Honeywell | MAXPRO® Cloud

USER'S GUIDE

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Introduction

The MAXPRO® Cloud (MPC) enables you to configure, manage and monitor your Video surveillance, access control and Intrusion system through a single user interface or a mobile application from anywhere, anytime.

Features of MAXPRO® Cloud

- Unified Video, Access control and intrusion through a single user interface or a mobile application
- Cloud hosted, no servers or software to maintain
- Multi-site security management through a single logon
- Manage users and credentials across multi-site locations
- Rule based email and push notifications
- Automatic feature updates and remote firmware upgrades
- Plug and play controller connection to cloud
- No requirement to open any non-standard ports
- Fully scalable architecture

Document Scope and Intended Audience

The intended audience of this document are not required to know all the details of MPC. However, some knowledge about the basic concepts of MPC would be helpful to use this document.

Supported Browser

Google Chrome version 63 and later

Supported Languages

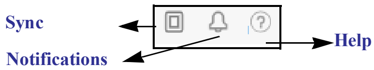
- English (US)
- English (UK)
- Español
- Français
- Italiano
- Nederlands
- Swedish

Icons Used

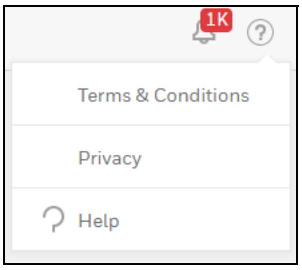
Icons	Description
	Create /Add
	Delete
	Edit
	View in full screen mode
	Expand/Collapse a tab

Icons on the Status Bar

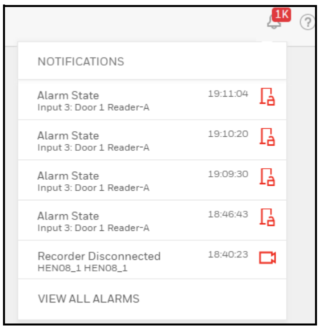
Status Bar is comprised of two icons on the top right corner of the page, **Notifications** and **Help**. These icons are visible in all the elements of the application.



Click to view **Privacy**, **Terms** & **Conditions** and **Help** documents.



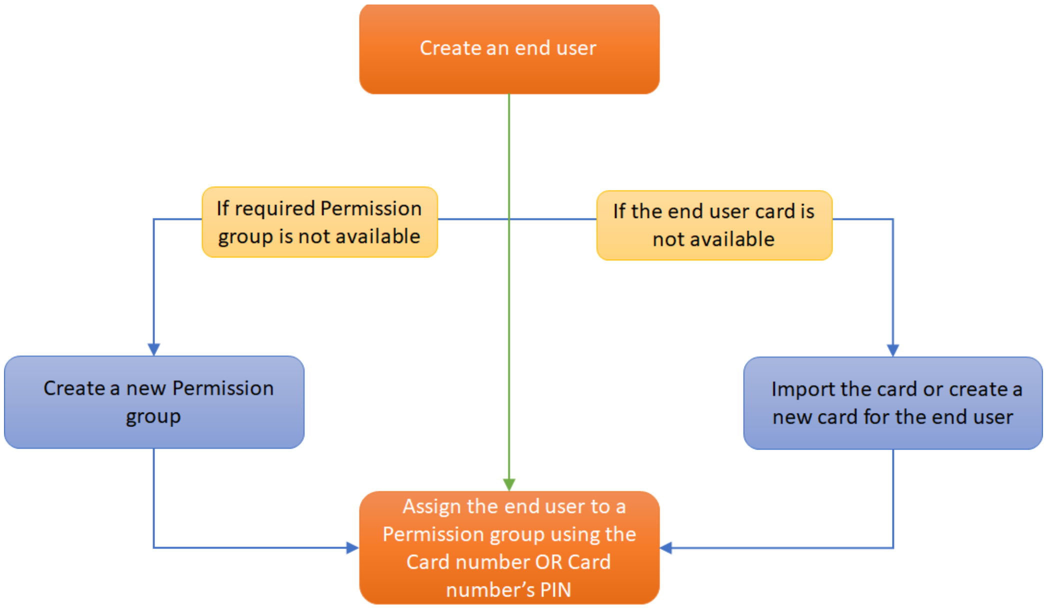
Click to view the recent alarms and also all the alarms, if required.



You can also click on any alarm to navigate to the **Alarms** page.

Standard Registration for Creating an End User

This section displays the flow of connecting and configuring an MPI Controller using MPC.



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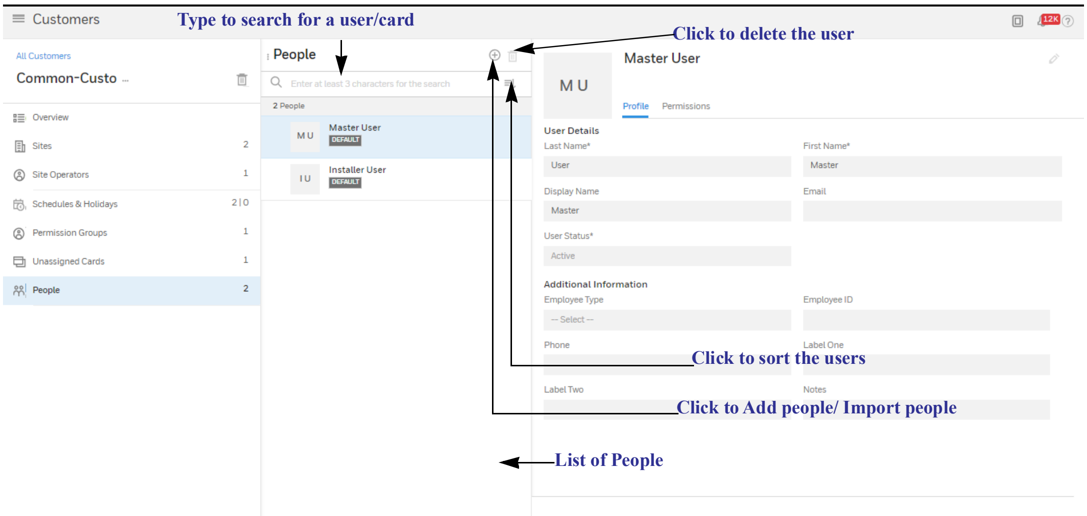
People

This section describes how to create, edit, and delete an end user and assign the created end user to an existing Permission group using either Card number or PIN.

To add People (credential holders)

1. Click and then select **My Sites**.
2. In the left pane, click **People**.
   The list of people associated with the selected customer appears in the middle pane.
3. Click and then select **Add New**.
   The **Add New** screen appears in the right pane.



Note:

If you are adding a user for the first time, click **ADD PEOPLE**.

4. Click the image layout to browse and upload the card holder's picture.
5. In the right pane, under **Profile**,
   - Type the **Last Name** of the user
   - Type the **First Name** of the user
   - Type the **Display Name** of the user. This is an optional field.
   - Type the **Email** of the user
   - Select **User Status**

     Active

     OR

     Inactive

- Type a **PIN** for the card, if applicable.

6. Under the **Additional Information**,

- Select **Employee Type**. The **Employee Types** are **Visitor (Temporary)**, **Regular Employee** and **Contract Employee**.
- Type **Employee ID**. It is an alphanumeric field and you can enter less than 32 characters.
- Type Employee **Phone** number
- Type **Label One**. This is an optional field.
- Type **Label Two**. This is an optional field.
- Type **Notes**

7. Under **Permissions**,

a. From the drop-down list, you can either select an existing **Card No** or **Create New Card**.

Note:

To import the existing cards, see “To import cards” on page 9.

To add a new card, see “Unassigned Cards” on page 19.

b. Type the card number or PIN of the card.

c. From the **Permission Group** drop-down list, associate the selected cards to the relevant permission group.

Note:

To add a new Permission group, see “Permission Group” on page 15.

d. From the **Intrusion Authority** drop-down list, select to define the level. Based on the authority level defined, the relevant actions can be performed.

e. To specify the **Activation Date**, enter the activation date range of the card. You can click to find the dates.

f. To specify the **Expiry Date**, enter the expiry date range of the card. You can click to find the dates.

g. Select to set the card **Status**

Active

OR

Inactive

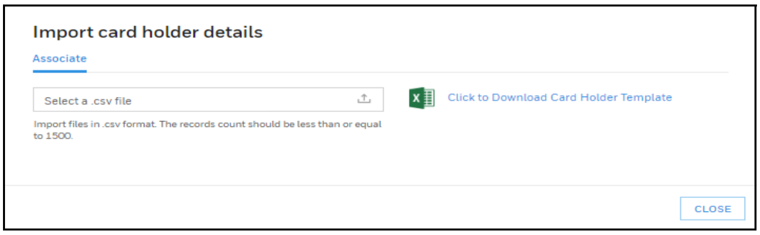
8. Click **SAVE**.

To import cards

This feature allows you to download the card holder template (in CSV format), enter the people and people data, and then upload the CSV file.

To download the template:

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **People**.
   The list of people associated with the selected customer appears.
3. Click and then select **Import Card Holders**.
   The **Import card holder details** screen appears.



4. Click to **Download Card Holder Template**.
   A CSV file, containing the fields to enter people data, is downloaded.

To upload the template with data:

The Excel file should be formatted with the fields below:

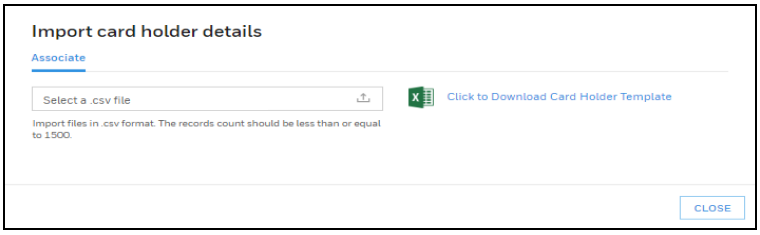
Fields	Description
Card Number (Mandatory field)	Enter the card number
Last Name (Mandatory field)	Enter the last name of the card holder
First Name (Mandatory field)	Enter the first name of the card holder
Trace Enabled	Enter the details if the card is trace enabled
Card Type (Mandatory field)	Enter the type of the card You can only enter Employee, Supervisor, or VIP
Limited Uses (Non-mandatory field)	Enter the usage details Acceptable entries are from 1 to 255, otherwise leave it blank. This field must be blank if the card is VIP.
Card Expiration (Non-mandatory field)	Enter the card expiration details Leave this field blank, if there is no expiration date, else enter the date. The format is mm/dd/yyyy.
Permission Groups	Enter the card access group information
Pin (Non-mandatory field)	Enter the PIN details available for the card
Label Name 1 (Non-mandatory field)	Enter any additional information about the card holder

Fields	Description
Label Name 2 (Non-mandatory field)	Enter any additional information
Activation Date (Mandatory field)	Enter the card activation date It should be at least the current day. The format is mm/dd/yyyy.
Display Name (Non-mandatory field)	Enter the card holder's display name
Email ID (Non-mandatory field)	Enter the e-mail ID of the card holder
Card Status (Non-mandatory field)	Enter the status (active or inactive) of the card holder. If this field is left blank, it will default as Active. Hence, enter the card status, and the acceptable entries are active, inactive, lost, or trace.
Employee Type (Non-mandatory field)	Enter the employee type details (visitor, regular employee, or contract employee)
Employee ID (Non-mandatory field)	Enter the unique employee ID
Notes (Non-mandatory field)	Enter the associated notes for this card holder
Phone (Non-mandatory field)	Enter the contact number of the card holder

Note:

While you upload the CSV file, ensure that the file contains a maximum of 1500 records and the file size is not greater than 3 MB.

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **People**.
   The list of people associated with the selected customer appears.
3. Click and then select **Import Card Holders**.
   The **Import card holder details** screen appears.



4. Click to browse the **.CSV file** and then click **Open**.

Note:

If the Card numbers are repeating in the .CSV file, then an error message **Card numbers are repeated in the CSV file** appears.

To edit People

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **People**.
   The list of people associated with the selected customer appears in the middle pane.
3. Select the **User** that you want to modify.

   Tip: You can **search** for a user by typing their card number/name in the search field.
4. Click .
5. Modify the desired details.
6. Click **SAVE**.

To delete a person

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **People**.
   The list of people associated with the selected customer appears in the middle pane.
3. Select the **User** that you want to delete.

   Tip: You can search for a user by typing their card number/name in the search field.
4. Click .
   A confirmation message appears.
5. Click **Delete User**.
6. Based on the permission levels, you can also select the following before you proceed:
   - Delete Credential Holder only

   OR

- Delete Credential Holder (Person) and Cards

Note:

- If you have assigned the card, then, you will have permission to delete the users and the associated cards.
- You can now select multiple credential holders (up to 30) and delete them in a single instance.

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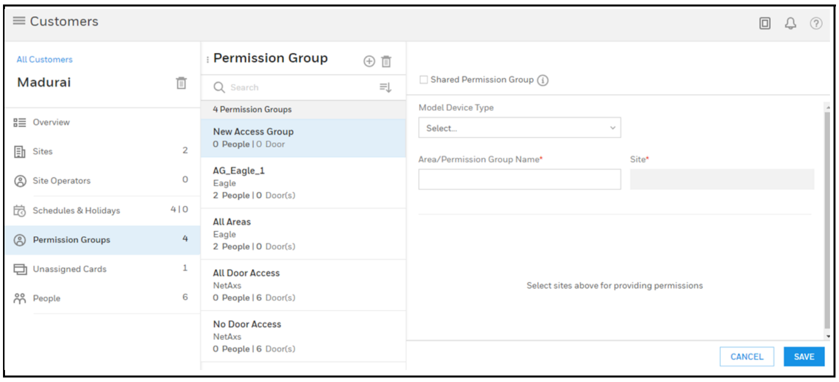
Permission Group

A **Permission Group** is a set of doors and intrusion areas, associated with schedules, which creates a permission set which can be allocated to individual people. Doors and areas from different controllers can be included in one permission group. Each person can be allocated one or multiple permission groups in their credentials page.

Shared permission groups can be created and made available to allocate to people from multiple organizations. This is useful when a shared or common area of a building is being controlled. For example, a common canteen in an office block can be accessed through a shared permission group which is then added to the users from all the other companies in the building which use the same canteen.

Note:

The **Model Device Type** option is available for customers with two different controllers.

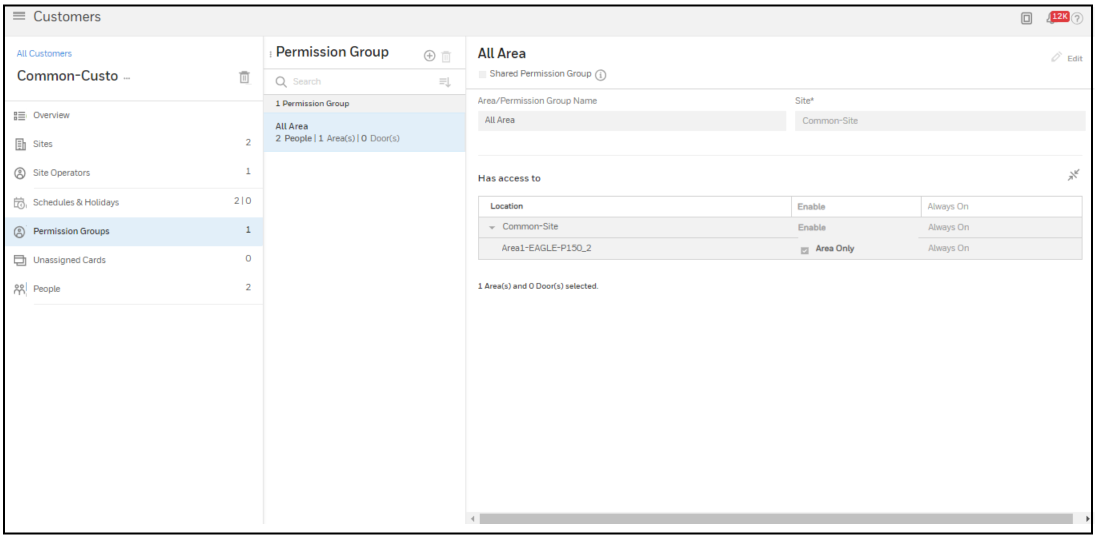


- When the selected device type is MPI, the permission groups are enabled for doors and intrusion areas.

To create a permission group

1. Click and then select **My Sites**.
   The **My Sites** page appears.

2. In the left pane, click **Permission group**.
   The **Permission Group** screen appears in the middle pane.



Note:

Only when the DCM is configured in the panel, **All Door Access** permission group appears, by default.

3. Click .
   The **Create Permission group** screen appears.

Note:

You can click to enable **Shared Permission Group**.

The Shared Permission Group option enables you to assign a set of doors across the Sites with shared access and designate it as Shared Permission Group.

These permission groups can be shared across the Sites.

4. In the right pane, type a name for the **Permission Group**.

5. Select a **Site**.

6. Select the **Areas** or **Areas with Doors** (DCM).

Note:

For **MPI** Controllers, the doors are listed if the Door Control Module (DCM) is configured with the panel.

7. Select a **Schedule**.

Note:

Click to add a new schedule.
For more information, see **Schedules**.

8. Click **SAVE**.

Note:

You can click to sort the multiple permission groups.

To edit a permission group

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Permission group**.
   The **Permission Group** screen appears in the middle pane.
3. Select the **Permission Group** that you want to modify.
4. Click .
5. Modify the desired details.
6. Click **SAVE**.

To delete a permission group

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Permission group**.
   The **Permission Group** screen appears in the middle pane.
3. Select the **Permission Group** that you want to delete.
4. Click .
   A confirmation message appears.

5. Select a **Replacement** group if required.

Note:

The **Replacement** group option appears only when a permission group is assigned to a user.

6. Click **YES**.

Unassigned Cards

Cards are defined by the card number, access level, and the status of the card, whether Active or Inactive. Cards can be assigned with a PIN for enabling high security.

Later, the cards are associated to the employees, visitors, and so on.

Use the **Search** option to search for any particular card and click the card from the resulting list to view details.

You can also click to sort the cards.

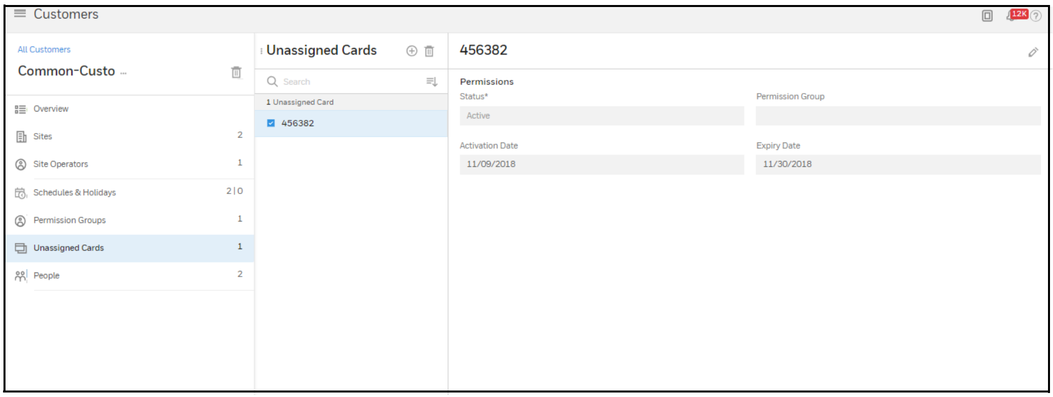
Note:

The **Unassigned Cards** option will appear only when the MPI Controller is available in the site.

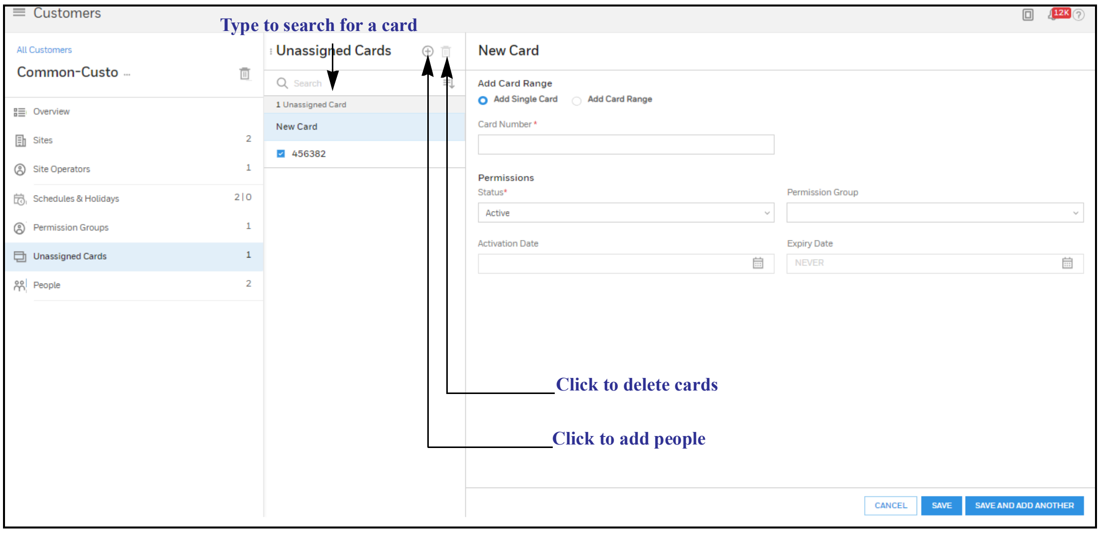
To add a card/range of cards

1. Click and then select **My Sites**.
   The **My Sites** page appears.

2. In the left pane, click **Unassigned Cards**.
   The list of cards associated with the selected customer appears in the middle pane. This is applicable when there are already cards on the system. When there are no cards, the screen displays the message **You don't have any Cards** and the **ADD CREDENTIAL** option appears.



3. Click .
   The **New Card** screen appears in the right pane.



4. Under **Add Card Range**,

   - Select **Add Single Card** to add a single card holder who is uniquely identified by the card.

   OR
   - Select **Add Card Range** to simultaneously add a range of cards for multiple card holders.

5. Under the **Add Single Card** option,

   a. Enter the **Card Number**.

   Note:

   If you select **Add Card Range**, you must specify the **Start Number** and **End Number** to add bulk cards.

   Under **Permissions**,
   b. Select a **Status**.

   c. Select an **Access Group**.

   d. Click and then select an **Activation Date**.

   e. Click and then select an **Expiry Date**.
   If you do not set an expiry date, the default setting of **NEVER** is applicable. This indicates that the card will never expire.

6. Select the **Card Type**.
   Optional: Select the **Number of Uses** if you want to specify a limit to the usage of the card.

   Note:

   You can set the limit to a maximum of 255.

7. Click **SAVE**.
   Click **SAVE and ADD ANOTHER** if you want to add more than one card.

To edit a card

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Unassigned Cards**.
   The list of cards associated with the selected customer appears in the middle pane.
3. Select the **Card** that you want to modify.
4. Click .
5. Modify the desired details.
6. Click **SAVE**.

To delete a card

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Unassigned Cards**.
   The list of cards associated with the selected customer appears in the middle pane.
3. Select the **Card(s)** that you want to modify.
4. Click .
   A confirmation message appears.
5. Click **YES**.

To assign a card

Note:

The **ASSIGN** card option is currently available only for MPI Controllers.

1. Click ≡ and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Unassigned Cards**.
   The list of cards associated with the selected customer appears in the middle pane.
3. Select the **Card** to be assigned. The selected card row is highlighted in blue.
   The **Permissions** pane, with all the fields grayed, appears in the right pane.

Note:

When using an unassigned card for adding, the card will not work until a cardholder is assigned.

4. Click **ASSIGN**.
   The **Assign Card** window appears.
5. To select the credentials to be assigned to the card, you can:
   - Search for a name in the search bar, select from the populated list, and then click **SAVE**.

   OR
   - Select from the list of credentials and then click **SAVE**.

Schedules

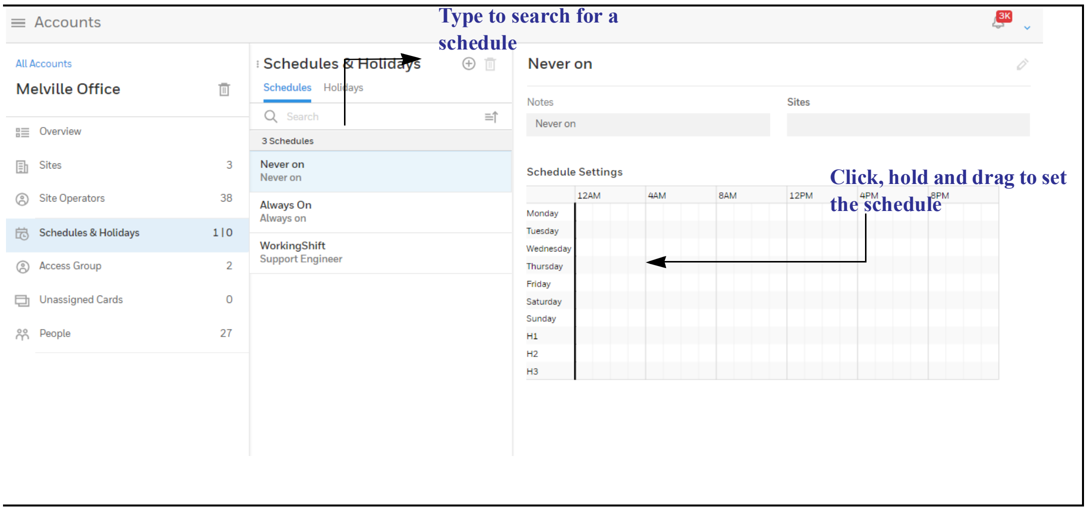
A task is defined as a planned function that must be performed within a defined time period. Every task in MPC is associated with a schedule.

Note:

The **Schedule** option will appear only when an MPI Controller is available in the Site.

To create a time schedule

1. Click and then select **My Sites**.
   The **My Sites** page appears.
2. In the left pane, click **Schedules and Holidays**.
   The **Schedules and Holidays** screen appears in the middle pane.

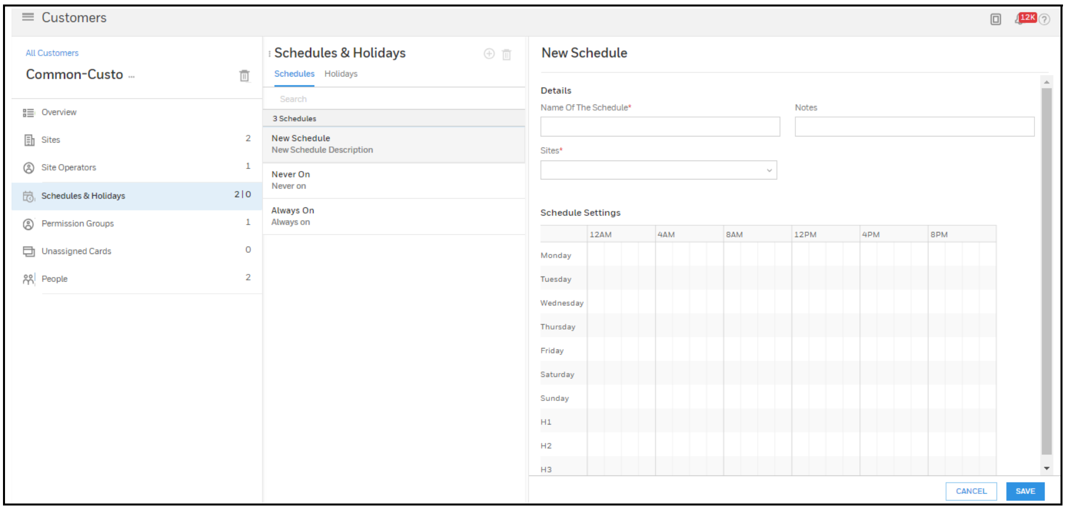


3. Select **Schedules** in the middle pane.

Note:

Never On and **Always On** Schedules are created by default and the user cannot edit these schedules.

4. Click .
   The **New Schedule** screen appears in the right pane.



5. Under **Details**,
   - Type a **Name Of The Schedule**
   - Type **Notes**
   - Select the **Sites**
6. Set the **Schedule Settings**.
   - Click time line of the desired day and drag the mouse pointer to reach the end time of the time slot.
   - You can also set the time by mentioning the time **Starts** and **Ends**.
   - To copy the set duration for other days of the week, under **Copy To**, click to select the days and then click **OK**

Note:

Click to delete the configured time slot.

7. Click **SAVE**.

To edit a time schedule

1. Click and then select **My Sites**.
   The **My Sites** page appears.

2. In the left pane, click **Schedules and Holidays**.
   The **Schedules and Holidays** screen appears in the middle pane.

3. Select **Schedules** in the middle pane.

4. From the list, select the **Schedule** that you want to modify.

Note:

Never On and **Always On** schedules are created by default and the user cannot edit these schedules.

5. Click .

6. Change the **Schedule settings**.

   - Click time line of the desired day and drag the mouse pointer to reach the end time of the time slot.
   - You can also set the time by mentioning the time **Starts** and **Ends**.
   - To copy the set duration for other days of the week, under **Copy To**, click to select the days and then click **OK**

Note:

Click to delete the configured time slot.

7. Click **SAVE**.

To delete a time schedule

1. Click and then select **My Sites**.
   The **My Sites** page appears.

2. In the left pane, click **Schedules and Holidays**.
   The **Schedules and Holidays** screen appears in the middle pane.

3. Select **Schedules** in the middle pane.

4. From the list, select the **Schedule** that you want to delete.

Note:

Never On and **Always On** schedules are created by default and the user cannot delete these schedules.

5. Click .
   A confirmation message appears.

6. Click **YES**.

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