



## VAX Mobile Apps

XX274-15-00



Be sure to check Vicon's website to be see if you have the most [up-to-date software](#)

Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

Document Number: 8009-8274-15-00 Rev: 10/23  
Product specifications subject to change without notice  
Copyright © 2023 Vicon Industries Inc. All rights reserved.

**Vicon Industries Inc.**  
Tel: 631-952-2288) Fax: 631-951-2288  
Toll Free: 800-645-9116  
24-Hour Technical Support: 800-34-VICON  
(800-348-4266)  
UK: 44/(0) 1489-566300  
[www.vicon-security.com](http://www.vicon-security.com)

## Table of Contents

<b>General</b> .....	<b>3</b>
Prerequisites.....	3
VAX Mobile.....	3
Vicon Pass.....	3
<b>VAX Mobile Introduction</b> .....	<b>4</b>
VAX Mobile Setup and Configuration .....	4
VAX Software Setup.....	4
VAX Mobile Application Setup.....	4
Utilizing VAX Mobile .....	6
<b>Vicon Pass Introduction</b> .....	<b>12</b>
Vicon Pass Setup and Config.....	12
Vicon Pass VAX Software Setup .....	12
Vicon Pass VAX Application Setup.....	13
Utilizing Vicon Pass .....	13
Troubleshooting Vicon Pass.....	16

A complete Vicon Access Control System (VAX) [User Guide](#) can be found on Vicon website.

## General

Mobile applications are available for VAX. These include both an administration application, the VAX Mobile App, and a Mobile Credential application, the Vicon Pass App, both of which are available on iOS and Android platforms. The following covers the configuration, implementation and operation of these applications.

## Prerequisites

To set up these mobile applications, there are a few prerequisites, depending on which application and how it will be used.

### VAX Mobile

- Port 11001 (VAX web browser port) port-forwarded on router and any external firewall if external network access is desired.
- Web Address field inside the VAX software **System Settings** menu filled out as:  
*https://<public/privateIPAddress>:<Port>*
- Static public IP address or DNS name if external network access is desired. Internal IP can be used if usage consists only of the local network.

### Vicon Pass

- Port 11001 (VAX web browser port) port-forwarded on router and any external firewall if external network access is desired.
- Web Address field inside the VAX software **System Settings** menu filled out as:  
*https://<public/privateIPAddress>:<Port>*
- Static public IP address or DNS name if external network access is desired. Internal IP can be used if usage consists only of the local network.
- Email settings setup in VAX software. Refer to **Email Configuration Settings** section in the VAX User Guide for detailed information.

## VAX Mobile Introduction

VAX Mobile is an Administrator-facing app that is used to remotely manage the VAX system. While more limited than the traditional web interface, VAX Mobile offers control over most day-to-day tasks within VAX, such as unlocking and overriding doors, floors, inputs and outputs, initiating Action Plans and viewing notification reports. Depending on the network and preferences, this can be performed locally on-site via local area network or over the internet remotely. The VAX Mobile App can be downloaded from the Apple Store or Google Play.

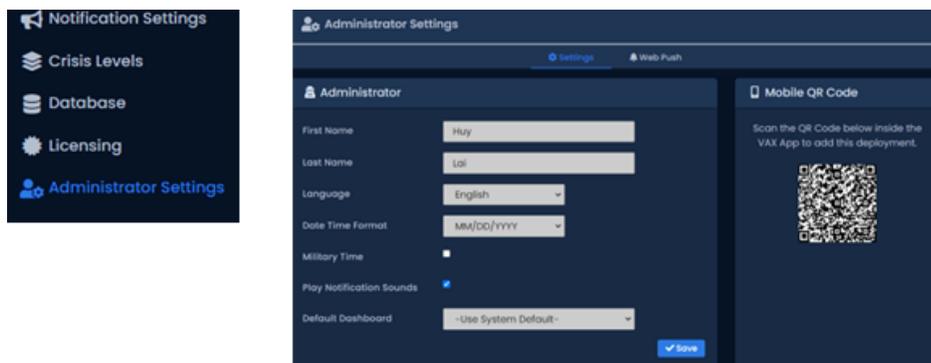
## VAX Mobile Setup and Configuration

Setting up VAX Mobile requires accessing both the VAX Software and the Mobile App. Follow the steps below to setup and configure the VAX Mobile App within the VAX software as well as on the application itself.

### VAX Software Setup

Be sure to complete the prerequisites described earlier in this manual. Proceed with the deployment of the Mobile Administrator App.

1. Log into the VAX software through the web browser (<https://server-ip:11001>) as the administrator that is to be deployed to the app and navigate to the **Administrator Settings** under the **Administration** section on the side bar.
2. On this page, the Mobile QR code displays. Use this to deploy the VAX login settings to the phone using the app's built-in QR code reader (see the VAX Mobile Application Setup section).



Administrator Settings Screen

### VAX Mobile Application Setup

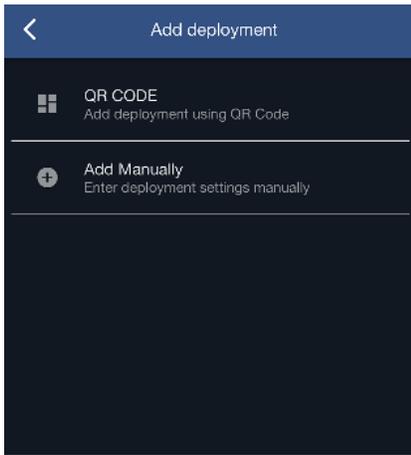
If not already done, go to the Apple Store or Google Play to get the VAX Mobile App. Deployment can be done directly from the app either manually without the QR code or using the QR Code option within the app. Follow the steps below to deploy without needing to interface with VAX directly.

1. Open the VAX Mobile App on the mobile device. A page displays with two options, **QR Code** and **Add Manually**. Tap **Add Manually** and a new screen displays where details for the deployment are filled out. A Table with details follows.

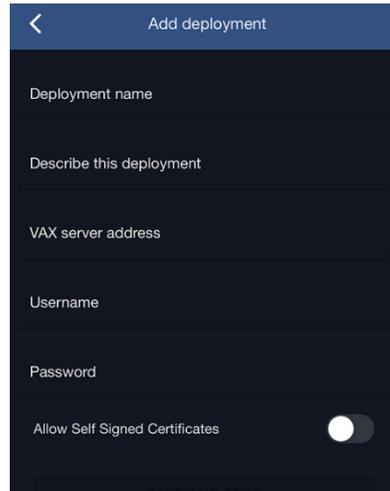


VAX Mobile App

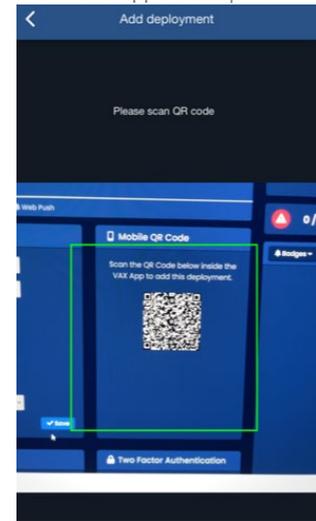
2. As an alternative, tap **QR Code** to activate the phone camera. The built-in QR reader automatically fills out certain details and typically only requires the **Allow Self Signed Certificate** box to be checked and the password of the Administrator to be filled out.



New Deployment



Add Manually



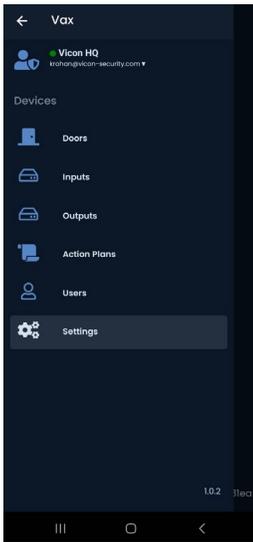
Add Using QR Code

Table: VAX Mobile Deployment Details

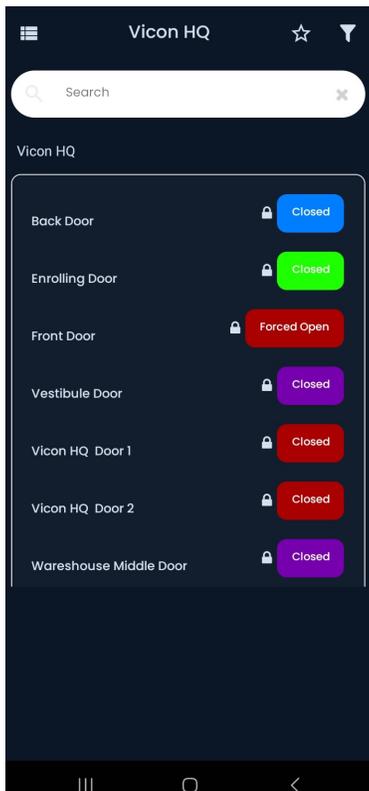
Option	Description
Deployment name	Name of the deployment; custom naming for ease of use
Describe this deployment	Optional description for additional details for the deployment
VAX server address	IP address/server name of the deployment that the application connects to
Username	User name of the Administrator being deployed; this is based on the email the Administrator logs in with
Password	Password of the Administrator being deployed
Allow Self Signed Certificates	Allows connection even if certificate for VAX is self-signed

## Utilizing VAX Mobile

When deployment is successfully completed, the Main page of the app displays, where options for administering several aspects of VAX are presented, including **Doors**, **Floors**, **Inputs**, **Action Plans**, **Users** and **Settings**.



In the **Doors** menu, a list of doors in the system displays, with their current status (e.g., Closed, Open, etc.) on the right and the current door schedule (color coded: e.g., Yellow-Card Only; Green-Unlock). If a Panel is offline, or there is an issue with getting status from the server, a door will instead have a warning symbol.



Door Menu

## Door Operation

Click on the door to be operated. A context sensitive menu displays with several options. Refer to the table below for an explanation of each option.

Table: VAX Mobile Door Options

Option	Description
Pulse Unlock	Sends an unlock command to the door with the door's specified unlock time
Resume Door	Resumes the door to its default schedule if overridden
Recent Notifications	Provides any recent notifications from this door
Override Until Resume	Overrides the door into a selected mode until the user resumes the door schedule manually
Override Until Next Schedule	Overrides the door into a selected mode until the next change in the door's original schedule
Override for Specified Time	Overrides the door for a specified time by the user
Add to/Remove from Favorites	Adds/Removes a door from the users Favorites. This menu can be accessed by tapping the star in the top-right corner of the screen on the main Doors page.

## Floors Operation

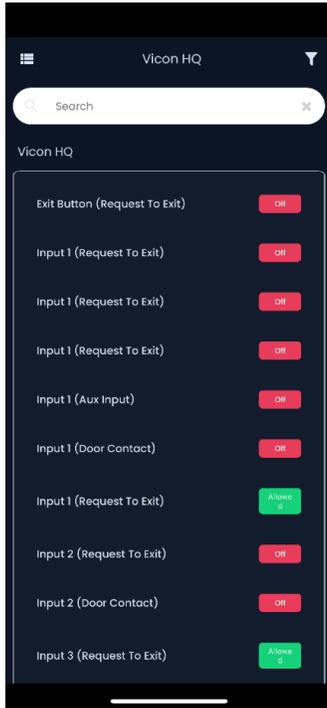
Selecting **Floors** from the menu brings up a list of floors if elevator panels are in use for that server/site. Click on the floor to be operated. A context sensitive menu displays with several options. Refer to the table below for an explanation of each option.

Table: VAX Mobile Floor Options

Option	Description
Resume Floor	Resumes the schedule of the floor to normal operation if already in overridden state
Recent Notifications	Provides any recent notifications from this floor
Override Until Resume	Overrides the floor into a selected mode until the user resumes the floor schedule manually
Override Until Next Schedule	Overrides the floor into a selected mode until the next change in the floor's original schedule
Override for Specified Time	Overrides the floor for a specified time by the user

## Inputs Operation

Selecting **Inputs** displays a list of inputs in the system, showing their current status (e.g., Off, Allowed).



Input Menu

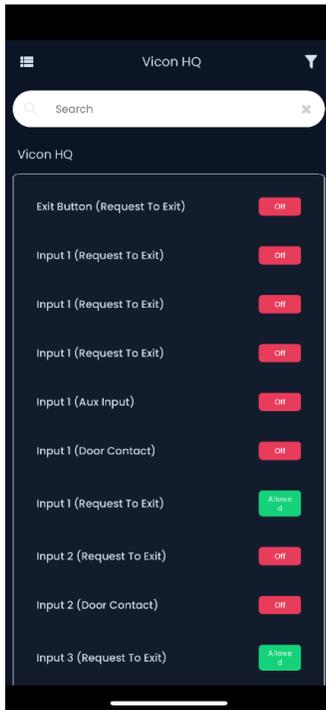
Certain aspects of Inputs can be managed when clicking on an input. A context sensitive menu displays with several options. Refer to the table below for an explanation of each option.

Table: VAX Mobile Input Options

Option	Description
Set Input to Allowed	Overrides the input into an allowed state, which allows it to receive input and perform actions as needed
Set Input to Disallowed	Overrides the input so that it will not be monitoring for open/close states
Resume Input	Resumes the input back to normal operation if already overridden
Recent Notifications	Provides any recent notifications about the input selected

## Outputs Operation

Selecting **Outputs** brings up a list of Aux outputs in the system, showing their current status (e.g., On, Off).



Output Menu

Certain aspects of Outputs can be managed when clicking on an output. A context sensitive menu displays with several options. Refer to the table below for an explanation of each option.

Table: VAX Mobile Output Options

Option	Description
Activate Output	Overrides the output into an activated state
Deactivate Output	Overrides the output into a deactivated state
Resume Output	Resumes the output back to its default state
Reset Output	Resets the output to its scheduled state if using an Output Schedule and is overridden
Recent Notifications	Provides any recent notifications about the output selected

### Action Plan Operation

Run any system-based Action Plan created in the VAX software. Refer to the table below for list of options available when tapping a listed action plan.

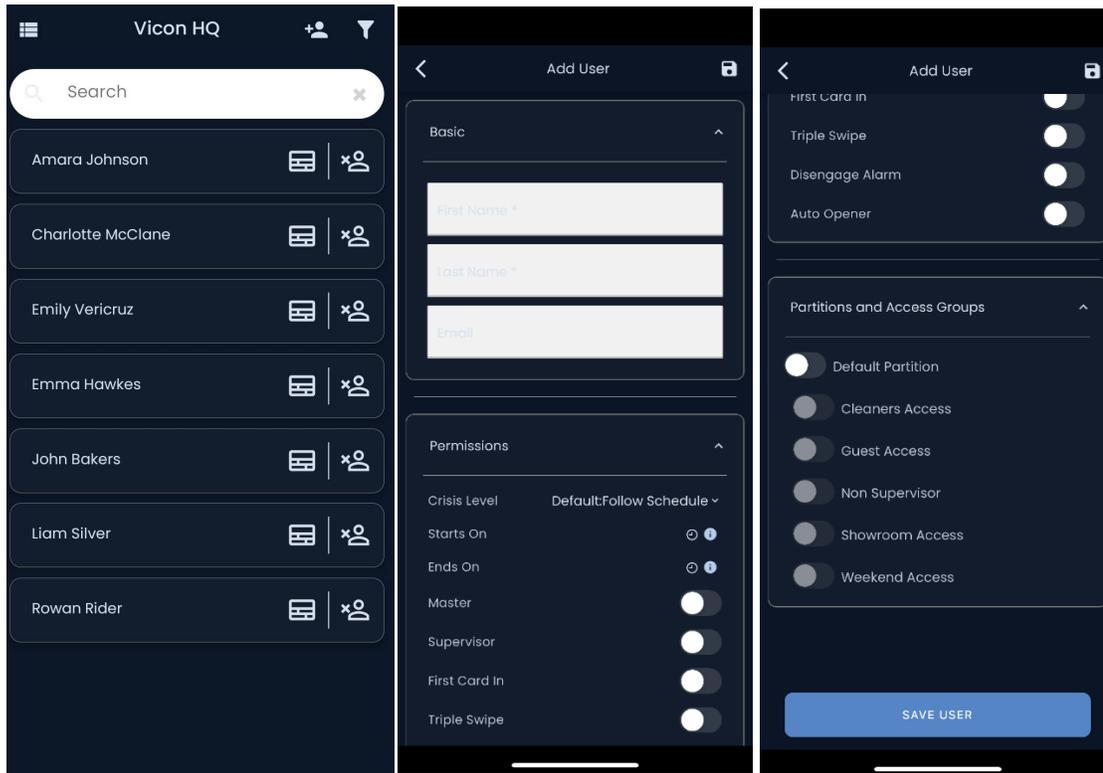
Table: VAX Mobile Action Plan Options

Option	Description
Execute	Runs the selected Action Plan
Recent Notifications	Provides a list of recent notifications about the selected action plan

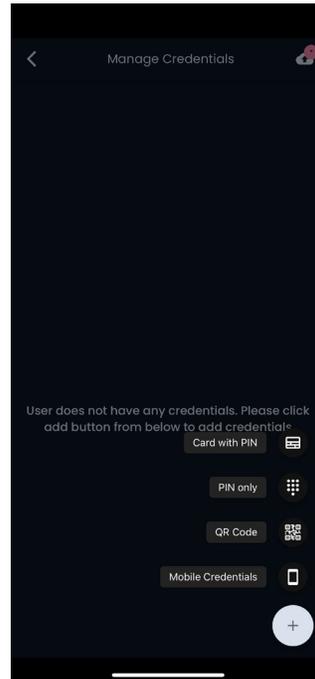
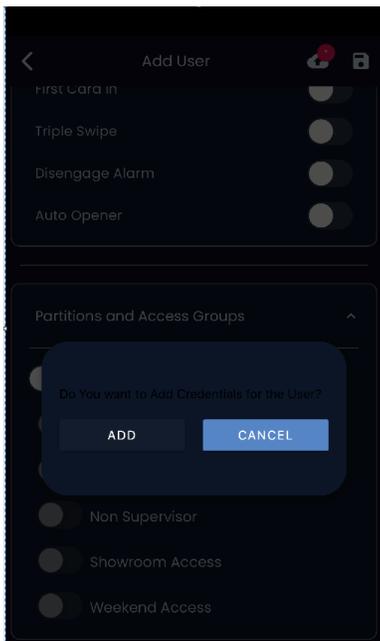
### Users Menu

VAX Mobile offers many controls over User Management and Creation. To add a user, tap the **Add User** icon in the top right of the screen. A page displays asking for basic user details, such as **First Name**, **Last Name** and **Email**. Below that is an expandable menu to set user attributes such as **Master**, **Starts On**, **Ends On** and more.

The last step is another drop-down menu for setting **Partitions and Access Groups**. Once the Partition/Access Group is selected, tap **Save User** at the bottom of the screen. After Saving the user, the application prompts to ask if the user wants to add a credential. This can be done later or accept to bring up the credential management page. Choose the **Add** icon in the bottom right corner to display a sub-menu to select what credential type to add.



Users Menu



Users Menu, continued

## Settings Menu

The last section of the VAX Mobile Application is the **Settings** menu. Tap this menu to access a **Deployments** option (multiple VAX systems). This allows adding more deployments as well as editing or deleting existing deployments.

## Troubleshooting VAX Mobile

Troubleshooting **VAX Mobile App** is relatively simple. The table below presents common problems and methodology to better understand and fix these problems.

Table: VAX Mobile Common Issues

Issue	What to Check/Solution
Error Connecting to Server	Verify the Web address field is correct in VAX software as per this example: <i>https://&lt;IPAddress/ServerName&gt;:&lt;Port&gt;</i> using the correct IP/DNS name. If connecting over the internet, ensure port forwarding on port 11001 TCP is working. Do not include a "/" at the end, as this will cause the connection to fail.
No Internet Connection	Verify you are connected to the network that VAX software is installed on as well as port 11001 TCP has been forwarded if connecting from off-network. Ensure the web address field is filled out as per this example: <i>https://&lt;IPAddress/ServerName&gt;:&lt;Port&gt;</i> . Remove any "/" characters at the end if necessary.

When calling into Technical Support for further assistance, be prepared with the following information for a smoother support experience:

- Model and Software version of the Phone
- Version of VAX Mobile installed and verify if application is up-to-date
- Software version of VAX
- Any troubleshooting steps taken prior to calling for support

## Vicon Pass Introduction

Vicon Pass is an end-user facing app that can be used as a mobile credential. This connects to the VAX server over a network connection and sends commands to the server to unlock doors (note that it does not use Bluetooth). Additionally, it has a configurable Visitor Pass functionality that allows a credential holder to send out an invite link to another person via text/email. Clicking on the link enables the visitor to unlock a specific door for a set number of times.

## Vicon Pass Setup and Configuration

Follow the procedures below to setup and configure the **Vicon Pass App** within the VAX software as well as on the app itself, enabling use of mobile credentials for users.

### Vicon Pass VAX Software Setup

Be sure to complete the prerequisites described earlier in this manual. The setup process for **Vicon Pass** is relatively simple and straightforward.

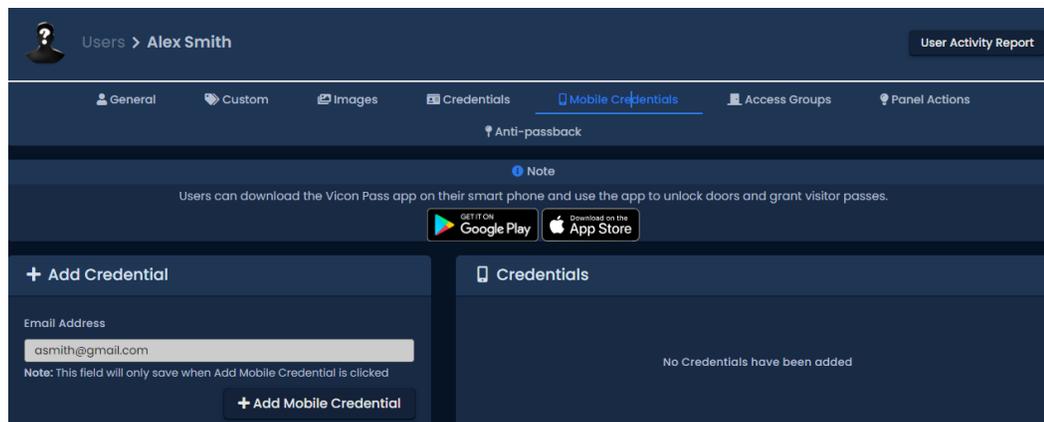
1. Navigate to the **Users** section from the left side bar and select the **Edit** button to the left of the user's name.



First Name	Last Name	Started On	Expires On	User Source
Alex	Smith			Local
Amanda	Johnson			Local
Bobby	Wagner			Local
Charlotte	MacClane			Local
Emily	Ventaruz			Local
Emma	Hawkins			Local
John	Bakers			Local
Liam	Silver			Local
Rowan	Rider			Local

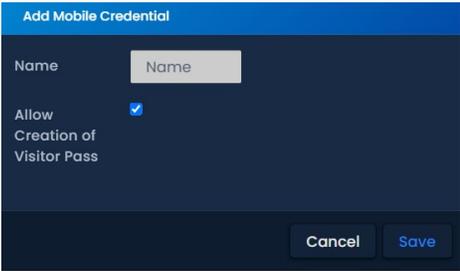
Users Menu

2. Select the **Mobile Credentials** tab along the top. Within that window, there are links to iOS Apple Store/Google Play to download the **Vicon Pass App**. Also, there is the **Add Credential** section prompting for an email address that the credential is sent to.



Mobile Credential Menu

3. Enter an email into the **Email Address** field and click **Add Mobile Credential**. This brings up an additional window allowing for a name as well as a **Visitors Pass** option, which will be covered later in this guide. Click **Save**.



Users-> Mobile Credentials Menu

**TIP:** Clicking **Save** automatically sends the new credential via email. Clicking Resend is not required.

### Vicon Pass VAX Application Setup

The rest of the setup involves working within the **Vicon Pass** mobile app itself. Follow the procedure below.

**TIP:** When using an Android platform, install and open the app once before proceeding with enrollment. This step is not necessary if using an iOS device.

1. Download the **Vicon Pass App** from the Apple Store/Google Play and open the app. The greeting screen advises that the user must receive a link to configure the app. This link is sent via email to the user after a mobile credential has been set up within VAX (previous section).
2. Click the link received in the email and the **Vicon Pass App** should automatically open and prompt the user to **Read and Accept the Privacy Policy**. Tap the **I Accept** button to proceed.

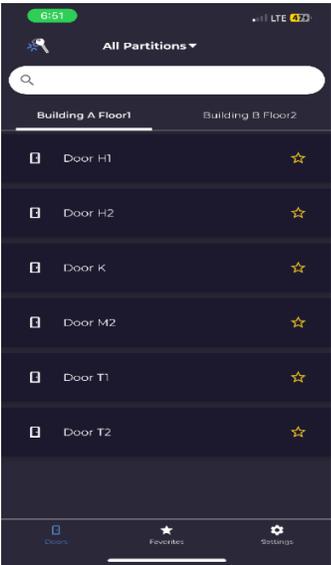
**NOTE:** For Android devices, if the app opens in a web browser, the user needs to change the phone’s settings, under Default Apps, to allow **Vicon Pass** to open links from the domain listed in the Enrollment link. Due to the nature of Android, this differs between manufacturers. Reach out to your phone’s manufacturer regarding the use of Universal Links.

### Utilizing Vicon Pass

After Vicon Pass setup and enrollment is completed, operation of the different options and actions available from the app can be performed.

Upon opening Vicon Pass, a list of doors is presented. There are three tabs along the bottom of the screen, including **Doors**, **Favorites** and **Settings**.

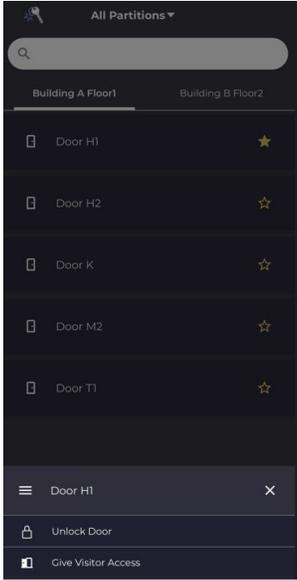
There is a search bar at the top of the screen to find individual doors and a drop-down selector for Partition selection.



Vicon Pass Interface

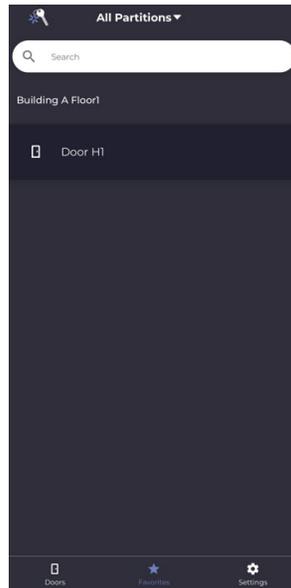
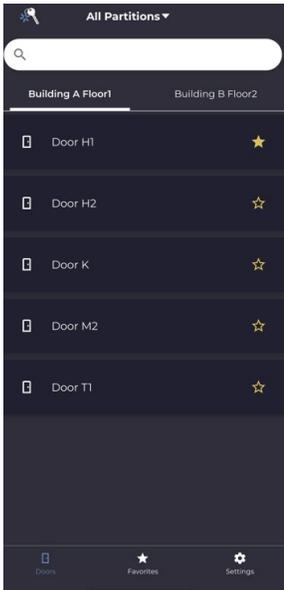
**NOTE:** Users only see doors in **Access Privilege Groups** that they belong to. Users with the **Master** parameter set see all doors, regardless of Access Privilege Groups.

Unlock doors with **Vicon Pass** by tapping the door on the list. A small window displays on the bottom of the phone screen with an **Unlock Door** option, and, if a **Visitor Pass** is enabled, an option to send someone a Visitor Pass. Tap this to unlock the door.



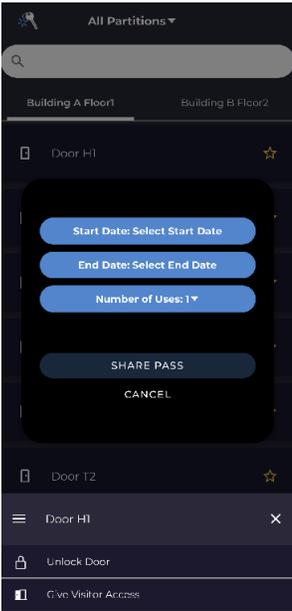
Unlocking Doors

To add a door to the Favorites list, tap the Star outline icon on the right side of the screen. The icon changes from an outline to a full star, indicating that the door is now a favorite and is listed when accessing the Favorites tab.



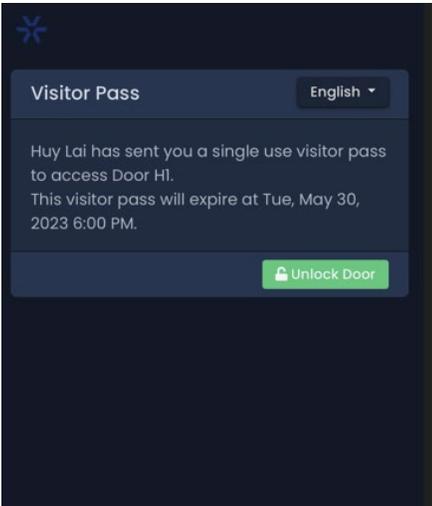
Favoriting Doors

A Visitor Pass is an option that allows a user to create a link for another person and send it to them via email or text; this link can be used as a credential simply by clicking it in the email or text. Options include **Start Date**, **End Date** and **number of times this pass can be used**. Click **Share Pass** to create the link-to send.



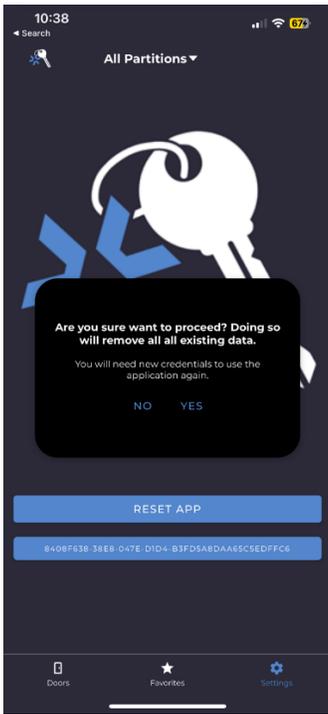
Visitor Pass Creation

When the person receiving the link clicks on it, a browser opens with a message indicating what door there is access to and how many times this link can be used to open the door.



Visitor Pass

Tapping **Settings** presents a **Reset** button. After tapping Reset, a Confirm prompt displays; confirming resets the application to the state before the credential was set up.



Reset Vicon Pass

### Troubleshooting Vicon Pass

Troubleshooting **Vicon Pass App** is relatively simple. The table below presents common problems and methodology to better understand and fix these problems.

Table: Vicon Pass Common Issues

Issue	What to Check/Solution
Error Connecting to Server	Verify the Web address field in System Setting is correct in VAX as per this example: <i>https://&lt;IPAddress/ServerName&gt;:&lt;Port&gt;</i> using the correct IP/DNS name. If connecting over the internet, ensure port forwarding on port 11001 TCP is working. Do not include a "/" at the end, as this will cause the connection to fail.
No Internet Connection	Verify you are connected to the network that VAX is installed on as well as port 11001 TCP has been forwarded if connecting from off-network. Ensure the web address field is filled out as per this example: <i>https://&lt;IPAddress/ServerName&gt;:&lt;Port&gt;</i> . Remove any "/" characters at the end if necessary.

When calling into Support for further assistance, be prepared with the following information for a smoother support experience:

- Model and Software version of the Phone
- Version of Vicon Pass installed and verify if application is up-to-date
- Software version of VAX
- Any troubleshooting steps taken prior to calling for support

