



Symmetry Software User Guide

9.12.0 v1

Symmetry™ Security Management

9600-0429

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**Symmetry Software User Guide
(9600-0429)**

Issue 9.12.0v1 – 9th April 2025.

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Preface

This User's Guide introduces the key concepts of:

- Symmetry™ Security Management, including its purpose, scope, main components and architecture.
- The Symmetry software, which used to configure, monitor and control Symmetry Security Management Systems.

This guide is aimed at people who are responsible for day-to-day operation of the Symmetry software. After reading this guide, you should be reasonably familiar with the purpose and scope of Symmetry Security Management Systems, how to log in to the Symmetry software and the key features of the software. This guide does not attempt to describe the details of each and every option on every screen; the *Online Help* is provided for that purpose.

Underwriters Laboratories (UL) Compliance

This guide has not been evaluated by UL. Any site that requires UL compliance must use only documentation that has been evaluated by UL.

Other Publications

This guide covers some of the key features of the Symmetry software. Other publications provide additional information about optional modules or systems:

- *RDS-Citrix Client Access Installation and User Guide*
- *Directory/LDAP Authentication Module Installation and User Guide*
- *Guard Patrol Manager Configuration and User Guide*
- *Intrusion Management Installation and User Guide*
- *M2150/M4000 Intrusion Guide*
- *Intercom Management Installation and User Guide*
- *NIC Module Configuration Guide*
- *XML Developer's Kit Installation and User Guide*
- *Threat Level Manager Installation and User Guide*
- *Data Connect Manual*
- *Autonomous Locks Guide*
- *Suprema Biometric Reader Configuration & User Guide*
- *M4000 Commissioning Guide*

This manual should be read in conjunction with the product help, which is also available in printed form as the *Symmetry Software Reference Manual*.

Chapter 1: Introduction to Symmetry Security Management

About the Symmetry Software

The Symmetry software (Figure 1-1) allows operators to configure, monitor and control Symmetry Security Management Systems. The software runs within the Microsoft® Windows® operating system on PCs.

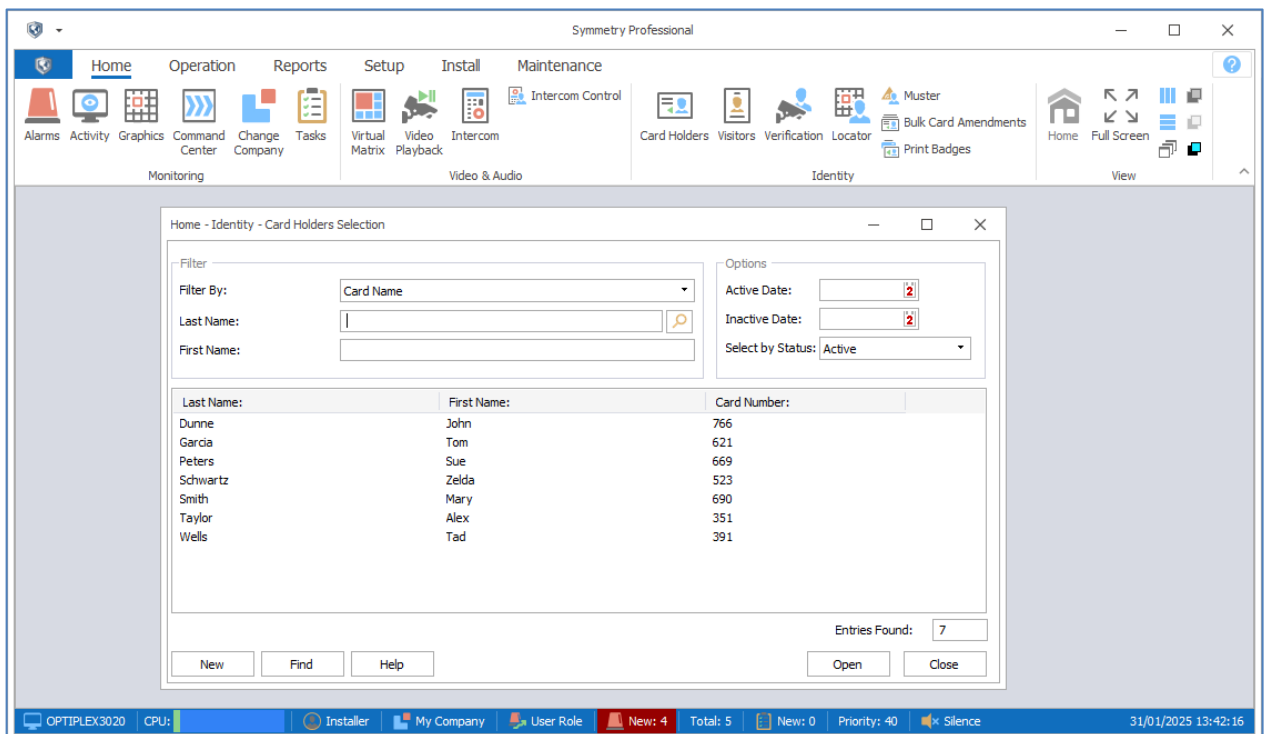


Figure 1-1: Symmetry Software

The Symmetry software includes an extensive range of standard features, complimented by a comprehensive range of optional modules that allow an operator to configure, monitor and control the building's security systems from a common user interface. The software enables you to perform tasks such as to configure and control access, set up intrusion panels, define guard tours, arm and disarm intrusion areas, design and print badges, manage visitors, monitor and manage alarms, produce reports, control video cameras, replay video recordings and operate intercoms. The Symmetry software provides a framework that allows all of these different areas of site security to come together as a single solution.

About Symmetry Security Management Systems

A Symmetry Security Management System is a powerful integrated solution for organizations requiring automated security. Symmetry Security Management consists of the core Symmetry software, together with a range of software modules and hardware devices that can be selected to match the security requirements of the site. Depending on the modules and hardware selected, the system can provide integrated control and monitoring of all key elements of site security, including:

- **Access Control**
- **Video Management**
- **Intrusion Management**
- **Identity Management**
- **Visitor Management**
- **Intercom Management**
- **Guard Patrolling**

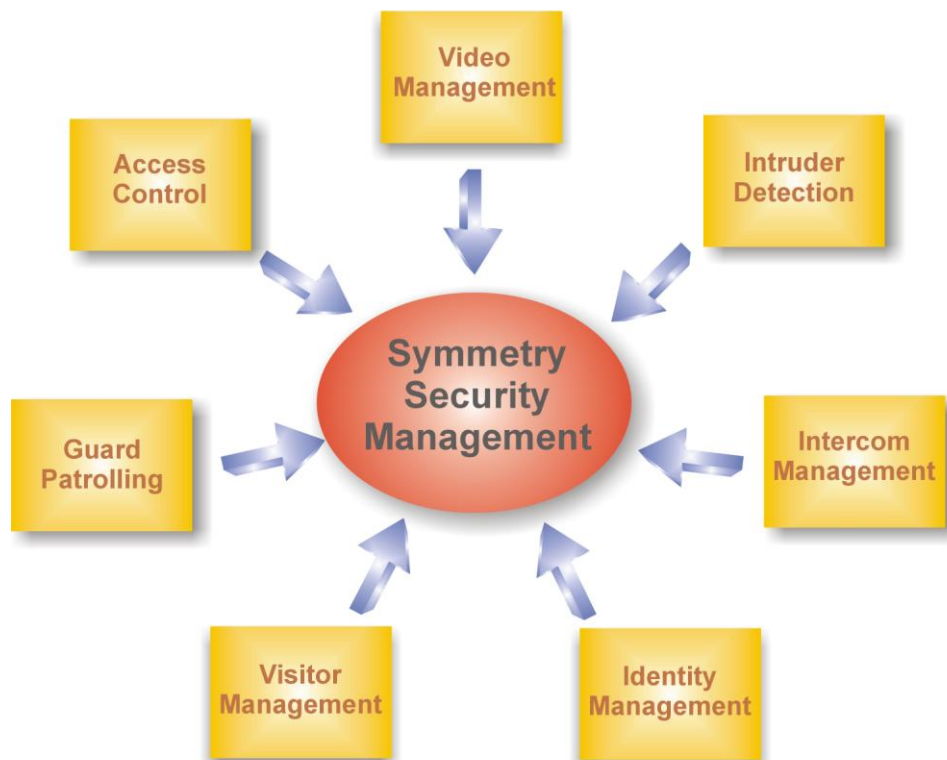


Figure 1-2: Symmetry Security Management

The following sections explain each of the key elements of Symmetry Security Management.

Access Control

The Symmetry software, supported by the Symmetry range of nodes and card readers, can control access through all forms of entrance, including standard doors, turnstiles and revolving doors. Access control for elevator floors is also available using the Symmetry range of elevator nodes.

The Symmetry nodes store the access control rules locally, which means that the system can function normally without a network connection to the Symmetry database.

Figure 1-3 shows an example of the architecture of a Symmetry access-control system.

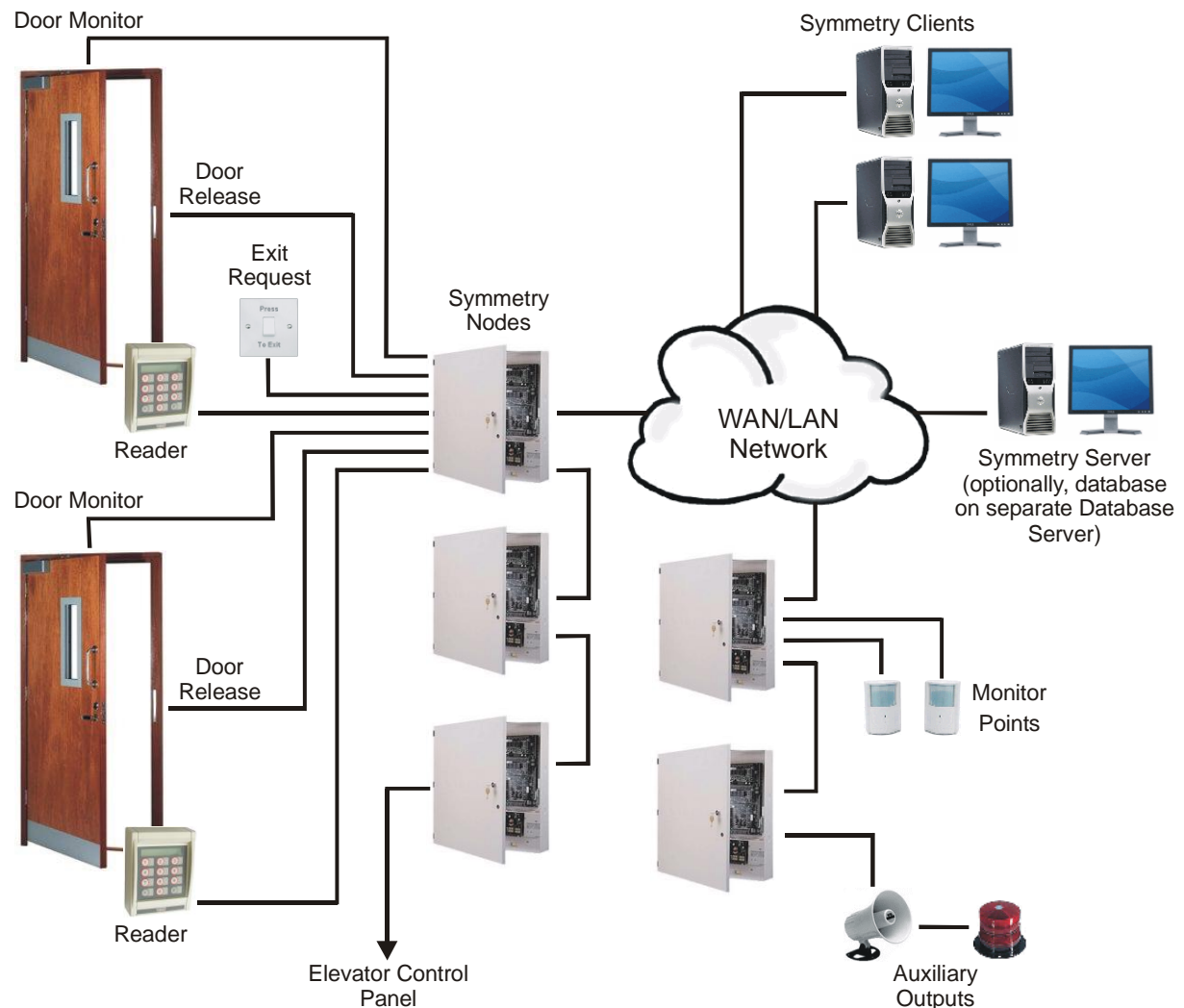


Figure 1-3: Symmetry Access Control

To gain access to an access-controlled area, a person normally presents a card or badge to a reader. The entry of a personal identification number (PIN) may also be necessary, or a fingerprint or hand for a biometric reader. The system then determines whether or not to grant access based on a predefined set of rules known as access rights. If access is granted, the door release is activated or the elevator floor button is enabled, and the card holder is able to gain access to the access-controlled area.

For a door, after a predefined length of time (normally a matter of seconds), the door relocks automatically. If required, the door can be permanently unlocked during busy periods of the day using scheduled commands. Each door has a dedicated reader, which is located close to the door.

Symmetry supports many different types and makes of card reader, including smart-card, proximity, magnetic stripe and biometric readers. In addition, a wide range of card formats is supported. Further information about Symmetry readers and the card formats supported can be found in the Symmetry reader data sheets.

Each door also has a door-monitor contact. This detects when the door has been opened or closed, and enables the system to determine whether, for example, the door has been forced or kept open too long.

In some cases, a door also has an exit-request switch, which when pressed, activates the door release. The exit-request switch is normally located next to a final exit to allow people free access to leave the building.

An access-control card contains a unique number that identifies the card holder to the system, and therefore the access rights of the card holder. The access rights, which can be set up in the Symmetry software, specify which doors or floors the card holder is allowed to use and at what times. Not only can the access rights vary from day to day, but also for specified holidays, which maintains the security of your building during vacation periods, shutdown periods or any other nominated days.

About the Symmetry Server

The Symmetry server, which should never be switched off, is the PC that manages the Security Management System. For example, the Symmetry server starts trigger or scheduled commands across nodes and initiates scheduled reports.

All data about the Security Management System, including card holders, access rights and alarms is stored in the Symmetry database. For Symmetry Business and Professional editions (see page 8), the database must be located on the Symmetry server. Optionally, for Enterprise edition (see page 9), a separate SQL database server can be used, which may manage databases belonging to other applications. Using a separate database server can, amongst other benefits, reduce database software costs, ease maintenance and improve security. A full description of the advantages can be found in the *Symmetry Software Installation Manual*.

About Symmetry Clients

The client PCs connect to the Symmetry server over a network. Clients provide the user interface to the Symmetry software. They enable you to carry out tasks such as to set up card holders, specify access rights, print badges, view alarms, produce reports, and monitor, record or play back video images. They also control communications to the security management hardware located around the building, such as the nodes that operate the doors and readers.

By default, the Symmetry client software is installed on the Symmetry server.

There can be many clients in use simultaneously, up to a limit determined by the license. The number of clients required depends on the number of nodes and other security management hardware in use, and the number of users who need to use the Symmetry software. In a large system, many clients may be required, each for a different purpose.

Each user of the Symmetry software has a set of login privileges, which determine the range of screens that are available and the functions that can be carried out.

Each Symmetry client can support up to 1024 LAN chains and/or 16 serial hardwired chains.

About Symmetry Nodes

The Symmetry nodes provide distributed intelligence for the Security Management System. Using a copy of the relevant rules that have been set up on the client PCs, nodes manage all their connected devices, including readers, door releases, monitor points and auxiliary outputs. A node can independently decide

whether or not to grant access, and can respond in the desired manner to any attempted access violation. Alarm messages are immediately sent to the Symmetry software for the attention of the guard or alarm reporting.

A Symmetry node consists of a database unit, and one or more door controllers. The database unit holds the access-control rules, while the door controllers provide the physical connections to the door furniture. Symmetry provides a range of integrated database units and controllers on the same PCB, and separate devices that can be mounted in different locations for ease of installation.

There are several ranges of Symmetry hardware available. For example:

- EN-2DBC – The EN-2DBC is a Power-over-Ethernet+ (PoE+) Edge Network device that contains an integrated database unit and two-door controller in the same unit.
- M2150 – This provides a wide range of hardware options. M2150 supports up to 16 readers controlled by a single node. The system can be easily expanded by connecting additional nodes, either directly to the network, or from a node that is already connected to the network. For further information about M2150 node types and hardware configurations, please refer to the *M2150 Design Guide*.
- SR-Series – Symmetry SR-Series nodes are replacements for existing microcontrollers (micros) manufactured by Casi-Rusco[®], General Electric[®] or UTC Climate, Controls and Security.

About Monitor Points and Auxiliary Outputs

The Symmetry hardware allows connection of monitor points and auxiliary outputs. Monitor points are devices such as infra-red detectors, shock sensors, door contacts or other devices. They are constantly monitored, and if triggered, cause the node to generate a predetermined response, such as to display an alarm to a Symmetry user who is monitoring alarms, or to record video.

Auxiliary outputs are devices such as external lights, sirens and barriers that can be switched on or off (or switched on for a predefined period of time), either by a manual command from a client PC or automatically by a scheduled or trigger command. For example, a scheduled command may switch on an outside light at specific times of the day, and a trigger command may cause a device to operate automatically when an event or alarm occurs. Trigger commands are a very powerful feature, which provide extreme flexibility without the overhead of complexity.

The EN-2DBC supports four monitor points and two auxiliary outputs.

In the M2150 range, auxiliary outputs and monitor points can connect to an input/output module fitted to a node, to an alarms controller or to an output controller. The M2150 AC24/4 alarms controller supports up to 24 monitor points and four auxiliary outputs, and the M2150 OC4/24 output controller supports up to four monitor points and 24 auxiliary outputs.

About Alarms and Events

The system constantly monitors all activity at devices such as readers, doors, monitor points and video cameras, and logs all major actions that take place. The Symmetry software can log when access is granted, when doors are closed, when movement is detected and more serious conditions, such as when a door is forced or when a lost card has been used. Each of these conditions is classed as an alarm or event, depending on importance, with alarms being the most important.

Details of all alarms can be monitored in real time by Symmetry users, and are also logged for future reporting. Events are simply logged for reporting. If required, alarms can also be directed to maintenance or security personnel by email.

For further details of alarms monitoring, please refer to Chapter 7.

Video Management

The Symmetry Video Management module provides all the interfaces and tools necessary to monitor, record, play back and control cameras from computers located anywhere on the network. Symmetry provides a wide range of options for video management (Figure 1-4), including a video management system with PC-based Network Video Recorder (NVR) storage. Symmetry also allows you to connect a wide range of video management systems from other manufacturers to create a fully-integrated security system.

Symmetry allows video systems to be deeply integrated with access control, intrusion and other parts of the Symmetry Security Management System.

Chapter 6 explains Video Management in more detail.

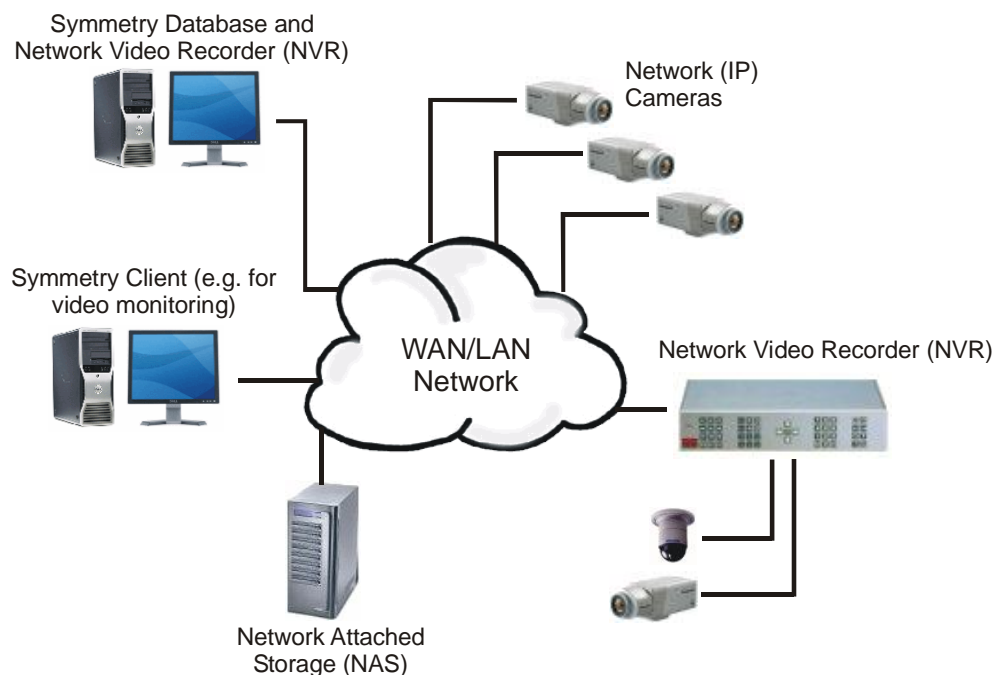


Figure 1-4: Symmetry Video Management

Intrusion Management

The Symmetry Intrusion Management module allows Symmetry intrusion panels, third-party intrusion systems to be monitored, controlled and configured from the Symmetry software (Figure 1-5). The Intrusion Management module provides complete alarms monitoring and reporting from the same user interface used by other parts of the Symmetry software.

Operators can arm or disarm areas, enable or disable detectors and determine the status of all parts of the intrusion system using the Command Center in the Symmetry software.

The Intrusion Management module also allows intrusion systems to interact with other modules of the Security Management System. For example, an intrusion alarm can automatically start a video recording at a selected camera, and an access-control transaction can automatically disarm an intrusion area depending on access rights.

Intrusion Management is explained in further detail in two publications: the *M2150/M4000 Intrusion Guide* (for M2150 and M4000 intrusion systems) and the *Intrusion Management Installation and User Guide* (for all other intrusion systems).

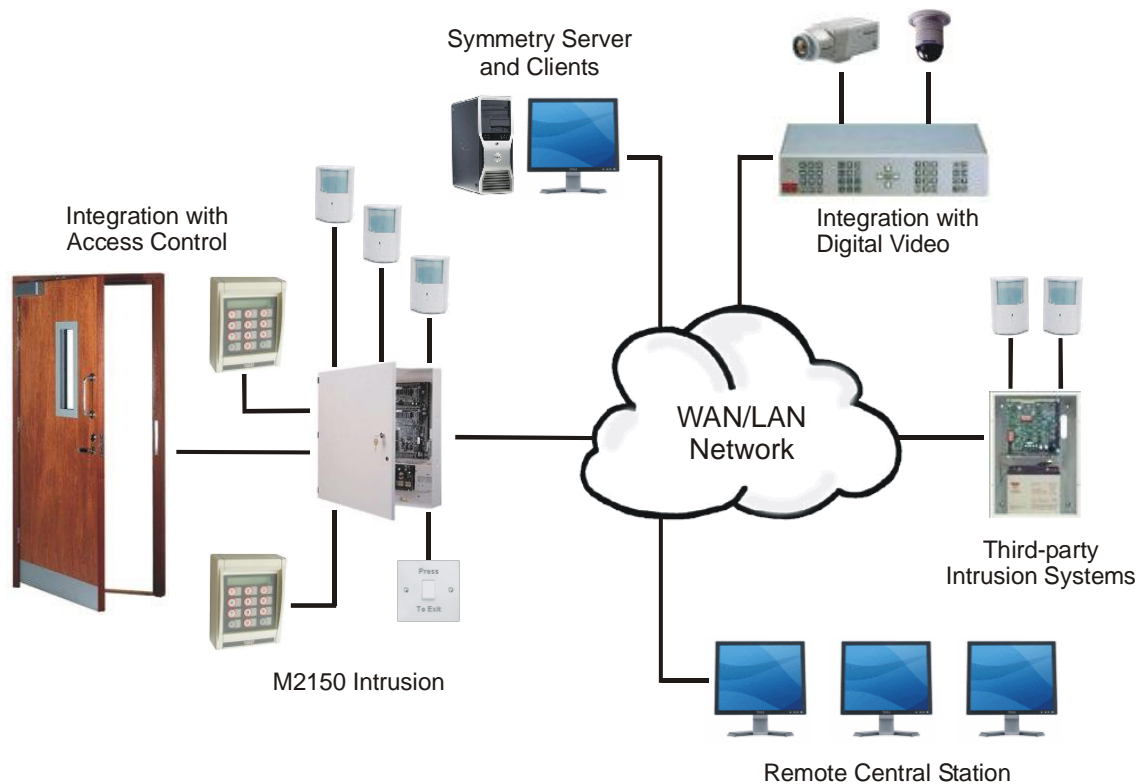


Figure 1-5: Symmetry Intrusion Management

Identity Management

Symmetry can maintain information about your employees, contractors and visitors. Various options allow Symmetry to integrate with Enterprise Resource Planning (ERP), Human Resource (HR) and student record systems to ensure identity information is up to date and flows across all systems.

Symmetry can maintain a customizable range of personal data fields that can help to identify individuals for the purpose of security management, or to provide other information such as training dates and certifications.

For each individual, Symmetry can also capture a photo, signature, biometric data and details of each access card or other token that the individual holds. Symmetry logs all activity by individuals and changes to records to enable audits to be carried out.

Guard Patrolling

The Guard Patrol Manager is an optional module for configuring, recording and reviewing guard patrols. The module includes a complete set of tools for setting up and managing patrols entirely from the Symmetry software. It benefits from the ability to use access-control readers or monitor points as tour checkpoints, resulting in the need for no specialist hardware or data-collection devices, and making the introduction of patrol management both cost effective and easy to implement.

Patrols can be set up to specify the sequence of checkpoints to visit and the time allowed for the guard to travel between them. Randomized tours can also be configured.

The progress of a patrol can be monitored, and previous patrols reviewed in reports. Symmetry can display any rule infringements, such as missed checkpoints or late arrival, immediately in the Alarms screen.

For further details of Guard patrolling, please see page 73 or refer to the *Guard Patrol Manager Configuration and User Guide*.

Intercom Management

The Intercom Management module provides an easy-to-use graphical interface for managing, answering and responding to calls from intercoms connected to Stentofon Alphacom, Zenitel Pulse or Zenitel IC-Edge intercom systems. The module enables operators to respond to calls using the same user interface used to manage access control, monitor video, operate intrusion systems, etc.

Calls are answered and managed from a dedicated Intercom screen, which lists all outstanding calls. Operators can use the screen to manage calls, communicate with callers and open a barrier or door associated with a selected intercom.

The module is of particular benefit in busy environments, where many incoming call requests could be made at the same time.

For further information, please refer to the *Intercom Management Installation and User Guide*.

Visitor Management

Visitor Management is a built-in feature of the Symmetry software that allows you to manage visitor arrivals and departures efficiently. It provides all the tools you need to add visitor details, assign access rights, issue cards, nominate escorts and sign visitors in and out. Chapter 5 explains the key concepts in further detail.

Symmetry Software Product Types

There are three different types of Symmetry software: Business, Professional and Enterprise Edition. Each of these is also available as a Homeland Security Edition.

Business Edition Systems

Business Edition is a true client/server system, with a maximum configuration of up to 64 readers and 3 clients. If required all software can be installed on a single PC. Each node can support up to 2000 cards.

Business Edition uses SQL Server databases managed by the SQL Server Express database engine. SQL Express has been designed and optimized for use on smaller systems.

Professional Edition Systems

Professional Edition builds on the capabilities of Business Edition to provide a maximum configuration of up to 512 readers and 9 clients depending on the package purchased, with an unrestricted number of cards.

Enterprise Edition Systems

This provides all the features of the Professional Edition system, but utilizes the full Microsoft SQL Server relational database management system, which meets the needs of high performance and scalability. This configuration supports unrestricted expansion for large systems.

Enterprise Edition also supports:

- The use of a separate SQL Server Database Server (see page 4).
- "Clustering", where two independent servers are seen as a single server by the Symmetry software. If one server in the cluster should fail, the other automatically steps in to continue normal operation. Please refer to the *Cluster Installation Manual* for further information.

Although installed, the Symmetry client software should not normally be used on a Symmetry server in an Enterprise system.

Homeland Security Edition

A Homeland Security Edition (HSE) variant of the Symmetry software is available for US Government and Symmetry SR installations. Homeland Security Edition includes additional fields when defining card details. Otherwise, the user interface and features are the same as the standard software.

Summary of Features

Standard Features

Standard features of the Symmetry software include:

- Easy-to-use and up-to-date user interface
- Full integration with all Symmetry security products and many other certified partner products
- Complete control of access rights (to specify "who" is allowed to go "where" and "when")
- Easy card administration, including bulk amendments
- Dynamic alarms management
- Graphics interface (e.g. to display alarms on plans of the building)
- Video management (licenses required)
- Badge designing and printing
- Database partitioning
- Login permissions control user access to screens and the menu options displayed
- Extensive reporting options
- Commands
- Visitor management
- Antipassback management
- Area occupancy management

- Straightforward control of hardware using manual and automated commands
- Comprehensive context-sensitive online help system
- Email Alarms

Optional Features

Optional features of the Symmetry software include:

- Integration with digital video cameras, network video recorders and other video management systems
- Integration with intrusion systems, including the Symmetry M2150 and EN-2DBC intrusion systems
- Integration with wireless locks
- Magnetic Stripe and Smart Card Encoding
- Threat Level Management
- XML Developer's Kit
- SymmetryWEB web interface
- Intercom Control Integration
- Card Data Import and Card Data Export
- Guard Patrols
- Safety Roll Call Management (mustering)
- Web access

Chapter 2: Getting Started

Starting the Symmetry Software

To start the Symmetry software:

1. Double-click the following icon on the Windows desktop:



Alternatively, select **Start/All Programs/Security Management System/Symmetry**.

2. You are now prompted to log in:

The login screen is titled "Symmetry Professional" in the top-left corner. It features a large, glowing blue shield icon on the left side. On the right side, there is a red logo consisting of a stylized 'S' shape above the word "SYMMETRY" in a bold, black, sans-serif font, with the word "Professional" in a smaller, italicized font below it. At the bottom right, there are two input fields: "User Name:" and "Password:". Below these fields are two buttons: "OK" and "Cancel". In the bottom-left corner, the text "Version 9.12.0" is displayed.

3. Enter your allocated user name and password to gain access to the screens of the Symmetry software. The password is case-sensitive.

Your login user name determines the screens that are made available to you, and your user permissions within the screens. For example, you may have full permissions to change information in some screens, but view-only permissions in others. Details of how to set up users and their permissions are given on page 66.

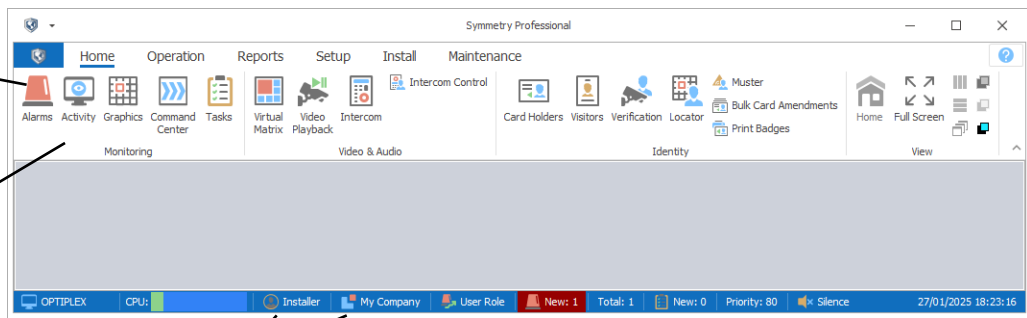
Once you have logged in, you can change your password by using the "Maintenance/User & Preferences/Set Password" screen.

About the User Interface

After a successful login, the Security Management window is displayed, with a ribbon bar and options shown at the top of the window, as shown in Figure 2-1.

Selecting an option displays a screen in the main area of the window.

The ribbon bar gives quick access to options.



These display your login name and company name.

This section provides information about any alarms that have been configured for you to see.

Figure 2-1: Symmetry Software Main Window

Ribbon Bar

A main feature of the user interface is the ribbon bar along the top of the window, which is organized into a number menus (Home, Operation, etc.), as shown in Figure 2-2.

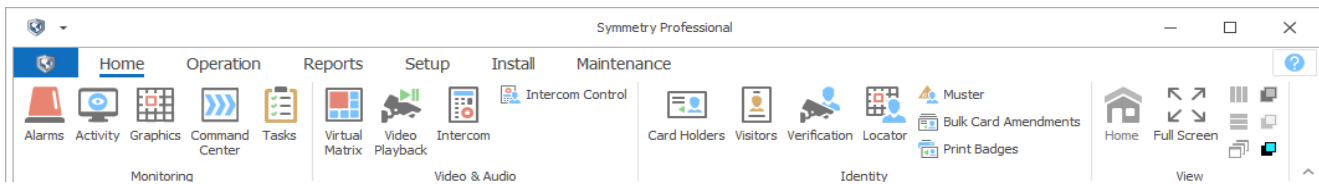


Figure 2-2: Ribbon Bar

Each menu contains a number of groups (Monitoring, Video & Audio, etc.), and each group contains a number of options. Selecting an option opens a screen in the Symmetry software. For example, selecting the **Home** menu, followed by the **Card Holders** option in the **Identity** group opens the Card Holders screen. This is referred to in the Symmetry documentation as the "Home/Identity/Card Holders" screen, which shows the path that is used to open the screen.

You can change the colors used in the ribbon bar using the **Ribbon Bar Theme** option in the "Maintenance/User & Preferences/User Preferences" screen.

Quick Access Toolbar

If required, you can set up a Quick Access Toolbar, which can contain options to access your favorite screens. By default, the toolbar is located near the top-left corner of the window, as shown in Figure 2-3. You can add and remove icons from the toolbar using the **Customize Quick Access Toolbar** option selected from the menu to the right of the toolbar.

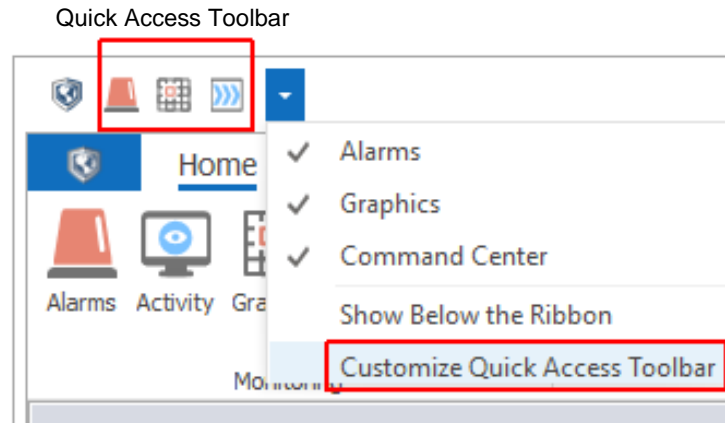


Figure 2-3: Quick Access Toolbar

Selection and Definition Screens

Many options in the Symmetry software lead to two screens: the "Selection" screen and the "Definition" screen, as explained next.

Selection Screen

The Selection screen (e.g. see Figure 2-4) is the screen that is displayed when you first select an option such as **Card Holders** from the ribbon bar.

Last Name:	First Name:	Card Number:
Dunne	John	766
Garcia	Tom	621
Peters	Sue	669
Schwartz	Zelda	523
Smith	Mary	690
Taylor	Alex	351
Wells	Tad	391

Entries Found: 7

Buttons: New, Find, Help, Open, Close

Figure 2-4: Selection Screen (Card Holders)

Selection screens contain a **Find** option, which enables you to find all existing items, such as card holders. The items found are listed on the screen, often with other related information.

If you want to be selective about the items to list, you can choose the filter options in the upper area of the screen. Selecting **Find** then displays only those items that match the filter settings.

Definition Screen

Selecting **New** in the Selection screen, or selecting one of the items listed in the Selection screen followed by **Open**, displays the Definition screen, such as the Card Holder Definition screen, as shown in Figure 2-5.

Figure 2-5: Definition Screen (Card Holders)

Using the Definition screen, you can perform tasks such as to:

- View or modify the details of the selected item. **Note:** you are given view-only access if another person on the network is already viewing or modifying the item.
- Define a new item, such as to set up a new card holder.
- Delete the item entirely from the system.
- Copy the item's details to create a new item.

Online Help

Every screen in the Symmetry software contains a **Help** button. Clicking the **Help** button provides comprehensive context-sensitive help for that screen.

Logging Off

You can log off from the Symmetry software by selecting the Symmetry button in the top-left corner of the screen, followed by **Logoff**, as shown in Figure 2-6.

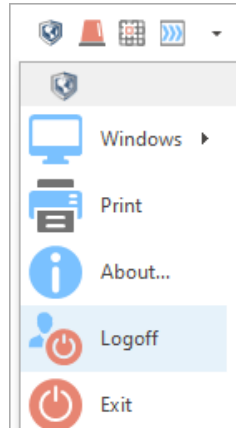


Figure 2-6: Logoff

Note that Symmetry may automatically log you out if you have not used the computer for a predefined period of time (default 15 minutes). You can change this using the **Auto Logoff Time** option in the "Maintenance/User & Preferences/Client Preferences" screen.

What you need to do next

Before you start to use the Symmetry software, you need to make sure your system's hardware has been configured correctly using the Install screens. This User's Guide assumes that these tasks have been completed for you by an installer, and includes setting up:

- The Symmetry client PCs that are being used.
- The LAN chains that the Symmetry hardware connects to.
- The node chains.
- The nodes, readers, monitor points, cameras, etc. used in your system.

Once these tasks are complete, you can work through this User's Guide to learn more about the Symmetry software. You will find out how to:

- Set up card holders and access rights – Chapter 3.
- Design, print and encode ID badges (or cards for access control) – Chapter 4.
- Use the system for visitor management – Chapter 5.
- Use and control cameras and digital video systems – Chapter 6.
- Set up and use the alarms-monitoring features – Chapter 7.
- Set up and generate reports – Chapter 8.
- Use other important features – Chapter 9.

Other optional modules are described in separate manuals; see page iv.

Chapter 3: Card Administration

This chapter describes how to set up card holders and define access rights.

About the Card Holders Screen

The "Home/Identity/Card Holders" screen is where you set up the details of each person who requires an access-control card or identity badge (except visitors, who are set up in the "Home/Identity/Visitors" screen). Using the Card Holders screen, you can perform tasks such as to:

- Enter the details of the card holder, such as the card holder's name, card number and personal details.
- Specify the card holder's access rights. For example, the doors through which the card holder can gain access, and the times that access can be gained.
- Capture a photograph and signature to include, for example, on a printed badge.
- Print and encode cards.
- Capture biometric data, such as fingerprints, which can be encoded onto smart cards for access at fingerprint readers.

Finding or Creating a Card Holder

After opening the "Home/Identity/Card Holders" screen, use the Selection screen to open an existing card holder, or click **New** to create a new card holder. This displays the Definition screen. In the following example, the existing card details for Alex Taylor have been opened.

The Card Holder Definition screen contains a series of tabs:

- **Identity tab** – Allows you to capture the card holder's picture and to set up information that is common to all the card holder's credentials (cards), such as the PIN code and any special privileges that you want to assign to the card holder. See *Using the Identity Tab* on page 18.
- **Credential tab** – Allows you to assign one or more credentials. A credential is normally a card, but can include other forms of device used to gain access, including tags and cell phones. Each credential has a card number and active date. You can also specify an inactive date if you want the card to be valid for only a specific amount of time. See *Using the Credential Tab* on page 20.
- **Access Rights tab** – Specifies the doors through which the card holder is allowed to gain access, and the allowable times for access. See *Creating and Assigning Access Rights* on page 22.
- **Personal tab** – Allows you to specify personal information about card holder. See *Specifying Personal Data* on page 28.
- **Locator tab** – For finding the card holder's current location. See *Locating a Card Holder* on page 29.
- **Biometrics tab** – Enables you to capture biometric data, such as the card holder's fingerprints and signature. See page 33.
- **Vacation tab** (by default, not displayed) – Enables you to specify hours when it is mandatory for the card holder to be on vacation. See page 29.

You may not have access to some tabs, depending on your user permissions.

Note: The following sections describe the key features of the Card Holders screen. If you need further information, please refer to the *Online Help*.

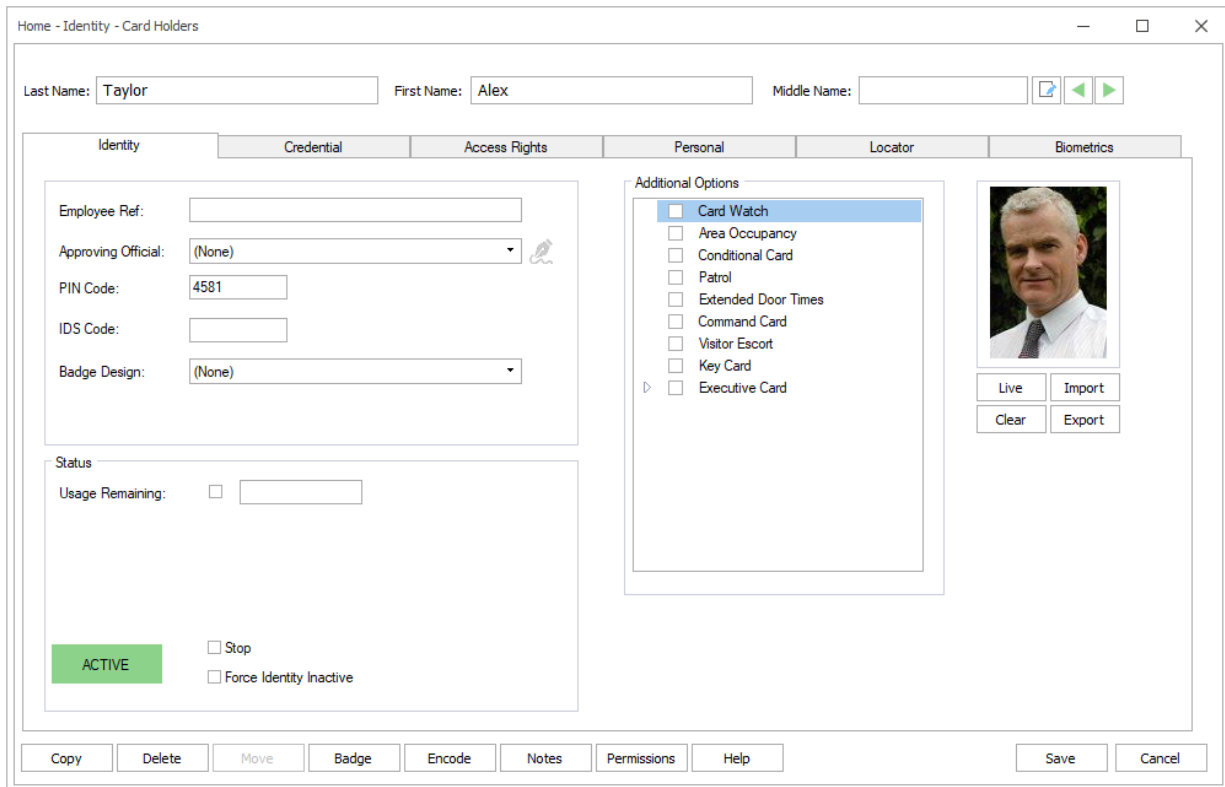
Last Name, First Name and Middle Name

Each card holder must have their name specified in **Last Name**, **First Name** and (optionally) **Middle Name**.

If possible, you should make sure that these three fields make the card holder's name unique, otherwise you may find reports, etc. confusing if two people have the same name.

Using the Identity Tab

The Identity tab is used to specify information that is common to all credentials (cards) that will be issued to the card holder. The following shows an example:



The following sections explain some of the key options and fields in the Identity tab.

Card Holder's Picture



If this large icon is displayed on the right-hand side of the Identity tab, it indicates that the card holder's picture has not yet been captured. A picture may be required for the card holder's badge (see page 33) or for live video identity verification. Once captured, the actual picture of the card holder replaces the icon.

The tab provides two alternative methods to capture the person's picture:

- **Live** – Click this to capture a live picture of the card holder's from a camera connected to your PC.
- **Import** – Click this to import a stored picture of the card holder.

PIN Code

The **PIN Code** field can be used to specify a PIN (Personal Identification Number) for the card holder. This is essential for any card holder who will be using card-and-PIN readers, since access cannot be granted until the card holder presents the card and enters the correct PIN.

By using commands (see page 68), you can switch any reader between card-only and card-and-PIN modes at any time. When a reader is in card-only mode, a PIN does not have to be entered, which may be appropriate at busy times of the day.

A card holder can also use the PIN to create a "duress" alarm/event, either by preceding the PIN with a zero and not entering the last digit, or by adding an offset value to the PIN, depending on configuration. The alarm/event signals that the card holder is gaining access under duress. Duress mode can be switched on or off for each reader.

Badge Design

You can use the **Badge Design** menu to choose a badge design, which determines the appearance of any badge printed for the card holder (see page 34).

If the badge design has an expiry period, the expiry date is displayed in **Badge Expires** in the Credential tab. The card holder will not be able to gain access after this date.

Additional Card Options

You can use the checkboxes in the **Additional Options** area to specify additional privileges for the card holder. For example:

- **Patrol** (requires the Patrol Tours license) – When selected, the card holder can perform guard patrols, as defined in the "Setup/Configuration/Patrol Tours" screen.
- **Extended Door Times** – This is useful for card holders who are disabled, or for another reason require more time than is normally necessary to open and get through a door. If you select the option, the system uses the extended door times (as set up in the "Maintenance/Access Control/Door Timing" screen) each time the card holder gains access.
- **Command Card** – This enables the card holder to generate card command messages at keypad readers. The messages can be used by trigger commands, for example to arm or disarm intruder alarm systems or to switch lights on or off. Card commands can also be used by card holders to change their PIN or the door open time.
- **Executive Card** – This contains a set of selectable executive privileges, for example to exclude the need to enter a PIN at readers that are in card-and-PIN mode.

Card Holder Status

The icon near the bottom-left corner of the Identity tab shows the current status of the card holder. **Active** is the normal status, but does not necessarily mean that a card holder will be able to gain access, since each card may, for example, have an expired or inactive status, as set in the Credential tab.

Other possible statuses include:

- "Inactive" – The card holder is inactive; for example, caused by the **Force Identity Inactive** option being selected.

- "New" – The card holder record is new and has not been saved.
- "Stop" – The **Stop** option has been selected. **Stop** and **Force Identity Inactive** have a similar effect, but **Stop** indicates that the card holder must be stopped from entering the building.
- "Vacation" – The card holder is on vacation, as defined in the Vacation tab.

All of the above statuses prevent cards belonging to the card holder from being able to gain access.

Using the Credential Tab

The Credential tab is used to specify details of each credential that the card holder uses to gain access. A credential is normally a card, but could also be another device such as a proximity tag, or mobile phone running, for example, Symmetry Wallet.

In most cases, Symmetry is set up to allow only one card per card holder. If **Multiple Cards** is enabled in the "Maintenance/User & Preferences/System Preferences" screen, up to ten cards per card holder can be defined (and the tab name changes to "Credentials"). Multiple cards may be required if, for example different cards are needed for different sites.

The following shows an example of the Credentials tab:

Home - Identity - Card Holders

Last Name: Taylor First Name: Alex Middle Name:

Identity Credentials Access Rights Personal Locator

1 of 1

Credential Format: Legacy Active Date: 29/07/2024

Card Number: 351 Inactive Date: / /

Facility/Customer Code: 999999 Inactive Time:

Badge Expires:

Set for Batch Printing

Status

ACTIVE Lost Force Inactive

Multiple Cards

The following icons are displayed if **Multiple Cards** is enabled in the "Maintenance/User & Preferences/System Preferences" screen:



You can use these icons to create and manage up to ten cards per card holder. Each card can have a different card number, active/inactive date, facility/customer code and card issue level.

Temporary Card

The following icon allows you to create a "temporary card":



A temporary card could be used if, for example, the card holder has left their standard card at home. When a card holder has an active temporary card, only that card can be used to gain access; all other cards belonging to the card holder are set to "Inactive".

Credential Format

The credential format determines the data to encode onto the card and the layout of the data on the card. The type of credential (such as the make or version of card) determines which format needs to be selected.

Card Number

The **Card Number** should normally be unique, as it identifies the card holder to the system. If you leave the **Card Number** field empty when defining the details of a new card holder, a card number is allocated automatically when you select **Save**, providing **Auto Card Number** is selected in the "Maintenance/User & Preferences/System Preferences" screen. If **Auto Card Number** is not selected, a card number of zero is used (you can enter the correct card number at a later date).

Facility/Customer Code

You need to choose a facility (or customer) code from the **Facility/Customer Code** menu, as this identifies the card holder's company. Customer/facility codes are defined in the "Setup/Configuration/Facility/Customer Codes" screen.

Active Date, and Inactive Date/Time

Use the **Active Date** and **Inactive Date** to specify the period over which the card can be used to gain access. You can leave **Inactive Date** undefined if you do not want the card to have an inactive date. A card cannot be used from the specified time on the inactive date, irrespective of access rights.

Card Status

The icon near the bottom-left corner of the Credential tab shows the current status of the currently-selected card. **Active** is the normal status for a card and enables it to be used normally.

Other possible statuses include:

- "Expired" – The **Badge Expires** date or the **Inactive Time** is reached. The card cannot be used to gain access.
- "Inactive" – The card is inactive; for example, caused by the **Force Inactive** or **Lost** option being selected in the Credential tab. The card cannot be used to gain access.

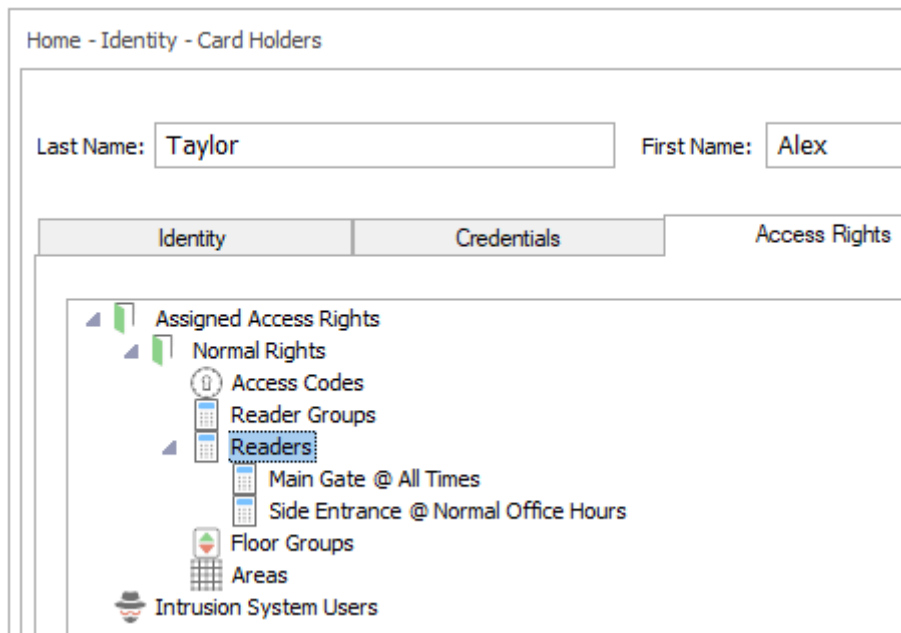
An **Inactive** status can also be set automatically if the card remains unused for a specified period of time (perhaps because the card holder no longer works for your company). The time period can be specified in the "Maintenance/User & Preferences/System Preferences" screen.

- "New" – The card is new and has not yet been saved.
- "Not Yet Valid" – The card's active date has not yet been reached.

If a card has been lost or stolen, select **Lost**. If a lost card is used, a "Lost Card" alarm/event is generated and access is not granted.

Creating and Assigning Access Rights

A card holder's access rights, which can be specified in the Access Rights tab of the Card Holders screen, determine which parts of the building the card holder has access to and at what times. For example:



The card holder's Assigned Access Rights can comprise Normal Rights and Advanced Rights, displayed in a graphical tree view. You can expand the branches of the tree to view their contents in the normal way.

Normal rights are the standard access rights assigned to the card holder and are always displayed in the tree view. Advanced access rights allow you to change the normal access rights over a specified period of dates. For example, to allow access to a different area of the building during a temporary assignment. If the Advanced Rights branch is not displayed, click **Show All** to display it.

The effect of advanced access rights is dependent on the setting of the **Advanced Access Rights Additive** option in the "Maintenance/User & Preferences/System Preferences" screen. If the option is set, any defined advanced rights add to the normal access rights. If the option is not set, any defined advanced rights completely override the normal access rights during the date period.

You can assign access rights by, for example, clicking **Readers**, followed by **Assign**. The Assign Access Rights screen is displayed:

The screenshot shows the 'Assign Access Rights' interface. At the top, there are dropdowns for 'Select' (set to 'Readers'), 'Filter by' (set to 'Description'), and a search box. Below this is a 'Hide Assigned Readers' checkbox. The main area is divided into four quadrants:

- Top-Left:** 'Available Readers' list with a search filter. Items include Accounts, Demo Room, Main Entrance, Muster Reader, Rear Entrance, Sales, Server Room, Stores, and Tech Support.
- Bottom-Left:** 'Time Codes' list with a search filter. Items include S-S 09:00-17:00, Normal Office Hours, M-F 08:00-18:00 Except Lunch Access Righ, M-F 08:00-18:00, and All Times.
- Top-Right:** 'Assigned Access Rights' table with columns: Device, Time Code, Intrusion User, and Type. It shows two entries: 'Main Gate' with 'All Times' and 'Reader' type, and 'Side Entrance' with 'Normal Office Hours' and 'Reader' type.
- Bottom-Right:** A grid for 'Time Code Normal Office Hours'. The grid shows access from 08:00 to 18:00 on Monday through Friday. The columns represent time intervals: 00:00, 03:00, 06:00, 09:00, 12:00, 15:00, 18:00, 21:00, and 24:00. The rows represent days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday.

Buttons for 'Help', 'OK', and 'Cancel' are located at the bottom of the window.

In the Assign Access Rights screen, you choose one or more readers that the card holder is allowed to access from the list in the top-left box. You also need to choose a **time code** from the bottom-left box, which restricts access to the reader to specified times of the day. In this example, the top-right box labeled "Assigned Access Rights" shows that the "Side Entrance" reader with the time code named "Normal Office Hours" have been added to the card holder's access rights. The bottom-right box shows that "Normal Office Hours" allows access Monday to Friday between 08:00 and 18:00, which restricts the use of the "Main Entrance" reader to those times.

Symmetry sums any access times that overlap. For example, if the Assigned Access Rights show "Reader 1 @ 09:00 to 13:00" and "Reader 1 @ 12:00 to 17:00", Symmetry will allow access from 09:00 to 17:00.

In addition to readers, the Assign Access Rights screen allows other types of access rights to be set up. For example:

- **Reader groups** – A reader group is a group of one or more card readers, as set up in the "Setup/Device Groups/Readers" screen. Reader groups allow access to a group of readers to be assigned quickly and easily. Normally, employees who work in the same office require the use of the same readers, so defining reader groups reduces the amount of work involved in setting up employee access rights.
- **Floor groups** – A floor group is a group of one or more elevator floors, as set up in the "Setup/Device Groups/Floor/Output" screen. You will need to use them if you want to restrict the

floors that can be selected on an elevator's control panel. For example, some employees may require access to floors 1 to 10, but others may require access to floors 1 and 2 only.

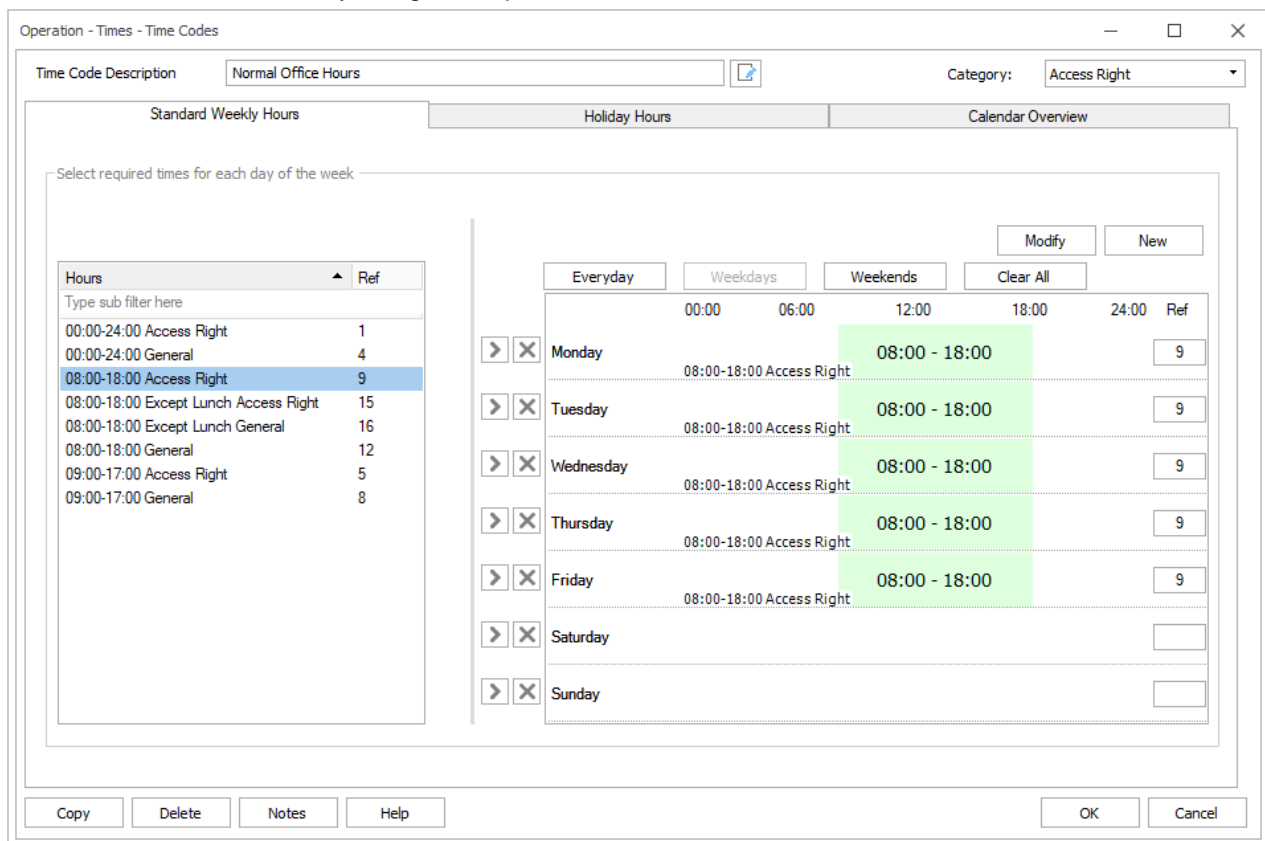
- **Access codes** – An access code is a predefined set of access rights set up in the "Operation/Times/Access Codes" screen. An access code can define a collection of access rights to readers, reader groups and floor groups. By using access codes, you can assign a card holder access to all these items in one simple operation.

Access codes are particularly useful if you need to assign the same access rights to more than one person. For example, you could set up an access code called "Admin Staff" containing all the access rights needed by the card holders working in the Administration department.

- **Areas** – This determines the intrusion areas that the card holder is allowed to arm or disarm.

Defining Time Codes and Hours

You can define time codes by using the "Operation/Times/Time Codes" screen:



To construct the time code (in this case named "Normal Office Hours", you use the Standard Weekly Hours tab to choose an "hours definition" to use for each day of the week. In this example, the "08:00-18:00 Access Right" hours definition has been selected for Monday, Tuesday, Wednesday, Thursday and Friday. This time code will restrict access between 08:00 and 18:00, Monday to Friday.

By default, a number of hours definitions are automatically installed during software installation, including "08:00-18:00 Access Right".

An hours definition can contain one or more time intervals. In the next example, the hours definition "08:00-18:00 Except Lunch" has been selected, which consists of two intervals:

Operation - Times - Time Codes

Time Code Description: M-F 08:00-18:00 Except Lunch Category: Access Right

Standard Weekly Hours Holiday Hours Calendar Overview

Select required times for each day of the week

Hours	Ref
00:00-24:00 Access Right	1
00:00-24:00 General	4
08:00-18:00 Access Right	9
08:00-18:00 Except Lunch	15
08:00-18:00 Except Lunch General	16
08:00-18:00 General	12
09:00-17:00 Access Right	5
09:00-17:00 General	8

Modify New

Everyday Weekdays Weekends Clear All

	00:00	06:00	12:00	18:00	24:00	Ref
Monday			08:00 - 13:00	14:00 - 18:00		15
Tuesday			08:00 - 13:00	14:00 - 18:00		15
Wednesday			08:00 - 13:00	14:00 - 18:00		15
Thursday			08:00 - 13:00	14:00 - 18:00		15
Friday			08:00 - 13:00	14:00 - 18:00		15
Saturday						
Sunday						

Copy Delete Notes Help OK Cancel

There can be a maximum of ten different time intervals per time code.

You can add or modify hours definitions using the "Operation/Times/Hours" screen. For example:

Operation - Times - Hours

Description: 08:00-18:00 Except Lunch Hours Number: 15 Category: Access Right

Define the required times and Time Code color to use

01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 | 08:00 | 13:00 | ■

Copy Delete Notes Help Apply OK Cancel

Note: Time codes (and therefore hours definitions) are used when setting up access rights, scheduled commands and trigger commands. You can use the **Category** pull-down menu shown in the top-right corner of the Hours Definition and Time Code Definition screen to restrict the item's use. For example, selecting **Access Right** enables the time code or hours definition to be used only when setting up access rights. The default setting is **General**, which allows unrestricted use.

Defining Holidays

By using the "Operation/Times/Holiday" screen, you can set up holiday dates, which gives you the capability of having different access times for holiday periods.

The screenshot shows a window titled "Operation - Times - Holiday" with a calendar grid for the year 2025. The calendar displays months from July to June, with days of the week (Mo, Tu, We, Th, Fr, Sa, Su) and dates (1-31). Some dates are shaded grey, indicating they are currently assigned as holidays. Below the calendar is a section titled "Holiday Types" with nine color-coded boxes and input fields for defining holiday types. The types are numbered 1 through 9, with 'M' for "Multiple Holiday Types Assigned". At the bottom of the window are buttons for "Clear", "Notes", "Help", "Holiday Check 7 Days Prior", "Note: Dates may require amendment for each year.", "OK", and "Cancel".

In the Holiday screen, you first name the holiday types in the boxes near the bottom of the screen (e.g. "Public Holiday" and "Christmas Shutdown"). You then select one or more dates, click **Assign** and choose the holiday types to assign to the selected dates:

The screenshot shows a dialog box titled "Assign Holiday Type". It contains a section titled "Holiday Types" with three entries:

- 1: Public Holiday
- 2: Christmas Shutdown
- 3: (empty)

Once you have used the Holiday screen to define the holiday dates, you can use the Holiday Hours tab in the "Operation/Times/Time Codes" screen to specify the hours to use for each holiday type, as shown next.

Operation - Times - Time Codes

Time Code Description: Category:

Standard Weekly Hours Holiday Hours Calendar Overview

Select required times for each holiday

Hours	Ref
Type sub filter here	
00:00-24:00 Access Right	1
00:00-24:00 General	4
08:00-18:00 Access Right	9
08:00-18:00 Except Lunch	15
08:00-18:00 Except Lunch General	16
08:00-18:00 General	12
09:00-17:00 Access Right	5
09:00-17:00 General	8
Half-Day Hours	19

Everyday Clear All Modify

Everyday	06:00	12:00	18:00
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the above example (for the "Normal Office Hours" time code):

- As shown on the right-hand side of the screen, no hours are selected for the "Public Holiday" and "Christmas Shutdown" holiday types. Therefore, access normally granted by "Normal Office Hours" will not be granted on any dates assigned the "Public Holiday" or "Christmas Shutdown" holiday type in the "Operation/Times/Holiday" screen. The hours defined for a holiday type override the normal hours associated with the time code.
- "Half-Day Hours" has been selected for "Half-Day Holiday", which has been defined to give access between 08:00 and 13:00. With this configuration, access normally granted by the "Normal Office Hours" time code will be limited to between 08:00 and 13:00 on any dates (such as Christmas Eve) assigned the "Half-Day Holiday" holiday type in the "Operation/Times/Holiday" screen.

Defining holidays makes it easy to adjust access rights for holiday dates.

Displaying the Holiday Check Dialog

The Holiday screen includes an option named **Holiday Check 7 days Prior**. It is a good idea to set this option, since it causes a Holiday Check dialog to be displayed when you log in at any time during the 7-day period prior to the holiday date (so that you can check that the holiday date is correct before it occurs):

Holiday Check

Holiday Check Warning!

Confirm this Holiday:

for this Date:

Press OK to confirm the Holiday Date is valid.
or
Press Cancel to repeat message at next logon.

The dialog is displayed only when logging in at the machine specified by **Route Holiday/Advance/Retard Checks to** in the "Maintenance/User & Preferences/System Preferences" screen (a similar dialog is displayed to warn of a daylight-savings time change).

Specifying Personal Data

You can use the Personal tab of the "Home/Identity/Card Holders" screen, as shown below, to specify personal data about the card holder.

Home - Identity - Card Holders

Last Name: First Name: Middle Name:

Identity Credentials Access Rights **Personal** Locator Biometrics

Title	Data
Job Title	CEO
Hair Color	Gray
Eye Color	Blue
Gender	Male
Department	Management
Site	Main Site
Date of Birth	27/05/1969
Citizenship	US
Employment Category	Level 1
Vehicle Pass Number	P104

Visitor Management Login

Allow Visitor Management Login for this Cardholder

Login Username: Password:

Copy Delete Move Badge Encode Notes Permissions Help Save Cancel

The personal data titles displayed in this tab (such as "Job Title", "Hair Color" and "Eye Color") are set up in the "Setup/Identity/Personal Data/Card Holder Titles" screen.

A pull-down list may be displayed for some personal data titles. These are for common information such as "Hair Color", "Gender", etc. For these titles, you can choose predefined data from the pull-down lists. Depending on how the titles are set up in the "Setup/Identity/Personal Data/Card Holder Titles" screen, you may be able to type text directly into the empty first box of the pull-down list. In this case, the information you type is automatically added to the list the next time you use the screen.

The personal data titles that do not have pull-down lists are for information that is likely to be different for each person, such as "Date of Birth". For these, you simply type the text directly into the box. If a "Mask" is set up in the "Setup/Identity/Personal Data/Card Holder Titles" screen, you may be required to enter the information in a particular format, such as mm/dd/yyyy for a date value.

Specifying personal data provides useful additional information about the card holder that may be required from time to time. In addition, it also enables you to use the **Card Data Title** and **Visitor Data Title** filters in the Card Holder/Visitor Selection screen. These filters can be used to find a person's name from specified personal data, such as a vehicle license number.

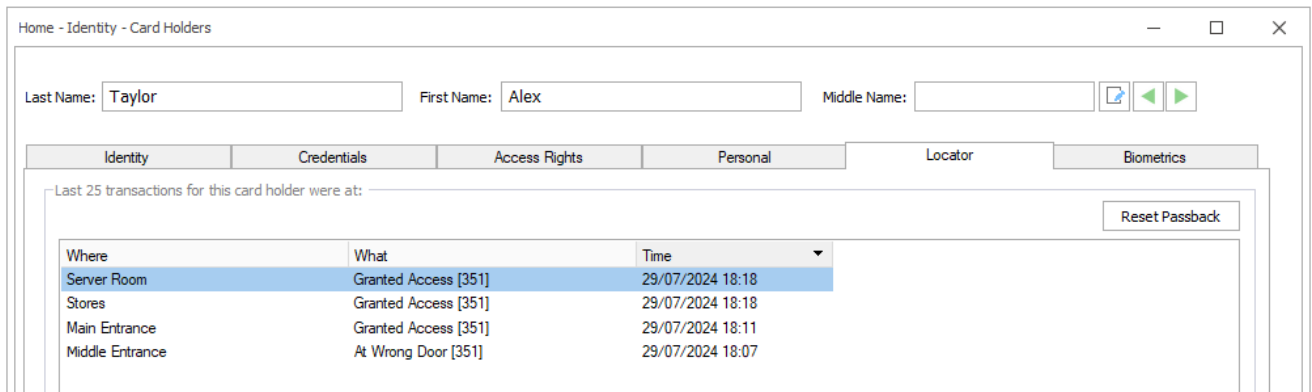
Depending on how the titles are set up in the "Setup/Identity/Personal Data/Card Holder Titles" screen, it may be mandatory to specify data for some or all of the titles. These have a red marker on the right-hand side. If there are mandatory fields, you will not be able to save the card holder's details until you have specified personal data in them.

Secondary Card Expiry

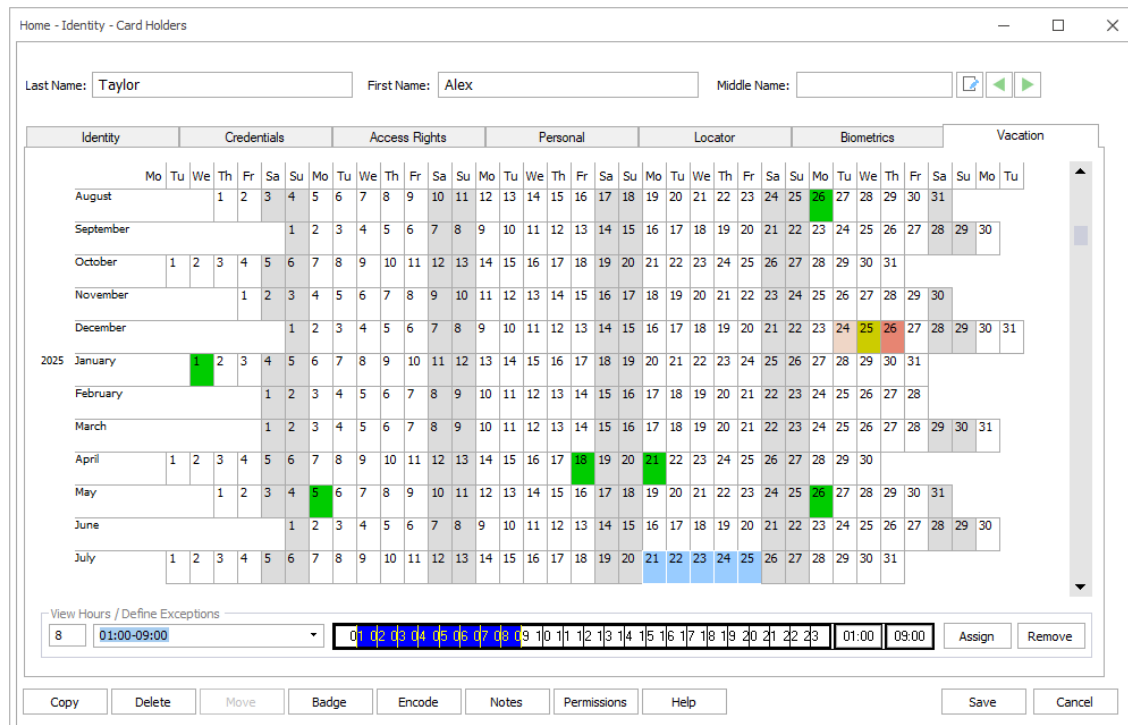
One or more personal data titles may have **Field Type** set to **Expiry Date** in the "Setup/Identity/Personal Data/Card Holder Titles" screen. If you enter a date for such a title, **Force Identity Inactive** is automatically set for the card holder at the beginning of the specified day. This feature is useful if you want cards to be made inactive when, for example, an insurance policy or qualification expires.

Locating a Card Holder

On occasions, you may want to determine a card holder's current location in a building. You can use the Locator tab of the Card Holders screen for this purpose, which lists the card holder's last 25 reader transactions. For example:



Specifying Vacation Times



The Card Holders screen includes a Vacation tab if your user role (as defined in the "Maintenance/User & Preferences/Roles" screen) allows you to access it. The tab allows you to specify the card holder's vacation times in a calendar.

Vacations are used to specify times when individual card holders are taking a period of leave or rest from work. During a vacation, the card holder is not able to gain access - this is to comply with employment law in countries that require people to be offsite during vacations. Card holders who are on vacation have a status of "Vacation" in the Identity tab.

If a card holder attempts to gain access during a vacation, a "Card Holder on Vacation" alarm/event message is generated and the card holder is not granted access.

Before specifying vacations, set up standard hours for vacations (such as 00:00 to 12:00, and 00:00 to 24:00) in the "Operation/Times/Hours" screen. You can specify non-standard times directly into the Vacation tab by selecting the **<Variable>** option from the **View Hours / Define Exceptions** menu located near the bottom-left corner of the tab..

Vacation times have a resolution of one hour.

What is the Difference between Holidays and Vacations?

Holidays are defined in the "Operation/Times/Holiday" screen and are used to specify public holidays, site shutdown periods and other dates. Holidays can be used to affect the access rights of many people within the organization.

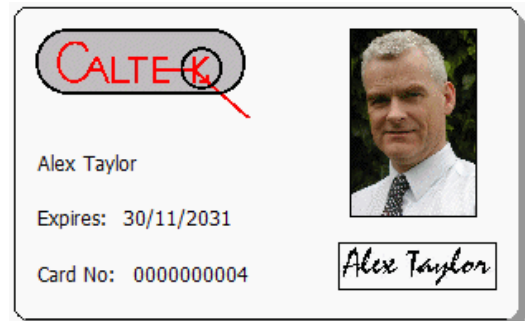
Vacations are specific to individual card holders. They are used to specify leave or rest periods that require the card holder to be offsite to comply with employment laws.

Chapter 4: Producing ID Badges

Introduction

Symmetry provides a comprehensive set of tools that allow you to design and print ID badges quickly and easily. A badge may be used for identification purposes only, or for access control, or both.

Producing ID badges is easy. First, you use the "Setup/Identity/Badge Designer" screen to create a library of badge designs, then the "Home/Identity/Card Holders" screen to select, print and encode a badge for each person.



Using the "Home/Identity/Card Holders" screen, you can quickly enter any information that is required for the badge, such as the card holder's name and card number. You can also capture the person's picture, signature and any biometric data, then print and encode the card. The user interface has been designed to optimize operator efficiency, while allowing full control to include all the graphics and information required.

Designing Badges

You can design badges using the "Setup/Identity/Badge Designer" screen. A badge design specifies the appearance of the badge, including the position and type of information to include. For example, a badge design could include the card holder's name, expiry date, company logo and card holder's picture. The system gives you all the tools you need to create customized badge designs in minutes, with text and graphics applied to both sides of the badge.

Using the Badge Designer, you can create a library of badge designs. You may, for example, decide to create different designs for administration staff, cleaners, contractors and security staff.

A key feature of the Badge Designer is the ability to associate default access rights with each badge design for access control purposes. Any card holder allocated a badge design is automatically given the badge access rights, which eliminates the need to set up access rights for each person.

The overall simplicity of the software, supported by context-sensitive help, ensures that anyone with basic computer skills can begin to use the Badge Designer quickly and efficiently.

Figure 4.1 gives an overview of the key features provided by the Badge Designer.

Card Data allows you to define the position of text that varies for each card holder, such as the card holder's name or card expiry date.

You can specify an expiry period. This limits the period the card holder can gain access.

You can use the options in the **Tools** group to draw or place down objects, such as shapes, text and a company logo.

You can use this option to toggle between designing side 1 and side 2 of the badge.

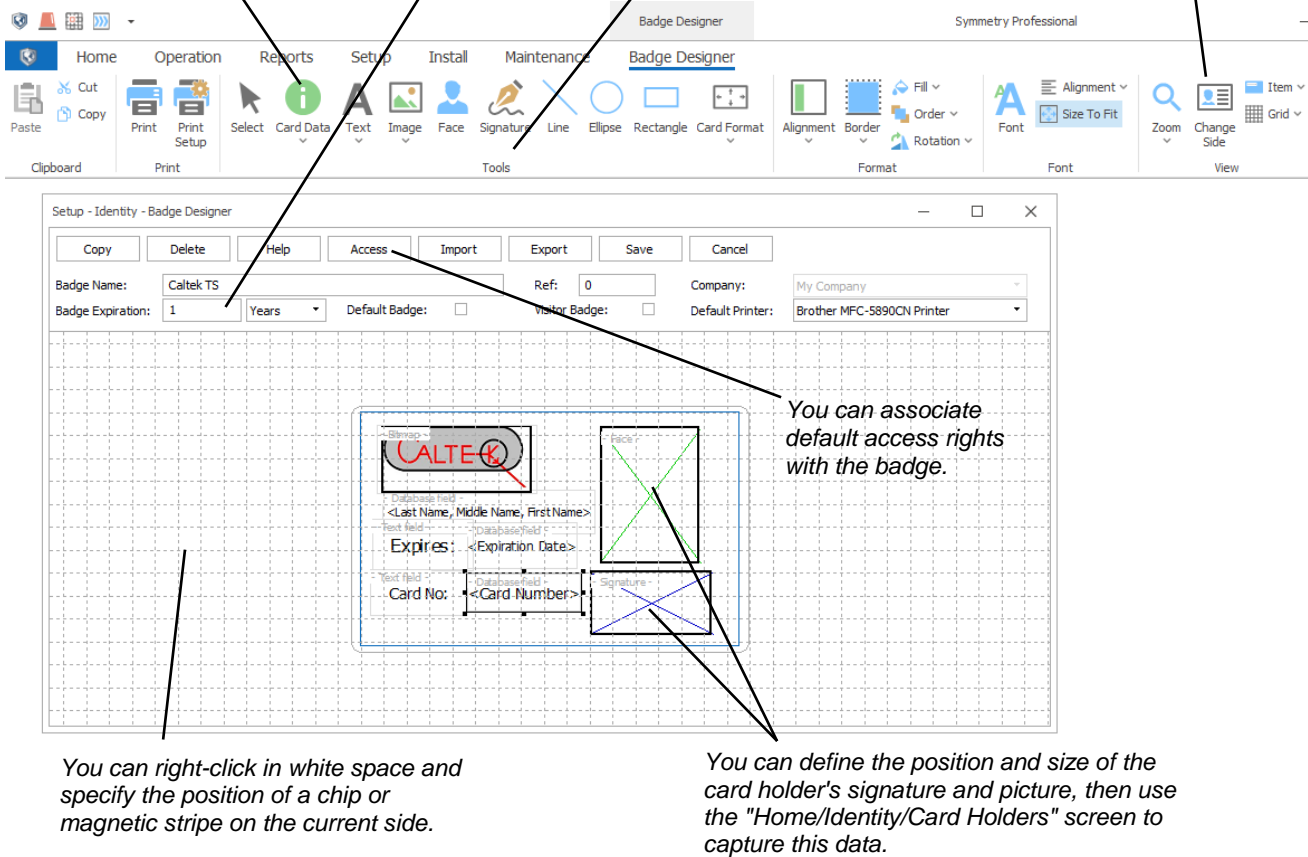


Figure 4-1: The Badge Designer Definition Screen

Note:

- When you open the Badge Designer screen, a new tab in the ribbon bar provides the options necessary for designing badges.
- Right-clicking an item and selecting **Rule** enables you to set up a rule that determines whether or not the item is displayed for a card holder, depending on personal data. For example, you may want a logo to be displayed only for card holders who belong to a specific department.

Producing a Card Holder's Badge

Once you have produced the badge designs, you can select each card holder's badge from the "Home/Identity/Card Holders" screen, as described next.

Entering Card Details and Capturing the Card Holder's Picture

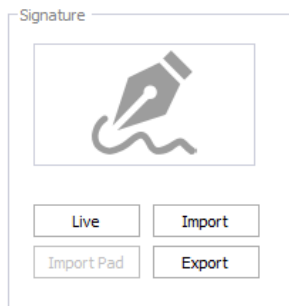
First, you need to make sure that the card holder's details are correct, and to ensure that the card holder's picture has been captured (assuming that a picture is to be printed on the badge). Use the Card Holders screen to do this, as described from page 16.

Approving Official

The Identity tab includes an **Approving Official** option. You can use this to choose the name of the person who has authorized the badge to be issued. You can set up approving officials in the "Setup/Identity/Approving Official" screen.

Capturing the Card Holder's Signature

If the card holder's signature is to be printed on the card, capture it using the **Signature** area of the Biometrics tab in the Card Holders screen:



There are three ways to capture a signature:

- **Live** – Click this to capture a live picture of the signature from a camera connected to your PC.
- **Import** – Click this to import a stored picture of the signature (e.g. taken by a digital camera).
- **Import Pad** – Click this to capture the signature online from a signature pad attached to your computer. The card holder writes the signature on the pad and the system captures it automatically.

Once you have captured the signature, the icon shown above is replaced by the person's signature.

Capturing Fingerprint and Hand Geometry Data

Biometric recognition is taking an increasingly prominent position as a solution for today's ever-increasing requirement for total security. Symmetry uses the latest technologies to enable fingerprint and hand geometry to be used as part of access-control transactions.

Fingerprint and hand geometry biometric data can be captured using the Biometrics tab, making it easy to set up a card holder's details, capture the biometric data and produce a badge from a single location in the user interface.

After capturing the biometric data, you can use the optional Smart Card Management Module to encode the biometric data onto a smart card, which the card holder presents to a biometric reader to gain access. The reader checks the hand or fingerprint data on the card with the actual hand or fingerprint to confirm the person's identity.

Smart-card technology provides the possibility of using a single card for multiple purposes.

If you are using Suprema™ BioLite N2 fingerprint readers, full information about how to configure the readers, set up Symmetry, enroll fingerprints and encode cards is provided in the *Suprema Biometric Reader Configuration and User Guide*. If you are using 813 fingerprint readers, you can obtain details from the *813 Fingerprint Reader User's Guide*. Information is also available in the Symmetry online help.

Selecting and Previewing the Badge Design

Before printing a badge, you must choose a badge design for the card holder using the **Badge Design** menu located in the Identity tab of the Card Holders screen.

Once you have selected the badge design, you can use the **Badge** button at the bottom of the Card Holders screen to see a preview of the badge. The card holder's name, picture, etc. are automatically inserted into the appropriate locations. The following shows an example, which uses the badge design shown on page 32.

The screenshot shows a software window titled "Identity - Card Holder Definition - Print Badge". At the top, there are buttons for "Setup", "Help", "Print", "Save", and "Cancel". The main area is divided into several sections:

- Badge Design:** A dropdown menu set to "Caltek TS".
- Encoder Format:** A dropdown menu set to "Series 700 using smartMAX Format".
- Track1:** Radio buttons for "75 bpi" (selected) and "210 bpi".
- Track2:** Radio buttons for "75 bpi" and "210 bpi" (selected).
- Smartcard Format:** A dropdown menu set to "smartMAX (Mifare)".
- Select sector to use:** A dropdown menu set to "15".
- DES Fire Encoding:** A checkbox that is unchecked.
- OTA Encryption:** A dropdown menu set to "None".
- Site number:** An empty text input field.
- User PIN Active:** A checkbox that is unchecked.
- User PIN:** An empty text input field.

Below the configuration fields is a large preview area showing a sample badge. The badge features:

- A red "CALTEK" logo with a magnifying glass icon over it.
- A photo of a man in a suit.
- The name "Alex Taylor" printed below the photo.
- The name "Alex Taylor" written in a cursive script below the photo.
- The text "Expires: 28/07/2025".
- The text "Card No: 0000000351".

The preview screen contains **Encoder Format** and **Smartcard Format** options. You can use these to define the format to be used when encoding the badge.

Printing and Encoding the Badge

If you wish to print an individual badge, you can simply click **Print** when viewing the preview of the badge, as shown in the previous picture. A suitable combined printer and encoder will print and encode the card in one operation.

Alternatively, you can save the card holder's details and use the "Home/Identity/Print Badges" screen to print several badges in the same print run. The Print Badges screen displays a Selection screen, in which you select the badges to print. Having done this, the screen shown in the following picture is displayed. Selecting **Print** starts the printing/encoding process.

For each card, the default badge design and default encoder format are taken from the "Home/Identity/Card Holders" screen. You can override the defaults here.

Each card holder's badge is displayed as it is being printed.

Encode Button

If the "Card Encoding Module" license is installed and an appropriate encoder is installed, you can use the **Encode** button in the Card Holder's screen to encode the card number and optional biometric data onto a smart card or Symmetry Blue mobile device. The card or mobile device can then be used for access control. Clicking **Encode** displays the following screen:

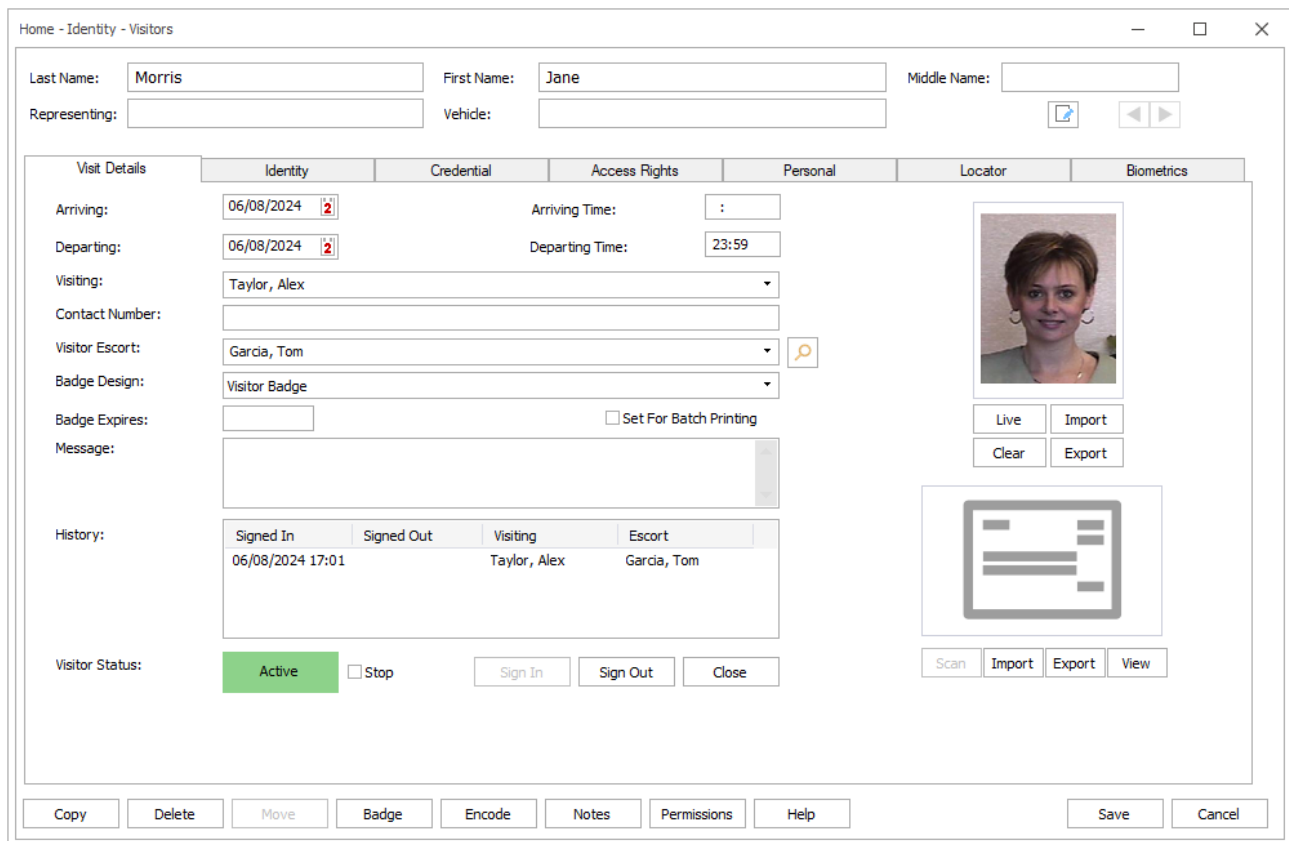
This screen supports various smart card types, including MIFARE® and MIFARE DESfire.

Several different encoders are also supported.

Chapter 5: Visitor Management

Setting Up Visitors

The Visitor Management features of the Symmetry software enable you to improve the efficiency of the visitor check-in process, enhance site security and manage visitor details more effectively. The system allows easy entry of visitor details through a dedicated "Home/Identity/Visitors" screen, which can be accessed from any client PC or Web browser (with a SymmetryWEB or Web Access license):



The screen can be used by any authorized employee to enter personal information about their visitors before they arrive on site. This approach can significantly reduce check-in delays, improve efficiency and enable security staff to verify a person's identity more carefully on arrival.

The "Home/Identity/Visitors" screen has been designed to enable people who are not normally users of Symmetry to enter the personal details of their visitors. The Visitors screen is similar to the "Home/Identity/Card Holders" screen.

Note: It is possible to give different users different levels of access to the "Home/Identity/Visitors" screen. Some tabs in the screen may not be available, depending on your user privileges (defined in the "Maintenance/User & Preferences/Roles" screen).

Visit Details

The Visit Details tab enables you to specify general details of the visit, such as when the visitor is expected to arrive and depart, who they are visiting, and the name of the escort (if required). In a similar manner to the "Home/Identity/Card Holders" screen, you can also capture the visitor's picture, choose a badge design, then print the visitor's badge on a badge printer.

A major benefit of the Visitor Management module is the ability to sign visitors in and out from the Visit Details tab, using the **Sign In** and **Sign Out** buttons. Full details of when the visitor signed in and out are maintained in the History panel.

The current status of the visitor (Pending, Active, Closed or Stop) is displayed in a color-coded box near the bottom-left corner of the screen, which can instantly show you whether the visitor is still on site.

If an email profile is selected in the **Email Notification of Visitor Signing In** menu in the "Maintenance/User & Preferences/System Preferences" screen, an email is automatically sent when the visitor is signed in. The email address is defined using a personal data title in the details of the card holder the visitor is visiting. The personal data title must have a **Category** of type **Email**, as defined in the "Setup/Identity/Personal Data/Card Holder Titles" screen.

The Visit Details tab is also able to display a scanned or imported image of the visitor's business card. This time-saving feature ensures speedy and accurate acquisition of basic information about a visitor, such as address and contact information, and is of particular benefit in cases when the visitor details are not entered before the visitor arrives.

Personal Details

The "Home/Identity/Visitors" screen includes a Personal tab, in which you can enter personal details of the visitor in a similar manner to the Personal tab of the "Home/Identity/Card Holders" screen (see page 28).

The personal data titles can be different from those used for card holders and are set up in the "Setup/Identity/Personal Data/Visitor Titles" screen.

Pre-defined data items for each of these personal data titles can be defined in the "Setup/Identity/Personal Data/Visitor Data" screen. For example, if there is a data title named "Hair Color", you may want to define data items such as "Black", "Brown" and "Blonde". You can select pre-defined data items from menus in the screen.

Visitor Card Details, Access Rights and Biometrics

If the visitor requires an access-control card, you can specify a PIN code, card number and other details in the Identity and Credential tabs. You can also use the Access Rights tab to specify which areas the visitor can access, and at what times. Setting up card details and access rights for a visitor is similar to setting up the same details for a standard card holder, as described from page 18.

If biometric card readers are being used, it may be necessary to capture the visitor's fingerprints or hand geometry before encoding the visitor's access-control card. You can do this using the Biometrics tab, in the same way as for a standard card holder (see page 33). You can encode the card at the same time it is being printed (assuming you are using a combined badge printer and encoder).

Once a visitor has left the site, it is possible to delete the card number from the visitor's details, then save the details. This allows the card number to be assigned to another visitor, without deleting the previous visitor's details, which may be reused if the visitor revisits the site.

Deactivating a Visitor Automatically on Leaving the Site

Visitors can be automatically deactivated following a successful transaction at a specified reader. To configure this feature, set **Deactivate Visitor Cards** in the "Install/Access Control/Reader" screen and ensure the visitor has access rights to this reader. When the visitor is granted access at the reader:

- The **Force Identity Inactive** checkbox is automatically set in the "Home/Identity/Visitors" screen.
- The "Visitor Card Holder Deactivated" alarm or event is generated.

This feature is typically used at readers that allow visitors to exit the site.

Note: If mustering is used on the site, make sure the deactivation reader is outside the **Area Reader Group**, as set in the "Home/Identity/Muster" screen. The **Area Reader Group** defines the area covered by the muster, and if the deactivation reader is in this area, the visitor will be removed from muster reports before leaving the area.

Visitor Reports

The system provides extensive visitor reporting capabilities:

- **"Reports/Identity Reports/Visitors"** – You can list details of visitor cards.
- **"Reports/Identity Reports/Access"** – You can list details of the access rights of visitor cards.
- **"Reports/History/Activity"** – You can view previous alarms and events generated by visitors.
- **"Reports/History/Cardholders Onsite"** – You can find out which visitors used an entrance reader.
- **"Home/Identity/Locator"** – You can find out the current location of selected visitors.
- **"Home/Identity/Muster"** – Muster (roll call) reports include visitors.

All visitor transactions at access-controlled doors are recorded, and any infringements of site security are immediately reported.

Chapter 6: Video Management

Introduction

Symmetry Video Management provides integration with video systems. Symmetry Video Management is built into every Symmetry installation and is activated by purchasing Symmetry camera licenses. Symmetry Video Management enables video images to be viewed, recorded and replayed from easy-to-use screens within the Symmetry software, and is integrated with powerful Symmetry triggers for a fully-unified security management solution.

Symmetry Video Management creates an open platform that supports network cameras connected directly to Symmetry, the Symmetry CompleteView Video Management System, and a very wide range of partner video management systems.

This chapter gives an overview of the screens and options available with Symmetry Video Management.

Summary of Key Features

The following is a summary of key features.

Virtual Matrix Screen:

- Simultaneously displays multiple live images from digital video cameras from CompleteView or any integrated partner video management system.
- Up to 72 simultaneous live images per PC, depending on camera resolution.
- Includes controls for camera pan, tilt, zoom and focus.
- Instant record feature (if supported by the video management system).
- Save, print and export images (if supported by the video management system).
- Camera sequencing.
- Camera tours.
- Display of web links for news, weather or other monitoring information.
- Instant replay feature.
- Alarm and activity display.
- Automatic display of video when triggered by a event or alarm within Symmetry.

Video Playback screen:

- Allows easy replay of video recordings.
- Filter options enable recordings to be located quickly from the database.
- Simultaneous replay of up to four recordings.
- JPEG picture export.

Camera Support:

- A wide range of camera types is supported, including ONVIF cameras.
- Maximum number of cameras is license dependent.

Commands:

- Commands can, for example, run scheduled recordings and record incidents automatically (e.g. from any intrusion or access event).
- Supports commands to switch live video to the virtual matrix.

Playback from alarms or reports:

- Incidents recorded automatically by an alarm or event can be easily replayed from history reports or the "Home/Monitoring/Alarms" screen.

Graphics integration:

- Live video can be played from a graphic, such as a plan or map of the building.

Identity Verification:

- Operators can compare the live image of a card holder who is using a reader, against the stored image.

Using the Virtual Matrix Screen

The "Home/Video & Audio/Virtual Matrix" screen enables you to simultaneously view live pictures from digital video cameras or web pages. Each image is displayed in a "cell" located on the right-hand side of the screen. Two Virtual Matrix screens can be open at the same time.

To display live images, find the camera or web link in the tree view, then drag and drop it into a cell. You can also drag and drop images from one cell to another. Double-clicking an image displays the image in the largest cell.

Note: Black or gray areas in a picture indicate "privacy zones" configured by the installer.

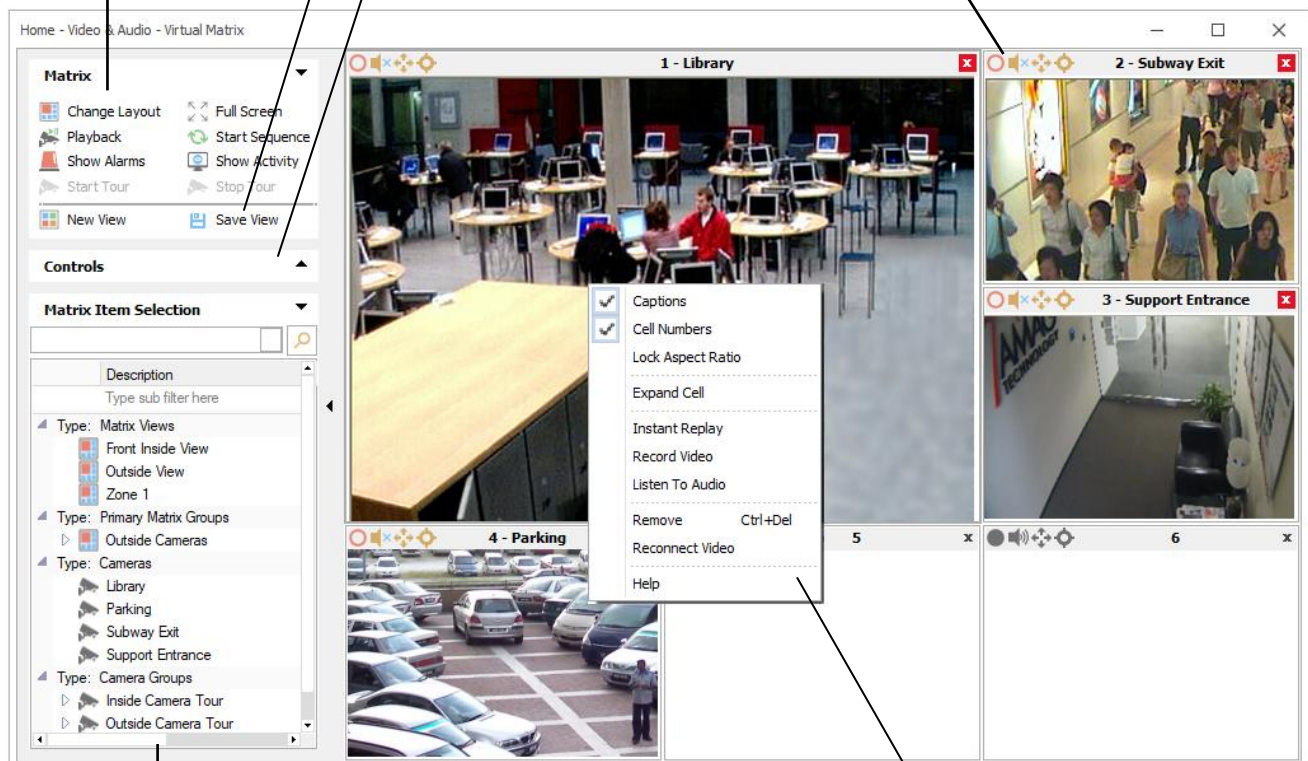
You can change the number of cells displayed and their positions using the **Change Layout** option.

Other options enable you to display an image full screen, playback video, start camera sequencing, show alarms, show current activity and start/stop camera tours.

Once you have decided which cameras and/or web pages to view, and have moved each into a cell, you can save the configuration as a "view" using **Save View**. The next time you open the screen, you can select the view from the Matrix Items Selection panel, which automatically displays the web pages and camera images in that view.

Clicking here displays a control to zoom in/out, focus, pan, tilt and focus the camera, or to move the camera to a preset position. The control makes available only those functions the camera supports.

The title bar may contain icons that allow you to record video, mute/unmute audio, pan/tilt/zoom the camera or select a preset, depending on the camera type. Please refer to the Online Help for full information about these operations.



This panel lists the views, matrix groups, cameras, camera groups and web links already set up. A matrix group is a group (or folder) that can store views, cameras, web links and other matrix groups – they allow you to organize the items you want to view. You can add a new matrix group or web link via the panel's right-click menu.

This right-click menu provides context-sensitive options; for example, to record or replay video.

Using the Video Playback Screen

The "Home/Video & Audio/Video Playback" screen enables you to replay video recordings. Up to four recordings can be simultaneously replayed in "cells" located on the right-hand side of the screen. You can swap between displaying one and four cells by right-clicking on a cell and selecting/deselecting **Expand Cell**.

You can change playback speed, or pause and play the recording.

The screenshot displays the 'Home - Video & Audio - Video Playback' window. On the left, a tree view under 'Cameras and Multimedia' shows 'All Cameras' expanded, with sub-items like 'Library', 'Main Entrance Approach', 'Parking', and 'Rear Entrance' checked. Below this is an 'Include:' dropdown set to 'All Video'. Time selection fields show 'From: 06/08/2024 20:08' and 'To: 06/08/2024 22:30', with a 'For:' field set to '142 minutes'. The main video player shows a '1 - Parking' camera feed, currently paused at 22:22:31 on 06 Aug 2024. Below the video is a timeline with a playhead and various control icons. At the bottom, a table lists recordings for camera NVR1.

Camera	What	Where/Who	When	Start	End	Duration
NVR1						
Parking	Unusual Activity	Installer	06/08/2024 22:22	06/08/2024 22:22	06/08/2024 22:23	00:01:00
Parking	Standard Recording			06/08/2024 22:21	06/08/2024 22:23	00:02:01
Parking	Installer	Installer	06/08/2024 22:21	06/08/2024 22:21	06/08/2024 22:22	00:01:00

This lists the recordings available for the selected cameras.

The time line shows periods during which recordings exist for the currently selected cell, and your current position in the recording. You can drag and drop the marker to replay from a different time. The different colors in the time line indicate different types of recording, e.g. bookmarked recordings, or recordings started by an alarm condition.

You can use these options to perform actions such as to save the recording as an MPEG-4 file, zoom in or out of the time line and bookmark periods of interest.

To play a recording:

1. In the tree view located near the top-left corner of the screen, select the camera(s) that made the recording(s).
2. Use the **Include** pull-down menu to specify the types of video recordings to find from the database. Select **All Video** if you want to find all recordings.
3. Specify the date and time range of the recordings to find.

4. Click the **Search** (🔍) button. The panel near the bottom of the screen lists all recordings that are of the correct type and include any part of the time period specified by the **From** and **To** fields.
5. Drag and drop any listed recording into a cell, or double-click. Playback starts from the **Start** time shown in the panel.

Using Identity Verification

The "Home/Identity/Verification" screen enables you to monitor the identity of people at "entry points" to the site and control access at those entry points. An entry point is a reader at a door, barrier, turnstile or other device that controls access. Up to 27 entry points can be monitored simultaneously. Entry points are set up in the "Setup/Identity Verification/Entry Point" screen.

Normally, the screen is configured to display live video at each entry point.

When a card holder or visitor performs an access-control transaction, the screen automatically displays the stored image of the card holder or visitor, providing that person is known to Symmetry. This allows you to check the person's stored image against the live video image. Additionally, if **Card Alarm Notification** is set in the "Setup/Identity Verification/Entry Point" screen, a card alarm (such as "At Wrong Door") prompts you whether or not to grant access.

The screen displays a cell for each entry point in the current view.

This is the live image at the entry point (there can be up to three).

This is the person's stored image.

The buttons allow you to grant or deny access, pause/resume live video, send commands, etc. The following section provides further information.

Clicking this button displays the entry point you should service first (that is, has been outstanding the longest).

Click to change the View

This area displays information about the last transaction, including details of the card holder or visitor (if known). The card and personal information to display is specified the "Setup/Identity Verification/Data Titles" screen.

The side bar contains a button for each entry point. Clicking a button brings the entry point into view.

Optionally, the screen can be used in manual verification mode (otherwise known as PC Door Control mode). In this mode, you are required to choose whether to grant or deny access for each valid access-control transaction. The alternative is automatic verification mode, where the system automatically grants or denies access in the normal way. If you have the necessary permissions, you can change the mode using the **Enable Automatic Verification/Enable Manual Verification** button in the screen.

Optionally, an entry point can also be set up to use an intercom system. This allows you to speak to any person at the entry point.

The entry points displayed at any one time are defined in a "view", as set up in the "Setup/Identity Verification/View" screen. You can choose the view to display from the menu near the top-right corner of the screen. The name of the view you are currently displaying is shown at the top of the screen.

Note: If the Video Verification screen is used to monitor just one entry point, previous transactions can be displayed, including associated images. To do this, **Rotate View** must be set in the "Setup/Identity Verification/View" screen.

Video Verification Buttons

The following buttons are provided in the Video Verification screen (some are available only if enabled in the "Setup/Identity Verification/Entry Point" screen).

Note: The following provides an overview of each button. Please refer to the *Online Help* if you require further information.



Grant Access (icon set in the "Setup/Identity Verification/Entry Point" screen) – Click to grant access. This is available if one of the following is true:

- You have used **Lookup Card Holder** (see below).
- The entry point is in manual verification mode and there has been a valid access-control transaction.
- The entry point is in automatic verification mode (you can grant access at any time).



Deny Access (icon set in the "Setup/Identity Verification/Entry Point" screen) – Click to deny access.



Unlock/Lock – Click to lock/unlock the entry point. The icon indicates the current state.



Connect Intercom/Disconnect Intercom – Click to speak to the person at the entry point, or hang up.



Lookup Card Holder – Click to find a card holder in the database. You can then use **Grant Access** or **Deny Access**. This option may be useful in cases where, for example, a card holder has forgotten his/her card.



Pause/Resume – Click to pause/resume live video. You can configure the entry point to pause video automatically when there is an access control transaction in manual verification mode.



Print – Prints the details shown for the entry point.



Command – Click to run one of up to three predefined commands specifically configured for the entry point.



Add Activity Comment – Click to add a comment for the currently-displayed alarm/event message.



Enable Automatic Verification/Enable Manual Verification – Click switch between automatic and manual verification modes.

Configuring Identity Verification

You can configure identity verification using three screens:

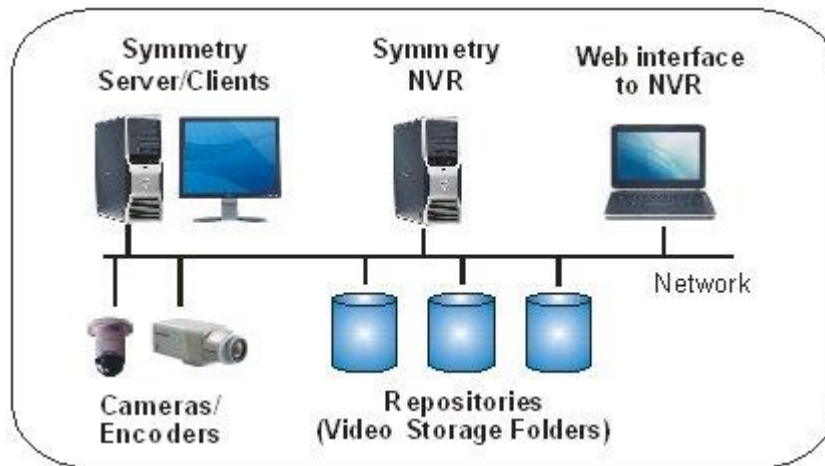
- "Setup/Identity Verification/Entry Point" screen – Specifies the information to display for each entry point.
- "Setup/Identity Verification/View" screen – Specifies the entry points to include in each view.
- "Setup/Identity Verification/Data Titles" screen – Specifies the card and personal information to display when there is a transaction from a known card holder or visitor.

Using Symmetry NVRs

The Symmetry Network Video Recorder (NVR) is PC-based software that is able to record and store video in any accessible folder (repository) on the network. The NVR records video from all digital video cameras that are assigned to it. Typically, the repositories use separate network-attached storage, but it is allowable to use any local or network-accessible disk.

Note: Symmetry CompleteView is the full-featured video management system for recording and managing video with the Symmetry security management system. The Symmetry NVR is provided as an alternative for smaller applications, and its features are described in this chapter. Please refer to separate documentation for details of CompleteView.

The following illustration shows one possible example of a Symmetry architecture that includes an NVR.



There can be multiple NVRs in the same system. Each requires a separate PC, which can be a Symmetry server, client or any other suitable PC on the network. An NVR can be shared by more than one Symmetry company.

Video stored by an NVR can be replayed using the "Home/Video & Audio/Video Playback" screen.

Each NVR stores the details of the cameras that are assigned to it. Any changes in the Symmetry software are automatically downloaded to the NVR.

Tasks Carried Out by an NVR

Each NVR:

- Manages the storage of recordings for all cameras that are assigned to it.
- Determines the recording mode. An NVR can be set up to record on demand (as a result of user actions in the Symmetry software or according to a specified schedule), continuously or never. The default mode is "on demand".
- Retrieves video for playback. For example, for the "Home/Video & Audio/Video Playback" screen.
- Provides a web interface that allows you to configure and monitor the NVR (see below for further details).
- Purges old video automatically, based on purging rules defined in the web interface.
- Communicates alarms and events to the Symmetry software.

Defining NVRs in Symmetry Software

You can define NVRs in the Symmetry software using the "Install/Video & Audio/Digital Video-NVR" screen. The screen also provides access to the NVR web interface.

Assigning Cameras in the Symmetry Software

You can assign cameras to NVRs using the "Install/Video & Audio/NVR Cameras Assignment" screen. The screen allows the same camera to be assigned to more than one NVR, which enables a recording to be saved to different locations.

Please refer to the *Symmetry Software Installation Manual* for details of the maximum number of cameras per NVR and other requirements.

Using the camera definition screen in the Symmetry software, it is possible to create the same camera more than once. You can do this by creating two separate camera definitions, each using the same camera IP address, which allows different streams from the same camera to be recorded simultaneously. You may want to do this to record the same image at, for example, different resolutions.

About the Web Interface

You can use the web interface to perform various management tasks, including to:

- Specify the recording mode (never, on demand or always).
- View the current recording status.
- Add repositories (storage folders).
- View or specify recording schedules (such as every night).
- Specify video purge rules.
- Specify the NVR events to send to the Symmetry software.
- Manage NVR user accounts.

For further details of how to use the web interface, please open the separate help system from the web interface.

Backing up Video Data

Make sure that there are automated procedures in place for backing up the NVR configuration folders and, if required, video repositories. Please refer to page 81 for further details.

Video Commands

Commands that you can issue from Symmetry include the following.

- Live Video – Displays live video from the selected digital video camera.
- Modify Video Settings – Changes the video settings of the selected camera.
- PTZ Preset – Moves the selected camera to a preset position.
- Record Video – Records video from the selected digital video camera.
- Start/Stop Recording – Starts/stops recording for the selected digital video camera.
- Switch Live Video – Switches live video from a digital video camera to a cell in the "Home/Video & Audio/Virtual Matrix" screen.
- Video Instant Replay – Automatically displays a window showing recorded video from a selected camera.
- Enable/Disable Motion Detection – Enables/disables motion detection for a selected camera.

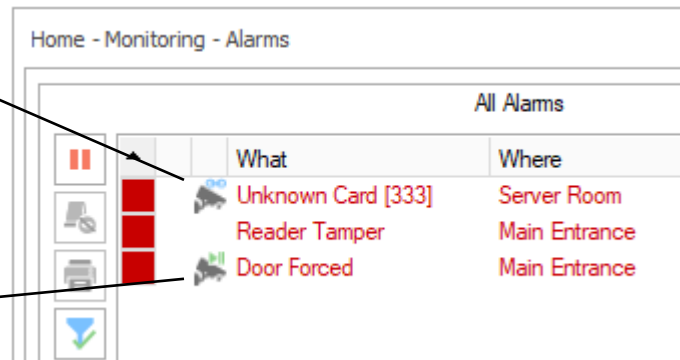
Note: The "Maintenance/User & Preferences/Command Roles" screen specifies the commands that each user can use (through their user role).

Playback from Alarms and Reports

Video recordings created by a Record Video command can be easily replayed from the "Home/Monitoring/Alarms", "Home/Monitoring/Activity" or "Reports/History/Activity" screens. For example:

*This icon indicates that the device in alarm has at least one associated camera. Right-clicking and selecting **Associated Live Video** (with the Virtual Matrix open) displays live video from all associated cameras. Cameras can also be set up to show predefined camera views. Right-clicking and selecting **Associated Playback Video** displays recorded video.*

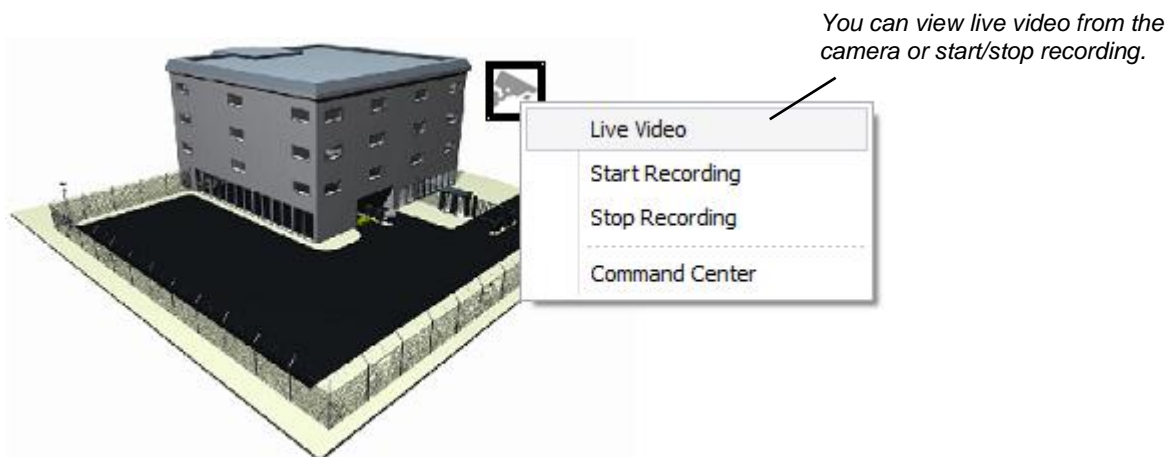
*Any alarm that has a tagged video clip displays this icon. You can replay a tagged video clip by right-clicking and selecting **Replay**.*



All Alarms	
What	Where
Unknown Card [333]	Server Room
Reader Tamper	Main Entrance
Door Forced	Main Entrance

Graphics Integration

Digital video cameras can be added to graphics using the "Setup/Graphics/Setup" screen. Adding cameras to a graphic makes it easy for you to locate a camera on the "Home/Monitoring/Graphics" screen and to view live video from that camera. Right-clicking the icon for an IP camera displays the following menu:



Also possible is to right-click any device that has associated cameras and select **Associated Live Video** or **Associated Playback Video** to view live or recorded video from the associated cameras.

Chapter 7: Alarms Monitoring

About Alarms and Events

Each major action that takes place at devices such as readers and monitor points is classed as either an event or alarm. An alarm (such as "Door Forced") is a potentially serious violation of security, which must be acknowledged and cleared. Events are normal activity (such as "Door Closed"). Both alarms and events are logged for future reporting and audit purposes.

Alarms are displayed in real time in the following screens:

- "Home/Monitoring/Alarms" – This forms the central part of the system's alarms monitoring capabilities, and is described in this chapter.
- "Home/Monitoring/Graphics" – This allows users to see alarms graphically on, for example, a plan of the building (see page 74).
- "Home/Monitoring/Virtual Matrix" – This allows users to see alarms while monitoring video (CCTV). To find out more about viewing alarms in the Virtual Matrix, please refer to the *Symmetry Online Help*.

Note: It essential that the user who is tasked with alarms monitoring is logged into the Symmetry software and has routing profile(s) set up to see alarms (page 56).

How New Alarms are Signaled

When a new alarm occurs, you will see it in the "Home/Monitoring/Alarms" screen, providing the alarm has been configured for you to see it. The installer can configure alarms to be visible to specified users at specified times, so although there may be an alarm, you will see it only if the installer has configured Symmetry to do that (see *Alarm Routing* on page 56.)

If you can see the alarm in the "Home/Monitoring/Alarms" screen, you may also hear a sound (if your computer has audio). The sound can be set up to vary depending on the alarm type and location.

Status Bar

If you have at least view permissions to the "Home/Monitoring/Alarms" screen, the Status Bar at the bottom of the Symmetry window shows the current number of alarms you can see, and provides a **Silence** button to stop the sound:

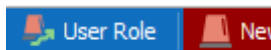


In this example:

- **New: 4** means that there are four alarms that have been configured for you to see that have not yet been acknowledged. You will find out how to acknowledge an alarm later in this section.

- **Total: 5** means that there are five alarms you can see that are not yet cleared.
- **New: 0** means that there are no alarms caused by tasks that you have yet started or completed (as set up in the "Home/Monitoring/Tasks" screen. This count does not affect the other values.
- **Priority: 20** means that the highest priority of any alarm you can see is 20 (1 is the highest priority, 999 is the lowest).
- **Silence** is a button you can click to silence the sound generated by a new alarm. Note that this button does not toggle the sound on and off; after you have silenced a sound, a new sound will occur only if a new alarm is received while you are logged into Symmetry.

If you have at least view permissions to the "Home/Monitoring/Alarms" screen and/or "Home/Monitoring/Graphics" screen, the Status Bar also shows how alarms are being routed to you:




In this example, **User Role** means that alarms are being routed to you based on your user role. Alarms can be routed to you based on your user role, your user (account) name or the Symmetry client you are using (see page 56). "Undefined" is displayed if there is no alarm routing set up for you to see alarms.

System Tray

When there are unacknowledged alarms, you will see a flashing blue/red icon in the Windows System Tray:



The icon changes to the standard Symmetry shield icon () after all alarms have been acknowledged.

"Alarm!" Background

You may see "Alarm!" in the background or along the bottom of the Symmetry window (depending on user preferences).

Alarm Printing

If your system has been set up for real-time printing, details of the alarm are automatically printed. It is normal to use an impact printer that has continuous stationery for this purpose.

Graphics and Email

Your system can also be set up to display a graphic of the alarm location or to send an email to a nominated person.

About the Alarms Screen

You can use the "Home/Monitoring/Alarms" screen to view, acknowledge and clear alarms. The Alarms screen provides full details of all alarms that have not yet been cleared and are visible to you, as set up by the installer using alarm routing (see page 56).

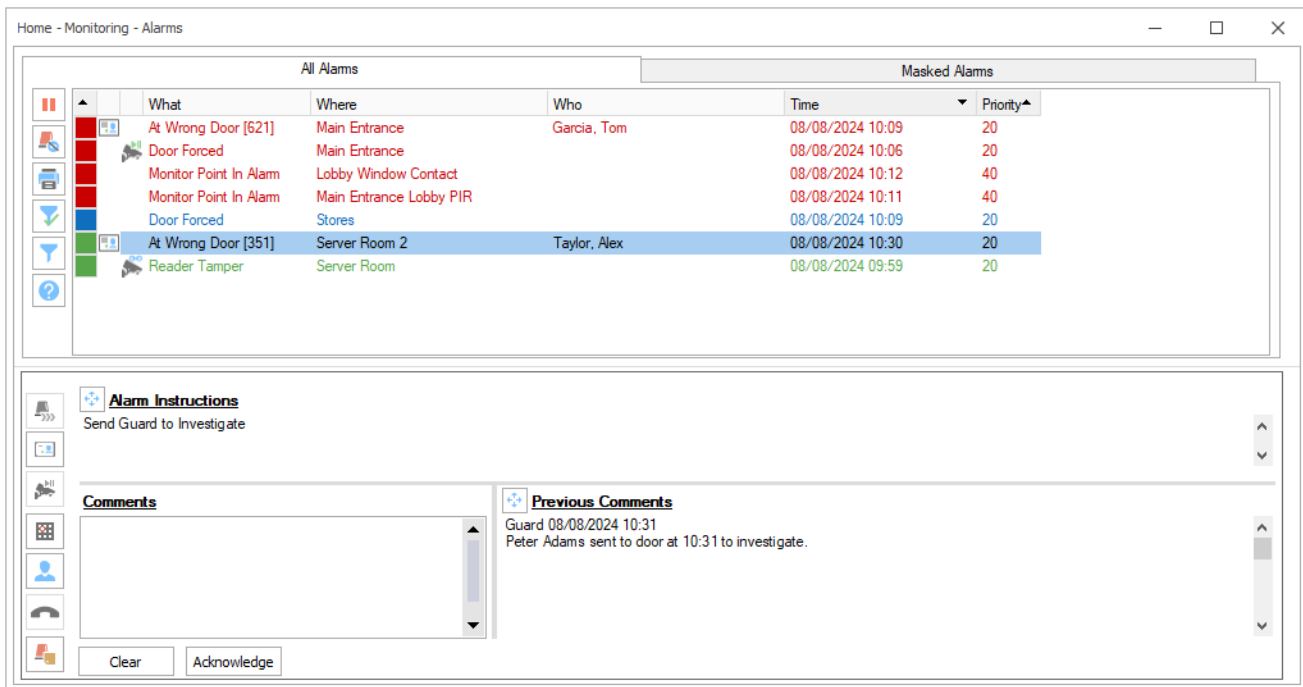
Ideally, you should keep the Alarms screen displayed at all times, since it allows you to read the details of new alarms as soon as they occur.

There are two different appearances for the Alarms screen, which can be changed using the **Show Combined Alarm / Acknowledgement Screen** option in the "Maintenance/User & Preferences/User Preferences" screen:

- With the alarm list and alarm acknowledgement in a single screen (**Show Combined Alarm / Acknowledgement Screen** selected, which is the default).
- With the alarm list and alarm acknowledgement in separate screens (**Show Combined Alarm / Acknowledgement Screen** not selected).

Combined Alarm/Acknowledgement Appearance (default)

An example of the combined alarm/acknowledgement appearance for the Alarms screen is shown next.



The toolbars along the left side allow you to perform functions such as to print an alarm, send an alarm command, view the image of the card holder who is associated with an alarm, and select a standard comment.

The appearance with combined alarm and acknowledgment has the following features:


Alarm List

Alarms are listed in the upper area of the screen. Details of each alarm are given, including the alarm message, location and the name of the person who caused the alarm (if known). The alarms are color-coded, by default as follows:

- Red alarms are new alarms that have not been acknowledged.
- Blue alarms have been acknowledged, but require a device to be reset (such as sensor returning to its normal state). The alarm cannot be cleared until the device is reset.

- Green alarms have been acknowledged and, if necessary reset, but have not yet been cleared. Clearing an alarm removes it from the Alarms screen.

Red alarms are listed first, followed by blue then green. For each color, the alarms are also listed in order of priority.

The system preferences can be configured to show alarms that are unacknowledged but reset (where the sensor has returned to its normal state before the alarm has been acknowledged) with the red block half grayed out: 

Acknowledging an Alarm

You can acknowledge an alarm by selecting the alarm in the Alarms screen and clicking the **Acknowledge** button. The list now shows the alarm in blue (alarm acknowledged, but device not reset) or green (alarm ready to be cleared).

Clearing an Alarm

You can clear an alarm (i.e. remove it from the Alarms screen) by selecting the alarm in the Alarms screen and clicking the **Clear** button. You may also want to add a comment before selecting **Clear**, such as "Supervisor Notified".

The system preferences can be configured to cause Symmetry to clear "blue" alarms automatically when the device resets.

Viewing Instructions

The **Alarm Instructions** area displays the actions you should follow (in this case, "Send Guard to Investigate") and are specific to the type of alarm, as set up in the "Operation/Alarms/Instructions" and "Operation/Alarms/Definitions" screens.


Adding and Viewing Comments

The **Comments** area allows you to record the actions taken. You add a comment either by typing text in the box or by clicking the **Select Standard Comment** button (bottom-left) and choosing one of the predefined comments. Predefined alarm comments are set up using the "Operation/Alarms/Comments" screen.

Your previous comments are shown in the **Previous Comments** box, as shown in the previous picture. Each comment is prefixed with the name of the user who added the comment and the time that the comment was added.

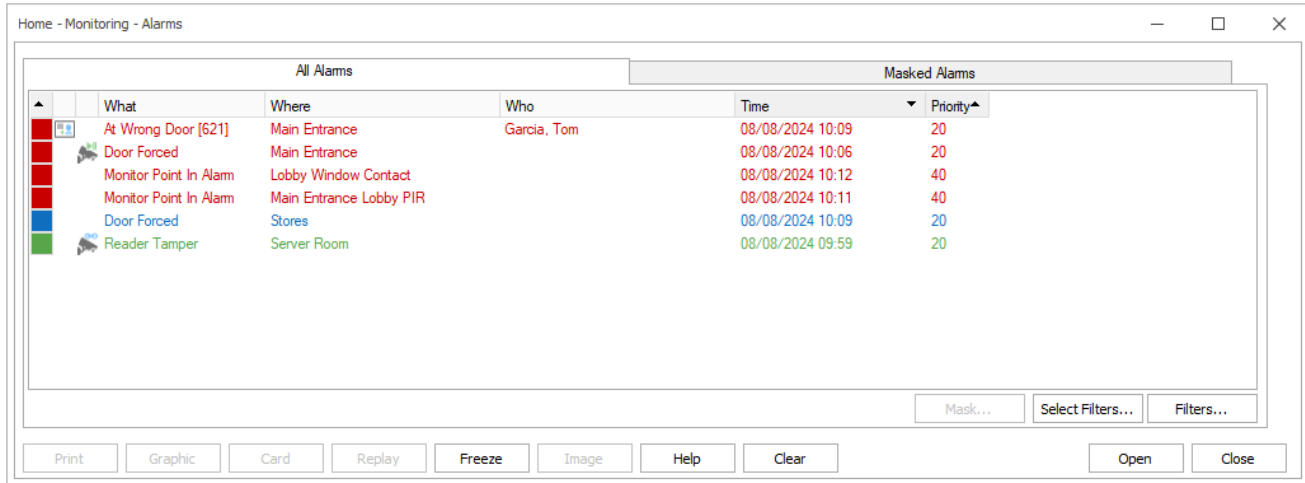
If required, you can add more comments by reselecting the alarm in the Alarms screen.

Sending Alarm Commands

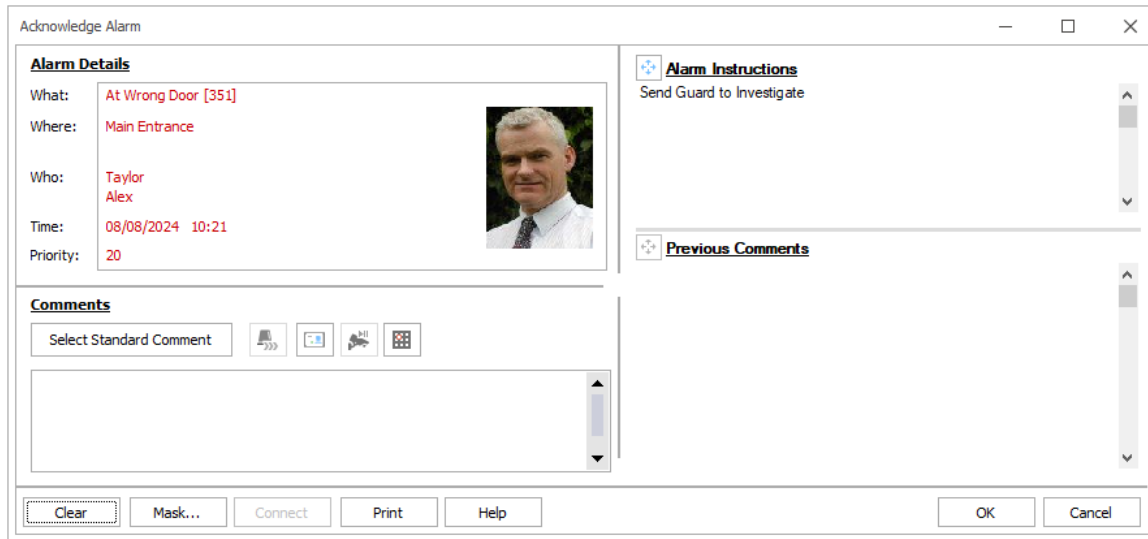
The  button (to the left of **Alarm Instructions**) is ungrayed if a command has been set up for the alarm in the "Operation/Alarms/Commands" screen. Selecting the button sends the command. The command may, for example, record video at a selected camera.

Appearance without Combined Alarm/Acknowledgment

An example of the Alarms screen is shown next when **Show Combined Alarm / Acknowledgement Screen** is not selected in the "Maintenance/User & Preferences/User Preferences" screen.



You can acknowledge an alarm, view alarm instructions, enter new comments and review previous comments by double-clicking the alarm. A separate Acknowledge Alarm screen is displayed; for example:




The Acknowledge Alarm screen displays the instructions you should follow and provides a **Comments** area, where you can record the actions taken.

Clicking **OK** acknowledges the alarm and displays the Alarms screen. An alarm can be cleared by clicking **Clear** in the Alarm Acknowledgement screen.

If required, you can return to the Acknowledge Alarm screen to add more comments by reselecting the alarm in the Alarms screen. Your previous comments are shown in the **Previous Comments** box.

Setting Up Activity Filters

You can define activity filters using the "Setup/Configuration/Activity Filters" screen or by clicking the **Filters** () button in the Alarms or Activity screen. Activity filters provide a mechanism to:

- Show different types of alarm in different tabs in the "Home/Monitoring/Alarms" screen. You can display each filter you define as a separate tab using the **Select Filters** button in the Alarms screen. You may, for example, want to create activity filters so that you can view reader alarms in one tab and camera alarms in another, or alarms from different locations in different tabs.
- Filter the alarms\events displayed in the "Home/Monitoring/Activity" screen. Each filter you define is automatically added to a **Filter** menu in the screen.
- Limit the alarms displayed in the "Home/Video & Audio/Virtual Matrix" screen. The filters are accessible through an alarm's right-click menu.


After clicking the **Filters** button, click **New** to configure a new filter. Alternatively, or double-click an existing filter to edit it.

The following is an example of a configured filter.

The panel near the bottom of the screen shows how the currently selected alarms filter is set up. In this example, the filter will display alarms from "Server Room 1" or "Server Room 2" only.

Activity filters can also be specified in user roles ("Maintenance/User & Preferences/Roles" screen). This enables users with different roles to, for example, view different types of alarms and events, or alarms and events from different locations. Alarm\event messages that do not pass a user's "role filter" are not presented to the user, and do not appear in alarm counts while the user is logged in.

Viewing a Graphic of the Alarm's Location

If graphics have been defined for your installation, clicking on an alarm, then selecting the **Graphic** () button displays a graphic of the alarm's location.

Graphics can also be viewed at any time in the "Home/Monitoring/Graphics" screen, or they can be set up in the "Maintenance/User & Preferences/User Preferences" screen to be displayed automatically.

Alarm Routing

Alarm routing is the process of setting up Symmetry to enable selected users to view selected alarms in the "Home/Monitoring/Alarms" screen, "Home/Monitoring/Graphics" and "Home/Monitoring/Virtual Matrix" screens (if they have access to these screens). Alarm routing can be set up to enable different users to manage different groups of alarms, or to manage alarms at different times.

To configure alarm routing, a Symmetry administrator needs to define "routing profiles" using the "Operation/Alarms/Routing Profiles" screen. A routing profile:

- a) Handles a specified set of alarms, which can be chosen by selecting one or more "routing tags". By default, all alarms belong to the "General Alarm" routing tag. If required, the routing tag of individual alarms can be changed in the "Operation/Alarms/Reporting" and/or "Operation/Alarms/Definitions" screens.
- b) Specifies the times to display the alarms handled by the routing profile, or the times to send the alarms by email.

The default "All Alarms Always" routing profile handles all alarms at all times.

Once routing profiles are set up, the "Maintenance/User & Preferences/Roles", "Maintenance/User & Preferences/Accounts" and/or "Install/Access Control/Clients" screens can be used to specify which users are able to view alarms handled by selected routing profiles.

By default for a new Symmetry installation, the Security Guard, System Manager and Installer user roles have the "All Alarms Always" routing profile assigned. By default, no routing profiles are assigned to clients or user accounts.

If required, alarms not acknowledged within a specified period of time can be automatically escalated to other users.

For further information about alarm routing, please refer to *Overview of alarm Routing* in the *Symmetry Online Help*.

Chapter 8: Producing Reports

Introduction

The reporting features within Symmetry enable comprehensive listings of alarms, events, user actions, access rights, configuration settings and other information to be produced, giving full traceability of all essential information.

It's easy to produce a wide range of different types of report. You can, for example, produce reports of the card holders who have been granted access through specified doors, the people who have attempted to gain entry into unauthorized areas, and the actions taken to acknowledge alarms.

Using the reports provided, you can quickly find the information you need. The extensive filtering options ensure that the reports display only the information you require, leading to improved clarity and ease of use. For added flexibility, the system enables a library of customized reports to be defined, which can be printed automatically at scheduled intervals.

The reporting system is essential for any manager who needs to be assured that attempted breaches of security or other incidents can be investigated properly and quickly, or who requires comprehensive paper records of how the system has been configured.

Symmetry Advanced Reporting

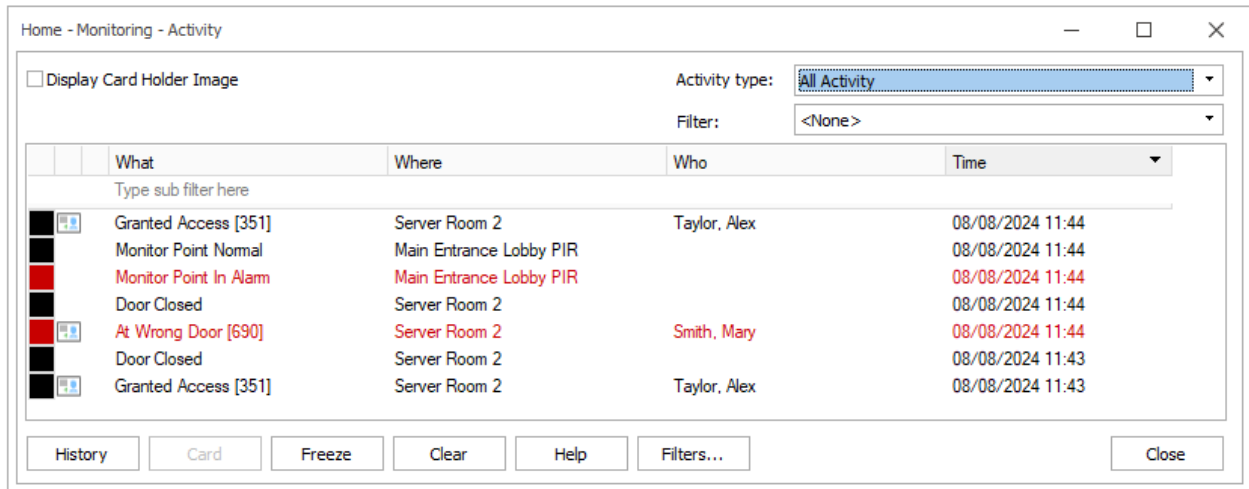
For ultimate customization of report format and content, the Symmetry Advanced Reporting module allows powerful custom reports to be designed to meet the specific needs of the organization.

Reports of employee information, alarms, system status and events can be created and exported into various formats, including as spreadsheets, PDF documents and emails. The reports can be designed by personnel who have appropriate SQL and report design knowledge, or with the assistance of AMAG Professional Services (available through your support representative).

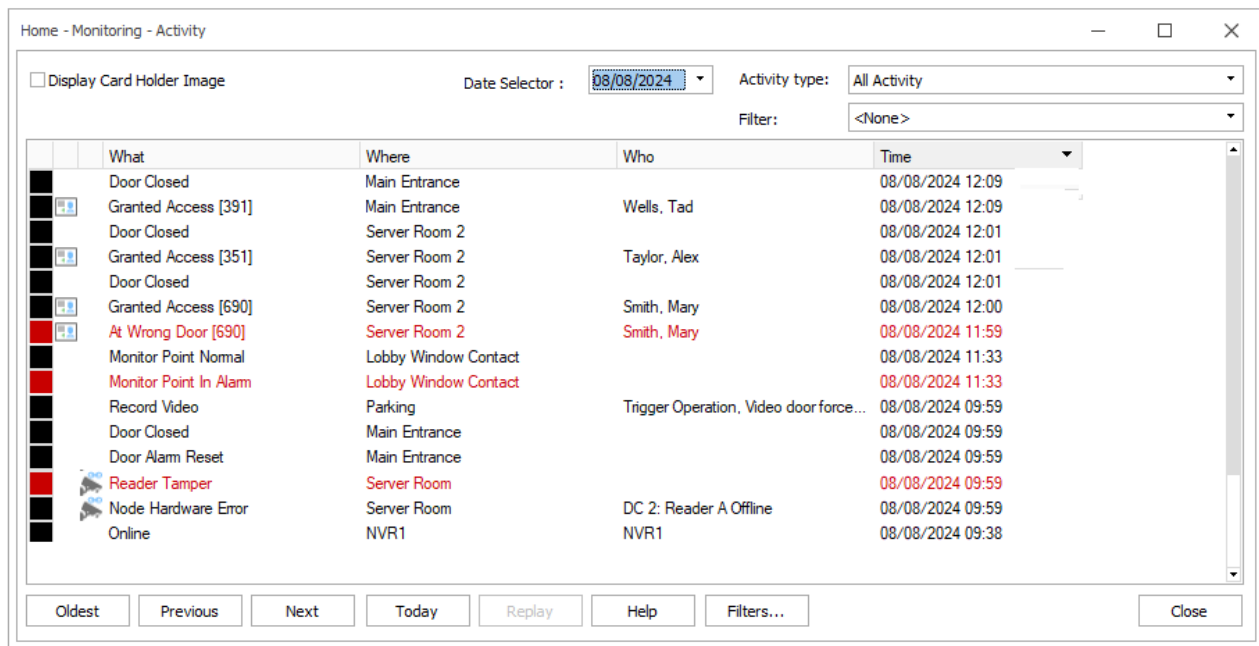
If required, reports designed in the Symmetry Advanced Reporting module and exported to the Advanced Reporting Repository can be set up in the Symmetry "Report/History/Predefined Reports" screen to run at scheduled intervals, or on demand.

Activity Report

You can generate an activity report from the "Home/Monitoring/Activity" screen at nominated client machines, as set up in the "Install/System/Clients" screen. The report displays all alarms and events as they occur.

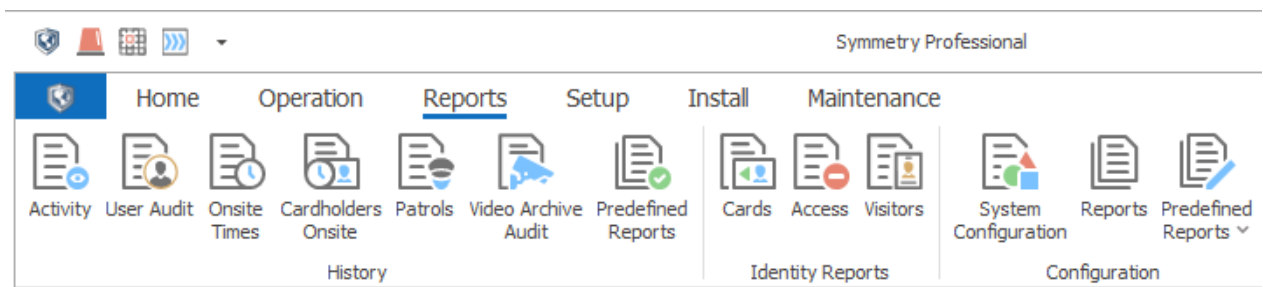


The report includes a **History** button that displays on a day-by-day basis any alarms and events that have been recorded in the system's log. For example:



Reports Available from the Reports Tab

You can run several different types of report (depending on the modules installed) from the Reports tab of the Symmetry software:



The meaning of each report shown above is as follows.

"Reports/History":

- **Activity** – Produces full details of previous alarms and events. See the example in the next section.
- **User Audit** – Lists previous user actions within the screens of the Symmetry software.
- **Onsite Times** – Lists the amount of time card holders have spent on site. The report can, for example, be used to verify contractor invoices.
- **Cardholders Onsite** – Lists the cards that are currently on site. The report could be used by emergency services.
- **Patrols** – Produces information about previous patrol tours (see the *Guard Patrol Manager Configuration & User Guide*). The report provides details of when patrol tours were started and completed and any rule infringements.
- **Video Archive Audit** – Examines the date and time of each recording stored in a video storage folder of a Symmetry NVR, and shows the date and time of the most recent recording for the selected camera(s).
- **Predefined Reports** – Enables you to run a report that has been previously set up and customized from the "Reports/Configuration/Predefined Reports" menu. You can run the report manually, or automatically at scheduled intervals. Predefined reports enable you to set up a library of your favorite reports, which saves time if you need to run the same report frequently.

"Reports/Identity Reports":

- **Cards** – Lists the details of how cards have been set up in the "Home/Identity/Cards" or "Home/Identity/Visitors" screen. See the example in the next section.
- **Access** – Enables you to produce different types of access-rights listings:
 - Card holders who can use a specified door.
 - Cards that are to expire between specified badge or inactive dates.
 - Cards unused for a specified number of days.

- Cards using a specified access code or time code.
- Card holders who can use a specified floor/output group or reader group.
- Doors that can be accessed by a specified card.

See the example in the next section.

- **Visitors** – Produces a report of current, previous or future visitors. You may, for example, want to run a report that shows all the visitors expected on a specified date. See the example in the next section.

"Reports/Configuration":

- **System Configuration** – Displays a tree view of how the Symmetry software is set up. See the example in the next section.
- **Reports** – Enables you to produce a large number of different reports to view how readers, holidays, time codes, users, commands, etc. have been set up.
- **Predefined Reports** – Allows you to define customized reports to run from "Reports/History/Predefined Reports".

Examples

Example – "Reports/History/Activity"

The screenshot shows a window titled "Reports - History - Activity" with standard window controls (minimize, maximize, close). Below the title bar, it states "Total Number of Records: 55". A table with four columns is displayed: "What", "Where", "Who", and "When".

What	Where	Who	When
Unknown Card [35]	Server Room 2	35, 999999	08/08/2024 12:11
Granted Access [351]	Server Room 2	Taylor, Alex	08/08/2024 12:12
Door Closed	Server Room 2		08/08/2024 12:12
Granted Access [351]	Entrance South	Taylor, Alex	08/08/2024 12:13
Door Closed	Entrance South		08/08/2024 12:13
Granted Access [391]	Entrance South	Wells, Tad	08/08/2024 12:14

Below the table is a list of fields for the report, organized into two columns:

- When:
- Who:
- What:
- Where:
- Card No:
- Fac/Cust Code:
- Company:
- Comment:
- Ack When:
- Ack Who:
- Reset When:
- Cleared When:
- Cleared Machine:
- Cleared Who:
- Repeats:
- Last Repeat:

At the bottom of the window, there are two buttons: "Print" on the left and "Close" on the right.

Example – "Reports/Identity Reports/Cards"

Reports - Identity Reports - Cards Selection

Filter By: Card Name

Last Name:

First Name:

Select By Status:

Options

Include All:

- Last Name
- First Name
- Middle Name
- Employee Ref
- Card Number
- Facility/Customer Code
- Issue Level
- Credential Format
- PIN Code
- IDS Code
- Validity Period
- Normal Access Rights

Output To:

Help

Reports - Identity Reports - Cards : Cards Listing

Card Holders - My Company:

Selected By Name:

Last Name: Dunne
 First Name: John
 Middle Name:

Multiple Cards

Card Number:(1) 766
 Facility/Customer Code:(1) 999999
 Card Issue Level:(1) 0
 Credential Format: Legacy
 Status:(1) Active
 Active Date:(1) 29/07/2024 Inactive Date: Inactive Time:
 Badge Expiration Date:(1) (None)

Employee Ref: 73990
 PIN Code: 8675
 IDS Code
 Normal Rights
 Readers

Entrance South @ S-S 09:00-17:00
 Stores @ S-S 09:00-17:00

Print Close

Example – "Reports/Identity Reports/Access"

Reports - Identity Reports - Access Selection

List Destination:

Output To: Screen

Select Access Listing:

Filter By: Card Holders Associated With A Door

Reader: Entrance South

Help

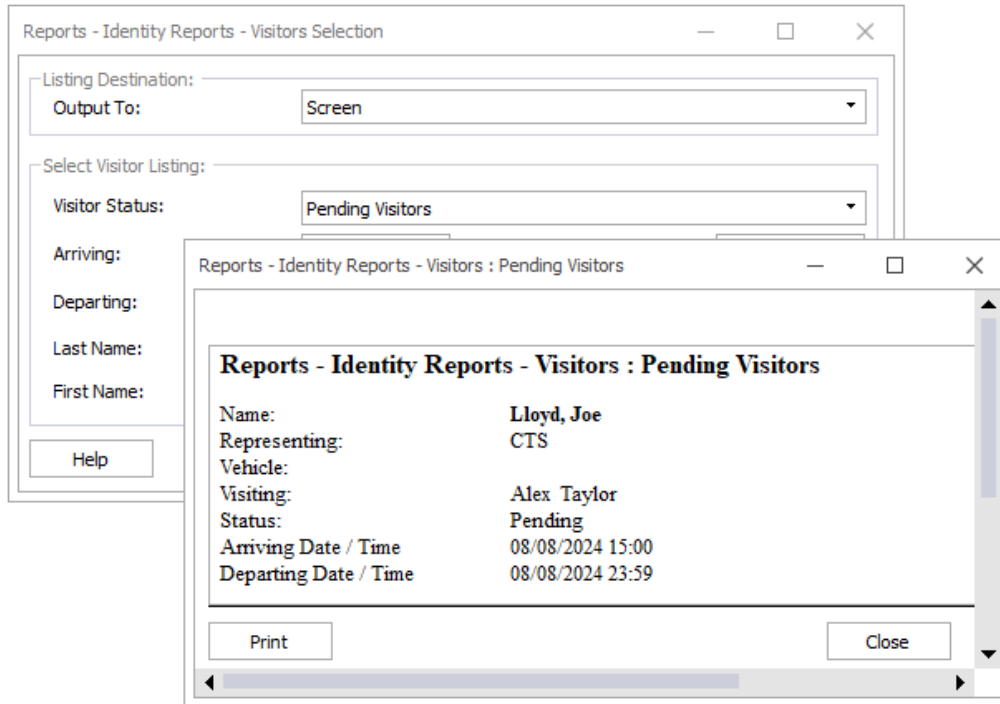
Reports - Identity Reports - Access : Card Holders Associated With A Door

Reader/Door: Entrance South - Owned By: My Company

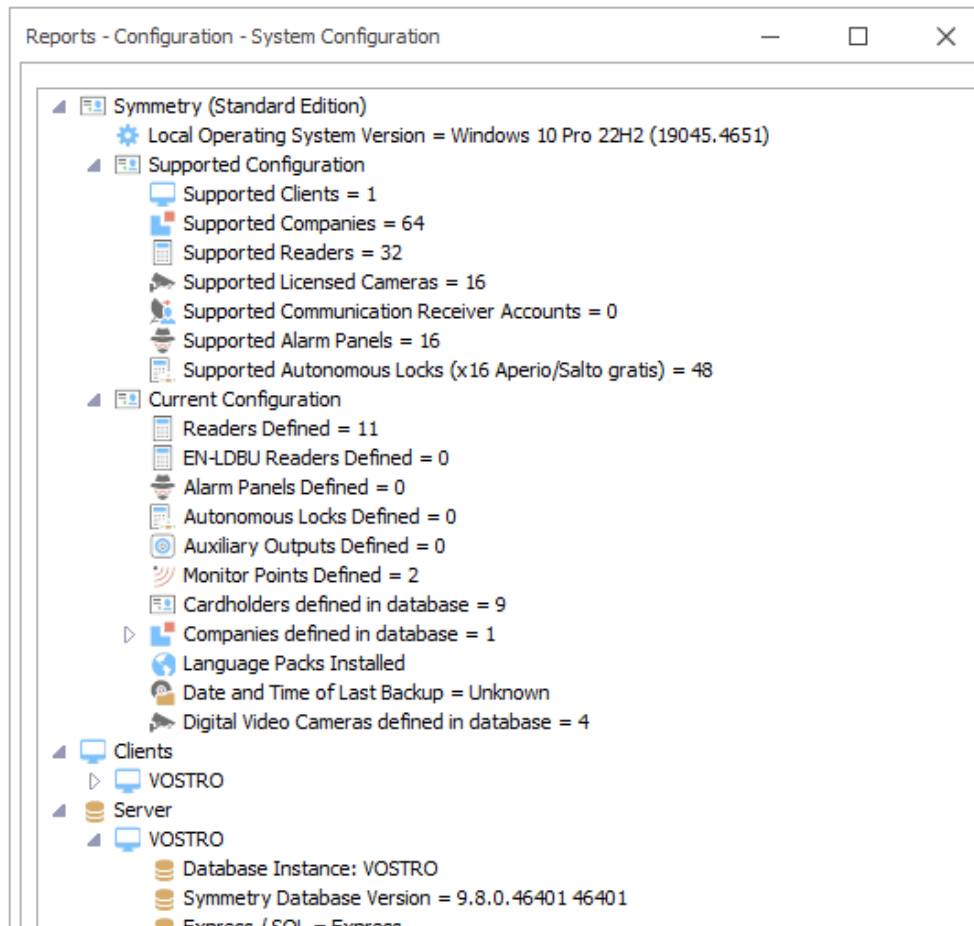
Last Name:	First Name:	Card No.:	Fac/Cust Code:	Employee Ref:	Company:	Time Code
Dunne	John	766	999999	73990	My Company	S-S 09:00-17:00
Smith	Mary	690	999999		My Company	All Times
Taylor	Alex	351	999999		My Company	All Times
Wells	Tad	391	999999		My Company	All Times

Print Close

Example – "Reports/Identity Reports/Visitors"



Example – "Reports/Configuration/System Configuration"



Muster (Roll Call) Reports

A muster report (available only with the "Safety Roll Call Module") shows a list of people who are recorded by the Symmetry software as being in a specified area, together with details of the last reader they used. It is intended to be used during fire or other emergencies to assist the rescue services. The following is an example of a muster report:

Card Holders in Area			
Muster Report Area 3 (Sorted by Card Number)			
Total Card Holders : 3			
Card Holder Name	Card Number	Last Reader Used	Time
Taylor, Alex	351	Entrance South	08/08/2024 12:13:16
Wells, Tad	391	Server Room 1	08/08/2024 14:47:56
Smith, Mary	690	Entrance South	08/08/2024 12:00:58
			Total Card Holders 3

Musters can start automatically when a monitor point triggers, such as an output of a fire alarm. You can also start them manually.

You can create multiple musters for different areas of your site. An area can overlap other areas, be entirely contained within another or be completely separate.

You can create, list, open, start, stop, reset and monitor musters using the "Home/Identity/Muster" screen, an example of which is shown next:

The screen lists all musters that have already been set up. This column shows which Symmetry client has been set up to run the muster.

You can see the current status of each muster.

This shows the number of people who were in the area at the start of the muster, and the number of people currently in the area.

The screenshot shows a software window titled "Home - Identity - Muster Selection". At the top, there are input fields for "Muster" and "Group By" (set to "(None)"), a search icon, and a box indicating "Entries Found: 3". Below this is a table with the following data:

Description	Run at Client	Last Run Time	Status	Initial Card Count	Cards In Area
Muster Report Area 1	<Initiating Client>	08/08/2024 14:36	Completed		
Muster Report Area 2	VOSTRO		Never Started		
Muster Report Area 3	VOSTRO	08/08/2024 14:35	Monitoring	335	3

At the bottom of the window, there are several buttons: "New", "Find", "Start", "Reset", "Report", "Help", "Open", and "Close".

You can use the buttons to create, find and open muster definitions. You can also start musters, reset musters and produce muster reports manually.

Creating a Muster

You can create a new muster by clicking **New** in the "Home/Identity/Muster" screen. The following screen is displayed:

The screenshot shows the 'Home - Identity - Muster' configuration window. The 'Description' field contains 'Muster Report Area 2'. The 'Area Reader Group' is set to 'Muster Reader Group'. The 'Muster Reader/Group' is set to '<Reader>: Entrance South'. The 'Auto Start when Alarm Received from Input' is set to 'Muster Start MP'. The 'Report Options' section includes 'Group by Personal Data' set to '(None)', 'Sort Report by' set to 'Card Holder Number', and 'Include' set to 'Department'. The 'Output Options' section includes 'Run at Client' set to 'VOSTRO', 'Primary Destination' set to 'Screen', and 'Secondary Destination' set to 'Email'. The 'First Report after' is set to '5 Minutes' and 'Repeat Every' is set to '1 Minute'. The 'Reset Options' section includes 'Auto Reset When Complete' set to 'Muster Reset MP', 'Auto Reset Rule' set to 'Only perform reset if no cards in the area', and 'Auto Reset Card Holder Location to' set to 'Main Gate'. The 'Reset Passback Location to Neutral' is set to 'Complete System'. The 'Include Readers' checkbox is checked. The 'Exclude Card Holders in the area longer than' field is set to '0 Hours'. The 'Report when less than' field is set to '10 Card Holders Remaining'. The 'New Page per Item' checkbox is checked. The 'Format' for the primary destination is 'Comma Delimited (*.csv)' and for the secondary destination is 'HTML File (*.html)'. The 'Auto Reset When Complete' checkbox is unchecked. The 'Auto Reset Input' is 'Muster Reset MP'. The 'Auto Reset Rule' is 'Only perform reset if no cards in the area'. The 'Auto Reset Card Holder Location to' is 'Main Gate'. The 'Reset Passback Location to Neutral' is 'Complete System'. The 'Allow removal of selected Cards from Muster Area during Manual Reset' checkbox is unchecked. The window has buttons for 'Copy', 'Delete', 'Permissions', 'Notes', 'Help', 'OK', and 'Cancel'.

The name should reflect the area that is being reported by the muster.

*A person is included in the report only if the last reader used is in the **Area Reader Group**.*

*People are "clocked" out of an area by using a reader that is not in the **Area Reader Group**. You can use dedicated muster readers for this purpose.*

The report can be started automatically when a monitor point such as a fire alarm triggers, (or manually from the "Home/Identity/Muster" screen).

You can choose "Group by" and sorting options, and specify additional information to be included in the report.

You can send the report to more than one location (primary and secondary).

You can delay the first report to give most people enough time to exit the area.

The report repeats at the specified interval until there is no-one left in the area or until you reset the muster.

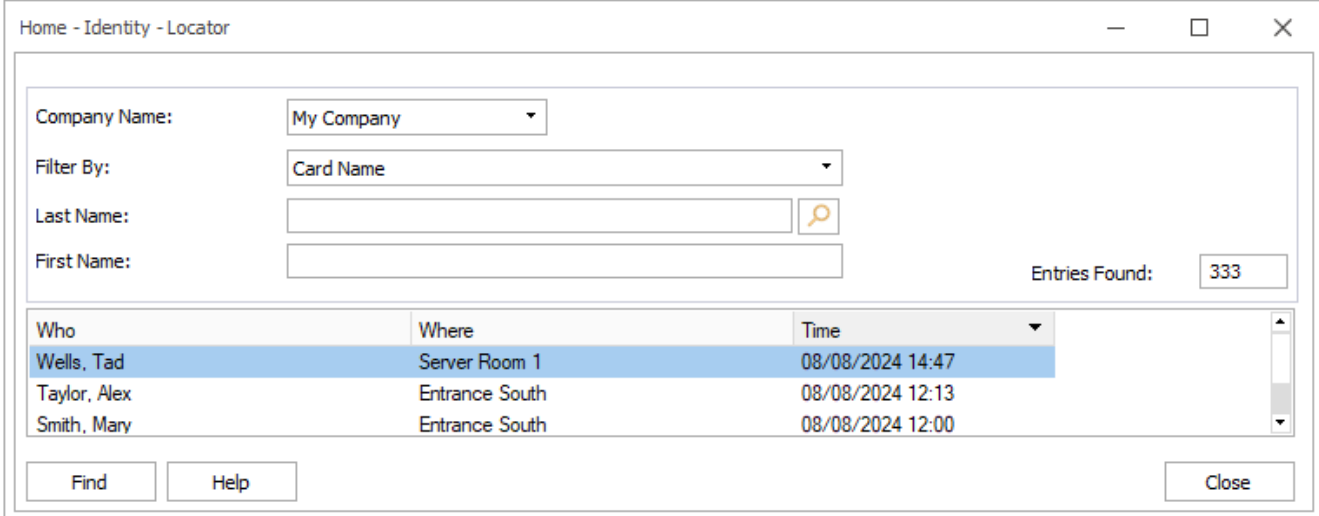
This prevents the first report from being produced until there are fewer than a specified number of people in the area.

When the muster is over, you need to reset the muster. These are the reset options. A muster can be reset manually (from the "Home/Identity/Muster" screen), automatically or in response to a monitor point. You can also choose to move people to a named location or set their antipassback zone to neutral after a reset.

Locator Reports

There are two types of locator report. The first is actually a tab of the Card Holders or Visitors screen, rather than a true report. It lists the card holder's last 25 transactions (see page 28).

The second is accessible from the "Home/Identity" menu and shows, for each selected card holder, the name of the reader that last granted access. This can help you to determine the current location of one or more card holders. For example:



The screenshot shows a web application window titled "Home - Identity - Locator". It features a search interface with the following elements:

- Company Name:** A dropdown menu set to "My Company".
- Filter By:** A dropdown menu set to "Card Name".
- Last Name:** An empty text input field with a search icon.
- First Name:** An empty text input field.
- Entries Found:** A box displaying the number "333".
- Table:** A table with three columns: "Who", "Where", and "Time". The first row is highlighted in blue.

Who	Where	Time
Wells, Tad	Server Room 1	08/08/2024 14:47
Taylor, Alex	Entrance South	08/08/2024 12:13
Smith, Mary	Entrance South	08/08/2024 12:00

At the bottom of the window, there are three buttons: "Find", "Help", and "Close".

Chapter 9: Other Features

This chapter describes other key miscellaneous features of the Symmetry software.

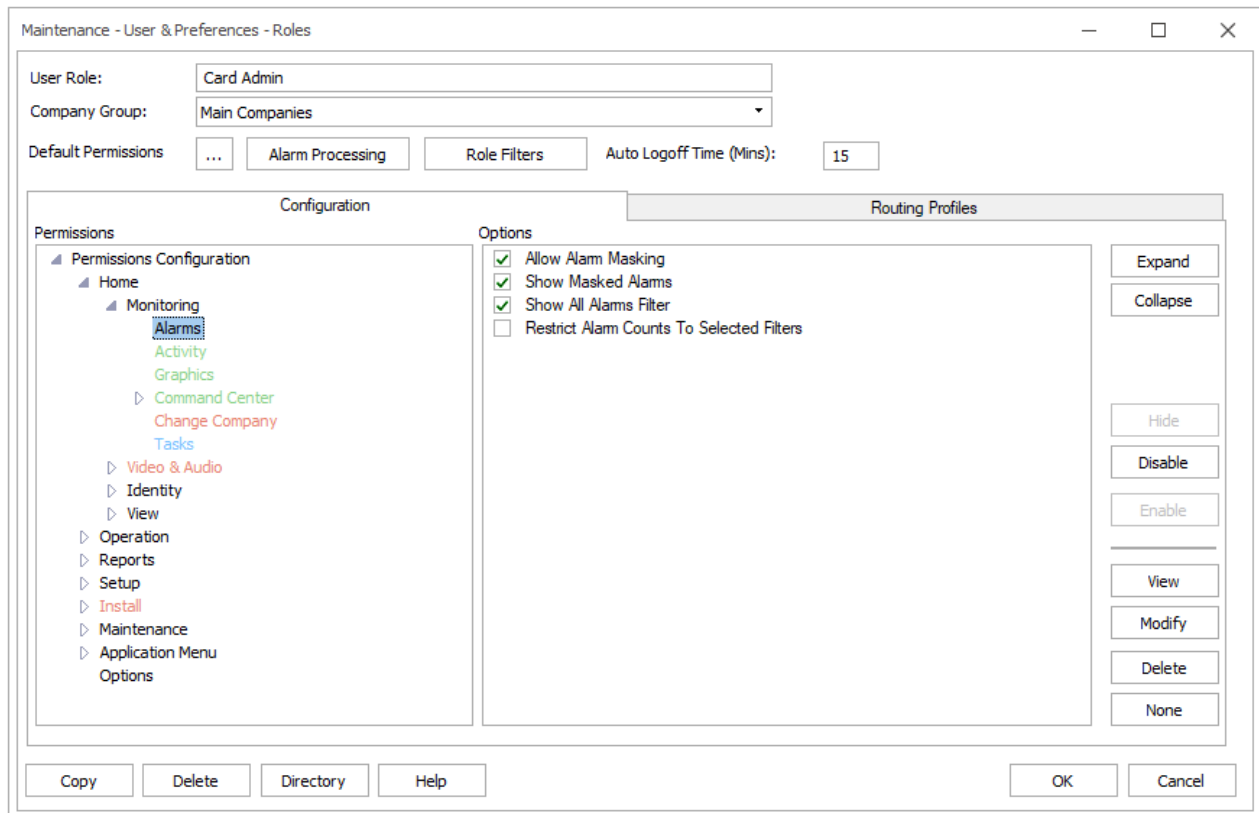
Setting Up User Roles and Accounts

A user is a person who uses the Symmetry software on a Symmetry client PC. There are two stages to setting up users:

1. Use the "Maintenance/User & Preferences/Roles" screen to define one or more user roles. Each role (e.g. System Manager) specifies a set of permissions to the screens of the Symmetry Software.
2. Use the "Maintenance/User & Preferences/Accounts" screen to create the user's account, which specifies the user's login name, password and role.

Setting Up Roles

Roles are set up in the "Maintenance/User & Preferences/Roles" screen:



A role defines a set of access privileges to the Symmetry screens. A series of roles can be set up for different categories of user. In the example shown above, the role has been named "Security Guard", which could be assigned to any user who needs to perform guard tasks in Symmetry.

Each role provides four levels of access to each screen: View (orange), Modify (blue), Delete (green) and None (red). If, for example, you set the access to a screen to be view only, users who belong to the role will be able to view the contents of the screen, but nothing else. Modify access allows users to alter the information in the screen, and Delete access enables users to delete complete records, such as a card holder.

Roles enable the range of tasks to be carried out by each type of user to be restricted, which not only enhances system security, but also simplifies the user interface, since the system displays menu options for only those screens that a user has access to. Roles make it easy to set up the privileges of new users or modify the privileges of existing users.

As with most computer systems that offer these types of security arrangements, only one user should have full access to all options (and, if applicable, to every company's information).

Creating User Accounts

You can create a user's login name and password, and assign the user to a role using the "Maintenance/User & Preferences/Accounts" screen:

If different Symmetry language packs are installed, you can choose the language to use for the user. When the user logs in, menus and options will be displayed in the specified language.

A simple selection of the role (in the **User Role** menu) instantly sets up the user's required privileges.

The **Secure Logon** options enable logons to be accepted only after a user has presented a smart card or fingerprint at an appropriate reader. The **Cardholder Fingerprint Enrollment Options** are used when enrolling fingerprints in the "Home/Identity/Card Holders" or "Home/Identity/Visitors" screen.

Sending Commands

The ability to send commands is an extremely powerful feature of the Symmetry software, which enables you to change the status and mode of operation of devices such as readers, monitor points, auxiliary outputs and cameras.

There are three types of commands:

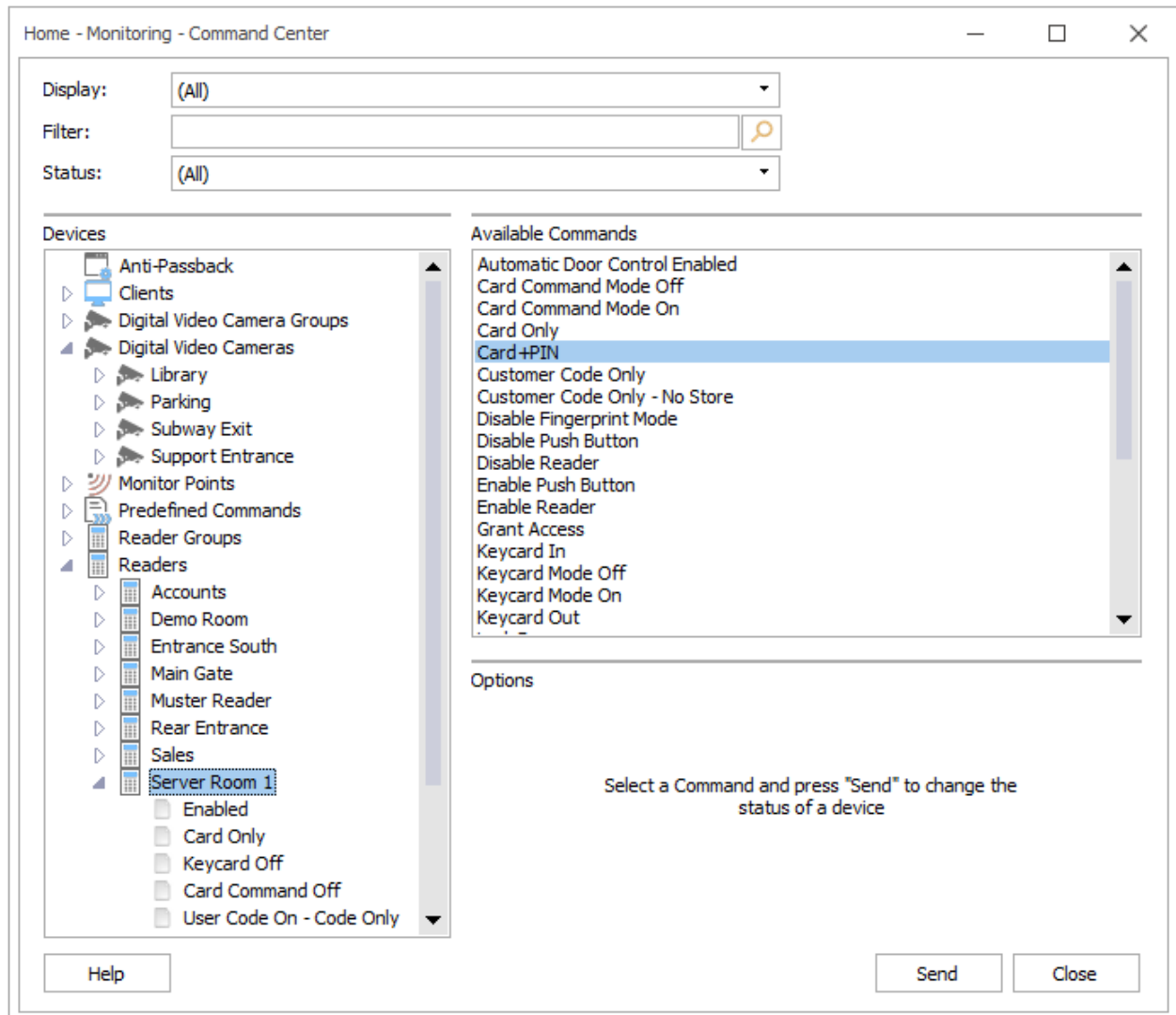
- **Manual Commands** – These enable you to change the status or mode of operation of a device immediately. For example, you can send a manual command to release a door's lock, or to switch a reader from card-only mode to card-and-PIN mode.
- **Scheduled Commands** – These cause commands to be executed at pre-defined times each day. For example, you could set up a scheduled command to start a video recording at the same time each day.
- **Trigger Commands** – A trigger command is executed only when a defined action takes place. For example, a camera could start recording when an alarm sensor is triggered, or doors can be unlocked on a fire alarm. Trigger commands are also known as conditional or "If, Then, When" commands.

The following sections explain the different types of command in more detail.

Note: A time-saving feature is the ability to send a single command to a group of monitor points, readers or auxiliary outputs (created using the options in the "Setup/Device Groups" menu). The command is then executed at all devices in the group.

Note: The "Maintenance/User & Preferences/Command Roles" screen specifies the commands that each user can use (through their user role).

Manual Commands (Command Center)



You can send manual commands using the "Home/Monitoring/Command Center" screen. The commands available depend on the selected device. In the above example, the "Server Room 1" reader is selected in the tree, and any of the commands shown in the panel on the right-hand side of the screen can be sent to that reader. Selecting a different device type displays a different set of commands in the panel.

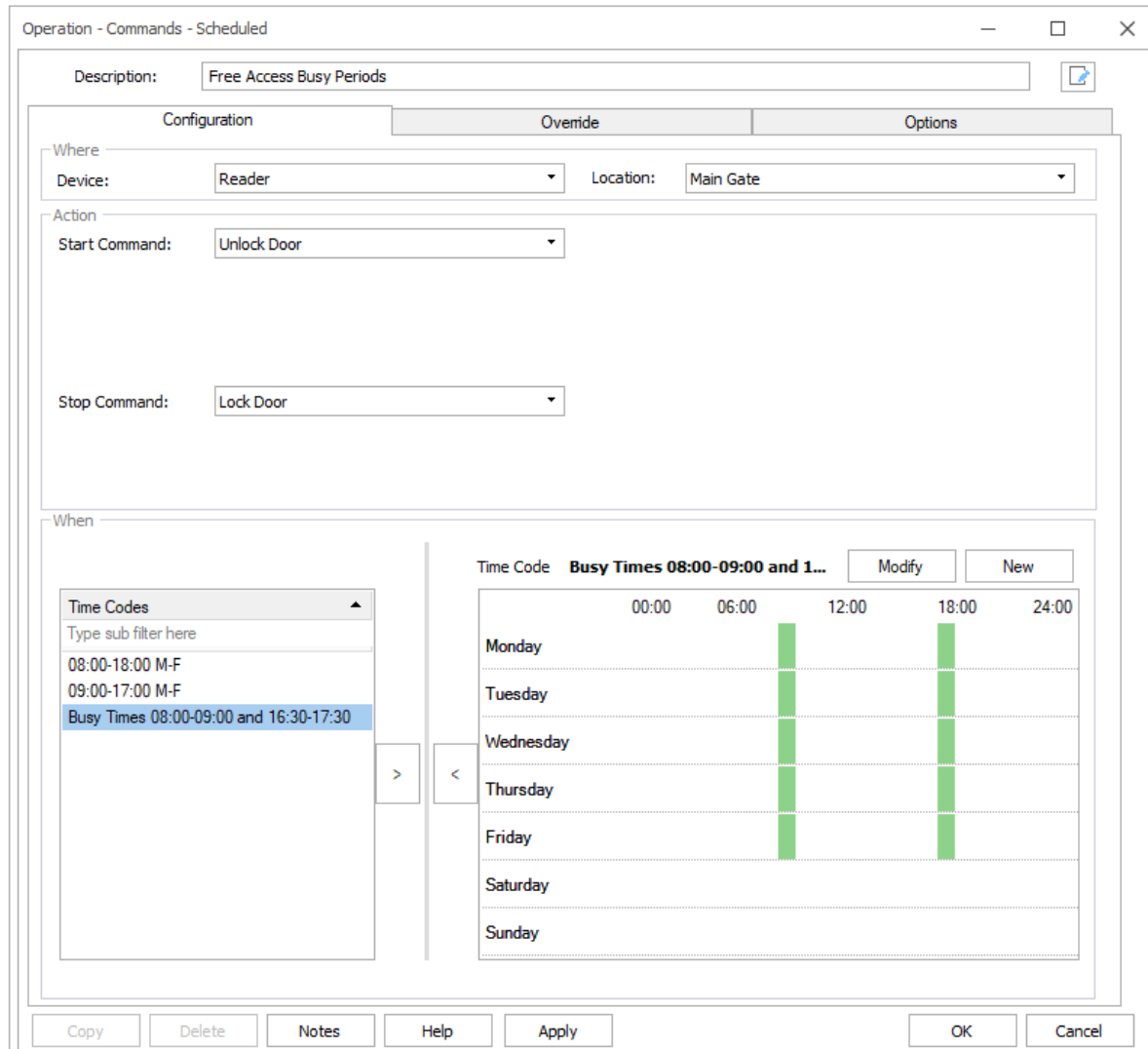
The "Home/Monitoring/Command Center" screen also displays the current status and mode of operation of a device in a tree view. In the example, the tree view shows that the "Server Room 1" reader is enabled and in card-only mode, keycard mode is switched off, etc.

The "Home/Monitoring/Command Center" screen provides real-time status monitoring, which means that any changes in the information that you are viewing are displayed immediately; you do not have to exit and re-enter the screen.

If required, you can also send commands from other screens in the Symmetry software, such as from the "Home/Monitoring/Graphics" screen.

Scheduled Commands

Scheduled commands can be set up using the Scheduled Commands screen ("Operation/Commands/Scheduled"). For example:



Scheduled commands consist of a start command, stop command and time code. The start command is executed at each start time in the time code, and the stop command is executed at each stop time.

Consider the following example, which reflects the scheduled command set up in the previous picture:

Time code ("Busy Times 08:00-09:00 and 16:30-17:30"):

08:00 to 09:00 Monday to Friday

16:30 to 17:30 Monday to Friday

Start command: Unlock Door

Stop command: Lock Door

This example shows a scheduled command that could be used to unlock and re-lock the main door to the "Main Gate" at busy times of the day. The start command is Unlock Door, which enables people to gain access without having to use their cards. The command is executed at 08:00 and 16:30 Monday to Friday.

The stop command is Lock Door, which means that after the command, people gain access in the normal way; that is, by presenting a card to the reader. The command is executed at 09:00 and 17:30 Monday to Friday.

It is normal, although not compulsory, for the start and stop commands to have opposite effects.

Scheduled commands can also be useful to switch readers into different modes. For example, as an added security measure, you may want to switch readers into card-and-PIN mode during the night.

You can also enable and disable a monitor point or a group of monitor points, which may be useful if people want to open, for example, monitored fire exits during the day.

An auxiliary output or a group of auxiliary outputs can also be switched on or off according to time of day, which may be appropriate for external lights or other devices.

Trigger Commands

Scheduled commands bring a great deal of flexibility to the security management system, but even more flexibility is achieved through the use of trigger commands (otherwise known as conditional commands), as set up in the "Operation/Commands/Trigger" screen. The following picture shows an example of a trigger command, which is generated when the "Rear Entrance" reader generates a "Door Forced" alarm.

Operation - Commands - Trigger

Description: Record Video on Rear Entrance Forced

Configuration

If

Device: Reader Location: Rear Entrance

Message: Door Forced

Options

Then

Device: Digital Video Camera Location: Rear Entrance Camera

Command: Record Video Command No. 1 of 1

Pre-Period: 1 Minutes Post-Period: 5 Minutes

When

Time Codes

Type sub filter here

All Times-General

Time Code All Times-General

	00:00	06:00	12:00	18:00	24:00
Monday	00:00 - 24:00				
Tuesday	00:00 - 24:00				
Wednesday	00:00 - 24:00				
Thursday	00:00 - 24:00				
Friday	00:00 - 24:00				
Saturday	00:00 - 24:00				
Sunday	00:00 - 24:00				

Copy Delete Notes Help Apply OK Cancel

A trigger command is executed if a specified alarm/event message is generated from a specified device/card between a start and stop time of a specified time code. Consider the trigger command set up in the example:

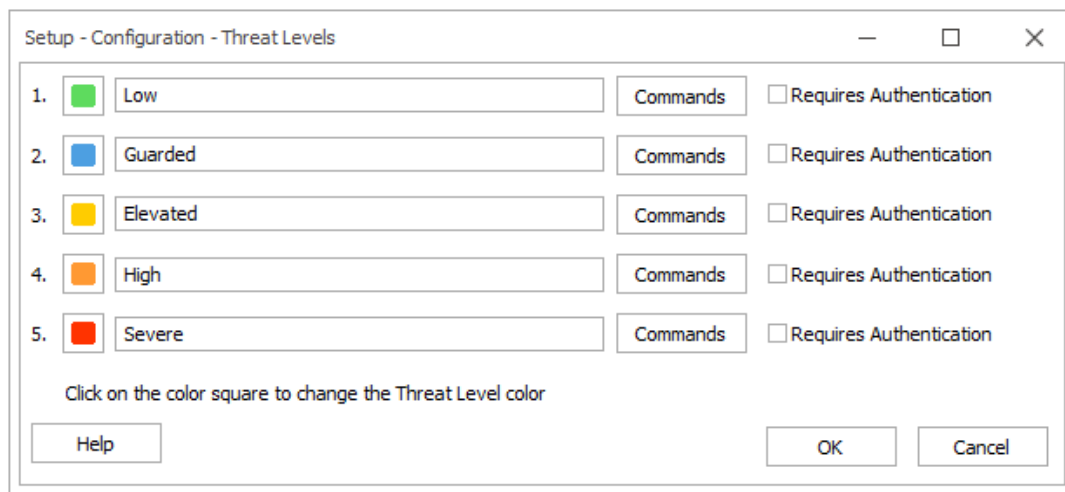
IF device location:	Rear Entrance (a reader)
IF message:	Door Forced
THEN device location:	Rear Entrance Camera
Command:	Record Video
Time code:	All Times-General

In this example, if the Rear Entrance reader generates the "Door Forced" alarm at any time, then Rear Entrance Camera records video.

In this case, the command is triggered as a result of an alarm/event from a reader, but you can also trigger commands from, for example, a monitor point or card alarm/event. If you choose a group, such as a monitor group or reader group, the command is triggered if any device in the group generates the selected alarm/event.

Threat Level Management

The optional Threat Level Manager features of the Symmetry software enable you to change a building's security at the click of a button. You may want to enhance security when there is a greater threat of criminal or terrorist activities, or during times of limited occupancy such as holiday or site shutdown periods, and lower it at other times. Five threat levels are available, each of which you can customize using the "Setup/Configuration/Threat Levels" screen to provide a different level of security:



Changing the threat level (in the "Home/Monitoring/Change Threat Level" screen) can determine which cards have access, which areas they can access and the scheduled and trigger commands that can operate. For further information, please read the *Threat Level Manager Installation and User Guide*.

Guard Patrol Management

The Guard Patrol Manager is an optional module for configuring, recording and reviewing guard patrols. The module includes a complete set of tools for setting up and managing patrols entirely from Symmetry. It benefits from the ability to use access-control readers as tour checkpoints, resulting in the need for no specialist hardware or data-collection devices, and making the introduction of patrol management both cost-effective and easy to implement.

Patrols can be set up to specify the sequence of checkpoints to visit and the time allowed for the guard to travel between them. Randomized tours can also be configured.

Setup - Configuration - Patrol Tours

Patrol Name :

Email Profile :

Tour 1

Alias:

Select:

Matching:

Available Readers/Points

- Lobby Window Contact
- Main Entrance Lobby PIR1
- Main Gate
- Muster Reader
- Muster Reset MP
- Muster Start MP
- Sales

> <

Allow visit in any order

Assigned Reader/Point	Arrive in (Mins)	+/- (Mins)
Accounts	5	1
Demo Room	3	1
Entrance South	2	1
Rear Entrance	5	1
Server Room 1	2	1
Side Entrance	1	1
Stores	1	1
Tech Support	2	1

Timings for Reader/Point

Accounts

Arrive in (Mins): +/- (Mins):

Action:

The progress of a patrol can be monitored, and previous patrols reviewed in reports. Of particular benefit in high-security applications is the ability for the system to notify Symmetry operators immediately of any rule infringements, such as missed checkpoints or late arrival.

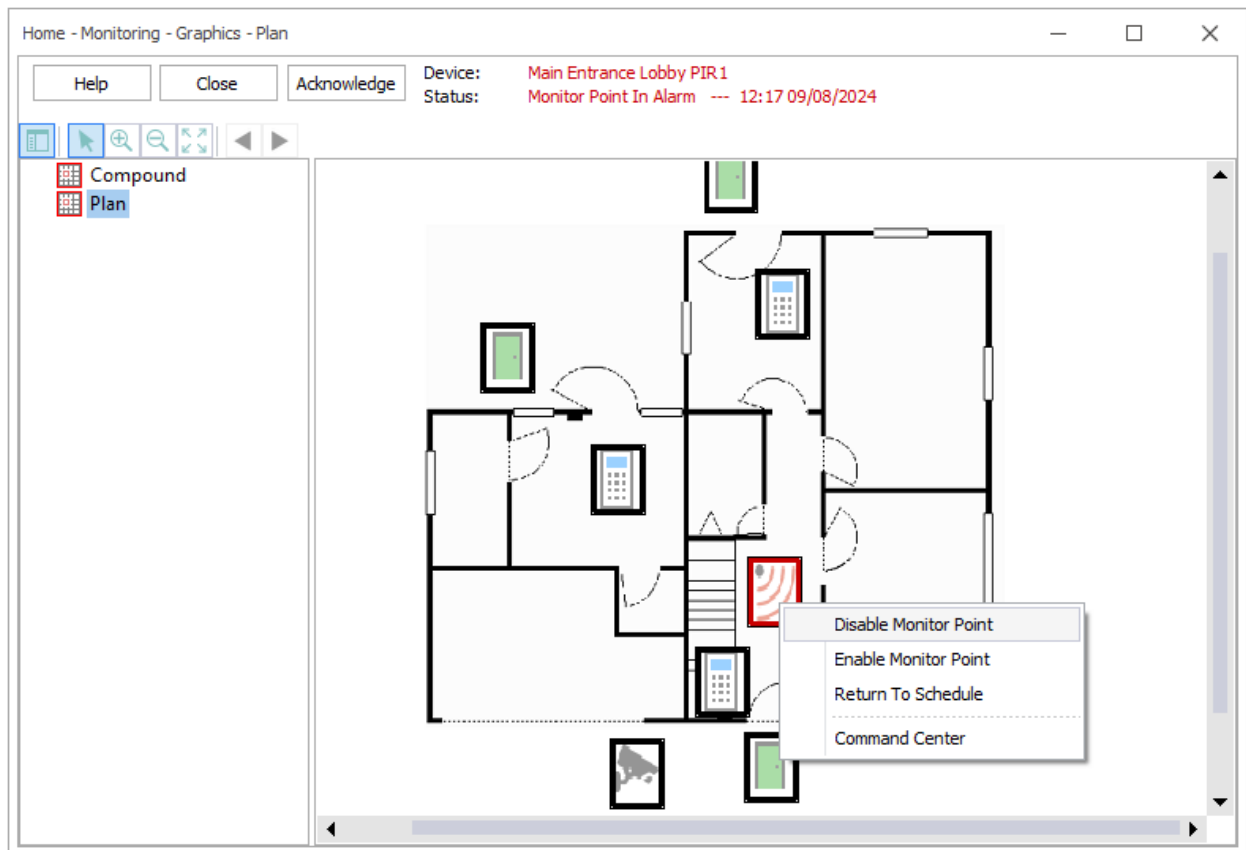
For further information, please read the *Guard Patrol Manager Configuration and User Guide*.

Graphics Screen

A graphic is typically a map or plan of the building, which can contain icons representing devices such as readers, doors, video cameras and alarm sensors. Graphics allow operators to monitor the status of devices, locate them in the building and control their mode of operation, such as to grant access through a selected door, connect to an intercom or start a recording at a selected video camera. Graphics make it easy to determine the location of an alarm and to send personnel quickly to an incident, leading to improved site security and efficiency.

Note: Device icons and the Status area show alarm information only for alarms that have been routed to you (see page 56).

Graphics are configured using the "Setup/Graphics/Add" and "Setup/Graphics/Setup" screens, and can be monitored using the "Home/Monitoring/Graphics" screen. An example of the "Home/Monitoring/Graphics" screen is shown next.



Selecting a device shows its status near the top of the screen. This example shows the status of the selected monitor point as **Monitor Point In Alarm**. The border of a device icon also indicates its status; red indicates an alarm state. The example also shows the right-click menu for a monitor point, which gives access to options such as **Disable Monitor Point** and **Enable Monitor Point**.

Graphics can contain links to other graphics, enabling an operator to locate an alarm or device with increasing accuracy. To make response times even quicker, a graphic can be set up to be displayed automatically when an alarm occurs.

Creating and Managing Tasks

The "Home/Monitoring/Tasks" screen allows you to create and manage tasks. A task defines an action that must be completed by a specified user, or by any user that has a specified user role. Each task has a due date and time; if the task is not completed on time, its status automatically changes to "overdue".

The Tasks screen lists all completed and uncompleted tasks. For each task, the screen shows the task subject, the due date and time, the name of the user or user role the task is assigned to, and the current status of the task. The following shows an example.

Subject	Due Date	Due Time	Assigned To	Status
Elevator Service	05/08/2024	08:00	Manager	Overdue
Daily Tour	08/08/2024	22:00	Guard	Due Today
Progress Meeting	09/08/2024	14:00	Manager	Pending
Fire Drill	13/08/2024	14:00	Guard	Pending
Check Fire Equipment	15/08/2024	17:30	Guard	Pending

You can use the options in the upper area of the Selection screen to apply filters, which cause only tasks that match selected criteria to be displayed. You can open a task (e.g. to add comments or mark the task as completed) by selecting the task and clicking **Open**.

Creating a New Task

You can create a new task by clicking **New** in the Selection screen. This displays the screen shown next.

When you create a task, you specify:

- **Due on** – The due date and time of the task. If the task is not completed on time, its status automatically changes to "overdue".
- **Assigned To** – The name of the user or user role that is assigned the task. If the task is assigned to a user role, any user who has that role can complete it.
- **Alarm** – Whether to generate an alarm if the task becomes overdue or immediately on creation of the task.
- **Subject** – The task subject, which should be a brief description of the task.
- **Details tab** – Any instructions to complete the task.
- **Comments tab** – Any additional comments about the task. Additional comments can be added when managing or completing the task.
- **Recurrence tab** – The recurrence period, such as every day or every Friday. When the task is completed, a new instance of the task is automatically generated, with a due date that reflects the recurrence period.
- **Attachments tab** – File attachments for the task, such as diagrams or plans.

Completing a Task

You can mark a task as complete by opening the task and clicking the **Complete** button. Alternatively, if the task has caused an alarm, you can open the alarm in the "Home/Monitoring/Alarms" screen and click **Complete**.

Completing a task removes it from the "Home/Monitoring/Alarms" screen and generates a new task, depending on the settings in the Recurrence tab.

Completed tasks are deleted automatically after the period specified by **Purge Daily Logs After** in the "Maintenance/User & Preferences/System Preferences" screen.

Handling Task Alarms

A task appears in the "Home/Monitoring/Alarms" screen if it generates an alarm, which can occur immediately on creation of the task, or when the task is overdue (depending on the setup of the task). Double-clicking a task in the Alarms screen allows you to view the details of the task, in the same way as opening the task from the Tasks screen.

Completing a task removes it from the "Home/Monitoring/Alarms" screen.

The number of unacknowledged task alarms is displayed in the bar along the bottom edge of the main window. For example:

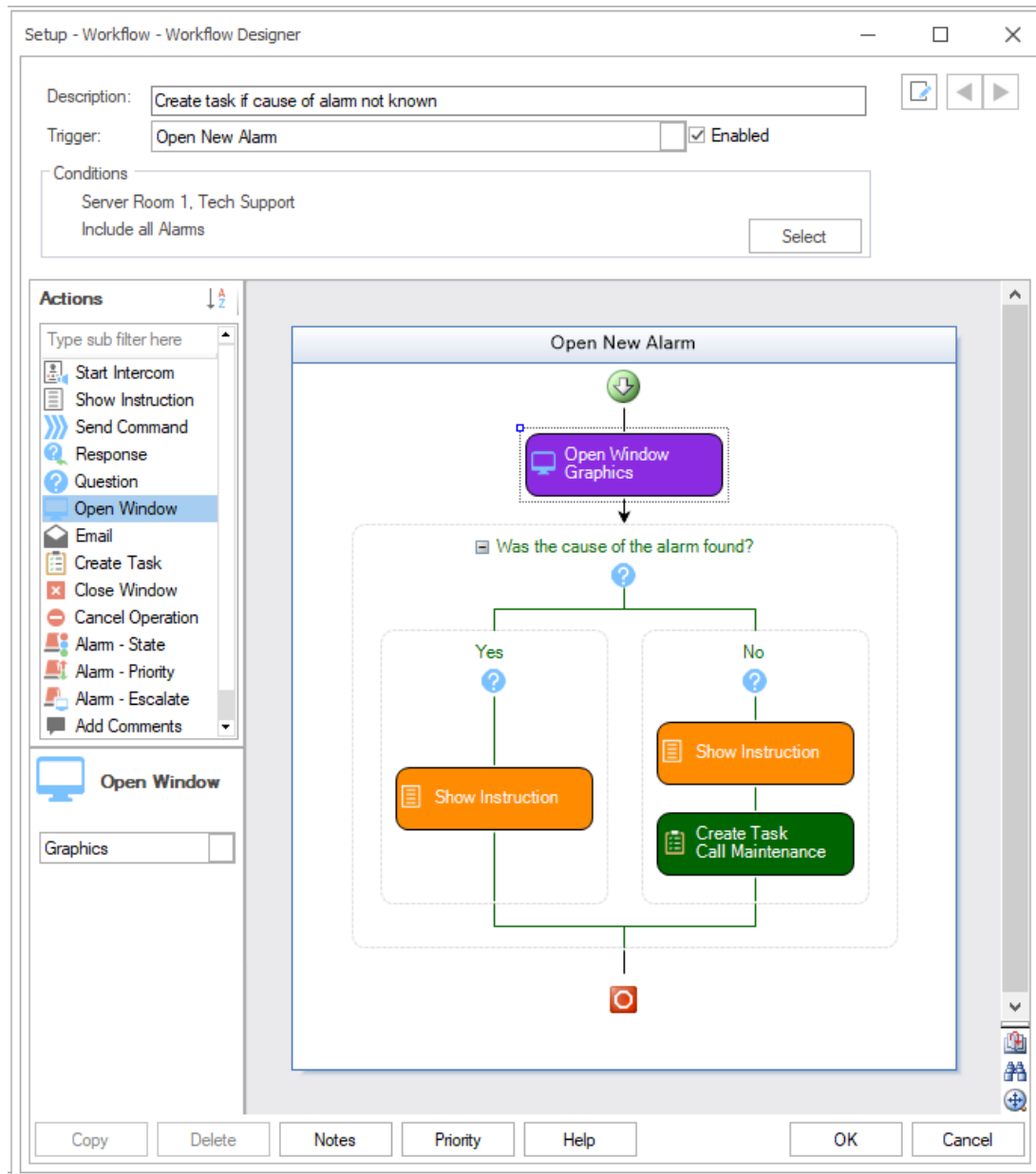


Note: The routing profile used to route task alarms to users must be configured in the "Operation/Alarms/Routing Profiles" screen with **Include System and Node Alarms** selected.

Workflow Designer

You can use the optional "Setup/Workflow/Workflow Designer" screen to create, find, view, modify, copy or delete workflows. A workflow is a set of actions that are started automatically when you perform a selected operation, such as opening a new alarm, acknowledging an alarm or opening a task.

The following shows an example of a workflow created in the "Setup/Workflow/Workflow Designer" screen.



You can choose the type of trigger that starts a workflow and the actions that the workflow carries out. You can, for example, create a workflow that:

- Automatically opens the Graphics screen when you open a new alarm.
- Opens the Virtual Matrix screen when there is a Granted Access transaction at a door.

- Prompts the user to record whether a fire alarm (detected by a monitor point) was a drill or unscheduled.
- Automatically clears or acknowledges an alarm of a specific type when you open it.

A workflow can contain more than one action. For example, a workflow can open a screen, display an instruction and create a task when you open a new alarm. In addition, a workflow can contain different paths depending on your responses to questions.

If you choose an alarm-based trigger, you can specify that any alarm from any device can trigger the workflow, or only selected alarms from certain devices. The **Conditions** area in the Workflow Designer allows you choose the devices and alarms. By default, workflows are triggered by any alarm from any device.

Triggers and Actions

When you create a workflow, you specify the trigger that starts the workflow. Triggers are either alarm based, such as "Open New Alarm" and "Open Existing Alarm", or task based, such as "Create Task" and "Complete Task". The trigger in the above example is "Open New Alarm" (shown near the top of the screen).

The selected trigger determines the actions you can drag and drop from the menu on the left into the Workflow Designer. Actions include "Create Task", "Email", "Open Window", etc. The order you place the actions in the workflow determines the order in which they are executed.

Some actions have associated options. For example, the "Open Window" action has an option that allows you to choose the screen to open (selected from the panel in the bottom-left corner of the screen). The "Create Task" action has a greater set of options, which can be displayed in a separate window.

The first action in the above example is "Open Window", which opens the Graphics screen. This is followed by "Question" action, which has a branch for a Yes response and another for a No response. The Yes branch has a "Show Instruction" action. The No branch has "Show Instruction" and "Create Task" actions.

Multiple Workflows

More than one workflow can be set up with the same trigger. The **Priority** button allows you to specify the order in which the workflows are executed.

Web Access

Symmetry provides two optional methods of using the Symmetry software over the Internet or through a company intranet:

- **Using the Symmetry Remote Desktop Services (RDS)/Citrix Client Access software.** This uses Microsoft Remote Desktop Services or the Citrix XenApp software. Using Microsoft Internet Explorer, users have the ability to perform a wide range of tasks, such as setting up card holders, producing badges, generating reports, viewing digital video, monitoring alarms and registering visitor details. The user interface is the same as is displayed at a standard client of the Symmetry software. For further information, please refer to the *RDS/Citrix Client Access Installation and User Guide*.
- **Using the SymmetryWEB software.** SymmetryWEB allows users to manage card holders, visitors and alarms from any standard web browser. Users can enter card holder and visitor details, print badges, sign visitors in and out, view card status, view the last 25 valid transactions and manage

alarms. SymmetryWEB is of particular benefit for users who require the convenience of mobile access to the security system.

A key benefit of using the above software is that browser machines require no special software to be installed, making it the ideal choice for users who require casual access from any location.

Reader Modes

Readers are, of course, a key element of your Security Management System and their behavior must be matched to your site's specific requirements. Readers can be switched into several different modes, including the following, either through commands or through the "Install/Access Control/Reader" screen.

Card-and-PIN Mode

By using commands, you can switch any reader that has a keypad between card-only and card-and-PIN mode. When a reader is in card-only mode, there is no need to enter a PIN to gain access. With card-and-PIN mode, a PIN has to be entered, unless the card holder has PIN-exempt executive card privileges, as set up in the Card Holders screen.

It may be a good idea to switch to card-only mode at busy times of the day by using a scheduled command.

User-Code Mode

User-code mode can be used by keypad readers. When a reader has been enabled for user-code mode, card holders are able to gain entry without their card by:

1. Pressing the # key.
2. Entering the card number (no need to enter leading zeroes).
3. Pressing the * key.

There is no need to present the card to the reader (although the use of a card will be accepted in the normal way).

You can enable user-code mode by sending the User Code Only or User Code + PIN command to the reader. User Code + PIN forces card holders to enter a PIN as well as the card number while the reader is enabled for user-code mode.

You can disable user-code mode by sending the User Code Disable command to the reader.

Card-Command Mode

Card-command mode enables a card holder who has the **Command Card** option set in the "Home/Identity/Card Holders" screen to generate card command messages at keypad readers. The messages can be made use of by trigger commands, for example to arm or disarm intrusion systems, switch lights on or off, or to change the card PIN or door open time.

In order to allow the card holder to generate a card-command, the reader must have been enabled for the mode by sending the Card Command Mode On command to the reader. You can disable card-command mode by sending the Card Command Mode Off command.

Keycard Mode

A keycard holder can switch a reader between keycard-in and keycard-out states (access rights permitting) by presenting his or her card, followed by a PIN where the first two and last two digits are interchanged. For example, this being 3412 for a PIN of 1234, or 78345612 for a PIN of 12345678. When a reader is in keycard-out state, all cards except keycards are denied access, irrespective of access rights. When a card reader is in keycard-in state, normal operation is resumed. Keycard mode can be useful in cases where, for example, an intruder alarm needs to be armed and disarmed manually only by authorized personnel.

The reader must be keycard enabled in the "Install/Access Control/Reader" screen and any person who needs to be a keycard holder must have the privilege selected in the "Home/Identity/Card Holders" screen.

You can enable or disable keycard mode by sending the Keycard Mode On or Keycard Mode Off command to the reader. You can set the keycard-in or keycard-out modes by using the Keycard In or Keycard Out command.

Customer Code Only Mode

This mode allows access to any card encoded with a valid customer code, as configured in the "Setup/Configuration/Facility/Customer Codes" screen. When in this mode, a card's access rights are overruled. Refer to the "Home/Monitoring/Command Center" *Online Help* for further details.

Customer Code Only No Store Mode

This mode operates in the same manner as Customer Code Only mode, except that a record of each transaction will not be stored.

Enabled/Disabled Mode

The Disable Reader and Enable Reader commands enable you to disable and enable a reader respectively. Disabling a reader stops people from being able to use it.

Fingerprint Mode

Fingerprint readers can be set up to require just one fingerprint or two fingerprints using the Single Fingerprint Mode and Two Fingerprint Mode commands. You can disable the requirement to present a fingerprint using the Disable Fingerprint Mode command.

Duress Mode

A card holder can also use the PIN to create a "duress" alarm/event, either by preceding the PIN with a zero and not entering the last digit, or by adding an offset value to the PIN, depending on configuration. A duress alarm/event signals that the card holder is gaining access under duress. Duress mode can only be used at readers that have been duress enabled in the "Install/Access Control/Reader" screen.

Delete-on-PIN-Error Mode

If a card holder enters an incorrect PIN, the "Wrong PIN" alarm/event is generated. The system can be set up to prevent the card from being used if the PIN is entered incorrectly a specified number of times. The system or node (depending on the **Delete PIN Errors Globally** preference) will no longer accept the card and an alarm/event is generated.

Toggle Mode

If a reader is enabled for toggle mode in the "Install/Access Control/Reader" screen, each valid access-control transaction or each valid exit request (from an exit-request switch) causes the door to toggle between being permanently locked and permanently unlocked.

As an example, the mode could be used for an entrance that is constantly manned by a guard throughout the day. In the morning, the guard could use his or her card to unlock the door permanently, then monitor everyone entering the building. To lock the door permanently, the guard could simply perform a normal access-control transaction on the way out.

Two-Card Mode

If a reader has been enabled for two-card mode in the "Install/Access Control/Reader" screen, two valid access transactions from two different cards must be made at the reader before access is granted. The transactions must be made within a specified period of time.

This mode is used in areas of a building where it is important that more than one person is present.

Reader-Inhibit Mode

This mode is typically used for readers that control turnstiles. If a reader is enabled for reader-inhibit mode in the "Install/Access Control/Reader" screen, when a card holder is granted access, the reader is effectively disabled until the card holder has passed through the turnstile and it has re-locked.

Antipassback Modes

A reader can be switched into various antipassback modes. Please refer to the *Online Help* or *M4000 Commissioning Guide* for further information.

Visitor Deactivation

A reader can be set up in the "Install/Access Control/Reader" screen to deactivate a visitor card when the card is granted access at the reader (to exit the site). For further details, please refer to page 38.

Backing Up and Archiving

A backup, which can be produced using the "Operation/Data/Backup" screen, is a copy of the data in the Symmetry Multimax, MultiMaxTxn and MultimaxTxnOps databases. A backup enables your data to be recovered in the event of, for example, a computer fault.

It is absolutely essential that backups are taken regularly; ideally every day. The recommendation is that the timed backup feature is selected, with the backup time set to 04:00. This will give enough time for processes that occur at midnight to be completed. It is best to avoid a backup time of 02:00, otherwise confusion may arise on the daylight-saving dates.

Note: If you are using a Symmetry NVR (page 45), you must back up the NVR configuration folder separately and, if required, the video repositories. There is a separate configuration folder for each NVR, the location of which was specified during the installation of the NVR software. By default, the folder is located in "ProgramData\Symmetry\NVR", but you can find out the path by opening the properties of one of the "Symmetry NVR" services – the path to the configuration folder is shown as a parameter in the command line.

An archive is a copy of the historical transaction data from the Symmetry database; that is, card transactions, alarms, events and user activity. Producing archives may be necessary for reporting purposes, since data that is older than a specified number of days is deleted automatically, as specified by the **Purge Daily Logs After** option in the "Maintenance/User & Preferences/System Preferences" screen.

Normally, the interval between archives should be slightly less than **Purge Daily Logs After**. For example, if **Purge Daily Logs After** is set to 90 days, archives should be taken every 89 days.

Depending on your requirements, archiving may not be required at all; data older than a specified amount may not be of any interest. It is also important to realize that if an archive is used to produce a report, the whole archive is re-inserted into the transaction database.

Multi-Company Installations

One of the major features of a Symmetry Security Management System is its ability to be shared by two or more companies, which makes this product an excellent choice to install in buildings that will, or may, be occupied by more than one occupant.

The Benefits of a Single System

Using a single Security Management System, rather than a separate system for each company, can bring many advantages. Not only are the initial procurement costs likely to be lower, but thereafter the on-going security costs should be reduced.

One of the major cost savings for large sites may come from the more efficient use of security manpower, since, if required, a single guard can monitor alarms for the complete site. This can be carried out on a permanent basis or, if required, the system can be set up so that alarms are routed to a central guard only at night and during holidays/weekends, etc.

In addition to cost savings, a single system brings major benefits in terms of flexibility. If, for example, a tenant has negotiated the use of more of the building, no rewiring or other major works are required; only a few settings need to be changed in the Symmetry software. This degree of flexibility is obviously an essential consideration for new buildings, where the tenancy agreements may not have been completed.

Company Groups - Keeping Information Private

In a multi-company installation, each company's information can be kept private from other companies, with perhaps only one user having system management privileges for the complete system.

To keep information private, your user permissions (as set up in the "Maintenance/User & Preferences/Roles" screen) specifies the companies that you are allowed to access. In certain screens, such as "Home/Identity/Card Holders", you can set up, view and edit information for only those companies that you have permission to access. You choose the specific company to work on by using the "Home/Monitoring/Change Company" screen.

When you are working on one company's information, you normally have no visibility to the information set up for other companies. There is one exception to this rule, and that is when the **Card Holders by Company** option in the "Maintenance/User & Preferences/System Preferences" screen is deselected. When deselected, you are given view-only access to the Identity, Credentials, Personal and Biometrics tabs in the Card Holders screen for any card holder from any company. You are also able to add and remove normal access rights using readers, groups and time codes belonging to the currently-selected company. This can be a useful feature when readers need to be used by employees from different companies.

Various screens also operate only on the currently selected company if **Filter by Company** is selected in the "Maintenance/User & Preferences/System Preferences" screen. When deselected (the default), the options operate on all companies you have access to.

Device Sharing for Access Rights

Each device such as a reader, monitor point and auxiliary output is allocated to a specific company, which enables that company to maintain exclusive control over the use of its devices.

However, in situations where a reader needs to be shared by more than one company (such as at main entrances to the building), the 'owning' company can add the reader to a shared reader group, which enables another company to use the reader in their access rights.

The same applies to floors: elevator floors that need to be shared can be added to a shared floor group.

An alternative method is to use the **Card Holders by Company** option, as explained in the previous section.

Routing Alarms

You have complete freedom to route each company's alarms to different destinations. This is in addition to the ability to route alarms to different destinations based on time of day, day of the week or even holiday dates.

Alarms can also be routed to an email message or pager using the Email Alarms feature.

For further information about alarm routing, please refer to page 56.

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