

ENTROTEC CONNECT SYSTEM MANAGEMENT

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Installation Specification

It is the responsibility of the installer to follow Entrotec's installation and cable specification as well as ALL relevant wiring regulations. Failure to comply with Entrotec's installation and cable specification may result in erratic operation of equipment and could invalidate any warranty.

Installations must comply with the following applicable standards:

- **BS 7671:** Requirements for electrical installations. IET Wiring Regulations 18th Edition.
- **The Electricity at Work Regulations 1989**
- **ANSI/TIA-568.0-D:** Generic Telecommunications Cabling for Customer Premises.
- **ANSI/TIA-568.1-D:** Commercial Building Telecommunications Cabling Standard.

IET Wiring Regulations 18th Edition: Regulation 444 (MEASURES AGAINST ELECTROMAGNETIC DISTURBANCES) imposes requirements for segregation of circuits.

IET Wiring Regulations 18th Edition: Regulation 528 (PROXIMITY TO WIRING SYSTEMS TO OTHER SERVICES) imposes requirements for segregation of door entry / access control circuits (Band I), 230VAC mains circuits (Band II) and other higher voltage circuits.

IET Wiring Regulations 18th Edition: Regulations 541 and 542 impose requirements for earthing and bonding conductors. Ensure ALL metalwork is bonded to the buildings earth, this includes call panels, exit switches, cabinets and metal conduit. Ring terminals and earth points are provided on call panels and cabinets to terminate earth cables, ensure these connections are made.

WARNING - ISOLATION OF ELECTRICAL EQUIPMENT

In compliance with **The Electricity at Work Regulations 1989**, electrical equipment should be made dead to prevent danger while work is carried out on or near that equipment. No person shall be engaged in any work activity on or so near any live conductor.

Warranty and Support

Entrotec systems are renowned for their reliability and have a 2-year warranty on all Entrotec manufactured products as standard. This warranty does not cover water damage, vandalism, mains electrical faults, lightning strikes, damage caused by miswiring or cable faults.

Entrotec offer complimentary training courses and telephone support:
01506 886 235 - 8:30am to 5pm Mon-Thurs and 8:30am to 4pm Friday.
technicalsupport@entrotec.co.uk

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1 Download and Installation

1.1 Download

If a client PC (PRO-ECC) has been provided as part of the system, Entrotec Connect software is already installed on the PC. If the door entry system does not include a client PC, download the software from our website:

<https://www.entrotec.com/downloads>

1.2 Entrotec Connect Client Installation

NOTE

Read this section only if you have downloaded the software on a third-party PC.

After saving the file, execute it by double clicking on it. If you get a warning message from Microsoft Windows, click **More info** then **Run anyway** (Figure 1-1).

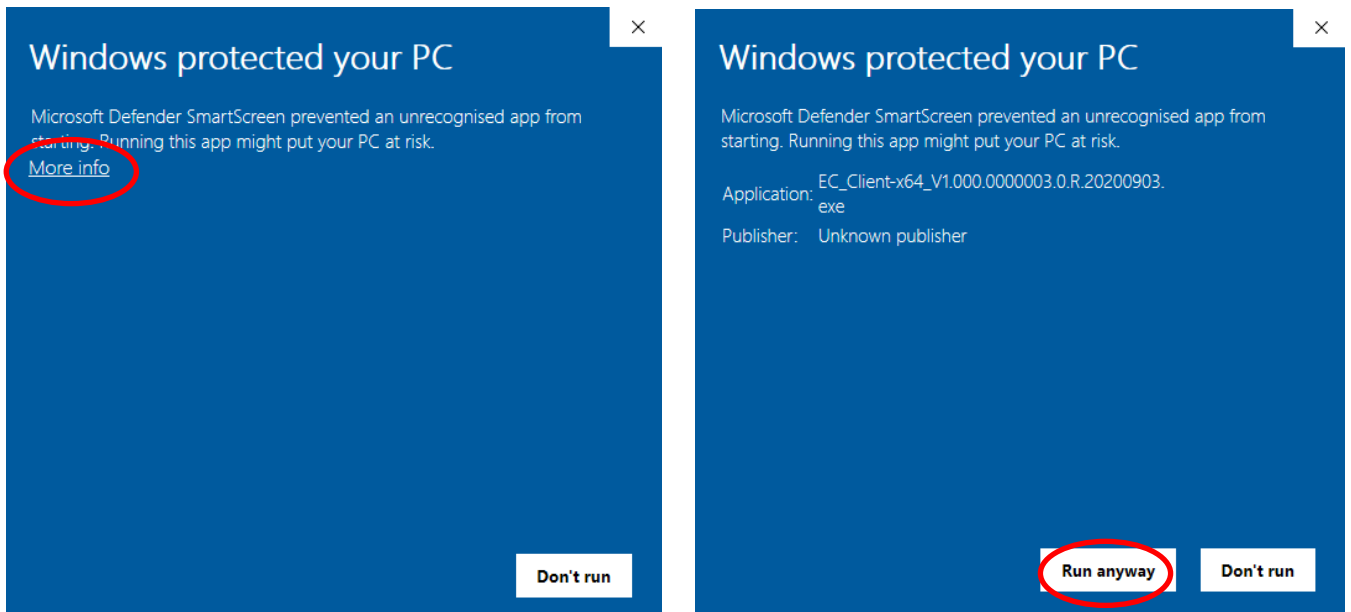


FIGURE 1-1

Read the Terms and Conditions and check the box and click **Next**.

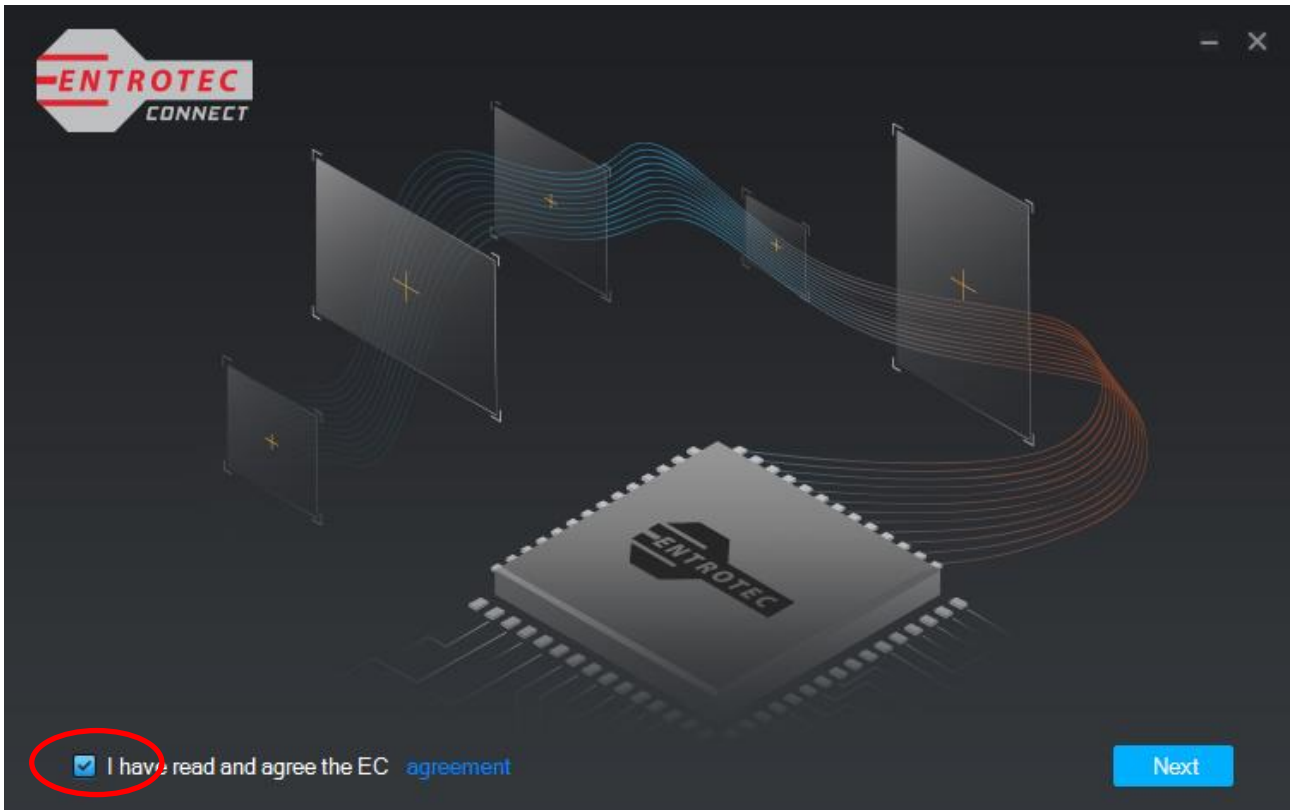


FIGURE 1-2

The default hard drive location where the software will be installed, is shown in Figure 1-3. If this location needs to be updated, click **Browse** to specify a new one.

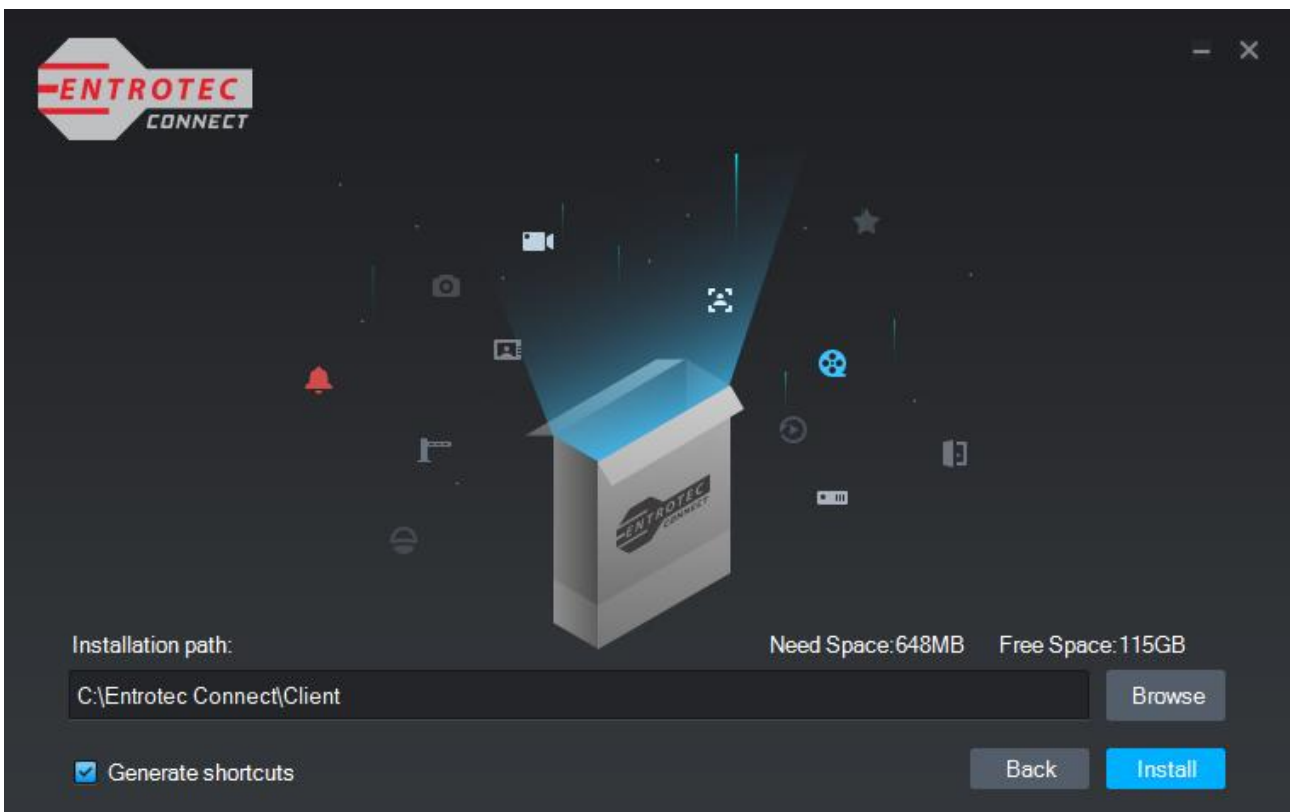


FIGURE 1-3

Click **Install**.



FIGURE 1-4

The progress bar at the bottom will show the status of the installation. Wait until complete then click **Run** (Figure 1-5).

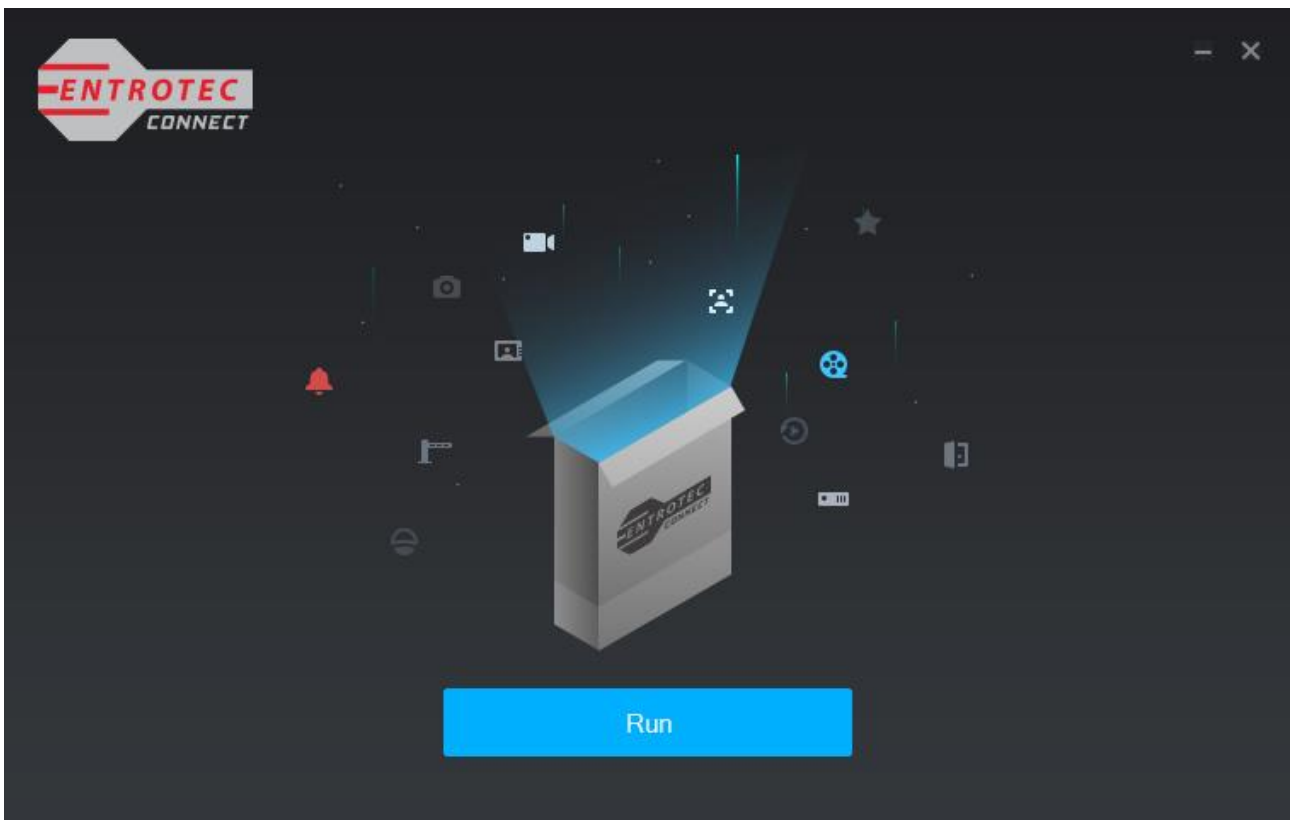


FIGURE 1-5

1.3 Login

For the first login enter the following details (Figure 1-6):

- **USERNAME:** system
- **PWD:** 123456
- **IP:** Server IP address
- **Port number:** 443

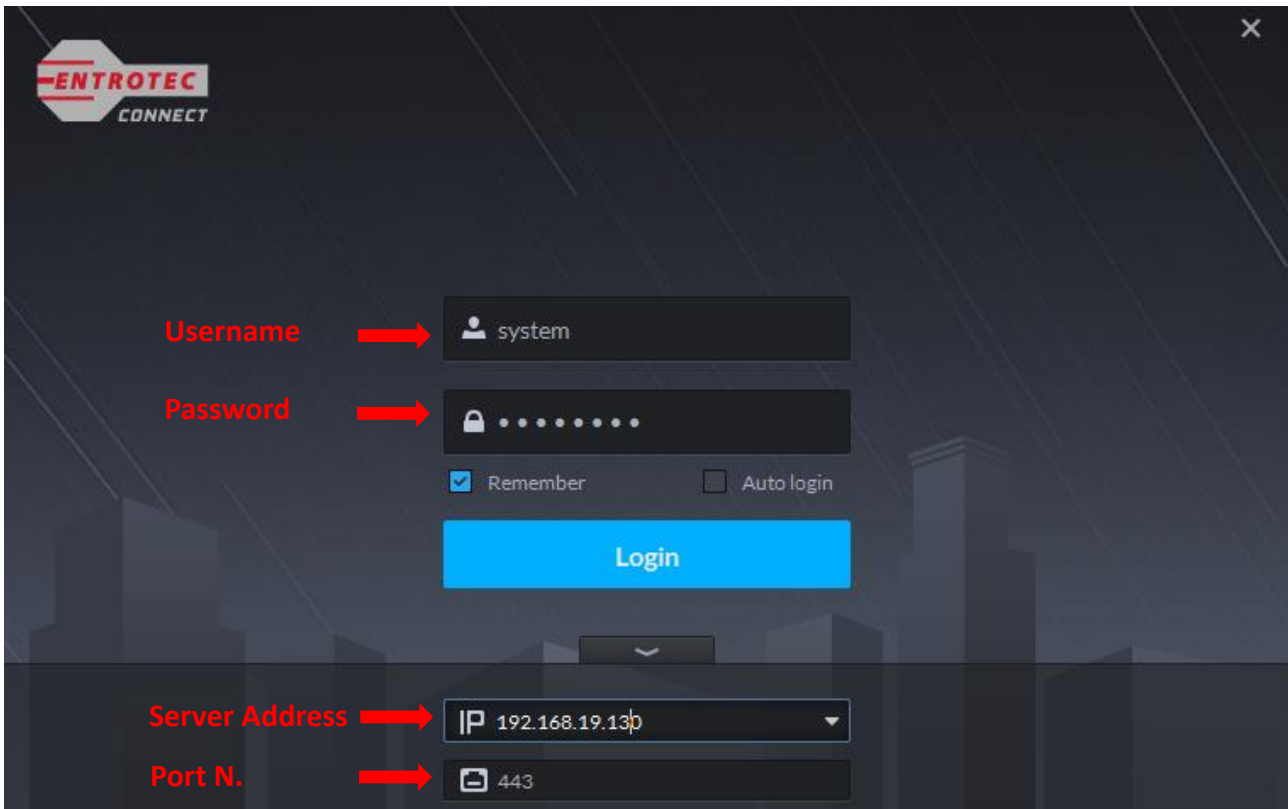


FIGURE 1-6

NOTE

Before logging you in for the first time, the system will ask you to setup a new password and answer some security questions. Complete this process then login again using the new password.

2 Add System Users

2.1 Add Users

Entrotec Connect allows to add three different types of users. Each type will have different permissions and privileges.

- **Admin:** User owns all permissions. Admin users should be used only for setting up and configuring the system.
- **Advanced User:** Users created in this category own all permissions except configuration of the system. Advanced user should be created for management or staff with higher level of privileges.
- **General User:** Users who operate the system.

To add a system user, do the following:

- 1- From the Home page click on User at the bottom of the page.

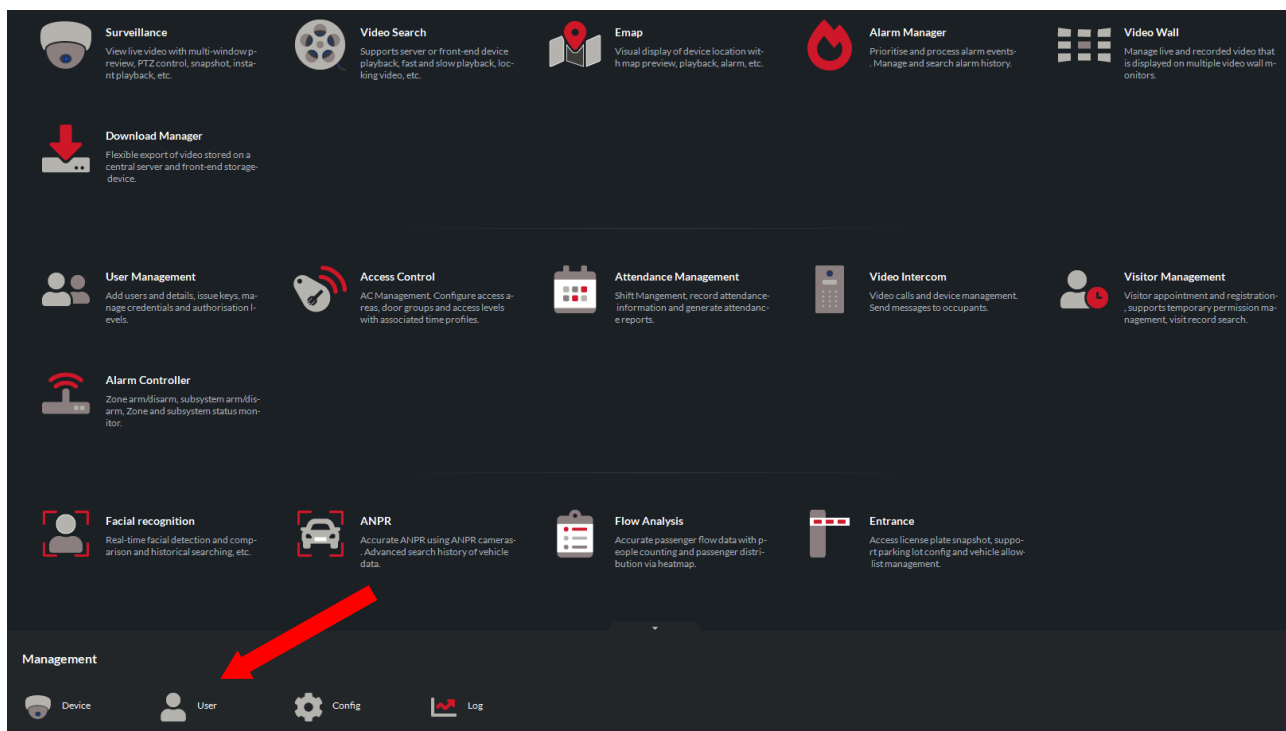


FIGURE 2-1

- 2- Select the group to which you want to add the user to (**Admin, Advanced User, Normal User**) and then click **Add User**.

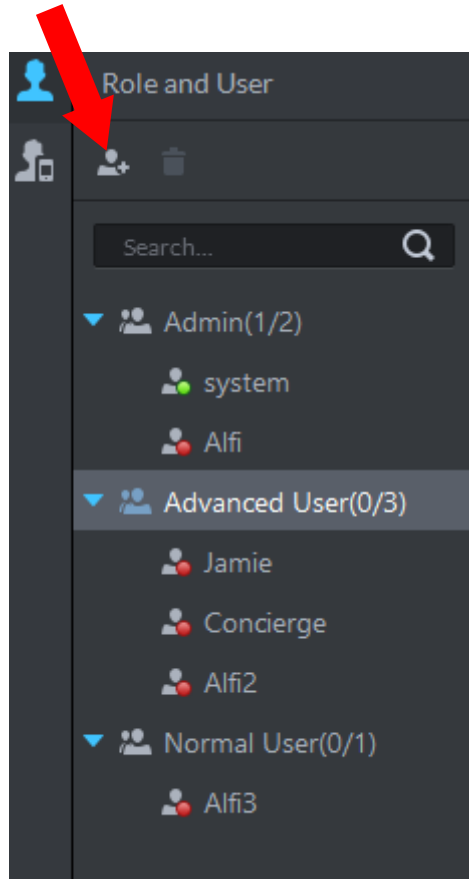


FIGURE 2-2

- 3- Select the devices you would like the new user to have access to.

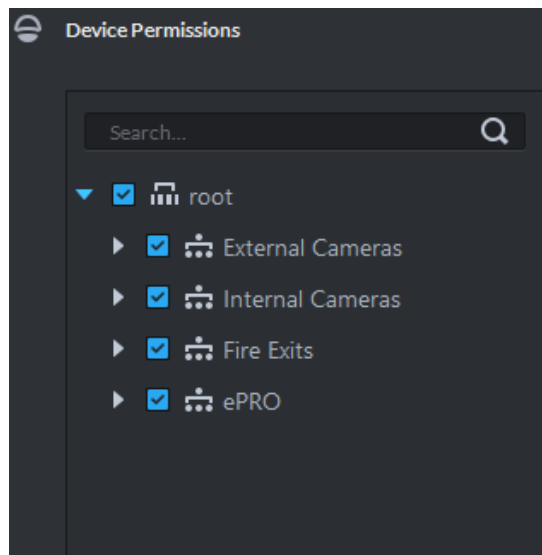


FIGURE 2-3

- 4- Select the control permissions over the devices selected in the previous step.

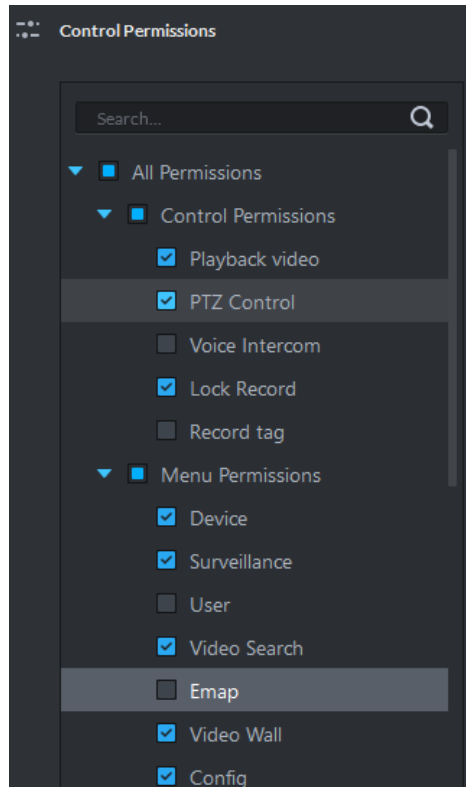


FIGURE 2-4

- 5- Click **Add** at the bottom of the page to save and add the new user.

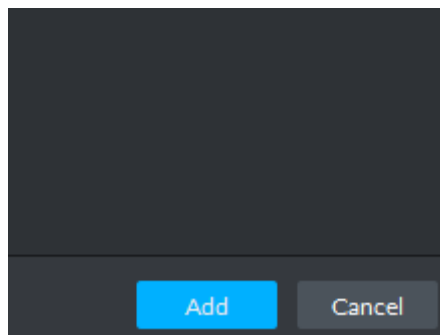


FIGURE 2-5

2.2 Editing/Deleting users

2.2.1 Edit Users

To update existing users:

1. Select the user then click the pencil icon next to it.

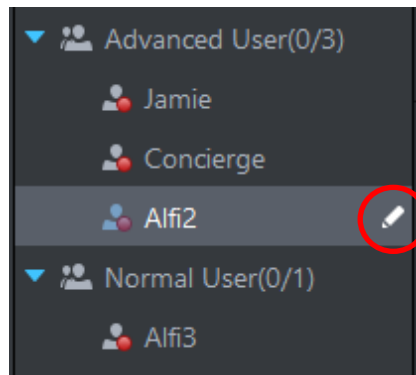


FIGURE 2-6

2. Apply changes as required (see Section 2.1 Step 3).
3. Click OK to save the changes.

2.2.2 Delete Users

To delete system users:

1. Select the user.
2. Click the bin icon at the top.

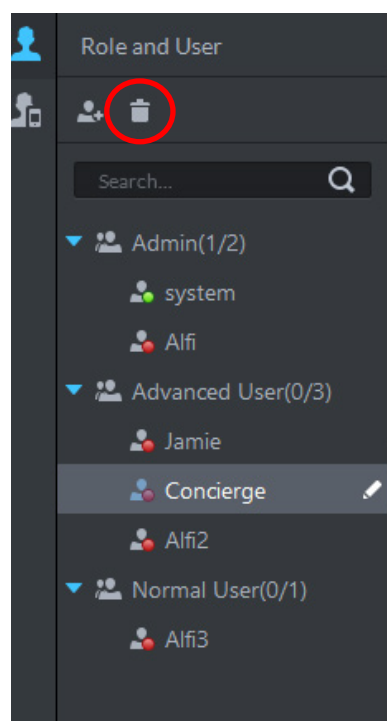


FIGURE 2-7

3. Click **OK** to confirm deletion.

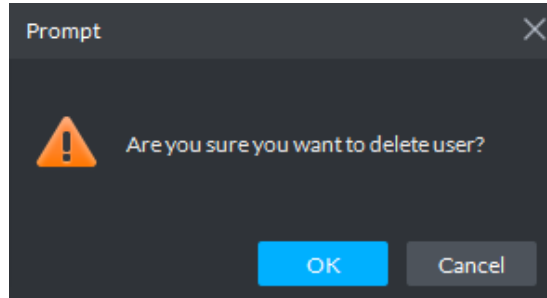


FIGURE 2-8

3 Unit Number

To add devices to the system correctly it is necessary to disable the **Unit** number (enabled by default). When adding a new device, the system will be looking for a unit number within the device SIP ID and display an error message as it will not find it (Figure 3-1). For more information about the format of devices' SIP ID go to **Section 5.1** or **Section 5.2**



Organisation	Online Status	Offline Reason	Operation
Building 1	Offline	Unit enable not matched	 

FIGURE 3-1

To disable the Unit number, follow the steps below:

1. From the home page click **Config**

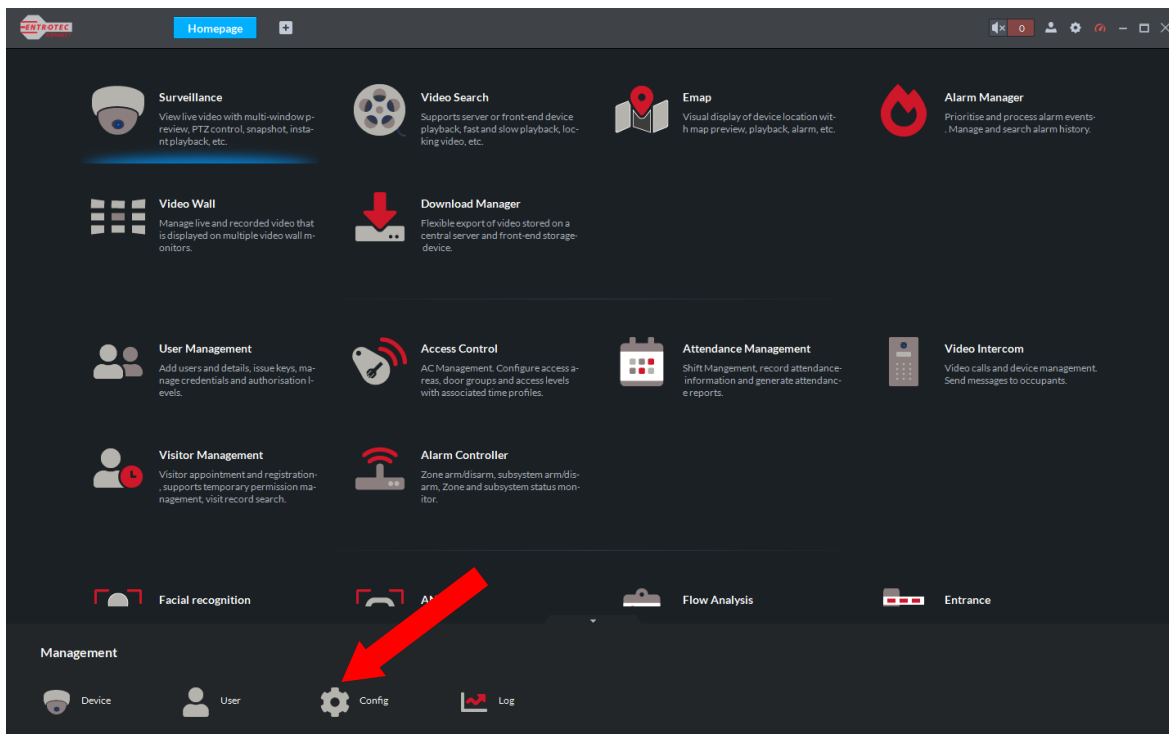


FIGURE 3-2

2. In the **Config** menu, click **Residence Config**.

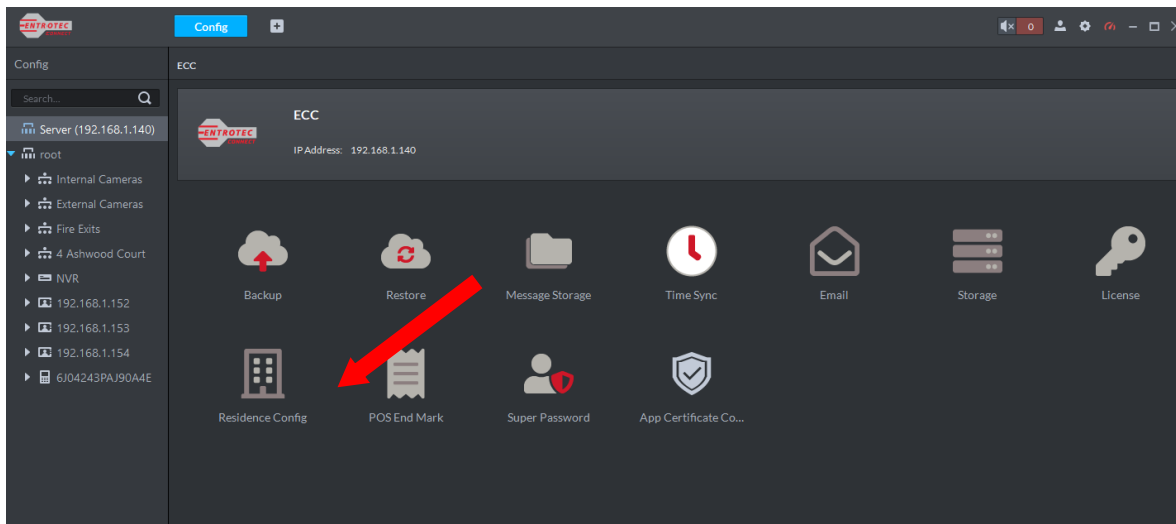


FIGURE 3-3

Toggle **Unit Enable** to disable the unit number in the system. Click **OK**.

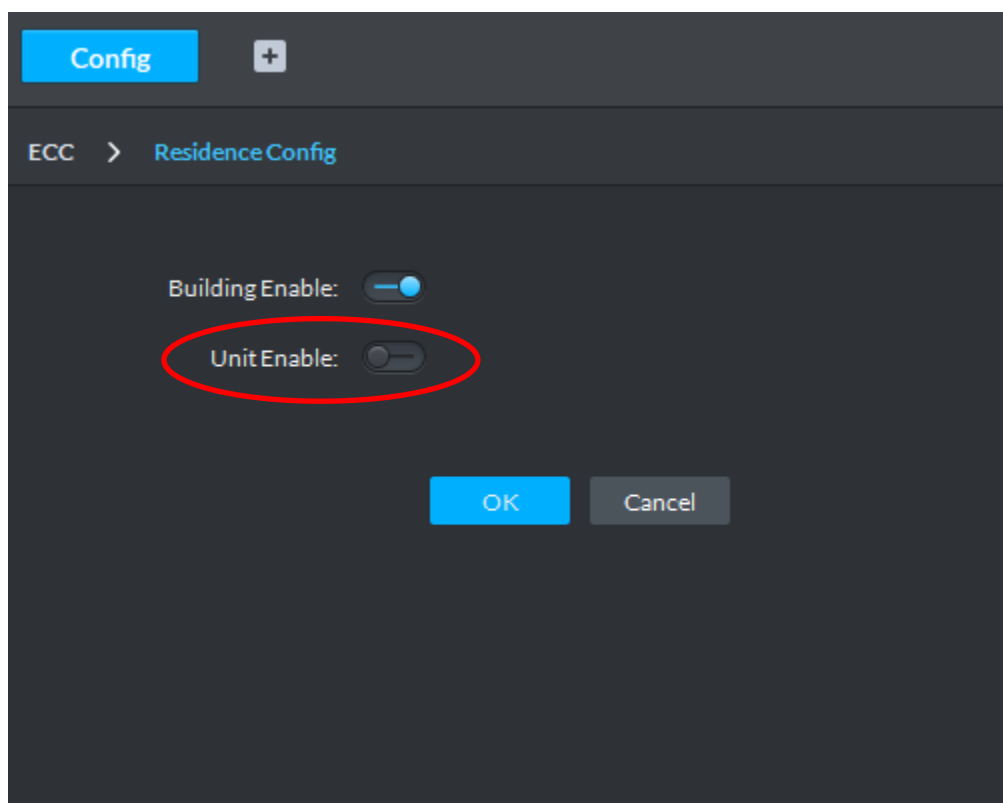


FIGURE 3-4

4 Adding Devices to Entrotec Connect

4.1 Terms and Definition

- **Organisation** - a logical group of security devices. Typically, devices shall be grouped and organised by their physical location in a logical manner. For example, an organisation called '4 Ashwood Court' contains all devices that are within that building.

4.2 Add devices

Once configuration of all devices is completed, they are ready to be added to the system. To add a device, follow the steps below.

1. From the home page click **Device**.

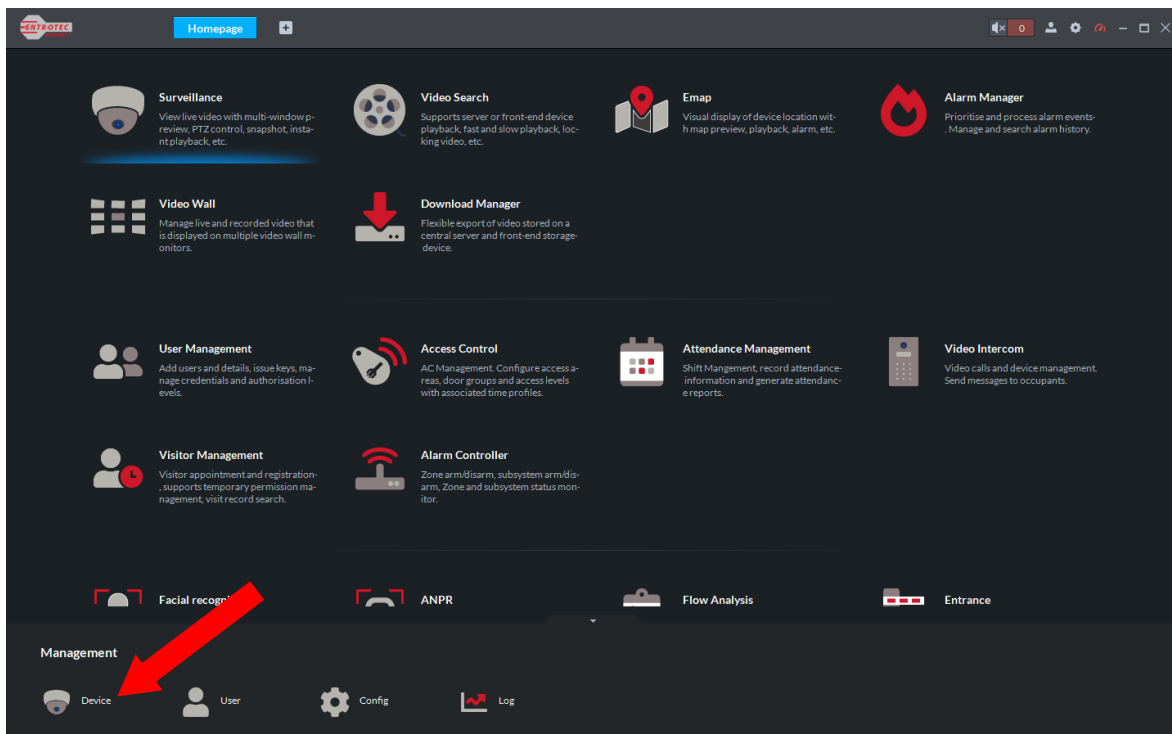



FIGURE 4-1

2. Select the **root** directory then click the **Add** icon  to create an **Organisation**. Name it and click **OK**.

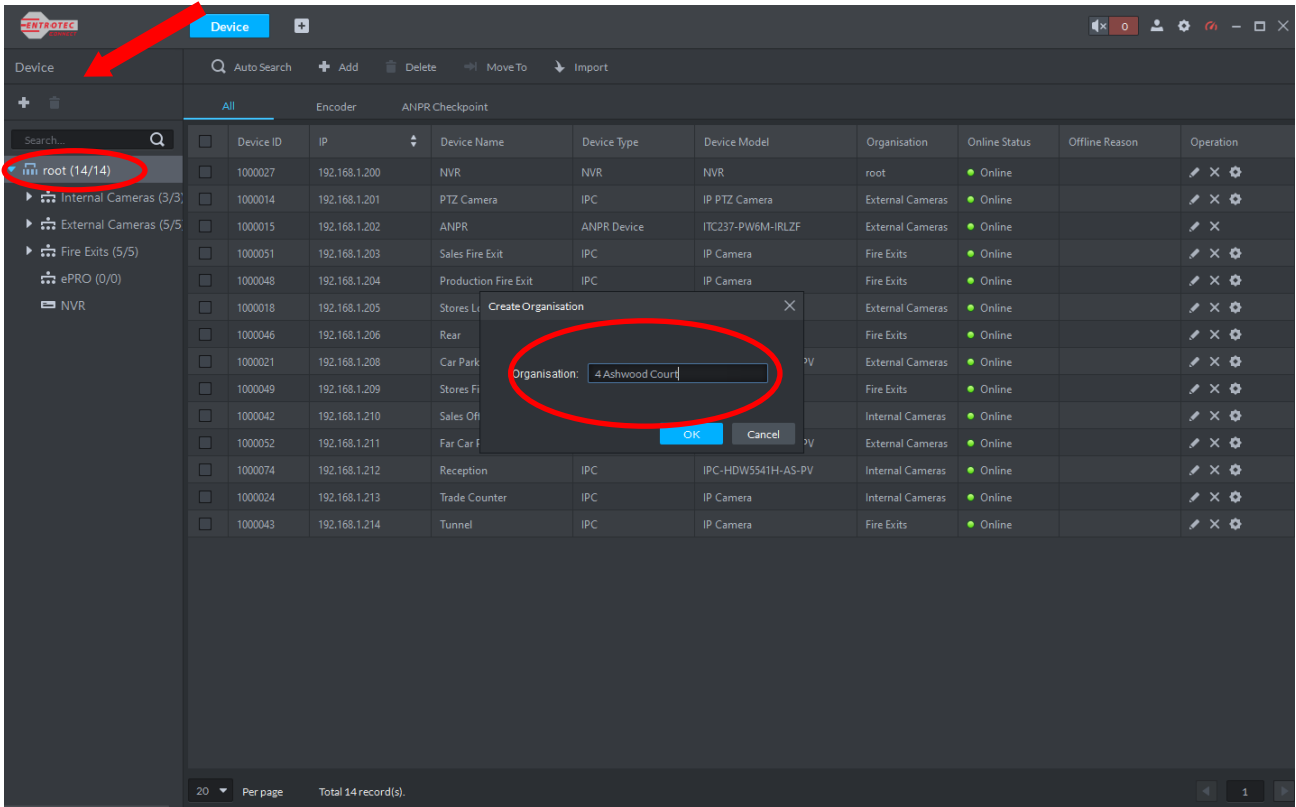


FIGURE 4-2

3. Click **Auto search**. A popup window will show all devices connected to the door entry system.

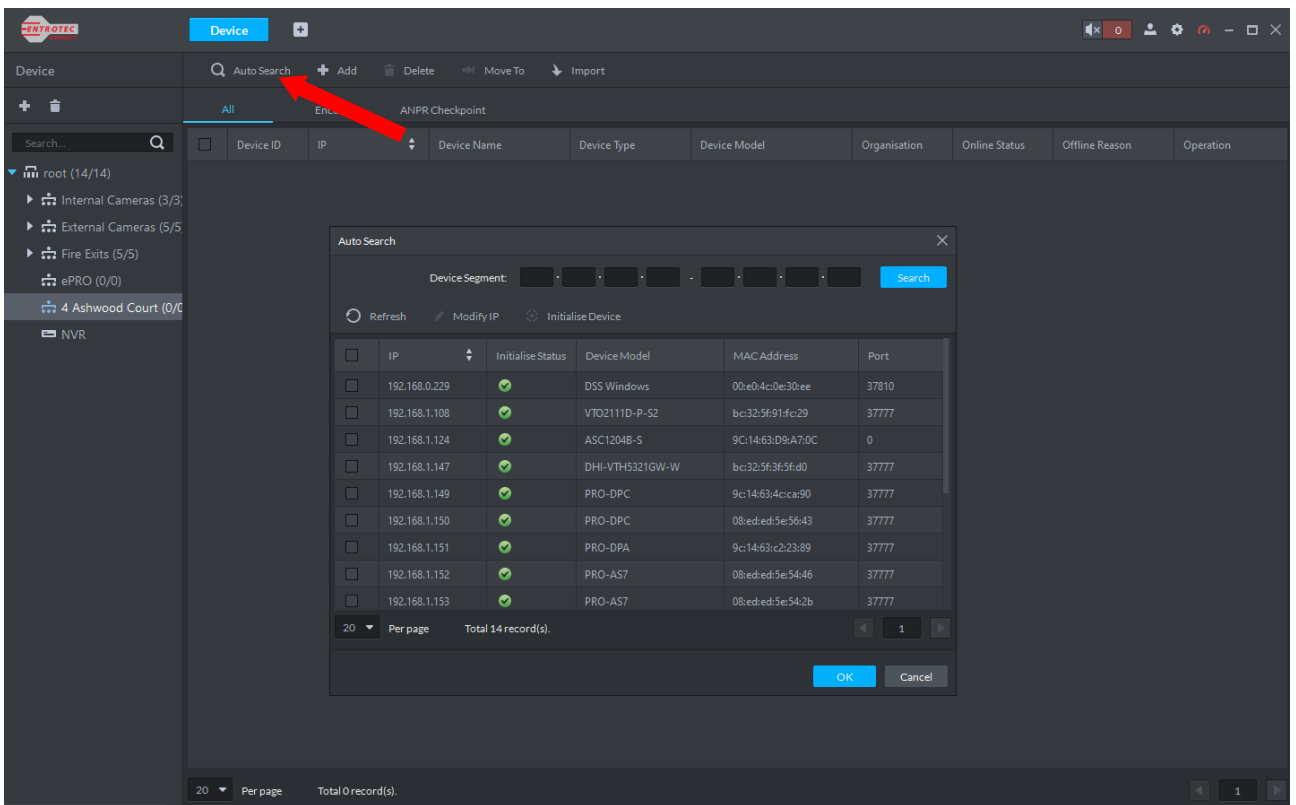


FIGURE 4-3

4. Select the devices you would like to add to the system then click **OK**.

NOTE

Several devices can be added at the same time only if they belong to the same type (**PRO-DPC/DPA, PRO-AS7, etc..**). Different types of devices **CANNOT** be added at the same time.

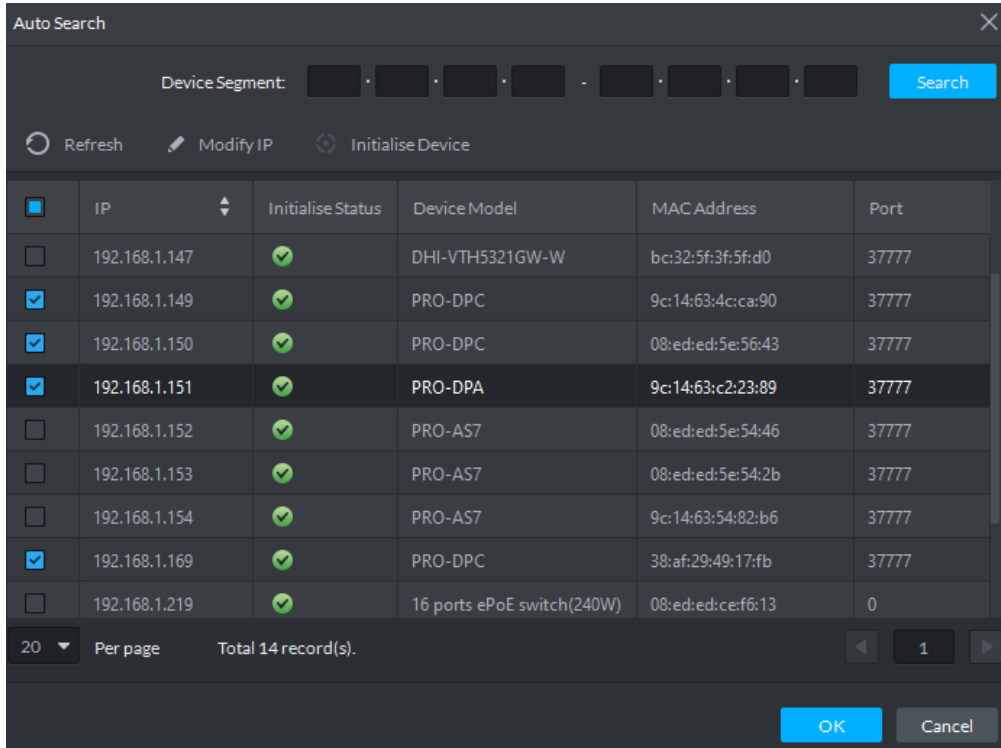


FIGURE 4-4

5. A new popup window will ask to enter the **Organization** to which the devices will be added to, and the login details for that specific type of device (**Username** and **Password** used during **initialization**). Click **OK**.

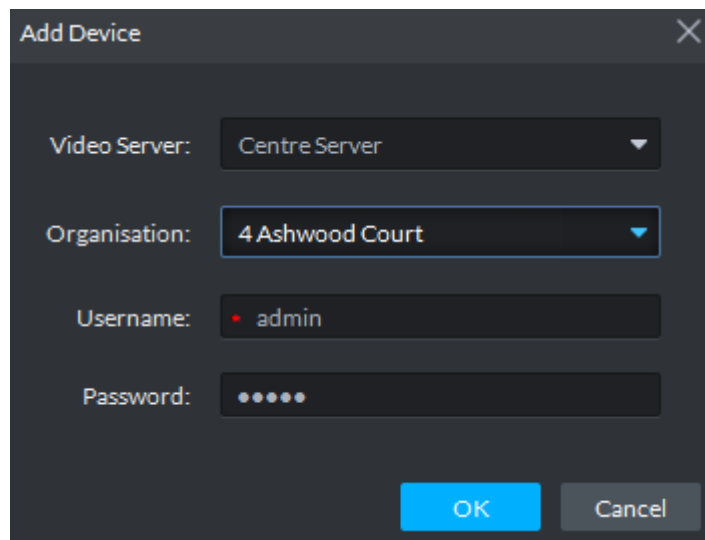



FIGURE 4-5

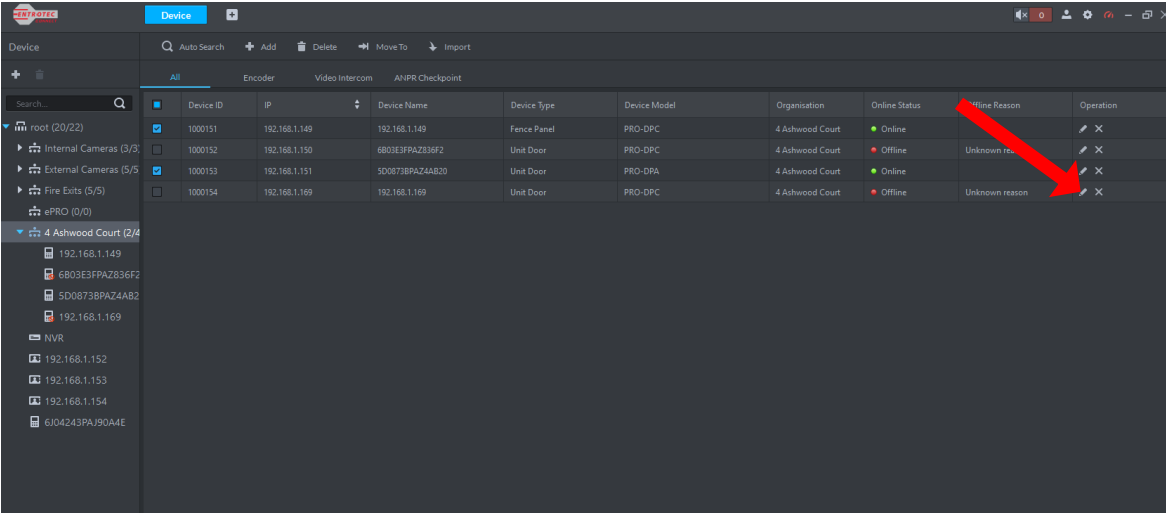
6. All selected devices will be added to the system and appear inside the organisation selected.

5 Synchronizing Devices with ECC

To allow the system to manage all added devices, their configuration must be synchronised with the system first. This process will register all settings saved on each device and allow full connectivity between them. When synchronising devices, particular attention must be given to the SIP ID each device is assigned by the system. The wrong SIP ID format will not allow to establish connectivity with other devices.

5.1 For PRO-DPC/PRO-DPA

- 1. From the **Device** page, select the **Organisation** where devices have been added.
- 2. For each device, click the pencil icon on the right .



- 3. The **Edit Device** window will show. Click **Get Info** and wait until the synchronisation is successfully completed. This should only take a few seconds.

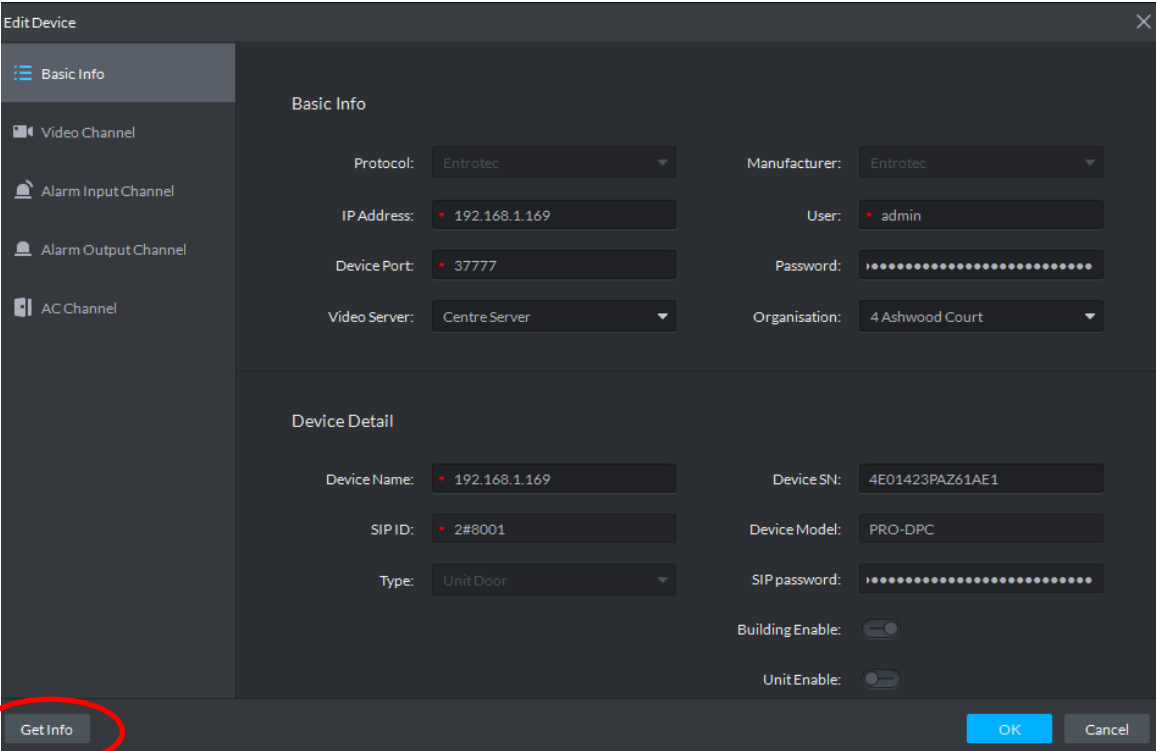


FIGURE 5-1

4. After synchronisation check the SIP ID has the following format (Figure 5-2).

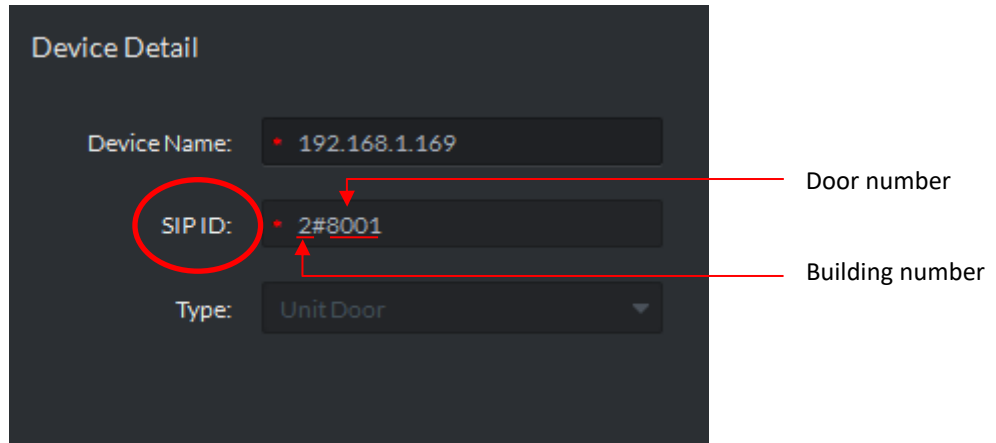


FIGURE 5-2

This format is used by the management system to identify the door panel in Figure 5-2 as the door panel number 1 (**8001**) in building no. **2**. An incorrect SIP ID identifies issues with the door panel configuration. Troubleshoot until format is correct.

5.2 For PRO-AS7

Although the process of synchronisation is the same as the one for door panels, as explained in Section 5.1, the **SIP IP** has a different format for apartment stations. Follow steps 1-3 in Section 5.1 to add devices to the system. After the synchronisation, check the **SIP ID** has the same format as the one shown in Figure 5-3.

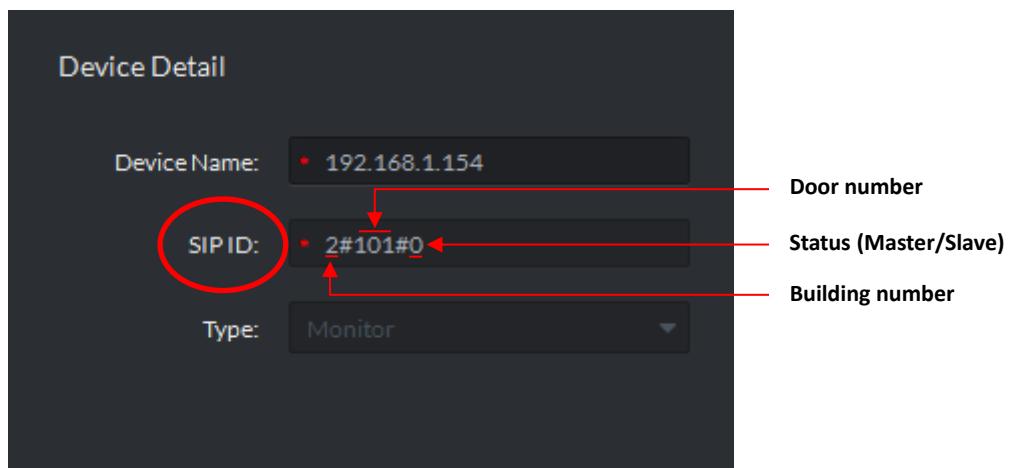


FIGURE 5-3

This format is used by the management system to identify the device in Figure 5-3 as the master apartment station (**#0**) within property no. 101(**#101**) in building no. **2**. Only one station can be configured as **MASTER** within the same property. Any additional device must be configured as a **SLAVE** station by assigning a different status number. Having the wrong format of SIP ID identifies potential issues with the apartment station configuration. Troubleshoot until format is correct.

NOTE

For more information about the SIP ID format please refer to **PRO-DPC/PRO-AS7 Installation and Setup Guide**.

6 Access Control

The **Access Control** tool allows to restrict access to specified areas according to what privileges visitors/residents have. The menus available in this tool will be discussed more in details in the following sections

6.1 Console

The console menu allows you to see access control activity in real time. Selecting an organisation will display all door panels and reader only devices installed in it (Figure 6-1). Each

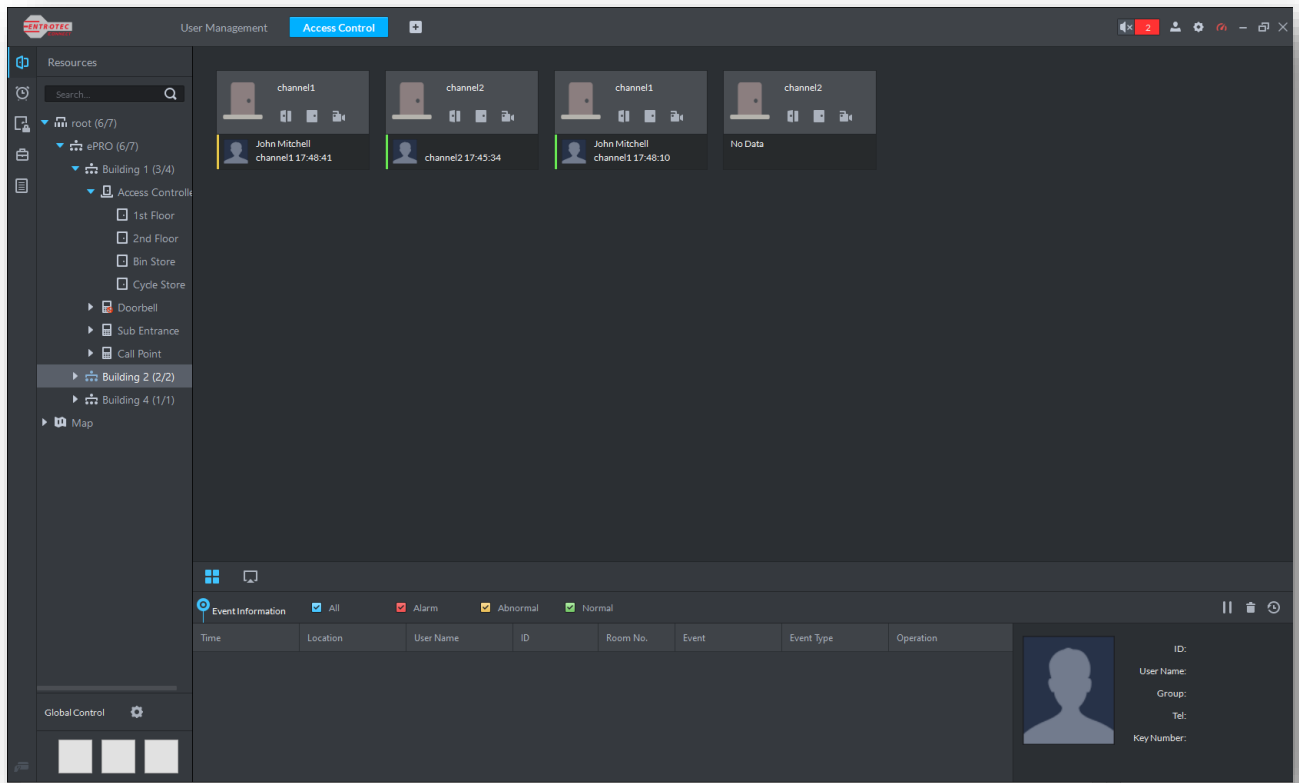


FIGURE 6-1

6.2 Time Profile Management

Creating time profiles allows access only within a specified timeframe. The system has three time profiles loaded by default: **Seven Day Profile**, **Week Day Profile** and **Weekend Profile**. Additional time profiles can be created to meet clients' needs. To create a time profile, click **Access Control** from the Home page and follow the steps below:

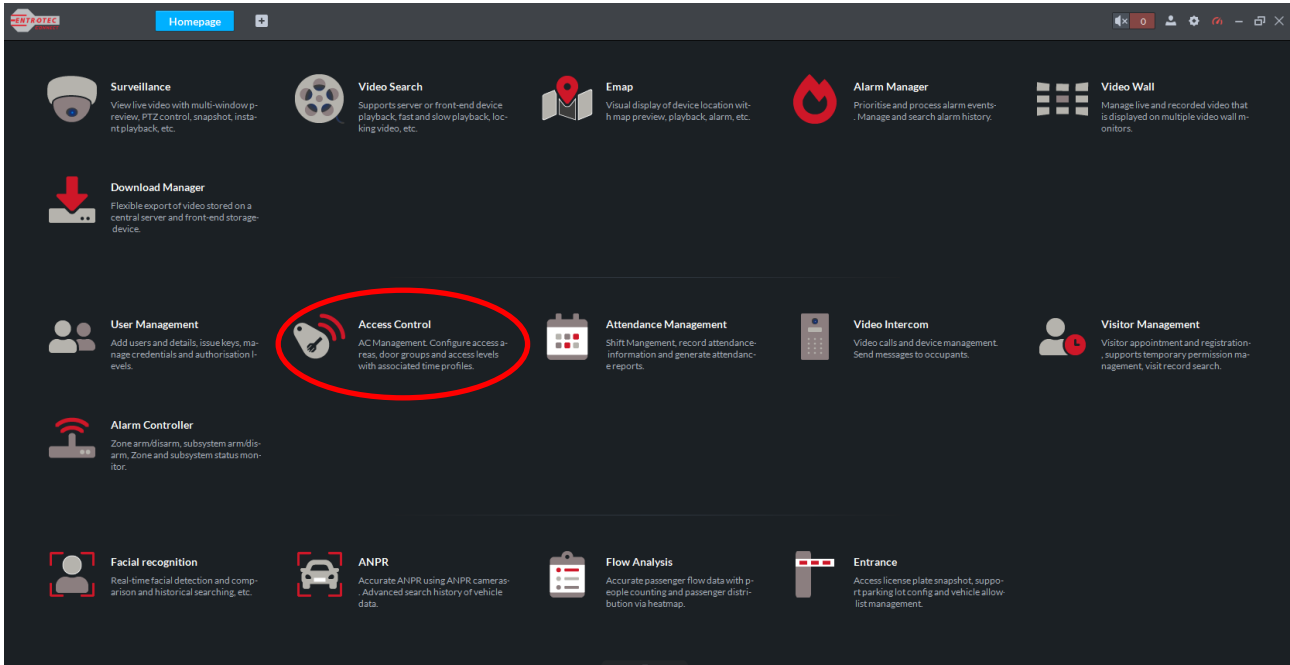


FIGURE 6-2

1. Click Time Profile Management , then **Add Time Profile**.

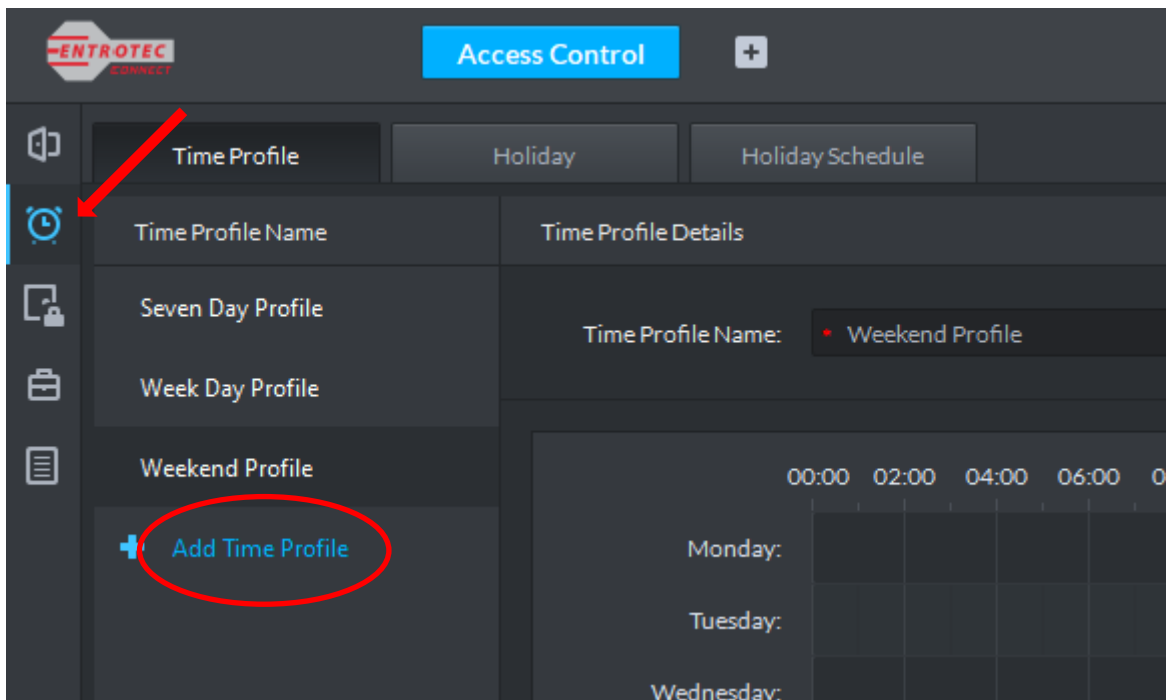


FIGURE 6-3

2. Name the profile and, using the cursor, select the timeframe which will grant access, then click **OK** to save it. Figure 6-4 shows a time profile called **Postal** active 7 days per week between 7.30 and 13.00.

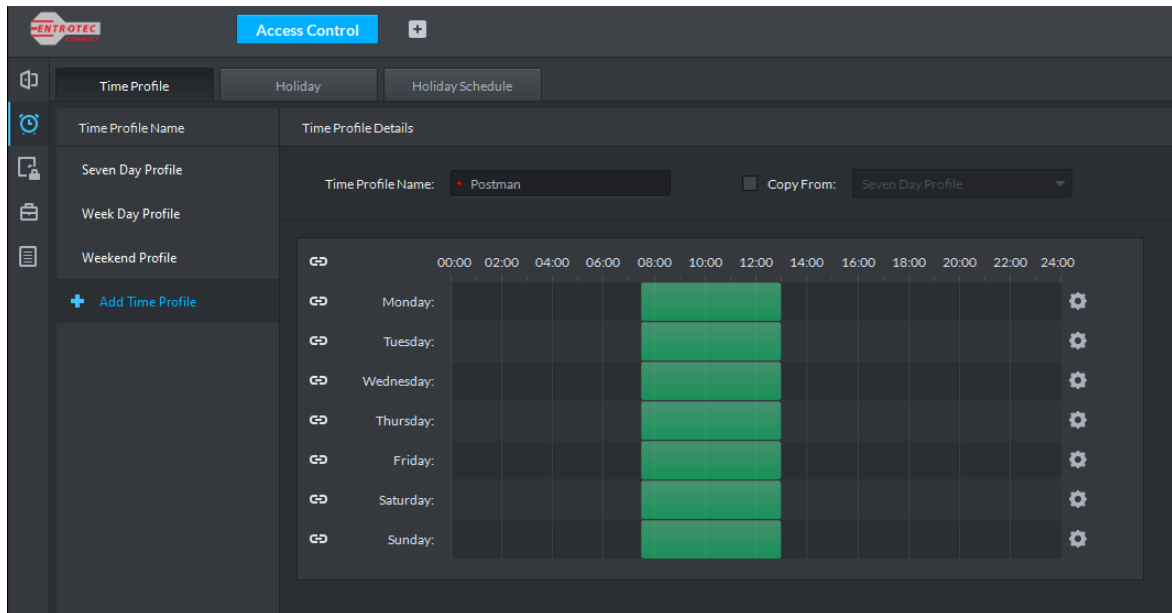


FIGURE 6-4

Alternatively, you can click on one of the cog wheels on the right and enter the required timeframe manually.

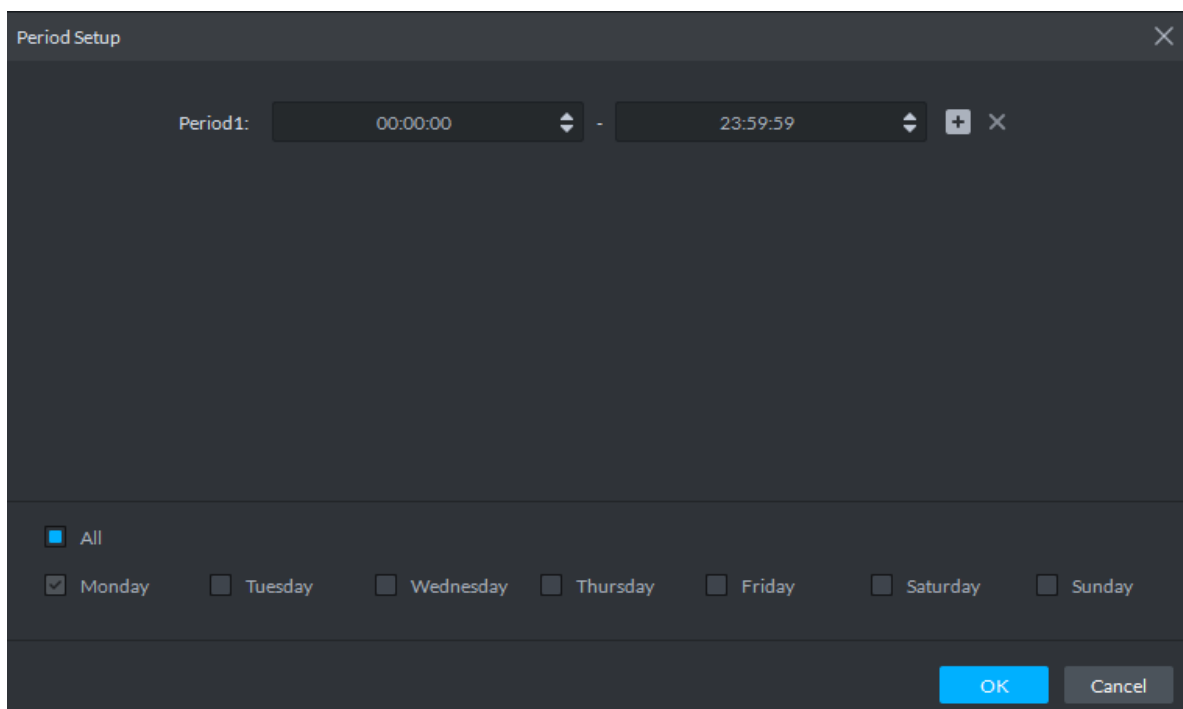


FIGURE 6-5

6.3 Access Level

After the time profile has been created, move down to the Access Level page. From here you can plan specific access to selected users by creating **Door Groups**, matching them with relevant time profiles (see Section 6.2) and assign them to a user.

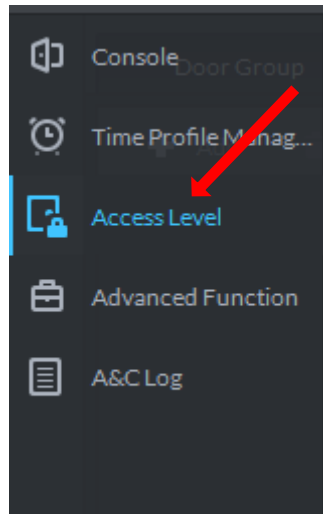


FIGURE 6-6

To create a **Door Group**, follow the steps below:

1. Click Add at the top of the screen.

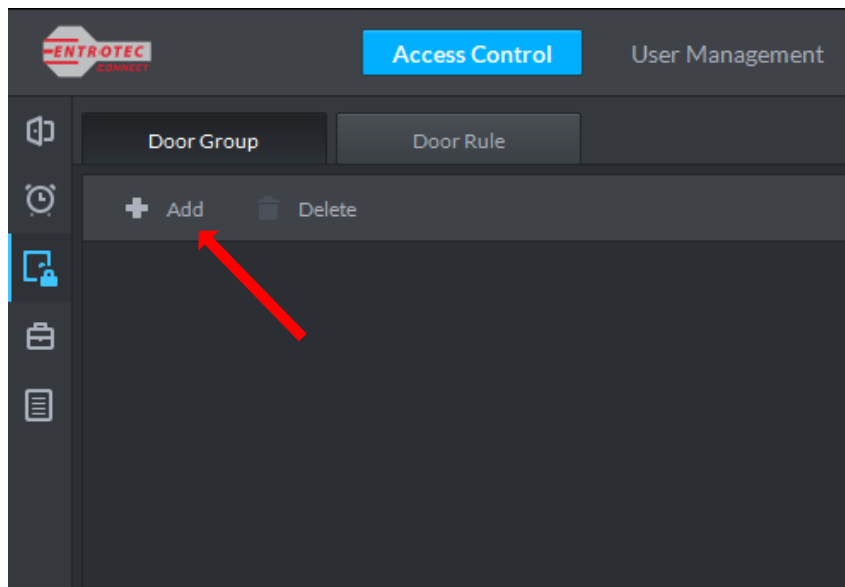


FIGURE 6-7

- The **New/Edit Door Group** window will popup. Name the door group, select a time profile and finally select the doors which will be operated by users assigned to this group. Figure 6-8 shows how to create a door group called **Lobby Access**, match it with the **Postal** time profile (created in Section 6.2) and operate the main door only.

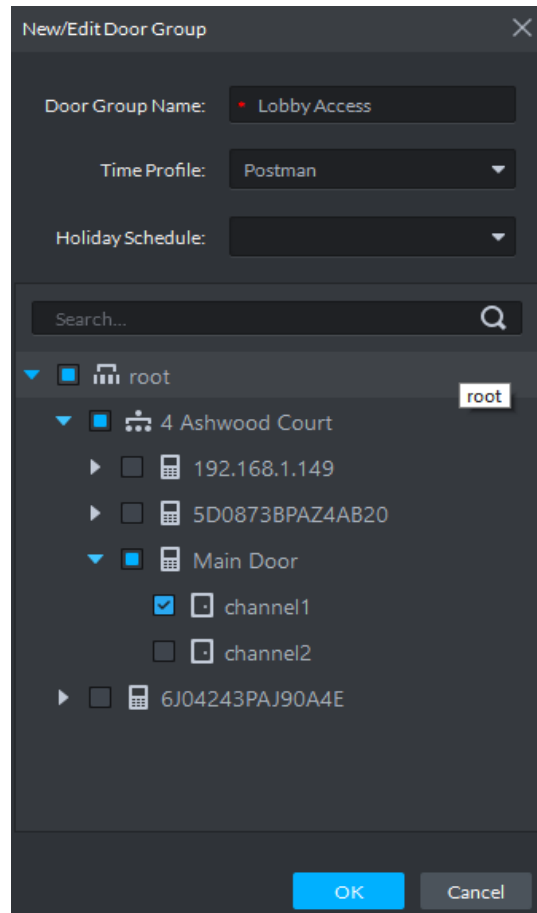



FIGURE 6-8

- Click OK to save it. You will see the new door group listed on the left. You can edit a door group and change its settings by clicking on .

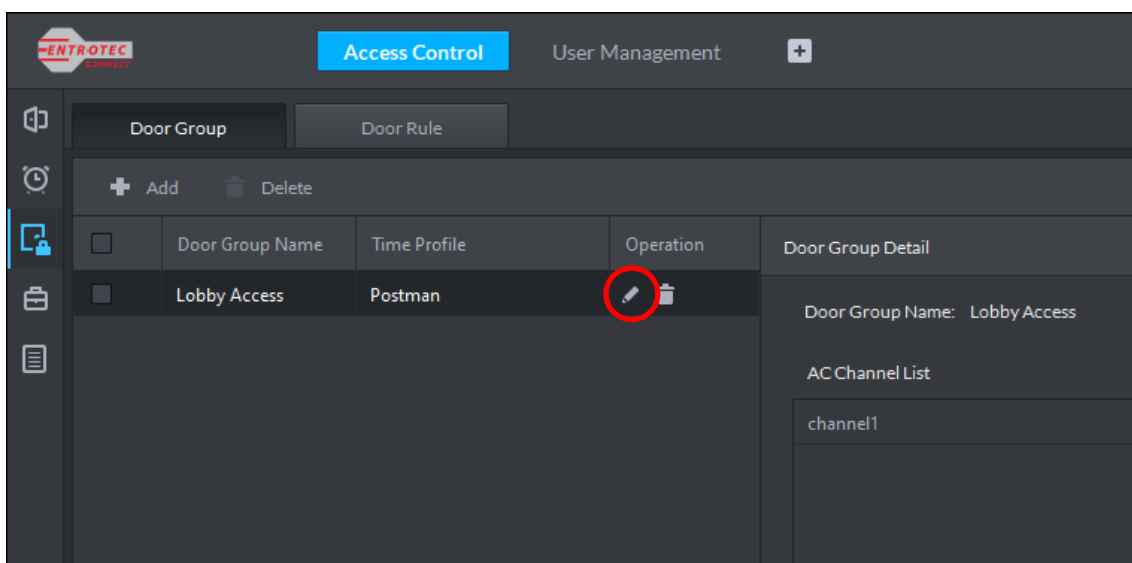


FIGURE 6-9

7 User Management

7.1 Adding Users

After creating time profiles and door groups, users can be added to the system. To add a new user, please follow the steps below:

1. From the Home page, click **User Management**.

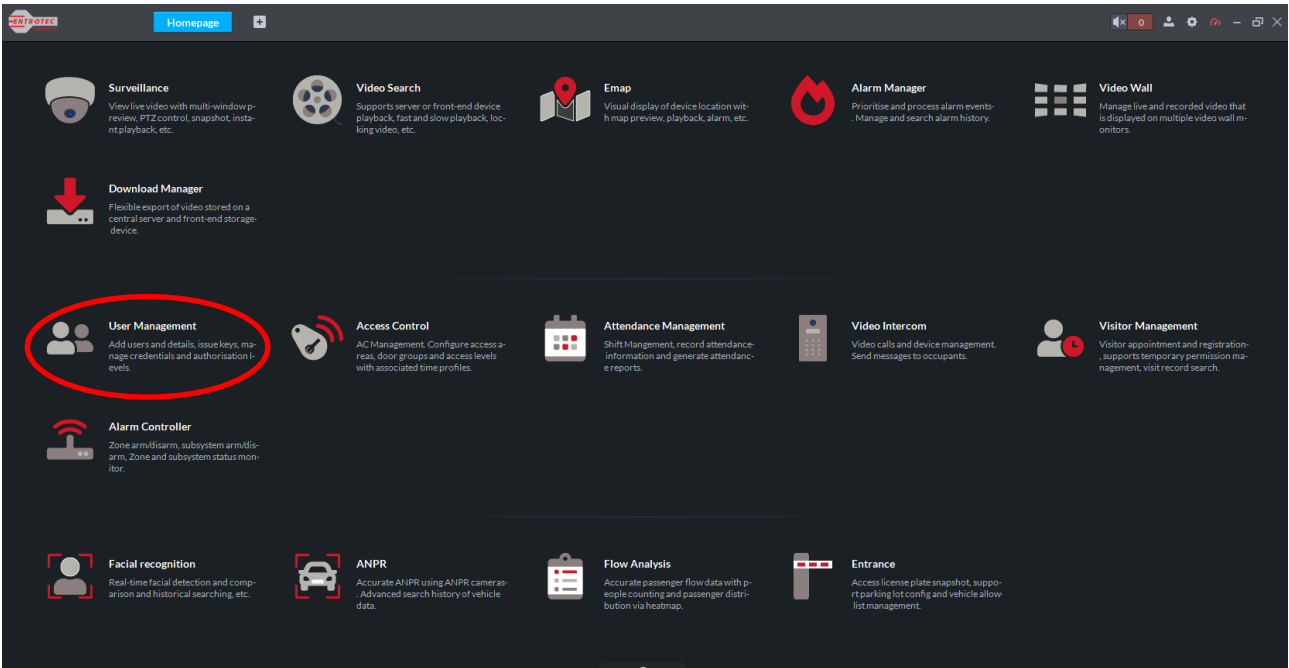


FIGURE 7-1

2. Create groups of users to create an organised structure and manage it in a more efficient way. Click on **+** and name the new group. Figure 7-2 shows an existing group called **Residents** and a new one being created called **Postal**.

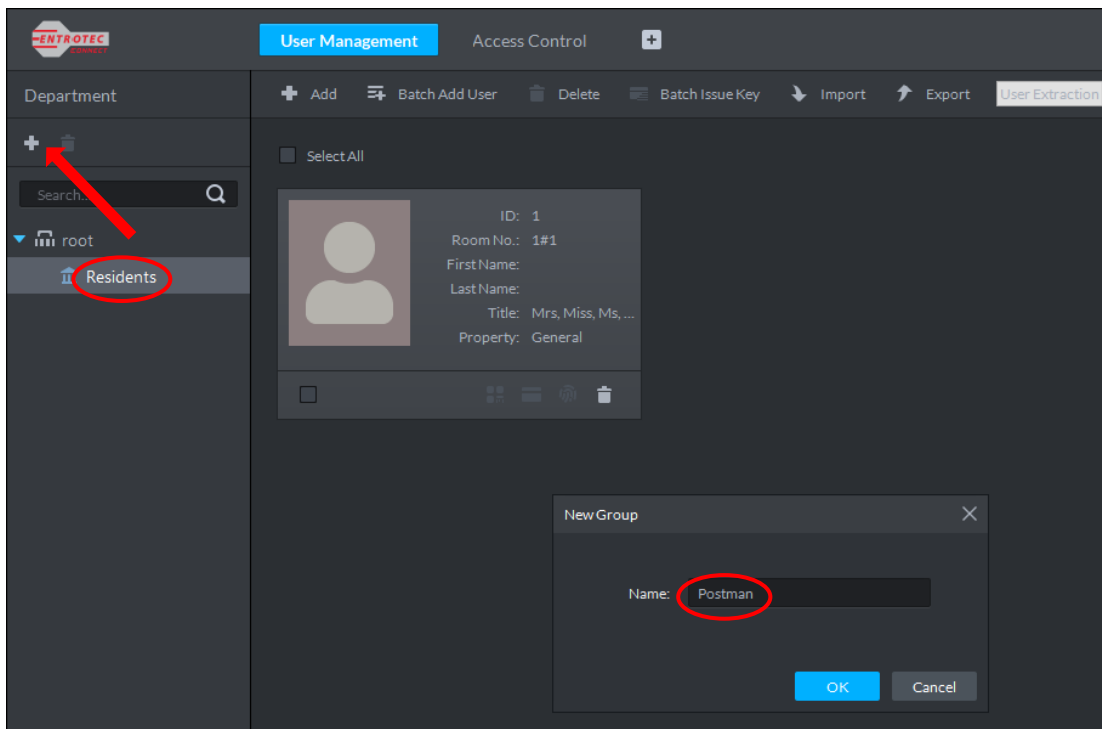


FIGURE 7-2

3. Select the group you created then click **Add**. The **Add User** window will popup. Fill in the **ID** and the **Room No.** fields.

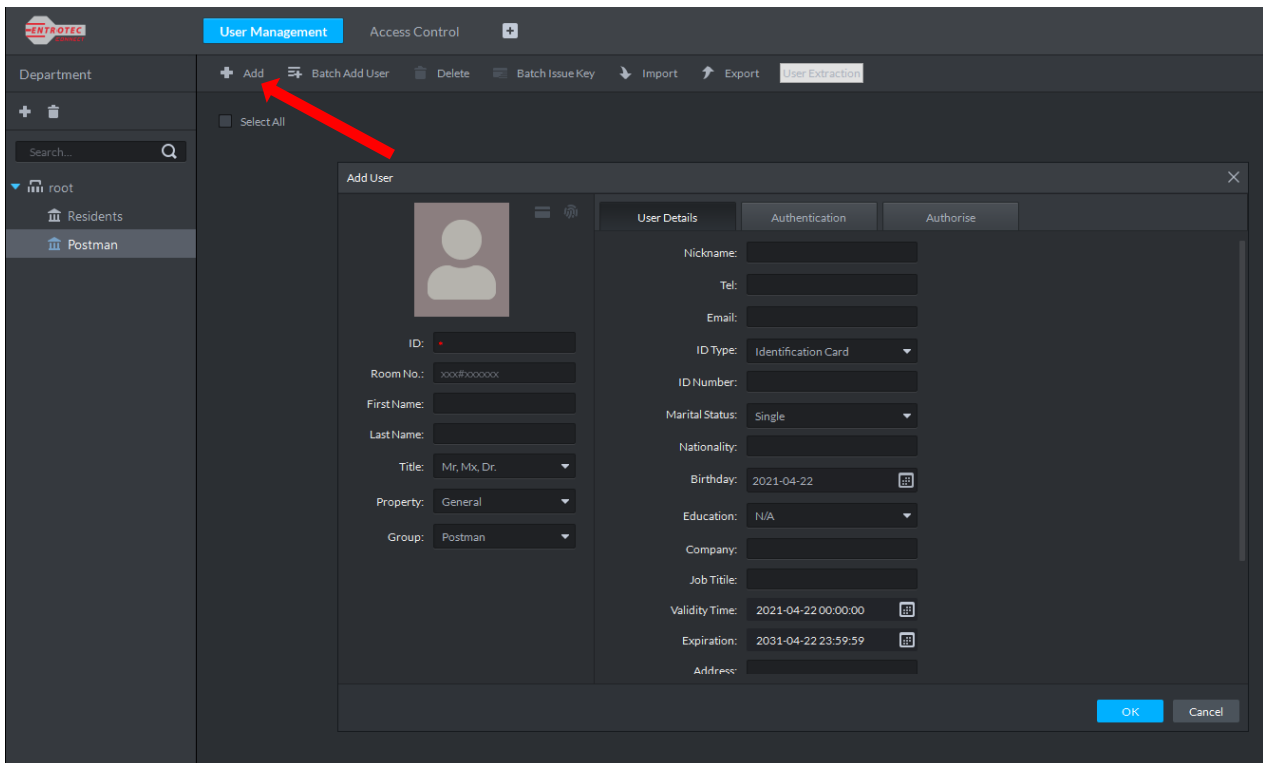


FIGURE 7-3

The **ID** value represents a unique identifier for each user added to the system independently of what **Organisation** they will be added to. Incremental values should be used for the **ID** (i.e., 1, 2, 3...). The **Room No.** matches the user with a flat number. To allow the system to log data correctly the correct format is necessary when entering the Room No. The format should be the same as the one shown in Figure 7-4 where the digit before the # identifies the building number and the one after identifies the flat number.

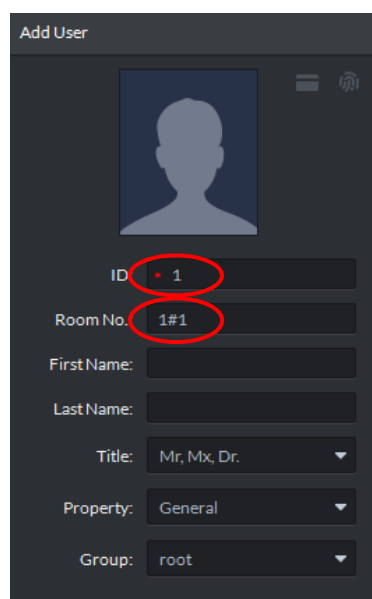


FIGURE 7-4

Enter other details, if necessary, then select a Group where the user is going to be active (i.e., Residents, Postal, etc.).

4. If needed fill in section the middle under **User Details** tab.

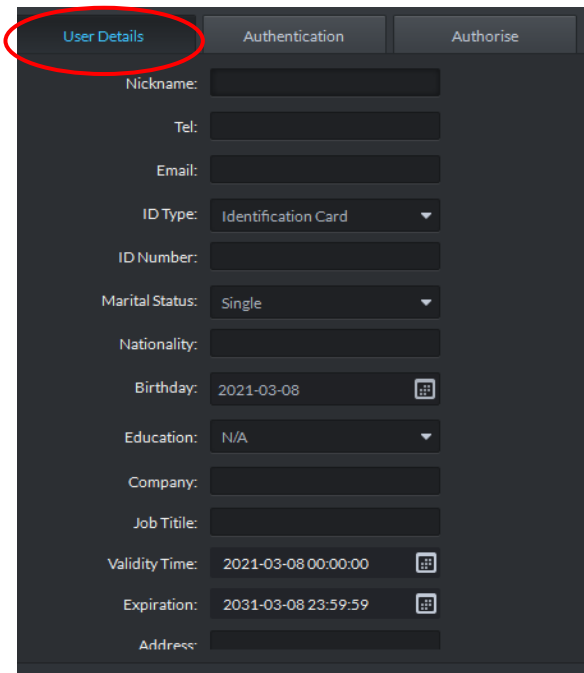


FIGURE 7-5

5. Move to the **Authentication** tab and click **Reader Manager**.

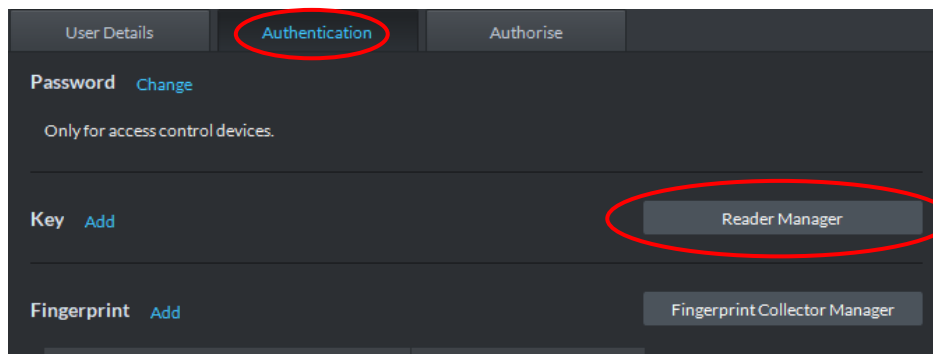


FIGURE 7-6

6. From the pop-up window click the **Key Reader** drop down menu and select **Key Issuer**. This will set the desktop reader (**PRO-DTR**) as the reader.

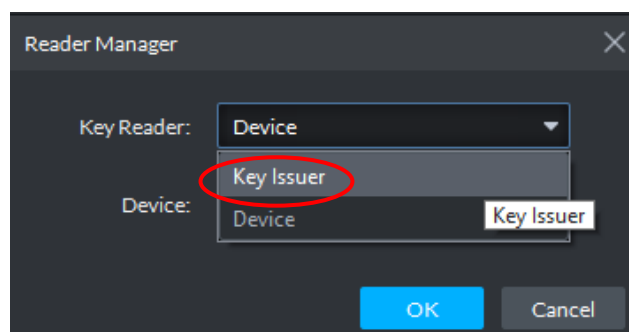


FIGURE 7-7

If no desktop reader is available, select **Device** as the **Key Reader** and then select one of the readers installed on the system (**PRO-DPC**, **PRO-DPA**, **PRO-HSR**). Select the reader located nearest to you.

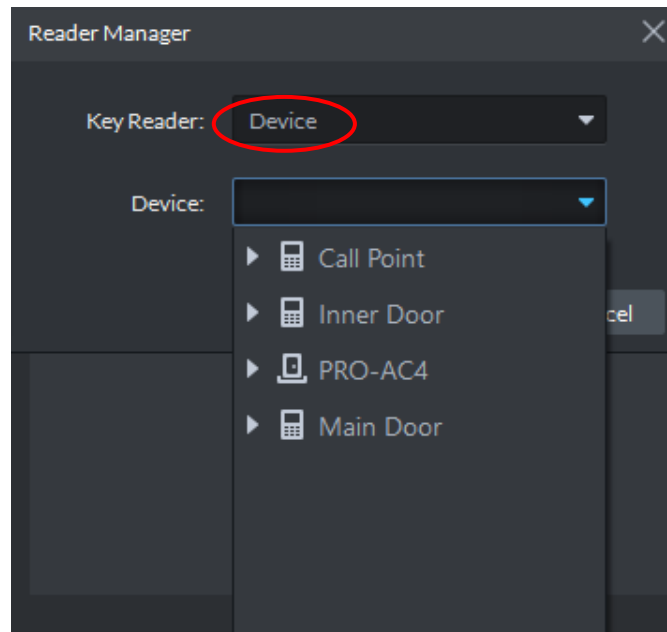


FIGURE 7-8

7. Once the Key Reader has been selected click **Add**. You should hear a short beep from the desktop reader.

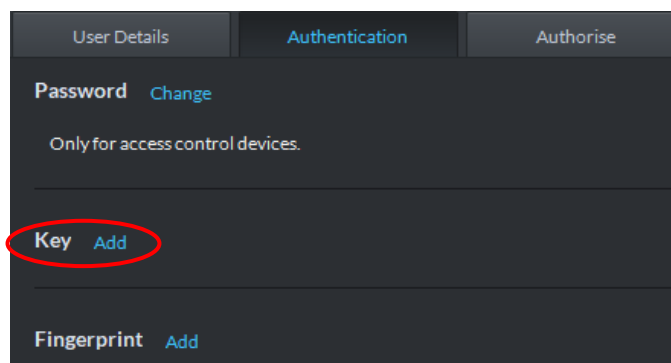


FIGURE 7-9

8. The **Issue Key** popup window will appear. Position a fob on the desktop reader and wait until you hear a long beep, and the **Key Number** is displayed.

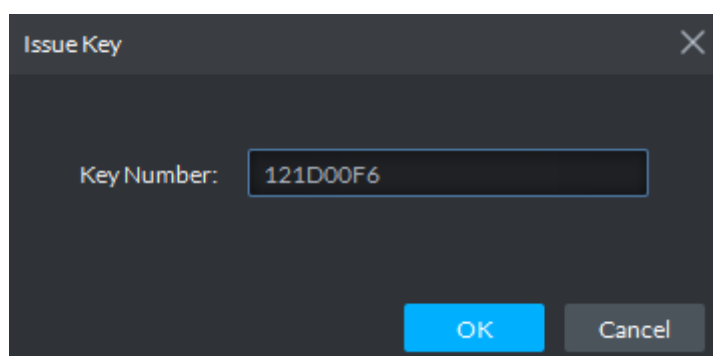


FIGURE 7-10

9. After clicking **OK** the new fob will be displayed under **Key**.

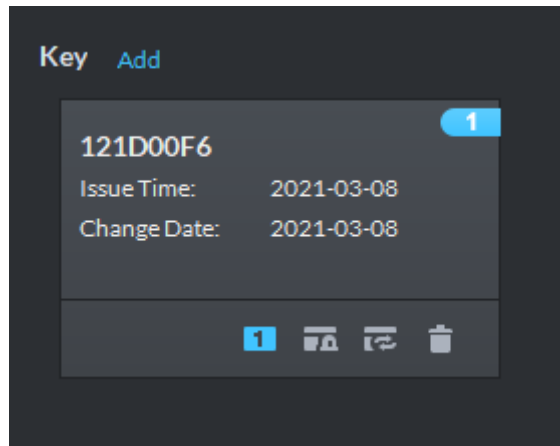


FIGURE 7-11

10. To give specific access to the newly added fobs, move to the **Authorise** tab along the top.

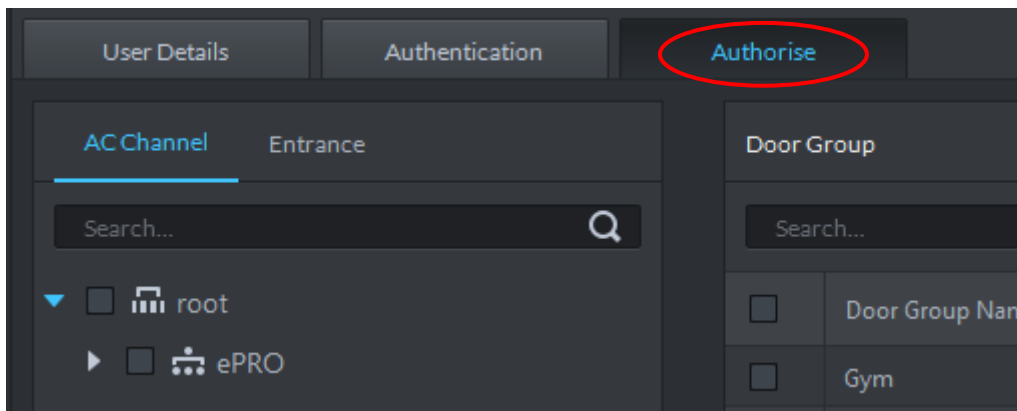


FIGURE 7-12

11. From this tab you will be able to assign or edit specific access to new or existing users. This should be done by selecting the **Door Group** to which a new/existing user belongs. Click **OK** to save.

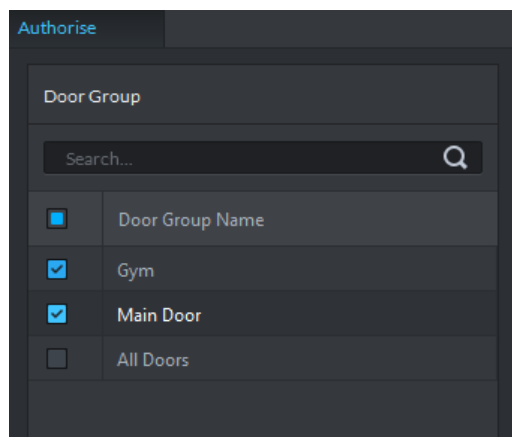


FIGURE 7-13

7.2 Editing and Deleting Users

7.2.1 Edit users

It is possible to edit users and change the level of access they were previously given. To edit an existing user please do the following:

From the **User Management** page double click on the user you wish to modify and update the required details (refer to section 7.1). If a user must be moved to another organisation, you can do so by clicking Group and selecting the Organisation from the dropdown menu.

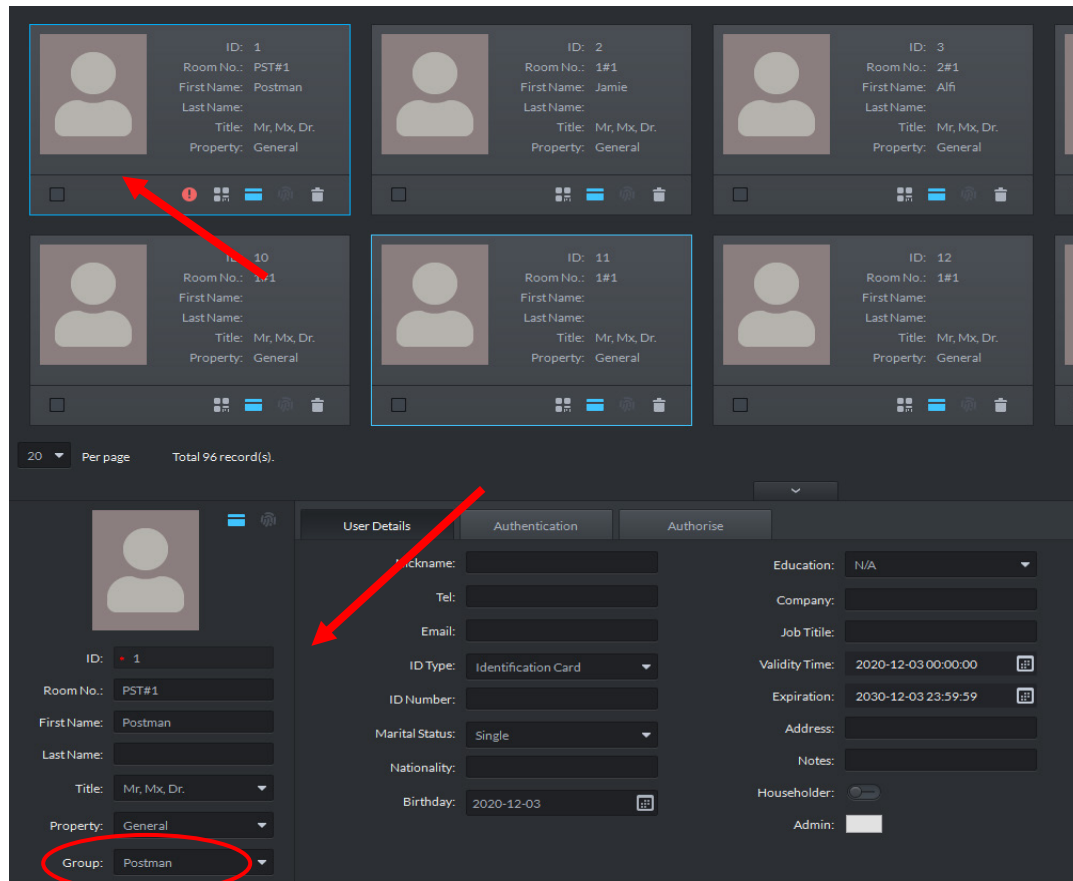



FIGURE 7-14

7.2.2 Delete Users

NOTE

Dissociate users from any **Door Group** before attempting to delete them (see Section 7.1 step 11). Not doing so will result in the system giving an error message.

To delete a user, select the user you want to delete and then click on .

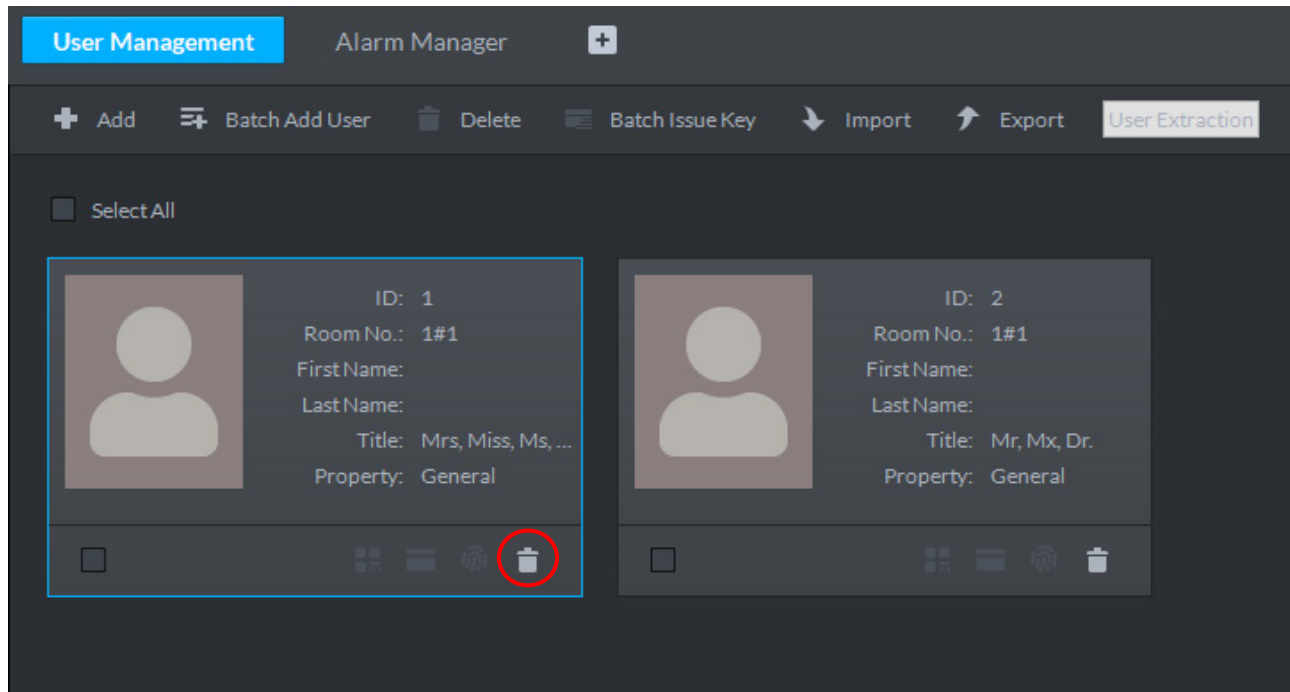


FIGURE 7-15

A popup window will ask for confirmation. Click **OK**

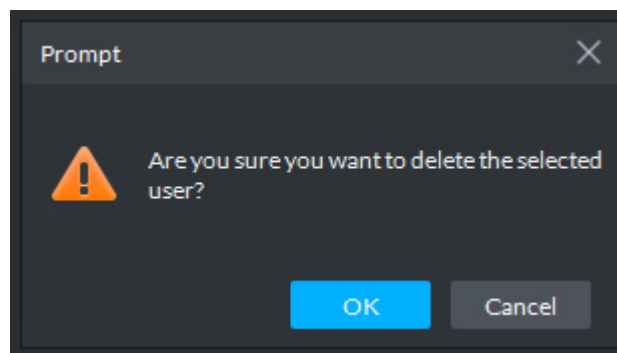


FIGURE 7-16

8 Video Intercom

8.1 Making Calls

The Video Intercom page is the tool allowing to initiate/receive calls to/from door panels and apartment stations installed on the door entry system.

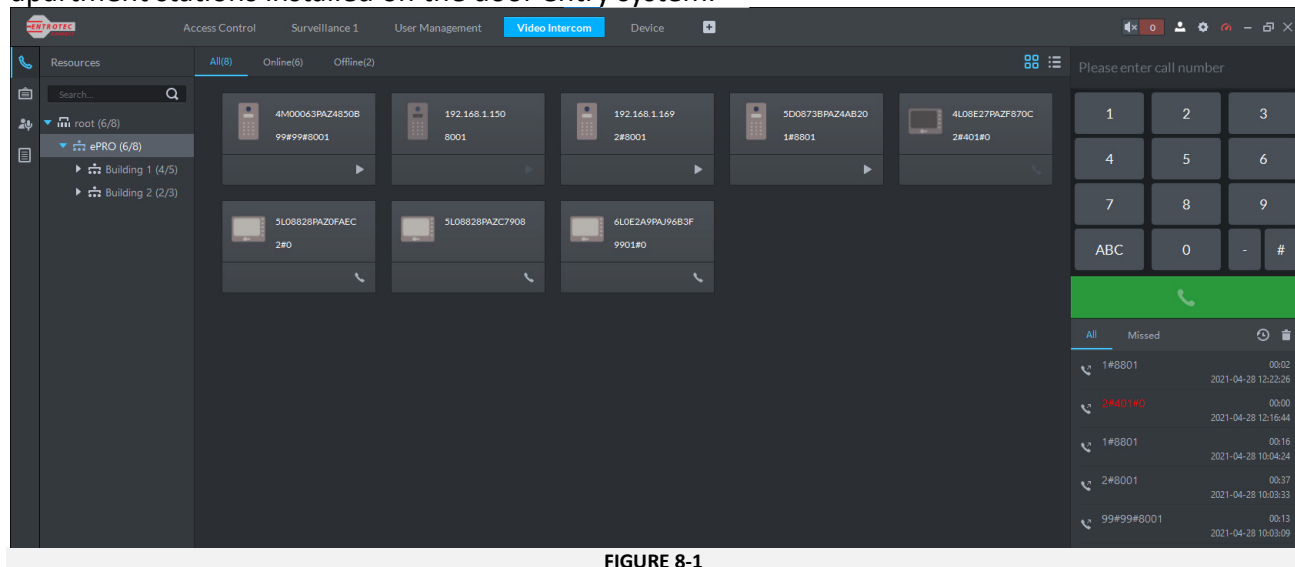



FIGURE 8-1

8.1.1 Call a Door

To call a resident within a block please follow the steps below:

- Select the device from the list on the screen (Figure 8-1) and then click  if it is a door panel (Figure 8-2). You should be able to see video streaming from its camera (Figure 8-3). The call signal video/audio signal should be stable without dropping. If calls cannot be initiated check device configuration to investigate the issue.

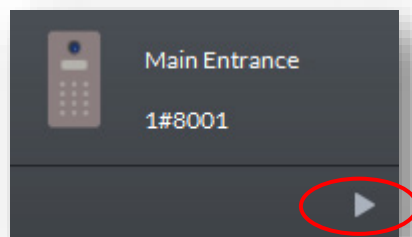



FIGURE 8-2



FIGURE 8-3

8.1.2 Call a Flat

- Select the device and click  if it is an apartment station. The call should stay on until it is answered and then terminated, until it rings out, or until terminated by the operator before it is answered.

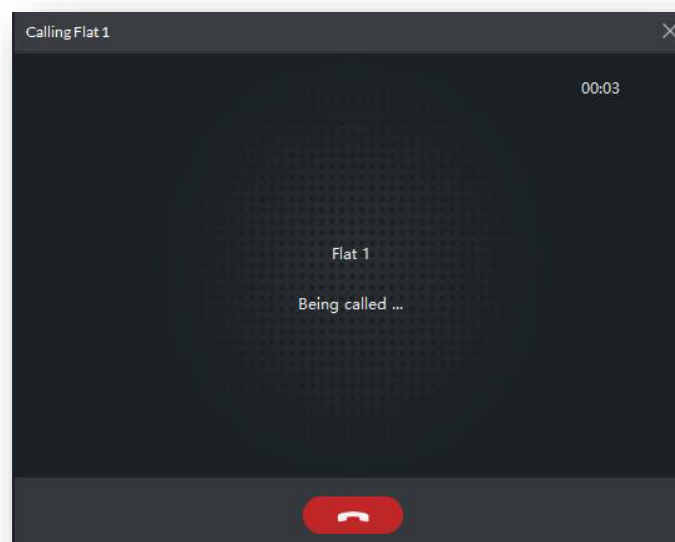


FIGURE 8-4

NOTE




If calls cannot be initiated or are terminated without the intervention of the operator, check devices configurations to investigate the issue.

8.2 Receiving Calls from Doors

When calls are received from a door, the device will ring, and the window shown in Figure 8-4 will popup alerting the operator a call is being received. The following information will be displayed:

- The door name.
- Live video streamed from the door panel.

The operator can choose from the following:

- Connect the call by clicking .
- Open the door by clicking .
- End the call by clicking .

When answered a call will stay on until terminated from either end or until it reaches the timeout setup on the door panel.

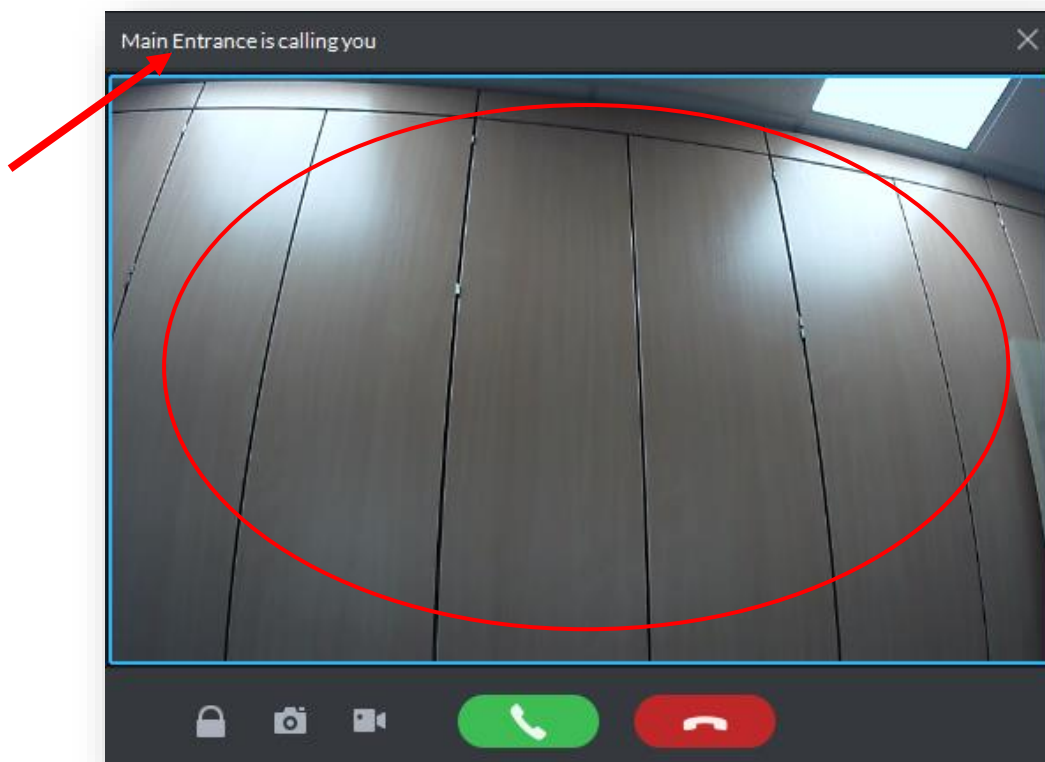




FIGURE 8-5

8.3 Receiving Calls from Flats

When calls are received from a flat the device will ring, and the window shown in Figure 8-6 will popup alerting the operator a call is being received. The following information will be displayed:

- Flat number placing call

The operator can choose from the following:

- Connect the call by clicking .
- End the call by clicking .

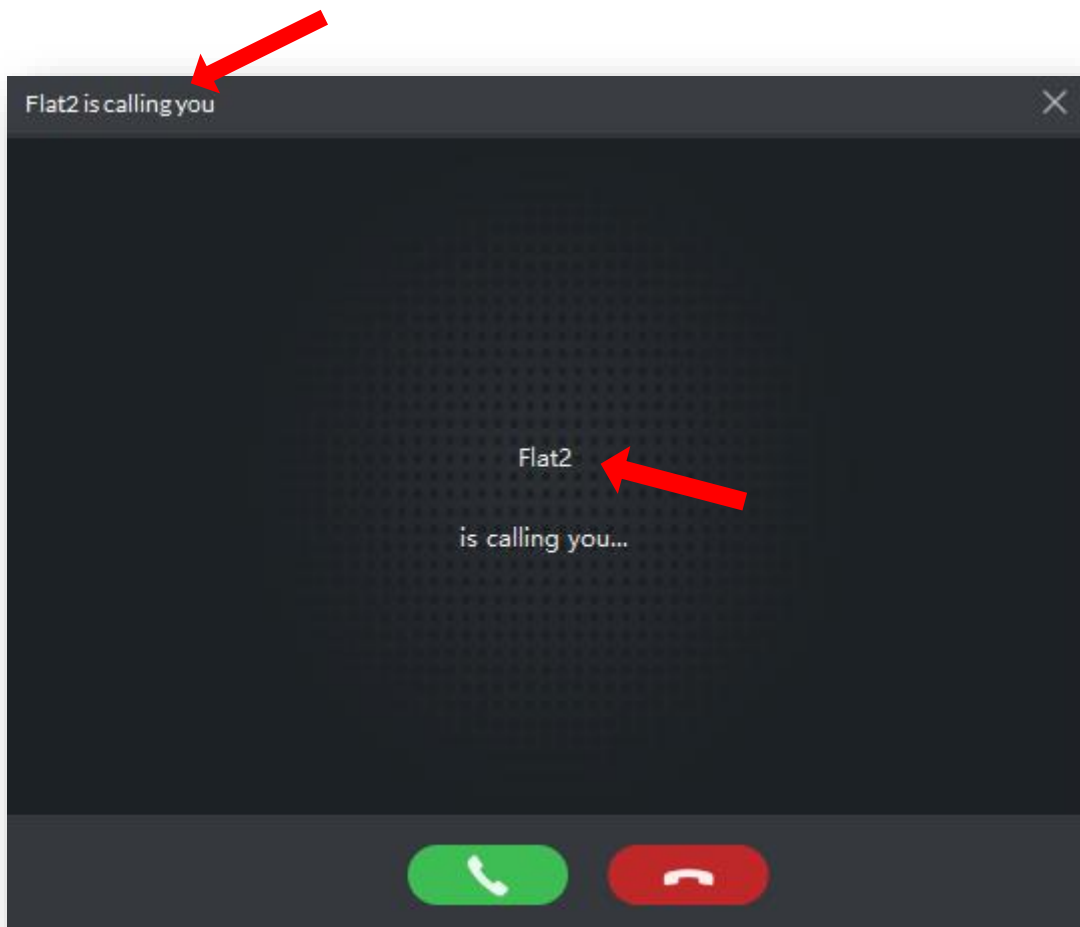


FIGURE 8-6

8.4 Call History

To view call history, including any missed calls, follow the steps below:

1. Select **History** from the menu on the left.

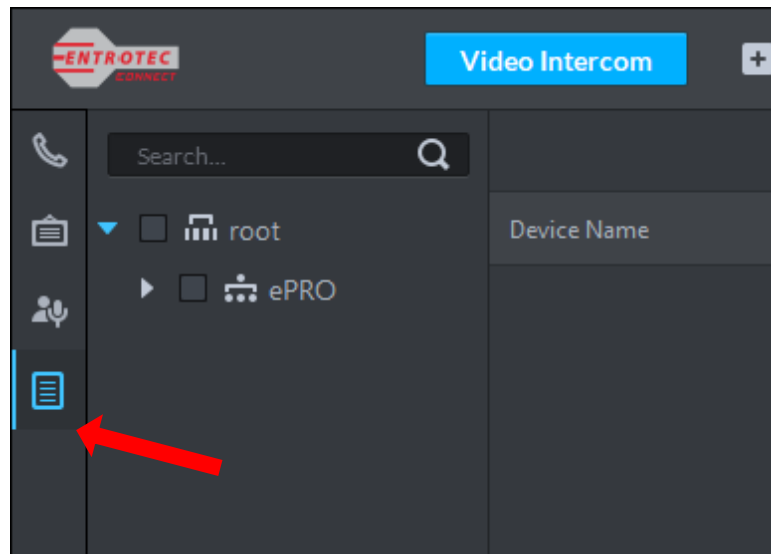


FIGURE 8-7

2. Select the devices you want to search call logs for.

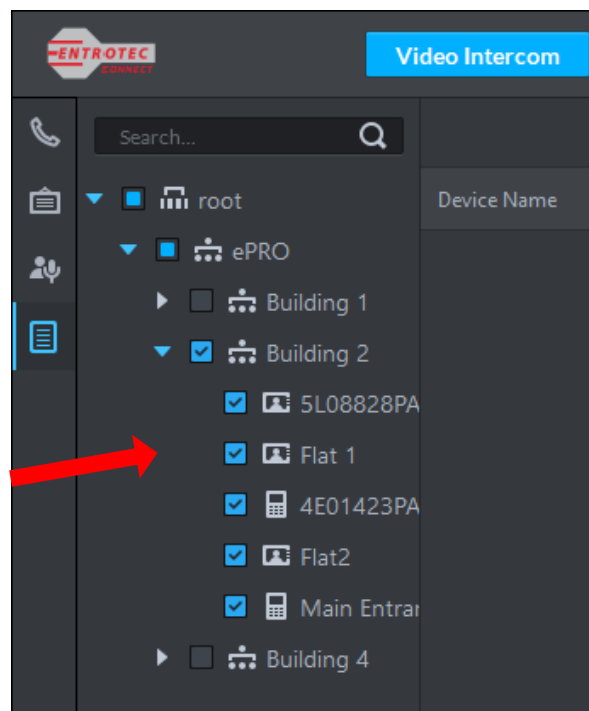


FIGURE 8-8

3. Enter the time-period you want to search by selecting the **Start** and **End** date (Figure 8-9).

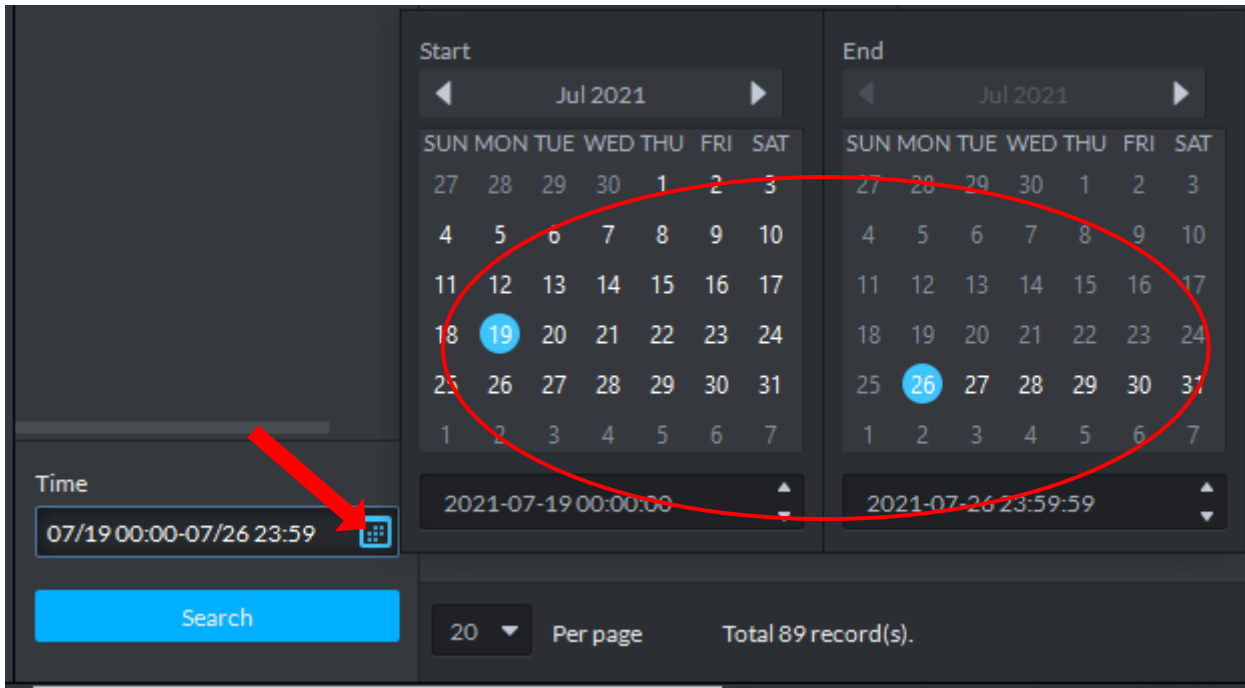


FIGURE 8-9

4. Click **Search** to show all calls logged by the system within the selected period (Figure 8-10).

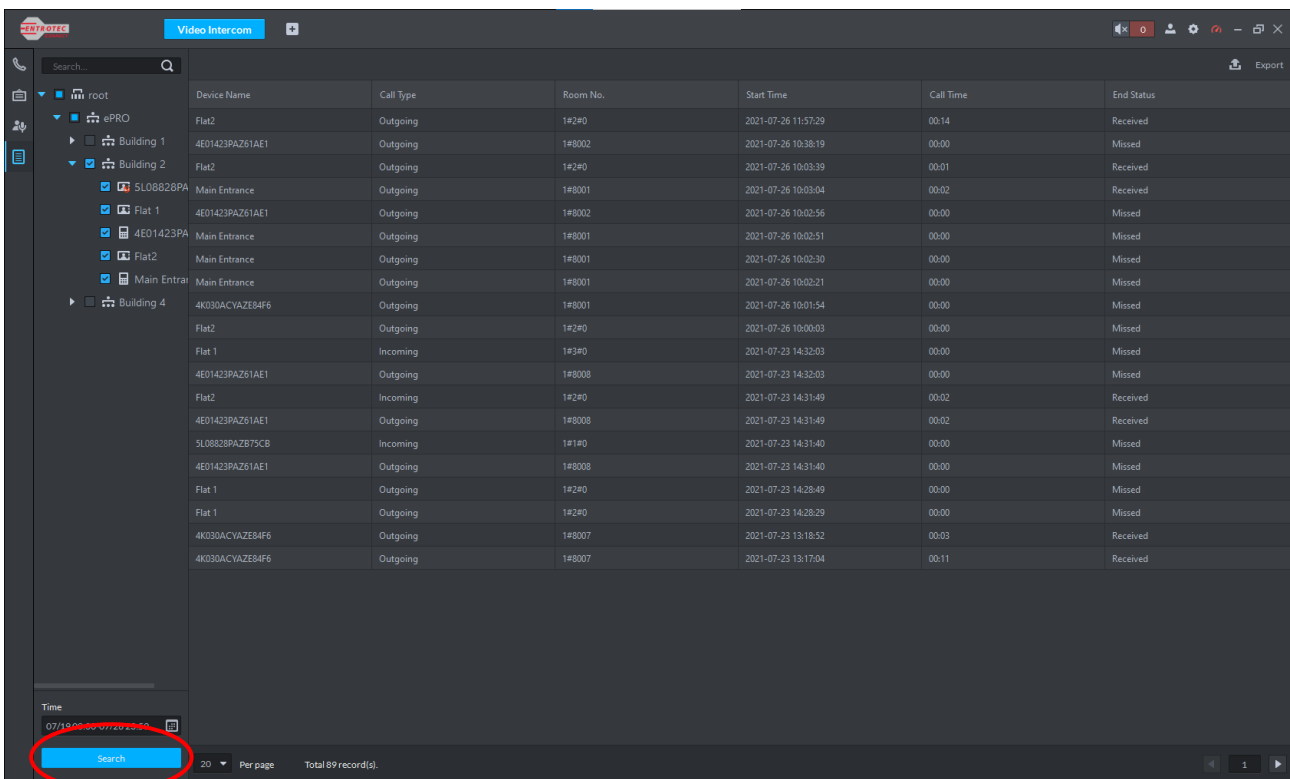


FIGURE 8-10

8.5 Message Board

It is possible to send messages to residents' apartment stations by using the **Messages** tool. To send a message to apartment stations please follow the steps below:

1. Select **Messages** from the menu on the left.

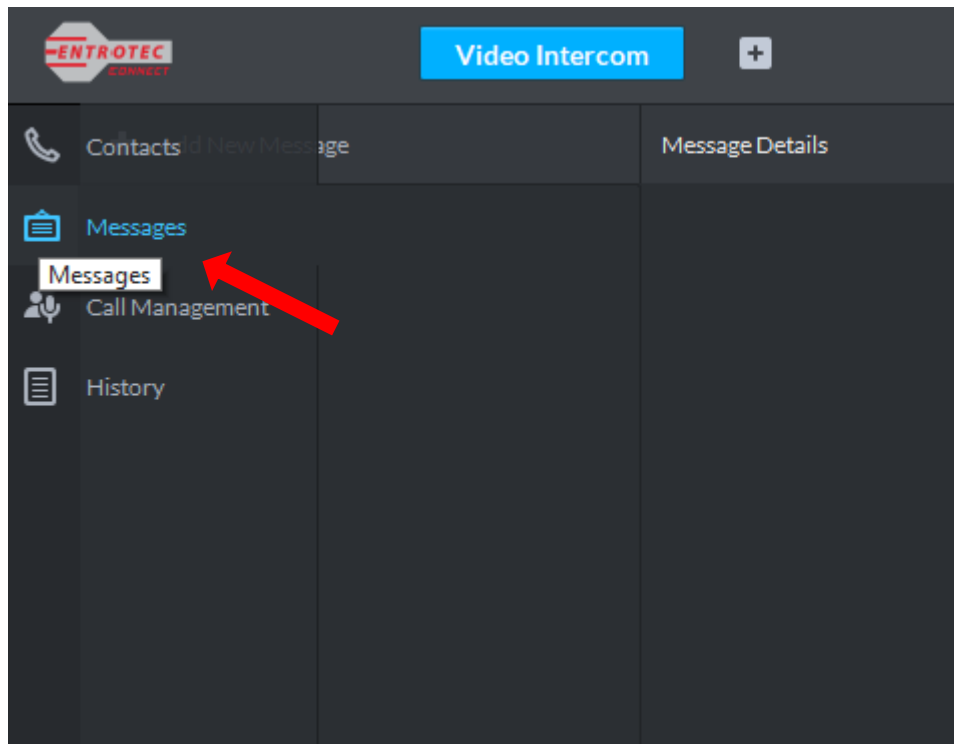


FIGURE 8-11

2. Click **Add New Message**.

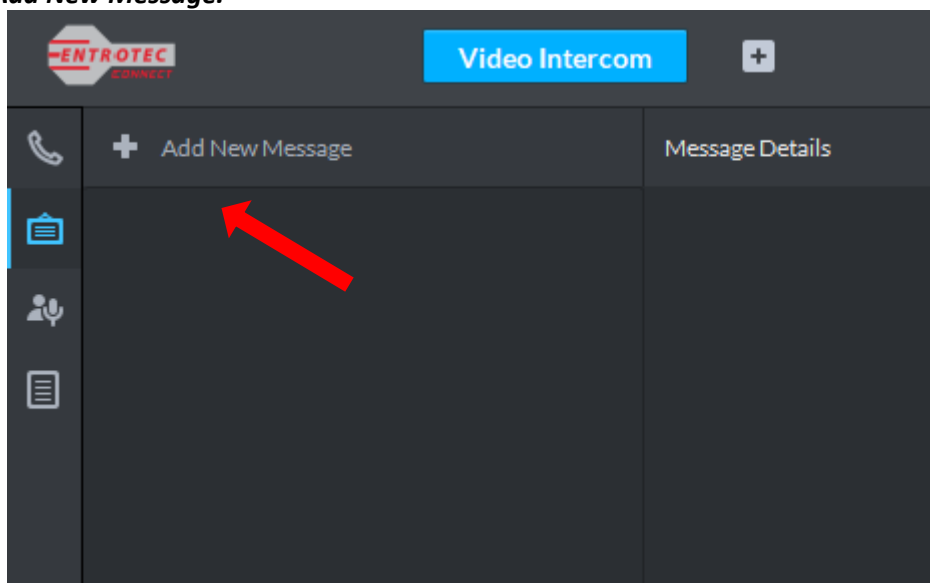


FIGURE 8-12

3. Select the recipient residents from the list of devices.

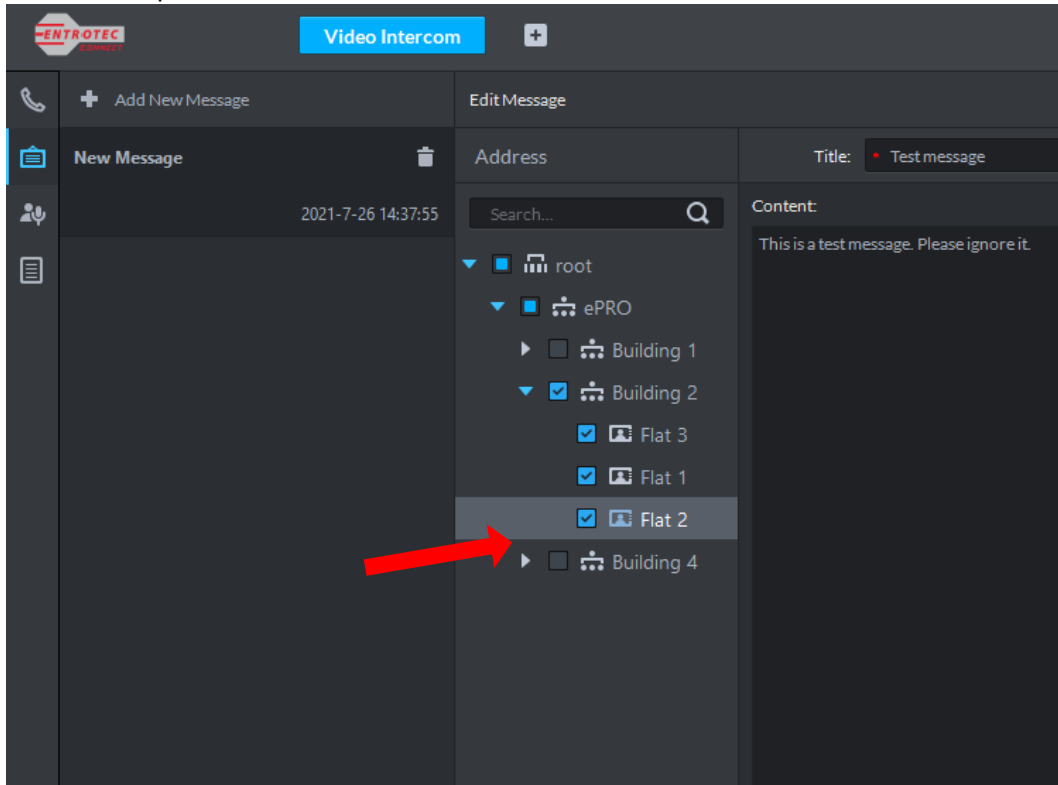


FIGURE 8-13

4. Type in the title and the body of the message

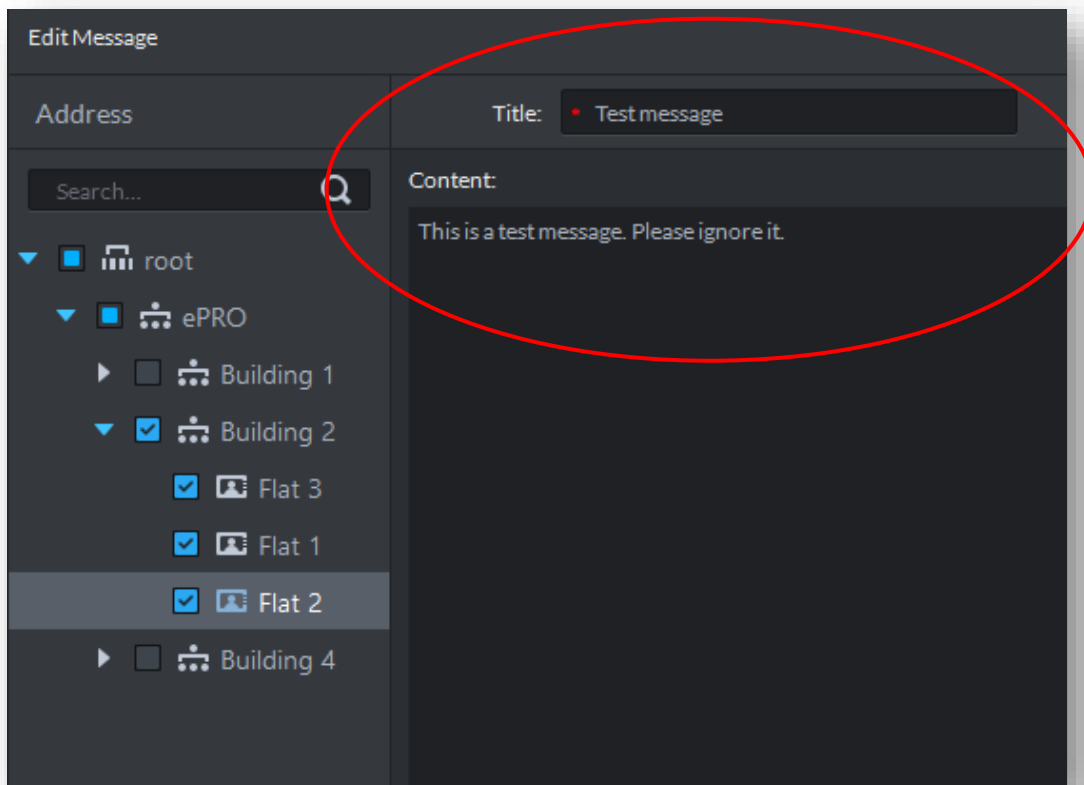


FIGURE 8-14

5. Click **Send** to send the message.

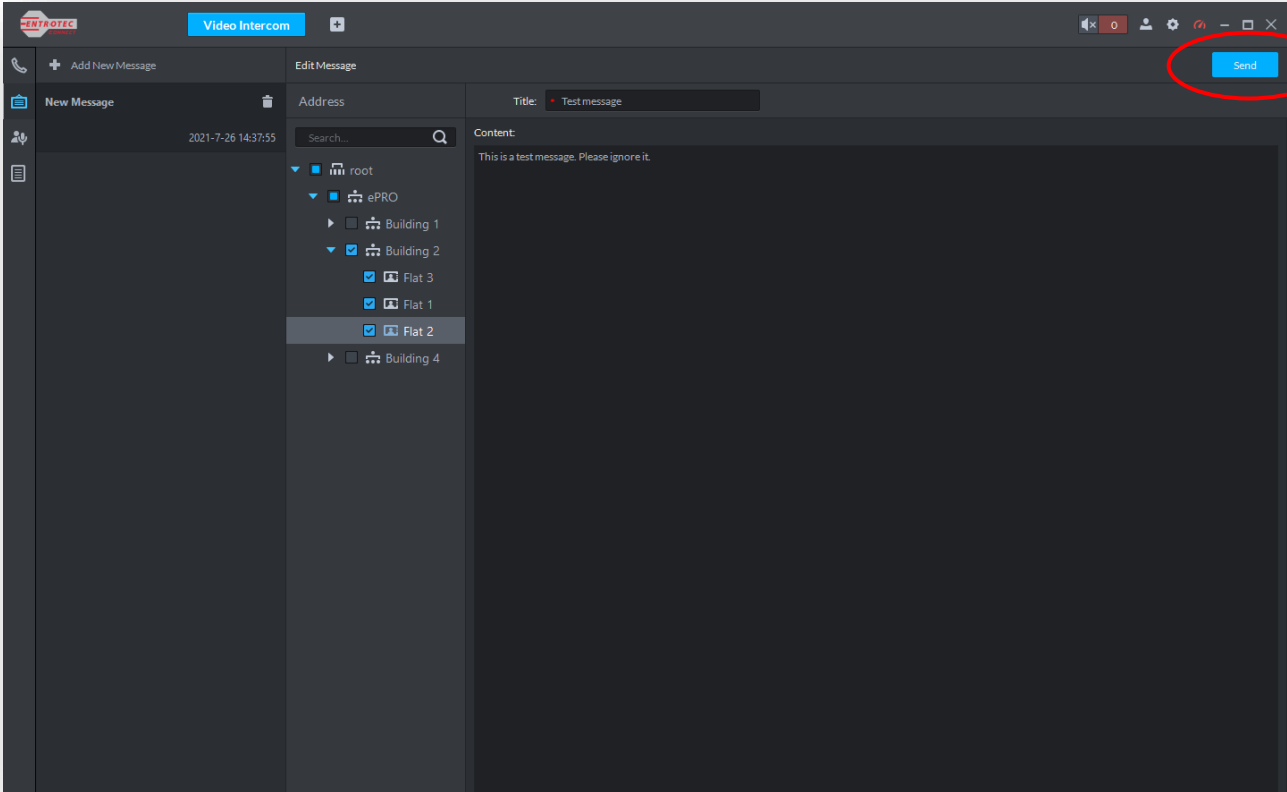


FIGURE 8-15

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