www.p-tron.com

Powell Tronics 2013 – Extending our reach

Wow, what an exciting start to 2013 as we welcome some new faces to the team, all with the aim of improving the customer experience at Powell Tronics.
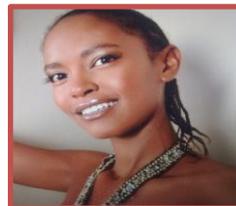
Nhlanhla Kubheka our new receptionist in JHB, is excited to be in the frontline up north

Ritta Mbanjwa with 8 years industry experience heads-up our JHB Accounts Department

Dustin Woolard our Port Elizabeth Sales Consultant, who joins us from the industrial door & automation industry

Nomonde Guma previously reception at our JHB office has been promoted to Sales consultant spearheading the Nelspruit area in Mpumalanga

We look forward to working with you all again this year and welcome being of assistance to your organisations!!

FROM "0861PTHELP" the P-TRON'S SUPPORT CORNER

We trust that the following frequently asked technical questions that we field on our "PTHELP" line is of interest to you:

FAQ's – on the Impro Range of products:

- *Can I use IXP220 and IXP400 together?*

No, they are not cross-compatible. Contact your nearest P-Tron branches where a qualified consultant will assist you in making the correct choice for you and your customers' requirements and site.

- *You have ethernet units and are wondering if they are PoE ready? You are also not sure of their IP addresses?*

The default IP is 192.168.100.1. PoE is not currently supported on Impro Hardware and a separate PSU is required.

- *I can't select Sagem/Morpho in my Bioserver.*

You may not be licensed to use Sagem/Morpho units. Contact your nearest sales consultant to purchase one or ask for support to retrieve an already purchased one.

- *Can I use an MSO1300 instead of a MSO300 on a site?*

No, the Impro Bioserver does not support the MSO1300 so you can't select it for enrolment.

- *Can I use Morpho and Nitgen units together?*

No you can't. The Bioserver can only talk to one type of a unit at a time.

- *When using new Impro software, do I have to worry about firmware?*

Yes you do, or the hardware may not work correctly. This step is very important.

- *You provide complete solutions. What do you mean by that?*

We provide what you need for your site, from Software, card readers and terminals to locks, booms, turnstiles and more. Need a unique setup or a customised solution? We do custom apps and offer integration to get your site just the way you want it to function.

Access control is a vast and ever changing field. Keep up to date by using these broadcasts, or feel free to contact
Support on 0861 PTHELP (784357) or email us on **marketing@powelltronics.com** or support@powelltronics.com.

IP POWER

Golmar's IP video intercoms are making an impact. Installers are taking advantage of the total flexibility and features that IP PoE solutions offer, versus structured cable solutions. Pictured below, Francois (PT technical support a Golmar specialist) and Melissa (PT Product manager & sales) busy with yet another pre-delivery commissioning procedure of a multiple station IP Video Intercom system.

The Rock Inox IP Panels are an ultra-harsh environment vandal resistant product which boasts entry panels that are 2.5mm thick stainless steel and treated to avoid fingerprint spots and corrosion.

We are in the process of installing the Video handsets nationally throughout our branches, utilising our VPN and static IP addresses per devise for inter-branch VOIP calls - with the aim of reducing our Telkom bills☺.

We are actively looking for value added dealers to expand the install base of this genuinely impressive technology.

Industry Leader invests in new Technology Centre

Powell Tronics is proud to be the leading official national distributor for Impro Technologies, an industry leader in access control technology. They have recently invested significantly in the construction of a purpose built Technology Centre; the state of the art facility boasts 1 400 square metres dedicated to research and development.

The open plan office structure enhances inter-departmental communication, with the carefully considered floor plan mirroring Impro's Agile design principles, having the project management, software, firmware, hardware, testing and documentation elements of research & development in close proximity.

Located in Durban, South Africa, the Technology Centre is Impro Technologies' International Headquarters for product development. Products developed here can be appreciated in over 60 countries, demonstrating that local products are more than capable of competing with international brands.

Part of Impro's success is its belief that, even during tough economic times, the only way to stay ahead is to invest in the future - and their newly built Technology Centre is just the beginning of more exciting developments to come.

Morpho MSO

When Verification of fingerprints on an access control system with Morpho biometrics is required, there are various options available. The most commonly used is the Morpho-Verif License which is loaded onto a MSO300 take on reader.

This license can also be supplied on a separate Morpho dongle if required.

This license facilitates image capture, authentication, and one-to-one matching of templates.

However, on larger sites this is often not powerful enough, and a Morpho-Ident license is required.

These licenses come in 1 to 5000, 1 to 10 000 and 1 to 20 000. Unlike the Verif license these also do one to many matching and detect duplicate records at enrolment.

As these licenses can be supplied in several formats it is important to consult our sales team or technical department before ordering.

As a large percentage of our customers install the Morpho Biometric units on the Impro access control backbone, we confirm that these licences are also supported by Impro's Bioserver Software.

March 2013 | Broadcast Vol.8

www.p-tron.com

Customer Service at its BEST!! Another successful registration at UCT in 2013!!

John's shout-out to PTDev & PTSupport

It was an absolute pleasure to receive an email from UCT this month, such a high profile and intense site (35000 plus users and well over 1000 doors with 100 EC" controllers, fully integrated to the Novell ID vault via our Integration module PT Tiberinus). Once again, Ari & Zulmira, have proven what a formidable team they are. We are so pleased that all those meetings and discussion sessions have reaped dividends. Ari has done great work against the clock to develop, test and install the new version of Tiberinus which now even accommodates students that have only applied to UCT, not yet admitted. Zul, thanks for all the hours of support often at the worst of times. Powell Tronics is proud to thank both of you, for a job well done!!

FROM "0861PTHELP" the P-TRON's SUPPORT CORNER

We trust that the following frequently asked technical questions that we field on our "PTHELP" line is of interest to you:

This month's FAQ's

Powell Tronics continues to offer our value added quality service and support. This time we focused primarily on Biometrics as this area has seen the bulk of the support queries over the past month. We hope you find it useful and informative.

- You have new BMTA units. Can they be used with Sagem/Morpho?

  Yes they can. The Bioserver is not responsible for communicating with the BMTA, it will operate alongside Sagem/Morpho units.
  Your Impro engine software will upload to the BMTA

- I need to use biometrics but some fingers are too damaged to work?

  Why not try the Morpho J-series Dual unit? It allows the use of MIFARE tags and/or fingerprints.

- Why is my Morpho reader not sending transactions to the software?

  Check these 3 key areas:
  1) Are the dip switches right?
  2) Is the Wiegand wired correctly?
  3) Did you edit your SEND ID WIEGAND settings using the Configuration Tool?

To ensure these broadcasts benefit you, tell us what you need: support@powelltronics.com or marketing@powelltronics.com

For more information on the above, please visit our new website
www.p-tron.com
Alternatively contact us on marketing@powelltronics.com

Quality above economy

The Golmar range of intercom products are rapidly gaining ground in the SA market and is proving to become a valued addition to the dealer/installers arsenal of solutions for their end users. This is not only due to the amazing aesthetics of the product range, but in the main due to the robust design technology that the manufacturer has applied.

The top of the range full IP POE offer:

- Flexible and more Efficient Network Designs.
- No Cable distance restrictions.
- Simplified, Faster, and Lower.
- Cost of Installations.
- Easy and Accelerated Add-ons, moves, and changes or temporary deployments.

The Rock Inox IP an ultra-harsh environment vandal resistant product that boasts panels are 2.5mm thick and treated to avoid fingerprint spots.

SPECIAL OFFER ON OUR SURF KIT 7

R1500.00 ex. VAT

One to One Analogue Intercom Kit Aluminum panel with integrated rain shield Sleek Hands Free Handset

Limited stock available. First come first served

impro technologies®
ACCESS CONTROL

SMS Support and messaging on IXP400

Features:

The SMS functionality offered by the IXP400i system operates completely off-line from a PC or server and can therefore be used at remote locations.

Each SMS message generated by the access control system can be sent to up to 3 mobile phones simultaneously.

The system supports up to 63 unique messages.

An SMS can call any action available in the system, for example 'open door' or 'turn off interior lights'.

All SMS commands sent to the system are password protected.

All transactions created by SMS commands are logged in the system database for review.

In today's fast pace world information is everything, mobility is expected and a quick response time is critical to succeed in any organization. Through the Impro Text Module you have the ability to get information to your site and control your site from the convenience of your mobile phone!

Any event in the IXP400 system can trigger SMS messages and an SMS message can call any action on the system. All SMS messages to the system are protected by a password and all transactions are logged in the system database for later review. The flexibility and control that Impro Text affords you is unparalleled. For example, the system can be set up to notify production management that power has been lost in the factory facility. Any one of the recipients of the message can then send a command to the system to start the backup generators. When power is restored a notification message can be sent and with a simple relay the generators can be turned off.

Information - Mobility – Response

Morpho J-Series

The MorphoAccess J Series fingerprint identification terminals are easy to implement access control devices. These are either sold to work on an Impro access control backbone or as a standalone system with MEMS and MACI.

The two available models are the MA J-Bio and the MA J-Dual. The MA J-Dual has a built-in Mifare and DESFire card reader. Both readers cater for up to 500 people but can be upgraded to 3000.

Main features

- Intuitive and easy-to-install (adapted to standard electric boxes, configurable by USB flash drive).

- Standalone or networked.

- Multiple interfaces including Power over Ethernet (PoE) on RJ45 and Wireless Ethernet (option).

- MIFARE and secure DESFire contactless smartcard reader.

- Although IP65 rated this is not a reader to be used without protection outdoors.

For more information on the above, please visit our new website
www.p-tron.com
Alternatively contact us on marketing@powelltronics.com