

ICT PROTEGE GX

READ THIS FIRST

Start Here

How to use the Basic, Intermediate, and Advanced ICT Protege GX guides safely—plus the site details you must fill in before anyone follows the steps.

TRAINING PACK ORIENTATION

For every reader, supervisor, and trainer.

CURRENTNESS BASIS

Public GX release 4.3.402 (May 2026) • Setup Guide (July 2026) • Operator Reference Manual (December 2025)

Before use, enter your actual installed build here: _____ Interface: Desktop / Web App /
Web Client

Prepared 27 July 2026 • Toronto

The three-guide learning path

1 • BASIC

Daily operator work

Find/add users, assign approved access, disable a fob/user, delete only when authorized, temporary door Unlock/Lock, verify Events.

2 • INTERMEDIATE

Shared access and schedules

Create access levels, schedules/holidays, automatic door opening, fob-only periods, Calendar Actions, status pages, reports, interlocks.

3 • ADVANCED

Admin, elevator, and integrator work

Floor/elevator access, manual floor commands, relay/HLI boundaries, bulk import, roles, downloads, backup, compatibility, rollback.

PROGRESSION RULE

Complete Basic first. Use Intermediate only with authority to change shared records. Use Advanced elevator/door engineering only with an integrator and vendor-approved design.

Version and interface check

1. Open the installed desktop client.
2. Choose About → Version and record the full build below.
3. Choose About → Help for the manual that best matches that installed build.
4. Confirm whether operators use the Windows desktop client, modern GX Web App, or legacy Web Client.
5. Do not mix paths or screenshots across those interfaces; never substitute Protege WX.

GX SERVER/CLIENT BUILD	_____
OPERATOR INTERFACE	Desktop / Modern Web App / Legacy Web Client
SELECTED SITE NAME	_____
CONTROLLER FIRMWARE	_____
ACCESS-CONTROL INTEGRATOR	_____
ELEVATOR VENDOR/INTEGRATION	Low-level / KONE / Otis / Schindler / MCE / TKE / Other: _____
GUIDE VALIDATED BY/DATE	_____

Site-specific details to fill in

THE PUBLIC GUIDES CANNOT KNOW YOUR LOCAL DESIGN

Before rollout, a supervisor/integrator must replace generic names with your approved access levels, doors, floors, elevator cars, schedules, test locations, emergency SOP, and escalation contacts.

APPROVED TEST USER	_____
APPROVED TEST FOB	_____
APPROVED TEST DOOR	_____
APPROVED TEST FLOOR/CAR	_____
NORMAL LOBBY UNLOCK SCHEDULE	_____
HOLIDAY GROUP	_____
RESIDENT ACCESS LEVEL	_____
STAFF ACCESS LEVEL	_____
CONTRACTOR ACCESS LEVEL	_____
DOORS ROUTINE OPERATORS MAY UNLOCK	_____
DOORS/FLOORS REQUIRING MANAGEMENT	_____
LOST-FOB APPROVAL CONTACT	_____
LOCKDOWN/FIRE SOP LOCATION	_____
INTEGRATOR ESCALATION NUMBER	_____
ELEVATOR VENDOR ESCALATION NUMBER	_____
DATABASE BACKUP OWNER	_____

Command words that look similar—but are not

COMMAND	ACTUAL EFFECT	RISK
Unlock	Temporary door release for the programmed lock activation time.	Routine under SOP
Unlock latched	Keeps a door unlocked until another command, schedule, or process changes it.	High
Lock	Normal lock command.	Routine under SOP
Lockdown	Emergency/security override that defeats other unlock processes.	Critical
Clear	Removes a lockdown state; it is not the ordinary unlock button.	Critical
Activate floor	Latch-unlocks one floor through one elevator car.	High
Deactivate floor	Locks one floor through one elevator car.	High
Activate timed floor	Unlocks one floor/car for a defined time.	High
Card disabled	Stops one credential but keeps the user and other credentials.	Reversible
Disable user	Stops every credential for one user but keeps the record.	Reversible
Delete user	Removes the user record.	Permanent

High-risk action register

ACTION	SAFE TREATMENT
Delete a shared access level/schedule/group/door/floor/elevator	Check Usage, backup/export, integrator approval; do not use as routine cleanup.
Toolbar Copy	Can overwrite the selected record; do not assume it creates a harmless duplicate.
Multiselect + Save/Delete	Can change many production records at once.
Include all doors/floors/elevators	Also grants access to future records.
Lock activation time = 0	Can create toggle behavior and alter REX/REN operation.
Always check unlock schedule / Schedule verify	Can reverse manual commands.
Calendar action with no end	Can override normal schedules indefinitely.
Force Download / Update module	Can disrupt field control; Update module temporarily takes controllers/modules offline.
Commands field	Exact current ICT document or support direction only.

ACTION	SAFE TREATMENT
Elevator output/HLI mapping	Integrator and elevator vendor only.

What was researched

- Current public GX 4.3.402 release family and July 2026 Setup/Compatibility documents.
- 350-page official Operator Reference Manual and the End User Guide.
- Low-level and MCE elevator application notes, plus vendor-HLI source mapping.
- Official ICT videos for users, access levels, schedules, holidays, status pages, reports, and interlocking.
- Visual frames were reviewed before selection; all screenshots are attributed in the guides.

LIMITS

No live connection to your workplace installation was available, so local names, operator rights, integration type, fire/lockdown behavior, and exact 4.3.402 sub-build remain to be validated on-site.

Final change-control checklist

STOP RULE

If the saved result differs from the approved plan, roll back once and escalate. Do not make repeated speculative changes on a live access-control system.

Before

- Confirm written authorization, current Site, exact person/door/floor, and intended start/end time.
- Confirm the controller is online and there is no active lockdown, fire response, or unresolved alarm.
- Capture the current values; check History and Usage before changing any shared record.
- Choose the most reversible method and identify a test credential, witness, and rollback.

During

- Change one thing at a time and avoid multiselect unless specifically approved.
- Reconfirm the selected record immediately before Save or Delete.
- Wait for normal download/synchronization. Do not use Force Download or Update module as a first reaction.

After

- Refresh and reread the record; verify controller download/health.
- Test one expected allowed action and one expected denied action.
- Confirm the door/floor returns to the secure state; check Events and History.
- Record evidence and monitor the next scheduled transition, especially holidays and overnight periods.

Official source set

- [ICT Protege GX 4.3.402 Release Notes \(8 May 2026\)](#)
- [ICT Protege GX Setup Guide \(15 Jul 2026\)](#)
- [ICT Protege GX Operator Reference Manual \(18 Dec 2025\)](#)
- [ICT Protege GX End User Guide \(30 Jul 2025\)](#)
- [ICT Protege GX Compatibility Matrix \(24 Jul 2026\)](#)
- [ICT AN-248: Low Level Elevator Control \(2 Oct 2024\)](#)
- [ICT AN-241: Protege GX MCE Elevator Integration](#)

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The screenshots in this guide are limited training excerpts from official public ICT videos/manuals. For your final internal edition, replace them with redacted captures from your own licensed installation. Remove names, PINs, facility/card numbers, IP addresses, controller serials, floor-plan security details, and operator credentials.