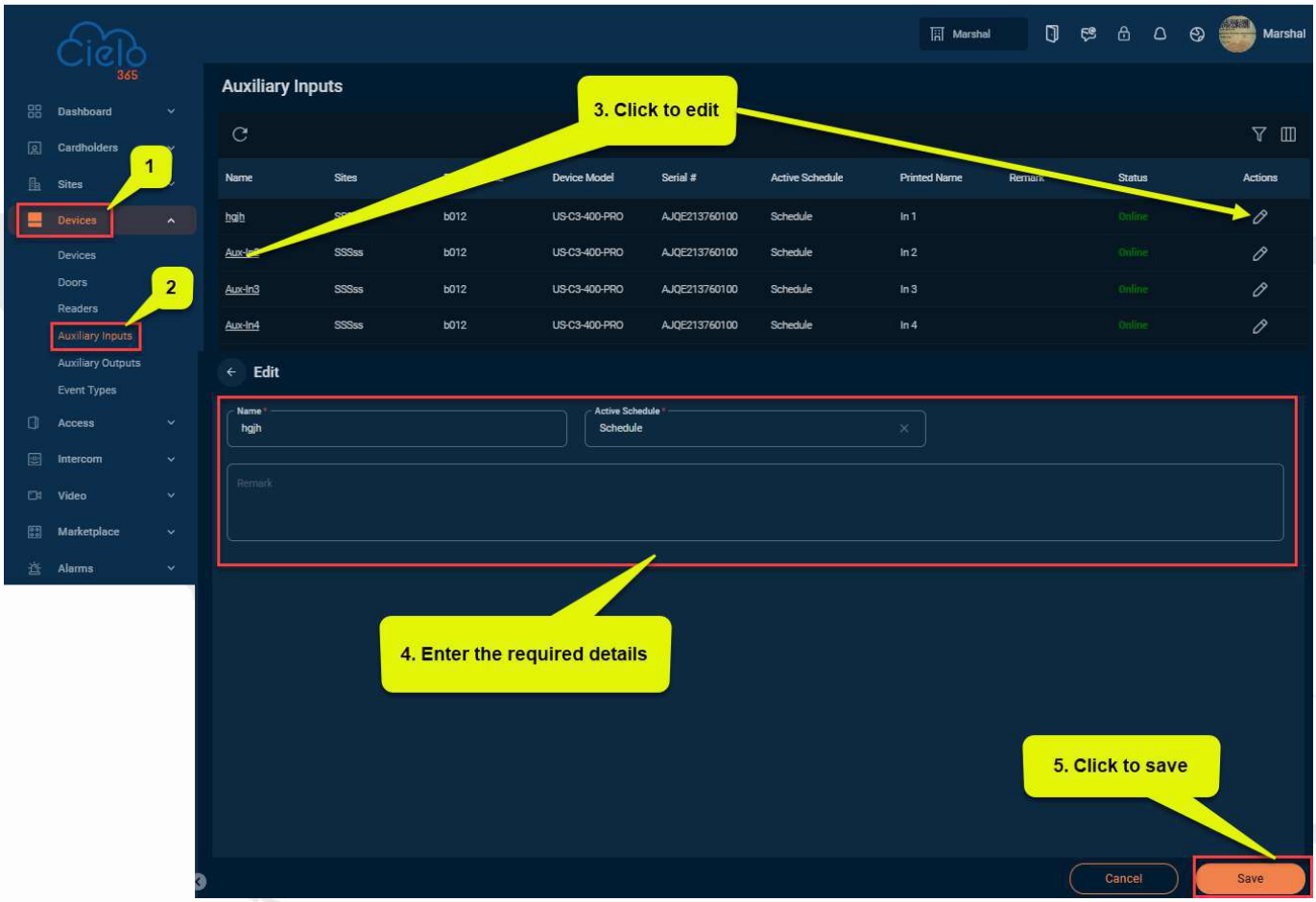
7.4.1 Editing an Auxiliary Input

The **Edit** function allows users to modify the existing input information within the application.



To edit existing auxiliary input details, follow the steps below:

1. On the **Auxiliary Input** interface, select the device you want to edit from the list.
2. Click on the **name** or the **Edit** icon to modify the selected input.
3. Make the necessary changes and click **Save** to update the auxiliary input details.

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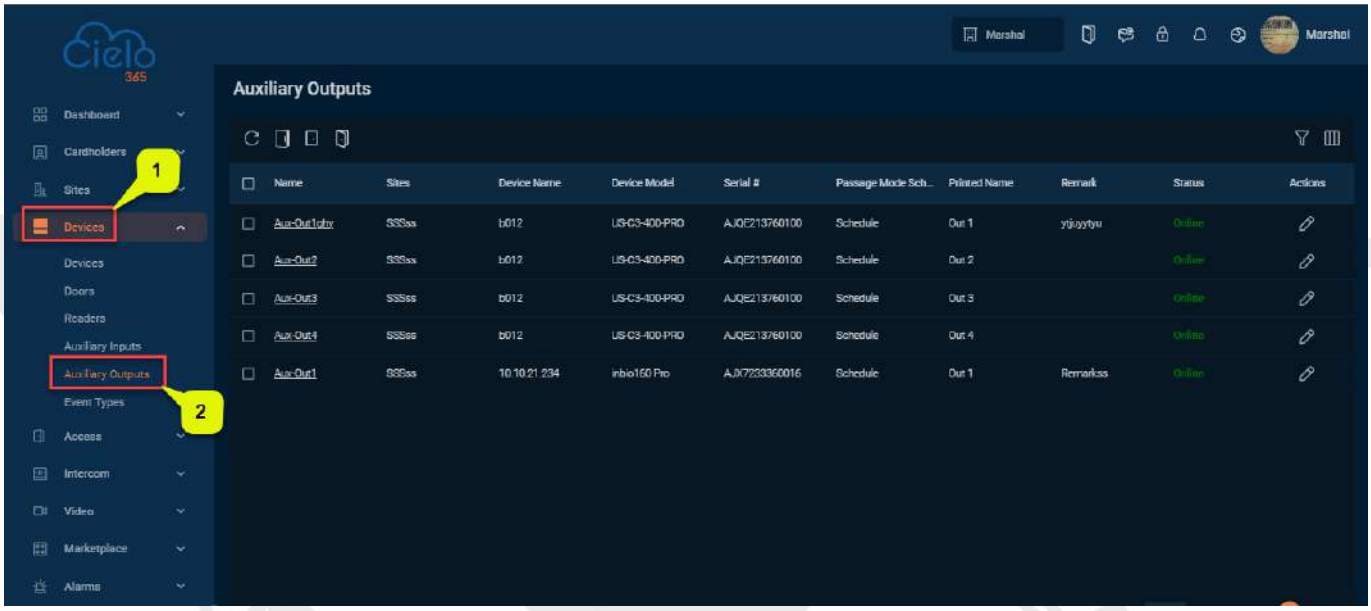
7.5 Auxiliary Output

The **Auxiliary Output** is used to trigger an external device following a pre-configured event.



A brief description of the columns displayed on the Auxiliary Output Interface:

Name: Displays the name of the auxiliary output.

Device Name: Displays the IP address of the device.

Serial Number: Displays the unique serial number of the device.

Printed Name: Displays the printed name associated with the device.

Remarks: Displays any remarks or notes for this group.

Passage Mode Schedule: Indicates the temporary disabling of the auto-lock feature for a set schedule, allowing access to the door at certain times of the day.

Status: Displays the online or offline state of the device.

Device Model: Displays the model of the device.

Sites: Displays the associated device sites.

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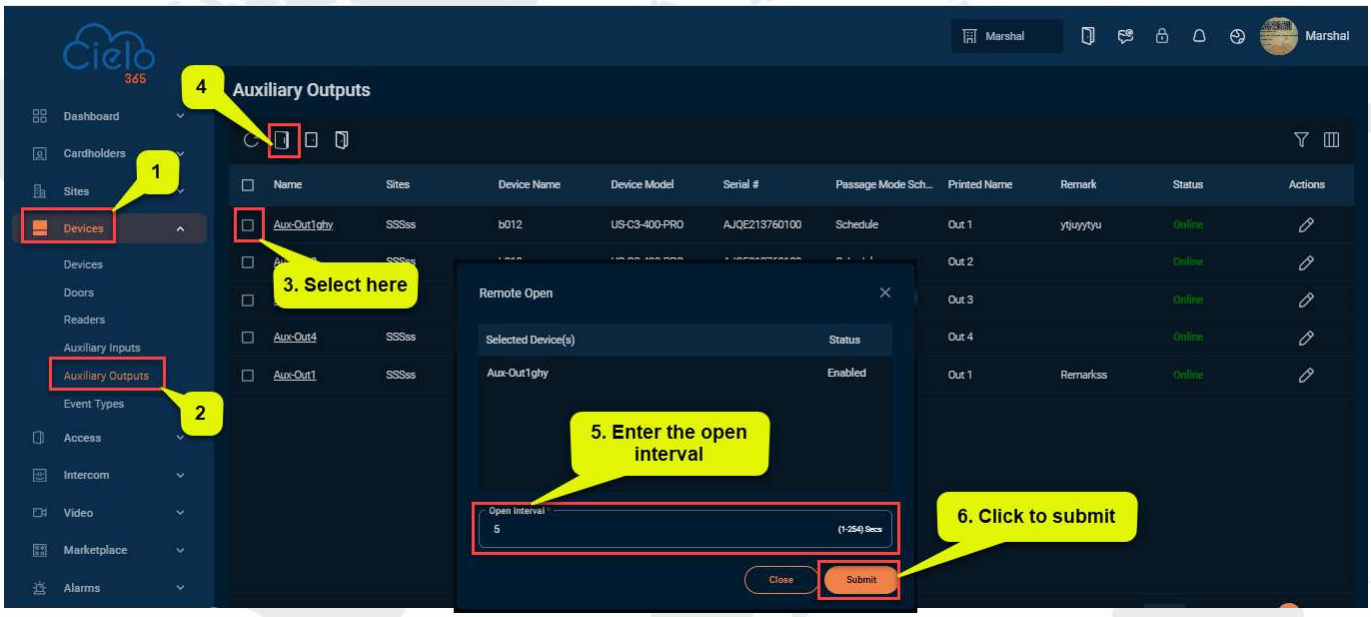
7.5.1 Remote Open (Auxiliary Output)

The **Remote Open** function allows users to control the auxiliary output by opening it remotely from the application.

Note: If the **Remote Open** function does not work, check to see if the devices are disconnected. Additionally, verify the network connection if users experience connectivity issues.



To trigger the auxiliary output remotely, follow the steps below:

1. On the **Auxiliary Output** interface, select the door you want to trigger remotely.
2. Click **Remote Open**, and in the **Remote Open** interface, set the **Open Interval** as required.
3. Click **Submit** to complete the function.

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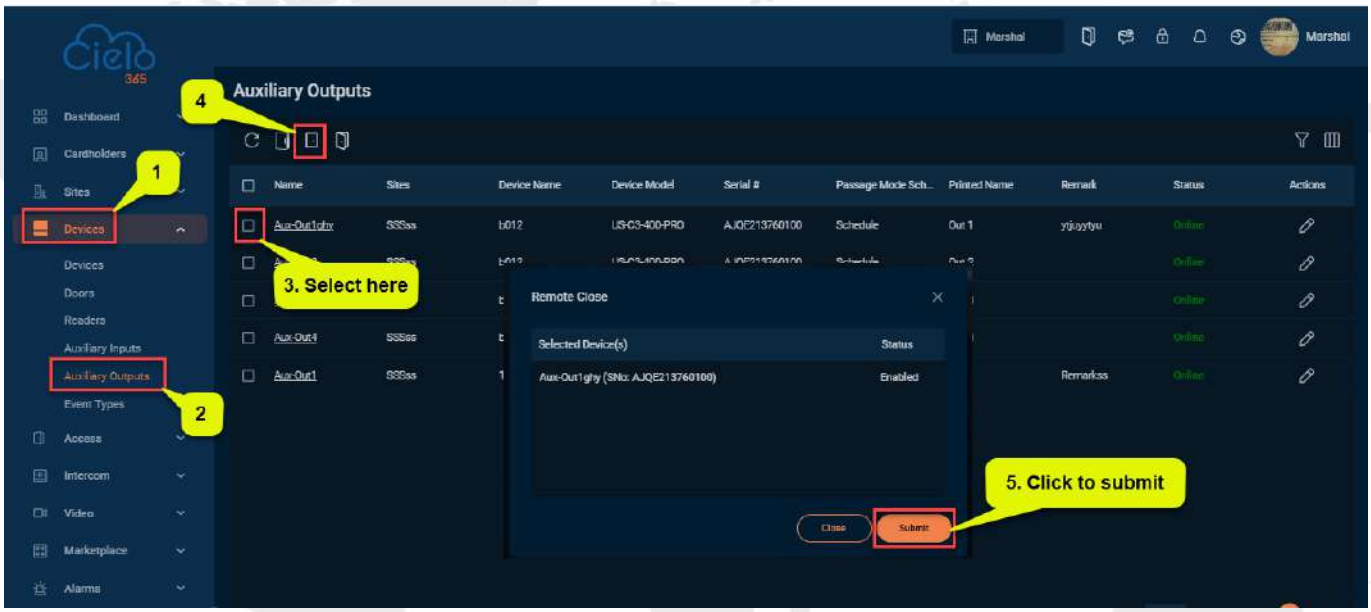
7.5.2 Remote Close (Auxiliary Output)

The **Remote Close** function allows users to control the auxiliary output by closing it remotely from the application.

Note: If the **Remote Close** function does not work, check to see if the devices are disconnected. Additionally, verify the network connection if users experience connectivity issues.



To close the auxiliary output remotely, follow the steps below:

1. On the **Auxiliary Output** interface, select the door you want to close remotely.
2. Click **Remote Close**, and then click **Submit** to complete the function.

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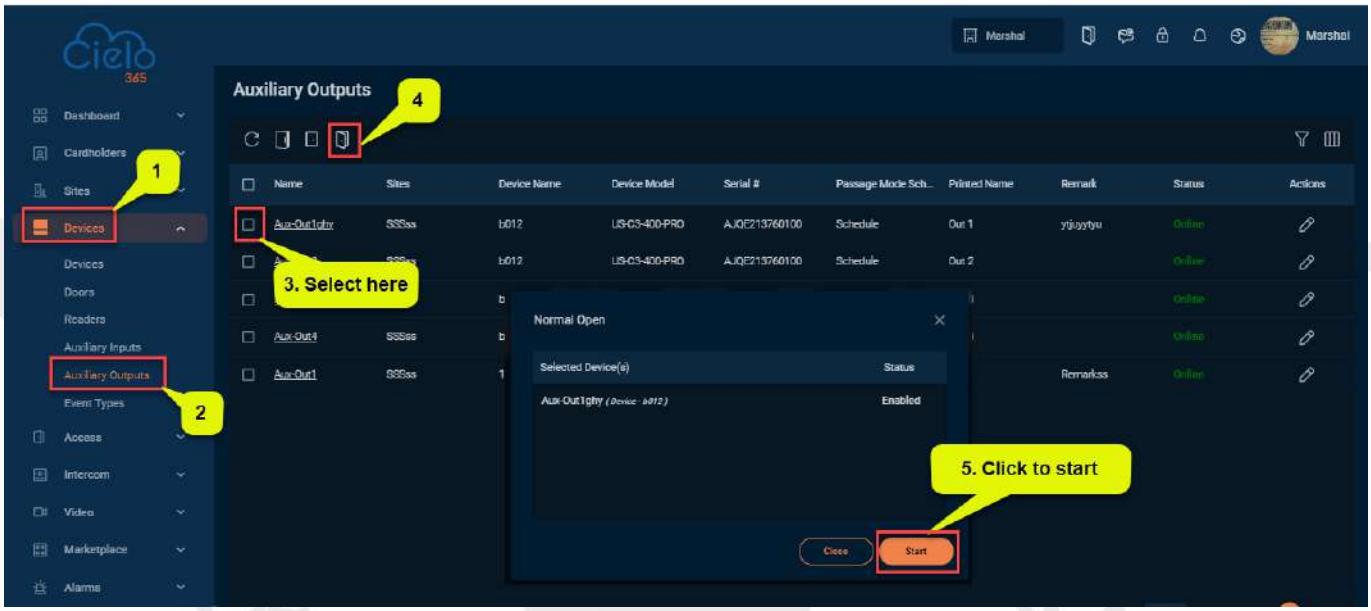
7.5.3 Normal Open

The **Normal Open** function allows users to set the auxiliary output to a normally open state.



To set the auxiliary output to normally open, follow the steps below:

1. On the **Auxiliary Output** interface, select the door you want to set as normally open.
2. Click **Normal Open**, and then click **Start** to complete the function.

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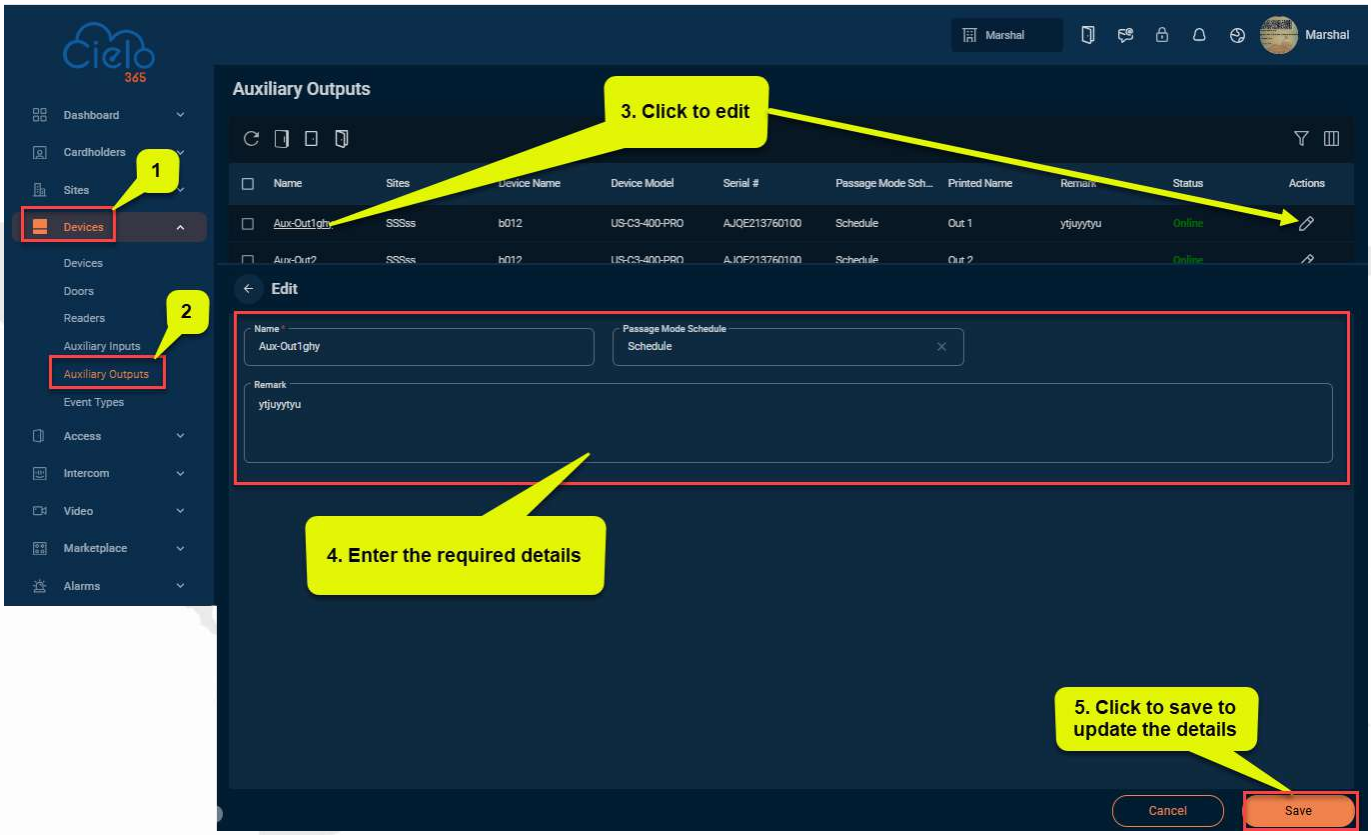
7.5.4 Editing an Auxiliary Output

The **Edit** function allows users to modify the existing auxiliary output data within the application.



To edit existing auxiliary output details, follow the steps below:

1. On the Auxiliary Output interface, select the output you wish to edit from the list.
2. Click on the **Name** or **Edit** icon to modify the selected output.
3. Edit the necessary details and click **Save** to apply the changes.

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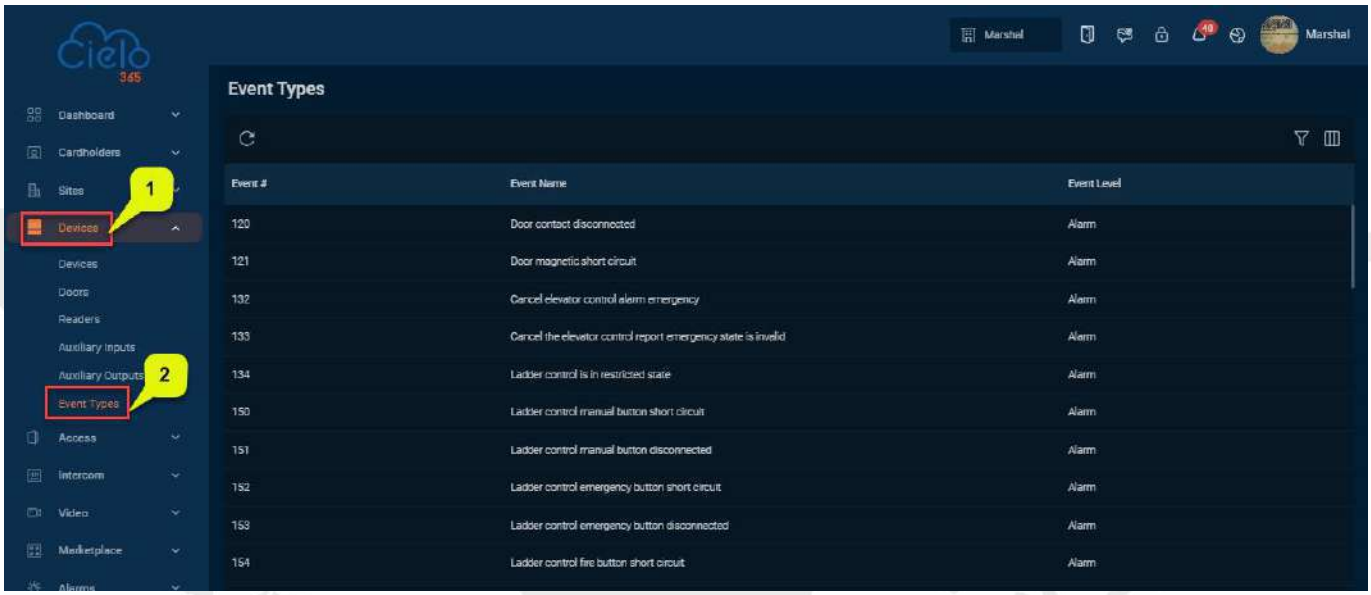
7.6 Event Types

The list contains default event types, and users cannot add new event types.



A brief description of the columns displayed on the Event Types Interface:

Event Name: Displays the name of the event, which cannot be modified.

Event Level: Available levels include Normal, Exception, and Alarm.

Event Number: Displays the event number associated with the device.

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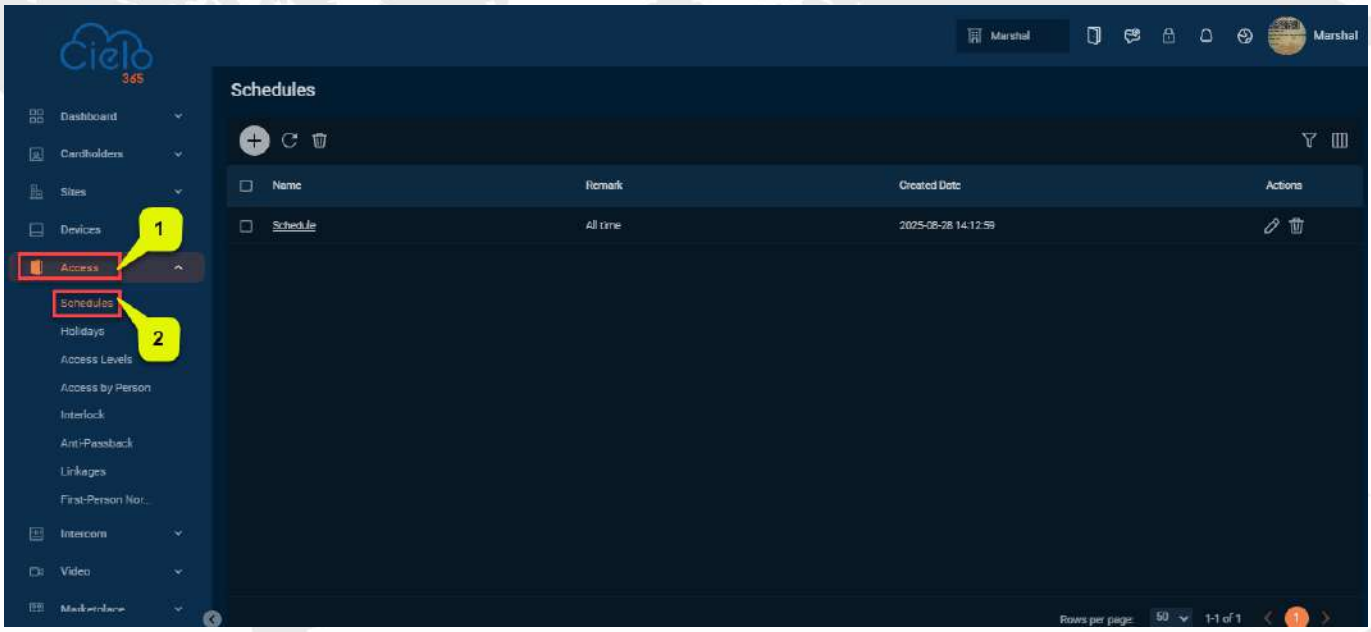
8 Access

The **Access** module is used to manage pedestrian entry and exit. Unified management of people's access is achieved through the setup of access control devices and authorization groups. The primary concern to address is determining "who uses which door and device to enter and exit, and at what time.

8.1 Schedules

Establishes the time period for passage through the gate and sets the passage mode, allowing the gate or door to implement multiple entrance and exit modes during different time periods.



A brief description of the columns displayed on the Schedule Interface:

Schedule: Displays the name of the schedule.

Remark: Displays any remarks associated with the corresponding schedule.

Created Date: Displays the date when the schedule was created.

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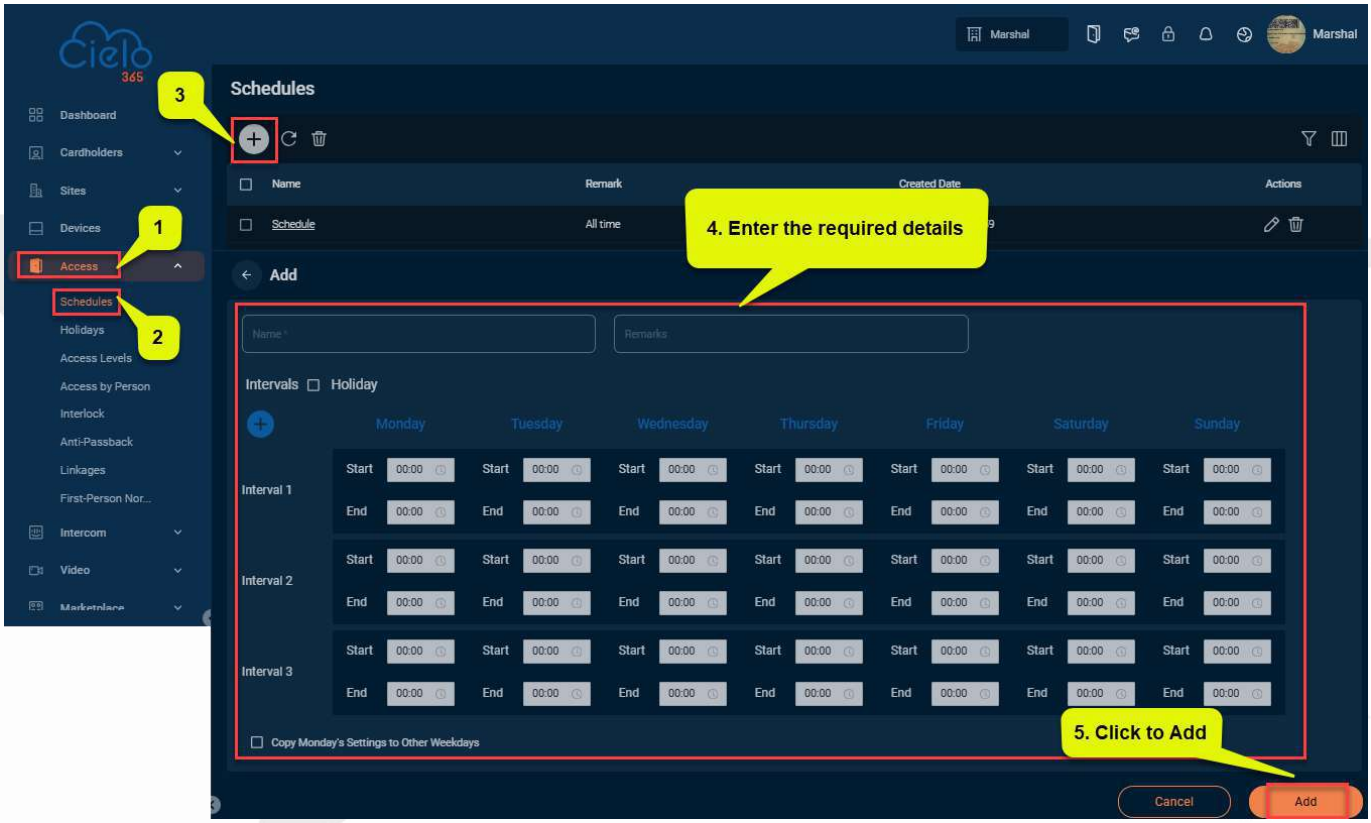
8.1.1 Adding a Schedule

The **Add** function allows users to create a new schedule within the application.



To create a new schedule, follow the steps below:

1. On the **Schedule** interface, click the **Add** icon to create a new schedule.
2. Enter a **Schedule Name** and any remarks if required.
3. By default, a schedule includes up to three-time intervals per day. If more intervals are needed, click the icon. Set the start and end times for each time interval. Users can quickly copy the Monday settings to other weekdays.
4. After entering the details, click **Add** to save and update the newly created schedule.

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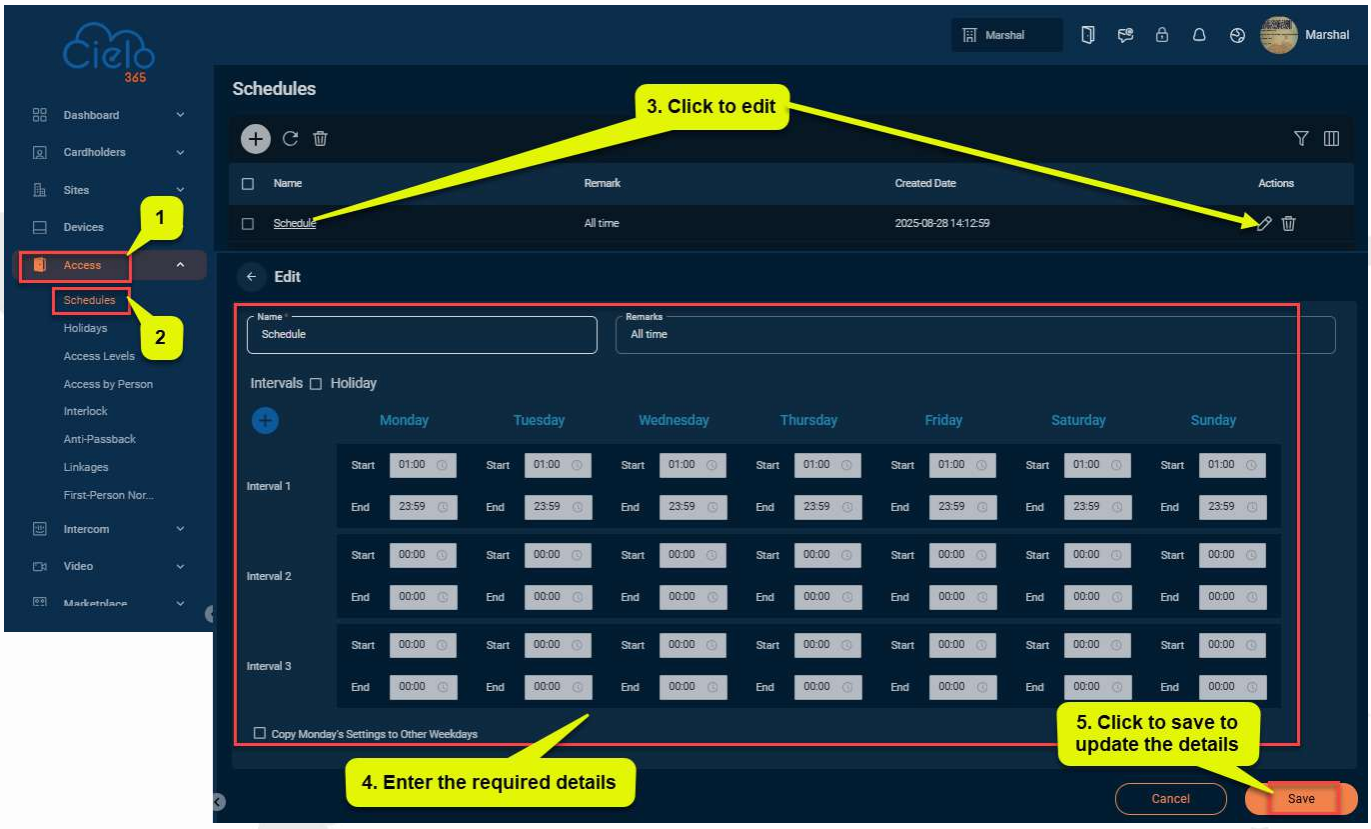
8.1.2 Editing a Schedule

The **Edit** function allows users to modify the existing schedule data within the application.



To edit existing schedule details, follow the steps below:

1. On the **Schedule** interface, select the schedule you want to edit from the list.
2. Click on the **Schedule** or the **Edit** **icon** to modify the selected schedule.
3. Edit the necessary details and click **Save** to apply the changes.

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8.1.3 Deleting a Schedule

The **Delete** function allows users to remove an existing schedule from the application.

To delete an existing schedule, follow the steps below:

> **Note:** When deleting a schedule, be aware that the erased data cannot be recovered.

1. On the **Schedule** interface, select the schedule you wish to delete from the list.
2. Click **Delete** or click on the **Delete** **icon** to remove the selected schedule.
3. Click **Delete** to confirm and remove the selected schedule from the list.

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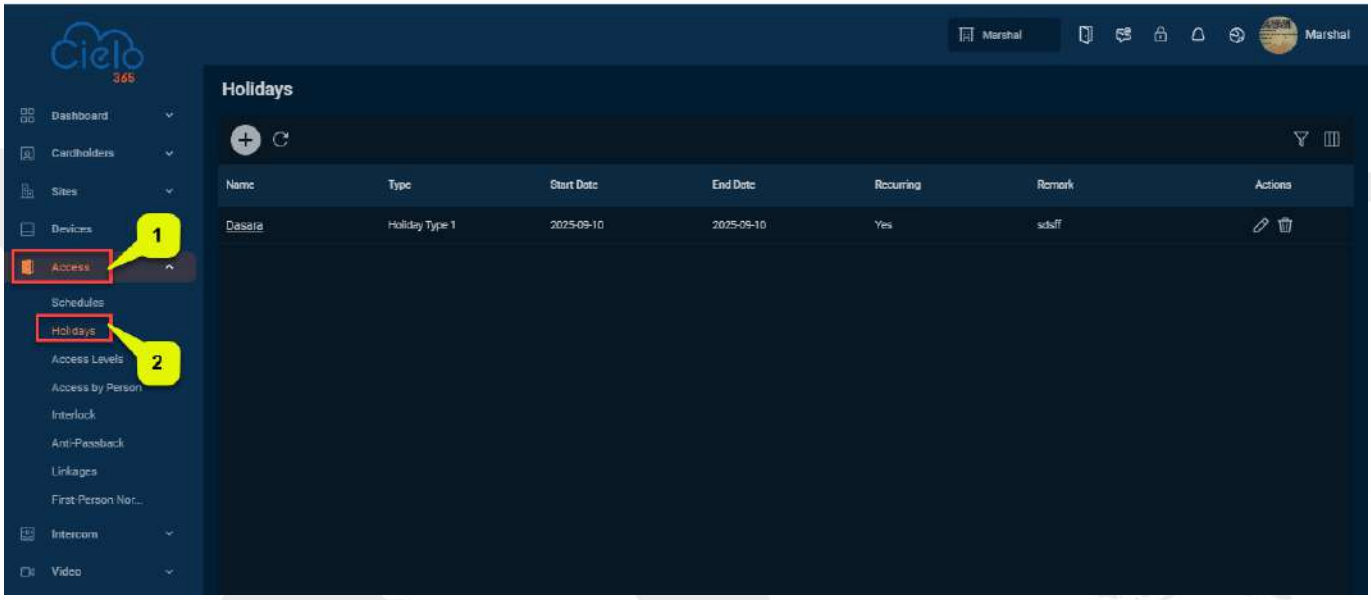
8.2 Holidays

The access control time on holidays may differ from that on weekdays. To facilitate operations, the system supports separate access control times for holidays.

This section explains how to manually add a holiday step in Cielo365.



A brief note about the columns displayed on the holiday Interface:

Holiday Name: The user can set names for holidays.

Type of Holidays: The holiday type can be Holiday Type 1, Holiday Type 2, or Holiday Type 3. Set the holiday type to the appropriate time range.

Start time/End time: Set the time range for the holiday.

Recurring: Select the recurring option if applicable. (A recurring holiday is a holiday that happens every year on the same date or pattern.)

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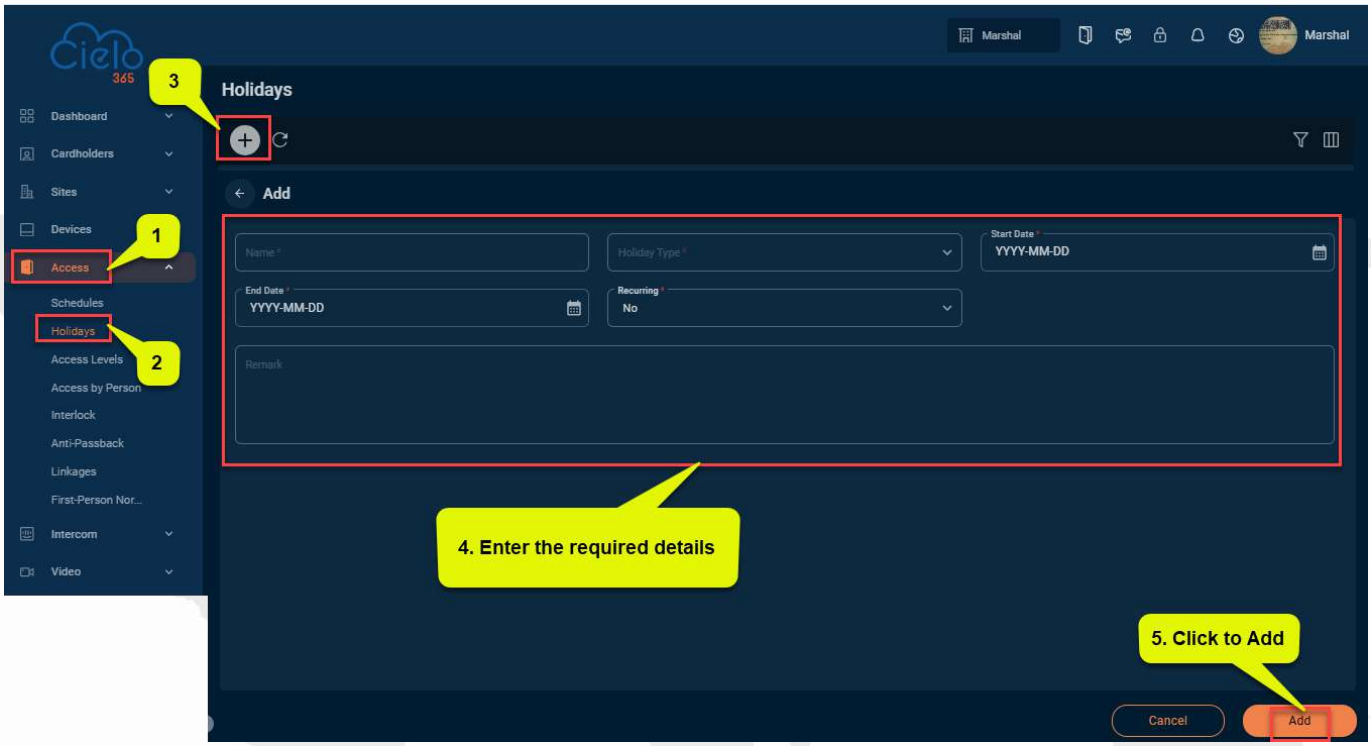
8.2.1 Adding a Holiday

The **Add** function allows users to create and configure new holidays within the application.



To create a new schedule, follow these steps:

1. In the Holiday interface, click the **Add** icon to create a new holiday.
2. Enter the Holiday Name, Holiday Type, Start Date, and End Date. Select the Recurring option and add Remarks if needed.
3. After entering the details, click **Add** to save and update the holiday.

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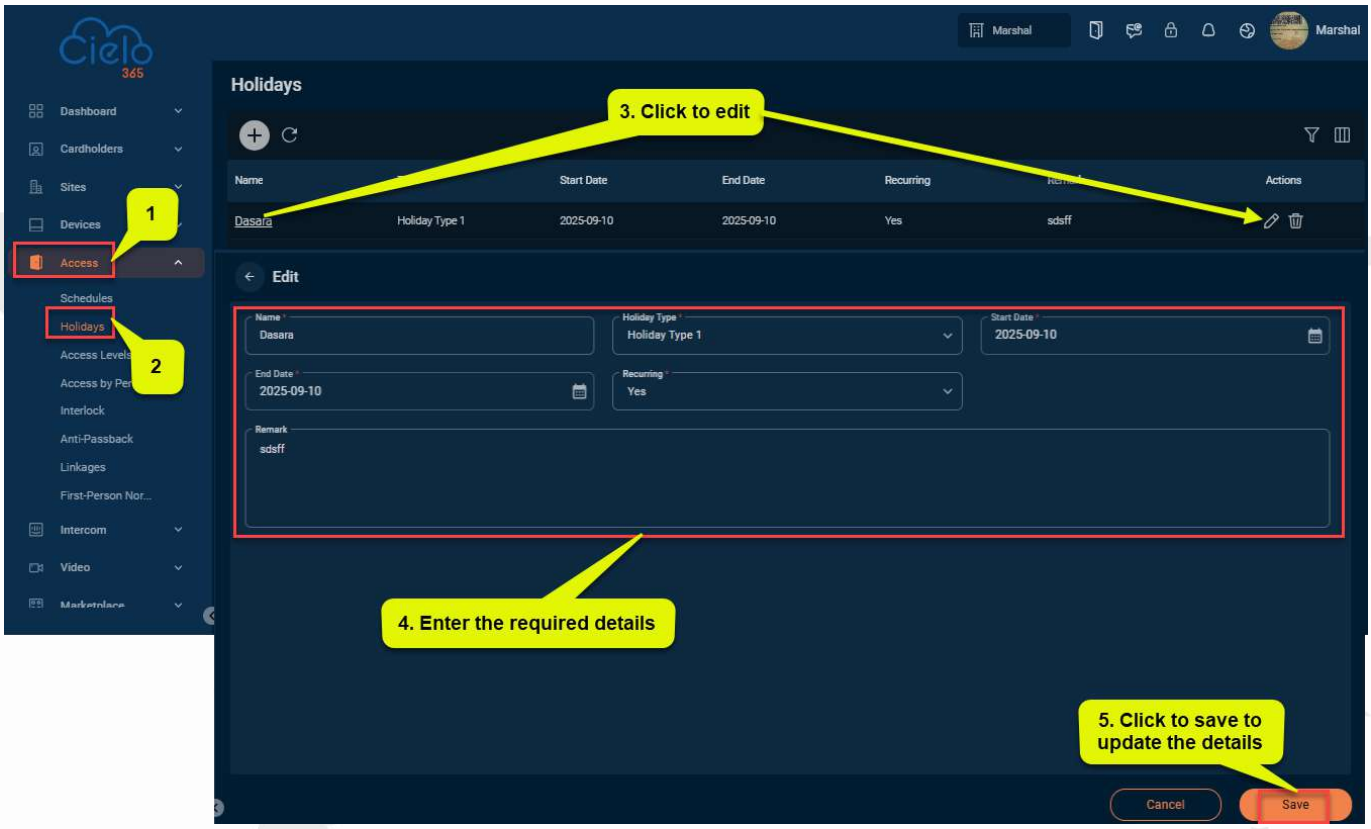
8.2.2 Editing Holidays

The **Edit** function allows users to modify existing holiday data within the application.



To edit existing holiday details, follow these steps:

1. In the Holiday interface, select the holiday you want to edit from the list.
2. Click on the **Holiday Name** or the **Edit** **icon** to modify the selected holiday.
3. Make the necessary changes and click **Save** to update the holiday details.

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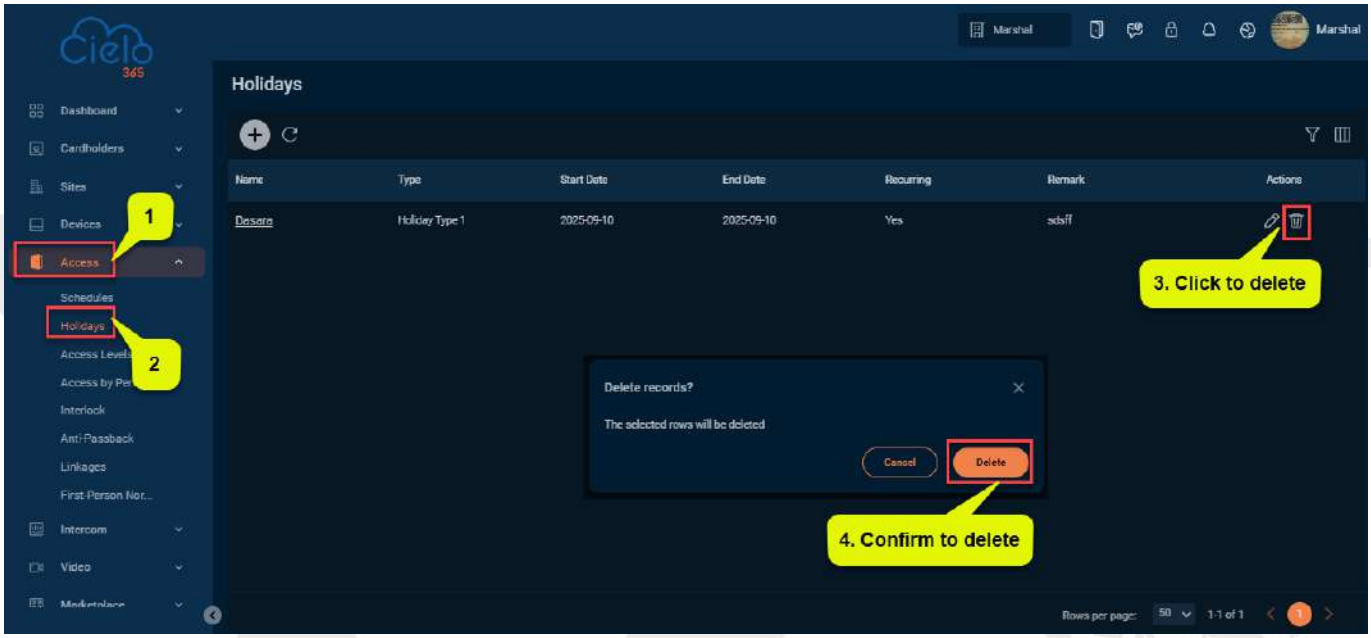
8.2.3 Deleting a Holiday

The **Delete** function allows users to remove existing holidays from the application.



To delete an existing holiday, follow these steps:

> **Note:** The erased data cannot be recovered.

1. In the **Holiday** interface, select the holiday you wish to delete from the list.
2. Click **Delete** or the **Delete** **icon** to remove the selected holiday.
3. Confirm by clicking **Delete** again to finalize and remove the holiday from the list.

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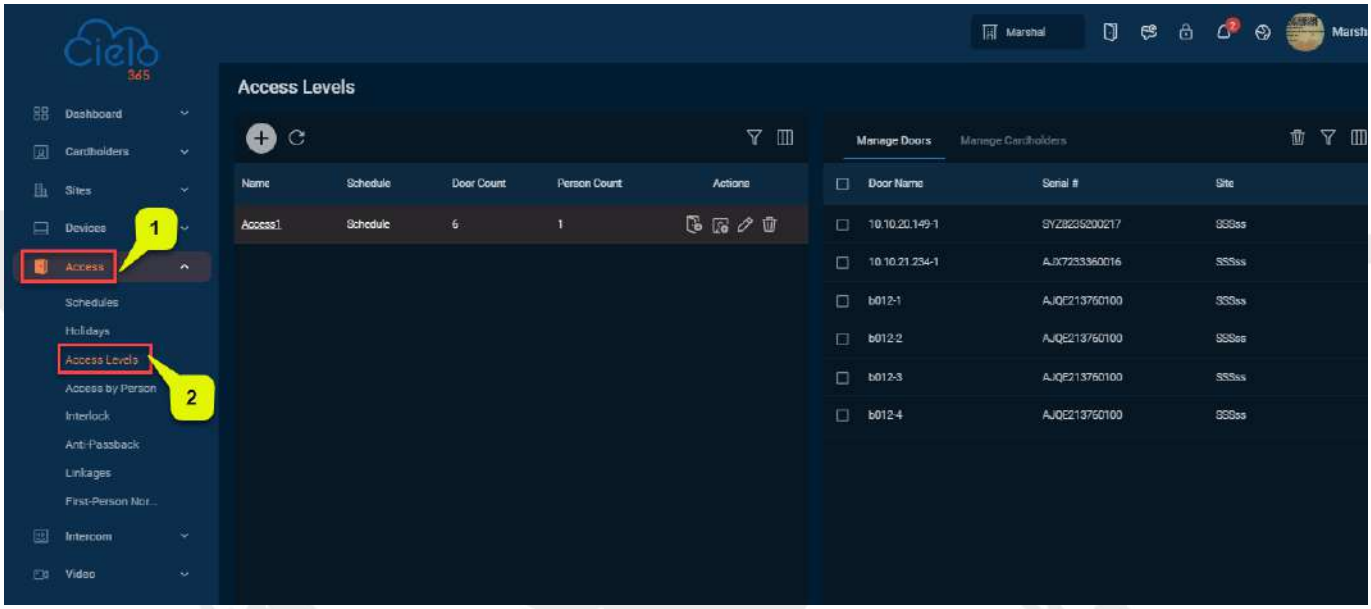
8.3 Access levels

Access levels define which selected doors can be opened by verifying authorized individuals within a specified time zone.



A brief overview of the columns displayed on the Access Level Interface:

Level: Shows the name of the access level.

Schedule: Displays the schedule timing and whether the schedule is valid or not.

Door Count: Indicates the number of doors associated with the corresponding access level.

Person Count: Indicates the number of persons associated with the corresponding access level.

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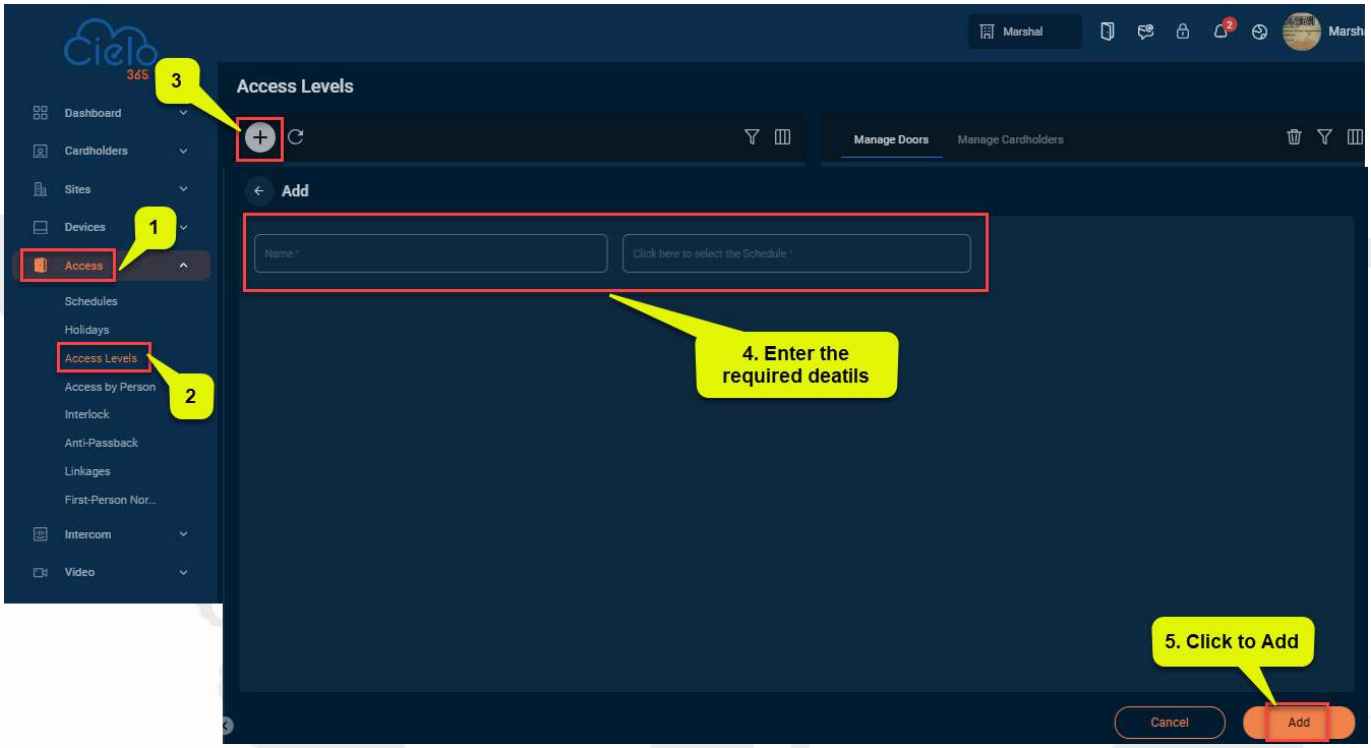
8.3.1 Adding an Access Level

The **Add** function allows users to create a new access level within the application.



To create a new access level, follow these steps:

1. In the Access Level interface, click **Add** icon to create a new access level.
2. Enter the Level Name and select the appropriate Schedule for the level from the list.
3. Click **Add** to complete the process. The newly added access level will appear in the list.

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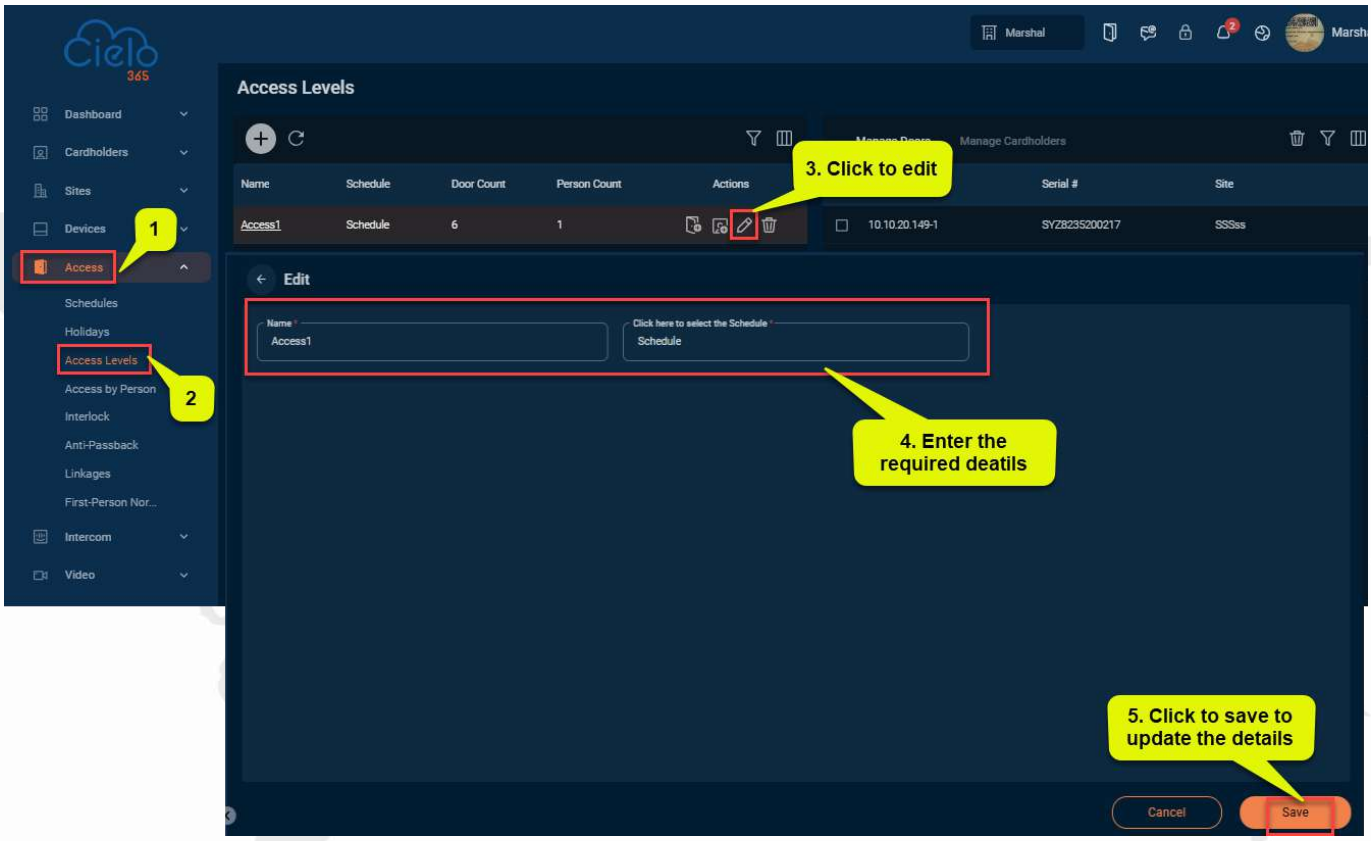
8.3.2 Editing an Access Level

The **Edit** function allows users to modify existing access level data within the application.



To edit existing access level details, follow these steps:

1. In the **Access Level** interface, select the level you want to edit from the list.
2. Click on the Level name or the **Edit** **icon** to modify the selected level.
3. Make the necessary changes and click **Save** to update the details.

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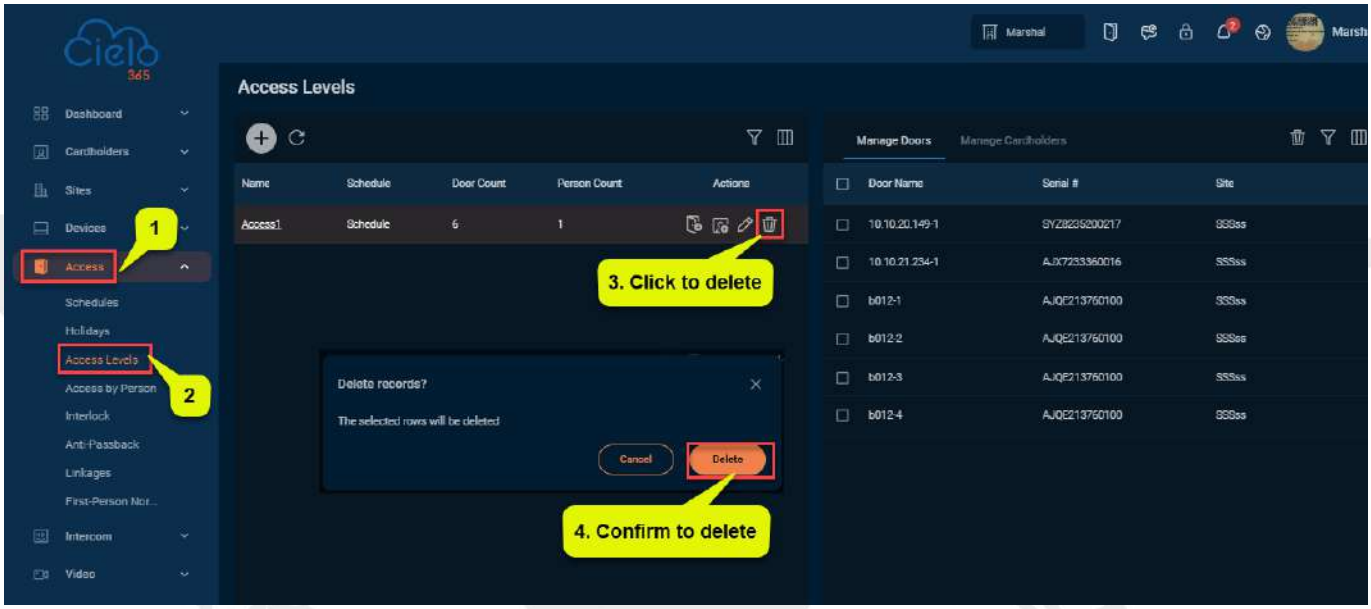
8.3.3 Deleting an Access Level

The **Delete** function allows users to remove existing access level data from the application.



To Delete the existing Access Levels, perform the below steps:

Note: Make sure that you want to proceed, as deleted data cannot be recovered

1. In the **Access Level** interface, select the access level you wish to delete from the list.
2. Click “Delete” or the **Delete** **icon** to remove the selected level.
3. Confirm by clicking **Delete** again to finalize and remove the access level from the list.

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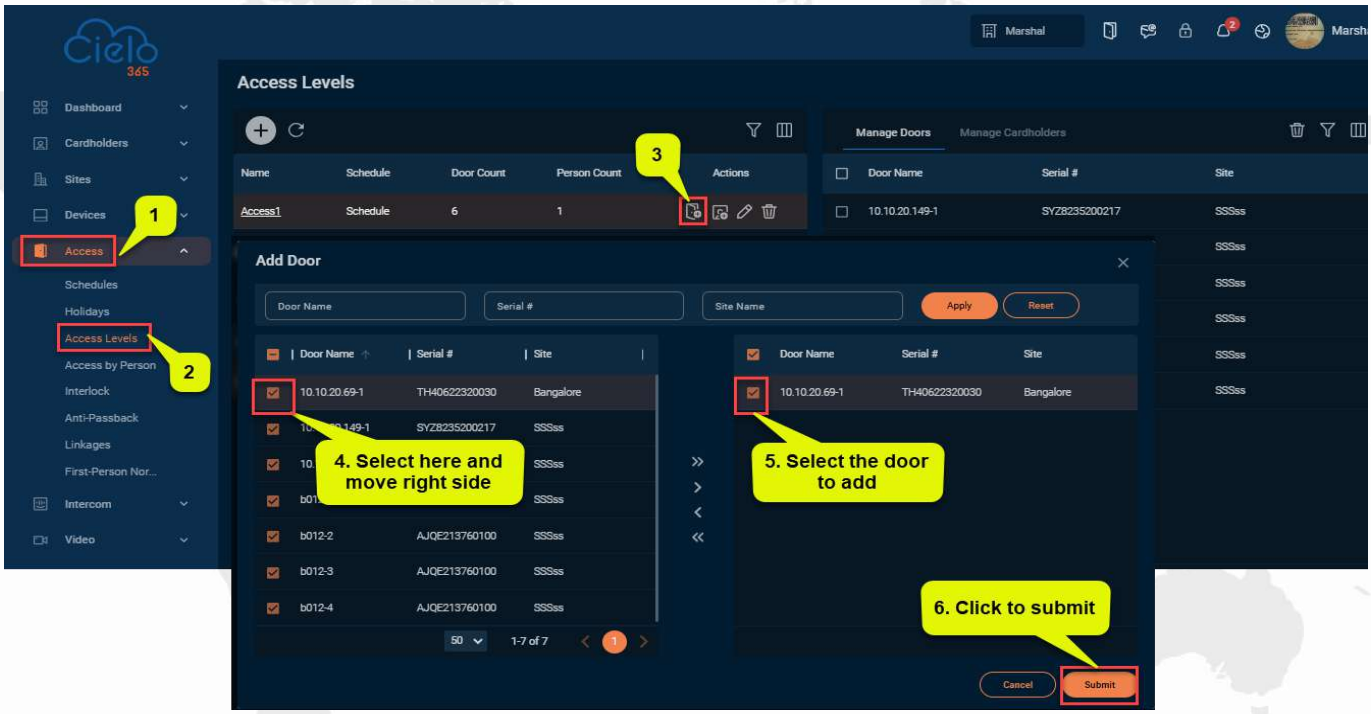
8.3.4 Adding Doors to an Access Level

The **Add Door** function allows users to add doors to existing or new access levels within the application. On the Access Level interface, select the level you want to modify, then click the icon to enter the “Add Door” interface. From there, select the door(s) you want to add to the access level, and click “Submit” to complete the process.



A brief note about the columns displayed on the Add Cardholder Interface:

Door Name: Displays the names of the doors added to the corresponding selected access level.

Device Name: Shows the name of the device associated with each door.

Serial Number: Displays the serial number assigned to each door.

To add doors to the selected access level, follow these steps:

1. In the **Access Level** interface, select the level you want to modify, then click **Add Door** to view the door details for the selected level.

2. Choose the doors from the list. Then click **Submit** to complete the process. The newly added doors will be displayed under the selected access level.

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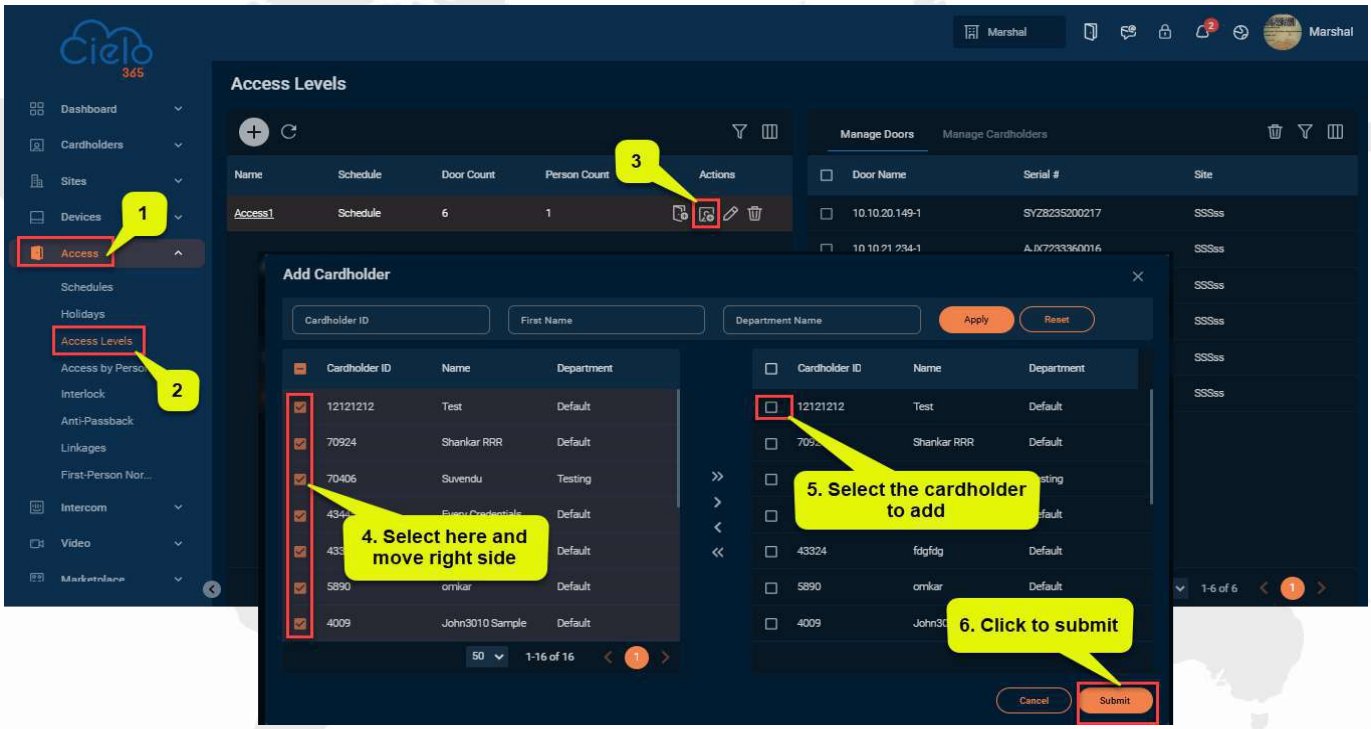
8.3.5 Adding a Cardholder to an Access Level

The **Add Cardholder** function allows users to add cardholders to existing or new access levels within the application. On the Access Level interface, select the level you want to modify, then click the icon to enter the **Add Cardholders** interface. From there, select the access level to which the cardholder should be added and click **OK** to complete the process.



A brief note about the columns displayed on the Add Cardholder Interface:

Cardholder ID: Displays the ID of the cardholders added to the selected access level.

First and LastName: Shows the first and last names of the cardholders**.**

In the Add Cardholder interface, the **Add** **icon** function allows users to add cardholders to the selected access levels.

To add a cardholder to a selected access level, follow these steps:

1. In the Access Level interface, select the level you wish to modify, then click **Add Cardholder** to view the cardholder details for the selected level.

2. Choose the cardholder from the list. Then click **OK** to complete the process. The newly added cardholder will appear under the selected access level.

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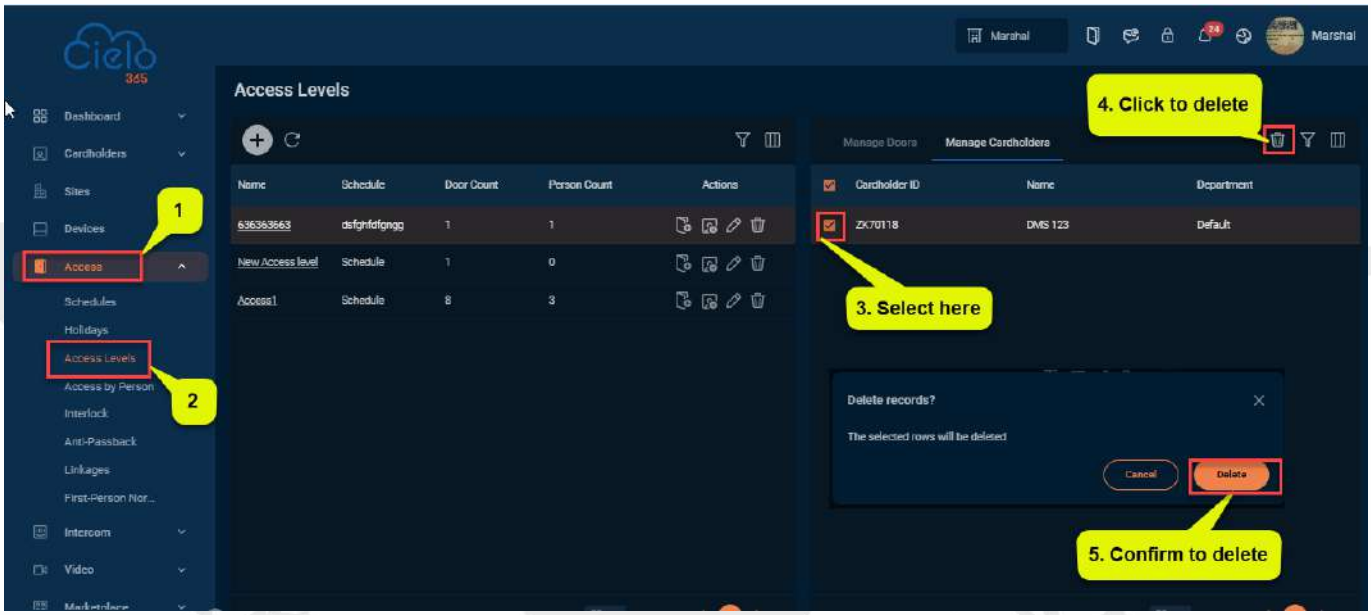
8.3.6 Deleting a Cardholder from an Access Level

The **Delete** function allows users to remove an existing cardholder from the corresponding access level.



To delete the existing Schedule, perform the following steps:

Note: Ensure that you want to proceed, as erased data cannot be recovered**.**

1. In the **Access Level** interface, select the level you want to modify, then click **Add Cardholder** to view the current cardholder details for the selected level.
2. Click **Delete** or the **Delete** **icon** to remove the selected cardholder from the level.
3. Confirm by clicking **Delete** again to ensure the cardholder is removed from the access level.

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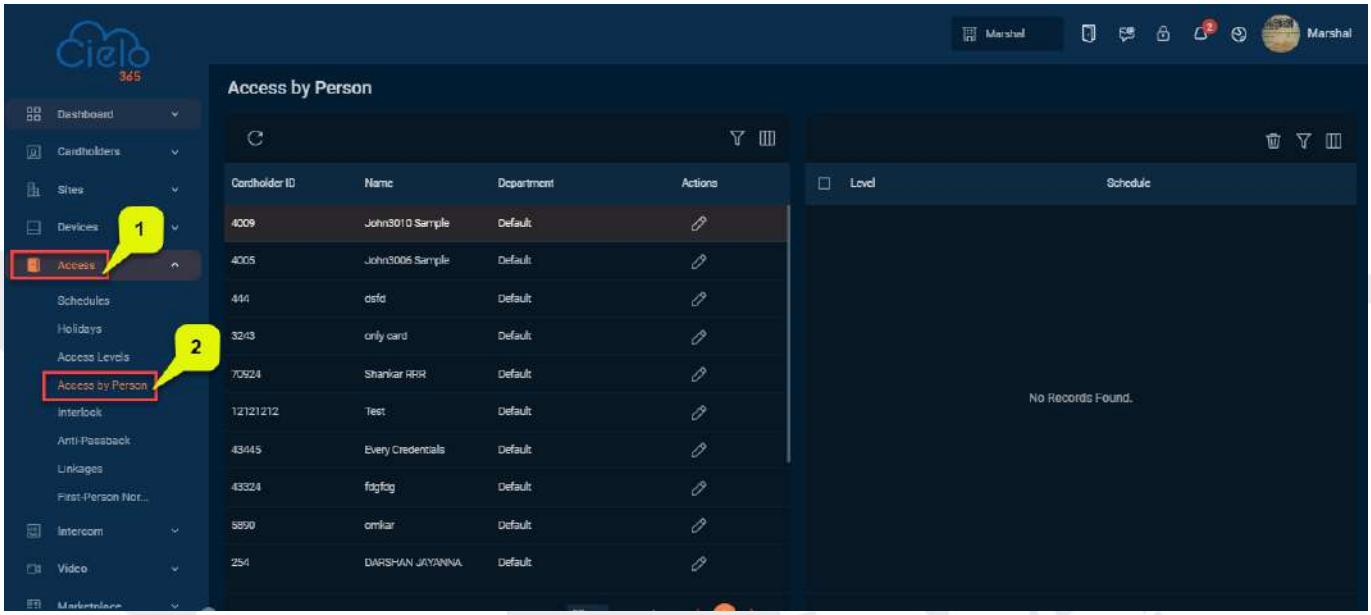
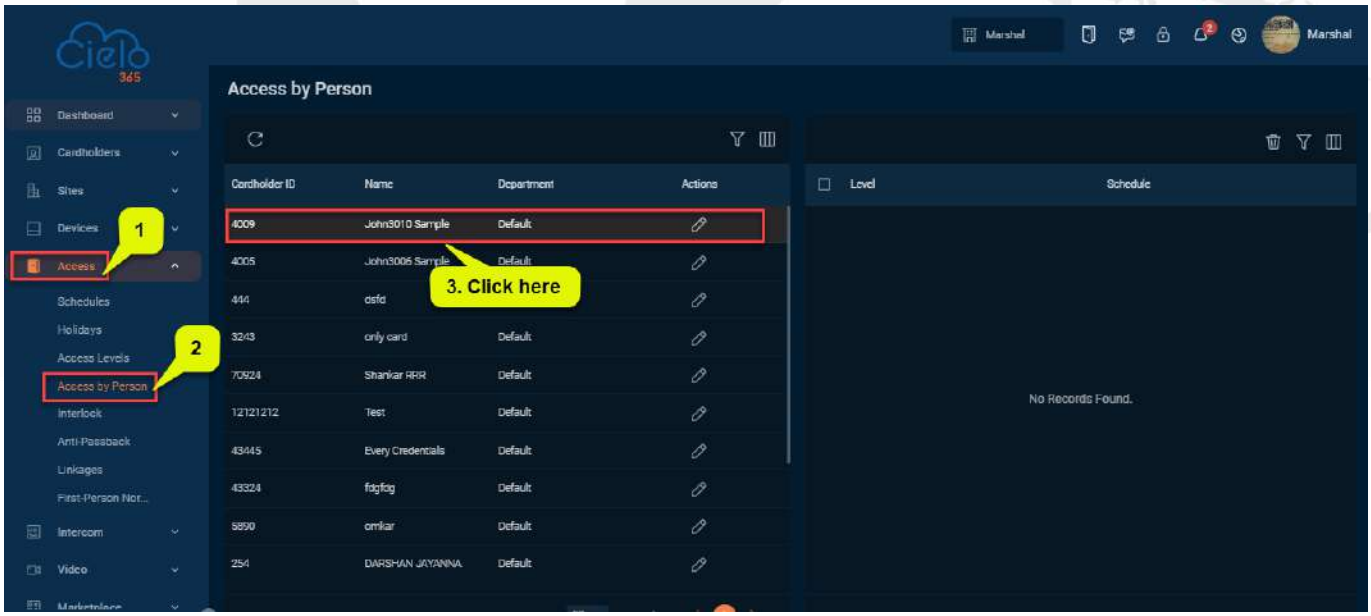
8.4 Access by person

Access by person displays the current assigned access level of the cardholder.



Click on the cardholder to view the assigned access level of the cardholder.



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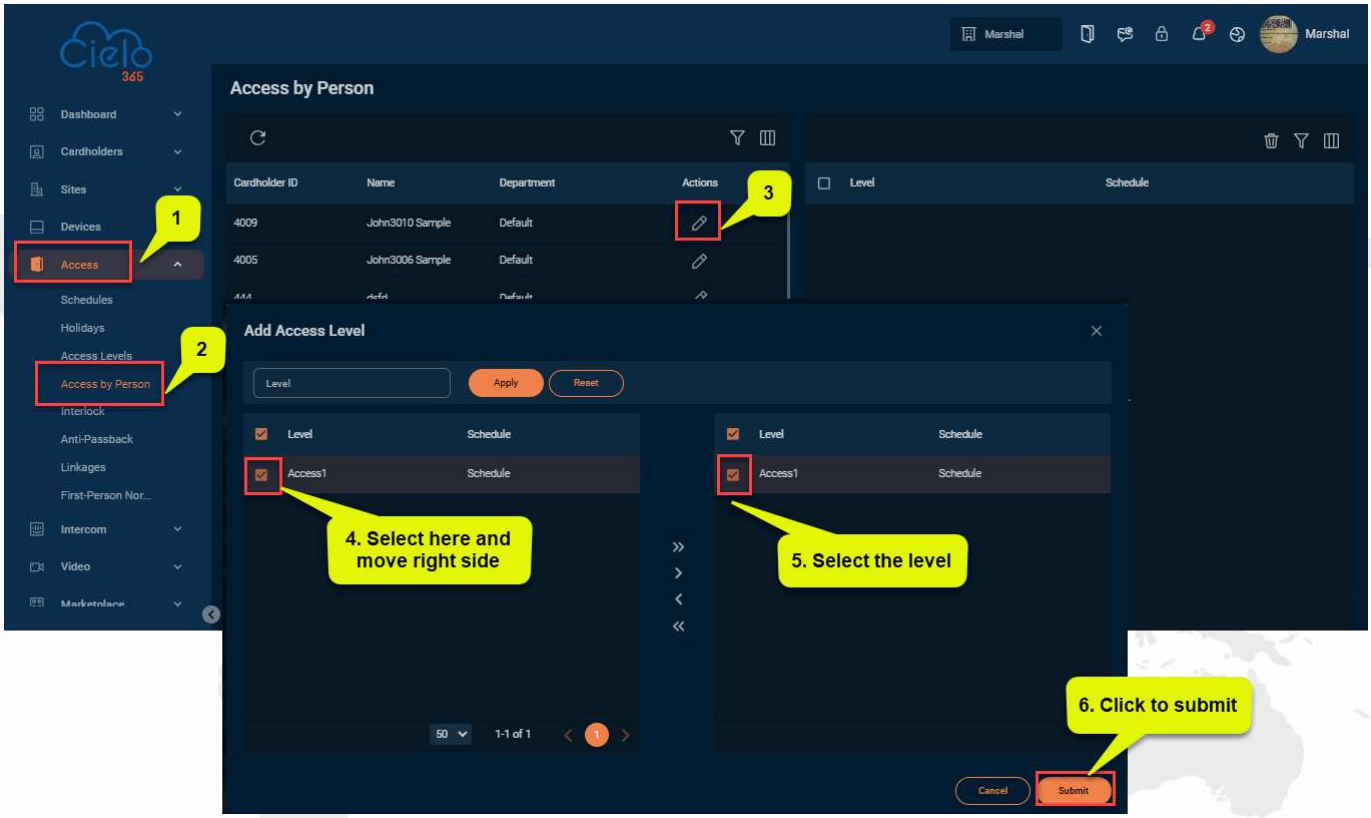
8.4.1 Adding an Access level for the person

The **Add** function allows users to create a new access level for the cardholder within the application.



To create a new access level, follow these steps:

1. In the **Access by Person** interface, select the access level you want to add, then click **Add icon** to view the Access level details for the selected cardholder.

2. Choose the access level from the list. Then click **Submit** to complete the process. The newly added access level will be displayed under the selected person.

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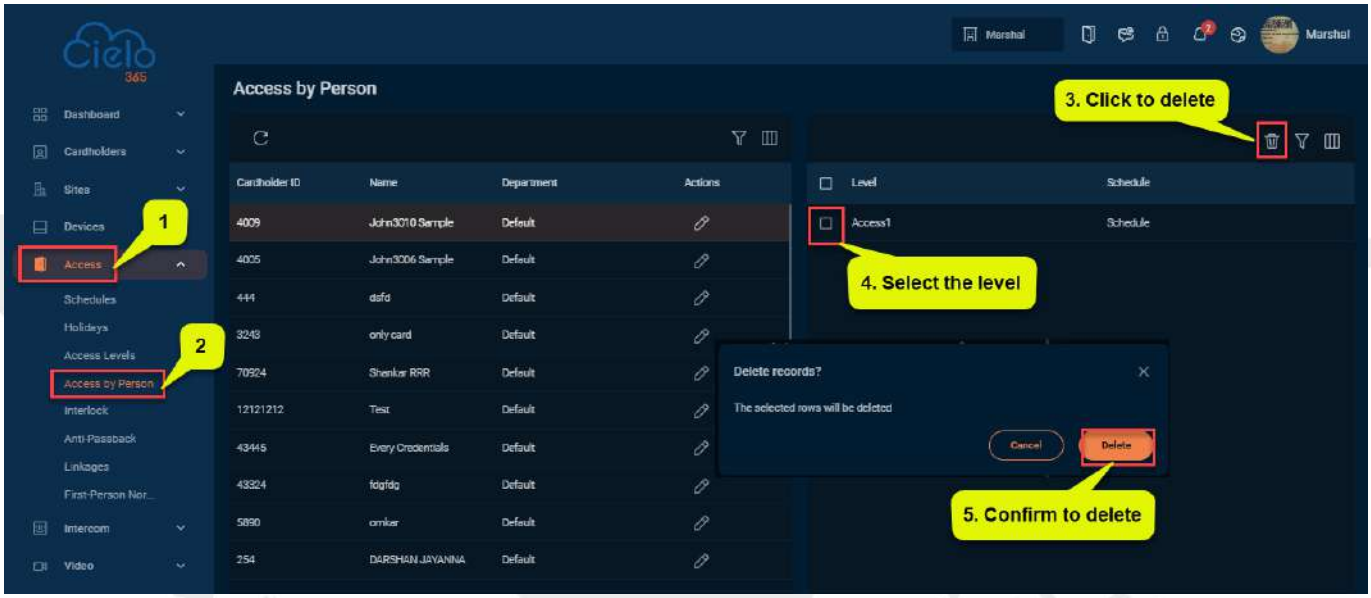
8.4.2 Deleting Access by person

The **Delete** function allows users to remove existing access level data of the person from the application.



To delete the existing access level, perform the following steps:

> **Note:** Ensure that you want to proceed, as erased data cannot be recovered**.**

1. In the **Access by Person** interface, select the level you want to modify then click **Delete** **icon** to remove the selected access level.
2. Confirm by clicking **Delete** again to ensure the access level is removed.

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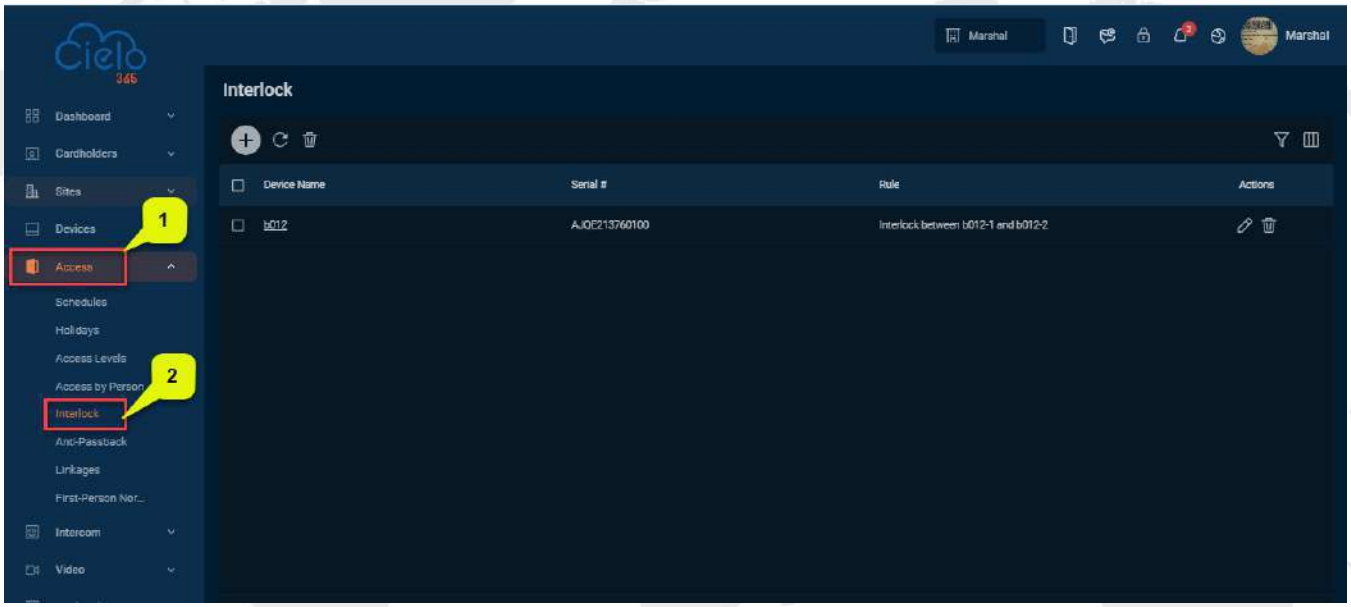
8.5 Interlock

Interlock can be configured for two or more doors that belong to the same access controller. When one door is opened, the others will either remain closed or prevent the user from opening them.

Before setting up the interlock, ensure that the access controller is properly connected to the door sensors, and that the sensors are configured in the NC (Normally Closed) or NO (Normally Open) state.



A brief note about the columns displayed on the Interlock Interface:

Device: Displays the name of the device associated with the interlock.

Rule: Shows the interlock rule number assigned to the corresponding device.

Serial Number: Displays the serial number of the device.

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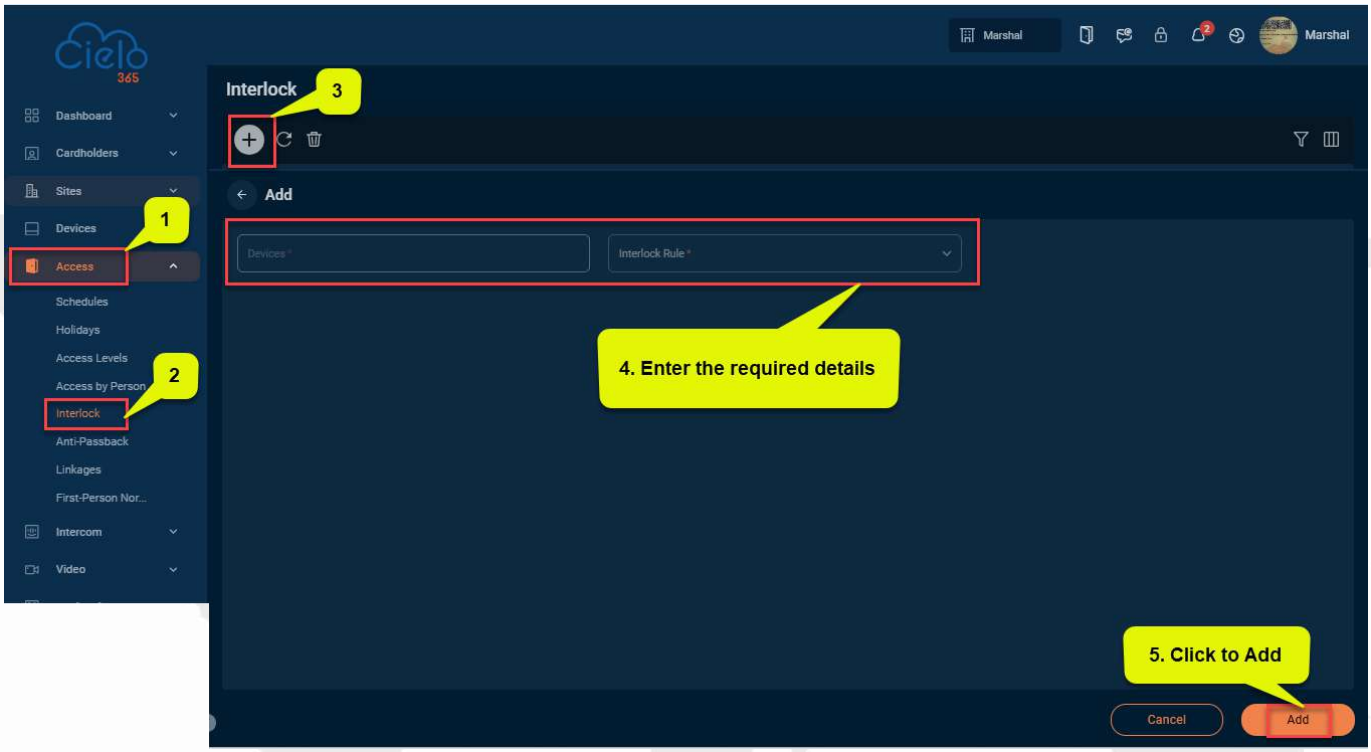
8.5.1 Creating an Interlock Rule

The Add function allows users to create a new interlock rule within the application.



To create a new rule for an interlock, follow these steps:

1. On the **Interlock** interface, click **Add** icon to create a new interlock rule.
2. Select the **Device Name**. Note that devices already interlocked will not appear in the drop-down list. Once existing interlock information is deleted, the corresponding device will reappear in the list.
3. Choose the Interlock Rule from the drop-down menu, then click **Add** to complete the process. The newly added interlock settings will be displayed in the list.

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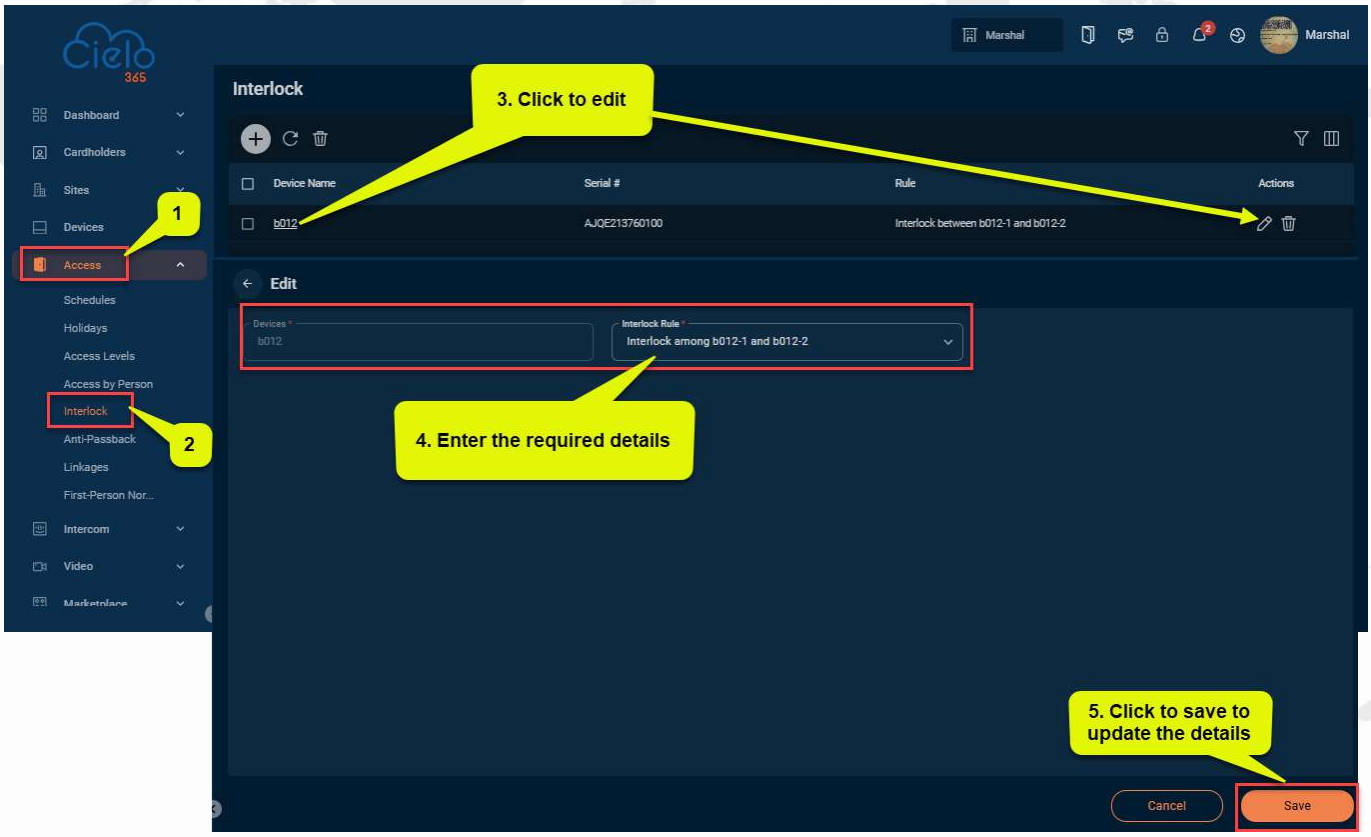
8.5.2 Editing an Interlock Rule

The Edit function allows users to modify existing interlock data within the application.

Note: During editing, the device itself cannot be changed, but the interlock settings can be updated. If interlock settings are no longer needed for a device, the interlock record can be deleted. If a device record is deleted, any associated interlock settings will also be removed.



To edit an existing interlock rule, follow these steps:

1. In the Interlock interface, select the interlock you wish to edit from the list.
2. Click on the **Device Name** or **Edit icon,** to modify the selected interlock rule.
3. Make the necessary changes and click Save to update the interlock rule.

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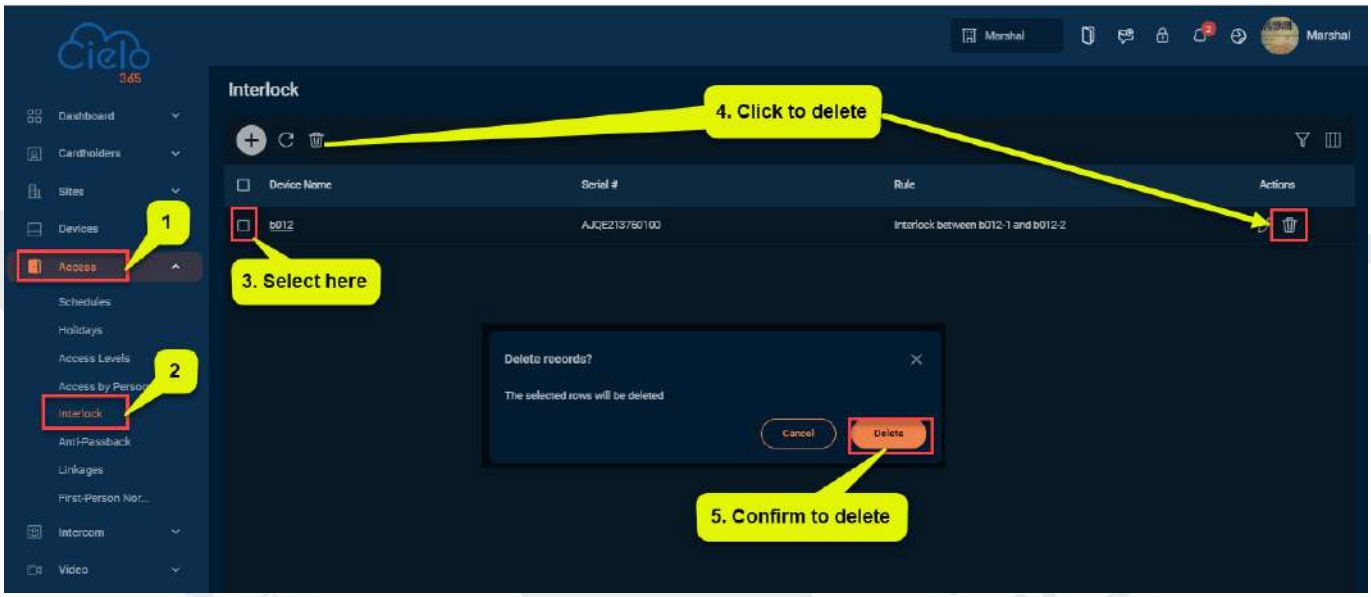
8.5.3 Deleting an Interlock Rule

The Delete function allows users to remove existing interlock rule from the application.



To delete an existing interlock rule, follow these steps:

> **Tip：** Make sure you want to proceed, as deleted data cannot be recovered.

1. In the **Interlock** interface, select the interlock data (device) you wish to delete from the list.
2. Click **Delete** or click on the **Delete icon**, to remove the selected interlock data.
3. Confirm by clicking **Delete** again to finalize the removal of the interlock data from the list.

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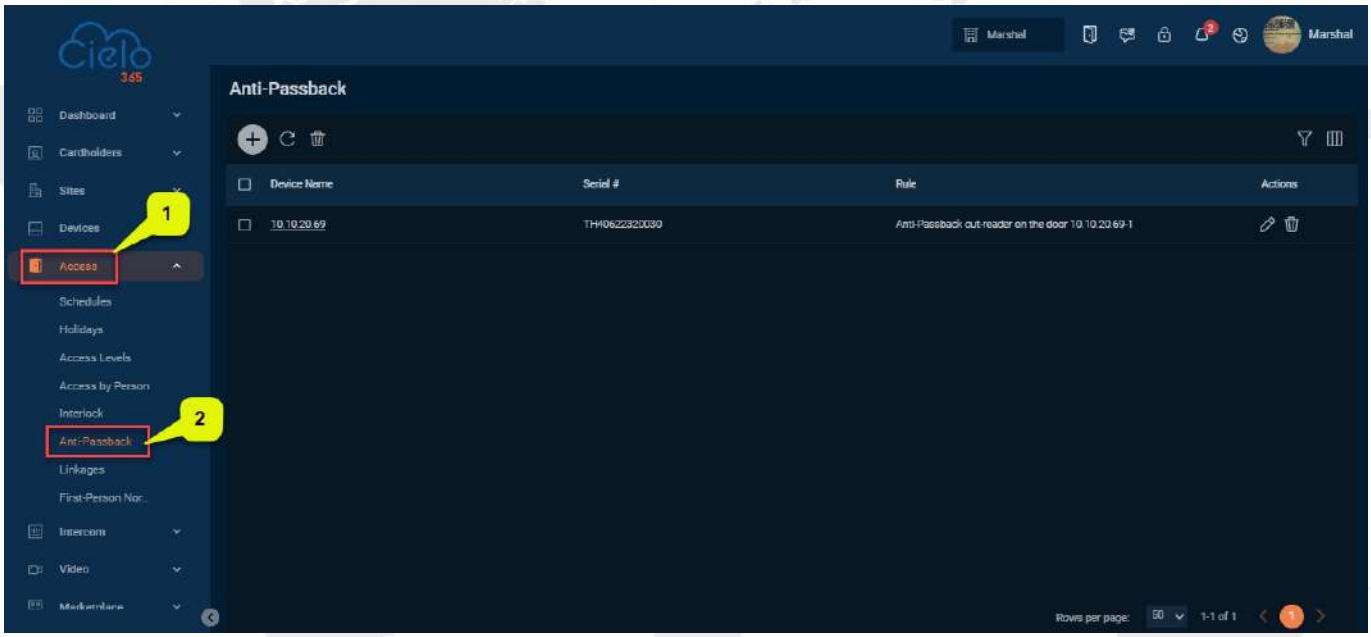
8.6 Anti-Passback

Currently, anti-passback settings support both in and out anti-passback modes. In certain situations, it is necessary for cardholders who entered a room by swiping their card at a door device to also swipe their card when leaving through the same door to ensure that entry and exit records are strictly consistent. This feature can be activated by enabling it in the settings. It is commonly used in high-security environments such as prisons, the military, national defence, scientific research facilities, and bank vaults.



A brief note about the columns displayed on the Anti-Passback Interface:

Device: Displays the name of the device associated with the anti-passback rule.

Rule: Shows the anti-passback rule number assigned to the corresponding device**.**

Serial Number: Displays the serial number of the device.

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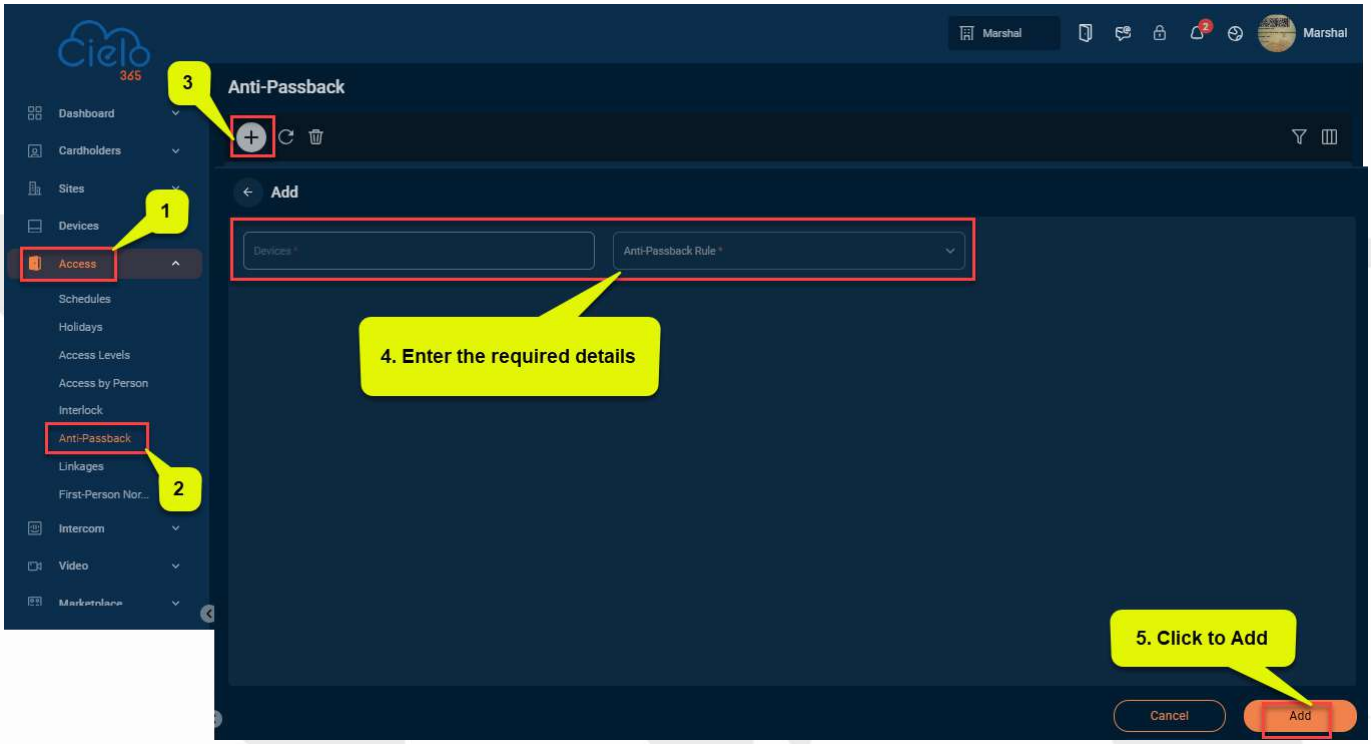
8.6.1 Adding an Anti-Passback Rule

The Add function allows users to create a new Anti-Passback rule within the application.



To create a new Anti-Passback rule, follow these steps:

1. In the **Anti-Passback** interface, click **Add** to create a new Anti-Passback rule.
2. Select the Device Name from the list. Devices with existing Anti-Passback settings will not appear in the dropdown list. If an Anti-Passback setting is deleted, the corresponding device will reappear in the dropdown. The settings vary based on the number of doors controlled by the device:
   - **One-door control panel**: Anti-Passback between door readers.
   - **Two-door control panel**: Anti-Passback between readers of door 1; Anti-Passback between readers of door 2; Anti-Passback between door 1 and door 2.
   - **Four-door control panel**: Anti-Passback between doors 1 and 2; Anti-Passback between doors 3 and 4; Anti-Passback between doors 1/2 and doors 3/4; Anti-Passback between door 1 and doors 2/3; Anti-Passback between door 1 and doors 2/3/4; Anti-Passback between readers of doors 1/2/3/4.

Once configured, the Anti-Passback settings will ensure proper entry and exit record consistency.

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Note: The door readers mentioned above include both Wiegand readers connected to the access controller and InBio readers. For single and two-door controllers using Wiegand readers, there are both In and Out readers. However, for four-door control panels, there is only an In reader.

- The reader numbers 1 and 2 (RS485 address or device number) correspond to door 1, and reader numbers 3 and 4 correspond to door 2, and so on.
- When setting anti-passback rules between doors or readers, there's no need to differentiate between Wiegand or InBio readers. Simply ensure that the "In" or "Out" reader is configured based on actual needs.
- As a general rule, odd-numbered readers are "In" readers, while even-numbered readers are "Out" readers.

3. Select the desired Anti-Passback rule and tick one item, then click Add to complete the process. The newly added Anti-Passback settings will be displayed in the list.

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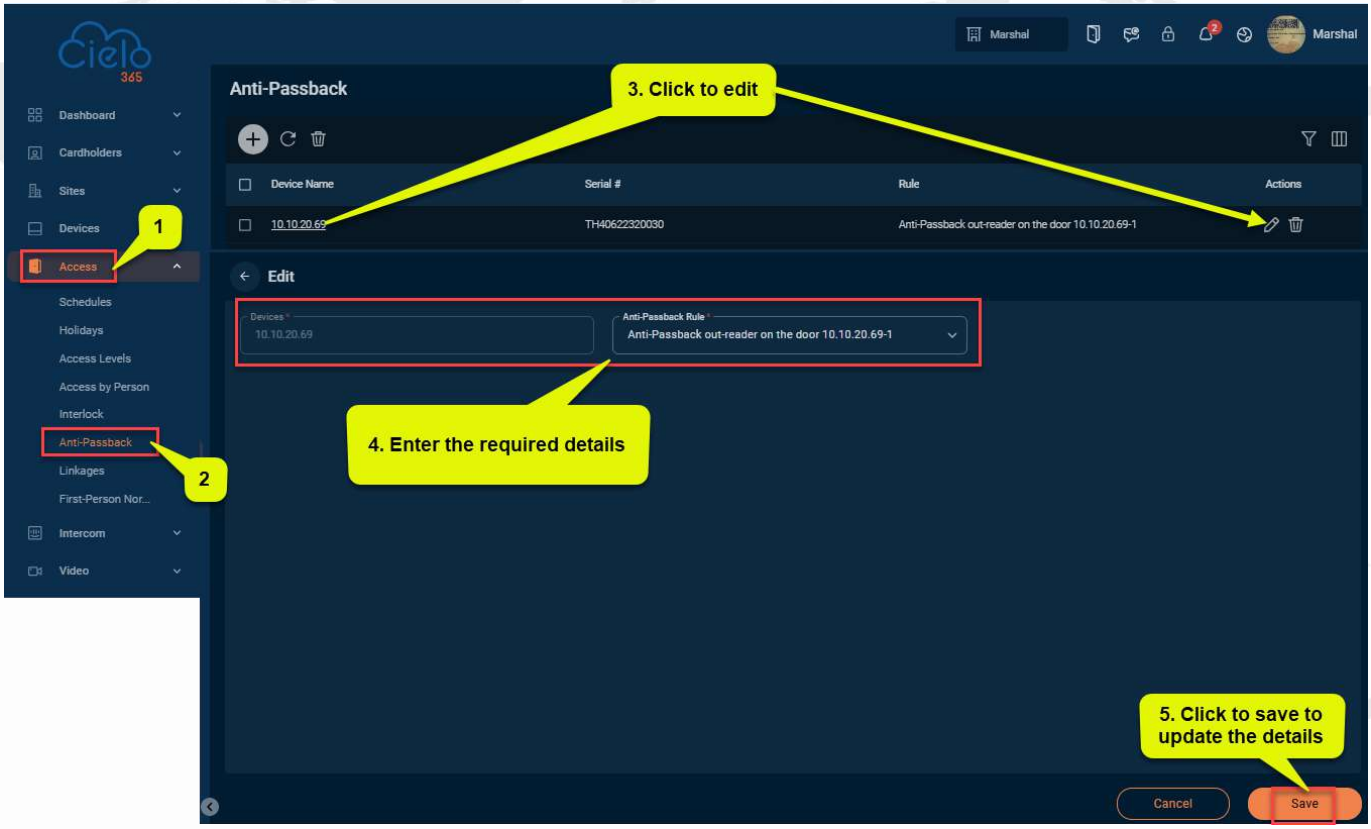
8.6.2 Editing an Anti-Passback Rule

The **Edit** function allows users to modify existing Anti-Passback rules within the application.

✍**Note:** When editing, the device cannot be modified, but the Anti-Passback settings can be adjusted. If the Anti-Passback setting is no longer needed for the device, the Anti-Passback record can be deleted. If a device is deleted, any associated Anti-Passback setting record will also be removed.



To edit an existing Anti-Passback rule (device) detail, follow these steps:

1. In the **Anti-Passback** interface, select the rule you want to edit from the list.
2. Click the **Device Name** or **Edit icon,** to modify the selected Anti-Passback rule.
3. Edit the necessary details and click **Save** to update the rule.

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8.6.3 Deleting an Anti-Passback Rule

The Delete function allows users to remove the existing Anti-Passback rule from the application.

To delete Anti-Passback settings, follow these steps:

> **Tip:** Make sure that you want to proceed, as deleted data cannot be recovered.

1. In the **Anti-Passback** interface, select the Anti-Passback data (device) you wish to delete from the list.
2. Click **Delete** or click on the **Delete icon**, to remove the selected Anti-Passback data.
3. Click **Delete,** again to finalize the removal of the selected Anti-Passback data from the list.

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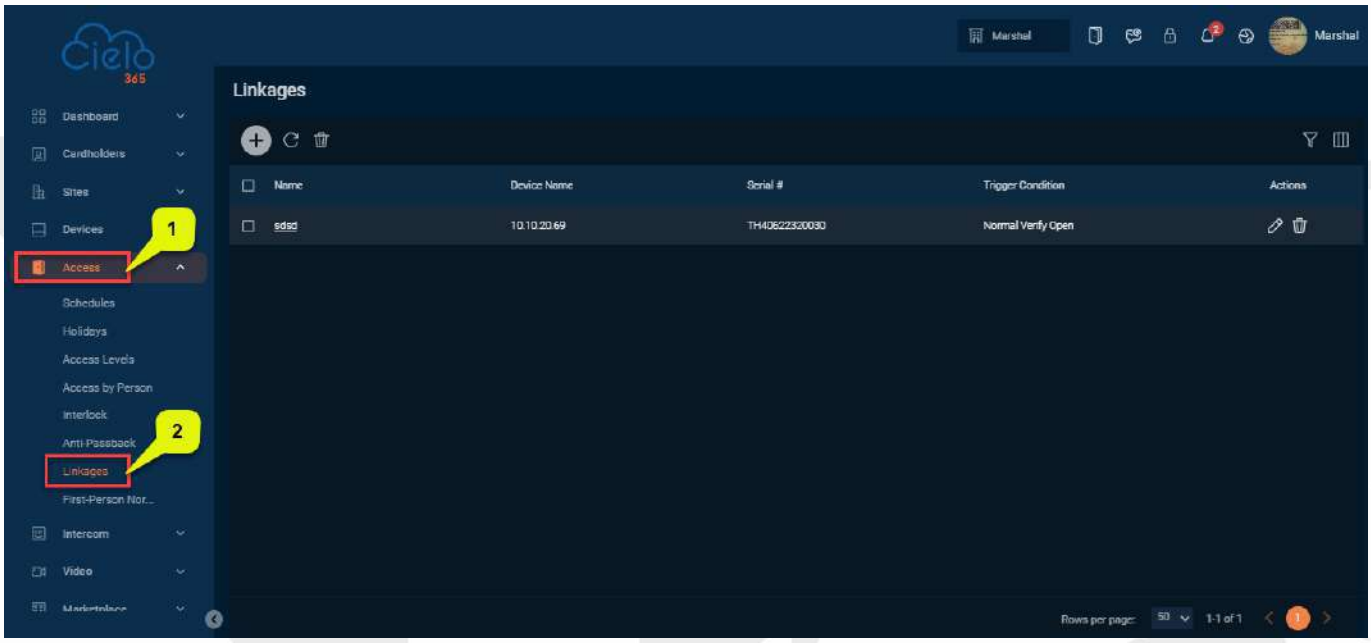
8.7 Linkage

The use of linkages is flexible and adaptable to various scenarios. When a specific event is triggered by an input point within the system, a corresponding linkage action is initiated at a designated output point. This enables the system to control events such as verification-based door opening, alarms, and handling abnormalities.



A brief note about the columns displayed on the Linkage Interface:

Linkage Name: Displays the name of the linkage.
Device Name: Shows the name of the device associated with the linkage.
Serial Number: Displays the serial number of the device.

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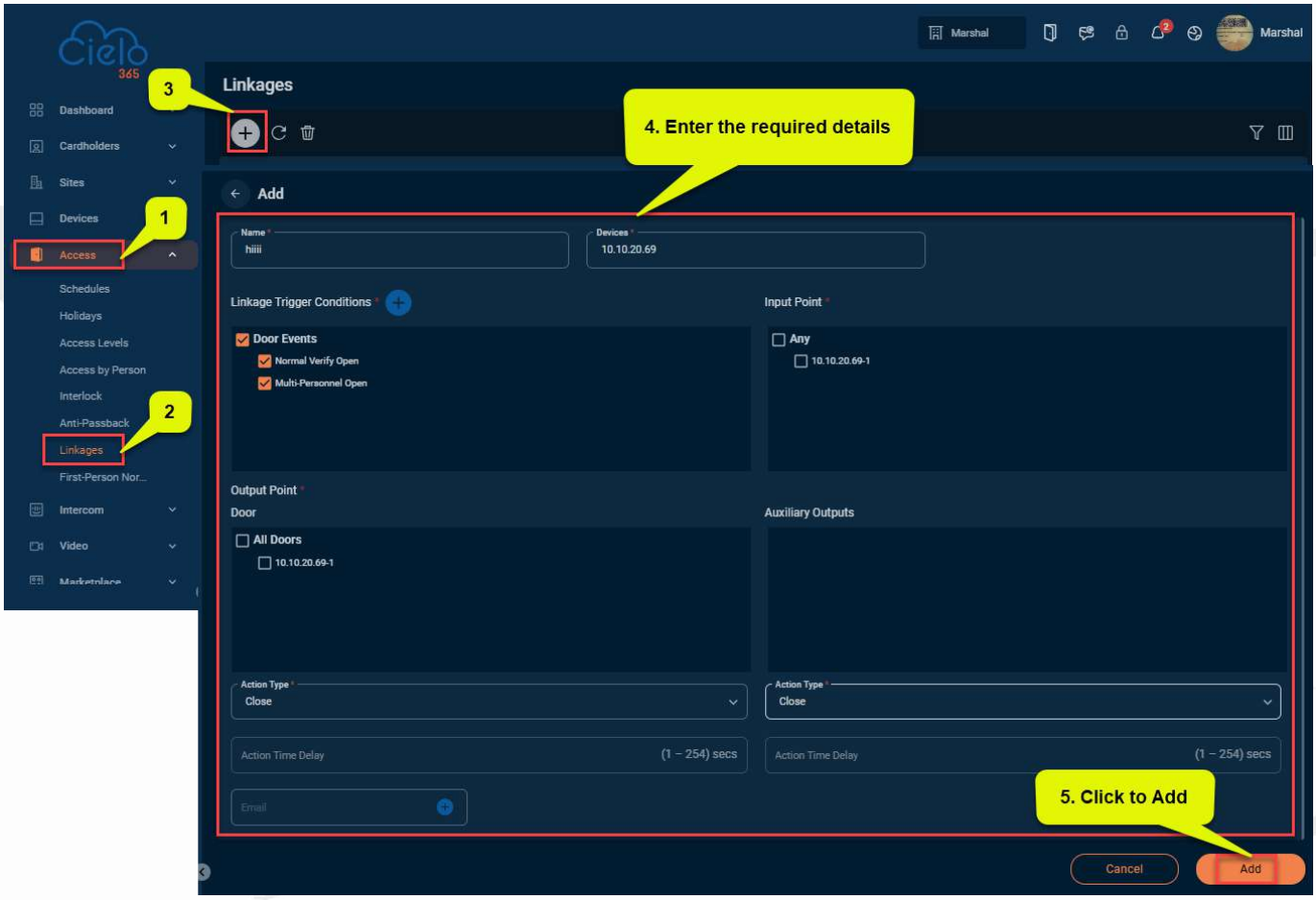
8.7.1 To Create a Linkage

The Add function allows users to create a new linkage within the application.



To create a new linkage, follow these steps:

1. In the **Linkage** interface, click **Add** to create a new linkage.
2. Enter the **Linkage Name** and select the device from the dropdown list. Add the **Linkage Trigger Conditions** and **Input Point**.
3. Enter the required details for the Output Point and specify the email to send a trigger notification to the superuser.
4. Click **Add** to save and exit.

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A brief note about the columns displayed on the Output Point Interface:

Door: Displays the door number of the associated device.

Auxiliary Output: Allows users to set the status as Open, Close, or Normally Open.

Action Type: Specifies the type of action for the output point, such as Close, Open, Normally Open, Unlock, or Lock.

Action Time Delay: Sets the delay time for the action if the output point is triggered.

Email: Specifies the email address that receives notifications when a linkage event occurs.

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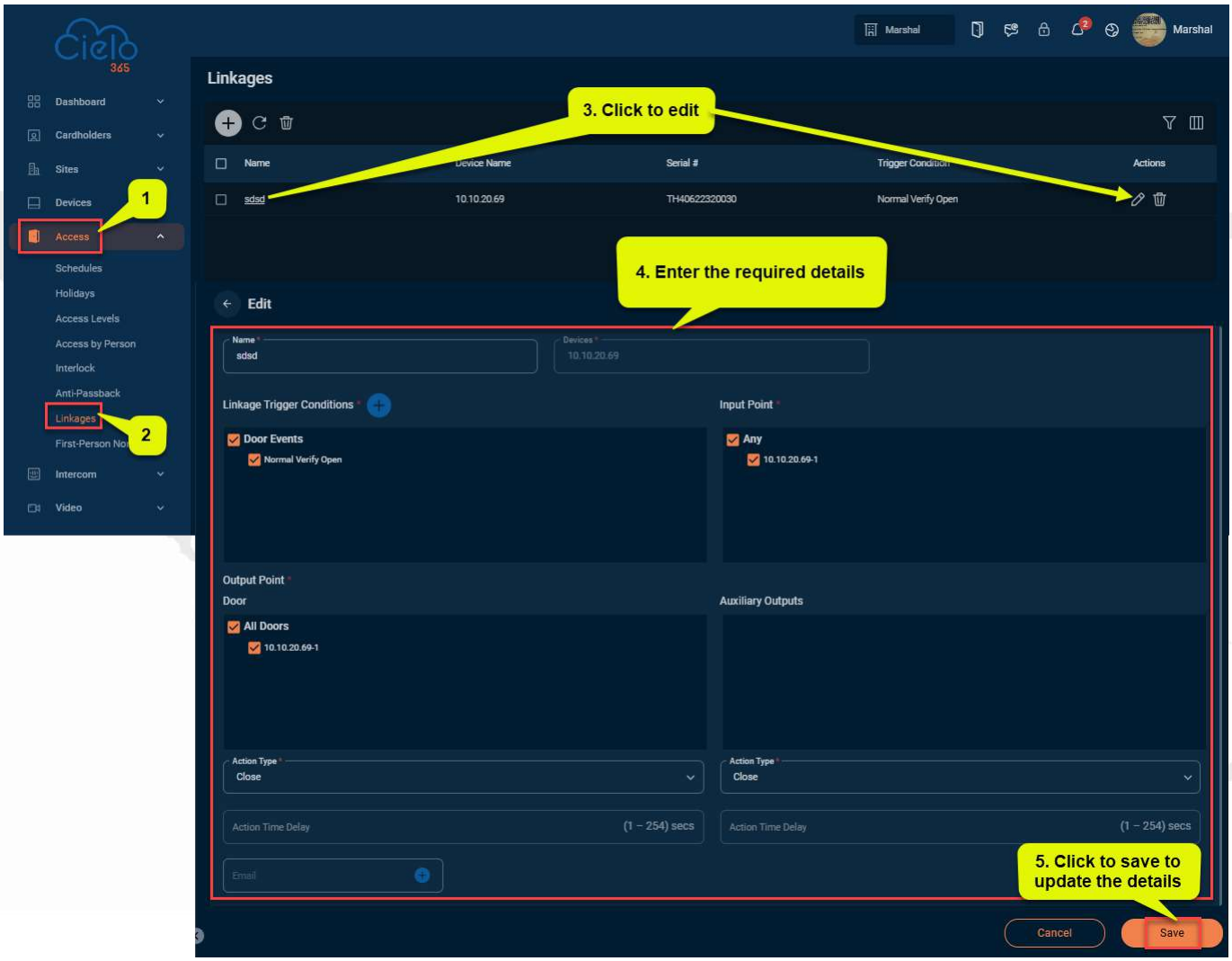
8.7.2 Editing a Linkage

The **Edit** function allows users to modify existing linkage data within the application.



To edit an existing linkage, follow these steps:

- In the **Linkage** interface, select the linkage data you want to edit from the list.
- Click on the **Linkage Name** or **Edit icon,** to modify the selected linkage.
- Make the necessary changes and click **Save** to update the details.

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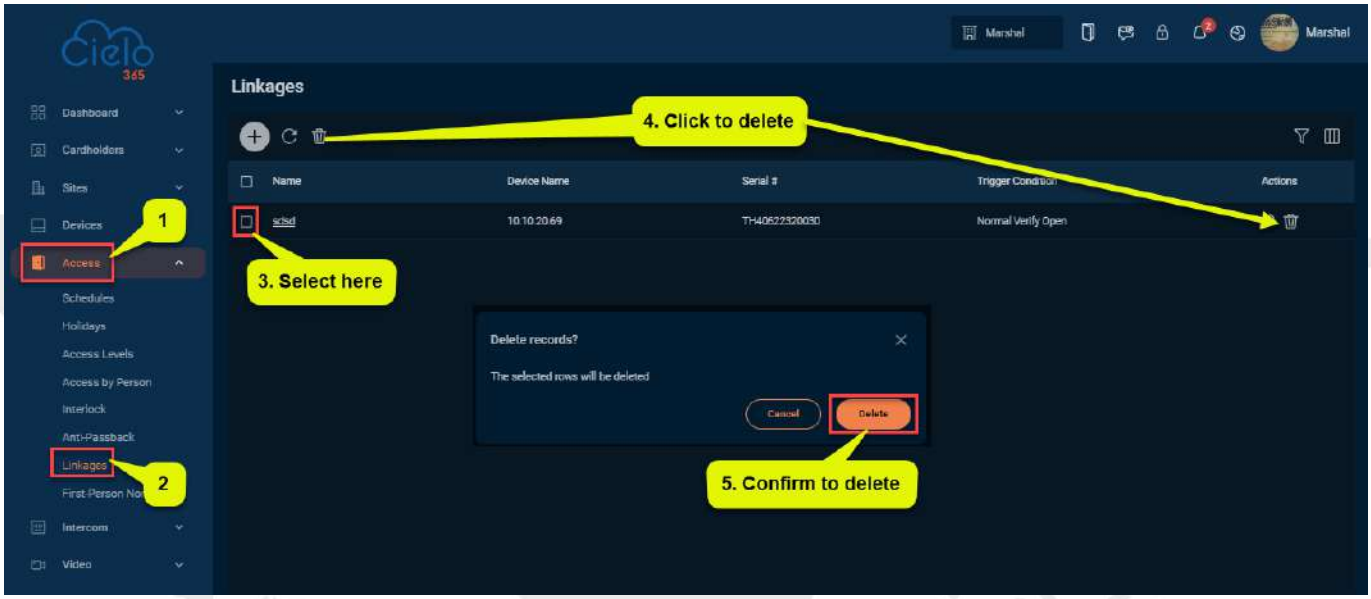
8.7.3 Deleting a Linkage

The **Delete** function allows users to remove an existing linkage from the application.



To delete existing linkage data, follow these steps:

> **Tip:** Make sure you want to proceed, as deleted data cannot be recovered.

1. In the **Linkage** interface, select the linkage data (device) you wish to delete from the list.
2. Click **Delete** or click on the **Delete icon**, to remove the selected linkage data.
3. Confirm by clicking **Delete** again to permanently remove the selected linkage data from the list.

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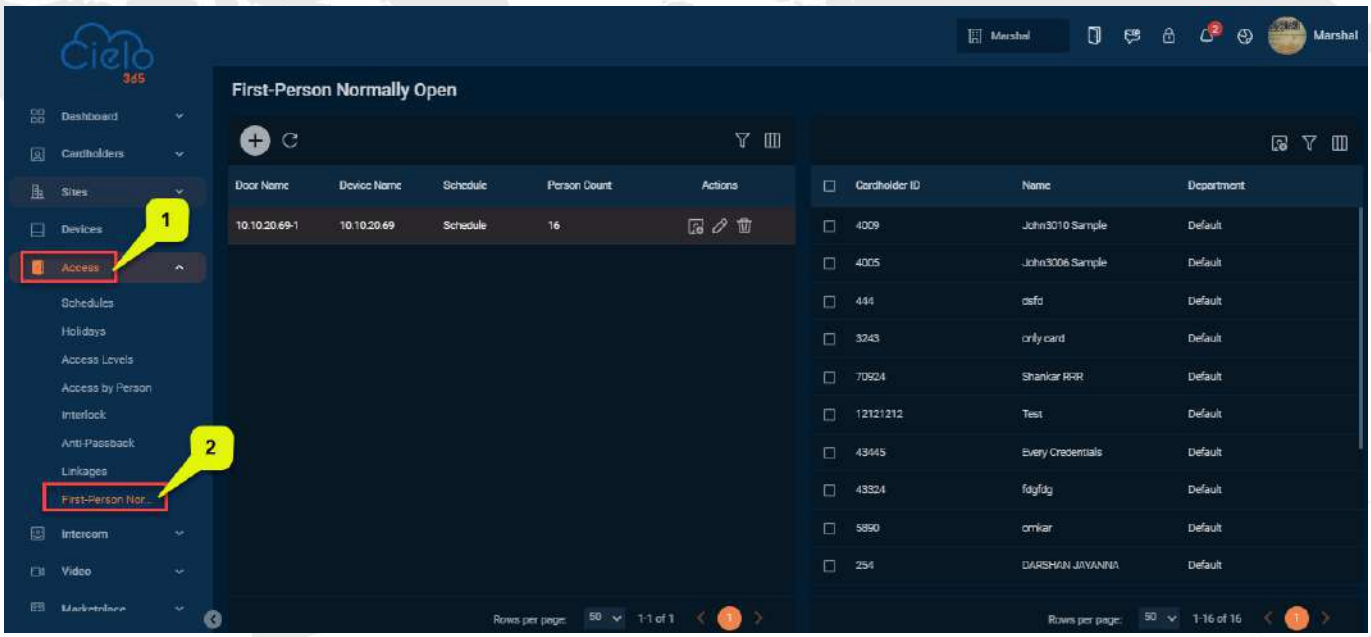
8.8 First Person Normally Open

The First Person Normally Open feature is used in access control systems to enhance security during scheduled “normally open” periods.

When this feature is enabled, the door does not automatically unlock at the start of the scheduled open time. Instead, it remains locked until the first authorized user presents their valid credential (such as a card, PIN, or biometric). Once the first user has successfully accessed the door, the system changes the door status to Normally Open for the rest of the scheduled time period.



A brief note about the columns displayed on the first-person normally open Interface:

Door Name: Displays the name of the door associated with the device
Device Name: Shows the name of the associated device.
Schedule: Schedule: Displays the name of the schedule.
Person Count: Indicates the number of persons associated with the corresponding access level.

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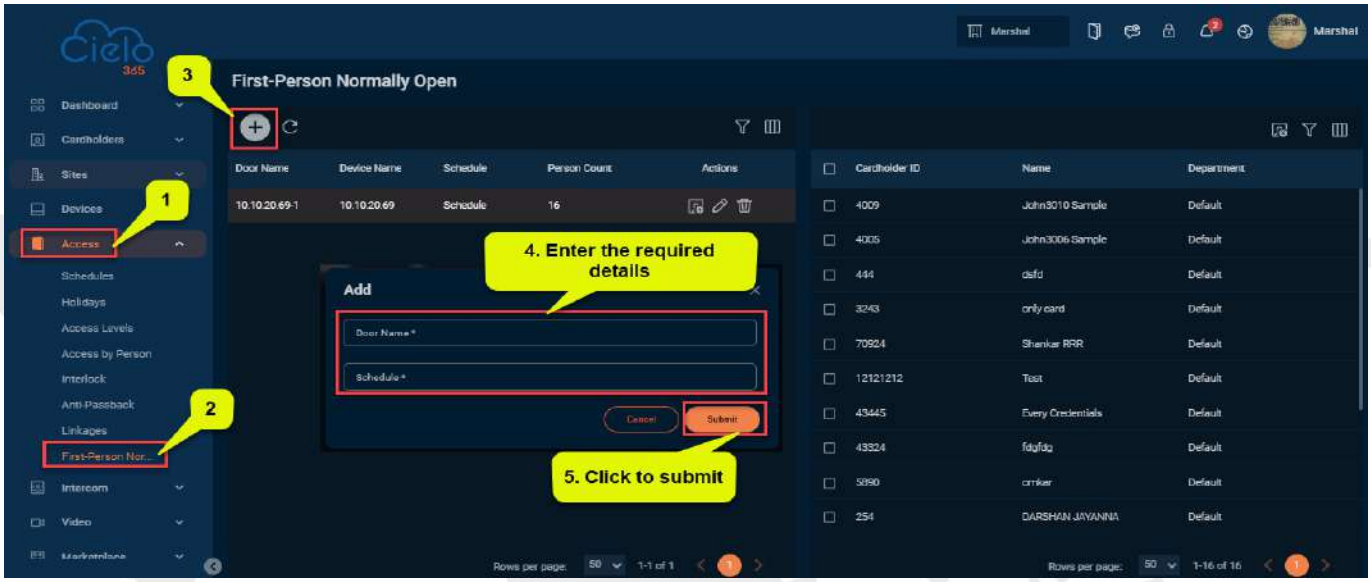
8.8.1 Adding a First-Person Normally Open

The **Add** function allows users to assign a person access to a door and device with a normally open setting.



To assign a device and door to normally open the person, follow these steps:

1. In the **First Person Normally Open** interface, click **Add** to assign a device and door for normally open access to the person.
2. Select the **Door** and **Schedule** to assign normally open access to the person.
3. Click **Submit** to save and exit.

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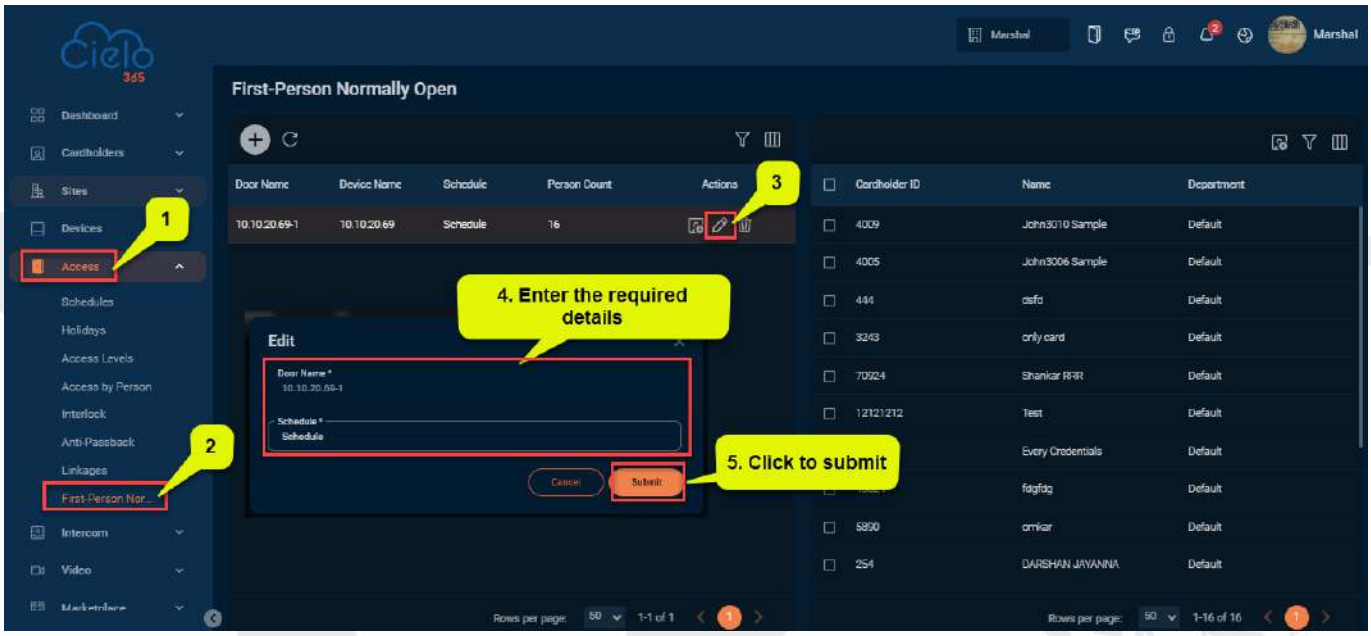
8.8.2 Edit First Person Normally Open

The **Edit** function allows users to modify existing first person normally open data within the application.



To edit an existing first person normally open, follow these steps:

1. In the **First Person Normally Open** interface, click on the **Edit icon,** to modify the **Door** and **Schedule**, to assign normally open access to the person.

2. Click **Submit** to update the details.

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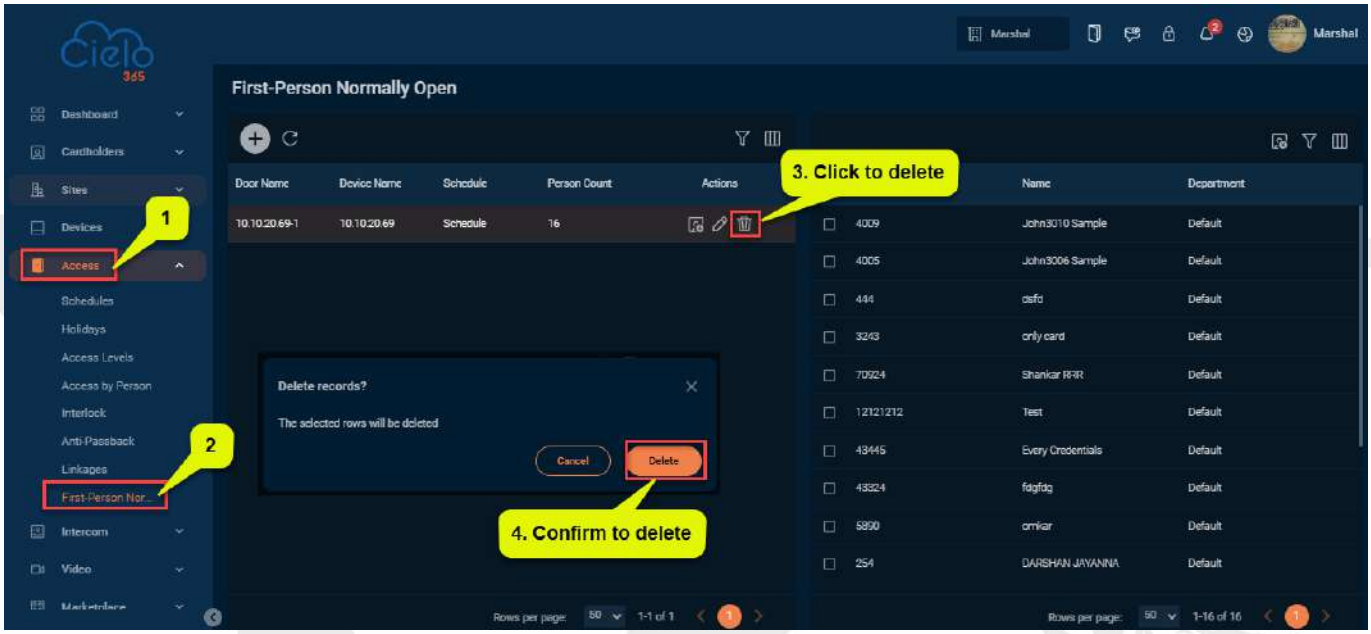
8.8.3 Delete a First-Person Normally Open

The **Delete** function allows users to remove an existing first-person normally open from the application.



To delete existing first-person normally open data, follow these steps:

Tip: Make sure you want to proceed, as deleted data cannot be recovered.

1. In the **First-Person Normally Open** interface, click on the **Delete** icon, to remove the selected door and device data.
2. Confirm by clicking **Delete** again to permanently remove the selected door and device data from the list.

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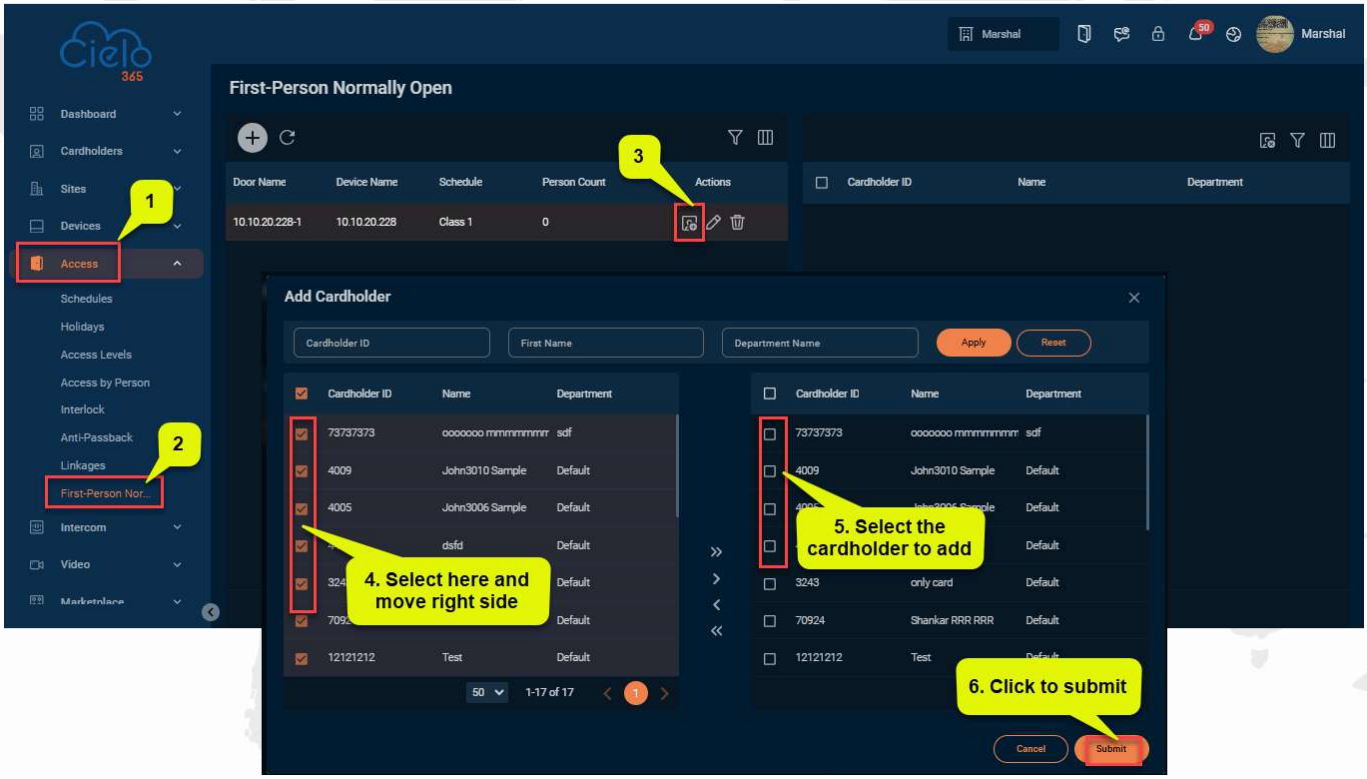
8.8.4 Adding Cardholder to First-Person Normally Open

The **Add Cardholder** function allows users to add cardholders to existing or new first person normally open device and door within the application. On the first person normally open interface, select the device and door you want to modify, then click the icon to enter the **Add Cardholders** interface. From there, select the device and door to which the cardholder should be added and click **submit** to complete the process.



To add a cardholder to a selected first person normally open, follow these steps:

1. In the first person normally open interface, select the device and door you wish to modify, then click **Add Cardholder** to view the cardholder details for the selected device and door.
2. Choose the cardholder from the list. Then click **Submit** to complete the process. The newly added cardholder will appear under the selected device and door.

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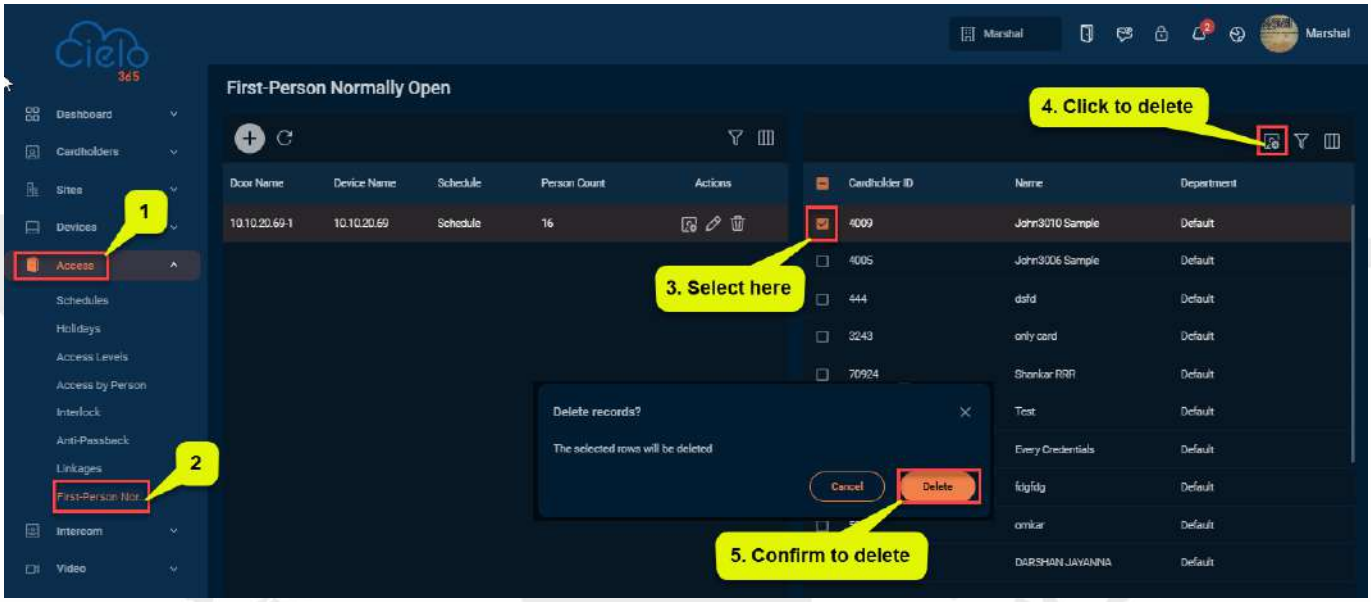
8.8.5 Delete Cardholder

The **Delete Cardholder** function allows users to remove an existing cardholder from the application.



To delete existing first person normally open cardholder data, follow these steps:

> **Tip:** Make sure you want to proceed, as deleted data cannot be recovered.

1. In the **First Person Normally Open** interface, click on the **Delete Cardholder** icon, to remove the selected **Cardholder** data.
2. Confirm by clicking **Delete** again to permanently remove the selected cardholder data from the list.

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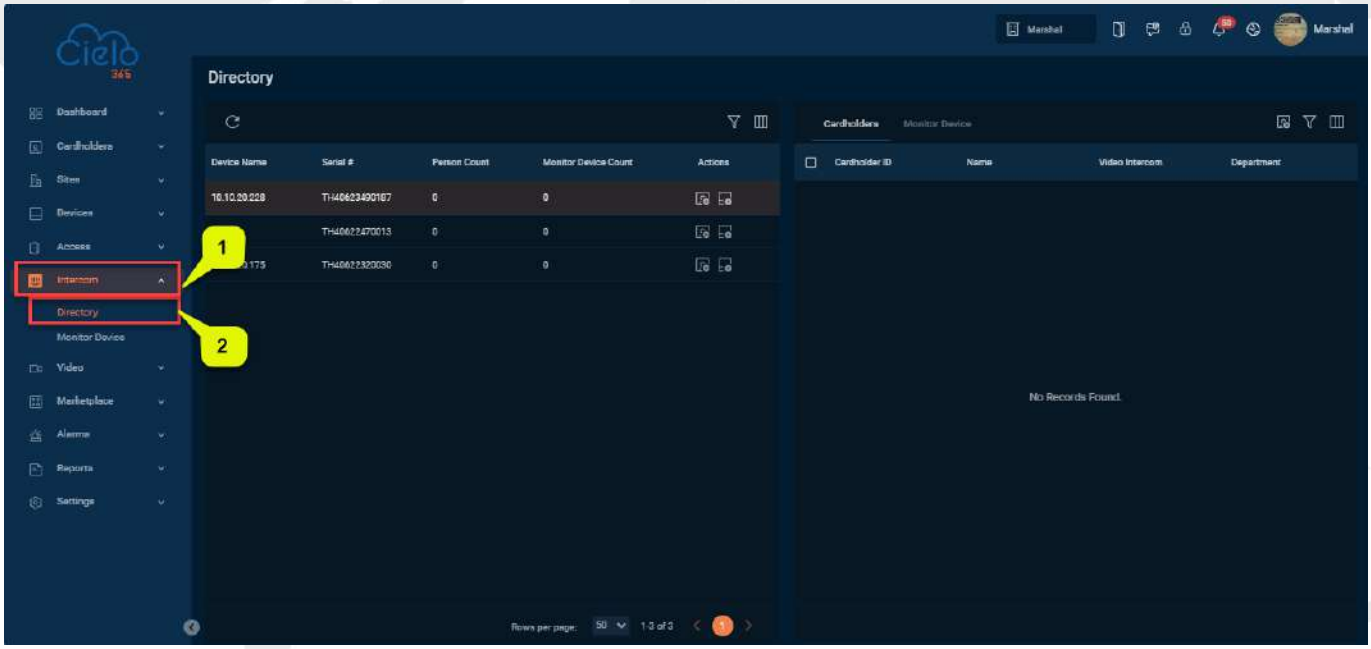
9 Intercom

The Intercom module enables centralized management of communication endpoints, including door stations, indoor monitors, and video intercom units. It provides configuration options for establishing SIP-based audio and video calls, remote door unlocking, and real-time monitoring of visitor access. This module is primarily designed to streamline two-way communication workflows between residents, security personnel, and visitors at controlled access points, ensuring secure and reliable interaction across devices.

9.1 Directory

The Directory shows a list of intercom devices that are registered in the system.



9.1.1 Add a Cardholder

This function allows users to add a cardholder to the device.

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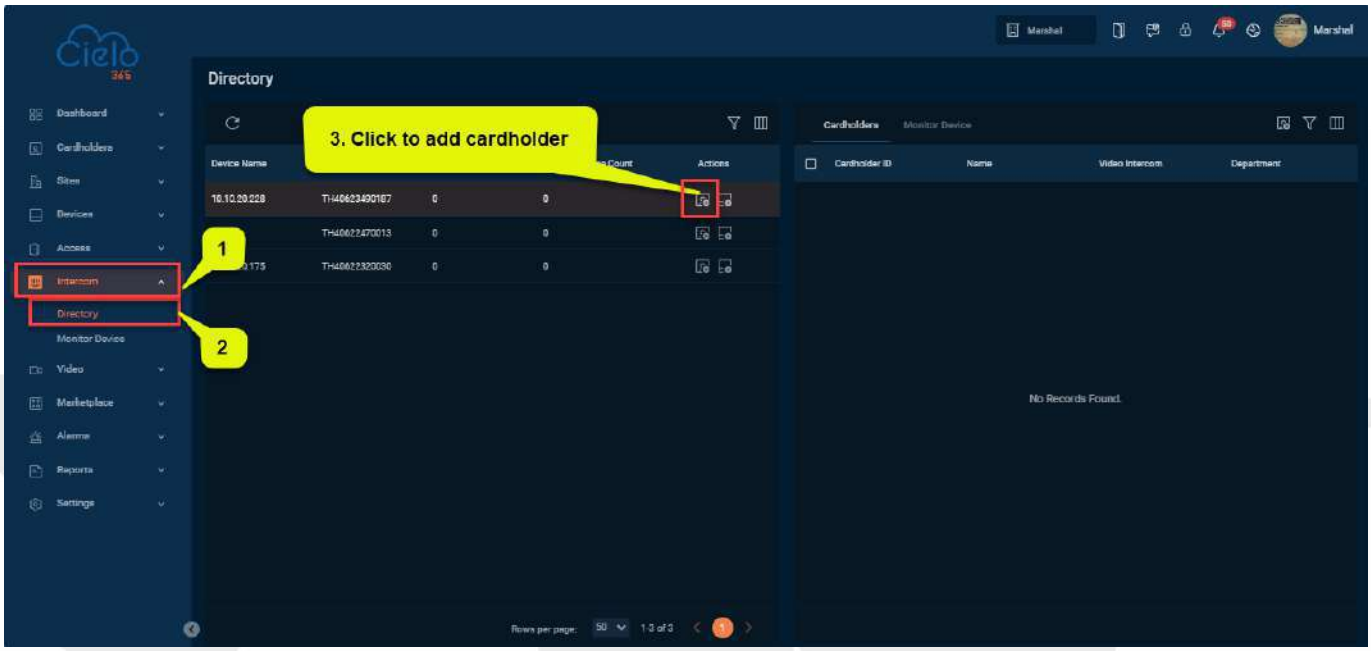

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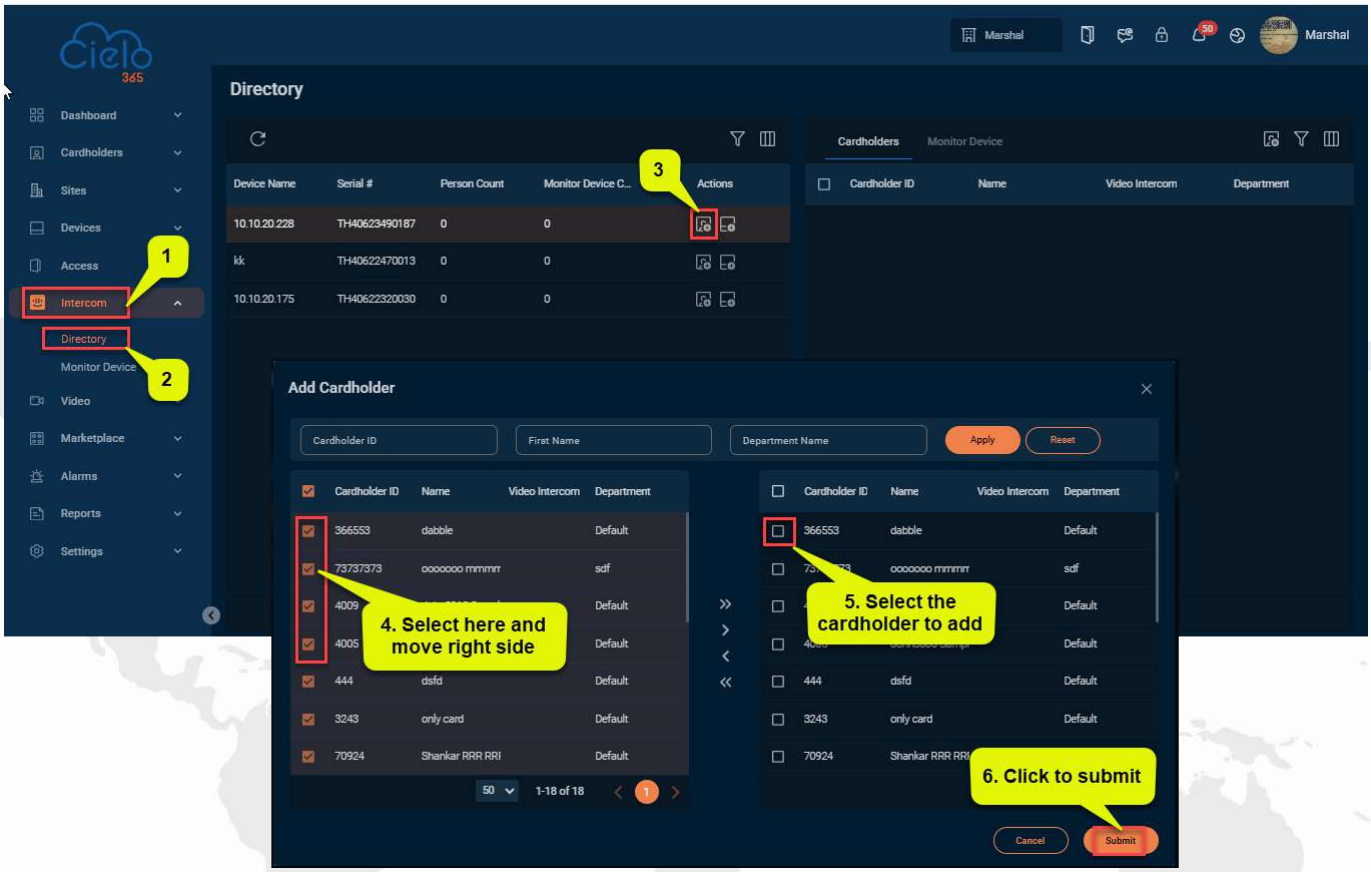
To add a cardholder, follow the steps below:



1. On the **Directory** interface, click **Add Cardholder** **icon** to assign a cardholder to the device.
2. In the **Add Cardholder** interface, select the cardholder, then click on **>** icon (move only selected cardholders to the right list). Click **Submit** to add the cardholder to the device.
3. Confirm that the chosen cardholders appear in the right-hand panel under Cardholder ID, Name, Video Intercom, Department.

Note: **>>** → Move all cardholders from the left list to the right list.

> → Move only selected cardholders to the right list.

< → Remove selected cardholders from the right list.

<< → Remove all cardholders from the right list.

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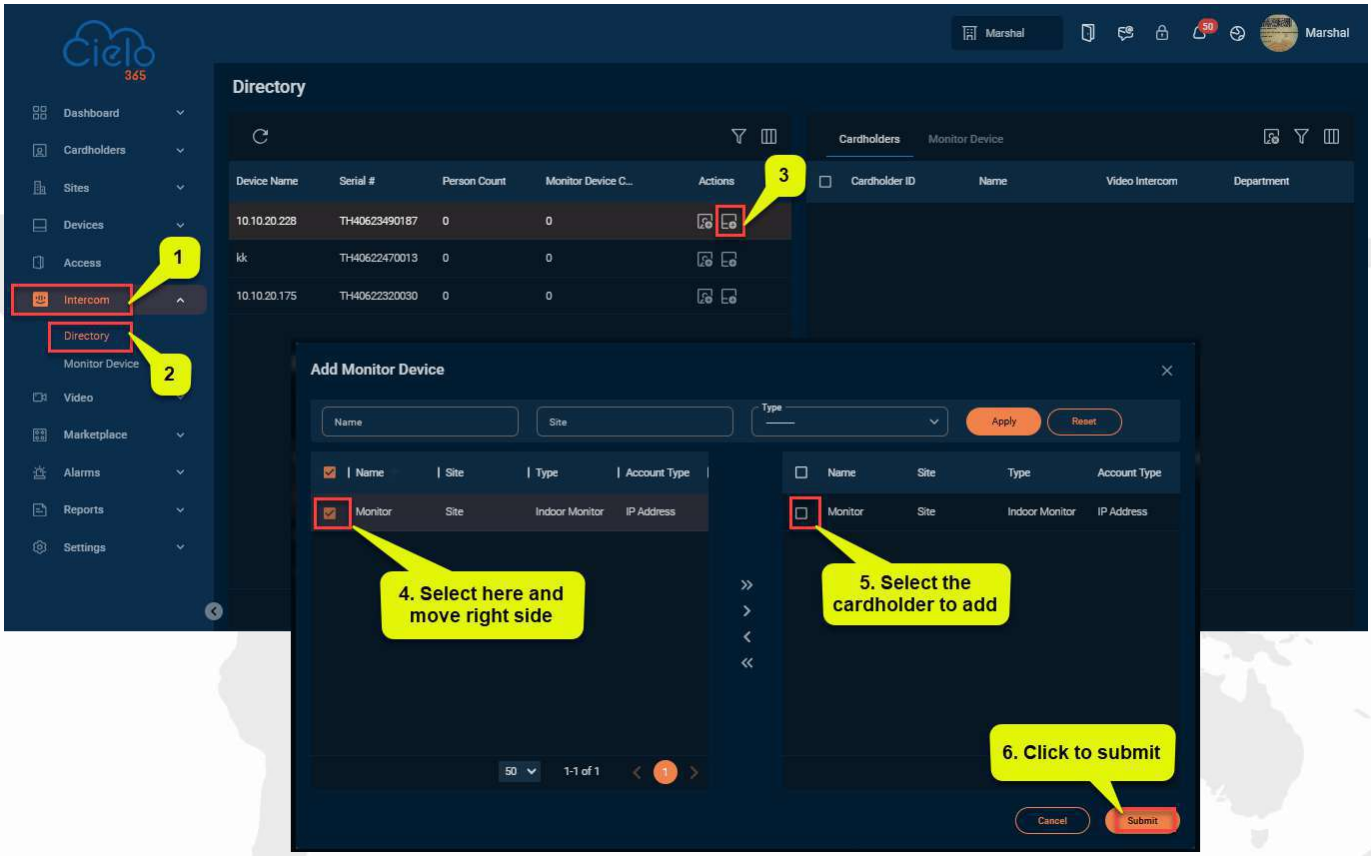
9.1.2 Add a Monitor Device

This function allows users to add a monitor device to the device.



To add a monitor device, follow the steps below:

1. On the **Directory** interface, click **Add Monitor Device**  **icon** to assign a monitor device to the device.
2. In the **Add Monitor Device** interface, select the monitor device, then click on **>** icon (move only selected monitor device to the right list). Click **Submit** to add the monitor device to the device.
3. Confirm that the chosen monitor device appear in the right-hand panel under , Name, Site, and Account Type.

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Note: **>>** → Move all Monitor Device from the left list to the right list.

> → Move only selected Monitor Devices to the right list.

< → Remove selected Monitor Devices from the right list.

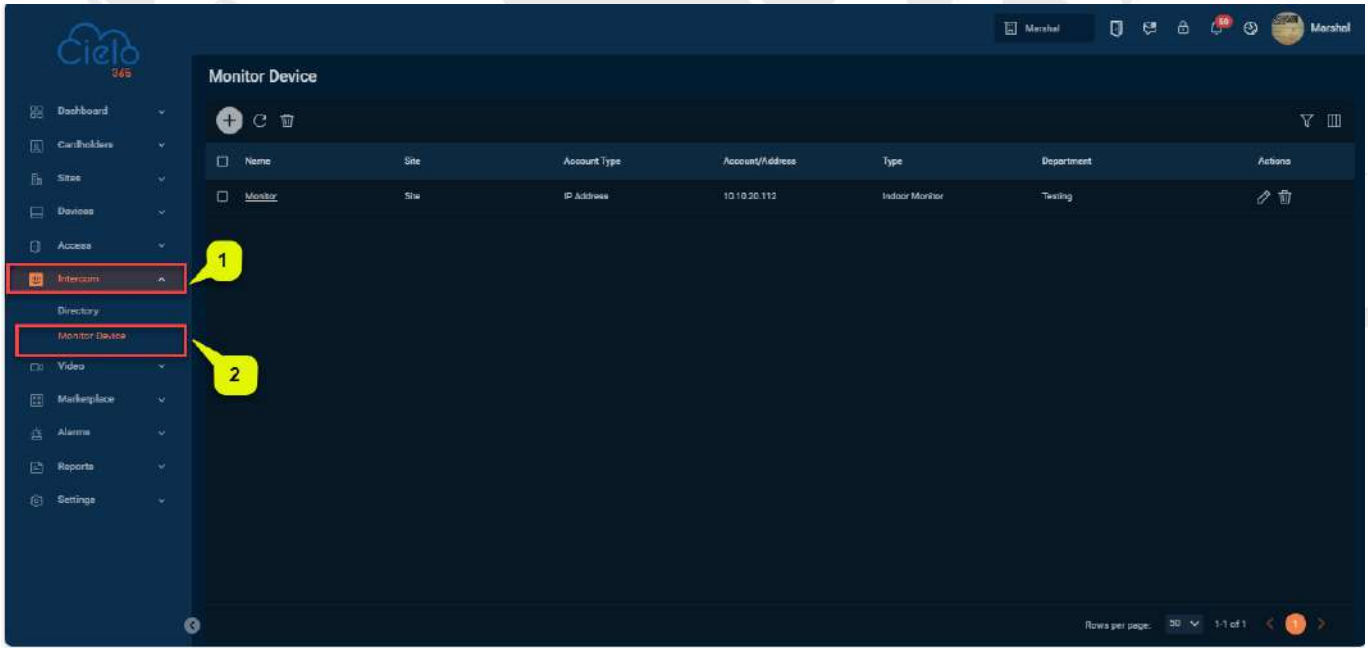
<< → Remove all Monitor Devices from the right list.

9.2 Monitor Device

The Monitor Device section shows the indoor monitors connected to the intercom system. These devices are usually installed inside homes or buildings to receive calls from door stations, view live video from intercom cameras, and unlock doors remotely. Administrators can also use this section to track, configure, and manage which monitors are paired with intercom stations.

9.2.1 Add a Monitor Device

This function allows users to add a monitor device to the application.



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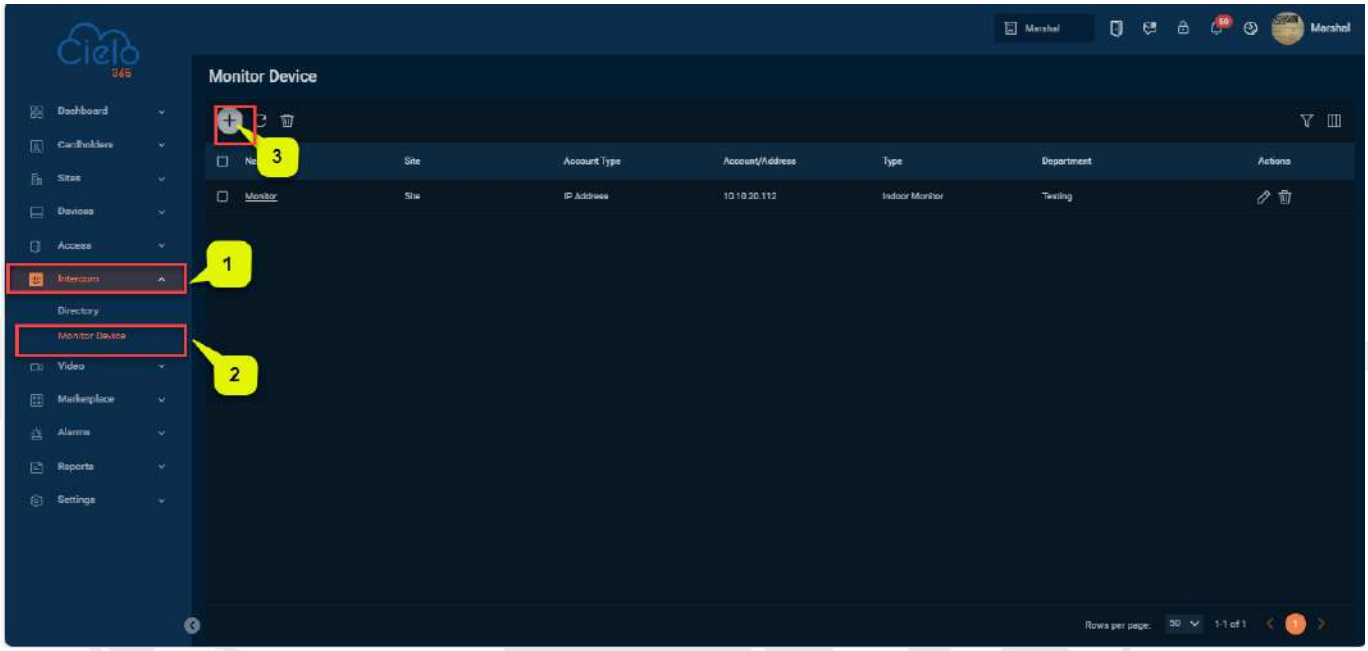
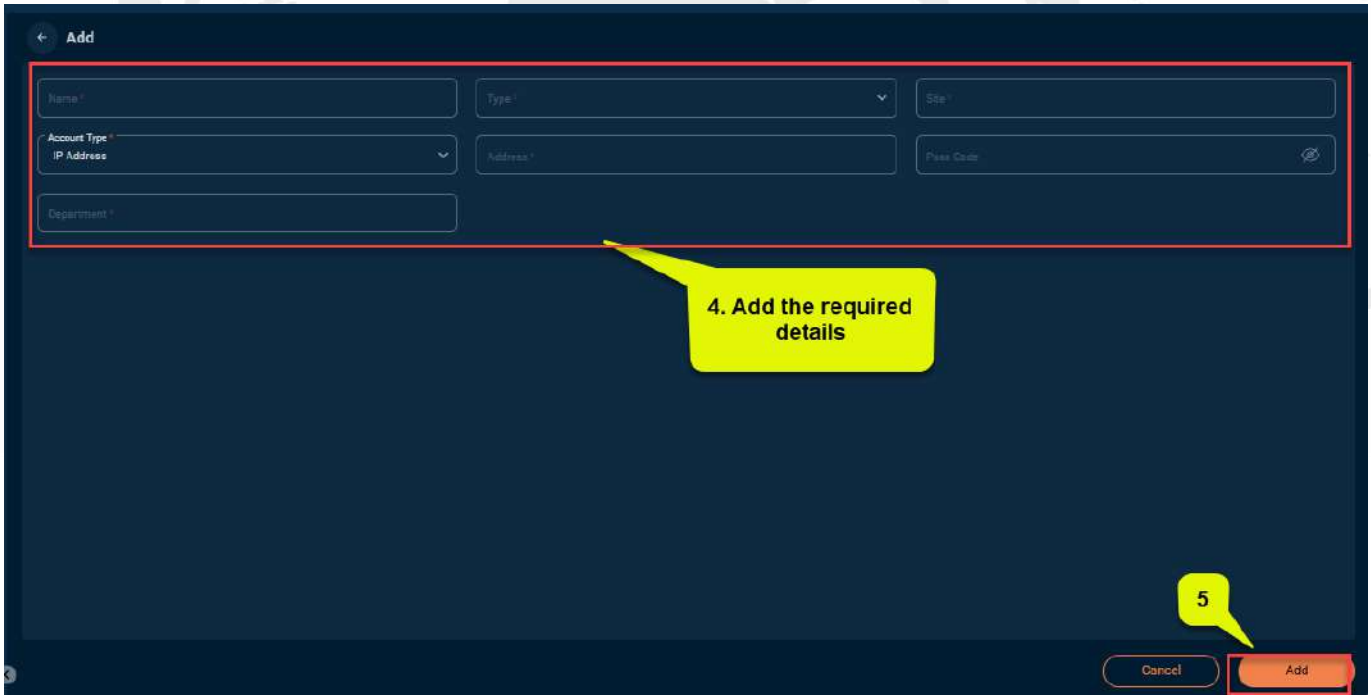
To add a new monitor device, follow the steps below:





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4. On the **Monitor Device** interface, click **Add** **icon** to add a new monitor device.
5. In the **Add** interface, enter the required details, then click **Add** to add the new monitor device to the application.

9.2.2 Edit the Monitor Device

The **Edit** function allows users to modify existing monitor device data within the application.

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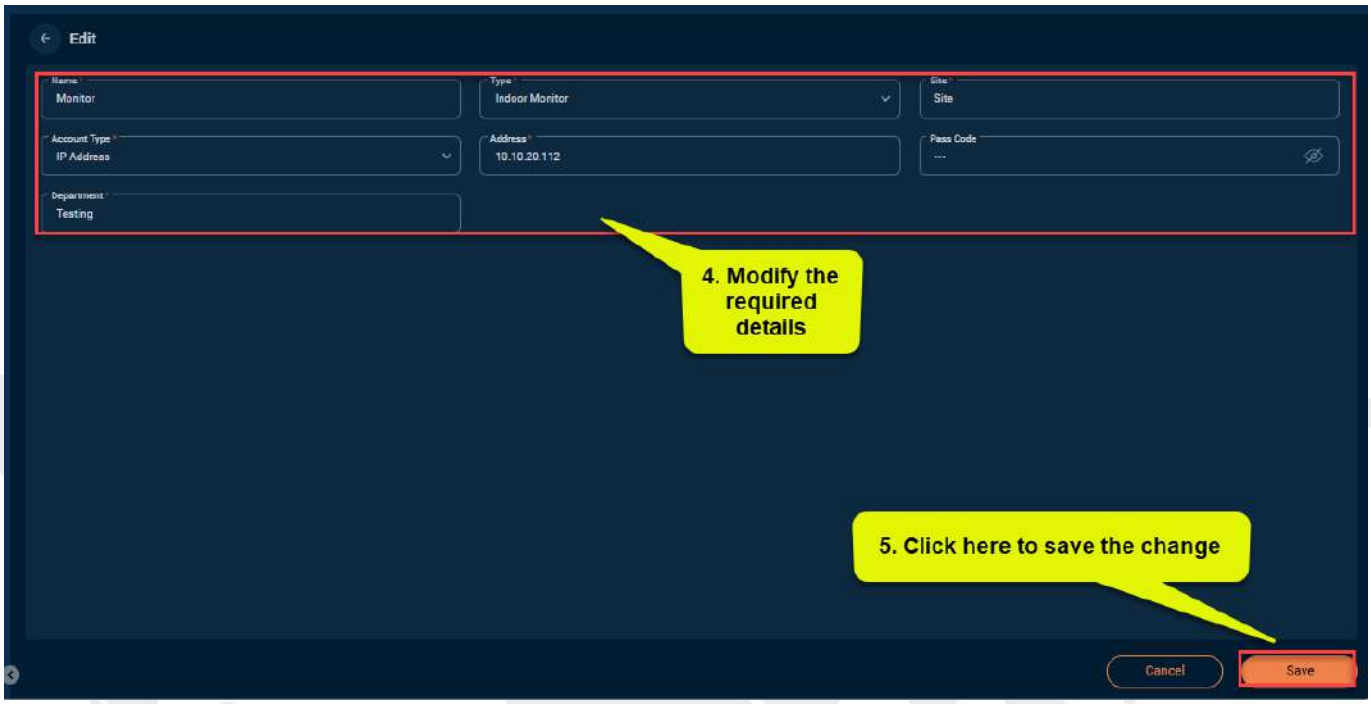

To edit existing monitor device details, follow the steps below:

1. On the **Monitor Devices** interface, select the device you want to edit from the list.
2. Click on the device name or the **Edit** **icon** to modify the selected device.
3. Make the necessary changes and click **Save** to update the monitor device details.

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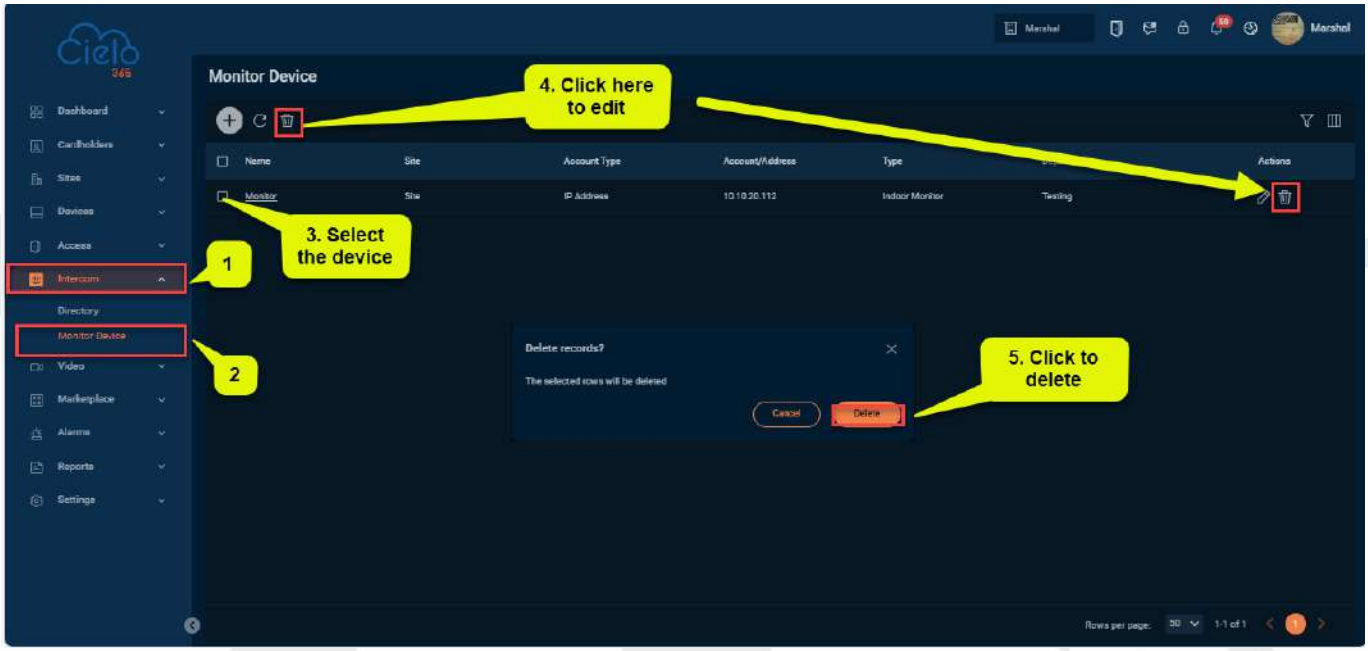
9.2.3 Delete a Monitor Device

The **Delete** function allows users to remove an existing device from the application.



To delete an existing device, follow the steps below:

1. On the **Device** interface, select the device you wish to delete from the list.
2. Click **Delete** or click on the **Delete** **icon** to remove the selected device.
3. In the confirmation pop-up, click **Delete** to confirm and remove the selected device from the list.

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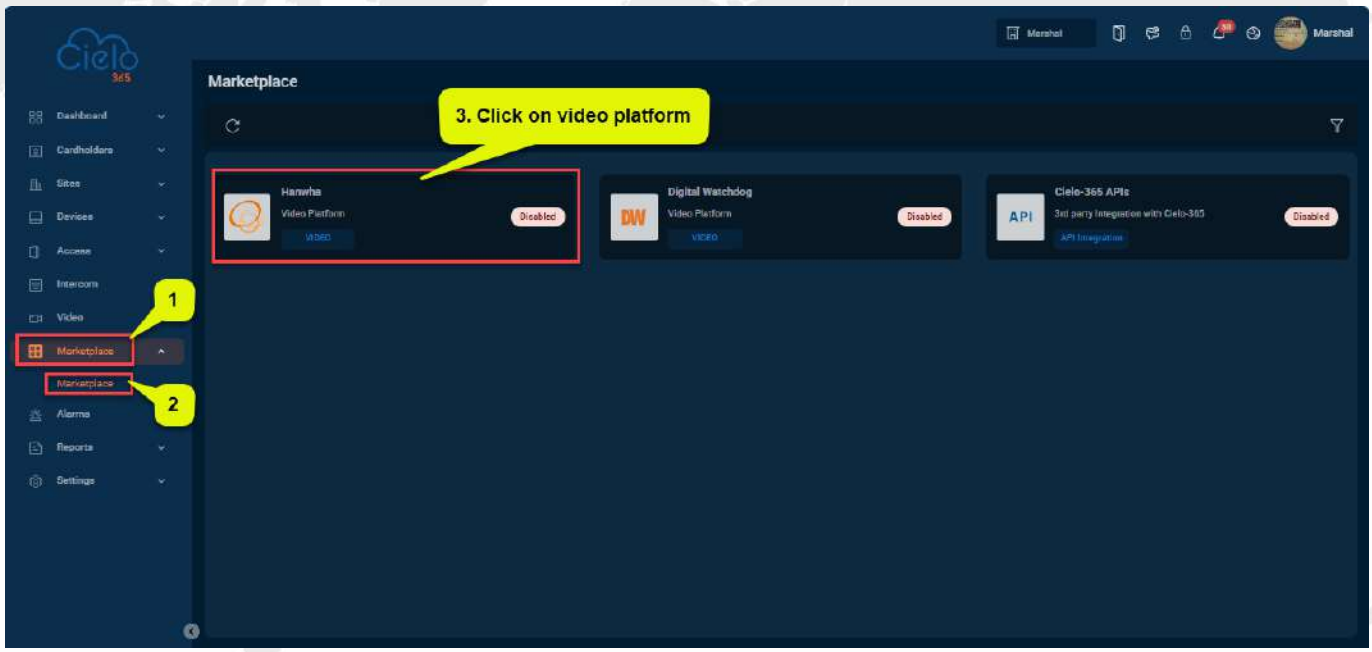
10 Marketplace

10.1 Marketplace

10.1.1 Enabling a Third-Party Video Platform in the Marketplace

1. **Access Marketplace and Application**

   Open the **Marketplace**, locate the desired third-party video platform, click on the **Hanwha Application** to open the platform settings.



2. **Enable the Platform**

   In the top-right corner of the settings page, click **Enable** if it is currently disabled.

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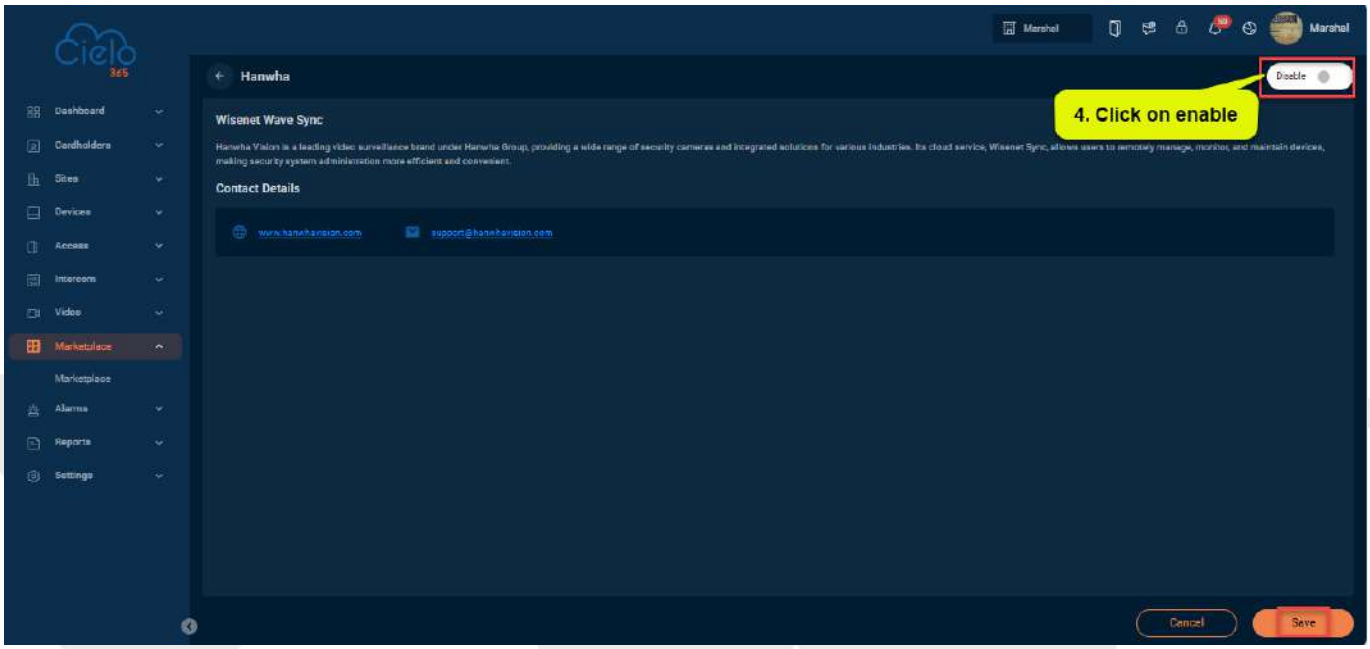
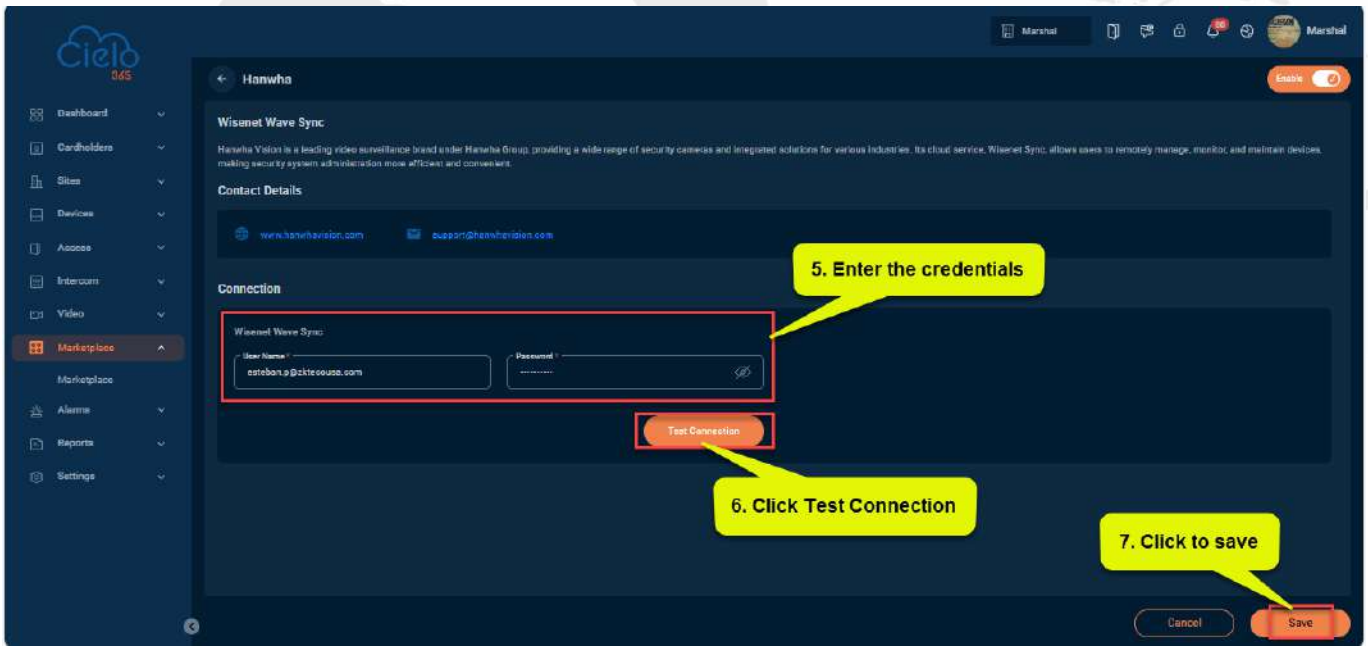


3. **Enter Credentials and Test Connection**

Fill in the required **connection fields** with the provided credentials and click **Test Connection** to verify successful connection.



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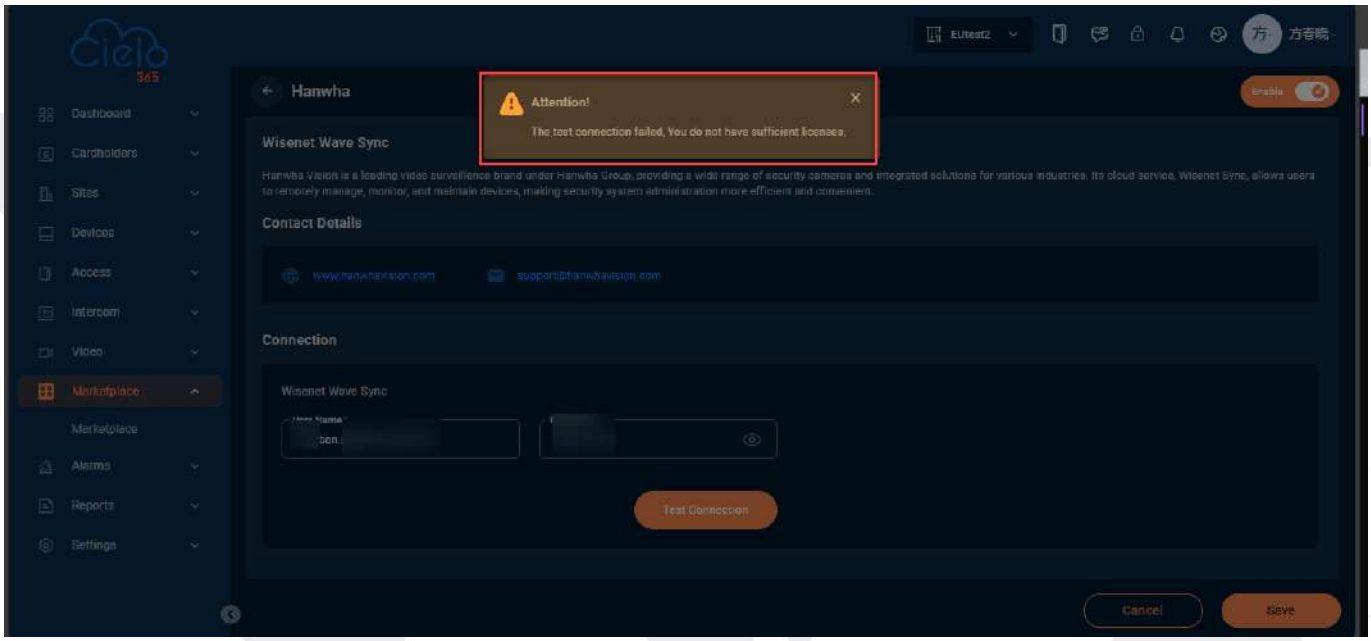
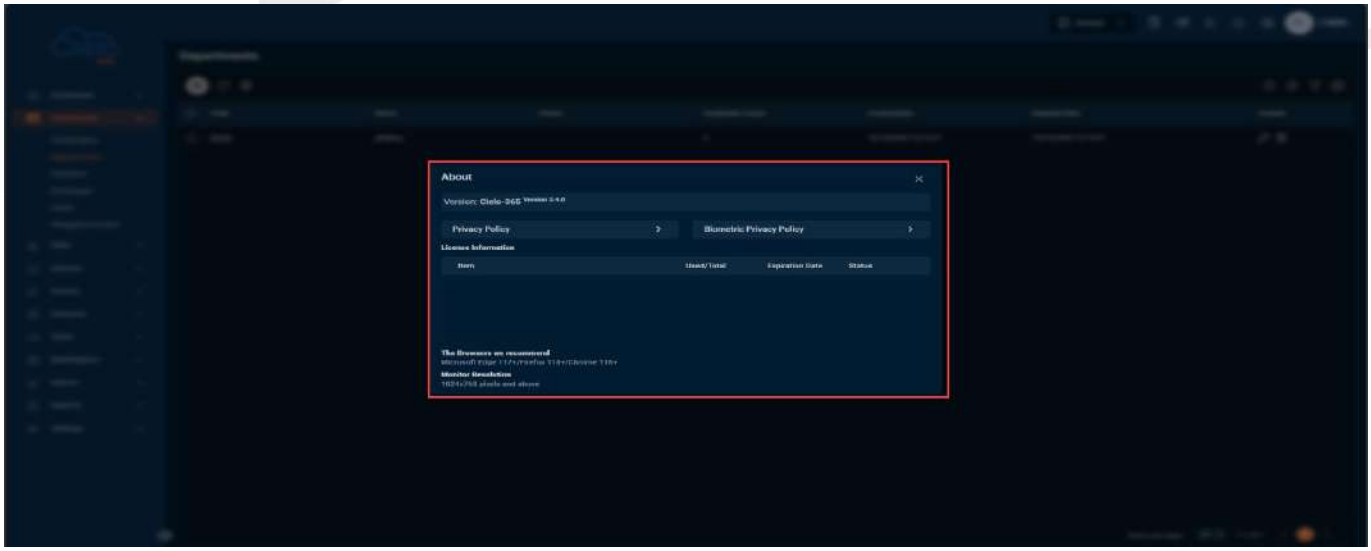
4. **Save and Confirm**

   Click **Save** to apply the settings. A popup will appear confirming that the platform and device have been successfully configured.

Note: If the user doesn't have a license, the system displays the error message: **The test connection failed. You do not have sufficient licenses.**



On the **About** page, the system does not show any license information.



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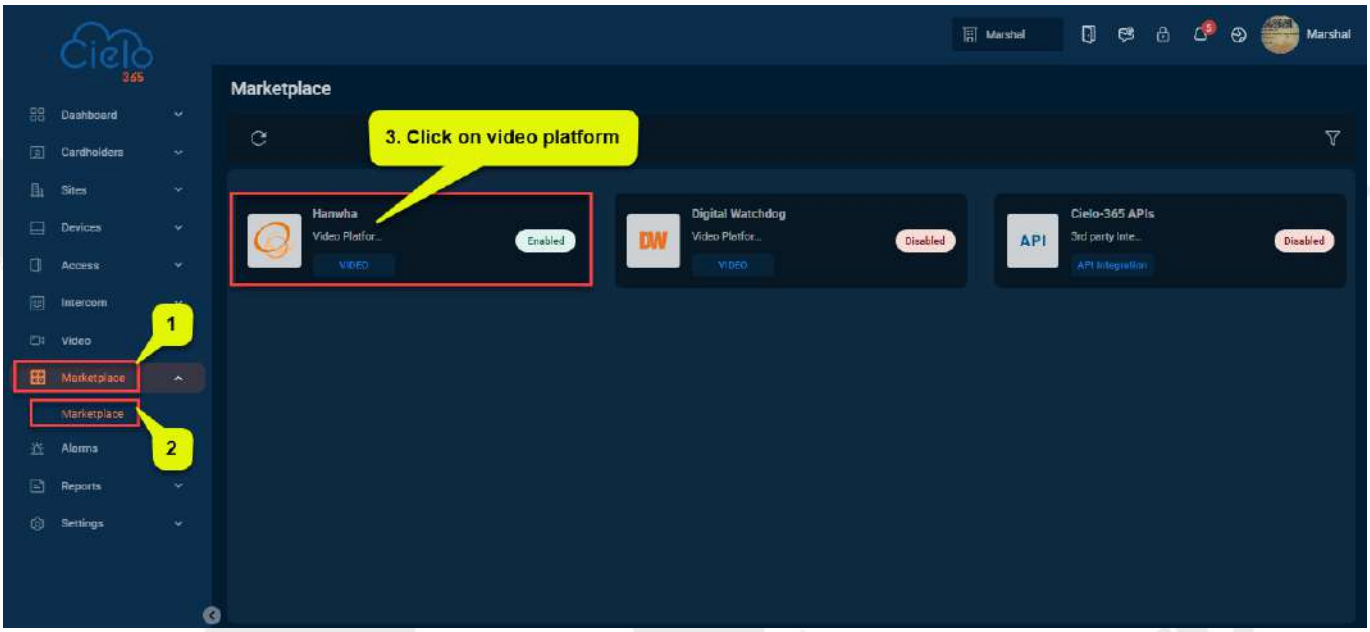
10.1.2 Disable a Third-Party Video Platform in the Marketplace

1. **Access Marketplace and Application**

   Open the **Marketplace**, locate the desired third-party video platform. Then click **Hanwha Application** to open the platform settings.



2. **Disable the Platform**

   In the top-right corner of the settings page, click **Disable** if it is currently enabled.

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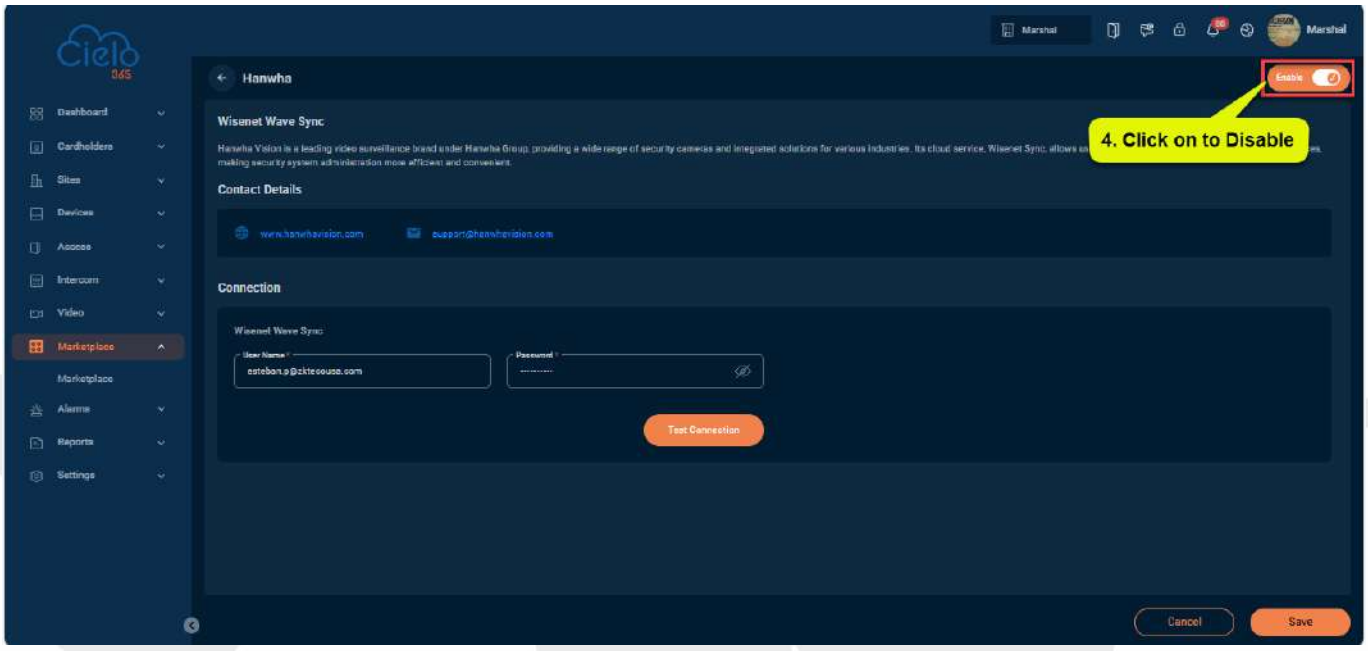
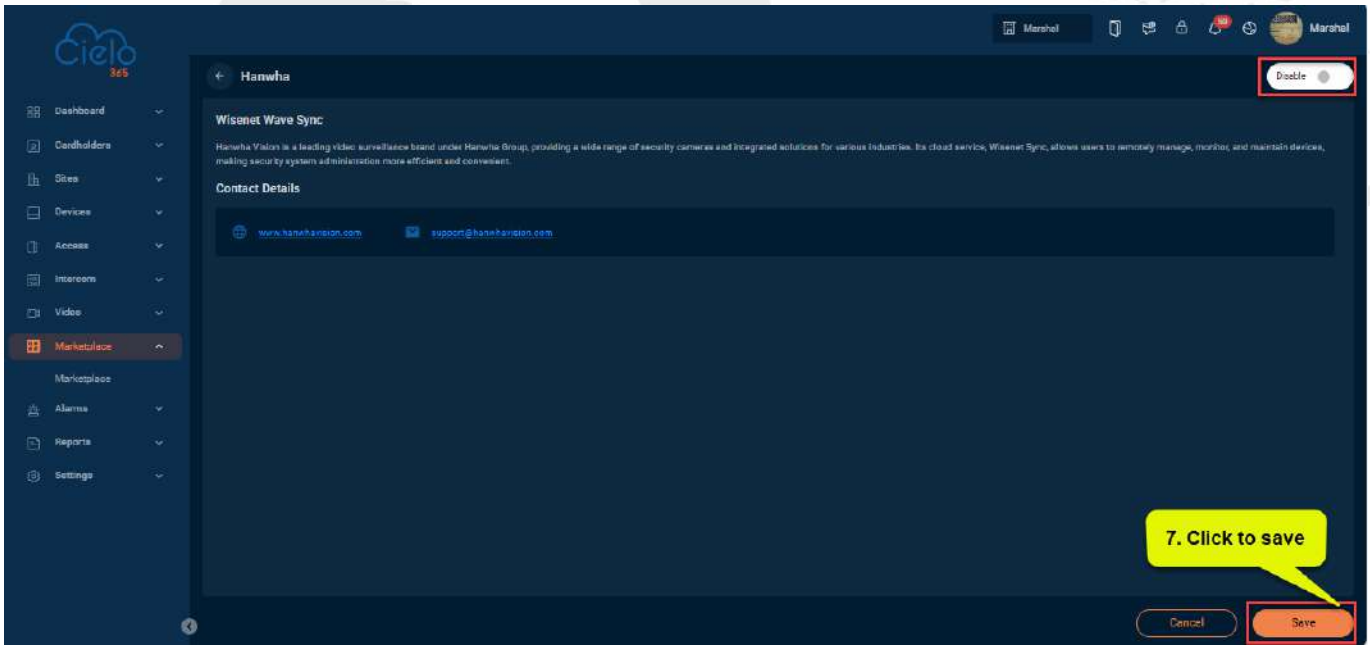


3. **Save and Confirm**

Click **Save** to apply the settings. A popup will appear confirming that the platform and device have been successfully configured.



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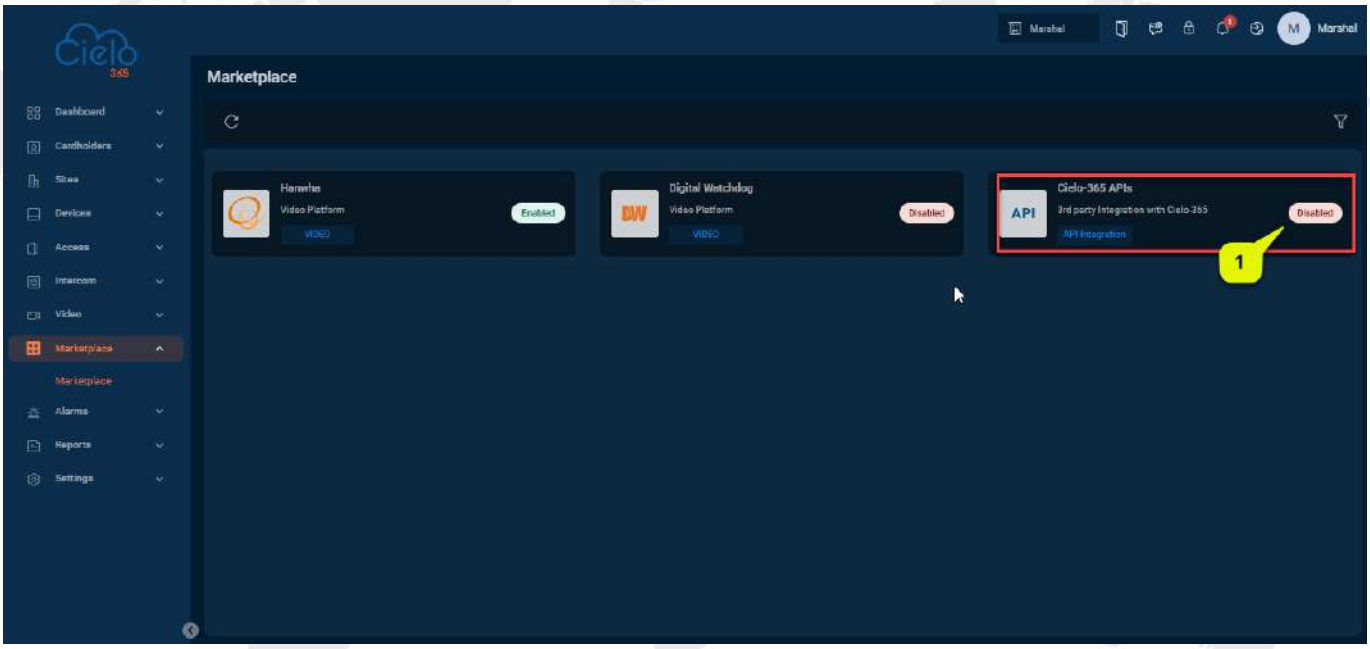
10.2 Cielo365 API's

10.2.1 Enabling a Third-Party Integration with Cielo365

1. **Access Marketplace and Application**

   Open the **Marketplace**, locate the desired third-party integration with Cielo365, and click on the **Cielo365 API** to open the platform settings.



2. **Enable the Platform**

   In the top-right corner of the settings page, click **Enable** if it is currently disabled.

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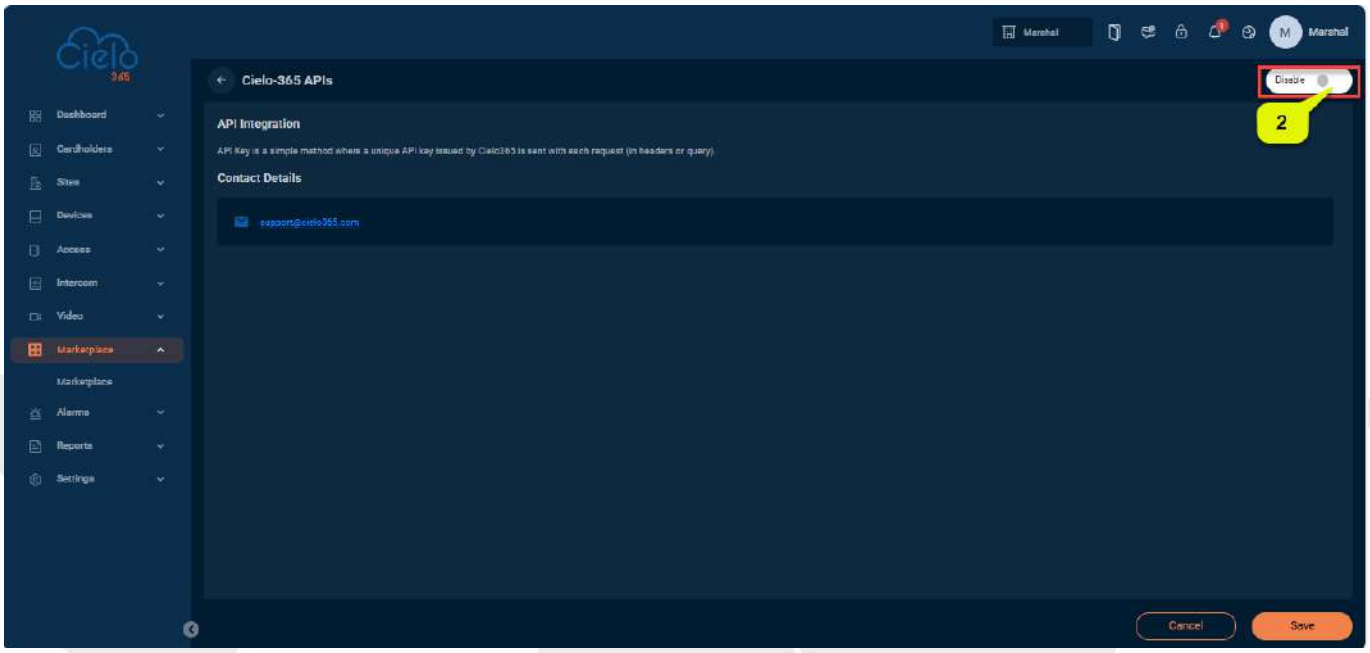
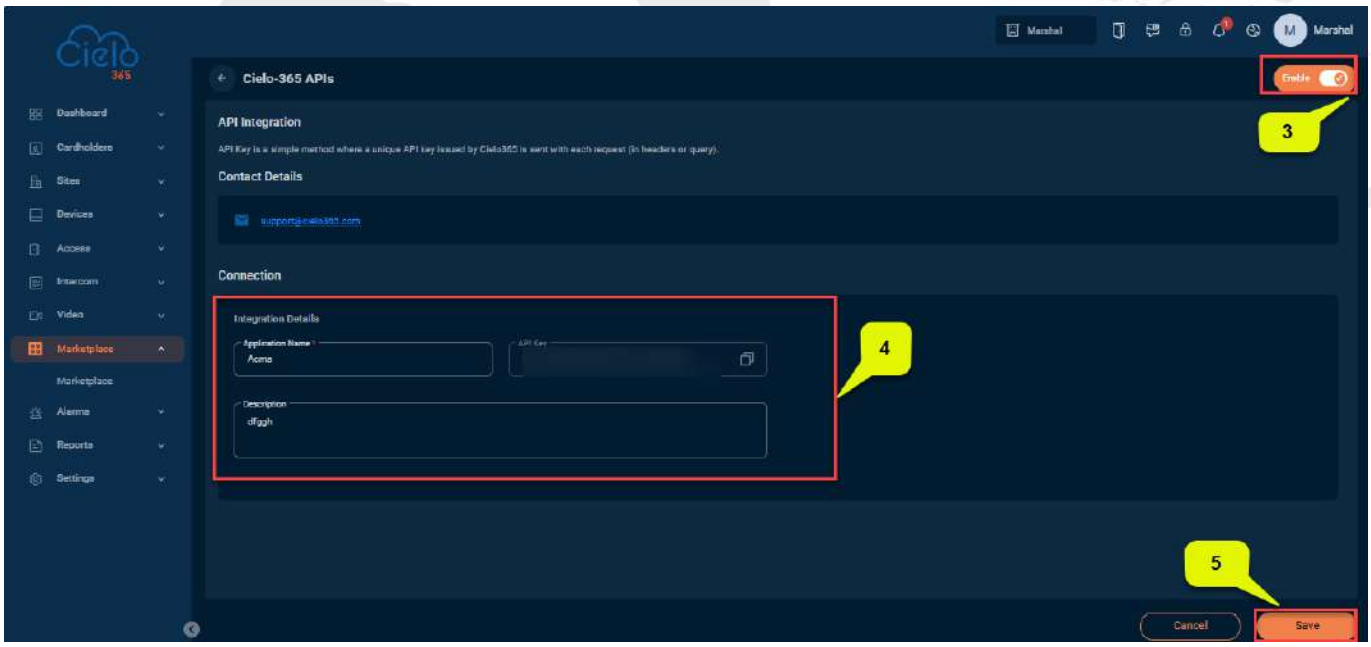


3. **Enter Integration**

Fill in the required **Integration Details** with the provided details and click **Save** to save the changes.



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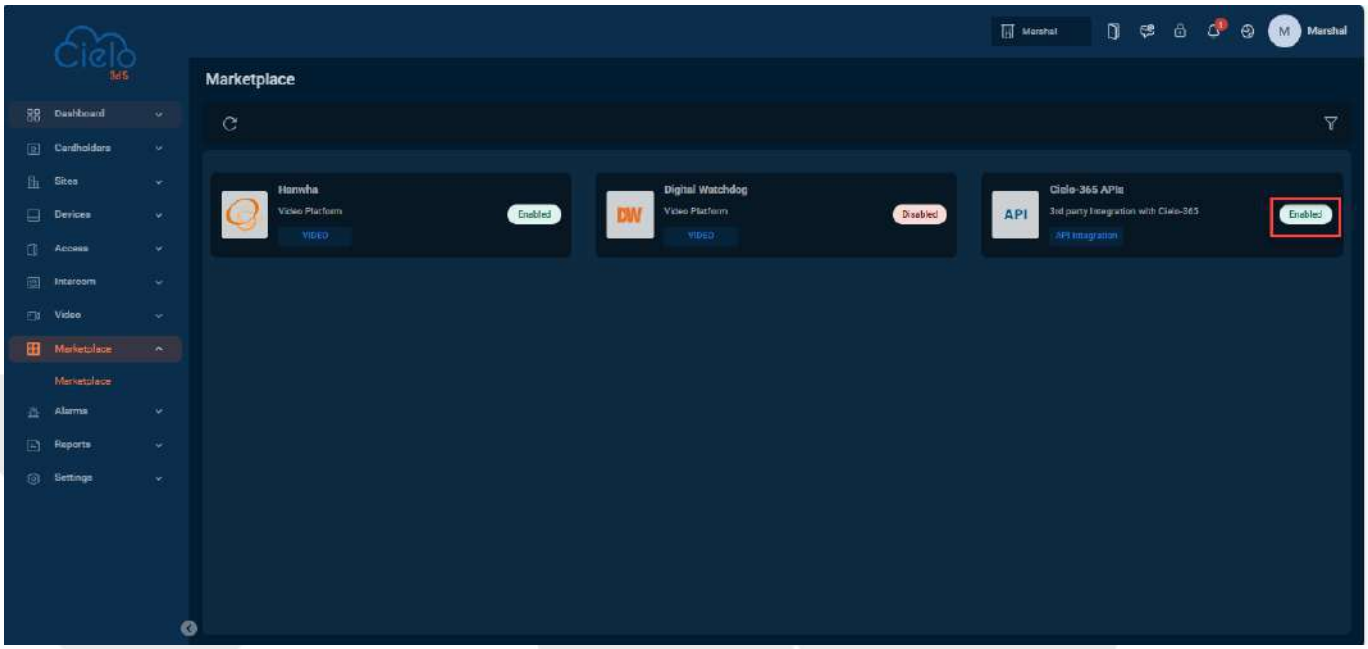

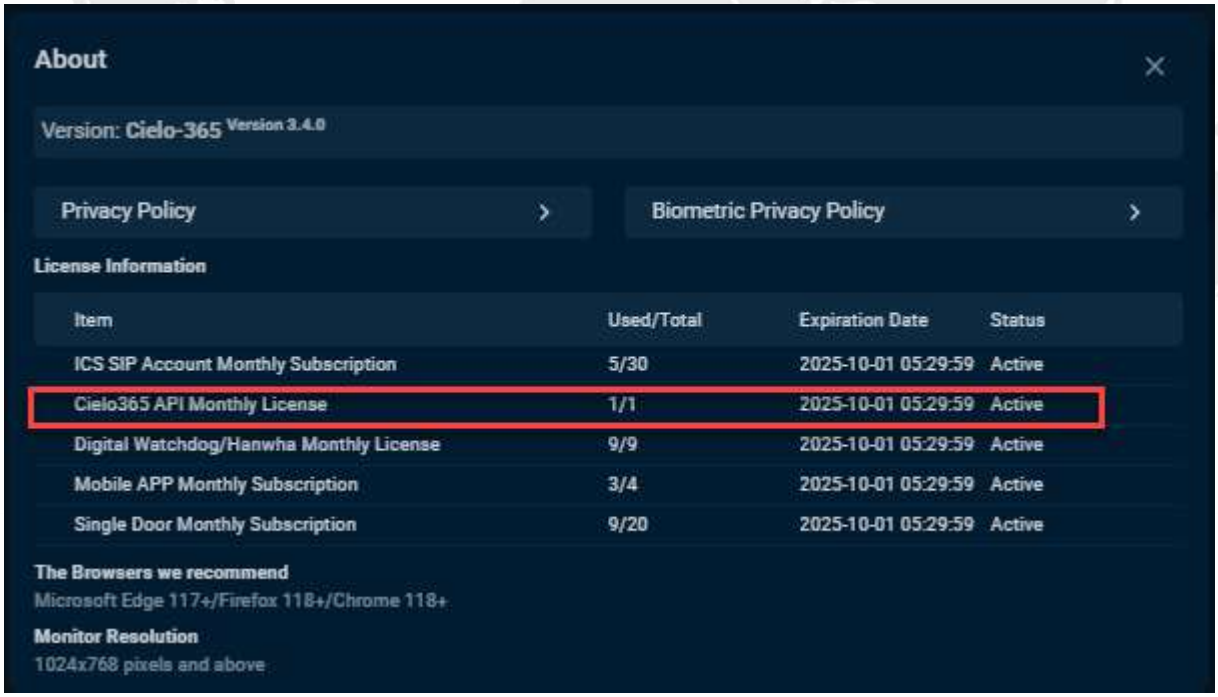

Note: If the user doesn't have a license, the system displays the error message: **Save Failed. You do not have sufficient licenses.**

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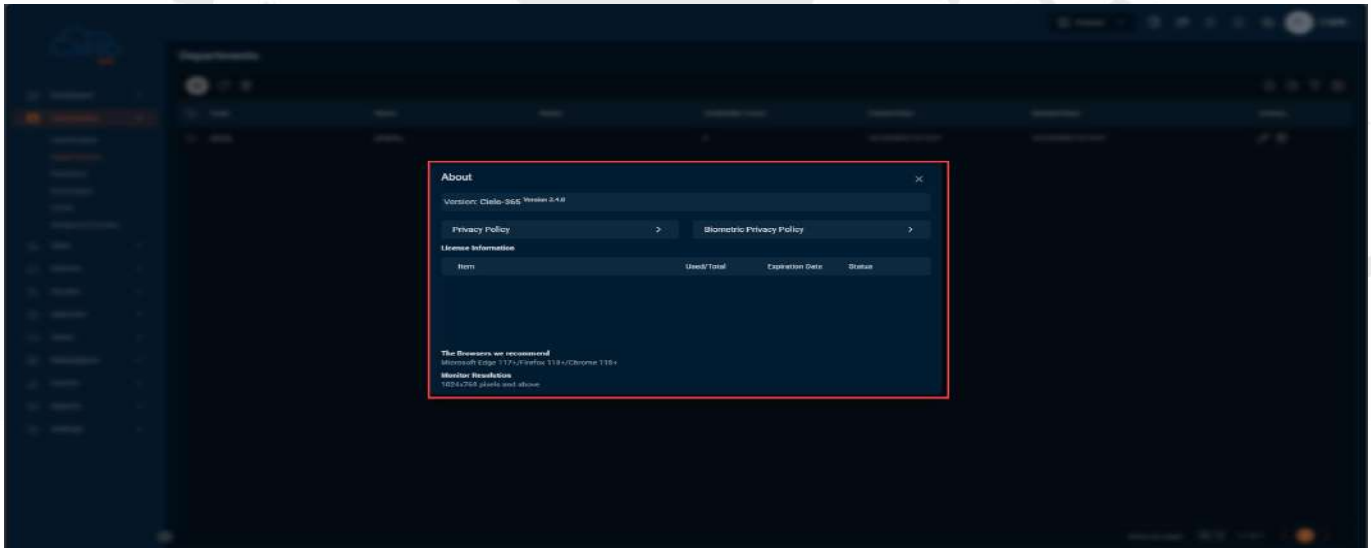
On the **About** page, the system does not show any license information.



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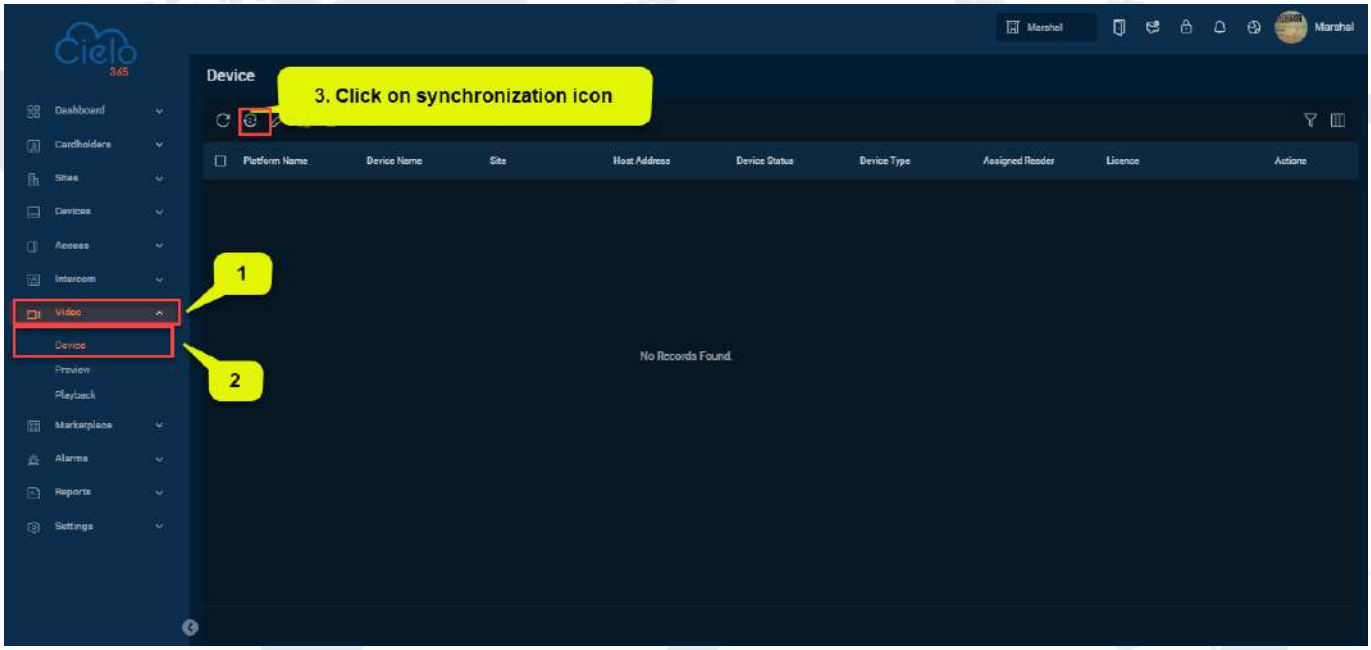
11 Video

11.1 Device

1. After enabling the third-party video platform in the Marketplace, go to **Video > Device** and click **Synchronization**. A confirmation popup will appear asking, *"Are you sure you want to synchronize video devices?"* Click **Yes**. All devices linked to the third-party video platform will then be displayed.



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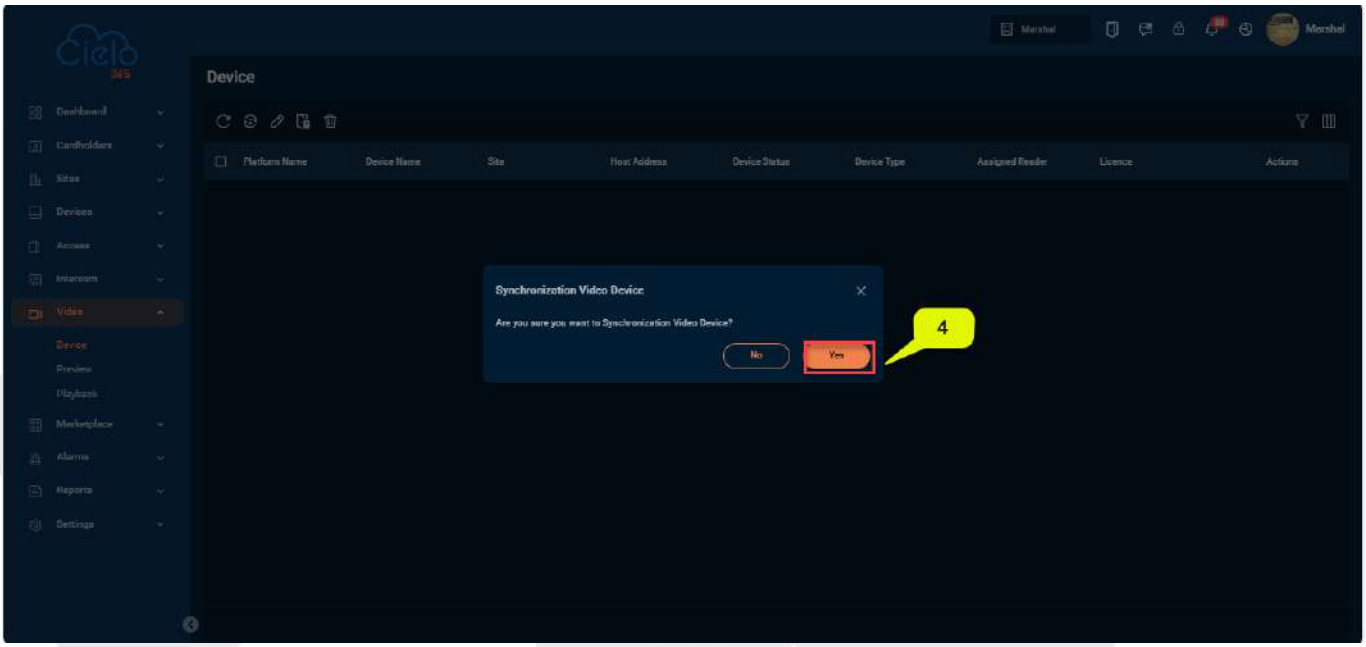

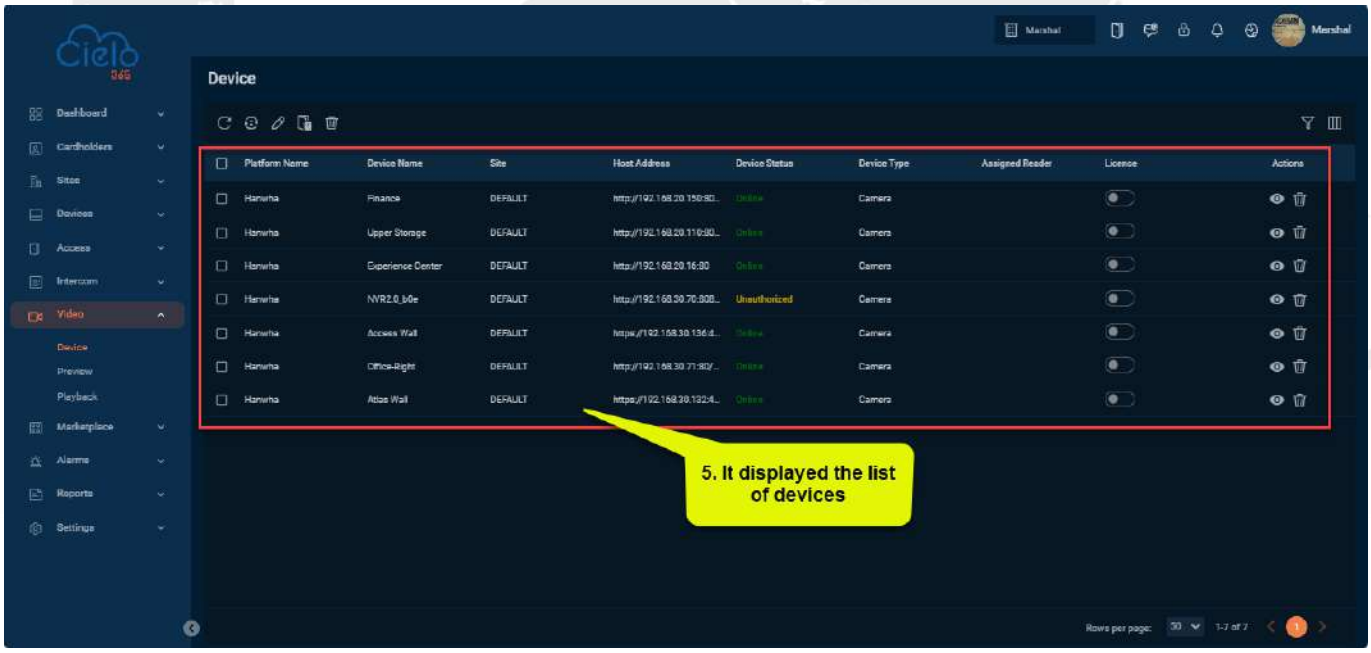

Note: If the third-party video platform is disabled and you click Synchronization, an error message will appear. Please check the video service connection parameters or the enable status.

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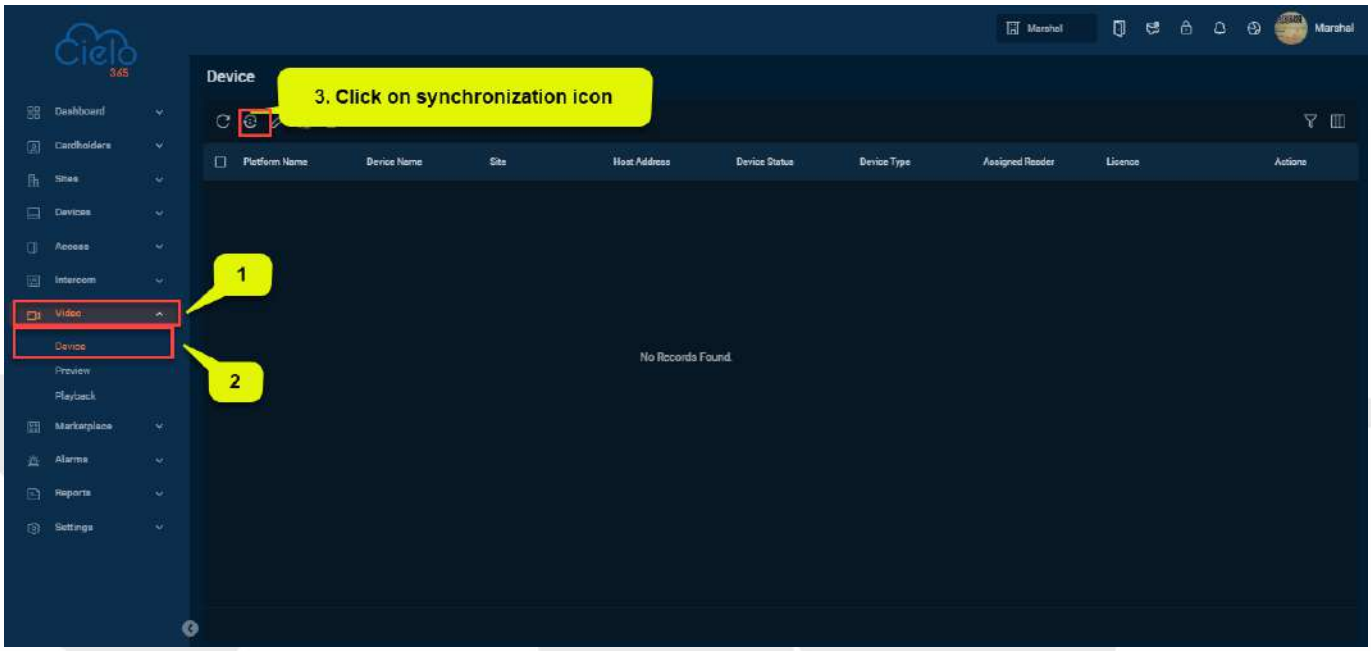

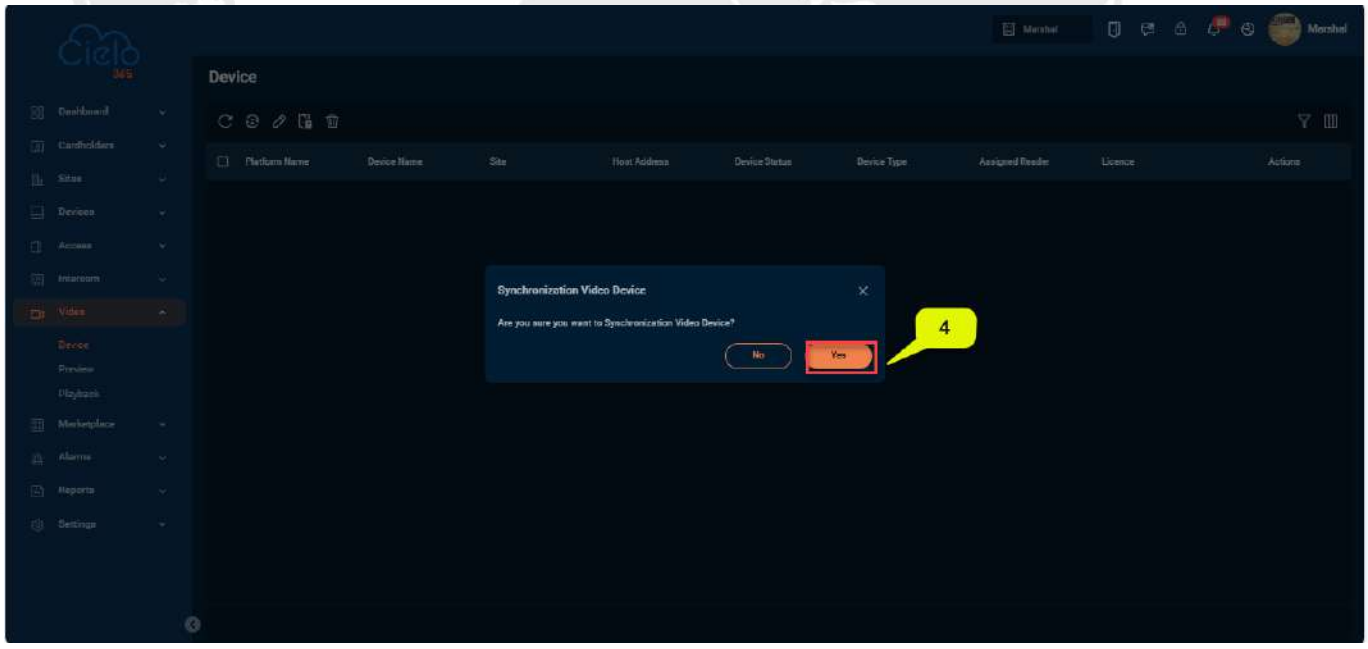

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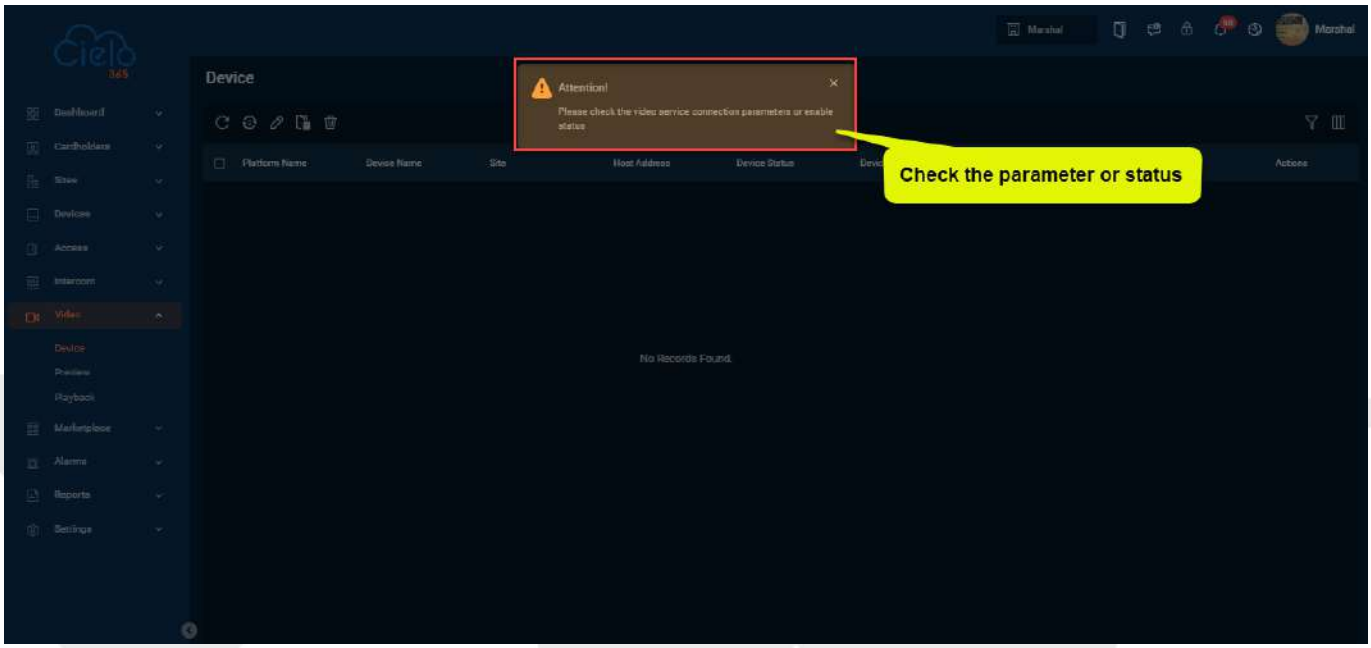
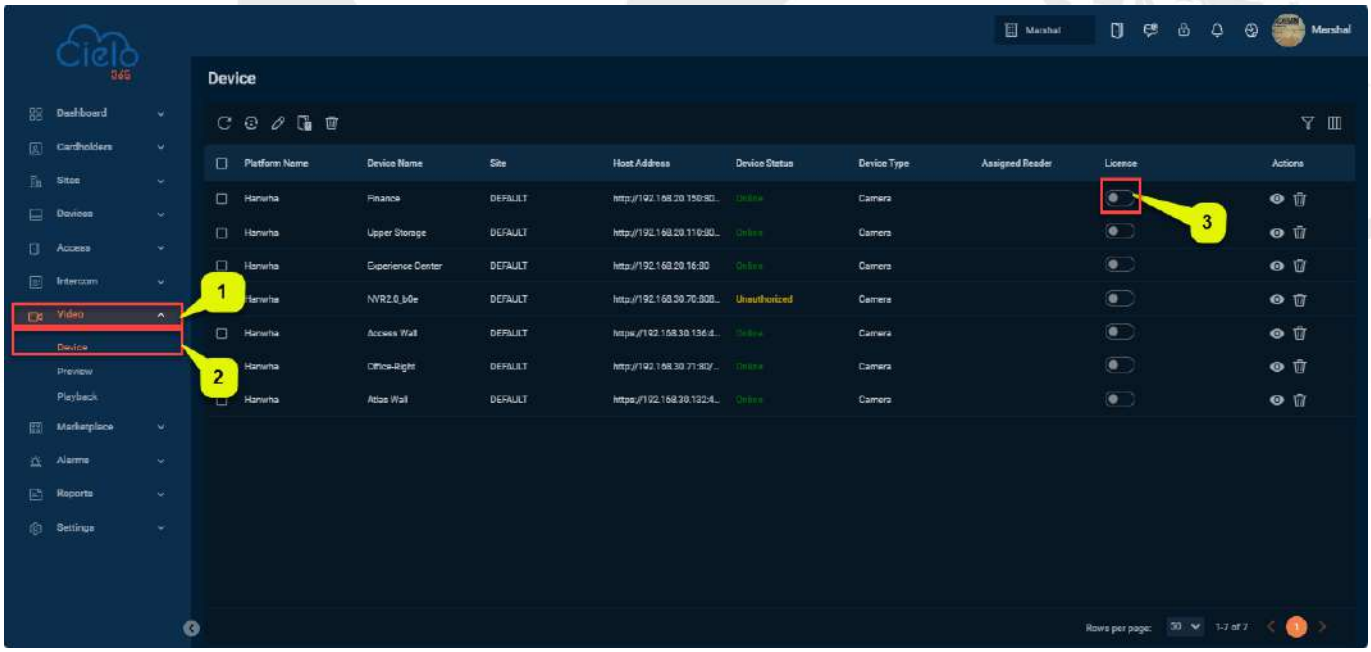


2. In **Video > Device**, enable the license required for the preview.



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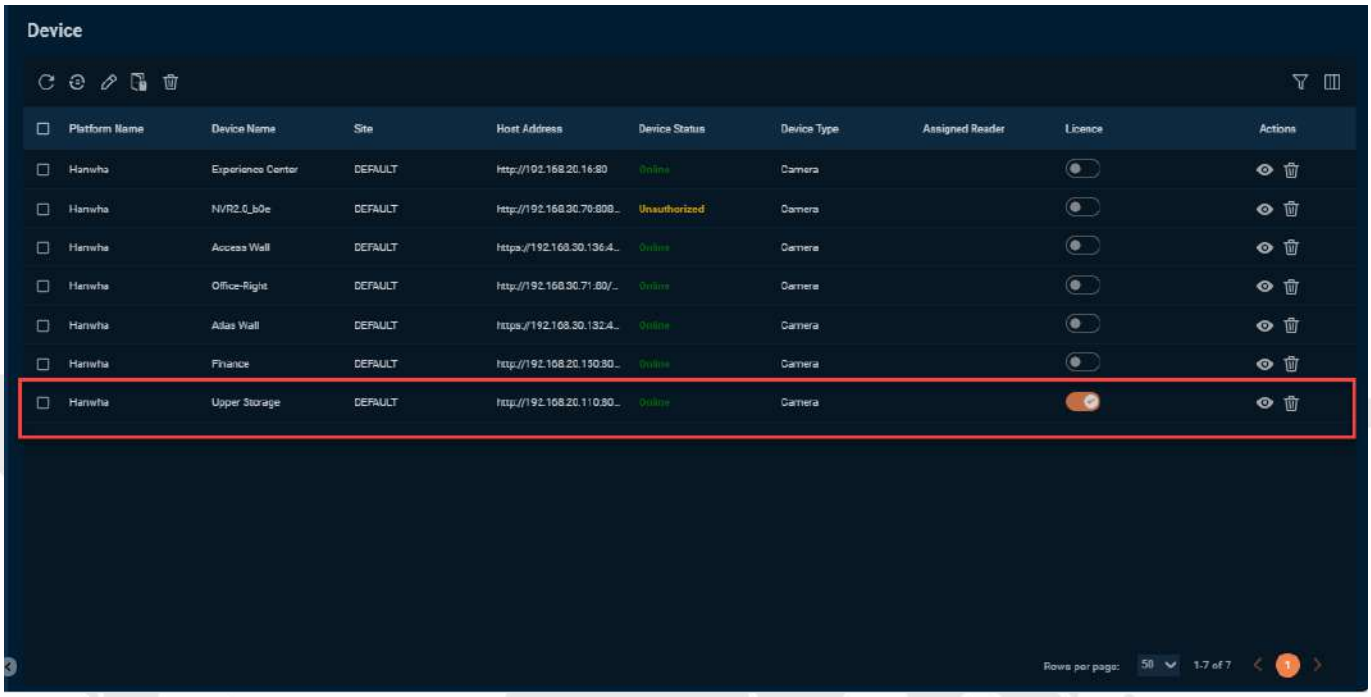
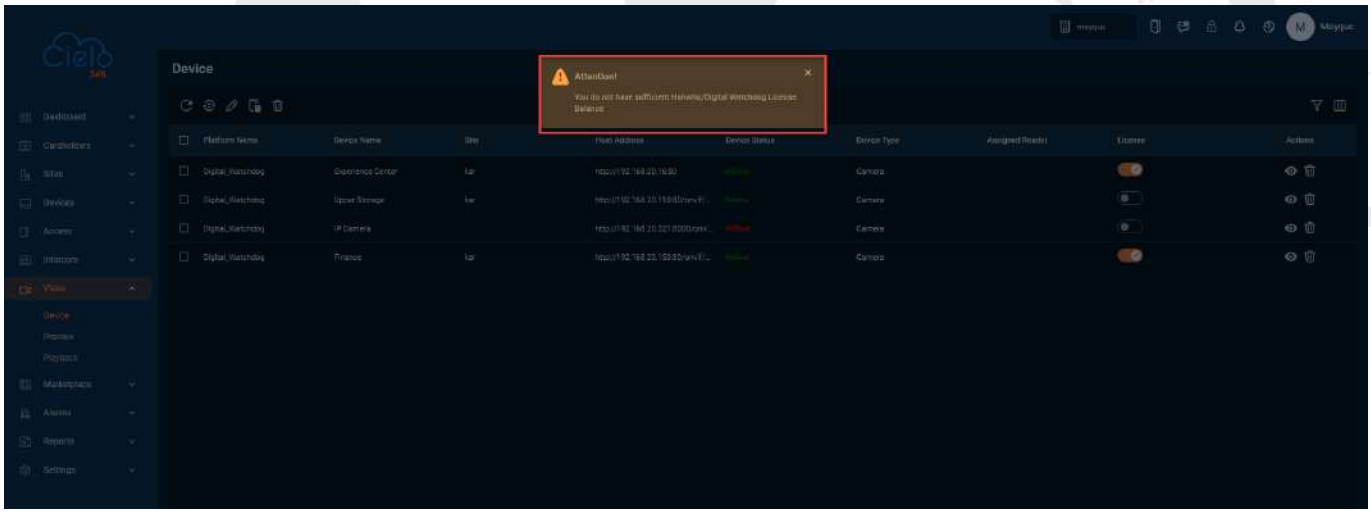


If you use an excess video license, the system displays the error message: **You do not have sufficient Hanwha/Digital Watchdog licenses.**



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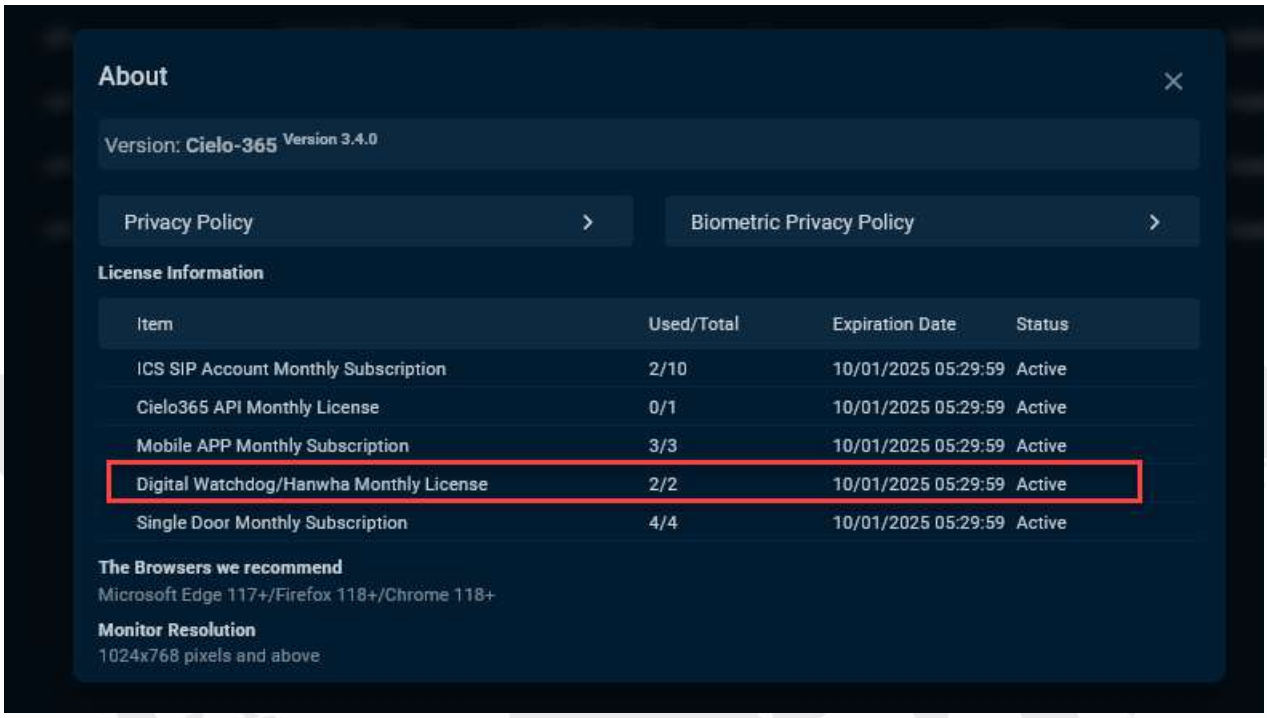
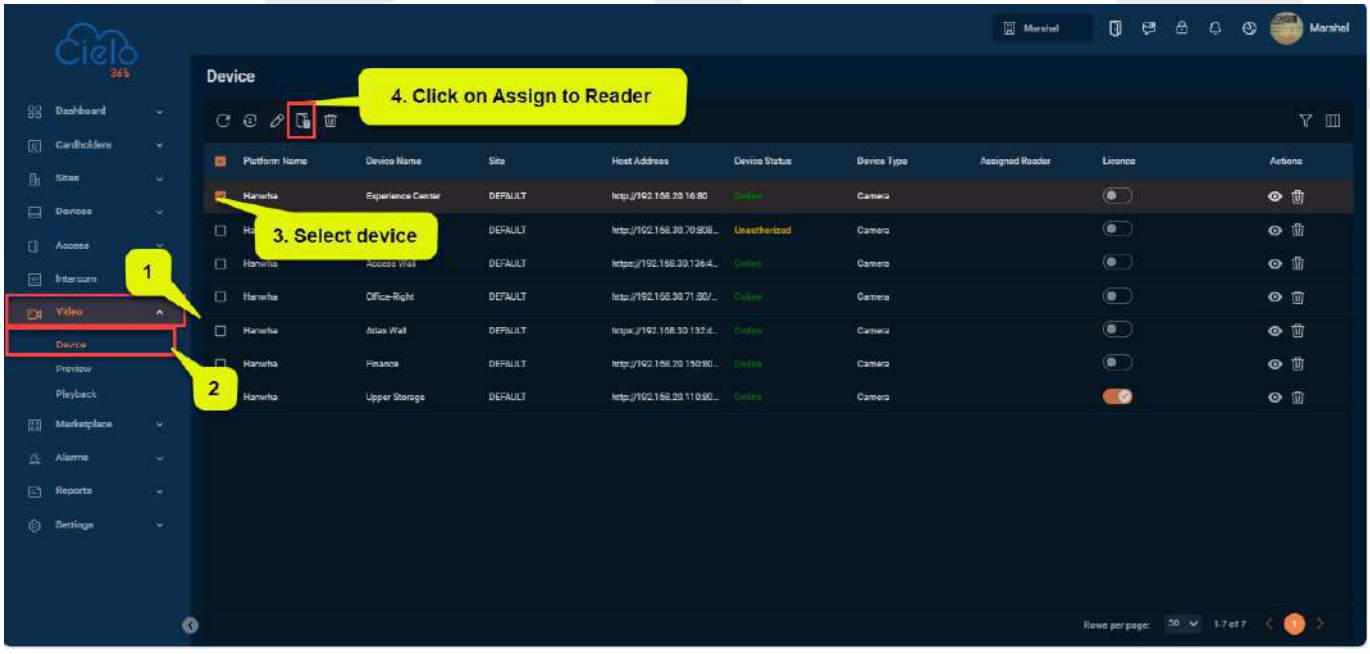


11.1.1 Assign to Reader

To assign the reader, perform the following steps:



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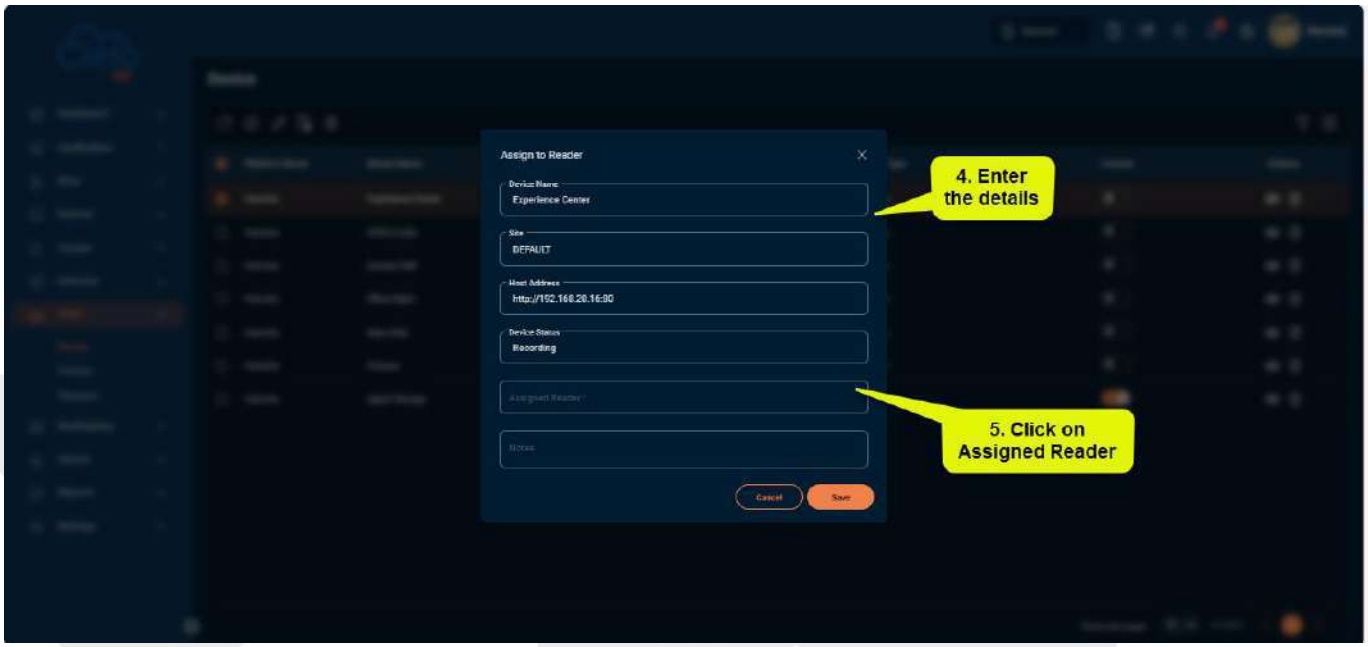

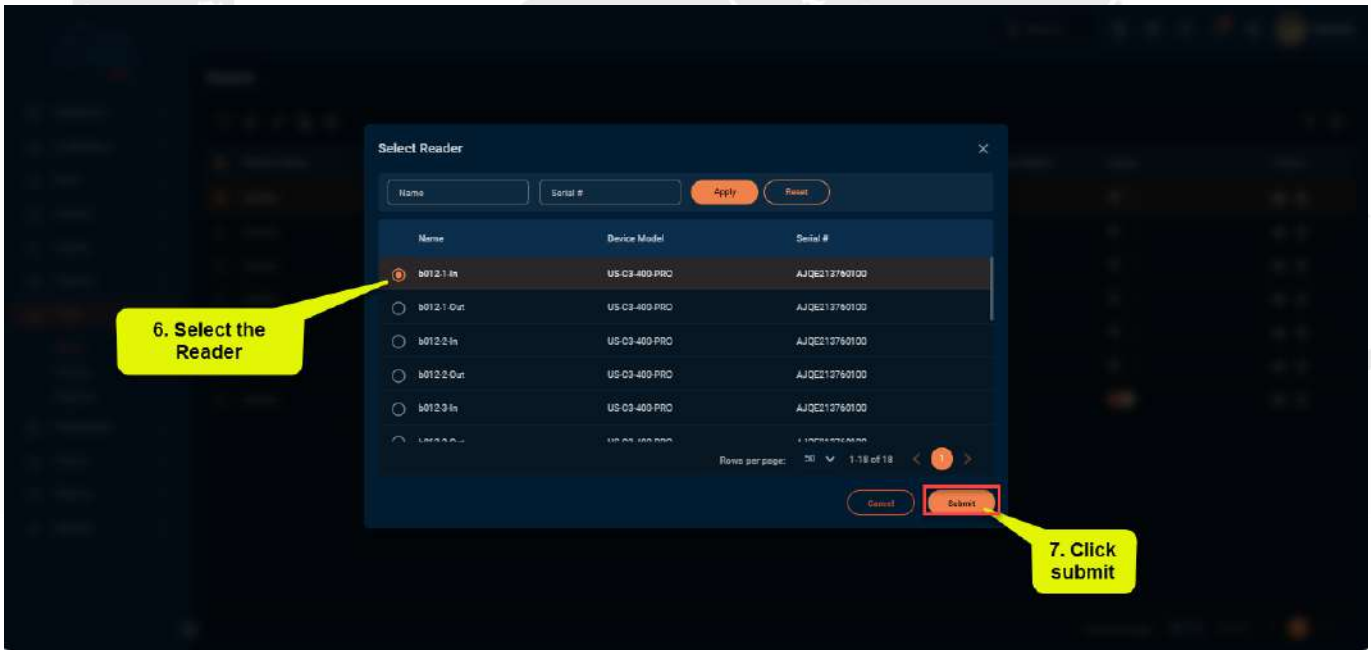

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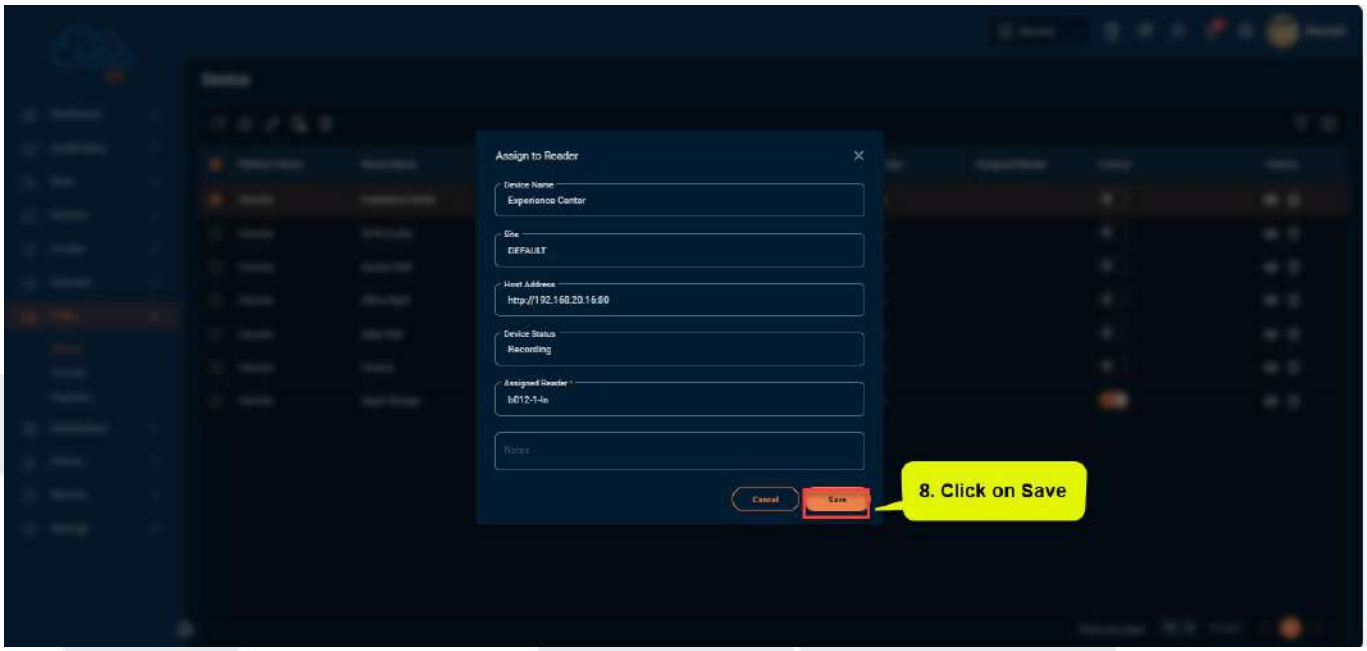

- On the **Device** interface, select the device and click the **Add to Reader** **icon** to assign the reader.
- Enter a device name, site, host address, device status, and assigned reader.
- In the **Assigned Reader,** select the required reader the click submit.
- After entering all the details, click **Save** to assign the reader to the device.

11.1.2 Edit the Device

The **Edit** function allows users to modify existing device data within the application.

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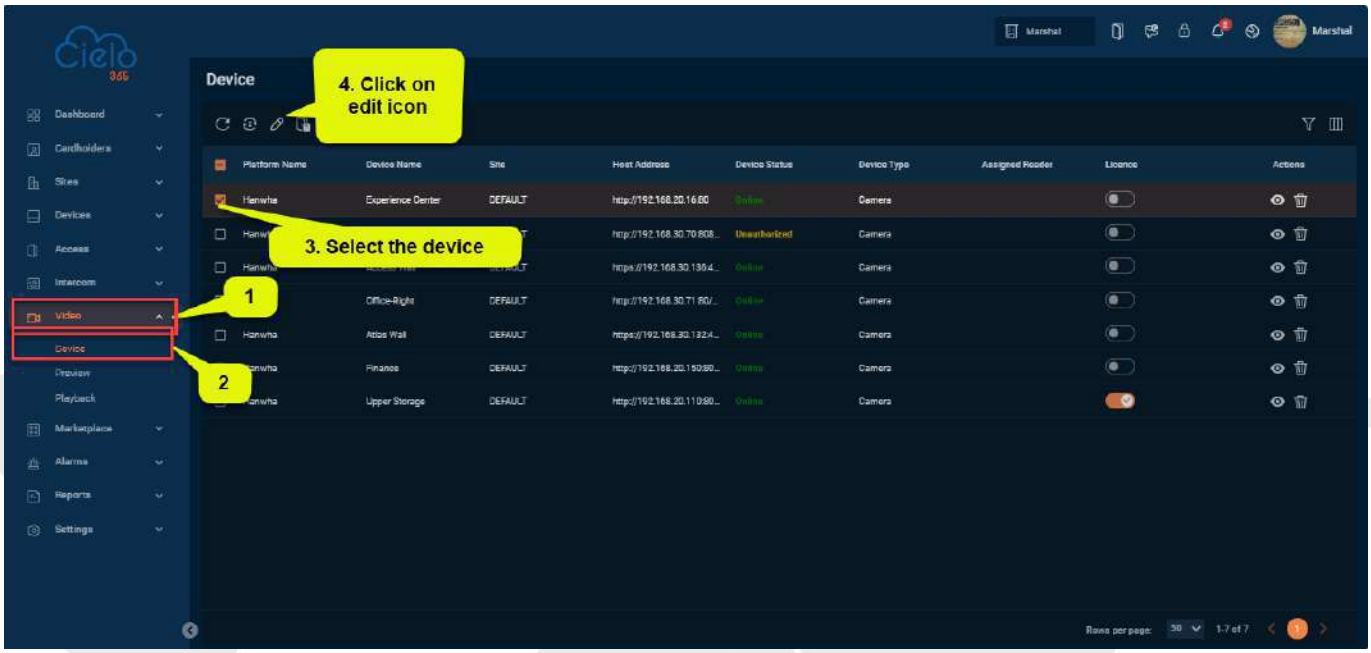

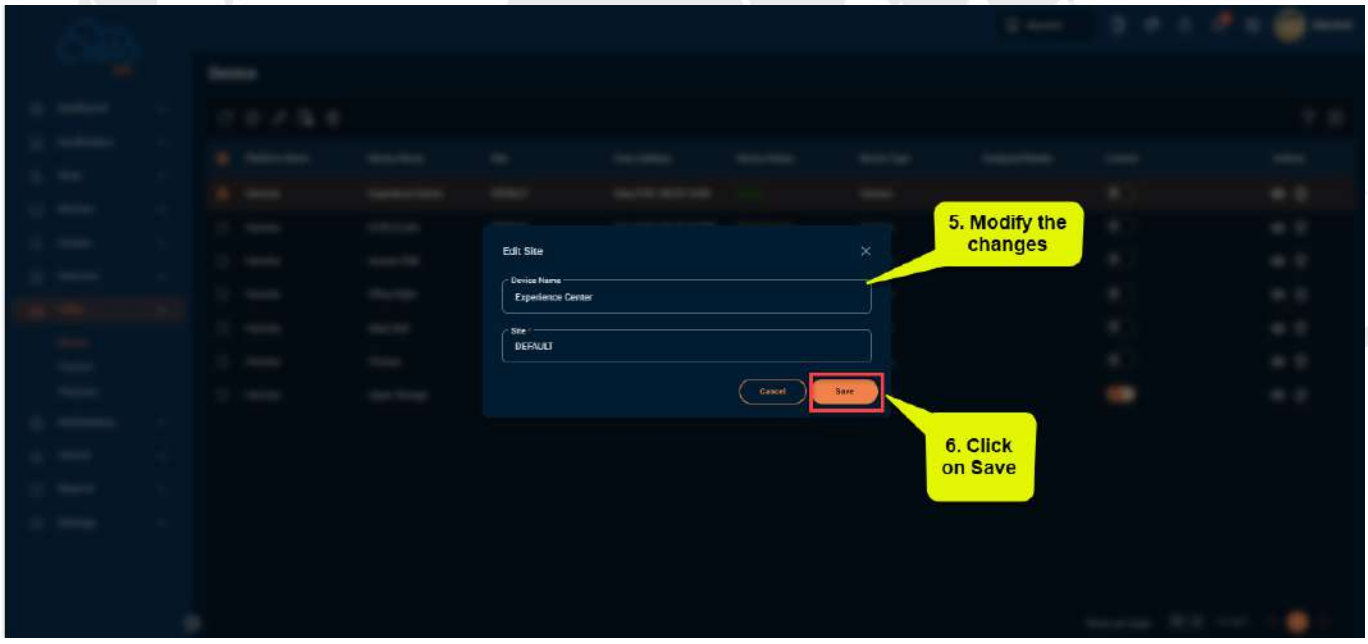

To edit existing device details, follow the steps below:

1. On the **Devices** interface, select the device you want to edit from the list.
2. Click on the device name or the **Edit** **icon** to modify the selected device.

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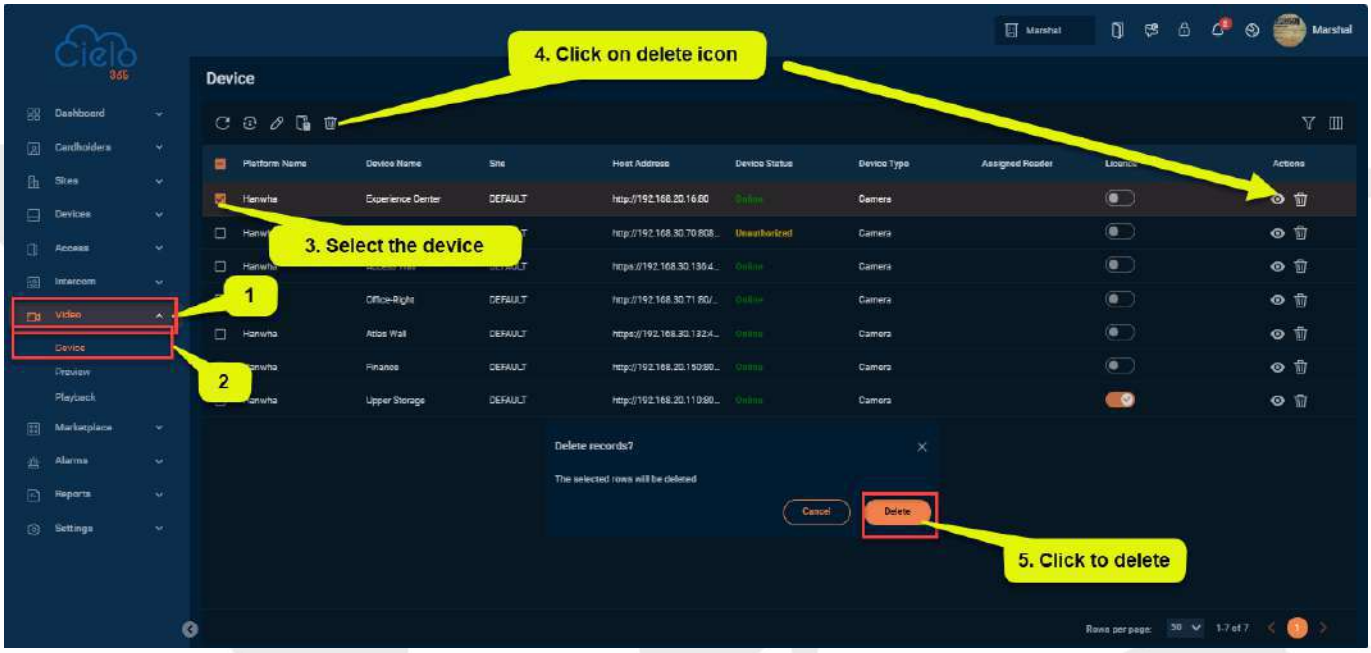
3. Make the necessary changes and click **Save** to update the device details.

11.1.3 Delete A Device

The **Delete** function allows users to remove an existing device from the application.



To delete an existing device, follow the steps below:

1. On the **Device** interface, select the device you wish to delete from the list.
2. Click **Delete** or click on the **Delete** **icon** to remove the selected device.
3. In the confirmation pop-up, click **Delete** again to confirm and permanently delete the selected device from the list.

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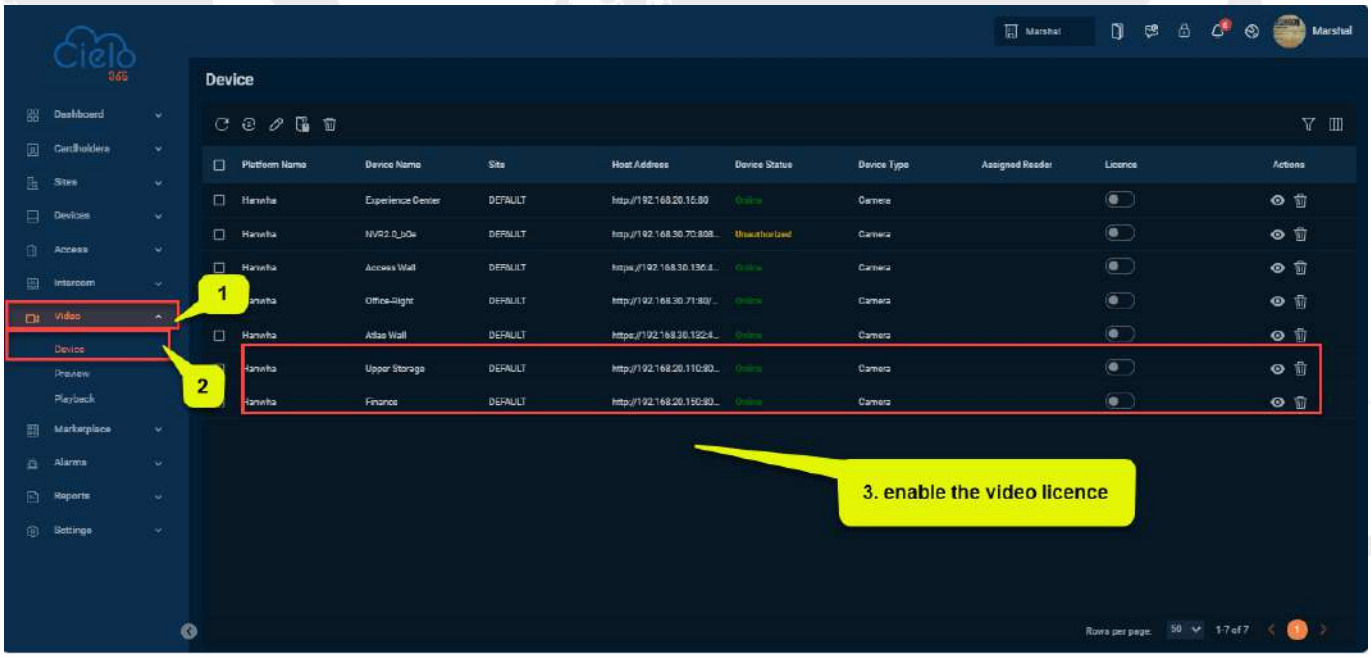
11.2 Preview

The **Preview** feature allows users to view live video streams from connected cameras or third-party video devices. It is mainly used for **real-time monitoring** without having to play back recordings.

Key Points about Preview

- **Live Video Display**: Shows real-time footage from the selected camera or device.
- **Multiple Camera Support**: Depending on the system license, users can view one or more camera feeds at the same time.
- **License Requirement**: A valid video license must be enabled in **Video > Device** to use the preview feature.



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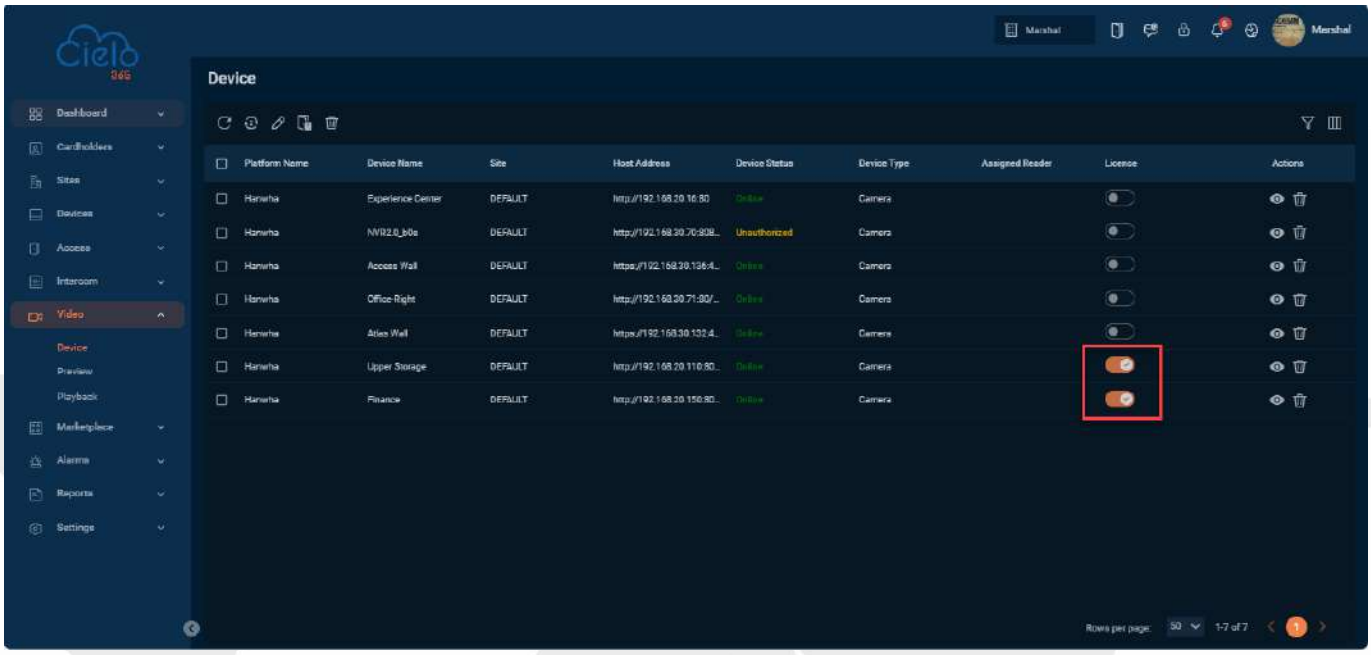
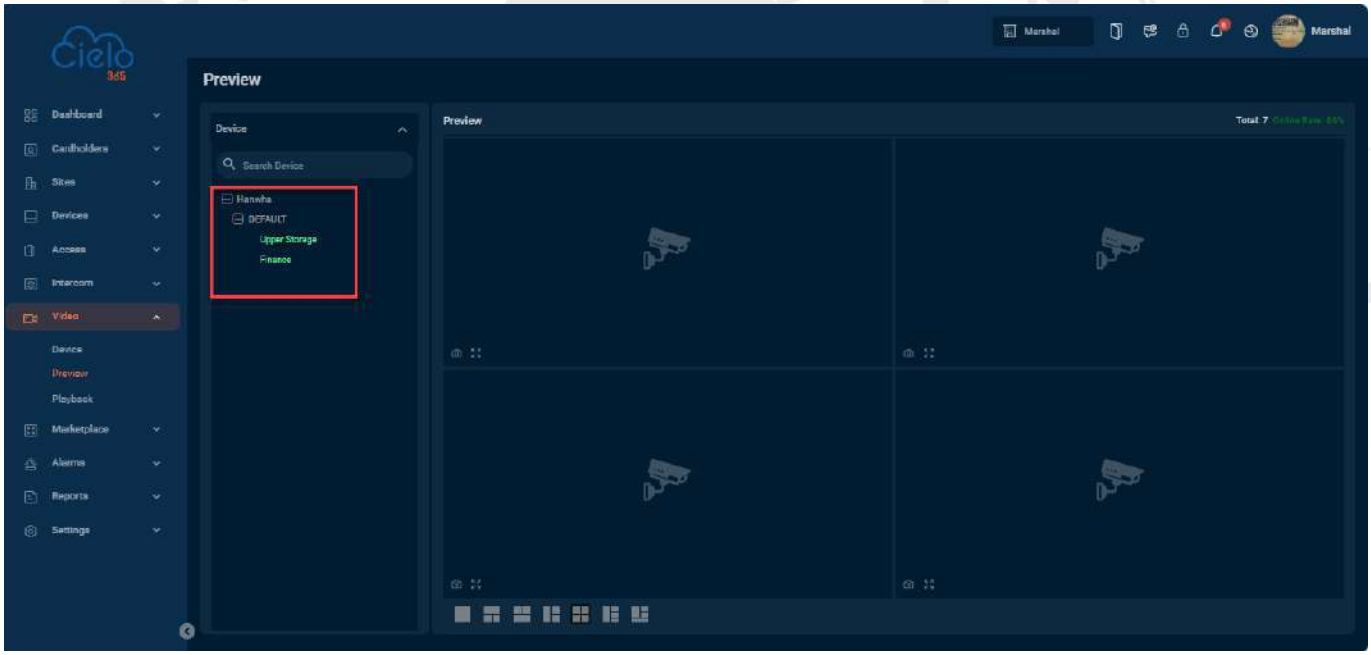


After enabling the video license, you can view the preview of the two devices in the Preview module.



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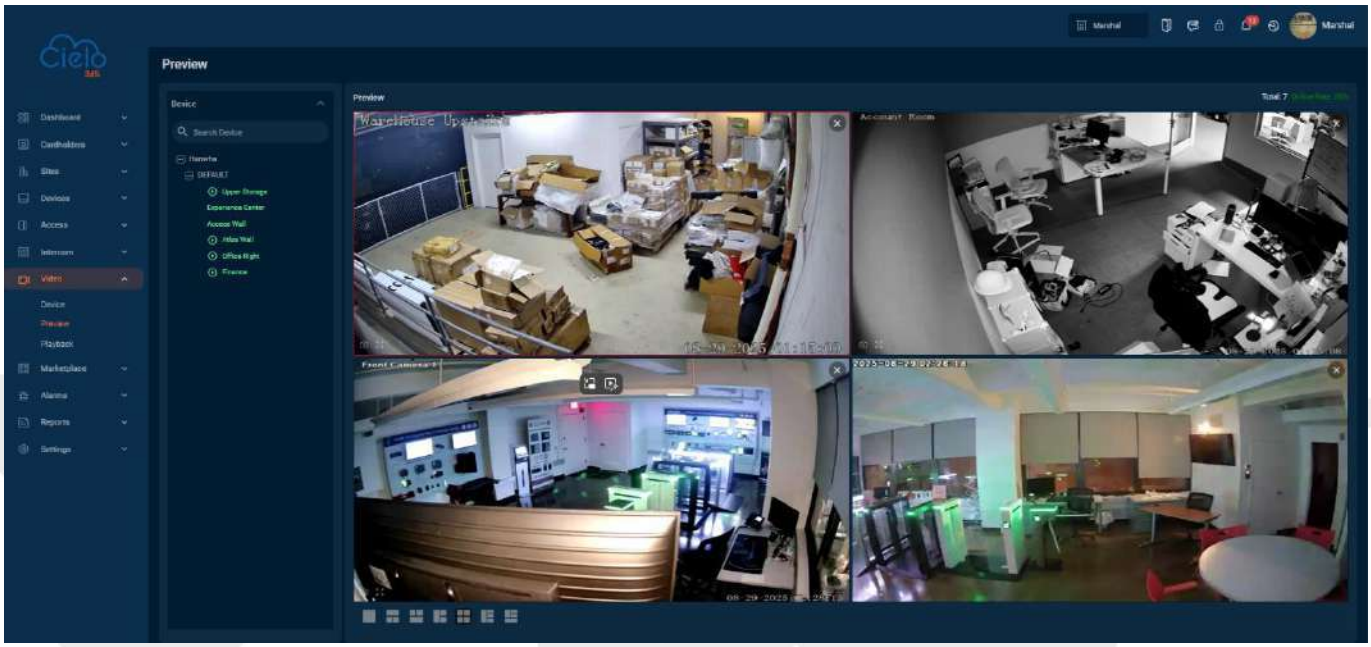

11.3 Playback

Playback allows you to view previously recorded video footage from connected cameras or devices. It helps in reviewing past events, investigating incidents, or verifying alarms.

1. Search recordings by camera, date, time range, platform name, site name or device name then click **search**.

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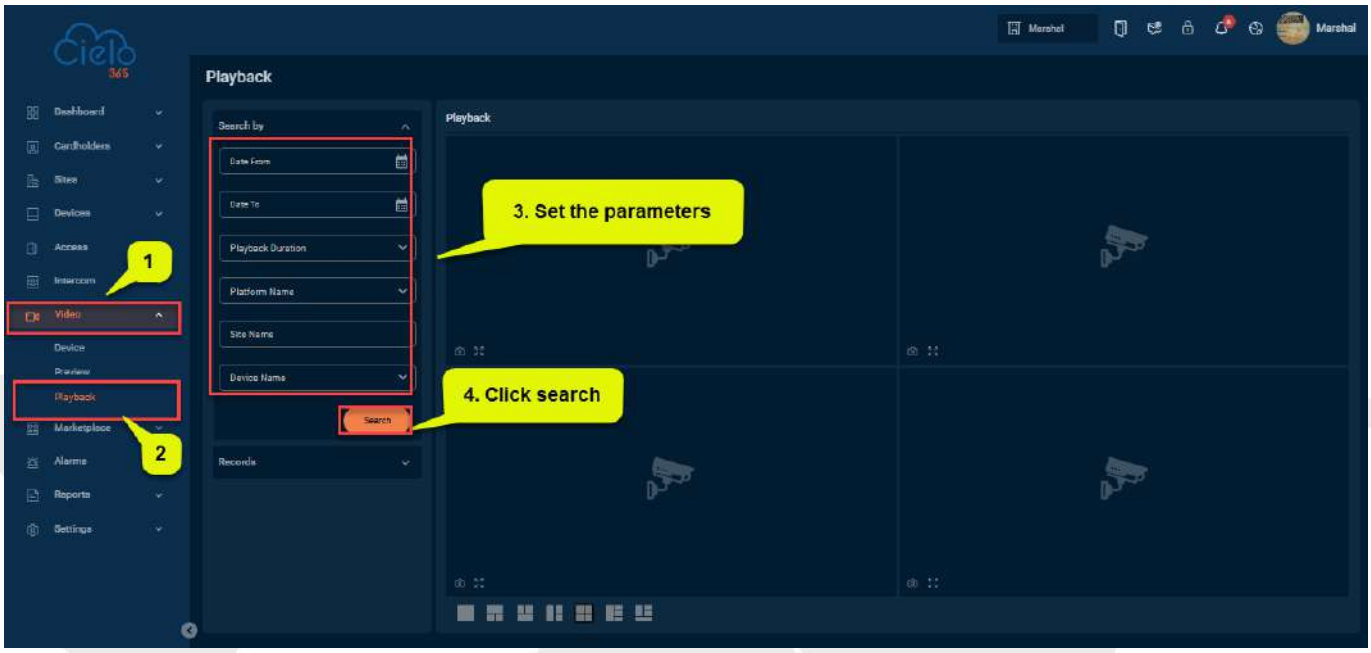

2. Recorded video is displayed according to storage availability and retention policies. Makes it easier to locate relevant footage quickly.

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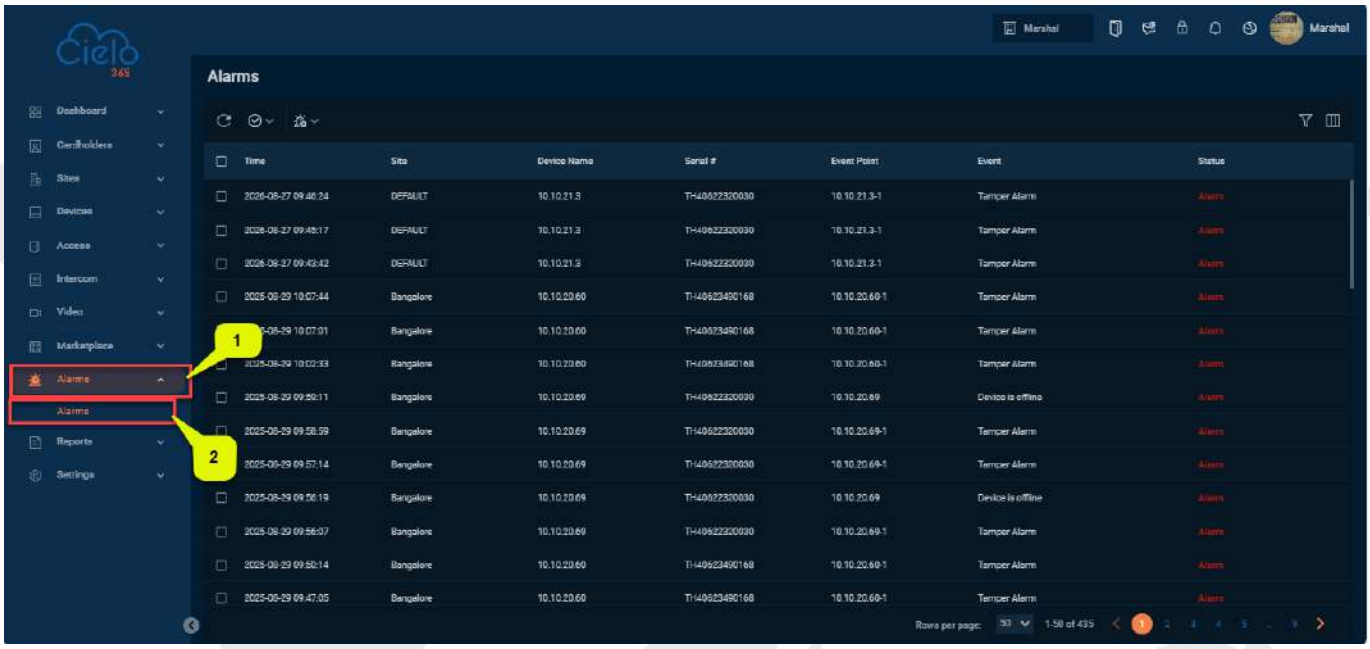
12 Alarms

12.1 Alarm

The Alarm function displays a list of alarms created within the application.



A brief note about the columns displayed on the Alarm Interface:

Time: Displays the time of the event; this cannot be modified.
Event: Shows the name of the event.
Site: Displays the location of the site**.**
Door: Shows the door number of the associated device.
Event Point: Displays the event point, typically the door number of the device.
Device Name: Shows the name of the associated device.
Serial #: Displays the serial number of the device.
Status: Indicates the current status of the alarm.

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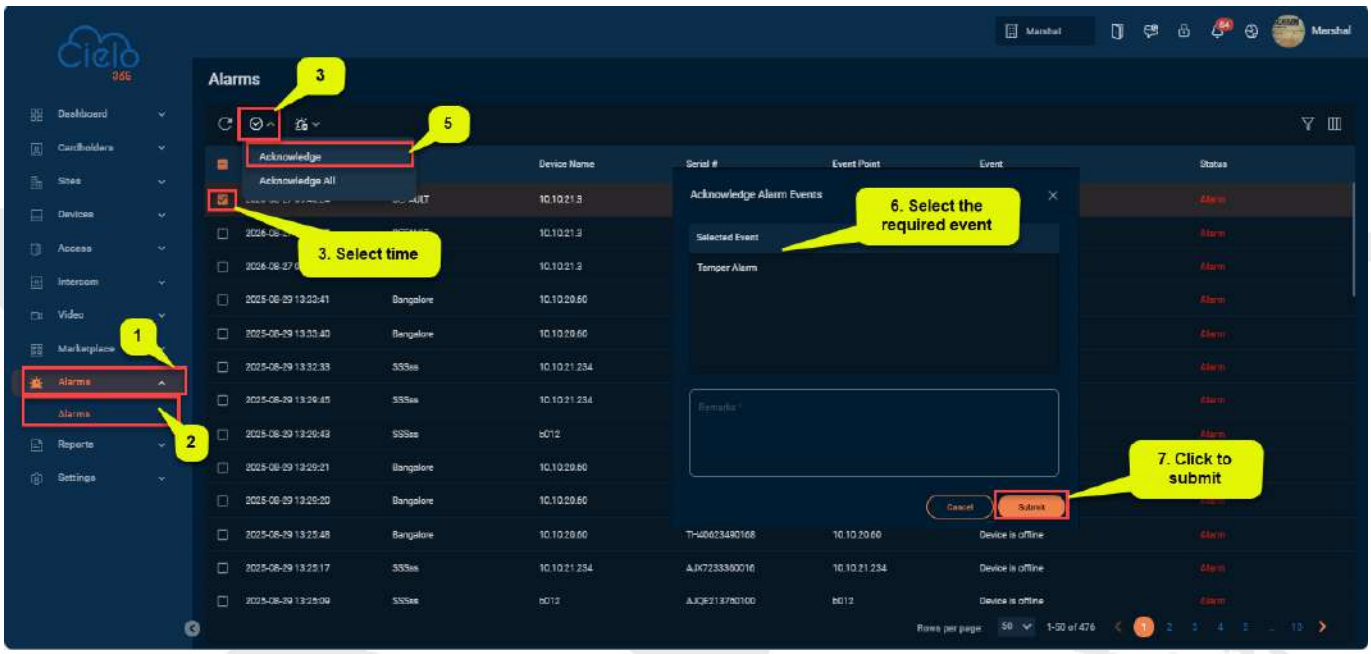
12.1.1 Acknowledging an alarm

Users should confirm when an alarm in the application has been resolved to update the status and keep accurate records.



To acknowledge an alarm, follow these steps:

- In the Alarm interface, select the alarm event and click **Alarm Acknowledge**.
- In the Alarm section, select the alarm event and add a remark.
- After entering the details, click **Submit** to save and update.

12.1.1.1 Acknowledge all alarms

The Acknowledge All function allows users to acknowledge multiple alarms at once, streamlining the process of updating the status of multiple alarm events efficiently.

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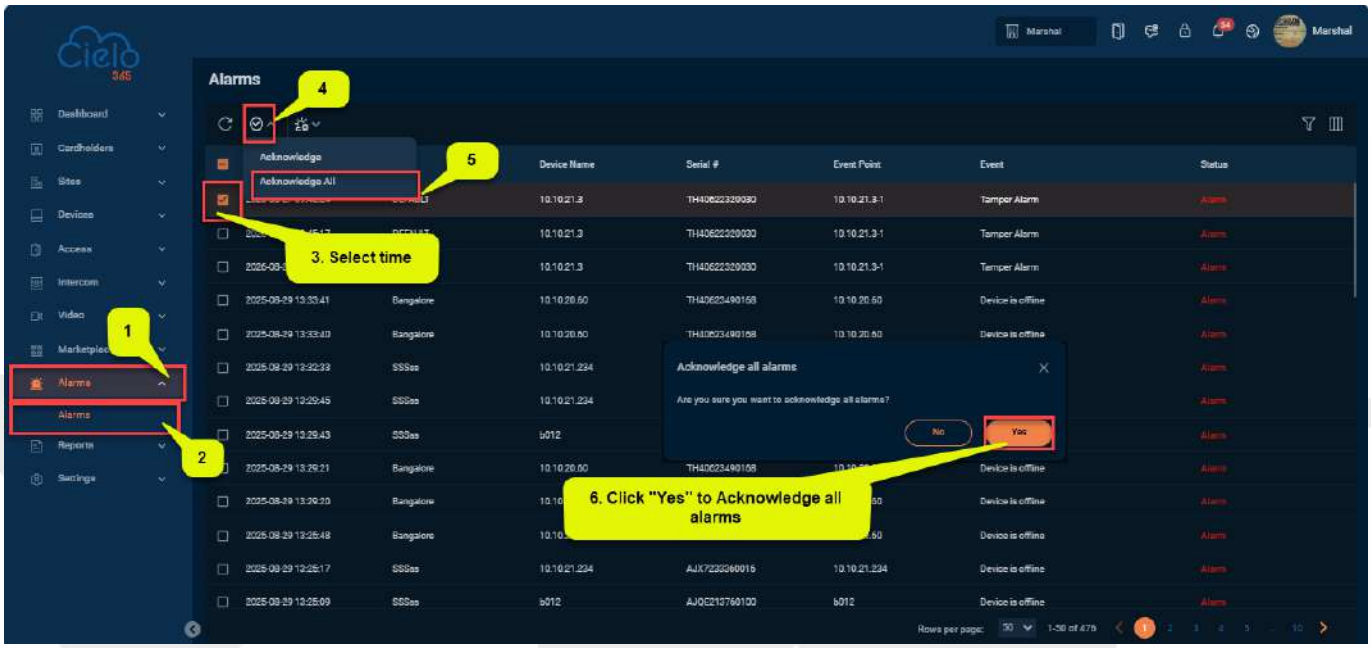

To acknowledge all alarms, follow these steps:

- In the Alarm interface, click Acknowledge All to acknowledge all alarm events at once.
- Click **Yes** to confirm, save, and update the status of all acknowledged events.

12.1.2 Resolve Alarm

The **Resolve** function helps users remove acknowledged alarms from the application, ensuring that the alarm list is kept up-to-date and only active or unresolved alarms remain visible.

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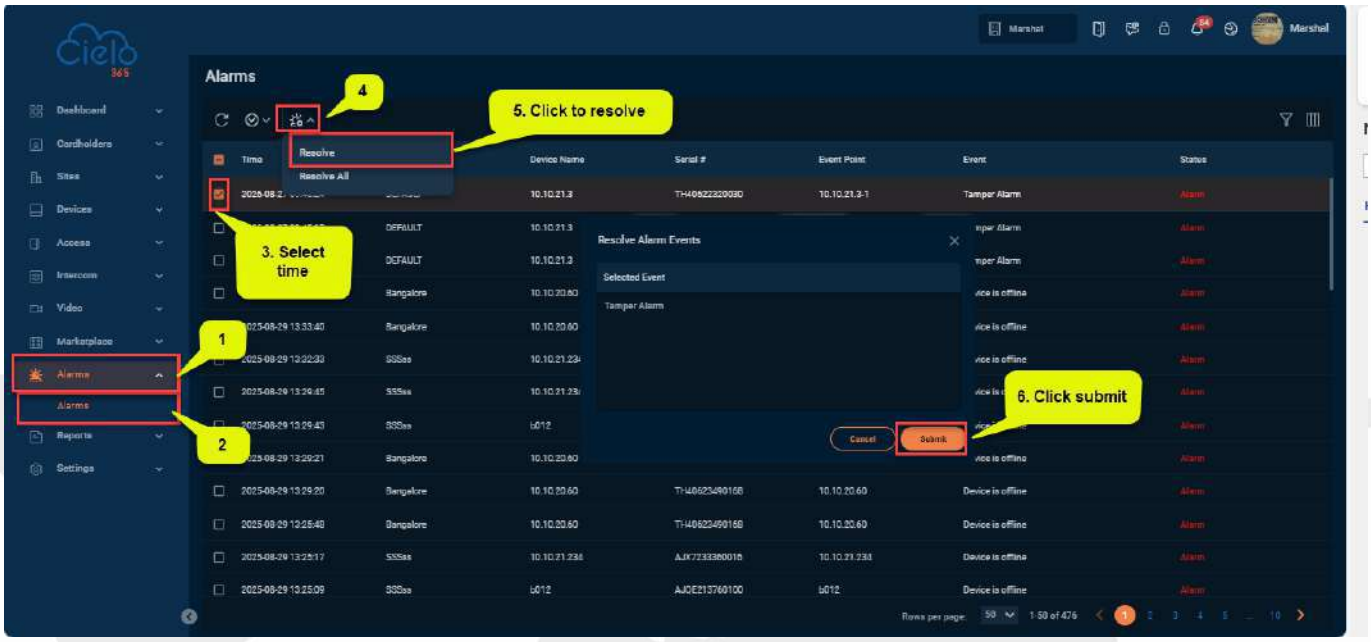

To resolve an alarm, follow these steps:

- In the Alarm interface, click **Resolve** for the event you want to address.
- Click **Yes** to confirm, save, and update the resolved event.

12.1.2.1 Resolve All

The Resolve All function allows users to remove all acknowledged alarms from the application at once, keeping the alarm interface clear and up to date by only displaying unresolved or active alarms.

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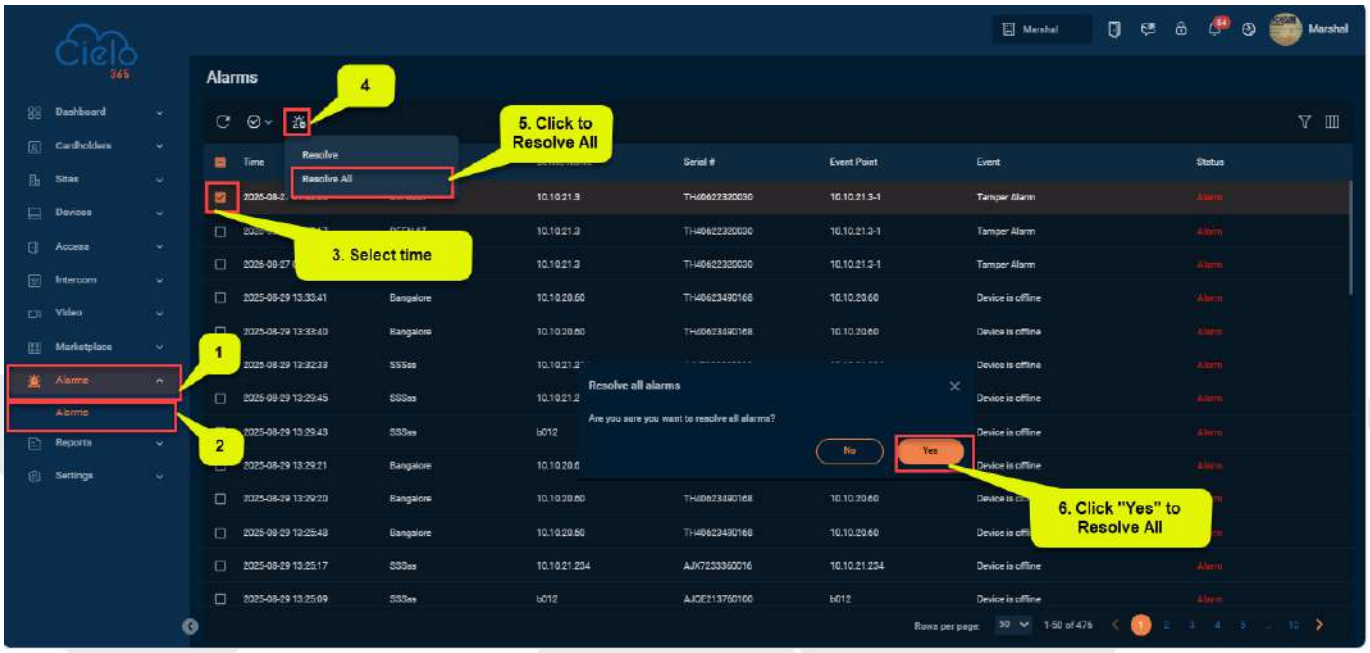

To resolve all alarms, follow these steps:

- In the **Alarm** interface, click **Resolve All** to address all acknowledged events at once.
- Click **Yes** to confirm, save, and update the status of all resolved events.

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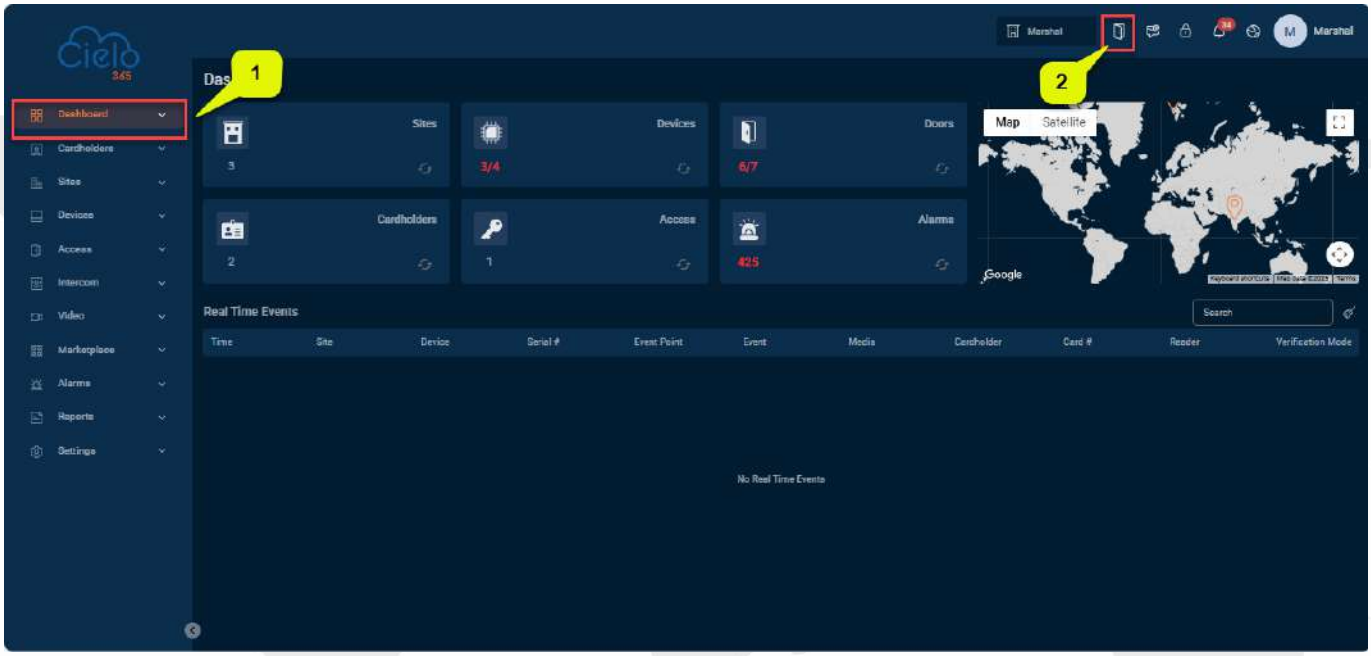
13 Remote Operations

13.1 Remote Door Opening

Click on the icon then select the door. Click on **Remote Open,** set the desired open interval time, and click **Submit** to remote open the door.



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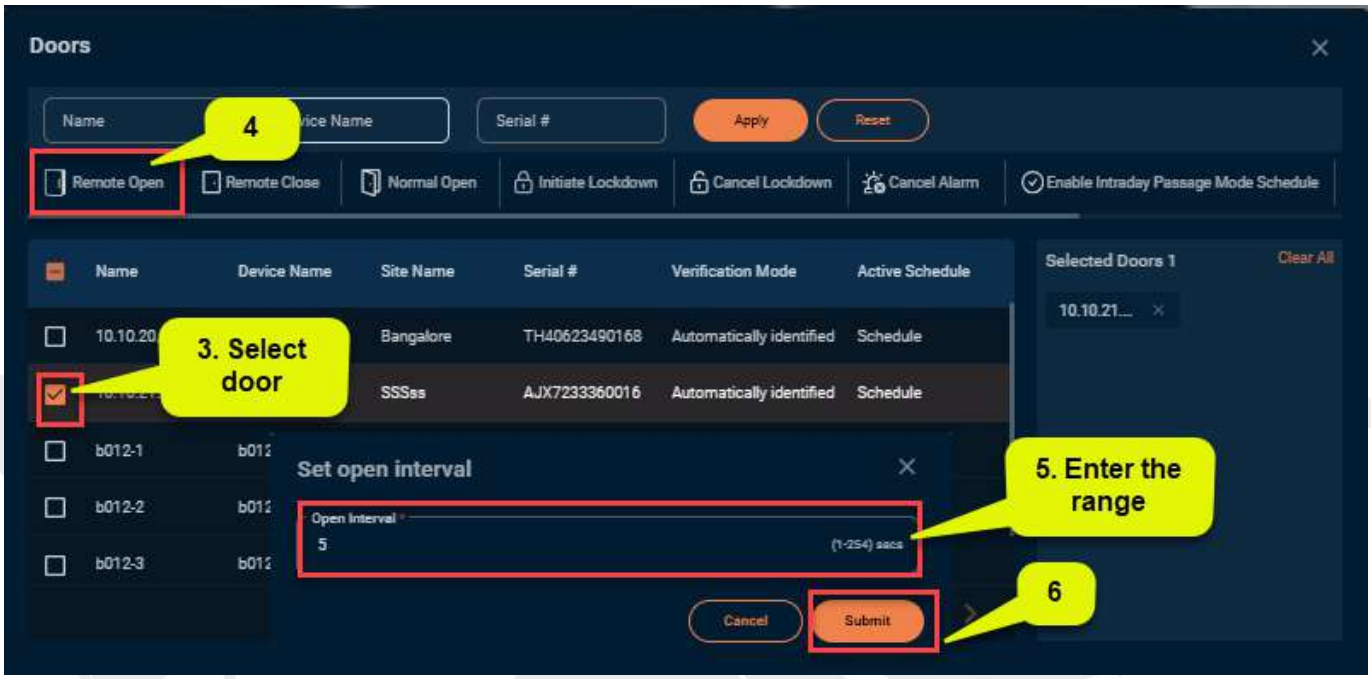

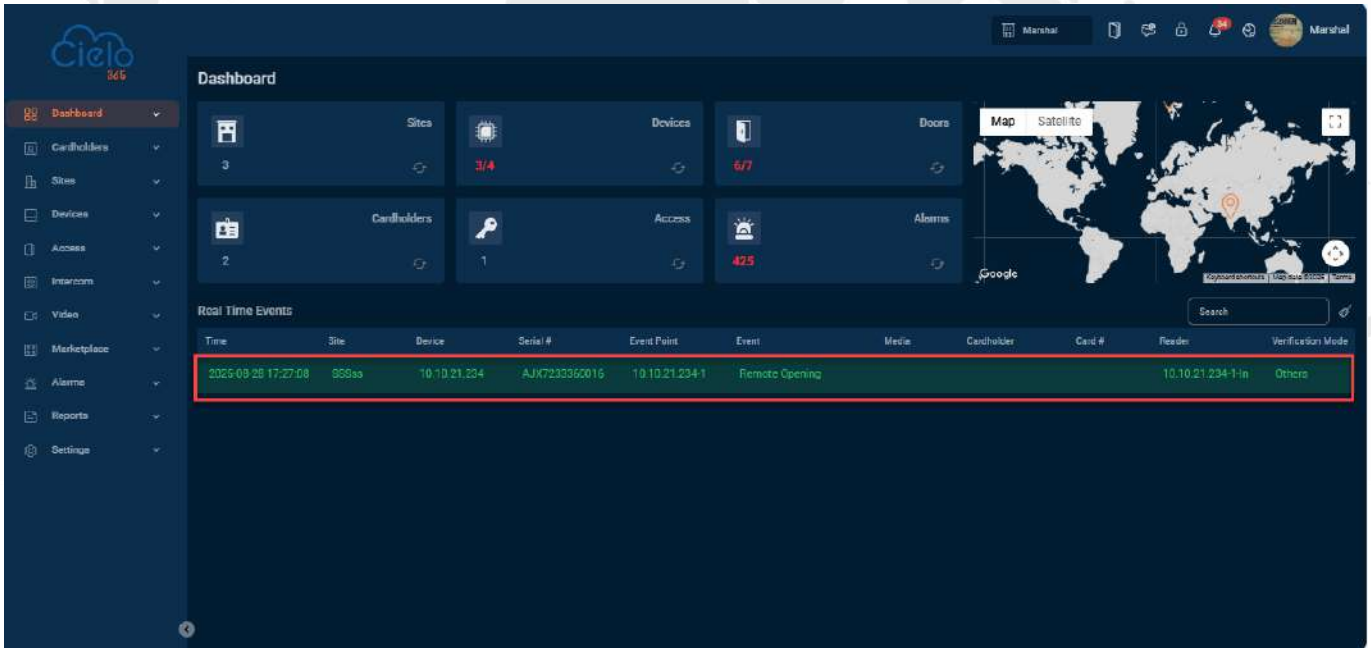

It can control one door or all doors.

To control a single door, right click over it, and click Remote Opening in the pop-up dialog box. To control all doors, directly click Remote Opening behind Current All.

In remote opening, user can define the door opening duration (The default is 5s).

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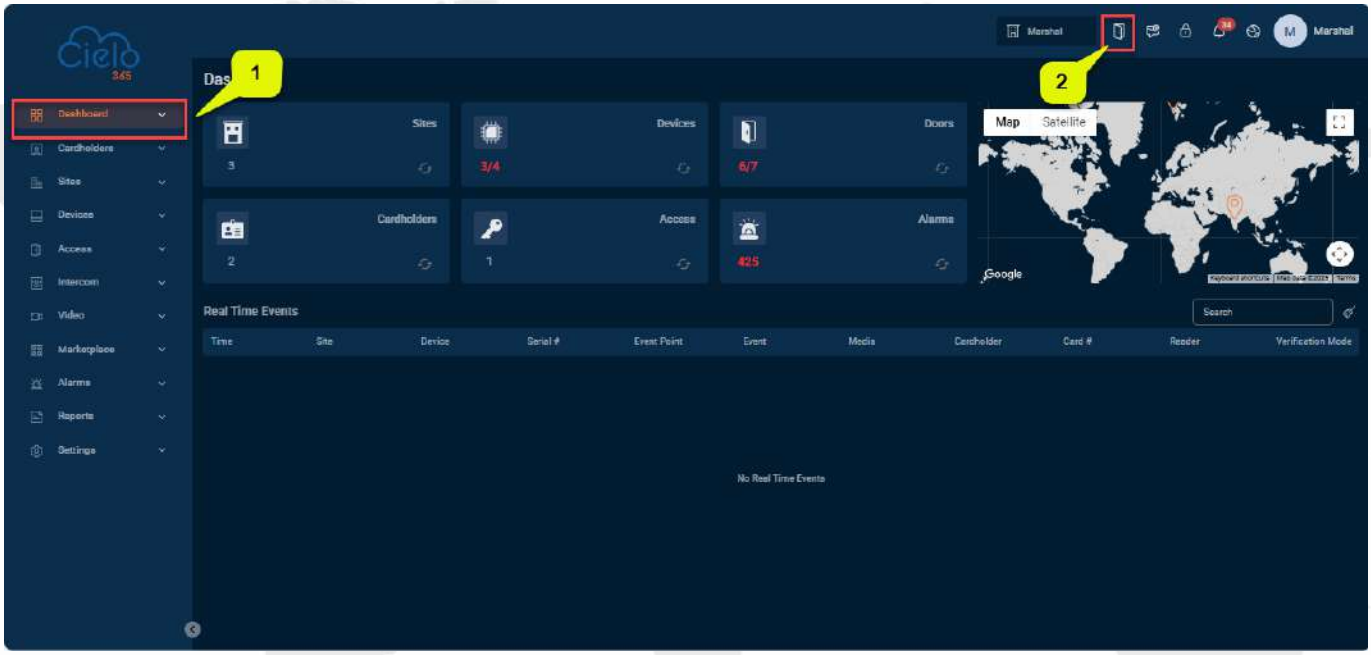
Note: If Remote Opening, check whether the devices are disconnected or not. If disconnected, check the network.

13.2 Remote Door Closing

Click on the icon then select the door. Click on **Remote Close** and click **Yes** to remote Close the door.



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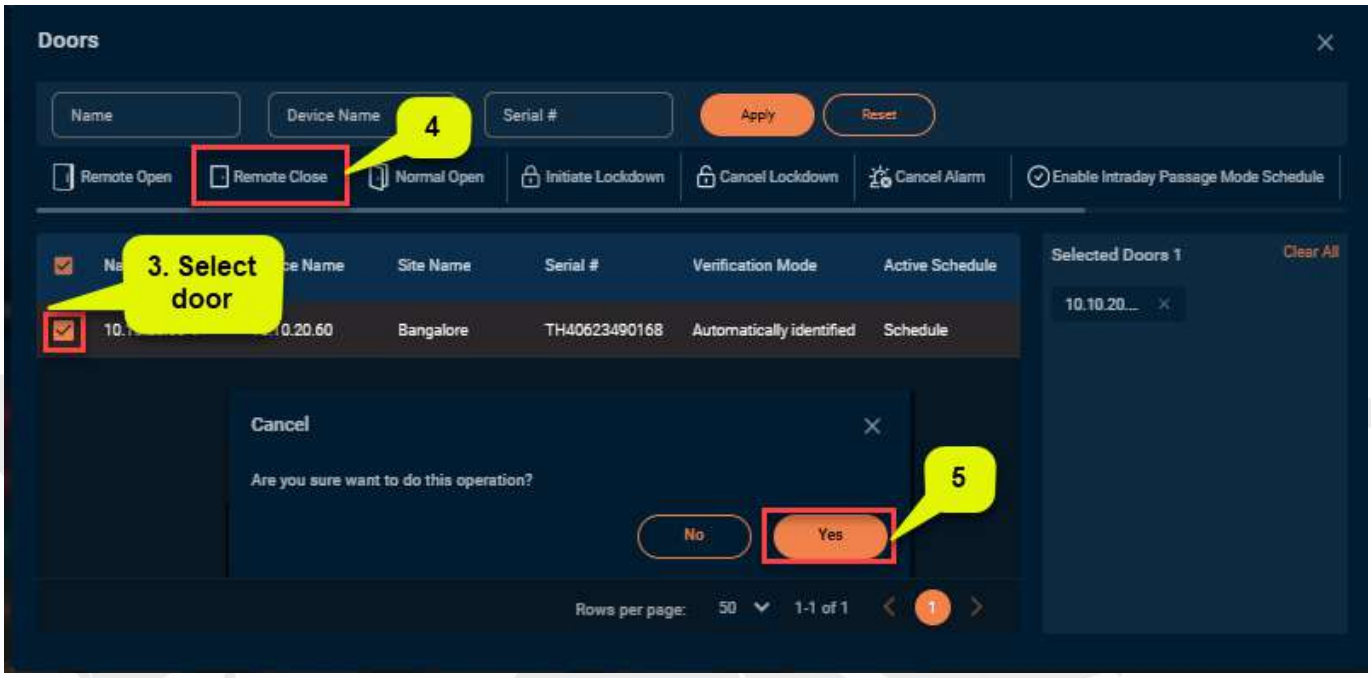

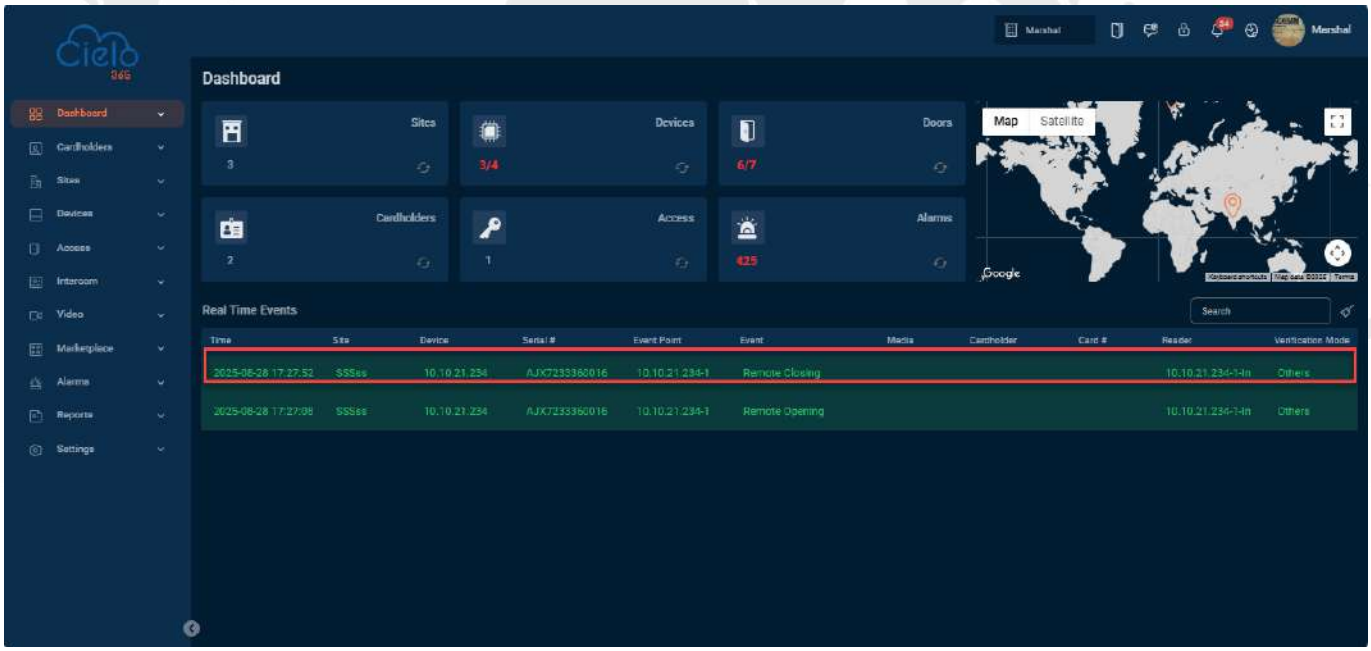

It can control one door or all doors.

To control a single door, right-click over it, and click Remote Door Closing in the pop-up dialog box.

To close a door, select Disable Passage Mode first, to avoid enabling other normal open to open the door, and then select Remote Closing.

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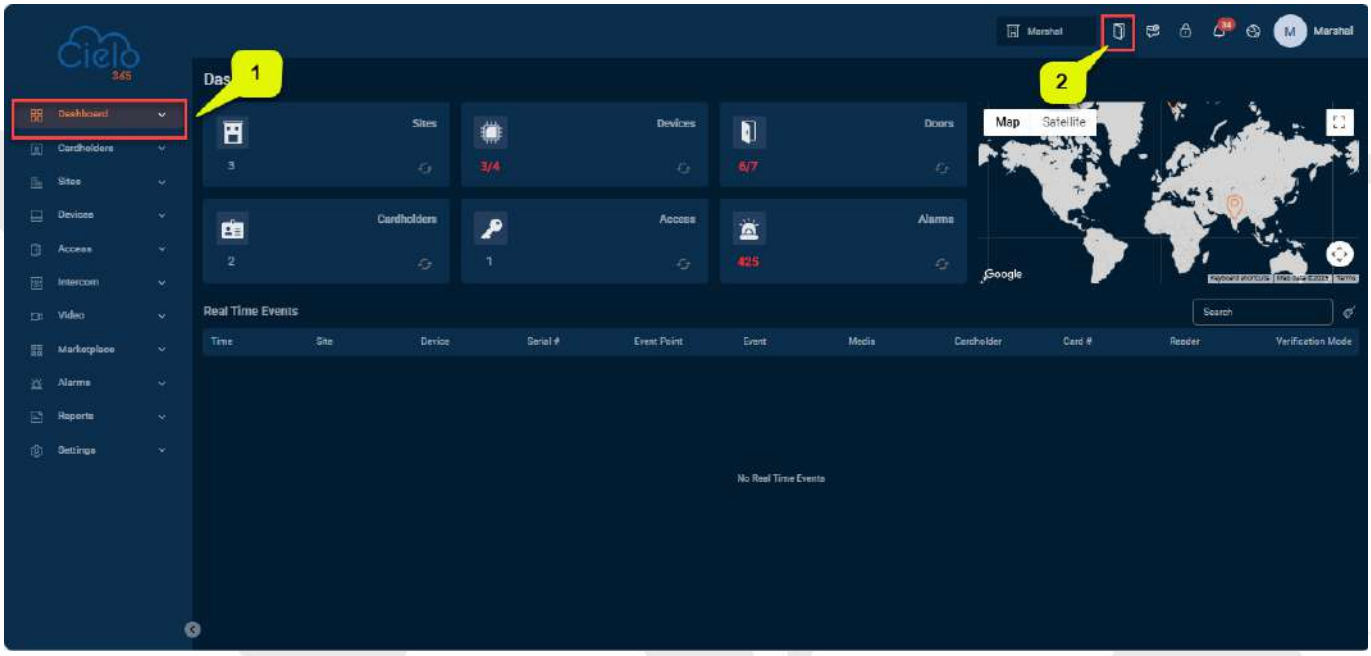
Note: If Remote Door Closing fails, check whether the devices are disconnected or not. If disconnected, check the network.

13.3 Normal Open

Click on the icon then select the door. Click on **Normal Open and** click **Yes** to normal open.



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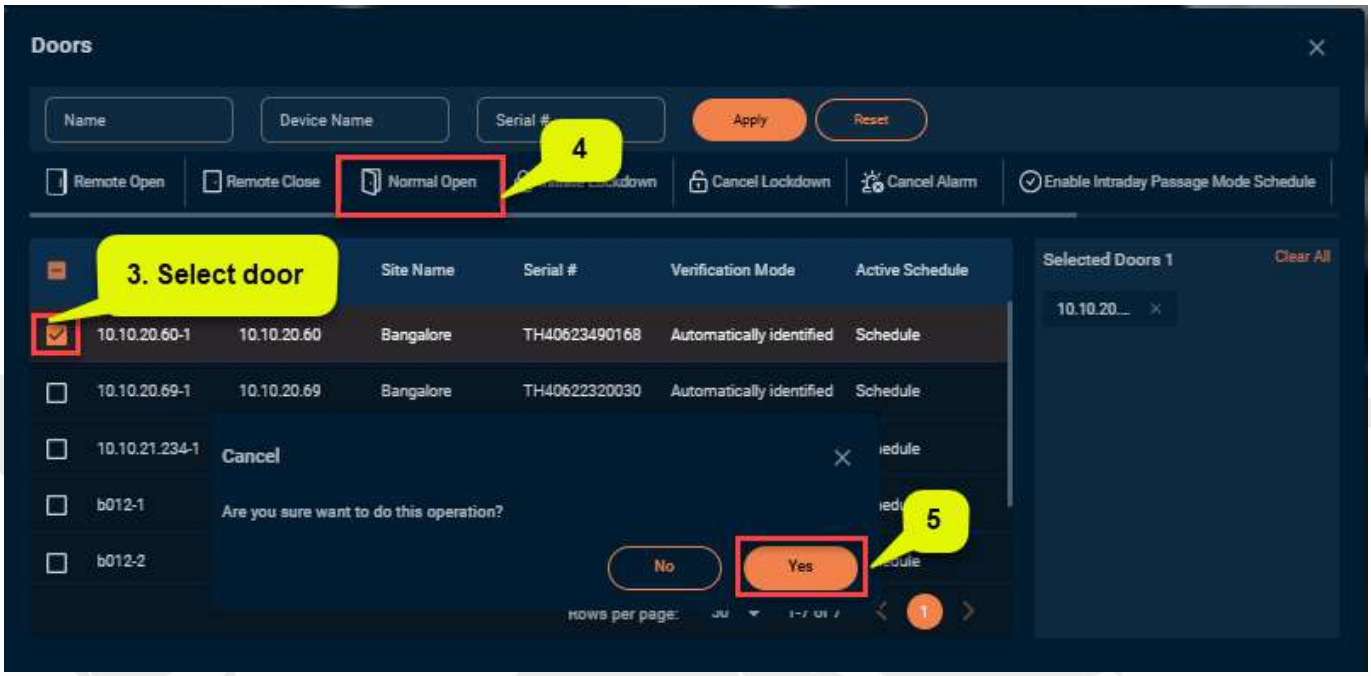

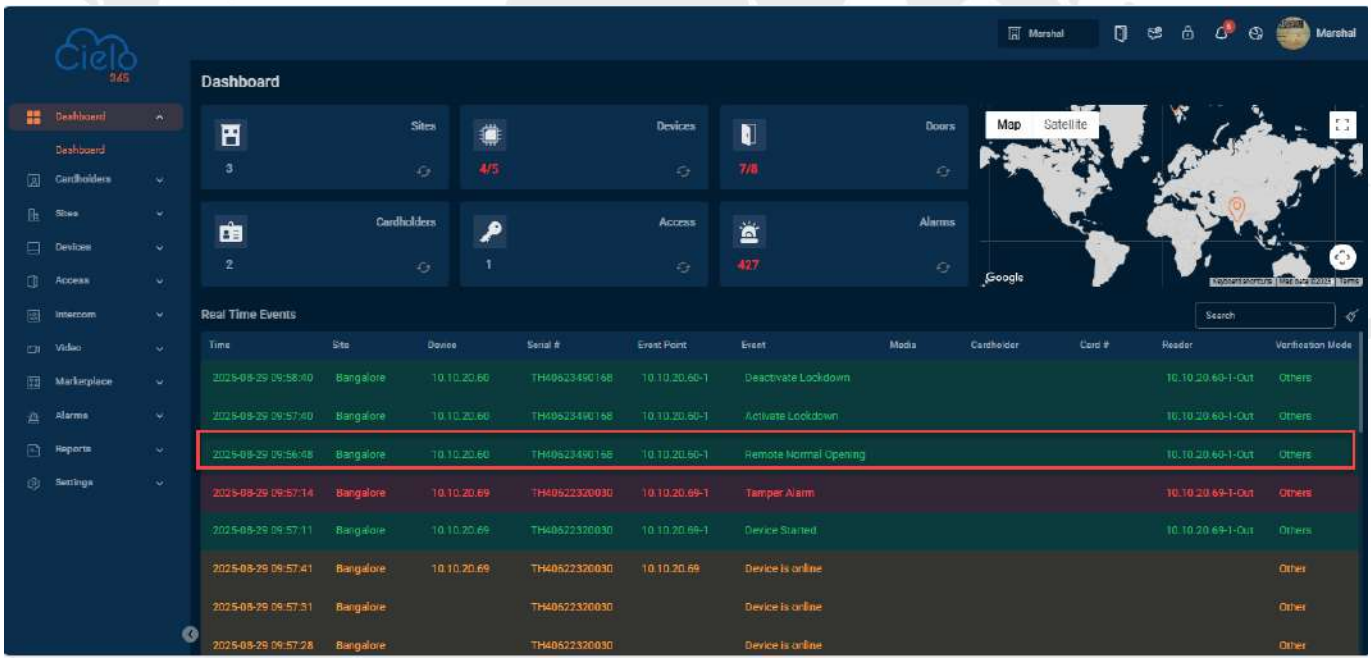

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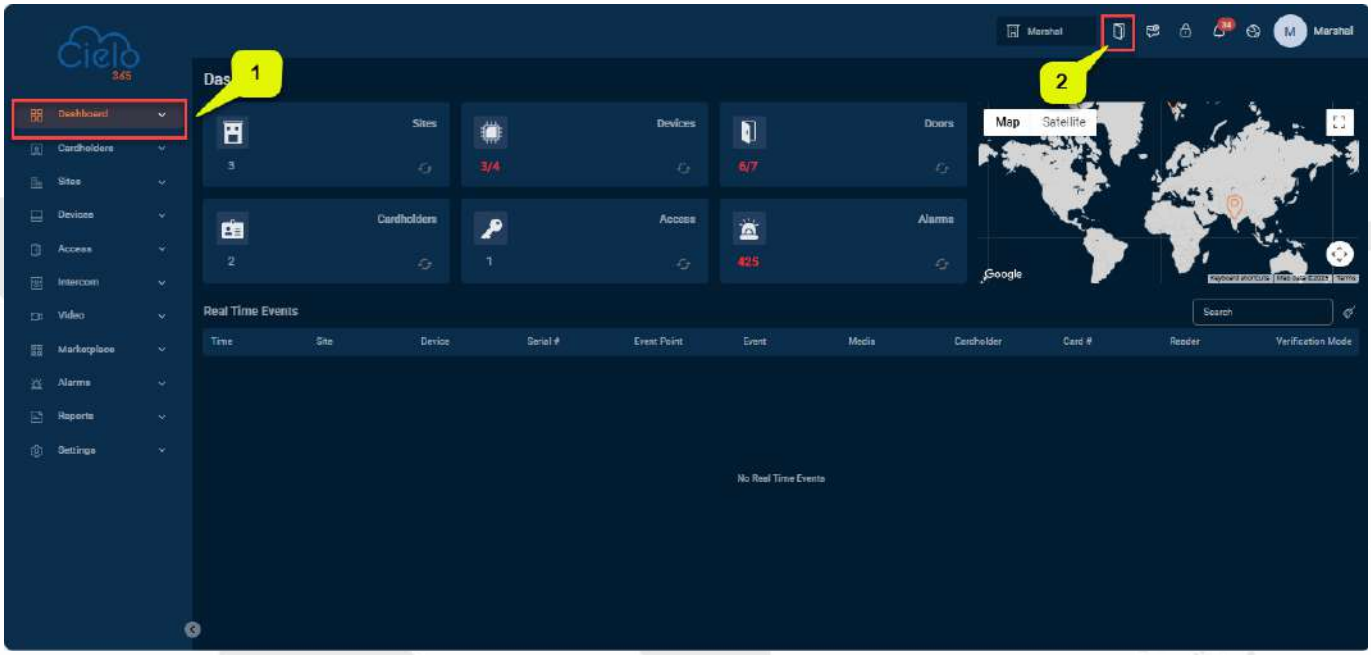
13.4 Initiate Lockdown

Click on the icon then select the door. Click on **Initiate Lockdown and** click **Yes** to **Initiate Lockdown** (Activate Lockdown).



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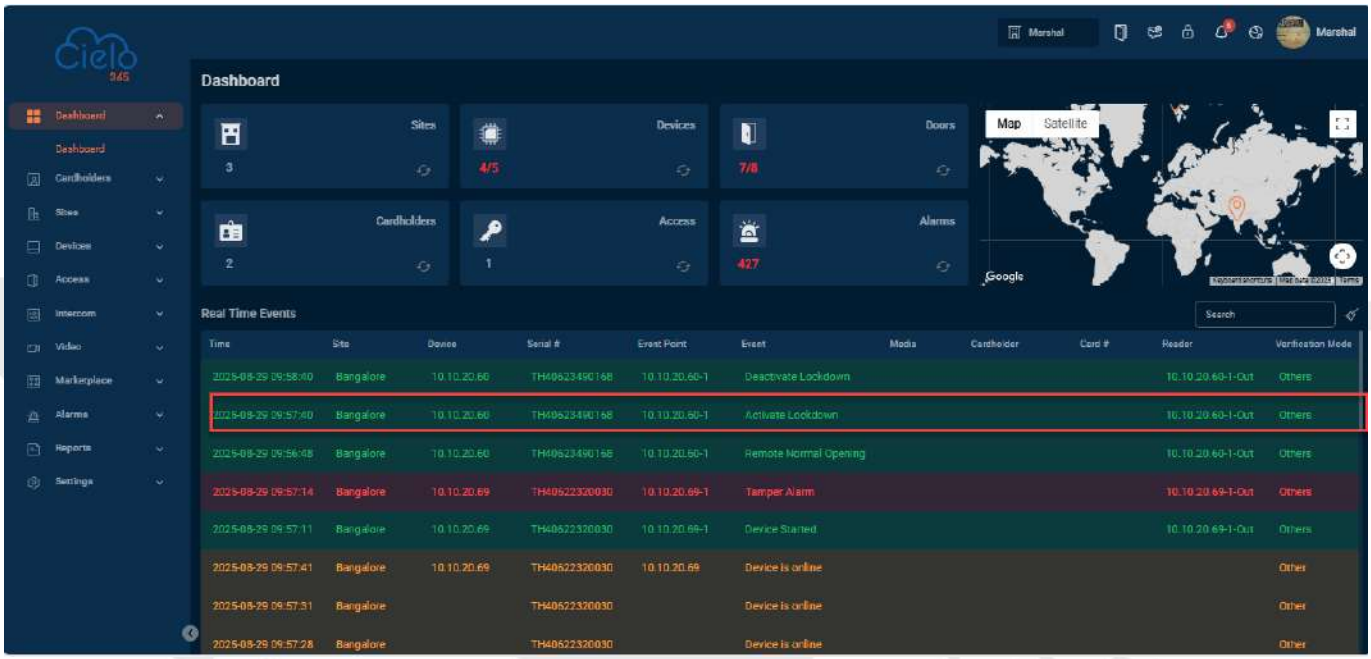
It will remotely set the door status to locked status. After this, the door wouldn't receive any operations, such as remote operations. This function is supported only by certain devices.



13.5 Cancel Lockdown

Click on the icon then select the door. Click on **Cancel Lockdown** and click **Yes** to **Cancel Lockdown** (Deactivate Lockdown).

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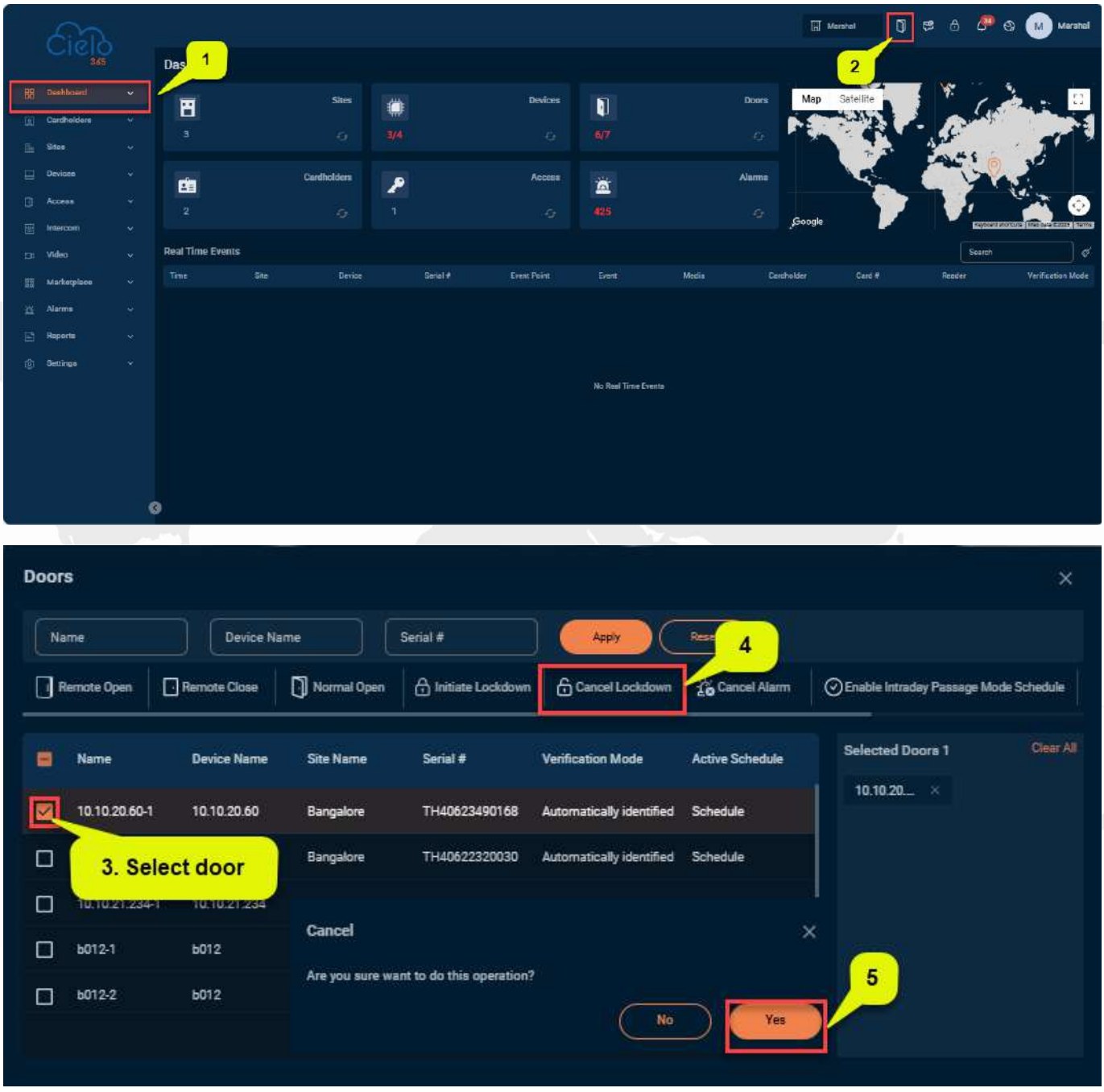

It will unlock a locked door. This function is supported only by certain devices.

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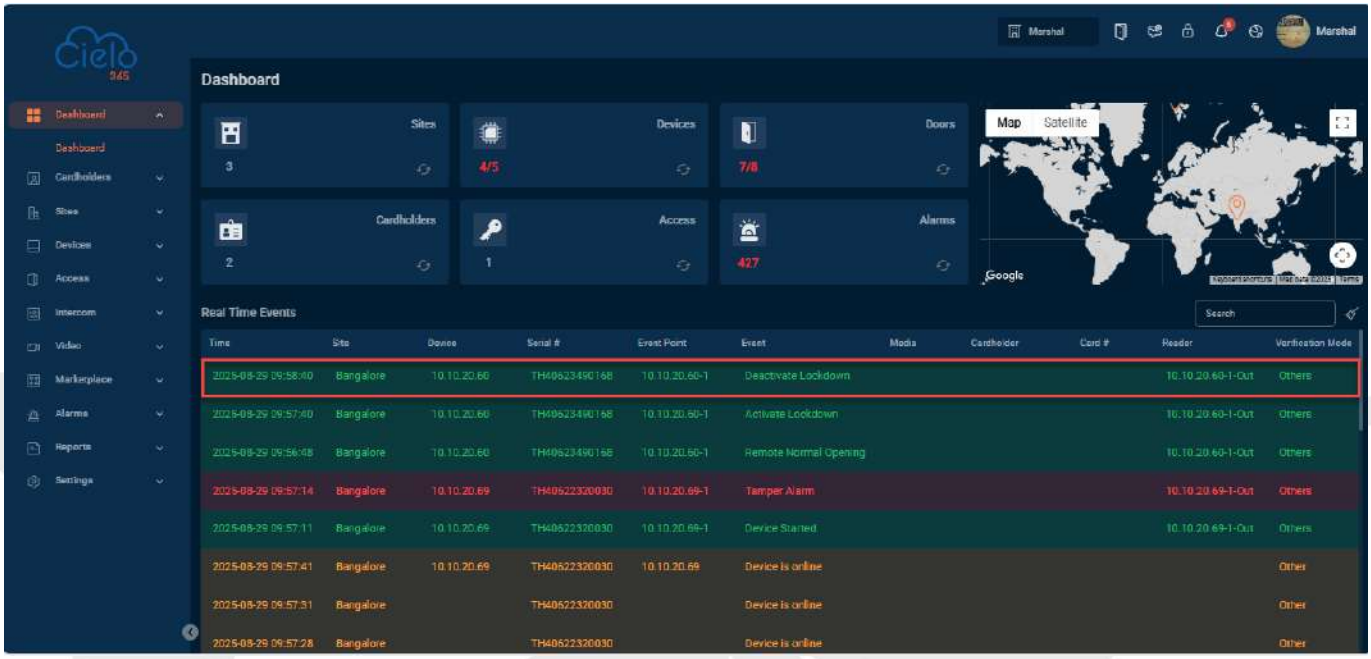
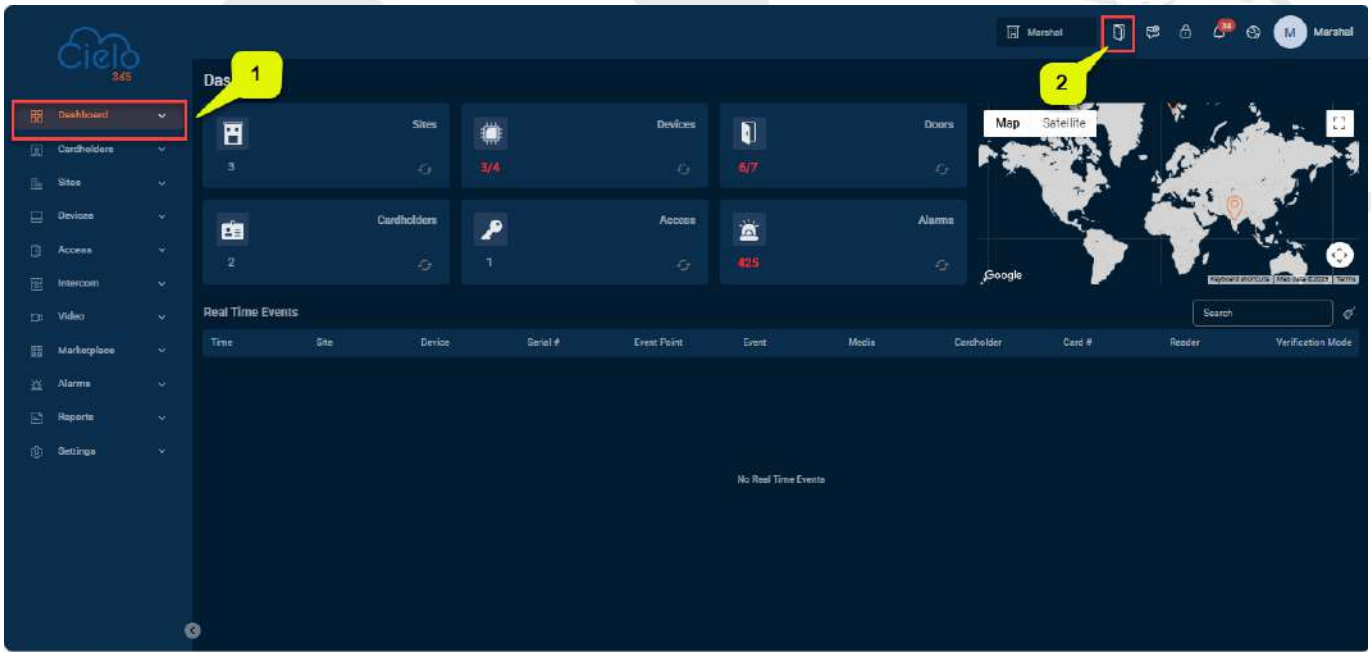


13.6 Cancel Alarm

Click on the icon then select the door. Click on **Cancel Alarm** and click **Yes** to cancel alarm.



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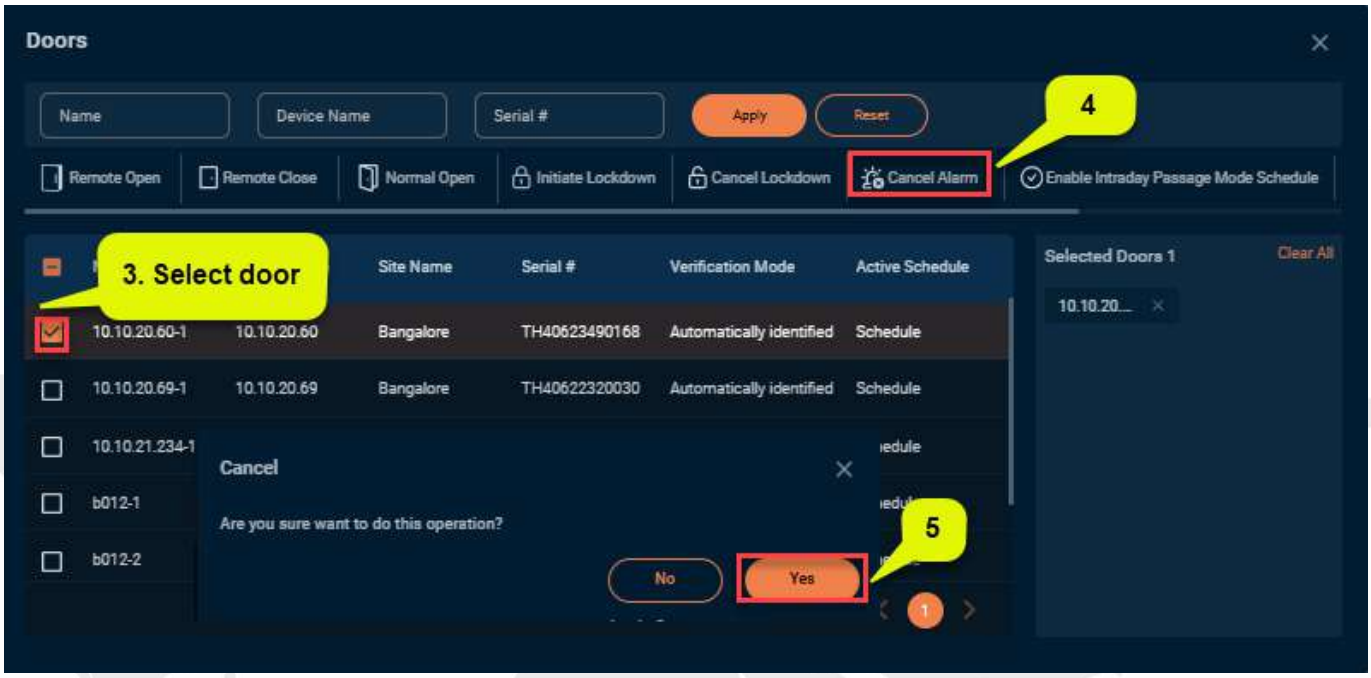

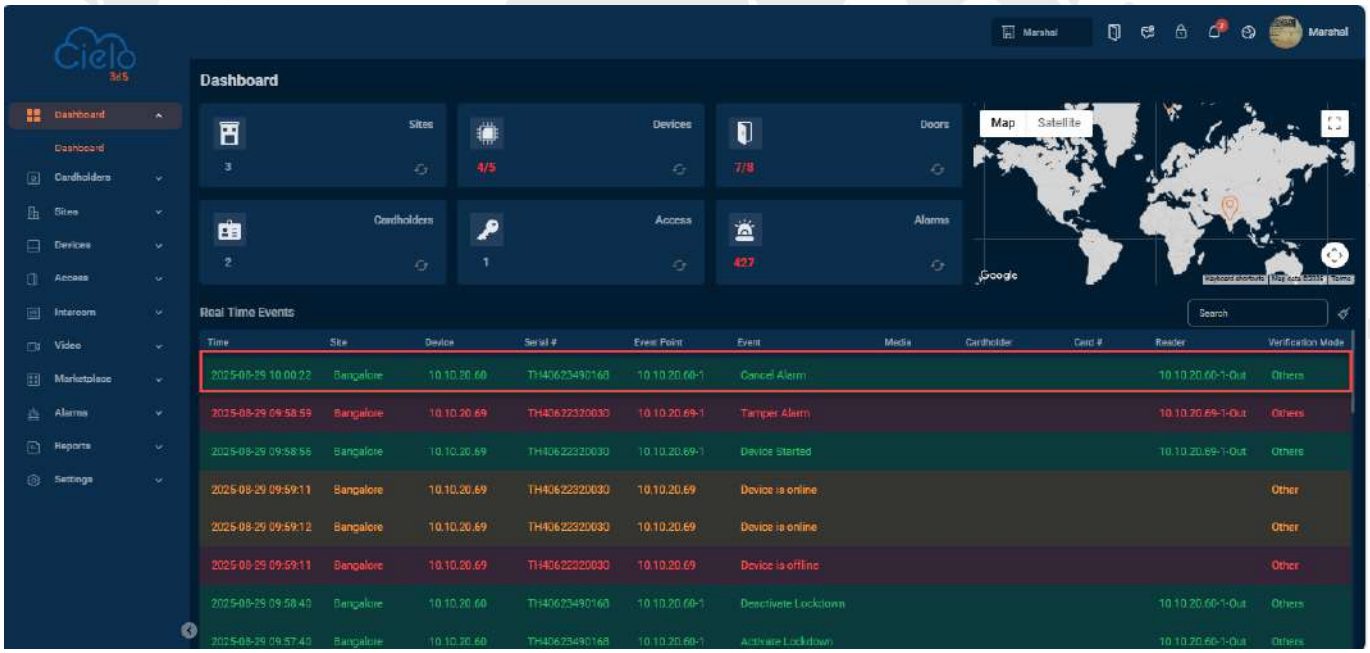

Once an alarming door is displayed on the interface, the alarm sound will be played. Alarm cancellation can be done for single door and all doors. To control a single door, move the cursor over the door icon, a menu will pop-up, then click **Remote Opening/Closing** in the menu. To control all doors, directly click **Remote Opening/Closing** behind Current All.

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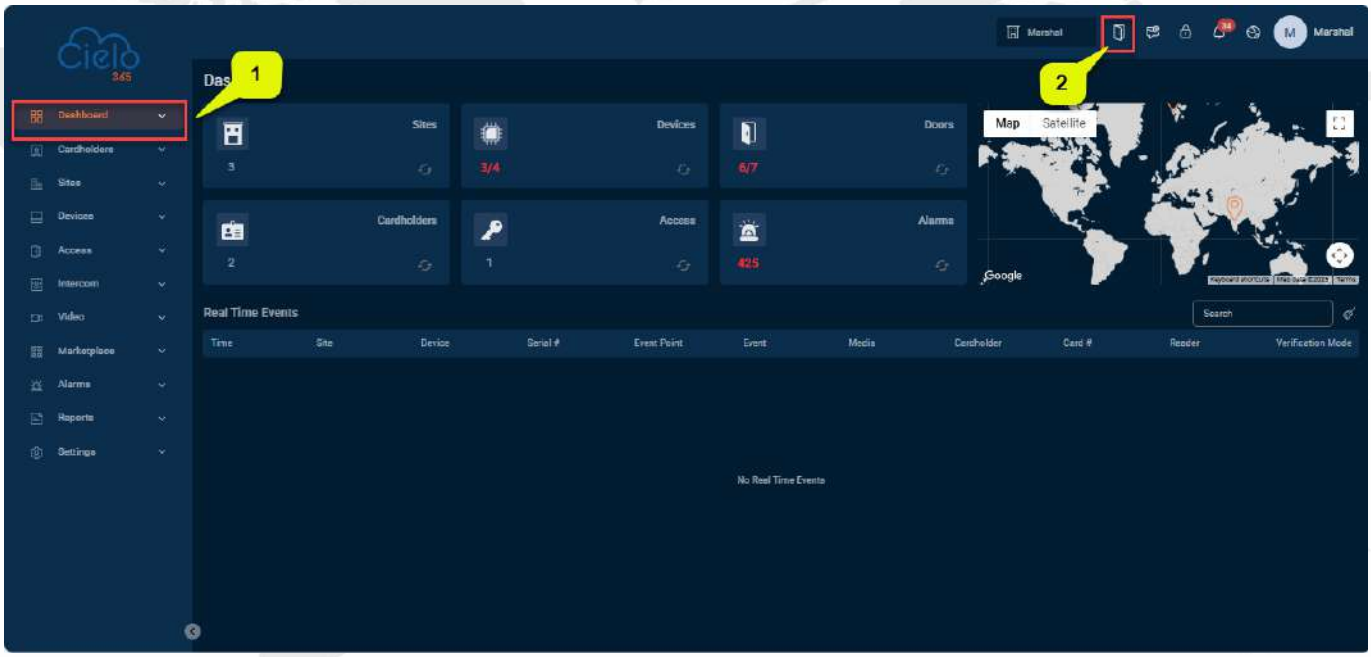
Note: If cancel the alarm fails, check if any devices are disconnected. If found disconnected, check the network.

13.7 Enable Intraday Passage Mode

Click on the icon then select the door. Click on **Enable Intraday Passage Mode and** click **Yes** to Enable Intraday Passage Mode.



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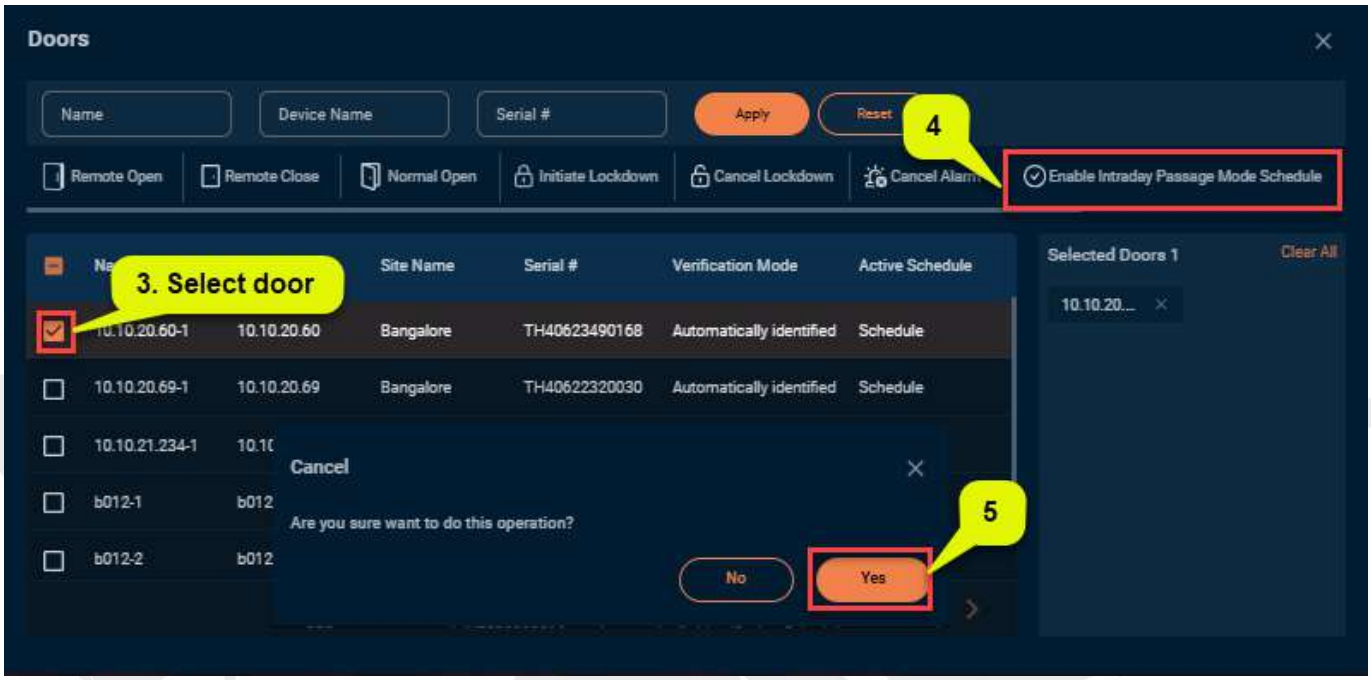

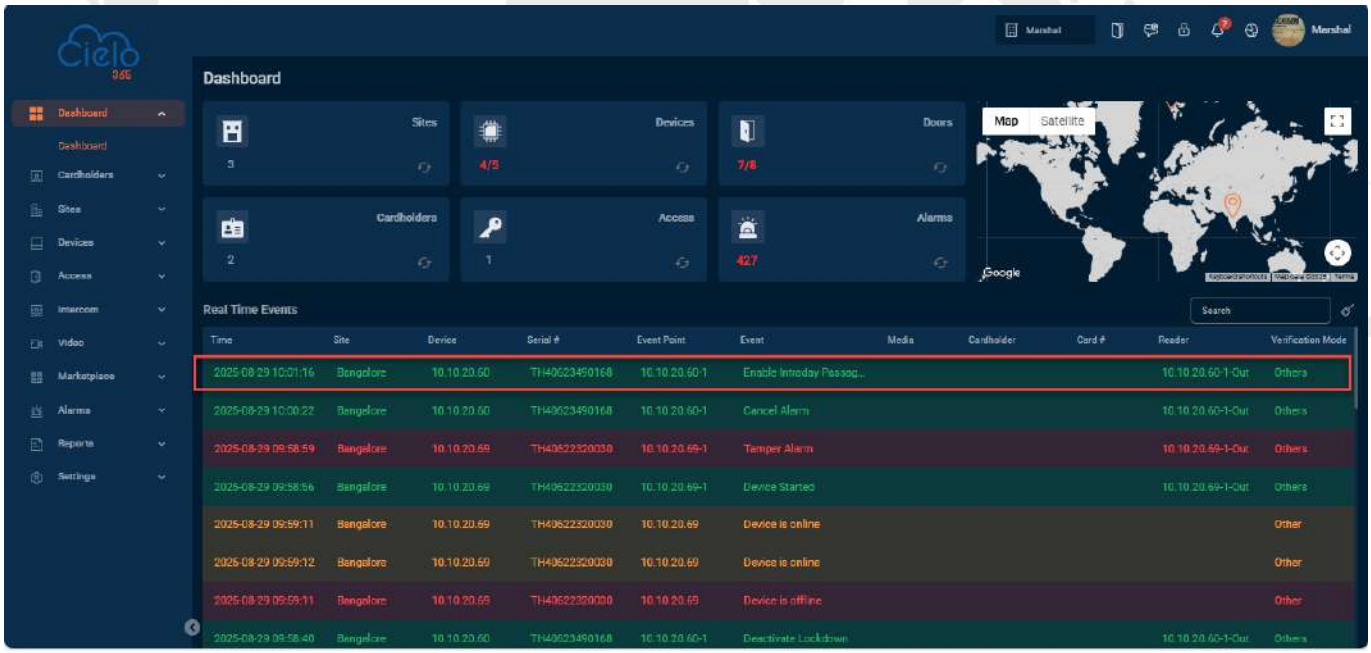

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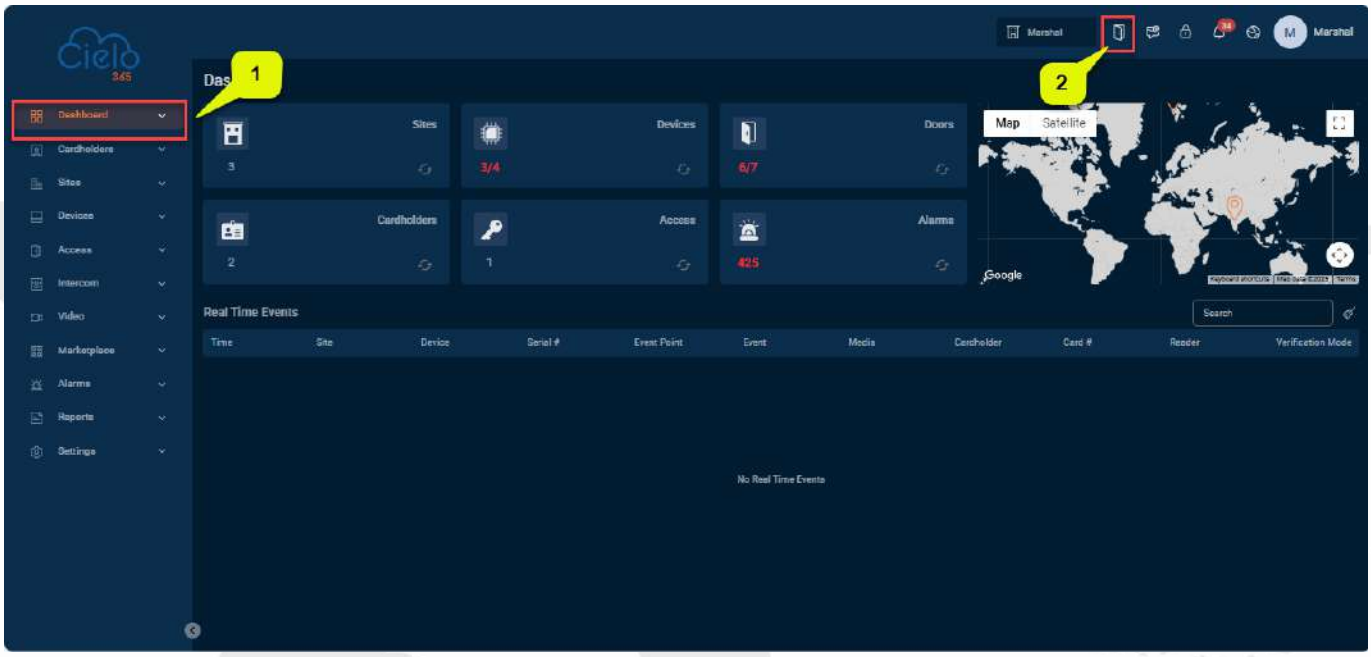
13.8 Disable Intraday Passage Mode

Click on the icon then select the door. Click on **Disable Intraday Passage Mode** and click **Yes** to disable intraday passage mode.



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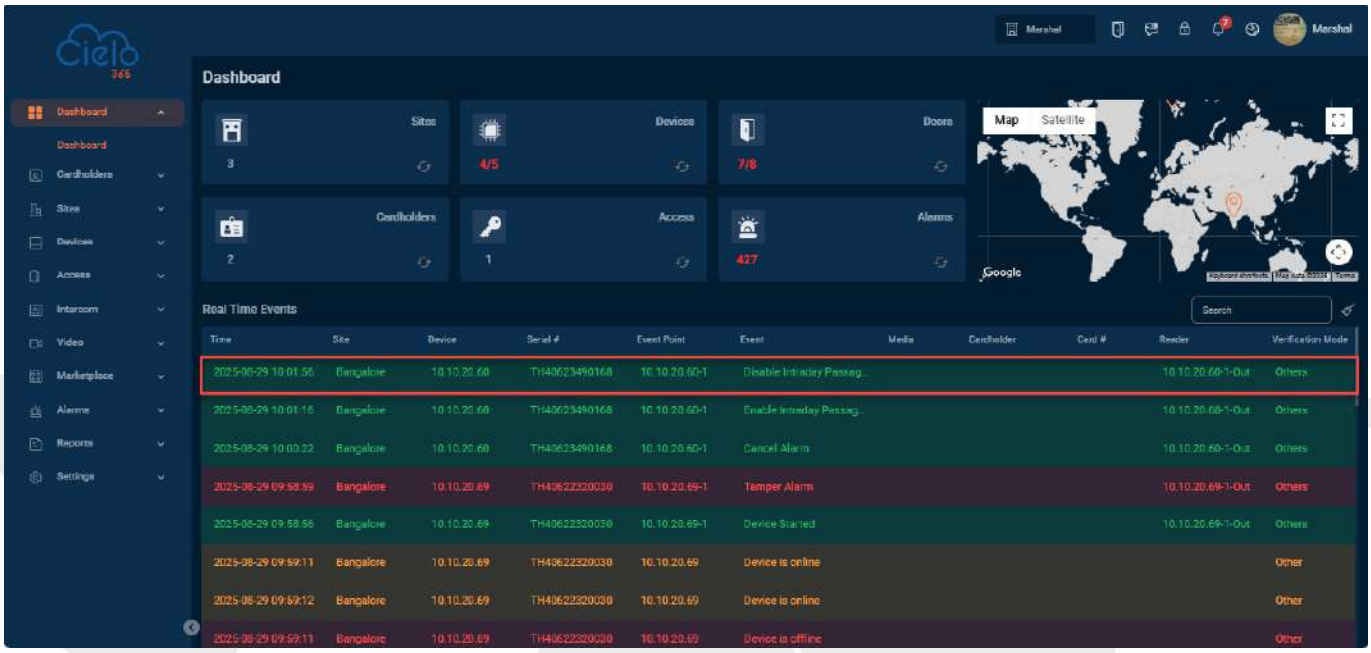

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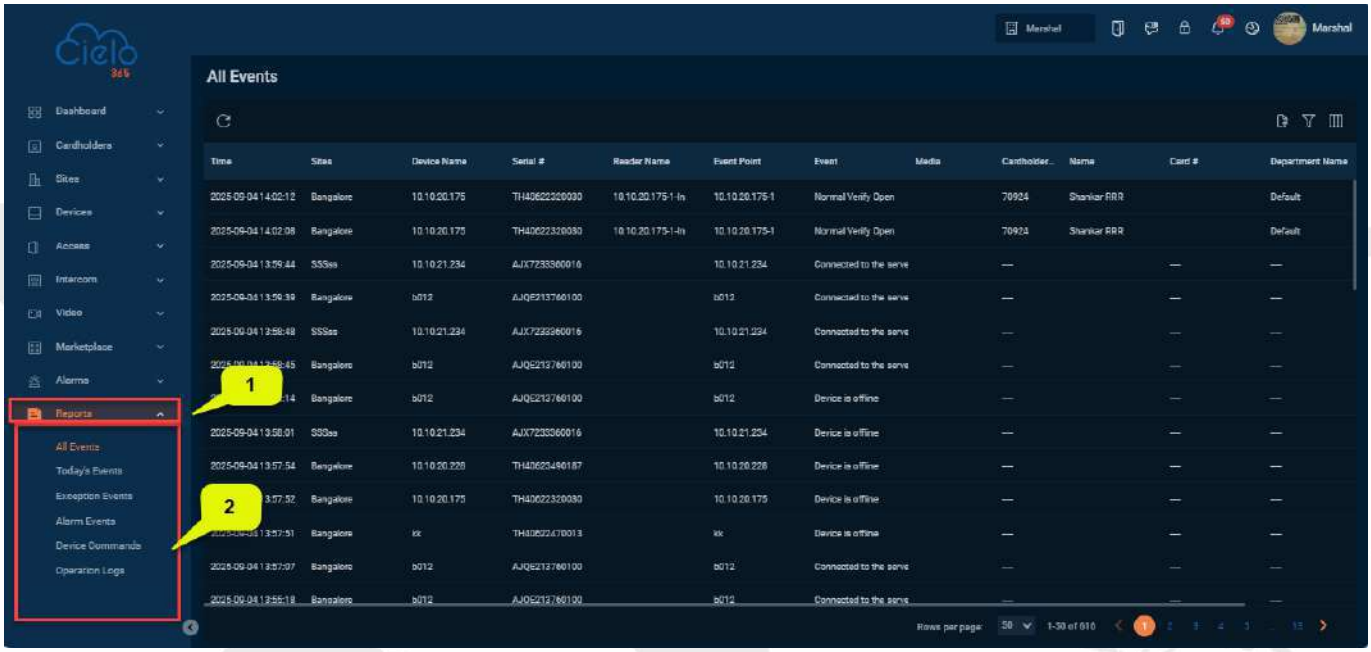
14 Reports

Reports display details of events, today's events, exception events, alarm events, device commands, operation logs, and the ticket list.



14.1 Reports

14.1.1 All Events

Access control event records can be extensive so that users can filter events based on specific conditions. By default, the system displays events from the past three months.

Click [**Reports**] > [**All Events**] to view all recorded events.

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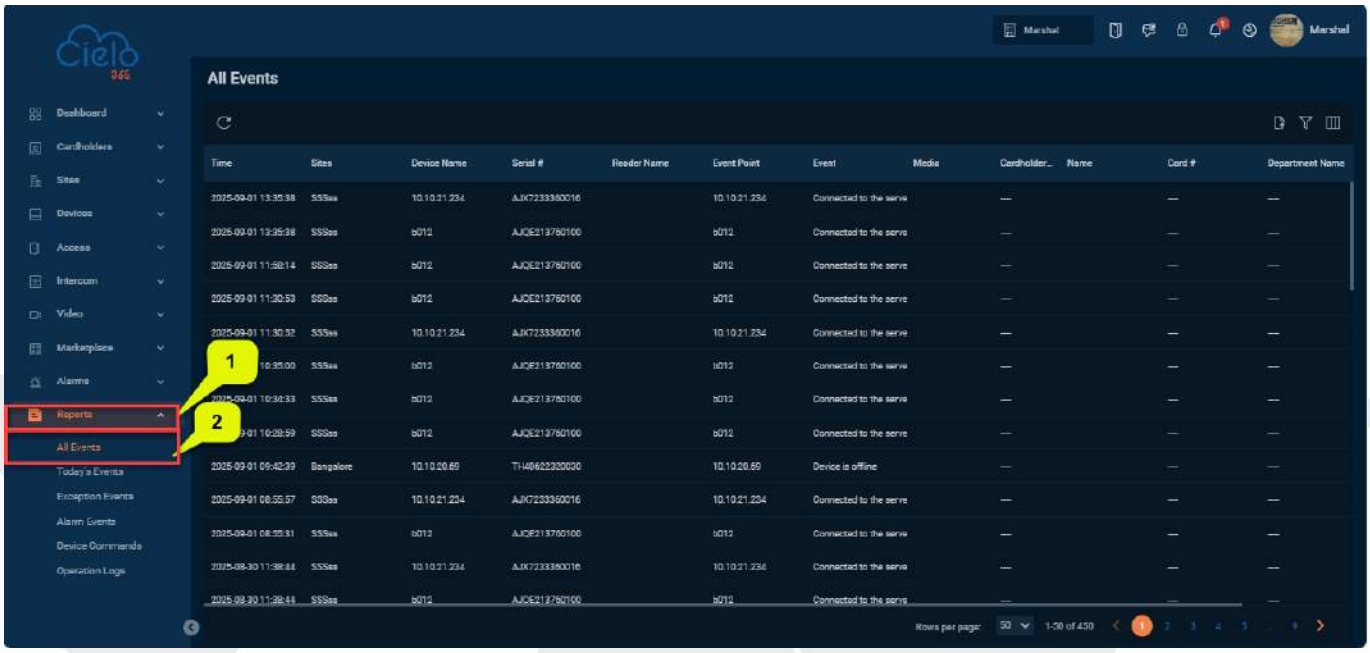

A brief note about the columns displayed on the All-Events Interface:

Time: Displays the time of the event; this cannot be modified.
Site: Shows the location of the site.
Device Name: Displays the IP address of the device.
Event Point: Indicates the event point.
Event: Displays the event name.
Cardholder: Shows the cardholder's name.
Cardholder ID: Displays the ID number of the cardholder.
Card #: Shows the card number of the cardholder.
Department Name: Displays the department to which the cardholder belongs.
Reader Name: Shows the reader's name associated with the device.
Serial Number: Displays the serial number of the device.
Verification Mode: Indicates the verification mode used, such as card only or card plus password.

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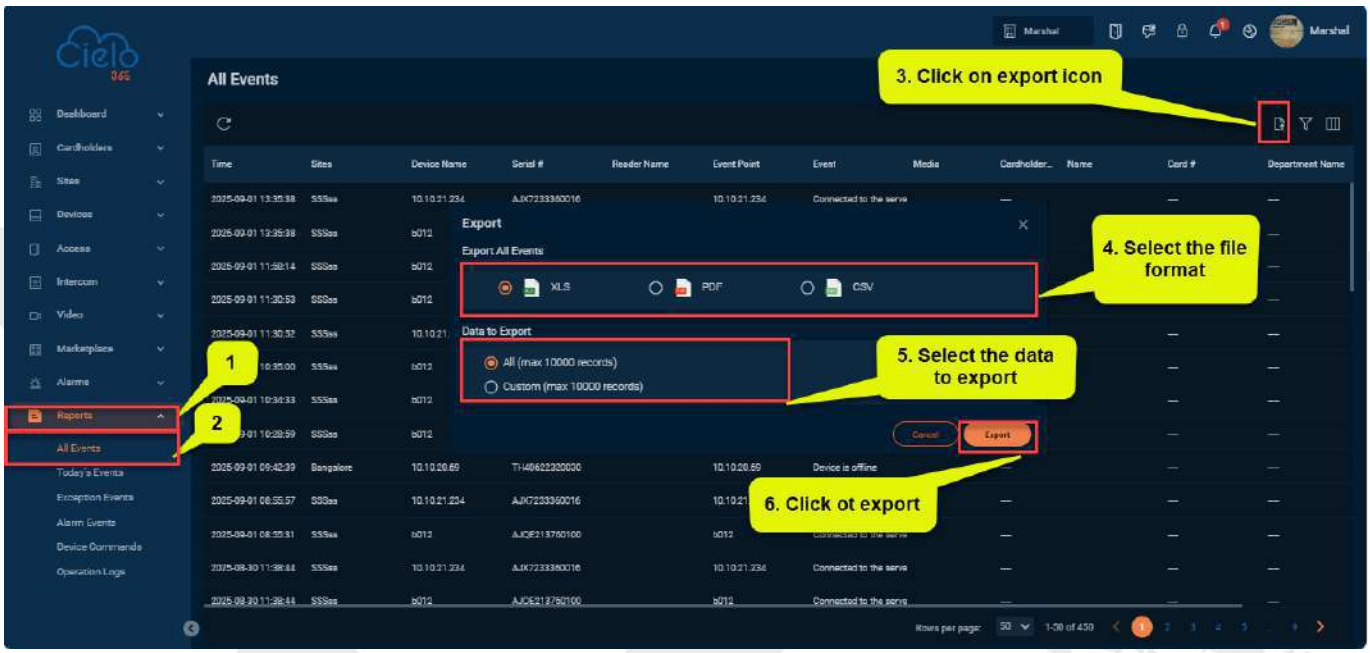
14.1.1.1 Export Events

Users can export all transactions in Excel, PDF, or CSV formats for further analysis or record-keeping like CSV or Excel. This feature allows for customizable filters by event, device name, and site.



To export all events, follow these steps:

- Click [**Reports**] and select [**All Events**] to enter the All-Events interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export all transactions, then click **Export**.

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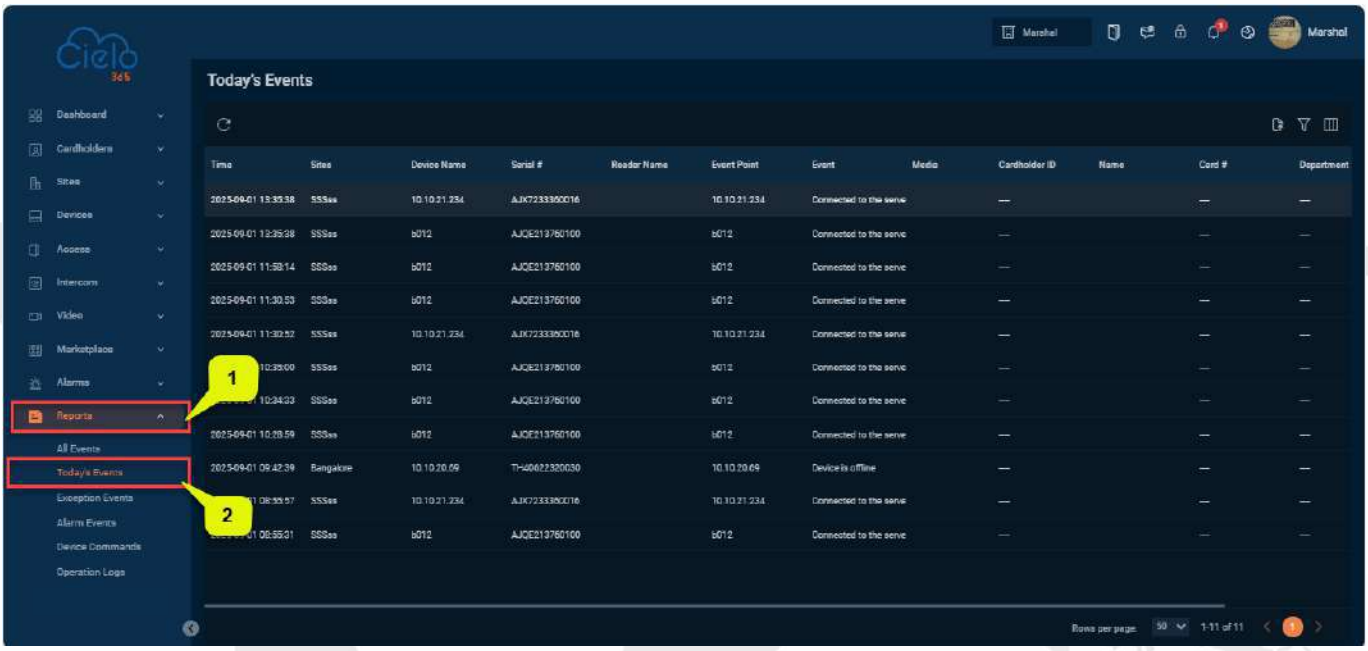
14.1.2 Today's Events

To check the system records from today:
Click [**Reports**] > [**Today's Event**] to view the records for the current day.



A brief note about the columns displayed on the Today's Events Interface:

Time: Displays the time of the event; this cannot be modified.
Site: Shows the location of the site.
Device Name: Displays the IP address of the device.
Event Point: Indicates the event point.
Event: Shows the event name.
Name: Displays the cardholder's name.
Cardholder ID Displays the cardholder's ID.
Department: Shows the department the cardholder belongs to.
Reader Name: Displays the name of the device's reader.
Serial Number: Shows the serial number of the device.
Verification Mode: Indicates the verification mode used, such as card only or card plus password.
Card #: Displays the card number of the cardholder.

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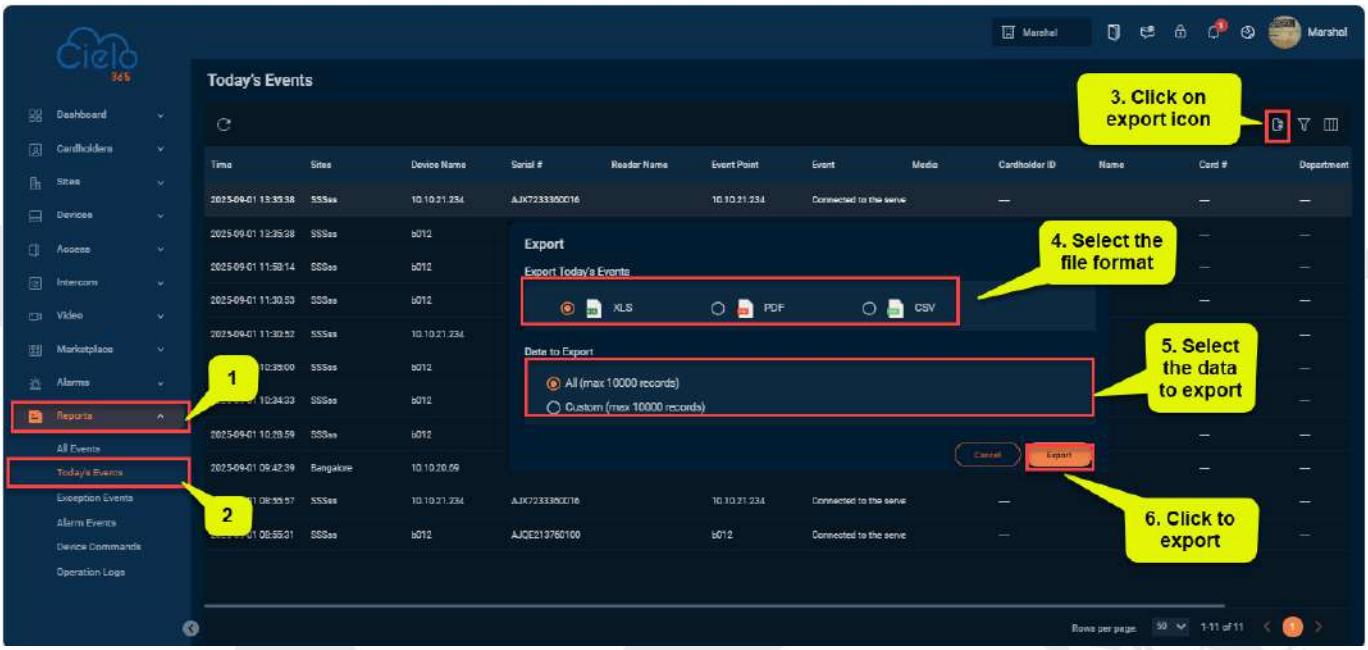
14.1.2.1 Exporting Today's Events

Users can export all events from today in Excel, PDF, or CSV formats for further analysis or documentation. This feature allows for customizable filters by events, such as device name, site, and cardholder ID.



To export today's events, follow these steps:

- Click [**Reports**] and select [**Today's Events**] to enter the Today's Events interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export all events. Then click **Export**.

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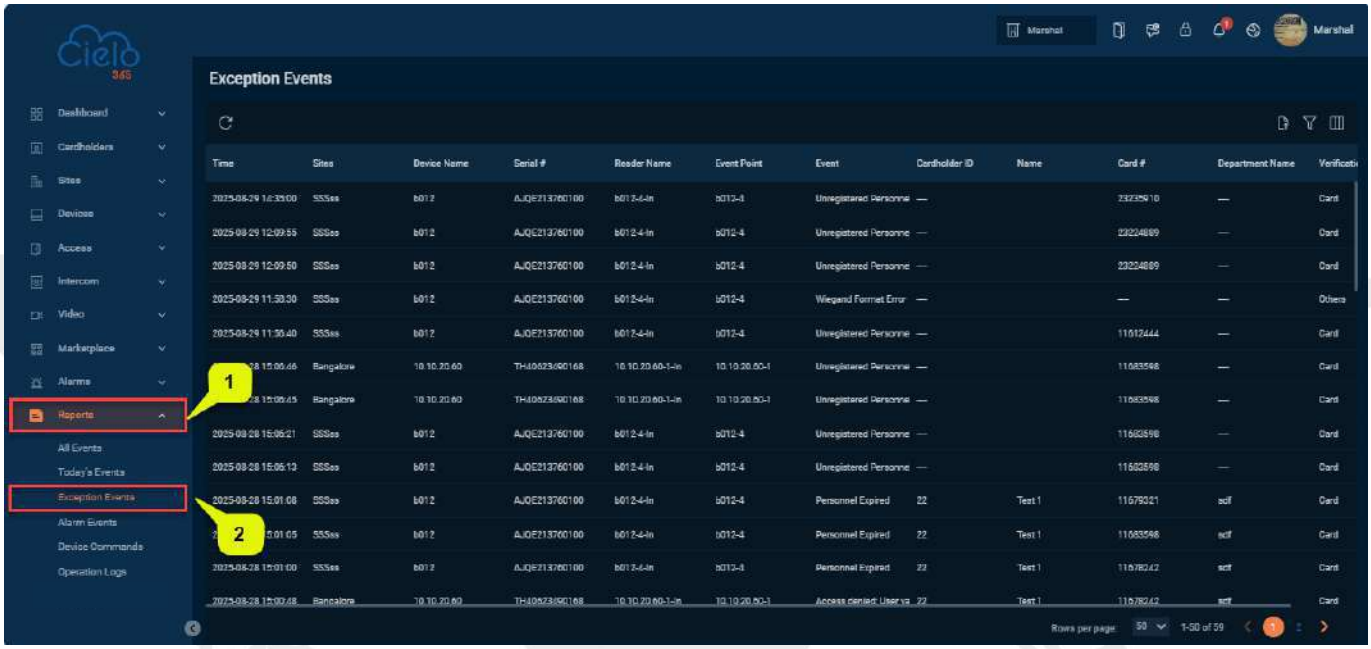
14.1.3 Exception Events

Click **[Reports] > [Exception Events]** to view exception events based on specified conditions.



A brief note about the columns displayed on the Exception Events Interface:

Time: Displays the time of the event; this cannot be modified.
Site: Shows the location of the site.
Device Name: Displays the IP address of the device.
Event Point: Indicates the event point.
Event: Shows the name of the event.
Name: Displays the cardholder's name.
Cardholder ID: Displays the ID of the cardholder.
Department: Shows the department to which the cardholder belongs.
Reader: Displays the name of the reader associated with the device.
Serial #: Shows the serial number of the device.
Verification Mode: Indicates the verification mode used, such as card only or card plus password. **Card #:** Displays the card number of the cardholder**.**

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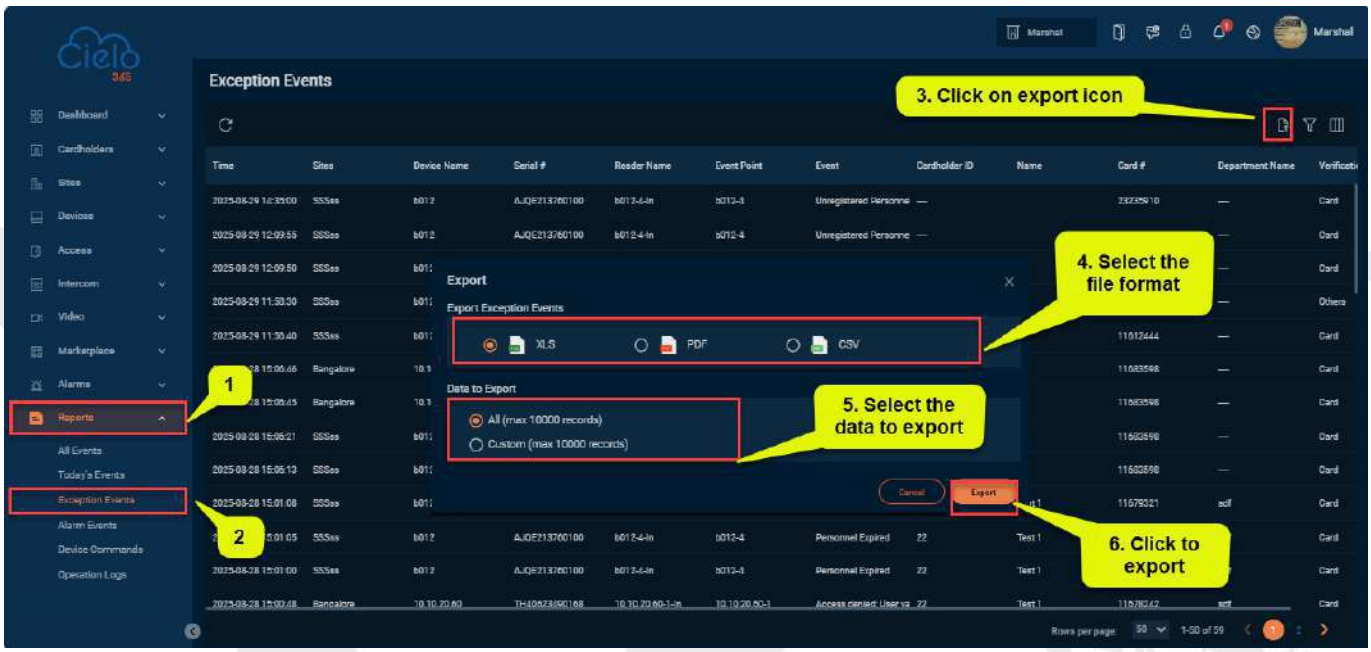
14.1.3.1 Exporting Exception Events

Users can export all exception events in Excel, PDF, or CSV formats for analysis or record-keeping. This feature allows for customizable filters by events, such as device name, site, and cardholder ID.



To export exception events, follow these steps:

- Click [**Reports**] and select [**Exception Events**] to enter the Exception Events interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export all events. Then click **Export**.

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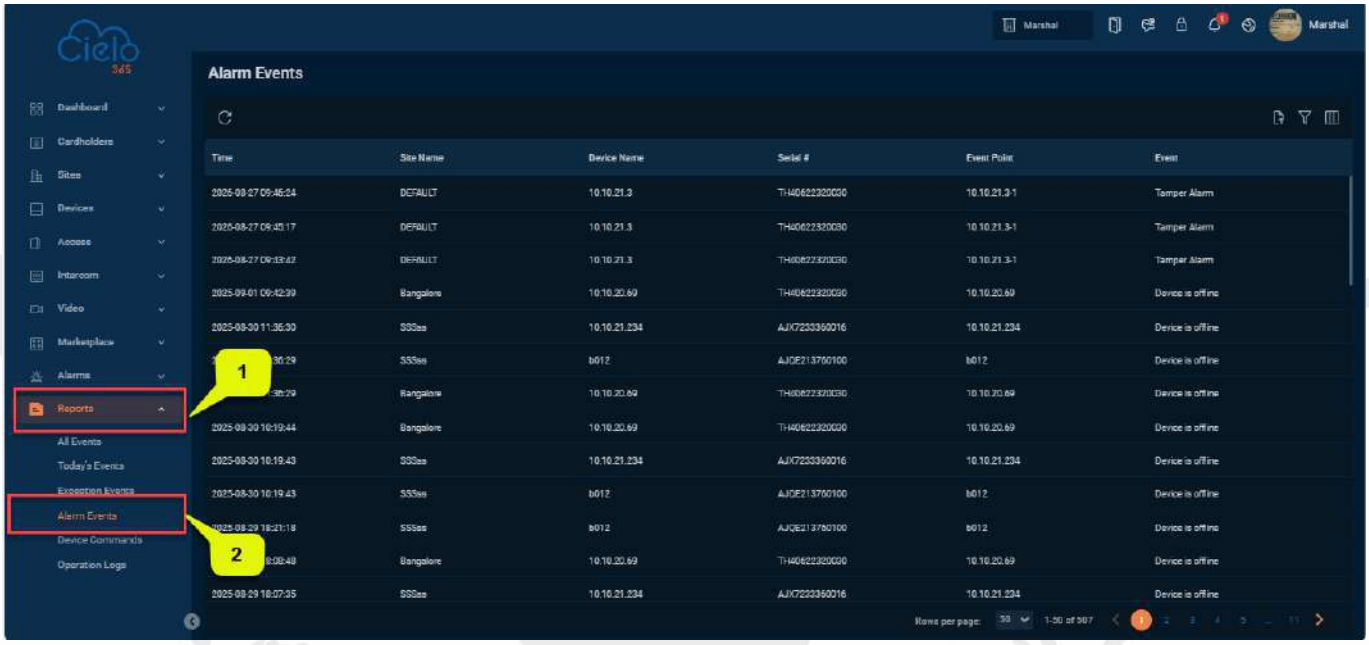
14.1.4 Alarm Events

Click **[Reports] > [Alarm Events]** to view alarm events.



A brief note about the columns displayed on the Alarm Events Interface:

Time: Displays the time of the event; this cannot be modified.
Event: Shows the name of the event.
Site Name: Displays the location of the site.
Door: Shows the door number of the device.
Event Point: Indicates the event point.
Device Name: Displays the name of the device.
Serial #: Shows the serial number of the device.

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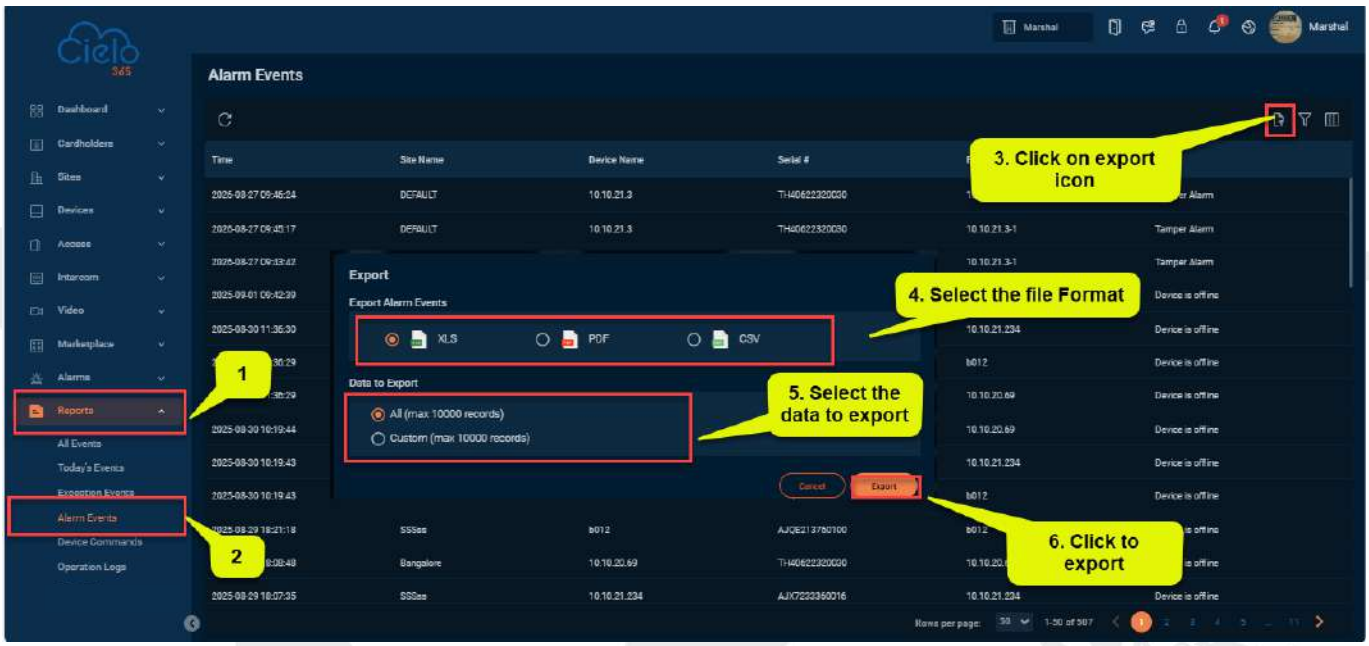
14.1.4.1 Exporting Alarm Events

Users can export all alarm events in Excel, PDF, or CSV formats for analysis or record-keeping. This feature allows for customizable filters by event, such as device name, site name, and event type.



To export alarm events, follow these steps:

- Click [**Reports**] and select [**Alarm Events**] to enter the Alarm Events interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export alarm events. Then click **Export**.

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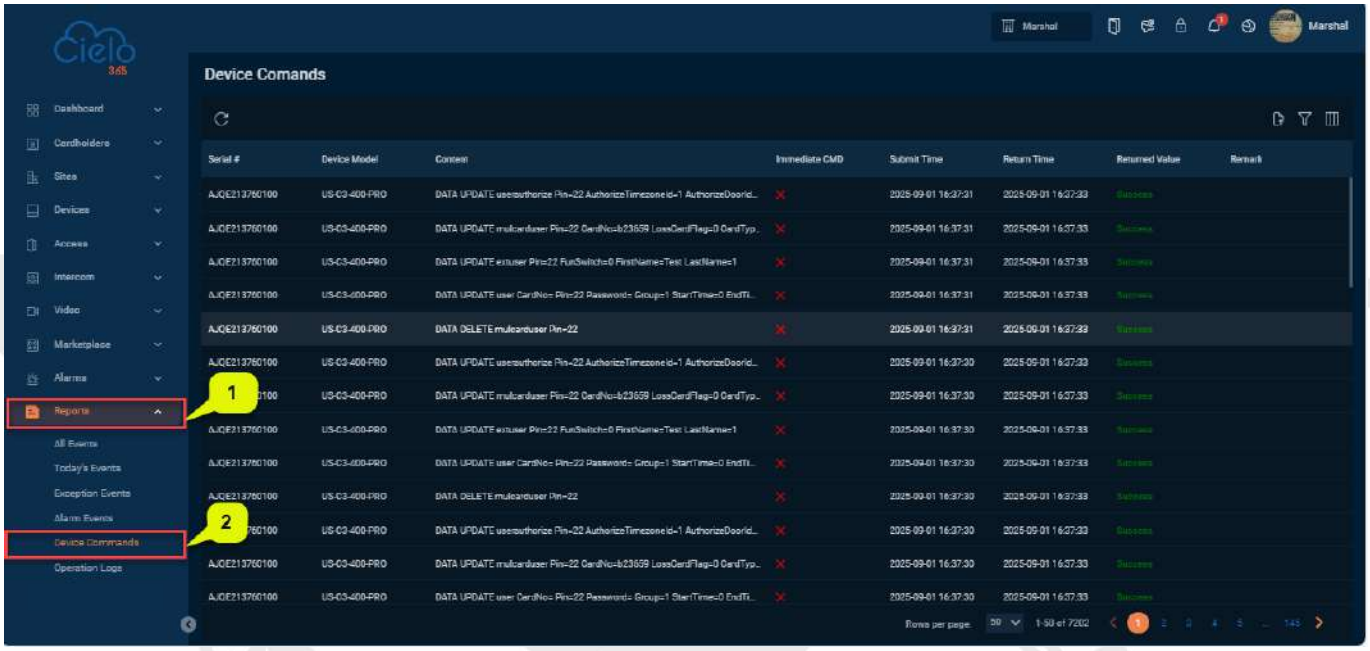
14.1.5 Device Commands

Click **[Reports] > [Device Commands]** to view device commands.



A brief note about the columns displayed on the Device Commands Interface:

CMD ID: Displays the command ID code.
Device Model: Displays the model of the device.
Serial #: Shows the serial number of the device.
Content: Displays the content or details of the command**.**
Submit Time: Shows the time the command was submitted.
Return Time: Displays the time the response was received.
Returned Value: Shows the returned value or result from the device.

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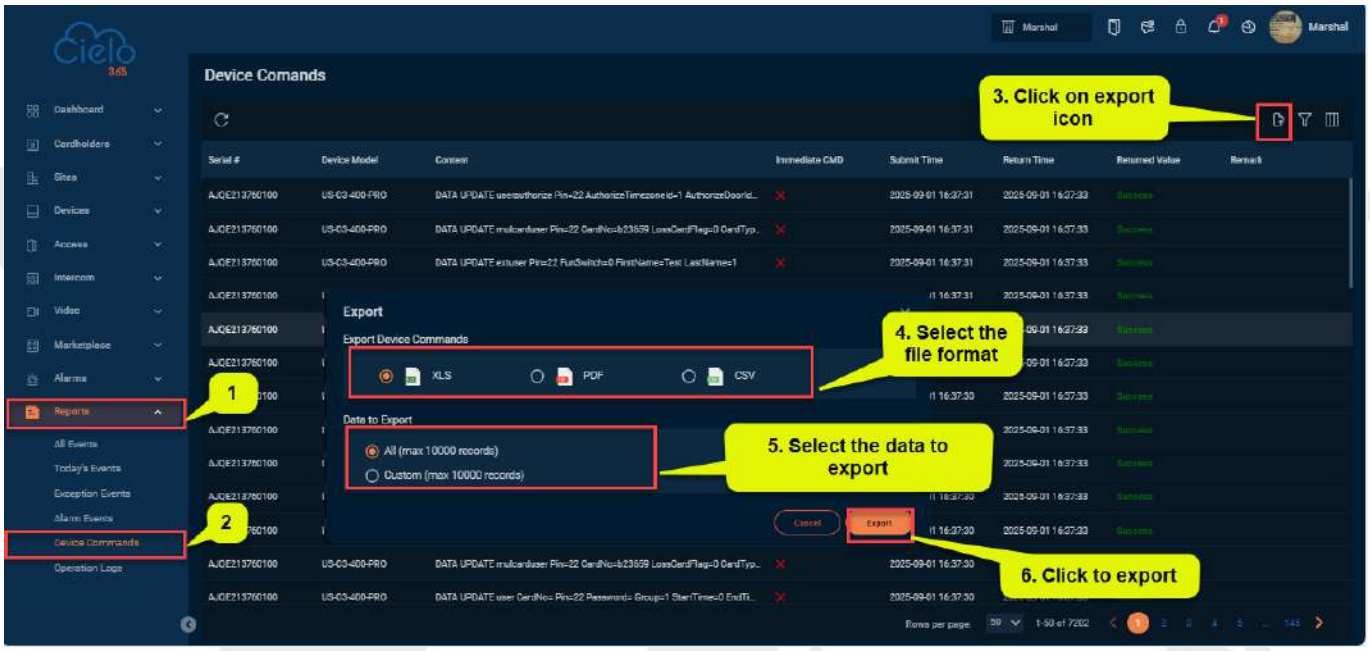
14.1.5.1 Exporting Device Commands Events

Users can export all device command events in Excel, PDF, or CSV formats for analysis or record-keeping. This feature allows for customizable filters by events, such as CMD ID, Serial #, and device model.



To export device commands, follow these steps:

- Click [**Reports**] and select [**Device Commands**] to enter the device commands interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export all events. Then click **Export**.

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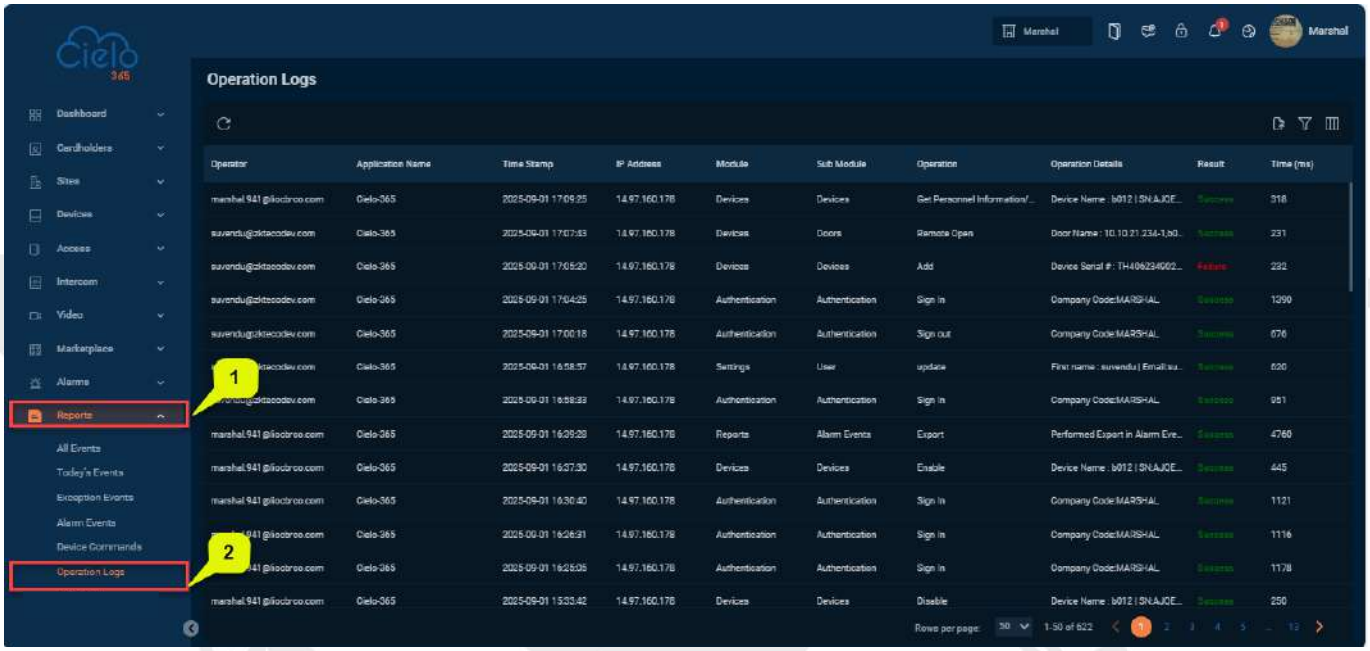
14.1.6 Operation Log

Click **[Reports] > [Operation Log]** to view the operation log.



14.1.6.1 Exporting operation logs

Users can export all operation logs in Excel, PDF, or CSV formats for analysis or record-keeping. This feature allows for customizable filters by event, such as operator, application, module, and sub-module.

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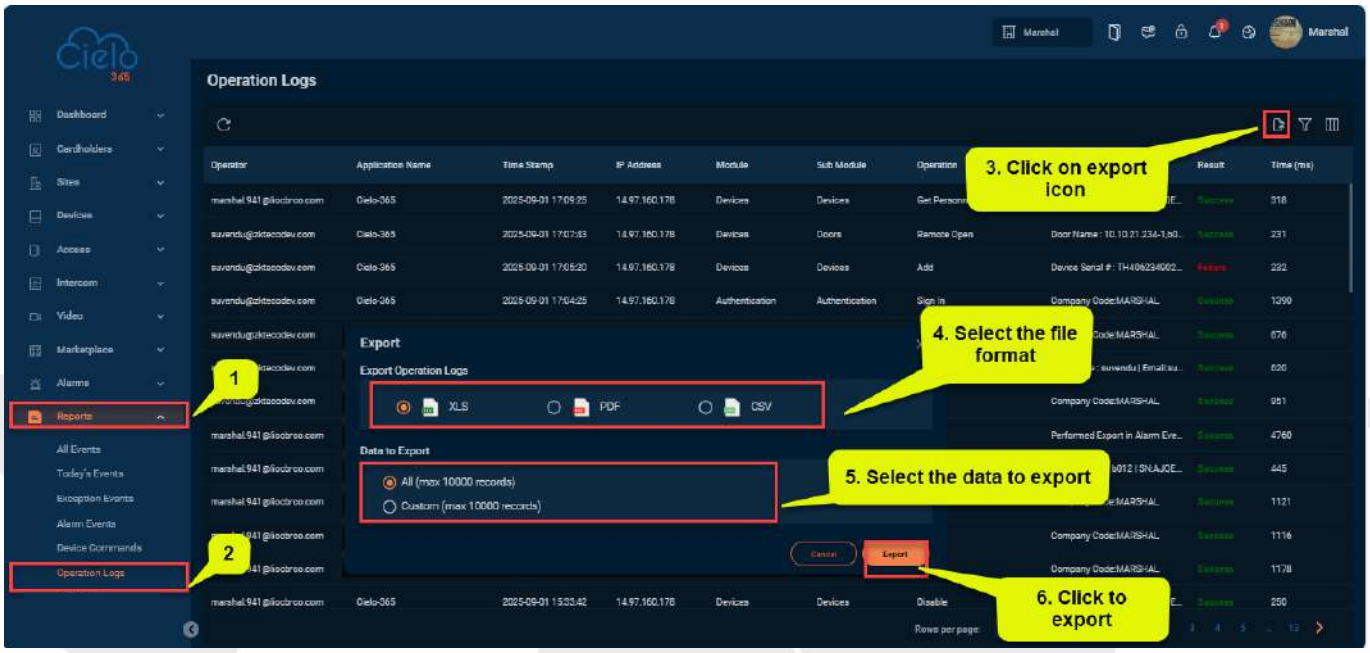

To export operation events, follow these steps:

- Click [**Reports**] and select [**Operation Log**] to enter the operation log events interface.
- Click **Export** **icon**, and choose your preferred format (Excel, PDF, or CSV) to export all events. Then click **Export**.

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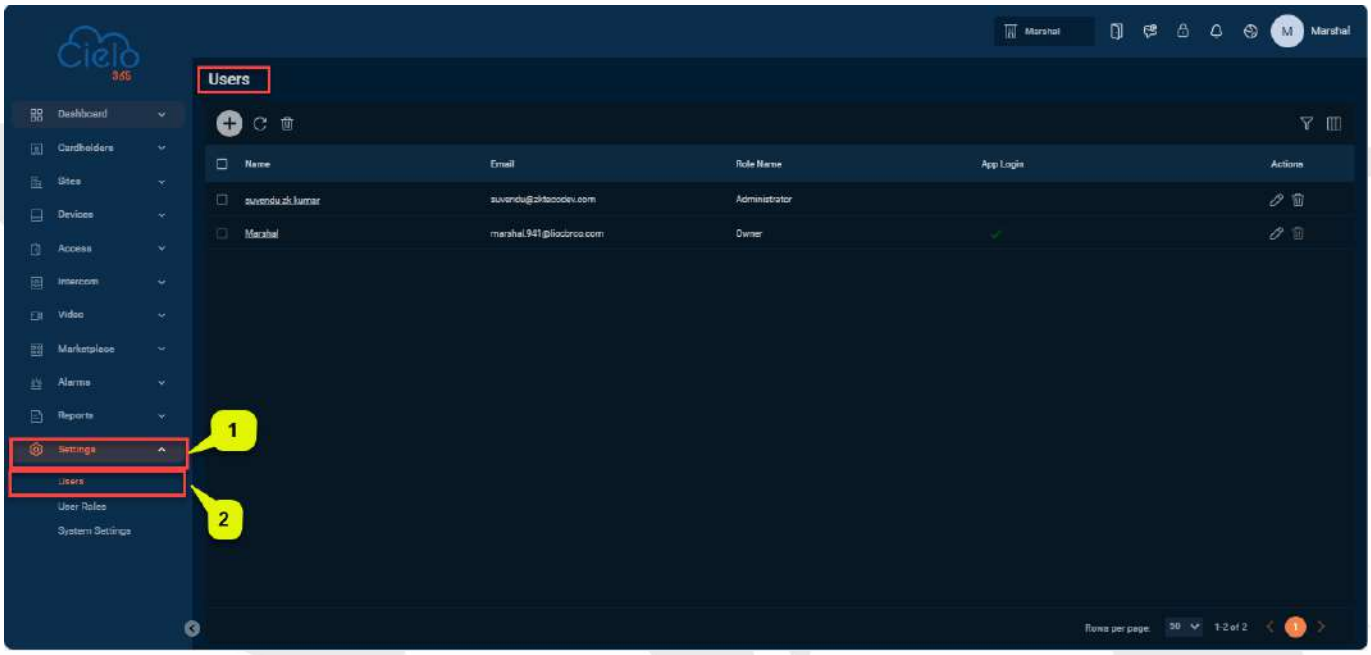
15 Settings

15.1 How to Set Up a User Account (Users)

Users allows you to manage multiple users. You can also assign roles and set privileges for each user.



15.1.1 Add a User

Perform the following steps to add a new user:

1. Click the **Add** **icon** to create a new user.
2. Enter the user's information, such as Email, Name, Password, App login, and User Role.
3. Click **Add** to save the new user.

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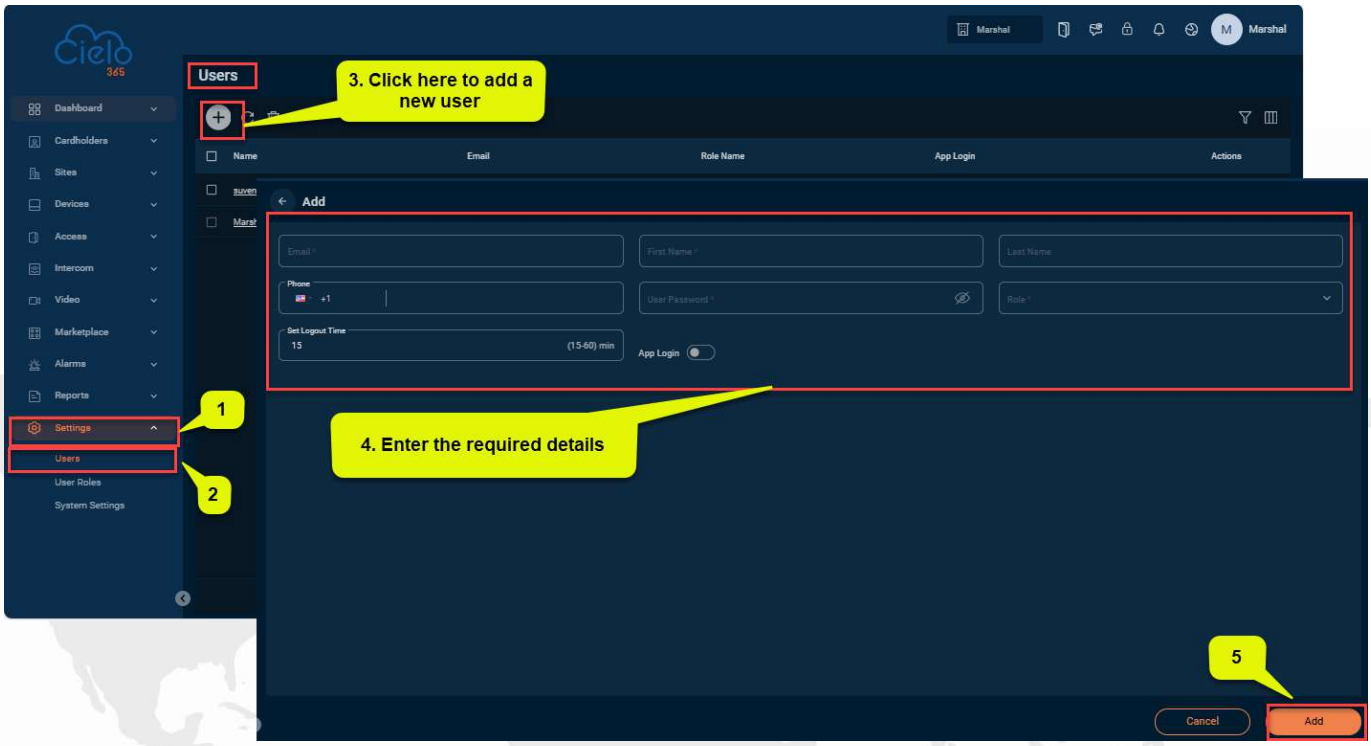
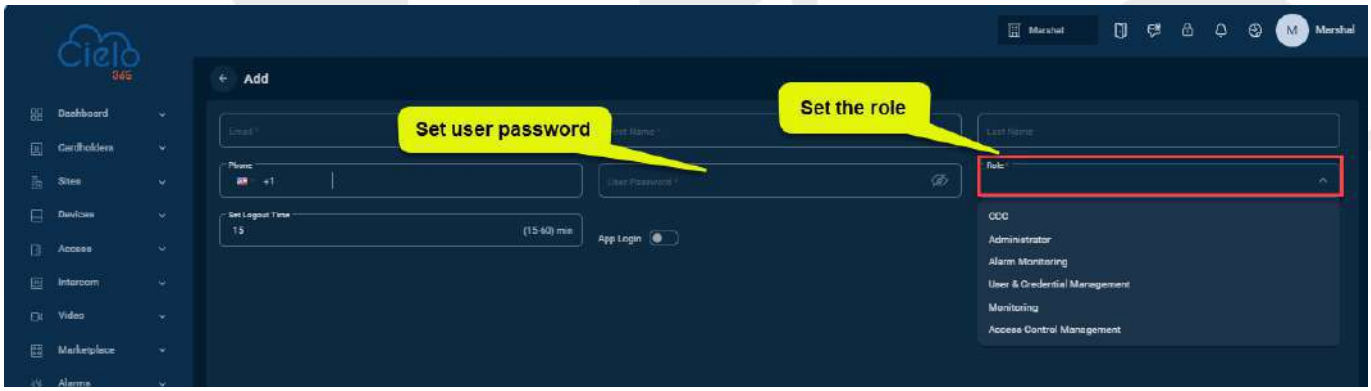


Note: The user will have the option to change their password during the account activation process. Set up the user role.



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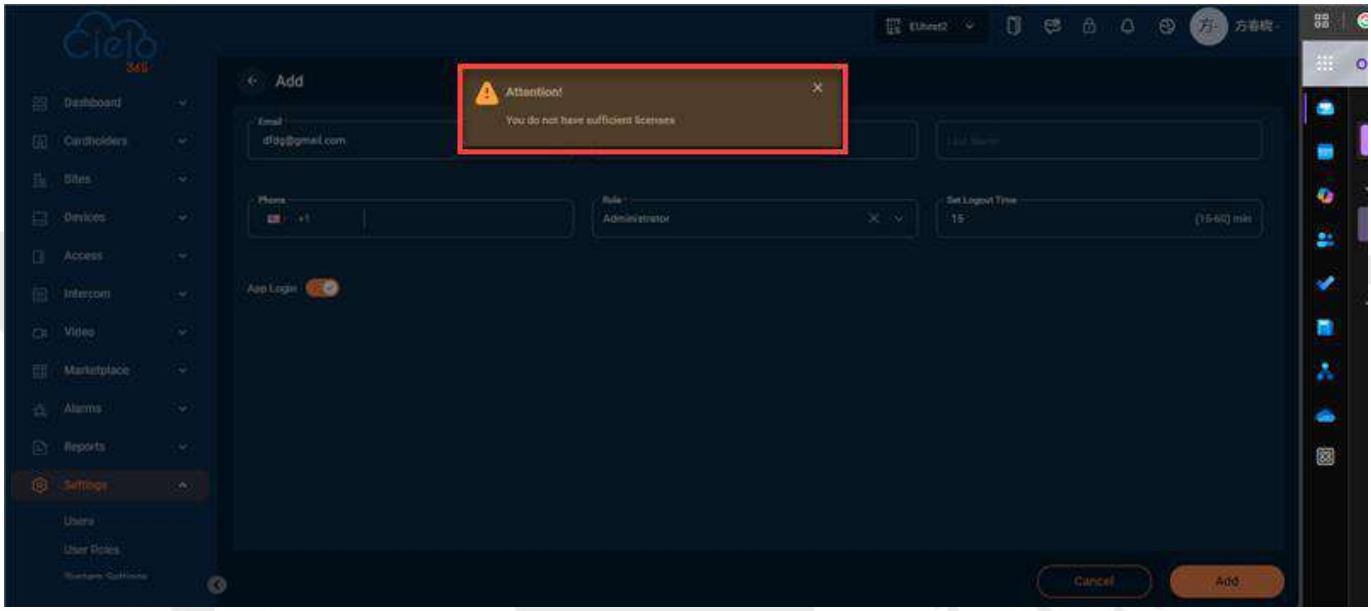
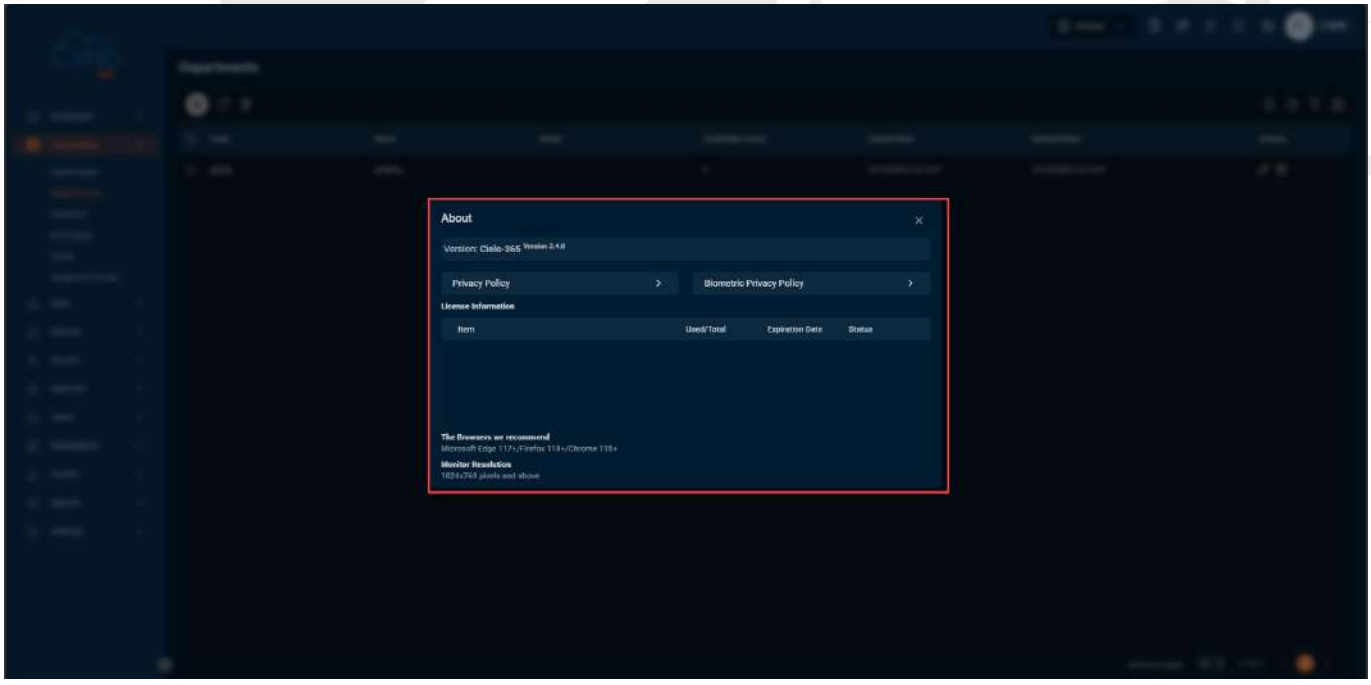
When you create a user account for the first time and assign **app login** permission, it is free. Creating second user with **app login** permission, a license is required. If a license is not available, the system displays the error message: **You do not have sufficient licenses.**



On the **About** page, the system does not show any license information.



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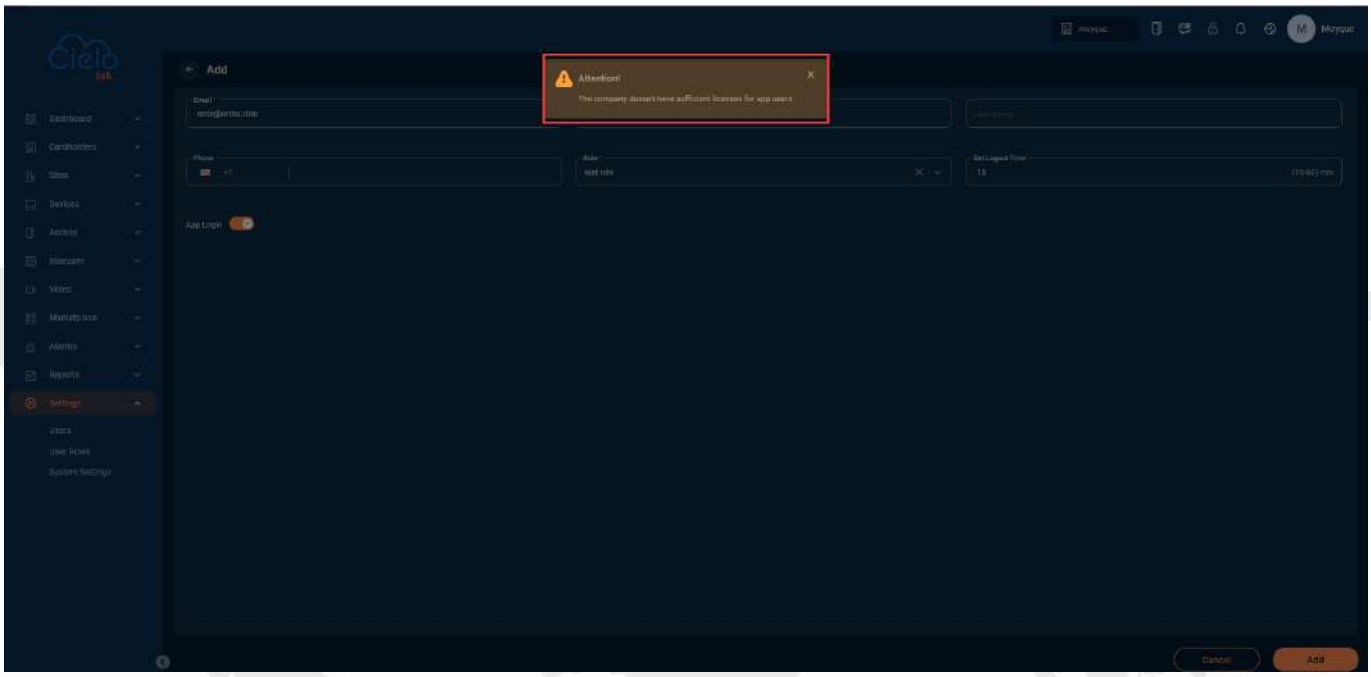
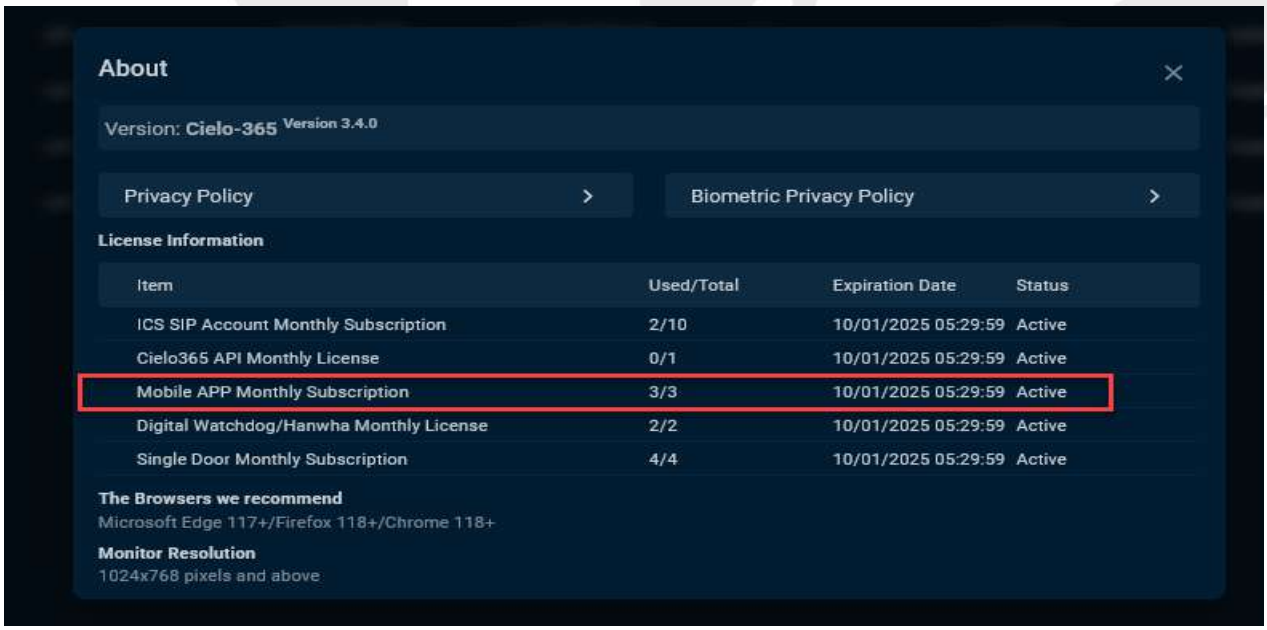
If all mobile app subscriptions or licenses are used, the system displays the error message: **The company doesn't have sufficient licenses for app users.**



In the about page, all mobile app subscriptions/license is used



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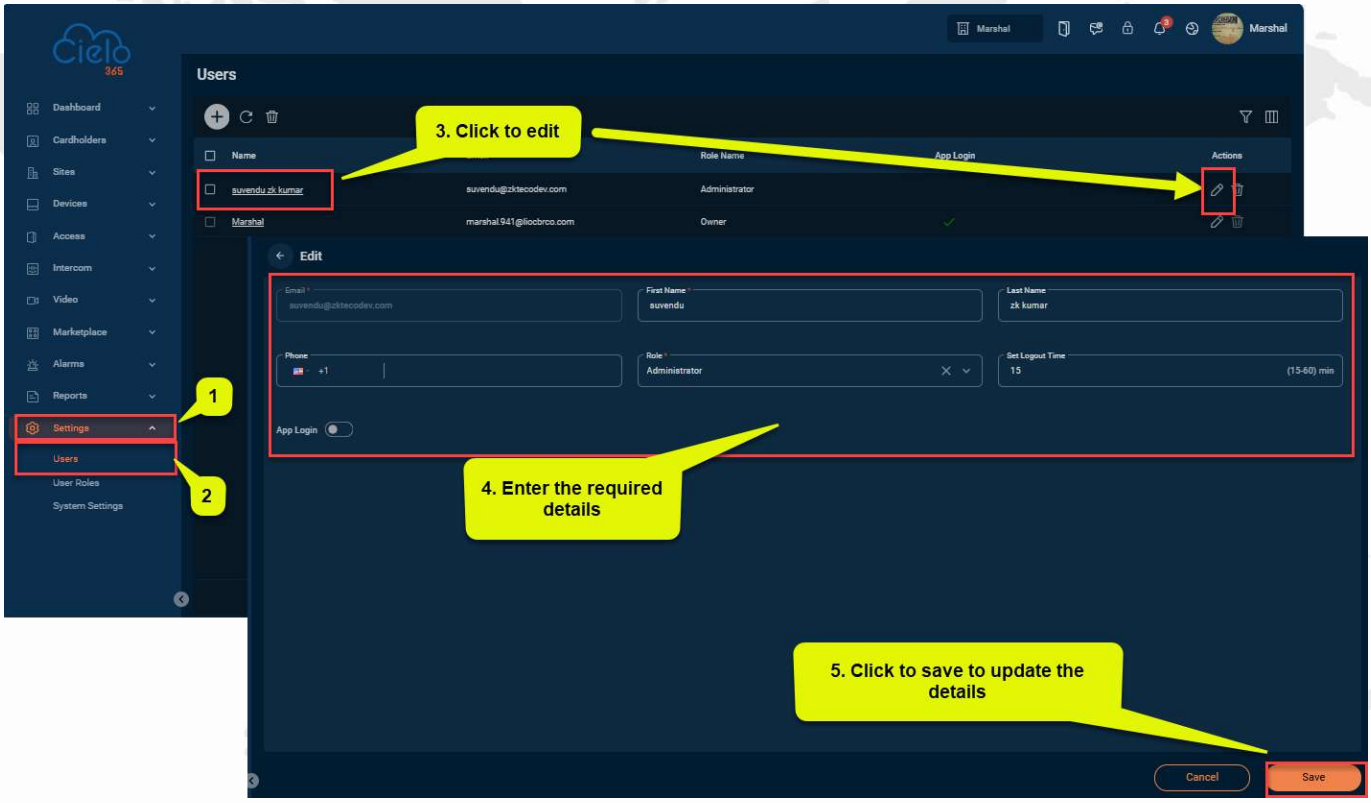
15.1.2 Editing a User

To edit a user, perform the following steps:

- In the user list, select the user to be edited and click the **Edit** **icon**.
- Make the necessary changes to the user's details and click **Save**.



The settings are explained as follows:

First Name, Last Name, Email: Displays the user's name and email ID.

Phone Number: Enter the user's phone number**.**

Role: Select the appropriate role for the user.

Set Logout Time: The user will be automatically logged out after 15 minutes of inactivity. You can set a custom logout time for the user.

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Time Zone: Select the user's time zone.

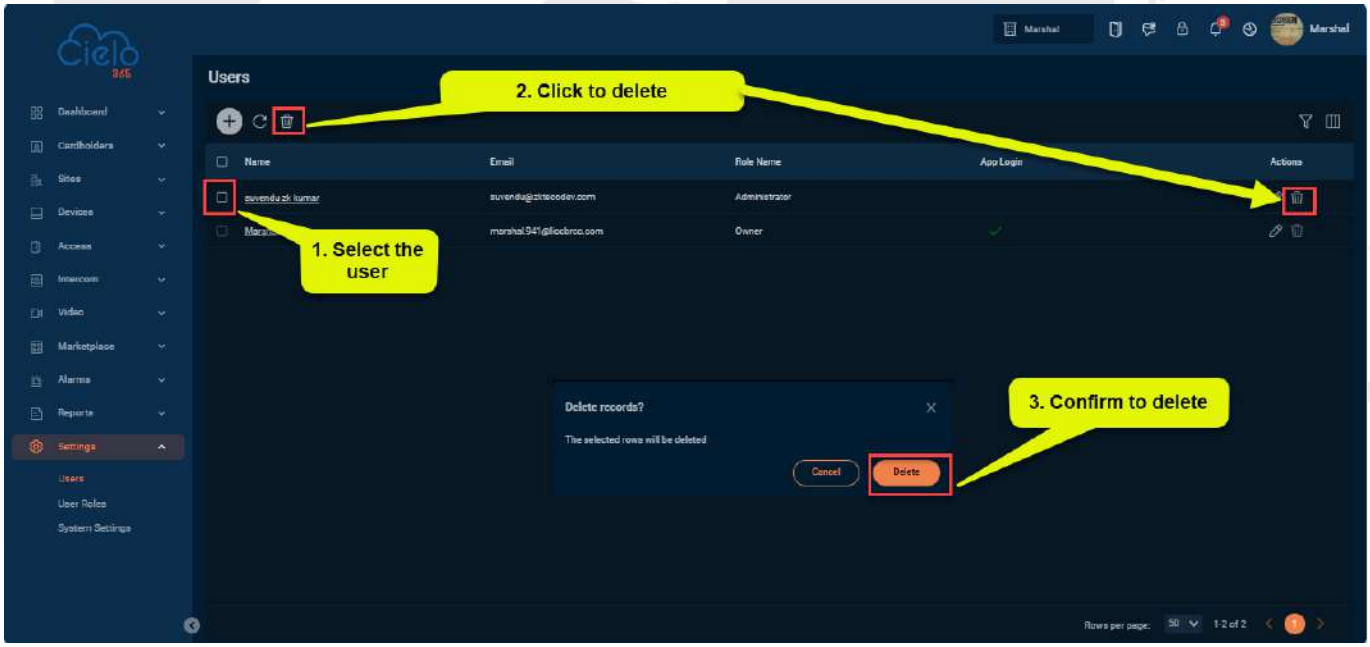
App Login: Use this toggle to specify whether the user is required to mobile login.

- **Enabled**: The user can login to access the app.
- **Disabled**: The user cannot access the app.

15.1.3 Deleting a User

To delete a user, perform the following steps:

1. In the user list, select the user to be deleted and click the **Delete** **icon**.
2. In the confirmation pop-up, click **Delete t**o confirm the removal of the user.



Note: If the user is an owner, they cannot be deleted.

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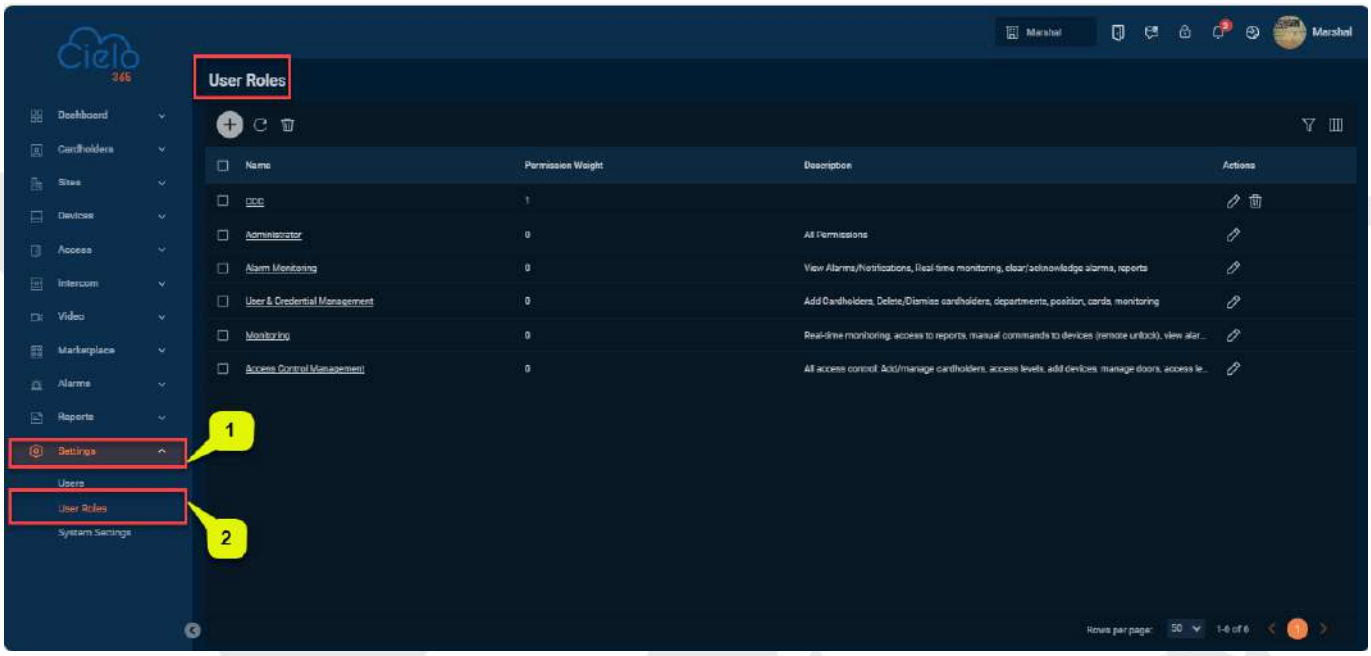
15.2 User Roles

The superuser can assign different user levels to various users. To streamline this process and avoid assigning roles individually, the superuser can create a user role and set specific access levels that can be assigned to multiple users.



15.2.1 Add a User Role

Perform the following steps to add a new user role:

1. Click the **Add** **icon** to add a new user role.
2. A window will appear as shown in the image below in that enter the details then choose the permissions.

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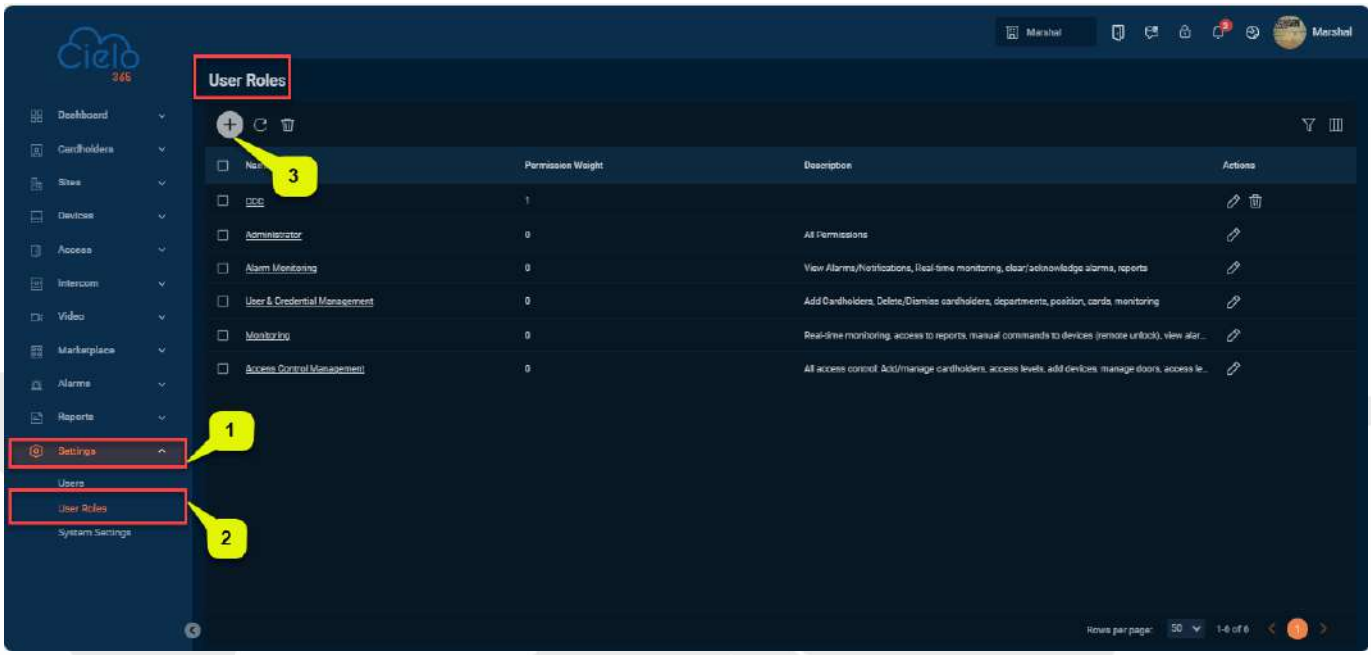

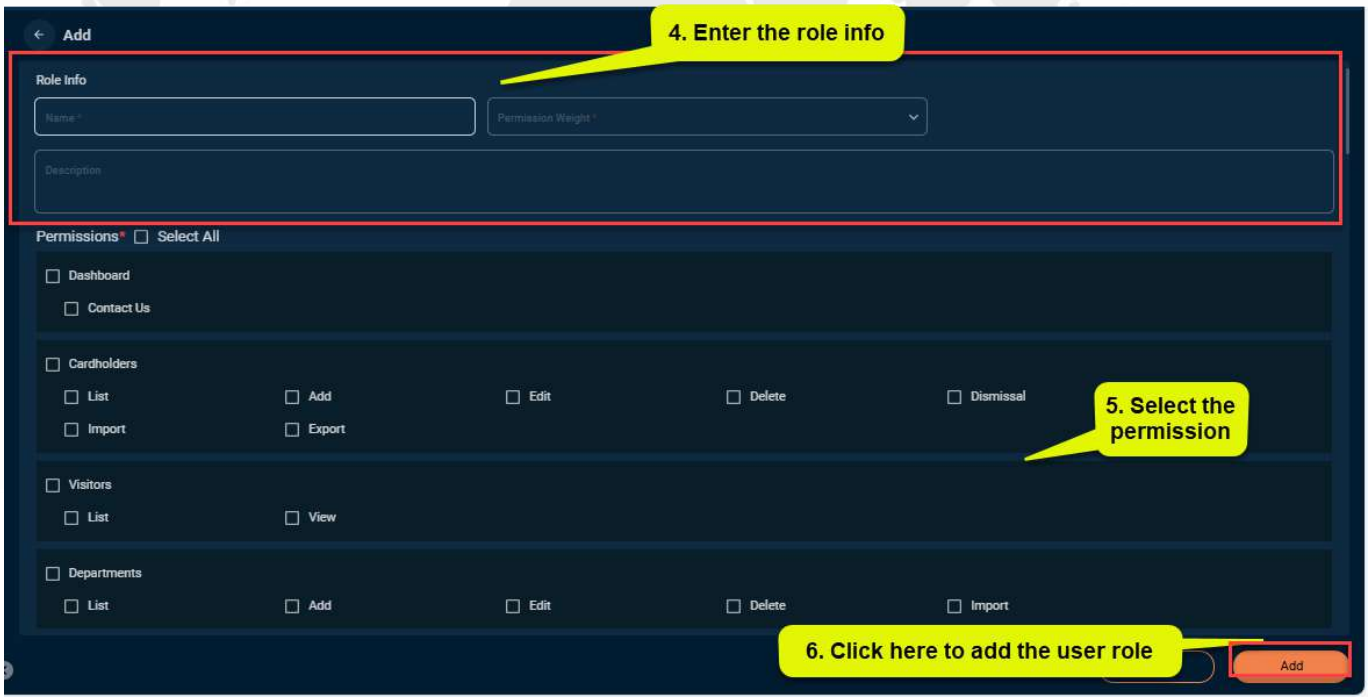

Name: Create a name for the role.
Description: Enter the description for the role.

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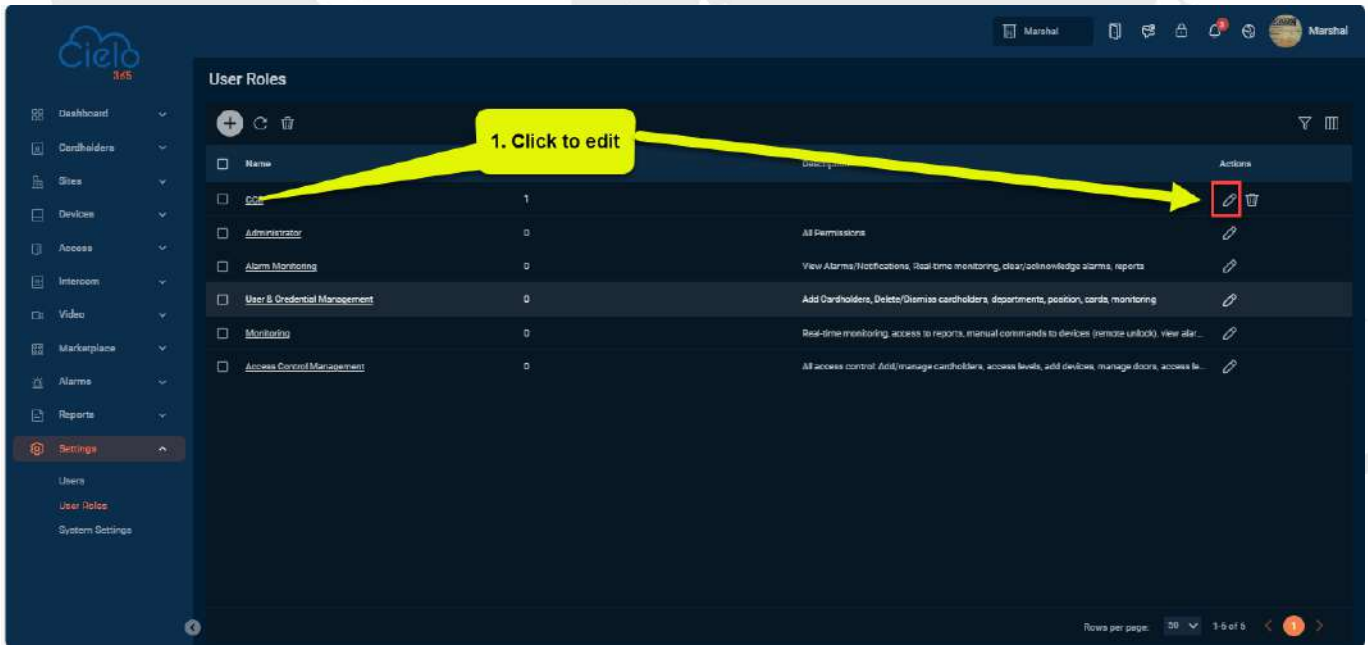
Role Permission: Under each module, select the permissions for the user by checking the corresponding boxes. Only the designated user will have access to the selected options. To grant access to all options, select the **Master** checkbox.

3. Click **Add** after configuring the permissions.

15.2.2 Edit a User Role

To edit a user role, perform the following steps:

- In the user roles list, select the role you want to edit and click the **Edit** **icon**.
- Make the necessary changes to the user role and click **Save**.



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15.2.3 Delete a User Role

1. In the user roles list, select the role to be deleted and click the **delete** **icon**.
2. In the pop-up, verify the selected user roles to be deleted and click **delete**.

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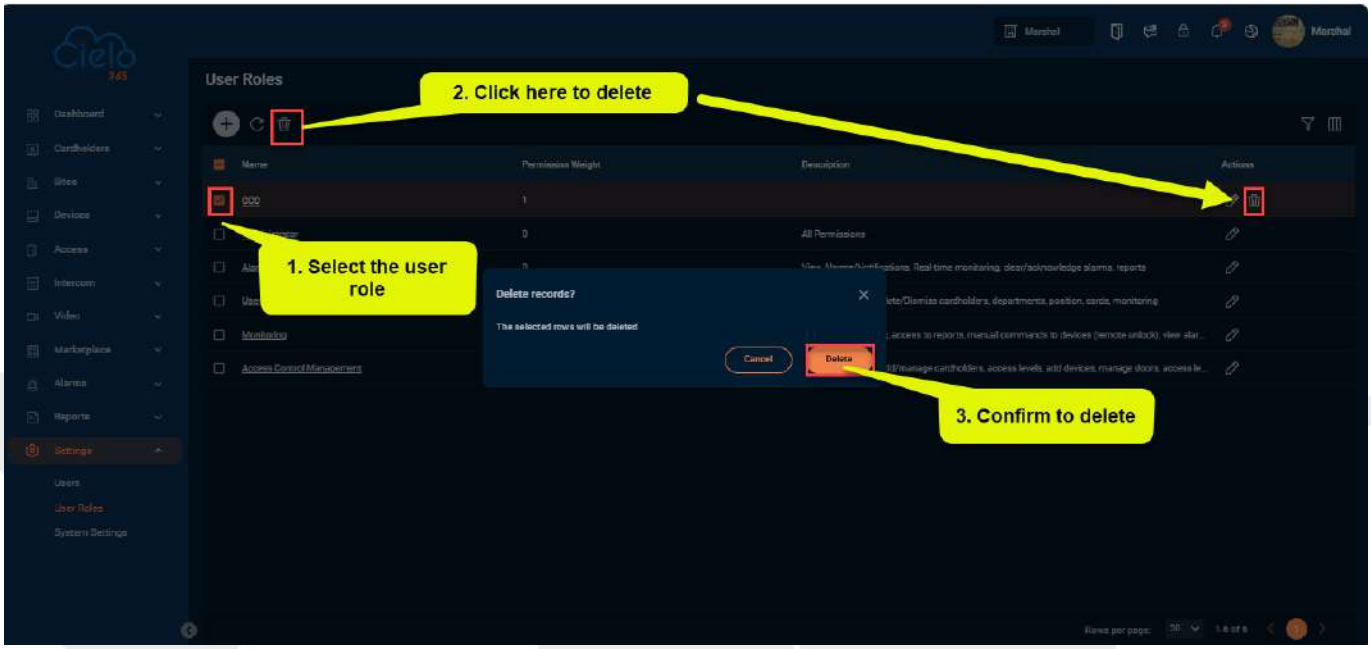
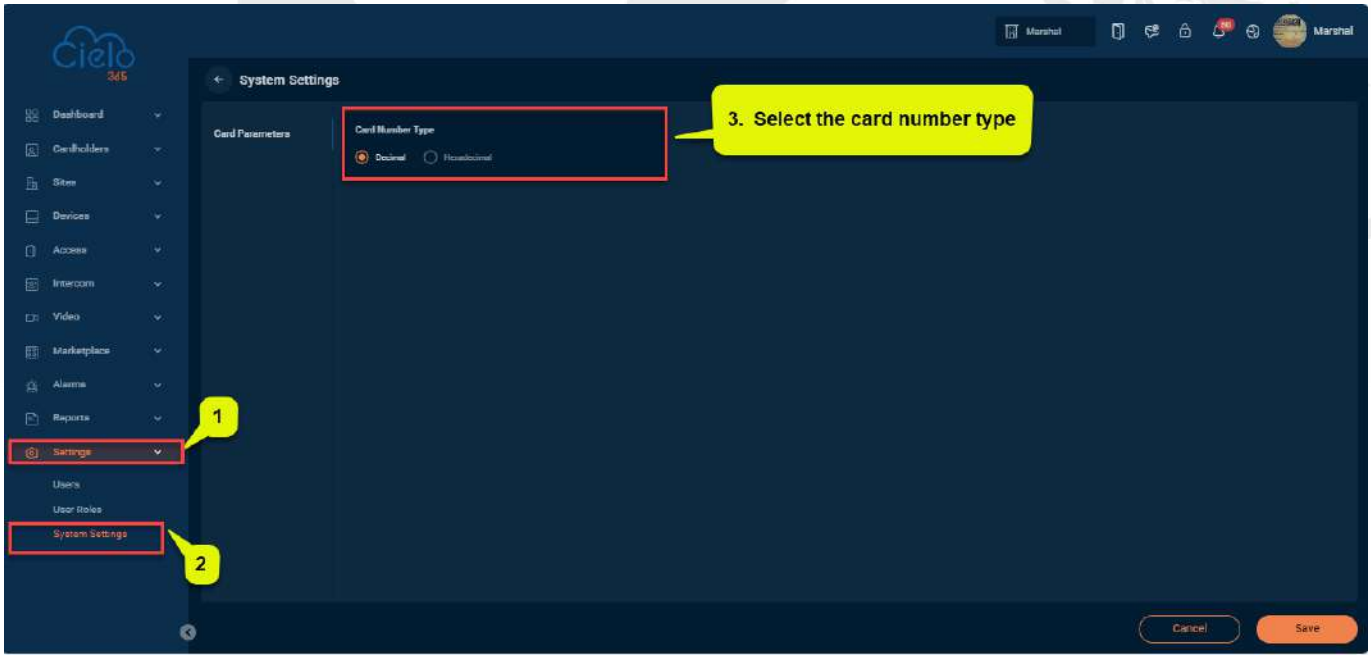


15.3 System Settings

This setting defines the format used to store and process card numbers within the system



- **Card Number Type**: This setting allows you to define the format in which card numbers will be stored and processed in the system.

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- **Decimal** (Selected): Card numbers will be represented in standard decimal format (0–9).
- **Hexadecimal**: Card numbers will be represented in hexadecimal format (0–9 and A–F).

- **Cancel**: Discards any changes and exits the settings page.
- **Save**: Saves the selected configuration (in this case, Decimal format).

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