



KT-1 Cloud User Guide

KT-1 Firmware Version 3.06.09

Spec Revision 1.05 – June 30, 2022

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1.0–Setup

Requirements

- The controller’s firmware must be on V3.06.09 or higher.
- The controller must be connected to a network with Internet Access.

Controller Firmware update

To be able to utilize the controller you will need to ensure that the controller’s firmware is up to date with the latest version of V3.06.09. In order to upgrade the controller to the latest firmware you will need to update it by each version seen below.

Note: If the controller is already at the latest firmware version of 3.06.09, process to preparing the controller for Cloud mode on page 6.

- Below 2.09.02 update to 2.09.02
- Between 2.09.02 and 3.06.09 update to 3.06.09
- If the controller is at 3.06.09 or higher, then the controller is ready for Cloudvue mode.

If the device has not been configured to Cloudvue yet and does not have the latest firmware update, you will need to configure standalone usage to update the firmware. Below is a quick step by step process to ensure you have updated the controller to the latest firmware.

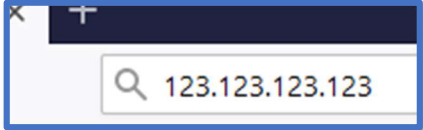
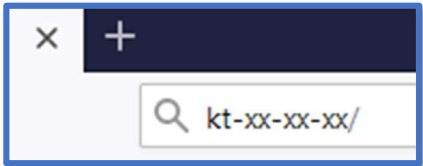
1. Open the web browser to access the controller set up. The controller can be accessed via the IPv4 address or by entering KT followed by the last 6 characters of the MAC address broken up by characters and followed by a forward slash at the end.

- a. KT-XX-XX-XX followed by a slash (/), where XX-XX-XX is the last six characters of the Controller’s MAC address.

Or

- b. The Controller’s IPv4 address.

Note: The MAC address can be found on the label on the front of the KT-1 controller’s main board.



2. The screen will display the hardware, firmware, MAC address and serial number. The device will have to be configured in **Standalone** mode in order to update to the latest firmware.

3. Complete the following activation steps to enable **Standalone** mode.
4. Once activated you will need to create login credentials for the installer and operator account.

Note: To obtain an activation code from the Kantech website click on the support tab. From there you will need to click on Kantech registration > KT Standalone registration > Select register. The grayed-out registration section will then populate with a registration code for you to use.


5. Enter the door name so you continue with the firmware update. Only the required fields are necessary. When you are done click Save.

Note: After configuring the date and time, you will be prompted to configure the card format. This will be reset to default again after updating the Firmware.

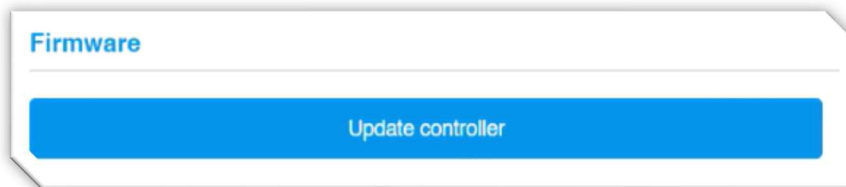
The browser will prompt you to save a config file that you can save or discard.

1. Login with the installer credentials using the button in the top corner.

Note: Log in with the previously configured Installer credentials. Logging in with the previously configured operator credentials will not allow you to update the Firmware.

2. Once logged in click the **Admin** icon  from the menu bar. Click the **Update controller** button in the **Firmware section**. Then select to open the **.KCE** Firmware file.

Note: the Firmware file can be downloaded from the Kantech website under: Support > Software downloads > Door controllers and readers > KT-1.



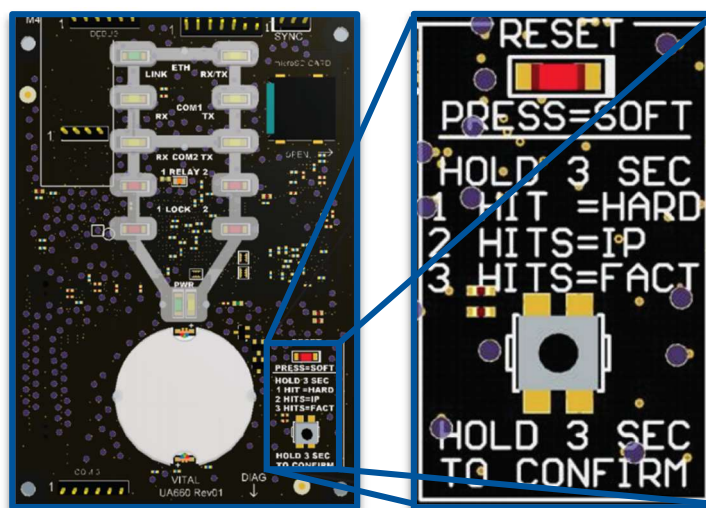
The update process takes some time. The browser will indicate that the device is updating and will refresh when done. It is possible that the update will appear to hang at 89%, should this occur, you can manually refresh the browser.

When the device successfully updates it will return you the login page. You must update the v2.09 firmware before you can update to v3.06.09, which may require updating the firmware twice.

Prepare controller for Cloud mode

To place the controller in cloud mode and allow access to the Cloudvue Security Suite, you will first need to reset the controller to the Factory Default DHCP settings.

1. To reset it, remove the front cover of the KT-1. The reset button is on the bottom right-side along with a legend detailing the reset options.
2. Press and hold the reset button for three seconds. You will hear five beeps confirming the action.



3. Press the reset button three times.

4. Then press and hold the button for three seconds. You will hear five additional beeps confirming. The controller should go blank for several seconds as it resets and power cycles. When it comes back up the LED should flash yellow continuously to confirm the controller is now in the Factory Default DHCP state.

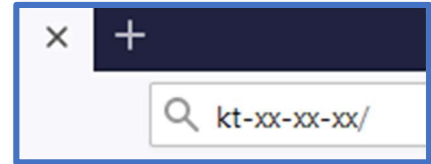
Note: *Take care not to look directly at the LED unshielded, as damage to eyes may occur.*

Set controller to Cloud mode

Once the controller has been reset to the Factory Default DHCP setting, you will need to reboot it into cloud mode. Navigate to the KT-1's web interface. You can use one of the below methods to arrive at the web interface:

1. Open your web browser and enter one of the following two options into the URL bar:

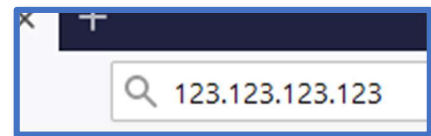
- KT-XX-XX-XX followed by a slash (/), where XX-XX-XX is the last six characters of the Controller's MAC address.



Or

- The Controller's IPv4 address.

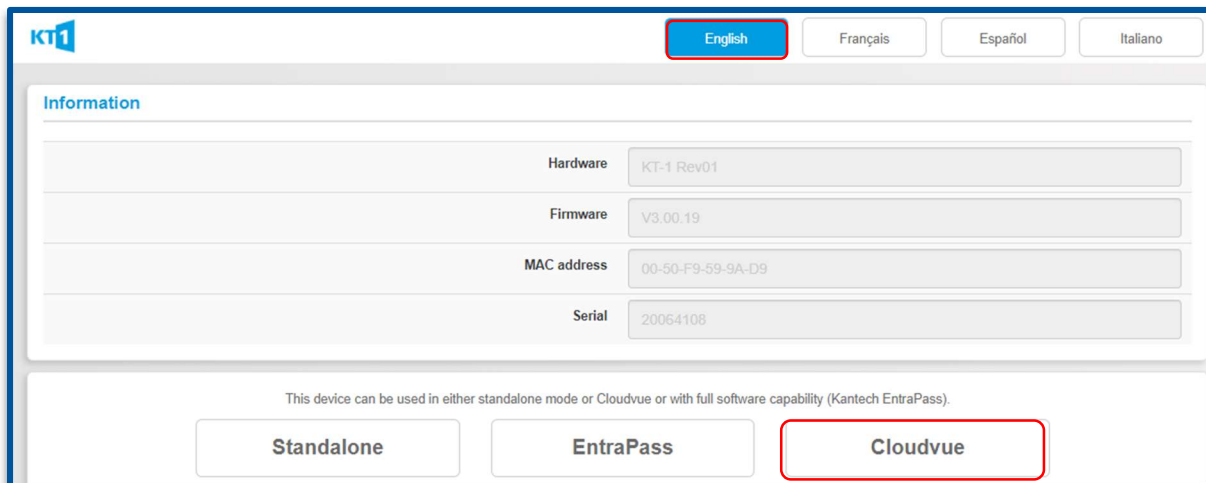
Note: The MAC address can be found on the label on the front of the KT-1 controller's main board.



2. Once the registration page loads, select a language.

- The default is English.

3. Click **Cloudvue**.



4. Enter the **Cloudvue Partner** and **Cloudvue Account Name** into the fields, noting they are case sensitive.

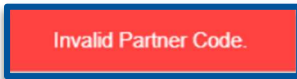
5. Select the **Cloudvue Data Center** from the drop-down menu.

- This information is provided by your Cloudvue administrator.

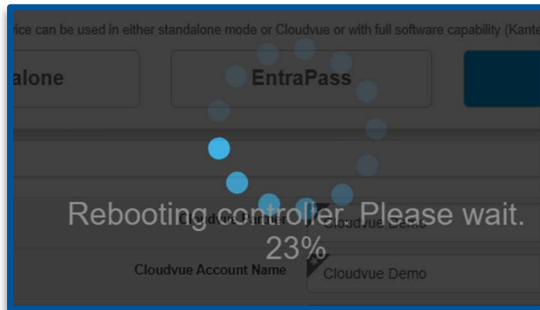
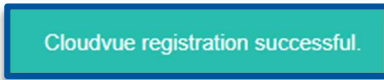
The screenshot shows a web form titled "Cloudvue Registration". It contains three input fields: "Cloudvue Partner", "Cloudvue Account Name", and "Cloudvue Data Center". The "Cloudvue Data Center" dropdown menu is currently set to "North America". Below the form is a blue button labeled "Save".

Note: If you need assistance with your partner / account names please contact your Cloudvue Dealer or Tech Support.

6. If you have entered any information incorrectly, an error message will appear across the top of the screen, and the controller will not reboot.



7. When the information entered is valid, a success banner will appear across the top of the screen, and the controller will reboot in Cloud mode.




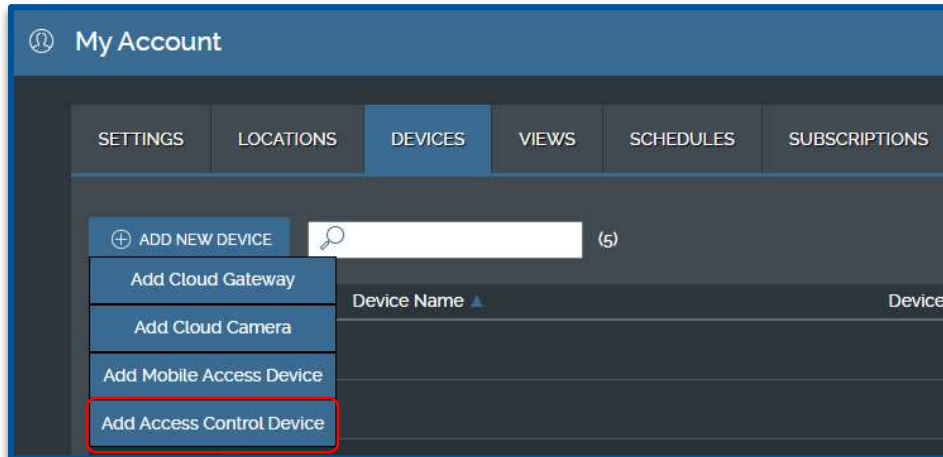
8. The vital LED will make three short blue pulses, and the L2 LED should be visible, showing the controller has initialized.

Note: If the browser is continuously showing 89%, the controller may still reboot correctly. If the vital LED is showing the correct pulsing and the L2 Lock is lit up, the controller is set up correctly.

Add controller in Cloudvue

The next step will be to add the configured KT-1 controller into the Cloudvue Security Suite.

1. Login to Cloudvue. (www.cloudvue.com/login)
2. Select the **Account**  icon from the right navigation menu.
3. Select the **Devices** tab, click on **ADD NEW DEVICE**, and then select **Add Access Control Device** from the list.



4. Enter the controller's information:
 - **Controller Name**—an alias that is used to identify the controller.
 - **MAC Address**—entered without hyphens (-) or colons (:).
 - **Serial Number**
 - **Location**—select an established location or enter a new one.
 - A new location can be added at: Account > Location > add location (see pg. 16, step 1).
 - The coordinates will automatically generate based on the location selected and will populate the map view.

The screenshot shows a form for adding a controller. It includes the following fields:


- Controller Name: A text input field.
- Mac Address: A text input field.
- Serial Number: A text input field.
- Location: A dropdown menu with a downward arrow.
- Coordinates: A section containing two sub-fields: Latitude and Longitude.

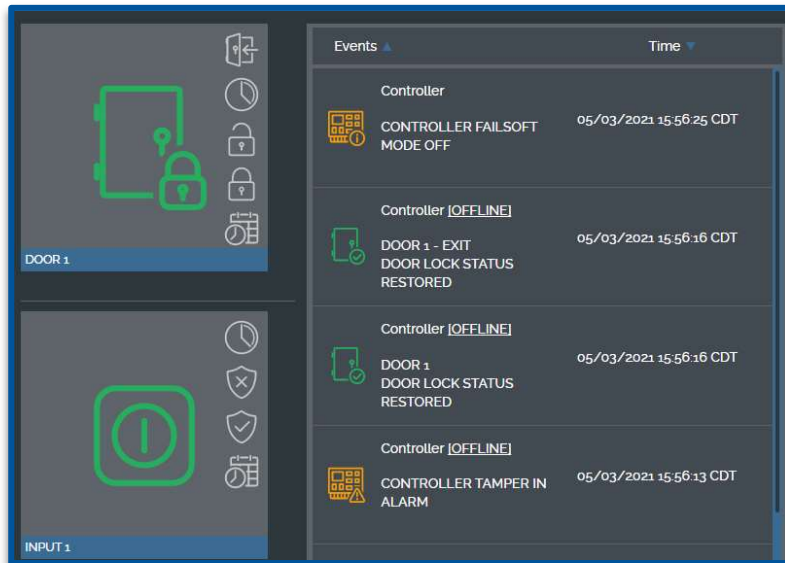
Note: *The location defines the controller's time zone. If not saved correctly, it will affect all controllers associated with it.*

5. Click **SAVE**. The controller will appear listed under your account devices if saved correctly.

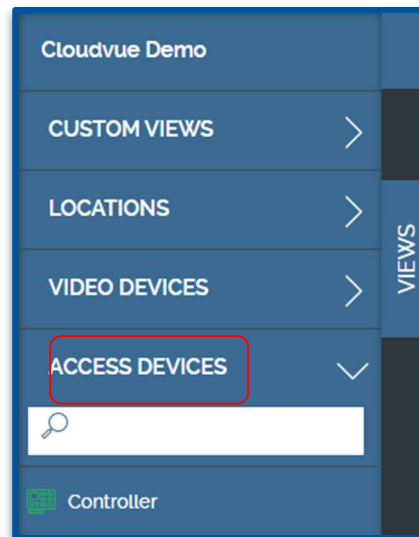
2.0—Operation

Views

Selecting the Live  icon from the navigation on the right allows you to view the connected controllers as a graphical icon, as well as recent actions for the controller.



- If your view does not default to the controller, or you have multiple devices available, you can select the **VIEWS** tab from the left of the screen, and then



ACCESS DEVICES from the flyout, and click on the name of the controller you would like to view.

On the left, you will see the door, related inputs and relays, represented by graphical icons. [Doors](#), [inputs](#), and [relays](#) will have different options available.

On the right, you will find a history of recent [events](#) that have occurred, along with time stamps and a search bar.

Doors

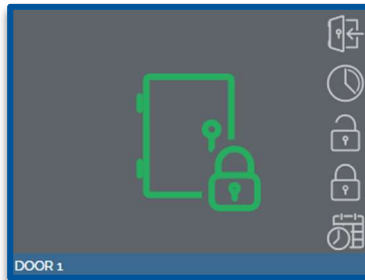


Figure 1: Door Status Icon

Icon	Title	Function
	Door One Time Access	Unlocks the door for a single use, staying unlocked for the time allowed by the unlock time of the door.
	Door Temporary Unlock	Unlocks the door for a specified period allowing multiple uses of the door within the time allowed by the unlock time of the door.
	Door Unlock	Unlocks the door remotely.
	Door Lock	Locks the door remotely.
	Door Return to Schedule	Returns the door to the previously defined unlock schedule

Table 1: Door Functions

Note: The Door Unlock/Lock items are permanent until the return to schedule is selected.

Inputs (4 onboard per KT-1 controller)

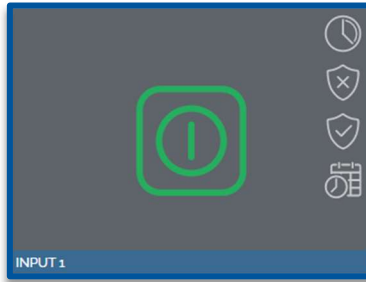


Figure 2: Input Status Icon





Icon	Title	Function
	Input No Supervision Temporarily (Shunt)	Will stop input monitoring for a pre-set period.
	Input No Supervision (Shunt)	Stops current input monitoring and starts monitoring with the next pre-defined schedule.
	Input Continuous Supervision	Monitors selected input at all times.
	Back to Schedule	Returns input to previously defined schedule.

Table 2: Input Functions

Relays (2 form C per KT-1 controller)



Figure 3: Relay Status Icon

Icon	Title	Function
	Temporary Activate Relay	Temporarily activates relay or group of relays for a preset delay.
	Activate Relay	Activates previously deactivated relay.
	Deactivate Relay	Deactivates previously activated relay.
	Return to Schedule Relay	Returns relay to previously defined schedule .

Table 3: Relay Functions

Events

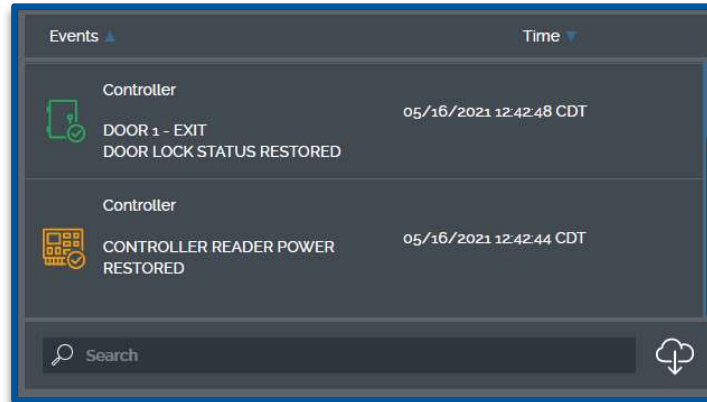



Figure 4: Controller Events Display

Events that occur will display, showing whether they occurred with the door, an input, or a relay, and a timestamp.

- It will list details regarding the event below the action that occurred. Sometimes, the text will display underlined showing you can hover over it to see additional details.
- The search bar can look for specific events that have occurred. You can search on specific keywords (e.g., alarm) partial keywords (e.g., ala), for a device (e.g., Controller), or even dates (e.g., 05/03).
- Clicking the cloud  icon by the search bar will allow you to download the event data. You are able select a date range and download the data in either a CSV or PDF file.

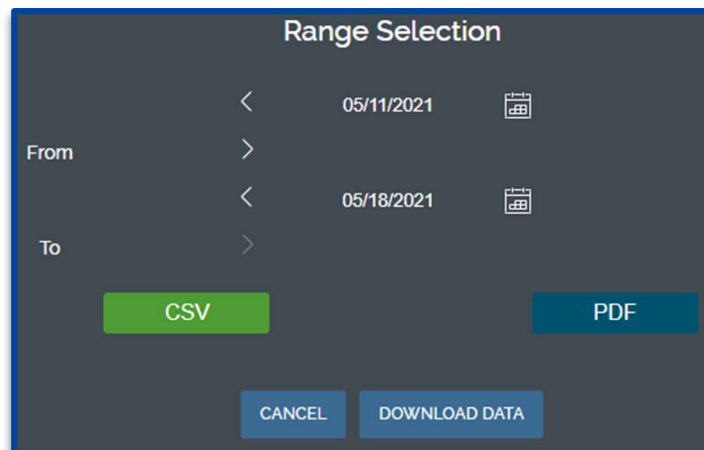



Figure 5: Events Range Date Selection

Map View

Map View can help quickly determine the health of the devices at each site. To access it, select the **Map View**  icon from the navigation pane on the right.

The map is provided by Google maps and is available with three views: Map, Satellite, and Night Mode. The default selection will be Night Mode.

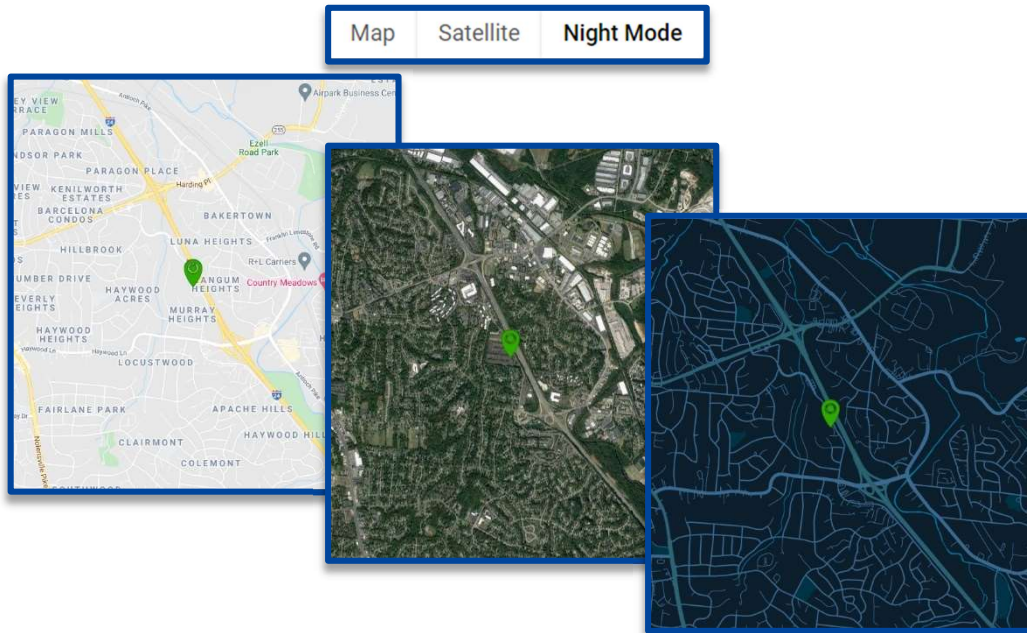


Figure 6: KT-1 Controller Map Location

- If Street View is available in the area you are viewing, you can drag Pegman onto the map to use Street View as well.

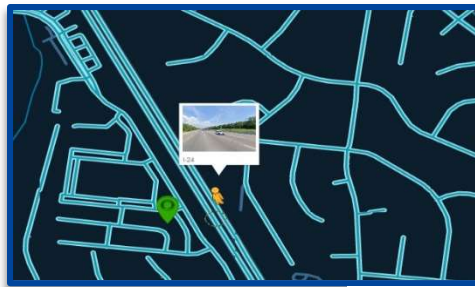


Figure 7: KT-1 Street view





Icon	Function
	Shows devices all are operating normally.
	Shows one or more devices is not functioning properly.
	Shows a device has lost contact with the cloud.

Table 4: KT-1 Controller Operation Status & Location

Account

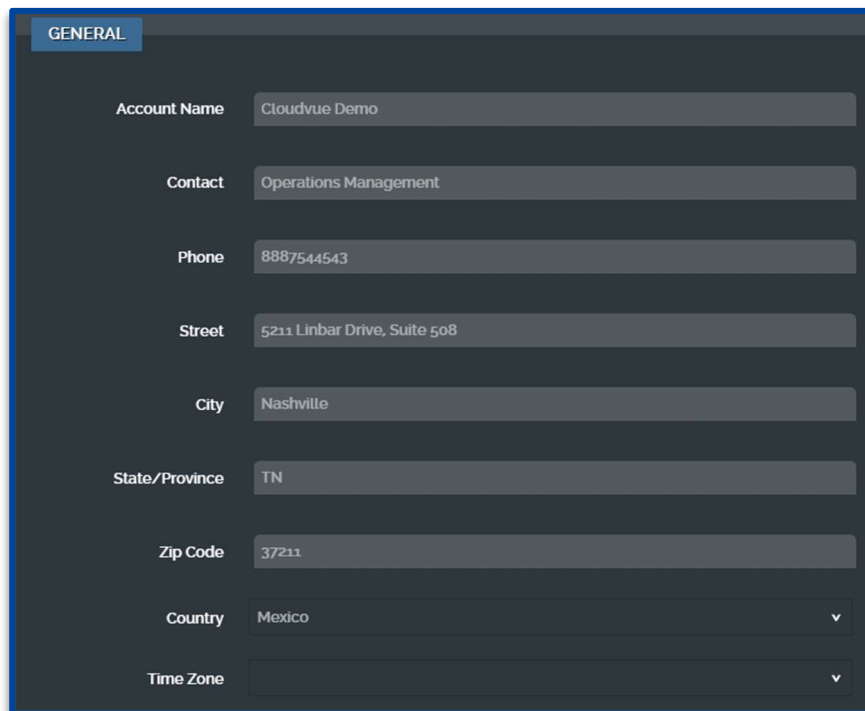
When you select the Account  icon from the navigation pane, the system will default to the previous tab in the account section. Accounts can have multiple C2C cameras, Gateways, access control controllers (KT-1) or panel-less ioSmart readers assigned to them.

Settings

The Settings tab contains two sections: on the left will be the General settings, and on the right will be the Preferences.

General

The General settings will contain information specific to the account, however you cannot change any of this information.



The screenshot shows a dark-themed user interface for account settings. At the top left, there is a tab labeled "GENERAL". Below this, there are several input fields for account information:

Field Label	Value
Account Name	Cloudvue Demo
Contact	Operations Management
Phone	8887544543
Street	5211 Linbar Drive, Suite 508
City	Nashville
State/Province	TN
Zip Code	37211
Country	Mexico
Time Zone	

Figure 8: General Account Settings

Preferences

The Preferences will contain three sections of information that you can manage. The first section allows you to determine the date and time format. If you would prefer to change the way the date or time displays, use the drop-down menus to choose a different display method.

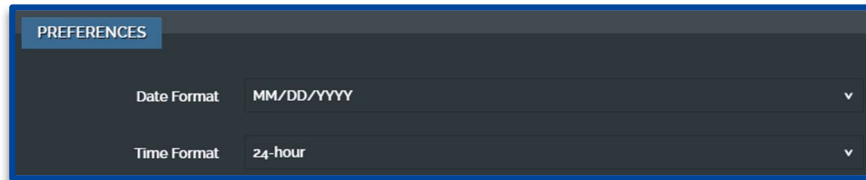


Figure 9: Date & Time Format

The second section provides details regarding how many access seats you have allocated to this account and whether they are mobile or smartKey credentials. You will also see how many are in-use, available, and the total number. You can change the

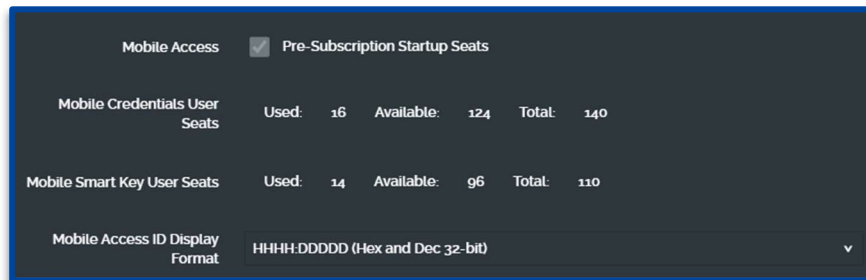


Figure 10: Mobile Access Credential Preferences

format of the Mobile Access ID Display between Hex and Dec 32-bit or Dec 32-bit by selecting either option from the drop-down menu.

The last section shows the number of Managed Access Door Seats available, but you cannot change it. There are two Card Access ID Display Formats available which you can change by using the drop-down menus available, as well as a Card PIN option.

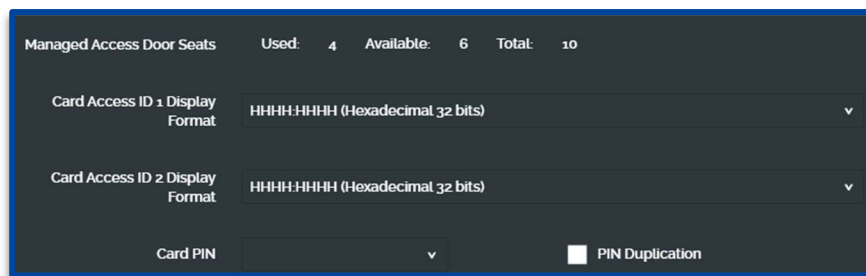
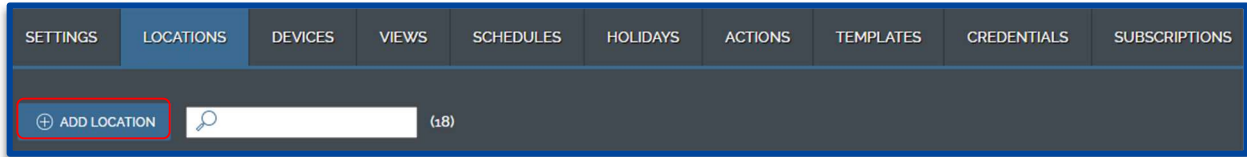


Figure 11: Managed Access Door Seats

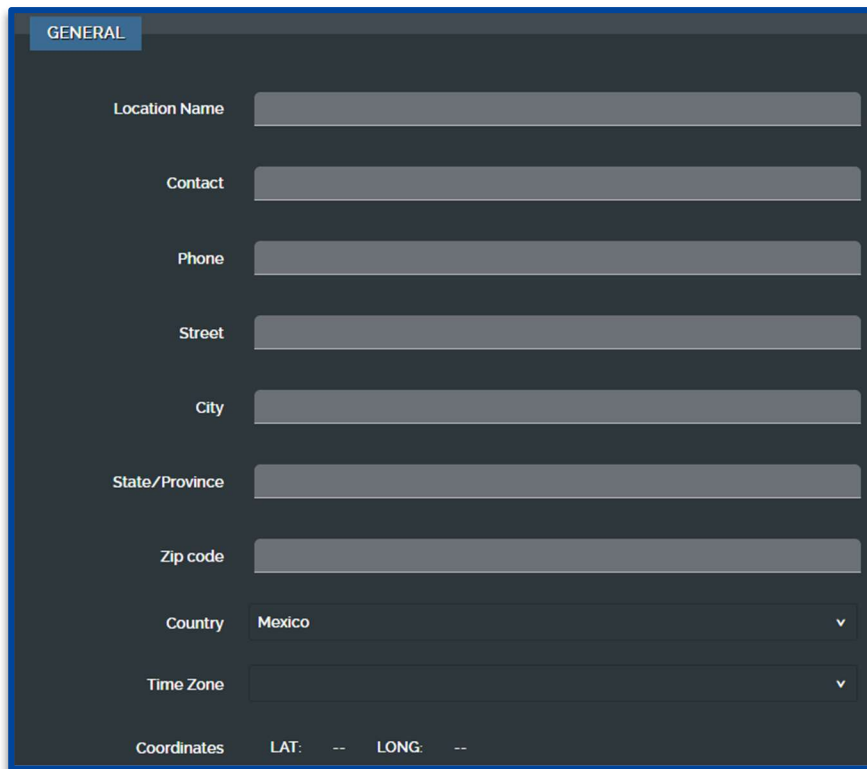
Locations

The Locations tab will allow you to see all the locations that exist within the account system as well as create additional locations.

1. To add a new location, click **ADD LOCATION**.



2. On the next screen, provide an easily identifiable name for the Location Name, and enter the location's details. The coordinates automatically generate for use within the Map View.


A screenshot of a 'GENERAL' form for adding a location. The form has a dark grey background and a blue header with the word 'GENERAL'. It contains several input fields: 'Location Name', 'Contact', 'Phone', 'Street', 'City', 'State/Province', 'Zip code', 'Country' (with 'Mexico' selected in a dropdown), and 'Time Zone' (with a dropdown arrow). At the bottom, there is a 'Coordinates' section with 'LAT: --' and 'LONG: --'.

3. Click **SAVE**.

Locations are also searchable, by using the search at the top. By default, all locations are visible with the number of locations listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the location, city, state, contact name, phone number, and total number of devices.

- If the location needs to be changed, click the **Edit**  icon associated with the

Location Name ▲	City ▲	State ▲	Contact Name ▲	Phone number ▲	Devices ▲	Edit	Delete
Cloudvue Nashville	Nashville	Tennessee			18		

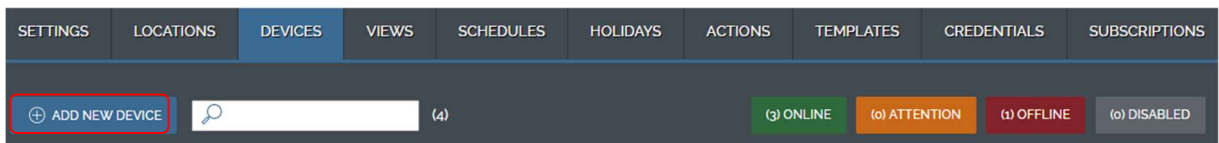
location to change the details.

Devices

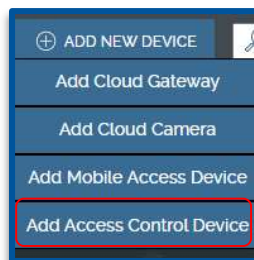
The Devices tab will display all devices that are associated with the account along with status indicators.

Device ▲	Device Name ▲	Device ID ▲	Location ▲	Edit	Delete
	Cloud Camera 1TB Bullet				
	Cloudvue Demo 1		Cloudvue Nashville		
	Cloudvue Demo 2		Cloudvue Nashville		
	Controller		Cloudvue Nashville		

1. To add a new device, click **ADD NEW DEVICE**.



2. Select **Add Access Control Device** from the list.



3. Enter the controller's information:

- a. **Controller Name**—an alias that is used to identify the controller.
- b. **MAC Address**—entered without hyphens (-) or colons (:).
- c. **Serial Number**

Note: Both the MAC and Serial number can be found on the sticker located on the front of the KT-1 mother board.

- d. **Location**—select an established location or enter a new one. (account > Location)
 - i. The coordinates will automatically generate based on the location selected and will populate the [map view](#).



The screenshot shows a form with the following fields: Controller Name, Mac Address, Serial Number, and Location (a dropdown menu). Below the Location field, there are labels for Coordinates, Latitude, and Longitude, which are currently empty.

Note: The location defines the controller's time zone. If not saved correctly, it will affect all controllers associated with it.

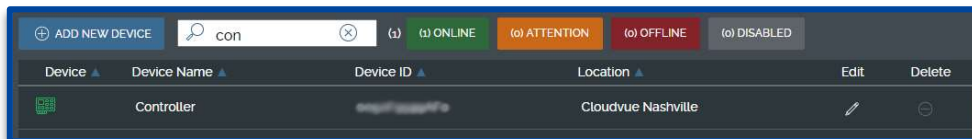
4. Click **SAVE**. The controller will display under your account devices if saved correctly.

Devices are also searchable, by using the search at the top. By default, all devices are visible with the number of devices listed to the right of the search field.



The screenshot shows a search bar with a magnifying glass icon on the left, a text input field containing the text 'con', and a '(4)' indicator on the right.

You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the device, the device ID, and the location.



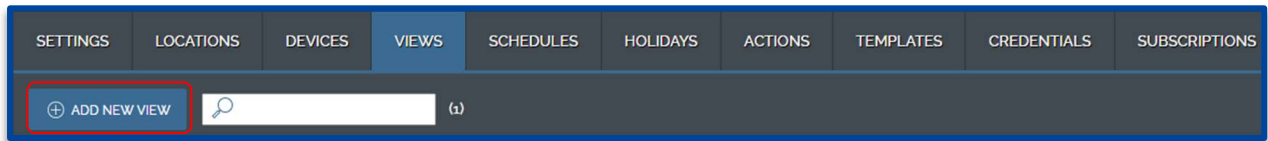
Device	Device Name	Device ID	Location	Edit	Delete
	Controller	macf13333333333	Cloudvue Nashville		

- If the device needs to be changed, click the **Edit** icon associated with the device to change the details.

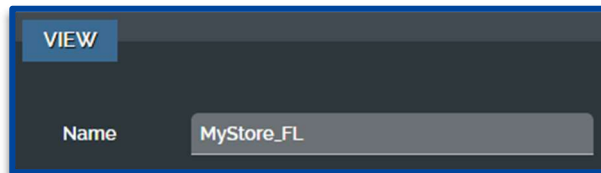
Views

The Views tab will allow you to establish a custom layout containing a configurable assortment of C2C cameras, gateway cameras, or access devices (its associated doors, inputs or relays). This may be especially helpful if you have devices from multiple locations.

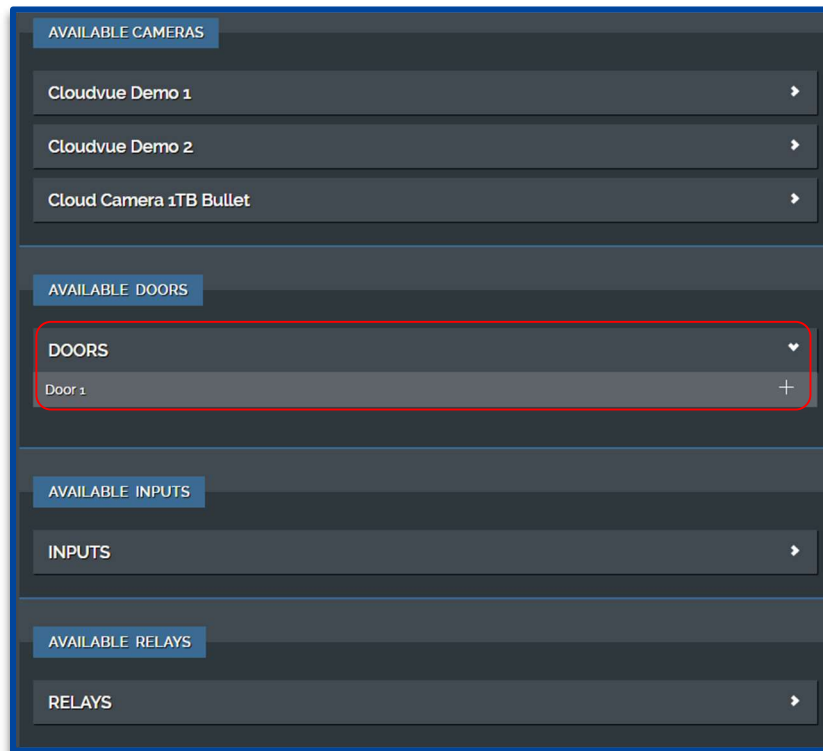
1. To create a new View, click **ADD NEW VIEW**.



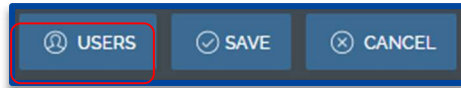
2. On the next screen, provide the new view with an easily identifiable name. It may be helpful to add the location into the name, such as MyStore_FL or MyStore_Tx.



3. Add any available cameras, doors, inputs, or relays by clicking the plus (+) next to the device.



- Assigned devices will display on the right of the screen to confirm.
- Click **USERS** to add additional users who may access the view.



- Select any users by checking the box in corresponding row, or search for a user.

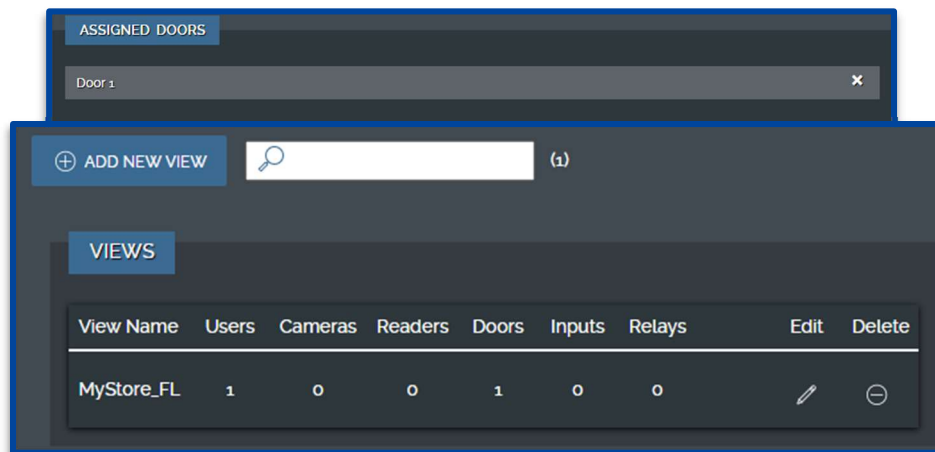


- Click **SAVE** to be returned to the edit View screen, and click **SAVE** again.

Views are also searchable, by using the search at the top. By default, all views are visible with the number of views listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and



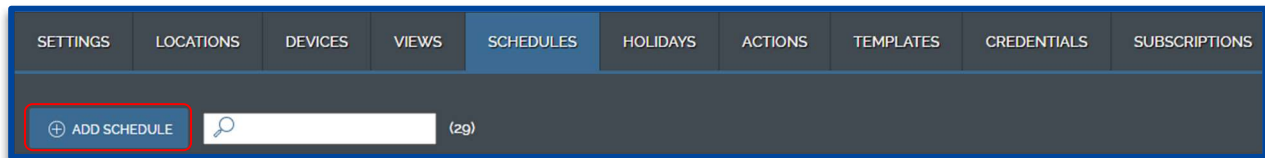
narrow results. The results will include the name of the view, number of users, cameras, readers, doors, inputs, and relays.

- If the view needs to be changed, click the **Edit** icon associated with the view to change the details.

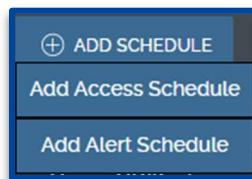
Schedules

In the Schedules tab, you will define the schedules used by various devices. Schedules are defined segments of time when the doors are unlocked and not requiring individual credentials to unlock the door. They can be applied to doors in the Devices > Doors> unlock schedule section.

1. To add a schedule, click **ADD SCHEDULE**.



2. From the menu, select the type of schedule you are creating. The process for each schedule is the same; the only difference will be the type.



3. Enter an easily identifiable schedule name. You cannot change the schedule type.
4. Next, enter the time for the schedule.

- If the schedule will run for 24 hours, check the box. If you select this option, you cannot enter a start or end time.
- If you do not intend the schedule to run for 24 hours, you will need to enter a start and end time. For example, you may choose to set the schedule to run during your business's non-operational hours, from 6:00 PM to 7:59 AM.

- After entering the time, select the days of the week this schedule will be in effect. For example, you may need this schedule to run on business days, from Monday to Friday.

- If you also wanted to include Saturday and Sunday with different hours, you may choose to add a second interval by clicking **ADD INTERVAL**.

- If holidays need to be observed, you can check the options for H1-H4 to use one of the pre-defined holiday options. See the section on [holidays](#) for information on how to establish them.
- Click **SAVE**.

Schedules are also searchable, by using the search at the top. By default, all schedules are visible with the total number of schedules listed to the right of the search field.

You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the schedule, the type, the days of the week scheduled, the number of intervals, the times affected, and how many associations it has.

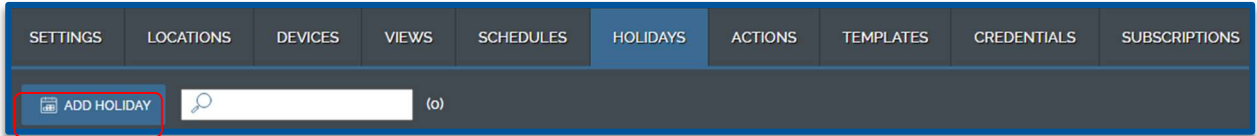
Schedule Name ▲	Type ▲	Days ▲	Intervals ▲	Start Range ▲	End Range ▲	Associations ▲	Edit	Delete
24 Hours All Week	Alert	FRI, MON, SAT, SUN, THU, TUE, WED	1	00:00	23:59	141		
Access 24/7	Access	SUN, MON, TUE, WED, THU, FRI, SAT	1	00:00	23:59	1		

- If the schedule needs to be changed, click the **Edit** icon associated with the schedule to change the details.

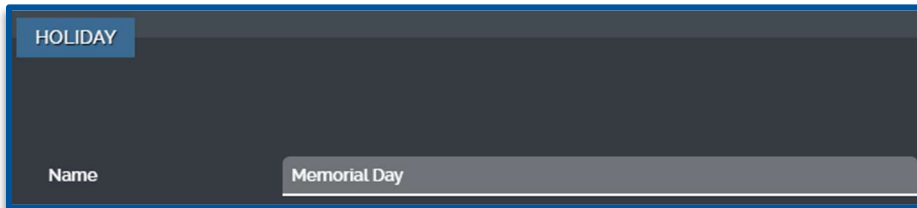
Holidays

The Holidays tab can establish preset holiday hours for up to four holidays and change an existing schedule during certain dates leaving them locked and may affect all, or specific locations.

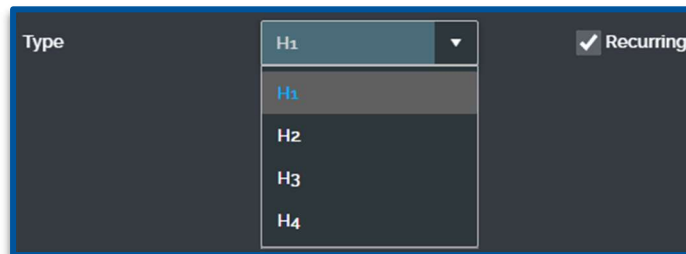
1. To create a new holiday, click **ADD HOLIDAY**.



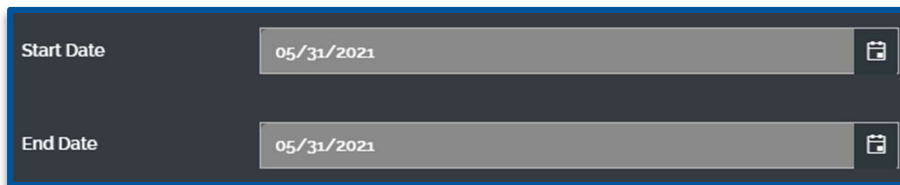
2. On the next screen, enter the details for the holiday beginning with an easily identifiable name.



3. Select the type of holiday you would like to apply from the drop-down menu and show if the event will be recurring.



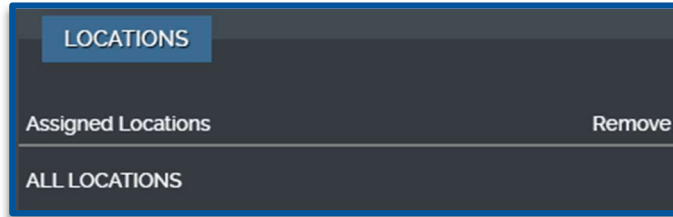
4. Next, select the start and end dates that this holiday will affect. Holidays will continue throughout the duration selected, whether it is one day or several.



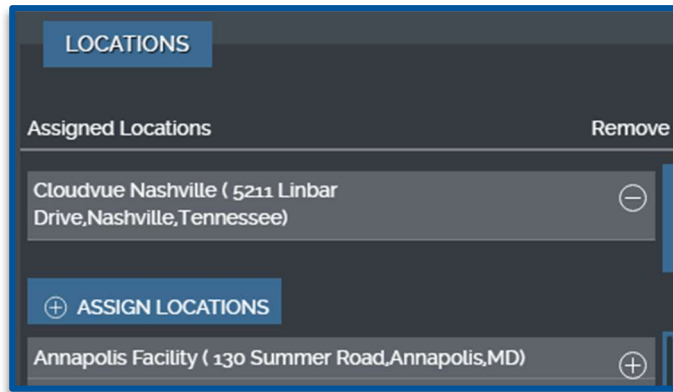
5. In Observance, specify if the holiday will affect all locations or only specific ones.



- If you selected **All Locations**, the **Locations** to the right will state 'All Locations' and not have any options to remove.

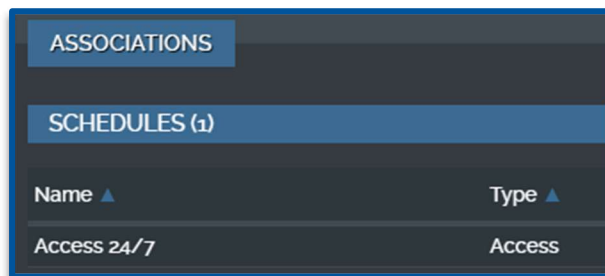


- If you selected **Specific Locations**, the **Locations** to the right will list all locations available, and you can assign individual locations by clicking the plus (+).



6. Click **SAVE**.

Note: The Associations at the bottom displays schedules affected by the current holiday setup.



Holidays are also searchable, by using the search at the top. By default, all holidays are visible with the total number of holidays listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the holiday, type, start and end dates, the number of days covered, whether it covers all locations or a specific one, and the number of associated schedules.

A table with a dark background and light text. The header row contains columns: Name, Type, Start Date, End Date, Days, Location, Associations, Edit, and Delete. The first data row shows 'Memorial Day' with Type 'H1', Start Date '05/31/2021', End Date '05/31/2021', Days '1', Location 'Specific', and Associations '1'. Edit and Delete icons are visible in the final column.

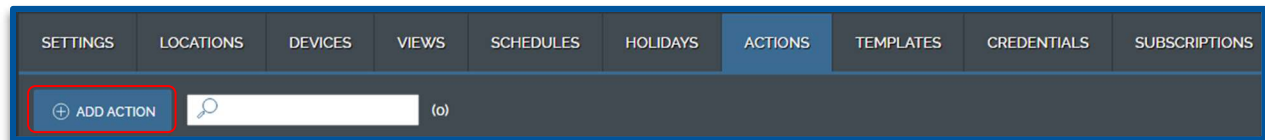
Name	Type	Start Date	End Date	Days	Location	Associations	Edit	Delete
Memorial Day	H1	05/31/2021	05/31/2021	1	Specific	1		

- If the holiday needs to be changed, click the **Edit** icon associated with the holiday to change the details.

Actions

The action tab will allow you to schedule a specific action on a door controller such as activating or deactivation a relay, or temporarily unlocking a door among other options.

1. To create a new action, click **ADD ACTION**.



2. On the next screen, provide the details for the action, including an easily identifiable name, date, and time.
 - Enter the time as HH:MM:SS.

A form titled 'ACTIONS' with three input fields. The first field is labeled 'Name' and has a red error message 'Name Required' below it. The second field is labeled 'Date' and has a calendar icon on the right and a red error message 'Date Required' below it. The third field is labeled 'Time' and has a red error message 'Time Required' below it.

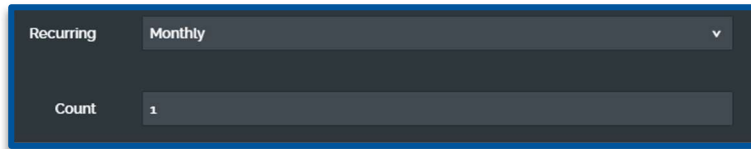
ACTIONS

Name
Name Required

Date
Date Required

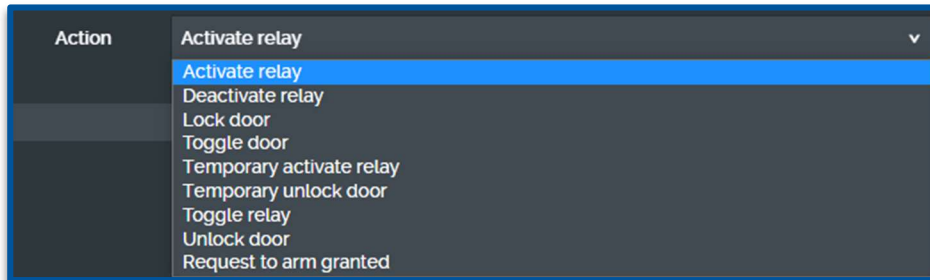
Time
Time Required

3. Select if the action is a recurring action and specify the frequency.



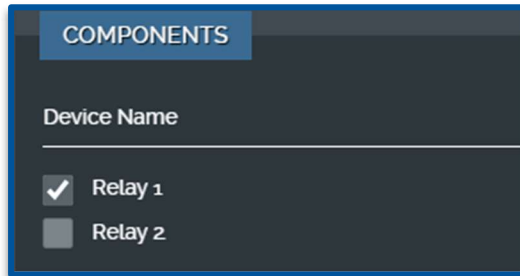
A dark-themed interface with a blue border. It features a 'Recurring' dropdown menu set to 'Monthly' and a 'Count' input field containing the number '1'.

4. Next, select the action that will occur.



A dark-themed dropdown menu with a blue border. The 'Action' label is on the left. The menu is open, showing a list of actions: 'Activate relay' (highlighted in blue), 'Deactivate relay', 'Lock door', 'Toggle door', 'Temporary activate relay', 'Temporary unlock door', 'Toggle relay', 'Unlock door', and 'Request to arm granted'.

5. Select the components to associate with this action.



A dark-themed interface with a blue border. At the top is a 'COMPONENTS' header. Below it is a 'Device Name' label and a search input field. There are two checkboxes: 'Relay 1' (checked) and 'Relay 2' (unchecked).

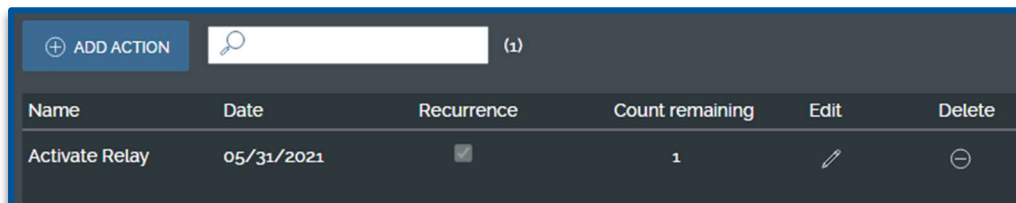
6. Click **SAVE**.



Actions are also searchable, by using the search at the top. By default, all actions are visible with the total number of actions listed to the right of the search field.




A dark-themed search bar with a blue border. It includes an 'ADD ACTION' button with a plus icon, a search input field with a magnifying glass icon, and a '(1)' indicator to the right.

You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the action, the date, if it is recurring, and how many remaining recurrences there are.



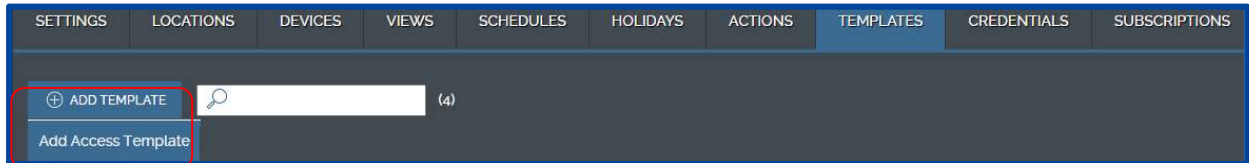
Name	Date	Recurrence	Count remaining	Edit	Delete
Activate Relay	05/31/2021	<input checked="" type="checkbox"/>	1		

- If the action needs to be changed, click the **Edit**  icon associated with the action to change the details.

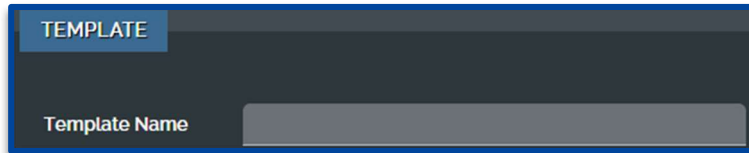
Templates

The Templates tab allows you to establish or configure a predetermined set of user profiles for new users, thus saving time during the account creation. By creating a new custom template then assigning the user to that template you can limit or grant access to specific doors or specific times or days.

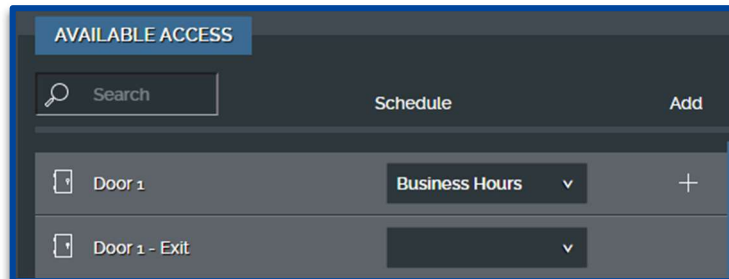
1. To create a new template, click **ADD TEMPLATE** and then select **Add Access Template**.



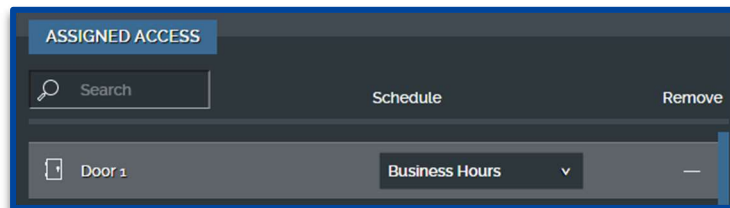
2. On the next screen, enter an easily identifiable name for the template that matches the role of the user.



3. Select the access for the role by selecting a schedule from the drop-down menus and then click the plus (+).



4. After assigning access, it will appear on the right under the Assigned Access section.



5. Click **SAVE**.

Templates are also searchable, by using the search at the top. By default, all templates are visible with the total number of templates listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the name of the template, the type, and the number of associations.

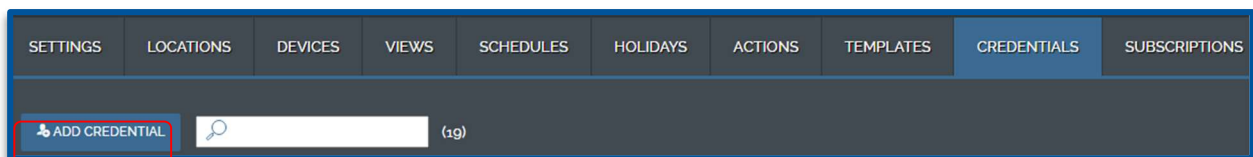
Template	Type	Associations	Edit	Delete
Contractor	Access	2		
Employee	Access	6		
Maintenance	Access	6		
Visitor	Access	2		

- If the template needs to be changed, click the **Edit** icon associated with the template to change the details.

Credentials

The credentials tab is where new access control credentials can be added, deleted, or edited. You can assign individual credentials to specific doors or schedules and set the type of credentials between mobile credential users or mobile smart key users.

1. To add a new credential, click **ADD CREDENTIAL**.



2. On the next screen, beginning with the **Credential** tab, enter the users First and Last name, and select a Primary Location from the drop-down menu.

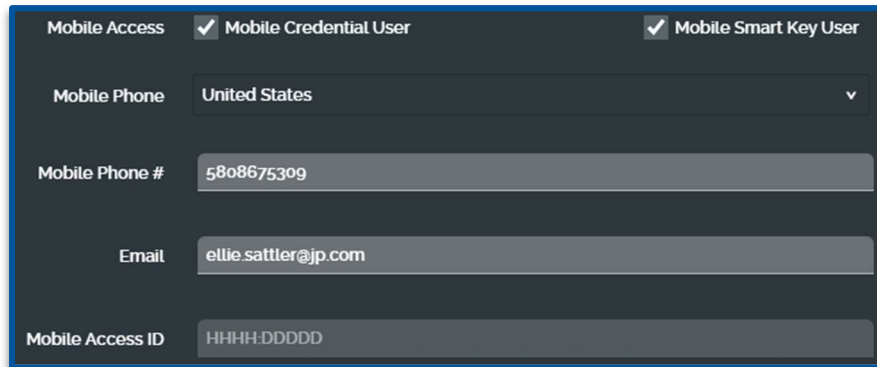
Credential Options

First Name: Ellie

Last Name: Sattler

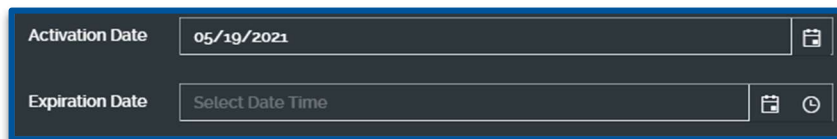
Primary Location: Cloudvue Nashville (5211 Linbar Drive Nashville Tennessee United States) ▼

3. If the user should have access by use of their smart phone, check the box for **Mobile Credential User** and **Mobile Smart Key User**.



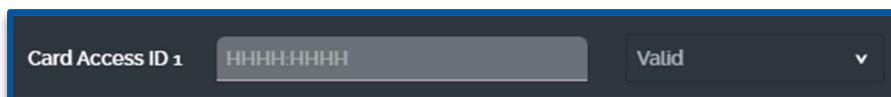
A screenshot of a configuration form for mobile access. At the top, there are two checked checkboxes: "Mobile Credential User" and "Mobile Smart Key User". Below these are several input fields: "Mobile Phone" is a dropdown menu set to "United States"; "Mobile Phone #" is a text field containing "5808675309"; "Email" is a text field containing "ellie.sattler@jp.com"; and "Mobile Access ID" is a text field containing "HHHH:DDDDD".

- Mobile credentials are used for mobile devices unlocking ioSmart readers on a KT-1 panel, Mobile Smart Key Users are used for mobile devices unlocking panel-less ioSmart readers or other panel-less Smart devices.
 - If you select these options, enter the country for the user's location. You must enter required fields, such as the mobile phone number and email address. You can not change the auto-generated Mobile Access ID.
4. Next, select the date the credentials should become active for the user, and the date they should expire.




A screenshot of two date selection fields. The "Activation Date" field is set to "05/19/2021" and has a calendar icon. The "Expiration Date" field is currently empty and shows "Select Date Time" with a calendar icon and a refresh icon.

5. In the **Options** tab, you may configure two additional access options such as a physical card or key fob.



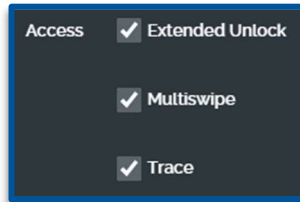
A screenshot of a "Card Access ID 1" field. The text "HHHH:HHHH" is entered in the input field. To the right of the input field is a dropdown menu currently showing "Valid".

- To add an additional Access Id, enter the id number in the field for either Card Access ID 1 or 2.
 - Use the drop-down menu to the right to show the status of the ID. Options are Valid, Invalid, or Lost/Stolen.
6. If you would like to provide users the option of entering a PIN on a keypad, enter the Security PIN in the field.



A screenshot of a "Security PIN" field. The input field is empty. To the right of the input field is a checkbox labeled "PIN Required", which is currently unchecked.

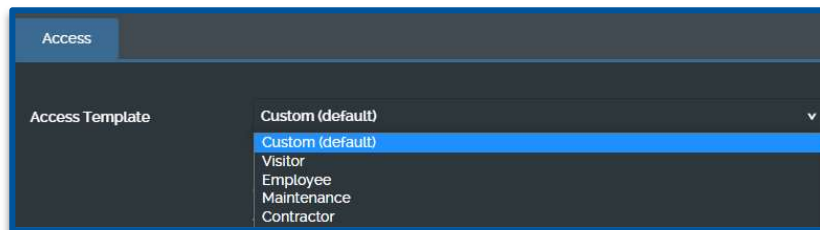
- If the user should have Extended Unlock, Multiswipe, or Trace options, check the box for each option.



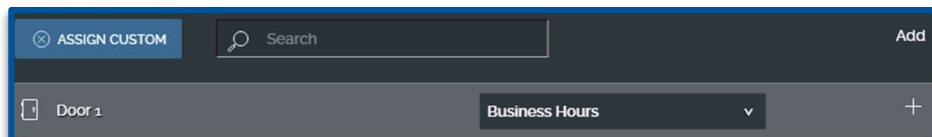
Access	Function
Extended Unlock	Extends the amount of time the door remains unlocked after activating it to unlock. This is configured in the settings > settings > doors > Ext. unlock time.
Multi-swipe	Allows for a configurable action when a key card is swiped either two or three times (not used with mobile credentials). This can be configured in settings > settings > Multiswipe.
Trace	Allows a specific credential user to be tracked through the system as they activate doors with their access privileges. This is the only configurable setting.

Table 5: Access Types

- In the **Access** tab, you can select a pre-defined template of access to assign to a user, or you can customize the access per user.
 - To assign a pre-defined template, select the template you would like to use from the drop-down menu.



- To customize the user's access, click **ASSIGN CUSTOM**. This will provide a list of doors you can grant access to, along with schedules you can select. Choose the door and schedule and click the plus (+).



- Click **SAVE**.

Credentials are also searchable, by using the search at the top. By default, all credentials are visible with the total number listed to the right of the search field.



You can enter a keyword to search, and search results will populate as you type and narrow results. The results will include the user's name, location, phone number, Mobile Access ID, and if the user has been verified.

Credential ▲	Location ▲	Mobile Phone ▲	Mobile Access ID ▲	Mobile Verified ▲	Edit	Delete
Ellie Sattler	Cloudvue Nashville	8675309	123456789	☑	✎	⊖

- If the credential needs to be changed, click the **Edit**  icon associated with the credential to change the details.

Subscriptions


Every device connected to Cloudvue requires a subscription, the type of device will be dictated by the type of credential needed.

Subscriptions for doors are per door, and per a set time period either monthly or yearly.

Subscriptions Format:

- All wired controllers will need:
 - Door Controller License (per controller): TCSACONDOORA
 - Credential license (per mobile device, unlimited doors): TCSAMOBCRED10*– 10pack Mobile Credential user for hardwired doors (monthly or annual)OR
 - Credential license (per mobile device, unlimited doors): TCSAMOBDUAL10*– 10pack Mobile Credential user for account with mixed hardwired and panel-less doors (monthly or annual)
- All panel-less controllers will need (ioSmart Readers and SmartLocks)
 - Credential license (no door controller license needed)
 - TCSAMOBKEY10* – 10 Mobile device credential for a panel-less reader using a mobile device

Settings

The controller will have several settings that you can manage within the **Settings** . Select the Settings from the navigation pane to the right to see the three tabs at the top of the screen—the default will be [Settings](#), but there will also be [Users](#) and [Alerts](#).

Note: Settings options will appear different for access control devices vs video devices.



Settings

General

The initial setup of the device establishes the options found on the General tab, and rarely need to be changed. These options will include **Name, Device Type, Serial Number, Model, and Location**.

- Only a select few options will even allow for changes to be made—such as Device Name and Location.
- The selected location sets the time zone used by the device.
- **Additional tracking fields:** Notes, Partner, Customer ID, Site ID, Lock Users.

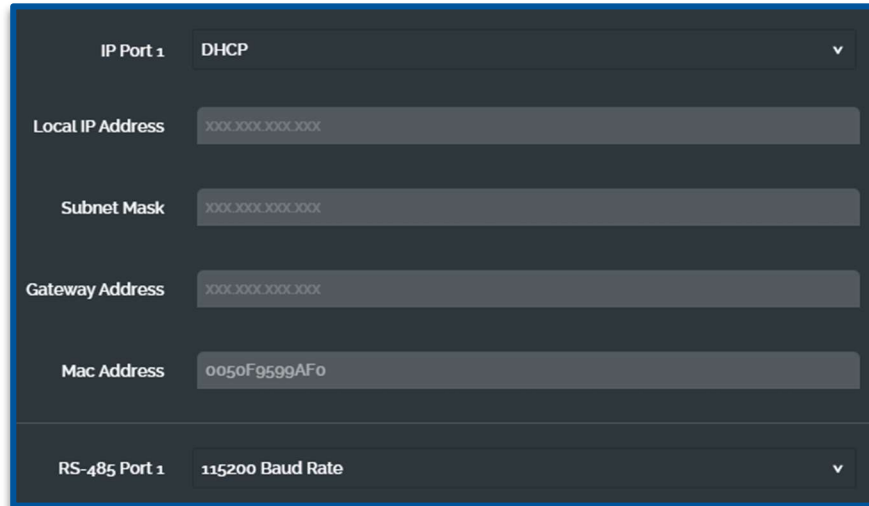


Figure 12: Additional General Tracking Fields

Network

The initial setup of the device establishes the options found on the Network tab, and rarely need to be changed.

- The **RS-485 Port** specified is used to allow the ioSmart readers to connect and should remain at the default setting.

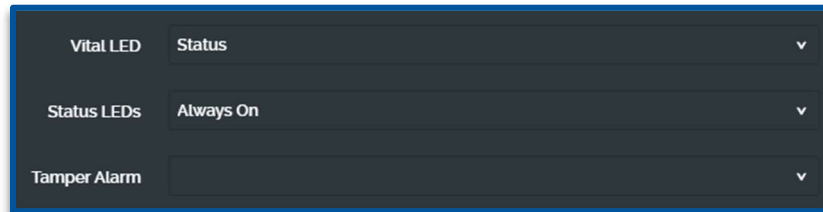


The screenshot shows a dark-themed configuration interface for network settings. At the top, there is a dropdown menu labeled 'IP Port 1' with 'DHCP' selected. Below this are five input fields: 'Local IP Address' (placeholder: xxxxxxxx), 'Subnet Mask' (placeholder: xxxxxxxx), 'Gateway Address' (placeholder: xxxxxxxx), and 'Mac Address' (value: 0050F9599AF0). At the bottom, there is another dropdown menu labeled 'RS-485 Port 1' with '115200 Baud Rate' selected.

Figure 13: Network Information Display

Advanced

The Advanced tab contains three options for the controller that you can change, and a section for Actions & Tools.



The screenshot shows a dark-themed configuration interface for advanced LED options. It contains three dropdown menus: 'Vital LED' with 'Status' selected, 'Status LEDs' with 'Always On' selected, and 'Tamper Alarm' which is currently empty.

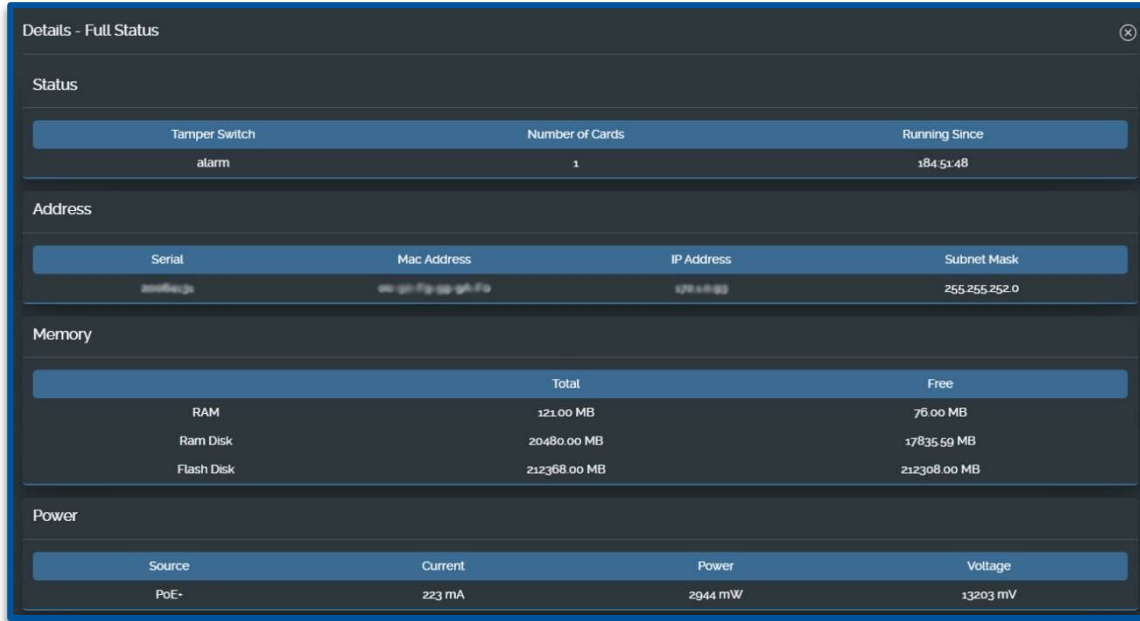
Figure 14: Advanced LED KT-1 Options

- The **Vital LED** option will allow you to customize the display of the Vital LED on the controller. The default is to display the status of the controller, or you can select a specific color for it to display.
- The **Status LEDs** will default to Always On, or you can set them to always off.
- You can set the **Tamper Alarms** to send a signal to either of the relay options if triggered or set to the default of None.

Action & Tools

The Action & Tools section provides additional options for managing the controller.

- The **Status Details** provides full details about the controller, such as the address, memory, power, firmware, and hardware details.



The screenshot shows a window titled "Details - Full Status" with a close button in the top right corner. The window is divided into four main sections: Status, Address, Memory, and Power. Each section contains a table of data.

Status			
Tamper Switch	Number of Cards	Running Since	
alarm	1	184 51:48	

Address			
Serial	Mac Address	IP Address	Subnet Mask
00000000	00:00:00:00:00:00	192.168.0.1	255.255.252.0

Memory		
	Total	Free
RAM	121.00 MB	76.00 MB
Ram Disk	20480.00 MB	17835.59 MB
Flash Disk	212368.00 MB	212308.00 MB

Power			
Source	Current	Power	Voltage
PoE-	223 mA	2944 mW	13203 mV

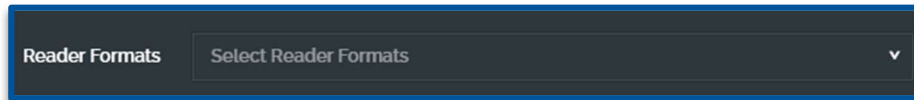
Figure 15: KT-1 Status Information

- If you select **Soft Reset**, the system verifies all the controller memory definitions and parameters. If everything is still valid, it will remain intact. If not, the controller will go into Hard Reset mode. If defined, it will keep the previous IP address.
- If you select a **Hard Reset**, the system sets the controller memory to default values and clears the internal event buffer. If the IP address is valid, it will keep it.
- **Reset Reader Power**. This will simply power cycle the device and reboot.

Readers

The Readers panel allows you to connect ioSmart readers to the controller, which can then enable the use of the Mobile Credentials within the Cloudvue Service.

- To use this feature, you will first need to select the format of the credentials you will use with the reader so that it may interpret them correctly. Select the option from the **Reader Formats** drop-down menu.



The KT-1 controller is a single-door controller, but allows you to configure both sides of the door, providing both primary and exit options. If you are using the ioSmart readers, you can provide the serial numbers associated with them, which allows you to use the Soft or Hard reset options, as well as the Mobile Credentials.

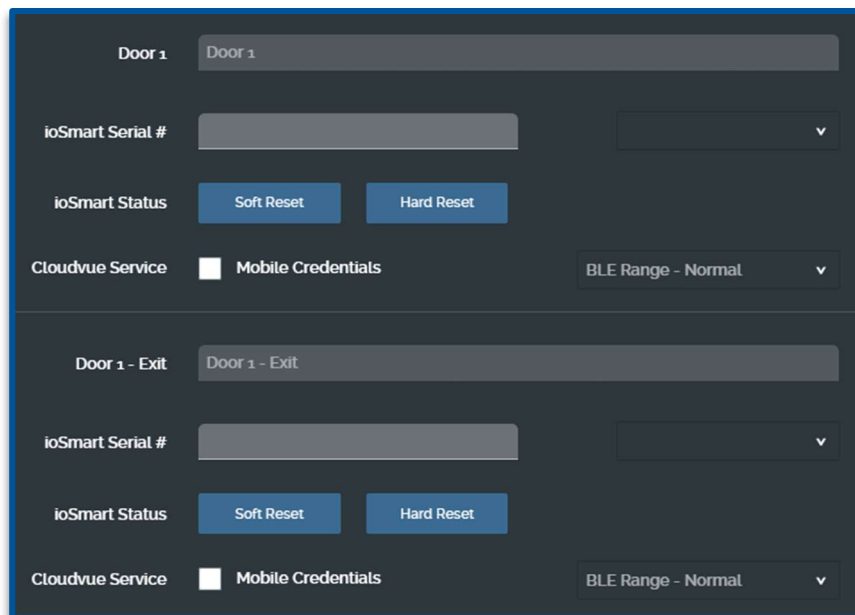


Figure 16: KT-1 Interior/Exterior Door Reader Configuration

Doors

The doors tab on the right of the screen provides additional door options.

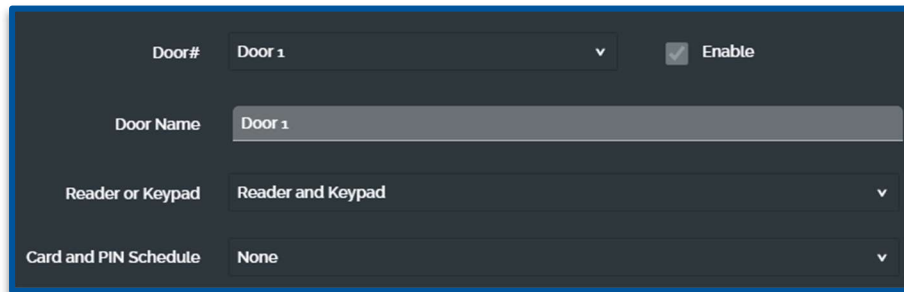


Figure 17: Additional KT-1 Door options

- **Door#** shows which side of the door you are currently changing. You can use the drop-down menu to change to the Exit side of the door if needed.
- **Door Name** allows you to change the name of the door. Once changed in this field, the name will also reflect in the Readers tab.
- **Reader or Keypad** shows whether you will allow access via a reader (such as a keycard or fob) or if it will require the use of a PIN. Use of the drop-down menu can change the option.
- **Card and PIN Schedule** shows when the card or PIN options would be valid and allow access to the door. You must create a [schedule](#) for this option to be set to a value other than None. See the section on [Schedules](#) for more details on how to set them.

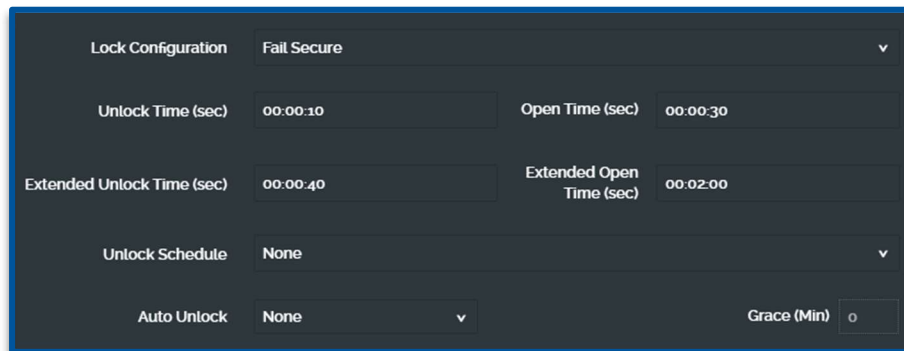


Figure 18: Door Lock/Unlock Configuration

- **Lock Configuration** determines the behavior of the lock when power is removed.
 - If you select **Fail Safe**, the locks will set to *unlock* when power fails. You may select this option when the door is an exit or required for safety regulations.
 - If you select **Fail Secure**, the locks will set to *lock* when power fails. You may select this option when an area needs to remain secure and may only be accessed by someone with a physical key, or to seal off a space in an emergency and prevent access.

- **Unlock Time** will determine how long the door remains unlocked before re-locking. The default value is 10 seconds.
- **Open time** will determine how long a person can hold open the door after being granted access. The default value is 30 seconds.
- **Extended Unlock Time** will provide additional time for the door to remain unlocked for specified users. You may use this feature for persons who requires additional time to pass through an unlocked door. The default value is 40 seconds.
- **Extended Open Time** provides additional time for the door to be held open for specific users after being granted access. The default value is 2 minutes.
- **Unlock Schedule** will allow the system to unlock the door based on a schedule that you have pre-selected. You must create a schedule for this option to be set to a value other than None. See the section on [Schedules](#) for more details on how to set them.
- **Auto Unlock** will keep the door locked until the first person with valid access uses the door during an unlock schedule is valid. The Default is unselected.
- **Grace** will allow the door to be unlocked if the first person with valid access uses the door within unlock schedule uses is within grace period before the unlock schedule time begins. For example, if the unlock schedule for the door is between 8:00 AM and 5:00 PM and the grace period is for 15 minutes, the first person in with an enabled grace period of 15 minutes and valid access can access the door between 7:45 and 7:59 AM. The default value is 0 minutes.

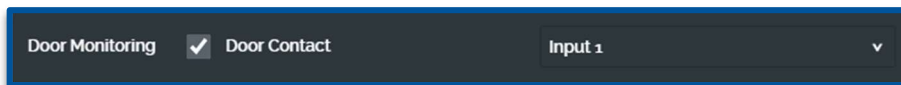


Figure 19: Door Monitoring Input

- **Door Monitoring** checks for several conditions, such as forcing a door open.
 - **Door Contact**

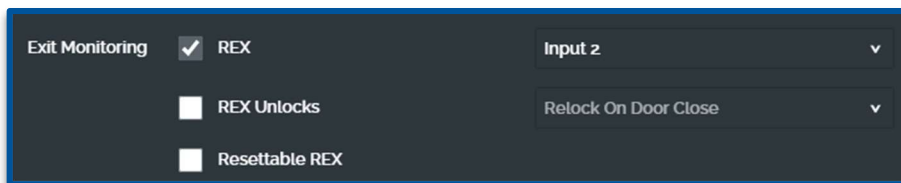
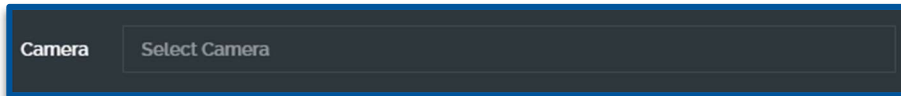


Figure 20: Door Exit Monitoring

- **Exit Monitoring** provides a way to monitor a controlled exit door, using signals from a Request to Exit device (REX).
 - For the primary **Rex**, the input must be local - it has to be an input on the controller operating the door.
 - If you select the **REX Unlocks** check box, the door unlocks if the controller validates the REX. Use this option on interior exit doors, shipping doors, and push doors used by delivery personnel. The system permits the exit and generates a “request to exit granted” event, rather than a “door forced open” event.
 - If you select the **Resettable REX** function check box, a valid request to exist restarts the unlock time. Select this option for high traffic doors, for example, manufacturing doors where many users need to exit during a short time, to prevent unwanted “door open too long” or “door forced open” events.



- The **Camera** option allows you to link up to two cameras to the controller for additional validation.

Inputs

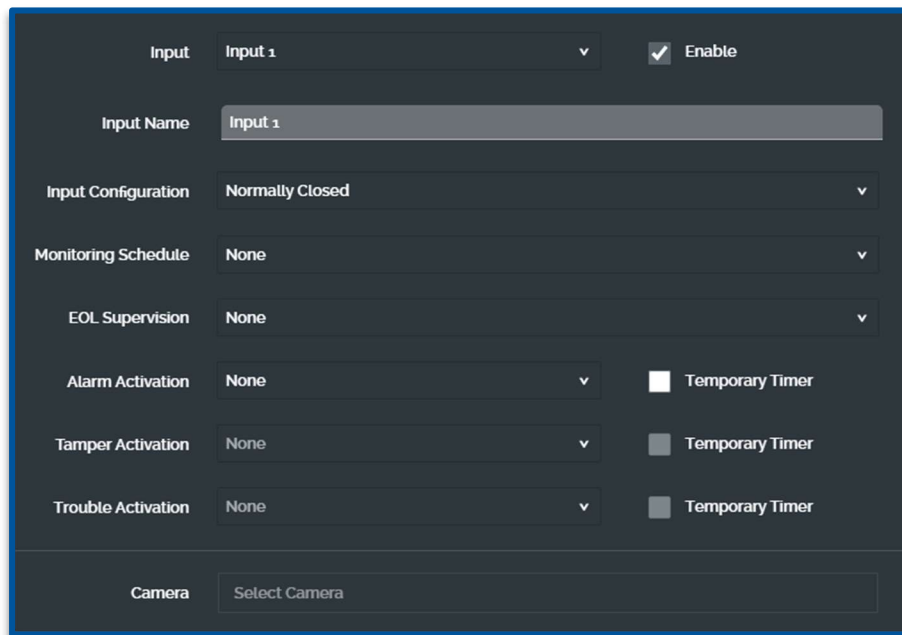


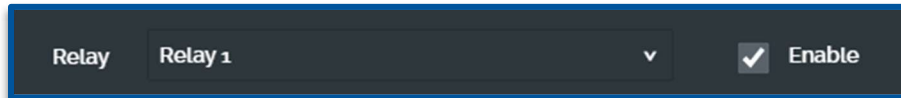
Figure 21: KT-1 Inputs

There are 4 inputs on the KT1 controller, allowing you to configure monitoring and what happens with them.

Relays

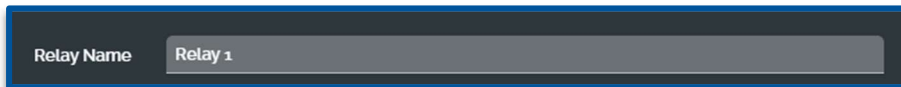
Relays control or trigger systems electromechanically or electronically.

1. To enable a relay, use the drop-down menu to select the relay, and then select the **Enable** check box.



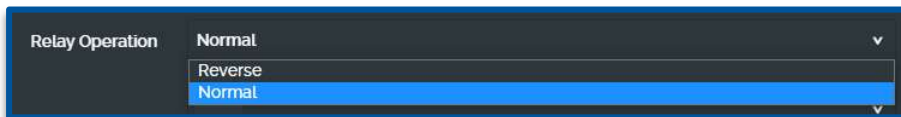
A dark-themed control panel with a dropdown menu labeled 'Relay' showing 'Relay 1' and a checked 'Enable' checkbox.

2. You may rename the relay in the **Relay Name** field to one that is more easily identifiable.



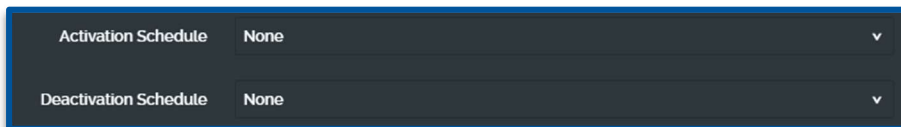
A dark-themed text input field labeled 'Relay Name' containing the text 'Relay 1'.

3. Select the **Relay Operation** from the drop-down menu.
 - **Normal**—by default, the relay will be deactivated.
 - **Reverse**—by default, the relay will be activated.



A dark-themed dropdown menu labeled 'Relay Operation' with 'Normal' selected. The menu is open, showing 'Reverse' and 'Normal' as options.

4. Select **Activation Schedule** if you would like to select a pre-defined schedule to determine when a deactivated relay should become activated. See the section on [Schedules](#) for more details on how to set them.
 - The **Deactivation Schedule** is used to select a pre-defined schedule for when an activated relay should become deactivated.



Two dark-themed dropdown menus. The top one is labeled 'Activation Schedule' and the bottom one is labeled 'Deactivation Schedule', both showing 'None' as the selected option.

5. **Temporary Timer**

Relay Events

Relay events are the actions that occur when a specific event occurs. You will configure them for the door separately. For each option, select the associated relay you would like to assign to the individual door.



Door	Door 1	
Door Forced Open	None	▼
Door Held Open	None	▼
Door Alarm On Relock	None	▼
Lock Trouble	None	▼
Follow Lock Output	None	▼
Invalid Card Status	None	▼
Card Traced	None	▼
Access Denied	None	▼
Extended Door Access Delay	None	▼
Access Granted	None	▼

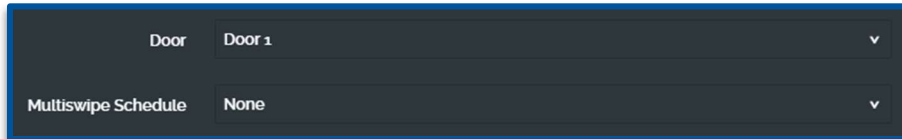
Figure 22: Relay Events Configuration

Multi Swipe

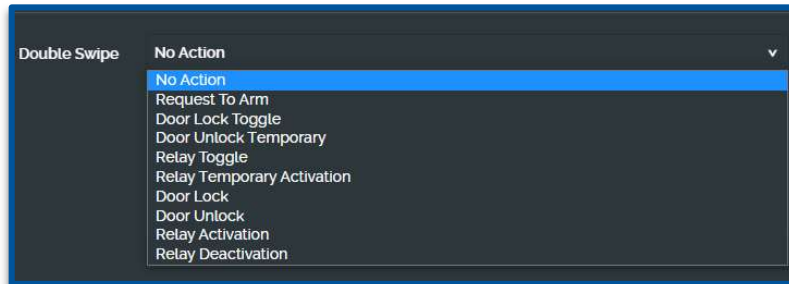
Multi-swipe is used to determine what actions will result when a user double or triple swipes their card.

NOTE: This feature is not available with mobile credentials

1. To enable the multi-swipe feature, select the door and schedule this will apply to. See the section on [Schedules](#) for more details on how to set them. The schedule will apply to both the double and triple swipe action and must be valid for the second or third time the user swipes the card for the action to occur.



2. For the double swipe, determine the action that should occur when the user double swipes their card from the drop-down menu.

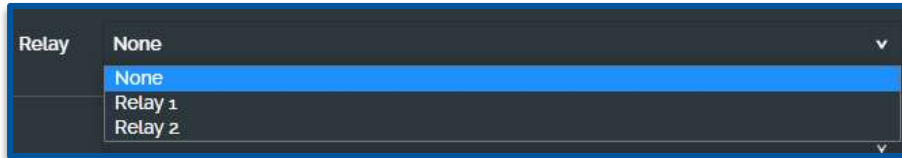


- **No Action** - Nothing will occur.
- **Request to Arm** - Arms the door manually.
- **Door Lock Toggle** -Changes the locks current state. If the door is locked, it unlocks. If it is unlocked, it locks it.
- **Door Unlock Temporary** - Unlocks the door for a specified amount of time.
- **Relay Toggle** - Changes the relay state. If the relay state is active, it switches it to inactive. If the relay state is inactive, it switches to active.
- **Relay Temporary Activation** - Activates a relay, or group of relays, for a specified amount of time.
- **Door Lock** - Relocks the door after valid access.
- **Door Unlock** - Unlocks the door after valid access.
- **Relay Activation** - If the current relay state is inactive, activates the relay.
- **Relay Deactivation** - If the current relay state is active, inactivates the relay.

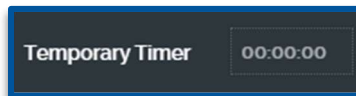
3. Select the **Relock on Access** check box to lock the door before executing the double swipe action.



4. If you select a relay option (Relay Toggle, Relay Activation, or Relay Deactivation), the **Relay** drop-down menu becomes available, and you will need to select the relay from the list.



5. If you select an option with a temporary amount of time (Door Unlock Temporary or Relay Temporary Activation), the **Temporary Timer** field becomes available. This field allows you to set the time for these options; the default is 00:00:00 (HH:MM:SS).

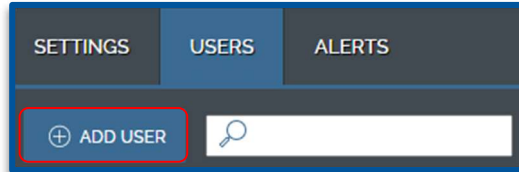


6. To set the triple swipe parameters, repeat the above steps.

Users

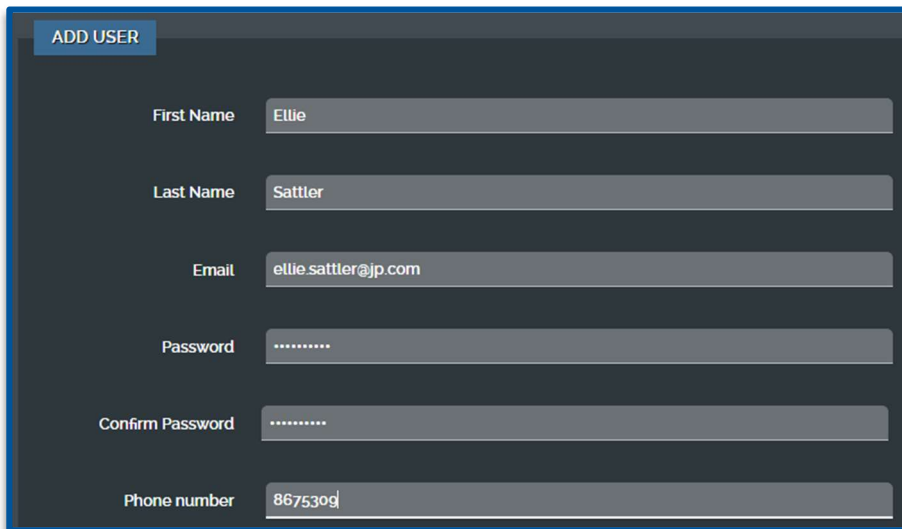
Under the **Users** tab, you can add users within Cloudevue who will have access to view or manage the controller.

1. To add a new user, click **Add User**.

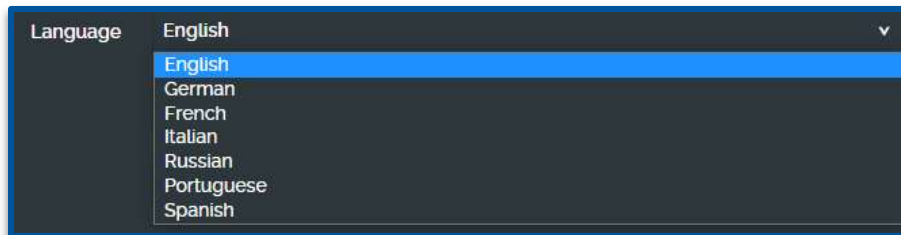


2. On the next screen, enter the users details, including the first and last name, email address, password credentials, and phone number.

Note: The email address will become the username for login for the user.

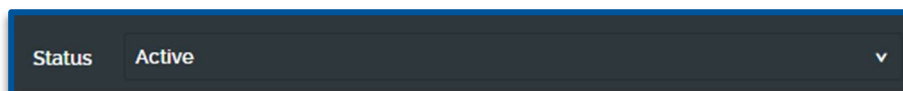
A screenshot of the 'ADD USER' form. The form is titled 'ADD USER' in a blue header. It contains several input fields: 'First Name' with the value 'Elie', 'Last Name' with 'Sattler', 'Email' with 'elie.sattler@jp.com', 'Password' with a masked field of seven dots, 'Confirm Password' with a masked field of seven dots, and 'Phone number' with '8675309'. Each field is accompanied by a label on the left.

3. Select the user's language; the default will be English.

A screenshot of a dropdown menu for selecting a language. The menu is titled 'Language' and currently shows 'English' as the selected option. A list of other languages is visible below: 'English', 'German', 'French', 'Italian', 'Russian', 'Portuguese', and 'Spanish'. The 'English' option is highlighted with a blue background.

4. Next, choose the status for the user. The default setting is Active.

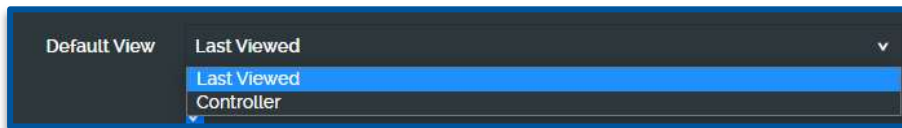
Note: This leaves the user in the system, however, deactivates their access. In order to remove the user, you must do it from the main page.

A screenshot of a dropdown menu for selecting a user status. The menu is titled 'Status' and currently shows 'Active' as the selected option. The 'Active' option is highlighted with a blue background.

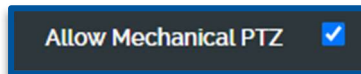
5. The next option is to assign the user's role.



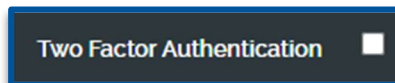
- **View Only** - Default setting, user can view live and recorded video, but may not make changes.
 - **Live Only** - User will see live video only.
 - **Enterprise** - User will see live and recorded video and change settings. They may view subscriptions but not change them.
 - **Billing Administrator** -Can view and access all items.
6. **Default View** allows you to determine what the user sees when they log into the system. The default is the Last Viewed, but you may also choose to default it to the Controller view.



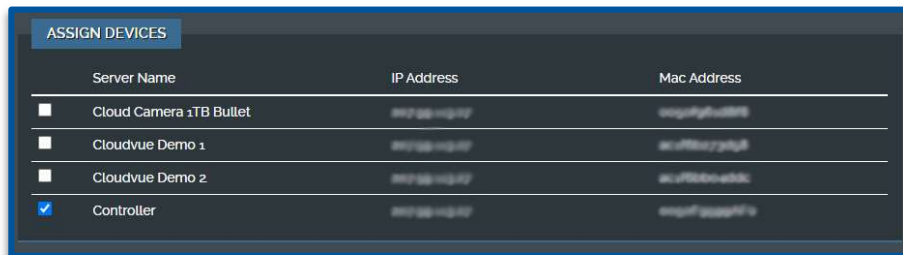
7. If you would like to allow the user to set the PTZ by hand with a device, check the box for **Allow Mechanical PTZ** .



8. If you would like to require the user to use **Two Factor Authentication**, check the box.



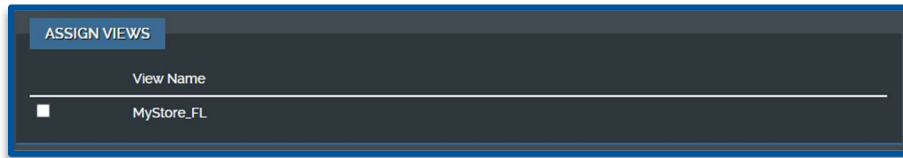
9. On the right side of the screen will be the list of devices that you can assign to the user. Check the box for each device you would like to assign to the user.



A screenshot of a table titled 'ASSIGN DEVICES'. The table has three columns: 'Server Name', 'IP Address', and 'Mac Address'. There are four rows of data. The 'Controller' row has a checked checkbox in the first column, while the other three rows have unchecked checkboxes.

Server Name	IP Address	Mac Address
<input type="checkbox"/> Cloud Camera 1TB Bullet	192.168.1.101	00:0C:29:00:00:00
<input type="checkbox"/> Cloudvue Demo 1	192.168.1.102	00:0C:29:00:00:00
<input type="checkbox"/> Cloudvue Demo 2	192.168.1.103	00:0C:29:00:00:00
<input checked="" type="checkbox"/> Controller	192.168.1.104	00:0C:29:00:00:00

10. If there are any custom views available, you can assign them to the user. Check the box for each view you would like to assign.

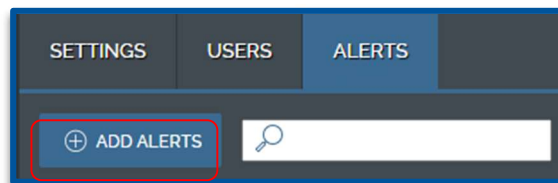


11. When you have made all selections, click **SAVE**.

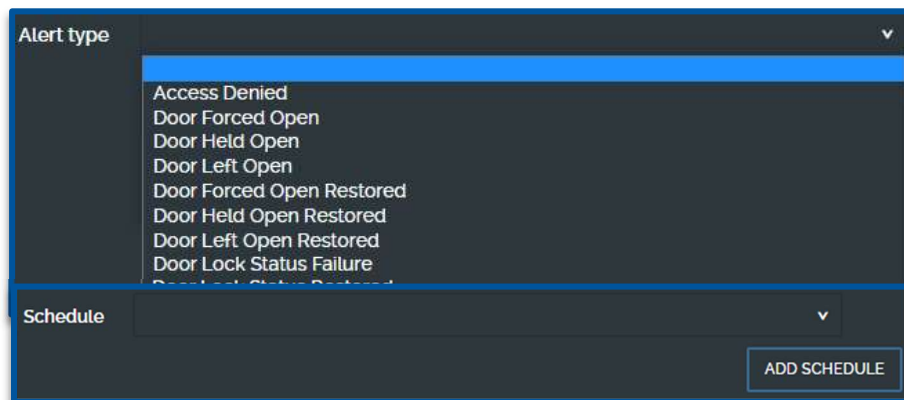
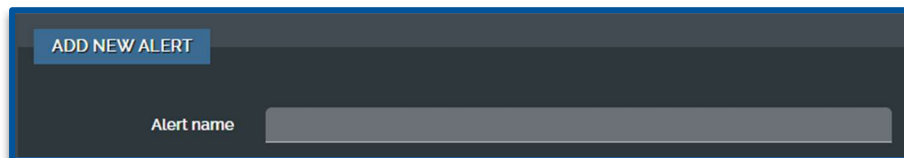
Alerts

Under the **Alerts** tab, you can add alerts based on certain actions and schedules to be sent to specific users, either by email or SMS.

1. To add a new alert, click **ADD ALERTS**.

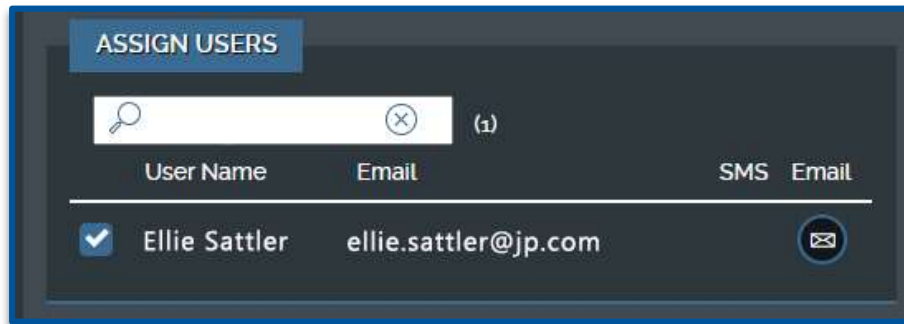


2. Next, provide a name for the alert that is easily identifiable in the **Alert Name** field.
3. Select the **Alert Type** from the drop-down menu.



4. Use the **Schedule** drop-down to select a predetermined schedule to show when the alerts would send; or click Add Schedule to create one. See the section on [Schedules](#) for more details on how to set them.

- Once you have made the alert selections, select a user by checking the box next to their name, and then select the preference of SMS, email, or both for how they would like to receive the alerts.



- When you have made all selections, click **SAVE**.

3.0–FAQ

What firmware version does my controller need to support Cloud mode?

Firmware V3.06.09 or higher.

If I change my mind, can I downgrade my controller firmware from the version supporting Cloud mode?

No, Firmware V3.06.09 cannot be downgraded to an older version.

Will I be able to upgrade the firmware of my controller after setting it to Cloud mode?

Yes, Firmware can continue to be upgraded to future versions.

Can I use my controller in another mode (EntraPass or Standalone) after setting it to Cloud mode?

Yes, but controller must be reset to the factory default prior to changing the mode.

How would I know if the controller was initialized correctly after setting it to Cloud mode?

The vital LED makes continuous 3 quick pulses in blue and the Lock2 LED on the controller will turn on.

How long does it take for the controller to fail in fail-soft mode after losing connection?

The controller will be declared offline after approximately 60 seconds from the latest connection loss. Controller will then enter fail-soft mode.

How long does it take for the controller to quit fail-soft mode after restoring connection?

The controller will take up to 30 seconds to go online and recover from fail-soft mode after restoring the connection.

4.0–Troubleshooting

Issue	Possible Cause	Action
Controller did not initialize correctly	Poor or loss of Internet connection Cloud server temporarily unavailable	Press the “Reset” button or power cycle the controller
Events not showing in the event dashboard	Poor Internet connection	Ensure the Internet has enough bandwidth and lower ping time
Events reported in wrong date & time	Wrong location is selected for the controller	Verify the account address

Table 6: Troubleshooting

5.0—Revision History

Originated Revision: 1.00
Date: 2020-10-05
By: Abdelfattah Ochi

Originated Revision: 1.01
Date: 2020-10-07
By: Abdelfattah Ochi

Originated Revision: 1.02
Date: 2021-01-26
By: Abdelfattah Ochi

Originated Revision: 1.03
Date: 2021-04-30
By: Vicky Kulig

Originated Revision: 1.04
Date: 2021-05-19
By: Vicky Kulig

Originated Revision: 1.05
Date: 2022-06-30
By: Alexis Alpirez