

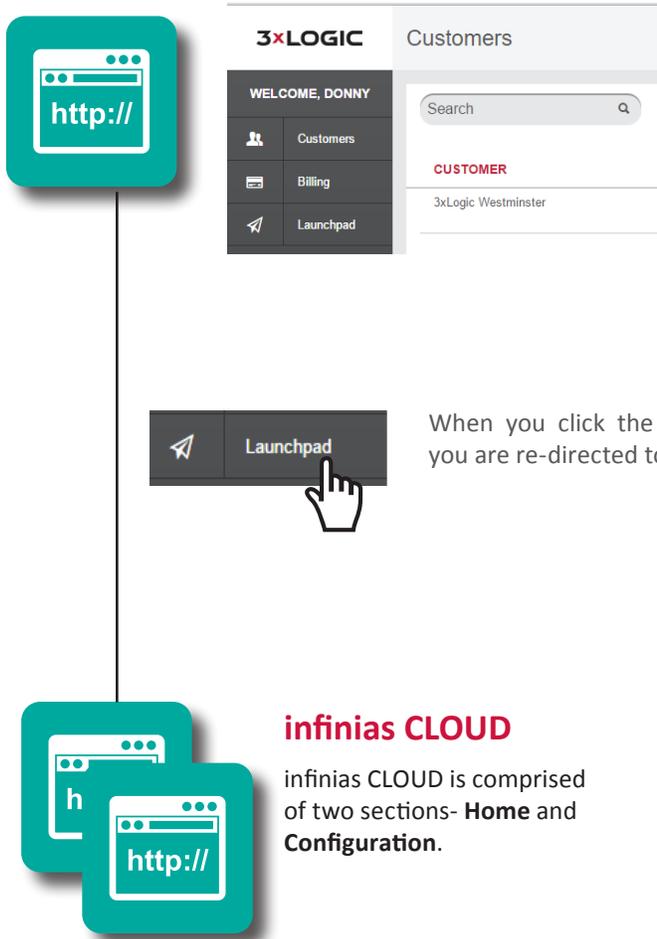
## **infinias CLOUD Configuration Guide**

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## BEFORE YOU BEGIN

Let's get you oriented within the various sections required to manage your customers and door controllers.



### infinias CLOUD

infinias CLOUD is comprised of two sections- **Home** and **Configuration**.

#### HOME

By default, when you log into the application you will see the Home section. Some of the things available to you in the Home section are:

- See the last 100 live events
- Create, modify, and delete People and Groups (based off of your Role)
- Run Reports
- Monitor and override the normal door status of your doors

### Customer Registration Portal

It all starts with the Customer Registration Portal. This is where you:

- Setup billing information
- Create and manage new customers
- Assign EIDC<sup>32</sup> Door Controllers
- View and track invoices to your customers



Toggle back and forth between Home and Configuration using the link in the upper-right corner.

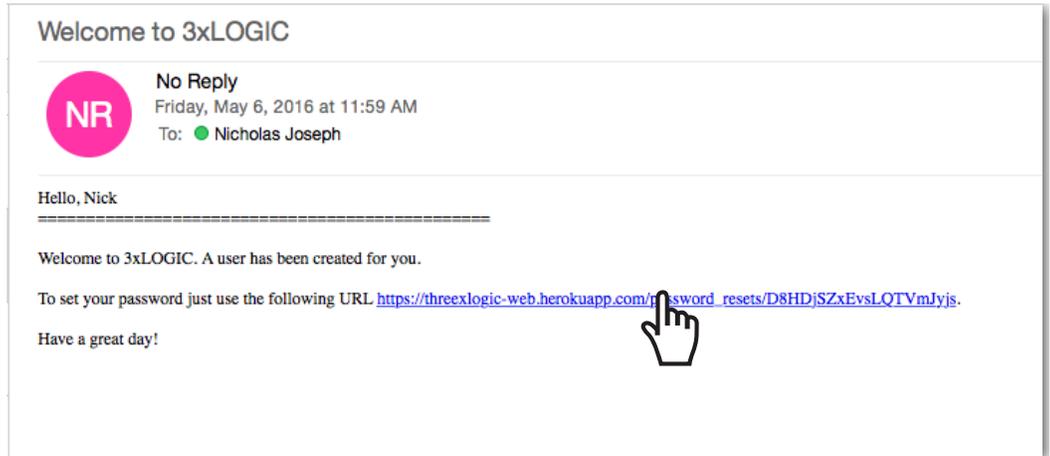
#### CONFIGURATION

**Configuration** is for People in the Supervisor or Administrator Role. This is where you will spend most of your time as a Dealer, configuring access control. In the Configuration section you can create and manage:

- Doors
- Schedules
- Groups
- Zones and rules

## 1.0 Welcome Email

Upon becoming an infinias CLOUD distributor/integrator, you'll receive an email with a link to our new Customer Registration Portal. The portal allows you to create and manage customers and billing, as well as assign door controllers to those customers.

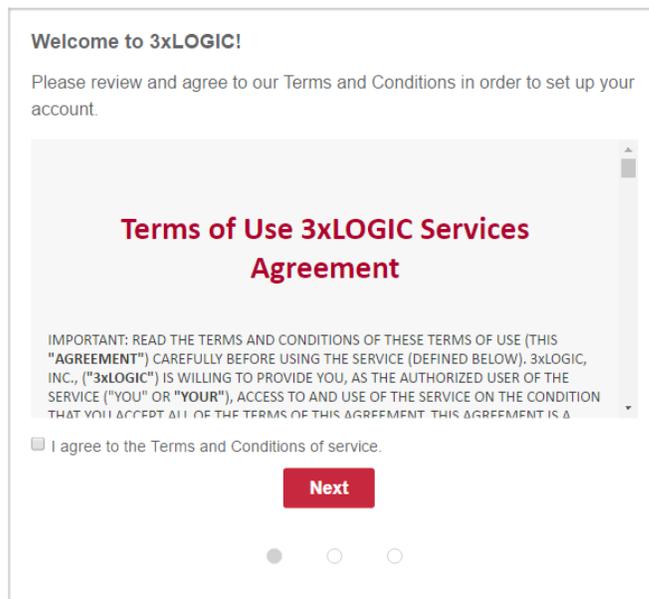


## 1.1 User Agreement, Credit Card, and Dealer Account

After clicking the link included in your email, you will be prompted to accept the User Agreement, enter your credit card, and create a unique password to enter the Customer Registration Portal. This portal can be accessed at any time in the future using the following URL: <https://portal.3xlogic.com>.



You are at the Customer Registration Portal





**HELPFUL HINT**

We accept all major credit cards. Mastercard, Visa, Discover, and AMEX.



**HELPFUL HINT**

The password used for your account must be at least 8 characters long.



**You are at the Customer Registration Portal**



**HELPFUL HINT**

If you forget your password, just click the “Forgot Password” link in the bottom right of the login window.

**Payment Information**

Please provide your payment information in order to setup your account.

Back
Next

**Set Your Password**

Please type in your password and verify it below.

Back
Submit

## 2.0 Login to the Customer Registration Portal

After you’ve set your password, you can login to the Customer Registration Portal at any time using the following URL: <https://portal.3xlogic.com>.

Your username will be your email address.

**Login to your account**

Login with your email address and password

Remember My Login
 Forgot Password

Login

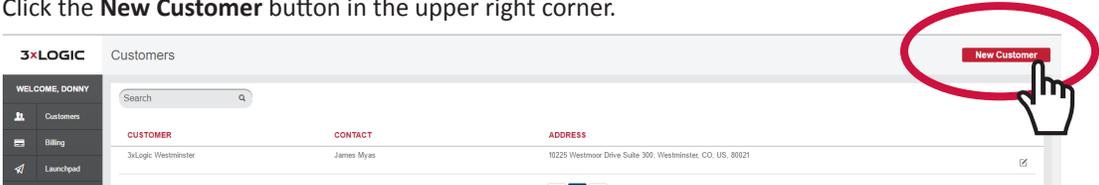


**HELPFUL HINT**

If you need to remove a customer, please contact our support department at 866.496.5783, or send an email to us at helpdesk@3xlogic.com.

## 2.1 Create a Customer

Click the **New Customer** button in the upper right corner.



Provide the **Company Name, First Name, Last Name** and **Email Address** of your customer, then click the **Next** button.

**Create a new customer**

Fishing in Fishers

James Clark

james.clark@fishinginfishers.com

Cancel **Next**

● ○ ○

Provide mailing address details of your customer within the Customer Registration Portal.

**Create a new customer**

891 Prospect Avenue

Address 2

Fishers

United States

Indiana 46037

555-555-5555

**Back** **Next**

● ● ○



**HELPFUL HINT**

Once a customer's account has been created, they will receive an email inviting the customer to create their password.



If your customer's invitation is misplaced or doesn't arrive as expected due to spam or server rules, please contact support.

Confirm the customer information and select **Next**. Once you confirm the customer's information, an email will be sent to the main contact prompting them to create a password.

### Confirm Information

Once you confirm the customer's information, an email will be sent to the main contact prompting them to create a password

**Company Name:** Fishing in Fishers  
**Contact:** James Clark  
**Email:** james.clark@fishinginfishers.com  
**Address:** 891 Prospect Avenue Fishers, IN, US, 46037  
**Phone Number:** 555-555-5555

Back
Next



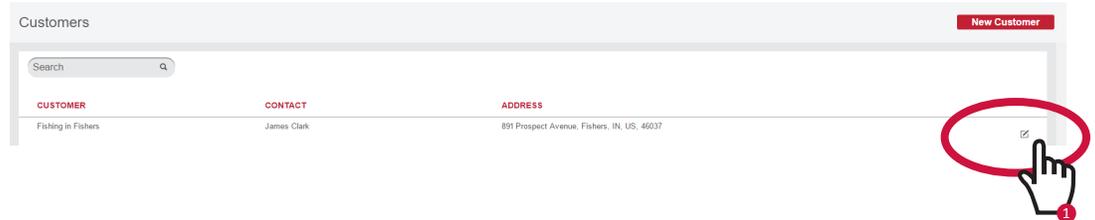
**HELPFUL HINT**

Doors can be added and provisioned to customers through the QR Code setup in Site Access Mobile App (Available from Google Play Store and Apple Store)

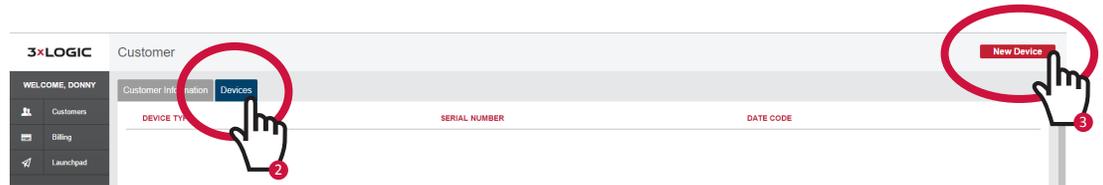
### 2.1.2 Adding a Door Controller to a Customer Account

**Note:** This step can be skipped if you are adding door controllers through QR Code scanning on the infinias Site Access App.

Click the  button to edit a customer account.



Navigate to the **Devices** Tab and then select the **New Device** button.



**HELPFUL HINT**

You can add/provision the door controllers to the customer account before physically installing/wiring the eIDC<sup>32</sup> door controllers.

The Serial Number and Date Code (REQUIRED for provisioning) can be found on a sticker on the back of the controller and on the back of the packaging. EIDC<sup>32</sup> door controllers MUST have a minimum firmware version of 3.1.61.

Enter in the **Serial Number** and **Date Code** of the eIDC<sup>32</sup> Door Controller and click the **Create** button. This is provided on the sticker located on the back of the eIDC<sup>32</sup>.

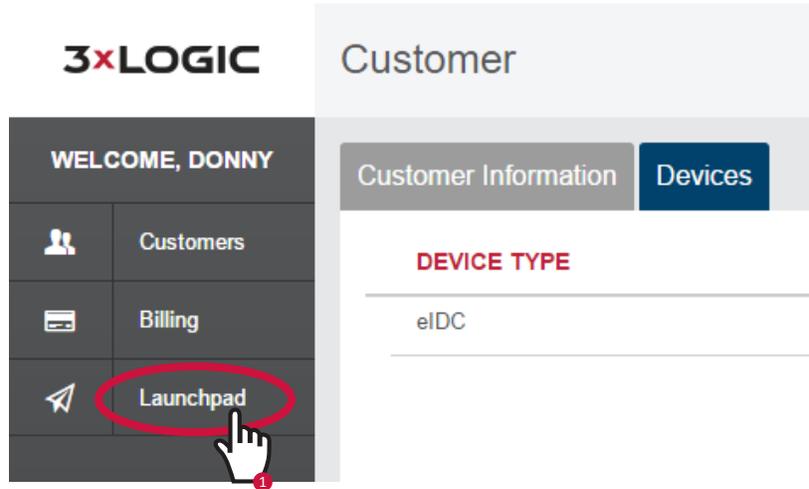


### 3.0 Power on the eIDC<sup>32</sup> Door Controller

Power the eIDC<sup>32</sup> Door Controller. Allow 10-15 minutes for the provisioned controller to communicate to the infinias CLOUD Server.

## 4.0 Launching infinias CLOUD

Dealers can navigate directly to infinias CLOUD from within the Customer Registration Portal, by simply clicking the **Launchpad** Menu Option.



You are in  
infinias CLOUD

Here, you and your customer can create users, provision cards, and manage your door controllers.

infinias CLOUD is comprised of two sections - Home and Configuration. When you log into the software everyone lands in the Home Section.

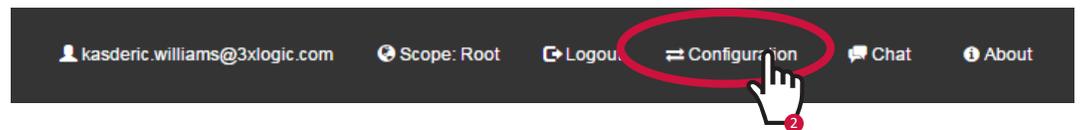
**Configuration** is for People in the Supervisor Role.

Instead of clicking the Launchpad button within the customer portal, this site can be accessed at any time by using the following URL:

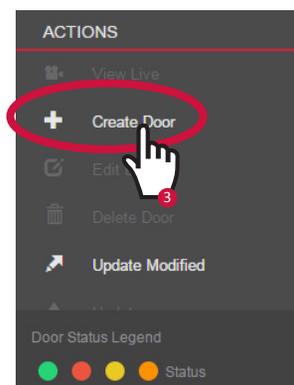
<https://ia.3xlogic.com>

## 5.0 Configure the eIDC<sup>32</sup>

After Launching infinias CLOUD application, click the **Configuration** link in the upper right corner of the software to Create a Door and assign it to an eIDC<sup>32</sup>.



From the **Doors** Page, select the **Create Door** Action from the menu on the left side.





**REMEMBER**

If the Serial Number of your door controller doesn't show up, the provisioning may not be complete. Make sure the door controller has power and has access to the internet. It can take up to 15 minutes for the door controller to register with the server once it is powered on. If the door controller still doesn't show up, check the firmware version. Remember, the firmware of the door controller must be at least version 3.1.61.



**HELPFUL HINT**

If the doors for a customer are unable to communicate to infinias CLOUD, validate that port 18800 outbound traffic is open on the customer's network.



**HELPFUL HINT**

Door Behavior: This is a combination of two settings: card mode and the lock schedule for the door.

Most importantly, this is your lock schedule for the door.

When adding your first hosted door to a customer's site, infinias CLOUD automatically creates an Always Locked Behavior with your site name.

Most people use card only for the card mode, instead of Card+Pin. The difference is single authentication vs. dual authentication. In order to use card+Pin, you have to purchase a special keypad that allows for both.

Drop down the **Serial Number**: Text Box and select the appropriate Door Controller.

Configure the door properties and then click the **Create** button.

- **Name:** Logical Name of the Door.
- **Time Zone:** Time Zone of the Door Controller.
- **Door Behavior:** Lock Schedule for the Door. Select the default that corresponds with your customer.
- **Secured Zone:** Select the default **Inside** Zone.
- **Unsecured Zone:** Select the default **Outside** Zone.
- **Door Type:** Select the door type that meets your needs. Selecting the Diagram button will show you the wiring diagram for the door type selected.



**HELPFUL HINT**

Some common miswiring of the eIDC<sup>32</sup> or misconfigured firewall/router can cause some unnecessary headaches. Check to make sure you haven't accidentally made these common mistakes:

**SYMPTOM:** Doors cannot communicate with infinias CLOUD.

**PROBLEM:** Ensure that TCP Port 18800 is open for outbound traffic on your firewall or router.

**SYMPTOM:** Cards aren't recognized by the reader.

**PROBLEM:** The data wires on the reader may have been wired backward causing the reader to mis-read the card code.

**SYMPTOM:** Doors are unlocked, but when you use your card, the doors lock.

**PROBLEM:** The relay has been wired backward for fail safe or fail secure.

**SYMPTOM:** Every time you open the door, you get a request unlock event in the software instead of a door status event.

**PROBLEM:** The door contacts have been wired to inputs 2 or 3, instead of input 1. Ensure the door contact is always wired to input 1.

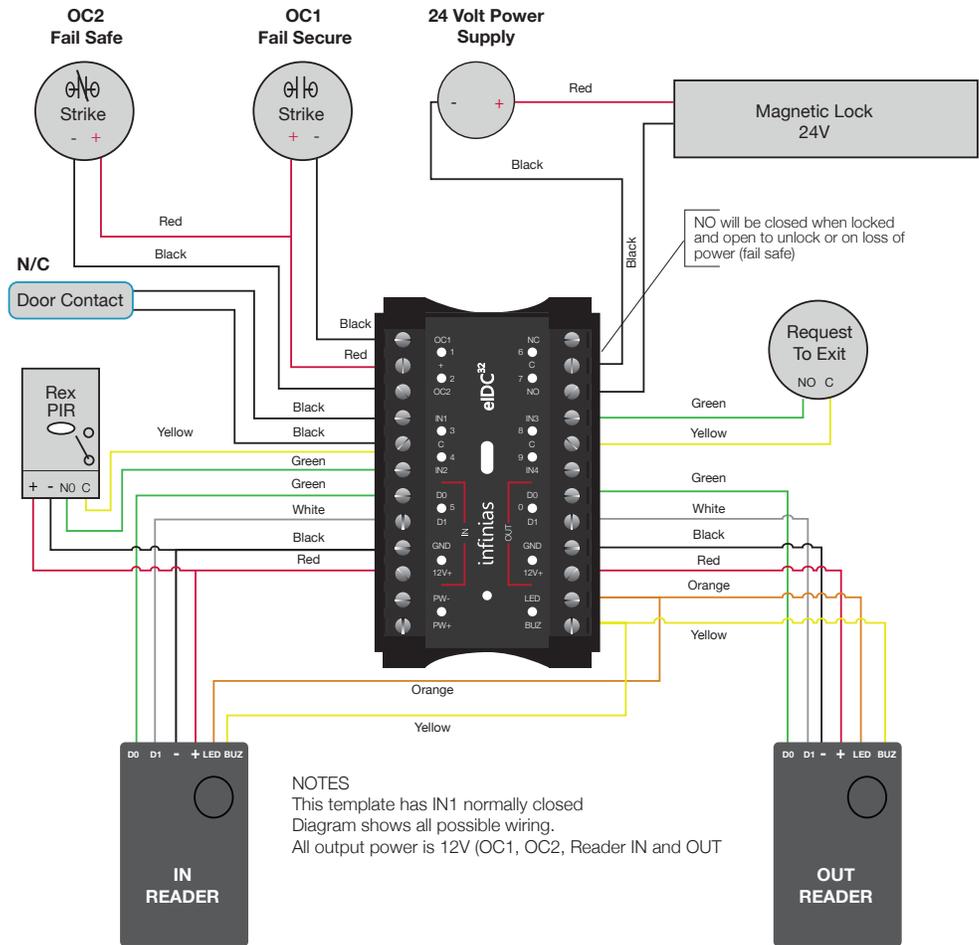
**SYMPTOM:** All the zones and rules setup in the access software will be backwards and your events will look like people leaving the building when they are really coming into the building.

**PROBLEM:** You may have wired the reader to the out reader side of the EIDC.

**SYMPTOM:** PIR bypass is used for when you want to bypass the door forced open event but don't want the door to unlock it. If you wire it to input two the door it will still unlock every time the PIR is tripped.

**PROBLEM:** The PIR may be wired to input 2 for PIR bypass, but should be wired to input 3.

## 5.1 eIDC<sup>32</sup> Wiring Diagram



**NOTES**  
 This template has IN1 normally closed  
 Diagram shows all possible wiring.  
 All output power is 12V (OC1, OC2, Reader IN and OUT)

- **Reader 2:** This specifies whether or not you have a second reader wired to the eIDC<sup>32</sup> and what direction it provides access.

## 6.0 Assign an Access Card and Modify a Card holder's Details

Before you modify a card holder's details and assign them an access card, you need to have the Site Code and Card Code of a card available. To find the Site Code and Card Code of a card, simply **swipe** the card at the reader and look for the corresponding event on the **Events** Page. To navigate to the **Events** Page, click the 3xLOGIC icon  .



| Location     | Full Name | From    | To     | Event                              |
|--------------|-----------|---------|--------|------------------------------------|
| Donny's Door | 81-21711  | Outside | Inside | Access Denied (Invalid Credential) |

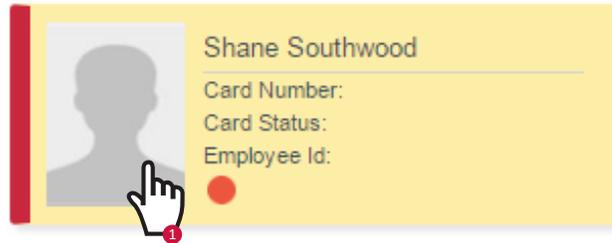


### HELPFUL HINT

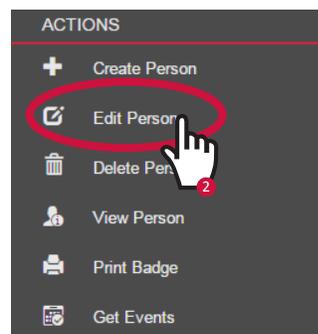
Although infinias CLOUD is a browser based application, you can still double click an item to open it for editing, or right-click on items to expose additional menu options.

Select the **People** tab. Click the **User's Record** once. This will highlight the user red, indicating that is the record you have selected.

Provide the **Person** with the proper **Site Code**, **Card Code**, and **Group Membership** and then click the **Save** button.



Click the **Edit** button from the left menu.





**HELPFUL HINT**

infinias CLOUD has common pre built-in configuration settings that users can utilize to quickly get perimeter access control doors online, and grant cardholders access to the doors.



**REMEMBER**

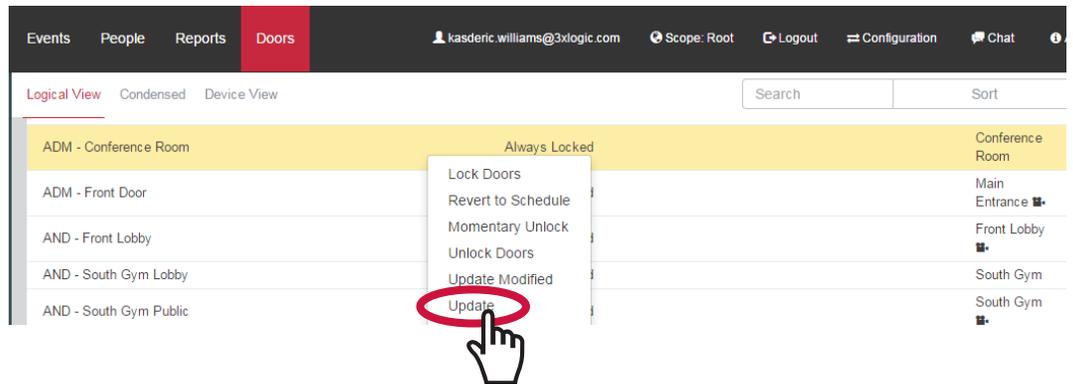
We recommend that you get in the habit of updating your doors after creating access privileges.

Doors that need to be updated will be marked in the status column with a yellow triangle.

Right-Click on the door you need to update, this will expose an additional menu to select Update from. By selecting "Update Modified" you can update all doors that require an update at once.

**7.0 Update Door**

Navigate to the **Doors** Page and right-click the customer's door and select the **Update** option. This will push all the information from the server back down to the eIDC<sup>32</sup>.



Your customer should now have an account and card registered within infinias CLOUD, using our simple, built-in settings.

For advanced configuration please refer to our User Guide.

## 8.0 Staging the Server for Installer

Before the installer goes on-site to install the door controller and any associated cameras, you can stage the server to filter out most of the doors settings, so that there are minimal choices and less room for mistake.

### 8.1 Create a User account for your Installer

Click the People tab, then choose Create Person Action from the menu on the left. Give the installer a First Name, Last Name, Username, and Password. Furthermore, the installer must be provided with a Supervisor Role and assigned to the specified Customer Zone and then select Create.

The 'Create Person' form contains the following fields and options:

- Title: [Text Field]
- First Name: [Text Field]
- Last Name: [Text Field]
- MI: [Text Field]
- Site Code: [Text Field]
- Card Code: [Text Field]
- Department: [Text Field]
- Zone: [Dropdown Menu] (Selected: ----415 Human Reso...)
- Role: [Dropdown Menu] (Selected: Supervisor)
- Username: [Text Field] (Value: smith23)
- Password: [Text Field]
- Re-enter Password: [Text Field]

Buttons: Change Image, Contact, Badge, Credentials, Groups, Role, Custom Fields, Create, Cancel.

### 8.2 Filter out Door Types under the Settings Tab

|                                     | Name                                | CustomerName        |
|-------------------------------------|-------------------------------------|---------------------|
| <input type="checkbox"/>            | 1 1 or 2 Reader IN1 NC PIR Bypass   | Website Demo System |
| <input checked="" type="checkbox"/> | 2 1 or 2 Reader IN1 Normally Closed | Website Demo System |
| <input checked="" type="checkbox"/> | 3 1 or 2 Reader IN1 Normally Open   | Website Demo System |
| <input type="checkbox"/>            | 4 OC1 Fail-Secure No Door Contact   | Website Demo System |
| <input type="checkbox"/>            | 5 OC1 Fail-Secure With Door Contact | Website Demo System |
| <input type="checkbox"/>            | 6 OC2 Fail-Safe No Door Contact     | Website Demo System |
| <input type="checkbox"/>            | 7 OC2 Fail-Safe With Door Contact   | Website Demo System |
| <input type="checkbox"/>            | 8 Relay Gate No Door Contact        | Website Demo System |

Buttons: Save, Cancel.

Toggle the software into **Configuration** mode from the menu items across the top, and click the **Settings** tab. Select **Door Types**, and then **Edit Door Types** Action from the menu on the left. Select the door configurations applicable to the installation and click **Save**. Only Selected Door Templates will show up for the installer when he configures a Door through his infinias Mobile App.

## 9.0 Materials for Installation Technician

This section will outline the materials necessary for the installer in the field.

### 9.1 Checklist

| ✓ | Item                             |
|---|----------------------------------|
|   | Mobile App Username and Password |
|   | Camera Username and Password     |
|   | New Password for Camera          |
|   | Wiring Diagram for Door          |



#### HELPFUL HINT

You **MUST** select the Door Type from the drop down menu **BEFORE** selecting the Diagram button. The wiring diagram will change based on your door type configuration and selection in this field.

### 9.2 Wiring Diagram for the Door

Navigate to the Doors Page in **Configuration** and select the **Create Door** Action.

Select the appropriate **Door Type** required for your installation from the drop down box. This will display the wiring diagram for the eIDC<sup>32</sup>. **Print** the diagram for the installer.

