

VAX Access Control – Next Generation

Webinar Q&A



Q: Do access control systems have 2-factor authentication? Or something similar?

A: VAX does not currently have a 2-factor authentication.

Q: I see where the VAX Mobile is already on the Web. Does it depend upon the 2.9.92 release?

A: No, VAX Mobile can be used with current VAX 2.9.61 software version as well. When you first download and open the app, you will see “Add deployment” and be given two options: “QR Code” and “Add Manually”. “QR Code” is only applicable for VAX 2.9.92 where you would go to Home->Administrator Settings on the VAX 2.9.92 web browser and you’ll see the Mobile QR Code. When you click on the “QR Code” in the VAX Mobile and scan that Mobile QR Code, it’ll automatically populate the VAX server IP address and Username in your app. You would just then type in the Password and hit Save to connect to your VAX server. For VAX 2.9.61, you would choose the “Add Manually” option and then manually fill out the information (Deployment name, VAX server address, Username, Password).

Q: Since Digital Watchdog and Hanwha use the same VMS I gather we can import the Hanwha system as well.

A: If Hanwha uses the Digital Watchdog VMS, then VAX can communicate to it.

Q: You had mentioned the VAX live camera works with other VMS; do you guys have a list of the ones this works with?

A: Besides Vicon’s Valerus and ViconNet VMS, VAX connects to Milestone, exacqVision, Digital Watchdog Spectrum, and Hikvision.

Q: How many different individual people can we send alerts to? ie. 1 door or type of alert to 1 person and another type of alert to another person?

A: There’s no limit. You can log into each administrator and program in Notification settings which notifications gets sent to that user.

Q: Can older Hartmann panels be used in VAX?

A: It depends on the panel model. If it’s the ODM or TDM panels, then yes, VAX can connect to these panels.

Q: Any plans to be able to take over mercury boards?

A: Yes, we are developing a new software to be able to communicate with third party control panels including Mercury and others.

Q: Do we have the capability to enrich the functionality of VAX by integrating AI of other systems?

A: Do you mean API? In VAX Action Plan, you can use HTTP action to have the VAX server send HTTP requests to VAX API as well as third party systems’ web APIs.

Q: Does the Mobile App open worldwide? When will mobile be available?

A: Mobile App is currently available for iOS and you can download through App Store. It will be available for Android in the near future.

Q: How does the mobile app connect with the VAX server?

A: Please refer to the answer for the 2nd question listed above, “I see where the VAX Mobile is already on the Web. Does it depend upon the 2.9.92 release?”

Q: How does the door time zone differ from the door on a standard time zone with other doors?

A: “Door time Zone” is how you can configure Doors to behave, and when you want to them to behave (for example: card access from 9:00 to 5:00pm). Each door can be set to the same “Door time Zone” or different “Door Time Zones” depending on how and when you want a door to behave a certain way. By “standard time zone”, if you mean real time like Eastern Daylight Time, then each panel is initially set to whatever time zone it resides in. This is different from “Door Time Zone”.

Q: How does VAX handle elevator control? Can elevator events be used with push notifications?

A: VAX Elevator panels are programmed by VAX software. You can program a reader in each elevator cab to restrict a card holder to only access the floors you want them to and according to the schedule you set in the “Floor time Zone”. Yes, elevator events can be set for web push notifications in the “Notifications Settings” menu.