

# User manual

## MOBOTIX HUB Access 2025 R2

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# Overview

## MOBOTIX HUB Access for operators

MOBOTIX HUB Access is an extension of MOBOTIX HUB. If a dedicated MOBOTIX HUB plug-in exists for that access control system, it enables organizations to integrate their access control systems with MOBOTIX HUB.

To use this extension, you must purchase:

- 1 (one) base license for each MOBOTIX HUB system you want to use with MOBOTIX HUB Access.
- 1 (one) door license for each door you want to control through MOBOTIX HUB.

MOBOTIX HUB Access includes:

- A shared user interface for access control systems in MOBOTIX HUB Desk Client.
- Powerful integration of access control systems.
- Live monitoring of events at access points.
- Operator-assisted access requests.
- Integrations with maps.
- Alarm definitions for access control events.
- Investigation of events at access points.
- Centralized overview and control of door states.
- Cardholder information and management.

Whenever a user in MOBOTIX HUB Desk Client takes any access-related action, such as opening a door or denying entry, the system records it in the **Audit log**.

# Setting up access control

## Setting up access control in MOBOTIX HUB Desk Client

With MOBOTIX HUB Access, you can monitor and approve or deny access requests for buildings, secure areas, and other locations directly in MOBOTIX HUB Desk Client.

The information in this section will explain how to:

- Add an access monitor view item to a view and adjust it to display relevant access events.
- Customize the access monitor settings to best fit your operational work flow.
- Add overlay buttons to other view items to have more access control actions.
- Access and review detailed cardholder data for informed decision-making.
- Show and hide access request notifications in cases where you need to change these settings.

## Add access monitors to views

You must set up an access monitor to use access control functionality in MOBOTIX HUB Desk Client. An access monitor is a view item that enables you to carry out access control-related actions in MOBOTIX HUB Desk Client.

1. In setup mode, select a view you want to use for access monitoring.
2. In the **System overview** pane, click **Access monitor** and drag it to a view item.
3. In the **Access monitor settings** window that is displayed, specify the settings. When you have selected a door, you can keep the default settings or adjust them if needed.
4. Click **OK**. The access monitor is added to the view.

When an access control incident that triggers an event occurs, it is displayed on the right side of the view item.

## Change access monitor settings

In live mode, you can change the settings of your access monitor:

1. Click **Setup** and select the access monitor view item you want to modify.
2. In the **Properties** pane, click the **Access monitor settings** button.
3. In the **Access monitor settings** window that is displayed, specify the settings and save to return to live viewing.

## Access monitor settings

Specify the following access monitor settings:

Name	Description
Door	Select the door you want to view access control events from. When you select a door, the available settings are displayed with their current values.
Sources	Select the type of access control sources you want to receive events from. The list of sources can contain doors or specific access points for a door. <ul style="list-style-type: none"><li>An access point is a point of entry, including its associated physical devices such as card readers, keypads, sensors, or buttons.</li><li>A door typically has two access points that control entry and exit through the door.</li></ul> Your system administrator configures the list of sources.
Camera	Select the camera which you want to show video related to this door from. By default, MOBOTIX HUB lists the cameras that your system administrator has associated with the selected door, but you can also select another camera in your MOBOTIX HUB system.
Events	Select the type of events you want to receive. You can select events from the event categories defined by your MOBOTIX HUB system administrator or from the list of events defined in your integrated access control system.
Commands	Select the command buttons to display on the access monitor, such as lock and unlock doors. Your system configuration defines the list of available commands.
Order	Display new events at the top or bottom of the event list.

## Add overlay command buttons for access control

In MOBOTIX HUB Desk Client, you can customize your interface using overlay buttons.

You can add overlay command buttons for access control to a view item by selecting from a list of commands configured for the doors or access points. Overlay buttons are displayed when you drag the mouse over the view item.

1. In live mode, select **Setup** and select the view item you want to modify.
2. In the **Overlay buttons** pane, click **Access control**.
3. Locate the command you want to add and drag it to your view item.
4. Click **Setup** to return to watching live video.



If you upgrade your MOBOTIX HUB VMS to 2024 R2 or later, you might need to manually add overlay buttons for access control to your views in MOBOTIX HUB Desk Client.

### Examples of how to use overlay buttons

- Have direct access to command buttons in view items other than access monitors.
- Place the command buttons directly by a door in the view item.
- Add other command buttons than the command buttons specified in [Access monitor settings on page 6](#)

## Manage cardholder information

If your integrated access control system is configured to support this feature, you can open a webpage that displays a cardholder's record. On that page, you can carry out tasks such as managing user settings or viewing additional cardholder details.

Provided that the integrated access control system supports deep linking, the following prerequisites exist for the access control system:

- It must include a web client.
- It must support deep links.

To manage cardholder information:

1. On the **Access control** tab, select the **Cardholders** list.
2. Search for a cardholder and select the person from the list.
3. On the right-hand side, below the cardholder information, you can click a link to a webpage that opens and displays the available cardholder information. Depending on the integrated access control system, more links might be supported. You might need to add your user name and password again.
4. You can edit details, including cardholder information and access permissions.
5. Close the webpage and return to MOBOTIX HUB Desk Client.

## Show or hide access request notifications

You can hide access request notifications in MOBOTIX HUB Desk Client if, for example, only one person should handle access requests.

1. On the global toolbar, select **Settings and more**  and then **Settings** .

Alternatively, select the **Settings** icon from within an access request notification.

2. Select the **Access control** tab, then select **Show access request notifications** to show or hide the notifications.



## Setting up access control

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If **Use server settings** is selected, your system administrator decides if access request notifications are displayed.

# Using access control

## Using access control in MOBOTIX HUB Desk Client

This section focuses on how to use access control functionality after you have decided how you want to set it up in MOBOTIX HUB Desk Client. The information in this section will explain how to:

- Monitor doors.
- Control door states.
- Investigate access control events.
- Respond to access requests.
- Manage cardholder information.
- View access control units on smart maps.

## Using access control in live mode

In live mode, you can view live video from cameras associated with access control sources together with the event list located on the right-hand side of the video.

When you click any of the events in the list, the live video automatically pauses and changes to independent playback of the event. To go back to viewing live video, either click the event again or click the **Independent playback** icon on the camera toolbar.

If the system and the event hold cardholder information, you can click the search icon next to the cardholder name on a selected event to jump to the **Access control** tab and view all events associated with the cardholder.

## Monitor doors on maps

If your organization uses the map functionality to support your surveillance and access control tasks, you can add access control units to a map:

1. In setup mode, expand the **System overview** pane.
2. Select **Map** from the list and drag it to a view item.
3. Locate the map file and click **OK**.
4. From the map toolbox that is displayed, click **Add access control**.
5. From the list, drag the relevant access control unit, such as a door, onto the map to display an icon representing that door.
6. Click **Setup** to change to live viewing, then right-click the door icon to trigger commands.

You can unlock the door from a command button on the access request notification or on the map itself.

When you have granted access, the door icon turns green to indicate it's an open door. When the door is locked again, automatically or manually, the door icon turns red and is displayed as a closed door.

Because each access control unit's status is always displayed, the map provides a fast, graphical overview of the unit's status across the area or building you're monitoring.

## Investigating access control events

### Search and filter access control events

You can filter the event list in multiple ways to display only the data you need. Any filters you apply instantly update the event list.

1. On the **Access control** tab, select **Events** list.
2. Click any of the filters at the top of the list and specify the criteria, or right-click a specific time, event, source, or cardholder within the list and filter using that value.

**You can filter on:**


Events list	Description
<b>Time</b>	Select a time range to view data for that specific time.  If you click <b>Today</b> , you'll only see today's events. You can also use a custom interval to specify a particular time.  If you select <b>Live update</b> , the event list refreshes immediately when new events match the filter criteria. The list can display up to 100 events. You cannot search for cardholders when <b>Live update</b> is active.
<b>Event</b>	Choose at least one event type either from a specific access control event, or from the list of event categories or uncategorized events.
<b>Source</b>	Select one or more of the available sources directly from the list of doors or select among other sources to view only events for those units. Examples of other sources can be access points or controllers from the access control system.
<b>Access control system</b>	If your MOBOTIX HUB system is integrated with more than one access control system, select the specific access control system you want to view events from.
<b>Cardholder</b>	Select a cardholder from the list.

### Using the events list

On the **Access control** tab, when you select an event, a preview with the related video sequence is displayed on the right. The title bar of the preview window displays the name of the camera linked to the access control unit that triggered the event.

## Using access control

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- If you have multiple cameras associated with a door, they all appear in the preview.
- Default playback options are available from the toolbar.
- Related cardholder information is displayed below the video preview together with details about the selected event.
- Click  to view live video or play back recorded video in a detached window.

### Export an access report

On the **Access control** tab, you can create and export a report of the event list to a PDF file when you are not in live update mode.

1. Filter or search for the events you want in the report. If the event count is high, refine your search to reduce the number of results.
2. Click the **Access Report** button, then fill out the fields. The report contains:
  - Report name
  - Report destination
  - A list of the applied filters
  - A comment field
  - An option to include snapshots.
3. Click **OK** and wait until the report is complete.
4. In the top right corner, click **Details**, then in the window that is displayed, click **Open**. The access report opens in PDF format.

### Switch to or from the live update mode of the Events list

Instead of viewing live video of access control events in live mode, you work in live update mode on the **Access control** tab. The event list updates automatically when new events that meet the filter criteria occur.

1. On the **Access control** tab, select **Events** list.
2. In the drop-down list for the filter where you choose a duration, select **Live update**.

Next to the search field, notice that you have changed mode. The event list updates automatically when new events that meet the filter criteria occur. When you work in live update mode, you cannot search for cardholders, and you cannot create an access report.

3. To switch back from the live update mode, filter on a new time range.

### Monitor and control door states

The **Doors** list displays the doors, access points, and other access control units in each access control system, plus their current state. The list can be useful if you need to know the state of a specific door or similar.

## Using access control

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You can filter on the doors list in several ways to display the data you're interested in. Any filters you apply are immediately reflected in the list.

1. On the **Access control** tab, select **Doors** list.
2. Click any filter at the top of the list and specify the criteria.
3. You can combine the filters or enter your criteria in the search field to search for doors or right-click a door or a state within the list and filter using that value.


### Available filters

Doors list	Description
<b>Name</b>	Select one or more of the available doors, access points and uncategorized types or select between other access control units to view only the states of those selected.
<b>Access Control System</b>	If your MOBOTIX HUB system integrates with multiple access control systems, select the access control system you want to view doors from.
<b>State</b>	Select any of the available states directly from the list of state categories and uncategorized states or select between specific access control states.

Another way to monitor the door states for your surveillance area is by adding doors to maps. See [adding doors to maps](#).

## The doors list

On the **Access control** tab, when you select a door in the **Doors** list, the associated camera shows live video and detailed information on the right-hand side of the screen.

- If you have multiple cameras associated with a door, they all appear in the preview.
- Default independent playback options are available from the toolbar.
- Action buttons allow you to perform certain commands related to that door, for example lock/unlock door. Available commands depend on your system configuration.
- Information related to the selected door appears below the live video preview.
- Click  to view live video or play back recorded video in a detached window.

## Investigate cardholders

The **Cardholders** list contains a list of the cardholders and their details. The cardholders list can be based on data from each integrated access control system.

## Using access control

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You can filter the cardholders list in different ways to make it display only the data you're interested in. Any filters you apply instantly update the list.

1. On the **Access control** tab, select **Cardholders** list.
2. Click the filter at the top of the list to specify the access control system you want to investigate cardholders from. You can only work with one access control system at a time.
3. Combine the filters or enter your criteria in the search field to search for cardholders. Alternatively, you can right-click a cardholder or a type within the list and set the filter using that value.

### Available filters

Cardholders list	Description
<b>Name</b>	Select one of the available cardholders to view detailed information about this person.
<b>Type</b>	Select one of the available cardholder types to view the list of cardholders with this type.

When you select a cardholder, detailed information about that cardholder is displayed on the right-hand side of the screen. An image of the cardholder and a link to manage the cardholder's record might also be shown.

## Handling access requests

### Working with access request notifications

Your organization might require security personnel to open doors for access. In such cases, they might receive access request notifications.

You must specify all conditions that trigger an access request notification in MOBOTIX HUB. The notification displays live video related to the access request, allowing you to see the person requesting access.

The name of the door that should open is shown as a headline, indicating, for example, **Access Request - Front door**. The door state (for example open, closed, or forced open) is also displayed. If you have multiple cameras associated with a door, they are displayed below each other.

Access request notifications are temporary. When you close one, the notification is no longer present in your system. If you close MOBOTIX HUB Desk Client while an access request notification is shown, the notification is not restored when you restart.

### Managing access request notifications

When MOBOTIX HUB Desk Client is running, access request notifications are displayed on your screen even when you work in other applications.

- Click the button to send video to a detached window  to view the live video in a detached window.

## Using access control



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Access requests stack up on each other in the access request notification window so that you can handle all incoming access request notifications from the same window. You can drag a notification to the other side of the screen or even to another connected screen.

You can minimize the access request notification window to allow it to continue in the background if you need to. The MOBOTIX HUB Desk Client icon blinks in the taskbar when you have new notifications.

### Respond to access requests

If your VMS supports two-way audio and a speaker and microphone are attached to the relevant camera, access request notifications enable you to speak and listen to people who want to enter.

1. To listen to what the person requesting access is saying, click the  button.
2. To speak to the person requesting access, for example, to give instructions on how to proceed or behave in the area, click and hold the  button.
3. To carry out other actions, use the command buttons to the right of the microphone and speaker buttons. The most typical action is to unlock a door for a person requesting access, but it could also be to turn on the lights in the area close to the relevant entry.



Cardholder information might be available if your access control system supports transferring such information to the MOBOTIX HUB system. Examples of typical cardholder information: the cardholder's ID number, name, department, phone number, and authority level. Depending on your system configuration, you might be able to manage cardholder information. See [cardholder information](#).

## Using access control with smart maps

Smart Maps in MOBOTIX HUB VMS display an interactive, real-time view of your organization's locations. Smart Maps display cameras, alarms, access control units, and other devices on a digital map of your locations to make it easier for you to monitor and respond to incidents.


You can use a smart map with your access control system to:

- Get an advanced overview of your locations: with all access control units mapped out on the smart map, you can quickly identify and address potential issues.
- Get visual feedback right away: when an event occurs, the door icon changes and when an alarm is triggered, the smart map shows the exact location of the alarm.
- Work with access control units directly on the smart map: adjust, lock or unlock access control units, acknowledge alarms, and carry out other tasks directly from the map interface.
- Monitor locations from a central view: manage multiple locations from a single map. Smart maps combine your security operations across locations into one view to help you carry out your work more efficiently.

### Add an access control unit to a smart map

You can add access control units to a smart map in their actual positions in your environment. This gives you a good overview of your surveillance system, and can help you respond to a situation.

If the geo-coordinates of the access control unit have been specified in MOBOTIX HUB Management Client by your system administrator, the access control unit will automatically be positioned on the smart map. If not, you must position the unit yourself in its exact geographic location.

1. Select the view that contains the smart map, and then click **Setup**.
2. On the smart map, click  to open the list of connected access control systems and access control units.
3. Drag an access control unit to the smart map. You can then adjust the position, if needed.
4. To save the change, click **Setup** to exit setup mode.

### Show or hide access control unit information on a smart map

You can show or hide information about access control units on a smart map. This is useful, for example, when you want to increase or reduce the amount of content on your smart map.

1. Select the view that contains the smart map that you want to work with.
2. Click **Show or hide layers and custom overlays**.
3. Select or clear the check boxes for the access control unit information to show or hide.

### Remove an access control unit from a smart map

You can remove devices, for example if devices have been physically removed or were added by mistake. By removing a device, the positioning information of the device, for example the geo coordinates, are removed from your VMS system.

To remove access control units, this **Access Control** permission must be enabled in MOBOTIX HUB Desk Client:

- Edit

Steps:

1. Select the view that contains the smart map, and then click **Setup**.
2. To remove a single device, right-click the device and click **Remove access control unit**.

### Add access control units to buildings

After creating a building and adding levels, you can add access control units to the building. If you've specified a default level, the access control units are associated with it. If not, the access control units are associated with the first level. You can change the level and associate the access control unit with any of the levels in the building.

Steps:



1. Go to the building on your smart map. Zoom in if needed.
2. On the workspace toolbar, select **Setup**.
3. Click on the building to see the building levels.
4. Select the level to which you want to add your access control unit.
5. To associate the access control unit with one or more levels, right-click the unit, click **Access control unit visible on level**, then select the required levels.
6. Select **Setup** again to exit setup mode and save your changes.

If you haven't selected any level, the access control unit is visible on all levels.

## Migrating from a map to a smart map with the Map Migration Tool

Use the Map Migration Tool to migrate map images and the position of devices and access control units from your existing map to a smart map.

Prerequisites:

- Back up your configuration before you proceed with the map migration to avoid scenarios where you unintentionally move items on the smart map.
- To set up a new smart map, you must have at least one view set up with a free view item.
- You must have access to setup mode in MOBOTIX HUB Desk Client.

To migrate your items from a map to smart map:

1. On the top ribbon of MOBOTIX HUB Desk Client, enter setup mode.
2. On the left-hand toolbar of the smart map, click **Add a custom overlay or import a map**.
3. Place your mouse cursor over the position on the smart map where you want to add the map image, then click to place it.
4. In the **Add custom overlay** window, specify the following
  - (Optional) Give the map image a name. If you didn't enter a name of the map overlay, the map is automatically given the same name as the file name of the map overlay.
  - Select **Maps** as your overlay type and from the drop-down list, select the map to add.
5. Review the information message. Make sure that your system configuration is already backed up.
6. Place the imported map overlay in a geographically correct context on the smart map. You can resize, move, or rotate the map overlay to match the correct position or building layout on the smart map.  
  
When you're satisfied with the size and position of the map overlay, save the changes.
7. If your map contains any devices or access control units, select if you want to migrate the image map only or all items.
8. If you have selected to import all items and some of the items have already been added to the smart map, you might need to change their position. Select if you want to keep the current position or change it.

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When you've made your choice, a Windows Desktop notification is displayed to confirm that you've now added the items.

Repeat this process for each map image to add to your smart map. If you need to, you can add the same map image to the smart map again, for example, to update the position of existing items on the smart map.

