dormakaba

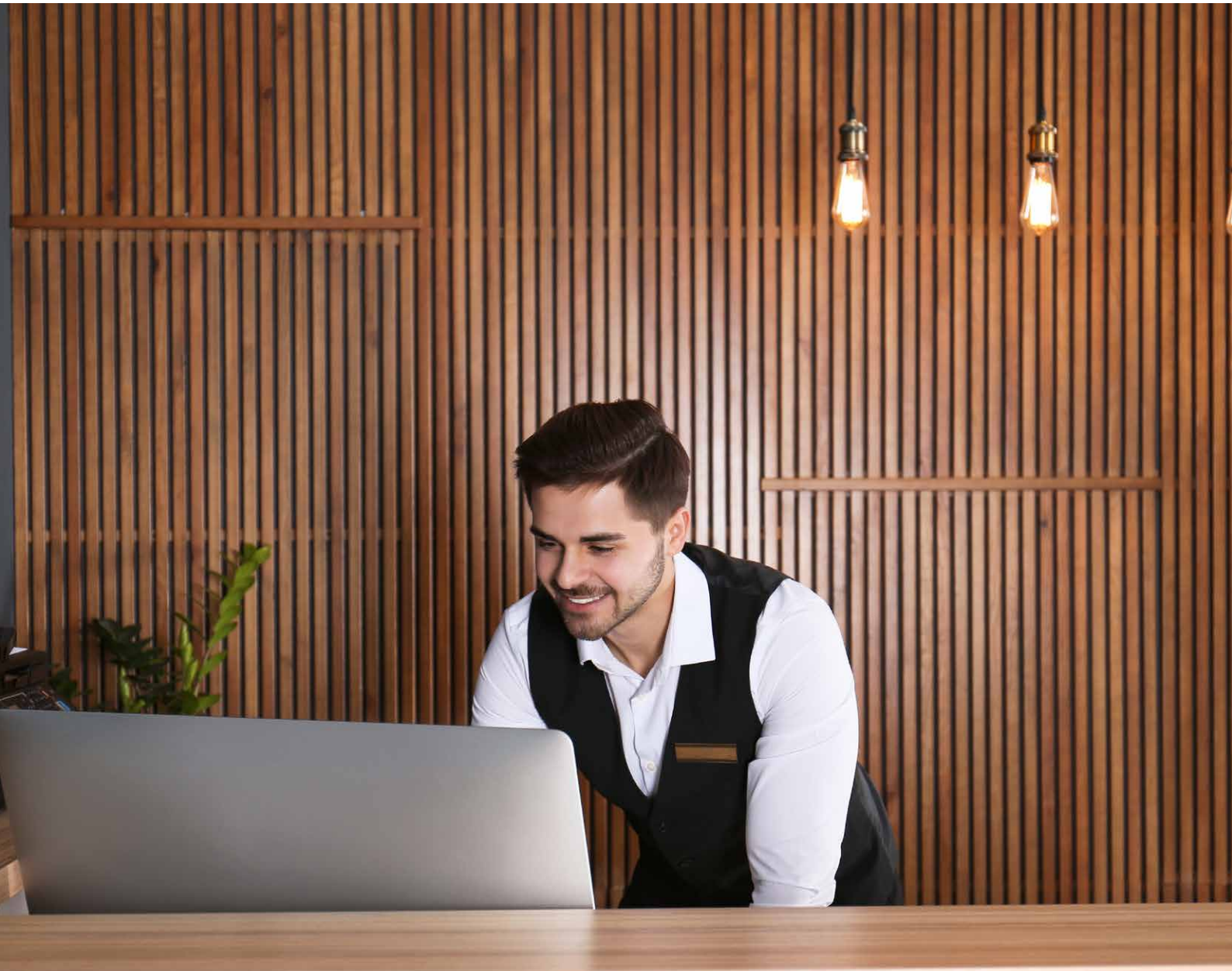# Ambiance™
Access Management Software

Seamless hospitality: convenience at the front desk meets end-to-end security.

Product Brochure

Experience Ambiance™ Access Management Software and discover the most flexible and scalable access control solution to power your dormakaba locks. Ambiance delivers the customer experience that is required within the hospitality industry by focusing on qualities that define the hotel experience.

Value
Today's hotel technology landscape is changing. Owners and IT managers alike, are looking for long-term value and return on their technology investment. dormakaba has applied the same dedication to Ambiance as we do in our hardware quality. Pay only for the modules you use. Because Ambiance is a flexible solution, it allows you to add other available features, such as mobile access and remote lock management, when you are ready to upgrade.

Connectivity & Mobility
As a web-based application, Ambiance is accessible from anywhere: simply log on to your secured web page to access your property's information. Manage staff access, run reports. Change door latch/unlatch schedules and remotely advise your staff of these changes with on-screen notifications.

Scalability
Ambiance is scalable based on your property requirements. It will manage from 5 to 5,000 rooms or more in a single or multi-building configuration. Quickly and easily change room configurations from guest room to meeting room. Adding a newly built conference center to your Ambiance solution is quick and easy. Ambiance software also interfaces with a variety of third party property management (PMS), point of sale, energy management, parking gate systems and more.

User experience
The value of time is at the forefront of the Ambiance user experience. The newest of users can easily create guest or staff keycards by following the on-screen guided workflows and referring to the embedded contextual help file. dormakaba's focus on user interface and workflow simplicity promotes faster user training and adoption ensuring your staff is focused on the guest instead of new system learning.

Ambiance Access Management add-on licenses

Ambiance RX / RX Link
Ambiance remote lock management provides the ultimate guest experience in security and management while maximizing hotel staff efficiency. When paired with dormakaba's online lock hardware, hotel staff can monitor door activity through a series of notifications. Front desk agents can easily perform room moves without guests returning to the lobby. Additional remote functions include; keycard audits, keycard cancellations, guest stay extensions, door ajar notifications, wandering/standing intruder notifications through keycard usage, lock low battery report and room ready notifications. Integrate with third party partner solutions for smart room automation and room flow management.

Ambiance MX
Ambiance MX supports dormakaba Mobile Access Solutions utilizing our Bluetooth® Low Energy (BLE) lock selection.

Ambiance PX
Ambiance PX integrates with dormakaba's MATRIX Professional to provide the ultimate in perimeter access control management.
The solution is ideal for hotels of any size – mixed residential and hospitality requiring centralized control with the flexibility of segmented use to accommodate guests, tenants, staff, visitors and workers.

System highlights

Flexible building management
Configure property access to one or multiple buildings to include guest rooms, meeting rooms, multi-door suites, restricted areas, and common areas.

System control and security
Limit system access to authorized users, based on their area of responsibility. Managed by custom user roles and coupled with advanced password and user access settings meeting PCI compliance, this core feature adds an extra layer of data security to your system.

Staff access management
Control access to all property points using a combination of staff profiles, access point group definitions, access point scheduling and credential management.

A variety of specialty keys
Take advantage of our specialty keys for fast and easy access control at the lock level. With the use of RFID key, you can block, unblock access to an individual door to staff and guest; perform quick lock audits, cancel a current staff, guest key and latch/unlatch and perform lock diagnostics.

Lock programming and auditing
Use dormakaba's maintenance unit for lock programming and auditing features along with advanced diagnostics for troubleshooting. This plug and play device easily connects to your workstation through a USB port.

Access control monitoring
Monitor system and lock activity (optional) with a library of printed reports, on-screen notifications and individual alerts.

Guest access management
Front desk agents are guided through the guest registration process with intuitive workflows and standardized screens. Ambiance includes an online help tool for detailed instructions on performing key functions such as creating additional and replacement keys, modifying registrations, check-ins/outs and more. Guest keys can be created directly from Ambiance or through your property management solution (PMS).

Third party solutions

In order to run or maintain Ambiance, hoteliers should be aware that third party software solutions are required for full functionality. These solutions will be automatically installed during the installation process.

Additional recommendations include:
- HTTPS Certification is supported and suggested to maintain the network security
- TEAMVIEWER and GO TO SUPPORT
- LogMeIn to facilitate customer support.

Notes:
- All network installations and maintenance are the responsibility of the individual customer and not dormakaba.
- Due to the wide performance variability of different manufacturers' hardware, dormakaba cannot guarantee software and hardware compatibility with all computers.
- The customer is responsible for completing all software updates (e.g., Windows operating system & anti-virus protection).
- If using a serial interface with a virtual machine, the virtual machine host computer must have an available dedicated serial port that can be allocated to Ambiance server virtual machine.

Network configuration
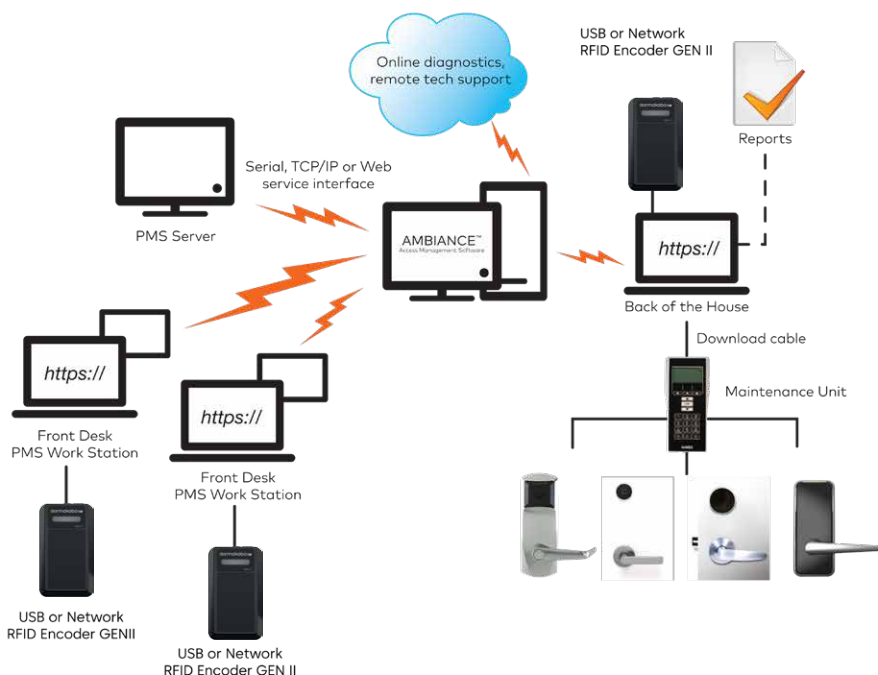
* Network RFID encoders communicate directly to the server and require an open port on the server to connect.

Technical requirements

The following table includes the supported hardware/software requirements needed to install and run Ambiance on a server and workstations. Additional hardware resources may be required based on site configuration and usage. It shall be noted that a dedicated server is required to run the Ambiance Access Management System. Please contact your technical representative for details.

Ambiance Server

Hardware requirements[1]

Property size (Nb Rooms)	≤500 access points	500-3000 access points	3000+ access points	Workstation
CPU[2]	2GHz/ 64-bit / 4 core	2GHz/ 64-bit / 8 core	2GHz/ 64-bit / 16 core	2GHz/ 64-bit / dual core
RAM	16 GB or more	16 GB or more	32 GB or more	8 GB
Disk Drive Free Space[3]	30 GB	60 GB	100 GB	50 MB
Network controller	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/second	Gigabit Ethernet - 1Gb/ second
USB 2.0 port	Required to connect encoder	Required to connect encoder	Required to connect encoder	Required to connect encoder

Supported operating systems/database

	≤500 access points	500-3000 access points	3000+ access points	Workstation
Operating system[4]	• Microsoft Windows Server 2022/2019/2016 • Microsoft Windows 10 Pro/ Enterprise[5] • Microsoft Windows 11 Pro/ Enterprise[5,6]	• Microsoft Windows Server 2022/2019/2016	• Microsoft Windows Server 2022/2019/2016	• Microsoft Windows 8.1 Pro/ Enterprise • Microsoft Windows 10 Pro/ Enterprise • Microsoft Windows 11 Pro/ Enterprise[5]
Database[7]	• SQL Server Express 2022/ 2019/2017 • SQL Server 2022/2019/2016	• SQL Server Express 2022/2019/2017 • SQL Server 2022/2019/2016 (recommended)	• SQL Server Express 2022/2019/2017 • SQL Server 2022/2019/2016 (recommended)	• Not applicable
Web Browser[8]	• Google Chrome (latest) • Microsoft Edge (latest)	• Google Chrome (latest) • Microsoft Edge (latest)	• Google Chrome (latest) • Microsoft Edge (latest)	• Google Chrome (latest) • Microsoft Edge (latest)

Connectivity

Internet	Internet connectivity is required for remote support services.
IP Address	Static (preferred) Dynamic (DHCP)

Server options (contact your technical representative to determine option requirements)

USB Port	A USB 2.0 or greater port for USB connected encoders and/or Maintenance Unit devices when the server is designated as a workstation.
Ambiance SQL DB backup	Backups will be configured to USB thumb drive unless network backup exists
Remote support connectivity	Teamviewer (www.teamviewer.com)
Video	Video card required for screen connection

Ports (firewall changes may be required to make ports accessible to the Ambiance Server)

Web User Interface	Port 80 HTTP | Port 8083/443 HTTPS	
Encoder (TCP/IP)	Port 28000 (TCP)	
PMS	Port 1619 (HTTP dormakaba web services) Port 8265 (TCP Oracle FIAS) Port 8264 (TCP dormakaba IRS)	Port 9090 (HTTP REST API) Port 5000|5001 (HTTP|HTTPS /Connect) Port 9898 (HTTP BART)
Online	Port 27700 | 27701 (TCP ONLINE - Gateway I, Control 4) Port 28002 (TCP Gateway II, RAC5-MFC/XT) Port 23211 (TCP Inncom)	

Virtual machine or private hosting

Virtual Environments Private Hosting	Virtual machine and private hosting is supported based on the hardware and operating system requirements stated above. Dedicated CPU & RAM is required. A VPN (virtual private network) is required to secure the communication between the site and cloud VM.

Property management software (PMS) interface support

The following PMS interface protocols are available: Web Services, TCP/IP, and Serial (limited availability)
Please contact your PMS provider to verify integration compatibility. PMS companies wishing to integrate to Ambiance can contact partner.lgs@dormakaba.com.

Languages

English, German, Spanish, French, Italian, Japanese, Polish, Portuguese (Brazil), Russian, Chinese

[1] Additional recommended hardware for the server includes: UPS Backup, Integrated HD Graphics Card, Keyboard/Mouse.
[2] Supported CPUs: Intel and AMD x64.
[3] Additional free space may be required depending on database backup and data retention settings.
[4] Ambiance is localized for all supported operating systems. Languages: English, German, Spanish, French, Italian, Japanese, Polish, Brazilian Portuguese, Russian, and Chinese.
  Note that browser language settings may affect on-screen text.
[5] Windows 10 Pro/Enterprise and Windows 11 Pro/Enterprise do not support Online Communication due to Microsoft limitations on the number of concurrent network connections.
[6] TPM (Trusted Platform Module) 2.0 is required to run Windows 11.
[7] a) SQL Server 2022 Express is bundled with Ambiance and can be selected to install during installation. b) IMPORTANT: For security reasons, dormakaba strongly recommends SQL Server 2022 (Standard or Express). c) IMPORTANT: Due to SQL Server Express limitations, dormakaba recommends SQL Server Standard for medium and large deployments. For details, consult Microsoft documentation.
  d) For large deployments, dormakaba recommends using a dedicated server for the Ambiance database. e) Microsoft reports issues that prevent SQL Server from installing successfully on a Domain Controller. Avoid installing SQL Server on a Domain Controller.
[8] Recommended Web browser resolution: 1366 x 768 or greater.

Any questions? We will be happy to assist you.

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