Intelli-M® FAQ

Hardware

What types of card readers can interface with an eIDC?

The eIDC is capable of reading any Wiegand-compatible card reader.

The maximum bit length for a card used with the eIDC is 64 bits. Refer to the Creating Custom Wiegand Card Formats manual (C3660M) for additional details on Wiegand card formats and the eIDC.

NOTE: The 64 bits is limited to 32 bits for the site code and 32 bits for the card code. Also, do not mix different card reader types in the same installation. Each controller can support only one type of card reader.

How many transactions can an eIDC hold?

An eIDC will buffer up to 16,000 transactions in Supervisor Plus® mode.

What is the maximum Cat5 cable distance between the network switch and the eIDC?

The maximum distance is 300 ft (100 m).

Does the system have to use IP? Can you run an RS-422 bus between controllers?

The eIDC only communicates through TCP/IP.

Can the Controller be used for two entry-only doors?

The eIDC is set up for the use of two readers: one as an IN reader and one as an OUT reader. Both readers are assigned to the same door opening/object. An access-granted decision in either reader only activates the lock assigned to the door.

What is the maximum power draw of a door strike or maglock that the eIDC can power?

The maximum draw is 12 VDC at approximately 450 mA; Outputs 1 and 2 on the eIDC provide 12 VDC and share 500 mA. In real world applications, door strikes and maglocks always vary from their ratings. Therefore, a 450 mA lock may actually draw 495 mA. A draw greater than 495 mA may cause the eIDC to drop offline or lock up.

In Europe, a 4-line state line (with two parameter resistors) is often required for a door contact line. Can this controller support two resistors on a door line?

No. The eIDC inputs can only read one resistor on the input line.

How do I reset an eIDC to the factory default settings?

Perform the following steps:

1. Disconnect the power from the eIDC.
2. Connect a jumper between terminals BUZ and IN2.
3. Connect the power.
4. Wait 15 seconds and then remove the jumper (do not remove power).
5. Wait 30 seconds and the eIDC should reset and restore to the factory defaults.

What is the IP address on an eIDC?

The eIDC receives a default IP in two ways:

- If a DHCP server is detected, the eIDC will receive an IP address from the server.
- If there is no DHCP server, the eIDC will default to 169.254.1.1 with a subnet mask of 255.255.255.0

Software

Can Supervisor Plus support perimeter and global anti-passback?

Yes. In stand-alone mode with a Web browser, use the IN and OUT reader inputs to create a standard anti-passback object.

When using Supervisor Plus, you can assign eIDC controllers to zones where the primary reader puts your card into a zone. Peer-to-peer communication allows the controllers to update each other on the card's last known zone. Anti-passback settings include auto forgive, manual forgive, and hard or soft access. There is also a mustering tab for the last known reader/zone through which individuals passed. The mustering option must have Supervisor Plus running to log the latest transactions.

What is a service?

A service defines a causal relationship between an originating event and a pre-established response of the system to that event.

The originating event can be a status change at a given input point, a card presented to a particular reader, or a transition into or out of a schedule.

The response of the system to such an occurrence usually results in the activation of chosen output points in a determined sequence controlled by timing parameters. The response can also depend on a set of conditions, or the required status of other points in the system, for the service to be allowed to run.

The system supports complex event-response definitions through the execution of multiple simultaneous services, which can be interrelated or completely independent.

What are privileged services?

A privileged (or authenticated) service is a service that may use at least one card reader as a trigger, which therefore enforces card holder privilege verification. The access, arming, and elevator service classes all support authentication. Alarm and Equipment neither affect this setting nor are they affected by this setting.

NOTE: Regardless of this setting, access services are always limited to one per controller. Supervisor Plus allows one privileged service per eIDC.

In Wiegand mode, the maximum card count is fixed on controllers where anti-passback is enforced. The number of allowed privileged services does not matter.

	Maximum number of cards	Maximum number of cards with anti-passback
eIDC (Supervisor Plus)	5,000*	5,000*
eIDC (Web)	1,500*	1,500*

*Consult infinias Product Support for installations with more than the indicated number of cardholders.

How can I check the software version/build number from the software?

Click the Intelli-M® icon located in the upper-left hand corner of the window, and then click About Intelli-M Supervisor Plus. This will open the splash screen with the version information in the lower-left corner. Press the ESC button to close the splash screen window.

Is there a built-in manual or help feature?

Yes. To access the built-in Help menu, press the F1 key.

System

What type of video compression can the Intelli-M system handle (for example, H.263, H.264)?

When integrated to Integral Digital Sentry®, the device itself is actually configured for various compressions, depending on cameras and DVR hardware. Intelli-M Supervisor Plus only "connects" to the device for remote operation.

Can the Intelli-M system handle Voice over IP (VoIP)?

No. There is no VoIP or two-way audio feature within Intelli-M. The Integral Digital Sentry video product line contains audio features with line inputs, not traditional VoIP.

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