

# TDS Access Control Plugin

## Smart Client Usage Guide

### XProtect Access

#### XProtect Access (explained)

The use of XProtect Access requires that you have purchased a base license that allows you to access this feature within your XProtect system. You also need an access control door license for each door you want to control.

You can use XProtect Access with access control systems from vendors where a vendor-specific plug-in for XProtect Access exists.

XProtect Access integrates events from one or more access control systems with the features of the XProtect video management software. The incidents from an access control system generates events in the XProtect system.

On the **Live** tab, you can monitor access control events in real time from the cameras associated with a door (see "Viewing live video of access control events" on page 195). In setup mode, you can customize your **Access Monitor** view items with overlay buttons (see "Customize your view" on page 197). In a map view item, you can drag Access Control units onto the map (see "Monitor doors via maps" on page 197).

On the **Access Control** tab, you can view and investigate events, door states, or cardholders (see "Investigating access control events" on page 198). You can search or filter on events and review any related footage. You can create a report of the events for exporting.

When a person requests access and if your system is configured for it, a separate notification pops up with a list of related information next to the camera feed (see "Working with access request notifications" on page 202). You can trigger access control commands, such as locking and unlocking of doors. Available commands depend on your system configuration.

### Viewing live video of access control events

#### Access control on the Live tab (explained)

On the **Live** tab, you can view live video from the cameras associated with access control sources, together with the list of events on the right-hand side of the video.

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When you click any of the events in the list, the live video automatically pauses and changes to independent playback of the event. To go back to viewing live video, either click the event again or click the **Independent playback** icon on the camera toolbar (see "View recorded video using independent playback" on page 141).

If the system and the event hold cardholder information, you can click the search icon next to the cardholder name on a selected event to jump to the **Access Control** tab and view all events associated with this person.

### Add Access Monitors to views

You start by defining a view item for access control:

- 1 On the **Live (see "Live tab (explained)" on page 64) tab, in setup mode, select the view you want to use for access control monitoring.**
- 2 In the **System Overview** pane, click **Access Monitor** and drag it to a view item.
- 3 In the **Access Monitor Settings** (on page 196) dialog box that appears, specify the settings. Once you have selected a door, you can keep the default settings or change them if needed.
- 4 Click **OK** and the access monitor is added to the view.

When an access control incident occurs that triggers an event, it appears in the right side of the view item.

### Access Monitor Settings

Specify the following settings for access monitors:

Name	Description
<b>Door</b>	Select the door you want to view access control events from. When you select a door, the remaining settings in the dialog box appear with their current values.
<b>Sources</b>	Select the type of access control sources that you want to receive events from. The list can contain, for example, doors or specific access points for a door. An access point is a point of entry, including its associated physical devices such as card readers, keypads, sensors or buttons. A door has typically two access points that control entry and exit through the door respectively.  The list of sources is configured by your system administrator.
<b>Camera</b>	Select the camera from which you want to show video related to this door. By default, the system lists the cameras that your system administrator has associated with the selected door, but you can also select another camera in your system.
<b>Events</b>	Select the type of events you want to receive. You can select events from the event categories defined by your XProtect system administrator or from the list of events defined in your access control system.
<b>Commands</b>	Select the command buttons that you want to have available in the access monitor, for example, lock and unlock doors. The list of commands depends on your system configuration.
<b>Order</b>	Select if you want new events to appear in the top or at the bottom of the event list.

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### Modify Access Monitor settings

On the **Live** tab, you can change the settings of your access monitor:

2. Click **Setup** and select the view item you want to modify.
3. In the **Properties** pane, click the **Access Monitor Settings** button.
4. In the **Access Monitor Settings** (on page 196) dialog box that appears, specify the settings.
5. Click **OK** to close the dialog box and then **Setup** to return to live viewing.

### Customize your view

With overlay buttons you can customize your interface. You can add overlay command buttons for access control to a view item from a list of commands configured for the doors or access points.

You can choose to use overlay buttons to, for example:

4. Have direct access to command buttons in view items other than access monitors.
5. Place the command buttons directly by a door in the view item.
6. Add other command buttons than those specified in Access Monitor Settings (on page 196).

To add overlay buttons:

On the **Live** tab, click **Setup** and select the view item you want to modify.

In the **Overlay Buttons** pane, click **Access Control**.

Locate the command you want to add and drag it to your view item.

Click **Setup** to return to live viewing.

The overlay button appears when you drag the mouse over the view item.

### Monitor doors via maps

If you use the map functionality to support your surveillance and access control tasks, you can add access control units to a map:

1. On the **Live** tab, in setup mode, expand the **System Overview** pane.
2. Select **Map** from the list and drag it to a view item.
3. Locate the map file and click **OK**.
4. From the map toolbox that appears, click **Add Access Control**.
5. In the list that appears, drag the relevant access control unit, for example a door, onto the map. A door icon appears on the map.
6. Click **Setup** to change to live viewing.
7. When a person requests access, the door unlocks. The door unlocks because someone grants access via a command button on the access request notification or even on the map itself. Once the access is granted, the door icon turns green and appear as an open door.

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2. When the door is locked again, automatically or manually, the door icon turns red and appear as a closed door.
3. You can right-click the door icon to, for example, trigger commands.

Since the state of the access control units are always visible, a map (see "Maps" on page 102) used in this way is a quick way to get a graphical overview of the states of the access control units for the area or building you are monitoring.

### Investigating access control events

#### Access Control tab (explained)

Access control related events, state of the doors, and cardholder information are displayed on the **Access Control** tab. You can investigate events and cardholders, view current door states, or perform certain commands.

You can drag the **Access Control** tab to its own separate floating window, while you keep the main window in the background to watch multiple views simultaneously. You can also sort columns and drag the columns to different positions.

#### Lists

You can filter, sort and review data related to:

**Events:** Logs the events with a time stamp, event type, the associated door or access control unit, and cardholder name if available. If your XProtect system integrates with multiple access control systems, the list displays from which access control system the event was triggered.

**Doors:** Lists the doors, access points and other access control units in each access control system, and their current state.

**Cardholders:** Lists the cardholders in each access control system and their details.

You can combine filters (for example, for a particular cardholder on a certain date). You can also right-click any value in a column and you instantly filter data by that value.

You can use the search field to search for a particular cardholder.

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Unless you select **Live Update**, the list only displays data from the time you searched or filtered. If you want to see the latest data, click the **Refresh** icon.

#### Access control administration

Depending on your access control system, you may be able to connect to the access control system applications via the **Access Control Administration** button in the top right corner to, for example, specify access rights or manage cardholders.

#### Working with events

##### Search and filter access control events

There are several ways you can filter the event list, so it displays the data that you are interested in.

- 1 On the **Access Control** tab, select **Events** list.
- 2 Click any of the filters at the top of the list and specify the criteria.


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- Alternatively, you can right-click a specific time, event, source or cardholder within the list and filter using that value.

Any filters you apply are immediately reflected in the list.

You can filter on:

Events list	Description
<b>Time</b>	Select one of the available periods to see data for that particular period. For example, click <b>Today</b> to see only events that took place today or use the custom interval to specify a particular period.  If you select <b>Live update</b> , the list of events is updated instantly if new events occur that meet the filter criterion. The list displays maximum 100 events. You cannot search for cardholders when you work in live update mode (see "Switch to or from live update mode of the Events list" on page 200).
<b>Event</b>	Select one or more of the available event types directly from the list of event categories and uncategorized events or select between specific access control events.
<b>Source</b>	Select one or more of the available sources directly from the list of doors or select between other sources (for example access points or controllers from the access control system) to view only events for those units.
<b>Access Control System</b>	If your XProtect system integrates with multiple access control systems, select from which access control system you want to view events.
<b>Cardholder</b>	Select one or more of the available cardholders.


To allow for optimum performance, the lists only display a maximum of 100 rows at a time. To browse to the previous/next 100 rows, use the arrow buttons in the top right of the list: .

When you select an event, the preview on the right lets you view the related video sequence for the event. The preview camera title bar shows the camera related to the unit that triggered the event.

If you have multiple cameras associated with a door, they all appear in the preview.

Standard playback options are available from the toolbar.

Related cardholder information appears below the video preview together with details about the selected event.

Click  to view live video or play back recorded video in a floating window.

### Export an access report

On the **Access Control** tab, you can create and export a report of the event list to a PDF file when you are not in live update mode.

Filter or search for the events you want in the report.

If the event count is very high, you will receive a recommendation to refine the search and thereby reduce the number of search results.

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Click the **Access Report** button.

Fill out the fields. The report contains:

Report name.

Report destination.

A list of the applied filters.

A comment field.

An option to include snapshots.

Click **OK** and await that the report is completed.

In the top right corner, click **Details** and in the dialog box that appears, click **Open**.

The report opens in PDF format.

### Switch to or from live update mode of the Events list

Instead of viewing live video of access control events on the **Live** tab, you can choose to work in live update mode on the **Access Control** tab.

In live update mode, the list of events is updated instantly if new events occur that meet the filter criterion. The list displays maximum 100 events.

Follow these steps to switch to live update mode:

On the **Access Control** tab, select **Events** list.

In the dropdown list of the filter where you usually select a period, select **Live Update**.

Next to the search field, you see that you have changed mode and the list is updated instantly when an event that meets the filter criterion occurs.

When you work in live update mode, you cannot search for cardholders and you cannot create an access report.

- 1 To switch back from the live update mode, filter on a new period.

### Monitor and control door states

The **Doors** list provides a list of the doors, access points and other access control units in each access control system, and their current state. This is useful if you, for example, need to know the state of a specific door.

There are several ways you can filter the doors list, so it displays the data that you are interested in.

2. On the **Access Control** tab, select **Doors** list.
3. Click any of the filters at the top of the list and specify the criteria.
4. You can combine the filters or type your criteria in the search field to search for doors.
5. Alternatively, you can right-click a door or a state within the list and filter using that value.

Any filters you apply are immediately reflected in the list.

You can filter on:

Doors list	Description
<b>Name</b>	Select one or more of the available doors, access points and uncategorized types or select between other access control units to view only states of those selected.
<b>Access Control System</b>	If your XProtect system integrates with multiple access control systems, select from which access control system you want to view doors.
<b>State</b>	Select one or more of the available states directly from the list of state categories and uncategorized states or select between specific access control states.

Another way that you can monitor the door states for your surveillance area is by adding doors to a map (see "Monitor doors via maps" on page 197).


When you select a door in the list, the associated camera shows live video on the right-hand side of the screen together with detailed information.

If you have multiple cameras associated with a door, they all appear in the preview.

Standard independent playback options are available from the toolbar.

Action buttons allow you to perform certain commands related to that door, for example lock/unlock door. Available commands depend on your system configuration.

Information related to the selected door appears below the live video preview.

Click  to view live video or play back recorded video in a floating window.

### Investigating cardholders

The **Cardholders** list provides a list of the cardholders in each access control system and their details. This is useful if you, for example, need detailed information about a specific person.

There are several ways you can filter the cardholders list, so it displays the data that you are interested in.

- 1 On the **Access Control** tab, select **Cardholders** list.
- 2 Click the filter at the top of the list to specify the access control system from which you want to investigate cardholders. You can only work with one access control system at a time.
- 3 You can combine the filters or type your criteria in the search field to search for cardholders.
- 4 Alternatively, you can right-click a cardholder or a type within the list and filter using that value.

Any filters you apply are immediately reflected in the list.

You can filter on:

Cardholders list	Description
Name	Select one of the available cardholders to view detailed information about this person.
Type	Select one of the available cardholder types to view the list of cardholders with this type.

When you select a cardholder, the detailed information about this person appears on the right-hand side of the screen. Depending on your system this may include a picture or a link to manage the cardholder record in the access control system (see "Manage cardholder information" on page 202).

### Manage cardholder information

If your access control system is set up for it, you can go directly to a web page representation of a cardholder record and do, for example, user administration or get further information about the cardholder.

Provided that the plug-in supports deep link, the following prerequisites exist for the access control system:

2. Must include a web client.
3. Must support deep links.

To manage cardholder information:

- 1 On the **Access Control** tab, select **Cardholders** list.
- 2 Search for a cardholder and select the person from the list.
- 3 On the right-hand side, below the cardholder information, you can click a link to, for example, a webpage. Depending on the plug-in, more links may be supported and you may be asked for additional login credentials.
- 4 You can edit several functionalities, including cardholder information and access rights.
- 5 Close, in this example, the webpage and return to XProtect Smart Client.

## Working with access request notifications

### Access request notifications (explained)

Your organization may have chosen that only security personnel must open the doors, when people want to enter your building. If such conditions apply, you may, for example, receive access request notifications when a person wants to enter one or more areas. All conditions that trigger an access request notification have to be specified in the video management system. The notification displays live video related to the access request, allowing you to see the person who is requesting access. The name of the door that should open is shown as a headline, indicating, for example, **Access Request - Front door**. The door state (for example open, closed or forced open) also appears. If you have multiple cameras associated with a door, they appear below each other.


Access request notifications are temporary. When you close an access request notification, the notification is no longer present in your system. If you close XProtect Smart Client while an access request notification is shown, the notification is not restored when you restart.



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### Manage access request notifications

Provided that XProtect Smart Client is running, access request notifications pop up on your screen even when you work in other applications.


Click  if you want to view the live video in a floating window.


Access requests stack up on each other in the access request notification window so that you can handle all incoming access request notifications from the same notification window. You can drag a notification to the other side of the screen or even to another screen if connected.

If needed, you can minimize the access request notification window to allow the functionality to continue in the background. The XProtect Smart Client icon blinks in the taskbar when you have new notifications.

### Respond to access requests

Provided that your VMS system supports two-way audio and if a speaker and microphone is attached to the relevant camera that shows the access request notification, access request notifications allow you to speak and listen to the person who wants to enter:

- 1 To listen to what the person requesting access is saying, click the  button.
- 2 To speak to the person requesting access, for example to give instructions on how to proceed or

behave in the area, click and hold the  button.

To the right of the microphone and speaker buttons, you find the command buttons that allow you to carry out certain actions. The most typical action is to unlock a door for a person requesting access, but could also be to turn on the lights in the area close to the relevant entry.


Cardholder information may be available if your access control system provides such information to the XProtect system. Examples of cardholder information:

2. Cardholder's ID number.
3. Name.
4. Department.
5. Phone number.
6. Authority level.

Depending on your system configuration, you may be able to manage cardholder information (on page 202).

### Turn access request notifications on or off

You can turn off access request handling, for example in cases where only one person should handle access requests.

Click  and then  **Settings** to open the **Settings** window.

Select **Access Control** and turn off access request notifications.

If you later need to handle access requests again, turn on access request notifications. You can also change the options for access control, by clicking the **Settings** icon from within an access request notification.

If the **Follow Server** field is selected, your system administrator controls the setting of **Show Access Control Notifications**.

## Sources

Extracted from MilestoneXProtectSmartClient UserManual:

[https://milestonedownload.blob.core.windows.net/files/XProtect%202018%20R2/Manuals%20and%20guides/Smart%20Client/Manuals/MilestoneXProtectSmartClient\\_UserManual\\_en-US.pdf](https://milestonedownload.blob.core.windows.net/files/XProtect%202018%20R2/Manuals%20and%20guides/Smart%20Client/Manuals/MilestoneXProtectSmartClient_UserManual_en-US.pdf)