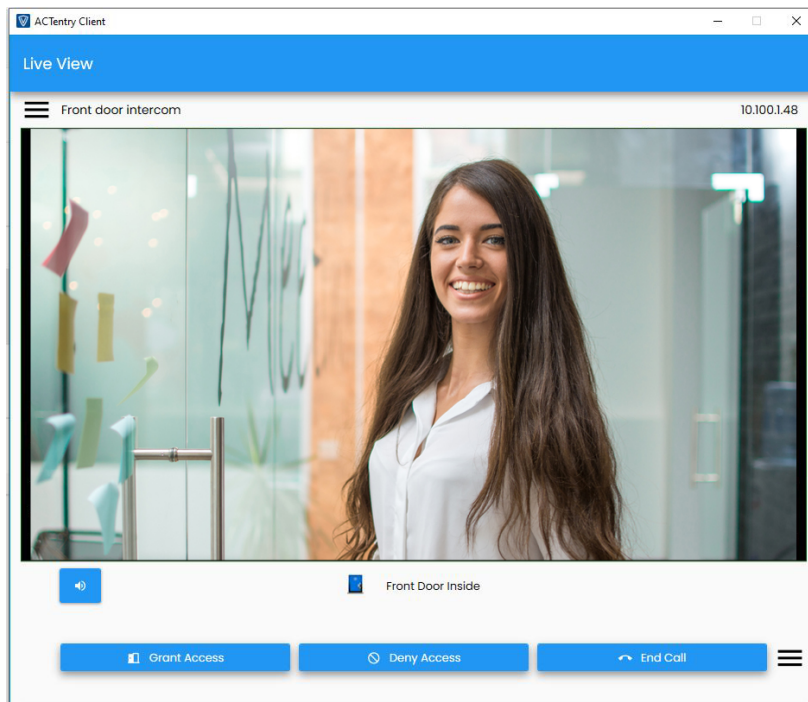


ACT Entry

User Guide



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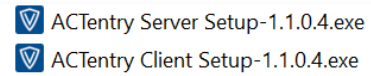
1 Introduction

The following document will guide the Operator on how to install and configure ACTentry

ACTentry installation package contains

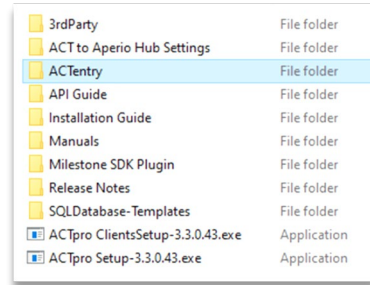
(a) ACTentry client, installed on each client PC.

(b) ACTentry server, installed once on the server, typically the ACTpro server.



The ACTentry installation package is shipped in the ACTentry subfolder on the ACTpro installation image. The ACTentry installation package can also be downloaded from the Vanderbilt web shop

<https://shop.vanderbiltindustries.com>



1.1 Prerequisites

ACTentry Intercom and ACTentry Client licenses must be registered in ACTpro ServerClient.

Before installing and configuring ACTentry Server, Vanderbilt recommends that the ACTpro server 3.3 or later be installed, configured, and operating. Also, the external Intercom is installed and configured on the customers' network.

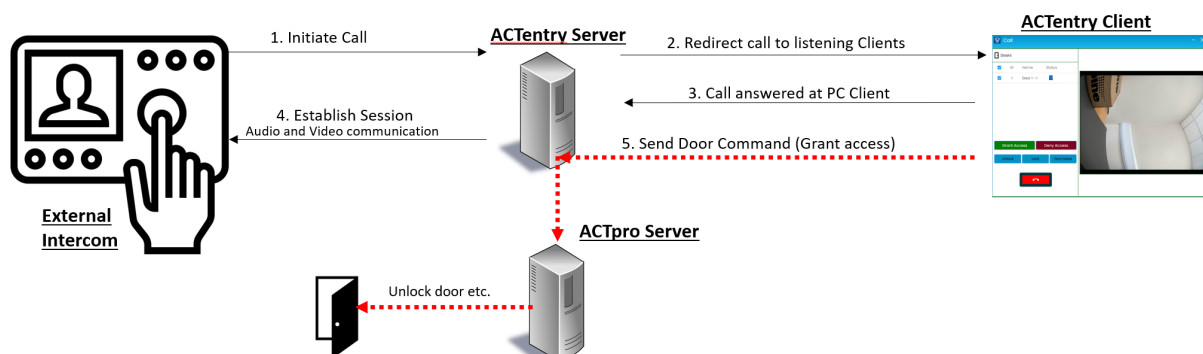
ACTpro and ACTentry servers must be installed on the same computer domain with valid routable IP address.

ACTentry clients must be able to communicate with the ACTentry Server.

The door lock must be wired to the ACTpro controller or door station (door expander) and not the intercom.

ACTentry uses RTSP video streaming which must be enabled on the external intercom.

1.2 How ACTentry works

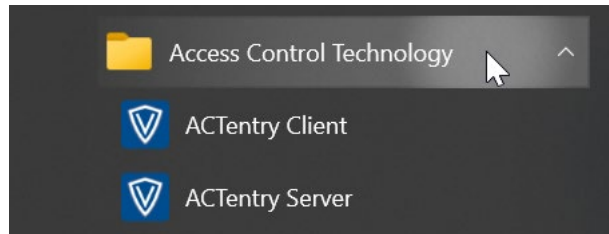


2 ACTentry Installation

ACTentry Server: Launch the ACTentry server setup and follow the on-screen instructions.

ACTentry Client: Launch the ACTentry client setup on each client computer and follow the on-screen instructions.

Navigate to Start Menu -> Access Control Technology, where you will find a shortcut for the Server and Client application.



2.1 Accessing ACTentry Server [http://\[Server IP address\]:8500](http://[Server IP address]:8500)

The ACTentry server can be accessed from the start menu; navigate to Start Menu -> Access Control Technology, where you will find a shortcut for the Server application. This will open a Web browser to **localhost:8500**.

To access the ACTentry server directly, launch a web browser and enter the server address or hostname with port 8500. [http://\[Server IP address\]:8500](http://[Server IP address]:8500)

2.2 Login into the ACTentry server <http://<<ipaddress>>:8500>

The ACTentry server is hosted on port 8500. To access the ACTentry server, enter the ACTentry server IP address followed by the port number, <http://<<ipaddress>>:8500> (e.g. <http://192.168.1.1:8500>).

ACTentry server ships with a default username and password combination. On the first login, the Operator is forced to change the password.

Username:	admin
Default Password:	admin

The password can be changed at any time via the 'Change Password' option in the user menu. This will require the Operator to provide the old and new passwords.

ACTentry is installed with a password-of-the-day enabled. The Installer can use the password-of-the-day to access the ACTentry server if the original password is lost/forgotten.

The password-of-the-day can be enabled or disabled from the Setting option.

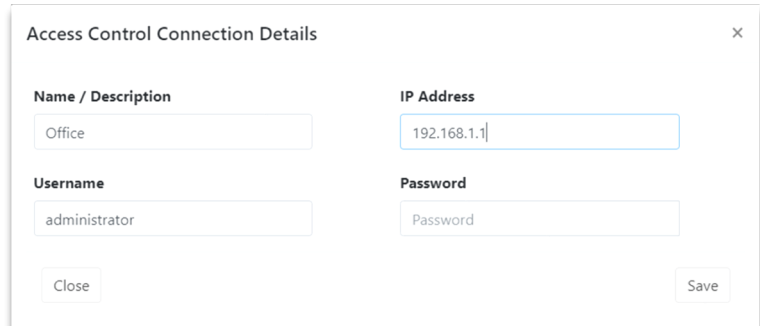
Vanderbilt recommends that the Operator use a strong password at all times.

2.3 Connecting to Access Control System

Select “**Access Control**” from the menu and press the **+** button to configure the connection with ACTpro.

Enter

- Descriptive name of the access control system,
- IP address or hostname of the access server
- username and password for the ACTentry service to communicate with ACTpro



Access Control Connection Details

Name / Description	IP Address
Office	192.168.1.1
Username	Password
administrator	Password
Close	Save

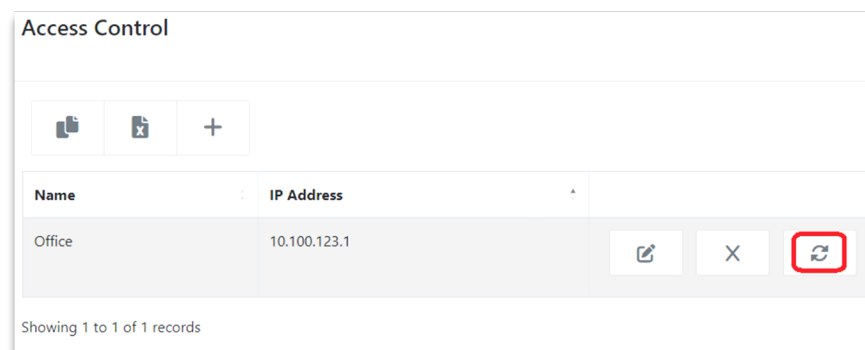
Note:

The username/password combination must match the username/password combination created from DBUser in ACTmanage.



Vanderbilt recommends a unique DBUser Account be created solely for communications between ACTentry and ACTpro.

Testing Access Control Connection: Confirm the communications channel between the ACTentry server and ACTpro is configured correctly by pressing the refresh button.

ACTentry server will retrieve the number of ACTentry clients and Intercoms allowed on the system from ACTpro licensing.




Access Control

Name	IP Address	
Office	10.100.123.1	  

Showing 1 to 1 of 1 records

2.4 Licences

All licences for ACTentry are managed by the ACTpro licensing framework in the ACT ServerClient, including adding additional Client and Intercom licenses.

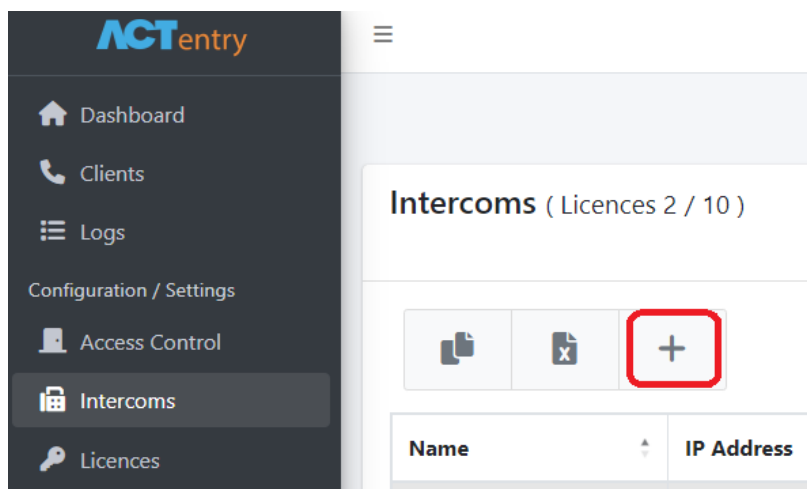
ACTentry automatically synchronises Licenses with ACTpro every hour. The Operator can force a manual synchronise  from the license menu option from ACTentry server.

2.5 Adding Intercoms

To add an intercom, login into to ACTentry server ([http://\[Server IP address\]:8500](http://[Server IP address]:8500))

Select **Intercoms** from the menu

Select the **+** to add a new intercom and enter the connection details.



Intercom Connection Details:

Display Name

A descriptive name for the Intercom.

Intercom Model

Select the appropriate Intercom from the list of supported Intercoms.

Access Door

All doors from the access control system are displayed in the dropdown list.

Select the door that will be associated with this Intercom.

IP Address

The IP Address that will be used to connect to the Intercom.

Port

Typically, 5060 is used for any SIP device. It is recommended to check with the intercom manufacturer for the port number.

Username

The username used to login into the Intercom.

Password

The password used to login into the Intercom.

Note: If you are using intercoms from 2N, ensure that the username and password match exactly the ONVIF username and password that was created during the initial configuration of the 2N Intercom.

Create Intercom

Name / Intercom Model		
Display Name <input type="text" value="Front Door Intercom"/>	Intercom Model <input type="text" value="AV-03BD"/>	Access Door <input type="text" value="Front Door Inside"/>

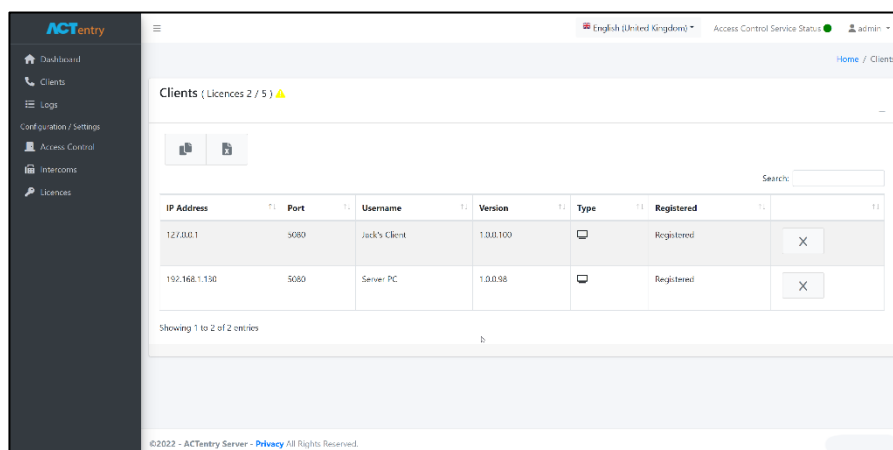
Connection Details	
IP Address <input type="text" value="IP Address"/>	Port <input type="text" value="5060"/>
Username <input type="text" value="Username"/>	Password <input type="text" value="Password"/>

Close
Save

2.6 Client Registration

ACTentry clients are automatically registered with the ACTentry server (automatic SIP registration) once the client software is correctly installed and configured.

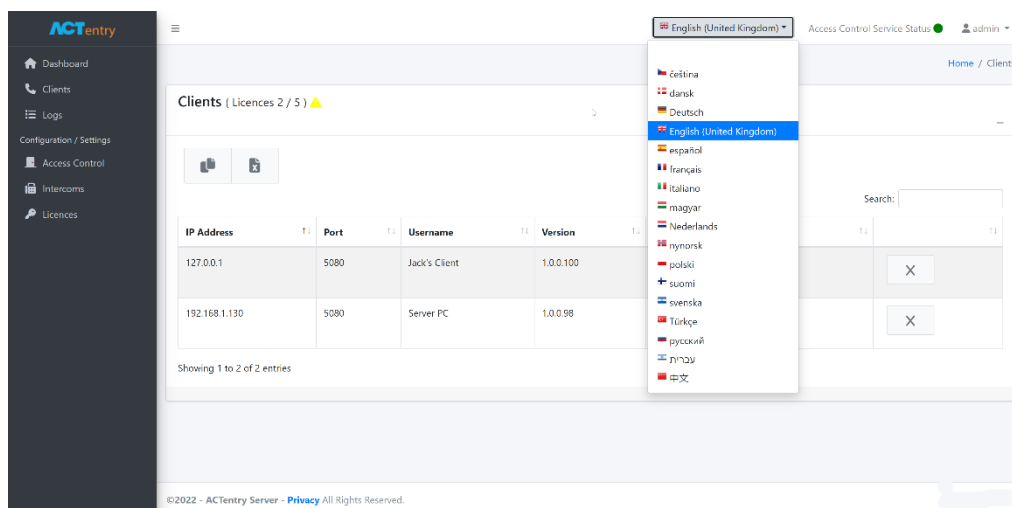
All successfully registered clients will appear in the “**Client**” list as **registered**.



IP Address	Port	Username	Version	Type	Registered
127.0.0.1	5080	Jack's Client	1.0.0.100		Registered
192.168.1.130	5080	Server PC	1.0.0.98		Registered

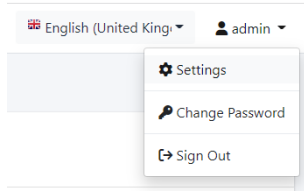
2.7 Changing Language

The display language can be changed from the dropdown list at the top of the page.



2.8 Settings

ACTentry ships with default settings which can be overridden by the administrator.



2.8.1 Password of the day

Password of the Day allows the security Installer to access ACTentry server if the password is lost or forgotten, you can contact Vanderbilt technical support to request a time-limited “**Password of the Day**”.

Password of the Day is enabled by default and can be disabled from the Admin **Settings** menu.

2.8.2 Disable Live View

Live video view allows the operator to activate a call channel to the intercom from the client software and monitor activity at the intercom. This feature is enabled by default.

Live video view can be disabled from the Admin **Settings** menu.

2.9 FAQs

Q: Why do I get a warning when attempting to add another Access Control System?

ACTentry supports one Access Control System per Server. If you attempt to add a second access control server, you will get the following message **"You can only add 1 Access Control System."**

Q: I get an 'Access Control System Offline' warning when testing the connection?


Access Control System Offline message appears if the ACTentry server can't communicate with ACTpro servers.

- Check ACTpro is running
- Check you can ping the Server ACTpro is running on.
- Check the DB User account is valid and active in ACTpro, and the exact account details (Username and password) are entered into the ACTentry server

Q: I have added an Access Control System, but I don't have a licence report in ACTentry?

Check your connection status for ACTpro.

Check that a valid ACTentry client and Intercom license is registered in the ACTpro ServerClient.

ACTentry automatically synchronises Licenses with ACTpro every hour. The Operator can force a manual synchronise  from the license menu option from ACTentry server.

Q: I get a 'No Licences remaining' warning when attempting to add an Intercom?

You have most likely run out of licences, and you will need to add additional licenses which can be sources via your sales normal channel.

Q: Test Connection fails when checking the status of the Intercom?

Check you have entered the correct IP Address for the Intercom.

Check you have entered the correct username and password.

Check that Intercom is powered up.

Q: I get an 'Intercom already exists' warning when attempting to add another Intercom?

You may only add an intercom to the system once. Each Intercom must have a unique IP address.

Q: Client shows as 'Unregistered' on the ACTentry Clients menu page?

Any client that connects to the ACTentry Server will appear on the ACTentry Server Clients page. Check that the client is online and that you have sufficient licences.

Q: Can I delete a client from the Clients list?

You may delete any client to free up licences. If the client is online, it will attempt to re-register every 120seconds.

3 Intercom Configuration

3.1 BAS-IP AA-12FB2M, BAS-IP AV-03BD

3.1.1 Default login

- Default IP: 192.168.1.90 or 192.168.1.91
- Username: **admin**
- Password: **123456**

Note – Device IP must be routable to the ACTentry server.

3.1.2 Setup Device to talk to ACTentry Server

Select the 'Forward' Tab on the Navigation Menu. This will take you to the Forward settings, where you can set up call forwarding.

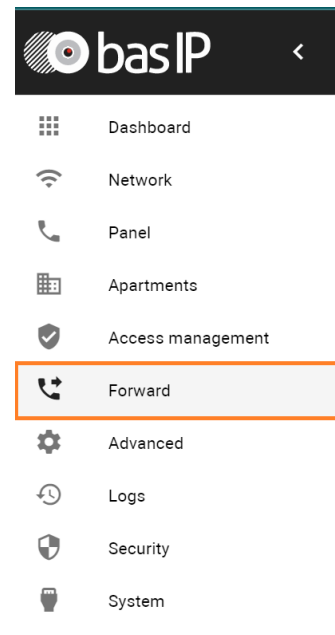
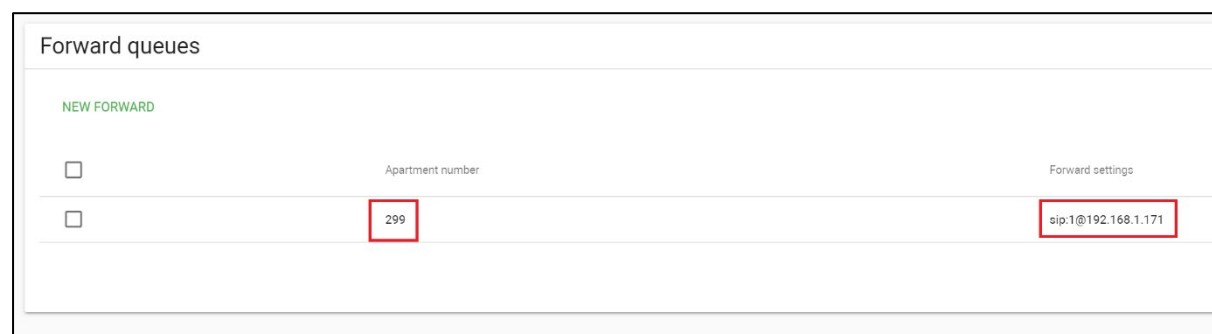
For the forwarding mode, select '**All at once**'. This will enable all endpoints to be called in parallel



AV-03BD

Forward settings

Mode
All at once

Forward queues

NEW FORWARD

	Apartment number	Forward settings
<input type="checkbox"/>	299	sip:1@192.168.1.171

To call the ACTentry Server, you must create a new forward endpoint. It is essential to note the Apartment number and Forward Settings endpoint. These values must be correct in order to make a successful call

Apartment number

The Apartment number is derived from the 'Apartment Settings' section on the 'Panel' page

The apartment number is formed from two values: the “**Floor**” and “**Apartment**”.

Example: 299

99 is the 2-digit apartment number

02 is the floor number; leading 0 can be omitted.

Example: 1050

50 is the apartment number

10 is the floor number.

Forward Settings

For the forward settings endpoint, you must enter the endpoint of the ACTentry Server's PC. Ensure it has the following format: [sip:{ServerAddress}](#)

You should now be able to make a call between the Intercom and the ACTentry Server. If you have ACTentry clients setup, it will call those clients.

3.1.3 Configuring RTSP in device settings

On the Panel page in the device settings section. It is important to note that BAS-IP devices don't support special characters for RTSP passwords. The RTSP password is the same password that will be used when setting up the intercom on the ACTentry Server.

Please ensure that the BAS-IP RTSP password matches the password that you enter in ACTentry Server.

3.2 Configuring BAS-IP Card Reader (MIFARE Classic)

3.2.1 Downloading mobile application

Download the **BAS-IP UKEY Config** (published by BAS-IP LP) app from the Apple and Android app store.

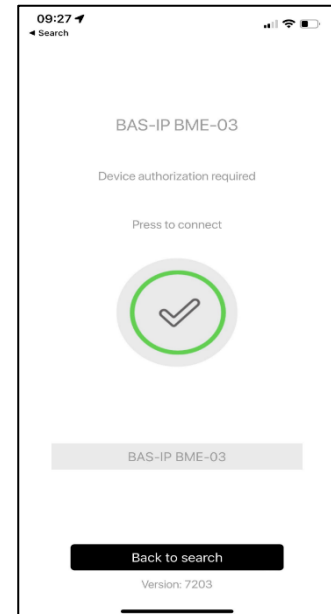
3.2.2 Connecting to reader

Ensure that your BAS-IP Intercom is powered ON.

Open the mobile UKEY Config app, and you should see the BAS-IP reader when within range. (You may need to select “Search”)

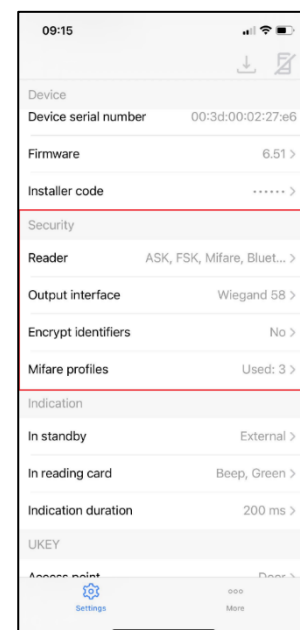
Press the connect button, and it will prompt you for a password. By default, this is ‘123456’.

Tap “Settings” to take you to the required menu.



3.2.3 Main Menu

After connecting to a reader and entering the correct credentials, you will be brought to the configuration menu. To update the MIFARE Configuration, you will need to select '**MIFARE Profiles**'



3.2.4 MIFARE Classic Configuration

Select from the list of MIFARE profiles to configure reading data from encoded MIFARE Classic cards.

Request the read keys from Vanderbilt support department for Vanderbilts encode MIFARE Classic cards.

The reader in the Intercom must be connected directly to the Access Control panel.

Please ensure that the settings in the associated image match exactly:

3.2.4.1 iOS UKey App

Security = SL1 6 Bytes

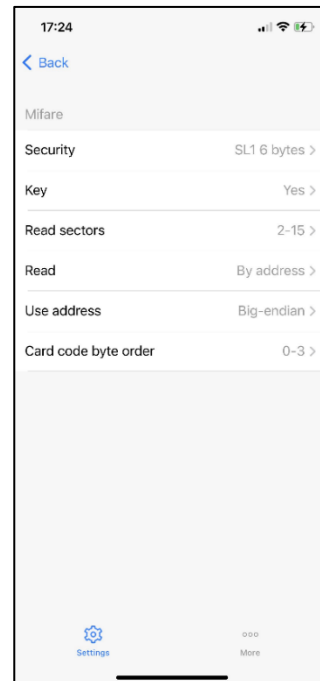
Key = Requested from Vanderbilt support Department

Read sectors = 2 – 15

Read = By Address

Use Address = Big-endian

Card code Byte order = 0-3



3.2.4.2 Android UKey App

Security = SL1 6 Bytes

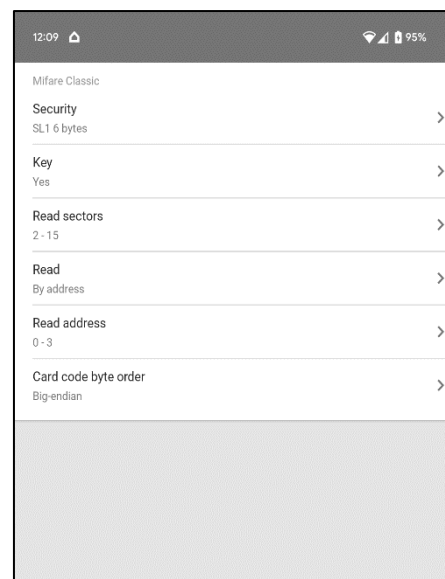
Key = Requested from Vanderbilt support Department

Read sectors = 2 – 15

Read = By Address

Read Address = 0-3

Card code Byte order = Big-endian

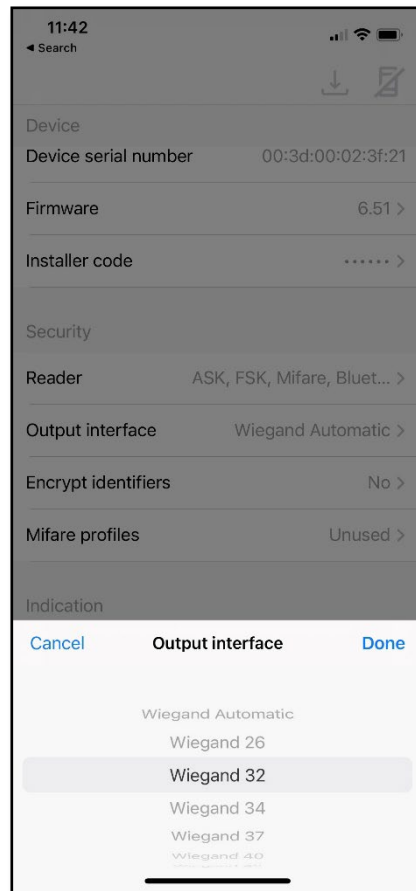


Please see the following link for more information:

<https://wiki.bas-ip.com/ukeycfgeng/mifare-profiles-10256600.html>

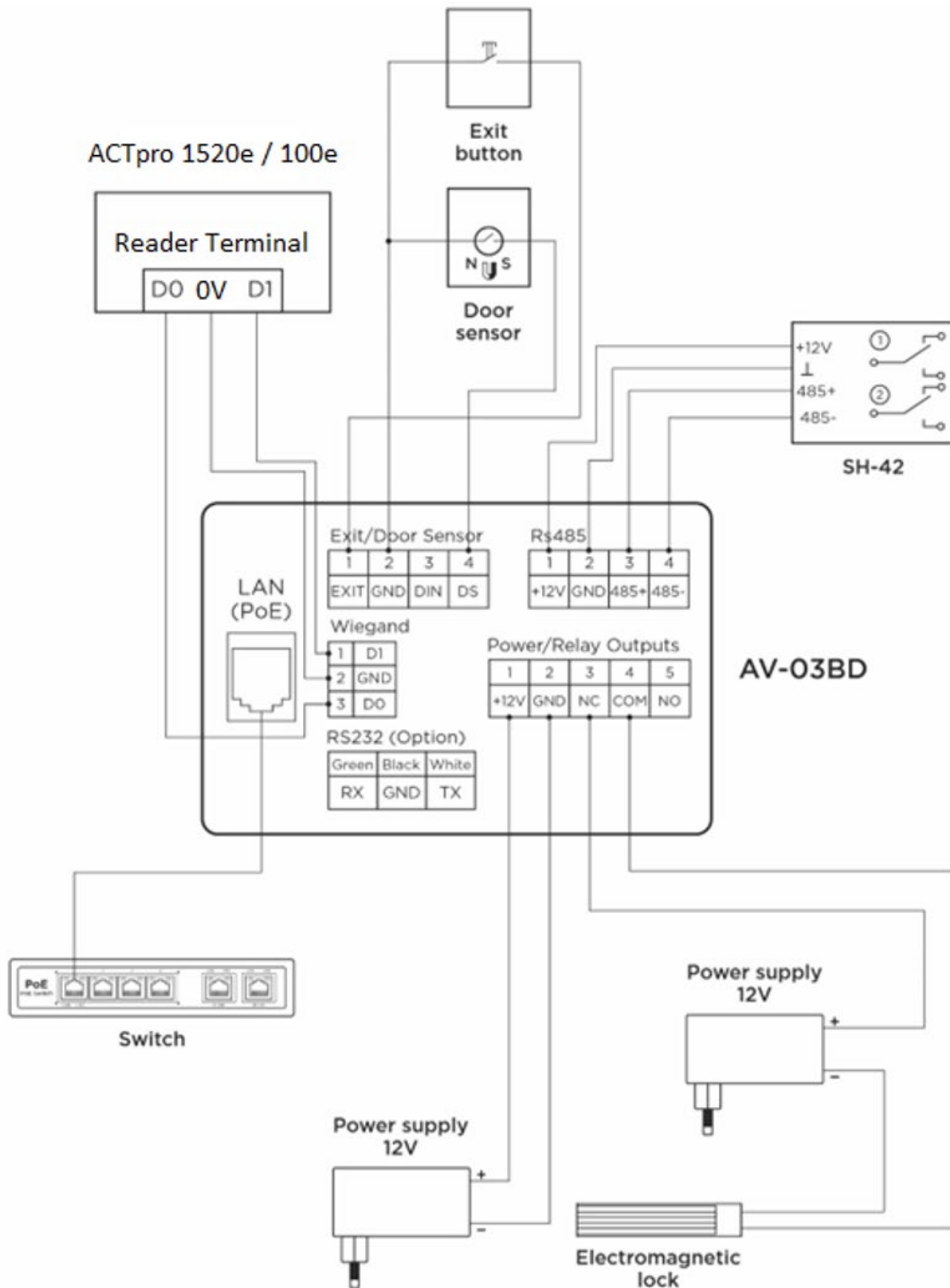
3.2.5 Wiegand Output

It is required to change the Wiegand output format using the UKEY config app. You can do this via 'Output interface'. For MF10C1 cards, the 32 Bit Format must be used.



3.2.6 Electrical Connections

Please see the following diagram regarding electrical connections:



More Information: <https://wiki.bas-ip.com/av03bd/electrical-connection-110560264.html>

3.3 Zenitel TCIV 3+

3.3.1 Default IP and login

- Default IP: 169.254.1.100
- Username: **admin**
- Password: **alphaadmin**

3.3.2 Adding ACTentry Server details for Registration

The screenshot shows the Zenitel WEB CONFIGURATION interface. The top navigation bar includes 'Main', 'SIP Configuration', and 'Station Administration'. The left sidebar lists various configuration categories: Account / Call, Audio, Direct Access Keys, Relays / Outputs, Time, Video, Audio Messages, and Certificates. The main content area is titled 'Account Settings' and contains a table with two columns: 'Description' and 'Configuration'.

Description	Configuration
Name:	Zenitel Intercom
Number (SIP ID):	102
Server Domain (SIP):	192.168.1.171
Backup Domain (SIP):	
Backup Domain 2 (SIP):	
Registration Method:	Parallel
Authentication User Name:	102
Authentication Password:	
Register Interval:	30 (min. 30 seconds)
Register Failure Interval:	60 (min. 5 seconds)
Outbound Proxy [optional]:	Port: 5060
Outbound Backup Proxy [optional]:	Port: 5060
Outbound Backup Proxy 2 [optional]:	Port: 5060
Outbound Transport:	UDP
SIP Scheme:	sip Using sips forces all proxies to also use TLS
Verify TLS hostname:	<input type="checkbox"/>
TLS Private Key:	turbine_server_sha256.key

Navigate to 'SIP/EDGE Configuration -> Account / Call'.

- Enter a descriptive name for the Intercom
- For the SIP ID, any number above 100 will work
- Enter the Address of the ACTentry Server for the 'Server Domain' value.

Select 'Save' after you have entered the correct values. You may be asked to reboot the device after this step.

Note: Bell should stop flashing after successful registration.

3.3.3 Adding ACTentry Server address to call button

Navigate to 'SIP/EDGE Configuration -> **Direct Access Keys**'.

'Button 1' enter the IP address of the ACTentry Server. This will allow the Intercom to call the ACTentry Server.

Select 'Save' after you have entered the correct values. You may be asked to reboot the device after this step.



The screenshot shows the Zenitel Web Configuration interface. The top navigation bar includes 'Main', 'SIP Configuration', and 'Station Administration'. The left sidebar lists various configuration categories: Account / Call, Audio, Direct Access Keys (highlighted), Relays / Outputs, Time, Video, Audio Messages, and Certificates. The main content area is titled 'Account Settings' and contains a table for configuring call buttons. The 'Button 1' row is highlighted with a red border. The 'Function' section for Button 1 shows the following settings:

Function				
Button 1	Idle: Call To	192.168.1.171	No Ringlist	Normal
	Call: Answer Call	Filter Dir. No.	<input type="checkbox"/> Answer Group Call	
Input 1	Idle: Call To		No Ringlist	
	Call: Do Nothing			
Input 2	Idle: Call To		No Ringlist	
	Call: Do Nothing			
Input 3	Idle: Call To		No Ringlist	
	Call: Do Nothing			

3.4 Akuvox – R20A

3.4.1 Default login

- Username: admin
- Password: admin

3.4.2 Connecting Intercom to ACTentry Server

Navigate to Intercom -> **Basic**. Enter the IP address for the ACTentry server in the first text box field, and select the submit button to save.

3.4.3 Setting up RTSP

Navigate to Intercom -> **RTSP** and ensure the RTSP settings match those on the screenshot. Ensure the 'RTSP Authorization' checkbox is disabled.

Select the submit button when you are finished.

3.5 2N – IP Verso

3.5.1 Default login

- Default IP: 192.168.1.1
- Username: admin
- Password: 2n

3.5.2 Adding licence

To enable features on the Intercom, you must first activate a licence key. Please contact your intercom supplier to obtain a serial key.

Navigate to **System->Licence** and enter the licence key in the area shown. Note: a license key is required to display video via RTSP.

The screenshot displays the 'License Settings' and 'License Status' sections of a web interface. The 'License Settings' section is enclosed in an orange-bordered box and includes a 'Serial Number' field with the value '54-2517-8603', a 'License Key' field with a blue input box, and a 'License Key Valid' status showing 'YES'. The 'License Status' section is enclosed in a gray-bordered box and lists five features with their status: 'Enhanced Security' (YES), 'Enhanced Audio' (YES), 'Enhanced Video' (YES), 'Enhanced Integration' (YES), and 'NFC Support' (YES). All 'YES' status indicators are in green text.

Section	Field/Feature	Value/Status
License Settings	Serial Number	54-2517-8603
	License Key	[Blue Input Box]
	License Key Valid	YES
License Status	Enhanced Security	YES
	Enhanced Audio	YES
	Enhanced Video	YES
	Enhanced Integration	YES
	NFC Support	YES

3.5.3 Creating a user

Navigate to **Directory->Users** and create a new user. Vanderbilt recommends using **ACTentry** or similar as a username.

Enter the IP Address of the ACTentry server into the 1st phone number slot with the following format:

[sip:{ServerAddress}](#)

The screenshot shows two sections of a configuration form. The first section, 'User Basic Information', contains fields for 'Name' (filled with 'ACTentry'), 'E-Mail', and 'Virtual Number'. The second section, 'User Phone Numbers', shows 'Number 1' with a 'Phone Number' field containing 'sip:192.168.1.171' and a 'Time Profile' dropdown set to '[not used]'.

3.5.4 Configuring Call button

To communicate with ACTentry Server, you must configure the call button to call the user you have just created. To do this, you must navigate to **Services->Phone**.

You must ensure that the **Domain**, **Proxy Address** and **Registrar Address** point to the ACTentry Server. If these values are incorrect, the Intercom will not be able to contact ACTentry. Please see below for an example of this configuration:

The screenshot shows a configuration form for 'Intercom Identity'. It includes fields for 'Display Name' (2N IP Verso), 'Phone Number (ID)' (111), and 'Domain' (192.168.1.171), with a 'Test Call' button. Below is the 'Authentication' section with checkboxes for 'Use Authentication ID' and fields for 'Authentication ID' and 'Password'. The 'SIP Proxy' section has fields for 'Proxy Address' (192.168.1.171), 'Proxy Port' (5060), 'Backup Proxy Address', and 'Backup Proxy Port' (5060). The 'SIP Registrar' section has a checked 'Registration Enabled' checkbox and a 'Registrar Address' field (192.168.1.171).

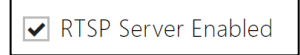
The final step in configuring the call button is to navigate to **Hardware-> Buttons**. From here, you will select the **ACTentry** User that we created earlier:

You can test this by selecting the 'Quick dial button functionality test' button

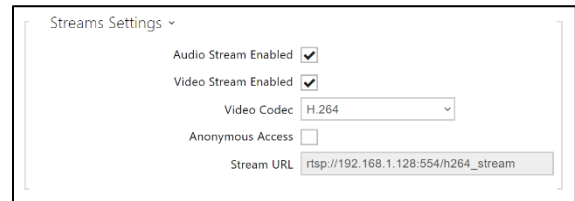
The screenshot shows two sections of a configuration form. The first section, 'Basic Settings', contains a 'Button Function During Outgoing Call' dropdown (set to 'Hang Up'), an 'Answer Incoming Call by Button' dropdown (set to 'None'), and a checked 'Restore Network Settings By Buttons' checkbox. The second section, 'Quick Dial Buttons', shows a 'Main Unit Buttons' list with a single entry '1' containing 'x ACTentry' and a '+' button.

3.5.5 Configuring RTSP

Navigate to **Services->Streaming** and ensure that 'RTSP Server Enabled' is ticked



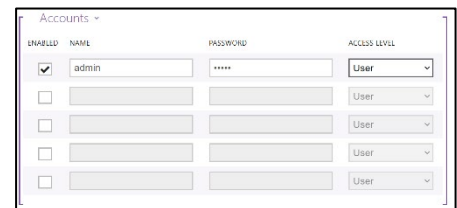
It is recommended to disable the Anonymous access option. You will need to create a separate ONVIF account to manage the stream.



3.5.6 Creating ONVIF user for RTSP streaming

Navigate to **Services->ONVIF**. You must create a new user with an Access Level of 'User'.

This is also the username and password you will use when setting up the Intercom in ACTentry.



At this stage, you should now be able to initiate a call and create a channel using both Audio and Video.

4 ACTentry Client

4.1 Installation

The ACTentry client installer must be installed and configured for all computers that use ACTentry.

Run the ACTentry setup and follow the on-screen instructions.

The ACTentry client application will be available in the system tray. If it's not available in the system tray, run the ACTentry Client application from Start Menu -> Access Control Technology.

4.2 ACTentry Client: Settings

Select **Settings** from the menu after right-clicking the ACTentry client icon in the system tray. Settings are configured per computer and not per individual Operator.

Server Address

Enter the IP Address / Machine name / DNS name of the ACTentry server. The server is typically located on a different machine.

Display Name

The Display Name is a descriptive name used to identify who is using the application, e.g. **Jack's Client**. This name will be used in the ACTentry Server and with associated log events in both ACTpro and ACTentry.

Default Language

The ACTentry client supports multiple languages, which are configured per ACTentry client.

Answered Call Delay Notification

The **Answered call delay notification** defines how long in seconds the "call answered" notification remains on the client screen, after another operator has answered the call.

Close Live View Window after End Call

Closes the live view window automatically after the call is ended.

Close Live View Window after Access Granted

Closes the live view window automatically after Access is Granted

Speaker

The speaker setting determines what speaker is used during calls. All available speakers will be listed in the dropdown menu.

Microphone

The microphone setting determines what microphone is used during calls. All available microphones will be listed in the dropdown menu.

Ringtone Speaker

The ringtone speaker is used to play the ringtone during an incoming call. This can be set to a different speaker from the call speaker.

Ringtone file

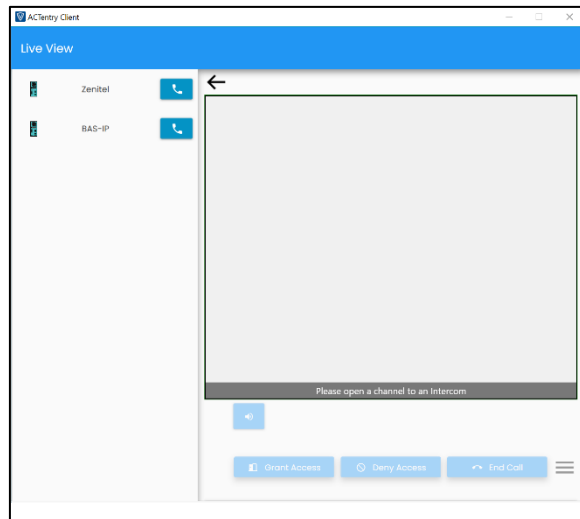
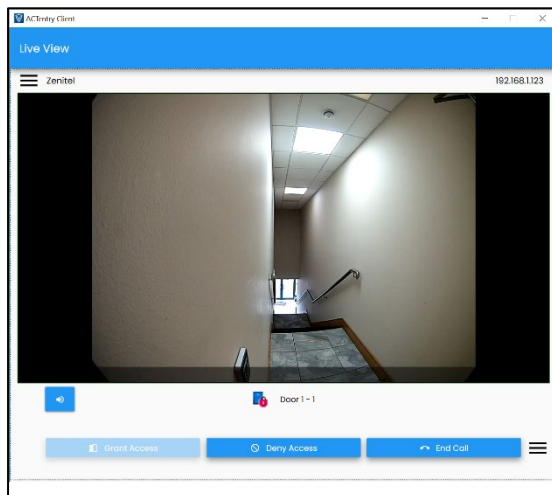
An .mp3 file is provided with the application, but this can be changed to any custom .mp3 file.

4.3 ACTentry Client: Live View

Select **Live View** from the menu after right-clicking the ACTentry client icon on the system tray.

The operators can select from the list of configured intercoms.

Upon selecting the Intercom and clicking the phone symbol, the Operator has opened a channel directly to the chosen Intercom.



The left-hand column will collapse upon opening the channel. The Operator is presented with Intercom audio and video feed.

The operators can perform several access control door actions, such as:


Grant access: This requests the access control system to unlock the door. An event is added to the access control system for further reporting.

28-06-2022 12:15:17	Door Passed	Door 1 - 1	
28-06-2022 12:15:16	Intercom Door Passed	Door 1 - 1	Jack's Client
28-06-2022 12:15:16	Pass Command Issued	ACT1520E-20429	Intercom

Deny access: No action is taken at the door, and an event is added to the access control system for further reporting.

End call: End call closes the communications channel to the Intercom. It reverts to the live view menu, where a different intercom may be selected.

Advanced door commands:

To access the Advanced door commands, connect to a door and select the advanced icon,  which expands the list of door commands to reveal the Unlock, Lock and Normalise.

Unlock: This requests the access control system to unlock the door until an override command is issued. An event is added into the access control system for further reporting.

Lock: This requests the access control system to lock the door. While in a lock state, valid tokens will not work. The door will remain locked until the access control system receives an override command such as Normalise. An event is added to the access control system for further reporting.

	28-06-2022 12:25:03		Door Locked	Door 1 - 1	
	28-06-2022 12:25:02		Intercom Door Locked	Door 1 - 1	Jack's Client
	28-06-2022 12:25:02		Lock Command Issued	ACT1520E-20429	Intercom

Normalise: This requests the access control door be returned to normal operating mode, cancelling all door actions. An event is added to the access control system for further reporting.

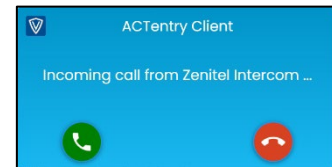
	28-06-2022 12:29:36		Door Normalised	Door 1 - 1	
	28-06-2022 12:29:35		Intercom Door Normalised	Door 1 - 1	Jack's Client
	28-06-2022 12:29:35		Normalise Command Issued	ACT1520E-20429	Intercom

4.4 ACTentry: Incoming call

Receiving a call

When a visitor activates the call button on the Intercom, the ACTentry server notifies all registered ACTentry clients through a pop-up announcement.

Note - The ACTentry client must be active in the taskbar to receive incoming calls.



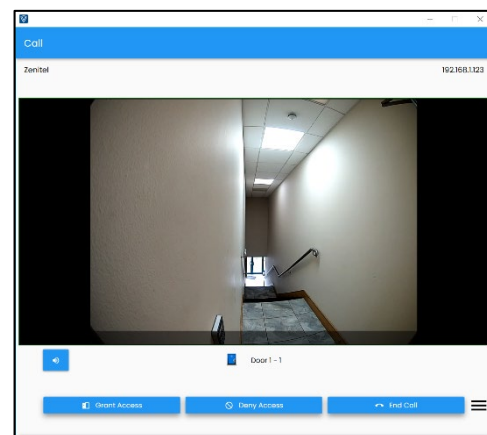
Answering a call

After answering an incoming call, the Operator is presented with a similar screen to the 'Live View'.

The Operator can perform door actions; Grant Access, Deny Access, End call, Unlock, Lock and Normalise.

Ending the call will close the channel between the computer and the Intercom.

Note: The Operator cannot receive incoming call notifications while the call window is active. Clients that are not in an active call will receive call notifications. This situation only applies when two or more intercoms are installed.



4.5 ACTentry Client FAQs

Q: I have installed my clients, but I am not receiving any calls?

Ensure that there are enough ACTentry Client licences and that all clients have been registered on the ACTentry Server. If the client is not registered, it will not be able to receive a call.

Check that each ACTentry client has configured their server address correctly.


Check that your access control system is online and that the ACTpro service is running

Q: I have setup my Intercom, and I am receiving calls, but the screen is blank?

This indicates the Intercom is not added to the ACTentry Server. You need to associate the Intercom with a door before you begin to make calls.

Q: I am receiving sound through the wrong speaker?

Check your speaker settings and ensure you have selected the correct speaker. If your computer doesn't have a speaker configured, there will be no options available in the dropdown menu



Audio Settings	
Speaker	2- Jabra Evolve 65
Microphone	2- Jabra Evolve 65
Ringtone Speaker	2- Jabra Evolve 65
Ringtone File	ringtone.mp3

Q: Video doesn't show, and I get a 'Media Closed' message?

Check that the username and password are correct for the Intercom. Also, check that you have selected the correct intercom model when setting up the Intercom in the ACTentry Server

Q: I get an 'access control system offline' message when attempting to initiate a call?

Check that the ACTpro service is running

Q: Intercom shows as offline in 'Live View' menu?

1. Ensure that the Intercom is receiving power
2. Check your connection details within the ACTentry Server





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