



 **brivo onair**®  
ADMINISTRATOR'S  
MANUAL

01/04/2022



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# 1. Home

## Brivo Onair Overview

Brivo Onair is a software application, accessed via the Internet that enables an organization to manage its access control system (ACS) account. The Brivo Onair interface is divided into seven high level tabs. When your mouse hovers over a tab, a dropdown menu is displayed. With certain dropdown menus, a third dropdown menu can appear. Click the menu item to access the Brivo Onair pages, in order to view and maintain your account data.

The **Home** section provides access to Technical Support contact information and Release Notes.

The **Activity** section provides access to the Activity Log and Search Brivo Onair Video that shows when individual doors were accessed and by whom.

The **Video** section lets you view live video as well as search for and view recorded video clips.

The **Users** section lets you view and manage the users and groups who have access privileges to your premises.

The **Reports** section lets you generate customized reports as well as run User Reports, Activity Reports, and In/Out Reports.

The **Setup** section lets you view and manage the initial aspects of account setup and design including basic account information, cards, sites/doors, schedules, notifications, and video.

The **Account** section lets you view and manage account-specific information, such as company contact information, the type of access your Administrators have to Brivo Onair, and time zone preferences.

The **Cards** section lets you view and manage your card inventory.

The **Sites/Doors** section lets you view and manage the individual sites defined for your account, as well as their associated doors and devices. This section also allows you to configure the control panel(s) associated with each site in your account.

The **Schedules** section lets you view and manage schedules, which are used to define your users' access privileges and to control device operations.

The **Notifications** section lets you view and define rules for determining who within your organization will receive emails when certain events occur.

The **Video** section provides the configuration tools for defining Brivo Onair Cam and Brivo Onair Video cameras, Digital Video Recorders (DVRs), Network Video Recorders (NVRs), and Closed Circuit Television (CCTV) cameras for integration with your Brivo Onair account.

The **Configure Lockdown** section enables you configure scenarios to override regular access privileges in an emergency situation.

The **Journal** button provides quick access to a log of Administrator activities.

The **Help** section provides access to support documentation.

At the top right of each page:

The **Initiate Lockdown** button allows you to immediately activate overrides to regular access privileges in an emergency situation.

The **Administrator** link allows you to access your account settings, the Brivo Access interface, your administrator settings, your personal login information, or logout of Brivo Onair in a secure manner.

## Browser Requirements

If you are using DVR/Brivo Onair Video functionalities, you must use Internet Explorer 9.0 or higher as your Web browser. If you are not using either of these features, you can use Internet Explorer 9.0 or higher, or the latest versions of Firefox, Chrome, or Safari to access Brivo Onair.

Brivo Onair uses *cookies* to preserve session information. If your browser disallows cookies, the interface will not function properly.

Brivo Onair uses JavaScript™ to validate form data, control navigation and display images. If your browser has *scripting* disabled, the interface will not function properly.

Some functional elements require the Flash™ Player. If Flash™ is not detected in your browser, you will be prompted to download it.

The Digital Video Recorder (DVR) functionality uses ActiveX Controls. These will be downloaded by Internet Explorer during the installation process.

Some functional elements appear in popup windows. If you have installed software that blocks popup windows, the interface will not function properly.

## Brivo Onair Support

The Home section of Brivo Onair provides access to a variety of support options, including contact information for your Brivo dealer and access to online assistance.

### Welcome

The **Welcome** page displays when you first log in to Brivo Onair.

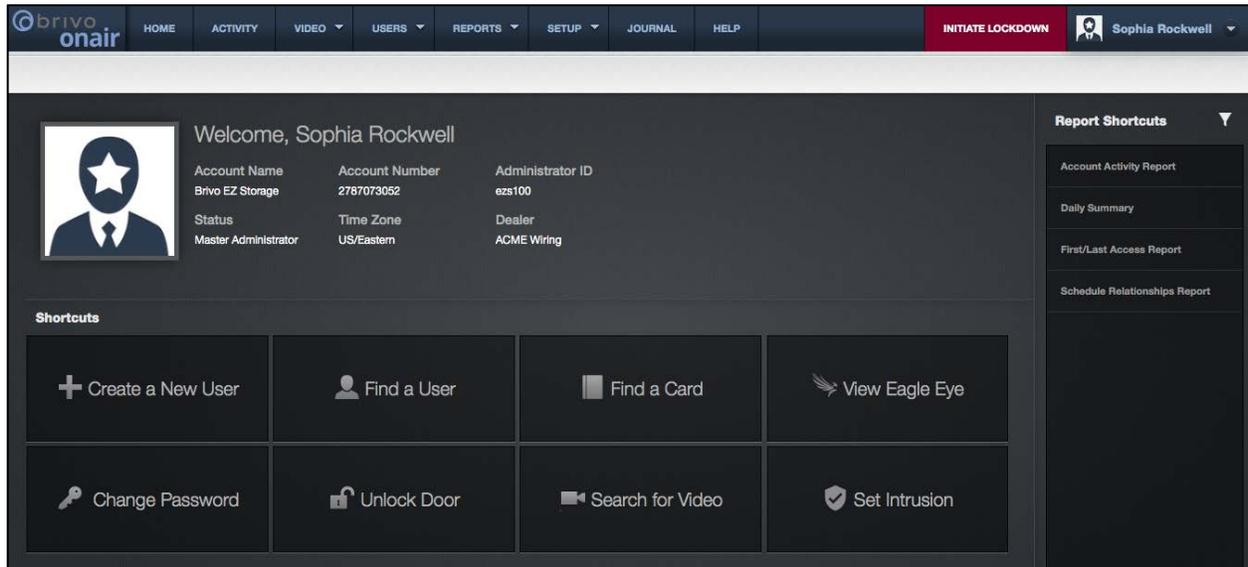


Figure 1. View Welcome Page

This page displays basic information related to the account and to you, as an Administrator, including:

- Account Name** - The name assigned to the account when it was first created.
- Account Number** - The financial number assigned to the account.
- Administrator ID** - The ID you used to log in to Brivo Onair for the current session.
- Status** - Your Administrator status: Master, Senior, or Assistant.
- Time Zone** - The time zone used to track all events maintained for the account through Brivo Onair.
- Dealer** - The dealer who installed and maintains your system.
- Shortcuts** – links to some of the more common Brivo Onair features.
- Report Shortcuts** – links to reports that have been selected from the Reports tab.
- Console** – a link to the video console feature.
- Help** – a link to the Brivo Onair support documentation.
- Initiate Lockdown** – a link to Lockdown configuration.
- Administrator Name** – the name of the administrator. Clicking on the name provides a dropdown list of additional features.

### Contact Us

Click the **Contact Us** link, found at the bottom of every page, and the Contact Us page displays. This page contains the contact information for the dealer who created the account.

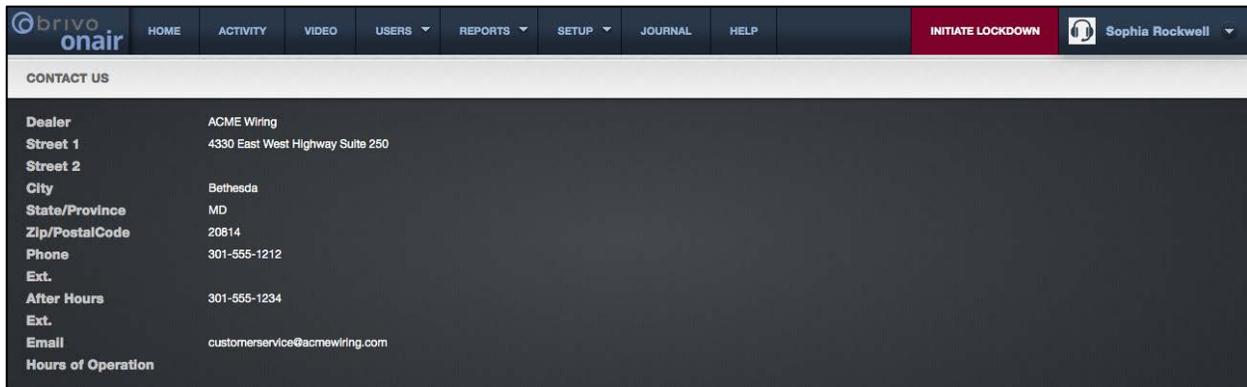


Figure 2. Contact Us Page

## Release Notes

Click the **Release Notes** link, found at the bottom of every page, to access the latest Brivo Onair Release Notes along with the date of publication on the Brivo website.

## 2. Activity

## What is Activity?

Under the **Activity** tab, the **Activity Log** is a near real-time display of Access Events, Exception Events, Device Events Control Panel/Board Events, and Camera events. For each event, the Activity Log shows the date and time, user name or nature of the event, site name and door or device name (or control panel ID if the event is not device-specific). Additionally, the **Activity Log** page allows administrators to unlock doors that are configured to allow such actions, allows for user photo comparison, and displays event-based video playback.

**NOTE:**

*User, site, door and device names appear in the Activity Log as they were at the time of the event.*

## Browsing the Activity Log

The Activity Log displays Access Events, Exception Events, Device Events, Camera Events, and Control Panel Events as they occur. Additionally, in the upper right side of the screen, an administrator can use the Unlock Door feature to unlock the selected door. On the right side of the screen, an administrator can view user images and view video playback for events linked to a Brivo Onair Video camera.

For each event, the Activity Log shows the Date and Time, User name (or nature of the event), Site name and Door or Device name (or control panel ID if the event is not device-specific).

### To view the Activity Log:

Click on the **Activity** tab. The Activity Log displays.

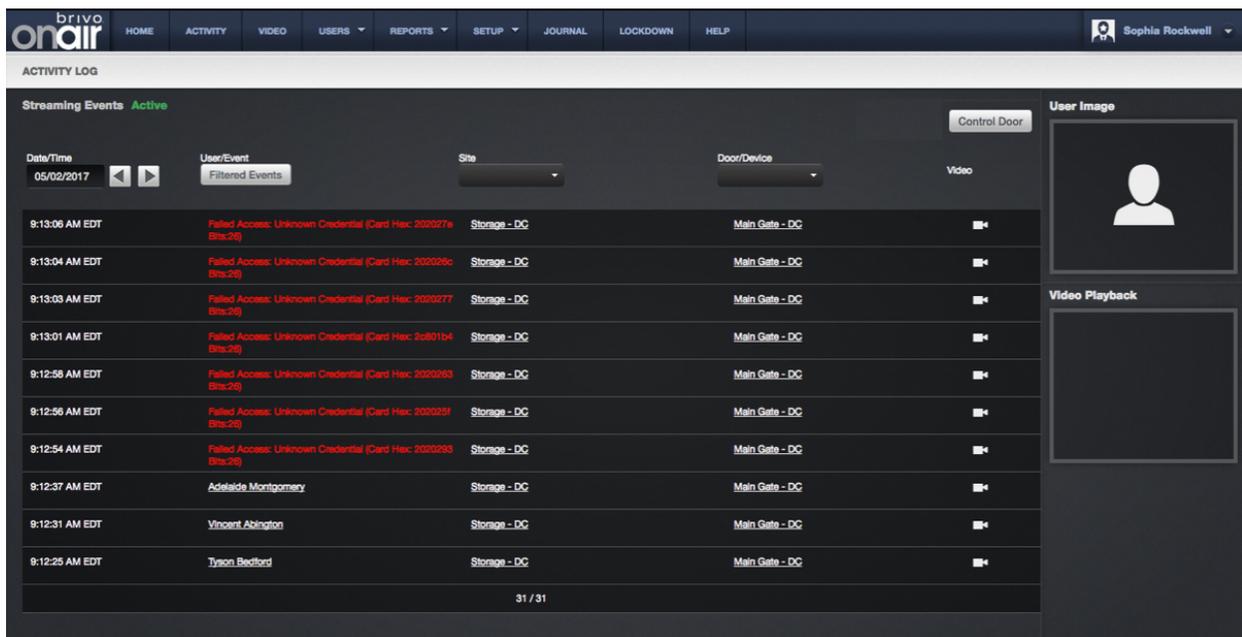


Figure 3. View Activity Log

Features of this page include:

The **Streaming Events** status displays in the upper left-hand corner. The status will show as **Active** if the activity log is being viewed in real time. The status will show as **Queued** if the administrator has taken any actions on the activity log page, such as scrolling down the page. If the status is **Queued**, once the administrator returns to the top of the page, the status will return to **Active**.

To filter the activity log by date by clicking the ◀ and ▶ buttons to the right of the **Date/Time** field. This allows sorting activity into 24-hour blocks for easy viewing.

To filter the activity log, click on the **Filtered Events** button, which allows filtering by non-exception events, exception events, and camera events.

The **Date/Time** column indicates the date and time at which the activity took place.

The **User/Event** column indicates either the name of the user related to the event (for example, the user who presented a credential at the door specified), or the event itself if there is no identifiable user involved, (for example, Failed Access: Unknown Credential). Click the user name to access the User detail page.

To view only those events related to a single user, click on the user name in the User/Event column of the Activity Log. The **User Details** page will display. Under the **More Operations** dropdown list, click on the **View User Activity** link and the page refreshes, displaying only those events related to the specified person. To clear this filter, click **Reset Filters** at the top left of the page.

The **Site** column identifies the specific site affected by the event. To view details related to a specific site, click the site name. The associated detail page displays.

To view a subset of the log based on site, click on the dropdown list under the **Site** filter and select your site. The page refreshes displaying only those events related to the specific site. To clear this filter, click **Reset Filters** at the top left of the page.

The **Door/Device** column identifies the door, device, or camera affected by the event. To view details related to a specific door, device, or camera, click the door, device, or camera name. The associated detail page displays.

To view a subset of the log based on door/device, click on the dropdown list under the **Door/Device** filter and select your door/device. The page refreshes displaying only those events related to the specific door/device. To clear this filter, click **Reset Filters** at the top left of the page.

The **Video** column provides a link to video related to a specific device if there is either a Digital Video Recorder or Brivo Onair Video Recorder set up for the account. If there is a user photo associated with a user access or failed access event, the user photo will be displayed along with the video feed associated with that event.

The **Control Door** feature (version 6.1.4 firmware or later) allows a user to unlock doors and set temporary overrides from the browser. Simply click on the  button and a popup window will appear with all the available devices. Click on the device you wish to control, and the **Control Door** popup window displays. The device name, along with the site appear in the upper left corner. The device status along with the control panel ID appear in the upper right corner. A large green **Momentary Unlock** button appears in the top center of the page. If pressed, another popup window displays the successful event with an **OK** button. Pressing that button returns the user to the Control Door popup window. If a schedule has been assigned to the device, it appears under Door Schedule in the middle of the popup window. Below that, the user may enable or disable temporary overrides on doors with an existing schedule or with no assigned schedule. A user may use the temporary override by selecting if they want to **Unlock** or **Lock** the door and may select for how long from the dropdown list (until next schedule change (if there is an assigned schedule), until a certain time, or indefinitely). Once chosen, the user presses the **Save Override** button. The popup window now displays the temporary override with all the relevant details. To end the override, the user simply presses the **Remove** button and the popup window displays the change. All changes made in the Control Door popup window appear in the Activity Log.

The **User Image** box automatically displays a user image (if there is one associated with the credential) when that credential is used (so long as Streaming Events is in an **Active** state). It also allows an administrator to view a stored user image from the user profile after clicking NEXT TO the user name in the User/Event column of the Activity Log. If there is no user image attached to the user name, the user image box will remain blank.

The **Video Playback** box allows an administrator to view a video event from an Brivo Onair Video camera by clicking on the Video  icon in the Video column of the Activity Log. This feature only works for Brivo Onair Video cameras. Video linked to DVR cameras, accessed by clicking on the DVR  icon, will not appear in the **Video Playback** box, but will appear in a popup window. An administrator download the current clip by clicking on the  icon and a popup window will appear allowing you to save the clip as a file. They may also view the clips before and after the current clip by clicking on the  and  buttons, and clicking on the **Search Video**  icon will take you to the Search tab of the Video page.



Figure 4. User Photo Comparison

	<p><b>NOTE:</b> <i>User, site, door and device names appear in the Activity Log as they were at the time of the event.</i></p>
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## Index of Events

The following events appear in the Activity Log and can be transmitted via email notifications (excluding Telephone Entry Events).

### Access Events

- Access by User
- Door unlocked by Administrator<sup>1</sup>
- Door unlocked by User<sup>2</sup>

### Exception Events

- Door Ajar<sup>3</sup>
- Door Ajar Cleared<sup>4</sup>
- Too Many Invalid PINs<sup>5</sup>
- Door Forced Open<sup>6</sup>
- Door Forced Open by Key<sup>7</sup>
- Door Locked by Keypad<sup>8</sup>
- Door Unlocked by Keypad
- Door Locked by Timer
- Door Unlocked by Timer
- Door Schedule Unlock Override Begin
- Door Schedule Unlock Override End
- Failed Access (by Unknown Person): Unknown credential<sup>9</sup>
- Failed Access (by Unknown Person): Card never issued
- Failed Access (by Known User): User was deleted
- Failed Access (by Known User): User's credential was revoked
- Failed Access (by Known User): User is out of effective date range
- Failed Access (by Known User): User is at unauthorized door
- Failed Access (by Known User): User is out of schedule
- Failed Access (by Known User): User suspended
- Failed Access (by Known User): Invalid credential type (Card required)

### Device Events

- Auxiliary Input Engaged<sup>10</sup>
- Auxiliary Input Disengaged
- Device Engaged
- Device Disengaged
- Wire cut set
- Wire cut cleared
- Wire short set
- Wire short cleared

<sup>1</sup> Appears when an administrator pulses a door.

<sup>2</sup> Appears when a Brivo Mobile Pass is used.

<sup>3</sup> Door Ajar threshold can vary by door. See Managing Doors.

<sup>4</sup> Door Ajar Cleared requires control panel firmware v2.15+.

<sup>5</sup> Too Many Invalid PINs applies to keypads or dual readers only. Threshold can vary by door.

<sup>6</sup> Door Forced Open applies to doors with Request-to-Exit switches/sensors only. See Managing Doors.

<sup>7</sup> Door Forced Open by Key applies only to doors using a Salto Lock.

<sup>8</sup> Door Locked/Unlocked by Keypad applies to keypads and dual readers only. Users must have Keypad Unlock-Hold privilege. See Editing Group Privileges.

<sup>9</sup> All Failed Access Events require control panel firmware v2.15+.

<sup>10</sup> Auxiliary Input Engaged/Disengaged requires control panel firmware v2.15+.

## Camera Events

- Camera Connect
- Camera Disconnect
- Video Motion

## Control Panel Events

Control Panel Events correspond to sites, not to doors. If a control panel serves multiple sites, the event will appear once for each site.

- AC Power Loss (Switch to Battery)<sup>11</sup>
- AC Power Restored
- Unit Opened (Tamper)
- Unit Closed (Tamper Cleared)
- Control Panel Communication Failure
- Board Battery Set
- Board Battery Cleared
- Board Chip Reset
- Board Communication Failure Set
- Board Communication Failure Cleared
- Board Opened (Tamper)
- Board Closed (Tamper Cleared)
- Communication Lost<sup>12</sup>

## Telephone Entry Events

- Calling Resident: (Resident Name)
- Call Connected: (Resident Name)
- Call Terminated: (Resident Name)
- Resident: (Resident Name)<sup>13</sup>

## Failed Access Events

A *Failed Access Event* is an incident of an invalid credential being presented. Failed Access Events are a subset of Exception Events; the system logs Failed Access Events according to the following rules of precedence:

### Failed Access by Unknown Persons:

If the credential is unknown to the account: Failed Access: Unknown Credential [Card/PIN value]<sup>14</sup>

If the credential is in the Card Bank but has never been issued to a user: Failed Access: Card never issued [Card value]

---

<sup>11</sup> All Control Panel Events require control panel firmware v2.15+.

<sup>12</sup> Communication Lost refers to comm failure of a Salto router.

<sup>13</sup> Appears when a resident successfully grants entry.

<sup>14</sup> Unknown card values are displayed as hexadecimal numbers.

**Failed Access by Known Users:**

If the credential *last belonged* to a deleted user<sup>15</sup>: Failed Access by John Doe: User was deleted [Card/PIN value]<sup>15</sup>

If the credential is an *old* PIN or a *revoked* card, but the user has not been deleted: Failed Access by John Doe: Revoked credential [Card/PIN value]

If the credential belongs to a user who attempts access outside of his or her effective date range: Failed Access by John Doe: Out of effective date range

If the credential belongs to a user who attempts access at an unauthorized door: Failed Access by John Doe: Unauthorized Door

If the credential belongs to a User who attempts access at an authorized door, but at an unauthorized time: Failed Access by John Doe: Out of Schedule

If the credential belongs to a User who is suspended: Failed Access by John Doe: User Suspended.

If the credential is not the proper type of credential: Failed Access: [User Name] Invalid credential type (Card required)

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<sup>15</sup> A card must remain in the Card Bank in order for it to be associated with its last owner.

## 3. Video

## What is the Video tab?

The **Live Video** feature of Brivo Onair allows an administrator to view live video using different cameras either alone or in sets of two, four, or six.

Different cameras can be selected and joined together in a Camera Group so that certain views can be accessed quickly from a dropdown menu.

The **Recorded Video** feature is a customized query of Brivo Access Cam and Eagle Eye cameras that allows a search by date and time of day from the selected site. The clip length is 20 minutes (with 10 minutes prior and 10 minutes after the selected time).

### Definitions for the Icons on Live Feed



- The number of cameras that will appear in Live Feed (one, two, four, or six).



- Refreshes the connections of the current camera group.



- Clears Live Feed of all selected cameras.



- Updates the current camera group to reflect any changes made.



- Deletes the current camera group.



- Makes the current camera group the default camera group.



- Scroll left and scroll right to move between camera pages.

## Live Video

The **Live Video** feature of Brivo Onair allows an administrator to view live video using different cameras either alone or in sets of two, four, or six.

### To access Live Feed

Click on the **Video** tab then choose **Live Video** from the dropdown list. The **Live Video** page displays.

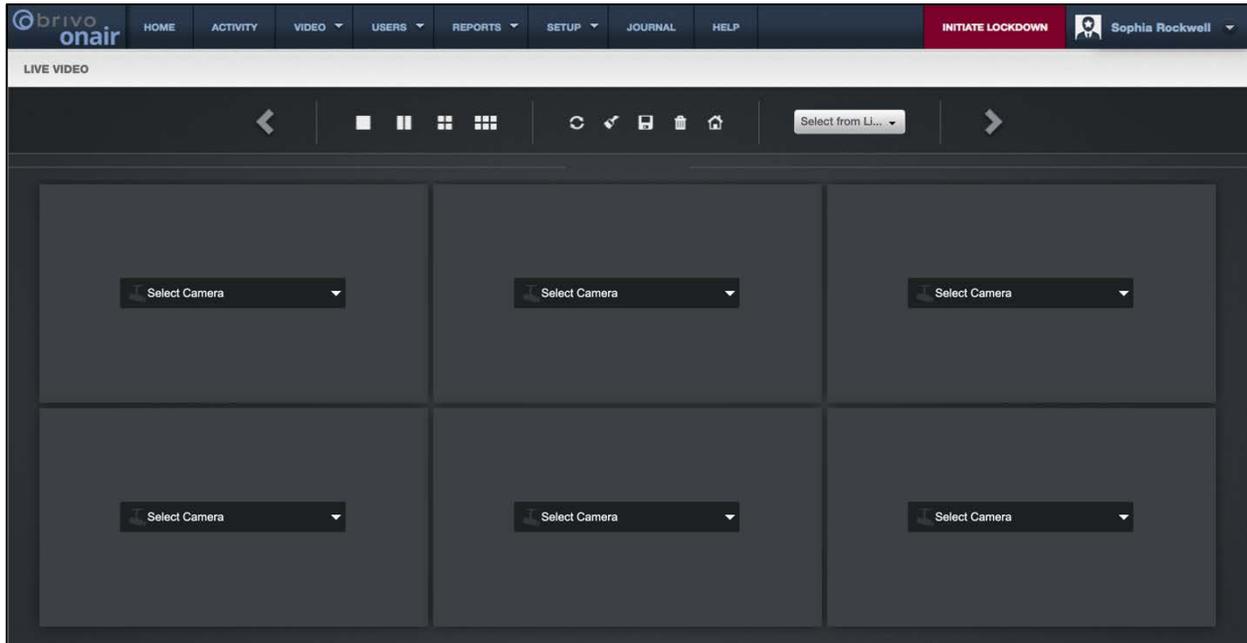


Figure 5. Live Video Display

### To view live video using Live Video

Click on the **Video** tab then choose **Live Video** from the dropdown list. The **Live Video** page displays.

	<p><b>NOTE:</b> <i>If you have already selected a Default Camera Group, this Default Camera Group will automatically appear when you click Live Video.</i></p>
---	--

Choose a camera by clicking on the  icon in the middle of the camera live video display. Live video will display. If the camera selected is linked to a door with **Control from Browser** enabled, an **Unlock Door** icon along with the door name will appear below the camera name in the dropdown display.

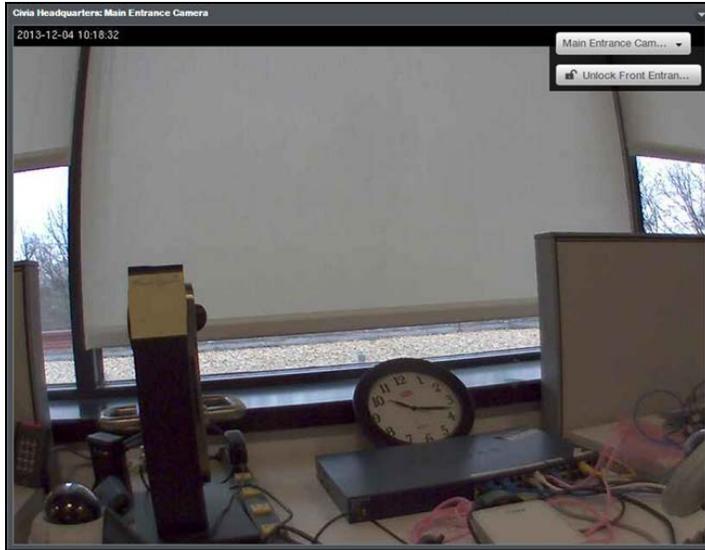


Figure 6. Live Video

Multiple cameras may be selected at the same time. Simply choose a different camera view window and choose a camera from the dropdown menu. The video streams will display simultaneously.

### To create a camera group

Click on the **Video** tab then choose **Live Video** from the dropdown list. The **Live Video** page displays.

Select the number of camera view windows you want to display simultaneously (one, two, four or six).

Select cameras by clicking on the  icon for each camera view window.

Once they are displaying, click the  icon at the top of the **Live Video** display page. A popup window will appear asking you to name the Camera Group.

Enter a name for the camera group into the **Name** field and click **OK**.

A popup window will appear telling you the camera group was added successfully. Click **OK** and you are returned to the **Live Video** display page.

	<p><b>NOTE:</b></p> <p>An account can have any number of camera groups. While a camera group can house any number of cameras, for ease of use, multiple camera groups containing a reasonable number of cameras is probably a better design choice than one camera group will all the cameras on the account.</p>
---	---



Figure 7. Create Camera Group

### To edit a camera group

Click on the **Video** tab then choose **Live Video** from the dropdown list. The **Live Video** page displays.

From the dropdown menu, select the camera group you wish to edit.

Once the camera group displays, make whatever changes are needed.

Click the  icon. A popup window will appear. If you want to keep the same camera group name, simply click **OK**.

If you wish to save the changes under a new camera group name, change the name and click **OK**.

### To delete a camera group

Click on the **Video** tab then choose **Live Video** from the dropdown list. The **Live Video** page displays.

From the dropdown menu, select the camera group you wish to delete.

Click on the  icon at the top of the **Live Video** page. A popup window will appear.

Click **OK**. A popup window will appear informing you that you have successfully removed the camera group.

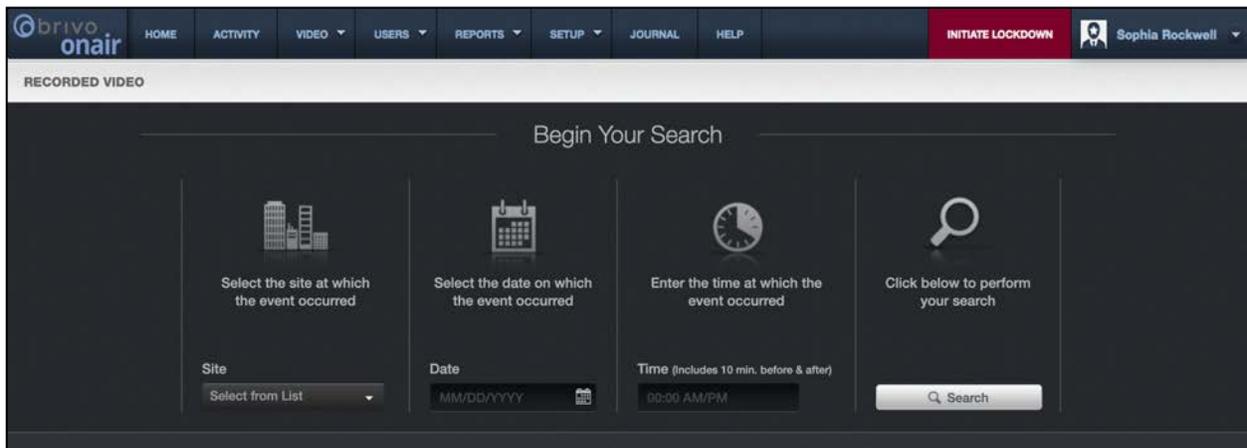
	<b>NOTE:</b> Deleting a Camera Group does not delete the cameras in that Camera Group.
---	---

## Recorded Video

The **Recorded Video** feature is a customized query of Brivo Access Cam and Eagle Eye cameras that allows a search by date and time of day from the selected site. The clip length is 20 minutes (with 10 minutes prior and 10 minutes after the selected time).

### To search Recorded Video

Click on the **Video** tab then choose **Recorded Video** from the dropdown list. The **Begin Your Search** page displays.



The screenshot shows the Brivo Onair web interface. At the top, there is a navigation bar with tabs: HOME, ACTIVITY, VIDEO (selected), USERS, REPORTS, SETUP, JOURNAL, and HELP. On the right of the navigation bar, there is a red button labeled 'INITIATE LOCKDOWN' and a user profile for 'Sophia Rockwell'. Below the navigation bar, the page title is 'RECORDED VIDEO'. The main content area is titled 'Begin Your Search' and contains four columns of search criteria:

- Site:** Select the site at which the event occurred. Below this is a dropdown menu labeled 'Site' with the text 'Select from List'.
- Date:** Select the date on which the event occurred. Below this is a text input field with the format 'MM/DD/YYYY' and a calendar icon.
- Time:** Enter the time at which the event occurred. Below this is a time wheel showing '00:00 AM/PM'.
- Search:** Click below to perform your search. Below this is a button with a magnifying glass icon and the text 'Search'.

Figure 8. Searching Recorded Video

The **Begin Your Search** box, the first section to select is your **Site**. Choose your site from the dropdown menu. Your selected site will now remain displayed.

The next field to select is your **Date** field. Either enter the date manually, using the MM/DD/YYYY format, or click on the calendar icon and select the date by clicking on it. Your selected date will now remain displayed.

Next, we move to the **Time** field. Click on the Time field and the time wheel appears. Choose the time (which will include 10 minutes before and after) and choose **AM** or **PM**. Your selected time will remain displayed.

Finally, click on the  button to perform the search. The Recorded Video Display Page displays.



Figure 9. Recorded Video Display Page

Each available camera will display on the left side of the screen. Click on the Camera name on the left to select the camera you want to view. The Camera name will appear at the bottom of the screen along with a 20-minute time period (10 minutes before and 10 minutes after your selected time). Each event that occurred will appear along the timeline in blue (normal priority), yellow (medium priority), or red (high priority).

Along the bottom of the display page, click on the  icon (this example is a normal priority event) and the requested video clip will play. A matching color stripe to the priority will show across the top of the video display area confirming you are watching the matching clip. You may pause the clip, as well as rewind and fast-forward through the clip (jumping forward or back in one-minute increments) using the buttons provided at the bottom of the video display area.

You may download a clip by clicking on the  icon, which will open a File Download popup window, allowing you to save the clip as a file.

You may reset the search parameters by clicking on the  icon at the top of the Recorded Video display page. This returns you to the **Begin Your Search** page.

## What is Brivo Access Cam?

	<p><b>NOTE: Brivo Access Cam Preparation</b></p> <p><i>In order to use the Brivo Access Cam feature, you must also install the Brivo Access Cam CameraManager application on a local system. Once that is installed locally, you may log into the application using the Account Username and Account Password given to you by your dealer. Instructions on how to add and configure a camera in the CameraManager application can be found below.</i></p>
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Brivo Access Cam enables, through the use of the Brivo Access Cam CameraManager application, Brivo Onair users to select from a variety of subscription models. Dependent upon the subscription model chosen, a Brivo Onair user may view only live video or live video and activity-based playback. In addition to a live view only subscription model, activity-based video can also be stored for 7, 14, 30, 60, 90, 180, 365 or 720 days, dependent upon the subscription model chosen.

The first time an administrator accesses **Setup > Video > Access Cam**, a message will display across the top of the page.

**You do not have any Onair Cam credentials configured. To setup your Onair Cam account, please contact your dealer.**

In order to enable Access Cam functionality within the Brivo Onair account, the Access Cam Credentials must be activated under the **Account Settings** tab.

Click on **Setup > Account > Account Settings**, and the Account Settings page will display. Click on the **Access Cam Credentials** tab on the Account Settings page.

Enter your Access Cam Account Username and Account Password given to you by your dealer and click **Save**. A verification message will appear.

**Onair Cam credentials are verified and saved**

Once completed, the Access Cam tab under Video is now fully available.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 6.1.2 or later for Brivo Access Cam to be used. If the control panel has a firmware version of 6.1.1 or earlier, Brivo Access Cam is not available.</i></p>
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## Browsing the Brivo Access Cam Camera List

The Access Cam Cameras list identifies all the Access Cam cameras currently associated with the account. For each, the name, camera provider, the site to which the camera is attached, and the camera's connection status is displayed.

All Administrators can view the list of Access Cam cameras.

### To view the list of Access Cam cameras for your account:

From the **Setup** tab, click on the **Video** tab then click on **Access Cam**. The Access Cam Cameras list displays.

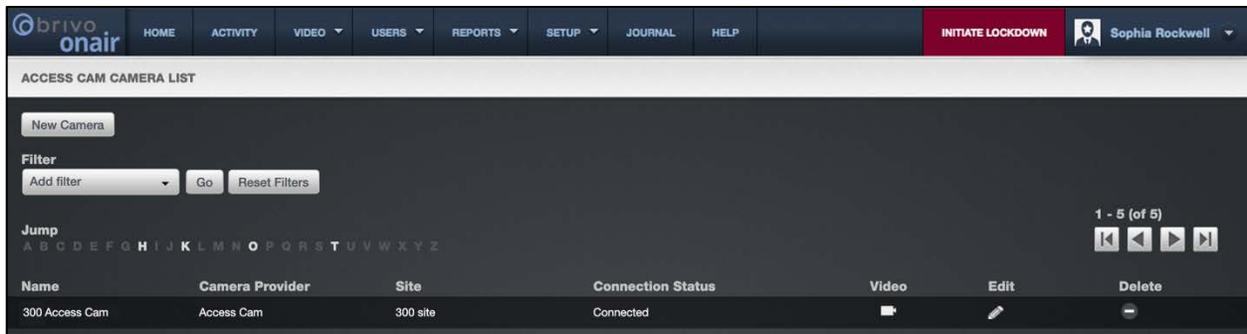


Figure 10. View Access Cam Camera List

Features of this page include:

- Click the **Video** icon associated with the specific Access Cam camera to view live video.
- Click the **Edit** icon associated with a specific Access Cam camera to update it.
- Click the **Delete** icon associated with a specific Access Cam camera to remove it from the account.

## Adding and Configuring a Brivo Access Cam Camera

To configure a Brivo Access Cam camera in the CameraManager application:

	<p><b>NOTE:</b></p> <p>The Brivo Access Cam CameraManager application should already be installed on your system. If it is not yet installed, please go to the <b>Account Settings</b> tab in your Brivo Onair account and download either the Windows or Mac version of the CameraManager application.</p>
---	---

From your local system, double click on Brivo Access Cam CameraManager icon to load the CameraManager software.



Figure 11. Brivo Access Cam CameraManager Installer Icon

Once loaded, access the program and enter your **Email address** and **Password** into the provided fields. Click the **Save password** checkbox if you wish. When complete, click the **Log in** button.

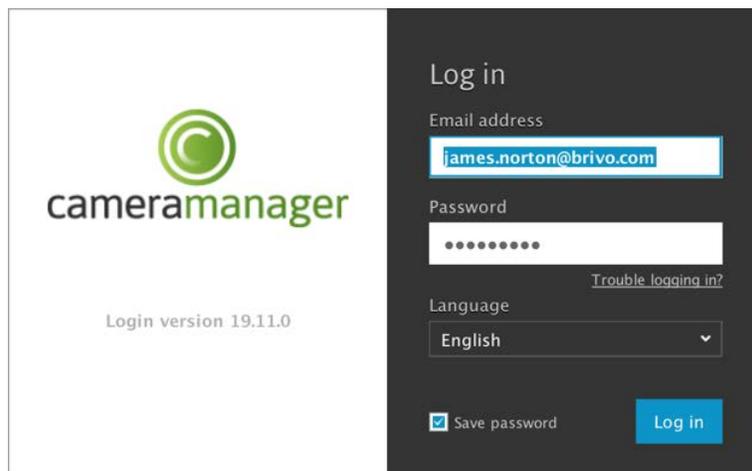


Figure 12. CameraManager Log In Screen

If this is your first time logging in, you will see a **Start Wizard** pop-up page. Should you desire, you may follow the wizard by clicking on the **Start wizard** button.

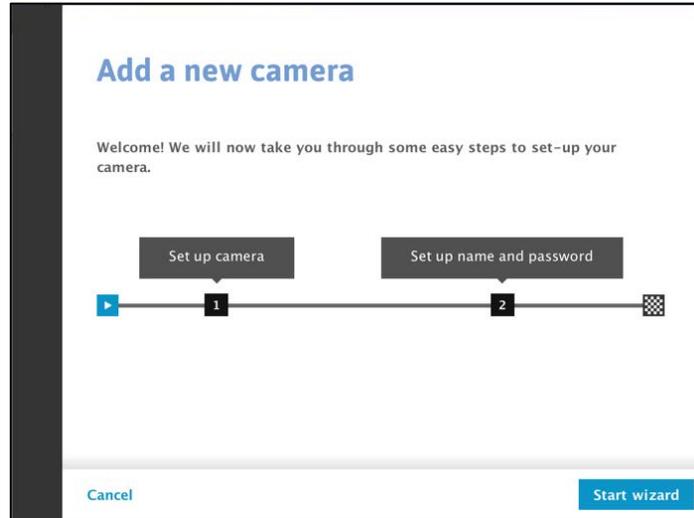


Figure 13. Add Camera Wizard

If you prefer to enter the information without the **Start Wizard**, simply close the pop-up window and the Brivo Access Cam Dashboard displays.

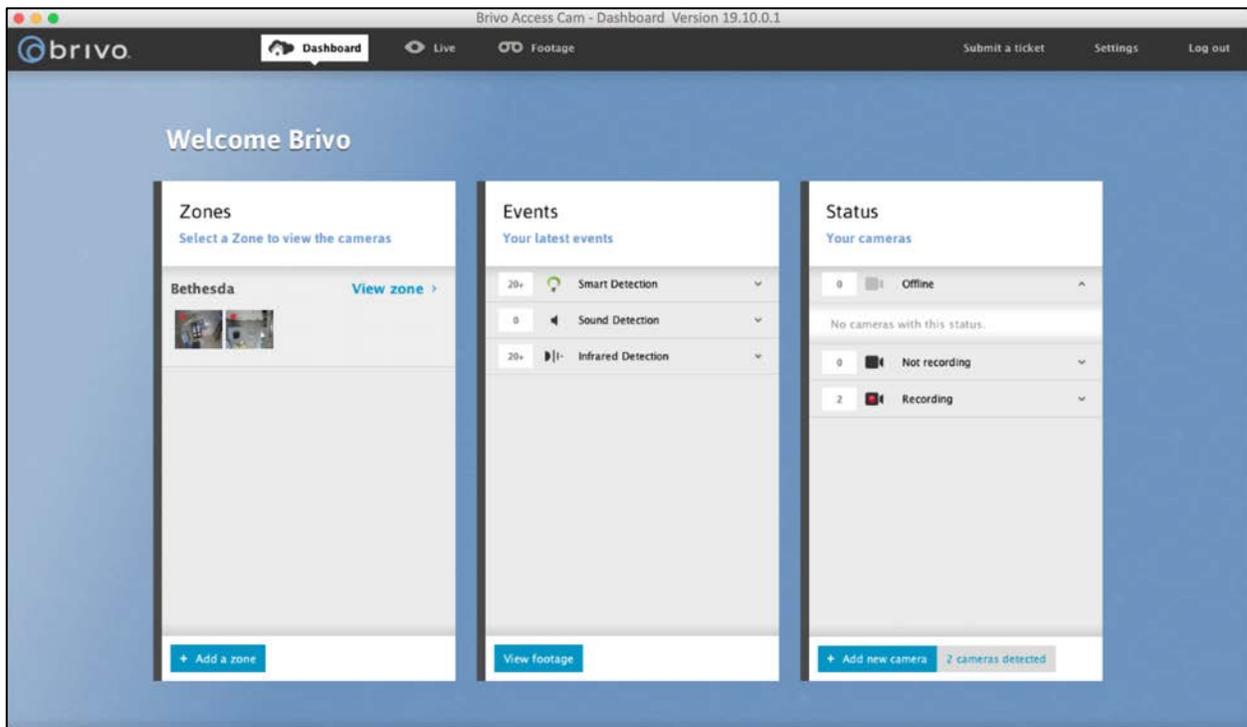
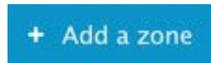


Figure 14. Brivo Access Cam CameraManager Dashboard

### To Add a Zone

Click on the **Add a zone** button. The **Add zone** page displays.



Enter a **Zone name** (required field), **Address**, **Telephone number**, **Zip code**, **City**, **Email address**, **State**, and select the **Country** from the dropdown list.

When finished, click **Save**.

### To Add a Camera in CameraManager

Click on the **Add new camera** button. The **Setup camera** pop-up window will display.



A list of available cameras will appear in the **Setup camera** window. Find your specific camera under the **Camera name** list and verify the **MAC address**. Once verified, click on the **Auto-connect** button which will complete the connection process for you.

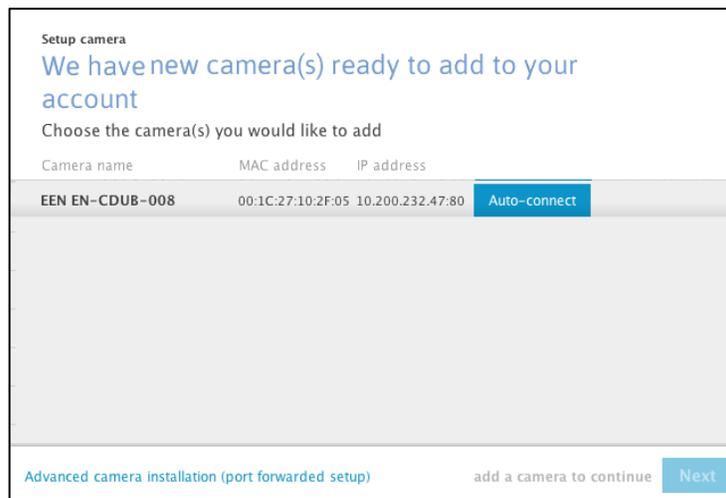


Figure 15. Add Camera List

While connecting, if you have more than one **Zone** created, click **Select Zone** from the dropdown list to choose in which Zone this camera will be placed, and click the **Next** button. When the Brivo Access Cam camera has successfully connected, the Setup camera window will notify you of the success. To continue, click **Next**.

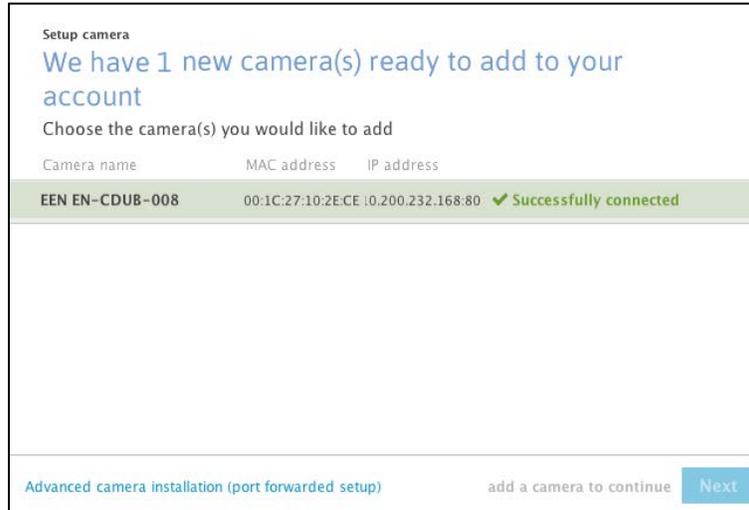


Figure 16. Select Zone

The live feed from your camera will display and you may change the name of the camera by entering your new information into the **Camera name** field. To continue, click **Next**.

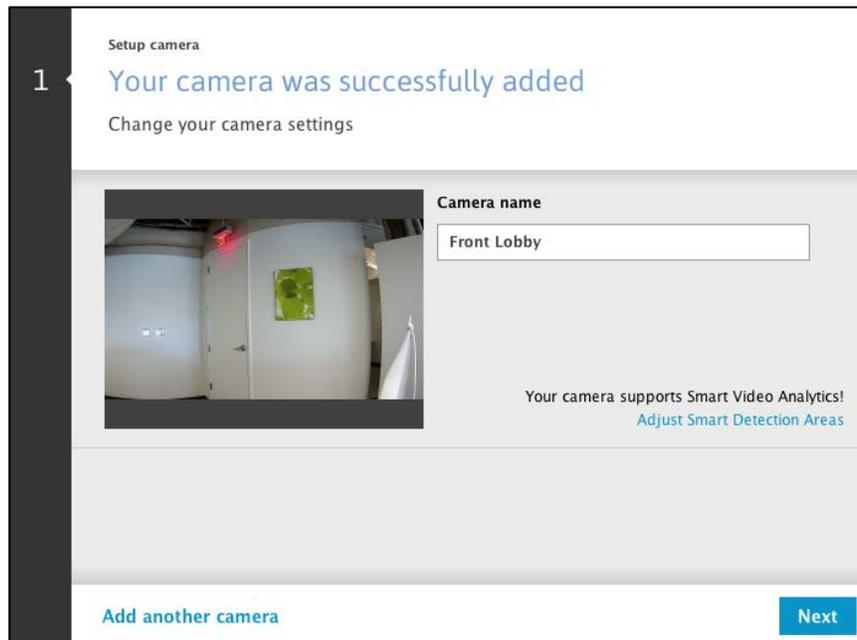


Figure 17. Initial Live Feed

You have successfully configured your Brivo Access Cam camera. To complete the process, click the **Finish & go live** button.

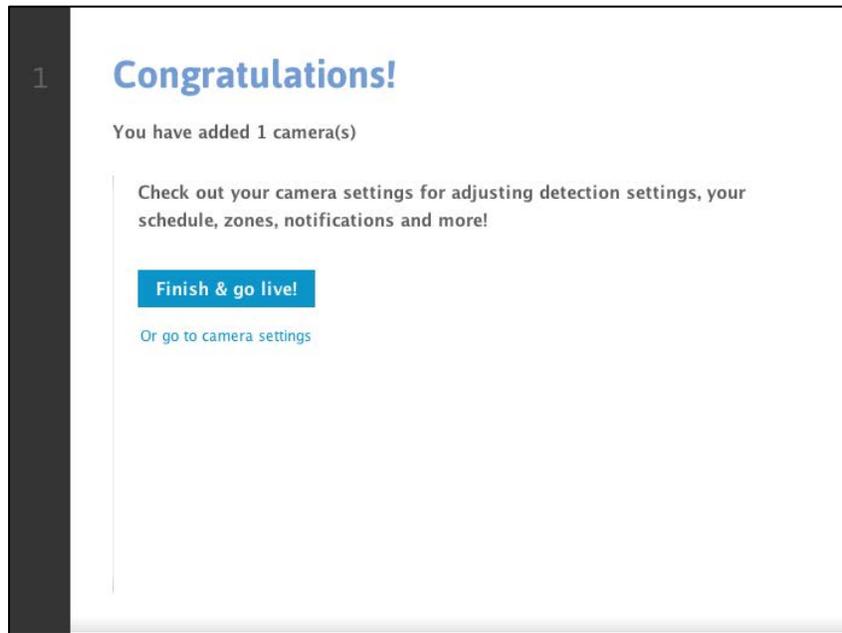


Figure 18. Brivo Access Cam Camera Configuration Complete

The Brivo Access Cam Dashboard will appear and display the live video feed from the camera you just added. Once you have successfully added your camera to the Brivo Access Cam CameraManager application, you may **Log out** and log into your Brivo Onair account.

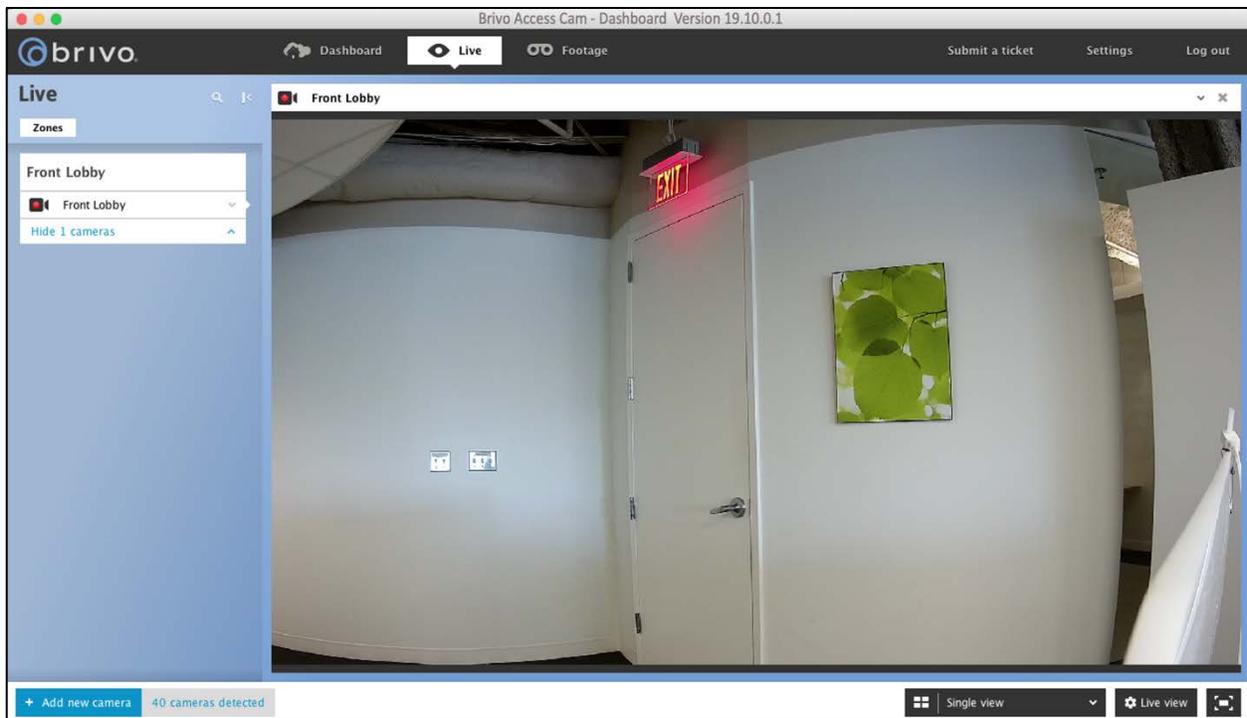


Figure 19. Live Video Feed in CameraManager

## Managing Brivo Access Cam Cameras

Once added to an account, a Brivo Access Cam Camera can be updated or deleted at any time. The Master and all Senior Administrators can edit or delete a Brivo Access Cam Camera.

### To add a Brivo Access Cam camera in Brivo Onair:

From the **Setup** tab, click on the **Video** tab, then choose the **Access Cam** tab. The Access Cam Camera list page appears.

Click on the **New Camera** link at the top of the page. The New Camera page displays.

Enter a **Name** for the camera you wish to register.

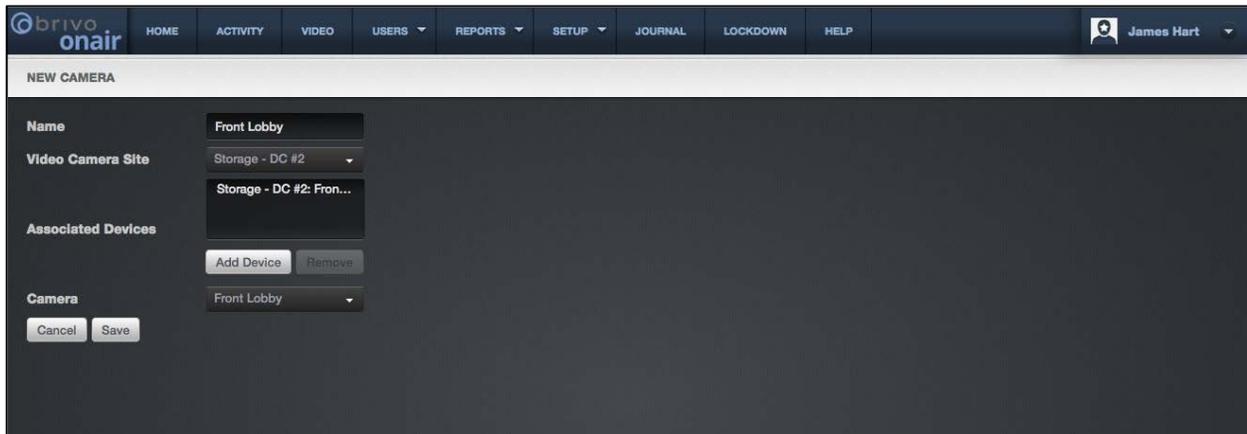
The screenshot shows the 'NEW CAMERA' registration page in the Brivo Onair interface. The top navigation bar includes 'HOME', 'ACTIVITY', 'VIDEO', 'USERS', 'REPORTS', 'SETUP', 'JOURNAL', 'LOCKDOWN', and 'HELP'. The user 'James Hart' is logged in. The form fields are: 'Name' (text input with 'Front Lobby' entered), 'Video Camera Site' (dropdown menu with 'Storage - DC #2' selected), 'Associated Devices' (a list area with 'Storage - DC #2: Fron...' and 'Add Device'/'Remove' buttons), and 'Camera' (dropdown menu with 'Front Lobby' selected). 'Cancel' and 'Save' buttons are at the bottom.

Figure 20. Register a Brivo Access Cam Camera

Select the **Video Camera Site** for the camera from the dropdown menu.

Select an **Associated Device** to link the camera with. Click on the **Add Device** link. A popup window will appear with all available devices, which can be filtered as necessary. When selected, the device will disappear from the list. Click on the X in the upper right-hand corner of the pop-up window when you are finished.

Select the **Camera** from the dropdown menu.

Click **Save** at the bottom of the page. You are taken to the **Access Cam Camera List** page where a message appears notifying you of the successful addition.

**Front Lobby has been successfully added.**

It may take a moment or two for your Brivo Onair account to synchronize with your CameraManager account, so you may see **Loading Connection Status** appear in the Connection Status column of your Access Cam camera list. Once the connection is complete, the message will change to **Connected** and the video icon will change from greyed out to white.

### To edit a Brivo Access Cam camera:

From the **Setup** tab, click on the **Video** tab, then choose the **Access Cam** tab. The Access Cam Camera List page appears.

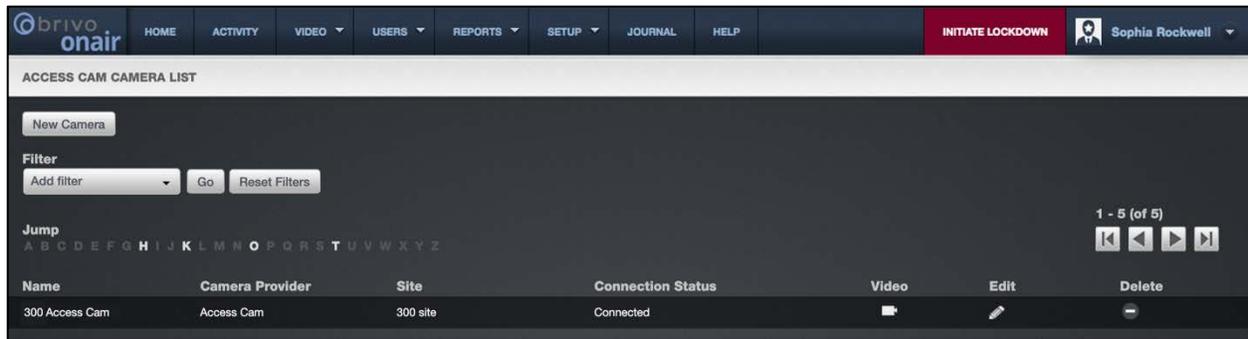


Figure 21. List of Access Cam Cameras

Click on the edit icon next to the camera you would like to edit. The Edit Camera page displays.

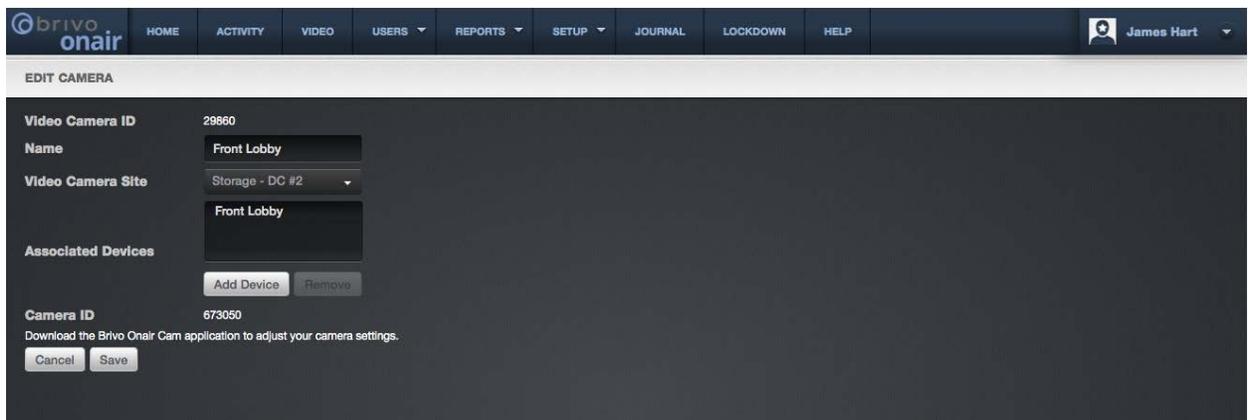


Figure 22. Edit Access Cam Camera

You may edit the **Name**, **Video Camera Site**, and **Associated Devices** fields. All other camera settings can only be adjusted through the Brivo Access Cam CameraManager application. The Brivo Access Cam CameraManager application may be downloaded through **Account Settings** under the **Access Cam Credentials** tab.

After you are finished editing information about the camera, click **Save**. You are returned to the list of Access Cam cameras.

### To delete a Brivo Access Cam camera:

From the **Setup** tab, click on the **Video** tab, then choose the **Access Cam** tab. The Access Cam Camera List page appears.

Click on the delete icon next to the camera you would like to delete. A pop-up warning appears, asking if you are sure you want to delete the camera.

Click **OK**. You are returned to the Access Cam Camera List page.

To complete the process, the camera must also be deleted from the Brivo Access Cam CameraManager application. Please consult the Brivo Access Cam Configuration Guide for instructions on deleting a camera in the Brivo Access Cam CameraManager application.

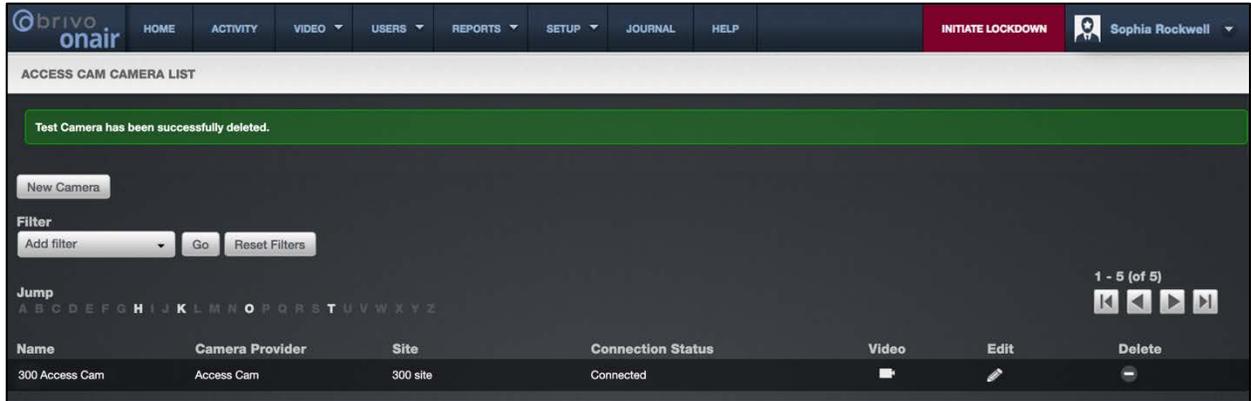


Figure 23. Delete Camera Message

## What is Brivo Onair Video Recorder (OVR)?

Brivo Onair Video Recorder (OVR) enables Brivo Onair users to select from a variety of subscription models. Dependent upon the subscription model chosen, a Brivo Onair user may view only live video or live video and activity-based playback at five or seven frames per second, depending upon camera model. In addition to a live view only subscription model, activity-based video can also be stored on Brivo's Hosted Video server for 15, 30, 60, 90, 180, or 365 days, dependent upon the subscription model chosen. The only required equipment for this service is a compatible AVHS IP-based camera. The video is recorded over an encrypted connection at 7 frames per second at 640 x 480 resolution in H.264 encoding or at 5 frames per second with 320 x 240 resolution in MPEG 4 encoding.

**NOTE:**

*OVR functionality currently requires Java Plugin Version 6, as well as Flash Player Version 9 or higher.*

## Browsing the OVR Camera List

The OVR Cameras list identifies all the OVR cameras currently associated with the account. For each, the name, serial number, the site the camera is attached to, number of devices it is linked to, the camera model, and the camera's connection status is displayed.

The Master and all Senior Administrators can view the list of OVR cameras.

### To view the list of OVR cameras for your account:

From the **Setup** tab, click on the **Video** tab then click on **OVR**. The OVR Cameras list displays.

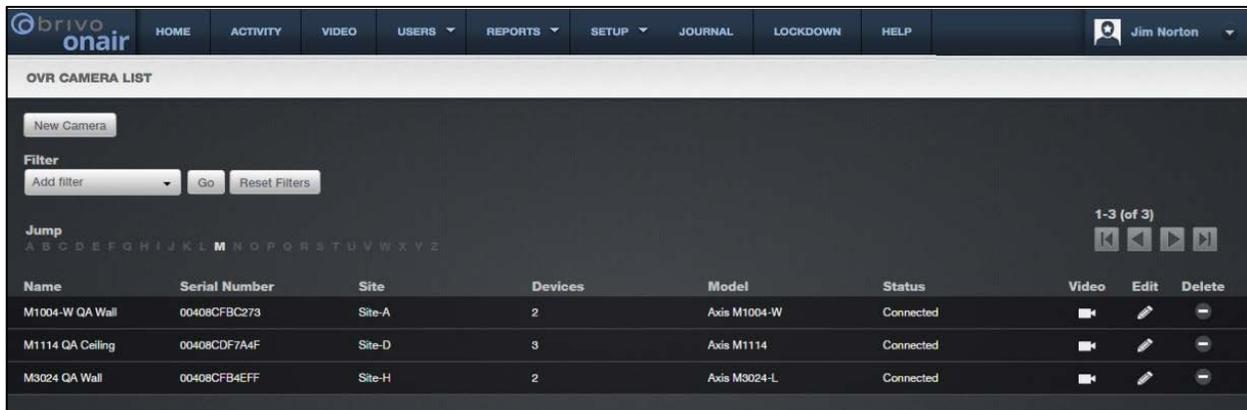


Figure 24. View OVR Camera List

Features of this page include:

- Click the **Video** icon associated with the specific OVR camera to view live video.
- Click the **Edit** icon associated with a specific OVR camera to update it.
- Click the **Delete** icon associated with a specific OVR camera to remove it from the account.

## Adding and Configuring an OVR Camera

### To configure the static IP address of an OVR camera:

	<p><b>NOTE:</b></p> <p><i>These steps are only necessary if the camera will be configured on a network that requires a static IP address; otherwise, the cameras function as plug-and-play cameras.</i></p>
---	---

Connect the camera via an Ethernet cable.

Disconnect the computer from the wireless network in order to manually configure the static IP to an address other than <http://192.168.0.90>, as that IP address is assigned to the camera by default. For more information on how to manually configure a static IP address, contact your Network Administrator.

Open your browser and type in the camera's IP address: <http://192.168.0.90>. The camera's main page opens. From this page you can adjust the following:

**Focus:** allows you to view the camera's focus in order to determine whether or not the view is clear.

**Network Settings:** the network settings default to "obtain IP address via DHCP;" for networks that require a static IP, you must check the box "use the following IP address" and configure the settings according to the information from your Network Administrator.

### To add an OVR camera:

From the **Setup** tab, click on the **Video** tab, then choose the **OVR** tab. The OVR Camera list page appears.

Click on the **New Camera** link at the top of the page. The New Camera page displays.

Enter a **Name** for the camera you wish to register.

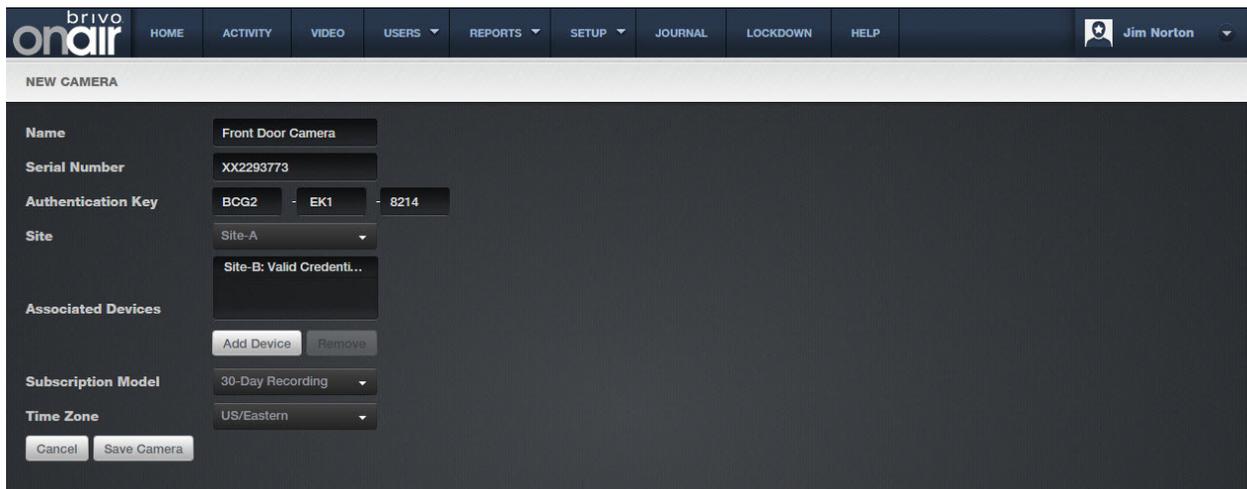


Figure 25. Register an OVR Camera

Enter the **Serial Number** and the **Authentication Key** provided for the camera.

Select the **Site** for the camera from the dropdown menu.

Select an **Associated Device** to link the camera with. Click on the **Add Device** link. A popup window will appear with all available devices, which can be filtered as necessary. When selected, the device will disappear from the list. Scroll to the bottom of the list and click **Close Window** when you are finished.

Select the **Subscription Model** from the dropdown menu.

	<p><b>NOTE:</b></p> <p><i>Once selected, the subscription model cannot be changed locally. If the subscription model needs to be changed, call your dealer.</i></p>
---	---

Select the **Time Zone** from the dropdown menu.

Click **Save Camera** at the bottom of the page. You are taken to the **Edit Camera** page.

	<p><b>NOTE:</b></p> <p><i>The system automatically detects the camera model by the serial number and authentication key entered.</i></p>
---	--

The **Brightness**, **Color**, and **Contrast** fields may be edited (the default is 50).

The **Rotation** (the default is 0) of the camera can be changed.

To edit the **White Balance** (the default is automatic), click on the dropdown list and make a selection.

The Motion Sensitivity, Motion History, and Motion Object Size may be edited (the defaults are 90, 70, and 15 respectively).

Click **Save Camera** at the bottom of the page. You are redirected to the **View Camera** page.

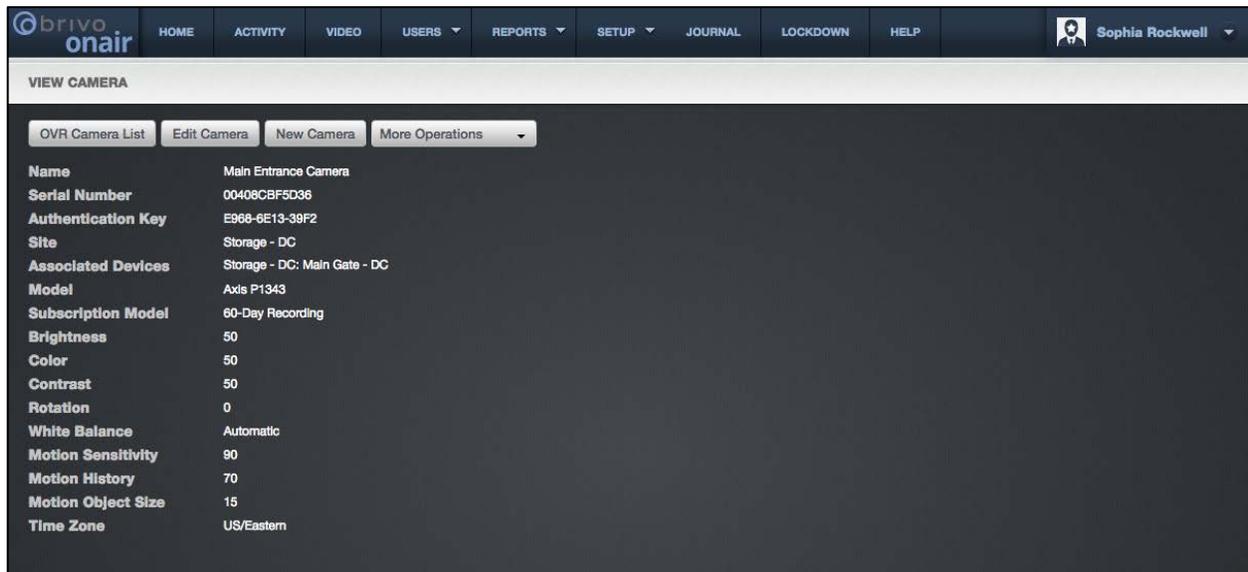
## Viewing OVR Camera Details

The View Camera page displays information for a specific OVR camera.

### To view the details for a specific OVR camera:

From the **Setup** tab, click on the **Video** tab, then select the **OVR** link. The OVR Camera List page displays.

Click the Camera you wish to view. The View Camera page displays.



The screenshot shows the Brivo Onair interface. The top navigation bar includes tabs for HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user profile 'Sophia Rockwell' is visible in the top right. Below the navigation bar, the 'VIEW CAMERA' page is displayed. It features a sub-navigation bar with buttons for 'OVR Camera List', 'Edit Camera', 'New Camera', and 'More Operations'. The main content area shows the following details for the selected camera:

Name	Main Entrance Camera
Serial Number	00408CBF5D36
Authentication Key	E968-6E13-39F2
Site	Storage - DC
Associated Devices	Storage - DC: Main Gate - DC
Model	Axis P1343
Subscription Model	60-Day Recording
Brightness	50
Color	50
Contrast	50
Rotation	0
White Balance	Automatic
Motion Sensitivity	90
Motion History	70
Motion Object Size	15
Time Zone	US/Eastern

Figure 26. View Camera Details

This page lists all information currently maintained for a specific camera, including serial number, authentication key, the site to which the camera is linked and any devices to which the camera is associated.

## Managing Brivo OVR Cameras

Once added to an account, an OVR Camera can be updated or deleted at any time. The Master and all Senior Administrators can edit or delete an OVR Camera.

### To create/edit a motion detection zone for an OVR camera:

	<p><b>NOTE:</b></p> <p><i>The Inclusion Window in the Motion Detection Window initially covers the entire screen but may be edited.</i></p>
---	---

From the **Setup** tab, click on the **Video** tab, then choose the **OVR** tab. The OVR Camera List page appears.

Click on the edit icon next to the camera you would like to edit or click on the **Edit Camera** link. The Edit Camera page displays.

Click on the **Edit Motion Window** link. The Motion Detection Window displays.

To add an Exclusion Window click on the  icon in the upper left hand corner. An exclusion window will appear in the upper left corner and may be moved to fit the area needed.

	<p><b>NOTE:</b></p> <p><i>Only five (5) Exclusion Windows may be added to any camera window.</i></p>
---	--

To delete an Exclusion window, simply highlight the window and click on the  icon which will delete the selected Exclusion Window

When finished, click **Save Motion Window** and any motion detected within an Exclusion Window will not appear in the Activity log. You are returned to the Edit Camera page. Click **Save Camera** to save.

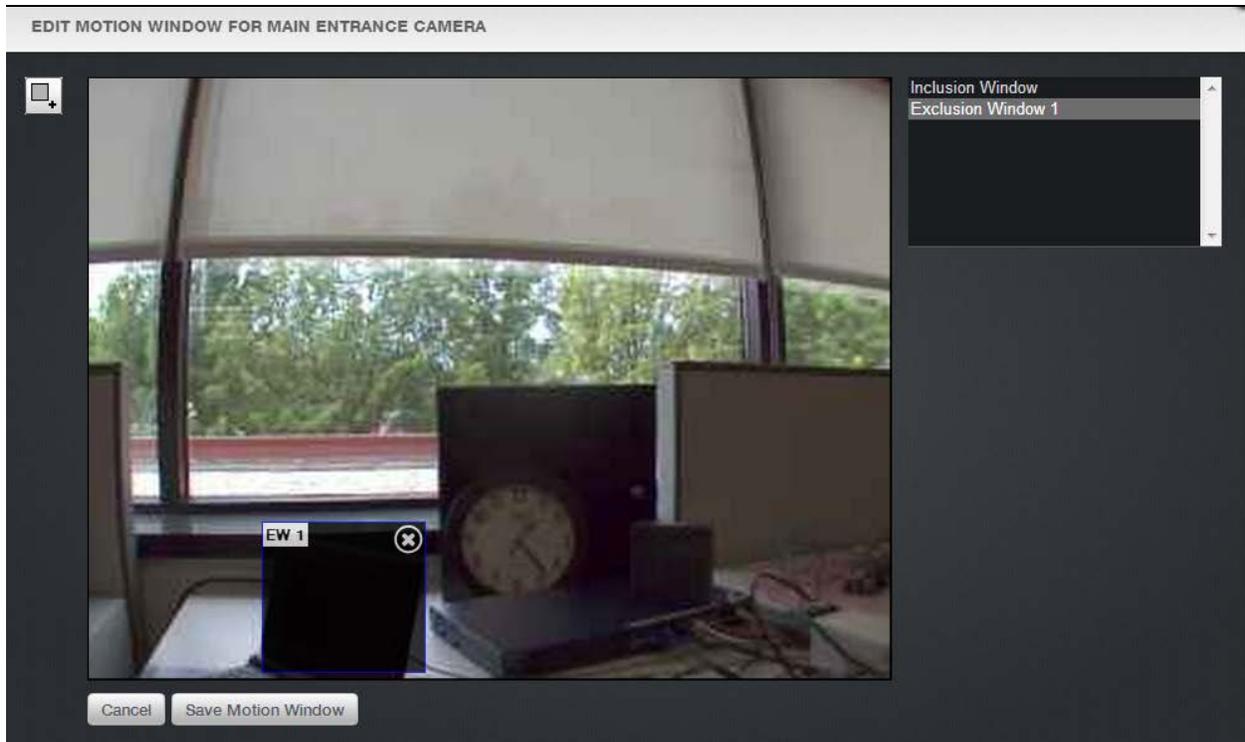


Figure 27. Motion Detection Window

### To edit an OVR camera:

From the **Setup** tab, click on the **Video** tab, then choose the **OVR** tab. The OVR Camera List page appears.

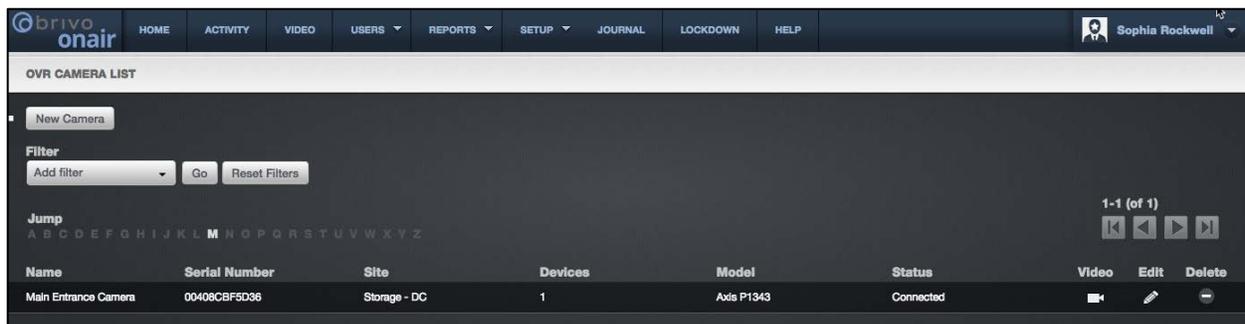


Figure 28. List of OVR Cameras

Click on the edit icon next to the camera you would like to edit or click on the **Edit Camera** link. The Edit Camera page displays.

After you are finished editing information about the camera, click **Save Camera**. You are returned to the list of OVR cameras.

### To delete an OVR camera:

From the **Setup** tab, click on the **Video** tab, then choose the **OVR** tab. The OVR Camera List page appears.

Click on the trash can icon next to the camera you would like to delete. A pop-up warning appears, asking if you are sure you want to delete the camera.

Click **OK**. You are returned to the OVR Camera List page.

To complete the process, perform a factory reset on the camera. For more information on how to perform a factory reset, please consult the user manual for the camera.

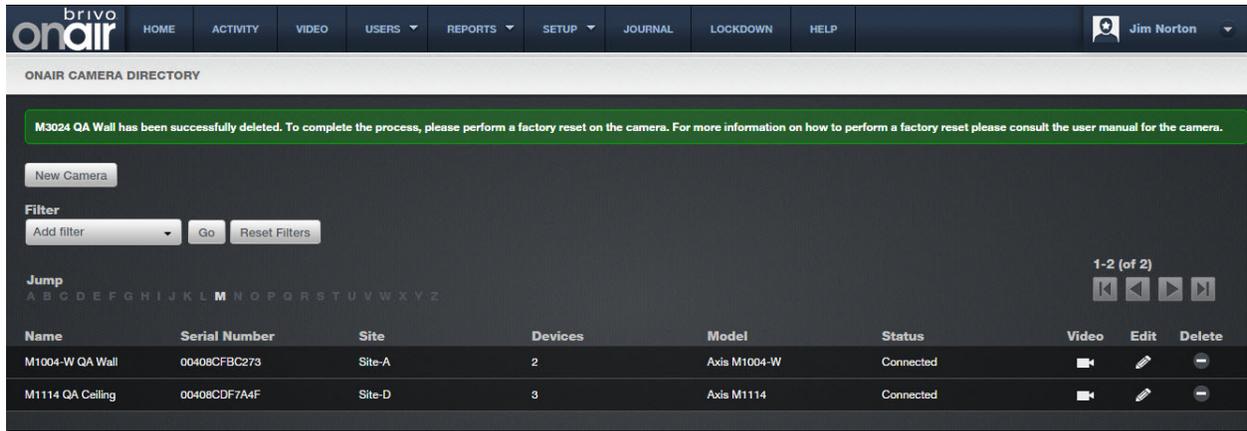


Figure 29. Delete Camera Message

**NOTE:**

*A camera cannot be deleted unless it is listed as Connected under Camera Status. If the camera is listed as Disconnected, please contact Brivo Technical Support for further assistance in deleting your camera from the system.*

### Camera Connection Status

**Connected:** the camera is connected to AVHS.

**Disconnected:** the camera is no longer visible to AVHS. This could be the result of a power failure, lack of network connection, etc.

### To view live video from an OVR camera:

From the **Setup** tab, click on the **Video** tab, then choose the **OVR** tab. The OVR Camera List page appears.

Click on the camera icon next to the camera you would like to view. A popup window appears displaying the live video feed from that camera.

**NOTE:**

*Only one instance of live video can be viewed at a time.*

## Using Video Functions in the Activity Log

### To view activity-based playback from a camera:

From the **Activity** tab, click on the **Activity Log** tab. The Activity Log displays.

Next to the event for which you would like to view video, click the video camera icon. Video will appear in the Video Playback box only if the event's corresponding device is associated with a camera and will also display the subsequent two following clips. Otherwise, a popup window will appear to display the video linked to a DVR camera.

The screenshot shows the Brivo Onair Activity Log interface. The top navigation bar includes tabs for HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user profile for Jim Norton is visible in the top right. The main content area is titled 'ACTIVITY LOG' and features an 'Auto-Refresh' dropdown set to 'None' and a '1-20 (of 97)' indicator. Below this is a table with columns for Date/Time, User/Event, Site, Door/Device, and Video. The table lists various events, including video motion and failed access attempts. To the right of the table is a video playback window titled 'Unlock Door' showing a live feed from the 'Main Entrance Camera' at 'Bethesda Headquarters'. The video shows a person's face and a play button overlay. A search bar is visible at the bottom of the video window.

Date/Time	User/Event	Site	Door/Device	Video
2:33:26 PM EDT	Video Motion at Main Entrance Camera	Bethesda Headquarters	Main Entrance Camera	▶
2:20:04 PM EDT	Video Motion at Main Entrance Camera	Bethesda Headquarters	Main Entrance Camera	▶
2:18:38 PM EDT	Video Motion at Main Entrance Camera	Bethesda Headquarters	Main Entrance Camera	▶
1:59:27 PM EDT	Failed Access: Unknown Credential (Card Hex: c97403 Bits:26)	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:25 PM EDT	Jim Norton	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:24 PM EDT	Isaac Blaylock	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:22 PM EDT	Schedule Bethesda Hours of Operation Activated	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:22 PM EDT	Jim Norton	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:20 PM EDT	Failed Access by Robert Ludlow: Out of Schedule	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:19 PM EDT	Failed Access by Harold Winslow: Unauthorized Access Attempt	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:17 PM EDT	Charles Galway	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:15 PM EDT	Failed Access by John Smith: Out of Schedule	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:14 PM EDT	Failed Access by John Dineen: Out of Schedule	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:12 PM EDT	Failed Access: Card Never Issued (Card ID: 022)	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:10 PM EDT	Failed Access by Louis Kavanaugh: Out of Schedule	Bethesda Headquarters	Front Entrance (Bethesda)	▶
1:59:09 PM EDT	Failed Access by Kevin Lesalle: Out of Schedule	Bethesda Headquarters	Front Entrance (Bethesda)	▶

Figure 30. View Activity-Based Playback for a Camera

## To Unlock a Door via Live Feed

Click on the **Video** tab and choose **Live Video** from the dropdown list. The **Live Video** page displays.

Choose a camera window and select a camera from the dropdown menu. When you hover your mouse over the video window, you will see a three dot menu option in the lower right corner of the camera window. Click on the icon and the camera name and a door name will appear. Click on the door con and it will unlock (if the door has Yes selected for Control From Browser), and the event will appear in the activity log.

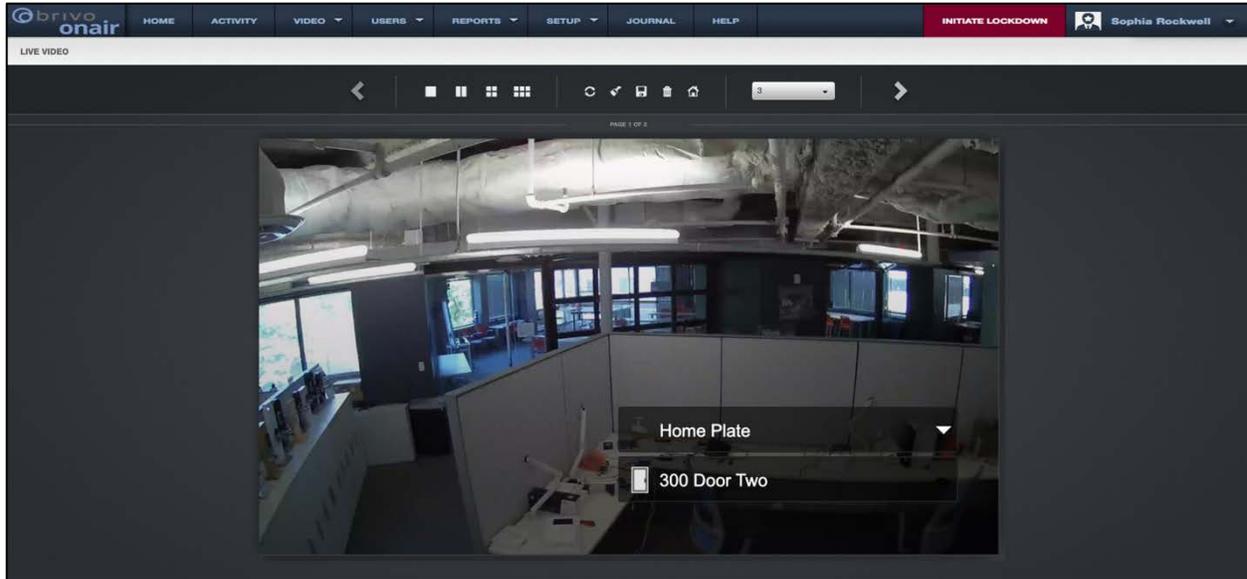


Figure 31. Unlock a Door via Live Video

### To download a clip from a camera:

Click on the **Activity** tab. The Activity Log displays.

Next to the event for which you would like to view video, click the video camera icon. Video playback will begin to play.

At the bottom of the video playback screen, click the **Download Clip**  icon and choose a destination for where you would like the file to be saved.

## What is a DVR/NVR?

A DVR is a Digital or Network Video Recorder that can be integrated with your Brivo Onair account, along with related Closed Circuit Television (CCTV) cameras. The **DVR/NVRs** section provides the configuration tools for defining a DVR/NVR and related CCTV cameras. It also provides “live” viewing links to any cameras defined within your account.

Because no physical connection is required between the control panel and the video equipment, a DVR/NVR and cameras may be added to your account at any time. However, for ease of administration, it is recommended that they be added after you have already defined the Doors and Devices with which the cameras will be associated.

## DVR/NVR Overview

This section answers basic questions about the use of DVR/NVRs and CCTV cameras with ACS5000, ACS6000, ACS300, ACS100 and IPDC.

### How is video integrated with Brivo Onair?

The primary integration between your DVR and Brivo Onair is via the Activity Log, which allows you to retrieve a video segment related to a specific event. (See *Viewing Video* below).

From the Activity Log, Brivo Onair uses the time stamp of each event to query the DVR/NVR. It also uses the configuration data supplied on the DVR/NVRs page to determine which camera is associated with an event, via the door or device at which the event took place. The DVR/NVR then returns the requested video stream for the time and camera indicated and plays it in a popup window.

Throughout this entire process, the video images are streamed directly from the DVR to your browser; they do not pass through Brivo's network, nor is any of your video data stored on Brivo's servers. Brivo Onair simply acts as a "directory" for associating events in your Activity Log with specific DVR/NVRs, cameras, and time periods.

### What types of devices can be integrated with video?

Brivo Onair treats both doors and inputs as special cases of devices; for example, an auxiliary input on a Door Board, or an input on an Input/Output board. All of these device types can be associated with a camera for the sake of providing a link between events in the Activity Log and video segments stored on the DVR/NVR.

### Can I configure my DVR/NVR from Brivo Onair?

The Brivo Onair interface to your DVR is not intended to replace the native interface provided by the DVR/NVR itself. Thus, all DVR/NVR configuration is still performed via the manufacturer's configuration tools.

By the same token, the Brivo Onair interface does not disable or change any of the existing viewing tools provided with your DVR/NVR. These tools may offer a different range of viewing options from the Brivo Onair interface, and the two should be seen as complementary, and used accordingly.

### Which Brivo products will integrate with DVR/NVRs?

The DVR/NVR integration feature works with any ACS5000, ACS6000, ACS300, ACS100 or IPDC series control panel.

### Which DVR/NVR products are supported?

Brivo is integrating a growing list of DVR/NVRs with Brivo Onair. Please contact your Dealer for a current list of compatible DVR/NVRs.

### What are the networking requirements?

In order to view video data from Brivo Onair, your DVR must be configured to allow your Internet browser to connect from any location where you will need to view video.

As shown in the figure below, the Administrator's browser may be either local or remote to the LAN on which the DVR is set up. Network configuration requirements will vary depending on whether you wish to view video from within your corporate network only, or from anywhere on the Internet. Please consult with your network administrator and the manual for your DVR model to determine the detailed procedures for setting up parameters as described below.

Your DVR will need to be configured with **static IP** parameters in order for your browser to address it from within Brivo Onair. Your network administrator may even wish to establish a DNS entry for the DVR, although this is not

strictly necessary. You will need to enter either the static IP address or the DNS name for your DVR into Brivo Onair in order for it to reach your DVR from the Activity Log and elsewhere within the application.

If you wish to access video from the Internet (i.e., outside your LAN), then your Firewall and Router will need to make the DVR address available outside of your LAN. This may be done through assigning a publicly routable IP address to your DVR, or by setting up port mapping from one of your other publicly routable IP addresses to the DVR. Consult your network administrator for the configuration that best fits your network architecture and information security policies.

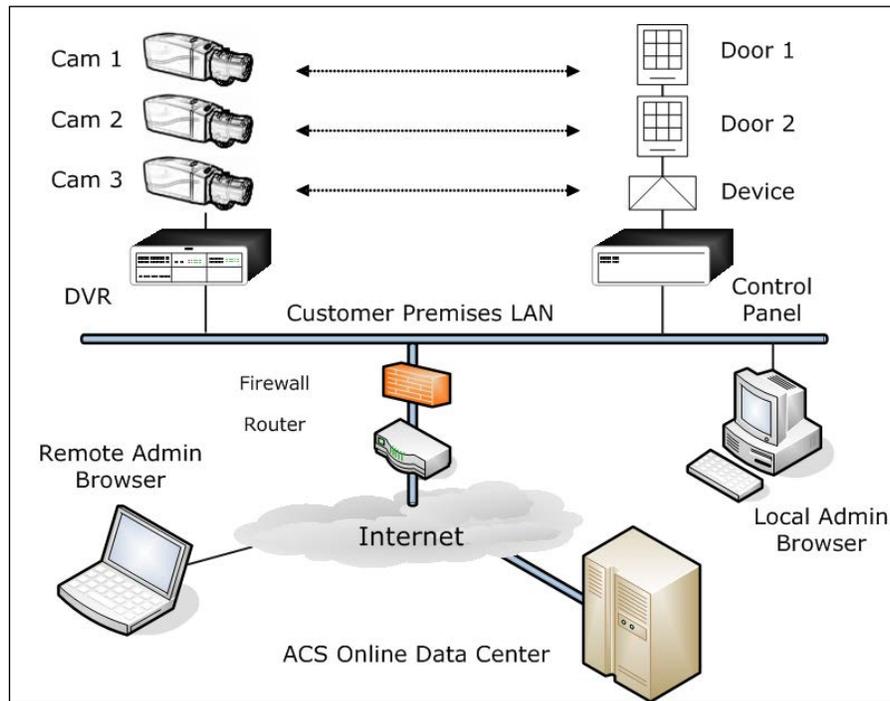


Figure 32. Network View of DVR Integration

### What must I do to synchronize my DVR with Brivo Onair?

The correct operation of the video retrieval software depends on having the DVR's internal clock synchronized with the Brivo Onair clocks, which are synchronized to public reference clocks via the Network Time Protocol (NTP). It is important that you configure your DVR to use NTP to set its time; otherwise, the time stamps on events in the Activity Log will not agree with time stamps for the video stream, and you will not see the correct video footage.

### What Internet browser plug-ins are required to use a DVR/NVR with Brivo Onair?

Depending on your DVR/NVR brand and model, you may be required to install browser plug-ins from the manufacturer before you can view video from Brivo Onair. Follow the directions in your DVR/NVR manual if the plug-in is not installed automatically.

### Does the DVR need to be connected directly to the Brivo Onair control panel?

For some applications, it may be desirable to have the access control system communicate alarms and events back to the DVR system in order to record those events directly in the DVR database. However, it is not necessary to perform any "hard wire" interconnection between the DVR and the Brivo Onair control panel in order to support the integration features described in this chapter.

If you do wish to connect the control panel directly to the DVR, conventional integration techniques can be used to connect relay outputs from a Brivo Onair control panel to the inputs on a DVR. See the *Devices* section of this manual for instructions on how to set up output devices. See your DVR installation manual for information on how to connect relays to the inputs of the DVR.

### **Are there any setting requirements for the DVR/NVR?**

The DVR/NVR must be set for continuous (24 x 7) recording. Brivo Onair presumes this setting and will not interact properly with the DVR/NVR otherwise. Consult your DVR/NVR manual for information on how to change this setting.

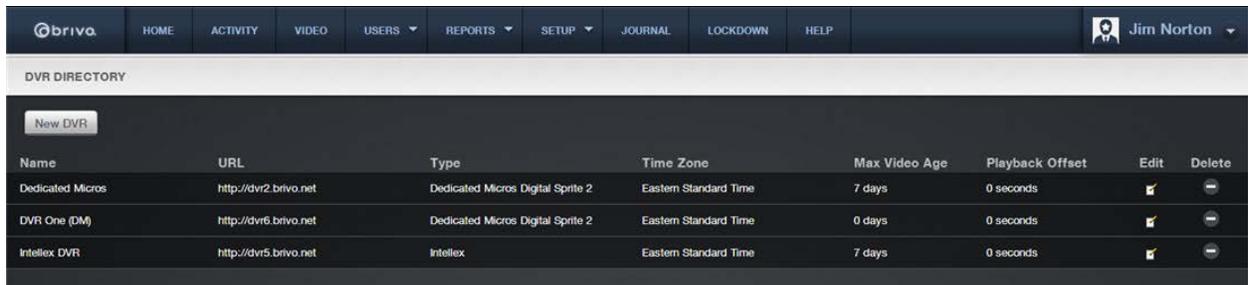
## Browsing the DVRs List

The DVRs list identifies all the digital video recorders currently associated with the account. For each, the name and URL are displayed.

The Master and all Senior Administrators can view the list of DVRs.

### To view the list of DVRs for your account:

From the **Setup** tab, click on the **Video** tab then click on **DVRs**. The DVRs list displays.



Name	URL	Type	Time Zone	Max Video Age	Playback Offset	Edit	Delete
Dedicated Micros	http://dvr2.brivo.net	Dedicated Micros Digital Sprite 2	Eastern Standard Time	7 days	0 seconds		
DVR One (DM)	http://dvr6.brivo.net	Dedicated Micros Digital Sprite 2	Eastern Standard Time	0 days	0 seconds		
Intellex DVR	http://dvr5.brivo.net	Intellex	Eastern Standard Time	7 days	0 seconds		

Figure 33. View DVRs List

Features of this page include:

Click the **Edit** icon associated with a specific DVR to update it.

Click the **Delete** icon associated with a specific DVR to remove it from the account.

## Adding a DVR

Because no physical connection is required between the control panel and the video equipment, a DVR and cameras may be added to your account at any time. However, for ease of administration, Brivo recommends adding them *after* you define the doors and devices that the cameras will monitor.

The Master Administrator and all Senior Administrators can add a DVR to the account.

	<p><b>NOTE:</b></p> <p><i>This section only describes how to add a DVR to your Brivo Onair account. For tips on installing your DVR to work with Brivo Onair, please refer to the <a href="#">DVR Installation Notes</a> section.</i></p>
---	---

### To add a DVR to your account:

From the **Setup** tab, click on the **Video** tab then click on **DVRs**. The DVRs list displays.

Click **New DVR**. The New DVR page displays.

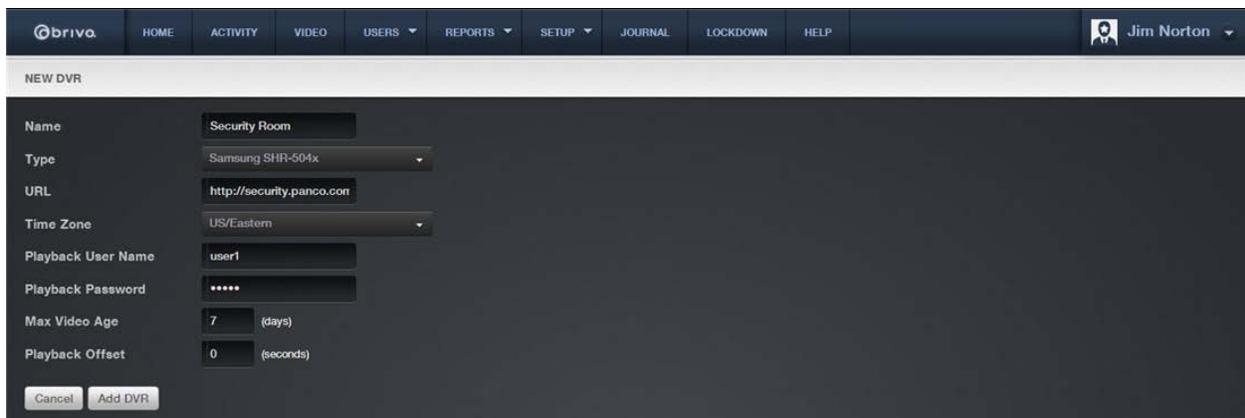


Figure 34. Add a DVR

Enter a brief, descriptive **Name** for the DVR. The name can be any convenient, alphanumeric designator for the DVR. It does not need to agree with any naming established in the DVR itself, as Brivo Onair only uses this reference internally.

From the **Type** dropdown list click the type of digital video recorder you are adding.

You will need to contact your network administrator and/or DVR administrator in order to determine the **URL** of the DVR. Enter the URL in one of the following formats:

http://NNN.NNN.NNN.NNN (for a direct IP address)

http://dvr-name.subdomain.top-level-domain (if a DNS name has been established for your DVR)

The URL may also contain additional information, such as port numbers, for non-standard configurations.

From the dropdown list, click the **Time Zone** used by the DVR. For the DVR feature to work properly, the value selected from this list must mirror the time zone setting for the DVR.

For some DVRs, a **Playback User Name** and **Playback Password** are required which can be entered into the corresponding fields.

In the **Max Video Age (days)** field, enter the number of days for which the DVR has been configured to store data. Brivo Onair uses this information to control its display of information on the Activity Log.

If there is a time difference between the clock on the DVR and the clock on the Control Panel, enter that difference in the **Playback Offset (seconds)** field. For example, if the Control Panel clock is five seconds slower than the DVR clock, enter **-5**. If the Control Panel clock is ten seconds faster, enter **10**.

If using a Speco CS/GS/LS/PS model, the option to use **DVRNS** is available. To do so, simply check the **DVRNS** checkbox. Additionally, enter the **Watch Port Number** and **Seek Port Number**.

Click **Save DVR**. You are returned to the DVRs list with the new DVR listed in alphabetical order.

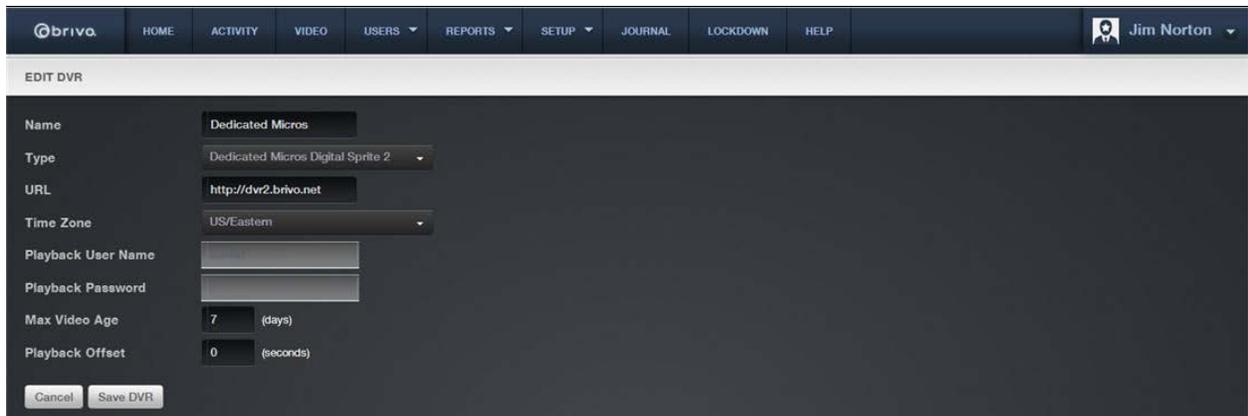
## Managing DVRs

Once added to an account, a DVR can be updated or deleted at any time. The Master and all Senior Administrators can edit or delete a DVR.

### To edit a DVR:

From the **Setup** tab, click on the **Video** tab then click on **DVRs**. The DVRs list displays.

Click the **Edit** icon associated with the DVR you want to edit. The **Edit DVR** page displays with the current information displayed.



The screenshot shows the 'EDIT DVR' interface. At the top is a navigation bar with the Brivo logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. A user profile for 'Jim Norton' is visible on the right. Below the navigation bar is the 'EDIT DVR' form. The form contains the following fields and values:

Field	Value
Name	Dedicated Micros
Type	Dedicated Micros Digital Sprite 2
URL	http://dvr2.brivo.net
Time Zone	US/Eastern
Playback User Name	
Playback Password	
Max Video Age	7 (days)
Playback Offset	0 (seconds)

At the bottom of the form are two buttons: 'Cancel' and 'Save DVR'.

Figure 35. Edit a DVR

Edit the DVR settings as needed.

Click **Save DVR**. You are returned to the DVRs list with the updated information displaying.

### To delete a DVR:

From the **Setup** tab, click on the **Video** tab then click on **DVRs**. The DVRs list displays.

Click the **Delete** trashcan icon associated with the DVR you want to delete. A warning prompt asks you to confirm that you want to delete the DVR.

Click **OK**. You are returned to the DVRs list with the deleted DVR removed from the list.

## Browsing the DVR Cameras List

The Cameras list identifies all the CCTV cameras currently associated with the account. The list shows the DVR to which each camera is attached, the number assigned to the camera, the camera's name, and the device monitored by the camera.

The Master and all Senior Administrators can view the list of cameras for an account.

### To view the list of DVR cameras for your account:

From the **Setup** tab, click on the **Video** tab then click on **DVR Cameras**. The DVR Cameras list displays.

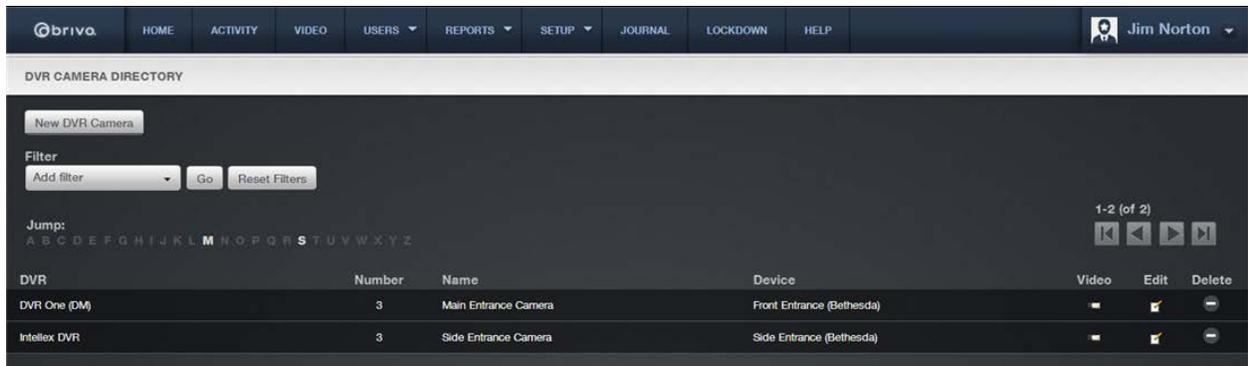


Figure 36. View Cameras List

Features of this page include:

- Click the **Video** icon associated with a specific camera to view the video stream.

- Click the **Edit** icon associated with a specific camera to update it.

- Click the **Delete** icon associated with a specific camera to remove it from the account.

## Adding a DVR Camera

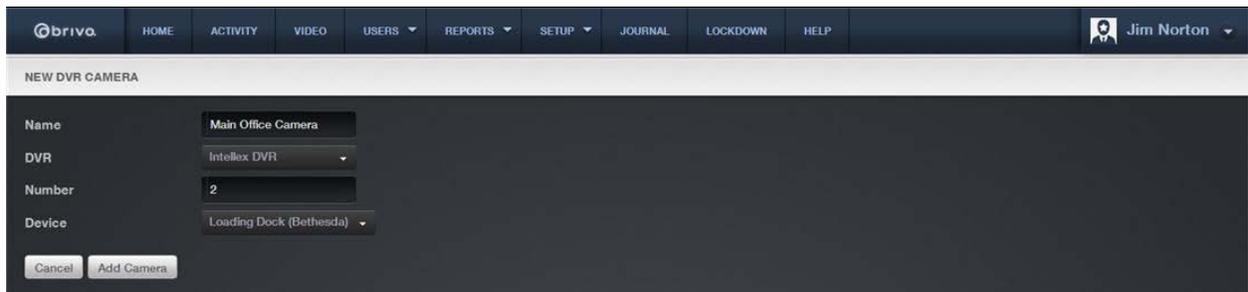
Because no physical connection is required between the control panel and the video equipment, a DVR and cameras may be added to your account at any time. However, for ease of administration, Brivo recommends adding them *after* you define the doors and devices that the cameras will monitor.

The Master and all Senior Administrators can add a camera to the account.

### To add a new DVR camera to your account:

From the **Setup** tab, click on the **Video** tab then click on **DVR Camera**. The DVR Cameras list displays.

Click **New DVR Camera**. The New DVR Camera page displays.



The screenshot shows the 'NEW DVR CAMERA' form in the Brivo Onair interface. The form is set against a dark background. At the top, there is a navigation bar with tabs for HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, 'Jim Norton', is displayed in the top right corner. The form itself has a title bar 'NEW DVR CAMERA' and contains the following fields:

- Name:** A text input field containing 'Main Office Camera'.
- DVR:** A dropdown menu currently showing 'Intellex DVR'.
- Number:** A text input field containing the number '2'.
- Device:** A dropdown menu currently showing 'Loading Dock (Bethesda)'.

At the bottom left of the form, there are two buttons: 'Cancel' and 'Add Camera'.

Figure 37. Add a DVR Camera

Enter the **Name** of the camera. The name can be any convenient alphanumeric designator. It does not need to agree with any naming established in the camera itself, as Brivo Onair only uses this reference internally.

From the dropdown list, select the **DVR** to which the camera is attached. This list includes all the DVRs defined for your account.

Enter the camera **Number**. Brivo Onair uses this number when querying the DVR for video, so it must agree with the numbering scheme you have used within your DVR.

From the dropdown list, select the **Device** this camera will monitor. For example, if you have installed "Camera 1" to provide a view of the area near "Front Door," select "Front Door" from the list. The camera and device must be associated on this page in order for events in the Activity Log to be correlated with the correct video stream.

Click **Save Camera**. You are returned to the DVR Cameras List with the new camera listed.

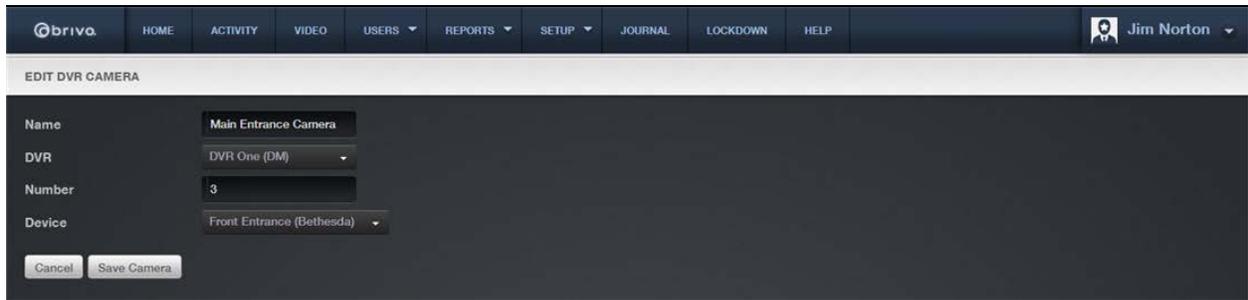
## Managing DVR Cameras

Once associated with a DVR, a camera can be updated or deleted at any time. The Master and all Senior Administrators can edit and delete cameras.

### To edit a DVR camera:

From the **Setup** tab, click on the **Video** tab then click on **DVR Camera**. The DVR Camera List displays.

Click the **Edit** icon for the camera you want to edit. The **Edit DVR Camera** page displays.



The screenshot shows the 'EDIT DVR CAMERA' page. At the top, there is a navigation bar with tabs: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user 'Jim Norton' is logged in. Below the navigation bar, the page title is 'EDIT DVR CAMERA'. The form contains the following fields:

- Name: Main Entrance Camera
- DVR: DVR One (DM)
- Number: 3
- Device: Front Entrance (Bethesda)

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Camera'.

Figure 38. Edit a Camera

Edit the values as needed.

Click **Save Camera**. You are returned to the Cameras list with the updated information displaying.

### To delete a DVR camera:

From the **Setup** tab, click on the **Video** tab then click on **DVR Camera**. The DVR Camera List displays.

Click the **Delete** trash can icon associated with the camera you want to delete. A warning prompt asks you to confirm that you want to delete the camera.

Click **OK**. You are returned to the DVR Cameras List with the deleted camera removed from the list.

## Viewing DVR Video

When DVRs are in use, Administrators have multiple options for viewing video, both live and activity based.

	<p><b>NOTE:</b></p> <p><i>Brivo Onair <b>only</b> supports video playback with Internet Explorer 8.0 or later. If you attempt to view video using any other Internet browser, you will receive an error message.</i></p>
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### To view live DVR video:

From the **Setup** tab, click on the **Video** tab then click on **DVR Camera**. The DVR Camera List displays.

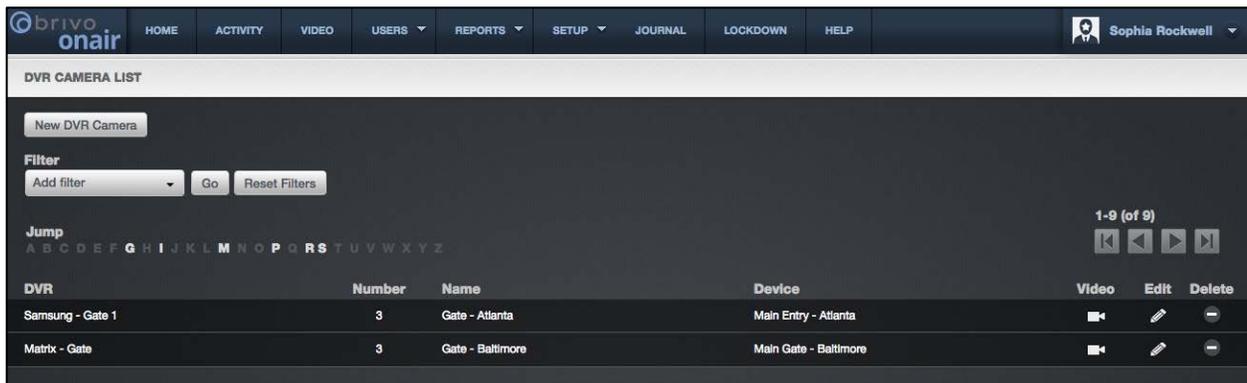


Figure 39. View Live DVR Video

Click on the **Video** icon for the camera you wish to view. The video begins playing in a popup window.

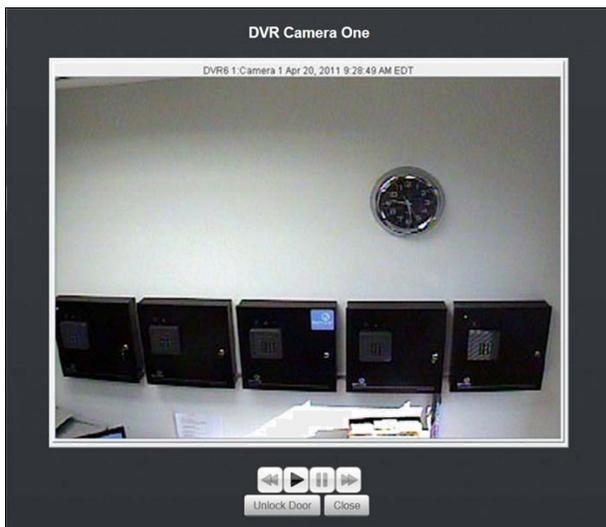


Figure 40. View Live DVR Video Feed

	<p><b>NOTE:</b> Assistant Administrators do not have access to this functionality.</p>
---	--

### To view the DVR video stream for a particular event:

From the **Activity** tab, click on the **Activity Log** tab. The Activity Log displays.



Figure 41. View DVR Event Based Video

Select the event you wish to view and in the **Video** column, click the camera icon for the access event you want to view. A popup window opens, showing the video associated with the selected access event. If no camera is associated with the Event, the video icon will be absent. The icon may also be grayed out if the event is older than the oldest video data on the DVR.

### To Unlock a Door via DVR Live Video:

From the **Setup** tab, click on the **Video** tab then click on **DVR Cameras**. The DVR Cameras list displays.

Select the **Video** icon for the camera you wish to view. The video begins playing in a popup window.

Click the **Unlock Door** button. The door will pulse, and the event will appear in the activity log.

## Browsing the Eagle Eye Camera List

The Eagle Eye Camera list identifies all the Eagle Eye Cameras currently associated with the account. For each, the name is displayed.

The Master and all Senior Administrators can view the list of Eagle Eye Cameras.

	<p><b>NOTE:</b></p> <p><i>Eagle Eye Credentials must be entered and verified in Account Settings to use Eagle Eye functionality.</i></p>
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### To view the list of Eagle Eye cameras for your account:

From the **Setup** tab, click on the **Video** tab then click on **Eagle Eye**. The Eagle Eye Cameras list displays.

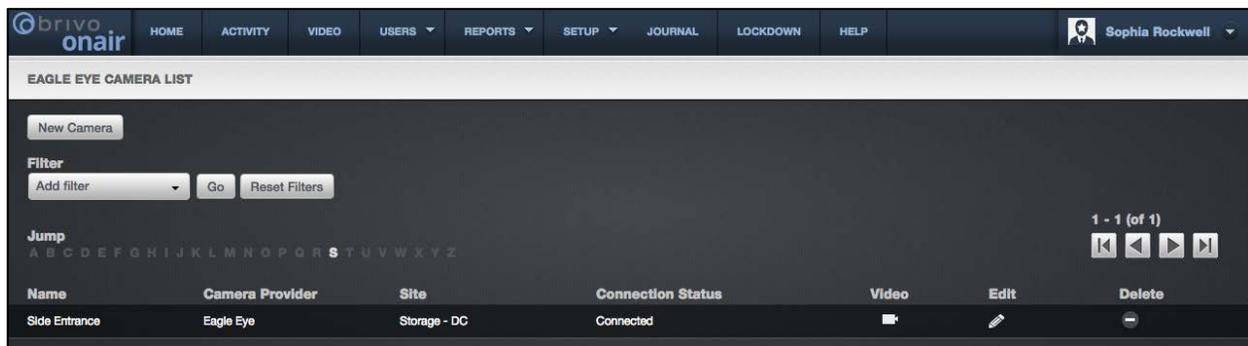


Figure 42. View List of Eagle Eye Cameras

Features of this page include:

Click the **Video** icon associated with a specific camera to view the video stream.

Click the **Edit** icon associated with a specific Eagle Eye Camera to update it.

Click the **Delete** icon associated with a specific Eagle Eye Camera to remove it from the account.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the camera "Side Entrance," click the letter **S**. Letters with no corresponding names are grayed out.

## Adding an Eagle Eye Camera

Because no physical connection is required between the control panel and the video equipment, Eagle Eye cameras may be added to your account at any time. However, for ease of administration, Brivo recommends adding them *after* you define the doors and devices that the cameras will monitor.

The Master Administrator and all Senior Administrators can add an Eagle Eye Camera to the account.

	<p><b>NOTE:</b></p> <p><i>This section only describes how to add an Eagle Eye camera to your Brivo Onair account. For tips on configuring your Eagle Eye camera to work with Brivo Onair, please refer to the Brivo – Eagle Eye Quick Start Guide.</i></p>
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### To add an Eagle Eye camera to your account:

From the **Setup** tab, click on the **Video** tab then click on **Eagle Eye**. The Eagle Eye Camera List page displays.

Click **New Camera**. The New Camera page displays.

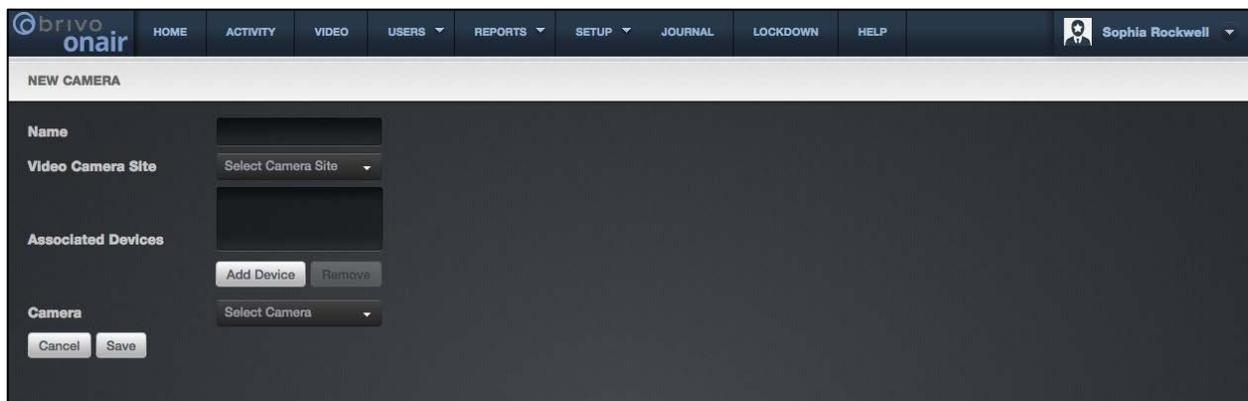


Figure 43. Add a New Eagle Eye Camera

Enter a brief, descriptive **Name** for the Eagle Eye camera. The name can be any convenient, alphanumeric designator for the Eagle Eye Camera. It does not need to agree with any naming established in the Eagle Eye account itself, as Brivo Onair only uses this reference internally.

From the **Video Camera Site** dropdown list, select the site to which you are attaching the Eagle Eye camera.

Click on the **Add Device** button and a **Select Devices** popup window will appear. Select with which devices this Eagle Eye camera will be associated and close the window when finished.

Select the **Camera** from the dropdown list to choose the Eagle Eye camera to link to your Brivo Onair account.

Click **Save**.

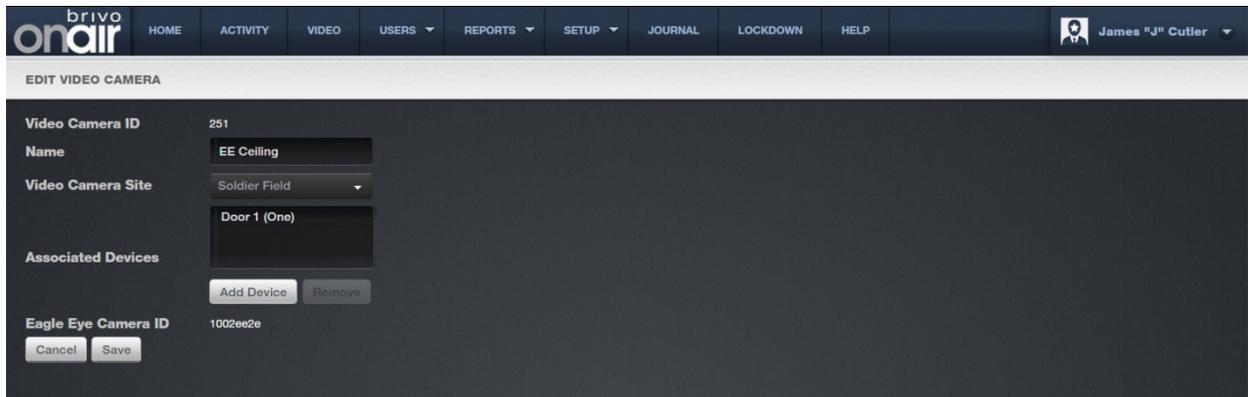
## Managing Eagle Eye Cameras

Once added to an account, an Eagle Eye camera can be viewed, updated or deleted at any time. The Master and all Senior Administrators can view, edit or delete an Eagle Eye camera.

### To view or edit an Eagle Eye camera:

From the **Setup** tab, click on the **Video** tab then click on **Eagle Eye**. The Eagle Eye Camera List page displays.

Click the **Edit** icon associated with the Eagle Eye camera you want to edit. The **Edit Camera** page displays with the current information displayed.



The screenshot shows the 'EDIT VIDEO CAMERA' interface in the Brivo Onair system. The top navigation bar includes 'HOME', 'ACTIVITY', 'VIDEO', 'USERS', 'REPORTS', 'SETUP', 'JOURNAL', 'LOCKDOWN', and 'HELP'. The user profile 'James "J" Cutler' is visible in the top right. The main content area is titled 'EDIT VIDEO CAMERA' and contains the following fields and controls:

- Video Camera ID:** 251
- Name:** EE Ceiling
- Video Camera Site:** Soldier Field
- Associated Devices:** Door 1 (One)
- Buttons:** Add Device, Remove, Cancel, Save

Figure 44. View or Edit an Eagle Eye Camera

If you wish to make changes, edit the Eagle Eye Camera settings as needed.

Click **Save**. You are returned to the Eagle Eye Cameras List page with the updated information displaying.

### To delete an Eagle Eye Camera:

From the **Setup** tab, click on the **Video** tab then click on **Eagle Eye**. The Eagle Eye Cameras List page displays.

Click the **Delete** icon associated with the Eagle Eye Camera you want to delete. A warning prompt asks you to confirm that you want to delete the Eagle Eye Camera.

Click **OK**. You are returned to the Eagle Eye Cameras List page with the deleted Eagle Eye camera removed from the list.

## Viewing Eagle Eye Video

When Eagle Eye cameras are in use, Administrators have multiple options for viewing video, both live and activity based.

### To view live video from an Eagle Eye camera:

From the **Setup** tab, click on the **Video** tab, then click on **Eagle Eye**. The Eagle Eye Camera List page appears.

Click on the camera icon next in the Video column for the camera you would like to view. A popup window appears displaying the live video feed from that camera. Click the X in the upper right-hand corner of the pop-up window to close the live video feed.

**NOTE:**

*From the Activity Log, only one instance of live video can be viewed at a time.*

### To view activity-based playback from an Eagle Eye camera:

From the **Activity** tab, click on the **Activity Log** tab. The Activity Log displays.

Next to the event for which you would like to view video, click the video camera icon. Video will appear in the Video Playback box only if the event's corresponding device is associated with an Eagle Eye camera and will also display the subsequent two following clips. Otherwise, a popup window will appear to display the video linked to a DVR camera.

The screenshot shows the Brivo Onair Administrator's Manual interface. At the top is a navigation bar with tabs: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, Jim Norton, is displayed in the top right. Below the navigation bar is the 'ACTIVITY LOG' section. It features an 'Auto-Refresh' dropdown set to 'None' and a 'Date/Time' filter set to '9/9/13'. A 'Select Event Filters' button is present. The main table lists activity events with columns for Date/Time, User/Event, Site, Door/Device, and Video. The events include video motion detections and failed access attempts by various users like Isaac Blaylock, Jim Norton, Robert Ludlow, Harold Winslow, Charles Galway, John Smith, John Disney, Louis Kavanaugh, and Kevin Lesalle. A right-hand sidebar shows a video playback window for 'Bethesda Headquarters' with a camera feed and a search bar.

Figure 45. View Activity-Based Playback for an Eagle Eye Camera

### To download a clip from an Eagle Eye camera:

Click on the **Activity** tab. The Activity Log displays.

Next to the event for which you would like to view video, click the video camera icon. Video playback will begin to play.

At the bottom of the video playback screen, click the **Download Clip**  icon and choose a destination for where you would like the file to be saved.

## 4. Users and Groups

## What are Users and Groups?

A *user* is any person who requires access to one or more doors or floors at a given site or set of sites. A user has unique credentials, such as a card, PIN or Brivo Mobile Pass, that enable entry and exit at the specified doors. Users are listed in alphabetical order in the User List.

A user can belong to one or more groups, depending on the version of the hardware and/or firmware.

A *group* is a set of users with the same access privileges to one or more sites within an account. A group has a descriptive name, such as "Washington Staff." Groups are listed in alphabetical order in the Group List.

Access privileges are defined at the group level. A user inherits privileges from the groups to which he or she belongs.

A user's privileges can be set to start and/or expire on specified dates.

### Administrators vs. Users

Throughout Brivo Onair, the term *user* refers to an individual who has access privileges to a building or some part of a building. It does not refer to end-users of the interface; users do not have direct access to the Brivo Onair interface. Instead, Administrators add and manage user-related information.

The term *Administrator*, on the other hand, refers to an individual who has access permissions to the interface. Administrators manage the interface itself.

For an Administrator to have access privileges to a building, he or she must also be defined as a user in the interface.

### Filtering

The filtering system allows administrators to sort results using a variety of criteria. For users, filtering allows for sorting by the following:

**First Name** – all first names containing the provided criteria

**Last Name** – all last names containing the provided criteria

**Status** – the status of all users using the selected status (any active credentials, no active credentials, suspended, deleted or unaffiliated)

**Group** – all users belonging to the selected group

**Custom Field** – all users that have matching information for the selected custom field

For groups, filtering allows for sorting by the following:

**Group Name** – all groups containing matching information for what was entered in the filter field

**Permission to Site** – all groups with permission to the selected site

**Permission to Device** – all groups with permission to the selected device

## Browsing the Group List

The Group List displays a list of groups in your account. The list displays up to 20 groups at a time, listed alphabetically.

### To view the list of groups for your account:

From the **Users** tab, click the **Group** tab. The Group List displays.

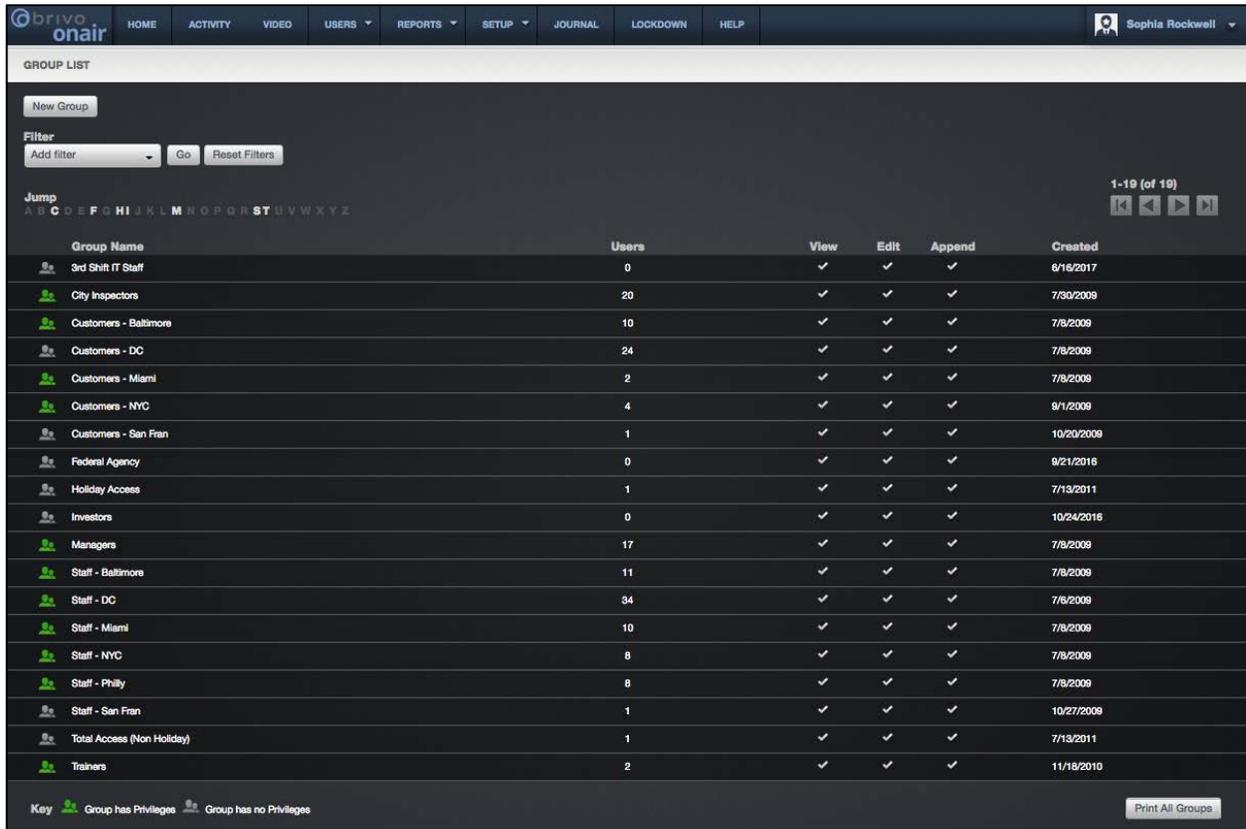


Figure 46. View Group List

Your Administrator privileges determine which groups display on this page.

The Master Administrator and Senior Administrators can see all groups in the account.

Assistant Administrators can see only the groups for which they have been given View privileges.

Features of this page include:

To **Filter** the group list page by selecting from the dropdown menu. For example, to locate all groups which contain the letter **P**, select Group Name from the filter, type “P” into the text field and click **Go**. The results will display below.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the group “Managers,” click the letter **M**. Letters with no corresponding last names are grayed out.

For all viewable groups, you will see:

Left (back) and right (forward) scroll arrows if the list is more than one page long.

An icon next to each group indicating whether or not the group has access privileges. (A grey icon indicates the group has not yet been assigned privileges.)

The **Group Name**, serving as a link to the Group detail page

The number of **Users** in the group

A summary of your Administrator permissions for each group (**View, Edit, Append**)

The date on which the group was **Created**

An option at the bottom of the page, **Print All Groups**, allows you to print a report of all current groups along with a list of the schedules used by each.

## Viewing Group Details

The Group detail page displays information for a specific group.

### To view the details for a specific group:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the group you wish to view. The View Group page displays.



Figure 47. View Group Details

This page lists the group name, if the group has keypad unlock-hold privileges, is immune to Antipassback, the Antipassback reset time, and all doors and devices to which the group has access. Links on this page allow you to:

- Edit the group's access privileges via the Edit Group button (See *Editing Group Information*)
- Edit the group's name via the Edit Group button
- See a list of users who belong to the group
- Delete the group, if your Administrator permissions allow that action
- View the history of the group in the Administrative Journal

### To view a list of users in a group:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the group for which you wish to view a list of users. The Group detail page displays.

Click the **More Operations** dropdown and select **See Users in this Group**. The list of users currently associated with the selected group displays.

Click a user's name to access the associated User detail page.

To remove a user from the selected group, click on the **Remove User From Group** button next to the corresponding user. Click **OK** in the popup window to confirm. The user is removed, and you are returned to the User List of the selected group.

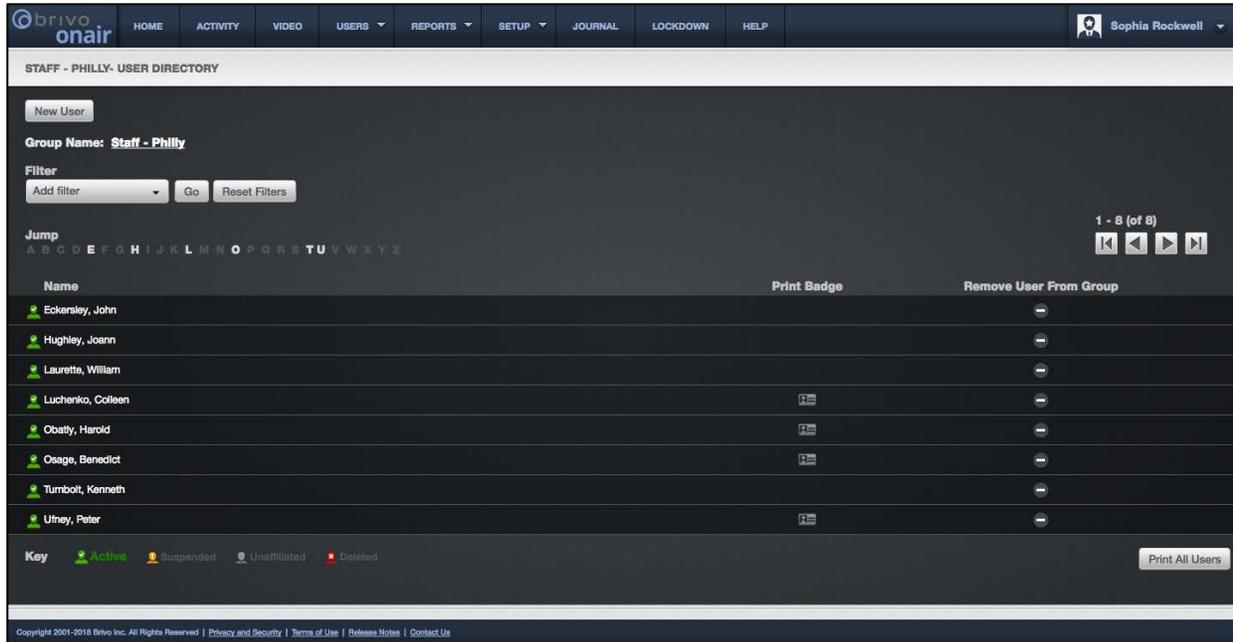


Figure 48. View Users in a Group

## Creating a Group

A group is a set of users with the same access privileges.

For example, your account might have one site, "Maple Street Office," which has two doors. If we assume that all employees require the same level of access to both doors, then a single group, "Maple Street Staff," would be sufficient.

Or, your account might have one site, "Elm Street Diner," which has three doors. If we say that waiters require access to "Front Door" and "Back Door" but not "Office Door," while managers require access to all three doors, then it would make sense to create two groups, one called "Elm Street Waiters" and one called "Elm Street Managers."

Or, your account might have two sites, "Miami Store" and "Orlando Store," which have two doors each. At each store, staff members require access to "Front Door," while managers require access to "Front Door" and "Stock Room." In this case, you probably would want to create four groups: "Miami Staff," "Miami Managers," "Orlando Staff" and "Orlando Managers."

### To create a group:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the **New Group** button at the top of the page. The New Group page displays.

Figure 49. Create a Group

In the **Group Name** field, enter a brief, descriptive name for the group, such as "Chicago Staff."

Click Save Group. The group is created, and you are transferred to the Edit Group page. See *Editing Group Information* for instructions on setting access privileges for this group.

	<p><b>NOTE:</b></p> <p><i>The maximum number of groups to which a user may belong is sixteen (16).</i></p>
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## Editing Group Information

Only the Master Administrator and Senior Administrators can edit a group's name or privileges.

### To edit a group name:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the group you want to rename. The View Group page displays.

Click **Edit Group**. The Edit Group Page displays.

Site	Device Name	Device Type	Schedule (See Schedules)
Maple Street Branch	Main Door In	Door	(Always Access)
Maple Street Branch	Main Door Out	Door	(Always Access)

Figure 50. Edit a Group Name

In the **Group Name** field, enter a new name for the group.

Click **Save**. You are returned to the detail page with the new name displayed.

### To edit group privileges:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the group you wish to edit. The View Group page displays.

Click **Edit Group**. The Edit Group page displays.

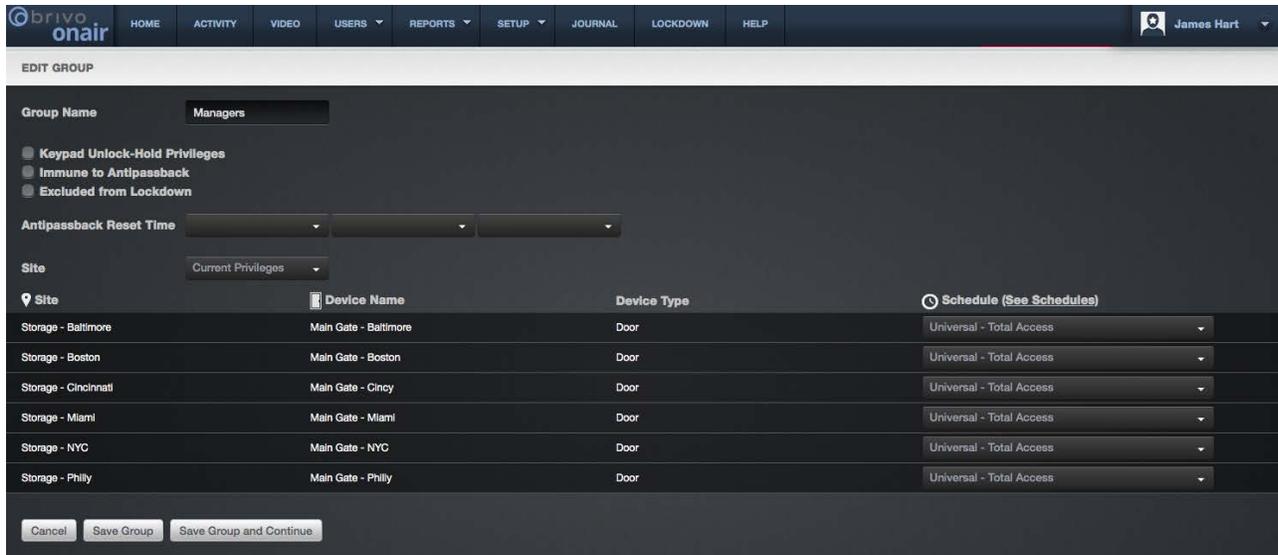


Figure 51. Edit Group Privileges

Click the **Keypad Unlock-Hold Privileges** checkbox to allow any member of this group to override a door unlock schedule by presenting his or her credentials and entering **99#**. To reactivate the door unlock schedule, the group member enters **00#**. This option is valid for keypads only.

Click the **Immune to Antipassback** checkbox if you want this group to not be affected by any antipassback settings in place.

If the account is using the Door Lockdown feature, click the **Excluded from Lockdown** if you wish this group to be excluded from all Door Lockdown features.

Select an **Antipassback Reset Time** for soft antipassback or leave the field blank for hard antipassback. For more information, see *Configuring Antipassback*.

In the Site field, the default is **Current Privileges**. To view all the available devices for the account, select **All Sites** from the dropdown list, and the list of sites (as well as each device name and device type) will display. If you only want the group to have access to a certain site(s), you may select a single site from the site dropdown list.

To specify when the group will have access to each device, scroll through the **Schedule** dropdown list and click the desired access schedule. If you do not want the group to have access to a device on a site, simply do not assign it a schedule.

Click **See Schedules** to view a report of all the currently defined schedules for the account.

Click **Save Group**. The group's privileges are updated. To save changes but continue working with the same group privileges, click **Save Group and Continue**.

## Creating a Group Enabled Schedule

Brivo Onair's Group Enabled Schedule feature allows you to implement a First-Person-In or Supervisor-on-Site functionality at your facility.

With First-Person-In, you stipulate that the schedule controlling a specific door or elevator cannot be activated until a member of the enabling group accesses it. For example, you may have scheduled the front door of your building to be unlocked at 9:00AM, *but only if a security guard is present*. If no member of the Front Door Guard group arrives until 9:15, the door remains locked until that time and can only be accessed with a valid credential.

Supervisor-on-Site performs essentially the same function but applies to a situation where you want to ensure that no other employees enter a designated building or area until a supervisor has arrived. Not only does the door remain locked until that time, but card readers and keypads also remain inactive.

Implementing either of these features requires careful thought to ensure that you do not inadvertently bar your employees when you do not intend to, nor leave doors unlocked when they should not be. To ensure the security of your facility you must perform the following steps in the order indicated:

*Create a group that includes only those people you want to activate a specific schedule at a specific door or device.* Give the group an identifying name, such as "Openers." These users will almost certainly belong to at least one other group as well, a group that defines their overall access privileges; their membership in the group Openers means only that they can activate the schedule for a specific door or elevator. See *Creating a Group* for procedural information.

*Associate a schedule with the enabling group.* When you make this association, you are *NOT* indicating that members of the group will only have access privileges during that schedule's time period; it means that when the first member of the enabling group accesses the designated door or elevator the schedule will then become active. See *Creating a Schedule* for guidelines on associating a schedule with an enabling group.

	<p><b>WARNING: Enabling Group Grace Periods</b></p> <p><i>When you assign an enabling group to a schedule, you are prompted to specify a <b>Grace Period</b>. Without a grace period, the schedule only becomes active if a group member arrives at or after the schedule start time, not before. For example, if the schedule starts at 9:00 and a member of the enabling group arrives at 8:55, the schedule will not become active at 9:00. With a grace period of ten minutes, a member of the enabling group could arrive any time after 8:50 and the schedule would still become active at its 9:00 start time.</i></p>
---	---

*Assign the enabling group access privileges at the desired door or device.* By giving the enabling group access privileges at a specific door or device according to a specific schedule you tell the system "This schedule does not allow access for any user until it is first activated by a member of the enabling group," If the group "Day Shift" has access to the Front Door according to the schedule "Mon-Fri 9-5," but the "Day Hours" schedule is associated with the enabling group "Openers," an employee arriving at work at 9:05 will not be allowed entry at the Front Door unless an Opener has already accessed it. See the instructions for *Editing Group Information* above for instructions on managing group privileges.

## Deleting a Group

A group can be deleted at any time. When you delete a group, any user in that group *who does not also belong to another group* becomes unaffiliated and loses all access privileges.

### To delete a group:

From the **Users** tab, click the **Group** tab. The Group List displays.

Click the group you wish to delete. The View Group page displays.

Click **Delete Group** at the bottom of the page.

Click **OK** in both confirmation prompts. The group is deleted. For information about deleting a single user, please see *Managing Users*.

## Browsing the User List

The User List is a list of users for an account. It displays 20 users per page, in alphabetical order by last name.

### To view the list of users for your account:

From the **Users** tab, click on **Users**. The User List displays.

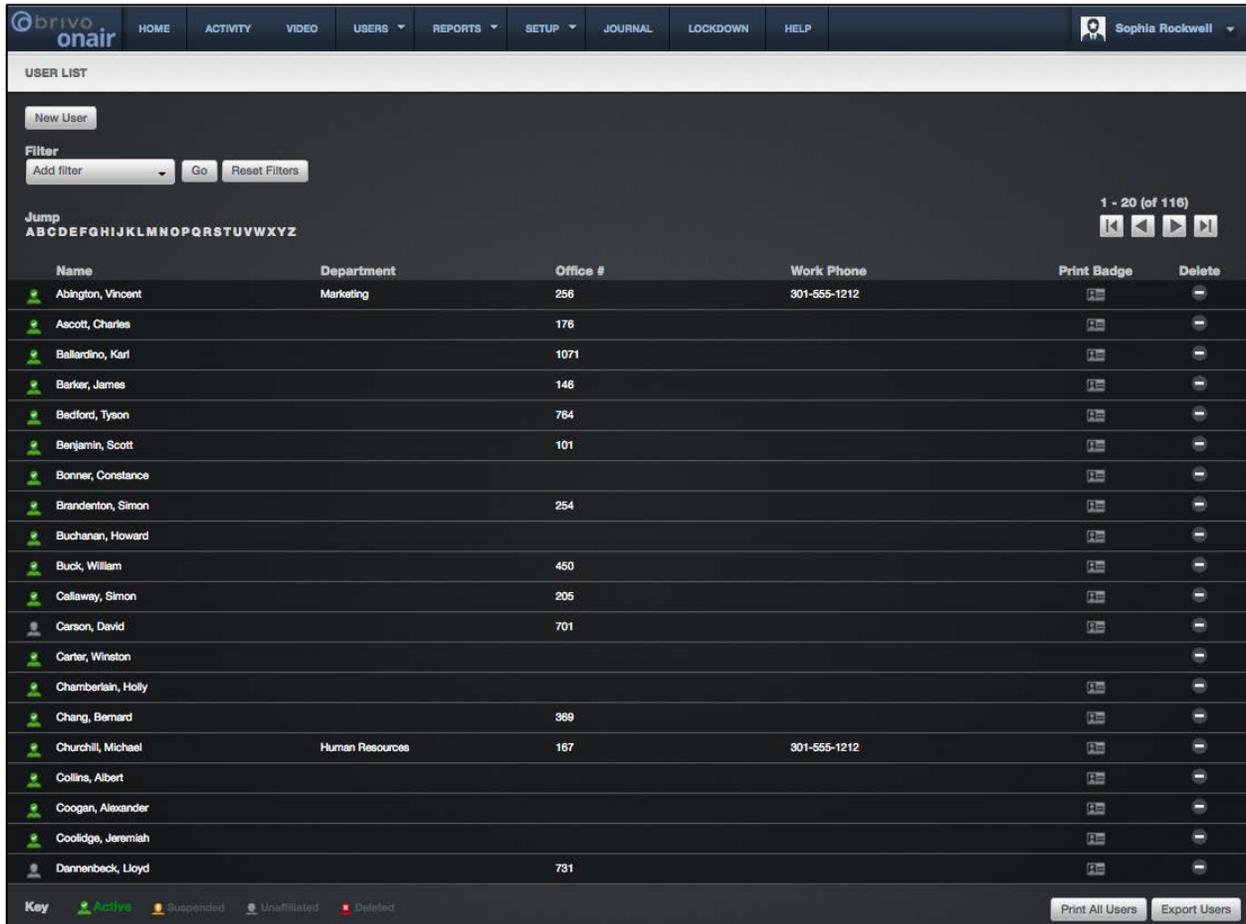


Figure 52. View User List

Your Administrator permissions determine which users display on this page.

The Master Administrator and all Senior Administrators can see all users in the account.

Assistant Administrators can see only users who belong to groups for which they have View privileges. See *Editing Assistant Administrator Permissions* for more information.

Features of this page include:

To **Filter** the user list page by selecting from the dropdown menu. For example, to locate all users whose last name contains the letter **S**, select Last Name from the filter, type "S" into the text field and click **Go**. The results will display below.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the user "Tom Smith," click the letter **S**. Letters with no corresponding last names are grayed out.

To scroll forward in the alphabet, click the right arrow in the top right corner. To scroll backward in the alphabet, click the left arrow. To the left of the arrows, the system indicates which set of user records you are currently viewing, i.e., 1-20 (of 25).

The icon next to each user name indicates that user's current status: Active (green icon), Suspended (yellow icon), Deleted (red out icon), or Unaffiliated (grey icon). Unaffiliated users are users who do not belong to any group and therefore have no access privileges. Additionally, an administrator may click on the icon to suspend or reinstate the selected User. When the administrator clicks on the icon, a pop-up window appears informing the administrator of the status change. For example, if Joe Smith is an active user, the icon will change from green (Active) to yellow (Suspended) when the administrator clicks on it. When the administrator clicks on it a second time, it will change back to its original status.

	<b>NOTE:</b> <i>All Administrators can view unaffiliated users.</i>
---	--

To view information about a user, click the user's name. The User detail page displays.

The first three custom fields from the User detail page display on the User List. In the example above, Department, Parking Spot, and License Plate are all custom fields. For information about renaming the field labels, please see *Managing Custom Fields*.

To print a badge for a user, click the Print Badge icon associated with that user's name to access the Print Badge page. See *Managing Badges* for more info.

To delete an individual user, click the delete icon next to that user's name, and then click **OK** in the confirmation window.

To locate a deleted user, use the filter dropdown to select Status, choose Deleted, and click **Go**. The page will refresh. Deleted users are represented by a red icon with a white X. You can view, but not edit, the details of a deleted user.

	<b>NOTE:</b> <i>Only the Master Administrator and Senior Administrators can view deleted users.</i>
---	--

Click **Print All Users** to generate a report of the users in the account. The report does not include deleted users.

Click **Export Users** to run a User Export report in .zip format. The zip file will contain a folder containing the users list in .csv format as well as a folder containing pictures associated with each user. The pictures are named to match the User ID of each user.

## Viewing User Details

The User detail page displays information for a specific user. The user profile page is divided up into four tabs: Identity, Groups, Credentials, and Custom Fields. Whenever an administrator navigates away from one of these tabs, any information on that tab is automatically saved. Under the **More Operations** tab, the administrator can **Delete**, **Suspend**, **View User Activity** and **View History** of the user.

### To view the details for a specific user:

From the **Users** tab, click on **Users**. The User List displays.

Click the user you wish to view. The Identity tab of the associated User displays.

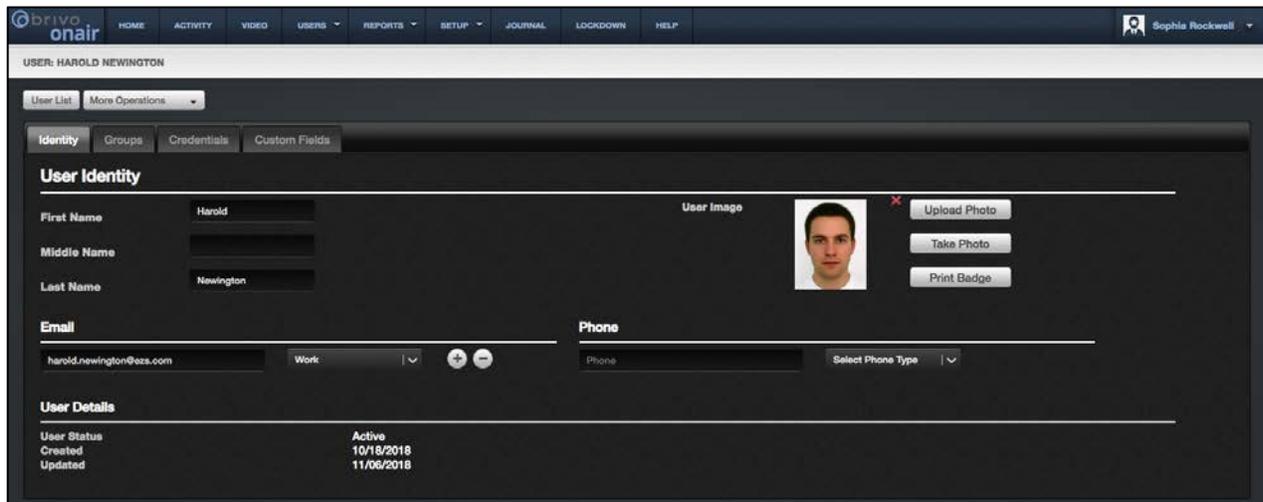


Figure 53. View User Details – Identity Tab

The Identity tab lists **First Name**, **Middle Name**, **Last Name**, a **User Image** (if one has been applied), **Email**, **Phone**, the **User Status**, when the User was **Created** and when the User was last **Updated**. This tab allows an administrator to upload or take a photo of the User as well as printing a badge.

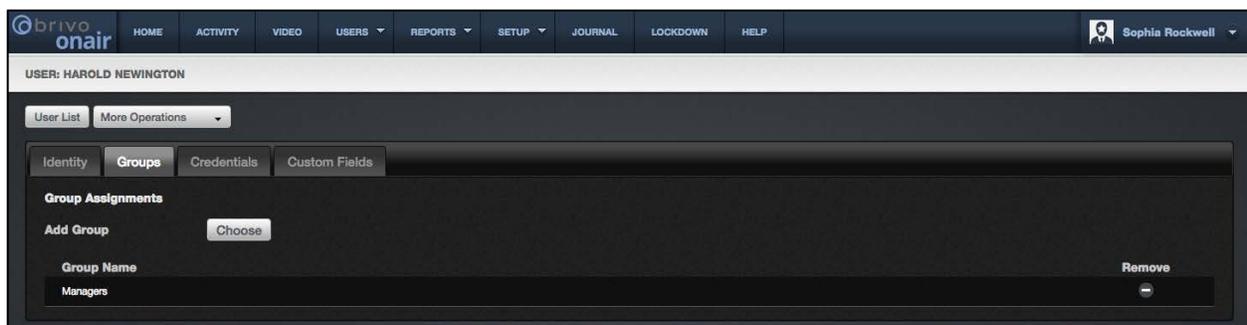


Figure 54. View User Details – Groups Tab

The Groups tab allows an administrator to add the user to new groups and displays to which groups the user is already assigned as well as the ability to remove the user from those groups.

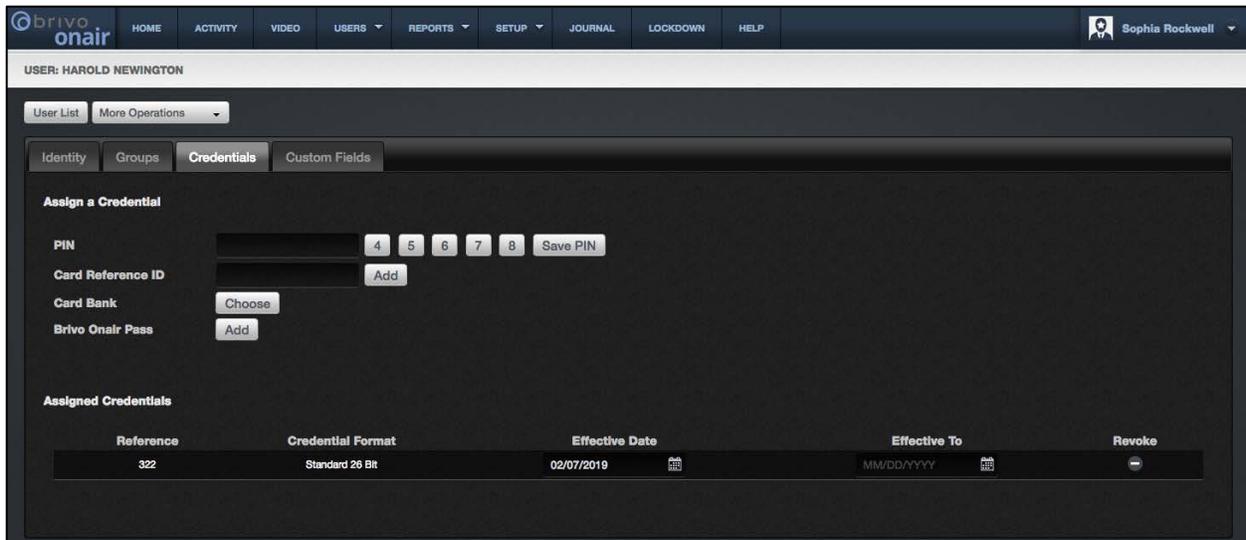


Figure 55. View User Details – Credentials Tab

The Credentials tab allows an administrator to Assign a Credential at the top of the page and provides a list of already Assigned Credentials at the bottom of the page. If Brivo Mobile Pass functionality is enabled for this account, the administrator may add a Brivo Mobile Pass on this tab as well.

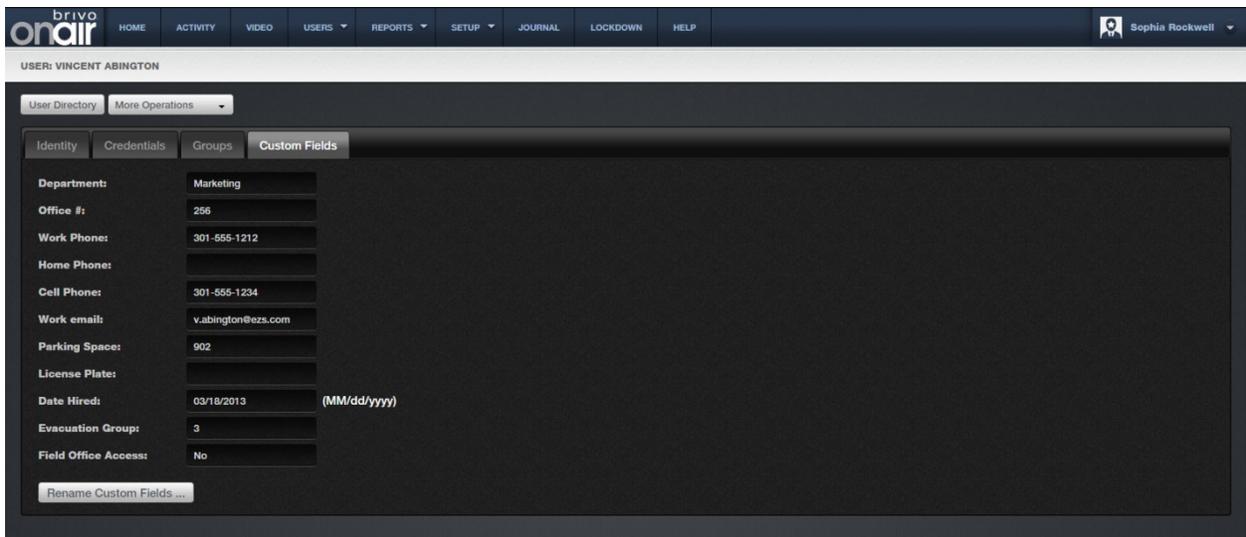


Figure 56. View User Details – Custom Fields Tab

The Custom Fields tab allows an administrator to view and edit the custom field information for all custom fields defined in the account. The Custom Fields tab also allows an administrator to rename custom fields.

## Creating a User

The Master Administrator and all Senior Administrators can create users and assign them to any group. When Assistant Administrators create users, however, they can only assign them to groups for which they have Edit permission.

	<p><b>NOTE:</b></p> <p><i>Before creating a user, you must create one or more groups. Please see <a href="#">Creating a Group</a> for more information. Before assigning cards, the cards must be added to the Card Bank. Please see <a href="#">Adding Cards</a> for more information.</i></p>
---	---

### To create a user:

From the **Users** tab, click **Users**. The User List page displays.

Click the **New User** button. The New User page displays with the Identity tab.

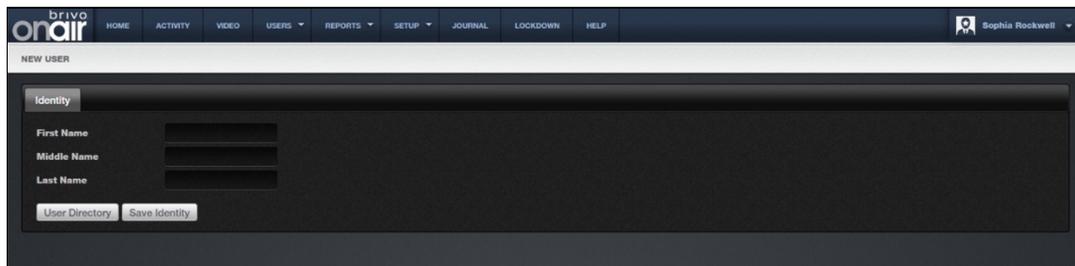


Figure 57. Create a User – First Tab

Enter the user's First Name, Middle Name, and Last Name.

Click the **Save Identity** button. The User Profile page appears with the four tabs: **Identity**, **Groups**, **Credentials**, and **Custom Fields**.

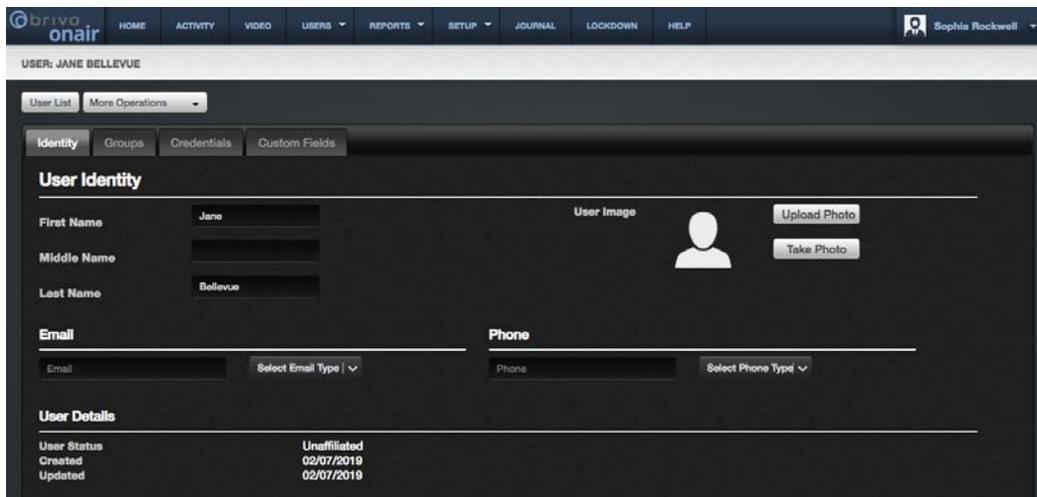


Figure 58. Create a User – Identity Tab

On the **Identity** tab, if you want to associate an image with this user, click **Upload Photo** to upload an already existing image. The select image popup window displays.

On the **Identity** tab, if you want to associate an email address with the user, enter an email address in the **Email** field and then select the type of email (Home, Work, Other) from the dropdown menu. You may also type a new email address type directly in the **Select Email Type** field by clicking on it (for example, Vacation or San Diego Office). Once you have entered the email address and selected the email type, a green banner will appear across the top of the page notifying you that the email(s) have been saved.

On the **Identity** tab, if you want to associate a phone number with the user, enter a phone number in the **Phone** field and then select the type of phone (Home, Work, Mobile, Other) from the dropdown menu. You may also type a new phone number type directly in the **Select Phone Type** field by clicking on it (for example, San Diego Office). Once you have entered the phone number and selected the phone type, a green banner will appear across the top of the page notifying you that the phone number(s) have been saved.

If you wish to take a new photo with a webcam, click on **Take Photo**. The Upload Image popup window displays. When you are ready, click on the Take Photo button.

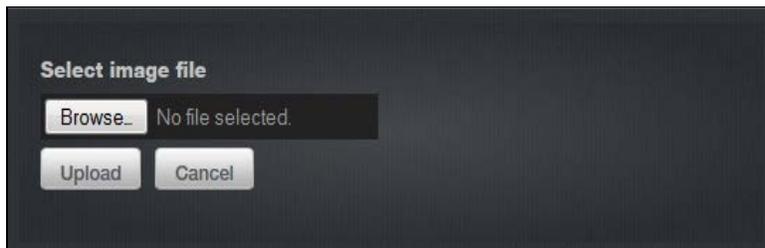


Figure 59. Upload a Photo

	<p><b>NOTE:</b></p> <p><i>The Brivo Onair webcam interface uses Adobe Flash. This program must be loaded in order for the webcam to function. Additionally, the first time the webcam is used, right click on the image area (which will be black) and select Settings. Click the Allow button and the Remember checkbox and Close.</i></p>
---	---

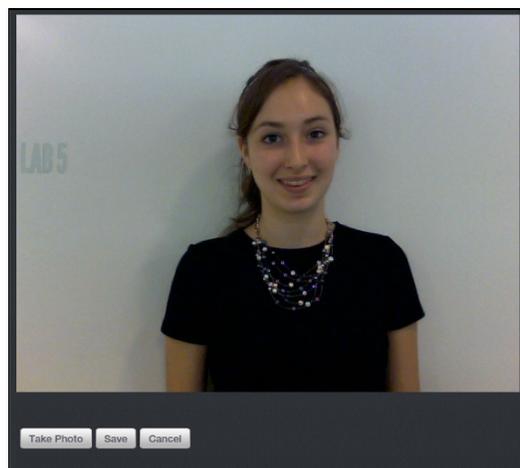


Figure 60. Insert User Image

Follow the instructions to click and drag the mouse on the image over the area you want to select for this photo. This allows the user to crop the photo to the desired size.

When finished, click **Save**. You are returned to the New User page with the user image displayed.

Click on the **Groups** tab to move to the next step in Creating a User.

To assign a user to a group, click on the **Choose** link next to **Add Group** and select the desired group(s) from the pop up window. When finished, click on the X in the upper right hand corner of the popup window to close the popup window. To remove a user from a group, click on the (–) symbol next to the group in the list. Users can be assigned to up to 16 groups at a time, and they inherit access privileges from the group(s) to which they belong.

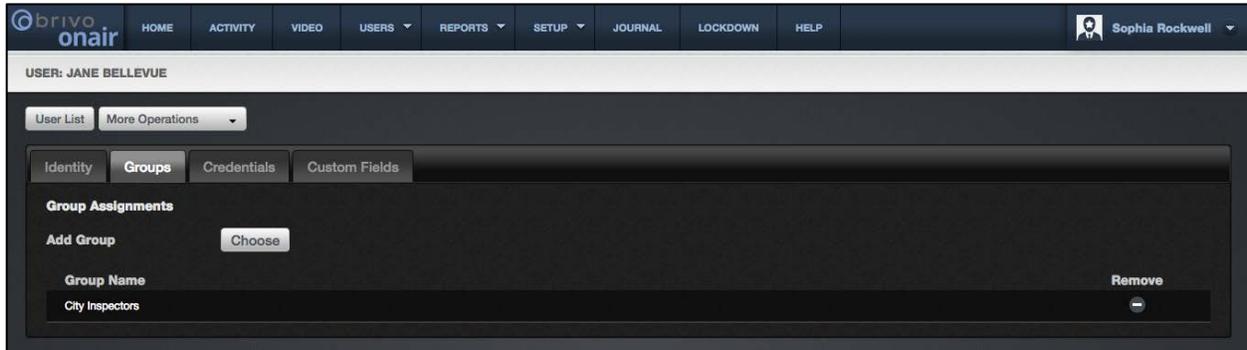


Figure 61. Create a User – Groups Tab

Click on the **Credential** tab to move to the next step in Creating a User.

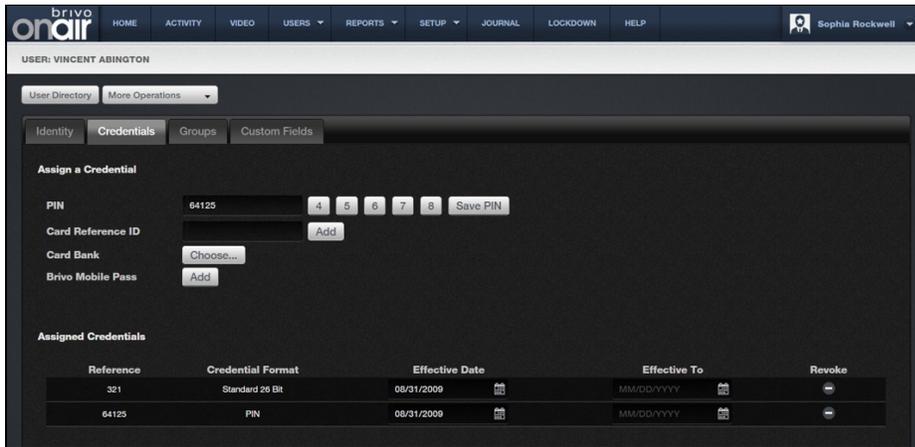


Figure 62. Create a User – Credentails Tab

If your doors have keypads, enter a **PIN**. A PIN can be four- to eight-digits long. Click **4 ...** to have the system generate a random four-digit PIN, click **5 ...** for a five-digit PIN, etc.

Once you have selected a **PIN**, click on the **Save PIN** button and the **PIN** will be added to the list of Assigned Credentials.

If your doors have card readers and you would like to:

**Assign ONE card to a user:** enter a card number in the blank field next to **Card Reference ID** and click **Add** or click **Choose...** to view a popup list of all currently unassigned cards. Clicking on the desired card automatically adds the card to the **Assigned Credentials** list. Once finished adding a card, close the popup list to return to the **Credentails** tab.

**Assign MULTIPLE cards to a user:** enter a card number in the blank field next to **Card Reference ID** and click **Add**, repeating the process as needed and adding up to 16 cards for that user. You may also click **Choose...** to view a popup list of all currently unassigned cards. Clicking on the desired card automatically adds the card to the **Assigned Credentials** list. Once finished adding multiple cards, close the popup list to return to the **Credentails** tab.

If you wish to use Brivo Mobile Pass functionality, click on the **Add** button next to the Brivo Mobile Pass. The Add Brivo Mobile Pass popup window will appear. This popup window shows the available number of Passes Available as well as a link for contacting your dealer to request additional Brivo Mobile Passes.



Figure 63. Add Brivo Mobile Pass

Enter the **Email** of the Brivo Mobile Pass user in the field and click **Send**. A notification message will appear in the Add Brivo Mobile Pass window with the following information.

- Pass ID – This is the email address of the Brivo Mobile Pass recipient.
- Pass Code – A unique identifier which expires after 72 hours if not redeemed.
- Redeem By – This is the reminder date and time that the email token will expire if not redeemed.
- Click Link to Add Pass – This is a deep link which can be copied into a browser on the user's phone which will allow them to use the Brivo Mobile Pass.

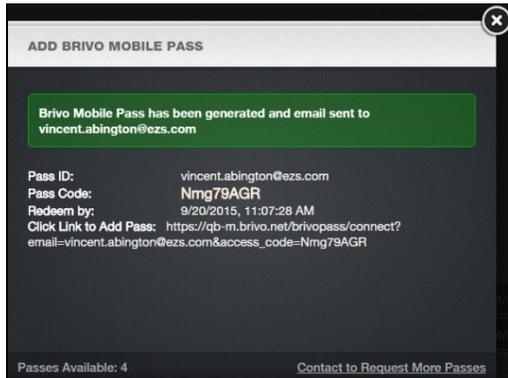


Figure 64. Add Brivo Mobile Pass Confirmation

Until the user accepts and activates the Brivo Mobile Pass, the Brivo Mobile Pass will list as **Pending** in the Credentials tab. At any time prior to the activation of the Brivo Mobile Pass, the administrator may click on the **Cancel Invite** button to rescind the Brivo Mobile Pass invitation.

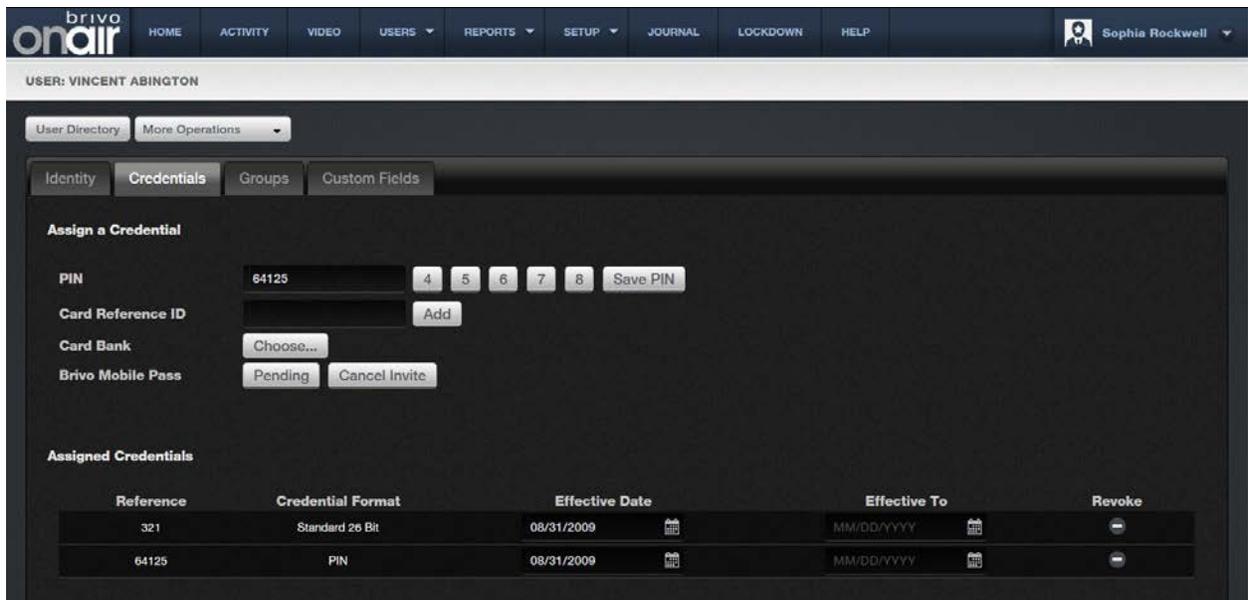


Figure 65. Brivo Mobile Pass Pending Acceptance

Once the user has activated their Brivo Mobile Pass, the Brivo Mobile Pass will then show as **Active** and be listed under **Assigned Credentials**.

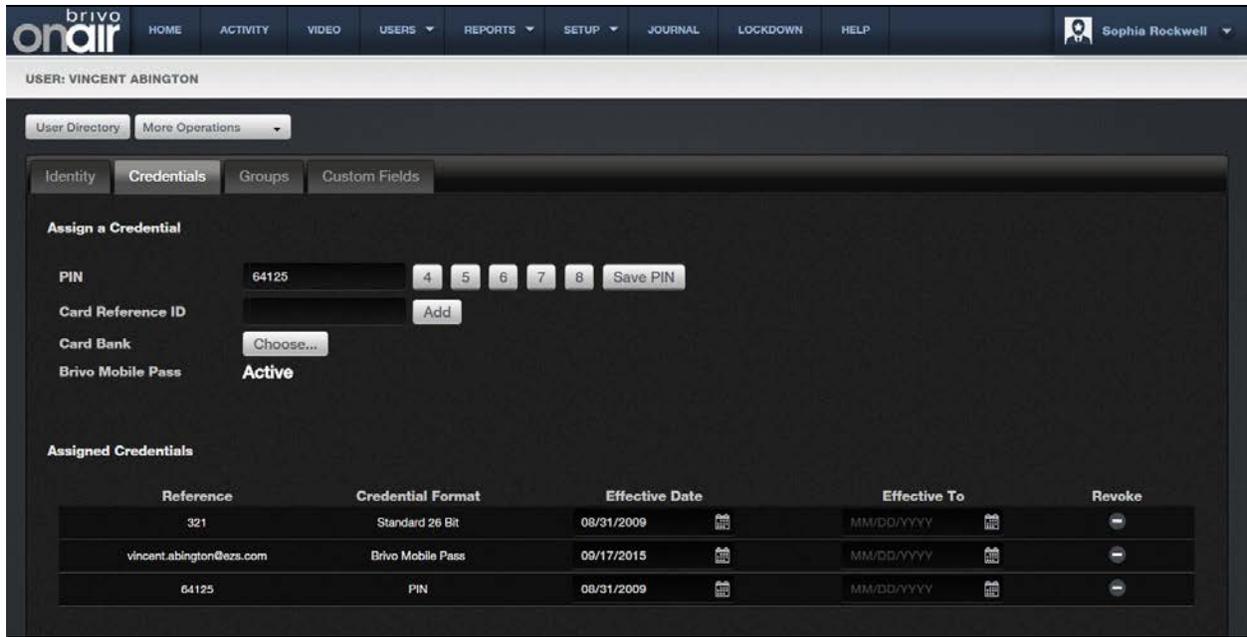


Figure 66. Active Brivo Mobile Pass

**NOTE:**  
 For more information on Brivo Mobile Pass, please consult the appendix at the end of this manual and download the app from either the Apple Store or Google Play Store.

The **Effective Date** defaults to today's date. Change the date if the user's access privileges should take effect on a later date. The **Effective To** field is empty by default. Click on the **Effective To** field to enter a date if the user's access privileges should expire on a pre-determined date; otherwise leave the field blank.

**NOTE:**  
 It is possible to manually enter a card number in the **Card Reference ID** field. However, if the card is not listed in the Card Bank, or if there are multiple cards with the number you entered, you must click on **Choose** to specify which card has the corresponding facility code you would like to add.

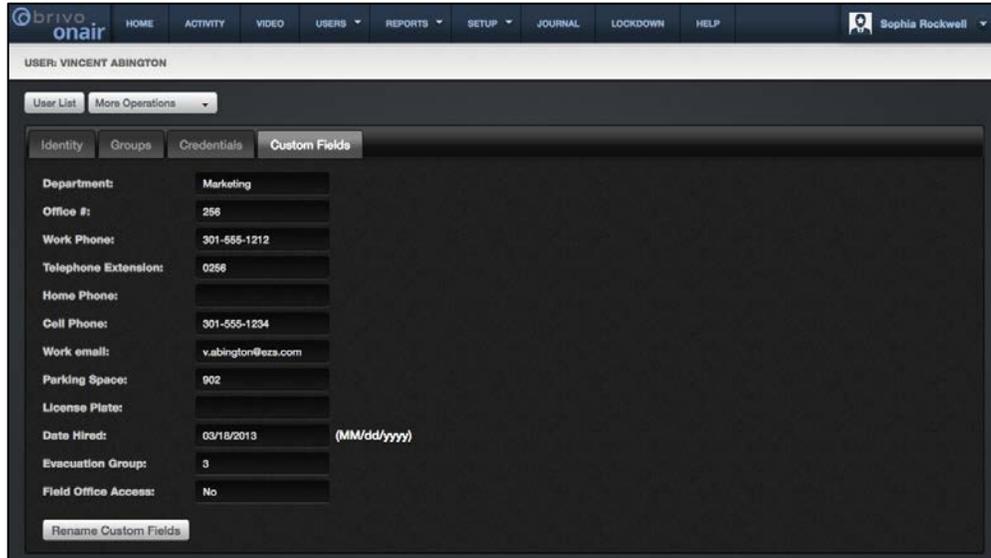
Card #	Card Format	Facility Code	Agency Code
319	Standard 26 Bit	70	
322	Standard 26 Bit	70	
400	Standard 26 Bit	70	
401	Standard 26 Bit	70	
402	Standard 26 Bit	70	
403	Standard 26 Bit	70	
404	Standard 26 Bit	70	

Figure 67. Select Card

	<p><b>NOTE:</b></p> <p><i>If any of the doors or elevators to which this user will have access uses two-factor credentials, you must enter both a PIN and a Card #.</i></p>
---	---

Click on the **Custom Fields** tab to move to the final step in Creating a User.

This tab displays custom fields (if any have been defined) for the account. A custom field is a field that can be used for account-specific purposes such as Employee Number or Telephone Extension. These fields are optional and can be renamed to meet the needs of your organization. To rename a custom field, click the **Rename Custom Field** (See *Managing Custom Fields* for more information).



The screenshot displays the Brivo Onair user management interface. At the top, there is a navigation menu with options: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user profile for Vincent Abington is shown, with tabs for Identity, Groups, Credentials, and Custom Fields. The Custom Fields tab is active, showing a form with the following fields:

Department:	Marketing
Office #:	256
Work Phone:	301-555-1212
Telephone Extension:	0256
Home Phone:	
Cell Phone:	301-555-1234
Work email:	v.abington@ezs.com
Parking Space:	902
License Plate:	
Date Hired:	03/18/2013 (MM/dd/yyyy)
Evacuation Group:	3
Field Office Access:	No

At the bottom of the form, there is a button labeled "Rename Custom Fields".

Figure 68. Create a User – Custom Field Tab

All information entered into the **Identity**, **Groups**, **Credentials**, and **Custom Fields** tabs is automatically saved. Once all data is entered, the User profile is updated.

## Managing Users

The Master Administrator and Senior Administrators can edit and delete all users. Assistant Administrators can only edit and delete users who belong to groups for which they have Edit permission.

### To edit a user:

From the **Users** tab, click on **Users**. The User List displays.

Click the user you wish to edit. The **Identity** tab of the user displays.

All fields on the **Identity**, **Credentials**, **Groups**, and **Custom Fields** tabs can be edited following the steps for *Creating a User*, described above.

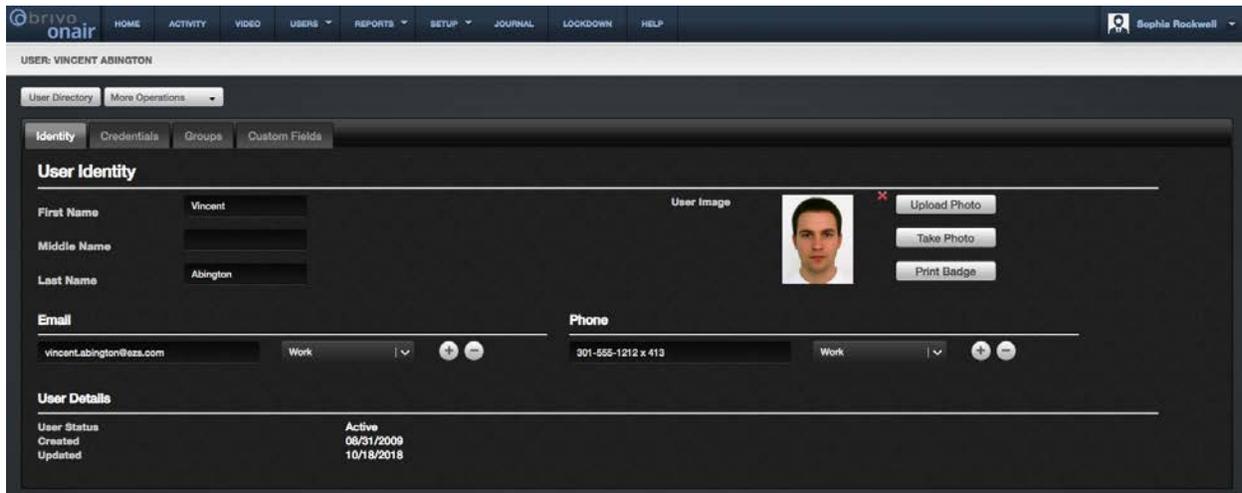


Figure 69. Edit a User

If needed, on the **Custom Fields** tab, click **Rename Custom Fields** to change the names of the existing custom fields.

On the **Identity** tab, you can also remove a user image by clicking on the  icon located in the upper right-hand corner of the user image.

All information entered into the **Identity**, **Credentials**, **Groups**, and **Custom Fields** tabs is automatically saved. Once all data is entered, the User profile is updated.

### To suspend/reinstate a user:

From the **Users** tab, click on **Users**. The User List displays.

Click the user you wish to edit. The User detail page displays.

Click the **More Operations** dropdown list and select either **Suspend User** or **Reinstate User**.

Click **OK** in the popup window.

A message appears noting that the user was suspended or user was reinstated.

	<p><b>NOTE:</b></p> <p><i>A suspended user's credentials will not work at any device.</i></p>
---	---

**To delete a user:**

From the **Users** tab, click on **Users**. The User List displays.

If your Administrator permissions permit this action, the Delete function is active on this page. Locate the user you wish to delete and click the delete icon next to that name.

Click **OK** in the confirmation prompt. The user is deleted.

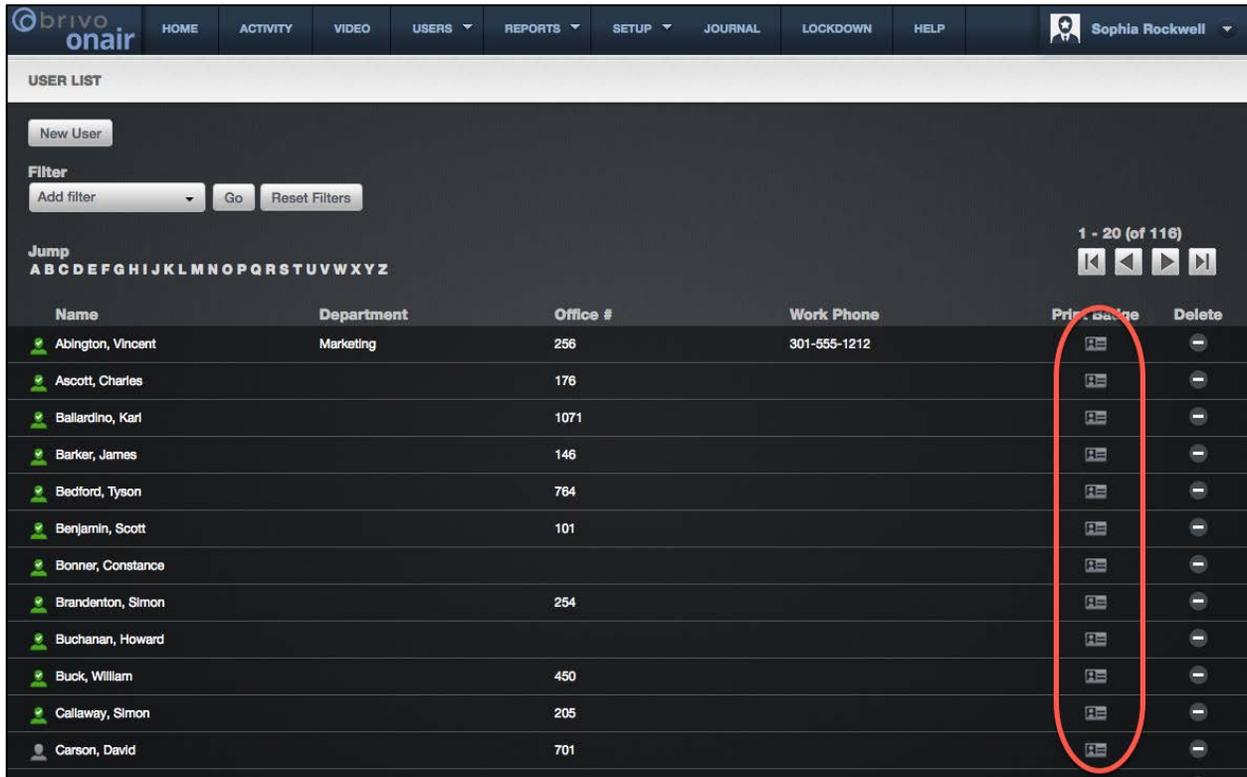
	<p><b>WARNING: Deleting Users</b></p> <p><i>When you delete a user, the user is removed from all groups to which he or she belongs. Accordingly, the user's access privileges are revoked. If the user has a PIN, it will no longer be viable. If the user has a card, the card will become unassigned and can be assigned to another user at a later date.</i></p> <p><i>Once a user is deleted, the user cannot be undeleted. To add the user back, he or she must be re-created as a new user.</i></p>
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## Managing Badges

Once you have one or more badge templates defined for your account, you can use those templates with any user for whom you have an image stored. This allows you to generate a badge for the user.

### To print a badge:

From the **Users** tab, click on **Users**. The User List displays.



Name	Department	Office #	Work Phone	Print Badge	Delete
Abington, Vincent	Marketing	256	301-555-1212		
Ascott, Charles		176			
Ballardino, Karl		1071			
Barker, James		146			
Bedford, Tyson		764			
Benjamin, Scott		101			
Bonner, Constance					
Brandenton, Simon		254			
Buchanan, Howard					
Buck, William		450			
Callaway, Simon		205			
Carson, David		701			

Figure 70. Viewing Users With Stored Images

There is a **Print Badge** icon  associated with each user for whom an image is stored in the system. Click this icon for the user for whom you want to print a badge. The badging window displays.

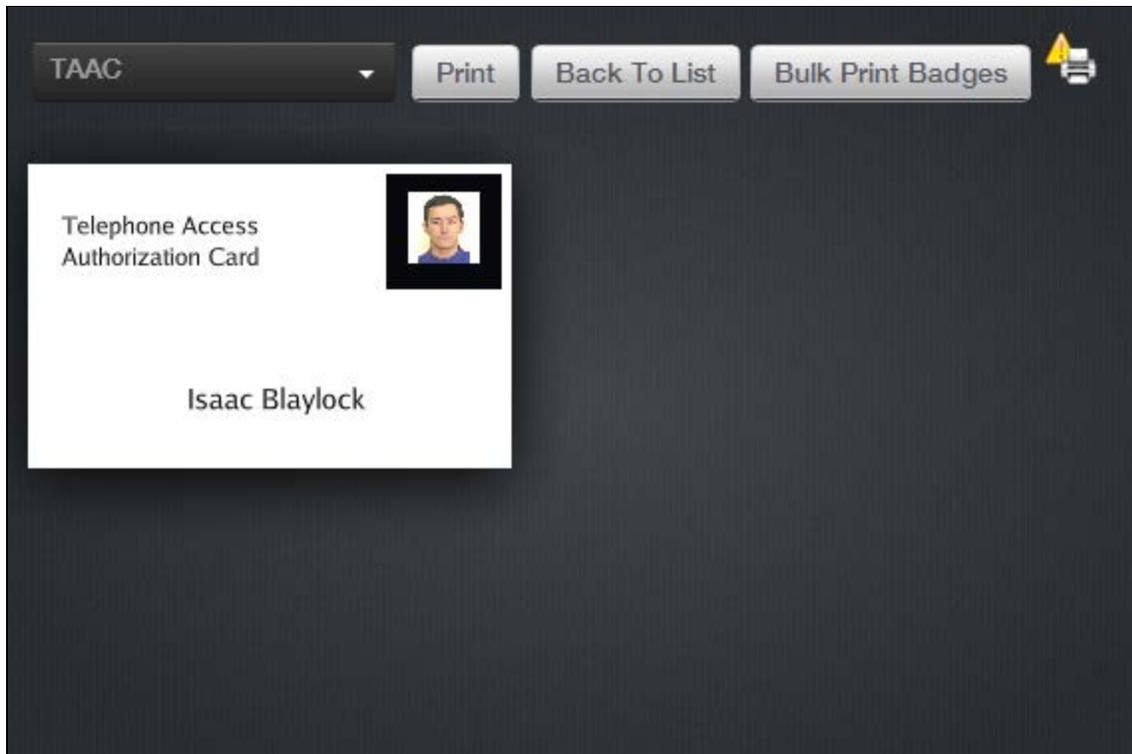


Figure 71. Printing a Badge

Select a layout from the **Badge Template Name** dropdown list. A preview of the badge displays.

Click **Print**. If you have a card printer configured to work with your system, the badge prints, and you are returned to the User List.

## Managing Custom Fields

Only the Master Administrator and Senior Administrators can manage custom fields. Custom fields store optional information about a user, such as parking space assignment or cell phone number. You can create up to fifty custom fields, and each can hold up to 40 alpha-numeric characters. All custom fields display on the User details page under the **Custom Fields** tab (up to the maximum limit of 60 custom fields total). The first three appear as columns in the User List.

### To view the list of custom fields for your account:

From the **Setup** tab, choose the **Account** tab then click the **Custom Fields** tab. The Custom Fields List displays.

Order	Field Name	Field Type	Today's Date with Pattern	Edit	Delete
1	Department	Text			
2	Office #	Text			
3	Work Phone	Text			
4	Telephone Extension	Number			
5	Home Phone	Text			
6	Cell Phone	Text			
7	Work email	Text			
8	Parking Space	Text			
9	License Plate	Text			
10	Date Hired	Date	08/21/2016		
11	Evacuation Group	Number			
12	Field Office Access	Text			

Figure 72. View Custom Fields List

Only the Master Administrator and all Senior Administrators can view, create, edit or delete custom fields.

Features of this page include:

Click the Up arrow associated with any custom field to move it up in **Order**. Click the Down arrow to move it down.

	<p><b>NOTE:</b></p> <p>The <b>Order</b> is significant because the first three will display on the User List.</p>
--	---

The **Field Name** indicates the type of data stored in the field.

The **Field Type** indicates if the field is used to store text, numbers or dates. If dates are selected, a column showing today's date with pattern will be displayed.

Click **Edit** to change the field name or order.

Click **Delete** to remove a specific custom field from the account.

### To create a new custom field:

From the **Setup** tab, choose the **Account** tab, and then click the **Custom Fields** tab. The Custom Fields List displays. Click **New Custom Field**. The New Custom Field page displays.

The screenshot shows the 'NEW CUSTOM FIELD' page in the Brivo Onair interface. The page has a dark header with navigation tabs: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, Sophia Rockwell, is displayed in the top right. The main content area contains a form with the following fields:

- Field Name:** A text input field.
- Field Type:** A dropdown menu.
- Date Format:** A text input field with a suggested format of 'M/d/yy'.
- Display Order Position:** A text input field with the value '13'.

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Custom Field'.

Figure 73. Add a Custom Field Definition

Enter a brief, descriptive **Field Name**.

From the dropdown list, click a **Field Type**.

If the **Field Type** is **Date**, enter a **Date Format**, such as **MM-dd-yyyy**. Only dates entered in the specified format will be valid on data entry pages such as New User or Edit User.

	<p><b>NOTE:</b></p> <p><i>You must use <b>MM</b>, with capitalization, to signify months in the <b>Date Format</b> field. Lower case <b>mm</b> will be read as minutes by the application.</i></p> <p><i>Also, <b>DD</b> is used to indicate the day of the year and can therefore have a value of 1-366, while <b>dd</b> is used to indicate day of the month and can only have a value of 1-31.</i></p>
---	---

In the **Display Order Position** field enter the number indicating where this custom field should appear in the list of fields. For example, if you enter **1**, this field will appear first. By default, the new field is assigned the highest number possible, but you can easily change it. So, if there are 11 fields already, when you create a new one it will be assigned the **Display Order Position** of **12**, but you can change that to any number from 1 to 12.

	<p><b>NOTE:</b></p> <p><i>The <b>Display Order Position</b> is significant because Custom Fields 1, 2 and 3 are the only ones to display on the User List.</i></p>
---	--

Click **Save Custom Field**. You are returned to the Custom Fields List with the new field listed in the order you specified.

### To edit a custom field:

From the **Setup** tab, choose the **Account** tab then click the **Custom Fields** tab. The Custom Fields List displays.

Click the **Edit** checkbox associated with the field you want to edit. The **Edit Custom Field** page displays.

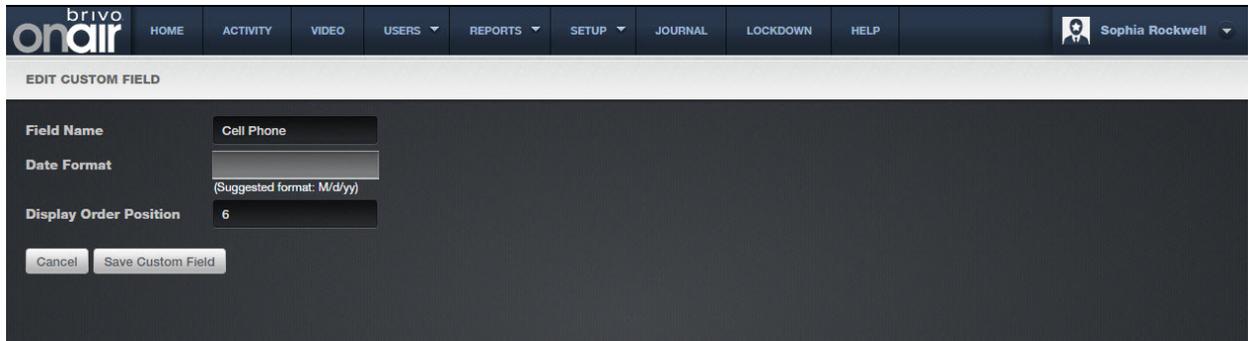


Figure 74. Edit a Custom Field Definition

You can change the **Field Name** and **Display Order Position** of the field, and if the field has been defined as a date, you can also change the **Date Format**. However, you cannot change the **Field Type** once a custom field is created. Instead, you must delete the existing field and create a new one of the type desired.

Click **Save Custom Field**. You are returned to the Custom Fields List with the updated information displayed. The changes are automatically effective throughout the account.

	<p><b>NOTE:</b></p> <p><i>Because changes to custom fields are reflected throughout the account, you should think carefully before making any such changes. For example, if there is a custom field named <b>Department</b> and you change it to <b>Office Number</b>, all department data enter previous to the change will now be recorded as office numbers.</i></p>
--	---

### To delete a custom field:

From the **Setup** tab, choose the **Account** tab, then click the **Custom Fields** tab. The Custom Fields List displays.

Click the **Delete** icon associate with the field you want to delete. A warning prompt displays.

Click **OK**. The field and any content stored in it are permanently removed from the account.

	<p><b>WARNING: Deleting Custom Fields</b></p> <p><i>When you delete a custom field, you delete all data stored in that field. For example, if you delete the custom field <b>Cell Phone</b>, all cell phone numbers for all users are also permanently removed from the account.</i></p>
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## 5. Reports

## What are Reports?

Brivo Onair provides reporting capabilities on a variety of levels.

Under the **Reports** tab, **My Reports** is a query and configuration tool for predefined commonly run reports, allowing these reports to be generated and parameterized depending upon administrator permissions. This section is subdivided into **Report Jobs**, **Report Schedules**, and **Report Configurations**.

Brivo Onair supports customized **User Reports**. This functionality enables you to query your database for information related to a specific user.

Brivo Onair also supports customized **Activity Reports**. This functionality is a customized query of system activity for information related to devices, sites, groups, and/or users.

The **In/Out Report** allows you identify which users have gained credentialed access to a site (In), and who amongst that group has subsequently used a credential to leave the site (Out).

All created reports now can be marked as private at the time of creation. Private reports are only viewable by the master administrator as well as the super/senior administrator who created it.

## Public versus Private Reports

At the time of creation, administrators have the ability to mark a user or activity report as private. A private report can only be seen by the Master Administrator of the account as well as the Super/Senior Administrator who created it.

	<p><b>NOTE:</b> <i>Private Reports cannot have the owner changed once created nor can a private report ever be made public again.</i></p>
	<p><b>NOTE:</b> <i>Private Reports CANNOT be assigned to Assistant Administrators.</i></p>
	<p><b>NOTE:</b> <i>If an administrator who created a report is deleted, the report remains private and the owner is automatically changed to the Master Administrator.</i></p>

## My Reports

*My Reports* is a query tool for predefined commonly run reports, allowing these reports to be generated and parameterized depending upon administrator permissions.

*My Reports* will generate two types of canned reports: immediate and scheduled.

Canned reports have fixed data so they do not require user input, beyond output format(s), inclusion of custom fields (if desired), and potential recipient(s).

These reports allow the Master Administrator to run these reports for immediate consumption without requiring any additional set up. *My Reports* also allows the Master Administrator to quickly assign permissions to other users in the account so that they are able to use the same report configuration.

	<p><b>NOTE:</b></p> <p><i>Administrators can generate reports for a 90-day window using data from up to 365 days ago.</i></p>
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## List of Reports

Definition of the available reports in *My Reports*:

(C) denotes this report allows the inclusion of custom field data.

(D) denotes that this is one of the default reports created at account creation.

Account Activity Report (D) – An alphabetized list of all sites with summarized information (for the last 24 hours) that includes Access Events, Failed Access Events, Exception Events, Door Locked/Unlocked Events, Programmable Device Events, Wiring Events, and Control Panel and Board Events.

Account Summary Report – All sites sorted alphabetically (by site name) with Site Name, Address (City Name and State), Quantity of Doors, Quantity of Devices, Quantity of Users, and name of Unlock Schedule(s).

Active Users Report (C) (D) – All active users sorted alphabetically (by last name) (for a 90-day window within the last 365 days) with Last Name, First Name, Cards, PIN Credentials, and Last Credential Use Date. This report can include and be filtered by custom field data.

All Doors Report – All doors sorted alphabetically (by site) with Door Name, Control Panel ID, Device Type, and Created Date.

All Users Report (C) – All users sorted alphabetically (by last name) (for a 90-day window within the last 365 days) with Last Name, First Name, Cards, PIN credentials, Status, Expiration Date, and Last Credential Use Date. This report can include and be filtered by custom field data.

	<p><b>NOTE:</b></p> <p><i>After 10.12.2, Last Credential Used will default to No. Legacy Reports will continue to function as before.</i></p>
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Control Tracing Report (D) - Identifies a user's path of travel and all users with whom they may have come into contact during a given period of time.

Control Panel Report (D) – All control panels sorted alphabetically (by control panel name) with Control Panel Name, Last Contact (Date/Time), Control Panel ID, Model Type, and current Firmware Version.

Daily Summary Report (D) – Available in English, French, or Spanish, a list sorted alphabetically by site which the following summary information (for the last 24 hours): Unique users on site, successful access events, failed access events, forced door events, door ajar events, too many invalid PINs, schedule override events, pulse door events, lockdown events, communication loss events, power loss events, control panel opened events, wire cut events, and wire short events.

Door/Device Rights Report (C) – All doors and devices grouped by site showing all users (listed alphabetically by name) with rights to those doors and devices. This report can include and be filtered by custom field data.

Elevator Report – All elevators sorted alphabetically with the names of the floors being controlled and the output.

First/Last Access Report (C) – A list of all users sorted alphabetically with First Access, showing credential used, device accessed, and time used, and Last Access, showing credential used, device accessed, and time used (since midnight in the report runner's time zone). This report can include and be filtered by custom field data.

Group Directory Report (D) – All groups sorted alphabetically (by group name) with Group Name, Number of Users in Group, and the Created Date.

Holiday Report – A list of all holidays in the account sorted by date that includes Site, Holiday Description, and From and To Dates.

Inactive Users Report (C) (D) – All inactive users sorted alphabetically (by last name) with Last Name, First Name, Cards, PIN Credentials, and Status. This report can include and be filtered by custom field data.

Journal Report (C) (D) – A listing of journal entries for a particular event type. Displays the Date and Time, Action, Details, and who performed the action. This report can include and be filtered by custom field data.

Schedule Relationship Report (D) – A list sorted alphabetically by site with Groups and Devices to which the selected schedule is applied.

Site Activity Report (C) (D) – A chronological list of a selected site(s) and/or device(s) with summarized information for a selected time period that can include one of the following event types: Access Events, Failed Access Events, Exception Events, Door Locked/Unlocked Events, Programmable Device Events, Wiring Events, and Control Panel and Board Events. This report can include and be filtered by custom field data.

Unique Users Report (C) – A list of all unique users sort alphabetically who have accessed a selected site(s) for a selected time period. This report can include and be filtered by custom field data.

Unused Credential Report (C) – A list of all users sorted alphabetically who have never used their credentials within the specified time frame showing First Name, Last Name, and Credential (card value or PIN). This report can include and be filtered by custom field data.

User Activity Report (C) (D) - A chronological list of activity by group and/or user at selected site(s) and/or device(s) with summarized information for a selected time period. This report can include and be filtered by custom field data.

## Inclusion of Custom Field Data in Reports

Certain reports allow for the inclusion of custom field data as part of the report criteria. The specific reports which allow the inclusion of custom field data are detailed in the **List of Reports** section.

To include custom field data in the report output, check the **Include Custom Fields** checkbox.

1. Select the custom field from the dropdown list. To have this custom field data included as part of the report, check the **Include In Report** checkbox.
2. This custom field data can also be filtered. To add filters, check the **Filter by** checkbox.
3. Select the filter type from the dropdown list. Depending upon the custom field type selected, enter your filtered criteria in the available field or select a date from the calendar that appears.



Figure 75. Include Custom Fields

## Creating a New Report Configuration

From the **Reports** tab, click on **My Reports**, then click on **Report Configurations**. The Report Configurations page displays.

Click on New Report Configuration. The New Report Configuration page displays.

Select a report from the **My Reports** box.

Click on the **Create this Report** link in the Report Definition box.

Enter a name in the **Report Name** field.

If desired, change the parameters of the report as needed.

Click Save Report Configuration. You are returned to the View Report Configuration page.

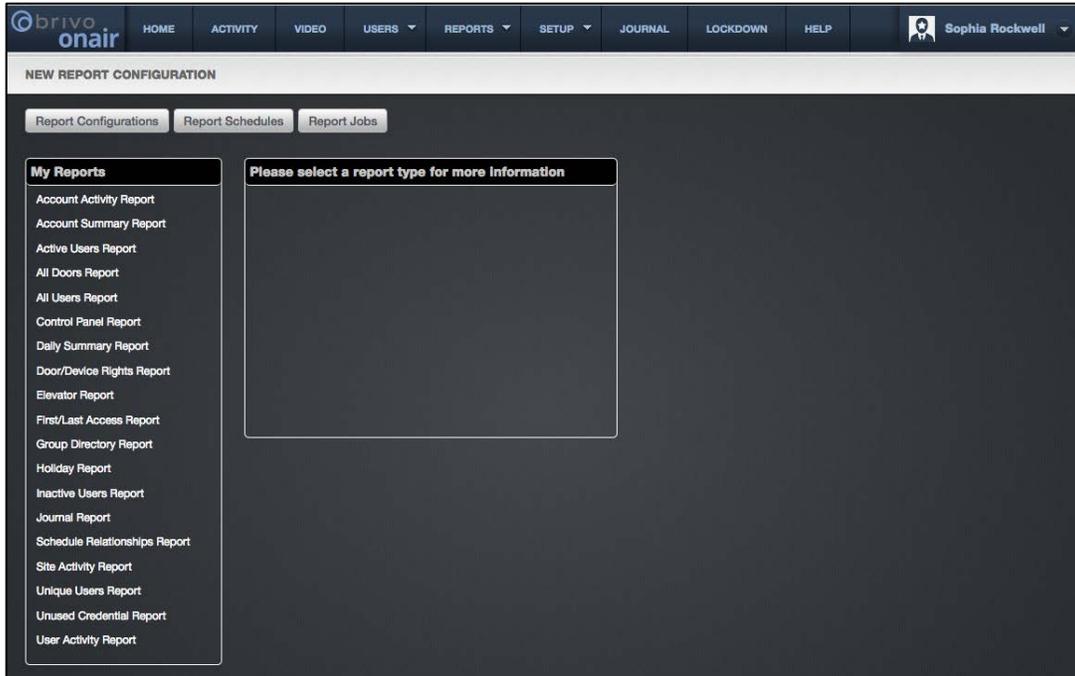


Figure 76. New Report Configuration Page One

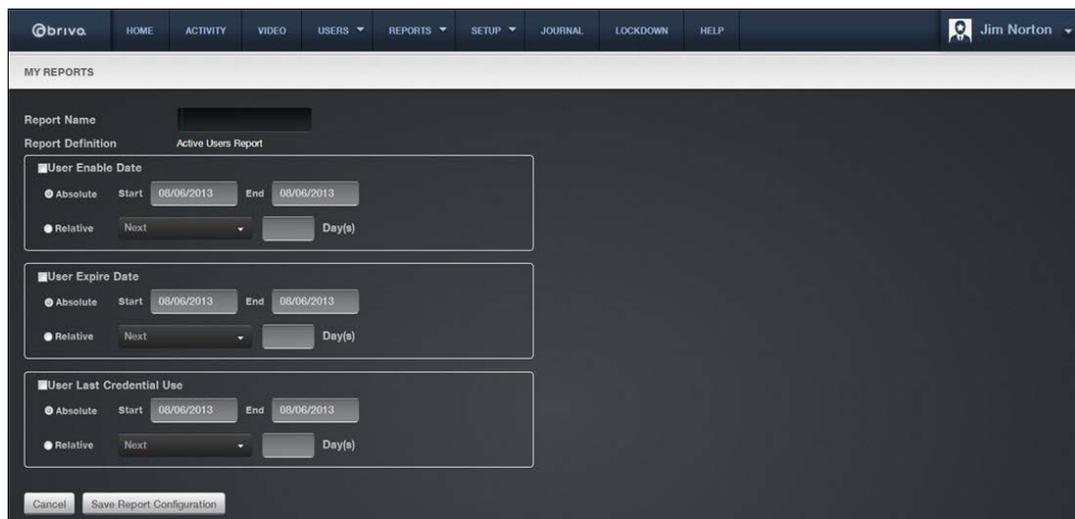


Figure 77. New Report Configuration Page Two

## Generating Output from a Report

Once a report has been configured, two options exist. A report can be run immediately or be scheduled to run on a determined schedule.



**NOTE:** Each Brivo account has a series of reporting memory limits. When a report is generated (either manually or scheduled), the output is saved to the account.

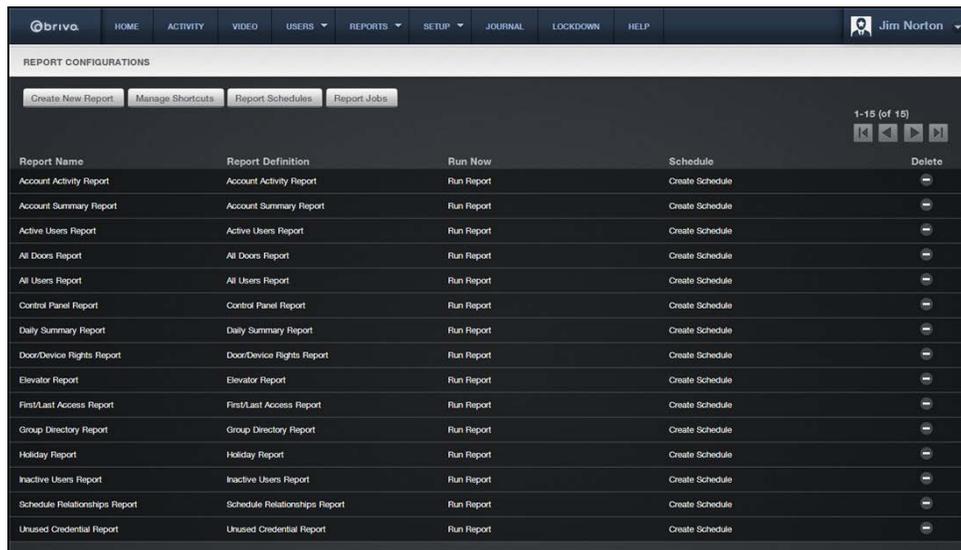
- When running a report manually, an administrator cannot run more than 2 MB worth of reports.
- When running a scheduled report, an administrator cannot run more than 100 MB worth of reports.

This memory limit restricts the number of reports a specific administrator can run in an account. An administrator will be notified that their reporting memory limit has been reached and will need to delete previous reports in order to fall under their reporting memory limit.



**NOTE:**

*Whether running a report manually or on a schedule, when generating a report in Brivo Onair, the report name cannot contain any commas or the report will fail to complete.*



Report Name	Report Definition	Run Now	Schedule	Delete
Account Activity Report	Account Activity Report	Run Report	Create Schedule	⊖
Account Summary Report	Account Summary Report	Run Report	Create Schedule	⊖
Active Users Report	Active Users Report	Run Report	Create Schedule	⊖
All Doors Report	All Doors Report	Run Report	Create Schedule	⊖
All Users Report	All Users Report	Run Report	Create Schedule	⊖
Control Panel Report	Control Panel Report	Run Report	Create Schedule	⊖
Daily Summary Report	Daily Summary Report	Run Report	Create Schedule	⊖
Door/Device Rights Report	Door/Device Rights Report	Run Report	Create Schedule	⊖
Elevator Report	Elevator Report	Run Report	Create Schedule	⊖
First/Last Access Report	First/Last Access Report	Run Report	Create Schedule	⊖
Group Directory Report	Group Directory Report	Run Report	Create Schedule	⊖
Holiday Report	Holiday Report	Run Report	Create Schedule	⊖
Inactive Users Report	Inactive Users Report	Run Report	Create Schedule	⊖
Schedule Relationships Report	Schedule Relationships Report	Run Report	Create Schedule	⊖
Unused Credential Report	Unused Credential Report	Run Report	Create Schedule	⊖

Figure 78. My Report Configurations

## To Run a Report Now

From the **Reports** tab, click on **My Reports**, then click on **Report Configurations**. All existing report configurations will appear.

Select the **Report Name** you wish to run and click on the **Run Report** link under the Run Now column. The **Create Report Job** page will appear.

Select the report Output Format. Formats available are CSV, HTML, and PDF.

Under **Select Report Recipients**, the name of the current administrator will automatically appear. If additional recipients are wanted, click on the **Add Recipient** link. A list of administrators will appear. Click on whichever administrator you want, and that administrator will disappear from the list and appear in the **Select Reports Recipient** box. When a report is generated, it takes into account the administrator's permission. When finished, click on the **Close Window** link and you are returned to the **Create Report Job** page.

The **Email Report** dropdown menu defaults to none, but also allows the Report Recipients to be notified via email (the email listed in the admin profile) that the report has been run or to be notified and to have a copy of the report included as an attachment to the email.

Click **Run Report** and you are returned to the **Reports Jobs** page.

The report is now listed in the Queue. To view the report, click on the **Output** link under the **Output** column. The report outputs in whatever form was selected when the job was created.

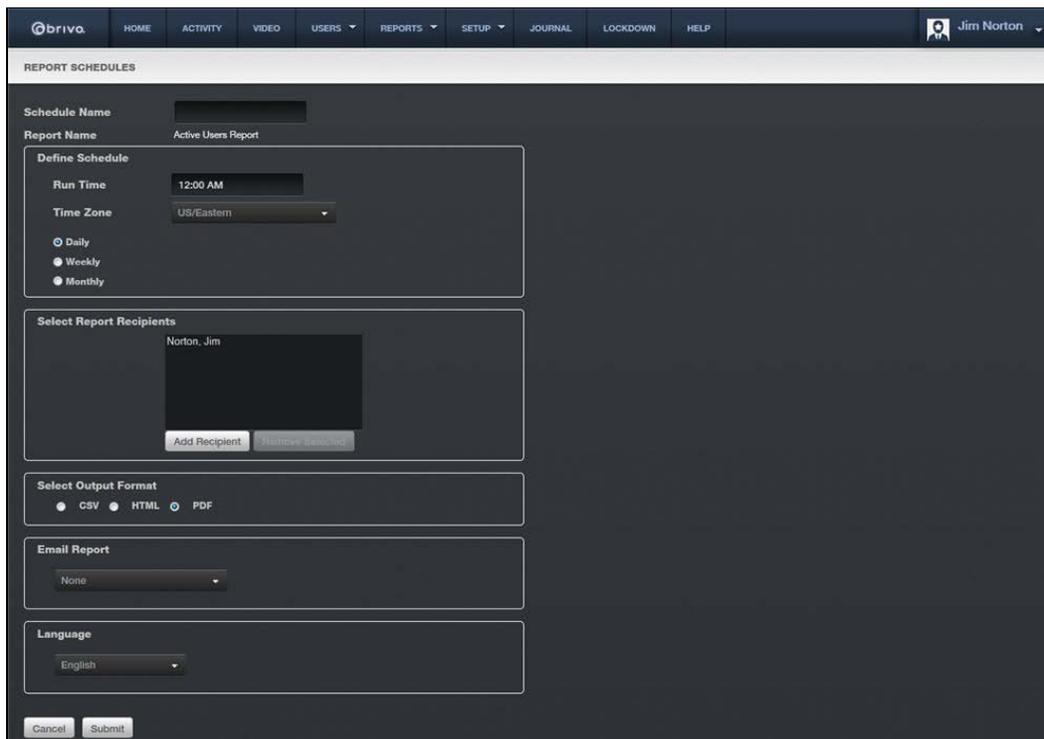
## To Run a Report on a Schedule

From the **Reports** tab, click on the **My Reports** tab, then click on the **Report Configurations** tab. The Report Configurations page displays. Select the report you wish to create a schedule for. Click on the **Create Schedule** link. You are taken to the My Reports Create Schedule page.

Enter a **Schedule Name** for this schedule.

In the **Define Schedule** section, report schedules can be set up to run daily, on certain day(s) of the week, or on specific day(s) of a month.

	<p><b>NOTE:</b></p> <p><i>To select the last day of the month, simply choose Monthly and then select the 31<sup>st</sup> day. Even if the month has only 28 or 30 days, selecting 31 automatically configures the report schedule for the "last day of the month."</i></p>
--	--



The screenshot displays the 'REPORT SCHEDULES' configuration interface. At the top, a navigation bar includes 'brivo', 'HOME', 'ACTIVITY', 'VIDEO', 'USERS', 'REPORTS', 'SETUP', 'JOURNAL', 'LOCKDOWN', 'HELP', and a user profile for 'Jim Norton'. The main content area is titled 'REPORT SCHEDULES' and contains several sections:
 

- Schedule Name:** A text input field.
- Report Name:** A dropdown menu currently showing 'Active Users Report'.
- Define Schedule:** A section with 'Run Time' set to '12:00 AM' and 'Time Zone' set to 'US/Eastern'. Underneath, three radio buttons are present: 'Daily', 'Weekly', and 'Monthly', with 'Monthly' being the selected option.
- Select Report Recipients:** A list box containing 'Norton, Jim' and an 'Add Recipient' button below it.
- Select Output Format:** Three radio buttons for 'CSV', 'HTML', and 'PDF', with 'HTML' selected.
- Email Report:** A dropdown menu set to 'None'.
- Language:** A dropdown menu set to 'English'.

 At the bottom left, there are 'Cancel' and 'Submit' buttons.

Figure 79. Report Scheduling

Select the time and date. To select multiple days of the week or month, hold down the CTRL key when you select the days of the week or month.

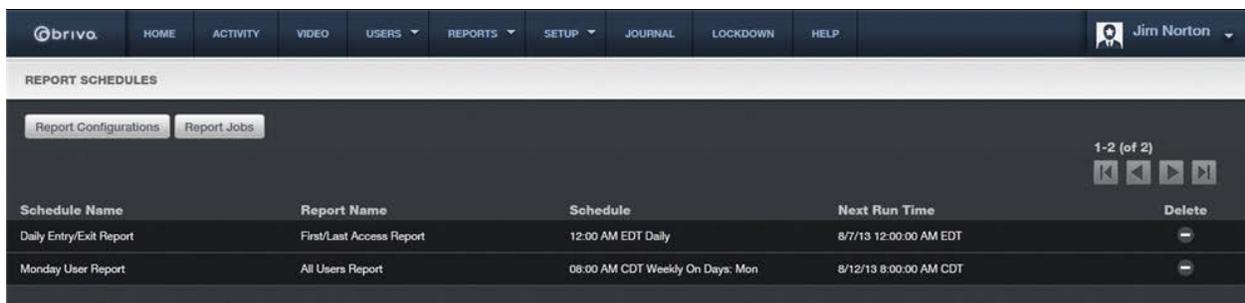
Under Select Report Recipients, the name of the current administrator will automatically appear. If additional recipients are wanted, click on the **Add Recipients** link. A list of administrators will appear. Click on whichever administrator you want and that administrator will disappear from the list and appear in the Select Reports Recipient box. When finished, click on the **Close Window** link and you are returned to the **Report Schedule** page.

Under **Additional Emails**, if additional recipients who are not administrators are wanted, check the **Additional Emails** checkbox and then enter the email(s) separating them by commas.

Select the report Output Format. Formats available are CSV, HTML, and PDF.

The **Email Report** dropdown menu defaults to none, but also allows the Report Recipients to be notified via email (the email listed in the admin profile) that the report has been run or to be notified and to have a copy of the report included as an attachment to the email.

When finished, click **Submit**. You are returned to the Report Schedule Details page. Click on the **Report Schedules** button and you are returned to the Report Schedules list page where the report is now listed.



Schedule Name	Report Name	Schedule	Next Run Time	Delete
Daily Entry/Exit Report	First/Last Access Report	12:00 AM EDT Daily	8/7/13 12:00:00 AM EDT	⊖
Monday User Report	All Users Report	08:00 AM CDT Weekly On Days: Mon	8/12/13 8:00:00 AM CDT	⊖

Figure 80. Report Schedules

At the scheduled time, the report will automatically generate using the format selected.

### Assigning Permissions for Reports to Assistant Administrators

Permissions can be granted to Assistant Administrators to run reports. If permitted, the Assistant Administrator can edit the configuration of a report, run a report, and/or schedule a report to be run.

From the **Reports** tab, click on the **My Reports** tab, then click on the **Report Configurations** tab. The Report Configurations page displays. Click on the report to which you want to grant permissions. The Report details page displays.

Click on the **More Operations** tab and select the Grant Report Permissions link.

Select the Assistant Administrator from the dropdown menu that you wish to grant permissions to.

Select which permissions you want to grant the selected Assistant Administrator by checking the appropriate boxes.

Click **Submit**. You are returned to the Report Configuration page and the Assistant Administrator along with the chosen permissions is listed. To grant permissions to another Assistant Administrator, simply follow the process above again.

## Managing Shortcuts for My Reports

Managing Shortcuts allows administrators to link often used reports to the **Home** page for quick and easy access under the **Report Shortcuts** section.

From the **Home** tab, on the right side of the page, click on the  button next to the **Report Shortcuts**. The **Report Shortcuts** page displays with a list of all current reports.

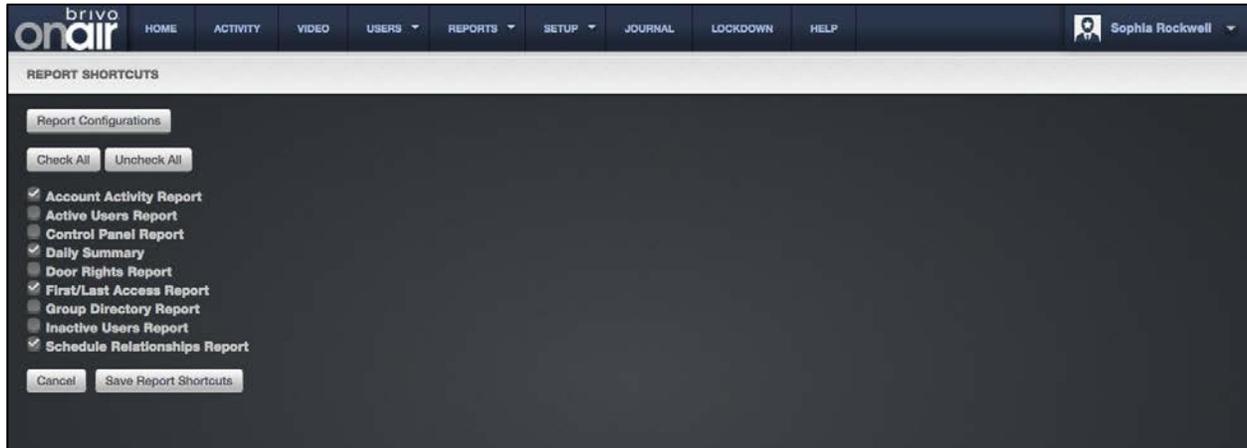


Figure 81. Report Shortcuts

Check the report(s) you want to appear on the **Home** page under the **Run Report Shortcuts** section. You may select all reports by clicking on the **Check All** button or unselect all reports by clicking on the **Uncheck All** button.

Click **Save Report Shortcuts**, and you are returned to the **Report Configurations** page. If you click on the **Home** tab, you will see the selected reports as links under the **Run Report Shortcuts** section.

	<p><b>NOTE:</b> <i>Assistant Administrators are able to manage their own shortcuts, but only for reports for which they have permissions.</i></p>
---	---

## Generating a User Report

The User Report function lets you generate a customized report of user properties, including the date on which a user record was created or updated in Brivo Onair as well as any custom field data maintained for one or more users.

Only the Master Administrator and all Senior Administrators can create User Reports.

### To browse the complete list of user reports currently defined for your account:

From the **Reports** tab, click on the **User Reports** tab. The User Reports list displays.

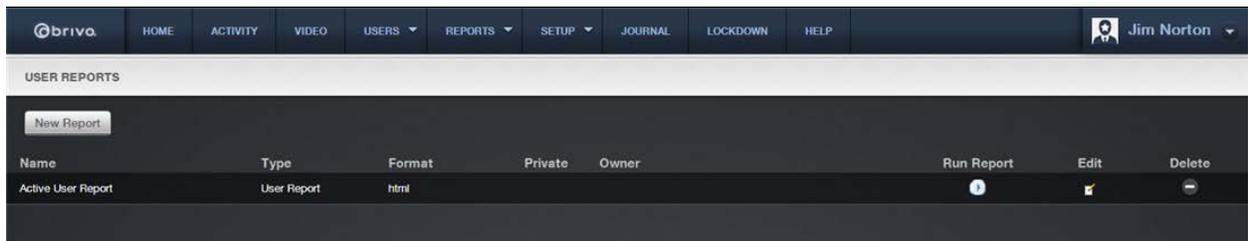


Figure 82. View Reports List

Features of this page include:

- Click **New Report** to create a new user report.

- Click **Run Report** to generate the report.

- Click the **Edit** icon associated with a specific report to update it.

- Click the **Delete** icon associated with a specific report to remove it from the account.

## To create a new User Report:

From the **Reports** tab, click on the **User Reports** tab. The User Reports list displays.

Click **New Report**. The User Report page displays.

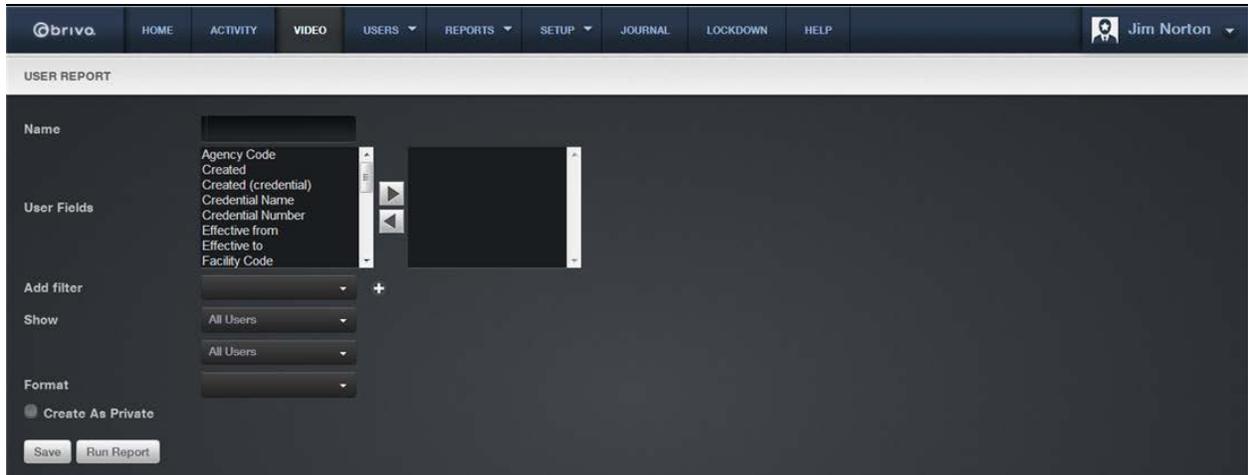


Figure 83. Generate a User Report

Enter a **Report Name** for the report.

From the **User Fields** scroll-down list click the fields you want to include in the report. Use **Shift** to select multiple consecutive fields or **Ctrl** to select multiple non-consecutive fields.

When the field(s) you want to include in the report are highlighted, click the right arrow . The selected fields appear in the right-hand list. To remove fields from the report, click the field name(s), and then click the left arrow .

If you want to include only a subset of the users in your report, you can add a filter to any field. From the **Add filter** drop-down list, select the field to which you want to add a filter and then click the plus (+) button. A set of corresponding filter fields displays: a formula drop-down list and a properties data entry field.

For Text fields, the formula drop-down list includes the options **Is**, **Is Not**, **Starts with**, and **Ends with**. Select a formula from the drop-down list, and then enter the corresponding properties in the adjoining data entry field. For example, if you want a report of all users with the last name Smith, you might select **Last Name** from the **Add filter** drop-down list, and then select **Is** from the formula drop-down list, and enter **Smith** in the adjoining properties field.

For Number fields, the formula drop-down list includes the options **Is**, **Is Not**, **Less than**, **Less than or equal to**, **Greater than**, **Greater than or equal to**, and **Between**. If you select **Between**, two properties fields display.

For Date fields, the formula drop-down list includes the options **Is**, **Is Not**, **Before**, **After**, and **Between**. As with Number fields, if you select **Between** you must enter two property values.

	<p><b>NOTE:</b></p> <p><i>Dates must be entered in the format MM/dd/yyyy.</i></p>
---	---

To remove a filter after defining it, click the minus [ - ] button at the end of the filter property field.

	<p><b>NOTE:</b></p> <p><i>You can enter more than one filter for any given field. Simply select that field multiple times from the <b>Add Filter</b> dropdown menu, and make sure that any filter combinations you enter are logical.</i></p>
---	---

From the **Show** dropdown list click the users you want to include in the report: All Users, Only Enabled Users, Only Disabled Users, Only Active Users, Only Suspended Users.

From the **Report Format** dropdown list, select the format you want the report generated in.

Check the **Create As Private** box if you would like the report to be private.

Click **Save**. You are returned to the Reports list page with the new report displaying.

**To edit a User Report:**

From the **Reports** tab, click on the **User Reports** tab. The User Reports list displays.

Click the **Edit** icon associated with the report you want to run. The User Report page displays with the customization criteria displaying.

Edit the criteria according to the preceding guidelines for creating a new report.

Click **Save**. You are returned to the Reports list page with the new report displaying.

**To generate a User Report:**

From the **Reports** tab, click on the **User Reports** tab. The User Reports list displays.

Click the **Run Report**  icon. The report displays in a popup window. Use your Web browser's print capabilities to generate a hardcopy of the report.

	A	B	C	D	
1	Last Name, First Name	Department	Work Phone #	Office #	
2	Gooden,Justin	Sales	555-555-5551	358	
3	Harper,Tom	Sales	555-555-5550	359	
4	McKinney,Penny	Sales	555-555-5555	300	
5	Parks,Jasmine	Sales	555-555-5552	325	
6	Smythe,Jane	Sales	555-555-5554	147	
7	Wallace,Stacy	Sales	555-555-5555	345	
8	Williams,Bobby	Sales	555-555-5558	321	
9	Woodruff,Alice	Sales	555-555-5556	358	
10	Zimmerman,Jason	Sales	555-555-5557	258	
11					

Figure 84. User Report in .csv Format

## Saving and Re-running an Activity Report

The Saving and Re-running and Activity Report function allows you to generate a customized activity report. This function lets you choose the criteria that will comprise the columns in your report. The **Device** scrolldown list allows you to view activity reports according to doors or devices. The **Sites** scrolldown list allows you to view activity reports according to a site rather than particular doors. The **Groups** section allows you to view activity reports for all members of a group or groups. The **Users** section allows you to view a particular user's activity. This function allows you to view all activity at any point during the past 365 days.

Only the Master Administrator and all Senior Administrators can create Activity Reports.

	<p><b>NOTE:</b></p> <p><i>Activity Reports are currently limited to reporting 65,000 events. In order to accommodate events that exceed this amount, you must divide the report into sections in order to ensure that all events have been reported.</i></p>
---	--

### To create an activity report:

From the **Reports** tab, click on the **Activity Reports** tab. The Activity Reports page displays.

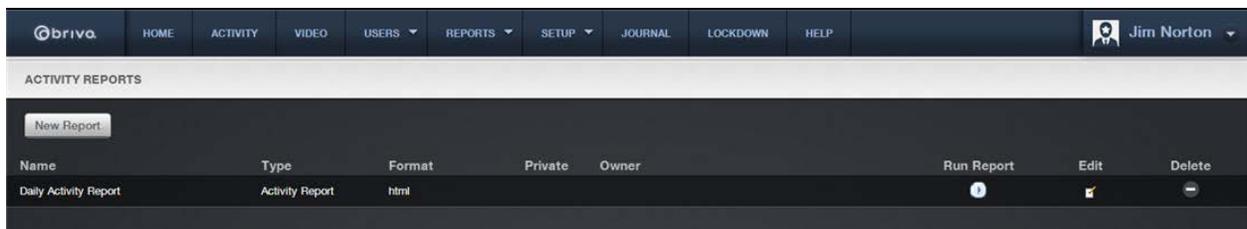


Figure 85. Activity Reports Display

Select **New Report**. Options display.

Enter a **Name** for the report.

From the **Fields** scroll down list click, the fields you want to include in the report. Use **Shift** to select multiple consecutive fields or **Ctrl** to select multiple non-consecutive fields.

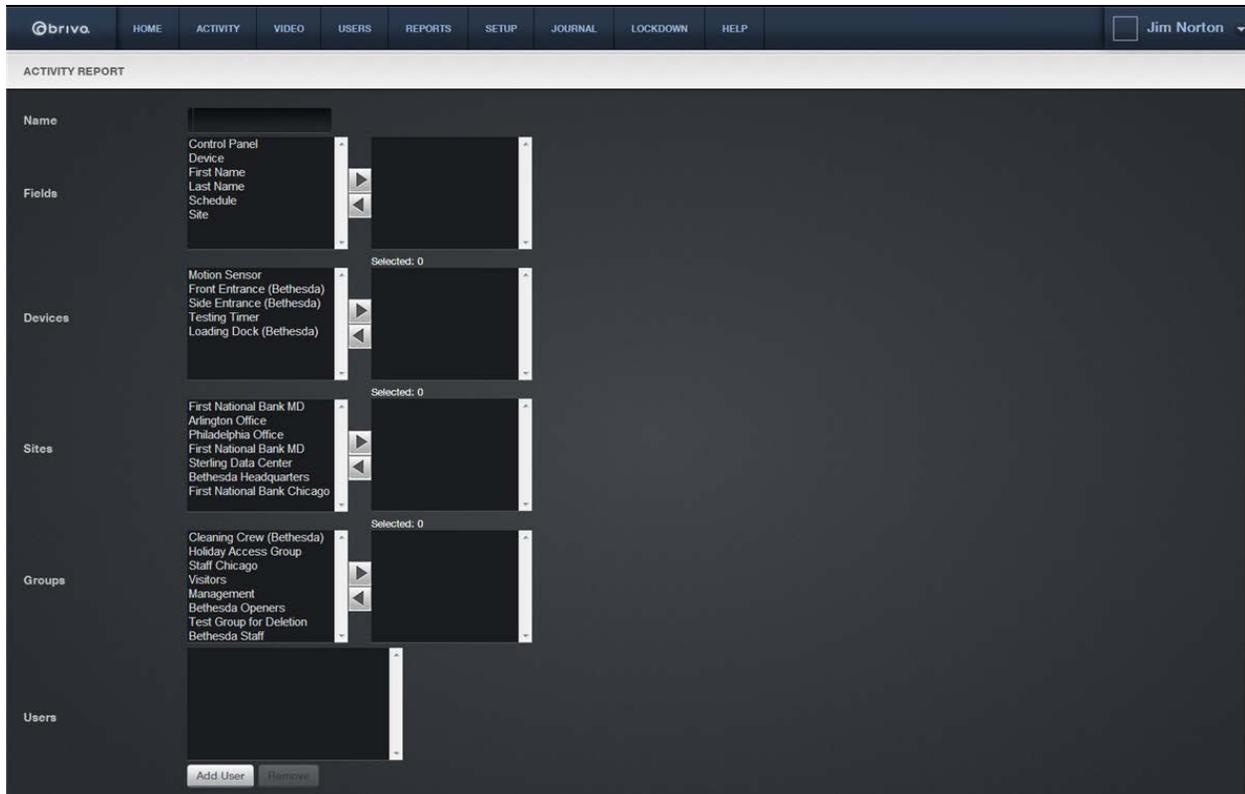


Figure 86. Creating an Activity Report

When the field(s) you want to include in the report are highlighted, click the right arrow . The selected fields appear in the right-hand list. To remove fields from the report, click the field name(s), and then click the left arrow .

When you have selected the field(s) that will be reported on, move onto the **Devices** list to click any doors or devices for which you wish to generate an activity report.

Next you move onto **Sites**, selecting from the **Sites** list the site(s) for which you wish to generate an activity report.

You may also specify which groups for whom you wish to generate an activity report by selecting from the **Groups** list.

If you wish to generate an activity report that is sorted by a user's activity, click on the **Add User** link. A pop-up will display with a list of users that you can then add by clicking on the user names. The user appears in the Users field. When finished adding users, click on the  icon in the upper right-hand corner to close the popup window. You are returned to the Activity Report page.

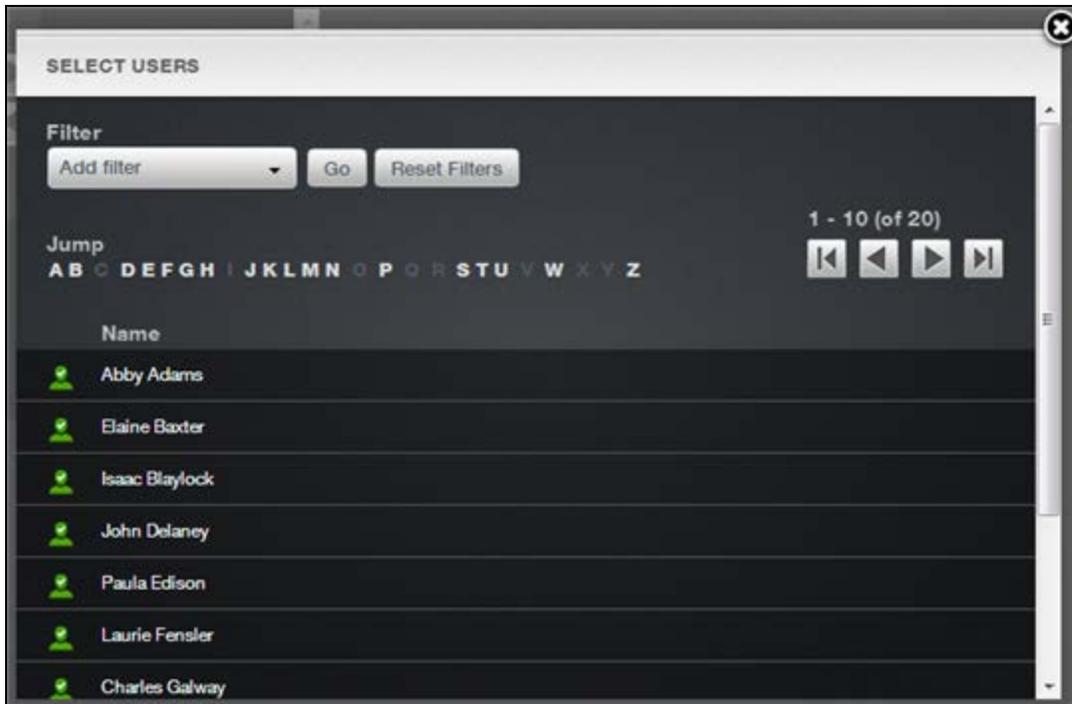


Figure 87. Activity Report User options

To specify the time frame during which the activity occurred, you can add a filter to the report by using the dropdown lists at the bottom of the page. The default time frame is set for today.

You may select the time during which the activity occurred as **Absolute** or **Relative** by selecting either option from the buttons shown.

If you select **Absolute** for your activity report option, the **Start** and **End** fields will become active. From these fields you can click on the calendar to select the exact dates and times to include in your activity report.

If you select **Relative** for your activity report option, a dropdown box next to **Relative** will appear that includes Next or Last. Next, select the number of days to include in the report by filling in the **Days** field.

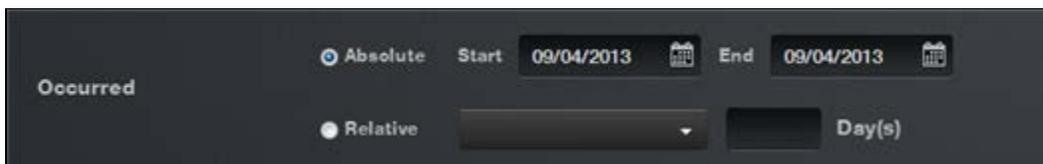


Figure 88. Activity Report Occurred Fields

If you want to include only a subset of the fields in your report, you can add a filter to any field. From the **Add filter** dropdown list, select the field to which you want to add a filter and then click the plus (+) button. A set of corresponding filter fields displays: a formula dropdown list and a properties data entry field. To remove a filter, click the minus (-) button.

For Text fields, the formula dropdown list includes the options **Is**, **Is Not**, **Starts with**, and **Ends with**. Select a formula from the dropdown list, and then enter the corresponding properties in the adjoining data entry field. For example, if you want a report of all users with the last name Smith, you might select **Last Name** from the **Add filter** dropdown list, and then select **Is** from the formula dropdown list, and enter **Smith** in the adjoining properties field.

For Date fields, the formula dropdown list includes the options **Is**, **Is Not**, **Before**, **After**, and **Between**. As with Number fields, if you select **Between** you must enter two property values.

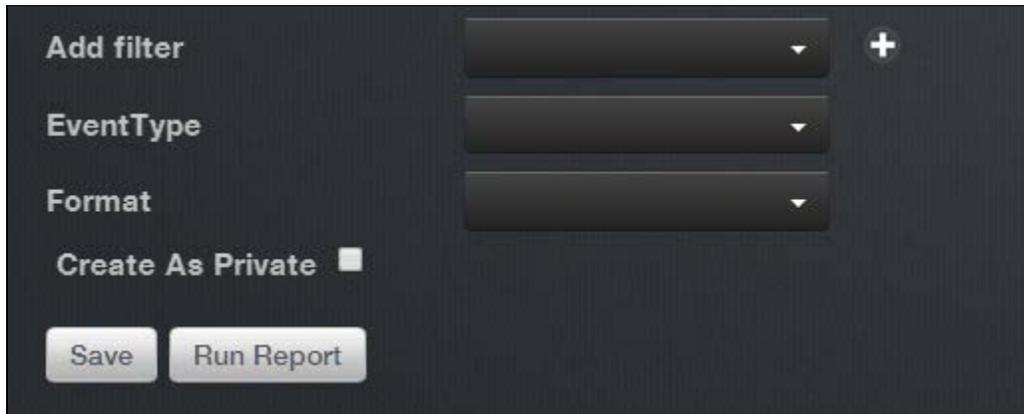


Figure 89. Activity Report filter options

If you want to include a subset for the type of event that occurred, select an event from the dropdown list **Report Event Type**. This list includes several events:

**Device** events, which report on any I/O device activity;

**Control Panel** events, which report on power status and/or tamper activity;

**Access and Failed Access** events, which report on all events pertaining to entry and on failed access attempts;

**User** events, which report on a particular user's activity;

**Administrator Events**, which report on door pulsing.

Choose the format for which you would like to view this report from the dropdown menu. You may view the report as an Excel file (csv) or as an HTML file (html).

If you want the report to be marked as Private, check the **Create As Private** box.

You may save this report in order to run it again in the future by clicking the **Save** button.

Click **Run Report** to view an existing report.

## Running an In/Out Report

In/Out Reports enable you to identify which users have gained credentialed access to a site (In), and who amongst that group has subsequently used a credential to leave the site (Out). For the purpose of this report, a user cannot be *Out* on any given day unless he or she was first *In*. In other words, if a user has not accessed a site on the day the report is generated, he or she will not be listed as *Out*; rather, that user's name will not appear on the report at all.

### To run an In/Out Report:

From the **Reports** tab, click the **In/Out Report** tab. The In/Out Report page displays.

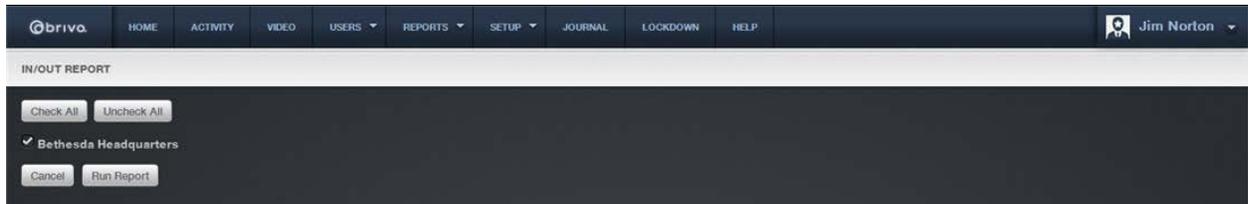


Figure 90. Run In/Out Report

Click the site for which you want to run the report.

Click **Run Report**. The report displays in a popup window. Use your browser's print capabilities to generate a hardcopy of the report.

Report generated at 04/30/07 11:12 AM EDT by Sophia Rockwell Acme Megaplex

### In/Out Report

**Maple Street Branch**

Inside		
Entered	User	Door
4/30 11:00 AM EDT	Justin Gooden	Front Door
4/30 11:00 AM EDT	Anna Torres	Front Door
4/30 11:00 AM EDT	Jeff Cissell	Front Door
4/30 11:00 AM EDT	J. Travis Em	Front Door
4/30 11:00 AM EDT	Mae Cho	Front Door
4/30 11:01 AM EDT	James Cooper	Front Door
4/30 11:01 AM EDT	Erica Logan	Front Door
4/30 11:01 AM EDT	Melanie Adams	Front Door
4/30 11:01 AM EDT	Janice Romano	Front Door
4/30 11:01 AM EDT	Erin Kane	Front Door
4/30 11:01 AM EDT	Patricia Moore	Front Door
4/30 11:01 AM EDT	Corina Wilson	Front Door
Outside		
Exited	User	Door
4/30 11:00 AM EDT	Andy Cook	Side Door
4/30 11:00 AM EDT	Davis Kyle	Side Door
4/30 11:00 AM EDT	Sam Wilson	Side Door
4/30 11:00 AM EDT	Maggie Chase	Side Door
4/30 11:00 AM EDT	Margerie Bauer	Side Door
4/30 11:01 AM EDT	Barry Goldstein	Side Door
4/30 11:01 AM EDT	Melanie Smith	Side Door

Figure 91. View In/Out Report

	<p><b>NOTE:</b>  <i>Events are purged 12 hours after they occur, not at a specific time each day.</i></p>
---	---

## 6. Account

## What is an Account?

An *account* is essentially a “span of control.” It is a group of affiliated control panels all under the management of a single Master Administrator.

An account might be a small building with a single control panel. Or it might be a large building with multiple control panels, controlling access to several exterior as well as interiors doors. Or it might be multiple buildings, located in different cities or even different countries. In each one of these situations, however, the account has one and only one Master Administrator.

## My Login

### Managing Passwords, Secret Questions, and Two Factor Methods

Administrators can access and manage an account through the Brivo Onair interface using the My Login link. Each Administrator manages his or her own password. Administrators who forget their passwords may use the self-serve password reset feature or, if the soft lockout feature is enabled, merely wait for the timeout period to expire before attempting to log in again.

	<p><b>NOTE:</b></p> <p><i>The soft lockout feature allows for the resetting of the lockout that occurs after an administrator has failed to enter the correct password and locked the account as a result. The soft lockout can be set anywhere from 1 to 999 minutes. After this time has elapsed, the administrator may again attempt to enter the correct password rather than having to call Technical Support.</i></p>
---	---

The administrator will be required to correctly answer a secret question before receiving an email with a new randomly generated password. Like passwords, secret questions are maintained by each individual Administrator.

	<p><b>NOTE:</b></p> <p><i>If you have not established a secret question and answer and have forgotten your password, you will be required to contact Technical Support for further assistance.</i></p>
--	--

### To change your password:

	<p><b>NOTE:</b></p> <p><i>The password must be between 8 and 128 characters in length and contain a minimum of 2 of the following: lower case, upper case, digit, or non-alphanumeric characters.</i></p>
---	---

Go to the **Administrator Name** link on the top right of the page.

From the dropdown, click the **My Login** link. The **My Login** page displays.

Click on Change Password.

Figure 92. Change Password

To change your password, enter a new password in both the **New Password** and **Confirm New Password** fields.

Enter your current password in the **Current Password** field, the password you used to log in to the current session.

Click **Save**. If you changed your password, you will need to use the new password the next time you log in to your account. If you ever forget your password, you may use the self-serve password reset or you will need to be able to answer your secret question before Technical Support will assign you a new one.

### To change a secret answer and question:

Go to the **Administrator Name** link on the top right of the page.

From the dropdown, click on the **My Login** link.

Click on the **Change Secret Question and Answer** link. The secret question and answer page displays.

Enter a new secret question and/or answer as desired. The secret question can be anything that is meaningful to you and can be used for identification purposes, such as "What was the name of my first pet?" Do not create a question involving readily available information, such as "When is my birthday?"

Enter your current password to confirm your identity.

Click **Save**.

Figure 93. Changing Secret Question and Answer

## To use the self-serve password reset:

At the login screen, click on the **Forgot your password** link.

Enter the Administrator ID and click the **Submit** button. An email will be sent to the email address registered to the Administrator ID provided. Please check the email and follow the instructions.

	<p><b>NOTE:</b></p> <p><i>The email will contain a link. This link is only valid for 4 hours. If the link is not used during that time, the process will have to be restarted from the beginning.</i></p>
---	---

When you click on the link, you will be returned to the Reset Password page. Please reenter the Administrator ID and click the **Submit** button.

The secret question will appear along with a field for the secret answer. Fill in the secret answer and click the **Submit** button.

An email will be sent to the email address on file for your Administrator ID with further instructions.

Use the **Click Here** link to return to the login page. Enter your Administrator ID and the temporary password provided in the second email. You will then be instructed to enter a new permanent password.

Enter your Administrator ID and your new permanent password to complete the login process.

## Activation and Configuration of Two-Factor Authentication

For additional security precautions, Brivo Onair offers the option for two-factor authentication logins. This feature, which must be activated by Brivo Technical Support, affects all administrators on an account. Once activated, when an administrator logs into the system, he or she will receive an email with a login token which they must use to complete the login process. This token, which is only valid for a limited time, will be emailed to the email on file with the administrator's profile.

## To set up Two-Factor Authentication

After Brivo Technical Support has enabled Two Factor Authentication, log in to your account.

Go to the **Administrator Name** link on the top right of the page.

From the dropdown, click on the **My Login** link.

Click on the **Change Two-Factor Method** link. The Two Factor Authentication Setup page displays.

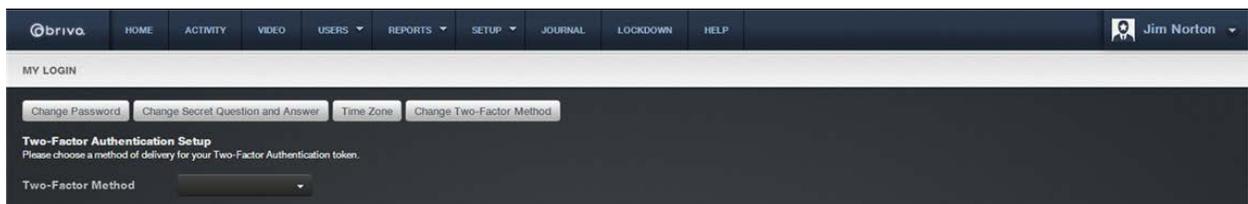


Figure 94. Two Factor Authentication Setup – Step One

Select a Two-Factor Method from the dropdown menu. Currently, only e-mail is available.

Enter the e-mail address to which you want the token to be e-mailed.

Click on the Test Two-Factor Method button.

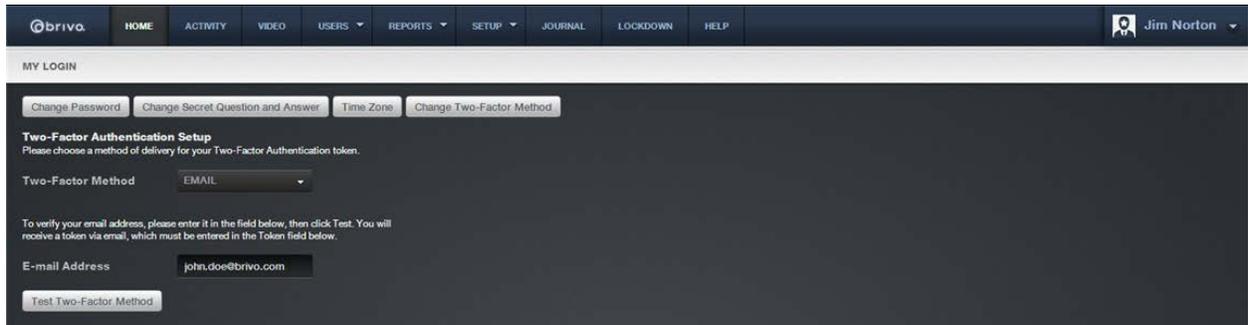


Figure 95. Two Factor Authentication Setup – Step Two

You should momentarily receive an e-mail with the token. Copy the token from the e-mail into the token field and click **Save Two-Factor Method**.

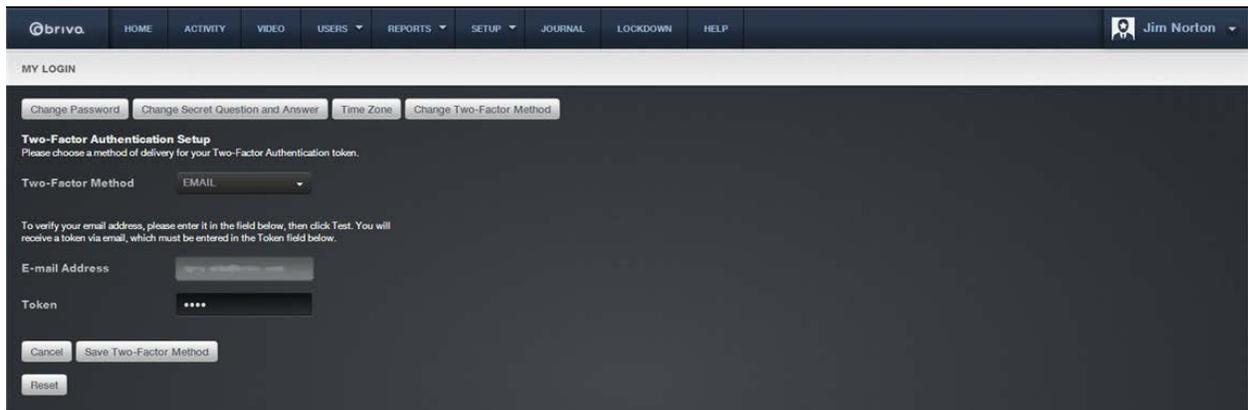


Figure 96. Two Factor Authentication Setup – Step Three

The Two-Factor Authentication Method approval message will appear.

Click on the **Log In Again** link to complete the process.

The Administrator Login screen will now appear asking for your Administrator ID and Password. Once both are successfully entered, a second Administrator Login page will appear displaying your Administrator ID (which cannot be altered) and a blank **Token** field.

A new token will have been automatically generated and sent to your e-mail address. Enter this new token in the **Token** field and click **Log In**.



Figure 97. Login Screen with Two Factor Authentication

Proceed with your normal activities.

### To change the two-factor method

Go to the **Administrator Name** link on the top right of the page.

From the dropdown, click on the **My Login** link.

Click on the Change Two-Factor Method link.

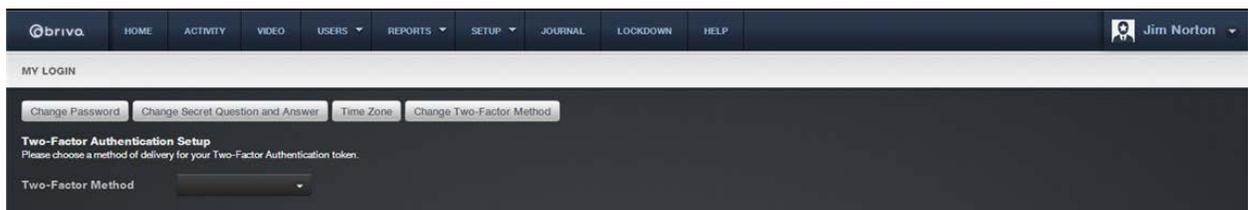


Figure 98. Change Two Factor Method

Select the Two-Factor Method from the drop down menu.

If EMAIL, please enter a valid e-mail address and click on the **Test** link.

Enter the token you received in the **Token** field.

Click on Save Two-Factor Method.

Click on the **Log In Again** link to begin using Two-Factor Authentication.

## Managing Time Zone Display

There are two ways to display time in Brivo Onair: Site Time and My Time.

### Site Time

When you set your account to use Site Time, time stamps throughout your account reflect each site's time zone. For example, in this excerpt from the Activity Log, time for the Demo Kit (Eastern) is recorded as Eastern Daylight Time (EDT), while time for the Wesley site is recorded as Pacific Daylight Time (PDT).

10:03:49 AM PDT	Becky Warner	wesley	door 1-1
10:03:08 AM PDT	molly whitley	wesley	door 1-1
1:01:50 PM EDT	Failed Access by Ziva David: Unauthorized Access Attempt	Demo Kit (eastern)	door 1 ipdc
10:01:47 AM PDT	Ziva David	wesley	door 1-1

### My Time

The My Time option allows you specify a single time zone to be used for all time stamps in your account. For example, if you set My Time to Pacific Daylight Time (PDT), all events in the Activity Log will be recorded as such.



**NOTE:**

*The Time Zone setting is Administrator-specific; each Administrator may set his or her own time zone preference.*

10:03:49 AM PDT	Becky Warner	wesley	door 1-1
10:03:08 AM PDT	molly whitley	wesley	door 1-1
10:01:50 AM PDT	Failed Access by Ziva David: Unauthorized Access Attempt	Demo Kit (eastern)	door 1 ipdc
10:01:47 AM PDT	Ziva David	wesley	door 1-1

### To set your time zone and display mode:

Go to the **Administrator Name** link on the top right of the page.

From the dropdown menu, click the **My Login** link.

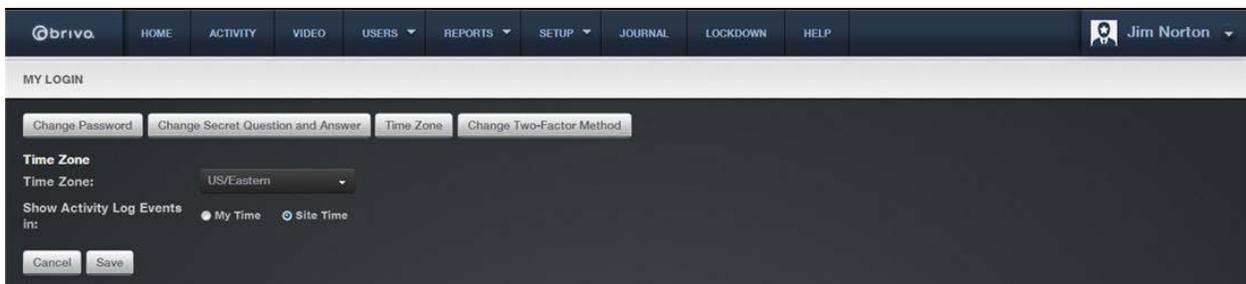


Figure 99. Set Time Zone

Click the **Time Zone** link. The Time Zone page displays.

Select your time zone from the **Time Zone** dropdown list.

In the Show Activity Log Events in field, click either My Time or Site Time.

Click **Save**. Activity Log events will begin displaying in the specified mode.

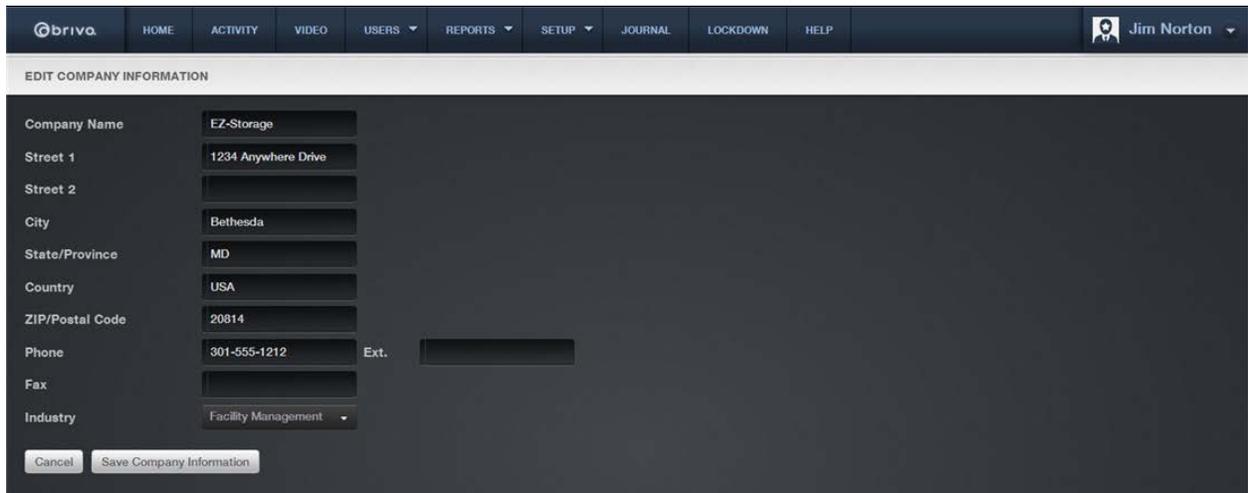
## Managing Company Information

The Company Information page displays the name and address of your company. Typically, this information will be entered at the time the account is created. The Master Administrator and *all* Senior Administrators can edit company information at any time.

### To edit company information:

From the **Setup** dropdown menu, choose the **Accounts** tab and click on the **Company Info** link. The Company Information page displays.

Click **Edit Company Information** near the top of the page. The Edit Company Information page displays.



The screenshot shows the 'EDIT COMPANY INFORMATION' page in the Brivo Onair interface. The page has a dark theme and a navigation bar at the top with the Brivo logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. A user profile for 'Jim Norton' is visible in the top right. The main content area contains a form with the following fields and values:

Field	Value
Company Name	EZ-Storage
Street 1	1234 Anywhere Drive
Street 2	
City	Bethesda
State/Province	MD
Country	USA
ZIP/Postal Code	20814
Phone	301-555-1212
Ext.	
Fax	
Industry	Facility Management

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Company Information'.

Figure 100. Edit Company Information

Update the desired fields. All of the fields on this page may be edited. **Company Name, Street 1, City, State/Province, ZIP/Postal Code, and Phone** are required fields. **Street 2, Ext., Fax, and Industry** are optional.

Click **Save Company Information**. You are returned to the Company Information page with the updates displayed.

## Managing Account Settings

The Account Settings screen allows for an administrator to enable or disable certain tools in an account, including user activation, use of Brivo Mobile Pass, self-serve password reset, and soft lockout for self-serve password reset. Additionally, the Account Settings tab is where setup for third party integrations is configured.

### To manage account settings:

From the **Setup** dropdown menu, choose the **Accounts** tab and click on the **Account Settings** link. The Account Settings page displays.

If you would like all users to be created as suspended, check the **Create users as suspended** box.

	<p><b>NOTE:</b></p> <p><i>By default, new users are created as activated. In order to create users as suspended, the box must be checked.</i></p>
---	---

To enable the self-serve password reset option on the account, check the **Enable self-serve password reset** box.

To enable soft lockout for self-serve password reset, check the **Enable soft lockout** box. Choose the soft lockout timeout period by filling in the box. The default is one minute.

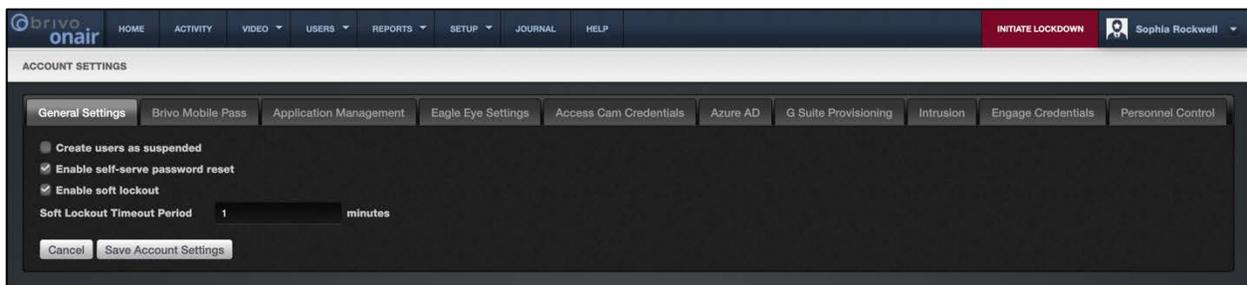


Figure 101. Edit General Settings

To manage Brivo Mobile Pass:

For administrators using Brivo Mobile Pass, click on the **Brivo Mobile Pass** tab on the Account Settings page. The **Brivo Mobile Pass** tab displays.

To enable Brivo Mobile Pass functionality, check the **Enable Brivo Mobile Pass** box. To display a particular logo when assigning a Brivo Mobile Pass, click on the **Upload Logo** button and a **Select Image File** popup window appears. Select an image (.gif, .jpg, or .png file types only) and click the **Upload** button. This logo will appear when you assign a Brivo Mobile Pass to a user.

	<p><b>NOTE:</b></p> <p><i>By default, Brivo Mobile Pass functionality is enabled providing each account with five free Brivo Mobile Passes when the account is created.</i></p>
---	---

To utilize the Trusted Network Policy functionality in your Brivo Onair account, locate the site that you want to activate from the available list and click on the **+ Add Network** button. The **Input Network SSID** field will appear.

	<p><b>NOTE:</b></p> <p><i>The Trusted Network Policy ensures your Brivo Mobile Pass holders only open doors when connected to the verified network name entered for each site.</i></p>
---	--

Type in the **Network SSID** (usually the name of the WiFi network) and click on the **Confirm Network** button. The grey **Off** button will change to a green **On** button and the WiFi network name (Network SSID) will appear. To remove a **Network**, click on the grey minus symbol (-) next to the **Network** name. If this is the only **Network**, the green **On** button will change back to a grey **Off** button.

	<p><b>NOTE:</b></p> <p><i>To view a subset of the sites based on name, type in a single letter or group of letters in the <b>Site</b> filter. The page automatically refreshes, displaying only those sites related to that letter(s). Click on the <b>Clear</b> button to return to the complete list of sites on the account.</i></p>
---	---

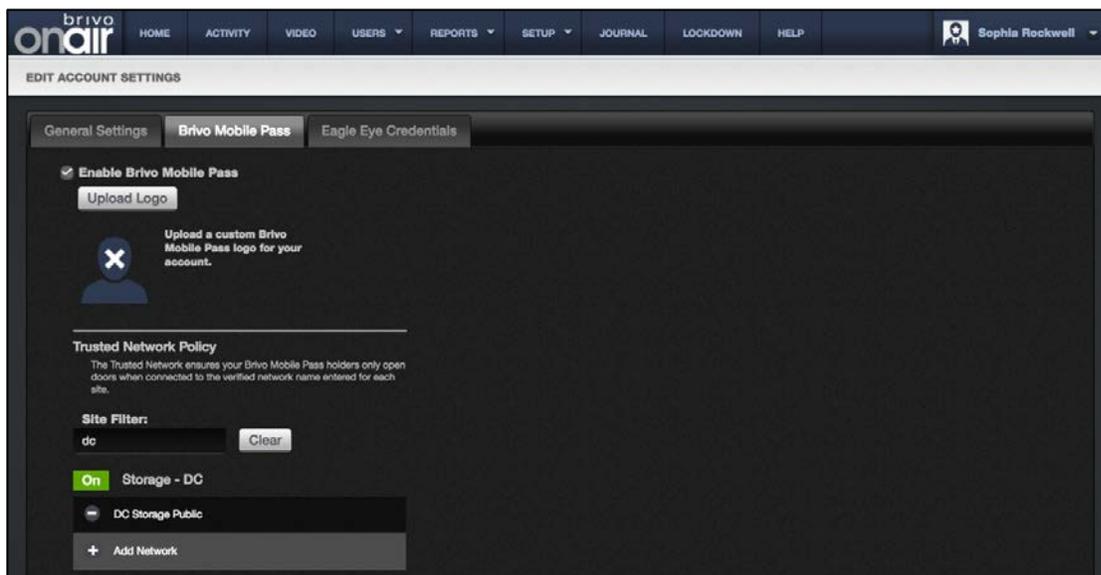


Figure 102. Brivo Mobile Pass Settings

To manage Application Management:

For administrators using Brivo Onair API integration, click on the **Application Management** tab on the Account Settings page. The Create a New Application page displays.

Enter the **Application Name**, **Description**, select an **Authentication Type**, and enter the **Redirect URL** and click the **Create Application** button. The information entered will appear in the **Account Owned Applications** field below.

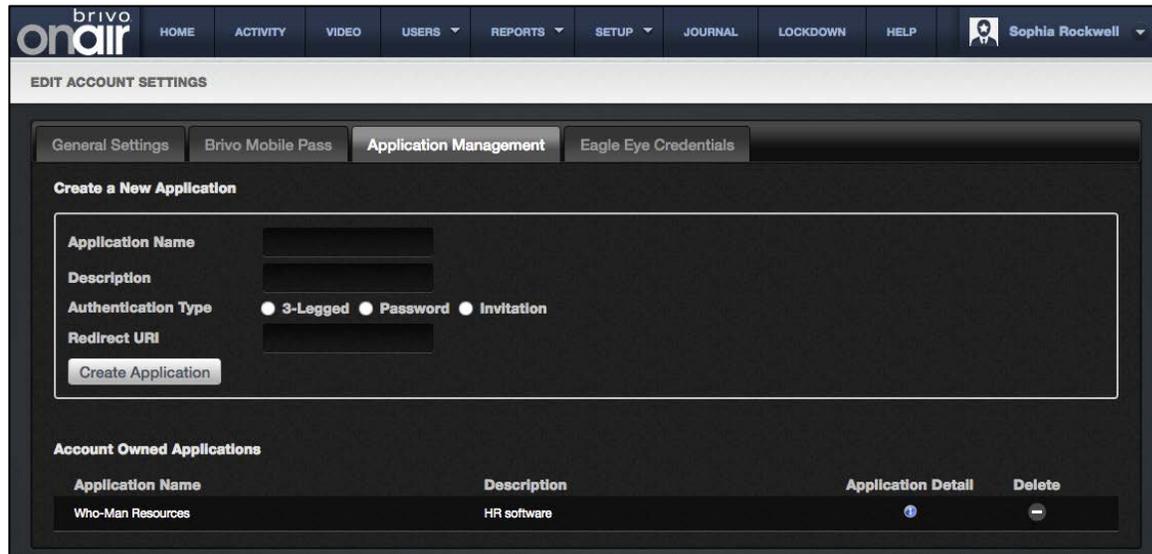


Figure 103. Application Management

Clicking on the **Application Detail** button reveals the **Application Details** popup window with a list of Client ID, Client Secret, Grant Types, and Redirect URL.

To delete an account owned application, click on the **Delete** button.

To manage Eagle Eye Settings:

For administrators using Eagle Eye integration, click on the **Eagle Eye Settings** tab on the Account Settings page. The Eagle Eye Settings tab displays.

Enter your Eagle Eye **Account Username** and **Account Password** in the fields provided. Select the number of **HD Stream Limit** from the dropdown menu. Once finished, click **Save**.

Once the Eagle Eye Settings have been saved, you will receive a green message saying that your Eagle Eye credentials are verified and saved. Two new features are now enabled when this process is successful.

You may click on the **View Eagle Eye** shortcut button on the **Home** page which will take you to the Eagle Eye user interface using the Eagle Eye credentials you entered.

Clicking on the **Eagle Eye Settings** tab gives you to have the capability of adding Eagle Eye cameras to your Brivo Onair account under Setup -> Account Settings.

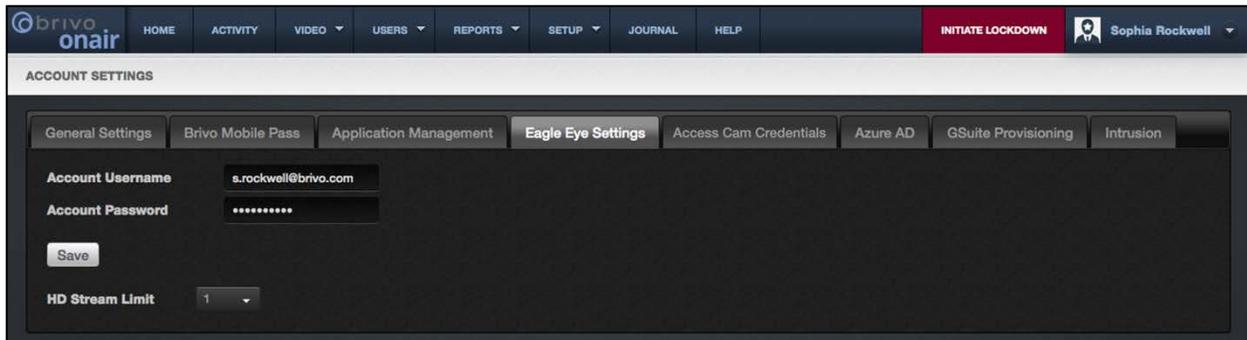


Figure 104. Eagle Eye Credentials

To manage Access Cam Credentials:

For administrators using Brivo Access Cam, click on the **Access Cam Credentials** tab on the Account Settings page. The Access Cam Credentials tab displays.

Enter your Access Cam **Account Username** and **Account Password** enables Brivo Access Cam functionality in your Brivo Onair account. In order to adjust Access Cam camera settings, download and install either the Windows or Mac versions of the Brivo Access Cam application.

	<p><b>NOTE:</b></p> <p><i>Please contact your dealer to acquire your Access Cam Account Username and Account Password.</i></p>
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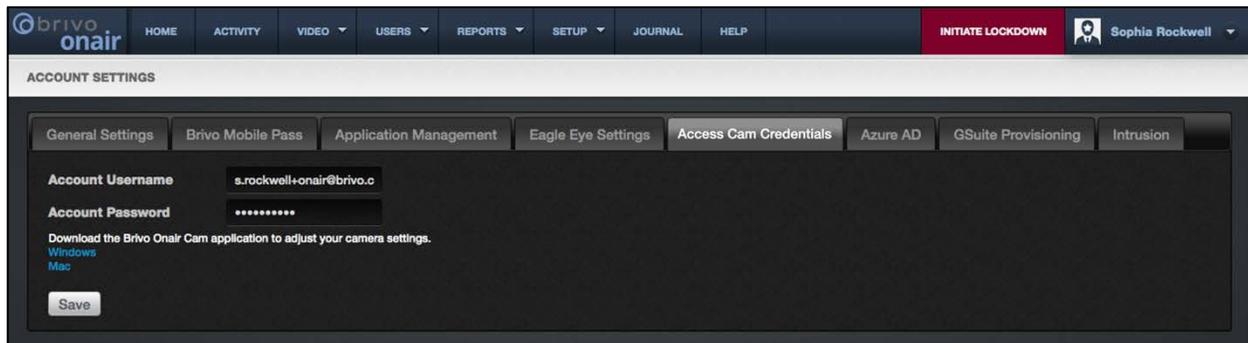


Figure 105. Access Cam Credentials

Once finished, click **Save**.

To manage Azure Active Directory:

For administrators using Azure Active Directory, click on the **Azure AD** tab on the Account Settings page. The Azure Active Directory tab displays.

To verify your identity as a valid administrator, enter your password into the **Onair Password** field and click on the **Submit** button.

The **Tenant URL** and **Secret Token** fields display with the information necessary to enable Azure Active Directory integration with your Brivo Onair account. You may press the **Copy Token** button to copy the Secret Token.

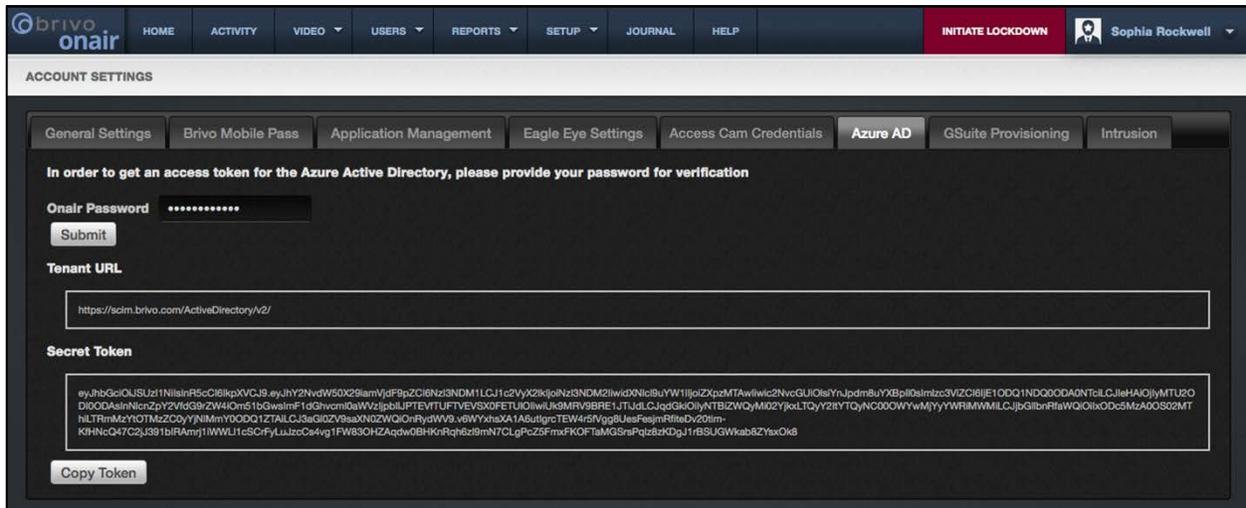


Figure 106. Azure Active Directory

To manage GSuite Provisioning:

	<p><b>NOTE:</b></p> <p><i>The steps laid out in the GSuite Identity Connector Configuration Guide must be completed prior to provisioning GSuite in your Brivo Onair account.</i></p>
---	---

For administrators using GSuite integration, click on the **GSuite Provisioning** tab on the Account Settings page. The GSuite Provisioning tab displays.

To verify your identity as a valid administrator, enter your password into the **Onair Password** field and click on the **Submit** button.

Click on the **Add new integration** button and the **Add Integration** pop-up window appears.

Enter the **Domain** (This is the domain that will be used to get the users/administrators and groups and provision them into your Brivo Onair account).

Enter the **Google admin email** (This is the Google administrator who will generate the p12 file and the service account email, following the steps laid out in the GSuite Identity Connector Configuration Guide)

Enter the **Service account email** that was used during the GSuite setup process.

Click the **Upload p12** button to upload the p12 private key that was saved to your local system during the GSuite setup process.

Click **Test Configuration** to determine if the information you have entered is valid. If not, an error message will appear.

Click the **Source GSuite Groups** button to select the groups you want to be used at provisioning. Once the groups are selected, click on the **Select GSuite Groups** button and you will be returned to the Add Integration screen with the selected groups listed.



Figure 107. GSuite Provisioning

Once finished, click on the **Save Configuration** button and you are returned to the Account Settings page.

To manage Intrusion:

For administrators using Alula integration for Intrusion detection, click on the **Intrusion** tab on the Account Settings page. The Intrusion tab displays.

For Brivo Onair accounts with multiple sites, enter the **EXACT** site name in the **Site Filter** field.

Enter the **Username** and **Password** from your Alula account and then click on the **Add Credentials** button.

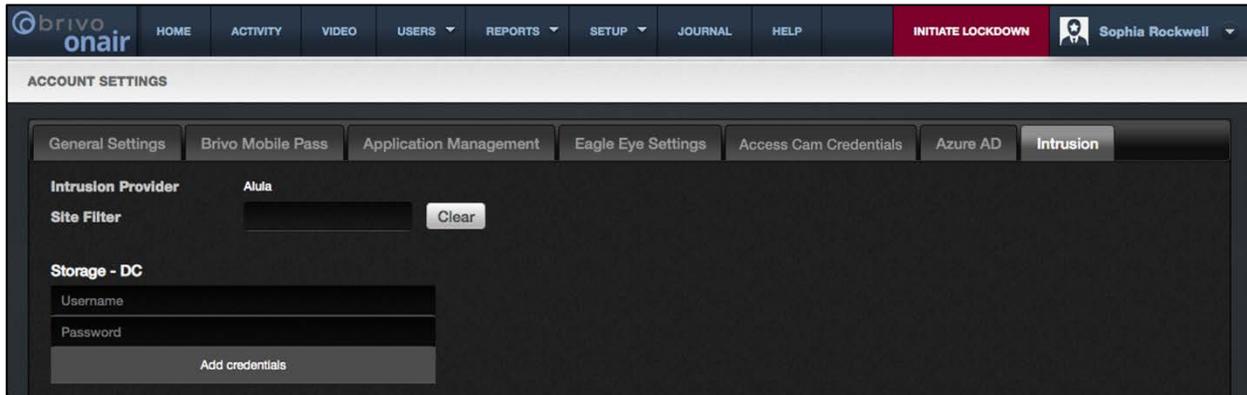


Figure 108. Adding Credentials for Intrusion Provider

The Intrusion Provider tab will now display the Username associated with the selected site.

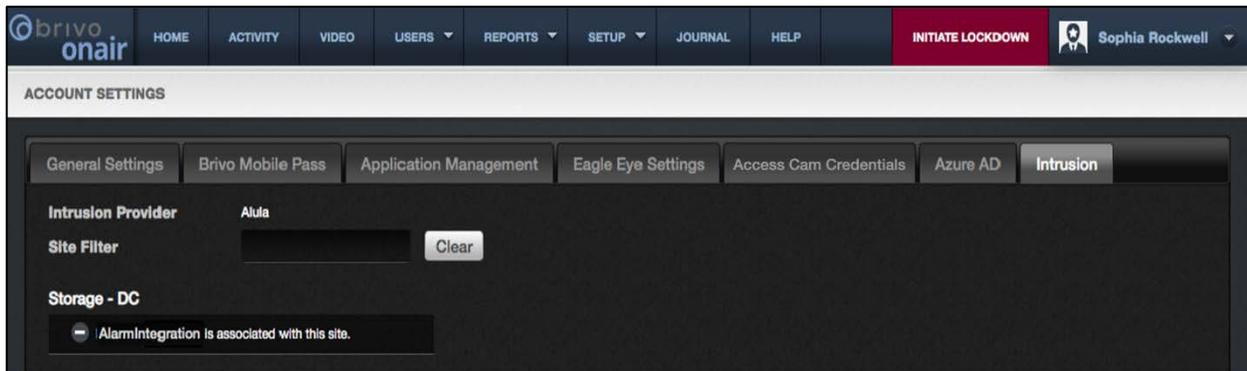


Figure 109. Intrusion Site Association

To manage Personnel Control:

For administrators using personnel control, click on the **Personnel Control** tab on the Account Settings page. The Personnel Control tab displays.

Enable the feature by clicking the **Enable Personnel Control Configuration** checkbox. Disabling the feature will require the checkbox to be unchecked.

	<p><b>NOTE:</b></p> <p>When disabling this feature, all suspended users will be reinstated. It is recommended that all users whom you want to keep suspended should be put in a group and added as an Excluded Group in the <b>Excluded Groups</b> field.</p>
---	---

Click on the **Choose** button next to Checkpoint Devices to select the device(s) you want to use to reinstate users. Once a user uses their credential at this reader, that user's status will change to active.

Click on the **Choose** button next to Excluded Groups to select the group(s) whose users you want to remain active and not change to suspended.

Any users who are a part of an excluded group will not change status. For example, if a user who is a part of an excluded group is currently active, their status will not change.

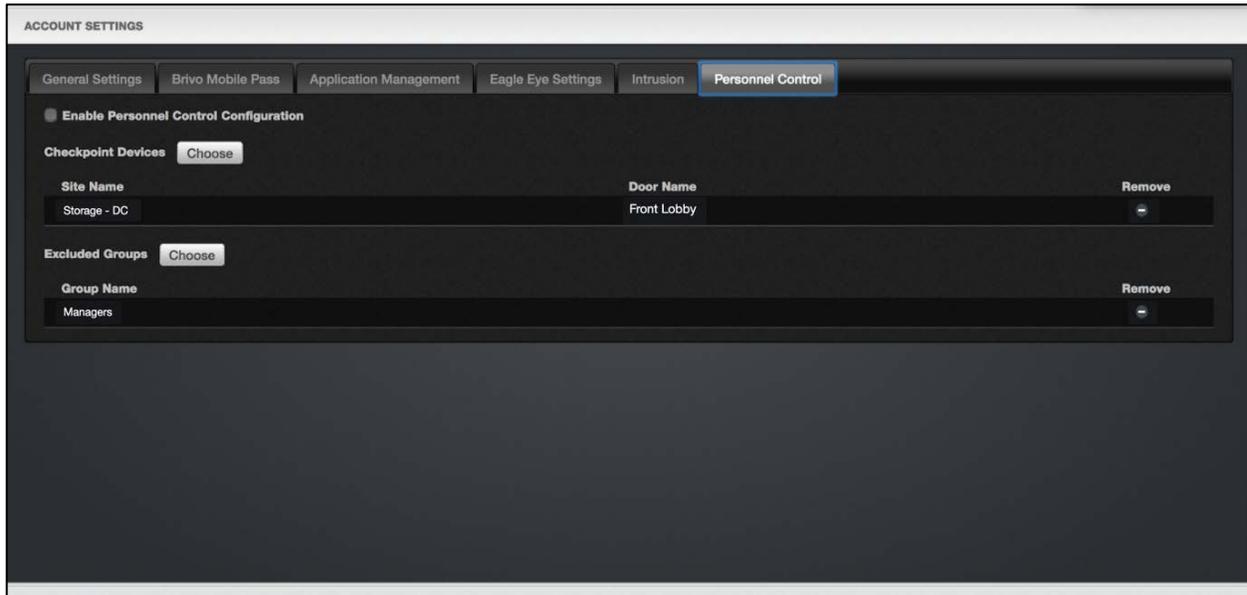


Figure 110. Personnel Control

## 7. Administrators

## What are Administrators?

An Administrator is a person who administers an account. Administrators access and manage an account through the Brivo Onair interface. There are four types of Administrators:

*Master Administrator:* Each account must have one and only one Master Administrator. The Master Administrator can operate on all account data, as well as view, create, edit and delete Super, Senior and Assistant Administrators.

*Super Administrator:* An account may have multiple Super Administrators. Super Administrator permissions are granted by the Master Administrator or another Super Administrator. A Super Administrator is actually a Senior Administrator (refer to description below) with “super” permissions. Super Administrators are Senior Administrators who can view, create, edit and delete all other Administrators except the Master Administrator.

*Senior Administrator:* An account may have multiple Senior Administrators. Senior Administrator permissions are granted by the Master Administrator or a Super Administrator. Senior Administrators can operate on all account data but cannot manage other Administrators.

*Assistant Administrator:* An account may have multiple Assistant Administrators. Assistant Administrator permissions are granted by the Master Administrator or a Super Administrator. Assistant Administrators have access to only a subset of the account data. Depending on their permissions, they may be able to view and/or manage some site and group data, but they cannot view or manage other Administrators.

## Administrators vs. Users

Throughout Brivo Onair, the term *Administrator* refers to an individual who has access permissions to the interface. Administrators manage the interface itself.

The term *user*, on the other hand, refers to an individual who has access privileges to a building or some part of a building. Users do not have direct access to Brivo Onair. Instead, Administrators add and manage user-related information in the interface.

Typically, all Administrators will also be defined as users in the interface, but most users will *not* also be defined as Administrators.

## Browsing the Administrators Directory

The Administrators directory displays a list of all Administrators actively associated with an account. Administrators are organized first by status (Master, Senior or Assistant) and then alphabetically.

### To view the list of Administrators for your account:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

ADMINISTRATORS					
<b>Master Administrator</b>					
Name	Admin ID	Phone	E-mail	Last Logged In	
Rockwell, Sophia	ezs100	301-555-1234	sophia.rockwell@ezstor.com	2/13/20 10:00:43 AM EST	
<b>Senior Administrators (New)</b>					
Name	Admin ID	Phone	E-mail	Last Logged In	Delete
Healey, Jonathan	ezs101	301-555-1349	jonathan.healey@ezstor.com	9/23/15 7:59:08 AM EDT	
Sabot, Lori	ezs102	301-555-1212	lori.sabot@ezstor.com	5/9/11 1:20:35 PM EDT	
<b>Assistant Administrators (New)</b>					
Name	Admin ID	Phone	E-mail	Last Logged In	Delete
Bibaretta, Carla	ezs109	301-555-1212	c.bibaretta@ezstor.com	11/11/11 8:48:25 AM EST	
Davidson, John	ezs110	201-555-1212	j.davidson@ezstor.com	5/12/11 11:01:39 AM EDT	
Domingo, Lisa	ezs103	301-555-2971	lisa.domingo@ezstor.com	7/14/11 8:34:03 AM EDT	
Johnson, James	ezs104	301-555-3610	james.johnson@ezstor.com	7/14/11 8:36:33 AM EDT	
Manager, Temp	ezs105	301-555-5050	lt.test@ezstor.com	7/13/11 12:47:42 PM EDT	
Norton, Cathy	ezs106	301-555-1212	cathy.norton@ezstor.com	6/28/11 10:49:02 AM EDT	
Voss, Genna	ezs108	301-555-1212	g.voss@ezstor.com	5/11/11 3:12:36 PM EDT	
Wright, Alan	ezs107	301-555-1212	alan.wright@ezstor.com	5/8/11 2:04:35 PM EDT	

Figure 111. View Administrators Directory

Your Administrator permissions determine which Administrators are listed on this page.

The Master Administrator and Super Administrators will see a complete list of *all* Administrators for the account.

Senior and Assistant Administrators will see only the Master Administrator and their own names listed.

Your Administrator permissions also determine what actions you can perform on this page.

The Master Administrator and Super Administrators can view Administrator details, as well as create, edit and delete Super, Senior and Assistant Administrators.

Senior and Assistant Administrators have View access only to the information displayed.

	<p><b>NOTE:</b>  <i>No Administrator can delete him- or herself.</i></p>
--	--

For all viewable Administrators, you will see the following information:

- The Administrator's **Name** in the format Last, First
- An **Admin ID** number, unique to the Administrator
- The Administrator's **Phone** number
- An **Email** address

The final column in the **Administrators** list page details the time and date stamp of when each administrator has logged in.

- Master Administrators can view all Administrator last logins.
- Super Administrators can see all Administrator last logins except the Master Administrator.
- Senior Administrators cannot see any last logins.
- Assistant Administrator cannot see any last logins.

If you have Master or Super Administrator permissions, you will also see a trashcan icon in the **Delete** field for each person listed.

## Viewing Administrator Details

The Administrator detail page provides an overview of the information maintained for a particular Administrator.

### To view the details for a specific Administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Click the Administrator for whom you wish to view details. The associated detail page displays.

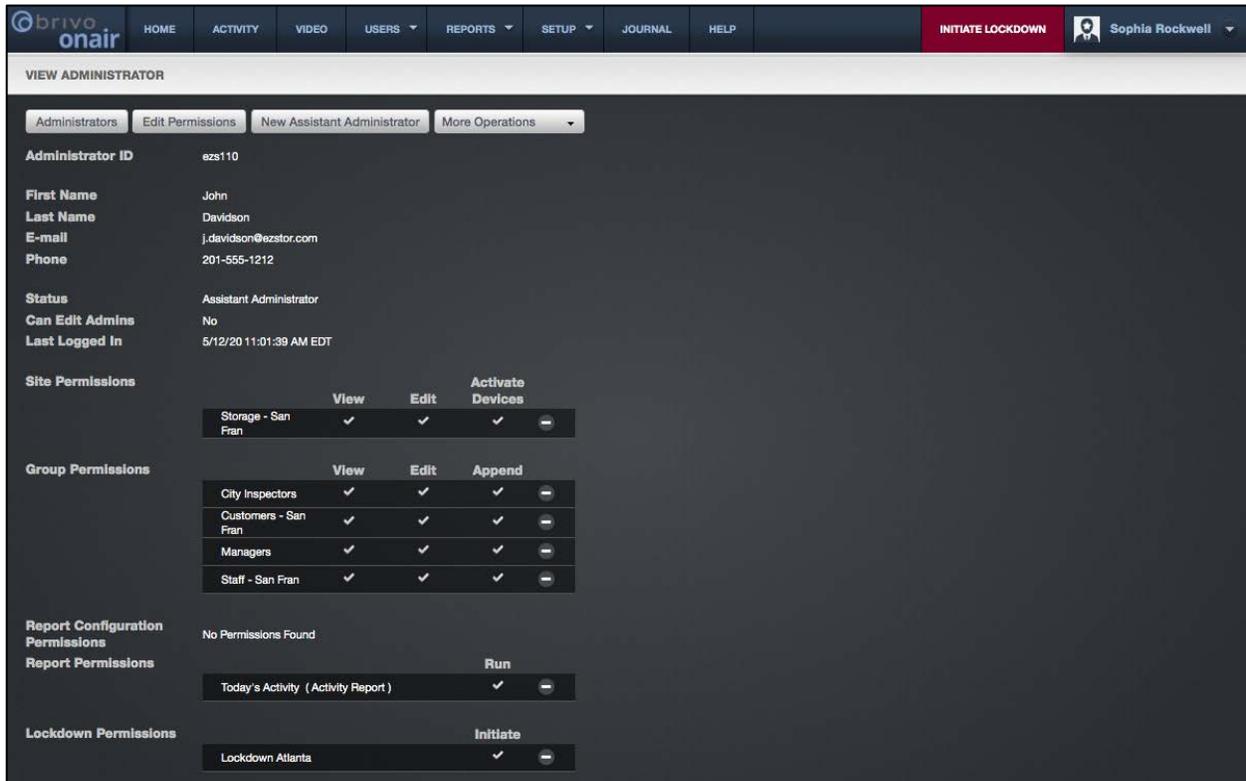


Figure 112. View Administrator Details

Your Administrator permissions determine what actions you can perform on this page. Information displayed on this page includes:

The **Administrator ID**, a unique alpha-numeric ID that identifies the Administrator. This ID determines what access the Administrator has to account data and is also used to track his or her actions in the Journal.

**NOTE:** Administrator IDs cannot be changed. For this reason, you do not want to use an employee's name for an ID in case that person leaves the organization. Instead, you should make it as generic as possible.

The **First Name** and **Last Name** of the Administrator.

The **E-mail** address of the Administrator as well as the **Phone** number.

The **Status** of the Administrator as Master, Senior or Assistant Administrator.

Whether or not the Administrator **Can Edit Admins**.

The time and date stamp of when the Administrator **Last Logged In**.

Which **Site, Group, Report Configuration, Report, and Lockdown** permissions the Administrator has been granted.

Under More Operations:

A **Delete Administrator** link that allows an Administrator with appropriate permissions to delete this Administrator. This option is not present for the Master Administrator.

An **Edit Status** link that lets you change an Administrator's status from Assistant to Senior and vice versa, or to grant or deny Super Administrator permissions to a Senior Administrator. (See *Managing Administrators* for more information.)

An option to **Edit Contact Info** for the Administrator. (See *Managing Administrators* for more information.)

An option to **Edit Permissions** for an Assistant Administrator. (See *Editing Assistant Administrator Permissions* for more information.)

An option to **Bulk Edit Permissions** for an Assistant Administrator. (See *Editing Assistant Administrator Permissions* for more information.)

An option to **Copy Permissions to Template** for an Administrator.

An option to **Copy Administrator Permissions** for an Administrator.

## Copying Administrator Permissions

The Copy Administrator Permissions feature allows the creation of a new Assistant Administrator using the administrator permissions of an already existing Assistant Administrator.

### To copy an administrator's permissions:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Click the Assistant Administrator from whom you wish to copy permissions. The associated detail page displays.

Click the **Copy Administrator Permissions** link. The New Assistant Administrator creation page appears.

Fill in the necessary fields.

Click **Save Administrator**. You are returned to the Assistant Administrator details page.

Figure 113. Copy Administrator Permissions

## Creating an Administrator

An Administrator is a person who manages account data in Brivo Onair. There are four types of Administrators: Master, Super, Senior and Assistant.

Each account can have one and only one Master Administrator. The Master Administrator is created when the account is first set up. The Master Administrator can create new Super, Senior and Assistant Administrators. Super Administrators are actually Senior Administrators with “super” permissions that allow them to view, create, edit and delete other Administrators, as well as oversee permission templates and account settings.

### To create an Administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Click the **New** link associated with the type of Administrator you wish to create: Senior (including Super) or Assistant. Depending on the link you click, either the New Senior Administrator or the New Assistant Administrator page displays.

The screenshot shows the 'NEW SENIOR ADMINISTRATOR' form in the Brivo Onair interface. The form is set against a dark background with light text. The fields are as follows:

- First Name:** George
- Last Name:** Caldwell
- E-mail:** g.caldwell@ezstor.com
- Phone:** 301-555-9852 (with an 'Ext' field next to it)
- Time Zone:** US/Eastern (dropdown menu)
- Can Create, Edit and Delete Admins:** yes (radio button selected, 'no' is also an option)
- Administrator ID:** ezs118 (with a note: 'Username must be between 6 and 30 characters in length.')
- Password:** [masked]
- Confirm Password:** [masked]
- Secret Question:** My dog's name is
- Secret Answer:** Caesar
- Admin Password:** [masked]

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Administrator'.

Figure 114. Create an Administrator

Enter the new Administrator's **First Name**, **Last Name**, **Email Address**, and **Phone** number.

Select a **Time Zone** from the dropdown list.

If you are creating an Assistant Administrator, you can assign a **Permission Template** to the new administrator, select it from the dropdown list. This field does not display for Senior Administrators.

If you are creating a Senior Administrator, click **Yes** or **No** to indicate if this person should be a Super Administrator who can create, edit and delete other Administrators. This field does not display for Assistant Administrators.

Enter an **Administrator ID**. The ID must be unique and 6- to 30-characters long.

Enter a password in the **Password** and **Confirm Password** fields. After you assign the Administrator this password, he or she can change it at any time.

Enter a **Secret Question** and **Secret Answer** for the Administrator. The Administrator can change his or her secret question and secret answer at any time.

Enter **Your Password**. Be sure to enter the password you used to log in to the current session.

Click **Save Administrator**. If you created a Super or Senior Administrator, you are returned to the Administrators directory page. If you created an Assistant Administrator, the View Permissions page displays. For information on managing access permissions for Assistant Administrators see [Editing Assistant Administrator Permissions](#) and [Understanding Administrator Permissions](#).

## Editing Assistant Administrator Permissions

Assistant Administrators can perform routine tasks such as creating, editing and deleting users, monitoring the Activity Log, and running reports. However, the degree to which an Assistant Administrator can view or edit account data is determined by his or her permissions. Account data includes information related to sites or groups.

	<p><b>NOTE:</b></p> <p><i>The process of exposing different sets of account data to different Administrators is called Tiered Administration. Tiered Administration requires careful planning, especially in accounts with multiple sites and Administrators.</i></p>
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### To edit an Assistant Administrator's permissions:

If you are not already on the Edit Permissions screen from having just created a new Administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Click the Assistant Administrator you wish to edit. The Administrator detail page displays.

Click **Edit Permissions**. The Edit Permissions page displays, showing only that information to which you have access and for which you have permission to make changes.

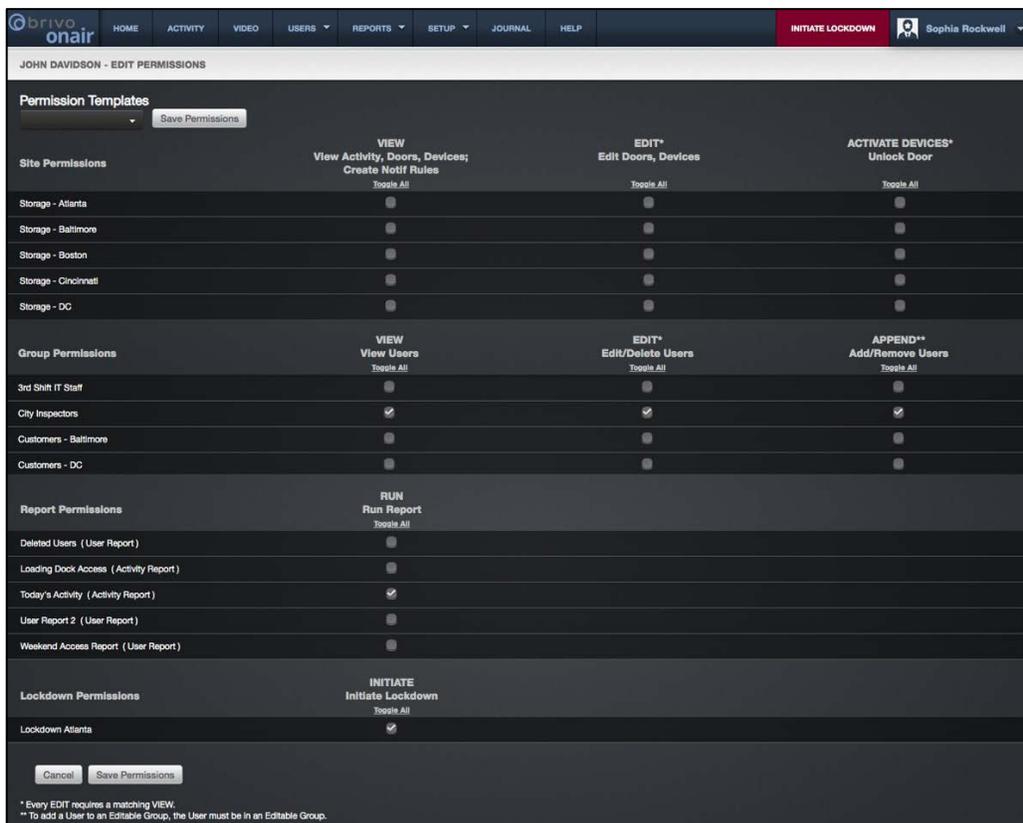


Figure 115. Edit Assistant Administrator Permissions

### Site Permissions

To grant an Assistant Administrator permission to view site-specific data, click the **View** box associated with the desired site(s).

To grant an Assistant Administrator permission to *edit* site-specific data, click the **Edit** box associated with the desired site(s).

To grant an Assistant Administrator permission to *activate devices* for specific sites, click the **Activate Devices** box associated with the desired site(s).

### Group Permissions

To grant an Assistant Administrator permission to *view* users in a specific group, click the **View** box associated with the desired group(s).

To grant an Assistant Administrator permission to *edit* users in a specific group, click the **Edit** box associated with the desired group(s). Again, when the **Edit** box is clicked, the **View** box is automatically selected as well.

To grant an Assistant Administrator permission to *add and remove users* from a specific group, click the **Append** box associated with the desired group(s).

	<p><b>NOTE:</b></p> <p><i>Understanding the following relationships between the checkboxes will make it easier for you to manage permissions on this page.</i></p> <ul style="list-style-type: none"> <li>○ Click <b>Check All</b> at the top of any column to check that level of access for all listed sites or groups.</li> <li>○ <b>Check All</b> is not a toggle. It cannot be used as an Uncheck All option.</li> <li>○ When <b>Edit</b> is clicked, <b>View</b> automatically becomes selected as well.</li> <li>○ If <b>Edit</b> and <b>View</b> are both checked, de-selecting <b>View</b> automatically de-selects <b>Edit</b> as well.</li> <li>○ De-selecting <b>Edit</b> does <i>not</i> automatically de-select <b>View</b>.</li> <li>○ Clicking <b>Append</b> does not affect <b>View</b> and <b>Edit</b> in any way.</li> </ul>
---	---

### Report Permissions

To grant an Assistant Administrator permission to *run* a specific report, click the **Run** box associated with the desired report.

### Lockdown Permissions

To grant an Assistant Administrator permission to initiate a specific Lockdown Scenario, click the **Initiate** box associated with the desired Lockdown Scenario.

Click Save Permissions.

If you are creating a new Assistant Administrator, verify the permissions you've assigned. First, record the ID and password created for the new Administrator, then log off and log back in using that ID and password. This lets you experience the interface from the Administrator's perspective. If necessary, log back in as yourself and edit the permissions using the steps outlined above

	<p><b>NOTE:</b></p> <p><i>Assistant Administrators can only run existing reports. They cannot create their own reports, edit existing reports, or delete existing reports. Additionally, Assistant Administrators cannot be assigned permissions to run reports marked as private.</i></p>
---	--

	<p><b>NOTE:</b></p> <p><i>Assistant Administrator's reports may be different than what the Senior/Super/Master Administrator sees.</i></p> <ul style="list-style-type: none"><li>○ The Assistant Administrator will not see any deleted users in a user report.</li><li>○ The Assistant Administrator will not see any users in groups he/she does not have permission to in user reports.</li><li>○ The Assistant Administrator will not see any activity for sites he/she does not have permission to in activity reports.</li><li>○ If a user report contains the <b>Group Name</b> user field, the Assistant Administrator will not see any groups he/she does have permission to.</li><li>○ If a user report contains the <b>PIN</b> user field, the Assistant Administrator will see a masked PIN if the Assistant Administrator cannot edit that user.</li></ul>
---	---

## Permission Templates

A set of administrator permissions can be saved as a template and applied later to an existing administrator or to a new administrator at the time of creation. Permission Templates can be created from scratch or by copying an existing administrator's permissions as a template.

	<p><b>NOTE:</b></p> <p><i>Changing the permission template will not affect the permissions of any administrator who has been assigned permissions from that template in the past. <b>There is no relationship maintained between an administrator and a permission template after the template is used by that administrator.</b></i></p>
---	---

### To create a permission template from scratch:

From the **Setup** tab, choose the **Account** tab then click the **Permissions** tab. The Administrator Permission Templates page displays.

Click the New Permission Template link.

Enter a **Name** for the template.

Enter the **View**, **Edit**, and **Activate Devices** choices under **Site Permissions** that you want this template to have.

Enter the **View**, **Edit**, and **Append** choices under **Group Permissions** you want this template to have.

Enter the **Run** choices under the **Report Permissions** you want this template to have.

Click **Save**. You are returned to the Administrator Permission Templates list page.

### To create a permission template from an existing administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Select the Assistant Administrator whose permissions you wish to copy to a template.

Click on the Copy Permissions to Template link.

Enter a **Name** for the template.

Click **Save**. You are returned to the Administrator Permission Templates list page.

### To apply a permission template to an existing administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrator directory displays.

Select the Assistant Administrator you want to assign a permission template to. The Administrator details page displays.

Click on Edit Permissions link.

Directly below the name is the **Permission Templates** dropdown menu. Click on the dropdown list and select the template you wish to assign.

Click **Save**.



**NOTE:**

*To assign a permission template to a new Assistant Administrator, follow the instructions under [Creating a New Administrator](#).*

## Understanding Administrator Permissions

Assistant Administrators have two types of permissions: general permissions that are automatically granted to all Administrators, and assigned permissions that are granted on the Edit Permissions page. *The Master Administrator and all Senior Administrators are automatically granted all assigned permissions.*

### General Permissions

- View all schedules
- View all holidays *as they pertain to viewable sites (sites for which the Administrator has View access)*
- View all unassigned cards (cards not currently assigned to a user)
- View all unaffiliated users (users not currently associated with a group)
- Edit personal password, secret question and secret answer
- Edit personal contact information (name, phone number and email address)
- Edit personal interface preferences
- View company information (company name and address)
- View the name, phone number and email address of the Master Administrator
- View personal actions in the Journal
- View personal permissions *as they pertain to viewable sites and groups*

### Assigned Permissions

#### Site/View permission lets the Assistant Administrator:

- View the site in the Site List
- View the Site detail page
- View the detail page of any door or device associated with the site
- View all site activity in the Activity Log
- Run a report of site activity
- Create email notification rules that apply to the site; and view, edit and delete those rules
- View OVR Camera associated with the site

#### Site/Edit permission lets the Assistant Administrator:

- Edit door settings, of any door that belongs to the site
- Edit the parameters of any device that belongs to the site
- Edit certain parameters of any OVR cameras that belongs to the site

#### Site/Activate Devices permission lets the Assistant Administrator:

- Unlock any door (for the pass through period) that belongs to the site and view video associated with that unlock door action

#### Group/View permission lets the Assistant Administrator:

- View the group in the Group Directory
- View the Group detail page, which lists all doors, floors and valid credential devices accessible to the group
- View a list of users who belong to the group, via the User List
- View the User detail page of any user who belongs to the group
- View cards that belong to users who belong to the group, via the Card Bank

#### Group/Edit permission lets the Assistant Administrator:

- Edit the credentials (card and/or PIN) and personal information of any user who belongs to the group
- Delete any user who belongs to the group

#### Group/Append permission lets the Assistant Administrator:

- View the group in the Group Directory
- View the Group detail page, which lists all doors, floors and valid credential devices accessible by the group

View a list of users who belong to the group who also belong to one of the Administrator's viewable groups  
If the Administrator has Edit permissions for the group, she or he can:

- Create a new user in the group
- Add an existing user to the group *if the user belongs to a group for which the Administrator has Edit permissions*

If the Administrator does not have Edit permissions for the group, she or he can:

- Add an existing user to the group *if the user belongs to a viewable group*
- Remove any user from the group

	<p><b>NOTE:</b> <i>Multiple Group membership requires all control panels in the account to be 4000 series or higher with firmware version 2.0.0 or higher.</i></p>
---	--

	<p><b>NOTE:</b> <i>Assistant Administrators who can only append are not able to suspend/reinstate users.</i></p>
---	--

**Report/Run Permission lets the Assistant Administrator:**

This feature allows an assistant administrator to run existing reports. Assistant Administrators are not able to create their own reports or delete existing reports. They may only edit report configurations if they are given permission to do so.

## Managing Administrators

The Master Administrator and Super Administrators can manage all other Administrators. Senior and Assistant Administrators do not have permission to manage Administrators.

	<p><b>NOTE:</b></p> <p><i>Once the Master Administrator is created it is very difficult to edit that record. Changes to the Master Administrator can only be made through Technical Support.</i></p>
---	--

### To create users as suspended:

From the **Setup** tab, choose the **Account** tab then click on the **Account Settings** tab. The Account Settings page displays.

If you wish to create all users as suspended, click the appropriate checkbox.

Click **Save Account Settings**. All future users will be created as suspended.

### To enable self-serve password reset and soft lockout:

From the **Setup** tab, choose the **Account** tab then click on the **Account Settings** tab. The Account Settings page displays.

If you wish to enable self-serve password reset, click the appropriate checkbox.

If you wish to enable soft lockout, check the appropriate checkbox.

If you check soft lockout, select a soft lockout timeout time period between 1 and 999 minutes.

Click **Save Account Settings**. A message will appear notifying you that your account settings have been successfully updated.

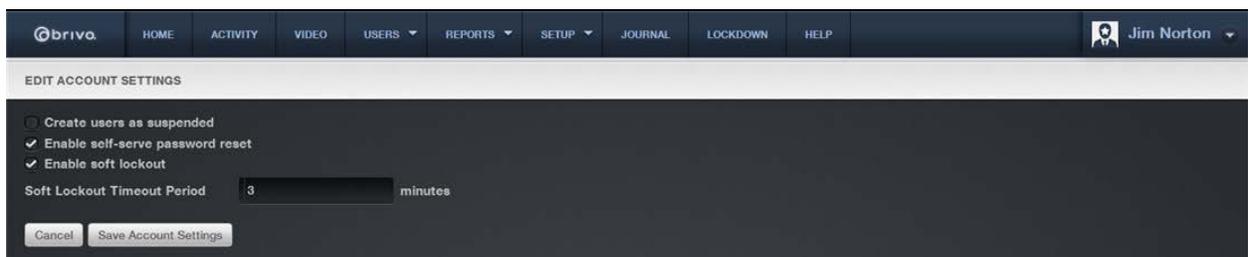


Figure 116. Enabling self-serve password reset and soft lockout

### To change an Administrator's status:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrators directory displays.

Click the Administrator whose status you wish to change. The Administrator detail page displays.

Click the **More Operations** dropdown and then select **Edit Status**. The Edit Status page displays.

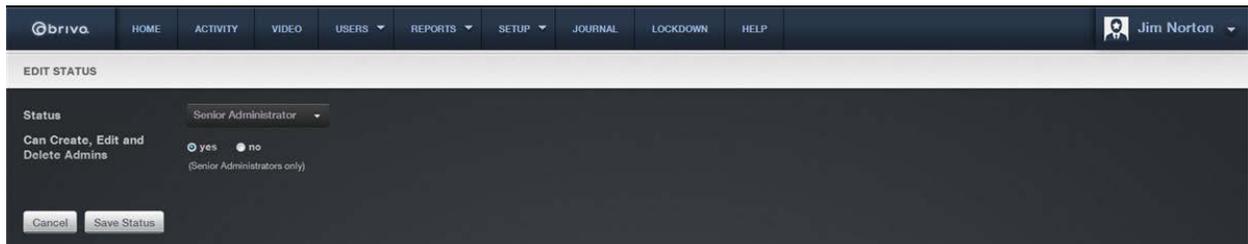


Figure 117. Edit Administrator Status

To give the Administrator “Super” or “Senior” status:

Click **Senior Administrator** on the **Status** dropdown list.

To create a Super Administrator, click **Yes** to indicate the Administrator can create, edit or delete other Administrators. To create a Senior Administrator, click **No**.

Click **Save Status**. The Administrator detail page displays, reflecting the Administrator’s new permissions. **Edit Permissions** is now inactive, since all Senior and Super Administrators are automatically granted the complete set of assigned permissions.

To give the Administrator “Assistant” status:

Click **Assistant Administrator** on the **Status** dropdown list.

Ignore the Can create, edit, delete Admins field.

Click **Save Status**. The Administrator detail page displays, indicating that the Administrator now has no assigned permissions.

Click **Edit Permissions** to grant site- and group-specific permissions to the Administrator. See *Editing Assistant Administrator Permissions* for more information.

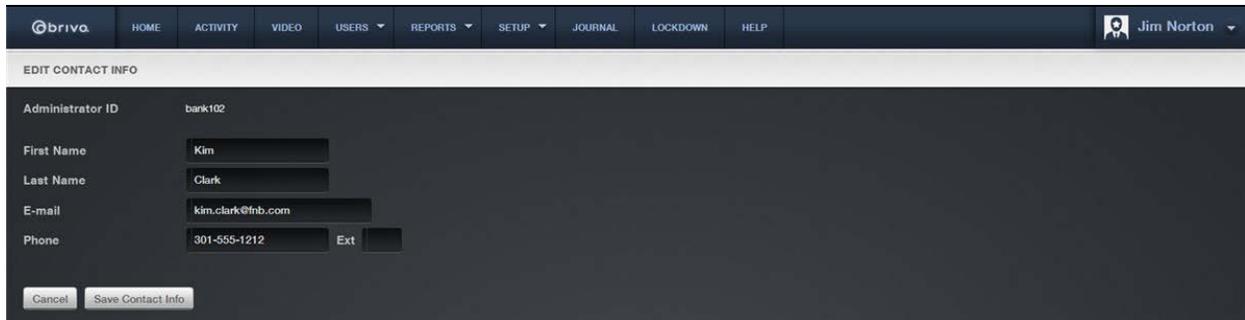
### To edit an Administrator's contact information:

Any Administrator can edit his or her own contact information. The Master and all Super Administrators can also edit the contact information of any other Administrator.

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrators directory displays.

Click the Administrator whose contact information you wish to edit. The Administrator detail page displays.

Click **Edit Contact Info**. The Edit Contact Info page displays.



The screenshot shows the Brivo Onair Administrator interface. At the top, there is a navigation bar with the Brivo logo and several menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. On the right side of the navigation bar, there is a user profile for Jim Norton. Below the navigation bar, the main content area is titled 'EDIT CONTACT INFO'. The form contains the following fields:

- Administrator ID: bank102
- First Name: Kim
- Last Name: Clark
- E-mail: kim.clark@fmb.com
- Phone: 301-555-1212
- Ext: [empty]

At the bottom of the form, there are two buttons: 'Cancel' and 'Save Contact Info'.

Figure 118. Edit Administrator Contact Information

Enter the new contact information in the appropriate fields.

Click **Save Contact Info**. The Administrator detail page displays with the new contact information.

### To delete an Administrator:

From the **Setup** tab, choose the **Account** tab then click on the **Administrators** tab. The Administrators directory displays.

If your Administrator permissions allow this action, the trashcan icon associated with each Administrator is active. Click the icon associated with the Administrator you wish to delete.

Click **OK** in the confirmation prompt. The Administrator directory refreshes and the deleted Administrator is no longer listed.

	<p><b>NOTE:</b></p> <p><i>Creating an Administrator does not simultaneously create a user; user access privileges for an Administrator must be created separately. Likewise, deleting an Administrator does not delete the corresponding user.</i></p>
---	--

## Viewing History

In addition to viewing the entire **Journal** directly, administrators may refine their search by using the **View History** link allowing them to see certain journaled events. Administrators can view the specific history for users, groups, sites, elevators, floors, doors, and devices. As listed above, the Journal shows the **Date/Time**, details of the **Action**, and the Administrator ID of the person who performed the action (**By**) for the specified target.

To View History (for a User)

From the **Users** tab, click on **Users**. The User List displays.

Click on the user whose history you wish to view. The user profile will display.

Click on the **More Operations** dropdown list and select the **View History** link. Any journal activity concerning that user within the past ninety (90) days displays.

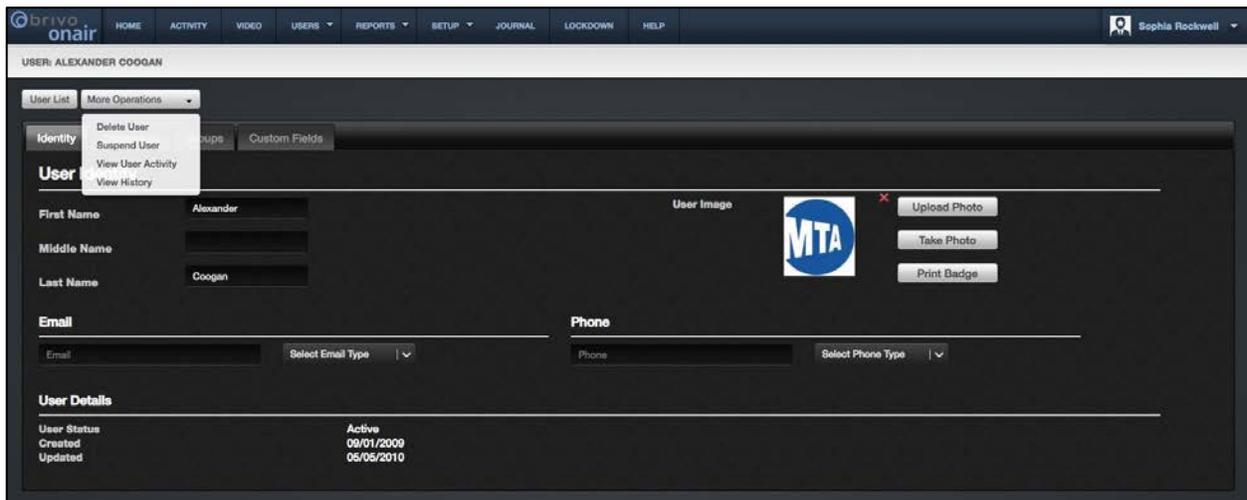


Figure 119. View History Link

## 8. Cards

## What is a Card?

A *card* is a physical credential carried by a user, such as a proximity card, magnetic stripe card, or smart card. It has a number printed on its surface, such as “789” or “00789.”

A user presents his or her card to a card reader — or “swipes” it — to enter a door. The card reader reads the card and sends the data to a control panel, which processes the request.

The card reader flashes green when a valid card is presented, and the door unlocks. If the card is rejected, the card reader flashes red and the door remains locked.

Cards are displayed in alpha-numeric order in the Card Bank, with numeric identifiers listed before alphabetic identifiers.

	<p><b>NOTE:</b></p> <p><i>For card readers without indicator lights, a valid card will still cause the door to unlock; there is just no green light to indicate success or red light to indicate failure.</i></p>
---	---

## Filtering

The filtering system allows administrators to sort results using a variety of criteria. For the card bank, filtering allows for sorting by the following:

**Card #** – all card numbers that start with the provided criteria

**Card Format** - all cards that match the selected card format

**Facility Code** – all cards that match the provided criteria

**Agency Code** – all cards that match the provided criteria

**Assigned** – all cards that are either assigned or unassigned

## Browsing the Card Bank

The *Card Bank* is an inventory of cards associated with an account. It indicates which cards are assigned to users and which cards are unassigned. (Unassigned cards do not allow any type of access to a site.)

Cards can be assigned, revoked or deleted. When a card is assigned, it allows a user access to a site and one or more of its doors. When a card is revoked from a user, it becomes unassigned and can be assigned later to another user. When a card is deleted, it is erased from the account. If deemed appropriate (i.e. a card reported lost or destroyed is later recovered), deleted cards may be recreated.

### To view the list of cards for your account:

From the **Setup** dropdown menu, choose the **Cards** tab then click on the **Card Bank** tab. The Card Bank page displays.

Card #	Card Format	Facility Code	Agency Code	Assigned To	Assign	Revoke	Delete
300	Standard 28 B4	70		Peter Hinkley			
301	Standard 28 B4	70		William Taylor			
302	Standard 28 B4	70		Kevin Lassiter			
303	Standard 28 B4	70		Paula Edison			
304	Standard 28 B4	70		Harold Winslow			
305	Standard 28 B4	70		Robert Ludlow			
306	Standard 28 B4	70		Charles Galway			
307	Standard 28 B4	70		Laurie Fenoler			
308	Standard 28 B4	70		Isaac Blaylock			
309	Standard 28 B4	70		John Delaney			
310	Standard 28 B4	70		John Smith			
311	Standard 28 B4	70		Elaine Baxter			
312	Standard 28 B4	70		Louis Kavanagh			
313	Standard 28 B4	70		Abby Adams			
314	Standard 28 B4	70		Paul Zylow			
315	Standard 28 B4	70		Bob Maxwell			
316	Standard 28 B4	70		Thomas Jayne			
317	Standard 28 B4	70		John Unford			
318	Standard 28 B4	70		Bill Palmer			
319	Standard 28 B4	70		Unassigned			

Figure 120. View the Card Bank

The Master Administrator and *all* Senior Administrators can see all cards associated with an account. Assistant Administrators can see only those cards assigned to users affiliated with groups for which they have Edit permissions, and currently unassigned cards. Cards are listed in numeric order on the Card Bank. For each card, the page displays the card format and the name of the user to whom the card is currently assigned if applicable.

The following functions can be performed on this page:

To scroll forward through the list of cards, click the right arrow in the top right corner. To scroll backward, click the left arrow. To the left of the arrows, the system indicates which set of user records you are currently viewing, for example, "1-20 (of 48)."

To **Filter** the card bank by selecting from the dropdown menu. For example, to locate all cards using “Standard 26 Bit” card format, select Card Format from the filter and “Standard 26 Bit” from the options dropdown and click **Go**. The results will display below.

Once a **Filter** has been selected, the option exists to bulk delete cards in the Card Bank that meet those filtered requirements using the **Delete All** button that appears. A pop-up window appears asking for confirmation of the deletion. To proceed with the bulk deletion, press **OK**.

To jump to a specific card, enter the card number in the **Jump to** field located in the bottom left corner of the page, and then press **Enter**.

Click **Print All Cards** in the bottom right corner of the page to display a report of all cards in a popup window.

Click the name in the **Assigned To** field to access the detail page for a specific user.

Cards that are not currently assigned to a user have a green arrow and an icon displayed in the **Assign** field. Click the icon and a pop-up window appears asking if you wish to assign the card to a **New User** or an **Existing User**. Click on **New User** to access the New User page, on which you can assign the card to a new user. Click on **Existing User** to call up a pop-up window with the current User List. Click on the existing user to which you wish to assign the card. The **Edit User** page for that existing user appears with the selected card now added to the **Added Cards** field. Click **Save User** to complete the process. A green message bar will appear across the top of your screen informing you that the user profile has been edited.

Cards that are currently assigned to a user have a red arrow and an icon displayed in the **Revoke** field. Click the icon to revoke a card for a user, making the card unassigned, and possibly leaving the user without access privileges.

To delete an individual card from the Card Bank, click the associated delete icon. If you delete a card currently assigned to a user, that user loses access privileges.

## Adding Cards

There are two ways to add cards to the Card Bank. A range of cards may be added all at once by defining the first and last External Numbers for the set. For example, you can add 100 cards all at the same time by specifying the first card's External Number (e.g., 3000) and the last card's External Number (e.g., 3100). All Administrators can add cards using this procedure.

Alternatively, you can add individual cards on an as-needed basis through a process referred to as "swipe-to-enroll." The Master Administrator, all Senior Administrators, and Assistant Administrators with permissions at the site where the card is "swiped" can add cards in this manner.

Procedures for both methods are described below.

	<p><b>NOTE:</b></p> <p><i>You can have cards with the same external number, but the combination of card number, facility code, and format must be unique within an account. For example, you can have two cards that both have card number 42, as long as they have different facility codes.</i></p>
---	---

### To add a set of cards to the Card Bank:

From the **Setup** dropdown menu, choose the **Cards** tab then click on the **Add Cards** tab. The Add Cards page displays.

	<p><b>NOTE:</b></p> <p><i>You may add a maximum of 1000 cards at one time.</i></p>
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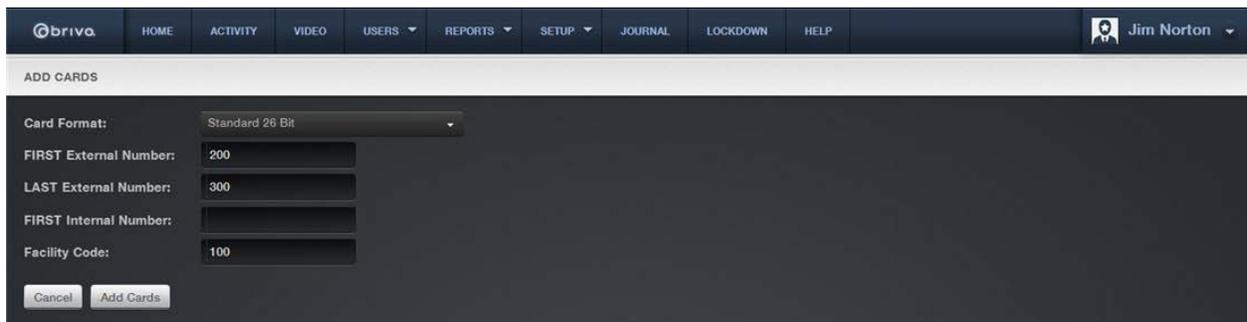


Figure 121. Add Cards to the Card Bank

Click the appropriate **Card Format** on the dropdown list. The default is **Standard 26 Bit**.

	<p><b>NOTE:</b></p> <p><i>Certain card formats have additional required fields. The information to be entered into these fields should be provided in the documentation accompanying the cards.</i></p>
---	---

	<p><b>NOTE:</b></p> <p><i>If entering License Plate numbers as credentials, do not enter them into the Card Bank using Brivo Onair. While License Plate numbers will appear in the Card Bank in Brivo Onair, this functionality is designed to only be used through the Brivo Access interface.</i></p>
---	---

Enter the **FIRST External Number** and **LAST External Number**. The external number is the number printed on the card's surface. For example, card #200 will have "200" or "00200" printed on its corner. The external number is a reference to the card itself within the set (i.e. "John Doe has card #200 of 300 cards"). External numbers must be unique; your account cannot have two cards with the same external number).

Enter the **FIRST Internal Number** if the internal numbers and external sequences are different. The internal number is part of the card's embedded value. The internal number and external number are often the same, but in some cases, they are offset. For example, you can have a series of 100 cards in which the external numbers are 3001-3100 and the internal numbers are 5001-5100.

Only enter information into the **Optional Card Offset** if instructed to do so by Brivo Technical Support.

If required by the card format, enter the Agency Code, System Code, Credential Series, Individual Credential Issue, Person Identifier, Organizational Category, Organizational Identifier, Person/Organization Association Category, Credential Number, and/or Vendor Code. The information in these fields should have been provided along with the credentials.

If required by the card format, enter the **Facility Code** that came from the card manufacturer. Not all cards have facility codes.

Click **Add Cards**. The confirmation prompt at the top of the screen should indicate how many cards were added to the system.

Click **Card Bank** to view the new cards.

## Unknown Cards

The following functions can be performed on this page:

To **Filter** the Unknown Cards by selecting from the dropdown menu. For example, to locate all unknown cards from the "Storage DC" site, select Site Name from the filter and enter "Storage DC" in the text field and click **Go**. The results will display below.

To jump to a specific time, click on the time and all unknown card events after that occurred after that time will display.

### To add individual cards through swipe-to-enroll:

Using a card that has not yet been added to the Card Bank, swipe it through your card reader. The card is automatically added a list of "unknown cards."

From the **Setup** dropdown menu, choose the **Cards** tab then click on the **Unknown Cards** tab. The Unknown Cards page displays.

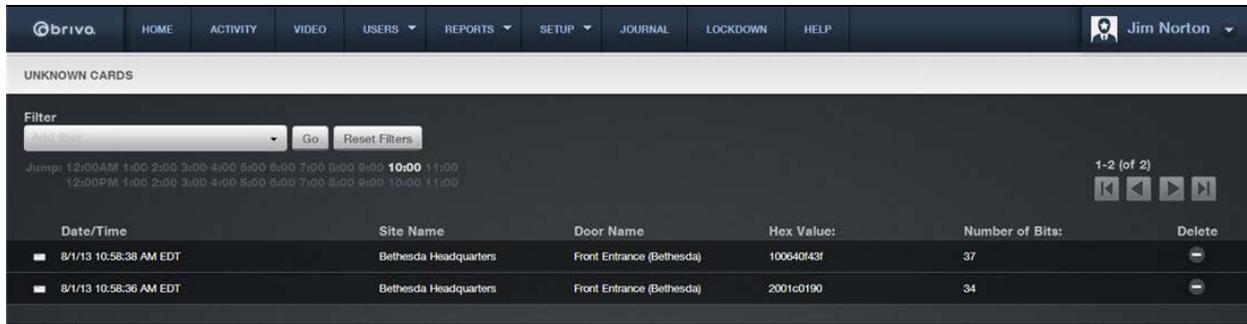


Figure 122. View Unknown Cards

This page indicates the **Date/Time** that the unknown card was enrolled in the system, as well as the **Site Name** and **Door Name** at which it was swiped. A **Hex Value** and **Number of Bits** are also identified for the card. Click the Hex Value of the card you want to add to the Card Bank. The Add Unknown Card page displays.

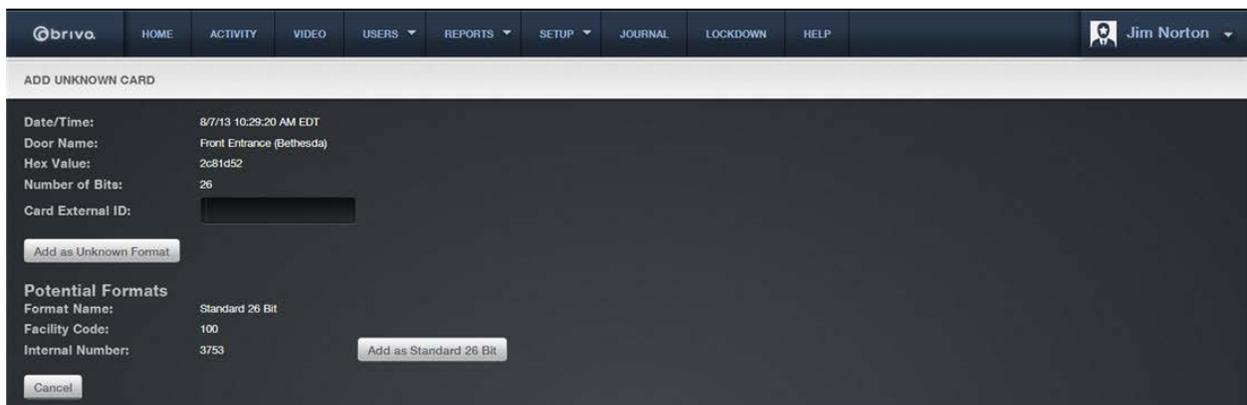


Figure 123. Add an Unknown Card

In the **Card External ID** field, enter an identifying label for the card, such as the name of the person to whom the card will be assigned.

Click **Add as Unknown Format**. A green message bar displays stating that the card has been added to the Card Bank.

Brivo Onair also automatically calculates **Potential Formats** which show the format name, facility code, and internal number of the unknown card allowing you to enter the card using a known card format, for example **Standard 26 Bit**. To enter the card into the Card Bank using this method, simply click on the **Add as Standard 26-Bit** button instead of the **Add as Unknown Format** button. A green message bar displays stating the card has been added to the Card Bank.

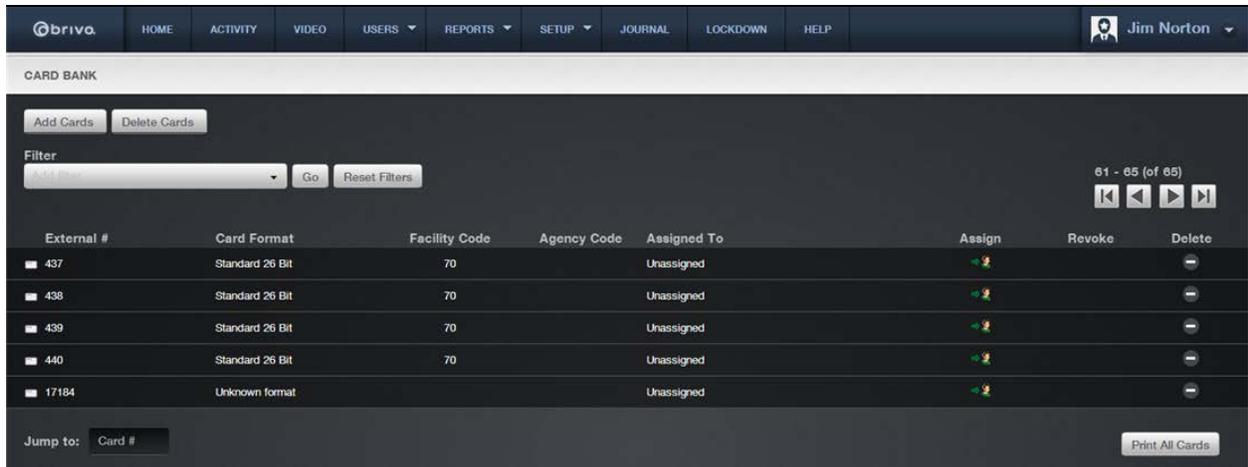


Figure 124. View the Unassigned Card in the Card Bank

In the **Card #** field, find the Card Identifier for the card you just added. It will have either an unknown card format or the selected potential format and will be unassigned. To assign the card to a new user, click the **Assign** icon associated with that card to access the New User page. To assign the card to an existing user, go to the Edit User page.

## Managing Cards

A disciplined approach to card management is a prerequisite to a secure access control system.

*Store all unassigned cards in a secure place, such as a locked cabinet or safe.*

*Keep all unassigned cards in numeric order for easier distribution.*

*Encourage users to immediately report lost cards. When a card is reported lost, revoke the card immediately.*

### To assign a card to a new user:

From the **Users** dropdown menu, click on the **New Users** tab. The New User page displays.

Enter an unassigned card number in the **Card #** field. (Click **Select ...** to see a list of all unassigned cards.)

Complete the other required fields then click **Add User**. The User detail page displays. (For more information on adding a new user, see *Creating a User*.)

Give the card to the user.

### To assign a card to an existing user:

From the **Users** tab, click on **User**. The User List displays.

Click the user to whom you would like to assign a card. The User detail page displays.

Click **Edit User**. The Edit User page displays. (See *Managing Users* on page 93 for more information.)

If the user has no card assigned, enter an unassigned card number in the **Card #** field. If the user has lost or damaged his or her card and you want to assign a new one, type the new card number over the old. Click **Select ...** to see a list of all unassigned cards.

	<p><b>NOTE:</b></p> <p><i>When you enter a new card number over an old one, the old card is revoked when you click <b>Save</b>; it can then be re-assigned to another user or deleted from the Card Bank.</i></p>
---	---

Click **Save**. The User detail page displays.

Give the card to the user.

### To revoke a card from the Card Bank:

From the **Setup** dropdown menu, choose the **Cards** tab then click on the **Card Bank** tab. The Card Bank displays.

Locate the card you want to revoke and click the associated **Revoke** icon.

Click **OK** in the confirmation prompt. The page refreshes and the card displays as “unassigned.”

Retrieve the actual card from the user and put it back in your deck of unassigned cards.

### To revoke a card from the Edit User page:

From the **Users** tab, click on **User** tab. The User List displays.

Click the user for whom you want to revoke the card. The User detail page displays.

Click **Edit User**. The Edit User page displays.

Click on the card number in the field below and click **Remove**.

Click **Save**. The card becomes unassigned.

Retrieve the actual card from the user and put it back in your deck of unassigned cards.

	<p><b>NOTE:</b></p> <p><i>Revoked cards can be re-assigned to other users.</i></p>
---	--

**To delete a single card:**

From the **Setup** dropdown menu, choose the **Cards** tab then click on the **Card Bank** tab. The Card Bank displays.

Locate the card to be deleted then click the associated trashcan icon.

Click **OK** in the confirmation prompt. The page refreshes and the card is no longer listed in the Card Bank.

Deleting a card does NOT delete the associate user.

**To delete multiple cards:**

From the **Setup** dropdown menu, choose the **Cards** tab then click the **Delete Cards** tab. The Delete Cards page displays.

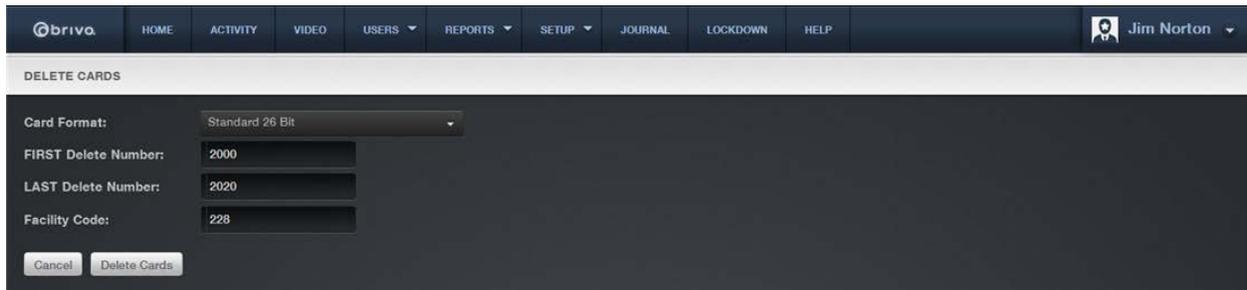


Figure 125. Delete Cards

From the **Card Format** dropdown list, click the format of the cards to be deleted.

In the **FIRST Delete Number** field, enter the number of the first card to be deleted.

In the **LAST Delete Number**, enter the number of the last card to be deleted.

In the **Facility Code** field, enter the code for the facility to which the cards are currently assigned.

Click **Delete Cards**. A confirmation message displays.

Click **OK** at the confirmation prompt. A green message bar displays, indicating that all of the cards within the specified range, including the first and last card entered, have been deleted from the card bank.

	<p><b>NOTE:</b></p> <p><i>If a card is lost, damaged or not returned, you can delete the card from the Card Bank. Deleted cards cannot be re-issued, but they can be recreated if deemed appropriate.</i></p>
---	---

	<p><b>NOTE:</b></p> <p><i>If a user attempts to gain access to a door with a deleted card, the event will be logged as a Failed Access Event by an unknown person with unknown credentials.</i></p>
---	---

**To bulk delete multiple cards based on filtering:**

	<p><b>NOTE:</b></p> <p><i>You may bulk delete a maximum of 20,000 card at once.</i></p>
---	---

From the **Setup** dropdown menu, choose the **Cards** tab then click the **Card Bank** tab.

Select a **Filter** from the Filter dropdown menu.

Enter the sorting criteria for the specific **Filter** and click **Go**.

Once the results have been displayed, the **Delete All** will appear on the screen below the **Filter** field.

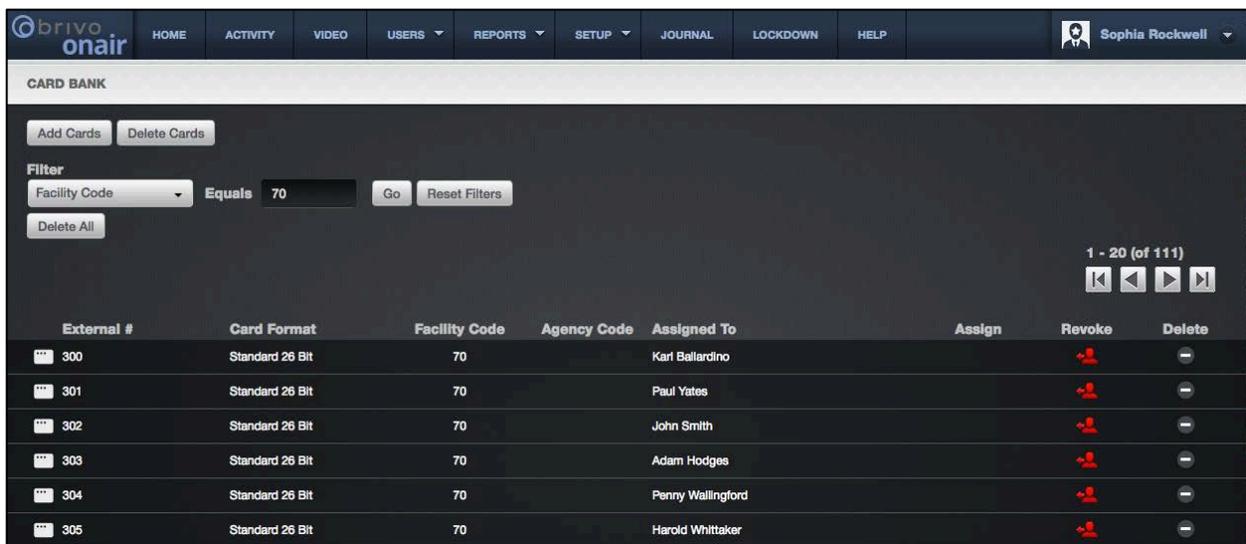


Figure 126. Bulk Delete of Cards Based on Filtering

Click on the **Delete All** button. A pop-up window will appear asking for confirmation.

Click **OK** in the pop-up window and all cards within the chosen filter are bulk deleted.

You are returned to the **Card Bank**.

## 9. Badging

## What is a Badge?

Brivo Onair's badging capability allows users to design highly customizable badges. Brivo Onair provides the option to customize the following:

- Badge orientation

- One or Two-sided

- Background color and/or image

- Color, font, and size of text, as well as custom text fields (first name & last name; first name; last names; Job Title)

- User photos and images, and custom image objects.

- Bulk badge print jobs

For more information regarding custom fields, see the section in *Users and Groups* on *Managing Custom Fields*.

Brivo Onair's Badging application supports the following file formats for importing images:

- GIF
- PNG
- JPEG

To print badges, either singly or in bulk, you must have a card printer connected to and operating correctly with your system. You can use images already stored on your system or use the virtually any webcam.

	<p><b>NOTE:</b></p> <p><i>Brivo does not provide support for webcams or badge printers. Please contact the individual manufacturers for assistance with installation, configuration, operation and basic troubleshooting of these items.</i></p>
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	<p><b>WARNING: MagiCard printer drivers and printer settings</b></p> <p><i>The badge printer MUST have the latest drivers from Magicard. <a href="http://www.ultramagicard.com/technical-support">www.ultramagicard.com/technical-support</a> is the website to acquire these drivers. If your drivers are out of date, dual sided badging will not function properly. Additionally, the badge printer must have dual sided printing enabled to print any two sided badges. If not enabled, the printer may not print properly.</i></p>
---	---

	<p><b>WARNING: Magicard "Colour Sure" Printer Warning</b></p> <p><i>If you wish to use background colors or images you must change your printer settings to support "Colour Sure" Printing.</i></p> <p><i>Please go to the advanced properties of your printer and check the "Colour Sure" Printing checkbox or call Brivo technical support for assistance.</i></p>
---	--

	<p><b>NOTE:</b></p> <p><i>Brivo recommends that if you are printing a two-sided badge, be absolutely certain to make sure that your printer settings are configured to print the back side of the badge in color. If set to black and white, the resolution of the print job is very poor. Some printers do not carry the settings from one print job to the next. Be sure to check any printer specific settings prior to printing a badge.</i></p>
---	--

To generate a single badge, you must perform the following steps:

Ensure that your webcam and card printer are working properly.

Associate an image with a specific user on either the New User or Edit User page. See *Creating a User* for more information.

Print the badge. See *Managing Users* for more information.

To generate a bulk job, you must perform the following steps:

Ensure that your webcam and card printer are working properly

Associate an image with a specific user on either the New User or Edit User page. See *Creating a User* for more information.

Create a Badge Print Job.

Print the badges. See *Bulk Badge Printing* for more details.

## Badge Templates

### To view the list of templates currently defined for your account:

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays.

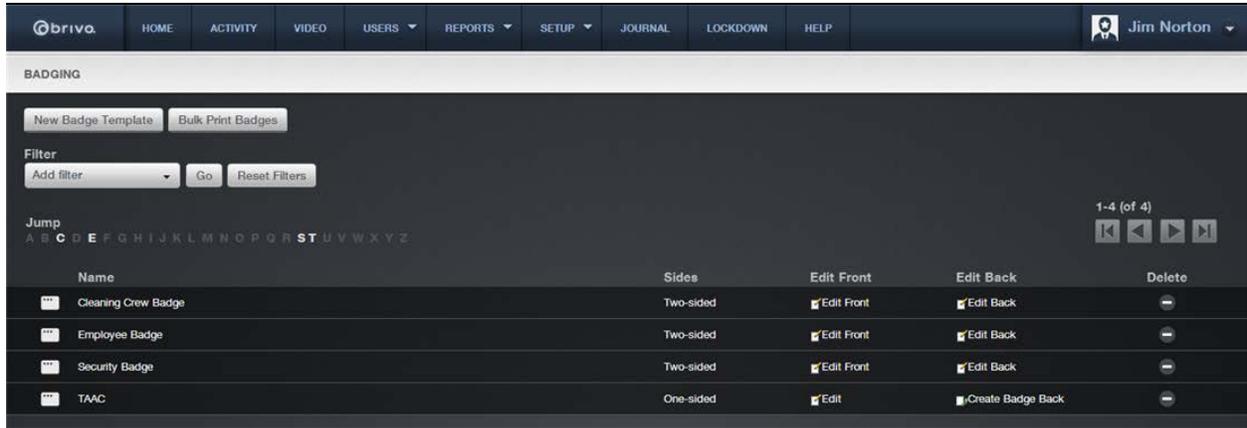


Figure 127. View Template List

Information displayed on this page includes:

**Badge Template Name.** The name assigned to the customized badge layout.

**Sides.** Whether or not a badge is one-sided or two-sided.

Features of this page include:

To **Filter** the badge template page by selecting from the dropdown menu. For example, to locate all badges which contain the letter **S**, select Name from the filter, type “S” into the text field and click **Go**. The results will display below.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the badge “Storage Unit Key,” click the letter **S**. Letters with no corresponding last names are grayed out.

Click **New Badge Template** to create a new customized template for your account.

Click **Bulk Print Badges** to create a bulk badge print job.

Click the **Edit Front** icon associated with a specific template to update the front of a two-sided badge.

Click the **Edit Back** icon associated with a specific template to update the back of a two-sided badge.

Click the **Create Badge Back** icon associated with a specific template to create a back side to an existing badge template.

Click the **Delete** icon associated with a specific template to remove it from the account.

### To create a badge template:

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays. If there are preexisting badge templates, the page displays them.

Click **New Badge Template**. The badging interface displays with an editable area for creating a badge template.

In the Badge Properties box, enter a name for the template in the **Name** field.

Select either Portrait or Landscape for the orientation of the template from the dropdown list in the Badge Properties box. The orientation of the card determines the scale of both image and text objects.

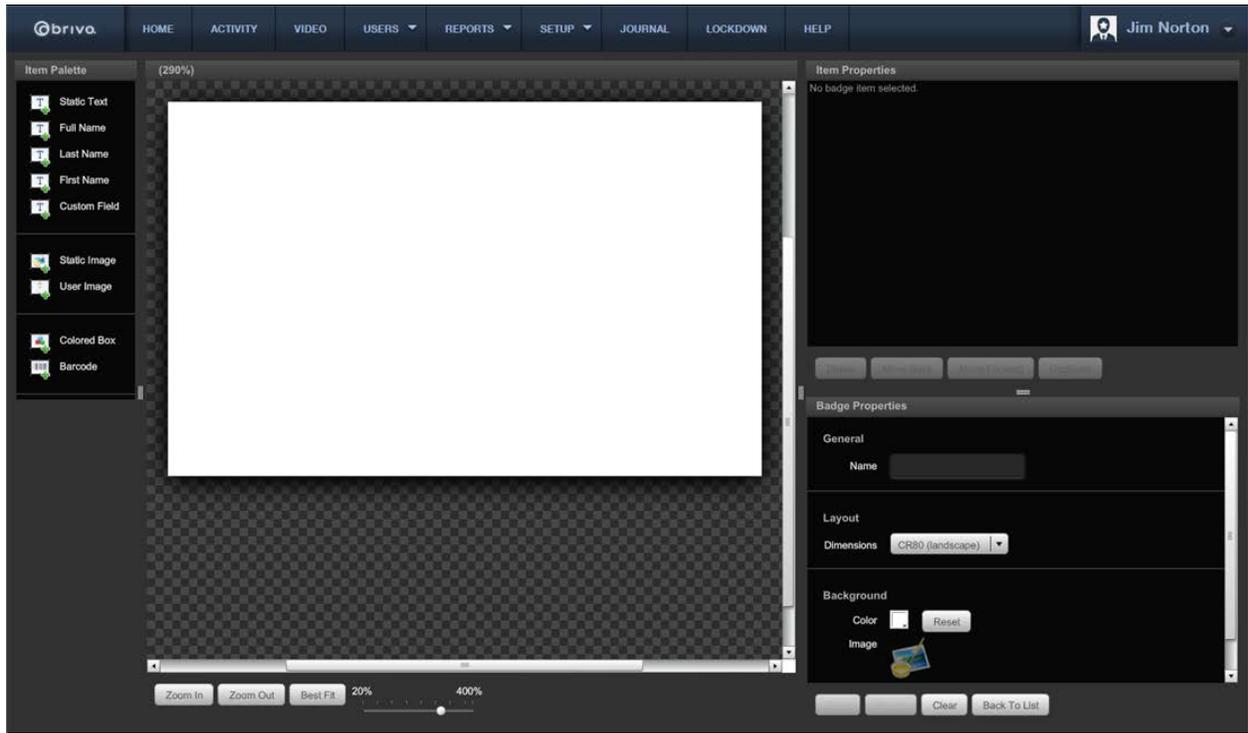


Figure 128. Template Orientation and Name Options

To choose a background color for the badge template, click the box next to the color field in the Badge Properties box under the Background section. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up. If you wish to clear the background, click the **Reset** button next to the color box.

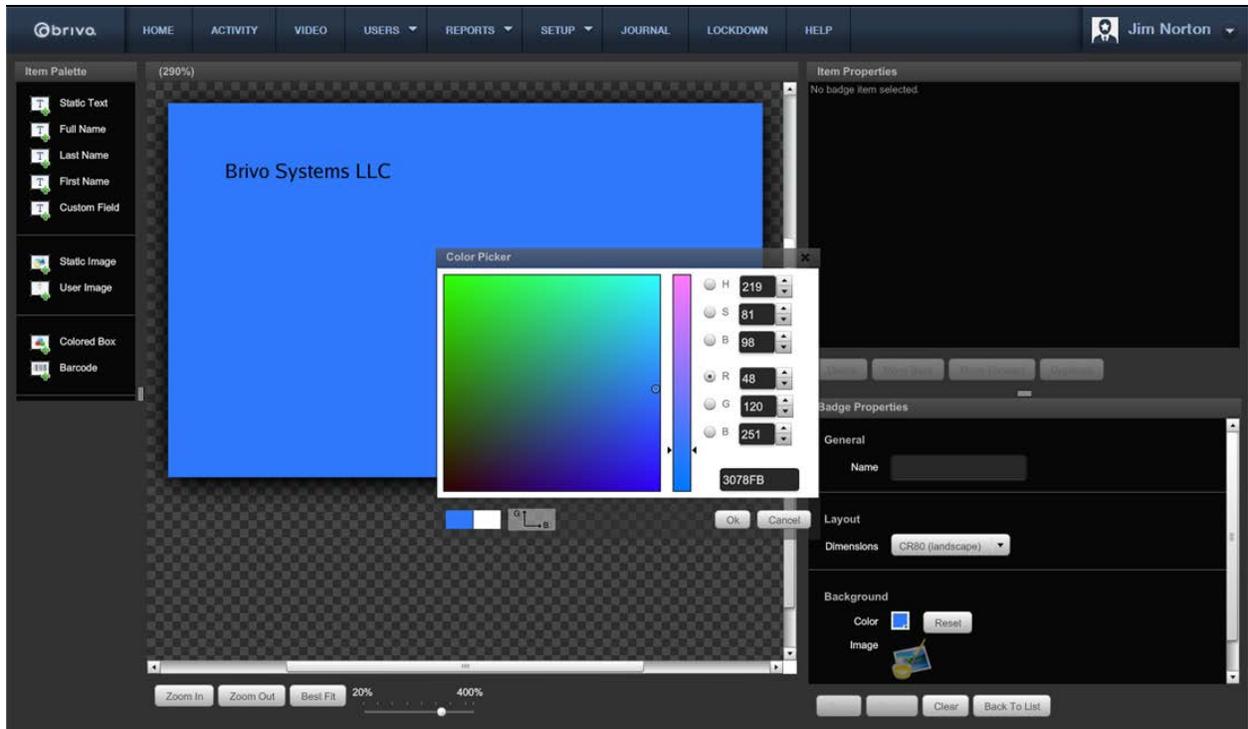


Figure 129. Select a Background Color

To add an image as your background, click **Browse** to import an image. Click **Open** to apply the image or **Cancel** to delete it.

Choose from the list of items on the palette on the left and drag them to the blank badge in the middle to create your badge template.

Depending on which items you dragged from the palette onto the badge template, text will appear in the box next to the badge template. Though the field may read “First Name,” the user’s first name will appear automatically when using that template to print a badge for the user. To adjust the settings of any palette object, refer to the **Item Properties** box.

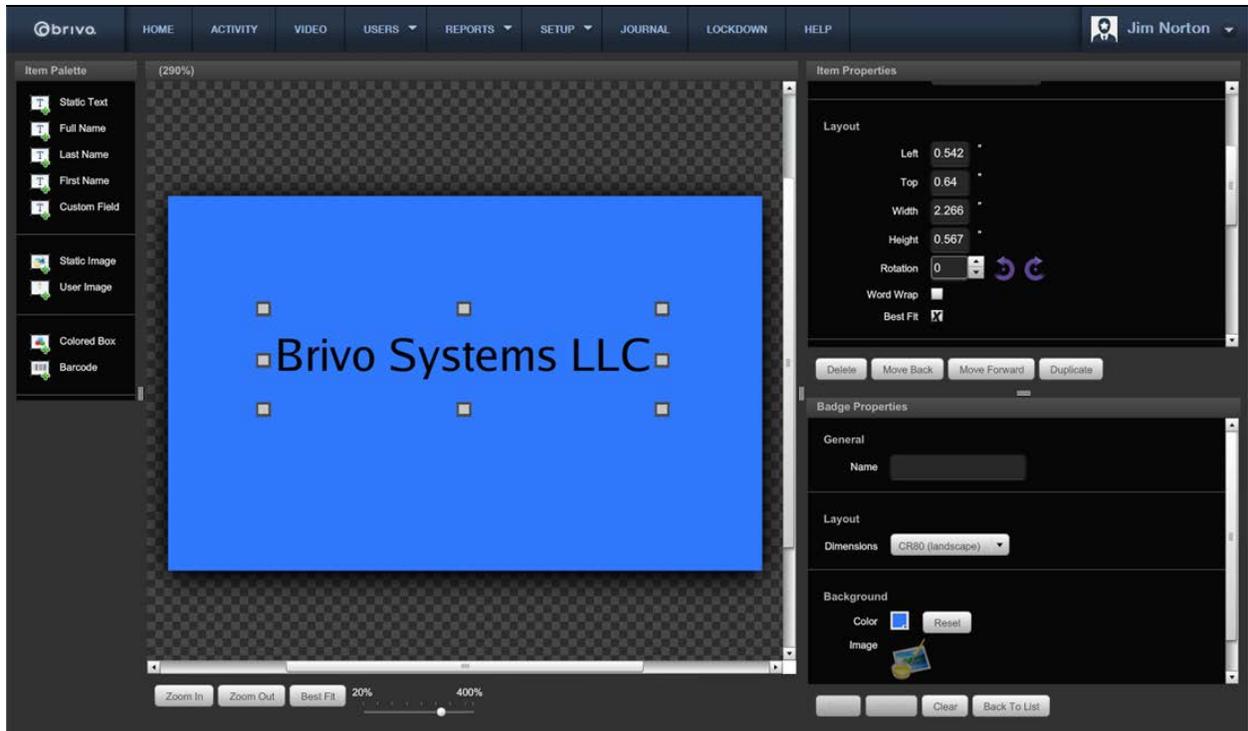


Figure 130. Item Properties

If you wish to layer objects, use the layering icons at the bottom of the Item Properties box to move the item to the front or back of the badge template.

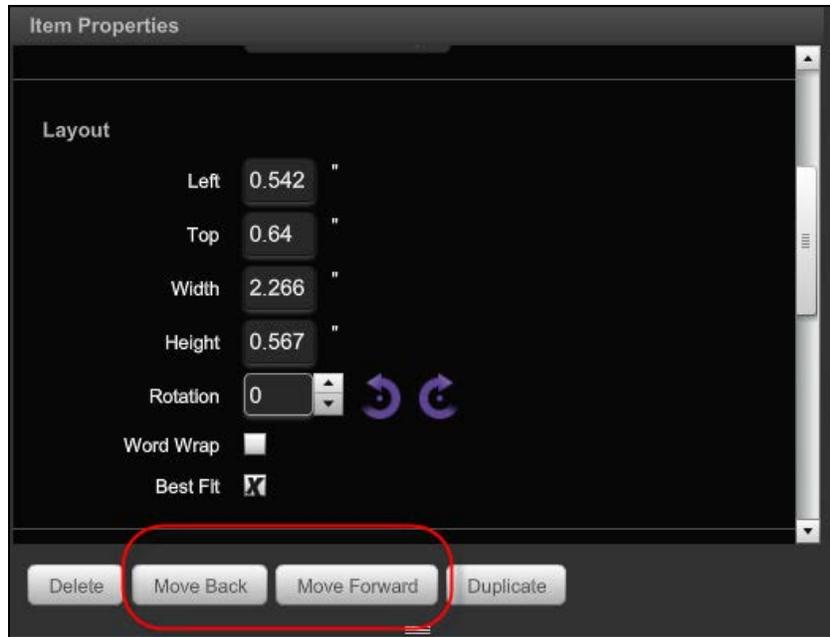


Figure 131. Layering Buttons

Once you have finished specifying the options for your template, click the **Save** icon to save your badge. If you wish to return to the last saved version of the badge, click the **Revert** icon. If you wish to clear the entire badge and start over, click the **Clear** icon. If you wish to return to the list of badges, click the **Back to List** icon.

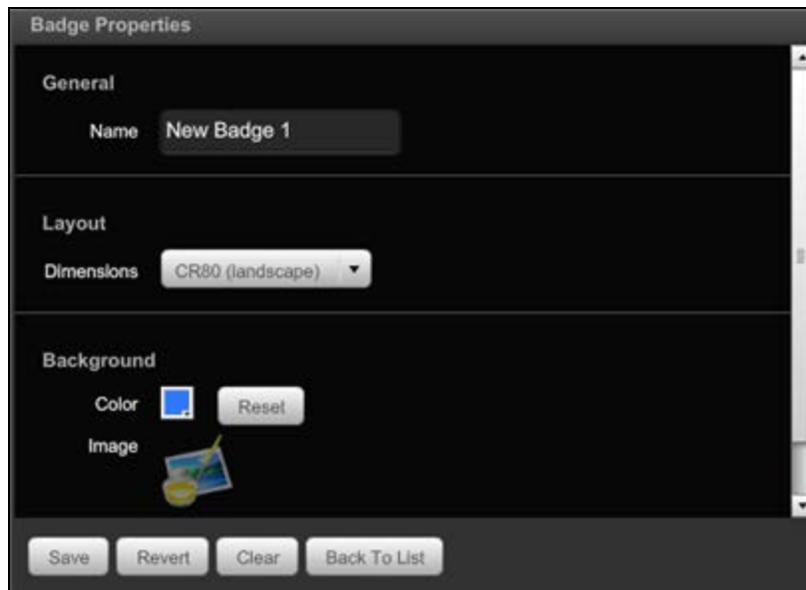


Figure 132. Badging Interface Icons

**Badging options:**

**For Static Text:**

Drag the text icon from the palette to the editable box.

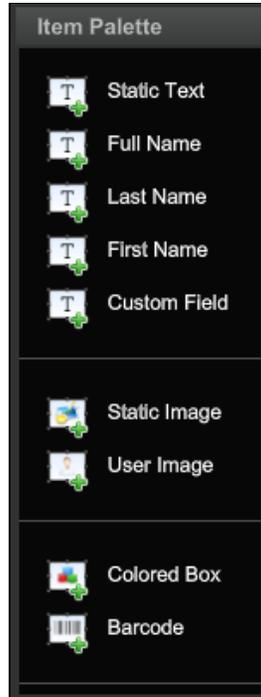


Figure 133. Text Icon

**General**

- **Content:** You will see the contents updated on the template as you type. All other text types will display the information that was entered when creating the user for whom you wish to create the badge.

**Layout and Rotation**

- **Dimensions:** The “left,” “top,” “width,” “height,” and “rotation” fields represent the dimensions of the text object on the badge. You may click the arrows to rotate the text. You may also either manually enter the desired dimensions for the text, or you can simply click on a corner of the text box and drag to increase or decrease the dimensions.
- **Word Wrap:** The Word Wrap box is checked by default to avoid text breaks.
- **Best Fit:** If the Word Wrap box is unchecked, the Best Fit option scales the text to fit the space.

	<p><b>NOTE:</b></p> <p><i>If word wrapping is not enabled, you cannot change the horizontal text alignment.</i></p>
---	---

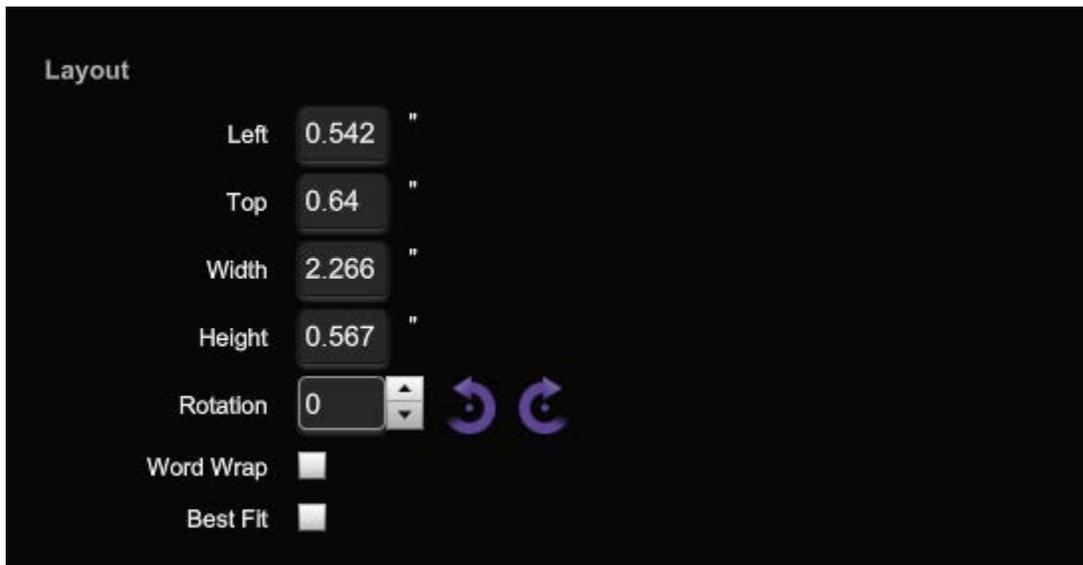


Figure 134. Static Text Layout and Rotation

**Text**

- **Color:** Choose a color for the static text from the pop up color box. To keep the selected color, click **Save**. To cancel the selection, click **Cancel**.
- **Font:** Select a font from the dropdown list.
- **Effects:** The **B** and **I** icons allow you to select either bold or italic typeface.
- **Size:** Select a size font from the dropdown list.
- **Horizontal Alignment:** Select an icon for left-aligned, center-aligned, or right-aligned text.
- **Vertical Alignment:** Select the vertical alignment for the text object from the dropdown list.
- **Opacity:** To alter how transparent the text is, use the scale next to the Opacity field.

**Background**

- **Color:** To choose a background color for the text object, click **Set** and click on the box next to the Color field. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up. If you have set a color for the background text, the **Set** text will change to **Reset**, providing you with the option to clear the color selection.
- **Opacity:** To set the opacity of the background color, use the scale next to the Opacity field.

	<p><b>NOTE:</b></p> <p>Because of scaling and other factors, the badge font size may or may not correspond to the font point size from word processing programs.</p>
---	--

**For Custom Text:**

Drag the text icon (Full Name, First Name, Last Name, or Custom Field) from the palette to the editable box.

**Layout and Rotation**

- The “left,” “top,” “width,” “height,” and “rotation” fields represent the dimensions of the text on the badge. You may click the arrows to rotate the text. You may also either manually enter the desired dimensions for the text, or you can simply click on a corner of the text box and drag to increase or decrease the dimensions.

**Text**

- **Color:** Choose a color for the text from the pop up color box. To keep the selected color, click **Save**. To cancel the selection, click **Cancel**.
- **Font:** Select a font from the dropdown list.
- **Effects:** The **B** and **I** icons allow you to select either bold or italic typeface.
- **Size:** Select a size font from the dropdown list.
- **Horizontal Alignment:** Select an icon for left-aligned, center-aligned, or right-aligned text.
- **Vertical Alignment:** Select the vertical alignment for the text object from the dropdown list.
- **Opacity:** To adjust how transparent the text is, use the scale next to the Opacity field.

**Background**

- **Color:** To choose a background color for the text, click **Set** and click on the box next to the Color field. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up. If you have set a color for the background text, the **Set** text will change to **Reset**, providing you with the option to clear the color selection.
- **Opacity:** To adjust how transparent the background text color is, use the scale next to the Opacity field.

**For User Photos:**

Drag the user photo icon from the palette to the editable box.

**General**

- **Opacity:** To set the opacity of the photo object, use the scale next to the Opacity field.

**Layout and Rotation**

- The “left,” “top,” “width,” “height,” and “rotation” fields represent the dimensions of the photo object on the badge. You may click the arrows to rotate the object. You may also either manually enter the desired dimensions for the object, or you can simply click on a corner of the photo object box and drag to increase or decrease the dimensions.
- **Lock Aspect:** Check the **Lock Aspect** box if you wish to resize the image as large as possible without distorting the image.

**Background**

- **Color:** To choose a background color for the photo object, click **Set** and click on the box next to the Color field. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up. If you have set a color for the background text, the **Set** text will change to **Reset**, providing you with the option to clear the color selection.

- **Opacity:** To adjust how transparent the user photo is, use the scale next to the Opacity field.

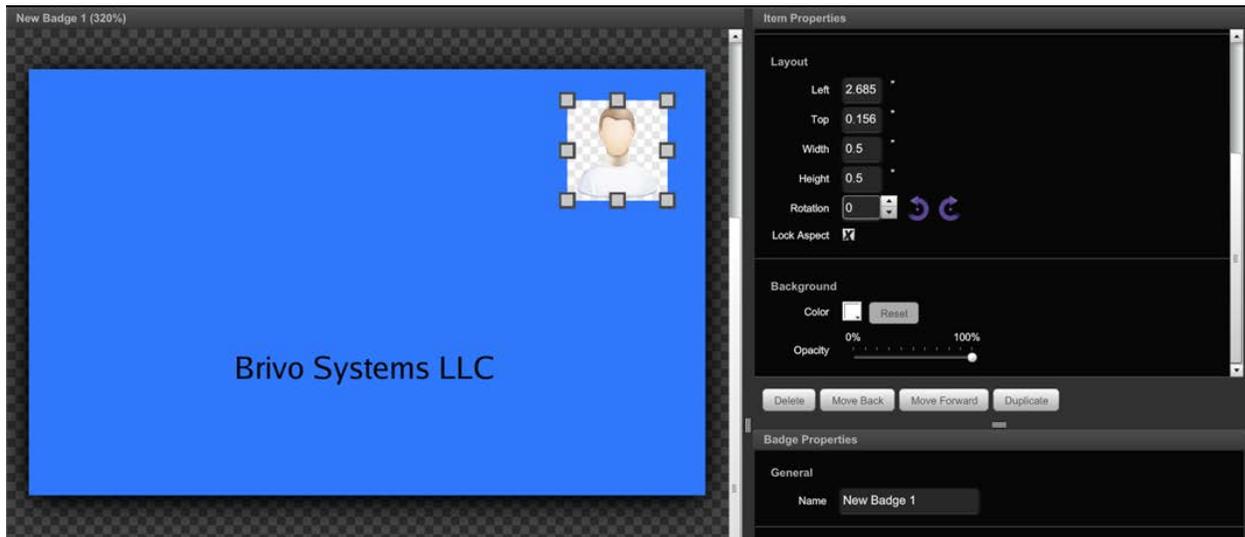


Figure 135. User Photo Properties

### For Images:

Drag the image icon from the palette to the editable box.

#### General

- **Uploading an Image:** Upload a photo from your computer by clicking the **Browse** button.
- **Opacity:** To adjust how transparent the image is, use the scale next to the Opacity field.

#### Layout and Rotation

- The “left,” “top,” “width,” “height,” and “rotation” fields represent the dimensions of the photo object on the badge. You may click the arrows to rotate the object. You may also either manually enter the desired dimensions for the object, or you can simply click on a corner of the photo object box and drag to increase or decrease the dimensions.
- **Lock Aspect:** Check the **Lock Aspect** box if you wish to resize the image as large as possible without distorting the image.

#### Background

- **Color:** To choose a background color for the photo object, click **Set** and click on the box next to the Color field. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up. If you have set a color for the background text, the **Set** text will change to **Reset**, providing you with the option to clear the color selection.
- **Opacity:** To adjust how transparent the background of the image is, use the scale next to the Opacity field.

## For Colored Boxes:

Drag the colored box icon from the palette to the editable box.

### General

- The “left,” “top,” “width,” “height,” and “rotation” fields represent the dimensions of the color box object on the badge. You may click the arrows to rotate the object. You may also either manually enter the desired dimensions for the object, or you can simply click on a corner of the color box and drag to increase or decrease the dimensions.
- **Color:** To choose a color for box, click on the box next to the Color field. A pop up window will display color options. Select a color and click **Ok** to save, or **Cancel** to exit the pop up.
- **Opacity:** To adjust how transparent the colored box is, use the scale next to the Opacity field.

## For Barcodes:

Drag the barcode icon from the palette to the editable box.

Select the Barcode Properties on the right.

- **Static Text or Custom Field:** The Static Field will display the same combination of numbers and/or letters for every badge printed with this template. If you wish for any static characters to appear below the barcode, you may enter it into the content field. The Custom Fields value varies according to the user for whom you wish to print the badge. If you wish for a Custom Field value to appear, select the custom field from the dropdown list.
- **Encoding:** Select a code style from the dropdown list.
- **Position:** You may either manually enter the position where you'd like the image, or you can simply drag the image to the desired area of the template.
- **Dimensions:** You may either manually enter the desired dimensions for the image, or you can simply click on a corner of the image box and drag to increase or decrease the dimensions.
- **Rotation:** Select the orientation of the barcode from the layout field.
- **Checksum:** Select this box to generate a number to verify that the barcode matches the code specified in the user's file.
- **Label:** Check this box if you want numbers to be shown on the barcode.

Once you have finished specifying the options for the barcode field, select **Apply** to apply your options. If you wish to return to the default settings, click **Revert**. If you wish to delete the barcode, click **Delete**.

	<p><b>NOTE:</b></p> <p><i>Because different barcodes specify particular formats, an exclamation point may appear in the barcode field if the properties have not been entered correctly.</i></p>
---	--

## To create a two-sided badge template:

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays.

Choose the badge template you wish to make two-sided and click on the **Create Badge Back** icon.

Follow the instructions in the *Create a Badge Template* section above.

When you are finished, click **Save** in the **Badge Properties** box. The **Sides** column of the template will have changed from One-Sided to Two-Sided.

**To edit a badge template:**

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays.

If the badge is one-sided, choose from the list of templates the badge you would like to edit and click on the **Edit** icon.

If the badge is two-sided, click on either the **Edit Front** or **Edit Back** icon to select the side of the badge you wish to edit.

When you are finished making changes to the badge template, click **Save** in the **Badge Properties** box.

**To print a badge template:**

	<p><b>NOTE:</b></p> <p><i>Please be certain to read the Notes and Warnings at the beginning of this chapter prior to beginning your badge printing.</i></p>
---	---

From the **Users** tab, click **User**. The User List page displays.

Next to the user for whom you would like to print a badge, click the **Print Badge**  icon. A pop up displays the available badge templates.

Choose a template from the dropdown list to apply to that user. The template loads with the user's photo and information.

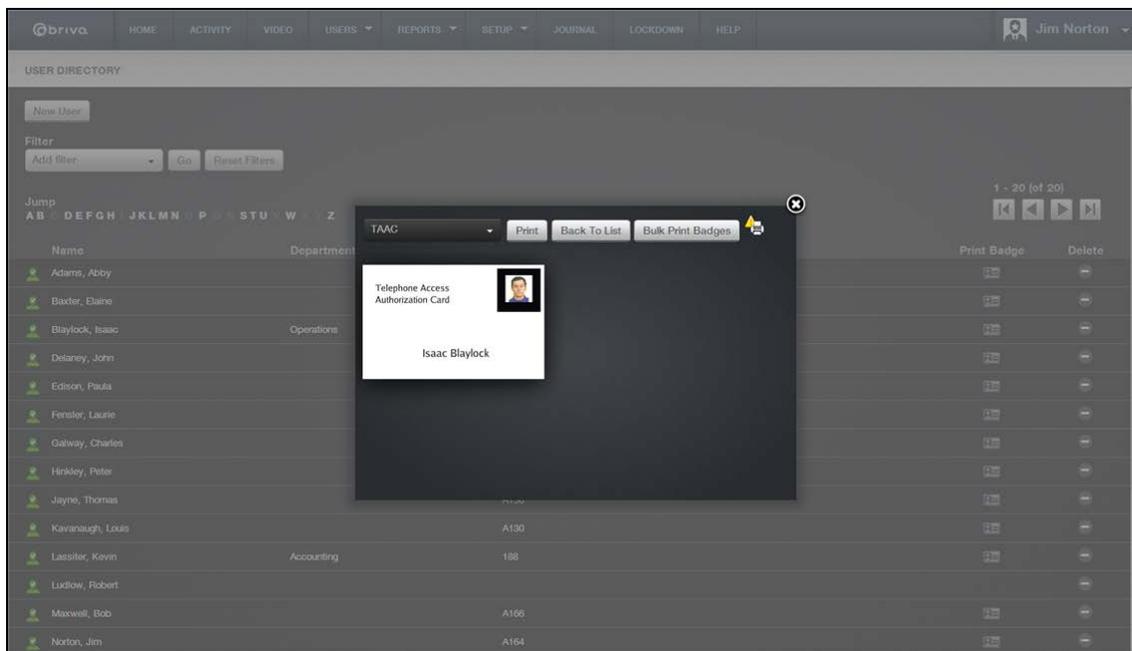


Figure 136. Print Badge

Click the **Print** button to print the badge. Select which printer you would like to use to print the badge.

**To delete a badge template:**

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays.

Click the **Delete** icon next to the template you wish to delete.

A warning pops up advising you that the action you are about to complete cannot be undone. Click **OK** to proceed. The badge has successfully been deleted.

## Bulk Badge Printing

Brivo Onair's bulk badging capability allows users to print in batches of up to 100 badges in a total print job size of up to 500.

### To bulk print badges:

From the **Setup** tab, choose the **Cards** tab then click **Badging**. The badge template list displays.

Click the **Bulk Print Badges** button. The Create Badge Print Job page displays.

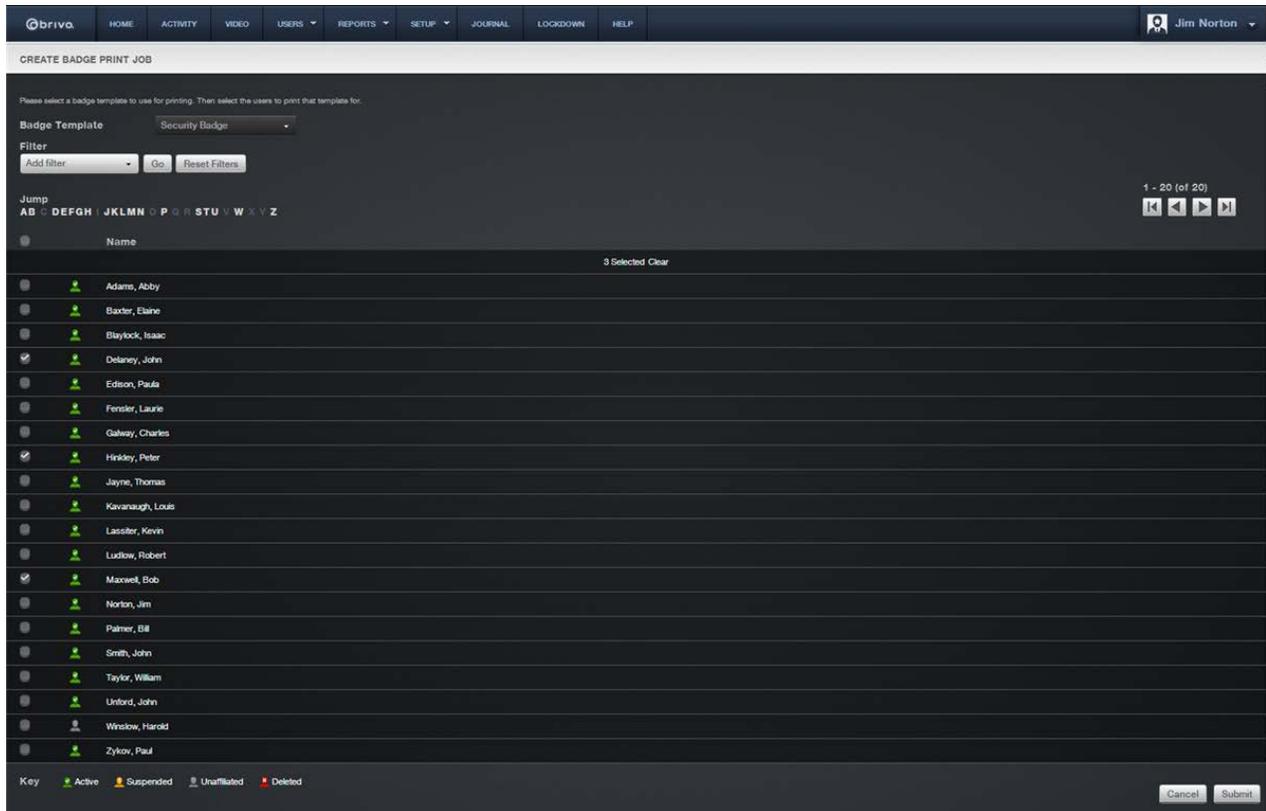


Figure 137. Create Bulk Badge Print Job

Select a **Badge Template** from the dropdown list.

Apply any **Filters** as needed.

Select the **Check All** checkbox below Jump to select all users on the current page. To select additional users, click on the  icon. To advance to the last page, click on the  icon. The number of selected users will appear at the top of the user list.

To unselect an individual user, simply uncheck the checkbox next to the user name. To unselect all users, click the **Clear** link next to the number of selected users.

Once the users are selected, click the **Submit** button. The Bulk Print Badges page displays.

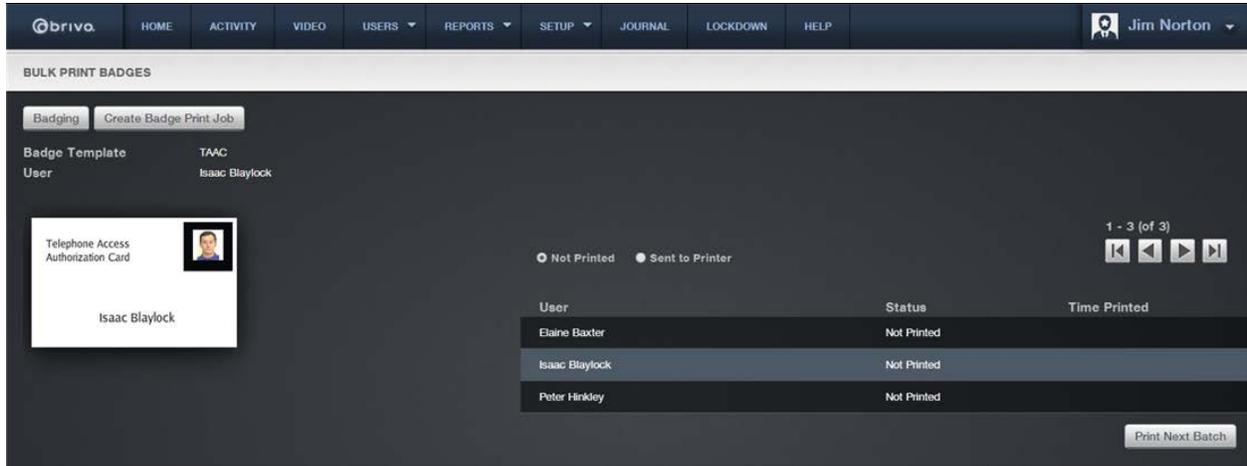


Figure 138. Bulk Print Badges Page

The users in the bulk print job are listed on the right. To begin printing, press the **Print Next Batch** button. If any problems are found, the Bulk Print Badges Error Message window will appear detailing any problems. Once those problems are addressed or ignored, the printer window will appear.

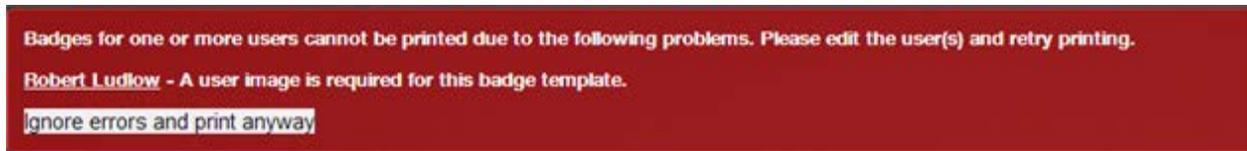


Figure 139. Bulk Print Badge Error Message Window

Select the correct printer and click **Print**. A Badges are printing message will appear during the print process. Once complete, the **Status** will change from Not Printed to Sent to Printer and the Time Printed fields will populate.

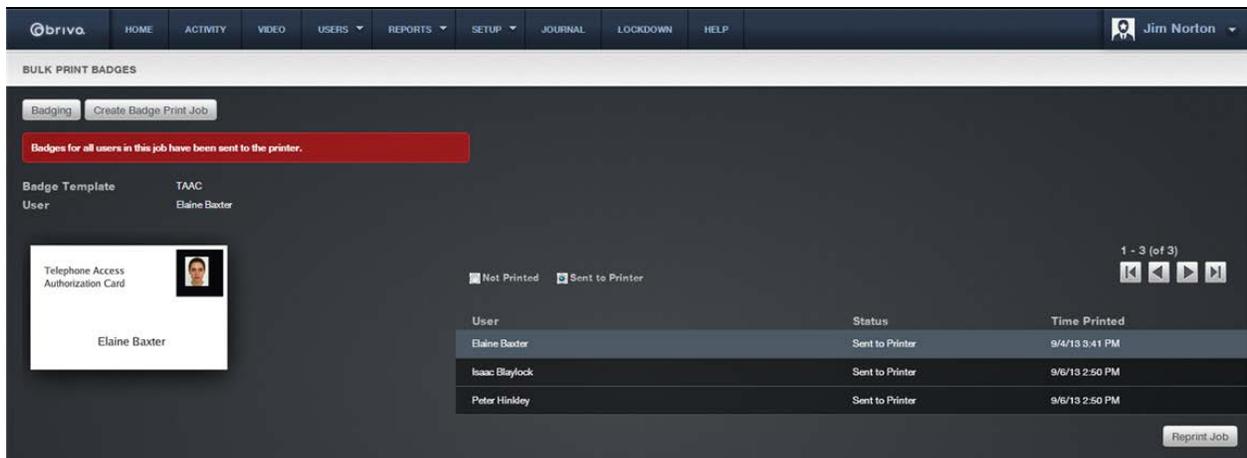


Figure 140. Completed Bulk Badge Print Job

If another printing of the job is required, click on the **Reprint Job** button.  
To begin another bulk print job, click on the **Create Badge Print Job** button.

## 10. Sites

## What are Sites?

A *site* is a logical group of doors, devices, and floors. An account can have one or more sites associated with it.

Sites are typically added to an account after the control panels have been defined. Only after control panels and sites are created, can access privileges be defined.

## Filtering

The filtering system allows administrators to sort results using a variety of criteria. For sites, filtering allows for sorting by the following:

**Site Name** – all site names containing the provided criteria

## Browsing the Site List

The Site List is a list of all sites currently defined for your account. Sites are listed in alphabetical order.

### To view the list of sites for your account:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Site** tab. The Site List displays.

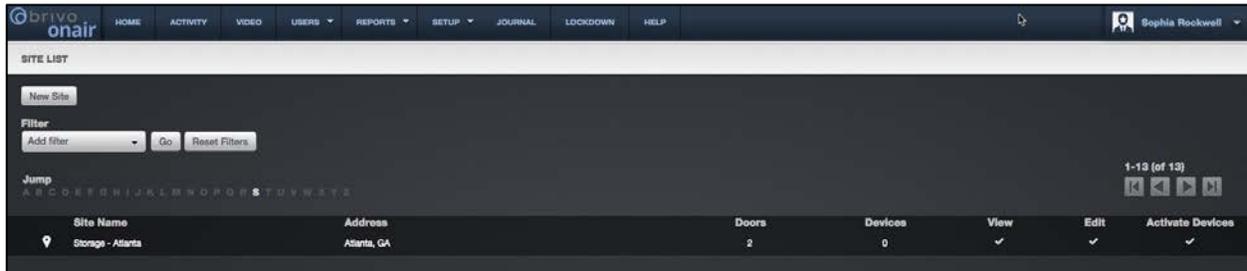


Figure 141. View the Site List

Your Administrator permissions determine which sites you can view on this page.

The Master Administrator and all Senior Administrators can view all sites defined for the account.

Assistant Administrators can view only those sites for which they have assigned permissions.

For all viewable sites, you will see:

The **Site Name**, which serves as a link to the Site detail page

The site **Address**

The number of **Doors** and **Devices** currently defined for the site

Checkboxes indicating if your Administrator permissions allow you to **View**, **Edit**, and/or **Activate Devices** information maintained for the site

Features of this page include:

To **Filter** the site list page by selecting from the dropdown menu. For example, to locate all the sites that contains the letter **S**, select Site Name from the filter, type “S” into the text field and click **Go**. The results will display below.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the site “Maple Street Office” click the letter **M**. Letters with no corresponding sites are grayed out.

## Viewing Site Details

The Site detail page displays a list of information associated with a specific site.

### To view the details for a specific site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Site** tab. The Site List displays.

Click the site you wish to view. The View Site page displays.

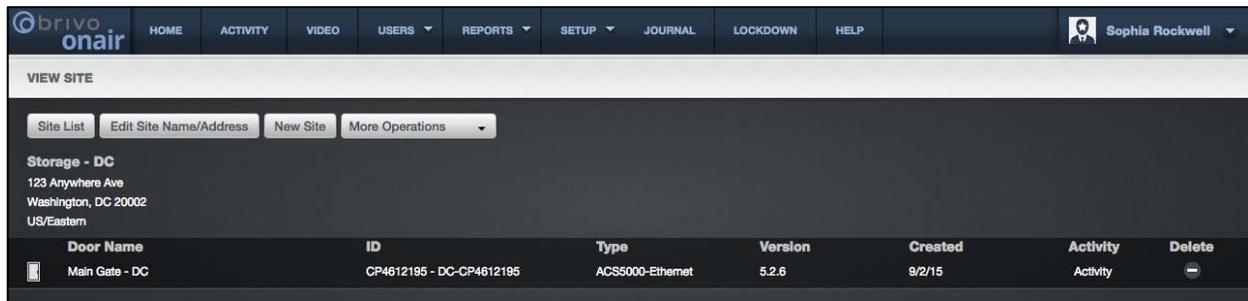


Figure 142. View Site Details

This page provides links to other pages that enable you to manage the site, including:

- Site List** (takes you back to the Site List)
- Edit Site Name/Address**
- New Site**
- Set Intrusion**
- More Operations:**
  - Add Door**
  - Add Device**
  - Add Floor**
  - Add Intrusion Panel**
  - View History**

The Site detail page also lists all the doors and devices currently associated with the site, sorted according to the following categories:

- Doors
- Auxiliary Devices
- Switches
- Timers
- Valid Credentials
- Event Trackers
- Floors
- Intrusion Panels

For each door or device, the following information is provided:

The door or device **Name**, which serves as a link to the corresponding detail page.

An **ID** that consists of the name and ID number of the control panel with which the door or device is associated

A **Type** indicator, consisting of the control panel version (ACS5000, ACS6000, ACS300, ACS100 or IPDC) and type (Ethernet, CDMA or GSM).

The control panel firmware **Version** number.

Intrusion Panels will show the **Status** of the panel.

The date on which the door or device was **Created**.

A link to the **Activity** Log maintained for the door or device.

A **Delete** icon, if your Administrator permissions allow you to **delete** doors and devices.

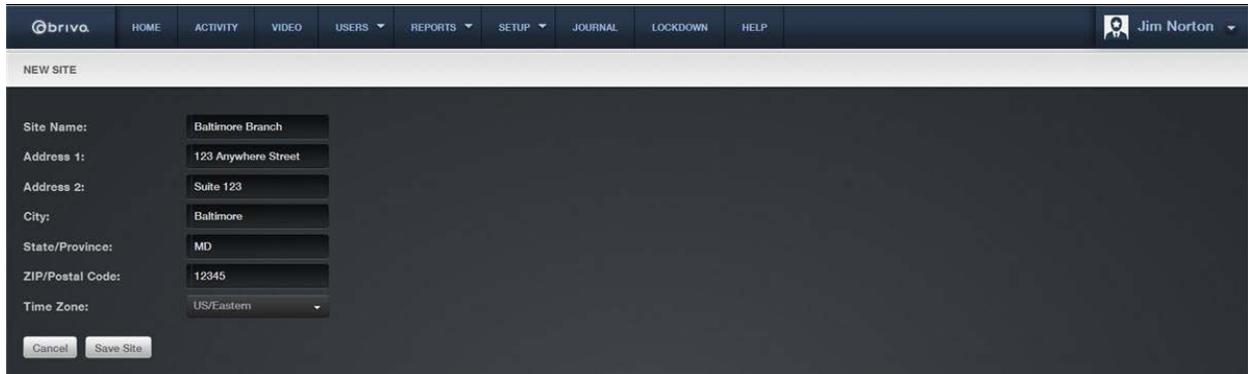
## Managing Sites

The Master Administrator and *all* Senior Administrators have permission to manage site-related data. This includes creating, editing and deleting sites associated with an account.

### To create a site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab.

Click the **New Site** button. The New Site page displays.



The screenshot shows the 'NEW SITE' form in the Brivo Onair Administrator interface. The form is titled 'NEW SITE' and is located in the 'SITES/DOORS' tab. The form contains the following fields and values:

Field	Value
Site Name:	Baltimore Branch
Address 1:	123 Anywhere Street
Address 2:	Suite 123
City:	Baltimore
State/Province:	MD
ZIP/Postal Code:	12345
Time Zone:	US/Eastern

At the bottom left of the form, there are two buttons: 'Cancel' and 'Save Site'.

Figure 143. Create a Site

Enter a brief, descriptive name for the site in the **Site Name** field, such as “Maple Street Branch.”

Enter the site’s address in the Address 1, Address 2, and City, State/Province, and ZIP/Postal Code fields.

Click the appropriate **Time Zone** from the dropdown list.

Click **Save Site**. You are returned to the Site List, with the newly created site listed in alphabetical order.

### To edit the site name and address:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Sites** tab. The Site List displays.

Click the site you wish to edit. The View Site page displays.

Click **Edit Site Name/Address**. The Edit Name and Address page displays.

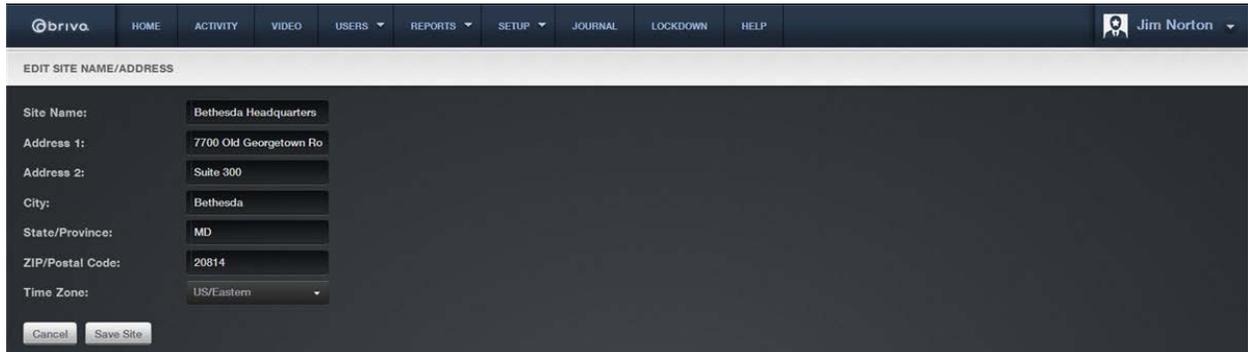


Figure 144. Edit a Site's Name and Address

Update the appropriate fields. All the fields on this page can be updated.

Click **Save Site**. You are returned to the View Site page with the new contact information displaying.

### To delete a site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Sites** tab. The Site List displays.

Click the site you wish to delete. The View Site page displays.

If there are no doors or devices associated with the site, and if your Administrator permissions allow you to delete sites, click on the **More Operations** dropdown list and select **Delete Site**. A popup window will appear asking you to confirm you wish to delete the site.

	<p><b>NOTE:</b></p> <p><i>You must first delete all doors and devices associated with a site before you can delete it. See Managing Doors and Managing Devices for more information.</i></p>
---	--

Click **OK** in the confirmation prompt. You are returned to the Site List with the deleted site removed from the list.

# 11. Doors and Devices

## What are Doors and Devices?

A *door* is any exterior or interior door with an electronic means of entry, such as a keypad or card reader. Doors are linked in this way to a control panel. A door belongs to a site and has a descriptive name such as “Lobby Door” or “Server Room.” A site can have one or more doors associated with it. All doors associated with a given site are listed on that site’s detail page.

A *device* is a logical definition of how a control panel interacts with the world. A device may have logical or physical inputs and outputs. A logical input may be a schedule input to a timer. A physical input is any input point on a board. Each device has a descriptive name such as “Server Room Temp Sensor.” A site can have one or more devices associated with it. All devices associated with a given site are listed on that site’s detail page.

## Viewing Door Details

The Door detail page displays a list of information associated with a specific door.

### To view the details for a specific door:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site at which you want to view a door. The View Site page displays.

Click the door you wish to view. The View Door page displays.

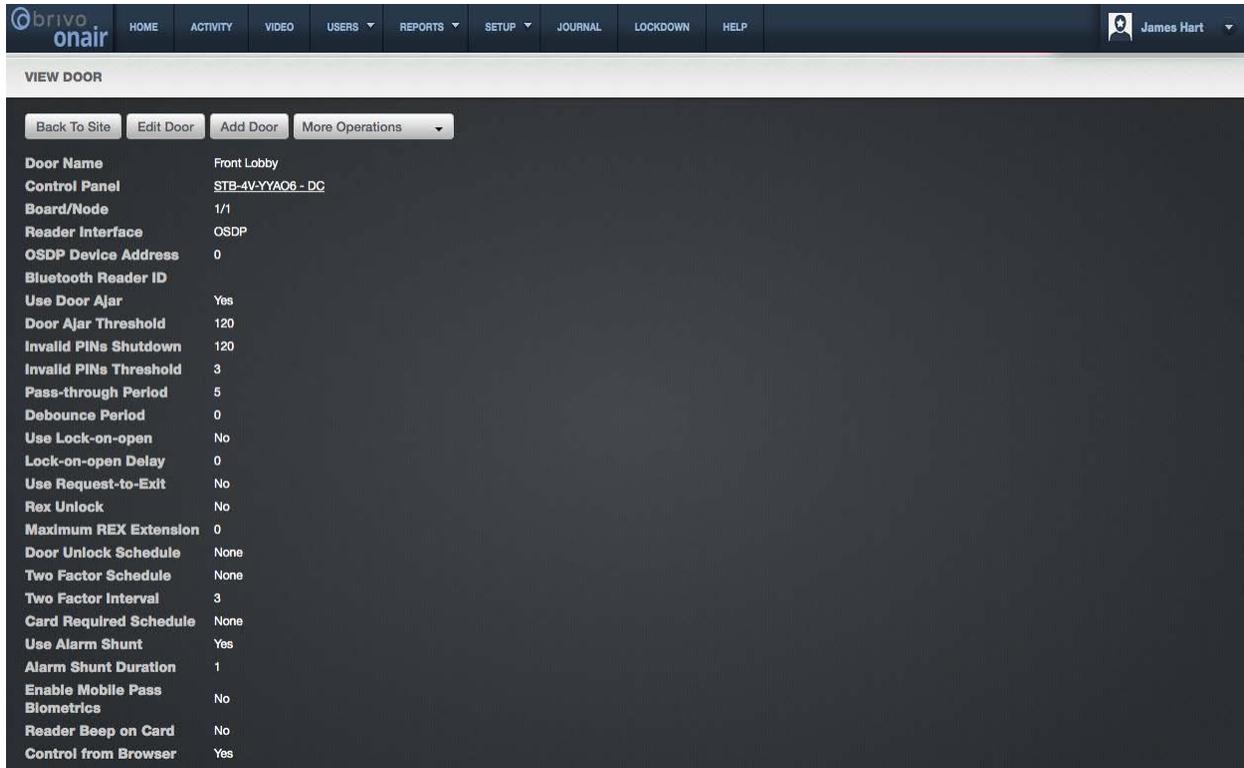


Figure 145. View Door Details

This page provides links to pages that enable you to manage the door, including:

**Edit Door**

**Add Door**

**More Operations:**

**Delete Door**

**View Relationships**

**View History**

Beneath this set of links is overview information for the door, including:

The **Control Panel** field, which provides a link to the Control Panel detail page. (For more information, see *Viewing Control Panel Details*.)

The **Door Unlock Schedule** field, which provides a link to the Schedule detail page if there is a schedule selected. (For more information, see *Viewing Schedule Details*.)

The **Two Factor Schedule** field, which provides a link to the Schedule detail page. (For more information, see *Viewing Schedule Details*.)

The **Card Required Schedule** field, which provides a link to the Schedule detail page. (For more information, see *Viewing Schedule Details*.)

The **Control From Browser** field, which shows whether or not a door can be unlocked using the **Control Door** feature on the Activity Log page.

## Managing Doors

The Master Administrator and *all* Senior Administrators have permission to manage doors. This includes creating the door, editing its name, and managing its security settings (including the Unlock Door feature).

	<p><b>NOTE:</b></p> <p><i>The procedures for managing doors vary depending on the control panel with which the door is associated. The following instructions apply to doors associated with ACS5000, ACS6000, ACS300, ACS100 and IPDC control panels only.</i></p>
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	<p><b>NOTE:</b></p> <p><i>Two types of doors may be added to a Brivo Onair account: a standard door attached to a door node or a door attached to a Wireless Gateway/Router.</i></p>
---	--

### To add a door to a site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site to which you want to add a door. The View Site page displays.

Click **More Operations** and select **Add Door**. The Add Door page displays.

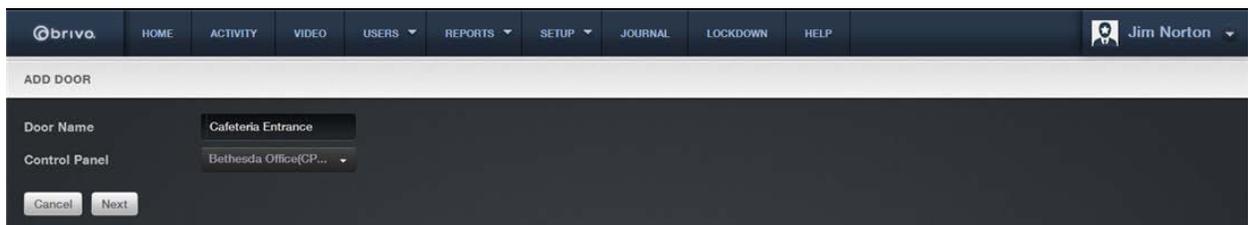


Figure 146. Add a Door to a Site

Enter a brief, descriptive name in the **Door Name** field, such as “Front Door” or “Server Room Door.” The door name does not need to include a reference to the site where the door is located, because the site name is automatically appended to the description you enter in this field.

Select a **Control Panel** from the dropdown list and click **Next**. All control panels/routers currently associated with the account are listed, but if there are no available nodes on the panel you select, it will inform you that boards or nodes are available.

Select the **Board** then **Node**. The Define Door page displays.

Figure 147. Define a Door

**To define a door:**

The **Door Name** and **Control Panel** fields cannot be edited on the Define Door page.

Click a Door Board/Node combination from the **Board and Node** dropdown list. Only valid, available combinations are listed. If the door you are configuring is a Salto door, select the Salto Router from the **Board and Node** dropdown list. Additional instructions for configuring a Salto Door are found below.

*For ACS6000 and ACS300 panels only*, select the Reader Interface, choosing between **Wiegand** and **OSDP**. The default setting is **Wiegand**.

*For ACS100 panels only*, the Reader Interface is set to **OSDP** and cannot be changed.

*For ACS6000, ACS300, and ACS100 panels only*, if **OSDP** is selected, select the **OSDP Device Address** from the dropdown list.

	<p><b>NOTE:</b></p> <p><i>Reader Interface and OSDP Device Address selection require the control panel to have 5.2.6.2 firmware or later.</i></p>
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*For ACS6000, ACS300 and ACS100 panels only*, if using a Bluetooth reader, enter the Bluetooth reader serial number located on the sticker on the back of the reader into the **Bluetooth Reader ID** field. This is a sixteen-digit number (ignore any dashes and enter only the numbers).

	<p><b>NOTE:</b></p> <p><i>Bluetooth Reader functionality requires the control panel to have 5.2.7.2 firmware or later.</i></p>
---	--

In the **Door Ajar Enabled** field, click **Yes** or **No** to indicate if you want to enable the Door Ajar feature. This feature controls how long a door can be left propped or held open before it is considered a security risk, causing the event to be recorded in the Activity Log and an optional email notification to be sent. The default setting is **Yes**.

If the Door Ajar feature is enabled, use the **Door Ajar Threshold** field to indicate the maximum length of time (30-600 seconds) the door can be left ajar without causing a security violation. The default setting is **120**.

In the **Invalid PINs Threshold** field, enter the maximum number of consecutive invalid PINs that can be entered in the door's keypad (1-10) before it is considered a security risk and the keypad freezes. The default setting is **3**.

In the **Invalid PINs Shutdown** field, indicate the length of time (10-600 seconds) the keypad should remain frozen if the maximum number of invalid PINs is exceeded. The default setting is **120**.

In the **Pass-through Period** field, enter the maximum length of time (1-600 seconds) the door should remain unlocked after a user presents his or her credentials and is authenticated or presses a Request-to-Exit switch. For example, if this value is set to 15, the user has 15 seconds to pass through the door before it automatically re-locks. The default setting is **5**.

In the **Debounce Period** field, specify the amount of time (1-255 seconds) that the device will delay after a door closure is detected before triggering a door forced open message. The default setting is zero.

In the **Use Lock-on-Open** field, click **Yes** or **No** to indicate that you want to enable the Lock-on-Open feature. In certain installation situations, it is desired that the lock re-enable upon detection of a door opening event.

In the **Lock-on-Open Delay** field, specify the amount of time (in milliseconds) in the field provided if you want a delay before Lock-on-Open engages. The default setting is zero.

	<p><b>NOTE:</b></p> <p><i>Debounce and Lock-on-Open functionality require the control panel to have 5.0.24 firmware or later.</i></p>
---	---

In the **Use Request-to-Exit** field, click **Yes** or **No** to indicate if a Request-to-Exit (REX) motion sensor is in use for the door. With a REX switch, if the door is opened without a credential or a request to exit, the Activity Log records a Door Forced Open event and an optional email notification is sent. The default setting is **No**.

	<p><b>NOTE:</b></p> <p><i>A Request-to-Exit motion sensor (as opposed to a wall-mounted button) can fail to engage if a person exits too quickly. Likewise, if a person engages the motion sensor, then waits for the sensor to disengage, then pushes the door open, the "request" will not be processed. In either case, the system will log a Door Forced Open event.</i></p>
---	--

In the **REX Unlock** field, click **Yes** or **No** to indicate if the REX switch causes the door to unlock. The default is **No**.

In the **Max REX Extension** field, specify the maximum length of time (0-60000 milliseconds) for the complete pass through period in the presence of continual REX triggers being received by the controller. If the REX trigger is stuck in an "active" state or is being triggered over and over, the total passthrough period will become the Maximum REX Extension plus the passthrough period. The default setting is zero.

In the **In/Out** field, click **In** to track when a user enters through the door; click **Out** if you want to track when a user exits through the door; or click **Neither** if you don't want to track either event. The default is **Neither**.

	<p><b>NOTE:</b></p> <p><i>If you want to track entries as well as exits at an individual door, you must define the door twice in Brivo Onair: once with an In/Out value of <b>In</b>, and a second time with an In/Out value of <b>Out</b>.</i></p>
---	---

In the **Door Unlock Schedule** field, click a schedule from the dropdown list if you want the door to remain unlocked for pre-specified periods of time.

On the **Two Factor Schedule** dropdown list, click the schedule during which you want this door to require two credentials. During the selected time period, users with privileges at this door will need scan a security card *and* enter a PIN to gain access.

In the **Two Factor Interval** field, enter the amount of time (3-60 seconds) the user will have to present both credentials. If the user takes more than the allotted time, access will be denied.

In the **Card Required Schedule** field, click the schedule during which you want this door to require a card credential to be used. During the selected time period, users with privileges at this door will need to scan a card credential to gain access. Use of a PIN will not be sufficient.

In the **Use Alarm Shunt** field, click **Yes** or **No** to indicate if the door is connected to an alarm system that should be shunted (temporarily disabled) for a specified period of time after the Pass-through Period has expired. The shunt time is in addition to the Pass-through Period. For example, if the Pass-through Period is 10 seconds, and the Alarm Shunt duration is 3 seconds, the alarm will engage only if the door remains in an open state for more than 13 seconds after the user was authenticated. The default setting is **Yes**.

In the **Alarm Shunt Duration** field, enter the length of time (1-240 seconds) the alarm system should be shunted. The default and recommended setting is **1**. If the alarm shunt is in use by a device, a message displays indicating that there is no alarm shunt available for this door node.

	<p><b>NOTE:</b></p> <p><i>The Alarm Shunt feature applies to Request-to-Exit events as well as authorized entries.</i></p>
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	<p><b>WARNING: Alarm Shunt Restrictions</b></p> <p><i>If any device is connected to the AUX RELAY 1 terminal block on the Door Board, the Alarm Shunt feature cannot be enabled.</i></p>
---	--

In the **Enable Mobile Pass Biometrics** field, click **Yes** or **No** to indicate if you want to enable Brivo Mobile Pass biometric security for allowing access.

For ACS6000, ACS300 and ACS100 panels only with OSDP reader selected, in the **Reader Beep on Card** field, click **Yes** or **No** to indicate if you want the OSDP reader to beep when a credential is presented.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 6.1.2 or later for the Reader Beep on Card feature to function.</i></p>
---	--

In the **Control from Browser** field, click **Yes** or **No** to indicate if you want to enable the Control from Browser feature to allow Control Door to function.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 5.0.12 or later for the Control Door feature to function. If the control panel has firmware version 5.0.11 or earlier, the Control Door feature is not available.</i></p> <p><i>The control panel firmware must be version 6.1.4 or later for the Door Override portion of the Control Door feature to function. If the control panel has firmware version 6.1.3 or earlier, the Door Override option is not available.</i></p>
---	--

Click **Save Door**. The Door detail page displays.

	<p><b>NOTE:</b></p> <p><i>If the In/Out value is set to <b>In</b> when a door is created or edited, the value appears as <b>Ingress</b> on the Door detail page; if it is set to <b>Out</b>, it appears as <b>Egress</b> on the Door detail page; and if it is set to <b>Neither</b>, this field does not display at all on the Door detail page.</i></p>
---	---

### To define a Salto door:

Once the Salto Router is selected from the **Board and Node** dropdown list, the **Lock** field appears. Enter the lock number for the new Salto door. If the lock number selected is unavailable, a warning will appear in **red**.

In the **Enable Privacy Mode** field, click **Yes** or **No** to indicate if you want to enable Privacy Mode for this Salto Router.

In the **Enable Credential Caching** field, click **Enable** or **Disable** to indicate if you wish to enable credential caching for this Salto Router. If **Enable** is selected, enter the number of days (1-30) in the **Cached Credential Buffer History** field.

In the **Pass-through Period** field, enter the maximum length of time (1-600 seconds) the door should remain unlocked after a user presents his or her credentials and is authenticated or presses a Request-to-Exit switch. For example, if this value is set to 15, the user has 15 seconds to pass through the door before it automatically re-locks. The default setting is 5.

In the **Door Unlock Schedule** field, click a schedule from the dropdown list if you want the door to remain unlocked for pre-specified periods of time.

In the **Enable Mobile Pass Biometrics** field, click **Yes** or **No** to indicate if you want to enable Brivo Mobile Pass biometric security for allowing access.

In the **Control from Browser** field, click **Yes** or **No** to indicate if you want to enable the Control from Browser feature to allow Unlock Door to function.

The screenshot shows the 'STORAGE - DC/ DEFINE DOOR' configuration page in the Brivo Onair interface. The page is titled 'STORAGE - DC/ DEFINE DOOR' and features a dark header with navigation tabs: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. A user profile for 'James Hart' is visible in the top right. The main configuration area includes the following fields and options:

- Door Name:** Warehouse Entrance
- Control Panel:** STB-4V-YYAO6 - DC
- Board:** Salto Router: Teleph...
- Lock #:** 1
- Enable Privacy Mode:** Radio buttons for Yes and No.
- Enable Credential Caching:** Radio buttons for Enable and Disable.
- Cached Credential Buffer History:** 1 days (1-30)
- Pass-through Period:** 5 seconds (1-600)
- Door Unlock Schedule:** None
- Enable Mobile Pass Biometrics:** Radio buttons for Yes and No.
- Control from Browser:** Radio buttons for Yes and No.

At the bottom of the configuration area, there are two buttons: 'Cancel' and 'Save Door'.

Figure 148. Define a Salto Door

Click **Save Door**. The Door detail page displays.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 5.0.22 or later for the Salto Wireless Door feature to utilize all listed features. If the control panel has firmware version 5.0.18 or earlier, the Salto Wireless Door feature is not available.</i></p>
--	---

### To define an Allegion NDE/LE/AD400 door:

Once the Allegion Gateway is selected from the **Board** dropdown list, the **Node Address** field appears. Select the appropriate node from the dropdown list and the remaining fields appear.

In the **Enable Privacy Mode** field, click **Yes** or **No** to indicate if you want Privacy Mode enabled.

In the **Enable Credential Caching** field, click **Enable** or **Disable** to indicate if you wish to enable credential caching for this Salto Router. If **Enable** is selected, click **Yes** or **No** in the **Purge Unused Cached Credentials After 5 Days** field to indicate if you want cached credentials purged. Enter the maximum number of cache entries in the **Maximum Cache Entries** field (1-1275 in increments of 5).

In the **Door Ajar Enabled** field, click **Yes** or **No** to indicate if you want to enable the Door Ajar feature. This feature controls how long a door can be left propped or held open before it is considered a security risk, causing the event to be recorded in the Activity Log and an optional email notification to be sent. The default setting is **Yes**.

If the Door Ajar feature is enabled, use the **Door Ajar Threshold** field to indicate the maximum length of time (30-600 seconds) the door can be left ajar without causing a security violation. The default setting is **120**.

In the **Pass-through Period** field, enter the maximum length of time (1-600 seconds) the door should remain unlocked after a user presents his or her credentials and is authenticated or presses a Request-to-Exit switch. For example, if this value is set to 15, the user has 15 seconds to pass through the door before it automatically re-locks. The default setting is **5**.

In the **Door Unlock Schedule** field, click a schedule from the dropdown list if you want the door to remain unlocked for pre-specified periods of time.

In the **Enable Mobile Pass Biometrics** field, click **Yes** or **No** to indicate if you want to enable Brivo Mobile Pass biometric security for allowing access.

In the **Control from Browser** field, click **Yes** or **No** to indicate if you want to enable the Control from Browser feature to allow Unlock Door to function.

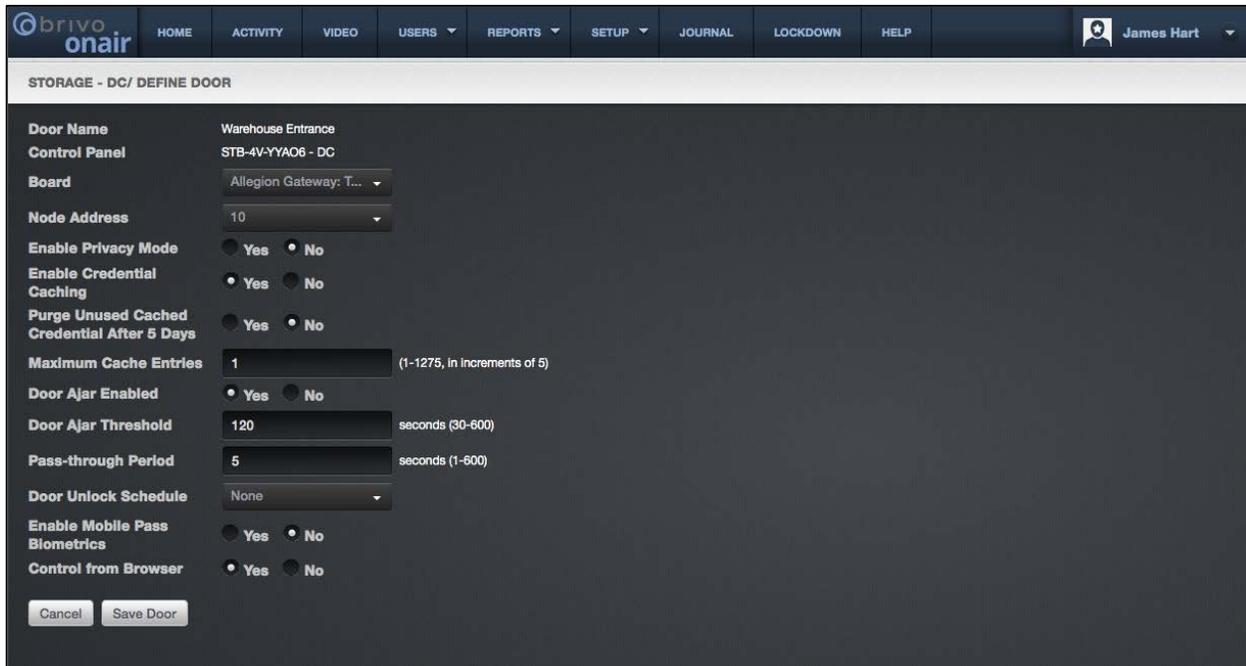


Figure 149. Define an Allegion Door

Click **Save Door**. The Door detail page displays.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 5.1.5 or later to utilize the Allegion NDE/LE Door feature. If the control panel firmware is 5.1.4 or earlier, the Allegion NDE/LE Door feature is not available.</i></p> <p><i>The control panel firmware must be version 5.2.6 or later to utilize the Allegion Privacy Mode.</i></p> <p><i>The control panel firmware must be version 5.2.10 or later to utilize Allegion AD400 Wireless Locks</i></p>
---	--

**To define an Assa Abloy Aperio door:**

Once the Assa Abloy Aperio Hub is selected from the **Board** dropdown list, the **Lock #** field appears. Select the appropriate number from the dropdown list and the remaining fields appear.

In the **MAC Address** field, enter the MAC address of the Assa Abloy Aperio lock. You may click on the **Find existing MAC Address** button to show a list of Assa Abloy Aperio locks on the network.

In the **Enable Privacy Mode** field, click **Yes** or **No** to indicate if you want Privacy Mode enabled.

In the **Enable Credential Caching** field, click **Yes** or **No** to indicate if you wish to enable credential caching for this Assa Abloy Aperio Lock. If **Enable** is selected, enter the number of days (1-90) in the **Cached Credential Period** field, and the maximum number of cached credentials (1-1000) in the **Maximum # of Cached Credentials** field. The default settings for both fields is **1**.

In the **Door Ajar Enabled** field, click **Yes** or **No** to indicate if you want to enable the Door Ajar feature. This feature controls how long a door can be left propped or held open before it is considered a security risk, causing the event to be recorded in the Activity Log and an optional email notification to be sent. The default setting is **Yes**.

If the Door Ajar feature is enabled, use the **Door Ajar Threshold** field to indicate the maximum length of time (30-600 seconds) the door can be left ajar without causing a security violation. The default setting is **120**.

In the **Pass-through Period** field, enter the maximum length of time (1-600 seconds) the door should remain unlocked after a user presents his or her credentials and is authenticated or presses a Request-to-Exit switch. For example, if this value is set to 15, the user has 15 seconds to pass through the door before it automatically re-locks. The default setting is **5**.

In the **Door Unlock Schedule** field, click a schedule from the dropdown list if you want the door to remain unlocked for pre-specified periods of time.

In the **Enable Mobile Pass Biometrics** field, click **Yes** or **No** to indicate if you want to enable Brivo Mobile Pass biometric security for allowing access.

In the **Control from Browser** field, click **Yes** or **No** to indicate if you want to enable the Control from Browser feature to allow Unlock Door to function.

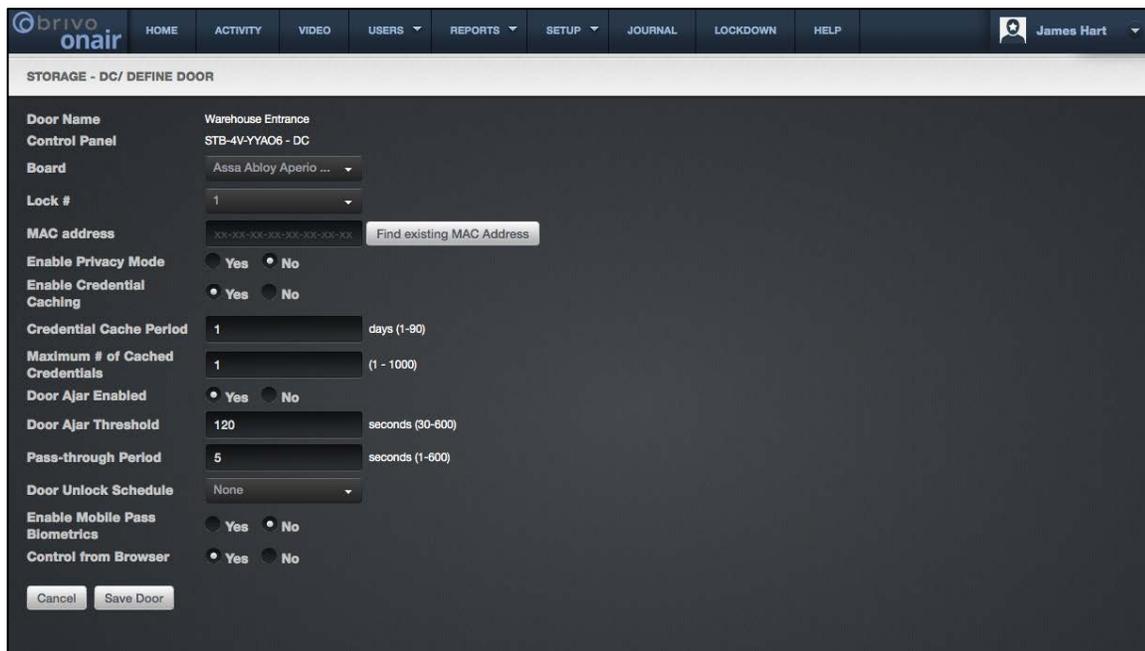


Figure 150. Define an Assa Abloy Aperio Door

Click **Save Door**. The Door detail page displays.

	<p><b>NOTE:</b></p> <p><i>The control panel firmware must be version 6.1.2 or later for Assa Abloy Aperio wireless lock to be available. If the control panel has firmware version 6.1.1 or earlier, the Assa Abloy Aperio wireless lock is not available.</i></p>
---	--

**To edit a door:**

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to edit a door. The View Site page displays.

Click the door you want to edit. The View Door page displays.

Click **Edit Door**. The Edit Door page displays.

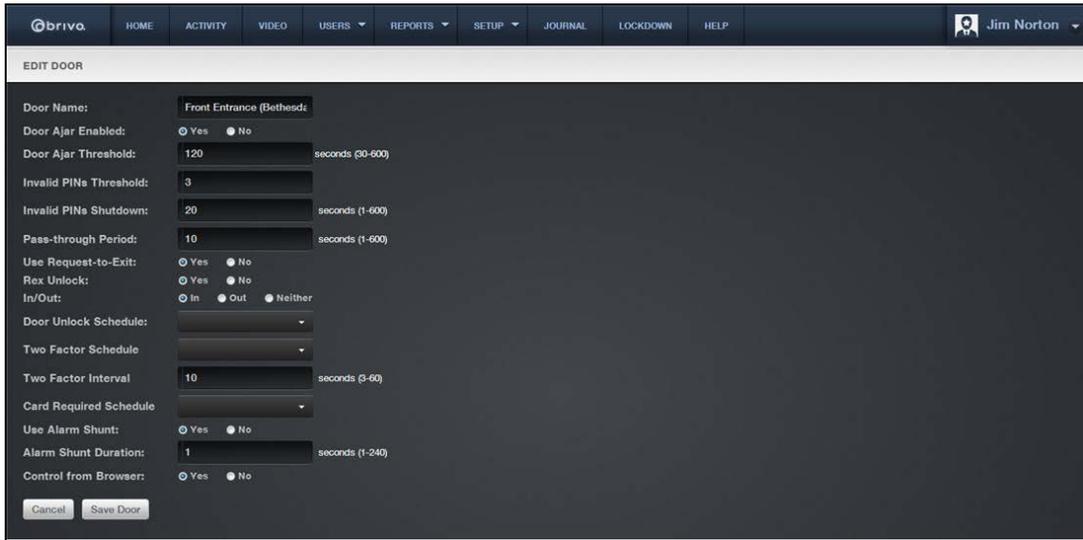


Figure 151. Edit a Door

All of the fields on this page can be edited. See the preceding sections on adding doors for more information.

Click **Save Door**. You are returned to the Door detail page with the new information displaying.

**To delete a door:**

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to delete a door. The View Site page displays.

If your Administrator permissions allow you to delete doors, a trashcan icon is associated with each door on this page. Click the trashcan for the door you want to delete.

Click **OK** in the confirmation prompt. You are returned to the View Site page, and the deleted door is no longer listed.

	<p><b>WARNING: Managing Doors</b></p> <p>Once a door is added to a site, the <b>Control Panel ID#</b> and <b>Board ID#</b> cannot be changed. You will have to delete the door and recreate it in order to change these values.</p>
---	---

**To unlock (pulse) a door:**

The Unlock Door feature provides a standard remote “buzz-through” access on doors for authorized administrators who may need to remotely open a locked door. The door will pulse for the time defined in the

door's Pass-through Period. This feature is only available to panels that have firmware 5.0.12 or later. Panels with firmware version 5.0.11 or earlier do not have access to this feature.

	<p><b>NOTE:</b></p> <p>There are four areas from which you may access the <b>Unlock Door</b> feature. Under the <b>Home</b> section, the <b>Unlock Door</b> link is listed under shortcuts. Under the <b>Activity</b> section, in the <b>Activity Log</b>, the <b>Unlock Door</b> link is on the right side of the page below the Administrator's Name. Under the <b>Setup</b> tab, under the <b>Sites/Doors</b> link, the <b>Unlock Door</b> link is listed in the sub-navigation bar. Finally, the <b>Unlock Door</b> feature is accessible through the <b>Console</b> button at the top right of any page.</p>
---	---

	<p><b>NOTE:</b></p> <p>A door must have <b>Control From Browser</b> set to <b>Yes</b> under the <b>Edit Door</b> page in order to take advantage of the <b>Unlock Door</b> feature.</p>
---	---

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Unlock Door** tab. The **Unlock Door** page displays.

Select the appropriate door you wish to pulse. Click the **Unlock Door** button.

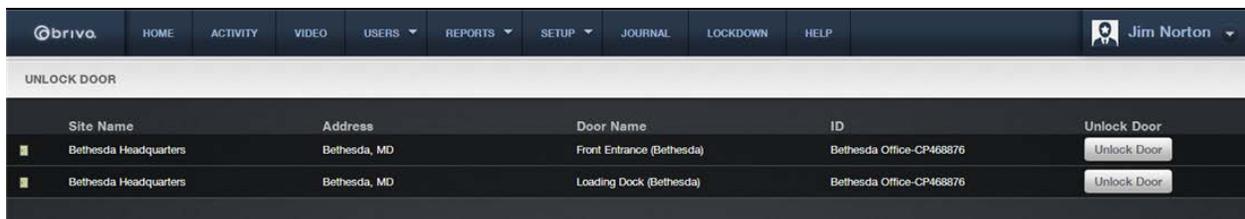


Figure 152. Unlock a door

Once the button is pushed, a message will appear noting that the request was sent successfully. If you wish to view the event, click on the **Activity Log** link that appears.

## Viewing Door Relationships

Since multiple Administrators may be managing access privileges for the doors at a site, a View Relationships page provides an overview of the type of access individual user groups have for a specific door. The View Relationships report can be generated at any time to show all of the current relationships for a given door.

### To view a list of groups with access to a specific door:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays

Click the site for which you wish to view door relationships. The View Site page displays.

Click the door for which you wish to view relationships. The View Door page displays.

Click **View Relationships**. The View Relationships page displays.

VIEW RELATIONSHIPS			
<b>Front Entrance (Bethesda)</b>			
Group	Site	Schedule Name	
 Management	Bethesda Headquarters	Universal - 24x7 Schedule	
 Bethesda Staff	Bethesda Headquarters	Bethesda Headquarters - Bethesda Hours of Operation	
 Holiday Access Group	Bethesda Headquarters	Universal - Holiday Access	
 Bethesda Openers	Bethesda Headquarters	Bethesda Headquarters - Bethesda Hours of Operation	

Figure 153. View Door Relationships

This report lists all the relationships currently associated with the door:

- The **Group** field lists the groups of users with access privileges for the door.
- The **Site** field indicates the site at which each door is located.
- The **Schedule Name** field identifies the schedule with which the door is currently associated, and by which access to the door is currently managed.

The report also lists any event track devices associated with the door.

Use your Web browser's print capabilities to generate a hardcopy of the report.

## Viewing Device Details

The Device detail page displays a list of information associated with a specific door.

### To view the details for a specific device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you wish to view device details. The View Site detail page displays.

Click the device for which you wish to view details. The View Device detail page displays.

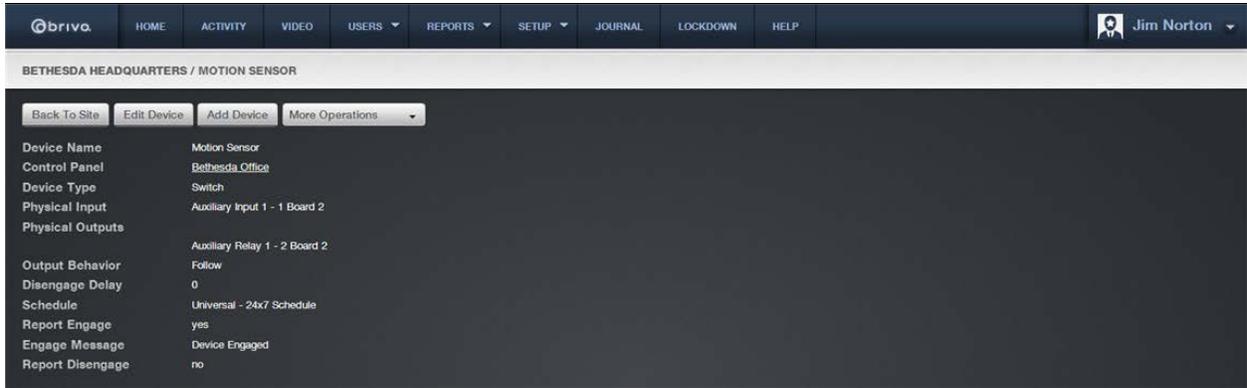


Figure 154. View Switch Device Details

The appearance of this page differs depending on the type of the device being viewed. For more information, see *Managing Devices*.

## Managing Devices

The Master Administrator and *all* Senior Administrators have permission to manage devices. This includes creating the device, editing its name, and managing its settings.

	<p><b>NOTE:</b></p> <p><i>The procedures for managing devices vary depending on the control panel with which the device is associated. The following instructions apply to devices associated with ACS5000, ACS6000, ACS300, ACS100 or IPDC control panels only.</i></p>
---	--

### To add a device to a site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site to which you want to add a device. The View Site page displays.

Click **Add Device**. The Add Device page displays.

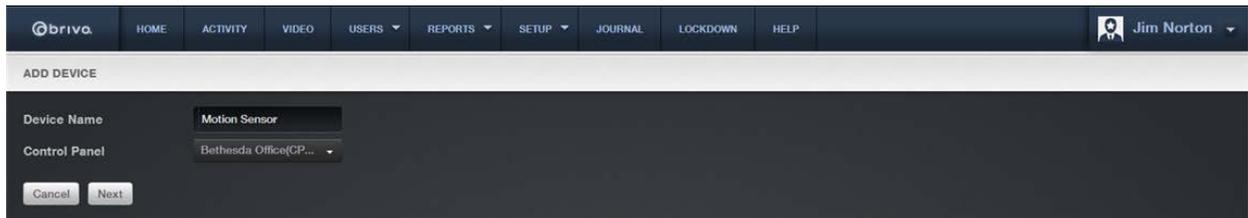


Figure 155. Add a Device to a Site

Enter a brief, descriptive name in the **Device Name** field, such as “Heat Sensor.” The device name does not need to include a reference to the site, because the site name is automatically appended to the description you enter in this field.

Click a **Control Panel** from the dropdown list.

Click **Next**.

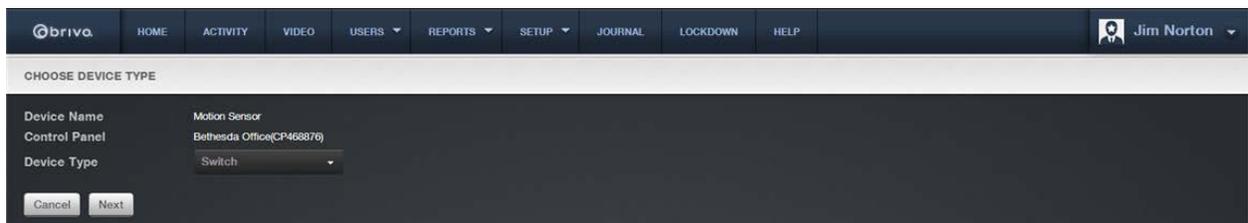


Figure 156. Specify a Device Type

The **Device Name** and **Control Panel** fields cannot be edited on this page.

Click a **Device Type** from the dropdown list.

- *Switch*. A device with one input point and 0 to N output points that has state (On or Off). The device can have these behaviors: Latch, Unlatch, Pulse, or Follow. A schedule associated with the

device causes it to be available for activation via its input point during the selected times for the schedule.

- **Timer.** A device whose input is a schedule and that has 0 to N output points associated with it. The timer's state is On during the times selected in its schedule; otherwise it is Off. The device can have these behaviors: Latch, Unlatch, Pulse, or Follow.
- **Valid Credential.** A device whose input is a card reader and that has 0 to N output points associated with it. A valid credential device has no state, so its behaviors are limited to: Latch, Unlatch, and Pulse. Valid credential devices have permissions associated with them and appear in the group permissions area. Valid credential devices do not have Disengage messages because they do not have state, nor do they have schedules.
- **Event Track.** A device whose input is the specific event associated with it from the door that the event track device is created to watch. An event track device can have 0 to N outputs associated with it. The device can always have these behaviors: Latch, Unlatch, or Pulse. If an event track device is watching for Door Ajar events, then it has state and can have a Follow behavior. If the Follow behavior is selected, then the device can have a Disengage message. The schedule associated with an event track device defines when it is active because a client might want to respond to the event differently during business hours than during non-business hours.

Click **Next**. The Define Device page displays. The appearance of this page differs depending on the device type selected.

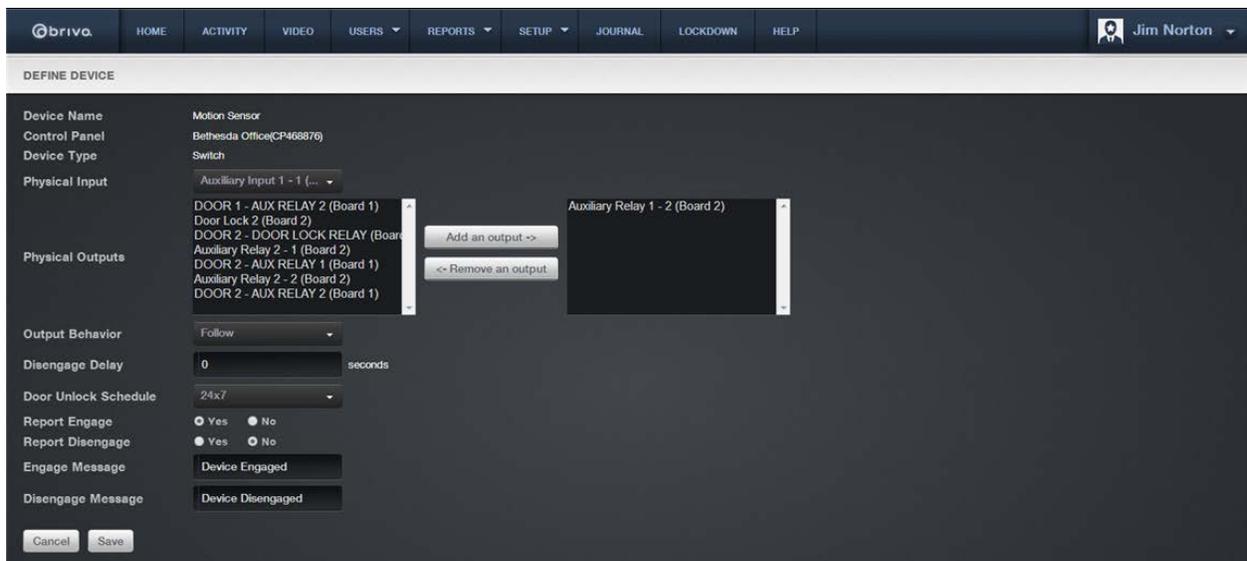


Figure 157. Define a Switch Device

## To define a device:

The **Device Name**, **Control Panel**, and **Device Type** fields cannot be edited on the Define Device page.

The next field on this page varies depending on the Device Type selected:

For *Switch*, the **Physical Input** field displays. From this dropdown list, click the input terminal for the device. All valid, available input terminals for the specified control panel are listed.

For *Timer*, the **Timer Schedule** field displays. From the dropdown list, click the schedule on which the timer should operate.

For *Valid Credential*, the **Reader** field displays. From the dropdown list, click the appropriate reader or keypad.

For *Event Track*, the **Event** and **Door** fields display. From the **Event** dropdown list, click the event to be tracked by the device. From the **Door** dropdown list, click the door for which the event is being tracked.

In the **Physical Outputs** field, identify the output terminal(s) for the device. By default, no terminals are selected. To select an output terminal:

In the left-hand box, click the output terminal. Click **Add an output**. The terminal name now appears in the right-hand box.

Repeat for each output terminal used by the device.

Click an **Output Behavior** for the device from the dropdown list:

- *Latch*. When the device is activated, it causes the device's outputs to latch (move to the opposite of their normal state). Example: A buzzer is activated when a switch is turned on to call a service person.
- *Unlatch*. When the device is activated, it causes the device's outputs to unlatch (move to their normal state). Example: A buzzer is silenced when the switch is turned off by a service person.
- *Follow*. When the device is activated, the outputs are activated until the state that is being followed terminates and the duration period elapses. This behavior is only valid for devices that have state, such as switches, timers, or event trackers when Door Ajar is the selected event. Example: If you have an Event Track device set to watch Door Ajar messages, you can set the output to *follow* the input, and it will engage its output when the door is left ajar. Likewise, when the Door Ajar condition is cleared, the Event Track device will disengage its output.
- *Pulse*. When the device receives an input, it engages for the amount of time defined in the **Pulse Duration** field before executing its output behavior. Example: If a Valid Credential device controls access to a Copy Machine, the machine is only accessible, once a credential is verified, for the amount of time specified in the **Pulse Duration** field.

In the **Pulse Duration** field, enter the amount of time (0-999 seconds) that should elapse between when the input is received and the output behavior is executed. The default is **0**.

The **Schedule** field only displays if the Device Type is Switch or Event Track. From the dropdown list, click the schedule during which the device should operate.

In the **Report Engage** field, click **Yes** or **No** to indicate if engagement of this device should be reported in the Activity Log. The default is **Yes**.

If **Report Engage** is set to **Yes**, enter an **Engage Message** to be used in the Activity Log, such as "Timer activated." The default is **No**.

The **Report Disengage** and **Disengage Message** fields only display if the Device Type is Switch or Timer. Click **Yes** in the **Report Disengage** field to record in the Activity Log when the device is disengaged. In the **Disengage Message** field, enter a message to be used in the Activity Log.

Click **Save**. The Device detail page displays.

### To edit a device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to edit a device. The View Site page displays.

Click the device you want to edit. The View Device page displays.

Click **Edit Device**. The Edit Device page displays.

The screenshot shows the 'EDIT DEVICE' interface in the Brivo Onair system. The top navigation bar includes 'HOME', 'ACTIVITY', 'VIDEO', 'USERS', 'REPORTS', 'SETUP', 'JOURNAL', 'LOCKDOWN', and 'HELP'. The user 'Jim Norton' is logged in. The main content area is titled 'EDIT DEVICE' and contains the following fields:

- Device Name:** Motion Sensor
- Control Panel:** Bethesda Office
- Device Type:** Switch
- Physical Input:** Auxiliary Input 1 - 1
- Physical Outputs:** A list of relays including 'DOOR 1 - AUX RELAY 2 (Board 1)', 'Door Lock 2 (Board 2)', 'DOOR 2 - DOOR LOCK RELAY (Board 1)', 'Auxiliary Relay 2 - 1 (Board 2)', 'DOOR 2 - AUX RELAY 1 (Board 1)', 'Auxiliary Relay 2 - 2 (Board 2)', and 'DOOR 2 - AUX RELAY 2 (Board 1)'. There are 'Add an output' and '<< Remove an output' buttons.
- Output Behavior:** Follow
- Disengage Delay:** 0 seconds
- Door Unlock Schedule:** 24x7
- Report Engage:** Yes (selected), No
- Report Disengage:** Yes (selected), No
- Engage Message:** Device Engaged
- Disengage Message:** Device Disengaged

'Cancel' and 'Save' buttons are located at the bottom left of the form.

Figure 158. Edit a Device

All the fields on this page can be edited except **Control Panel** and **Device Type**. See the preceding section on adding devices for more information.

Click **Save**. You are returned to the Device detail page with the new information displaying.

### To delete a device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to delete a device. The View Site page displays.

If your Administrator permissions allow you to delete devices, a trashcan icon is associated with each device on this page. Click the trashcan for the device you want to delete.

Click **OK** in the confirmation prompt. You are returned to the View Site page, and the deleted device is no longer listed.

## Viewing Valid Credential Relationships

Since multiple Administrators may be adding, editing and deleting valid credentials over a period of time, you can generate a list of the relationships associated with a specific Valid Credential device at any time, via this link.

### To view a list of groups with access to a specific Valid Credential device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you wish to view Valid Credential relationships. The Site detail page displays.

Click the Valid Credential for which you wish to view relationships. The associated detail page displays.

Click **View Relationships**. The View Relationships page displays.

As with the View Relationships report generated for doors, this report lists all the relationships currently associated with the Valid Credential device:

The **Group** field lists the groups of users with access privileges for the device.

The **Site** field indicates the site at which each device is located.

The **Schedule Name** field identifies the schedule with which the device is currently associated, and by which access to the device is currently managed.

Use your Web browser's print option to generate a hardcopy of the report.

## 12. Elevators

## What is an Elevator?

An *elevator* is linked to a set of sites that are connected to the floors that the elevator services. While an elevator may be shared by multiple accounts, the floors they service typically are not. For more information see *Managing Floors*.

Elevators must have a reader installed in each car; however, for each individual elevator you can set where this reader is wired to the control panel.

## Managing Elevators

Configuring a control panel includes managing the elevators linked to that control panel.

### To add an elevator to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panels List displays.

Click the control panel to which you wish to add an elevator. The Control Panel detail page displays.

Click **More Operations** and select **Add Elevator**. The New Elevator page displays.

The screenshot shows the 'NEW ELEVATOR' configuration page. The form includes the following fields and options:

- Elevator Name:** Main Elevator
- Reader:** Reader 2(Board 2)
- Pulse Time:** 10 seconds
- Sites:** Philadelphia Office and Bethesda Headquarters (with 'Add a site ->' and '<- Remove a site' buttons)
- Two Factor Schedule:** None
- Two Factor Interval:** 3 seconds (3-60)
- Card Required Schedule:** (empty dropdown)
- Buttons:** Cancel, Save Elevator

Figure 159. Add an Elevator to a Control Panel

	<p><b>NOTE:</b></p> <p><i>In order to add an elevator to a control panel, there must be an existing site and an available card reader with which to associate the elevator. Otherwise, you will receive an error message when you access the Add Elevator page.</i></p>
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In the **Elevator Name** field, enter a short, descriptive name for the elevator, such as “Main Lobby.”

On the **Reader** dropdown list, click a card reader with which to associate the elevator. All available readers are listed.

In the **Pulse Time** field, enter the number of seconds (1-600) you want a floor selection to remain available after a card is flashed at or passed through the reader. The default is **10**.

In the **Sites** field, identify the site(s) at which this elevator operates. By default, no sites are selected. To select a site:

In the left-hand box, click the site you wish to associate with the elevator.

Click **Add a site**. The site name now appears in the right-hand box.

Repeat for each site you wish to associate with the elevator.

On the **Two Factor Schedule** dropdown list, click the schedule during which you want this elevator to require two credentials. During the selected time period, users with privileges at this elevator will need to scan a security card *and* enter a PIN to gain access.

In the **Two Factor Interval** field, enter the amount of time (3-60 seconds) the user will have to present both credentials. If the user takes more than the allotted time, access will be denied.

On the **Card Required Schedule** dropdown list, click the schedule during which you want the elevator to require a card credential. During the selected time period, users with privileges at this elevator will need to scan a security card in order to gain access.

Click **Save Elevator**. The Elevator detail page displays.

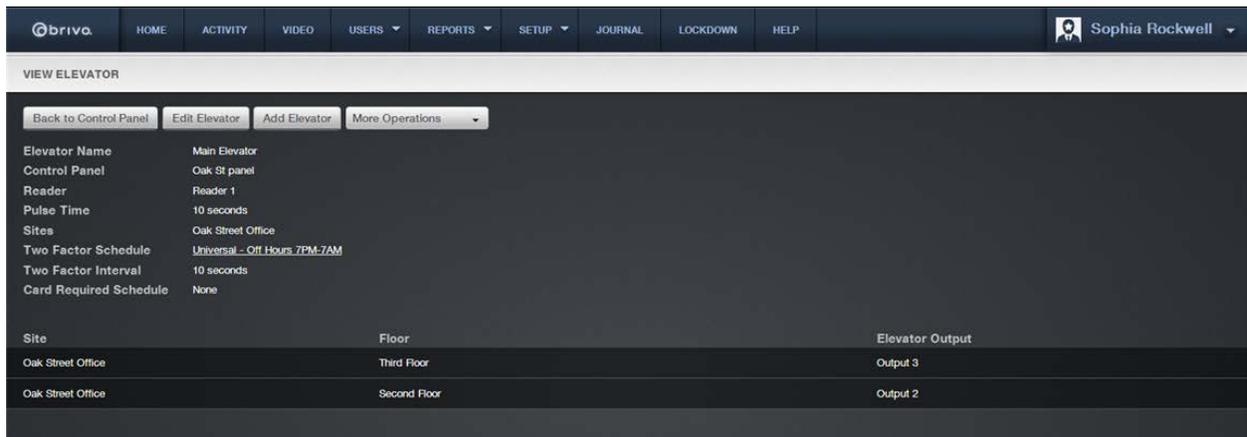


Figure 160. View Elevator Details

**To edit an elevator:**

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panels List displays.

Click the control panel for which you wish to edit an elevator. The Control Panel detail page displays.

Click the elevator you wish to edit. The Elevator detail page displays.

Click **Edit Elevator**. The Edit Elevator page displays.

The screenshot shows the 'EDIT ELEVATOR' interface. At the top is a navigation bar with the Brivo logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, HELP. The user 'Jim Norton' is logged in. The main form has the following fields and controls:

- Elevator Name:** Text input field containing 'Main Elevator'.
- Reader:** Dropdown menu showing 'DOOR 2 - READER [...]'.
- Pulse Time:** Text input field containing '10', with 'seconds' to its right.
- Sites:** Two list boxes. The left one contains 'Philadelphia Office' and the right one contains 'Bethesda Headquarters'. Between them are two buttons: 'Add a site ->' and '<- Remove a site'.
- Two Factor Schedule:** Dropdown menu.
- Two Factor Interval:** Text input field containing '3', with 'seconds (3-60)' to its right.
- Card Required Schedule:** Dropdown menu.
- At the bottom left are two buttons: 'Cancel' and 'Save Elevator'.

Figure 161. Edit an Elevator

All the fields on this page can be edited. See the preceding section on adding elevators for more information. Click **Save Elevator**. You are returned to the Elevator detail page with the new information displayed.

### To delete an elevator:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panels List displays.

Click the control panel for which you wish to delete an elevator. The Control Panel detail page displays.

If your Administrator permissions allow you to delete elevators, you will see a trashcan icon associated with each elevator listed on this page. Click the icon for the elevator you wish to delete.

Click **OK** in the confirmation prompt. You are returned to the Control Panel detail page, and the deleted elevator is no longer listed.

## 13. Floors

## What is a Floor?

A *floor* is any floor accessed via an elevator which requires a valid credential for entry. When an elevator is linked to a site, it automatically becomes available to be linked to the floors defined for that site.

## Viewing Floor Details

The Floor detail page displays basic information about a specific floor associated with an account.

### To view the details for a specific floor:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you wish to view floor details. The View Site detail page displays.

Click the floor for which you wish to view details. The View Floor detail page displays.

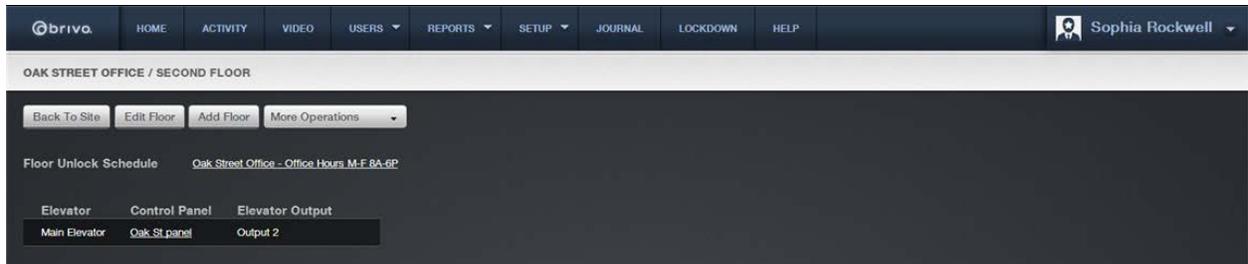


Figure 162. View Floor Details

This page provides links to pages that enable you to manage the floor, including:

**Edit Floor**

**Add Floor**

**More Operations** (which contains):

**Delete Floor**

**View History**

**View Relationships**

The Floor detail page also provides information any unlock schedules associated with the floor and about any elevators associated with the floor, including:

The **Elevator** name

The corresponding **Control Panel**, which serves as a link to the Control Panel detail page

The associated **Elevator Output**.

## Viewing Floor Relationships

Since multiple Administrators may be managing access privileges for the floors at a site, a View Relationships page provides an overview of the type of access individual user groups have for a specific floor. The View Relationships report can be generated at any time to show all of the current relationships for a given floor.

### To view a list of groups with access to a specific floor:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you wish to view floor details. The View Site detail page displays.

Click the floor for which you wish to view details. The View Floor detail page displays.

Click **View Relationships**. The View Relationships report displays.

As with the View Relationships report generated for doors, this report lists all the relationships currently associated with a specific floor:

- The **Group** field lists the groups of users with access privileges to floor.
- The **Site** field indicates the site at which each floor is located.
- The **Schedule Name** field identifies the schedule with which the floor is currently associated, and by which access to the floor is currently managed.

Use your Web browser's print option to generate a hardcopy of the report.

## Managing Floors

The Master Administrator and *all* Senior Administrators have permission to manage floors. This includes creating the floor, editing its name, and managing its settings. You must create elevator(s) prior to creating floors.

### To add a floor to a site:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to manage floors. The View Site page displays.

Click **Add Floor**. The Add Floor page displays if you have one or more elevators associated with the current site.

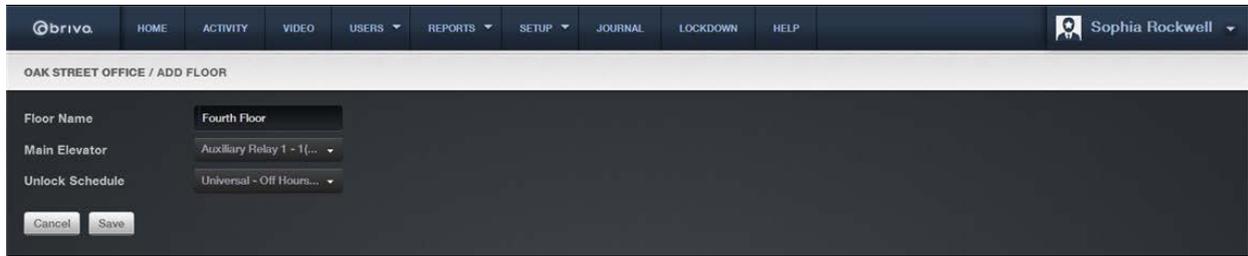
The screenshot shows the Brivo Onair Administrator interface. At the top is a navigation bar with the Brivo logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. On the right of the navigation bar is a user profile for Sophia Rockwell. Below the navigation bar is a breadcrumb trail: OAK STREET OFFICE / ADD FLOOR. The main content area contains a form with three fields: 'Floor Name' with the value 'Fourth Floor', 'Main Elevator' with a dropdown menu showing 'Auxiliary Relay 1 - 1[...]', and 'Unlock Schedule' with a dropdown menu showing 'Universal - Off Hours...'. At the bottom of the form are two buttons: 'Cancel' and 'Save'.

Figure 163. Add a Floor to a Site

Enter a brief, descriptive name in the **Floor Name** field, such as “Lobby.” The floor name does not need to include a reference to the site where the floor is located, because the site name is automatically appended to the description you enter in this field.

Click an output terminal from each elevator dropdown list. (A dropdown list appears for each elevator defined for the account. The field names are the names of the elevators by which the floor can be accessed.) In this way, the floor becomes associated with one or more elevators.

In the **Unlock Schedule** field, click a schedule during which the floor will remain unlocked and no credential will be required to access it from the elevator.

Click **Save**. The Floor detail page displays.

### To edit a floor:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you want to edit a floor. The View Site page displays.

Click the floor you want to edit. The View Floor page displays.

Click **Edit Floor**. The Edit Floor page displays.

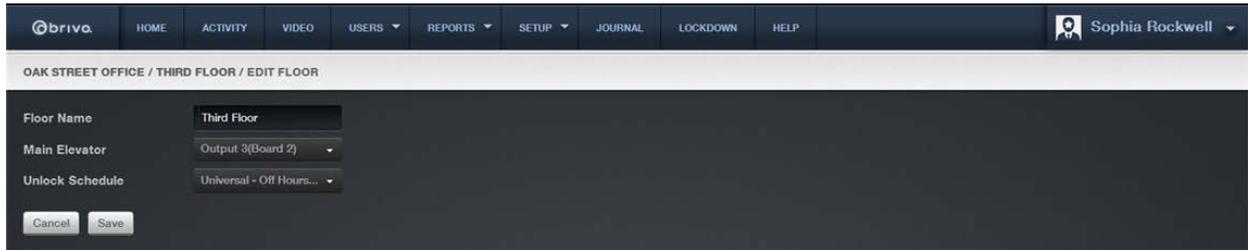


Figure 164. Edit a Floor

All the fields on this page can be edited. See the preceding section on adding floors for more information.

Click **Save**. You are returned to the Floor detail page with the new information displaying.

### To delete a floor:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. The Site List displays.

Click the site for which you wish to delete a floor. The View Site page displays.

If your Administrator permissions allow you to delete floors, a trashcan icon is associated with each floor on this page. Click the trashcan for the floor you want to delete.

Click **OK** in the confirmation prompt. You are returned to the View Site page, and the deleted floor is no longer listed.

## 14. Control Panels

## What are Control Panels?

	<p><b>NOTE:</b></p> <p><i>Unless otherwise noted, the term “control panel” in this document refers to either ACS5000 or ACS6000 panels, ACS300 Controllers, ACS100 Controllers or IP Door Controllers (IPDC). While the general procedures for managing earlier versions of control panels may be similar, you should refer to the documentation for your specific Brivo Onair product for instructions on creating, editing and deleting control panels.</i></p>
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	<p><b>NOTE:</b> <i>Mercury control panels are discussed in Appendix 5.</i></p>
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**Control panel:** For the ACS5000 and ACS6000, a *control panel* is a complete system of chassis, control boards, power supplies, and associated interconnected wiring referred to as a common Control Panel ID number. This includes the Main Board and up to 14 additional control boards (Door Boards and/or Input Output Boards). While each control panel can have a maximum of only 15 control boards (including the Main Board), an account can manage multiple control panels.

For the ACS300, a *control panel* is a complete system of the ACS300 unit, power supply (if needed) and associated interconnected wiring referred to as a common Control Panel ID number.

For the ACS100, a *control panel* is a complete system of the ACS100 unit, integrated OSDP reader, integrated power supply, and associated interconnected wiring referred to as a common Control Panel ID number.

For the IPDC, a *control panel* is a complete system of the IPDC unit, power supply (if needed), and associated interconnected wiring referred to as a common Control Panel ID number. For configuration instructions for the IPDC unit, please consult the *IPDC-E Configuration Guide* on our website.

A *control board* is either a Door Board or an Input Output Board (I/O Board). Each control board has a number of input and output *points*, which are actual connections wired to switches, relays and Wiegand readers. In the case of Door Boards, the points are grouped into two *door nodes* per board, each node containing all of the inputs and outputs necessary to control a single door. Door boards can therefore be configured to drive two doors (one per node). Or, they can be used to control one door and multiple devices, since the input and output points of the second door node can be used to drive devices such as elevators.

	<p><b>NOTE:</b></p> <p><i>Although it is labeled DOOR BOARD, the ACS5000 or ACS6000/ACS6100 Door Boards can be used to drive any type of device that can be wired to close contacts or driven by a relay; it does not have to be used to control just a door.</i></p>
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	<p><b>NOTE:</b></p> <p><i>Keep in mind, when configuring the control board input and output points in Brivo Onair, that the configuration must match the actual physical wiring of the panel. Consult your dealer to ensure that the configuration in Brivo Onair matches the actual control panel wiring.</i></p>
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## Browsing the Control Panel List

The Control Panel List is a list of all control panels currently associated with your account. Control panels are listed in alphabetical order.

### To view the list of control panels for your account:

From the **Setup** dropdown menu, choose the **Site/Doors** tab then click on the **Control Panels** link. The Control Panels directory displays.

Control Panel Name	Last Contact	Control Panel ID	Model	Firmware
Bethesda Office	August 15, 2013 10:38:57 AM EDT	CP468876	ACS5000-Ethernet	5.0.19

Figure 165. View Control Panel List

Your Administrator permissions determine which sites you can view on this page.

The Master Administrator and *all* Senior Administrators can view all control panels associated with the account.

Assistant Administrators can view only those control panels for which they have assigned permissions.

For all viewable control panels, you will see:

The **Control Panel Name**

The time and date when the most recent message was generated by the panel. This **Last Contact** time and date indicate when all the control panels for the account last communicated.

The **Control Panel ID** number

The **Model** type

The **Firmware** version

	<p><b>NOTE: FIRMWARE UPGRADE</b></p> <p><i>When first registered and connected to the Brivo Onair cloud service, your control panel will automatically download and install the latest firmware. This process may take several minutes, so do not disconnect or cut power to your control panel during this process. If you encounter any difficulties during this process, please contact Brivo Technical Support at <a href="tel:866-274-8648">866-274-8648</a> or email <a href="mailto:customercare@brivo.com">customercare@brivo.com</a>.</i></p>
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## Viewing Control Panel Details

The Control Panel detail page displays a list of information associated with a specific control panel. You can the detail page for any site viewable to you on the Control Panel List page.

### To view the details for a specific control panel:

From the **Setup** tab then click on the **Sites/Doors** link. Click the **Control Panels** tab. The Control Panel List displays. Click the control panel you wish to view. The associated detail page displays.

**VIEW CONTROL PANEL**

Control Panel List Edit Control Panel New Control Panel More Operations

**Control Panel Name** STB-4V-YYAO6 - DC  
**Control Panel ID** STB-4V-YYAO6  
**MAC address** 001d00002572  
**Model** ACS6000  
**Firmware** 6.1.2.1  
**Note** Inside Telephone Closet

**RS485 Settings**

**Port 1**  
**Operation Mode** Allegion RSI  
**Baud Rate** 9600

**Port 2**  
**Operation Mode** OSDP Reader  
**Baud Rate** 9600  
**Error Detection Method** CRC  
**OSDP Secure Mode** Disable

**Boards**

Board	Board #	Location	Delete
ACS6000 Door Board	1	Inside panel	Built in

Figure 166. View Control Panel Details

This page provides links to other pages that enable you to manage the control panel that depending up on the model may include:

- Control Panels**
- Edit Control Panel**
- New Control Panel**
- More Operations:**
  - Add Board**
  - Add Wireless Gateway/Router**
  - Add Elevator**
  - Configure Antipassback**
  - View Relationships**

Beneath these links, the control panel details are displayed, including:

- A **Control Panel Name**, assigned when the control panel was first created or last updated by an Administrator.
- The **Control Panel ID** number, found with the control panel.

The **MAC address** of the control panel, provided by the panel to Brivo Onair.

The control panel **Model**, indicating the version (ACS5000, ACS6000, ACS300, ACS100, IPDC). For ACS5000 models, this field will also indicate the type of control panel: Ethernet or GSM.

The version of control panel **Firmware** installed on the control panel.

A **Note** field that displays miscellaneous information related to the functioning of the control panel, such as where the panel is located.

For ACS6000 (dual port), ACS300 (single port), and ACS100 (single port) panels only, the **RS485 Settings** section details:

**Port 1** and **Port 2** lists:

Operation Mode - Port 1 can be set to either Allegion RSI or OSDP Reader. Since Allegion NDE devices and OSDP use different protocols, the administrator needs to select the correct operation mode. For example, the administrator cannot set the Operation Mode to Allegion RSI and connect an OSDP reader. Port 2 will only accept OSDP readers. ACS300 panels do not have a Port 2. ACS100 panels do not have a Port 2 and do not have the option to select Allegion RSI.

Baud Rate – This is the speed at which information is transferred over the line. The default is 9600.

Error Detection Method – Allows the administrator to select either Checksum or Cyclic Redundancy Check (CRC) as the method used for error detection.

OSDP Secure Mode – Allows the administrator to enable, disable, or auto-negotiate secure transmission of credential data between the reader and the control panel.

On the bottom half of the page, all control boards and elevators associated with the control panel are listed. The information displayed for each board includes:

A **Board** name that is comprised of the board type and the board number, and which serves as a link to the Board detail page.

The assigned **Board #**. Each of the up to 15 circuit boards in a control panel has a unique Board #. Board #1 is always the Main Board. The other boards may be either Door Boards or I/O Boards.

	<p><b>WARNING: Board #</b></p> <p><i>The Board # must match the address configured on each board in the system.</i></p>
---	---

A brief description of the board's physical **Location**.

A trashcan icon associated with each board listed, if your permissions allow you to delete control boards.

The information shown for each elevator associated with the control panel includes:

A brief, descriptive **Elevator** name, which serves as a link to the Elevator detail page.

The Wiegand **Reader** configured for the elevator.

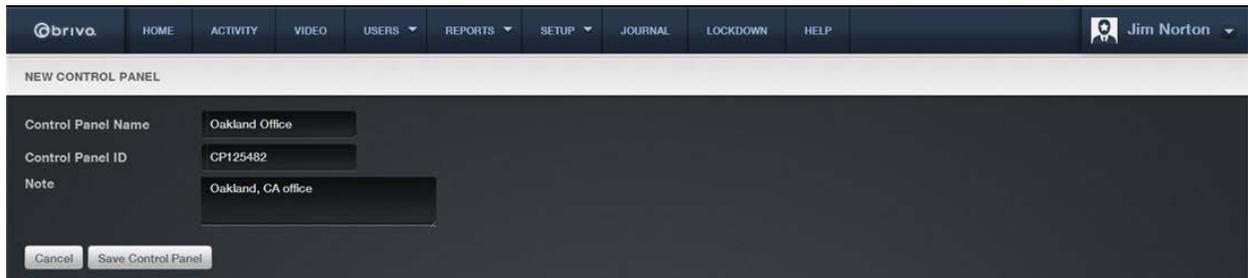
A delete icon associated with each board listed, if your permissions allow you to delete elevators.

## Creating a Control Panel

The Master Administrator and *all* Senior Administrators have permission to manage control panel-related data.

### To create a control panel:

From the **Setup** tab, click on the **Sites/Doors** link, then click on **Control Panel**. The Control Panel List page displays. Click on the **New Control Panel** button. The New Control Panel page displays.



The screenshot shows the 'NEW CONTROL PANEL' form in the Brivo Onair Administrator's Manual. The form is displayed in a dark-themed interface. At the top, there is a navigation bar with the Brivo logo and several menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. On the right side of the navigation bar, there is a user profile icon for 'Jim Norton'. Below the navigation bar, the form is titled 'NEW CONTROL PANEL'. It contains three input fields: 'Control Panel Name' with the value 'Oakland Office', 'Control Panel ID' with the value 'CP125482', and 'Note' with the value 'Oakland, CA office'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save Control Panel'.

Figure 167. Create a Control Panel

Enter a brief, descriptive name in the **Control Panel Name** field, such as “12 Pine Street” or “Main Reactor.”

Enter the **Control Panel ID** number found on the inside door of the control chassis, the one containing the Main Board. You will receive an error message if you enter an invalid ID number.

In the **Note** field, enter any miscellaneous information related to the functioning of the control panel, such as when the battery was last changed or the most recent service date.

Click **Save Control Panel**. You are taken to the Control Panel detail page.

## Managing Control Panels

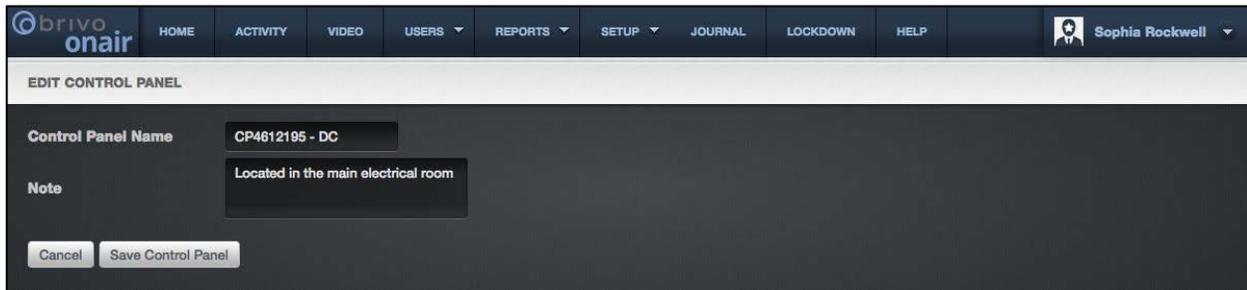
Once a control panel is added to an account, you can change its name but not its ID number. You can also associate control boards and elevators with it. For more information see *Managing Control Panels* and *Managing Elevators*.

### To edit a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** link. The Control Panel List displays.

Click the control panel you want to edit. The Control Panel detail page displays.

Click **Edit Control Panel**. The Edit Control Panel page displays.



The screenshot shows the 'EDIT CONTROL PANEL' interface. At the top, there is a navigation bar with the Brivo Onair logo and several menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, Sophia Rockwell, is displayed in the top right corner. Below the navigation bar, the page title is 'EDIT CONTROL PANEL'. The main content area contains two input fields: 'Control Panel Name' with the value 'CP4612195 - DC' and 'Note' with the value 'Located in the main electrical room'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save Control Panel'.

Figure 168. Edit a Control Panel

Update the information in the **Control Panel Name** and **Note** field as desired.

Click **Save**. You are returned to the Control Panel List.

	<p><b>WARNING: Deleting Control Panels</b></p> <p><i>To have a control panel deleted from your account, you must contact Technical Support.</i></p>
---	---

## Managing Control Boards

Using the ACS5000 or ACS6000/ACS6100 (additional boards cannot be added to an ACS300, ACS100 or IPDC), configuring a control panel involves managing the control boards associated with it, including Door Boards and Input Output (I/O) Boards.

### To add a control board to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel to which you wish to add a control board. The Control Panel detail page displays.

Click **More Operations** and select **Add Board**. The Add Board page displays.

Figure 169. Add a Control Board to a Control Panel

From the dropdown list, click the appropriate **Board Type**.

In the **Board #** field, assign a number to this board. The dropdown list includes all valid board numbers (2-15) not currently in use.

	<p><b>NOTE:</b></p> <p><i>When a control panel is first created, one Door Control Board is automatically associated with it and assigned Board #1. This is the Main Board for the system, and it cannot be deleted.</i></p>
---	---

In the **Location** field, enter a brief description of the board's location, such as "HQ 3<sup>rd</sup> floor utility closet."

Click **Continue**. Depending on the type of board being added, either the Door Control Board detail page or the I/O Board detail page displays.

### To configure a Door Board:

If you are not already on the Door Control Board detail page:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to configure a Door Board. The Control Panel detail page displays.

Click the Door Board you wish to configure. The Door Control Board detail page displays.

**EDIT DOOR CONTROL BOARD**

Board Type: Door Control Board  
 Board #: 1  
 Location: Inside panel

**Door Node 1**

I/O Points	Label	EOL Supervision	Normal State
DOOR 1 - REX	Request-to-Exit 1	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 1 - DOOR CONTACT	Door Contact 1	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Closed
DOOR 1 - DOOR LOCK RELAY	Door Lock 1		Normal
DOOR 1 - AUX RELAY 1	Auxiliary Relay 1 - 1		Normal
DOOR 1 - AUX INPUT 1	Auxiliary Input 1 - 1	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 1 - AUX INPUT 2	Auxiliary Input 1 - 2	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 1 - AUX RELAY 2	Auxiliary Relay 1 - 2		Normal
DOOR 1 - READER	Reader 1		

**Door Node 2**

I/O Points	Label	EOL Supervision	Normal State
DOOR 2 - REX	Request-to-Exit 2	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 2 - DOOR CONTACT	Door Contact 2	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Closed
DOOR 2 - DOOR LOCK RELAY	Door Lock 2		Normal
DOOR 2 - AUX RELAY 1	Auxiliary Relay 2 - 1		Normal
DOOR 2 - AUX INPUT 1	Auxiliary Input 2 - 1	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 2 - AUX INPUT 2	Auxiliary Input 2 - 2	<input type="radio"/> Yes <input checked="" type="radio"/> No	Normally Open
DOOR 2 - AUX RELAY 2	Auxiliary Relay 2 - 2		Normal
DOOR 2 - READER	Reader 2		

Buttons: Cancel, Save Board

Figure 170. Configure a Door Control Board

The **Board Type** and **Board #** fields cannot be edited on this page, but the **Location** field can be.

All Door Boards contain two nodes, each of which can be used to control either one door or one door and multiple devices. On this page, these two nodes are identified as DOOR 1 and DOOR 2, and for each there is a set of input and output points that corresponds to a block of terminals on the actual Door Board. All of the labels match the text silk-screened on the board.

	<p><b>NOTE:</b></p> <p><i>A Door Board node does not have to be used to control a door; it can be used to control any number of devices. However, the following terminal blocks cannot be used by any other device if the node is to be used for a door: REX, DOOR CONTACT, and READER.</i></p>
---	---

In the **Label** field, accept the default label for the I/O point displays, or accept the default **Label** or enter a new short, descriptive value for the device, such as “Loading Dock Door Lock.”

For each input point, there is a set of fields used to define the operation of the associated terminals:

In the **EOL Supervision** field, click **Yes** or **No** to indicate if the input point is wired for end-of-line supervision. EOL supervision is not relevant for output points (**DOOR LOCK RELAY**, **AUX RELAY 1**, and **AUX RELAY 2**) or for the **READER** point.

In the **Normal State** field, select **Normally Closed** to indicate that the I/O Point is normally closed, or **Normally Open** to indicate that it is normally open. As with **EOL Supervision**, this field is not relevant for output points.

For each output point, there is a set of fields used to define the operation of the associated terminals.

- In the **Normal State** field, select **Normal** from the dropdown list to indicate that the output point operates in a fail secure mode. Select **Energized** to indicate that the output point operates in a fail open mode.

	<p><b>NOTE:</b></p> <p><i>The following three steps must be completed in order to utilize Fail Open (Energized) functionality in Brivo Onair:</i></p> <ol style="list-style-type: none"> <li>1. <i>Mode set to Fail Open (Energized)</i></li> <li>2. <i>Correctly wired for Fail Open</i></li> <li>3. <i>Fail Open style door lock must be used</i></li> </ol> <p><i>Simply changing mode to Fail Open from a system that had been configured for Fail Secure operations is not sufficient to achieve Fail Open operation.</i></p>
--	--

Click **Save Board**. You are returned to the Control Panel detail page with the new Door Board listed in alphabetical order with the other control boards.

### To upgrade a Door Board:

	<p><b>NOTE: Only upgrade if you are physically replacing an ACS6000 Door Board with an ACS6100 Door Board</b></p> <p><i>This function should only be performed if an actual ACS6100 Door Board is replacing an existing ACS6000 Door Board. If you upgrade an ACS6000 Door Board to an ACS6100 Door Board in Brivo Onair without physically replacing it with the new ACS6100 Door Board, the ACS6000 Door Board will cease to function properly.</i></p>
--	---

If you are not already on the Door Control Board detail page:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to upgrade a Door Board. The Control Panel detail page displays.

Near the bottom of the page, the Boards associated with the Control Panel are displayed. The ACS6000 Door Boards have an Upgrade option.

Boards				
Board	Board #	Location	Delete	Upgrade
ACS6000 Door Board	1	Inside panel	Built in	
ACS6000 Door Board	2		–	↑
ACS6000 Door Board	3		–	↑
ACS6100 Door Board	8		–	

Figure 171. Upgrading an ACS6000 Door Board

If you are physically replacing an ACS6000 Door Board to an ACS6100 Door Board, click on the Upgrade button next to the board that you are upgrading.

In the pop-up window, click OK.

You are returned to the Control Panel detail page with the Door Board upgraded.

Boards				
Board	Board #	Location	Delete	Upgrade
ACS6000 Door Board	1	Inside panel	Built in	
ACS6100 Door Board	2		–	
ACS6000 Door Board	3		–	↑
ACS6100 Door Board	8		–	

Figure 172. ACS6100 Door Board successfully upgraded

### To configure an Input Output (I/O) Board:

If you are not already on the Door Control Board detail page:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to configure an I/O Board. The Control Panel detail page displays.

Click the I/O Board you wish to configure. The I/O Board detail page displays.

Node	Label	EOL Supervision	Normal State
Input 1	Input 1	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 2	Input 2	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 3	Input 3	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 4	Input 4	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 5	Input 5	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 6	Input 6	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 7	Input 7	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Input 8	Input 8	<input checked="" type="radio"/> Yes <input type="radio"/> No	Normally Open
Output 1	Output 1		Normal
Output 2	Output 2		Normal
Output 3	Output 3		Normal
Output 4	Output 4		Normal
Output 5	Output 5		Normal
Output 6	Output 6		Normal
Output 7	Output 7		Normal
Output 8	Output 8		Normal

Figure 173. Configure an I/O Board

The **Location** field can be edited on this page, but not the **Board Type** and **Board #** fields.

You can define up to eight inputs and eight outputs for each I/O Board. I/O points can be reused by devices, and some devices use multiple points; therefore, the number of devices controlled by an I/O Board is undefined.

For each input device (**INPUT1-INPUT8**), accept the default **Label** or enter a new short, descriptive value for the device:

In the **Label** field a default label displays. To change the label, enter a short, descriptive value, such as “Computer Room Fan.”

In the **EOL Supervision** field, click **Yes** or **No** to indicate if the input device is wired for end-of-line supervision.

In the **Normal State** field, select **Normally Closed** to indicate that the I/O Point is normally closed, or **Normally Open** to indicate that it is normally open.

For each output device (**OUTPUT1-OUTPUT8**), accept the default **Label** or enter a new short, descriptive value for the device:

- In the **Normal State** field, select **Normal** from the dropdown list to indicate that the output point operates in a fail secure mode. Select **Energized** to indicate that the output point operates in a fail open mode.

	<p><b>NOTE:</b></p> <p><i>The following three steps must be completed in order to utilize Fail Open functionality in Brivo Onair:</i></p> <ol style="list-style-type: none"><li><i>1. Mode set to Fail Open (Energized)</i></li><li><i>2. Correctly wired for Fail Open</i></li><li><i>3. Fail Open style door lock must be used</i></li></ol> <p><i>Simply changing mode to Fail Open from a system that had been configured for Fail Secure operations is not sufficient to achieve Fail Open operation.</i></p>
---	--

Click **Save Board**. You are returned to the Control Panel detail page with the new I/O Board listed in alphabetical order.

### **To delete a control board:**

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to delete a control board. The Control Panel detail page displays.

If your administrator permissions allow you to delete control boards, you will see a trashcan icon associated with each Door Board and I/O Board listed on this page. Click the trashcan associated with the board you wish to delete.

Click **OK** in the confirmation prompt. You are returned to the Control Panel detail page, and the deleted board is no longer listed.

## Configuring Antipassback

Antipassback controls allow administrators to determine whether or not individual users are permitted to enter or exit a particular door. With these controls come the following options: Hard Antipassback, Soft Antipassback, Antipassback Reset Interval and Antipassback Reset Time.

	<p><b>NOTE:</b> <i>Salto Door Locks cannot utilize Brivo Onair antipassback functionality.</i></p>
---	--

### Hard Antipassback

Hard Antipassback controls keep individuals from using their card to enter the premises if they are already inside or exiting if they are already outside. With Hard Antipassback implemented, once a user presents his credential, Brivo Onair recognizes his entry and will not allow the user re-enter unless he or she first exits.

### Soft Antipassback

Soft Antipassback design allows administrators to specify controls for both individuals and groups:

The **Antipassback Reset Interval** offers the ability to determine a time interval that prevents a user who enters or exits from doing so again before a period of time elapses. After elapsed interval, the user is free to enter or exit.

The **Antipassback Reset Time** refers to the option where a group's status as inside or outside the Antipassback Zone is automatically reset to being outside at a specific time of day, with the ability to enter the time on a 24-hour clock with minute-by-minute detail.

### Important Antipassback Considerations:

The panel's firmware must be at least version 5.0.9 in order to configure Antipassback settings.

Antipassback is not configurable with Edge devices.

The maximum number of doors that can be configured for Antipassback is 30, as long as one door is configured as an entrance and one is an exit.

Administrators cannot delete a door once it has been configured for Antipassback. To do so, the administrator must first unconfigure Antipassback and then delete the door.

If an individual enters a door without showing his credential, he will not be able to exit when he presents his credential. Similarly, individuals who exit a door without presenting a credential will not be allowed to reenter until the Antipassback Reset Interval has elapsed.

If you wish for only one individual to have immunity to Antipassback controls, create a group with only one user—the user you wish to have immunity. Then check the box "Immunity to Antipassback."

Groups who are immune to Antipassback controls do not follow the same Antipassback controls as those who are not immune. These users are free to enter or exit a door even if the Antipassback Reset Interval has not elapsed.

## Managing Antipassback Controls

To configure controls for Antipassback Reset Interval:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click on the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to configure Antipassback Reset Interval. The page displays the panel details and control boards.

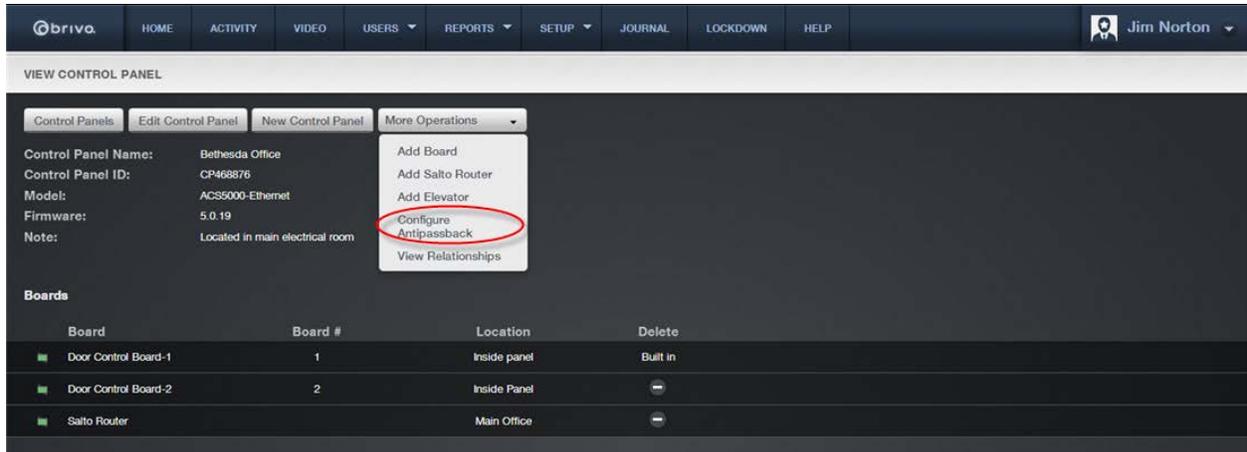


Figure 174. Antipassback Access

Click the **More Operations** dropdown list and click on the **Configure Antipassback** link. The Antipassback page displays with information regarding the panel's sites, doors, boards, nodes, and alternate readers, and allows you to choose whether you would like to configure the door as an ingress or egress.

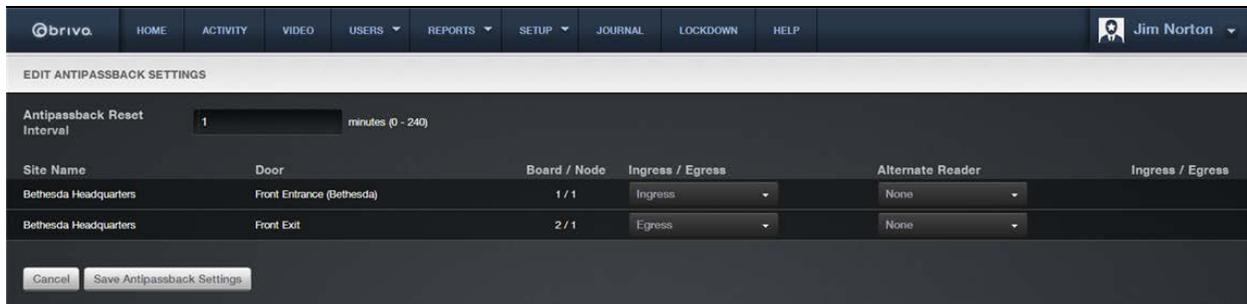


Figure 175. Configuring Antipassback Settings

Enter the number of minutes from 0 to 240 for the Antipassback Reset Interval.

Select whether from the dropdown list whether you wish to configure Antipassback controls for the door as an ingress, egress, or neither.

If you would like the door to be controlled by two readers, you may configure Antipassback controls for an alternate reader by selecting a board from the Alternate Reader dropdown list.

Click **Save Antipassback Settings**. You are returned to the panel details page.

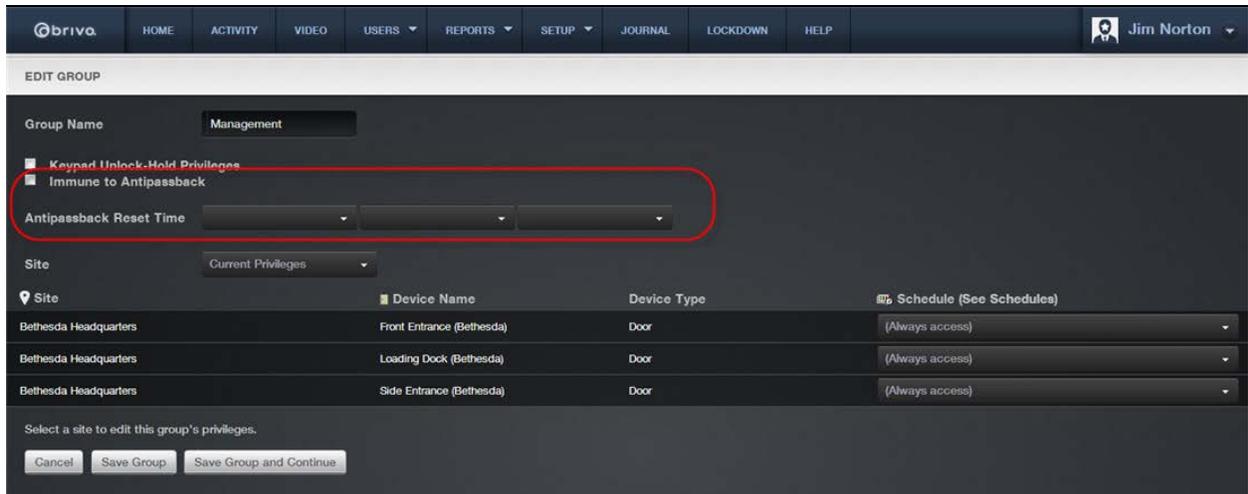
## To configure Antipassback Reset Time:

From the **Users/Groups** dropdown menu, click the **Group** tab. The Group List displays.

Click the group for which you wish to configure the Antipassback Reset Time. The page displays the group details.

Click **Edit Group Privileges** at the bottom of the group details list. The Edit Privileges page displays.

If you would like the group to remain immune from the Antipassback Reset Time, check the “Immune to Antipassback” box underneath the “Edit Privileges” title. If you would like for only a particular user to remain immune from Antipassback controls, you may create a group containing just that particular user.



The screenshot shows the 'EDIT GROUP' page in the Brivo Onair Administrator's Manual. The page is titled 'EDIT GROUP' and shows the group name 'Management'. There are two checkboxes: 'Keypad Unlock-Hold Privileges' and 'Immune to Antipassback'. The 'Antipassback Reset Time' field is highlighted with a red circle. Below this field is a 'Site' dropdown menu set to 'Current Privileges'. A table lists the current privileges for the group, with columns for Site, Device Name, Device Type, and Schedule (See Schedules). The table has three rows, all for 'Bethesda Headquarters' and 'Door' devices, with a schedule of '(Always access)'. At the bottom of the page, there are three buttons: 'Cancel', 'Save Group', and 'Save Group and Continue'.

Site	Device Name	Device Type	Schedule (See Schedules)
Bethesda Headquarters	Front Entrance (Bethesda)	Door	(Always access)
Bethesda Headquarters	Loading Dock (Bethesda)	Door	(Always access)
Bethesda Headquarters	Side Entrance (Bethesda)	Door	(Always access)

Figure 176. Antipassback Reset Time

Enter a time that you would like the Antipassback controls to be reset.

Click **Save Group**. You are returned to the group details page.

## Viewing Control Panel Relationships

Doors and devices may be added to or deleted from a control panel any time. To facilitate control panel management, you can generate a complete list of a control panel's current relationships at any time.

### To view a list of the doors and devices associated with a specific control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab, then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to view relationships. The detail page displays.

Click **More Operations** and select **View Relationships**. The View Panel Relationships report displays in a popup window.

VIEW PANEL RELATIONSHIPS			
Bethesda Office			
Door Name	Board	Node	
Front Entrance (Bethesda)	1	1	
Front Exit	2	1	
Elevator Name	I/O Point Label	Board	I/O Point
Main Elevator	DOOR 2 - READER	1	23
Switch Name	I/O Point Label	Board	I/O Point
Motion Sensor	Auxiliary Input 1 - 1	2	6
Motion Sensor	Auxiliary Relay 1 - 2	2	8

Figure 177. View Control Panel Relationships

This report lists all the relationships currently associated with the control panel.

For each door, the report displays the **Door Name** as well as the number assigned to the Door **Board** and the number of the Door Board **Node** to which the door is wired.

For Floors, Elevators and devices the report shows the:

**I/O Point Label**, the label for the access point on the I/O Board

**I/O Board** number, the number assigned to the I/O Board

**I/O Point**, the number of the I/O Board node to which the device is wired

If the Floor is accessed by an elevator, the **Elevator Name** displays.

Use your Web browser's print capabilities to generate a hardcopy of the report.

## 15. Schedules and Holidays

## What are Schedules?

A *schedule* is an editable, reusable time template that can be used to control such things as when a door is accessible or when a device is activated. A user's access privileges are the result of a three-way relationship that is created between: (1) a group, (2) a schedule, and (3) a secured device, such as a door, floor or valid credential device.

*Doors.* A group of users is permitted access to a door according to a predefined schedule. This access is granted on the group's Edit Privileges page. This page enables you to define access to a single door differently for individual groups of users. For example, the group "Staff" may have access to the "Front Door" according to the schedule "Work Day," which allows them to access the door, using a valid credential, between the hours of 7:00AM and 6:00PM. At the same door, the group "Cleaning Crew" may have access according to the "Night Shift" schedule, permitting them access only during the hours of 8:00PM and midnight.

A door may also be assigned a Door Unlock Schedule, which specifies a period of time during which no credential is required to access the door. All users have free access during the Door Unlock Schedule period.

*Floors.* Using the Floor Unlock Schedule, you can specify periods of time during which no credential is required to access a floor. At other times, groups of users may be permitted credentialed access to the floor. For example, the floor "Cafeteria" may be assigned a Floor Unlock Schedule of "Lunch" which allows anyone free access to the floor between the hours of 10:45 AM and 1:15 PM. Before 10:45 and after 1:15, however, a user must present valid credentials to access the floor. The group "Cooks" may have access to the floor according to the "Lunch Prep" schedule, while the group "Cleaning Crew" may have access according to the "Night Shift" schedule. In this way, multiple schedules are used to control access to a single floor.

*Devices.* A schedule assigned to a timer defines when the timer will go off; a schedule assigned to a switch controls when the activation of the input point will cause the output point to be activated; and a schedule assigned to an event track device defines when the event will be tracked at the specified door. Before any of these devices is created, you must first define the schedule according to which they will operate. (No schedule is assigned to valid credential devices.)

## Filtering

The filtering system allows administrators to sort results using a variety of criteria. For schedules, filtering allows for sorting by the following:

**Name** – all schedules containing the provided criteria

**Site** - all schedules that are linked to the selected criteria

## What are Holidays?

An observed holiday is a period of time during which schedules refer to their **Holiday** override columns instead of to the day of week. If the **Holiday** column is blank, no access is allowed during that period.

For example, the holiday "Winter Break" might apply to "Front Door" between Wednesday, Dec. 25, 2002 12:00 AM and Thursday, Dec. 27, 12:00 AM. All Schedules in effect at "Front Door" during "Winter Break" will refer to their respective **Holiday** override columns. If this column is blank, the door unlock schedule will be suspended for the duration of the holiday.

## Filtering

The filtering system allows administrators to sort results using a variety of criteria. For holidays, filtering allows for sorting by the following:

**Description** – all holidays containing the provided criteria

**Site** - all holidays that are linked to the selected criteria

**Start Date** – all holidays that match the selected start date

**End Date** – all holidays that match the selected end date

## Browsing the Schedule List

The Schedule List displays a list of all schedules currently defined for the system. The schedules are organized by control panel type. Schedules are listed alphabetically.

### To view the list of schedules for your account:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Name	Site Name	Type	Delete
Business Hours	Storage - DC	ACS 5000 and Notification Schedules	—
Cleaning Crew	Storage - DC	ACS 5000 and Notification Schedules	—
DC Holiday Hours	Storage - DC	ACS 5000 and Notification Schedules	—
DC Test Schedule	Storage - DC	ACS 5000 and Notification Schedules	—
Winter Hours	Universal	ACS 5000 and Notification Schedules	—

Figure 178. View Schedule List

Features of this page include:

Click the name of a schedule to view the associated View Schedule page.

Click **Print All Schedules** in the bottom right corner of the page to display a report of all currently-defined schedules in a popup window with print capabilities.

To **Filter** the schedules list page by selecting from the dropdown menu. For example, to locate all schedules that belong to the “Storage-DC” site, select Site from the filter, type “Storage-DC” into the field and select the site from the dropdown options that appear. Then click **Go**. The results will display below.

To **Jump** to any point in the alphabet, click a letter in the alphabet bar at the top of the page. For example, to locate the schedule “Total Access,” click the letter **T**. Letters with no corresponding last names are grayed out.

## Viewing Schedule Details

The Schedule detail page indicates the daily time periods during which a specific schedule is in effect.

### To view the details for a specific schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click the schedule you want to view. The corresponding schedule detail page displays.

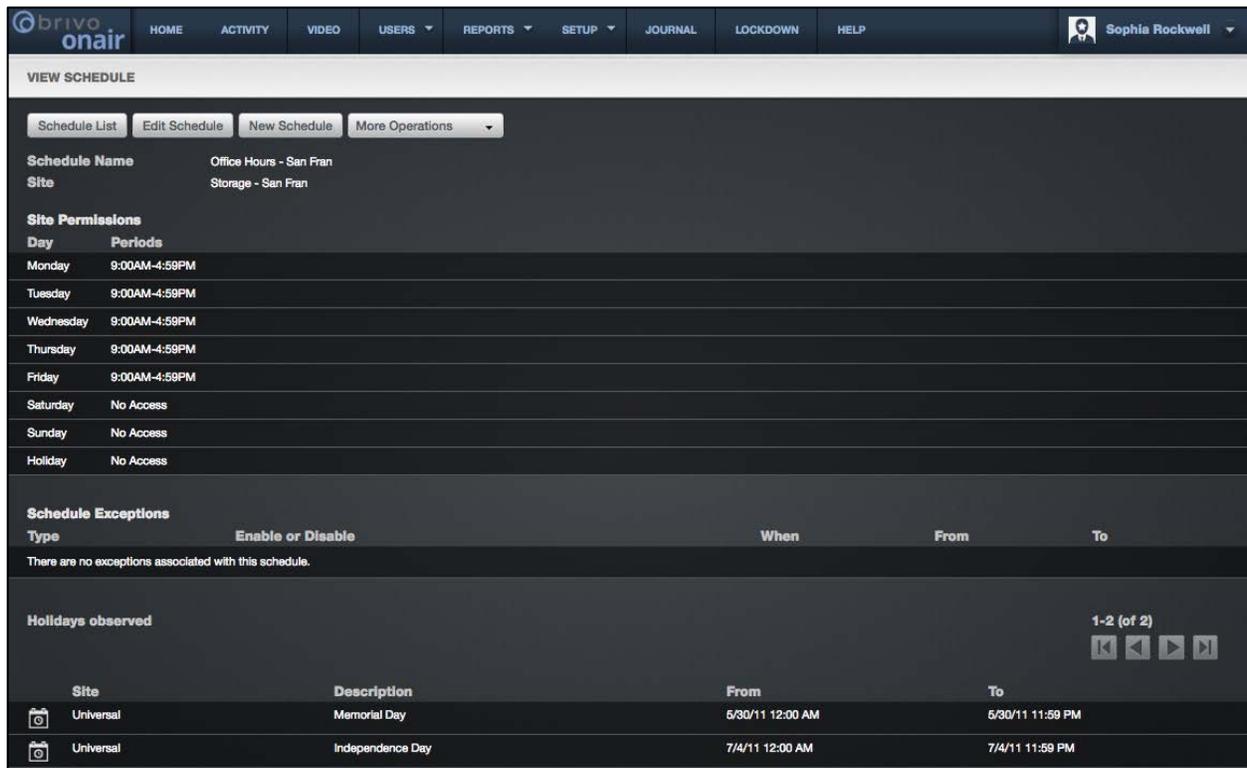


Figure 179. View Schedule Details

This page provides links to other pages that enable you to manage the schedule, including:

- Schedule List**
- Edit Schedule**
- New Schedule**
- More Operations:**
  - Delete Schedule**
  - View Relationships**
  - Copy Schedule**

Beneath this set of links is overview information for the schedule, including:

The list of days and times during which the schedule is active. For example, when this schedule is associated with a particular door all groups with access to the door will be able to use their credentials to enter or exit through the door during the indicated time periods.

The **Enabling Group** associated with this schedule, if any. Next to the name of the group is a note that

provides a link to the Edit Privileges page so you can ensure that the group does, in fact, have privileges associated with this schedule. (For more information on assigning group privileges, see *Editing Group Information* starting.)

The **Grace Period** assigned to the Enabling Group. For a complete explanation of Group Enabled Schedules, refer to the Creating a Group Enabled Schedule section beginning.

A list of **Schedule Exceptions**, if any, that are observed by this schedule.

A list of **Holidays**, if any, that are observed by this schedule.

## Printing a Schedule Report

At any time, you can print a report of the complete list of schedules currently defined for your account.

### To print the list of schedules for your account:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click **Print All Schedules** in the lower right corner. A report of all currently defined schedules displays in a popup window.

Use your browser's print capabilities to generate a printed copy of the report.

Report generated at 4/19/11 9:49:29 AM CDT by Lee Pan		Pan Pacific Airlines
<b>ACS 3000/ACS 4000 Schedules</b>		
<b>Universal - Mon-Fri 9-5</b>		
Monday	9:00AM-5:00PM	
Tuesday	9:00AM-5:00PM	
Wednesday	9:00AM-5:00PM	
Thursday	9:00AM-5:00PM	
Friday	9:00AM-5:00PM	
Saturday		
Sunday		
Holiday		
<b>ACS 5000 and Notification Schedules</b>		
<b>Pan Pacific Airlines - Front Door Hours</b>		
Monday	9:00AM-5:00PM	
Tuesday	9:00AM-5:00PM	
Wednesday	9:00AM-5:00PM	
Thursday	9:00AM-5:00PM	
Friday	9:00AM-5:00PM	
Saturday		
Sunday		
Holiday		
<b>Pan Pacific Airlines - Office Hours</b>		
Monday	9:00AM-5:00PM	
Tuesday	9:00AM-5:00PM	
Wednesday	9:00AM-5:00PM	
Thursday	9:00AM-5:00PM	
Friday	9:00AM-5:00PM	
Saturday		
Sunday		
Holiday		
<b>Pan Pacific Airlines - Timer Device</b>		
Monday	12:00PM-5:00PM	
Tuesday	12:00PM-5:00PM	
Wednesday	12:00PM-5:00PM	
Thursday	12:00PM-5:00PM	
Friday	12:00PM-5:00PM	
Saturday		
Sunday		
Holiday		

Figure 180. Print Schedules Report

## Creating a Schedule

Brivo Onair offers the ability to create two types of schedules: Universal Schedules and Site Schedules. Master and Senior Administrators can create and edit both Universal and Site Schedules. Assistant Administrators, if they have the edit permission to a site, can create and edit Site Schedules for that site.

### To create a schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on **Schedule**. The Schedule List page displays.

Click on the **New Schedule** button. The **New Schedule** page displays.

Figure 181. Create a Schedule

Enter a brief, descriptive name in the **Schedule Name** field.

You can create schedules to be used by the entire account or by individual sites. If you want this schedule to apply only to a specific site, click that option on the **Site** dropdown list. Otherwise accept the default, **Universal**.

For site-specific schedules, you can define this as a Group Enabled Schedule. When you select the site from the **Site** dropdown list, an **Enabling Group** dropdown list displays. Select an **Enabling Group** and enter an associated **Grace Period**. Refer to the *Creating a Group Enabled Schedule* section before assigning an enabling group to any schedule.

	<p><b>WARNING: Group Enabled Schedules</b></p> <p><i>Group Enabled Schedules support Brivo Onair First-Person-In and Supervisor-on-Site functionality. If you assign an enabling group to a schedule without first understanding how this feature works you may inadvertently create a security risk. Refer to the Creating a Group Enabled Schedule section before assigning an enabling group to any schedule.</i></p>
---	--

If any holidays have been defined for the account, they will be listed under **Holidays Observed**. Click the **Add Holiday** link to call up the holiday popup window. Select the holiday(s) that you want to be observed by this schedule and then click the **Close Window** link. If you wish to remove a holiday from the list, highlight the holiday in question and click the **Remove** link.

Draw blocks of time for which general access should be allowed.

To define an access period, click on a gray column, drag up or down with your cursor, then release. As you drag, portions of the column are highlighted, indicating a period during which general access is allowed. When you release your cursor, the block snaps to the nearest hour.

To extend an access period, highlight the gray area above or below the existing block. Make sure the new block touches the existing block. When you release your cursor, the blocks merge together.

To adjust the access period to some fraction of an hour, click the existing blue block once. The Block field displays the start and end of the time period. Select the hour, minute and time of day from the dropdown menu to adjust the start or stop time. When you have the time set correctly, click **Update Block**.

To delete an access period, click once on the blue block to select the time period, and then click **Delete Block**.

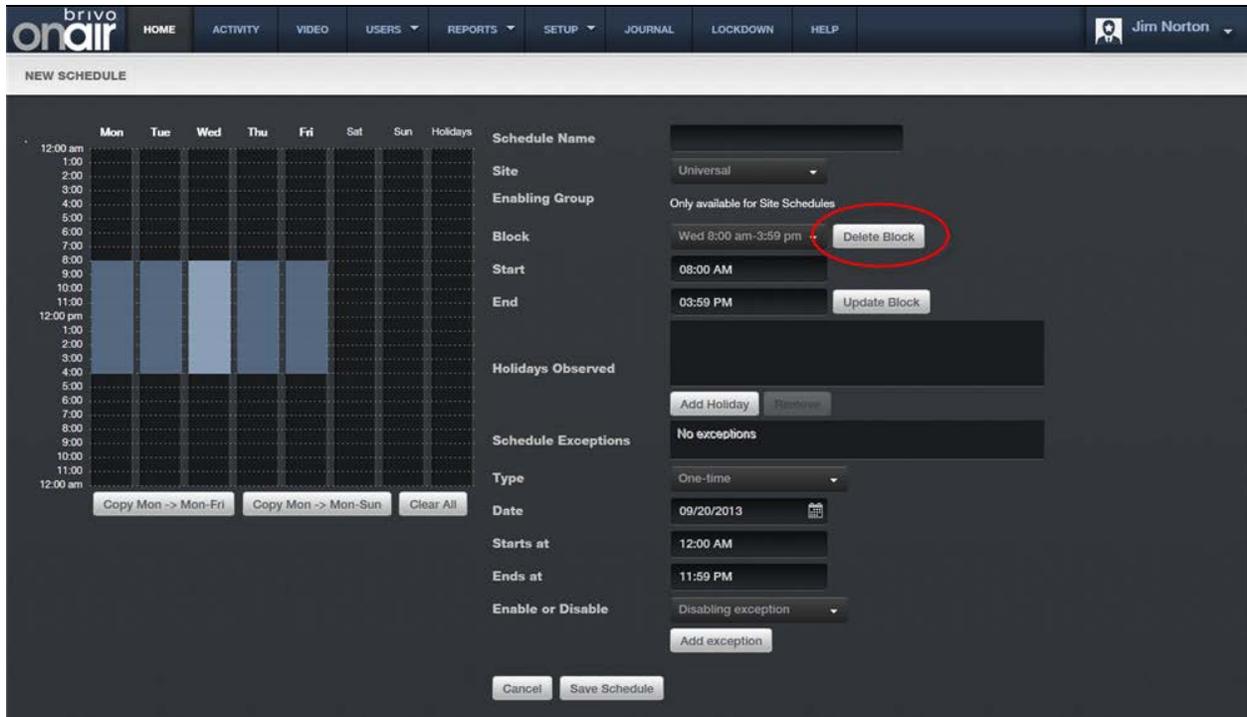


Figure 182. Delete Schedule Block

To repeat an access period for the work week or the entire week, fill in the Monday column, and then click **Copy Mon to Fri** or **Copy Mon to Sun**.

To clear all access periods, click **Clear All**.

To revert to the most recently saved settings, click **Revert**.

	<p><b>NOTE:</b></p> <p><i>You must save a schedule first before choosing to <b>Revert</b>; if the schedule has not been saved, clicking <b>Revert</b> will result in returning to a blank schedule.</i></p>
---	---

	<p><b>NOTE:</b></p> <p><i>The maximum number of time periods per day is 32, with the option to have a schedule block as short as one minute.</i></p> <p><i>A schedule is in effect only when it is applied to a group, device or floor.</i></p>
---	---

A schedule refers to its **Holiday** column during defined holiday periods. In the **Holiday** column, enter the general hours during which the door or floor can be accessed or the device activated during the holiday periods for this schedule. For example, you might have a schedule called “Work Day” that allows general access from 8AM to 6PM Monday through Friday. But on holidays, you want to limit access to 9AM to 1PM. For more information, see *Creating a Holiday*.

	<p><b>NOTE:</b></p> <p><i>If the <b>Holiday</b> column is left blank, no access will be permitted during observed holidays.</i></p>
---	---

Schedule Exceptions allow an administrator to create a One-Time Exception or Repeating Exceptions.

For **One-Time Exceptions**, select whether or not it will be active during a normally closed portion of the schedule (**Enabling Exception**) or to be inactive during a normally open portion of the schedule (**Disabling Exception**). Then select the date from the popup calendar and then select the time in the **Starts At:** and **Ends At:** fields. Once complete, click the **Add Exception** button to add the **One-Time Exception** to the **Schedule Exceptions** list.

For **Repeating Exceptions**, select whether or not the exception will be to be active during a normally closed portion of the schedule (**Enabling Exception**) or to be inactive during a normally open portion of the schedule (**Disabling Exception**). Repeated exceptions are based on a weekly rotation, so select the 1<sup>st</sup> through the 5<sup>th</sup>, then the day of the week, and finally the time of day in the **Starts At:** and **Ends At:** fields. Once complete, click the **Add Exception** button to add the **Repeating Exception** to the **Schedule Exceptions List**.

	<p><b>NOTE:</b></p> <p><i>Schedule Exceptions are only available to accounts with panels that have firmware version 5.0.16 or later. An error message will appear above the Schedule Exceptions box informing you if any of the panels on the account have earlier firmware.</i></p>
---	--

Click **Save Schedule**. The View Schedule page displays.

## Managing Schedules

The Master Administrator, all Senior Administrators and any Assistant Administrators with Edit permissions for the associated Site can edit and delete schedules.

### To edit an existing schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click the schedule you wish to edit. The View Schedule page displays.

Click **Edit Schedule**. The Edit Schedule page displays.

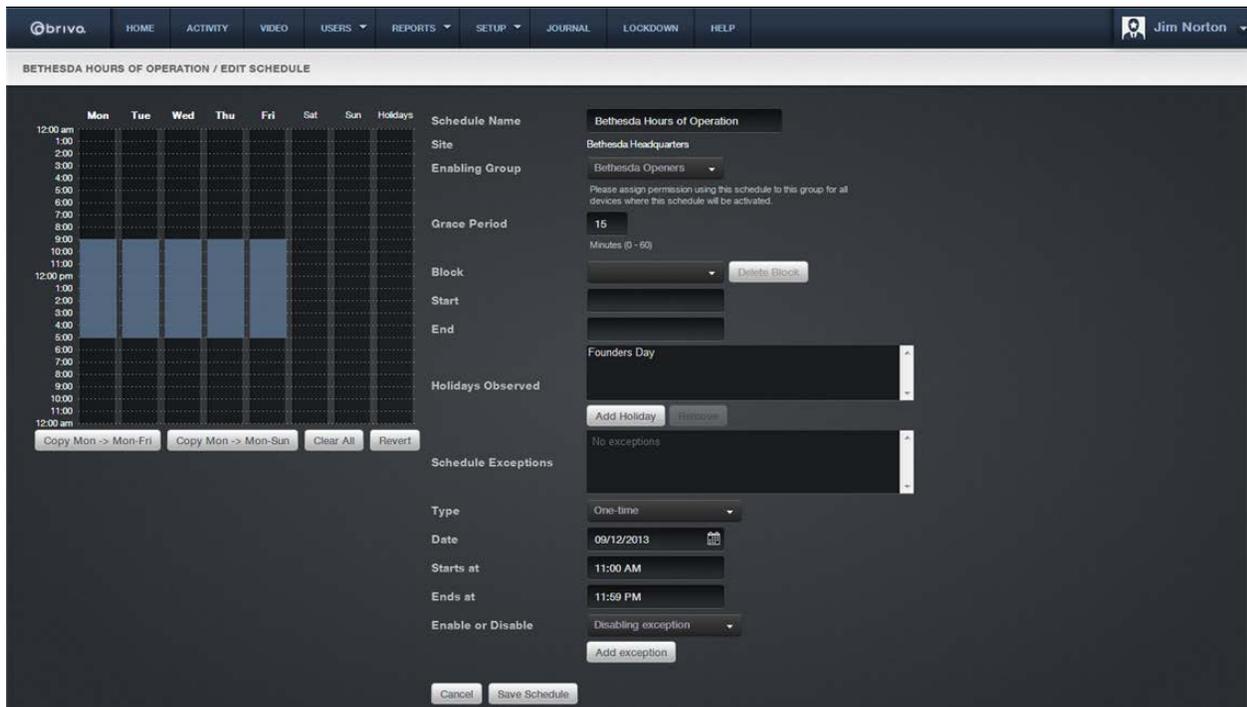


Figure 183. Edit a Schedule

Edit the schedule according to the guidelines for Creating a Schedule.

	<p><b>NOTE:</b></p> <p>You cannot edit the <b>Site</b> designation on this page. Instead, you must create a new schedule for the desired site.</p>
---	--

Click **Save**. You are returned to the Schedule detail page.

## Copying Schedules

Master Administrators, all Senior Administrators and any Assistant Administrators with View and Edit permissions for the associated Site can copy site schedules. This feature allows users to export an existing schedule's time frame into a new schedule.

### To copy a schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click the schedule you wish to copy. The View Schedule page displays.

Click **Copy Schedule**. The Copy Schedule Page displays with the highlighted time frame from the schedule you copied, creating a new schedule.

Enter a name for the new schedule.

Choose a site from the dropdown list where the schedule will be applied. Site options will vary depending on user's administrator permissions.

Choose which holidays (if any) you'd like this schedule to observe.

Click **Save**.

**NOTE:**

*Schedule Exceptions do not copy over from one schedule to another. Any schedule exceptions wanted for the new schedule must be recreated.*

## Viewing Schedule Relationships

Once created, a schedule may be associated with various user groups, doors, floors or devices. These relationships may be created by multiple Administrators over time, and a single schedule may eventually become associated with numerous entities. At any time, Administrators can generate a report that lists all the associations for a specific schedule.

### To view a list of groups associated with a specific schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click the schedule for which you wish to view relationships. The associated Schedule detail page displays.

Click **More Operations** and select **View Relationships**. A View Schedule Relationships popup window displays.

VIEW SCHEDULE RELATIONSHIPS				
<b>Oak Street Office - Office Hours M-F 8A-6P</b>				
Group	Site	Device	Device Type	
 Seattle Staff	Oak Street Office	Elevator Call Button	Valid Credential	
 Oak Street Unlockers	Oak Street Office	Elevator Call Button	Valid Credential	
 Seattle Staff	Oak Street Office	Front Door	Door	
 Oak Street Unlockers	Oak Street Office	Front Door	Door	
 Seattle Staff	Oak Street Office	Lobby Door	Door	
 Oak Street Unlockers	Oak Street Office	Lobby Door	Door	
Door Name	Site			
 Front Door	Oak Street Office			

Figure 184. View Schedule Relationships

This report lists all the relationships currently associated with the schedule.

- For **Group** associations, the report indicates the **Site**, **Device**, and **Device Type** for which the schedule defines access.
- For doors, floors, devices and notifications rules, the report indicates the associated Site.
- Only those groups, doors, floors, devices and notification rules with which the schedule is associated are listed.

Use your Web browser's print option to generate a hardcopy of the report.

## Deleting Schedules

A schedule can be deleted only if it is not assigned to a group or associated with a door, floor, switch, timer, event track device, or notification rule. Before attempting to delete a schedule, you must first identify its existing relationships using the procedures described in the preceding section, *Viewing Relationships*. Use a printout of the View Schedule Relationships report to identify which associations must be terminated before you can delete a specific schedule.

### To disassociate a schedule from a group:

From the **Users** dropdown menu, click the **Groups** tab. The Group List page displays.

Click the first group from which you wish to disassociate the schedule. The corresponding View Group page displays, listing all the devices to which the group has access and according to which schedules.

Click **Edit Group**. The Edit Group page displays.

For each device associated with the schedule you wish to delete, in the **Schedule** dropdown list, click **(no access)** or another custom schedule.

Repeat step 4 for all devices associated with the schedule to be deleted.

Click **Save Group**. The View Group page displays.

Click the **Group List** tab to return to the Group List.

Repeat steps 3-8 for all groups associated with the schedule to be deleted.

### To disassociate a schedule from a door, floor or device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab, then click on the **Site** tab. The Site List page displays.

Click the first site from which you wish to disassociate the schedule. The View Site page displays.

Click the name of a door with which the schedule is associated. The View Door page displays.

Click **Edit Door**. The Edit Door page displays.

In the **Door Unlock Schedule** field, select **none** or an alternate schedule.

Click **Save**. You are returned to the door detail page.

Go the **Site List** tab to return to the Site detail page, and repeat steps 1-3 for every door with which the schedule is associated.

When all doors are disassociated, return to the View Site page.

Click the name of a floor with which the schedule is associated. The View Floor page displays.

Click **Edit Floor**. The Edit Floor page displays.

In the **Unlock Schedule** field, select **none** or an alternate schedule.

Click **Save**. You are returned to the View Floor page.

Go the **Site List** tab to return to the View Site page, and repeat steps 12-14 for every floor with which the schedule is associated.

When all floors are disassociated, return to the View Site page.

Click the name of a device with which the schedule is associated. The View Device page displays.

Click **Edit Device**. The Edit Device page displays.

For Switches or Event Track devices, in the **Schedule** field select **None** or an alternate schedule. For Timers, in the **Timer** field select **None** or an alternate schedule.

Click **Save**. You are returned to the View Device page.

Go to the **Site List** tab to return to the View Site page, and repeat steps 18-20 for every device with which the schedule is associated.

When all devices are disassociated, return to the View Site page.

Only when all of a schedule's relationships have been ended can you delete it.

### To disassociate a schedule from a notification rule:

From the **Setup** dropdown menu, choose the **Notifications** tab, then click on the **Notification Rules** tab. The Notification Rules directory displays.

Click the first notification rule from which you wish to disassociate the schedule. The View Notification Rule page displays.

Click **Edit Notification Rule**. The Edit Rule page displays.

From the **Notification Schedule** dropdown list, select an alternate schedule.

Click **Save Notification**. The View Notification Rule page displays.

Repeat steps 2-5 for all notification rules associated with the schedule.

### To delete a schedule:

From the **Setup** dropdown menu, choose the **Schedules** tab then click on the **Schedules** tab. The Schedule List displays.

Click the schedule you wish to delete. The View Schedule page displays

Click Delete Schedule.

Click **OK** in the confirmation prompt. The Schedule List displays with the deleted schedule no longer listed.

## Browsing the Holiday List

The Holiday List lists all holidays currently defined for your account.

### To view the list of holidays for your account:

From the **Setup** dropdown menu, choose the **Schedules** tab then click the **Holidays** tab. The Holiday List displays.

Site	Description	From	To	Delete
Universal	Labor Day	9/5/10 12:00 AM	9/5/10 11:59 PM	⊘
Universal	Thanksgiving	11/25/10 12:00 AM	11/25/10 11:59 PM	⊘
Universal	Christmas	12/25/10 12:00 AM	12/25/10 11:59 PM	⊘
Universal	New Years Eve	12/31/10 12:00 AM	12/31/10 11:59 PM	⊘
Universal	St. Patrick's Day	3/17/11 12:00 AM	3/17/11 11:59 PM	⊘
Universal	Memorial Day	5/30/11 12:00 AM	5/30/11 11:59 PM	⊘
Universal	Independence Day	7/4/11 12:00 AM	7/4/11 11:59 PM	⊘
Storage - DC	November 15th	11/15/11 12:00 AM	11/15/11 11:59 PM	⊘

Figure 185. View Holiday List

For each holiday, the following information is provided:

The name of the **Site** with which the holiday is associated. Since a site may have multiple holidays, an individual site name may appear more than one time in this column.

A brief **Description** of the holiday, which serves as a link to the Holiday detail page.

The start date and time (**From**) for the holiday.

The end date and time (**To**) for the holiday.

A delete icon, if your Administrator permissions allow you to **Delete** holidays.

Features of this page include:

Click the name of a holiday to view the associated Holiday detail page.

To **Filter** the holiday list page by selecting from the dropdown menu. For example, to locate all holidays that belong to the "Storage-DC" site, select Site from the filter, type "Storage-DC" into the field and select the site from the dropdown options that appear. Then click **Go**. The results will display below.

## Viewing Holiday Details

The View Holiday page provides overview information for a specific holiday, such as the date and time range during which it is in effect and how it is currently being observed.

### To view the details for a specific holiday:

From the **Setup** dropdown menu, choose the **Schedules** tab then click the **Holidays** tab. The Holiday List displays. Click the **Description** associated with the holiday you want to view. The corresponding View Holiday page displays.

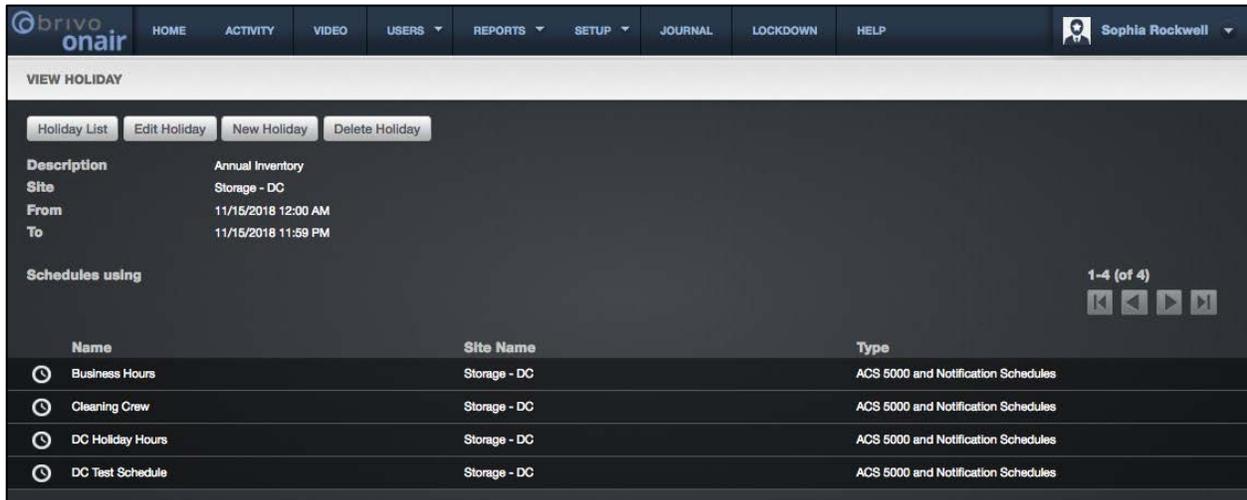


Figure 186. View Holiday Details

This page provides a link to the **Edit Holiday** and **Holidays** page.

Beneath the link is a summary of the holiday, including:

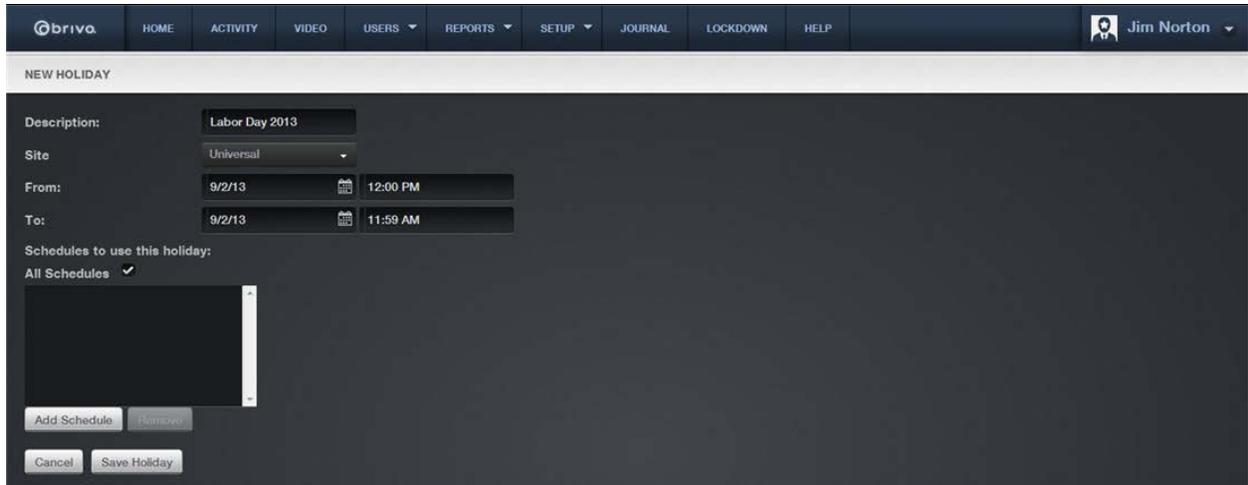
- A brief **Description** of the holiday, such as “Spring Break.” This description is used to identify the holiday throughout the account.
- The **Site(s)** at which the holiday is currently observed
- The date and time **From** which the holiday is in effect
- The end date and time (**To**) for the holiday
- A list of **Schedules using**, or observing the holiday

## Creating a Holiday

Only the Master Administrator, all Senior Administrators and any Assistant Administrators with Edit permissions for the associated Site can create a holiday. Holidays are associated with schedules when the schedule is created or edited.

### To create a holiday:

From the **Setup** dropdown menu, choose the **Schedules** tab then click the **New Holiday** tab. The New Holiday page displays.



The screenshot shows the 'NEW HOLIDAY' form in the Brivo Onair Administrator's Manual. The form is titled 'NEW HOLIDAY' and is located in the 'SETUP' dropdown menu. The form includes the following fields and options:

- Description:** Labor Day 2013
- Site:** Universal
- From:** 9/2/13 12:00 PM
- To:** 9/2/13 11:59 AM
- Schedules to use this holiday:** All Schedules
- Buttons:** Add Schedule, Remove, Cancel, Save Holiday

Figure 187. Create a Holiday

Enter a brief, meaningful **Description** for the holiday, such as “Veteran’s Day” or “Summer Fridays.”

You can create holidays to be used by the entire account or by individual sites. If you want this holiday to apply only to a specific site, click that option on the **Site** dropdown list. Otherwise accept the default, **Universal**.

In the **From** and **To** fields, enter the time period during which the holiday is in effect.

Click the checkbox for **All Schedules** if you want all schedules to observe this holiday. Otherwise, click the **Add Schedule** link below and the available schedules popup window will appear. Click on the schedules you want to follow this holiday. They will disappear from the popup window and appear on the new holiday page in the schedule box. When finished selecting schedules, click the **Close Window** link and you are returned to the New Holiday page. This list includes all schedules currently defined for the account. To remove a schedule, highlight the schedule in the box and click **Remove**.

Click **Save**. The Holiday List displays with the new holiday listed.

## Managing Holidays

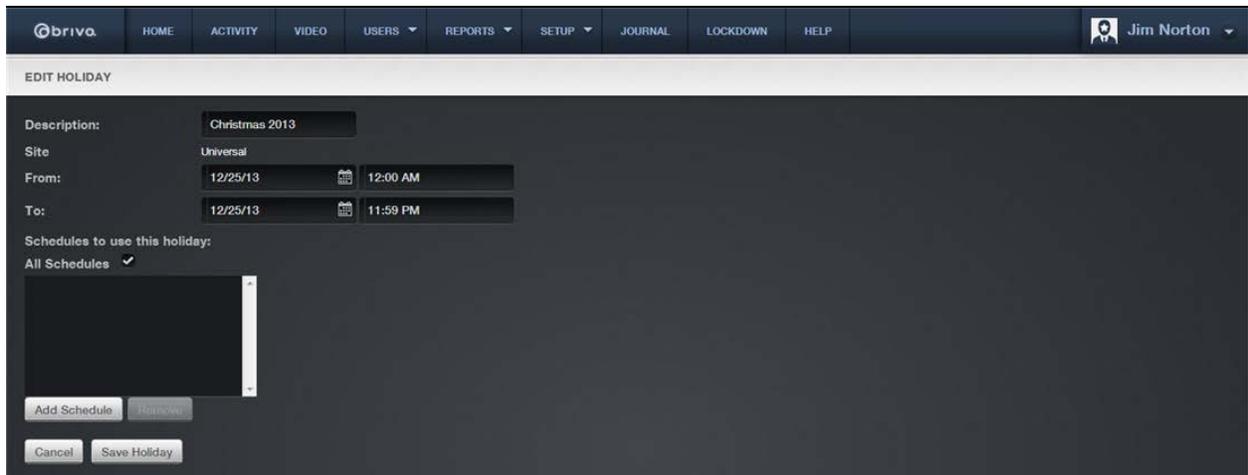
Only the Master Administrator, all Senior Administrators, and any Assistant Administrators with Edit permissions for the associated Site can edit or delete a holiday.

### To edit a holiday:

From the **Setup** dropdown menu, choose the **Schedules** tab then click the **Holidays** tab. The Holiday List displays.

Click the holiday you wish to edit. The View Holiday page displays.

Click **Edit Holiday**. The Edit Holiday page displays.



The screenshot shows the 'EDIT HOLIDAY' page in the Brivo Onair Administrator interface. The page has a dark theme and a navigation bar at the top with the Brivo logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, Jim Norton, is displayed in the top right corner. The main content area is titled 'EDIT HOLIDAY' and contains the following fields and controls:

- Description:** Christmas 2013
- Site:** Universal
- From:** 12/25/13, 12:00 AM
- To:** 12/25/13, 11:59 PM
- Schedules to use this holiday:** All Schedules (checked)
- Buttons:** Add Schedule, Cancel, Save Holiday

Figure 188. Edit a Holiday

Update the appropriate fields.

Click **Save**. You are returned to the Holiday List page.

### To delete a holiday:

From the **Setup** dropdown menu, choose the **Schedules** tab then click the **Holidays** tab. The Holiday List displays.

Click the delete icon associated with the holiday you wish to delete.

Click **OK** in the confirmation prompt. The page refreshes, and the deleted holiday is no longer listed.

## 16. Email Notifications

## What are Notifications?

An *email notification* is an email message that corresponds to an Access Event (such as when a member of the group “Janitors” enters the “Main Office”), an Exception Event (such as when the “Front Door” is ajar for three minutes), a Device Event (such as when a motion sensor engages), or a Control Panel Event (such as when the control panel loses AC power).

Email notifications are sent to specific people under specific circumstances according to a set of notification rules. For more information, please see *Managing Notification Rules*.

Email notifications are formatted in plain text.

## Managing Notification Rules

An email notification rule is a set of conditions for routing email notifications. A rule states *who* should be notified about *what* events.

A rule has a descriptive name, such as “Cleaning Crew On Site,” and applies to a single site.

### To create a rule:

From the **Setup** tab, click on the **Notifications** tab, then choose **Notification Rules**. The Notification Rule List displays.

Click on the New Notification Rule button. The New Notification Rule page displays.

If there are multiple sites defined for an account and you can view more than one of them, you will be prompted to select a site to which the rule applies.

Description	Applies to Site	Creator	Delete
Adam Hodges has arrived	Storage - DC	James Johnson	[-]
Gate In Use	Storage - DC	Sophia Rockwell	[-]
Olivia Darjeeling is on site	Storage - DC	Sophia Rockwell	[-]
Too Many Invalid PINs	Storage - DC	Sophia Rockwell	[-]
Hugo Has Arrived	Storage - DC	Sophia Rockwell	[-]
Failed Access	Storage - DC	James Johnson	[-]
Camera Disconnect/Reconnect Notice	Storage - DC	Sophia Rockwell	[-]

Figure 189. View Notification Rule List

Figure 190. Create a Notification Rule

Enter a brief **Description**, such as “Robert’s Door Ajar Events.”

Enter one or more email addresses in the **Recipients** field. Multiple addresses must be separated by commas.

Select each desired Exception Event, Successful Access Event (by group and/or by user), Device Event, Control Pane/Board Event, and Camera Event.

From the **Notification Schedule** dropdown list, click the schedule during which the notification rule should be enforced. The identified recipients will only receive emails about events occurring during the selected schedule of time.

From the **Notification Language** dropdown list, select the language in which you want to receive the notification.

Click **Save Notification**. The Notification Rule detail page displays.

### To edit a rule:

A rule can be edited by its creator or by the Master Administrator or a Super Administrator.

From the **Setup** tab, click on the **Notifications** tab, then choose **Notification Rules**. The Notification Rule List displays.

Click on the Notification Rule you wish to edit. The View Notification Rule page displays.

Click **Edit Notification Rule**. The Edit Rule page displays.

Edit the appropriate fields using the preceding instructions for creating a notification rule.

Click Save Notification.

### To delete a rule:

A rule can be deleted by its creator or by the Master Administrator or a Super Administrator.

From the **Setup** tab, click on the **Notifications** tab, then choose **Notification Rules**. The Notification Rule List displays.

Click the delete icon that corresponds to the rule you wish to delete.

Click **OK** in the confirmation prompt. The page refreshes, with the rule deleted from the list.

## Sample Email Notifications

Following are several sample email notification messages. Please see the *Index of Events* for more information.

### Access by User

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: ACCESS by Mary Smith at Headquarters

The following User gained access:

User: Mary Smith  
Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

### Antipassback Violation

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: ANTIPASSBACK VIOLATION by Mary Smith at Headquarters

The following User was denied access:

User: Mary Smith  
Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

### Door Ajar

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: DOOR AJAR at Headquarters

The following door was left ajar:

Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

### Door Forced Open

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: DOOR FORCED OPEN at Headquarters

The following door was opened without a credential or a request-to-exit:

Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

### Door Locked or Unlocked by Timer

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: DOOR LOCKED [UNLOCKED] BY TIMER at Headquarters

The following door was locked [unlocked] automatically:

Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

**Failed Access by Unknown Person(Unknown Credential)**

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: FAILED ACCESS at Headquarters

An unknown credential (Card Hex. ABC123) was presented:

Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

**Failed Access by Known User (User's credential was revoked)**

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: FAILED ACCESS by John Doe at Headquarters

The following User attempted access with an old credential (Card #123):

User: Mary Smith  
Site: Headquarters  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

**Control Panel AC Power Loss**

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: CONTROL PANEL AC POWER LOSS at Headquarters

The following Control Panel lost AC power and switched to battery:

Site: Headquarters  
Panel: CP123456  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

**Control Panel Communication Failure**

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: CONTROL PANEL COMMUNICATION FAILURE at Headquarters

The following Control Panel failed to send a Device Status Report. This may indicate a problem with your access control system.

Site: Headquarters  
Panel: CP123456  
Door: Front Door  
Date: 01/02/03  
Time: 12:34 PM EST

**Group(s) Put into Lockdown**

To: [john.doe@acme.com](mailto:john.doe@acme.com)  
Subject: Group(s) Have Been Locked Down!

The administrator, AcmeCorp1, has locked down one or more user groups. Be advised that while these groups are locked down your doors and other devices will not function normally. Review the Lockdown page for more information on which groups are currently affected and to unlock any of them.

## Cell Phone Reference

Email Notifications can be sent directly to your cell phone. Enter your phone's "address" into a Notification Rule template as shown below. See *Managing Notification Rules* for more information.

	<p><b>NOTE: Cell Phone Reference Chart</b></p> <p><i>The Cell Phone Reference chart is subject to change by providers. If you are experiencing difficulties, please contact your service provider directly to verify the domain name of your service provider prior to creation of any notifications or summaries using a phone "address" as a recipient.</i></p>
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<b>US Provider Format</b>	<b>(Phone Number @ Domain)</b>
AT&T	1234567890@txt.att.net
Alltel	1234567890@message.Alltel.com
Centennial Wireless	1234567890@cwemail.com
Cingular	1234567890@cingularme.com
Metrocall	1234567890@page.metrocall.com
Nextel	1234567890@page.nextel.com
Sprint PCS	1234567890@messaging.sprintpcs.com
T-Mobile	1234567890@tmomail.net
US Cellular	1234567890@email.uscc.net
Verizon	1234567890@vtext.com

<b>Canadian Provider Format</b>	<b>(Phone Number @ Domain)</b>
Aliant	1234567890@aliant.txt.ca
Bell	1234567890@txt.bell.ca
Fido	1234567890@fido.ca
MTS	1234567890@text.mts.net
Rogers	1234567890@pcs.rogers.
Telus	1234567890@msg.telus.com
Sasktel	1234567890@sms.sasktel.com

	<p><b>NOTE:</b></p> <p><i>Consult your cellular provider to determine if your calling plan includes text messaging and if your phone can receive text messages.</i></p>
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## 17. Journal

## Understanding the Journal

The **Journal** is a 90-day record of all actions performed by Administrators broken into 24 hour segments, including when each Administrator logged on, what actions he or she performed, and when he or she logged out.

### Filtering

The filtering system allows administrators to sort results using a variety of criteria. For the Journal, filtering allows for sorting by the following:

**Event Type** – all event types that equal the selected Account Events criteria which include:

- Administrator Events
- Badge Events
- Control Panel Events
- Credential Events
- Custom Field Events
- Device Events
- Door Override Events
- Holiday Events
- Notification Events
- Permission Template Events
- Report Events
- Schedule Events
- Site/Group Events
- User Events
- Video Events

**Performed On Events** - all events performed on the selected criteria which include:

- Performed on Administrator
- Performed on Device
- Performed on Group
- Performed on Holiday
- Performed on Schedule
- Performed on Site
- Performed on User

**Performed By Events** – all events performed by the selected Administrator

To view the Journal, click the **Journal** tab. The Journal displays the current 24-hour period. To switch to a different date, simply click on the date and a popup calendar will appear. Select the date desired within the past 90 days and the information will appear. To move forward or backward one day at a time, click on the  or  icons.

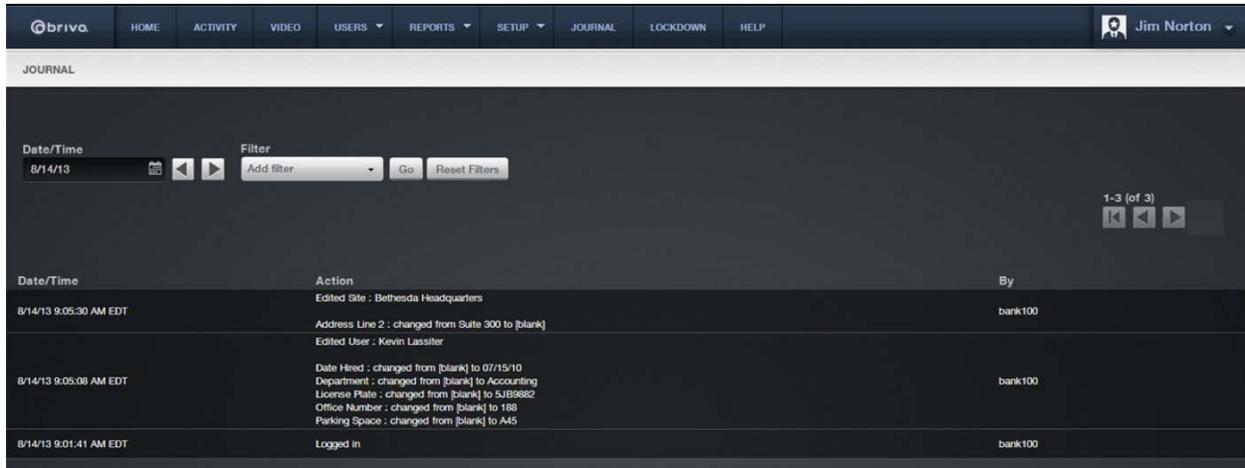


Figure 191. View the Journal

The Master Administrator and all Senior Administrators can view all actions. Assistant Administrators can view only their own actions.

For each action, the Journal shows the **Date/Time**, details of the **Action**, and the Administrator ID of the person who performed the action (**By**). The Journal shows 50 events per page. To move through the complete list, click the **Previous 50** link and **Next 50** link at the top of the page.

The journal shows links in the action column for users, devices, schedules, holidays, sites, groups, reports, and control panels. Administrators may click on those links and be taken to a new journal page filtered for that particular link.

## 18. Lockdown

## What is Lockdown?

There are two types of Lockdown within Brivo Onair, Group Lockdown and Door Lockdown.

The Group Lockdown feature allows an Administrator to quickly revoke access privileges from a large number of users, such as in an emergency situation. Group Lockdown can be activated for all users at all sites, or for only specific groups of users.

The Door Lockdown feature allows an Administrator to quickly lock all or some of the doors attached at a site, such as in an emergency situation. Any group(s) with **Excluded from Lockdown** enabled will be excluded from all Door Lockdown functions.

	<p><b>WARNING: Door Lockdown Hardware Requirements</b></p> <p><i>The Door Lockdown feature is only available to Brivo Onair accounts that contain <b>ONLY</b> ACS6000 and ACS300 control panels. If your Brivo Onair account contains any ACS5000 or IPDC control panels, the Door Lockdown feature is unavailable, and Group Lockdown is the only available lockdown option.</i></p> <p><i>Within Door Lockdown, when using Wired Lockdown Configuration, the configuration can only use <b>A SINGLE</b> ACS6000, ACS300, or ACS100 panel. However, if using Lockdown Scenarios, all ACS6000 or ACS300 control panels can be selected to be included.</i></p>
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	<p><b>NOTE: Door Lockdown Firmware Requirements</b></p> <p><i>Firmware version 6.1.2 or higher is required on all ACS6000, ACS300, and ACS100 control panels for the Door Lockdown feature to be available.</i></p>
---	---

	<p><b>NOTE: Group Lockdown Firmware Requirements</b></p> <p><i>For Brivo Onair panels using firmware version 5.0.12 or higher, the Group Lockdown feature will now respond in near real time to changes. Control panels with firmware version 5.0.11 or lower will continue to have access to the Group Lockdown feature, only without the near real time functionality.</i></p>
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## Group Lockdown

The Group Lockdown feature allows an Administrator to quickly revoke access privileges from a large number of users, such as in an emergency situation. Group Lockdown can be activated for all users at all sites, or for only specific groups of users.

When activated, Group Lockdown overrides all schedules, holidays and door timers. When it is de-activated, all schedules, holidays and effects return to their normal settings.

All Group Lockdown activities are recorded in the Journal. Additionally, when an administrator puts an account into Group Lockdown for any reason, an email is sent to the email address that is in the Account section that was specified when the account was created.

Group Lockdown is considered de-activated only when all groups have been de-selected on the Lockdown page. If even one group remains selected, the schedules and holidays associated with that group are affected and all door timers are overridden.

## Employing Group Lockdown

Only the Master Administrator and Senior Administrators have access to the Group Lockdown section.

### To activate Group Lockdown:

Click on the **Lockdown** tab. The Lockdown page displays.

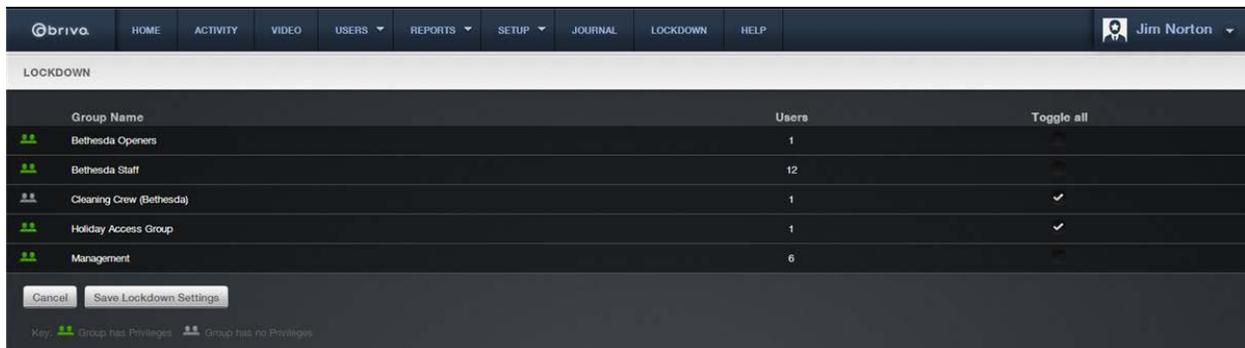


Figure 192. Activate Group Lockdown

To revoke access for individual groups, click the checkbox (on the right side of the page) associated with each desired group.

To revoke access for all groups associated with all sites, click **Toggle All**.

Click **Save Lockdown Settings**. All access privileges associated with the selected groups are revoked within five minutes; no group member will be allowed entry or exit at any secured door. If the control panel has at least firmware version 5.1.2 or later, the revoking of access privileges should happen almost immediately.

### To extend or retract Group Lockdown:

Click on the **Lockdown** tab. The Lockdown page displays.

To extend Group Lockdown to additional groups, click the checkboxes associated with those groups.

To retract Group Lockdown from select groups, uncheck the box associated with the desired groups.

Click **Save Lockdown Settings**. All access privileges associated with the newly selected groups are instantly revoked and access privilege is restored to groups for whom Group Lockdown has been retracted. Users affiliated with groups under Group Lockdown will not be allowed entry or exit at any secured door.

### **To de-activate Group Lockdown:**

Click on the **Lockdown** tab. The Lockdown page displays.

If all groups are selected, click **Toggle All** to de-select them. If only some groups are selected, click **Toggle All** once to select all groups, and then click **Toggle All** again to de-select all groups.

Once all groups are de-selected, click **Save Lockdown Settings**. All access privileges are restored.

## Door Lockdown

The Door Lockdown feature allows an Administrator to quickly lock all or some of the doors attached at a site, such as in an emergency situation.

There are two methods by which an Administrator can configure Door Lockdown: Lockdown Scenarios or Wired Lockdown Configurations.

Lockdown Scenario is a method to initiate a Door Lockdown through the Brivo Onair interface or Brivo Onair Mobile Application which must first be configured.

	<p><b>NOTE: Initial Default Lockdown Scenario</b></p> <p><i>All Brivo Onair accounts with the Door Lockdown feature have a default Lockdown Scenario in place when the account is created. This default scenario locks all doors at the site when initiated.</i></p>
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Wired Lockdown Configuration is a method to initiate a Door Lockdown through activating a hardwired device.

When activated, Door Lockdown overrides all door unlock schedules, holidays and door timers, locking all doors established within the Lockdown Scenario or Wired Lockdown Configuration. When it is de-activated, all door unlock schedules, holidays and effects return to their normal settings.

All Door Lockdown activities are recorded in the Journal. Additionally, when an Administrator puts an account into Door Lockdown for any reason, an email notification is sent to all Master and Senior Administrators attached to the account.

Door Lockdown is considered de-activated only when the All Clear option is selected for a Lockdown Scenario or Wired Lockdown Configuration.

### To create a Lockdown Scenario

From the **Setup** tab, click on the **Configure Lockdown** tab. The **Configure Lockdown** page displays. Click on the **New Lockdown Scenario** button on the right hand side of the page. The **New Lockdown Scenario** page displays.

Enter the **Scenario Name** into the field provided.

If desired, click the checkbox to **Make this the default scenario for this account**.

Select the Site(s) you want to be affected by this scenario by clicking on the checkbox associated with the site. To select all sites, click the on the **Select All** button.

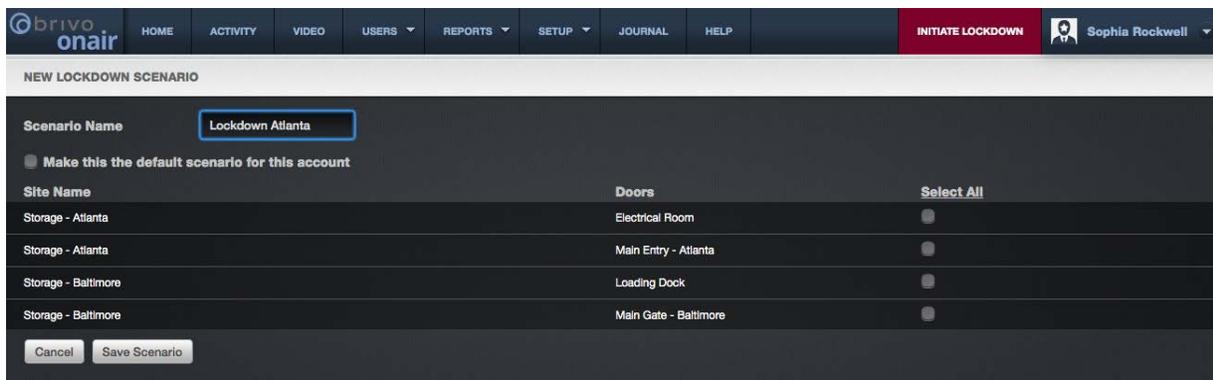


Figure 193. Create New Lockdown Scenario

When finished, click on the **Save Scenario** button. You are returned to the **Configure Lockdown** page.

## To create a Wired Lockdown Configuration

From the Setup tab, click on the Configure Lockdown tab. The Configure Lockdown page displays. Click on the New Wired Lockdown Configuration button. The New Wired Lockdown Configuration page displays.

Enter the Configuration Name.

Select the **Control Panel** from the dropdown list provided.

Select the **Physical Input** from the dropdown list provided.

Select which **Doors to Lockdown** by highlighting the door in question and clicking the **Add a Door ->** button which moves the highlighted door from the left box to the right box. To remove a door from being selected, click on the **<- Remove a Door** button which deselected the door.

The screenshot displays the 'NEW WIRED LOCKDOWN CONFIGURATION' interface. It features a dark-themed layout with a navigation bar at the top containing 'HOME', 'ACTIVITY', 'VIDEO', 'USERS', 'REPORTS', 'SETUP', 'JOURNAL', and 'HELP'. A red 'INITIATE LOCKDOWN' button is also present. The user 'Sophia Rockwell' is logged in. The main configuration area includes:

- Configuration Name:** Lockdown Warehouse
- Control Panel:** THB-5V-YYYY
- Physical Input:** DOOR 2 - AUX INPUT 1 (...)

Below these are two empty boxes: 'Doors to Lockdown' and 'Warehouse Entrance'. Between them are 'Add a Door ->' and '<- Remove a Door' buttons. At the bottom left are 'Cancel' and 'Save' buttons.

Figure 194. Create New Wired Lockdown Configuration

When finished, click the **Save** button. You are returned to the **Configure Lockdown** page.

## Employing Door Lockdown Scenarios

Master Administrators, Senior Administrators, and authorized Assistant Administrators may initiate Door Lockdown scenarios.

### To activate a Door Lockdown Scenario:

Click on the **Initiate Lockdown** button in the top right corner of the page. The **Initiate A Lockdown** popup window displays.

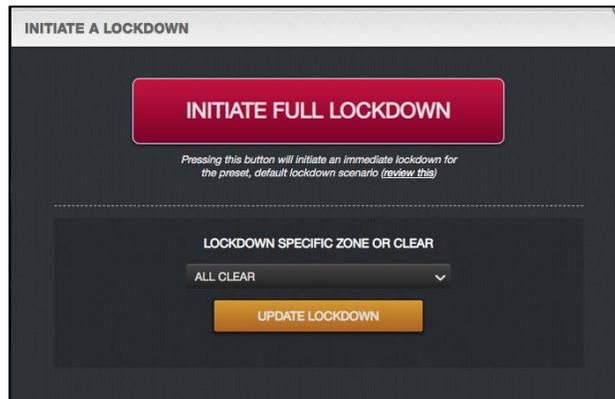


Figure 195. Initiate Lockdown Scenario

To immediately initiate the default lockdown scenario, click the big red **Initiate Full Lockdown** button. If a specifically named scenario has been made the default, you will see the name of that scenario listed on the big red button. For example, if Lockdown Atlanta was the default scenario, the big red button would say **Initiate Lockdown Atlanta**.

### To Change a Door Lockdown Scenario:

	<p><b>NOTE: Lockdown In Use</b></p> <p><i>A Lockdown Scenario cannot be edited or deleted if that Lockdown Scenario is currently initiated.</i></p>
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Click the big red **Initiate Full Lockdown** button. The **Initiate A Lockdown** popup window will appear.

From the **Lockdown Specific Zone or Clear** dropdown list, choose the lockdown scenario you wish to enable.

Click the yellow **Update Lockdown** button to change the current Lockdown Scenario.

The update will appear in the red Lockdown Scenario banner at the top of the page.



Figure 196. Example of Lockdown Scenario Warning Banner

To make additional changes, you may either click on the **Update** link in the red banner or you may click on the red **Update Lockdown** in the upper right hand corner of the page.

**To Clear a Lockdown Scenario:**

Click on the big red **Initiate (or Update) Lockdown** button in the upper right hand corner of the page. The **Initiate (or Update) Lockdown** popup window displays.

From the **Lockdown Specific Zone or Clear** dropdown list, choose **All Clear** to clear the current Lockdown Scenario.

Click the yellow **Update Lockdown** button to complete the process.

You are returned to the Brivo Onair interface and the system is restored to normal functionality.

## 19. Brivo Onair Integrations

## **Brivo Onair Integrations**

This section contains the following integration resources:

- Intellex DVR Installation Notes
- Dedicated Micros DVR Installation Notes
- Speco DVR Installation Notes
- Pelco DVR Installation Notes
- Matrix DVR Installation Notes
- Samsung DVR Installation Notes
- Exacq DVR Installation Notes
- Salto Router Integration
- Allegion Gateway Integration

## Intellex DVR Installation Notes

Before you can use the Intellex DVR with Brivo Onair you must first install the Intellex client software, provided by Brivo, and specify Brivo Onair as a trusted site in Internet Explorer.

	<p><b>NOTE:</b></p> <p><i>American Dynamics has limited who is authorized to utilize the Intellex DVR interface with the Brivo Access Control System. Please check with your Brivo representative if you have any questions about your access to this integration.</i></p>
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### To install the Intellex client software:

Create a temporary directory on the C: drive named c:\temp.

Go to <http://www.brivo.com/support/downloads.php>.

Download the file `intellex_client.zip` to the directory just created.

After the zip file is downloaded, open it. Inside you will find the file `intellex_client.msi`. Extract this file.

When the `intellex_client.msi` file is extracted, double click on it. The Intellex installation program begins running. Follow the default prompts to install the program.

	<p><b>NOTE:</b></p> <p><i>To uninstall the Intellex software, you must rerun the installation program and select <b>Remove</b> when prompted.</i></p>
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### To add Brivo Onair as a trusted site on Internet Explorer when using the Intellex DVR:

In Internet Explorer, click **Internet Options** on the **Tools** menu.

Click the **Security** tab.

Click **Trusted sites**. The **Sites** button becomes active.

Click **Sites**. The Trusted sites window opens.

In the **Add this Web site to the zone** field, enter <https://acs.brivo.com/access/>.

Click **Add**. The url now displays in the **Web sites** field.

Click **OK** to return to the Sites window.

Click **OK** to close the Internet Options window.

### To configure the Windows NTP synchronization program for Intellex.

Right click on the time displayed in the lower right-hand corner of the Start bar. The Date/Time popup menu displays.

Click **Adjust Date/Time**. The Date and Time Properties dialog box opens.

Click the Internet Time.

Click the Automatically synchronize with an Internet time server checkbox. The Server field becomes active.

In the **Server** field, enter `ntp.brivo.com`.

Click **OK**. The Date and Time Properties dialog box closes.

	<p><b>NOTE:</b></p> <p><i>Brivo Onair supports Intellex DVR version 4.0 and greater.</i></p> <p><i>At this time, support for the Intellex DVR does not include password-authenticated video playback. Nor does it include custom network ports; the Intellex DVR must be configured to use the default network ports.</i></p>
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## Dedicated Micros DVR Installation Notes

	<p><b>NOTE:</b></p> <p><i>Due to changes in the Dedicated Micros 4.5 firmware release, client PCs must have version 6 of the Java browser plugin. If the upgrade is necessary, users will be prompted to perform this upgrade when they attempt to view video for the first time through Brivo Onair. Customers may also be prompted by the Java update mechanism to install further Java6 updates. Brivo recommends that users install all updates suggested by the Java update application. <b>It is important to note that this upgrade process may be required on each client PC used to view video.</b></i></p> <p><i>Additionally, customers using both badging and Dedicated Micros video integration on same client PC, will also be asked to re-install the Java Media Framework (JMF) following the upgrade when performing image capture. This behavior is expected, and following the re-installation, image capture and other badging features will operate normally.</i></p>
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To use a Dedicated Micros DVR with Brivo Onair, you must take steps to ensure that the DVR's system time is synchronized with your Brivo control panel(s). Failing to do so may result in the incorrect video being displayed for events in the Activity Log.

### To install the Dedicated Micros time synchronization utility:

Download the Dedicated Micros Time Synchronization Utility from <http://www.brivo.com/support/downloads.php>.

Extract the zip file into a directory on the machine that will host time synchronization tool.

Open **DVIPSync.exe** in the directory used in Step 2. The DVIP Time Sync V0.3 application window displays.

Left-click on the toolbar. A popup text edit window opens, displaying the following text:

```
; This is the file defining servers to have the time set by the
; VuSync program. It is in a standard ini file format with each
; server address as a section enclosed in [] brackets. Parameters
; in each section then define the time of day each server should
; be updated and how many days to wait between each update. Lines
; (like these) starting with a ; will be ignored
; Example:
; This is the section header defining the server and can be a URL
; or an IP address
; [server1.net1.pridomain]
; This line defines the time of day to send the update - default
; is 12:00
; SyncTime=13:00
; This line defines the number of days to wait between each update -
; default is 1
; Freq=1
; This is the date and time of the last update and will normally
; be updated by the program
; Lasttime=06/09/02 13:18:33
```

In the tenth line, replace the text [server1.net1.pridomain] with the IP address or DNS name of the DVR and remove the leading ; character.

In the thirteenth line, replace the text SyncTime=13:00 with the time at which you want to synchronize the DVR and your Brivo control panel(s), and remove the leading ; character.

In the sixteenth line, replace the text Freq=1 with the number of days between each update, and remove the leading ; character. It is generally best to leave this value as 1.

In the last line, remove the leading ; character.

Click **Save**, then **Close** the text edit window.

Right-click on the grid in the DVIP Time Sync V0.3 window and click **Reload List** on the popup men. The DVR IP address or DNS name should appear in the grid.

Close the DVIP Time Sync V0.3 application window.

### To schedule the execution of the time synchronization utility:

Open the Windows Start menu.

Click **All Programs** or **Programs**, depending on your operating system.) The Programs popup menu displays.

Click **Accessories**. The Accessories popup menu displays.

Click **System Tools**. The System Tools popup menu displays.

Click **Scheduled Tasks**. The Scheduled Tasks window opens.

	<p><b>NOTE:</b></p> <p><i>For Microsoft® Windows™ NT, the location will be slightly different: Click on the <b>My Computer</b> icon, and then click <b>Scheduled Tasks</b>. The Scheduled Tasks window opens.</i></p>
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Double-click **Add Scheduled Task**. The Scheduled Task Wizard beings running.

Click **Next**.

On the next screen, click **Browse**, and select the **DVIPSync.exe** from the directory to which it was saved in step 2 of the procedures for installing the Dedicated Micros time synchronization utility above.

On the next page, enter a descriptive name for the task, click the **Daily** radio button, and then click **Next**.

Enter the **Start time** as one minute before the time entered in step 2 of the procedures for installing the Dedicated Micros time synchronization utility above; click the **Every Day** radio button; enter today's date as the **Start date**; and then click **Next**.

Enter the **user name** and **password** of the account that will execute the time synchronization task, and then click **Next**. For most installations, the logged in user name and password is sufficient.

Click **Open Advanced properties for this task when I click Finish**, and then click **Finish**. A dialog box with the advanced settings displays.

Click the **Settings** tab. Enter 5 minutes for the **Stop tasks if it runs for** value, and then click **OK**.

## Speco DVR Installation Notes

The Brivo Onair supports the following Speco DVR models

DVR-4TN (all hard drive sizes)

DVR-8TN (all hard drive sizes)

DVR-16TN (all hard drive sizes)

Speco TL or TH series

Speco TN Series

Speco CS/GS/LS/PS Series

### Firmware Upgrade

The DVR's firmware must be updated to version d2b02-66n1148E02581480. This firmware version is available through the Brivo support web site at <http://www.brivo.com/support/downloads.php>. The following steps describe the process to upgrade the DVR's firmware<sup>16</sup>:

Burn the contents of the zip file downloaded from the Brivo web site onto a blank CD. When extracting the files, ensure that the "Use Folder Names" option is enabled. Following the creation of the CD, verify that the only sub-folder in the CD's root directory is "upd200s".

Reboot the DVR.

Enter the DVR menu using the front panel or remote control.

Enter the DVR password and press <Select>. This action will cause the Main menu to be displayed.

Select Option 10, "Shutdown", on the Main menu. This action will cause the Shutdown menu to be displayed.

Select Option 2, "Reboot", on the Shutdown menu. This action will cause the DVR to reboot.

Following the restart of the DVR, place the CD created during Step 1 in the DVR's CD drive.

Enter the DVR menu using the front panel or remote control.

Select Option 1, System, from the Main menu. This action will cause the System menu to be displayed.

Selection Option 1, Version, from the System menu. This action will cause the Version menu to be displayed.

Select the "Upgrade Via Local Device" from the System menu. This action will cause the DVR to search the CD for a suitable firmware version to install. After a few minutes, a dialog will be displayed to confirm the installation of firmware version d2b02-66n1148E02581480.

Answer affirmatively. This action will cause the DVR to install the new firmware version and will result in the restart of the DVR.

Upon the successful restart, the DVR will be ready for use with Brivo Onair.

### Configuration Notes and Limitations

The following limitations and guidelines should be considered when configuring a Speco DVR in Brivo Onair:

The URL must be specified in the form of <http://<DVR name or IP address>:port> DVR name or IP address>:port. By default, Speco DVRs use port 100 for HTTP communication. Therefore, the URL for Speco DVRs

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<sup>16</sup> This process requires physical access to the DVR.

using the default configuration would be `http://<DVR name or IP address>:port name or IP address>:100`.

**N.B.** Please consult the DVR's documentation to change the port for HTTP configuration.

Do **not** specify an administrative-level user account (typically named "admin") in the configuration of the DVR as it permits only one (1) concurrent connection. Instead, select a user-level account (typically named "user") which permits up to four (4) concurrent connections.

**N.B.** Speco DVRs permit a maximum of four (4) concurrent connections.

Playback controls for time-based playback (i.e. rewind, play, pause, and fast forward) are not currently supported. They may be supported in a future release.

**N.B.** Speco DVRs do not support these operations for live playback.

## Pelco DVR Installation Notes

Brivo Onair supports the following Pelco DVR models:

- Pelco DX8100
- Pelco DX8000

	<p><b>NOTE:</b></p> <p><i>Pelco DVRs must not be added to an account with an Intellex DVR. The two DVRs are incompatible for usage on the same account.</i></p>
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	<p><b>NOTE:</b></p> <p><i>You must wait 120 seconds (2 minutes) after an event has occurred before viewing it when using a Pelco DVR.</i></p>
---	---

### To run the Pelco DVR:

Before you can use the Pelco DVR with Brivo Onair you must first install the driver, available through the Brivo technical support website at <http://www.brivo.com/support/downloads.php>. While installing the Pelco X-Portal driver, you must uncheck the “Run at startup” field.

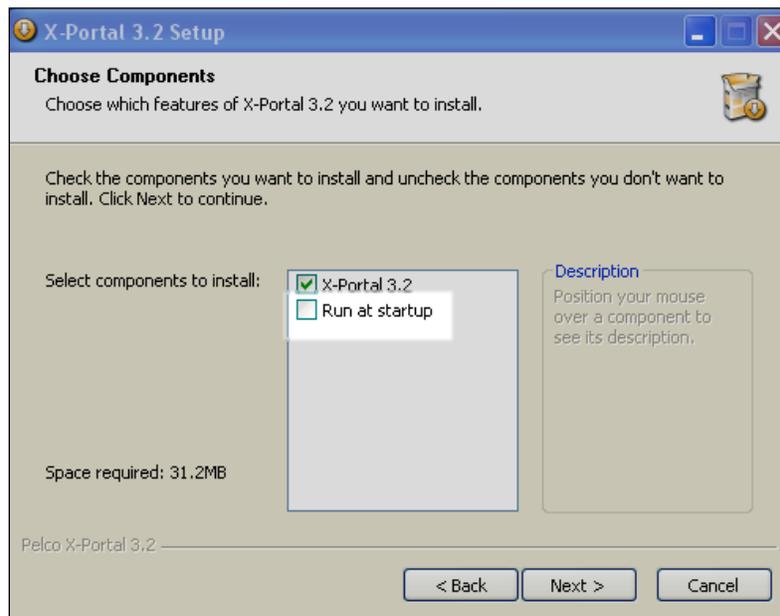


Figure 197. Disable “Run at Startup”

After installing the driver, you must install the Pelco DVR X-Portal 3.2 Service Pack 3 available through the Brivo technical support website at <http://www.brivo.com/support/downloads.php>.

Once you have installed the driver and service pack, login to the Brivo Onair application and add the DVR according to the instructions in *Adding a DVR*.

When configuring a Pelco DVR for Brivo Onair, users must keep in mind that the DVR IP address is assigned by the customer's network administration; the URL specified must be an IP address and not a host name, entered as `http://<dvrIPAddress>:9002`, where `<dvrIPAddress>` is the value specified in the Pelco DVR manual.

Viewing footage on a Pelco DVR requires the viewer to enter a specific user name and password per DVR on that account. If a user has more than one Pelco DVR on an account, the user must have separate login information per DVR. Additionally, only one user may enter a given username and password at a time to view live video, and the user accounts on the DVR must be created in the "Power User Group." For more information on login names, please refer to the Pelco DVR manual or your system administrator.

The Network Time Protocol (NTP) must be configured on the DVR. Instructions for configuring NTP are available in the DVR manual.

## Matrix DVR Installation Notes

Brivo Onair supports the following Matrix DVR models:

Matrix ADT/A-XDP

### To run the Matrix DVR:

Login to the Brivo Onair application and add the DVR according to the instructions in *Adding a DVR*.

To sync the time of the DVR with the time server, refer to the Time and Date Set Up section in your Matrix DVR manual.

When adding the DVR in Brivo Onair, enter the URL value for the Matrix that you received from your Network Administrator.

If you do not have the Matrix Active X control installed, you will be prompted to install it when you click on the link from Brivo Onair to view live video. The prompt reads: *"This website wants to install the following add-on: 'RASplus WatSear Active X Control:' from IDIS. If you trust the website and the add-on and want to install it, click here."* Once you have installed the active control, you should be able to view live video.

If you receive an *"Invalid Product Version"* message while trying to view video from a Matrix DVR, you will need to reinstall the ActiveX control used to play the video. ActiveX controls have been updated and will not be installed unless the old ones are removed first. To remove the ActiveX control, follow the instructions below for the version of Internet Explorer you are using.

For Internet Explorer 8

Click Tools -> Manage Add-ons

Select RASplus\_WatSear Control

Right Click on the control and select "More Information"

Click "Remove" at the bottom of the dialog

Confirm confirmation dialogs

Close all windows and restart Internet Explorer.

For Internet Explorer 7 or earlier, please upgrade your browser to IE8 or IE9 or IE10

You will be prompted to install the control again when you return to the video playback page and attempt to play video.

	<p><b>NOTE:</b></p> <p><i>If you are using Internet Explorer 8, it is recommended to turn "Protected Mode" off while installing the new Active X Control.</i></p>
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	<p><b>NOTE:</b></p> <p><i>You must press "pause" on the Matrix DVR before rewinding or fast-forwarding through footage.</i></p>
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**NOTE:**

*You must wait 120 seconds (2 minutes) after an event has occurred before viewing it when using a Matrix DVR.*

## Samsung DVR Installation Notes

	<p><b>NOTE:</b></p> <p><i>Do not use the administrative user (admin) for accessing video from Brivo Onair. This user blocks access to other users when logged in – causing a single user to prevent others from viewing video from Brivo Onair. Instead, configure Brivo Onair to the default user (user) or another regular user configured in the DVR with the appropriate privileges.</i></p>
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Brivo Onair supports the following Samsung DVR models:

Samsung SHR-504x

Samsung SHR-508x

Samsung SHR-516x

Samsung SHR-604x

Samsung SHR-608x

Samsung SHR-616x

Samsung SHR-708x

Samsung SHR-716x

Samsung SHR-808x

Samsung SHR-816x

To configure the Windows NTP synchronization program for Samsung:

1. Right click on the time displayed in the lower right-hand corner of the Start bar. The Date/Time popup menu displays.
2. Click **Adjust Date/Time**. The Date and Time Properties dialog box opens.
3. Click the Internet Time.
4. Click the Automatically synchronize with an Internet time server checkbox. The Server field becomes active.
5. In the **Server** field, enter `ntp.brivo.com`.
6. Click **OK**. The Date and Time Properties dialog box closes.

## Exacq DVR Installation Notes

Brivo Onair supports the following Exacq DVR models:

- Exacq EL Series

- Exacq Z Series

For instructions on the installation and configuration of Exacq DVRs, please consult the manufacturer's documentation.

## IPAC Integration

	<p><b>NOTE:</b></p> <p><i>Before the installation and configuration of the IPAC device with Brivo Onair, please follow all preliminary instructions from Liftmaster to ensure the IPAC device is properly configured. Please refer to the IPAC Quick Start Guide on the Brivo website for further details.</i></p>
---	--

### What is IPAC?

IPAC Integration allows the integration of IPAC Devices with Brivo Onair. IPAC functionality includes:

- The addition of Telephone Entry System to the Users dropdown list. Under the Telephone Entry System tab are New Telephone Directory, New Resident, Telephone Directories, and Residents.
  - Telephone Directories are essentially groups of Residents.
  - Residents are entities (persons or offices) that control a defined space (home, apartment, office, etc.) within the area controlled by the IPAC Device.
  - A Resident can be assigned an access code which will allow them to grant access to individuals requesting access through the IPAC device.
- The ability to select Add IPAC Device from the More Operations dropdown list.

### To create an IPAC device

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Site** tab. The Site List displays.

Click the site to which you want to add an IPAC device. The View Site page displays.

Click **More Operations** and select **Add IPAC device**. The Add IPAC device page displays.

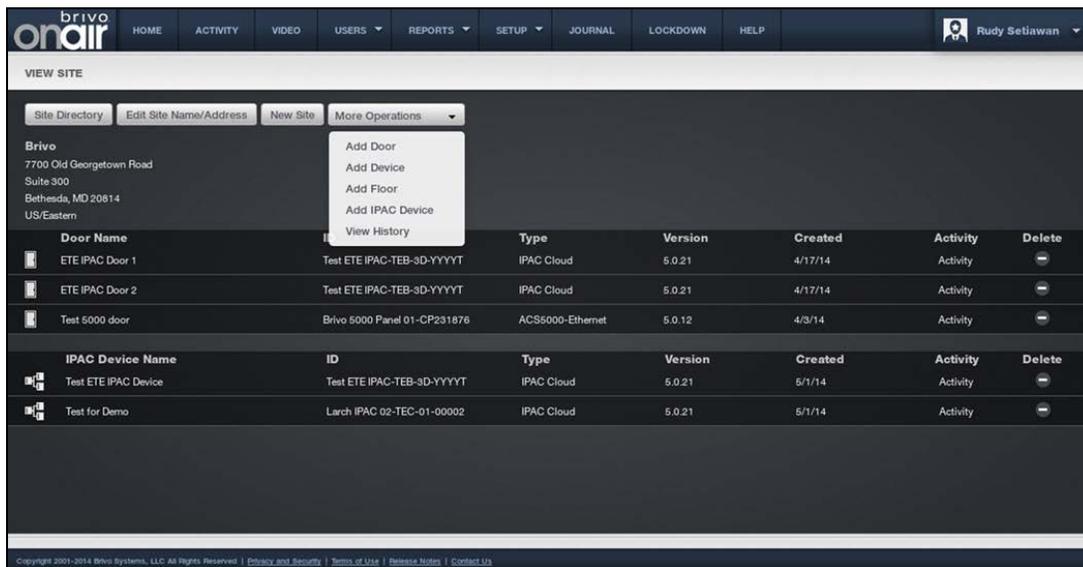


Figure 198. Add an IPAC device to a Site

Select a **Control Panel** from the dropdown list

Enter the name of the IPAC device in the Device Name field.

Enter the SIP Domain.

Enter the Username.

Enter the Authorization ID if required.

Enter the Password.

Enter the Server Port (the default is 5060).

If required, enter the Outbound Proxy information and the Stun Server information.

Enter the maximum call time in seconds (the default is 60).

Enter the maximum waiting time for the call to establish in seconds (the default is 20).

Enter an IPAC Greeting Message.

If SIP Diagnostics are required, click the Yes button. Do not click the Yes button if SIP Diagnostics are not required.

For Gate 1, select the DTMF key from the dropdown list.

Select the Gate/Door from the dropdown list. If the Gate/Door can Accept Access Code, select Yes.



**NOTE:**

*The DTMF (Dual Tone Multi Frequency) Key is the number a tenant would push on the telephone keypad to grant entry to someone calling from outside.*

Complete steps 16 and 17 again for Gate 2.

Enter the Speaker Volume (Zero Off - 100 Max) (the default is 80).

Enter the MIC volume (Zero Off – 100 Max) (the default is 80).

Select the IPAC Directory from the dropdown list.

When finished, click Save.

**NEW IPAC DEVICE**

**Settings**

Site: IPAC Test Site

Control Panel: [Dropdown]

Device Name: [Text Field]

**SIP Account Info**

SIP Domain: [Text Field]

Username: [Text Field]

Password: [Text Field]

SIP Auth Id: [Text Field] (optional)

Server Port: 5000

Outbound Proxy: [Text Field] (optional)

Stun Server: [Text Field] (optional)

**Others**

Max Waiting Time for Call to Establish: 20 (in sec)

Max Call Time: 60 (in sec)

IPAC Greeting Message: [Text Field]

SIP Diagnostic:  Yes  No

**Gate 1**

DTMF Key: [Dropdown]

Gate/Door: [Dropdown]

Accept Access Code:  Yes  No

**Gate 2**

DTMF Key: [Dropdown]

Gate/Door: [Dropdown]

Accept Access Code:  Yes  No

Speaker Volume: 80 (0 (Off) - 100 (Max))

Mic Volume: 80 (0 (Off) - 100 (Max))

IPAC Directory: [Dropdown]

[Cancel] [Save]

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Figure 199. Create an IPAC Device

## To edit an IPAC device

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Site** tab. The Site List displays.

Click the site in which you want to edit an IPAC device. The Site detail page displays.

Under the IPAC Device Name section, click on the IPAC Device you wish to edit.

After you have finished making changes, click Save. You are returned to the View Site page.

### To delete an IPAC device

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Site** tab. The Site List displays.

Click the site in which you want to delete an IPAC device. The View Site page displays.

Under the IPAC Device Name section, click on the IPAC Device you wish to delete.

Click the Delete IPAC device button. Click OK in the confirmation prompt. You are returned to the View Site page.

### Telephone Directories and Residents

	<p><b>NOTE:</b></p> <p><i>The Telephone Directory and Resident features are only available if the Brivo Onair account has IPAC functionality enabled.</i></p>
---	---

Residents are entities (persons or offices) that control a defined space (home, apartment, office, etc.) within the area controlled by the IPAC device. A Resident can be assigned an access code which will allow them to grant access to individuals requesting access through the IPAC device.

Telephone Directories are essentially groups of residents.

	<p><b>NOTE:</b></p> <p><i>It is important to note that a resident may only belong to a single Telephone Directory. Therefore, if more than one IPAC device exists on an account and a Resident needs to appear in more than one Telephone Directory, a new Resident entry will have to be established in each new Telephone Directory.</i></p>
--	--

### To create a Telephone Directory

From the Users dropdown menu, choose Telephone Entry System then select New Telephone Directory. The New Telephone Directory page appears.

Enter the Name of the Telephone Directory.

Enter a Code Length of between 4 to 6 digits (the default is 4).

Click Save.

brivo onair

HOME ACTIVITY VIDEO USERS REPORTS SETUP JOURNAL LOCKDOWN HELP Mervyn Lee

NEW TELEPHONE DIRECTORY

Name

Code Length 4 (4-6 digits)

Cancel Save

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Figure 200. Create a Telephone Directory

### To edit a Telephone Directory

From the Users dropdown menu, choose Telephone Entry System then select Telephone Directories. The List Telephone Directories page appears.

Click on the Telephone Directory you wish to edit.

Click Edit Telephone Directory. The Edit Telephone Directory page appears.

	<p><b>NOTE:</b></p> <p><i>Once a code length is selected for a Telephone Directory, it may not be edited. If a different code length is desired, a new Telephone Directory must be created.</i></p>
---	---

After you finish making changes, click Save. You are returned to the List Telephone Directories page.

### To delete a Telephone Directory

From the Users dropdown menu, choose Telephone Entry System and then select Telephone Directories. The List Telephone Directories page appears.

Click on the Telephone Directory you wish to delete.

Click Delete Telephone Directory. Click OK at the confirmation prompt. You are returned to the List Telephone Directories page.

### To create a Resident

From the Users dropdown menu, choose Telephone Entry System and then select New Resident. The New Resident page appears.

Choose the Telephone Directory to which the Resident will belong from the dropdown menu.

Type the Directory Name as it will appear in the Resident List.

Enter the Directory Code for the Resident.

Enter the First Name of the Resident.

Enter the Last Name of the Resident.

Enter the Primary Phone of the Resident.

Enter the Alternate Phone of the Resident.

If desired, select a Do Not Disturb schedule from the dropdown menu.

If you desire to hide the resident from the Directory List, click the Yes button. Do not click the No button unless you want the resident to be hidden.

Click Save.

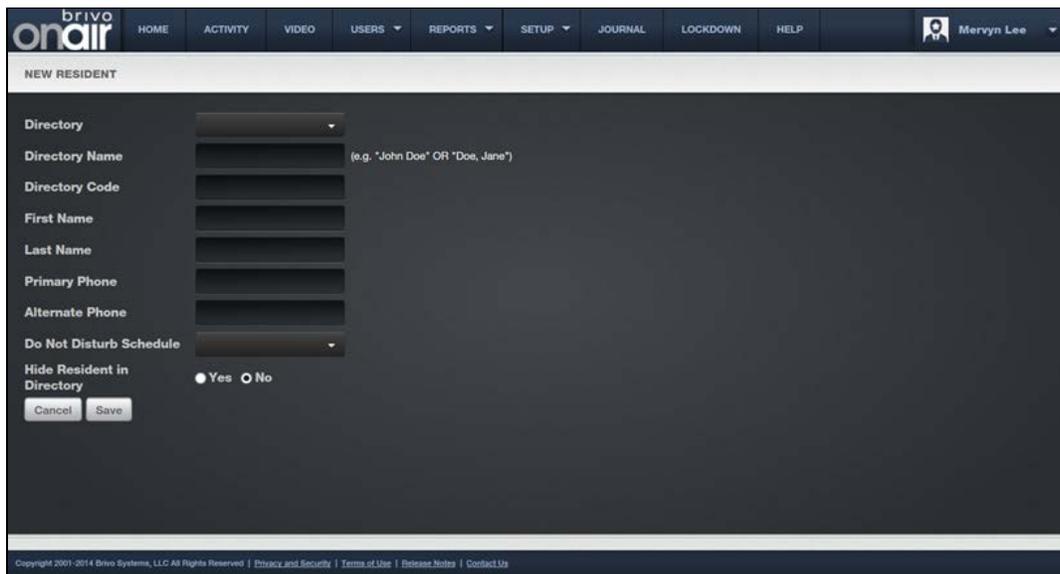
The screenshot shows the 'NEW RESIDENT' form in the Brivo Onair interface. The form is set against a dark background with light-colored text and input fields. At the top, there is a navigation bar with the 'brivo onair' logo and several menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user's name, 'Mervyn Lee', is displayed in the top right corner. The form itself has a title 'NEW RESIDENT' and contains the following fields: 'Directory' (a dropdown menu), 'Directory Name' (a text input field with a hint '(e.g. "John Doe" OR "Doe, Jane")'), 'Directory Code' (a text input field), 'First Name' (a text input field), 'Last Name' (a text input field), 'Primary Phone' (a text input field), 'Alternate Phone' (a text input field), and 'Do Not Disturb Schedule' (a dropdown menu). Below these fields, there is a section for 'Hide Resident in Directory' with two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save'. A footer at the very bottom of the page contains copyright information: 'Copyright 2001-2014 Brivo Systems, LLC All Rights Reserved | Privacy and Security | Terms of Use | Release Notes | Contact Us'.

Figure 201. Create New Resident

## To edit a Resident

From the Users dropdown menu, choose Telephone Entry System then select Residents. The List Residents page appears.

Click on the Edit icon for the Resident you wish to edit. The Edit Resident page will appear.

After you finish making changes, click Save. You are returned to the List Residents page.

The screenshot shows the 'LIST RESIDENTS' page in the Brivo Onair interface. At the top, there is a navigation bar with the Brivo Onair logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, and HELP. The user 'Mervyn Lee' is logged in. Below the navigation bar, there is a 'New Resident' button and a 'Filter' section with an 'Add filter' dropdown, 'Go', and 'Reset Filters' buttons. A 'Jump' section shows a list of letters from A to Z, with 'S' highlighted. The main content is a table with 7 rows of resident data. Each row has an 'Edit' icon (pencil) and a 'Delete' icon (minus sign). At the bottom, there is a footer with copyright information: 'Copyright 2001-2014 Brivo Systems, LLC All Rights Reserved | Privacy and Security | Terms of Use | Release Notes | Contact Us'.

Directory Name	Directory	Directory Code	First Name	Last Name	Edit	Delete
BD Wong	IPAC Telephone Directory	0349	BD	Wong		
Bill Shatner	IPAC Telephone Directory	7500	William	Shatner		
Kate Mulgrew	IPAC Telephone Directory	0291	Kathryn	Mulgrew		
Lee Henry	IPAC Telephone Directory	9731	Lee	Henry		
Lucy Liu	IPAC Telephone Directory	0348	Lucy	Liu		
Patrick Stewart	IPAC Telephone Directory	7501	Patrick	Stewart		
Scott Bakula	IPAC Telephone Directory	0175	Scott	Backula		

Figure 202. List Residents Page

## To delete a Resident

From the Users dropdown menu, choose Telephone Entry System and then select Residents. The List Residents page appears.

Click on the Delete Icon for the Resident you wish to delete.

Click OK at the confirmation prompt. You are returned to the List Residents page.

## Salto Router Integration

### What is a Salto Router?

A *Salto Router* is a device that allows a Brivo Onair account to utilize Salto Wireless door locks. Once a Salto Router is configured on a Brivo Onair account, new doors added to the account may select the router as a controller.

	<p><b>NOTE:</b></p> <p><i>You must preconfigure your Salto Router and Salto Door Locks using the Sallis installation software provided before attempting to configure them on your Brivo Onair account. If they are not preconfigured, you will be unable to properly configure the equipment in your account. Consult the Brivo Salto Installation Guide as well as the installation instructions provided with your Salto equipment for details on how to proceed.</i></p>
---	--

### Managing Salto Routers

Configuring a control panel includes managing the Salto Routers linked to that control panel.

#### To add a Salto Router to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel to which you wish to add a Salto Router. The Control Panel detail page displays.

Click the **More Options** dropdown list and select **Add Wireless Gateway/Router**. The Add Wireless Gateway/Router page displays.

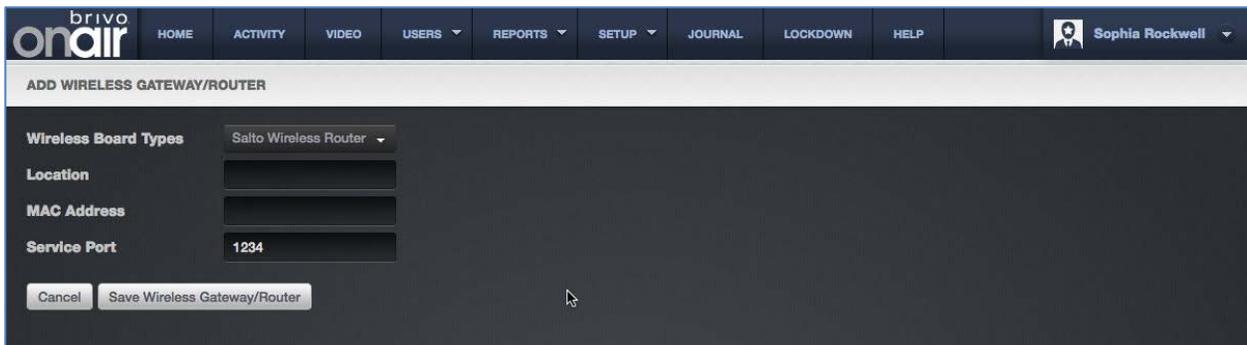


Figure 203. Add a Salto Router

From the dropdown list, select **Salto Wireless Router**.

In the **Location** field, denote where the Salto Router is located.

Enter the **MAC Address** of the Salto Router.

Enter the **Service Port** of the Salto Router (default is 1234).

Click **Save Wireless Gateway/Router**. The View Wireless Gateway/Router page displays.

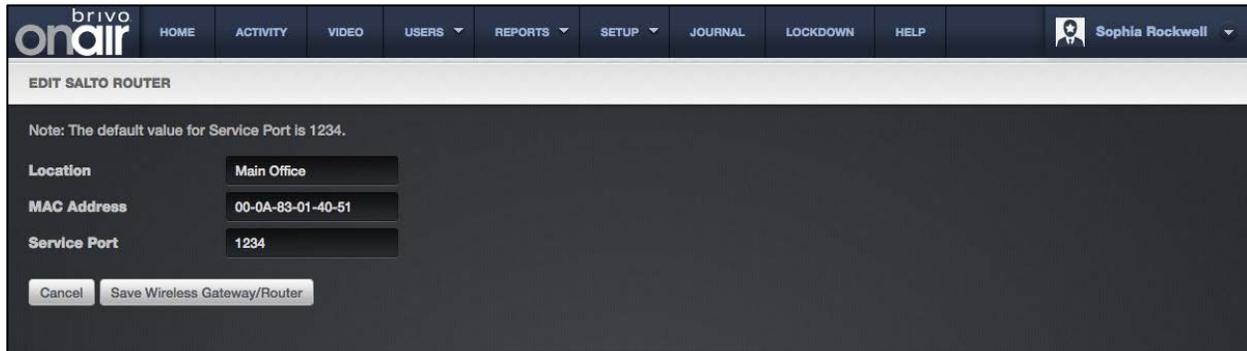
### To edit a Salto Router:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to edit a Salto Router. The Control Panel detail page displays.

Click the Salto Router you wish to edit. The View Wireless Gateway/Router detail page displays.

Click Edit Salto Router. The Edit Salto Router page displays.



The screenshot shows the 'EDIT SALTO ROUTER' page. At the top, there is a navigation bar with the Brivo Onair logo and menu items: HOME, ACTIVITY, VIDEO, USERS, REPORTS, SETUP, JOURNAL, LOCKDOWN, HELP. A user profile for 'Sophia Rockwell' is visible on the right. Below the navigation bar, the page title is 'EDIT SALTO ROUTER'. A note reads: 'Note: The default value for Service Port is 1234.' The form contains three fields: 'Location' with the value 'Main Office', 'MAC Address' with the value '00-0A-83-01-40-51', and 'Service Port' with the value '1234'. At the bottom of the form, there are two buttons: 'Cancel' and 'Save Wireless Gateway/Router'.

Figure 204. Edit Salto Router

All the fields on this page can be edited. See the preceding section on adding Salto Routers for more information.

Click **Save Wireless Gateway/Router**. You are returned to the View Salto Wireless Router detail page with the new information displayed.

### To delete a Salto Router:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to delete a Salto Router. The Control Panel detail page displays.

If your Administrator permissions allow you to delete Salto Routers, you will see a delete icon associated with each Salto Router listed on this page. Click the  icon for the Salto Router you wish to delete.

You may instead click on the name of the Salto Router. You are directed to the View Salto Wireless Router page. Click on the **Delete Salto Wireless Router**.

Click **OK** in the confirmation prompt. You are returned to the Control Panel detail page, and the deleted Salto Router is no longer listed.

	<p><b>NOTE:</b></p> <p>Only one router can be added to a panel. Additionally, you may not delete a Salto Router that has doors associated with it. To delete a Salto Router, all doors associated with it must first be deleted.</p>
---	--

## Allegion Integration

This first section describes the integration of Allegion's online wireless locks (NDE, LE, and AD400).

### What is an Allegion Gateway?

An *Allegion Gateway* is a name used by Brivo Onair to describe a device(s) that allows a Brivo Onair account to utilize various types of Allegion Wireless door locks. Once an Allegion Gateway is configured on a Brivo Onair account, new doors added to the account may select the Allegion Gateway as a controller. Allegion NDE/LE Wireless Locks use an Allegion Engage Gateway while Allegion AD400 Wireless Locks use a PIM400-485 unit as a gateway.

	<p><b>NOTE:</b></p> <p><i>You must preconfigure your Allegion Gateway and Allegion Wireless Locks using the Allegion installation software provided before attempting to configure them on your Brivo Onair account. If they are not preconfigured, you will be unable to properly configure the equipment in your account. Consult the Brivo Allegion Installation Guide as well as the installation instructions provided with your Allegion equipment for details on how to proceed.</i></p>
---	---

### Managing Allegion Gateways

Configuring a control panel includes managing the Allegion Gateway linked to that control panel.

#### To add an Allegion Gateway to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel to which you wish to add an Allegion Gateway. The Control Panel detail page displays.

Click the **More Options** dropdown list and select **Add Wireless Gateway/Router**. The Add Wireless Gateway/Router page displays.

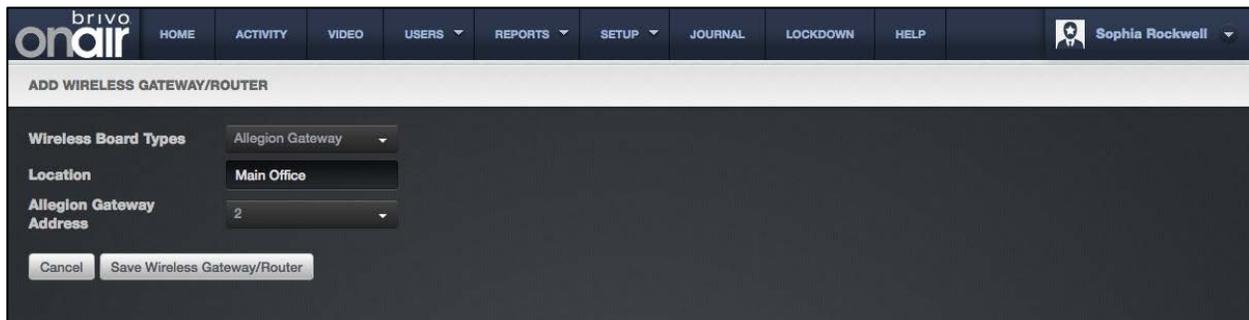


Figure 205. Add an Allegion Gateway

From the dropdown list, select **Allegion Gateway**.

In the **Location** field, denote where the Allegion Gateway is located.

Select the **Allegion Gateway Address** of the Allegion Gateway.

Click **Save Wireless Gateway/Router**. The View Wireless Gateway/Router page displays.

### To edit an Allegion Gateway:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to edit an Allegion Gateway. The Control Panel detail page displays.

Click the Allegion Gateway you wish to edit. The View Wireless Gateway/Router detail page displays.

Click Edit Allegion Gateway. The Edit Allegion Gateway page displays.

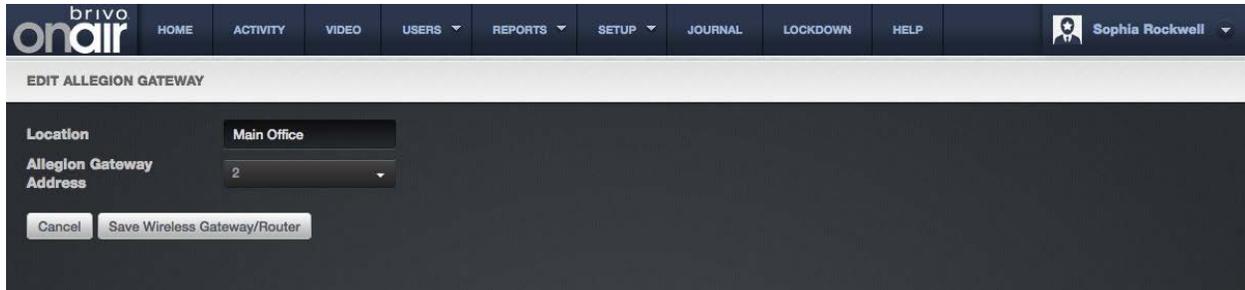


Figure 206. Edit Allegion Gateway

All the fields on this page can be edited. See the preceding section on adding Allegion Gateways for more information.

Click **Save Wireless Gateway/Router**. You are returned to the View Allegion Gateway detail page with the new information displayed.

### To delete an Allegion Gateway:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to delete an Allegion Gateway. The Control Panel detail page displays.

If your Administrator permissions allow you to delete Allegion Gateways, you will see a delete icon associated with each Allegion Gateway listed on this page. Click the  icon for the Allegion Gateway you wish to delete.

You may instead click on the name of the Allegion Gateway. You are directed to the View Allegion Gateway page. Click on the **Delete Wireless Allegion Gateway**.

Click **OK** in the confirmation prompt. You are returned to the Control Panel detail page, and the deleted Allegion Gateway is no longer listed.

	<p><b>NOTE:</b></p> <p>Up to four Allegion Gateways can be added to a panel. Additionally, you may not delete an Allegion Gateway that has doors associated with it. To delete an Allegion Gateway, all doors associated with it must first be deleted.</p>
---	---

This second section describes the integration of Allegion's offline wireless locks (Control).

### Applying Allegion Engage account credentials in Brivo Onair

	<b>NOTE:</b> In order to complete this process, you must first download the Allegion Engage app from Google Play or Apple Store.
	<b>NOTE:</b> Follow the instructions provided by Allegion on creating an Allegion Engage account found within the app.

Once you have logged into Onair, from **Setup** go to **Account** and then **Account Settings** and select the **Engage Credentials** Tab.

Enter the Engage **Account Name** and **Account Password** in the provided fields and click **Save**.

Keep these credentials nearby as you will need them to log into the Engage mobile application.

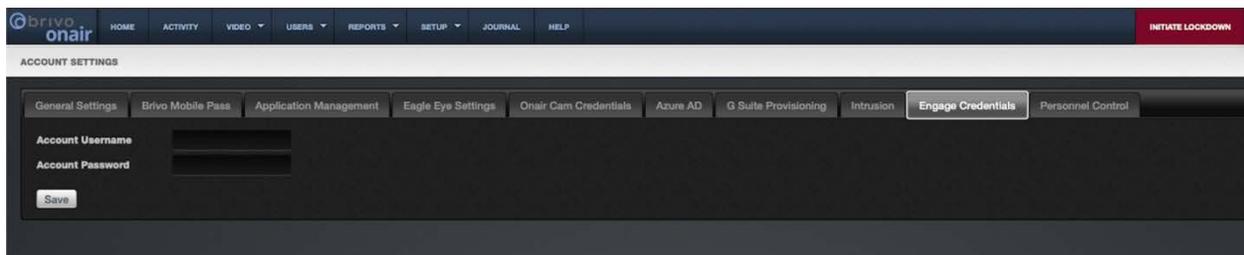


Figure 207. Applying Allegion Engage account credentials

### Configuring a site in Brivo Onair

	<b>NOTE:</b> You may utilize an existing site or create a new site for the Allegion Control Lock.
---	--

If utilizing an existing site, jump to **Create an Offline Lock Site in Onair** below.

If creating a new site:

Within Onair, create a site to which the Control lock(s) will be associated.

Once in Onair, select **Setup** and then **Sites/Doors** then **Sites** and click on the **New Site** button.

Create a new site in the account as per normal and when finished, click **Save Site**.

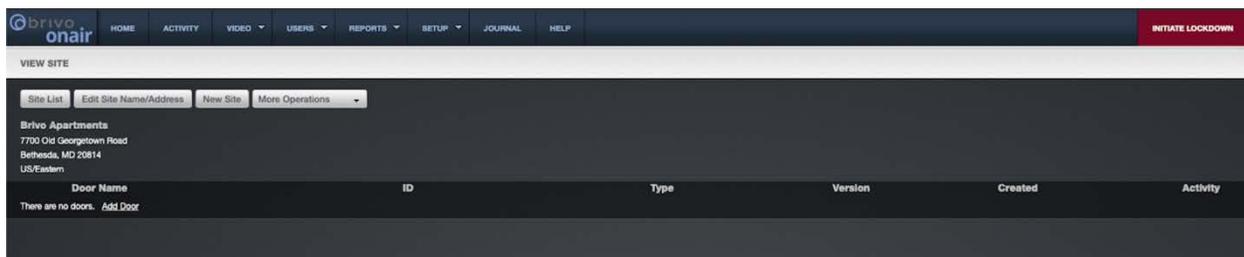


Figure 208. Configuring a site for Allegion Control locks

## Creating an Offline Lock Site in Brivo Onair

	<b>NOTE:</b> This step is for use when using an existing site in Brivo Onair.
---	---

Once in Onair, select **Setup** and then **Sites/Doors** and then **Sites** and select the site you want to use.

Once on the **View Site** page, click on the **More Operations** button and select **Associate Offline Locks**.

Follow the prompts to register this site in the Allegion Engage account.

	<b>NOTE:</b> Utilize the Engage Credentials entered above in <b>Applying Allegion Engage account credentials in Brivo Onair</b> .
---	---

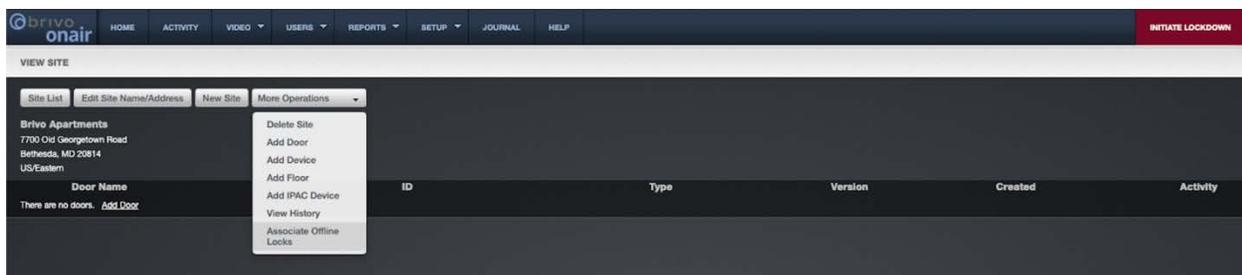


Figure 209. Configuring a site for Allegion Control locks

Once completed, a message will appear showing a successful registration. Brivo Onair will now create this site in the associated Allegion Engage account. It is recommended to log into the associated Allegion Engage account to confirm that the newly created site is listed.

**Your site has been registered successfully. Please commission your locks using the Allegion Engage application.**

For instructions on commissioning devices using the Allegion Engage mobile app, please refer to the **Allegion Control Lock Configuration Guide**.

## Synchronizing Control Locks in Brivo Onair

Once you have commissioned all of the devices, return to Brivo Onair to synchronize them.

Once in Onair, select **Setup** and then **Site/Doors** and then **Sites** and select your site.

Once on the **View Site** page, select **More Operations** and then select **Associate Offline Locks**. The Offline Lock Synchronization pop-up window will appear.

In the pop-up window, verify the devices being associated and click the **Synchronize Offline Locks** button.

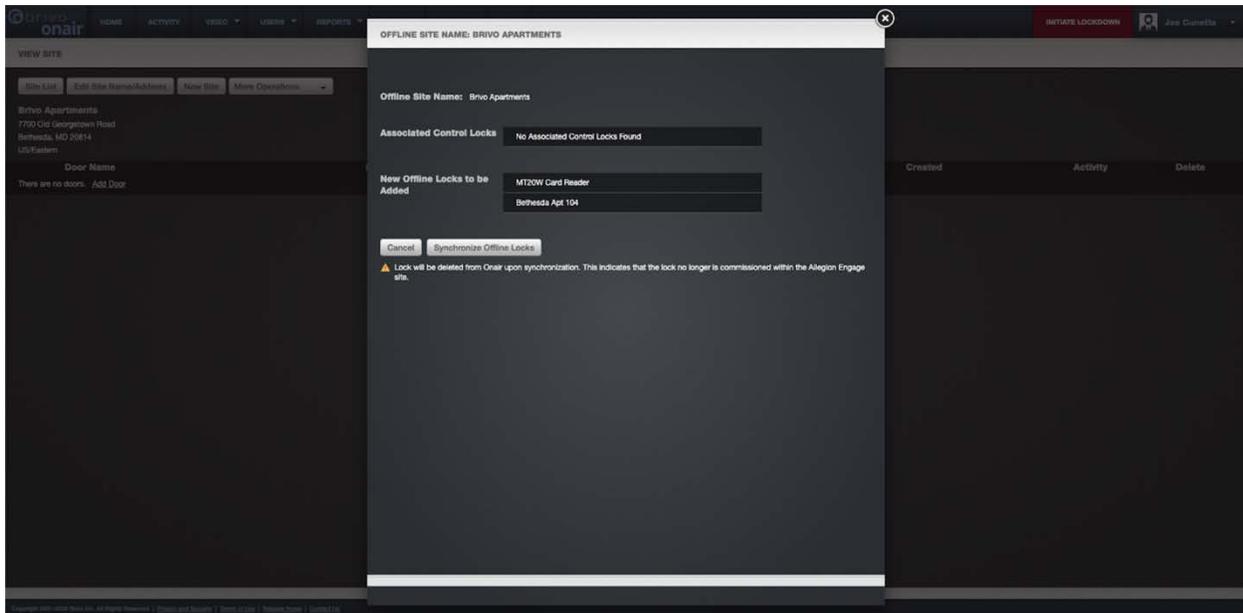


Figure 210. Synchronizing Offline Locks

Click **OK** in the conformation pop-up window and the **View Site** page will display with the **Offline Devices** listed.

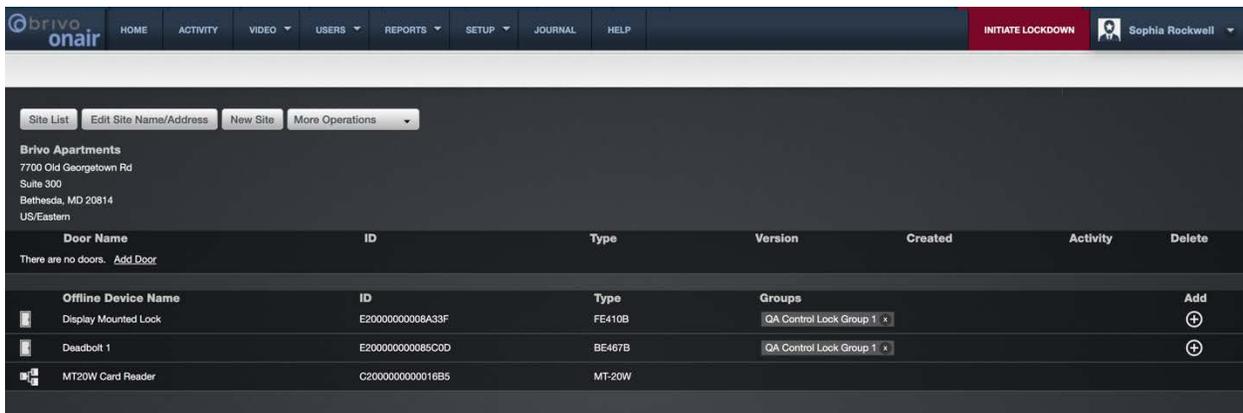


Figure 211. Viewing Offline Locks

## Assigning Control Locks to Device Groups

Once the devices have been synchronized, you may now assign specific locks to Device Groups.

A Device Group is similar to a User Group, except that a Device Group contains Offline Locks instead of Users.



**NOTE:** A single Control Lock can belong to no more than 16 Device Groups.

Once in Onair, select **Setup** and then **Site/Doors** and then **Sites** and select your site.

Once on the **View Site** page, you will see the list of Offline Device Names. On the far right of the page, click on the **+** icon under the Add column. The **Add to Device Group** pop-up window displays.

In the pop-up window, you have two options:

- You may create a new group by entering the name in the Create New Group field and clicking the **Create and Add** button.
- You may add an Offline Lock to an existing Device Group by clicking on the desired Device Group in the pop-up window. The selected Device Group will now be listed for that Offline Lock under the Groups column on the View Site page. To remove a Device Group, simply click on the small X next to the Device Group name.

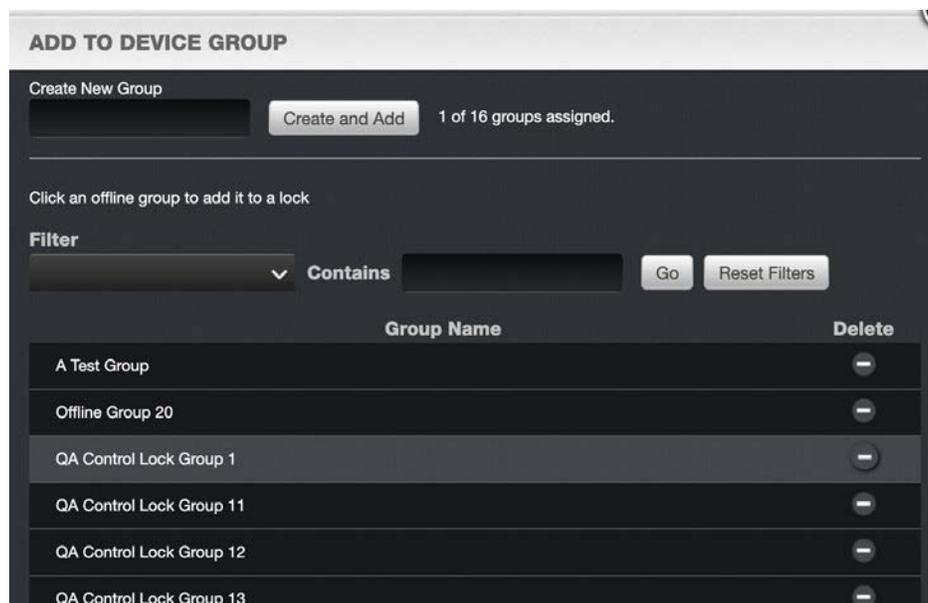


Figure 212. Assigning Device Groups to Offline Locks

Once finished, close the pop-up window and the process is complete.

The following steps require the use of the Brivo Install Mobile Application.

## Set No Tour Address through the Brivo Install Mobile Application

Once the devices have been installed, commissioned, and synchronized with Onair, the last step is to set a No Tour address for each lock.

	<p><b>NOTE:</b> This will require the use of the Brivo Install Mobile Application. If you have not done so already, please download the application through Google Play or Apple Store.</p>
---	---

Open the Brivo Install application.

Log in using your Onair administrator credentials. The Brivo Install app only supports Login with Username/Password. If you are using an Email/Password and unaware of your Username, you can find it on the Onair Home page under Administrator ID.

Once you have logged in, select your Site and then select your Lock. You may be prompted to allow the application to use Bluetooth. This is required to communicate with the lock.

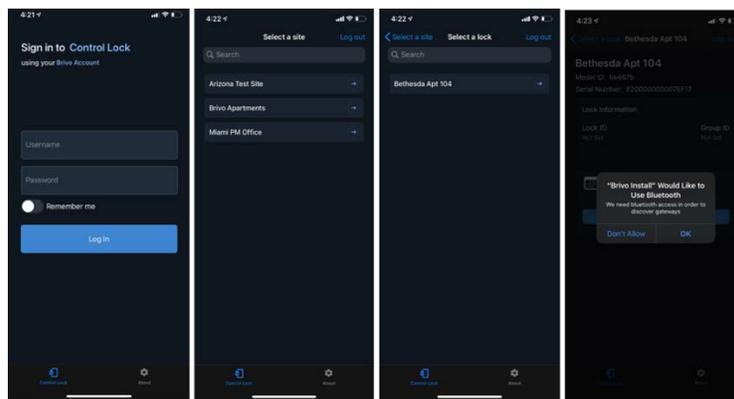


Figure 213. Setting No Tour Address

Tap the **Set Lock to No Tour**. Once successful, tap **OK** in the pop-up window.

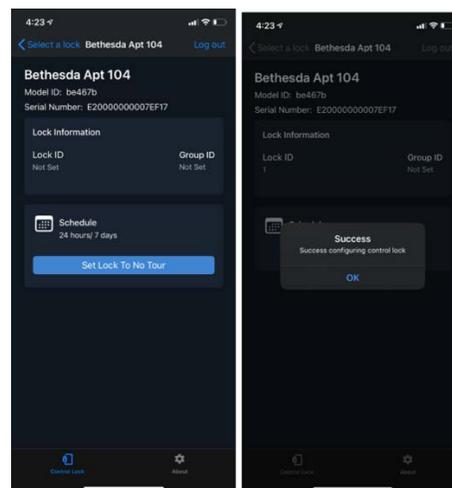


Figure 214. Setting No Tour Address Cont'd

## User and Permission Setup

This section describes adding cards to the Brivo Onair Card Bank and setting them as offline.



**NOTE:** Cards need to be added to the Onair account in a specific fashion. If you plan to use any supported Allegion smart cards that have been previously added, they must be readded.

Once in Onair, navigate to **Setup** and then choose **Cards** and finally **Add Cards**.

Select the proper card format and fill out the necessary details.

Before clicking the **Add Cards** button, make sure to check the **These cards will be used with offline locks checkbox**.

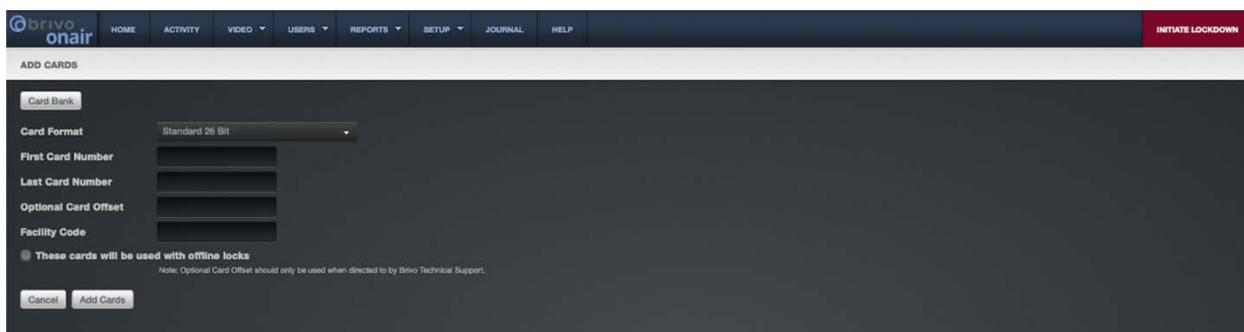


Figure 215. Setting cards to use with offline locks

Once the cards have been added, they can now be associated with users and provisioned.



**NOTE:** Before doing so, be sure to have the Engage MT20W desktop application open and displaying that the reader is connected.

## Adding a card to a User under Offline Lock

To provision a card for a user, navigate to **Users** and then **Users** and then select their **User Profile**.

Once on their **User Profile** page, click on the **Offline Lock** tab.

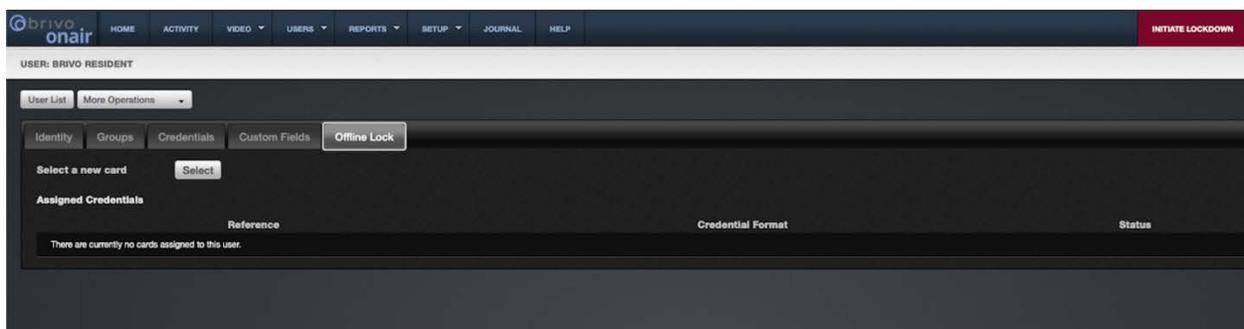


Figure 216. Adding a card under offline lock

Click the **Select** button. You will then select your **Card**, then you will select your **Offline Site** and finally, you will select the **Offline Lock** from the dropdown lists.



**NOTE:** Each card has a limit of eleven (11) devices to which it can be assigned.

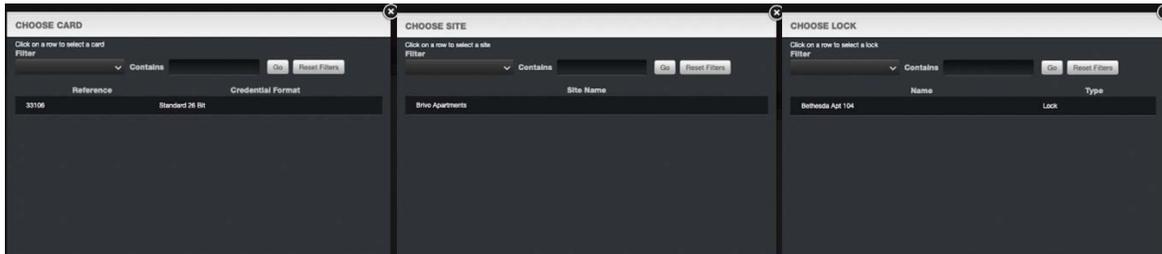


Figure 217. Assigning a card under offline lock

### Setting Permissions

Once permissions have been added to the card, a legend will display showing the different permission types.

Green: Permission added

Yellow: Permission is suspended

Gray: Permission already added

Green and yellow signify the permissions you are currently adding. Gray signifies permissions already on the card.

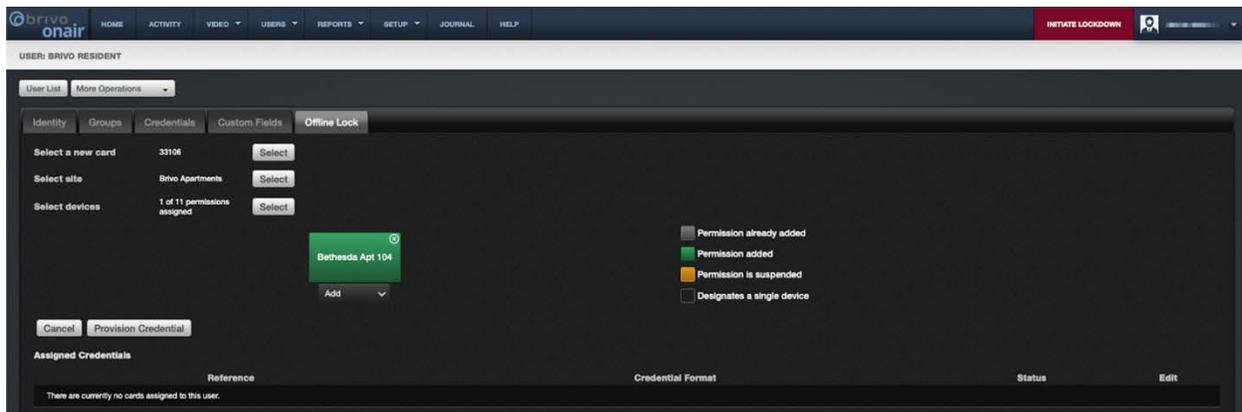


Figure 218. Setting Permissions for offline locks

### Provisioning the Credential on the MT20W

Once you have finished setting up the device permissions on the card, click on the Provision Credential button. A confirmation pop-up will appear. After clicking Yes, place the card on the MT20W.

Brivo Onair will send the permissions to the card on the MT20W.

Congratulations, you have successfully provisioned the card for use at the selected Control Lock(s).

For complete instructions on configuring Allegion Control Locks with Brivo Onair, refer to the **Allegion Control Lock Configuration Guide**.

## Assa Abloy Integration

### What is an Assa Abloy Aperio Hub?

An *Assa Abloy Aperio Hub* is a name used by Brivo Onair to describe a device(s) that allows a Brivo Onair account to utilize various types of Assa Abloy Aperio Wireless door locks. Once an Assa Abloy Aperio Hub is configured on a Brivo Onair account, new doors added to the account may select the Assa Abloy Aperio Hub as a controller. Aperio Wireless Locks use an Aperio Hub.



### Managing Assa Abloy Aperio Hub

Configuring a control panel includes managing the Assa Abloy Aperio Hub linked to that control panel.

#### To add an Assa Abloy Aperio Hub to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel to which you wish to add an Assa Abloy Aperio Hub. The Control Panel detail page displays.

Click the **More Options** dropdown list and select **Add Wireless Gateway/Router**. The Add Wireless Gateway/Router page displays.

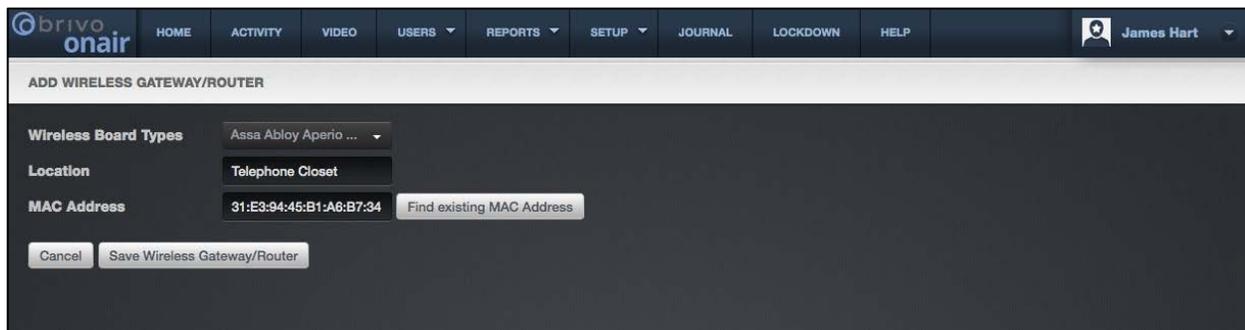


Figure 219. Add an Assa Abloy Aperio Hub

From the dropdown list, select **Assa Abloy Aperio Hub**.

In the **Location** field, denote where the Assa Abloy Aperio Hub is located.

Select the **MAC Address** of the Assa Abloy Aperio Hub. You may click the **Find existing MAC Address** to locate existing Assa Abloy Aperio Hubs.

Click **Save Wireless Gateway/Router**. The View Wireless Gateway/Router page displays.

#### To edit an Assa Abloy Aperio Hub:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to edit an Assa Abloy Aperiio Hub. The Control Panel detail page displays.

Click the Assa Abloy Aperiio Hub you wish to edit. The View Wireless Gateway/Router detail page displays.

Click Edit Assa Abloy Aperiio Hub. The Edit Assa Abloy Aperiio Hub page displays.

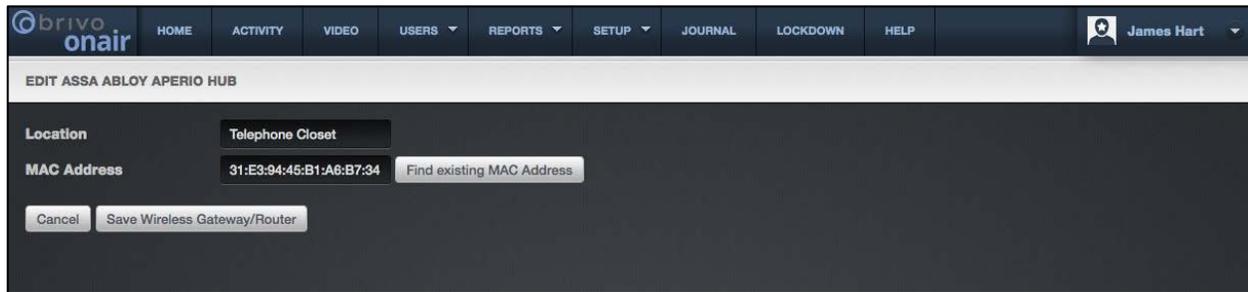


Figure 220. Edit Assa Abloy Aperiio Hub

All the fields on this page can be edited. See the preceding section on adding Assa Abloy Aperiio Hubs for more information.

Click **Save Wireless Gateway/Router**. You are returned to the View Assa Abloy Aperiio Hub detail page with the new information displayed.

### To delete an Assa Abloy Aperiio Hub:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Control Panels** tab. The Control Panel List displays.

Click the control panel for which you wish to delete an Assa Abloy Aperiio Hub. The Control Panel detail page displays.

If your Administrator permissions allow you to delete Assa Abloy Aperiio Hubs, you will see a delete icon associated with each Assa Abloy Aperiio Hub listed on this page. Click the  icon for the Assa Abloy Aperiio Hub you wish to delete.

You may instead click on the name of the Assa Abloy Aperiio Hub. You are directed to the View Assa Abloy Aperiio Hub page. Click on the **Delete Assa Abloy Aperiio Hub** button.

Click **OK** in the confirmation prompt. You are returned to the Control Panel detail page, and the deleted Assa Abloy Aperiio Hub is no longer listed.

## 2N IP Verso Integration

### What is the 2N IP Verso?

The 2N IP Verso is an intercom system that integrates with Brivo Onair, enabling automatic intercom directory updates between Brivo Onair and the 2N IP Verso intercom and allowing Brivo Onair controlled doors to unlock using 2N IP Verso intercom Dual Tone/Multi Frequency (DTMF) codes.

### Managing 2N IP Verso Audio Devices

Configuring a control panel includes managing the 2N IP Verso audio device linked to that control panel.

#### To add a 2N IP Verso Audio Device to a control panel:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.



Figure 221. Add an Audio Device

Click the **Add Device** button. The Add Audio Device page displays.

Figure 222. Define an Audio Device

Enter the **Device Name** in the provided field.

Enter the **MAC Address** of the Audio Device.

A password is automatically displayed when the Add Audio Device page displays.

	<p><b>NOTE: Write down the password</b></p> <p>This password will only be displayed one time until saved on this page. If you do not record this password, you may press the <b>Regenerate</b> button to generate a new password.</p>
---	---

Enter a four-digit door release code in the **Code for Switch 0** field. This is the code the call recipient will enter to unlock the configured door.

Repeat step 6 for Switch 1, Switch 2, or Switch 3 if necessary.

Click Save Device.

**To edit a 2N IP Verso Audio Device:**

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.

Click the **Edit Device** button, and the Edit Audio Device page displays.

All the fields on this page can be edited. See the preceding section on adding Audio Devices for more information.

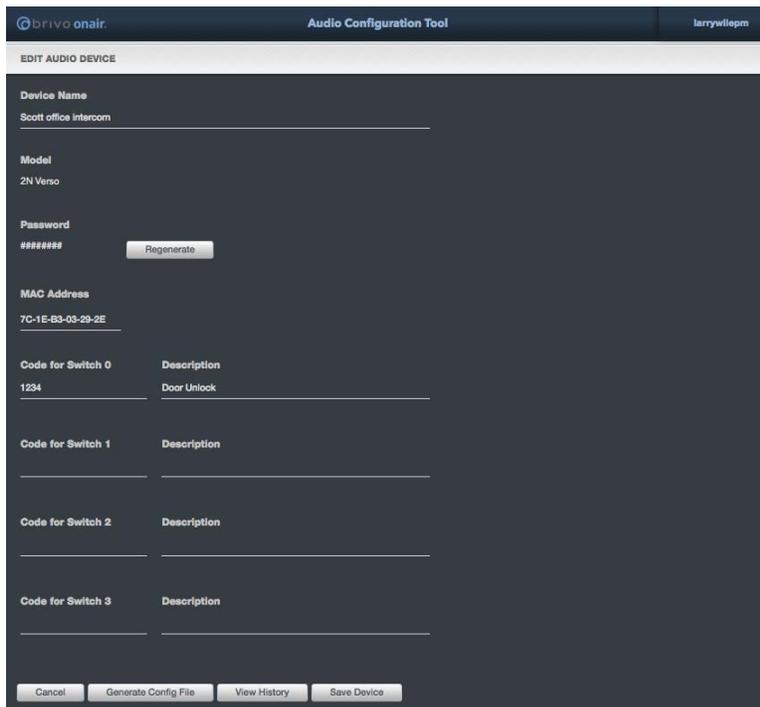


Figure 223. Edit Audio Device

When finished with edits, click **Save Device**. You are returned to the Audio Device List page with the new information displayed.

### To delete a 2N IP Verso Audio Device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.

If your Administrator permissions allow you to delete Audio Devices, you will see a delete icon associated with each Audio Device listed on this page. Click the  icon for the Audio Device you wish to delete.

Click **OK** in the confirmation prompt. You are returned to the Audio Device List page, and the deleted Audio Device is no longer listed.

### Listing Patterns

Standard listing patterns can be used to map Brivo User account fields to the directory rule. These listing patterns must follow a specific format for proper use. Formatting starts with a dollar sign "\$" followed by an opening curly bracket "{", the field name, and a closing curly bracket "}" as indicated in this example:

```
#{lastName}
```

The following are standard Brivo Onair User field names and the equivalent listing pattern for use with phone directory listing rules:

First Name `#{firstName}`

Middle Name `#{middleName}`

Last Name `#{lastName}`

Brivo Onair custom fields can also be used by using a "c\_" in front of the custom field name. For example, to use a custom field called "Company Name", the listing pattern would look like:

```
#{c_CompanyName}
```

Examples:

To list directory contents by last name, e.g. Jones, Bob

The listing pattern rule will appear as: `#{lastName}, #{firstName}`

All characters outside of curly brackets except the dollar sign "\$" are interpreted in the literal sense.

All custom field names must begin with the characters "c\_", e.g. `#{c_CompanyName}` to represent "Company Name".

### To add a directory rule to a 2N IP Verso Audio Device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.

Click on the **Define** button for the Audio Device to which you wish to add a directory rule. The Edit Directory Rule page displays.

Click on the **Add Rule** button at the top of the page.

Figure 224. Add a Directory Rule

From the dropdown list, select the **Group** to which this rule will be applied.

	<p><b>NOTE:</b></p> <p>Before creating users in Brivo Onair to add to the 2N IP Verso Intercom directory, you <b>MUST</b> already have (or need to create) a single group in Brivo Onair to which all of these users will belong (for example, Front Lobby Intercom Group).</p>
---	---

You may enter a new listing pattern in the **Listing Pattern** field or if you already have listing patterns defined, you may select the **Listing Pattern** from the dropdown list that this rule will follow. See the Listing Patterns section above for more details on creating new listing patterns.

Choose the **First Phone Type**, **Second Phone Type**, and **Third Phone Type** that the Audio Device will try to contact when contacting a call recipient. These phone types are drawn from the user profiles in Brivo Onair.

	<p><b>NOTE:</b></p> <p>In order for the 2N IP Verso unit to be able to ingest phone numbers from Brivo Onair, the phone number <b>MUST</b> include a country code. For phone numbers in the United States and Canada, this means including a 1 before the ten-digit phone number. <b>DO NOT</b> use dashes when entering phone numbers.</p>
---	---

	<p><b>NOTE:</b></p> <p>It is recommended that the timeout for each phone number be set to no longer than 15 seconds in the 2N IP Verso interface. Most cell phones go to voice mail after approximately 30 seconds. Setting the timeout to 15 seconds ensures that the 2N IP Verso intercom will roll over to the second or third phone numbers rather than disconnecting.</p>
---	--

Click **Save Rule**. You are returned to the Audio Device List page.

### To edit a directory rule for a 2N IP Verso Audio Device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.

Click on the **Define** button for the Audio Device to which you wish to add a directory rule. The Edit Directory Rule page displays.

Click on the **Edit** icon for the rule you wish to edit.

Make whatever edits are necessary and when finished, click on the **Save Rule** button. You are returned to the Audio Device List page.



Figure 225. Edit a Directory Rule

### To delete a directory rule for a 2N IP Verso Audio Device:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Audio Devices** tab. You are taken to the Brivo Login page. Enter your administrator ID and password and click the **Log in** button. The Audio Device List displays.

Click on the **Define** button for the Audio Device to which you wish to delete a directory rule. The Edit Directory Rule page displays.

If your Administrator permissions allow you to delete Directory Rules, you will see a delete icon associated with each Directory Rule listed on this page. Click the  icon for the Directory Rule you wish to delete.

Click **OK** in the confirmation prompt. You are returned to the Audio Device List page.

## Alula Integration

### What is Alula?

Alula is an intrusion detection provider integrates with Brivo Onair, enabling automatic notification of intrusion events between Brivo Onair and an Alula Communicator (such as BAT Connect or Connect+) and allowing Brivo Onair to arm and disarm an alarm panel supported by Alula.

### Managing Alula Intrusion Panels

Configuring a control panel includes managing the Alula Intrusion Panel linked to that control panel.

### To add an Intrusion Panel to your Brivo Onair account:

From the **Setup** dropdown menu, choose the **Sites/Doors** tab then click the **Sites** tab. Click on the **Site** you wish to view.

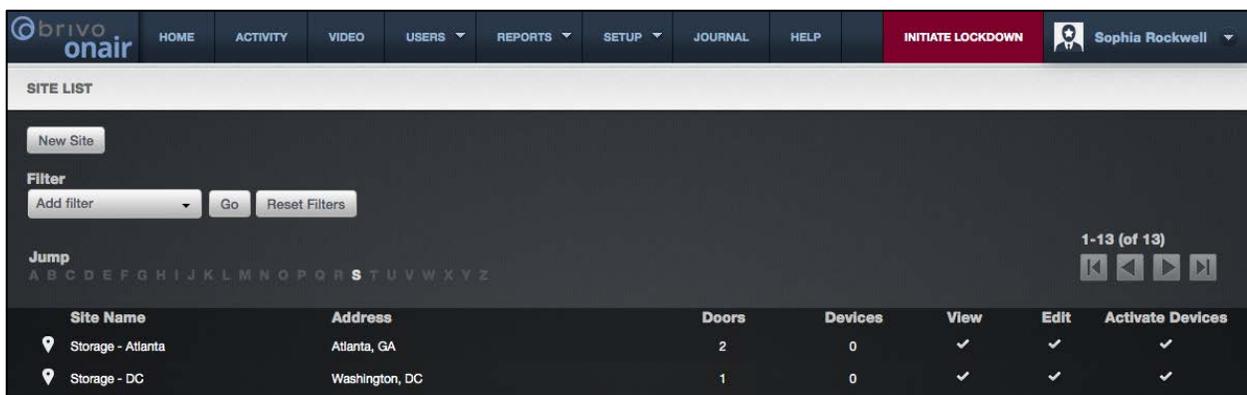


Figure 226. Alula Site Selection

On the **View Site** page, click on the **More Operations** dropdown and select **Add Intrusion Panel**. The Add Intrusion Panel page displays.

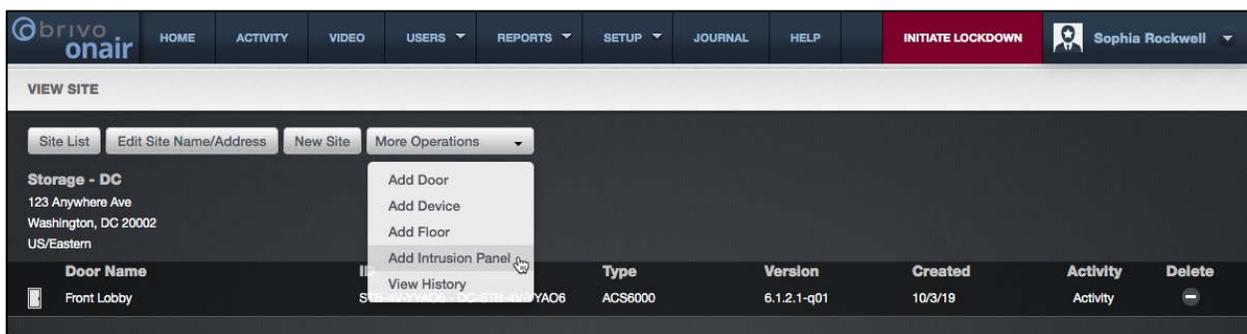


Figure 227. Add Intrusion Panel

Enter the **Panel Name**, select the type of Intrusion Panel from the dropdown list, and enter the **PIN** number. This is the PIN need to arm and disarm the intrusion panel.

Figure 228. Add Intrusion Panel Details

When finished, click Save. You are returned to the View Site page and the Intrusion Panel has been added to your site. Now that the Alula account and intrusion panel(s) have been associated with the Brivo Onair account and site, you are now able to arm and disarm the intrusion panel from your Brivo Onair interface by click on the Set Intrusion button on the View Site page or from the Set Intrusion button on the Home Page.

Door Name	ID	Type	Version	Created	Activity	Delete
Front Lobby	STB-4V-YYA06 - DC-STB-4V-YYA06	ACS8000	6.1.2.1-q01	10/3/19	Activity	[-]

Intrusion Panel Name	ID	Type	Status	Created	Edit	Delete
Main Office Intrusion	54:21:80:10:63:1A	Connect+	Pending	1/27/20	[Pencil]	[-]

Figure 229. View Intrusion Panels

## To Set the Arming Level for an Intrusion Panel:

The arming level of your control panel can be changed in two locations within Brivo Onair: 1) on the specific View Site page with which the control panel is associated with or 2) via the Shortcuts link on the Brivo Onair Home page.

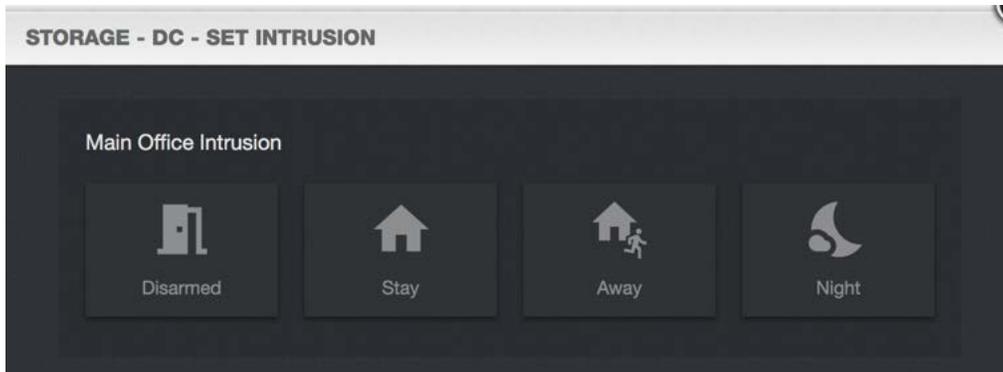


Figure 230. Set Intrusion

The functionality behind each of the intrusion options is dependent upon the configuration of the intrusion panel installation, but examples for each are listed below:

**Disarmed** - The system is disarmed, likely when the site is open and in use.

**Stay** - The system is partially armed, usually with exterior entry points armed, but with interior sections (i.e., motion detectors) disarmed.

**Away** - The system is fully armed, likely when the site is vacated.

**Night** - The system is partially armed and conforms to the way it is set up via Alula.

## 20. Appendices

## Appendix 1: Troubleshooting

### **Which web browser can I use to log in to my account?**

We support Internet Explorer™ 9, 10, and 11 as well as the latest stable versions of Firefox, Chrome, and Safari.

### **The Brivo Onair interface is not displaying properly.**

Make sure you are using a supported browser. The DVR functionality uses ActiveX Controls that require you to use Internet Explorer™ 9.0 as your browser and to allow this browser to install these controls on your system. Other functional elements, such as OVR functionality, require the Flash™ Player.

### **My computer won't let me install the Flash™ Player.**

Some computer networks prevent users from installing software of any kind. Please contact your network administrator for assistance.

### **When I click certain links, nothing happens.**

You might be trying to open a popup window, but your browser is suppressing popup windows or your browser is disabling JavaScript™. Check the **Settings, Options** or **Privacy and Security** menu and make sure that popup windows are permitted at this Web site, and that scripting is enabled. Alternatively, a popup blocker application is preventing certain windows from opening. Try turning off the popup blocker during your session or instructing the popup blocker to allow popup windows at this Web site.

### **My computer asks me to accept a cookie when I log on.**

Click **Accept**. A cookie is used to create a session between your computer and our server. If you reject or disable cookies, you won't be able to log on.

### **I got kicked out of my session.**

As a security precaution, sessions are terminated after 20 minutes of inactivity. If you are transferred to the **Administrator Login** page in the middle of your session, re-enter your login information, and your session will continue where it left off.

### **Some of my data seems to have disappeared. Where did it go?**

Another Administrator for your account may have edited your permissions (i.e. changed which groups and sites you can view or edit). Click the **Setup tab** then the **Administrators** tab then click on your **Administrator ID** to view your permissions. For further assistance, please contact your Master Administrator.

### **There appears to be new data in my account. Where did it come from?**

See the previous question.

### **Why are some links and navigation tabs grayed out or missing?**

There are a number of tasks that cannot be performed by Assistant Administrators. Some of these include accessing lockdown creating groups, editing group privileges, and, in some cases, creating schedules. Please contact the Master Administrator of your account for assistance.

### **I can't reach the Web site at all.**

Make sure your Internet connection is active: Can you go to other Web sites? Are you able to check email? If you are able to reach other Web sites, but not this Web site, please contact Technical Support.

### **I just added cards to the Card Bank, but they don't work.**

Cards don't work until they are assigned to users. If you attempt to use a card that has not been issued to a user, you should receive a **Failed Access: Card never issued** message in the Activity Log. Tip: Before adding a range of cards, add one or two, then assign them to users, and then test them.

### **I created a new user, but his or her card isn't working.**

Was the user's card added to the Card Bank correctly? (Did you enter an incorrect facility code or choose the wrong card format?) Try deleting the card from the Card Bank, then re-adding the card, then re-assigning it to the user.

Or, does the user belong to a group with correct privileges? Go to the User List and click the user's name. Then, Click the group (or groups) to which the user belongs. Does the group have permission to access the door in

question (at the time in question)? Please note, only the Master Administrator and Senior Administrators can create groups and edit group privileges.

**I deleted a user. What happens next?**

The user is removed from any group(s) to which he or she belongs. As a result, his or her access privileges are terminated. If a deleted user attempts access with his former card or PIN, you should receive a **Failed Access: User was deleted** message in the Activity Log.

**After deleting a user, should I delete his or her card from the Card Bank?**

No. If you delete it, you won't receive **Failed Access** messages if the card is presented at a reader.

**I deleted a user and repossessed his or her card. Should I delete the card from the Card Bank?**

No. Leave it in the Card Bank so you can issue it to another user at a later date.

**Can I "undelete" a user?**

No.

**A user's card or PIN stopped working.**

Was the user deleted or suspended by another Administrator of your account? Does the user belong to a group with appropriate privileges?

Or, have the user's access privileges expired? Go to the **Users/Groups** section and click the user's name. Make sure the user is within his or her effective date range. If the user's access privileges have expired, you can re-activate the user by editing or erasing the **Effective To** date.

Or, is the door in question observing a holiday period? Go to the **Schedules** section, and then see if any holidays are in effect at that door at that time.

Or, is there a problem with the card reader? Does it appear to have lost power? If you suspect the problem is related to the reader or door hardware, please contact your dealer immediately.

## Appendix 2: Glossary

### Account

A group of affiliated control panels all under the management of a single Master Administrator

### Activity Log

A 90-day record of Access Events, Exception Events, device Events and Control Panel Events. For each event, the Activity Log shows the date and time, user name (or nature of the event), site name and door or device name (or control panel ID if the event is not device-specific).

### Administrator

A person who administers an account. There are four types of Administrators: Master, Super, Senior and Assistant. Administrators access and manage an account through the interface.

### Administrator ID

An Administrator's unique screen name.

### Antipassback

Controls that allow administrators to determine whether or not individual users are permitted to enter or exit a particular door.

### Badge

A user identification card generated by Brivo Onair.

### Biometric

A measurable, physical characteristic, such as a fingerprint, that can be used to verify a person's identity.

### Card

A proximity card, magnetic stripe card, smart card or similar token issued to a user.

### Card Bank

A list of all cards associated with an account. The card bank displays which cards are assigned to users and which cards are currently unassigned.

### Card Reader

A device that reads cards as they are presented by users. A card reader is connected to a control panel. A card reader that includes a keypad is called a dual reader.

### CCTV Camera

Closed circuit television camera. An optional device for monitoring doors and devices, providing live video feed via Brivo Onair.

### Console

A feature that allows for the live monitoring of one or more video streams along with the ability to unlock door remotely.

### Control Panel

A system consisting of 1-15 control boards: one Main Board and up to 14 Door Boards and/or Input Output Boards. While each control panel is limited to 15 control boards, an account may have more than one control panel.

### Credential

A card, PIN or biometric.

### Device

A device is a logical definition of how a control panel interacts with the world. A motion detector, a temperature sensor, and an EAS pedestal are just a few examples of devices. A device belongs to a site and has a descriptive name such as "Server Room Temp Sensor."

**Device, Switch**

A device with one input point and 0 to N output points that has state (On or Off). The device can have these behaviors: Latch, Unlatch, Pulse, or Follow. A schedule associated with the device causes it to be available for activation via its input point during the selected times for the schedule.

**Device, Timer**

A device whose input is a schedule and that has 0 to N output points associated with it. The timer's state is On during the times selected in its schedule; otherwise it is Off. The device can have these behaviors: Latch, Unlatch, Pulse, or Follow.

**Device, Valid Credential**

A device whose input is a card reader and that has 0 to N output points associated with it. A valid credential device has no state, so its behaviors are limited to: Latch, Unlatch, and Pulse. Valid credential devices have permissions associated with them and appear in the group permissions area. Valid credential devices do not have Disengage messages because they do not have state, nor do they have schedules.

**Device, Event Track**

A device whose input is the specific event associated with it from the door that the event track device is created to watch. An event track device can have 0 to N outputs associated with it. The device can always have these behaviors: Latch, Unlatch, or Pulse. If an event track device is watching for Door Ajar events, then it has state and can have a Follow behavior. If the Follow behavior is selected, then the device can have a Disengage message. The schedule associated with an event track device defines when it is active because a client might want to respond to the event differently during business hours than during non-business hours.

**Door**

A door with an electronic means of entry, such as a keypad or card reader. A door belongs to a site and has a descriptive name such as "Lobby Door" or "Server Room."

**Door Ajar**

An instance of a door being propped open or held open for an extended period of time.

**Door Forced Open**

A type of Exception Event. An instance of a door being opened without a credential or a request to exit.

**Dual Reader**

A combination card reader and keypad.

**DVR**

Digital Video Recorder. An optional device for capturing video of access events.

**Email Notification**

An email message that corresponds to an Access Event, Exception Event, Device Event or Control Panel Event.

**Email Summary**

A daily email bulletin that summarizes activity at all sites.

**Event, Access**

A successful access by a user.

**Event, Control Panel**

A power-related incident, such as "AC Power Loss," or tamper-related incident, such as "Unit Opened," experienced by the control panel.

**Event, Device**

An input engagement or disengagement.

**Event, Exception**

An event that causes a security risk (e.g. "Door Ajar") or is out of the ordinary.

**Event, Failed Access**

A failed access attempt by a User, or an incident of an unknown or unauthorized credential being presented. Failed Access Events are a subset of Exception Events.

**First-Person-In**

A security feature which lets you define a schedule so that it does not become active until the first member of a specific group accesses the door or device to which that schedule is linked.

**Group**

A group of users with the same access privileges (group privileges). A group has a descriptive name such as "Washington Staff."

**Group Enabled Schedule**

A group of users responsible for enabling a schedule. Until a member of this group accesses the door or device to which the schedule is linked, the schedule remains inactive and does not permit any type of access.

**Group Privileges**

A set of privileges that defines a group's level of access. For example, members of the Group "D.C. Staff" can access "Front Door" and "Back Door" at "D.C. Headquarters" according to the Schedule named "Weekdays 9-5."

**Holiday**

A period of time during which schedules refer to their Holiday override columns instead of to the day of week.

**Journal**

A 90-day record of actions performed by Administrators, such as logging in and editing the properties of a user.

**Keypad**

A device that accepts numeric input (e.g. a PIN) from a User. A typical Keypad has 12 keys. A Keypad is connected to a control panel.

**Keypad Unlock-Hold**

A type of group privilege which allows any member of the group to override a door unlock schedule by presenting his or her credentials and entering **99#**. To reactivate the door unlock schedule, the group member enters **00#**.

**Layout**

A customized badge layout which contains static field values, such as company name and address; user profile information, such as full name; and a user image.

**NVR**

Network Video Recorder. An optional network connected device for capturing video of access events.

**OVR**

Onair Video Recorder. Optional functionality for capturing live and event-based video.

**Permissions**

Permissions control an Administrator's access to account data.

**Permissions, General**

Permissions that are automatically granted to all Administrators.

**Permissions, Assigned**

Permissions that are assigned to individual Assistant Administrators by the Master Administrator and Super Administrators.

**Request-to-Exit (REX) Switch**

A button or motion sensor that causes a Door latch to disengage, allowing a person to exit.

**Rule**

A set of conditions for routing email notifications.

**Schedule**

A *schedule* is an editable, reusable time template that can be used to control such things as when a door is accessible or when a device is activated. A Schedule has a descriptive name such as "Mon-Fri 7AM-7PM."

**Site**

A logical group of doors and devices. A site has a descriptive name such as "Maple St. Office" or "Warehouse."

**Static Field**

A background color or image, graphic image, or chunk of text used in a customized badge layout. Static fields remain the same on all badges using that layout. Examples include company logo, name, and address.

**Supervisor-on-Site**

A security feature that lets you define a schedule so that it does not become active unless or until a member of a specific group accesses the door to which that schedule is linked

**Tiered Administration**

A framework for wide-area, distributed access control administration.

**Two Factor Authentication**

A security feature that generates a random one time use token which must be used in addition to an Administrator ID and password to gain access to the account.

**Two Factor Credential**

A security feature that requires users to provide both forms of credentials, a card and a PIN, at a door or elevator.

**User**

A person who requires access to one or more doors. A user has unique credentials, such as a Card or PIN, and belongs to a group.

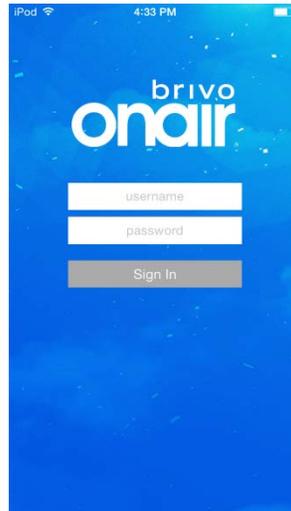
**User, Unaffiliated**

A user who is not yet affiliated with any groups, and therefore has no access privileges.

## Appendix 3: Brivo Onair for iOS and Android



**NOTE:** *The Brivo Onair for iOS and Android app is available to iOS devices through the Apple Store and Android devices through the Google Play Store.*

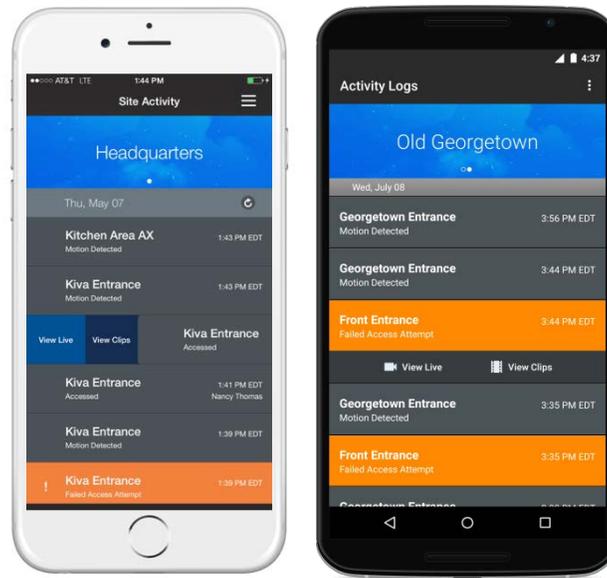


### The Brivo Onair for iOS and Android App Login Screen

The Brivo Onair for iOS and Android app is a downloadable application that allows administrators to remotely monitor and control their sites. Using their existing Brivo Onair login, the Brivo Onair for iOS and Android app allows administrators with appropriate permissions to perform the following actions on their mobile device:

1. View activity logs in the account.
2. Unlock doors (for doors that have Control From Browser enabled).
3. Manage people (allows administrators with appropriate permissions to suspend or reinstate users).
4. View live video.

When an administrator first logs into the Brivo Onair for iOS and Android app, the first site (alphabetically) appears, along with the site's corresponding activity log.



Brivo Onair for iOS (left) and Android (right) Site Activity Screen

## Technical Specifications for the Brivo Onair for iOS app

### Supported Devices

- iPhone 4s to current model (requires iOS 7 or higher)
- iPod Touch (5<sup>th</sup> gen - requires iOS 7 or higher)

### System Requirements

- Internet connection (Wi-Fi or cellular)

### Distribution

- Apple App Store

### Cost

- Free to download, but requires a valid Brivo Onair account to utilize

### Necessary components

- Onair system, Onair user credentials (administrator)

Download the Brivo Onair for iOS app from the Apple Store (<https://itunes.apple.com/app/id976235855>).

## Technical Specifications for the Brivo Onair for Android app

### Supported Devices

- Available for Android devices running Google Android 4.0.3 or higher

### System Requirements

- Internet connection (Wi-Fi or cellular)

### Distribution

- Google Play Store

### Cost

- Free to download, but requires a valid Brivo Onair account to utilize

### Necessary components

- Onair system, Onair user credentials (administrator)

Download the Brivo Onair for Android app from the Google Play Store (<https://play.google.com/store/apps/details?id=com.brivo.Onair>).

## Appendix 4: Brivo Mobile Pass



**NOTE:** *Brivo Mobile Pass is available to iOS devices through the Apple Store and Android devices through the Google Play Store. Additionally, firmware version 5.0.12 or higher is required in the Brivo Onair account for Brivo Mobile Pass to function.*



*Brivo Mobile Pass*

Brivo Mobile Pass is a downloadable application that introduces a new level of convenience to end users by providing the ability to access secured areas with a smartphone. Administrators with the appropriate permissions may send users a Brivo Mobile Pass credential for use on a mobile device. For instructions on use of Brivo Mobile Pass functionality by administrators, please see the *Users and Groups* section of this manual.

An end user using a Brivo Mobile Pass can perform the following actions on their mobile device:

1. Touch and hold the Unlock Button to unlock doors in the Brivo Mobile Pass application.
2. Select from the list of sites and doors made available by the user's group assignment in Brivo Onair.
3. Customize names and logos of sites and doors with the Manage Pass and Manage Door feature.

When the Brivo Mobile Pass application is installed, the end user adds a new Brivo Mobile Pass by entering the Pass ID and Pass Code included in the email sent to them by their administrator. Alternately, by clicking on the link in the provided email, the Pass ID and Pass Code fields automatically populate with the correct information. Once the two fields are populated, the end user simply has to click on the Add Pass button to complete the process.

Brivo Mobile Passes provide users access to any number of doors across any number of sites, so long as their administrators have granted them access. The Pass Menu organizes available mobile passes by site. A user chooses a site to view and control the doors made available by their access privileges.

The Brivo Mobile Pass application can contain an unlimited number of mobile passes created in any Brivo Onair account. The end user's new mobile pass will appear in the Pass Menu identified by its site name and address.

If the user's Brivo Mobile Pass provides access to doors at more than one site in Brivo Onair, the user will see each listed as a unique site pass. Users have the option to always add new mobile passes or customize site pass names and logos directly from the application toolbar.

Since naming conventions for each account vary, often serving to clarify technical descriptions of the installation, it can be difficult for users to reconcile the technical name for a door versus how it is known within the facility. The Brivo Mobile Pass application provides users with customization tools so they can more quickly navigate their passes and open the intended doors with confidence.

## Technical Specifications for Brivo Mobile Pass for iOS

### Supported Devices

- iPhone 4s to current model (requires iOS 8.2 or higher)
- iPod Touch (5<sup>th</sup> gen - requires iOS 8.2 or higher)
- iPad (requires iOS 8.2 or higher)

### System Requirements

- Internet connection (Wi-Fi or cellular)

### Distribution

- Apple App Store
- <https://itunes.apple.com/us/app/id1033578819>

### Cost

- Free to download user mobile application, but requires an active Brivo Onair account to utilize

### Necessary components

- Onair system, Onair user credentials (administrator)

## Technical Specifications for the Brivo Mobile Pass for Android

### Supported Devices

- Available for Android devices running Google Android 4.0.3 or higher

### System Requirements

- Internet connection (Wi-Fi or cellular)

### Distribution

- Google Play Store
- <https://play.google.com/store/apps/details?id=com.brivo.Onair>

### Cost

- Free to download user mobile application, but requires an active Brivo Onair account to utilize

### Necessary components

- Onair system, Onair user credentials (administrator)

## Appendix 5: Mercury Panels

Brivo Onair supports the use of Mercury SCP control panels and SIO door boards. Prior to adding your control panel to your Brivo Onair account, there are configuration requirements to make a Mercury SCP control panel compatible with Brivo Onair.

### **IMPORTANT: Pre-Installation Requirements**

For Mercury SCP control panel hardware and software setup, follow the instructions laid out in the Mercury Installation Manual. Without following these steps, Brivo Onair will be unable to recognize the Mercury SCP control panel as a valid control panel and the installation will fail.

In order to properly configure Mercury SCP control panels, you must download a Java Developer Kit (JDK) to your local computer. This will allow you to open the configuration file (in .jar format) and execute the configuration steps. JDKs are free to download from multiple internet sources.

In order to successfully configure the Mercury SCP control panel, your computer must be on the same subnet as the Mercury SCP control panel you are configuring.

If you do not already know the current username and password for the Mercury SCP control panel, you have to flip Dipswitch 1 and you then have five minutes to use the default username (admin) and password (password).

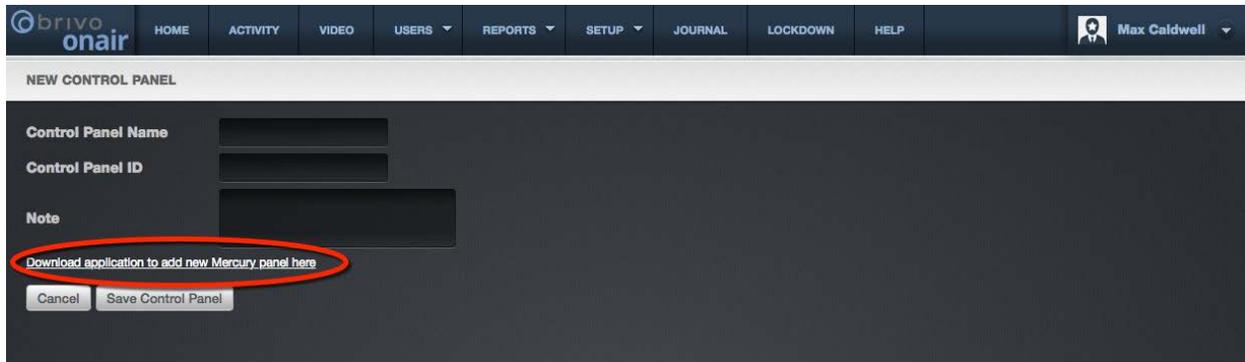
In order to complete the panel registration process, you will need to have your Brivo Onair Username and Password ready.

## Creating a Mercury Control Panel

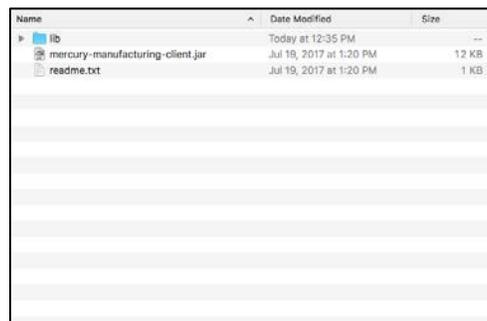
The Master Administrator and *all* Senior Administrators have permission to manage control panel-related data. Assistant Administrators do not have permission to create control panels.

### To download the manufacturing client to configure an existing Mercury panel:

1. Login to your Brivo Onair account.
2. Navigate to the Setup tab and down to Setup -> Sites/Doors -> New Control Panel.



3. Click on the Download application to add new Mercury panel here link.
4. The Mercury manufacturing client zip file will download. You only need to download this file once. It can be used on any Mercury SCP control panel.
5. Expand the zip file which will display the contents of the mercury-manufacturing-client-1.0.0 folder: a .jar file that contains the information necessary to run the manufacturing client on the local computer and a readme.txt file.



6. Open the readme.txt file and follow the instructions within.

```
#####
## How to use the Mercury Manufacturing Client ##
## #####
#####

1. Launching the Application

  A. For Windows Users

    a. Make sure you have the latest version of Java installed
    b. Double-click "mercury-manufacturing-client.jar"

  B. For Mac Users

    a. Make sure you have the latest version of Java installed
    b. Double-click "mercury-manufacturing-client.jar"
    c. If that doesn't launch the application, try right-clicking/tow-finger clicking and
    choosing to open with "Jar Launcher", then select "Open"
    d. If that doesn't launch the application, open a Terminal, go to the folder
    containing "mercury-manufacturing-client.jar" and launch it by typing in
       java -jar mercury-manufacturing-client.jar

2. Manufacturing a panel

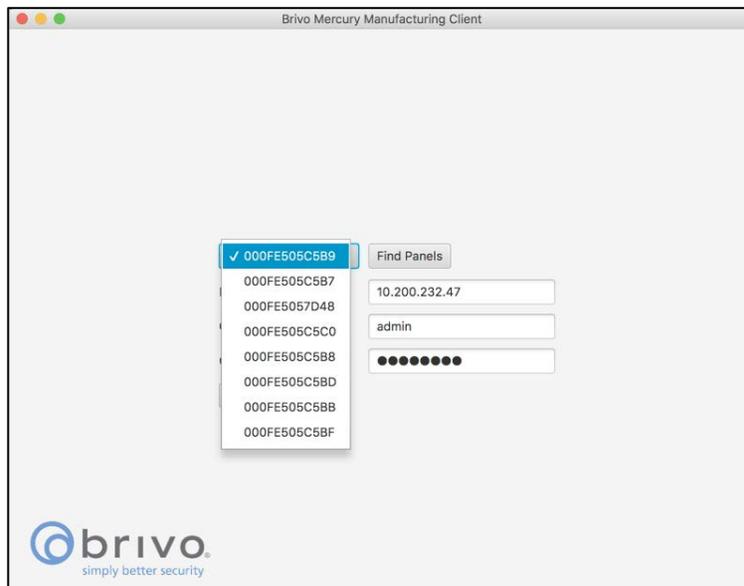
  a. Enter your Brivo credentials
  b. Click "Sign In"
  c. Enter the panel's MAC address and firmware version
  d. Click on "Manufacture Panel", if it succeeds you will find two files on your Desktop
  named <MAC address>.crt and <MAC address>.pem
  e. Use those files to install your panel
```

7. **Once you have clicked on the mercury-manufacturing-client.jar file, the Brivo Mercury Manufacturing Client window appears.**



8. **Enter your Brivo Onair User Name and Password and click Sign In.**
9. **The manufacturing client will search for panels on your network. Once it has done that, it will display the IP address(es) of the panel(s) found on your network. Select the panel you want to manufacture from the dropdown list and click on the Panel Settings**

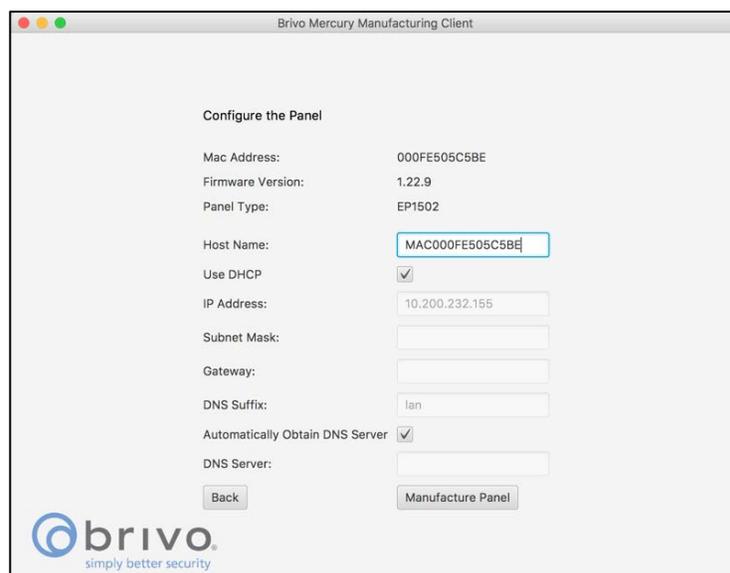
button.



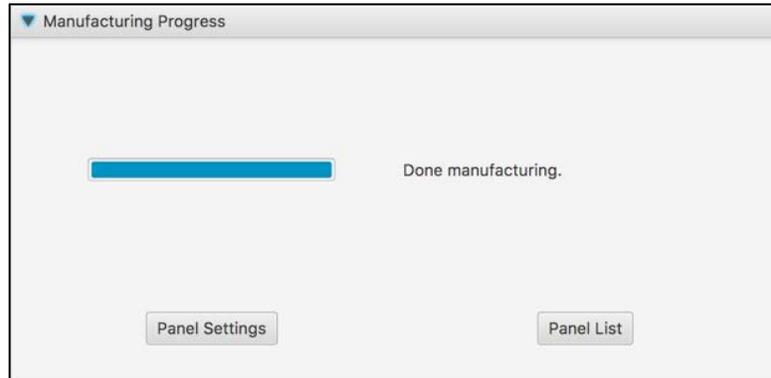
10. The Configure Panel page displays where you may view and/or change the Host Name and IP settings of the Mercury SCP Control Panel.

i

**NOTE:** The Control Panel ID number of Mercury panels in Brivo Onair is the panel's MAC address with the prefix SCP. For example, SCP-1234567890.



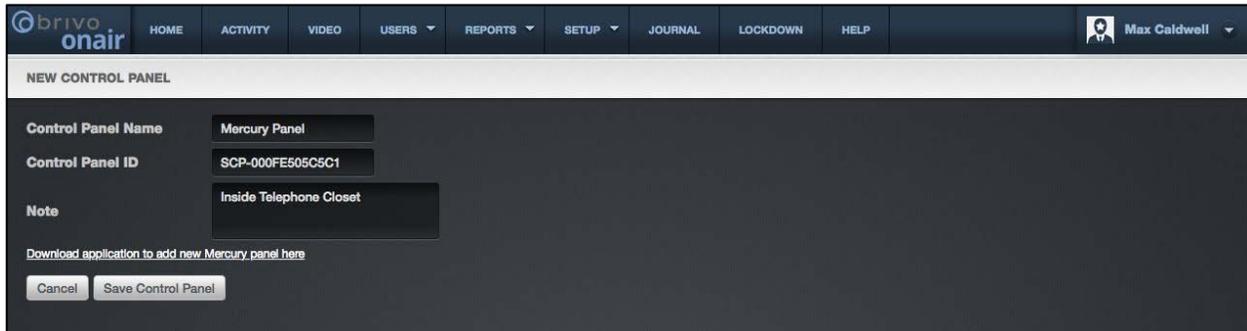
11. **Make any changes that are needed and click the Manufacture Panel button which will run the manufacturing client.**
12. **Once the manufacturing process is complete, the Mercury SCP control panel can be associated with your Brivo Onair account.**



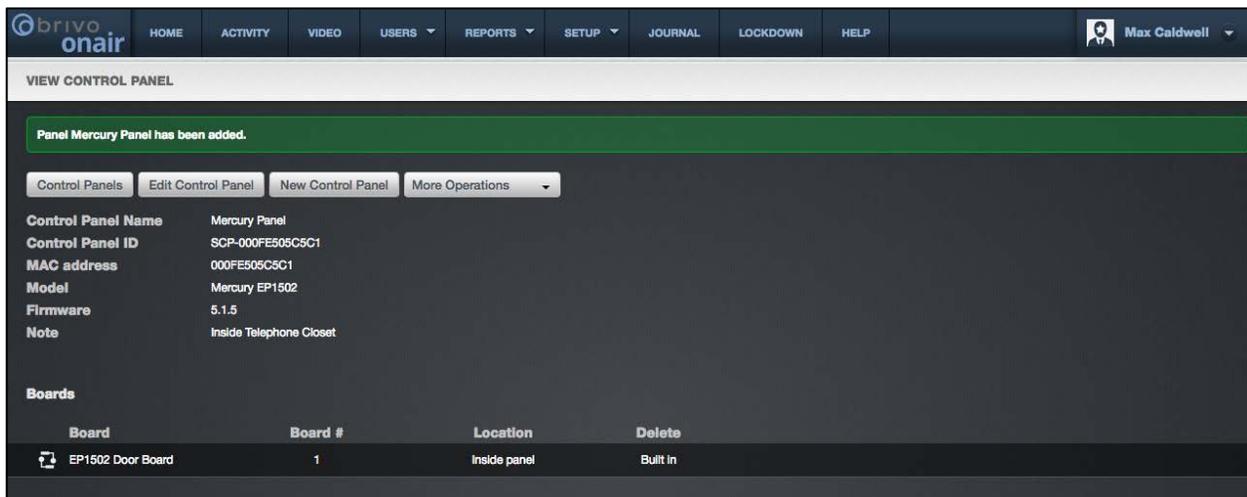
### To add a Mercury SCP control panel in Brivo Onair:

Once properly configured, Mercury SCP control panels can be registered to a Brivo Onair account in the same way a Brivo ACS6000, ACS300, or ACS100 panel is registered.

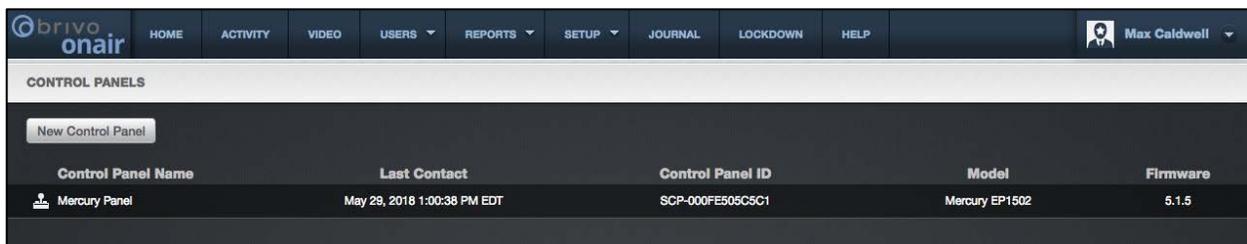
1. Login to your Brivo Onair account.
2. Navigate to the Setup tab and down to Setup -> Sites/Doors -> New Control Panel.



3. Type in the desired name for the control panel.
4. Type in the Control Panel ID. This will be the Mercury panel's MAC address with the prefix "SCP-." (Ex. SCP-1234567890).
5. Input any notes and then click Save Control Panel. The View Control page displays.



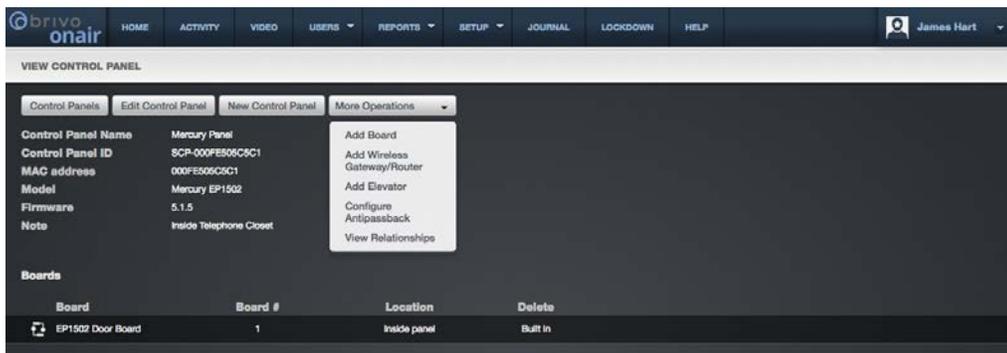
6. The panel has now been associated to your Brivo Onair Account. Click on the Control Panels button and the Control Panels page displays.



7. Ensure that your Mercury SCP control panel is communicating by verifying the time/date of the Last Contact field. You may continue with configuring the rest of your Brivo Onair account.

**To add a Mercury door board to a control panel:**

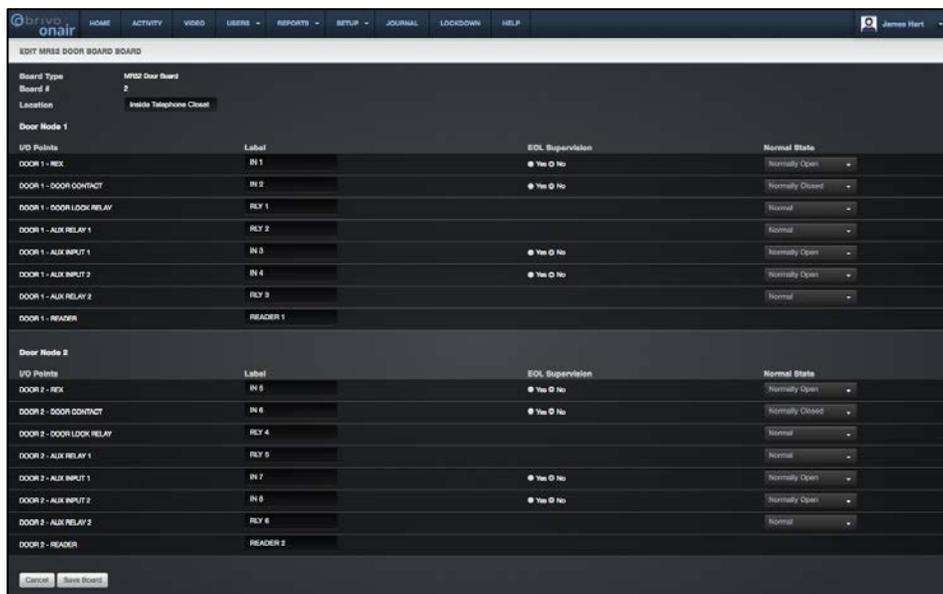
1. Login to your Brivo Onair account.
2. Navigate to the Setup tab and down to Setup -> Sites/Doors -> Control Panels.
3. Click on the Mercury SCP control panel to which you want to add a board. The View Control Panel page displays.



4. Click on the More Operations tab and click on Add Board.
5. The Board Type is automatically selected as a Mercury SIO Door Board.
6. Select the Board Number from the dropdown list.
7. You can enter the Location of the board.
8. Click Continue and the Mercury SIO Door Board page displays.



**NOTE:** *Even though the fields on the Mercury SIO Door Board page can be changed, I/O functionality on the Mercury SIO door boards is currently not available in Brivo Onair. No changes made to this page will have any effect on the function of the Mercury SIO Door Board.*



9. Click Save Board. You are returned to the Control Panel detail page with the new Door Board listed in alphabetical order with the other control boards.

Revision Table	Date	Author	Change
11.17	07/19/2017	LMW	Added ACS6000 configuration instructions.
11.18	08/18/2017	LMW	Added ACS300 configuration instructions.
11.19	08/30/2017	LMW	Added update to ACS300 configurations.
11.20	10/6/2017	LMW	Corrected instructions on site deletion and corrected description of Pulse functionality.
11.21	11/13/2017	LMW	Maintenance release addressing system improvements and bug fixes.
11.22	12/19/2017	LMW	Added support for Allegion LE locks and implemented rate limiting for events.
11.23	02/13/2018	LMW	Added information about Max REX Extension and the new Remove From Group functionality.
11.24	03/22/2018	LMW	Added information on Event Streaming in the Activity Log, MAC address display for control panels, and Bluetooth Reader functionality.
11.25	05/02/2018	LMW	Added custom field inclusion in reports and bulk delete of cards.
11.26	07/18/2018	LMW	Added Unique Users Report
11.27	07/30/2018	LMW	Brivo Mobile Pass changed to Brivo Onair Pass
11.28	08/14/2018	LMW	Maintenance release addressing system improvements and bug fixes.
11.29	08/27/2018	LMW	Updates to exacqVision NVR functionality and changes to Eagle Eye playback.
11.30	09/10/2018	LMW	Allows authorized dealers to upgrade firmware on customer panels remotely as well as addressing system improvements and bug fixes.
11.31	10/09/2018	LMW	Updated the look of the Identity tab on the User page and fixed multiple display issues with exacqVision recordings.

Revision Table	Date	Author	Change
11.32	10/17/2018	LMW	Updated the User Identity tab to include phone numbers and email addresses and ACS4000 panels can no longer be registered in Onair.
11.33	11/06/2018	LMW	Major updates to the User Interface. Eliminated separate dropdown list items for "New" items (ie Users, Groups, Schedules, Holidays, Sites, etc) which are now accessed from the corresponding List pages.
11.34	11/29/2018	LMW	Updates to BOP allowing elevator functionality and improvements to the Mercury panel manufacturing client.
11.35	01/06/2019	LMW	Integration with 2N IP Verso devices as well as limiting bulk delete to 20,000 cards at once.
11.36	01/30/2019	LMW	Maintenance release addressing system improvements and bug fixes as well as adding localization support.
11.37	02/06/2019	LMW	Updated the User creation workflow for easier Brivo Mobile Pass provisioning.
11.38	02/27/2019	LMW	Added 56-bit card format and improved card bank logic.
11.39	03/13/2019	LMW	Improved localization for French and Spanish admins.
11.40	03/26/2019	LMW	Continued improvement to localization for French and Spanish admins and admins can now exempt BMP users from biometrics.
11.40.1	04/03/2019	LMW	Corrected a browser incompatibility issue.
11.41	04/18/2019	LMW	Remote reboot enabled for Brivo Technical Support and continued improvement to localization.
11.42	05/07/2019	LMW	Improved scope of activities shown by the Journal page in Brivo Onair.
11.43	05/21/2019	LMW	Added 32-bit CSN card format.

<b>11.44</b>	05/29/2019	LMW	Retired the ability for Brivo Onair administrators to add IPAC devices.
<b>11.44.1</b>	05/31/2019	LMW	Removed an incorrect notification from door forced events on Salto wireless locks.
<b>11.45</b>	06/25/2019	LMW	Administrators may now set cache mode for Allegion locks and addresses.
<b>11.46</b>	08/05/2019	LMW	Implemented security improvements.
<b>12.0</b>	09/05/2019	LMW	Added Brivo Onair Cam and updated Lockdown functionality.
<b>12.1</b>	09/09/2019	LMW	Improved OSDP reader functionality.
<b>12.2</b>	10/03/2019	LMW	Updated all references of Brivo Onair Pass to Brivo Mobile Pass.
<b>12.3</b>	10/04/2019	LMW	Implemented OSDP secure mode.
<b>12.4</b>	11/05/2019	LMW	Updated Notifications footnotes and OSDP functionality.
<b>12.5</b>	12/04/2019	LMW	Added HID 36-bit card format.
<b>12.6</b>	01/08/2020	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.7</b>	02/04/2020	LMW	Added Assistant Administrator access to Door Lockdown functionality.
<b>12.8</b>	02/25/2020	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.9</b>	03/31/2020	LMW	Added new Allegion NDE lock functionality for door position switches, and enabled Alula, Azure, and GSuite integrations.
<b>12.10</b>	04/28/2020	LMW	Improved ASSA ABLOY lock communication with Brivo Onair.
<b>12.11</b>	05/19/2020	LMW	Added Personnel Control Configuration and Contact Tracing Report.
<b>12.12</b>	06/18/2020	LMW	Enabled Alula intrusion detection for all accounts and improved Contact Tracing Report functionality.
<b>12.13</b>	07/07/2020	LMW	Added 36-bit card format with vendor code.

<b>12.14</b>	08/04/2020	LMW	Added ACS100 configuration instructions and Door Override functionality.
<b>12.15</b>	08/25/2020	LMW	Improved Journal messaging.
<b>12.16</b>	10/07/2020	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.17</b>	10/21/2020	LMW	Minor security improvements and bug fixes.
<b>12.18</b>	11/05/2020	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.18.2</b>	11/23/2020	LMW	Improved messaging during admin creation.
<b>12.19</b>	12/03/2020	LMW	Added support for Allegion Control Locks.
<b>12.20</b>	12/14/2020	LMW	Added Assigning Device Groups instructions for Allegion Control Locks.
<b>12.21</b>	02/09/2021	LMW	Improvements to the interface between Brivo Access and Brivo Onair.
<b>12.21.1</b>	02/18/2021	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.21.2</b>	02/23/2021	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.22</b>	03/22/2021	LMW	Improved Mercury UI functionality.
<b>12.23</b>	04/12/2021	LMW	Expanded reporting scope for new Brivo Access editions.
<b>12.23.1</b>	05/04/2021	LMW	Replaced references to Brivo Onair Cam with Brivo Access Cam and updated Video chapter.
<b>12.24</b>	08/04/2021	LMW	Improved Personnel Configuration functionality.
<b>12.25</b>	09/09/2021	LMW	Maintenance release addressing system improvements and bug fixes.
<b>12.26</b>	10/07/2021	LMW	Improved Notifications and Mercury board functionality
<b>12.27</b>	11/04/2021	LMW	Added ACS6100 Door Board upgrade feature
<b>12.28</b>	12/01/2021	LMW	ACS6100 door boards and input/output boards available on all accounts