

AVIGILON™

Video Reader Pro

Installation guide | OP-VID-PRO-RDR

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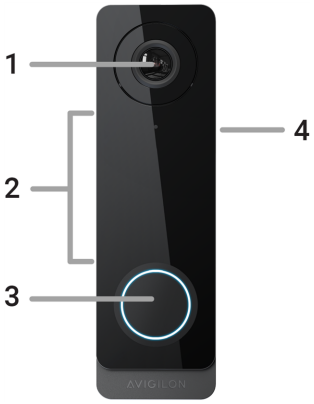
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Before you start

The Avigilon Video Reader Pro combines a built-in high-resolution camera with the form factor of a mullion door reader. The Video Reader Pro is powered using Power over Ethernet (PoE) and does not need to be wired back to an Avigilon access control unit (ACU). However, an ACU or third-party panel is required to support locking hardware.

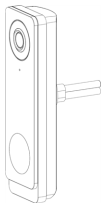
Overview



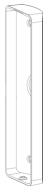
1	Camera **TIP:** See Caring for the lens on page 21.
2	Keycard and fob reader, mobile credential reader
3	Power and status LED indicator
4	Admin button on back of reader

What's included

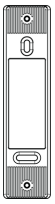
Video Reader Pro



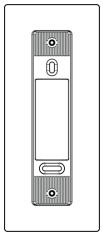
Cradle bracket



Mullion mounting plate



Standard mounting plate



Security screw



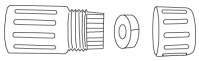
2 x Cradle mount screws



2 x Machine screws



Waterproof Ethernet coupling



2 x Wall mount screws and anchors

(not shown)

Pin for Admin button

(not shown)

Conducting site surveys

Before installing Avigilon hardware, conduct a customer site survey to determine the following:

- The number of entries that need to be configured (for example, doors, gates, and elevator floors)
- The legacy wiring or new wiring to be installed
- The electronic entry mechanisms, Request to Exit (REX) mechanisms, and door contact sensors to be used and their power requirements

  If your locking hardware requires 24V, either use a Smart Hub with a 24V power supply or use a separate 24V supply.
- Any backup batteries (see Selecting a backup battery on page 21)
- The support of a legacy access control panel for mobile gateway (see Wiring to legacy panels and mobile gateway on page 16)
- (Optional) Any stainless steel housing for the Video Intercom Reader Pro (refer to vendor documentation for more information)

Network requirements

Important: Avoid using DNS-based content filtering on networks that host Alta Access controllers, as this can negatively affect performance, causing video and audio latency or connection problems.

If DNS-based filtering is required, configure your network firewall to exclude the Video Intercom Reader Pro and any connected user devices from the filtering.

NOTE: Video Intercom Reader Pro cloud calling is supported only in the following regions, based on the availability of cloud servers:
North America, **South America**, **Southeast Asia**, **East Asia**, and **Europe**

Ethernet connection and firewall configuration

Connection to LAN

- Use an Ethernet connection with DHCP to connect the video reader or video intercom reader to the local area network (LAN).

Firewall settings

- Configure firewall settings to communicate with Alta Access.
- Required outbound ports:
  - TCP port 443
  - UDP port 123 - Add pool.ntp.org to the allow list for the NTP port

Audio and video quality

- To ensure reliable audio and video, allow outbound access to the following UDP ports. Also, ensure UDP hole-punching is enabled or symmetric NAT is disabled:
  - TCP port 443
  - UDP port 123
  - UDP port 3478 — TURN/UDP servers for connectivity
  - UDP ports 50000-60000 — for WebRTC UDP connections

Additional firewall considerations

- Fortinet firewalls have anti-virus software that blocks AWS traffic by default. AWS must be on an allowlist.
- If using an external DNS, outbound UDP 53 must be open.
- Inbound port forwarding on the router, firewall, or NAT device is unnecessary.
- HTTPS certificate rewriting or TLS/SSL inspection is not allowed.

IP address and network segregation

- Alta Access does not provide an IP range or FQDN list of hostnames for Basic and Premium licenses. Most hostnames resolve to dynamic IPs and change during provisioning and configuration updates.
- To segregate traffic from Alta Access controllers, enable a DMZ for the controllers.

Network security best practices

Protecting edge devices

PoE access control readers, such as the video reader and video intercom reader, require a wired network connection be installed on the unsecured side of a door.

Important: To remove the risk of an attacker gaining access to the local network via the network connection, assuming they can remove the reader from the wall, Alta Access recommends that your IT team place the exposed Ethernet port on a demilitarized zone (DMZ) or perimeter network.

Improving network reliability

Important: Recommended upload speeds for one video reader or video intercom reader:

Bandwidth range	
Low	1Mb upload bandwidth for each reader
Medium	2Mb upload bandwidth for each reader
High	8Mb upload bandwidth for each reader

Double the bandwidth for each additional reader.

Higher network bandwidth is recommended for the video intercom reader for the best performance in video and audio streaming.

Installation

Specifications and dimensions

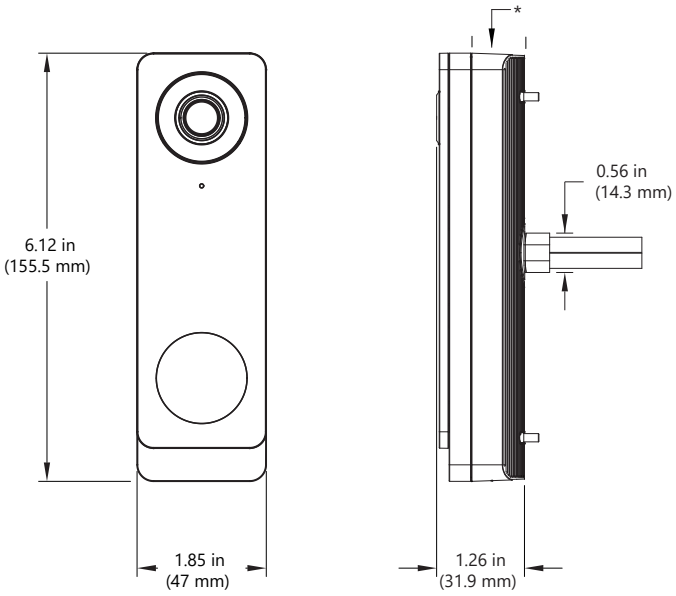
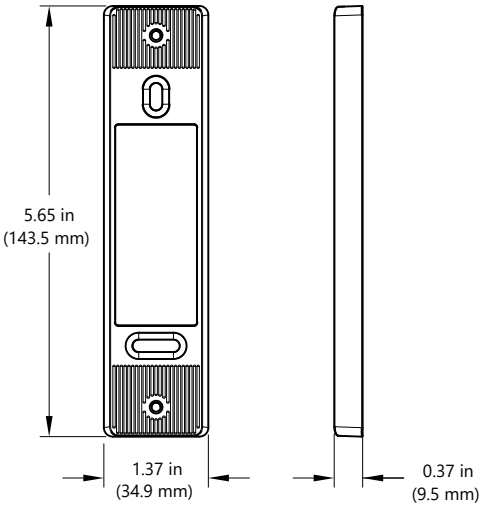
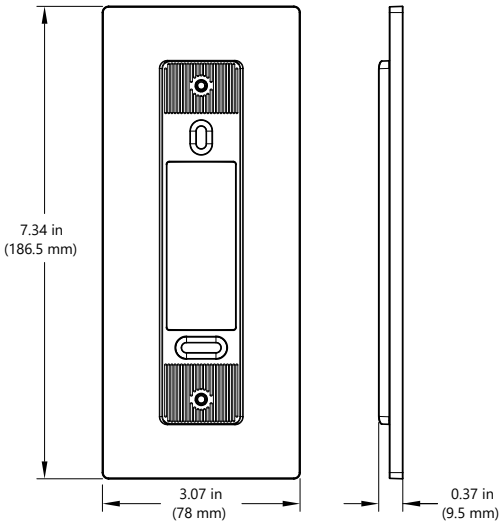
NOTE: All national and local electrical codes apply when installing this device.

Model: OP-VID-PRO-RDR		
Camera	Camera Resolution	5MP (2592 x 1944)
	Recording Rate	25 fps
	Privacy Areas and Regions of Interest	Yes
	Video Compression	H.264, MJPEG
	Night Mode	Infrared light for night vision
		IR range: 9m (29.53ft)
	Field of View	Horizontal: 109° Vertical: 81° Diagonal: 136°
	Image Sensor	1/2.5” 5MP CMOS
	Bit Rate	CBR, VBR, MBR
	Min. Illumination	Color: 2.5 lux B/W: 0.0 lux (IR LED on)
	Focal Length	2.8mm (F1.6)

Model: OP-VID-PRO-RDR		
	Anti-overexposure	Yes
	Wide Dynamic Range	HDR (87dB)
Video Recording	Motion Detection	Detects activity and starts recording
	Onboard Video Storage	10GB eMMC for network failover recording
	Cloud Video Storage	30, 60, 90, and 180 day plans available
Other	QR Code Support*	Capable of reading and forwarding QR codes to third-party systems

*Enterprise or Premium subscription is required.

General	
LED Indicators	Video Reader Pro power on or off, user access granted or denied, entry or door locked or unlocked, provisioning and connection status to access control system
Wiring	Ethernet for network connection **NOTE:** The Pro series reader does not require a controller, however, a Smart Hub is required to support locking hardware.
Communications	TLS 1.2+ encryption between Video Reader Pro and access control cloud service
Tamper	Accelerometer sensor to detect tamper events
Power	802.3af PoE , 7.8W power consumption

Dimensions	
Device Only	With cradle bracket* 
Weight	0.63 lbs (287 g)
Mounting Plate	Surface mount on wall  Standard mount on wall with US gang-box 

Compatibility	
Mobile Credential	Bluetooth LE NFC (Android only) Wave to Unlock
	Supported on iOS and Android™ compatible devices
High-Frequency (13.56 MHz) Card and Fob*	Avigilon DESFire® EV3 Smart Card and Fob MIFARE Classic, DESFire, Ultralight (ISO14443A) CSN
Low-Frequency (125 kHz) Card and Fob	Avigilon Proximity Card and Fob HID® Proximity™, ProxCard®, LenelProx®

*The discontinued Avigilon MIFARE Classic 1K Fob, and Openpath EV1 and EV2 cards, are still compatible.The EV3-A card is still referred to as the Openpath DESFire EV3 Smart Card.

Environmental	
Temperature	Operating Temperature: -40°C (-40°F) to 50°C (122°F); Cold start -25°C (-13°F)
	Storage Temperature: -40°C (-40°F) to 50°C (122°F)
Humidity	Operating Humidity: Up to 90% RH non-condensing
IP Rating	IP Rating: Indoor and outdoor IP65 (IEC 60529)

Operating temperature must not be exceeded.

Regulatory	
Certifications	FCC (United States), IC (Canada), CE (Europe), UKCA (United Kingdom), NOM (Mexico), RCM (Australia, New Zealand), BIS (India), ANATEL (Brazil), UL 294*, CAN/ULC 60839-11-1 *Performance Levels: Attack Level I, Endurance Level I, Line Security Level I, Standby Power Level I
Compliance	NDAA, TAA

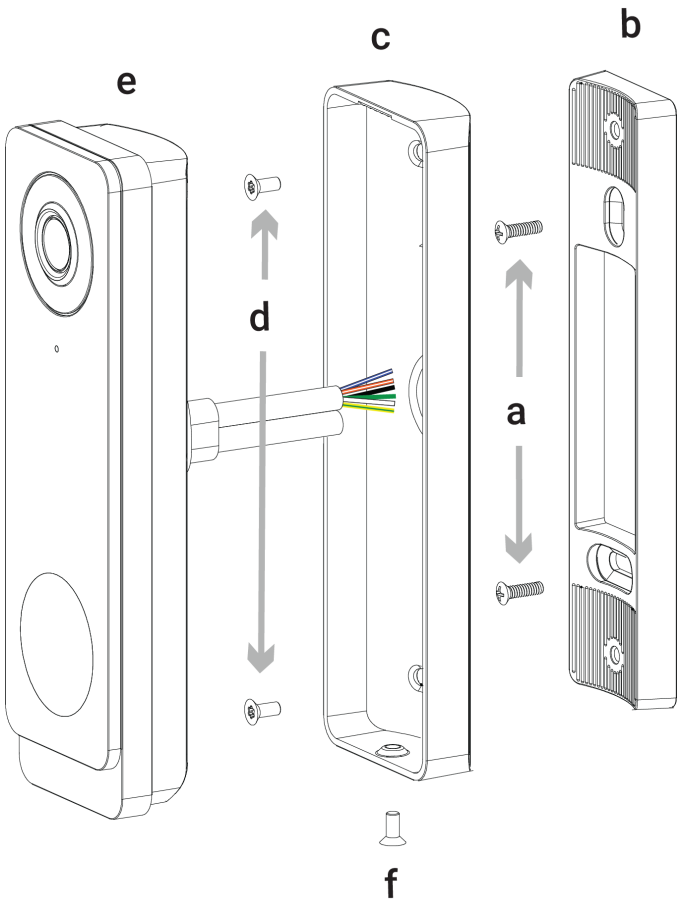
Mounting

The Video Reader Pro can be installed on a narrow surface using the mullion mount or on a single-gang box using the standard mount.

Mullion mount

1. Use the provided machine screws (a) in threaded holes, or the wall mount screws and anchors (not shown) for drywall, to attach the mullion mounting plate (b) to the wall.
2. Place the cradle bracket (c) on the mounting plate, angled as desired, and secure with the provided screws (d).
3. Strip and connect the wires, and provision the reader.
4. Snap in the reader (e), and secure with the security set screw (f).

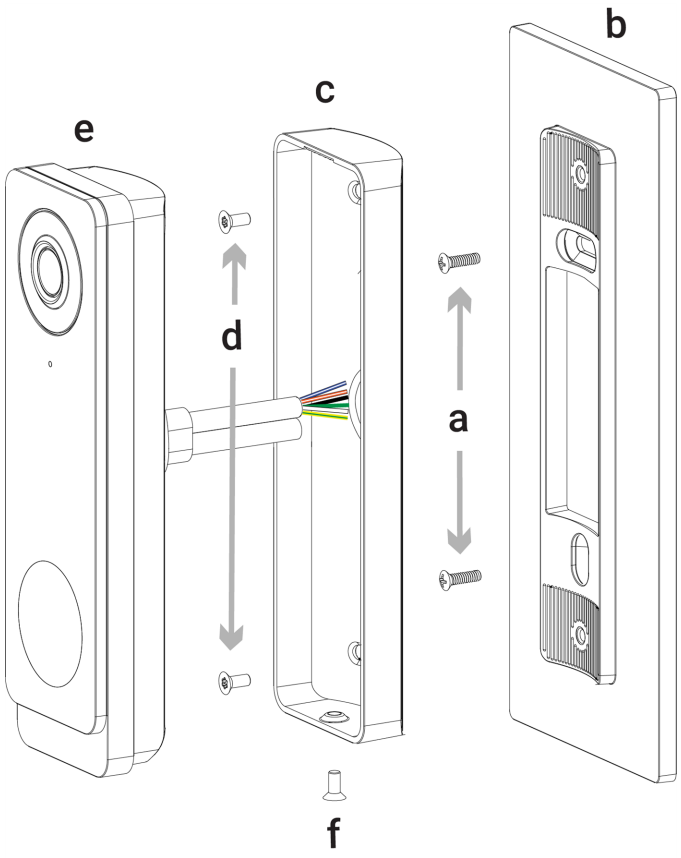
> **NOTE:** Do not use adhesive.



Standard mount

1. Install a recessed single-gang box into the wall.
2. Use the provided machine screws (a) to attach the standard mounting plate (b) to the wall.
3. Place the cradle bracket (c) on the mounting plate, angle as desired, and secure with the provided screws (d).
4. Strip and connect the wires, and provision the reader.
5. Snap in the reader (e) and secure with the security set screw.

> **NOTE:** Do not use adhesive.



Wiring

WARNING: Do not apply power during wiring. Ensure the reader is unplugged until all wiring is complete.

NOTE: The Pro series reader does not require a controller, however, a Smart Hub is required to support locking hardware.

Connect to Alta Access cloud

Connector type	Description
Ethernet	RJ-45 connector

Connect to third-party controller (optional)

Pigtail color	Short name	Full name
Black	GND	Wiegand RTN
Green	WD0	Wiegand Data 0
White	WD1	Wiegand Data 1

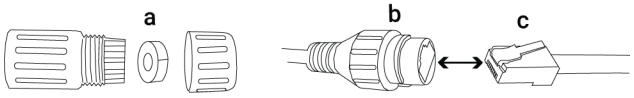
Connect to third-party device (optional)

Pigtail color	Short name	Full name
Blue and white stripe	NO	Relay Normally Open*
Orange and white stripe	COM	Relay Common*
Green and yellow stripe	GND	Case Ground or Earth Ground*

*Relay is not rated for locking hardware. To power locking hardware, use an Avigilon Smart Hub or third-party access control panel.

Powering

1. Use the provided waterproof coupling (a) to connect the RJ-45 jack (b) to an Ethernet cable (Cat 5e, 26 AWG or better), which is connected to a networked PoE source (c).



2. Optional. Use the NO and COM stripe wires to connect to a third-party device. Use the WD0 and WD1 wires to connect to an input on the panel of a legacy access control system.

Advanced configuration

Wiring to legacy panels and mobile gateway

In this configuration, the legacy panel controls all locking hardware and entry mechanisms while the Alta access control system lets you use the Alta Open mobile app, Smart Reader, and Wave to Unlock functionality.

To add mobile credential features (see 6 below) to a legacy access control system:

1. Install the Avigilon ACU (see 4) between the Avigilon Smart Readers (see 5) and the legacy access control system panel (see 2) that is connected to legacy software (see 1). See Change input and output types on page 1 to configure the ACU as output to the legacy panel and Configure Wiegand devices in the Alta Access on page 1.
2. If existing Wiegand readers use a proprietary card format, they can be wired to new Smart Readers. Otherwise, replace existing readers with Smart Readers.

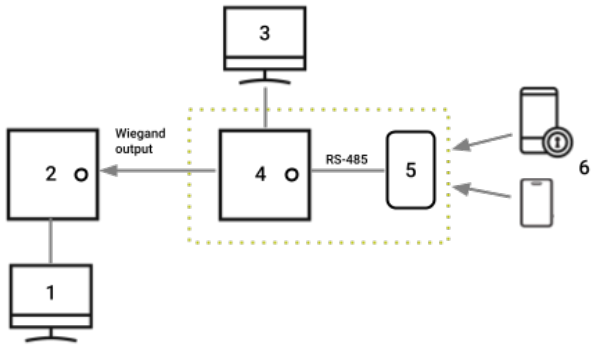


Figure 1 Wiring ACUs to legacy panels and legacy software

1	Legacy access control system software	4a	Smart Hub ACU installed between the Smart Reader and legacy panel **NOTE:** The Pro series reader does not require a controller, however, a Smart Hub is required to support locking hardware.
2	Legacy panel	4b	Wiegand port configured as output to the legacy panel For more information, see advanced wiring configuration.
3	Alta Access	5	Smart Readers — If existing Wiegand readers use a proprietary card format, they can be wired to new Smart Readers. Otherwise, replace existing readers with Smart Readers.
		6	Alta Open mobile app, Cloud Key credentials and Wave to unlock functionality — Avigilon credential with default gateway number or Wiegand ID

Provisioning

TIP: Using the Alta Access mobile app is recommended, which automatically creates and provisions the ACU in Alta Access and adds any connected devices. If you choose this method, see Create and provision the ACU using Alta Access mobile app (recommended) on the next page.

Prerequisites

- Create the Video Reader Pro in Alta Access before installing and provisioning.

  NOTE: You get 5 free Video Reader Pro user licenses per organization.

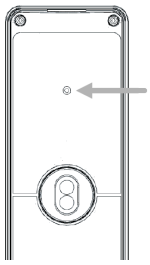
- Connect the ACU to a power supply using the included power cable.

  Meet all Network requirements on page 6.

Provision using Alta Access on a laptop

1. Sign in to alta.avigilon.com/signin and select the organization in your region.
2. Go to **Devices** > **Video readers**.
3. Select the reader.

   If you need to create a reader, see the Alta Access web app guide.
4. Press the Admin button on the back of the reader.



NOTE: Remove the cradle bracket to expose the Admin button.

TIP: Use a SIM card removal tool.

5. In Alta Access, click **Register** next to the **Unregistered** reader.
6. In Alta Access, view the activated reader.

Provision using Alta Access mobile app

1. Install the Alta Access mobile app.

2. Open the Alta Access mobile app.
3. Search for your organization name.
4. Press the Admin button on the ACU.

   For more information, see the Access Control Core installation guide.
5. Tap the serial number of the ACU in the Alta Access mobile app.
6. Tap **Provision device** in the Alta Access mobile app and follow in-app instructions.

Create and provision the ACU using Alta Access mobile app (recommended)

1. Install the Alta Access mobile app.

   NOTE: Alta Access mobile app version 2.4.0 or newer is required on iOS 16 or newer, or Android™ 5 or newer.

2. Open the Alta Access mobile app.
3. Tap the + icon in the top-right corner.
4. Fill in the required information.
5. Tap **Create and provision** in the lower-right corner and follow in-app instructions.

For more information about app use, see the Alta Access Mobile App Admin Guide.

When processing is complete, any connected expansion boards are created in Alta Access and the ACU becomes registered on the **Devices** > **Video readers** page.

LED indicator

The power and status LED on the Video Reader Pro indicates the following.

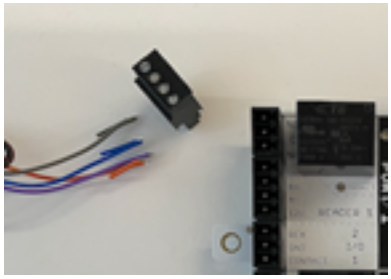
Status LED		Description
	Center dot is solid white.	The entry is locked.
	Outer ring is solid white.	The entry is unlocked.
	Off.	The device is not connected to power.
	Center dot is blinking blue.	The device is booting.
	Center dot is solid yellow.	The device is restoring software to factory default.
	Center dot is solid blue.	The device is ready to be provisioned or has not been configured as an entry in Alta Access.
	Center dot is solid purple.	The device is ready to connect to Alta Access mobile app.
	Center dot is blinking red.	Error loading the firmware.

Maintenance

TIP: To prevent damage to your Avigilon equipment, follow these guidelines:

- Always disconnect power. Whenever possible, turn off the power to the expansion board before connecting or disconnecting any wires. This is the safest way to prevent electrical shorts.
- If power cannot be disconnected:
  - Instead of removing individual wires, detach the entire terminal block from the board.
  - Connect or disconnect wires from the terminal block's screw connectors while it's detached.
  - Once wiring is complete, plug the terminal block back onto the board.

  For example:



Caring for the lens

- To ensure a proper seal is kept around the camera lens, cleaning the lens should be done carefully so as not to damage the rubber gasket. Be sure to avoid using chemical cleaners that may weaken the rubber gasket's seal.
- Do not use microfiber cloths as these may catch on the rubber gasket and could cause the gasket to be pulled out.

Selecting a backup battery

A backup battery for your PoE switch or PoE injector is recommended in case of power outages. The Video Reader Pro needs to be continuously powered to provide access to your building. Not using a backup battery could result in life safety concerns.

Troubleshooting Avigilon Video Reader Pro

WARNING:
Disconnect power before servicing.

If your Video Reader Prois experiencing issues, go to the Alta Access portal to diagnose the issue and restart the device, if necessary. For information on using the Device dashboard, see the Alta Access web app guide.

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Common issues and resolutions

For troubleshooting Video Intercom Reader Pro and Video Reader Pro:

Unlocks for video intercom reader is not triggering the door or blue LED

The video reader and video intercom reader do not directly perform door unlocks. Therefore, they should be paired with a separate ACU (Access Control Unit) to manage all door operation to manage all door operations.

To resolve this issue, review the entry configuration in Alta Access.

1. Go to **Sites** > **Entries**.
2. For the video reader and video intercom reader, the entry should be configured with these devices serving as the Controller and reader.

   Functions like ENTRY/EXIT DEVICES and CONTACT SENSORS should be directed towards the ACU responsible for managing entry operations.

If you need to create an entry for the video reader or video intercom reader, see the Alta Access web app guide.

Card reads are not registering/scanning

The card reader of the video reader and video intercom reader is positioned above the “wave” circle and below the camera. Cards placed over the circle will not register as the sensitivity is not strong enough to recognize the card at that distance.

To resolve this issue, ensure cards are placed over the area shown below.



False touches

In some installations using Wave to Unlock, false touches may occur. To resolve this issue:

1. Go to **Sites** > **Entries**.
2. Select the reader.
3. Modify the sensitivity of the **Wave detection range** setting to **Near wave** or **Touch**.

Name not found by intercom when using Direct Connect

To find the user:

1. Go to **Users** > **Users**.
2. Select the user and review their LINKED INTERCOM PROFILES list.
3. If the desired intercom and Routing profile are not shown, add the user to the related **Access groups** in the Routing profile on the **Users** > **Access groups** page.

If you need to create a routing profile, see Alta Access web app guide.

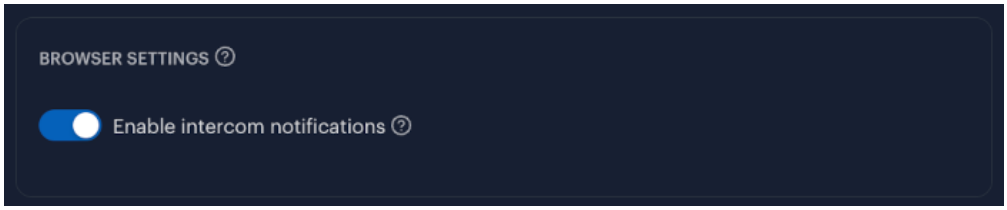
User is not getting notifications for calls

To resolve this issue, do any of the following.

Alta Access portal

For Front desk profiles, ensure the user is included in the Access groups for the Routing profile.

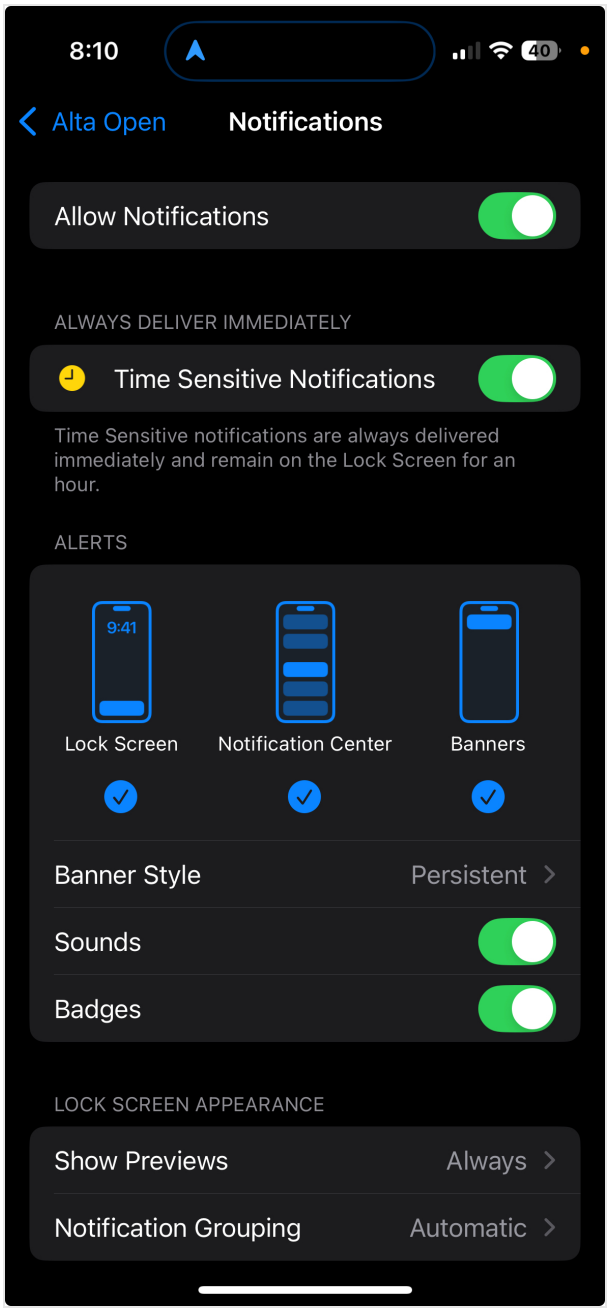
- For Unit Connect profiles:
    1. Double-check the desired user was added to the Access groups on the **Users** > **Access groups** page.
    2. Double-check the **Units** tab on the **Sites** > **Buildings** page to ensure the user was assigned to the required Unit.
- Toggle **Enable intercom notifications** on the **My profile** page, **Settings** tab.



Mobile app on iOS devices

- Double-check that the Alta Open mobile app has been updated to **the latest version available**.
    - Ensure the Alta Open mobile app has permission to send notifications and that they are given high priority (time-sensitive) so the phone's focus settings do not suppress them.
    - **Allow Notifications** must be enabled.
    - **Time Sensitive Notifications** must be enabled.
    - **Banner Style** must be **Persistent**.

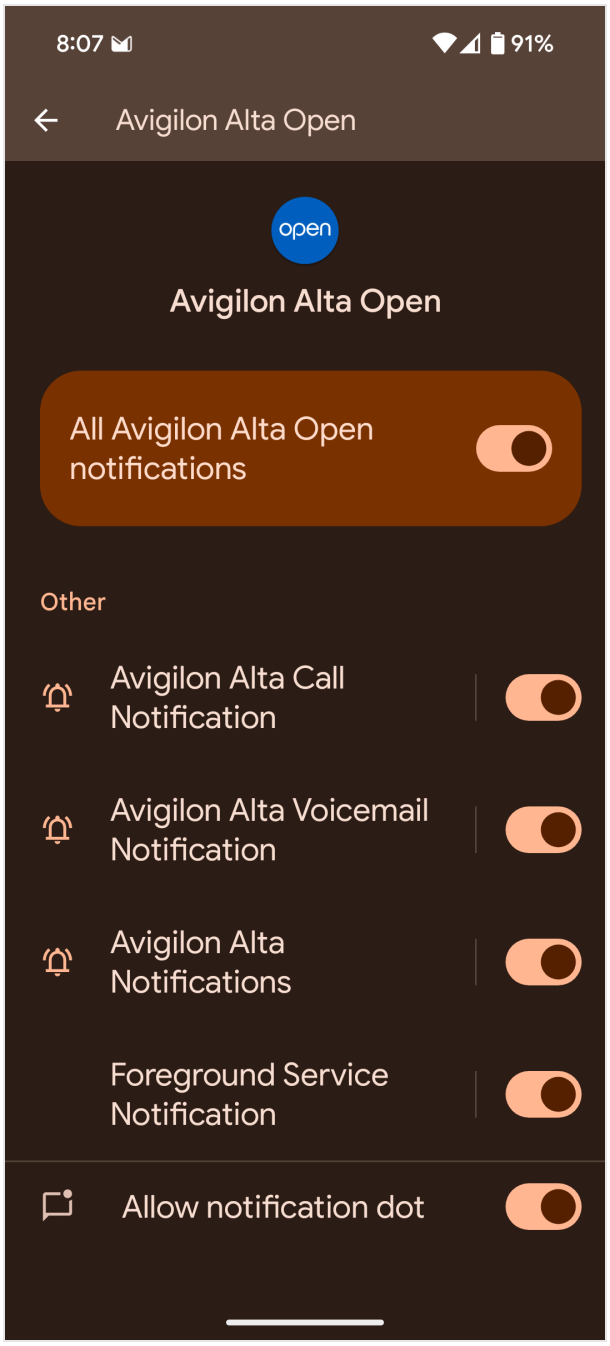
- **Show Previews** must be set to **Always**.



Mobile app on Android devices

- May differ based on version.
    - Notifications must be enabled.

- **All Avigilon Alta Open Call notifications** must be enabled.



Video is not streaming from the intercom, slow connection times, or disconnects

To resolve this issue, do any of the following.

- Ensure smooth operation of video devices and other communications at your location by verifying that the internet bandwidth meets the required upload and download speeds. Insufficient bandwidth will lead to slow video loading and delayed notifications.

  Important: Recommended upload speeds for one video reader or video intercom reader:

Bandwidth range	
Low	1Mb upload bandwidth for each reader
Medium	2Mb upload bandwidth for each reader
High	8Mb upload bandwidth for each reader

  Double the bandwidth for each additional reader.

  Higher network bandwidth is recommended for the video intercom reader for the best performance in video and audio streaming.

- Ensure the intercom has internet connectivity and confirm that the site network does not block necessary ports.
- To ensure reliable audio and video, allow outbound access to the following UDP ports. Also, ensure UDP hole-punching is enabled or symmetric NAT is disabled:
  - TCP port 443
  - UDP port 123
  - UDP port 3478 — TURN/UDP servers for connectivity
  - UDP ports 50000-60000 — for WebRTC UDP connections

NOTE: The Video Reader Pro and Video Intercom Reader Pro are designed primarily for answering calls and viewing recorded events. Continuous live viewing via Alta Access is not recommended due to potential bandwidth limitations or network interruptions.

For surveillance purposes, it is ideal to connect these devices to an NVR like the Avigilon Alta Aware platform. This setup allows uninterrupted live viewing of multiple cameras. See Network requirements on page 6.

Video Reader Pro offline

If your Video Reader Pro appears offline, it usually means it is not connected to the Avigilon Alta VPN. As a result, no activity is visible in Alta Access.

NOTE: To resolve this issue, try a soft reset first:

1. Disconnect the device from power and battery, if applicable, for 30 seconds.
2. Reboot your router/modem and wait another 30 seconds.

If the device is still offline, see Common issues and resolutions on page 22.

If the device is still offline, see Hard reset below.

Check Firewall

Review if Outbound ports 443 and 123 are set to open. You may also need port 53 if using an external DNS.

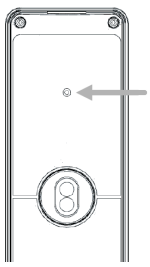
See Network Requirements.

Hard reset

WARNING: For installers only: Only hard reset the device if absolutely necessary and if instructed by Avigilon Alta Support. This will clear all of the data on the device and will require reprovisioning.

A hard reset takes about 3-5 minutes, or longer if firmware and software updates are needed. Follow these steps:

1. Disconnect power from the device.
2. Press the Admin button.



3. While still pressing the Admin button, reconnect the power.

4. Continue to hold the button for another 15 seconds until the status LED turns yellow , and then release.
5. Wait until the status LED turns blue before provisioning. See Provisioning on page 17.

Regulatory notice

NOTE: All national and local electrical codes apply when installing this device.

UL 294

The following performance levels are defined for the Video Reader Pro as per UL 294:

Attack:	Level I
Endurance:	Level I
Line Security:	Level I
Standby:	Level I

CAN/ULC 60839-11-1-16 GRADE 1

For C-UL Listed applications, the unit shall be installed in accordance with Part 1 of the Canadian Electrical Code.

FCC

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm should be maintained between the antenna of Avigilon Smart Reader(s) and persons during operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the User will be required to correct the interference at his own expense.

OP-VID-PRO-RDR: FCC ID:2APJVOPVNRC

RF Radiation Hazard Warning

To ensure compliance with FCC and Industry Canada RF exposure requirements, Smart Hubs device must be installed in a location where the antennas of the device will have a minimum distance of at least 20 cm from all persons. Using higher gain antennas and types of antennas not certified for use with this product is not allowed. The device shall not be co-located with another transmitter.

Installez l'appareil en veillant à conserver une distance d'au moins 20 cm entre les éléments rayonnants et les personnes. Cet avertissement de sécurité est conforme aux limites d'exposition définies par la norme CNR-102 at relative aux fréquences radio.

Industry Canada Notice and Marking

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other Users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Company Number: 25142

Appendix

Best practices - Wiring a REX to your Alta access control system

For fire and safety reasons, and in accordance with building code in many jurisdictions, a Request to Exit (REX) device is used to ensure free egress.

> **Important:** Always defer to the Authority Having Jurisdiction (AHJ) for all building code requirements, including code requirements for REX devices and how they should connect to an access control system, such as Alta Access.

Wiring REX in series with mag lock or other fail-safe hardware

Although you can wire a REX directly to the Alta access control unit (ACU) like other access control systems, the best practice would be to wire the REX device in series with electromagnetic (mag lock) or other fail-safe hardware. This prevents any points of failure in the egress path. If the REX device is wired directly to the REX input on an ACU, then the Alta access control system can simply shunt forced-open alarms only, or shunt forced-open alarms and trigger the relay to unlock. In the event of complete power loss, the lock hardware specified by the AHJ would be fail-safe or fail-secure.

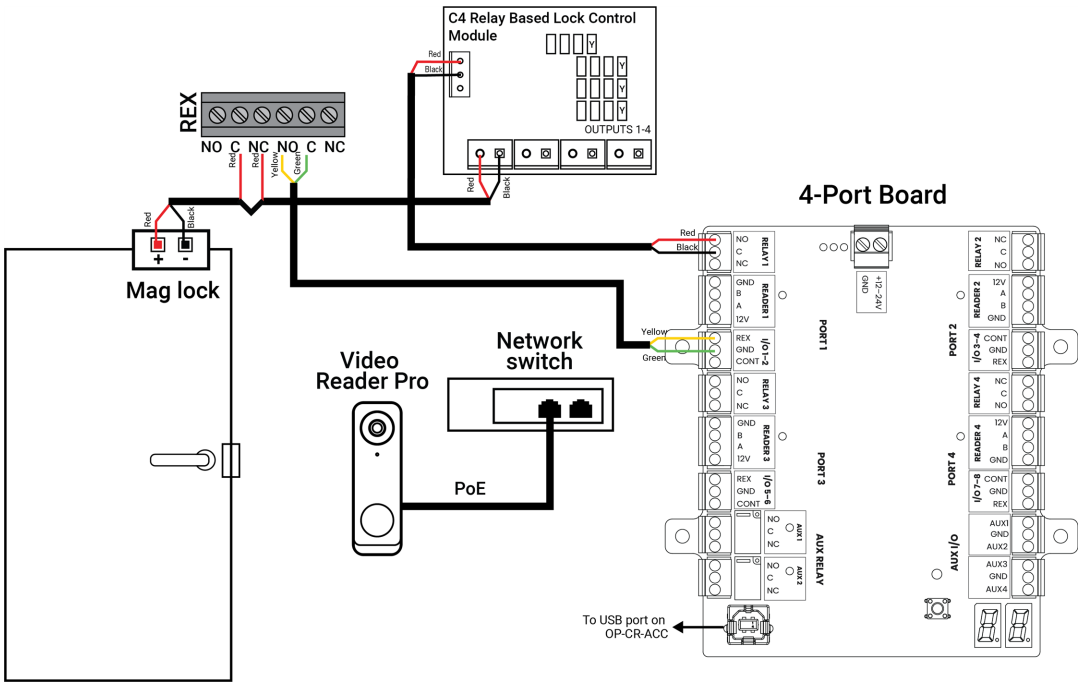
- Fail-safe hardware *unlocks* when power is interrupted or lost.
- Fail-secure hardware *locks* when power is interrupted or lost.

Wiring REX with Video Reader Pro and Video Intercom Reader Pro

Because these devices do not include a REX input or door relay, you must use a remote ACU to manage door peripherals, such as a door lock relay, door contact, and a REX device. A LAN connection to the remote ACU is required to control all door peripherals that are assigned to the Video Reader Pro or Video Intercom Reader Pro entry. If the Video Reader Pro and the Video Intercom Reader Pro go offline, and if the REX is not wired in a series with the lock hardware, the REX on the entry does not engage the remote relay. It is important to follow the best practices outlined here and the diagrams below to ensure a reliable experience when the Video Reader Pro or Video Intercom Reader Pro is inaccessible due to a network interruption, maintenance, or firmware update.

> **TIP:** The following wiring diagrams are examples. Make sure you follow the installation instructions of third-party hardware for cable type, power requirements, and manufacturer-specific configurations (for example, DIP switch configuration).

Example: Remote REX on 4-Port Board with Video Reader Pro or Video Intercom Reader Pro



To further improve reliability, Alta Access will be implementing changes that will engage the remote relay for the entry when the REX is triggered even if the associated video device is unavailable. The controller for this relay should have a battery backup or be wired in a fail-safe configuration for maximum reliability.

> **TIP:** In Alta Access reporting, a REX event on Video Reader Pro and Video Intercom Reader Pro entries will appear twice due to these changes. This duplicate can be safely ignored.

More information

Technical support

For Avigilon support documentation, see support.avigilon.com.

Product documentation

For the cloud-native Avigilon Alta product documentation, see docs.avigilon.com.

Avigilon warranty

Warranty terms for Avigilon products are provided at avigilon.com/support/warranty.

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Revisions

Guide	Description
February 2025	Corrections: Ground full name and removed note about common ground for power supplies: Wiring on page 14
January 2025	Domain change from control.openpath.com/login and control.eu.openpath.com/login to alta.avigilon.com/signin: Provisioning on page 17 New navigation bar in Alta Access
December 2024	Note about common ground for power supplies: Wiring on page 14
October 2024	Control Center portal renamed to Alta Access