



# CA4K Access App

## QUICK START GUIDE

Rev A -1/23/2020

**Note: In addition to this Quick Start Guide, please use the CA4K Mobile App Installation Guide.**

**1** Install Internet Information Services (IIS) and configure as per the settings outlined in the CA4K Mobile App Installation Guide. IIS is a Windows feature and is installed from Windows.

**2** Install the CA4K Mobile Web App from the V1.1.x DVD. On the Installation menu, click "Install CardAccess 4K Mobile Web" button.



**3** After the installation is complete, launch the CA4K software. **VERY IMPORTANT:** The CA4K Mobile App requires the following CA4K programming steps to be completed:

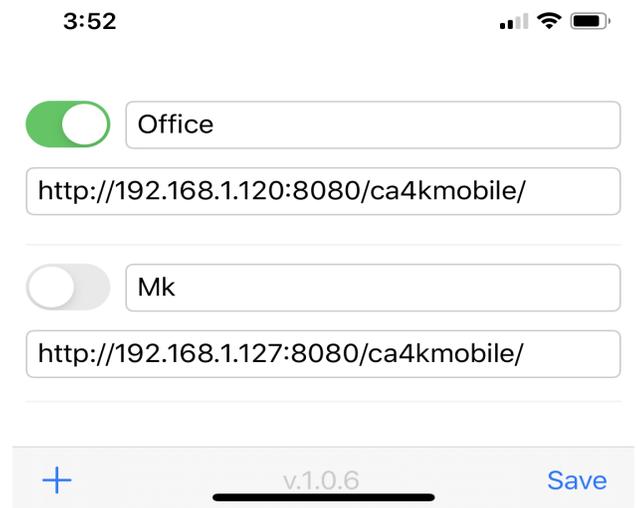
- First you **MUST** create a CA4K Operator for each Mobile App user. This is done under Administration>Operators. Under each Operator, you must select a Privilege Role. It is recommended to use the Administrator Privilege Role for Administrators and create a new Privilege Role with basic permissions for all basic Mobile App users.
- Next, for each operator configured, you **MUST** create a badge in Personnel. The first and last name of the badge must match exactly, the first and last name entered in for each CA4K Operator. The Operators first and last name can be found under the Operators>Personal tab. The badge numbers assigned can be the users physical prox card number or a randomly picked number.
- Next you **MUST** assign one or more Access Groups to each badge created in Personnel for each CA4K Mobile App user. The Access Group determines the doors the Mobile App user will see under the **My Doors** menu selection in the CA4K Mobile Phone App.

**4** Next you must purchase and download the CA4K Mobile App from the Apple App store or the Google Play Store. In the App store, search for Napco Apps and CA4K.

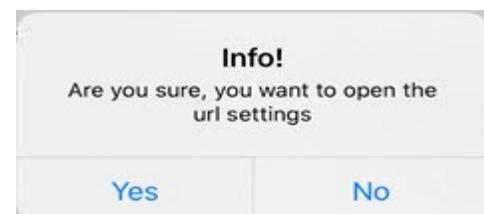
**VERY IMPORTANT:** Upon downloading the App and installing it on an IOS device, you might be required to **VERIFY** the App under Settings>General>Device Management.

**5** Install the CA4K Mobile App on the IOS or Android device. Upon completion of the installation, a CA4K icon should display.

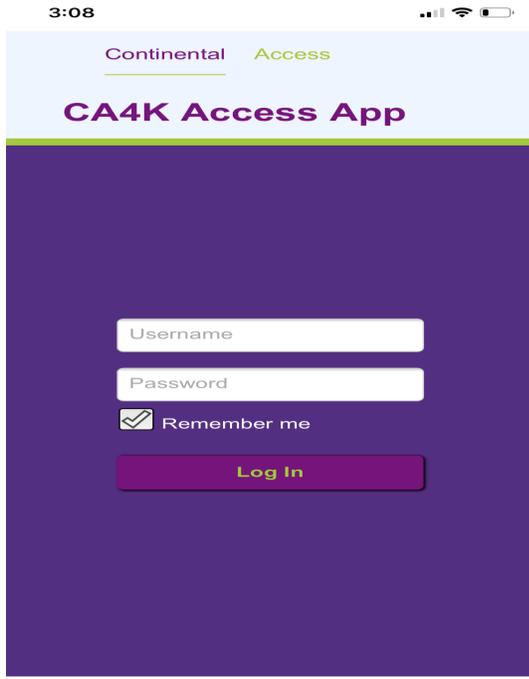
**6** Launch the CA4K Mobile App on your device by clicking the CA4K icon. If this is the first time you are launching the App, you will be required to enter in a name and URL for the IIS Web Server. On this screen you will have the ability to configure multiple names and URL's and then select the one you wish to use. Once the name and URL is entered, you must click Save.



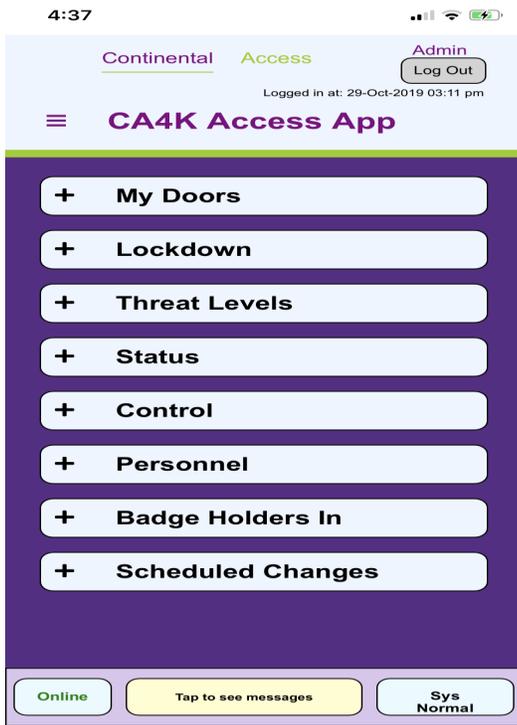
**7** If at any time you wish to go back to the URL screen, you must **SHAKE** the mobile device. Upon shaking the device, the following dialog box will display. Click Yes to enter the URL screen.



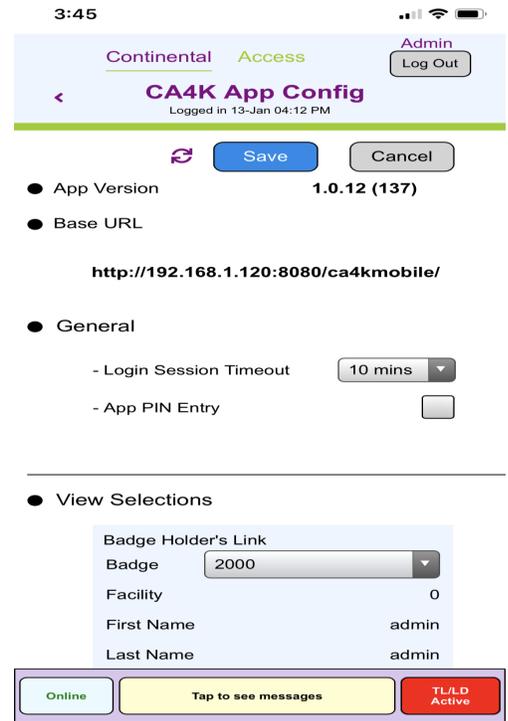
**8** Upon clicking Save on the URL screen, the CA4K Access App login screen will display. On the login screen, log in with the Username and Password for the Mobile App user. Note: If this is the first time logging in, it could take up to one minute or longer to display the main menu.



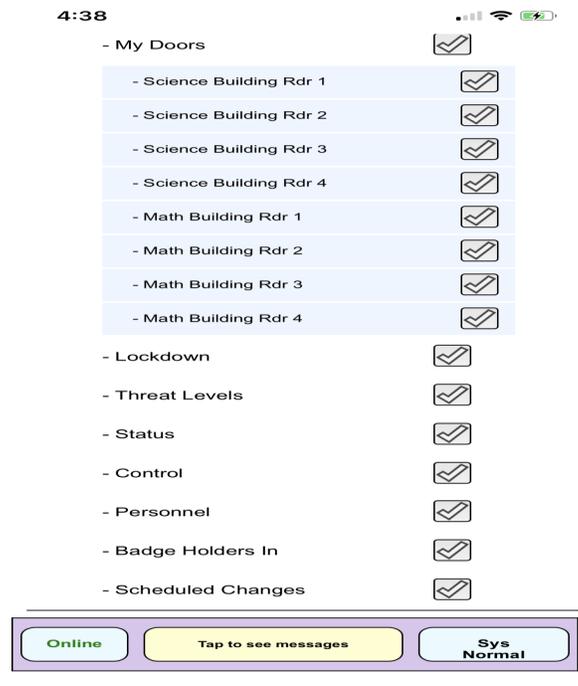
**9** Upon logging into the CA4K Access App, the CA4K Access App main menu will display.



**10** Next, click the MORE icon (3 horizontal bars) to display the CA4K App configuration screen. The settings on this screen are local to the device and must be configured on each device. Upon any configuration changes, you must click SAVE.

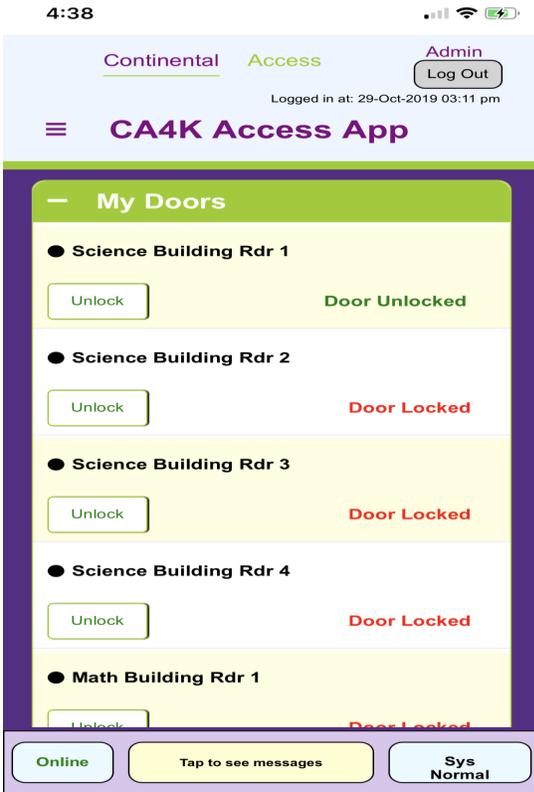


**11** On the configuration screen, each main menu item will be selected by default. If you wish not to display a menu item, you must un-select it. Under MY DOORS on the configuration screen, you must select the doors you wish to unlock and lock. The doors are not selected by default.



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After all the configuration settings are made, you must click Save. Upon clicking Save, navigate back to the main menu. At the main menu, click MY DOORS. All the doors the user selected and has permissions to unlock should display. Click the Unlock button to unlock a door. Upon clicking Unlock, the status of the door should change to “Door now Unlocking” and then “Door Unlocked” and then back to “Door Locked”. Upon successfully unlocking a door, multiple alerts will display on the CA4K Event grid.



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This concludes the steps in this basic Quick Start Guide. In addition to unlocking doors, the CA4K Mobile App provides the capabilities to perform a Lockdown, activate a Threat level, manage Personnel, display a Badge Holders In list, manage Scheduled Changes, perform manual controls on doors and relays and View Status.

For complete details on all the menu selections and functionality, you must refer to the CA4K Mobile App Installation Guide.

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## TROUBLESHOOTING TIPS -

1) The CA4K Mobile App is a web based Application. Like most web based apps, you might be required to **clear cache** and **data** to refresh the screen. Please refer to the help file for your device for instructions on clearing Cache and Data.

2) If you are using a **WIFI connection** for the CA4K Mobile App, please verify you have WIFI enabled on your device and you are connected.

3) Upon logging in and viewing the settings screen, the Badgeholder Link (Badge Number) should reflect the Badge number you created in Personnel for the CA4K Operator. If this fails to display, you must check the Access Groups assigned to the Badge and the Privileges assigned to the Badge and Operator.