

# User manual

## MOBOTIX HUB Access 2025 R1

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# 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 4](#)

## 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.



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.

## 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 categories.
<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.

- 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.

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
Name	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.
Access Control System	If your MOBOTIX HUB system integrates with multiple access control systems, select the access control system you want to view doors from.
State	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.

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
Name	Select one of the available cardholders to view detailed information about this person.
Type	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.

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 related to activity on the camera 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 cardholder information include 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](#).

