AN-184

Configuring Apartments in Protege GX

Application Note

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Contents

Introduction

Apartment configuration in Protege GX is a licensed feature that enables you to control and manage access to apartment suites within condominium complexes. This software feature is used in conjunction with the EliteSuite range of keypads. The EliteSuite range is designed for multi-dwelling apartment complex management. A variety of end user keypad options provide centralized management, and the unobtrusive design is the perfect fit for modern residences.

You can add a maximum of 248 master keypads per controller in Protege GX. Each apartment can have 1 master keypad with up to 3 slave keypads.

This application note outlines basic apartment programming within Protege GX. It is advised that you consult the relevant EliteSuite installation and user manuals for additional information on how to set up and use your EliteSuite system.

Prerequisites

Supported Software/Hardware

The apartments feature has been tested and verified with the following versions. All software and hardware must be installed and operational prior to beginning configuration.

Component	Software/Firmware Version
Software	
Protege GX Software	Version 4.1.162.1 or higher
Hardware	
Protege GX Controller	Version 2.08.653 or higher
ELT-KLCS	Version 1.00.015 or higher
ELT-KLCD	Version 1.38.00413 or higher
ELT-KLES	Version 1.02.00136 or higher
ELT-KLED	Version 1.07.00124 or higher

Licensing

License	Order Code	Notes
Protege GX Apartments License	PRT-GX-APART	1 license per Protege GX server

Apartment Records

Adding apartments in Protege GX automatically creates the following records:

- Keypads
- Inputs
- Trouble inputs
- Outputs
- Areas
- Users

These records can only be edited in the apartments programming. For example, you can view the apartment areas in **Programming | Areas**, but you must only edit their settings in **Programming | Apartments | Areas**.

Apartment users are not visible in the standard **Users | Users** page of Protege GX. However, they are included in the users page of the web client. These records should **not** be edited in the web client, as the options for apartment users are not the same as those for regular users.

When you make any changes to the records associated with the apartment in Protege GX, you must module update the EliteSuite keypad. Wait for the programming changes to be downloaded to the controller, then navigate to **Expanders | Keypads**. Right click on the EliteSuite keypad record and click **Update module**.

Important: When you perform a module update, the settings in Protege GX overwrite any programming changes made on the keypad itself. For example, if an occupant adds or modifies any user records on the EliteSuite keypad, these settings will persist until they are overwritten by a module update.

Limitations

- A total of 248 apartments are supported per controller in Protege GX.
- When a controller has apartments programmed, any keypad on that controller with an address from 1-248 is treated as an apartment keypad. Keypads that are not associated with apartments (and related devices such as entry stations) must be programmed with an address above this range or connected to a separate controller to function correctly.
- A single controller cannot support both apartment and non-apartment areas. Areas that are not associated with apartments must be connected to a separate controller to function correctly.
- The status of apartment inputs and outputs cannot be viewed on a floor plan or status page in Protege GX.
- The functionality of records associated with an apartment is determined by the capabilities of the EliteSuite keypad. Not all Protege GX functionality is supported for apartment records. For more information, see Programming Options (page 11).

Programming Example

This programming example will provide a basic outline of how to program a single apartment, set up its area, inputs and output, and add users. This will give you an idea of what steps to follow when setting up your own system.

In this scenario we are programming Apartment 001 in the Erewhon Village complex. The EliteSuite keypad has already been installed and configured with an address of 1. This apartment has alarm monitoring, but does not have card readers connected for access control.

Alarm Monitoring

The occupants of the apartment can arm and disarm the apartment area from the keypad. In addition to normal arming they want to be able to stay arm the area, so that the alarm will be activated if someone opens the door at night.

Input	Location	EOL	Input Type	Monitored when Stay Armed?
Input 1	Door Contact	1K + 1K	Delay	Yes
Input 2	PIR	1K + 1K	Delay Follow	No

The keypad's onboard output is connected to a siren for audible alarms.

The apartment should report arm/disarm, alarms and tampers to ABC Monitoring Station (a Report IP service has already been programmed). This company has provided a reporting code of 1234 for the apartment.

Users

User	Name	Access
User 1 (Master User)	Helen Macky	Access to arm/disarm the apartment and edit users from the keypad.
User 2	Tawera Peita	Access to arm/disarm the apartment.
User 3 (Installer User)	Peter Hartgill	Access to arm the apartment only and edit users from the keypad.

Programming the Apartment

To begin, you must create the apartment record and set the keypad address. When this record is saved, Protege GX creates all of the related records for the apartment.

1. Navigate to **Programming | Apartments**.

2. In the toolbar, select the **Controller** that the EliteSuite keypad is connected to.

3. **Add** a new apartment record and enter the **Name**: Erewhon Village Apmt 001.

4. Enter a **Description**: Home of Helen Macky and Tawera Peita.

5. In a real scenario we could enter contact details, a challenge question and account code for the convenience of the building manager.

6. In the **Keypads** tab, set the following:
   - **Name**: Erewhon Village Apmt KP 001
   - **Keypad address**: 1

7. Click **Save**.

The keypad address must be programmed before you can save the apartment record.

Programming the Area

1. Navigate to the **Areas** tab.
2. Set the area **Name** to Erewhon Village Apmt 001.
3. Set the **Keypad display name** to Home. This is what the occupants will see on the EliteSuite keypad.
4. Open the **Configuration** tab for the area.
5. Set the **Client Code** to 1234.
6. Under **Reporting services**, click **Add** and add the ABC Monitoring Station service.

Programming the Inputs

1. Navigate to the **Inputs** tab and select the first input for the apartment.
2. Change the **Name** to Erewhon Village Appt 001 Door Contact.
3. Change the **Keypad display name** to Front Door.
4. Open the **Areas and input types** tab and set the **Input type** to Delay.
5. Select the second input for the apartment.
6. Change the **Name** to Erewhon Village Appt 001 PIR.
7. Change the **Keypad display name** to Living Room.
8. Open the **Areas and input types** tab and set the **Input type** to Delay Follow.
9. Enable the **Input is a stay input** option.

Programming the Options

1. Navigate to the **Options** tab.
2. Set the following **Time options**:
   - **Entry time**: 20 seconds
   - **Exit time**: 20 seconds
   - **Siren time**: 5 minutes
3. Enable the following options to configure the desired input, output and area operation:
   - **1K + 1K EOL inputs**
   - **Output follows alarm status**
   - **Fast stay arm allowed**
4. Enable the following options to allow detailed reporting to the monitoring station and Protege GX:
   - **Report arm/disarm**
   - **Report alarm activation**
   - **Report input tamper**
   - **Report installer menu access**
   - **Report advanced information**
5. All other options can be disabled.

Programming the Users

1. Navigate to the **Users** tab and select the first user. This is the master user for the apartment. Set the following:
   - **First name**: Helen
   - **Last name**: Macky
   - **Name**: Helen Macky
   - **PIN**: Click the **[4]** button to generate a random 4-digit PIN code.
   - **User can modify other users**: Enabled

2. Select the second user and set the following:
   - **First name**: Tawera
   - **Last name**: Peita
   - **Name**: Tawera Peita
   - **PIN**: Click the **[4]** button to generate a random 4-digit PIN code.
   - **User can modify other users**: Disabled

3. Select the third user. This is the installer user for the apartment. Set the following:
   - **First name**: Peter
   - **Last name**: Hartgill
   - **Name**: Peter Hartgill
   - **PIN**: Click the **[4]** button to generate a random 4-digit PIN code.
   - **Code can arm system only**: Enabled
   - **User can modify other users**: Enabled

4. Click **Save** to save the apartment programming.

Module Update

1. Wait for the programming changes to be downloaded to the controller.

2. Navigate to **Expanders | Keypads**. Select Erewhon Village Apmt KP 001.

3. Right click on the keypad and click **Update module**.

4. When the module update is complete, navigate to **Programming | Areas**. Right click on Erewhon Village Apmt 001 and click **Arm 24 hrs** to enable the tamper monitoring.

The apartment settings are now updated in the keypad.

Validating the Programming

If the keypad has been correctly updated with the programming from Protege GX, it should display the area name and current controller time:

```
Home
  10:55 am
```

To validate the programming, carry out the following steps using the EliteSuite keypad. You can view the events and area status on a status page in Protege GX.

Validating Users

1. Enter Helen Macky's PIN code in the EliteSuite keypad. The keypad should pulse for 20 seconds for the exit delay, then arm the area.

```
Home
  Exit Delay
```

```
Home
  System Armed
```

The Protege GX status page should show the area status change to armed, and the following events:

```
Condominium Erewhon Village Apmt 001 (CD2) Armed By User Helen Macky
(UN138)
Report In Erewhon Village Apmt 001 (13) User Helen Macky (UN138) Report
General Flags [NEW+ALARM]
```

2. Enter Helen Macky's PIN code again. The area should immediately disarm.

```
Home
  11:00 am
```

The Protege GX status page should show the area status change to disarmed, and the following events:

```
Condominium Erewhon Village Apmt 001 (CD2) Disarmed By User Helen Macky
(UN138)
Report In Erewhon Village Apmt 001 (13) User Helen Macky (UN138) Report
General Flags [NEW+ALARM]
```

3. Repeat the arming and disarming process with Tawera Peita's PIN.

4. Arm the area with Peter Hartgill's PIN. Enter his PIN a second time to attempt to disarm the area. The area should not be disarmed.

Validating Input Types

1. With the area armed, open input 1 (the door contact). The keypad beeper should emit a continuous beep to signal the entry delay.

2. Immediately open input 2 (the PIR). There should be no change.

   After the 20 second entry delay the siren output should be activated. The keypad armed indicator should begin flashing and the following message should be displayed.

```
Home
  SYSTEM ALARM
```

The Protege GX status page should show the area status change to alarm activated, and the following events:

```
Condominium Erewhon Village Apmt 001 (CD2) Alarm Activated On Input Input
Erewhon Village Apmt 001 Door Contact (ZN95)
Report In Erewhon Village Apmt 001 (AR13) Using Input Input Erewhon
Village Apmt 001 Door Contact (ZN95) Special Code [None] Flags [NEW+ALARM]
```

3. Disarm the area to silence the alarm. Close the input and rearm the area.

4. Open input 2 (the PIR). The alarm should be activated immediately.

5. Disarm the area and close the input.

Validating Stay Arming

1. Press **[STAY]** and enter Helen Macky's code. After the exit delay the area will be stay armed.

```
Home
  Stay Armed
```

The Protege GX status page should show the area status change to armed, and the following events:
```
Condominium Erewhon Village Apmt 001 (CD2) Armed By User Helen Macky
(UN138)
Report In Erewhon Village Apmt 001 (13) User Helen Macky (UN138) Report
General Flags [NEW+ALARM]
```

2. Open input 2 (the PIR). There should be no change.

3. Open input 1 (the door contact). The keypad should emit a continuous beep for 20 seconds then activate the alarm.

```
Home
  SYSTEM ALARM
```

The Protege GX status page should show the area status change to alarm activated, and the following events:
```
Condominium Erewhon Village Apmt 001 (CD2) Alarm Activated On Input Input
Erewhon Village Apmt 001 Door Contact (ZN95)
Report In Erewhon Village Apmt 001 (AR13) Using Input Input Erewhon
Village Apmt 001 Door Contact (ZN95) Special Code [None] Flags [NEW+ALARM]
```

4. Disarm the area to silence the alarm. Close the inputs.

5. To fast stay arm the area, hold the **[STAY]** button for 2 seconds. After the entry delay the area should be stay armed again.

Programming Options

This section outlines the options that are available for programming apartments.

General

The **General** tab contains the record name and directory information for the apartment.

General

- **Name**: The name of the record in English. This name is used everywhere the record appears in the English version of the software.
- **Name (second language)**: The name of the record in the second language (as installed with the software). This name is used everywhere the record appears in the second language version of the software. Alternatively, additional information about the record may be included in this field.
- **Description**: A description of the apartment for the convenience of a building manager or other operator.
- **Address**: The address of the apartment.
- **Phone**: The phone number of a contact for the apartment.
- **Email**: The email address of a contact for the apartment.
- **Challenge question**: A challenge question can be used by the building manager in situations where they need to identify the apartment's master user.
- **Challenge answer**: The answer to the **Challenge question**. The master user is expected to know this answer.
- **Account code**: This code represents the apartment in reports to the central monitoring station. This is typically a hexadecimal number but the format may depend on the receiver compatibility and reporting service in use.

Options

The **Options** tab contains settings for alarm times, input and output configuration, arming, reporting and user alarms.

Time Options

- **Entry time**: The duration of the area's entry delay, in seconds. If an entry delay input is triggered while the area is armed the area will go into entry delay. If the area is not disarmed before this period elapses the alarm will be activated.

  If this time is set to 0 the area will immediately go into alarm, regardless of the input that is activated.
- **Exit time**: The duration of the area's exit delay, in seconds. Whenever the area is armed the exit delay will begin, giving users time to exit the area before it is armed. When the exit delay time elapses the area will be armed. If this time is set to 0 the area will arm immediately.
- **Siren time**: The duration (in minutes) that the bell output will stay on when the area alarm is activated. The minimum alarm time is 1 minute.

Other Options

- **1k + 1k EOL inputs**: When this option is enabled the inputs connected to this keypad are set to 1K Alarm, 1K Tamper EOL resistor configuration. When this option is disabled the EOL configuration is set to No Resistors.
- **Duplex input mode**: When this option is enabled the keypad can support up to 4 inputs wired in duplex configuration. Additional inputs should be addressed as inputs 3-4 on the keypad.
- **Beep on trouble**: When this option is enabled, if there is a trouble condition in the area the keypad beeper will beep every 2 minutes until the trouble is viewed. Troubles can be viewed by pressing **[MENU] [4]**.
- **Power up disarmed**: With this option enabled, when the EliteSuite keypad powers up the area is disarmed, regardless of the area status when power was lost.

With this option disabled the behavior depends on the area status when power was lost. If the area was in exit delay or armed the area will begin the exit delay and arm again. If the area was in entry delay or in alarm the area will go into alarm. If the area was disarmed it will remain disarmed.

- **Smoke reset output**: When this option is enabled the EliteSuite keypad's spare output (address 1) can be used to reset the smoke alarm. When the **[CLEAR]** and **[ENTER]** keys are held down together for 2 seconds the output is activated to disable the smoke alarm.

    Enabling this option automatically sets the **Smoke reset output** under the **Keypads | Configuration** tab.

- **Output follows alarm status**: With this option enabled the EliteSuite keypad's spare output (address 1) will be activated when the area goes into alarm and deactivated when the alarm is silenced.
- **Output follows area status**: With this option enabled the EliteSuite keypad's spare output (address 1) will be activated when the area is armed and deactivated when the area is disarmed.
- **Output output inverted**: When this option is enabled the **Output follows alarm status** and **Output follows area status** options will operate in an inverted manner. For example, using **Output follows area status** the output will be deactivated when the area is armed and activated when the area is disarmed.
- **Display not ready message**: With this option enabled the EliteSuite keypad will display messages when there are open inputs. The 'Zone Open' messages are displayed on the home screen and when the user attempts to arm the area.
- **24hr time format**: When this option is enabled the keypad displays the time in 24hr format. When this option is disabled the keypad displays the time in 12hr format.
- **Fast arm allowed**: When this option is enabled a user can arm the area by holding down the **[ARM]** key for 2 seconds. This allows the area to be armed without entering a user PIN.
- **Fast stay arm allowed**: When this option is enabled a user can stay arm the area by holding down the **[STAY]** key for 2 seconds. This allows the area to be stay armed without entering a user PIN.

    When an apartment area is stay armed inputs with the **Input is a stay input** option enabled will not be monitored. This is the opposite behavior to the **Stay input** option in **Programming | Input types | Options (1)**.

- **Fast instant arm allowed**: When this option is enabled the area can be instant armed. This means that the area is stay armed but all inputs that would normally initiate the entry delay instead trigger the alarm immediately (i.e. all inputs are treated as 'instant' inputs).

    A user can instant arm the area by beginning the stay arming process then holding down the **[STAY]** key for 2 seconds while the area is in exit delay. The exit delay will be canceled and the area will instant arm immediately.

    When an apartment area is stay armed inputs with the **Input is a stay input** option enabled will not be monitored. This is the opposite behavior to the **Stay input** option in **Programming | Input types | Options (1)**.

- **Fast force arm allowed**: When this option is enabled a user can force arm the area by holding down the **[FORCE]** key for 2 seconds. This allows the area to be force armed without entering a user PIN.

    Only inputs with the **Force arming on input allowed** option enabled in the **Inputs** tab can be force armed.

- **Report arm/disarm**: When this option is enabled the EliteSuite keypad will notify the controller when it is armed or disarmed. Arming and disarming events will be saved to the event log and reported to the monitoring station. This option allows you to view the area status on a status page or floor plan and send manual arm/disarm commands.
- **Report alarm activation**: When this option is enabled the EliteSuite keypad will notify the controller when the alarm is activated, silenced or timed out. Alarm events will be saved to the event log and reported to the monitoring station. This option also allows you to view the area alarm status on a status page or floor plan.
- **Report input bypass**: When this option is enabled the EliteSuite keypad will notify the controller when the area is armed with a bypassed input. Bypass events will be saved to the event log and reported to the monitoring station.

    Apartment input status cannot be viewed on a status page or floor plan.

- **Report input tamper**: When this option is enabled the EliteSuite keypad will notify the controller when a connected input has a tamper or short condition. Tamper events will be saved to the event log and reported to the monitoring station.

  Apartment input status cannot be viewed on a status page or floor plan.

- **Report master menu access**: When this option is enabled the EliteSuite keypad will notify the controller when any user logs in to the keypad. This event will be saved to the event log.
- **Report installer menu access**: When this option is enabled the EliteSuite keypad will notify the controller when the installer (user 3) logs in to the local installer menu. This event will be saved to the event log.
- **Report advanced information**: When this option is enabled the EliteSuite keypad will notify the controller about extended information, such as device tamper and fire input trouble conditions. These events will be saved to the event log and reported to the monitoring station.
- **1+3 Keys generate panic alarm**: With this option enabled the EliteSuite keypad will generate a panic alarm when the **[1]** and **[3]** keys are held together for 2 seconds. This activates the area alarm and sends an event to the event log and the monitoring station.
- **4+6 Keys generate medical alarm**: With this option enabled the EliteSuite keypad will generate a medical panic alarm when the **[4]** and **[6]** keys are held together for 2 seconds. This activates the area alarm and sends an event to the event log and the monitoring station.
- **7+9 Keys generate fire alarm**: When this option is enabled the EliteSuite keypad will generate a fire alarm when the **[7]** and **[9]** keys are held together for 2 seconds. This activates the alarm and the keypad beeper. The keypad sends an event to the event log and the monitoring station.
- **User eight is duress user**: When this option is enabled the eighth user associated with the apartment (see the **Users** tab) is a duress user. When this user's PIN is entered at a keypad or reader PIN pad they can disarm areas and access menus as normal without activating the alarm, but a duress event will be sent to the event log and the monitoring station.

Keypads

The **Keypads** tab enables you to configure the keypad assigned to the apartment. Each apartment has one master keypad with an address from 1-248. Slave keypads connected to the master keypad are not configured within Protege GX.

Keypads added here can be viewed, but not edited, under **Expanders | Keypads**.

General

- **Name**: The name of the record in English. This name is used everywhere the record appears in the English version of the software.
- **Name (second language)**: The name of the record in the second language (as installed with the software). This name is used everywhere the record appears in the second language version of the software. Alternatively, additional information about the record may be included in this field.
- **Keypad address**: The index (network address) of the keypad on the controller network. This must be set to a unique value before the apartment record can be saved.

  Valid addresses are 1-248. You can add a maximum of 248 EliteSuite keypads to a single controller with this feature.

Commands

- This field is used to send programming commands to the device. It should only be used when specifically advised by ICT documentation or technical support.

Configuration

- **Area this LCD belongs to**: This field indicates the area associated with the EliteSuite keypad (read only). The area can be configured in the **Areas** tab.
- **Smoke reset output**: If **Smoke reset output** is enabled (**Options** tab), this field indicates that output 1 on the EliteSuite keypad will be activated when a user resets the smoke alarm from the keypad.

Inputs

The sixteen inputs which can be associated with an EliteSuite keypad are automatically created here. Only inputs 1-4 are configurable within Protege GX. The remaining inputs belong to any connected slave keypads. If all four inputs are physically in use, ensure that the **Duplex input mode** option is enabled in the **Options** tab.

For information on configuring slave keypads, consult the relevant EliteSuite keypad installation manual.

General

- **Name**: The name of the record in English. This name is used everywhere the record appears in the English version of the software.
- **Name (second language)**: The name of the record in the second language (as installed with the software). This name is used everywhere the record appears in the second language version of the software. Alternatively, additional information about the record may be included in this field.
- **Keypad display name**: The name that will be downloaded to the controller. This will be displayed on the keypad and in reports by IP monitoring services. The keypad can only display the first 16 characters of the name, so it should concisely describe the physical location and function of the device.

Address

- **Module type**: Indicates that the input is connected to a keypad (read only).
- **Module address input**: Indicates the **Keypad address** of the keypad this input is connected to (read only).
- **Module input**: Indicates the index of the input on the keypad (read only).

Configuration

- **Control output / output group**: This option is not supported for apartments.
- **Control automation**: This option is not supported for apartments.
- **Support manual commands**: This option is not supported for apartments.
- **Reporting ID**: The input's reporting ID is the zone number which will represent that input to the monitoring station. This field is read only for apartment inputs.
- **Alarm input speed**: This option is not supported for apartments.
- **Restore input speed**: This option is not supported for apartments.
- **Enable input lockout**: This option is not supported for apartments.
- **Input lockout count**: This option is not supported for apartments.

Commands

- This field is used to send programming commands to the device. It should only be used when specifically advised by ICT documentation or technical support.

Graphics

- **Camera**: Associating a camera with an input allows you to right click on any input event in an event window to open an archived camera feed from the time of the event.
- **Floor plan**: Associating a floor plan with an input allows you to right click on any input event in an event window to open the floor plan.

Areas and Input Types

First Assigned Area

- **Area**: The area that monitors this input, i.e. the area associated with the apartment (read only).
- **Input type**: The input type defines how the input will function in that particular area. The input types available for apartment inputs are Delay, Delay follow, Instant, 24 hour alarm, Fire and Fire delay.

General Options

- **Input bypassing enabled**: When this option is enabled the input can be bypassed from the EliteSuite keypad to arm the apartment area. This means the area can be armed even when that input is open or tampered, but the input will not be monitored and will not cause the area to go into alarm.
- **Input is a stay input**: With this option enabled this input will not be monitored when the area is stay armed. With this option disabled this input will be monitored when the area is stay armed.

  To guard the perimeter of the apartment while there are people inside you could enable this option for any internal inputs such as PIRs, and disable it for external inputs such as door and window contacts.

  This option has the opposite behavior to the **Stay input** option in **Programming | Input types | Options (1)**.

- **Force arming on input allowed**: When this option is enabled the area can be force armed when this input is open without bypassing it. The input is monitored and can still generate alarms if closed and opened again.

Areas

Each apartment has one associated area, which can be armed and disarmed from the EliteSuite keypad or from Protege GX.

General

- **Name**: The name of the record in English. This name is used everywhere the record appears in the English version of the software.
- **Name (second language)**: The name of the record in the second language (as installed with the software). This name is used everywhere the record appears in the second language version of the software. Alternatively, additional information about the record may be included in this field.
- **Keypad display name**: The name that will be downloaded to the controller. This will be displayed on the keypad and in reports by IP monitoring services. The keypad can only display the first 16 characters of the name, so it should concisely describe the physical location and function of the device.
- **Record group**: The record group this item belongs to. This allows records to be organized by categories such as building, branch or company. Using roles and security levels, you can restrict operator access so that operators can only see or control the records in specific record groups.

Graphics

- **Camera**: Associating a camera with an area allows you to right click on any area event in an event window to open an archived camera feed from the time of the event.
- **Floor plan**: Associating a floor plan with an area allows you to right click on any area event in an event window to open the floor plan.

Configuration

Setup

- **Child area**: This option is not supported for apartments.
- **Maximum bypass input count**: This option is not supported for apartments.
- **Max user count**: This option is not supported for apartments.

- **Client code**: This code represents the area in reports to the central monitoring station. This is typically a hexadecimal number but the format may depend on the receiver compatibility. If the client code for the area is left at the default value (FFFF) the area will use the **Client code** set in the reporting service (**Programming | Services | General**).

  Typically apartments should have unique reporting codes as tenants may contract security services individually.

- **Interlock area group**: This option is not supported for apartments.
- **Smart input count**: This option is not supported for apartments.
- **Reporting ID**: The area's reporting ID is the group number which will represent that specific area to the monitoring station. In this case there is only one area per apartment so the reporting ID is set to 1 (read only).
- **Lock door group on arming**: This option is not supported for apartments.

Reporting Services

This field allows you to assign the reporting services that will send reports for this area and any inputs or trouble inputs programmed in it.

Services can be programmed in **Programming | Services**.

Users

Each apartment can manage 8 users. These are automatically populated when the apartment is created. By default, user 1 is considered the 'master user' and user 3 the 'installer user'.

Apartment users can arm and disarm the apartment area and access connected card readers, and may also have access to other parts of the Protege GX system (e.g. doors that serve the entire complex).

Apartment users are not visible in the standard **Users | Users** page of Protege GX. However, they are included in the users page of the web client. These records should **not** be edited in the web client, as the options for apartment users are not the same as those for regular users.

General

- **First name**: The first name of the user.
- **Last name**: The last name of the user.
- **Name**: The display name of the user as it appears on keypads and within the software. This name will not appear on the EliteSuite keypad.
- **Record group**: The record group this item belongs to. This allows records to be organized by categories such as building, branch or company. Using roles and security levels, you can restrict operator access so that operators can only see or control the records in specific record groups.
- **Default language**: Defines the language that will be used when the user logs in to a keypad. This may be any supported language and is not limited by the Protege GX installation.

  Only English is supported on EliteSuite keypads. This option will apply to other keypads in the Protege GX system.

Card Numbers

- **PIN**: A user's PIN is used to log in to keypads and access doors (via card readers with PIN pads). This PIN can be used both within the EliteSuite network and in the rest of the Protege GX system.

  The maximum number of digits for this PIN is 4. Click the **[4]** button to automatically generate a new PIN of this length. Site security enhancements (e.g. PIN complexity rules in **Global | Sites | Site defaults**) do not apply to apartment users.

- **Facility/Card number**: Each apartment user can be assigned a credential, made up of a facility number (or site number) and an individual card number. This can be used both within the EliteSuite network and in the rest of the Protege GX system.

  Only one credential can be assigned to each apartment user.

  Note: The Protege GX database cannot store user facility or card numbers of 2147483648 or above. Events referencing these cards will display no data. This is a known limitation.

Configuration

- **Reporting ID**: The code which will be used to identify this user in reports to monitoring stations. Contact ID, SIA and Report IP use this code. This field is read only for apartment users.

General Options

- **Code can arm system only**: When this option is enabled this user can arm the apartment area but cannot disarm it. This might be used for contractors or cleaners so they cannot enter without a resident present but can secure the apartment when they leave.
- **User can modify other users**: When this option is enabled this user can access the **User setup** menu on the EliteSuite keypad (by pressing **[MENU] [5]**). This allows them to edit user PINs, card numbers and other options.

  When an operator performs a module update on the EliteSuite keypad any records modified locally will be overwritten. This allows records to be reset if the tenants in the apartment change.

  This option is enabled by default for the 'master user' (user 1).

- **Disarm on single badge enabled**: With this option enabled the user can disarm the apartment area by badging their card once at the entry reader.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

- **Arm on 3 badge enabled**: With this option enabled the user can arm the apartment area by badging their card three times in succession at a reader.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

- **3 badge latch door toggle**: With this option enabled the user can toggle a door between locked and latch unlocked by badging their card three times in succession at the reader.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

- **3 badge latch door 2 hours**: With this option enabled the user can latch unlock a door for two hours by badging their card three times in succession at the reader. While the door is latch unlocked they can badge their card three times to lock the door.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

- **3 badge latch door 4 hours**: With this option enabled the user can latch unlock a door for four hours by badging their card three times in succession at the reader. While the door is latch unlocked they can badge their card three times to lock the door.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

- **3 badge latch door 8 hours**: With this option enabled the user can latch unlock a door for eight hours by badging their card three times in succession at the reader. While the door is latch unlocked they can badge their card three times to lock the door.

  This option only applies to readers connected to the EliteSuite keypad's slave network.

Access Levels

All users associated with an apartment can arm and disarm the apartment's area and access any connected doors at all times; however, you can also assign access levels here to grant the user access to other parts of the Protege GX system. For example, as well as their own apartments users might require access to shared spaces such as entrances, carparks and gyms.

Click **Add** to add a new access level.

- **Name**: The name of the access level assigned to the user.
- **Access level expires**: When this option is enabled the access level will expire based on the defined start and end dates. The user will only be able to use this access level between the expiry start and end dates.

  Multiple copies of the same access level can be assigned to a single user with different expiry times, allowing for periodic access. For example, a technician may only be able to access the building for a few days per month.
- **Expiry start**: This access level will not be valid for the user before this date and time.
- **Expiry end**: This access level will not be valid for the user after this date and time.
- **Schedule**: This schedule determines when the permissions provided by the access level are valid for this user. This is combined with any schedules set in the access level itself, as well as in door or floor groups.

  The user only has access if all relevant schedules are valid.

Sending Messages to the Keypad

The EliteSuite system provides the ability for a building manager to send messages to the occupants via the keypad. Up to four messages can be stored by an EliteSuite keypad with a screen. A new message that has been sent to your system is announced by an audible tone and the text 'New Message [MENU] To View'.

1. To send messages to an EliteSuite keypad, right click on the apartment record.
2. Enter the text you want to send into the **Message** field.
3. Click **Set Keypad Message**.

The message is sent to the keypad. If there are already 4 messages in memory, the oldest message is overwritten.

To view messages on the keypad, press the **[MENU]** key then enter your PIN. Scroll the messages with the **[UP]** and **[DOWN]** keys and press **[ENTER]** to acknowledge each message.

Batch Add Apartments

The batch add feature allows you to add a large number of apartments at once, saving time on the initial setup of the system.

To add a batch of apartments:

1. Navigate to **Programming | Batch add apartments**.

2. Set the number of apartments (between 5 and 248).

3. Enter a **Name** prefix that will be used by all of the new apartments. Sequential numbers will be added after the prefix (e.g. Apartment 1, Apartment 2, etc).

4. Enter the **Keypad address start**, which defines the **Keypad address** of the first apartment. The subsequent addresses will be assigned sequentially.

   When apartments are batch added the first **Keypad address** is one higher than the **Keypad address start** selected. This is a known issue.

5. Select the **Controller** the apartments will be assigned to.

6. Click **OK**.

7. Edit individual apartment details as required.