User manual

MOBOTIX HUB Access 2024 R2

BeyondHumanVision

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Adding access control content to your views

Adding access control content

Add access monitors to views

You start by defining a view item for access control:

1. In setup mode, select the view you want to use for access monitoring.

2. In the **System overview** pane, click **Access monitor** and drag it to a view item.

3. In the **Access monitor settings** (see) dialog box that appears, specify the settings. Once you have selected a door, you can keep the default settings or change them if needed.

4. Click **OK** and the access monitor is added to the view.

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

Access monitor settings

Specify the following settings for access monitors:

Name	Description
Door	Select the door you want to view access control events from. When you select a door, the remaining settings in the dialog box appear with their current values.
Sources	Select the type of access control sources that you want to receive events from. The list can contain, for example, doors or specific access points for a door. An access point is a point of entry, including its associated physical devices such as card readers, keypads, sensors, or buttons. A door has typically two access points that control entry and exit through the door respectively. The list of sources is configured by your system administrator.
Camera	Select the camera from which you want to show video related to this door. By default, the system lists the cameras that your system administrator has associated with the selected door, but you can also select another camera in your system.
Events	Select the type of events you want to receive. You can select events from the event categories defined by your MOBOTIX HUB system administrator or from the list of events defined in your access control system.

Name	Description
Commands	Select the command buttons that you want to have available in the access monitor, for example, lock and unlock doors. The list of commands depends on your system configuration.
Order	Select if you want new events to appear in the top or at the bottom of the event list.

Modify access monitor settings

In live mode, you can change the settings of your access monitor:

1. Click **Setup** and select the access monitor view item you want to modify.

2. In the **Properties** pane, click the **Access monitor settings** button.

3. In the **Access monitor settings** (see Access monitor settings on page 4) dialog box that appears, specify the settings.

4. Click **OK** to close the dialog box and then **Setup** to return to live viewing.

Customize your view

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

Examples of usage:

- Have direct access to command buttons in view items other than access monitors

- Place the command buttons directly by a door in the view item

- Add other command buttons than those specified in Access monitor settings on page 4

Steps:

1. In live mode, select **Setup** and select the view item you want to modify.

2. In the **Overlay buttons** pane, click **Access control**.

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

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

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

Manage cardholder information

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

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

- Must include a web client

- Must support deep links

To manage cardholder information:

1. On the **Access control** tab, select **Cardholders** list.

2. Search for a cardholder and select the person from the list.

3. On the right-hand side, below the cardholder information, you can click a link to, for example, a webpage. Depending on the plug-in, more links may be supported and you may be asked for additional login credentials.

4. You can edit several functionalities, including cardholder information and access permissions.

5. Close, in this example, the webpage and return to MOBOTIX HUB Desk Client.

Show or hide access request notifications

You can hide access request handling, for example, if only one person should handle access requests.

1. On the global toolbar, select **Settings and more** ⋮ and then **Settings** ⚙.

   Alternatively, select the **Settings** icon from within an access request notification.

2. Select the **Access control** tab.

   Select **Show access request notifications** to show or hide the notifications.

> ✏️ If **Use server settings** is selected, your system administrator controls whether the **Show access request notifications** setting is selected or not.

Controlling access

Controlling access with MOBOTIX HUB Access

If one or more access control systems have been integrated with your VMS system through the MOBOTIX HUB Access extension, you can monitor doors, control door states, investigate access control events, respond to access requests, and manage cardholder information.

Access control in live mode

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

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

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

Monitor doors via maps

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

1. In setup mode, expand the **System overview** pane.

2. Select **Map** from the list and drag it to a view item.

3. Locate the map file and click **OK**.

4. From the map toolbox that appears, click **Add access control**.

5. In the list that appears, drag the relevant access control unit, for example a door, onto the map. A door icon appears on the map.

6. Click **Setup** to change to live viewing.

7. When a person requests access, the door unlocks. The door unlocks because someone grants access via a command button on the access request notification or even on the map itself. Once the access is granted, the door icon turns green and appear as an open door.

8. When the door is locked again, automatically or manually, the door icon turns red and appear as a closed door.

9. You can right-click the door icon to, for example, trigger commands.

   Since the state of the access control units are always visible, a map used in this way is a quick way to get a graphical overview of the states of the access control units for the area or building you are monitoring.

Investigating access control events

Search and filter access control events

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

1. On the **Access control** tab, select **Events** list.

2. Click any of the filters at the top of the list and specify the criteria.

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

> Any filters you apply are immediately reflected in the list.

You can filter on:

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

Controlling access

The Events list

On the **Access control** tab, when you select an event, the preview on the right lets you view the related video sequence for the event. The preview camera title bar shows the camera related to the unit that triggered the event.

- If you have multiple cameras associated with a door, they all appear in the preview
- Default playback options are available from the toolbar
- Related cardholder information appears below the video preview together with details about the selected event
- Click to view live video or play back recorded video in a detached window

Export an access report

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

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

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

2. Click the **Access Report** button.

3. Fill out the fields. The report contains:

   - Report name
   - Report destination
   - A list of the applied filters
   - A comment field
   - An option to include snapshots

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

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

   The report opens in PDF format.

Switch to or from live update mode of the Events list

Instead of viewing live video of access control events in live mode, you work in live update mode on the **Access control** tab. The list of events is updated instantly if new events occur that meet the filter criterion.

1. On the **Access control** tab, select **Events** list.

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

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

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

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

Monitor and control door states

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

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

1. On the **Access control** tab, select **Doors** list.

2. Click any of the filters at the top of the list and specify the criteria.

3. You can combine the filters or enter your criteria in the search field to search for doors.

4. Alternatively you can right-click a door or a state within the list and filter using that value.

   Any filters you apply are immediately reflected in the list.

What can you filter on?

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

Another way that you can monitor the door states for your surveillance area is by adding doors to a map (see).

The Doors list

On the **Access control** tab, when you select a door in the **Doors** list, the associated camera shows live video on the right-hand side of the screen together with detailed information.

- If you have multiple cameras associated with a door, they all appear in the preview
- Default independent playback options are available from the toolbar
- Action buttons allow you to perform certain commands related to that door, for example lock/unlock door. Available commands depend on your system configuration
- Information related to the selected door appears below the live video preview
- Click to view live video or play back recorded video in a detached window

Investigate cardholders

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

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

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

   Any filters you apply are immediately reflected in the list.

What can you filter on?

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

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

Access request notifications

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

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

Managing access request notifications

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

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

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

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

Respond to access requests

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

1. To listen to what the person requesting access is saying, click the button.

2. To speak to the person requesting access, for example to give instructions on how to proceed or behave in the area, click and hold the button.

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

> Cardholder information may be available if your access control system provides such information to the MOBOTIX HUB system. Examples of cardholder information: Cardholder's ID number, name, department, phone number, and authority level. Depending on your system configuration, you may be able to manage cardholder information (see Manage cardholder information on page 5).

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