

# ThyssenKrupp Elevator System Integration for victor Client

## User Guide

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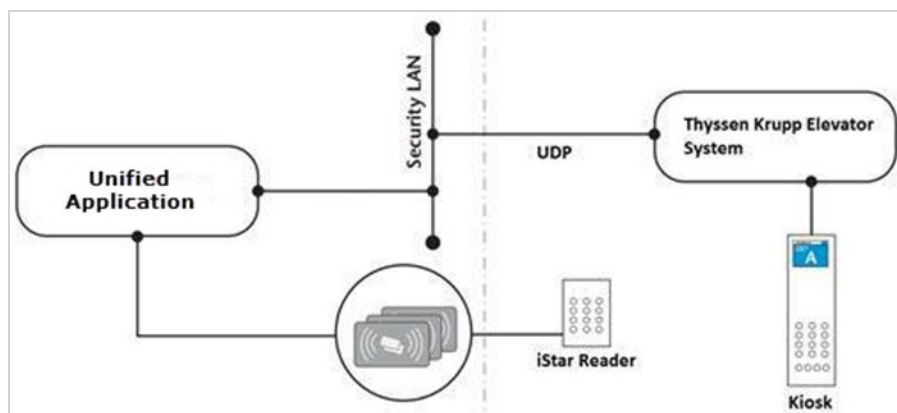
# Introduction

ThyssenKrupp Elevator System integration provides advanced, seamless integration between victor unified systems and ThyssenKrupp Elevator System. You can monitor and configure your ThyssenKrupp Elevator System hardware and alarms from within the victor environment. This integration also provides improved security and convenience in multi-level buildings.

## Product Components

- ThyssenKrupp Elevator System Client: Used to specify connection details to ThyssenKrupp Elevator System.
- ThyssenKrupp Elevator System Objects: Physical or logical ThyssenKrupp entities within the victor environment.
- ThyssenKrupp Elevator System Server Component: The heart of the integration, facilitates and maintains communication with the ThyssenKrupp objects and auto-creates Landings, Kiosk based on the ThyssenKrupp elevator system.

Figure 1: System Overview



After you install the driver, you can access all relevant ThyssenKrupp Elevator System editors in victor from the ribbon bar.

## Features

The ThyssenKrupp Elevator System integration provides a standard, single interface between ThyssenKrupp Elevator System devices and American Dynamic's victor Unified Management product.

The ThyssenKrupp Elevator System integration supports the following features:

- Secure access to particular floors of a multi-level building by ensuring that only those authorized may go to a particular floor or exit from that floor
- Schedule-based floor access for all personnel
- Indicates the communication status between elevator servers and unified application server.
- Journaling and reporting of floor selection by personnel
- Remote Monitoring using Activity Viewer
- Supports schedule action for secure and unsecure landing

- Supports Manual actions for secure and unsecure landing
- Supports victor roles
- Provides integration with victor Object Association
- Provides victor client-side event management
- Monitors devices on victor Maps and Health dashboard
- User Type support for Personnel. For information about User Types see the C•CURE 9000 ThyssenKrupp Elevator Integration User Guide
- Exemption Group can access Secured Floors
- Clearance Landing Matrix with Home Floor support.
- Support for Register Call access.
- TLS1.2 support for security

# Installation

## Minimum Hardware Requirements

ThyssenKrupp Elevator Integration has the same hardware and disk space requirements as the Unified Application Server. If the target computer meets the Unified Server requirements, then it meets the ThyssenKrupp Elevator Integration requirements.

The integration requires approximately 50MB of hard disk space.

## Installation

You must install the ThyssenKrupp Elevator System integration on both the victor Application Server and all victor Unified Clients.

### Procedure - Installing ThyssenKrupp Elevator System Integration to victor

1. Close all programs.
2. Go to <http://www.americandynamics.net>
3. Download the ThyssenKrupp Integration Software Driver that is compatible with your version of victor.
4. Launch the ThyssenKrupp Integration Software Driver.  
The **End User License Agreement** window appears.
5. Select the **I agree to the license terms and conditions** check box, and then click **Install**. For server installations running CrossFire service, the Tyco CrossFire Service Alert dialog box appears.
6. Click **OK** to continue with the installation.  
The Welcome to the Integration Setup Wizard displays.
7. Click **Next** to continue with the installation. The **Installation Options** dialog box appears.
8. **Optional:** To enable the driver for redundancy, select the **Redundant server installation using supported third party redundancy** check box, then enter the Virtual Server (alias) name.
9. Click **Next**.  
The Ready to Install the Integration dialog box appears.
10. Click **Install**.  
After the installation completes, the Completed the Integration Setup Wizard appears.
11. Click **Finish** to complete the installation process. The **Setup Successful** dialog box appears.

### NOTE

Click **Cancel** to roll back the installation to clean state.

12. Click **Close** to exit the Installation wizard.

# Administration

## General Hardware information

Detailed hardware information is available for all configured ThyssenKrupp Elevator Systems within victor. To access this information, select the Show All icon, on the Setup tab, in the ThyssenKrupp group, click the required object and then select Show All. A new tab opens and all available objects are listed, right-click a desired object and select Edit. This information is also available if you right-click an object on the Device List and select Edit.

## victor integration information

### Roles

victor roles support ThyssenKrupp privileges, therefore all context menu actions associated with the devices are added to existing victor roles which can be edited accordingly. For more information about Roles see, the victor unified client Administration and Configuration Guide.

### Reports

victor's report selection tool and Find in Journal feature support ThyssenKrupp. For more information about Reports and the Find in Journal feature, refer to the victor Unified Client Configuration and User Guide.

### Events

victor Events supports ThyssenKrupp objects allowing you to detect, monitor and record specific activities on the system. For more information about Events see, the victor Unified Client Configuration and User Guide.

### Maps

victor Maps and Find on Map features support ThyssenKrupp objects.

#### NOTE

victor editors offer various save options while creating or editing objects:

- **Save and Close** button saves the current object and close the editor.
- **Save (Apply)** button saves changes and keeps the editor open, so that you can make further changes.
- **Save and New** button saves the current object and opens a new editor to create a new object with default values populated.
- **Close** button cancels changes and closes the editor without saving.

## ThyssenKrupp Elevator System

**General**

Name: TK Elevator

Description:

☒ Enabled

**Details**

Group Number: 1

Broadcast Server IP Address: 10.47.84.56

Broadcast Server IP Address Subnet Mask: 255.255.254.0

Master IP Address: 10.47.84.71

Exemption Group: All Events Group

**Status**


Online Status: Offline

### Procedure - Adding New ThyssenKrupp Elevator System

1. From the **Navigation bar**, click **New**.
2. Navigate to the **ThyssenKrupp** section, and click the **ThyssenKrupp Elevator System** icon.
3. Click **General**. In the expanded list, add the following information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Elevator System. The name can have up to 100 characters.
Description	Enter a description to identify the ThyssenKrupp Elevator System. The description can have up to 500 characters.
Enabled	Select the Enabled check box to establish the communication between victor and the ThyssenKrupp Elevator System.

4. Click **Details**. In the expanded list, add the following information:

Property	Description
Group Number	Enter the Group Number between 1 and 15 that uniquely identifies the Elevator System.
Broadcast Server IP Address	Enter the IP address of the system to where ThyssenKrupp elevator service is installed.
Broadcast Server IP Address Subnet Mask	Enter the subnet mask for the local IP address.
Master IP Address	This field is read-only. It displays the IP address of the broadcast server.
Exemption Group	<ol style="list-style-type: none"> <li>1. Click  to open the Object Selector.</li> <li>2. Select a group from the Object Selector and click <b>OK</b>.</li> </ol>

5. Click **Status** to view the online status. One of the following option is displayed:



- Online
- Offline
- Unknown

6. Click **Save and Close**.

## Procedure - Edit ThyssenKrupp Elevator System

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Elevator System** icon.
4. Right-click the ThyssenKrupp Elevator System and select **Edit**.
5. Edit the Elevator system information as required.
6. Click **Save and Close**.

## ThyssenKrupp Default Landing Matrix

Use the default Landing Matrix to configure a common access Landing Matrix with no personnel clearances.

The screenshot shows the 'ThyssenKrupp Default Landing Matrix' configuration window. The 'General' tab is selected, showing 'Name: Default' and 'Description:'. The 'Landing Matrix' tab is also visible, showing two sections: 'Destination Front Floor' and 'Destination Rear Floor'. Each section contains a grid of checkboxes for floor numbers. In the 'Destination Front Floor' section, the checkbox for '2F' is checked. In the 'Destination Rear Floor' section, the checkbox for '1R' is checked. The window also has a 'Name' field set to 'Default' and a 'Description' field.

## Procedure - Adding ThyssenKrupp Default Landing Matrix

1. From the **Navigation bar**, click the **New** icon.
2. Navigate to **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Default Landing Matrix** icon.
4. The **ThyssenKrupp Default Landing Matrix** tab opens.

5. Click **General**. In the expanded list, add the following information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Default Landing Matrix. The name can have up to 100 characters.
Description	Enter a description to identify the ThyssenKrupp Default Landing Matrix. The description can have up to 500 characters.

6. Click **Landing Matrix**. In the expanded list, add the following information:

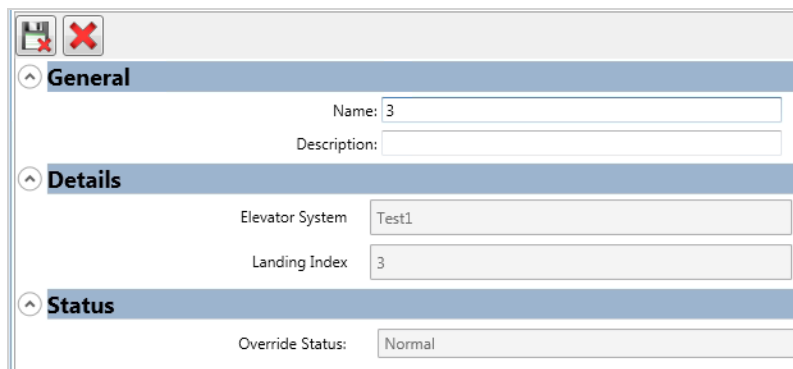
Property	Description
Destination Front Floor	Select the check box to provide access to the front door on a destination floor. For example, if you need access to the front door on the 10th floor, select the 10F check box. You can select the front door or the rear door or both.
Destination Rear Floor	Select the check box to provide access to the rear door on a destination floor. For example, if you need access to the rear door on the 10th floor, select the 10R check box. You can select the front door or the rear door or both.

7. Click **Save and Close**.

### Procedure - Edit ThyssenKrupp Default Landing Matrix

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Default Landing Matrix** icon.
4. The **ThyssenKrupp Default Landing Matrix** tab opens.
5. Right-click a ThyssenKrupp Default Landing Matrix and select **Edit**.
6. Edit the ThyssenKrupp Default Landing Matrix as required.
7. Click **Save and Close**.

## ThyssenKrupp Landing



The screenshot shows the ThyssenKrupp Landing editor interface. It features a top bar with a save icon and a close icon. Below this are three expandable sections: **General**, **Details**, and **Status**. The **General** section contains fields for **Name** (with a value of 3) and **Description**. The **Details** section contains fields for **Elevator System** (with a value of Test1) and **Landing Index** (with a value of 3). The **Status** section contains a field for **Override Status** (with a value of Normal).

Use the ThyssenKrupp Landing editor to configure the floors and to identify a Landing Index to be used by the Elevator System.

## NOTE

Ensure that the ThyssenKrupp Elevator System is configured before you configure ThyssenKrupp Landing.

### Procedure - Add ThyssenKrupp Landing

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Elevator System** icon.
4. The **ThyssenKrupp Elevator System** tab opens.
5. Right-click the ThyssenKrupp Elevator System for which you want to add Landing and select **New ThyssenKrupp Landing**.

The **New ThyssenKrupp Landing** tab opens.

6. Click **General**. In the expanded list, add the following information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Landing. The name can have up to 100 characters.
Description	Enter a description to identify the ThyssenKrupp Landing. The description can have up to 500 characters.

7. Click **Details**. In the expanded list, add the following information:

Property	Description
Elevator System	This field is read-only. It displays the name of the ThyssenKrupp Elevator System to which the landing is added.
Landing Index	The landing index is the index that is associated with Landing. Enter a value between 1 and 128 for the landing.

8. Click **Status** to view the override status:

Property	Description
Override Status	This field is read-only. It displays the override details of the floor object.

9. Click **Save and Close**.

### Procedure - Edit ThyssenKrupp Landing

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Landing** icon.
4. The **ThyssenKrupp Landing** tab opens.
5. Right-click the ThyssenKrupp Landing that you want to modify and click **Edit**.

6. Edit the ThyssenKrupp Landing as required.
7. Click **Save and Close**.

## ThyssenKrupp Clearance Landing Matrix

**New ClearanceMatrix01** × +

**General**

Name:

Description:

**Details**

Elevator System:

Clearance Name:  + ×

Home Floor:  ↑ ↓ ● Front ● Rear

**Landing Matrix**

Destination Front Floor

<input type="checkbox"/> 1F	<input type="checkbox"/> 2F	<input type="checkbox"/> 3F	<input type="checkbox"/> 4F	<input type="checkbox"/> 5F	<input type="checkbox"/> 6F	<input type="checkbox"/> 7F	<input type="checkbox"/> 8F
<input type="checkbox"/> 9F	<input type="checkbox"/> 10F	<input type="checkbox"/> 11F	<input type="checkbox"/> 12F	<input type="checkbox"/> 13F	<input type="checkbox"/> 14F	<input type="checkbox"/> 15F	<input type="checkbox"/> 16F
<input type="checkbox"/> 17F	<input type="checkbox"/> 18F	<input type="checkbox"/> 19F	<input type="checkbox"/> 20F	<input type="checkbox"/> 21F	<input type="checkbox"/> 22F	<input type="checkbox"/> 23F	<input type="checkbox"/> 24F
<input type="checkbox"/> 25F	<input type="checkbox"/> 26F	<input type="checkbox"/> 27F	<input type="checkbox"/> 28F	<input type="checkbox"/> 29F	<input type="checkbox"/> 30F	<input type="checkbox"/> 31F	<input type="checkbox"/> 32F
<input type="checkbox"/> 33F	<input type="checkbox"/> 34F	<input type="checkbox"/> 35F	<input type="checkbox"/> 36F	<input type="checkbox"/> 37F	<input type="checkbox"/> 38F	<input type="checkbox"/> 39F	<input type="checkbox"/> 40F
<input type="checkbox"/> 41F	<input type="checkbox"/> 42F	<input type="checkbox"/> 43F	<input type="checkbox"/> 44F	<input type="checkbox"/> 45F	<input type="checkbox"/> 46F	<input type="checkbox"/> 47F	<input type="checkbox"/> 48F
<input type="checkbox"/> 49F	<input type="checkbox"/> 50F	<input type="checkbox"/> 51F	<input type="checkbox"/> 52F	<input type="checkbox"/> 53F	<input type="checkbox"/> 54F	<input type="checkbox"/> 55F	<input type="checkbox"/> 56F
<input type="checkbox"/> 57F	<input type="checkbox"/> 58F	<input type="checkbox"/> 59F	<input type="checkbox"/> 60F	<input type="checkbox"/> 61F	<input type="checkbox"/> 62F	<input type="checkbox"/> 63F	<input type="checkbox"/> 64F
<input type="checkbox"/> 65F	<input type="checkbox"/> 66F	<input type="checkbox"/> 67F	<input type="checkbox"/> 68F	<input type="checkbox"/> 69F	<input type="checkbox"/> 70F	<input type="checkbox"/> 71F	<input type="checkbox"/> 72F
<input type="checkbox"/> 73F	<input type="checkbox"/> 74F	<input type="checkbox"/> 75F	<input type="checkbox"/> 76F	<input type="checkbox"/> 77F	<input type="checkbox"/> 78F	<input type="checkbox"/> 79F	<input type="checkbox"/> 80F
<input type="checkbox"/> 81F	<input type="checkbox"/> 82F	<input type="checkbox"/> 83F	<input type="checkbox"/> 84F	<input type="checkbox"/> 85F	<input type="checkbox"/> 86F	<input type="checkbox"/> 87F	<input type="checkbox"/> 88F
<input type="checkbox"/> 89F	<input type="checkbox"/> 90F	<input type="checkbox"/> 91F	<input type="checkbox"/> 92F	<input type="checkbox"/> 93F	<input type="checkbox"/> 94F	<input type="checkbox"/> 95F	<input type="checkbox"/> 96F
<input type="checkbox"/> 97F	<input type="checkbox"/> 98F	<input type="checkbox"/> 99F	<input type="checkbox"/> 100F	<input type="checkbox"/> 101F	<input type="checkbox"/> 102F	<input type="checkbox"/> 103F	<input type="checkbox"/> 104F
<input type="checkbox"/> 105F	<input type="checkbox"/> 106F	<input type="checkbox"/> 107F	<input type="checkbox"/> 108F	<input type="checkbox"/> 109F	<input type="checkbox"/> 110F	<input type="checkbox"/> 111F	<input type="checkbox"/> 112F

Destination Rear Floor


<input type="checkbox"/> 1R	<input type="checkbox"/> 2R	<input type="checkbox"/> 3R	<input type="checkbox"/> 4R	<input type="checkbox"/> 5R	<input type="checkbox"/> 6R
<input type="checkbox"/> 9R	<input type="checkbox"/> 10R	<input type="checkbox"/> 11R	<input type="checkbox"/> 12R	<input type="checkbox"/> 13R	<input type="checkbox"/> 14R
<input type="checkbox"/> 17R	<input type="checkbox"/> 18R	<input type="checkbox"/> 19R	<input type="checkbox"/> 20R	<input type="checkbox"/> 21R	<input type="checkbox"/> 22R
<input type="checkbox"/> 25R	<input type="checkbox"/> 26R	<input type="checkbox"/> 27R	<input type="checkbox"/> 28R	<input type="checkbox"/> 29R	<input type="checkbox"/> 30R
<input type="checkbox"/> 33R	<input type="checkbox"/> 34R	<input type="checkbox"/> 35R	<input type="checkbox"/> 36R	<input type="checkbox"/> 37R	<input type="checkbox"/> 38R
<input type="checkbox"/> 41R	<input type="checkbox"/> 42R	<input type="checkbox"/> 43R	<input type="checkbox"/> 44R	<input type="checkbox"/> 45R	<input type="checkbox"/> 46R
<input type="checkbox"/> 49R	<input type="checkbox"/> 50R	<input type="checkbox"/> 51R	<input type="checkbox"/> 52R	<input type="checkbox"/> 53R	<input type="checkbox"/> 54R
<input type="checkbox"/> 57R	<input type="checkbox"/> 58R	<input type="checkbox"/> 59R	<input type="checkbox"/> 60R	<input type="checkbox"/> 61R	<input type="checkbox"/> 62R
<input type="checkbox"/> 65R	<input type="checkbox"/> 66R	<input type="checkbox"/> 67R	<input type="checkbox"/> 68R	<input type="checkbox"/> 69R	<input type="checkbox"/> 70R
<input type="checkbox"/> 73R	<input type="checkbox"/> 74R	<input type="checkbox"/> 75R	<input type="checkbox"/> 76R	<input type="checkbox"/> 77R	<input type="checkbox"/> 78R
<input type="checkbox"/> 81R	<input type="checkbox"/> 82R	<input type="checkbox"/> 83R	<input type="checkbox"/> 84R	<input type="checkbox"/> 85R	<input type="checkbox"/> 86R
<input type="checkbox"/> 89R	<input type="checkbox"/> 90R	<input type="checkbox"/> 91R	<input type="checkbox"/> 92R	<input type="checkbox"/> 93R	<input type="checkbox"/> 94R
<input type="checkbox"/> 97R	<input type="checkbox"/> 98R	<input type="checkbox"/> 99R	<input type="checkbox"/> 100R	<input type="checkbox"/> 101R	<input type="checkbox"/> 102R
<input type="checkbox"/> 105R	<input type="checkbox"/> 106R	<input type="checkbox"/> 107R	<input type="checkbox"/> 108R	<input type="checkbox"/> 109R	<input type="checkbox"/> 110R

### Procedure - Add ThyssenKrupp Clearance Landing Matrix

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Elevator System** icon.
4. Right-click a ThyssenKrupp Elevator System and select **New ThyssenKrupp Clearance Landing Matrix**.  
The **New ThyssenKrupp Clearance Landing Matrix** tab opens.
5. Click **General**. In the expanded list, add the following:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Clearance Landing Matrix. The name can have up to 100 characters.
Description	Enter a description to identify the ThyssenKrupp Clearance Landing Matrix. The description can have up to 500 characters.

6. Click **Details**. In the expanded list, add the following information:

Property	Description
Elevator System	This field is read-only. It displays the name of the elevator system for which you have to add a Clearance Landing Matrix.
Clearance Name	<p>Use this field to select a clearance. When users swipe their card to the reader, the selected clearance provides access to the Door. Thus users get the required authorization to use the landing.</p> <ol style="list-style-type: none"> <li>1. Click  to open the Object Selector.</li> <li>2. Select a clearance and click OK.</li> </ol> <p><b>Note:</b> You can create clearances in C•CURE 9000.</p>
Home Floor	<p>Use this field to allow access to the Door with a card reader or bar-code reader that a person with a valid credential swipes their card and send the required information such as credential home floor number and kiosk number to the elevator destination control system.</p> <p>You can select floor between 1 to 128 and default value is 0, You must select either Front or Rear landing side located to the right of the Home Floor field. This field is used while configuring ThyssenKrupp Register call.</p>

7. Click **Landing Matrix** to select the destination floors. You can select the Front Door or the Rear Door or both.

Property	Description
Destination Front Floor	<p>Select the check box next to the floor number to provide access to the front door on the destination floor.</p> <p>For example, if you need access to the front door on the 10th floor, select the 10F check box.</p> <p>Note: F stands for Front Door.</p>
Destination Rear Floor	<p>Select the check box next to the floor number to provide access to the rear door on the destination floor.</p> <p>For example, if you need access to the rear door on the 10th floor, select the 10R check box.</p> <p>Note: R stands for Rear Door.</p>

**NOTE** If you select the destination landing in the Home Floor field and Door is mapped in the Register Call, then the Landing Matrix option will not be considered.

8. Click **Save and Close**.

**NOTE** Multiple Home Floor access on the same Elevator System for a Personnel with same or different clearances is not supported. User can configure only one Home Floor for a personnel per Elevator System.

## Procedure - Edit ThyssenKrupp Clearance Landing Matrix

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.

3. Click the **ThyssenKrupp Elevator System** icon.

The **ThyssenKrupp Clearance Landing Matrix** tab opens.

4. Right-click the ThyssenKrupp Clearance Landing Matrix that you want to modify and then select **Edit**.
5. Edit the ThyssenKrupp Clearance Landing Matrix as required.
6. Click **Save and Close**.

## ThyssenKrupp Kiosk

ThyssenKrupp Kiosk is typically a touch screen device that accepts access codes and destination requests from the passenger.

Each Kiosk is associated with an Elevator System Landing. Use the ThyssenKrupp Kiosk Configuration editor to configure a Kiosk for each Landing.

The screenshot shows a web-based configuration interface for a ThyssenKrupp Kiosk. The window has a title bar with 'Kiosk\_1.1.1.F' and standard window controls. The interface is organized into several sections, each with a blue header and expandable content:

- General**: Contains fields for 'Name' (Kiosk\_1.1.1.F) and 'Description'.
- Details**: Contains fields for 'Elevator System' (TK ES1), 'Landing Name' (1), 'Kiosk ID' (1-1-1), 'Door Name' (Door1), and 'Default Landing Matrix' (DLM1). Each field has a green plus icon and a red minus icon for editing.
- Schedule Landing Matrix**: Contains a 'Landing Matrix' and a 'Schedule Matrix' field, each with a green plus icon and a red minus icon.
- Operation Mode**: Contains an 'Operation Mode' and a 'Schedule' field, each with a green plus icon and a red minus icon.
- Clearances**: Contains a 'Clearance' and a 'Schedule' field, each with a green plus icon and a red minus icon.
- Status**: Contains an 'Online Status' field with a value of 'Offline'.

### Procedure - Add ThyssenKrupp Kiosk



1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Landing** icon.

The **ThyssenKrupp Landing** tab opens and all available landings are listed.




4. Right-click the ThyssenKrupp Landing for which you need to add Kiosk and select **New ThyssenKrupp Kiosk**.  
The **New ThyssenKrupp Kiosk System** tab opens.
5. Click **General**. In the expanded list, add the following information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Clearance Landing Matrix. Name can have up to 100 characters.
Description	Enter a general description to identify the ThyssenKrupp Clearance Landing Matrix. Description can have up to 500 characters.


6. Click **Details**. In the expanded list, add the following information:

Property	Description
Elevator System	This field is read-only. It displays the name of the elevator system that you are adding a Kiosk to.
Landing Name	This field is read-only. It displays the name of the landing that you are adding the Kiosk to.
Kiosk ID	<p>Kiosk ID is the unique identifier for the Kiosk. It is associated with ThyssenKrupp Elevator System, Landing Number, Kiosk Number and Front/Rear respectively.</p> <p>Kiosk ID has the following parts:</p> <ul style="list-style-type: none"> <li>■ <b>Group:</b> The group number is automatically populated.</li> <li>■ <b>Landing:</b> The landing number is automatically populated.</li> <li>■ <b>Index:</b> Enter a number between 1 and 15.</li> <li>■ <b>Side:</b> Click the drop-down to select the front or rear side of the door.</li> </ul>
Door Name	<p>You can map the door to the Kiosk system.</p> <p>a. Click  to open the Object Selector.</p> <p>b. Select a door and click <b>OK</b>.</p> <p>The door is retrieved from C•CURE 9000.</p>
Default Landing Matrix	<p>You can map the Default Landing Matrix to the Kiosk system.</p> <p>a. Click  to open the Object Selector.</p> <p>b. Select a Default Landing Matrix and click <b>OK</b>.</p> <p>The Default Landing Matrix is displayed at all Kiosks regardless of the iSTAR controller and associated Reader status.</p>

7. If required, click **Schedule Landing Matrix** to see options to map a landing matrix and schedule matrix to a Kiosk:

- a. Click  to add a row.
- b. In the **Landing Matrix** column, click . The Object Selector opens.
- c. Select a landing matrix and click **OK**.
- d. In the **Schedule Matrix** column, click . The Object Selector opens.
- e. Select a schedule matrix and click **OK**.

8. Click **Operations Mode** to add the following details:

- a. Click  to add a row.
- b. Click the drop-down in the **Operations Mode** column and select an operations mode. You can select one of the following options:
  - Pin Disabled + Sleep Mode Disabled
  - Pin Enabled + Sleep Mode Disabled




- Pin Disabled + Sleep Mode Enabled
- Pin Enabled + Sleep Mode Enabled

- In the **Schedule** column, click . The Object Selector opens.
- Select a schedule and click **OK**.

## NOTE

- You can associate a schedule with one operations mode.
- The default Operations Mode is Pin Disabled + Sleep Mode Disabled. Pin Disabled + Sleep Mode Disabled is used, if you do not configure an Operations Mode.
- Access on Pin Entry from a Kiosk is possible only if PIN Entry Operation Mode is enabled.

9. Click **Clearances** to add the following information:

- Click  to add a row.
- In the **Clearance** column, click . The Object Selector opens.
- Select a clearance and click **OK**.
- In the **Schedule** column, click . The Object Selector opens.
- Select a clearance and click **OK**.

## NOTE

- You can create clearances in C•CURE 9000.
- Access on Pin Entry from a Kiosk is possible only if Clearances are added in the Clearance tab.

10. Click **Status** to view the online status.

Property	Options Available
Online Status	<ul style="list-style-type: none"> <li>■ Online</li> <li>■ Offline</li> <li>■ Unknown</li> </ul>

11. Click **Save and Close**.

## Procedure - Edit ThyssenKrupp Kiosk System

- From the **Navigation bar**, click the **Show All** icon.
- Navigate to the **ThyssenKrupp** section.
- Click the **ThyssenKrupp Landing** icon.  
The **ThyssenKrupp Landing** tab opens.
- Right-click the ThyssenKrupp Kiosk System that you want to modify and select **Edit**.
- Edit the ThyssenKrupp Kiosk System as required.
- Click **Status** to view the Online status.
- Click **Save and Close**.



## ThyssenKrupp User Type

The ThyssenKrupp User Type configuration editor is used to associate a personnel group with user type. The following user types are available: VIP, Service, Code Blue, Capture, Express, Service2 and Service3. You can configure one user type per elevator system.

Personnel Group	VIP	Service	Code Blue	Capture	Express	Service2	Service3
Personnel Group 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel Group 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel Group 3	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel Group 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel Group 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



### Procedure - Add an User Type

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Elevator System** icon.  
The ThyssenKrupp Elevator System tab opens.
4. Right-click a ThyssenKrupp Elevator System and select **New ThyssenKrupp User Type**.  
The New ThyssenKrupp User Type tab opens.
5. Click **General**. In the expanded list, add the following information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp User Type. The name can have up to 100 characters.
Description	Enter a general description to identify the ThyssenKrupp User Type. The description can have up to 500 characters.

6. Click **Details**. In the expanded list, add the following information:

Property	Description
Elevator System	This field is read-only. It displays the name of the elevator system for which you must add an user type.

7. Click **User Type** to add the following information:
  - a. Click  to add a row.
  - b. In the **Personnel Group** column, click . The Object Selector opens.
  - c. Select a group and click **OK**.

- d. Select the desired User Types.
8. Click **Save and Close**.
9. To configure the ADA user type, complete the following steps:
  - a. From the **Navigation bar**, click the **Show All** icon.
  - b. Click **Personnel**.
  - c. Right-click a personnel profile and select **Edit**. A new tab, specific to the selected personnel, opens.

The screenshot shows a web-based configuration interface for a personnel profile. The 'Main' tab is active, displaying various fields for user information. The 'Options' section on the right is expanded, showing several checkboxes. The 'Alternate Shunt (ADA)' checkbox is checked and highlighted with a red box, indicating it is the correct configuration for the ADA user type.

- d. In the **Options** section, select the **Alternate Shunt (ADA)** check box.

## Recommendations to Associate Personnel Group with User Type

### Test Condition:

#### System Configuration:

- System Type: VM
- RAM: 4 GB
- No. of Core: 4

#### Recommendations:

- You can associate a maximum of 10 Personnel Groups, each having 500 personnel, with one User Type.

### NOTE

The card swipe dispatch time is 590 milliseconds.

- You can associate a maximum of 5 Personnel Groups, each having 1000 personnel, with one User Type.

### NOTE

The card swipe dispatch time is 580 milliseconds.

- You can associate a maximum of 2 Personnel Groups, each having 2000 personnel, with one User Type.

## NOTE

The card swipe dispatch time is 440 milliseconds.

- You can associate a maximum of 1 Personnel Groups, each having 5000 personnel, with one User Type.

## NOTE

The card swipe dispatch time is 700 milliseconds.

### Procedure - Edit an User Type

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp User Type** icon.  
The **ThyssenKrupp User Type** tab opens.
4. Right-click the **ThyssenKrupp User Type** and select **Edit**.
5. Edit the ThyssenKrupp User Type as required.
6. Click **Save and Close**.

### ThyssenKrupp Register Call

The ThyssenKrupp Register Call dialog box is used to associate Door Name, Landing, KIOSK ID (Index) and Source Side (Landing Side) to a User. ThyssenKrupp allows the access control system to register destination calls into the elevator system.

This feature is most useful from the lobby landing kiosk(s) or Door(s), allowing the security system to register calls to a users' Home Floor upon card swipe.

When a call registration from card swipe is initiated, the kiosk or Door containing the card reader will immediately update to display the users allocated elevator.

## NOTE

You can configure only one Register Call per Elevator group.

## Procedure - Add a Register Call


1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Elevator System** icon.  
The **ThyssenKrupp Elevator System** tab opens.
4. Right-click a ThyssenKrupp Elevator System and select **New ThyssenKrupp Register Call**.  
The **New ThyssenKrupp Register Call** tab opens.
5. Click **General**. In the expanded list, add the following information:

Property	Description
Name	A unique name identifying the Register Call configuration. The name is not case-sensitive Minimum number of characters: 1 Maximum number of characters: 100
Description	(Optional) A description for the Register Call configuration. The description is not case-sensitive Minimum number of characters: None Maximum number of characters: 500

6. Click **Details**. In the expanded list, add the following information:

Property	Description
Elevator System	Displays the name of the ThyssenKrupp Elevator System. This field is read-only.

7. Click **Door Map** to add the following information:

- a. Click  to add a row.
- b. In the **Door Name** column, click . The Object Selector opens.
- c. Select a group and click **OK**.

## NOTE

If the Door is associated with KIOSK, then the fields Landing, Index and Source Side are retrieved automatically, if not user can manually map these fields.

8. Click **Save and Close** to save the configuration.

---

### Procedure - Edit a Register Call

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Register Call** icon.  
The **ThyssenKrupp Register Call** tab opens.
4. Right-click the ThyssenKrupp Register Call and select **Edit**.
5. Edit the ThyssenKrupp Register Call as required.
6. Click **Save and Close** to save the configuration.

---

### Procedure - Delete a Register Call

1. From the **Navigation bar**, click the **Show All** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Register Call** icon.  
The **ThyssenKrupp Register Call** tab opens.
4. Right-click the ThyssenKrupp Register Call and select **Delete**.  
The **Deleting Objects in Use** dialog box appears.
5. Click **Yes** to delete ThyssenKrupp Register Call.

## Scenarios

Following scenarios are associated with Clearance Landing Matrix-Home Floor, Landing Matrix and Register Call.

- The associated Clearance Landing Matrix is dispatched:
  - When user swipes at kiosk with valid clearance
  - If Door is associated with kiosk and Landing Matrix is configured in Clearance Landing Matrix
  - If Register Call has not been assigned to the door

## NOTE

In Clearance landing matrix, Home Floor Landing will be discarded when kiosk or Door is not added in the Register Call.

- The associated Clearance Landing Matrix will not be dispatched:
  - When user swipes at kiosk with valid clearance and Landing is set as Secure
  - If Door is associated with kiosk and Landing Matrix is configured in Clearance Landing Matrix
  - Register Call has not been assigned to the door but Landing is set as Secure
- The associated Clearance Landing Matrix is dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix and user belongs to exemption group
  - If Door is associated with kiosk and Landing Matrix is configured in Clearance Landing Matrix
  - Register Call has not been assigned to the door but Landing is set as Secure and user belongs to exemption group
- The associated Clearance Landing Matrix is dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix
  - If Door is associated with kiosk and Landing Matrix is configured in Clearance Landing Matrix
  - Register Call has not been assigned to the door but Landing is set as Unsecure
- The associated Clearance Landing Matrix>Home Floor is dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix
  - If Door is associated with kiosk and Home Floor is configured in Clearance Landing Matrix
  - Register Call has been assigned to the door

## NOTE

In Clearance landing matrix, selected Landing Matrix will be discarded when kiosk or Door is added in the Register Call.

- The associated Home Floor landing in Clearance Landing matrix is dispatched:
  - When personnel with valid clearance (same clearance mapped to Clearance Landing Matrix) swipes at the door associated with landing kiosk

## NOTE

User can manually map the door, landing and index within register call object.

- The associated Clearance Landing Matrix>Home Floor will not be dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix and floor is secured
  - If Door is associated with kiosk and Home Floor is configured in Clearance Landing Matrix
  - Register Call has been assigned to the door but configured Home Floor is set as Secure
- The associated Clearance Landing Matrix>Home Floor is dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix
  - If Door is associated with kiosk and Home Floor is configured in Clearance Landing Matrix
  - Register Call has been assigned to the door but configured Home Floor is set as Secure and user belongs to exemption group
- The associated Clearance Landing Matrix>Home Floor is dispatched:
  - When user swipes at kiosk with valid clearance Landing Matrix
  - If Door is associated with kiosk and Home Floor is configured in Clearance Landing Matrix

- Register Call has been assigned to the door but configured Home Floor is set as Unsecure

## Configuring ThyssenKrupp Actions

You can schedule actions for the ThyssenKrupp Landings. The following actions are available:

- Secure
- Unsecure
- Normal

### Procedure - Configure ThyssenKrupp Action


1. From the **Navigation bar**, click the **New** icon.
2. Navigate to the **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Action** icon.  
The **New ThyssenKrupp Action** tab opens.
4. Click **General**. In the expanded list, add the information:

Property	Description
Name	Enter a unique name for the ThyssenKrupp Action.
Description	(Optional) Enter a description for the ThyssenKrupp Action.

5. Click **Action** to add the following information:
  - a. In the **ThyssenKrupp Landing** field, click . Object Selector opens.
  - b. Select the landings and click **OK**.

- c. Select an action from the **ThyssenKrupp Landing Action** drop-down.
6. Click **Save and Close**.

## NOTE

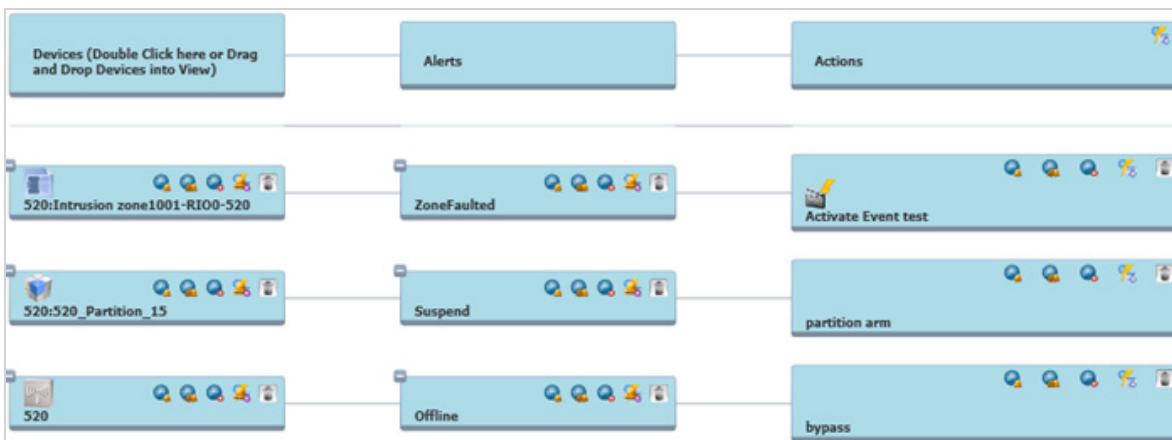
To remove a ThyssenKrupp Landing, select the landing that you want to remove and click .

### Procedure - Edit ThyssenKrupp Action

1. From the **Navigation** bar, click the **Configuration** icon.
2. Navigate to **ThyssenKrupp** section.
3. Click the **ThyssenKrupp Action** icon.
4. Right-click a ThyssenKrupp action and select **Edit**.
5. Edit the ThyssenKrupp action as required.
6. Click **Save and Close**.

## Configuring ThyssenKrupp Elevator System Alerts

Use the Event Setup editor to configure alerts for ThyssenKrupp objects.



Refer [Appendix A - Alert Types](#) for a full list of alert types that are supported by victor.

### Procedure - Configuring Schedule Actions for ThyssenKrupp

1. From the **Navigation** bar, click the **Configuration** icon.
2. Select **Events/Schedule Setup**. Events Setup editor appears.
3. Double-click the **Devices** node to open the Object Selector.

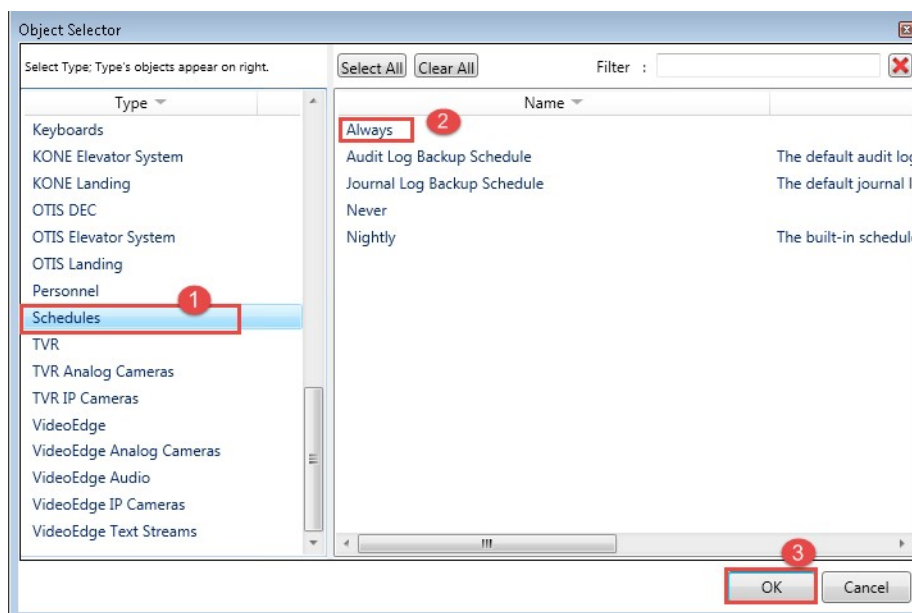




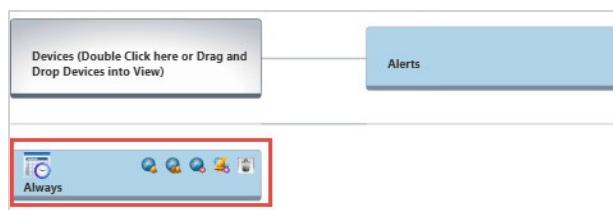
4. From the **Type** list, select **Schedules**.
5. Select the required schedule from the list and click **OK**.


## NOTE

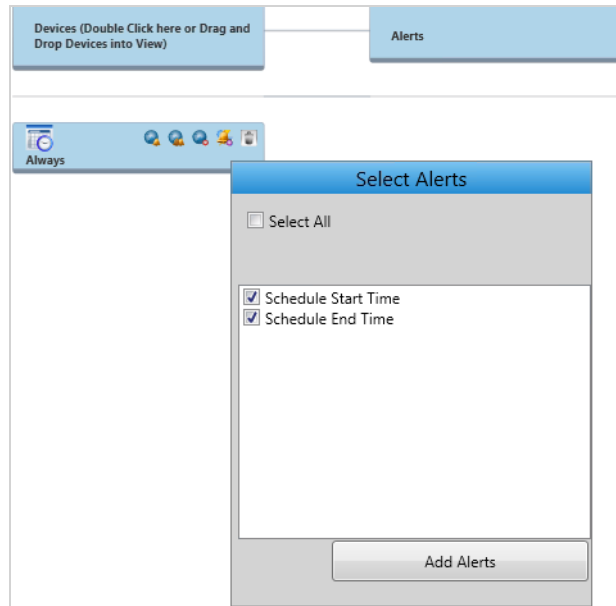
You must create a schedule before you can add it to an event. For more information about creating schedules, refer to the *victor Administration and Configuration Guide*.



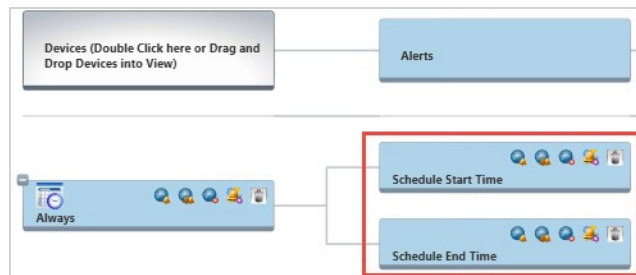
6. Selected Schedule is displayed in the Device node.




7. In the device node, click , **Select Alerts** window opens.
8. Select the **Schedule Start Time** and **Schedule End Time** check boxes and click **Add Alerts**.



9. The Schedule Start Time and Schedule End Time is displayed in the Alerts node.



10. Click  in the Alerts node (Schedule Start Time and Schedule End Time), the Object Selector opens.



11. From the **Type** list, click **ThyssenKrupp Action**. Select the action and click **OK**.

## NOTE

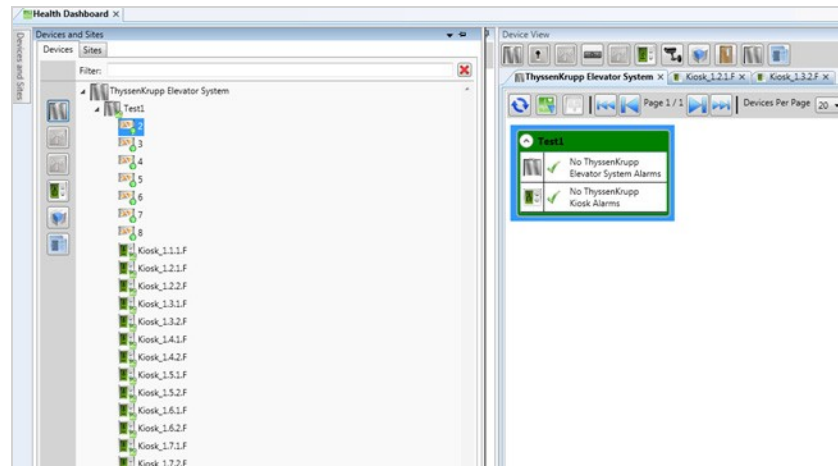
You must create a ThyssenKrupp Action before you can add it to an Alert. See [Procedure - Configure ThyssenKrupp Action](#).

12. Repeat the steps if required and then click **Save and Close**.

# Operation

## Health Dashboard

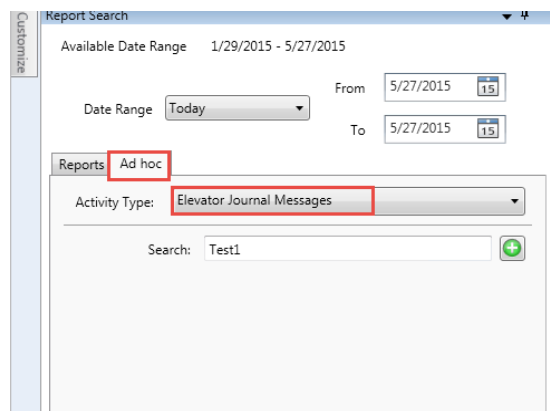
The health status of all ThyssenKrupp objects is displayed in the Health Dashboard as follows:



Refer to [Appendix B - Health Status](#) for a full list of supported health statuses.

## Reports

Use the journal type: Elevator Journal Message to search for ThyssenKrupp related report entries as shown below:



For more information about reporting within victor, refer to the victor Unified Client Administration and Configuration Guide.

## Manual Actions

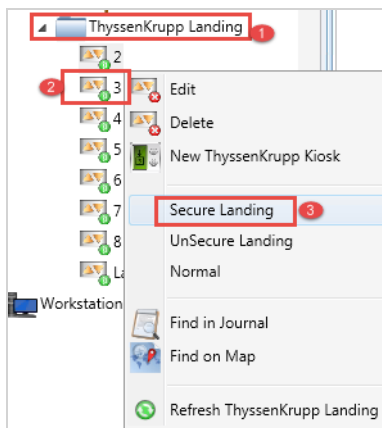
You can perform the following manual actions for the ThyssenKrupp Landing:

- Secure a Landing
- Unsecure a Landing
- Normal

## Secure a Landing

This action secures the Landing. Except for the personnel in the Exemption Group list, no other personnel can access to the Landing during the specified date and time. When a Landing is secured the associated floor of the Default Landing Matrix is locked. Follow the steps to secure a Landing:

1. Right-click a Landing.

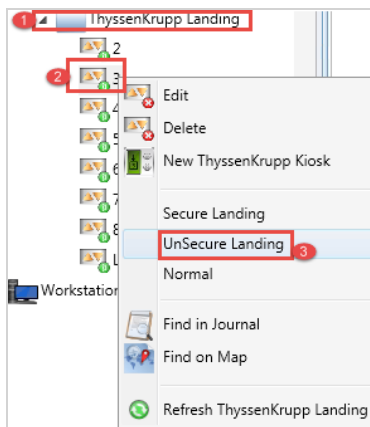


2. Select **Secure Landing**.

## UnSecure a Landing

This action un-secures the landing. When a landing is unsecured, the Default Landing Matrix is also unsecured. Follow the steps to un-secure a Landing:

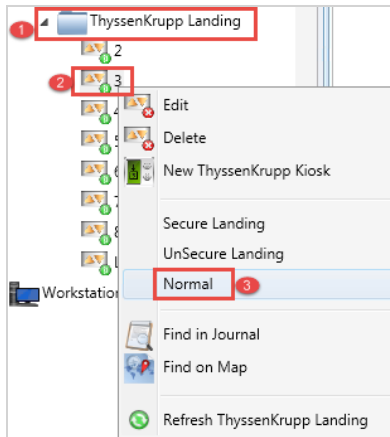
1. Right-click a Landing.



2. Select **UnSecure Landing**.

## Normal Landing

1. Right-click a Landing.



2. Select **Normal**.

# Troubleshooting

This section provides troubleshooting information for issues that may occur in the ThyssenKrupp Integration.

## Problem:

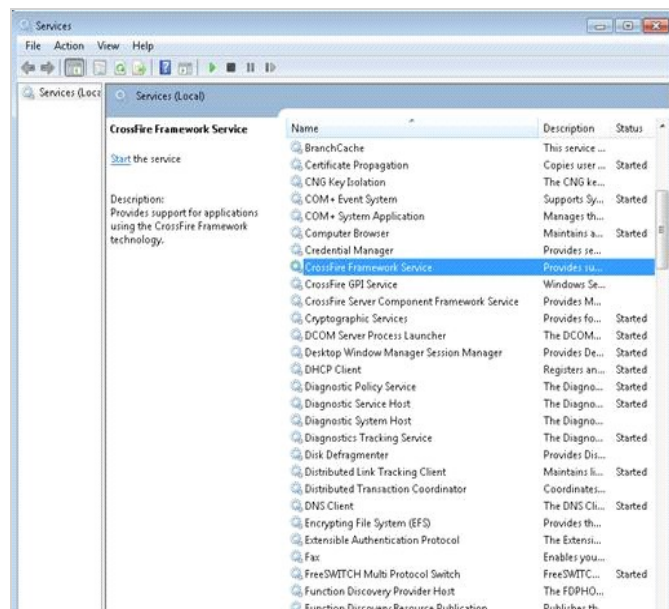
Sometimes the installation may fail if the CrossFire service does not stop on time and throws a time out error.

## Solution:

Ensure that you have completed the following steps:

- Check if the CrossFire service is stopped from services panel in case of installation failure. Refer to the image below.
- Wait till the CrossFire service is stopped and then trigger the installation again. This will work fine as the service is stopped already.

**Figure 2:** CrossFire Services



## Appendix A - Alert Types

Use the Event Configuration editor to configure alerts for ThyssenKrupp Elevator system. The following tables list Alert Types that are supported for ThyssenKrupp Elevator system within victor:

**Table 1:** Alert Types for ThyssenKrupp Elevator System

Alert Type	Value
Communication Status	<ul style="list-style-type: none"><li>■ Online</li><li>■ Offline</li><li>■ Unknown</li></ul>

**Table 2:** Alert Types for ThyssenKrupp Landing

Alert Type	Value
Override Status	<ul style="list-style-type: none"><li>■ Normal</li><li>■ Secure</li><li>■ Unsecure</li></ul>

**Table 3:** Alert Types for ThyssenKrupp Kiosk

Alert Type	Value
Communication Status	<ul style="list-style-type: none"><li>■ Online</li><li>■ Offline</li><li>■ Unknown</li></ul>

## Appendix B - Health Status

victor supports the following Health status annunciations for ThyssenKrupp object types:

**Table 4:** Health status for ThyssenKrupp Elevator System

ThyssenKrupp Elevator System Status	Health Status
Online	Normal
Offline	Device Alert
Unknown	Unknown

**Table 5:** Health status for ThyssenKrupp Kiosk

ThyssenKrupp Kiosk	Value
Online	Normal
Offline	Device Alert
Unknown	Unknown