

How to find information about LenelS2 OnGuard Products

Last Modified on 09/05/2024 9:01 am EDT

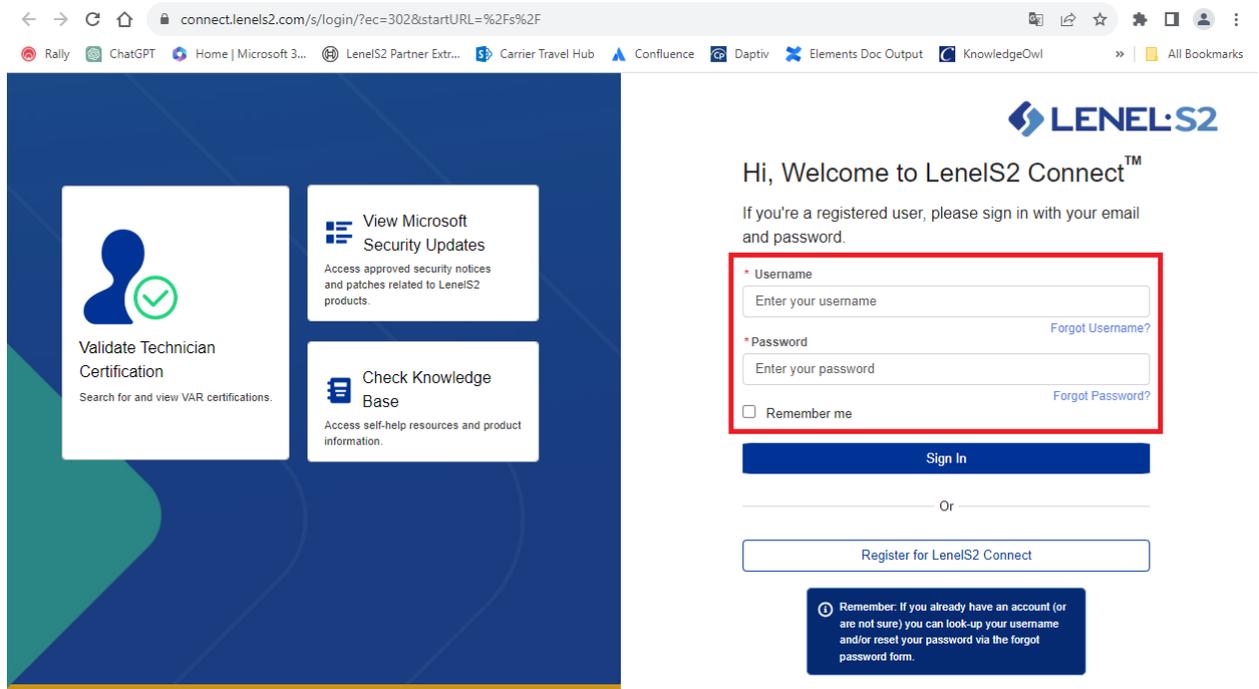
Procedure Steps

While the Knowledge Base is a great tool for finding solutions and processes not found anywhere else, it is important to know where this information can be found as in many cases this information is spread over different formats. To help you find the information that you are looking for, we have created this guide to make your searches more effective.

Note: The LenelS2 Connect™ portal at connect.lenels2.com requires a login to access.

Log into the LenelS2 Connect™ Portal

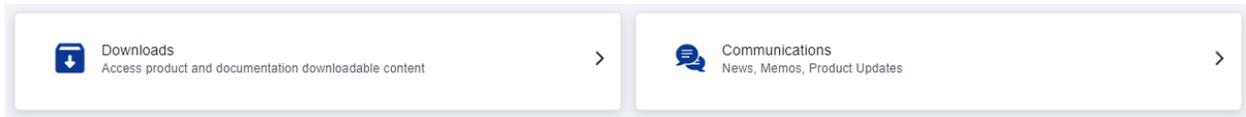
1. Navigate to the LenelS2 Connect portal at connect.lenels2.com.
2. Enter your **Username** and **Password**, and then select **Sign In**.



Your LenelS2 Connect Dashboard page displays.

Access Support Materials for the OnGuard Ecosystem

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the tile for the support material type you wish to view.



Common support options include:

- Downloads
 - Compatibility Charts
 - Compatibility (for cameras; available only when "LenelS2 NVR" is selected as the product or service)
 - Firmware (available only when "LenelS2 Hardware" is selected as the product or service)
 - Specifications
 - Training
 - User Guides
- Communications
 - Product Memos

OnGuard Ecosystem Support Material Locations

Camera compatibility

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "LenelS2 NVR".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "Compatibility".

Resources > Downloads

Downloads

Choose Product or Service: LenelS2 NVR | Choose Version: Lenel NVR 7.8 | Choose Type of Download: Compatibility | Search: Search Product, Version, Dox

All (2)	Name	Date Updated	File Size	Actions
Camera Capabilities (2)	LNVR 7.8 Camera Pack 2.0 Capabilities	2023-10-16	182 KB	Download
	LNVR 7.8 Camera Pack 3.0 Capabilities	2023-10-16	185 KB	Download

Compatibility charts

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "OnGuard".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "Compatibility Charts".

connect.lenels2.com/s/downloads

LENEL: S2 Dashboard My Company My Customers Case Management Resources

Resources > Downloads

Downloads

Choose Product or Service: OnGuard

Choose Version: OnGuard 8.2

Choose Type of Download: Compatibility Charts

Search: Search Product, Version, Dow

	Name	Date Updated	File Size	Actions
All (1)				
Compatibility Guide 8.0.458 - 8.2.524 (1)	OnGuard Compatibility Guide	2023-10-16	763 KB	Download

Documentation, Release notes, and the End User License Agreement (EULA)

Product documentation including the release notes and End User License Agreement (EULA) are included in all installations of OnGuard, which you can search by going to **Start > All Programs > OnGuard > Documentation > Search All User Guides**.

Web site path:

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "OnGuard".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "User Guides".
 - d. Select the user guide, release notes, or End User License Agreement file.

Resources > Downloads

Downloads

Choose Product or Service: OnGuard
 Choose Version: OnGuard 8.2
 Choose Type of Download: User Guides

Name	Date Updated	File Size	Actions
Installation/Upgrade and Hardware Guides (12)			
ACU Series Hardware Installation Guide	2023-10-16	1 MB	Download
Advanced Installation Guide	2023-10-16	1.1 MB	Download
Alternative Reader Wiring Guide	2023-10-16	2.6 MB	Download
Enterprise Setup and Configuration	2023-10-16	1.6 MB	Download
Hardware Installation Guide	2023-10-16	4.5 MB	Download

Firmware

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "LenelS2 Hardware".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "Firmware".

Resources > Downloads

Downloads

Choose Product or Service: LenelS2 Hardware
 Choose Type of Download: Firmware

Name	Date Updated	File Size	Actions
Add-On Auxiliary Module Firmware (8)			
Accessory Add-On for Auxiliary Module Firmware z 4.0.0	2023-10-16	9 MB	Download
Accessory Add-On for Auxiliary Module Firmware y 4.0.1	2023-10-16	9 MB	Download

OAAP Interface Guides

1. Log into the LenelS2 Connect portal at connect.lenels2.com.

2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose product or service** drop-down, select "OAAP Interface Guides".
 - b. In the **Choose type of download** drop-down, select the partner product.

For more information on specific integration procedures, certified LenelS2 technicians may call the Technical Support lines to obtain additional OAAP documentation.

Resources > Downloads

Downloads

Choose Product or Service: OAAP Interface Guides

Choose Type of Download: MileStone

Search: Search Product, Version, Down

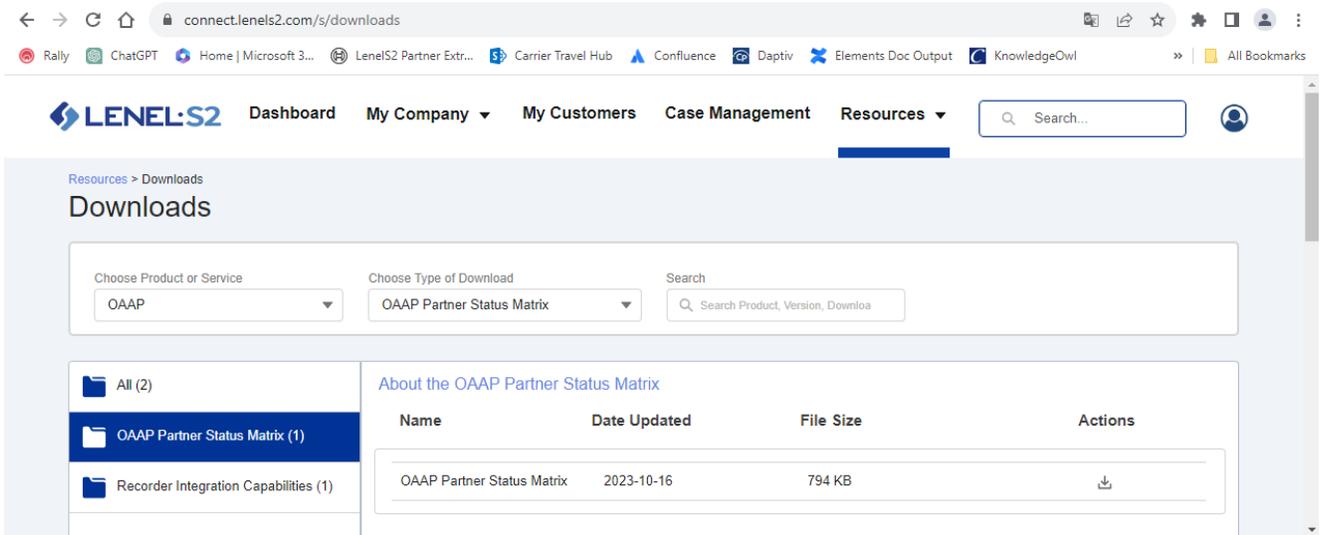
All (16)	Name	Date Updated	File Size	Actions
<ul style="list-style-type: none"> null (16) 	<ul style="list-style-type: none"> <ul style="list-style-type: none"> Milestone XProtect Access OG70-73 Milestone XProtect Corporate OG71-73 Rev1 Milestone XProtect Professional+ Express+ 	2023-10-16		<ul style="list-style-type: none"> <ul style="list-style-type: none"> Download Download Download

OAAP Partner Status

OAAP information, including the Partner Center Matrix and a full list of Recorder Integration Capabilities, is available in the LenelS2 Partner portal.

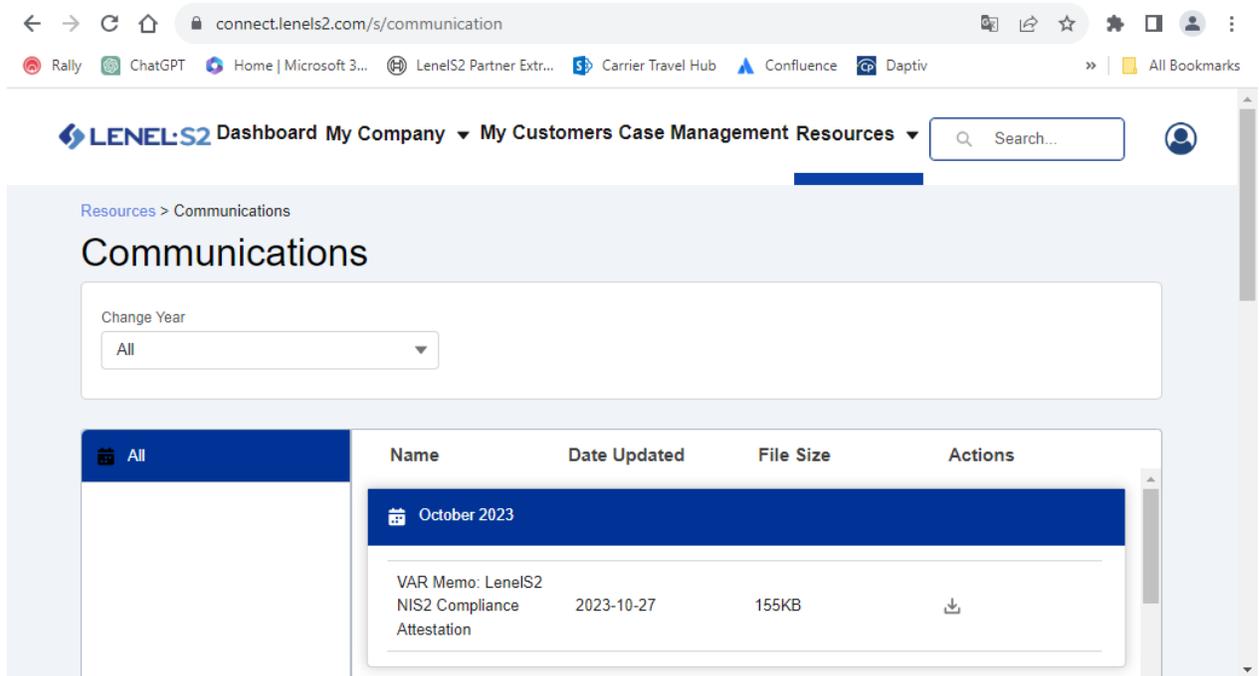
1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose product or service** drop-down, select "OAAP".
 - b. In the **Choose version** drop-down, select a version.
 - c. In the **Choose type of download** drop-down, select "OAAP Partner Status Matrix".

For more information on specific integration procedures, certified LenelS2 technicians may call the Technical Support lines to obtain additional OAAP documentation.



Product Memos

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Communications** tile.



Release notes

Release notes are included as part of our product documentation. They are included in all installations of OnGuard, which you can search by going to **Start > All Programs > OnGuard > Documentation > Search All User Guides**.

Release notes are also available with the product documentation that is available on the LenelS2 Partner portal.

1. Log into the LenelS2 Connect portal at connect.lenels2.com.

2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "OnGuard".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "User Guides".

The screenshot shows the LENEIS2 Downloads page. The breadcrumb is "Resources > Downloads". The filters are: "Choose Product or Service" set to "OnGuard", "Choose Version" set to "OnGuard 8.2", and "Choose Type of Download" set to "User Guides". A search bar is present with the text "Search Product, Version, Download".

	Name	Date Updated	File Size	Actions
Installation/Upgrade and Hardware Guides (12)				
	ACU Series Hardware Installation Guide	2023-10-16	1 MB	↓
	Advanced Installation Guide	2023-10-16	1.1 MB	↓
	Alternative Reader Wiring Guide	2023-10-16	2.6 MB	↓
	Enterprise Setup and Configuration	2023-10-16	1.6 MB	↓
	Hardware Installation Guide	2023-10-16	4.5 MB	↓

Specification Documents

1. Log into the LeneIS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 - a. In the **Choose Product or Service** drop-down, select "OnGuard".
 - b. In the **Choose Version** drop-down, select a version.
 - c. In the **Choose Type of Download** drop-down, select "Specifications".

The screenshot shows the LENEIS2 Downloads page. The breadcrumb is "Resources > Downloads". The filters are: "Choose Product or Service" set to "OnGuard", "Choose Version" set to "OnGuard 8.0", and "Choose Type of Download" set to "Specifications". A search bar is present with the text "Search Product, Version, Download".

	Name	Date Updated	File Size	Actions
CSI Format Specifications (2)				
	LenelS2 OnGuard version 8.0 A&E Specification - 12.3.2020	2023-10-16	133 KB	↓
	LenelS2_OnGuard_version_8.0_A_and_E_Specification-Final_12.3.20_es-ES	2023-10-16	632 KB	↓

Applies To

All OnGuard versions

Additional Information
