

# Axis Powered by Genetec

Frequently asked questions

**Synergis™ Access Control Product Group**

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## 1. Powered by Genetec overview

### What is Powered by Genetec?

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Powered by Genetec™ is a new way of bringing a Genetec solution to the market by loading Genetec software directly onto the third-party devices. It is a non-exclusive business model that is open to future partnerships and is not limited to access control.

### Why is this offering unique?

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For the first time a leading-edge hardware manufacturer and a software provider have merged their products into one. This solution offers a unique and an innovative solution in the market. Through containerization, we can power the hardware manufacturer's units with our software and have greater control of the business logic of the controllers.

### What is the purpose of this new offering?

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The goal is to bring continuous innovation and reduce the time to market of the latest technological advancements by partnering with the best of breed security organizations. This ultimately provides solutions and options to customers to help them solve their unique business needs. Also having the software directly loaded onto the hardware enhances the level of integration between the two, that was not possible before.

### On what devices is it available?

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For now, Powered by Genetec is available on the new A1210 and A1610 Axis network door controllers. However, in the future, it is open to more partnerships and devices that can expand beyond access control into other Genetec business units.

## 2. Axis Powered by Genetec overview

### Why partner with Axis?

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Aside from being one of our largest and most strategic partners, Axis is one of the most renowned security providers in the market that shares similar values to ours at Genetec. They put innovation and people's safety in the forefront of everything they do, making it a natural partnership for Genetec to establish.

### On which Axis devices is Powered by Genetec available?

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It is available on the AXIS A1210 (1 door/2 readers) and the AXIS A1610 (2 doors/4 readers) network door controllers. Each controller is also available in the barebone version, labeled as A1210-B and A1610-B. In addition, the A1210-B is available in a bundle-stackable option with four units labeled as A1214.

## Is the Axis Powered by Genetec only available through Genetec?

Yes, this solution is only offered through Genetec Certified Channel Partners with a Genetec specific part number. Once ordered, the customer receives the full bundle solution (software and hardware).

## What are the specifications of the Axis controllers Powered by Genetec?

All specification details can be found in the [Axis Powered by Genetec datasheet](#).

## What features are included in this solution?

This solution is fully loaded with all the Synergis and Axis features out of the box. That includes offline logic, 250k cardholders, 150k events, OSDP, etc. For more details, please refer to the [Axis Powered by Genetec datasheet](#).

## What gap does the Axis Powered by Genetec help fill?

This solution works well where cabling is difficult to install and retail space is minimal, requiring a small hardware footprint for access control. Axis Powered by Genetec is easy to install and maintain.

## Is the Synergis Cloud Link still part of the Synergis offering?

Yes, Synergis™ Cloud Link is still part of the Synergis offering. The Axis Powered by Genetec solution is an evolution of the three-tiered architecture. The difference is that, Synergis™ Softwire is containerized within the Axis units as opposed to being within the Synergis Cloud Link appliance.

## Does the Axis Powered by Genetec lock in customers?

No, this solution remains open. Customers can use the Axis Powered by Genetec controller with other access control systems.

## How secure are these units?

There are several layers of security built-in to the devices. The Axis units require a unique password. Communication with servers is encrypted with TLS. The unit also has a built-in secure element.

Genetec leverages the technology made available by Axis, and we can find the same security available on our Synergis Cloud Link solution. Axis Powered by Genetec also benefits from our cloud agent to establish a secure tunnel to our cloud services without the need to open the customer firewall.

For more details on security features, including certifications, please refer to the [Axis Powered by Genetec datasheet](#).

## Can the Axis Powered by Genetec and the Synergis Cloud Link work within the same architecture?

Yes, both units can work within the same environment and system. For example, a customer with A1601s can expand their system with the A1210 and/or A1610.

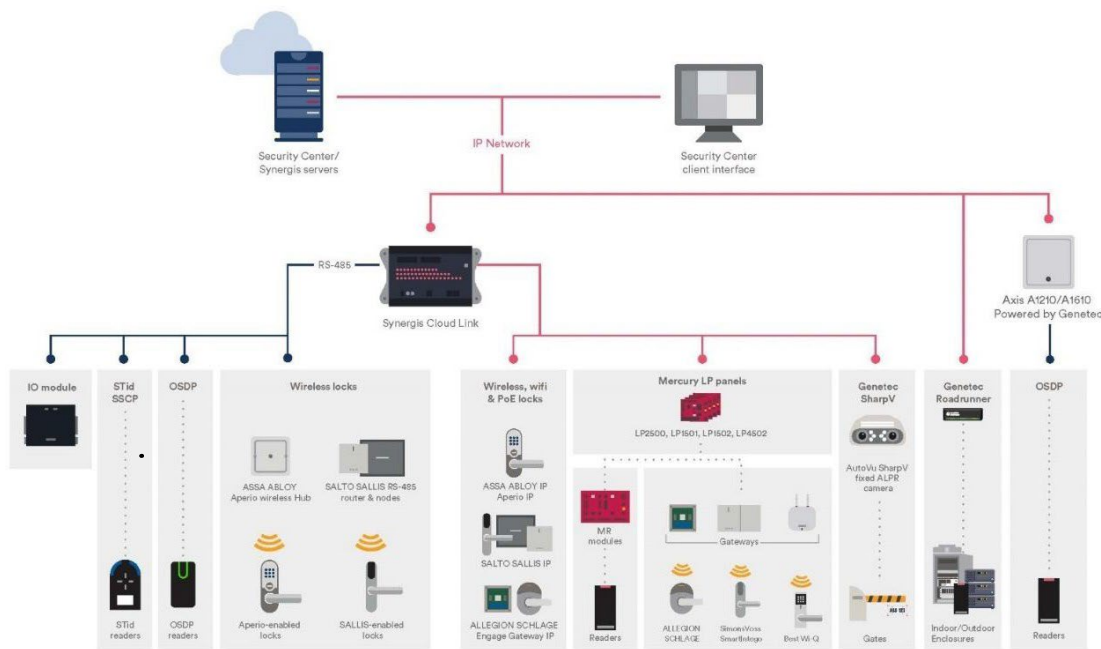
## What version of the Security Center supports the Axis Powered by Genetec A1210 and A1610 network door controllers?

Axis Powered by Genetec A1210 and A1610 network door controllers are supported by Security Center version 5.11.2.0 and higher.

## How does the Axis Powered by Genetec architecture compare to that of the Synergis Cloud Link?

Axis Powered by Genetec is an evolution of our three-tiered architecture. Our Synergis Software that usually runs within Synergis Cloud Link is now running within the Axis unit. The three-tiered architecture still exists, but it is incorporated within the device. See below for the updated architecture:

### New Synergis architecture



## How does this affect the integration of the A1001 or A1601?

The current support for A1001 or A1601 controllers remain as it is, we continue to support the units through Synergis Cloud Link. However, Axis ended the sale of the A1601 as it is replaced by the A1610. Genetec has stopped offering the A1601 since Powered by Genetec A1210 and A1610 is available for quote and purchasing.

## How do I manage the maintenance of the unit?

Once enrolled with Security Center, the firmware, software, and configuration are managed through Security Center.

### 3. Logistics and product rollout

#### What is the Axis Powered by Genetec controller warranty?

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The warranty on these devices is 5 years.

#### Do the Axis sales team also handle the support for the sale of these devices?

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Yes, Axis sales team fully collaborates with any support issues.

#### What are the part numbers (SKU) for ordering the Axis Powered by Genetec controller?

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The part numbers for ordering the devices are as follows:

- A1210 one-door controller: SKU SY-A1210
- A1210 barebone version controller: SKU SY-A1210-B
- 4x A1210 barebone with T98 cabinet: SKU SY-A1214
- A1610 two-door controller: SKU SY-A1610
- A1610 barebone version controller: SKU SY-A1610-B

#### What happens if I need a return merchandise authorization (RMA) for an Axis Powered by Genetec controller?

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A new Axis Powered by Genetec controller is sent as a replacement.

#### How does a customer receive post-sale support?

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Genetec™ Technical Support handles the support.

#### Where can I get more information?

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Information about Axis Powered by Genetec can be found at the portal:

[Axis Powered by Genetec](#)

For additional information, please reach out to [synergis@genetec.com](mailto:synergis@genetec.com)