

AXIS Visitor Entry for Genetec

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Table of Contents

About AXIS Visitor Entry for Genetec	3
System overview	4
Requirements	5
Installation and configuration	6
Using IP address	6
Using OSDP/Wiegand	6
Daily use	7
Create a QR Code	7
View a credential directly after creating a new QR Code	7
Generate a new QR Code when a credential already exists	7
Configure options	7
Troubleshooting	8
Need more help?	9
Contact support	9

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About AXIS Visitor Entry for Genetec

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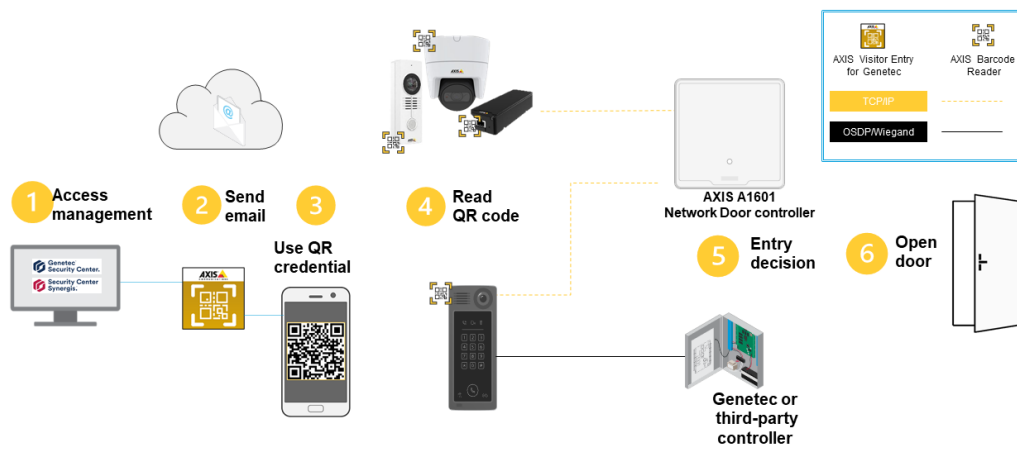
By installing AXIS Visitor Entry, in Genetec Security Center Synergis™, you can use a QR Code® as credentials to grant access. The QR Code can easily be distributed to different cardholders or visitors via for example email. To open doors, the QR Code can then be read by an Axis intercom and camera with the use of the AXIS Barcode Reader application.

QR Code® is a registered trademark of Denso Wave Incorporated in Japan and other countries.

AXIS Visitor Entry for Genetec

System overview

System overview



Visitor entry solutions topology

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Requirements

Requirements

- Genetec Security Center 5.9
- Genetec Security Center Synergis 10.9.1037.0 or later
- AXIS Visitor Entry for Genetec from Axis Communications added to your Genetec Security Center license. Contact to update your license with this key: `GSC-1SDK-AxisQRManager`.
- AXIS Barcode Reader. You can download the application from the application's product page: axis.com/products/axis-barcode-reader#download-block.
- Door controller
 - If you use an *Axis door controller* there are two methods to connect the application to the door controller:
Using IP address on page 6. See the application's product page for camera compatibility and what application version to download.
Using OSDP/Wiegand on page 6. This connection type is supported on and AXIS A8207-VE Mk II Network Video Door Station.
 - If you use a *third-party controller*, there's one method to connect application to the door controller:
Using OSDP/Wiegand on page 6. The third party door controller must be supported by Genetec Security Center Synergis.

AXIS Visitor Entry for Genetec

Installation and configuration

Installation and configuration

Using IP address

1. On Security Desk client machine:
 - 1.1 Download and install AXIS Visitor Entry for Genetec.
 - 1.2 Contact DAP@genetec.com to update your license with the following key: GSC-1SDK-AxisQRManager.
2. On the Axis intercom and camera:
 - 2.1 Install AXIS Barcode Reader on the device.
 - 2.2 Open AXIS Barcode Reader and turn off the OSDP/Wiegand switch.
 - 2.3 Enter the IP address, username and password of the device.
 - 2.4 Set **Send credential type** to **Card raw**.
 - 2.5 Set **Bit count** to 32.
 - 2.6 Configure the **VAPIX Door Controller** settings according to the relevant door controller configuration.
3. In Genetec Security Center, configure an email server to automatically send QR Codes.

Using OSDP/Wiegand

1. On Security Desk client machine:
 - 1.1 Download and install AXIS Visitor Entry for Genetec.
 - 1.2 Contact DAP@genetec.com to update your license with the following key: GSC-1SDK-AxisQRManager.
2. Connect the door controller to the Axis intercom using OSDP/Wiegand.
3. On the Axis camera:
 - 3.1 Set **Reader/Output format** to **Raw**.
 - 3.2 Install AXIS Barcode Reader on the device.
 - 3.3 Open AXIS Barcode Reader and turn on the OSDP/Wiegand switch.
4. In Genetec Security Center, configure an email server to automatically send QR Codes.

AXIS Visitor Entry for Genetec

Daily use

Daily use

After installing AXIS Visitor Entry for Genetec, you'll see the **Add QR Credential** button on the **Cardholder/Visitor** window in Security Desk.

Create a QR Code

1. In Security Desk, click **Add QR Credential**.

A new QR Code is generated and shown in a popup window.

2. Click **OK**. Now an email is sent to the registered email for the **Cardholder/Visitor**. You can also copy the QR Code to the clipboard and send it using some other method.
 - The created credential will have the:
 - Name "QR_[customer name]'s credential".
 - Type "Card"
 - Format "CSN32"
 - You can only create one QR credential for each **Cardholder/Visitor**. If you try to add a new QR credential when one already exists, the existing QR credential is shown.

View a credential directly after creating a new QR Code

To view a credential directly after creating a new QR Code, you must:

1. Close the **Cardholder/Visitor** window.
2. Open the **Cardholder/Visitor** window again to refresh it.

Generate a new QR Code when a credential already exists

To generate a new QR Code when a credential already exists, you must:

1. Remove the existing credential.
2. Click **Add QR Credential** again.

Configure options

If you have administrator rights, you can you can configure the following in **Options > AXIS Visitor Entry**:

- **Subject:** Subject of the email
- **CC:** Send a copy to a specific address
- **BCC:** If enabled, the recipient of the copy is hidden from the recipient of the email.
- **Text:** The default text of the email. Click **Add** to add specific macros to the email, for example **Name**.
- **Send e-mail when closed:** If enabled, an e-mail is sent automatically when you close the QR Code pop-up window.

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Troubleshooting

Troubleshooting

- If the door does not open when you use a QR Code:
Make sure with a keypad or card that the door opens, so that you know that the control unit and intercom are correctly configured in Genetec Security Center and Genetec Security Center Synergis.
- Debug logs are located in `C:\ProgramData\Axis Communications\Components\DebugLogs\QRManager.log`.

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Need more help?

Need more help?

Contact support

Contact support at axis.com/support.

