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▶ Introduction

Thank you for purchasing the PATROL MANAGER PRO security patrol software package that has been designed to work in conjunction with the Guardscan TERMINAL handheld scanning device and RFID transponder tags. The PATROL MANAGER PRO software provides detailed computerized records of security patrol activity.

Before using this software package, RFID tags will have been placed along a particular security route, establishing checkpoints that must be visited as part of that route. When a patrol guard reaches a checkpoint, s/he must scan the RFID tag with the TERMINAL device by pressing on the front panel button until a "beep" sound is heard. The tag's identification code is scanned into the TERMINAL, along with the date and time of the scan. This information is later downloaded into a personal computer for tracking and report generation. Using PATROL MANAGER PRO, management personnel can ascertain the exact locations visited by patrol staff, the precise times they reached each checkpoint, as well as the status of each checkpoint.

An additional feature of PATROL MANAGER PRO is the ability to generate a variety of reports. These reports can be used to provide permanent records of daily route activity and system configurations. Reports generated by PATROL MANAGER PRO can also be used to help establish event timelines by providing records identifying the last time and checkpoint that cleared inspection before the security breach or event

▶ Loading the Software

- Insert the PATROL MANAGER PRO Setup CD into the CD-ROM drive of your PC. The setup program begins automatically. There is no need to choose your CD-ROM drive from your on-screen settings, or to use the <RUN> prompt.

- A Setup Wizard will now guide you through the setup procedure. You will be prompted to accept a default path for the PATROL MANAGER PRO software which is "C:\Program Files\GIGA-TMS\PatrolManager-Pro". If you do not already have other GigaTMS security scanners and software, we recommend you accept this default path. **However, if you have another GigaTMS product, such as the WATCHMAN Patrol Tour Terminal, you must choose another location for the driver or your original software will be overwritten.** Use the <Browse..> button to select a different location.

- You will now be asked to choose a name for your Start menu entry. You may type in your own name if you wish, otherwise click <OK> to accept.

- When the setup procedure is complete, remove the software CD-ROM disk from your CD-ROM drive and accept the prompt to *restart* your PC.

- When prompted for a password click <OK>.

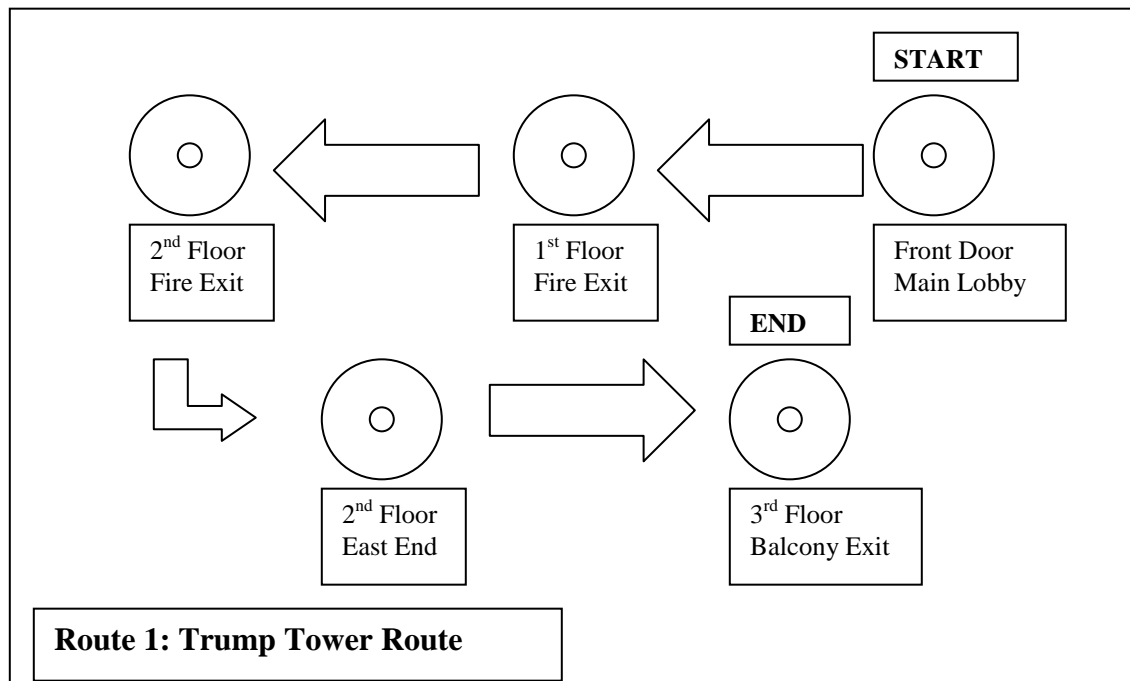- Once you have logged in, you may set your password under *Data/Set Password…*

Note 1: This process will not need to be repeated.

Note 2: Passwords can be changed at any time through the Data/Set Password…option.

▶ Assigning and Installing RFID Tags

The PATROL MANAGER PRO makes it very easy for you to assign and install RFID tags using the user-friendly on-screen display. Your GUARDSCAN patrol tour terminal will have been with RFID transponder tags. Each tags has been assigned an ID code that cannot be changed. That code is printed on the plastic casing of each tag.

- Determine the route and best placement along each route for each transponder. We recommend that you map your patrol routes out on paper. Here is an example:

START

2nd Floor
Fire Exit

1st Floor
Fire Exit

Front Door
Main Lobby

END

2nd Floor
East End

3rd Floor
Balcony Exit

Route 1: Trump Tower Route

- Assign an RFID code to each patrol guard, event, route and checkpoint. Notice that some RFID tags do not have holes in the center. These RFID tags may function best as ID tags for events, staff or routes since these functions do not require tag installation.
- Attach the transponder to a surface with the self-adhesive backing provided.
- Each RFID tag can be read through non-metallic surfaces of approximately 5 to7.5cm thick. To avoid the problem of tampering, consider placing the RFID tag in a location that is easily accessible for scanning, but not easily removed.
- Record the location of each tag on the building map or on a list, along with the RFID Tag code, located on the front of the tag. This data will be needed later when configuring PATROL MANAGER PRO.

▶ Getting Started

Planning and Tag Placement
- Determine the route to be patrolled and the patrol schedule for each route.
- Establish the checkpoints where RFID tags will be placed.
- Determine the events (conditions) that will need to be reported. For example" "unlocked door", "vandalism", "alarm sounding".
- Place the RFID tags at established checkpoints.

Initial Software Setup
- Begin using your PATROL MANAGER PRO software by selecting *GIGA-TMS/Patrol Manager Pro* from your Windows *Start* menu.
- You will be prompted to enter a password. To continue, hit <Enter>. The PATROL MANAGER PRO program will open, displaying a Flow Chart of the patrol route scanning process. At this point, you may begin to configure the system to your specifications.
  Note: *You may set and change your password through the Set Password feature found under the Data menu found later in this manual.*

After Software Configuration
- Run at least one test patrol to confirm the TERMINAL and RFID tags are functional. Be sure to report some events.
- After completing a test route, test the software setup by downloading the data into your PC and generating patrol tour reports.

►Configuring PATROL MANAGER PRO

Defining RFID

To facilitate tracking, RFID codes may be entered into four PATROL MANAGER PRO categories: checkpoint, event, patrolman, and route. PATROL MANAGER PRO uses the RFID codes to link these various components of a patrol together. These categories are available for configuration via the on-screen display in the *Setting RFID Tag* box, or via the Data menu.
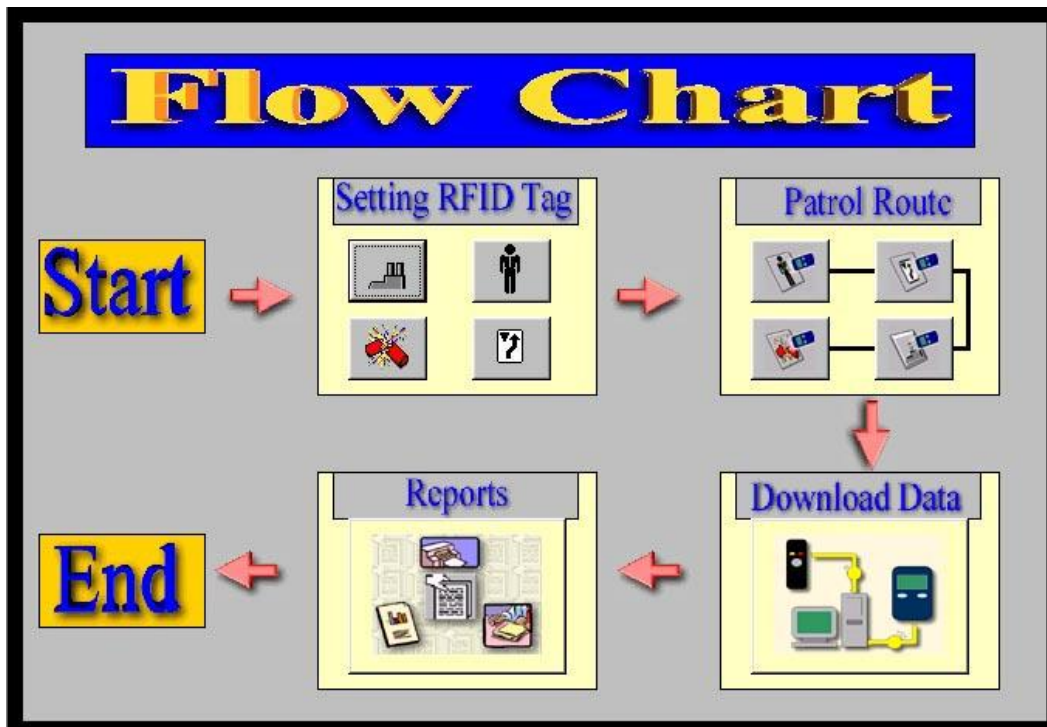
The **Checkpoint** category defines the physical RFID tag locations. It can be identified by a small picture of a factory building icon with two chimneys. **Patrolman** is used to link a code to a member of staff. It can be identified by a human figure icon. **Events** are conditions that may be cause for concern and need to be reported. Such events could be an open window or an unlocked door. It can be identified by a firecracker icon. The **Route** category will define a code for each specific route. It can be identified by an arrow diagram icon.

Note: Transponder code assignment may not be duplicated. The system will check all codes entered through the definition screens under the Data menu to see if they already exist. An error message will be displayed if the code has previously been assigned. (An RFID code can be found on the front of each RFID tag.)

Defining a New Record

As explained in the previous section, each category has a required set of data. This set of Data is referred to as a record. Records must be defined during the initial setup and when a new route component or entity is being added. For example, if a new patrol guard is being added to your workforce, a new record must be added to identify the patrol guard in the system.

- To define a new record using any definition category, select the desired category in the *Setting RFID Tag* window and click on it. A window will open for you to input the new data.

- Click <Add> to get a blank form if it is not blank already.

- Enter the data for the new record. When finished, click <Update> to save the new record.

Modifying a Record

- Select the desired definition category by clicking on the relevant button in the *Setting RFID Tag.*

- With the category definition window open, use a direction arrow at the bottom of the window to move the record you wish to modify.
  Note: *The record number is displayed at the bottom of the window.*

- Move your cursor to the field you wish to modify and type in the modification. After completing your modifications, update the modified record by moving the cursor or closing the window. The record will be updated automatically.

Deleting a Record

- Select the desired button from the *Setting RFID Tag* window.

- In the category window select the record that you wish to delete.

- When the record is displayed, click <Delete>. The record will be removed from the system.

Checkpoints

Each checkpoint must be assigned an RFID code. The Checkpoint Definition window is where checkpoint description are linked to a code. RFID tags are located at each checkpoint and these checkpoints are assigned to a route.

Checkpoint Definition

- To assign an RFID code to a specific location, select *Checkpoint Definition* from the buttons in your *Setting RFID Tag* window and click on it. It can be identified by a small picture of a factory building icon with two chimneys.

- Click the <Add> button in the pop-up window.

- With your cursor in the code field, type in the RFID code.

- In the Group field, type the name of the group associated with the route which will contain this checkpoint (this will be a name given by you).

- Enter a description of the checkpoint in the *Checkpoint* field.

- Click <Update> to enter the data into the system.

Patrolman

The Patrolman definition window is used to define employee profiles. This window links employee names, RFID codes and a description of the job responsibilities. Note: Profiles created through Patrolman definition are not limited to patrol guards. Any employees, such as managers who patrol the route, should be defined.

Patrolman Definition

- Select the *Patrolman Definition* button, identified by the human figure icon.

- Click on the <Add> button in the pop-up window.

- Type the RFID code assigned to the patrolman or staff member in the code field.

- In the *Name* field, type the name of the patrol guard.

- Type a description, such as the employee's position, in the *Description* field. This description may also be used to identify the route or the group that the employee belongs to.

- Click <Update> to enter the new data.

Events

Events are conditions, which may be reasons for concern and need to be reported. Examples of events are open windows, unlocked doors, vandalism, an alarm sounding or intruders. Assign a code to each event that you anticipate.

Event Definition

- Click on the *Event Definition* button in the *Setting RFID Tag* window. This has a firecracker icon to identify it.

- Click the <Add> button

- Type the RFID code for the event in the *Event* field.

- Type a description of the event in the *Description* field.

- Click <Update> to save the event record.

Routes

A Route is a sequential series of checkpoints that must be inspected during a patrol. The Route Definition screen allows you to define all the elements of the route. For each day and shift that the route is active, an individual record must be created.

Route Definition

- Click on the *Route Definition* button in the *Setting RFID Tag* window. It can be identified by the arrow diagram icon.

- Click on <Add Route>.

- If the correct route code and name are displayed, move your cursor to the *Patrol Time* field. If not, click the <Browse Route> button to display a list of routes to select from. Select the correct route by highlighting the code and clicking <OK>.

- Enter the patrol start time in the *Patrol Time* field. This means the estimated total time needed for patrolling this route.

- Click on <Update Route>

- To delete a route, place your cursor anywhere on the route record and click <Delete Route>. You will be prompted to verify that you want to delete the record. Click <OK>.

- To add or update a checkpoint in the route, click on <Select Checkpoints in Route> and a pop-up window will allow you to add or rearrange checkpoints in the selected route.
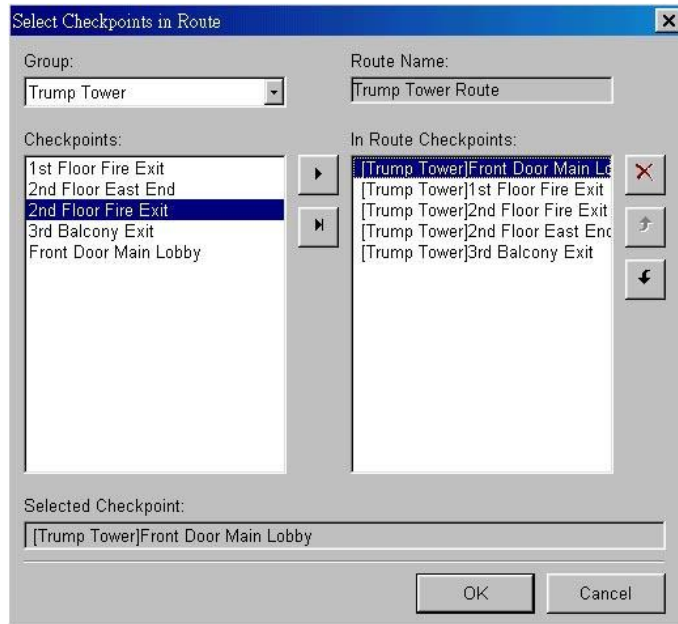
- When you are finished configuring the route, click <Update Route> and <Close>. The changes will be saved and the window will close.

Schedule Definition

PATROL MANAGER PRO includes a Schedule Definition function to set a specified route and time for each patrol and patrol guard. Management personnel can view records that vary from the schedule in reports and find out from the relevant guard why the variations occurred. If a guard forgets to scan a tag, it can be input after the data has been downloaded. See below.
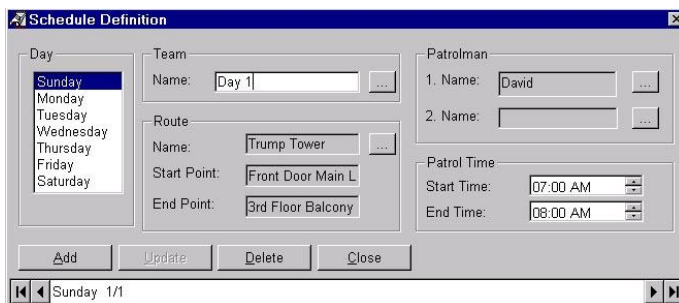
- Either select Data/Schedule Definition or click on the Schedule Definition icon on the top toolbar (identified by a flip-page calendar icon).

- Select the correct day from the Day frame.

- In the Shift frame, type the name of the shift or click the command button and select the correct name from the drop-down list.

- Type the route name or click the command button to select the correct name in the Route frame. The system will automatically fill in the start and end points.

- Select the patrol guard from the drop-down list in the Patrolman frame.

- Enter the Start Time and End Time.

- Save the data by clicking <Update>. If you want to continue adding schedules, click <Add>. A new blank screen will open.

- When finished click <Update> and <Close>.

Generating Reports

PATROL MANAGER PRO produces several standard reports, which give detailed information about the configuration of the system and daily patrols. These reports may be viewed on your screen or printed.

- Select the *Reports* button in the *Flow Chart* window.

-
- There are six standard report categories for you to choose from: *Group, Patrol Route, Patrol Man, Checkpoint, Event* and *Exception.* Select the required category by clicking on the relevant word. That category's sort parameters will be brought to the front for you to select. All reports can be sorted by Route, Patrolman, Checkpoint and Event, selected by drop-down menus at the top right of the screen. There are three levels of sort priority for you to select.

- In the *Group* category you may choose one from three report parameters by clicking on the appropriate radio button to the left of it. The choices are *Patrol Route Completed*, *Events Reported* and *Time Duration Report.*

- In the *Patrol Group* category you may choose one report parameter, *Tour Route.*

- In the *Patrolman* category you may choose one from two report parameters by clicking on the appropriate radio button to the left of it. The choices are *Tour Report* and *Time Duration Report.*

- In the *Checkpoint* category you may choose one from two report parameters by clicking on the appropriate radio button to the left of it. The choices are *Visit Frequency* and *Events.*

- In the *Event* category you may choose one from three report parameters by clicking on the appropriate radio button to the left of it. The choices are *by Group, by Patrol Route* and *by Checkpoint.*

- In the *Exception* category you may choose one from two report parameters by clicking on the appropriate radio button to the left of it. The choices are *by Group* and *by Patrol Route.* There are two types of report to choose from in this report, *Missed Checkpoints* or *Out of Sequence Checkpoints.*

- Once you have selected the parameters for your report, you may set filters by Route, Patrolman, Checkpoint, Event in the bottom left of the screen. The default setting is *(All)* which will filter out all of the settings for the selected tags, but you may choose to customize by clicking the drop-down menu arrow and selecting *(Custom..).* You may customize your filters in the pop-up window that appears. Click <OK> to return to the *Reports* screen.

- Define the *Date/Time Range* in the bottom right of the screen. *Start Date* and *End Date* are selected by clicking on the drop-down arrow and choosing a date on the calendar page that appears. Months can be navigated by the arrows on the top bar of the calendar page. *Start Time* and *End Time* can be input manually by highlighting the time displayed using your mouse and then inputting the required time in the following format: hh:mm:ss AM/PM. Hours, minutes, seconds, AM/PM settings can also be adjusted up and down by the cursors to the right of the appropriate window.

- To preview the report, click on <Preview>. The report will appear on your screen. If the report is acceptable, you can print it using the *File/Print*

function (see menu options below). If not, close it and you will return to the *Reports* screen where you can define a new report.

- To exit the report window, click <Close>.

Setting a New Password

- Select *Set Password* from the *Data* menu.

- Type your current password in the first field.

- Enter your new password in the *New Password* field.

- Enter the new password again in the *Confirm New Password* field. Click <OK> to save the information.

Terminal Menu
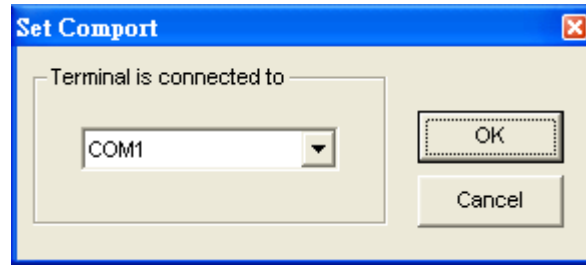
Functions in this menu allow the user to configure the communication options.
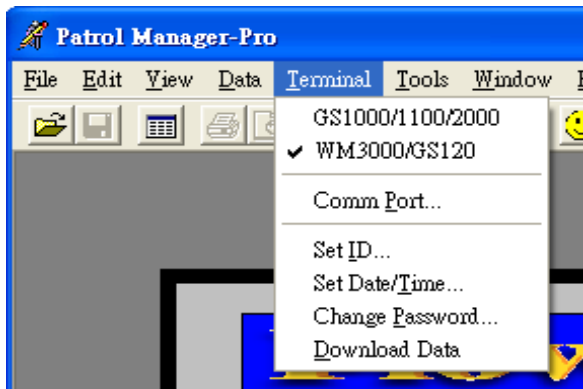
CommPort - This option is used to define the port used to communicate with the TERMINAL.

- Select *Comm Port* from the *GuardScan* menu.

- Select the correct COM port (COM ~ COM16) to correspond with the port you are using on your PC to download the data from your TERMINAL terminal and click <Enter>.

Set ID - This option is used to identify the TERMINAL unit being used to download data. Each TERMINAL has its own identification number. If your company has only one TERMINAL, it is not necessary to set this option. The ID number for your TERMINAL can be found by downloading data to your PC. After the download is complete, preview a report on the screen. The ID number will appear on the report.

- Select *Data/Set ID.*

- In the pop-up window that opens, type the ID number of the TERMINAL you are using to download the data and click <OK>.
  Note: the default ID number is 00. The ID code is in base HEX, giving a choice of 10 numbers and six letters for each of the two figures.

Set Date/Time - This option is used to input the date and time settings on each TERMINAL unit. The first time you use a TERMINAL unit, you should set the date and time using this option.

- With the TERMINAL turned on, attach the communications connector of the download cable to the TERMINAL terminal.

- Attach the other end to a Serial Port on your computer. Take note of which COM port is used. The port should match the *Comm Port* setting under the *Data* menu.

- Select *GuardScan/Set Date/Time.*

- In the *Set Date/Time* pop up window select the *Date* from the drop-down calendar on the left. The day can be selected by clicking on the appropriate day on the calendar page. The month can be navigated by arrow buttons at the top of the calendar page.

- In the *Set Date/Time* pop up window select the *Time* on the right by clicking with your mouse. The hour, minute and second settings can be input manually by highlighting

Download Data - This option is used to download information collected during patrols. The data stored in the TERMINAL must be downloaded to a PC with PATROL MANAGER PRO software.

- With the TERMINAL turned on, attach the communications connector of the download cable to the TERMINAL terminal.

- Attach the other end to a Serial Port on your computer. Take note of which COM port is used. The port should match the *Comm Port* setting under the *Data* menu.

- Press and release the Scan button on your TERMINAL unit to initiate the download mode.

- Select *Download Data* from the *GuardScan* menu.

- If the download is successful, the PATROL MANAGER PRO will erase the data in the TERMINAL memory and display the results on the screen. If the download is not successful, an error message will be displayed.
  Note: *You must save the data after the download process is complete or the data will be lost.*

- Once the download has been completed, you may wish to update the time settings of your TERMINAL unit. This is not done automatically. To update the TERMINAL's time setting to agree with your PC, go to *Tools/Options..* (see Tools Menu section).

- Once the data has been successfully downloaded, turn the TERMINAL off to conserve the battery.

Data Menu

The Data menu is used to associate the RFID codes with the different entities of a patrol.

Customer Settings – Allows you to input, store and browse customer records.

- Select *Data/Customer Settings…*

- In the *Customer Settings* window type in new customer details. To move from one line to the next, move your cursor and click or press the <Tab> key. Click <Update> to save the record.

- Each record is given a code. You can browse these codes in the bottom window by clicking on the left and right arrows to move up and down through the records, or by clicking <Browse>.

- To delete a record, move to it using the arrow keys or the browse function and click on <Delete>.

- To cancel a record you are inputting, click on <Cancel>.

- To exit the window, click on <Close>

Note: All other functions under this menu are explained in the Configuring PATROL MANAGER PRO section earlier in this document.

▶Using the TERMINAL

The TERMINAL is a handheld contactless proximity technology that is used to scan RFID tags. When the RFID tag is scanned, the tag identification number and the date and time of the scan are recorded in the devices memory. The data is later downloaded into a computer.

Recording Data

- Using the switch on the right side of the TERMINAL, switch the power on. The device will beep, indicating that the power has been turned on.

- Upon arrival at the checkpoint, aim the TERMINAL at the RFID tag and press the scan button until the TERMINAL beeps, indicating the tag has been scanned. Note: The scanning distance for the TERMINAL is 2 to 5cm.

- To record an event (condition) of a checkpoint, simply scan the appropriate RFID tag immediately after scanning the checkpoint RFID tag.

Note: Patrol guards must carry RFID tags that have been designated and labeled as codes for events, such as open windows, unlocked doors and vandalism. The guard's own ID tag can be carried with them, or fixed in a staff room or other point of the patrol route.

Downloading the Data to a PC

To utilize the information collected during patrols, the data stored in the TERMINAL must be downloaded to a PC with PATROL MANAGER PRO software.

- Attach the connector of power adapter to BS2000, and attach the communication cable of BS2000 a *Serial Port* on your PC.

- Put TERMINAL terminal on the BS2000 download station.

- Press the scan button on the TERMINAL to initiate the download mode. In the PATROL MANAGER PRO software, select the *Download Data* option from the *GuardScan* menu.

- If the download is successful, the PATROL MANAGER PRO will erase the data in the TERMINAL memory and display the results on the screen. If the download is not successful, an error message will be displayed. Note:

You must save the data after the download process is complete or the data will be lost.

►Menu Options

This section is provided for users who are unfamiliar with PCs or who use them infrequently. It lists basic information about standard Windows application features.

File Menu

The PATROL MANAGER PRO file menu works in much the same way as the File Menu in other applications. It is used to open, close, or save files, and exit the application. One unique feature is the Information option.

Load Patrol Data – After saving downloaded data, the Patrol Manager will put these data into a database file, *Patrol.mdb*, which is saved in Windows in the path you assigned when loading the software. The user can review the saved data by using this command.

- Select *File/Load Patrol Data*.

- Select the *Start Date* for the range from the top drop-down list.

- Select the *End Date* for the range from the bottom drop-down list.

- Click <OK> and a list of data for the relevant time period will be displayed on your screen.

Get External Data – imports saved data from other programs, namely Patrol Manager Express (the previous version of PATROL MANAGER PRO) and TERMINAL Monitor. These programs save programs in text format. This command allows you to retrieve the previously saved data and transfer it to *Patrol.mdb* format.

- Select *File/Get External Data../Import..*

- Browse for the file you wish to import from the *Import External Patrol Data* pop-up window.

- Click <OK> and the file will be displayed as a list on your screen.

Close - closes a file

- Select *File/Close.*

- The file that is currently open on your screen will close. If changes have been made to the file, a message will ask if you want to save the changes. Select <Yes>, <No> or <Cancel>. <Cancel> returns you to the file so that you can continue to work on it.

Information - This data will be used in PATROL MANAGER PRO reports

- From the *File* menu, select *Information*.

- Fill in the fields with the requested user information. Click <Close>.

Print Preview - Shows a preview of current page. Used to check the appearance of page before printing.

- Select *File/Print Preview.*

- Select <Close> from the toolbar to close the preview and return to your document.

Print - Prints the document.

- Select *File/Print*

- In the *Print* screen, select <OK> to print the entire document.

- To print only the current page, click the *Current Page Only* radio button and click <OK>.

- To print a range of pages, click the *Pages* radio button in the *Page Range* frame and enter the range of page numbers in the *Pages* field (e.g. 4-11, 1-2 etc.) and Click <OK>.

Exit - Closes the application.

- Select *File/Exit.*

- The PATROL MANAGER PRO application will close.

Edit Menu

Provides a search feature for the definition windows under the Data menu and copy, cut and paste features when the browsing function is active.

Undo - Removes the last string typed.

- After typing in new text, select *Edit/Undo*. The newly typed text string will be removed.

Cut - Allows defined data to be cut (removed) from a field in a screen, usually for the purpose of moving it to another screen or field.
Note: This feature is only active when the Browse function is active.

- Open the definition window that contains the data that you wish to cut. Click <Browse>.

- Define the data that you wish to cut from the screen by holding down the <Shift> key and using an arrow key to highlight the data.

- Select *Edit/Cut*.

- The highlighted data will disappear and the *Paste* option in the Edit menu will become active.

Copy - Allows defined data to be copied from a field in a screen to another screen or field without deleting the data from its original placement.

- Open the definition window that contains the data you wish to copy. Click <Browse>.

- Define the data that you wish to copy from the screen by holding down the <Shift> key and using an arrow key to highlight the data.

- Select *Edit/Copy*.

- The highlighted data will be copied to a buffer and the data will remain on the screen.

Paste - Places cut or copied data into a field or screen.

- After using *Cut* or *Copy*, open the definition screen that you wish to paste your data into and move your cursor to the appropriate field.

- Select *Edit/Paste*. The data will be pasted into the field.

View Menu

This function allows you to hide or view the *Toolbar*, *Status Bar* or *Flow Chart*.

- Select *View* from the menu bar.

- A checkmark will appear next to the frame if the feature is being viewed. The absence of a checkmark indicates that the feature is not in view, or hidden. Click the feature name to change between viewed (with checkmark) and hidden (without checkmark).

Tools Menu

This menu contains two useful tools for operators of the TERMINAL, a Language Editor option and a Download Settings option to update your TERMINAL unit.

Language Editor – Allows you to update your language settings to add new languages or delete those that are no longer necessary. This feature is not active if you have only one language installed in your version of PATROL MANAGER PRO. The program puts all the words used in the interface into a PatrolRes.mdb file and allows users to switch the interface from one language to another.

- Select *Tools/Language Editor.*

- In the *Language Editor* screen you will find the languages that are already installed. To view the interface in a different language, select it with your cursor and click <OK>.

- To add a new language, click <Add> and type the new language in the *Add New Language* pop-up window. Click <OK> and the new language will be added to the list in the *Language Editor* screen.

- To delete a language, click on the appropriate entry in the list in your *Language Editor* screen. Click <Delete>

- When you have finished your edit, click <Apply> to update the language settings and <Close>.

Options... - This feature is provided to allow you to update the settings of your TERMINAL units once you have downloaded data from them.

- Select *Tools/Options.*

- In the *Download Settings* screen you can choose to *Update the Time of the Patrol Tour Terminal from your computer* and/or *Erase the Patrol Data of the Patrol Tour Terminal* by activating the checkmark to the left of each option. It is only necessary to update the time of the TERMINAL unit if you notice in the downloaded data that it is incorrect.

__Note:__ The Erase the Patrol Data of the Patrol Tour Terminal is checked by default as it is recommended to erase data each time you download or else the TERMINAL unit's memory will fill up and render the unit inoperable.

- Click <OK> to activate the download or <Cancel> to abort.

Window Menu

If you have more than one window open, you can arrange the windows to see them all. *Cascade* arranges open windows so that the title bar of each window is visible. Tile arranges windows side by side. To activate a window and bring it to the front, click its title bar. A list of open windows will be displayed at the bottom of the menu.

- With multiple windows open, click on the *Window* menu. Select an orientation option. To select a different orientation, click on the appropriate option.

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►Appendix A

System Requirements

- IBM compatible PC

- 32MB RAM minimum

- Windows 95/98/2000/NT 4.0 operating system

- One available Serial Port

- CD-ROM drive

- Mouse

- Printer

- VGA resolution (800 x 600dpi)

- If you have a CPU with 133MHz FSB, you must use Service Pack 3

▶Appendix B

Quick Reference Guide

1. Determine the route that will be patrolled.

2. Determine the checkpoints where RFID tags will be placed.

3. Determine the schedule for the route.

4. Determine the events (conditions) that will need to be reported. For example, an open window, or an unlocked door.

5. Using the Data menu in PATROL MANAGER PRO, configure all checkpoints, routes, events and patrolmen codes. (These codes are found on the front of the RFID tags).

6. Place the RFID tags at the checkpoints. Tip: Using one of the system-generated reports will be helpful in placing the RFID tags after configuring the system.

7. Run at least one test patrol to confirm that the TERMINAL and RFID tags are functional. Be sure to report some events.

8. After completing a test route, test the software setup by downloading the data and running reports.