

# VAX Access Control Webinar Q&A



**Q: PoE or PoE+ for 1 or 2 door readers?**

A: PoE or PoE+, but PoE+ won't give more power to the Controller.

**Q: Any plans to support RTSP streams of cameras inside VAX?**

A: No, there are currently no plans to support camera RTSP stream integration to VAX.

**Q: Does the multi-door controller keep the battery charged or is there a charging cycle needed for the battery after some amount of time has passed or in the event of a battery drain?**

A: The Multi Door Controller (MDK), through its external power supply, keeps the battery charged. In the case of a battery drain, it will take some time to charge it again.

**Q: Can the read range for the Bluetooth solution be configured in the software or is it set by the hardware choice?**

A: VAX-CR-35P Bluetooth reader range is 1.5 in. VAX-CR-35-L Bluetooth reader range is 15 ft.

The VAX-CR-35-L can be programmed using a special program card to set the reader to a different range (e.g., 1ft, 5ft, 10ft).

**Q: Is triple swipe available with mobile device credentials?**

A: Yes

**Q: How is the program backed up and restored?**

A: You can access the system database by going to <https://server-ip address:11002> and schedule auto backup. You can also restore.

**Q: Does the system support 24-volt locks and does the panel version support 24 volts for backup power?**

A: We sell a VAX-MOD-24 module that converts lock power from 12VDC (500mA) to 24VDC (250mA).

**Q: Does the Android or iOS app connect directly to the local server or via VAX cloud or something?**

A: Android or iOS app connects directly to the server.

**Q: What is the typical life of the batteries in the wireless door hardware?**

A: It depends on the wireless door model, but I've seen some specifications stated as 50,000 cycles (card reads) or one year of typical use - 100 uses/day.

**Q: Does the VAX mobile app have to be open and the card credentials showing on the smartphone screen in order to work, or can the credentials be "always on", so when you approach a Bluetooth reader it will read the soft credentials and respond accordingly?**

A: The purpose is to make the soft phone similar to a hard card, where all you need to do is present it to the reader. The VAX mobile app does have to be open in order to activate the card credential. This is for security purpose to prevent someone from inadvertently passing by a Bluetooth door with their phone in their pocket and accidentally opening the door.

**Q: When adding an administrator, can that administrator be assigned to multiple partitions, or only one?**

A: An administrator can be assigned to multiple partitions and, within each partition, be given access to different menus.

**Q: Can you explain "First Person" in Time Schedule and how it is programmed?**

A: Yes. Set the Door Time Zone to "First Credential In," which will set the door to a locked state. When a card user with first-credential rights checks off their profile swipes their card at a reader with a door time zone, it will set the door state to Unlock.

**Q: Is there a distance restriction for the second door from the Controller?**

A: Yes, the distance limitation for the reader cable (24AWG) and door strike cable (18AWG) is 500 ft.

