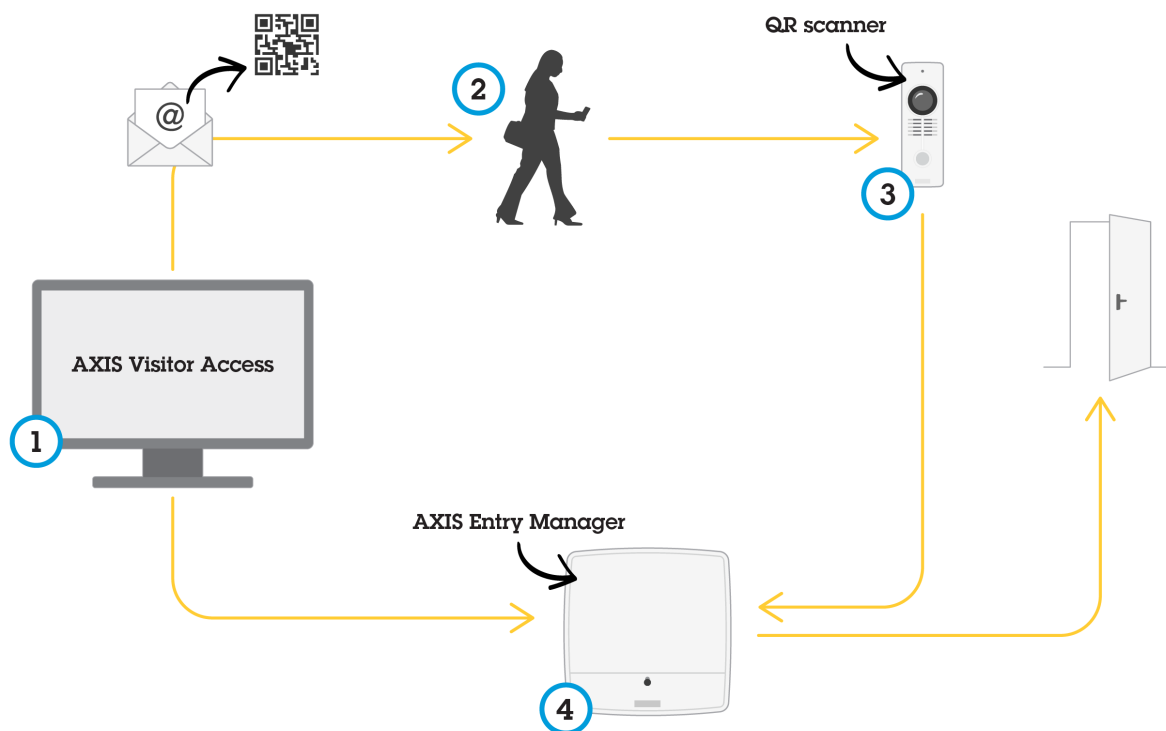


AXIS Visitor Access

AXIS Visitor Access

Solution overview

Solution overview



In AXIS Visitor Access (1), you create an invitation which is valid for a certain time period. You send the invitation to the visitor's email address, and at the same time the credentials to unlock the door are created and stored in the connected Axis door controller (4). The visitor shows the QR code included in the invitation at the Axis network camera or door station (3), which asks the door controller (4) to unlock the door for the visitor.

QR Code is a registered trademark of Denso Wave, inc.

AXIS Visitor Access

System requirements

System requirements

The computer where you install the application needs to fulfill these requirements:

- OS: Windows 7 or 10
- CPU: 1 GHz or faster 32-bit (x86) or 64-bit (x64) processor
- RAM: 4 GB
- Hard drive: 200 MB free disk space
- SMTP: access to send e-mails from the system through an SMTP server

AXIS Visitor Access

Setup

Setup


Install and set up AXIS Visitor Access on your computer

1. Double-click the AXIS Visitor Access installation file (.exe).
2. Follow the installation instructions.
3. In the **Door controller** tab, enter:
 - the IP address of the door controller
 - the username and password of the user account dedicated for AXIS Visitor Access in the door controller

Important

You can only address one of the doors controlled by the connected door controller. You cannot address any other doors in the system.

4. Click Save.
5. In the **Email** tab, enter the email server details:
 - **SMTP server:** the address and port number of the SMTP server which you will use to send emails
 - **Security:** the security protocol used by the email server
6. If the email server requires credentials, select the **Authentication** checkbox and enter the server's username and password.
7. Enter the details of the message to be sent to visitors:
 - **From:** the email address from which invitation emails will be sent
 - **Subject:** the subject of the invitation emails
 - **Use HTML formatting:** select if you want to send the emails with HTML formatting
 - **Content:** the content of the invitation emails. A QR code will automatically be generated and included in each email
8. Click Save.

To update the settings, click 

AXIS Visitor Access

Daily use

Daily use

Create an invitation

1. Click **Add visitor**.
2. Enter the visitor's email address, first name and last name.
3. Enter or select the validity time of the invitation in **Valid from** and **Valid to**.

The visitor will be able to enter the door during this time.

4. Click **Invite**.
5. In the pop-up window, click **Send**.

Note

You can copy or print the QR code from the pop-up window.

6. Click **Close**.

The visitor is visible in the list of current visitors. The status is active during the time that the invitation is valid.

Important

Use AXIS Visitor Access to modify or delete visitor credentials. Don't use AXIS Entry Manager.

AXIS Visitor Access

Troubleshooting

Troubleshooting

If you can't find what you're looking for here, try the troubleshooting section at axis.com/support

Issue	Reason	Action
I get an error message: Invalid username or password	The password for the user account in the door controller has been changed in AXIS Entry Manager.	Update the password for the door controller in AXIS Visitor Access to match the one set in AXIS Entry Manager.
I created a visitor but the status is Inactive .	The time in Valid to is in the past, or the time in Valid from is in the future.	Update the time in Valid to or Valid from .

