



Software Manual

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1. Getting Started

Symbols Used in this Manual



This is a step in the current task



Highlights an area of the Doors Fortessa interface



This feature is only available to an [Administrator](#)



This feature is only available in the Professional version

PC Specification

RAM	Minimum: 512 MB Recommended: 1 GB or higher depending on the operating system
Hard Disk space	800 MB free space
Processor	Pentium III Compatible or higher Minimum: 500 MHz Recommended: 1 GHz or higher
Internet Requirements	Microsoft Internet Explorer 6.0 SP1 or later (prerequisite for .NET Framework)
Prerequisite software	Microsoft .NET Framework 2.0 SQL Server Setup requires Microsoft Data Access Components (MDAC) 2.8 SP1 or later. You can download MDAC 2.8 SP1 from this Microsoft Web site .
Supported operating systems	Windows Vista Business Windows Vista Enterprise Windows Vista Ultimate
	Windows XP professional SFORTESSA
	Windows Server 2003 Enterprise Edition SP1 Windows Small Business Server 2003 Standard Edition SP1 Windows Small Business Server 2003 Premium Edition SP1
	Windows 2000 Professional Edition SP4 Windows 2000 Server Edition SP4 Windows 2000 Advanced Edition SP4
	Trade mark acknowledgment: These product names are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Logging In as a Different User

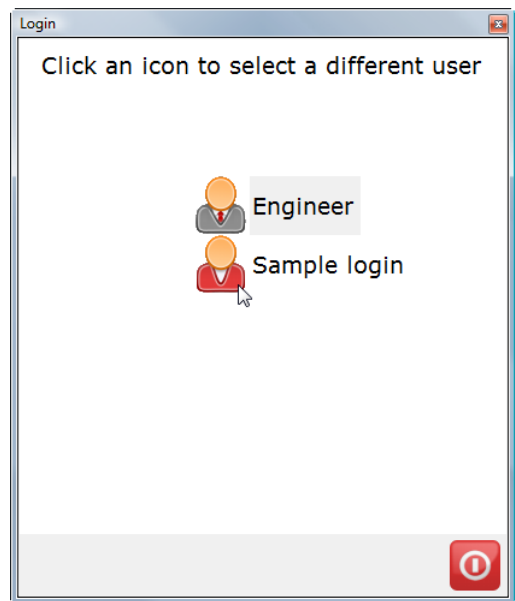
1

From the login screen, select **Use a different login**.




2

Select the desired user.



3

Enter the password. Click  to log in.

Adding Doors and Cards Using the Setup Wizard

After logging in for the first time, the **Setup Wizard** is shown. This provides a simple way to locate doors and add cards to the system.

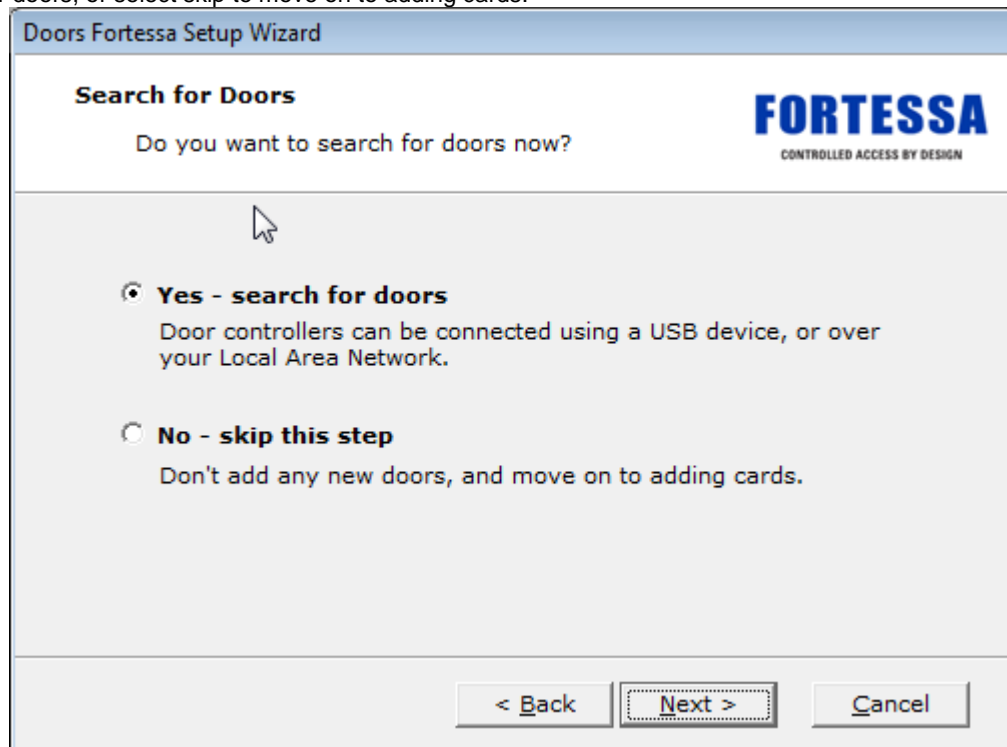
1

Start the wizard by clicking **Next**.

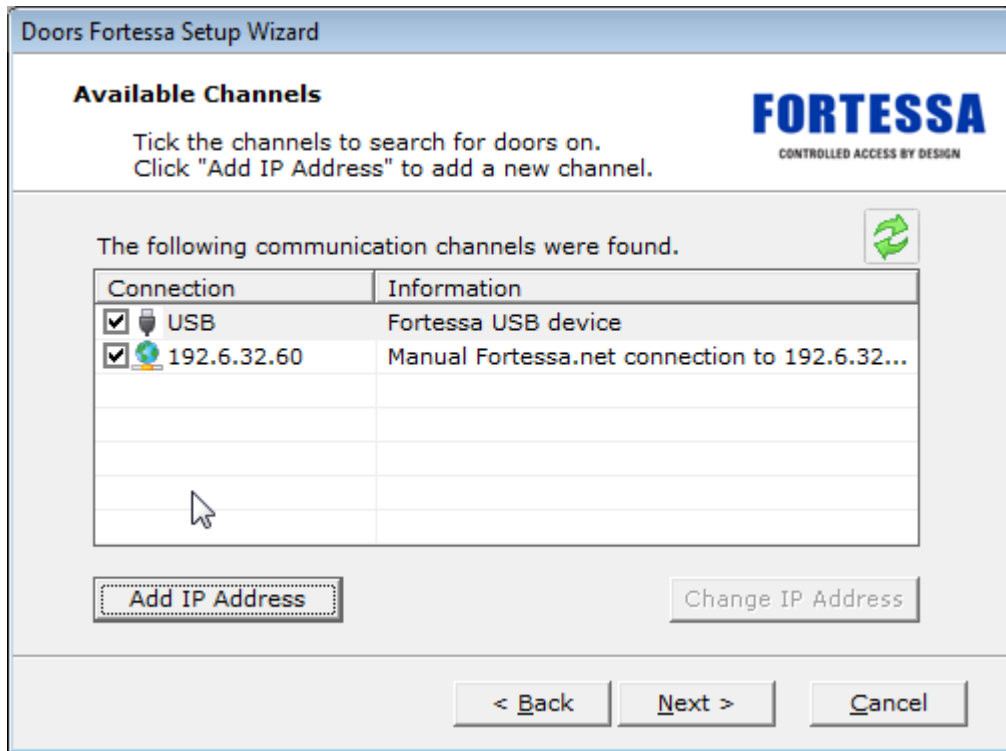


2

Search for doors, or select skip to move on to adding cards.

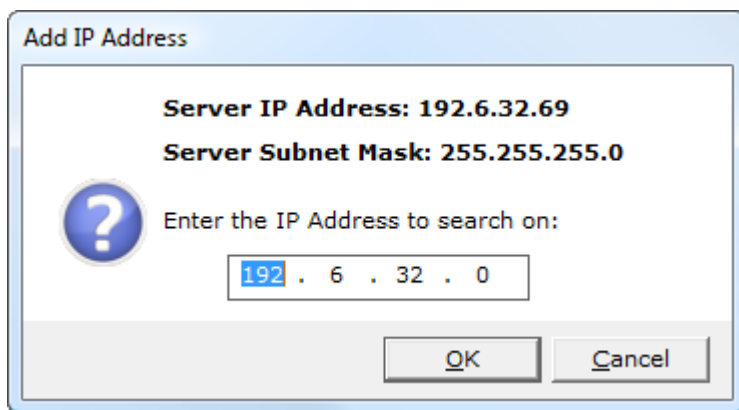


Doors Fortessa will check the available hardware channels. For additional IP addresses, use the “Add IP Address” button.



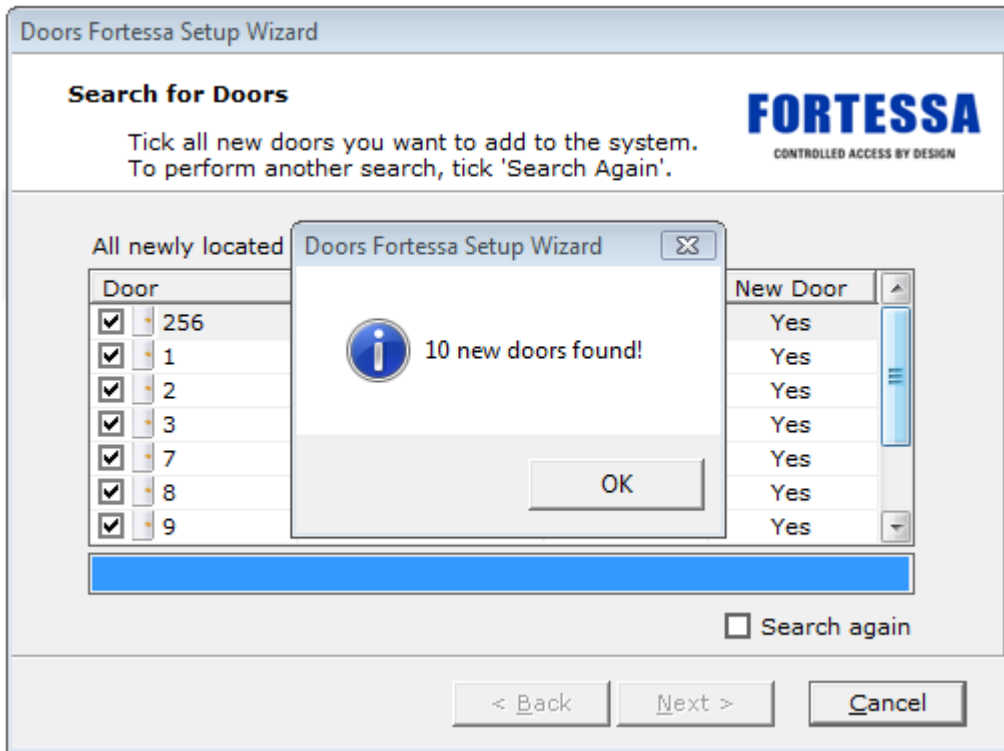
Please note:

- FORTESSA.net controllers located on your subnet will **automatically** be found.
- IP addresses for controllers located on a different subnet must be added using the “Add IP Address” button.
- For automatically found channels “Change IP Address” button will update the IP Address of both the FORTESSA.net device and any associated controllers.
- For manually added channels, “Change IP Address” will simply change the address to search on.
- Information about the server and subnet is displayed when adding or changing an IP address.



4

Newly located doors will be added to the list. A message will appear when the scan is complete.



5

Select **Yes** to begin adding cards, or **No** to skip and complete the wizard.



6

Enter the details of the cardholder. Present a card to the **Registration Reader** or **Door** if required. Click **Add Card Details**. Repeat to add all required cards. Note that all available cards do not need to be added in at this time.

Doors Fortessa Setup Wizard

Add Card Records **FORTESSA**
CONTROLLED ACCESS BY DESIGN

Do you want to add card records?

Read card ID from Progeny USB desktop reader

Card ID 00013587

First name Bert

Last name Ernest

Enabled

Access level All Doors ...

Add Card Details

< Back Next > Cancel

7

Review the list of newly added cards. Click **Next**.

Doors Fortessa Setup Wizard

Newly Added Cards **FORTESSA**
CONTROLLED ACCESS BY DESIGN

Tick all cards you want to add to the system.
To add another card, tick 'Add another'.

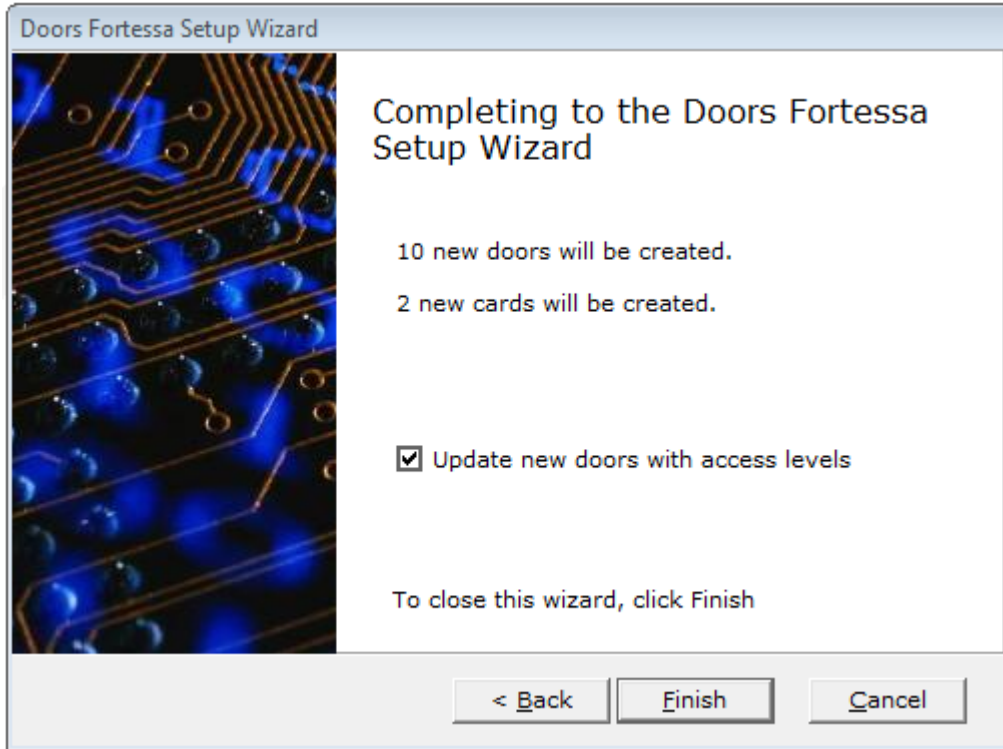
Card ID	First Name	Last Name	Enabled	Access Level
<input checked="" type="checkbox"/> 00007862	John	Smith	Yes	(none)
<input checked="" type="checkbox"/> 00013587	Bert	Ernest	Yes	All Doors

Add another

< Back Next > Cancel

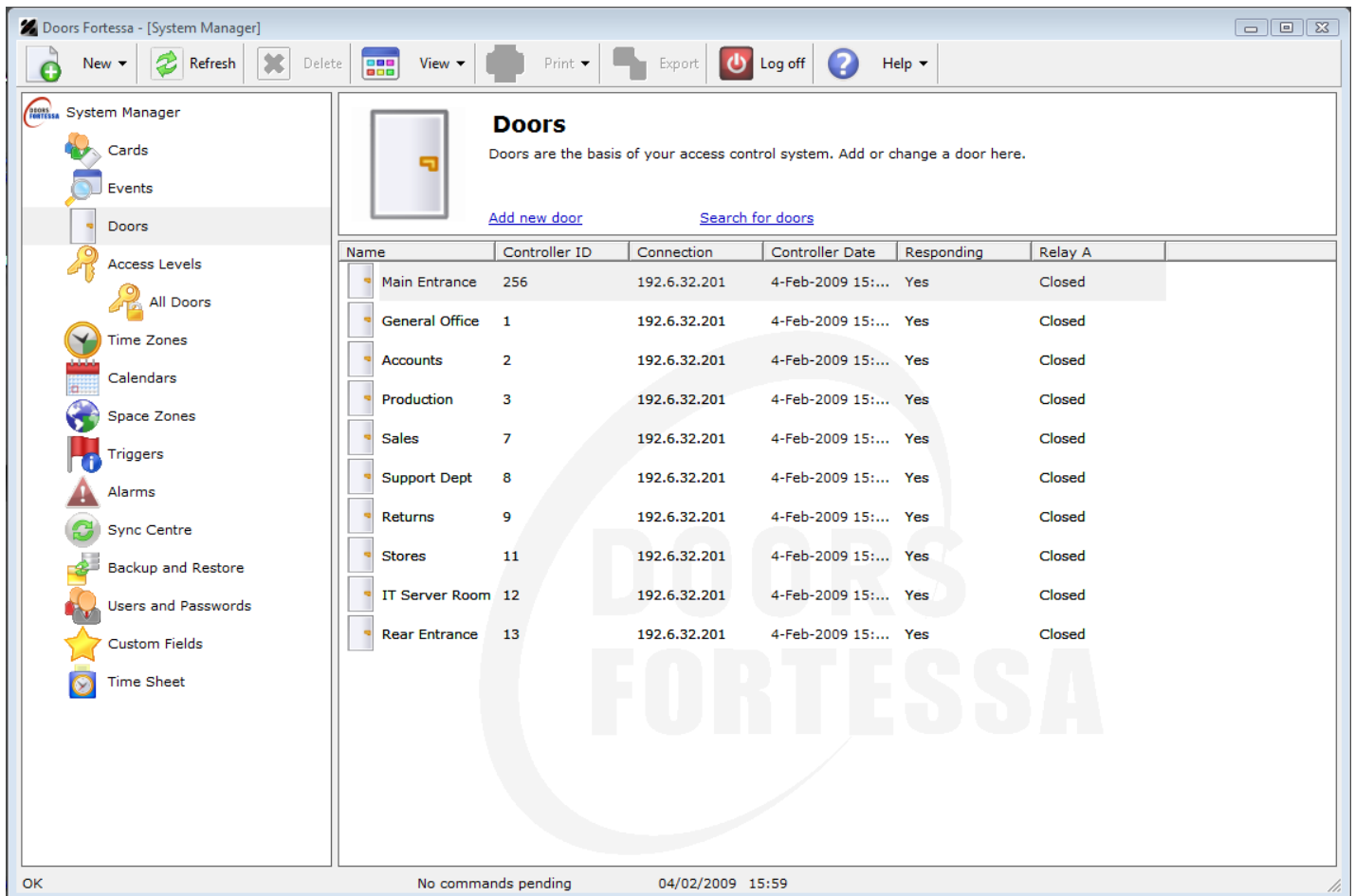
8

Click **Finish** to add the new doors and cards.



9

Right-click **Doors** from the [System Tree](#), and select rename.



The Doors Fortessa Interface

1 Toolbar

Click the toolbar to perform common tasks such as:

- Adding and removing items
- Printing and exporting reports

2 Task Panel

- Shows information on the current section
- Provides shortcuts to useful tasks for that section.

3 System List

- Gives details of the currently selected item

4 System Tree

- Shows the available areas of the Doors Fortessa software

Name	Controller ID	Connection	Controller Date	Responding	Relay A
Main Entrance	256	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
General Office	1	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Accounts	2	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Production	3	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Sales	7	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Support Dept	8	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Returns	9	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Stores	11	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
IT Server Room	12	192.6.32.201	4-Feb-2009 15:...	Yes	Closed
Rear Entrance	13	192.6.32.201	4-Feb-2009 15:...	Yes	Closed

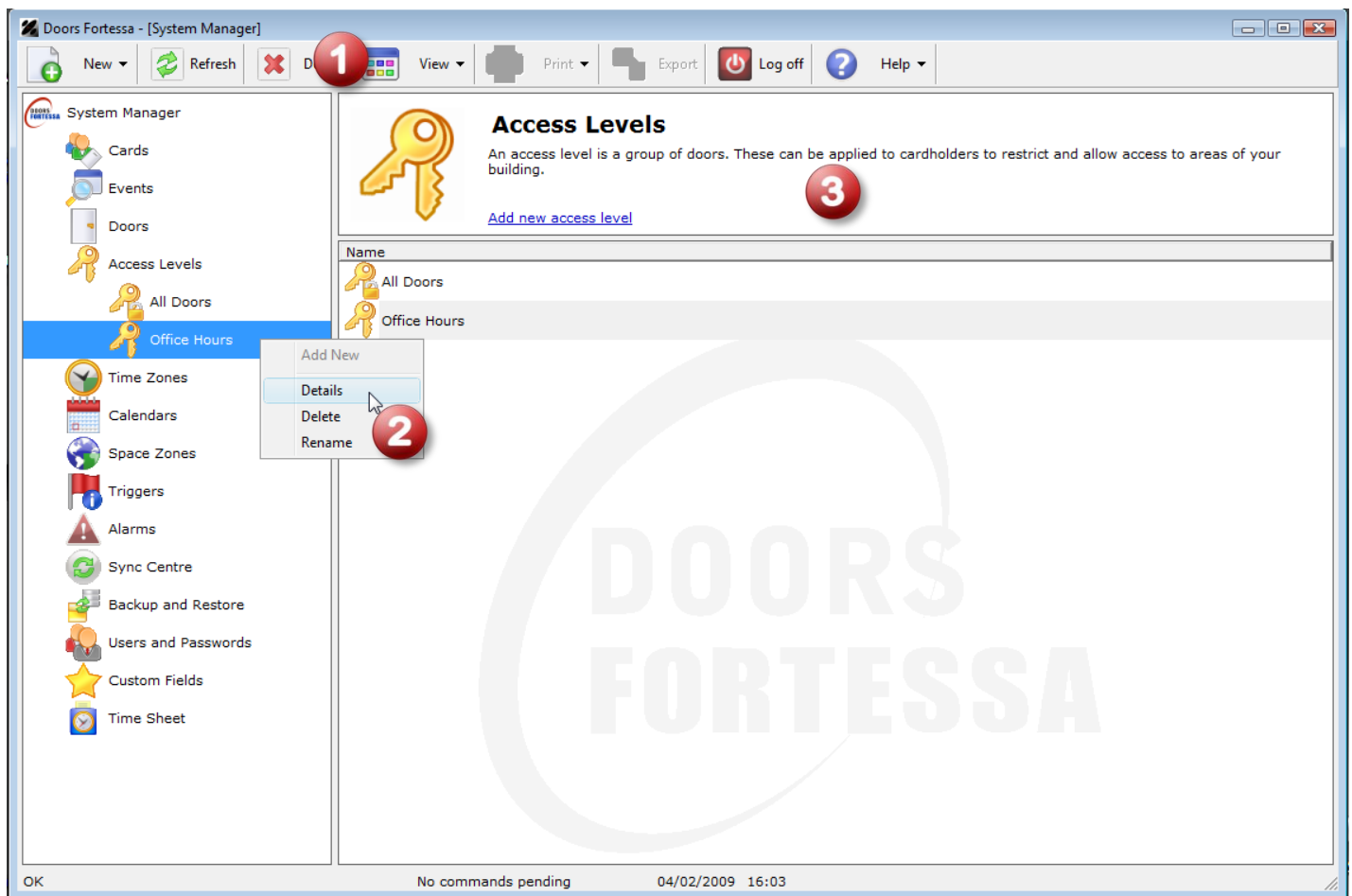
OK No commands pending 04/02/2009 15:59

Adding, Changing and Deleting Items

Adding Items

Items can be added by:

- 1 Clicking the **New** [Tool Bar](#) button
- 2 The right-click menu on the [System Tree](#)
- 3 Clicking the **Add New** shortcut



Changing Items

- 1** Rename or view details from the [System Tree](#) right-click menu
- 2** Double-click an item in the [System Tree](#) or [System List](#)
- 3** Click **Delete** from the [Tool Bar](#) to remove an item

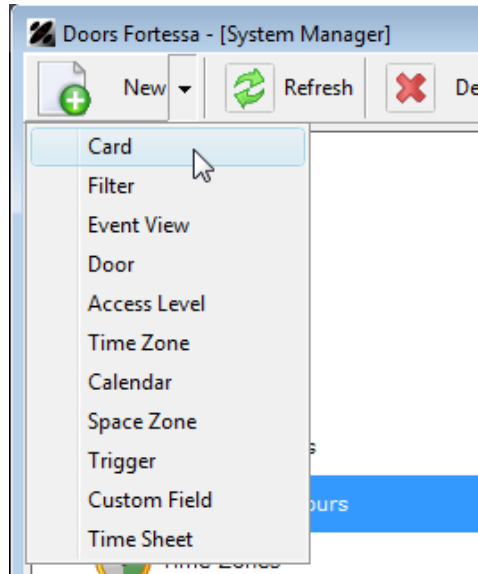


2. Updating Cards in Doors Fortessa


Adding a Card

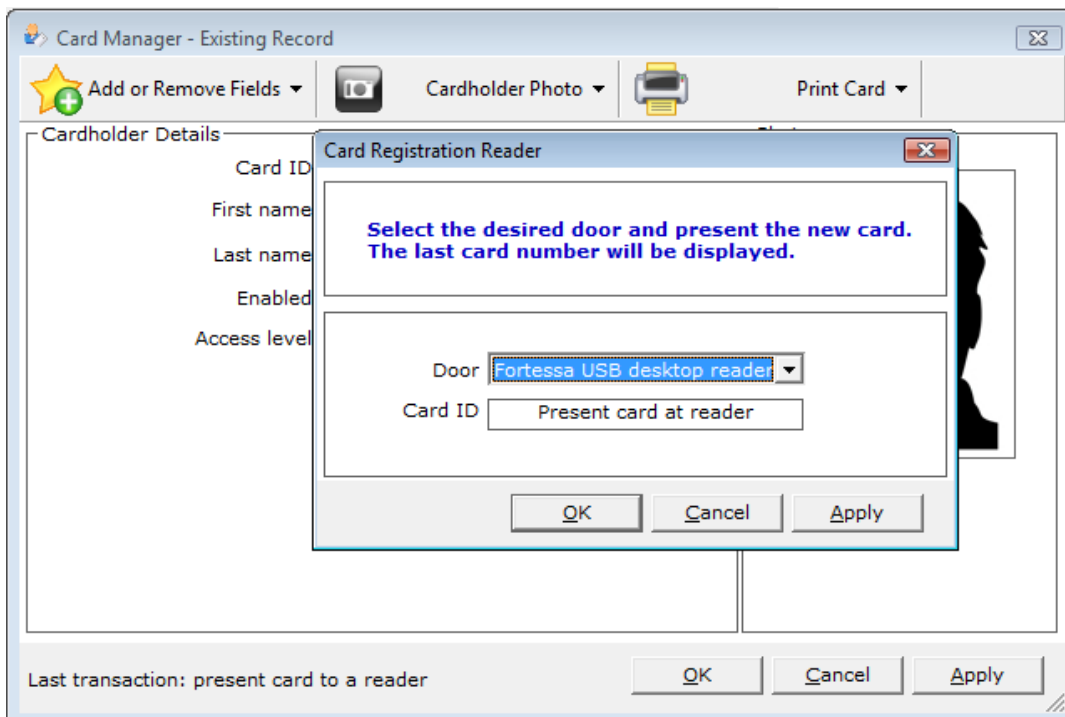
1

Select **Card** from the **New** list on the **Toolbar**



2

Enter the **Card ID** (this is an 8 digit number printed on the card), or select  to present a card to a door or desktop reader.



3 Enter the **Cardholder Name**. Tick **Enabled** and select **All Doors** from the **Access Level** list.

Card Manager - New Record

Add or Remove Fields Cardholder Photo Print Card

Cardholder Details

Card ID 00013587

First name Bert

Last name Ernest

Enabled

Access level (none) All Doors Office Hours

Photo

Last transaction: card not issued

OK Cancel Apply

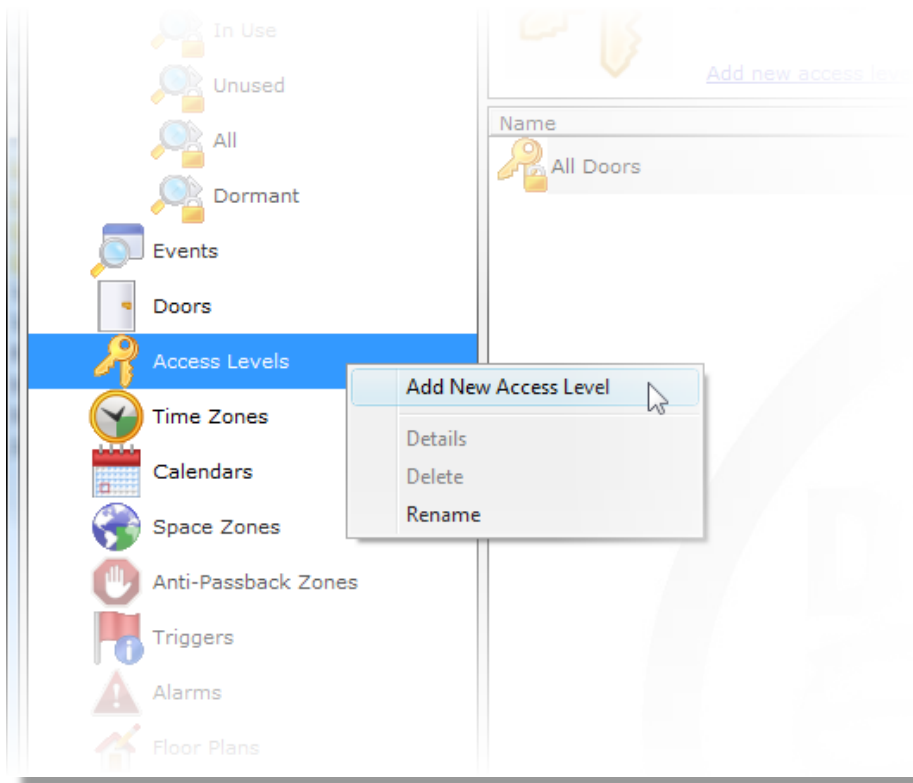
4 Click **OK**. The card will now open all doors.

Restricting Card Access by Door

An **Access Level** is a group of doors. These can be applied to cardholders to restrict and allow access to areas of your building.

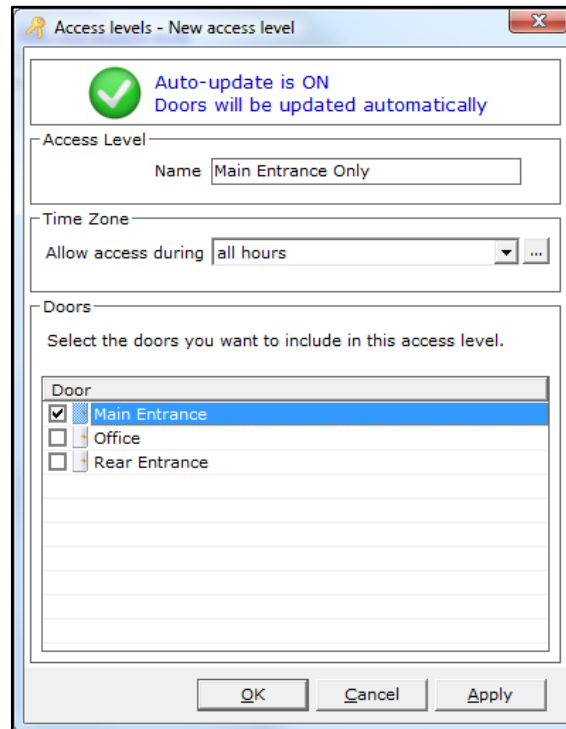
1

Create a new access level by right-clicking **Access Levels** from the **System Tree**, and selecting **Add New Access Level**.



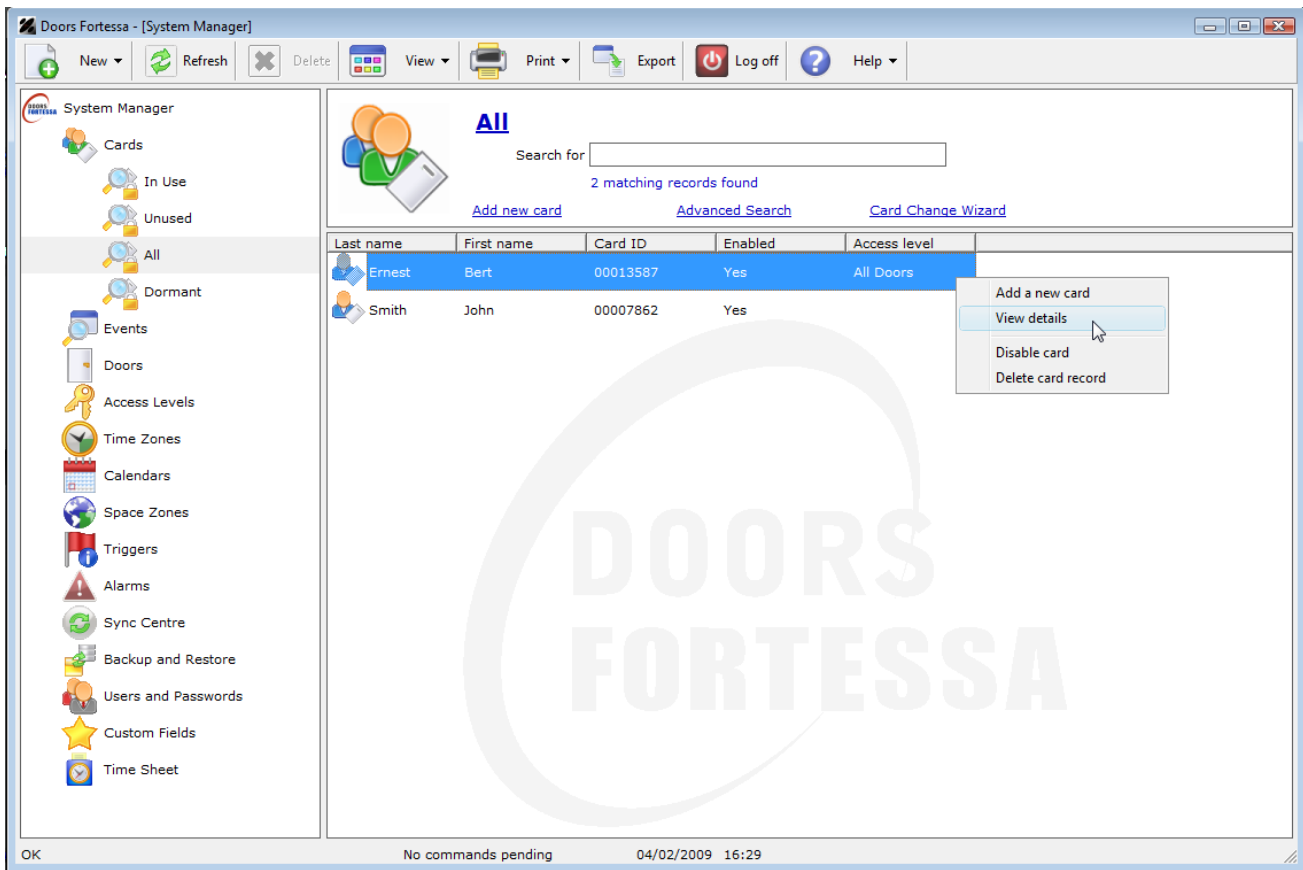
2

Enter the access level name and tick the required doors. In the below example, only the Main Entrance door is included.



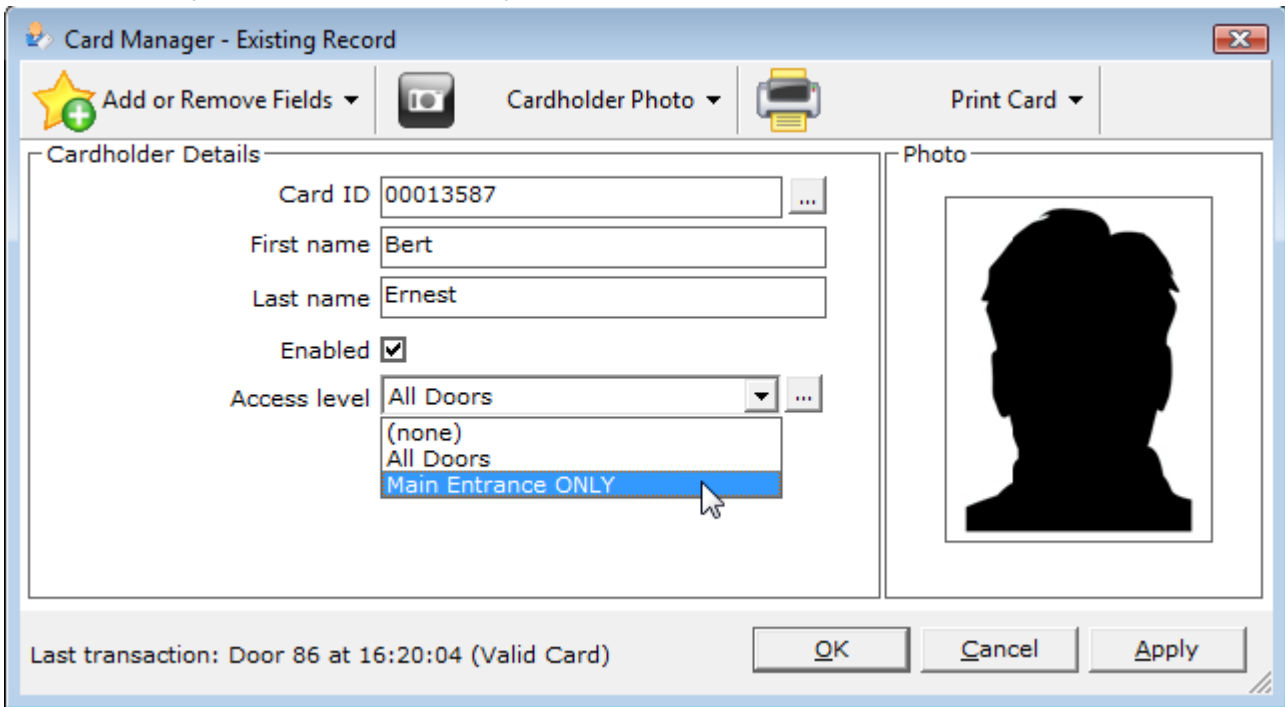
3

Find the card by selecting **Card Manager**, then **All**. Right-click the card, and select **View Details**.



4

Select the newly created "Main Entrance Only" access level from the list. Click **OK** to save.

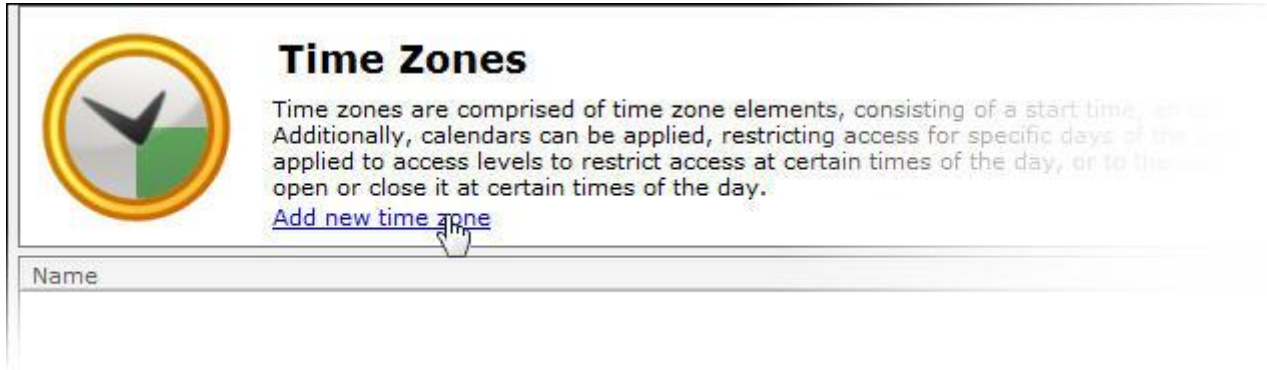


Restricting Card Access by Time

Time zones can be applied to access levels to restrict access to cardholders at certain times of the day.

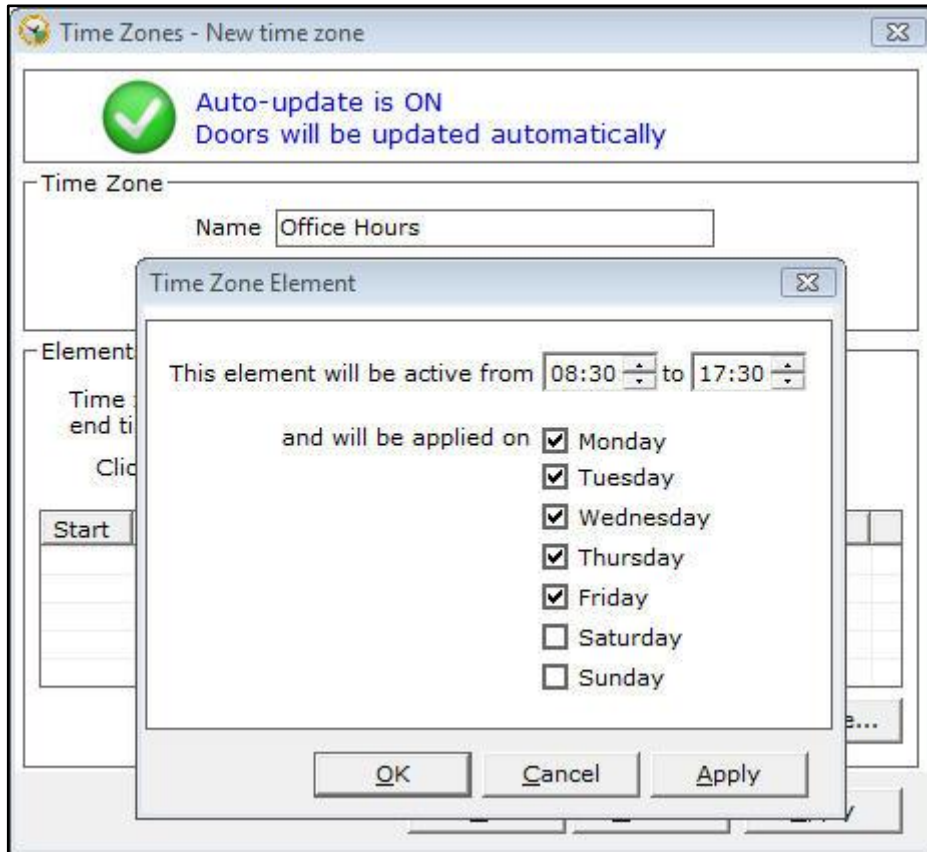
1

Create a new **Time Zone** by clicking **Time Zones** from the **System Tree**, and selecting **Add new time zone** from the Information bar.



2

Enter the time zone name. Attach an **Element** to the time zone by clicking **Add**.

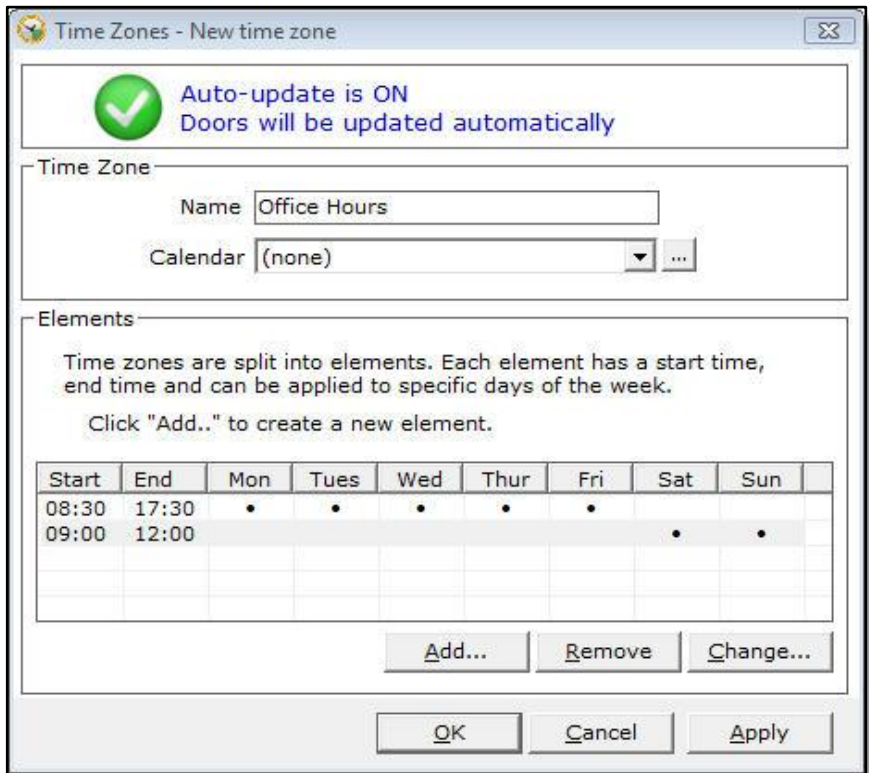


3

Enter the required start and end times, and the days this element applies to. Click **OK**.

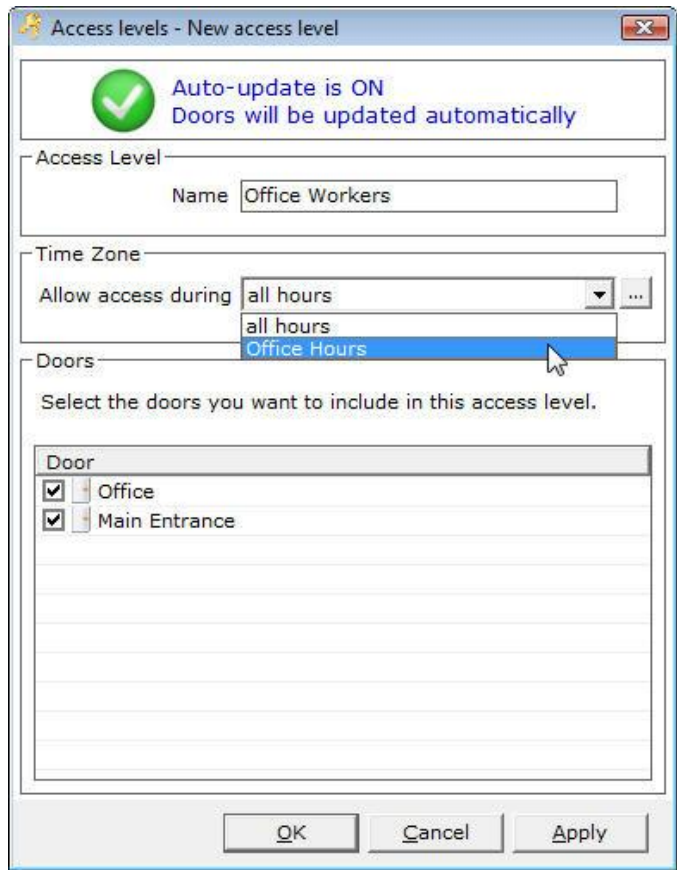
4

Repeat steps 2 and 3 to add additional **elements**, and click **OK** to save.



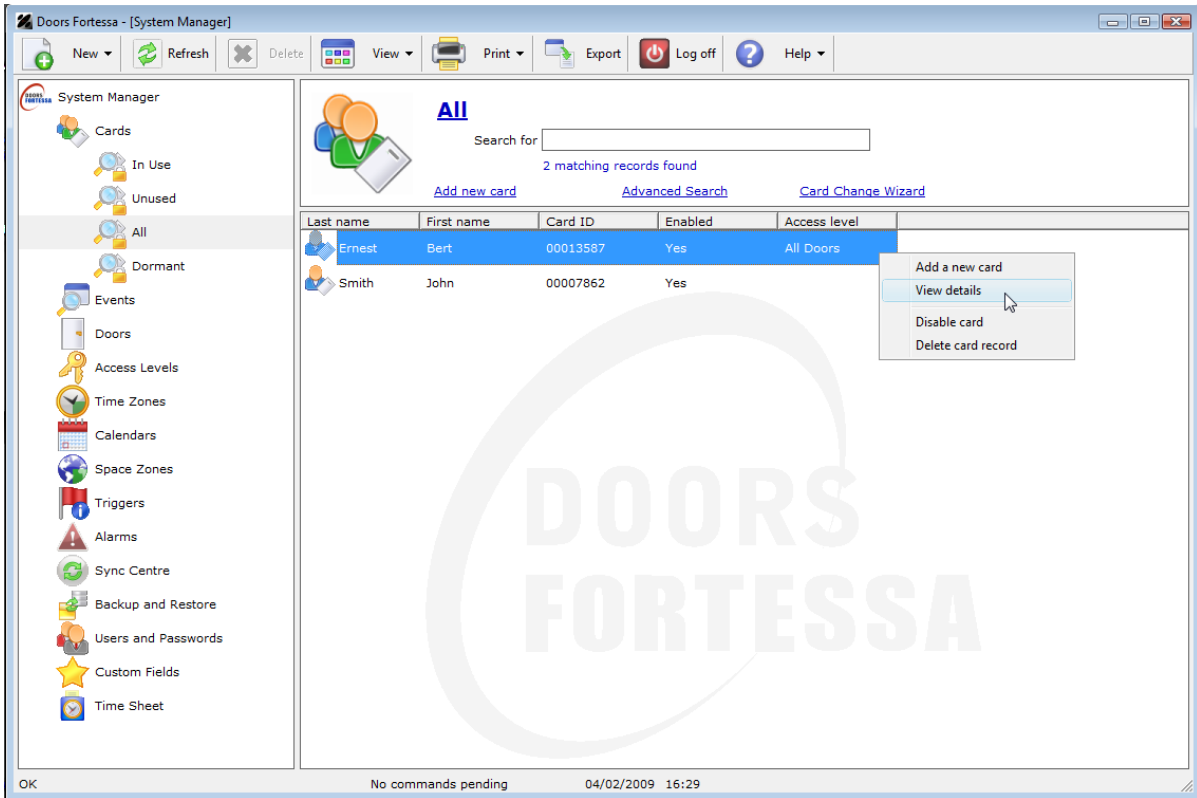
5

Create a new Access Level (as described in [Restricting Card Access by Door](#)), selecting the newly created time zone from the list.



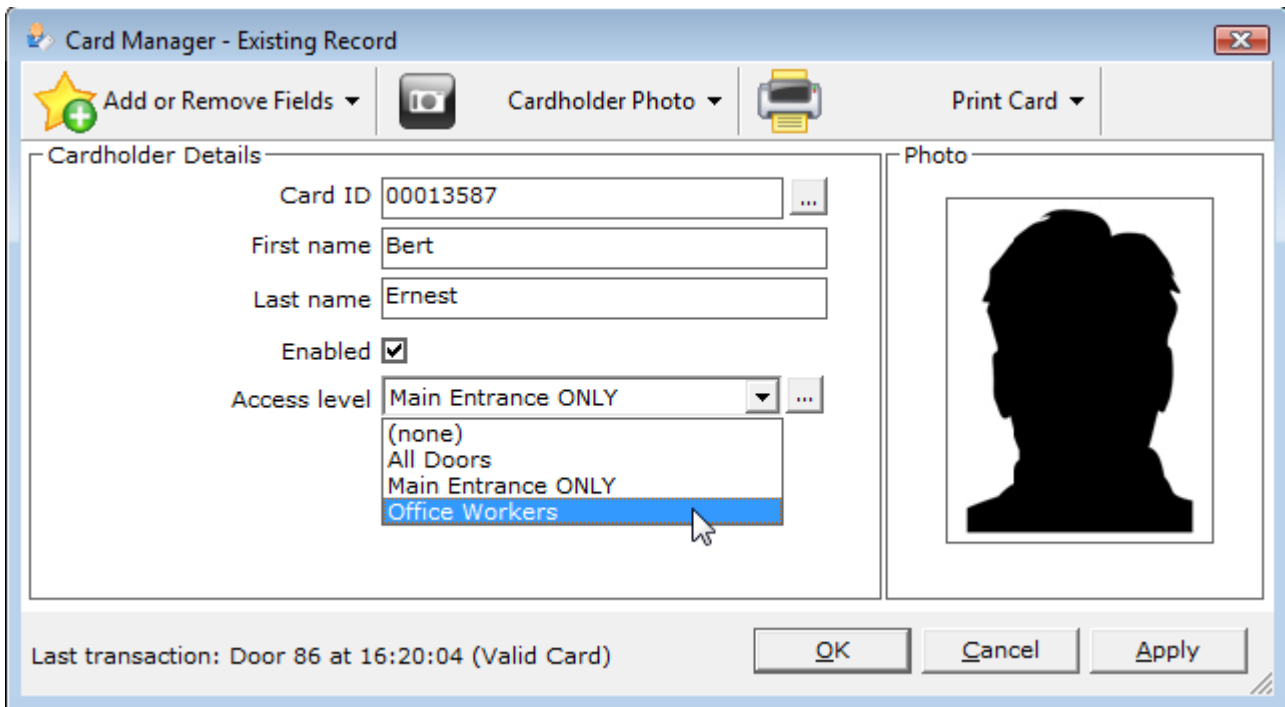
6

Find the card by selecting **Card Manager**, then **All**. Right-click the card, and select **View Details**.



7

Select the newly created "Main Entrance Only" access level from the list. Click **OK** to save.




Restricting Card Access by Date

The use of **Calendars** can further restrict access. **Calendars** consist of **exception days**. These are applied to **Time Zones**, which in turn can be applied to **Access Levels** or used to release the door lock.

1

Create a new **Calendar** by clicking **Time Zones** from the **System Tree**, and selecting **Add new time zone** from the Information bar.



Calendars

Calendars are groups of dates. These can be applied to time zones, restricting access on certain days.


[Add new calendar](#)

Name

2

Enter the calendar name. Use the **<** and **>** buttons to move forward and back. In the below example, UK Bank Holidays have been selected. Click **OK** to save.

Calendars - New Calendar

 Auto-update is ON
Doors will be updated automatically

Calendar

Name

< 2008 (Jan-Jun) **>**

January	February	March
Mo Tu We Th Fr Sa Su	Mo Tu We Th Fr Sa Su	Mo Tu We Th Fr Sa Su
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April	May	June
Mo Tu We Th Fr Sa Su	Mo Tu We Th Fr Sa Su	Mo Tu We Th Fr Sa Su
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

OK Cancel Apply

3

Apply the **Calendar** to a **Time Zone** by opening an existing time zone or creating a new one. Click **OK** to save the **Time Zone**. This can now be applied to an access level or lock relay to restrict access on the specified **Exception Days**. This is shown in [Restricting Card Access by Door](#) and [Release a Door During the Day](#).

Time Zones - New time zone

Auto-update is ON
Doors will be updated automatically

Time Zone

Name: Office Hours

Calendar: (none) ...

Calendar list:
(none)
Bank Holidays

Elements

Time zones are split into elements. Each element has a start time, end time and can be applied to specific days of the week.
Click "Add.." to create a new element.

Start	End	Mon	Tues	Wed	Thur	Fri	Sat	Sun
08:30	17:30	•	•	•	•	•		
09:00	12:00						•	•

Buttons: Add... Remove Change...

Buttons: OK Cancel Apply

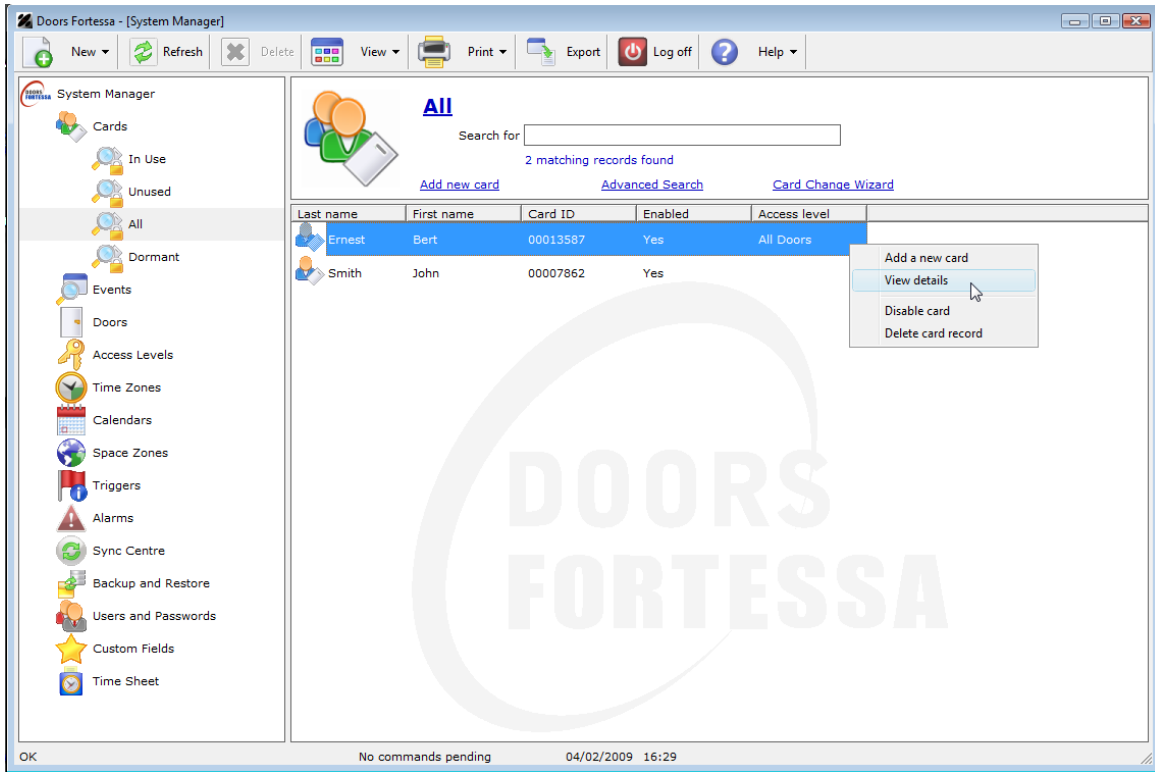
5

Create a new Access Level (as described in [Restricting Card Access by Door](#)), selecting the newly created time zone from the list.

The screenshot shows a Windows-style dialog box titled "Access levels - New access level". At the top, there is a green checkmark icon and the text "Auto-update is ON" and "Doors will be updated automatically". Below this, the "Access Level" section has a "Name" field containing "Office Workers". The "Time Zone" section has a dropdown menu labeled "Allow access during" with "all hours" selected, and a list of options including "all hours" and "Office Hours", with "Office Hours" highlighted. The "Doors" section contains the instruction "Select the doors you want to include in this access level." and a list of doors with checkboxes: "Office" (checked) and "Main Entrance" (checked). At the bottom, there are "OK", "Cancel", and "Apply" buttons.

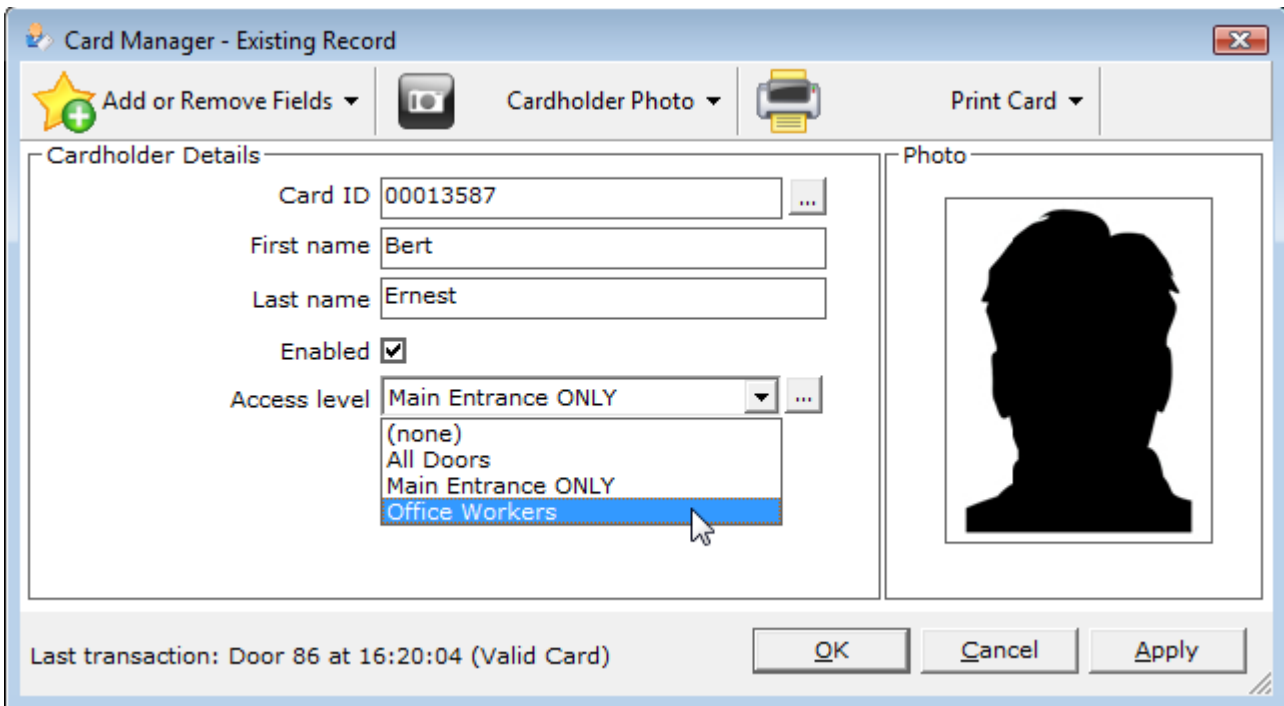
6

Find the card by selecting **Card Manager**, then **All**. Right-click the card, and select **View Details**.



7

Select the newly created "Main Entrance Only" access level from the list. Click **OK** to save.



Customising Card Manager

Card Manager shows the basic information required to enable or disable a card – **Card ID, Name, Access Level** and **Enabled**. More items can be added to the **Card Manager** screen. These are split into two sections: **Standard Fields** and **Custom Fields**.

Standard Fields are additional card information that can be displayed and affect the behaviour of a card. These are:

- **Dormant** – a card can be automatically be disabled if it hasn't been used for a period of time. This is detailed further in [Disabling Cards Using Dormant Card Policy](#).
- **Valid From** –Specify a date when a card can be used from.
- **Valid To** –Specify a date when a card can be used to.
- **PIN** – *Personal Identification Number* used for Card and PIN systems.
- **Current APB Zone** – the current **Anti-Passback Zone** of the cardholder. See [Using “Anti-passback” to encourage correct system usage](#) for more information.
- **Second Access Level** – a cardholder can be given two access levels if required.

Custom Fields are created by the end-user, and are intended to contain information about the cardholder. Up to 25 Custom Fields can be created. There are five types of custom field:

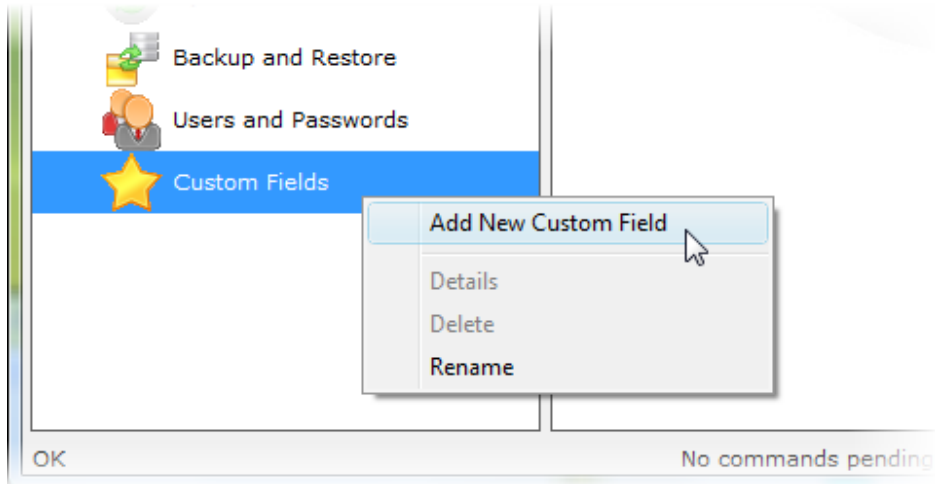
- **Checkbox**
- **Drop-down list**
- **Date**
- **Text**
- **Number**

Creating Custom Fields

In the following example, a drop-down list for “Department” will be created. This will be added to the card manager screen in [Changing the Card Manager Display](#)

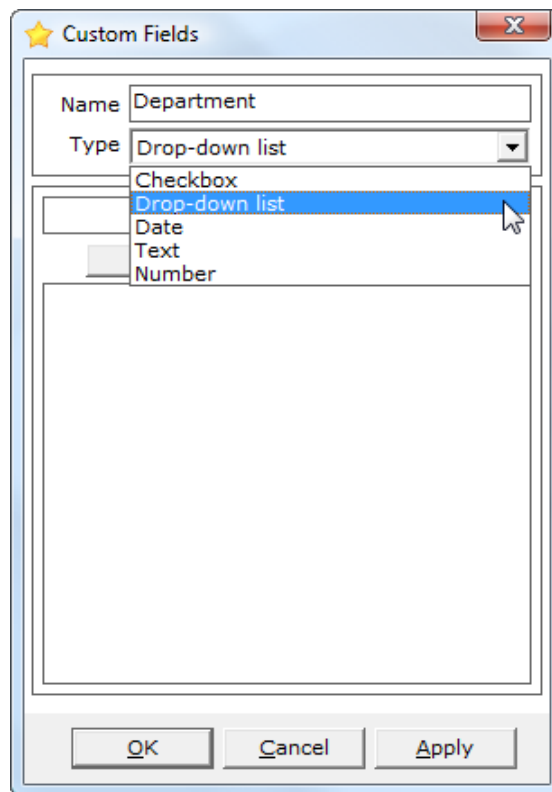
1

Add a new custom field by right-clicking Custom Fields in the [System Tree](#).



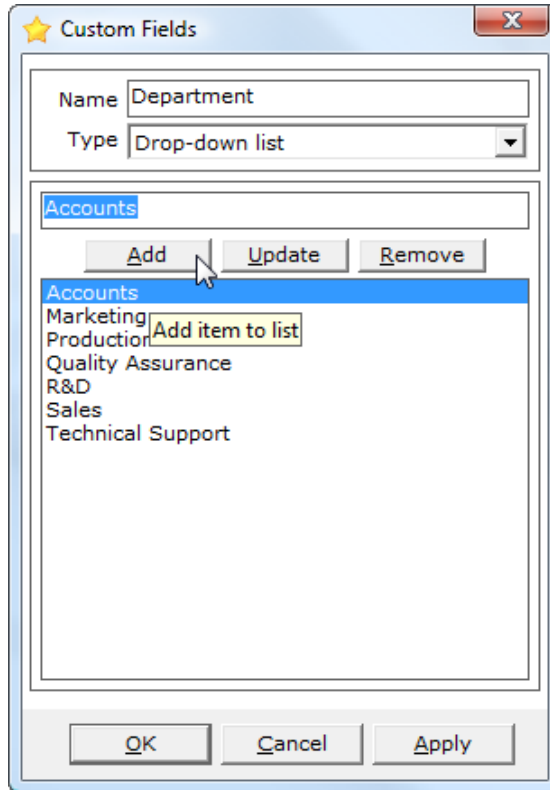
2

Enter the name, and select the custom field type.



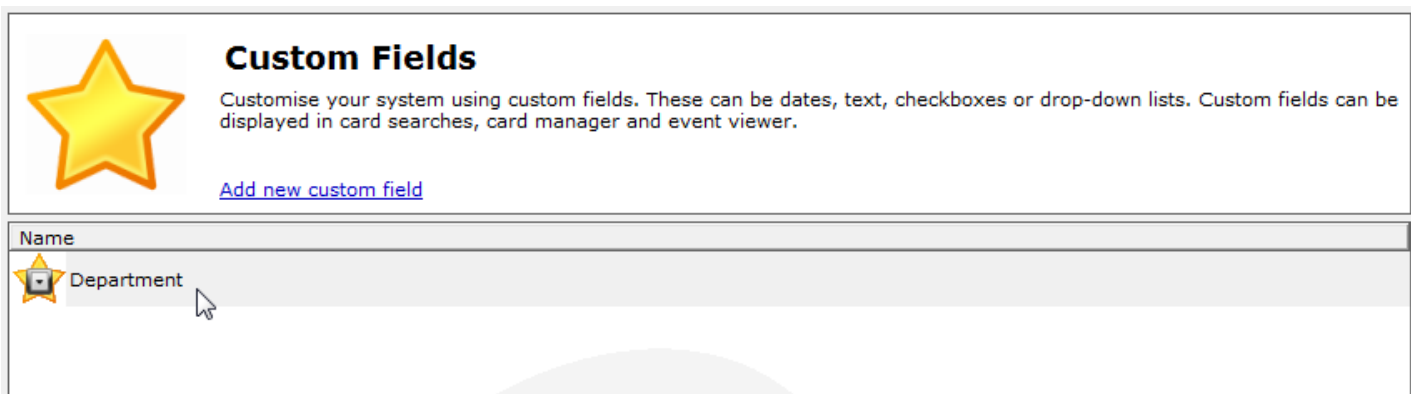
3

Add entries to the list by clicking the **Add** button.



4

Click **OK** to save.

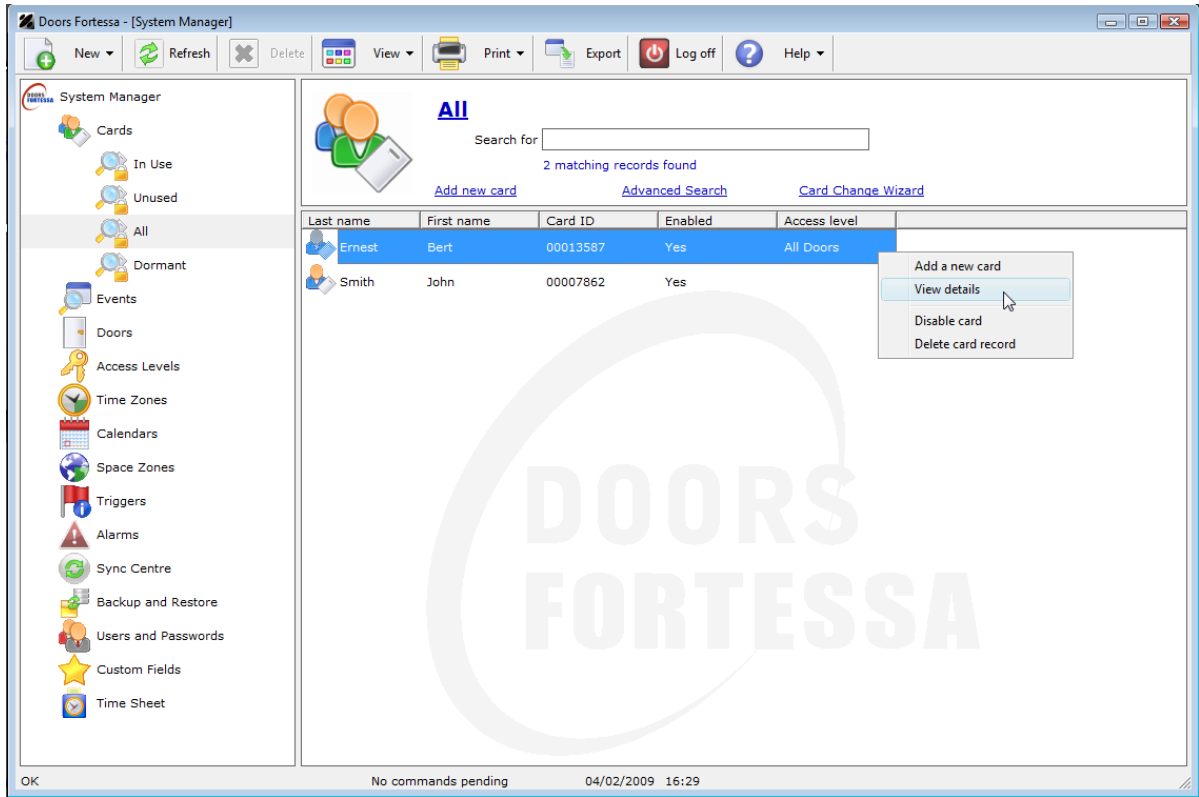


Changing the Card Manager Display

In the following example, the custom field created in [Creating Custom Fields](#), along with the Dormant checkbox (see [Disabling Cards Using Dormant Card Policy](#)) will be added to the card manager screen.

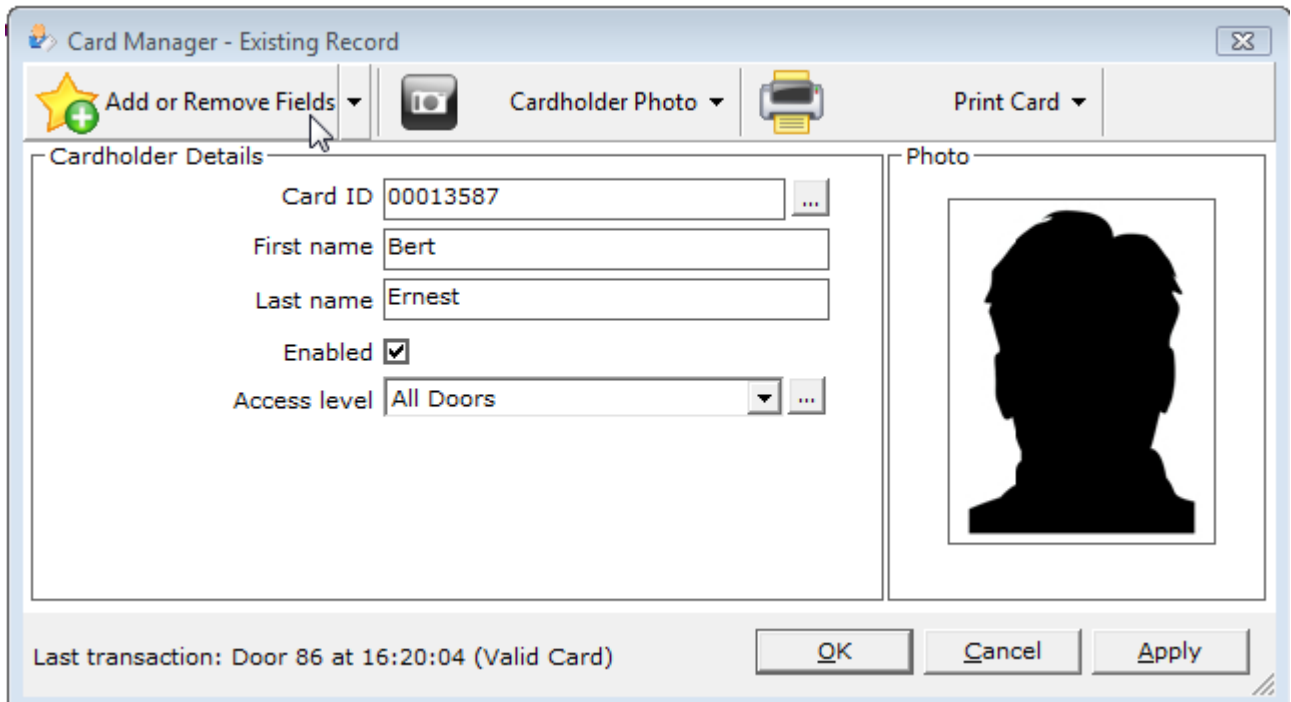
1

Open the **Card Manager** screen by right-clicking a record in the [System List](#).



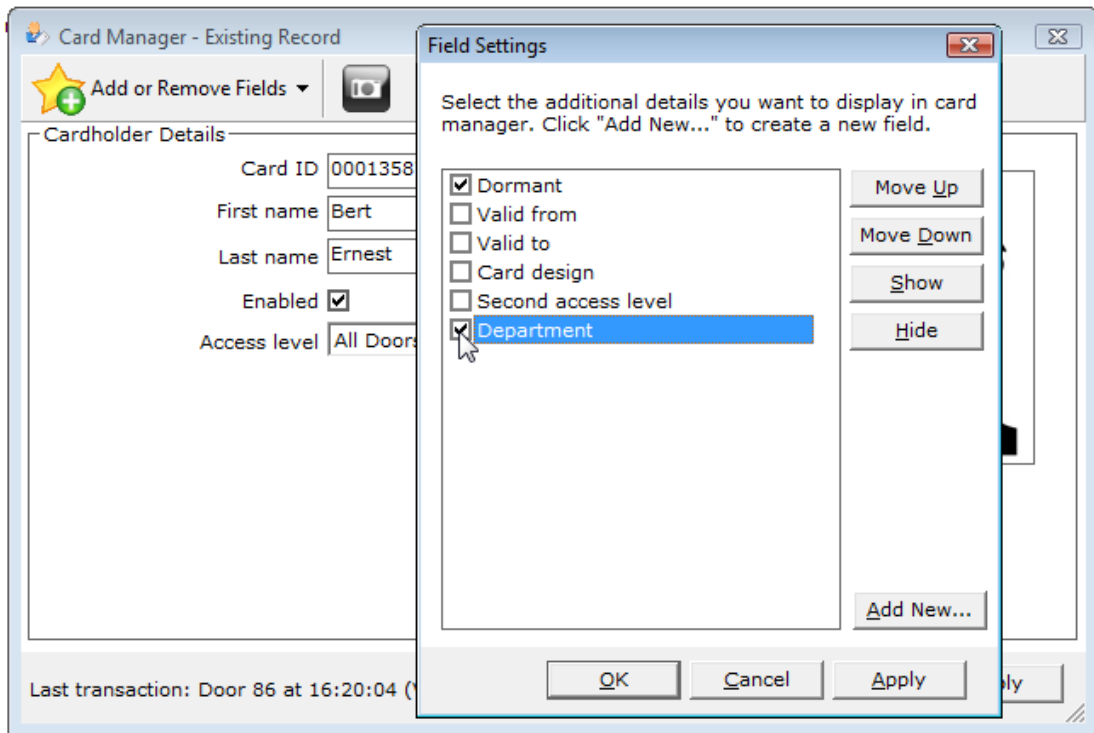
2

Click **Add or Remove Fields** in the toolbar.



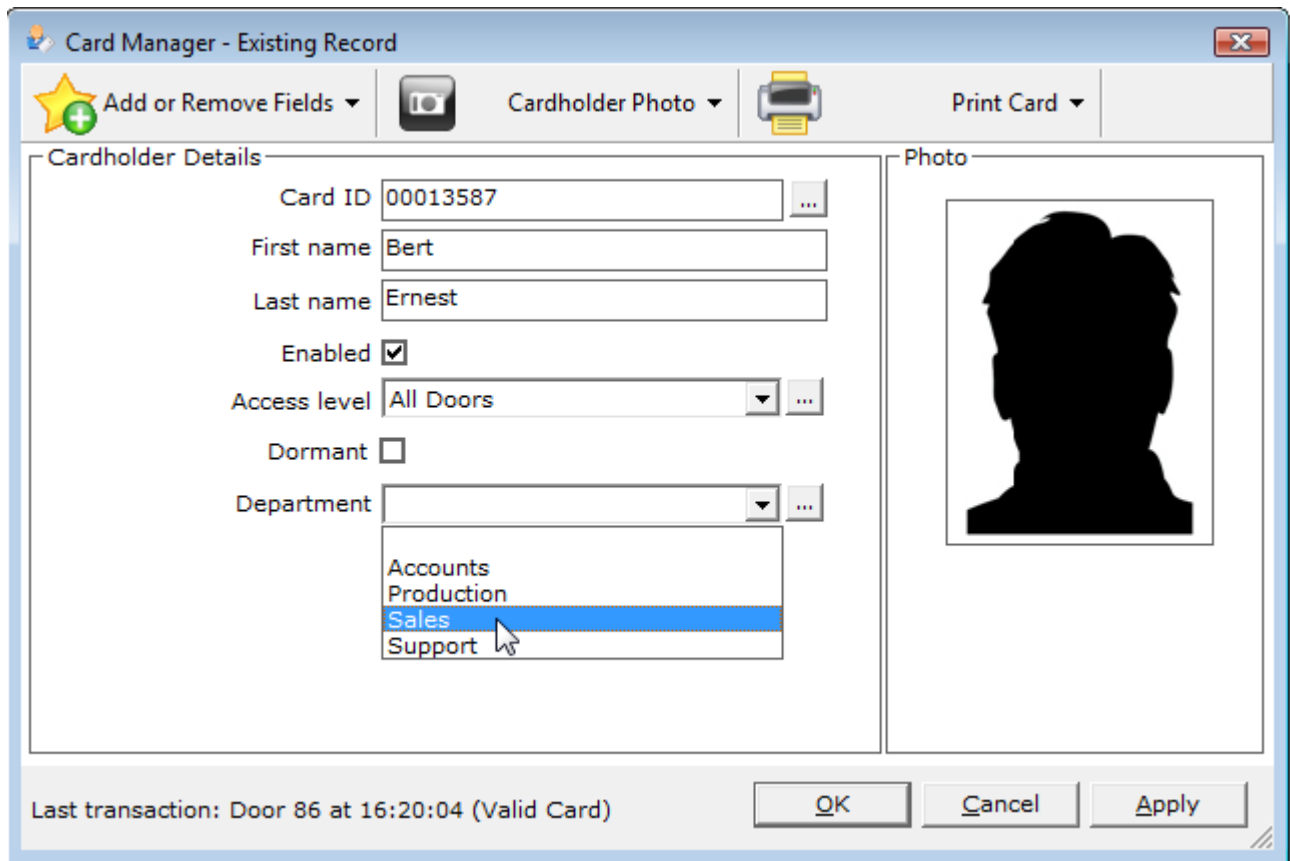
3

Tick the fields to be included. Click **Add New** to create a new custom field if required. Click OK when finished.



4

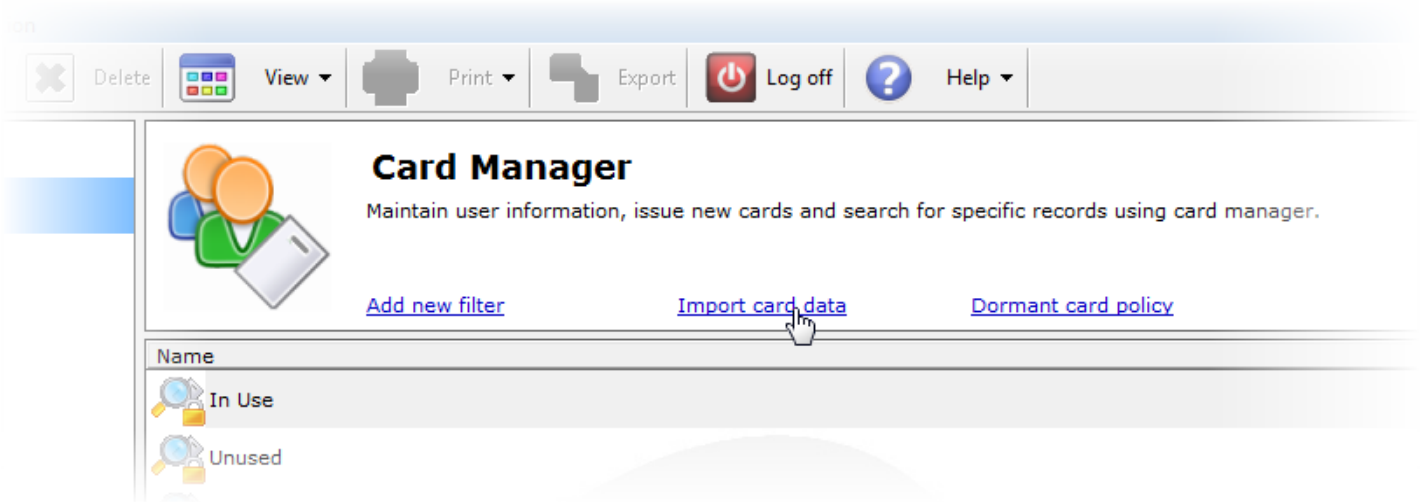
The newly added fields will be shown in the **Card Manager** screen, and will now be displayed for all card records.



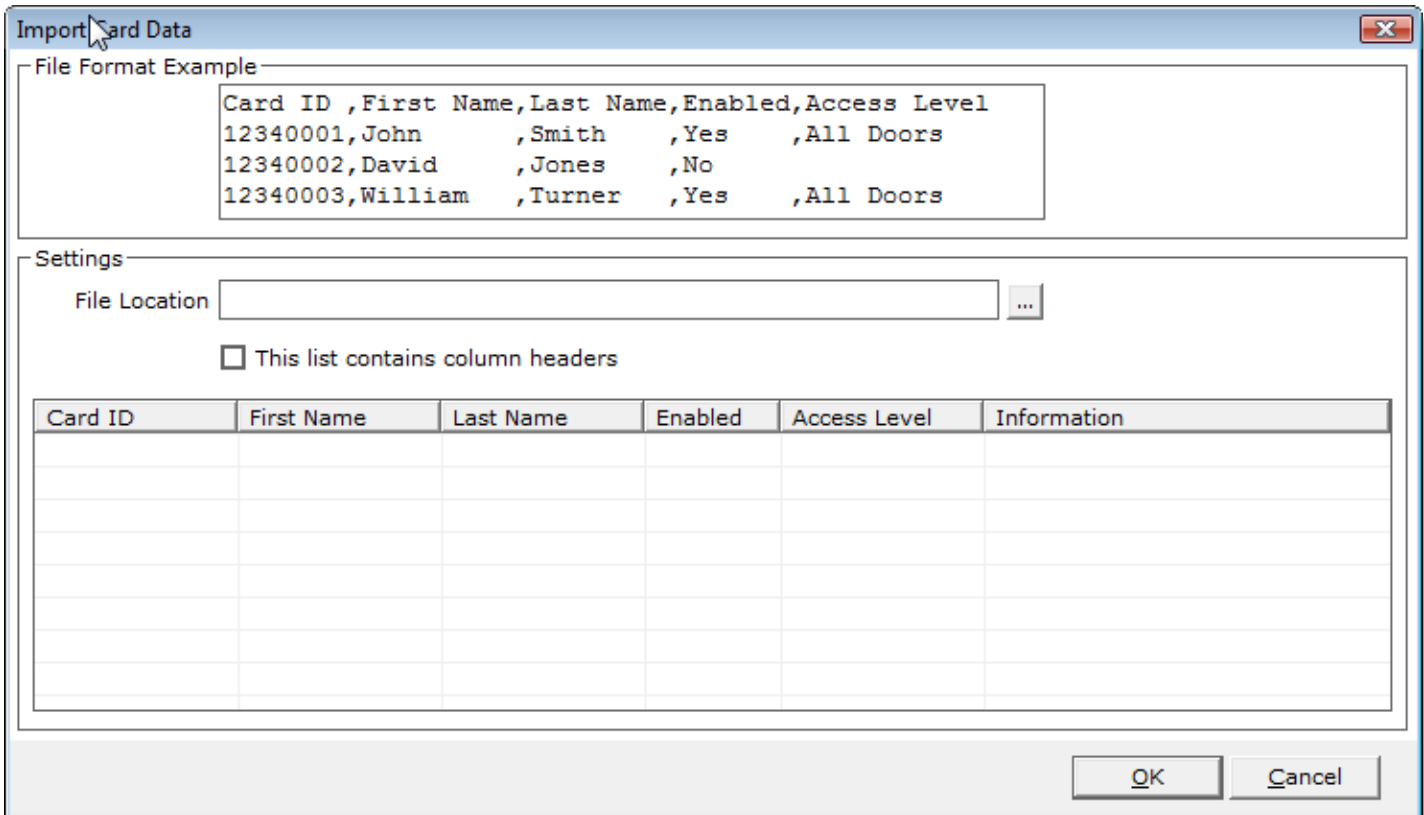
P Using Card Data Import to Add or Update Cards

Card Data Import offers a simple way of adding or updating a group of cards.


- 1 Open **Card Data Import** from **Card Manager's Task Panel**.

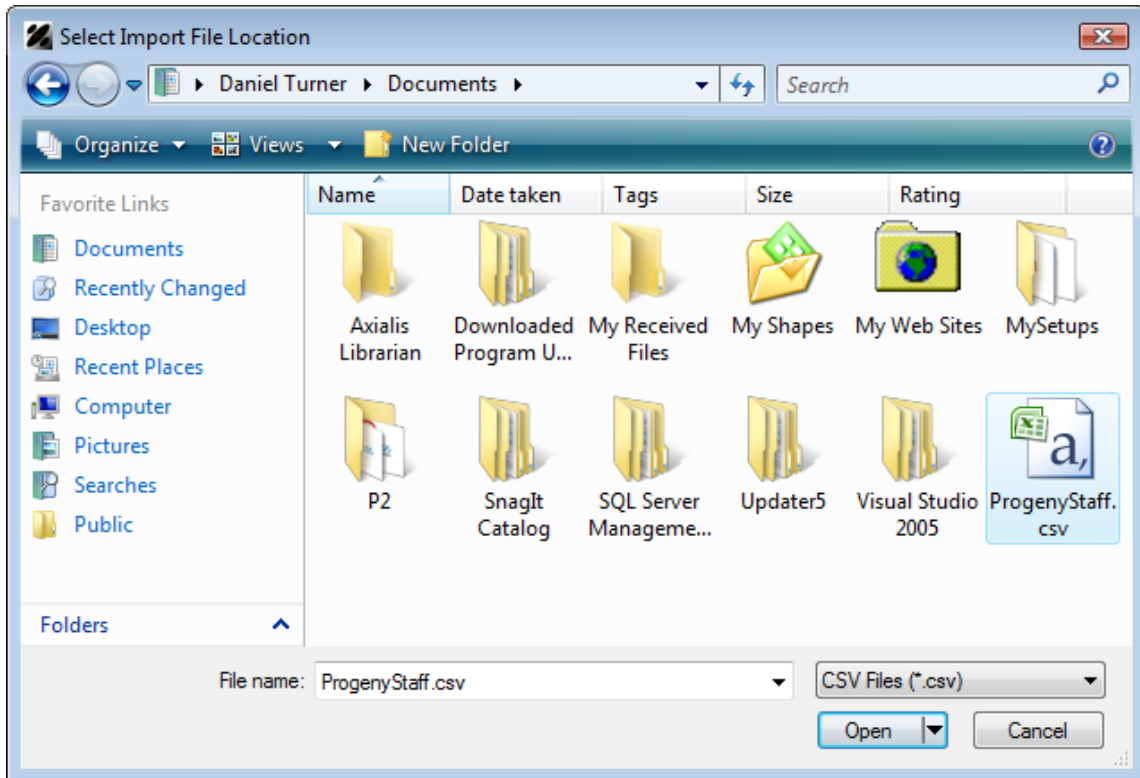


- 2 An example of the import file format is shown at the top of the screen.



3

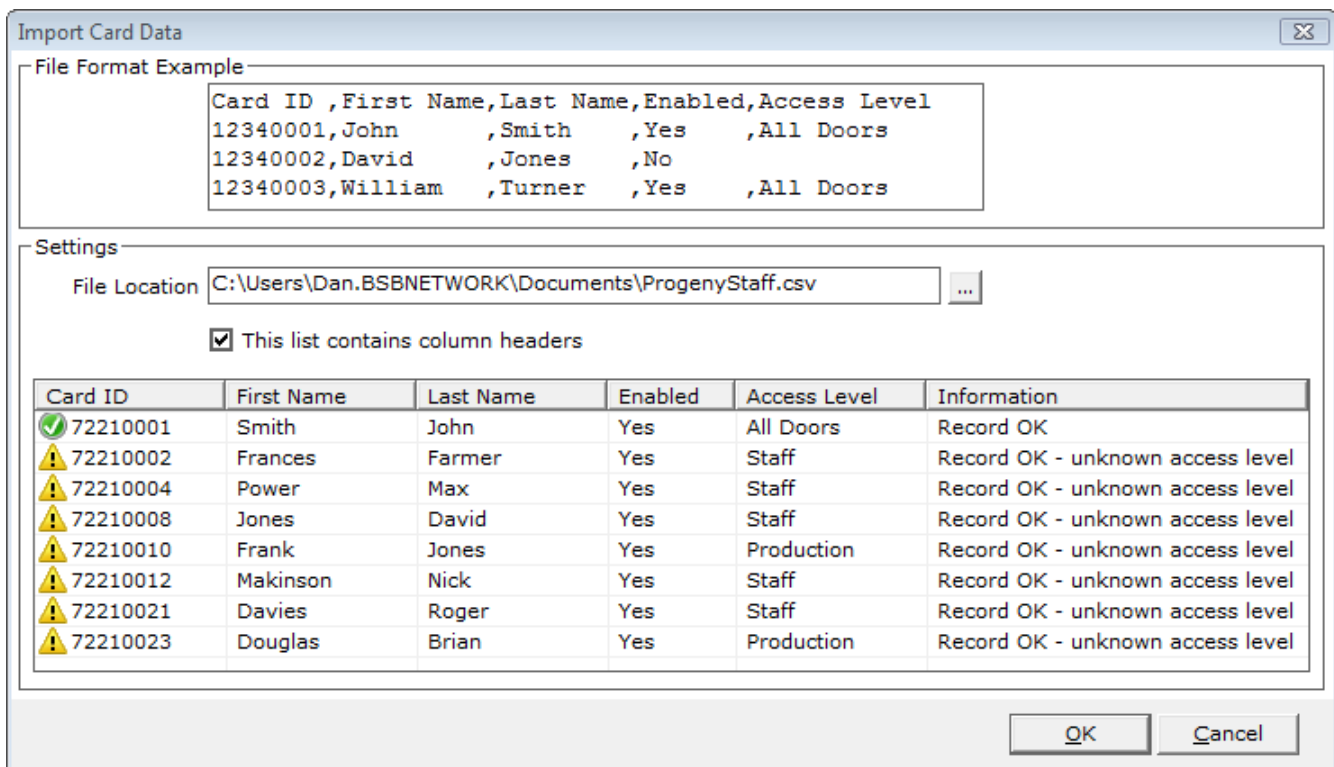
Tick the “**This list contains column headers**” if required. Click the  button to select the import file location. Click **Open**.



4

The import file will be validated before importing. Any errors can be corrected before cards are added or updated. The below example cannot find an **Access Level** called “Production”. This can be addressed by either:

- Creating a new access level with this name (See [Restricting Card Access by Door](#))
- Importing the records without the missing **Access Level**.



5

Click **OK** to start the import. A message will appear when it is complete.

File Format Example

```
Card ID ,First Name,Last Name,Enabled,Access Level
12340001,John ,Smith ,Yes ,All Doors
12340002,David ,Jones ,No
12340003,William ,Turner ,Yes ,All Doors
```

Settings

File Location: C:\Users\Dan.BSBNETWORK\Documents\ProgenyStaff.csv

This list contains column headers

Card ID	First Name	Last Name	Information
72210001	Smith	John	Record updated
72210002	Frances	Farmer	Record added - unknown access...
72210004	Power	Max	Record added - unknown access...
72210008	Jones	David	Record added - unknown access...
72210010	Frank	Jones	Record added - unknown access...
72210012	Makinson	Nick	Record added - unknown access...
72210021	Davies	Roger	Record updated - unknown acce...
72210023	Douglas	Brian	Record updated - unknown acce...

Import Card Data (Message Box): Import complete! OK

Buttons: OK, Cancel

6

View the newly added records in Card Manager's **All** filter.

System Manager

- Cards
- In Use
- Unused
- All**
- Dormant
- Events
- Doors
- Access Levels
- Time Zones
- Calendars
- Space Zones
- Anti-Passback Zones
- Triggers
- Alarms
- Floor Plans
- Sync Centre
- Backup and Restore
- Users and Passwords
- Custom Fields

All

Search for:

8 matching records found

[Add new card](#) [Advanced Search](#) [Card Change Wizard](#)

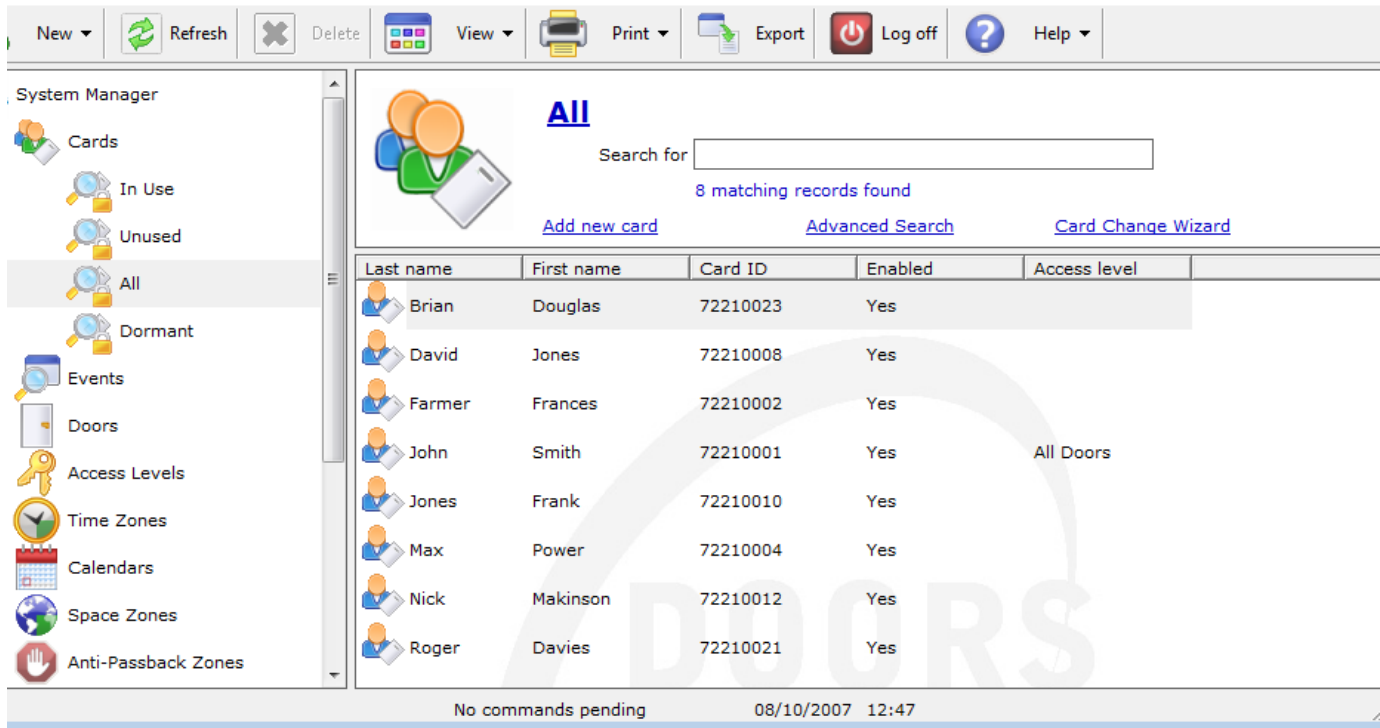
Last name	First name	Card ID	Enabled	Access level
Brian	Douglas	72210023	Yes	
David	Jones	72210008	Yes	
Farmer	Frances	72210002	Yes	
John	Smith	72210001	Yes	All Doors
Jones	Frank	72210010	Yes	
Max	Power	72210004	Yes	
Nick	Makinson	72210012	Yes	
Roger	Davies	72210021	Yes	

DOORS Express PROFESSIONAL

Quickly Search for Cards

1

Open the **All** filter in **Card Manager**.



System Manager

- Cards
 - In Use
 - Unused
 - All**
 - Dormant
- Events
- Doors
- Access Levels
- Time Zones
- Calendars
- Space Zones
- Anti-Passback Zones

All

Search for

8 matching records found

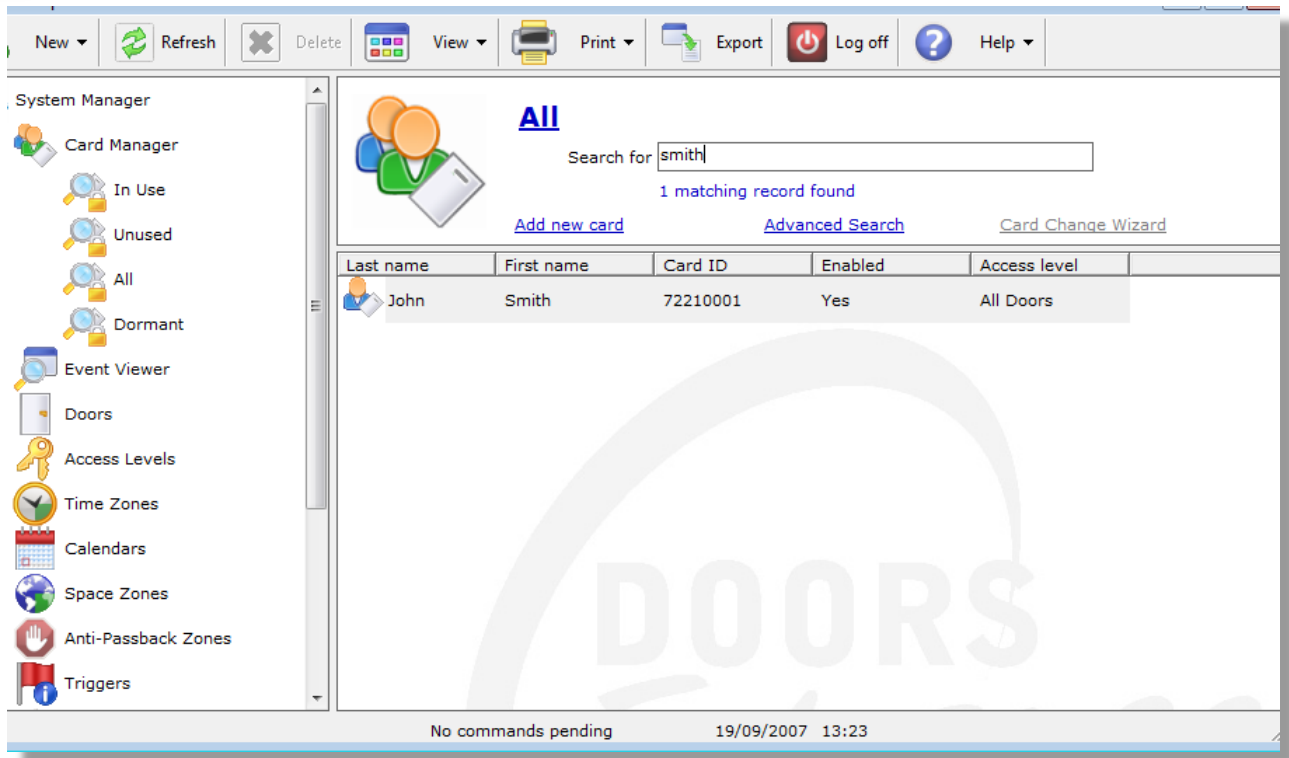
[Add new card](#) [Advanced Search](#) [Card Change Wizard](#)

Last name	First name	Card ID	Enabled	Access level
Brian	Douglas	72210023	Yes	
David	Jones	72210008	Yes	
Farmer	Frances	72210002	Yes	
John	Smith	72210001	Yes	All Doors
Jones	Frank	72210010	Yes	
Max	Power	72210004	Yes	
Nick	Makinson	72210012	Yes	
Roger	Davies	72210021	Yes	

No commands pending 08/10/2007 12:47

2

Enter the search text in the "Search For" box.



System Manager

- Card Manager
 - In Use
 - Unused
 - All
 - Dormant
- Event Viewer
- Doors
- Access Levels
- Time Zones
- Calendars
- Space Zones
- Anti-Passback Zones
- Triggers

All

Search for

1 matching record found

[Add new card](#) [Advanced Search](#) [Card Change Wizard](#)

Last name	First name	Card ID	Enabled	Access level
John	Smith	72210001	Yes	All Doors

No commands pending 19/09/2007 13:23

Performing an Advanced Card Search

- 1 Open the **All** filter in **Card Manager**. Click **Advanced Search**, and enter the search criteria. Click **OK**.

The screenshot shows the Card Manager interface with the 'All' filter selected. The 'Advanced Search' dialog box is open, showing the search criteria: 'Access level equals Staff'. The search results table displays 8 records:

Last name	First name	Card ID	Enabled	Access level
Brian	Douglas	72210023	Yes	
Max	Power	72210004	Yes	Staff
Nick	Makinson	72210012	Yes	Staff
Roger	Davies	72210021	Yes	Staff

- 2 Matching card records will be displayed. Clear the results by clicking the **Search For** box.

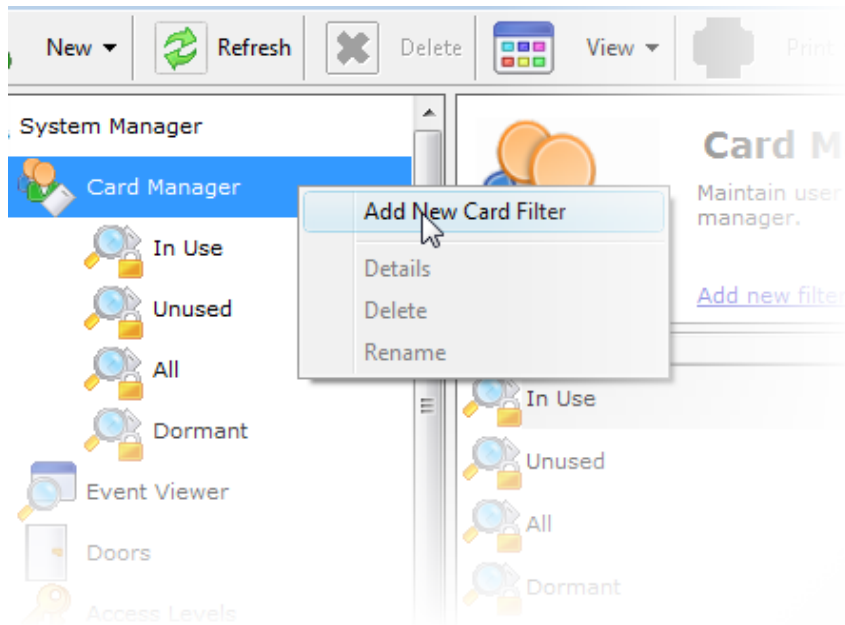
The screenshot shows the Card Manager interface with the search results table updated. The search criteria has been cleared, and the search results table displays 5 records:

Last name	First name	Card ID	Enabled	Access level
David	Jones	72210008	Yes	Staff
Farmer	Frances	72210002	Yes	Staff
Max	Power	72210004	Yes	Staff
Nick	Makinson	72210012	Yes	Staff
Roger	Davies	72210021	Yes	Staff

Creating a Card Report

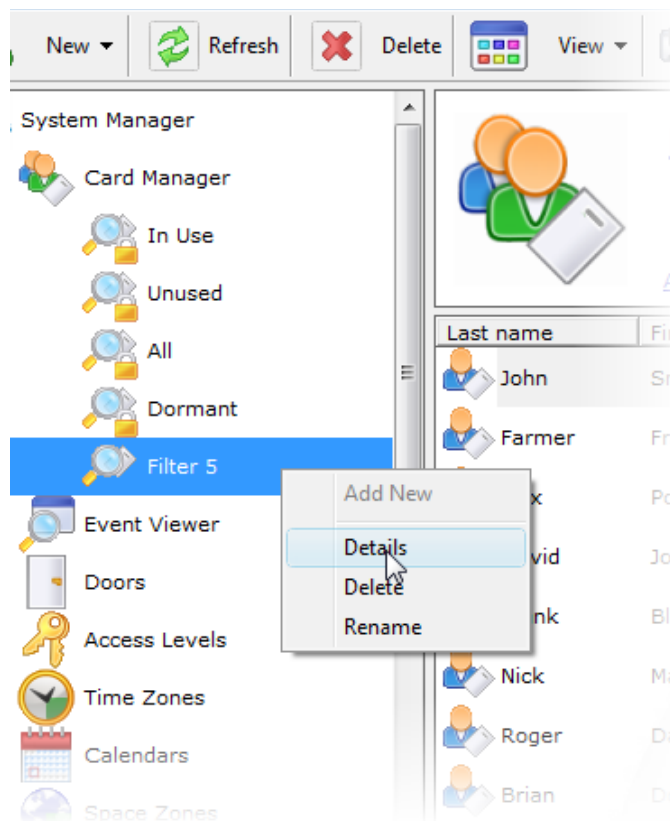
1

Right-click **Card Manager**, and select **Create New Card Filter**.



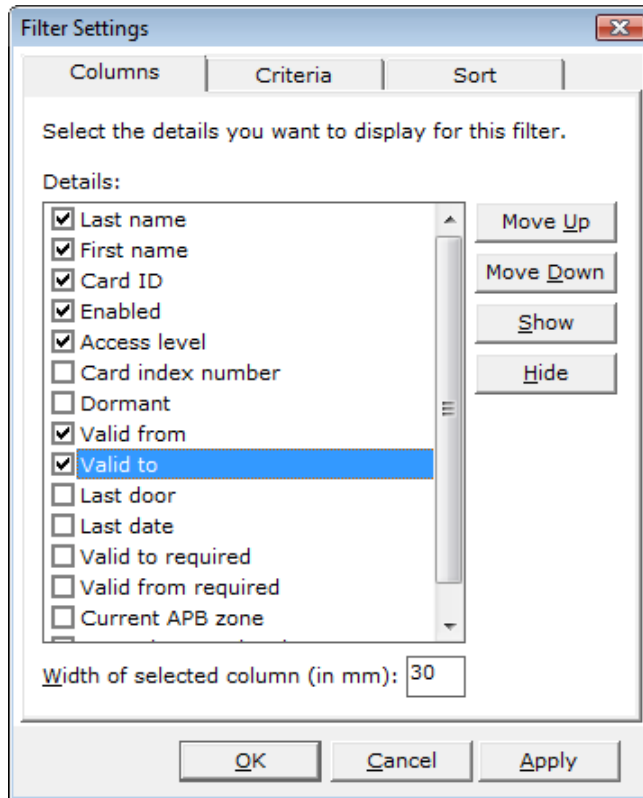
2

Right-click the newly added report, and select **Details** to change the settings.



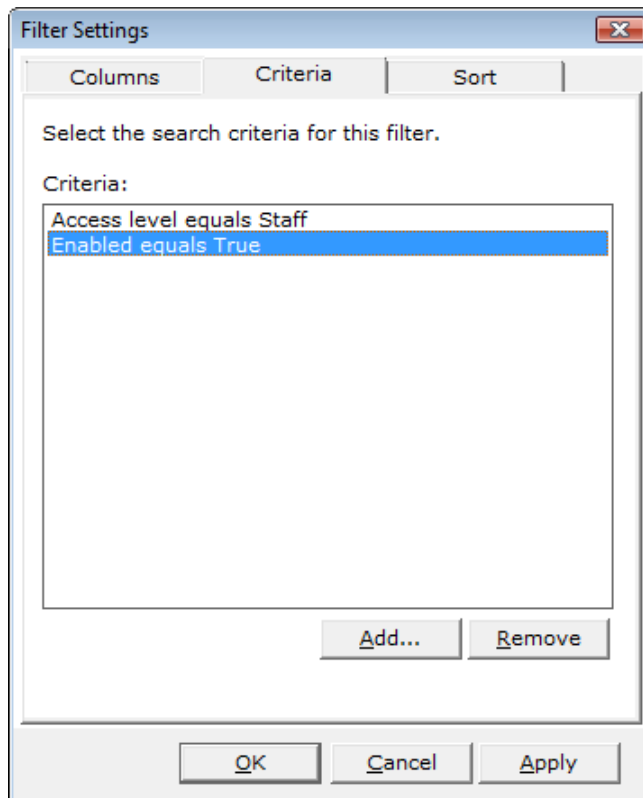
3

Select the **Columns** to display in the [System List](#).



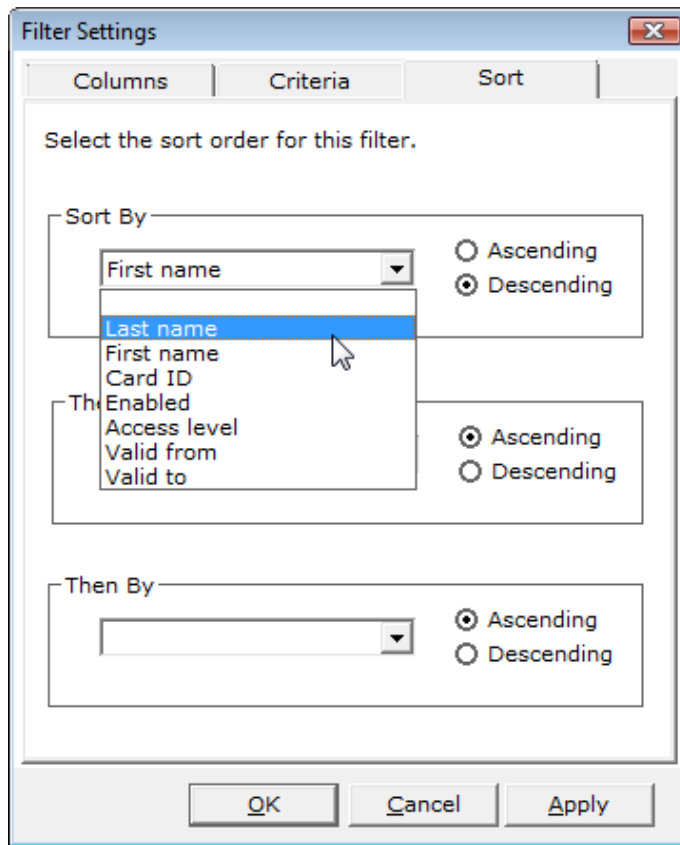
4

Use the **Add** and **Remove** buttons to change the **Criteria**. In the below example, only enabled cards with a "Staff" **Access Level** will be returned.



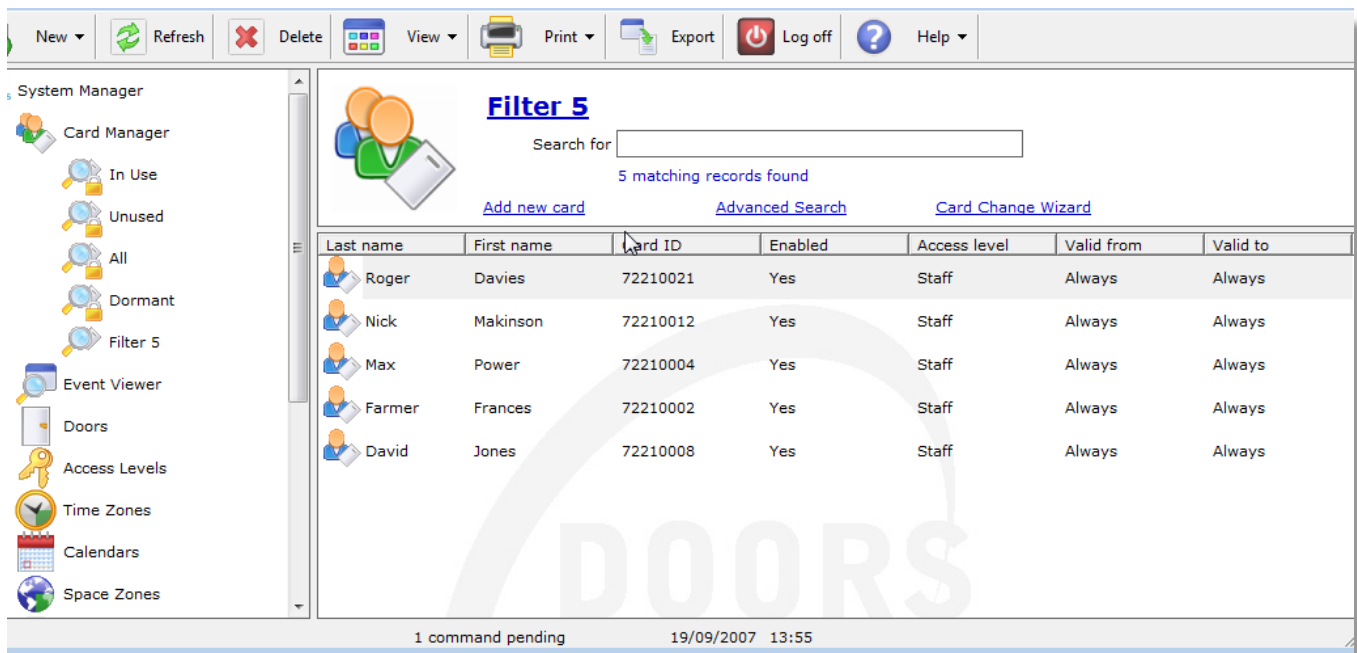
5

Select the order the results will be displayed using **Sort**.



6

Click **OK** to view the results. These can be filtered further by using [Quickly Search for Cards](#) or [Performing an Advanced Card Search](#).



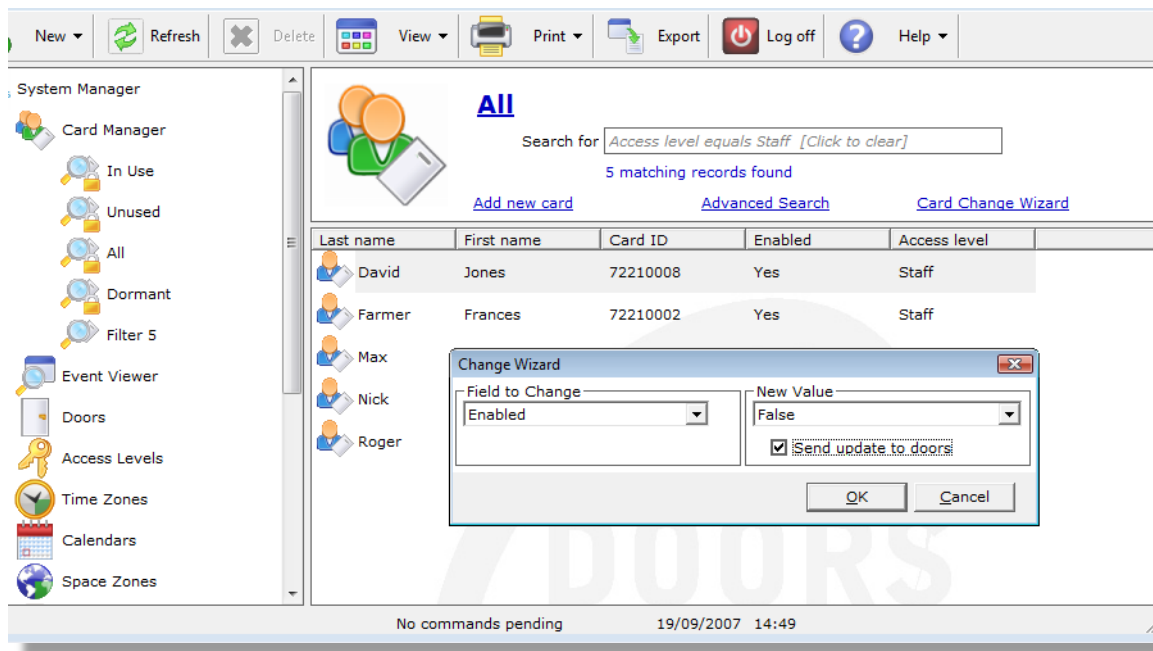
Using Change Wizard to Update Cards

In the following example, all cards with an **Access Level** of “Staff” will be disabled.

1 Search for all cards with a Staff Access Level, as described in [Performing an Advanced Card Search](#).

2 Click **Card Change Wizard**.

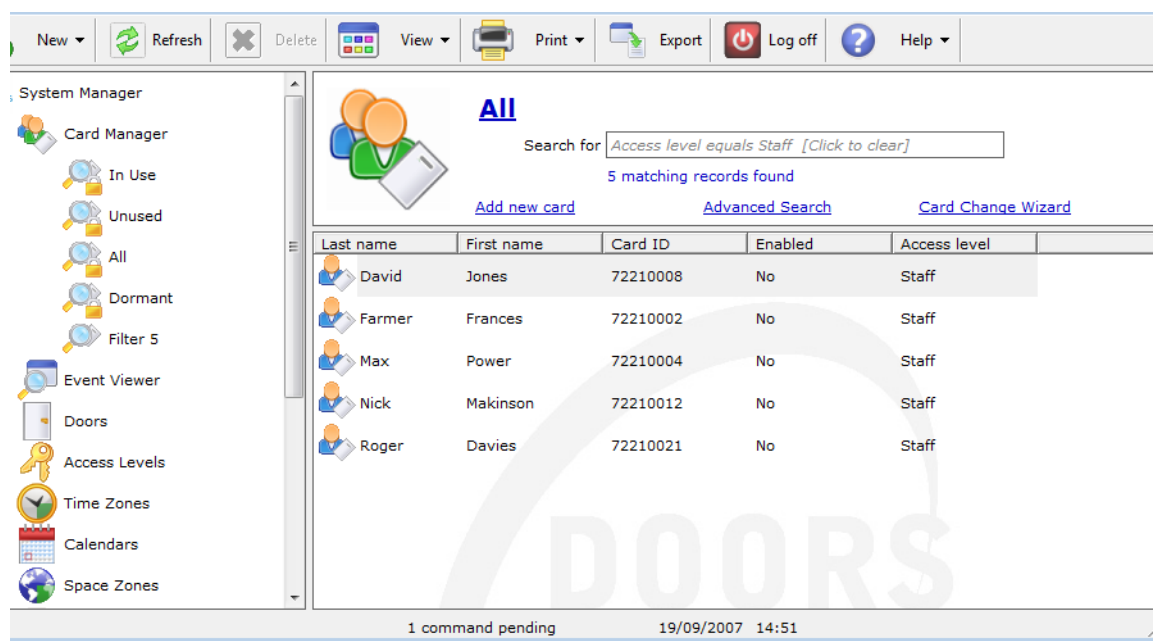
3 Select **Enabled** from **Field to Change**, and **False** from the **New Value**. In this instance, it is necessary to inform the doors of the change, so tick **Send Update to Doors**.



The screenshot shows the System Manager interface with a search for "Access level equals Staff" resulting in 5 matching records. A "Change Wizard" dialog box is open, showing the "Field to Change" set to "Enabled" and the "New Value" set to "False". The "Send update to doors" checkbox is checked. The status bar at the bottom indicates "No commands pending" and the time is 19/09/2007 14:49.

Last name	First name	Card ID	Enabled	Access level
David	Jones	72210008	Yes	Staff
Farmer	Frances	72210002	Yes	Staff
Max				
Nick				
Roger				

4 Click **OK**. The records have been updated.



The screenshot shows the System Manager interface with the same search criteria. The "Change Wizard" dialog box is no longer present. The status bar at the bottom indicates "1 command pending" and the time is 19/09/2007 14:51.

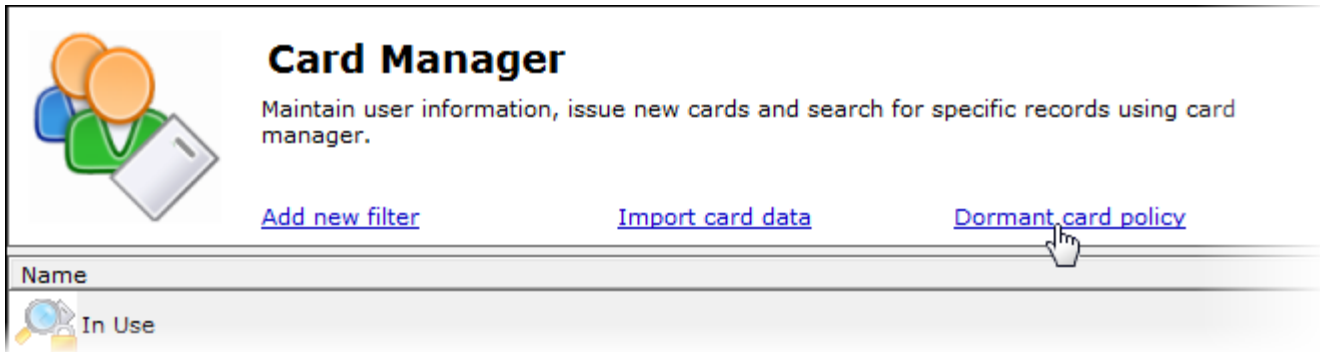
Last name	First name	Card ID	Enabled	Access level
David	Jones	72210008	No	Staff
Farmer	Frances	72210002	No	Staff
Max	Power	72210004	No	Staff
Nick	Makinson	72210012	No	Staff
Roger	Davies	72210021	No	Staff

Disabling Cards Using Dormant Card Policy

Dormant Card Policy allows you to automatically disable cards that have been issued, but not used for a specified period of time. The **Dormant** check is set for any cards that have not been used. This can be displayed and changed in **Card Manager**. See [Customising Card Manager](#) for details on how to add fields to **Card Manager**, and [Creating a Card Report](#) for how to include additional fields in a card filter.

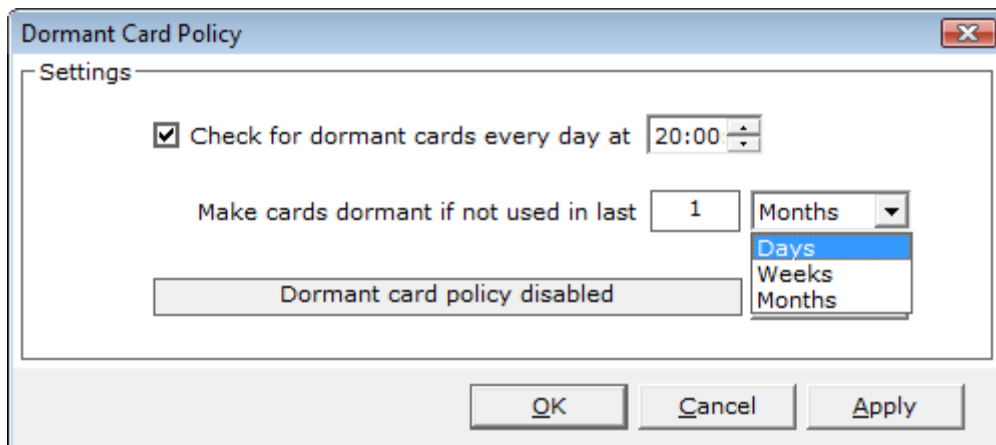
1

Open **Dormant Card Policy** from **Card Manager**'s [Task Panel](#).



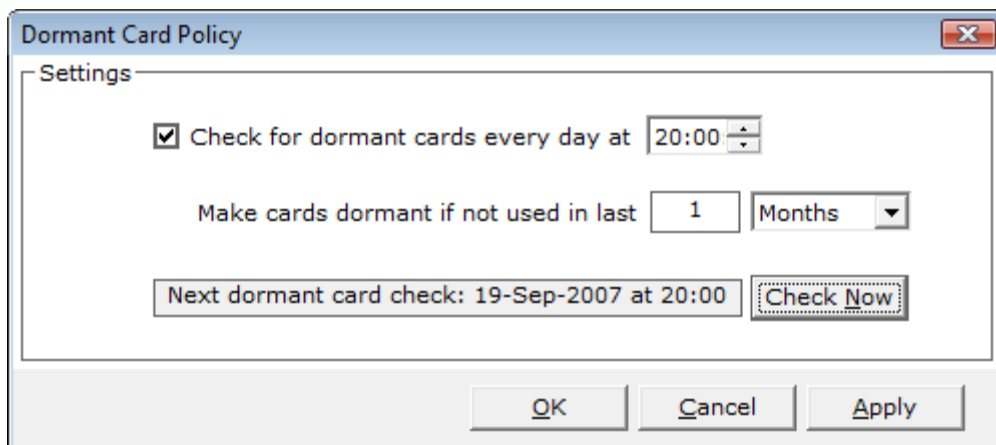
2

Tick **“Check for dormant cards every day at”** and enter values for **“Make cards dormant if not used in last”**.



3

Click **Apply**. The date and time of the next check will be updated. Use **Check Now** to check for dormant cards at any time.



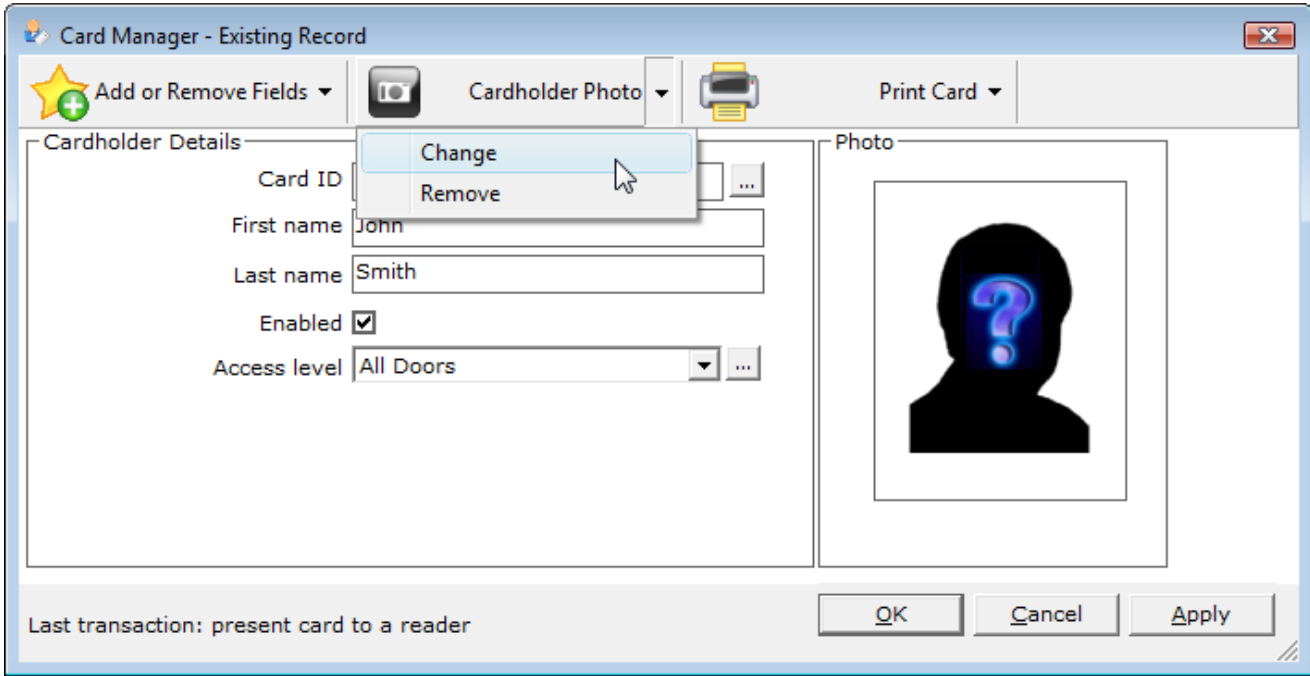
Adding a Photo to a Cardholder

1

Locate the required cards. For new cards see [Adding a Card](#). Existing cards can be found by [Performing an Advanced Card Search](#) or [Quickly Searching for Cards](#). Double-click the required card to edit the card record.

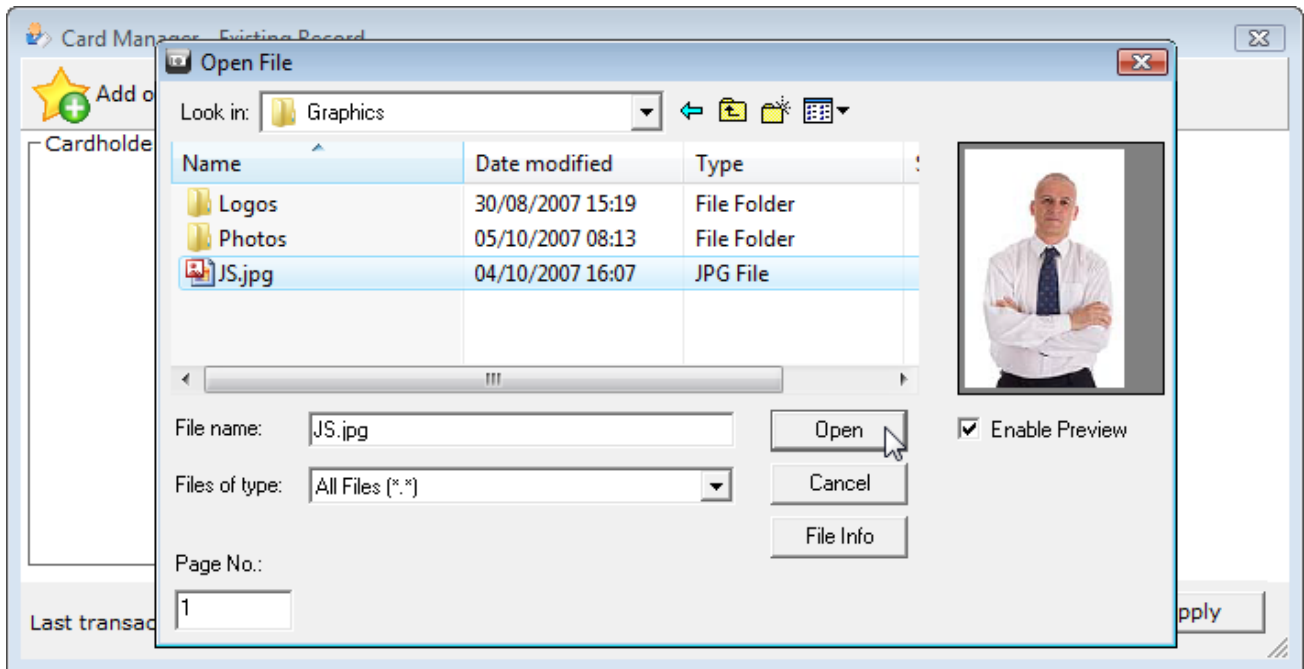
2

Click **Cardholder Photo** from the toolbar.



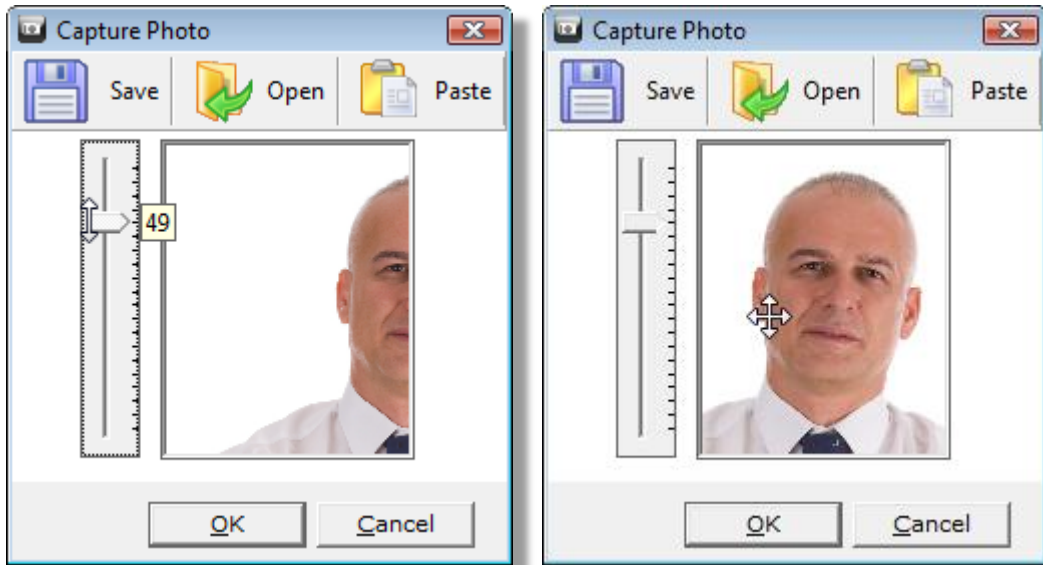
3

Click **Open** from the **Capture Photo** toolbar, and browse to the photo file location.



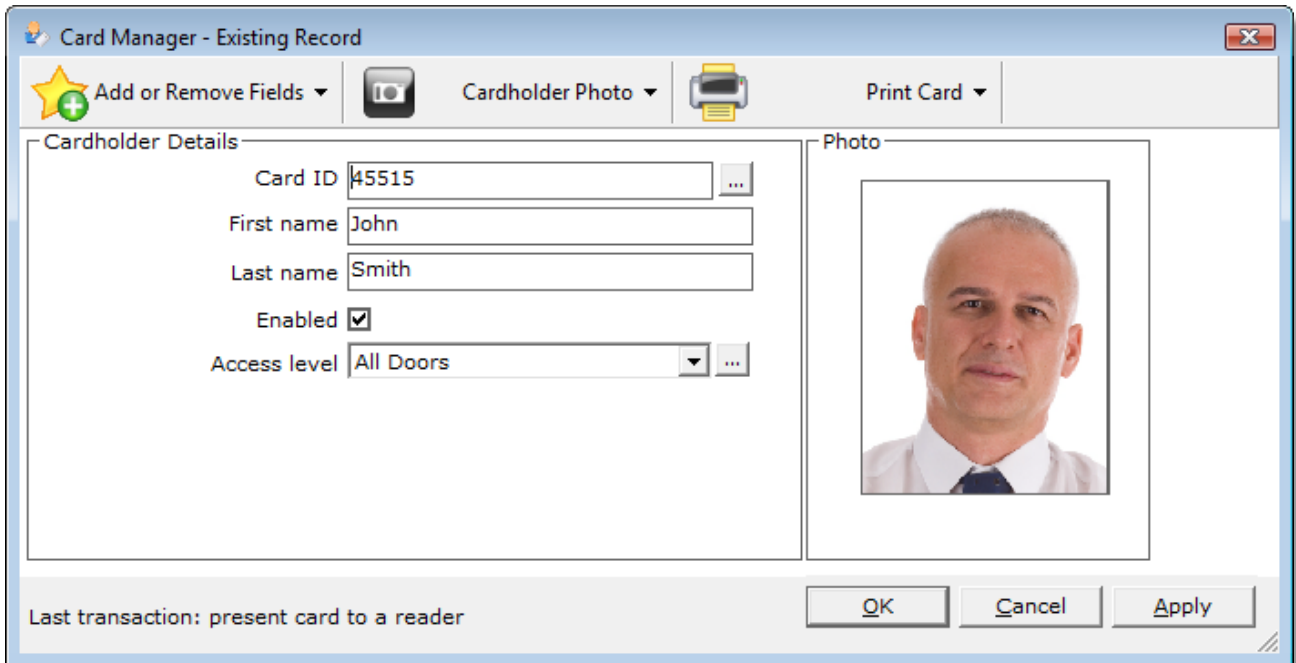
4

Size the photo using the slider bar. Position the photo by holding down the left mouse button.



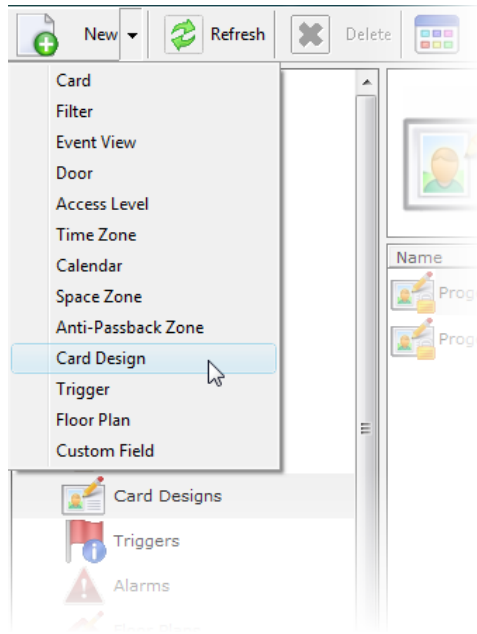
5

Click **OK**.

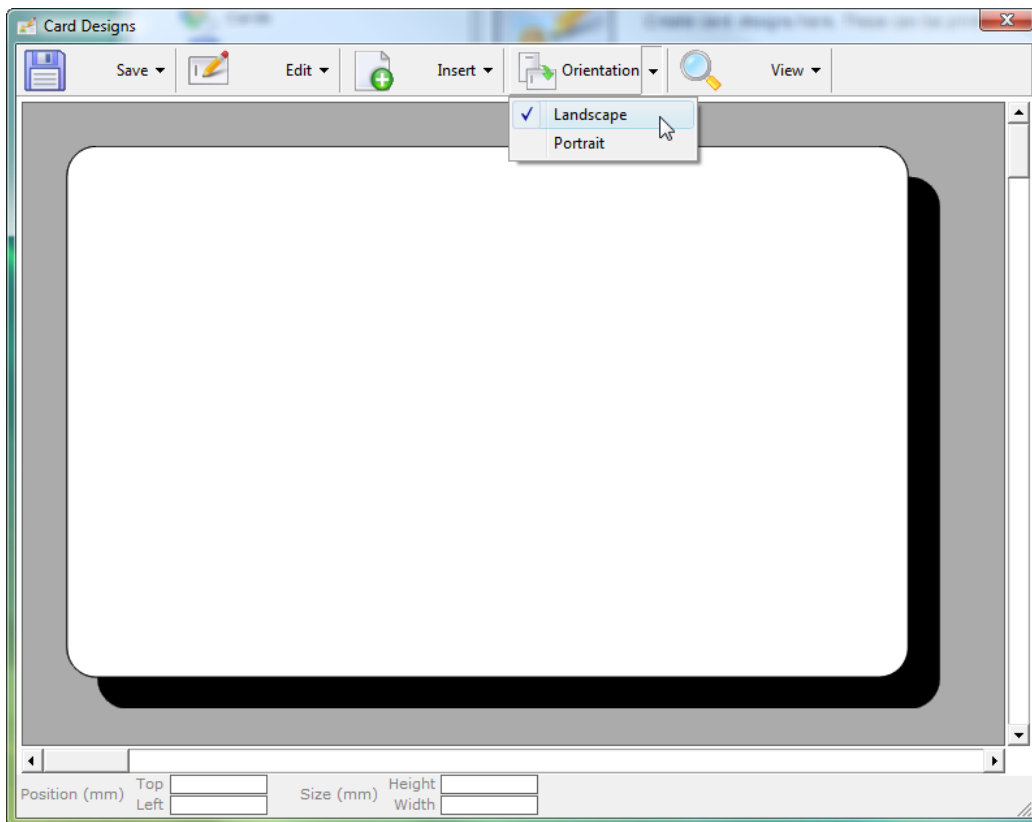


P Creating a Card Design

1 Add a new **Card Design** from the **New** menu.

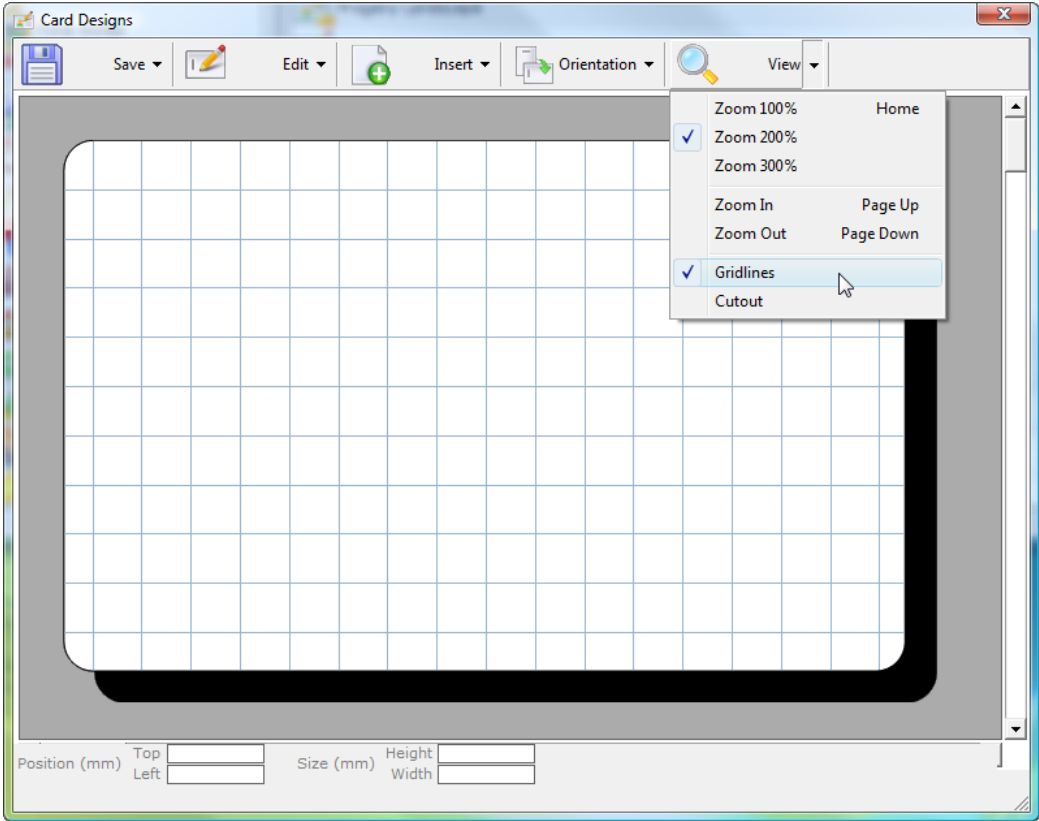


2 Select the desired **Orientation**.



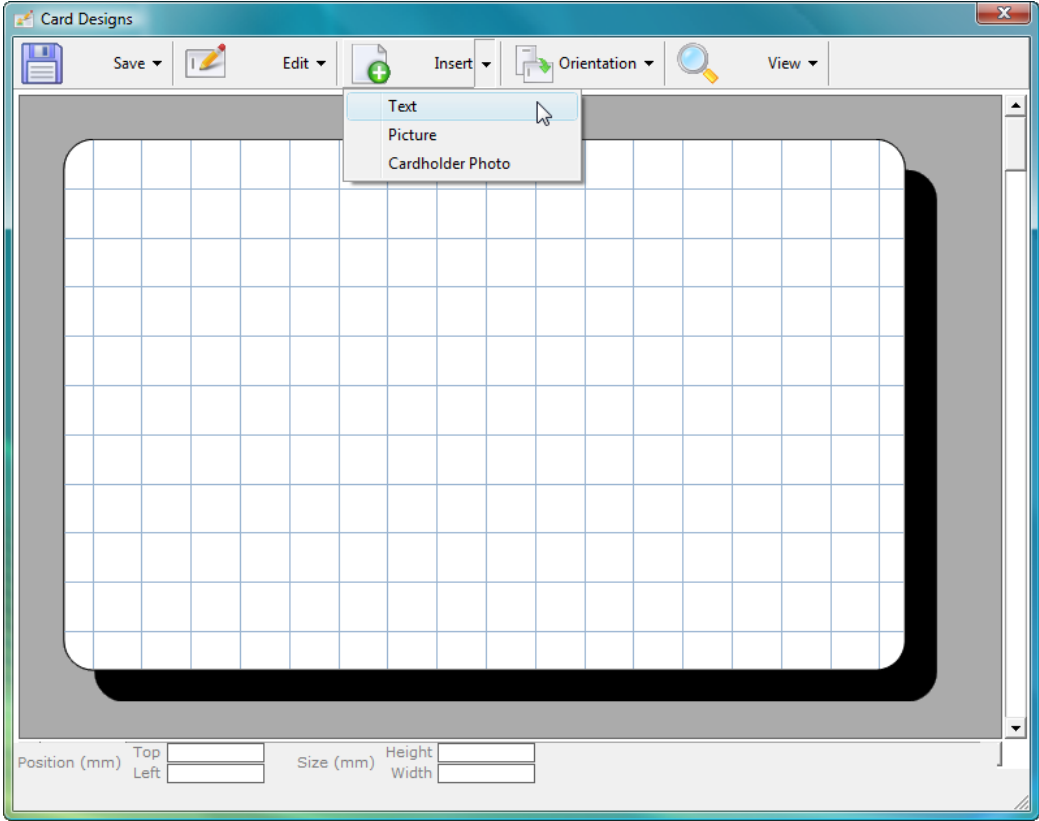
3

Add gridlines and alter the zoom level in **View**. Gridlines will not be printed with the final design.



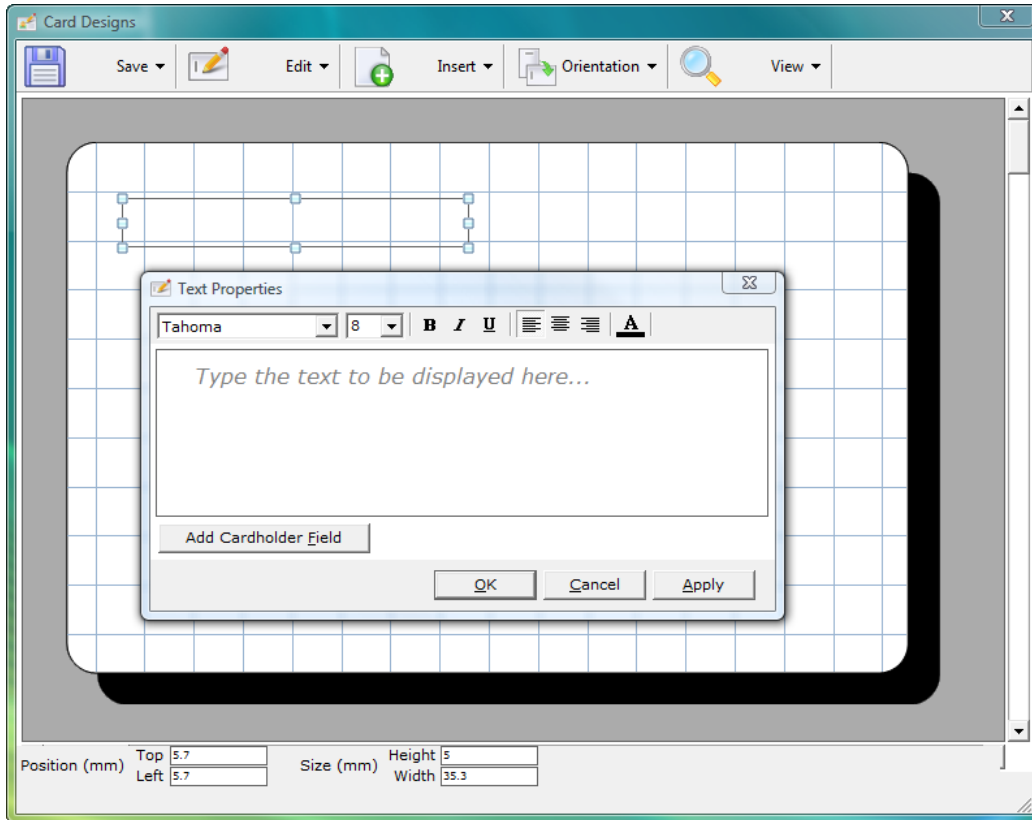
4

Use the **Insert** menu to add items to the design. Add **Text** in this way.



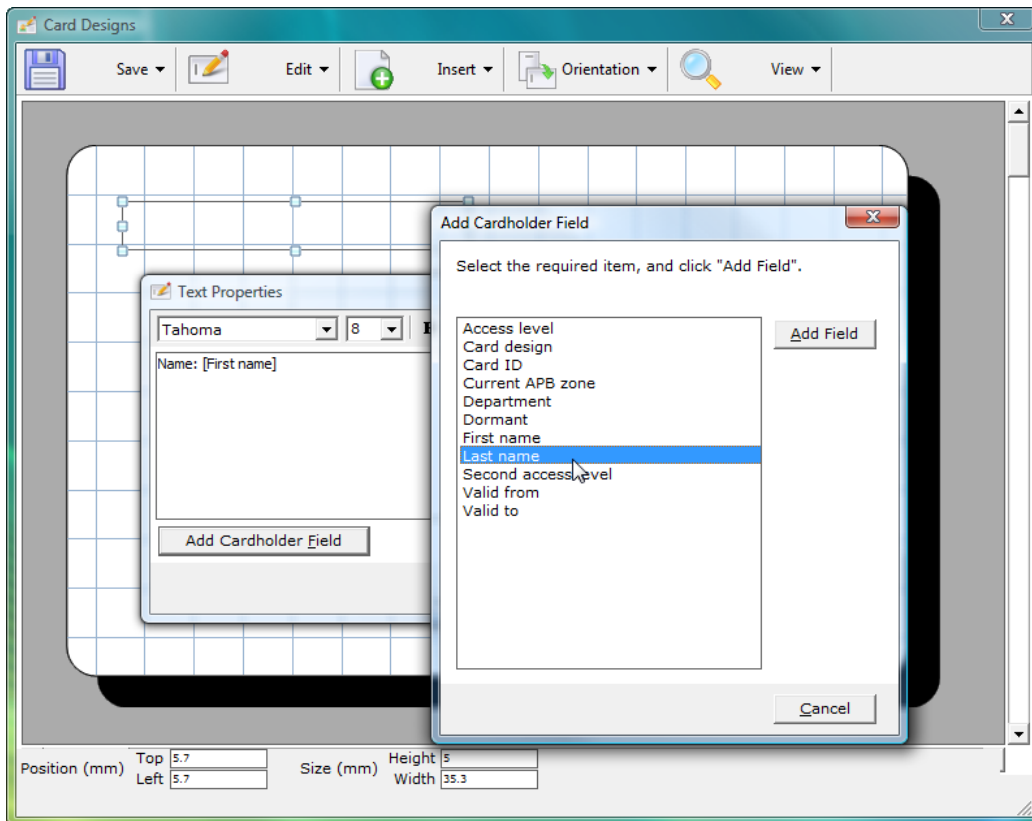
5

Enter the text and set the font and colour in the **Text Properties** screen.



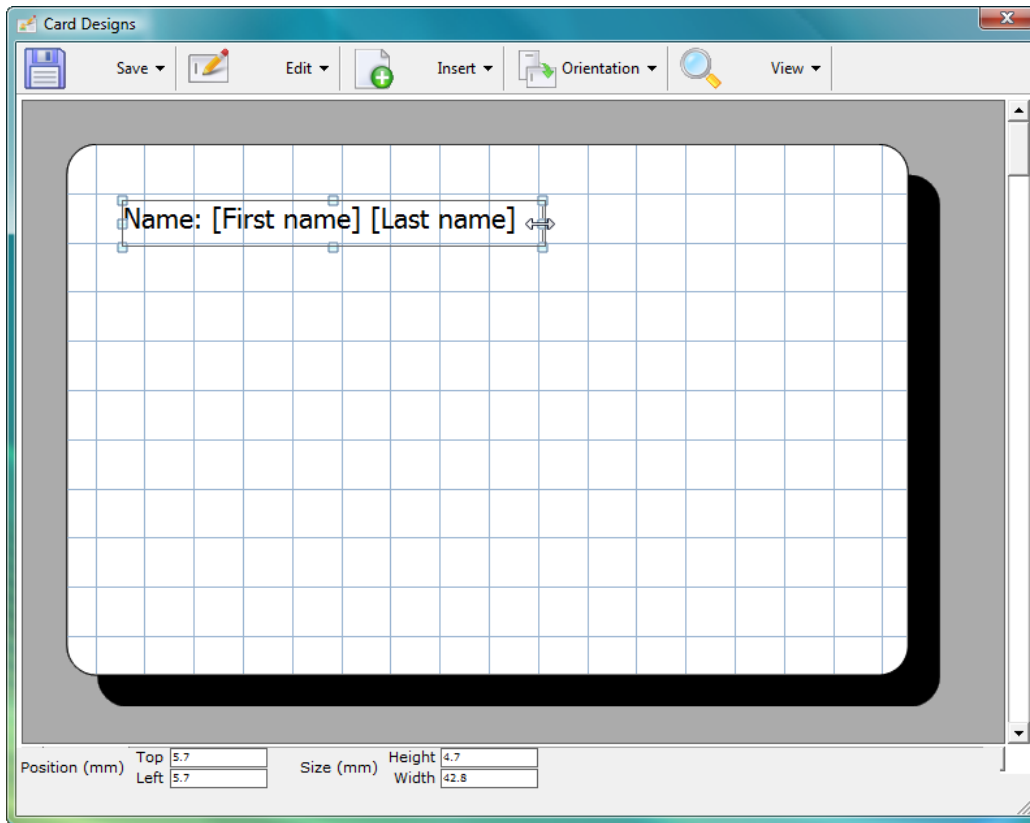
6

Click **Add Cardholder Field** to display cardholder information on the card. These fields are displayed using [and], for example, [First Name] will be replaced with the cardholder's first name when printing. Click **OK** when finished.



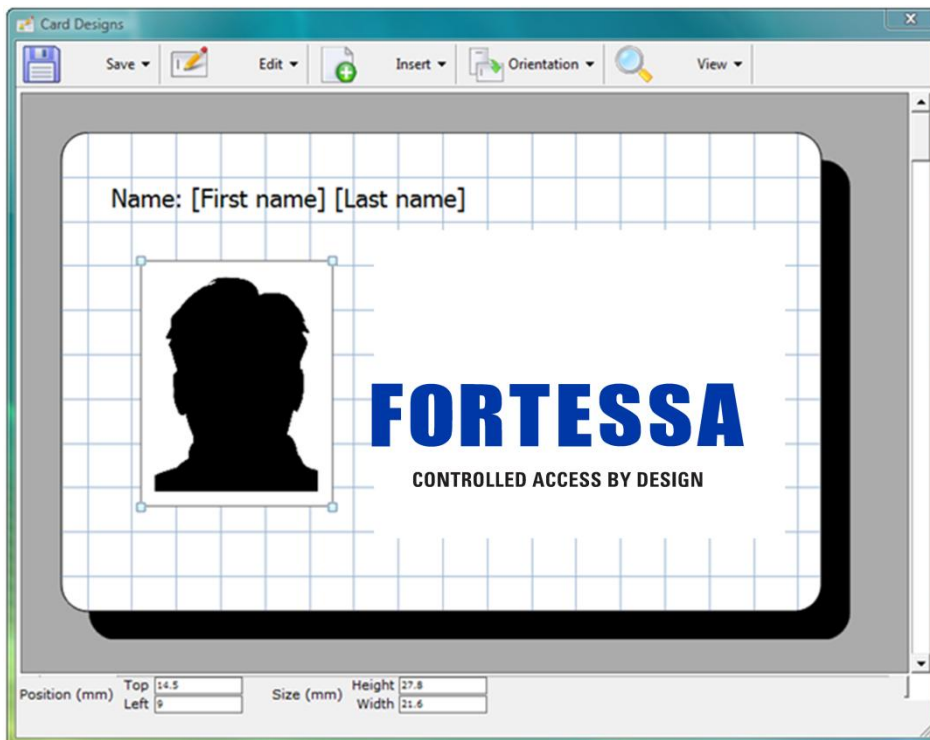
7

Size items by clicking the handles and moving the mouse, or by using the **Position** textboxes in the bottom right of the screen.



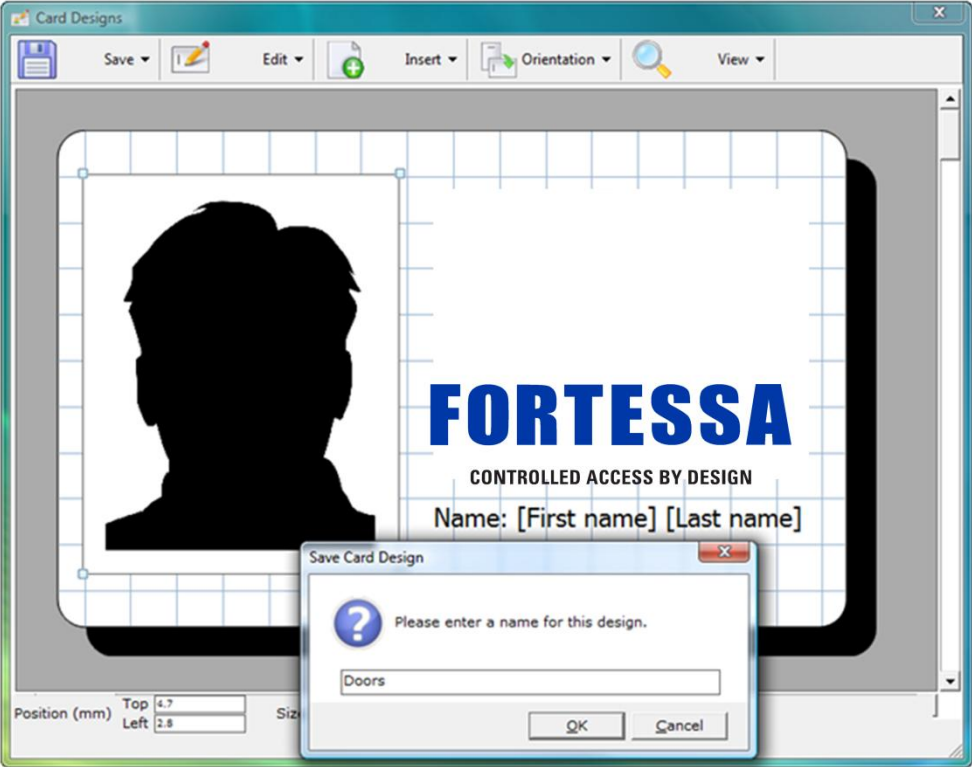
8

Add photos and pictures by using the **Insert** menu.



9

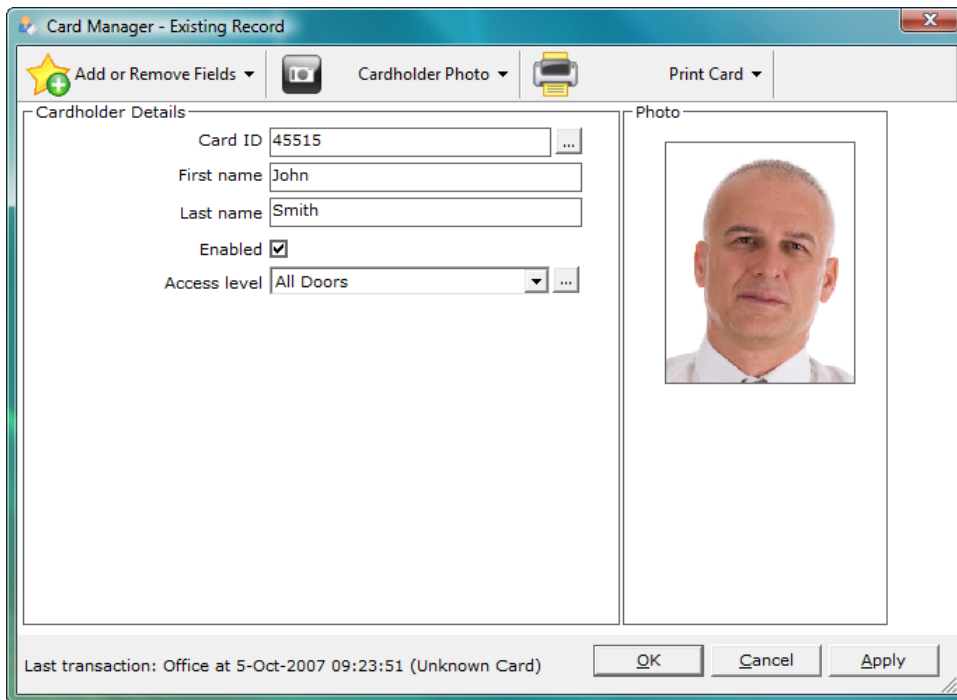
Position the newly added items. Click **OK** to save, and enter a name for the design.



Printing a Card Design

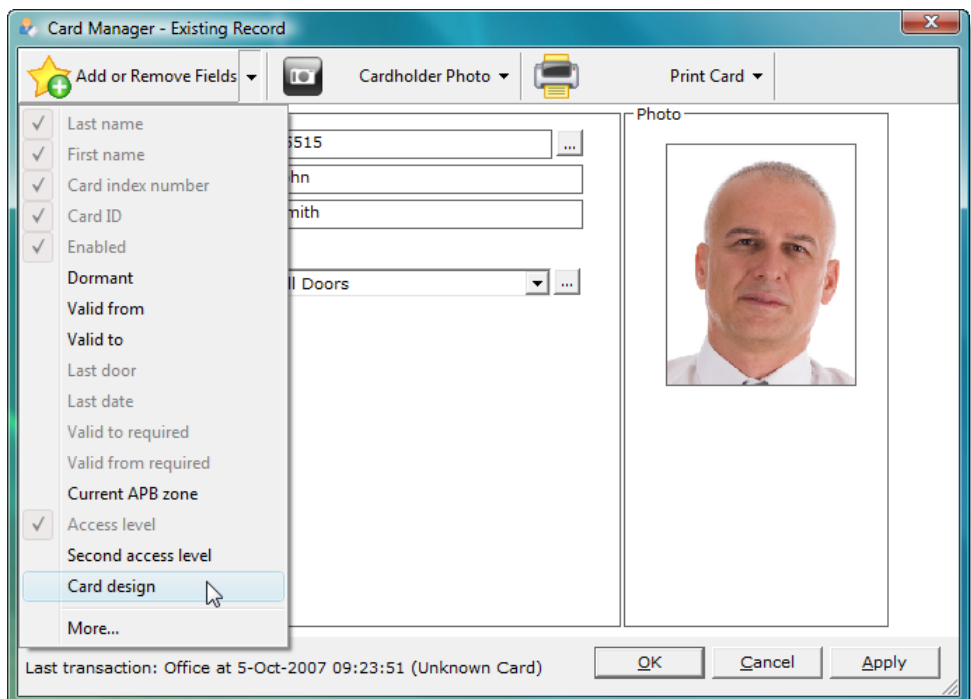
1

Open the card manager screen, and add a photo if necessary (as described in [Adding a Photo to a Cardholder](#))



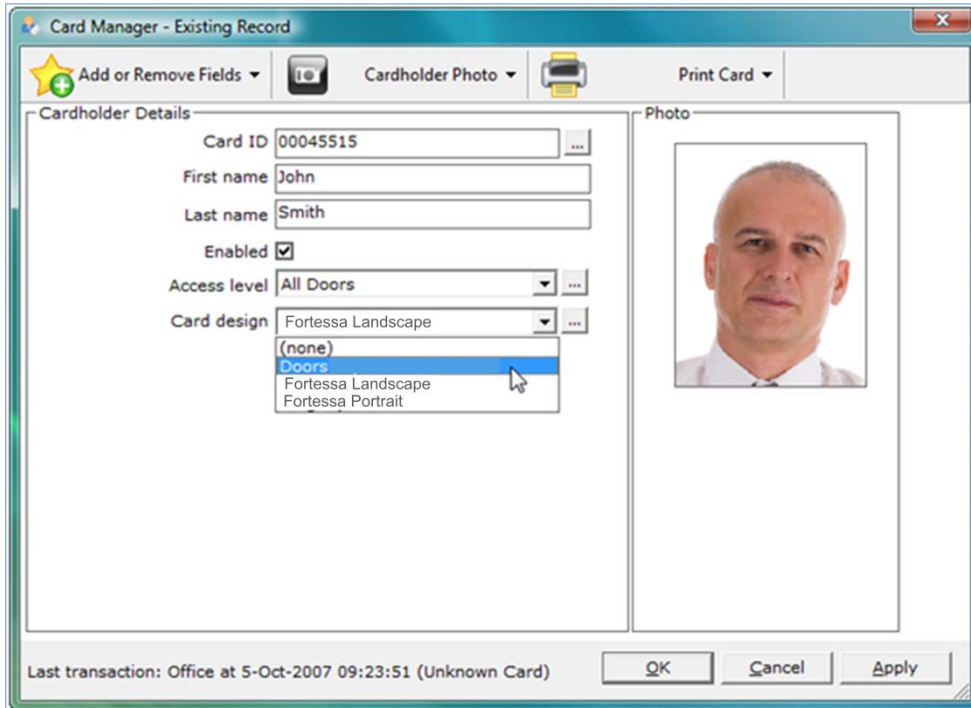
2

Ensure that the **Card Design** field is shown.



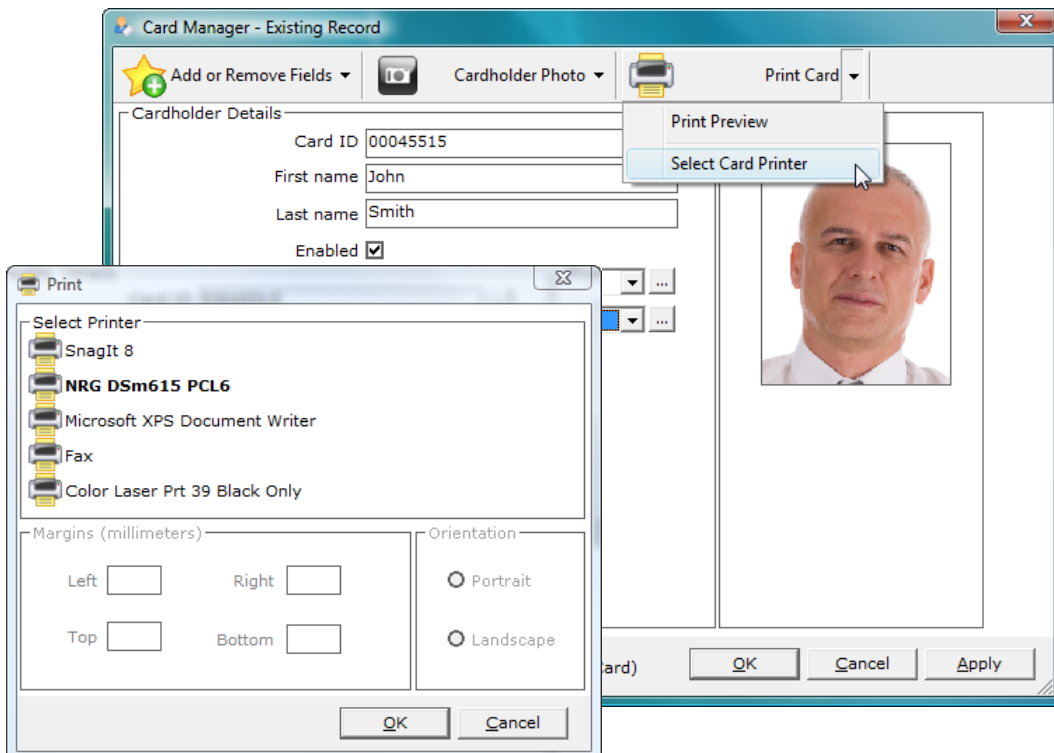
3

Select the required card design from the list.



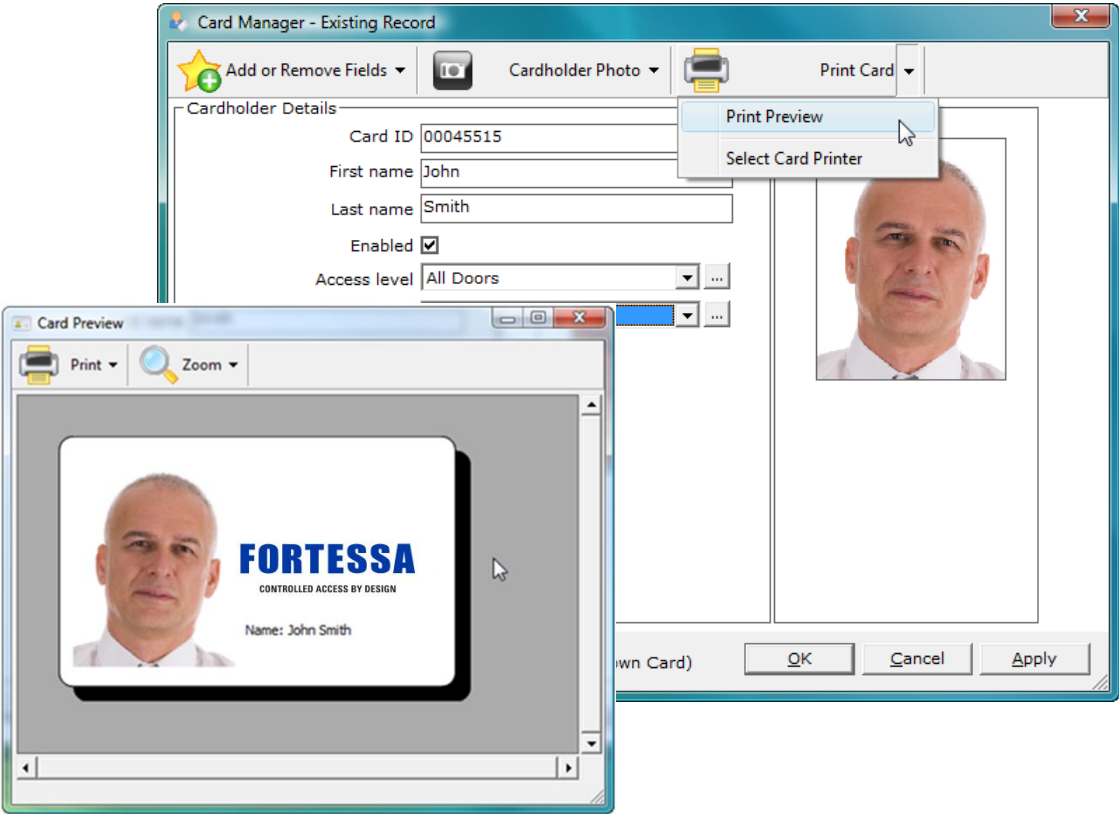
4

Ensure the correct printer is selected.



5

Select **Print Preview** to view the card before printing.



6

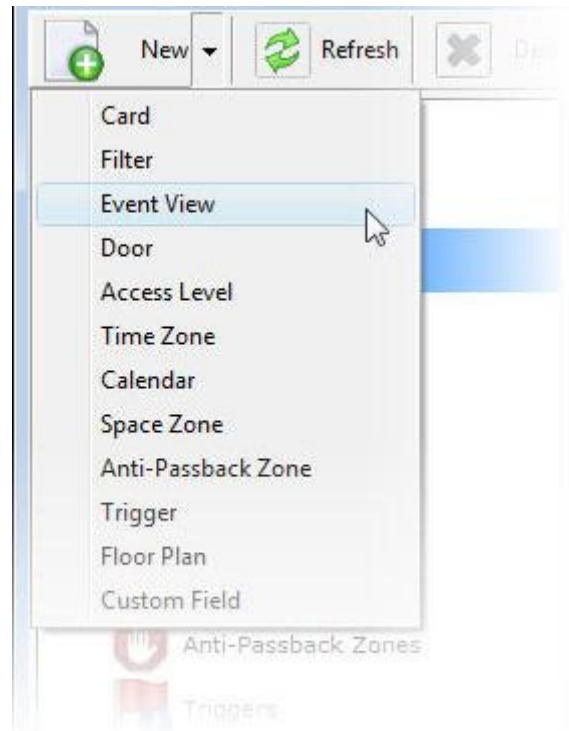
Print the card using the **Print** button.

3. Viewing System Activity

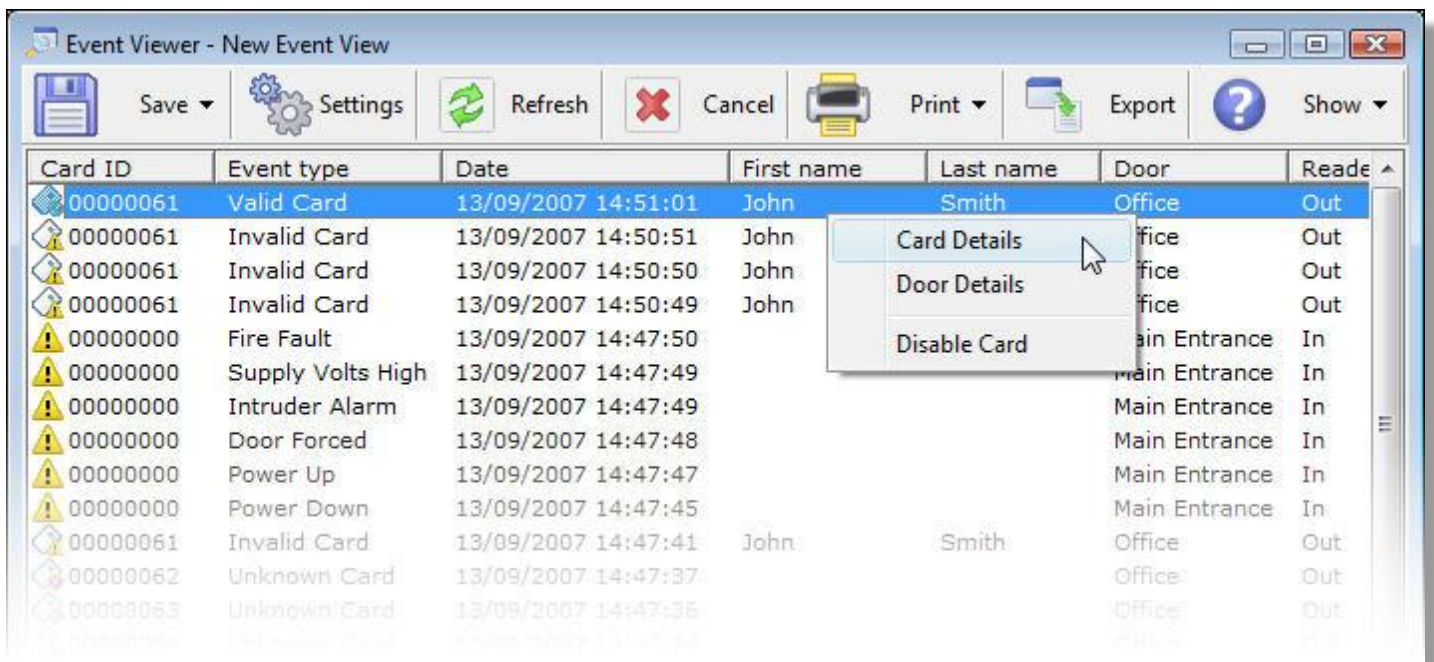
Viewing Current Activity

Create filtered views of user activity using **Event viewer**. Each view can be saved for future use and include a print or export facility.

1 Create a new view by selecting **Event View** from the **New** list on the **Toolbar**.



2 The most recent 200 events will be displayed. Right-click any item to view the cardholder or door details, or to quickly disable the card.



Creating a Custom Report

1

Create a new view by selecting **Event View** from the **New** list on the **Toolbar**, as described in [Viewing Current Activity](#).

2

Select **Settings** from the **Toolbar** in **Event Viewer**. The **Settings** screen is broken down into 4 sections:

Settings

Columns | Criteria | Sort | Printers

Select the details you want to display for this report.

Report type: Live Events

Details:

- Card ID
- Event type
- Date
- First name
- Last name
- Door
- Reader
- Current APB zone

Width of selected column (in mm): 200

Live Events

Show a maximum of 200 records

OK Cancel Apply

Select the required **Report Type**. Available reports are:

Live Events

This shows the last 200 events. A Live Events report is created when a new Event View is added.

Event History

Events in a specified date range. The dates are set in the Criteria section.

Zoned Roll Call / APB Zoned Roll Call

Who is currently in a space zone or anti-passback zone.

Attendance

Shows hours worked in a specified date range.

Absence

Cardholders not present on a particular day.

Tick the required columns to include or exclude them. Use the move up and down to change the order they are displayed in.

Filter by card ID or name using **“Who”**.

Select the required date range in **“When”**

Select the required doors in **“Where”**

Select specific events using **“What”**

Settings

Columns | Criteria | Sort | Printers

Who - select the search criteria for this report

Card ID

First name

Last name Smith

When - select the date range for this report

Event date in last 7 Days

Where - select the doors you want to include

- Office
- Main Entrance

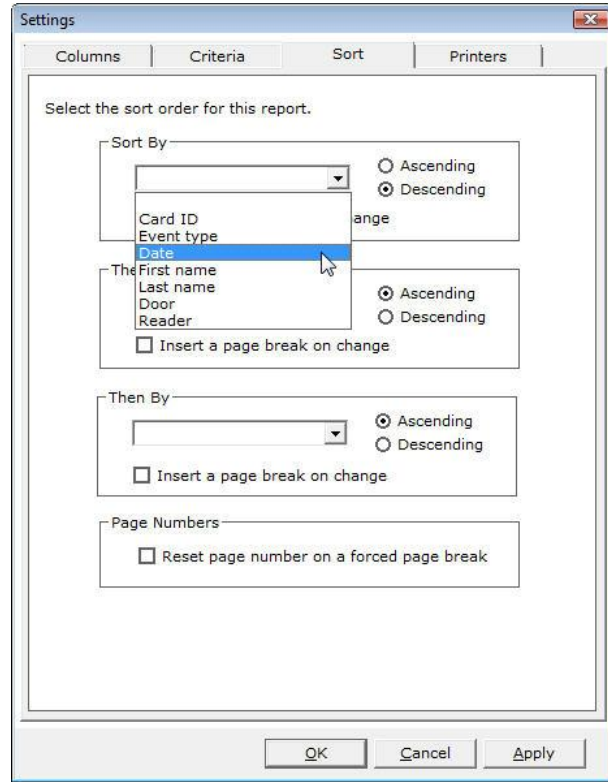
What - select the events you want to include

- Time Zone Open B
- Unknown Card
- Valid Card
- Valid Card & PIN
- Valid Code

OK Cancel Apply

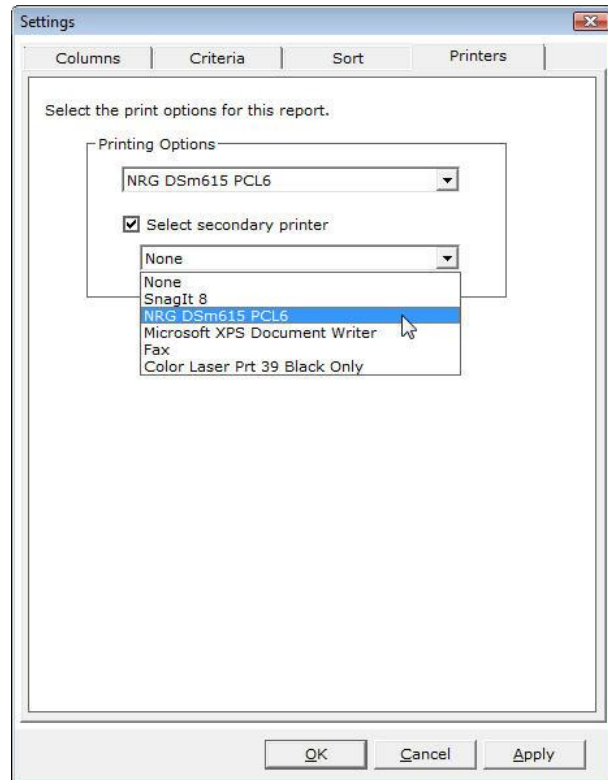
3

Pick the required **Sort Order**.



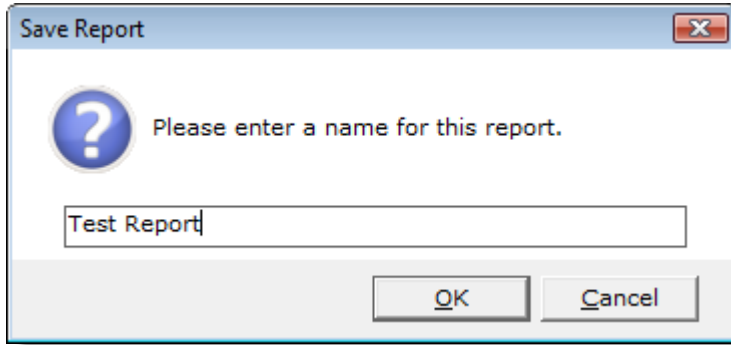
4

Select **printer** options.



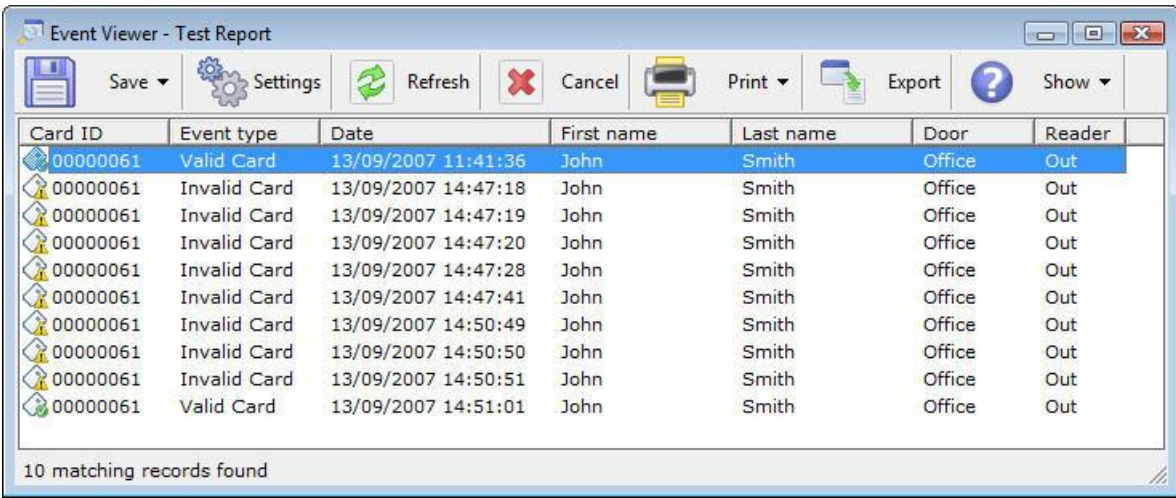
3

Click **OK** to save. Enter a report name.



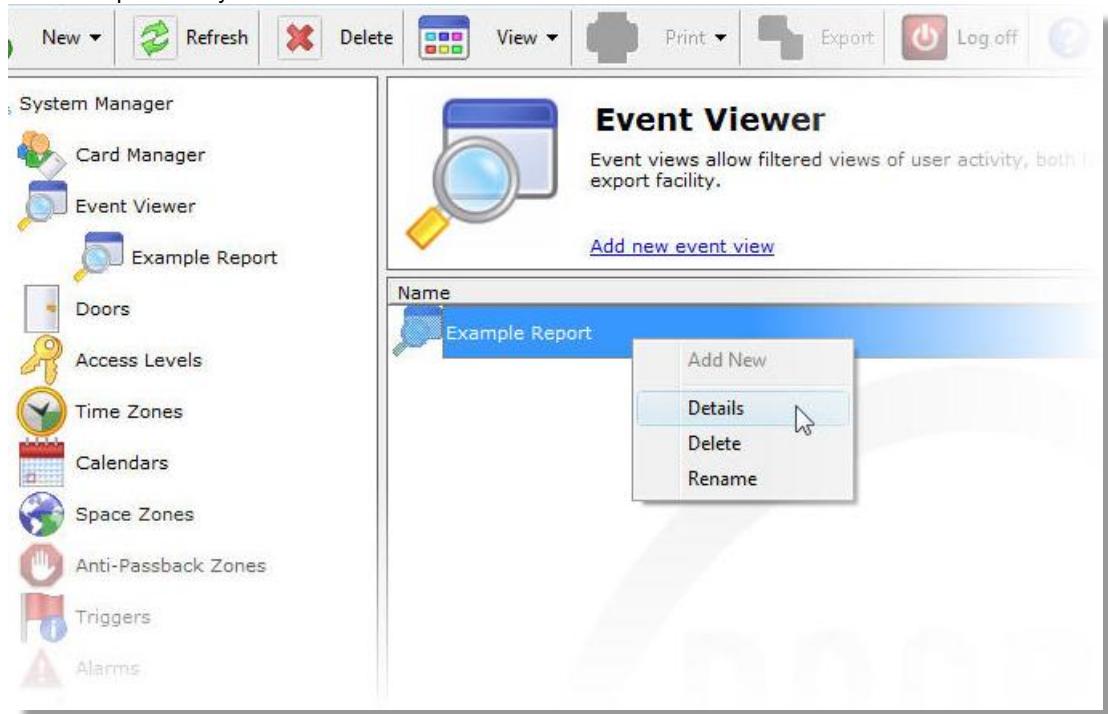
4

The report has been created and can now be viewed.



5

Return to the report at any time in **Event Viewer**.

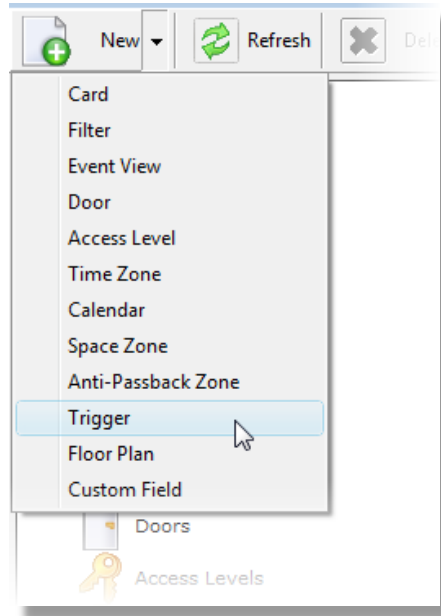


Creating an Alarm

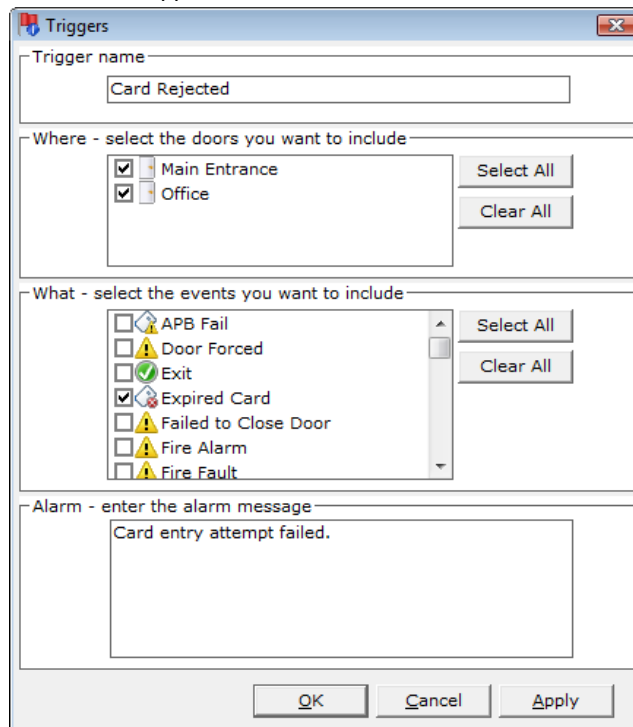
Alarms can be created to report on specified system events. These could be cardholders attempting to access unauthorised areas, unknown cards or door-based events such as supply voltage warnings or power failures. These are added using Triggers, and viewed in Alarms.

In the following example, an alarm will be generated for any unusual card activity.

- 1 Add a new **Trigger**.



- 2 Enter a name for this trigger. Select the applicable doors and events, and enter the alarm text. Click **OK**.

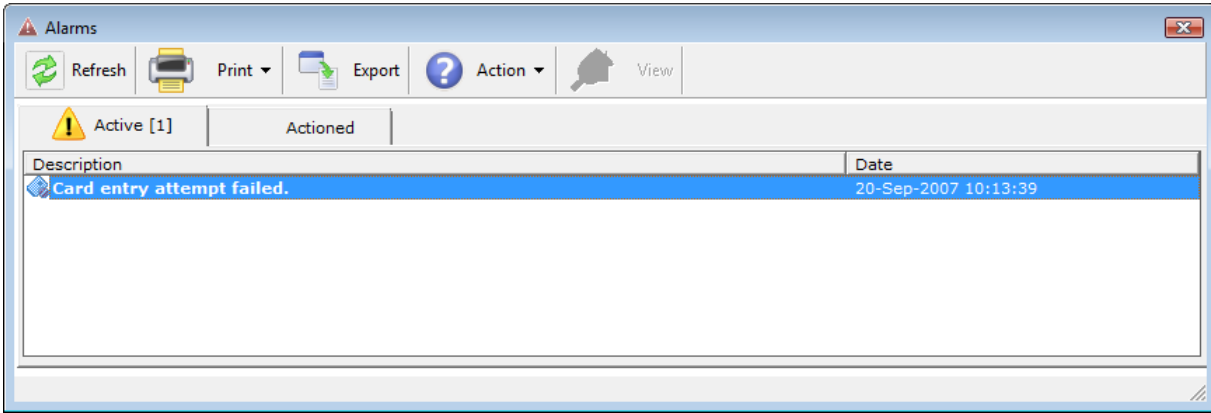
A screenshot of the 'Triggers' dialog box. The dialog has a title bar with a close button. It contains four sections:

- Trigger name:** A text box containing 'Card Rejected'.
- Where - select the doors you want to include:** A list box with 'Main Entrance' and 'Office' checked. To the right are 'Select All' and 'Clear All' buttons.
- What - select the events you want to include:** A list box with 'Expired Card' checked. Other events include 'APB Fail', 'Door Forced', 'Exit', 'Failed to Close Door', 'Fire Alarm', and 'Fire Fault'. To the right are 'Select All' and 'Clear All' buttons.
- Alarm - enter the alarm message:** A text box containing 'Card entry attempt failed.'

At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

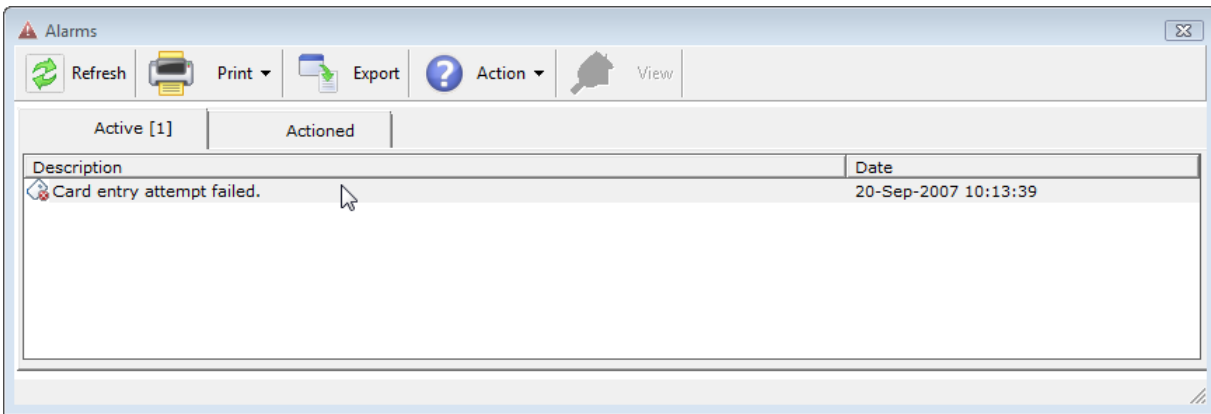
Responding to an Alarm

When an event is processed by the server matching the trigger criteria (see [Creating an Alarm](#)), all users with access to **Alarms** will be presented with the below screen, along with an audible alarm noise.



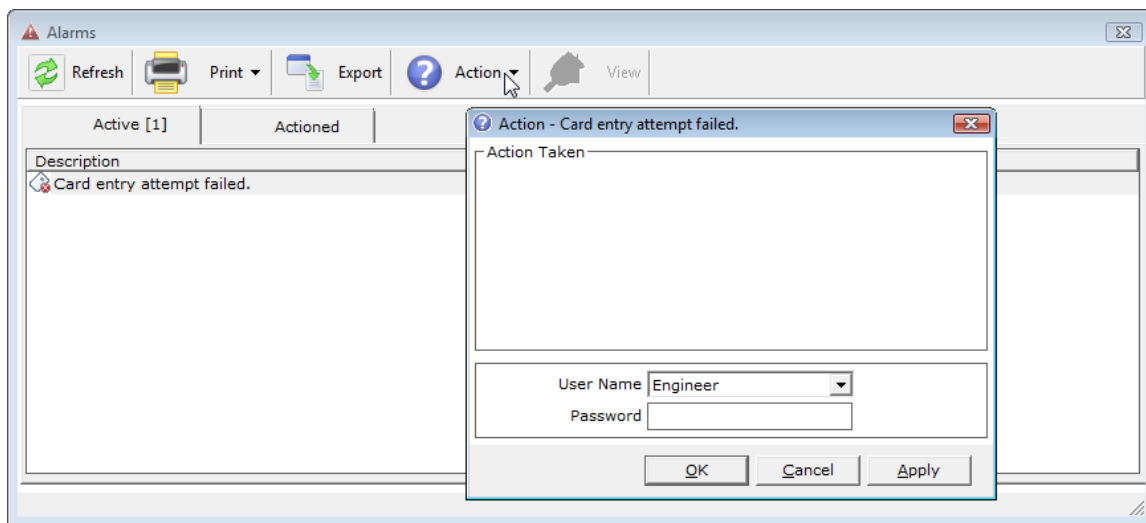
1

Click the alarm to **Acknowledge** it. The siren will now stop.



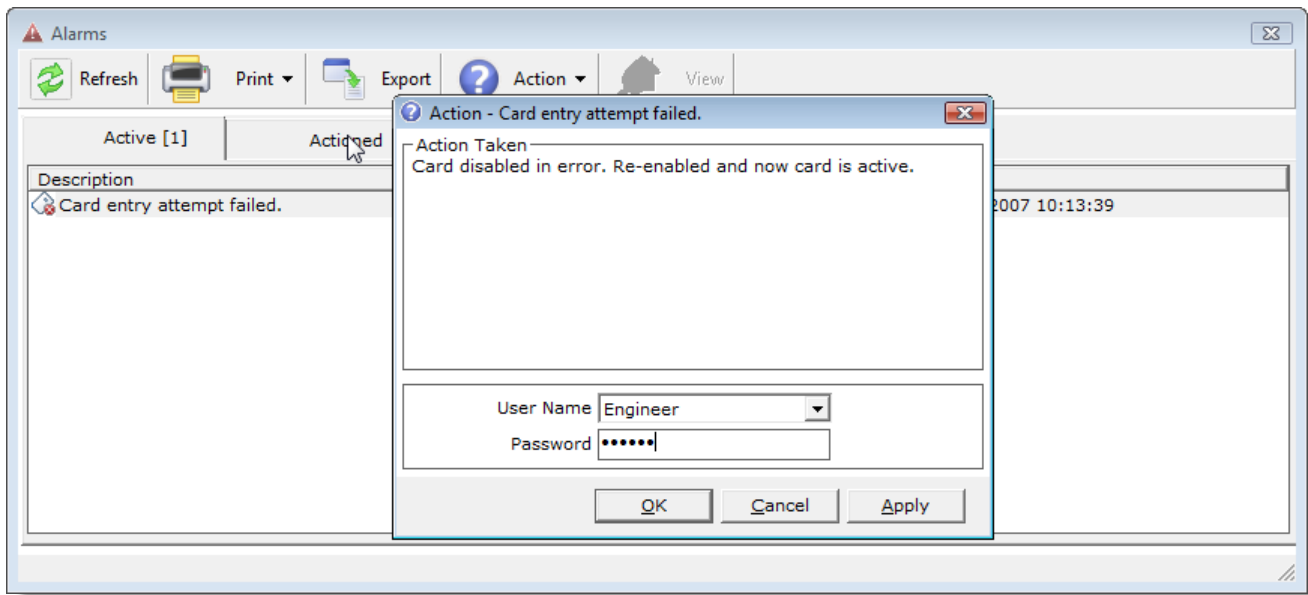
2

Click **Action** on the toolbar.



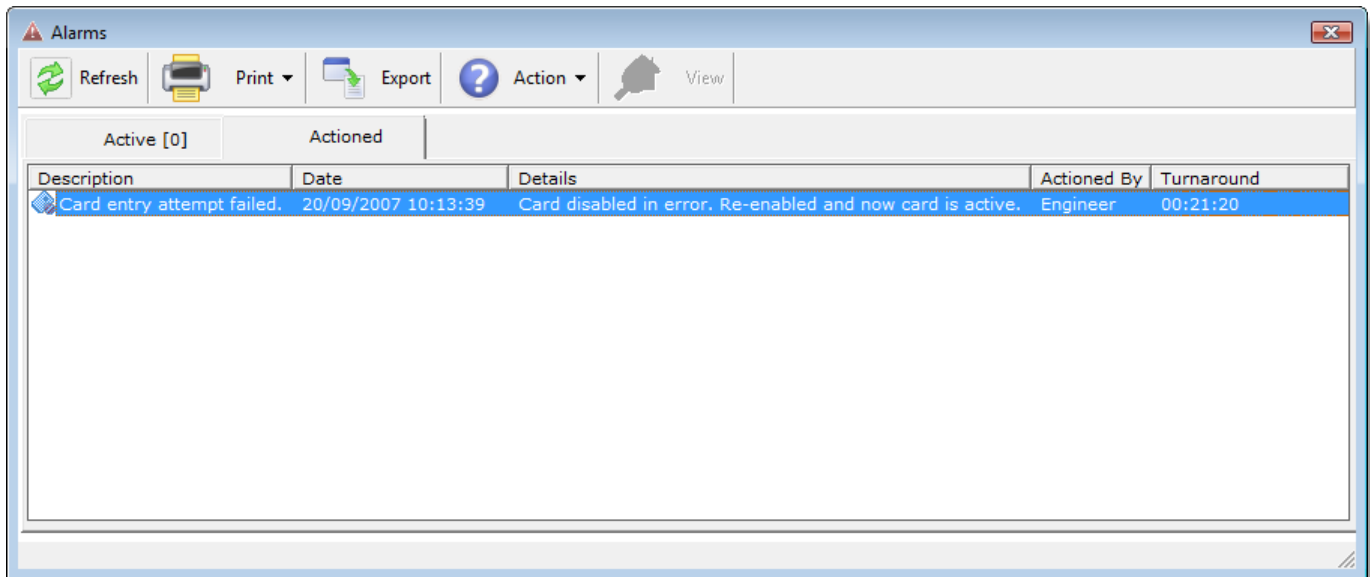
3

Add relevant details of the alarms, including any steps taken to resolve the problem. Enter the password used to log in to the Doors Fortessa software.



4

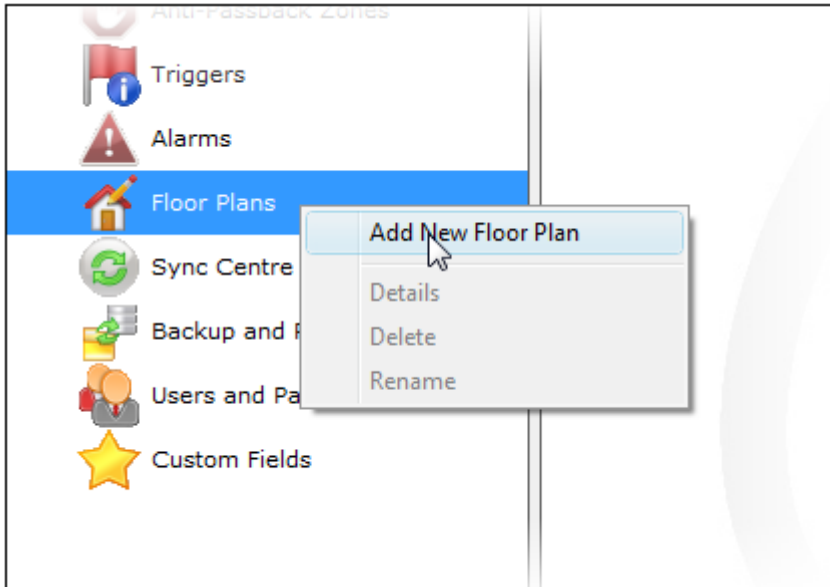
Click **OK**. The alarm can now be viewed in the **Actioned** tab.



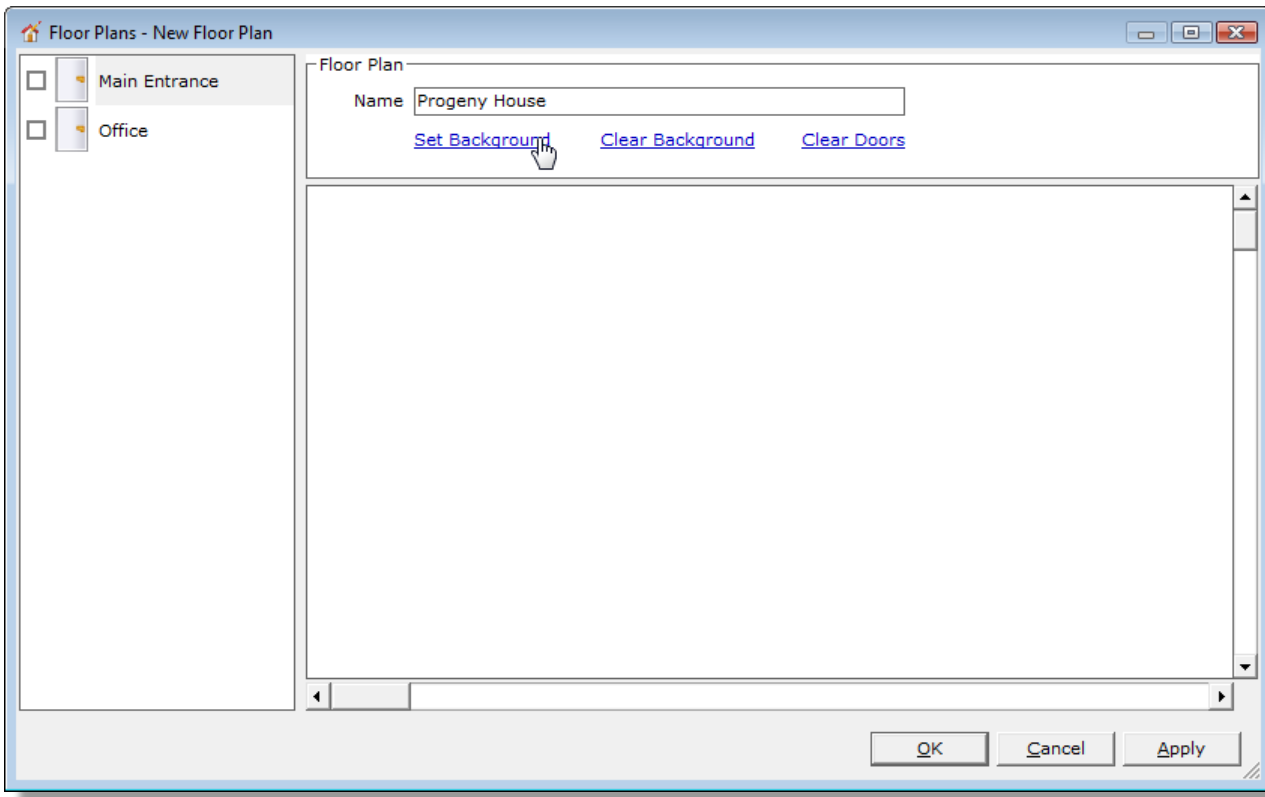
P Creating a Floor Plan

A **Floor Plan** is a physical representation of your access control system. These can be viewed from the **Alarms**.

1 Add a new **Floor Plan**.

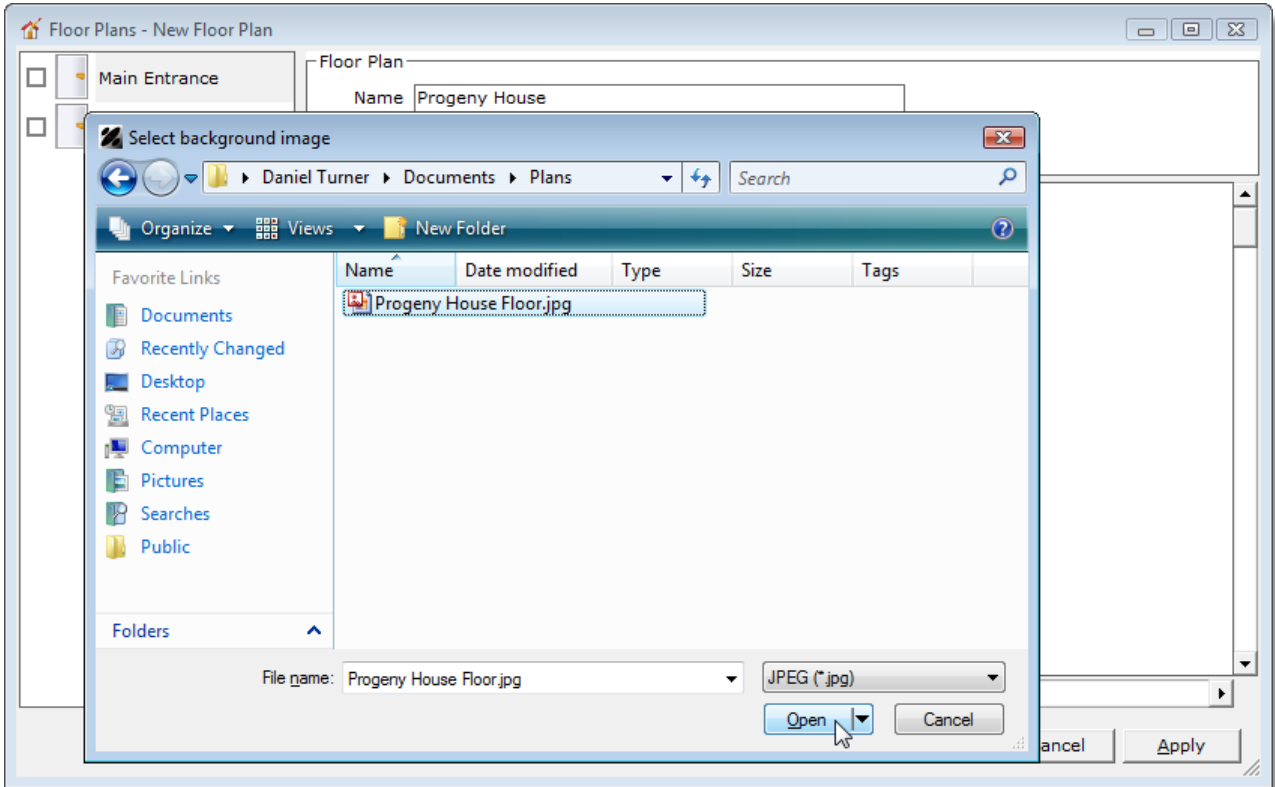


2 Enter a name for the plan, and select **Set Background** to browse for a suitable image.



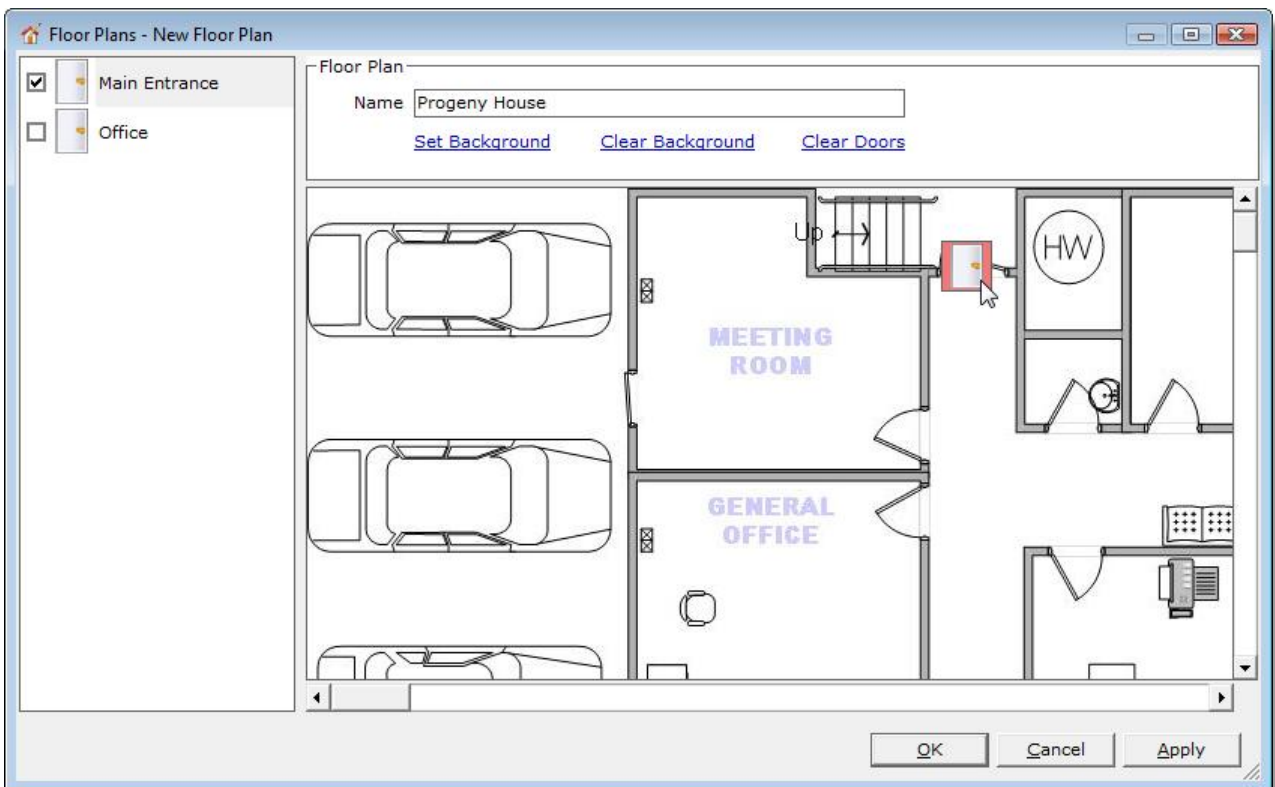
3

Select the required image and click **Open**.



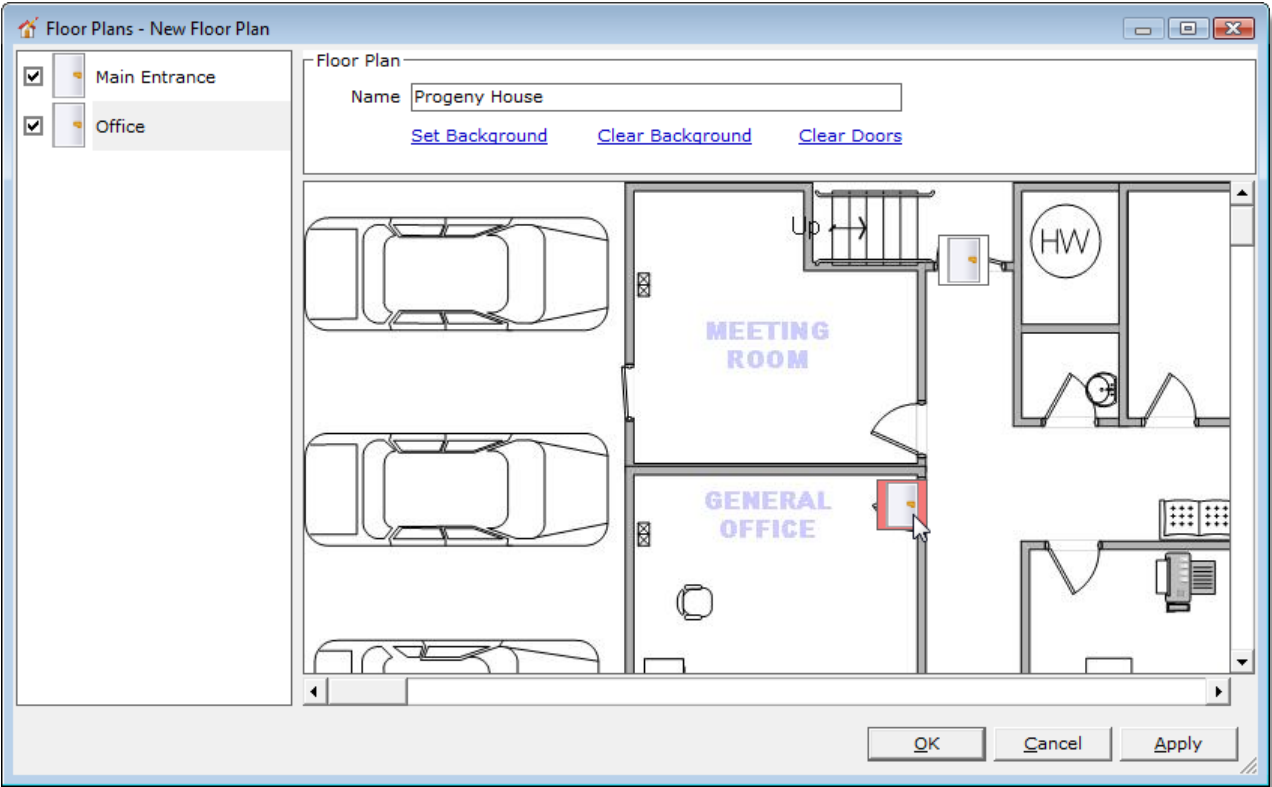
4

Add a door to the plan by ticking it on the left hand list, or dragging it directly onto the canvas. Position the door by holding down the left mouse button and dragging it to the required area.



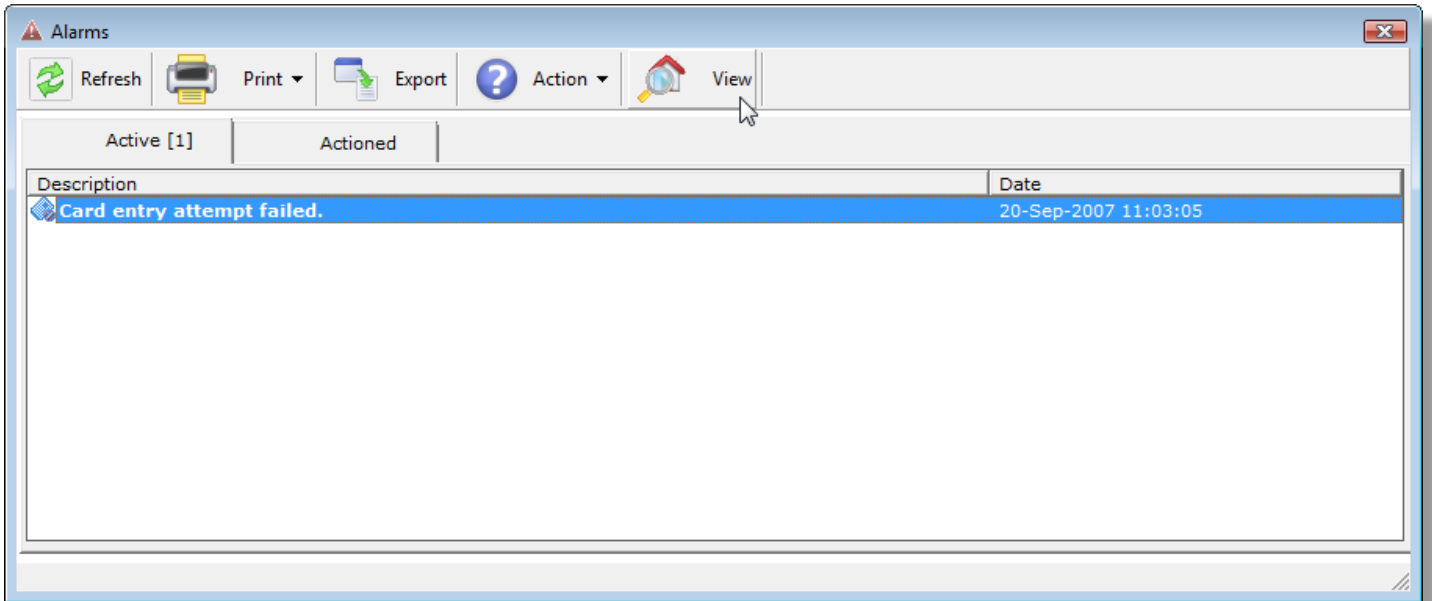
5

Add additional doors in the same way. Click **OK** to Save.



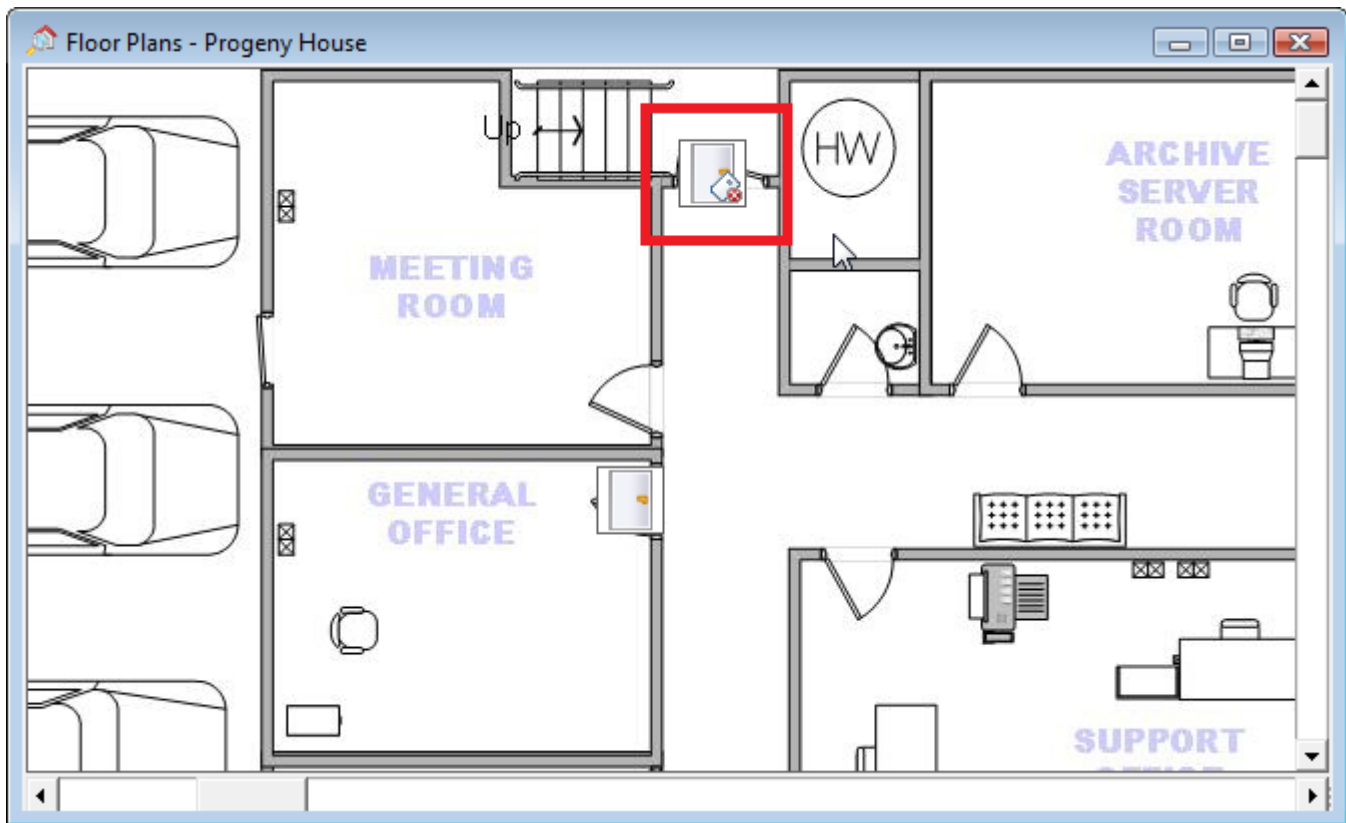
P Viewing an Alarm on a Floor Plan

In the following example, a trigger has been created as per [Creating an Alarm](#), and an alarm raised using matching the conditions of this trigger. Like in [Responding to an Alarm](#), the below screen is shown to all users with access to **Alarms**. Notice the **View** toolbar button is now enabled – this is because we have created a **Floor Plan** showing the door location.



1

Click the **View** toolbar button. The **Floor Viewer** will highlight the affected door.



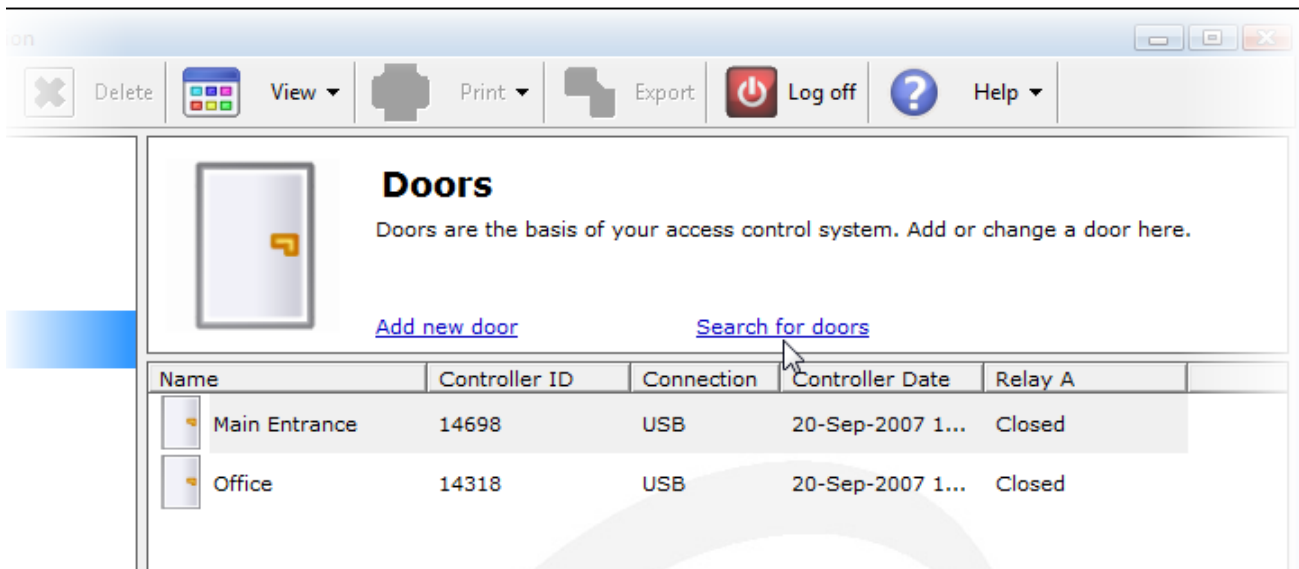
4. Advanced Door Features

Adding a New Door

New Doors can be added in two ways. If you know the Controller ID, you can enter it directly by clicking **Add New Door** from the Doors [Task Panel](#). Alternatively, **Search For Doors** will locate for any newly added doors. The below example shows this.

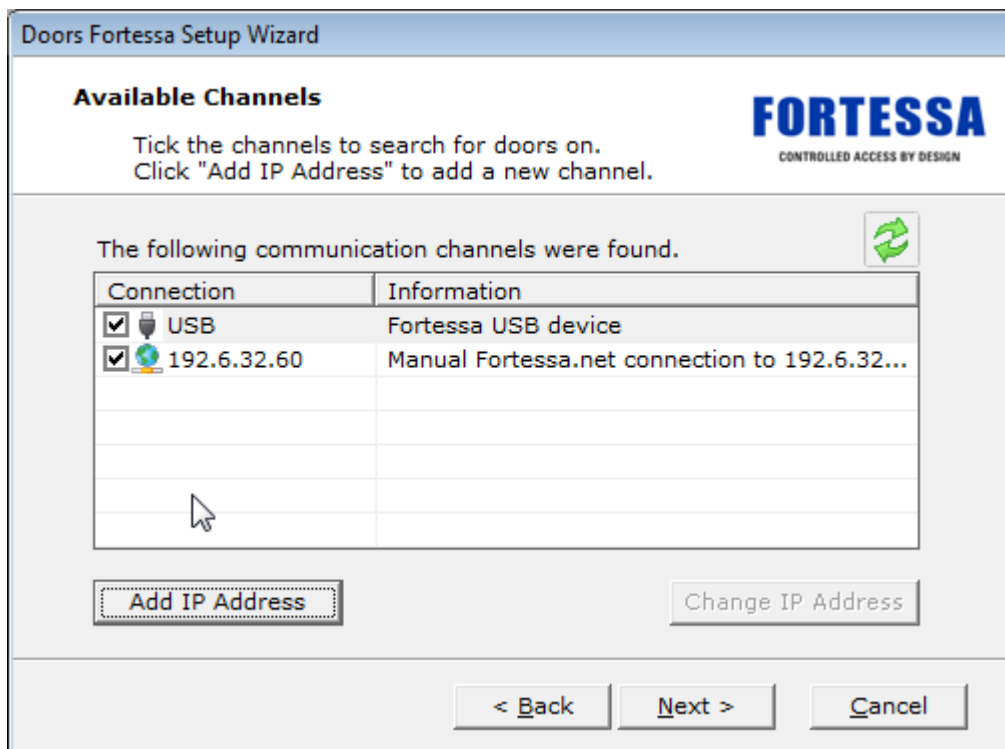
1

Click **Search For Doors** in the Doors [Task Panel](#).



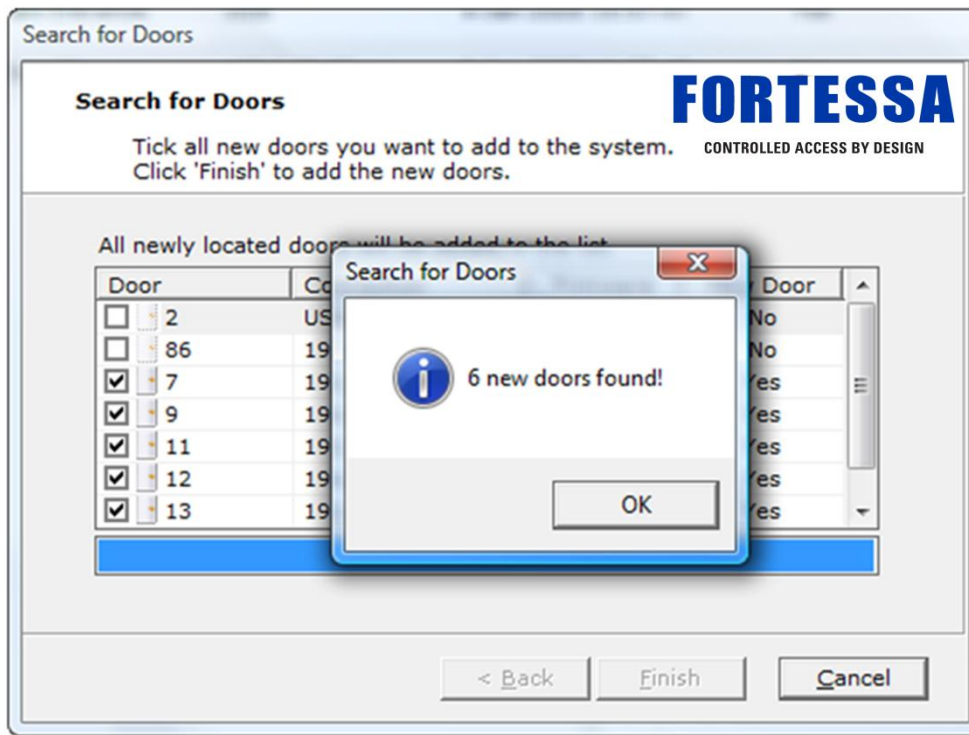
2

Doors Fortessa will check the available hardware channels. For additional IP address, use the "Add IP Address" button.



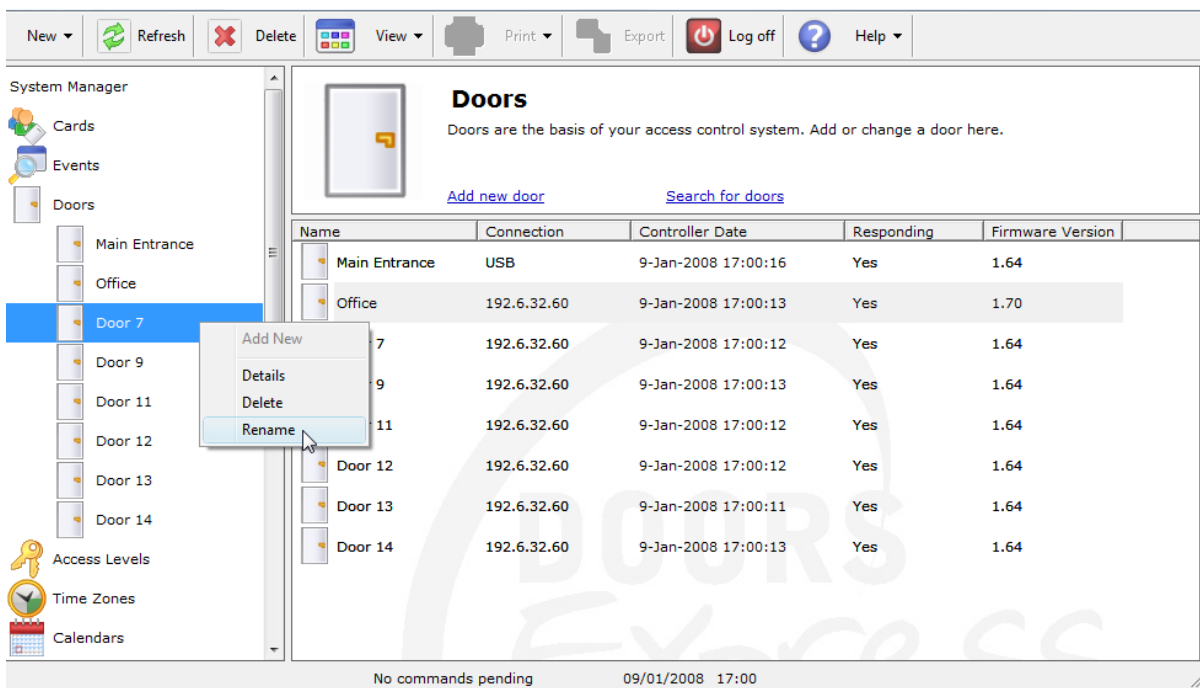
3

Click **Next** to begin. Any new doors will be added to the list.



4 Click **Finish** to create the newly found doors, or **Back** to search again.

5 Rename the new door by right-clicking it in the [System Tree](#).



6

The new door details will be shown in the [System List](#).

System Manager

- Cards
- Events
- Doors**
 - Main Entrance
 - Office
 - Rear Entrance**
 - Door 9
 - Door 11
 - Door 12
 - Door 13
 - Door 14
- Access Levels
- Time Zones
- Calendars

Doors
Doors are the basis of your access control system. Add or change a door here.

[Add new door](#) [Search for doors](#)

Name	Connection	Controller Date	Responding	Firmware Version
Main Entrance	USB	10-Jan-2008 08:49:02	Yes	1.64
Office	192.6.32.60	10-Jan-2008 08:49:02	Yes	1.70
Rear Entrance	192.6.32.60	10-Jan-2008 08:49:03	Yes	1.64
Door 9	192.6.32.60	10-Jan-2008 08:49:02	Yes	1.64
Door 11	192.6.32.60	10-Jan-2008 08:49:02	Yes	1.64
Door 12	192.6.32.60	10-Jan-2008 08:49:02	Yes	1.64
Door 13	192.6.32.60	10-Jan-2008 08:49:02	Yes	1.64
Door 14	192.6.32.60	10-Jan-2008 08:49:01	Yes	1.64

3

Click **OK**. As commands are sent to the door, the **Commands Pending** value will decrease. Commands can be deleted by clicking **Cancel Commands** if they are not required.

The screenshot shows the 'Sync Centre' window in the 'Doors Express Professional' software. The interface includes a top toolbar with buttons for 'New', 'Refresh', 'Delete', 'View', 'Print', 'Export', 'Log off', and 'Help'. On the left is a 'System Manager' sidebar with various icons for 'Card Manager', 'Event Viewer', 'Doors', 'Access Levels', 'Time Zones', 'Calendars', 'Space Zones', 'Anti-Passback Zones', 'Triggers', 'Alarms', 'Floor Plans', 'Sync Centre' (highlighted), 'Backup and Restore', 'Users and Passwords', and 'Custom Fields'. The main area is titled 'Sync Centre' and contains the text 'Update information to doors and check status in sync centre.' Below this are two links: 'View sync centre' and 'Cancel commands (13 pending)'. A table below the links has a header 'Name' and one entry 'Sync Centre'. A large watermark 'DOORS Express PROFESSIONAL' is visible in the background. At the bottom, a status bar shows '13 commands pending' and the date/time '20/09/2007 13:14'.

Release a Door During the Day

Extended door properties can be set in the **Advanced** tab in **Doors**. This is only visible if you are logged in as an [Administrator](#).

1

Open the **Doors** screen.

Name	Controller ID	Connection	Controller Date	Relay A
Main Entrance	14698	USB	20-Sep-2007 ...	Closed
Office	14318	USB	20-Sep-2007 ...	Closed
Rear Entrance	14068	USB	20-Sep-2007 ...	Closed

2

Select the **Advanced** tab.

Auto-update is ON
Doors will be updated automatically

General **Advanced** Status Volume Controller

Relay A

Release for seconds Auto-relock

Open during time zone

Relay B

Mode

Release relay for seconds

Open during time zone

Delay between relay A & B x 10ms

Failed to Close Door

Sound an alarm if the door is open for seconds


Door Inputs

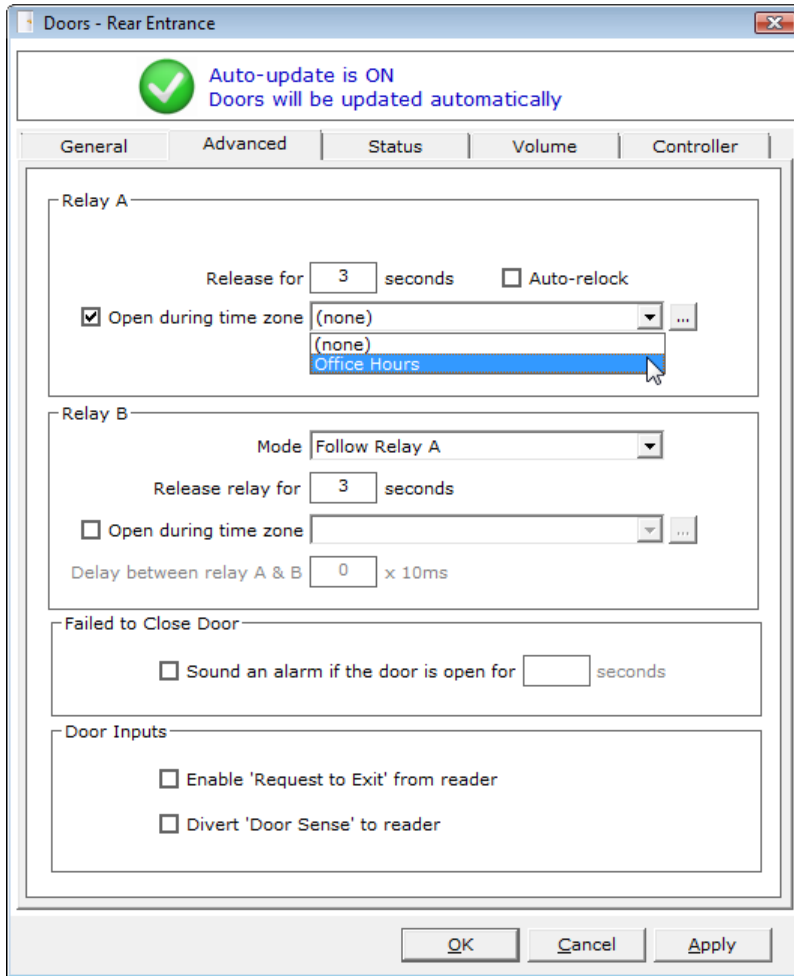
Enable 'Request to Exit' from reader

Divert 'Door Sense' to reader

OK Cancel Apply

3

Tick the **Open during time zone** for **Relay A**. To create a new **Time Zone**, click the  button. Creating a time zone is detailed in steps 1-4 of [Restricting Card Access by Time](#). Select the required **Time Zone**.



4

Click **OK**. Commands will be sent to the door instructing it to open during the “Office Hours” **Time Zone**.

Viewing Door Status

The current status of a door can be viewed **Status** tab.

1

Open the **Doors** screen.

Name	Controller ID	Connection	Controller Date	Relay A
Main Entrance	14698	USB	20-Sep-2007 ...	Closed
Office	14318	USB	20-Sep-2007 ...	Closed
Rear Entrance	14068	USB	20-Sep-2007 ...	Closed

2

Select the **Status** tab. Notice the **Time Zone** is active for **Relay A**, as set in [Release a Door During the Day](#). **Relay B** is open because it is set to follow **Relay A**'s state.

Auto-update is ON
Doors will be updated automatically

General | Advanced | **Status** | Volume | Controller

Relay A (Out)

Open: PC Latch Closed
Release: Timer Off
Time Zone (Office Hours): On
Relay A: Open

Relay B (In)

Relay A: Open
Open: PC Latch Closed
Release: Timer Off
Time Zone (none): Off
Relay B: Open

Status

Door Monitor: Open | Request to Exit: Open

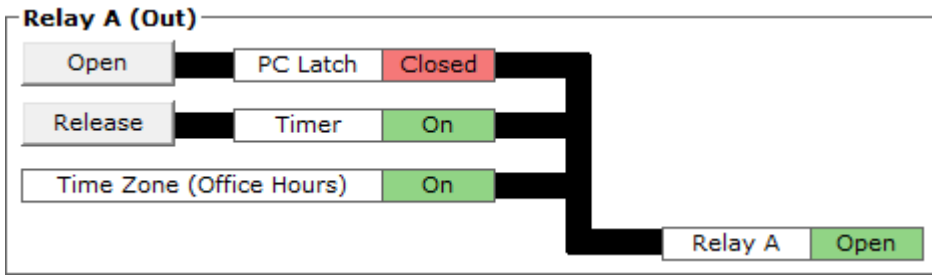
Alarms

Reset: Door Forced Off | Failed to Close: Off
Fire Alarm: Active | Intruder Alarm: Active
Fire Fault: Off | Intruder Fault: Off

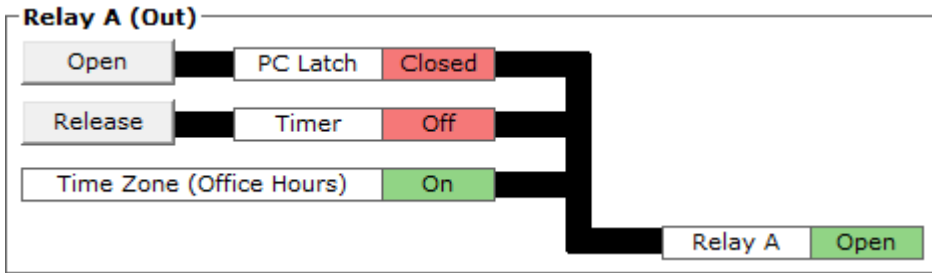
OK | Cancel | Apply

3

Present an enabled card to **Reader A**. Watch the **Timer** in **Relay A**.



Three seconds later (again, as specified in [Release a Door During the Day](#)), the timer will be set to **Off**.

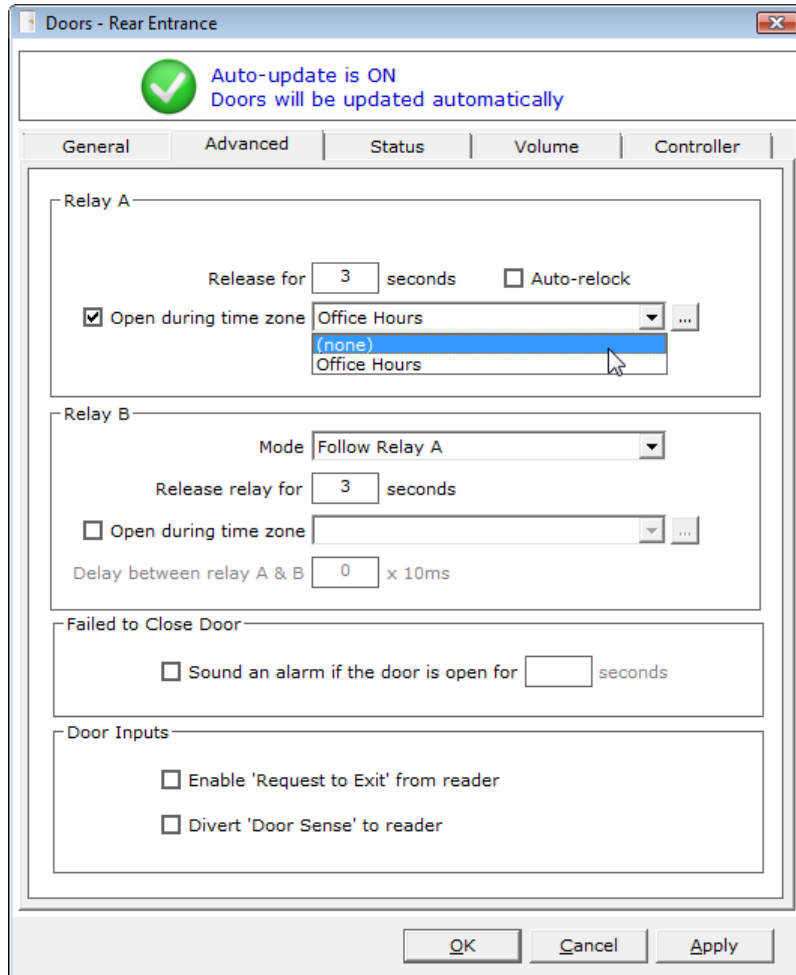


Opening and Closing a Door from Doors Fortessa

The door lock can be controlled by using the **Open**, **Close** and **Release** buttons in the **Status** tab.

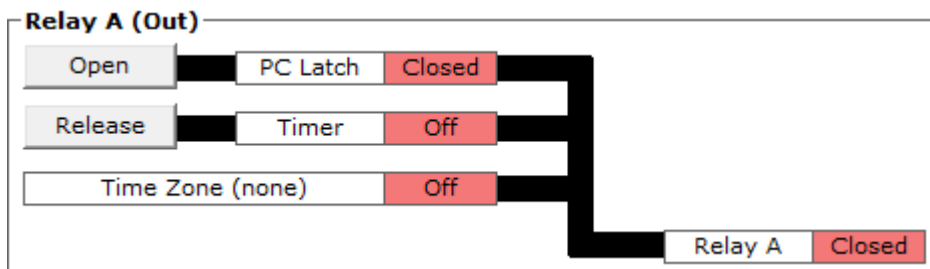
1

Repeat [Release a Door During the Day](#), setting the **Time Zone** to be "none". Click **Apply** to ensure the door has been updated with this change. This is done to show the lock relay opening without a time zone affecting it, and as such would not be necessary under normal circumstances.



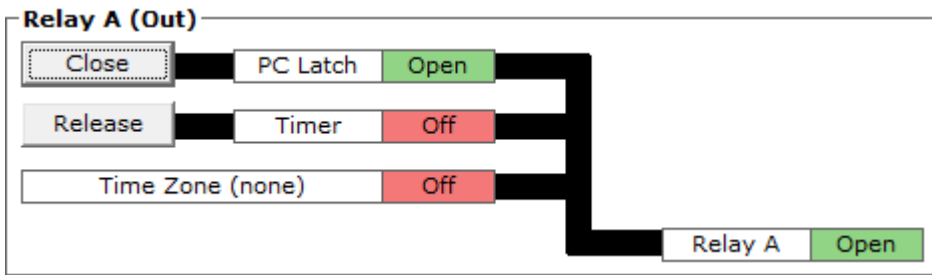
2

Select the **Status** tab. Notice the **Time Zone** is inactive for **Relay A**, and the lock is closed.



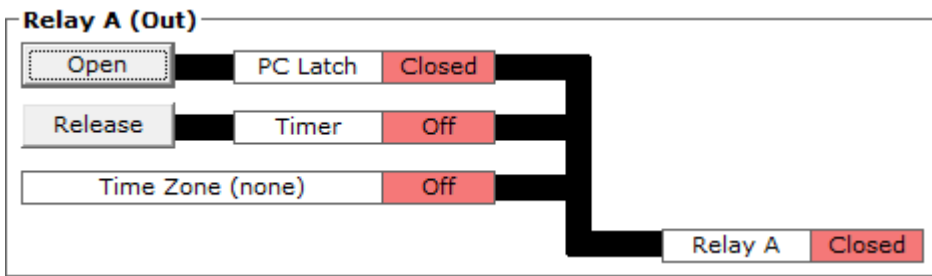
3

Click **Open**. The **PC Latch** will open. This in turn will open **Relay A** indefinitely.



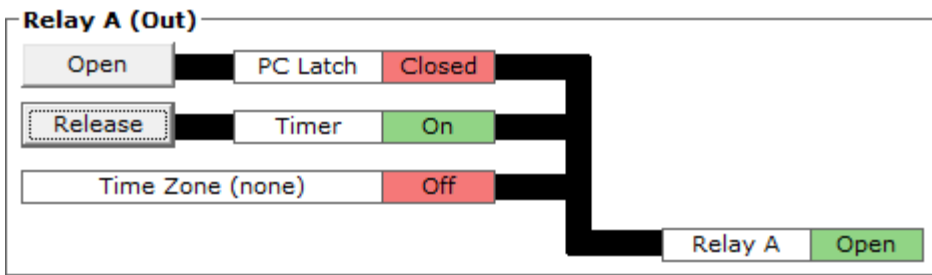
4

Click **Close**. The **PC Latch** will close. This in turn will close **Relay A**.

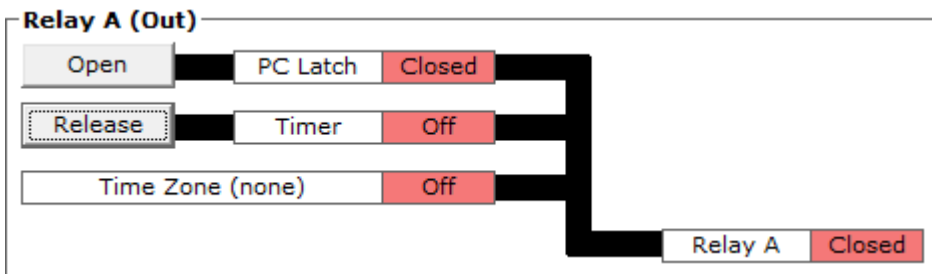


5

Present an enabled card to **Reader A**. Watch the **Timer** in **Relay A**.



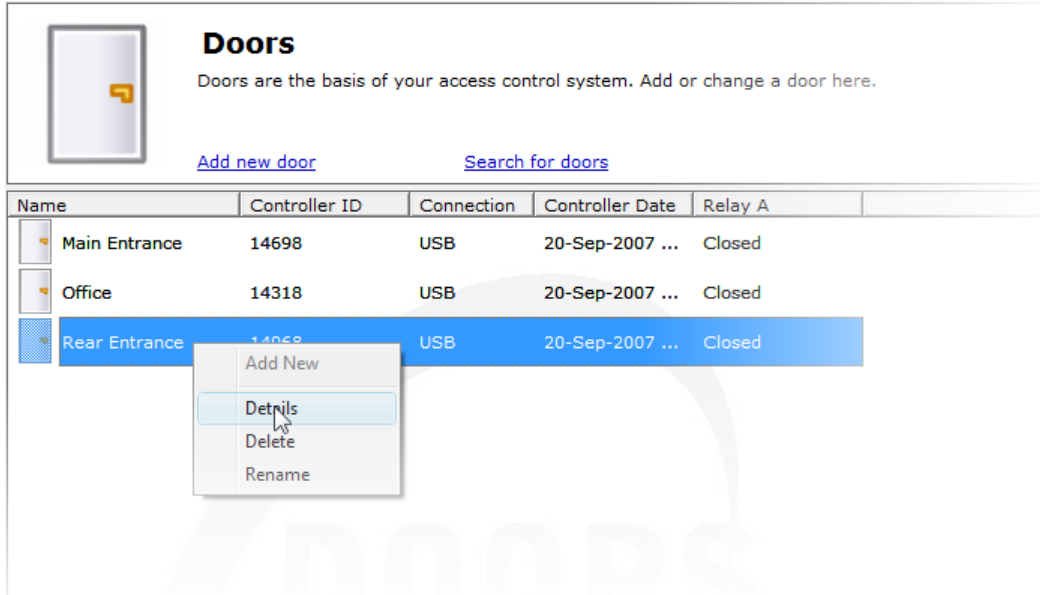
Three seconds later (again, as specified in [Release a Door During the Day](#)), the timer will be set to **Off**.



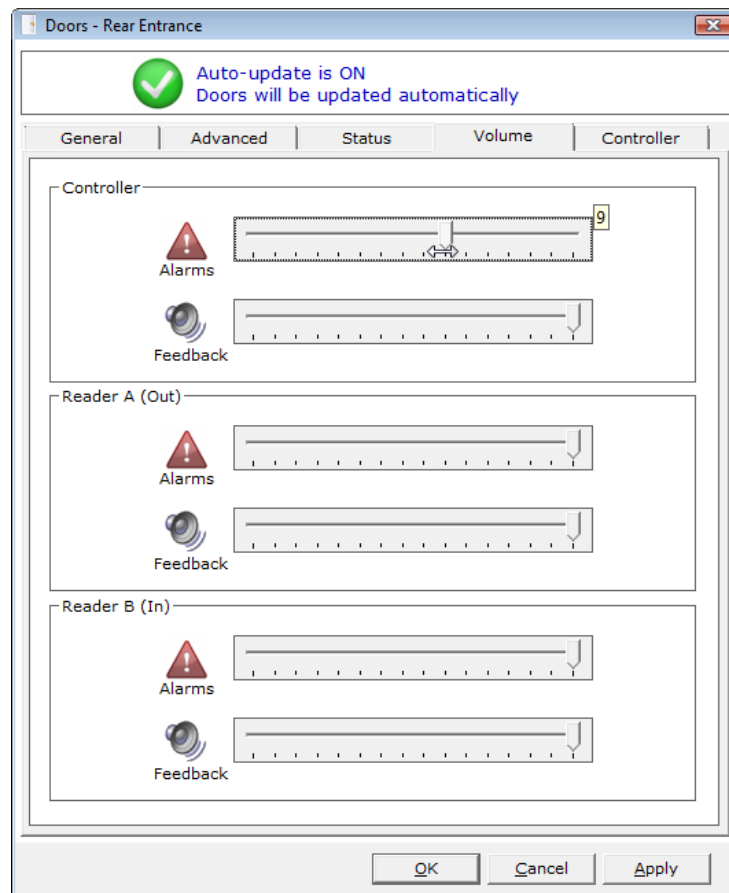
A Changing the Controller Volume

The volume of the controller and readers can be changed from the **Volume** tab.

- 1 Open the **Doors** screen.



- 2 Select the **Volume** tab. Alter the level **Alarms** (such as Door Not Closed), and **Feedback** (when a card is presented). Click **OK** to save and update the door.



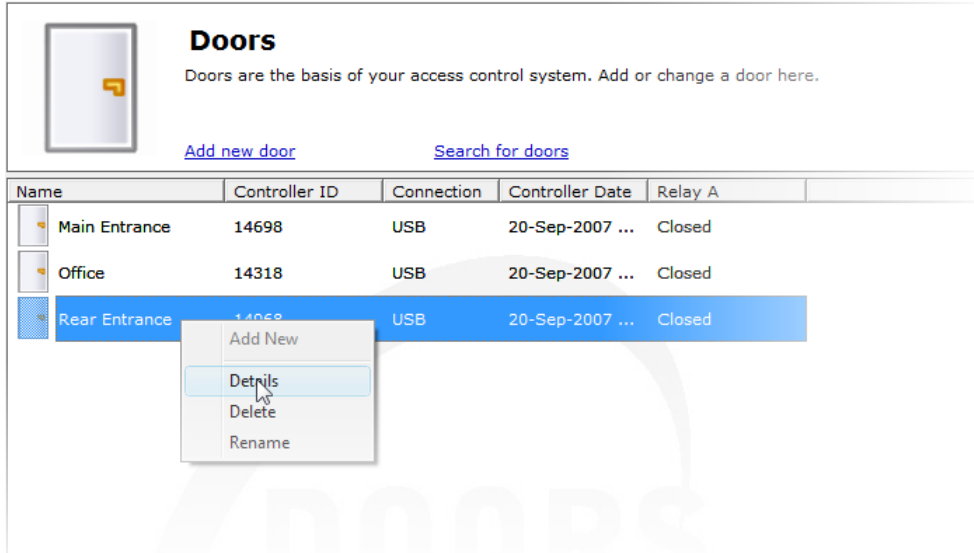
A

Resetting a Door's Memory

Whilst the memory on door controller can be cleared using the Reset button, this may not be easily accessible. The **Controller** tab in **Doors** allows cards, configuration and event data to be cleared. It also provides information about any active **Time Zones**.

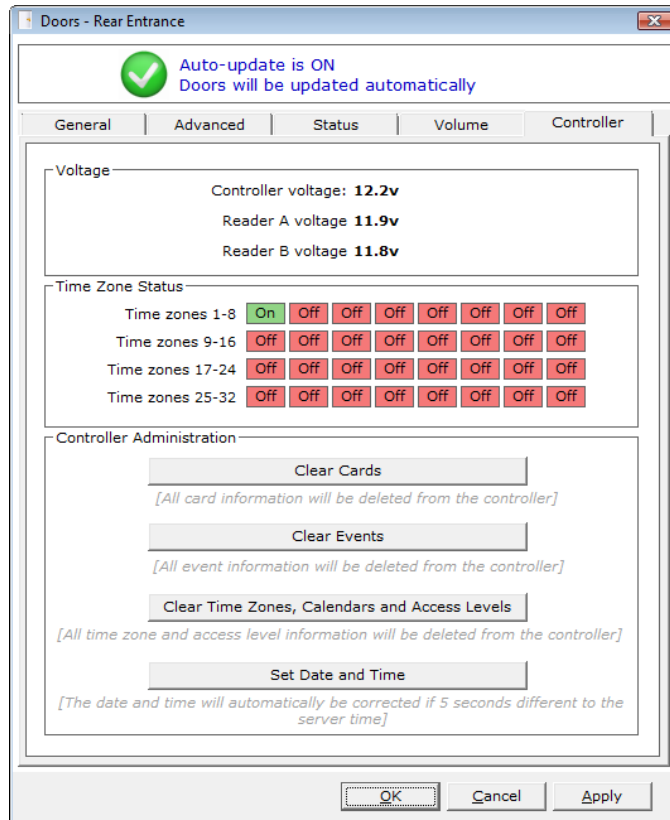
1

Open the **Doors** screen.



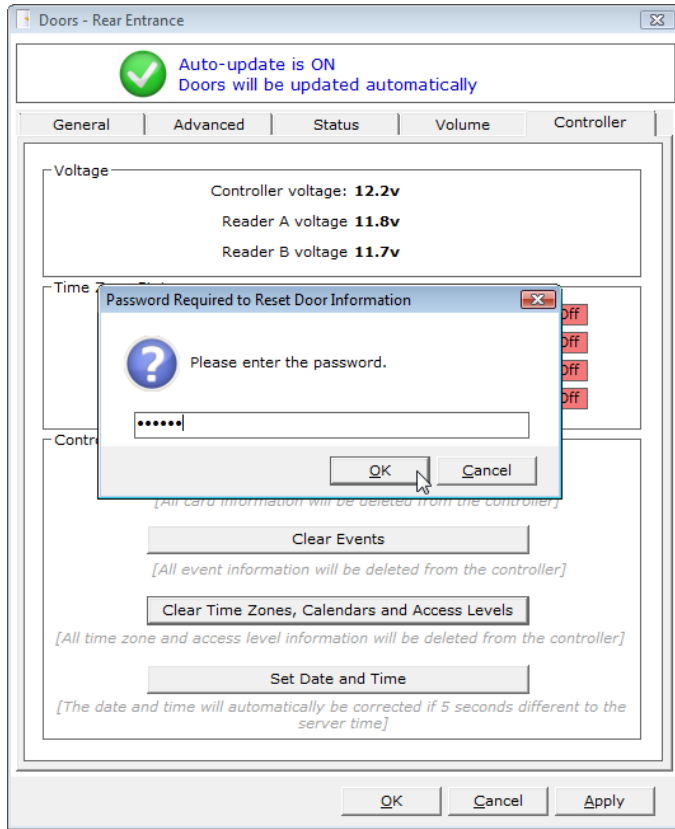
2

Select the **Controller** tab. In this example, the **Time Zone**, **Access Level** and **Calendar** information will be reset. Notice **Time Zone 1** is active.



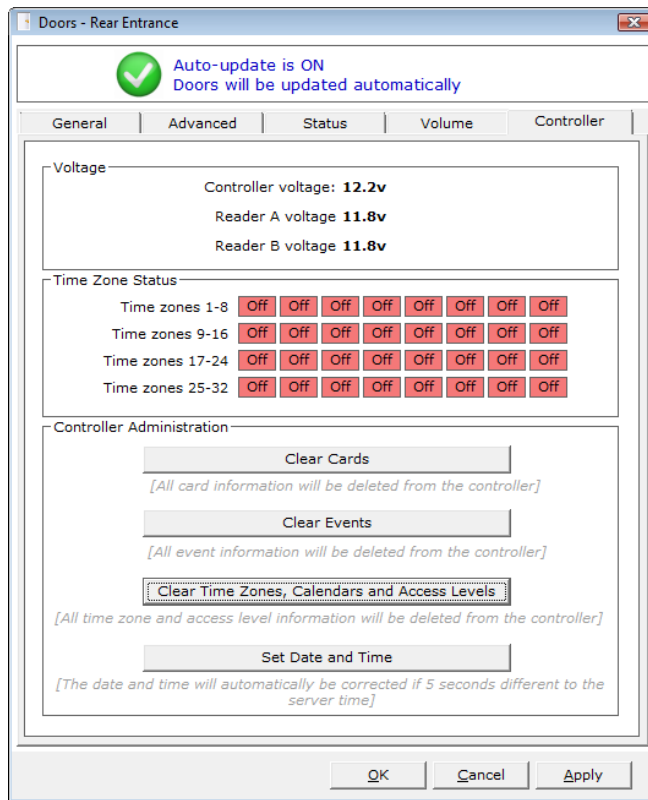
3

Click **Clear Time Zones, Calendars and Access Levels**. The password all reset functions is **749162**.



4

The command has now been sent. All **Access Level**, **Calendar** and **Time Zone** information has been removed. The first time zone is now off.



5. Administrator Functions

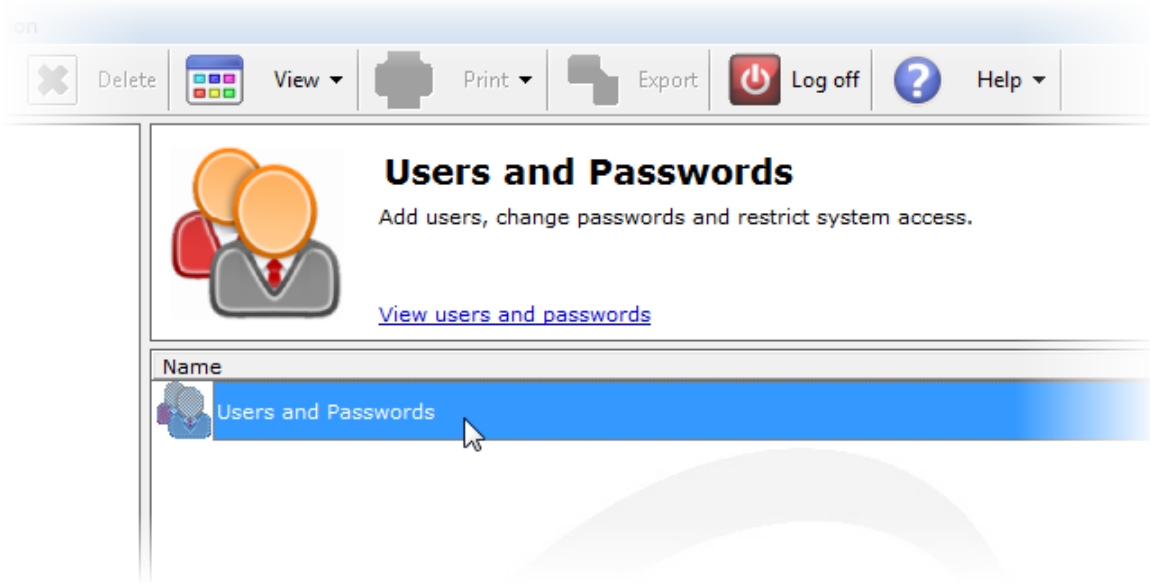
Administrator logins are able to create new users, schedule backups and organise software updates.

Restricting Access to Doors Fortessa

New logins can be created, and existing login details can be updated in **Users and Passwords**.

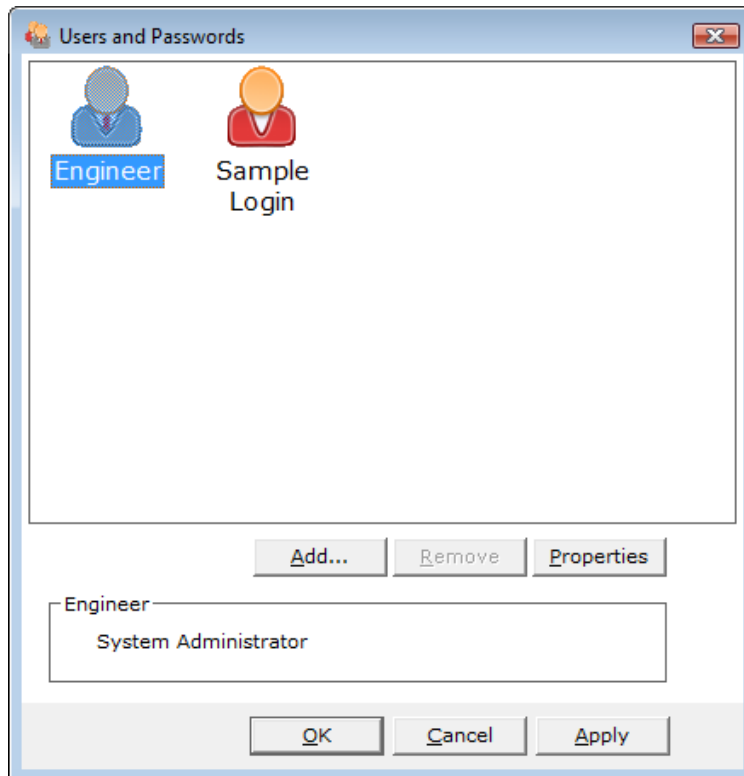
1

Double-click **Users and Passwords** in the [System List](#).



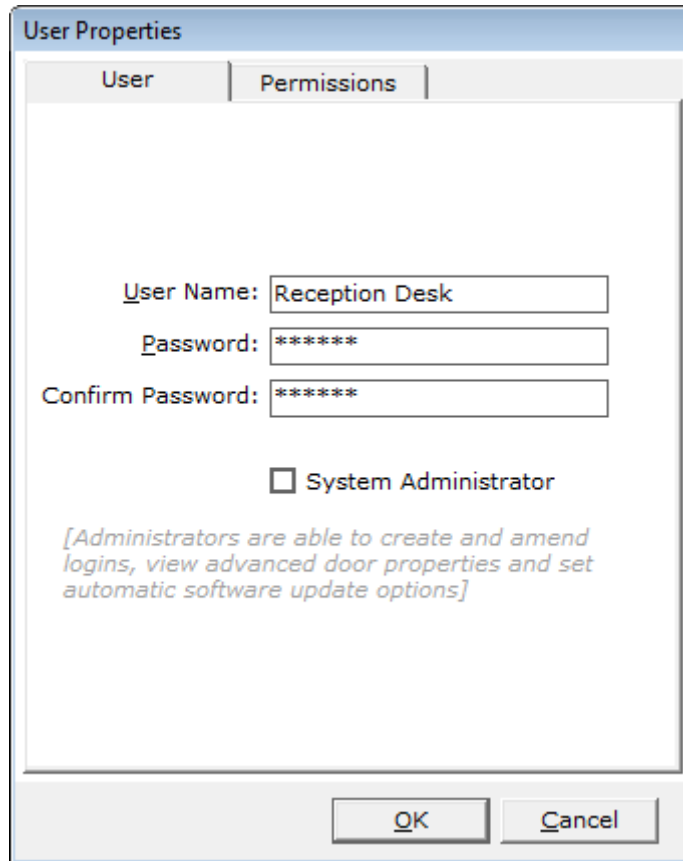
2

Click **Add** to create a new user, or **Properties** to edit an existing one.

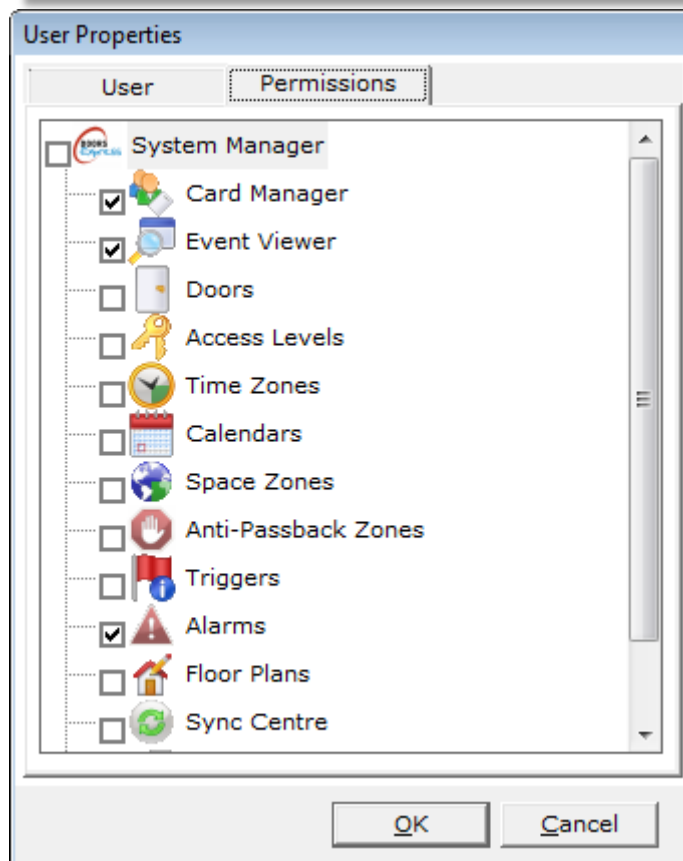


3

Add the **User Name** and **Password** for the user. Select the areas of the software that this user can access in **Permissions**. Click OK.



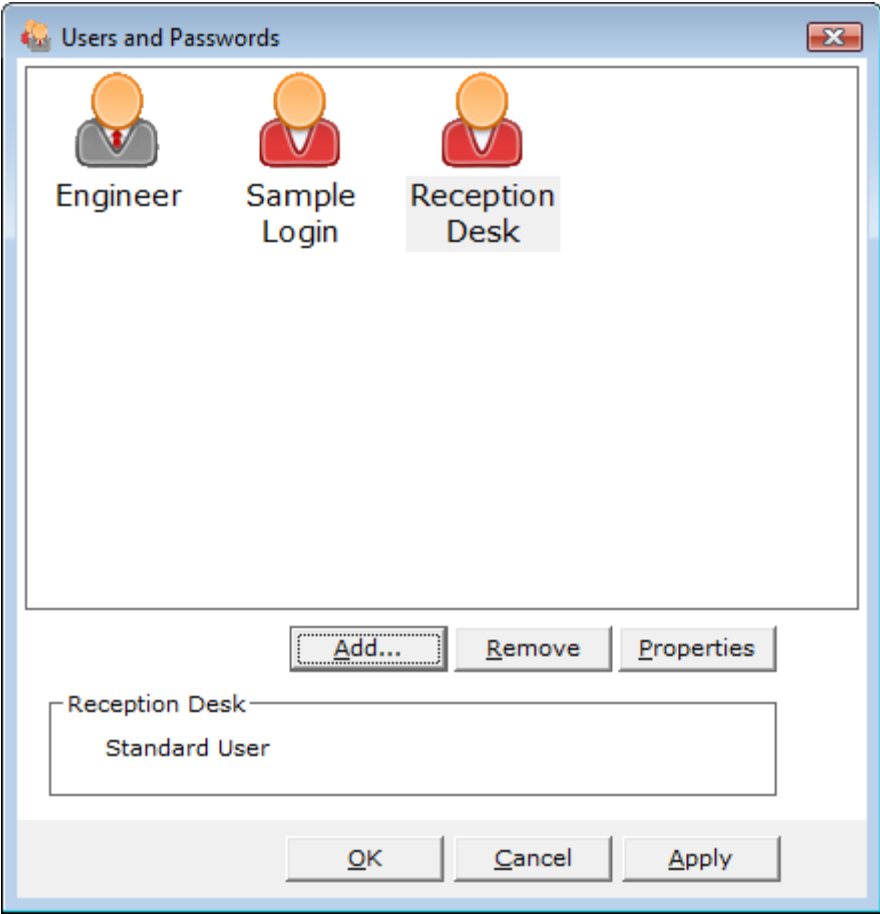
The 'User Properties' dialog box has two tabs: 'User' and 'Permissions'. The 'User' tab is active. It contains three text input fields: 'User Name' with the value 'Reception Desk', 'Password' with '*****', and 'Confirm Password' with '*****'. Below these is a checkbox labeled 'System Administrator' which is unchecked. A note in italics reads: '[Administrators are able to create and amend logins, view advanced door properties and set automatic software update options]'. At the bottom are 'OK' and 'Cancel' buttons.



The 'User Properties' dialog box has two tabs: 'User' and 'Permissions'. The 'Permissions' tab is active. It displays a tree view of software components with checkboxes for selection. The components and their selection status are: System Manager (unchecked), Card Manager (checked), Event Viewer (checked), Doors (unchecked), Access Levels (unchecked), Time Zones (unchecked), Calendars (unchecked), Space Zones (unchecked), Anti-Passback Zones (unchecked), Triggers (unchecked), Alarms (checked), Floor Plans (unchecked), and Sync Centre (unchecked). At the bottom are 'OK' and 'Cancel' buttons.

4

The user has been added to the list. Click **OK** to save.



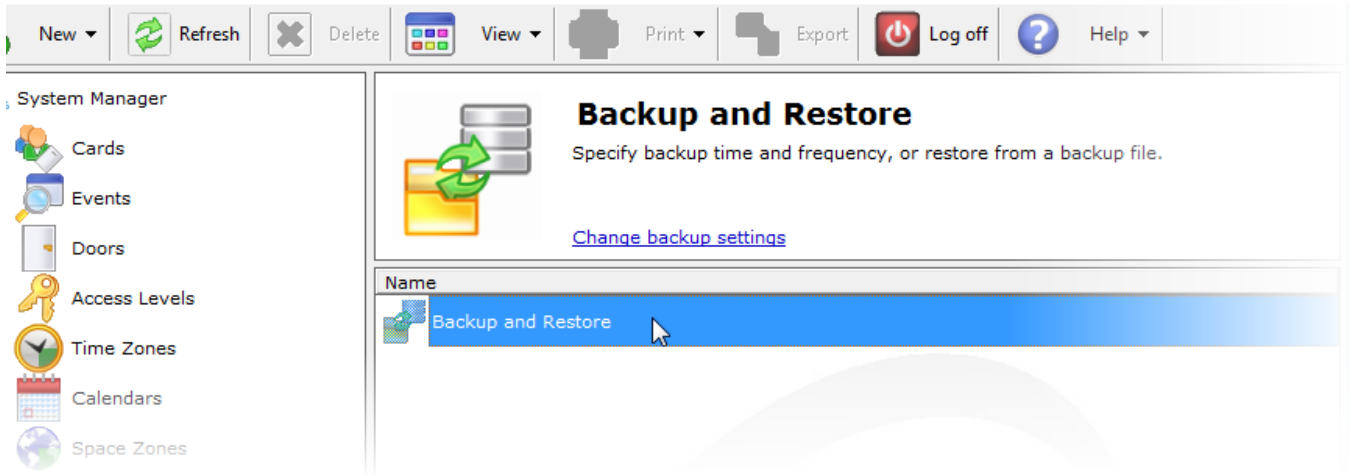
Backing up and Restoring Data

This is managed in the Backup and Restore Section.

Creating a backup

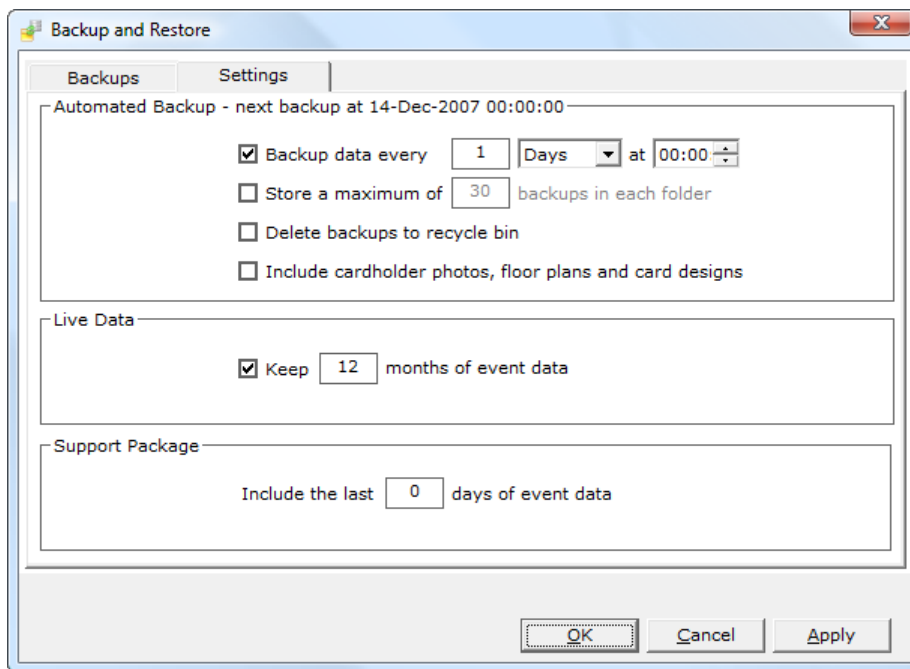
1

Open Backup and Restore by double-clicking it in the [System List](#).



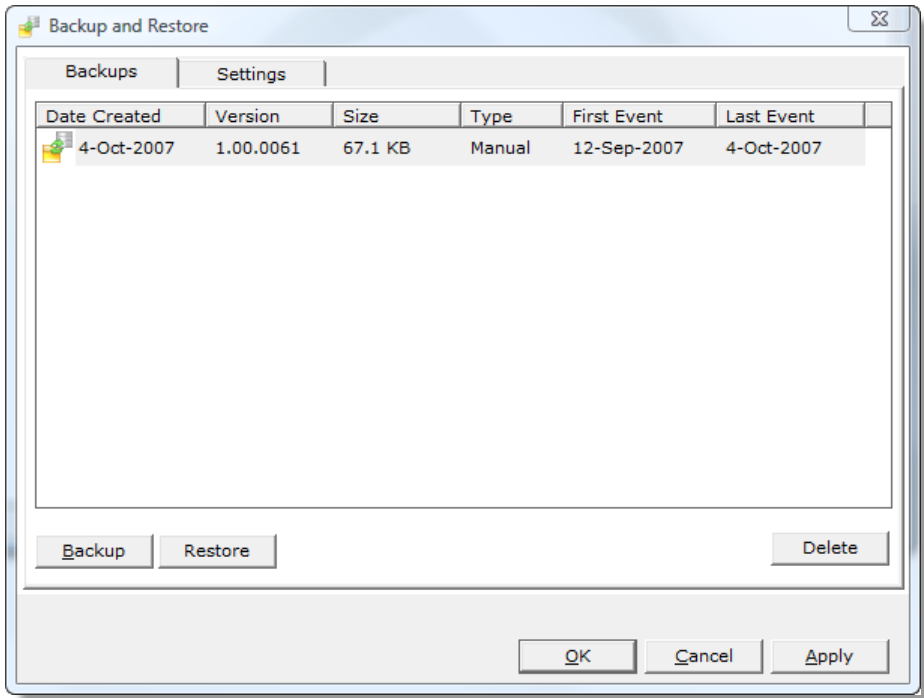
2

Select the **Settings** tab to set an automatic backup time or alter the backup details. Choose whether to include photos, plans and card designs as part of **Automated Backups**. These will always be included when making a manual backup.



3

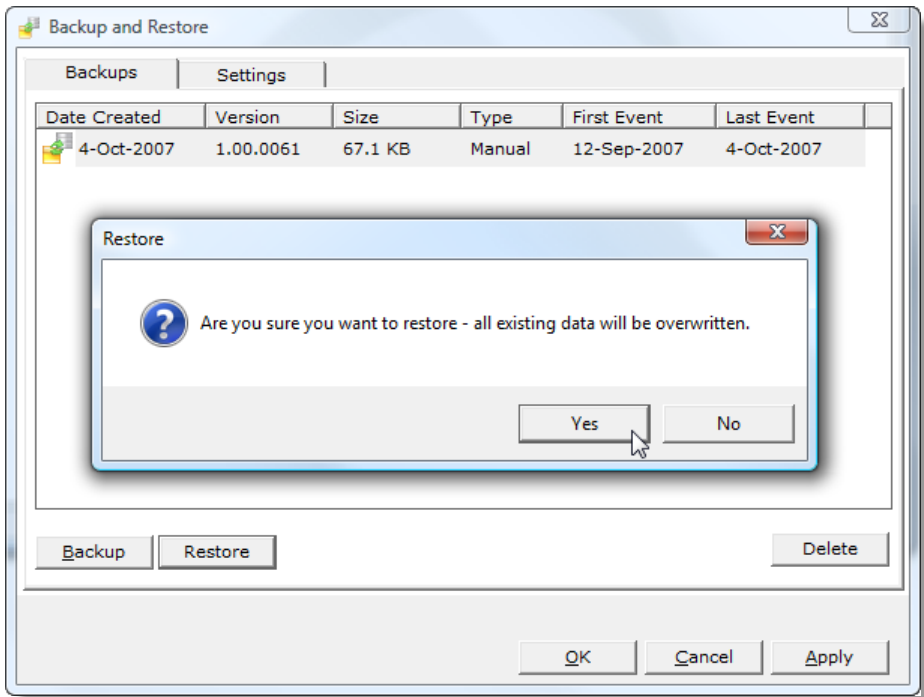
Select the **Backups** tab, and click the **Backup** button.



Restoring a backup

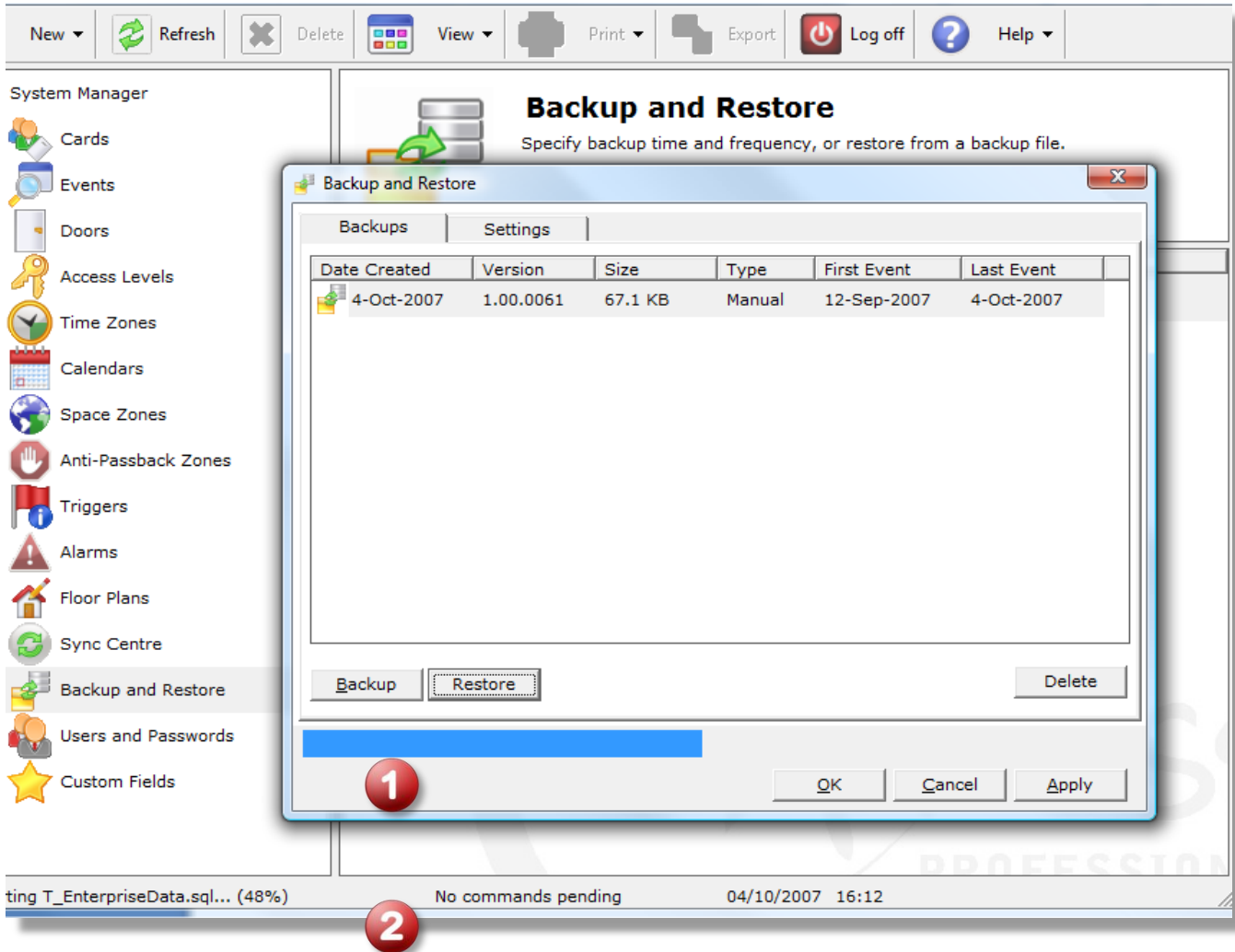
1

Click **Restore** from the **Backups** tab. Click **Yes**.



2

The restore process will commence.

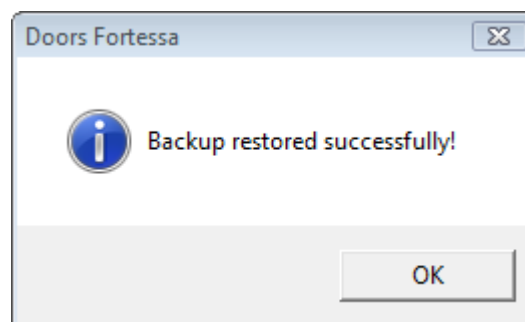


1 Overall progress

2 Current operation

3

Click **OK** to complete the restore process.



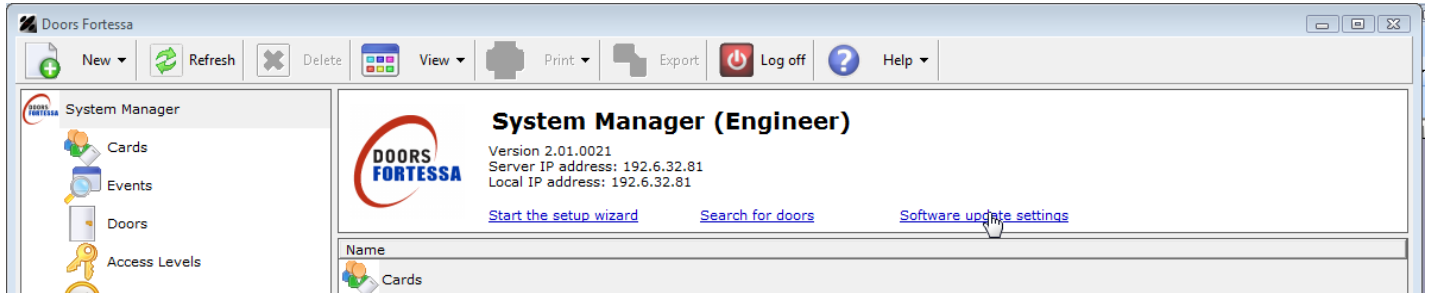
Checking for Software Updates

It is possible to download software updates containing enhancements and new features. Although this can be scheduled to run automatically, an update check can be performed at any time.

Performing a manual check

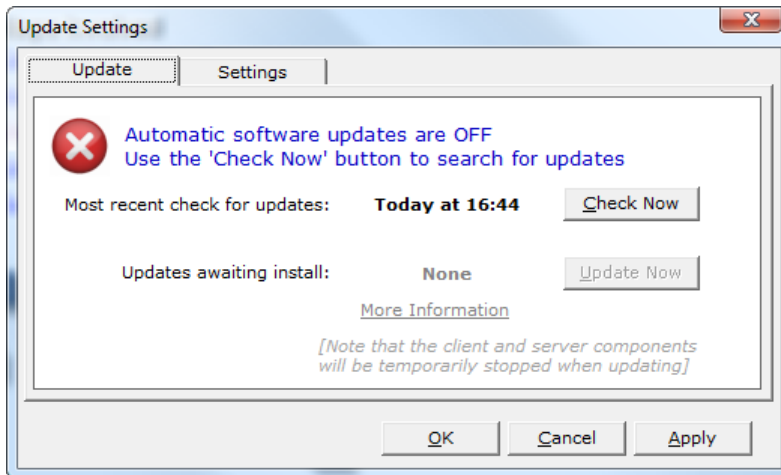
1

Click **Software Update Settings** from the **System Manager Information Panel**.



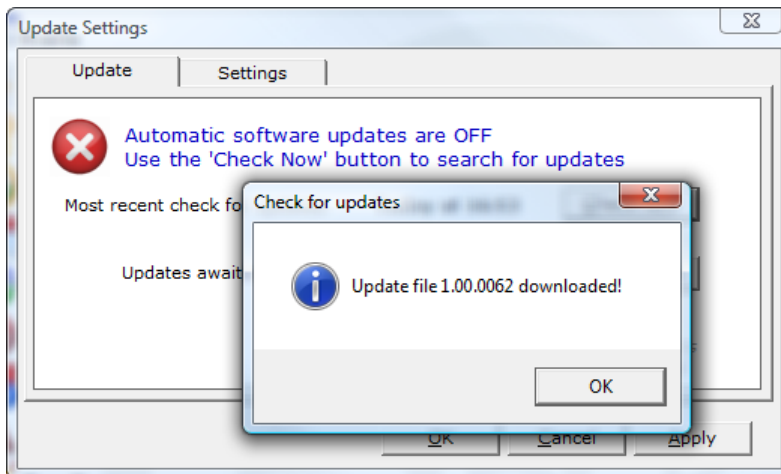
2

Click **Check Now**.



3

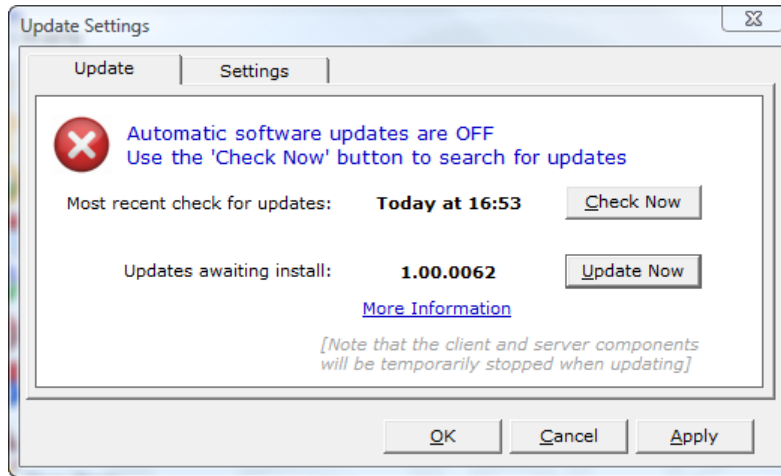
If an update is available it will be downloaded.



Installing updates

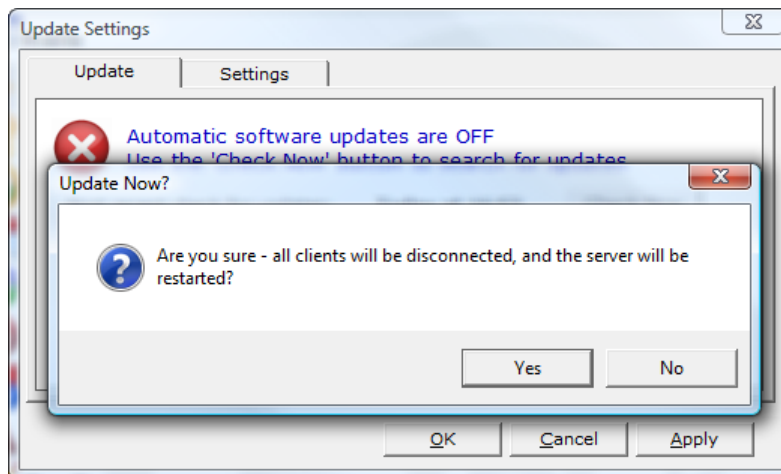
1

Click **Update Now**.



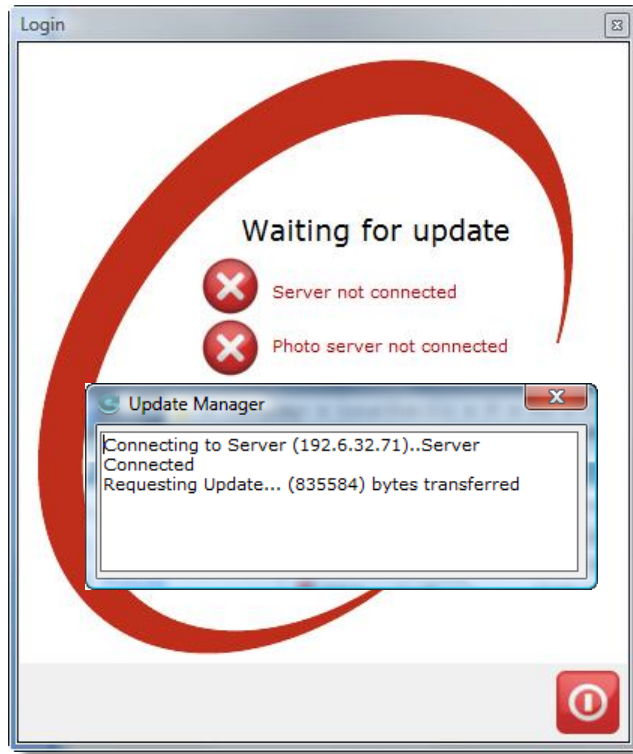
2

Ensure all other users are either logged off or are not affected by the update. Click **Yes** to continue.



3

All clients will be stopped whilst the server starts the update process.



4

The update process is complete. Users can log in as normal.



1. Printing Roll Call Reports and Creating Time Sheets

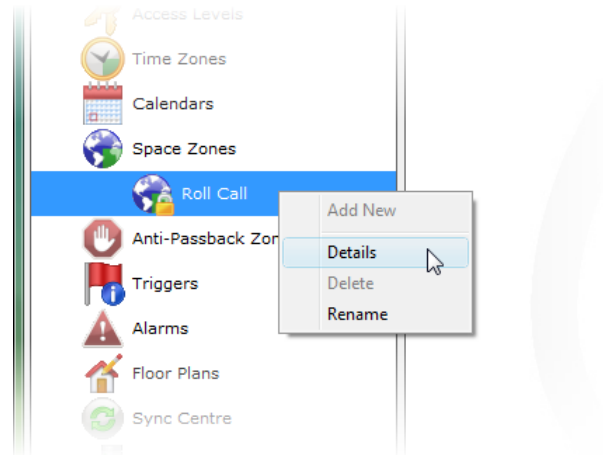
Using Space Zones

A **Space Zone** is a group of doors. Reports can be created to identify which cardholders are currently in the building. In the event of a fire alarm these doors can be opened automatically provided the fire input of a controller is connected to the fire alarm system. Doors Fortessa creates a standard space zone called **Roll Call**. As doors are added to the system, they are included in this zone.

Creating a Roll Call Report

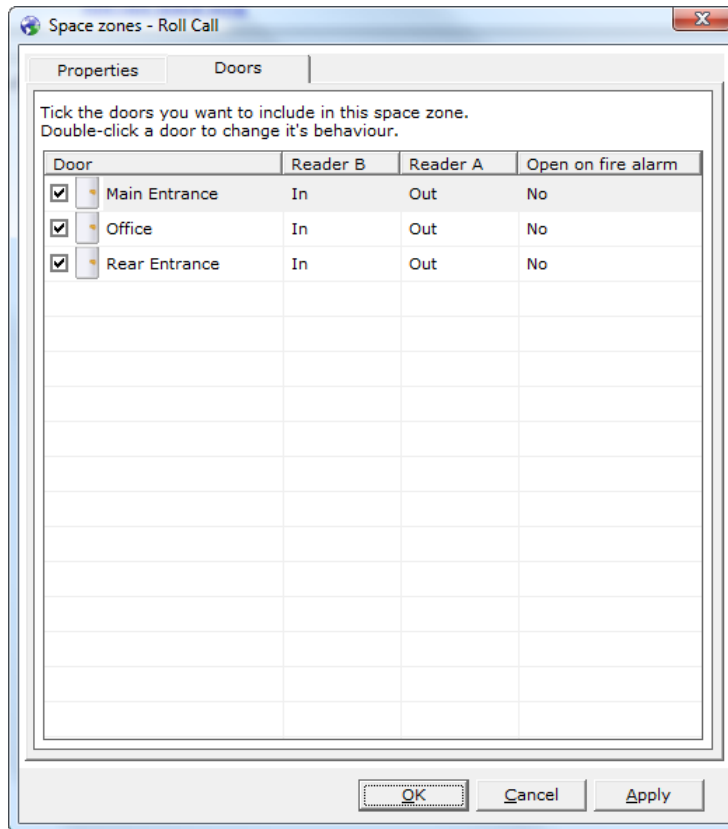
1

Open the **Roll Call** zone by right-clicking the [System Tree](#).



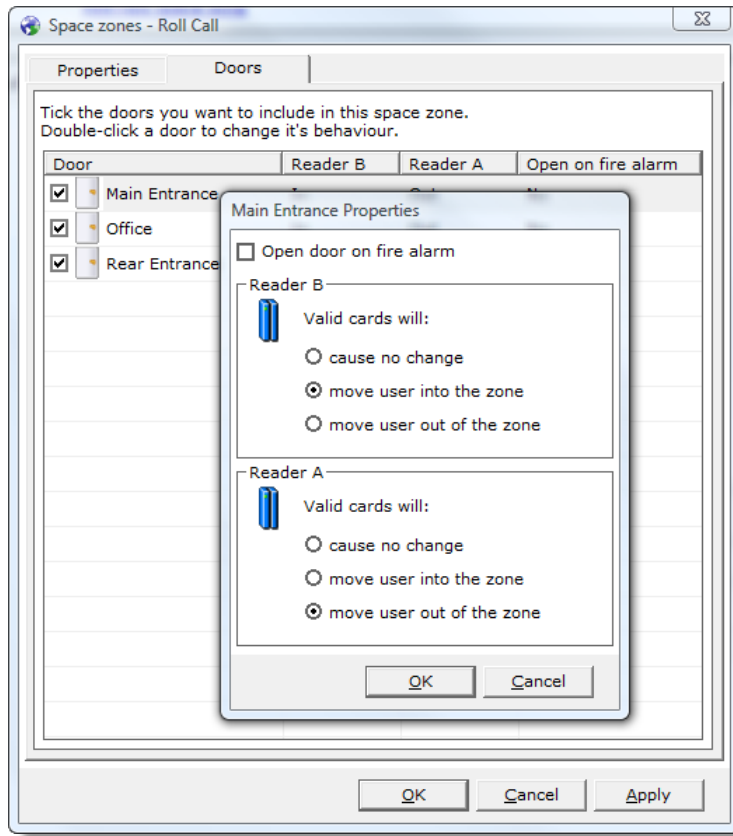
2

Select the **Doors** tab. Tick all doors to be included in this **Space Zone**.



3

Double-click a door to change the behaviour. Click **OK**.

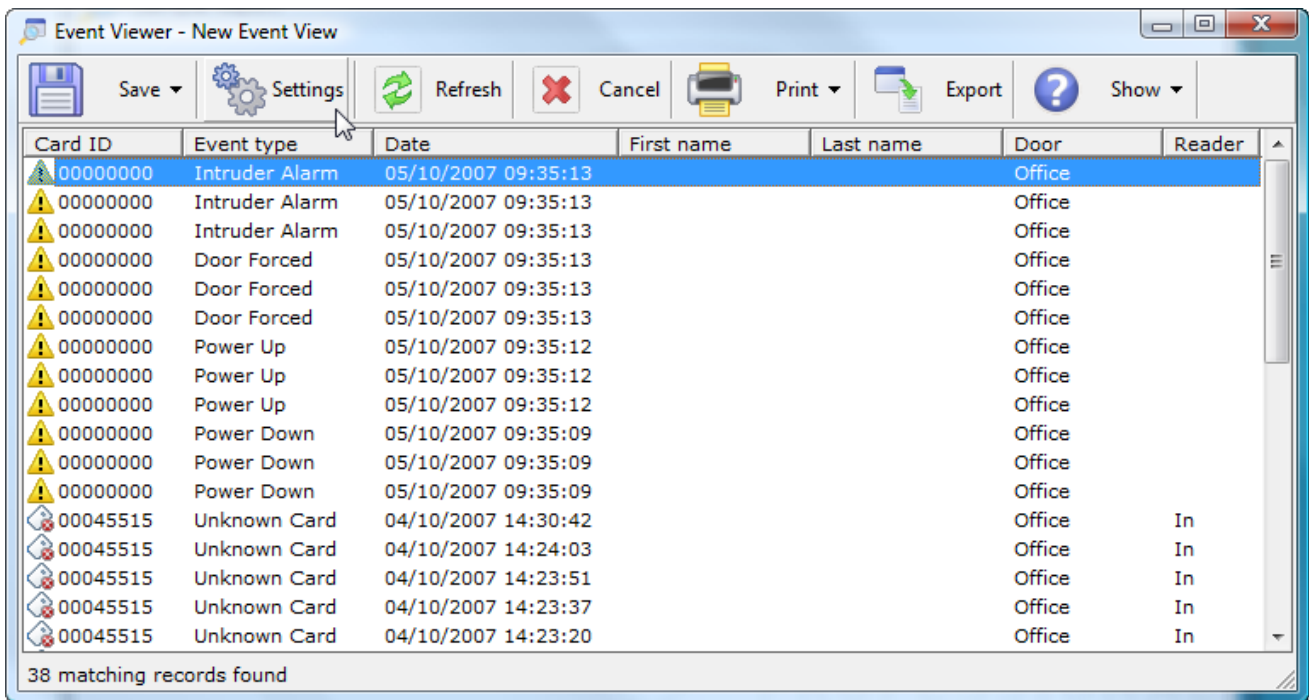


4

Click **OK** to save. Open a new **Event Viewer** report (detailed further in [Creating a Custom Report](#)).

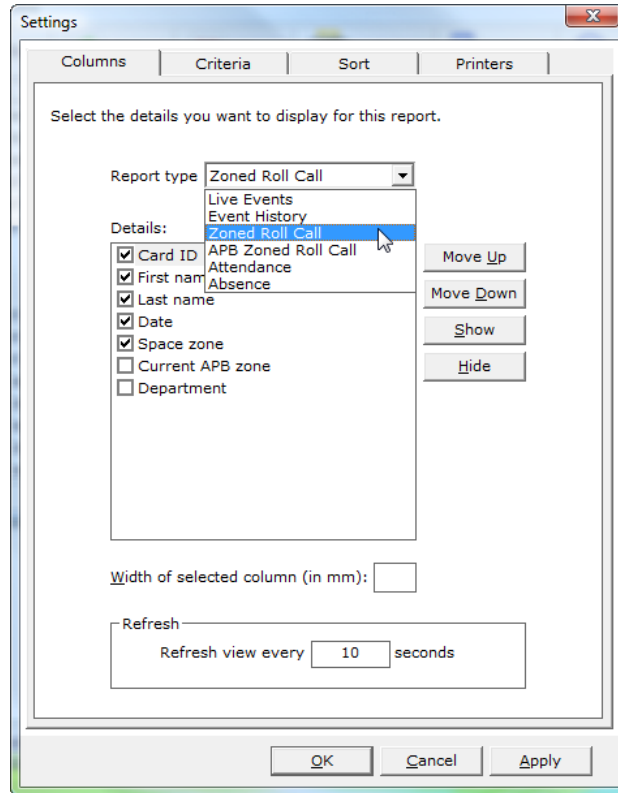
5

Select **Settings** from the toolbar.



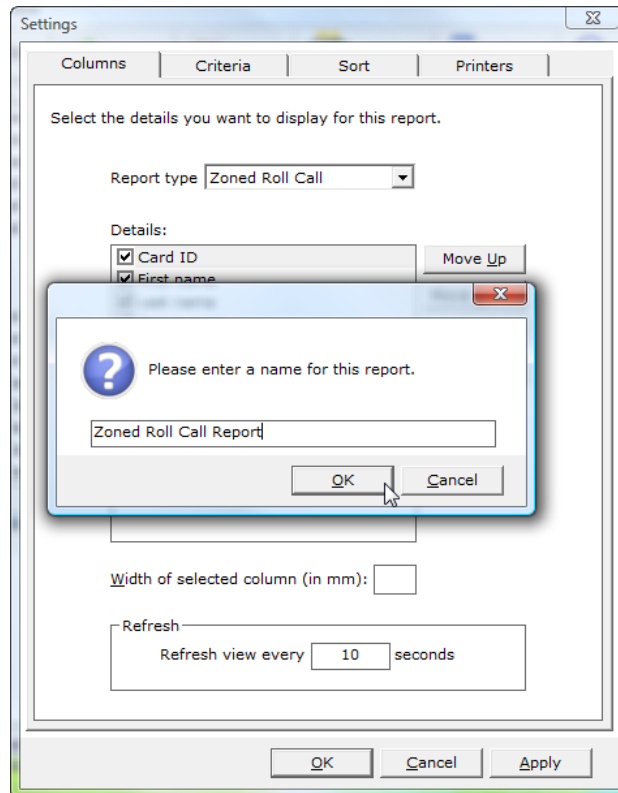
6

Change the report type to **Zoned Roll Call**. Click **OK**.



7

Enter a report name. Click **OK**.



8

View the results.

Event Viewer - Zoned Roll Call Report

Card ID	First name	Last name	Space zone
00000064	Smith	John	Roll Call
00000062	Frances	Farmer	Roll Call
72210023	Jones	David	Roll Call
00000063	Frank	Jones	Roll Call
00000066	Makinson	Nick	Roll Call
72210057	Davies	Roger	Roll Call

6 matching records found

Creating a Time Sheet

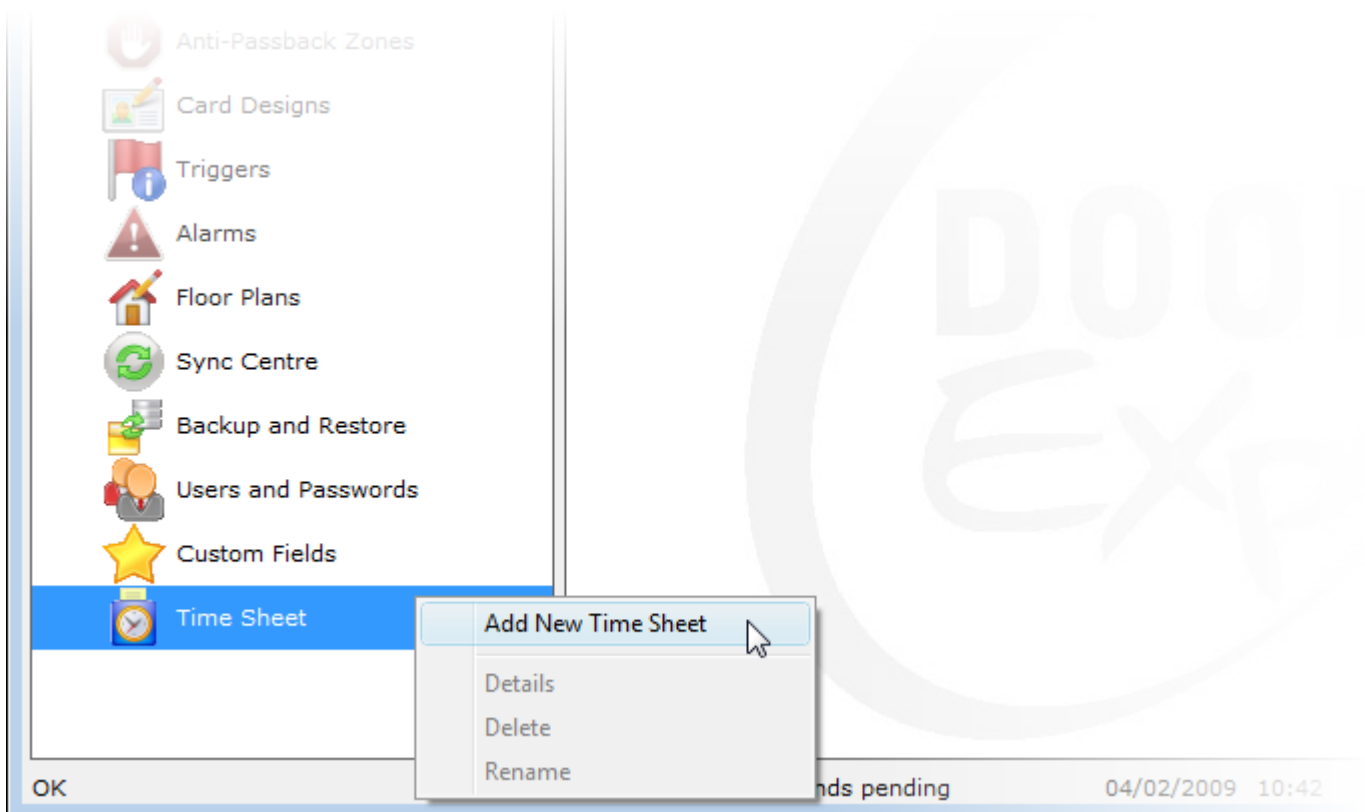
A time sheet can be created based on users' movements. The basis for a time sheet is a space zone – this dictates which readers will move a cardholder “in”, and which will move them “out”. A dedicated P3 controller may be used purely for this purpose, although this is not a requirement.

1

Ensure a Space Zone is available that monitors the appropriate readers to move in and out of the building. This is detailed further at the beginning of this section.

2

Right-click **Time Sheet**, located in **Card Manager**, and select **Add New Time Sheet**.



3

Enter a name for the time sheet. If required, select the required fields in the “Who” section. Select the date range for this report. Click **OK** to save.

4

View the results.

Date	Card ID	First name	Last name	Start time	End time	Hours
09/01/2009	77770021	Shirley	Brian		12:26:16	00:00:00
					Total	00:00:00
09/01/2009	77770001	Brian	Douglas	09:15:32	09:33:12	00:17:40
					10:36:29	00:00:00
					11:51:54	00:00:00
					13:00:11	00:00:00
					13:01:16	00:00:00
				13:01:29	13:05:30	00:04:01
				13:05:52	16:34:14	03:28:22
					17:07:04	00:00:00
					Total	03:50:03
09/01/2009	77770003	Frances	Farmer	08:38:19	09:29:31	00:51:12
					15:20:18	00:00:00
					Total	00:51:12
09/01/2009	77770002	David	Jones	09:05:17	11:59:01	02:53:44
				11:59:15	12:00:38	00:01:23
				12:00:57	12:39:08	00:38:11
				12:39:22	12:40:17	00:00:55
				12:40:39	17:08:48	04:28:09
				17:09:14	17:25:50	00:16:36
				17:26:03	17:28:22	00:02:19
					17:28:59	00:00:00
				17:29:23	17:33:32	00:04:09
				17:33:45	17:54:17	00:20:32
					17:56:22	00:00:00
					Total	08:45:58

124 matching records found

Using “Anti-Passback” to Encourage Correct System Usage

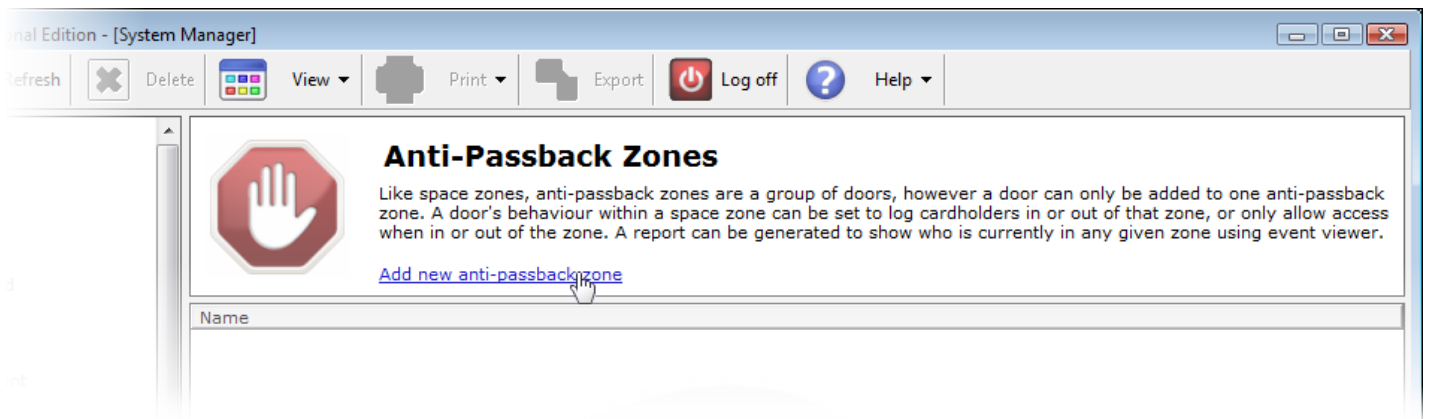
Like space zones, **Anti-Passback** zones are a group of doors, however a door can only be added to one zone. A door's behaviour within a space zone can be set to log cardholders in or out of that zone, or only allow access when in or out of the zone.

Anti Passback zones can be used to encourage cardholders to present their cards, rather than following another person through the door.

Creating an Anti-Passback Zone

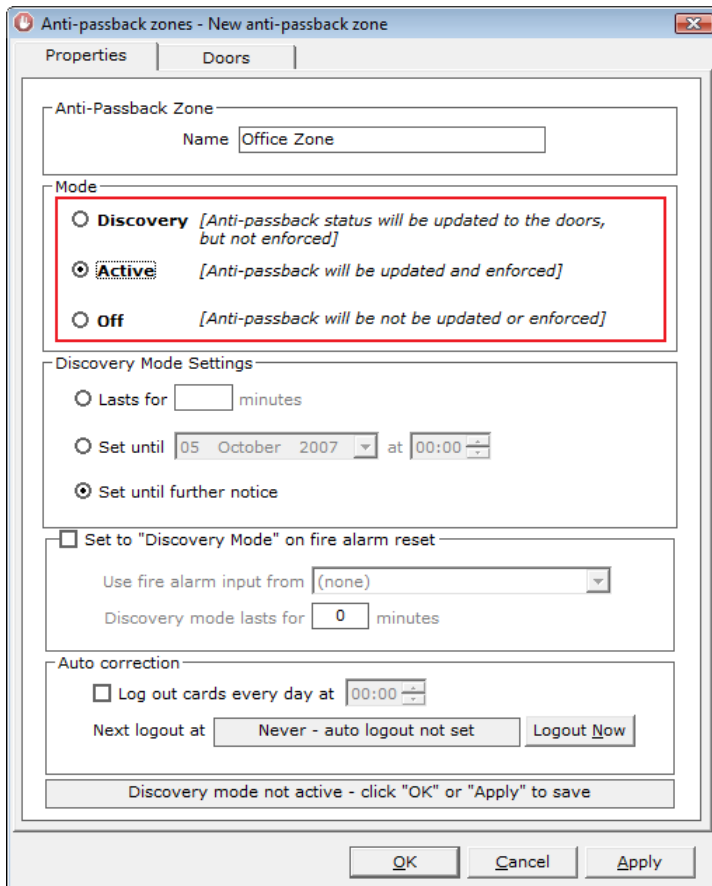
1

Add a new Anti-Passback Zone from the [Information Panel](#).



2

Enter a name for the zone. Select the **Mode**.



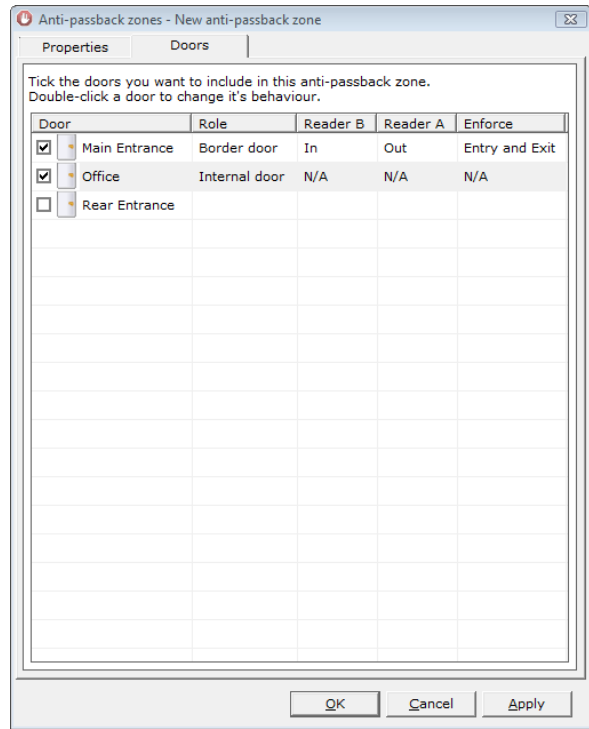
Discovery Mode will update the current status in the doors, but will not restrict cardholders entering and exiting. This is useful when setting up a new zone or after a fire alarm.

Active will restrict cardholders from entering and exiting the zone when appropriate.

When **Off** selected, no updates will be sent to the doors.

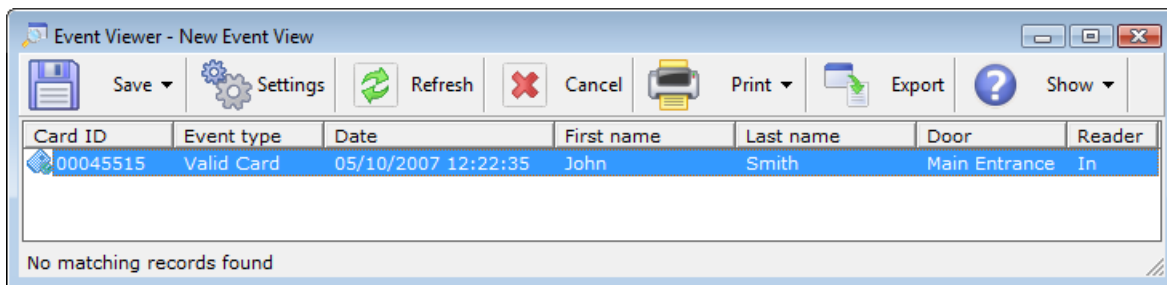
5

Review the doors. In the below example, the Main Entrance is a **border controller**, and the Office is an **internal door**. This means that in order for a cardholder to enter the Office, they must first have presented a valid card at the Main Entrance. Click **OK** to save.



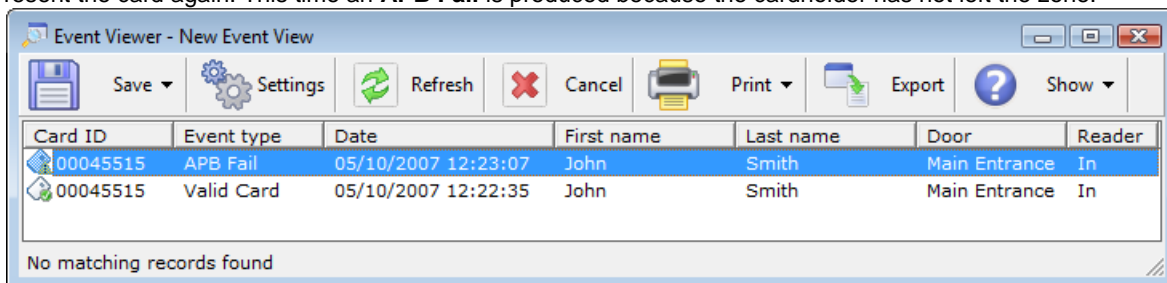
6

Open a Live Events report as described in [Viewing Current Activity](#). Present a card to the **In Reader** of the **Border Controller** (in this example this is **Reader B** of the **Main Entrance**). A **Valid Card** is produced.



7

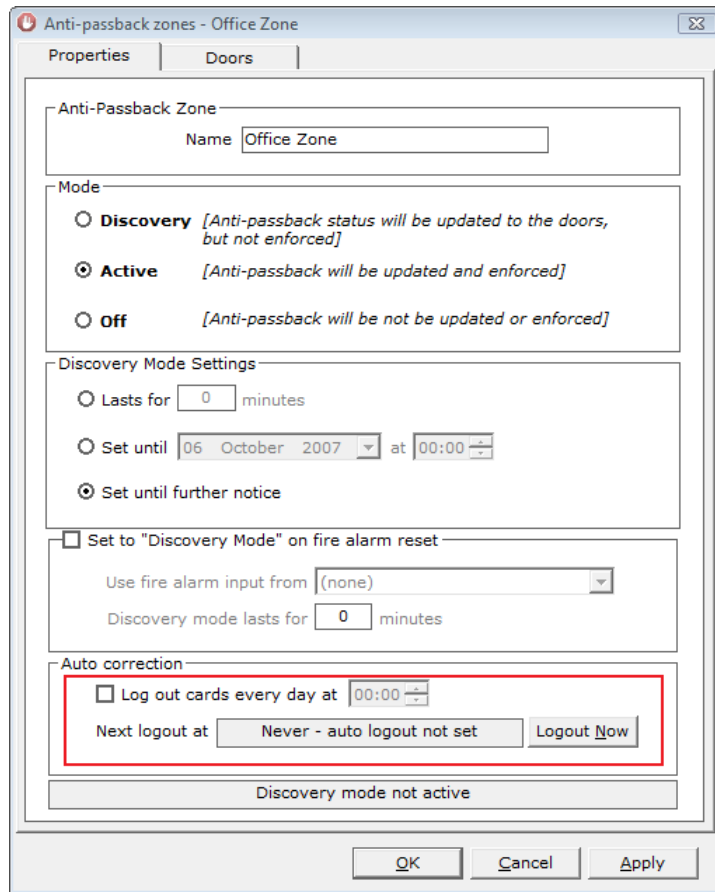
Present the card again. This time an **APB Fail** is produced because the cardholder has not left the zone.



Logging Cardholders In and Out of a Zone

In the previous example, a cardholder was prevented from entering a door because of an **APB Fail**. There are three ways to correct this:

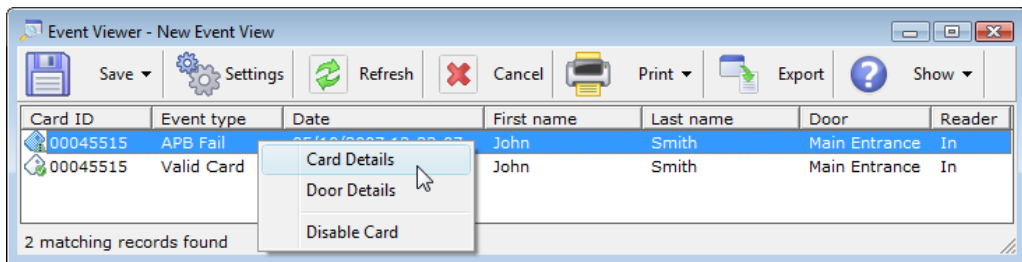
- Present the card at an **Out** reader on a **Border Controller**. In this example, that would be Reader A at the Main Entrance.
- Open the Anti-Passback Zone, and select **Logout Now** in the **Auto Correction** section. Note that this will also log all other cards out of the zone.



- Log out the card individually using card manager.

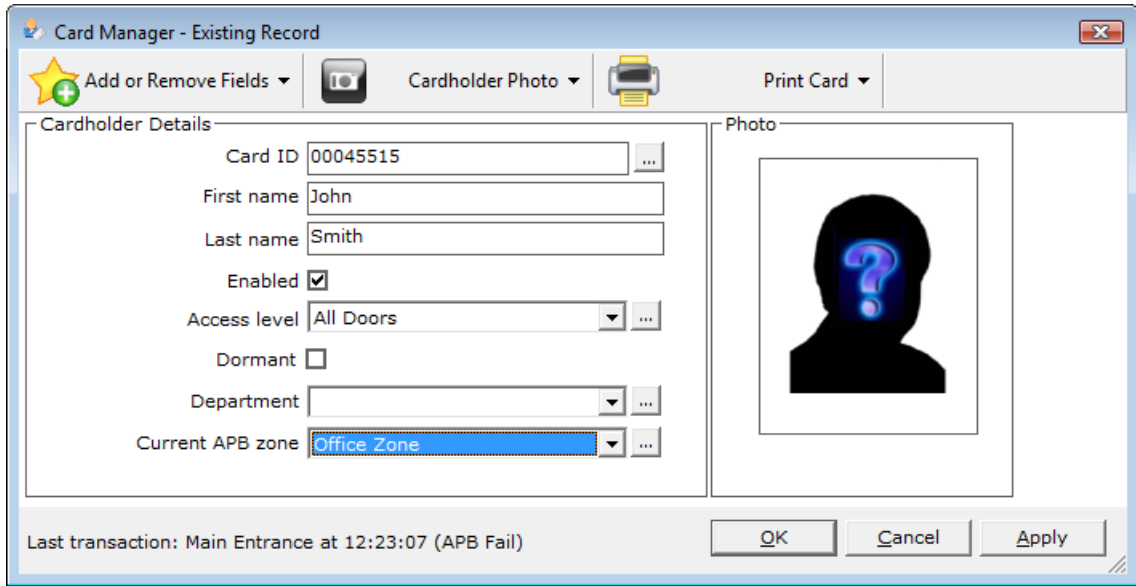
1

Right-click the record in event viewer, and select **Card Details**



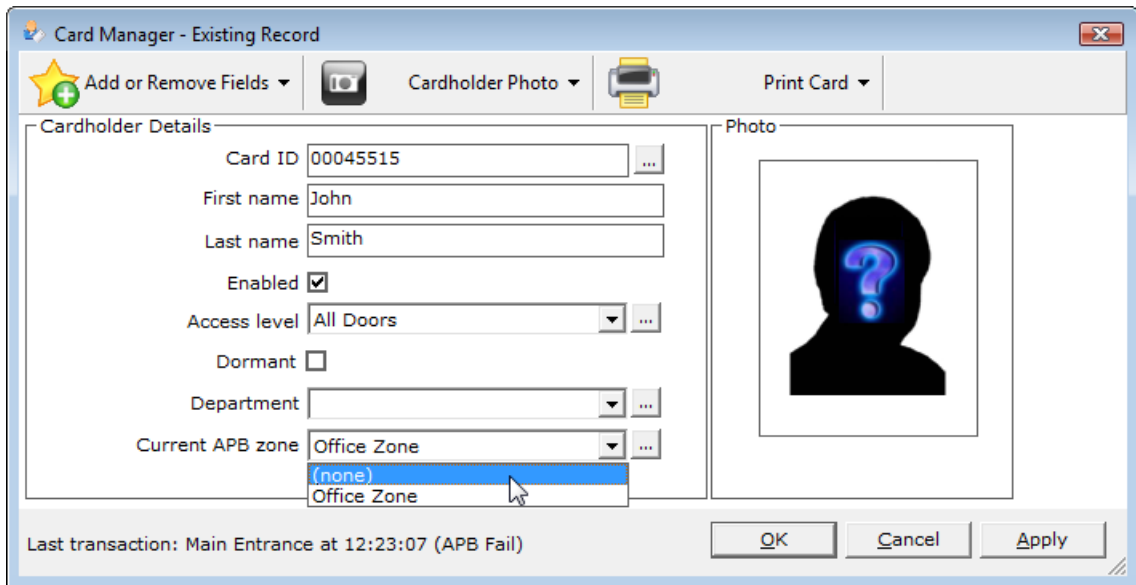
2

The card record will be shown. You may need to add **Current APB Zone** to the list of fields. This is detailed in [Changing the Card Manager Display](#).



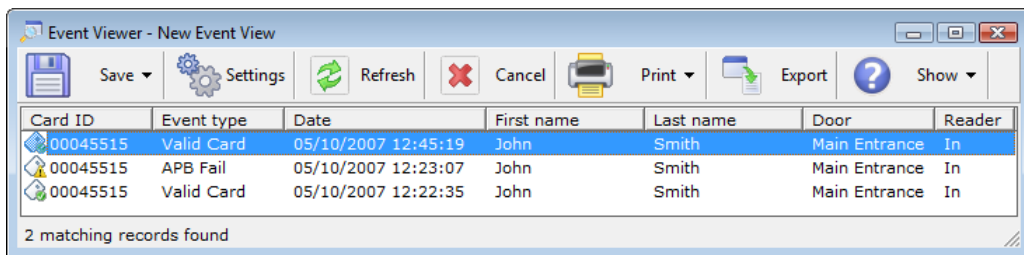
3

Change the **Current APB Zone** to **(none)**. Click **OK**.



4

Present the card again, and review the result in **Event Viewer**. Entry to the door has been allowed.



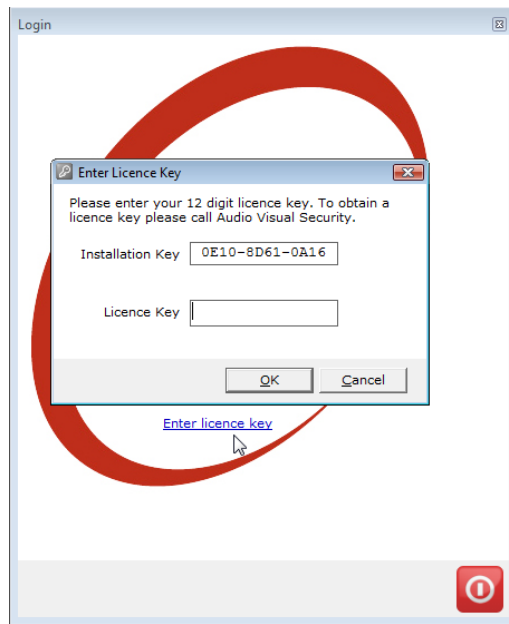
Registering the Doors Fortessa Software

After installation, the Doors Fortessa software will continue to run for 30 days. In order to continue using it, you must enter a **Licence Key**.

Entering a Licence Key

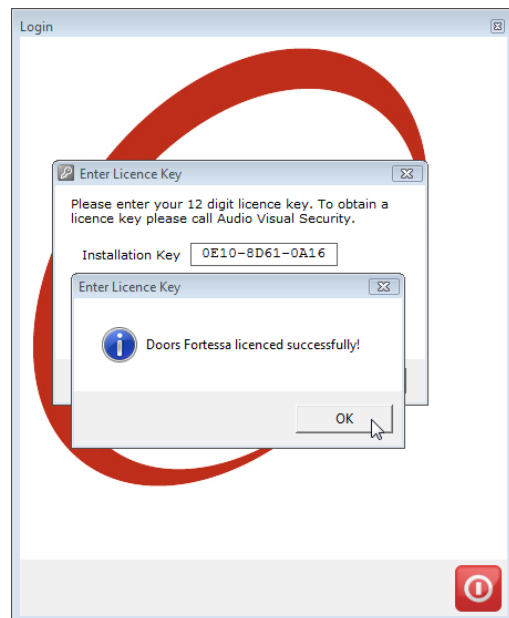
1

Select **Enter licence key** from the **Login Screen**.



2

Enter the **Licence Key**, and click **OK**.



Safety Notes

- Please read this manual carefully before attempting to install, program or operate the Fortessa access control equipment.
- This equipment must be installed in line with all relevant regulations and standards.
- Make sure that wiring is rated according to fuses and current limits of relevant power supplies.
- All connections to this unit must be SELV level. (Safety Extra Low Voltage, BS EN 60950 1992)
- Every effort is made to ensure that this manual is complete and free from errors. However we reserve the right to make changes to these products and this manual without notice.
- No liability is accepted for loss damage or injury as a consequence of using these products or instructions.

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