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housingcentral™

Help File v8.0

For Housing Central up to **ver. 1.26**

November 2026



housing central

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Release Notes

Version 1.26

Enhancements

- Improved responsive page layouts and labelling to enhance usability across different viewport sizes.
  - Keyholder
  - Profiles
  - Properties
  - Hardware
  - System – Operators
  - Tools
- Properties and Blocks tables restructured to provide dedicated columns for Block Area and Flat information.

Version 1.22

New Functionality

- Readers attached to the 4 Door Controller will be discovered manually at the controller using the appropriate dip switch(es).
- Postcode-based address lookup for non-UK customers.

Enhancements

- Gateway firmware can now be upgraded through Housing Central UI.

Bug fixes

- Reader page display will expand and collapse correctly when using the filter options.
- Redundant Assign button removed from ‘Assign’ screen.
- The Gateways page displays GDX Next connections accurately for “Internet” and “Modem” connections.
- incorrectly configured controllers no longer experience a delay in “Access denied” messages being returned.
- Time Profiles no longer associated with an Access Profile can be deleted.
- Changing the Reader Profile of a block does not change the Reader Profile of a block area that is following parent.
- Service periods can be saved with the time range ‘00:00:00 to 00:00:00’ and not deselected.
- 4 Door Controller will support 4 different entry profiles for each door.
- The ‘Discover’ button on the Controller page is only shown for the 4 Door Controller.

INTERNAL NOTES

i) Bug - As part of GDX Next, support was added to Housing Central for a new event: “User busy - call cancelled”. This event was not given as an option for reporting but has now been added.

ii) Bug - Device Registry Unit settings can now be edited.

iii) Bug - For GDX Next, when a block was deleted from Housing Central it was not being deleted from Comelit Directory Services.

Version 1.21

Bug Fixes

- Navigation fix on the Noticeboard page.
- Improved UI on IP Device configuration tool page for non-admin users.
- Enhanced API login functions.

Version 1.20

Bug Fixes

- Resolved issue where Tenants could not be deleted.
- Prevented use of duplicate AP names.
- Various refinements to UI.

New Functionality

- Report Enhancement for Unused Staff Key report.
- Improved cloud-based storage for IP Device configuration tool.

Hardware Enhancements

- PAC Gateway version 1.19 released.

Introduction

Welcome to Housing Central™. Your screen is divided into three general areas:

1. Navigation menus and administration tools.
2. Help, Key Seek and Login.
3. Home Page dashboard.



1. Navigation menus

- Menus (left hand side) are expanded by default.
- Users, hardware and system configuration is handled via these menus.
- System menus provide tools for monitoring, managing and administration.

2. Help, Key Seek and Login.

- **Help** opens this document.
- **Key Seek** will search for a Key Code and show the relevant Keyholder details.
- **User Login** and password reset is available in the top-right hand corner.

3. Home Page

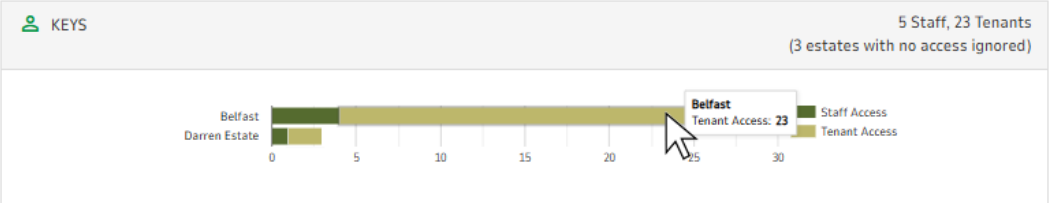
- The dashboard window provides a snapshot of your system.
- System messages will appear at the top of the page in a coloured bar.
- **All users** can click (Navigation Path) to return to the Home Page.
- **Multi-system users** can also click the **System link** under the Housing Central logo.
- Additionally **Multi-system users** can click the Housing Central logo (left corner) to return to the **Customer Selection** page.

Each tile can be used as short cuts to access overview details about the topic.

Tile	Description
Keys	Ordered by Estate, shows details of Staff or Tenant Keys.
Flats	Provides an overview of your Estate properties.
Hardware	Indicates the status of installed equipment or devices.
Events	24-hour summary for the previous day of access requests and system events.

Keys

- Click the **coloured bars** to open a **new tab** for the **Key Access** page to see a list of all Staff or Tenant keys for the selected Estate.



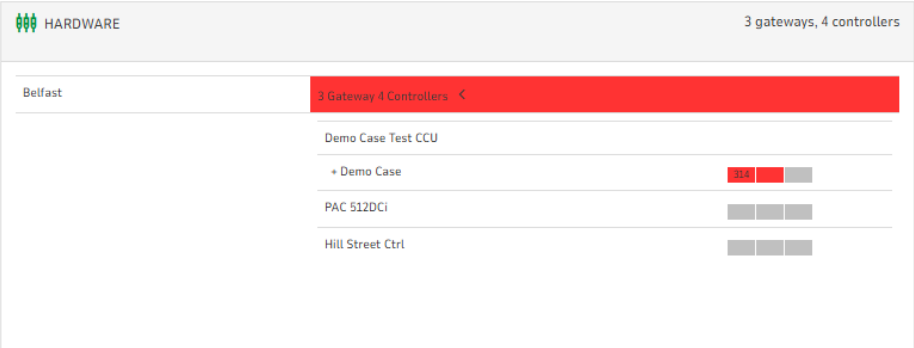
Flats

- Click on the **Site, Estate or Block** to open a **new tab**, with filters matching your selection, for the **Flats** page.



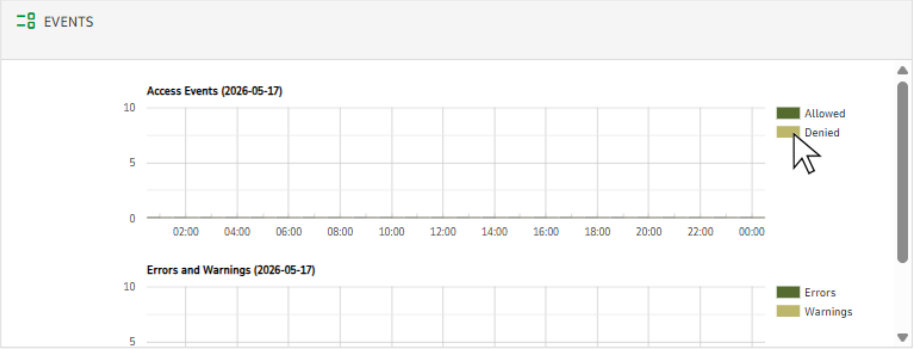
Hardware

- Click on the link for **Gateways or Controllers** to open those Hardware pages or click "**>**" or "**<**" to show / hide the controller list.



Events

- Click the coloured blocks **Allowed or Denied** to open the **Reports** page.



Find Your Data

Navigation Path	Staff › Add Staff Each page shows an interactive **Navigation Path** that shows your previous (green) locations and can be clicked to return to a previous screen . Click the Home icon to return to the home page. **Multi-site users can also click the site link below the Housing Central logo.**
Search	**Search results are based on the selected menu. E.g. a search in the Properties pages will only show results for Properties.** Search hardware/keyholders/property SUBMIT Search for and display a list of any (partial) matches of the search terms for the screen you are viewing. Type in the **SEARCH** box and click **Submit** to perform the search. • Single letters, partial or whole words, and phrases are allowed. • Upper- or lower-case letters are ignored. To reset just click on the menu again in the left-hand panel. Examples of search terms that would result in positive matches: • "p": Any item that has the letter 'p' anywhere in the name. • "pla": Any item that has the exact string 'pla' anywhere in the name. • "place": Any item that has the exact word 'place' anywhere in the name. **Wildcards are only supported in System Events and System Reports.**
Filter	 The Filter button opens the Filter bar (above the main list) and can reduce the number of list items you are viewing. Use any of these methods to filter: • Select filter values from drop-down boxes • Type in any of the filter boxes and click **Apply** to see the results. You can also type the first letter of a word in the **drop-down filter** to jump to the first item beginning with that letter. • Keep pressing the same letter to cycle through all entries that begin with that letter. • Click **Reset** at any time to reset the filters and display the full list again.
Sort	Sort Use Sort Order to change the alphabetical order of the list the items: • **Ascending** lists items from 'a' to' z' order – sorted column will display ▲. • **Descending** lists items from 'z' to 'a' order – sorted column will display ▼.
+ Add New	+ Add New Click this button to add a new item for the page you are viewing.
*	Indicates the field is mandatory.

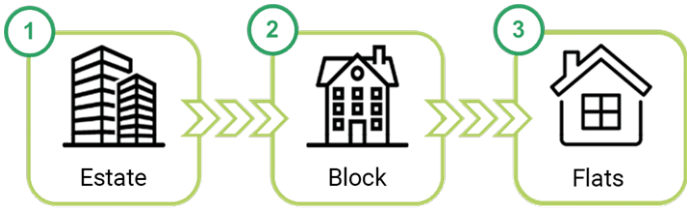
Edit	Click anywhere on the row or select from **More Options** to edit the properties of an item.
More Options	Click this button for more command options.
Delete	Click this button to remove the item you are viewing.
Pop-out	Click this button to read more information in a pop-up window.
Link	Click this button to open the item referred to.
Table Rows on display	 Click this option to change the number of rows displayed per Table. • Select 10, 25, 50, 75 or 100 (max.) lines to display per page
Table Page Navigation	 Click these buttons to move between results 'pages' in the table. • **First / Last** = Jump to the beginning or end respectively of the results • **Previous / Next** = Move backwards or forwards by one 'page' of results • **Green Box** = Current results 'page' number • **Numbers** = Shows current results 'page' in view and can show up to four 'pages' before / after the current position depending on the total number of results

Properties

Use this menu to create and manage all buildings, rooms or areas that may be used by Tenants and Staff.

When the main property structure is created you can use all of the other system tools to assign hardware, tenants, keyholders, access permissions, staff, and operators, and perform management tasks to monitor the health and activity of your Estate hardware.
You can also bulk import data via **System > Tools**. There are a variety of flexible CSV (comma separated value) formats that will let you add new records easily and quickly.

Property Types

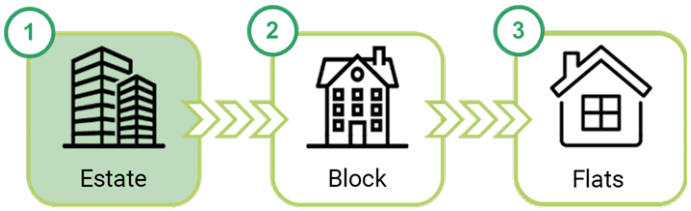


Create Property assets in this order:

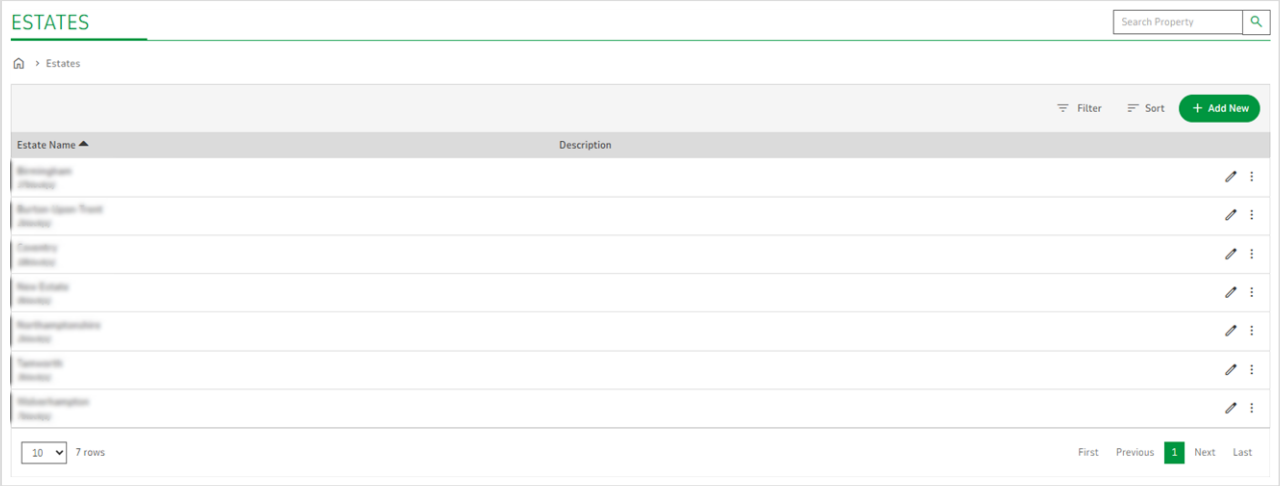
1. **ESTATES** — An Estate is a selected set of buildings that is part or all of your Residential Housing system.
   a. It is the top-level group where Blocks are associated.
   b. One Estate can include one or more Blocks. These blocks could be at the same location, share a postcode or have shared attributes e.g., using a dial-up connection.
2. **BLOCKS** — A Block is typically a single building.
   a. This group is created after the parent Estate and is the container for your Flats.
   b. One Block is made up of one or more Flats.
3. **FLATS** — Flats are apartments or residences where Tenants live.
   a. This group is created after the parent Block and is the container for your Tenants.
   b. A Flat can be occupied by one or more Tenants.

1.0 Estates

In this screen you can view and manage all of your Estates.



Items shown in the table can be filtered using Filter and Sort.



Estate Name	The name of the Estate
Description	User defined free text

1.1 Add Estate

You must create an Estate with a unique Name before Blocks can be added.

1. Select **PROPERTIES > Estates** from the navigation menu.
2. Click **+ Add New**.

Details

1. Type in the **Name** of the Estate.
2. Optional: Type in the **Description**.
3. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

1.2 Edit (Estate)

A Gateway cannot be reassigned to another Estate unless it has been reset locally.

1. Select **PROPERTIES > Estates** from the navigation menu.
2. Click anywhere on the row or , or select and click to edit the properties.
3. Amend any **Details** as required.

Associated Blocks show the Blocks that are part of this Estate.

4. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

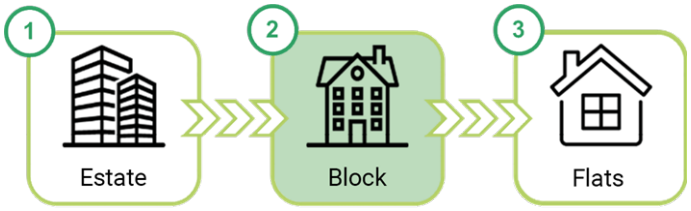
1.3 Delete (Estate)

An Estate cannot be deleted once if it has any associated Blocks.

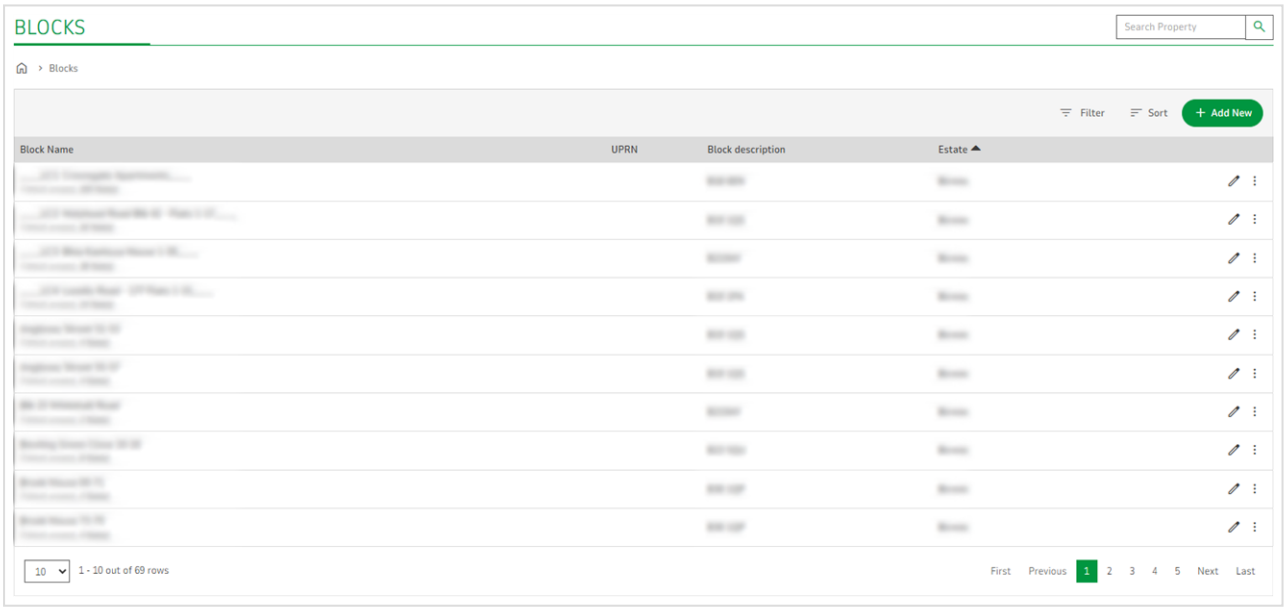
1. Select **PROPERTIES > Estates** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Delete** and click **Delete** again to confirm.

2.0 Blocks

Use this menu to create and manage all buildings, rooms or areas that may be used by Tenants, Keyholders and Staff.



Items shown in the table can be filtered using Filter and Sort.



Block Name	The name of the Block
UPRN	Unique Property Reference Number
Block Description	User defined free text
Estate	The Estate where this Block is located

2.1 Add Block

You must create a Block with a unique Name before adding a Flat.

1. Select **PROPERTIES > Blocks** from the navigation menu.
2. Click **+ Add New**.

Details tab

1. Type in the **Name** of the Block.
2. Optional: Type in the **Description**.
3. Optional: Type in **UPRN**.
4. Select the **Estate** from the drop-down list.

For GDX Next systems only, select the Comelit CCU from the drop-down list.

5. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

Block Areas tab

A Block Area can be used to manage a more restrictive access profile.

6. **Block Areas** (optional)
   i) Optional: Click **+ Add Block Area** to add a new Block Area.
   ii) Type in the new Area name.
   iii) Click **+ Add Block Area** to add another Area.
7. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

2.2 Edit (Block)

A Block cannot be reassigned once it has been associated to an Estate.

1. Select **PROPERTIES > Blocks** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
3. Amend any details as appropriate.

Flats will open a read-only window that can be used to navigate to a specific Flat if required.

4. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

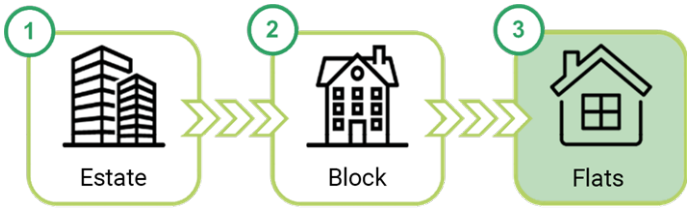
2.3 Delete (Block)

A Block can only be deleted if it does not hold any Flats.

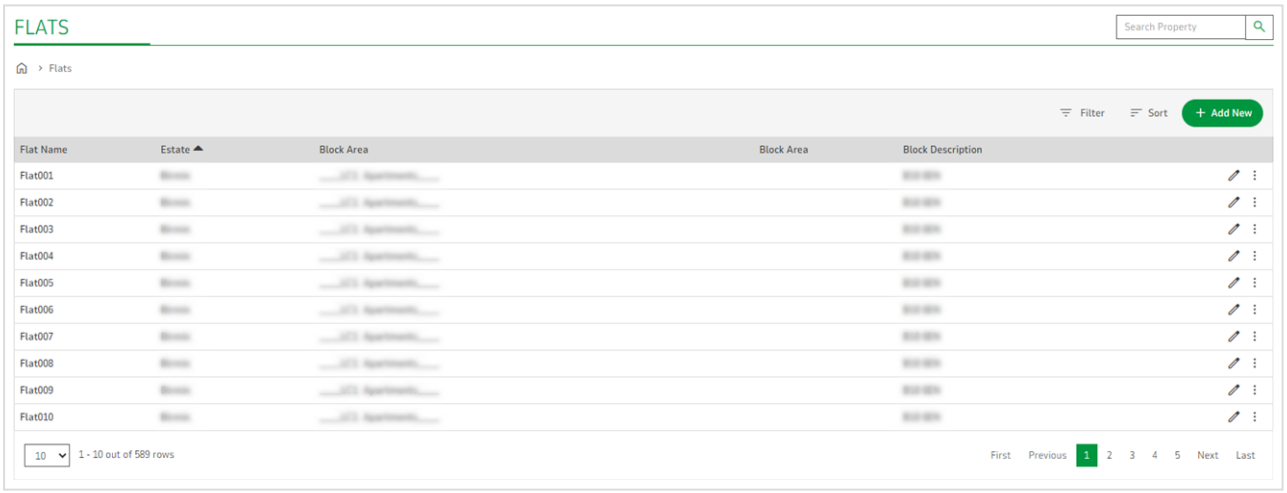
1. Select **PROPERTIES > Blocks** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Delete** and click **Delete** again to confirm.

3.0 Flats

Use this menu to create and manage all dwellings that will be inhabited by Tenants.



Items shown in the table can be filtered using Filter and Sort.



Flat Name	The name of the Flat
Estate	The Estate where this Flat is located
Block	The Block where this Flat is located
Block Area	The Block Area this Flat is associated with.
Block Description	Read-only Block description

3.1 Add Flat

You must create a Block before adding a Flat, which must have unique Name.

1. Select **PROPERTIES > Flats** from the navigation menu.
2. Click **+ Add New**.

Details tab

1. Select the **Estate** from the drop-down list.
2. Select the **Block** from the drop-down list.
3. Optional: Select the **Block Area** from the drop-down list.
4. Type in the **Name** of the Flat.
5. Optional: Type in **+ Additional Info**.
6. Optional: Type in **Confidential Info** (this will only be seen by system administrators.)
7. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

Handset tab

For GDX5 systems only. Please contact your installer to clarify any details shown.

3.2 Edit (Flat)

A Flat cannot be reassigned to another Estate or Block once it has been created.

1. Select **PROPERTIES > Flats** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
3. Amend any **Details** as required.
4. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

3.3 Delete (Flat)

A Flat cannot be deleted if there are Tenants present.

1. Select **PROPERTIES > Flats** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Delete** and click **Delete** again to confirm.

Hardware

In this section you can view and manage all of your installed Access Control and / or Door Entry equipment and handset connection information for flats.

Hardware Types

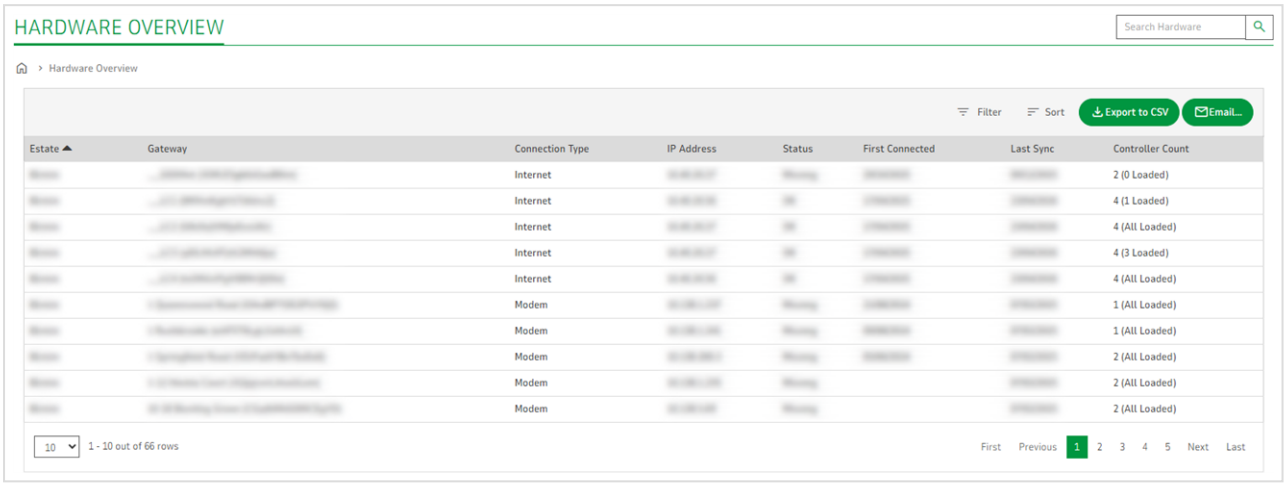
These are the categories of hardware devices and basic of each type.

GDX5 Gateway	This Gateway provides connectivity between installed equipment and Housing Central in the cloud.
GDX5 Hardware	1. Entrance Panels are installed at the entry point to a building or secure area and are used to transfer calls from visitors to residents and communicate access requests. 2. Vandal Readers (sometimes referred to as Back Door Readers) can be used to allow secure entry for anyone with a security credential.
	Each GDX5 hardware device will control access through 1 door.

PAC Gateway	This Gateway provides connectivity between installed equipment and Housing Central in the cloud.
	PAC Gateways provide dedicated support to either PAC OR GDX Next hardware.
PAC Hardware	a. Controllers are installed inside the building they are securing. b. Readers can be used to allow secure entry for anyone with a security credential.
	Each PAC Gateway will support max. 8 doors, (over max. 4 × IP connections.)
GDX Next Hardware	a. Entrance Panels are installed at the entry point to a building or secure area and are used to transfer calls from visitors to residents and communicate access requests. b. GS4 Vandal Readers can be used to allow secure entry for anyone with a security credential.
	Each PAC Gateway will support max. 1 × CCU for GDX Next hardware.

4.0 Hardware Overview

This screen provides a system overview of connected devices.



Estate	The Estate where this Gateway is installed
Gateway	User defined name and serial number for the Gateway
Connection Type	Shows how this Gateway communicates with the system
IP Address	IP address of the Gateway
Status	Indicates the status of the Gateway
First Connected	Date this Gateway first connected to the system
Last Sync	Date of the last synchronisation of this Gateway
Controller Count	Shows number of controllers on this Gateway and their connection status

4.1 Export to CSV

1. Click **Export to CSV** from the tool bar.
2. Select your save location and file name.
3. Click **Save** to create the file.
4. The CSV file can be opened with appropriate software e.g. Excel.

4.2 Email...

1. Click **Email...** from the tool bar.
2. Accept the default email or input a new recipient email address.

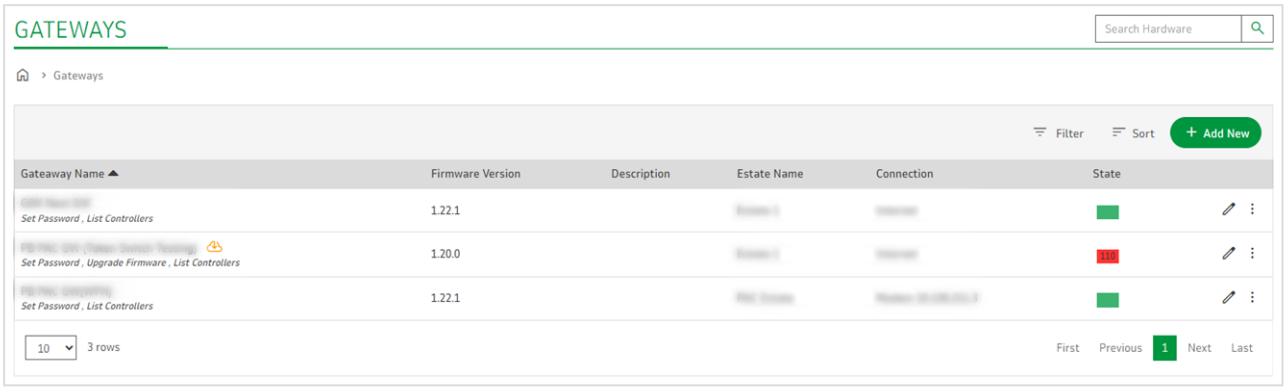
Please check the email address is valid and only one email address can be used.

3. Click **Send** to confirm the details and send an email or click **Cancel** to return to the Hardware Overview page.

5.0 Gateways

In this screen you can view and manage all your Gateways.

Items shown in the table can be filtered using Filter and Sort.



Gateway Name	User defined name for the Gateway
Firmware Version	Current version of firmware installed
Description	Optional user defined field if needed
Estate Name	The Estate where this Gateway is installed
Connection	Shows the connection status and IP address of modem
State	Indicates the status of the Gateway and Controller this hardware is associated with

Gateway State Indicators

The Gateways' **State** will show the current condition of the Gateway.

Indicator		Gateway sync status
	Grey	Never synced
	Green	Recently synced
	Amber	Local comms fail
	Red	Sync is overdue
	Red Alert	Gateway reset needed
#	No. of pending updates	n/a
	Firmware upgrade available	n/a

5.1 Add Gateway

You must create an Estate before you can add any Gateways.

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **+ Add New**.

3. Enter the Gateway Serial Number (found on the gateway or on the spare serial number labels provided in the original packaging.) The **Device Type** will be populated when the Serial Number is matched.

The Gateway cannot be added or saved if the Serial Number is incorrect.

4. Provide a unique **Name** for the Gateway.
5. Optional: Type in **Description**.
6. Select the **Estate** from the drop-down list.
   i) If the Estate does not exist please see Estates.
7. Choose one of these options to continue:

- Click **Save** to confirm all changes and return to the previous list.
- Click **Save and Add Another** to confirm the new details and add another item.
- Use the **Navigation Path** to return to the previous list without saving the latest changes.

5.2 Set Password

This process will ensure secure communications are set up between the gateway and Housing Central.

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **Edit** next to the Gateway to be updated.
3. Copy the **Serial Number** and return to the **Gateways** list.
4. Click **Set Password** link under the relevant Gateway.
5. Input the password into the **Password** and **Confirm Password**.
6. Choose one of these options to continue:

- Click **Save** to confirm all changes and return to the previous list.
  The Gateway will also synchronise with the system at the next resynchronise cycle.
- Use the **Navigation Path** to return to the previous list without saving the latest changes.

The password in Housing Central and the Gateway MUST match.
Refer to the Gateway set up guide to reset the password on the device.

5.3 Edit (Gateway)

A Gateway cannot be reassigned to another Estate once it has been created.

Serial Number	Read-only 16-digit serial number of device
Device Type	Read-only model of device
Name	Mandatory and unique user-defined text field
Description	User-defined text field
Gateway Version	Read-only details
BSP Kernel	Read-only details relating to the device
BSP Bootloader	
BSP File System	
Last Sync	
Device UUID	
Connection	
Estate	

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
3. Amend any **Details** as required.
4. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.
   - Click to to view Estate link.

5.4 Delete (Gateway)

Remove ALL Controllers before deletion / replacement of Gateway.

1. Select **HARDWARE > Gateways** from the navigation menu.
   - Click **More Options** ⋮ at the end of the required row.
   - Select **Delete** and click **Delete** again to confirm.
   - Click **Delete** to confirm the deletion.

5.5 List Controllers (Gateway)

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **List Controllers** link under the relevant gateway.
   See **Controllers (equipment)** section for details.
3. The filtered list showing all controllers linked to this gateway will be displayed.

5.6 Firmware Upgrade Availability

This icon indicates that a firmware update is available for the Gateway.

Please follow these steps to upgrade or reapply firmware if advised by Technical Support.

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **Upgrade Firmware** link under the relevant gateway.
3. Select the appropriate **Version** to update:
   i) Click **Upgrade** OR click **ReApply** next to the Version.
   ii) "Confirm Firmware Upgrade" pop-up will appear.
   iii) Click **Upgrade** to confirm the action.

5.7 Reset PAC Gateway for GDX Next Hardware only

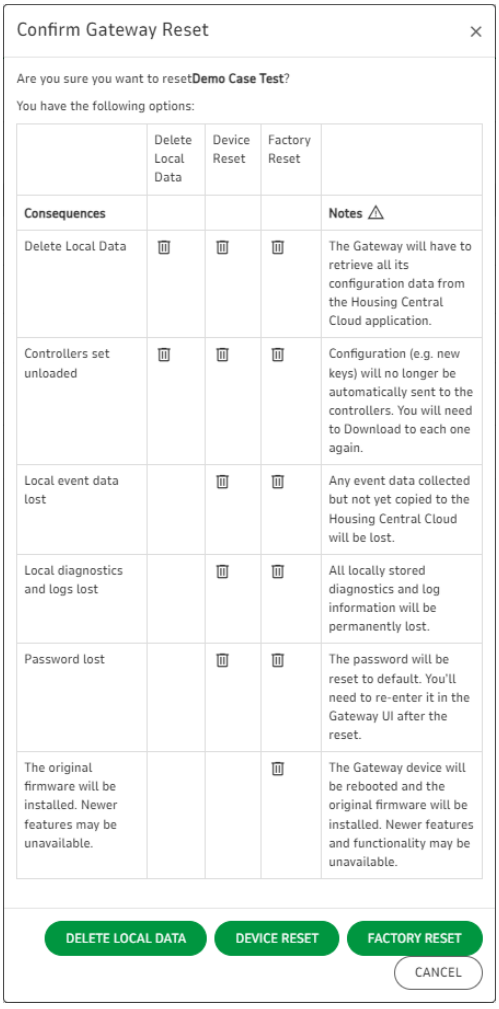
This only applies to GDX Next hardware connected to a PAC Gateway.

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Reset**.
4. Choose the appropriate Reset option required:

Delete Local Data
Removes any controllers and configuration data.

Device Reset
Removes all controller, event and configuration data including passwords.

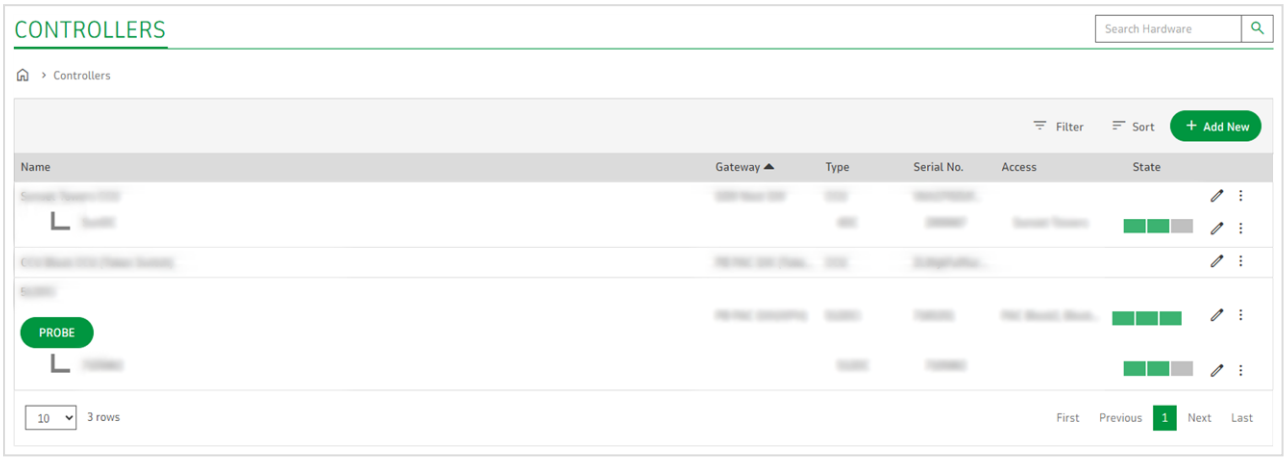
Factory Reset
Gateway is restored to original programming, including factory-shipped firmware.



6.0 Controllers

In this screen you can view and manage all your Controllers.

Items shown in the table can be filtered using Filter and Sort.



Name	User defined name for the hardware.
Gateway	The gateway this hardware is associated with.
Type	Confirmation of the hardware device.
Serial No.	The identification of the hardware device.
Access	Specifies the area this hardware controls access for.
State	Indicates the status of the Gateway and Controller this hardware is associated with.

GDX5 Controllers

6.1 Add GDX5 Controller

Serial number and Name are required.

Remember to Edit the controller and add the required access details for the Door(s).

1. Select **HARDWARE > Controllers** from the navigation menu.
2. Click **+ Add New**.

Details

3. **Gateway:** Select from the drop-down list.
4. **Device Type:** Select from the drop-down list.
5. **Block:** Select from the drop-down list.
6. **Controller Number:** Select from the drop-down list.
7. **GDX5 Name:** User defined.
8. Optional: Type the **Location**.
9. Perform one of these actions to continue:
   - Click **Save** to confirm all changes and return to the previous list.
     The Gateway state will show as online after the next Gateway resync cycle.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

6.1.1 GDX5 Controllers: Edit Door1

Readers	
Door Name	User-defined text.
Reader1	Must be selected to allow access through this door.
Estate	Read-only Estate this controller is associated with.
Block	Select which Block this controller is associated with from the drop-down list.
	View Block opens a pop-up window showing the **Block** details.
	Click **New Block** to create a new Block if required.
Block Area	If used, can be selected from the drop-down list.

Configuration	
Lock Release Time (1-60)	Duration in seconds door will be unlocked.
Door Monitoring (1-3600)	Select **Enabled** to toggle Door Monitoring on / off.
	Requires Door contacts to be installed.
	Duration in seconds the door can remain open before triggering an alert. Also alerts if the Door has been forced.
Door Number	**Check with your Installer. This is assigned during the installation process.**

Service Periods	Optional feature to enable fixed periods of access for trades.
1st	Select to use. **From** & **To** indicate the start and finish time in 24hr time format.
2nd	Select to use. **From** & **To** indicate the start and finish time in 24hr time format.
Effective on Sundays	Select to use. Enables time periods to be active on Sunday.

PAC Controllers

6.1 Add PAC Controller

Serial number and Name are required.

Remember to Edit the controller and add the required access details for the Door(s).

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Click **List Controllers**.
3. Click **+ Add New**.

Details

4. **Gateway:** Select the appropriate Gateway from the drop-down list.
5. **Device Type:** Select the appropriate PAC DCi Controller from the drop-down list.
6. **Serial Number:** User data entry, add the Controller serial number.
7. **Name:** User defined.
8. Optional: Type the **Location**.
9. Click **Save** to confirm all changes and return to the previous list.
10. Locate the appropriate PAC DCi Controller.
11. Click **Probe** to scan for any connected secondary Controllers.
12. Click **Probe** to confirm the request.
13. All of the found controllers will be displayed beneath the PAC DCi controller in the list.

The green banner will display the serial numbers of each secondary controller as it is found.

6.1.1 Probe (PAC Controller)

Serial number and Name are required.

Remember to Edit the controller and add the required access details for the Door(s).

1. Select **HARDWARE > Controllers** from the navigation menu.
2. Click **Probe** under the relevant Controller.
3. "Confirm Controller Probe" pop-up will be displayed.
4. Click **Probe** to confirm the action.
5. The message bar will confirm a probe has been scheduled and there will be a short delay.
6. Any unassigned controllers connected to the primary controller will be displayed in the Probe list.
7. Select one, multiple controllers or all controllers.
8. Click **OK** to add them to the primary controller.
9. All new controller serial numbers will appear in the Controllers list, with a line connecting them to their primary controller.

You can return to the Controller at any time to configure Doors.

6.1.2 Configure Controller

Details

The default settings for this controller are shown in this screen.

Use the IPD Config Tool to reconfigure Controller IP addresses.

Once downloaded and installed locally, the IPD Config Tool can be used to scan for Controllers on the selected network. Go to **System > Tools > IPD Config Tool Download** to download a copy. All installation and usage instructions are provided on-screen.

Readers	Each **Door** can support up to two PAC readers (Read-In and Read-Out.)
Door Name	Auto suggested but can be user-defined text.
Reader 1 – SIG A	Select to allow (Read-In) access through this door.
Reader 2 – SIG B	Exit reader if installed.
Estate	Read-only Estate the Door Controller is associated with.
Block	Select which Block this controller is associated with from the drop-down list.
	View Block opens a pop-up window showing the **Block** details.
	Click **New Block** to create a new Block if required.
Block Area	Selected the required **Block Area** from the drop-down list.

Configuration	
Lock Release Time (1-60)	Duration in seconds door will be unlocked.
Extra Door Time (1-60)	Duration in seconds additional time door is unlocked. *This is enabled in the Tenants for the keyholder.*
Door Monitoring (1-3600)	Select **Enabled** to toggle Door Monitoring on / off. **Requires Door contacts to be installed.**
	Duration in seconds the door can remain open before triggering an alert. Also alerts if the Door has been forced.
Time Profile	Select the required Time Profile from the drop-down list. This is created in the **PROFILES > Time** menu.

10. Perform one of these actions to continue:
    - Click **Save** to confirm all changes and configure the PAC Controller Door(s).
    - Use the **Navigation Path** to return to the previous list without saving the latest changes.

6.1.3 Download Controller Configuration

Remember to perform a download to the PAC Controller to bring it online.

1. Select **HARDWARE > Controllers** from the navigation menu.
2. Locate the appropriate PAC Controller.
3. Click **More Options** ⋮ at the end of the required row. Select **Download**.
4. Click **Download** to confirm the action.
5. The download will complete at the next Gateway synchronisation which may take up to 10 minutes.

GDX Next Controllers

6.1 Add GDX Next Controllers

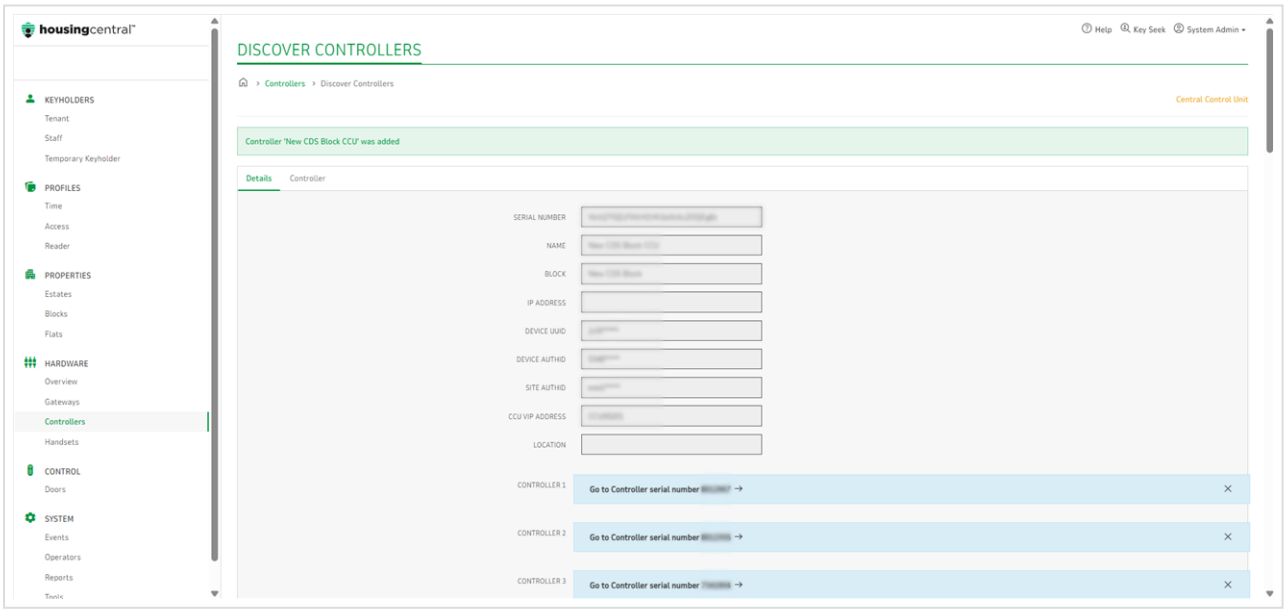
The CCU must be added before Door access control can be configured.
CCU, EEU and DEU 4 Door Controllers are added in the same way.

Serial number and Name are required.

Remember to Edit the controller and add the required access details for the Door(s).

6.1.1 Add CCU and Probe Four Door Controller

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Locate the appropriate **Gateway** and click **List Controllers**.
3. Click **+ Add New**.
4. **Gateway:** Select **GDX Next Gateway** from the drop-down list.
5. **Device Type:** Select the **Central Call Unit** from the drop-down list.
6. **CCU Serial Number** is automatically populated.
7. **CCU Name:** Automatically suggested but can be user defined.
8. Optional: Type the **Location**.
9. Click **Save and Probe** to confirm the details and find the connected controller.
10. Select the appropriate **4 Door Controller** serial number from the list available.



Example of a list of available 4 Door Controllers

11. Click **Save and Discover** to identify discovered readers on this Four Door Controller.

Details

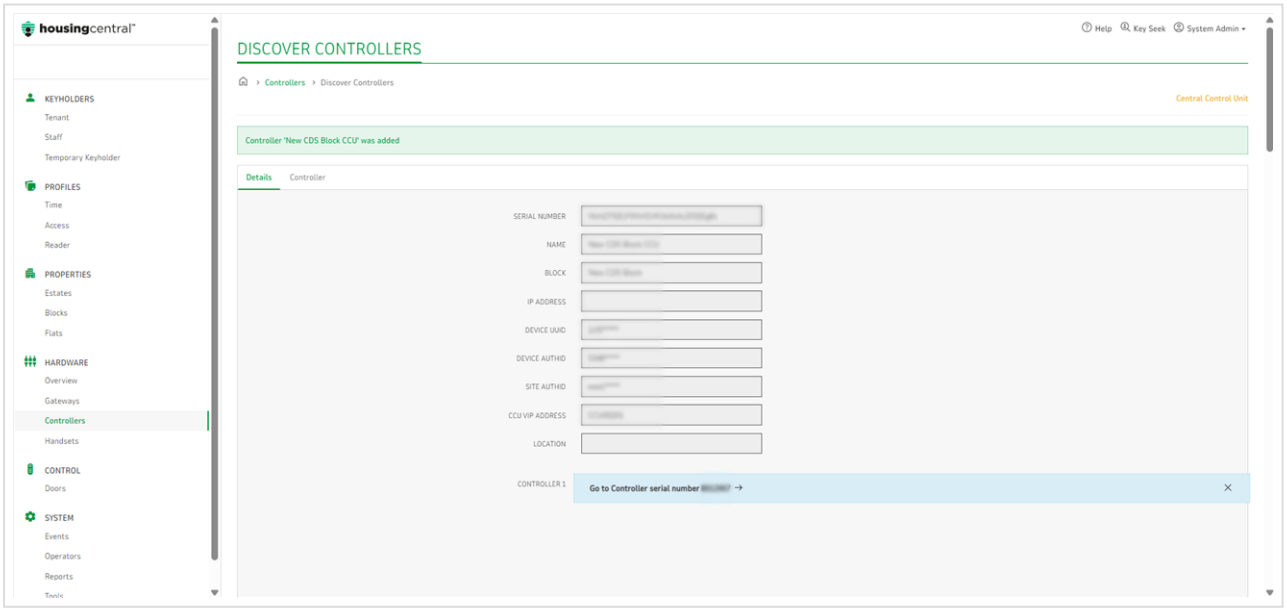
Serial Number	Read-only.
Name	User defined.
Associated CCU	**Central Control Unit** is automatically populated from the drop-down list.
IP Address	Auto-populated IP address. **We do not recommend altering the IP address.**
Location	Optional user-defined text field.
Gateway	Read-only. Click **Go To Gateway** to see the Gateway details.
Firmware Version	Read-only.

12. Click **Save** to confirm all changes and return to the previous list. *Gateway synchronisation can take up to 10 minutes.*

See Edit Controller to configure each Door reader.

6.1.2 Add DEU Four Door Controller

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Locate the appropriate GDX Next Gateway and click **List Controllers**.
3. Click **+ Add New**.
4. **Gateway:** Select **Gateway** from the drop-down list.
5. **Device Type:** Select the **Four Door Controller** from the drop-down list.
6. **4DC Serial Number:** User data entry.
7. **4DC Name:** Automatically suggested but can be user defined.
8. Optional: Type the **Location**.
9. Select the appropriate **4 Door Controller** serial number from the list available.



Example of a list of available 4 Door Controllers

10. Click **Save and Discover** to identify discovered readers on this Four Door Controller.

Details

Serial Number	Read-only.
Name	User defined.
Associated CCU	**Central Control Unit** is automatically populated from the drop-down list.
IP Address	Auto-populated IP address. **We do not recommend altering the IP address.**
Location	Optional user-defined text field.
Gateway	Read-only. Click **Go To Gateway** to see the Gateway details.
Firmware Version	Read-only.

11. Click **Save** to confirm all changes and return to the previous list. *Gateway synchronisation can take up to 10 minutes.*

See Edit Controller to configure each Door reader.

Edit Controller

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Locate the appropriate **Gateway** and click **List Controllers**.
3. Click anywhere on the row or , or select ⋮ and click to edit the properties.

Each Door with a Reader can be configured via Door 1–4 tabs.

Details

Provides the default information about the Controller.

6.1.1 Door Configuration

Details

Shows the default information about each controller.

Door 1 / Door 2 / Door 3 / Door 4

Details

Door Name	Auto suggested but can be user-defined text.
Reader 1	Select to allow (Read-In) access through this door.
ID16	Select serial number of connected reader from the drop-down list. **Perform a Reader Discovery at the Controller if this list is empty.** **Scan the reader QR code to see the ID16 code (first 16 digits.)**
Estate	Read-only Estate the Door Controller is associated with.
Block	Select which Block this controller is associated with from the drop-down list. *View Block* opens a pop-up window showing the **Block** details. For a **CCU / EEU**: Click **New Block** to create a new Block if required.
Block Area	If used can be selected from the drop-down list.

Configuration

Lock Release Time (1-60)	Duration in seconds the door will be unlocked.

Extra Door Time (1-60)	Additional duration in seconds the door will be unlocked if required.
Door Monitoring (1-3600)	Select **Enabled** to toggle Door Monitoring on / off. **Requires Door contacts to be installed.** Duration in seconds the door can remain open before triggering an alert. Also alerts if the Door has been forced.
Door Number	**Check with your Installer. This is assigned during the installation process.**
Time Profile	If required, select a Time Profile from the drop-down list.
Service Periods	Optional feature to enable fixed periods of access for trades.
1st	Select to use. **From** & **To** indicate the start and finish time in 24hr time format.
2nd	Select to use. **From** & **To** indicate the start and finish time in 24hr time format.
Effective on Sundays	Select to use. Enables time period to be active on Sunday.

6.1.2 Save changes and Download to Controllers

1. Select **HARDWARE > Gateways** from the navigation menu.
2. Locate the appropriate **GDX Next Gateway** and click **List Controllers**.
3. For the appropriate Controller, click **More Options** ⋮ at the end of the required row and select Discover Readers.
4. Click **Download** to confirm.
5. The state indicator will display a clock icon to indicate a download is pending.
6. After the Gateway has synchronised (up to 10 minutes), the state indicator will be a solid green without a clock icon.

Always download Reader configuration changes after any amendments.

7.0 Handsets (GDX5 systems only)

In this screen you can view any handsets that are installed in your system.

Please consult with your installer before making changes. This is a record of the physical handset line connection from a Line Card to the flat and may not work as expected if changed.

Items shown in the table can be filtered using Filter and Sort.

Estate	The Estate where the Handset is installed.
Block Name	The Block the Handset is installed in.
Line Cards	Identification of Line Card the Handset is connected to.
Handsets	The amount of Flats that have Handsets on the Block.

7.1 Edit (Handset)

Follow these steps to assign a Handset to a Line Card slot.

1. Select **HARDWARE > Handsets** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
   The current list of Line Card **Slot** connections and the Flat associated is displayed.
3. **To assign new handsets:**
   i) Find the row for the appropriate **Slot** where the handset in the Line Card slot is installed in the selected Flat.
   ii) Use the drop-down menu to select the installed Flat.
   iii) Repeat for remaining installed Flats.

Check with the Installer to confirm Handset configuration details.

4. Perform one of these actions to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.*No changes are saved.*

7.2 Add Line Card

Check with the Installer to confirm Line Card configuration details.

The Line Card address, '0', '1', '2', etc., is managed automatically by the system.

1. Select **HARDWARE > Handsets** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
   The current list of Line Card **Slot** connections and the Flat associated is displayed.
   i) Each Line Card can be connected to a maximum of 16 handsets.
   ii) The installer will connect the handset in a flat to the Line Card shown.
3. Click **+ Add Line Card**.
   A new column will be displayed and the Line Card number will be incremented from the previous Line Card.
4. To assign a handset to a **Flat:**
   i) Find the row for the appropriate **Slot** where the handset is connected.
   ii) Use the drop-down menu to select the installed handset.
   iii) Repeat for remaining installed handsets.

The number of populated Slots will depend on the total number of Flats.

- A Slot can only be connected to ONE Flat.
- A Flat can only be assigned ONCE.
- The system will warn if a Flat has been assigned more than once.

5. Perform one of these actions to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.*No changes are saved.*

Keyholders

In this section you can administer any type of Keyholder e.g., a Resident or Staff member.

8.0 Tenants

In this screen you can manage all **Tenant** records.

Items shown in the table can be filtered using Filter and Sort.

Flat Name	Typically the first line of the address or just the door number.
Estate	The Estate where this Flat is located.
Block	The Block where this Flat is located.
Block Area	If Block Areas are used, the Block Area that the Flat is associated with.
Extra Access	Indicates if any Keyholder in the flat has been granted Extra Access.

8.1 Add / Edit Tenants

Key Code is required and must be unique.

1. Select **KEYHOLDERS > Tenants** from the navigation menu.
2. Locate the relevant Flat. Click anywhere on the row or , or select ⋮ and click to edit the properties.

8.2 Details tab

1. To **Add** or **Edit** a **Tenant** use one of these options:
   - **Add:** Click **+ Add Tenant** to create a new Tenant.
   - **Edit:** Click anywhere on the row or , or select ⋮ and click to edit the properties.
2. **Principal Token** should be checked if this is the main Keyholder.
3. Optional: Type a **Tenant Name** to add the full name of the Tenant.
4. **Key Code** can be added manually or scanned via the **Scan QR** function.

Please contract Customer Services to activate.

To add a **Key** via **Scan QR** follow these steps:

i) Click **Scan QR**.
ii) Permit use of local device camera to scan QR code on PAC OPS credential.
iii) Present credential to camera and click **Add** to confirm scanned code.

5. Optional: Select the appropriate **Key Colour** from the drop-down list.
6. Optional: Add an **Email Address**.
7. Optional: Additional feature selections:
   - **Requires extra door time:** This will enable additional time for a door to remain unlocked for this Keyholder.
     *This time is configurable in **HARDWARE > Controllers > [select appropriate controller] > Select DoorX**.*
   - **Lost:** Indicates the Key has been reported lost.
     This Key will be disabled and reported in **System > Reports (Token Access & Tracked)**.
   - **Track token:** Highlight access requests for this Key in reports.

This Key will be reported in **System > Reports (Token Access & Tracked)**.

- **Extra access:** Use Extra Access Profiles.

8. Click **Set Default Access** to reset the Keyholder Access configuration to the system default.

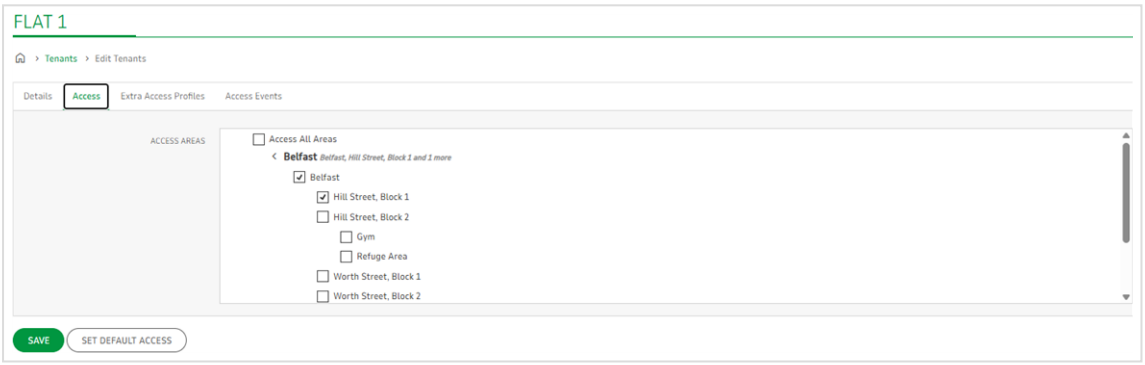
Default Access enables access only to the Estate and Block of the residence.

9. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

8.3 Access tab

1. **Access tab:** If required, select the **Access** tab to set the **Access Areas**.
   The **Default Access** setting is for the **Estate** and **Block** for the residents' **Flat**:



   i) **Areas branch:** Click **>** to expand or click **<** to close.
   ii) Optional: Click an empty box next to the Area name to select this area and all sub-areas in the same branch.
   iii) Optional: Click an already checked box to deselect the Area and any sub-areas.
   iv) **Set Default Access:** Click this button to reset the Keyholder Access configuration to the system default.

2. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

8.4 Extra Access Profiles tab (optional)

1. Optional: Select the **Extra Access** tab to permit access to additional areas.
2. Click one or more empty boxes to select a profile or click an already ticked check boxes to deselect.
3. Choose one of these options to continue:
   - Click **+ Add Tenant** to add another Tenant to this Flat.
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

8.5 Access Events (optional)

This will show any system events for when this Key has been used.

8.6 Delete (Tenant)

1. Select **KEYHOLDERS > Tenants** from the navigation menu.
2. Locate the relevant Flat. Click anywhere on the row or , or select ⋮ and click to edit the properties.
3. Locate the appropriate Tenant record. Click **More Options** ⋮ at the end of the required row.
4. Select **Delete** and click **Delete** again to confirm.

9.0 Staff

In this screen you can manage all **Staff** records.

Items shown in the table can be filtered using Filter and Sort.

The main table displays all Staff details, which can be filtered using the selection options above the table.

Last Name	Surname of the staff member.
First Name	Forename of the staff member.
Category	User defined value for use with **Staff** records only.
Estate	The default Estate that was used for the Operator privileges.

9.1 Add / Edit Staff

1. Select **KEYHOLDERS > Staff** from the navigation menu.
2. To **Add** or **Edit** a **Staff** member use one of these options:
   - **Add:** Click **+ Add New** to create a new Staff member.
   - **Edit:** Click anywhere on the row or , or select ⋮ and click to edit the properties.

Details tab

Last Name is required.

1. Select **Default Estate** from the drop-down list - this is used to determine the default privileges for this staff member.
2. Type the surname in **Last Name**.
3. Optional: Add a **Title**, **First Name**, and one or more **Initials**.
4. Optional: Select a Category from the drop-down list.

If there are no categories in the list please see CONTROL > TOOLS: CATEGORIES

5. Optional: Type a **Department**.
6. Optional: Additional feature selections:
   - **Requires extra door time:** This will enable additional time for a door to remain unlocked for this Keyholder.
     *This time is configurable in **HARDWARE > Controllers > [select appropriate controller] > Select DoorX**.*
7. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item. (Only available when adding a new Staff member.)
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

Address tab

1. Optional: Fill in the address details as required.
2. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item. (Only available when adding a new Staff member.)
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

Keys tab

1. Click **+ Add Key**.
2. The **Key Code** can be added manually or scanned via the **Scan QR** function.

Please contact Customer Services to activate.

To add a **Key** via **Scan QR** follow these steps:

i) Click **Scan QR**.
ii) Permit use of local device camera to scan QR code on PAC OPS credential.
iii) Present credential to camera and click **Add** to confirm scanned code.

3. Optional: Select the appropriate **Key Colour** from the drop-down list.
4. Optional: Additional feature selections:
   - **Lost:** Indicates the Key has been reported lost.
     This Key will be disabled and reported in **System > Reports (Token Access & Tracked)**.
   - **Track token:** Highlight access requests for this Key in reports.
     This Key will be reported in **System > Reports (Token Access & Tracked)**.
5. Click **+ Add Key** to add more keys for this Staff member.
6. Optional: To **Delete** a Key: Select **Delete** and click **Delete** again to confirm.
7. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Click **Save and Add Another** to confirm the new details and add another item. (Only available when adding a new Staff member.)
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

Access Profiles tab (optional)

1. Optional: Select **Access Profiles**.
2. Click one or more an empty boxes to select a profile or click an already ticked check box to deselect.
3. Choose one of these options to continue:
   - Click **+ Add Tenant** to add another Tenant to this Flat.
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

Access Events (optional)

This will show any system events for when this Key has been used.

9.2 Delete (Staff)

1. Select **STAFF** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Delete** and click **Delete** again to confirm.

Profiles

For PAC and GDX Next hardware only
In this section you can manage Profiles that can be used to control access through a Door with optional time constraints.

10.0 Time (PAC and GDX Next)

Each Profile will indicate WHEN a Door is unlocked or access controlled.

Name	The user defined name for the Time Profile.
Description	Optional: A user defined free text field to provide additional information about this Time Profile.

10.1 New Time Profile

A door can only have ONE Time Profile assigned at a time.

Items shown in the table can be filtered using Filter and Sort.

1. Select **PROFILES > Time** from the navigation menu.
2. Click **+ Add New**.

Name	Type in the name of profile.
Description	Optional: If required provide a description. **This box can be resized using the resizing handle in the lower right corner.**
Time Profile Periods	
Start Day	Indicates the first day this time period will apply to.
Start Time	Indicates the time (24 hour format) the Profile begins.
End Day	Indicates the last day this time period will apply to.
End Time	Indicates the time (24 hour format) the Profile ends.
Add Time Period	Adds another row to the table.
Templates	Drop-down list of predefined template patterns.

3. Type in the **Name** for this Profile.
4. Optional: Type in a **Description**.

Using Predefined Templates

You can only have ONE predefined template in the Profile.
The template can be edited to add days or time periods as required.

1. Select the required **Template** from the drop-down list.
   The selected Template will be displayed in the drop-down list box.
2. Make any custom changes required to the pattern.
3. Click **Copy Time Period** to add new a new row for the next day of the week, which can be edited.
4. To remove a row click **Delete**.

5. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

Custom Template Pattern (optional)

Predefined templates will replace the Profile pattern. We recommend selecting a template FIRST and then updating with your preferred changes.

1. Optional: Select a predefined Template to begin.
2. Change the values as required for each row.
3. To add a new row, Click **+ Add Time Profile.**
   i) Select **Start Day** from the drop-down list.
   ii) Specify a **Start Time** using the time pick list.
   iii) Select **End Day** from the drop-down list.
   iv) Specify a **End Time** using the time pick list.
4. Click **Copy Time Period** to duplicate the last row, which can then be edited.
5. To remove a row click **Delete**.
6. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

11.0 Access

Each Profile will indicate WHERE and WHEN access is permitted.

Name	The user defined name for the Access Profile.
Description	Optional: A user defined free text field to provide additional information about this Access Profile.

11.1 New Access Profile

Items shown in the table can be filtered using Filter and Sort.

1. Select **PROFILES > Access** from the navigation menu.
2. Click **+ Add New**.

Details tab

Default Estate	Select the Estate from the drop-down list.
Name	Type in the name of profile.
Description	Optional: If required provide a description. **This box can be resized using the resizing handle in the lower right corner.**

With Time Profile

Time Profile	**Using a Time Profile will restrict the time periods this Profile is granted access to the selected area(s).** Select the required profile from the drop-down list. Optional: Click **>** or **<** to expand or close an area for access to a specific location / door. This will also select any sub-locations in the same branch. Click the link button to view the selected Time Profile.
Access Areas	Select the required area(s) to grant access for this Profile. **Access to this area is restricted by any selected Time Profile.**

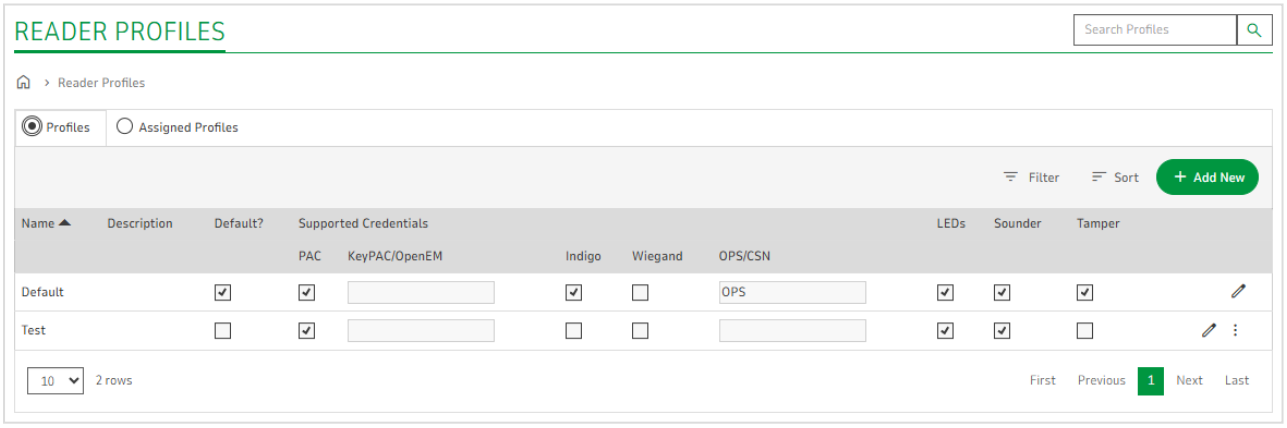
Without Time Profile

Access Areas	Select the required area(s) to grant access for this Keyholder. Optional: Click **>** or **<** to expand or close an area for access to a specific location / door. This will also select any sub-locations in the same branch. **This Keyholder will have access to the selected area(s) at all times.**

3. Click **Save** to confirm all changes.

12.0 Reader Profiles (GDX Next only)

In this section you can create and manage Reader Profiles.



12.1 Profiles

Profiles can be assigned to Estates, Blocks or Block Areas.

Items shown in the table can be filtered using Filter and Sort.

Name	A **mandatory** and **unique** user defined name for the Reader Profile.
Description	User defined free text field to provide additional information about this Reader Profile.
Default	Indicates this Profile is used for default access.

PAC	Supported credential formats.
KeyPAC/OpenEM	
Indigo	
Wiegand	
OPS/CSN	
LEDs	Toggle option for LED use for visual alerts.
Sounder	Toggle option for sounder use for audio alerts.
Tamper	Toggle option for Tamper alerts.

12.2 New or Edit Reader Profile

A Reader Profile can be assigned to a Block Area to provide granular access management.

1. Select **PROFILES > Reader** from the navigation menu.
2. To create a new Profile click **+ Add New** or Click anywhere on the row or , or select ⋮ and click to edit the properties..

Details (Basic)	
Name	Type in the name of the profile.
Description	Optional: If required provide a description. **This box can be resized using the resizing handle in the lower right corner.**
Default	Indicates if this is the overall default Reader Profile.

3. Type in the **Name** for this Profile.
4. Optional: Type in a **Description**.
5. Optional: Select **Default** to set this as the main Profile.

Reader Settings	
Security	*Read-only.*
Supported Credentials	Select one or more options: i) PAC ii) KeyPAC/OpenEM *& select value in drop-down menu †* iii) Indigo iv) Wiegand v) OPS/CSN*& select value in drop-down menu †*
KeyPAC/OpenEM †	Options for KeyPAC/OpenEM selection.
OPS/CSN013 †	Options for OPS/CSN selection.
LEDs	Check this box to enable LEDs.
Sounder	Check this box to enable Sounder.
Tamper	Check this box to enable Tamper alerts.
Output format	*Read-only.* Indicates the data protocol for system comms. *PAC SDB is PAC Secure Data Bus.*

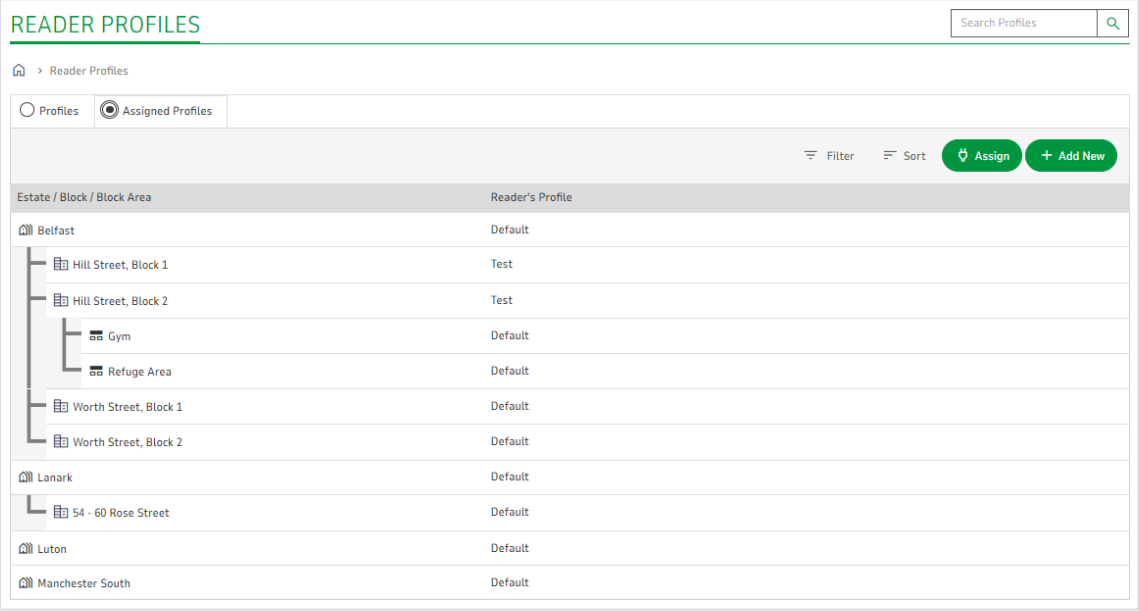
† Drop-down menu selection only required of the supported credential has been selected.

6. ***Security*** *is a read-only field.*
7. Select all required **Supported Credential** formats.
8. Optional: If **KeyPAC/OpenEM** is a required credential, select the appropriate value from the drop-down menu.
9. Optional: If **OPS/CSN** is a required credential, select the appropriate value from the drop-down menu.
10. Select **LEDs, Sounder,** and / or **Tamper** as required.
11. ***Output Format*** *is a read-only field.*

Click **Save** to confirm all changes and return to the previous list.

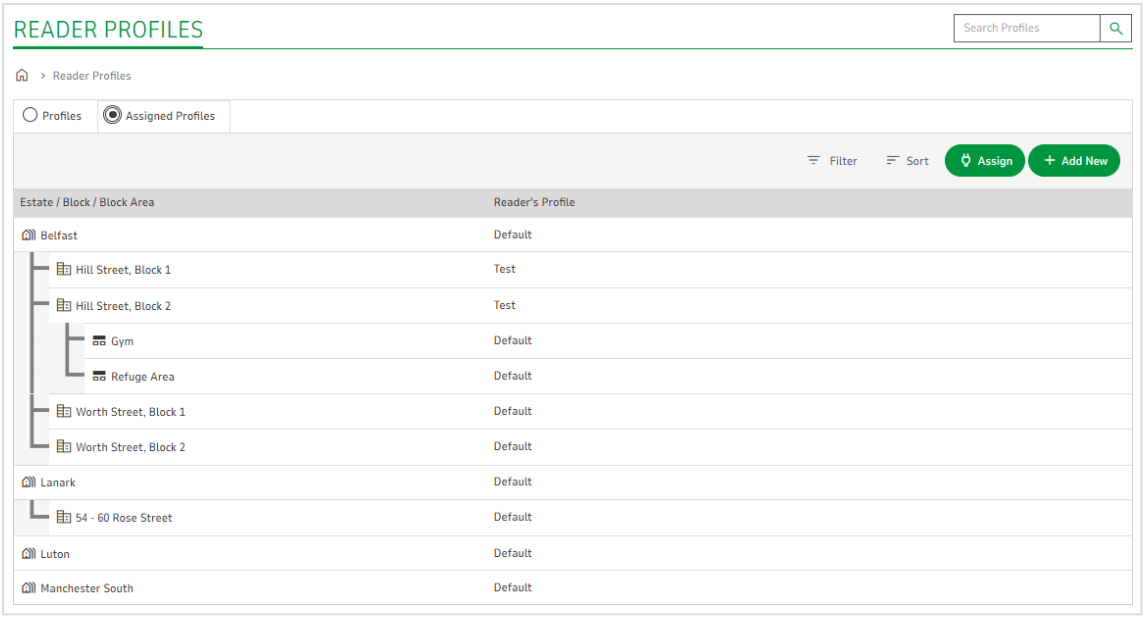
12.3 Assigned Profiles

Assign the Reader Profiles to the appropriate Estate, Block or Block Area.

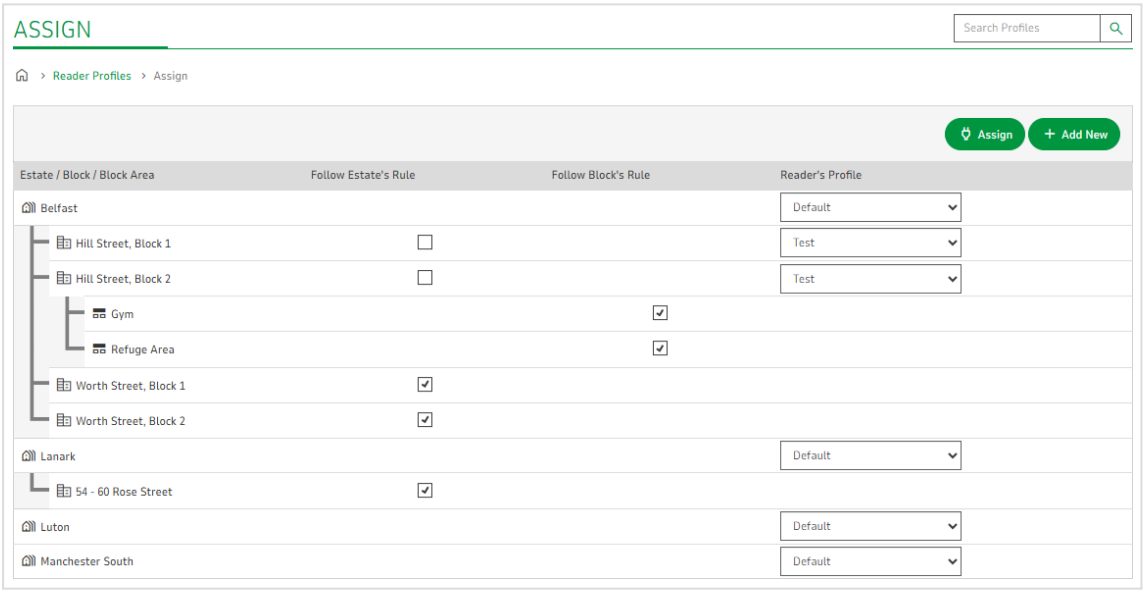


1. Select **PROFILES > Reader > Assigned Profiles > Assign** from the navigation menu.
   The current assignments of Reader Profiles is displayed.

The default option for Blocks and Block Areas is to “Follow the Estate / Block”.



2. Click **Assign** to view or update assignments.
   Each **Estate** is shown with associated **Blocks** and **Block Areas**.



Estate / Block / Block Area	Property affected
Follow Estate's Rule	Use the Estate Reader Profile setting
Follow Block's Rule	Use the Block Reader Profile
Reader's Profile	The default Reader Profile for the Estate

3. For each **Estate** select the required **Reader's Profile** from the drop-down menu.

By default this will also be set for all the Estate's sub-levels (Blocks and Block Areas).

4. To set a custom level Reader Profile:
   i) Deselect (untick) the check box next to the item.
   ii) Choose the required Reader Profile from the drop-menu at the end of the row.
   iii) Repeat steps (i) & (ii) for each Block and / or Block Area as required.
5. Click **Save** to confirm all changes and return to the previous list.

Control

In this section you can manage the status of all doors that are access controlled in your system.

- Each GDX5 door can be unlocked by an operator via a remote RTE button.
- Each PAC and GDX Next door can be unlocked, locked, or be returned to normal door operation.

13.0 Doors

GDX Next door controllers can manage up to 4 doors, depending in the installed controller.

Please see Controllers (**Hardware > Controllers**) for more details about configuring Doors.

Items shown in the table can be filtered using Filter and Sort.

Name	The name of the controller managing this Door.
Controller Name	The user defined name of the controller that manages this Door.
Estate	The Estate where this Door is located.
State	GDX5 doors do not show a status.
	Unlocked: Door is unlocked and may be accessed by anyone present.
	Secured: Door is secure (locked) and access is dependant on authorised keys and Time Profile restrictions.
Time Profile	The Time Profile associated with this door.

13.1 Door Overrides

ALL doors

Request To Exit through the Door

1. Select **CONTROL > Doors** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **RTE**.
4. The Door will be temporarily unlocked according to the Lock Release Time.

   Please see section on editing **Doors** in Controllers.

   i) GDX5 controllers set the Lock Release Time via the Panel Settings menu.
   Please see the hardware installation guide for more details.

   ii) PAC and GDX Next controller Lock Release Time is configured via **HARDWARE > Controllers** - Door configuration tab.

PAC and GDX Next doors

Unlock the Door

1. Select **CONTROL > Doors** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Unlock door**.
   - No key authorisation is required during this period.
   - This Door is unlocked and can be accessed by any person.
4. The Door will revert to normal operations when:

- The time duration has elapsed.
- An operator overrides this state.
- Performing a download will revert the door to its normal operating.

Secure the door

1. Select **CONTROL > Doors** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Secure door**.
   - This Door is locked and will only change state when overridden by an operator.
   - Valid keys will also be prevented from access when the Door is **Secure**.

Set the door to normal operations

1. Select **CONTROL > Doors** from the navigation menu.
2. Click **More Options** ⋮ at the end of the required row.
3. Select **Set Normal**.
4. The Door will revert to normal operation and any active Time Profile will apply or the default Door operation will be enabled.

System

These tools are used to monitor and report on system events, create system administrators, and manage system data for Keyholders, staff and properties.

14.0 Events

In this section you can view and filter any events that have occurred by Tenants, Staff and Trades access for the last 24 hours.

Items shown in the table can be filtered using Filter and Reset.

The last 24 hours of Events are displayed in a table.

Category	Severity category of Event.
Time stamp	Time of Event.
Source	Hardware that captured the Event.
Event Type	List generic values?
Estate	The Estate where this Event was recorded.
Block	The Block where this Event was recorded.
Flat	The Flat where this Event was recorded.
Controller	The Controller that reported the Event.
Door	The Door associated with the Event.
Keyholder	The name of the Keyholder associated with the Event.
Key Colour	The Key Colour associated with the Event.
Tracked?	The Key Code of any monitored Key.
Lost?	The Key Code of any reported Key.

Filter Events

1. Select **SYSTEM > Events** from the navigation menu.
2. Click **Filter** to view the filter options.
3. Select the required value(s) from **Refine Filters**.
   i) For all **filter boxes with a drop-list**, select a value from the options available.
   ii) Type a letter to jump to the first value that begins with that letter.

   Each selection will update the available options in the next drop-down list.
4. Optional: Type the **Key Code** to be matched in **Token**.
5. Optional: Type a word or part of a word with a wild card (asterisk "*") in **Event Type** to filter the results for any match in the **Event Type** column.
6. Click **Apply Filters** to confirm your selections and return to view the updated results.
7. To clear the filter options, click **Reset**.

15.0 Operators

In this section you can view and manage the system Operators or Site Admins.
Each Operator can be assigned permissions for any Estate.

Items shown in the table can be filtered using Filter and Sort.

Name	User defined name for the Operator.
Role	**Site Admin** can create, configure and manage Operators. **Operators** can perform Housing Central system tasks based on their privilege settings.
Email	Email address of Operator. Also states if email has not been confirmed.
Staff Name	Displays name of Staff member from associated Staff record.
Valid From	Indicates the date the Operator privileges started or will start.
Valid To	Indicates the date the Operator privileges ended or will end.

15.1 Add Operators

Email, Operator Name and Staff Member are required.

1. Select **SYSTEM > Operators** from the navigation menu.
2. Click **+ Add New** to create new Operators.
3. Type a valid **Email** address.
4. Add the user defined **Operator Name**.
5. Select a **Role** from Operator or Site Admin.
   i) Operator: Performs Housing Central system tasks based on their privilege settings.
   ii) Site Admin: Performs all Housing Central system administration tasks and manage Operators.
6. A Staff Member must be associated with an Operator.
   Click **Select** to find an existing staff member or click **Add** to create a new one.
7. Click **Select** next to the required Staff Member.
8. Optional: Select **Valid From** and add an appropriate **Start Date**.
9. Optional: Select **Valid To** and add an appropriate **End Date**.
10. Optional: To prevent an Operator account from gaining access to the system select **Account Disabled**.
11. Choose one of these options to continue:
    - Click **Save** to confirm all changes and return to the previous list.
    - Use the **Navigation Path** to return to the previous list without saving the latest changes.

You can add all details at once, in one or more of the tabs and then save at the end.

15.2 Edit Operator Details

Operator Name and Staff Member are required.

1. Select **SYSTEM > Operators** from the navigation menu.
2. Click anywhere on the row or , or select ⋮ and click to edit the properties.
3. Type in the **Email** to be used to contact this user.
4. Type in the **Operator Name**.

This does not have to be the same name or spelling as the Staff Member name.

5. Select the **Role** required.
6. Click **Select** to choose the Staff Member.
   i) Type in the **Operator Name**.
   ii) Click **Select** to choose a Staff Member.
   iii) Type in the **Last Name** | **First Name** boxes and click **Apply Filters** to search.
   iv) Click **Select** for the required Staff member.

If there are no matches change the search terms or consider adding this person as a Staff Member.

7. To create a new Staff Member click **Cancel** to return to the previous page.
8. Click **Add**. See Staff for more details.
9. Repeat the search and select the newly created Staff member.
10. Optional: Specify a start date for this Operator.
    i) Select **Valid From**.
    ii) Select the appropriate date from the date pick list.
11. Optional: Specify a end date for this Operator.
    i) Select **Valid To**.
    ii) Select the appropriate date from the date pick list.
12. Optional: To disable this account select **Account disabled**.
13. Choose one of these options to continue:
    - Click **Save** to confirm all changes and return to the previous list.
    - Use the **Navigation Path** to return to the previous list without saving the latest changes.

Operator Privileges

Operator's can be granted different levels of access to the menus for Estates they have access to. Each row in the Operator Privilege table represents an Estate and the columns represent the menu access available.

1. There are three levels available: **No Access** (default), **Full Access** and **Read Access**.
2. To change a Privilege, click ✎ and select 🔑:
   - To change all values on the row, click the FIRST box to toggle through the three options.
   - To change a single Privilege, click on the relevant box to toggle through the three options.
3. Work through the Estates to apply the required Privileges for the Operator.
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

Click the first box on the row to set ALL Privileges the same.



This Operator has been granted Privileges in different Estates.

You can mix Full Access and Read Access.

Resend Registration

1. Click **More Options** ⋮ at the end of the required row.
2. Select and click **Send Email** to confirm.
3. A green banner will appear at the top of the Operators page confirming this action.

16.0 Reports

In this screen you can view and filter any system reports for any time period.

Available Reports

All	Runs all reports for all records. We recommend applying a date range and using the filter options to limit the number of records included in the report.
Alarm Reports	Displays the Doors that have experienced an "Open door alarm".
Call Reports	Displays which Entrance Panel has called which Flat.
Door Open Reports	Displays which doors have been opened and how.
Privacy Reports	Displays which Flats have activated / deactivated Privacy periods.
Token Access & Tracked Reports	Displays where Lost or Tracked Keys have been used. • Tracked Keys are highlighted in GREEN. • Lost Keys are highlighted in RED.
Unused Token Reports	Displays Keys that have been added to the system but not used.
Void Flat Reports	Displays Flats that do not have Tenants currently.
Custom Reports	Apply specific filter selections to produce a tailored report, including **Gateway Firmware Version** and **Token Count**.

16.1 Generate a Report

We recommend applying a filter to your data to achieve quicker results.

1. Select **SYSTEM > Reports** from the navigation menu.
2. Select the required report from the **Report** drop-list.

Apply Filters

3. Select the required value(s) from **Report** filters.
   i) Select the **report options** if there multiple check boxes e.g., **Door Open Reports**, etc.
   Click **Select All** to select all report options or click **Clear All** to deselect all report options.
   ii) For all **filter boxes with a drop-list**, select a value from the options available.
   Type a letter to jump to the first value that begins with that letter.

   Each selection will update the available options in the next drop-down list.
4. Optional: Type the **Key Code** to be matched in **Token**.
5. Optional: Search for **Event Type** text matches.

   Type a word or part of a word, with a wildcard (asterisk "*") at both ends of the word, in **Event Type** to filter the results for any match in the **Event Type** column. E.g. *Synchronised*

Searches are case sensitive.

Run Report

6. Click **Run** to confirm your selections and return to view the updated results.
7. To rerun the report with different filters:

i) Click **Reset** to clear the filter options.
ii) Amend filter selections.
iii) Click **Run** to confirm your selections and generate the report.

The report will generate results, starting with the most recent events and working backwards.

16.2 Report results

Reports with less than 1000 rows are displayed on screen. These results can also be viewed offline using the **Export to CSV** or **Email...** options

Category	Severity category of Event.
Time stamp	Time of Event.
Source	Hardware that captured the Event.
Event Type	Provides details about the event.
Estate	The Estate where this Event was recorded.
Block	The Block where this Event was recorded.
Flat	The Flat where this Event was recorded.
Controller	The Controller that reported the Event.
Door	The Door associated with the Event.
Keyholder	The name of the Keyholder associated with the Event.
Key Colour	The Key Colour associated with the Event.

Large Reports

- Results are limited to a maximum of 40000 rows.
  Rerun the report with more filter options to reduce the results.
- Results with 1000–40000 rows can be saved as a CSV file or sent as an email attachment.
- Click **Export to CSV** to save locally or click **Email...** to send as an attachment.

View offline results

- When the report results **exceed 1000 rows** this message will appear:

  The report is too big to view on the web page or to print, but you can download it to view offline.

  The report is too big to view on the web page or to print, but you can download it to view offline.

- When the report results **exceed 40000 rows** this message will appear:

  • Search was cancelled having exceeded 40000 events. Results may be incomplete. Please refine your search and try again.

  Search was cancelled having exceeded 40000 events. Results may be incomplete. Please refine your search and try again.

- When the **user has cancelled** the report this message will appear:

  • Search cancelled by user. Results may be incomplete.

  Search cancelled by user. Results may be incomplete.

To view results offline, click Export to CSV to save locally or click Email... to send as an attachment.

16.2.1 Export to CSV

1. Click **Export to CSV** from the tool bar.
2. Select your save location and file name.

3. Click **Save** to create the file.
4. The CSV file can be opened with appropriate software e.g. Excel.

16.3 Email...

1. Click **Email...** from the tool bar.
2. Input the recipient email address.

Please check the email address is valid.

3. Click **Send** to confirm the details and send an email or click **Cancel** to return to Reports page.
4. To download the results click **Export to CSV** located at the bottom of the results.

16.4 Custom Reports

Gateways will report back approximately every 10 minutes. We recommend allowing 10 minutes to elapse after a change before checking for new information.

Gateway Firmware Version

Follow these steps to create a Gateway Firmware Version report:

1. Select **SYSTEM > Reports** from the navigation menu.
2. Make sure **All** is selected as the **Report** type.
3. Fill in the required filters:
   i) **FROM** = valid start date of required time period.
   ii) **CATEGORY** = **Information**
   iii) **SOURCE** = **Gateway**
   iv) **EVENT TYPE** = ***Firmware Version***
   EVENT TYPE must start and end with "*****" and **capital letters** are required.
4. The results are displayed to your screen and can be saved as a CSV or sent via email.

Token Count

Follow these steps to create a Token Count report:

1. Select **SYSTEM > Reports** from the navigation menu.
2. Make sure **All** is selected as the **Report** type.
3. Fill in the required filters:
   i) **FROM** = valid start date of required time period.
   ii) **CATEGORY** = **Information**
   iii) **SOURCE** = **Gateway**
   iv) **EVENT TYPE** = ***Token Count***
   EVENT TYPE must start and end with "*****" and **capital letters** are required.
4. The results are displayed to your screen and can be saved as a CSV or sent via email.

17.0 Tools

These tools will help to administer system data.

Categories	Create and manage Categories for Staff Members.
Service Log	Add system notes for any event that is not automatically generated e.g., a maintenance visit.
Import Data	Import multiple records for various system elements.
Bulk Add Tenants	Enter one or more records into a table and then add them all at the same time.
Bulk Add Staff	Enter one or more records into a table and then add them all at the same time.
Noticeboard	Upload notices that are displayed to your Tenants.
Activity Log	View the system administration audit logs.

17.1 Categories

Max. length is 64 characters.

This field accepts free text and is used when adding or updating Staff Member records.

1. Select **SYSTEM > Tools > Categories** from the navigation menu.
2. Click **Add** to create a new category.
3. To update a category, overwrite the value to be changed.
4. Click **Delete** next to the category to be removed.
5. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.2 Service Log

Each entry is permanent and cannot be deleted or edited.
Max. length is 1024 characters per entry.

Items shown in the table can be filtered using Filter.

The initial view shows all previously added Service Logs. Please use this area to include notes that are relevant to your Estate which are not automatically captured by the System Reports or Events.

Date	Record of the date when the Service Log was added.
Time	Record of the time when the Service Log was added.
Operator Name	Record who added the record.
Description	Free text note added by Operator.

1. Select **SYSTEM > Tools > Service Log** from the navigation menu.
2. To enter a new Service Log click **+ Add New**.
3. Type in the New Entry box the relevant details up to 1024 characters.
4. Choose one of these options to continue:
   - Click **+ Add New** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.3 Import Data

Use this tool to import multiple records, via a Comma Separated (CSV) file. When you select an item from the drop-down list, the file format will be explained and a simple example is shown.

> Please remember that when importing Blocks and Tenants, the Properties they belong to must exist. The record will not be created if there is no Estate for a Block etc.

1. Select **SYSTEM > Tools > Import Data** from the navigation menu.
2. Select the required **Import File Type** from the drop-down list. *Instructions are provided on-screen.*
   - File format is described stating which fields are optional.
   - An example is provided in RED text which can be copied into a text or CSV editor to help you create a new import.
3. Click **Browse** to search for your CSV file.
4. Click **Import** to upload the file.
5. Any messages will appear in the top part of the page. *If there are any errors please correct the CSV file and try the import step again.*
6. Choose one of these options to continue:
   - Click **Import** to import more records.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.4 Bulk Add Tenants

This is a time-saving function so that multiple Tenant records can be added in one action.

Flat	**Estate**	Shows the Estate this Tenant resides in.
	Block	Shows the Block this Tenant resides in.
	Flat	Shows the Flat this Tenant lives in.
Key Code		The Key Code of the key for this Tenant.
Name		The name of the Tenant.

1. Select **SYSTEM > Tools > Bulk Add Tenants** from the navigation menu.

+ Add Tenant Record

Repeat these steps for each Tenant record to be added.

i) To add new row click **+ Add Tenant Record**.
   This will add a new row with the previous Estate, Block and Flat populated but these selections can be changed if required.
ii) Select the **Estate** from the first drop-down list.
iii) Select the **Block** from the second drop-down list.
iv) Select the **Flat** details from the drop-down list.
v) Type in the **Key Code** (required).
vi) Type in the Tenant **Name**.

2. When all records have been added click **+ Add All Tenants** to save these details.
3. Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.5 Bulk Add Staff

This is a time-saving function so that multiple Staff records can be added in one action.

Estate	Shows the Estate this Staff Member has access to.
Key Code	The Key Code of the token for this Staff Member.
Last Name	Surname of the Staff Member.
First Name	Forename of the Staff Member.

1. Select **SYSTEM > Tools > Bulk Add Staff** from the navigation menu.

+ Add Staff Record

Repeat these steps for each Staff record to be added.

i) To add new row click **+ Add Staff Record**.
This will add a new row with the previous Estate populated but this selection can be changed if required.
ii) Select the **Estate** from the first drop-down list.
iii) Type in the **Key Code** (required).
iv) Type in the Staff **Last Name**.
v) Type in the Staff **First Name**.

2. When all records have been added click **+ Add All Staff** to save these details.
3. Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.6 Noticeboards

This function enables Noticeboards to be added to an Estate or Block so that it can be displayed to the Residents in the common areas where SMART TVs are available. Noticeboards are stored on the Gateway that manages the Block and displayed on a SMART TV that is connected to the same LAN or connected directly to the Gateway.

Items shown in the table can be filtered using Filter and Sort.

Slide display order is alphanumerically sorted based on the image file name.

Estate	The Estate where the Noticeboard will be available.
Block	The Block where the Noticeboard will be available.
Slides	The number of slides to be displayed in the Noticeboard.

17.6.1 Add a new Noticeboard

1. Select **SYSTEM > Tools > noticeboards** from the navigation menu.
2. Click **+ Add New** to create a new **Noticeboard**.
3. Select **Estate** from the drop-down list.
4. Select a **Block** from the drop-down list or leave "- All -" for all Blocks.
5. Type the **Dwell Time** to the required number of seconds or use the up and down arrow buttons.
The **Dwell Time** range is 0–300 seconds.
6. Click **Browse** to select the slides require from the Noticeboard.
   - Multiple files can be selected by holding CTRL when click on the file in Windows.
   - The image thumbnails indicate the 'play' order of the slides starting from the top left.
7. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.6.2 Edit a Noticeboard

1. Click anywhere on the row or , or select ⋮ and click to edit the properties.
2. Optional: Use the filter options to find the relevant Noticeboard.
3. Optional: Amend **Dwell Time**.
4. Optional: Add new slide content via **Select Slide(s)**.
5. Optional: Click **check-box** in top left corner of a slide to mark it for deletion.
6. Choose one of these options to continue:
   - Click **Save** to confirm all changes and return to the previous list.
   - Use the **Navigation Path** to return to the previous list without saving the latest changes.

Useful tips

- Each Noticeboard can host a maximum of 10 files (slides).
- Each slide can only contain static images.
- Animations or special effects are not supported.
- The image proportions must be appropriate for the display resolution of the SMART TV.
- Supported file types are PNG and JPG/JPEG only.

General Tips

- Consider the viewing distance of residents from the SMART TV and check that any content is readable from a minimum of at least 1–2m depending on the lobby size.
- Any movie, video or sound based content will not play.
- Slide display order is managed by the slide file name.

Changing slide order

To change the order slides are displayed:

1. Remove the Noticeboard from Housing Central.
2. Amend the file names as required.
3. Upload to Housing Central.

17.7 Activity Log

Items shown in the table can be filtered using Filter.

The initial view shows all previous Activity Logs.

Date	Record of the date when the Service Log was added.
Time	Record of the time when the Service Log was added.
Operator Name	Record who added the record.
Description	Free text note added by Operator.

1. Select **SYSTEM > Tools > Activity Log** from the navigation menu.
2. Click **Filter** to reduce the number of logs that are displayed.
   i) Use the date pick list to indicate a **From** (start) or **To** (end) date.
   ii) Type the full **Operator** name or use a few letters from the name (wild card not needed) to only see logs by Operators who match.
3. Click **Apply Filters** to confirm your selections and view the results.
4. To change the results view click **Filter** and edit your selections.
5. To clear the filters click **Reset**.
6. Use the **Navigation Path** to return to the previous list without saving the latest changes.

17.8 IPD Config Tool Download

The IP Device Configuration Tool is used to deploy IP addresses to 500-series PAC Controllers.

Download and install

1. Select **SYSTEM > Tools > IPD Config Tool Download** from the navigation menu.
2. Read the instructions of use to assist with downloading the tool and its operation.
3. Click **Download** at the bottom of the page to save a local copy of the tool.
4. Install the downloaded application following all on-screen prompts.

Scanning for controllers

1. Double-click the desktop icon to start the application.
2. Change the **Network Interface To Use** to reflect the appropriate network card for your PAC Controllers.
3. The application will scan for and list any discovered controllers.
4. If required, use the refresh button to rescan. Any new controllers found in subsequent scans are highlighted.

Note: Controllers cannot be added to the IP Device Configuration tool manually.

Viewing and editing controller details

1. Double-click any controller in the list to view its configuration details.
2. PAC Controllers must be configured with the option **Use the following IP address** (static IP addresses.)
   i) **IP address** must be in the range 192.168.0.x (do not use 192.168.0.1)
   ii) **Subnet mask** must be 255.255.255.0
   iii) **Default gateway** must be 192.168.0.1

Warning: GDX Next Controllers are not configured via the IP Device Configuration Tool.

3. The default name of the Controller can be edited.

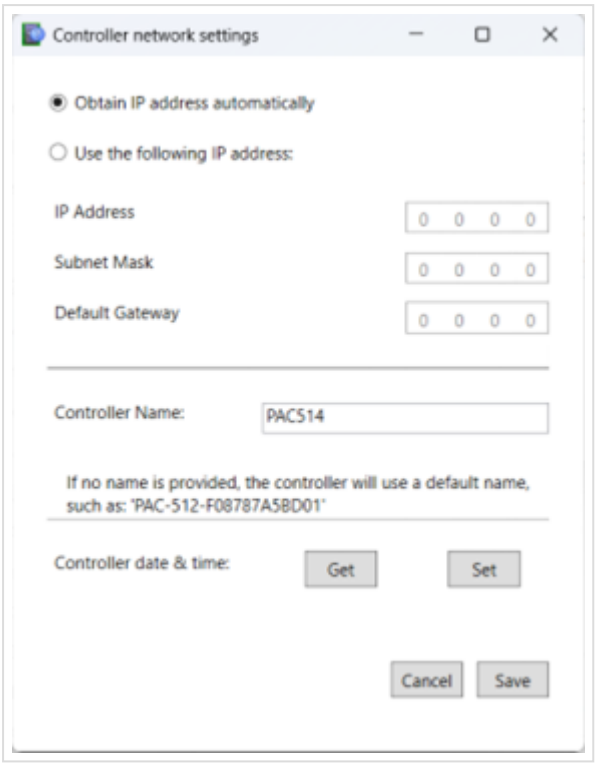
If the controller firmware does not support this feature the following message is displayed: “The controller uses older firmware and cannot have a name set.”

Controller date & time

The controller's date and time can be queried or set.

1. Enable One-Touch Test mode anthem controller.

2. View and update the date and time:



3. Click **Get** to see the current date and time on the controller.
4. Click **Set** to update the date and time to the same as the local PC.

You cannot set the controller time to a specific date and time.

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